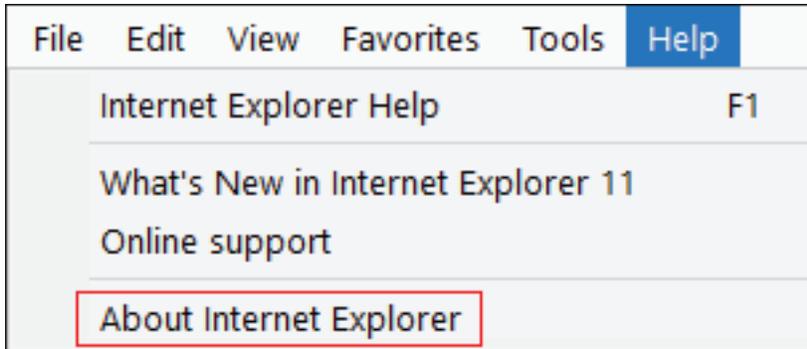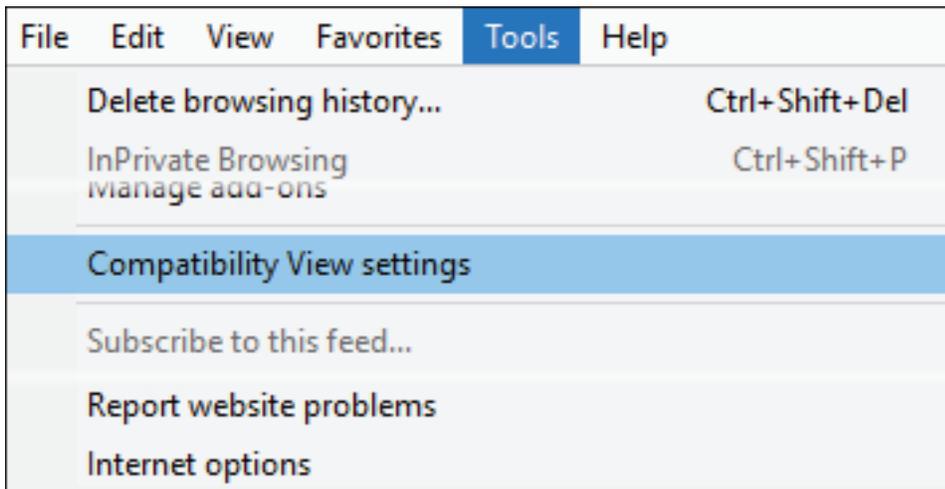# Internet Explorer 11

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	
Internet Explorer Help						F1
What's New in Internet Explorer 11						
Online support						
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**.
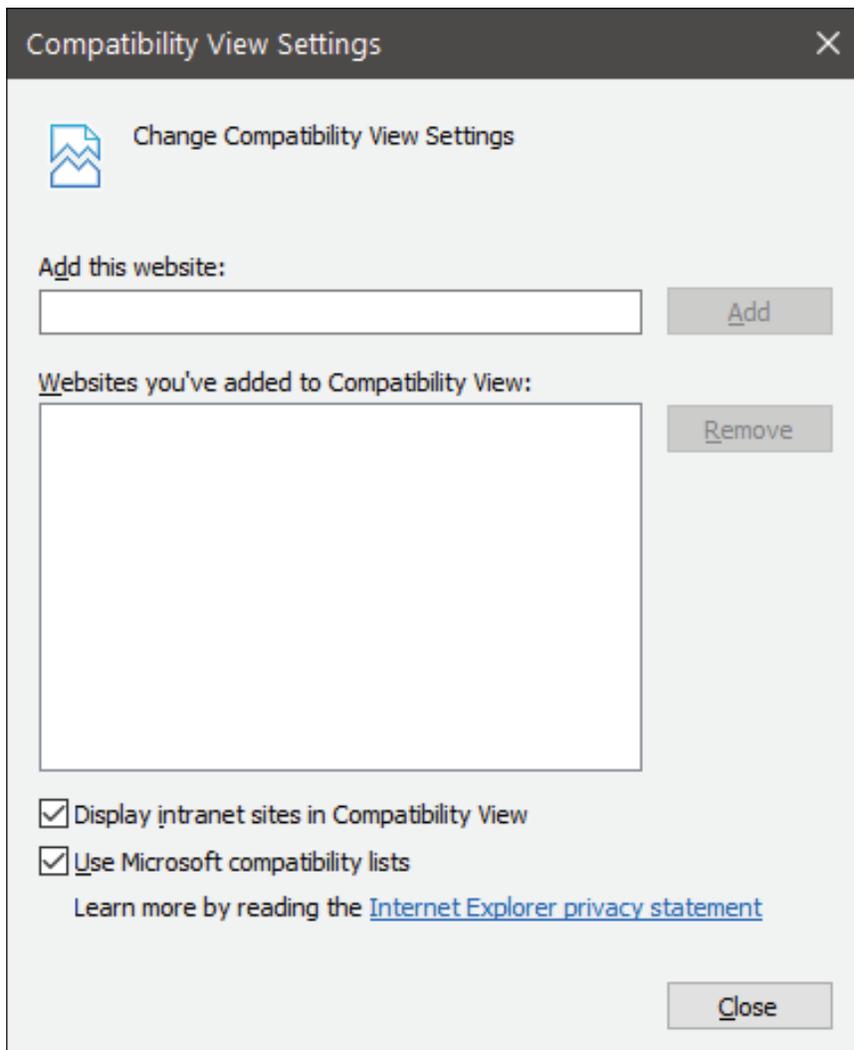
File	Edit	View	Favorites	Tools	Help	
Delete browsing history...						Ctrl+Shift+Del
InPrivate Browsing						Ctrl+Shift+P
Manage add-ons						
Compatibility View settings						
Subscribe to this feed...						
Report website problems						
Internet options						

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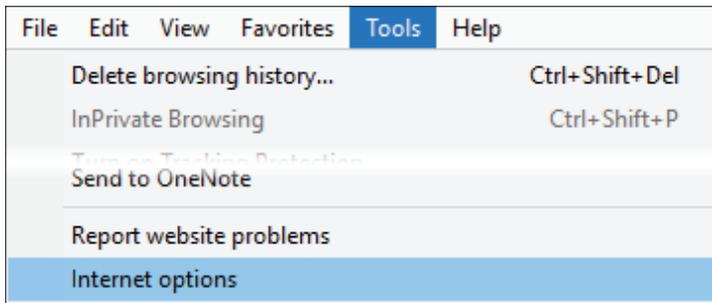
> NOTE
>
> In MASTER site the Compatibility View Settings may need to be adjusted between different sections of the site if issues occur.

Compatibility View Settings ✕

Change Compatibility View Settings

Add this website:

[   ]   [Add]

Websites you've added to Compatibility View:

[   ]   [Remove]

☑ Display intranet sites in Compatibility View
☑ Use Microsoft compatibility lists
   Learn more by reading the Internet Explorer privacy statement

[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**.

File	Edit	View	Favorites	Tools	Help	
Delete browsing history...					Ctrl+Shift+Del	
InPrivate Browsing					Ctrl+Shift+P	
Send to OneNote						
Report website problems						
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.*
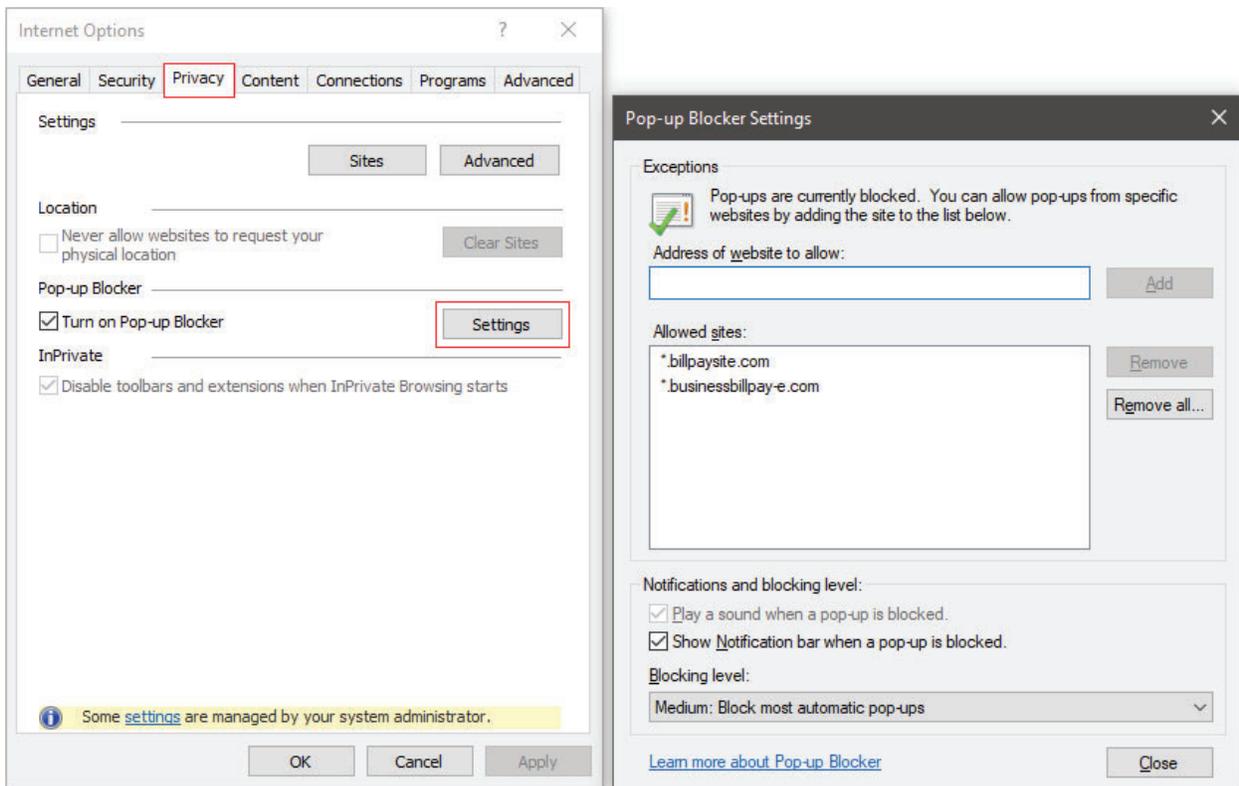
When finished, click **OK** then **Apply**.
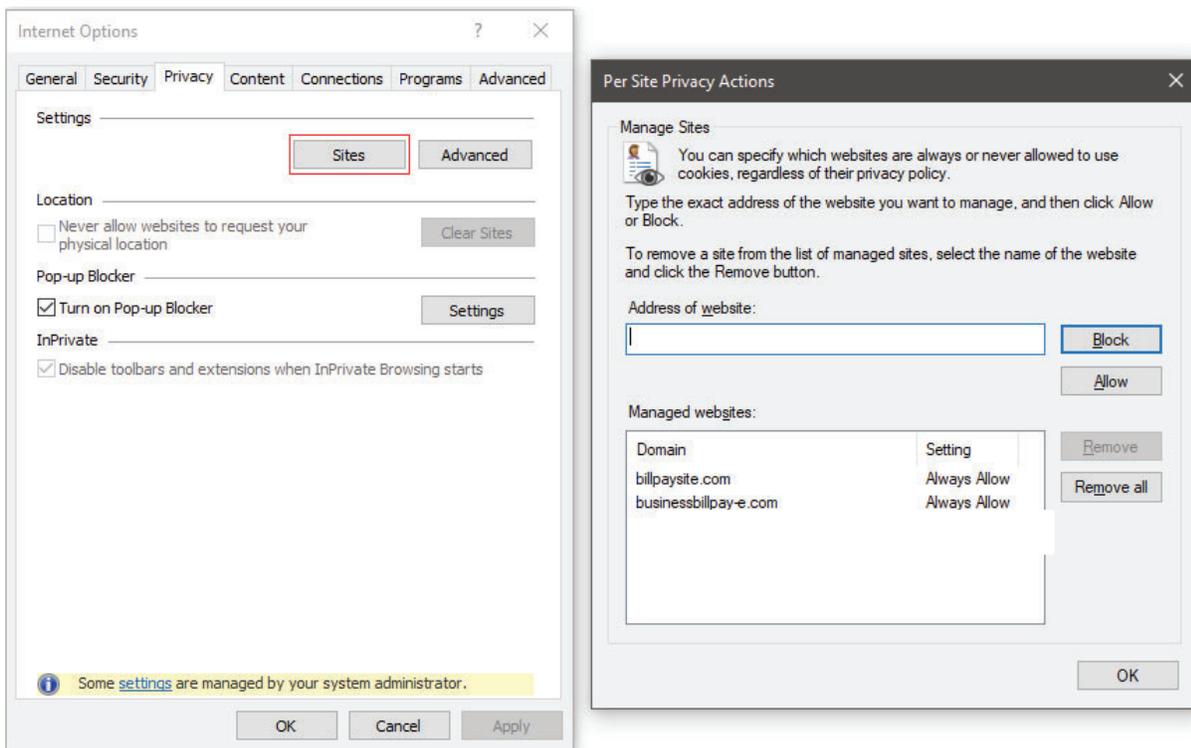
Then change your privacy settings to allow pop-ups.

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.
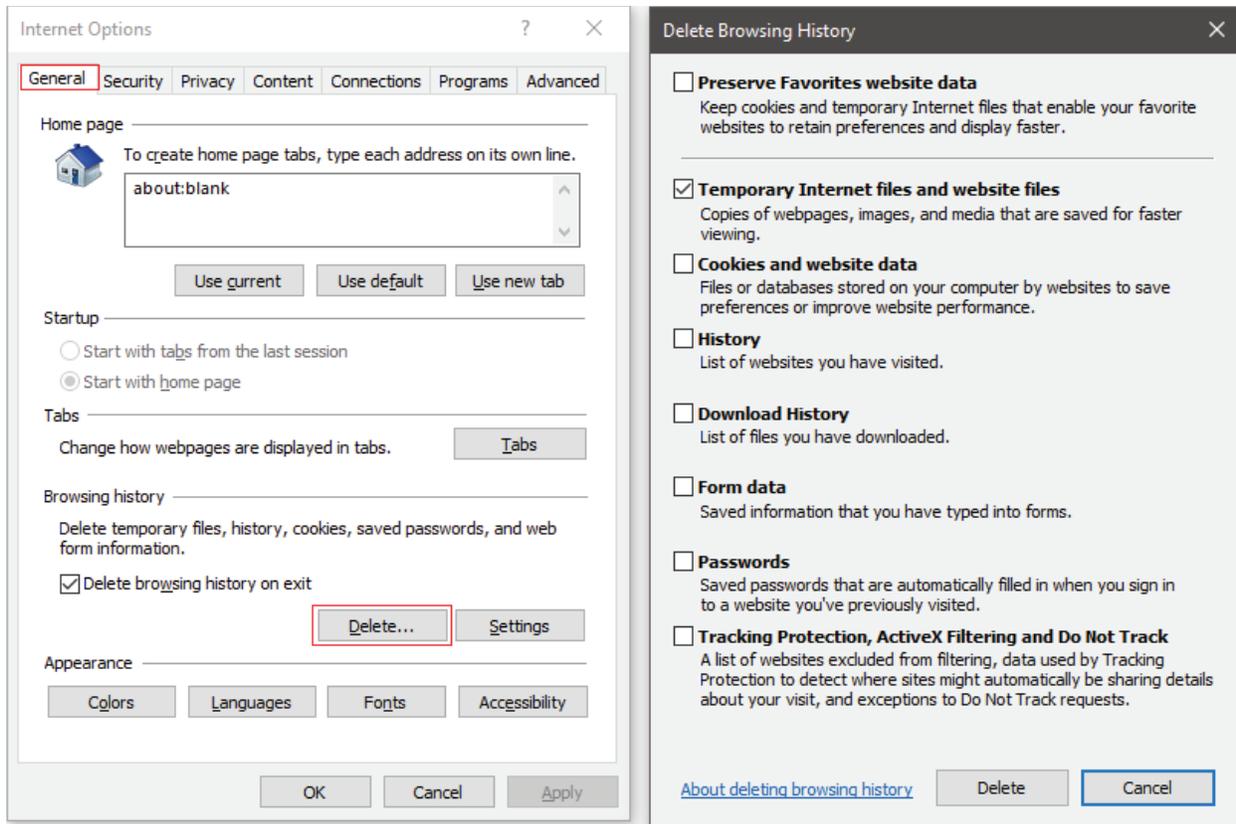
When finished, click **Close**.

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**.


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.*

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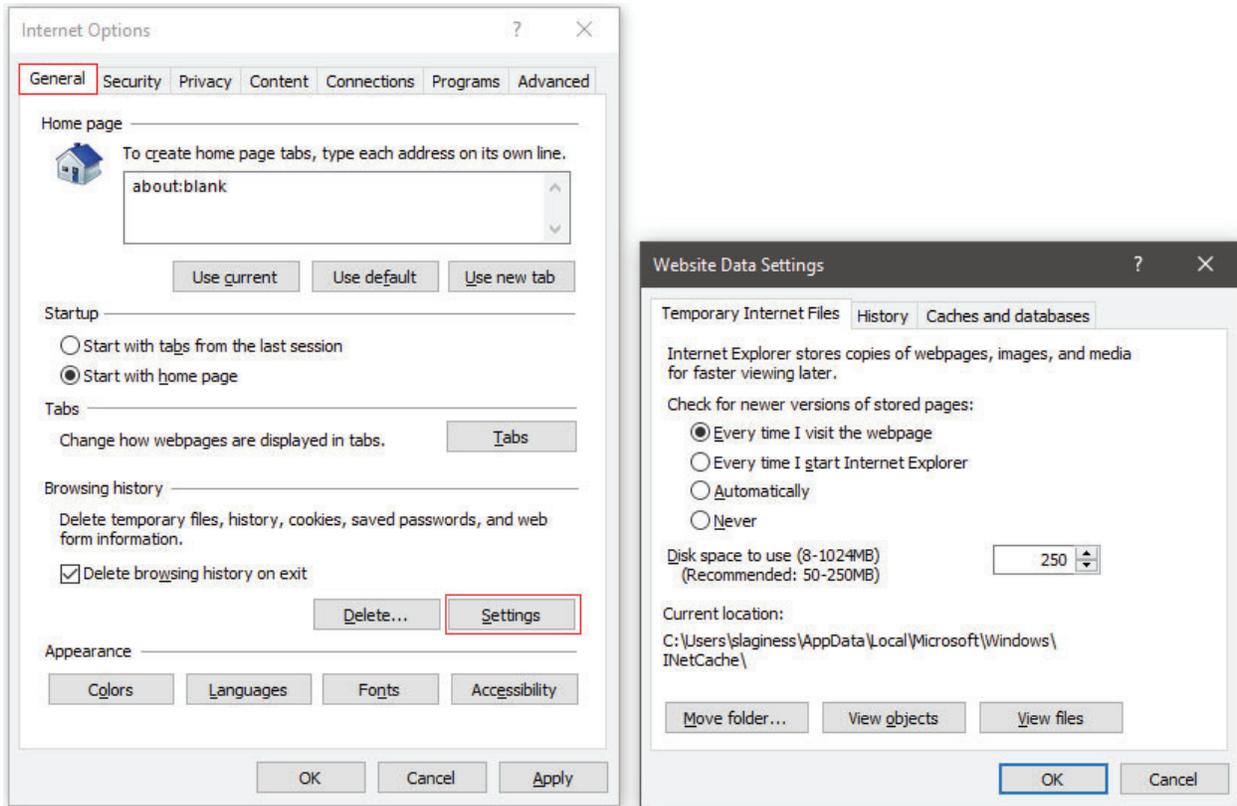
While still in the *General* tab, locate the *Appearance* section and click **Languages**. The *Language Preference* dialog box appears. Click **Set Language Preferences**.
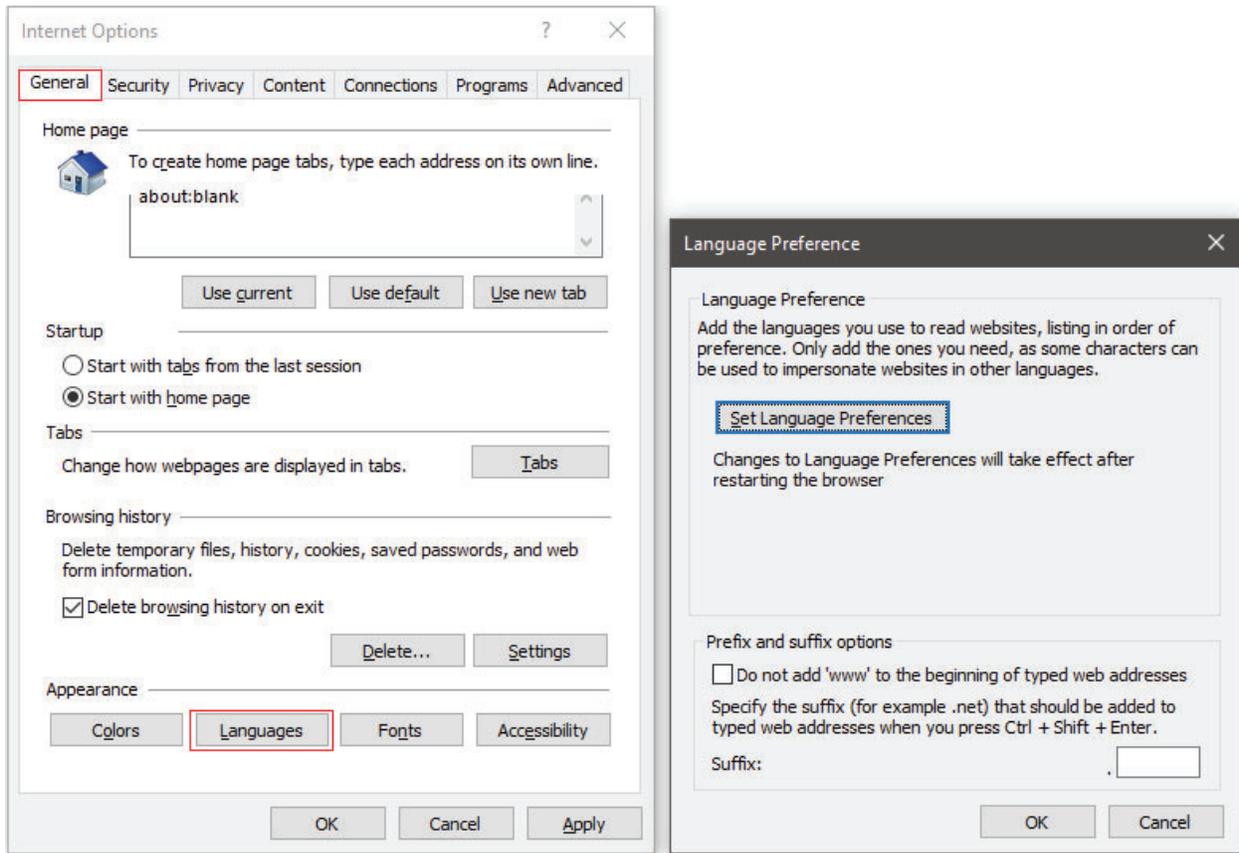

The *Change your Language Preference* control window appears. Ensure that *English (United States) [en-US]* is the first, or only, language listed. Close the window.
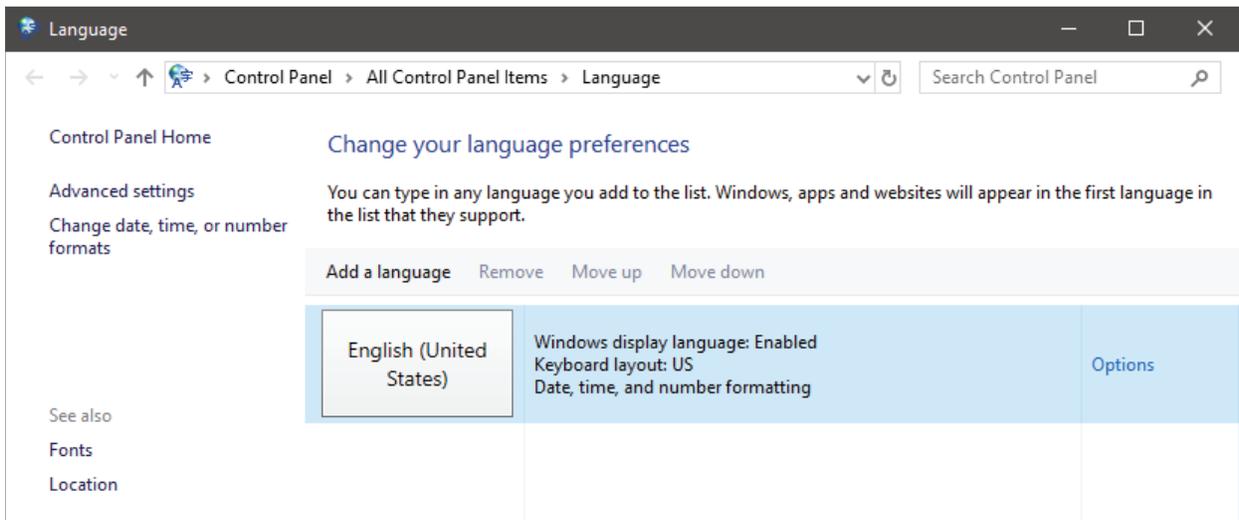
Click **OK** to close the Language Preferences dialog box.

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.
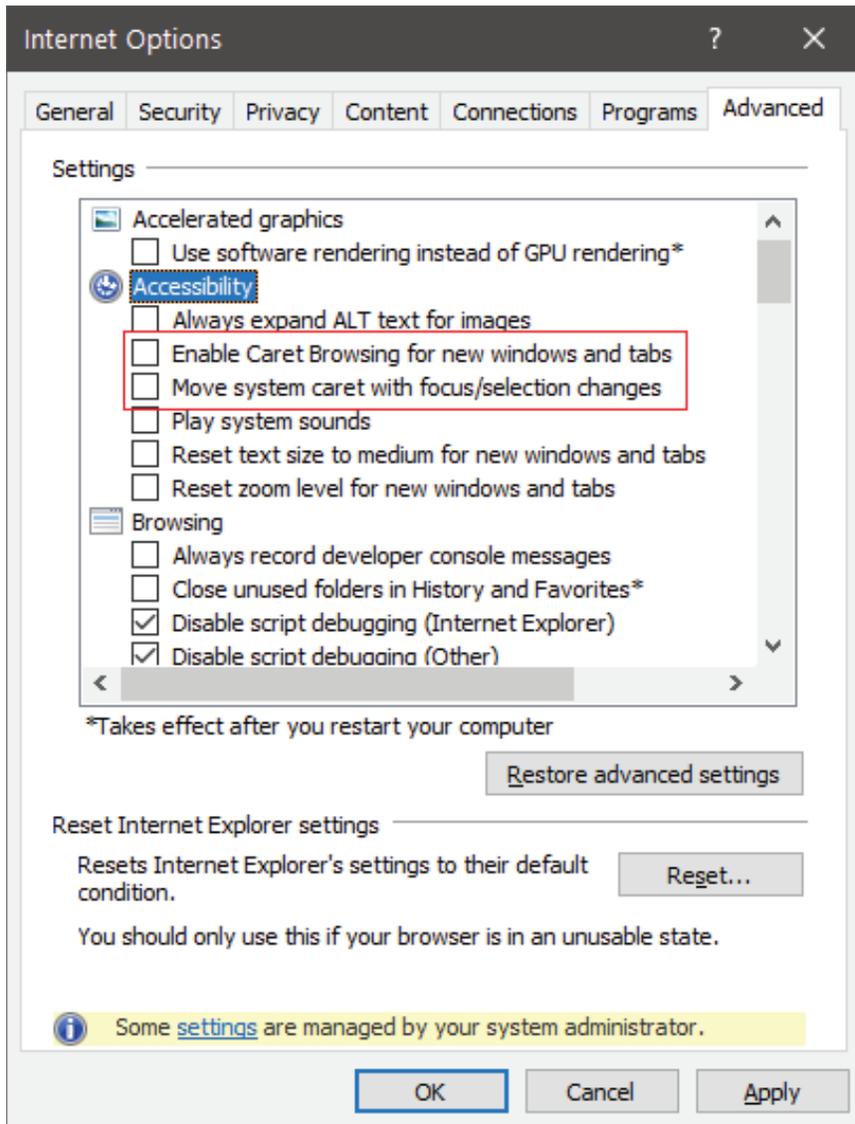
Under the *Security* section, ensure that TLS 1.1 and/or TLS 1.2 are selected, and that SSL 3.0 is cleared.
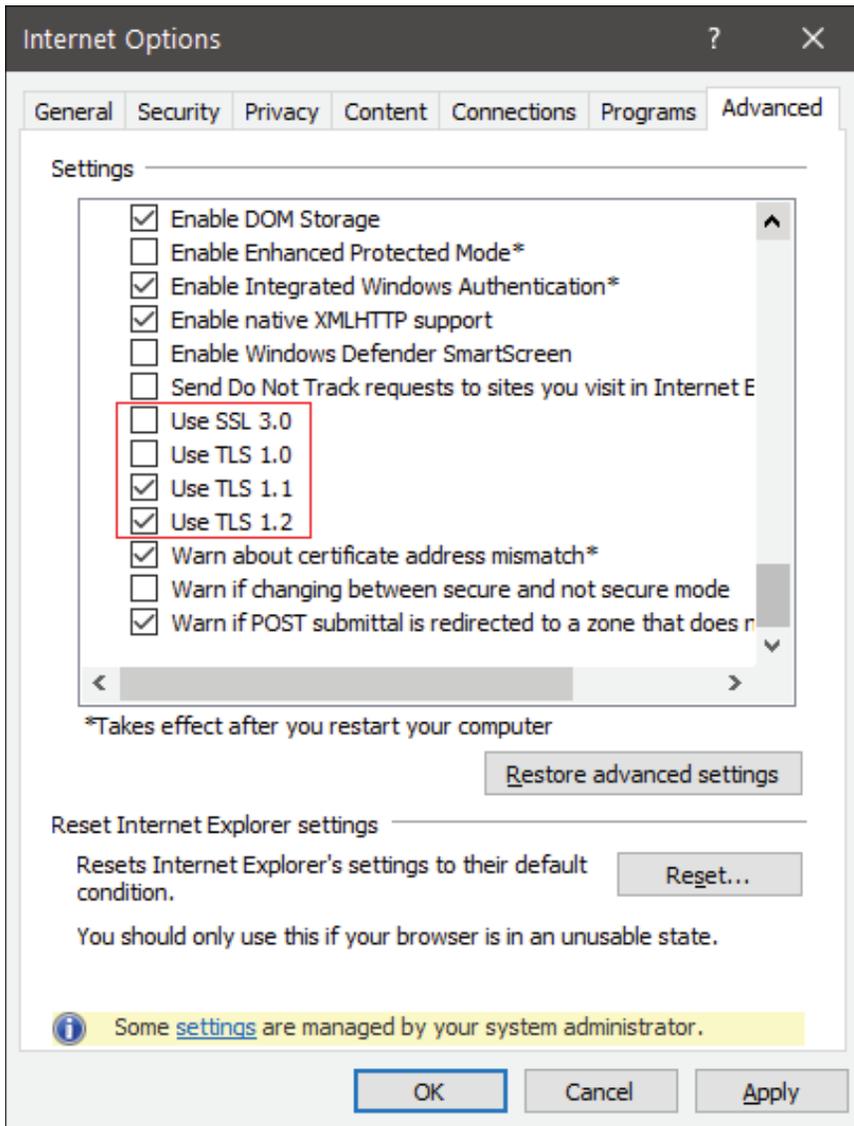
Click **Apply**. Then, click **OK** to close the Internet Options dialog box.

Restart the browser by closing all open sessions.