



SYNOVUS[®]

G A T E W A Y

System Requirements Guide

OVERVIEW.....	2
SYSTEM REQUIREMENTS.....	2
DISPLAY REQUIREMENTS.....	3
PDF READER REQUIREMENTS.....	3
BIOMETRICS REQUIREMENTS.....	3
BROWSER REQUIREMENTS.....	4
SYNOVUS GATEWAY MOBILE APP REQUIREMENTS.....	5

This document outlines the hardware and software requirements for versions 4.0 and later. Please follow these requirements to ensure a secure and optimal experience with Synovus Gateway.

Synovus Gateway system requirements

A computer with the following is required:

- Microsoft Windows 10 or Mac OS X 10.10 or later.
- 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.

Satellite connections often have difficulty supporting Hypertext Transfer Protocol Secure (HTTPS) applications. Since Synovus Gateway is HTTPS-encrypted for the safety of financial information, slower response times may be experienced on some satellite cable connections.

Display requirements

The Synovus Gateway user interface may be viewed using a desktop or laptop device without horizontal scrolling.

PDF Reader requirements

The most recent version of Adobe Reader available for desktop and mobile devices is recommended.

Biometrics requirements

End users can use Fingerprint Login, Touch ID, or Face ID to log in to the Synovus Gateway mobile app.

The Fingerprint Login feature is based on the fingerprint authentication introduced with Android M (Marshmallow). Some Samsung and Nexus phones do not support Android's API, even though they include the hardware on the phone. These devices are not supported by the Fingerprint Login feature.

Additionally, Samsung and Nexus provide functionality that allows the application to provide fingerprint Login.

Fingerprint Login is a free feature currently only available for login authentication on eligible Android devices. To use this feature, the following minimum requirements for operating system, hardware, and release requirements must be met:

- Samsung Galaxy S7 or later
- Google Nexus 7 or later
- Google Pixel first generation or later
- End-user registration with Fingerprint Login enabled on the mobile device

Touch ID and Face ID are only available for login authentication on supported Apple iOS devices and requires this feature be setup on the user's mobile device.

Browser requirements

Browser support is subject to change without notice, so we encourage that browsers be configured for automatic updates. Use the latest browser version for the most secure experience for Synovus Gateway.



Note: Compatibility mode and document mode settings in browsers are not supported. If configured, an Unsupported Browser page appears when attempting to log in through a browser with one of these modes set.

Any browsers not listed in the following table should be considered unsupported.

Browser	Windows	Mac OSX
Google Chrome (Current and previous two versions)	Recommended	Recommended
Mozilla Firefox (Current and Previous two versions)	Supported	Supported
Microsoft Edge (Current and previous version)	Supported	Unsupported
Apple Safari (Current and previous two versions)	Unsupported	Supported
Microsoft Internet Explorer 11 and later	Limited Support	Unsupported

Synovus Gateway Mobile App requirements

This section describes the operating systems, connection types, and camera resolutions that are compatible with the Synovus Gateway Mobile App*. Simply search "Synovus Gateway" to download the app from the Apple Store (for iOS devices) or Google Play (for Android devices).

**Note: The Synovus Gateway Mobile App requires your mobile service provider's data and/or text plan. Message and data rates may apply.*

Note the following details:

- A valid email address and telephone number are required.
- The app functions best when Location Services is enabled.

The following table provides Android requirements for Synovus Gateway Mobile Apps:

Version

Android 5.0 and later Supported

The following table provides Apple iOS requirements for Synovus Gateway Mobile Apps:

Version

iOS 15.0	Supported
iOS 14.0	Supported
iOS 13.0	Supported
iOS 12.0	Limited support



Note: Users on unsupported OS versions may still access Synovus Gateway through the mobile browser. The mobile browser may not offer all native app features.

The following table provides mobile connectivity requirements for Synovus Gateway Mobile Apps:

Connectivity	
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.

To deposit checks with mobile deposit using the Synovus Gateway Mobile App, a mobile device with a rear-facing camera with a resolution of at least 5 megapixels is required.



SYNOVUS®

synovus.com