

First Data Online Banking User Interface Supported Browser Policy






Last Updated: Q1 2018 (February)

First Data will review and classify the current versions of each major browser to ensure a quality user experience. We will announce by the end of each calendar quarter any new updates to the supported browser policy.

First Data supports the desktop browsers listed in the table below. First Data is committed to ensuring these browsers successfully meet functional and all minimum design requirements.

Browsers that are not mentioned in the table are considered unsupported. Such browsers may be used, but are not certified for use. The user may experience features that do not function properly.

Beta versions of browsers are not recommended for use.

ONLINE BANKING – Desktop Version	
Supported	Notes
 Mozilla Firefox 57 and newer	Considered to offer an optimal Online Banking Experience
 MS Internet Explorer 11	Should not be used in Compatibility Mode
 MS Edge	
 Google Chrome 63 and newer	
 Apple Safari 10 and newer	
ONLINE BANKING MOBILE VERSION NOTE: For mBanking Supported Devices and Operating Systems, refer to the documentation posted on the Digital Banking Support Site.	

Important Notes
Transport Layer Security (TLS) and Encryption – Must support a minimum of TLS 1.1 and 128-bit encryption (preferably TLS 1.2 and 256-bit encryption).
JavaScript – Must be enabled for Online Banking to function properly. Certain functionality will be unavailable without JavaScript enabled.
Cookies – Must be set to allow 3 rd party cookies for the Online Banking interface to properly function.
Screen Resolution – A minimum screen resolution of 1024 by 768 pixels is suggested to view the site correctly. For PFM, smaller resolutions may prevent view of all of the features or navigation within the tool.
Pop-Up Windows – Must be allowed in the browser for full Online Banking functionality including session time out notifications.
Adobe Flash 11.1 or higher – Required for Flash version of PFM. Note: HTML version of PFM does not require Flash.
Bill Payment providers (FDC partners) – Browser requirements for single sign-on bill payment pages may vary from the above. These are posted on the First Data Online Banking Support Site.
3rd Party Vendors or SSOs (Single-Sign On) – Any institution-specific 3 rd party vendors (SSOs) may have additional browser requirements. First Data does not test browser functionality requirements for these vendors. Institutions should notify their users of any specific requirements for 3 rd party products.