

# Browser and Operating System Compatibility Guide for Online Banking and Mobile App



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## Introduction

This helpful guide provides the recommended hardware, software and other features you need to access Apple Bank's Online Banking and Mobile App services. Follow the instructions and use the handy links in this guide to ensure you're ready to use our service.

## System Requirements

The computer you use must meet the following requirements:

- Standard PC or Mac® with at least a 1 gigahertz (GHz) processor and 1 GB of RAM
- Available browser updates applied for improved security that provide anti-virus and spyware protection
- Microsoft® Windows® Vista Service Pack (SP) 2 and 3, Microsoft Windows 7/8/10, or MAC OS X
- Cable, Digital Subscriber Line (DSL), or Integrated Services for Digital Network (ISDN) Internet connection

### Check your system to determine whether your operating system meets requirements.

#### Windows:

1. Click the Start button , enter Computer in the search box, right-click Computer, and then click Properties or Help/Support or About your PC.
2. Look under Windows edition for the version and edition of Windows that your PC is running.

#### Mac:

1. Click on the Apple logo at the top-left corner of your screen.
2. Click on About This Mac.
3. Write down your model, version and serial number.
4. Click on System Report to view your Hardware, Network and Software information.

## Display Requirements

Desktop and laptop displays can be any height but must support at least a 1300-pixel width. **Important:** If Online Banking is not displaying on your screen, clear your cache by pressing Ctrl+ F5 for all Windows browsers. If using Safari, use shortcut keys OPTION+COMMAND+E. For all other browsers on a MAC, use shortcut keys Ctrl+Shift+Delete.

## PDF Reader Requirements

Apple Bank recommends that you use Adobe Reader. Below are the capability requirements for each operating system. If you select an alternative PDF reader, documents may not appear as intended.

#### Windows PDF Requirements:

- 1.5GHz or faster processor
- Windows 10 (32-bit and 64-bit)
- 2GB of RAM
- 4.5GB of available hard-disk space
- 1024x768 screen resolution
- Microsoft Edge, Mozilla® Firefox® (ESR), Chrome

#### Mac PDF Requirements:

- Intel processor
- MacOS v10.13, 10.14, 10.15 or 11
- 2GB of RAM
- 2.75GB of available hard-disk space
- 1024x768 screen resolution
- Safari 10 or 11 (Browser plug-in for Safari is supported on 64-bit Intel processor only)

## Using PDFs on Mobile Apps

Working with these free mobile apps is optional.

- Adobe Acrobat Reader: [Apple, Android, Windows Phone](#)
- Adobe Fill & Sign: [Apple, Android](#)

## Browser Requirements

Review the requirements for the browser you have and use the applicable link to verify that you have the most current browser version.

If you are using an older Microsoft Windows operating system, you will want to use Firefox as your alternative browser.

## Microsoft Edge

### Computer System requirements:

- Windows: Microsoft Windows 10 or later (32-bit or 64-bit)

### Android Phones and Tablets requirements:

- Edge is available on systems operating on Android 4.4 (KitKat) or later.

### To enable cookies in Microsoft Edge:

1. Open Microsoft Edge.
2. Click on the three-dot More Actions button, select Settings.
3. Click on Cookies and site permissions.
4. Select Allow sites to save and read cookie data.

## [Download Microsoft Edge](#)

## Google Chrome

### Computer System requirements:

- Windows: Microsoft Windows 10 or later
- Mac: OS X El Capitan 10.11 or later

### Android Phones and Tablets requirements:

- Chrome is available on systems operating on Android 5.0 (Lollipop) or later.

### iPhones and iPads requirements:

- Chrome is available on iPads or iPhones with iOS 12.2 or later.

### To enable cookies in Google Chrome (PC):

1. On your computer, open Google Chrome.
2. At the top right, click More and then Settings.
3. At the bottom, click Show Advanced Settings.
4. In the Privacy section, click Content Settings.
5. Use the Cookies section to allow third-party cookies. Choose Allow local data to be set. Make certain the Block Third-Party Cookies and Site Data box is not checked.

### To enable cookies in Google Chrome (Mac):

1. Open Chrome Preferences, click Settings, then click Show Advanced Settings.
2. Under Privacy, click Content Settings.
3. Use the Cookies section to allow third-party cookies. Choose Allow local data to be set. Make certain the Block Third-Party Cookies and Site Data box is not checked.

## Download Chrome

### Ensure That You Have the Real Version of Google Chrome

Recently, a number of fake Chrome pages have been noted online. Take the easy steps below to ensure you are using the real version of Google Chrome.

1. Open your current version of Chrome
2. Type the following information into the address bar at the top: chrome://version and press Enter
3. You will see the official Google Chrome seal  and Chrome version number (see screen shot below). This confirms that you are using the official version of Chrome.
4. If you do not see a version of Google Chrome similar to the screen shot, you are using a fake version. To remove it, please follow the steps below.

#### Screen Shot:



## How to Remove a Fake Version of Google Chrome

### Mac:

1. Locate your Applications folder.
2. Locate the fake browser.
3. Drag the fake browser icon into the Trash bin.

### Windows:

1. Close all open applications.
2. Click on the Start button  and go to the Control Panel.
3. Find Programs/Programs and Features and click on Uninstall a Program.
4. Locate the fake browser in the Programs window and click on it.
5. Click the Uninstall button at the top menu. Close all browser windows and tabs.

### [Learn More](#)

## Firefox

### Computer System requirements:

#### Windows:

- Microsoft Windows 10
- Pentium 4 processor or higher
- 512 MB of RAM/2 GB of RAM for the 64-bit version
- 200MB of hard drive space

#### Mac:

- OS X 10.12 or later
- Macintosh computer with an Intel x86 processor
- 512MB of RAM
- 200MB of hard drive space

### Android Phones and Tablets requirements:

- Available for all devices with Android 4.1 or later
- 50MB of storage
- 384MB of RAM
- Display of 320 pixels high by 240 pixels wide

### iPhones and iPads requirements:

- Firefox is available on iPads or iPhones with iOS10.3 or later.

### To enable cookies in Firefox (PC):

1. Click Tools and then click Options.
2. Click Privacy in the top panel.
3. Select the checkbox labeled Accept Cookies from Sites.
4. Select the checkbox labeled Accept Third-Party Cookies.
5. Click OK.

### **To enable cookies in Firefox (Mac):**

1. Go to the Firefox drop-down menu.
2. Select Preferences.
3. Click Privacy.
4. Under Cookies, select the option Accept Cookies from Sites.

### **[Download Firefox](#)**

### **Safari**

Safari is no longer offered or supported on Windows and Android devices.

### **Mac requirements:**

- Safari is the default browser that is included with your device.
- iOS 14 or later

### **iPhones and iPads requirements:**

- Safari is the default browser that is included with your device.
- iOS14 or later

### **To enable cookies in Safari:**

1. Go to the Safari drop-down menu.
2. Select Preferences.
3. Click Privacy in the top panel.
4. Under Block Cookies, select the option Never.

### **[Download Safari](#)**

## **Apple Bank Mobile App**

This section describes the operating systems, connection types and camera resolutions that are compatible with the Apple Bank Mobile App that you can download from the Apple Store (for Apple devices) or Google Play (for Android™ devices).

### **Note the following details about the Apple Bank Mobile App:**

- A valid email address and telephone number are required.
- Be sure your email address and cell phone are updated within your Online Banking service.
- Apple Bank Mobile App functions best when the GPS or native mapping app (also called Location Services) is enabled.

### **To verify your mobile device compatibility, please review the following information:**

- **Android devices** need to be version 12.x and later.
  - o Applies to Android phones made in 2021 and later

- **Apple devices** need to be iOS 14 and later. [View Apple listed devices](#)
  - o iPhone SE and later
  - o iPad Pro and Air (3rd gen)
  - o iPad mini (5th gen)
  - o iPod touch (7th gen)

**The following operating systems are not compatible with the Apple Bank Mobile App:**

- Windows Phone®
- Blackberry®
- Kindle Fire™

### **Mobile Connectivity**

Mobile connectivity needs to be 5G, 4G LTE or Wi-Fi.

### **Utilizing Mobile Remote Deposit**

A mobile device with a rear-facing camera is required to deposit checks with Apple Bank's mobile remote deposit capture (MRDC) functionality. Rear-facing camera resolution needs to be 5 megapixels or higher. To determine rear-facing camera resolution, check the device's user guide or go to the device's manufacturer website and enter the model number.

### **Third-Party Account Management Software**

Note the following details about this software compatibility with Apple Bank Online Banking.

- **Microsoft Money:** We are aware that some end users can export Account History successfully from Apple Bank Online Banking to the most recent versions of Microsoft Money. However, Microsoft itself no longer supports those products; therefore, Apple Bank cannot guarantee the reliability of exports to them. The use of Microsoft Money with Apple Bank Online Banking data is solely at the user's discretion.
- **Intuit® Quicken® and QuickBooks®:** Apple Bank does not participate with Quicken/QuickBooks, so accounts need to be initially entered manually.
  - o **Windows:** Use this [link](#) if you need to add your Apple Bank accounts to your Quicken Windows version. Otherwise, follow the same Connect process if you are using versions 2014-2017 of Quicken for Windows.
  - o **Mac:** Use this [link](#) if you need to add your Apple Bank accounts to your Quicken Mac version. Otherwise, follow the same Connect process if you are using versions 2015-2017 of Quicken for Mac.

## Biometrics Requirements

Fingerprint Login, Touch ID, or Face ID to log in to the mobile banking app.

Fingerprint Login is available for the following devices:

- o Samsung Galaxy S10 or later
- o Google Pixel 3a or later
- o End-user registration with Fingerprint Login at the device level

Touch ID and Face ID are available on the following Apple iPhones and iPads:

iPhone

- o iPhone 13 Pro Max, Pro, Mini
- o iPhone 13
- o iPhone 12 Pro Max, Pro, Mini
- o iPhone 12
- o iPhone 11 Pro Max, Pro, Mini
- o iPhone 11
- o iPhone XS Max & XS
- o iPhone XR
- o iPhone X

iPad

- o iPad Pro 12.9-inch (3rd & 4th generation)
- o iPad Pro 11-inch (2nd generation)
- o iPad Pro 11-inch

## Have Questions?

Please call CustomerLine at 914-902-2775. Our TDD number is 800-824-0710.

