

## Web Browser Policy

### How to Use This Document

As an Intuit Financial Services customer, this document is intended to help you determine which web browsers we support.

In order to provide the proper support for your customers, this document will allow you to determine when to report a browser-related issue to Intuit Financial Services for research and resolution, and when it may be more appropriate to suggest a browser upgrade to the customer reporting the problem.

### Notes to September 2012 Update to Browser Policy

#### Internet Explorer 7 and new technology platform upgrade

Intuit Financial Services stopped support of Internet Explorer 7 in January 2012. We no longer conduct any active development or testing with Internet Explorer 7. Because Internet Explorer 7 was previously supported, it may continue to display existing functionality; however each new release will introduce features that were not tested for Internet Explorer 7.

The new technology platform was developed after Intuit Financial Services discontinued support for Internet Explorer 7, and is not designed for use with Internet Explorer 7. If a user tries to access the new technology platform using a version of Internet Explorer earlier than 7, they will see a prompt to upgrade their browser in order to continue with the experience.

#### Support for Safari 6

As of September 2012, Intuit Financial Services will be testing all new releases on version 6 of the Safari browser. Given the move to Safari 6, we are discontinuing support of Safari 5. Users are encouraged to upgrade Safari from version 5 to version 6.

*Important note:* By default, Safari 6 blocks all third-party cookies from being accepted. This setting will cause parts of online banking including FinanceWorks, bill pay and other third-party services to function incorrectly.

If users are experiencing any issues accessing these parts of online banking from Safari 6, please verify their cookie settings by going to Safari > Preferences or by hitting ⌘, (Command key plus the comma key) and looking at the Privacy tab. The option for **Block cookies** should be set to "Never."

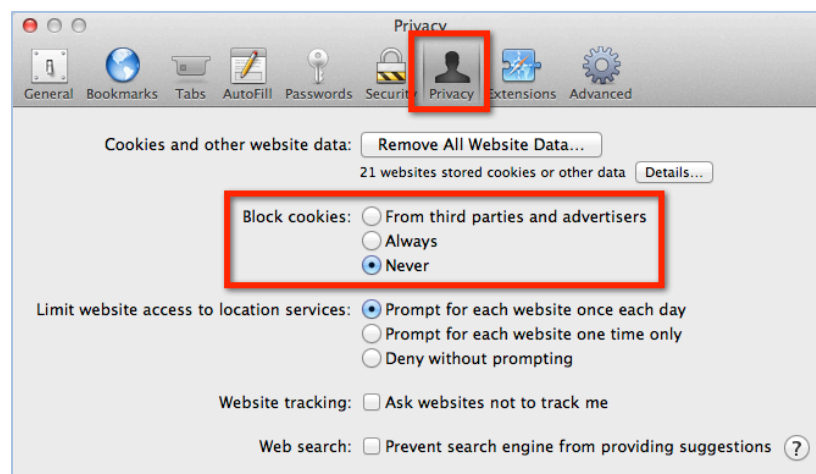


Figure 1 – Privacy preferences for Safari 6

### **Plans for Support of Internet Explorer 10**

At this time, Intuit Financial Services does not support Internet Explorer 10. However, because Internet Explorer 10 has strong support for web applications built using common web standards like HTML5, CSS3 and Javascript, there is a high probability that Intuit Financial Services solutions will function correctly when viewed in this browser.

However, we will closely monitor adoption to determine when to begin including Internet Explorer 10 in our development and QA testing

### **Clarification on Internet Explorer “Compatibility View” Support**

The September 2012 Browser Policy update includes clarification on Internet Explorer’s legacy rendering functionality and how it applies to Intuit’s offerings

## **Definition of Terms**

### **Certified Browser**

- The Intuit Financial Services solution is designed and engineered to perform optimally in a certified browser.
- Intuit Financial Services’ Quality Assurance department uses the browser in application testing.
- Intuit Financial Services’ Customer Care team will research and record any defects reported in this browser.
- Recorded defects associated with certified browsers will be addressed based on severity.

### **Supported Browser**

- The Intuit Financial Services solution is designed and engineered to be functional in a supported browser, though performance is not optimized for this browser.
- Intuit Financial Services’ Quality Assurance department performs basic functionality tests with the browser and will test any major new features as part of the normal release testing. Not all product features will be tested with a supported browser.
- Intuit Financial Services’ Customer Care team will research and record any defects reported in the browser.
- Recorded defects associated with supported browsers will be addressed based on severity.

### **Unsupported Browser**

- Although an unsupported browser may function in an Intuit Financial Services solution, we do not optimize our products for use with unsupported browsers.
- Intuit Financial Services’ Quality Assurance department does not use unsupported browsers in application testing.
- Intuit Financial Services’ Customer Care department will research and record reported defects found in unsupported browsers.
- For immediate resolution of problems reported in unsupported browsers, Intuit Financial Services will recommend that effected users adopt a supported or certified browser.
- Recorded defects associated with unsupported browsers will not be addressed unless the browser is re-classified as supported or certified in a later release.

## Browser Support Policy Updates

### Browser Policy Review

Intuit Financial Services will provide updates to this policy on a periodic basis, and it will be posted within Admin Platform. We will send a communication when an update is available. If supported browsers for a specific solution change between Browser Policy updates, we will notify you via the release notes.

### Adoption of New Browsers

Our goals are to support as many of your customers/members as possible and to help maintain security during their online banking sessions. We review industry browser usage trends, browser capabilities and security information when deciding which browsers to consider *certified* or *supported*. We also utilize browser usage data collected by our own solutions and focus our efforts on supporting those browsers that are most secure and have the highest market demand.

### Discontinuation of Browser Support

Intuit Financial Services may discontinue support for a browser if one of the following applies:

- Intuit Financial Services' Security department has determined that the browser contains unacceptable security risks.
- The browser is no longer supported by our vendors
- The browser is no longer supported by the corporation/organization responsible for its development and maintenance.
- The browser does not support functionality that Intuit Financial Services believes is necessary to support the product strategy; we will only discontinue support for such a browser if a free upgrade or alternative browser is available.

## Other Considerations and Settings

### Rapid Release Schedule

Google Chrome and Mozilla Firefox are released on extremely rapid release schedules. Because of this, Chrome and Firefox may release new versions of its browser between releases of Intuit's offerings, however, the content and functionality of these releases are highly unlikely to negatively affect Intuit's offerings. As a result we will not be testing Intuit's offerings against every single release of Chrome and Firefox. When testing a consumer release, Intuit's Quality Assurance teams will test the offering in the latest available version of the browser at time of the release to ensure that the experience is optimized for that version of the browser.

### Operating Systems

Unless otherwise noted in this policy, the *certified* or *supported* designation applies to any browser/operating system combination that is supported by the browser vendor. All system specifications required by browser or operating system vendors must be satisfied.

**Operating System Patch Releases**

Due to the unpredictable and sporadic nature of operating system patches, issues relating to operating system/browser conflicts will be handled on a case by case basis. When formal patches are released by an operating system vendor that impact *certified* or *supported* browsers, Intuit Financial Services will evaluate any issues and/or potential workarounds within a reasonable amount of time.

**Embedded Browsers**

Some popular browsers may be embedded into various online services. For example, America Online (AOL) currently uses the popular Internet Explorer browser in its desktop software application.

In these cases, although Intuit Financial Services may claim the core browser as *certified* or *supported* with our solutions, we do not test these embedded browser versions. Due to the lack of testing, we consider these types of browsers *unsupported* for the purposes of these policies though users should be able to access most of the functionality assuming that the embedded browser is based on a *certified* browser.

**Internet Explorer Compatibility View**

Microsoft Internet Explorer browser has a feature called Compatibility View that allows older website to render pages according to a legacy set of rules to better display older web pages. This mode is effective in taking old websites that are not designed according to modern web standards and rendering them in such a way that users would be able to see and access the content as the authors intended. Compatibility View can be triggered by a webpage that is not standards-compliant or can be explicitly enabled by the user.

Intuit Financial Services designs its solutions according to the latest web standards and practices and to function fully without the need for Compatibility View. Because Compatibility View is designed to render web pages that are not standards-compliant and can cause standards-compliant pages to render incorrectly, we do not support issues with our offerings related to the viewing of the pages in Internet Explorer Compatibility View. If users have Compatibility View enabled for any Intuit Financial Services offering and are experiencing any difficulties with the offering, the first step for remediation is to disable the feature.

**Mobile and Tablet Browsers – Online Banking**

Mobile browsers are web browsers that are optimized to effectively display web content on mobile devices. The Intuit Financial Services products named in this policy (see below) may function in mobile browsers, but are considered *unsupported*.

Intuit Financial Services has developed Mobile Web Banking solutions to provide online banking access using web-enabled mobile phones or wireless devices. Please see the appropriate product documentation for more detail on this solution.

**Mobile and Tablet Browsers – Website Solutions**

For Web Center sites designed using responsive web techniques<sup>1</sup> we will certify that these sites function properly on phones/tablets for the top two platforms in the market (iOS from Apple and Android from Google). If we detect that a different device is accessing the site, we will redirect the user to the mobile web login page for those clients who have Intuit’s mobile web solution; otherwise the user will receive a message asking them to revisit the site on a supported device.

**Other System Settings**

Unless otherwise noted in this policy document, the following settings and plug-ins are required to properly access Intuit Financial Services’ web-based solutions.

Configuration	Requirement
<b>Cookies</b>	Enabled (first- and third-party)
<b>JavaScript</b>	Enabled
<b>Minimum Screen Resolution*</b>	1024 x 768 pixels
<b>PDF Reader</b>	Compatible <sup>2</sup>
<b>Adobe Flash Player</b>	Latest version <sup>3</sup>

<sup>1</sup> This option is selected when contracted with Intuit Financial Services

<sup>2</sup> Any compatible PDF viewer will suffice. For some operating systems (e.g. Mac OS X) and for some browsers (e.g. Google Chrome) PDF viewing capabilities are available “out-of-the-box” without the need to install addition software. If a native PDF viewer is not available for a user, you can recommend popular PDF viewers such as Adobe Acrobat Reader.

<sup>3</sup> Adobe Flash is only needed for FinanceWorks users.

Product	IE 7	IE 8	IE 9	Firefox	Safari 6	Chrome
<b>Customer/Member-facing Solutions</b>						
<i>New Technology Platform Upgrade</i>	—	+	★	★	+	+
<i>Intuit Online Banking</i>	—	+	★	★	+	+
<i>Bill Pay UI</i>	—	+	★	★	+	+
<i>FinanceWorks</i>	—	+	★	★	+	+
<i>Website Solutions</i>	—	★	+	+	+	+
<b>Financial Institution Admin-facing Solutions</b>						
<i>Admin Platform</i>	—	★	★	★	+	+
<i>Management Console</i>	—	★	+	—	—	—
<i>Legacy Internet Banking</i>	—	★	+	+	+	+

Legend: ★ = Certified      + = Supported      — = Unsupported

**Notes and Exceptions**

- Both the new technology platform and Internet Banking include *TurboTax for Online Banking*
- Website Solutions browser certifications apply at the time the website is delivered and only apply to websites designed & developed by Intuit Financial Services.
- Safari browsers are supported on Mac operating systems only for Internet Banking
- Google’s Chrome browser and Mozilla’s Firefox browser (since version 4) are released on extremely rapid cycles. Because of this, the support/certified designations in this chart apply to the version of the browser that was live at publication unless otherwise noted. New versions of these browsers are expected to remain compatible with Intuit’s applications, and any issues with an updated version will be tracked for resolution in a future release of our offerings.