ONLINE & MOBILE



Browser Settings

Updated 4/30/2014 - SSF



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How to Locate the Online Banking URL

1. Once you have pulled up the subscribers account, go to Manage, and then Institutions.



2. Enter the institution number and click Search.

🤣 Institution Search			×
Find Institution			
Institution ID: 80053	$ \subset$	Search	Details
Institution Name:		Clear	Agreement(s)
	State:		Cust Order(s)
Instit Name	City	State	Products
80053 First Federal	Charleston	SC	Warning Limits
			S/A Services
			Fee Defs
			Contacts/Users
			Express Pay
			Broadcast Mes
			Sub Adoption
			Promotions
			Mobile / JHA
			iPay API
			Hierarchy
			Close





- 😵 Institution Search X Find Institution-Institution ID: 80053 Search Details... Institution Name: Agreement(s). Clear City: State: • Cust Order(s)... Products... City State Instit. Name 80053 First Federal SC Charleston Warning Limits.. S/A Services... Fee Defs... Contacts/Users.. Express Pay. Broadcast Mes... Sub Adoption Promotions.. Mobile / JHA iPay API Hierarchy Close
- 3. Click **Details** to view additional information for the institution.

4. Locate the URL from the *Institution* tab and then enter the URL into a browser as it is listed in BPS.

3	📦 Details for First Federal (80053)							
t	Institution	Processing	ACH Info	Contract	Additional Info	X Integration Info		
-	Institution ID: 8	0053	IVB I	Number: 888-529-2220		DNIS:		
1	Type: 0)therReseller 🔄	3 🤇	URL: www.firstfederal	l.com			
	Relationship Manager: N	lone 🔽	Privacy/Secur	ity URL: http://www.first	federal.com/webff/se	ecurity/privacy.a:		
	Name / Address							
	Name: Fi	irst Federal		City: Charlesto	n			
	Address: P(O Box 118068		State: SC 💌	[
				Zip: 29423-80)68			



	COLUMN TWO IS NOT	100 100	1000
(=) (Image www.firstfederal.com/	, D → A → X	jhaToday	×
👍 🔁 Suggested Sites 🔻 🚺 Banno 💭 CashEd	lge 🧃 TFS 🧃 FSCM 🗿 HCM T	imeclock 🧃 jSource C	RM 🧃 MASTER Site
Site Actions -			

- 5. Click on the corresponding online banking platform for the type of billpay product they have in our system. If the bank does not have more than one listed, use the one that is listed on the website.
 - 1. The below screen shot is an example for one FI, the location, and the look/wording could be different depending on the institution.

First Federal	Home Site Map) Contact Us Locations/AT	Search Search Search
Online Banking Login Personal Online Banking Login	With yo	u for all o	of life's firsts.
Other Galine Services	Concern Feelineed.com		First Federal You're First
Enroll in Personal Online Banking Your Information is Secure	PERSONAL	BUSINESS	WEALTH MANAGEMENT

2. If you have an FI that has a the ability to login from the banks home page it will look similar to below:

4	Details for First Nia	ngara Bank (40126)				×
	Institution	Processing	ACH Info	Contract	Additional Info	X Integration Info
	Institution ID:	40126	IVR	Number: 866-956-6849		DNIS: 3026
	Туре	Bank	•	URL: www.fnfg.com	>	
	Relationship Manager	Jones, Barry	Privacy/Secu	ity URL: www.fnfg.com/	/privacypolicy	
	Name / Address	s				







i. Enter a login ID (I normally enter 1111 as a generic ID). Some FIs have both the Login ID and Password that need to be filled in. You can use the same generic number of 1111 for both.

Personal Banking	•
1111	-
Remember me ? Help	×
LPL Account View Customers: Lo enhancements coming October 2	ook for 28.
Set up my online account	•

- 6. You will notice the URL will change. Have the subscriber enter the beginning of the URL that they are directed to into the **pop-up blocker and allowed sites for cookie settings**.
 - 1. For the first example above, you would only have them enter <u>https://secure10.onlineaccess1.com</u> and nothing more.







Initial Steps for Browser Settings

Enter both the **online banking URL** that you have located in the above steps and either <u>www.billpaysite.com</u> or <u>www.businessbillpay-e.com</u> to the areas in the following steps:

Select the correct browser below:

- 1. Internet Explorer
- 2. Firefox
- 3. <u>Chrome</u>
- 4. <u>Safari 6.0.5</u>



Internet Explorer

If the subscriber is using Internet Explorer 10 or 11 follow <u>ALL</u> of the below steps. If they are using an earlier version skip to step **five**.

- 1. Select ALT+T.
- 2. On the Tools menu, select Compatibility View Settings.



3. In the "Add this website" field, select **Add** and verify the website(s) appears in the "Websites You've Added to Compatibility View" box.



mpatibility View Settings	×
You can add and remove websit Compatibility View.	es to be displayed in
Add this website:	
www.billpaysite.com	Add
Websites you've added to Compatibility \	/iew:
	Remove
Display all websites in Compatibility Vi	ew
V Display intranet sites in Compatibility	View
Download updated compatibility lists f	rom Microsoft
Learn more by reading the Internet E	volorer privacy statement
Learning by reading the <u>Internet e</u>	Apporer privacy statement
	Close

4. Select Close.

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





6. Go to the *Privacy* tab and click on **Sites**, add the website addresses and click **Allow**. Once they are both added click **Ok**.





7. Click on **Settings** in the *Pop-up Blocker* area, and add the website addresses to the "*Allowed sites*." Once they are both added, click **Close**.

	Internet Options	8 23			
	General Security Privacy Content Settings	Connections Programs Advanced			
Pop-up Blocker Settings	Ad a dimen	x not have a compact			
Exceptions Pop-ups are currently b websites by adding the Address of website to allow:	olocked. You can allow pop-ups from specific site to the list below.	e information that can r explicit consent ave information that your implicit consent			
Allowed sites:	Add	ed Default			
	Remove a	Clear Sites			
		e Browsing starts			
Notifications and blocking level:					
Play a sound when a pop-up) is blocked.	administrator.			
Show Notification bar when a pop-up is blocked.					
Medium: Block most automatic	DOD-LIDS	Cancel Apply			
Lindian. Diock most automatic	hoh oho				
Learn more about Pop-up Block	Close				

- 8. From the *Privacy* tab, click **Apply** > **Close** and then restart the browser and try again.
 - If the above settings do not fix the issue, go through the rest of the browser settings with the subscriber.
 - For Windows Vista the subscriber would need to restart the computer.

Note: If the above steps did not resolve the issue, select Additional Steps.

Back to Initial Steps Or Bank to Banking URL



Firefox

1) On your toolbar, select Tools > Options, OR select Firefox > Options > Options. Mac users, select Firefox > Preferences. For Firefox 29 and up, go to section 1a below.

Firefox Eile Edit View Higtory Bookmarks	<u>Tools</u> <u>H</u> elp <u>D</u> ownloads <u>A</u> dd-ons Set Up Sync	Ctrl+J Ctrl+Shift+A	
	P <u>W</u> eb Developer Page Info Start <u>P</u> rivate Brow Clear Recent <u>H</u> ist <u>O</u> ptions	► wsing Ctrl+Shift+P tory Ctrl+Shift+Del	-
Firefo New Star Fin Sav	x Tab w Tab rt Private Browsing t d re Page As	 Bookmarks History Downloads Add-ons Options 	+ pe Messenger My MSN Web Options
Sen We Full Set Exit	nd Link ht b Developer l Screen Up Sync	Help 🔸	Menu Bar Navigation Toolbar Bookmarks Toolbar Add-on Bar Ctrl+/ It Tabs on Top Toolbar Layout

	Firefox File Edit	View	History	Bookmarks	Tools	Window	Help
00	About Firefox						
	Preferences #		+				
	Services	•		_			
	Hide Firefox 第日 Hide Others て第日 Show All	H					
	Quit Firefox #0	Q					

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- a) If a subscriber is using Firefox 29 they will access the browser Options a little differently. The browser no longer has a Firefox drop down menu.
- b) The subscriber will need to ensure that they are clicking on the button with the three lines in the top right corner.

		- 🗆 🗙
, ,	0 ☆ 自	+ = =
📈 Cut	Сору	Deste Paste
-	100%	+
	60	
New Window	New Private Window	Save Page
	\bigcirc	4₽►
Print	History	Full Screen
Q	0	.
Find	Options	Add-ons
æ	Ope	en Options
Developer		
🚺 Sign in to Sy	nc	
+ Customize		0 U

For Mac users they can select the menu button to the right or the Firefox dropdown from the left:



- a) Then they will click on Options from the menu that drops down. For Mac users they would select Preferences.
 - i) If the Options/Preferences is not listed the subscriber may have customized this menu. To correct this have the subscriber select the Customize option at the bottom.





ii) From this next window they can click Options/Preferences and drag it into the menu box.

🕘 The Web We Want	× m Welcome to	Firefox × 🔂 Custo	mize Firefox	×			+ -	-	a ×
Firefox					C 8 -		▶ ☆ 自	∔ ≙	Ξ
Bookmarks Toolbar Items					 				5
Additional Tools ar	nd Features					X Cut	Сору	D Paste	
-	a		Ō			-	100%	+	
Open File	Subscribe Character I	Encoding Email Link	Sync	Tab Groups		New Window	New Private Window	Save Page	
						Print	Ö Options	History	
						Full Screen	Q Find	Add-ons	
						Developer			
								L	
						Sign in to Sy	nc		
Title Bar Show,	/ Hide Toolbars •				Restore Defaults	Z Exit Custom	ze	0 5	

c) From here the settings will be exactly the same, continue to step 2.



2) Go to the *Content* tab and click on *Exceptions* in the *Pop-up* blocker area to add both of the URLs into the "*Allowed Sites*" and then click *Close*.

0	ptions							×	Мог
			页		OD		\bigcirc	Ö	
	General	Tabs	Content	Applications	Privacy	Security	Sync	Advanced	
	<mark>▼ B</mark> lock	pop-up v	vindows				Exce	eptions	
	Fonts & C <u>D</u> efault fo	olors nt: T	Allowed S	ites - Pop-ups ecify which web	sites are all	owed to ope	en pop-up	windows. Ty	XX pe
			the exact a	ddress of the site	you want	to allow and	then clic	k Allow.	
	Language	s	A <u>d</u> dress of	website:					
	Choose yo	our pre							
								Allow	\supset
			Site				Status	,	
			<u>R</u> emove Sit	Remove A	II Sites			Close	
		C			ОК	Cance		<u>H</u> elp	

3) Then, click on **Privacy** and select **Firefox will: "Use Custom Settings for History."** Next to the area, "*Accept cookies from sites.*" Click on **Exceptions,** add both URLs, and then click on **Allow,** then **Close.**



	Options							23
			T		90	A	\bigcirc	÷Ö
Business P	General	Tabs	Content	Applications	Privacy	Security	Sync	Advanced
Maps I	Tracking							
	🔘 Tell sit	tes that I d	lo <u>n</u> ot want	to be tracked.				
	🔘 Tell sig	<u>t</u> es that I v	vant to be tr	acked.				
	O Do no	t tell sites	anything ab	out my tracking	preference	es.		
	Learn Mo	re						
	History							
	Firefox <u>w</u> il	l: Use cu	ustom settin	gs for history	•			
		ways use <u>t</u>	<u>p</u> rivate brow	sing mode				
	3	Remen	n <u>b</u> er my bro	wsing and dowr	load histor	у		
		Remen	nber search	and <u>f</u> orm history	r		-	
	3	Accept	cookies fro	m sites			Exc	eptions
😻 Except	ions - Cookies	-	-			×		
You can	specify which	websites a	are always o	r never allowed t	o use cook	ies.	<u>Show</u>	Cookies
Allow fo	e exact address or Session, or Al	of the site low.	e you want t	o manage and th	nen click Bl	ock,	Se	e <u>t</u> tings
A <u>d</u> dress	of website:							
		Blo	ck Al	low for <u>S</u> ession	Allo			
Site				Status		10	el	<u>H</u> elp
							-	
Remove	Site Remo	ve All Site	5		<u>C</u> lose			

- 4) Click **Ok**, and then restart the browser and try again.
 - a) If the above settings do not work, go through the rest of the browser settings with the subscriber.

Note: If the above steps did not resolve the issue, select Additional Steps.

Back to Initial Steps Or Bank to Banking URL



Chrome

1. On your browser toolbar, select and then **Settings.** Mac users can select **Chrome** > **Preferences** or the **Menu** button.



2. Click on "Show Advanced Settings," scroll down, and then click on **Content Settings** under the *Privacy* section. Under the *Cookies* section, click on **Manage Exceptions** and then enter the URLs under **Hostname Pattern** and select **Allow** for the *Behavior*. Once the URLs have been entered, click **Done**.



Content settings		
Cookies Allow local data to be set Keep local data only until Block sites from setting and 	(recommended) I quit my browser ny data	
Block third-party cookies Manage exceptions A	Cookie and site data exceptions	×
Images	Hostname pattern [".]example.com	Behavior Allow
	Learn more	Done

3. Scroll down to the *Pop-ups* area and click on **Manage Exceptions**. Enter the URLs and select **Allow.** Once they have both been entered, - click **Done**.

Disable individual plug-ins		
Pop-ups		
Allow all sites to show pop	-ups	
Do not allow any site to sh	ow pop-ups (recommended)	
Manage exceptions	Pop-up exceptions	×
Location	Hostname pattern	Behavior
	www.billpaysite.com	Allow
	[*.]example.com	Allow
	Learn more	Done

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- 4. Click on **Done**, and then restart the browser and try again.
 - If the above setting does not work, go through the rest of the browser settings with the subscriber.

Note: If the above steps did not resolve the issue, select Additional Steps.

Back to Initial Steps Or Bank to Banking URL



Safari 6.0.5 and up

- 1. In Safari, type the URL <u>https://www.billpaysite.com</u> into the address bar, then click **Enter**.
- 2. Highlight the entire web address, then drag and drop it to the **Top Site** button (*pictured below*). Press **Command+Q** to close the Safari session.



3. Open Safari and log into Internet Banking again, and then go into Bill Pay. Your browser should now work correctly with Bill Pay.

Note: If the above steps did not resolve the issue, select Additional Steps.

Back to Initial Steps Or Bank to Banking URL



Additional Steps to Browser Settings

Choose the type of browser that the subscriber is currently using to complete the additional steps for the browser.

Internet Explorer

Version 8 and 9 Version 10 or 11

Firefox

Version 10 and up to 22 Version 23 and Above

Google Chrome

Version 19 and up to 27 Version 28 and Above

Safari

Version 6.0.5 and Above





Additional Steps for 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**.



	security	Privacy Conten	t Connections	Programs Advance
Home p	age			
~	To creat	te home page tab	s, type each add	ress on its own line.
-	http://	/go.microsoft.co	m/fwlink/?Linklo	I=69157
	1			
	[Use current	Use default	Use blank
Browsin	ng history -			
(P)	Delete t	emporary files, h	istory, cookies, sa	aved passwords.
4	and web	o form information	n.	
	Dele	te browsing histo	ry on exit	
			Deleta	Sattings
Coarda	80		Deleterin	Securiga
Search	Change	an an ala da Caudha		()
r) Change	search deraulus,		Settings
Tabs -				
	Change	how webpages a	are displayed in	Settings
	tabs.	non neopageo e	a c all pla j ca all	betungs
Annear	ance			
, ppcu		<u>[</u>	7	
	Colors	Languages	Fonts	Accessibility

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





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.



General	Security	Privacy	Content	Connections	Programs	Advanced
Home p	To crea	ate home //go.micr	page tabs, osoft.com	type each add /fwlink/?Linklo	ress on its o 1=69157	own line.
		Use cu	rrent	Use default	Use	blank
Browsi	ng history		Alaa kint			2242
4	and we	emporar b form in	formation.	Ory, COOKIES, S	aved passw	ords,
	🔲 Del	ete brows	ing history	on exit		
			[Delete	Set	tings
Search) Chang	e search o	defaults.		Set	tings
Ş						
Tabs -	Chang tabs.	e how we	bpages are	e displayed in	Set	tings
Appeal	Chang tabs. rance	e how we	bpages are guages	displayed in	Set	tings

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



remporary internet ri	les	
Internet Explorer sto for faster viewing lat	ores copies of webpage ter.	es, images, and media
Check for newer ver	sions of stored pages:	
Every time I vi	isit the webpage	
C Every time I st	tart Internet Explorer	
Automatically		
O Never		
Disk space to use (8- (Recommended: 50	1024MB) 0-250MB)	50
Current location:		
C:\Users\PC\AppData Internet Files\	a\Local\Microsoft\Wind	ows\Temporary
Move folder	View objects	View files
Move folder	View objects	View files
Move folder History Specify how many da of websites you hav	View objects ays Internet Explorer s e visited.	View files

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.



Move up
love dowi
Remove
Add
R

- 7. Select the *Content* tab.
- 8. In the "Content Advisor" section, verify the first button reads Enable. If it does not, select Disable.



Controls	2				
Contro					8
bowiew	the Inte	rnet conter	nt that can	🔐 Parental	Controls
DE VIEV	veu.				
dvisor -	101.525	50° - 18985	-3213FT #12	ery - 1000-000 - 0000	<u></u>
Rating	s help you	control th	e Internet con	tent that car	n be
VIEWEU		omputer.		~	
		Er	nable	Setti	ings
s	57.				
Use ce	rtificates	for encrypt	ted connection:	s and identif	ication.
	2				
ear SSL :	state	Certi	ficates	Publish	ers
lata					
AutoCa	melata c	torac provi	ous optrios	C-W-	- 1
on web	ipages an I.	id suggests	matches	Setun	gs
Web Sli	ces —				
Feeds	and Web	Slices prov	ide updated	Settin	gs
conten read in progra	t from we Internet ms.	bsites that Explorer a	can be		
	Advisor Ratings viewed Use cer Use cer ear SSL s lete AutoCo on web for you Web Sli Feeds s conten read in prograf	Advisor Ratings help you viewed on this c use certificates Use certificates ear SSL state lete AutoComplete s on webpages an for you. Web Slices Feeds and Web content from we read in Internet programs.	Advisor Ratings help you control the viewed on this computer. Exercises Use certificates for encryption ear SSL state Certificates for encryption ear SSL state Certificates for encryption certificates for encryption ear SSL state Certificates for encryption ear SSL state ear	Advisor Ratings help you control the Internet control viewed on this computer. Readings help you control the Internet control viewed on this computer. Reading Enable Readi	Advisor Ratings help you control the Internet content that car viewed on this computer. Particular Setting Use certificates for encrypted connections and identificates Use certificates for encrypted connections and identificates Use certificates for encrypted connections and identificates Publish Nete AutoComplete stores previous entries on webpages and suggests matches for you. Web Slices Feeds and Web Slices provide updated content from websites that can be read in Internet Explorer and other programs.

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.

- 9. Select the Advanced tab.
- 10. 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.
- **11.** Choose an operating system and follow the corresponding steps.

System	Steps
Windows Vista	 Select OK. Restart your computer.
Windows XP	 Select OK. Restart the browser





General Security Privacy Content Connections Programs Advanced
Settings
 Enable DOM Storage Enable Integrated Windows Authentication* Enable memory protection to help mitigate online attacks* Enable native XMLHTTP support Enable SmartScreen Filter Use SSL 2.0 Use SSL 3.0 Use TLS 1.0 Use TLS 1.1 Use TLS 1.1 Use TLS 1.2 Warn about certificate address mismatch* Warn if changing between secure and not secure mode Warn if POST submittal is redirected to a zone that does n
· · · · · · · · · · · · · · · · · · ·
*Takes effect after you restart Internet Explorer
Reset Internet Explorer settings
Resets Internet Explorer's settings to their default Reset condition. You should only use this if your browser is in an unusable state.

Back to Initial Steps or Back to Additional Steps





Additional Steps for Internet Explorer 10 or 11

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



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





The "Delete Browsing History" dialog box appears.

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- 3. Clear all but the **Temporary Internet Files and Website Files** check box, and then select **Delete**.
 - While the browser clears itself, Internet Explorer 10 or 11 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.
- 4. On the General tab, in the "Browsing History" section, select Settings.



General	Security	Privacy	Content	Connections	Programs	Advanced
Home p	bage		~			
~	To cre	ate home	page tabs,	type each add	lress on its o	own line.
	http:	//www.m	sn.com/?o	cid=UP72DHP	&pc=UP72	&dt 🔺
				200	-	*
		Use cu	irrent	Use default	Use n	ew tab
Startu	р —					
() S	tart with ta	abs from t	he last ses	sion		
O S	tart with h	ome page				
Tabs -					191	5
Char	nge how we	ebpages a	ire displaye	ed in tabs.	Ta	abs
Browsi	ng history					
Dele form	te tempora informatio	ry files, hi n.	istory, coo	kies, saved pas	swords, and	d web
	elete brow	sing histo	ry on exit			
				Delete	Set	tings
Appea	rance —					
	Colors	Lang	guages	Fonts	Acce	ssibility
	1040403030	5.8				10.000-00

The Website Data Settings dialog box appears.

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emporary Internet Files	History	Caches a	nd databas	ses		
Internet Explorer stores for faster viewing later.	copies of	webpages	, images, ai	nd medi	a	
Check for newer versions	ofstored	pages:				
Every time I visit the second seco	ne webpa	ge				
🔘 Every time I start I	Internet E	xplorer				
Automatically						
O Never						
Disk space to use (8-102- (Recommended: 50-25)	4MB) DMB)		250	×		
Current location:						
C: \Users\sfunderburk\Ap remporary Internet Files\	Data Loc	al₩icroso	ft\Windows	1		
Move folder	View obje	cts	View file	es		

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



			_			
General	Security	Privacy	Content	Connections	Programs	Advanced
Home p	age					
~	To cre	ate home	page tabs,	type each add	ress on its o	wn line.
-	http:	//www.m	sn.com/?o	cid=UP72DHP	&nc=UP72	& th &
	intepi	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Sincomyro	dia orreorn	ape one	ciut -
						*
		Lise o	rrent	Lise default	lise n	ew tab
2.3		Oseco	inem	Ose deradure	Usen	ew tab
Startu	p —					
O S	itart with ta	abs from t	he last ses	sion		
() S	tart with h	ome page				
Tabs -					157	- 51
Char	nge how w	ebpages a	ire displaye	d in tabs.	Ta	abs
					18	
Browsi	ng history					
Browsi Dele	ng history te tempora	ry files, h	istory, cool	des, saved pas	swords, and	d web
Browsi Dele form	ng history te tempora i informatio	ny files, h n.	istory, cool	kies, saved pas	swords, and	d web
Browsi Dele form	ng history te tempora i informatio Delete brow	ny files, h n. Ising histo	istory, cool ry on exit	cies, saved pas	swords, and	d web
Browsi Dele form	ng history te tempora informatio Delete brow	ry files, h n. sing histo	istory, cool ry on exit	kies, saved pas	sswords, and	d web tings
Browsi Dele form	ng history te tempora i informatio Delete brow	ry files, h n. sing histo	istory, cool ry on exit	kies, saved pas Delete	sswords, and	d web tings
Browsi Dele form	ng history te tempora informatio Delete brow rance —	ny files, h n. Sing histo	istory, cool ry on exit	vies, saved pas	sswords, and	d web
Browsi Dele form	ng history te tempora informatio Delete brow rance — Colors	ry files, h n. Ising histo	istory, cool ry on exit guages	Delete	sswords, and	d web tings
Browsi Dele form C Appea	ng history te tempora i informatio Delete brow rance Colors	ry files, h n. sing histo	istory, cool ry on exit guages	Delete	sswords, and	d web tings ssibility

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

Id the languages you use to read websit eference. Only add the ones you need, used to impersonate websites in other l	es, listing in order of as some characters ca anguages.
English (United States) [en-US]	Move up
	Move down
	Remove
	Add
Prefix and suffix options Do not add 'www' to the beginning of Specify the suffix (for example .net) that typed web addresses when you press Ct	typed web addresses t should be added to rl + Shift + Enter.



8. On the *Advanced* tab, in the "*Settings*" section, verify the **SSL 3.0** and **TLS 1.0** check boxes are <u>selected</u> and the **TLS 1.1** and **TLS 1.2** check boxes are <u>cleared</u>.

neral	Security	Privacy	Content	Connections	Programs	Advance
Setting	s					
	 Enable Enable Enable Enable Enable Use St Use St Use Ti Use Ti Use Ti Use Ti 	e Enhance e Integrat e native X e SmartSc e Strict P3 SL 2.0 SL 3.0 LS 1.0 LS 1.1 LS 1.2	ed Protecte ced Windov MLHTTP su reen Filter P Validatio	d Mode* vs Authenticatio ipport n*	on*	
	Warn Warn Warn	about cer if changin if POST si	tificate ad 19 betweer 11 ubmittal is 1	dress mismatch secure and no redirected to a	* t secure mod zone that do	de bes n
। *Ta	V Warn Warn Warn	about cer if changin if POST si after you	tificate ad g between ubmittal is III restart vo	dress mismatch o secure and no redirected to a	* t secure moo zone that do	de besn t

9. Select **OK** and restart the browser.

Back to Initial Steps or Back to Additional Steps





Additional Steps for Firefox 10 and up to 22

 On your toolbar, select Tools > Options, OR select Firefox > Options > Options. Mac users, select Firefox > Preferences

Firefox 🔻	<u>File Edit View History B</u> ookma	rks <u>T</u> ools <u>H</u> elp		
< 1 www	MSN.com	Downloads Add-ons Set Up S <u>v</u> nc	Ctrl+J Ctrl+Shift+A	
	Hotmail	Skyp Web Developer Page Info	•	
	MSI	Start Private Bro Clear Recent His	wsing Ctrl+Shift+P story Ctrl+Shift+Del	
	1949-664	<u>O</u> ptions		
	Fire	fox MSN.com		+
	1 29	New Tab	Bookmarks + History +	
		Edit 🧼 👆 💼 🔸	Downloads pe	Messenger MyMSN Web (
	;	Save Page As	Options 🔸	Options
		Send Link Print •	Help 🕨	Menu Bar Navigation Toolbar
		Web Developer		Bookmarks Toolbar Add-on Bar Ctrl+/
		Set Up Sync		Tabs on Top
		EXIL	1000	Toolbar Layout

. es	Firefox	File	Edit	View	History	Bookmarks	Tools	Window	Help
00	About	Firefox	¢						
	Prefere	nces	. ¥,		+		_	_	_
	Service	s	i	-				=	
	Hide Fi Hide O Show A	refox thers \	H第 H第ブ	ł					
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2. Select the **Content** icon, and then select the **Block Pop-up Windows, Load Images Automatically and Enable JavaScript** check boxes.

Options				1			<u> </u>
General	Tabs	反 Content	Applications	Privacy	Security	Sync Sync	Advanced
<mark> </mark>	: pop-up w <u>i</u> mages au le <u>J</u> avaScrip	indows tomatically ot				Exce Exce Ady	ptions ptions anced
Fonts & C <u>D</u> efault fo	Colors ont: Time	es New Rom	an	•	<u>S</u> ize: 16	▼ Adv	/anced
Language Choose y	es our preferi	ed language	e for displaying	pages		C	1 <u>0</u> 056
			ſ	OK	Canc	el	Help

- 3. On the **Content** icon and in the "Languages" section, select **Choose**.
- 4. Verify English/United States [en-us] is the first language listed.

Web pages are sometimes offered in more than Choose languages for displaying these web pag preference.	one language jes, in order of
Languages in order of preference:	
English/United States [en-us]	Move <u>Up</u>
English [en]	Move Down
	Remove
Select a language to add +	Add





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

General Network Upda	te Encryption	rivacy	Security	Jyne	Auvance
Connection Configure how Firefor	x connects to the Intern	et		S <u>e</u> tti	ngs
Cached Web Content					
Your web content cac <u>O</u> verride automat <u>L</u> imit cache to	the is currently using 29 ic cache management 1024 🔆 MB of space	9.7 MB of dis	ik space	<u>C</u> lear	Now
Offline Web Content	and User Data			8-	
Your application cach	e is currently using 0 by	ytes of disk s	space	Clear	r <u>N</u> ow
I tell me when a w The following website	ebsite asks to store data es are allowed to store d	a for offline lata for offlin	use ne use:	Except	tions
				6	
				Rem	iove

- 6. Select Clear Now in the "Cached Web Content" section
- 7. Select the *Encryption* tab



			100		Q	io.
General Tab	Content	Applications	Privacy	Security	Sync	Advance
eneral Network	Update Encr	yption				
Protocols						
Use SSL 3.0)		Use TLS	<u>1</u> .0		
Cartificator						
When a server	requests my p	ersonal certificat	e;			
Select one	automatically	Ask me ev	ery time			
<u> </u>						
View Certifica	te <u>s</u> <u>R</u> evoc	ation Lists	alidation	Security	Devices	
1,05						

- 8. Verify the Use SSL 3.0 and Use TLS 1.0 check boxes are selected.
- 9. Select **OK** and refresh the browser. Mac users select the red dot on the top left corner of the window and restart the browser.

Back to Initial Steps or Back to Additional Steps



Additional Steps for Firefox 23 and Above

 Have subscriber click on "Tools" and go to "Options". Or, click on the Firefox drop down menu and click on "Options" to open another menu and then "Options" again. Mac Users select Firefox > Preferences. For Firefox 29 and up, go to section 1a below.

fox ▼	<u>I</u> ools <u>H</u> elp				
MSN.com	Downloads	Ctrl+J			
ዿ www. msn.com /?ocid=iehp	Add-ons	Ctrl+Shift+A	Ē		
Hotmail Skyn	Set Up Sync		_		
Hounair Oxyp	Web Developer				
	Page Into				
msn	Clear Recent His	story Ctrl+Shift+D	el		
	Options		-		
NEW Firefox	MSN com			4	
New	Tab	Bookmarks		T	
Start	Private Browsing	History			
Edit	2 3 C .	Downloads	pe	Messenger	My MSN
Find		Add-ons			Web
Save	Page As	Options	•	Options	-
Send	Link	Help	•	Menu Bar	
a Print			~	Navigation To	olbar
Web	Developer •			Bookmarks To	olbar
Full S	creen			Add-on Bar	Ctrl+/
Set U	p Sync		~	Tabs on Top	
🖾 Exit				Toolbar Layou	ıt
Eirofox Eilo Edit View	History Pool	kmarke Tools	Win	dow Holo	
About Firefox	HISTOLY BOOK	KIIIdIKS TOOIS	WIII	uow neip	
About Hielox	1+1				
Preferences ¥,	C21				
Services					
Hide Firefox #H					
Hide Others					
Hide Others て第日 Show All					





- b) If a subscriber is using Firefox 29 they will access the browser Options a little differently. The browser no longer has a Firefox drop down menu.
- c) The subscriber will need to ensure that they are clicking on the button with the three lines in the top right corner.

		- 🗇 🗙
	P ☆ 🖻	+ - =
X Cut	Сору	Deste Paste
-	100%	+
	60	
New Window	New Private Window	Save Page
	C	4⊕►
Print	History	Full Screen
Q	Ö	
Find	Options	Add-ons
æ	Op	en Options
Developer		
🚺 Sign in to Sy	nc	
+ Customize		0 U

For Mac users they can select the menu button to the right or the Firefox dropdown from the left:



- *d)* Then they will click on Options from the menu that drops down. *For Mac users they would select Preferences.*
 - i) If the Options/Preferences is not listed the subscriber may have customized this menu. To correct this have the subscriber select the Customize option at the bottom.





ii) From this next window they can click Options/Preferences and drag it into the menu box.

😻 The Web We Want	× m Welco	ome to Firefox	× 🐻 Custom	ize Firefox	×				+ -	-	ð ×
Firefox						▼ 1	c 8		▶ ☆ 自	∔ ≙	Ξ
Bookmarks Toolbar Items											
Le Bookmarks Toolbar Items Additional Tools an Open File	Id Features Subscribe Char	æ ræcter Encoding	Email Link	Ç Sync	Tab Groups			X Cut - New Window Print Full Screen Developer	Rew Private Window Options	Paste Paste Paste	
Title Bar Show /	Hide Toolbars •						Restore Defaults	Sign in to Sy Exit Customic	nc ze	@ U	

e) From here the settings will be exactly the same, continue to step 2.

2. While under the *Content* tab, a section called "Languages" will appear at the bottome, click on "Choose" and double check to ensure that "English/United States" is the first language listed.

Move Up
Move Up
Move <u>D</u> own
Remove
Add
)

3. Click on the "Advanced" icon, then *Network* tab. To empty the cache, click on the "Clear Now" button under the "Cached Web Content" area.

			Optio	ns			×	
General	Tabs	正 页 Content	Applications	Privacy	Security	C) Sync	کې Advanced	
General Da	ata Choice	s Network	Update Certifi	cates				
Connec	Connection Configure how Firefox connects to the Internet Settings							
Cached Your we	Cached Web Content Your web content cache is currently using 24.7 MB of disk space							
Lin	nit cache to	5 350 ÷	MB of space					
Offline	Web Conte	ent and User	Data					
Your ap	plication o	ache is curr	ently using 0 by	tes of disk	space	Clear	Now	
✓ <u>T</u> ell	me when	a website as	ks to store data	for offline	use	E <u>x</u> cept	ions	
The foll	owing wel	osites are all	owed to store d	ata for offlu	ne use:	<u>R</u> em	ove	
				ОК	Cance	el	<u>H</u> elp	





O Advanced
Image: Content Applications Privacy Security Sync Content Applications
General Data Choices Network Update Certificates
Connection
Configure how Firefox connects to the Internet Settings
Cached Web Content
Your web content cache is currently using 69.5 MB of disk space Clear Now Override automatic cache management
Limit cache to 1024 $\begin{pmatrix} \bullet \\ v \end{pmatrix}$ 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
2

*You will not need to verify the TLS/SSL settings as they are automatically set correctly for the subscriber.

4. Click "**OK**" and refresh browser. Mac users select the **red dot** on the top left corner of the window and restart the browser.

Back to Initial Steps or Back to Additional Steps



Additional Steps for Google Chrome 19 and up to 27

1. On your browser toolbar, select and then **Settings.** Mac users can select **Chrome** > **Preferences** or the **Menu** button.

					3						
				\$3	Ξ						
ASTER Site	New tab			Ctrl+T							
	New window			Ctrl+N							
	New incognito win										
	Bookmarks	×									
	Edit	Cut	Сору	Paste							
	Zoom - 100% +										
	Save page as						Chrome	File E	dit	View	History
	Find			Ctrl+F		0	About G	oogle Cl	hrome	2	
	Print		Ctri+P		← -	Preferen	ces			ж,	
	Tools	•	For gu	Sign in t	o Chron owsing [ne Data		ሰዝ 🕅			
nitiatives	History		Ctrl+H			Import B	lookmar	ks an	d Setti	ngs	
	Downloads Ct						Services				►
J	Settings						Hide Go	ogle Chr	rome		₩H H₩-~
assion for (About Google Chro	me					Show Al				т
Integrity	Help						Warn Be	fore Qui	tting	(#Q)	
	Exit						Quit Goo	ogle Chr	ome		жQ

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

Chrome	History		
History	Clear all brow	vsing data	Remove selected items
Extensions	Today - Frida	v. October 2	26. 2012
Settings	8:55 PM	🏓 jhaToda	y jhatoday.jackhenry.com 🖃
Help	Friday, Octob	oer 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
	2:32 PM	Pi iPav Ou	ality Assurance Employees Federal





The following dialog box appears.

Clear browsing data			×
Obliterate the following items from:	the beginning of tim	ne 🔻	
Clear browsing history			
Clear download history			
Empty the cache			
Delete cookies and other site an	d 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 **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.							
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 <u>logged</u>)							
	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 cettings							

7. Scroll down to the "*Languages*" section and select **Languages and Spell-checker Settings**.

Network	
Google Chrome is using your computer's system proxy settings to conn	ect to the network.
Change proxy settings	
Languages Change how Chrome handles and displays languages	
Languages and spell-checker settings	
Offer to translate pages that aren't in a language I read	
Downloads	





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

Display Google Chrome in this language	
Display Google Chrome in this language	
This language is used for spell checking	

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

Back to Initial Steps or Back to Additional Steps



Additional Steps for Google Chrome 28 and Above

1. On your browser toolbar, select and then **Settings**. PC users will need to select the **Menu** button, while Mac users can select **Chrome** > **Preferences** or the **Menu** button.



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

Chrome	History			
History	Clear all brows	ing data	Remove selected items	
Extensions	- 1 I	<u></u>		
Settings	Today - Friday	, October .	26, 2012	
	8:55 PM	🍋 jhaToda	y jhatoday.jackhenry.com 🔄	
Help	Friday, Octobe	er 19, 2012		
	2:32 PM	🗋 iPay Qu	ality Assurance Employees Feder	ral
	2:32 PM	🕒 iPay Qu	ality Assurance Employees Feder	ral
	2:32 PM	🗋 iPay Qu	ality Assurance Employees Feder	ral
	2:32 PM	P iPay Ou	ality Assurance Employees Feder	ral





The following dialog box appears.

Clear browsing data	×
Obliterate the following items from: the beginning of time 💌	
Clear browsing history	
Clear download history	
Delete cookies and other site and plug-in data	
Empty the cache	
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 **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 Google Chrome with your Google Account to save your personalized browser features to the Search settings		
History	access them from Google Chrome on any computer. You'll also be automatically signed in to your favorite		
Extensions	Google services. <u>Learn more</u>		
Extensions	Sign in to Chrome		
Settings	On startup		
Help	 Open the New Tab page 		
	Continue where I left off		
	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.		
	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		

7. Scroll down to the "Languages" section and select Languages and Input Settings.

Network

Google Chrome is using your computer's system proxy settings to connect to the network.

Change proxy settings...

Languages

Change how Chrome handles and displays languages

Language and input settings...

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



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

Languages	English (onited States)
English (United States)	Google Chrome is displayed in this language
English	This language is used for spell checking
Add	

9. Close all Google Chrome browsers and open a new one.

Back to Initial Steps or Back to Additional Steps



Additional Steps for Safari 6.0.5 and Above

1. On your toolbar, select **Safari > Preferences.**



2. Select the Security icon.



- 3. For the **Web Content** settings, verify that the check box next to **Enable JavaScript** is selected and the check box next to **Block pop-up windows** is not selected.
- 4. For the Internet plug-ins settings, verify that the check box next to Allow Java and Allow all other plug-ins is selected.
- 5. Select the **Privacy** icon. Note what **Cookie** option is selected (needed for Step 7), then select **Never** for the **Block Cookies** setting.



00	Privacy
General Bookmarks Tabs AutoFill Passwords	Security Privacy Notifications Extensions Advanced
Cookies and other website data:	Remove All Website Data 8 websites stored cookies or other data Details
Block cookies:	 From third parties and advertisers Always Never
Limit website access to location services:	 Prompt for each website once each day Prompt for each website one time only Deny without prompting
Website tracking:	Ask websites not to track me
Web search:	Prevent search engine from providing suggestions

This is the only available option that allows session cookies.

- 6. Open Bill Pay to obtain the specific bill pay Cookie needed.
- 7. **Repeat Step 5** and choose the original Block Cookies setting (that was originally selected) now that the bill pay cookie has been obtained. To close the window, select the **red dot** in the top left corner of the window.

Back to Initial Steps or Back to Additional Steps

