

Frequently Asked Questions on IBM® Security Trusteer Rapport™

IBM Security Trusteer Rapport is offered by IBM. IBM is responsible for the accessibility of its products. To contact IBM with accessibility questions about their product please visit Trusteer Rapport support (<http://trusteer.com/support>)

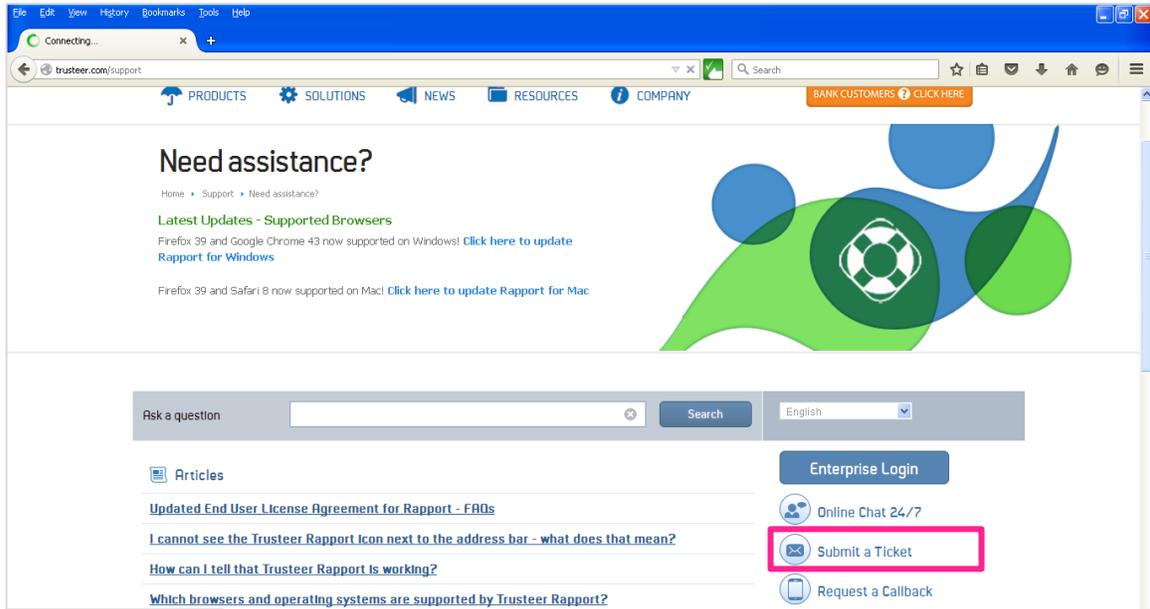
Who can I refer to if I encounter an installation problem?

Please access IBM Security Trusteer Rapport support portal at: <http://trusteer.com/support> to contact IBM for installation problem in any of these ways:

- [Online Chat 24/7](#)
- [Submit a Ticket](#)
- [Request a Callback](#)

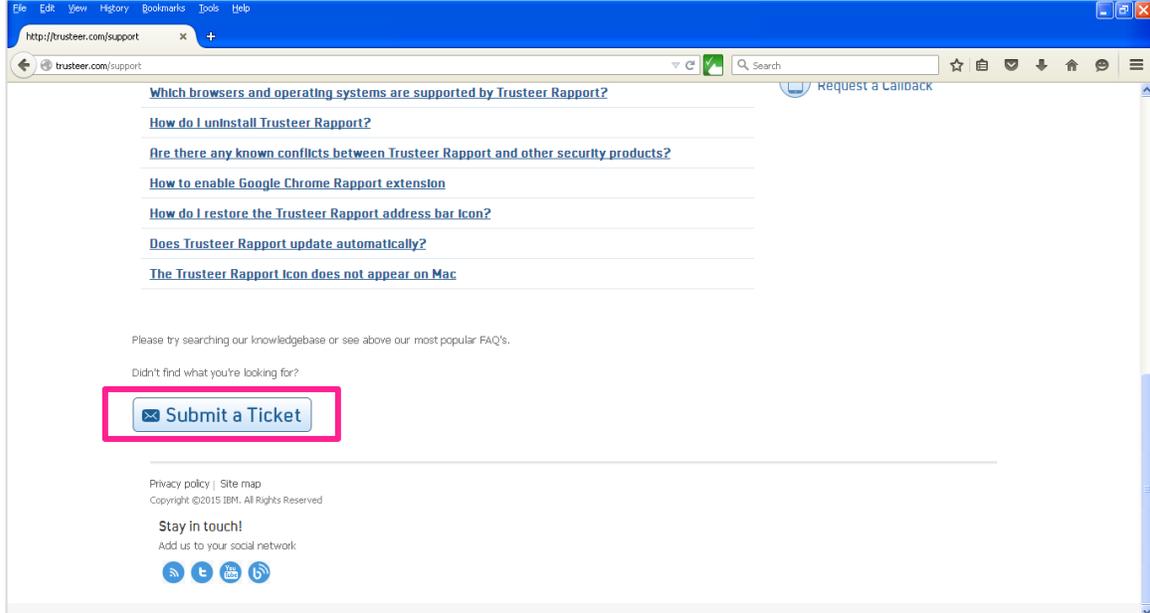
How to 'Submit a Ticket'

1. Click on 'Submit a ticket' option on the right hand column of the page

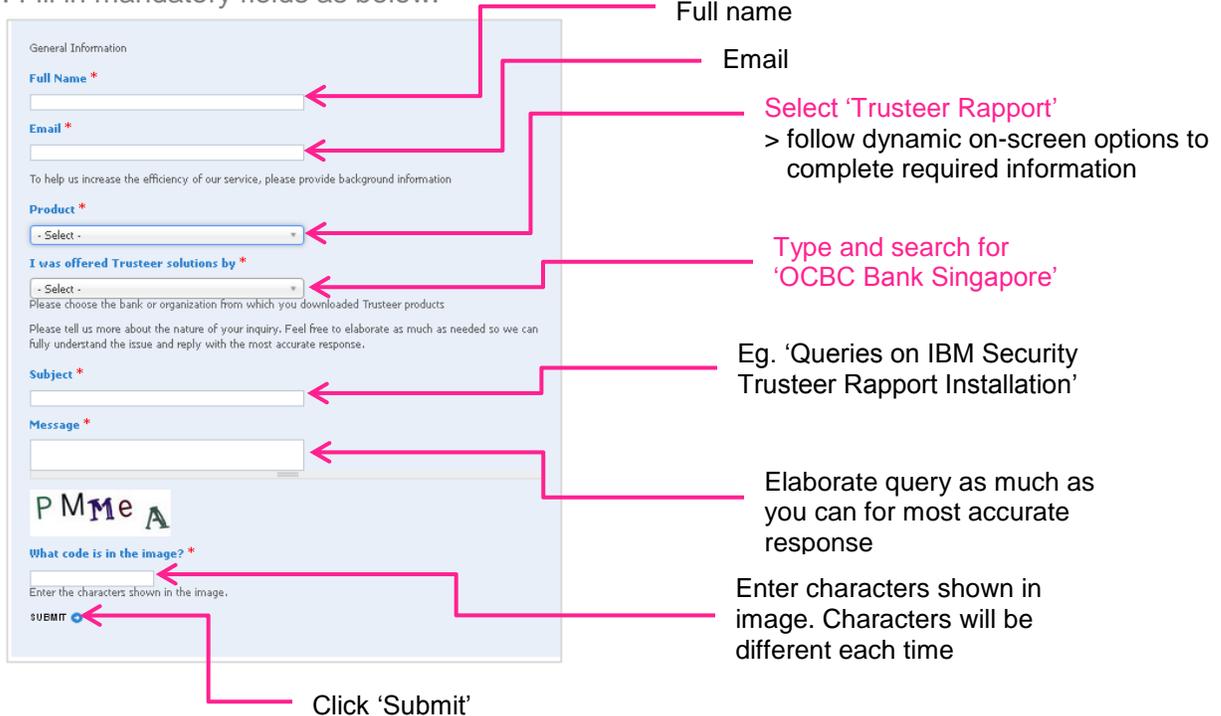


The screenshot shows a web browser window displaying the Trusteer Rapport support portal. The page title is "Need assistance?". Below the title, there are links for "Latest Updates - Supported Browsers" and "Request a Callback". The main content area features a search bar with the text "Ask a question" and a "Search" button. To the right of the search bar, there is a language dropdown menu set to "English". Below the search bar, there is a list of articles under the heading "Articles". The "Submit a Ticket" option is highlighted with a red box. Other options include "Enterprise Login", "Online Chat 24/7", and "Request a Callback".

2. Click on 'Submit a Ticket' at the bottom of the page



3. Fill in mandatory fields as below:



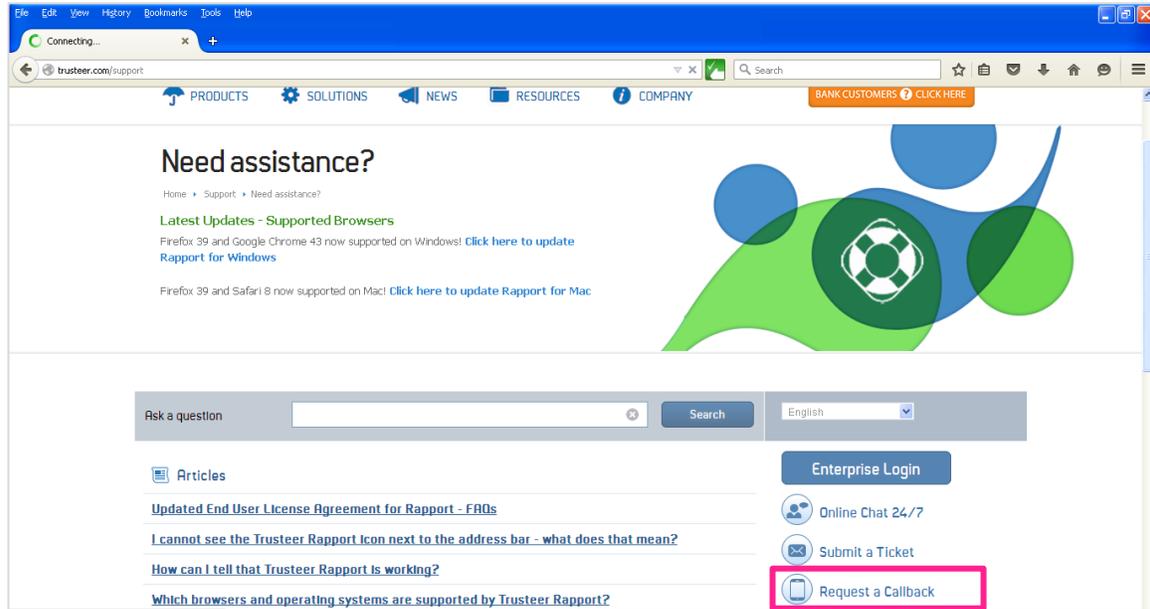
The form is titled "General Information" and contains the following fields and annotations:

- Full Name ***: An annotation points to this field with the text "Full name".
- Email ***: An annotation points to this field with the text "Email".
- Product ***: A dropdown menu with "- Select -" selected. An annotation points to it with the text "Select 'Trusteer Rapport' > follow dynamic on-screen options to complete required information".
- I was offered Trusteer solutions by ***: A dropdown menu with "- Select -" selected. An annotation points to it with the text "Type and search for 'OCBC Bank Singapore'".
- Subject ***: A text input field. An annotation points to it with the text "Eg. 'Queries on IBM Security Trusteer Rapport Installation'".
- Message ***: A large text area for the query. An annotation points to it with the text "Elaborate query as much as you can for most accurate response".
- What code is in the image? ***: A CAPTCHA field with an image showing the characters "P M M e A". An annotation points to it with the text "Enter characters shown in image. Characters will be different each time".
- Submit**: A button at the bottom left of the form. An annotation points to it with the text "Click 'Submit'".

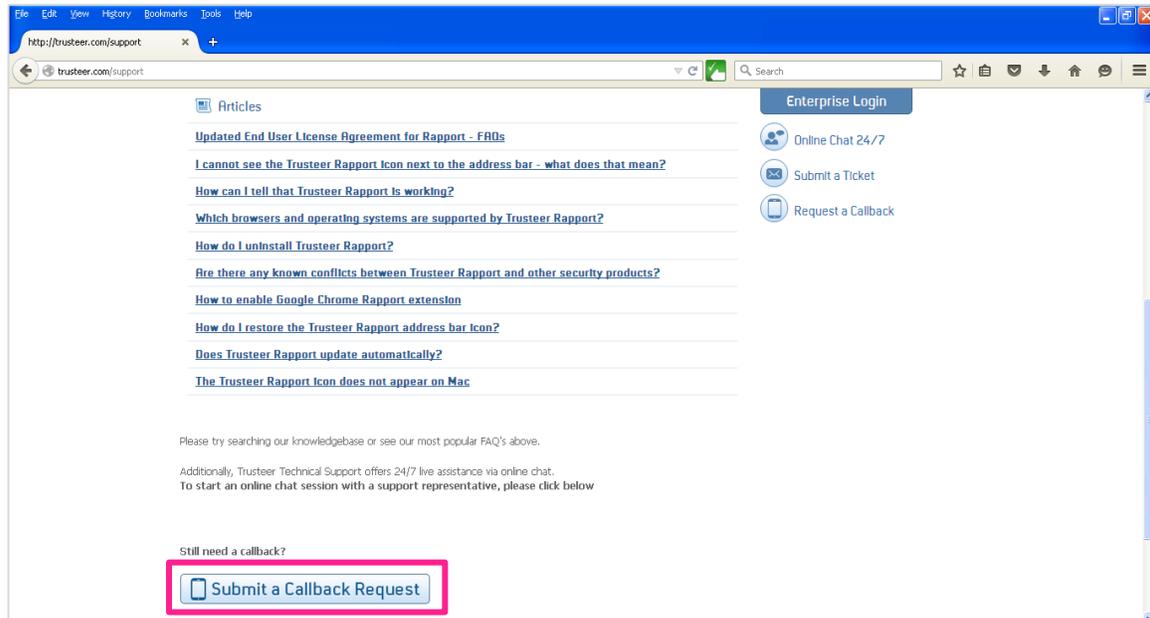
Customer will receive auto email (only for 'Submit a Ticket' option) confirming the case is open including case number. Case number to be included in all correspondence with IBM support.

How to 'Request a Callback'

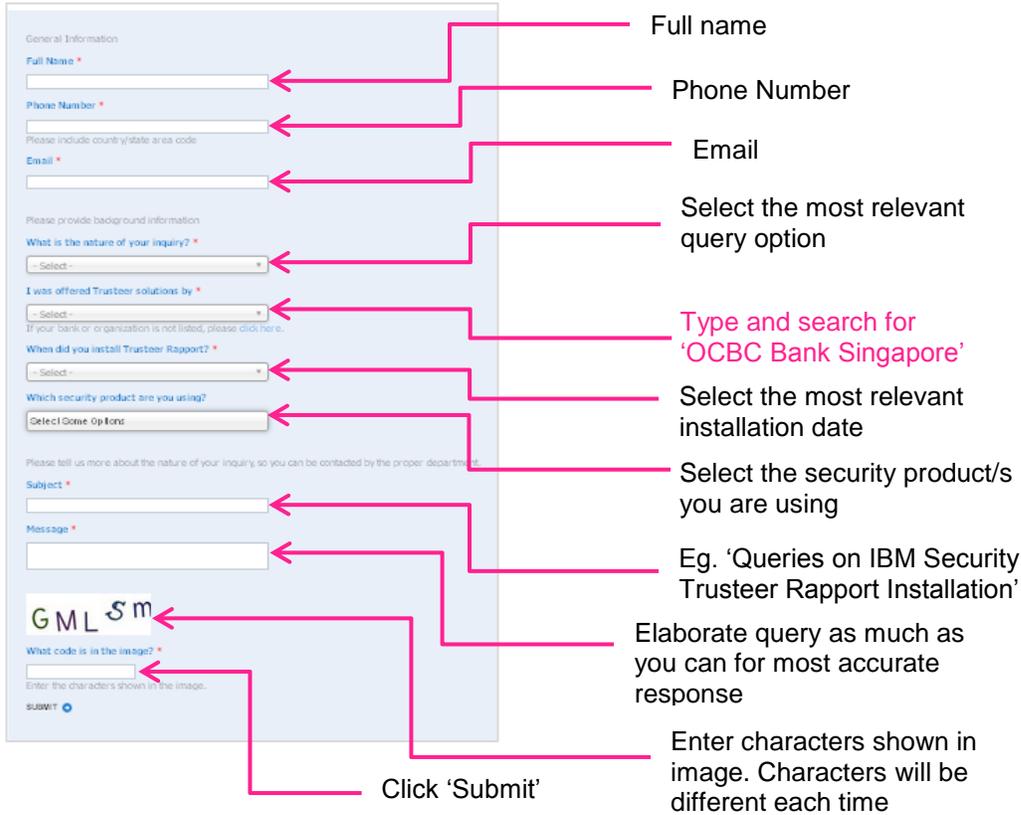
1. Click on 'Request a Callback' option on the right hand column of the page



2. Click on 'Request a Callback' at the bottom of the page



3. Fill in mandatory fields as below:



The image shows a screenshot of a support form with various fields and dropdown menus. Red arrows point from text labels on the right to the corresponding fields in the form. The labels include: 'Full name', 'Phone Number', 'Email', 'Select the most relevant query option', 'Type and search for 'OCBC Bank Singapore'', 'Select the most relevant installation date', 'Select the security product/s you are using', 'Eg. 'Queries on IBM Security Trusteer Rapport Installation'', 'Elaborate query as much as you can for most accurate response', and 'Enter characters shown in image. Characters will be different each time'. A 'SUBMIT' button is also indicated with an arrow.

What are the supported platforms?

<https://www.trusteer.com/support/supported-platforms>

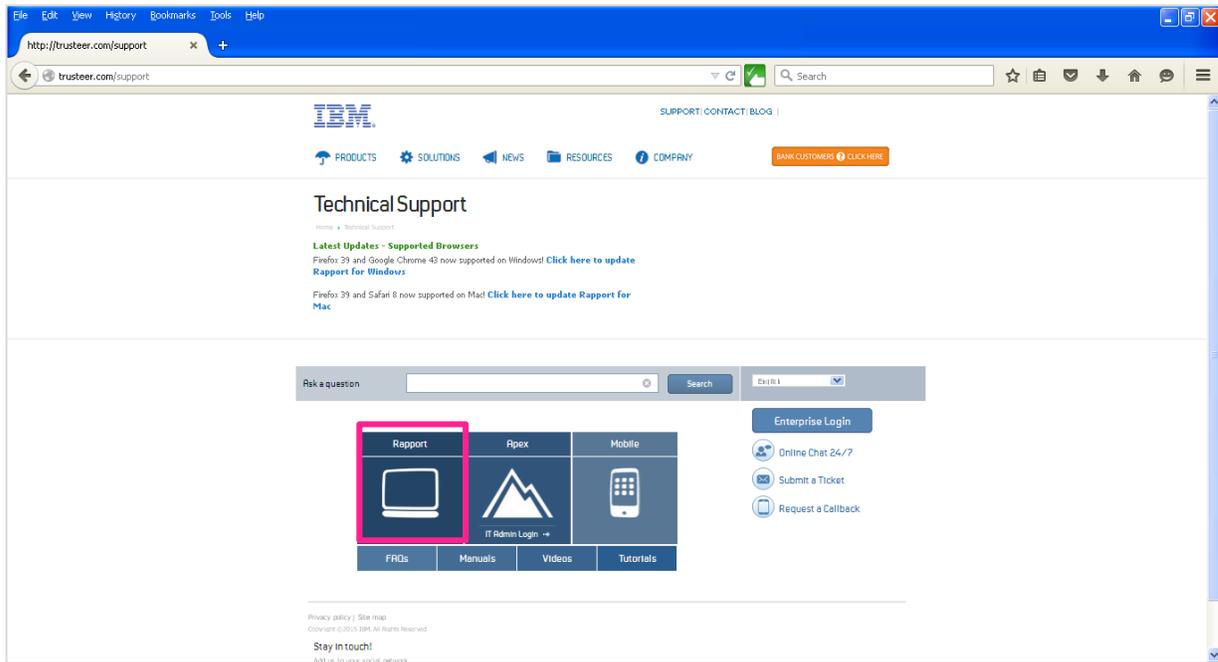
What are the system requirements?

<https://www.trusteer.com/support/system-requirements>

Where can I refer to for other types of queries?

Please access IBM Security Trusteer Rapport support portal at:
<http://trusteer.com/support> → click on desktop computer icon under 'Rapport' category.

Information pertaining to 'Trusteer Rapport' will be relevant to you.



The screenshot shows the IBM Trusteer Rapport support portal. The browser address bar displays <http://trusteer.com/support>. The page features the IBM logo and navigation links for PRODUCTS, SOLUTIONS, NEWS, RESOURCES, and COMPANY. A prominent "BANK CUSTOMERS" button with a "CLICK HERE" link is visible. The main heading is "Technical Support". Below this, there are "Latest Updates - Supported Browsers" for Firefox 39 and Google Chrome 43 on Windows, and Firefox 39 and Safari 8 on Mac. A search bar is present with the text "Ask a question". A grid of service categories includes "Rapport" (highlighted with a pink box), "Apex", "Mobile", "FRQs", "Manuals", "Videos", and "Tutorials". An "IT Admin Login" link is also present. On the right side, there are links for "Enterprise Login", "Online Chat 24/7", "Submit a Ticket", and "Request a Callback". The footer contains "Privacy policy | Site map", "Copyright © 2015 IBM. All Rights Reserved.", and "Stay in touch!" with a link to ibm.co.uk/social-network.