

# BILL PAY TROUBLESHOOTING

for Online Banking

GOOGLE  
CHROME

Recent browser updates may have affected your ability to access full functionality in Bill Pay from Online Banking. Trying another browser may resolve the problem. If another browser is not available, the following adjustments may need to be made to restore functionality:

1. Close all Chrome windows.
2. Open a new Chrome window.
3. Navigate away from the banking website, for example go to google.com.
4. Click on the three stacked dots in the upper right corner of Chrome to open the menu.
5. Select MORE TOOLS.
6. Select CLEAR BROWSING DATA.
7. Click on ADVANCED at the top of the pop-up window.
8. Select ALL TIME in the TIME RANGE options.
9. Check mark COOKIES AND OTHER SITE DATA and CACHED IMAGES AND FILES
10. Click on the CLEAR DATA button at the bottom. When the Chrome finishes deleting data, you should see the SETTINGS page.
11. Scroll down to the ADVANCED section. You may need to click to open the ADVANCED section.
12. Within the PRIVACY AND SECURITY section, click to open the CONTENT SETTINGS.
13. Click to open the COOKIES section.
14. Turn on ALLOW SITES TO SAVE AND READ COOKIE DATA (RECOMMENDED).
15. Turn off BLOCK THIRD-PARTY COOKIES.
16. Close Chrome and reopen.

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EDGE

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1. Close all Edge windows.
2. Open a new Edge window.
3. Navigate away from the banking website to an unrelated website, such as google.com.
4. Click on the settings button in the upper right corner (...).
5. Select SETTINGS.
6. Select PRIVACY, SEARCH, AND SERVICES.
7. Turn off TRACKING PREVENTION (slide button in upper right)
8. Under CLEAR BROWSING DATA click on the CHOOSE WHAT TO CLEAR button.
9. Checkmark
  - a. ....COOKIES AND OTHER SITE DATA
  - b. ....CACHED IMAGES AND FILES
  - c. ....SITE PERMISSIONS
10. Click on the CLEAR NOW button.
11. Click on the back button (<<).
12. In the COOKIES section select DON'T BLOCK COOKIES.
13. In the PRIVACY section turn off SEND DO NOT TRACK REQUESTS.
14. Under SECURITY turn off BLOCK POP-UPS.

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SAFARI

Recent browser updates may have affected your ability to access full functionality in Bill Pay from Online Banking. Trying another browser may resolve the problem. If another browser is not available, the following adjustments may need to be made to restore functionality:

1. Click on the Safari menu in the top left hand corner next to the Apple symbol
2. Click on Settings...
3. A new dialogue box will open
4. Click Privacy
5. Click on the Manage Website Data button
6. To remove any cached data and cookies from your computer, click Remove all
7. A new dialogue box will open
8. Click Remove Now
9. Wait a few moments, then click Done
10. Close the dialogue box remaining. Press Command +Q to quit Safari

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