# Troubleshooting: Bill Payment

These are the most common issues that occur when accessing your Bill Pay account. Changes to your **Internet Browser Settings** may fix the problem.

- Not sure what **Internet Browser** you're using? Click here:
  http://www.whatsmybrowser.org/

- Not sure how to change your settings? Search the internet using one of the sets of the **Keywords** provided, followed by your **Internet Browser Version**.

**Example**:

      **Keywords:**        Pop up settings
      **Internet Browser version:**    Internet Explorer 11
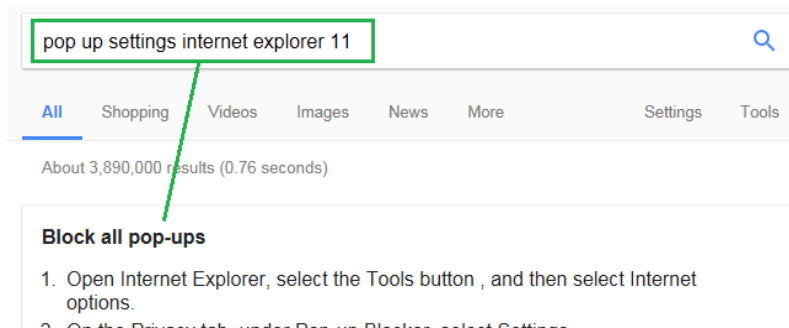


## Turn Off your Pop Up blocker

When you access Bill Payment, the site pops up in a new window or TAB. Therefore, if your browser settings are set to block pop ups, this will prevent Bill Payment access. Try accessing your **Internet Browser Settings** to turn off the pop up blocker.

**Keyword Search:**

       Turn off pop up blocker
       Pop up settings

## Clear Cookies and Cache

Sites you visit frequently will store information on your computer which allows the page to load faster the next time you visit. Sometimes the information stored needs to be refreshed to prevent errors when loading the page.

**Keyword Search:**

       Clear cookies
       Clear cache
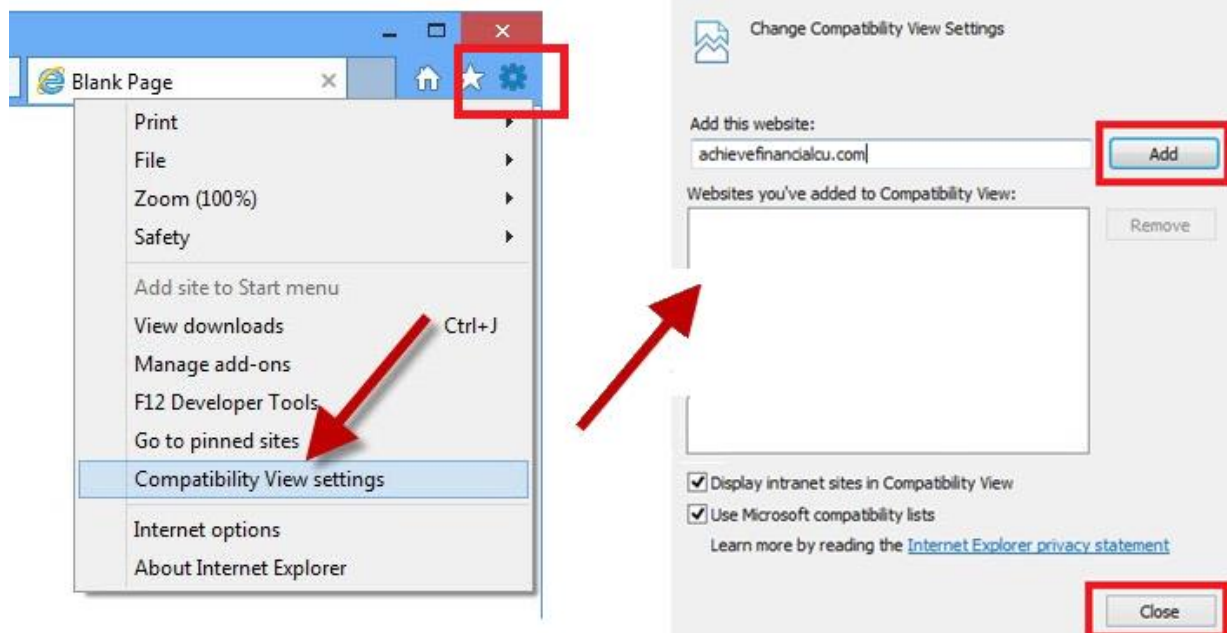
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## Online Banking Timeout Settings

Online connections can be automatically interrupted as a security feature after a period of time without activity.  Some users experience difficulty within Bill Pay if the timeout is set at 5 minute.  Access your **User Options** to increase your timeout from 5 minutes to a maximum of 60 minutes.
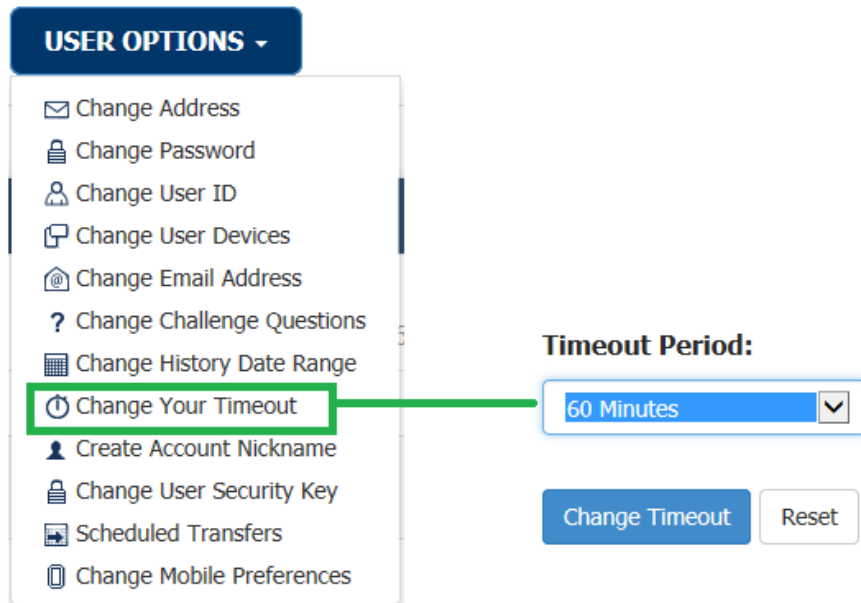


## Compatibility Mode / Internet Explorer

This issue is exclusive to  the browser **Internet Explorer (IE.)**. Click to open your **settings** then select **Compatibilitiy View Settings**. You **should see achievefinancialcu.com** in Add this Website.   Click **Add** then **Close**.

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**Try a Different Browser?**

If you continue to experience difficulty, often using a different **Internet Browser** will solve the problem.  For example, if you are using Internet Explorer try to use Google Chrome instead.  If you recently upgraded your Internet Browser to the newest version, there may be bugs that have not been worked out yet.
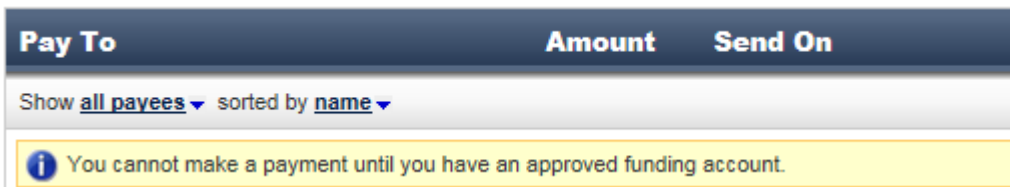
**Try a Different Device?**

Smartphones, laptops, PCs and tablets use different technology, so try to log on using a different device. If you are able to  access your Bill Pay with one and not the other, this may help up us determine what the problem is and how to resolve it.

**"You Cannot Make A Payment"**

If you recently closed a checking account and reopened a new one, you will see this message if the new checking account is not being recognized by the Bill Pay system.

You will also see this message if the Bill Payment account was suspended due to a recent NSF Bill Pay item.  The Bill Payment service is disabled for 5 days from the date of the NSF item. If further attempts to debit your account are unsuccessful, the service will remain disabled.

| Pay To | | Amount | Send On |
|---|---|---|---|
| Show <u>all payees</u> ▾ sorted by <u>name</u> ▾ | | | |
| ⓘ You cannot make a payment until you have an approved funding account. | | | |

**Error:-4**

This error message may require research and take a few business days to resolve.

Your Bill Management Account is not setup. Please contact customer service today.
Error : -4

Close Window

**Still Having Trouble?**

If your issue remains unresolved after trying these suggestions, call us during business hours at **860-828-2790** option **5**.

To help you faster, please have the following information handy when you call:

- What type of **device** are you using?
- What is your **Internet Browser and version**?
- What is the **operating system**?