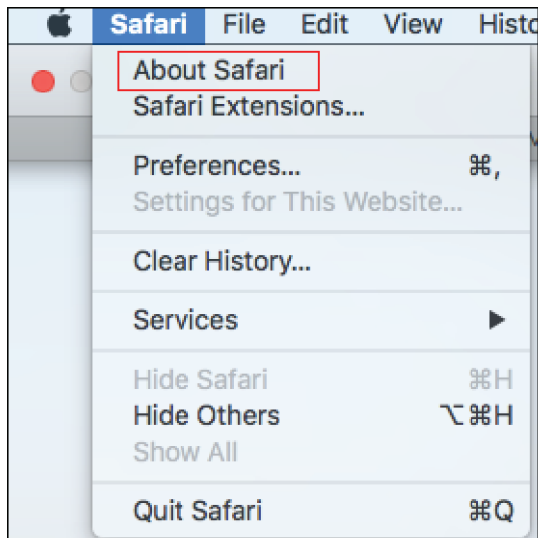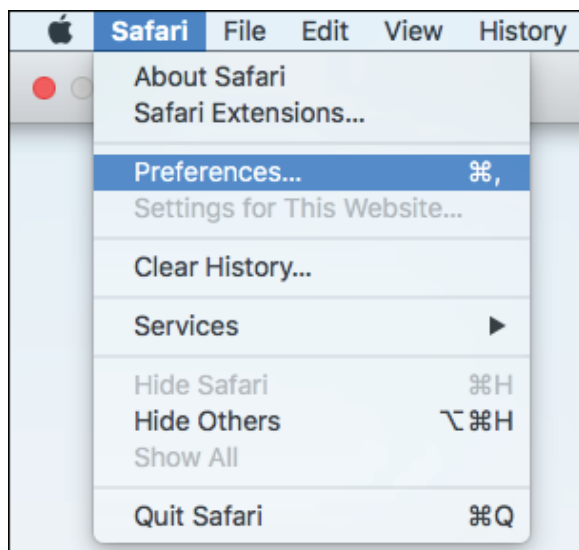## Safari 14 and Above

To locate the browser version, with the browser window open, hold the cursor at the top of the screen. The toolbar menu will drop down. Click **Safari**, then **About Safari**.
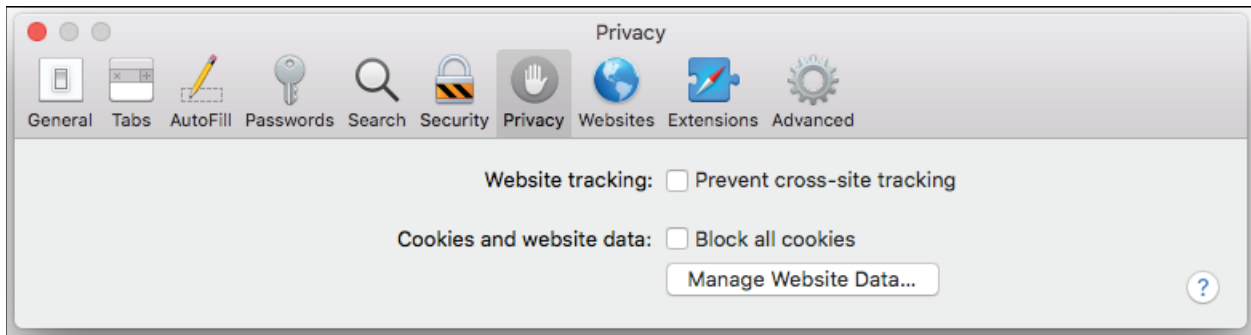

With your browser window open, select **Safari** then **Preferences**.
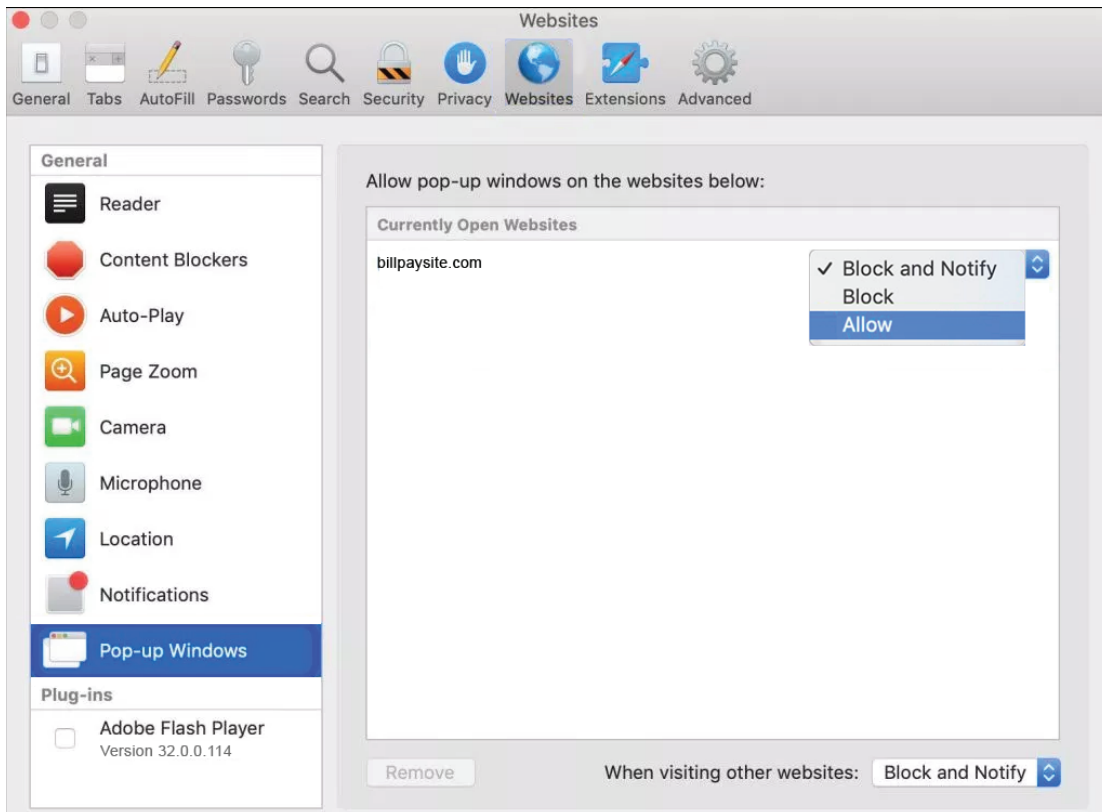

The *Preferences* window appears.

Click **Privacy**.

De-select **Prevent cross-site tracking** and **Block all cookies**.

Click **Websites**, then select **Pop-up Windows**.

In the *When visiting other websites* drop-down menu, select **Allow**.

NOTE

If billpaysite.com or businessbillpay-e.com doesn't appear, the online banking web

address or a variation should appear. **Allow** should still be selected for that

address.

Delete browsing history. Click **Safari**, then **Clear history**. In the *Clear* section select **all history**, then click **Clear History**.
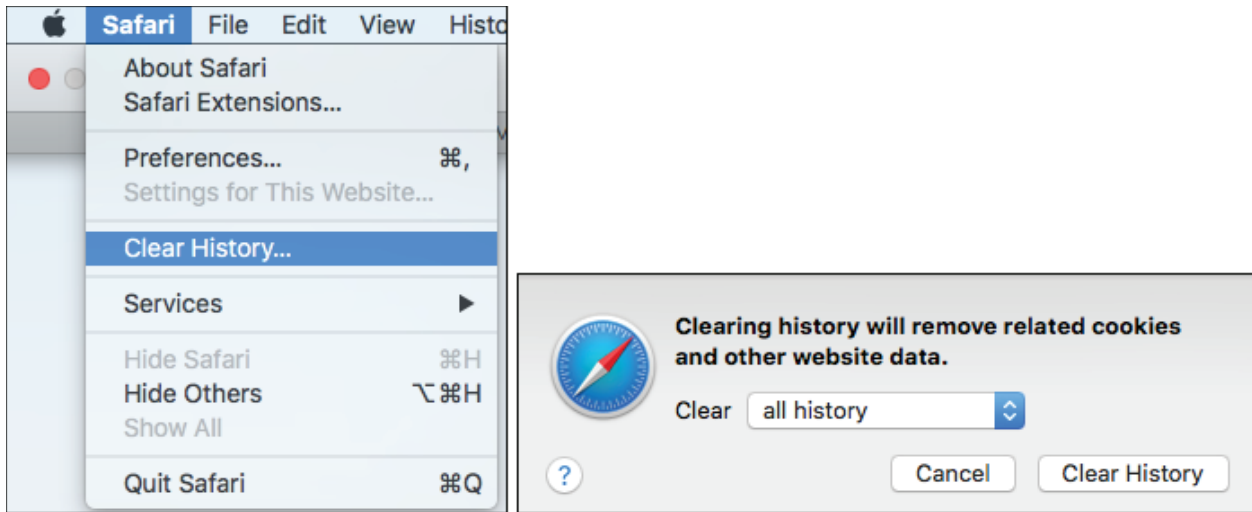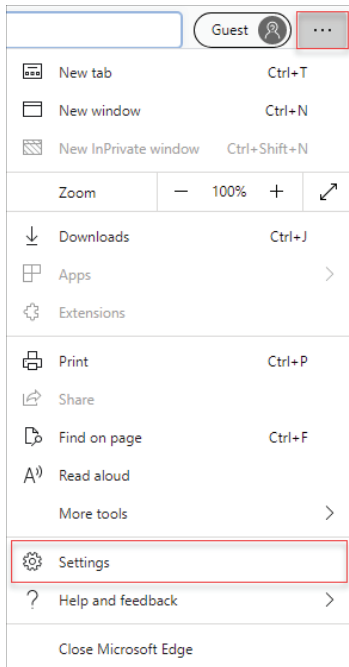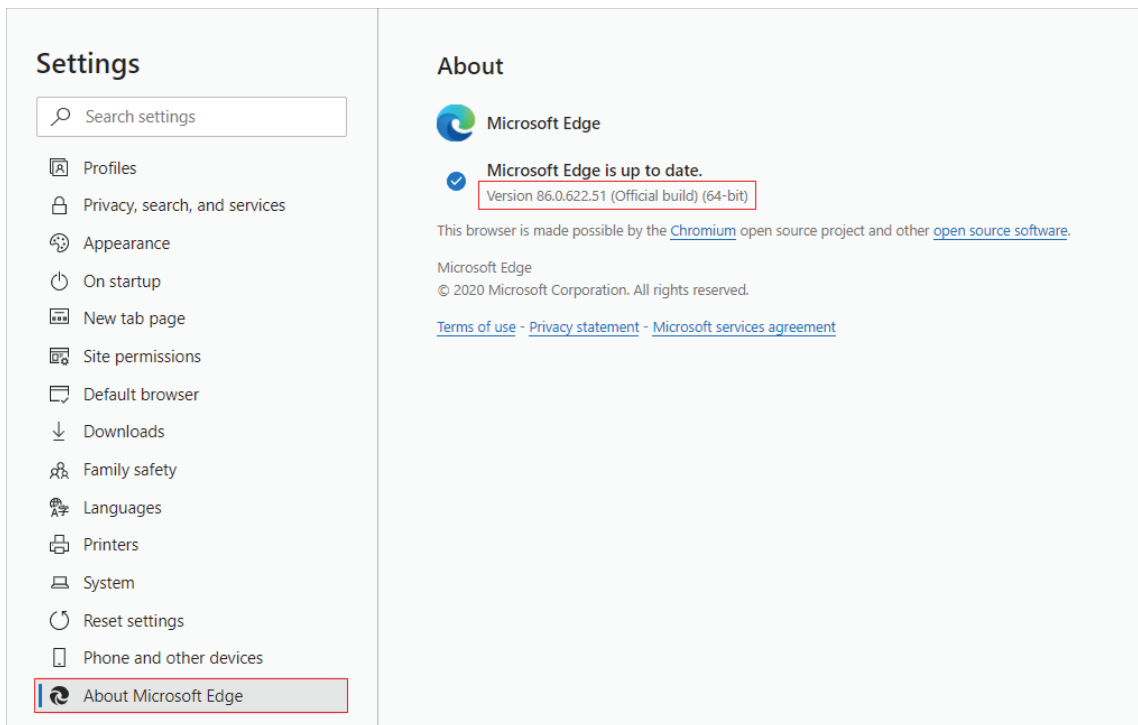

Restart the browser by closing all open sessions.

If the date or currency format is still incorrect, walk the subscriber through updating their Language and Region Preferences.
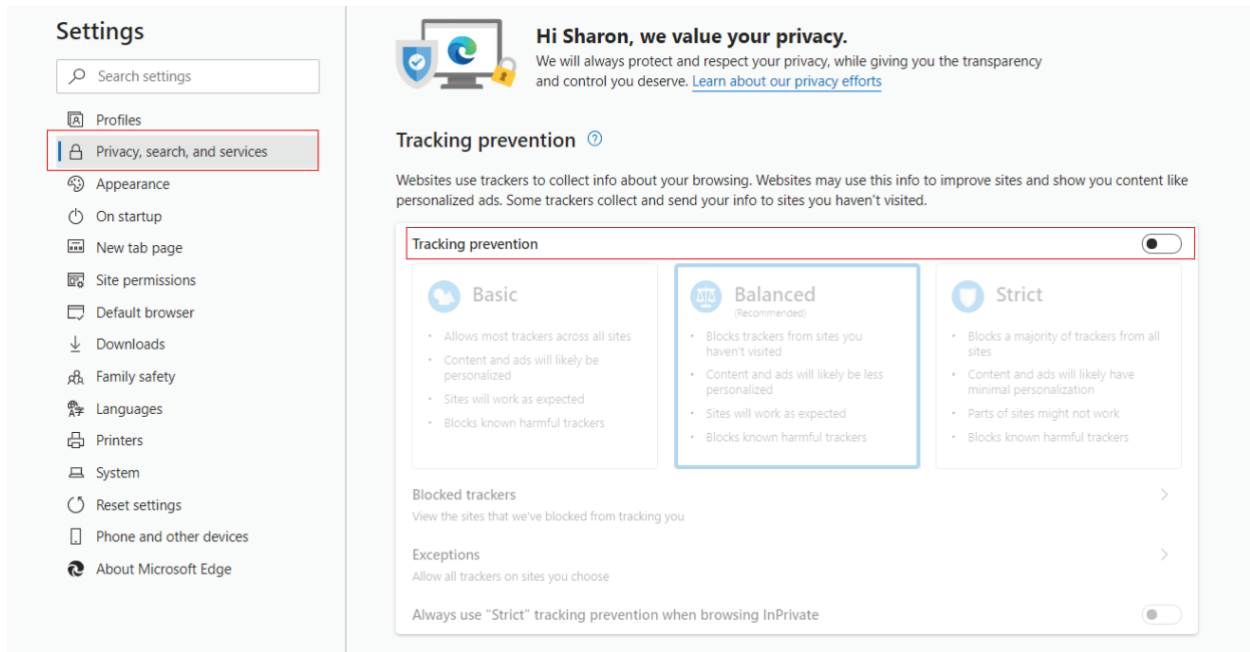
Microsoft® Edge 107 and 108

To locate the browser version, with the browser window open, click the three horizontal dots. Then, click **Settings**.
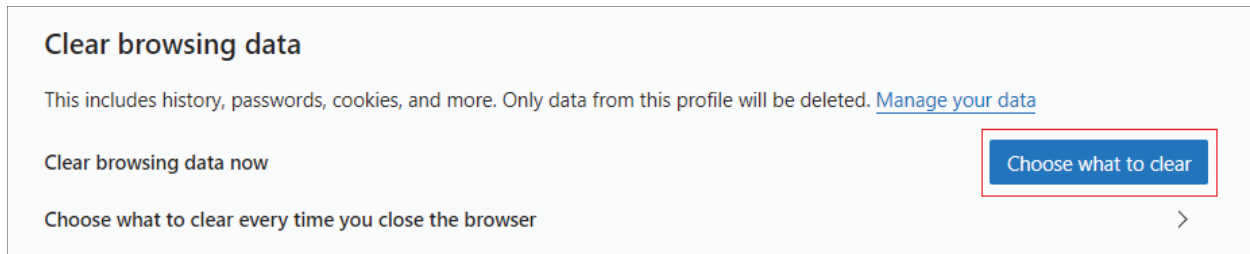

Click *About Microsoft Edge*.

While still in **Settings**, click **Privacy, search, and services**. Turn off **Tracking prevention**.
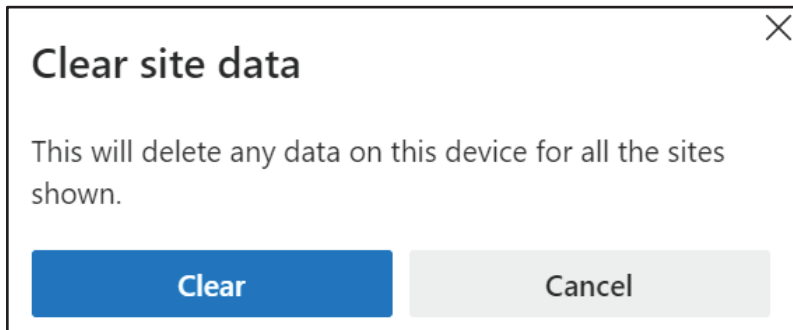

While still on the **Privacy, search, and services** page, locate the **Clear browsing data** section and click **Choose what to clear**.
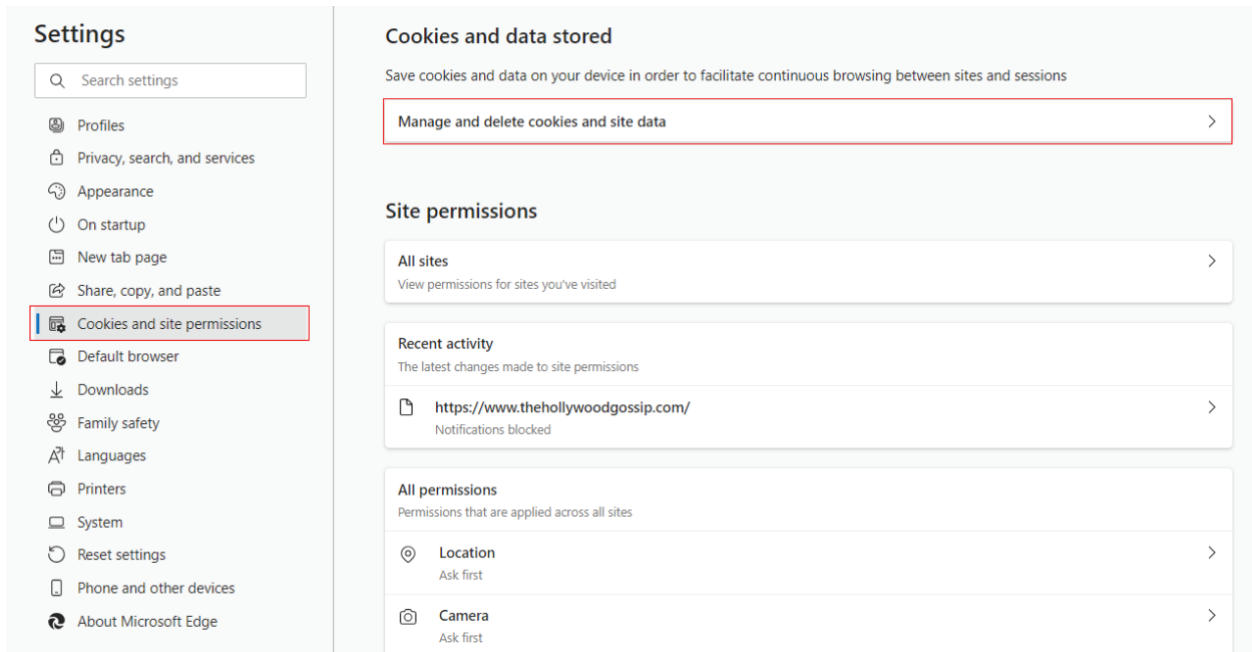
In the Time range section, choose **All time**. Select **Browsing History**, **Cookies and other site data**, and **Cached images and files,** then click **Clear now**.
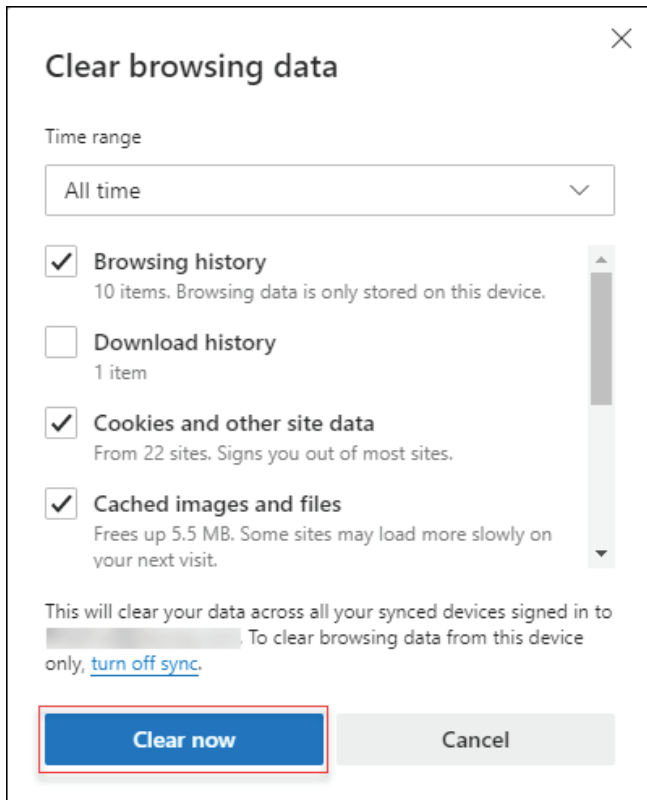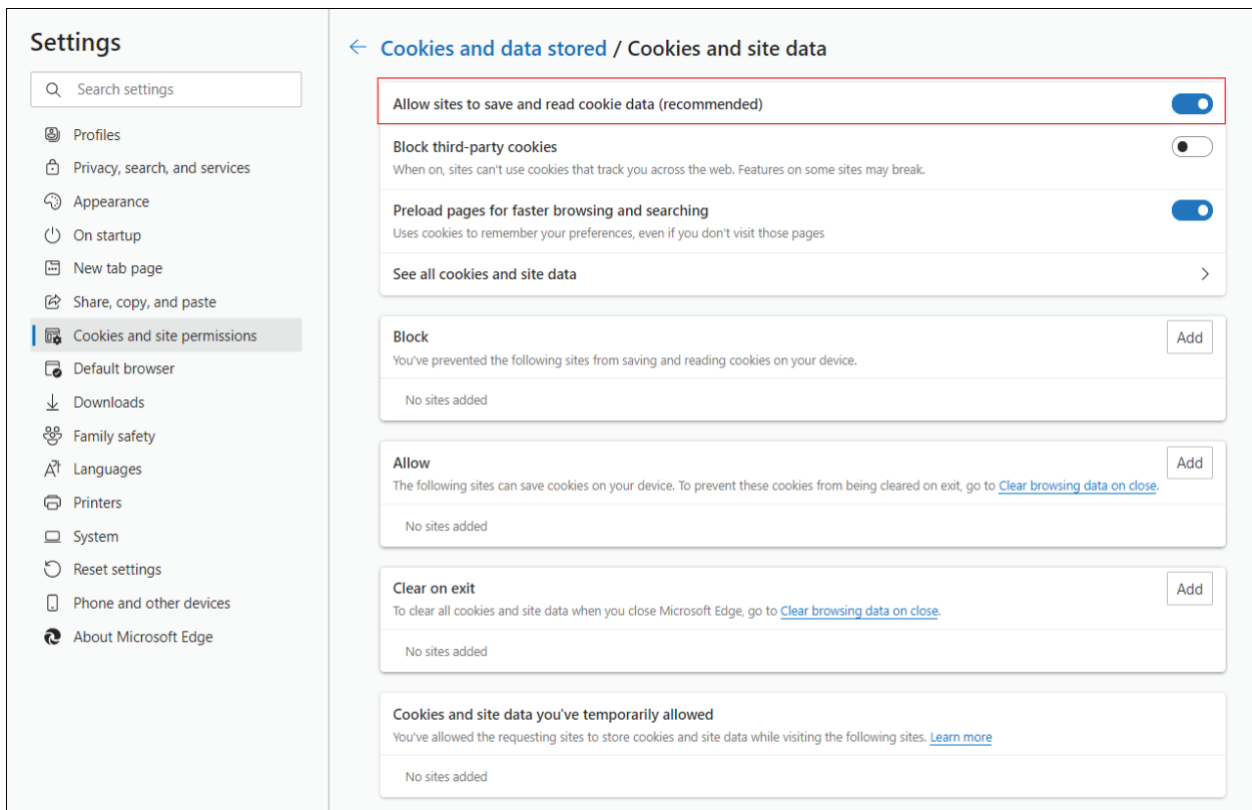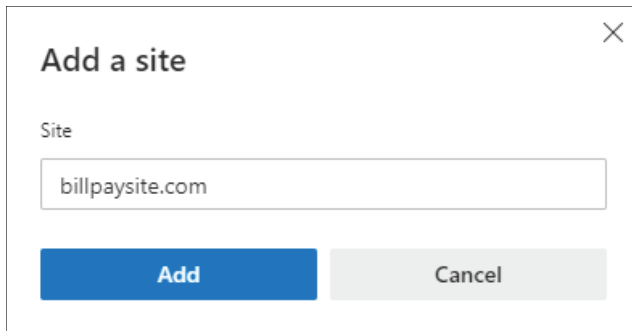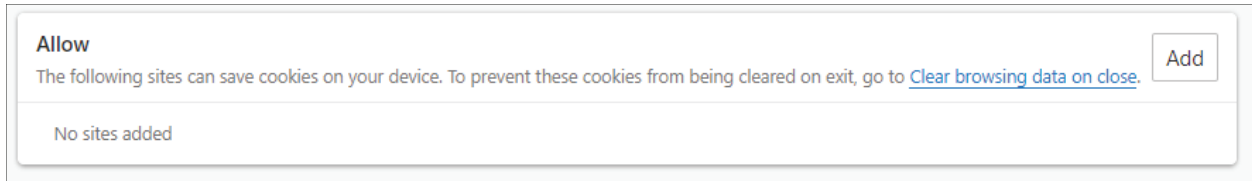

Click **Clear**.

Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data.**
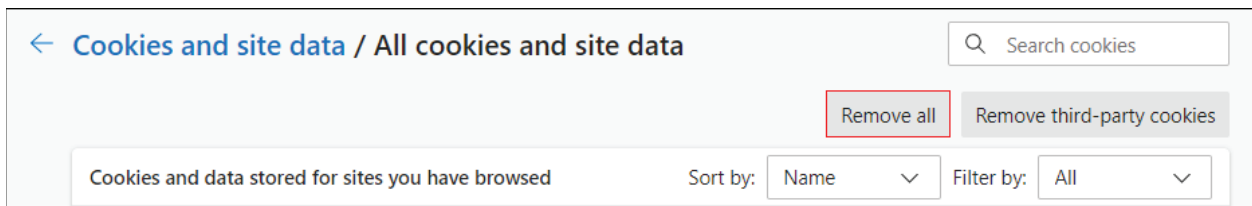

Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.

In the *Allow* section, click **Add** and type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.

While still on the **Cookies and site permissions** page, click **See all cookies and site data** and then click **Remove All**.
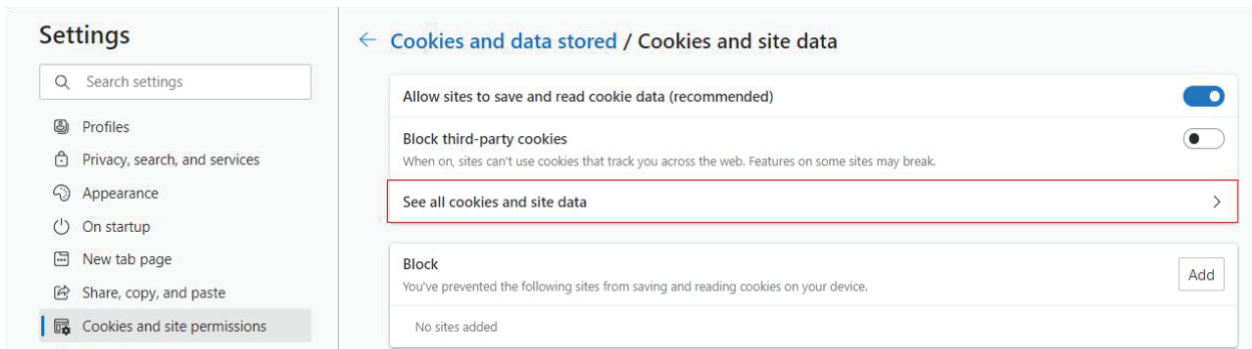
Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Pop-ups and redirects**.

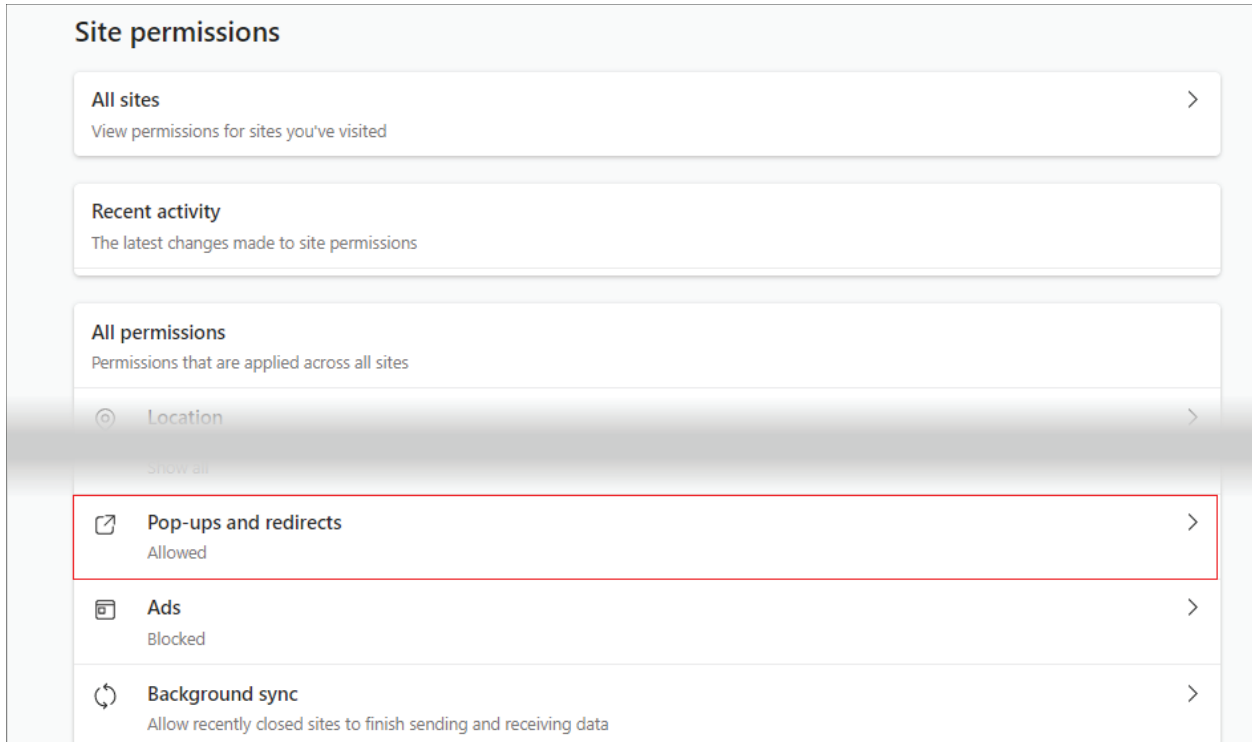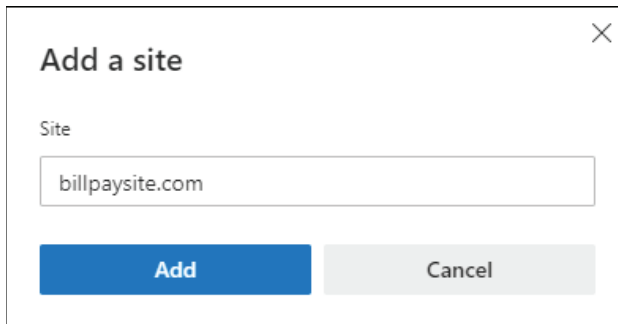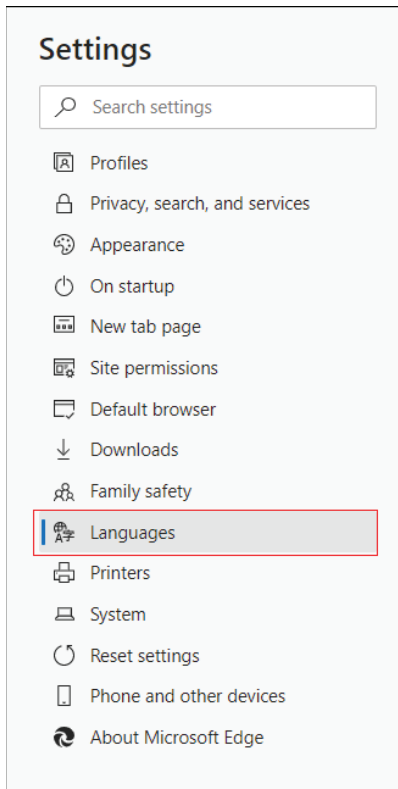Turn off **Block (recommended)**.

Consumer and Business users:

In the *Allow* section, click **Add**, type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.

iPay Portal users:

In the *Allow* section, click **Add**, type jhaipayportal.com and click **Add**.

Allow	Add
No sites added	

Add a site ✕

Site

| billpaysite.com |

Add   Cancel

Under the **Settings** menu, select **Languages**.

Settings

🔍 Search settings

- 🅰 Profiles
- 🔒 Privacy, search, and services
- 🎨 Appearance
- ⏻ On startup
- ▭ New tab page
- ▦ Site permissions
- ▭ Default browser
- ↓ Downloads
- ⧉ Family safety
- 🗚 Languages
- 🖶 Printers
- 🖥 System
- ↻ Reset settings
- ▯ Phone and other devices
- ⊕ About Microsoft Edge

Under **Language** ensure that *English (United States)* is the first, or only, language listed.
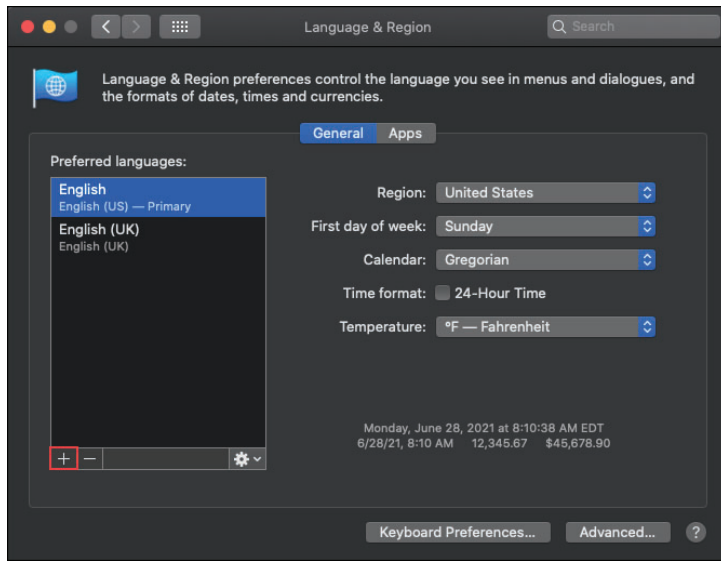

Restart the browser by closing all open sessions.

If the date or currency format is still incorrect, walk the subscriber through updating their Language and Region Preferences.

Language and Region Preferences

On your Mac desktop, open *System Preferences*. Click **Language & Region**.
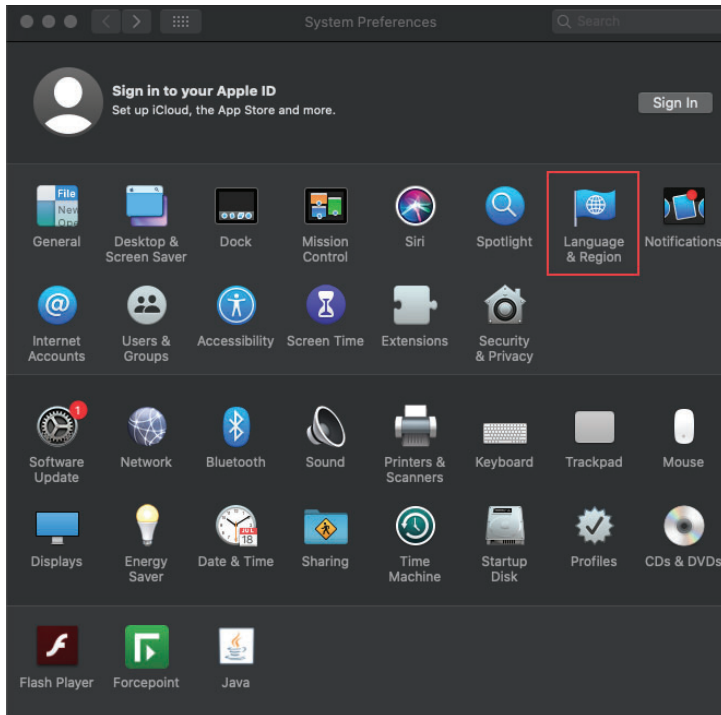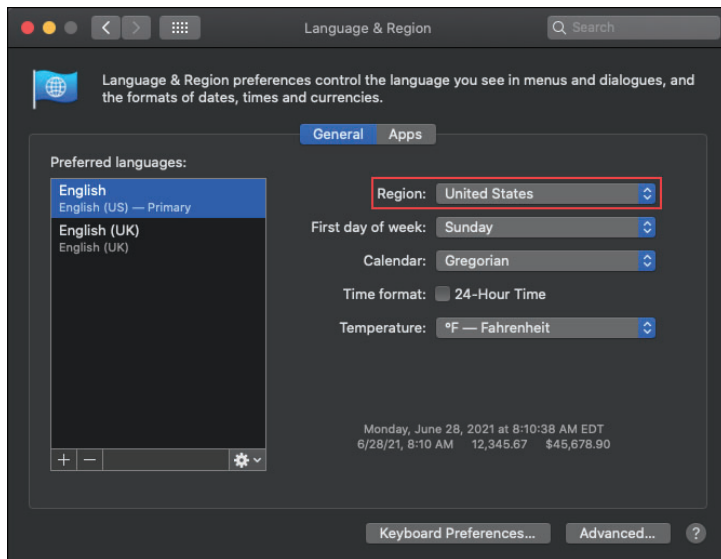
Click the **+** icon under *Preferred languages*.

Scroll through the list and select **English (US).** Choose *English (US)* as your primary language.

Next, click the *Region* drop-down menu and select **United States**.

Restart your Mac desktop.