



ONLINE & MOBILE BANKING

SYSTEM REQUIREMENTS



Computer Requirements:

- Microsoft Windows 10 or Mac OS X 10.10
- An internet connection with a minimum of 1 Mbps download speed
- The most recent version of Adobe Reader is recommended

Supported Browsers:

- Google Chrome (current and previous 2 versions)
- Mozilla Firefox (current and previous 2 versions)
- Microsoft Edge (current and previous 2 versions)
- Safari (current and previous 2 versions)
- **IMPORTANT:** Microsoft Internet Explorer 11 is only supported limitedly and will not be supported at all after April 7, 2020.

Phone Requirements for Mobile App:

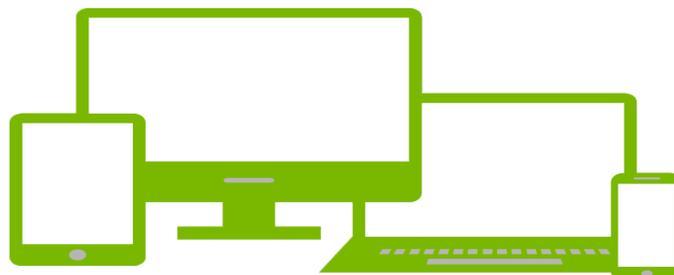
- Android 7.x and later
- Apple iOS 11 and later
- Supported Connectivity: 5G, 4G LTE, and Wi-Fi
- Camera resolution of at least 5 megapixels
- Mobile app functions best when GPS or Location Services are enabled.

Cache Issues:

If you are having trouble with the system loading properly or if the data does not seem up to date, you may need to clear your browser cache. Clearing your cache will also cause the system to forget a device and you will need to re-register that device again.

How to Clear Your Cache:

If you are using Internet Explorer, Edge, Google Chrome, or Mozilla Firefox you can quickly clear your cache with a keyboard shortcut. While in your browser, press Ctrl + Shift + Delete simultaneously on the keyboard to open the appropriate window.



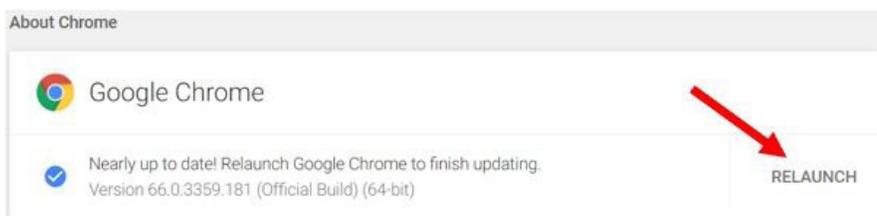
Keeping your internet browser up-to-date is important for both security and proper functionality. Please follow the instructions below to check that your browser is supported and you are using the latest version.

GOOGLE CHROME

RECOMMENDED BROWSER

Google Chrome will update automatically as new versions are released to the public. To verify that your version of Chrome is the latest or update it manually follow these steps:

1. Open the Google Chrome browser.
2. Click the Customize and Control Google Chrome button  in the upper-right corner of the screen.
3. From the drop-down menu that appears, select **Help**, then select **About Google Chrome**.
4. The window that appears will automatically check for updates and show you the current version of Chrome. If an update is available, Chrome will be updated automatically.
5. After Chrome is updated, click the **Relaunch** option to restart Chrome and complete the update.



Chrome on an Android tablet or phone:

On an Android tablet or phone, the Chrome browser should automatically get updated. The Android operating system will keep standard apps, like the Chrome browser, automatically updated to the latest version. However, if automatic updates are not working, open the Google Play app to check for an updated version of the Chrome browser.

To install Chrome on your device:

Download latest version of Chrome from the official Google Chrome download page: <https://www.google.com/chrome/>

INTERNET EXPLORER (IE)

IMPORTANT: Microsoft Internet Explorer 11 is only supported limitedly and will not be supported at all after April 7, 2020. If you are using Internet Explorer, you need to download a different supported browser.

MICROSOFT EDGE

The Microsoft Edge browser is tied to Windows 10 and so are its updates. To update the Edge browser, you need to update Windows with the steps below.

1. Press the Windows Key, type **Check for updates**, and then press **Enter**.
 2. Under the Update status section, select Check for updates.
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SAFARI

If you have Apple updates turned on, Safari should stay up-to-date automatically. To verify that your version of Safari is the latest or to update manually, follow these steps:

1. Open the **Apple menu** and choose **App Store**.
2. At the top of the window that appears, click the **Updates** button in the toolbar.
3. Find Safari and click **Update** (or click **Update all** to update every app).

To install Safari on your device:

Download the latest version of Safari from the official Safari download page: <https://support.apple.com/downloads/safari>

Safari on iPad or iPhone

On an iPad or iPhone, the Safari browser should automatically get updated. The iOS operating system will keep standard apps, like the Safari browser, automatically updated to the latest version. However, if automatic updates are not working, open the App Store and check the Updates section to see if a Safari update is available to download.

FIREFOX

Mozilla Firefox should automatically download updates and prompt you when they are available to install. To verify that your version of Firefox is the latest or update it manually, follow these steps:

1. Open the Mozilla Firefox browser.
2. Click the Open menu button  in the upper-right corner of the screen.
3. In the menu that appears, click the Firefox  Help option at the bottom.
4. Select **About Firefox**.
5. The window that appears will automatically check for updates and show you the current version of Firefox. If an update is available, you can click the **Update to [version number]** button to install the update, where “version number” is the latest version of Firefox.

To install Firefox on your device:

Download the latest version of Firefox from the official Firefox download page: <https://www.mozilla.org/en-US/firefox/>