Central 1™

MemberDirect® Advisory: Browser support effective March 1, 2014

February 3, 2014

To: All *MemberDirect* Services clients

Central 1 reviews browser adoption metrics on a regular basis to ensure we support all popular browsers used by your customers. The following is an update to our browser support, effective March 1, 2014:

Internet Explorer (IE)

- Commence support for IE 11.0
- Continue to support IE 10.0
- Discontinue support for IE 9.0 and IE 8.0

Microsoft has discontinued support of Windows XP and Windows XP usage is now less than 10 per cent of all users. This is the threshold where Central 1 previously communicated it would cease support for IE 8.0 and Windows XP in *MemberDirect* Services.

It is expected that IE 8.0 and IE 9.0 will continue to function normally for some time, even though these will not be officially supported.

Please note: *MemberDirect* Services only supports standard mode for Internet Explorer. Compatibility mode must be turned off when using Internet Explorer and *MemberDirect* Services.

Firefox

- Commence support for Firefox 26.0 and 25.0
- Discontinue support for Firefox 22.0 and Firefox 21.0

Chrome

- Commence support for Chrome 32.0 and Chrome 31.0
- Discontinue support for Chrome 28.0 and 27.0

Safari

- Commence support for Safari 7.01 for Mac OSX
- Discontinue support for Safari 6.0.5 for Mac OSX

Public website browser requirements content

As new browsers are released, some issues may be found on browsers not specifically listed in this advisory.

If your financial institution is experiencing an issue with browsers developed after the date of this communication, please contact *MemberDirect* Support and Central 1 will assist in resolving the issue on a case-by-case basis.

Browser testing and *MemberDirect* Services

Central 1 reviews browser adoption metrics from Adobe® Analytics each January and July in a given calendar year and tests the two most recent versions of Internet Explorer, Firefox, Safari and Chrome that have reached five per cent adoption of all users at the time of review.

Central 1 will only test the operating system/browser combinations appearing in the table below when testing for *MemberDirect* Services.

Browsers	Windows 7	Mac OS X
IE 11.0	MD	
IE 10.0	MD	
Firefox 26.0	MD	
Firefox 25.0	MD	
Chrome 32.0	MD	
Chrome 31.0	MD	
Safari 7.01		MD
Safari 6.1		MD

Contact Information

Central 1 – MemberDirect Support
1.888.889.7878 Option 2, memberdirect_support@central1.com