Enterprise Bank
Business Online Banking &
Business Suite Online Banking
System Requirements Guide

EnterpriseBanking.com

System Requirements Guide

We are continually upgrading our online services to provide you with the most valuable and secure online access. As we add new functionality to our online banking service, there are certain browser versions and operating systems that do not support these changes. We recommend that you use the latest version of the supported browsers and keep your security settings up to date.

The operating systems and browser versions listed below are the minimum system requirements for using Business Online Banking and Business Suite Online Banking:

1. A computer or modem or another device capable of accessing the Internet;
2. An active Internet Service Provider;
3. A web browser that can support 128-bit SSL encryption, which requires a minimum web browser version of:
   - Microsoft Edge – Any version supported by Microsoft
   - Mozilla Firefox – 95 or higher
   - Google Chrome – 96 or higher
   - Apple Safari – Not supported but no known issues
4. Operating Systems
   - Microsoft Windows: Any general-purpose client versions of Microsoft Windows (Home, Pro, Enterprise) For Windows, any 32-bit or 64-bit x86 compatible processor from Intel or AMD supported by the operating system
   - MAC OS: Apple macOS still supported by and receiving security updates from the vendor. For macOS, any supported 64-bit x86 compatible Intel processor, or an Apple Silicon (e.g., M1, M2) processor when used with Rosetta 2 or later
5. The following platforms do **NOT** support Secure Browser AKA Business Suite Online Banking:
   - Windows Server, Windows Phone/Mobile, or special-purpose client versions of Windows (S, K, KN, IoT)
   - Windows on ARM processors (e.g., Microsoft Surface Pro models)
   - Virtual, thin-client, or cloud desktop systems, especially those utilizing snapshots or restore points
   - Any computer being accessed remotely (using a remote desktop type connection, for example)
   - User profiles on network locations or cloud services or otherwise utilizing Folder Redirection
   - Networks utilizing TLS inspections
   - Any security software utilizing Device Control technology
   - Anti-keylogging modules from SafeNet (used by default with Fedline) or Strike Force Technologies

6. Computer or device storage to retain the disclosures electronically or a printer to retain paper copies.
7. Adobe Acrobat Reader (free download at www.adobe.com for statement and/or document viewing)
8. A local user profile
9. A physical computer local to the user and accessed directly by the user.
10. Native Phone Apps
    - Apple – running iOS 11 or newer
    - Android – running OS 5 or newer
        - 1.2 GHZ dual core chip or better
        - 1 GB or more of RAM

For Customer Support please reach out to:
Call Center
1-877-671-2265
Monday – Friday 7:00 a.m. – 8:00 p.m. (EST)
Saturday 7:00 a.m. – 2:00 p.m.

OR

For Technical Support please reach out to:
Cash Management Operations
1-877-671-2265
Monday – Friday 8:30 a.m. – 5:00 p.m. (EST)
CashManagementOps@ebtc.com