



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

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 other device capable of accessing the Internet;
2. An active Internet Service Provider;
3. A web browser that is capable of supporting 128-bit SSL encryption, which requires a minimum web browser version of:
 - Microsoft Internet Explorer – 11.0 or higher
 - Microsoft Edge – Any version supported by Microsoft
 - Mozilla Firefox – 65 or higher
 - Google Chrome – 70 or higher
 - Apple Safari – Not supported but no known issues
4. Operating Systems
 - Microsoft Windows: 8, 8.1, and 10 - 32 and 64 bit
 - MAC OS: 10.13 High Sierra, 10.14 Mojave, 10.15 Catalina (Not yet compatible with M1 chipset)
5. Computer or device storage to retain the disclosures electronically or a printer to retain paper copies;
6. Adobe Acrobat Reader (free download at www.adobe.com for statement and/or document viewing)
7. 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