



POPA Federal Credit Union – Bill Payer Member Assistance.

Support:

- Contact IPAY support 800-914-7053

Thank you for using POPA Federal Credit Union's Online Banking and Bill Payment system. Below you will find the proper browser configurations required to have a successful Online Banking experience.

Browser Configurations:

- Enable pop-ups
- Enable acceptance of cookies
(Including third party and advertisers)

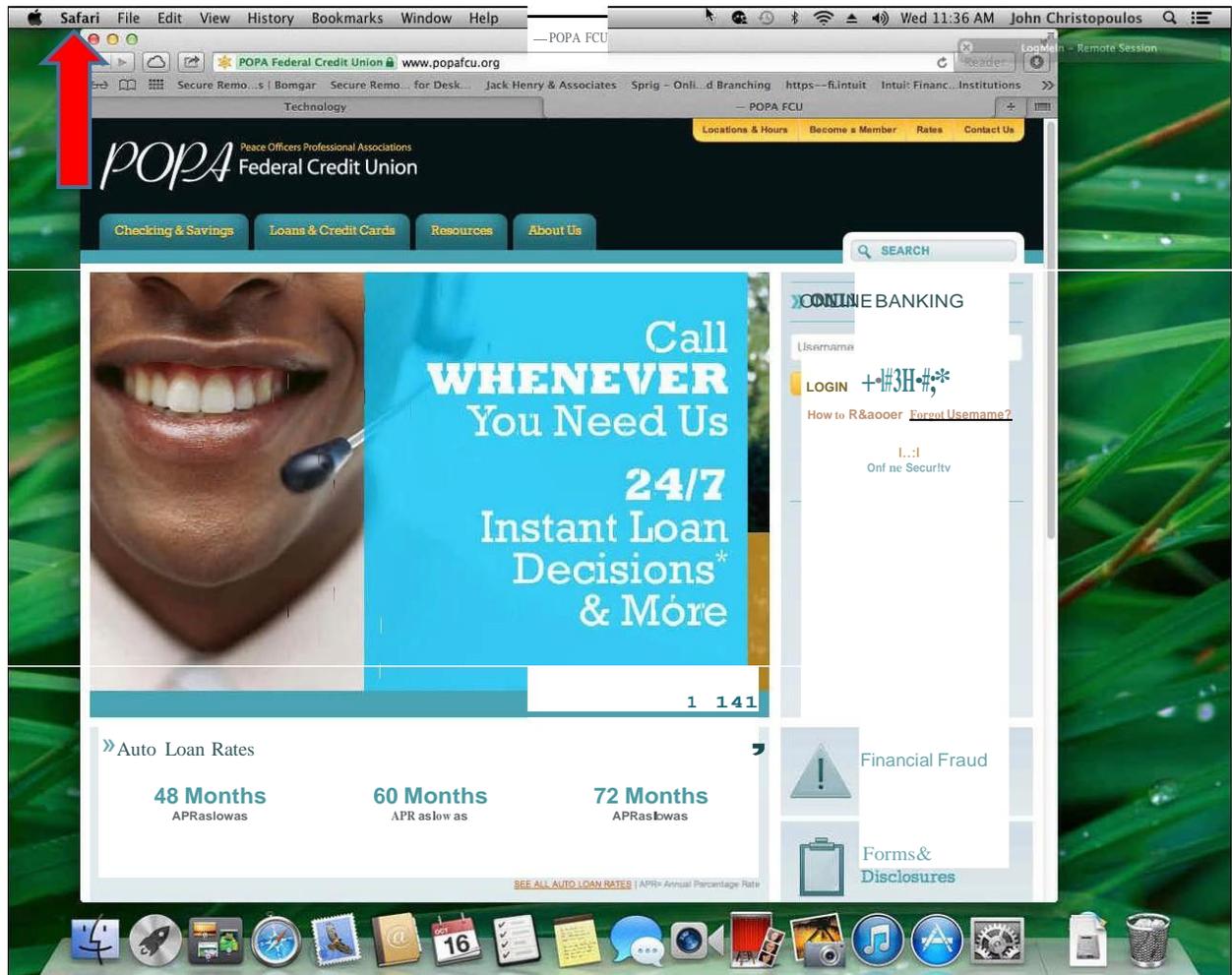
Pop-ups and cookies are required as some of our screen require a pop to properly present online banking within your browser. POPA Federal Credit Union also uses cookies to properly identify your computer and deliver the most consistent browsing experience to you.

*Apple users may experience a session timeout within bill payment if the above settings are not properly configured within Safari. Safari browser settings are found below.

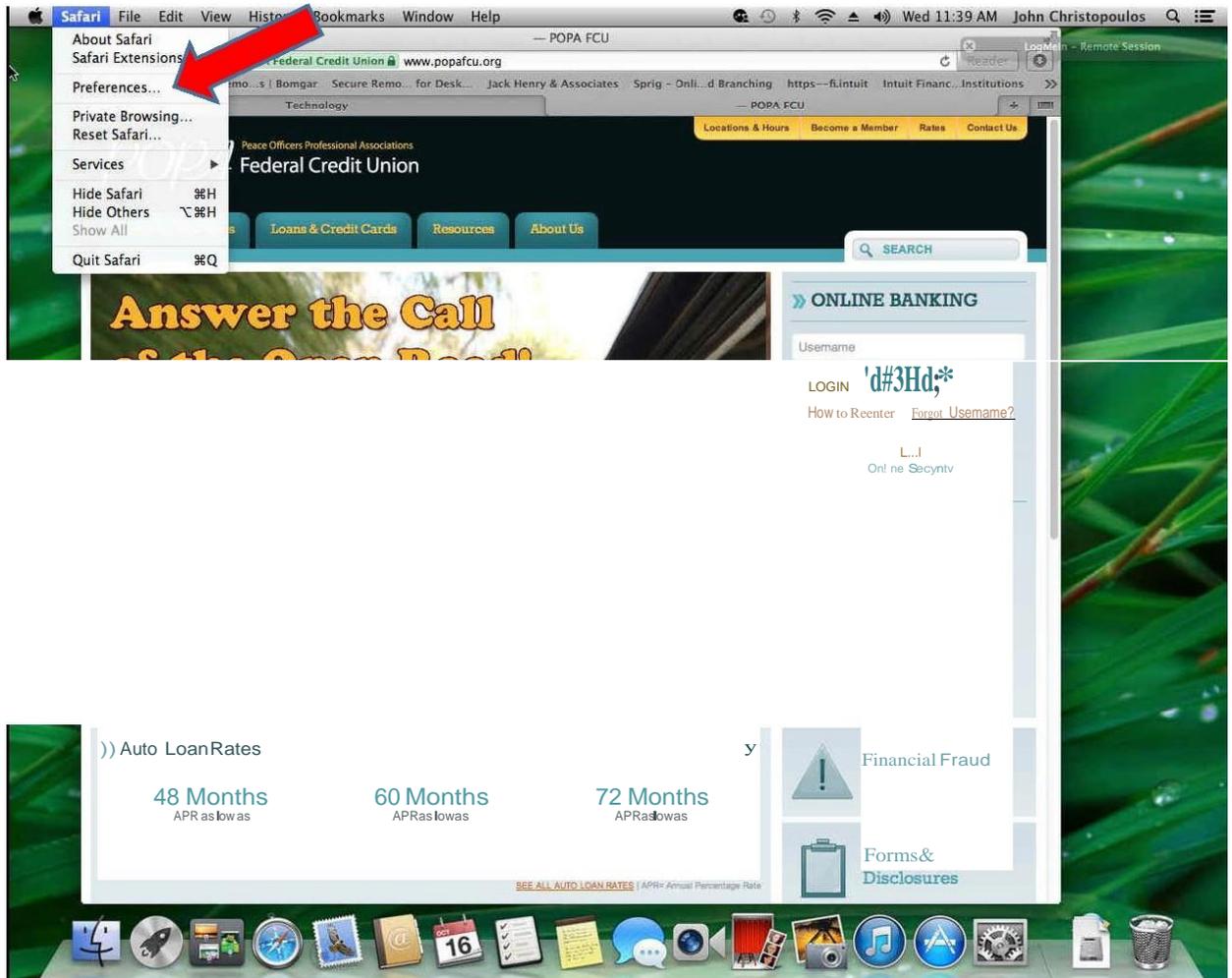
Online Security: Please refer to www.popafcu.org to review the minimum browser requirements for online banking and bill payment. We also encourage members always download security patches and the most up to date internet browsers.

MAC Computers: Please follow the examples below.

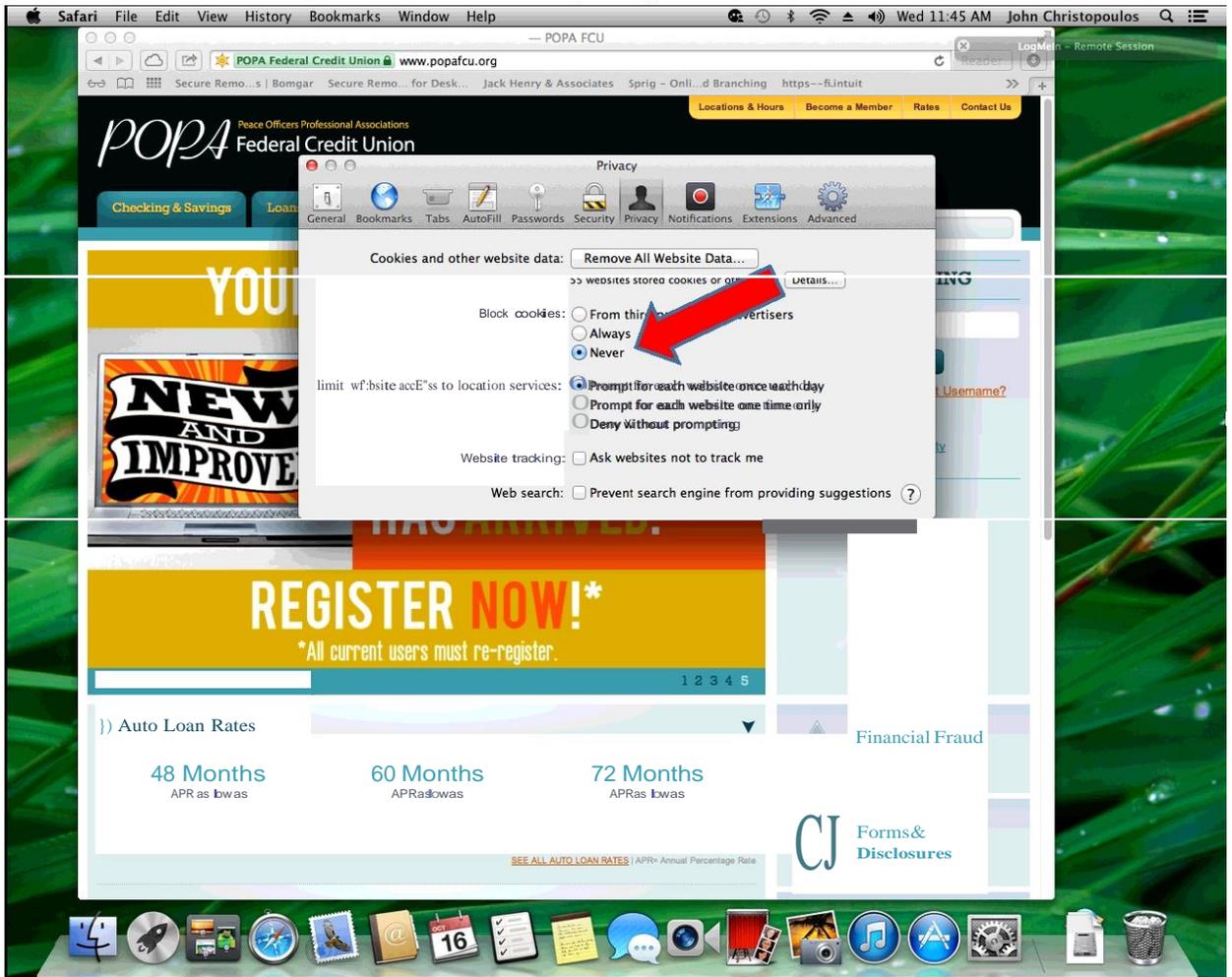
1) Open "Safari" and then click on the word "Safari" at the top left of their screen.



2) Then need to click on preferences.



4. Set browser to never block cookies under the privacy tab:



5) Click on the “Security Tab” (lock icon) and uncheck the “Block pop-up Windows” box under the “Web Content” section.



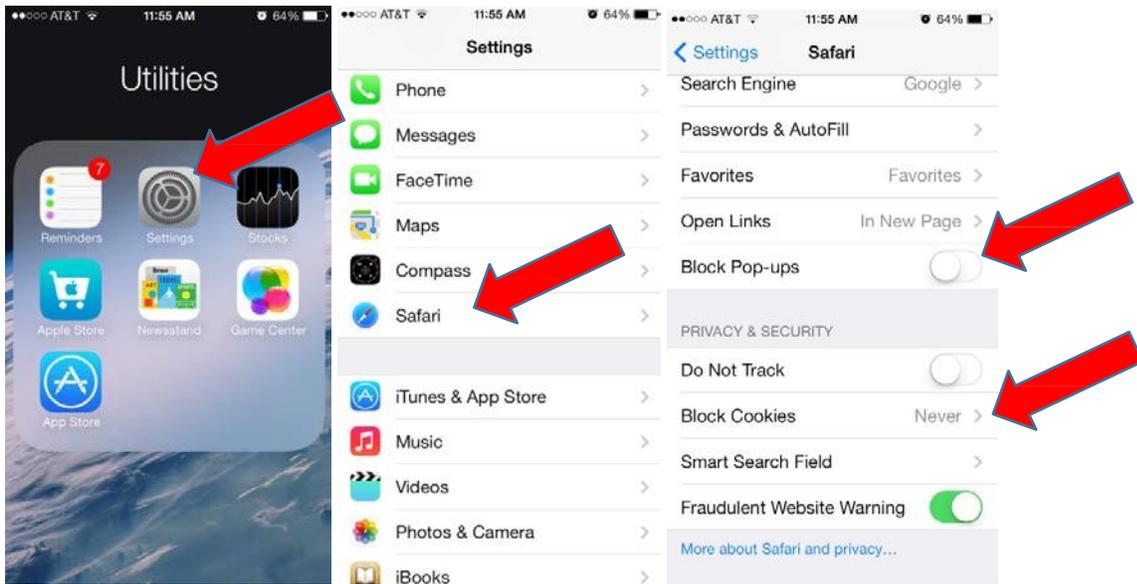
Please close the Safari browser by clicking on “Safari” at the top left of their screen and then clicking on “quit”. Once browser is closed please open Safari again and re-log back into Online Banking.

Please enjoy your online banking experience.

iPhone and iPads :Members will need to allow cookies and allow pop-ups in order to use online banking and bill payer. To enable both of these please have the member complete the following steps.

*This will need to be done for all IOS devices. Example below is from an IOS 7 device but they all should be really similar.

1) Member will need to click on settings, then Safari, then disable pop-ups and set block cookies to never.



This should help members use their iDevices with our online banking. We have not experienced any troubles as of yet with our android users. If we do we will send out a how to for that also.