

NEW Mobile Banking Requirements

- **Supported**..... Compatible with Northwest Mobile Banking
- **Limited Support**..... Supports the general functionality of Northwest Mobile Banking

Mobile Banking Requirements	Android	Apple iOS
Operating System (OS)	12.x or Higher ●	iOS 17.x or Higher ●
Connectivity / Mobile Network	5G ●	
	4G LTE ●	
	Wi-Fi ●	
Rear-Facing Camera Resolution	5 Megapixels or More ●	

Recommendations and known issues:

- Users must have a valid email address and telephone number.
- Northwest Mobile Banking works best when the GPS or native mapping app (also called Location Services) is enabled. Devices that do not have Location Services or native mapping applications do not support branch/ATM location functionality.
- For the most secure, consistent experience on mobile devices and tablets*, use mobile app instead of browser.
- Users must be in mobile banking app for mobile deposit; devices that do not have a rear-facing camera do not support mobile deposit.
- Fingerprint Login is currently only available for login authentication on eligible Android devices. It is a free feature, pending the following operating system, hardware, and release requirements: Samsung Galaxy S7 or later, Nexus 7 or later, Google Pixel first generation or later. End-user registration with Fingerprint at the device level.
- Touch ID and Face ID are only available for login authentication on supported Apple iOS devices and requires end-user registration of the feature at the device level.
- End users on unsupported OS versions may still access online banking via the mobile browser. Mobile browser access is minimally supported and does not offer native app features, such as Mobile Remote Deposit Capture (mRDC) and Fingerprint Login.
- Any mobile OS not listed in the above table should be considered unsupported by Northwest Mobile Banking.

* The Northwest Bank mobile application is not compatible with Apple iPads