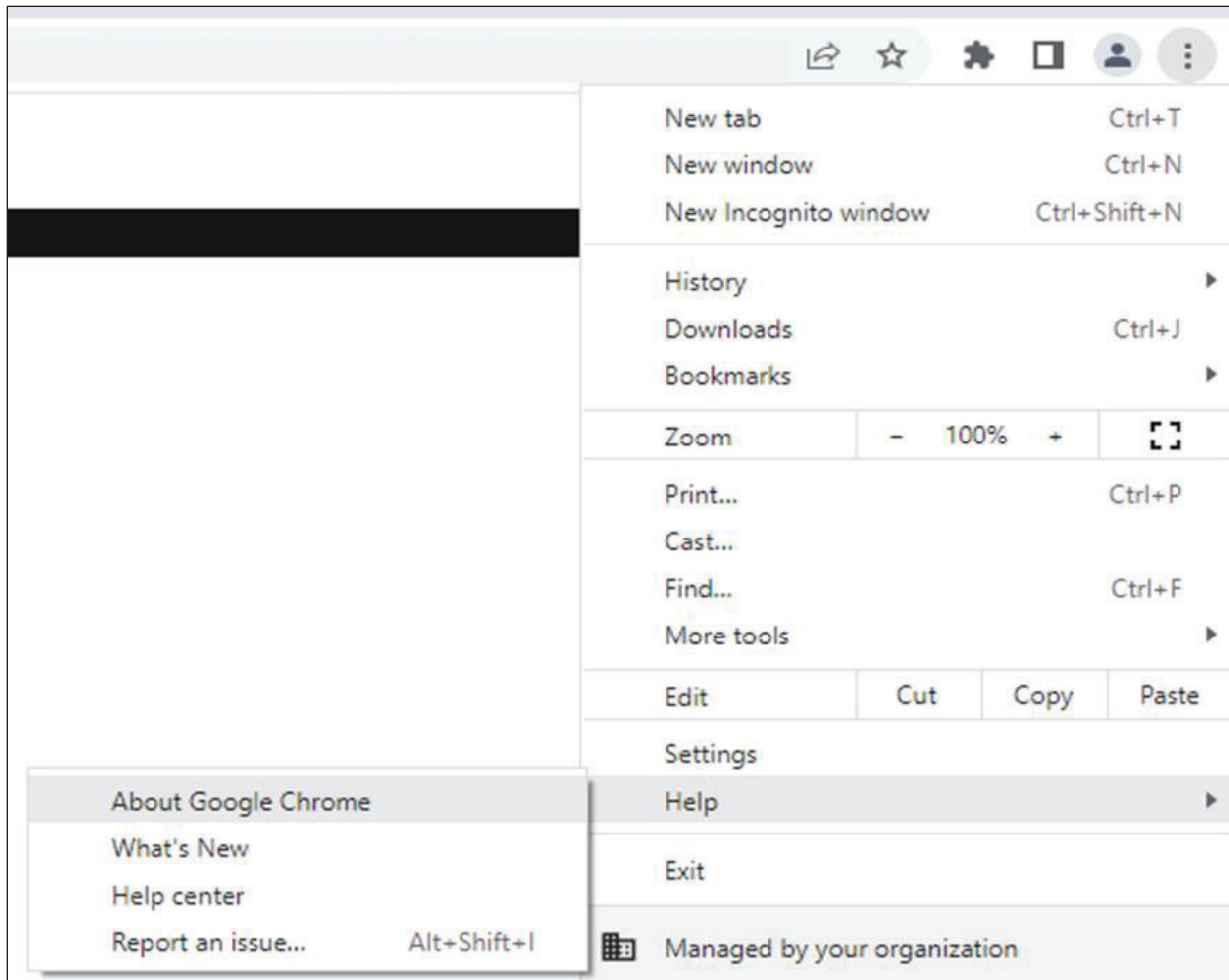


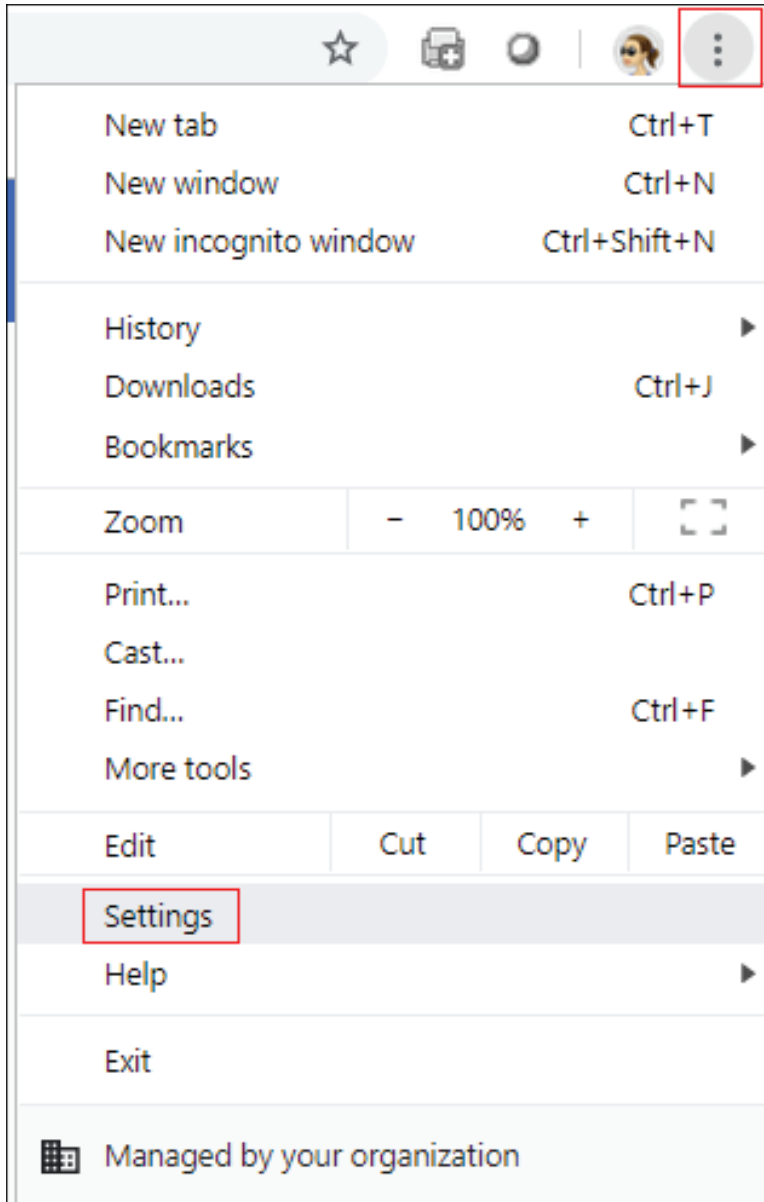
## Google Chrome 107 and 108

To locate browser version, with the browser window open, select the menu icon (three vertical dots). Select **Help**, then click **About Google Chrome**.

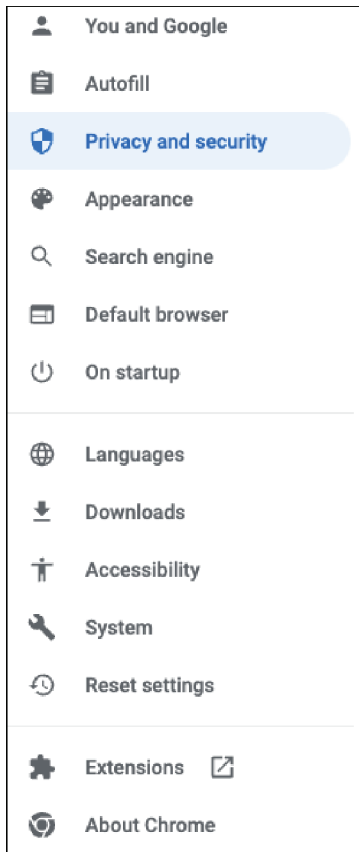


Next, adjust settings.

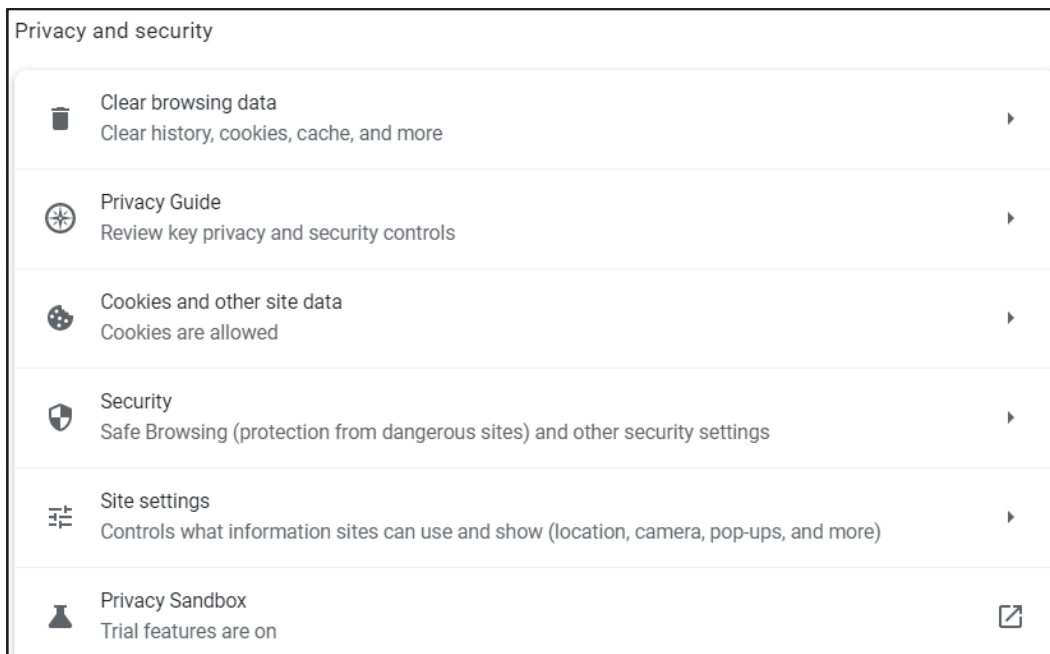
With the browser window open, select the menu icon (three vertical dots). Click **Settings**.



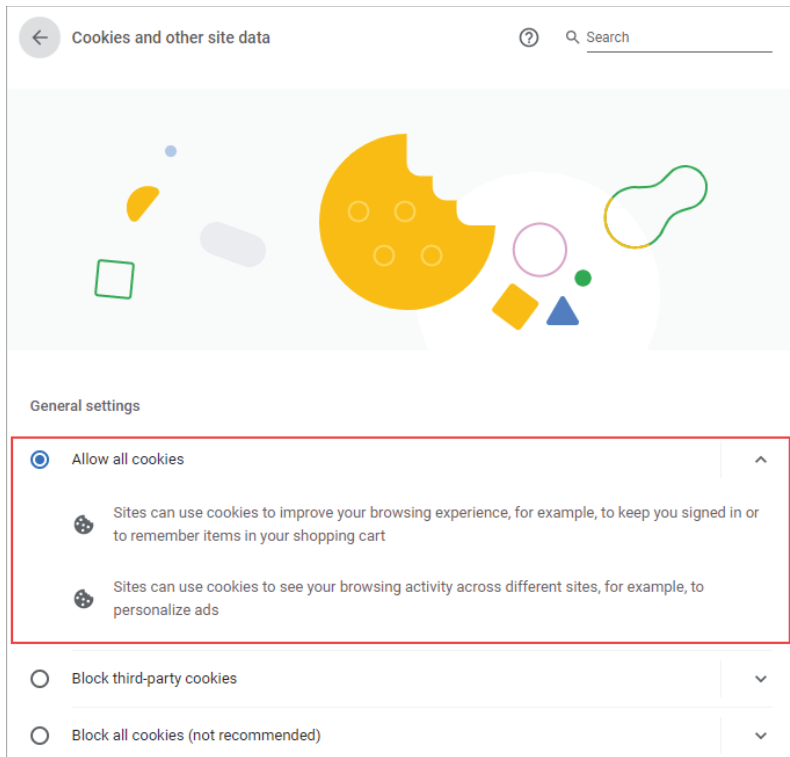
On the left-hand menu, select **Privacy and Security**.



Click **Cookies and other site data**.

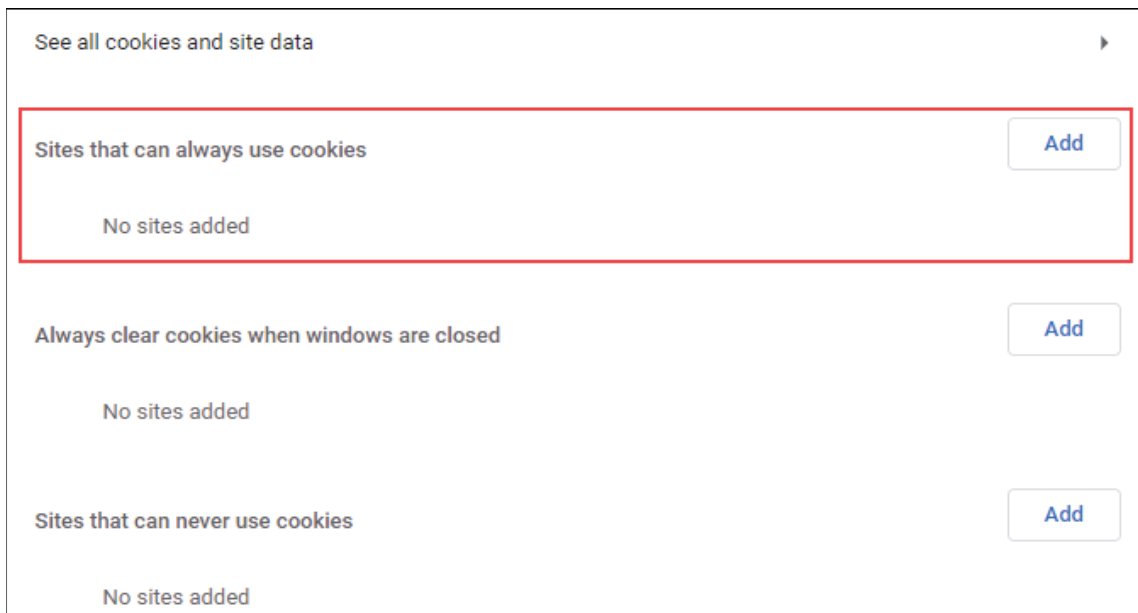


Under *General settings* choose **Allow all cookies**.



Scroll down to the *Sites that can always use cookies* option. Click **Add**, type [www.billpaysite.com](http://www.billpaysite.com) for Consumer Bill Pay or [www.businessbillpay-e.com](http://www.businessbillpay-e.com) for Business Bill Pay.

If applicable, select the box next to *Including third-party cookies on this site* and click **Add**.



**Add a site**

Site

billpaysite.com

Including third-party cookies on this site

Cancel Add

Click **See all cookies and site data**. Then click **Clear all data** or the garbage can icon.

← Cookies and data stored / Cookies and site data

Allow sites to save and read cookie data (recommended)

Block third-party cookies   
When on, sites can't use cookies that track you across the web. Features on some sites may break.

Preload pages for faster browsing and searching   
Uses cookies to remember your preferences, even if you don't visit those pages

See all cookies and site data >

← Cookies and site data / All cookies and site data

Search cookies

Clear all data

Cookies and data stored for sites you have browsed Sort by: Name Filter by: All

bing.com

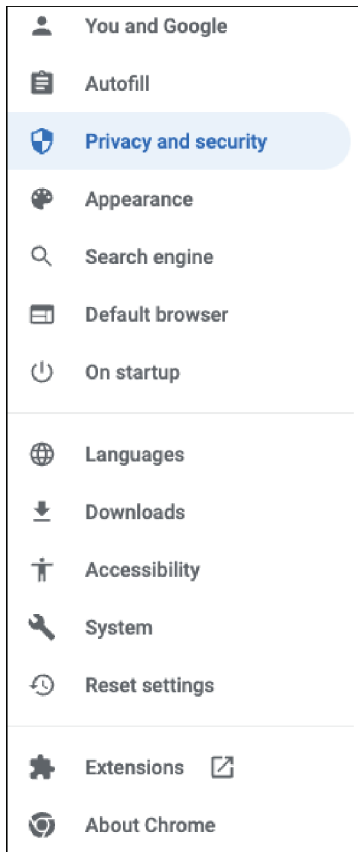
Click **Clear all**.

**Clear site data**

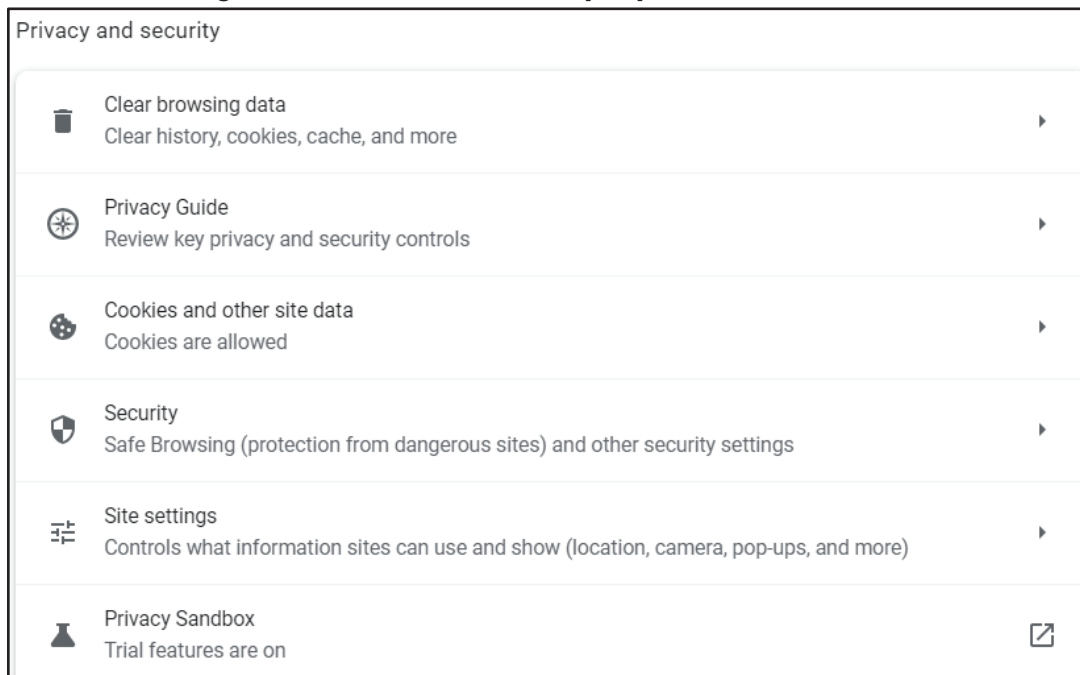
This will delete any data stored on your device for all the sites shown. Do you want to continue?

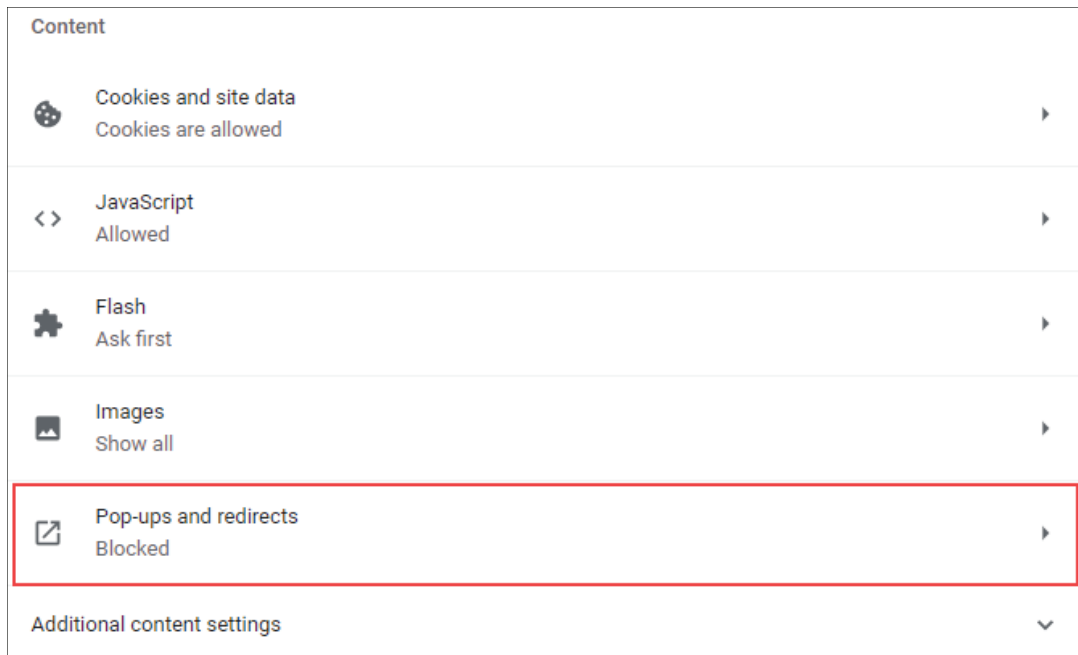
Cancel Clear all

On the left-hand menu, select **Privacy and Security**.

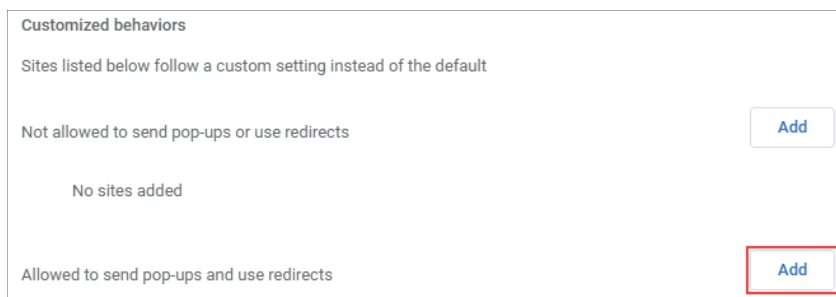


Click **Site Settings**, scroll down, and click **Pop-ups and redirects**.





Click **Add** to the right of *Allowed to send pop-ups and use redirects*.



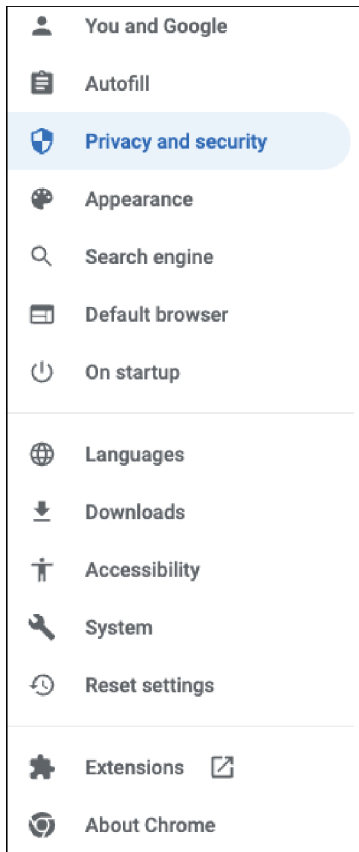
**Consumer and Business users:**

Type [www.billpaysite.com](http://www.billpaysite.com) for Consumer Bill Pay or [www.businessbillpay-e.com](http://www.businessbillpay-e.com) for Business Bill Pay and click **Add**.

**iPay Portal users:**

Type [jhaipayportal.com](http://jhaipayportal.com) and click **Add**.

On the left-hand menu, select **Privacy and Security**.

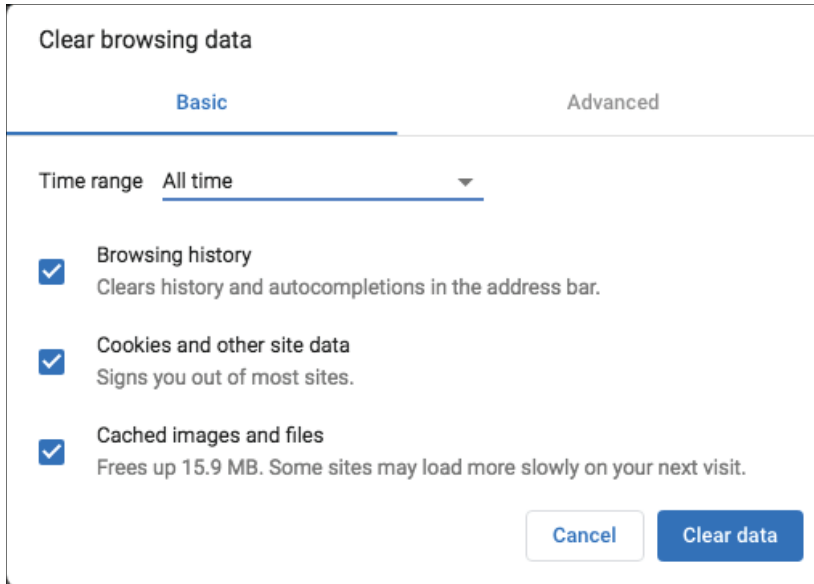


Next delete your browsing history. From the *Privacy and Security* page, click **Clear browsing data**.

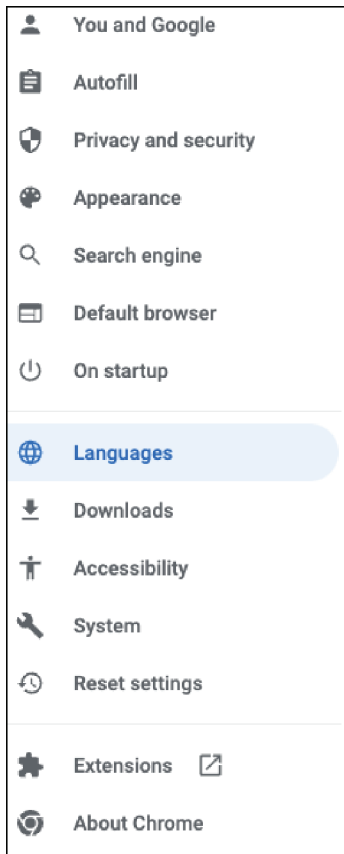




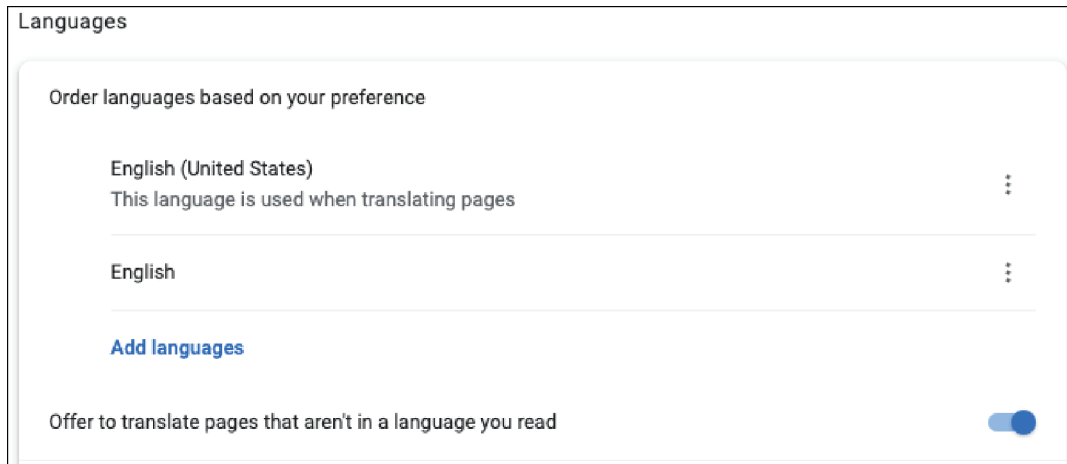
In the *Time range* section, choose **All time**. Then, select **Browsing History**, **Cookies and other site data**, and **Cached images and files**. Click **Clear data**.



While still in *Settings*, select **Languages**.



Under *Order language based on your preference*, ensure that *English (United States)* is the first, or only, language listed.



Restart the browser by closing all open sessions.

If the date or currency format is still incorrect, walk the subscriber through updating their [Language and Region Preferences](#).