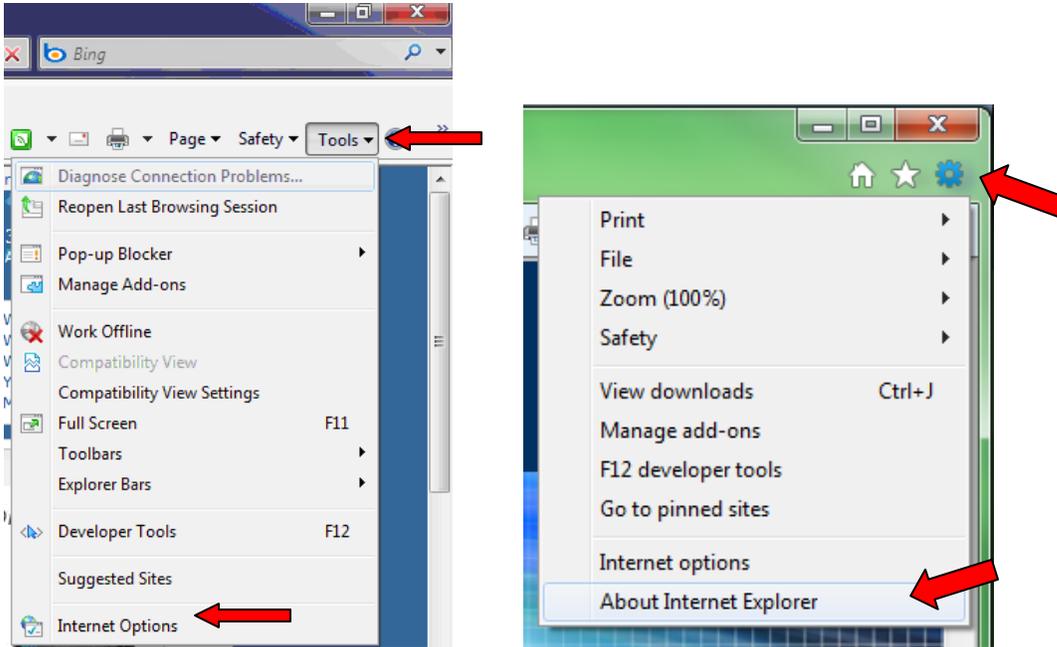
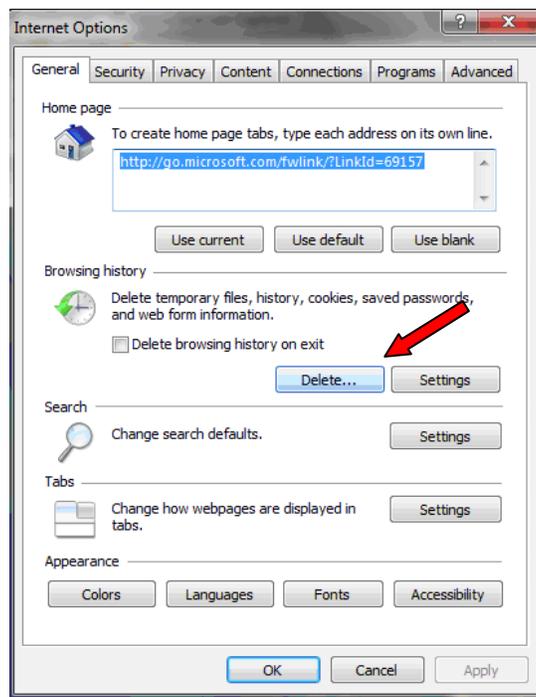


# Internet Explorer 8 and 9

1. Select "Internet Options" by clicking "Tools" on your browser's toolbar.

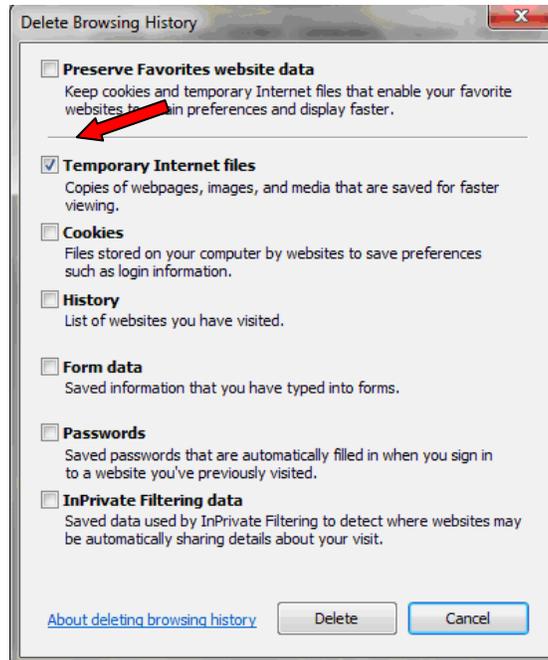


2. Under the "General" tab, in the "Browser History" area, click "Delete."

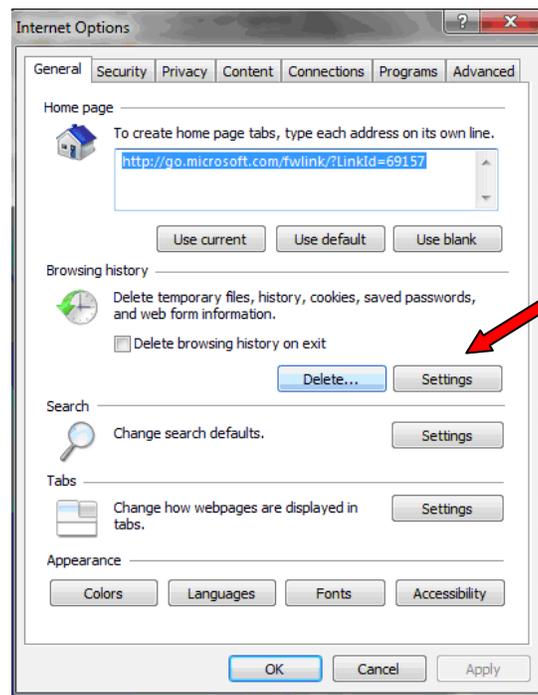


3. Uncheck all boxes on the left hand of the window. Ensure that only “Temporary Internet Files” is the only check box selected. Then click on delete at the bottom.

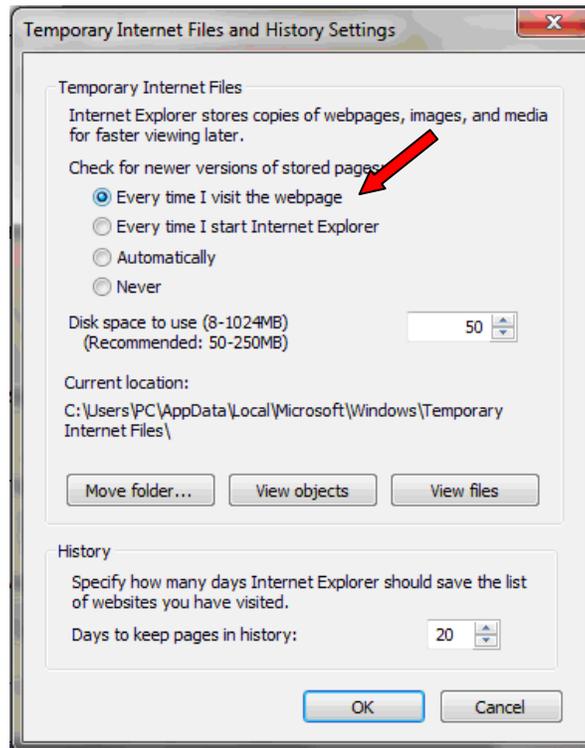
- a. This step may take a few minutes if the cache has not been cleared for a while, you will receive a box showing the files being deleted.



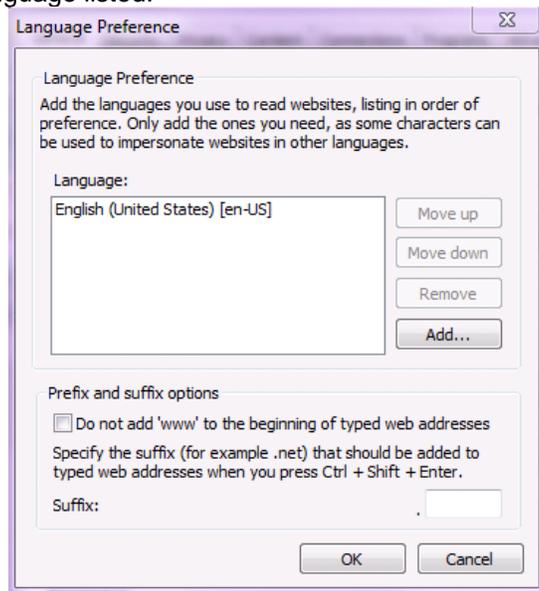
4. Next, click on the settings button under the “Browsing History” Section.



5. Under the “Temporary Internet Files” section, ensure that “Every time I visit the webpage”, is selected. Then click on “OK”.

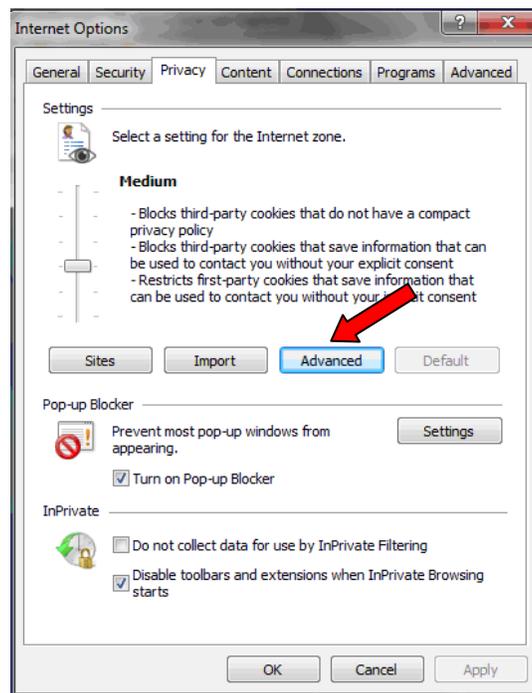


6. Then click on the “Languages” button at the bottom and ensure that “English United States (en-us)” is the first or only language listed.



7. Click the "Privacy" tab.

8. Next, click on the click "Advanced" button.



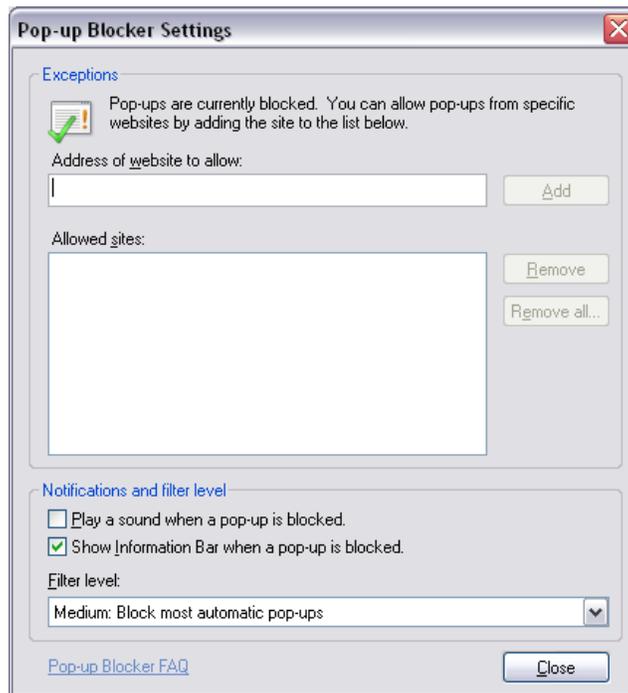
9. Be sure "Override automatic cookie handling" and "Always allow session cookies" are checked. Also ensure the first and third party cookies are both accept.



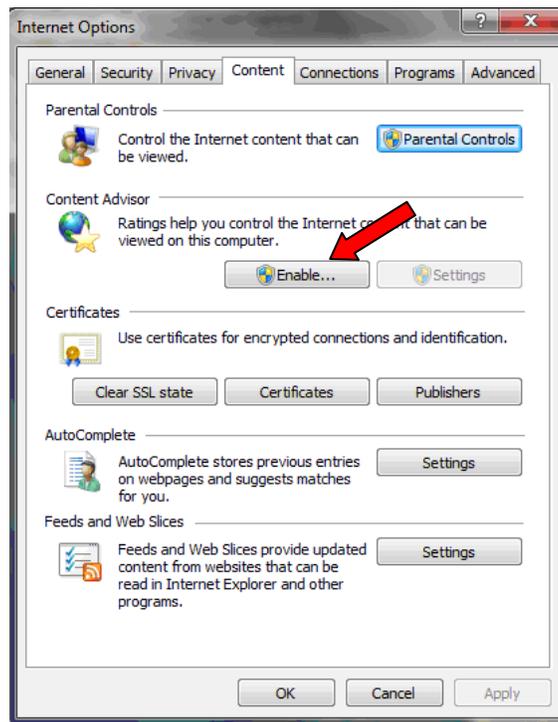
10. Click "OK"

11. While still under the "Privacy" tab click on the "Settings" button in the Pop up Blocker area.

12. . In the “Address of Web site to allow” text box, enter https://www.billpaysite.com and then click the “Add” button. Next click the “Close” button.

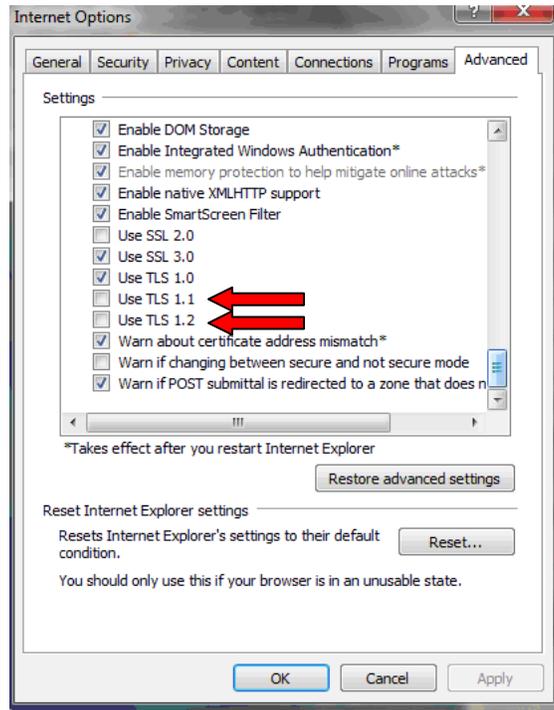


13. Next, click on the “Content” tab. In the “Content Advisor” area at the top, the first button should read “Enable”. If it does not, click the “Disable” button. However, to continue, you will need the password chosen at the time your computer was set up or the password for your system’s network.



14. Click on the “Advanced” tab. In the box with the scroll bar, scroll all the way to the bottom of the window. Ensure that “SSL 3.0” and “TLS 1.0” are checked. If using Windows Vista or XP, click “OK” at the bottom. And restart computer if using Vista.

15. **If using Windows 7 Operating System**, Ensure that “TLS 1.1” and “TLS 1.2” are not checked. Click on “OK” at the bottom.



16. Click the “OK” button. Once the Internet Options window closes, you will now need to restart your Browser.