

Trusteer Rapport Security

Frequently Asked Questions

Why do I need Trusteer Rapport?

Rapport's protection is based on a revolutionary technology that is entirely different from the technologies used by other desktop security solutions. Rapport protects your username, password, and other sensitive login information and prevents malware and fraudulent websites from stealing this information. Rapport also protects your communication and prevents malware from tampering with your transaction (for example, transferring money from your bank account to the attacker's bank account.) If you bank, trade, or shop online, Rapport can significantly reduce your exposure to the emergent threat of financial fraud and identity theft.

What is Rapport?

Rapport is an online banking protection system created by the financial security experts at Trusteer. Rapport secures browser communication from keyboard to website. It detects and prevents Man-in-the-Browser, Man-in-the-middle, phishing, and other attacks launched directly against the user. The Rapport service includes a lightweight browser security plug-in, as well as cloud-based analysis and reporting services. The browser plug-in works with all major browsers, including Internet Explorer, Firefox, Safari, and Chrome, both on Windows and Mac. Rapport doesn't change your user experience. Once installed it operates quietly in the background to protect your communication with our site and other participating financial sites. Rapport works in conjunction with your existing antivirus software and firewall.

How can I tell that Rapport is working?

Safeguard your identity - identity theft is one of the fastest-growing threats in the world.

Peace of mind - Rapport tells you that you really are connected to your bank, and not a fraudulent website.

Protect your passwords - helps stop fraudsters accessing on your online banking details.

Well proven - Rapport was developed by the online security experts at Trusteer.

Easy to use and install - It's a simple and free download to each computer you use to bank online. Technical support is also available.

Specially configured for Nedbank - It is ready to help protect your Nedbank Internet Banking.

Flexible - once downloaded you can set up the software to protect any website that uses private or personal data.

Ahead of the game - Rapport doesn't rely on constant updates to stop fraudsters.

Fast - Rapport is a small piece of software. It's designed to let your computer work just as quickly as before.

Compatible - Works alongside your existing valuable anti-virus and firewall protection.

Rapport protects you against the following threats

Keylogging

A Keylogger is a malicious software that resides unnoticed inside your computer. The keylogger records keystrokes (i.e. each time you type something on the keyboard) and then sends this information to the attacker. By grabbing your sign-in credentials and other sensitive information and sending them to the attacker, keyloggers enable the attacker to sign into your accounts. Rapport encrypts your keystrokes and prevents keyloggers from reading sensitive information.

Malicious Browser Add-ons

Browser add-ons (e.g. toolbars, BHOs, plug-ins) control everything that happens inside your browser. A malicious add-on is capable of reading sensitive information such as your sign-in credentials and passing them to the attacker. It can also generate transactions on your behalf, such as transferring money from your account to the attacker's account. Rapport prevents unauthorized browser add-ons from reading sensitive information and tampering with your transactions.

Malicious Programs

A malicious program can connect to your browser and control everything that happens inside your browser. Such a program is capable of reading sensitive information (such as your sign-in credentials) and passing them to the attacker. It can also generate transactions on your behalf, such as transferring money from your account to the attacker's account. Rapport prevents programs from connecting to the browser, reading sensitive information and tampering with your transactions while you are logged into protected websites.

Screen Shooting

Screen Shooting malware takes screen shots and sends them to the attacker. Screen shots can include your account details, balance, and even credentials, if the website uses keypads in the login page. Rapport prevents taking screen shots while you are connected to protected websites.

Session Hijacking

Session Hijacking malware steals your session parameters with a specific website and sends this information to the attacker. These session parameters can then be used by the attacker to take over your session with the website and to bypass the authentication process that is required to log into the website. Rapport prevents access to session parameters while you are connected to protected websites.

Phishing

A phishing attack is when the attacker builds a website that looks exactly like a website you know and trust (for example your bank's website). The attacker then convinces you to visit this website (for example by sending you a fraudulent email). When you arrive at the fraudulent website you mistakenly believe that this is the real website. As soon as you try to sign into this fraudulent website the attacker grabs your sign-in credentials and can now use them to sign into the genuine website on your behalf.

To protect you against phishing attacks Rapport learns the password (and sometimes even the username) you use with protected websites. Rapport then warns you each time you use the password or the username on a different website. Using this warning you can immediately understand that you are on the wrong website and prevent the password from being submitted.

Pharming or DNS Spoofing

A pharming or DNS spoofing attack is when the attacker causes your computer to go to fraudulent website each time you type a real website's address in the browser's address bar. The attack achieves this using various techniques such as infecting your desktop with malware or by compromising servers in your ISP's network. Once you arrive at the fraudulent website and try to sign in, the attacker grabs your sign-in credentials and can now sign into the genuine website on your behalf. To protect you against pharming attacks Rapport verifies the IP address and the SSL certificate of the website each time you connect to a protected website. If the verification fails, Rapport terminates the connection and establishes a new connection to the real website.

Do I need to download Rapport onto every computer I use?

Yes – in order to be fully protected when banking with us online, you should download Rapport onto each machine you use – just like anti-virus software. If you wish to download Rapport to a work PC, check with your employer as they may not allow downloads to their PCs.

How do I know I'm protected?

You need to look out for the Rapport icon which appears next to your browser's address bar.

Is my existing security software compatible with Rapport?

Rapport is designed to work alongside your existing anti-virus software and firewall - it's not designed to replace them. Visit the Trusteer website for a complete list of compatible security software

What will the weekly activity report show?

The weekly Rapport Activity Report presents security events which triggered Rapport's protection mechanisms over the last seven days. This report is for your information only. No action is necessary, as Rapport blocks all security events that may lead to a data breach.