

## Trusteer Rapport Quick Start Guide

The Trusteer Rapport Console is a portal to various Trusteer Rapport features and information.

- **To open the Trusteer Rapport Console:** Click the Trusteer Rapport icon (  ) in the system tray. The Trusteer Rapport Console appears.

### Product Settings

By default, the Trusteer Rapport product settings have been configured for you. It is strongly recommended that you do not modify these settings. Any modification may reduce the effectiveness of Trusteer Rapport.

### Weekly Activity Report

Trusteer Rapport's protection mechanisms are triggered by several different types of events. Some of those events are legitimate events that resemble events caused by malware. Other events may be initiated by malware residing on your computer. Each event is counted and recorded in an activity report that you can view whenever you want. The report shows the activity in the last seven days. You can reset the counting or stop the counting and enable or disable a dialog box that appears on your screen at the beginning of each week and offers to show you the weekly activity report.

The weekly Activity Report shows you how many events triggered each of Trusteer Rapport's protection mechanisms over the last seven days. This report is for your information only. No action is necessary, as Trusteer Rapport blocks all security events that may lead to a data breach. The Activity Report is displayed automatically 12 hours after installing Trusteer Rapport.

The fact that the Activity Report includes events does not mean that you have malware on your desktop or that you visited fraudulent websites. It does mean that some software or websites which you visited violated the security policy set by your protected website owners or by Trusteer. For example, you may have software which tried to take a screenshot of your bank statement or software which tried to read information that you were typing into your online banking website. This policy violation caused Trusteer Rapport to block the software from reaching the sensitive information.

### To view the Weekly Activity Report at any time:

1. Open the Trusteer Rapport Console.
2. In the **Weekly Activity Report** area of the dashboard, click **Full Report**. The Weekly Activity Report appears.  
*The report displays eight counters for eight categories of events. The categories of the activity report list different event types that Rapport encountered and mitigated while you were browsing the Internet.*
3. Click each counter name to see a description of the security event that it counts and a list of the events in this category that were counted.

### Trusted Websites

Trusteer Rapport provides information about which websites and passwords are protected in the Trusteer Rapport Console and enables you to remove websites and passwords.

## There are two categories of protected websites:

### 1. Trusted Partner Websites.

These are websites owned by Trusteer's partners. Trusted partners work directly with Trusteer to provide the best security policy for their applications. When you access a partner website, you are automatically protected. You cannot remove Trusteer Rapport's protection from these websites. The number of protected partner sites does not place any burden on your system.

### 2. Websites you manually added.

These are websites that you added yourself because you wanted to benefit from Trusteer Rapport's protection when you connect to these sites. There is no limit to the number of websites you can protect. Midwest BankCentre recommends you activate Trusteer Rapport protection on all additional websites with which you exchange private and personal information or any type of sensitive information.

## Protecting Additional Websites:

### To protect an additional website:

1. Browse to the website you want to protect. If Trusteer Rapport is not yet enabled to protect this website, the Trusteer Rapport icon in the address bar is gray.
2. Click the gray Trusteer Rapport icon in the address bar. A dropdown dialog box appears.
3. In the drop down dialog box, click **Protect this Website**. The Trusteer Rapport icon on the address bar turns green, indicating that this website is now protected by Trusteer Rapport.

### Help and Support:

If Trusteer Rapport is installed on your computer and you do not have a connectivity problem, you can start by reporting your problem from the Trusteer Rapport Console. When you report a problem from the Trusteer Rapport Console, Trusteer Rapport sends a support request to Trusteer with your problem report and important log files that help Trusteer solve your problem. You can also find FAQ's and User Guides under this option.

1. Click **Report a problem**. The Report a Problem tab appears.
2. In the **Name** field, optionally enter your name.
3. In the **Email** field, enter your email address. Trusteer will use this address to send you a solution to your problem.
4. In the **Problem description** field, enter a full description of the problem. Include as many details as you can.
5. Click **Submit**. The following message appears at the bottom right of your screen while Trusteer Rapport sends your problem report.

When the report is sent, a message appears to confirm that the report was sent.

A Trusteer representative will contact you via email to help you with the issue.