eVault Client Portal Technology Assistance

Your personal eVault Client Portal is a window to view documents and applicable account information. Our Valley National Team is happy to assist you with questions about navigating your portal, about posting and retrieving documents, and about resetting your password or other access issues. When it comes to your personal technology, we have collected some resources here for your convenience.

Technical Requirements – Internet Browsers to View Your Portal

Platform	Supported Operating System Version	Supported Browsers
Windows	7+	Internet Explorer 11, Edge, Chrome and Firefox
OS X/Mac OS	Most Current	Safari 9.1.2 or later
iOS	Most Current	Safari 9.1.2 or later (iPad only)

Apple Users
Clients using Apple devices should use the links below to determine if they are running the latest versions of the macOS (Operating System) and the Safari Web Browser, included on Apple products.

The latest available version of macOS (Operating System) - https://support.apple.com/macos

How to update the macOS software on your Mac - https://support.apple.com/en-us/ht201541

Get the latest version of Safari for your Mac - https://support.apple.com/en-us/HT204416

Contact Apple Support - https://getsupport.apple.com

PC Users
Clients using Windows systems should use the link below to determine if they are running the latest version of Internet Explorer - for Windows 7, Windows 8.1 or Windows 10.

IE Downloads - https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads

Any Users
Clients using Google Chrome or Mozilla Firefox as their web browser can use the links below to determine if they are running the latest versions.

Google Chrome - https://support.google.com/chrome/answer/95414?hl=en&ref_topic=7438008

Mozilla Firefox - https://support.mozilla.org/en-US/kb/update-firefox-latest-version