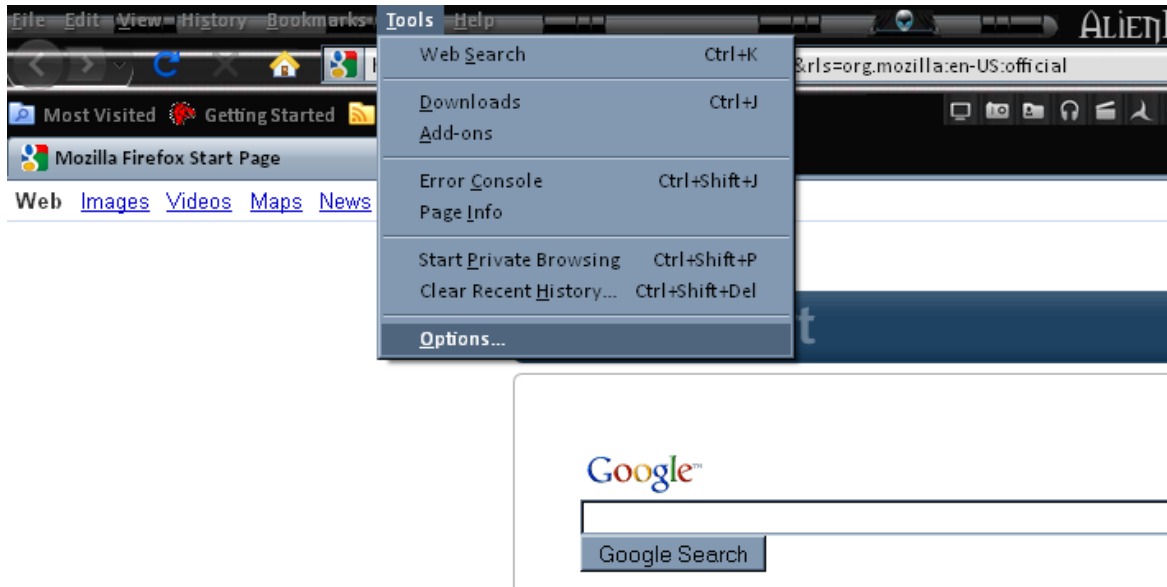
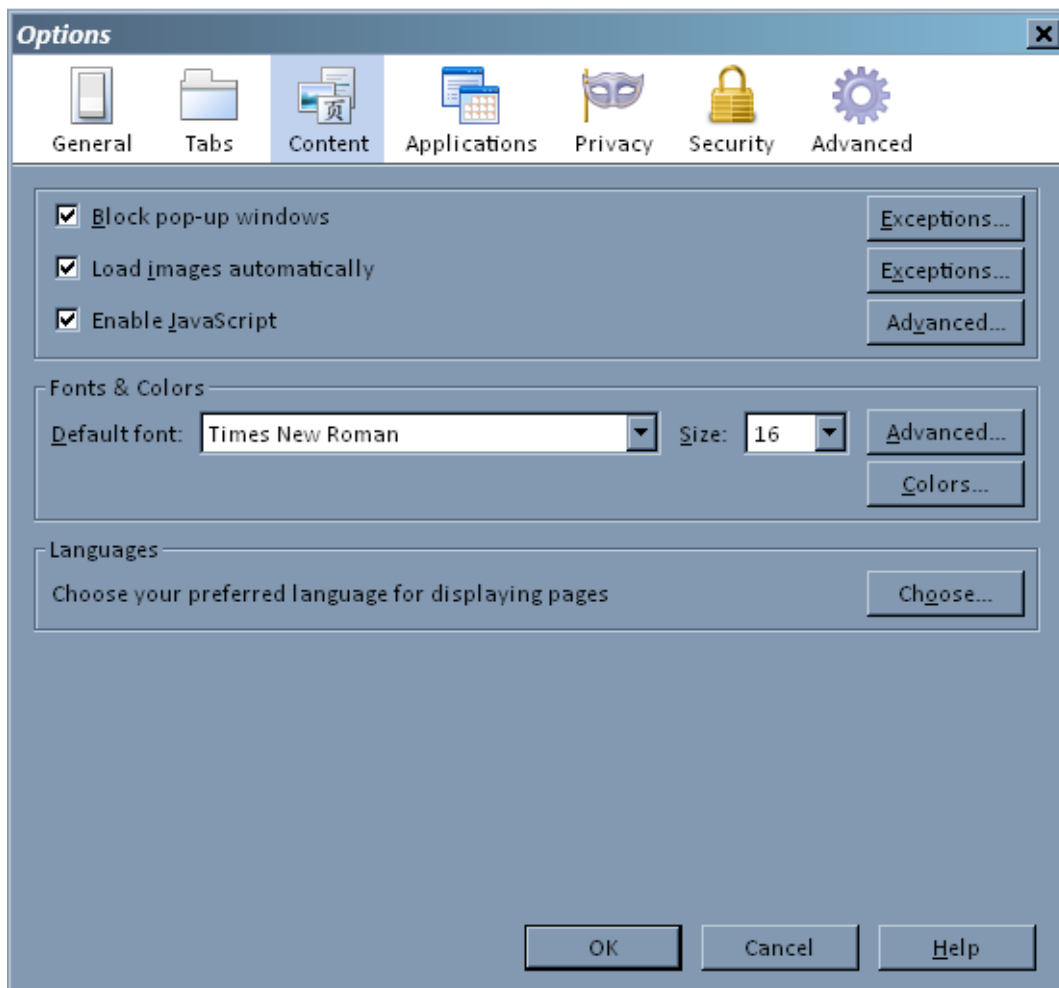


Mozilla Firefox (4 and Above) Browser Settings

1. Have subscriber click on “Tools” and go to “Options”

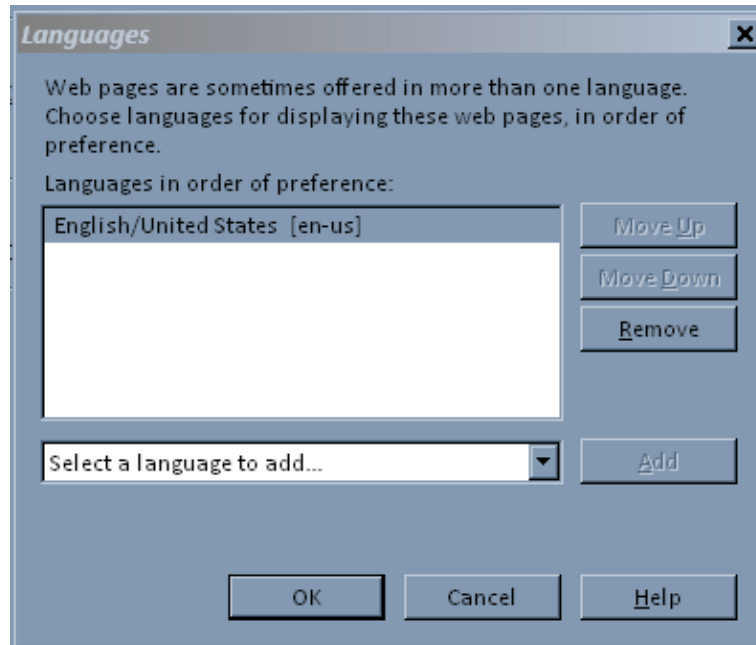


2. Under the “Content” icon, you will **check mark** “block pop ups”, “enable java” and “enable javascript”.
3. Click the “Exceptions” button to the right of the “Block Pop Ups” option and enter the billpay site, <https://www.billpaysite.com> and click the “allow” button.



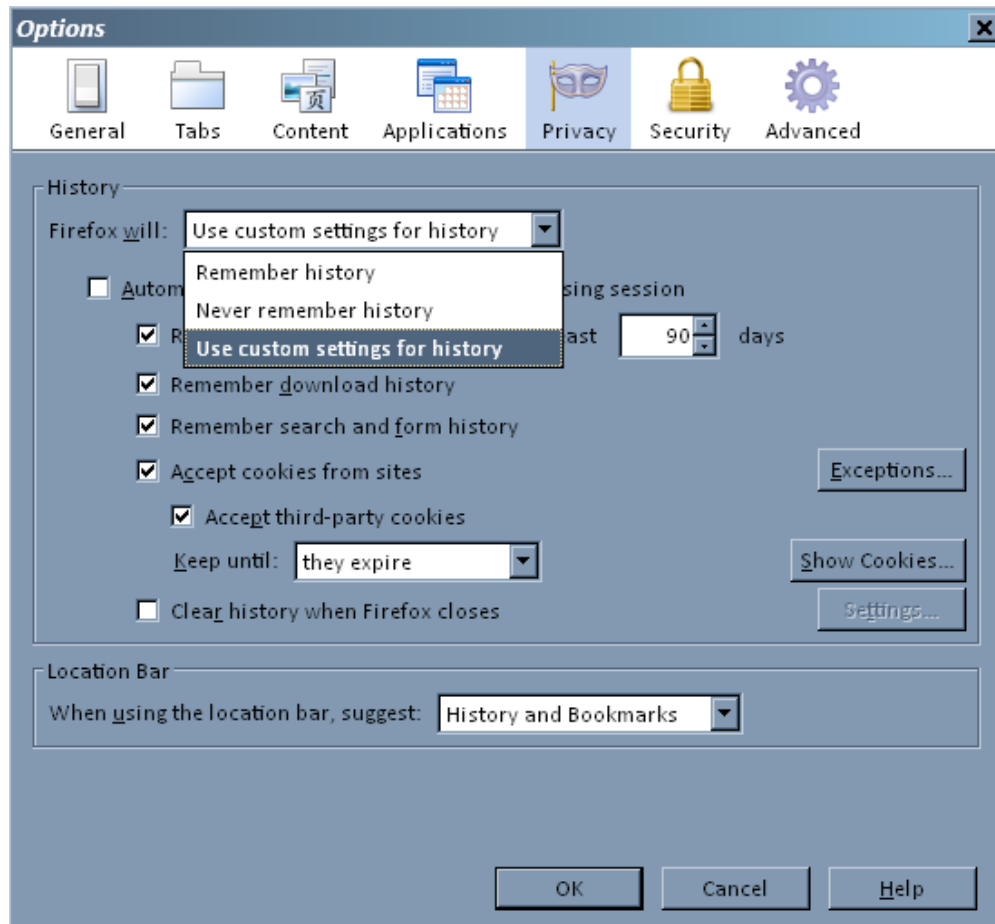
Mozilla Firefox (4 and Above) Browser Settings

4. While still under the content tab, at the bottom will a section called language, click on “Choose” and double check to ensure that “English/United States” is the first language listed.



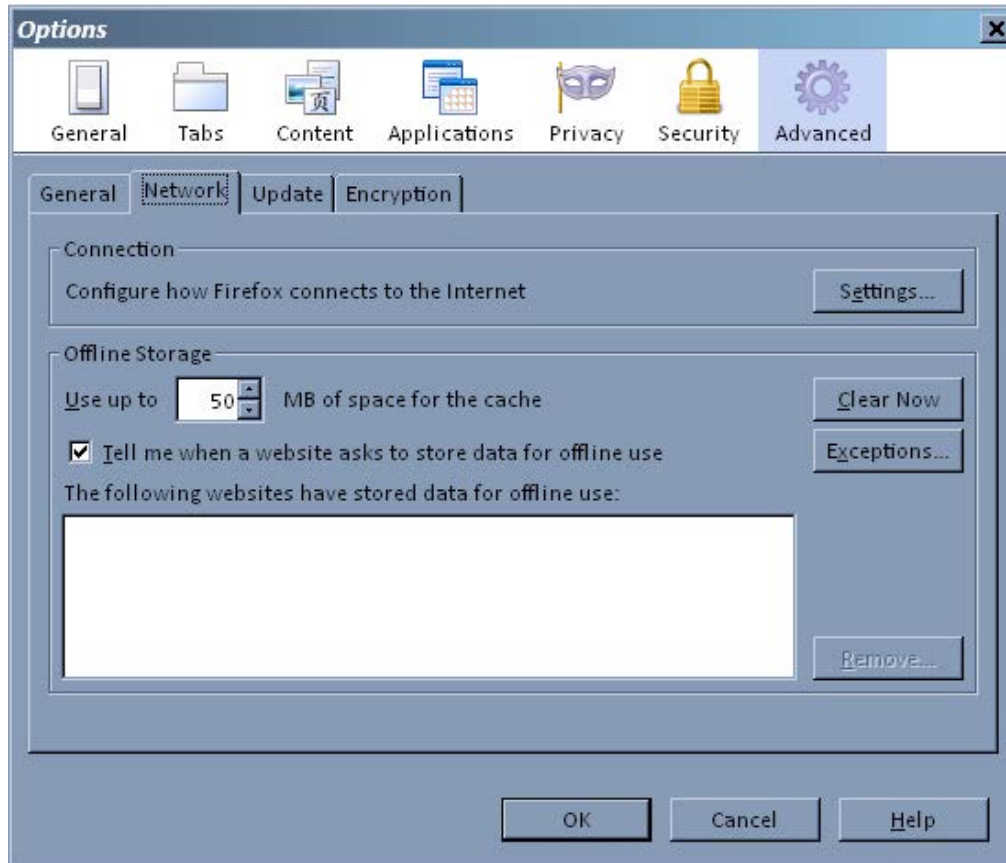
5. Next select the Privacy Icon. The setting within ‘History’ should read Firefox will: **Use custom settings for history**.

6. Check mark the “Allow site to set cookies” and “Accept third-party cookies” option. They may select the option to keep “until they close Firefox” or “until they expire”.

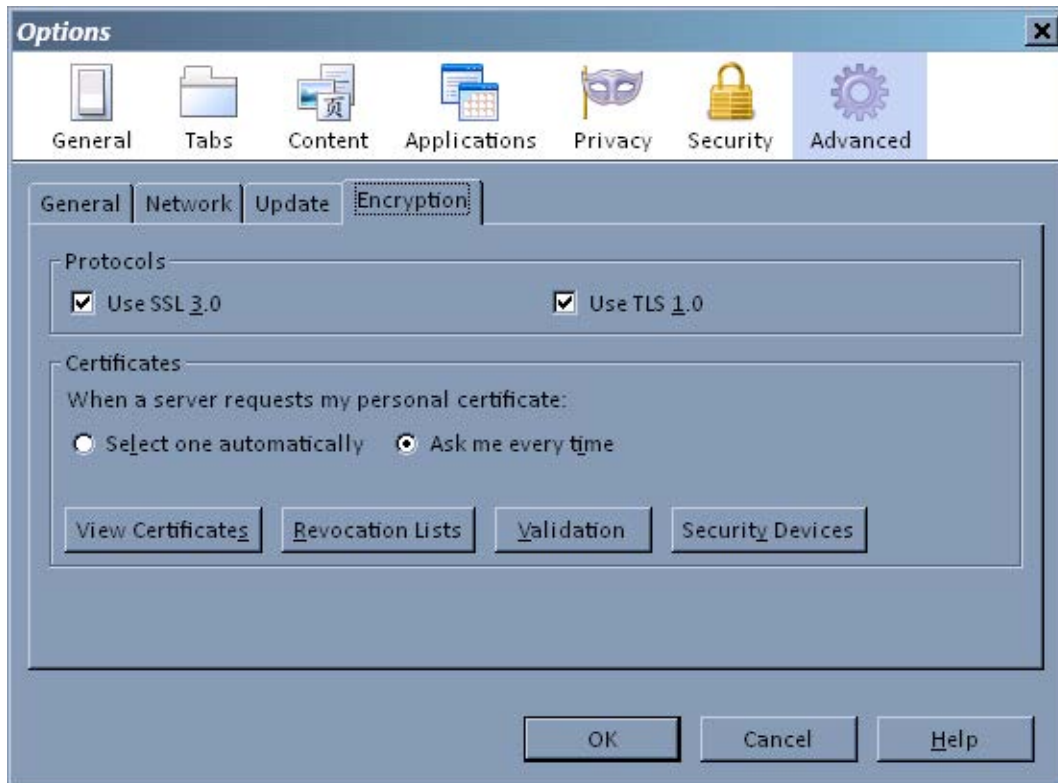


Mozilla Firefox (4 and Above) Browser Settings

7. Click on the “Advanced” icon, then “Network” tab. To empty the cache, Click on the “Clear Now” button.



7. Still under the “Advanced” Icon, click on the “Encryption” tab. Ensure that “SSL 3.0” and “TLS 1.0” are both checked.



8. Click “OK” and refresh browser.