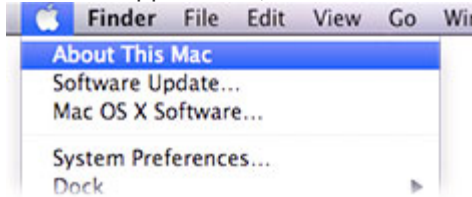


OSX Mac/Safari Browser Troubleshooting Steps

How do I find my operating system (OS) version on a Mac?

From the Apple menu, select About This Mac.



The resulting window shows your operating system version. In this example, you are using Mac OS X 10.5.3.



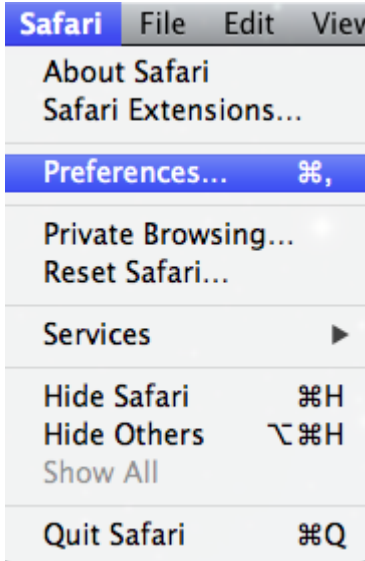
To verify the version of Safari:

Select "Safari" and click "About Safari"

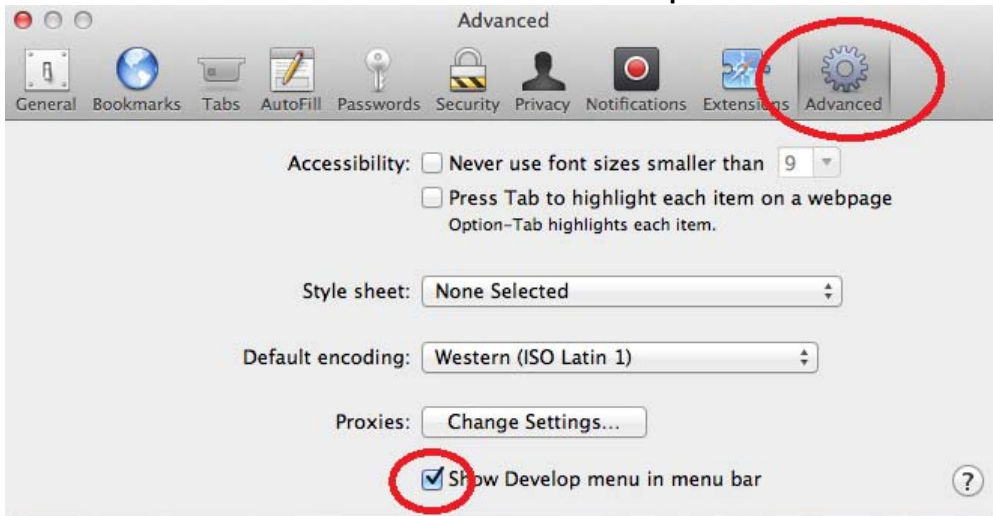
Please clear the cache and verify the correct settings:

The cache is cleared on previous Safari versions by selecting “**Empty cache**” in the Safari menu. If this option is not available, please enable the “Development menu” as listed below:

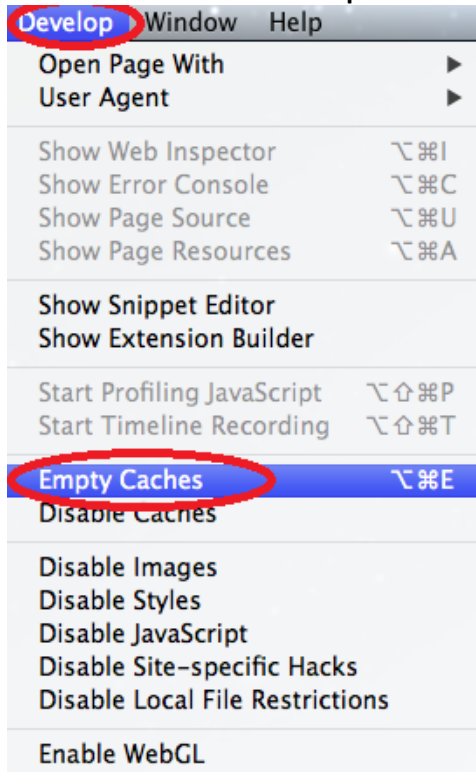
- A. Click on “Safari” and select “Preferences”



- B. Select the "Advanced" tab and check the "Show Develop menu in menu bar" box



- C. You will now have a "**Develop**" menu available. Select "**Empty Caches**" from the Develop Menu.



What Needs to be enabled for bill pay

- 1) Ensure cookies are not blocked or accepted always – wording can differ depending on version :
 - a) Open Safari
 - b) Click on the **Safari** menu, select "**Preferences**"
 - c) Click "**Privacy**"
 - d) Select "**Never**" or "**Always**" - whichever will allow all cookies.



2) Ensure that plug-ins, Java, and JavaScript are enabled:

a) Click on the **Security** Menu.

b) Under **Web content**, make sure that the following are checked: **Enable plug-ins, Enable Java, Enable JavaScript**.



3) Make sure **Block op-up windows** is unchecked.

Please have the customer close down Safari, open a new session, and attempt again.

If the customer is still unsuccessful at accessing bill pay or a specific bill pay function, please have them try to an alternate browser. We also support Mozilla Firefox or Google Chrome. If this attempt fails, please have the customer try an alternate computer. These troubleshooting steps will allow us to isolate the issue to a specific environment.