

# Detect Safe Browsing®

## Frequently asked questions

Got questions? We have answers. Here's a list of questions and answers about Detect Safe Browsing®

### Q: What is Detect Safe Browsing (DSB)®?

A: Detect Safe Browsing is a free application offered to all our Northwest customers to help protect your financial information when you're logged into your online banking.

### Q: How does it protect me?

A: Detect Safe Browsing helps to:

- Prevent financial malware infections in Northwest Online Banking
- Stop phishing attacks from stealing your credentials and data

### Q: How do I download Detect Safe Browsing?

A: Getting started is easy. When you log in to your online banking, you'll see a screen that looks like this:



#### Your security is our priority.

That's why we've partnered with Easy Solutions to provide you and your team with Detect Safe Browsing®, an industry-leading security application designed to protect your company's information when you're using Northwest Business Online Banking.

What does it do? Detect Safe Browsing® provides secure navigation to Northwest Business Online Banking, protecting you from phishing, pharming and malware attacks designed to steal your account information. To get started, click Download Now below.



Download Now

[More Information](#)

[Remind Me Later](#)



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### Business

Click the download now button. Detect Safe Browsing will download. After you've downloaded the application, don't forget to complete the process by running the installation.

You can also download Detect Safe Browsing by visiting [www.northwest.com/fraud-protection](http://www.northwest.com/fraud-protection)

You can read the quick, easy step-by-step guide to download here.

### Personal

### Q: You used to offer Trusteer Rapport—what if I already have that downloaded?

A: Starting May 31, 2017, Trusteer Rapport will no longer be supported by Northwest or IBM on behalf of our customers and will no longer actively monitor our Northwest provided services. We strongly recommend replacing Trusteer Rapport with Detect Safe Browsing.

### Q: Who should I contact if I have issues uninstalling Trusteer?

A: For any problems, questions or concerns regarding Trusteer, please visit Trusteer's 24/7 dedicated Rapport support site, which features a comprehensive FAQs, tutorials, live chat and callback service. You can find that at <https://www.trusteer.com/support>. You may also email [support@trusteer.com](mailto:support@trusteer.com).

### Q: Will Detect Safe Browsing protect me while using mobile banking?

A: Currently, Detect Safe Browsing doesn't offer protection to users in our mobile banking app. Stay tuned—we're working to provide that capability in the near future.

### Q: What happens if Detect Safe Browsing detects a threat?

A: If a threat is detected, you'll receive a popup notification on your computer. Remember, Detect Safe Browsing doesn't remove threats. We recommend you contact a local computer support professional for help to remove any malicious threats on your computer.

### Q: Do I still need my antivirus software if I install Detect Safe Browsing?

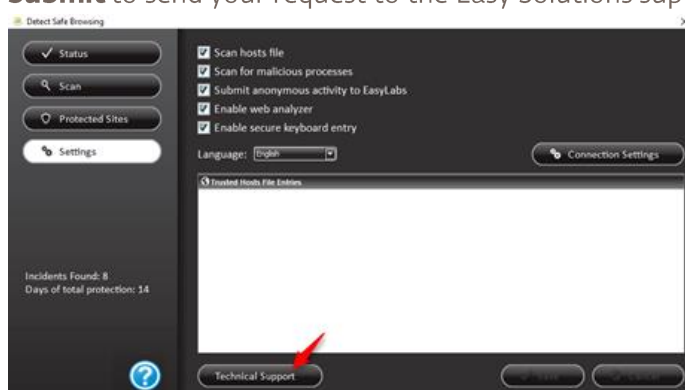
A: Detect Safe Browsing® is optimized to stop financial malware and prevent financial fraud while using Northwest Online Banking. That doesn't mean you should discard your other antivirus solutions, as many types of viruses exist. If you have an existing antivirus solution, you should use it in conjunction with Detect Safe Browsing® for optimal online protection.

### Q: Does Detect Safe Browsing update automatically?

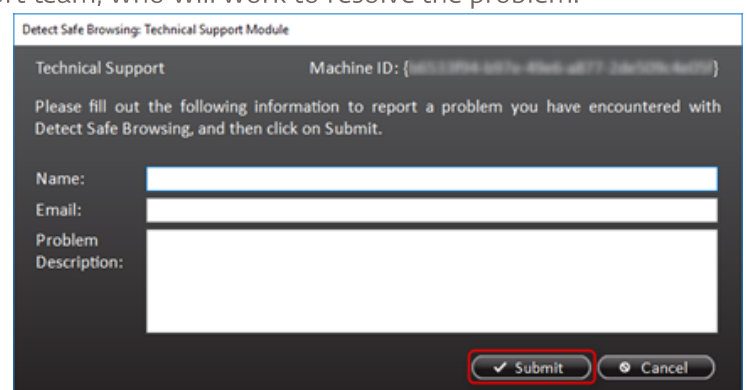
A: Yes, Detect Safe Browsing automatically applies security and software updates around four times a year

### Q: What if I have questions or need technical assistance?

A: If you need help, follow these easy instructions. Open Detect Safe Browsing on your computer, click the **Settings** menu located on the left panel and click **Technical Support**. Fill out the fields and then click on **Submit** to send your request to the Easy Solutions support team, who will work to resolve the problem.



Step one



Step two

