ONLINE & MOBILE

May 2013

ProfitStars®

iPay Solutions™

Browser Settings

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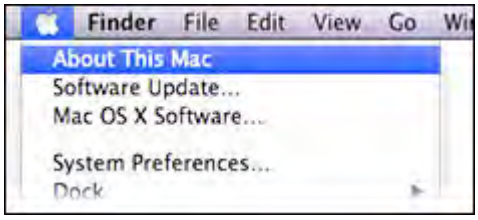
Overview

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.

Locating the PC (Personal Computer) Operating System

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

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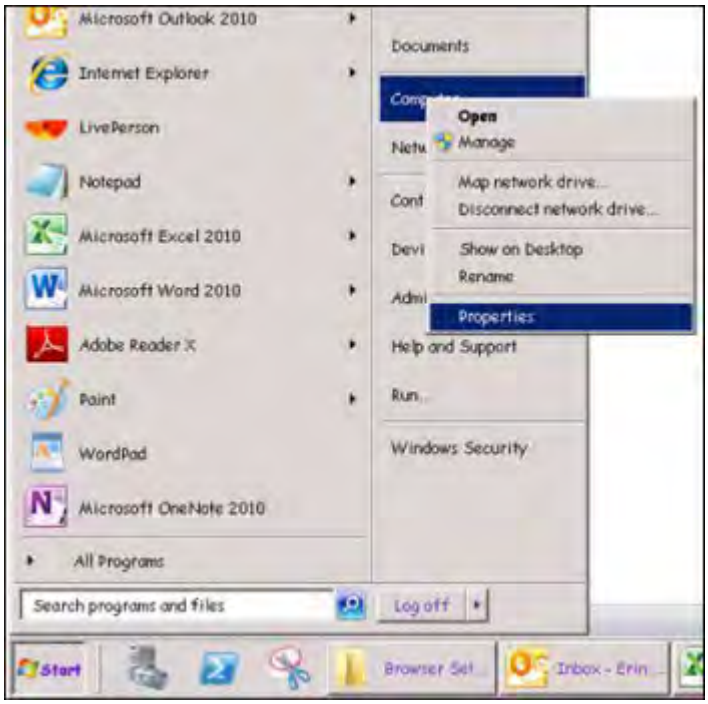
2. Right-click **Computer** or **My Computer**.



3. Select **Properties**.
The version should appear after Windows (e.g., Vista, XP, 7).

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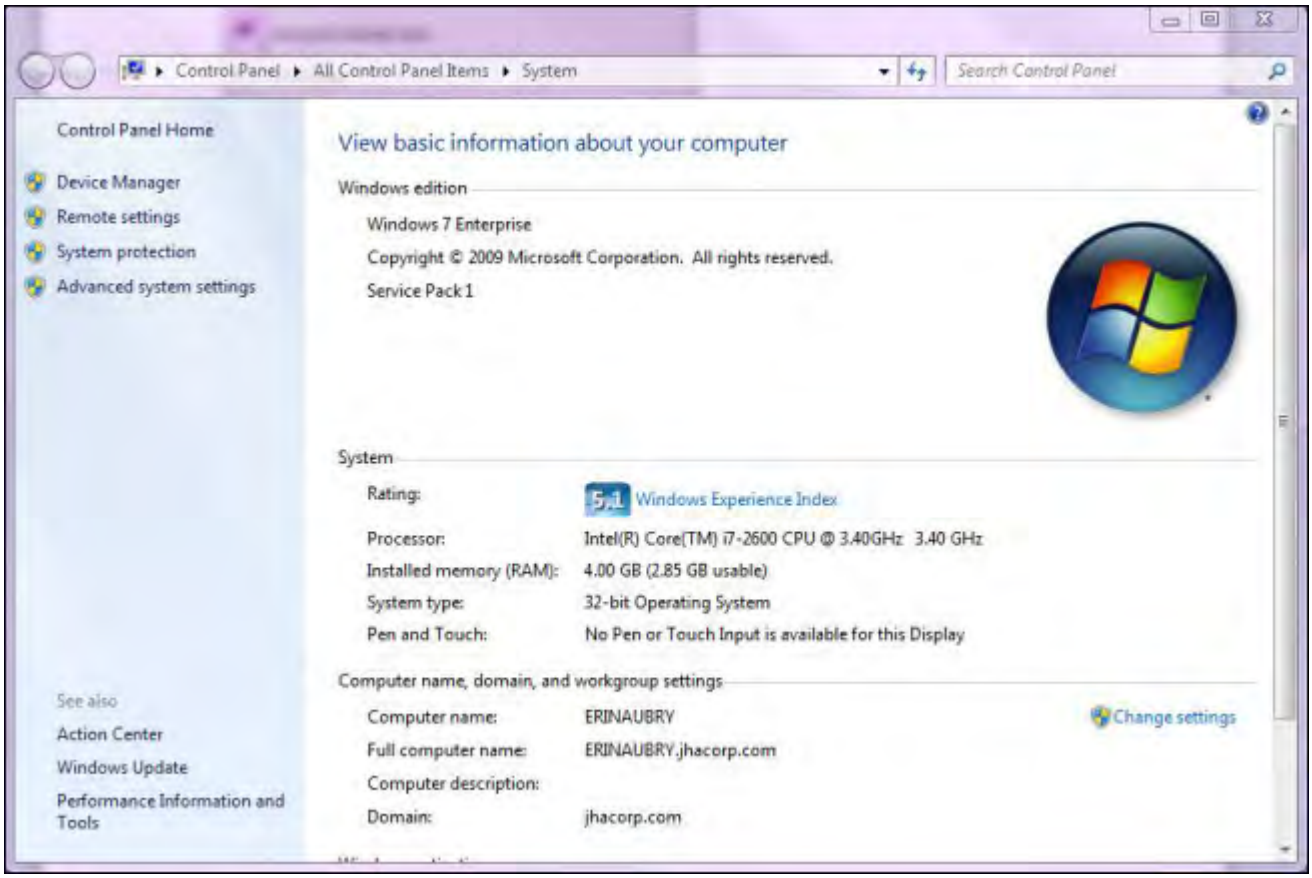

Supported Browsers

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.

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.

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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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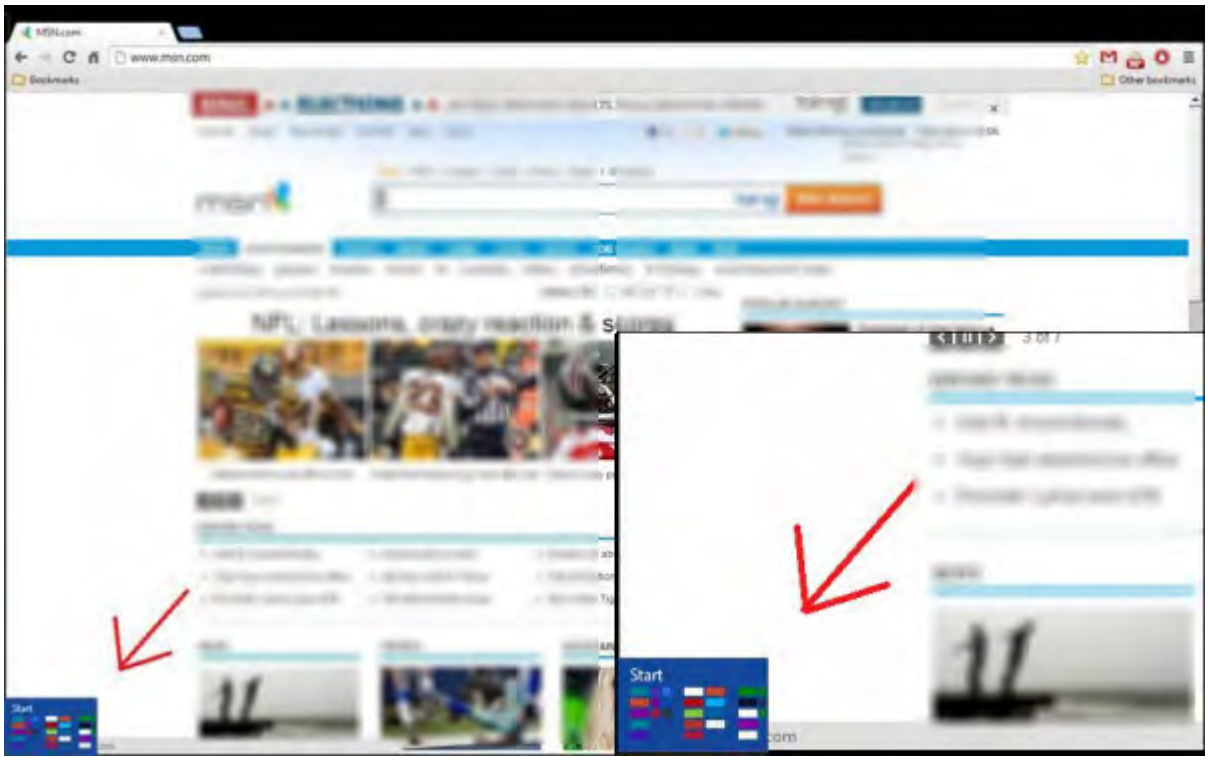

You cannot access the **Start** menu if you are already on the Metro User Interface.

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.

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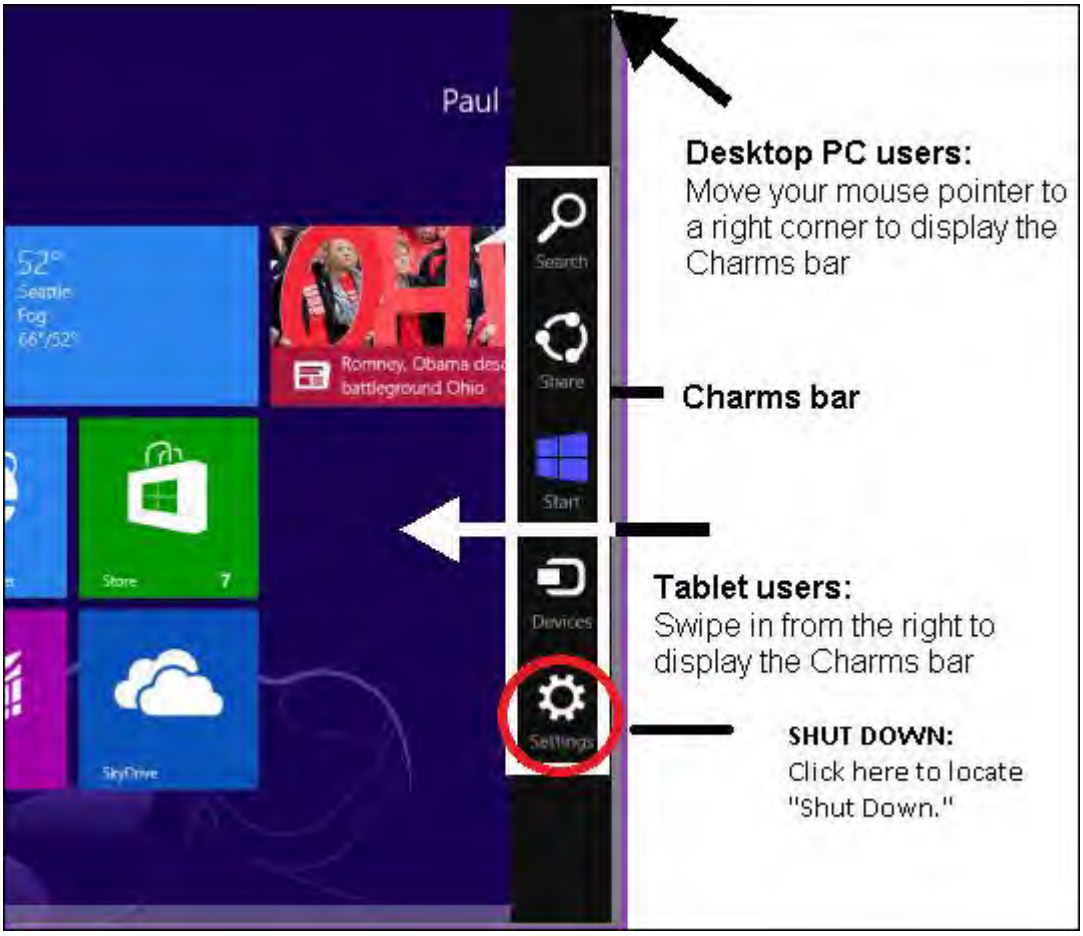
- Top right-hand corner - Displays the **Charms Bar** menu. This menu can be used to shut down PCs.
- Bottom right-hand corner - Displays the **Charms Bar** menu.
- Bottom left-hand corner - Displays the **Start** menu if you are in a browser window. The Metro User Interface is the **Start** menu, so 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.**

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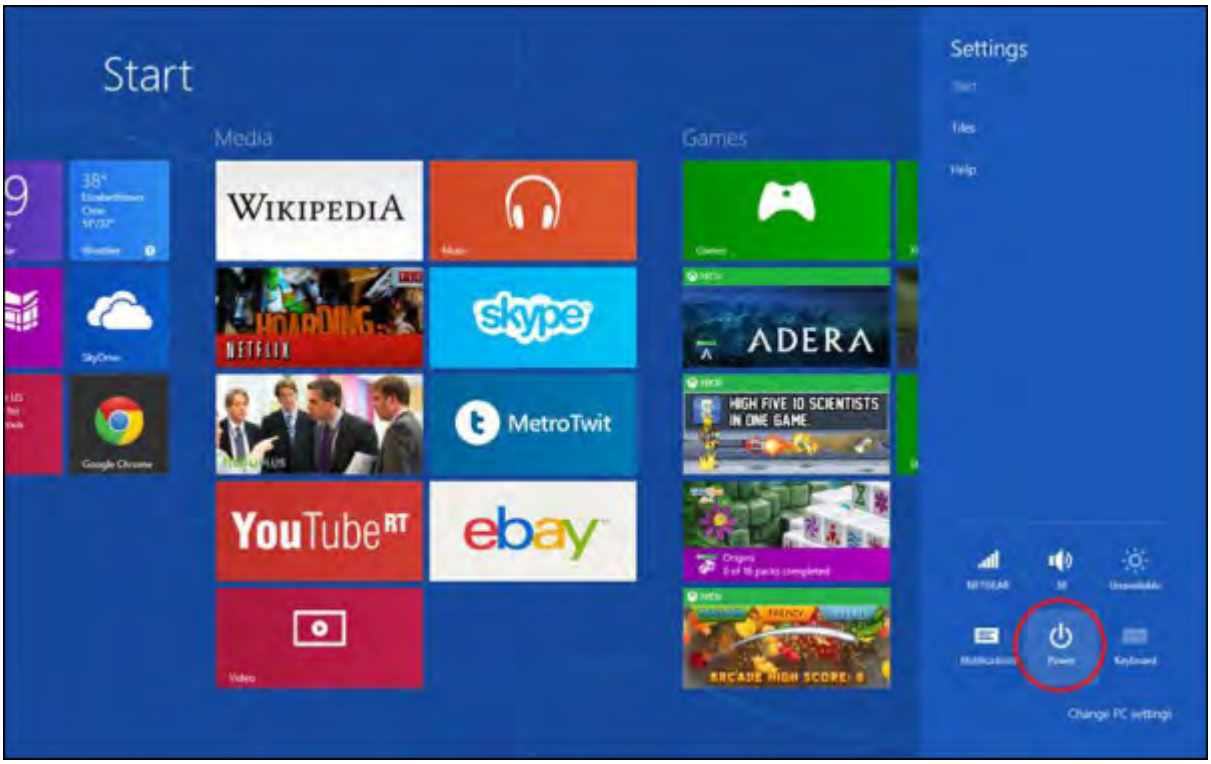

You may also press **Ctrl+Alt+Delete** and then select **Shut Down** in the bottom right-hand corner.

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.

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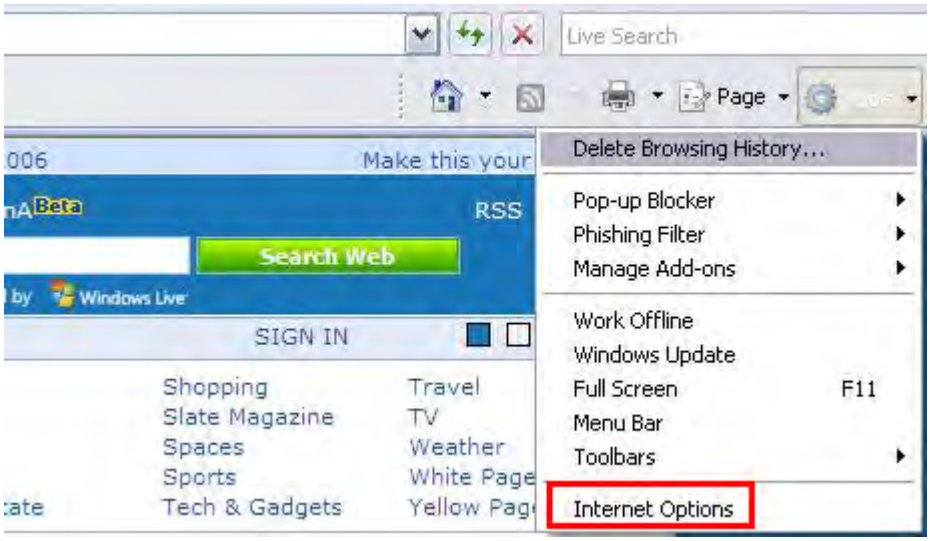
You can also close any applications or windows by pressing **Alt+F4** on both the Metro User Interface and Desktop Version.

Browser Settings

Editing Browser Settings in Internet Explorer 7.0

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



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

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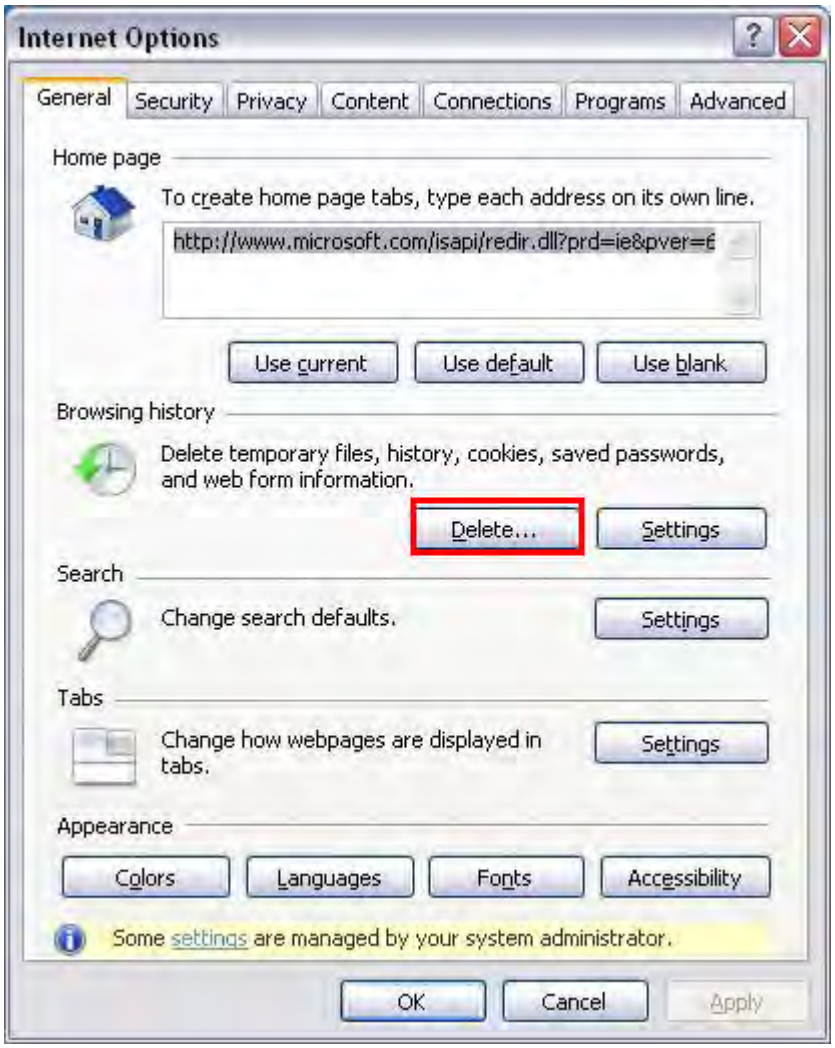

3. Select **Delete Files**.

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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.

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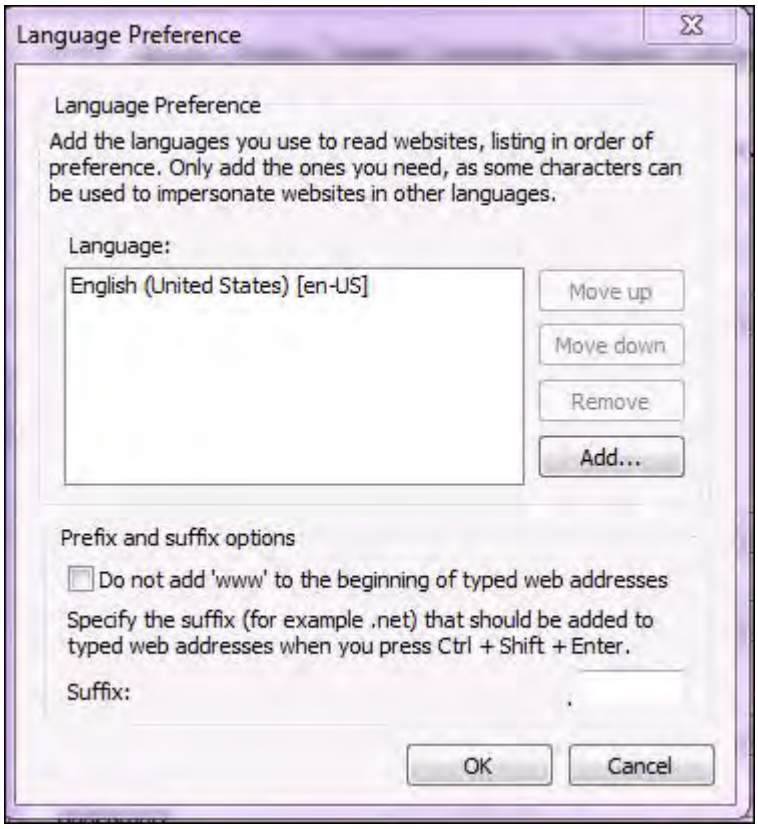

6. On the **Security** tab, select **Custom Level**.

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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**.

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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.

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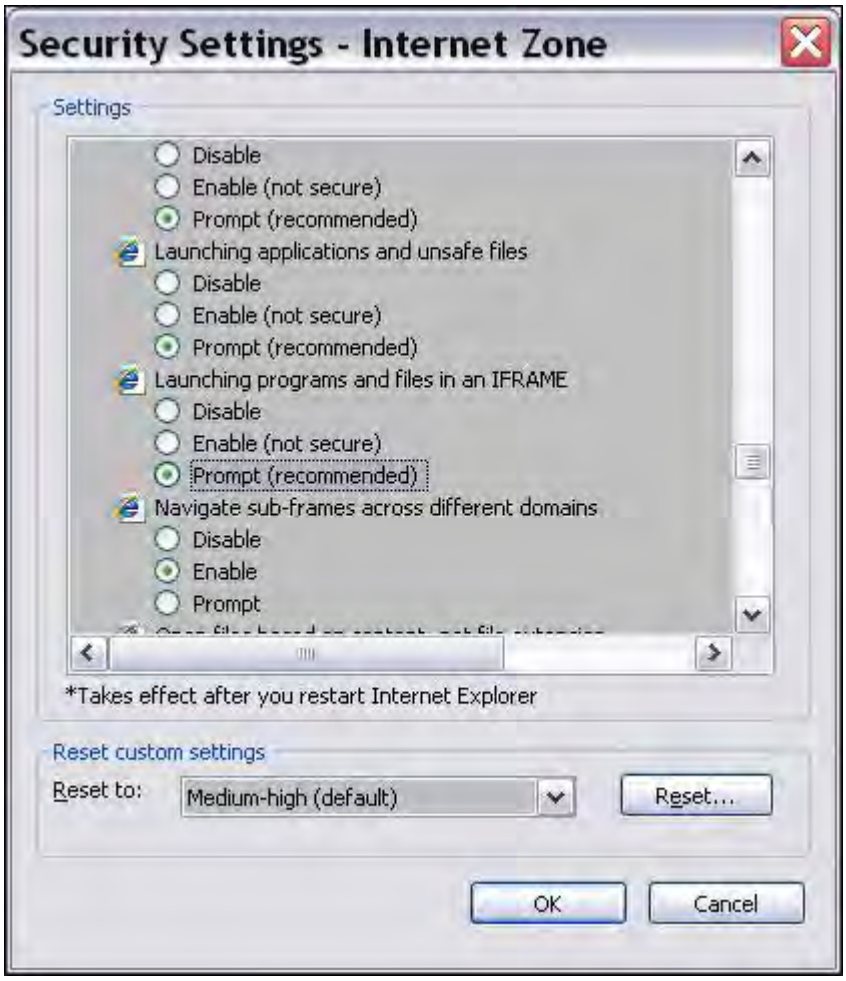

12. Scroll down to **Active Scripting** and select **Enable**.
13. Select **OK**.
    A dialog box displays: *Are you sure you want to change the security settings for this zone?*
14. Select **Yes**.
15. On the *Privacy* tab, select **Advanced**.

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

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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.

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

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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.**

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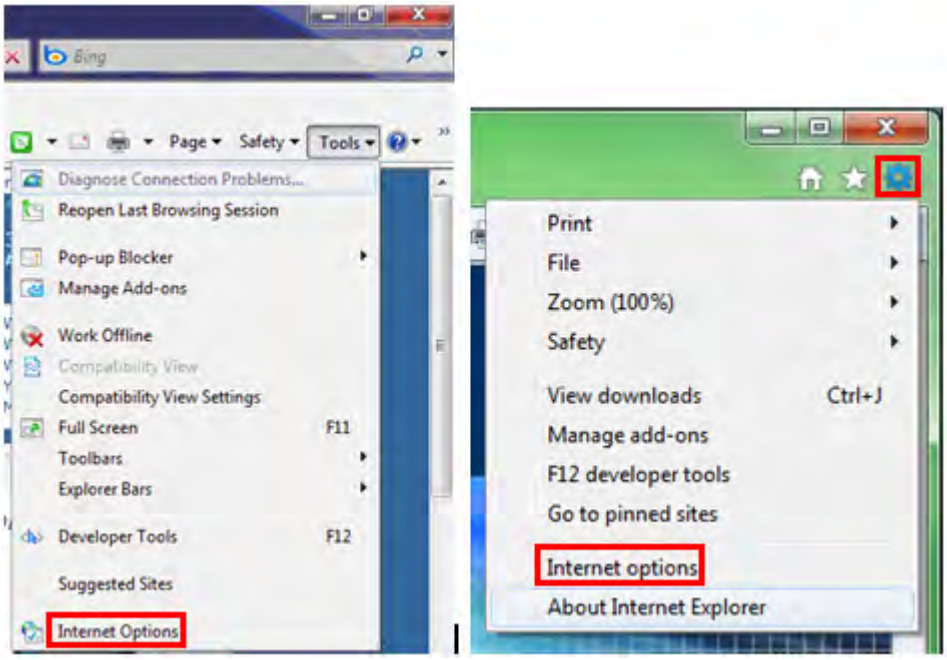

2. On the *General* tab, in the *Browsing History* section, select **Delete**.

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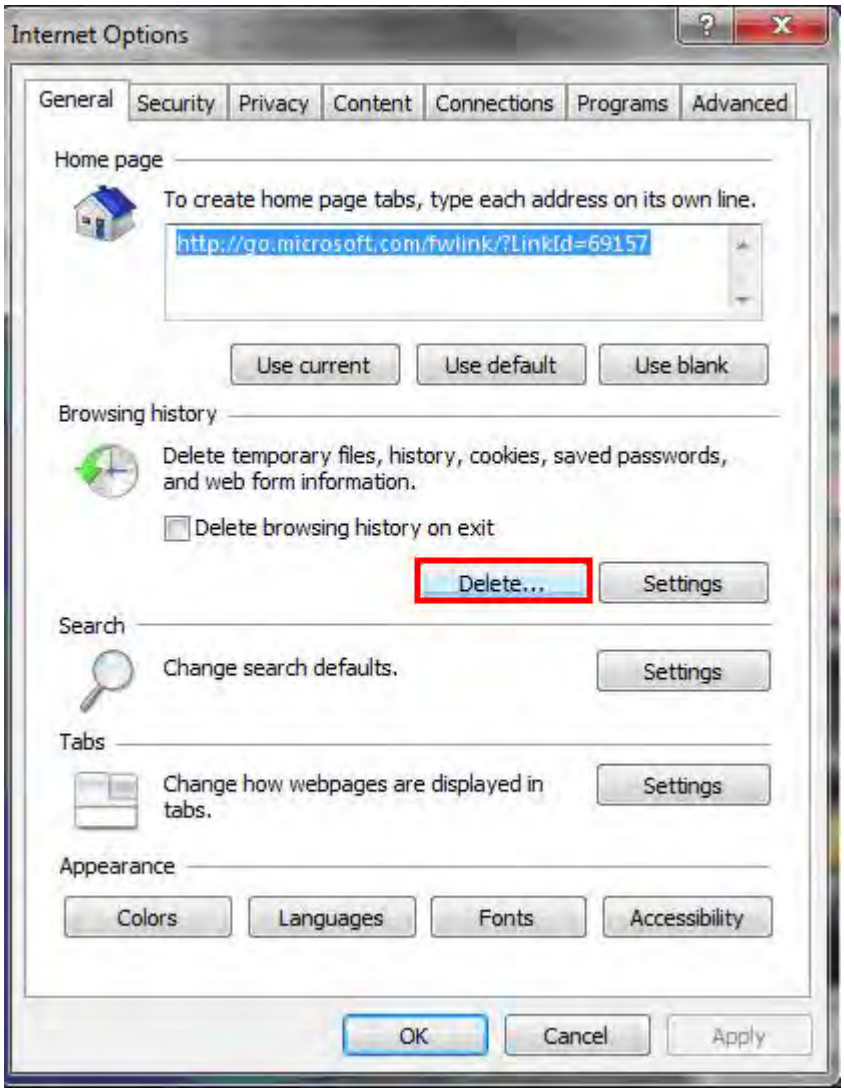

3. Clear all check boxes except the **Temporary Internet Files** check box, and then select **Delete**.

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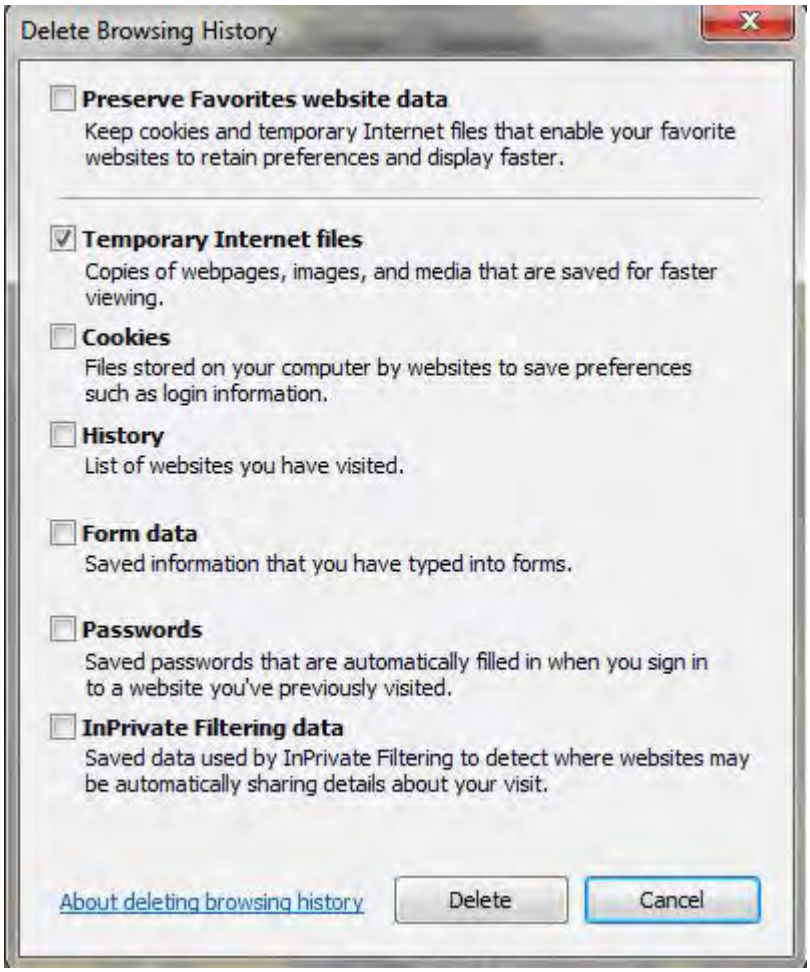

A dialog box displays the files being deleted.

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**.

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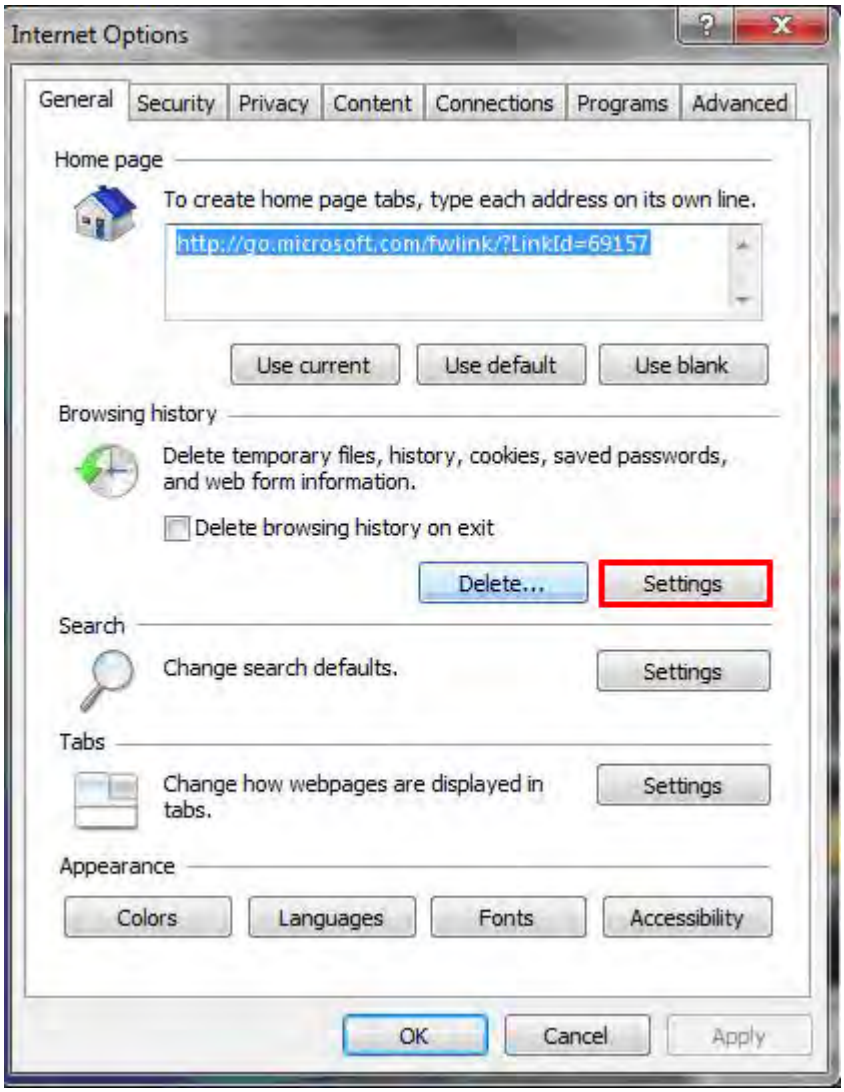

5. Verify **Every Time I Visit the Webpage** is selected, and then select **OK**.

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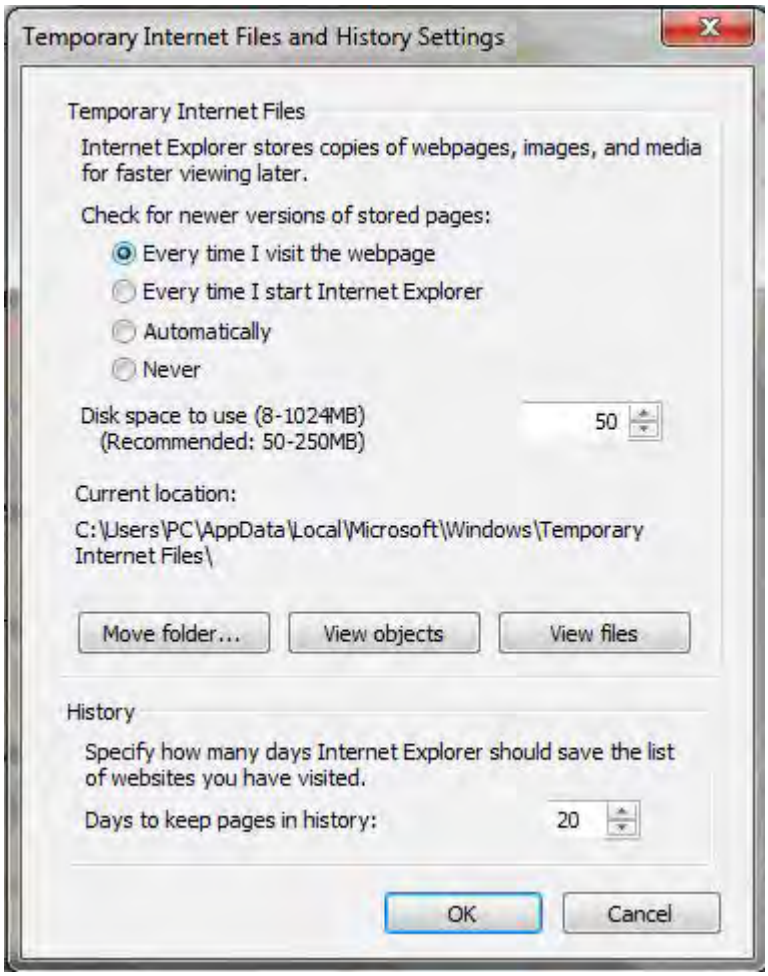

6. On the *General* tab, select **Languages** at the bottom and verify that **English (United States) [en-US]** is the first or only language listed.

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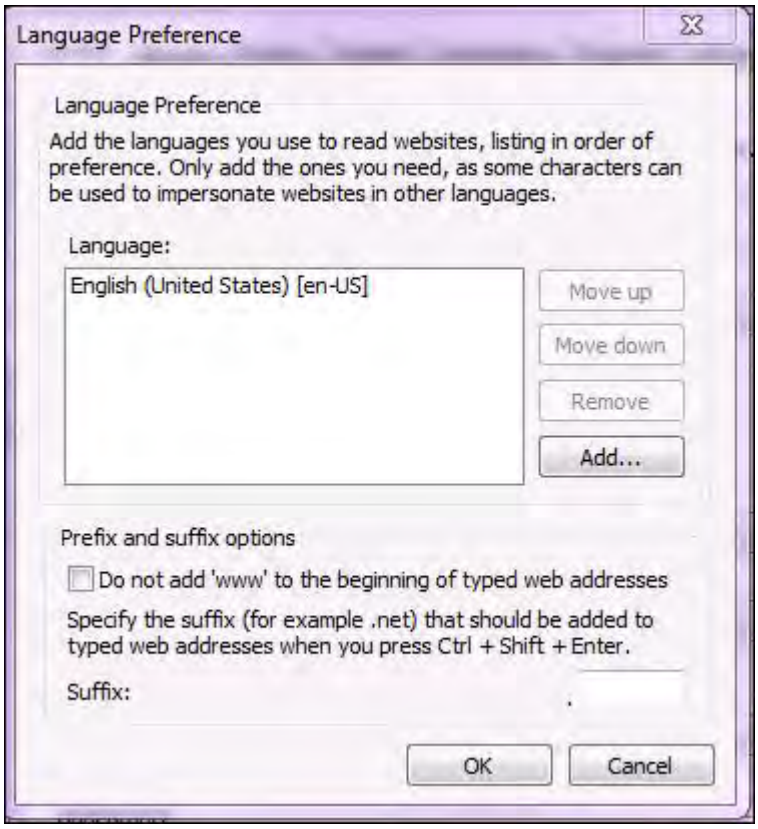

7. On the *Privacy* tab, select **Advanced**.

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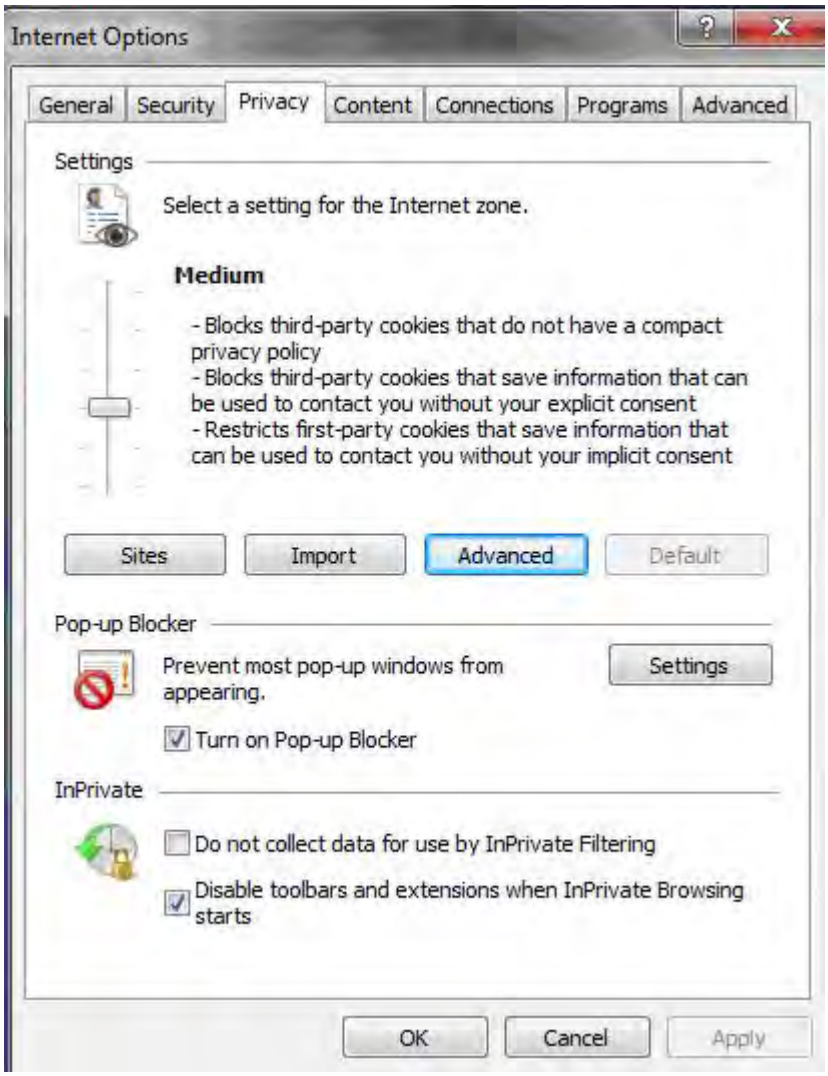

8. Verify **Override Automatic Cookie Handling** and **Always Allow Session Cookies** are selected.

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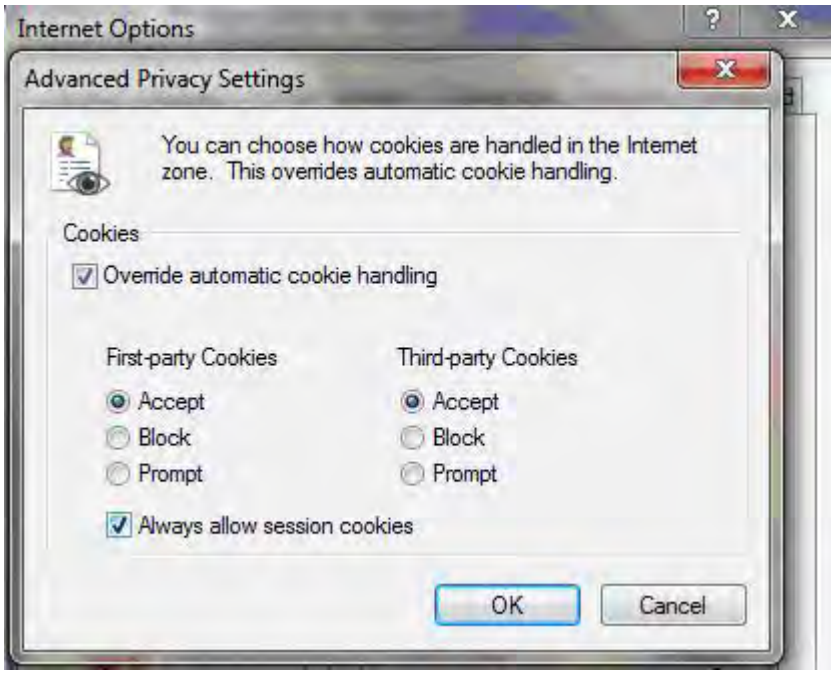

9. Verify **Accept** is selected for both **First-party Cookies** and **Third-party Cookies**.
10. Select **OK**.
11. On the *Privacy* tab, select **Settings**.
12. In the **Address of Website to Allow** field, enter **https://cm.netteller.com** for NetTeller financial institutions, **https://www.billpaysite.com**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

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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**.

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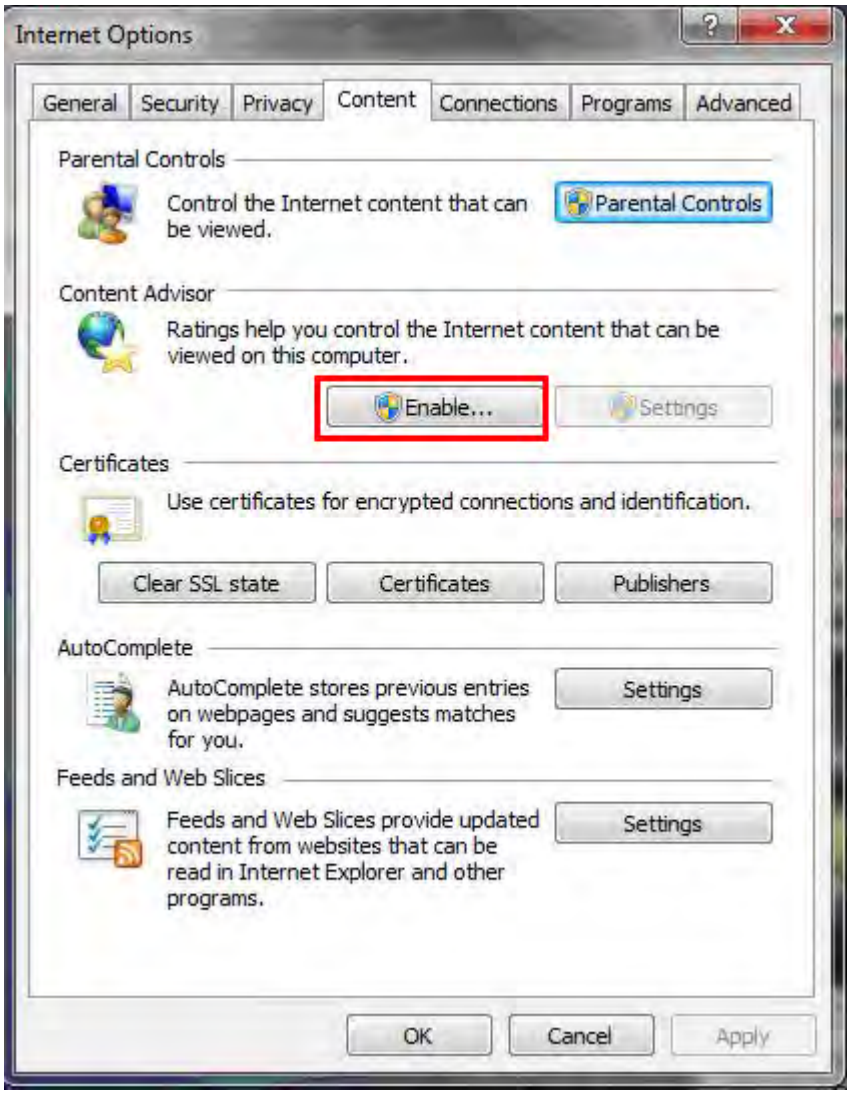

If you select **Disable**, to continue you need the password chosen at the time your computer was set up or the password for your system's network.

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	1. Select **OK**. 2. Restart your computer.
XP	1. Select **OK**.
Windows 7	1. Verify the **TLS 1.1** and **TLS 1.2** check boxes are cleared.

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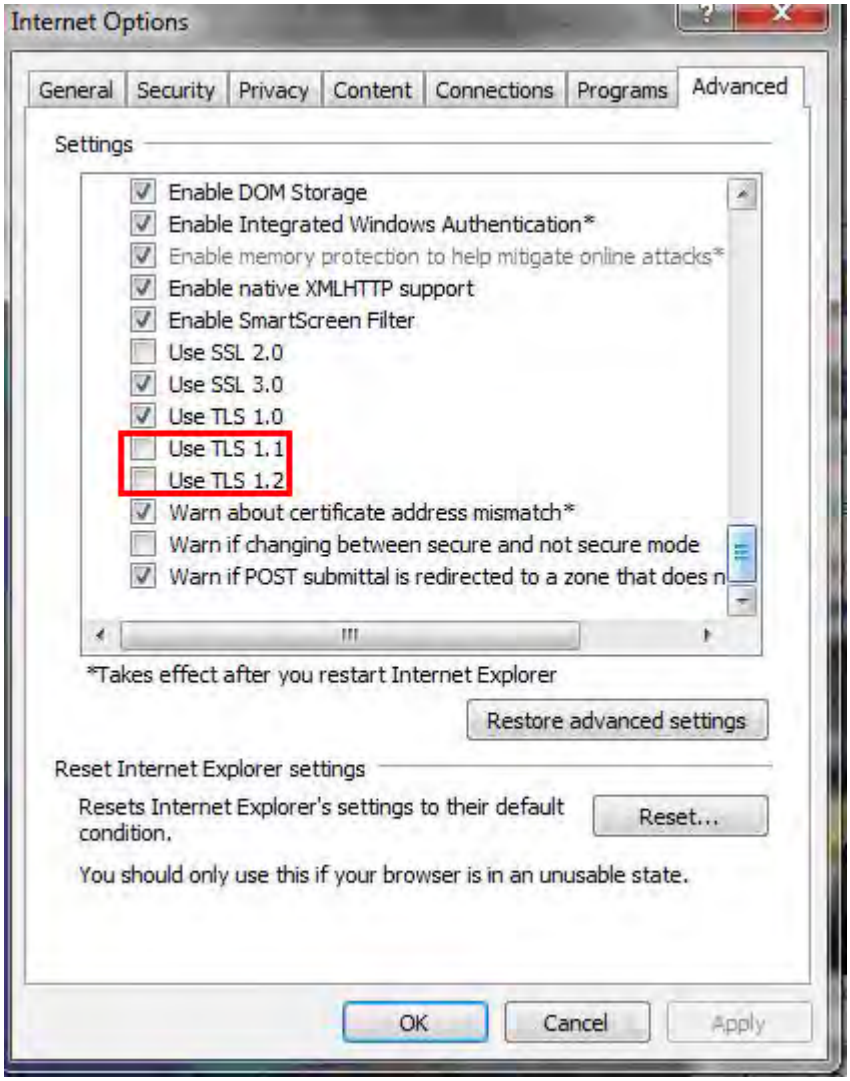
Situation	Steps
	 **2.** Select **OK**.

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.**

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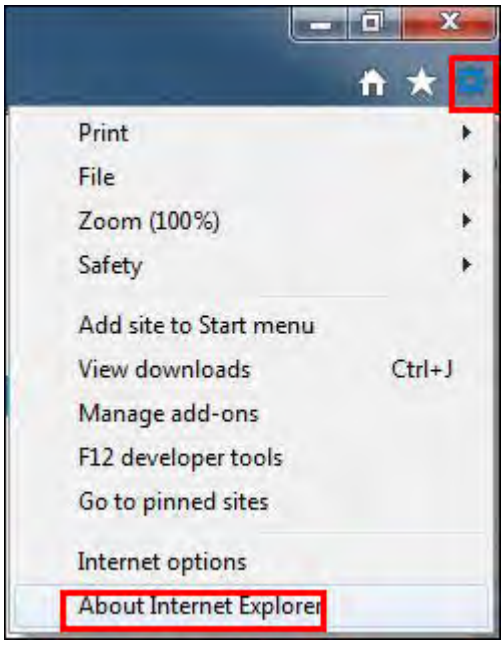

2. Verify the dialog box does not display *Pre-release* and that the browser is the full version.

Figure : Full Version Dialog Box

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

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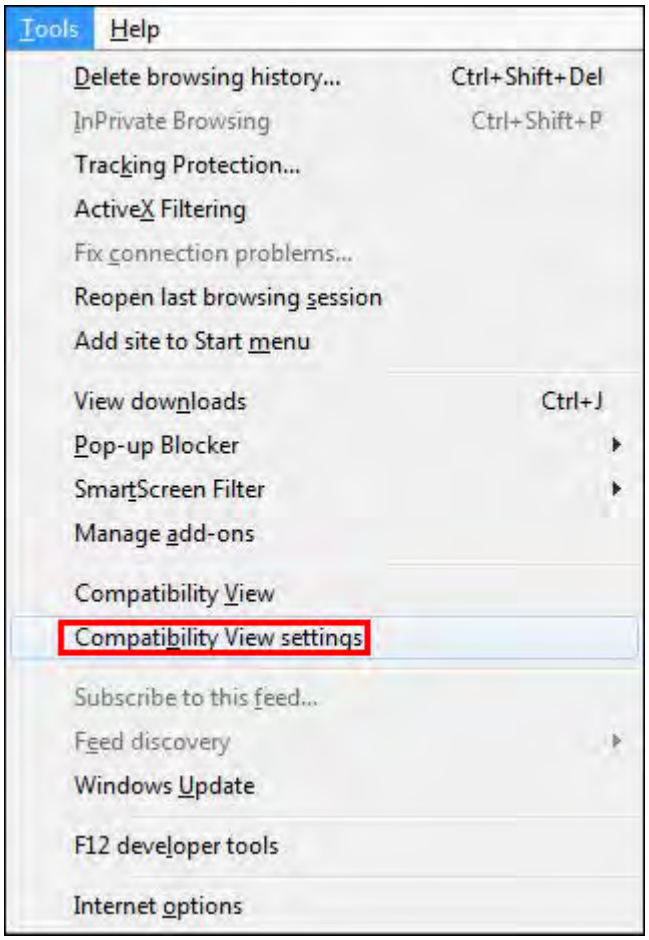

5. In the **Add This Website** field, enter **https://cm.netteller.com** for NetTeller financial institutions, **https://www.billpaysite.com** for consumer users, and **https://www.businessbillpay-e.com** for business users.

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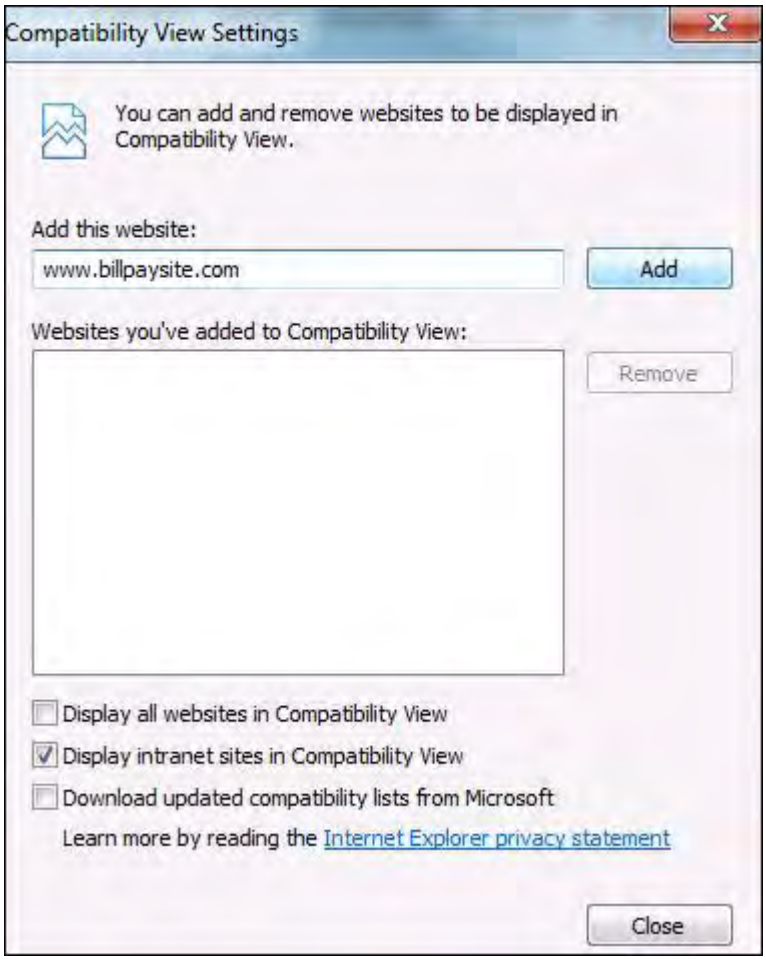

6. Select **Add** and verify the website(s) appears in the **Websites You've Added to Compatibility View** box.
7. Select **Close**.
8. On your browser toolbar, select **Tools** > **Internet Options.**

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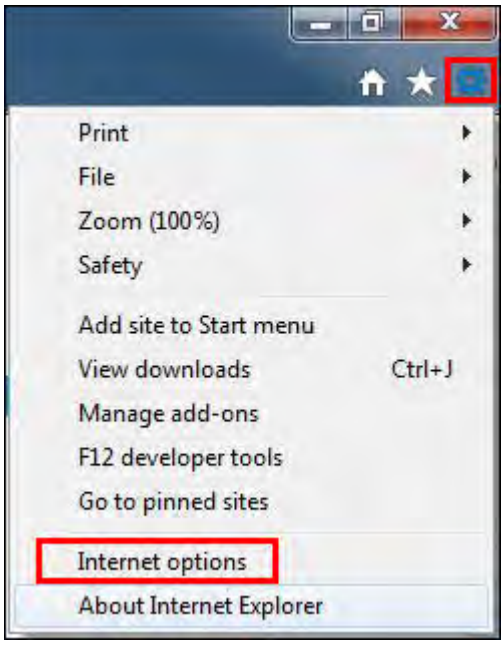

9. On the *General* tab, in the *Browsing History* section, select **Delete**.

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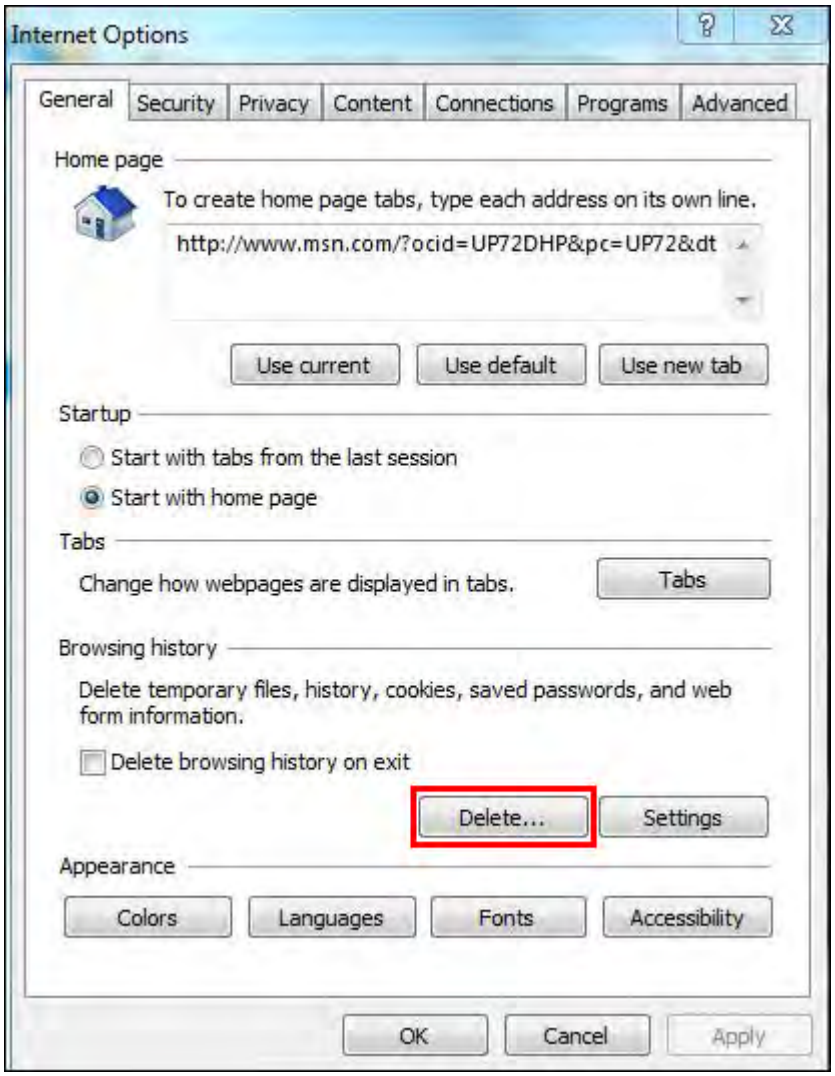

The *Delete Browsing History* dialog box appears.

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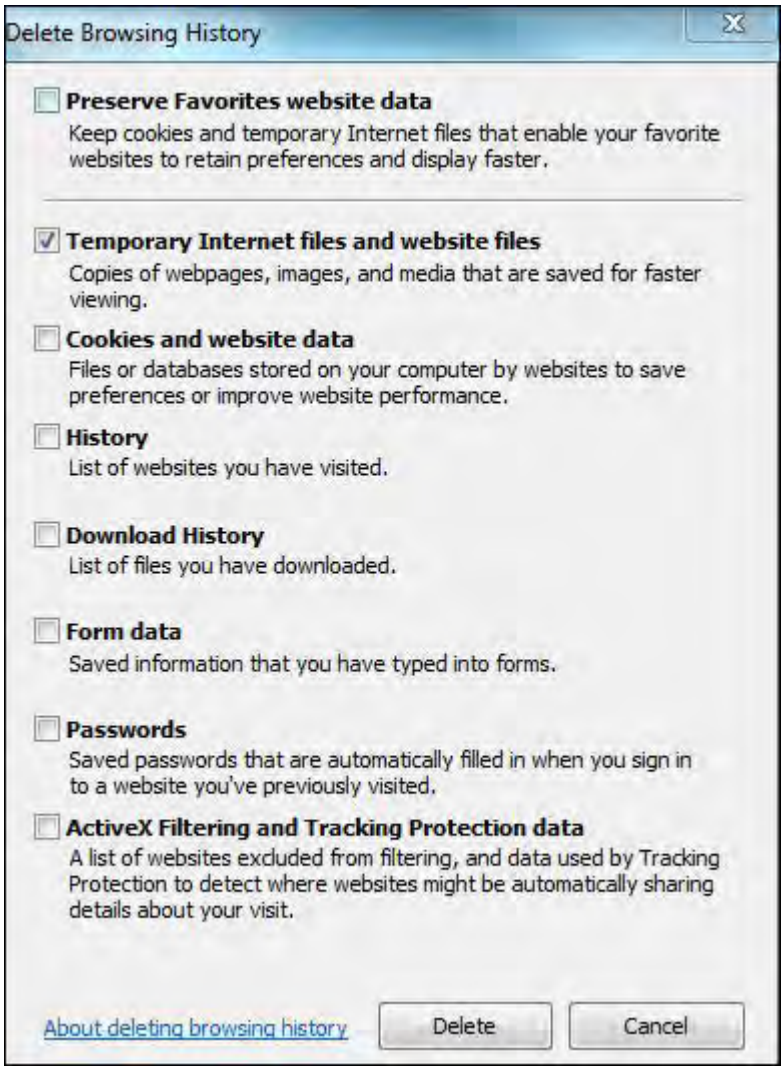

10. Clear all but the **Temporary Internet Files and Website Files** check box, and then select **Delete**. While the browser clears itself, Internet Explorer 10 allows you to continue with the settings. Once the browser is finished deleting the files, *Internet Explorer has finished deleting the selected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

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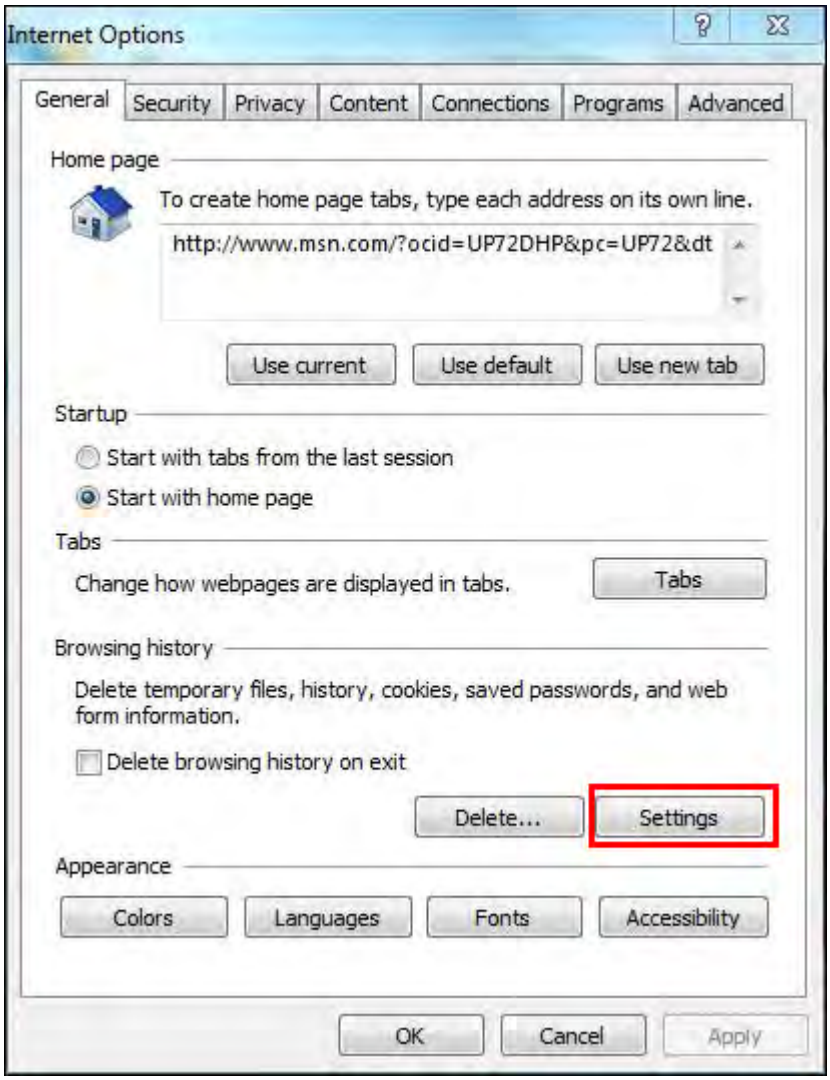

The *Website Data Settings* dialog box appears.

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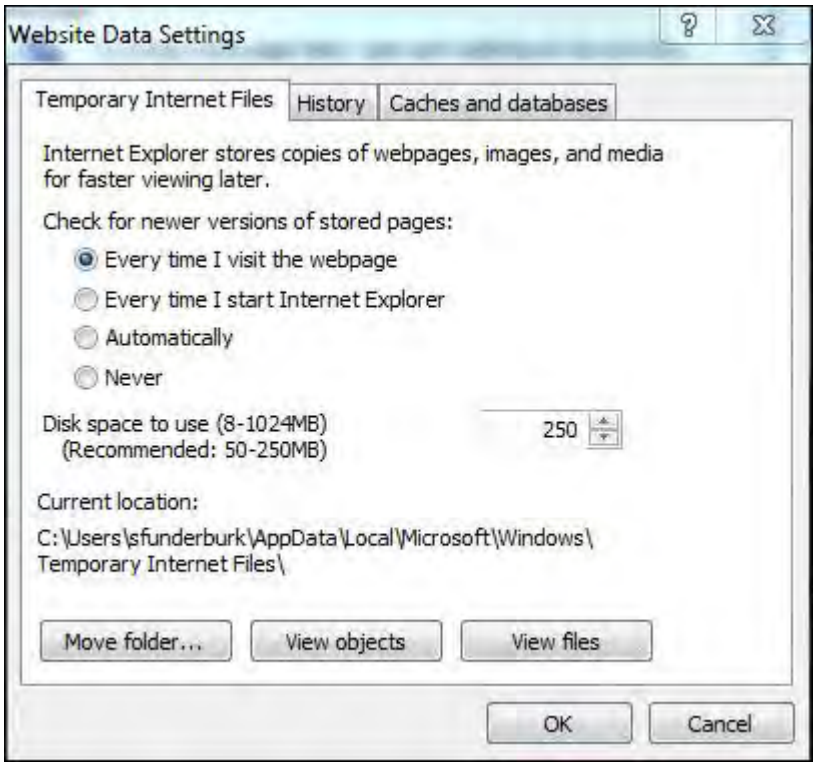

12. Verify **Every Time I Visit the Webpage** is selected, and then select **OK**.
13. On the *General* tab, select **Languages**.

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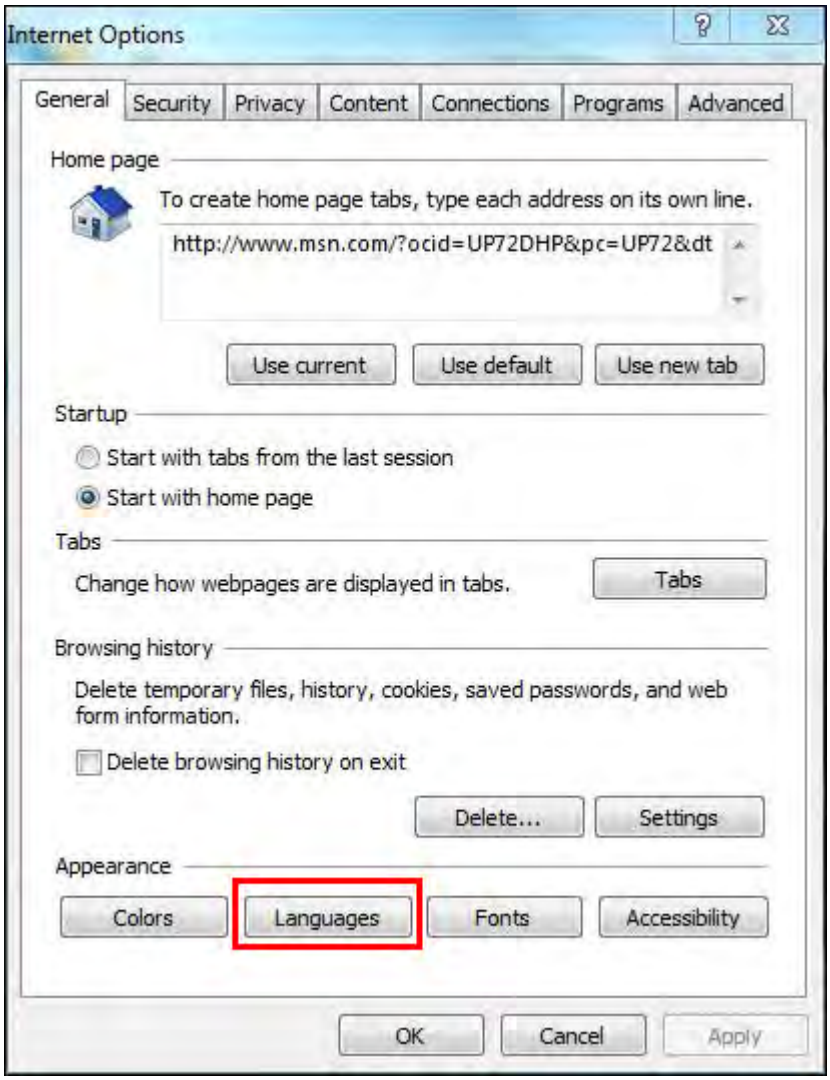

14. Verify **English (United States) [en-US]** is the first or only language listed and select **OK**.

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

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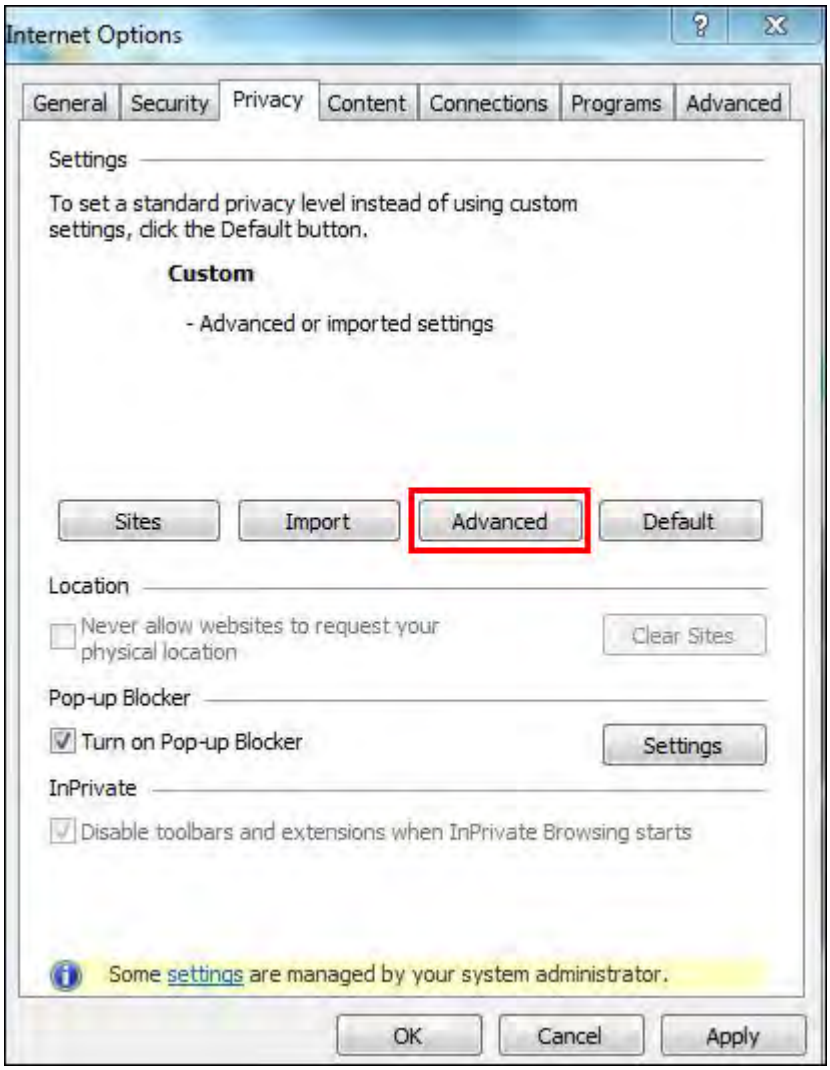

16. Verify the **Override Automatic Cookie Handling** and **Always Allow Session Cookies** check boxes are selected.

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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**.

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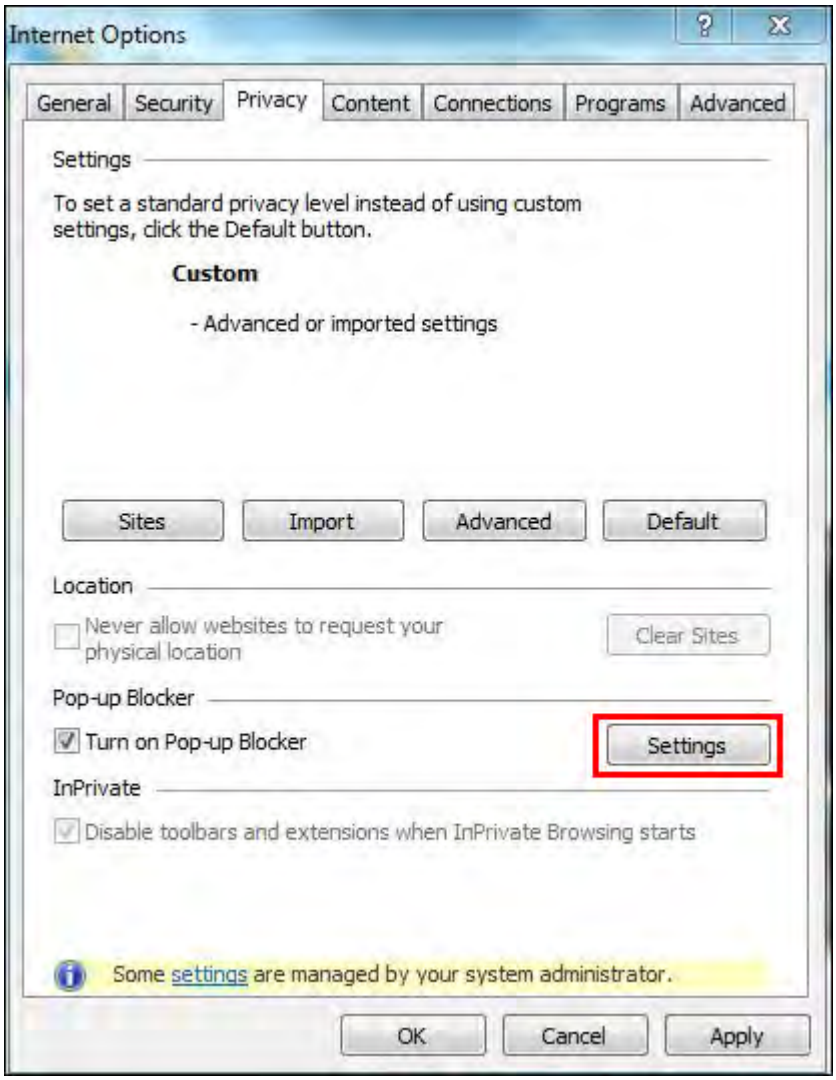

19. In the **Address of Website to Allow** field, enter **https://cm.netteller.com** for NetTeller financial institutions, **https://www.billpaysite.com** for consumer users, and **https://www.businessbillpay-e.com** for business users.

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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.

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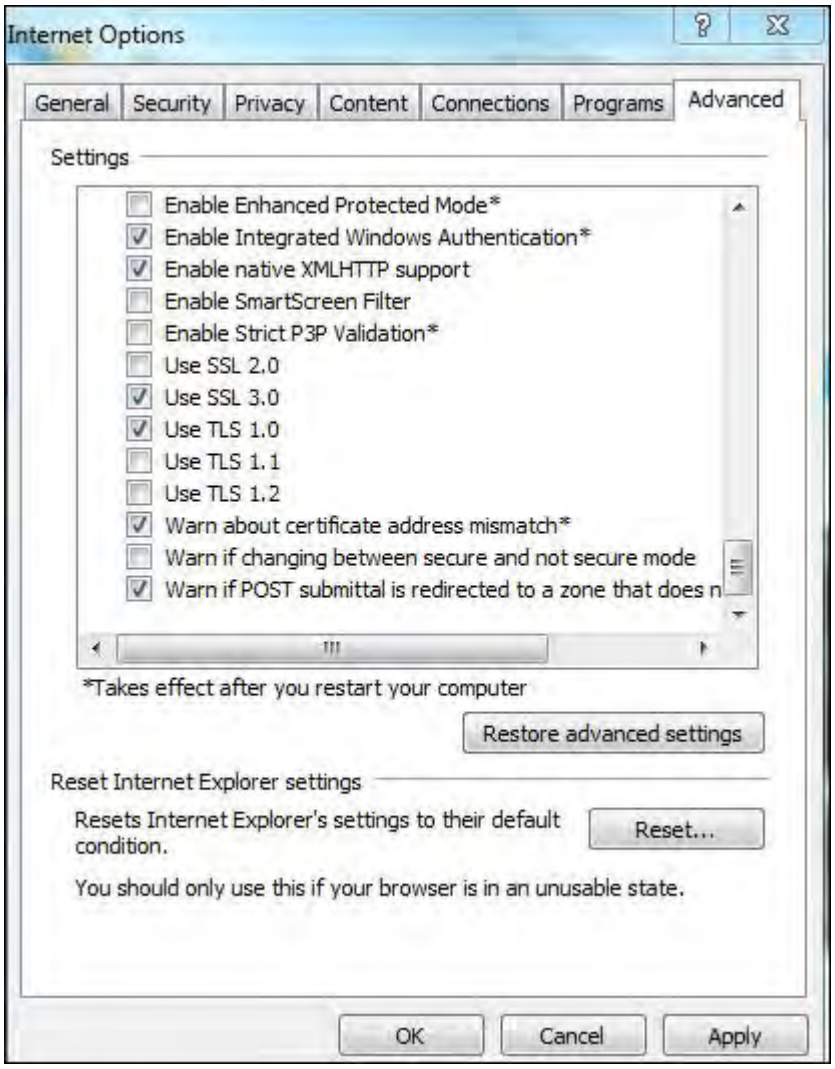

22. Select **OK** and restart the browser.

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**.

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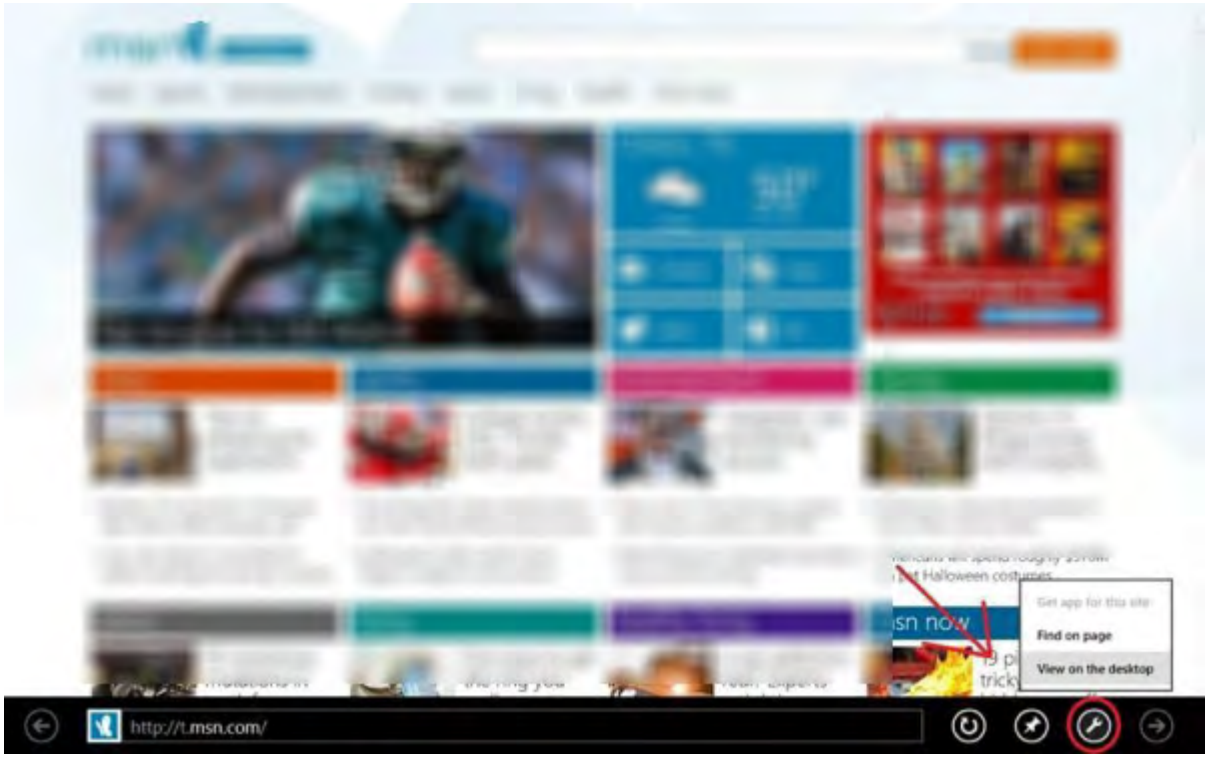

Internet Explorer 10 (Desktop Version) appears.

3. Select the tools icon and then **Internet Options**.

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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.

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.

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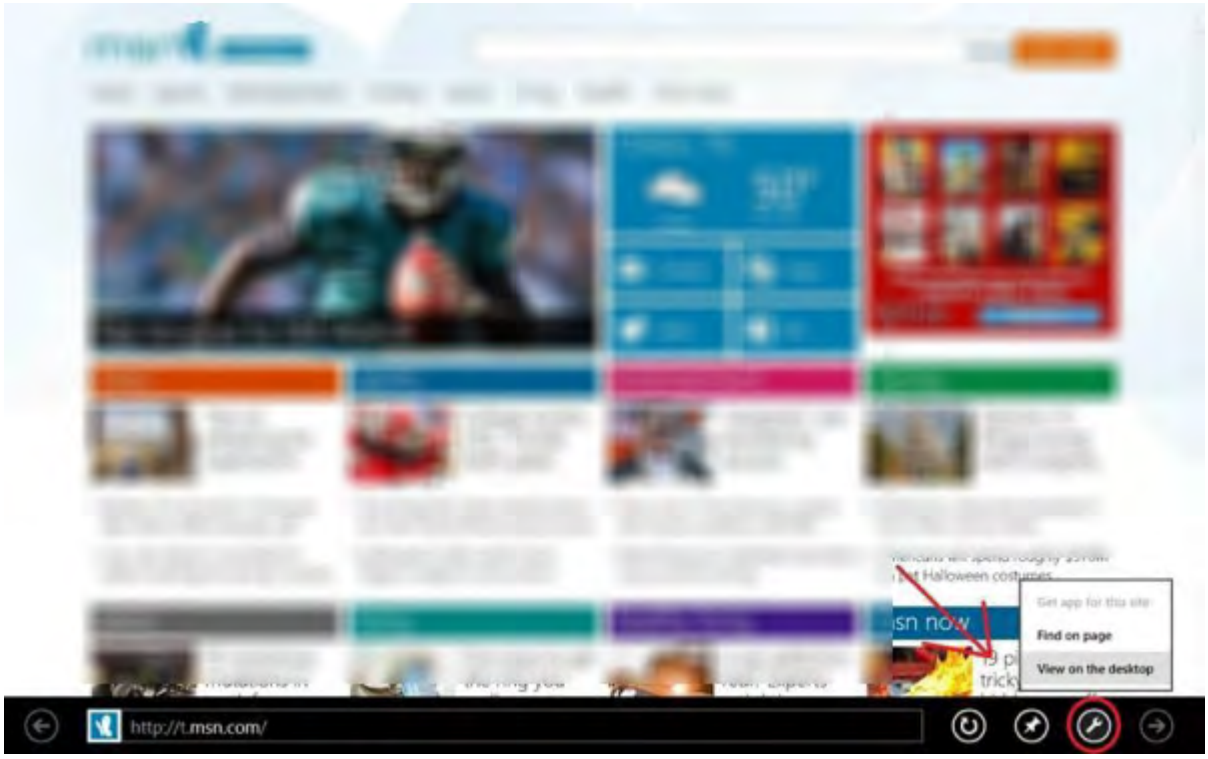

Editing Browser Settings in Mozilla Firefox 7 and up to 9 - PC

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

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

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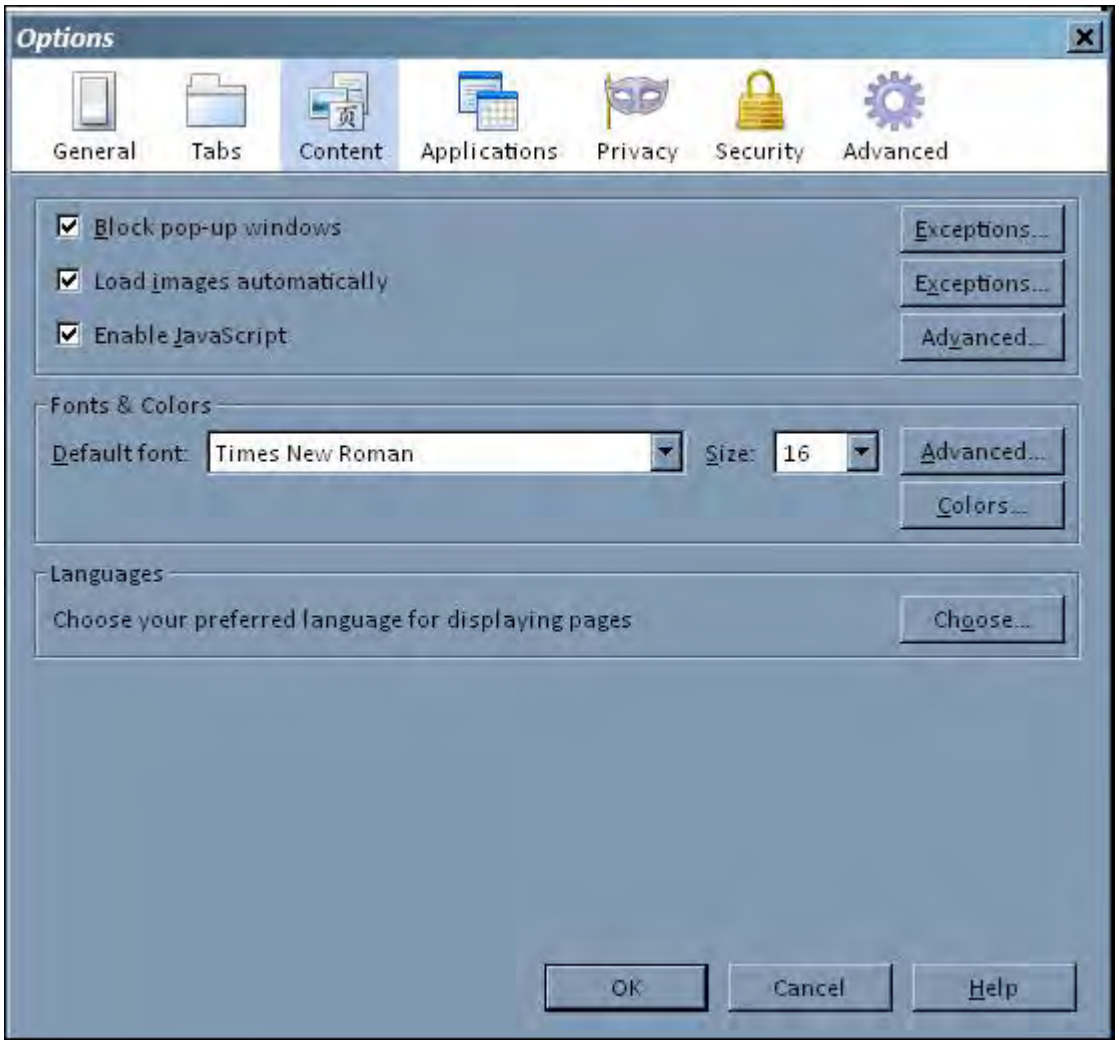
3. Select **Exceptions** to the right of the **Block Pop-up Windows** check box.



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

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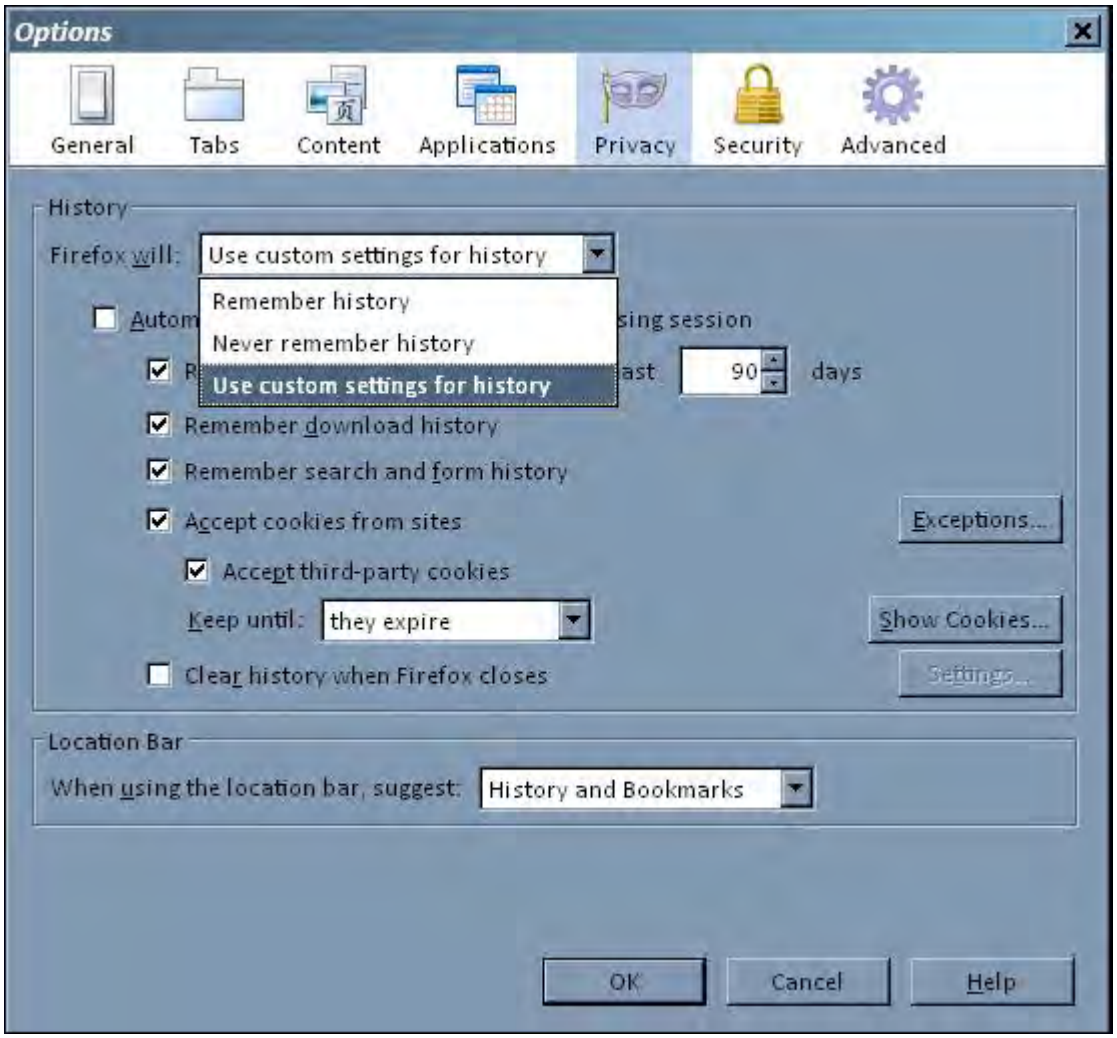
8. Select the **Privacy** icon and for the **Firefox Will:** setting in the *History* section, verify **Use Custom Settings for History** is selected.



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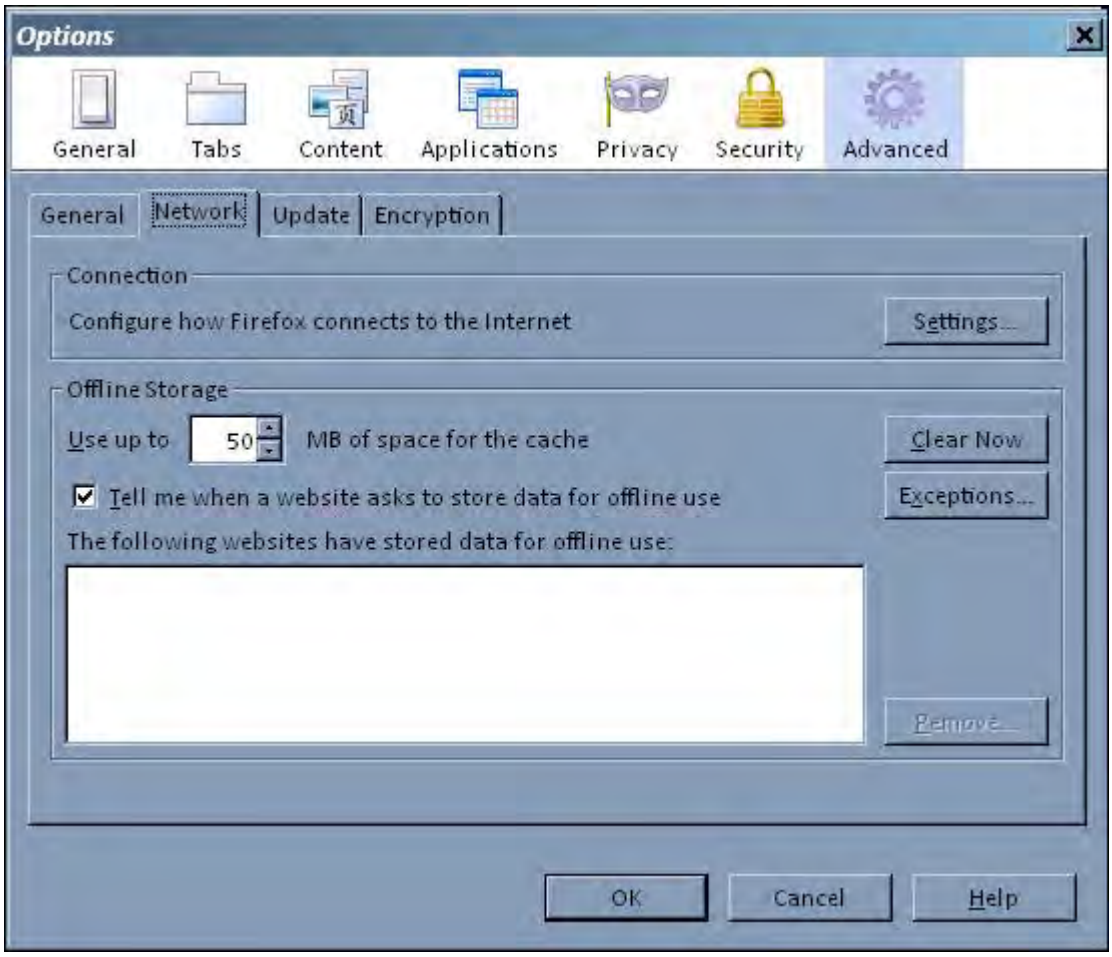
9. Select the **Accept Cookies from Sites** and **Accept Third-party Cookies** check boxes. You may select the option to **Keep until They Close Firefox** or **They Expire**.
10. Select the **Advanced** icon, and then select the **Network** tab.



- To empty the cache, select **Clear Now**.

11. On the **Advanced** icon, select the **Encryption** tab.

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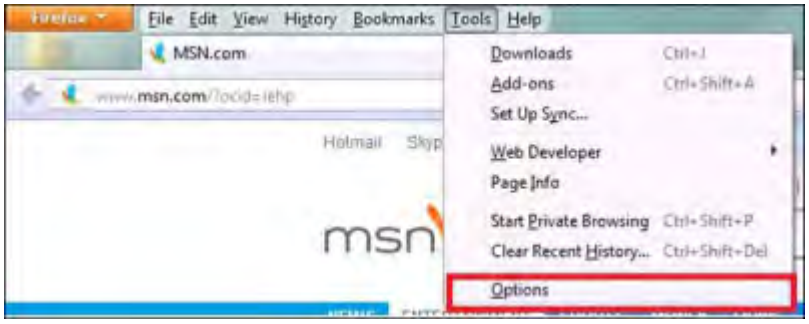
12. Verify the **Use SSL 3.0** and **Use TLS 1.0** check boxes are selected.
13. Select **OK** and refresh the browser.

Editing Browser Settings in Mozilla Firefox 10 and Above - PC

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



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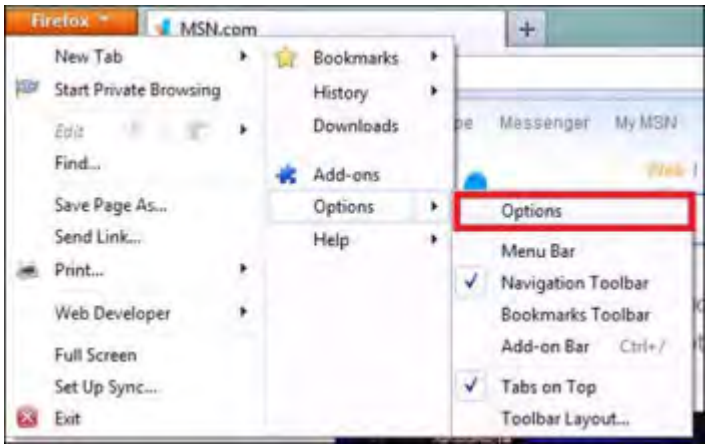

2. Select the **Content** icon, and then select the **Block Pop-up Windows**, **Load Images Automatically**, and **Enable JavaScript** check boxes.

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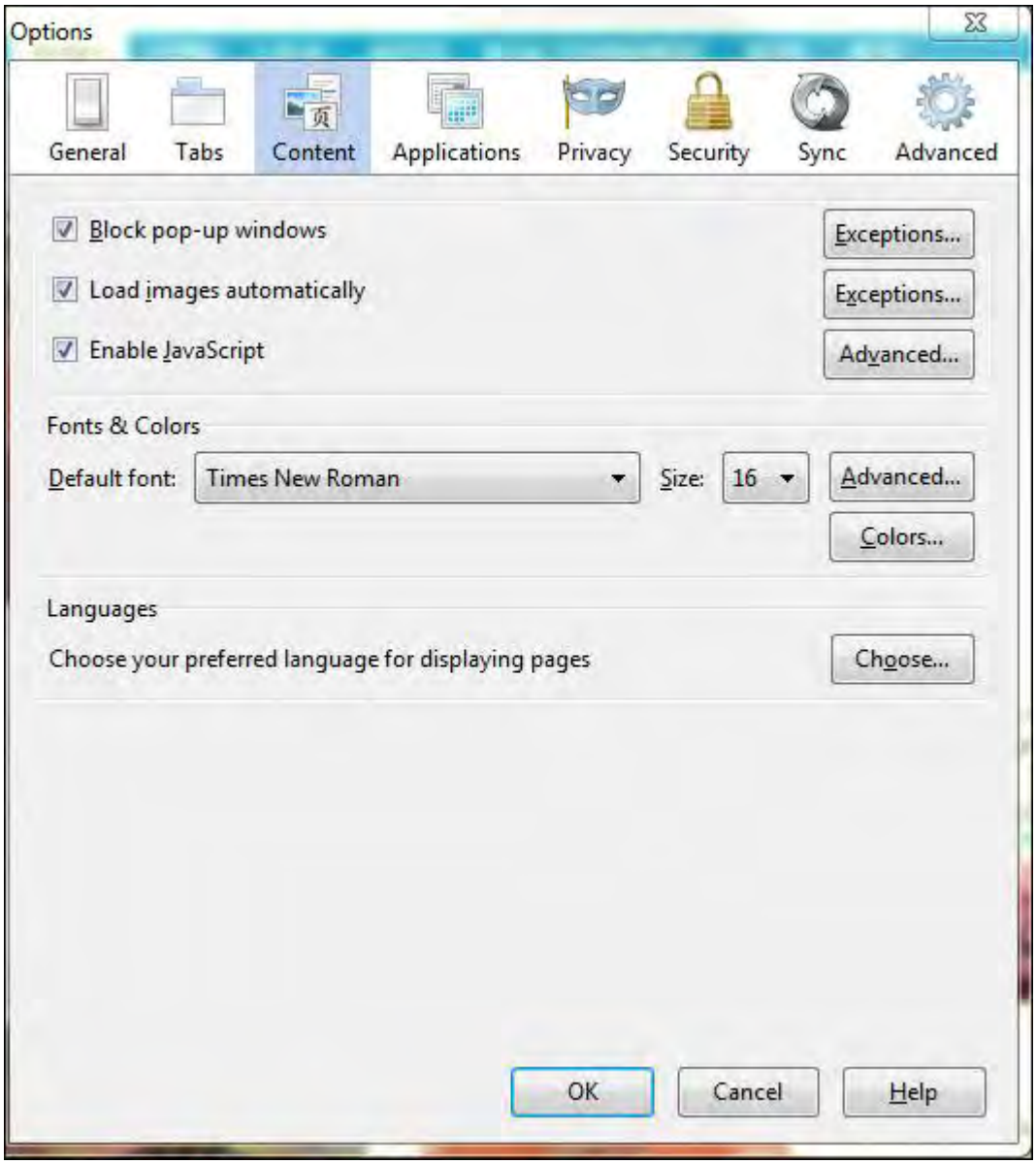

3. Select **Exceptions** to the right of **Block Pop-up Windows**.
4. In the **Address of Website to Allow** field, enter **https://cm.netteller.com** for NetTeller financial institutions, **https://www.billpaysite.com** for consumer users, and **https://www.businessbillpay-e.com** for business users.
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.

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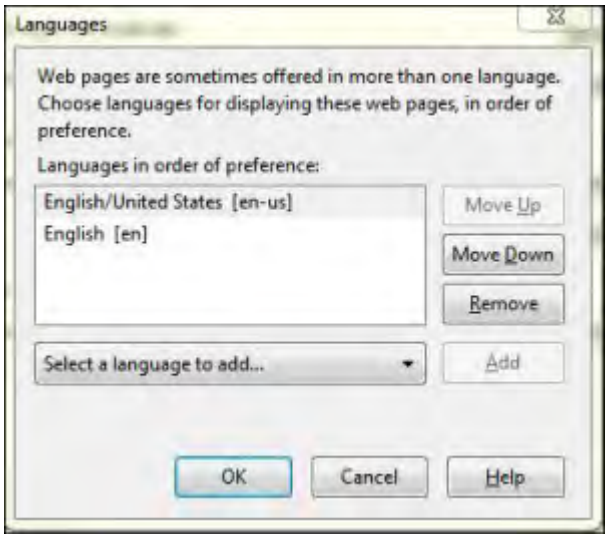

8. Select the **Privacy** icon and for the **Firefox will:** setting in the *History* section, verify **Use Custom Settings for History** is selected.

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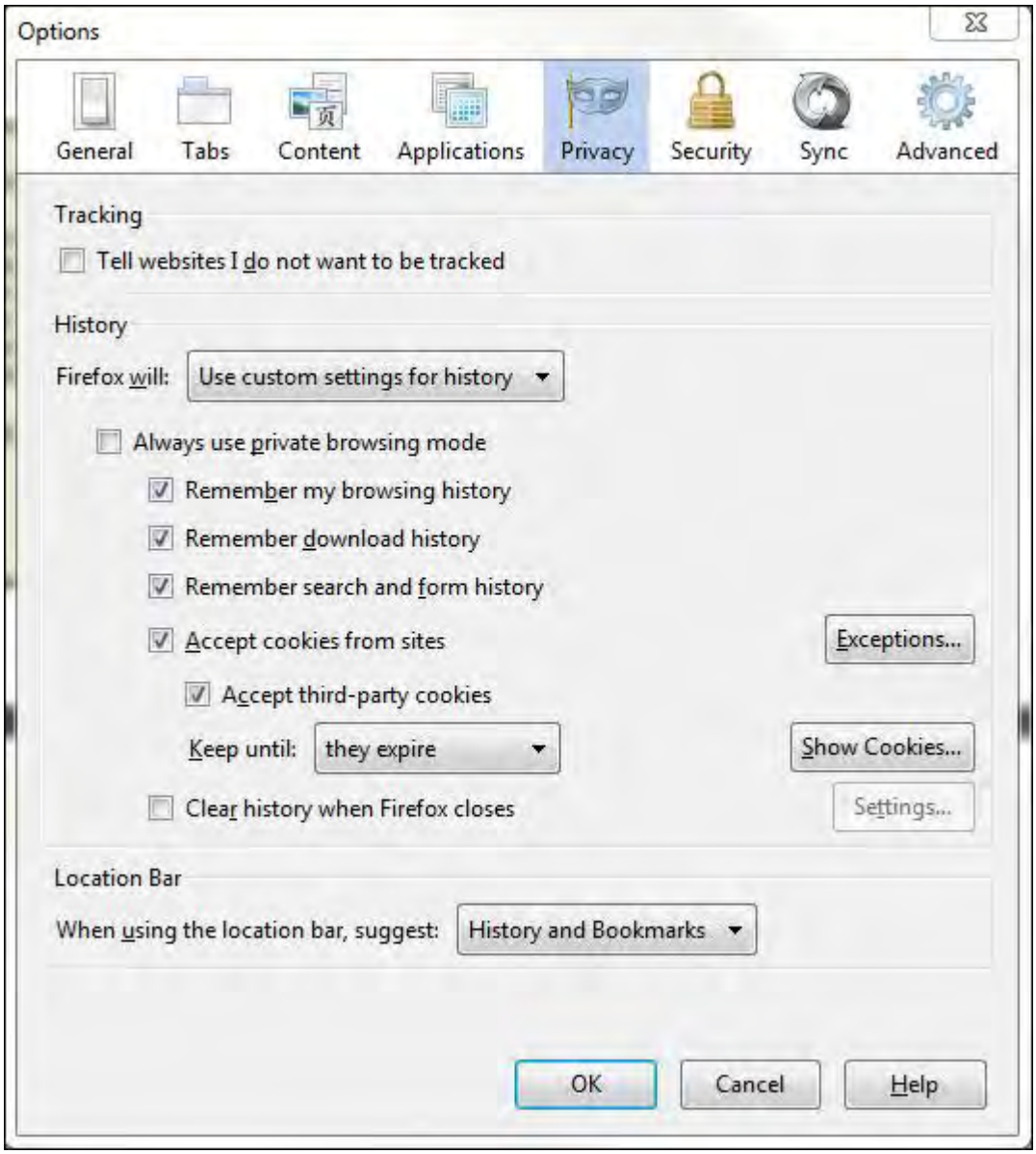

9. Select the **Accept Cookies from Sites** and **Accept Third-party Cookies** check boxes. You may select the options to **Keep until I Close Firefox** or **They Expire**.
10. Select the **Advanced** icon, and then select the **Network** tab.

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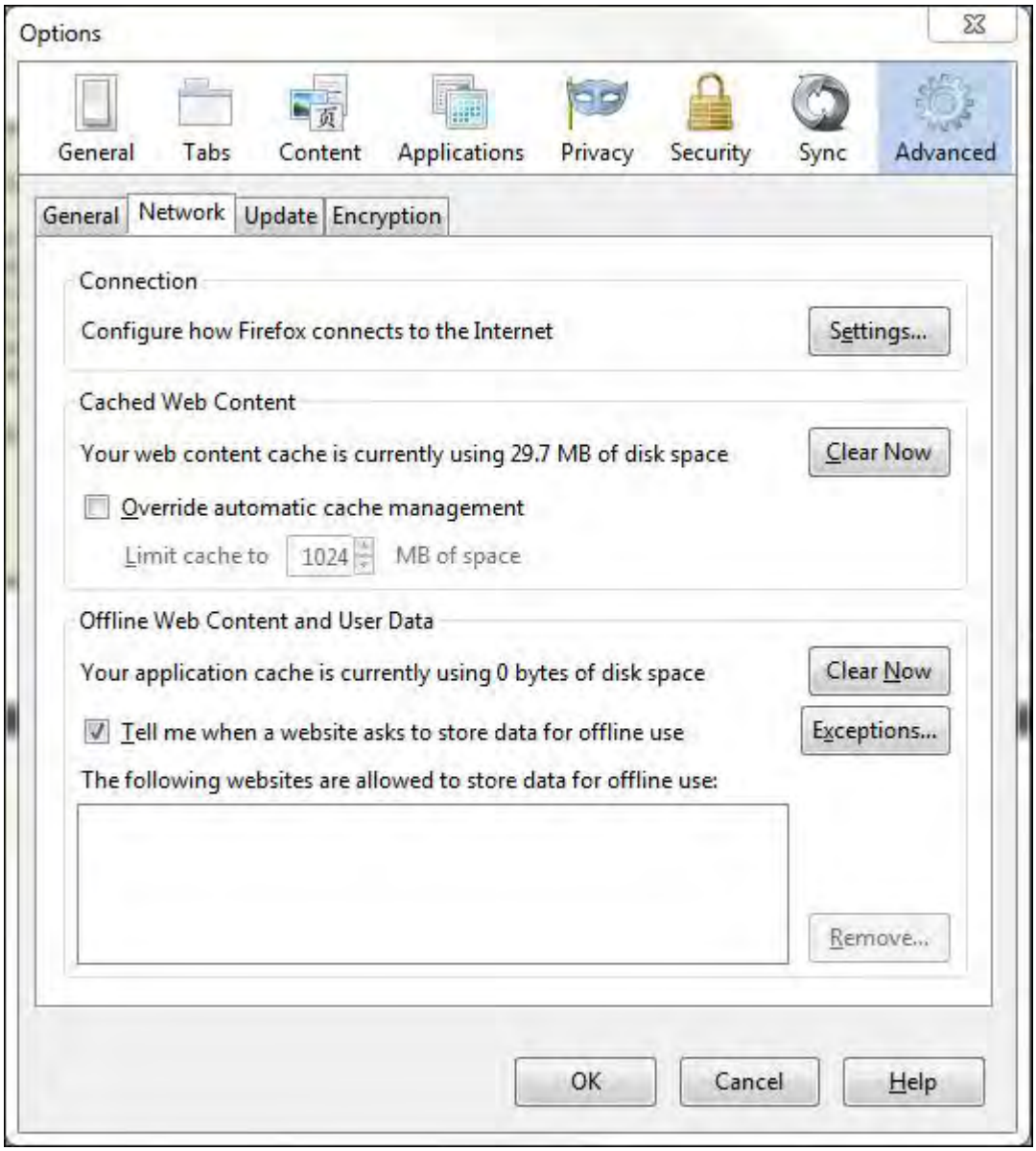

- To empty the cache, select **Clear Now** in the *Cached Web Content* section.

11. On the **Advanced** icon, select the **Encryption** tab.

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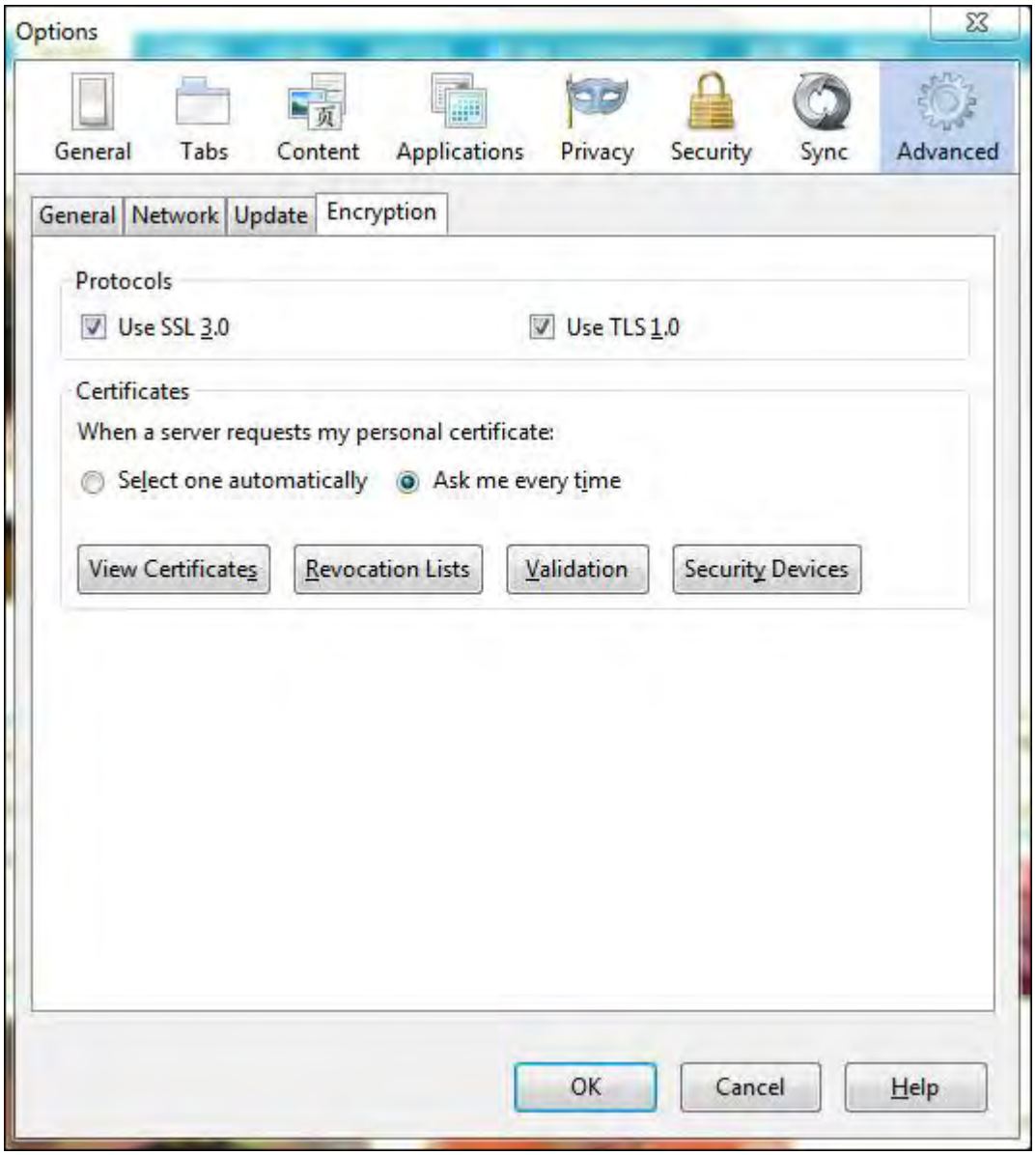

12. Verify the **Use SSL 3.0** and **Use TLS 1.0** check boxes are selected.
13. Select **OK** and refresh the browser.

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

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

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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.**

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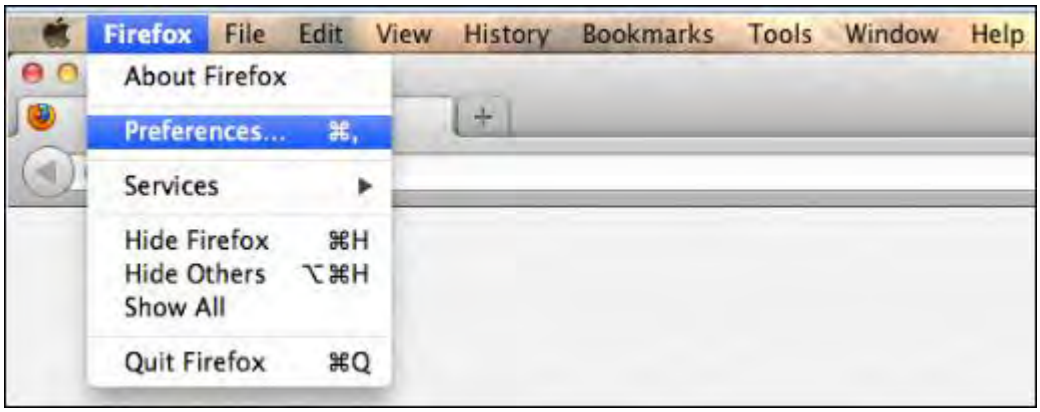

2. Select the **Content** icon, and then select the **Block Pop-up Windows**, **Load Images Automatically**, and **Enable JavaScript** check boxes.
3. Select **Exceptions** to the right of the **Block Pop-up windows** check box.

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

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

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.

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- To empty the cache, select **Clear Now** in the *Cached Web Content* section.

11. On the **Advanced** icon, select the **Encryption** tab.

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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**

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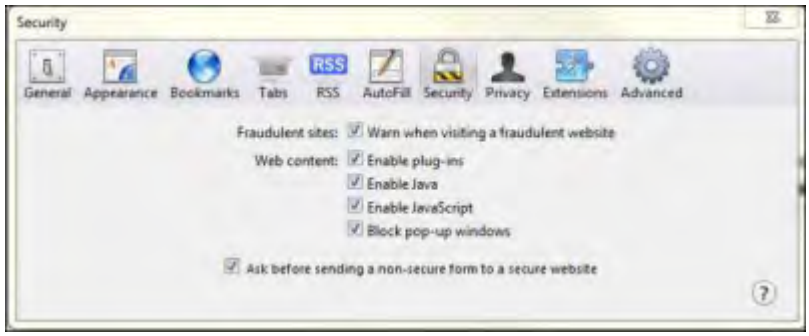
- **Enable Java**
- **Enable JavaScript**



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**.

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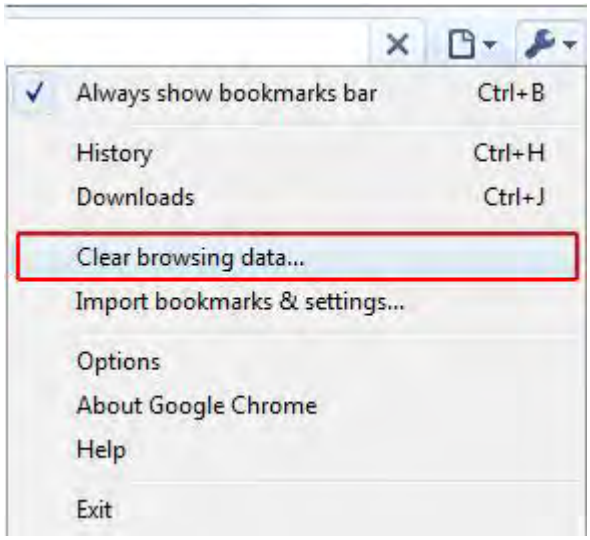
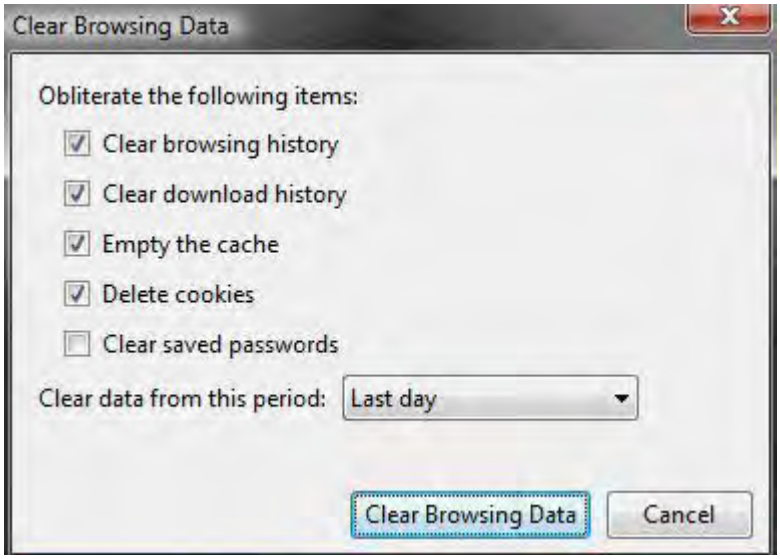


The following dialog box appears.



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**.

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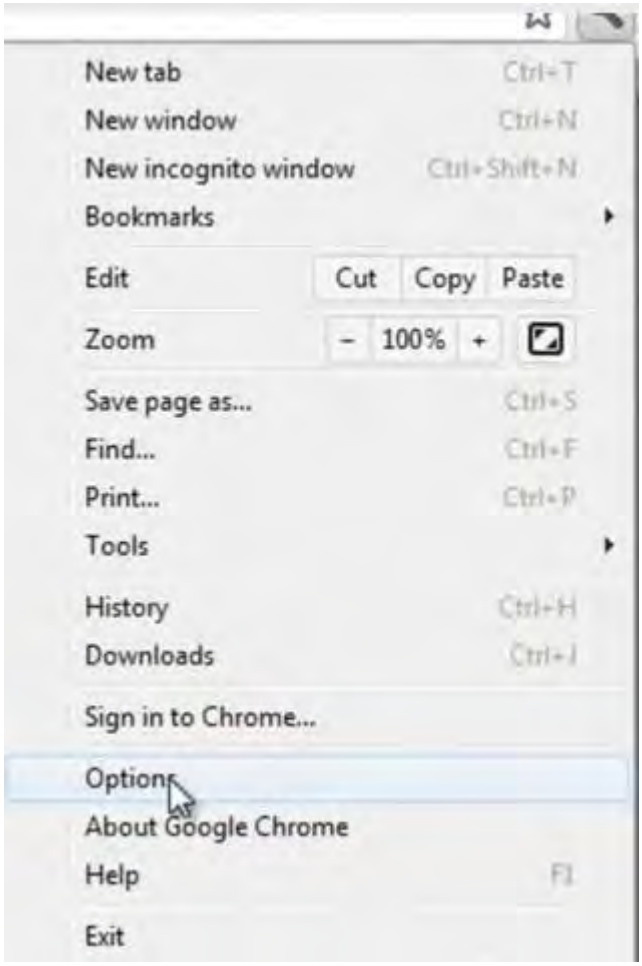

6. On the *Under the Hood* tab, under the *Cookie Settings* section, select **Allow All Cookies**.
7. Close all browsers and open a new one.

Editing Browser Settings in Google Chrome 19 and Above

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

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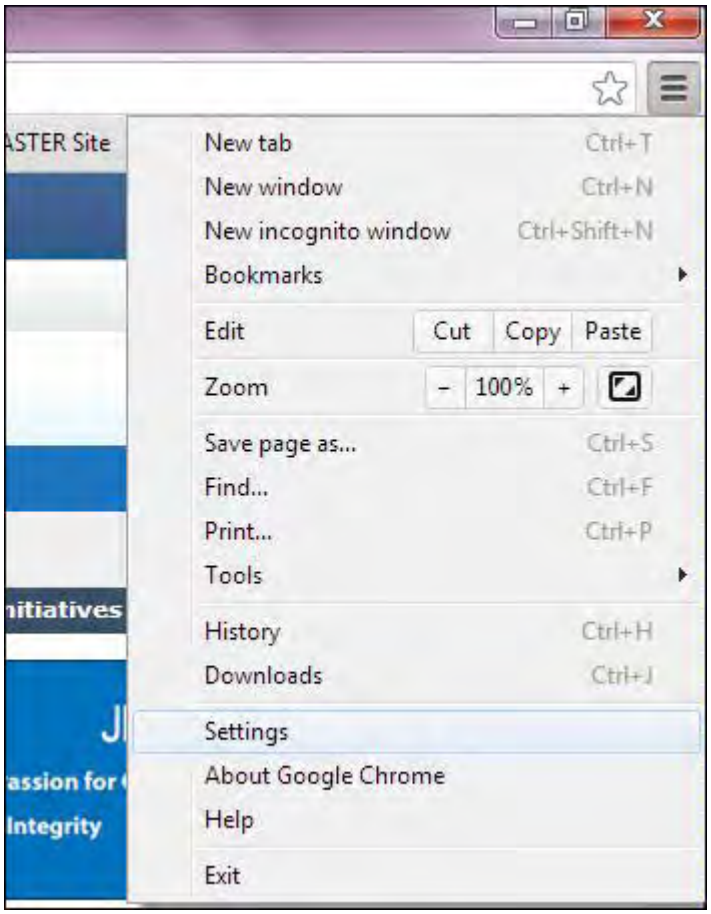
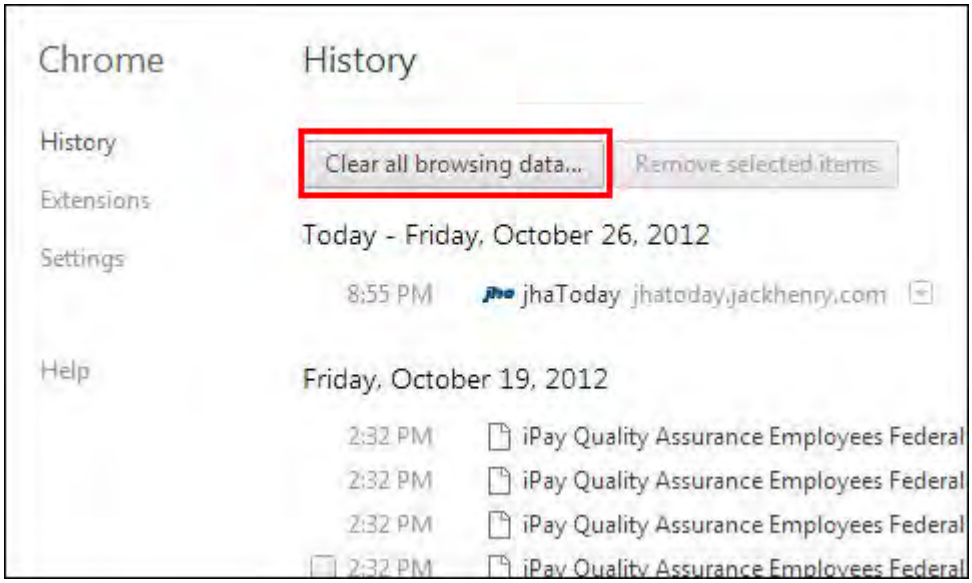


2. On the **History** menu, select **Clear All Browsing Data**.



The following dialog box appears.

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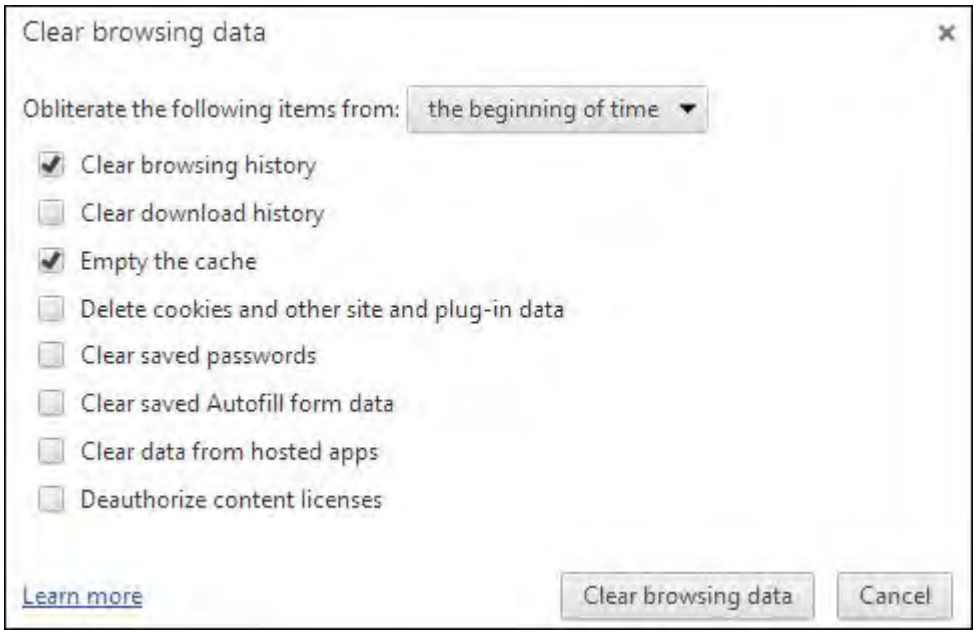

3. Select the **Clear Browsing History** and **Empty the Cache** check boxes.
4. From the **Obliterate the Following Items From** list, select a list item.

   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**.

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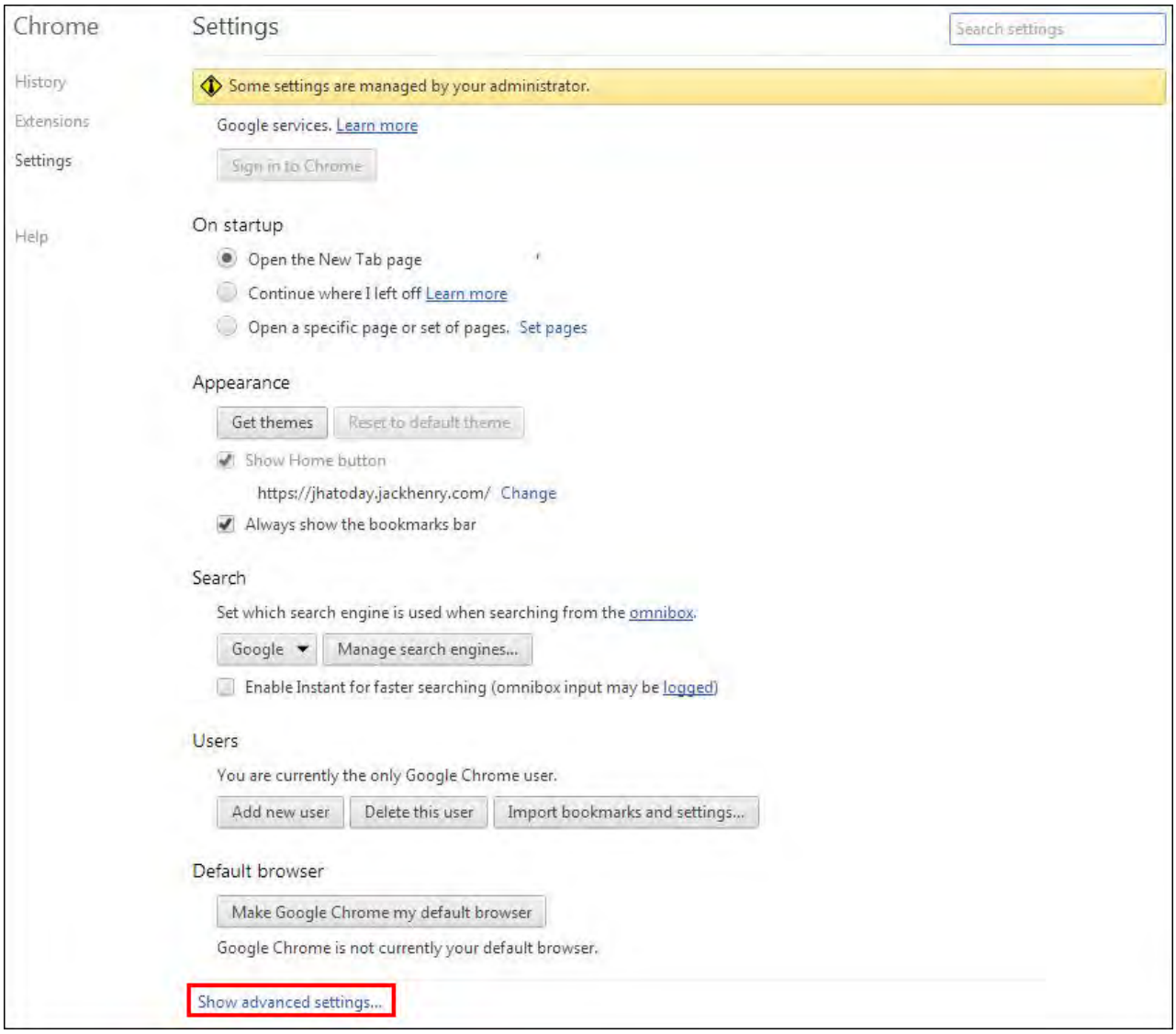
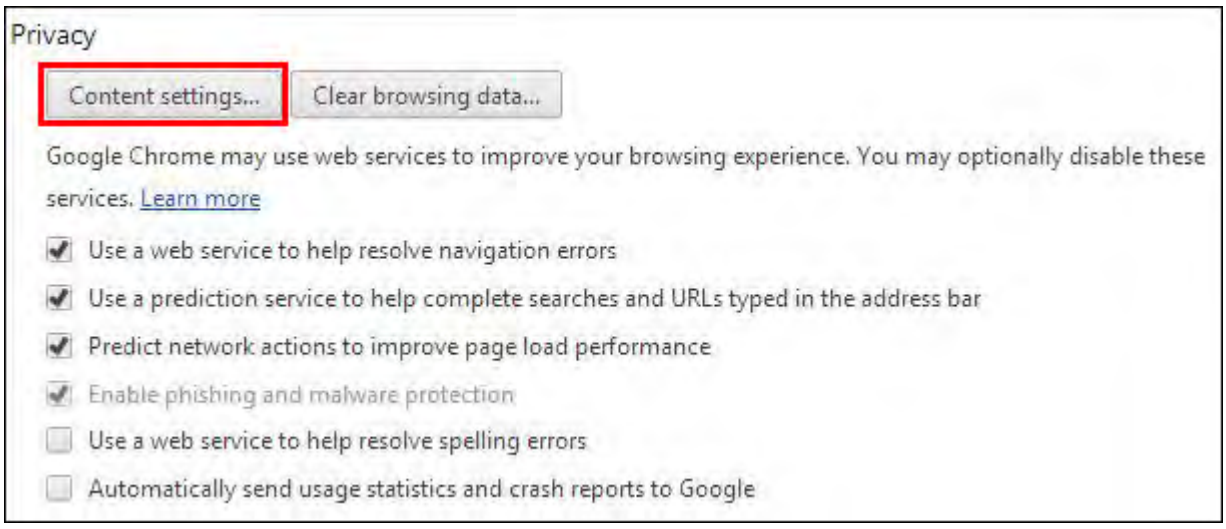


7. In the *Privacy* section, select **Content Settings**.



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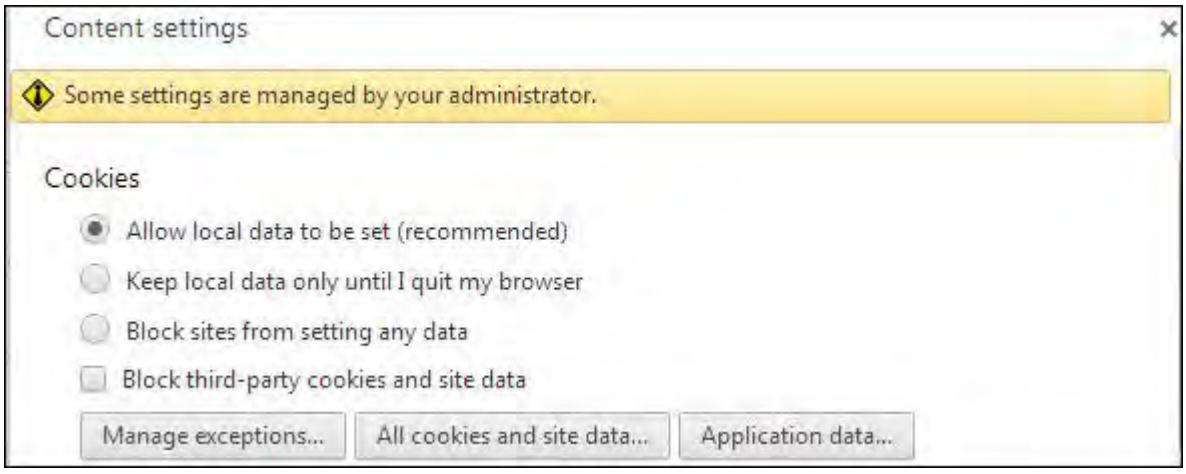
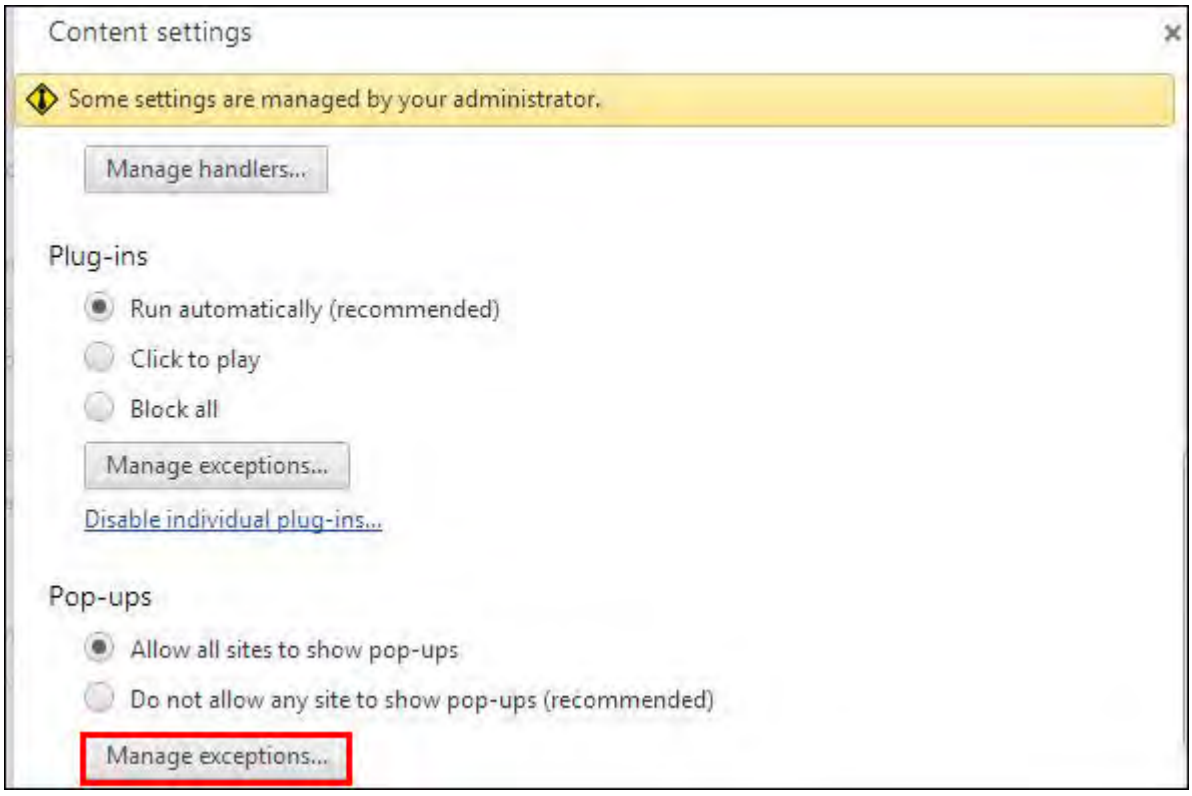
8. In the *Cookies* section, select **Allow Local Data to Be Set (Recommended)**.



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



11. In the **Add a New Hostname Pattern** 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.

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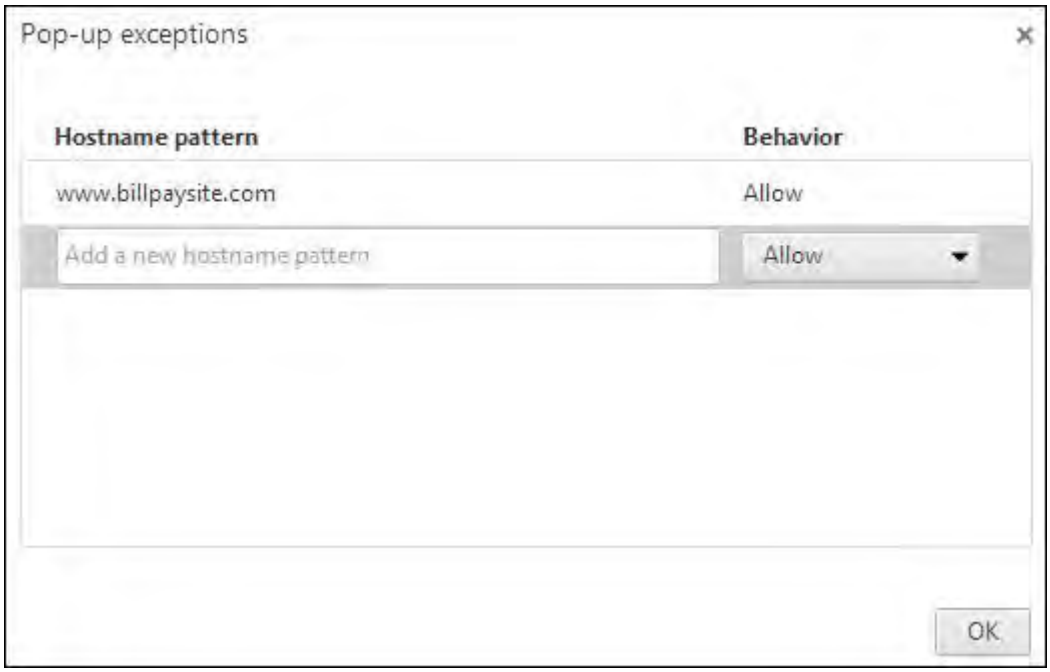
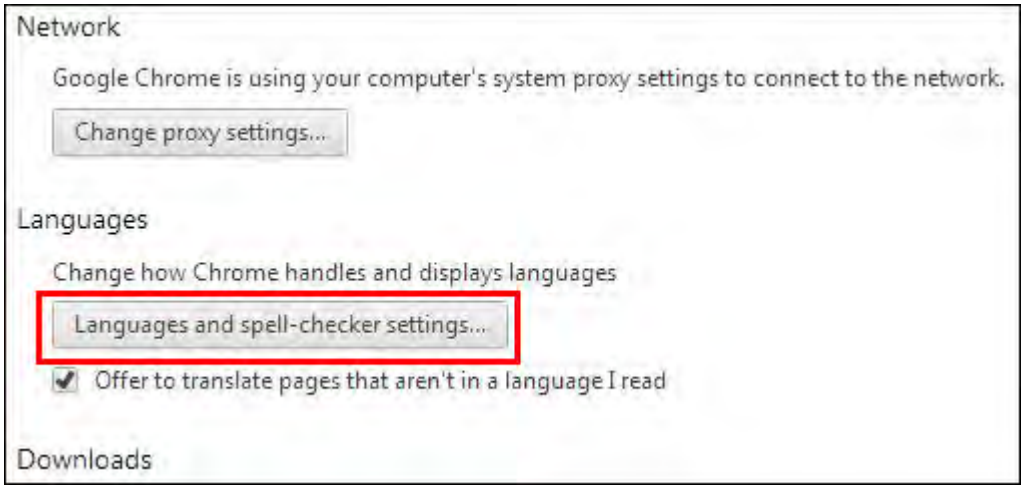


12. Set the **Behavior** to **Allow**.
13. Press **Enter**.
14. Select **OK** twice.
15. Scroll down to the *Languages* section and select **Languages and Spell-checker Settings**.



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

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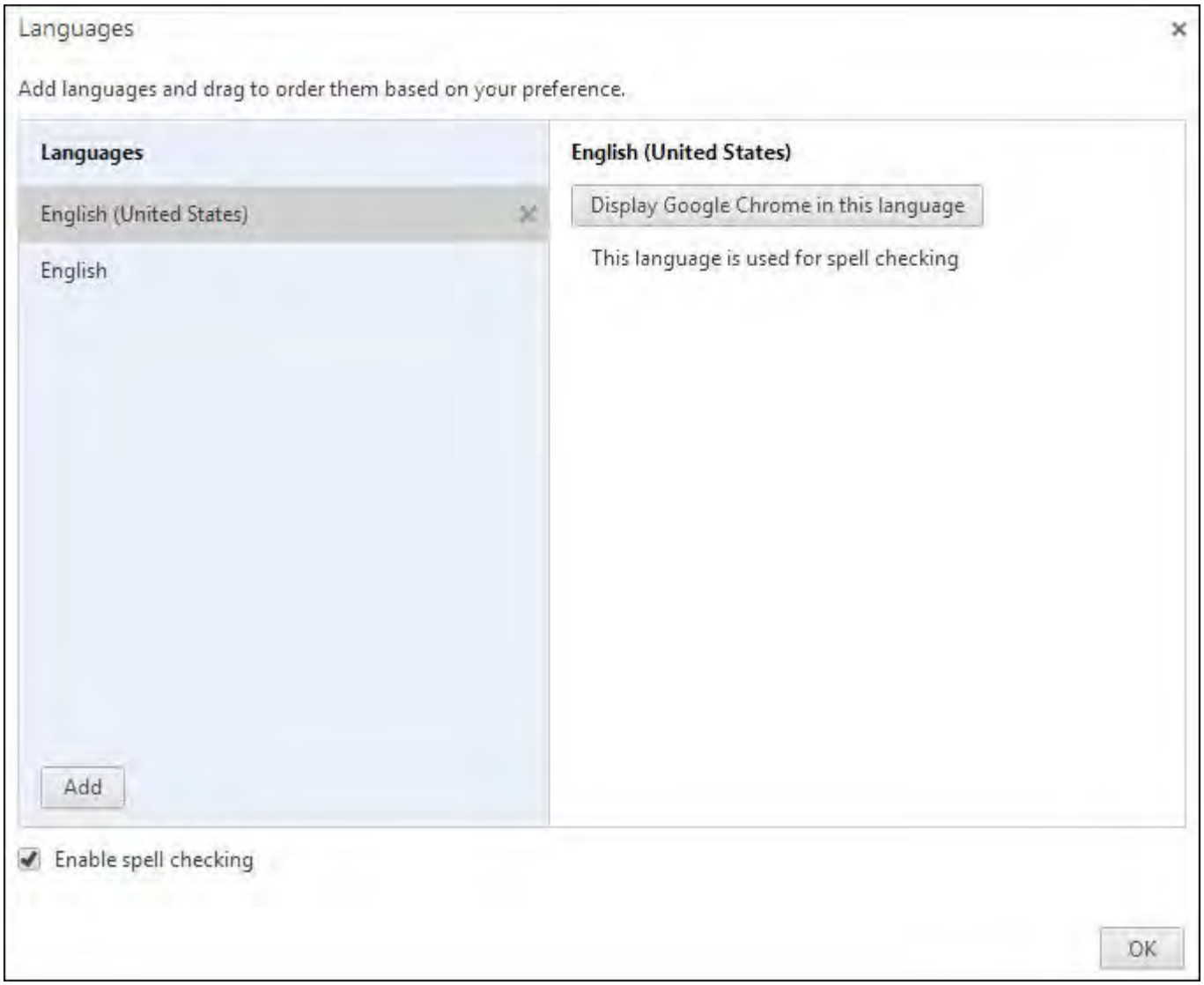

17. Close all Google Chrome browsers and open a new one.

Screenshots

Taking a Screenshot on an Apple (Mac) Computer

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

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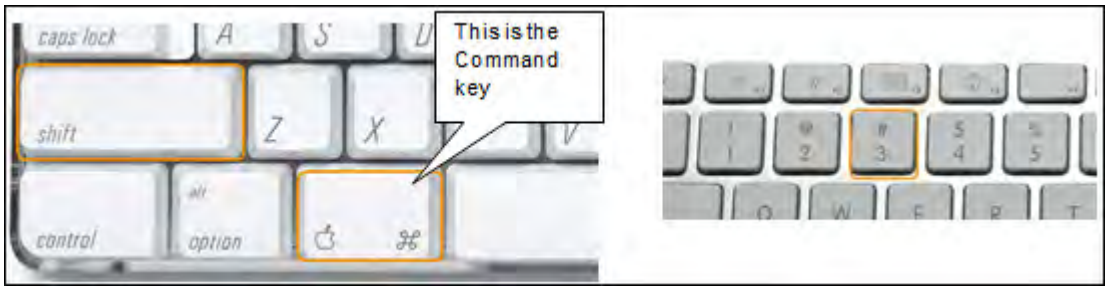

This automatically saves the screenshot to your desktop as Picture1.png. The name may be different if there are already pictures saved to the desktop or if you are saving the image as a different file type (e.g., .jpg, .tif, .pdf).

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.

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