

# Online & Mobile Services System Requirements

## Minimum Requirements for Online Account Access through a Personal Computer:

- Internet Access
  - Users must be on IE11 or higher, this includes AOL users
  - Dial-Up users that connect at lower speeds will not be able to render the page content correctly
  - The browser Zoom level must be set to default of 100%. Otherwise content will render as a mobile device
  - The browser default font and size must be set to the default value. Otherwise content will render as a mobile device
- Publicly released operating systems and browsers, such as:
  - Windows® Operating System
    - Windows 8 and higher (Windows 7 no longer supported)
    - Internet Explorer 11 and higher or equivalent browser
    - Microsoft Edge
  - Macintosh® Operating System
    - Safari (No longer supported on PC)
    - Safari 11.0 “Big Sur” (Will support back to 10.0 “Cheetah” with Safari version 11.1.2-14.0)
  - Google Chrome® Operating System
    - Chrome 85 or higher
  - Mozilla Firefox® Operating System
    - Firefox Quantum 80 or higher

## Minimum Requirements for Online Account Access through a Mobile Device (includes SnapDeposit):

- **iOS Minimum Requirements:**
  - iOS version 13 or higher (Will support back to iOS 11)
  - An iPhone, iPad, or iTouch device (phone or tablet)
  - Sufficient free memory space on the installing device
  - The latest Mobicredit Mobile Banking app must be installed on the device
  - An active credit union account enrolled within Online Account Access
- **Android Minimum Requirements:**
  - Android OS version 10 (Will support back to Android 8)
  - An Android device (phone or tablet)
  - Sufficient free memory space on the installing device
  - The latest Mobicredit Mobile Banking app must be installed on the device
  - An active credit union account enrolled within Online Account Access

## Minimum Requirements for Electronic Statements and Documents:

The same requirements as stated above for Online Banking through a Personal Computer as well as the following:

- Any compatible PDF viewer (Adobe® 8.0 and higher recommended. Adobe® Reader® can be downloaded [here](#).)

If you are having difficulty accessing our online services or electronic documents and statements, please contact us at 409-892-1111 or 800-892-1111 or [mofcu@mofcu.org](mailto:mofcu@mofcu.org).

Please do not send confidential information, such as account numbers, in email. We will never use email to ask you to provide or verify personal or account information. Any email purportedly from us that requests your information or instructs you to click a link or open an attachment may be fraudulent and may put you at risk.

Mobicredit Credit Union recommends having up-to-date security patches on your operating system and installed software, and the latest browser to ensure maximum compatibility and safety while using online services.