# Internet Explorer 11

# NOTE

We do not support Internet Explorer with our Consumer and Business Bill Pay applications. This browser is only supported with MASTER Site and iPay Portal.

To locate the browser version, with your browser window open, select the **Help** menu. Click **About Internet Explorer**.

File	Edit	View	Favorites	Tools	Help	
	Interne	t Explor	rer Help		F	1
	What's	New in	Internet Exp	olorer 11	1	
	Online	suppor	t			
[	About	Internet	Explorer			

Adjust the compatibility view settings.

With your browser window open, press **Alt+T** on your keyboard or select the **Tools** menu. Click **Compatibility View Settings**.

File	Edit	View	Favorites	Tools	Help	
	Delete	browsin	g history			Ctrl+Shift+Del
	InPrivate Browsing wanage add-ons					Ctrl+Shift+P
	Compa	tibility \	/iew setting	s		
	Subscri	ibe to th	is feed			
	Report	website	problems			
	Interne	t option	s			

The Compatibility View Settings dialog box appears.

## **MASTER Site Users:**

In the *Websites you've added to Compatibility View* field, add or remove billpaysite.com. When finished, click **Close**.

NOTE

In MASTER site the Compatibility View Settings may need to be adjusted between different sections of the site if issues occur.

Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
	<u>A</u> dd
Websites you've added to Compatibility View:	
	<u>R</u> emove
<ul> <li>Display intranet sites in Compatibility View</li> <li>Use Microsoft compatibility lists</li> <li>Learn more by reading the <u>Internet Explorer privacy</u></li> </ul>	<u>statement</u>
	Close

Then change the privacy settings to allow sites.

With your browser window open, press **Alt+T** on your keyboard or select the **Tools** menu. Click **Internet options**.



The Internet Options dialog box appears. Select the Privacy tab, and then click **Sites**. The Per Site Privacy Actions dialog box appears.

In the *Address of Website* field, type billpaysite.com and click **Allow**. The addresses appear under *Managed websites*.

#### When finished, click **OK** then **Apply**.

General Security Privacy Content Conne	ections Programs Adva	anced Per Site Privacy Actions		
SettingsS	ites Advanced	Manage Sites You can specify which w	ebsites are always or never allowed	to use
Location		Type the exact address of the we	ebsite you want to manage, and then	n click Allow
Never allow websites to request your	Clear Sites	s or Block.		
physical location		To remove a site from the list of n	nanaged sites, select the name of the	e website
Pop-up Blocker		and click the Remove button.		
✓ Turn on Pop-up Blocker	Settings	Address of website:		
InPrivate				<u>B</u> lock
InPrivate	rivate Browsing starts			<u>B</u> lock Allow
InPrivate	ivate Browsing starts	Managed websites:		<u>B</u> lock <u>A</u> llow
InPrivate	ivate Browsing starts	Managed websites:	Setting	<u>B</u> lock <u>A</u> llow <u>R</u> emove
InPrivate	rivate Browsing starts	Managed websites: Domain billpaysite.com	Setting Always Allow	<u>B</u> lock <u>A</u> llow <u>Remove</u> Remove all
InPrivate	rivate Browsing starts	Managed websites: Domain billpaysite.com businessbillpay-e.com	Setting Always Allow Always Allow	<u>B</u> lock <u>A</u> llow <u>Remove</u> Re <u>m</u> ove all
InPrivate	rivate Browsing starts	Managed web <u>s</u> ites: Domain billpaysite.com businessbillpay-e.com	Setting Always Allow Always Allow	Block Allow Remove Remove all
InPrivate	rivate Browsing starts	Managed web <u>s</u> ites: Domain billpaysite.com businessbillpay-e.com	Setting Always Allow Always Allow	<u>B</u> lock <u>A</u> llow <u>Remove</u> Re <u>m</u> ove all
InPrivate	ivate Browsing starts	Managed web <u>s</u> ites: Domain billpaysite.com businessbillpay-e.com	Setting Always Allow Always Allow	Block Allow Remove
InPrivate	ivate Browsing starts	Managed websites: Domain billpaysite.com businessbillpay-e.com	Setting Always Allow Always Allow	<u>B</u> lock <u>A</u> llow <u>Remove</u> Re <u>m</u> ove all
InPrivate Disable toolbars and extensions when InPr	ivate Browsing starts	Managed websites: Domain billpaysite.com businessbillpay-e.com	Setting Always Allow Always Allow	Block Allow Remove Remove all

Bill Pay Browser Settings for a PC Client Reference Guide Then change your privacy settings to allow pop-ups.

While in the *Privacy* tab, click **Settings** in the *Pop-up Blocker* section. The *Pop-up Blocker Settings* dialog box appears.

## iPay Portal Users:

In the Address of Website field, type jhaipayportal.com and click Add. The address appears under Allowed sites.

#### When finished, click **Close**.

		Den un Placker Settinge	
Settings Sites Sites Never allow websites to request your physical location	Advanced Clear Sites	Exceptions Pop-up Blocker Settings Exceptions Pop-ups are currently blocked. You can allow websites by adding the site to the list below. Address of website to allow:	pop-ups from specific
Pop-up Blocker			Add
✓ Turn on Pop-up Blocker	Settings	Allowed sites:	
A DECEMBER OF THE OWNER O		.biipaysite.com	<u>R</u> emove
☐ Disable toolbars and extensions when InPrivate Brov	vsing starts	*.businessbillpay-e.com	R <u>e</u> move all
☑ Disable toolbars and extensions when InPrivate Brov	vsing starts	*.businessbillpay-e.com Notifications and blocking level: Play a sound when a pop-up is blocked. Show Notification bar when a pop-up is blocked. Blocking level:	R <u>e</u> move all
Disable toolbars and extensions when InPrivate Brov Some settings are managed by your system admir	vsing starts	*.businessbillpay-e.com Notifications and blocking level: Play a sound when a pop-up is blocked. Show Notification bar when a pop-up is blocked. Blocking level: Medium: Block most automatic pop-ups	R <u>e</u> move all.



Next, delete your browsing history.

Select the General tab, then click **Delete** in the Browsing History section. The Delete Browsing History dialog box appears.

Clear all check boxes, except for Temporary Internet Files and Website Files, and then click Delete.

Internet Options	? ×	Delete Browsing History X
General         Security         Privacy         Content         Connections         Program           Home page	ns Advanced	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
about:blank	~	Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Use <u>c</u> urrent Use de <u>f</u> ault <u>U</u> se	e new tab	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
<ul> <li>Start with tabs from the last session</li> <li>Start with home page</li> </ul>		History List of websites you have visited.
Tabs Change how webpages are displayed in tabs.	Tabs	Download History List of files you have downloaded.
Browsing history Delete temporary files, history, cookies, saved passwords,	and web	Form data Saved information that you have typed into forms.
form information.  Delete browsing history on exit		Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Appearance Colors Languages Fonts Ac	ettings cc <u>e</u> ssibility	☐ Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
OK Cancel	Apply	About deleting browsing history Delete Cancel

# NOTE

While the browser clears its history, you can continue adjusting settings. A dialog box appears while the files are being deleted. This step could take a few minutes if the cache has not been cleared for a while. Once the browser is finished deleting files, the following message appears: Internet Explorer® has finished deleting the selected browsing history.

**Bill Pay Products** December 2022 Then check additional settings.

While still in the *General* tab, locate the *Browsing History* section and click **Settings**. The *Website Data Settings* dialog box appears.

Verify that Every Time I Visit the Webpage is selected, then click **OK**.

nternet Options ? ×	
Seneral Security Privacy Content Connections Programs Advanced	
Home page	
about:blank	
Use <u>o</u> urrent Use default <u>U</u> se new tab	Website Data Settings ? ×
Startup	Temporary Internet Files History Caches and databases
<ul> <li>○ Start with tabs from the last session</li> <li>● Start with home page</li> </ul>	Internet Explorer stores copies of webpages, images, and media for faster viewing later.
Tabs	Check for newer versions of stored pages:
Change how webpages are displayed in tabs. Tabs	Every time I visit the webpage
	O Every time I <u>s</u> tart Internet Explorer
Browsing history	O <u>A</u> utomatically
Delete temporary files, history, cookies, saved passwords, and web form information.	○ <u>N</u> ever
Delete browsing history on exit	Disk space to use (8-1024MB)         250 ♀           (Recommended: 50-250MB)
Delete Settings	Current location:
Appearance	C:\Users\slaginess\AppData\Local\Wicrosoft\Windows\ INetCache\
Colors Languages Fonts Accessibility	Move folder View objects View files
OK Cancel Apply	OK Cancel

While still in the *General* tab, locate the *Appearance* section and click **Languages**. The *Language Preference* dialog box appears. Click **Set Language Preferences**.

ternet Options	? ×
eneral Security Privacy Content Connections Programs	Advanced
Home page	
To create home page tabs, type each address on its c about:blank	own line.
	Language Preference
Use <u>c</u> urrent Use de <u>f</u> ault <u>U</u> se na	ew tab
Startup O Start with tabs from the last session	Add the languages you use to read websites, listing in order of preference. Only add the ones you need, as some characters can be used to impersonate websites in other languages.
• Start with home page	Cold Income Defension
Tabs	
Change how webpages are displayed in tabs.	abs Changes to Language Preferences will take effect after restarting the browser
Browsing history	
Delete temporary files, history, cookies, saved passwords, and form information.	d web
Delete browsing history on exit	
Delete Sett	tings Prefix and suffix options
Appearance	Do not add 'www' to the beginning of typed web addresses
Colors Languages Fonts Acces	ssibility Spectry the suffix (for example .net) that should be added to typed web addresses when you press Ctrl + Shift + Enter.
OK Cancel	Apply OK Cancel

The Change your Language Preference control window appears. Ensure that English (United States) [en-US] is the first, or only, language listed. Close the window.

Eanguage			-		×	
← → × ↑ 😤 → Control Pa	anel > All Control Panel It	ems → Language v Ö	Search Control Pan	iel	٩	
Control Panel Home	Change your language preferences					
Advanced settings Change date, time, or number	You can type in any lang the list that they suppor	uage you add to the list. Windows, apps and web: t.	ites will appear in the	first langua	ge in	
Tormats	Add a language Rem	ove Move up Move down				
Secola	English (United States)	Windows display language: Enabled Keyboard layout: US Date, time, and number formatting		Options		
Fonts						
Location						

Click **OK** to close the Language Preferences dialog box.

With the Internet Options dialog box still open, select the *Advanced* tab. Under the *Accessibility* section, ensure that **Enable Caret Browsing for new windows and tabs** and **Move system caret with focus/selection changes** are cleared.

Internet	Options					?	×		
General	Security	Privacy	Content	Connections	Programs	Advanc	ed		
General       Security       Privacy       Content       Connections       Programs       Advanced         Settings									
<	Alway Alway Close Disabl	rs record d unused fo e script de e script de	leveloper c Iders in His bugging (I buaaina ((	onsole messag story and Favo internet Explo Other)	ges orites* rer)	>			
*Ta	kes effect (	after you	restart you	Ir computer					
Reset Internet Explorer settings Resets Internet Explorer's settings to their default condition.									
You should only use this if your browser is in an unusable state.									
U U			Ok	с с	ancel	<u>A</u> pply	1		

Under the Security section, ensure that TLS 1.1 and/or TLS 1.2 are selected, and that SSL 3.0 is cleared.

Internet	Options					?	×
General	Security	Privacy	Content	Connections	Programs	Advan	ced
Setting	s						- ]
	Enable Enable Enable Enable Enable Send I Use S Use TI Use TI Use TI Use TI Use TI Warn Warn Warn Warn Warn	DOM Sto Enhance Integrat Native XI Windows Do Not Tra SL 3.0 LS 1.0 LS 1.1 LS 1.2 about cer if changin if POST su	rage ed Protecter ed Window MLHTTP su s Defender ack request tificate add g between ubmittal is r	d Mode* pport SmartScreen ts to sites you dress mismatch secure and no redirected to a	visit in Inten * t secure mod zone that do	net E de oes n	
<						>	
*Ta	kes effect a	after you	restart you	Ir computer			
				Restore	advanced s	ettings	
Reset I Rese cond	nternet Ex ts Internet lition.	plorer set t Explorer	tings 's settings i	to their default	Res	et	
You	should only	ruse this i	f your brov	vser is in an un	usable state	2.	
0 2	iome <u>setun</u>	<u>qs</u> are ma	naged by y	/our system ad	iministrator.		
			OK	Ca	ancel	<u>A</u> ppl	у

Click **Apply**. Then, click **OK** to close the Internet Options dialog box.

Restart the browser by closing all open sessions.

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