iPad Browser Settings for accessing OLB

This is a basic help guide on how to ensure each browser has the required settings configured. The most important aspect is to confirm that the user on their device have both *Cross-Site Tracking* and *Third-Party Cookies* **ENABLED**. This allows for Bill Pay and other integrated third-party vendors to function as designed in OLB while using an iPad. We support 4 browsers for Online Banking. The four we support are:
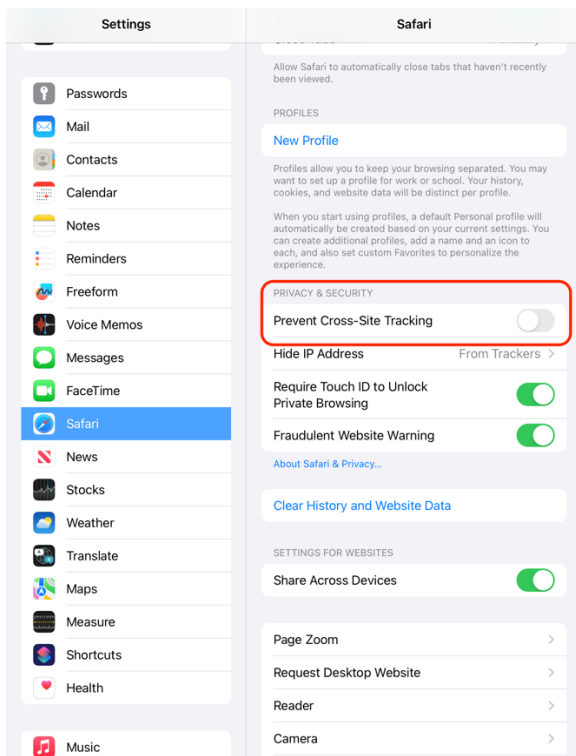
1. Safari
2. Microsoft Edge
3. Firefox
4. Google Chrome

With any changes to a browser's settings, the next step for troubleshooting is to ensure that all cached data is also cleared. Since websites often use cached data to enhance speed, some residual settings (blocked third party cookies, etc.) may be adopted on the user's next session.
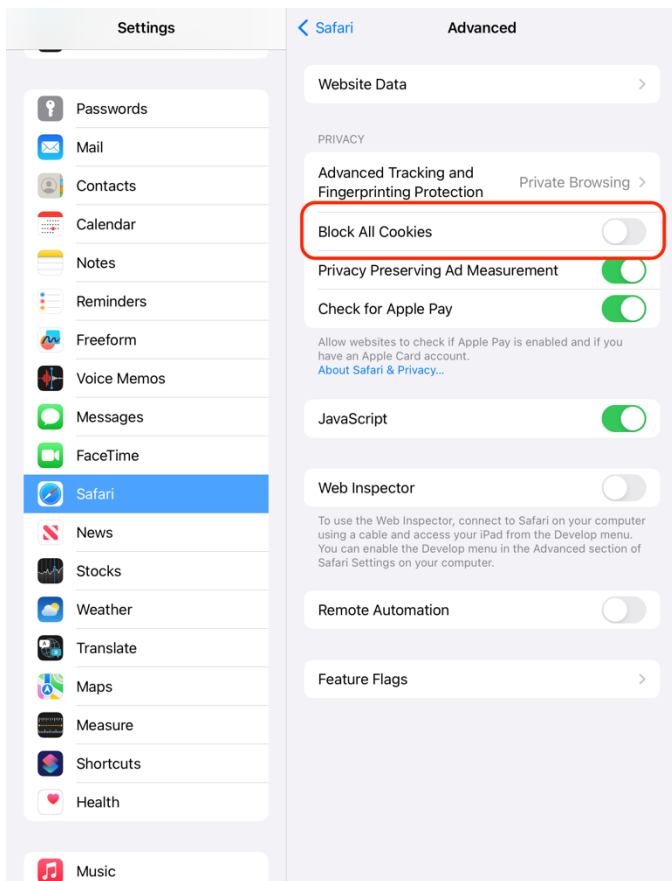
***Please find screenshots and instructions for each browser type below. (All screenshots were taken from an iPad (6th Generation) running iPadOS Version 17.6.1.

Safari

1) iPad Settings -> Click 'Safari'
2) Scroll down until you see the option for "Prevent Cross-Site Tracking"
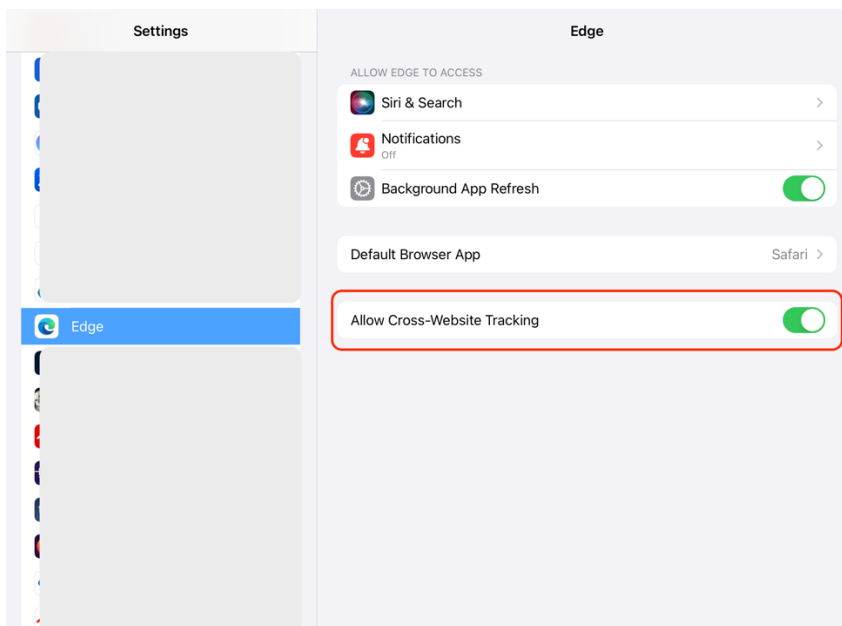3) Ensure "Prevent Cross-Site Tracking" is toggled *OFF*

4) Scroll down to "Advanced"
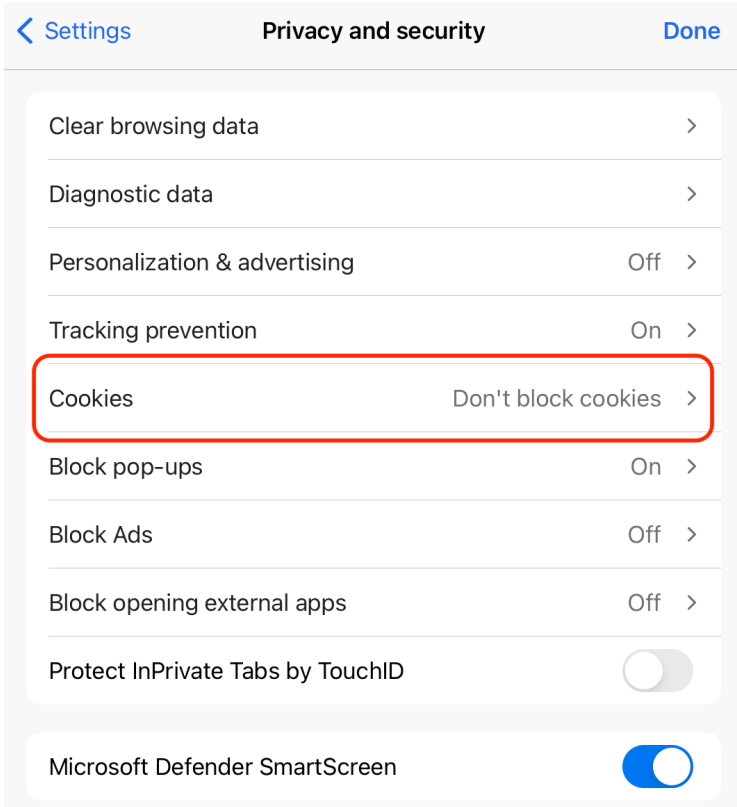5) Ensure "Block All Cookies" is toggled *OFF* as well

Microsoft Edge

1) iPad Settings -> Click 'Edge'
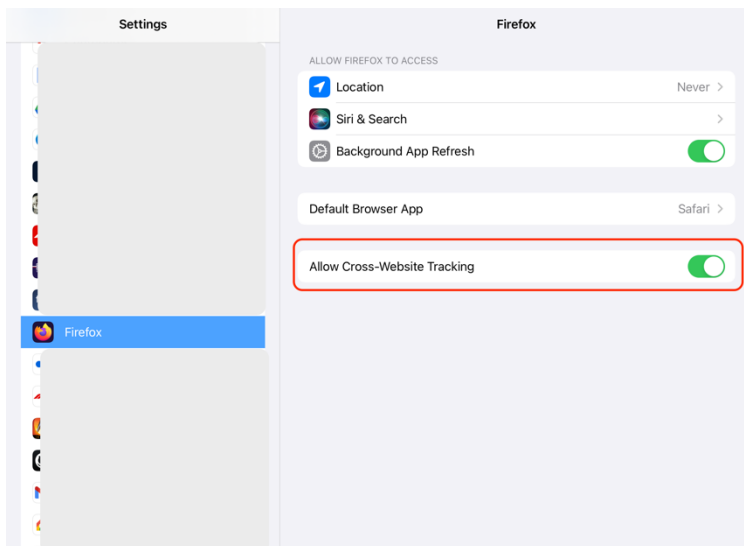2) Find "Allow Cross-Website Tracking" and toggle it *ON*

3) Open Edge
4) Click the menu icon in the upper right hand corner and select "Settings"

5) Open "Privacy and security"
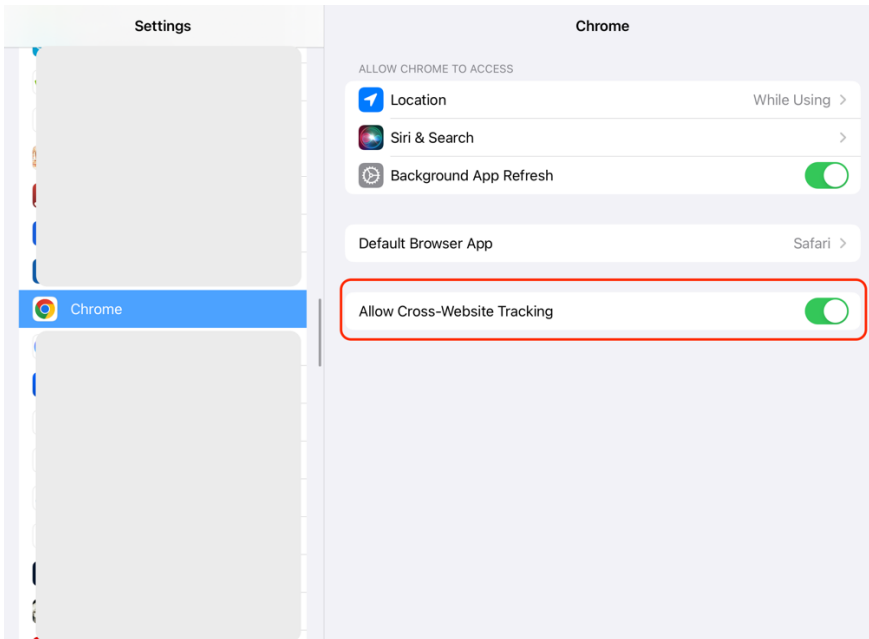6) Ensure "Cookies" is set to "Don't block cookies"

Firefox

1) iPad Settings -> Find 'Firefox'
2) Find "Allow Cross-Website Tracking" and toggle it *ON*

Google Chrome

1) iPad Settings -> Find 'Chrome'
2) Find "Allow Cross-Website Tracking" and toggle it *ON*

**There is an open Support case where iPad functionality is limited using Google Chrome and access of Bill Pay. I have been able to recreate this issue myself, and the case remains being researched. The work around that has been provided from our team is to use one of the other browsers mentioned above for Bill Pay access.*