

FAQ

Required Mobile Update



What is happening?

Starting this month our online banking provider will stop supporting any mobile app version older than 4000.0.0. This will require users on any previous version to update their app via the Google Play or iOS App Store.

Why are older versions being deprecated?

App versions older than 4000.0.0 pose a security risk to users and will no longer be supported.

Does this impact all end users?

No, this only impacts end users who are still on a version older than 4000.0 (for example, 3020.1.0).

What happens if a user cannot, or will not, take the update?

Any user that is unable or does not want to upgrade **will be able to log in to the mobile website version of our digital banking system via their mobile browser.**

If a user's device does not support the newer version of the mobile app, they may need to upgrade to a new mobile device to access online banking through the iOS and Android apps.

Our online banking provider supports the current and last two major versions for both Android and iOS. As of November 2023, the provider supports iOS 15, iOS 16, iOS 17, Android 12, Android 13, and Android 14.

What will a users experience be?

After the deprecation, any mobile app user who is on a version below 4000.0.0 (for example, 3020.1.0) will see the message below and be directed to the app store to update to the latest version.

"Update Required: there is a new app version available. In order to continue using this app you must update."

It will look like this in their mobile app >

Prior to this update, can end users update the apps on their own?

Yes! Users can simply search for Charter Oak Federal Credit Union in the App Store (iPhone users) or Google Play Store (Android users) and follow the normal prompts for updating their apps.

What does this mean for your mobile app?

There are no changes to the functionality of the mobile app or the releases moving forward.

