

## Recommendations and instructions while moving employees to remote work

### **1. What steps should be taken to make the transition to work from home as comfortable as possible?**

#### **For OLD Internet Client-Bank:**

**First, at your workplace in the office of your company, you must check:**

1. If you have restrictions on the IP address, you should make sure that your home IP is taken into account or remove the restrictions on IP addresses at all. To remove the restriction on IP addresses, go to the ICB, go to the "Tools"> "Security"> "Setting user's ip" section and in the "Valid IP Address" field set the sign \* (asterisk).
2. Copy code phrase from the act (Keys Certificates). You should always keep this information close. We can request a code phrase as an additional identification factor when entering the system, if your IP seems unusual to us.
3. If you use a USB token to enter the ICB, be sure to take it with you. If your key to enter the ICB is stored as a file, then transfer the files to the computer from which you are going to work using any available method (send files by e-mail or copy files to a USB flash drive).

#### **For the first launch of Internet Client-Bank from home:**

1. If you are using a USB token, insert it into the USB port. If you use the keys as files, transfer them to your home computer.
2. While loading start page follow the on-screen instructions. If sign «Registration» is not active pls. take an advantage of section «Trouble shooting» and «To install all required libraries».
3. If you have restrictions on IP addresses and you are logging in with an unusual IP, the system will ask you to enter a code phrase. You have got it from the act (Keys Certificates) in advance.

#### **For Host-to-Host solutions - if you use SAP or another system of your company to work with the bank:**

**It is necessary to do preliminary:**

1. If you use a USB token as a container for the certificate, be sure to take the USB token with you. If you use the certificate in the form of files, then transfer the files to the computer from which you will work.
2. Together with IT-service of your company, make sure that remote work with the accounting system is available to you.

#### **For the first launch of an Host-toHost solution from home:**

1. Make sure that you have access to the system in which you work in the office of your company (SAP, 1C, JD Edwards, etc.)
2. If you are using a USB token, insert it into the USB port of your home computer. If you use the certificate in the form of files, then you should have transferred them in advance to your home computer.
3. Follow the on-screen instructions to start the system.

### **For the “Rosbank Business” mobile application:**

We recommend that you install the Rosbank Business application as an additional and convenient tool for solving your daily tasks. The mobile application is equally accessible on your device both from the office and from home without any technical restrictions.

You can see the main functionality of the application and download it from the links:

For iOS: <https://apps.apple.com/en/app/rosbank-business/id1419960977?l>

For Android: <https://play.google.com/store/apps/details?id=en.rosbank.biz.client.android>

**Please note:** if you plan to install the application on a **new** mobile device or **re-issue an expired key**, then you will need the Internet-Client Bank. Follow our recommendations for setting up Internet Client-Bank from home (recommendations are given in this document).

## **2. How will ICB Support work?**

ICB Support works in the standard mode, the operators are instructed and ready to help you 24/7.

In case of difficulties or questions about the work of ICB, you can contact the support service:

Email address: [\*\*icb@rosbank.ru\*\*](mailto:icb@rosbank.ru)

Telephone: 8-800-770-75-00

## **3. How is security of operations in remote services ensured?**

Means of protection and verification of suspicious payments on the side of the bank are functioning normally. In terms of information security, we recommend that you adhere to standard recommendations.