Important Browser Information

On Wednesday, February 22nd at 8am, there will be a change that may impact any computer that is using an outdated web browser and attempting to access our website. The list of applications affected include Online Banking, Business Online Banking, SCO Merchant Capture, and Centrix applications.

These protocols are an older method of encryption and have vulnerabilities, therefore to align with industry standards we have opted to discontinue the support of these insecure versions. We want our customers to be sure that their computers are using an updated web browser. If you are using a recent versions of the major web browsers then you should be fine.

Below are some questions you may have regarding this change and how it may affect you.

What is TLS?

TLS is an acronym for Transport Layer Security (TLS), and the version of TLS that you are operating is controlled by your web browser. TLS provides secure communication on the internet for things such as accessing our websites, and other data transfers. Customers should begin to review their web browsers to ensure they are on the most recent version.

How will this impact my bank and customers?

When accessing any internet facing application supplied through UFS, customers will be required to use the latest available version of your internet browser. Internet facing applications include Retail Online Banking, Business Online Banking, SCO Merchant Capture, and Centrix applications such as ExactTMS. When accessing any of these sites, customers will be required to use the latest available version of their internet browser. If you attempt to access these sites with an older version of the web browser, you will be unable to connect to the site and you will receive an error.

What do you need to do?

Be sure you are accessing the internet facing applications on a current internet browser. See below for the acceptable web browsers.

What should customers do if they get an error when accessing online banking?

If you are on an old version of their internet browser, update to a more current browser (see below) and try again.

Are there older versions of operating systems/browser combinations that will not support TLS 1.2 and higher?

YES. Windows XP and Windows Vista are capable of upgrading to Internet Explorer version 8 only. Users of these operating systems will not be able to connect to the internet facing applications such as online banking.

What browsers and versions will be acceptable?

Internet Explorer 11

Google Chrome version 44 or higher

Mozilla Firefox version 44 or higher

Opera version 30 or higher

Apple Safari version 9 or higher

Microsoft Edge – any version