



PERSONAL ONLINE AND MOBILE BANKING SECURITY & BROWSER SYSTEM REQUIREMENTS

System Security

Keeping our customer information confidential and secure is a vital part of our responsibility to you and we take this responsibility seriously. Our online services contain built-in encryption security, password-controlled access and administrative functionality. This means you can rely on the convenience of the Internet and on the confidence that comes with banking with an experienced and trusted financial institution.

System Requirements

A computer, mobile operating system and telecommunications connections to the Internet capable of receiving, accessing, displaying and either printing or storing disclosures you receive from us via e-mail or by access to our website using one of the specified browsers are required. Sufficient storage capacity on your computer's hard drive or other data storage unit is also required.



Email

An active email account with an Internet service provider and the appropriate software are required for you to receive disclosures, notices and other communication regarding this service electronically.

Encryption Browser

We recommend you use the most current supported version of both Adobe Reader and your preferred web browser when banking online. (Use of beta versions of browsers or operating systems is not recommended.) We've outlined the recommended browser requirements below. In order to provide you with the most secure online banking environment, your browser must be 128-bit level encryption enabled. Keeping your web browser up to date is not only important for good online security, it also ensures that you can fully enjoy any future updates or new features in online banking.

Symbol Key

Compatibility	Symbol	Description
Recommended		Provides the ideal experience with online/mobile banking.
Minimally compatible		May create a slightly different appearance or behavior in online/mobile banking.
Incompatible		Not compatible with online/mobile banking.

PC browser compatibility

Browser	Windows Vista SP 2 and 3	Windows 7 and 8.1	Windows 10
Google Chrome 37 and later	●	●	●
Microsoft Internet Explorer 11.X		●	●
Microsoft Edge™			●
Mozilla® Firefox® 33 and later	●	●	●

Notes: Microsoft Windows 7 SP 1 is required for Internet Explorer 11 support. Microsoft Windows 8.1 is required for Internet Explorer 11. Online banking is not compatible with Safari® on Microsoft Windows, as Apple discontinued development of security patches for Microsoft Windows. However, online banking is compatible with Safari on Mac OS X 10.8, as shown in the next table.

Mac browser compatibility

Browser	Mac OS X 10.6 – 10.11
Google Chrome 37 and later	●
Safari 6-8	◐
Safari 9	●
Mozilla Firefox 33 and later	●

Note: Cookies and JavaScript must be enabled. Use of AOL browsers is not recommended. To upgrade to the most current available version, or to discover if your browser version supports 128-bit encryption, we've provided helpful information for the following browsers:

Microsoft® Internet Explorer

<http://www.microsoft.com/en-us/download/internet-explorer.aspx>

Safari™

<http://www.apple.com/safari/>

Firefox®

<http://www.mozilla.org/en-US/firefox/new/>

Chrome

<http://www.google.com/chrome>



Mobile App requirements

This section describes the operating systems, connection types, and camera resolutions that are supported with the mobile Apps that end users can download from the Apple Store (for iOS devices) or Google Play (for Android devices).

Note the following details about mobile apps:

- A valid email address and telephone number are required.
- Mobile apps function best when the GPS or native mapping app (also known as Location Services) is enabled.
- Mobile browsers such as Safari are not supported. Use a mobile app instead.

When requesting customer support for mobile apps, please identify the model and operating system of the device and, if applicable, confirm that the camera is rear-facing.

Android™ requirements

Version	UUX 4.X
Android 4.2.X and later	●

Apple iOS requirements

Version	UUX 4.X
iOS 8.X	◐
iOS 9.X	●
iOS 10.X	●

Note: Mobile apps are compatible with Apple iPhone 4 and newer models. The following mobile operating systems are not compatible with mobile apps:

- Windows Phone®
- Blackberry®
- Kindle Fire

Mobile connectivity requirements

Connectivity	UUX 4.X
3G	◐
4G LTE	●
Wi-Fi	●

Note: Devices that do not have Location Services or native mapping applications do not support branch/ATM location functionality.



Mobile compatibility

A mobile device with a rear-facing camera is required to deposit checks with the mobile check deposit functionality in mobile apps. The following table provides camera resolution compatibility for mobile supported apps.

Camera resolution	UUX 4.X
5 megapixels or higher	●
1.9–4.9 megapixels	◐

Need additional assistance? Contact us at 1-866-4UMPQUA (1-866-486-7782) or send us an email at customerservice@umpquabank.com. When contacting us, please provide the name and version number of your browser (Microsoft® Internet Explorer 11.0, etc.) and operating system.