



Q2online™ Banking User Requirements

as of Release 3.x

As with most online applications, connectivity, user hardware, browser support and integration is critical to providing the best user experience. We work hard to make sure that the most popular systems represent Q2online Banking properly and securely. Below is a summary of recommended hardware, browsers, and accounting software that we test and support.

Recommended Minimum User Hardware and Connection

- Standard PC or Mac (Pentium IV/1 GHz processor or higher/500 Mb RAM or greater)
- Microsoft® Windows XP SP3/Vista SP2/7 or Mac OS-X
- Cable, DSL or ISDN Internet connection (dial-up supported for basic consumer users only)*
- Supported browser for consumer and commercial users
- Security, anti-virus and Spyware updates applied
- A valid email address and telephone number

**Note: Satellite cable connections often have difficulty supporting encrypted (HTTPS) applications. Because online banking is HTTPS encrypted for the safety of your financial information, some satellite cable connections may exhibit slow response.*

Note from Microsoft:

Important notice for users of Windows XP with Service Pack 2 (SP2): The support for your product ended July 13, 2010! To ensure that you will receive all important security updates for Windows you need to upgrade to Windows XP with Service Pack 3 (SP3) or later versions such as Windows 7.

Supported Browsers by Operating System

The following browsers have been tested and determined to provide reliable user experience for Q2online Banking. Some of these browsers may show minor behavioral or cosmetic differences for Q2online Banking, but generally support the use of the retail and commercial banking application and functionality. It is always recommended to use the latest browser version available from the provider.



Microsoft Operating Systems

Browser	Current Version	Download Location
Microsoft® Internet Explorer	7.x, 8.x, 9.x	http://www.microsoft.com/windows/ie/default.msp
Firefox	3.6, 6.x	http://www.mozilla.com/firefox/
Safari	5.0.x, 5.1.x	http://www.apple.com/support/downloads
Chrome	13.x	http://www.google.com/chrome

Mac Operating Systems

(use Mac version of popular browsers)

Browser	Current Version	Download Location
Firefox	3.6, 6.x	http://www.mozilla.com/firefox/
Safari	3.x, 4.x, 5.0.x, 5.1.x	http://www.apple.com/support/downloads
Chrome	13.x	http://www.google.com/chrome

Q2 will continue to evaluate browsers not listed within this document. Contact Q2Support with any browser-related questions or suggestions.

Supported Account Management Software

Microsoft Money

- Money 2007 Deluxe
- Money 2007 Home & Business
- Money 2007 Premium
- Money Essentials
- Money Plus Deluxe
- Money Plus Home & Business
- Money Plus Premium

Note: Microsoft no longer supports other product versions of Money. For more information, please go to: <http://support.microsoft.com/gp/lifeselectmoney>.

Intuit Quicken and Intuit QuickBooks

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