

Online & Mobile Services System Requirements

Minimum Requirements for Online Account Access through a Personal Computer:

- Internet access
- Publicly released operating systems and browsers requirements can be found here: <https://browser-update.org/browsers.html>

Minimum Requirements for Online Account Access through a Mobile Device (includes SnapDeposit):

- **iOS Minimum Requirements:**
 - IOS App Version: 2023.5.0.7, Last Updated: 1-Aug-23
 - An iPhone, iPad, or iTouch device (phone or tablet)
 - Sufficient free memory space on the installing device
 - The latest Rave Financial Credit Union Mobile Banking app must be installed on the device
 - An active credit union account enrolled within Online Account Access
- **Android Minimum Requirements:**
 - Android App Version: 2023.05.00, Last Updated: 1-Aug-23
 - An Android device (phone or tablet)
 - Sufficient free memory space on the installing device
 - The latest Rave Financial Credit Union Mobile Banking app must be installed on the device

Minimum Requirements for Electronic Documents

The same requirements as stated above for Online Banking through a Personal Computer as well as the following:

- Any compatible PDF viewer (Adobe® Reader® can be downloaded here.)

If you are having difficulty accessing our online services or electronic documents and statements, please contact us at 409-892-1111 or 800-892-1111, visit us at Rave Video (available via desktop through [www.bankwithrave.com/Rave Video](http://www.bankwithrave.com/RaveVideo), on the AppStore or Google Play store), or emailing us at onlineservices@bankwithrave.com.

Please do not send confidential information, such as account numbers, in email. We will never use email to ask you to provide or verify personal or account information. Any email purportedly from us that requests your information or instructs you to click a link or open an attachment may be fraudulent and may put you at risk.

Rave Financial Credit Union recommends having up-to-date security patches on your operating system and installed software, and the latest browser to ensure maximum compatibility and safety while using online services.