

Q2 User Requirements

Release 4.x

March 8, 2018

The logo consists of the letters 'Q2' in a bold, green, sans-serif font. The 'Q' has a small gap at the bottom right, and the '2' is slightly larger and positioned to the right of the 'Q'.



Q2ebanking.com

Introduction

This document outlines the hardware and software requirements for the Unified User Experience (UUX) Release, version 4.x. Financial institution staff should instruct end users to follow these requirements to ensure a secure and optimal experience with Q2 products.

This document contains tables that outline recommended and minimally supported hardware, software, and other features for Q2online and Q2mobility Apps. The following table provides the key to the symbols used in this document; blank spaces in a table indicate unsupported features.

Symbol key

Compatibility	Symbol	Description
Recommended		Provides the ideal experience with Q2 products.
Minimally supported		May create a slightly different appearance or behavior in Q2 products.
Unsupported		Not tested with Q2 products. Results may be inconsistent. Q2 does not guarantee compatibility with products.

System requirements

The computer you use must meet the following minimum requirements:

- Standard PC or Mac[®] with at least a 1-GHz processor and 1 GB of RAM.
- Available browser updates applied for improved security that provides anti-virus and spyware protection.
- Microsoft Windows 7/8/10 or Mac OS X.

Note: Microsoft stopped supporting Windows XP and XP-compatible Internet Explorer (IE) in April 2014, including security updates. XP users who do not upgrade their operating systems should replace IE with Google Chrome™ for an up-to-date, secure Internet browser.

- Cable, Digital Subscriber Line (DSL), or Integrated Services for Digital Network (ISDN) Internet connection. (Dial-up connections are not supported.)

Note: Satellite connections often have difficulty supporting encrypted, Hypertext Transfer Protocol Secure (HTTPS) applications. Since Q2online is HTTPS-encrypted for the safety of your financial information, some satellite cable connections may exhibit slow responses.

Display requirements

Desktop and laptop displays can be any height but must support at least a 1300-pixel width. Otherwise, the end user will need to scroll horizontally to see the entire Q2online user interface.

PDF reader requirements

Q2 recommends the most recent version of Adobe® Reader® available for desktop and mobile devices unless your e-statement provider recommends a prior version. If you choose to use a third-party PDF vendor, Q2 cannot guarantee documents will appear as intended.

Fingerprint Login/Touch Authentication requirements

The Fingerprint Login feature is based on the fingerprint API that Android introduced with Android M (Marshmallow). Not all Samsung and Nexus phones support Android's API, even though they include the hardware on the phone. Therefore, these devices are not supported by Q2's Fingerprint Login feature. The end user will not be presented with an option to enable/disable this feature. New APIs provided by Samsung and Nexus phone manufacturers exist that will allow the mobile development team to support Fingerprint Login for those phones. However, this will be an enhancement to the existing Android Q2mobility App container.

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

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

Touch Authentication is currently only available for login authentication on eligible Apple iOS devices. This is a free feature, pending the following operating system, hardware, and release requirements:

- iOS 9 or higher
- iPhone 5S/6/6 Plus or newer
- Latest generation iPad with Touch ID sensor
- End user registration with Touch ID at the device level

Browser requirements

Browser support is subject to change with little to no notice, and we encourage end users to configure browsers for automatic updates. Use the most recent versions available for the browsers listed in the following table for the most secure experience in Q2online.

Note: Any browsers not listed in the following tables should be considered unsupported by Q2.

An unsupported browser notification sends a targeted advance notice to end users accessing online banking via a browser for which support has been scheduled to end. Three methods—notification text within online banking, soft block, and hard block—will be applied to all future browsers for which support is discontinued. Moving forward, Q2 will determine the appropriate date to end support for a browser based on support schedules published by the web browser vendors.

Note: For the most secure and consistent experience on mobile devices and tablets, use Q2mobility Apps instead of mobile browsers. See the Q2mobility App requirements section on page 5 for more information.

Some minimally supported browsers, as listed below, may show minor behavioral or cosmetic differences for Q2online, but will generally support that application's features and functionality.

PC browser requirements

Browser	Windows 7 and 8.1	Windows 10
Google Chrome 62	●	●
Google Chrome 52 to 62	◐	◐
Microsoft Internet Explorer 11.X	●	●
Microsoft Edge™		●
Mozilla® Firefox® 56 and later	●	●
Mozilla Firefox 46 to 56	◐	◐






Note: For information about Google Chrome versions indicated above, see <https://chromereleases.googleblog.com/search/label/Stable%20updates>.

For information about Mozilla Firefox versions indicated above, see <https://www.mozilla.org/en-US/firefox/latest/releasenotes>.

Note the following details about the PC browser support table:

- Microsoft Windows 7 SP 1 is required for Internet Explorer 11 support.
- Microsoft Windows 8.1 is required for Internet Explorer 11.
- Q2online is not compatible with Safari® on Microsoft Windows, as Apple discontinued development of security patches for Microsoft Windows. However, Q2online is compatible with Safari on Mac OS X 10.9 and later, as shown in the next table.

Mac browser requirements

Browser	Mac OS X 10.9 – 10.13
Google Chrome 62	
Safari 11	
Safari 10	
Safari 9	
Mozilla Firefox 46 to 56	

Q2mobility App requirements


This section describes the operating systems, connection types, and camera resolutions that are compatible with the Q2mobility Apps that end users can download from the Apple Store (for iOS devices) or Google Play (for Android™ devices).

Note the following details about Q2mobility Apps:




- A valid email address and telephone number are required.
- Q2mobility Apps function best when the GPS or native mapping app (also called *Location Services*) is enabled.

When requesting customer support for Q2mobility Apps, please identify the model and operating system of the device and, if applicable, confirm that the camera is rear-facing.

Android™ requirements

Version	UUX 4.X
Android 5.X and later	

Apple iOS requirements




Version	UUX 4.X
iOS 9.X	
iOS 10.X	
iOS 11.X	

Note: End users on unsupported OS versions can still access online banking via the mobile browser. Mobile browser access is minimally supported and does not offer native app features, such as Mobile Remote Deposit Capture (mRDC) and Fingerprint Login.

The following mobile operating systems are not compatible with Q2mobility Apps:

- Windows Phone®
- Blackberry®
- Kindle Fire™



Mobile connectivity requirements

Connectivity	UUX 4.X
3G	
4G LTE	
Wi-Fi	

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

A mobile device with a rear-facing camera is required to deposit checks with the mRDC functionality in Q2mobility Apps. The following table provides camera resolution compatibility for Q2mobility Apps.

mRDC camera requirements

Camera resolution	UUX 4.X
5 megapixels or higher	
1.9–4.9 megapixels	

Third-party account management software

Note the following details about third-party account management software compatibility with UUX 4.X:

- **Microsoft Money:** We are aware that some end users can export Account History successfully from Q2online to the most recent versions of Microsoft Money. However, Microsoft itself no longer supports those products; therefore, Q2 cannot guarantee the reliability of exports to them. The use of Microsoft Money with Q2online data is solely at the user's discretion.
- **Quicken® and QuickBooks®:** Supported versions of Quicken and QuickBooks are dependent on the financial institution's contract with Intuit. Refer to the [Quicken Discontinuation Policy](#) for details about discontinued Quicken services and application versions.