

Online Banking Browser and Device Support Policy

Overview

In general, Alkami supports the last 2 versions of every browser. This policy ensures Alkami keeps abreast with the latest browser releases without exerting an inordinate amount of resources to test against prior versions. It also ensures users keep their browsers as secure as possible. Alkami's official end user browser support policy is as follows:

- Google Chrome: Latest 2 versions
- Firefox: Latest 2 versions
- Internet Explorer: v11
- Microsoft Edge: Latest 2 versions
- Safari: Last 2 major versions
- IOS: Last 2 major versions
- Android: v5.0 and above.

Supported Browsers Page

The browser support page currently displays the following supported versions:

- Google Chrome: Latest 2 versions
- Firefox: Latest 2 versions
- Internet Explorer: v11
- Microsoft Edge: Latest 2 versions
- Safari: Last 2 major versions
- Chrome for Android: Last 2 major versions
- Mobile Safari for IOS: Last 2 major versions.

Browser Support Alert

The browser support alert (popup that automatically displays if the user is not using a known supported browser) has been configured to accommodate a broader browser version spectrum. It does not popup and alert users based on the official supported browsers list above. There are two main reasons why the supported browser alert logic is a bit more lax than the officially supported browser list:

- Some browsers release a new version every other month. Alkami acknowledges that some users might not be auto-updating browsers every month. We want to avoid burdening those users with a popup every time they login. As a compromise, the

unsupported browser popup logic only displays for users who have not updated their browsers in over a year.

- The popup is meant to warn users who are using an unsafe or completely unsupported browser. Although Alkami does not test against unsupported versions, the application will continue to function properly for 99% of users who have updated their browsers in the last 18 months.

The supported browser popup is activated under the following conditions:

- Chrome version 43 and older
- Firefox version 37 and older
- Internet Explorer 10 and older
- Safari 7 and older
- Android 4.3 and older
- IOS 7.0 and older

Device Support

Alkami supports Windows and Apple OS X computing platforms as well as Android and IOS mobile platforms. Alkami's platform support is as follows:

- Windows: versions that are still supported by Microsoft and support a browser listed above.
- OSX: versions that are still supported by Apple and support a browser listed above.
- Android: v5.0 and above
- IOS: The last 2 major releases