

Browser Policy

Effective May 2021

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Overview

This Browser Policy is intended to aid clients in understanding how NCR's Digital Banking Team supports and tests products and features. Clients can use NCR's Digital Banking Browser Policy to:

- Understand which web browsers are supported for your Digital Banking products.
- Determine when to report a browser-related issue to the Digital Banking teams for research and resolution.
- Determine when to suggest a browser upgrade to a customer reporting the problem.

Terms and Definitions

Supported Browsers

The Digital Banking Team classifies supported browsers into one of two categories with varying levels of support and testing. These two categories are known as Tier 1 and Tier 2.

Tier 1 Supported Browsers

- 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 Browsers

- NCR's Digital Banking 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 *Tier 2 supported* browser.
- NCR's Digital Banking 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:
 - Defects associated with *Tier 2 supported* browsers are classified as a lesser priority when 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 or security of the product.
- For a better experience, NCR's Digital Banking team will recommend that affected users adopt a *Tier 1 supported* browser.

Unsupported Browsers

- Although the NCR's Digital Banking solution may function with an unsupported browser, we do not recommend using unsupported browsers.
- NCR's Digital Banking's Quality Assurance department does not use unsupported browsers in application testing.
- NCR's Digital Banking's Customer Care department will research and record reported defects found in unsupported browsers.
- For immediate resolution of problems reported in unsupported browsers, NCR's Digital Banking team 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.

Latest Version

The latest version of a software or device is defined as the most recent version available to the public at the start of the Digital Banking team's quality assurance testing of a product or feature 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 the 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, NCR's Digital

Banking team 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 NCR's Digital Banking's web-based solutions.

- Cookies Enabled (first- and third-party)
- JavaScript Enabled
- Minimum screen resolution for responsive content 320 pixels wide
- Minimum screen resolution for non-responsive content 1024 x 768 pixels
- PDF reader Compatible¹

¹ Any compatible PDF viewer will suffice. For some operating systems PDF viewing capabilities are available out-of-the-box without the need to install additional software. If a native PDF viewer is not available for a user, you can recommend popular PDF viewers such as Adobe Acrobat Reader.

Embedded Browsers

Some popular browsers may be embedded into various platforms or products. In these cases, although NCR's Digital Banking team may indicate that the core browser is *supported*, we do not test all of these embedded browser versions. Due to the lack of testing, we consider these types of browsers *unsupported* for the purposes of these policies; however, users should be able to access most of the functionality assuming that the embedded browser is based on a *supported* browser.

Supported Browser Summary: Online Banking & Web Center Websites

- Google Chrome (latest): Supported, Tier 1
 - Mobile (latest): Supported for responsive content, Tier 1
- Mozilla Firefox (latest): Supported, Tier 1
- Safari (latest): Supported, Tier 1
 - Mobile (latest): Supported for responsive content Tier 1

- Microsoft Edge (latest): Supported, Tier 1
 - Microsoft Edge 17: Supported, Tier 2

Supported Browser Details: Online Banking & Web Center Websites

Responsive Content

Portions of Online Banking or your Web Center site may be responsive, meaning the viewable content conforms to the size of a user's browser window. If the content is marketed as responsive, the Browser Policy's Tier 1 support is extended to cover screen sizes from 320 pixels to 1170 pixels wide. Content wider than 1170 pixels will be classified as Tier 2 support while screen sizes less than 320 pixels are unsupported.

NCR's Digital Banking Quality Assurance teams will use iPhones, iPads and Android devices for testing Mobile Safari (iOS) and Mobile Chrome (Android OS) browsers. Due to the frequency of updates for these devices, platforms, and software, the Digital Banking team will limit testing to the latest version of the browsers and operating systems. Devices used for testing will represent a few of the most popular devices on the market. While not all device/OS/software combinations can be reasonably tested for every release, the Digital Banking team will research any issues presented on devices that are currently supported by a major manufacturer, generally available, running the latest OS, and using the latest Mobile Chrome (Android OS) or Mobile Safari (iOS) software.

Google Chrome & Mozilla Firefox

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 NCR's Digital Banking solutions; however, the content and functionality of these releases are highly unlikely to negatively affect NCR's Digital Banking solutions. Therefore, we will not test NCR's Digital Banking solutions against every release of Chrome and Firefox. When testing a consumer release, NCR's Digital Banking Quality Assurance teams will test the solution in the latest available version of the browser at the time of the release to ensure that the experience is optimized for that version of the browser.

Safari (MAC Users only)

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 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 the Command key plus the comma key and looking at the Privacy tab. The option for **Block cookies** should be set to "Never."

Internet Explorer

Effective August 17, 2021, Microsoft 365 apps and services will no longer support Internet Explorer 11. As a result of this upcoming change, **IE11 will no longer be an NCR Digital Banking supported browser effective May 13, 2021.**

NCR Digital Banking will not be creating any end user prompts or messages as a result of Microsoft delivering in-product recommendations for users to begin using the Microsoft Edge browser. IE11 digital banking usage has steadily declined, and is expected to be less than 2% as of May 2021 when support will be discontinued.

Microsoft Edge

Microsoft Edge is the Default browser for the new Windows 10 Operating System. Overall usage of the Edge has increased to over 15% of total Online Banking users.

For this reason, we have certified the latest Microsoft Edge browser as Tier 1.

Mobile and Tablet Browsers

Mobile browsers are web browsers that are optimized to effectively display web content on mobile devices. Digital Banking's Refreshed and Responsive User Interface will now support smaller screen sizes, such as mobile devices. Once your financial institution releases the Responsive User Interface, your Mobile Browser Policy and Online Banking Browser Policy will become merged.

If you have not updated to the New Refreshed and Responsive User Interface, please note that while Digital Banking products may work from a Mobile Browser, these browsers are *unsupported*. Instead, please refer your users to the Mobile Web Banking product for use and have your team reference the accompanying product documentation for browser support.

Supported Browser Summary: Admin Platform & Web Center Admin Console

Supported browsers for the Admin Platform and Web Center Admin Console vary from the Online Banking supported browsers due to usage statistics.

- Google Chrome (latest): Supported, Tier 1
- Mozilla Firefox (latest): Supported, Tier 1
- Internet Explorer
 - IE 11: Supported, Tier 2
- Safari (latest): Supported, Tier 1
- Microsoft Edge: Tier 2
- Tablet Browsers: Tier 2
- Mobile Browsers: Unsupported

Browser Policy Updates

NCR DI will provide updates to this policy on a periodic basis and post this document within Admin Platform. We will send a communication when an update is available. If supported browsers for a specific solution change between Browser Policy updates, we will notify you via the release notes.

Adoption of New Browsers

Our goals are to support as many of your customers/members as possible and to help maintain security during their digital banking sessions. We review industry browser usage trends, browser capabilities, and security information when deciding which browsers to consider *supported*. We also utilize browser usage data collected by our own solutions and focus our efforts on supporting those browsers that are most secure and have the highest market demand.

Discontinuation of Browser Support

NCR's Digital Banking team may discontinue support for a browser if one of the following conditions applies:

- NCR's security department determines that the browser contains unacceptable security risks.
- The browser is no longer supported by our partner vendors.
- The browser is no longer supported by the corporation/organization responsible for its development and maintenance.
- The browser does not support functionality that NCR believes is necessary to support the product strategy. We will only discontinue support for such a browser if a free upgrade or alternative browser is available.