

IBM® Security Trusteer Rapport™ - General Information

What is Trusteer Rapport?

Rapport is required security software for desktop and laptop devices that access Webster Web-Link®. When Rapport and the applicable browser extensions are installed, websites belonging to organizations that have partnered with IBM to make Rapport available to their customers are automatically protected. It is not an anti-virus solution. Instead, it targets financial malware and complements anti-virus solutions you should have running on all devices. Rapport does not target other forms of malware, such as ransomware. For a full list of what Trusteer Rapport protects against, visit <https://www.ibm.com/products/phishing-and-malware-protection>

How Does it Work?

Rapport works behind the scenes to provide some of the highest-level security available. When you connect to Web-Link, Rapport provides three main features to make it difficult for criminals to target your computer:

1. It verifies that you are really connected to the genuine website as opposed to a fake website created by criminals.
2. Once verification is complete, Rapport locks down communication between your computer and the protected website. This prevents criminals from hijacking your online connection with the bank.
3. It protects your computer and internet connection by creating a tunnel for safe communication, preventing criminals from using malware to steal your log-in data and tamper with financial transactions or sensitive information exchanges.

To benefit from similar levels of protection, you can also manually apply Rapport's protection to other websites that you use to log-in and exchange sensitive information, such as personal financial information or sensitive data. This is available after installation, and directly from the Rapport dashboard.

Keys to Successful Installation and Ongoing Access:

1. **Check your computer's compatibility with Rapport** – Starting and staying compatible with Rapport is critically important. If not, it can lead to an unprotected login. The primary reasons installations fail are:
 - **Your computer's Operating System (OS)**
 - **Browser used or browser ex**
 - **Anti-virus (AV) solution installed**
2. **Make sure the right type of user is executing the Rapport software** – Webster Bank requires that Rapport be installed by users with Administrative (Admin) rights. This is the best way to ensure that every user within your organization is properly protected. Treasury & Payment Solutions IBM Security Trusteer Rapport (Rapport) - General Information.
3. **Restart your computer when prompted** – Doing so every time you are prompted ensures that software and system updates, browser extensions related to security, are properly completed. Turning off your computer at the end of the day is another way to help keep your device "healthy" and clutter free.
4. **Ensure browser extensions are installed AND enabled** - For Google Chrome, Mozilla Firefox, Microsoft Edge or Safari users, browser extensions are required when accessing Web-Link. The Rapport browser extension is a component that completes Rapport's functionality and provides you with full protection while browsing. When an extension is not installed, or if it is installed but disabled, the browser on Web-Link login will not be protected by Rapport, as is required per the Web-Link Terms of Service.

For comprehensive extension installation instructions, visit https://www.ibm.com/support/trusteer?lc=en_US

Want to learn more about Rapport?

For more general information about Rapport, visit: <https://www.ibm.com/products/phishing-and-malware-protection>

For comprehensive Technical Support and to access related information in IBM's FAQs, Manuals and Videos, visit:

<http://www.trusteer.com/support>