



Online Banking Support – System and Browser Summary December 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.

Please note: 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.

Browser requirements

Browser support is subject to change without notice, so we encourage end users to configure browsers for automatic updates. Use the latest version of your browser for the most secure experience in Online Banking.

Please note: Compatibility mode and document mode settings in browsers are not supported by UUX. If configured, an Unsupported Browser page appears when a user attempts to log in through a browser with one of these modes set.

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

PREMIER AMERICA

CREDIT UNION

Browser	Windows	macOS
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

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.

Mobile App requirements

This section describes the operating systems, connection types, and camera resolutions that are compatible with the Mobile App. End users can download the app from the Apple Store (for iOS devices) or Google Play (for Android devices).

Note the following details about the Mobile App:

- A valid email address and telephone number are required.
- The Mobile App functions best when the GPS or native mapping app (also called Location Services) is enabled.

When requesting member support for the Mobile App, identify the model and operating system of the device and, if applicable, confirm that the camera is rear-facing.

Please note: To deposit checks with mRDC the Mobile App, an end user must have a mobile device with a rear-facing camera with a resolution of at least 5 megapixels.

PREMIER AMERICA

CREDIT UNION

The following table provides Android requirements for the Mobile App:

Version	Online Banking
Android 8.x and later	Supported
Android 7.x	Limited Support

The following table provides Apple iOS requirements for the Mobile App:

Version	Online Banking
iOS 12.x and later	Supported

Please note: End users on unsupported OS versions may still access online banking through a mobile browser. The mobile browser does not offer native app features such as Mobile Remote Deposit Capture (mRDC) or push notifications.

The following table provides mobile connectivity requirements for the Mobile App:

Connectivity	Online Banking
5G	Supported
4G LTE	Supported
Wi-Fi	Supported

Please note: Devices that do not have Location Services or native mapping applications do not support branch/ATM location functionality.

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.

Browser Quick Reference

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

PREMIER AMERICA

CREDIT UNION

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	Online Banking
Android 7.x and later	Supported
iOS 14.x	Supported
iOS 13.x	Supported
iOS 12.x	Limited Support