

Jefferson Bank

User Requirements



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Overview

This document outlines the hardware and software requirements to ensure a secure and optimal experience with Jefferson Bank Online and Mobile Banking Systems.

This document contains information about hardware and software requirements and browser support for Jefferson Bank Online Banking, Mobile Banking, and add-on features. Jefferson Bank Online Banking products have varying levels of compatibility with required hardware and software. The following table describes how Jefferson Bank defines compatibility levels.

Compatibility	Description
Recommended	Provides the ideal experience with Jefferson Bank products.
Supported	Supports the general functionality of Jefferson Bank products. Products may have minor behavioral or cosmetic differences.
Limited support	Supports the general functionality of Jefferson Bank products. Products may have behavioral or cosmetic differences.
Unsupported	Not tested with Jefferson Bank products. Results may be inconsistent. Jefferson Bank does not guarantee compatibility with products.



System Requirements

You must use a computer that has:

- Microsoft Windows 10 or Mac OS X 10.10 or beyond.
- Available browser updates applied for improved security that provide anti-virus and spyware protection.
- An internet connection with a minimum of 1 Mbps download speed.

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



PDF Reader Requirements

Jefferson Bank recommends the most recent version of Adobe Reader available for desktop and mobile devices. If you choose to use a third-party PDF vendor, Jefferson Bank cannot guarantee documents will appear as intended.



Biometrics Requirements

End users can use Fingerprint Login, Touch ID, or Face ID to log in to the mobile banking app.

The Fingerprint Login feature is based on the fingerprint API introduced with Android M (Marshmallow). Some Samsung and Nexus phones do not support Android's API, even though they include the hardware on the phone. These devices are not supported by Jefferson Bank's Fingerprint Login feature.

Samsung and Nexus now provide APIs that allow Jefferson Bank to provide Fingerprint Login for these phones, but this would be a future development.

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

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

Touch ID and Face ID are only available for login authentication on supported Apple iOS devices and requires end-user registration of the feature at the device level.



Browser Requirements

Browser support is subject to change without notice, so we encourage end users to configure browsers for automatic updates. Use the latest version of your browser for the most secure experience.

Note: *Compatibility mode and document mode settings in browsers are not supported. If configured, an Unsupported Browser page appears if a user attempts to log in through a browser with one of these modes set.*

Jefferson Bank sends advance notice to end users accessing online banking through a browser for which support has been scheduled to end.

Note: *For the most secure and consistent experience on mobile devices and tablets, use the Jefferson Bank Mobile Banking App instead of mobile browsers.*

Any browsers not listed in the following table should be considered unsupported.

Browsers	Windows	Mac OS X
Google Chrome <i>(Current and previous two versions)</i>	Recommended	Recommended
Mozilla Firefox <i>(Current and previous two versions)</i>	Supported	Supported
Microsoft Edge <i>(Current and previous version)</i>	Supported	Unsupported
Safari <i>(Current and previous two versions)</i>	Unsupported	Supported
Microsoft Internet Explorer 11.x	Limited Support	Unsupported

Note: *Jefferson Bank will end support for Microsoft Internet Explorer on April 7, 2020. After this date, Jefferson Bank will no longer fix bugs specific to IE11. Users may be blocked from accessing online banking through IE11.*



Jefferson Bank Mobile Banking App Requirements

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

Note the following details about the Jefferson Bank Mobile Banking App:

- A valid email address and telephone number are required.
- The Jefferson Bank Mobile Banking App functions best when the GPS or native mapping app (also called Location Services) is enabled.

When requesting customer support for the Jefferson Bank Mobile Banking App, identify the model and operating system of the device and, if applicable, confirm that the camera is rear-facing.

The following table provides Android requirements for the Jefferson Bank Mobile Banking App:

Version	UUX 4.x
Android 5.x and later	Supported

The following table provides Apple iOS requirements for the Jefferson Bank Mobile Banking App:

Version	UUX 4.x
iOS 13.x	Supported
iOS 12.x	Supported
iOS 11.x	Limited Support

Note: End users on unsupported OS versions may still access online banking through the mobile browser. The mobile browser does not offer native app features such as Mobile Deposits.



Mobile App Connectivity Requirements

The following table provides mobile connectivity requirements for the Jefferson Bank Mobile Banking App:

Connectivity	UUX 4.x
5G	Supported
4G LTE	Supported
Wi-Fi	Supported

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

To deposit checks with the Jefferson Bank Mobile Banking App, an end user must have a mobile device with a rear-facing camera with a resolution of at least 5 megapixels.