

eAccess Online Banking System Requirements

Minimum hardware and software requirements

Why do I need to update my browser?

Keeping your browser up-to-date is important for both security and ensuring that web pages load properly. Updating your browser also ensures that you have the best viewing experience possible.

How can I tell which browser I'm using?

Most browsers include their name in the top menu, along with an 'About' section that provides details on the name and version number. You can also tell by selecting the "Help" button on your browser's tool bar.

How do I update my browser?

You can update most browsers through a menu link. Take a look at your browser menu to find this setting. While mobile devices update their software automatically, check your mobile app store for a list of updates. Companies also offer browser upgrades through their websites.

Do I need to update my system to update the browser?

Most browsers are automatically updated when your operating system is updated. If your operating system is several years old, you may be encouraged to upgrade. Your computer also may have an update software tool to do this automatically. Most computers and mobile devices run on Microsoft, Google or Apple system software.

Can I install a different browser than the one that came on my computer?

When it's not possible to update your system software, you can install a new browser by downloading it from a site and opening the installer program. Several browsers are free to install, including Google Chrome, Firefox, Opera, and specialized browsers for assistive needs.

Windows

- Windows 7 or higher
- 32 MB RAM (recommended)
- 1024x768 or higher video resolution (recommended)
- Internet Access (cable modem, DSL, etc.)
- A browser that supports 128-bit encryption (i.e. Internet Explorer 11, Microsoft Edge, Mozilla Firefox 35 or higher, Google Chrome 31 or higher)
- Adobe Acrobat Reader latest version (for online statement viewing)

Macintosh

- OS 10.8 or higher
- 32 MB RAM (recommended)
- 800x600 or higher video resolution (recommended)
- Internet Access (cable modem, DSL, etc.)
- A browser that supports 128-bit encryption (i.e. Safari 7.0 or higher)
- Adobe Acrobat Reader latest version

These are minimum requirements for running Online Banking. The program will run faster on equipment that exceeds these minimums.

Note: Online Banking via the Web is currently incompatible with WebTV.

General

***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.*

***Note:** Satellite connections often have difficulty supporting encrypted, Hypertext Transfer Protocol Secure (HTTPS) applications.*