



U-Banking Browser Policy

May 2018

Supported Browser Details: Online Banking & Web Center Websites

Google Chrome & 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 U-Banking updates; however, the content and functionality of these releases are highly unlikely to negatively affect U-banking. Therefore, we will not test U-Banking against every release of Chrome and Firefox. When testing a consumer release, Our 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.

Safari (MAC Users only)

Important note about cookies settings: 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 you experience any issues accessing these parts of Online Banking using Safari, please verify their 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.”

Internet Explorer

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.

<https://support.microsoft.com/en-us/lifecycle/search?sort=PN&alpha=internet%20explorer>

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, we 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
- Overall usage as of May 2016 remains relatively low at just over 6% of total Online Banking users.
- For this reason, we are certifying Microsoft Edge as a Tier 2 Browser. Full Tier 1 certification will depend on higher usage rates.

Internet Explorer “Compatibility View”

Microsoft’s Internet Explorer browser has a legacy rendering feature called Compatibility View. It allows older websites to render pages according to a legacy set of rules to better display older web pages. This mode is effective in taking old websites that are not designed according to modern web standards and rendering them in such a way that users would be able to see and access the content as the authors intended. Compatibility View can be triggered by a webpage that is not standards-compliant or can be explicitly enabled by the user.

U-Banking is designed according to the latest web standards and practices to function fully without the need for Compatibility View. Because Compatibility View is designed to render web pages that are not standards-compliant and can cause standards-compliant pages to render incorrectly, we do not support issues with our offerings related to the viewing of the pages in Internet Explorer Compatibility View. If you have Compatibility View enabled and are experiencing any difficulties, the first step for remediation is to disable the feature.

Scope of Applicability

Operating Systems

Unless otherwise noted in this policy, the *supported* designation applies to any browser/operating system combination that is supported by the browser vendor. All system specifications required by browser or operating system vendors must be satisfied.

Operating System Patch Releases

Due to the unpredictable and sporadic nature of operating system patches, issues relating to operating system/browser conflicts will be handled on a case-by-case basis. When patches are released by an operating system vendor that impact *supported* browsers, We will evaluate any issues and/or potential workarounds as part of the regular browser policy updates.

Other System Settings

Unless otherwise noted in this policy document, the following settings and plug-ins are required to properly access U-Banking’s web-based solutions.

- **Cookies** Enabled (first- and third-party)
- **JavaScript** Enabled
- **Minimum Screen Resolution** 1024 x 768 pixels
- **PDF Reader** Compatible¹

¹ Any compatible PDF viewer will suffice. For some operating systems, e.g., Mac OS X, and for some browsers, e.g., Google Chrome, PDF viewing capabilities are available out-of-the-box without the need to install additional software. If a native PDF viewer is not available for a user, you can recommend popular PDF viewers such as Adobe Acrobat Reader.

Embedded Browsers

Some popular browsers may be embedded into various online services. For example, America Online (AOL) currently uses the popular Internet Explorer browser in its desktop software application. In these cases, although the core browser is *supported*, we do not test these embedded browser versions. Due to the lack of testing, we consider these types of browsers *unsupported* for the purposes of these policies; however users should be able to access most of the functionality assuming that the embedded browser is based on a *supported* browser.

Unsupported Browsers

- Although the U-Banking may function with an unsupported browser, we do not recommend using unsupported browsers.
- We do not use unsupported browsers in application testing.
- The Communications Center will research and record reported defects found in unsupported browsers.
- For immediate resolution of problems reported in unsupported browsers, we recommend that affected members adopt a *supported* browser.
- Recorded defects associated with unsupported browsers will not be addressed unless the browser is re-classified as *supported* in a later release.

Mobile and Tablet Browsers

Mobile browsers are web browsers that are optimized to effectively display web content on mobile devices. Digital Insight solutions may function in mobile browsers, but are considered *unsupported*.

Digital Insight has developed Mobile Web Banking solutions to provide Online Banking access using web-enabled mobile phones or wireless devices. Please see the appropriate product documentation for more details on this solution.

Mobile and Tablet Browsers – Web Center Website Solutions

For Web Center websites designed using responsive web techniques, we will certify that these sites function properly on phones/tablets for the top two platforms in the market: iOS from Apple and Android from Google. If we detect that a different device is accessing the site, we will redirect you to the mobile web login page; otherwise you will receive a message asking to revisit the site on a supported device.

Adoption of New Browsers

Our goals are to support as many members as possible and to help maintain security during your online banking sessions. We review industry browser usage trends, browser capabilities and security information when deciding which browsers to consider *supported*. We also utilize browser usage data collected by our own solutions and focus our efforts on supporting those browsers that are most secure and have the highest market demand.

Discontinuation of Browser Support

We may discontinue support for a browser if one of the following conditions applies:

- It is determined that the browser contains unacceptable security risks.
- The browser is no longer supported by our partner vendors.
- The browser is no longer supported by the corporation/organization responsible for its development and maintenance.
- The browser does not support functionality that we believe is necessary to support the product strategy. We will only discontinue support for such a browser if a free upgrade or alternative browser is available.