



Q2 User Requirements

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Q2

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Subscribing to Q2 documentation

Periodically, we update our manuals to reflect the latest product changes. You can subscribe to receive notifications for documentation updates in two ways:

1. Contact your Relationship Manager to request that you are added to the notification list for updates to the [Salesforce library](#) for a Q2 product.
2. Log into the Q2 Customer Portal and navigate to the [Document Subscription Groups](#) page. After selecting a group, you can subscribe to notifications and choose the frequency of the notifications.

Contacting Q2

Postal Address	Q2 Software, Inc. 10355 Pecan Park Boulevard Austin, TX 78729
Phone	(833) 444-3469
Web	https://www.q2.com/
Blog	https://www.q2.com/blog/
Support	(833) 444-3469, select option 1

For more information

For support issues that cannot be resolved with the information provided here, contact Q2 Customer Support at (833) 444-3469, option 1.

For non-support issues, contact your Q2 Relationship Manager.

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Overview

This document outlines the hardware and software requirements for the Unified User Experience (UUX) release for versions 4.0 and later. Financial institution (FI) staff should instruct end users to follow these requirements to ensure a secure and optimal experience with Q2 products.

This document contains information about hardware and software requirements and browser support for Q2online, Q2mobility Apps, and add-on features. Q2 products have varying levels of compatibility with required hardware and software. The following table describes how Q2 defines compatibility levels.

Compatibility	Description
Recommended	Provides the ideal experience with Q2 products.
Supported	Supports the general functionality of Q2 products. Products may have minor behavioral or cosmetic differences.
Limited support	Supports the general functionality of Q2 products. Products may have behavioral or cosmetic differences. Q2 may not address bugs unless they block a task (with no workaround), present security concerns, or compromise data.
Unsupported	Not tested with Q2 products. Results may be inconsistent. Q2 does not guarantee compatibility with products.

System requirements

You must use a computer that has:

- Microsoft Windows 10 or later or Mac OS X 10.10 or later.
- Available browser updates applied for improved security that provide anti-virus and spyware protection.
- An internet connection with a minimum of 1 Mbps download speed.

Note: Satellite connections often have difficulty supporting Hypertext Transfer Protocol Secure (HTTPS) applications. Since Q2online is HTTPS-encrypted for the safety of your financial information, some satellite cable connections may exhibit slow responses.

Display requirements

Prior to version 4.4.0, desktop and laptop displays could be any height but needed to be at least a 1280-pixel width. Otherwise, the end user may need to scroll horizontally to see the entire Q2online user interface. However, beginning with version 4.4.0, users can view most pages without horizontal scrolling.

Browser requirements

Browser support is subject to change without notice, so we encourage end users to configure browsers for automatic updates. Use the latest version of your browser for the most secure experience in Q2online.

Note: Compatibility mode and document mode settings in browsers are not supported by UUX. If configured, an Unsupported Browser page appears when a user attempts to log in through a browser with one of these modes set.

Q2 can send advance notice to end users accessing online banking through a browser for which support has been scheduled to end. The notice times are configurable. Contact Q2 support for more information.

Any browser not listed in the following table should be considered unsupported by Q2.

Browser	Windows	macOS
Google Chrome (Current and previous two major versions)	Recommended	Recommended
Mozilla Firefox (Current and previous two major versions)	Supported	Supported
Microsoft Edge (Current and previous two major versions)	Supported	Unsupported
Apple Safari (Current and previous two major versions)	Unsupported	Supported

Biometrics requirements

End users can use Fingerprint Login, Touch ID, or Face ID to log in to the mobile banking app.

The Fingerprint Login feature is based on the fingerprint API introduced with Android 6.0 Marshmallow. Some Samsung and Nexus phones do not support Android's API, even though they include the hardware on the phone. These devices are not supported by Q2's Fingerprint Login feature.

Fingerprint Login is a free feature currently only available for login authentication on eligible Android devices. To use this feature you must meet the following operating system, hardware, and release requirements:

- Samsung Galaxy S7 or later
- Google Nexus 7 or later
- Google Pixel first generation or later
- End-user registration with Fingerprint Login at the device level

Touch ID and Face ID are only available for login authentication on supported Apple iOS devices and require end-user registration of the feature at the device level.

Q2mobility App requirements

This section describes the operating systems, connection types, and camera resolutions that are compatible with Q2mobility Apps. End users can download the app from the Apple Store (for iOS devices) or Google Play (for Android devices).

Note the following details about Q2mobility Apps:

- A valid email address and telephone number are required.
- Q2mobility Apps function best when the GPS or native mapping app (also called Location Services) is enabled.

When requesting customer support for Q2mobility Apps, identify the model and operating system of the device and, if applicable, confirm that the camera is rear-facing.

Note: To deposit checks with Mobile Remote Deposit Capture (mRDC) in Q2mobility Apps, an end user must have a mobile device with a rear-facing camera with a resolution of at least 5 megapixels.

Version	UUX 4.x
Android 8.x and later	Supported
Android 7.x	Limited support

The following table provides Apple iOS requirements for Q2mobility Apps:

Version	UUX 4.x
iOS 15.x and later	Supported
iOS 14.x and later	Supported
iOS 13.x and later	Limited support

Note: While end users on unsupported OS versions can still access digital banking using a mobile browser, they will not have access to native app features, such as Mobile Remote Deposit Capture (mRDC) or biometric authentication.

The following table provides mobile connectivity requirements for Q2mobility Apps:

Connectivity	UUX 4.x
5G	Supported
4G LTE	Supported
Wi-Fi	Supported

Note: Devices that do not have Location Services or native mapping applications do not support branch/ATM location functionality.

PDF reader requirements

Q2 recommends the most recent version of Adobe Reader available for desktop and mobile devices. If you choose to use a third-party PDF application, Q2 cannot guarantee documents will appear as intended.