

Cincinnati Police

FEDERAL CREDIT UNION

Android Phone Mobile Banking Issue

If you receive the following errors on a newer Android device:

"Security warning: certificate not from a trusted authority" warning, followed by a "Data connectivity problem" and your mobile device then gives a "webpage cannot be displayed."

There is an issue with the default Android browser which is a mix of two things:

- 1) The default CA Certificates pre-loaded into the browser do not include some major known trusted issuers (COPFCU is not the only site where this may occur)
- 2) The Certificates of a certain encryption are not supported (i.e 2048bit SHA/RSA)

Until you receive the Android update that resolves the issues above (always check with your carrier for the latest updates), you can access both the mobile and full site through an alternate browser app available on the Android market for free. While not endorsing a particular browser or app, testing has confirmed the following browser does allow access to both sites:

Opera Mobile Browser.

Please check with your carrier for more details.