JHA Payment Solutions

iPay Solutions

July 2020



Bill Pay Browser Settings for an iPhone and iPad

Client Reference Guide

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Browser Settings for Financial Institutions

For security purposes, subscribers should consider using only browsers and operating systems that are still able to receive security updates from the developer or manufacturer.

Additional Information

- Subscribers can verify with their financial institution that the browser and version are compatible with online banking.
- Other browsers not on the supported list may still have functionality, but they are not recommended and are only supported in a limited manner.
- NetTeller only supports the current and previous major releases.

Bill Pay supports iOS versions 13 and above. If you experience issues using bill pay on iOS 12, update to iOS 13, if the device is compatible.

Apple Devices Compatible With iOS 13:

iPhones

- iPhone X
- iPhone 8 Plus
- iPhone 8
- iPhone 7 Plus
- iPhone 7
- iPhone 6s
- iPhone 6s Plus
- iPhone 5S

iPads

- iPad 6th Generation
- iPad Pro 10.5-inch
- iPad 5th Generation
- iPad Pro 12.9-inch Second Generation
- iPad Pro 9.7-inch
- iPad Pro 12.9-inch First Generation
- iPad Mini 4
- iPad Air 2
- iPad Mini 3
- iPad Air
- iPad Mini 2

NOTE

Newly released Apple devices are compatible with iOS 13. Any device older than those listed above are only compatible with iOS 12.

iPhone iOS

To locate iOS version, open the Settings app. Select General, then About. Locate Version.

Settings					
≻ Airplane Mode	\bigcirc				
Do Not Disturb	2				
General	0 >	Settings Ger	neral]	
AA Display & Brightness	>				
🛞 Wallpaper	5	About	>	< General	About
Sounds & Haptics	>	Software Update	0 >		
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				Version	10.3.3 (14G6
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iOS 13 and Above

Open the Settings app. Select Safari. Under General, Block Pop-Ups should be turned off.

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Settings	Safari	
SEARCH		
Search Engine		Google >
Search Engine Su	ggestions	
Safari Suggestion	IS	
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About Safari Search &	Privacy	
GENERAL		
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Frequently Visited	d Sites	
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Block Pop-ups		
Downloads Bill Day Browcor Sotting	for an iDhono o	iCloud Drive >

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Under *Privacy & Security*, turn off **Prevent Cross-Site Tracking**, and then turn off **Block All Cookies**.



Select Clear History and Website Data.



Select Clear History and Data.



iPad iOS

To locate iOS version, open the **Settings** app. Select **General**, then **About**. Locate **Version**.

Settings	General	
😧 General	About	>
Control Contor	Software Undate	>
	General	About
	Version	12.0 (16A366

iOS 13 and Above

Open the Settings app. Select Safari. Under General, Block Pop-Ups should be turned off.



Under *Privacy & Security*, turn off **Prevent Cross-Site Tracking**, and then turn off **Block All Cookies**.



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© 2020 Jack Henry & Associates, Inc.® iPay Solutions July 2020 Select Clear History and Website Data.



Select Clear History and Data.

	Contacts				
			Prevent Cross-Site Tracking		
	Calendar		Block All Cookies		
	Reminders	Clear H	listory and Data	/arning	
	Messages	clearing will r and oth	remove history, cookies, her browsing data.		
	FaceTime	History will b signed into	be cleared from devices b your iCloud account.	Apple Pay is enabled and if you	
	Maps	Cancel	Clear	11.	
	Safari				
	Stocks				

Requesting Desktop Site

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

Open the Safari app.

Navigate to your online banking web site.

Click the **AA** button.



Click Request Desktop Website.

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	Website S	Settings	\otimes	

NOTE

If you access Bill Pay on an iPad, the default view is the desktop website.