

Bill Pay FAQ for Centris members

What is Bill Pay?

Bill Pay is a service that allows you to pay your bills electronically, from the convenience of your computer.

What is Bill Presentment?

The ability to receive bills electronically, rather than through the postal service.

What does Bill Pay cost?

Bill Pay is available for \$4.95/month and may be offered FREE with some of our checking account options. You must pay at least one bill every 180 days or your Bill Pay service will be deactivated.

What do I need to use Bill Pay?

All you need is an Online Access account and a Centris Checking account.

Can I pay bills from a checking account other than a Centris account?

No, only Centris checking accounts are eligible.

How do I signup?

Just log into OnLine and select the Payment Manager icon. You will be prompted to accept a Bill Pay disclosure that you must accept. A registration form will then ask for needed information. In approximately 48 hours you will receive an acceptance email. Another email will be sent once the account has been activated welcoming you to Bill Pay.

How can I cancel Bill Pay?

Bill Pay accounts can only be cancelled by calling Centris Account Services department at 800-334-2328.

Can I pay anyone with this service?

No, there are some restrictions:

- Tax Payments.
- Court ordered payments.
- Payments to payees outside the United States.

Are there any special computer requirements for Bill Pay?

Yes, You must have cookies enabled in your web browser.

How do I do that?

[Click here](#) to see how to change the settings in your browser.

How can I adjust the cookie settings in my browser?

We have listed the instruction for the following supported browsers and how to enable cookies. Cookies must be enabled for Bill Pay and Funds Transfer products

Windows Internet Explorer (IE) Version 6.0:

1. Select "Tools/Internet Options" from the menu bar and then click on the 'Privacy' tab.
2. On the 'Privacy' screen, click on the 'Advanced' button. Under 'First Party Cookies' and 'Third Party Cookies,' the radio button 'accept' should be checked.
3. Make sure that there is a check mark inside the 'Always allow session cookies' box.
4. If this box is not checked, you will need to place a check mark in the box next to 'Override automatic cookie handling' and then place a check mark in the box next to 'Always allow session cookies.'

Windows IE 5.x Browser

1. Select "Tools/Internet Options" from the menu bar.
2. Select "Internet Options."
3. Select the "Security" tab.
4. Select the "Custom Level" button.
5. Under "Allow Cookies that are stored on your computer" click "Enable."
6. Under "Allow per-session cookies (not stored)" click "Enable."
7. Select "OK, Yes you want to save these settings."

Netscape 7.x

1. Select "Edit" on the Toolbar.
2. Select "Preferences."
3. Double-click the "Privacy and Security" category to expand the list of subcategories.
4. Select "cookies."
5. Click "Enable all cookies."
6. Click "OK."

Netscape 6.x

1. Select "Edit" on the Toolbar.
2. Select "Preferences."
3. Double-click the "Privacy and Security" category to expand the list of subcategories.

4. Select "Cookies."
5. Click "Enable all cookies."
6. Click "OK."

Netscape 4.x

1. Select "Edit" on the Toolbar.
2. Select "Preferences."
3. Go to the "Advanced" option on the "Category" menu.
4. Click the check box next to "Accept all cookies."
5. Click "OK."

AOL 9.0

1. Click on the AOL "Settings" icon near the top of your AOL window.
2. In the "Essentials" section, click on "Internet [Web] Options."
3. Click on the "Privacy" tab.
4. Click on the "Advanced" button.
5. Ensure that "Override automatic cookie handling" is checked.
6. First and Third party cookies should be set to "Accept."
7. Check "Always allow session cookies."
8. Click on "OK."
9. Click "Apply" and then "OK."
10. Exit AOL and restart your computer. (This step is important. Do not skip.)

AOL 8.0

1. From the AOL Toolbar, select "Settings."
2. Select "Preferences."
3. Select "Internet Properties."
4. Select the "Privacy" tab.
5. Select "Advanced."
6. Select "Override automatic cookie handling" button.
7. Click "OK" to exit.

AOL 7.0 with IE 6.x

1. From the AOL Toolbar, select "Settings."
2. Select "Preferences."
3. Select "Internet Properties (WWW)."
4. Select the "Privacy" tab.
5. Select "Advanced."
6. Select "Override Automatic Cookie Handling" button.
7. Click "OK" to exit.

AOL 7.0 with IE 5.5

1. From the AOL Toolbar, select "Settings."
2. Select "Preferences."
3. Select "Internet Properties (WWW)."
4. Select the "Security" tab.
5. Select the "Custom Level" tab.
6. Under "Allow Cookies that are stored on your computer" click "Enable."
7. Under "Allow per-session cookies (not stored)" click "Enable."
8. Select "OK, Yes you want to save the settings."

AOL 6.0

1. From the AOL Toolbar, select "Settings."
2. Select "Preferences."
3. Select "Internet Properties (WWW)."
4. Select the "Security" tab.
5. Select the "Custom Level" tab.
6. Under "Allow Cookies that are stored on your computer" click "Enable."
7. Under "Allow per-session cookies (not stored)" click "Enable."
8. Select "OK, Yes you want to save the settings."

Close