

Browser Policy

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Overview

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

- Understand which web browsers are supported for your NCR Digital Insight products.
- Determine when to report a browser-related issue to the NCR Digital Insight 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

- NCR Digital Insight's Quality Assurance department uses the browser in application testing.
- NCR 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 Digital Insight's Quality Assurance department performs basic functionality tests with the browser and will test major new features with a sample of *Tier 2 supported* browsers as part of the normal release testing. Not all product features will be tested with a *Tier 2 supported* browser.
- NCR Digital Insight's 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, the NCR team will recommend that affected users adopt a *Tier 1 supported* browser.

Unsupported Browsers

- Although the NCR Digital Insight solutions may function with an unsupported browser, we do not recommend using unsupported browsers.
- NCR Digital Insight's Quality Assurance department does not use unsupported browsers in application testing.
- NCR Digital Insight's Customer Care department will research, and record reported defects found in unsupported browsers.
- For the immediate resolution of problems reported in unsupported browsers, NCR Digital Insight 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 NCR Digital Insight 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 the 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 in various platforms or products. In these cases, although NCR Digital Insight's team may indicate that the core browser is *supported*, we do not test all embedded browser versions. Due to the lack of testing, we consider these types of browsers *unsupported* for 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:
 - Safari 11: Supported, Tier 2
 - Safari 10: Supported, Tier 1
 - Mobile (latest): Supported for responsive content Tier 1
- Internet Explorer 11 (latest): Supported, Tier 2
- Microsoft Edge (original): Supported, Tier 2
- Microsoft Edge (latest chromium-based): 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 Digital Insight's Quality Assurance testing 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 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 NCR 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 solutions; however, the content and functionality of these releases are highly unlikely to negatively affect NCR Digital Insight solutions. Therefore, we will not test NCR Digital Insight solutions against every release of Chrome and Firefox. When testing a consumer release, NCR Digital Insight 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

As of October 2020, Microsoft has announced deprecation for Internet Explorer in 2021. They will start to remove support in their upcoming product releases beginning with Microsoft Teams in November 2020.

<https://support.microsoft.com/en-us/lifecycle/search?sort=PN&alpha=internet%20explorer>

What this means is IE will no longer be maintained or updated by Microsoft. Security patches, bugs, enhancements. Microsoft has elected to focus its usability and support on their newer Chromium browser(s) and will begin only supporting that solution in Microsoft 365. At the time of publication, IE11 and Microsoft Edge are the only browsers being maintained by Microsoft. Based on changes from Microsoft, and due to very low usage statistics, NCR Digital Insight will only include Tier 2 support for the most current version of IE and Microsoft Edge for Online Banking and Web Center web sites.

We do not support issues with our offerings related to the viewing of the pages in Internet Explorer Compatibility View. If users have Compatibility View enabled for any of NCR's Digital Banking offering and are reporting any difficulties, the first step for remediation is to disable the Compatibility View feature.

Microsoft Edge

- Microsoft Edge was the default browser for the Windows 10 Operating System and is the original browser included in Microsoft 365.
- Overall usage of the latest version as of August 2020 remains relatively low at less than 5% of total Online Banking users.
- For this reason, we are certifying the latest Microsoft Edge browser as Tier 2.
- Microsoft has announced the end of life for this browser and will only be offering the newer Edge chromium-based browser for Microsoft 365 in 2021.

Mobile and Tablet Browsers

Mobile browsers are web browsers that are optimized to effectively display web content on mobile devices. NCR Digital Insight utilizes responsive user interfaces that support smaller screen sizes, for devices like tablets.

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
- Safari
 - Safari 11: Supported, Tier 2
 - Safari 10: Supported, Tier 1
 - Safari 9: Supported, Tier 2
- Internet Explorer
 - IE 11: Supported, Tier 2
- Microsoft Edge: Tier 2
- Mobile Browsers: Unsupported

Browser Policy Updates

NCR Digital Insight will provide updates to this policy periodically 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 *supporting*. We also utilize browser usage data collected by our solutions and focus our efforts on supporting those browsers that are most secure and have the highest market demand.

Discontinuation of Browser Support

NCR Digital Insight's product 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.