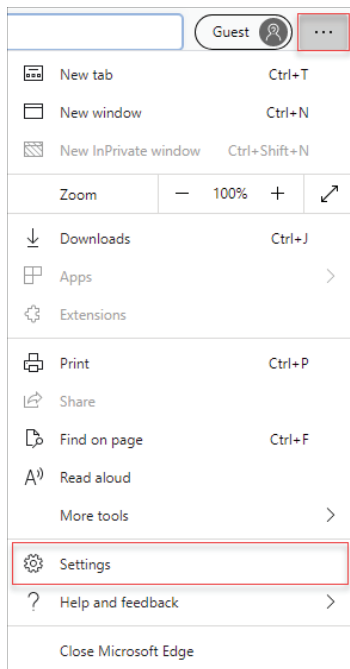
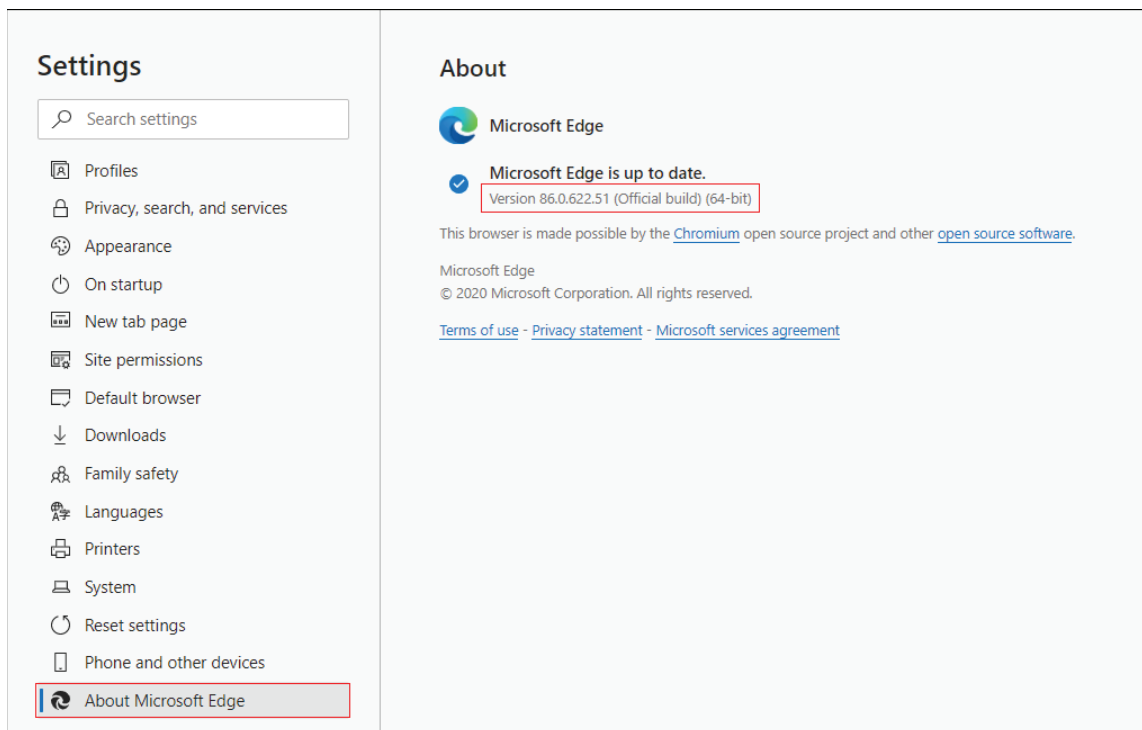


Microsoft® Edge 107 and 108

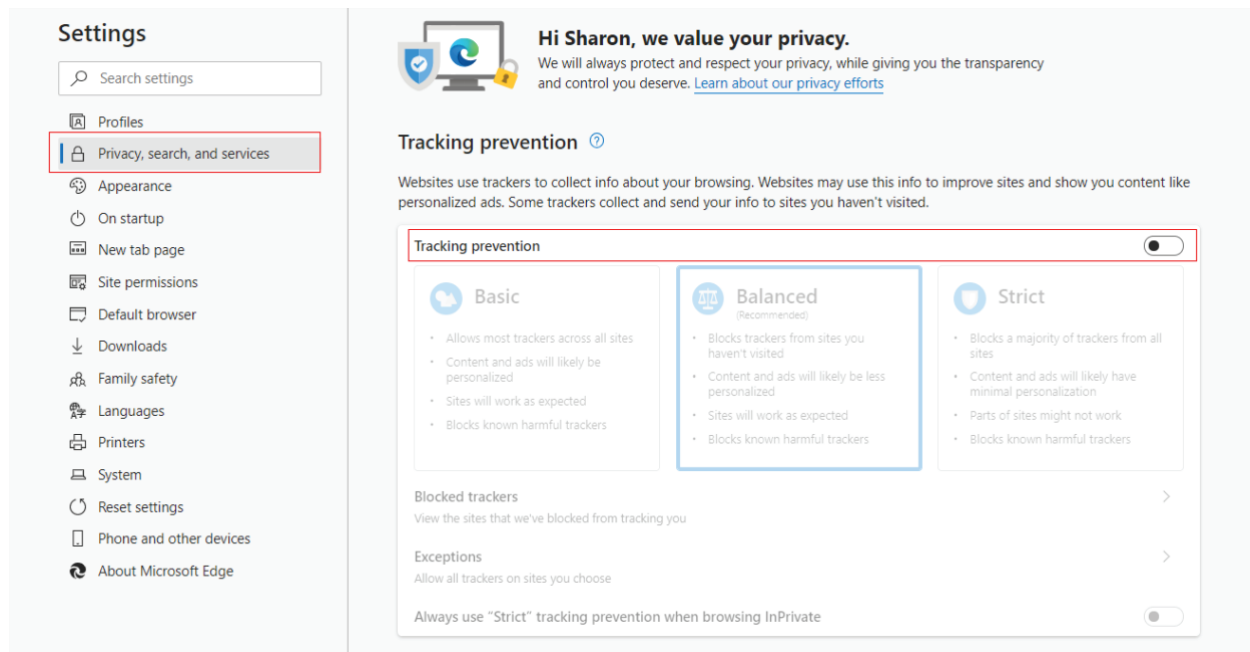
To locate the browser version, with the browser window open, click the menu icon (three horizontal dots). Then, click **Settings**.



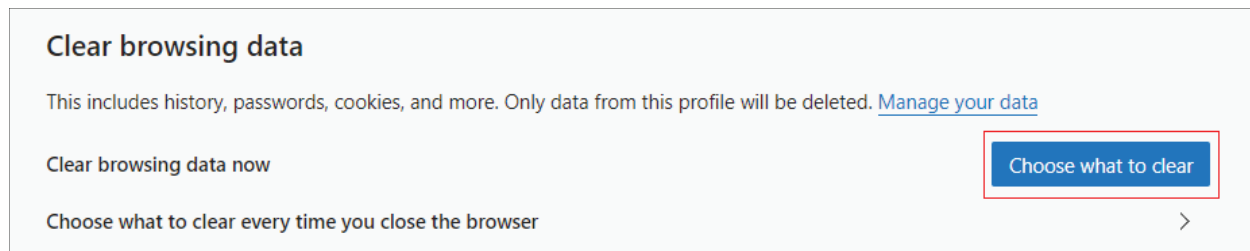
Click *About Microsoft Edge*.



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**.



Select **Browsing History**, **Cookies and other site data**, and **Cached images and files**. Click **Clear now**.

Clear browsing data

Time range

All time

☒ **Browsing history**
10 items. Browsing data is only stored on this device.

☐ **Download history**
1 item

☒ **Cookies and other site data**
From 22 sites. Signs you out of most sites.

☒ **Cached images and files**
Frees up 5.5 MB. Some sites may load more slowly on your next visit.

This will clear your data across all your synced devices signed in to [device name]. To clear browsing data from this device only, [turn off sync](#).

Clear now Cancel

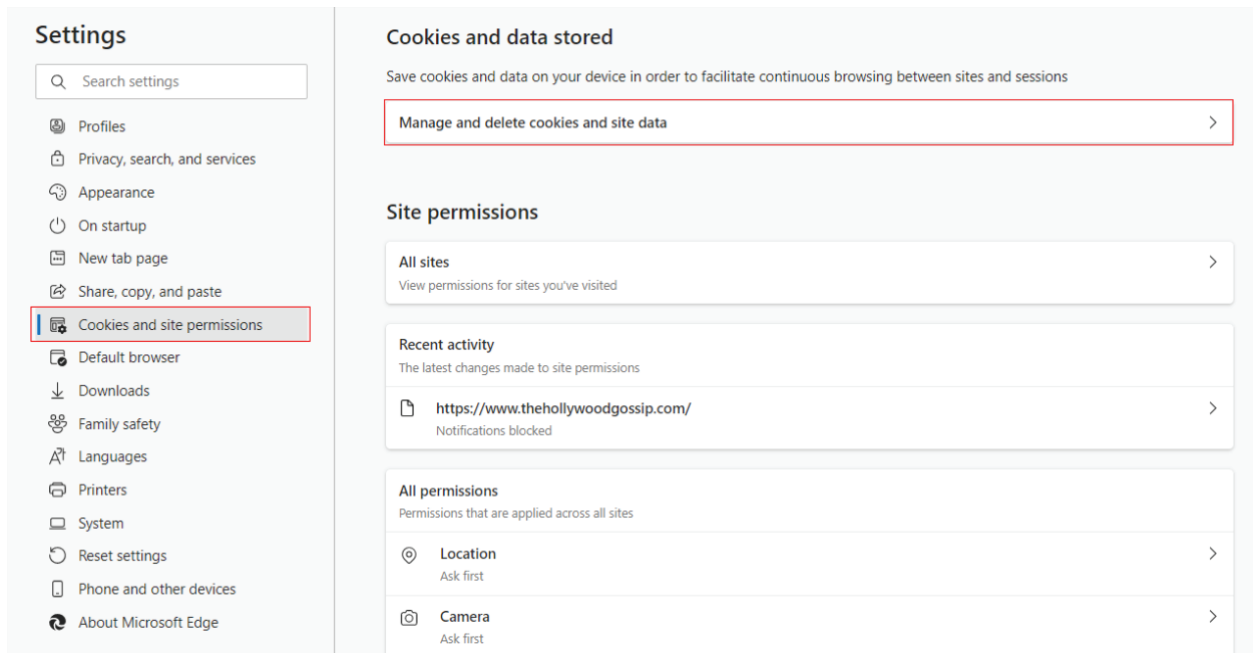
Click **Clear**.

Clear site data

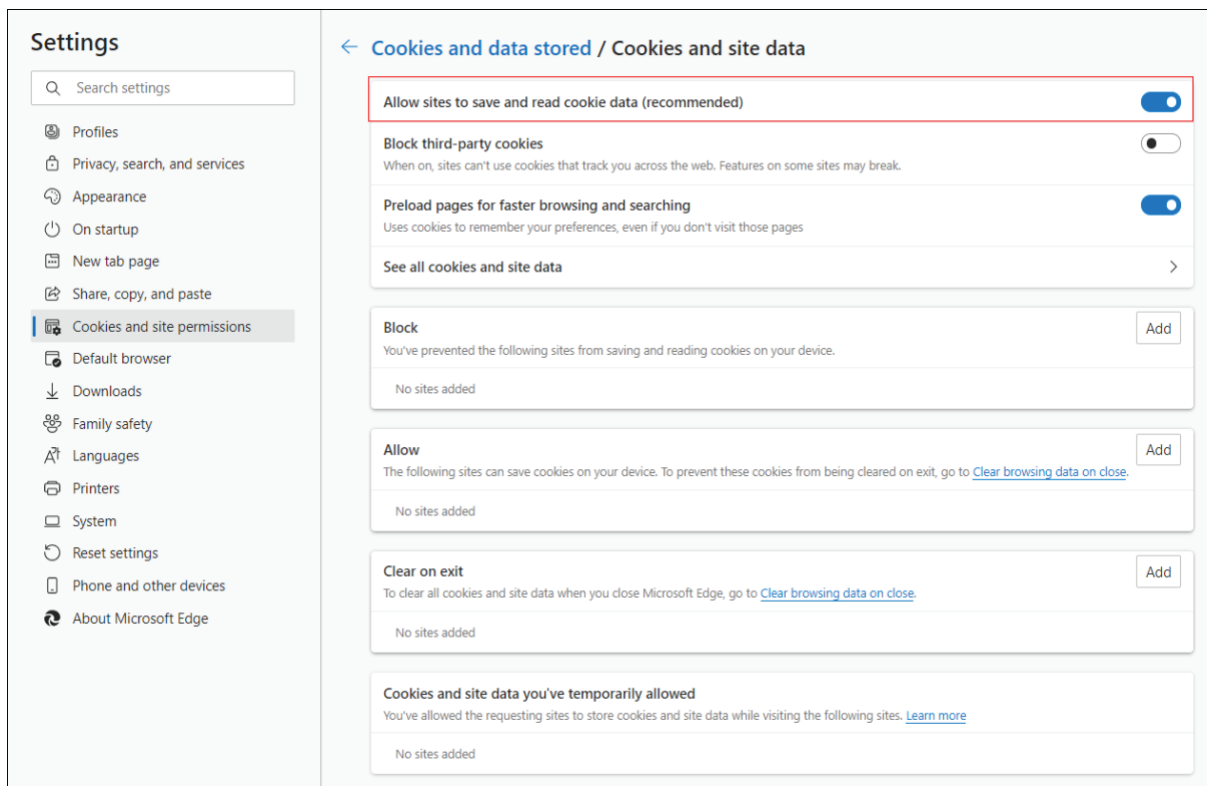
This will delete any data on this device for all the sites shown.

Clear Cancel

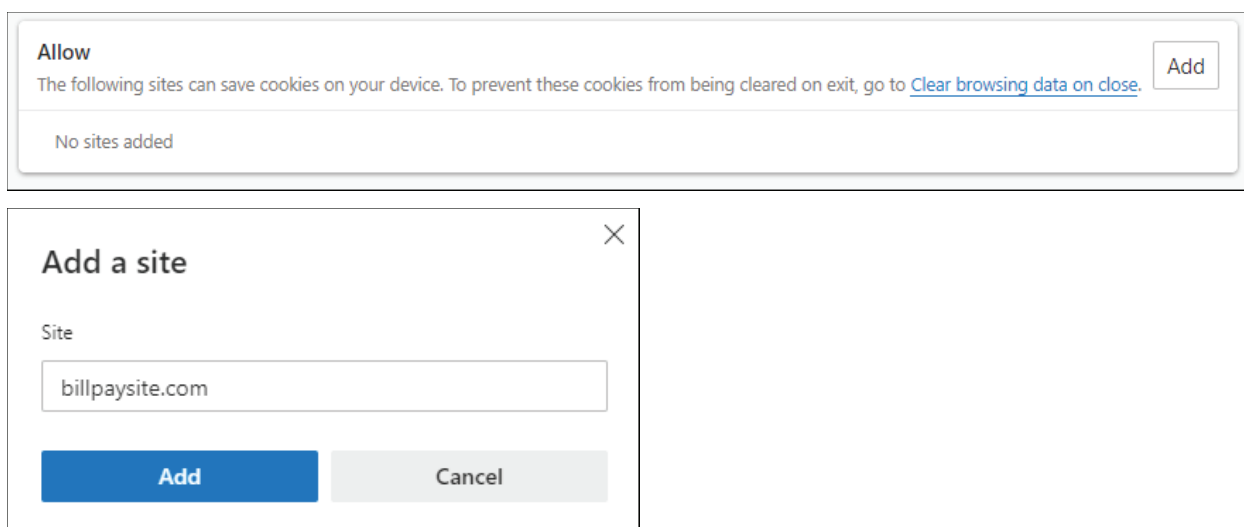
Under the *Settings* menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data**.



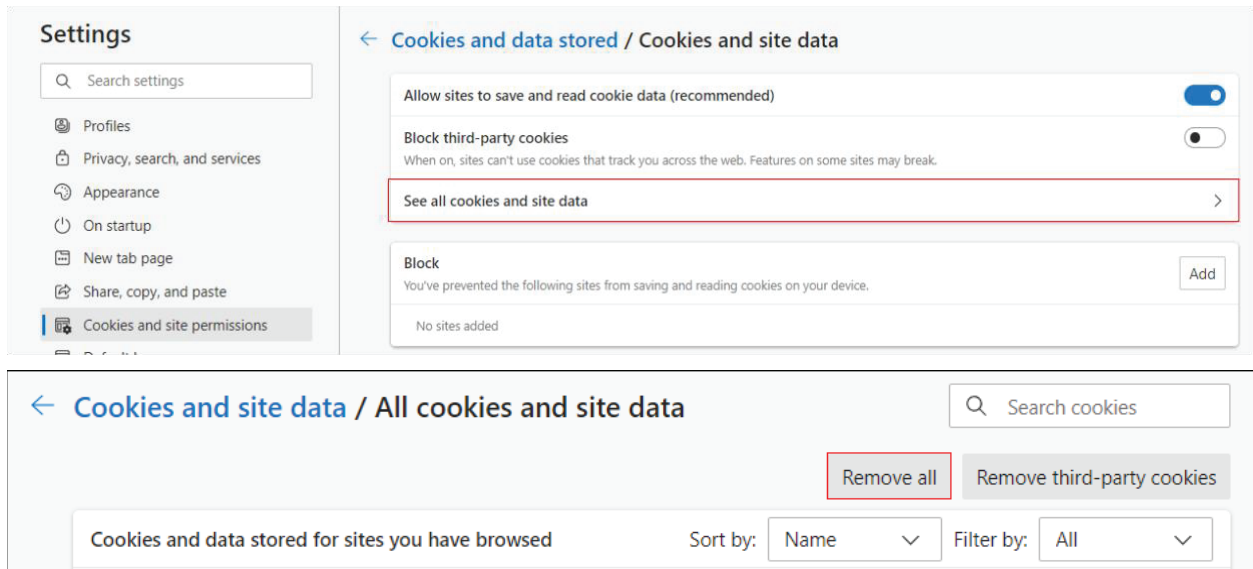
Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.



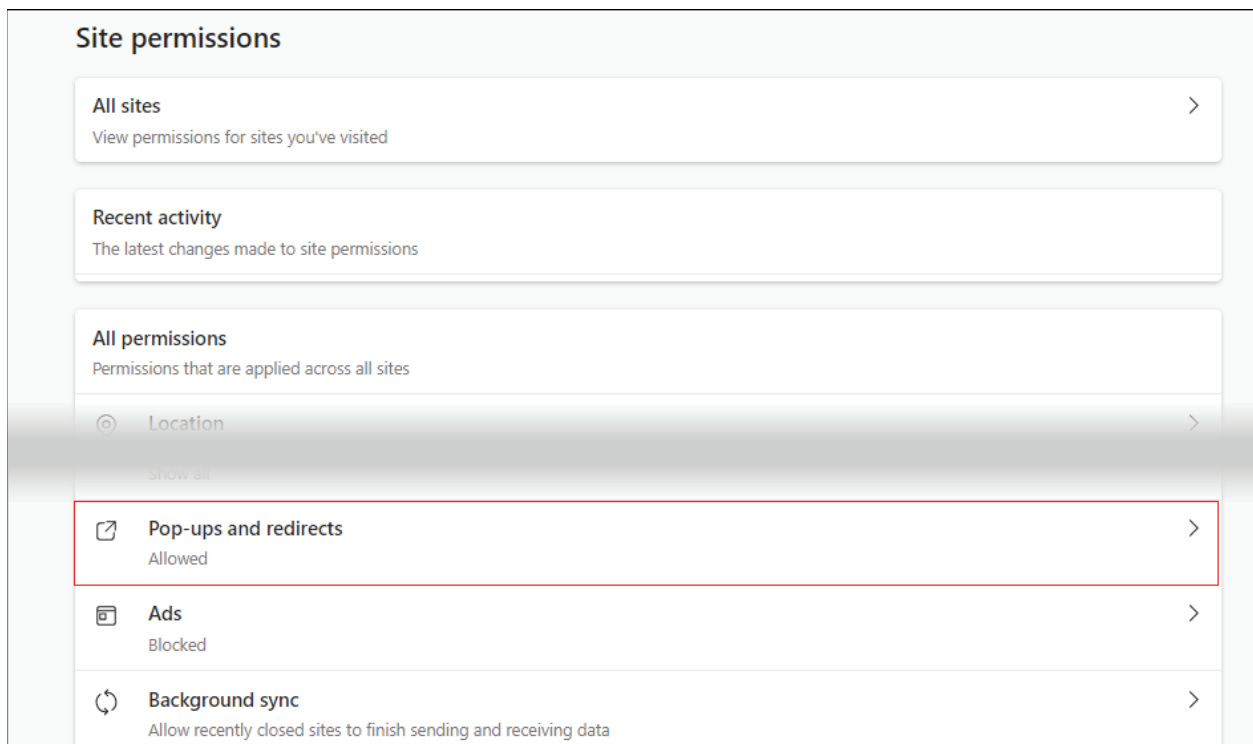
In the *Allow* section, click **Add** and type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.



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)**.

The screenshot shows the 'Site permissions / Pop-ups and redirects' settings page. At the top, there is a toggle switch for 'Block (recommended)' which is currently turned on. Below this, there are two sections: 'Block' and 'Allow'. The 'Block' section has an 'Add' button and a message 'No sites added'. The 'Allow' section also has an 'Add' button and lists 'billpaysite.com' with a three-dot menu icon to its right.

Consumer and Business users:

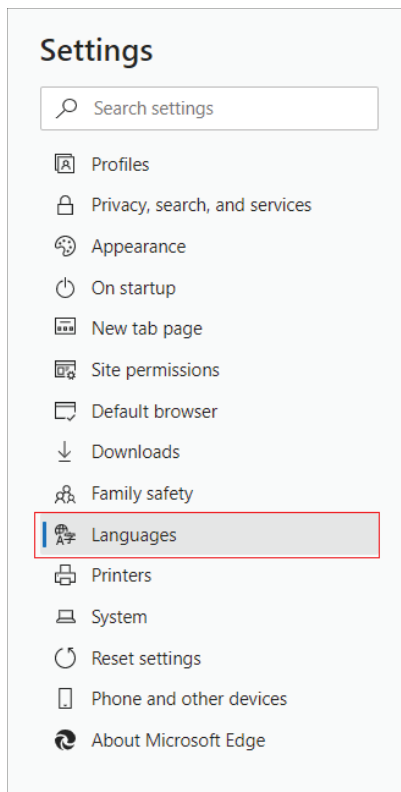
In the *Allow* section, click **Add**, type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.

iPay Portal users:

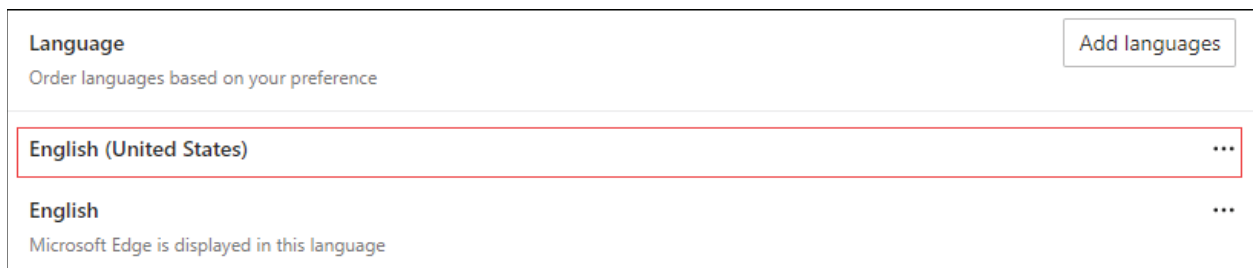
In the *Allow* section, click **Add**, type jhaipayportal.com and click **Add**.

The screenshot shows the 'Add a site' dialog box. It has a title bar with a close button (X). The main area is titled 'Add a site' and contains a label 'Site' above a text input field. The input field contains the text 'billpaysite.com'. At the bottom, there are two buttons: a blue 'Add' button and a grey 'Cancel' button. In the background, a portion of the 'Allow' section from the previous screenshot is visible, showing the 'Add' button highlighted with a red box.

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



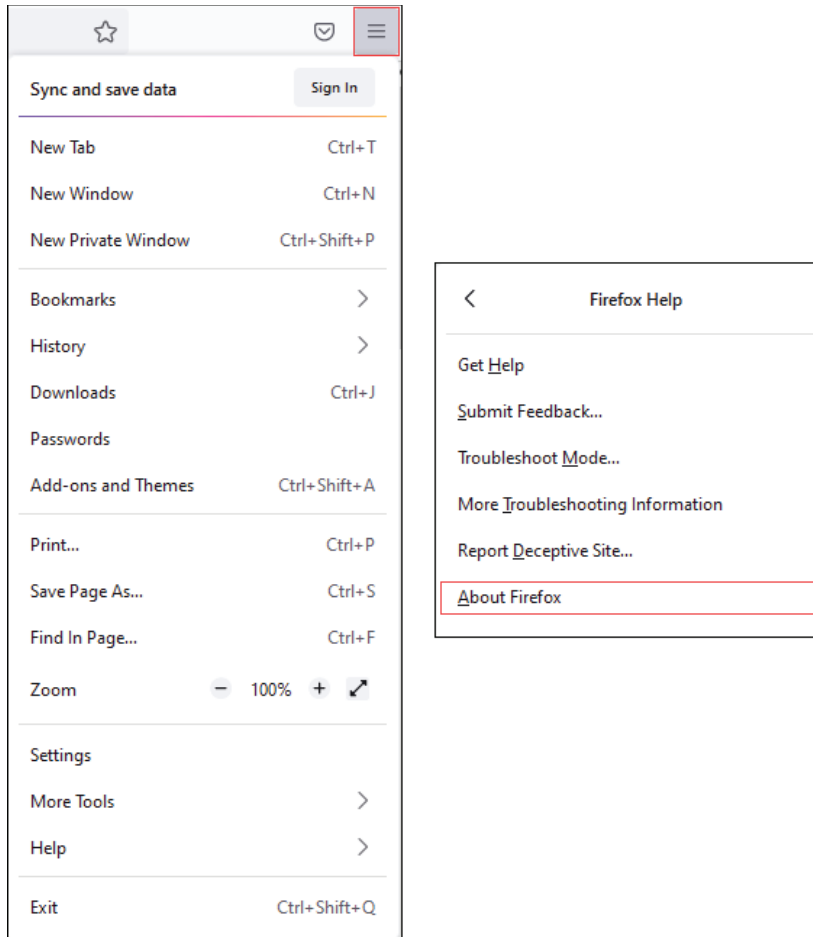
Under **Language** ensure that *English (United States)* is the first, or only, language listed.



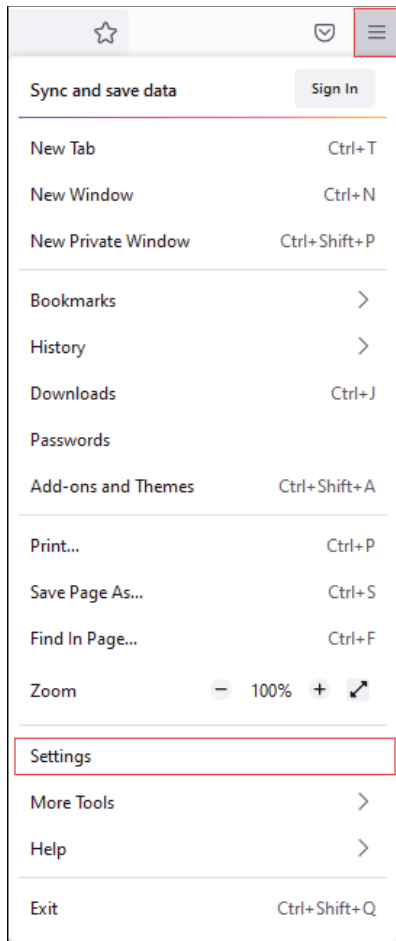
Restart the browser by closing all open sessions.

Firefox 107 and 108

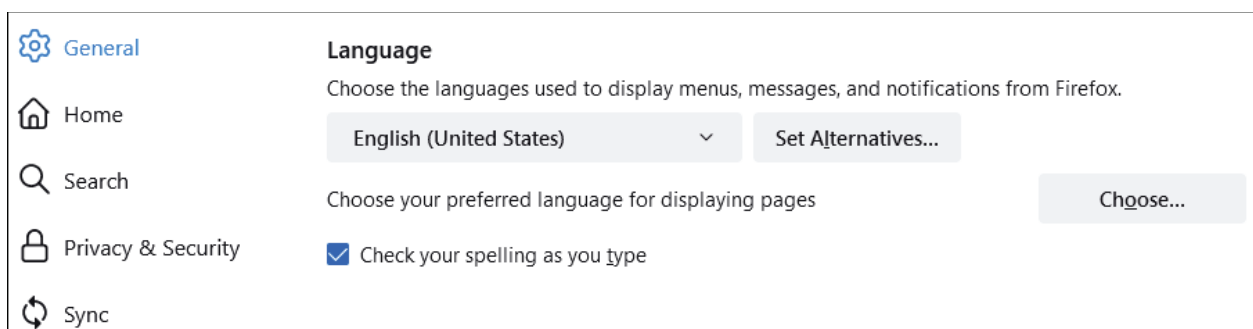
To locate the browser version, with the browser window open, select the menu icon (three horizontal lines). Click **Help**, then **About Firefox**.



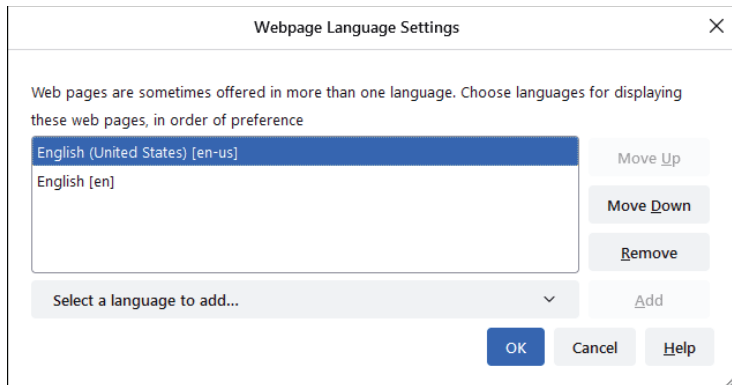
With the browser window open, click the **menu** icon, then click **Settings**.



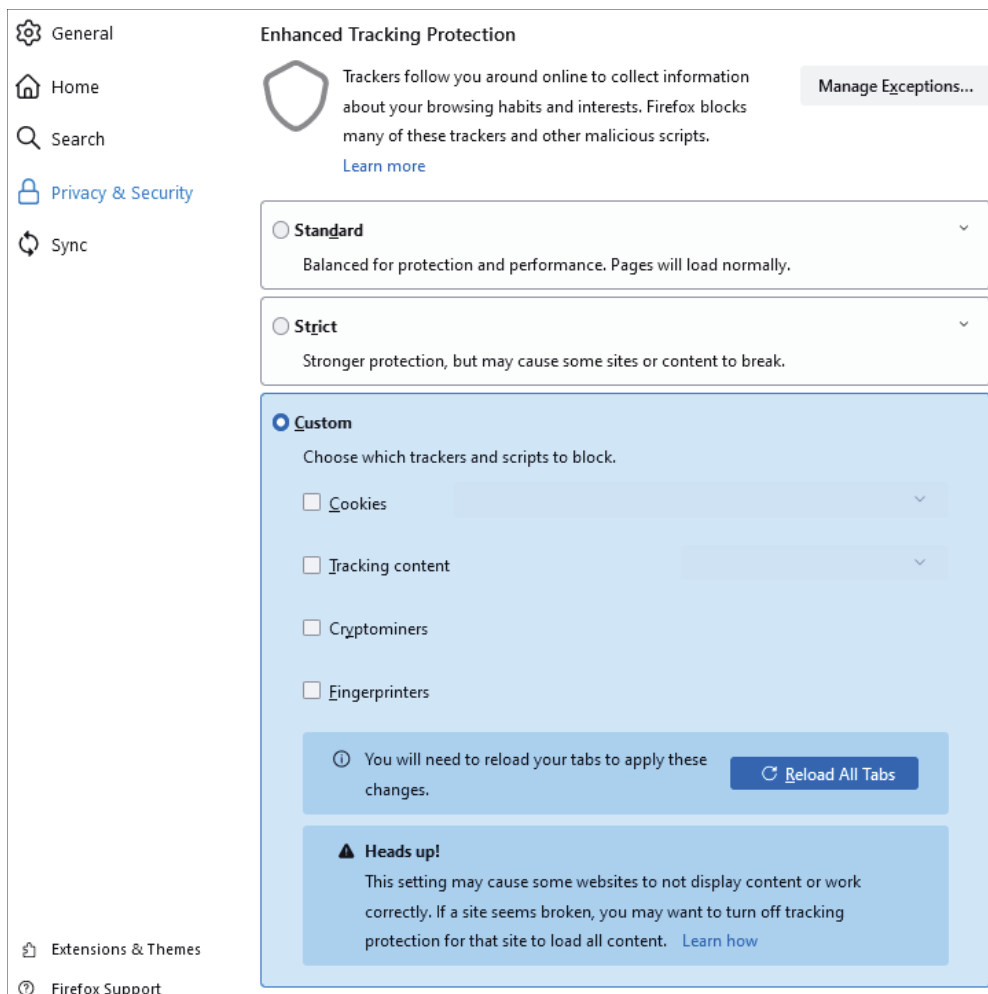
Click **General**, scroll to the *Language* section and click **Choose**.



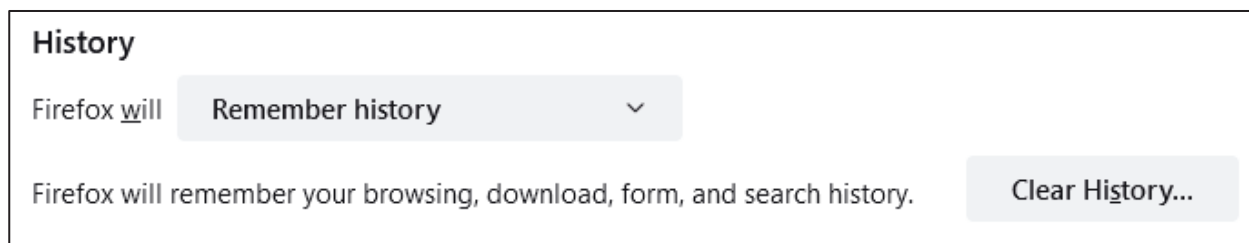
Ensure that *English (United States)* is the first, or only, language listed. Click **OK**.



Click **Privacy & Security**, under *Enhanced Tracking Protection*, select **Custom**. Then, clear all check boxes.

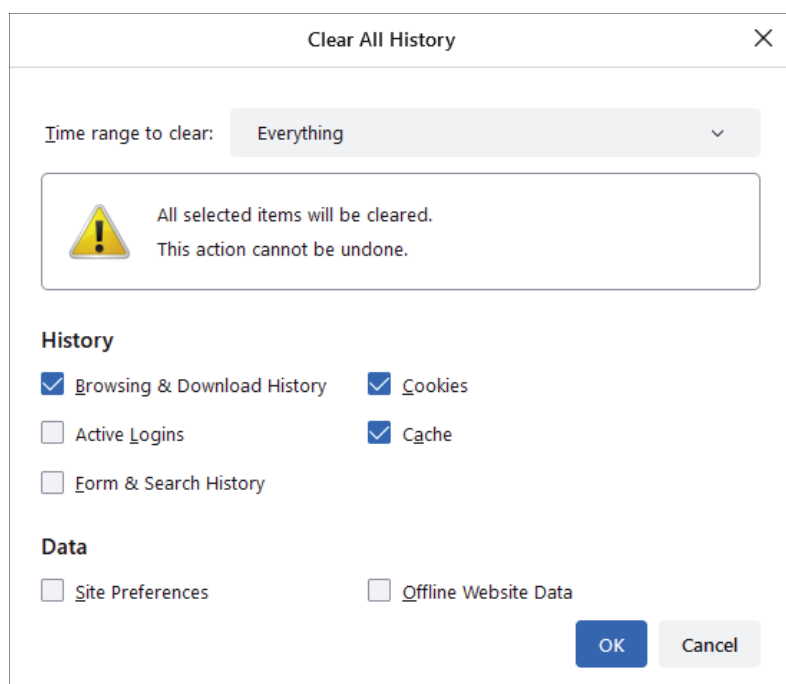


Scroll down to the *History* section. Click the **Clear History** button.



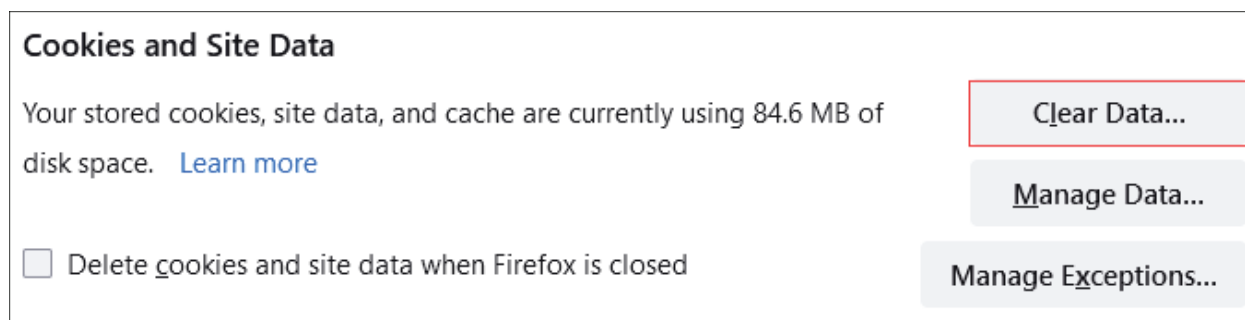
The screenshot shows the 'History' section of the Firefox settings. At the top, it says 'Firefox will Remember history' with a dropdown arrow. Below this, a message states 'Firefox will remember your browsing, download, form, and search history.' To the right of this message is a button labeled 'Clear History...'.

Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.



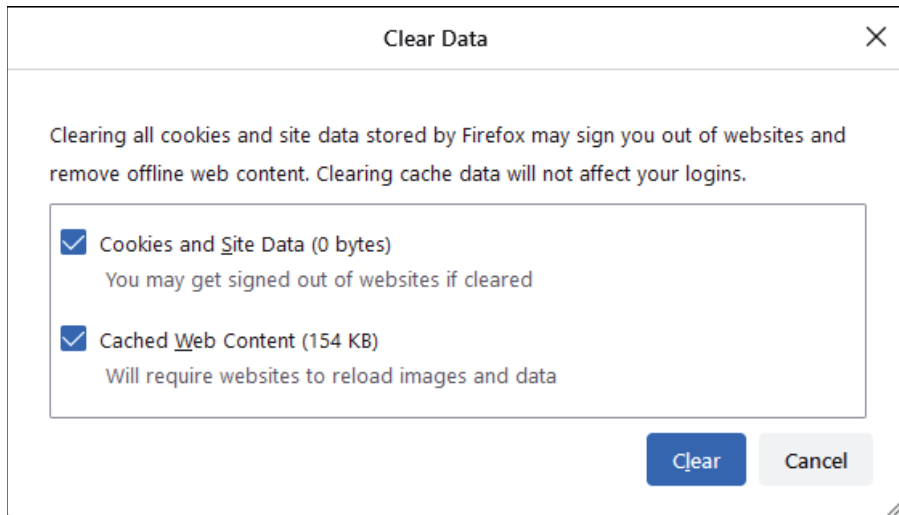
The screenshot shows the 'Clear All History' dialog box. At the top, it says 'Clear All History' with a close button. Below this, there is a dropdown menu labeled 'Time range to clear:' with 'Everything' selected. A warning box with a yellow triangle icon contains the text: 'All selected items will be cleared. This action cannot be undone.' Below the warning box, there are two sections: 'History' and 'Data'. In the 'History' section, 'Browsing & Download History', 'Cookies', and 'Cache' are checked, while 'Active Logins' and 'Form & Search History' are unchecked. In the 'Data' section, 'Site Preferences' and 'Offline Website Data' are unchecked. At the bottom right, there are 'OK' and 'Cancel' buttons.

Scroll to the *Cookies and Site Data* section and click **Clear Data**.

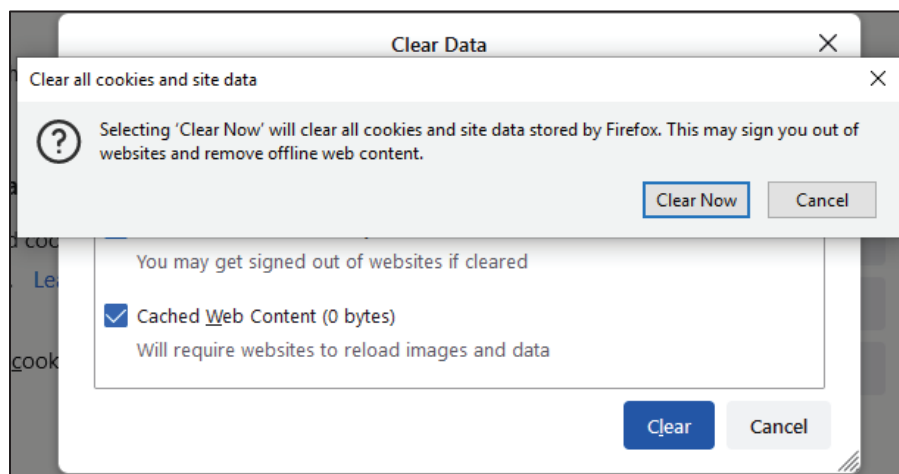


The screenshot shows the 'Cookies and Site Data' section. At the top, it says 'Cookies and Site Data'. Below this, a message states 'Your stored cookies, site data, and cache are currently using 84.6 MB of disk space. [Learn more](#)'. To the right of this message are three buttons: 'Clear Data...', 'Manage Data...', and 'Manage Exceptions...'. Below the message, there is a checkbox labeled 'Delete cookies and site data when Firefox is closed'.

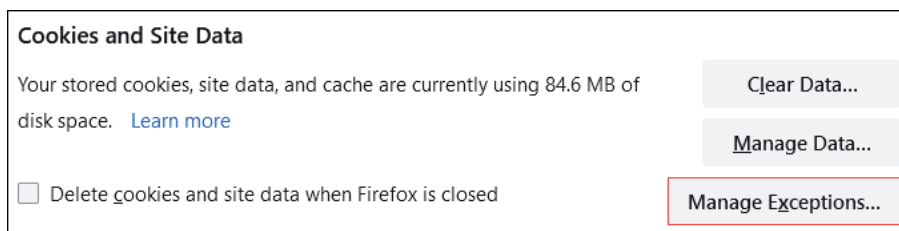
Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.



Click **Clear Now**.



While still in the *Cookies and Site Data* section, click **Manage Exceptions**.



Under *Address of website*, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Allow**. Click **Save Changes**.

Exceptions - Cookies and Site Data

You can specify which websites are always or never allowed to use cookies and site data. Type the exact address of the site you want to manage and then click Block, Allow for Session, or Allow.

Address of website

Block Allow for Session Allow

Website	Status
http://businessbillpay-e.com	Allow

Remove Website Remove All Websites

Save Changes Cancel

While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions** for *Block pop-up windows*.

General Permissions

Home Location Settings...

Search Camera Settings...

Privacy & Security Microphone Settings...

Sync Notifications Learn more Settings...

☐ Pause notifications until Firefox restarts

Autoplay Settings...

Virtual Reality Settings...

☒ Block pop-up windows Exceptions...

☒ Warn you when websites try to install add-ons Exceptions...

Under *Address of website*, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay and click **Allow**. Click **Save Changes**.

Allowed Websites - Pop-ups

You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow.

Address of website

billpaysite.com

Allow

Website	Status
https://businessbillpay-e.com	Allow

Remove Website Remove All Websites

Save Changes Cancel

Restart the browser by closing all open sessions.