

# PayDirect Support

## Supported Browsers & Operating Systems (Desktop, Mobile & Tablet)

Browser	Version	Notes
Windows EDGE	3.0	
Internet Explorer	IE11	<ul style="list-style-type: none"><li>• In January 2016 Microsoft discontinued support for Internet Explorer versions lower than IE11</li></ul>
Chrome	Current	<ul style="list-style-type: none"><li>• Chrome automatically updates whenever a new browser version is available</li><li>• Google ends security support for prior versions with the latest release</li></ul>
Firefox	Current	<ul style="list-style-type: none"><li>• Firefox requires a manual update by the end user</li><li>• Mozilla ends security support for prior versions with the latest release</li></ul>
Safari	Current & last previous	

Operating System	Version
Windows (Desktop & Mobile)	Current & last previous
Apple (Desktop & Mobile)	Current & last previous
Android (Mobile)	Current & last previous

### Additional Notes

- Versions: Older Browser or Operating System (OS) versions may continue to work with FIS PayDirect products.
  - ❖ FIS PayDirect does not support functionality on an older version that is not working correctly.
- Updates: Browser or OS updates to current versions is the responsibility of FIS clients & end users.
- Settings:
  - ❖ All browsers must have cookies and JavaScript enabled to use FIS PayDirect products.
  - ❖ Internet Explorer (IE) Browser must have Compatibility View disabled.
    - ❖ IE Browser with Compatibility View Enabled may continue to work with FIS PayDirect products.
    - ❖ FIS PayDirect does not support functionality on IE browser with Compatibility View Enabled.
- Support: FIS reserves the right to adjust any supported browsers & operating systems on an as needed basis.
  - ❖ This is determined by internal data analysis of FIS PayDirect products and external technology changes as they occur.