## HOW TO DISABLE POP-UP BLOCKERS IN YOUR BROSWER (chrome or edge)
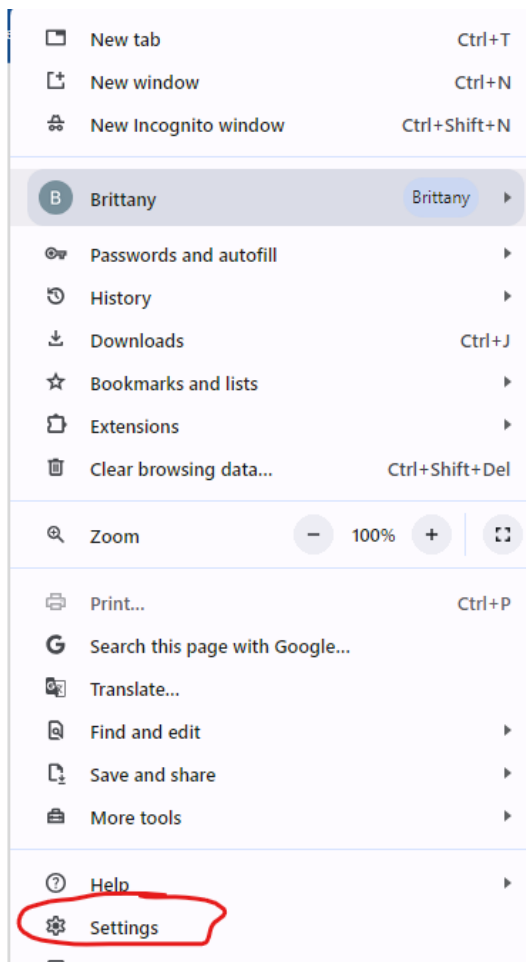
IF USING GOOGLE CHROME

Please try the following to disable your pop-up blocker for the Paytrust Portal on Google Chrome and try to login to Paytrust after pop-ups for the website are enabled.

1. Please find the 3 vertical dots listed on your browser window at the right-hand corner below the "x" and click on that.
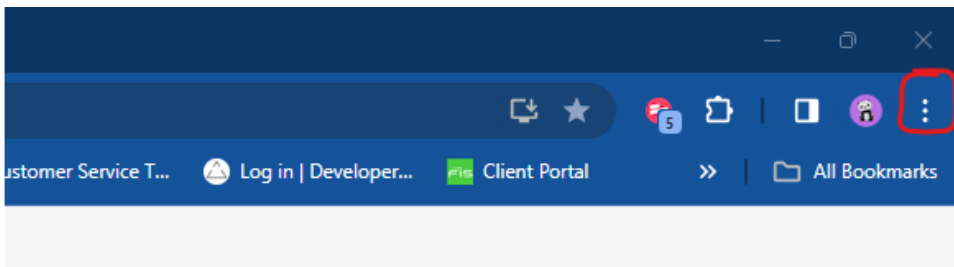
2. At the bottom of the menu, Click Settings.

3. Then Click "Privacy and Security" on the left side:

4. Once you are on the page, click "site settings" at the bottom of the list:

5. Once there, scroll to the very bottom under "content" and click "pop-ups and redirects":
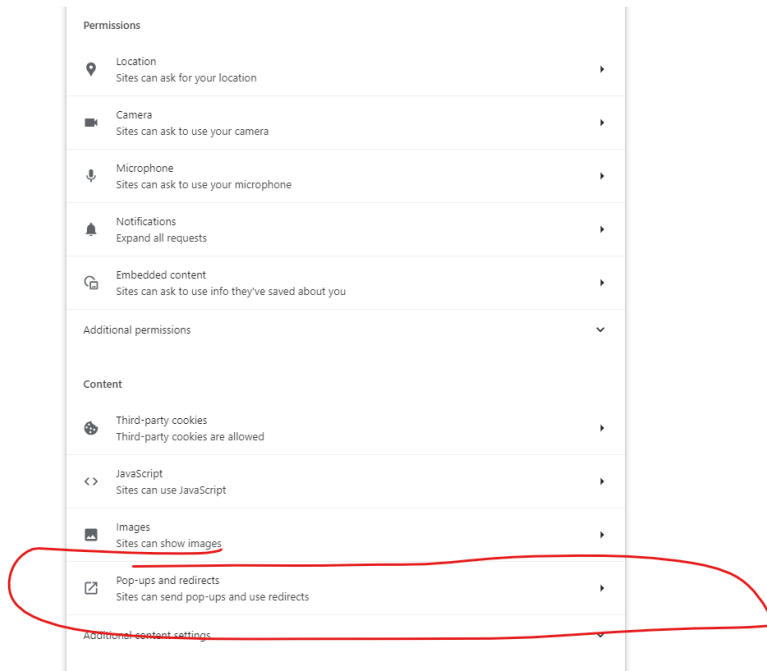
6. Click the second "Add" next to "Allowed to send pop-ups or use redirects"
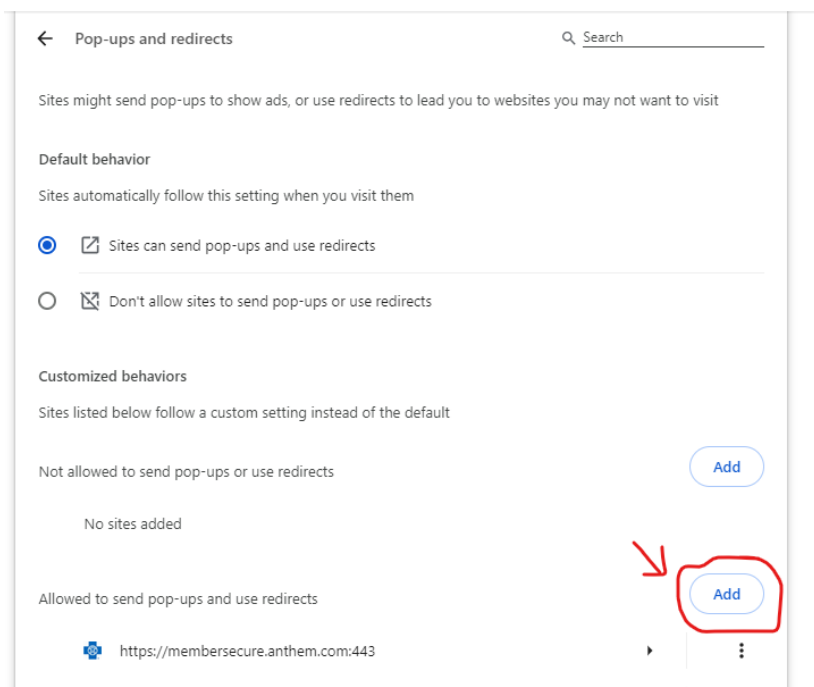
7. Add the following info (Paytrust.silverbills.com) into the field and click "Add."
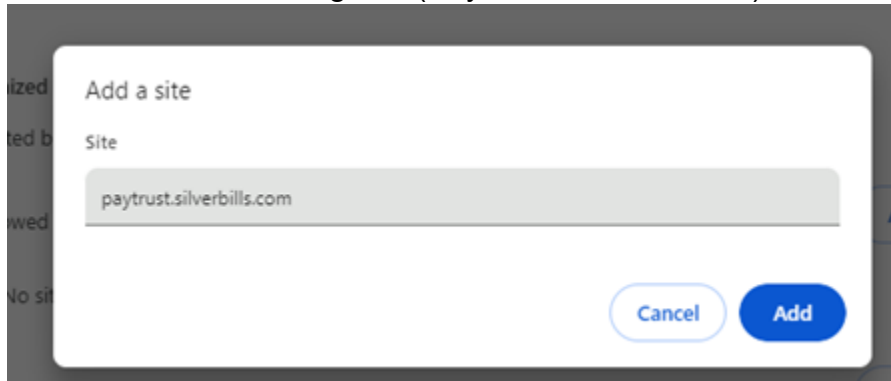
8. Once you have done this, our website should appear on the list from step 6:

Now, please go back to **Paytrust.silverbills.com** and log in.

IF USING MICROSOFT EDGE

If you are still having issues with logging in, or are experiencing glitches, please try the following steps to disable your pop-up blocker in Microsoft Edge.

1. Please find the 3 vertical dots listed on your browser window at the right-hand corner below the "x" and click on that.

2. At the bottom of the menu, Click Settings.

3. Then Click "Cookies and Site Permissions" on the left side:

4. Once you are on the page you should see "Cookies and data stored" in big letters across the top, scroll further down until you get to "Pop-Ups and redirects" under "All Permissions" and click the arrow next to it.:

5. Click the second "Add" next to "Allow"

6. Add the following info (Paytrust.silverbills.com) into the field and click "Add."

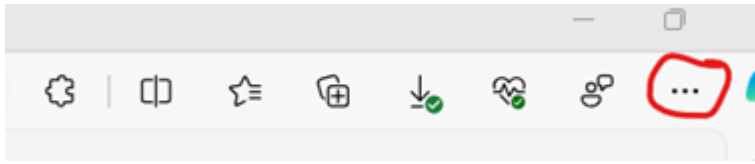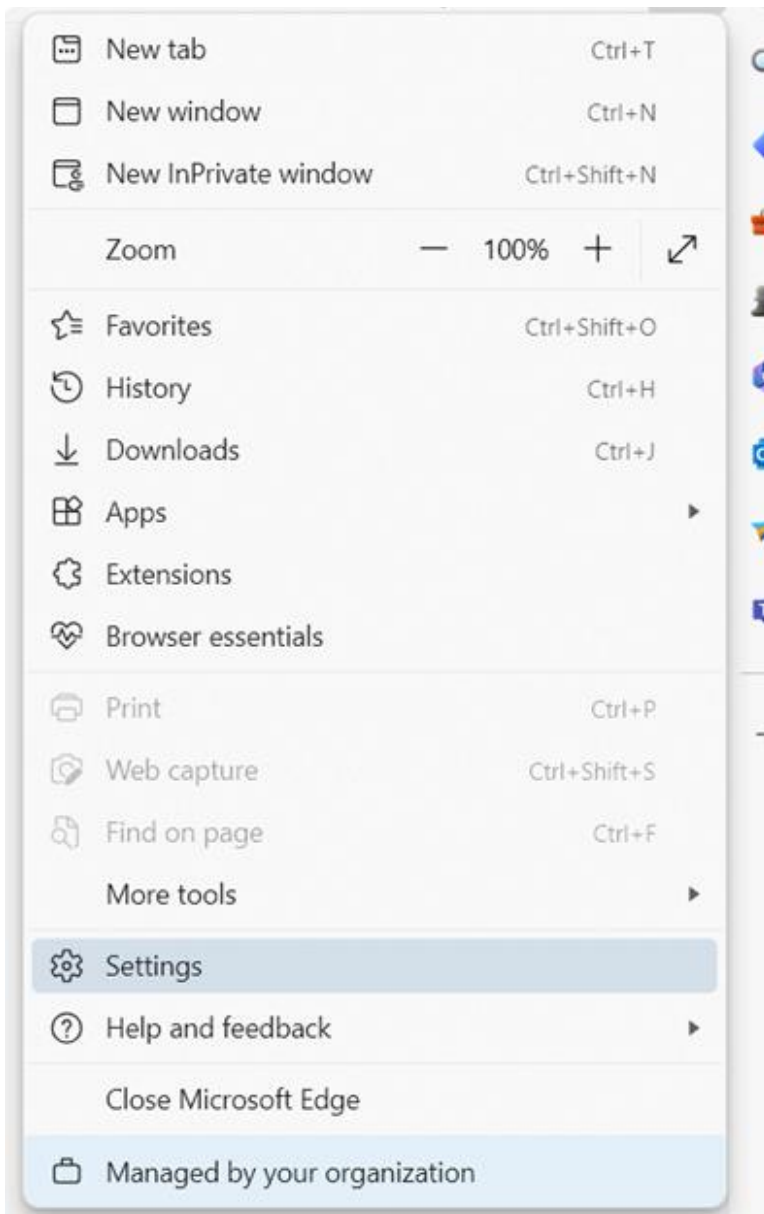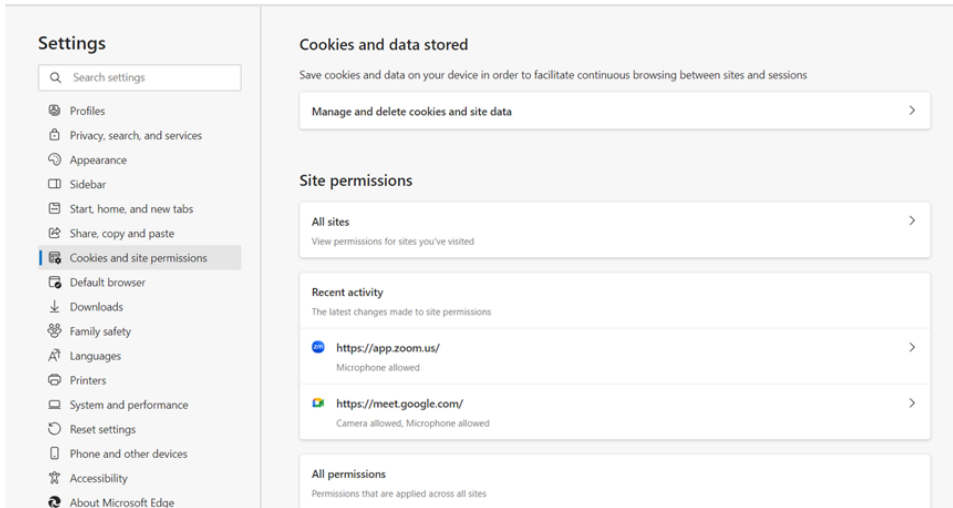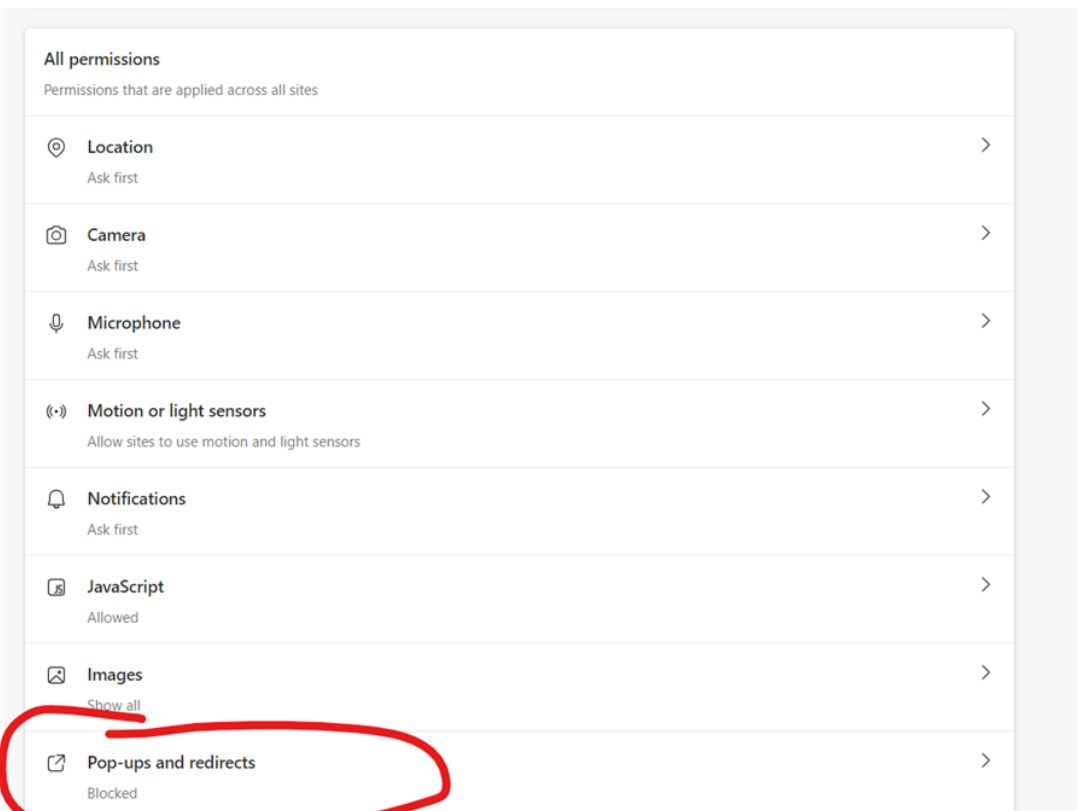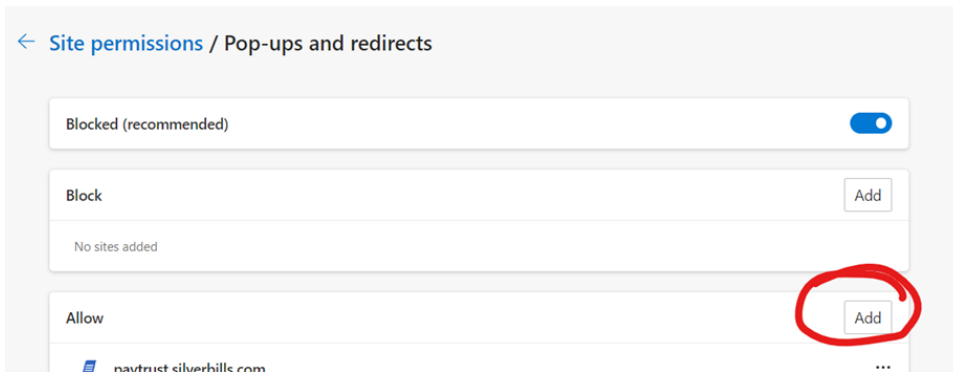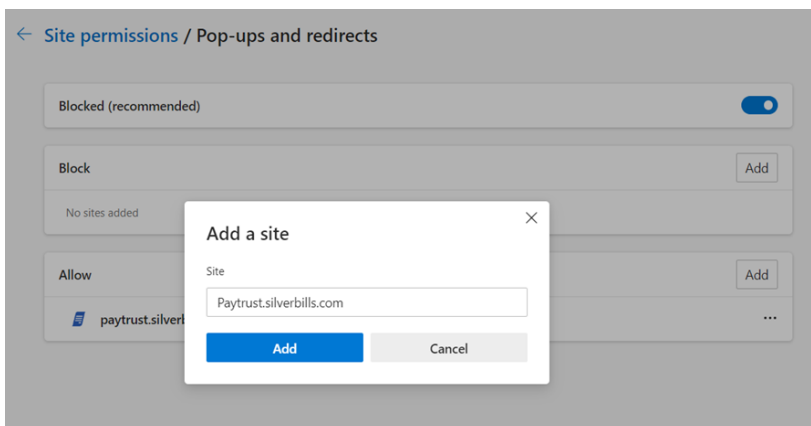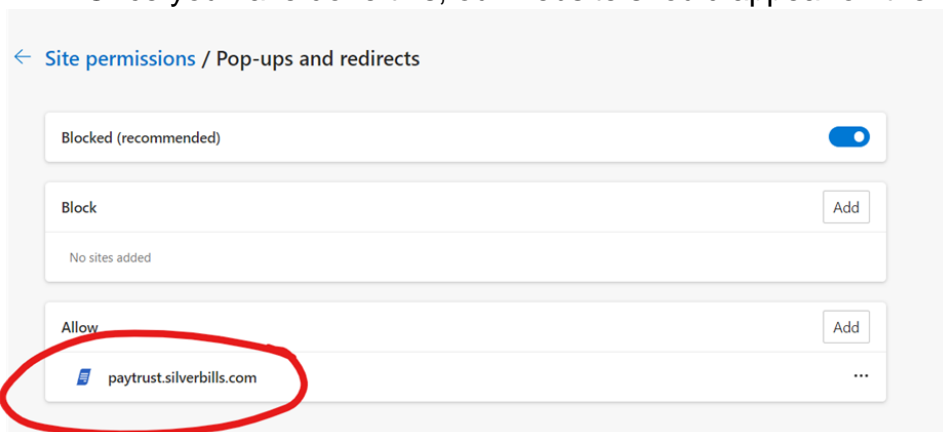7. Once you have done this, our website should appear on the list from step 6:

Now, please go back to **Paytrust.silverbills.com** and log in.

IF USING OTHER BROWSERS

Please follow the instructions to disable the pop-up blockers for the specific browser you are using.