Nexicom EBPP Webpage Troubleshooting

The Website Address for the Nexicom billing page is:
https://nexicom.onlineportal.ca

This site provides a secure login page which provides a measure of online security and allows you to feel confident when viewing your confidential information or paying your bill online. However, you may find that you have difficulty viewing this page due to settings that are required on your computer to view secure sites. The following steps may help you correct any settings on your computer which can prevent the viewing of secure sites:

1. Double Check Date, Time, and Time Zone on the computer.
If your date and/or time are incorrect, secure sites cannot be viewed. How you correct these settings varies depending on what version of Windows or Macintosh software you have installed on your computer.

2. Delete all temporary internet files and update Security Settings.
Temporary Internet Files are created by certain websites that you view and can be stored on your computer without your knowledge. Security Settings must also be accurate. Following are troubleshooting steps for the two most common Internet browsers Internet Explorer and Safari.

IE7 (Internet Explorer 7)
A. Click "Tools" and "Internet Options"
Under Browsing history Choose "Delete"
In the new window that pops up choose "Delete All"
In this window click on the Box that says "Also delete files settings stored by add-ons" this will place a check mark in the box. Then press "yes"

B. (Note for this part if the button is grayed out please move on to next step)
While still in the Internet Options Window press the tab that says "Security". At the bottom you will see a button that says "Reset all zones to default Level" press that button and it will grey out when it is done.

C. (Note for this part if the button is grayed out please move on to next step)
While still in internet options press the "Privacy" button then choose "Default" when it is done it will grey out.

D. Last while still in Internet Options press the tab that says 'Advanced" then press "Restore advanced settings" after this press "Apply" then "Ok"

Now try to reload the webpage.

Please Note: (If you do not have a Privacy button in your internet explorer this is an indication that you are using an old Internet Explorer please proceed to step five.)

FireFox 2.0
A. In firefox click on "Tools" then click on "Clear Private Data" Make sure all the boxes are checked off and press "Clear Private Data Now".

B. Click on "Tools" then press "Options" then click on "Advanced" then Choose "Network" There will be a section called Cache listed below. Press the button that says "Clear Now". Then Press "Ok"

Now Try Reloading the Website.

3. Internet Security Software / Firewalls such as Norton, Mcaffee, Zone Alarm ETC can prevent access to secure sites. Try disabling these programs temporarily to allow access to the site. If you are unsure how to disable the software, you will need to contact the Technical Support team for that software.

4. Acceleration software such as the Nexicom Dialup Accelerator can prevent access to secure sites. Try disabling these programs temporarily to allow access to the site. If you are unsure how to disable the software, you will need to contact the Technical Support team for that software. If the Nexicom Dialup Accelerator is causing the problem then you can contact our Technical Support team for assistance.

5. An out of date Internet browser can prevent access to secure websites. You can check for the latest updates through Windows Update, or download the most up to date Mozilla Firefox as an alternative via http://www.mozilla.com.

If you have any further questions, comments or concerns please contact our friendly Nexicom help desk staff at 1-888-639-4266.