

Summary

The following information describes the browser, software and hardware requirements to run Orange County's Credit Union Digital Banking platform. The following tables and descriptions show recommended systems and devices but is subject to change based upon any hardware or software changes implemented by either the device, operation system or application changes.

Mobile App (Mobile Banking) requirements

The following section describes the operating system, camera resolution that are necessary to run OCCU Mobile Banking Application.

Android

Version	Status
Android 8.x and later	Supported
Android 5.x to Android 7.x	Limited Support
Android 4.x and previous	Unsupported

iOS

Version	Status
iOS 17.x	Supported
iOS 16.x	Supported
iOS 15.x	Limited Support
iOS 14.x	Limited Support
iOS 13.x	Limited Support
iOS 12.x and previous	Unsupported

Internet Speeds

Version	Status
5G UW / 5G	Supported
4G LTE	Supported
Wi-Fi	Supported

Mobile Devices that fall under any of the following are not supported.

- Windows Phone, Blackberry, Kindle Fire or any Amazon Kindle devices are not compatible with our application.
- Operating System (OS) version not in General Availability (GA) is not supported.
- A Mobile device that has been modified contrary to the manufacturer's software or hardware guidelines, including disabling hardware or software controls often referred to as "jailbroken" devices are also not supported.

Mobile Check Deposit Camera compatibility

You'll need a mobile device with a rear-facing camera to deposit checks with the mobile check deposit functionality in mobile apps. The table below provides camera compatibility for mobile supported apps.

Camera Resolution	Status
5 megapixels or higher	Supported
3 to 5 megapixels	Limited Support

Biometric requirements

iOS users can use Fingerprint Login, Touch ID or Face ID to log in to the Mobile Banking Application.

Fingerprint and Facial Login feature works on Android devices, however not all devices that have the feature will be supported due to hardware manufacturer's implementation of the feature.

Location services

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

Browser App (Online Banking) requirements

We encourage members to configure browsers for automatic updates as browser support is subject to change without notice. Any browsers not listed in the table below are consider unsupported.

Minimum Laptop/Desktop OS and Internet Requirements

For PC's: Windows 10 or higher

For Mac's: Mac OSX 10.10 or higher

Internet: 5mbps or higher

Browser Resolution

Our Online Banking platform provides an optimal user experience on devices with screen/browser sizes of 640px, 1024px and 1366px. Devices with other screen/browser sizes may experience sub-optimal user experience.

Supported Browsers

Browse Names	Windows	MacOS
Google Chrome (current and previous two versions)	Recommended	Recommended
Microsoft Edge (current and previous two versions)	Supported	Unsupported
Apple Safari (current and previous two versions)	Unsupported	Supported
Microsoft Internet Explorer (All versions)	Unsupported	Unsupported
Mozilla Firefox (current and previous two versions)	Limited Support	Limited Support

PDF reader requirements

OCCU recommends the most recent version of Adobe Reader for Desktop and Mobile devices. Third Party PDF readers are not supported.