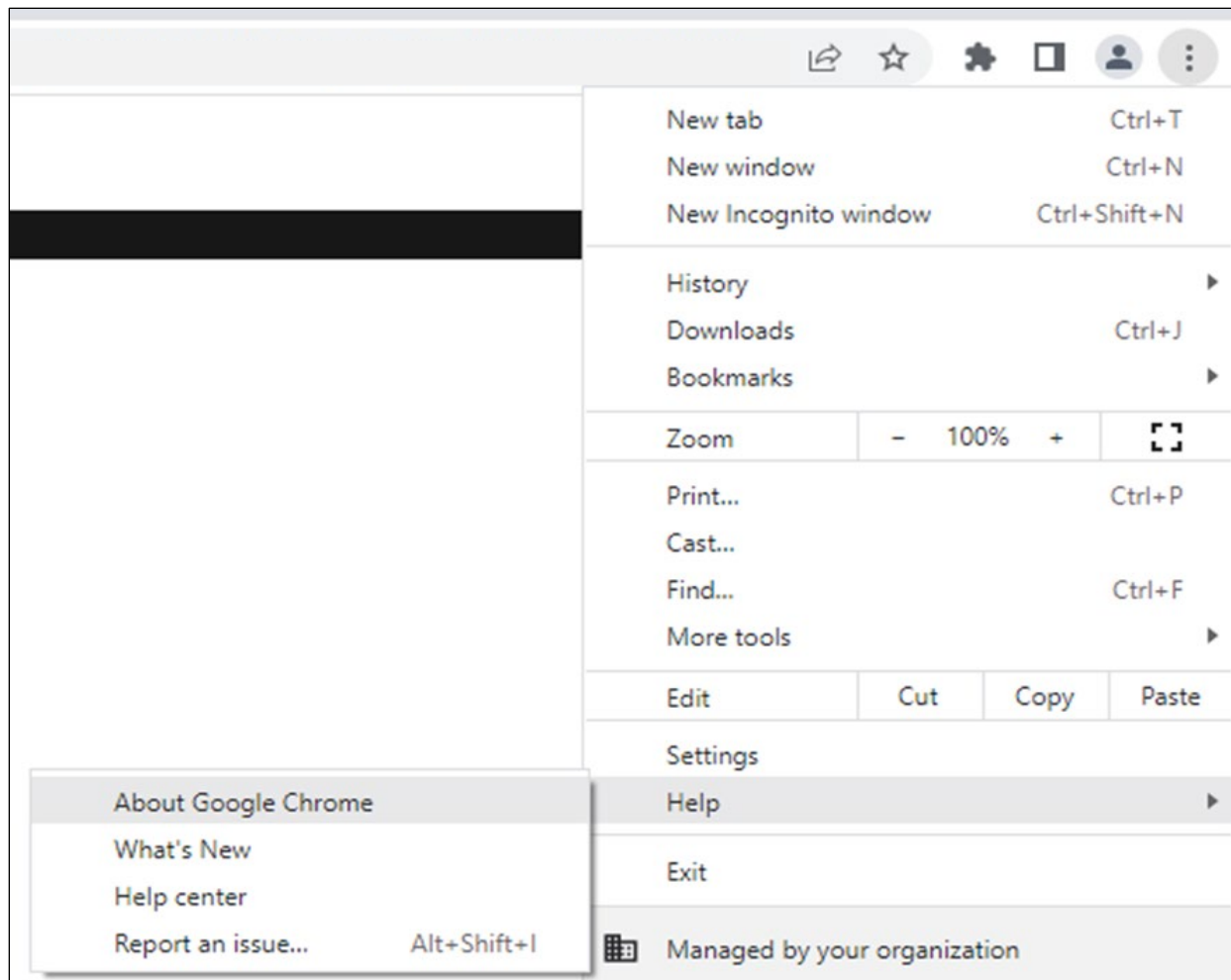


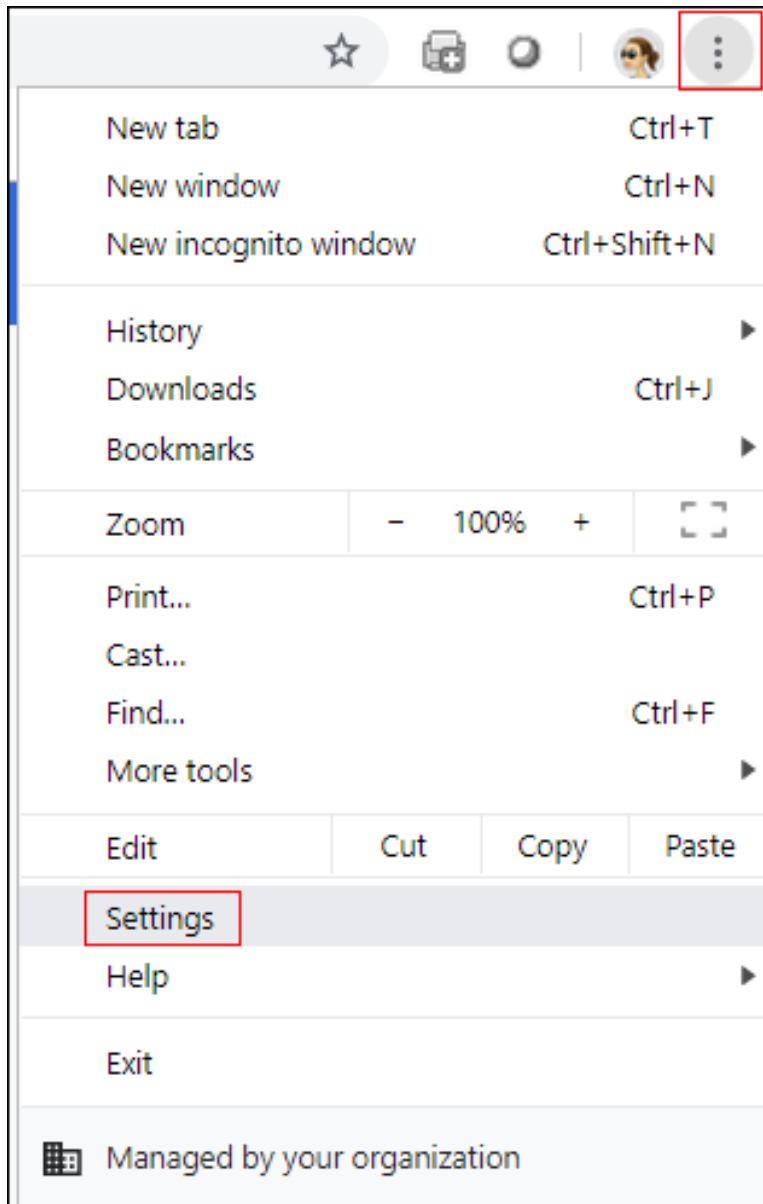
Google Chrome 116 and 117

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

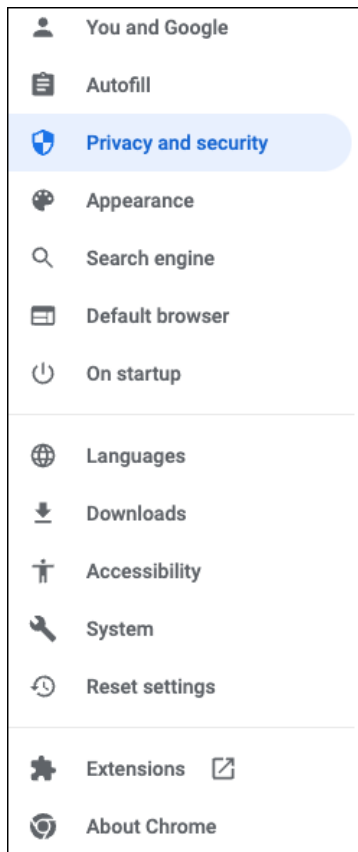


Next, adjust settings.

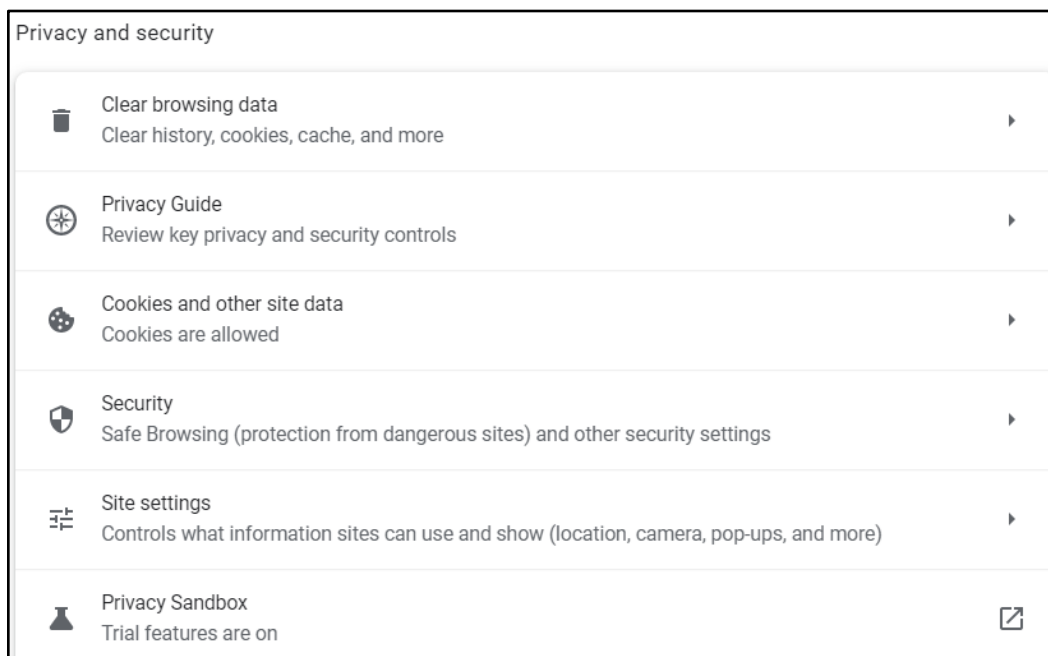
With the browser window open, select the menu icon (three vertical dots). Click **Settings**.



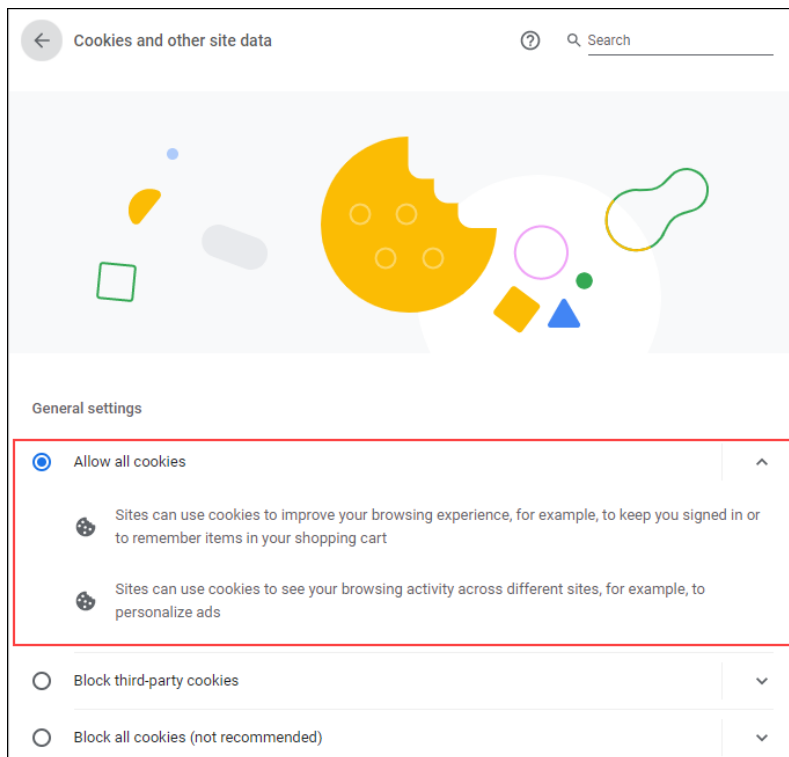
On the left-hand menu, select **Privacy and Security**.



Click **Cookies and other site data**.

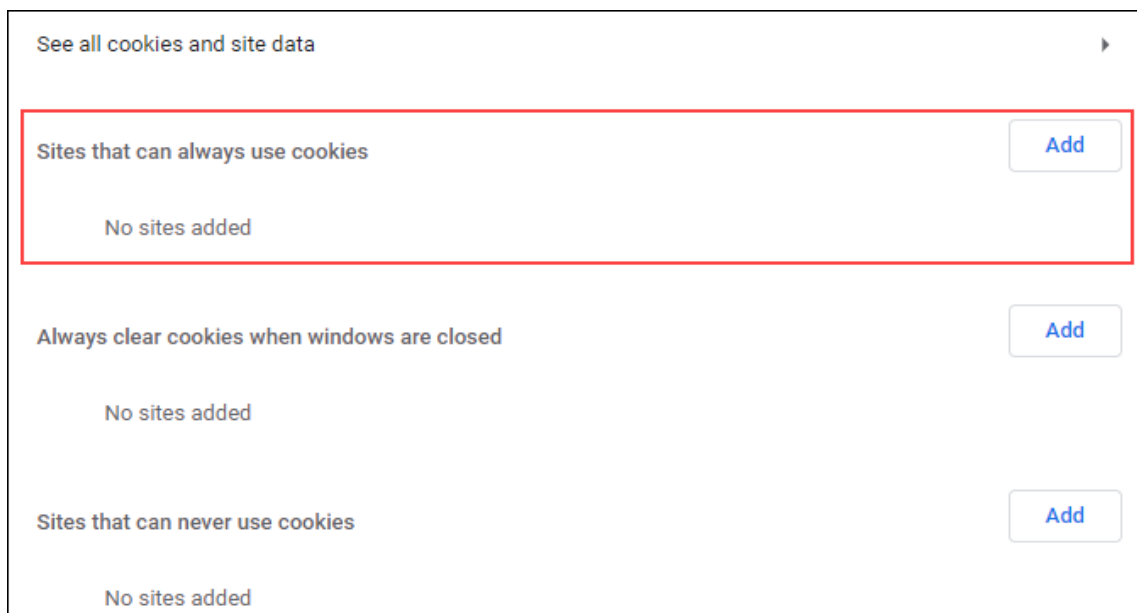


Under *General settings* choose **Allow all cookies**.



Scroll down to the *Sites that can always use cookies* option. Click **Add**, type www.billpaysite.com.

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

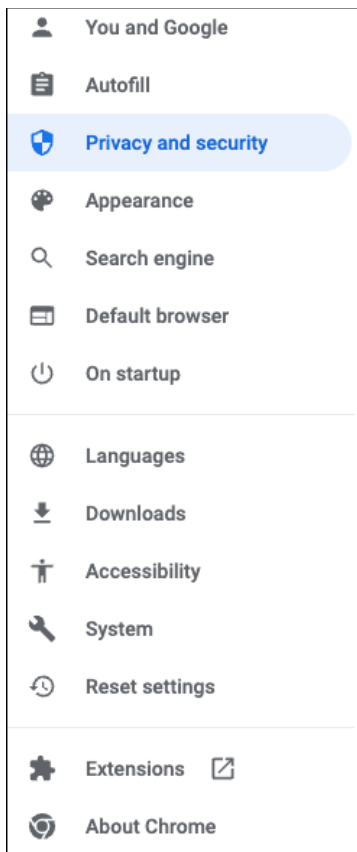
Click **Clear all**.

Clear site data

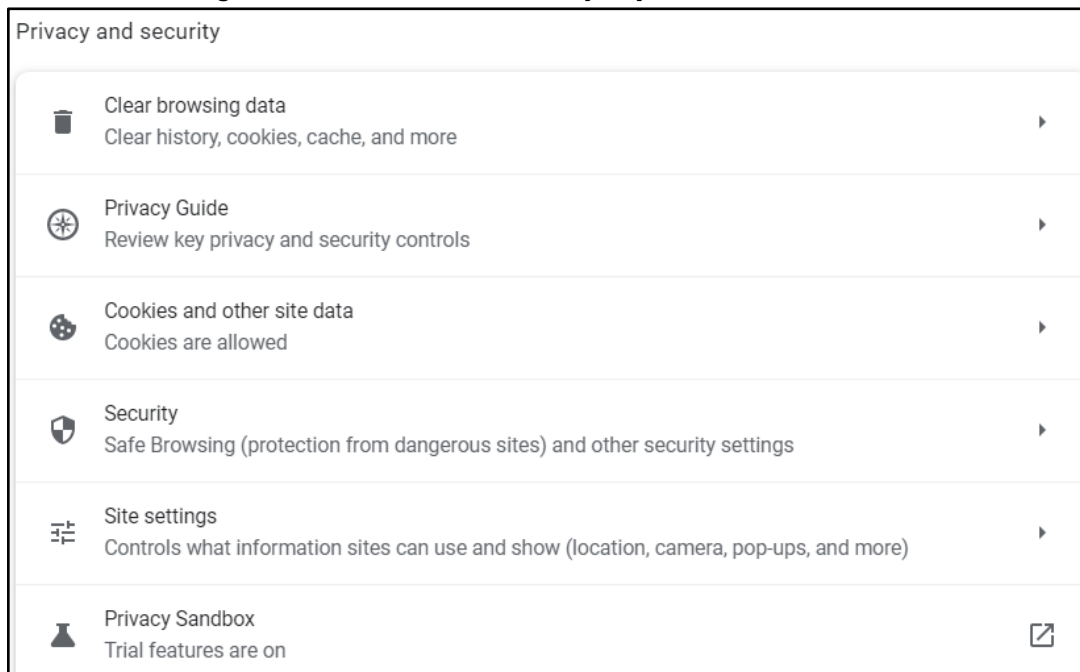
This will delete any data stored on your device for all the sites shown. Do you want to continue?

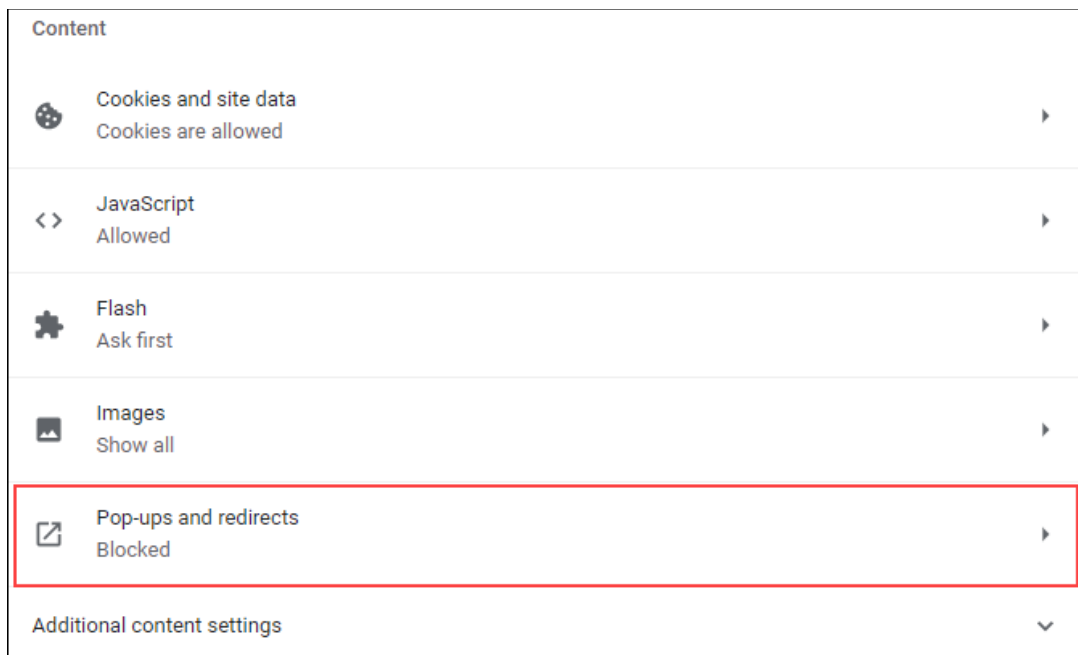
Cancel Clear all

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

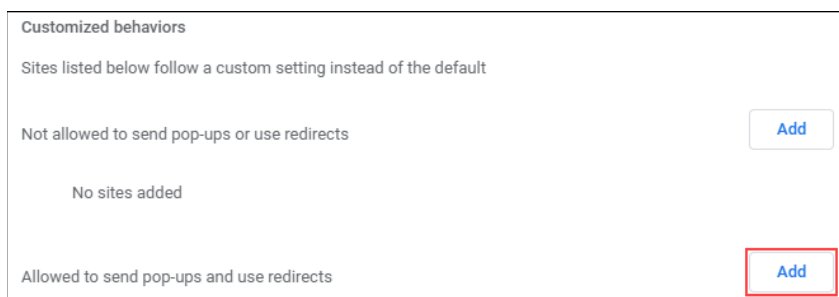


Click **Site Settings**, scroll down, and click **Pop-ups and redirects**.



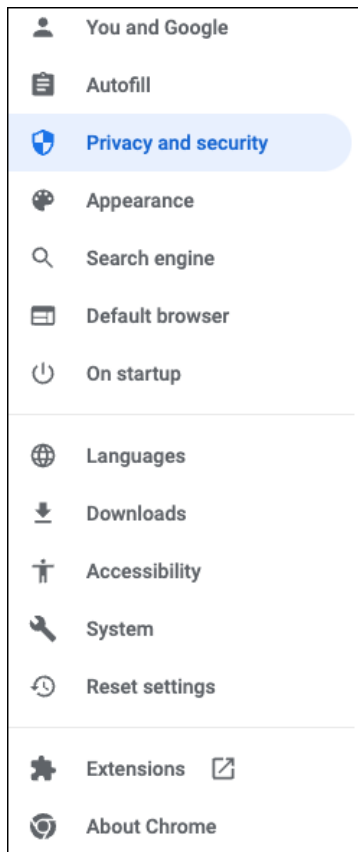


Click **Add** to the right of *Allowed to send pop-ups and use redirects*.

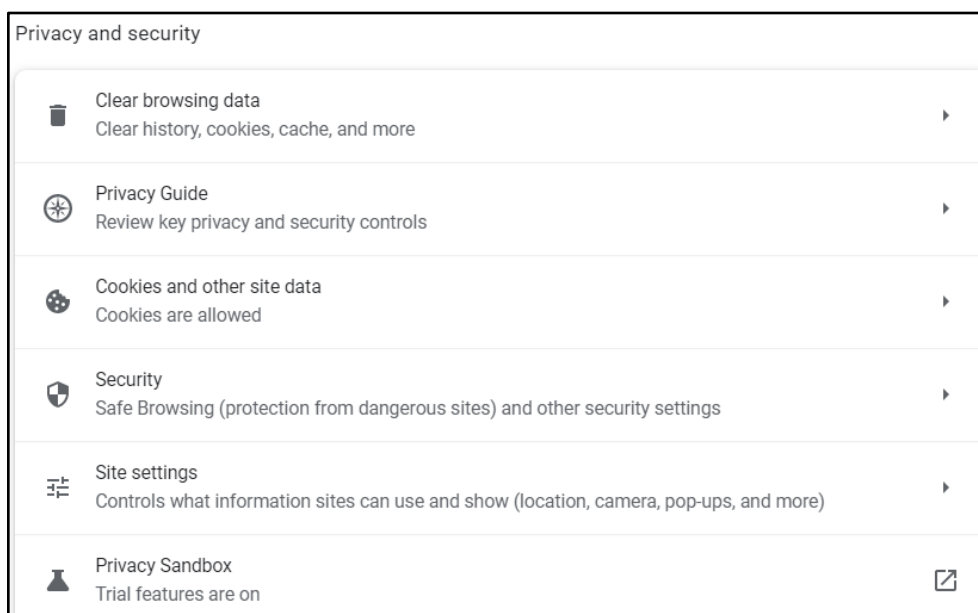


Type **www.billpaysite.com** and click **Add**.

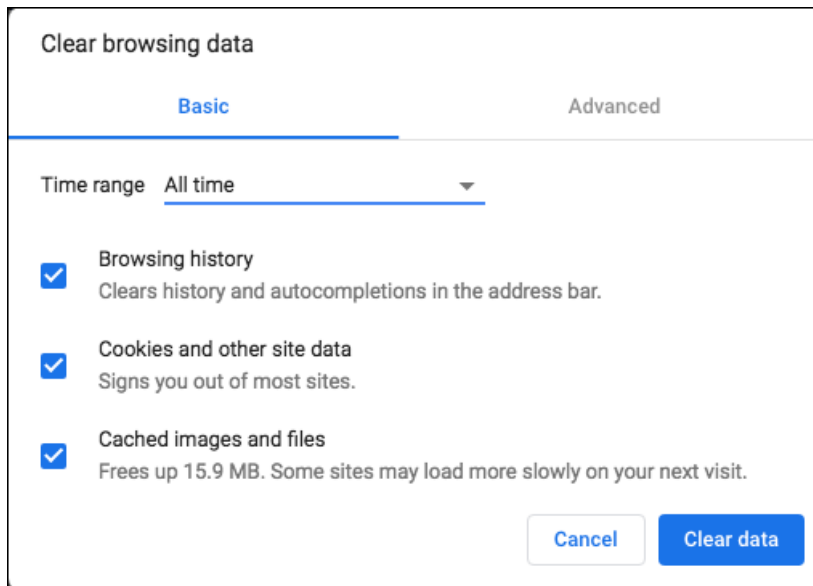
On the left-hand menu, select **Privacy and Security**.



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

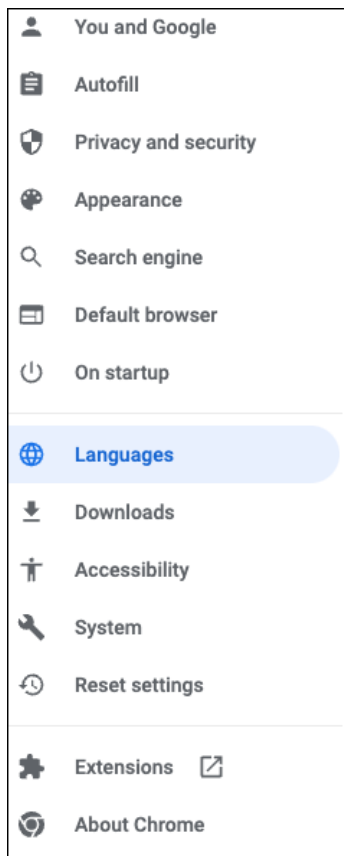
Basic Advanced

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.

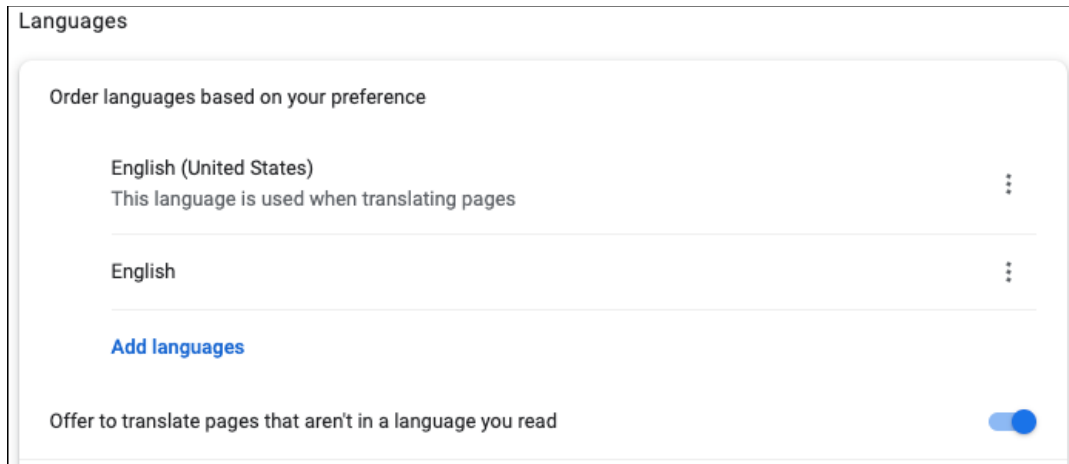
Cancel Clear data

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.



Languages

Order languages based on your preference

English (United States)
This language is used when translating pages

English

[Add languages](#)

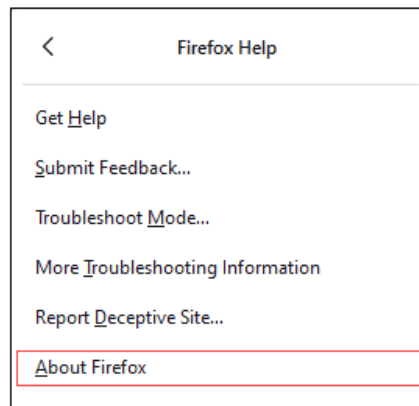
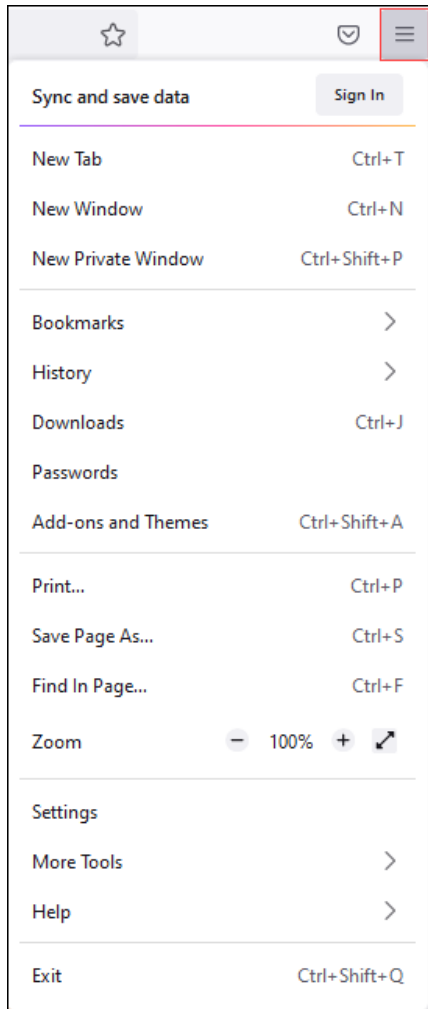
Offer to translate pages that aren't in a language you read ☒

Restart the browser by closing all open sessions.

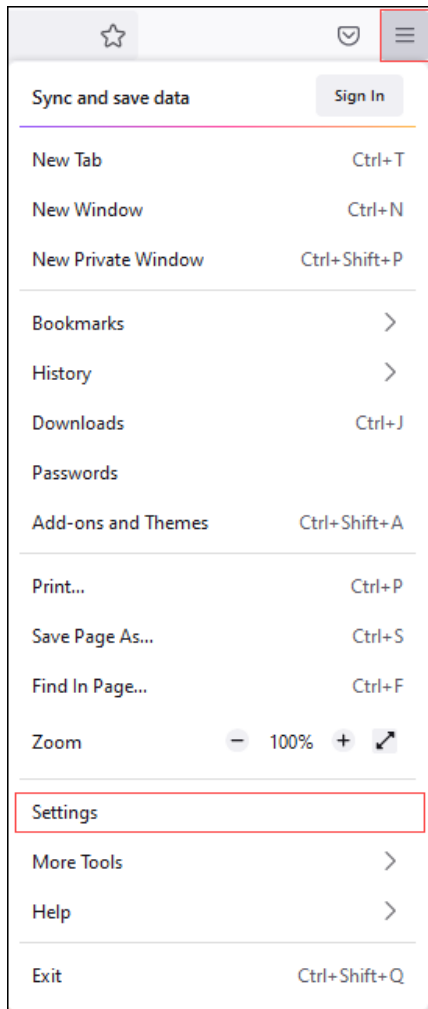
If the date or currency format is still incorrect, walk the subscriber through updating their [Language and Region Preferences](#).

Firefox 117 and 118

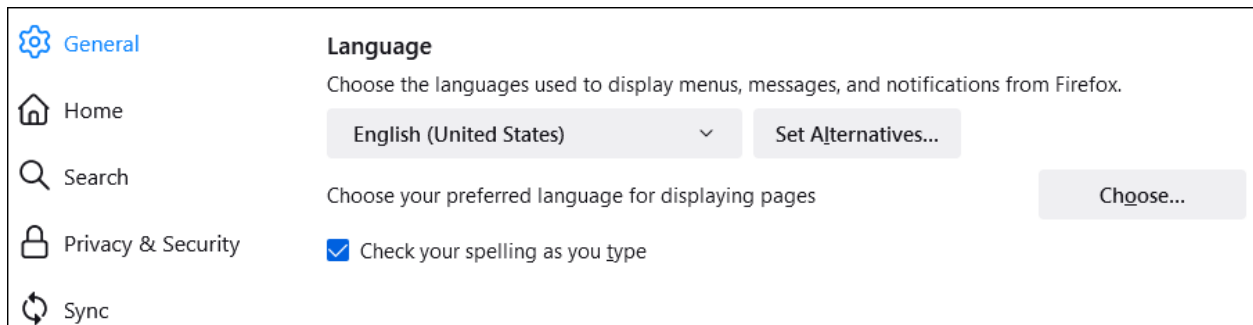
To locate the browser version, with the browser window open, select the menu icon (three vertical lines). Click **Help**, then **About Firefox**.



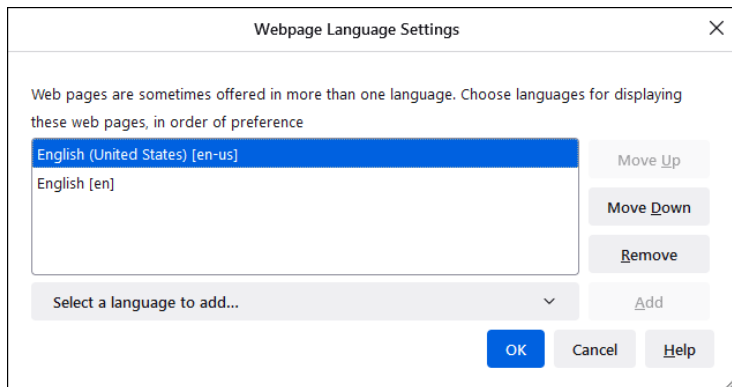
With the browser window open, click the menu icon (three vertical lines), then click **Settings**.



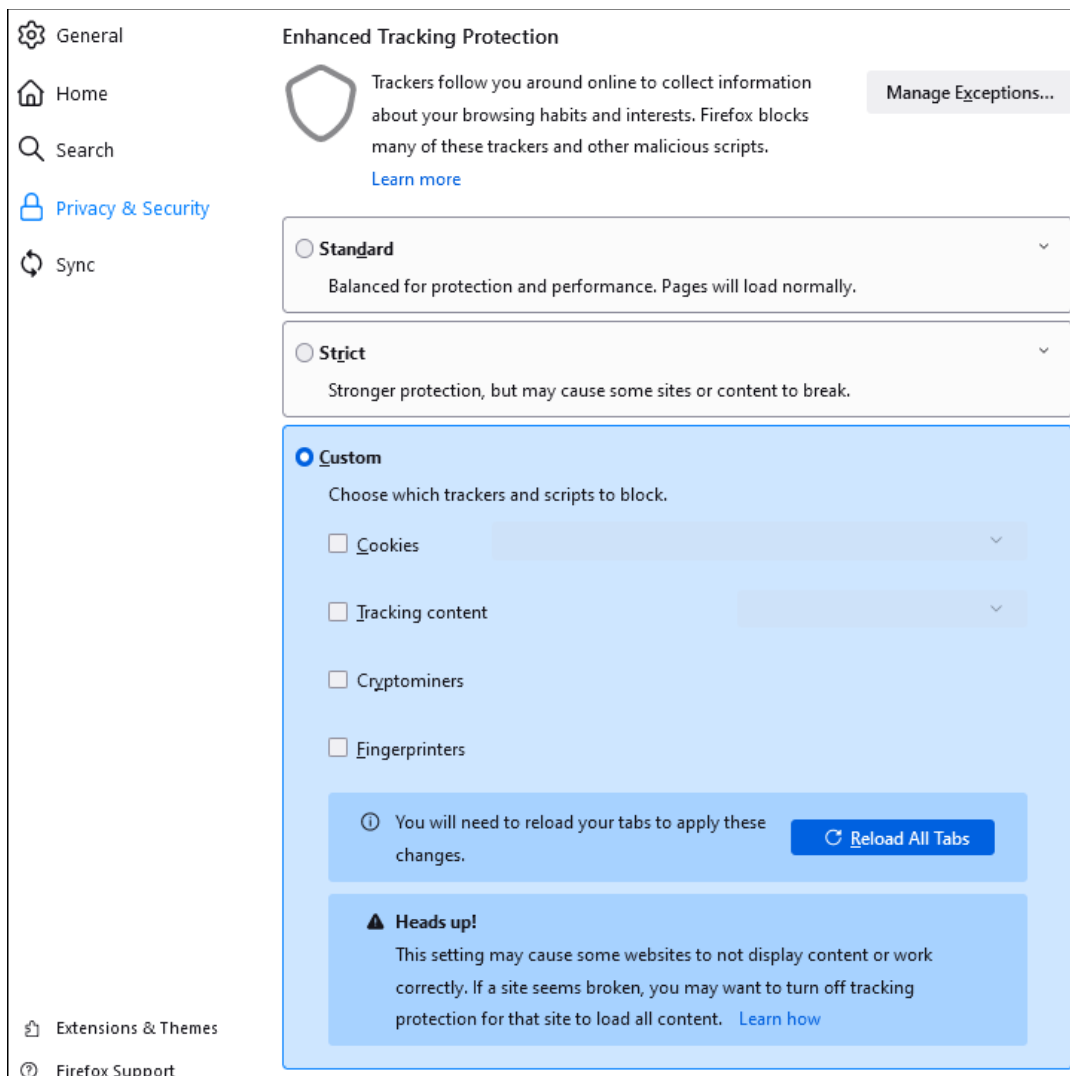
Click **General**, scroll to the *Language* section and click **Choose**.



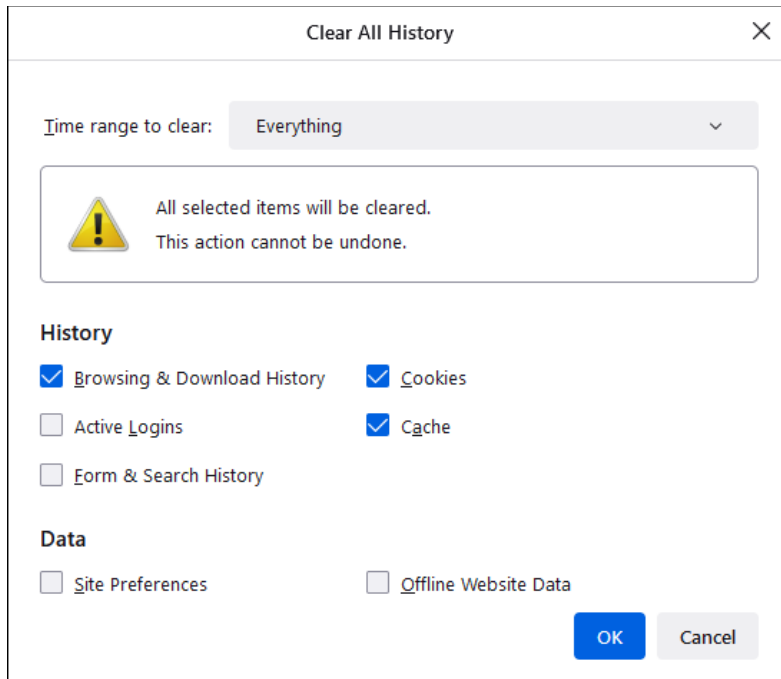
Ensure that *English (United States)* is the first, or only, language listed.



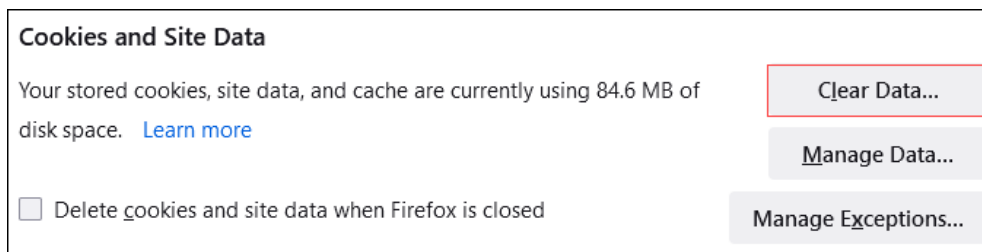
Click **Privacy & Security**, under *Enhanced Tracking Protection*, select **Custom**. Then, clear all check boxes.



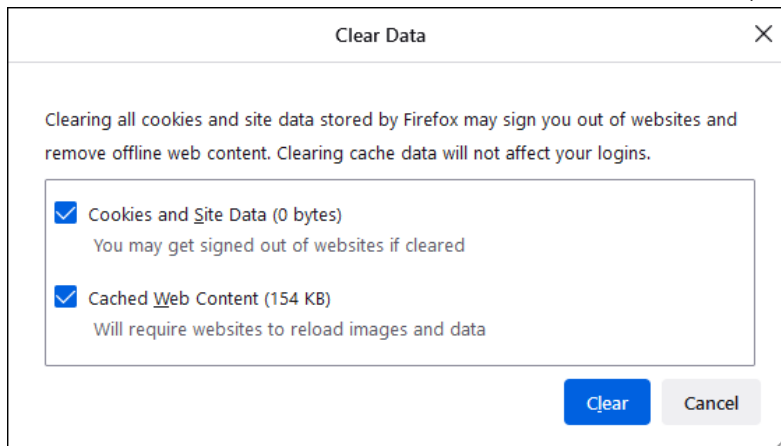
Select **Clear History**. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.



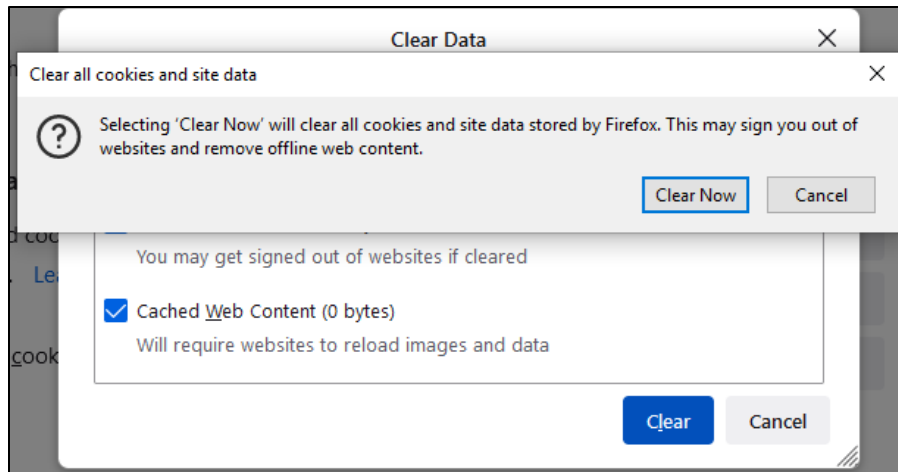
Scroll to the *Cookies and Site Data* section and click **Clear Data**.



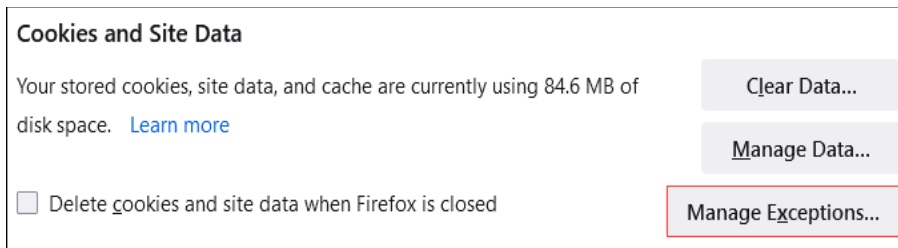
Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.



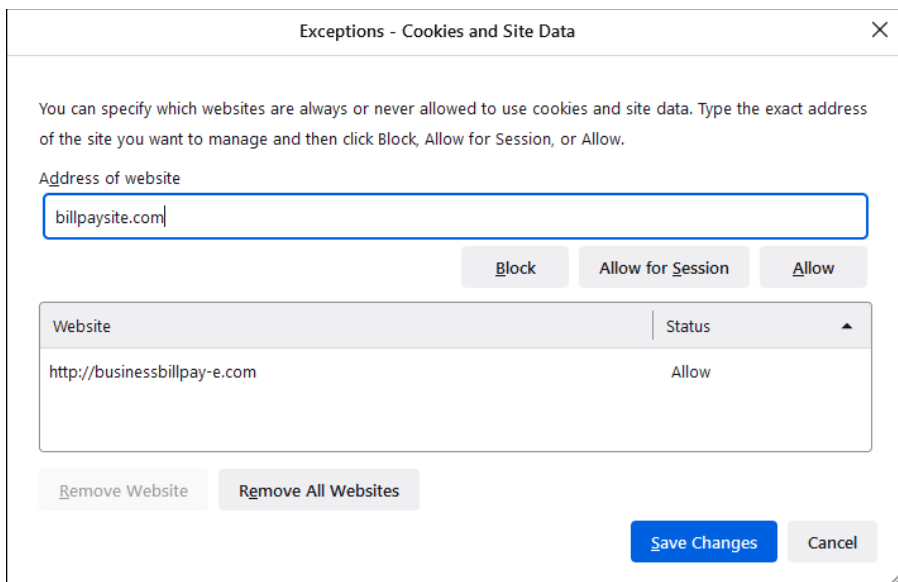
Click **Clear Now**.



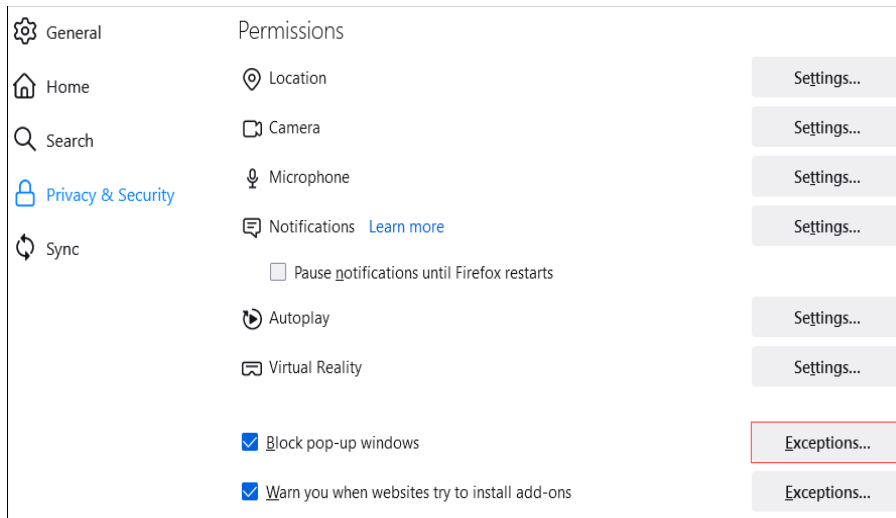
While still in the *Cookies and Site Data* section, click **Manage Exceptions**.



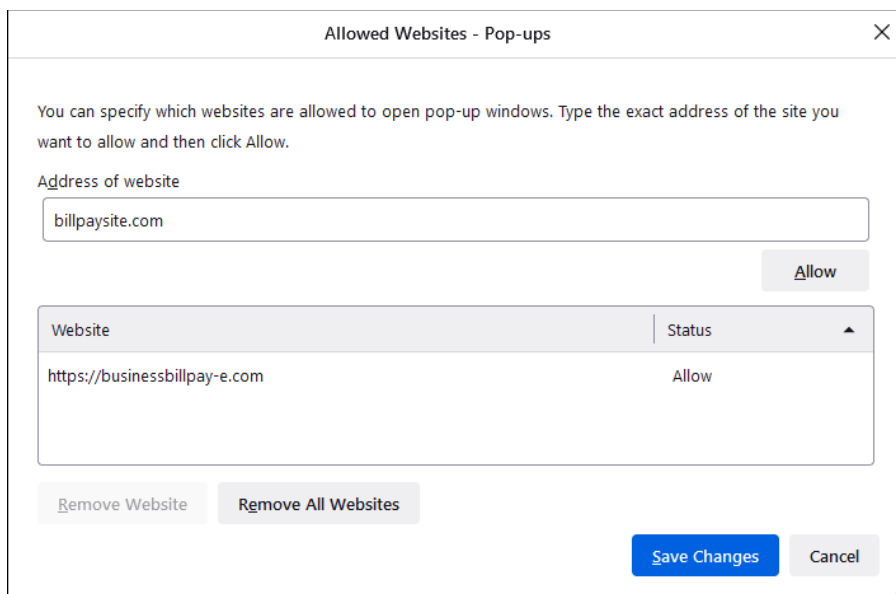
Under *Address of website*, type `www.billpaysite.com` and click **Allow**. Click **Save Changes**.



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



Under *Address of website*, type `www.billpaysite.com` and click **Allow**. Click **Save Changes**.

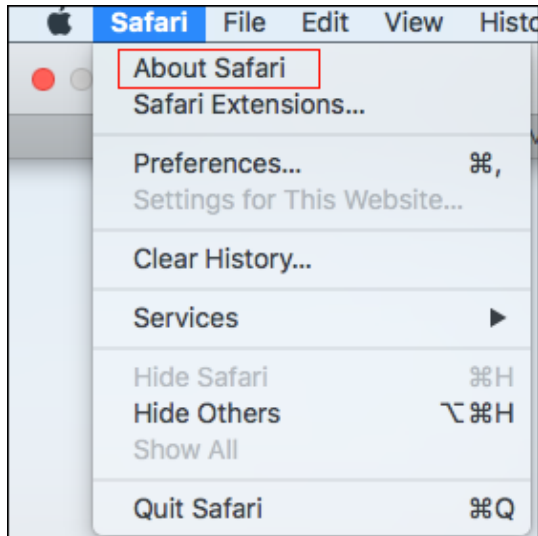


Restart the browser by closing all open sessions.

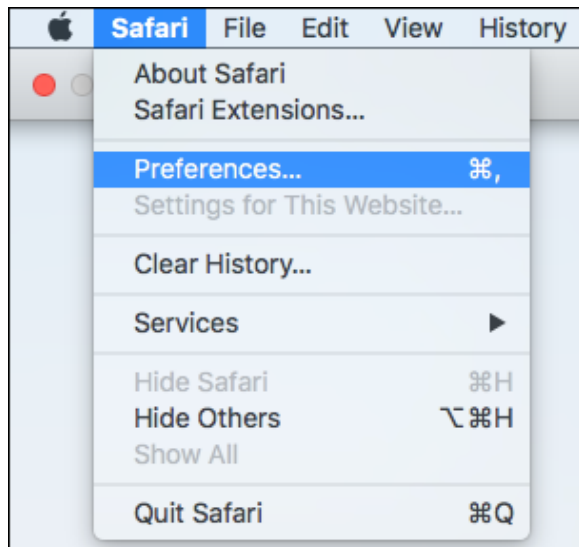
If the date or currency format is still incorrect, walk the subscriber through updating their [Language and Region Preferences](#).

Safari 15 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**.



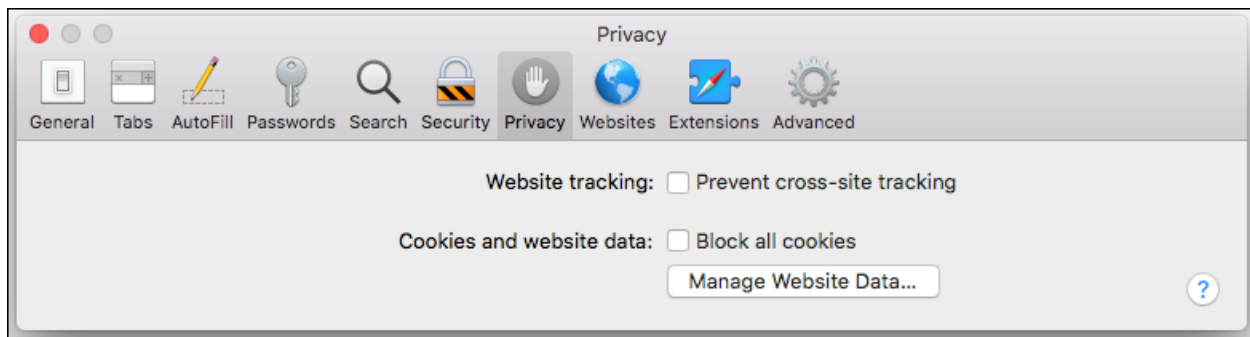
With your browser window open, select **Safari** then **Preferences** or **Settings**.



The *Preferences* or *Settings* window appears.

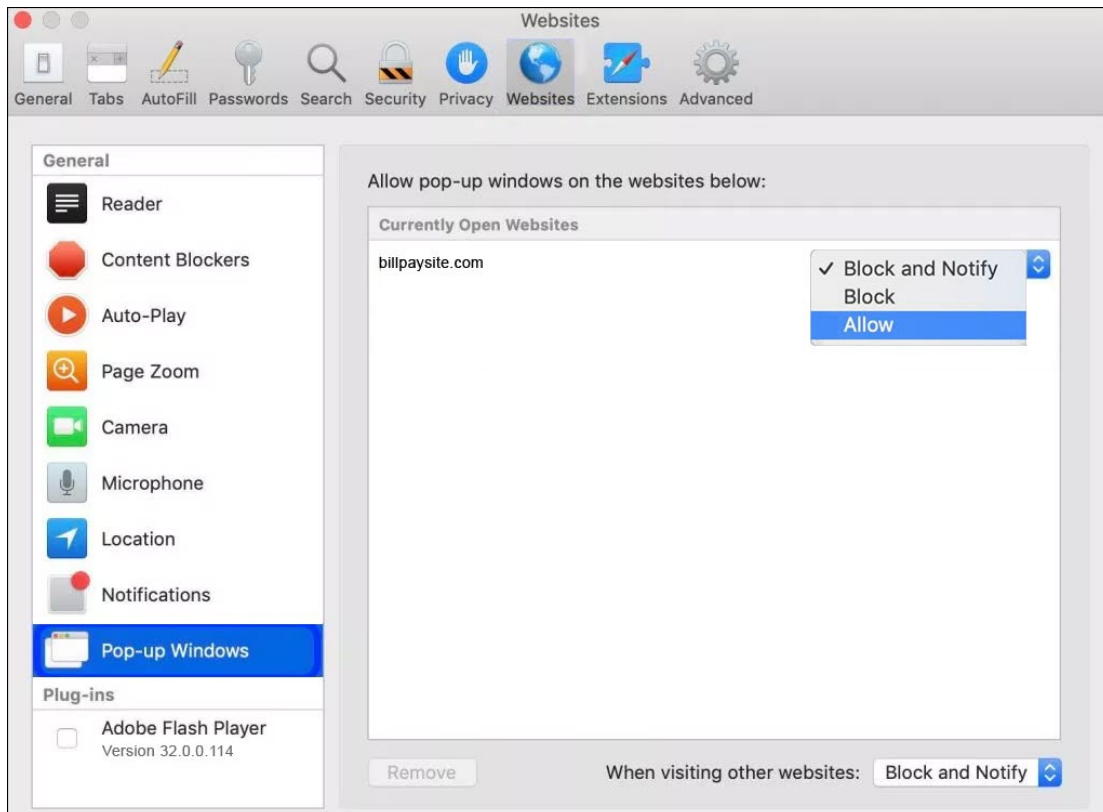
Click **Privacy**.

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



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

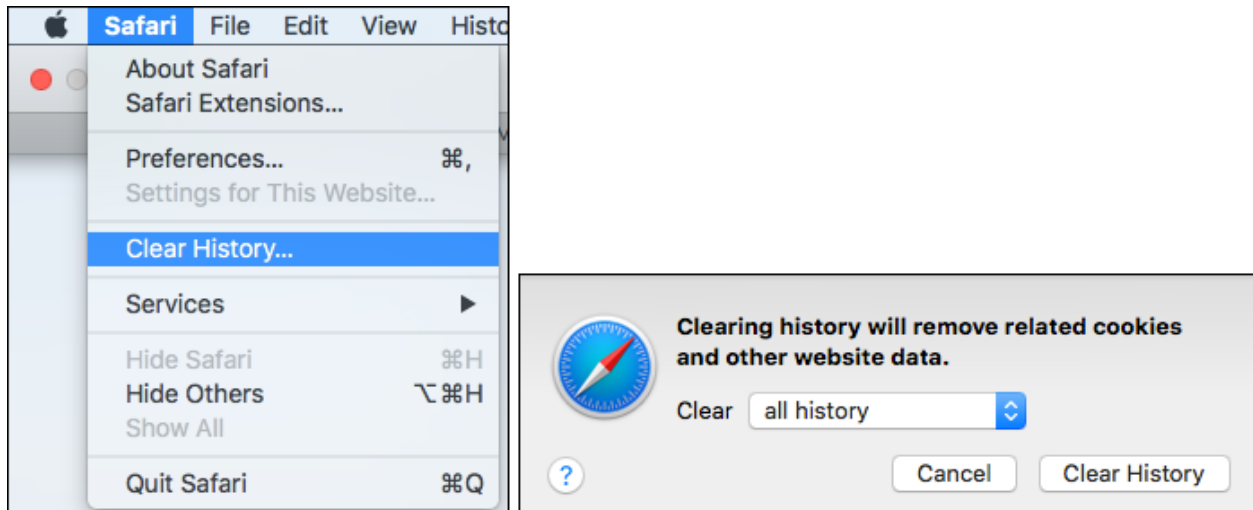
In the *When visiting other websites* drop-down menu, select **Allow**.



NOTE

If billpaysite.com 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**.

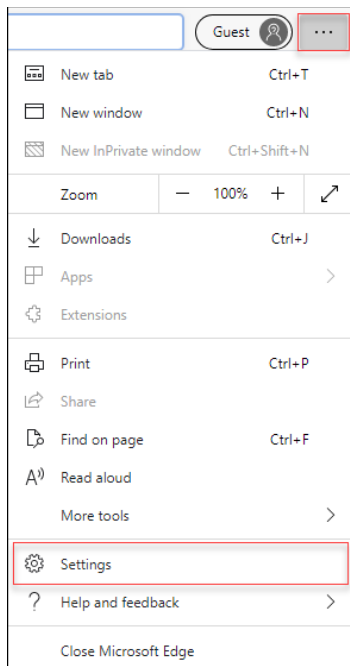


Restart the browser by closing all open sessions.

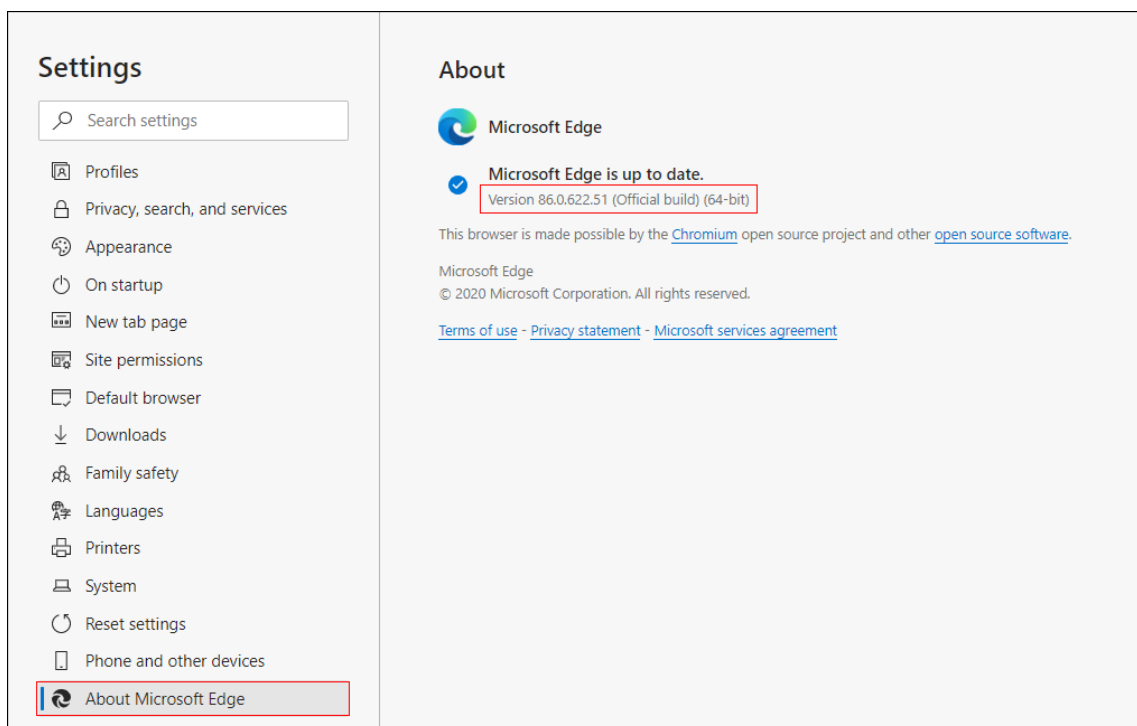
If the date or currency format is still incorrect, walk the subscriber through updating their [Language and Region Preferences](#).

Microsoft® Edge 116 and 117

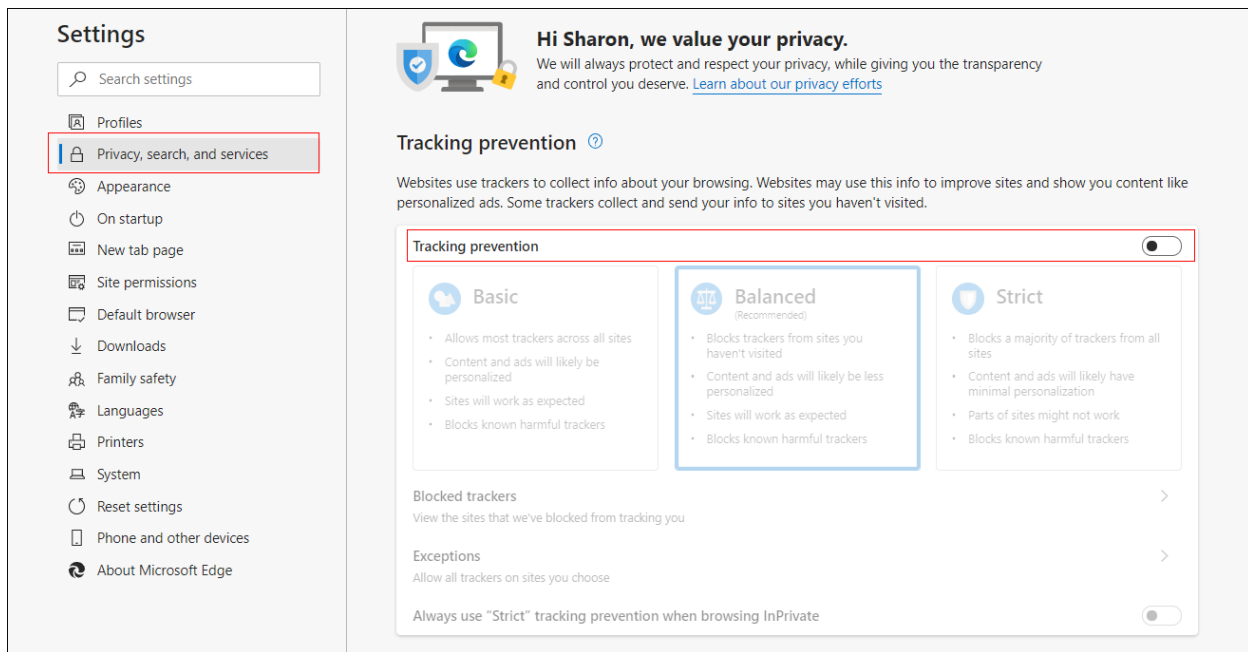
To locate the browser version, with the browser window open, click the three horizontal dots. Then, click **Settings**.



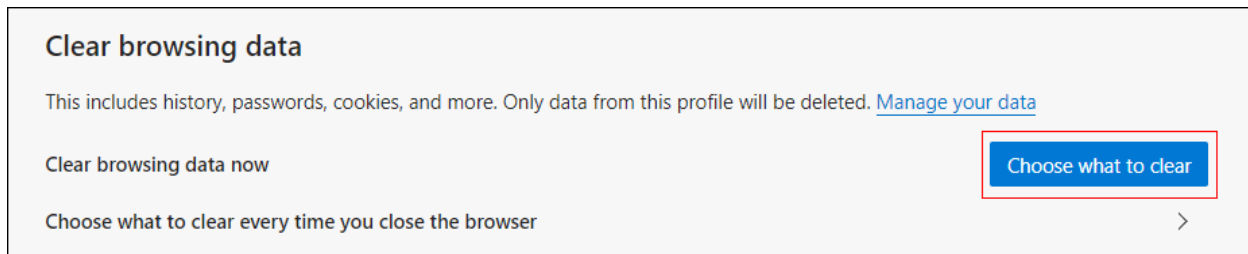
Click *About Microsoft Edge*.



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**.

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

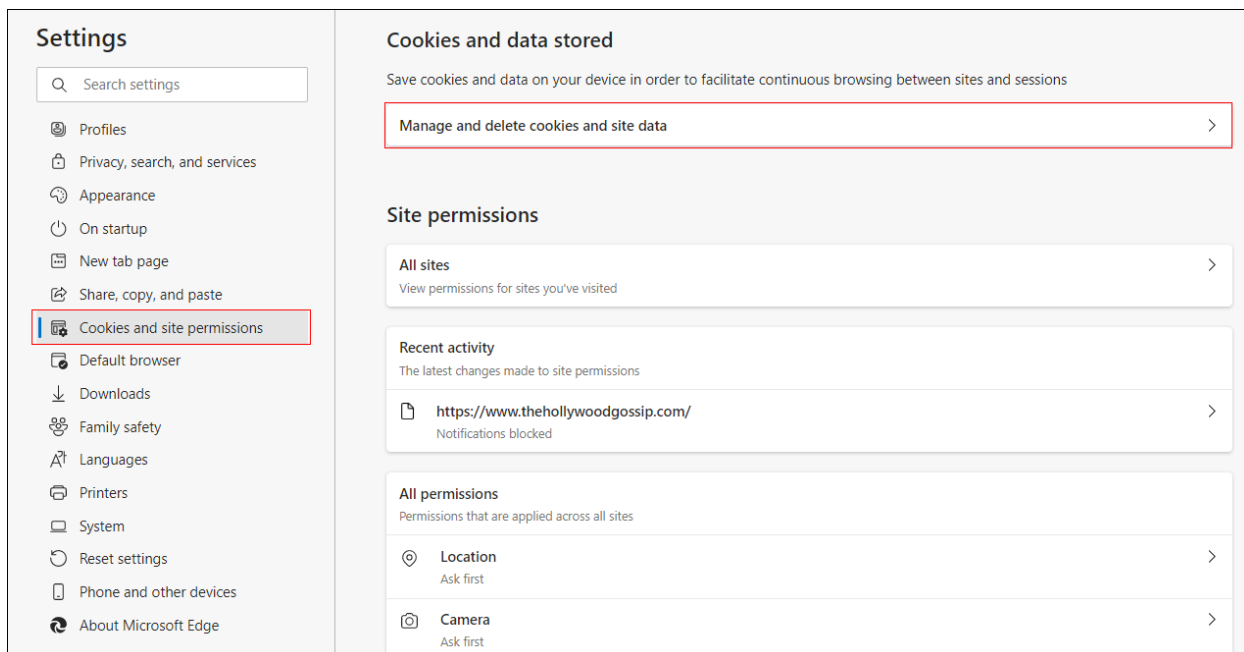
Click **Clear**.

Clear site data

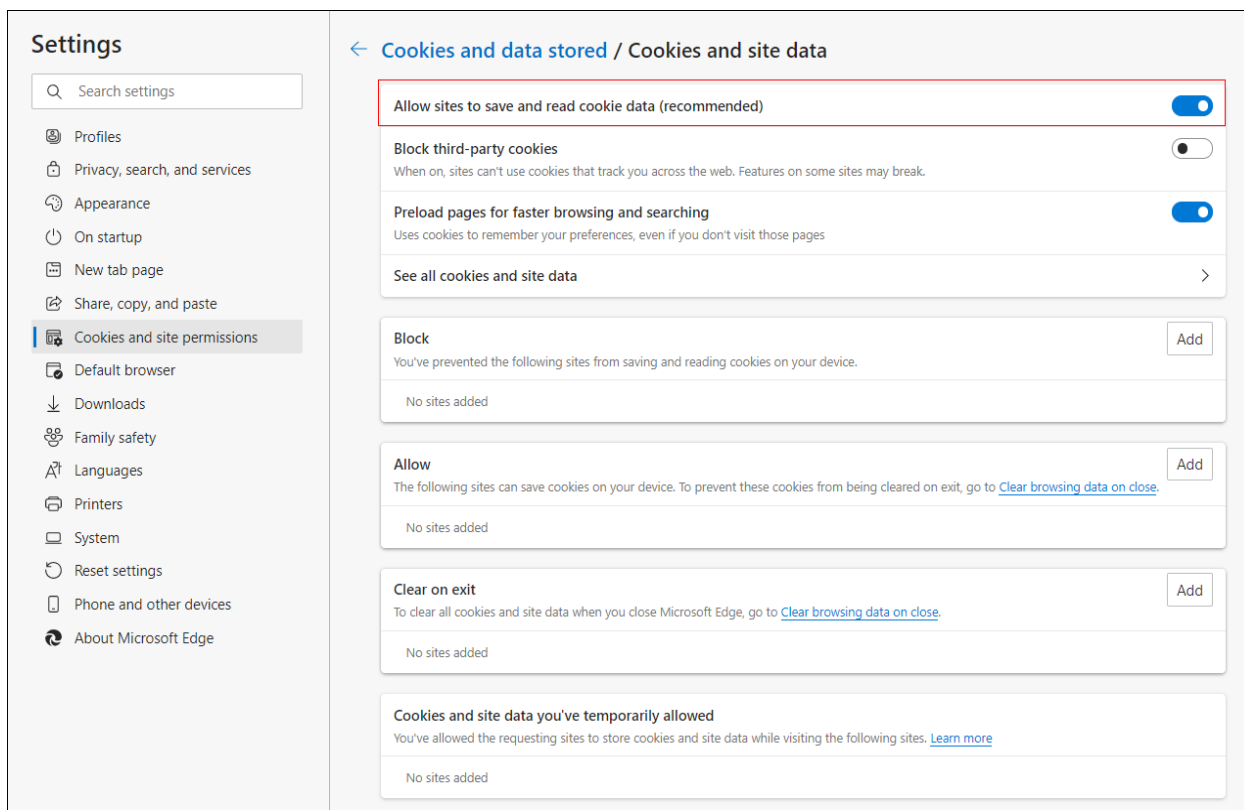
This will delete any data on this device for all the sites shown.

Clear Cancel

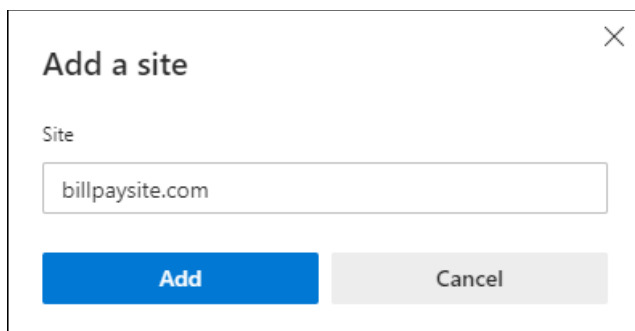
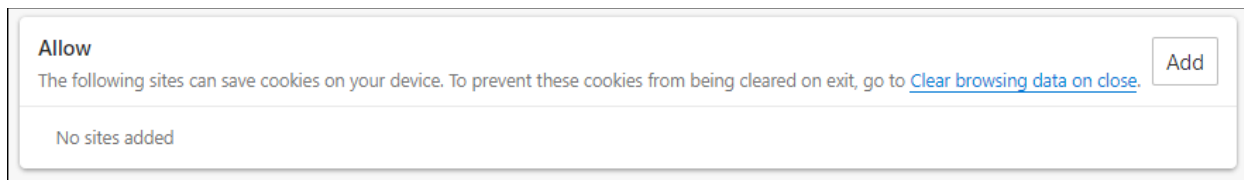
Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data**.



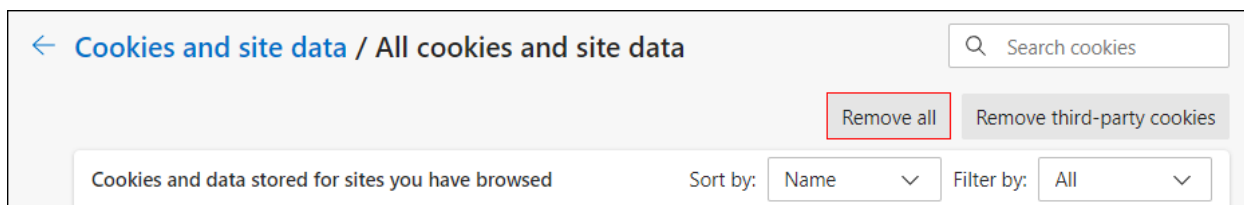
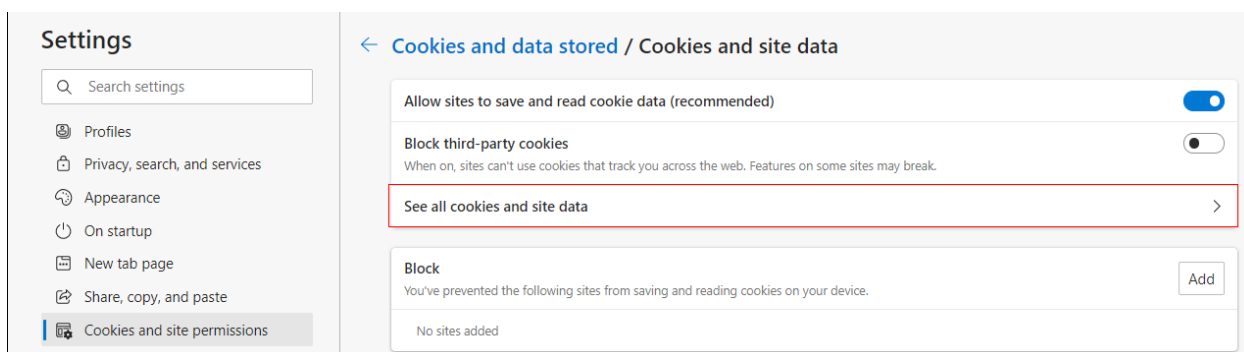
Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.



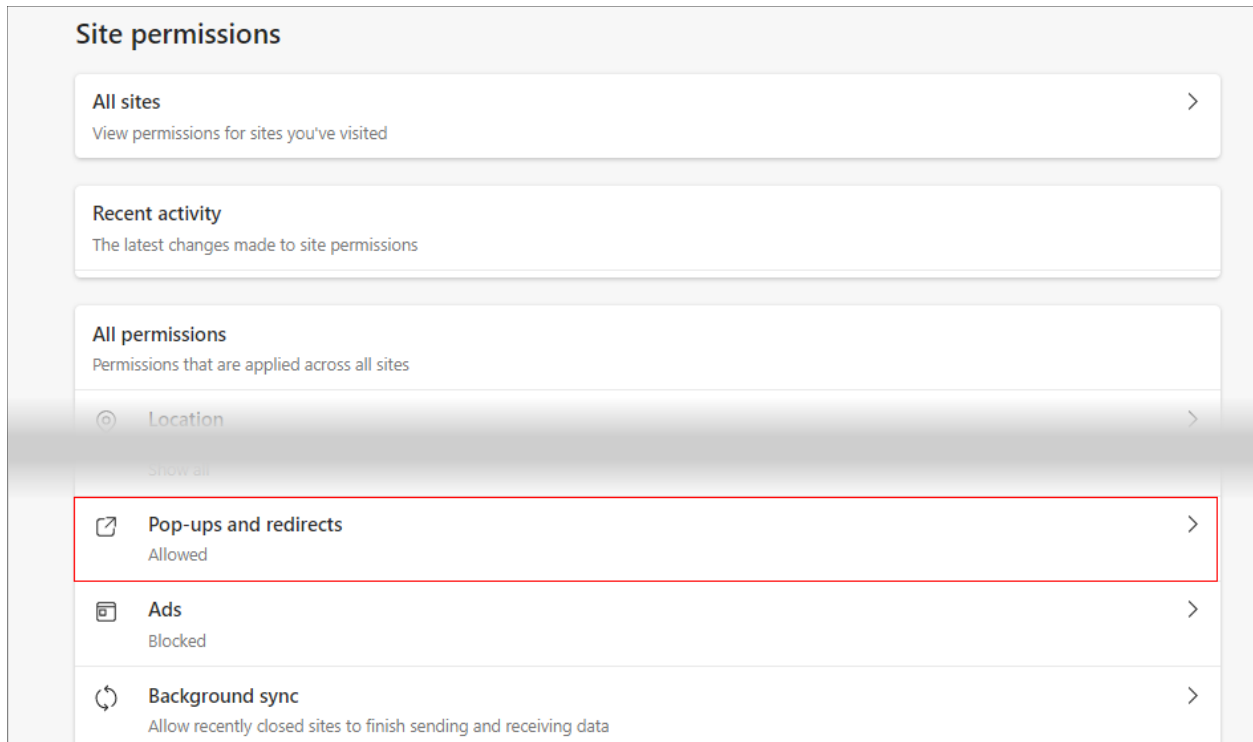
In the *Allow* section, click **Add** and type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.



While still on the **Cookies and site permissions** page, click **See all cookies and site data** and then click **Remove All**.



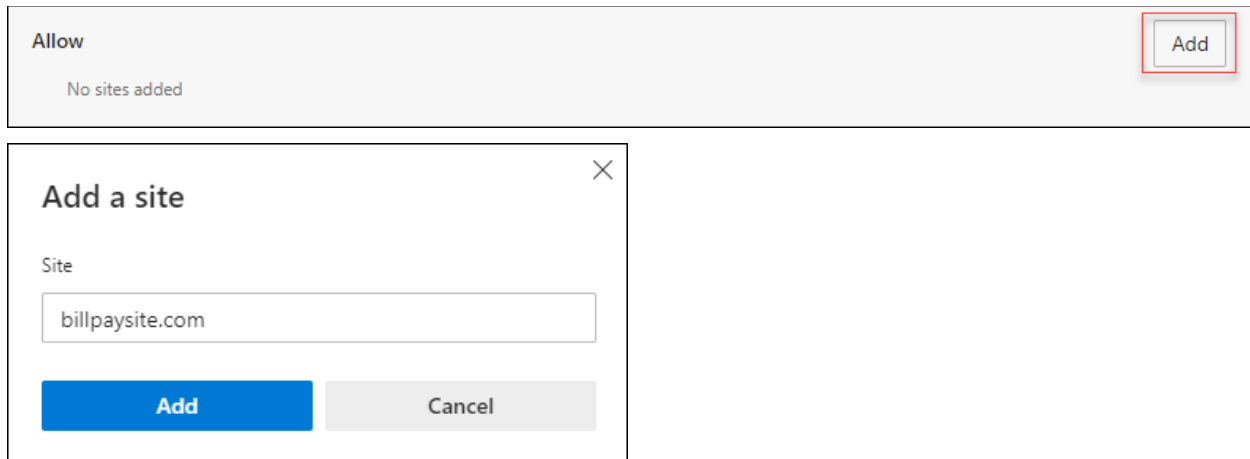
Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Pop-ups and redirects**.



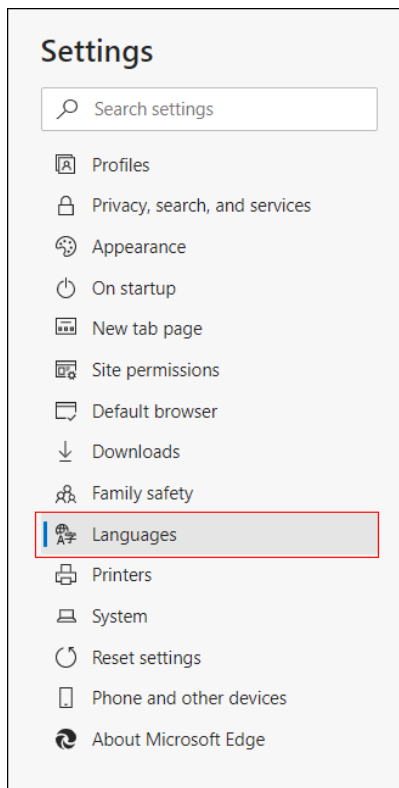
Turn off **Block (recommended)**.



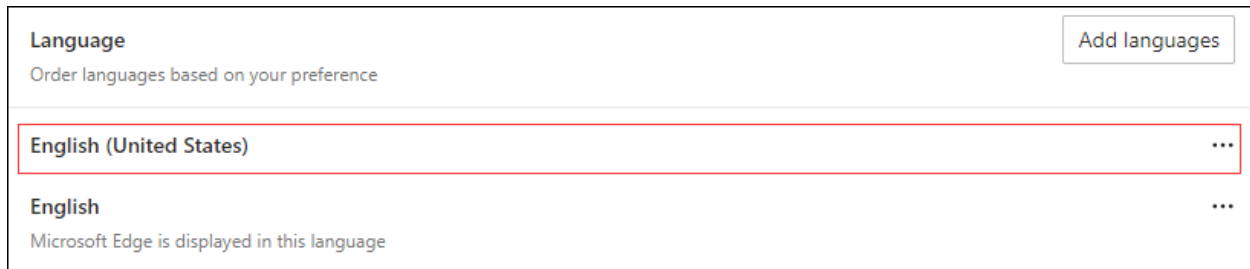
In the *Allow* section, click **Add**, type billpaysite.com click **Add**.



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



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

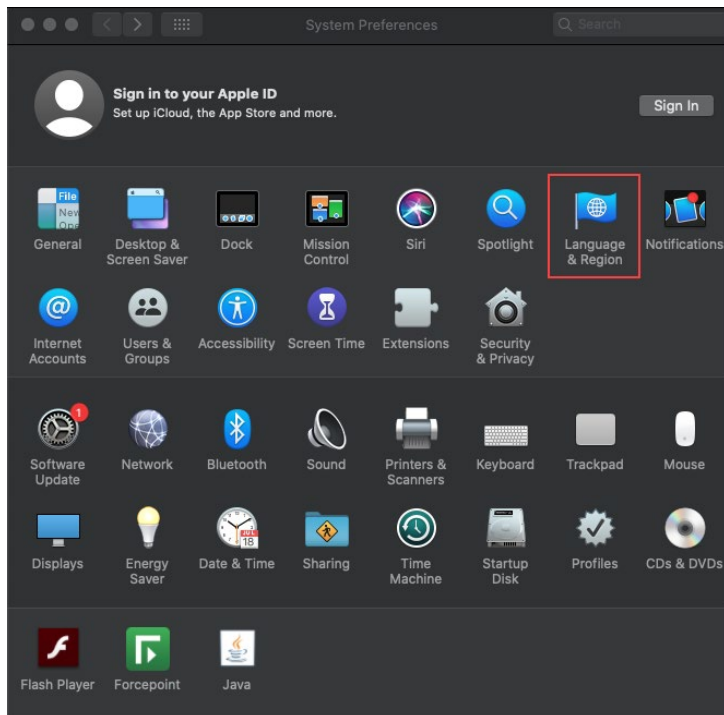


Restart the browser by closing all open sessions.

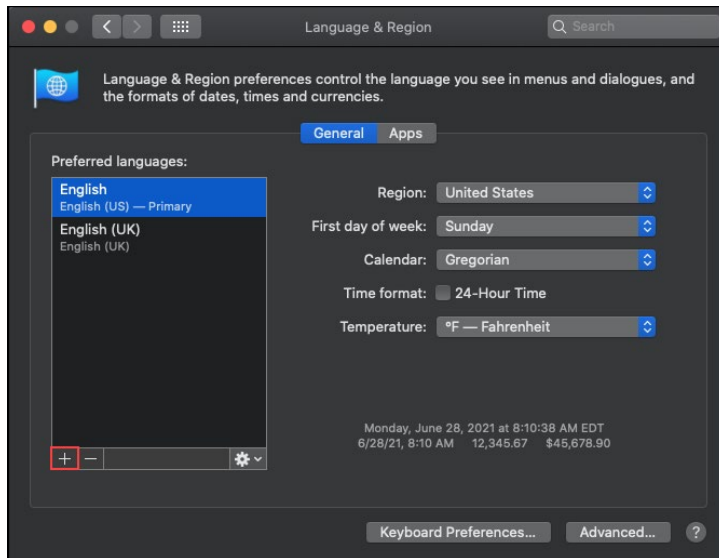
If the date or currency format is still incorrect, walk the subscriber through updating their [Language and Region Preferences](#).

Language and Region Preferences

On your Mac desktop, open *System Preferences*. Click **Language & Region**.

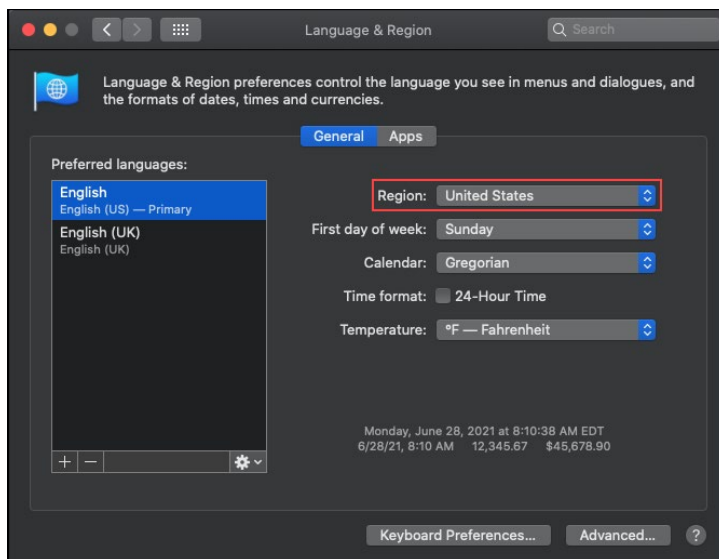


Click the **+** icon under *Preferred languages*.



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.