



Online Banking Supported Browser Summary

- **Google Chrome: Supported**
- **Mozilla Firefox: Supported**
- **Safari**
 - Safari 9: Testing is currently underway. Certification pending usage statistics. Initial testing is positive with no known issues.
 - Safari 8: Supported
 - Safari 6 & 7: Unsupported
- **Internet Explorer**
 - IE 11: Supported
 - IE 8, IE 9, IE 10: Unsupported
- **Microsoft Edge**
 - Testing is currently underway. Certification pending usage statistics. Initial testing is positive with no known issues.

Note regarding Browser Settings

Digital Insight products and features are designed to work with the default settings supplied by each browser. There are a few instances where the default settings supplied by a browser will cause issues with usability of various websites, including Online Banking.

For instance, by default, Safari blocks all third-party cookies from being accepted. This setting will cause parts of Online Banking, including FinanceWorks, Bill Pay and other third-party services to function incorrectly. If there are any issues accessing these parts of Online Banking using Safari, please verify your cookie settings by going to Safari > “Preferences” or by hitting ⌘, (Command key plus the comma key) and looking at the Privacy tab. The option for Block cookies should be set to “Never.”



Situations such as just described, which cannot be directly addressed by Digital Insight will have specific instructions called out in the Browser Policy.

Please note not all browsers behave in the same way nor have the same default settings. Browsers have in the past and likely will again in the future change their defaults for a variety of reasons. We will continue to develop our products based on a base level of defaults and secure functionality. We cannot guarantee all defaults will work all the time, especially when considering the unpredictable changes some browser updates introduce. Any issues with defaults will be analyzed by our Security team and documented in this article, and addressed in future Browser Policy updates as needed.

Note regarding Google Chrome and Mozilla Firefox

Google Chrome and Mozilla Firefox are released on extremely rapid release schedules. Because of this, Chrome and Firefox may release new versions of these browsers between releases of Digital Insight's solutions; however, the content and functionality of these releases are highly unlikely to negatively affect Digital Insight's solutions. When testing a consumer release, Digital Insight's Quality Assurance teams will test the solution in the latest available version of the browser at time of the release to ensure that the experience is optimized for that version of the browser.

Note regarding Internet Explorer

Support for Internet Explorer browsers is based on market penetration and user behavior. Internet Explorer 11 is free and available to download for users of Internet Explorer 10. It is recommended by Microsoft and is considered the superior of the two. Overall, internet usage statistics are also very low for IE10. For these reasons, we are no longer supporting IE10 for testing and development and recommend all users upgrade to IE11.

As of January 2016, Microsoft has made significant changes to their support strategy of Internet Explorer. Microsoft will now only support their latest and most current version of Internet Explorer. Click [here](#) for more information.

What this means is that IE8 and IE9 are no longer versions of IE that will be maintained or updated by Microsoft. Security patches, bugs, enhancements will only be updated on the 'most current version' of Internet Explorer. Microsoft has elected to focus their



usability and support on their main browser(s) and offers free upgrades to all users. At the time of publication, IE11 and Microsoft Edge are the only browsers being maintained by Microsoft. Based on this change to policy from Microsoft, and also due to very low usage statistics, Digital Insight will only support the most current version of IE and Microsoft Edge for Online Banking and Web Center Websites.

Microsoft Edge

- Microsoft Edge is the Default browser for the new Windows 10 Operating System
- As a relatively new OS and browser, overall usage as of February 2016 is below 5% of total Online Banking users.
- Microsoft Edge testing of Online Banking is underway. Early results are positive for core functionality.
- Final certification will depend on usage statistics.

Internet Explorer 11

Basic settings and Troubleshooting for IB, CST, Admin Platform and other issues are generally due to one of two things: make sure 3rd Party Cookies are enabled and select TLS 1.0 only.

Enable Third Party Cookies:

1. Click on "TOOLS".
2. Select "INTERNET OPTIONS".
3. Click the "PRIVACY" tab.
4. Click on the "ADVANCED" tab.
 - a. Put a check mark next to "Override Automatic Cookie Handling".
 - b. Select "ACCEPT" for "First-Party Cookies" and "Third Party Cookies".
 - c. Put a check mark next to "Always Allow Session Cookies".

TLS:

1. Access Tools > Internet Options > Advanced tab.
2. Scroll down to the Security section.
3. Ensure that the box for "Use TLS 1.0" is checked.
4. Click "OK".
5. Close all open browser windows. Relaunch the browser and try again.



Note: Depending on the site/financial institution there might be issues with using TLS 1.2 and Internet Explorer. If after ensuring that TLS 1.0 is checked and discovering that you are still unable to connect to Online Banking, go ahead and uncheck the "Use TLS 1.2" box to see if that addresses the issue. Checking or unchecking other TLS boxes will not have any effect with troubleshooting online banking and doing so may affect your ability to successfully access other sites, so please do not check anything other than the above referred boxes.

Update regarding SSL and Poodle: (Dec 2014)

POODLE (Padding Oracle on Downgraded Legacy Encryption) is a new vulnerability exploiting a flaw in SSL (Secure Sockets Layer) 3.0 that has been in the news.

SSL 3.0 is a protocol over 15 years old but still used by many web browsers and servers to encrypt and secure data sent via the Internet between a client and server. While current web browsers use the TLS (Transport Layer Security) protocol by default, most browsers will retry failed connections with older protocols, including SSL 3.0 if initial connection attempts fail. Older browsers, such as Internet Explorer 6.0 and earlier, use SSL 3.0 by default and require manual enablement of TLS.

POODLE attempts to intentionally fail an initial connection, forcing an attempt to connect via SSL 3.0 and is most likely when using public Wi-Fi or other non-trusted networks. Once the connection is secured via SSL 3.0, the flaw can be exploited to take malicious action. Due to this vulnerability issues, we will be disabling SSL 3.0 on our server side on the DI side. Even if end user would still have SSL3 or SSL2 checked in his browser settings, it would still be disabled on our side and won't be used, TLS will be used instead.

Other possible settings: Under Options -> Advanced the following two settings might alleviate loading issues. Make sure these are checked on. This will enable IE to display content more effectively.

- "Use software rendering instead of GPU rendering"
- "Enable native XMLHTTP support"
- "Enable DOM Storage"

How to enable cookies only from PremierAmerica.com using Firefox:



1. Bring up the Firefox Browser and click “Options” at the bottom of the screen.
2. Click “Privacy” on the left menu bar.
3. Under the History section, select the drop down that states “Remember History” and select “Use Custom Settings” for History.
4. Select “Never” from the drop down that is titled Accept third-party cookies. Then click “Exceptions”.
5. Enter PremierAmerica.com, click “Allow” and then click “Save Changes”. You will then be returned to the previous screen and only cookies will be enabled for the Premier America web site.