Client-Bank (WEB) Software System

(New interface)

Self-installed by the user

Installation

To work in Client-Bank (WEB) you need a computer with Windows 7 Operating system or later version.

If you have not previously installed the Client-Bank (WEB) Software System of Belarusbank, then you need to download and install the following software on your computer, located at https://belarusbank.by – Corporate clients or Small and Medium-Sized Enterprises - Cash and settlement services – Client-Bank (WEB) System – Software:

– "Driver for the operation of the cryptographic information protection package" for the carrier of I-Key EDS personal keys. Upon downloading the driver to a personal computer, run it as an administrator.

To work with personal keys like DKey and Key from the State Public Key Management System, you don't need to install the driver.

- "Software package of security tools (SP ST (Cryptoservice))".

Upon installing the driver and SP ST (Cryptoservice), reboot your computer.

Launch and Getting Started

To launch and work using the program, deploy any modern browser (Google Chrome, Opera, Mozilla Firefox etc., except Internet Explorer) and go to the page using the link https://icb.asb.by/

Insert your IKey personal digital signature key carrier into the USB port of your computer and use the authorization method that is convenient for you: logging in by login and password or logging in by EDS.

Instructions for working using the Client-Bank (WEB) Software System are located in the menu section of the website at https://belarusbank.by – Corporate clients or Small and Medium-Sized Enterprises - Cash and settlement services – Client-Bank (WEB) System – Instructions and guidelines – Client-Bank (WEB) (new interface).

Remote technical support

The procedure for providing remote technical support is described on the site page https://belarusbank.by – Corporate clients or Small and Medium-Sized Enterprises - Cash and settlement services – Client-Bank (WEB) System – - Client-Bank (WEB) remote technical support.

Unblocking and changing the client's user password is performed at the place of registration in a corporate business department (servicing branch office) after checking the compliance with the ID document data.

Belarusbank

Support

+375-17-3090404

Working hours:

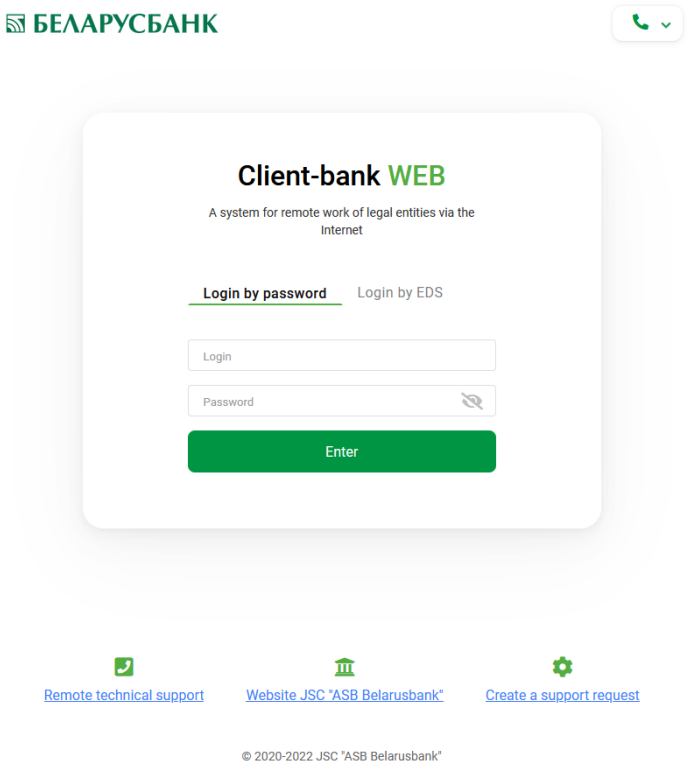
Mon-Fri: 8:30 AM-23:00

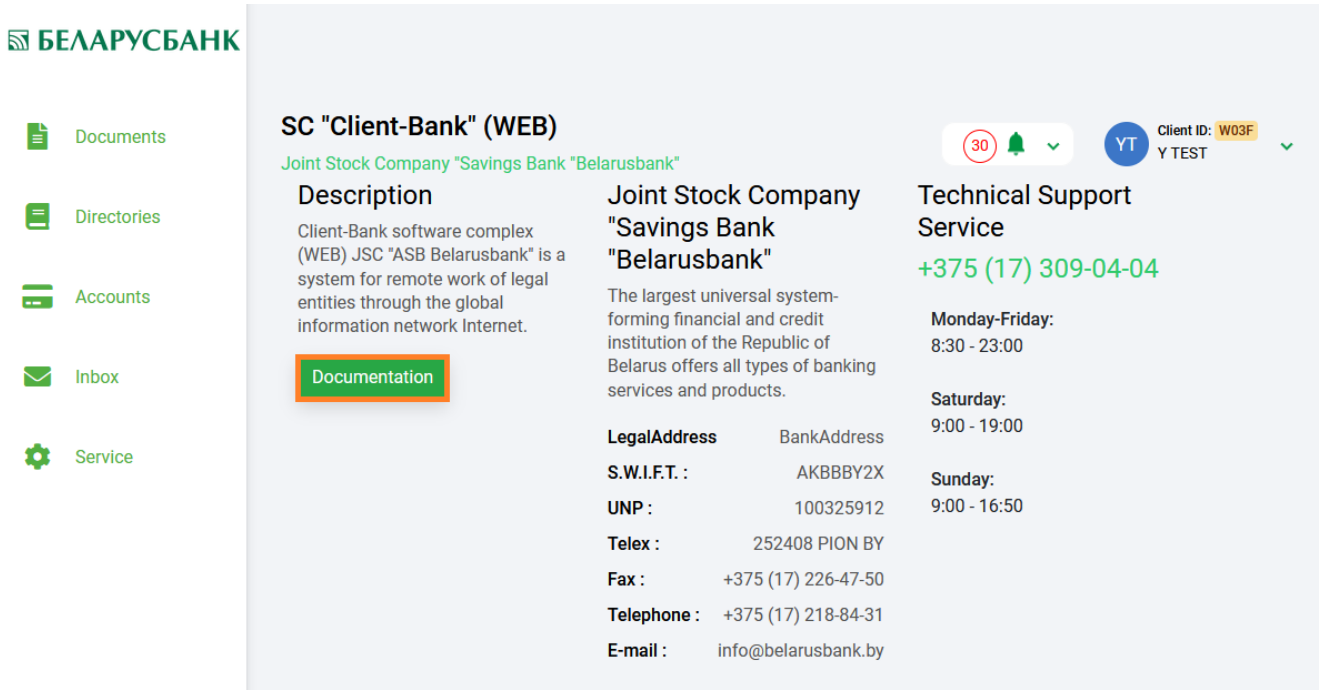
Sat. 8:30 AM-19:00

Sun. 8:30 AM-16:50

The following information should be provided when addressing the support:

1. Legal entity's or individual entrepreneur's name
2. Servicing branch office (place of the contract registration);
3. Client ID
4. Contact details (telephone, name).



Registration

In the opened window, enter the user name and password, or the password from the key for the "EDS login" option. Work in the Client-Bank (WEB) system is performed according to the documentation contained in the "Documentation" menu.