



May 12, 2017 – Possible Online Banking Browser Issues.

In order to provide our customers with a reliable and secure connection to our Online Banking solution, on **imminent need** we have discontinued use of older desktop operating systems and browsers that do not support Transport Layer Security (TLS) 1.2 on Online Banking / Remote Deposit Capture.

The chart below shows what O/S (Operating Systems) and Browsers support TLS 1.2. Microsoft has ended all support for Windows XP and Windows Vista, these Operating Systems are no longer safe and supported for use with Online Banking / Remote Deposit Capture.

Operating System / Browser Version	Support TLS 1.2
Windows O/S 7 or newer using Chrome version 32 or newer	X
Windows O/S 7 or newer Firefox version 34 or newer	X
Windows O/S 7 or newer Opera version 20 or newer	X
Windows O/S 7 or newer Internet Explorer versions 10 or 11	X
Windows 10 using Edge	Not certified but should work
Windows Vista no matter which browser	NOT SUPPORTED
Windows XP no matter which browser	NOT SUPPORTED
All Mac O/S using Safari version 8 or better	X

* Important note:

Although 98% of all PC/Browser combinations currently in use support TLS 1.2, there is a chance that they may not be enabled in your browser settings. This could be especially true if you're using an older browser version. If you're using one of the supported OS/Browsers listed above and cannot access Online Banking after this change, please follow the instructions that are listed below.

Enabling Transport Layer Security (TLS) 1.2

Please select the browser that you are using to connect to Online Banking:

Internet Explorer:

1. Open Internet Explorer
2. Click Alt-T and select "Internet Options".
3. Select the "Advanced" tab.
4. Scroll down to the "Security" section.
5. Locate and check "Use TLS 1.2".
6. Then, press the "OK" button.

Google Chrome:

1. Open Google Chrome
2. Click Alt F and select “Settings”.
3. Scroll down and select “Show advanced settings...”
4. Scroll down to the Network section and click on “Change proxy settings...”
5. Select the “Advanced” tab.
6. Scroll down to the “Security” section.
7. Locate and check “Use TLS 1.2”.
8. Then, press the “OK” button.

FireFox:

1. Open Firefox
2. Type in “about:config” in the URL bar and press Enter
3. Scroll down to “security.tls.version.max” and press enter
4. Set the value to 3
5. Then, press the “OK” button.

Opera:

1. Open Opera
2. Click Ctrl+F12
3. Click on “Security”
4. Click on “Security Protocols...”
5. Check on “Enable TLS 1.2”
6. Press the “OK” button.
7. Then, press the “OK” button.

Safari:

1. There are no options for enabling SSL protocols. If you are using Safari version 7 or greater, TLS 1.2 are automatically enabled.
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