



## **Online Banking Support – System and Browser Summary August 2021**

### **System requirements**

You must use a computer that has:

- Microsoft Windows 10 or Mac OS X 10.10.
- Available browser updates applied for improved security that provide anti-virus and spyware protection.
- An internet connection with a minimum of 1 Mbps download speed.

Satellite connections often have difficulty supporting Hypertext Transfer Protocol Secure (HTTPS) applications. Since Online Banking is HTTPS-encrypted for the safety of your financial information, some satellite cable connections may exhibit slow responses.

### **Display requirements**

Prior to version 4.4.0, desktop and laptop displays could be any height but needed to be at least a 1280-pixel width. Otherwise, the end user may need to scroll horizontally to see the entire Online Banking user interface. However, beginning with version 4.4.0, users can view most pages without horizontal scrolling.

### **PDF reader requirements**

Online Banking recommends the most recent version of Adobe Reader available for desktop and mobile devices. If you choose to use a third-party PDF application, we cannot guarantee documents will appear as intended.

### **Biometrics requirements**

End users can use Fingerprint Login, Touch ID, or Face ID to log in to the mobile banking app.

The Fingerprint Login feature is based on the fingerprint API introduced with Android 6.0 Marshmallow. Some Samsung and Nexus phones do not support Android's API, even though they include the hardware on the phone. These devices are not supported by Online Banking's Fingerprint Login feature.



Fingerprint Login is a free feature currently only available for login authentication on eligible Android devices. To use this feature, you must meet the following operating system, hardware, and release requirements:

- Samsung Galaxy S7 or later
- Google Nexus 7 or later
- Google Pixel first generation or later
- End-user registration with Fingerprint Login at the device level

Touch ID and Face ID are only available for login authentication on supported Apple iOS devices and require end-user registration of the feature at the device level.

## Browser Quick Reference

Any browser not listed in the following table should be considered unsupported by Online Banking.

Browser	Windows	macOS
Google Chrome (Current and previous two versions)	Recommended	Recommended
Mozilla Firefox (Current and previous two versions)	Supported	Supported
Microsoft Edge (Current and previous two versions)	Support	Unsupported
Apple Safari (Current and previous two versions)	Unsupported	Supported

## Mobile App Quick Reference

Version	UUX 4.x
Android 7.x and later	Supported
iOS 14.x	Supported
iOS 13.x	Supported
iOS 12.x	Limited Support
iOS 11.x	Limited Support