

Overview

This following contains information about hardware and software requirements and browser support for online banking and mobile app. The following table describes compatibility levels.

Compatibility	Description
Recommended	Provides ideal experience
Supported	Supports the general functionality but may have minor behavioral or cosmetic differences
Limited support	Supports the general functionality but may have minor behavioral or cosmetic differences Limited support to address bugs unless they block a task (with no workaround), present security concerns, or compromise data.
Unsupported	Not tested. Results may be inconsistent. Compatibility with products is not guaranteed.

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.

PDF reader requirements

It is recommended the most recent version of Adobe Reader available for desktop and mobile Devices is used. 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.

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 requires end-user registration of the feature at the device level.

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.

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

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)	Supported	Unsupported
Apple Safari (Current and previous two versions)	Unsupported	Supported

Mobile App requirements

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

Note the following details:

- A valid telephone number is required.
- Mobile App functions best when the GPS or native mapping app (also called Location Services) is enabled.
- To deposit checks using Mobile App, an end user must have a mobile device with a rear-facing camera with a resolution of at least 5 megapixels.

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

The following table provides Android requirements:

Version	
Android 7.x and later	Supported

The following table provides Apple iOS requirements:

Version	
iOS 14.x	Supported
iOS 13.x	Supported
iOS 12.x	Limited support
iOS 11.x	Limited support

The following table provides mobile connectivity requirements:

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