

Q2platform User Requirements

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User requirements

This document explains the hardware, software, and user requirements for Q2 products. Financial institution (FI) staff should follow these requirements to have the most secure experience with Q2 products.

This section describes the device capabilities that deliver the best user experience with Q2online and Q2mobility Apps. Some of the minimally supported browsers may show minor behavioral or cosmetic differences for Q2online and Q2mobility Apps, but will generally support the retail and commercial application. Connectivity, user hardware, browser support, and integration are critical to providing the best experience with Q2 products.

Q2online UUX/Treasury Release requirements

Users must have a valid email address and telephone number. The computer you use to access Q2online must meet the following minimum requirements:

- Standard PC or Macintosh® (at least 1-GHz processor and 1 GB of RAM)
- Available browser updates applied for improved security and greater anti-virus and spyware protection
- Microsoft® Windows® 7/8/Vista SP2 or Mac OS X
Note: Microsoft stopped providing support, including security updates, for Windows XP and XP-compatible Internet Explorer (IE) in April 2014. XP users who do not upgrade their operating systems should replace IE with Google Chrome for an up-to-date, secure internet browser.
- Cable, DSL, or ISDN Internet connection (dial-up supported for basic consumer users only)
Note: Satellite cable connections often have difficulty supporting encrypted (HTTPS) applications. Since Q2online is HTTPS encrypted for the safety of your financial information, some satellite cable connections may exhibit slow responses.

Q2mobility Apps UUX/Treasury Release requirements

Q2mobility Apps function best when the GPS or native mapping app is enabled. Mobile devices with the following features are not compatible with Q2mobility Apps:

Incompatible mobile features

Feature	Description
Operating System	iOS (versions earlier than 5.0) or Android (versions older than 2.3), Windows® Phone, Blackberry®, Kindle Fire™
Camera (megapixels)	Less than 1.9 megapixels

Q2online 3.5 requirements

Users must have a valid email address and telephone number. The computer you use to access Q2online 3.5 must meet the following minimum requirements:

- Standard PC or Mac® (Pentium® IV/1 GHz processor or higher/500 Mb RAM or greater)
- Microsoft® Windows® XP SP3/Vista SP2/7/8 or Mac OS X
Note: Microsoft ended support for Windows XP with Service Pack 2 (SP2) on July 13, 2010. End users should upgrade to Windows XP with Service Pack 3 (SP3) or to a later OS version.
- Supported browser for consumer and commercial users
- Available browser updates applied for improved security and greater anti-virus and spyware protection
- Cable, DSL or ISDN Internet connection (dial-up supported for basic consumer users only)
Note: Satellite cable connections often have difficulty supporting encrypted (HTTPS) applications. Because Q2online is HTTPS encrypted for the safety of your financial information, some satellite cable connections may exhibit slow response.

Q2mobility Apps 3.5 requirements

Not every mobile device supports all features of Q2mobility Apps. A device's operating system and capabilities affect the overall user experience. This document lists device capabilities that deliver the best user experience with our mobile solutions. When logging a support request, please identify the model and OS of the device and, if applicable, confirm that the camera is rear-facing. When Q2 considers support requests associated with devices that have the following features, we are likely to evaluate the prevalence of the device and severity of the issue before committing to a fix.

Q2online 3.5 third-party account management software

The following third-party account management software is compatible with Q2online 3.5:

Microsoft Money

We are aware that some Q2online users are able to export their Account History successfully 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.

Intuit® Quicken® and Intuit QuickBooks®

Supported versions of Quicken and QuickBooks are dependent on the financial institution's contract with Intuit. Mac OS X operating system does not support Quicken 2005, 2006, or 2007 for Mac. Quicken users on Mac OS X require Quicken Essentials 2010 for Mac. Q2 tested Quicken Essentials on OS 10.7 and verified that it is a viable option for FIs to offer end users in combination with our products.

Q2online 3.0.3 requirements

Users must have a valid email address and telephone number. The computer you use to access Q2online must meet the following minimum requirements:

- Standard PC or Mac® (Pentium® IV/1 GHz processor or higher/500 Mb RAM or greater)
- Microsoft® Windows® 7/8/Vista SP2 or Mac OS X
Note: Microsoft stopped providing support, including security updates, for Windows XP and XP-compatible Internet Explorer (IE) in April 2014. XP users who do not upgrade their operating systems should replace IE with Google Chrome for an up-to-date, secure internet browser.
- Cable, DSL, or ISDN Internet connection (dial-up supported for basic consumer users only)
Note: Satellite cable connections often have difficulty supporting encrypted (HTTPS) applications. Because Q2online is HTTPS encrypted for the safety of your financial information, some satellite cable connections may exhibit slow response.
- Supported browser for consumer and commercial users
- Available browser updates applied for improved security and greater anti-virus and spyware protection

Q2online 3.0.3 third-party account management software

The following third-party account management software is compatible with Q2online 3.0.3:

Microsoft Money

We are aware that some Q2online users are able to export their Account History successfully 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. Use of Microsoft Money with Q2online data is solely at the user's discretion.

Intuit® Quicken® and Intuit QuickBooks®

Supported versions of Quicken and QuickBooks are dependent on the financial institution's contract with Intuit. Apple's (OS) (Lion) operating system does not support Quicken 2005, 2006, or 2007 for Mac. Quicken users on Mac (OS) (Lion) require Quicken Essentials 2010 for Mac. Q2 tested Quicken Essentials on OS 10.7 and verified that it is a viable option for FIs to offer their end users in combination with our products. Integration of Q2online data with unsupported versions of Quicken and QuickBooks is solely at the user's discretion.

Q2online 3.0.1 requirements

Users must have a valid email address and telephone number. The computer you use to access Q2online must meet the following minimum requirements:

- Standard PC or Mac® (Pentium® IV/1 GHz processor or higher/500 Mb RAM or greater)
- Microsoft® Windows® 7/8/Vista SP2 or Mac OS X
Note: Microsoft stopped providing support, including security updates, for Windows XP and

XP-compatible Internet Explorer (IE) in April 2014. XP users who do not upgrade their operating systems should replace IE with Google Chrome for an up-to-date, secure internet browser.

- Cable, DSL, or ISDN Internet connection (dial-up supported for basic consumer users only)
Note: Satellite cable connections often have difficulty supporting encrypted (HTTPS) applications. Because Q2online is HTTPS encrypted for the safety of your financial information, some satellite cable connections may exhibit slow response.
- Supported browser for consumer and commercial users
- Security, anti-virus, and spyware updates applied

Q2online 3.0.1 third-party account management software

The following third-party account management software is compatible with Q2online 3.0.1:

Microsoft Money

We are aware that some Q2online users are able to export their Account History successfully 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. Use of Microsoft Money with Q2online data is solely at the user's discretion.



Intuit® Quicken® and Intuit QuickBooks®

Supported versions of Quicken and QuickBooks are dependent on the financial institution's contract with Intuit.

Browser requirements

The following browsers and devices are compatible with Q2online. Browser support is subject to change with little to no notice and we encourage you to configure your browser for automatic browser updates. Use the most recent browsers available for the most secure experience. If you try to log on without the recommended browser, you will be redirected to the browser website to download a new version of the browser.

Key

Compatibility	Symbol	Description
Recommended		Provides the ideal experience with Q2 products.
Minimally compatible		May create a slightly different appearance or behavior in Q2 products.

The following tables list recommended and minimally compatible browsers according to each product. Blank spaces in the table indicate incompatibility.

UUX/Treasury Release













Browser	Windows XP	Windows 7 and Vista Service Pack 2+	Windows 8
Google Chrome™ 27-current version		●	●
Microsoft Internet Explorer® 7-8		◐	
Microsoft Internet Explorer® 9.X		◐	◐
Microsoft Internet Explorer® 10.X		●	●
Microsoft Internet Explorer® 11.X		●	●
Mozilla Firefox® 21		◐	◐
Mozilla Firefox® 22-23		◐	◐
Mozilla Firefox® 24-current version		●	●

Note: Q2online UUX/Treasury Release is not compatible with Safari® on Microsoft Windows, as Apple has discontinued development of security patches for Windows. Q2online UUX/Treasury Release is compatible with Safari on Mac OS X 10.8.













Release 3.5

Browser	Windows XP	Windows 7 and Vista Service Pack 2+	Windows 8
Google Chrome™ 27- current version		●	●
Microsoft Internet Explorer® 7-8		◐	◐
Microsoft Internet Explorer® 9.X-current version		●	●
Mozilla Firefox® 21-23		◐	◐
Mozilla Firefox® 24-current version		●	●






















Release 3.0.3

Browser	Windows XP	Windows 7 and Vista Service Pack 2+	Windows 8
Google Chrome™ 24-26			
Google Chrome™ 27-current version			
Microsoft Internet Explorer® 7-9			
Microsoft Internet Explorer® 10			
Mozilla Firefox® 17-24			
Mozilla Firefox® 25-current version			

Release 3.0.1

Browser	Windows XP	Windows 7 and Vista Service Pack 2+	Windows 8
Google Chrome™ 19-26			
Google Chrome™ 27-current version			
Microsoft Internet Explorer® 7-9			
Microsoft Internet Explorer® 10			
Mozilla Firefox® 12-24			
Mozilla Firefox® 25-current version			

Mac OS X 10.6 -10.9 browsers

Browser	Release 3.0.1	Release 3.0.3	Release 3.5	UUX/Treasury Release
Mozilla Firefox® 12-23				
Mozilla Firefox® 15-23				
Mozilla Firefox® 21-23				
Mozilla Firefox® 24-27				
Safari 5				
Safari 6-7				
Google Chrome™ 19-22				
Google Chrome™ 23-27				
Google Chrome™ 28-29				
Google Chrome™ 30-current version				

Mobile requirements

The following operating systems, resolutions, and connections are compatible with Q2Mobility Apps. When requesting 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 OS

Operating System Version	Release 3.5	UUX/Treasury Release
2.3-3.9		
4.0-current version		

iOS

Operating System Version	Release 3.5	UUX/Treasury Release
iOS 6		
iOS 7		

Note: Q2mobility Apps are compatible with Apple iPhone 4 or newer models.

Mobile connectivity

Connectivity	Release 3.5	UUX/Treasury Release
3G/Wi-Fi		
4G LTE/Wi-Fi		

Display resolution

Resolution	Release 3.5	UUX/Treasury Release
1024x768 or higher		

Rear-facing, auto-focus camera (for mobile remote device capture)

Resolution	Release 3.5	UUX/Treasury Release
1.9-4.9		
5-current version		

Note: Devices that do not have a rear-facing camera do not support mobile remote device capture (RDC) functionality. Users must be in Q2mobility Apps to perform mobile RDC. Devices that do not have location services or native mapping applications do not support branch/ATM location functionality.