



## Digital Banking Requirements

Updated 01/01/2021

### System Requirements

UBU's Digital Banking Platform requires the use of the following:

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

Satellite connections may exhibit slow responses due to difficulty in supporting Hypertext Transfer Protocol Secure (HTTPS) applications. UBU Digital Banking is HTTPS-encrypted.

### Display Requirements

Users with version 4.4.0 allow for device displays with any width and height. Prior to version 4.4.0, desktop and laptop displays may require horizontal scrolling if the width is less than 1280 pixels to see the entire user interface.

### PDF Reader Requirements

Adobe Reader is recommended for viewing PDFs. However, third-party PDF applications are supported and compatible.

### Biometrics Requirements

Customers can use Fingerprint Login, Touch ID, or Face ID to log into the UBU mobile app. Biometric options vary with the compatibility of the user's device.

The Fingerprint Login feature is based on the fingerprint API introduced with Android M (Marshmallow). Various Samsung and Nexus phones do not support Android's API, although the

hardware is installed on the phone. These particular devices are not supported by the Digital Banking Fingerprint Login feature. The ability to support new APIs provided by Samsung and Nexus are in development but not yet available for users as of January 1, 2021.

Fingerprint Login is a free feature currently only available for login authentication on eligible Android devices. To use this feature, users must meet the following operating system, hardware, and release requirements:

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

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

## Browser Requirements

Browser is subject to change without notice; United Bank of Union encourages end users to configure browsers for automatic updates. The latest browser version, and two most prior versions, are recommended for the most secure experience using UBU's digital banking platform. The following browsers are supported and recommended for optimum user experience:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

## United Bank of Union Mobile App Requirements

Users can download the United Bank of Union mobile app for the Apple Store (for iOS devices) or Google Play (for Android devices) for mobile devices, tablets, or iPads.

- Android Requirements for the United Bank of Union Mobile App:
  - Android 5.x and later
- Apple iOS Requirements for the United Bank of Union Mobile App:
  - iOS 13.x
  - iOS@ 12.x
  - iOS 11.x
- Mobile Connectivity Requirements for United Bank of Union Mobile Apps
  - 5G
  - 4G LTE

- Wi-Fi

Users must have a rear-facing camera with a resolution of at least 5 megapixels to utilize Mobile Deposit.

NOTE: End users on unsupported OS versions are still able to access UBU's Digital Banking platform through the mobile browser of a device. However, the mobile browser does not offer native app features such as Mobile Deposit.