

Compatible Browsers for Provident Bank eDelivery

For maximum security, always use the latest browser version. Beta versions of browsers and operating systems are not recommended or supported. Additionally, if a browser or operating system is no longer supported by the vendor, it is not supported by Provident Bank.

Because of evolving technology, many users' browsers are now forcing updates to the latest version using automatic downloads. The user may not even be aware the browser has been updated. Additionally, Provident Bank may not have advance notice of the availability of a beta version for pre-certification or the opportunity to test prior to general market availability.

Once updated, many browsers cannot be set back to earlier versions if a problem occurs. Therefore, Provident Bank will always support users on the latest version of all identified supported browsers.

Provident Bank will continue to be proactive in evaluating and testing new browser versions, although duplicating the exact operating environment of all Provident Bank customers is not possible. However, it is possible that a user may be using a more recent version than the fully tested versions.

Effective November 2015:

Provident Bank eDelivery System Browser and Operating System Requirements:

iOS or Device	Microsoft Internet Explorer®	Apple Inc. Safari®	Google Chrome™	Mozilla Firefox®
Windows 7	10.0 - 11.0	N/A	44	40
Windows 8	10.0 - 11.0	N/A	44	40
Windows 10	11.0	N/A	44	40
Mac OS/X 10.11.1-EI Capitan	N/A	9.0.1	46.0.2490.80	40

Browser Limitations

Software Instability

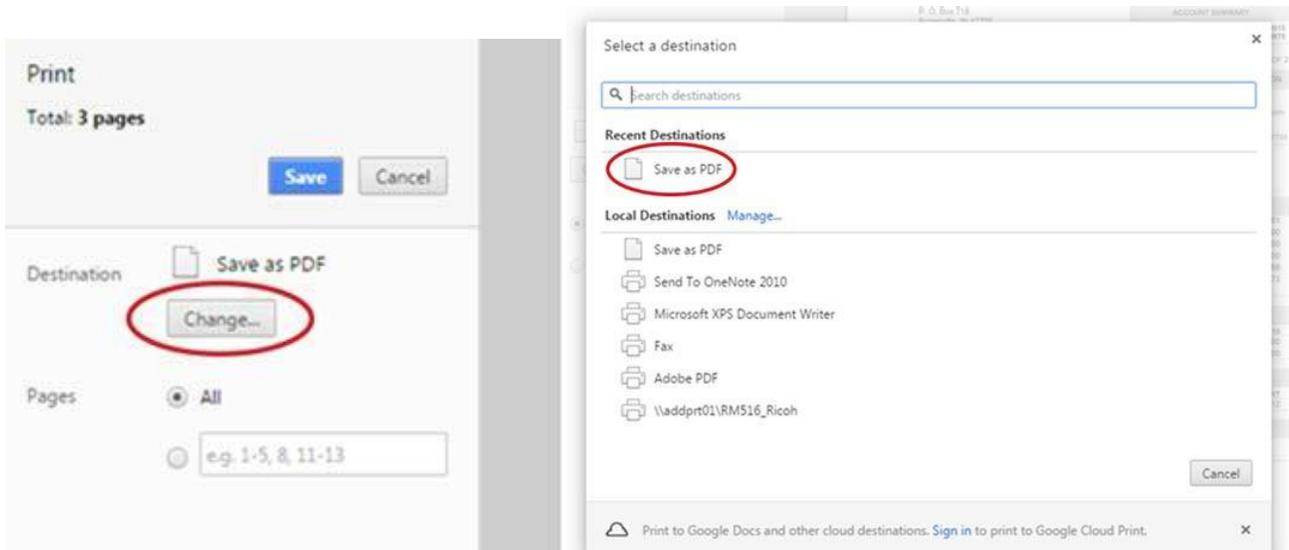
During the course of testing, Provident Bank may discover issues with a new version of a browser or operating system. Examples are performance instability, security risks, backward incompatibility, or software restrictions that compromise critical product functionality. In these cases Provident Bank may decide to delay compatibility or recommend the eDelivery system not be used with the browser or operating system.

The following defines identified workarounds required for supporting limitations identified in certain versions of browsers and operating systems.

Chrome Compatibility

Provident Bank has been provided the following workaround needed for saving PDF documents retrieved from an archive system platform.

When viewing the PDF, instead of selecting “Save” to save the document, user must select “Print”, then select the “Change” button under the “Destination” location as if changing the printer, then select “Save as PDF” as the destination. (Pictures below).



Mac TLS Version Compatibility

Currently TLS 1.0 is the highest supported version on some eDelivery servers. Mac will use TLS 1.2 if available, but 1.0 is not provided as an automatic option. MAC keeps SSL option available for older compatibility but currently doesn't keep TLS 1.0 as a default option. Mac users can enable the TLS 1.0 support by following the steps below (information documented on Mac forum):

Navigate to the Safari menu, go to Preferences, Advanced, Proxies, then click on “Change Proxy” and enable TLS 1.0.