Android

Chrome 107 and 108

Before completing the steps, ensure online banking or bill pay is actively open on the web browser.

To locate browser version, with the browser window open, tap the menu icon (three vertical dots). Tap **Settings**, then **About Chrome**.
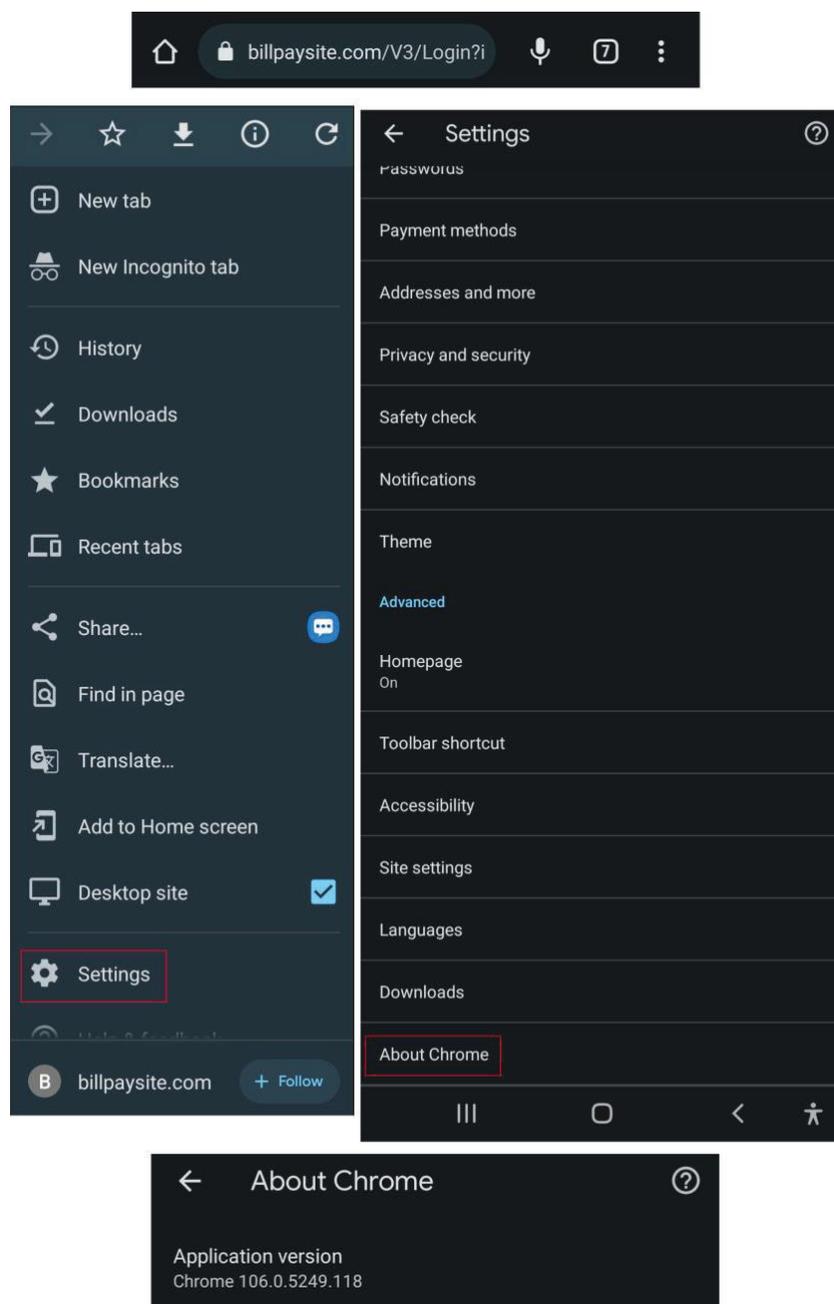
Next adjust settings. Tap the arrow to the top-left of the screen, then **Site settings.**
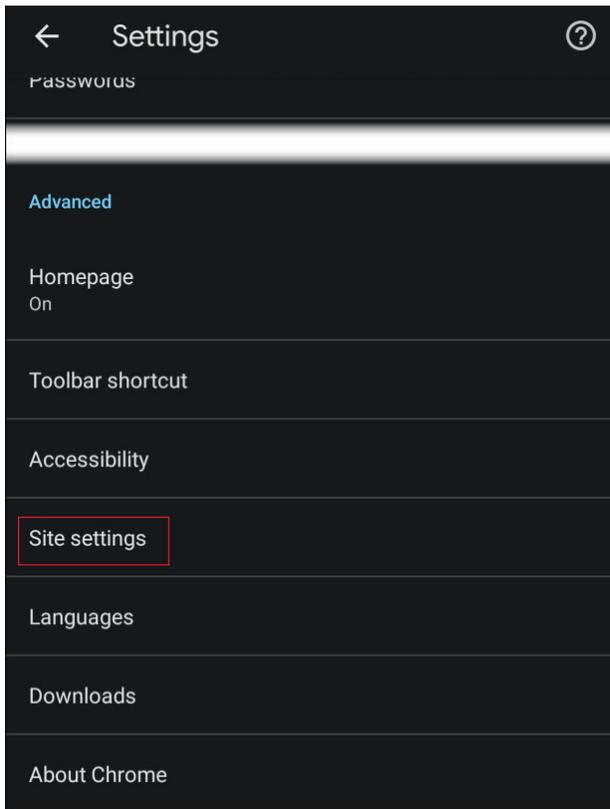
Tap **Cookies**.
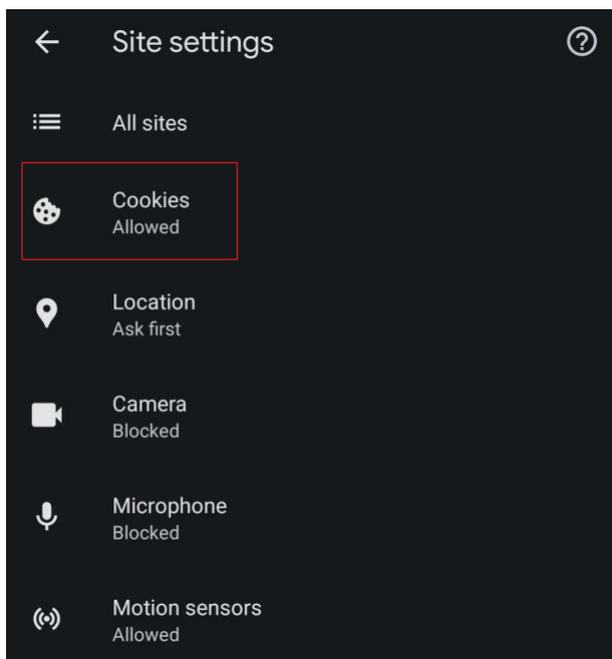
Tap the radio button to the left of **Allow cookies.**
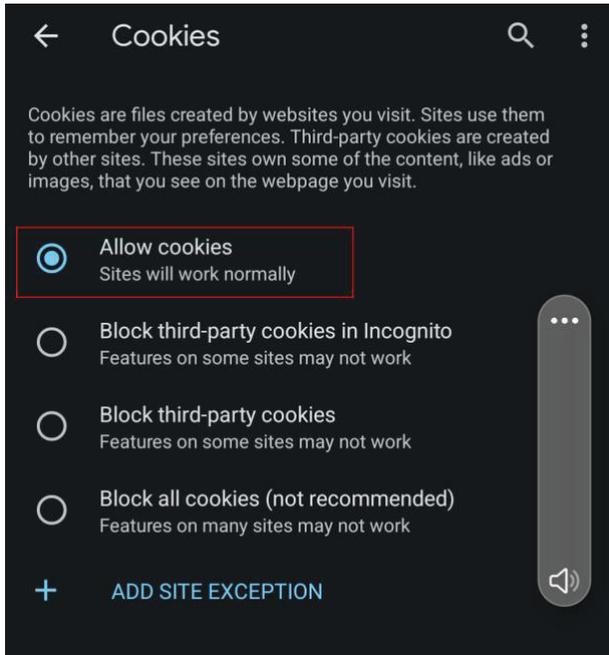
Tap **ADD SITE EXCEPTION**.
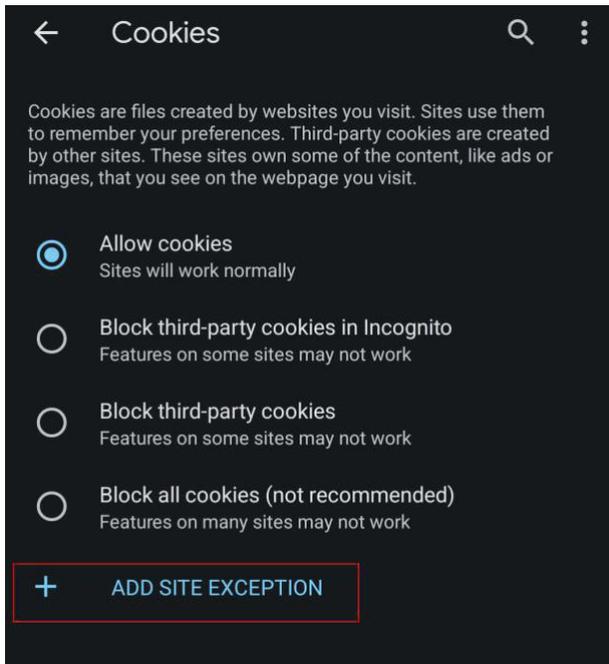
Type www.billpaysite.com for Consumer Bill Pay or www.businessbillpay-e.com for Business Bill Pay. If applicable, select the box next to *All cookies, on this site only* and tap **Add**.
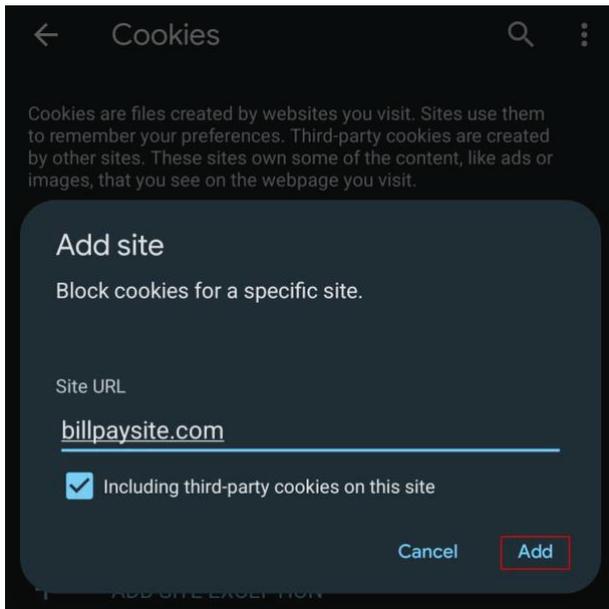
Tap the site URL under *Blocked*.
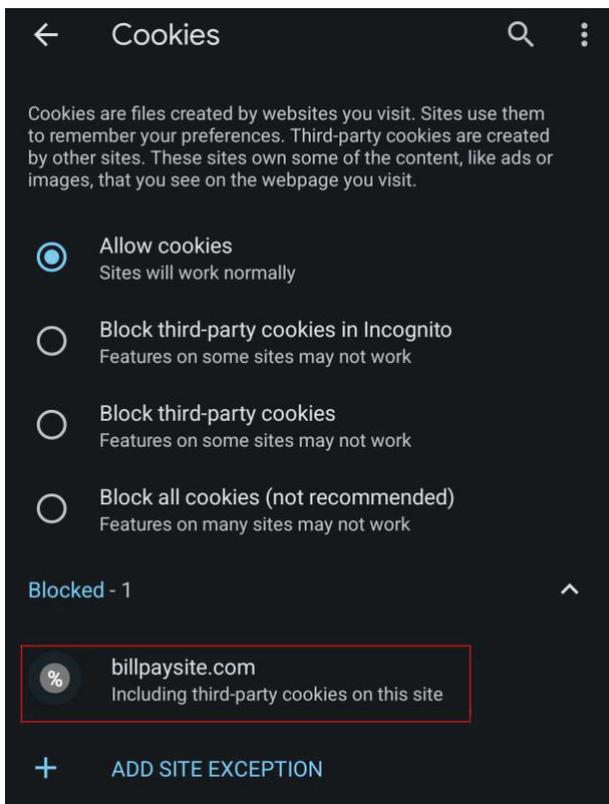
Tap the radio button to the left of **Allow**.
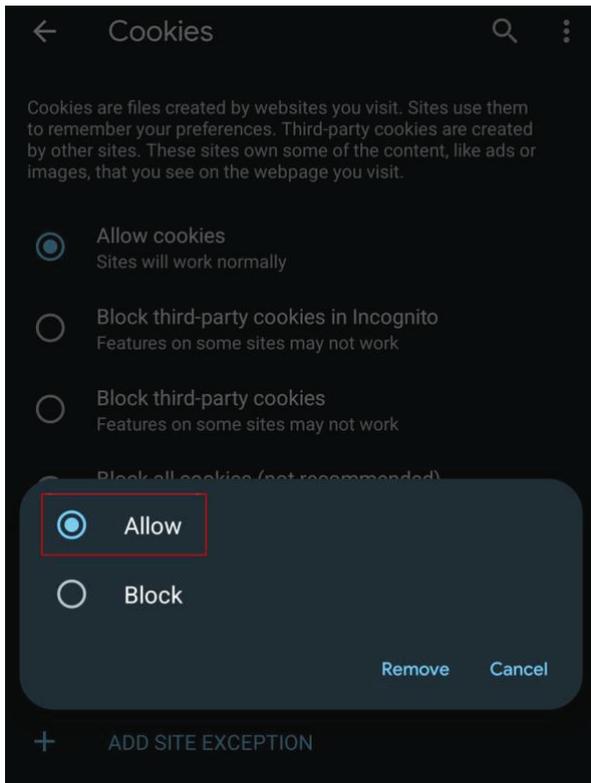
Tap the arrow to the top-left to change the privacy settings to allow pop-ups. Scroll down, then tap **Pop-ups and redirects**.
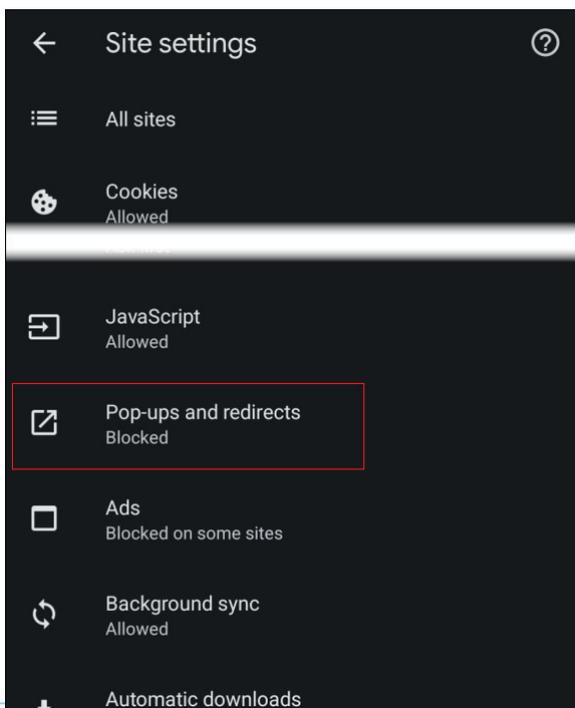
Toggle the **Pop-ups and redirects** to *allowed*.
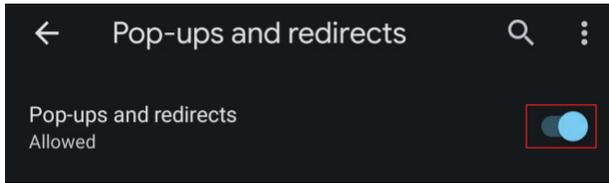
Tap the arrow to the top-left two times to return to the **Settings** menu.

Scroll down and tap **Languages**.
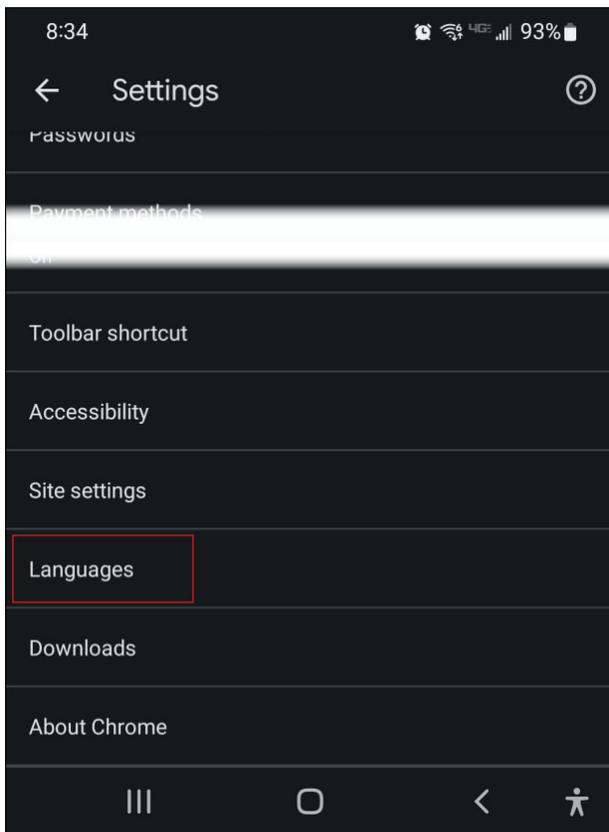
Ensure that *English (United States)* is the first, or only, language listed.
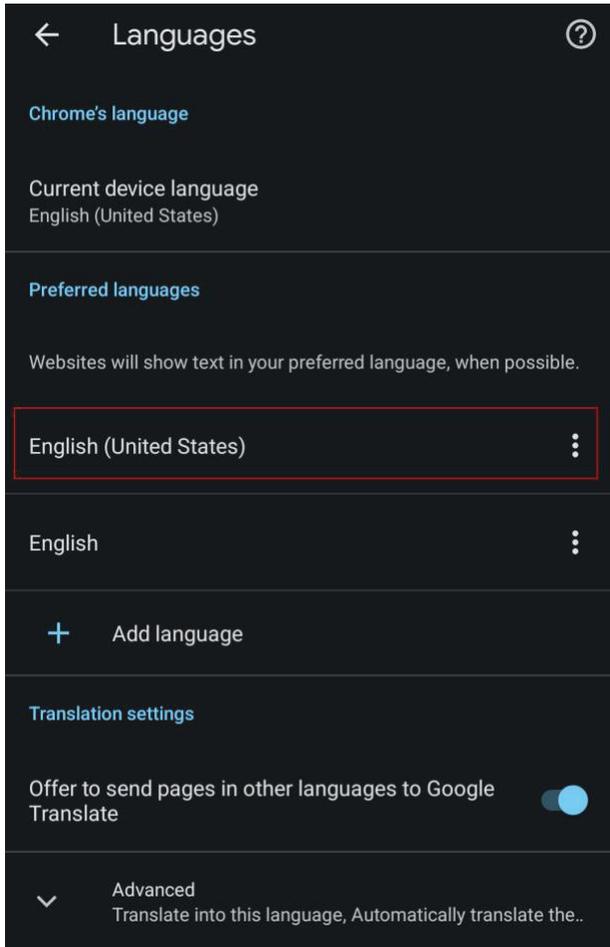
If English (United Sates) is not listed first, tab the **ellipsis**, then tab **Move to top**.
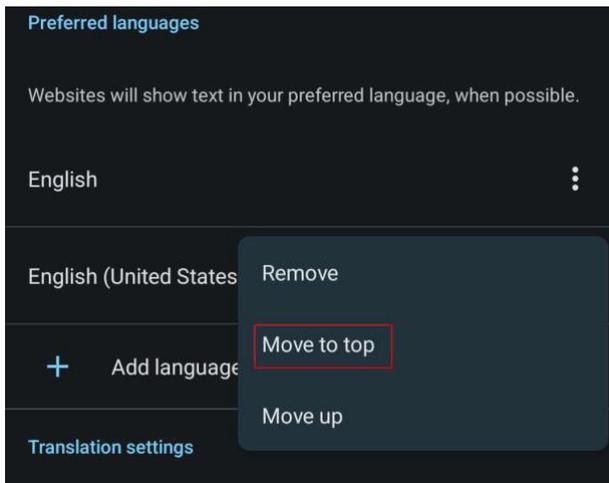
Tap the arrow to the top-left of the screen two times to exit the **Settings** menu.

Tap the menu icon again, then **History.**
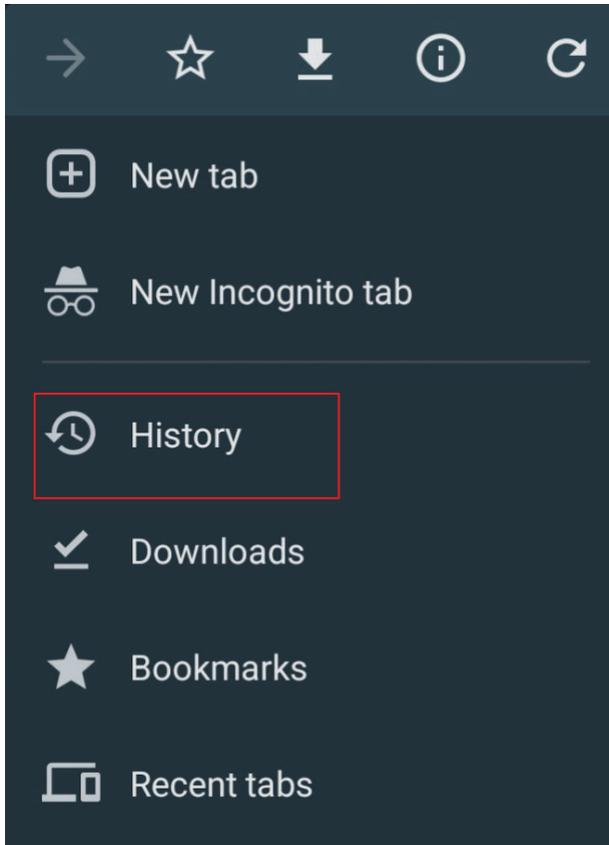
To delete your browsing history, tap **Clear browsing data**.

In the *Time range* section, choose **All time.** Then, select **Browsing History**, **Cookies and other site data**, and **Cached images and files,** then tap **Clear data**.
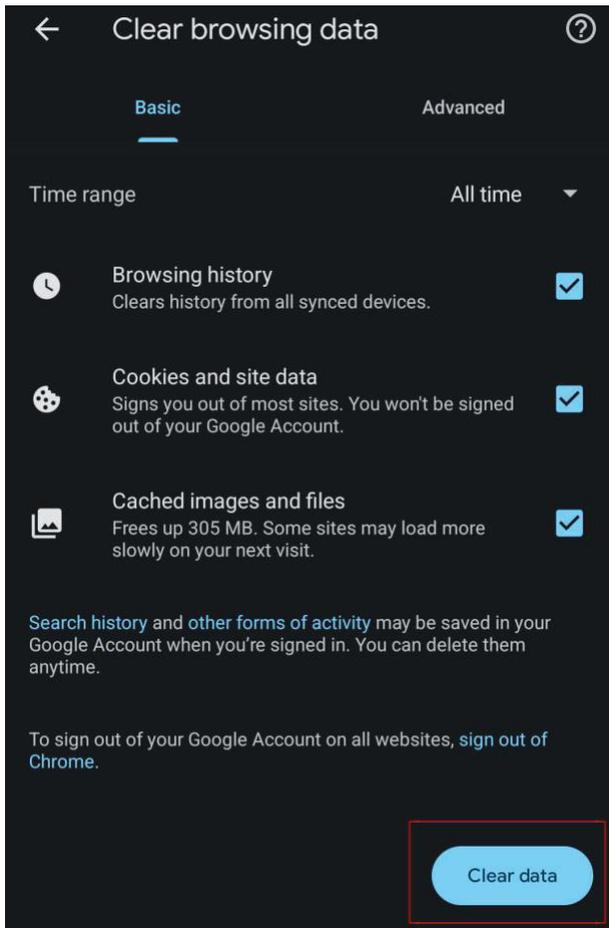
Restart the browser by closing all open sessions.

If the steps above don't resolve the issue tap the menu icon, then select **Desktop Site** and try again.