

Client-Bank (WEB)

Self-installed by user

Installation

Preparing a safe environment for the user to work in Client-Bank (WEB):

If you have not previously installed the Client-Bank software of Belarusbank you should first download and install it on your computer.

You may install the software at the bank's site www.belarusbank.by – in "To Large Business" or "To Small and Medium Business" - "Settlement and Cash Services" - "Client-Bank System" – "Software", or by following the link below:

<https://belarusbank.by/ru/33270/1683/1684/30443>

Use the Client-Bank (WEB) software suite installation instruction (item 1 of the Table).

You should install (as administrator):

1- If the **IKey** key media is used to work with the Client-Bank software suite, installation of a driver is required for the operation of the cryptographic information protection system (item 2 of the Table), **DKey and GosSUOK key media do not require this item;**

2- Security software suite (Cryptoservice) in item 3 of the Table, Cryptoservice installation instruction in item 4.

Installing this software will allow to work with IKey media and perform electronic digital signature (EDS) of documents. Restart your computer after installing this software.

Blocking of pop-ups should be disabled in browser. For that purpose use the [Question-answer](#) section.

Start and registration

!!! Simultaneous usage of the new and the old interface by a single user is not allowed.

Upon successfully installing the required software open any modern browser like Google Chrome, Opera, Mozilla and other (except for Internet Explorer) and go to <https://cb.asb.by/v2/>. To enter with EDS insert your EDS media into a USB port of your computer or enter using login and password. Work in the Client-Bank (WEB) system is performed according to the documentation contained in the "Documentation" menu.

Question-answer

The Question-answer section "To Large Business" or "To Small and Medium Business" - "Settlement and Cash Services" - "Client-Bank System" "Useful links" or follow the link

<https://belarusbank.by/ru/33270/1683/1684/32392>

Remote technical support

The remote technical support procedure is described at <https://belarusbank.by/ru/33270/1683/1684/33635>

** Unlocking and changing the client's user password is performed at the place of registration in a corporate business department (branch / banking services center) after checking the conformance of the ID document data.
Automatic unlocking after 60 minutes.*

Belarusbank



To operate Client-Bank (WEB) you need a computer with Windows 7 OS or later and a modern browser installed i.e. **Google Chrome, Opera, Mozilla and other (except for Internet Explorer)**, Internet access (recommended Internet speed> 1Mbps).

Support

+375-17-3090404

!!! The following information should be provided when addressing the support:

1. Legal name of the organization;
2. Service branch / banking services center (place of registration of the contract);
3. Client ID **ID клиента:**
4. Contact details (telephone, name).