



# Online & Mobile Banking – System Requirements

This document explains the hardware and software requirements for the Unified User Experience (UUX) release. End users should follow these requirements to have a more secure experience with St. Martin Bank’s Online Banking service.

Some of the minimally supported browsers may show minor behavioral or cosmetic differences for St. Martin Bank’s Online Banking service and Mobile Banking app, but will generally support the application. Connectivity, user hardware, browser support, and integration are critical to having the best experience with St. Martin Bank’s products.

The tables list recommended and minimally compatible software, hardware, and other features according to each product. Blank spaces in the table indicate incompatibility.

## Symbol key

Compatibility	Symbol	Description
Recommended		Provides the ideal experience with Q2 products.
Minimally compatible		May create a slightly different appearance or behavior in Q2 products.
Incompatible		Not compatible with Q2 products.

## System Requirements:

The computer you use must meet the following minimum requirements:

- Standard PC or Mac® with at least a 1-GHz processor and 1 GB of RAM.
- Available browser updates applied for improved security and greater anti-virus and spyware protection.
- Microsoft® Windows® Vista Service Pack (SP) 2 and 3, 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 St. Martin Bank’s Online Banking service 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 Online Banking user interface.

## 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. End users that try to log in without a compatible browser will be redirected to a website to download a new version of the browser.

*Note: For the most secure and consistent experience on mobile devices and tablets, use the St. Martin Bank Mobile Banking Apps instead of mobile browsers. See the Mobile Requirements section for more information.*

Some minimally supported browsers, as listed below, may show minor behavioral or cosmetic differences, but will generally support that application's features and functionality.





### PC browser compatibility

Browser	Windows Vista SP 2 and 3	Windows 7 and 8.1	Windows 10
Google Chrome 37 and later	●	●	●
Microsoft Internet Explorer 11.X		●	●
Microsoft Edge™			●
Mozilla® Firefox® 33 and later	●	●	●

Note the following details about the PC browser compatibility table:

- Microsoft Windows 7 SP 1 is required for Internet Explorer 11 support
- Microsoft Windows 8.1 is required for Internet Explorer 11.
- St. Martin Bank Online Banking is not compatible with Safari® on Microsoft Windows, as Apple discontinued development of security patches for Microsoft Windows. However, St. Martin Bank Online Banking is compatible with Safari on Mac OS X 10.8, as shown in the next table.

### Mac browser compatibility

Browser	Mac OS X 10.6 – 10.11
Google Chrome 37 and later	
Safari 6-8	
Safari 9	
Mozilla Firefox 33 and later	

### Mobile App requirements:


This section describes the operating systems, connection types, and camera resolutions that are compatible with St. Martin Bank's Mobile 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 St. Martin Bank Mobile Banking Apps:

- A valid email address and telephone number are required.
- Mobile Banking Apps function best when the GPS or native mapping app (also called *Locations Services*) is enabled.
- Mobile browsers, such as Safari, are not supported. Use a Mobile Banking App instead.



When requesting support for St. Martin Bank's Mobile Banking Apps, please identify the model and operating system of the device and, if applicable, confirm that the camera is rear-facing.

### Android™ compatibility

Version	UUX 4.X
Android 4.0.3 and later	

### Apple iOS compatibility

Version	UUX 4.X
iOS 6.X	
iOS 7.X	




Version	UUX 4.X
iOS 8.X	
iOS 9.X	

*Note: St. Martin Bank's Mobile Banking Apps are compatible with Apple iPhone 4 and newer models.*

The following mobile operating systems are not compatible with St. Martin Bank Mobile Banking Apps:

- Windows Phone®
- Blackberry®
- Kindle Fire®

### *Mobile connectivity*

Connectivity	UUX 4.X
3G	
4G LTE	
Wi-Fi	

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

### **Third-party account management software:**

Note the following details about third-party account management software compatibility with UUX 4.X:

- Microsoft Money: We are aware that some end users can export Account History successfully from St. Martin Bank's Online Banking to the most recent versions of Microsoft Money. However, Microsoft itself no longer supports those products; therefore, St. Martin Bank cannot guarantee the reliability of exports to them. The use of Microsoft Money with Q2online data is solely at the user's discretion.
- Intuit® Quicken® and QuickBooks®: Supported versions of Quicken and QuickBooks are dependent on the financial institution's contract with Intuit. Refer to the Quicken Discontinuation Policy (found at <https://quicken.intuit.com>) for details about discontinued Quicken services and application versions.