

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>)

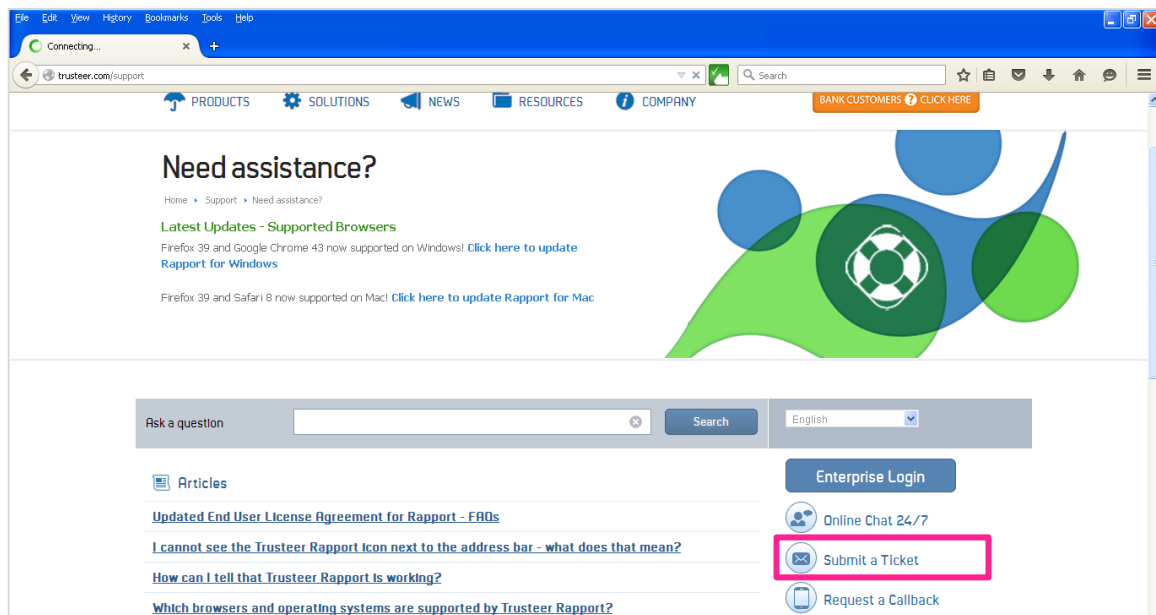
Who can I refer to if I encounter an installation problem?

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

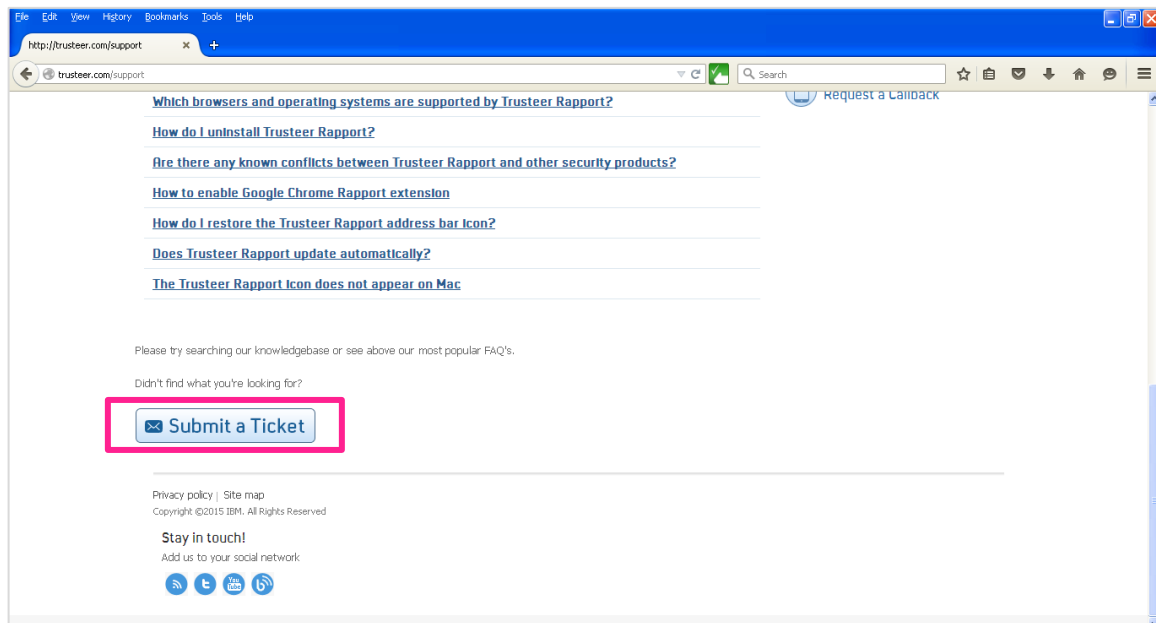
- [Online Chat 24/7](#)
- [Submit a Ticket](#)
- [Request a Callback](#)

How to 'Submit a Ticket'

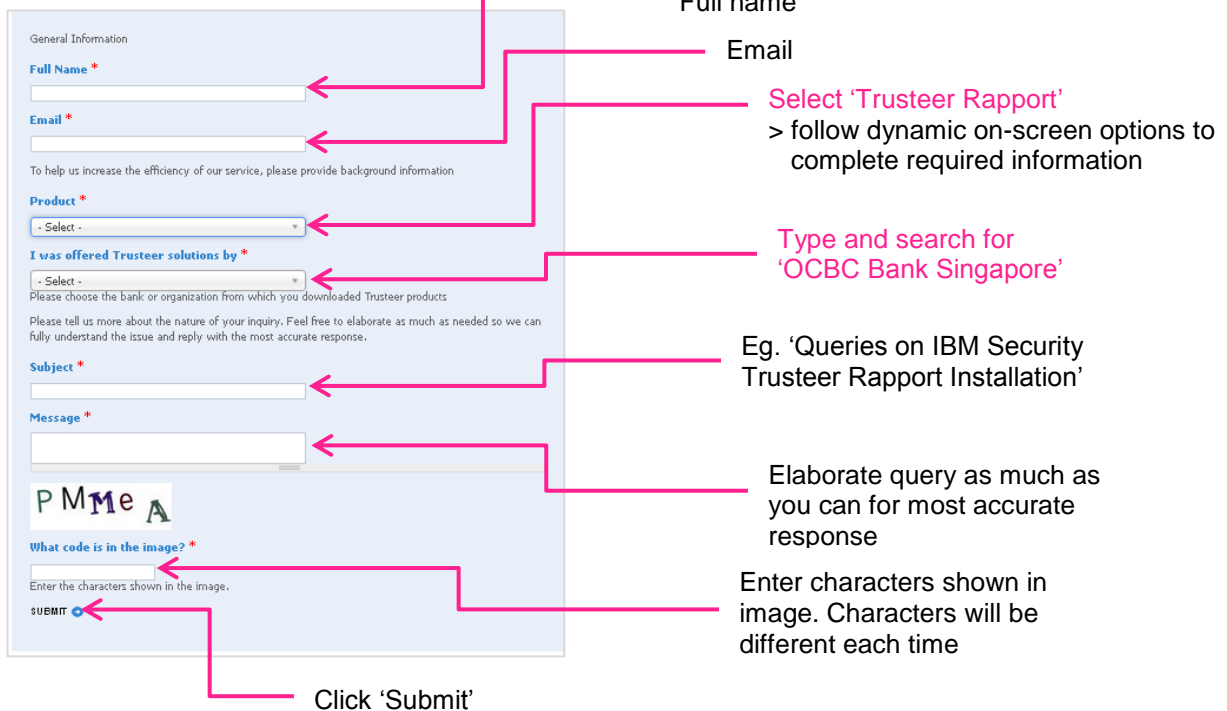
1. Click on 'Submit a ticket' option on the right hand column of the page



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



3. Fill in mandatory fields as below:



Full name

Email

Select 'Trusteer Rapport' > follow dynamic on-screen options to complete required information

Type and search for 'OCBC Bank Singapore'

Eg. 'Queries on IBM Security Trusteer Rapport Installation'

Elaborate query as much as you can for most accurate response

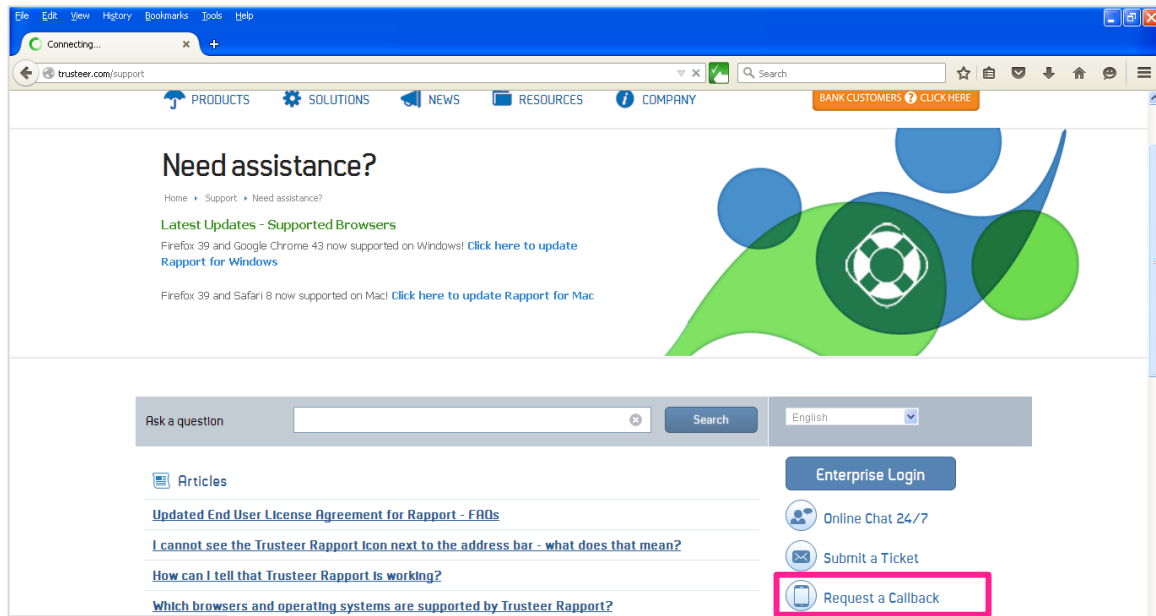
Enter characters shown in image. Characters will be different each time

Click 'Submit'

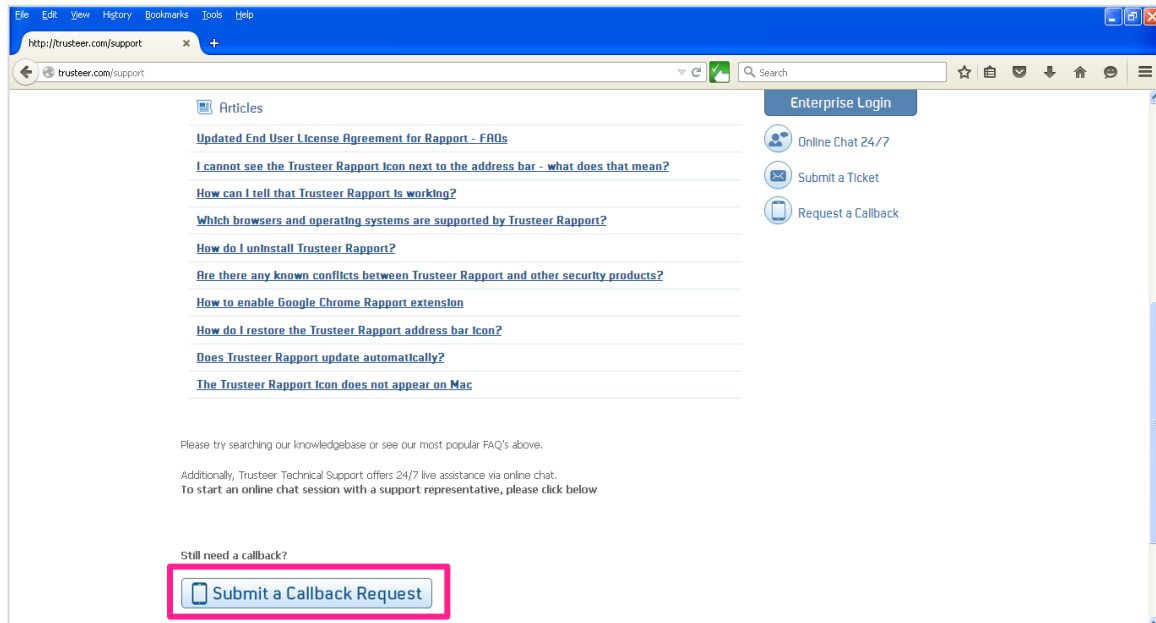
Customer will receive auto email (only for 'Submit a Ticket' option) confirming the case is open including case number. Case number to be included in all correspondence with IBM support.

How to 'Request a Callback'

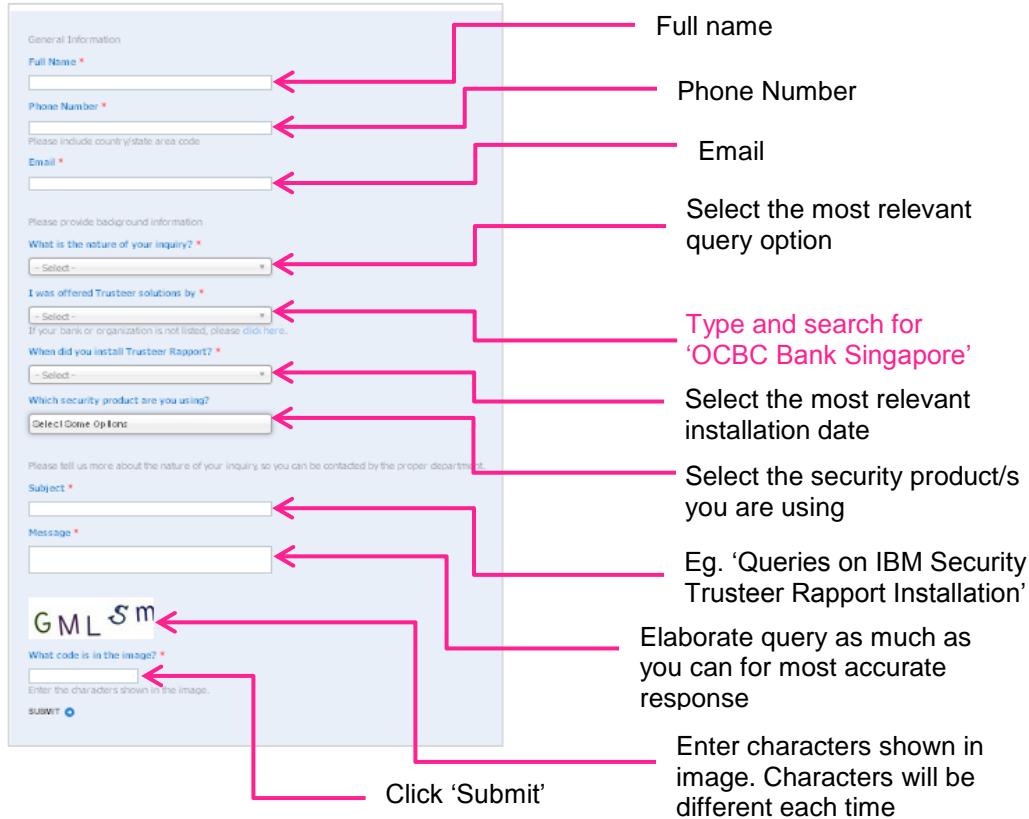
1. Click on 'Request a Callback' option on the right hand column of the page



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



3. Fill in mandatory fields as below:



The screenshot shows a web form for reporting a security issue. The form is divided into two main sections: 'General Information' and 'Please provide background information'. The 'General Information' section includes fields for 'Full Name', 'Phone Number', and 'Email'. The 'Please provide background information' section includes a dropdown for 'What is the nature of your inquiry?', a dropdown for 'I was offered Trusteer solutions by', a link for 'If your bank or organization is not listed, please click here', a dropdown for 'When did you install Trusteer Rapport?', a dropdown for 'Which security product are you using?', a text field for 'Subject', a text field for 'Message', a CAPTCHA image, and a 'SUBMIT' button. Annotations with pink arrows point to each of these fields with the following instructions:

- 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
- Enter characters shown in image. Characters will be different each time
- Click 'Submit'

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.

