



Version, Browser, and Device Support Policy

Version 4.01

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Document Revision History

Version	Date	Revision Notes
1.0		Initial publication
1.1	10.23.2019	Updated branding and formatting
1.2	11.21.2019	Added Note about yearly update
1.3	12.04.2019	Omitted section about AE 11 browser alerts
1.4	1.29.2020	Updated Android minimum OS to v6.0, dropping support for Android v5.0
1.5	2.25.2020	Updated typo in section 2
1.6	July 2020	Checked for accuracy and updated screenshots and links
1.7	10.21.2020	We no longer support IE 11 so it was taken off the supported browser list
1.8	3.12.2021	Updated to 2021 Copyright
1.9	6.18.2021	Updated as we no longer support Android 6.0, and iOS 11&12; added note that we do not support Android OS derivatives
1.10	07.07.2021	Removed note about not supporting Android OS derivatives
1.11	01.10.2022	Updated to 2022 Copyright
1.12	01.31.2022	Updated Section 2 to reflect Android v8.0 and above
1.13	08.19.2022	Updated the IOS and Android support setting
1.14	10.07.2022	Updated the Device Settings for IOS
1.15	05.05.2023	Updated copyright and branding
1.16	06.02.2023	Updated device support version
1.17	08.25.2023	Updated styles
1.18	09.15.2023	General minor updates
1.19	09.29.2023	Updated Device Support for Android and removed Author/Editor column in Revision History
2.0	01.30.2024	Updated Copyright and Format
3.0	05.31.2024	Updated style
4.0	08.01.2024	Changed title to Version, Browser, and Device Support Policy; added Alkami Version Support, and updated Device Support.

4.01	03.21.2025	Added specifics around what the minimum supported OS is for iOS and Android
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Section 1 - Introduction

This document is a Product Guide and is designed to provide you with essential information about Alkami's Digital Banking Platform and the supported versions of browsers and devices.

Section 2 - Overview

Alkami supports the latest two versions of supported browsers. This policy ensures that Alkami stays current with the latest browser releases without exerting an excessive amount of resources to test against prior versions.

This also ensures end users keep their browsers as secure as possible.

Section 3 - Support Policy

This section describes the support for browser versions, online digital banking versions, and mobile app versions.

Browser Support

The following table provides the support versions for each browser.

Browser	Supported Versions
Google Chrome	The latest two versions.
Firefox	The latest two versions.
Microsoft Edge	The latest two versions.
Safari	The latest two major versions or only the latest one version if it's over one year old.
Chrome for Android	The current device operating system browser.
Mobile Safari for iOS	The current device operating system browser.

Alkami Version Support

Clients need to stay current with desktop and mobile online banking versions. Alkami ends support for older desktop and mobile versions with each release. Supported versions are defined as the current version and the previous two versions, including major and minor versions.

For example, if the current desktop version is 2024.3 the supported versions are:

- 2024.3 (current)
- 2024.2.2
- 2024.2.1 (two versions earlier than current)

End users need to stay current with app updates to continue using the online banking mobile app. Alkami deprecates older versions with each major release. Supported versions are defined as the current version back through to the previous major version, including all associated minor and patch versions.

For example, if the current app version is 4014.0.0 the supported versions are:

- 4014.0.0 (current version)
- 4013.2.0
- 4013.1.0
- 4013.0.0 (last major version)

Browser Support Alert

A dialog automatically opens if the end user is attempting to access the Alkami Platform or the mobile app through an unsupported browser. This Browser Support Alert accommodates multiple browser versions and doesn't alert end users based on earlier lists of official supported browsers.

The supported browser alert logic is more lenient than the official supported browser list because:

- Some browsers release a new version every other month. Alkami acknowledges that some end users might not automatically update their browsers every month and don't want to be alerted every time they log in. As a compromise, the unsupported browser alert only appears for end users who have not updated their browsers in over three months.
- The alert is meant to warn end users using an unsafe or completely unsupported browser. Although Alkami doesn't test against unsupported versions, the application functions properly for 99% of end users who have updated their browsers in the last 18 months.

Device Support

Alkami supports Microsoft Windows and Apple macOS computing platforms as well as Android and iOS mobile platforms.

You can use Alkami mobile apps on platforms with current and supported OS versions, as described in the following table. End users without a supported device and OS version can access Alkami's Digital Banking through their browser.

Platform	OS Supported Versions
Windows	Versions that are supported by Microsoft, with end users using a supported browser .
macOS	Versions that are supported by Apple, with end users using a supported browser .

Platform	OS Supported Versions
Android	Android 12 or higher.
iOS	iOS 15 or higher.

Alkami removes specific devices from app store support to maintain the integrity of the user experience on the mobile app. This removal is an exception to the device support conditions and is only done as a last resort after extensive troubleshooting and research. Exceptions are considered only for devices with low end user adoption.

Resources

Resources are links to Alkami product guides and any other resources related to the topic of this product guide.

- N/A

Sales Inquiries

Email: sales@alkami.com

General Inquiries

Email: info@alkami.com

Social Media

 [LinkedIn](#)

 [Twitter](#)

 [Facebook](#)

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Feedback

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To ensure that your feedback is adequately addressed, include:

- Document name and version
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To discuss enhancements or defects in Alkami's Platform, contact your Client Success Manager.