**ONLINE & MOBILE** 

May 2013



# iPay Solutions™



# **Browser Settings**

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# **Overview**

This guide provides browser information and troubleshooting tips.

# **Operating Systems**

### Locating the Apple (Mac) Computer Operating System

From the Apple menu, select About This Mac.



A dialog box displays the operating system version.

000	About This Mac
	Ô
N	lac OS X Version 10.5.3
S	oftware Update)
Processor	2.4 GHz Intel Core 2 Duo
Memory	4 GB 667 MHz DDR2 SDRAM
Startup Disk	Macintosh HD
C	More Info
THE	D 1983-2008 Apple Inc. UI Rights Reserved

## Locating the PC (Personal Computer) Operating System

1. On your desktop, select Start or the Windows icon.



2. Right-click Computer or My Computer.



#### 3. Select Properties.

The version should appear after Windows (e.g., Vista, XP, 7).



# **Supported Browsers**

The list of supported browsers has been updated. Please note the browsers and versions currently supported.

NetTeller only supports the current and previous major release.

- Internet Explorer 7 and above for Windows Only
- Firefox 7 and above for Mac and Windows
- Safari 5 and above for Mac and Windows
- Google Chrome 16 and above

Other browsers not on the supported browser list may still have functionality, but iPay Solutions does not recommend these and can only provide limited support. This is also true for beta versions of any browser or operating system.

**(i)** 

Subscribers may need to verify with their financial institution that they are compatible with the browser and version they are attempting to use.

If you have any questions, please contact your Implementation coordinator or FI Support.

### Windows 8

Microsoft launched the new Windows 8 operating system on 10/25/2012.

In comparison to all previous versions, Windows 8 is very different. All new Windows PCs from this date forward will be pre-installed with Windows 8.

### Metro User Interface (Metro UI)

The Metro User Interface is what appears initially for Windows 8 when you turn on the system.

The interface background is the default. The desktop from previous versions is still available, but it is now optional. The **Desktop** icon appears in the bottom left-hand corner.



Not all Windows 8 users see this exact screen because the icons are movable. For example, Internet Explorer may not be in the following location.



#### Locating the Start Menu

- **1.** Navigate to a browser window.
- 2. Hover your cursor in the bottom left-hand corner of the window. The Metro User Interface **Start** menu appears.

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	State of the local division of the local div	NUMBER OF STREET, STRE	hang and a second
	mant	l de la companya de l	-
	-8-		<b>KIUIS</b> 3017
	A STATE		<ul> <li>mark-marking,</li> <li>Say for marking data</li> </ul>
	ALC: NO.		. /
	1	ab bar Tig	
k			11
že.	11		

(i) You cannot access the Start menu if you are already on the Metro User Interface.

#### **The Four Corners**

Each corner of Windows 8 has a function.

Hover your cursor in the corners of the screen to view menus and applications:

• Top left-hand corner - Displays recently used applications.



- Top right-hand corner Displays the **Charms Bar** menu. This menu can be used to shut down PCs.
- Bottom right-hand corner Displays the Charms Bar menu.
- Bottom left-hand corner Displays the **Start** menu if you are in a browser window. The Metro User Interface is the **Start** menu, so the small menu does not appear if you are already on the Metro User Interface.

#### Charms Bar Menu

The Charms Bar menu displays the Search, Share, Start, Devices, and Settings icons.

Hover your cursor in the top right-hand corner or the bottom right-hand corner to view the Charms Bar menu.



To shut down Windows 8, select Settings > Power.



(i) You may also press Ctrl+Alt+Delete and then select Shut Down in the bottom right-hand corner.

### **Closing Applications**

1. Determine if you're viewing the Windows 8 Metro User Interface or the Desktop Version.

If you are unable to locate an X, you are in the Metro User Interface.

2. Choose a Windows 8 location and follow the corresponding steps.

Situation	Steps
Metro User Interface	1. Select the top-center of the window and drag it to the bottom of the screen.
Desktop	1. Select the X in the top right-hand corner.

You can also close any applications or windows by pressing **Alt+F4** on both the Metro User Interface and Desktop Version.

### **Browser Settings**

#### **Editing Browser Settings in Internet Explorer 7.0**

1. On your browser toolbar, select **Tools** > **Internet Options**.

		¥ 4 ×	Live Search	
		<u>6</u> • 6	Delete Browsing Histor	•
IOO6 NA <mark>Beta</mark>	Search W	Make this your RSS eb	Pop-up Blocker Phishing Filter Manage Add-ons	• • •
i by 🍾 wind	SIGN IN		Work Offline Windows Update	
	Shopping Slate Magazine Spaces Sports	Travel TV Weather White Page	Full Screen Menu Bar Toolbars	F11
ate	Tech & Gadgets	Yellow Page	Internet Options	

2. On the General tab, in the Browsing History section, select Delete.

16	ecurity    Privacy    Content    Connections    Programs	Advance
Home pag	je	
1	To create home page tabs, type each address on its	own line.
a b	http://www.microsoft.com/isapi/redir.dll?prd=ie&pv	/er=£
	Use <u>c</u> urrent Use de <u>f</u> ault Use	e <u>b</u> lank
Browsing	history	
Ð	Delete temporary files, history, cookies, saved pass and web form information.	words,
Search -		
0	Change search defaults.	ttings
P		
Tabs -		
Tabs	Change how webpages are displayed in Se tabs.	ttings
Tabs Appeara	Change how webpages are displayed in Se tabs.	ttings
Tabs Appearai	Change how webpages are displayed in Se tabs. nce ors Languages Fo <u>n</u> ts Acce	ţtings essibility

3. Select Delete Files.

elete Browsing History	
Temporary Internet Files Copies of webpages, images, and media that are saved for faster viewing.	Delete <u>f</u> iles
<b>Cookies</b> Files stored on your computer by websites to save preferences such as login information.	Delete cookies
History List of websites you have visited.	Delete jistorym
Form data Saved information that you have typed into forms.	Delete forms
Passwords Passwords that are automatically filled in when you log on to a website you've previously visited.	Delete passwords
About deleting browsing history Delete all.	⊆lose

A dialog box displays: Are you sure you want to delete all temporary Internet Explorer files?

4. Select Yes.

A dialog box displays the files being deleted.



This step may take a few minutes if the cache has not been cleared for a while.

5. On the *General* tab, select Languages at the bottom and verify that English (United States) [en-US] is the first or only language listed.

d the languages you use to read website eference. Only add the ones you need, a used to impersonate websites in other la	es, listing in order of as some characters ca anguages.
Language:	
English (United States) [en-US]	Move up
	Move down
	Remove
	Add
refix and suffix options Do not add 'www' to the beginning of Seacify the suffix (for example, pet) that	typed web addresses should be added to
typed web addresses when you press Ctr	IT + Shint + Linter.

6. On the Security tab, select Custom Level.

nternet Options	?
General Security Privacy Content Connections Prog	rams Advanced
Select a zone to view or change security settings.	
Internet Local intranet Trusted sites Restricted sites	d
Internet This zone is for Internet websites, except those listed in trusted and restricted zones.	Sites.
Security level for this zone Allowed levels for this zone: Medium to High	
	nsafe Iloaded
Custom level	fault level
Reset all zones to de	efault level
OK Cancel	Apply

7. At the bottom of the Security Settings – Internet Zone window, verify Reset Custom Settings Reset to: is set to Medium-High (Default), and then select Reset.

	settings internet zen	
Settings		
et .NET	Framework	^
00 L	oose XAML	-
(	) Disable	-
(	🕑 Enable	
5	) Prompt	
e∳ ×	AML browser applications	
5	) Disable	
6	) Enable	
5	) Prompt	
	PS documents	
5	) Disable	
1	Dramet	
	J Prompt Framework-reliant components	
State F	up components not signed with Authentico	de 🖂
12	) ni-th	~
<	III	>
	ect after you restart Internet Explorer	
*Takes eff		
*Takes eff	m settings	
*Takes eff Reset custo	m settings	
*Takes eff Reset custo Reset to:	m settings Medium-high (default)	Reset
*Takes eff Reset custo Reset to:	m settings Medium-high (default)	Reset
*Takes eff Reset custo <u>R</u> eset to:	m settings Medium-high (default)	Reset

- 8. Select the setting that is recommended or the default. A dialog box displays: *Are you sure you want to change the settings for this zone?*
- 9. Select Yes.
- **10.** In the upper portion of the *Security Settings Internet Zone* window, scroll down to **Allow META REFRESH** and select **Enable**.
- 11. Scroll down to Launching Programs and Files in an IFRAME and verify Prompt is selected.

ettings		
	<ul> <li>Disable</li> <li>Enable (not secure)</li> <li>Prompt (recommended)</li> <li>aunching applications and unsafe files</li> <li>Disable</li> <li>Enable (not secure)</li> <li>Prompt (recommended)</li> <li>aunching programs and files in an IFRAME</li> <li>Disable</li> <li>Enable (not secure)</li> <li>Prompt (recommended)</li> <li>Iavigate sub-frames across different domain</li> <li>Disable</li> <li>Enable</li> <li>Prompt</li> </ul>	s
<		>
*Takes eff	ect after you restart Internet Explorer	
	m settings	-
eset custo		
eset custo eset to:	Medium-biob (default)	Reset

- 12. Scroll down to Active Scripting and select Enable.
- 13. Select OK.

A dialog box displays: Are you sure you want to change the security settings for this zone?

- 14. Select Yes.
- **15.** On the *Privacy* tab, select **Advanced**.

iternet o	
General S	ecurity Privacy Content Connections Programs Advanced
Settings	
2	To set a standard privacy level instead of using custom settings, click the Default button.
	Custom
	- Advanced or imported settings
Pop-up B	es Import Advanced Default
0!	appearing.
	✓ Turn on Pop-up Blocker

**16.** Verify the **Override Automatic Cookie Handling** and **Always Allow Session Cookies** check boxes are selected.

Advanced Privacy Setting	şs 🛛 🔀
You can choose h zone. This override	ow cookies are handled in the Internet es automatic cookie handling.
Cookies	magnument
Verride automatic cooki	e handling
First-party Cookies	Third-party Cookies
	⊙ A <u>c</u> cept
O Block	O Block
O Prompt	O Prompt
Always allow session	cookies
	DK Cancel

- 17. Verify Accept is selected for both First-party Cookies and Third-party Cookies.
- 18. Select OK.
- **19.** On the *Privacy* tab, select **Settings**.
- 20. In the Address of Website to Allow field, enter https://cm.netteller.com for NetTeller financial institutions, https://www.billpaysite.com for consumer users, and https://www.businessbillpay-e.com for business users.

Pop-ups are currently blocked. You can a websites by adding the site to the list below	allow pop-ups from specific w.
Address of website to allow:	1.1
1	Add
Allowed sites:	
	Bemove
	Remove all.
Notifications and filter level	
Play a sound when a pop-up is blocked.	
Show Information Bar when a pop-up is blocked	d.
<u>Filter level:</u>	

- 21. Select Add and Close.
- 22. Select the Content tab.

eneral Security Privacy Content Connections	Programs Advance
Content Advisor	1000 Autor Constant
Ratings help you control the Internet cont viewed on this computer.	ent that can be
Enable	Settings
Certificates	
Use certificates for encrypted connections	and identification,
Clear SSL state Certificates	Publishers
AutoComplete	
AutoComplete stores previous entries on webpages and suggests matches	Settings
for you.	
Feeds	
Feeds provide updated content from	Settings
Explorer and other programs.	

23. In the Content Advisor section, verify the first button reads Enable. If it does not, select Disable.

If you select **Disable**, to continue you need the password chosen at the time your computer was set up or the password for your system's network.

#### 24. Select OK.

Once the Internet Options window closes, restart your computer.

#### Editing Browser Settings in Internet Explorer 8 and 9

1. On your browser toolbar, select **Tools > Internet Options.** 



2. On the General tab, in the Browsing History section, select Delete.

Home page	o create home page tabs, typ http://go.microsoft.com/fw	onnections   Pro oe each address link/?LinkId=6	ograms   Advance on its own line.
	Use current	Jse default	
Browsing his	tory	ben en	al months.
ar	elete temporary files, history nd web form information.	, cookies, save	d passwords,
	Delete browsing history on	exit	
-	and share here that and share the barrene of the second states of the se		
		Delete	Settings
Search		Delete	Settings
Search —	hange search defaults.	Delete	Settings Settings
Search — C	hange search defaults.	Delete	Settings Settings
Search — C	hange search defaults. hange how webpages are dis	Delete	Settings Settings Settings
Search C C Tabs C ta	hange search defaults. hange how webpages are dis	Delete	Settings Settings Settings
Search C C Tabs C Appearance	hange search defaults. hange how webpages are dis	Delete	Settings Settings Settings
Search Cl Tabs Cl Appearance Colors	hange search defaults. hange how webpages are dis abs.	Delete	Settings Settings Settings Accessibility
Search C Tabs C Appearance Colors	hange search defaults. hange how webpages are dis abs.	Delete	Settings Settings Settings Accessibility

3. Clear all check boxes except the **Temporary Internet Files** check box, and then select **Delete**.

Preserve Favorites webs	site data
Keep cookies and temporary websites to retain preference	Internet files that enable your favorite es and display faster.
✓ Temporary Internet files	
Copies of webpages, images viewing.	, and media that are saved for faster
Cookies	
Files stored on your compute such as login information.	er by websites to save preferences
History	
List of websites you have vis	sited.
Form data	
Saved information that you h	have typed into forms.
Passwords	
Saved passwords that are a to a website you've previous	utomatically filled in when you sign in sly visited.
InPrivate Filtering data	
Saved data used by InPrivat be automatically sharing det	te Filtering to detect where websites ma ails about your visit.
About distance bits interested	Delete Cancel

A dialog box displays the files being deleted.



This step may take a few minutes if the cache has not been cleared for a while.

4. On the *General* tab, in the *Browsing History* section, select **Settings**.

and an In	Security   F	rivacy   Conte	nt Connections	Programs Advan
Home pag	ge —	Same In sur	and the second second second	max diabase
	To creat	e home page ta	bs, type each add	ress on its own line.
-4.9	http://	ga.microsoft.c	pm/fwlink/?Linklo	1=69157 *
				+
	E	Use current	Lice default	Lice blank
Descusion	-	ose content	J Cose deradate	USC DIGITIC
browsing	nistory -	man the line	CONTRACTOR AND	Salar and a
	Delete te	Contraction of the second s	sinkens, an eline -	
(+)	Delete te and web	emporary files, I form informatic	history, cookies, sa m.	aved passwords,
Ð	Delete te and web	emporary files, I form informatic e browsing hist	nistory, cookies, si on. ory on exit	aved passwords,
Ð	Delete te and web	emporary files, I form informatic e browsing hist	history, cookies, si on. ory on exit	aved passwords,
Search -	Delete te and web	emporary files, l form informatic e browsing hist	history, cookies, sa on. ory on exit Delete	Settings
Search -	Delete te and web	emporary files, l form informatic e browsing histo search defaults	history, cookies, sa on. ory on exit Delete	Settings
Search -	Delete te and web	emporary files, l form informatic e browsing hist search defaults	history, cookies, sa on. ory on exit Delete	Settings
Search -	Delete te and web	emporary files, l form informatic e browsing hist search defaults	history, cookies, sa on. ory on exit Delete	Settings
Search -	Delete te and web	emporary files, form informatic te browsing hist search defaults how webpages	nistory, cookies, sa on. ory on exit Delete are displayed in	Settings Settings Settings
Search -	Change I tabs.	emporary files, I form informatic e browsing hist search defaults how webpages	nistory, cookies, sa on. ory on exit Delete are displayed in	Settings Settings Settings Settings
Search - P Tabs - Appearar	Change : Change : Change :	emporary files, form informatic e browsing hist search defaults how webpages	history, cookies, sa on. ory on exit Delete are displayed in	Settings Settings Settings Settings
Search - P Tabs - Appearar Co	Change : Change : Change : Change :	emporary files, I form informatic te browsing hist search defaults how webpages	history, cookies, sa on. ory on exit Delete are displayed in Fonts	Settings Settings Settings Accessibility

5. Verify Every Time I Visit the Webpage is selected, and then select OK.

Temporary Internet Files		
Internet Explorer stores for faster viewing later.	copies of webpag	es, images, and media
Check for newer version	s of stored pages:	
Every time I visit t	he webpage	
C Every time I start	Internet Explorer	
C Automatically		
O Never		
Disk space to use (8-102 (Recommended: 50-25	4MB) 60MB)	50
Current location:		
C:\Users\PC\AppData\Lo Internet Files\	cal\Microsoft\Wind	lows\Temporary
Move folder	View objects	View files
History		
Specify how many days of websites you have vis	Internet Explorer sited.	should save the list
Days to keep pages in h	istory:	20 *

6. On the *General* tab, select Languages at the bottom and verify that English (United States) [en-US] is the first or only language listed.

d the languages you use to read website eference. Only add the ones you need, a used to impersonate websites in other la	es, listing in order of as some characters ca anguages.
Language:	
English (United States) [en-US]	Move up
	Move down
	Remove
	Add
refix and suffix options Do not add 'www' to the beginning of Seacify the suffix (for example, pet) that	typed web addresses should be added to
typed web addresses when you press Ctr	IT + Shint + Linter.

7. On the *Privacy* tab, select **Advanced**.

General	Security	Privacy	Content	Connections	Programs	Advance
Settings	Select	a setting	for the Int	ernet zone.		
T	Medi	um				
	- Bla priv - Bla be u - Re can	ocks third- acy policy ocks third- used to co estricts fir be used to Im	-party cool -party cool ontact you st-party co to contact port	vies that do no vies that save without your e okies that sav you without you Advanced	t have a con information explicit consume information our implicit construction our implicit con	mpact that can ent on that onsent efault
Pop-up E	Blocker – Prever appear	nt most po ring. n on Pop-	op-up wind up Blocker	ows from	Se	ettings
InPrivate	Do Disa	not collec able toolb	t data for i ars and ex	use by InPriva tensions when	te Filtering I InPrivate B	Prowsing

8. Verify Override Automatic Cookie Handling and Always Allow Session Cookies are selected.

Internet Options	3	2
Advanced Privacy Settings	×	
You can choose h zone. This overrid	ow cookies are handled in the Internet es automatic cookie handling.	
Cookies		
Voverride automatic cook	ie handling	
First-party Cookies	Third-party Cookies	
Accept	Accept	
C Block	C Block	
Prompt	Prompt	
Always allow session	cookies	
	OK Cancel	

- 9. Verify Accept is selected for both First-party Cookies and Third-party Cookies.
- 10. Select OK.
- 11. On the *Privacy* tab, select Settings.
- 12. In the Address of Website to Allow field, enter https://cm.netteller.com for NetTeller financial institutions, https://www.billpaysite.com for consumer users, and https://www.businessbillpay-e.com for business users.

Exceptions Pop-ups are currently blocked. You can a websites by adding the site to the list below Address of website to allow:	llow pop-ups from specific v.
	Add
Allowed sites:	
	Bemove
	Remove all
Notifications and filter level	
Notifications and filter level	
Notifications and filter level	
Notifications and filter level Play a sound when a pop-up is blocked. Show Information Bar when a pop-up is blocked Filter level:	
Notifications and filter level          Play a sound when a pop-up is blocked.         Show Information Bar when a pop-up is blocked         Filter level:         Medium: Block most automatic pop-ups	

- 13. Select Add and Close.
- **14.** Select the **Content** tab.
- 15. In the Content Advisor section, verify the first button reads Enable. If it does not, select Disable.

	Content Connectio	ons Programs Advanced
ontrols		
Contro <mark>l t</mark> he Inter be viewed.	met content that can	Parental Controls
dvisor	0.00.5	
Ratings help you viewed on this co	control the Internet	content that can be
	Enable	Settings
3	And a set of the set of	
Use certificates f	for encrypted connec	tions and identification.
ar SSL state	Certificates	Publishers
ete		
AutoComplete sto on webpages and for you.	ores previous entries d suggests matches	Settings
Web Slices		
Feeds and Web S content from web read in Internet B	Slices provide update bsites that can be Explorer and other	d Settings
	ontrols Control the Inter be viewed. dvisor Ratings help you viewed on this co use certificates f ar SSL state ete AutoComplete st on webpages an for you. Web Slices Feeds and Web Scontent from web	ontrols Control the Internet content that can be viewed. dvisor Ratings help you control the Internet viewed on this computer. Use certificates for encrypted connec ar SSL state Certificates ete AutoComplete stores previous entries on webpages and suggests matches for you. Web Slices Feeds and Web Slices provide update content from websites that can be

If you select **Disable**, to continue you need the password chosen at the time your computer was set up or the password for your system's network.

#### **16.** Select the **Advanced** tab.

- 17. In the Settings box, scroll all the way to the bottom and verify the SSL 3.0 and TLS 1.0 check boxes are selected.
- **18.** Choose an operating system and follow the corresponding steps.

Situation	Steps
Windows Vista	<ol> <li>Select OK.</li> <li>Restart your computer.</li> </ol>
ХР	1. Select OK.
Windows 7	1. Verify the TLS 1.1 and TLS 1.2 check boxes are cleared.

	Interne	et options						
	Gen	eral Security	Privacy	Content	Connections	Programs	Advanced	
	Se	ttings						
			ble DOM Storage ble Integrated Windows Authentication* ble memory protection to help mitigate online attacks* ble native XMLHTTP support ble SmartScreen Filter SSL 2.0 SSL 2.0 TLS 1.0 TLS 1.1 TLS 1.2 rn about certificate address mismatch* rn if changing between secure and not secure mode rn if POST submittal is redirected to a zone that does n					
		*Takes effect	t after you re	estart Inte	rnet Explorer			
					Restore	advanced s	ettings	
	Re	eset Internet E	Explorer setti	ngs				
		Resets Intern condition.	et Explorer's	settings t	o their default	Rese	et	
		You should on	ly use this if	your brow	ser is in an un	usable state		
				OK	C	ancel	Apply	
				-				

Once the Internet Options window closes, restart your browser.

#### **Internet Explorer 10**

Internet Explorer 10 was officially released to the public on February 26, 2013 for Windows 7 users and is pre-installed on Windows 8.

#### **Editing Browser Settings in Internet Explorer 10**

1. On your browser toolbar, select **Tools > About Internet Explorer.** 



2. Verify the dialog box does not display *Pre-release* and that the browser is the full version.



- 3. If the browser is the full version, press ALT+T.
- 4. On the Tools menu, select Compatibility View Settings.

Tools Help	
Delete browsing history	Ctrl+Shift+Del
InPrivate Browsing	Ctrl+Shift+P
Tracking Protection	
ActiveX Filtering	
Fix <u>c</u> onnection problems	
Reopen last browsing session	
Add site to Start menu	
View dow <u>n</u> loads	Ctrl+J
Pop-up Blocker	
Smar <u>t</u> Screen Filter	
Manage <u>a</u> dd-ons	
Compatibility <u>V</u> iew	
Compatibility View settings	
Subscribe to this feed	
Feed discovery	
Windows <u>U</u> pdate	
F12 developer tools	
Internet options	

 In the Add This Website field, enter https://cm.netteller.com for NetTeller financial institutions, https://www.billpaysite.com for consumer users, and https://www.businessbillpay-e.com for business users.

You can add and remove website Compatibility View.	es to be displayed in
www.billpaysite.com	Add
Mehsites you've added to Compatibility V	iew:
	Remove
Display all websites in Compatibility Vie	ew
Display intranet sites in Compatibility V	liew
Download updated compatibility lists fr	rom Microsoft
and the second sec	interest and come who have not

- 6. Select Add and verify the website(s) appears in the Websites You've Added to Compatibility View box.
- 7. Select Close.
- 8. On your browser toolbar, select Tools > Internet Options.



9. On the General tab, in the Browsing History section, select Delete.
|                        | Security   | Privacy                                 | Content     | Connections     | Programs      | Advanced |
|------------------------|--|---|-------------|-----------------|---------------|----------|
| Home                   | 200  | -                                       |             |                 |               | _        |
| Home                   | To cre   | ate home i                              | name tabs   | type each add   | ress on its r | win line |
| 9                      | htte   | themes of                               |             | d-Upzapup       | 2.m = 11073   | 0.44     |
|                        | nup:   | /////////////////////////////////////// | sn.com/:o   | CIG=OP/2DHP     | apc=0P/2      | ocut 🔺   |
|                        |  |   |             |                 |               | -        |
|                        |  | 1000                                    |             | They do for de  |               | and take |
|                        |  | Use cu                                  | rrent       | Use detault     | Usen          | ew tab   |
| Startu                 | • — — •  |   |             |                 |               |          |
| OS                     | tart with ta   | abs from t                              | ne last ses | sion            |               |          |
| () S                   | tart with h  | ome page                                |             |                 |               |          |
| Tabs -                 |  |   |             |                 |               |          |
| Char                   | nae how we   | ebpages a                               | re displave | d in tabs.      | Ta            | abs      |
|                        |  |   |             |                 |               |          |
|                        | ng history   |   |             |                 |               |          |
| Browsi                 | and a financial first                                      | ry files, hi                            | story, cool | kies, saved pas | swords, and   | d web    |
| Browsi<br>Dele         | te tempora   |   |             |                 |               |          |
| Browsi<br>Dele<br>form | informatio   | n.                                      |             |                 |               |          |
| Browsi<br>Dele<br>form | informatio<br>elete brow                                   | n.<br>sing histor                       | y on exit   |                 |               |          |
| Browsi<br>Dele<br>form | te tempora<br>informatio<br>elete brow                     | n.<br>sing histor                       | y on exit   | Delete          | Set           | tings    |
| Browsi<br>Dele<br>form | te tempora<br>informatio<br>elete brow                     | n.<br>sing histor                       | y on exit   | Delete          | Set           | tings    |
| Browsi<br>Dele<br>form | te tempora<br>informatio<br>elete brow<br>rance            | n.<br>ising histor                      | y on exit   | Delete          | Set           | tings    |
| Browsi<br>Dele<br>form | te tempora<br>informatio<br>lelete brow<br>rance<br>Colors | n.<br>sing histor                       | y on exit   | Delete          | Set           | tings    |

The Delete Browsing History dialog box appears.

ete Browsing History		2
Preserve Favorites website o	lata	
Keep cookies and temporary Inte websites to retain preferences ar	rnet files that enable your favo nd display faster.	rite
Temporary Internet files and	l website files	
Copies of webpages, images, and viewing.	I media that are saved for faste	er
Cookies and website data		
Files or databases stored on your preferences or improve website p	<ul> <li>computer by websites to save performance.</li> </ul>	5
History		
List of websites you have visited.		
Download History		
List of files you have downloaded	6	
Form data		
Saved information that you have	typed into forms.	
Passwords		
Saved passwords that are autom to a website you've previously vis	atically filled in when you sign ir sited.	1
ActiveX Filtering and Trackin A list of websites excluded from f Protection to detect where websi details about your visit.	g Protection data iltering, and data used by Track tes might be automatically shar	king ing
About deleting browsing history	Delete Cancel	

- **10.** Clear all but the **Temporary Internet Files and Website Files** check box, and then select **Delete**. While the browser clears itself, Internet Explorer 10 allows you to continue with the settings. Once the browser is finished deleting the files, *Internet Explorer has finished deleting the selected browsing history*. appears.
- 11. On the General tab, in the Browsing History section, select Settings.

General	Security	Privacy (	Content	Connections	Programs	Advanced
Home p	bage					
1	To cre	ate home pa	age tabs	, type each add	ress on its o	own line.
40	http:	//www.msr	n.com/?	ocid=UP72DHP	&pc=UP72	&dt 🔺
						-
		Use curr	ent	Use default	Use n	ew tab
Startu	n					
05	e Start with t	abs from the	e last ses	sion		
(O) 5	tart with h	ome page				
Tabs -	tart with h	ome page	_			
Tabs - Char	itart with h	ome page ebpages are	e display	ed in tabs.	Te	abs
Tabs - Char	tart with h	ome page ebpages are	e display	ed in tabs.	Te	abs
© S Tabs - Char Browsi	nge how w	ome page ebpages are	e display	ed in tabs.	Té	abs
S Tabs - Char Browsi Dele form	nge how w ng history te tempora	ome page ebpages are wry files, hist	e display tory, coc	ed in tabs. kies, saved pas	Ta	abs
Tabs - Char Browsi Dele form	nge how w ng history te tempora informatio Delete brow	ome page ebpages are ary files, hist n, ising history	tory, coo	ed in tabs. kies, saved pas	Ta swords, and	abs
Char Browsi Dele form	nge how w ng history te tempora informatio Delete brow	ebpages are ry files, hist n, sing history	e display tory, coc	ed in tabs, kies, saved pas	swords, and	abs d web
S S     Tabs -     Char     Browsi     Dele     form     ① C	nge how w ng history te tempora informatio Delete brow	ome page ebpages are ry files, hist n, vsing history	e display tory, coc	ed in tabs. kies, saved pas	swords, and	abs d web tings
S S     Tabs -     Char     Browsi     Dele     form     C     C     Appea	nge how w ng history te tempora informatio Delete brow rance — Colors	ebpages are ary files, hist n, using history	e display tory, coc on exit	ed in tabs. kies, saved pas Delete	swords, and	abs d web tings

The Website Data Settings dialog box appears.

ebsite Data Settings			-		8	5.3
Temporary Internet Files	History	Caches	and data	bases		
Internet Explorer stores for faster viewing later.	copies of	webpage	s, images	, and med	ia	
Check for newer versions	s of stored	d pages:				
Every time I visit the second seco	he webpa	ge				
🔘 Every time I start :	Internet E	xplorer				
<ul> <li>Automatically</li> </ul>						
O Never						
Disk space to use (8-102 (Recommended: 50-25	4MB) DMB)		2	50 *		
Current location:						
C:\Users\sfunderburk\Ap Temporary Internet Files\	oData\Loc	al Micros	oft\Windo	ows\		
Move folder	View obje	ects	View	files	]	
				ж	Cance	el

- 12. Verify Every Time I Visit the Webpage is selected, and then select OK.
- **13.** On the *General* tab, select **Languages**.

General	Security	Privacy	Content	Connections	Programs	Advanced
Home p	bage	_				
1	To cre	ate home p	oage tabs	, type each add	lress on its o	own line.
40	http:	//www.ms	sn.com/?o	ocid=UP72DHP	&pc=UP72	&dt ×
		Lise cu	rent	Lise default	llsen	anu tab
Startu	p	Use cui	rent	USE DETAUL	Usen	evv tab
OS	tart with ta	abs from th	ne last ses	sion		
() S	tart with h	ome page				
Tabs -			_			
Char	nge how we	ebpages ar	e display	ed in tabs.	Ta	abs
Browsi	ng history				_	_
Dele form	te tempora informatio	ry files, his n,	story, coo	kies, saved pas	swords, and	d web
	elete brow	sing histor	y on exit			
				Delete	Set	tings
Appea	rance —	-				
-	Colors	Lang	uages	Fonts	Acce	ssibility
1 3						

14. Verify English (United States) [en-US] is the first or only language listed and select OK.

anguage Preference	
dd the languages you use to read reference. Only add the ones you e used to impersonate websites in Language:	websites, listing in order of need, as some characters ca other languages.
English (United States) [en-US]	Move up
	Move down
	Remove
	Add
Prefix and suffix options	
Do not add 'www' to the begin	ning of typed web addresses
Specify the suffix (for example .n typed web addresses when you p	et) that should be added to ress Ctrl + Shift + Enter.

**15.** On the *Privacy* tab, select **Advanced**.

General	Security	Privacy	Content	Connections	Programs	Advanced
Setting	s —	_	_		_	
To set	a standard	privacy le	evel instead	d of using custo	m	
setung	S, Click the	Default D	utton.			
	cusu		and the second second	of all the		
	- Ad	ivanced o	r imported	settings		
<b>F</b>	Sites	Im	port	Advanced	De	fault
<u></u>	Jacob			rarea		iounc
Locatio	n —					_
□ Nev phy	er allow we sical locatio	ebsites to on	request yo	0UF	Clea	r Sites
Pop-up	Blocker -	-				_
V Turr	n on Pop-up	o Blocker			Set	ttings
InPriva	te					
Disa	ble toolbar	s and ext	ensions wh	ien InPrivate B	rowsing star	ts
-						

**16.** Verify the **Override Automatic Cookie Handling** and **Always Allow Session Cookies** check boxes are selected.

Advanced Privacy Settings	X
You can choose h zone. This overrid	ow cookies are handled in the Internet es automatic cookie handling.
Cookies	
Vovemide automatic cook	ie handling
First-party Cookies	Third-party Cookies
Accept	Accept
Block.	🔘 Block
Prompt	Prompt
Always allow session	cookies
	OK Cancel

- 17. Verify Accept is selected for both First-party Cookies and Third-party Cookies, and then select OK.
- 18. On the Privacy tab, in the Pop-up Blocker section, select Settings.

General	Security	Privacy	Content	Connectio	ns Prog	rams	Advan	ced
Setting	s							-
To set setting	a standard s, click the l	privacy le Default b	evel instea utton.	d of using cu	ustom			
	Custo	om						
	- Ad	vanced o	r imported	settings				
-		_		-				
	Sites	Im	port	Advanc	ed	Defa	ault	
Locatio	n			0.0	-			
D Nev phy	ver allow we sical locatio	bsites to	request y	our		Clear	Sites	
Pop-up	Blocker -							_
V Tur	n on Pop-up	Blocker			ſ	Sett	inas	
InPriva	te				L			
	lala as silis.			and To Data and	Distance			
Disa	able toolbat	s ano exi	ensions w	nen InPrivat	e browsin	ig starte	3	

 In the Address of Website to Allow field, enter https://cm.netteller.com for NetTeller financial institutions, https://www.billpaysite.com for consumer users, and https://www.businessbillpay-e.com for business users.

Address of website to allow:	ow pop-ups from specific
www.billpaysite.com	Add
Allowed sites:	
	Remove
	Remove all.
Notifications and blocking level:	
I Play a sound when a pop-up is blocked.	
Show Notification bar when a pop-up is blocked.	
Blocking level:	

- 20. Select Add and Close.
- 21. On the *Advanced* tab, in the *Settings* section, verify the SSL 3.0 and TLS 1.0 check boxes are selected and the TLS 1.1 and TLS 1.2 check boxes are cleared.

General	Security	Privacy Content	Connections	Programs	Advance
Setting	js —				
	Enable Enable Enable Enable Use SS Use SS Use TL Use TL	Enhanced Protects Integrated Window native XMLHTTP so SmartScreen Filter Strict P3P Validatio SL 2.0 SL 3.0 .S 1.0 .S 1.1	ed Mode* ws Authenticatio upport on*	on*	*
	Use TL Warn a Warn i Warn i	S 1.2 about certificate ad f changing betwee f POST submittal is	ldress mismatch n secure and no redirected to a	* ot secure mod zone that do	de 📰
4	Use TL Warn a Warn i Warn i	S 1.2 about certificate ad f changing between f POST submittal is 111	ldress mismatch n secure and no redirected to a	* ot secure moo zone that do	de bes n +

22. Select OK and restart the browser.

#### Internet Explorer 10 (Windows 8 Desktop Version)

The Desktop Version of Internet Explorer 10 for Windows 8 is the familiar, recognizable desktop that some users may see.

There is no start menu on the Internet Explorer 10 Desktop Version. To return to the Metro User Interface, hover your cursor in the bottom left-hand corner. Internet Explorer 9.0 language settings remain the same if you are in the Desktop Version.

#### Locating Internet Options in Internet Explorer 10 (Windows 8 Desktop Version)

Use this task to adjust settings in Internet Explorer for bill pay. You cannot continue with language or browser settings until you have used the following method to access *Internet Options*.

- **1.** Navigate to a browser window.
- 2. Select the tools button in the bottom right-hand corner, and then select View on the Desktop.



Internet Explorer 10 (Desktop Version) appears.

3. Select the tools icon and then Internet Options.



### Internet Explorer 10 (Windows 8 Metro UI Version)

Internet Explorer 10 is the default browser for Windows 8.

Internet Explorer 10 appears the same to most Windows 8 users, with the address bar at the bottom of the screen.



(1) The top tab bar and bottom address field are only visible if you right-click the top-center of the window.

### Locating Tools in Internet Explorer 10 (Windows 8 Metro User Interface)

- **1.** Navigate to a browser window.
- 2. Select the tools button in the bottom right-hand corner.



# Editing Browser Settings in Mozilla Firefox 7 and up to 9 - PC

1. On your toolbar, select **Tools > Options.** 

file Edit ViewerHistory Bookmarks	Tools Help	ALIEN
	WebSearch Ctrl+K	Srls=org.mozilla:en-US:official
Most Visited 🥐 Getting Started 🔊	Downloads Ctrl+J Add-ons	
Web Images Videos Maps News	Error Consola Ctrl+Shift+J Page Info	
	Start Private Browsing Ctrl+Shift+P Clear Recent HistoryCtrl+Shift+Del	
	Options	t
	Google Google Search	

2. Select the Content icon, and then select the Block Pop-up Windows, Load Images Automatically, and Enable JavaScript check boxes.

3. Select Exceptions to the right of the Block Pop-up Windows check box.

uona		-				
				00	0	i.
General	Tabs	Content	Applications	Privacy	Security	Advanced
Block	non-un wit	adows		_		Excantions
E Lond i	magac aut	amatically				Exceptions
	intages aut	ontaucatry				Exceptions
Enable	e JavaScrip	t				Advanced
Fonts & Co	olors		_		-	
<u>D</u> efault fo	nt: Times	s New Roma	n	-	<u>S</u> ize: 16	Advanced
						<u>C</u> olors
						-
anguagas						
Languages	s ur preferr	adlanguage	for displaying	Senec		Choose
anguages hoose yo	s our preferre	ed language	for displaying	ages		Ch <u>o</u> ose
.anguages Choose yo	s our preferre	ed language	for displaying (	ages	_	Choose
Languages Choose yo	s our preferre	ed language	for displaying (	ages	_	<u>Cho</u> ose
Languages Choose yo	s our preferre	ed language	for displaying (	ages		<u>Cho</u> ose
Languages Choose yc	s our preferre	ed language	for displaying (	oages		<u>Cho</u> ose
.anguages Choose yc	our preferre	ed language	for displaying (	ages		<u>Cho</u> ose
Languages Choose yc	s our preferre	ed language	for displaying (	oages		<u>Cho</u> ose

- 4. In the Address of Website to Allow field, enter https://cm.netteller.com for NetTeller financial institutions, https://www.billpaysite.com for consumer users, and https://www.businessbillpay-e.com for business users.
- 5. Select Allow.
- 6. Select the *Content* icon and in the *Languages* section, select **Choose**.
- 7. Verify English/United States [en-us] is the first language listed.

Web pages are sometimes offered in more Choose languages for displaying these we preference.	e than one l'anguage. eb pages, in order of
English/United States [en-us]	Movelle.
	//₂ov∈ <u>D</u> ovini
	<u>R</u> emove
Select a language to add	E Boa

8. Select the **Privacy** icon and for the **Firefox Will:** setting in the *History* section, verify **Use Custom Settings** for **History** is selected.

Options							×
General	Tabs	Content	Applications	Privacy	Security	Advanced	
History Firefox wil	I: Use co Rement R Use co Rememb Rememb Rememb Accept co Keep un Clea <u>r</u> hi	Istom settin mber histor remember ustom settir per <u>d</u> ownloa per search a cookies fron gt third-pai ttil: they e story when	igs for history y history ngs for history id history nd form history n sites ty cookies xpire	sing se	ssion 90 🖈 d	lays <u>Exception</u> Show Cookin Settings	15
Location Ba	ar 1g the loca	tion bar, su	ggest: History	and Bookm OK	narks 💌	cel <u>H</u> elp	2

9. Select the Accept Cookies from Sites and Accept Third-party Cookies check boxes. You may select the option to Keep until They Close Firefox or They Expire.

Options					-	_	
		Ţ		60	<b>A</b>	4	
General	Tabs	Content	Applications	Privacy	Security	Advanced	_
General N	letwork	Update   En	cryption				
Connectio	on						
Configure	how Fire	fox connect	s to the Internet			S <u>ettings</u>	
	adar an -						
- Offline St	orage	1				-	- 1
Use up to	50	MBofsp	ace for the cach	ie		<u>C</u> lear No	WC
☑ <u>T</u> ell n	ne when a	website ask	s to store data	for offline u	se	Exception	ns
Thefollo	wing webs	ites have st	ored data for o	fline use:		_	
						-	
1						Petnové	
							_
				014	1		1
				OK	Can	cel <u>H</u> e	ip .

**10.** Select the **Advanced** icon, and then select the **Network** tab.

- > To empty the cache, select **Clear Now**.
- 11. On the Advanced icon, select the Encryption tab.

)ptions						2
	页		00	9	id:	
General Tabs	Content A	Applications	Privacy	Security	Advanced	_
General Network	Update Encry	ption				
T Protocols		-				
Use SSL <u>3</u> .0			Use TLS	<u>1</u> .0		
C Select one auto	omatically G	Ask me ever	γtīme			
View Certificates	Revocation	Lists Vali	dation	Securit <u>v</u> D	evices	
1						
		-		1	. 11 -	
			OK	Cano	el <u>H</u>	elp

- 12. Verify the Use SSL 3.0 and Use TLS 1.0 check boxes are selected.
- **13.** Select **OK** and refresh the browser.

## Editing Browser Settings in Mozilla Firefox 10 and Above - PC

1. On your toolbar, select Tools > Options, OR select Firefox > Options > Options.





2. Select the Content icon, and then select the Block Pop-up Windows, Load Images Automatically, and Enable JavaScript check boxes.

		页		00	1	C	2 🔅
General	Tabs	Content	Applications	Privacy	Security	y Sy	nc Advance
Block po	p-up w	indows					Exceptions
Load im	ages au	tomatically					Exceptions
Enable J	avaScrin	ot					Advanced
							Mayonceam
Fonts & Cole	ors						
Default font:	Time	es New Rom	an		<u>S</u> ize: 1	.6 🔻	Advanced
							<u>C</u> olors
Languages							
Choose you	preferr	ed language	e for displaying (	oages			Choose

- 3. Select Exceptions to the right of Block Pop-up Windows.
- 4. In the Address of Website to Allow field, enter https://cm.netteller.com for NetTeller financial institutions, https://www.billpaysite.com for consumer users, and https://www.businessbillpay-e.com for business users.
- 5. Select Allow.
- 6. On the Content icon and in the Languages section, select Choose.
- 7. Verify English/United States [en-us] is the first language listed.

Web pages are sometimes offered in more th Choose languages for displaying these web p preference.	an one language ages, in order of
anguages in order of preference:	
English/United States [en-us]	Move Up
English [en]	Move Down
	Remove
Select a language to add 👻	Add
OV Const	Hele

8. Select the **Privacy** icon and for the **Firefox will:** setting in the *History* section, verify **Use Custom Settings** for **History** is selected.

		Ţ		60		0	
General	Tabs	Content	Applications	Privacy	Security	Sync	Advance
Tracking							
Tell web	osites I <u>d</u> o	o not want t	o be tracked				
History	-						
Firefox will:	Use cu	istom settin	gs for history				
Alw	ays use p	rivate brow	sing mode				
	Remem	ber my bro	wsing history				
V	Remem	ber <u>down</u> lo	ad history				
V	Remem	ber search a	and form history	r.			
V	Accept	cookies froi	m sites			Exc	eptions
	Acce	ept third-pa	irty cookies				
	Keep ur	ntil: they	expire •	7		Show C	Cookies
100	Charles		Time from a larger	_			ttinar
	Clea <u>r</u> ni	story when	FIFETOX Closes			26	annda"
Location Ba	r						
	the loca	tion bar, su	ggest: History	and Bookr	marks 🔻		
When <u>u</u> sing							
When <u>u</u> sing							
When <u>u</u> sing							

- 9. Select the Accept Cookies from Sites and Accept Third-party Cookies check boxes. You may select the options to Keep until I Close Firefox or They Expire.
- 10. Select the Advanced icon, and then select the Network tab.

General Tabs	Q Content	Applications	Privacy	Security	Sync	Advance
Seneral Network	Update Encr	yption				
Connection Configure how I	Firefox conne	cts to the Interne	et		Sett	ings
Cached Web Co	ntent					
Your web conte	nt cache is cu	rrently using 29.	7 MB of dis	k space	Clea	r Now
<u>O</u> verride aut	to 1024	management				
Offline Web Cor	itent and Use	Data				
Your application	i cache is curi	ently using 0 by	tes of disk	space	Clea	r <u>N</u> ow
🗵 <u>T</u> ell me whe	n a website a	sks to store data	for offline	use	Excep	tions
The following w	ebsites are all	owed to store d	ata for offli	ne use:		
					Rem	iovė
-						

- > To empty the cache, select **Clear Now** in the *Cached Web Content* section.
- **11.** On the **Advanced** icon, select the **Encryption** tab.

General Tabs	反 Content	Applications	Privacy	Security	Sync	Advance
General Network I	Jpdate Encr	ption				
Protocols Vse SSL <u>3</u> .0		5	Use TLS	<u>1</u> .0		
Certificates When a server re O Select one a View Certificate	equests my pe utomatically es <u>R</u> evoca	ersonal certificat	e: ery t <u>i</u> me alidation	Security	Devices	
View Certificat	<u>R</u> evoca	ition Lists	alidation	Security	Devices	

- 12. Verify the Use SSL 3.0 and Use TLS 1.0 check boxes are selected.
- **13.** Select **OK** and refresh the browser.

## Editing Browser Settings in Mozilla Firefox 7 and up to 9 - Mac

1. On your toolbar, select Firefox > Preferences.



- 2. Select the Content icon, and then select the Block Pop-ups and Enable Javascript check boxes.
- 3. Select Exceptions to the right of the Block Pop-ups check box.
- 4. In the Address of Website to Allow field, enter https://cm.netteller.com for NetTeller financial institutions, https://www.billpaysite.com for consumer users, and https://www.businessbillpay-e.com for business users.
- 5. Select Allow.
- 6. Select the Privacy icon and for the Firefox will: setting, verify Use Custom Settings for History is selected.



- 7. Select the Allow Site to Set Cookies check box. You may select the options to Keep until They Close Firefox or They Expire.
- 8. Select the Advanced icon, and then select the Network tab.
  - > Select Clear Now next to Use up to \_MB of Space for the Cache.
- 9. On the Advanced icon, select the Encryption tab and verify the SSL 3.0 and TSL 1.0 check boxes are selected.
- **10.** Close the browser and restart.

## Editing Browser Settings in Mozilla Firefox 10 and Above - Mac

1. On your toolbar, select Firefox > Preferences.

	Firefox	File	Edit	View	History	Bookmarks	Tools	Window	Help
00	About Fir	refox	5	1		-			
	Preference	ces	æ,		(+				
	Services		,						
	Hide Fire Hide Oth Show All	fox ers	出来 て第日						
	Quit Fire	fox	жq	1					

- 2. Select the Content icon, and then select the Block Pop-up Windows, Load Images Automatically, and Enable JavaScript check boxes.
- 3. Select Exceptions to the right of the Block Pop-up windows check box.

<b>0</b> 00	Content	
🗈 🖃 🛅 🔥 P		
Seneral Tabs Content Applications Priv	racy Security Sync Advanced	
Block pop-up windows		Exceptions
Load images automatically		Exceptions
Enable JavaScript		Advanced
Fonts & Colors		
Default font: Times	\$ Size: 16	‡ Advanced
		Colors
Languages		
Choose your preferred language for a	fisplaying pages	Choose
2		
-		

- 4. In the Address of Website to Allow field, enter https://cm.netteller.com for NetTeller financial institutions, https://www.billpaysite.com for consumer users, and https://www.businessbillpay-e.com for business users.
- 5. Select Allow.
- 6. On the **Content** icon and in the *Languages* section, select **Choose**.
- 7. Verify English/United States [en-us] is the first language listed.

Block pop	Web pages are sometimes offered in more than Choose languages for displaying these web pag preference.	one language. ges, in order of	ceptions
Load imag	Languages in order of preference:	Mour He	ceptions
Enable Jav	English [en]	Move Down	dvanced
Fonts & Color		Remove	
Default font:	Select a language to add. \$	Add	dvanced .
	2) Court	04	Colors
Incolution	Caricel	UN	

8. Select the **Privacy** icon and for the **Firefox will:** setting in the *History* section, verify **Use Custom Settings** for **History** is selected.

00	Privac	y	-	
eneral Tabs Content	Applications Privacy Securit	y Sync	Advanced	_
Tracking				
Tell websites I do	not want to be tracked			
History				
Firefox will: Use cu	stom settings for history	\$		
Always use pri	vate browsing mode			
Remember	my browsing and downlo	ad histor	ý.	
Remember	search and form history			
Accept coo	kies from sites			Exceptions
Accept	third-party cookies			
Keep unti	they expire	\$		Show Cookies
Clear histo	ry when Firefox closes			Settings
Location Bar				
When using the local	tion bar, suggest:   Histor	y and Bo	okmarks	(4)
2				

- 9. Select the Accept Cookies from Sites and Accept Third-party Cookies check boxes. You may select the options to Keep until I Close Firefox or They Expire.
- 10. Select the Advanced icon, and then select the Network tab.

Advanced	
D Tabs Content Applications Privacy Security Syne Advanced	
General Network Update Encryption	
Connection	
Configure how Firefox connects to the Internet	Settings
Cached Web Content	
Your web content cache is currently using 4.8 MB of disk space	Clear Now
Override automatic cache management	
Limit cache to 1024 🗧 MB of space	
Offline Web Content and User Data	
Your application cache is currently using 0 bytes of disk space	Clear Now
Tell me when a website asks to store data for offline use	Exceptions
The following websites are allowed to store data for offline use:	
	Remove
E.	

- > To empty the cache, select **Clear Now** in the *Cached Web Content* section.
- **11.** On the **Advanced** icon, select the **Encryption** tab.

	Advanced
0	Applications Privacy Security Sync Advanced
	General Network Update Encryption
Protocols	
Use SSL 3.0	Use TLS 1.0
Certificates	
When a server req	uests my personal certificate:
Select one auto	omatically 💽 Ask me every time
View Certificate	Revocation Lists Validation
Security Devices	
2	

- 12. Verify the Use SSL 3.0 and Use TLS 1.0 check boxes are selected.
- **13.** Select the red dot on the top left corner of the window and refresh the browser.

## Editing Browser Settings in Safari 5 and Up

1. On your toolbar, select Safari > Preferences.



- 2. Select the **Security** icon.
- 3. For the Web Content settings, verify the following check boxes are selected:
  - Enable Plug-ins

Browser Settings

- Enable Java
- Enable JavaScript



- 4. Verify the **Block Pop-up Windows** check box is cleared.
- 5. Select the Privacy icon and verify Never is selected for the Block Cookies setting.



This is the only available option that allows session cookies.

6. To close the window, select the red dot in the top left corner of the window.

## Editing Browser Settings in Google Chrome 16 and up to 18

1.

On the browser toolbar, select and **Clear Browsing Data**.

	×	0-	1-4
~	Always show bookmarks bar	Ctr	I+B
	History	Ctrl	+H
	Downloads	Ct	rl+J
	Clear browsing data		
-	Import bookmarks & settings		
	Options		
	About Google Chrome		
	Help		
	Exit		

The following dialog box appears.

lear Browsing Data	
Obliterate the following item	15:
Clear browsing history	1
🔽 Clear download histor	у
🗹 Empty the cache	
Delete cookies	
Clear saved passwords	
Clear data from this period:	Last day 🔹
	Clear Browsing Data Cancel

- 2. Select the Clear Browsing History and Empty the Cache check boxes.
- 3. From the Clear Data from this Period list, select the amount of data you wish to delete.

Select The Beginning of Time to clear your entire browsing history.

- 4. Select Clear Browsing Data.
- 5.

On the browser toolbar, select and **Options**.

Maritab	A
New tab	C171+1
New window	Ctri+N
New incognito wind	ow Ctrl+Shift+N
Bookmarks	
Edit	Cut Copy Paste
Zoom	- 100% + 🔽
Save page as	Ctri+5
Find	Ctri+F
Print	Ctri+F
Tools	
History	Ctrl+H
Downloads	Ctrl+
Sign in to Chrome	
Option	
About Google Chron	me
Help	FI
Exit	

- 6. On the Under the Hood tab, under the Cookie Settings section, select Allow All Cookies.
- 7. Close all browsers and open a new one.

## Editing Browser Settings in Google Chrome 19 and Above

1.

On your browser toolbar, select and then **Settings**.

-					
				☆ =	
ASTER Site	New tab			Ctrl+T	
	New window			Ctrl+N	
	New incognito window Ctrl+Shift+N				
	Bookmarks			+	
	Edit	Cut	Сору	Paste	
	Zoom	- 1	.00% +		
	Save page as			€trl+S	
	Find			Ctrl+F	
	Print			Ctrl+P	
	Tools			+	
nitiatives	History			Ctrl+H	
J	Downloads			Ctrl+J	
	Settings				
assion for (	About Google Ch	rome			
Integrity	Help				
	Exit				

2. On the History menu, select Clear All Browsing Data.

Chrome	History		
History	Clear all brov	vsing data	Remove selected items
Extensions	Today - Frida	v. October :	26, 2012
Settings	8:55 PM	<b>پهر</b> jhaToda	y jhatoday.jackhenry.com 🖹
Help	Friday, Octob	per 19, 2012	
	2:32 PM	🕒 iPay Qu	ality Assurance Employees Federal
	2:32 PM	🗋 iPay Qu	ality Assurance Employees Federal
	2:32 PM	🗋 iPay Qu	ality Assurance Employees Federal
	1 2:32 PM	P iPav Ou	ality Assurance Employees Federal

The following dialog box appears.

Clear browsing data		×
Obliterate the following items from:	the beginning of time 🔻	
Clear browsing history		
Clear download history		
Empty the cache		
Delete cookies and other site an	nd plug-in data	
Clear saved passwords		
🔲 Clear saved Autofill form data		
🔲 Clear data from hosted apps		
Deauthorize content licenses		
Learn more	Clear browsing data	Cancel

- 3. Select the Clear Browsing History and Empty the Cache check boxes.
- 4. From the Obliterate the Following Items From list, select a list item.

Select **The Beginning of Time** to clear your entire browsing history.

- 5. Select Clear Browsing Data.
- 6. On the Settings menu, select Show Advanced Settings.

Chrome	Settings	Search settings
History	Some settings are managed by your administrator.	1
Extensions	Google services. <u>Learn more</u>	
Settings	Sign in to Chrome	
Help	On startup	
	Open the New Tab page	
	Continue where I left off Learn more	
	Open a specific page or set of pages. Set pages	
	Appearance	
	Get themes Reset to default theme	
	🐼 Show Home button	
	https://jhatoday.jackhenry.com/ Change	
	Always show the bookmarks bar	
	Search	
	Set which search engine is used when searching from the omnibox.	
	Google 💌 Manage search engines	
	Enable Instant for faster searching (omnibox input may be logged)	
	Users	
	You are currently the only Google Chrome user.	
	Add new user Delete this user Import bookmarks and settings	
	Default browser	
	Make Google Chrome my default browser	
	Google Chrome is not currently your default browser.	
	Show advanced settings	
	Show devoteed Sectingsin	

7. In the *Privacy* section, select **Content Settings**.

Privacy	
Content settings	Clear browsing data
Google Chrome may u services, <u>Learn more</u>	se web services to improve your browsing experience. You may optionally disable these
🕑 Use a web service t	o help resolve navigation errors
🕑 Use a prediction se	rvice to help complete searches and URLs typed in the address bar
Predict network act	tions to improve page load performance
🛃 Enable phishing an	d malware protection
Use a web service t	o help resolve spelling errors
Automatically send	usage statistics and crash reports to Google

8. In the *Cookies* section, select Allow Local Data to Be Set (Recommended).

Content settings			×
Some settings are managed	d by your administrator.		
Cookies			
Allow local data to be set (recommended)			
Keep local data only i			
Block sites from setting	ng any data		
Block third-party cool	kies and site data		
Manage exceptions	All cookies and site data	Application data	

- 9. Scroll down to the *Pop-ups* section and select Allow All Sites to Show Pop-ups.
- 10. Select Manage Exceptions.

Content settings	×
Some settings are managed by your administrator.	
Manage handlers	
Plug-ins	
<ul> <li>Run automatically (recommended)</li> </ul>	
Click to play	
Block all	
Manage exceptions	
Disable individual plug-ins	
Pop-ups	
Allow all sites to show pop-ups	
Do not allow any site to show pop-ups (recommended)	-
Manage exceptions	

11. In the Add a New Hostname Pattern field, enter https://cm.netteller.com for NetTeller financial institutions, https://www.businessbillpaysite.com for consumer users, and https://www.businessbillpay-e.com for business users.
| Hostname nattern           | Behavior |  |
|----------------------------|----------|--|
| www.billpaysite.com        | Allow    |  |
| Add a new hostname pattern | Allow    |  |
|                            |          |  |
|                            |          |  |
|                            |          |  |
|                            |          |  |
|                            |          |  |

- 12. Set the Behavior to Allow.
- 13. Press Enter.
- 14. Select OK twice.
- 15. Scroll down to the Languages section and select Languages and Spell-checker Settings.

Net	twork
R	Google Chrome is using your computer's system proxy settings to connect to the network.
	Change proxy settings
Lar	iguages Change how Chrome handles and displays languages
	Languages and spell-checker settings
1	Offer to translate pages that aren't in a language I read
Do	wnloads

16. Verify English (United States) is the first or only language listed and select OK.

anguages		English (United States)	
nglish (United States)	×	Display Google Chrome in this language	
nglish		This language is used for spell checking	

**17.** Close all Google Chrome browsers and open a new one.

## Screenshots

## Taking a Screenshot on an Apple (Mac) Computer

On your keyboard, hold down Shift+Command and press 3.

caps lock	A	15	J U	This is the	alast barrentes
shift		Z	X	key	
control	ali option	đ	H		

This automatically saves the screenshot to your desktop as Picture1.png. The name may be different if there are already pictures saved to the desktop or if you are saving the image as a different file type (e.g., .jpg, .tif, .pdf).

To send the screenshot, create a new email and attach the image to the email.

## Taking a Screenshot on a PC (Personal Computer)

- 1. On your keyboard, press Print Screen/SysRq.
- 2. Open a Word document.
- 3. Paste the screenshot into the Word document using one of the following options:
  - Press Ctrl+V.
  - Select Edit and Paste.
  - > Right-click your mouse in the Word document and select **Paste**.

The screenshot should appear in the Word document.

4. Save the document.

Send as an attachment through email.

## **Taking a Screenshot in Windows 8**

Press Windows key + Print Screen key.

The screen flashes and the system instantly takes a screenshot. The image is saved to its own folder (**Screenshots**) in the **Photos** folder (or **My Pictures** if you are on the Desktop Version). Even if the folder did not previously exist, the folder creates itself.