

Browser Policy: Description of Support

This section is intended to provide context and share definitions and terms that will help you interpret Digital Insight's Browser Policy.

Supported Browser

- Digital Insight solutions are designed and engineered to perform in a supported browser.
- Digital Insight's Quality Assurance department uses the browser in application testing.
- Digital Insight's Customer Care team will record any defects reported in this browser.

Tier 1 Supported Browser

- Digital Insight's Quality Assurance department uses the browser in application testing.
- Digital Insight's Customer Care team will research and record any defects reported in the browser.
- Recorded defects associated with *Tier 1 supported* browsers will be addressed based on severity.

Tier 2 Supported Browser

- Digital Insight's Quality Assurance department performs basic functionality tests with the browser and will test major new features as part of the normal release testing. Not all product features will be tested with a supported browser.
 - Digital Insight's Customer Care team will research and record any defects reported in the browser.
 - Recorded defects associated with *Tier 2 supported* browsers will be addressed based on severity.
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- Defects associated with *Tier 2 supported* browsers will in general be classified as lower priority as compared to defects associated with *Tier 1 supported* browsers.
- Not all defects identified with *Tier 2 supported* browsers will be fixed. Within defects for *Tier 2 supported* browsers, higher priority will be given to defects that are related to core functionality of the product.
- For a better experience, Digital Insight will recommend that affected users adopt a *Tier 1 supported* browser.

Unsupported Browser

- Although the Digital Insight solution may function with an unsupported browser, we do not recommend using unsupported browsers.
- Digital Insight's Quality Assurance department does not use unsupported browsers in application testing.
- Digital Insight's Customer Care department will research and record reported defects found in unsupported browsers.
- For immediate resolution of problems reported in unsupported browsers, Digital Insight recommends that affected users adopt a *supported* browser.
- Recorded defects associated with unsupported browsers will not be addressed unless the browser is re-classified as *supported* in a later release.

Scope of Applicability

Operating Systems

Unless otherwise noted in this policy, the *supported* designation applies to any browser/operating system combination that is supported by the browser vendor. All system specifications required by browser or operating system vendors must be satisfied.

Operating System Patch Releases

Due to the unpredictable and sporadic nature of operating system patches, issues relating to operating system/browser conflicts will be handled on a case-by-case basis. When patches are released by an operating system vendor that impact *supported* browsers, Digital Insight will evaluate any issues and/or potential workarounds as part of the regular browser policy updates.

Other System Settings

Unless otherwise noted in this policy document, the following settings and plug-ins are required to properly access Digital Insight's web-based solutions.

- **Cookies Enabled** (first- and third-party)
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- **JavaScript** Enabled
- **Minimum Screen Resolution** 1024 x 768 pixels
- **PDF Reader** Compatibleⁱ
- **Adobe Flash Player** Latest versionⁱⁱ

Embedded Browsers

Some popular browsers may be embedded into various online services. For example, America Online (AOL) currently uses the popular Internet Explorer browser in its desktop software application. In these cases, although Digital Insight may indicate that the core browser is *supported*, we do not test these embedded browser versions. Due to the lack of testing, we consider these types of browsers *unsupported* for the purposes of these policies though users should be able to access most of the functionality assuming that the embedded browser is based on a *supported* browser.

Digital Insight Browser Policy

Updated: June 2015

Online Banking Supported Browser Summary

- Google Chrome: Supported, Tier 1
- Mozilla Firefox: Supported, Tier 1
- Safari
 - Safari 8: Supported, Tier 1
 - Safari 6 & 7: Unsupported
- Internet Explorer
 - IE 11: Supported, Tier 1
 - IE 10: Unsupported
 - IE 9: Supported, Tier 2
 - IE 8: Supported, Tier 2

Online Banking Supported Browser Details

Google Chrome & Mozilla Firefox

- Google Chrome: Supported, Tier 1
- Mozilla Firefox: Supported, Tier 1

Details about browser versions: Google Chrome and Mozilla Firefox are released on extremely rapid release schedules. Because of this, Chrome and Firefox may release new versions of these browsers between releases of Digital Insight's solutions; however, the content and functionality of these releases are highly unlikely to negatively affect Digital Insight's solutions. Therefore, we will not test Digital Insight's solutions against every release of Chrome and Firefox. When testing a consumer release, Digital Insight's Quality Assurance teams will test the solution in the latest available version of the browser at time of the release to ensure that the experience is optimized for that version of the browser.

Safari

- Safari 8: Supported, Tier 1

Important note about cookies settings: By default, Safari blocks all third-party cookies from being accepted. This setting will cause parts of Online Banking, including FinanceWorks, Bill Pay and other third-party services to function incorrectly. If end users experience any issues accessing these parts of Online Banking using Safari, please verify their cookie settings by going

to Safari > Preferences or by hitting ⌘, (Command key plus the comma key) and looking at the Privacy tab. The option for **Block cookies** should be set to “Never.”

Internet Explorer

- IE11 (available for Windows 7 and 8): Supported, Tier 1
- IE10 (available for Windows 7 and 8): Unsupported
- IE9 (available for Windows 7, 8 and Vista): Supported, Tier 2
- IE8 (available for Windows XP): Supported, Tier 2

Support for Internet Explorer browsers is based on market penetration and user behavior. Internet Explorer 11 is free and available to download for users of Internet Explorer 10. It is recommended by Microsoft and is considered the superior of the two. Overall internet usage statistics are also very low for IE10. For these reasons, we are no longer supporting IE10 for testing and development and recommend all users upgrade to IE11.

Internet Explorer “Compatibility View”

Below is a clarification on Internet Explorer’s legacy rendering functionality and how it applies to Digital Insight’s solutions.

Microsoft Internet Explorer browser has a feature called Compatibility View that allows older websites to render pages according to a legacy set of rules to better display older web pages. This mode is effective in taking old websites that are not designed according to modern web standards and rendering them in such a way that users would be able to see and access the content as the authors intended. Compatibility View can be triggered by a webpage that is not standards-compliant or can be explicitly enabled by the user.

Digital Insight designs its solutions according to the latest web standards and practices and to function fully without the need for Compatibility View. Because Compatibility View is designed to render web pages that are not standards-compliant and can cause standards-compliant pages to render incorrectly, we do not support issues with our offerings related to the viewing of the pages in Internet Explorer Compatibility View. If users have Compatibility View enabled for any Digital Insight offering and are experiencing any difficulties with the offering, the first step for remediation is to disable the feature.

Admin Platform Supported Browser Summary

- Google Chrome: Supported, Tier 1
- Mozilla Firefox: Supported, Tier 1
- Safari
 - Safari 8: Supported, Tier 1
 - Safari 6 & 7: Unsupported
- Internet Explorer
 - IE 11: Supported, Tier 1
 - IE 10: Supported, Tier 2
 - IE 9: Supported, Tier 1
 - IE 8: Supported, Tier 2
 - IE 7: Supported, Tier 2

Mobile and Tablet Browsers

Mobile and Tablet Browsers – Online Banking

Mobile browsers are web browsers that are optimized to effectively display web content on mobile devices. Digital Insight solutions may function in mobile browsers, but are considered *unsupported*.

Digital Insight has developed Mobile Web Banking solutions to provide Online Banking access using web-enabled mobile phones or wireless devices. Please see the appropriate product documentation for more detail on this solution.

Mobile and Tablet Browsers – Website Solutions

For Web Center sites designed using responsive web techniques, Digital Insight will certify that these sites function properly on phones/tablets for the top two platforms in the market: iOS from Apple and Android from Google. If we detect that a different device is accessing the site, we will redirect the user to the mobile web login page for those customers who have Digital Insight's mobile web solution; otherwise the user will receive a message asking them to revisit the site on a supported device.
