



## OPTIMAL PERFORMANCE RECOMMENDATIONS

In order to receive a secure and ideal digital banking experience, please review this information about hardware and software requirements and browser support recommendations.

### SYSTEM REQUIREMENTS\*

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

### BROWSER REQUIREMENTS\*\*

Browser support is subject to change without notice, so we encourage everyone to configure browsers for automatic updates. Using the latest version of a browser allows for the most secure experience. We will send advance notice to customers accessing online banking through a browser for which support has been scheduled to end.

Any browsers not listed in the following table should be considered unsupported:

BROWSERS	WINDOWS	MAC OS X
Google Chrome – Current and previous two versions	Recommended	Recommended
Mozilla Firefox – Current and previous two versions	Supported	Supported
Microsoft Edge – Current and previous version	Supported	Unsupported
Apple Safari – Current and previous two versions	Unsupported	Supported
Microsoft Internet Explorer 11.x <small>(We will end support of IE on October 6, 2020. After that date, we will no longer fix bugs specific to IE11. You may be blocked from accessing digital banking through IE11.)</small>	Limited Support	Unsupported

*Please Note: For the most secure and consistent experience on mobile devices and tablets, use our OlyFed Mobile App instead of mobile browsers.*

### PDF READER REQUIREMENTS

Our digital system recommends the most recent version of Adobe Reader available for desktop and mobile devices. If customers prefer to use a third-party PDF application, we cannot guarantee documents will appear as intended.

### OLYFED MOBILE APP REQUIREMENTS

This section describes the operating systems, connection types, and camera resolutions that are compatible with our mobile app. Customers can download the app from the [Apple Store](#) (for iOS devices) or [Google Play](#) (for Android devices).

Android requirements for the OlyFed Mobile app:

VERSION	UUX 4.x
Android 5.x and later	Supported

Apple iOS requirements for the OlyFed Mobile app:

VERSION	UUX 4.x
iOS 13.x	Supported
iOS 12.x	Supported
iOS 11.x	Limited Support

*Please Note: A valid email address and telephone number are required and our app works best when the GPS or native mapping app (also called Locations Services) is enabled to support branch/ATM location functionality.*

Customers on unsupported operating systems may still access digital banking through the mobile browser. The mobile browser does not offer native app features such as Mobile Check Deposit.

Mobile connectivity requirements for the OlyFed Mobile app:

CONNECTIVITY	UUX 4.x
5G	Supported
4G LTE	Supported
Wi-Fi	Supported

To deposit checks with Mobile Remote Deposit Capture, a customer must have a mobile device with a rear-facing camera with a resolution of at least 5 megapixels.

## DESKTOPS OR LAPTOP DISPLAY REQUIREMENTS

Displays need to be at least 1280-pixels wide. Otherwise, customers may need to scroll horizontally to see the entire interface. Most customers will be able to view pages without horizontal scrolling.

## BIOMETRIC REQUIREMENTS<sup>†</sup>

Customers can use fingerprint Login, Touch ID, or Face ID to login to the mobile banking app.

Fingerprint Login is a free feature currently only available for login authentication on eligible Android devices. To use this feature customers 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.

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

\*\* Compatibility mode and document mode settings in browsers are not supported. If configured, an Unsupported Browser page appears when a customer attempts to login through a browser with one of these modes set.

<sup>†</sup> The Fingerprint Login feature is based on the fingerprint API introduced with Android M (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 our Fingerprint Login feature. Samsung and Nexus now provide APIs that will allow us to provide Fingerprint Login for these phones, but this would be a future development.