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## System requirements

The computer you use must meet the following minimum requirements:

- PC or Mac® with at least a 1-GHz processor and 1 GB of RAM.
- Available browser updates applied for improved security that provide anti-virus and spyware protection.
- Microsoft Windows 7/8/10 or Mac OS X.

*Note: Microsoft stopped supporting Windows XP and XP-compatible Internet Explorer (IE) in April 2014, including security updates. XP users who do not upgrade their operating systems should replace IE with Google Chrome™ for an up-to-date, secure Internet browser.*

- Cable, Digital Subscriber Line (DSL), or Integrated Services for Digital Network (ISDN) Internet connection. (Dial-up connections are not supported.)

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

## Display requirements

Desktop and laptop displays can be any height but must support at least a 1300-pixel width. Otherwise, the end user will need to scroll horizontally to see the entire digital banking online user interface.

## PDF reader requirements

Digital banking recommends the most recent version of Adobe® Reader® available for desktop and mobile devices, unless your e-statement provider recommends a prior version. If you choose to use a third-party PDF vendor, digital banking cannot guarantee documents will appear as intended.

## Fingerprint Login/Touch Authentication requirements

The Fingerprint Login feature is based on the fingerprint API that Android introduced with Android M (Marshmallow). Not all Samsung and Nexus phones support Android's API, even though they include the hardware on the phone. Therefore, these devices are not supported by digital banking's Fingerprint Login feature. The end user will not be presented with an option to enable/disable this feature. New APIs provided by Samsung and Nexus phone manufacturers exist that will allow the mobile development team to support Fingerprint Login for those phones. However, this will be an enhancement to the existing Android Digital banking App.

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Fingerprint Login is currently only available for login authentication on eligible Android devices. This is a free feature, pending the following operating system, hardware, and release requirements.

- Samsung Galaxy S7 or higher
- Nexus 7 or newer
- Google Pixel first generation or newer
- End user registration with Fingerprint at the device level

Touch Authentication is currently only available for login authentication on eligible Apple iOS devices. This is a free feature, pending the following operating system, hardware and release requirements:

- iOS 9 or higher
- iPhone 5S/6/6 Plus or newer
- Latest generation iPad with Touch ID sensor
- End user registration with Touch ID at the device level

## Browser requirements

Browser support is subject to change with little to no notice and we encourage end users to configure browsers for automatic updates. Use the most recent versions available for the browsers listed in the following table for the most secure experience in digital banking.

Note: Compatibility mode and document mode settings in the browser are not supported by digital banking. A browser not supported page, if configured, will appear if a user attempts to log in via a browser with one of these modes set.








Unsupported browser notification sends a targeted advance notice to end users accessing online banking via a browser for which support has been scheduled to end. Three methods—notification text within online banking, soft block, and hard block—will be applied to all future browsers for which support is discontinued. Moving forward, we will determine the appropriate date to end support for a browser based on support schedules published by the web browser vendors.

Note: For the most secure and consistent experience on mobile devices and tablets, use Kohler Credit Union digital banking apps instead of mobile browsers. See the digital banking app requirements section on page 4 for more information.

Some minimally supported browsers, as listed below, may show minor behavioral or cosmetic differences for Digital banking, but will generally support that application's features and functionality. Any browsers not listed in the following tables should be considered unsupported by digital banking.

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## PC browser requirements



Minimum Supported Browser	Windows 7 & 8.1	Windows 10
Google Chrome Current Version plus the previous two versions are supported		
Microsoft Internet Explorer 11.X		
Microsoft Edge™ 15		
Mozilla® Firefox® Current Version plus the previous two versions are supported		

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Note the following details about the PC browser support table:

- Microsoft Windows 7 SP 1 is required for Internet Explorer 11.
- Microsoft Windows 8.1 is required for Internet Explorer 11.
- Digital banking is not compatible with Safari® on Microsoft Windows, as Apple discontinued development of security patches for Microsoft Windows. However, Digital banking is compatible with Safari on Mac OS X 10.9 and later, as shown in the next table.

## Mac browser requirements

Browser	Mac OS X 10.9 – 10.13
Google Chrome Current Version plus the previous two versions are supported	
Safari Current Version plus the previous two versions are supported	

## Digital banking app requirements


This section describes the operating systems, connection types, and camera resolutions that are compatible with the digital banking apps that end users can download from the Apple Store (for iOS devices) or Google Play (for Android™ devices).

Note the following details about digital banking apps:



- A valid email address and telephone number are required.
- Digital banking apps function best when the GPS or native mapping app (also called *Location Services*) is enabled.

When requesting customer support for digital banking apps, please identify the model and operating system of the device and, if applicable, confirm that the camera is rear-facing.

### Android™ requirements

Version	UUX 4.X
Android 5.X and later	

### Apple iOS requirements


Version	UUX 4.X
iOS 10.X	
iOS 11.X	
iOS 12.x	

*Note: End users on unsupported OS versions may still access online banking via the mobile browser. Mobile browser access is minimally supported and does not offer native app features, such as Mobile Remote Deposit Capture (mRDC) and Fingerprint Login.*

The following mobile operating systems are not compatible with Digital banking Apps:

- Windows Phone®
- Blackberry®
- Kindle Fire™

#### Mobile connectivity requirements

Connectivity	UUX 4.X
4G LTE	
Wi-Fi	

*Note: Devices that do not have Location Services or native mapping applications do not support branch/ATM location functionality.*

A mobile device with a rear-facing camera is required to deposit checks with the mobile remote deposit capture (mRDC) functionality in digital banking apps. The following table provides camera resolution compatibility for digital banking apps.

#### mRDC camera requirements

Camera resolution	UUX 4.X
5 megapixels or higher	