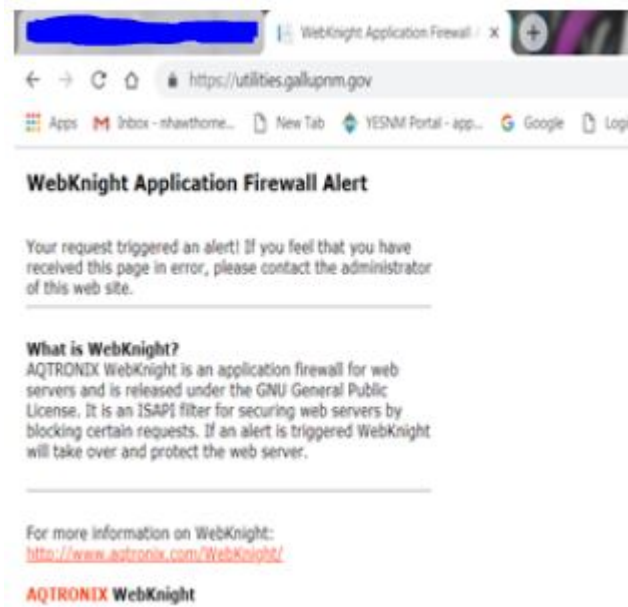


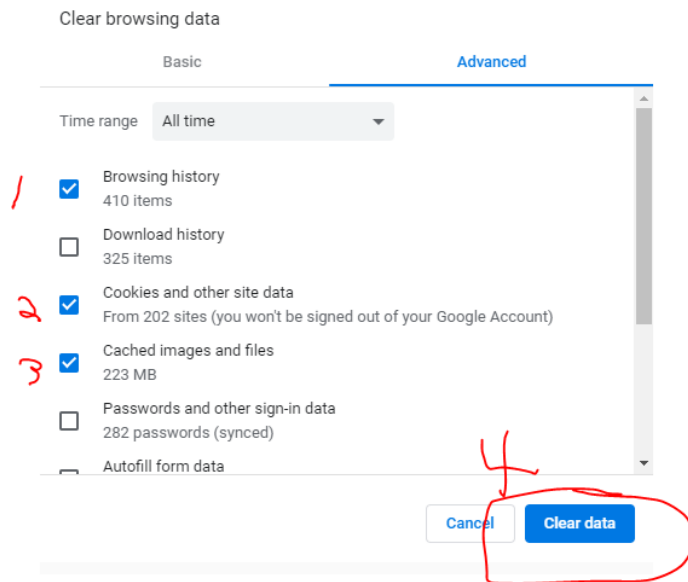
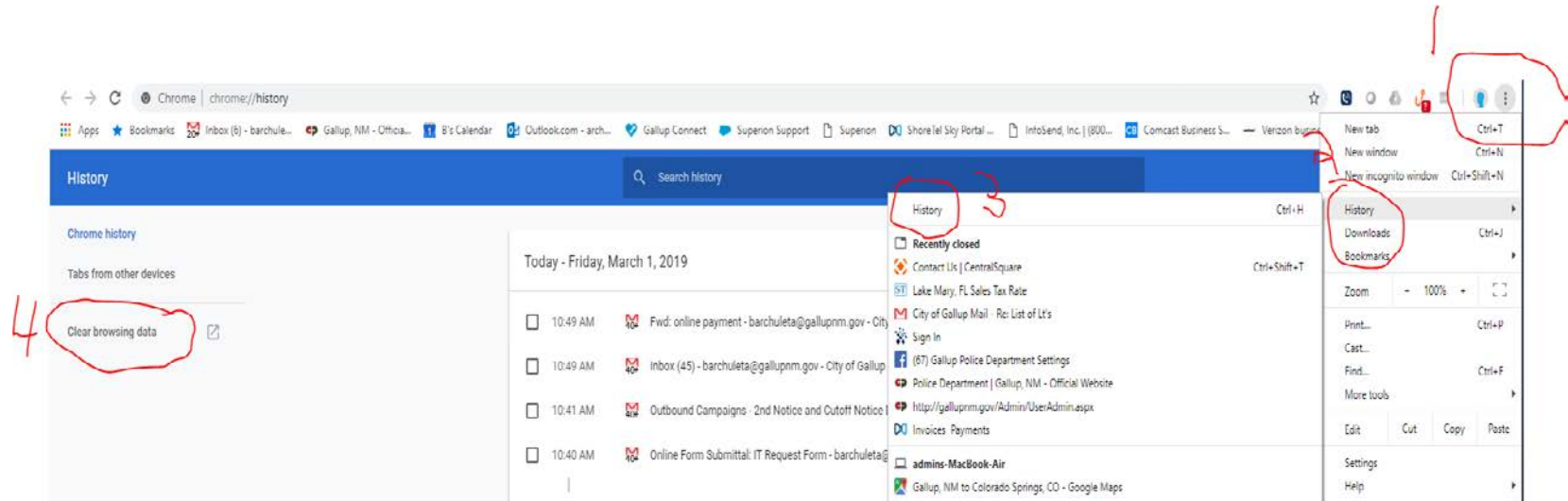
ONLINE WEB PAYMENT ISSUE

- FOR ALL USERS WHO HAVE BEEN USING THE ONLINE BILL PAY WEBSITE TO MAKE PAYMENTS, YOU WILL LIKELY GET THIS ERROR WHEN TRYING TO LOG IN TO PAY YOUR UTILITY BILL.



- PLEASE FOLLOW THESE STEPS TO RESOLVE THE ISSUE. WE MADE A MODIFICATION TO THE SOFTWARE TO ALLOW AUTOPAY AND YOUR PC REMEMBERS THE OLD PAGE AND NOT THE NEW INFORMATION. YOU WILL ONLY HAVE TO DO THIS ONCE AND THE SOFTWARE WILL WORK CORRECTLY AFTER THAT.
- FROM YOUR CHROME BROWSER, CLICK THE 3 DOTS ON THE TOP RIGHT.
- PUT YOUR MOUSE OVER "HISTORY" AND THEN CLICK THE "HISTORY" OPTION TO THE LEFT.
- CLICK "CLEAR BROWSING DATA" ON THE LEFT.

- UNDER THE ADVANCED TAB, CHECK THE BROWSING HISTORY, COOKIES AND OTHER SITE DATA, AND CACHED IMAGES AND FILES, THEN CLICK THE “CLEAR DATA” BUTTON.



- CLOSE YOUR CHROME INTERNET BROWSER AND GO BACK TO: WWW.GALLUPNM.GOV AND SELECT “ONLINE PAYMENTS.”
- IF YOU STILL HAVE ISSUES, PLEASE CALL 505-863-1301 OR E-MAIL US AT IT@GALLUPNM.GOV