Lincoln Savings Bank

Online and Mobile Banking
User Requirements

March 2, 2016

Lincoln Savings Bank

Introduction

This document explains the hardware and software requirements for the Lincoln Savings Bank Online and Mobile Banking system. Follow these requirements to ensure a secure, optimal experience with our products.

This document contains numerous tables that outline recommended and minimally compatible hardware, software, and other features. The following table provides a key to the symbols used in this document; blank spaces in a table indicate incompatibility.

Symbol key

Compatibility	Symbol	Description
Recommended	●	Provides the ideal experience.
Minimally compatible	◗	May create a slightly different appearance or behavior.
Incompatible		Not compatible.

System requirements

The computer you use must meet the following minimum requirements:

- Standard PC or Mac® with at least a 1-GHz processor and 1 GB of RAM.

- Available browser updates applied for improved security that provide anti-virus and spyware protection.

- Microsoft® Windows® Vista Service Pack (SP) 2, Microsoft Windows 7/8/10, or Mac OS X.

   Note: Microsoft stopped supporting Windows XP and XP-compatible Internet Explorer (IE) in April 2014, including security updates. XP users who do not upgrade their operating systems should replace IE with Google Chrome for an up-to-date, secure Internet browser.

- Cable, Digital Subscriber Line (DSL), or Integrated Services for Digital Network (ISDN) Internet connection. (Dial-up connections are not supported.)

   Note: Satellite connections often have difficulty supporting encrypted, Hypertext Transfer Protocol Secure (HTTPS) applications. Since Q2online is HTTPS-encrypted for the safety of your financial information, some satellite cable connections may exhibit slow responses.

Display requirements

Desktop and laptop displays can be any height but must support at least a 1300-pixel width. Otherwise, the end user will need to scroll horizontally to see the entire Lincoln Savings Bank online user interface.

Browser requirements

Browser support is subject to change with little to no notice and we encourage end users to configure browsers for automatic updates. Use the most recent versions available for the browsers listed in the following table for the most secure experience in online and mobile banking. End users that try to log in without a compatible browser will be redirected to a website to download a new version of the browser.

> *Note: For the most secure and consistent experience on mobile devices and tablets, use the MyLSB Mobile App instead of mobile browsers. See the MyLSB Mobile App requirements section on page 4 for more information.*

Some minimally supported browsers, as listed below, may show minor behavioral or cosmetic differences, but will generally support that application's features and functionallity.

PC browser compatibility

Browser	Windows Vista SP 2	Windows 7 and 8	Windows 10
Google Chrome 37 and later	●	●	●
Microsoft Internet Explorer 10.X		●	
Microsoft Internet Explorer 11.X		●	●
Microsoft Edge ™			In Testing
Mozilla® Firefox® 33 and later	●	●	●

Note the following details about the PC browser compatibility table:

- Microsoft Edge testing is expected to be complete by the second quarter of 2016.

- Lincoln Savings Bank online banking is not compatible with Safari® on Microsoft Windows, as Apple discontinued development of security patches for Microsoft Windows. However, it 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	●

Q2mobility App requirements

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

Note the following details about the MyLSB Mobile App:

- A valid email address and telephone number are required.

- The MyLSB Mobile App functions best when the GPS or native mapping app (also known as Location Services) is enabled.

- Mobile browsers, such as Safari, are not supported.

If you need support for the MyLSB Mobile App, please identify the model and operating system of the device you are using and, if applicable, confirm that the camera is rear-facing.

Android™ compatibility

Version	MyLSB Mobile App
Android 4.0.3 and later	●

Apple iOS compatibility

Version	MyLSB Mobile App
iOS 6.X	
iOS 7.X	◗

Version	MyLSB Mobile App
iOS 8.X	●
iOS 9.X	●

Note: The MyLSB Mobile App is compatible with Apple iPhone 4 and newer models.

The following mobile operating systems are not compatible with the MyLSB Mobile App:

- Windows Phone®
- Blackberry®
- Kindle Fire ™

Mobile connectivity

Connectivity	MyLSB Mobile App
3G	◗
4G LTE	●
Wi-Fi	●

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

A mobile device with a rear-facing camera is required to deposit checks with the mobile deposit feature in the MyLSB Mobile App. The following table provides camera resolution compatibility:

mRDC camera compatibility

Camera resolution	MyLSB Mobile App
Less than 1.9 megapixels	
1.9–4.9 megapixels	◗
5 megapixels or higher	●

Third-party account management software

Note the following details about third-party account management software compatibility:

- **Microsoft Money:** We are aware that some end users can export Account History successfully from Lincoln Savings Bank online banking to the most recent versions of Microsoft Money. However, Microsoft itself no longer supports those products; therefore, we cannot guarantee the reliability of exports to them. The use of Microsoft Money with our online banking data is solely at the user's discretion.

- **Intuit° Quicken° and QuickBooks°:** Supported versions of Quicken and QuickBooks exports and direct connectivity are available at no additional cost to Lincoln Savings Bank online banking customers. Refer to the Quicken Discontinuation Policy for details about discontinued Quicken services and application versions.