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requested chapter.



## INTRODUCTION

### WHAT IS THE TRUSTEER?

- ▶ Trusteer Rapport is an add-on for internet browser
- ▶ Trusteer Rapport is an additional layer of security to any antivirus or security software you already use (so it cannot be used as replacement for antivirus software) and it protects you against financial malware (phishing, identity stealing, stealing of password and other sensitive data) and against other unknown threats.
- ▶ Trusteer Rapport is a special and effective tool which protects you against phishing attacks, stealing password attempts, etc.

### HOW DOES THE TRUSTEER RAPPORT WORK?

Trusteer Rapport automatically protects allowed and trusted websites (Komerční banka is already on the list of trusted sites).

When you connect to a protected website, Trusteer Rapport locks down communication between your computer and the protected website. This prevents criminals from hijacking your online connection with the bank and from using malware to steal your log-in data. Trusteer Rapport also detects malware and promptly reacts to disable possible threats.

### HOW DO YOU RECOGNIZE YOU ARE PROTECTED?

After the installation of Trusteer Rapport and connecting to MojeBanka web page you will notice a Trusteer's icon in the address bar of internet browser. If there is a **GREEN ICON** = you are protected and everything is working well.



### WHERE TO FIND MORE INFORMATION?

- ▶ Website of Komerční banka – [TRUSTEER section](#)
- ▶ Web page about [general security](#)
- ▶ [official website](#) of Trusteer [including FAQ](#)
- ▶ [video help guide](#) for Trusteer

### SYSTEM REQUIREMENTS = SUPPORTED OPERATING SYSTEMS AND BROWSERS

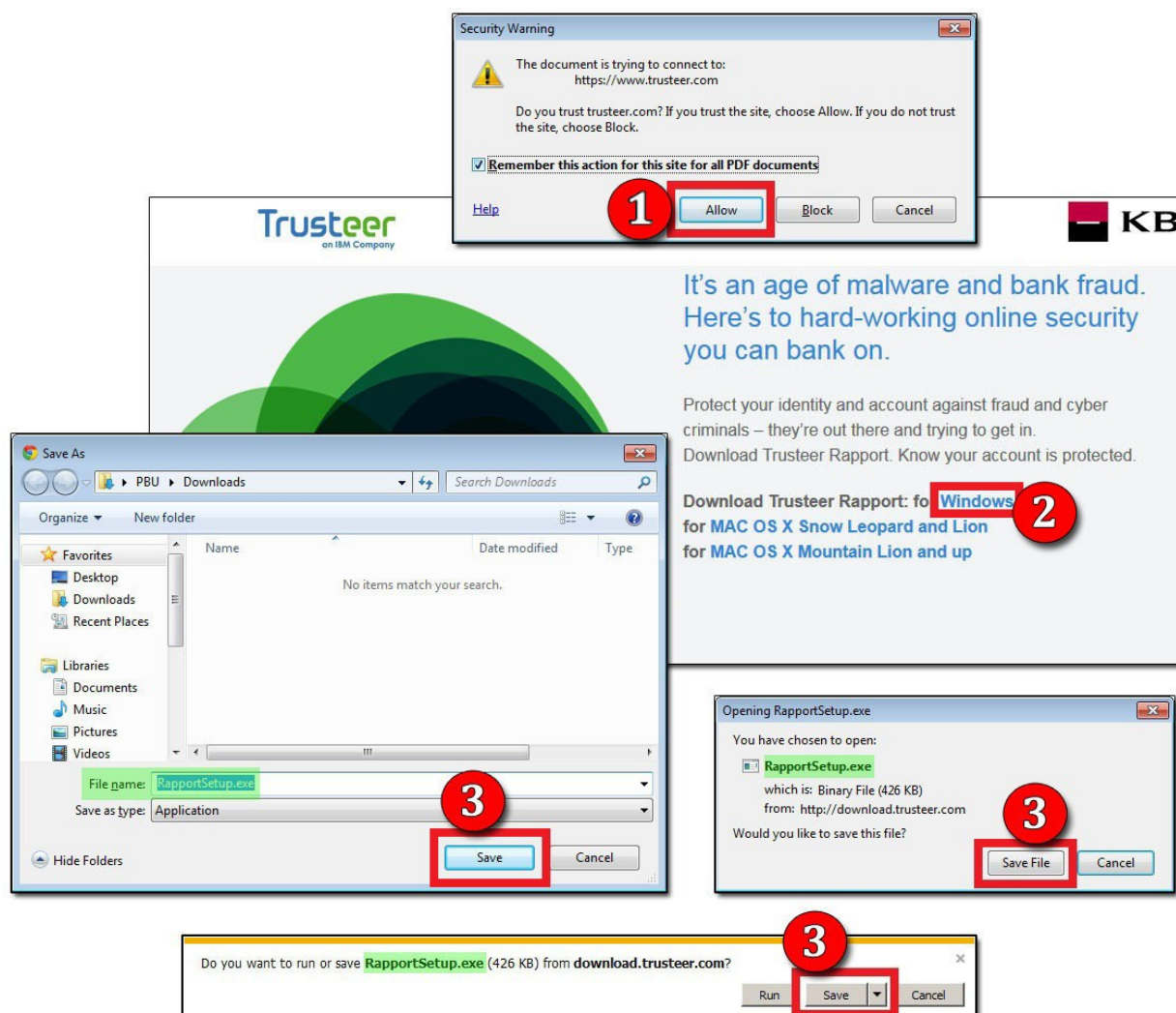
Windows XP SP3 or MacOS X 10.8. and higher – [complete specification](#)

## INSTALLATION FILE DOWNLOAD

1. click on [this link](#) and security warning window please select „Allow” in case of security warning window please select „Allow”
2. select **Windows**
3. select **Save** or **Save file**. If you did not select your own location the download file will be found in one of these folders:

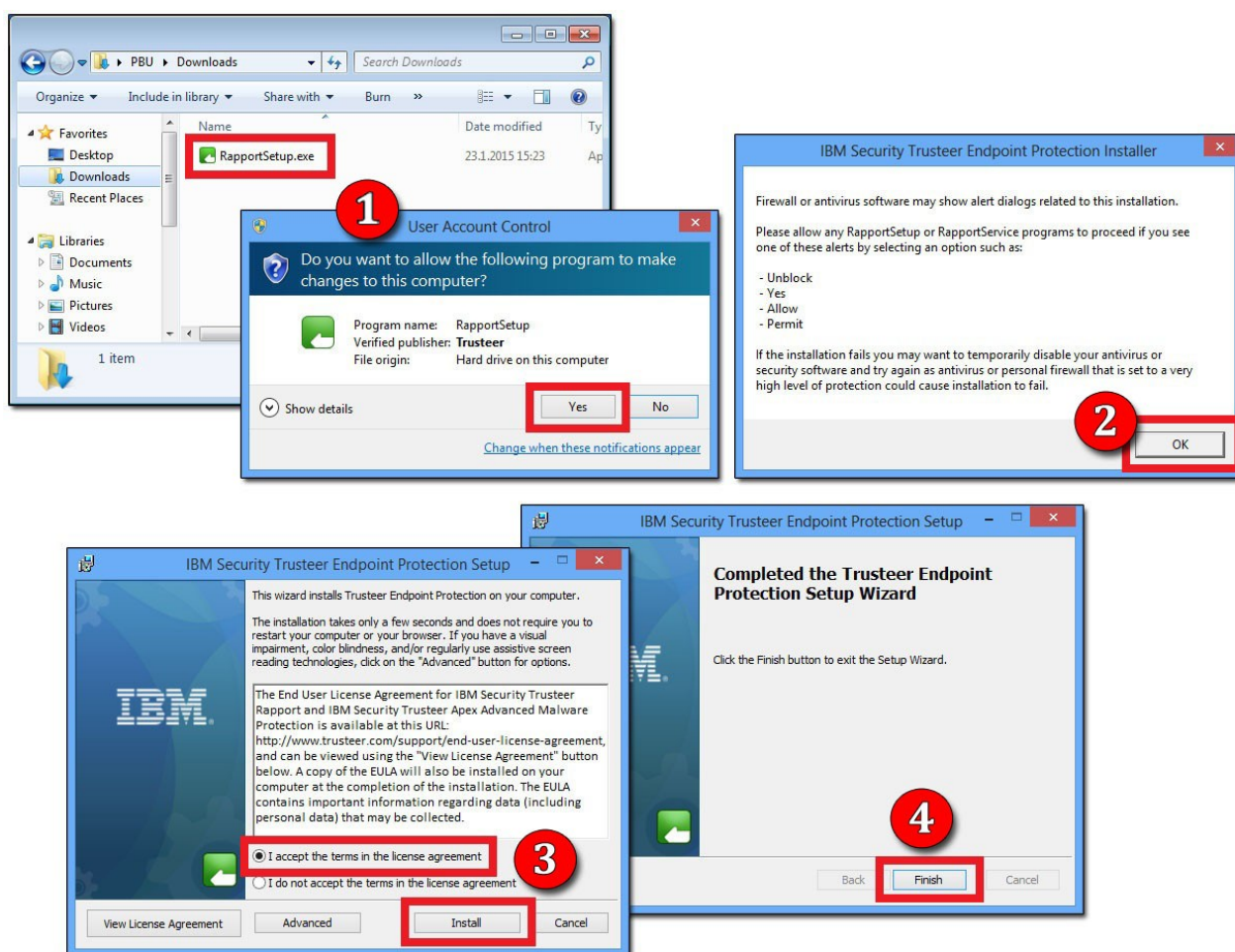
Windows Vista and higher: C:\Users\“Username”\Downloads\

Windows XP: C:\Documents and settings\“Username”\My Documents\Downloads\



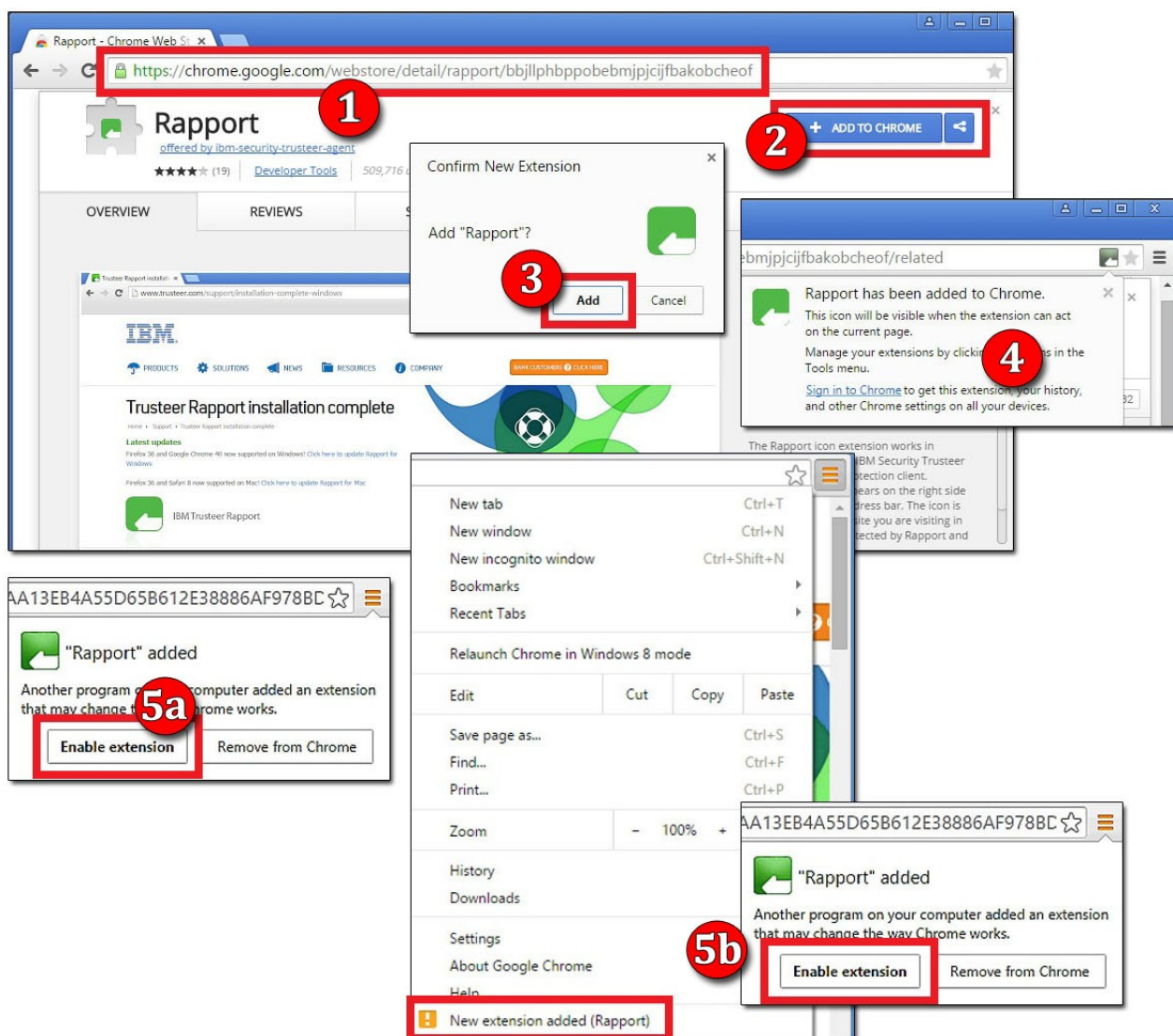
## INSTALLATION

1. close all running programs, including the internet browser and run the file **RapportSetup.exe**. If the „User account control“ mode is enabled please select option „YES“
2. The next screen is related to possible security windows and warning messages. All these messages have to be confirmed in positive way (Yes, Allow, Unblock, etc.). Screen itself has to be confirmed with **OK button**. Please wait until the download of additional information is completed
3. Confirm **I accept the terms in the licence agreement** and click on **Install**
4. At the end of installation please click on **Finish** and restart your computer



## GOOGLE CHROME – EXTENSION INSTALLATION

1. go to website:  
<https://chrome.google.com/webstore/detail/rapport/bbjllphbpbpobebmjpjciyfbakobcheof>  
if the Google Chrome browser is not set as default, copy the link above and paste it directly into the address bar
2. click **Add to Chrome**
3. confirm with button **Add**
4. once the addition is finished notification message will be displayed
5. to finish the installation click **Enable extension**
6. as a last step please restart Google Chrome





## TRUSTEER RAPPORT AND WARNING WINDOWS

Trusteer Rapport will protect you against different malware threats so it is possible that security warnings like on the screens below will be opened. All these messages are warnings to pay an attention because of possible sensitive data are being entered. If you are visiting the page you are trusting on you can confirm warning window and continue with your work. Below you will find some examples:

1. On pages which we have set as protected (i.e. internetbanking) the possibility of making the screenshot is blocked. If you try to create the screenshot on protected page, there will be Trusteer warning window asking you if you want to allow this operation.



2. In case of entering passwords on unsecured websites (website's address is not using secured protocol: „HTTP<sup>S</sup>„)



3. In case of entering payment card's number:





## HOW TO SET THE PROTECTION FOR OTHER WEBSITES

You can set the protection for other secured internet websites, ie. websites whose address begins with: „**https://**” ie. <https://www.seznam.cz/> or <https://www.facebook.com/>

Example:

1. We are on a secured page (address begins with https://). In example we are on: [https://www.seznam.cz](https://www.seznam.cz/)
2. Page is not protected and Trusteer's icon is GREY
3. Click on GREY icon and in a blue warning window choose „**Protect this website**”
4. Trusteer's icon will change to green color = page is protected



## ADDITIONAL INFORMATION FOR CORPORATE ENVIRONMENT AND IT ADMINISTRATORS

Generally the installation in the network environment could be performed in the same way like on the stand-alone computer. Nevertheless, there may be specific requirements or demands for IT rights that a standard user does not have or is not aware of.

### BASIC SUGGESTIONS

- We recommend the installation of Trusteer Rapport from IBM in corporate's environment to all end-point stations (desktop stations, notebooks, etc.)
- Decision about installing Trusteer Rapport has to be done by corporate's IT Administrator
- We recommend to visit the [page for corporate's support](#)
- We also recommend to check [detailed instructions](#) for installation in corporate's environment
- In case of any difficulties or installation troubles please [contact Trusteer's technical support](#)

### CONTACT DETAILS FOR TRUSTEER RAPPORT'S TECHNICAL SUPPORT

- request for technical support via [web form](#)



Full installation (offline installation) of Trusteer Rapport is available here:

Windows (32bit) - <https://download.trusteer.com/4kt6IYt5e/RapportSetup-Full.exe>  
Windows (64bit) - [https://download.trusteer.com/4kt6IYt5e/RapportSetup-Full\\_x64.exe](https://download.trusteer.com/4kt6IYt5e/RapportSetup-Full_x64.exe)