# FIELDPOINT PRIVATE®

## BASIC REQUIREMENTS

| Operating System | Requirements |
|---|---|
| | • Windows 7, 8, 10 |
| | • Browser that supports 256-bit strong encryption<br>- IE (Internet Explorer) 11 or higher[1]<br>- Firefox 27.0 or higher<br>- Chrome 25.0 or higher<br>- Safari 7 or higher |
| | • Java 8 or higher |
| | • PDF Reader (eg. Adobe PDF)[2] |
| Mac | • Mac OS X 10.9 or higher |
| | • Browser that supports 128-bit strong encryption<br>- Safari 7 or higher<br>- Firefox 27.0<br>- Chrome 25.0 |
| | • Java (latest version) |
| | • PDF Reader (eg. Adobe PDF)[2] |

Tablet and smartphone users please note, while most of the site will function normally, some functions may not be operational on tablets and mobile devices at this time.

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[1] "Compatibility View" must remain in its default disabled setting. See p. 2 for more information.

[2] 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 additional software. If a native PDF viewer is not available for a user, Adobe Acrobat Reader is recommended.
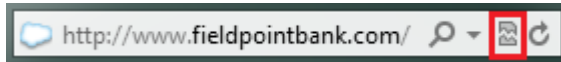
**BROWSER CONFIGURATION**

**Internet Explorer[1]**

Check that **Compatibility Mode** is turned off

- If on, this will cause images to not appear, menus to appear out of place, and text boxes to be distorted.
- Icon location in IE 9 and 10:

  

- Icon location in IE 8:

  

- Compatibility mode on : 
- Compatibility mode off: 

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[1] Compatibility Mode is not supported. See p. 3 for settings in your browser.

**OTHER CONSIDERATIONS AND SETTINGS**

## Rapid Release Schedule

Web browsers (eg. Internet Explorer, Google Chrome, Safari), as well as Java and Adobe products (Flash, PDF) are released on rapid release schedules, which means new revisions are released between new versions of the Fieldpoint site and our application partners. Because it is unlikely that these releases will negatively affect Fieldpoint's offerings, we do not test every release against the site and its supporting functions. When testing a consumer release, Fieldpoint's Private'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, a designation of supported 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 supported browsers, Fieldpoint Private 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 Internet Explorer within its desktop software application. Users should consider these browsers to be unsupported, as we do not test them in embedded environments.

## Mobile and Tablet Browsers

While most of the site will function normally on tablet computers and smartphones, some functions are not operational on such devices at this time.

## Adoption of New Browsers

Our goal is to support as many of your customers/members as possible and to help maintain security during their online 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

From time-to-time, security considerations and functionality limitations may cause us to discontinue support for certain browsers.