FOOTHILL
Credit Union

Foothill Federal Credit Union's Online and Mobile Banking Hardware and Software Requirements

The purpose of this document is to introduce you to the browsers and devices supported by Foothill FCU's Digital Banking Platform. This document is a Product Guide, and is designed to provide you with essential information Foothill FCU's Digital Banking Platform and the supported browsers and devices.

In general, Foothill FCU supports the last two versions of supported browsers. This policy ensures Foothill FCU keeps abreast with the latest browser releases without exerting an inordinate amount of resources to test against prior versions. It also ensures users keep their browsers as secure as possible. Foothill FCU's official end user browser support policy is as follows:
- Google Chrome: Latest two versions
- Firefox: Latest two versions
- Microsoft Edge: Latest two versions
- Safari: Last two major versions
- IOS: Last two major versions
- Android: v7.0 and above

Supported Browsers
- Google Chrome: Latest 2 versions
- Firefox: Latest 2 versions
- Microsoft Edge: Latest 2 versions
- Safari: Last 2 major versions or 1 major version if over 1 year old
- Chrome for Android: Last 2 major versions
- Mobile Safari for IOS: Last 2 major versions

Browser Support Alert
The browser support alert (popup that automatically displays if the end user is not using a known supported browser) has been configured to accommodate a broader browser version spectrum. It does not popup and alert end users based on the official supported browsers list above. There are two main reasons why the supported browser alert logic is a bit more lax than the officially supported browser list:

- Some browsers release a new version every other month. Foothill FCU acknowledges that some end users might not be automatically updating their browsers every month. We want to avoid burdening those end users with a

popup every time they log in. As a compromise, the unsupported browser popup logic only displays for end users who have not updated their browsers in over 3 months.
- The popup is meant to warn end users who are using an unsafe or completely unsupported browser. Although Foothill FCU does not test against unsupported versions, the application will continue to function properly for 99% of end users who have updated their browsers in the last 18 months.

The supported browser popup is activated under the following conditions:
- Chrome version 66 and older
- Firefox version 59 and older
- Internet Explorer any version
- Safari 11 and older
- Android Chrome 66 and older
- IOS Safari 11 and older

Device Support
Foothill FCU supports Windows and Apple OS X computing platforms as well as Android and IOS mobile platforms. Foothill FCU's platform support is as follows:
- Windows: versions that are still supported by Microsoft and support a browser listed above
- OSX: versions that are still supported by Apple and support a browser listed above
- Android: v7.0 and above
- IOS: the last 2 major releases (iOS 13 and above)