Q2 User Requirements

February 2025

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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 Customer Success 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

Contacting Q2

Contact Method	Contact Information
Postal Address	Q2 Software, Inc.10355 Pecan Park BoulevardAustin, TX 78729
Phone	512-275-0072
Web	https://www.q2.com
Blog	https://www.q2.com/blog
Support	512-275-0072, select option 1
Customer Portal	Q2 Customer Portal

For more information

For support issues that cannot be resolved with the information provided here, contact Q2 Customer Support at 512-275-0072, option 1, or submit a case using .

For non-support issues, contact your Q2 Customer Success Manager.

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 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:

- 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.

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.

Supported browsers

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, Face ID, or Face Authentication to log into theQ2mobility app. Touch ID and Face ID are only available for login authentication on supported Apple iOS devices. Fingerprint Login and Face Authentication are only available for login authentication on supported Android devices. These login authentication features require end-user registration at the device level.

Biometrics that meet Android’s strength requirements for Class 3, previously known as "Strong", can be used on supported Android devices. For more information, see Biometrics from Android's documentation.

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
Q2 recommends upgrading to the latest version of the Q2mobility app to ensure optimal functionality for your features and products.

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.

Note
Users must enroll in push notifications in the Q2mobility app and enable them on their mobile device to ensure optimal functionality for certain products and features. Some products and features may also require **Always on** location services to be 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.

The following table provides Android OS requirements for Q2mobility Apps:

Supported Android OS versions

Version	UUX 4.x
Android 13.x and later	Supported

Version	UUX 4.x
Android 12.*x*	Limited support
Android 11.*x*	Limited support
Android 10.*x*	Limited support

The following table provides Apple iOS requirements for Q2mobility Apps:

Supported iOS versions

Version	UUX 4.*x*
iOS 17.*x* and later	Supported
iOS 16.*x*	Limited support

The following table provides WatchOS requirements for Q2mobility Apps:

Supported WatchOS versions

Version	UUX 4.*x*
WatchOS 9.*x* and later	Supported
WatchOS 8.*x*	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:

Mobile connectivity requirements

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.