Digital Banking Hardware and Software Requirements

To use Hawaii State Federal Credit Union's (HSFCU's) Digital Banking Services, you will need to use the following supported hardware and software:
- Device Operating System
- Web Browser
- Smart Device (for Mobile Banking)
- Desktop (or Laptop) (for Online Banking)

In addition, JavaScript must be enabled, and web extensions should be disabled. Adobe Acrobat Reader may be required to access supporting documents or promotional materials.

For Mobile Banking Services, you must obtain the HSFCU Mobile App from your device's App store (e.g., Apple App Store or Google Play).

To use Mobile Deposit Services, you must also have a supported mobile device with a camera.

HSFCU is continually upgrading Digital Banking Services to provide the most valuable and secure Digital Banking experience. As new features and enhancements are added, updates to this support policy will be provided, which may require upgrades to browser versions, device operating system and HSFCU's Mobile App. In some circumstances, certain browsers and software may be blocked from accessing HSFCU's Digital Banking Services to mitigate security risks.

While HSFCU will publish notifications in advance regarding changes to this policy when possible, HSFCU reserves the right to block certain browsers, devices, and software to protect the security and confidentiality of information and may not provide advance notice.

HSFCU's minimum encryption requirement for accessing account(s) online is TLS 1.2 protocol with forward secrecy and 128-bit (or higher) encryption ciphers, which are the supported defaults for these operating systems, browsers, and versions.

Supported Operating Systems and Browsers

Vendor	Device Operating System	Web Browser
Microsoft	Desktop = N/A	Edge (last two versions)
Apple	Desktop = N/A Mobile/Tablet iOS 12 or Higher	Safari (last two versions)
Google	Mobile/Tablet Android 8.1 or Higher	Chrome (last two versions)
Mozilla	Desktop = N/A Mobile/Tablet = iOS 12 or Higher Mobile/Tablet = Android 8.1	Firefox (last two versions)