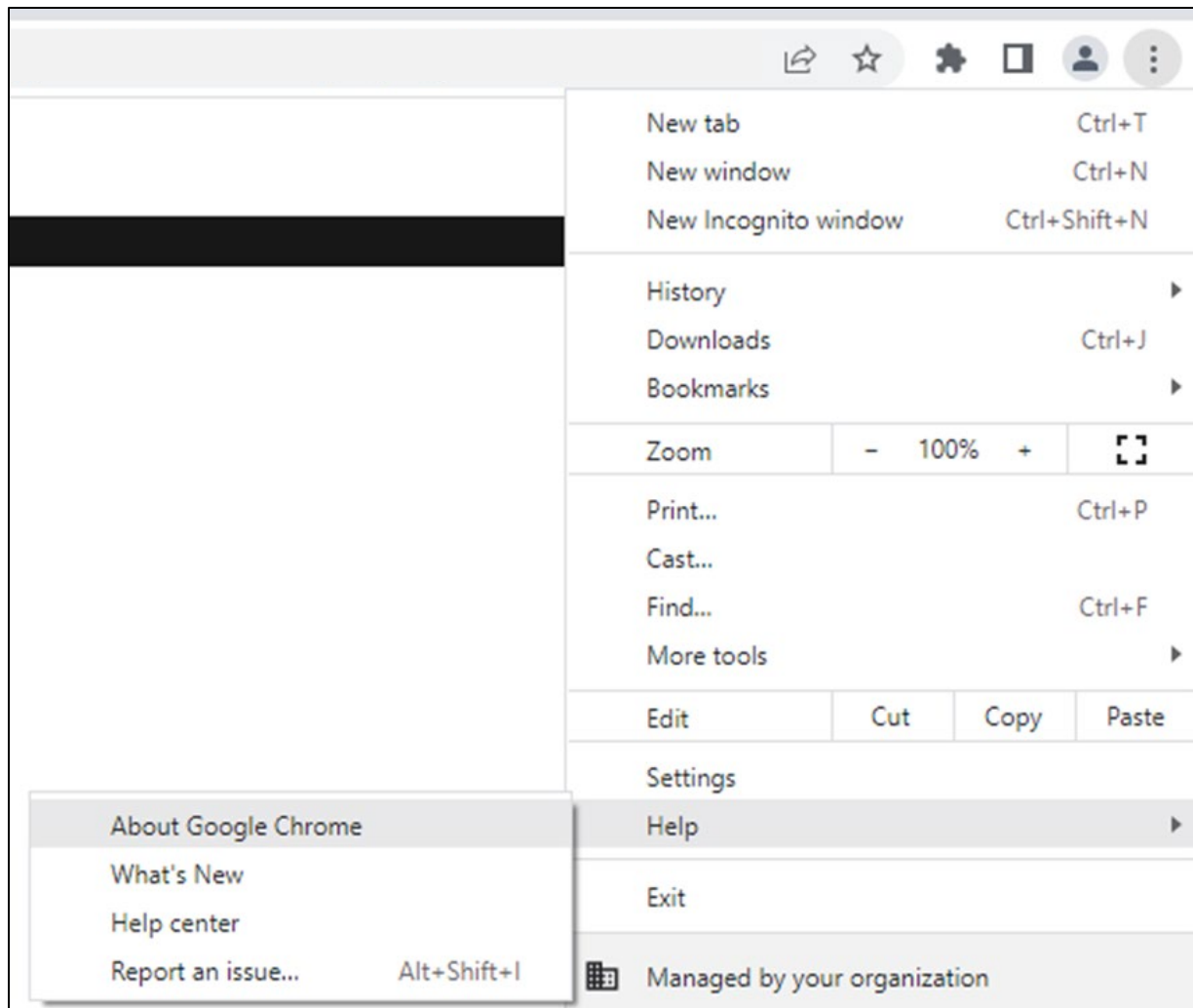


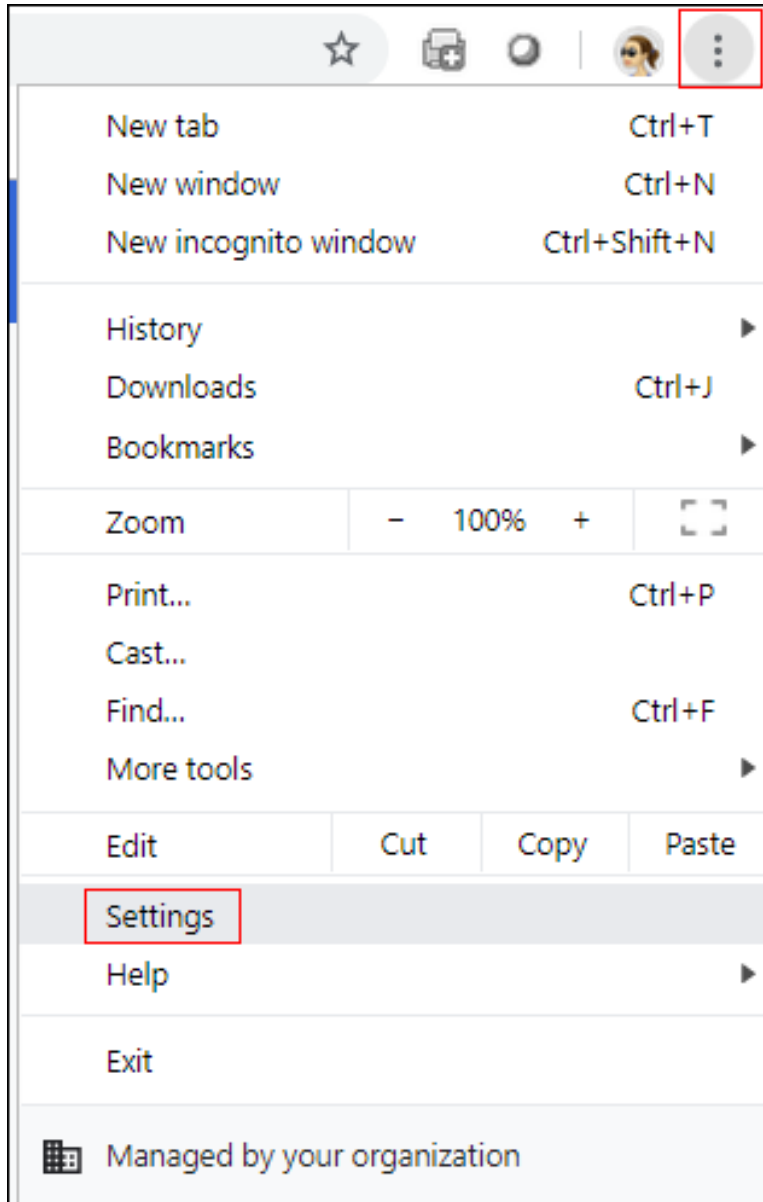
Google Chrome 116 and 117

To locate browser version, with the browser window open, select the menu icon (three vertical dots). Select **Help**, then click **About Google Chrome**.

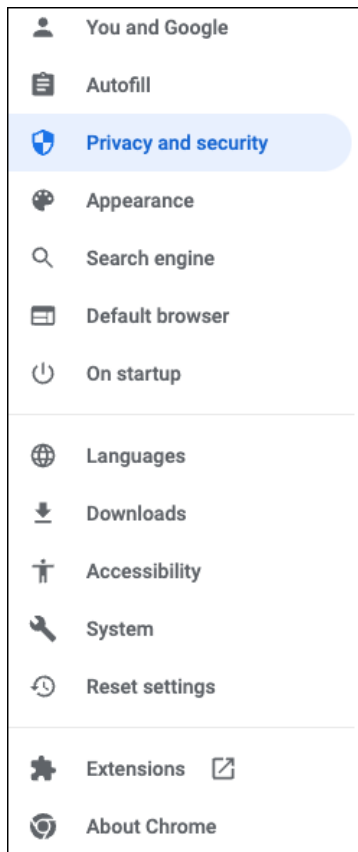


Next adjust settings.

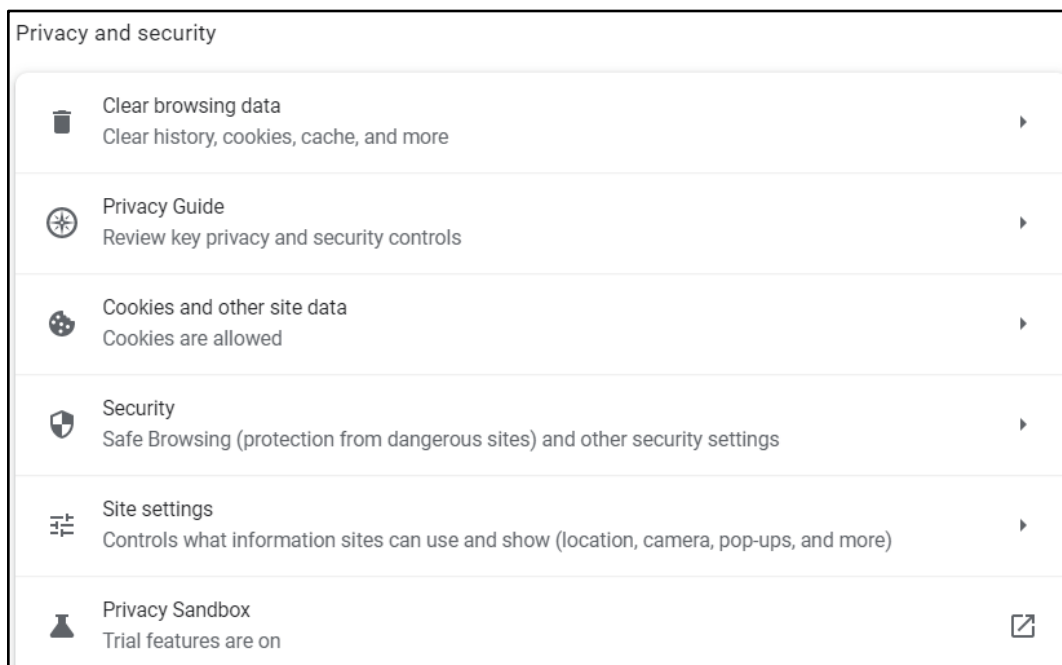
With the browser window open, select the menu icon (three vertical dots). Click **Settings**.



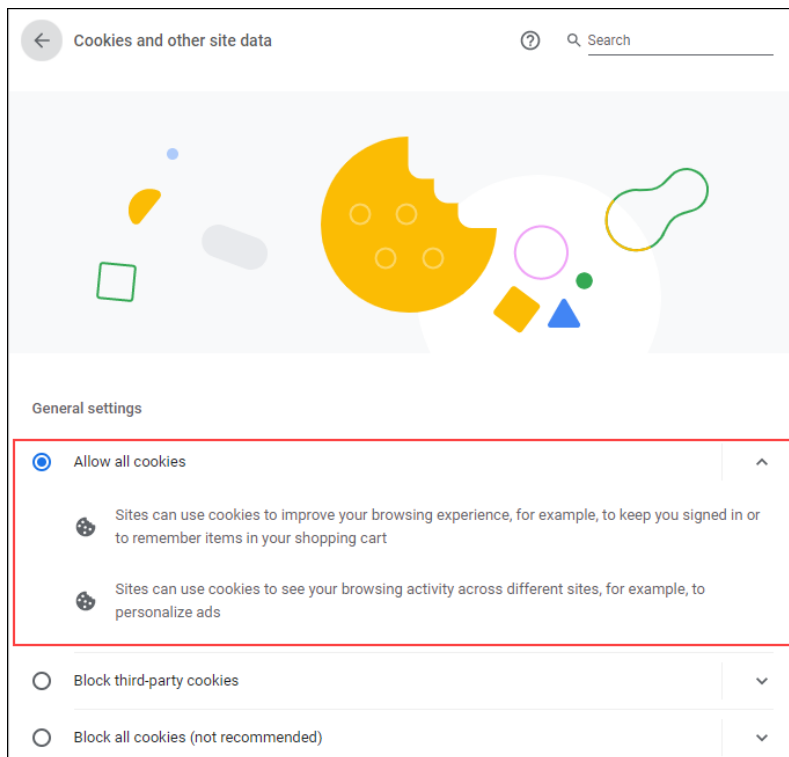
On the left-hand menu, select **Privacy and Security**.



Click **Cookies and other site data**.

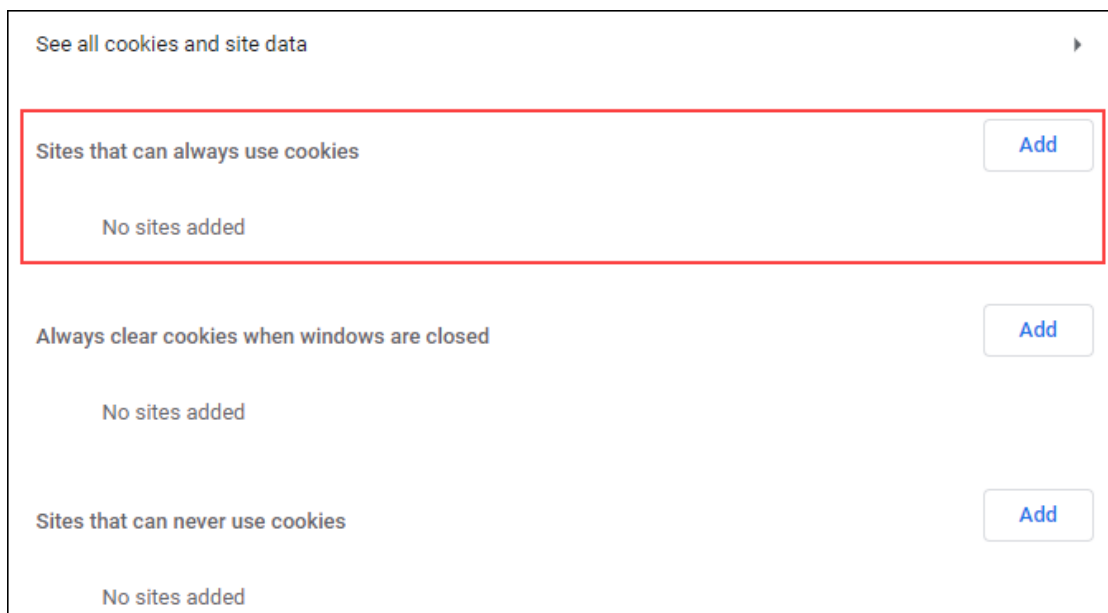


Under *General settings* choose **Allow all cookies**.



Scroll down to the *Sites that can always use cookies* option. Click **Add**, type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay.

If applicable, select the box next to *Including third-party cookies on this site* and click **Add**.



Add a site

Site

billpaysite.com

☒ Including third-party cookies on this site

Cancel Add

Click **See all cookies and site data**. Then click **Clear all data** or the garbage can icon.

← Cookies and data stored / Cookies and site data

Allow sites to save and read cookie data (recommended) ☒

Block third-party cookies ☐
When on, sites can't use cookies that track you across the web. Features on some sites may break.

Preload pages for faster browsing and searching ☒
Uses cookies to remember your preferences, even if you don't visit those pages

See all cookies and site data >

← Cookies and site data / All cookies and site data

Search cookies

Clear all data

Cookies and data stored for sites you have browsed Sort by: Name Filter by: All

bing.com

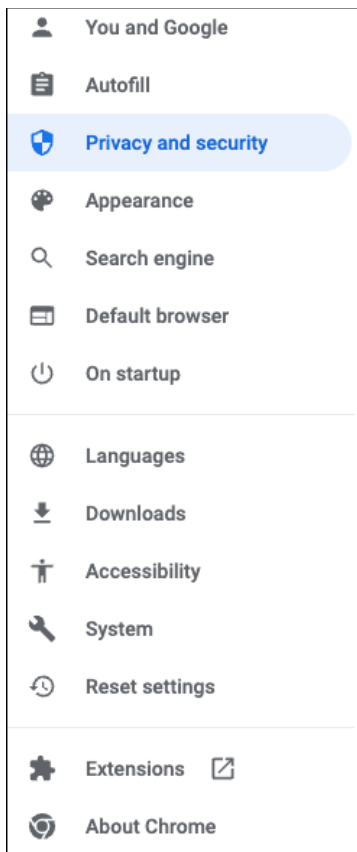
Click **Clear all**.

Clear site data

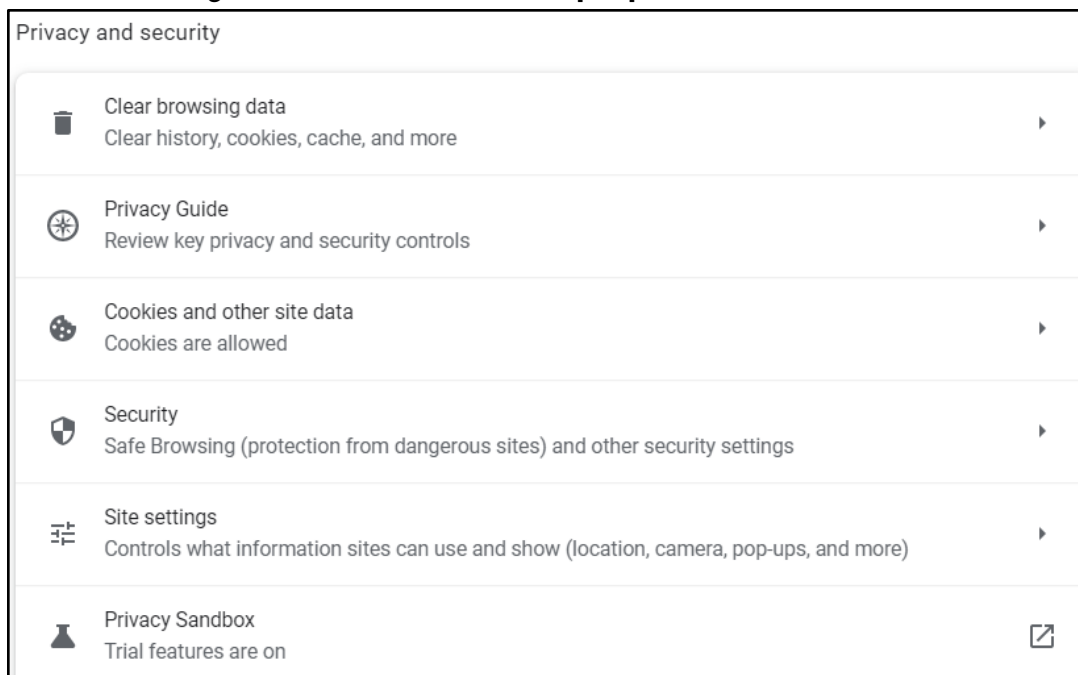
This will delete any data stored on your device for all the sites shown. Do you want to continue?

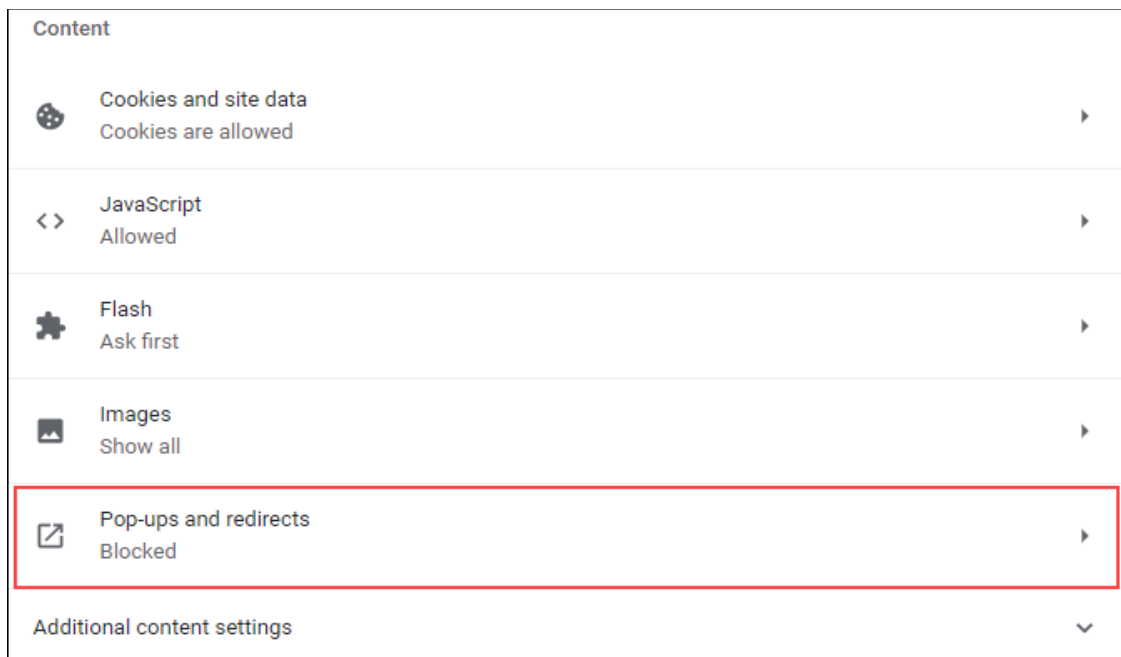
Cancel Clear all

On the left-hand menu, select **Privacy and Security**.

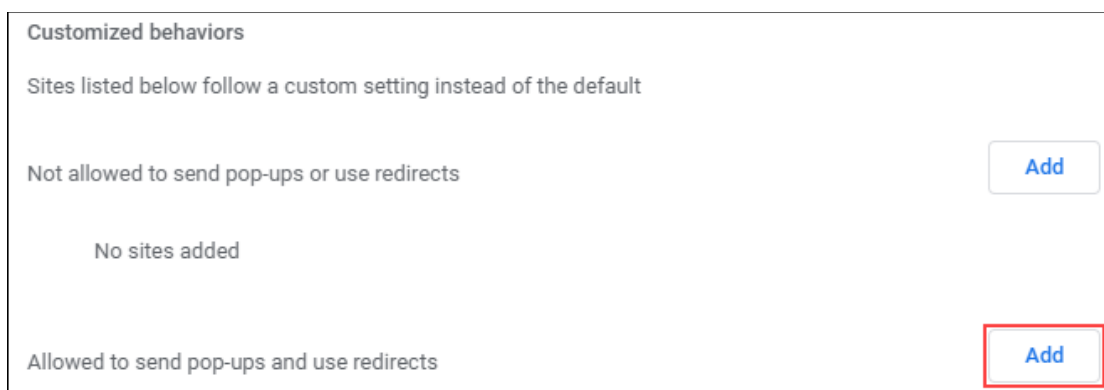


Click *Site Settings*, scroll down, and click **Pop-ups and redirects**.



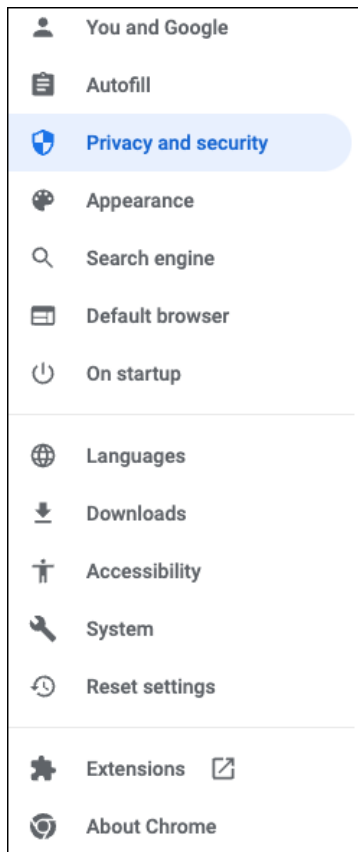


Click **Add** to the right of *Allowed to send pop-ups and use redirects*.



Type `www.billpaysite.com`

On the left-hand menu, select **Privacy and Security**.



Next delete your browsing history. From the *Privacy and Security* page, click **Clear browsing data**.



In the *Time range* section, choose **All time**. Then, select **Browsing History**, **Cookies and other site data**, and **Cached images and files**. Click **Clear data**.

Clear browsing data

Basic Advanced

Time range All time ▼

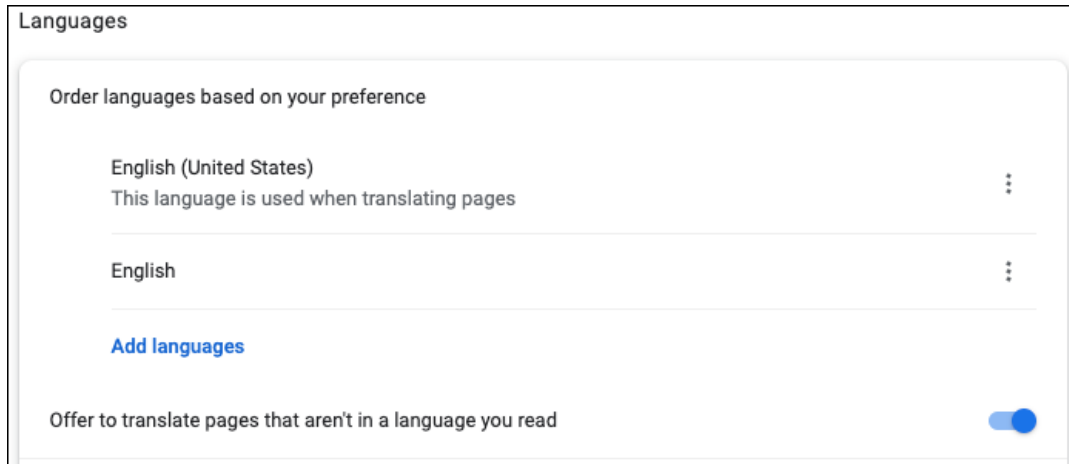
- ☒ Browsing history
Clears history and autocompletions in the address bar.
- ☒ Cookies and other site data
Signs you out of most sites.
- ☒ Cached images and files
Frees up 15.9 MB. Some sites may load more slowly on your next visit.

Cancel Clear data

While still in *Settings*, select **Languages**.

- You and Google
- Autofill
- Privacy and security
- Appearance
- Search engine
- Default browser
- On startup
- Languages**
- Downloads
- Accessibility
- System
- Reset settings
- Extensions
- About Chrome

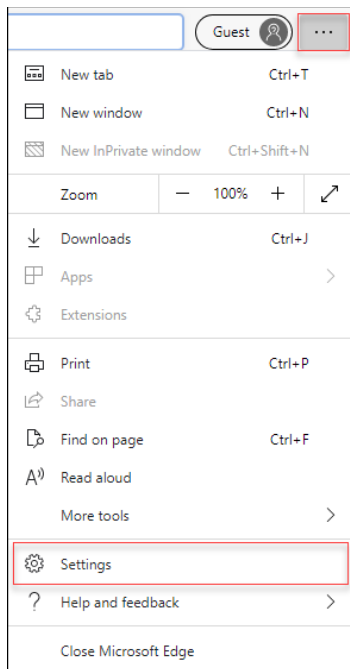
Under *Order language based on your preference*, ensure that *English (United States)* is the first, or only, language listed.



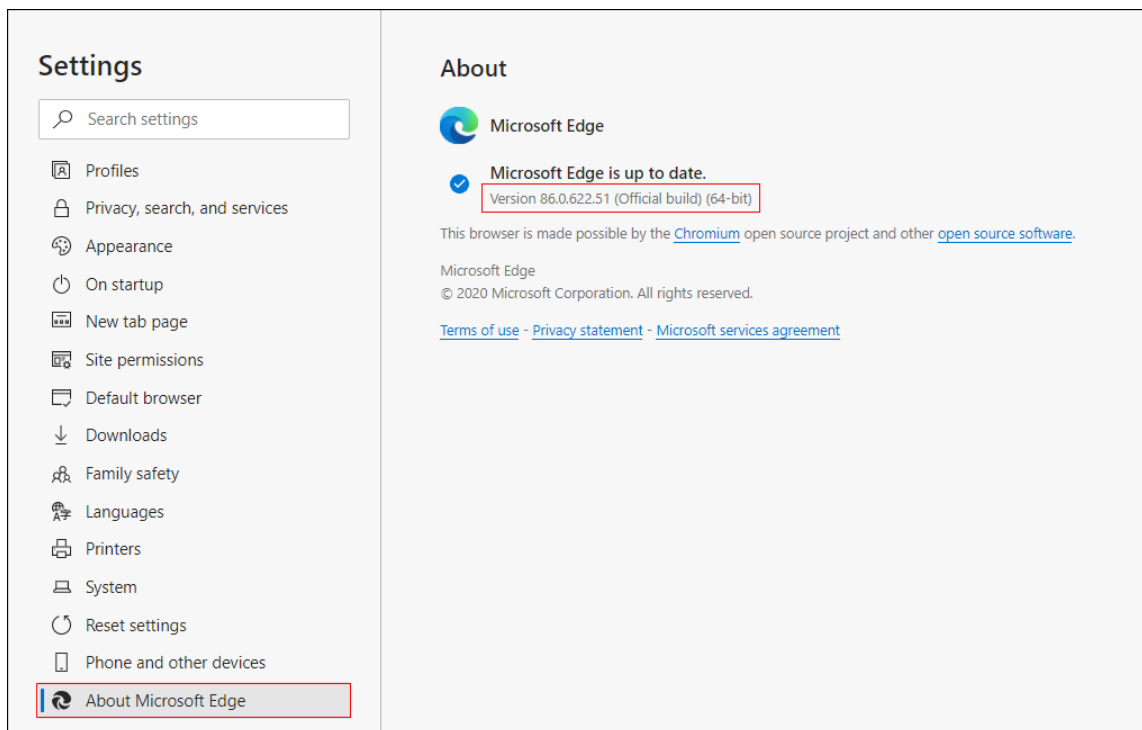
Restart the browser by closing all open sessions.

Microsoft® Edge 116 and 117

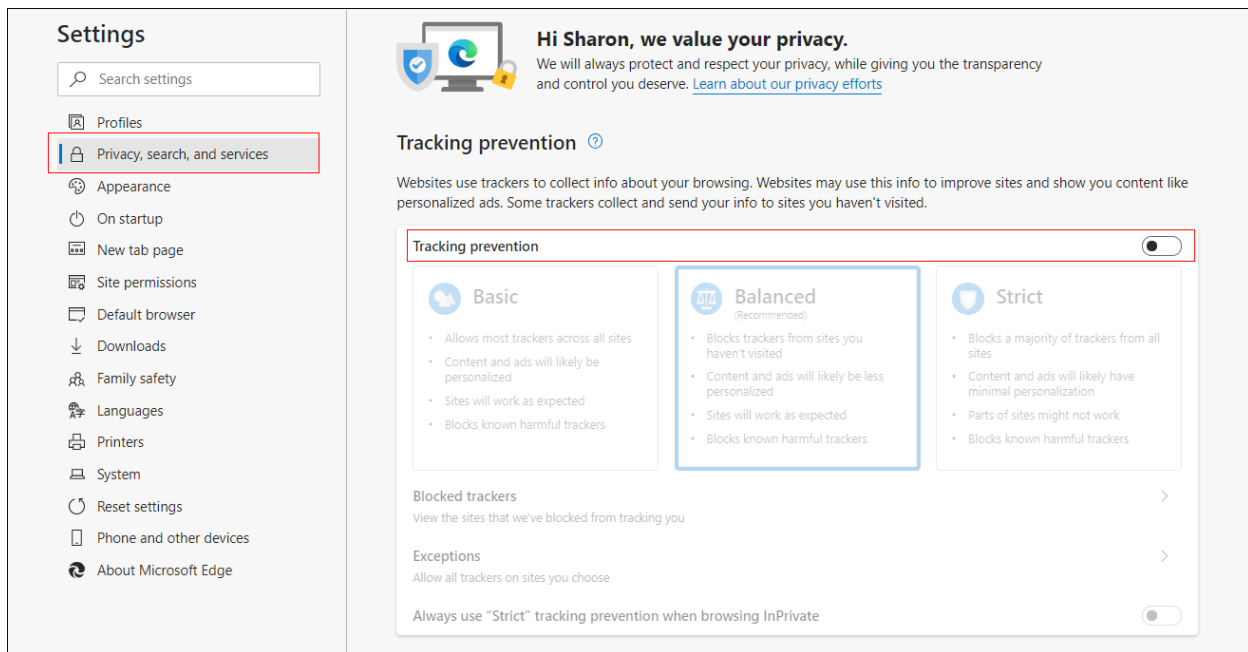
To locate the browser version, with the browser window open, click the menu icon (three horizontal dots). Then, click **Settings**.



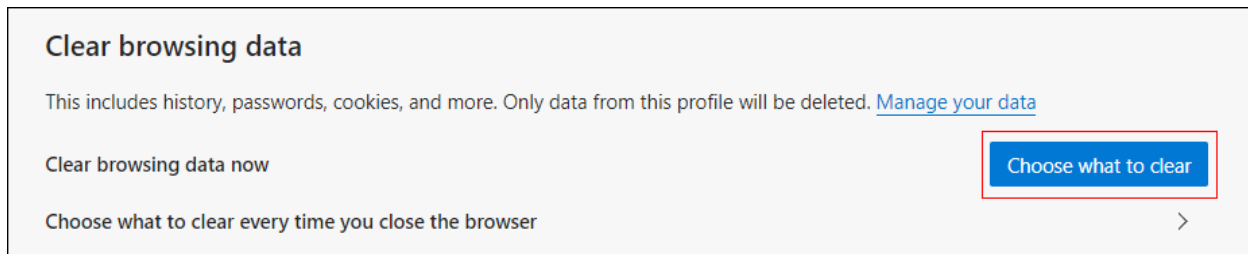
Click *About Microsoft Edge*.



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 [redacted]. To clear browsing data from this device only, [turn off sync](#).

Clear now Cancel

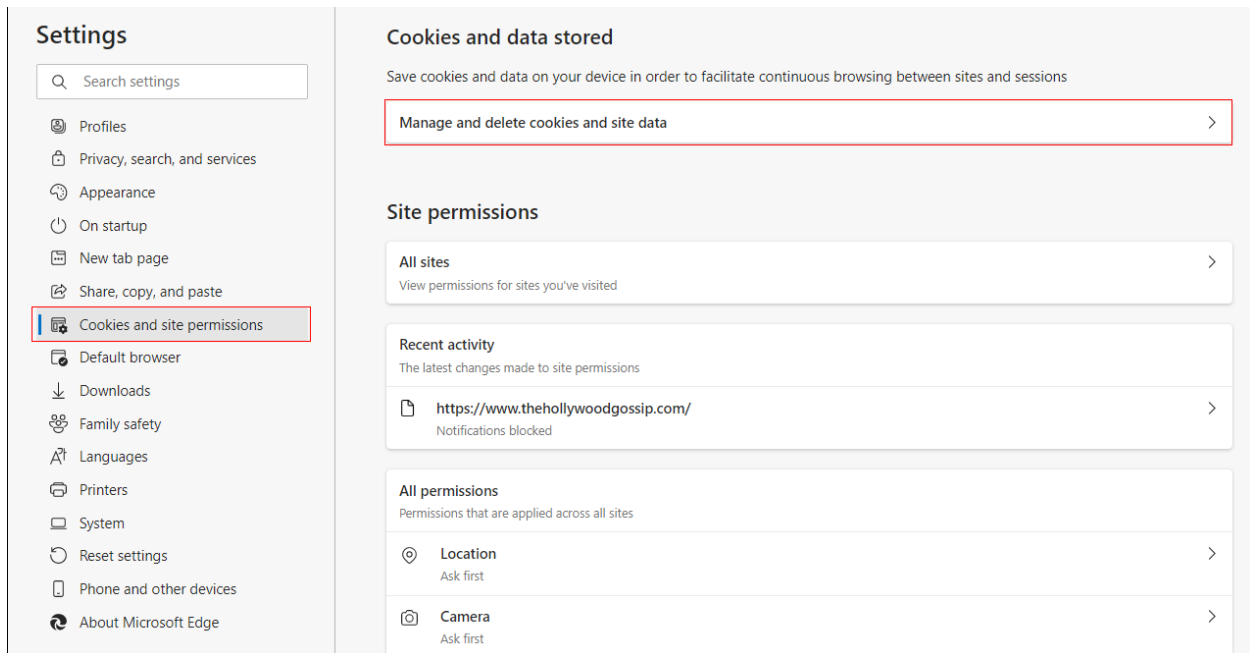
Click **Clear**.

Clear site data

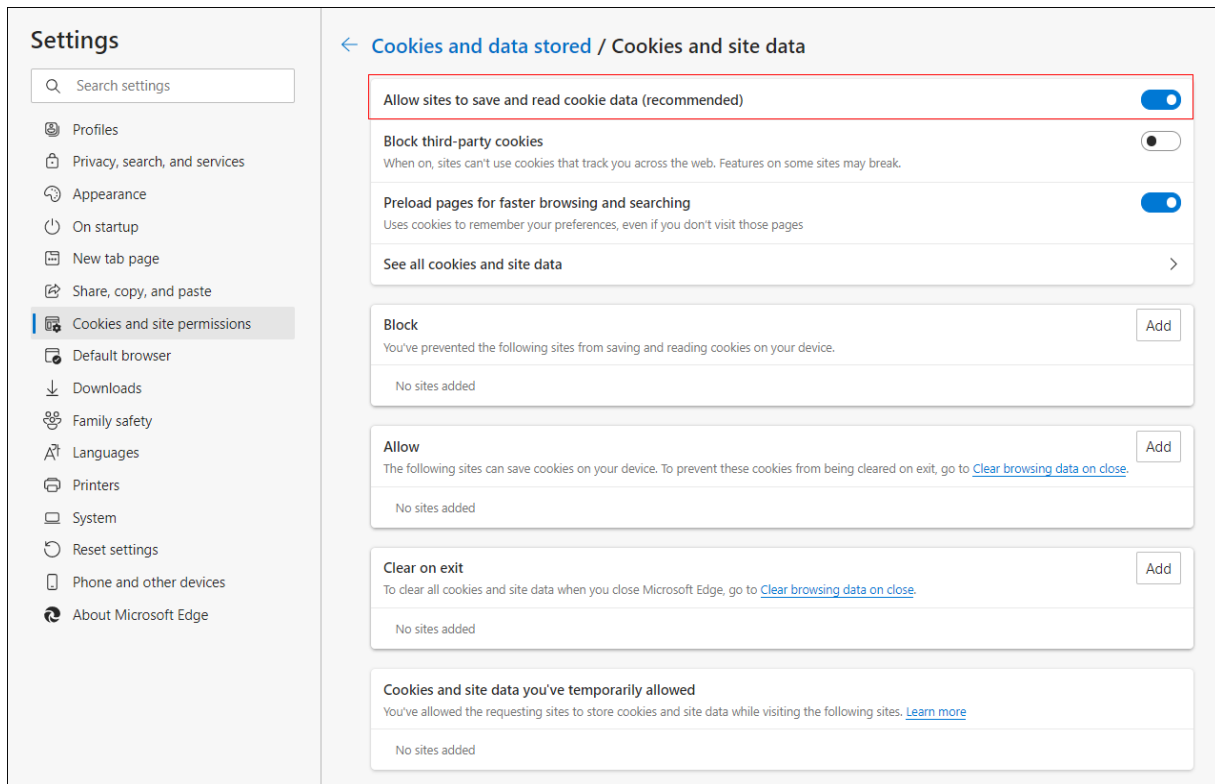
This will delete any data on this device for all the sites shown.

Clear Cancel

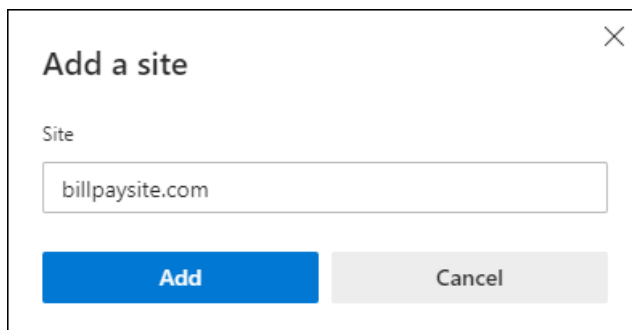
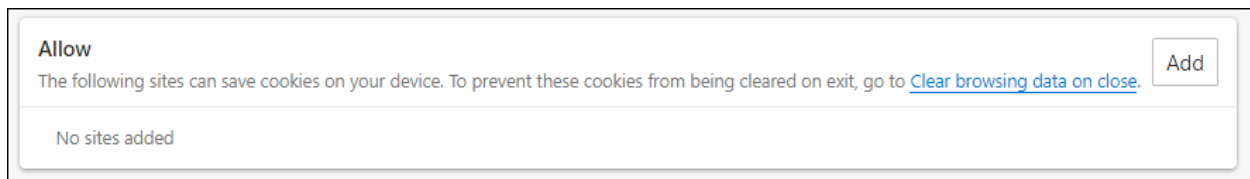
Under the *Settings* menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data**.



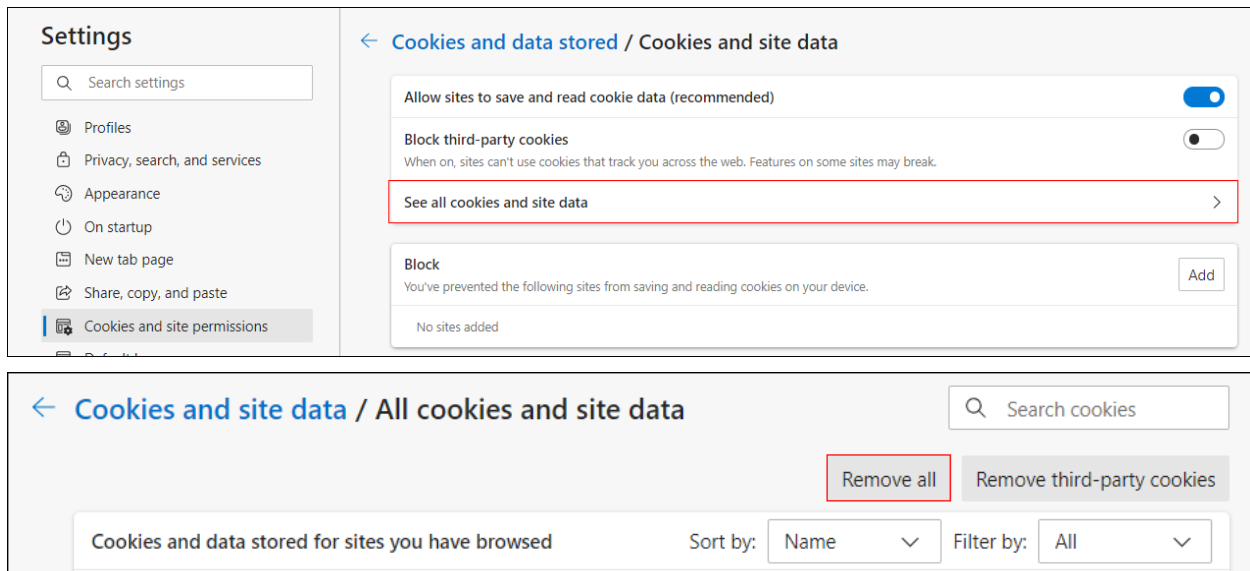
Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.



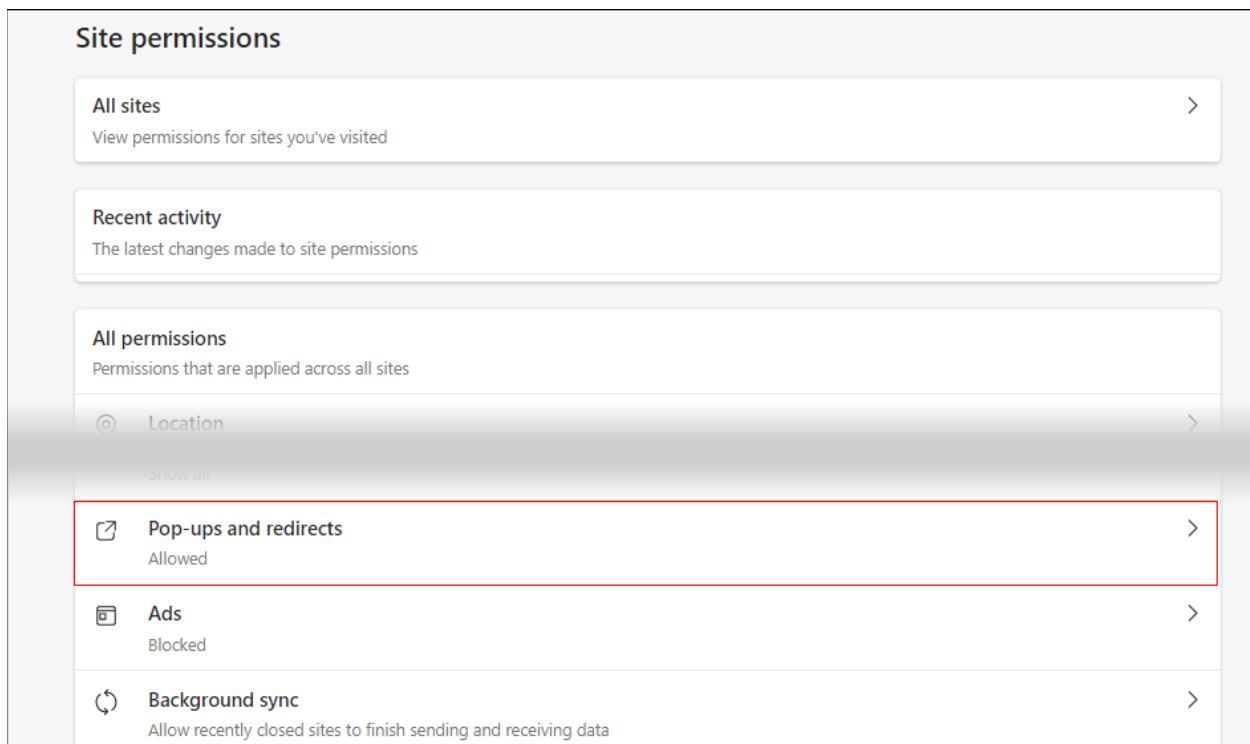
In the *Allow* section, click **Add** and type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.



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)**.

← Site permissions / Pop-ups and redirects

Block (recommended) ☐

Block Add

No sites added

Allow Add

billpaysite.com ...

Consumer and Business users:

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

Allow Add

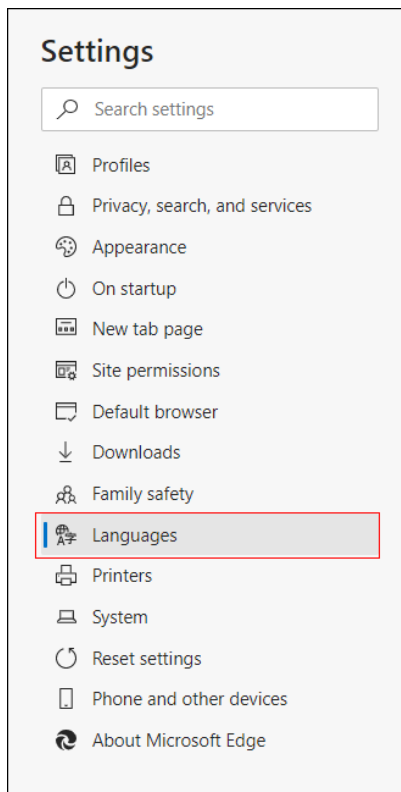
No sites added

Add a site ×

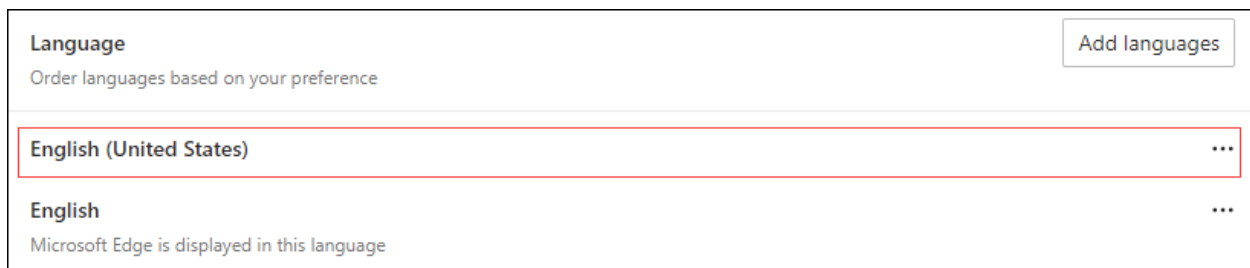
Site

Add Cancel

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



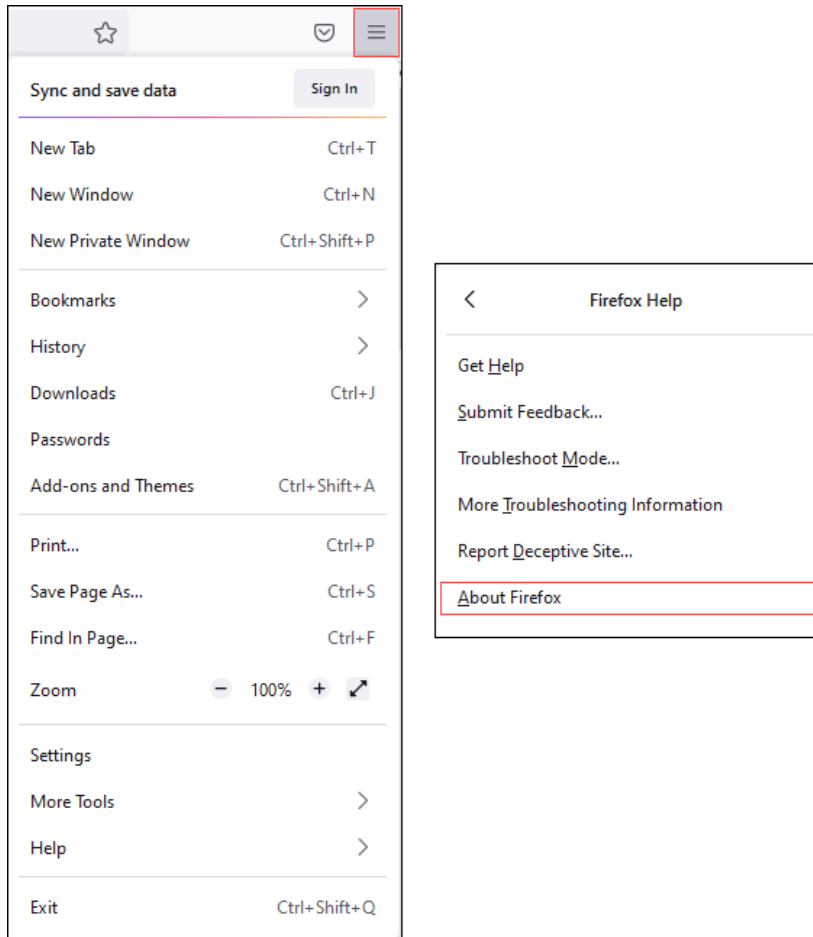
Under **Language** ensure that *English (United States)* is the first, or only, language listed.



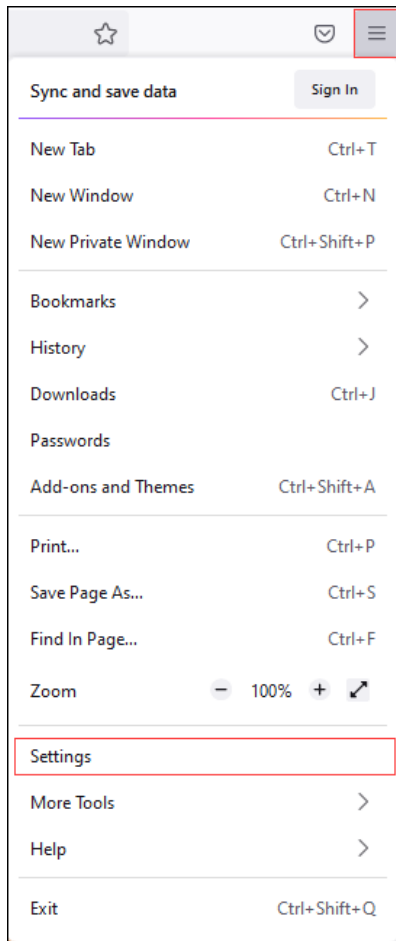
Restart the browser by closing all open sessions.

Firefox 117 and 118

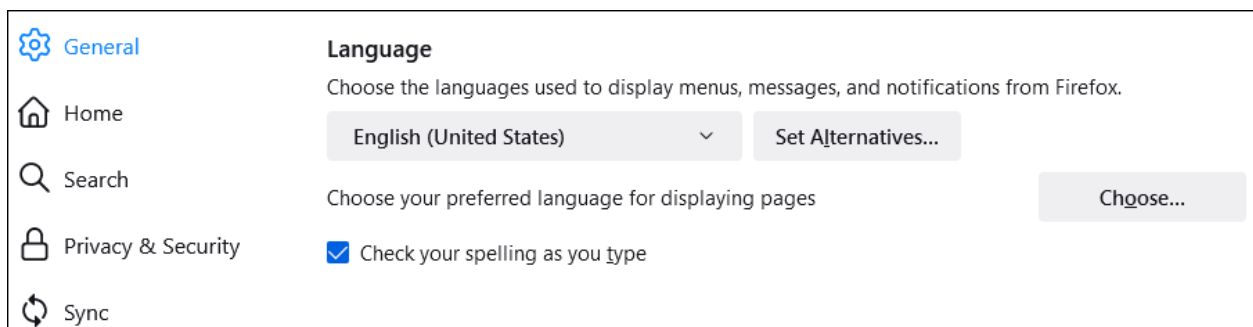
To locate the browser version, with the browser window open, select the menu icon (three horizontal lines). Click **Help**, then **About Firefox**.



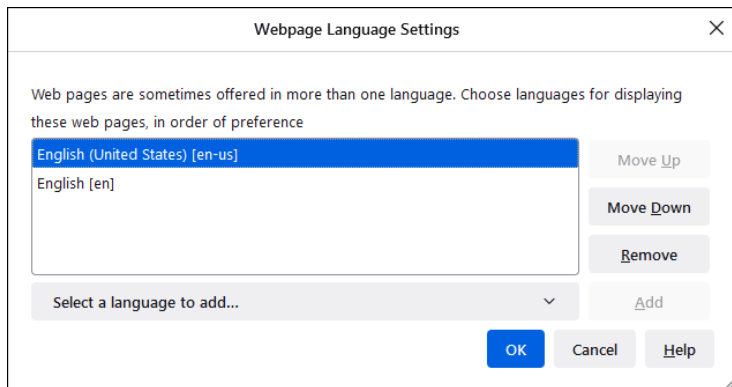
With the browser window open, click the **menu** icon, then click **Settings**.



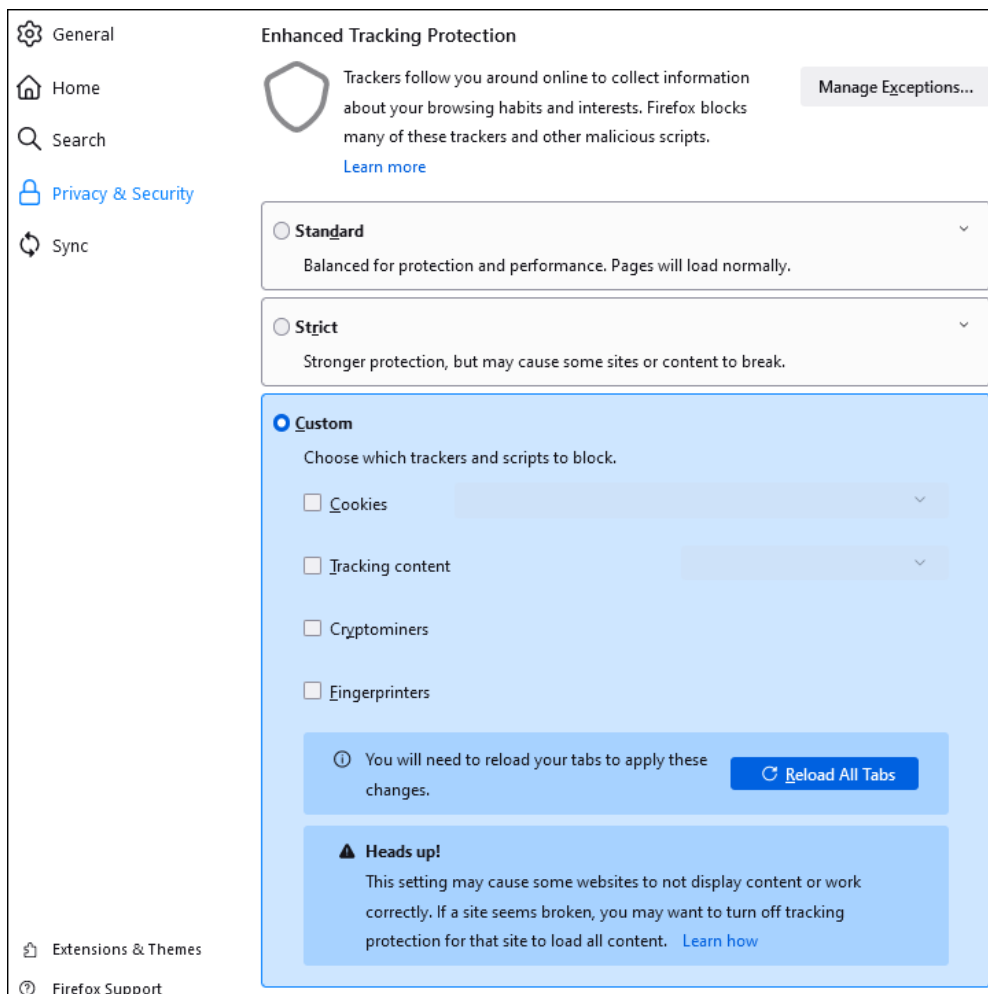
Click **General**, scroll to the *Language* section and click **Choose**.



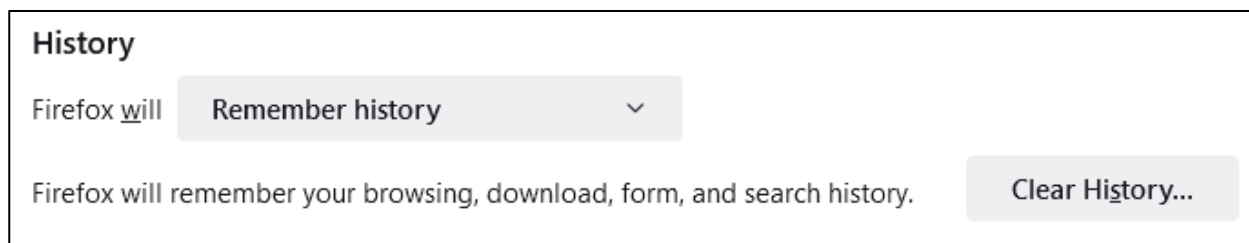
Ensure that *English (United States)* is the first, or only, language listed. Click **OK**.



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

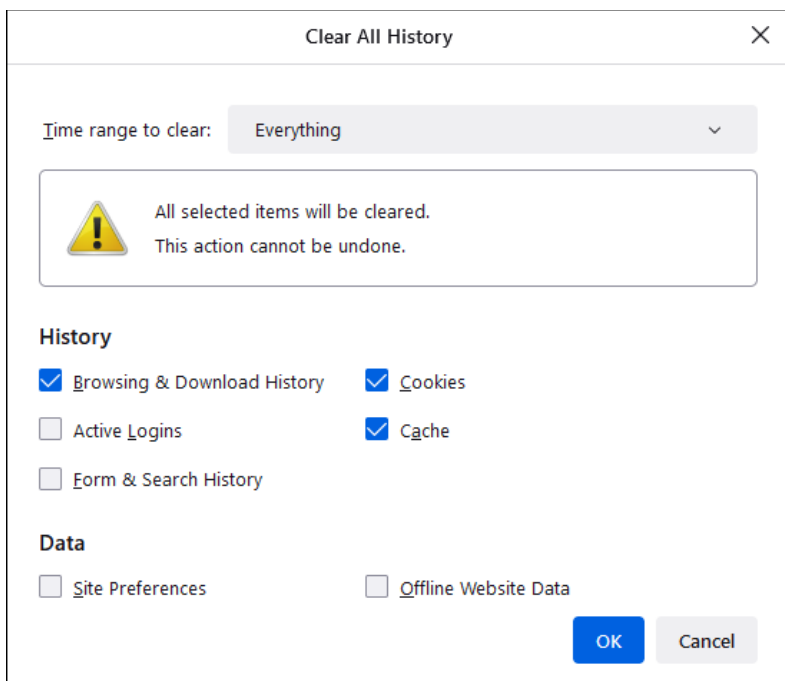


Scroll down to the *History* section. Click the **Clear History** button.



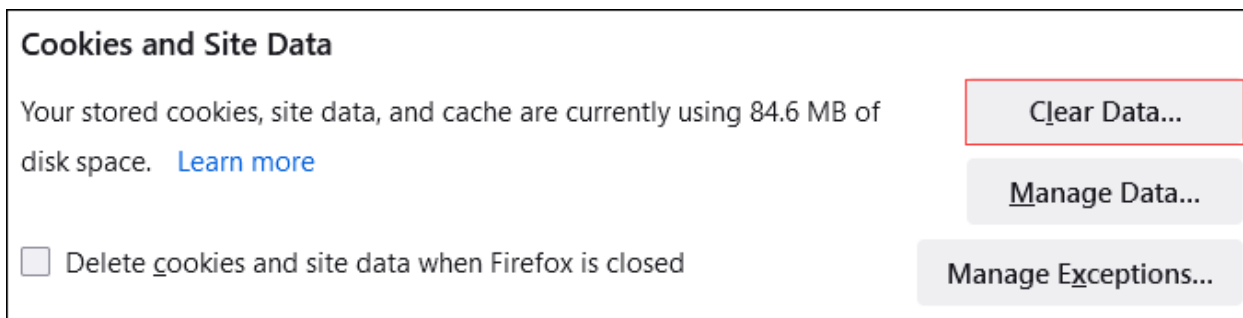
The screenshot shows the 'History' section of the Firefox settings. At the top, it says 'Firefox will' followed by a dropdown menu currently set to 'Remember history'. Below this, a text line states 'Firefox will remember your browsing, download, form, and search history.' To the right of this text is a button labeled 'Clear History...'.

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



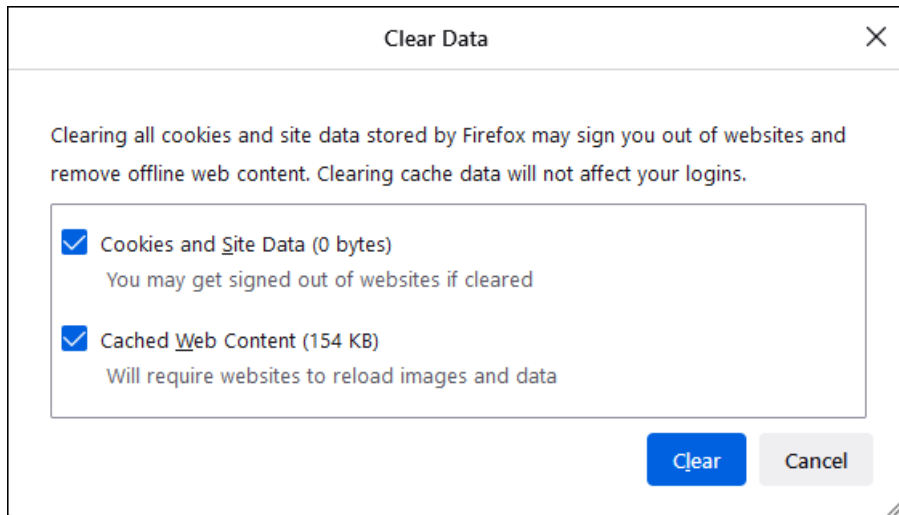
The screenshot shows the 'Clear All History' dialog box. At the top, there's a title bar with a close button. Below it, a dropdown menu for 'Time range to clear:' is set to 'Everything'. A warning box with a yellow triangle icon contains the text: 'All selected items will be cleared. This action cannot be undone.' Below the warning, 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**.

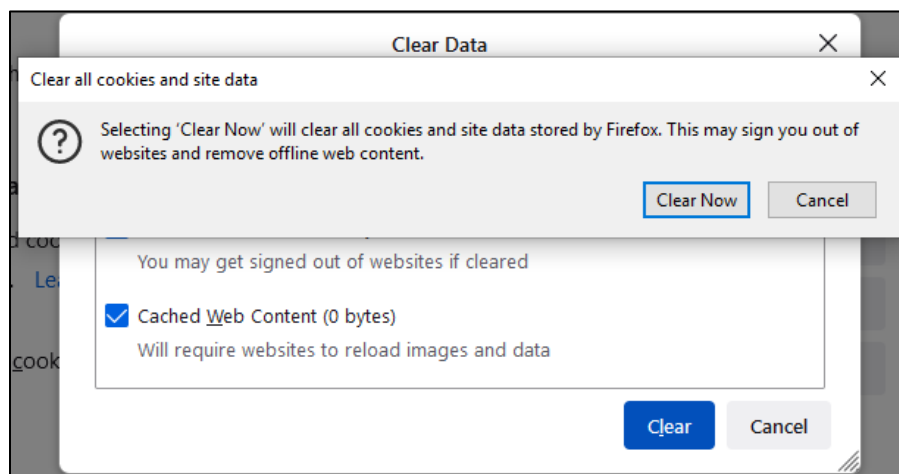


The screenshot shows the 'Cookies and Site Data' section. It starts with the text 'Your stored cookies, site data, and cache are currently using 84.6 MB of disk space.' followed by a blue link 'Learn more'. Below this is a checkbox labeled 'Delete cookies and site data when Firefox is closed'. On the right side, there are three buttons: 'Clear Data...' (highlighted with a red border), 'Manage Data...', and 'Manage Exceptions...'.

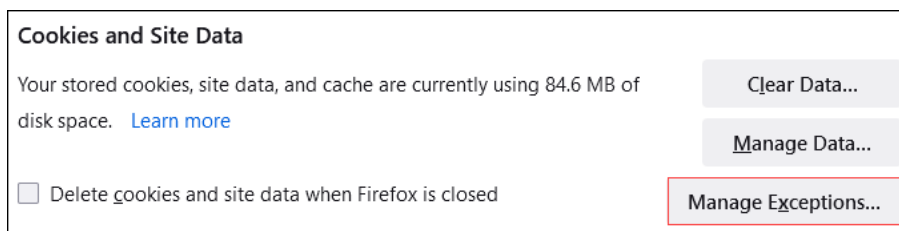
Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.



Click **Clear Now**.



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



Under *Address of website*, type `www.billpaysite.com` 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

billpaysite.com

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` 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.