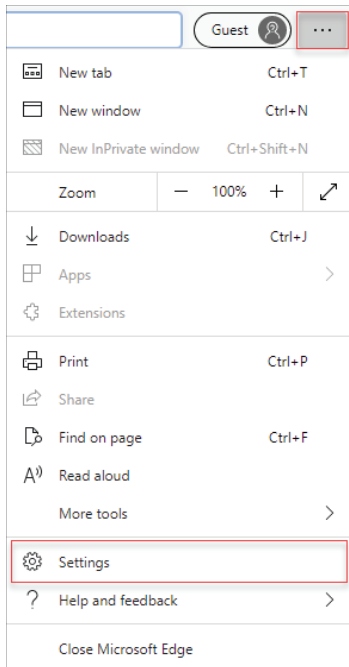
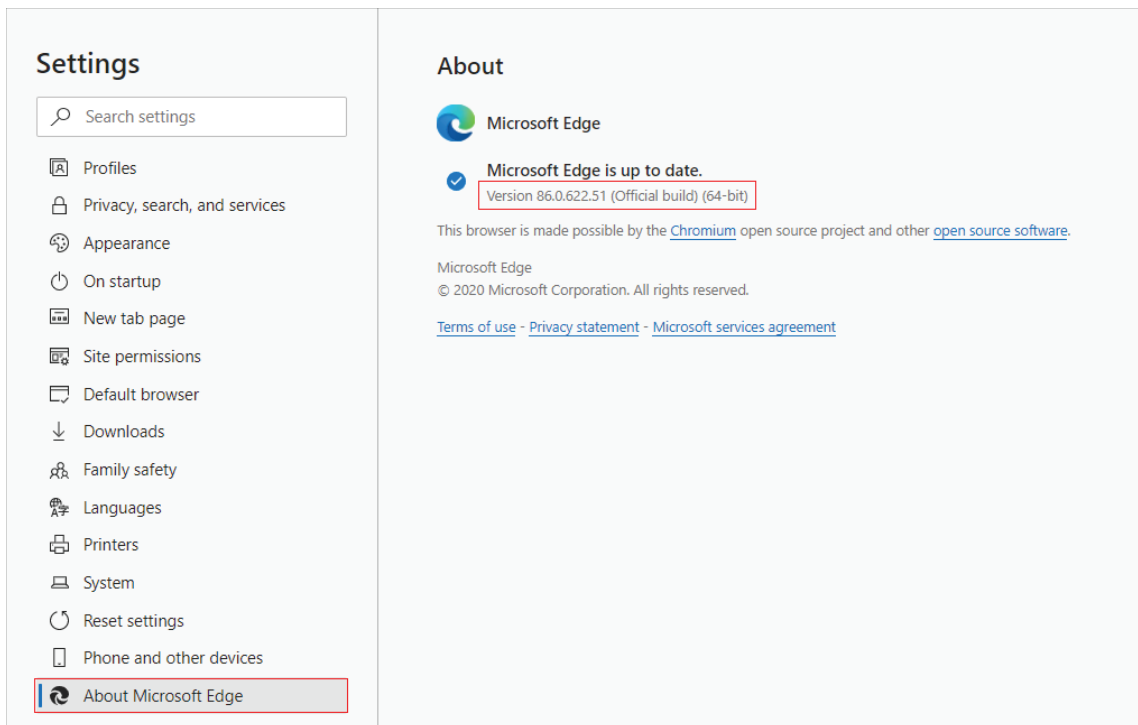


## Microsoft® Edge 107 and 108

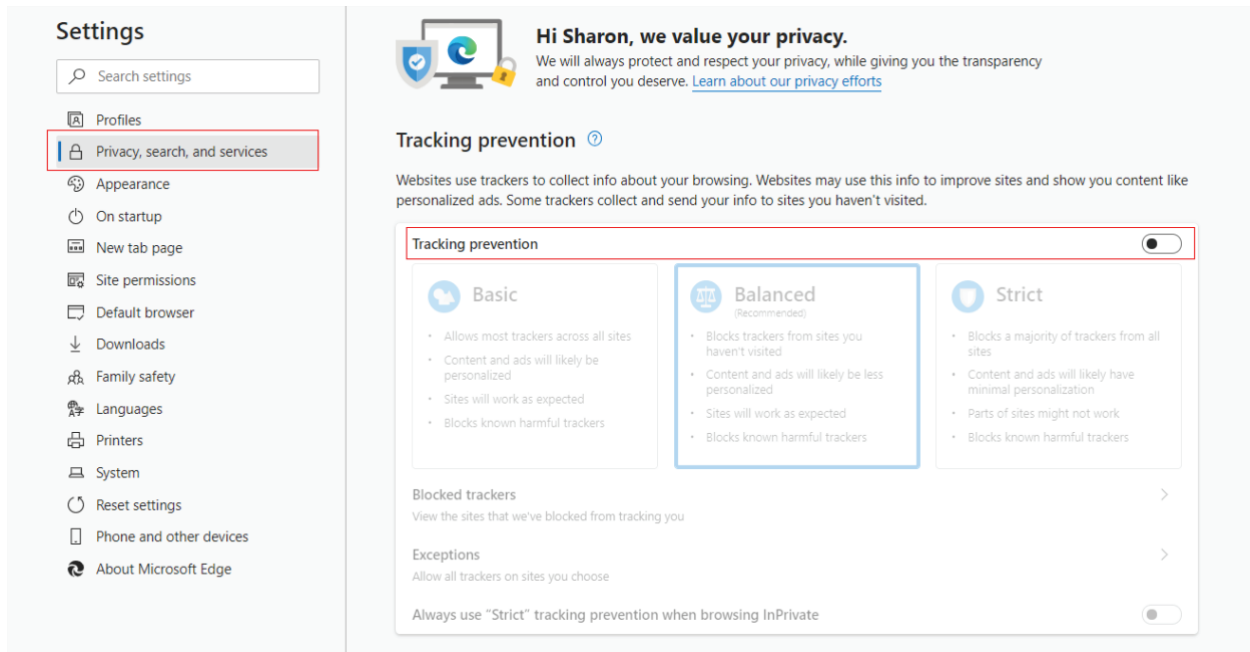
To locate the browser version, with the browser window open, click the three horizontal dots. Then, click **Settings**.



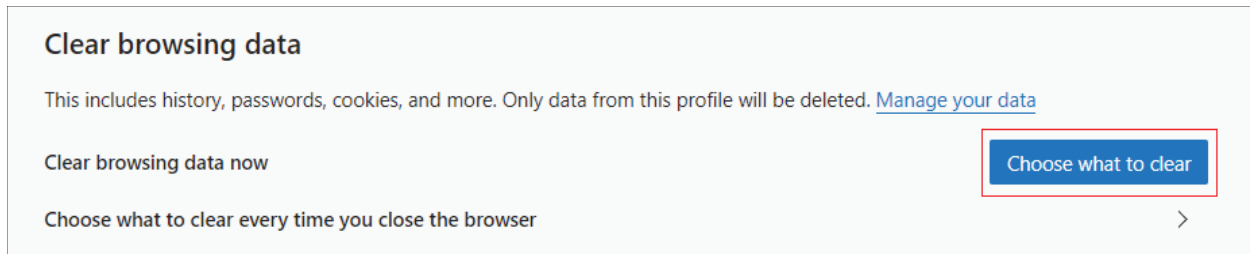
Click *About Microsoft Edge*.



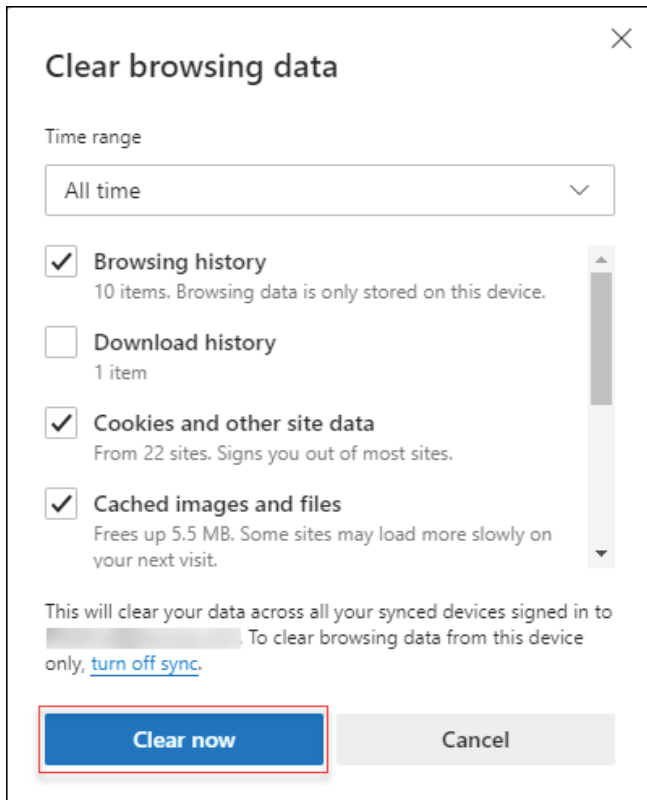
While still in **Settings**, click **Privacy, search, and services**. Turn off **Tracking prevention**.



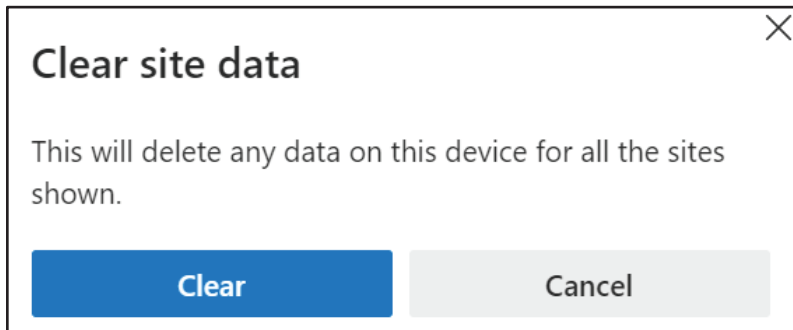
While still on the **Privacy, search, and services** page, locate the **Clear browsing data** section and click **Choose what to clear**.



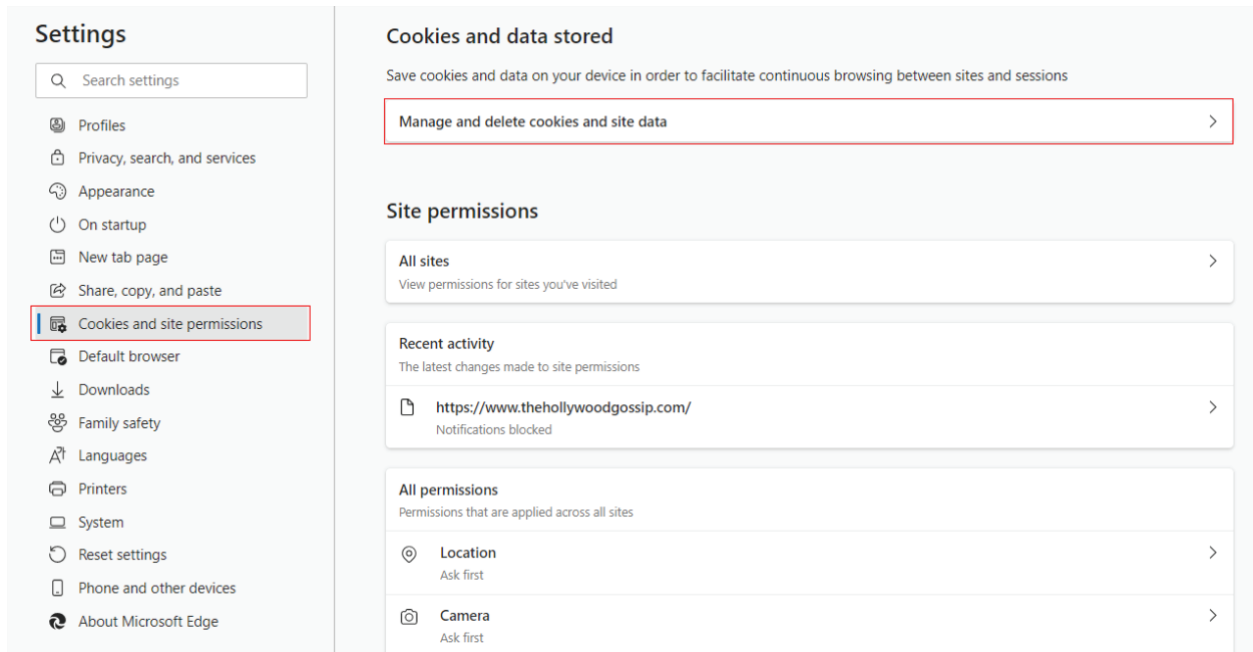
In the Time range section, choose **All time**. Select **Browsing History, Cookies and other site data**, and **Cached images and files**, then click **Clear now**.



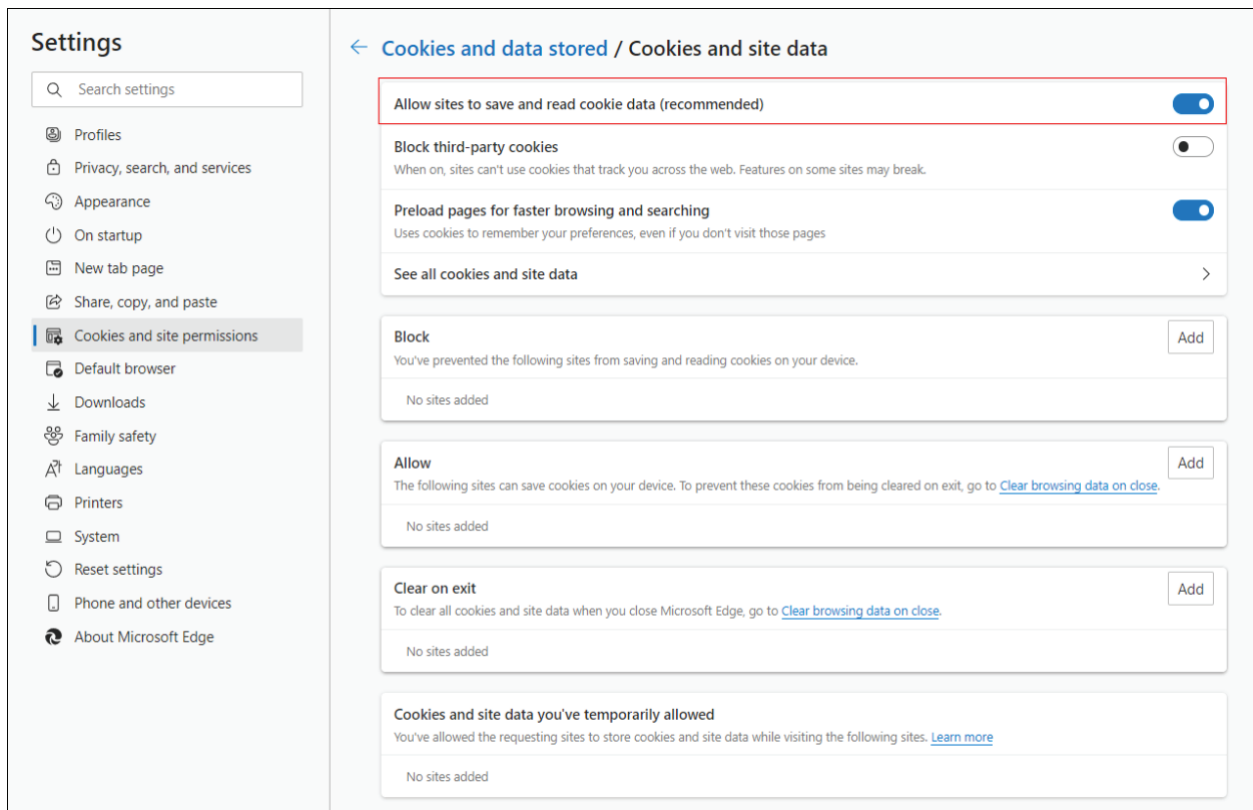
Click **Clear**.



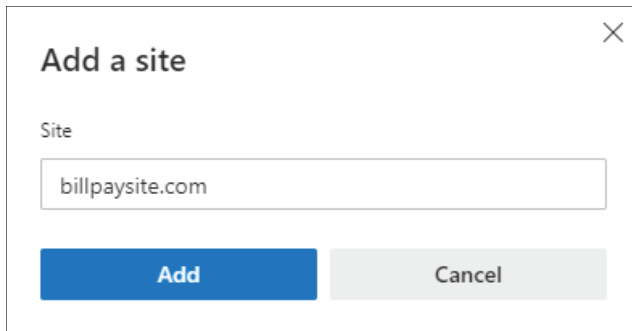
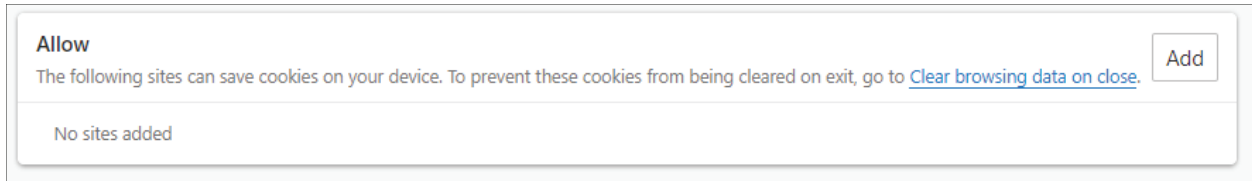
Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Manage and delete cookies and site data**.



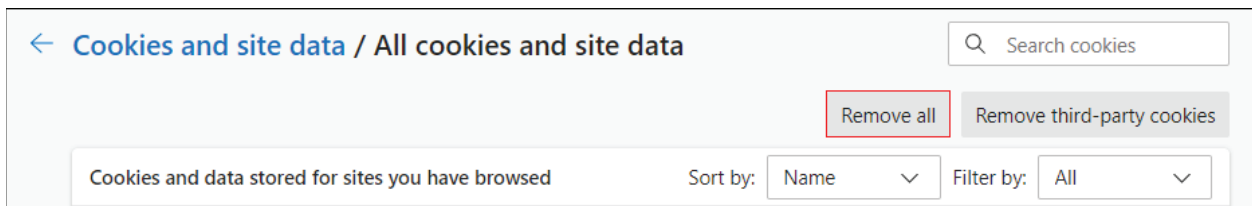
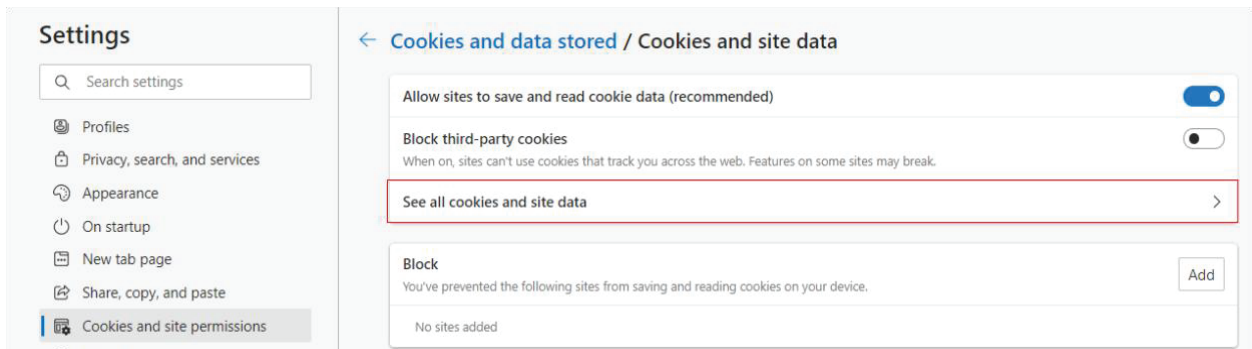
Turn on **Allow sites to save and read cookie data (recommended)**. Turn off **Block third-party cookies**.



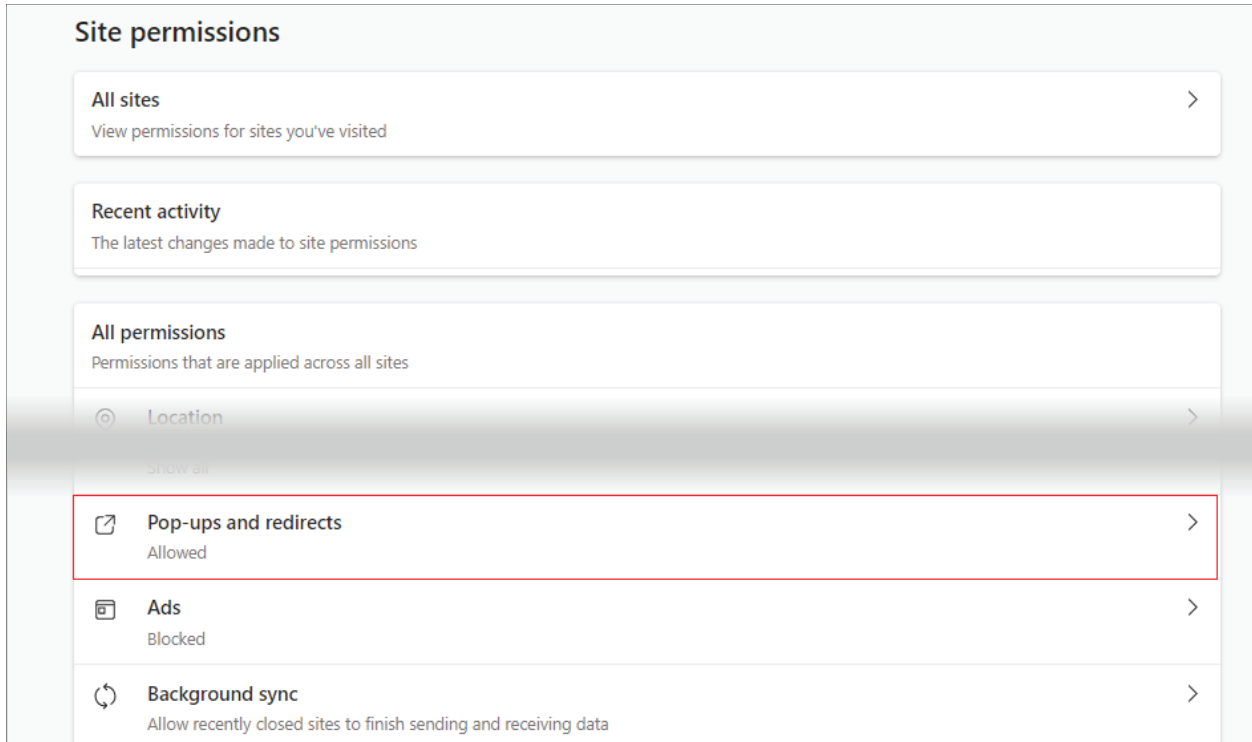
In the *Allow* section, click **Add** and type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.



While still on the **Cookies and site permissions** page, click **See all cookies and site data** and then click **Remove All**.



Under the **Settings** menu, select **Cookies and site permissions**. Then, click **Pop-ups and redirects**.



Turn off **Block (recommended)**.

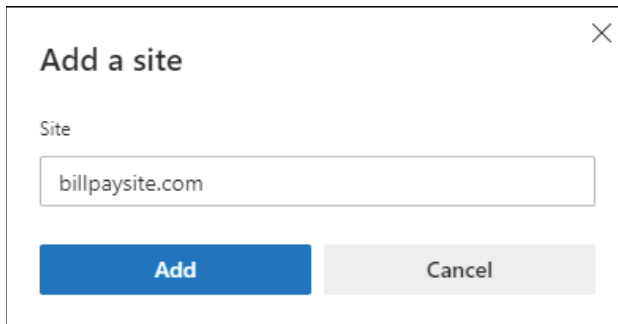


### Consumer and Business users:

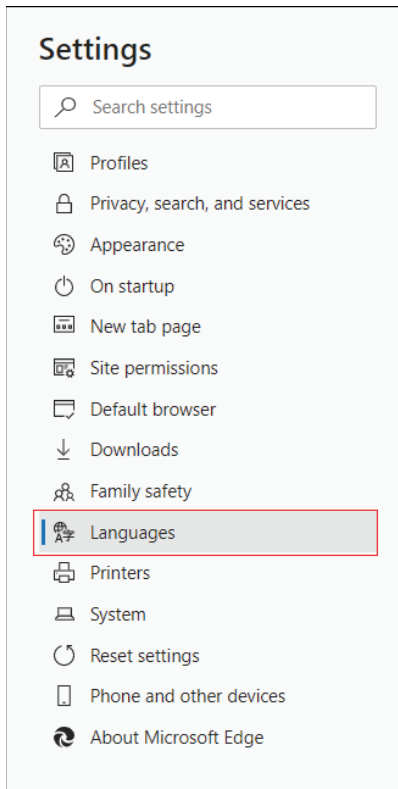
In the *Allow* section, click **Add**, type billpaysite.com for Consumer Bill Pay or businessbillpay-e.com for Business Bill Pay and click **Add**.

### iPay Portal users:

In the *Allow* section, click **Add**, type jhaipayportal.com and click **Add**.



Under the **Settings** menu, select **Languages**.



Under **Language** ensure that *English (United States)* is the first, or only, language listed.

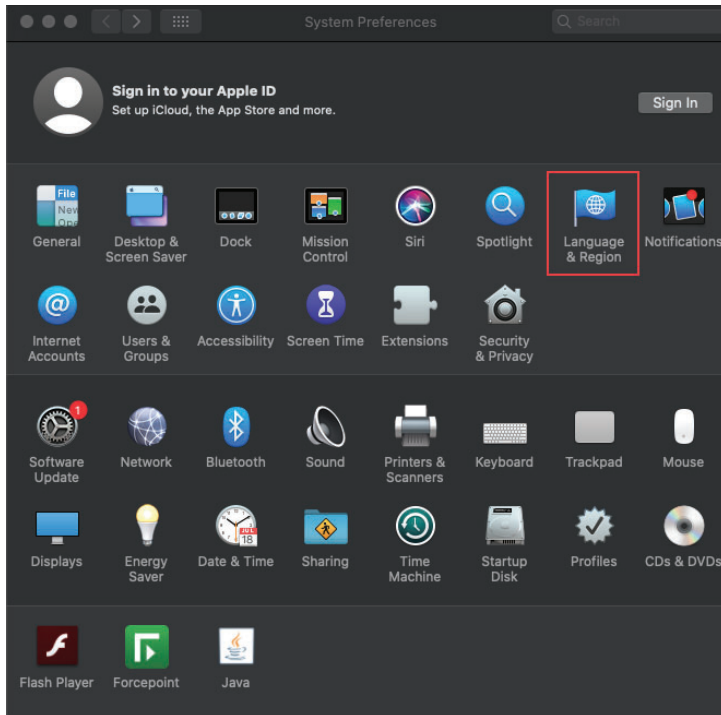


Restart the browser by closing all open sessions.

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

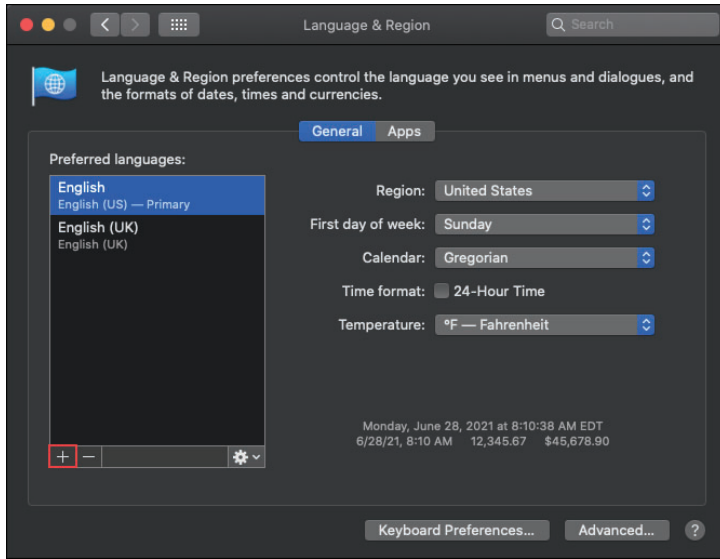
## Language and Region Preferences

On your Mac desktop, open *System Preferences*. Click **Language & Region**.



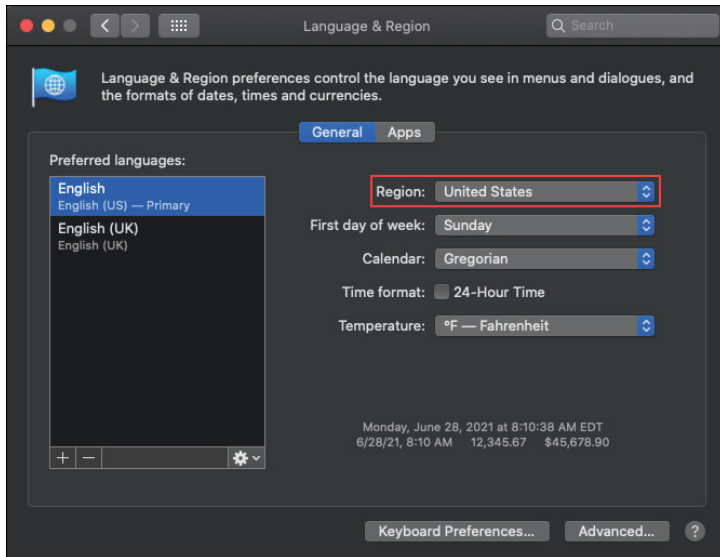


Click the **+** icon under *Preferred languages*.



Scroll through the list and select **English (US)**. Choose *English (US)* as your primary language.

Next, click the *Region* drop-down menu and select **United States**.



Restart your Mac desktop.