

System Requirements

In order to take advantage of internet banking, e-statements, e-documents, Bill Payer, mobile banking or mobile deposit at UnitedOne Credit Union, you must use a computer/smart phone/tablet that meets minimum system requirements. While these programs may run on other configurations, support for issues experienced on configurations that do not meet these specifications cannot be provided.

Internet Banking

As an industry standard, UnitedOne's internet banking supports the most current version of most common Internet browsers.

E-Statements

- 1) As an industry standard, UnitedOne's e-statements supports the most current version of most common Internet browsers.
- 2) High speed internet connection; DSL equivalent or better connection is required for optimal performance.
- 3) Adobe Acrobat Reader (free) is required to view and/or print PDF documents downloaded from this application. You may download this at <http://get2.adobe.com/reader/>
- 4) A computer with reasonable performance is required to render statements and spool statements to the printer in a timely fashion. A 1GHz or better processor with at least 64 MB of RAM is recommended.
- 5) A printer is required to print physical copies of statements. A color printer is required to render statements in full-fidelity. Printing to a black and white only printer is also supported

Bill Payer

- 1) As an industry standard, UnitedOne's Bill Payer supports the most current version of most common Internet browsers: Google Chrome, Mozilla Firefox, Microsoft Edge and Apple Safari
- 2) SSL 128-bit encryption.
- 3) Add URL to trusted sites & to allow pop-up blocker settings.
- 4) Enable cookies.
- 5) Requires Java Runtime.

Mobile Banking

Apps are available for devices that use the most recent Android or iOS operating systems.

Mobile Deposit

- 1) iOS operating system version 7.0 and newer with an operating camera (including iPods and iPhones).
- 2) iPad generation 3 and above.
- 3) Android device with a camera and operating system version 4.1 and newer.

Mobile Wallet - System Requirements

To set up Google Pay:

To get Google Pay, you'll need to check that you have an Android phone running Lollipop (5.0) or higher.

1. Open your phone's Settings app
2. Tap About device. You'll find the version below "Android version."

To make in-store payments, your phone also needs to support NFC (Near Field Communication) and HCE (Host Card Emulation). To check for NFC, look for it in your phone's Settings app. E-Money users in Japan require a Osaifu-Keitai compatible device (but do not require HCE). QUICKPay/iD users must have Osaifu-Keitai version 6.1.5 or higher. iD users must also have Google app version 2.89 or higher.

Google Pay might not work with phones that are:

- Running a version of Android prior to Lollipop (5.0)
- Running developer versions of Android
- Rooted, custom rom, or where the factory software was modified
- Using Samsung MyKnox
- Untested and haven't been approved by Google
- You have an unlocked bootloader on your device
- Set Google Pay as the default payment app

Mobile Wallet - System Requirements



Devices compatible with Apple Pay

Learn which iPhone, iPad, Apple Watch, and Mac models are compatible with Apple Pay and where you can use them for your purchases and payments.

Compatible iPhone models

- iPhone models with Face ID
- iPhone models with Touch ID, except for iPhone 5s

Identify your iPhone model to see if it supports Apple Pay.

<https://support.apple.com/en-us/HT201296>

Use Apple Pay with a compatible iPhone for purchases and payments:

- In stores¹
- Within apps
- On the web in Safari²
- Within transit systems in some countries and regions³
- Person to person⁴
- At some schools with your student ID⁵
- In Business Chat⁶

Compatible iPad models

- iPad Pro, iPad Air, iPad, and iPad mini models with Touch ID or Face ID.

Identify your iPad model to see if it supports Apple Pay.

<https://support.apple.com/en-us/HT201471>

Use Apple Pay with a compatible iPad for purchases and payments:

- Within apps
- On the web in Safari²
- Person to person⁴
- In Business Chat⁶

Compatible Apple Watch models

- Apple Watch Series 1 and later

Identify your Apple Watch model to see if it supports Apple Pay.

<https://support.apple.com/en-us/HT204507>

Use Apple Pay with a compatible Apple Watch for purchases and payments:

- In stores¹
- Within apps
- Within transit systems in some countries and regions³
- Person to person⁴
- At some schools with your student ID⁵

Compatible Mac models

- Mac models with Touch ID
- Mac models introduced in 2012 or later with an Apple Pay-enabled iPhone or Apple Watch
- Mac computers with Apple silicon that are paired with a Magic Keyboard with Touch ID

Use Apple Pay with a compatible Mac for purchases and payments:

- On the web in Safari²
 - In Business Chat⁶
 - Within apps⁷
1. To use Apple Pay for purchases in stores in Japan, you need an iPhone 8 or later, or an Apple Watch Series 3 or later. You can also use an iPhone 7, iPhone 7 Plus, or Apple Watch Series 2 that was purchased in Japan.
 2. In China mainland, you can use Apple Pay on the web in Safari only on a compatible iPhone or iPad with the latest version of iOS or iPadOS. In the Netherlands, you can use Apple Pay on the web only on a compatible iPhone or iPad.
 3. Not all iPhone and Apple Watch models are compatible with transit systems.
 4. United States only. Sending and receiving money with Apple Pay and the Apple Pay Cash card are services provided by Green Dot Bank, Member FDIC.
 5. Not all iPhone and Apple Watch models are compatible with student ID cards in the U.S. Check with your school card office for more information.
 6. In some countries or regions, Business Chat will become available on a rolling basis.
 7. In China Mainland, using Apple Pay within apps on a compatible Mac is not available.



To use Samsung Pay, you need:

- A compatible Samsung phone or watch*
- NFC or MST support on your phone or watch
- A Samsung account
- A supported credit, debit, or gift card from a participating bank, credit union, or vendor
- A registered fingerprint or Samsung Pay PIN**
- Be located in the country of the participating bank, so the bank can verify your card

* If compatible, newer devices will have Samsung Pay preloaded. Samsung Pay is only available on compatible Samsung devices with the original software. Rooted or custom operating systems installed on the device are not supported.

** For verification purposes, you must be located in the same country of the participating bank when adding a payment card in Samsung Pay.

Supported Carriers:

- AT&T • Cricket • MetroPCS • Sprint • T-Mobile
- Verizon • US.Cellular

Supported Mobile Devices:

- Galaxy S21* • Galaxy S21*+ • Galaxy S21 Ultra*
- Galaxy S20 • Galaxy S20+ • Galaxy S20 Ultra
- Galaxy S10 • Galaxy S10+ • Galaxy S10e • Galaxy S10 5G
- Galaxy S9 • Galaxy S9+
- Galaxy S8 • Galaxy S8+
- Galaxy S7 • Galaxy S7 Edge • Galaxy S7 Active
- Galaxy S6 • Galaxy S6 Edge • Galaxy S6 Edge+
- Galaxy S6 Active

- Galaxy Note20 • Galaxy Note20 Ultra
- Galaxy Note10+ • Galaxy Note10 5G
- Galaxy Note9
- Galaxy Note8
- Galaxy Note5
- Galaxy Fold
- Galaxy Z Flip • Galaxy Z Flip 5G
- Galaxy Z Fold2 5G
- Galaxy A50
- Galaxy A51 • Galaxy A51 5G • Galaxy A71 5G
- Galaxy A52 5G*
- Galaxy A42 5G*
- Galaxy A32 5G*

Supported Gear Watches:

In order to use Samsung Pay on your smart watch, you'll need to install a special plug-in through the Galaxy Wearable app on your phone.

- Gear S2 Sport*
- Gear S2 Classic*
- Gear S3 Frontier
- Gear S3 Classic
- Gear Sport*
- Galaxy Watch*
- Galaxy Watch3*
- Galaxy Watch Active*
- Galaxy Watch Active2*

*Device does not have MST payment capability and only supports NFC payment. Samsung Pay is not available on iOS devices. To use Samsung Pay on your smart watch with non-Samsung phone, you must update to Android 6.0 or higher.