



Bill Pay Web Browser Configuration

Please find your browser listed below and follow the instructions provided.

Supported Browsers

We support the current and previous major releases of following browsers for bill pay unless otherwise noted:

- Google Chrome
- MS Edge
- Firefox
- Safari (for Mac)

Google Chrome 102 and 103 – Consumer

1. To locate browser version, with the browser window open, select the menu icon (three vertical dots). Select **Help**, then click **About Google Chrome**.
2. With the browser window open, select the menu icon (three vertical dots). Click **Settings**.
3. The *Settings* page appears.
4. On the left-hand menu, select **Privacy and Security**.
5. Click **Cookies and other site data**.
6. Under *General settings* choose **Allow all cookies**.
7. 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**.
8. Click **See all cookies and site data**. Then click **Remove All** or the garbage can icon.
9. Click **Clear all**.
10. On the left-hand menu, select **Privacy and Security**.
11. Click *Site Settings* page, scroll down, and click **Pop-ups and redirects**.
12. Click **Add** to the right of *Allowed to send pop-ups and use redirects*. Type www.billpaysite.com and click **Add**.
13. On the left-hand menu, select **Privacy and Security**.
14. Next delete your browsing history. From the *Privacy and Security* page, click **Clear browsing data**.

15. 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**.
16. While still in *Settings*, select **Languages**. Under *Order language based on your preference*, ensure that *English (United States)* is the first, or only, language listed.
17. Restart the browser by closing all open sessions.

Google Chrome 102 and 103 – Business

1. To locate browser version, with the browser window open, select the menu icon (three vertical dots). Select **Help**, then click **About Google Chrome**.
2. With the browser window open, select the menu icon (three vertical dots). Click **Settings**.
3. The *Settings* page appears.
4. On the left-hand menu, select **Privacy and Security**.
5. Click **Cookies and other site data**.
6. Under *General settings* choose **Allow all cookies**.
7. Scroll down to the *Sites that can always use cookies* option. Click **Add**, type www.businessbillpay-e.com. If applicable, select the box next to *Including third-party cookies on this site* and click **Add**.
8. Click **See all cookies and site data**. Then click **Remove All** or the garbage can icon.
9. Click **Clear all**.
10. On the left-hand menu, select **Privacy and Security**.
11. Click *Site Settings* page, scroll down, and click **Pop-ups and redirects**.
12. Click **Add** to the right of *Allowed to send pop-ups and use redirects*. Type www.businessbillpay-e.com and click **Add**.
13. On the left-hand menu, select **Privacy and Security**.
14. Next delete your browsing history. From the *Privacy and Security* page, click **Clear browsing data**.
15. 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**.
16. While still in *Settings*, select **Languages**. Under *Order language based on your preference*, ensure that *English (United States)* is the first, or only, language listed.
17. Restart the browser by closing all open sessions.

Microsoft® Edge 101 and 102 – Consumer

1. To locate the browser version, with the browser window open, click the menu icon (three horizontal dots). Then, click **Settings**.
2. Click *About Microsoft Edge*.
3. While still in **Settings**, click **Privacy, search, and services**. Turn off **Tracking prevention**.
4. While still on the **Privacy, search, and services** page, locate the **Clear browsing data** section and click **Choose what to clear**.
5. 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**.
6. Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data**.
7. Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.
8. In the *Allow* section, click **Add** and type billpaysite.com and click **Add**.

9. While still on the **Cookies and site permissions** page, click **See all cookies and site data** and then click **Remove All**.
10. Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Pop-ups and redirects**.
11. Turn off **Block (recommended)**.
12. In the *Allow* section, click **Add** and type billpaysite.com and click **Add**.
13. Under the **Settings** menu, select **Languages**.
14. Under **Language** ensure that *English (United States)* is the first, or only, language listed.
15. Restart the browser by closing all open sessions.

Microsoft® Edge 101 and 102 – Business

1. To locate the browser version, with the browser window open, click the menu icon (three horizontal dots). Then, click **Settings**.
2. Click *About Microsoft Edge*.
3. While still in **Settings**, click **Privacy, search, and services**. Turn off **Tracking prevention**.
4. While still on the **Privacy, search, and services** page, locate the **Clear browsing data** section and click **Choose what to clear**.
5. 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**.
Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data**.
6. Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.
7. In the *Allow* section, click **Add** and type businessbillpay-e.com and click **Add**.
8. While still on the **Cookies and site permissions** page, click **See all cookies and site data** and then click **Remove All**.
9. Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Pop-ups and redirects**.
10. Turn off **Block (recommended)**.
11. In the *Allow* section, click **Add** and type businessbillpay-e.com for and click **Add**.
12. Under the **Settings** menu, select **Languages**.
13. Under **Language** ensure that *English (United States)* is the first, or only, language listed.
14. Restart the browser by closing all open sessions.

Firefox 101 and 102 – Consumer Mac

1. To locate the browser version, with the browser window open, select the menu icon (three vertical lines). Click **Help**, then **About Firefox**.
2. With the browser window open, click the menu icon (three vertical lines), then click **Settings**.
3. Click **General**, scroll to the *Language* section and click **Choose**.
4. Ensure that *English (United States)* is the first, or only, language listed.
5. Click **Privacy & Security**, under *Enhanced Tracking Protection*, select **Custom**. Then, clear all check boxes.
6. Select **Clear History**. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.
7. Scroll to the *Cookies and Site Data* section and click **Clear Data**.
8. Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.
9. Click **Clear Now**.
10. While still in the *Cookies and Site Data* section, click **Manage Exceptions**.
11. Under *Address of website*, type www.billpaysite.com and click **Allow**. Click **Save Changes**.

12. While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions** for *Block pop-up windows*.
13. Under *Address of website*, type www.billpaysite.com and click **Allow**. Click **Save Changes**.
14. Restart the browser by closing all open sessions.

Firefox 101 and 102 – Business Mac

1. To locate the browser version, with the browser window open, select the menu icon (three vertical lines). Click **Help**, then **About Firefox**.
2. With the browser window open, click the menu icon (three vertical lines), then click **Settings**.
3. Click **General**, scroll to the *Language* section and click **Choose**.
4. Ensure that *English (United States)* is the first, or only, language listed.
5. Click **Privacy & Security**, under *Enhanced Tracking Protection*, select **Custom**. Then, clear all check boxes.
6. Select **Clear History**. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.
7. Scroll to the *Cookies and Site Data* section and click **Clear Data**.
8. Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.
9. Click **Clear Now**.
10. While still in the *Cookies and Site Data* section, click **Manage Exceptions**.
11. Under *Address of website*, type www.businessbillpay-e.com and click **Allow**. Click **Save Changes**.
12. While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions** for *Block pop-up windows*.
13. Under *Address of website*, type www.businessbillpay-e.com and click **Allow**. Click **Save Changes**.
14. Restart the browser by closing all open sessions.

Firefox 101 and 102 – Consumer PC

1. To locate the browser version, with the browser window open, select the menu icon (three horizontal lines). Click **Help**, then **About Firefox**.
2. With the browser window open, click the **menu** icon, then click **Settings**.
3. Click **General**, scroll to the *Language* section and click **Choose**.
4. Ensure that *English (United States)* is the first, or only, language listed.
5. Click **Privacy & Security**, under *Enhanced Tracking Protection*, select **Custom**. Then, clear all check boxes.
6. Scroll down to the *History* section. Select the **Clear History** button. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.
7. Scroll to the *Cookies and Site Data* section and click **Clear Data**.
8. Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.
9. Click **Clear Now**.
10. While still in the *Cookies and Site Data* section, click **Manage Exceptions**.
11. Under *Address of website*, type www.billpaysite.com and click **Allow**. Click **Save Changes**.
12. While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions** for *Block pop-up windows*.
13. Under *Address of website*, type www.billpaysite.com and click **Allow**. Click **Save Changes**.
14. Restart the browser by closing all open sessions.

Firefox 101 and 102 – Business PC

1. To locate the browser version, with the browser window open, select the menu icon (three horizontal lines). Click **Help**, then **About Firefox**.
2. With the browser window open, click the **menu** icon, then click **Settings**.
3. Click **General**, scroll to the *Language* section and click **Choose**.
4. Ensure that *English (United States)* is the first, or only, language listed.
5. Click **Privacy & Security**, under *Enhanced Tracking Protection*, select **Custom**. Then, clear all check boxes.
6. Scroll down to the *History* section. Select the **Clear History** button. Choose **Everything** from the drop-down menu. Select **Browsing & Download History**, **Cookies**, and **Cache**, then click **OK**.
7. Scroll to the *Cookies and Site Data* section and click **Clear Data**.
8. Select **Cookies and Site Data** and **Cached Web Content**, then click **Clear**.
9. Click **Clear Now**.
10. While still in the *Cookies and Site Data* section, click **Manage Exceptions**.
11. Under *Address of website*, type `www.businessbillpay-e.com` and click **Allow**. Click **Save Changes**.
12. While in **Privacy & Security**, scroll to the *Permissions* section and click **Exceptions** for *Block pop-up windows*.
13. Under *Address of website*, type `www.businessbillpay-e.com` and click **Allow**. Click **Save Changes**.
14. Restart the browser by closing all open sessions.

Safari 14 and Above – Consumer

1. 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**.
2. With your browser window open, select **Safari** then **Preferences**.
3. The *Preferences* window appears.
4. Click **Privacy**.
5. De-select **Prevent cross-site tracking** and **Block all cookies**.
6. Click **Websites**, then select **Pop-up Windows**.
7. The bill pay web address or the online banking web address will display. In the *When visiting other websites* drop-down menu, select **Allow**.
8. Delete browsing history. Click **Safari**, then **Clear history**. In the *Clear* section select **all history**, then click **Clear History**.
9. Restart the browser by closing all open sessions.

Safari 14 and Above – Business

1. 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**.
2. With your browser window open, select **Safari** then **Preferences**.
3. The *Preferences* window appears.
4. Click **Privacy**.
5. De-select **Prevent cross-site tracking** and **Block all cookies**.
6. Click **Websites**, then select **Pop-up Windows**.
7. The bill pay web address or the online banking web address will display. In the *When visiting other websites* drop-down menu, select **Allow**.

8. Delete browsing history. Click Safari, then **Clear history**. In the *Clear* section select **all history**, then click **Clear History**.
9. Restart the browser by closing all open sessions.

Language and Region Preferences – Mac

1. On your Mac desktop, open *System Preferences*.
2. Click **Language & Region**.
3. Click the **+** icon under *Preferred languages*.
4. Scroll through the list and select **English (US)**.
5. Choose *English (US)* as your primary language.
6. Next, click the *Region* drop-down menu and select **United States**.
7. Restart your Mac desktop.

iOS 12

1. Open the Settings app. Select **Safari**.
2. Under *General*, Block Pop-Ups should be turned off.
3. Under *Privacy & Security*, Prevent Cross-Site Tracking, Block All Cookies, Ask Websites Not To Track Me should be turned off.
4. Tap **Clear History and Website Data**.
5. Tap **Clear History and Data**.
6. Logout of open banking sessions and close all open internet windows. Open a new internet window, then manually type the online banking web address to access the site. Once open, login, then navigate to bill pay.

iOS 14 and Above

1. Open the Settings app. Select **Safari**.
2. Under *General*, Block Pop-Ups should be turned off.
3. Under *Privacy & Security*, turn off **Prevent Cross-Site Tracking**, and then turn off **Block All Cookies**.
4. Tap **Clear History and Website Data**.
5. Tap **Clear History and Data**.
6. Logout of open banking sessions and close all open internet windows. Open a new internet window, then manually type the online banking web address to access the site. Once open, login, then navigate to bill pay.

iOS – Access Desktop Version

If the troubleshooting steps do not resolve your issue, access the desktop version of the site.

1. Open the **Safari** app.
2. Navigate to your online banking web site.
3. Tap the **AA** button.
4. Tap **Request Desktop Website**.

Android – Google Chrome 102 and 103 – Consumer

1. Before completing the steps, ensure online banking or bill pay is actively open on the web browser.
2. To locate browser version, with the browser window open, tap the menu icon (three vertical dots). Tap **Settings**, then **About Chrome**.
3. Next adjust settings. Tap the arrow to the top-left of the screen, then **Site settings**.

4. Tap **Cookies**.
5. Tap the radio button to the left of **Allow cookies**.
6. Tap **ADD SITE EXCEPTION**.
7. Type www.billpaysite.com. If applicable, select the box next to *All cookies, on this site only* and tap **Add**.
8. Tap the arrow to the top-left to change the privacy settings to allow pop-ups. Scroll down, then tap **Pop-ups and redirects**.
9. Toggle the **Pop-ups and redirects** to *allowed*.
10. Tap the arrow to the top-left two times to return to the **Settings** menu.
11. Scroll down and tap **Languages**.
12. Ensure that *English (United States)* is the first, or only, language listed. If *English (United States)* is listed but not first tap and hold *English (United States)* and drag it to the top of the list. If *English (United States)* isn't listed at all tap **Add language** and add *English (United States)*.
13. Tap the arrow to the top-left of the screen two times to exit the **Settings** menu.
14. Tap the menu icon again, then **History**.
15. To delete your browsing history tap **Clear browsing data**.
16. In the *Time range* section, choose **All time**, then select **Browsing History, Cookies and other site data**, and **Cached images and files**, then tap **Clear data**.
17. Restart the browser by closing all open sessions.
18. If the steps above don't resolve the issue tap the menu icon, then select **Desktop Site** and try again.

Android – Google Chrome 102 and 103 – Business

1. Before completing the steps, ensure online banking or bill pay is actively open on the web browser.
2. To locate browser version, with the browser window open, tap the menu icon (three vertical dots). Tap **Settings**, then **About Chrome**.
3. Next adjust settings. Tap the arrow to the top-left of the screen, then **Site settings**.
4. Tap **Cookies**.
5. Tap the radio button to the left of **Allow cookies**.
6. Tap **ADD SITE EXCEPTION**.
7. Type www.businessbillpay-e.com. If applicable, select the box next to *All cookies, on this site only* and tap **Add**.
8. Tap the arrow to the top-left to change the privacy settings to allow pop-ups. Scroll down, then tap **Pop-ups and redirects**.
9. Toggle the **Pop-ups and redirects** to *allowed*.
10. Tap the arrow to the top-left two times to return to the **Settings** menu.
11. Scroll down and tap **Languages**.
12. Ensure that *English (United States)* is the first, or only, language listed. If *English (United States)* is listed but not first tap and hold *English (United States)* and drag it to the top of the list. If *English (United States)* isn't listed at all tap **Add language** and add *English (United States)*.
13. Tap the arrow to the top-left of the screen two times to exit the **Settings** menu.
14. Tap the menu icon again, then **History**.
15. To delete your browsing history tap **Clear browsing data**.
16. In the *Time range* section, choose **All time**, then select **Browsing History, Cookies and other site data**, and **Cached images and files**, then tap **Clear data**.
17. Restart the browser by closing all open sessions.
18. If the steps above don't resolve the issue tap the menu icon, then select **Desktop Site** and try again.