



A Faster, Easier & Safer Way to Use the Web!

TrustToolbar User Guide

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Introducing TrustToolbar Plug-in

This section introduces you to TrustToolbar and shows you how to download, install and start using it.

What is TrustToolbar Plug-in

TrustToolbar Plug-in maximises your Internet experience by making it easier to surf the web and safer to conduct e-commerce. TrustToolbar Plug-in connects what you know in the physical world to how you actually use the web. This allows you to navigate using brands, product names, company names, or even your friend's homepage name!

This guide provides you with an introduction on how to start using TrustToolbar Plug-in for easier navigation, protection from fraudsters and enhanced searching.

Downloading & Installing TrustToolbar Plug-in

TrustToolbar Plug-in may be downloaded at no cost from the TrustToolbar website at www.trusttoolbar.com

System Requirements

Before you start the installation, make sure your computer meets the following system requirements:

- Microsoft Windows 95, 98, ME, NT4.0, Win2000 or WinXP
- Internet Explorer 5.01 or later

If you do not have Internet Explorer 5.01 or later, you may upgrade your browser at www.microsoft.com. If you are installing TrustToolbar Plug-in on Windows NT, 2000 or XP you should be logged on with Administrator privileges.

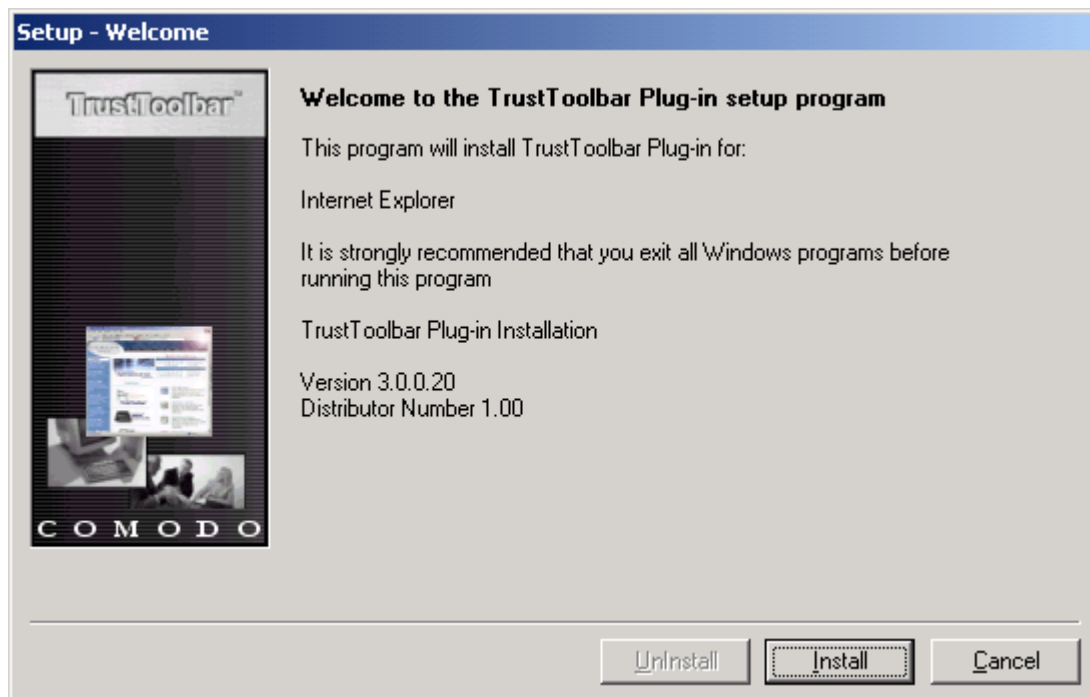
Installing TrustToolbar Plug-in from CD

Locate the trusttoolbar.exe on the CD provided. Double click the trusttoolbar.exe icon to begin the installation wizard.

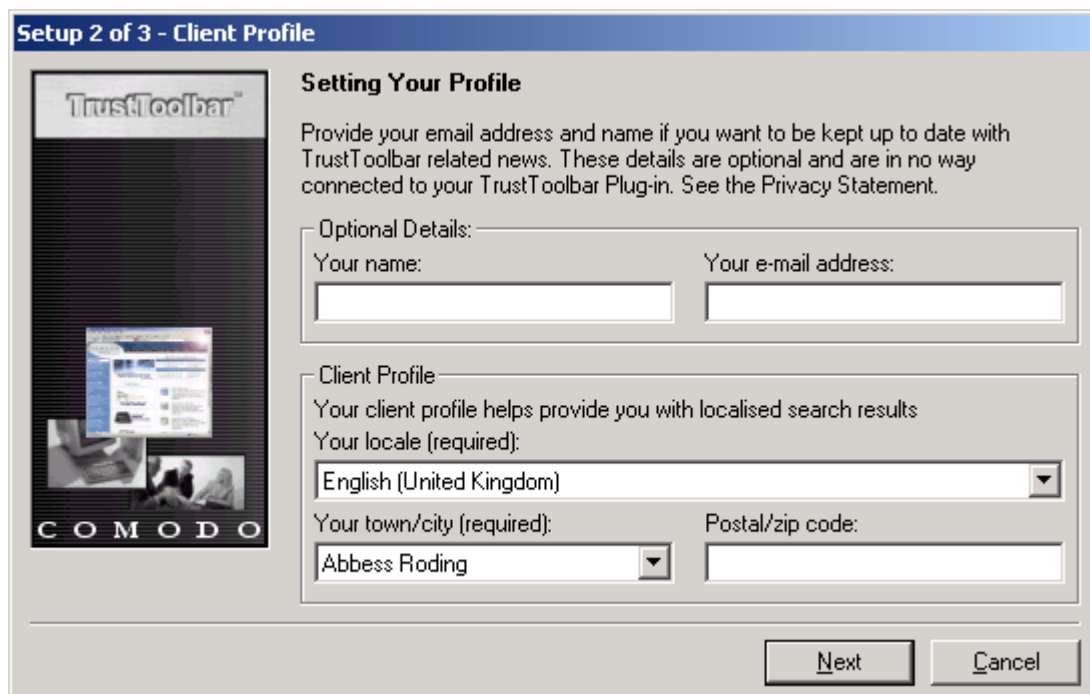
Installing TrustToolbar Plug-in from the Web

If you are installing TrustToolbar Plug-in directly from the website follow the instructions provided on the download page at www.trusttoolbar.com. TrustToolbar Plug-in will automatically begin the installation wizard.

The Installation Wizard



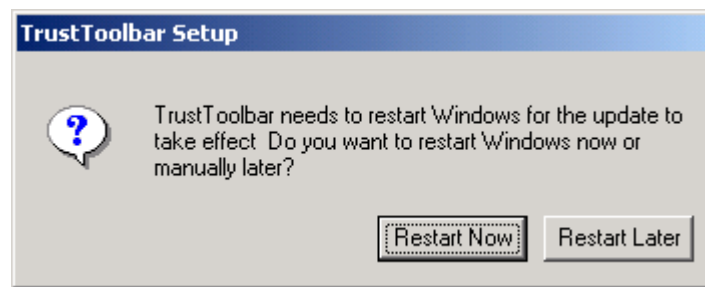
Before clicking **Install**, ensure that you have closed all running applications. After clicking Install you will be prompted to agree to the End User Software Licence Agreement. When you have agreed, you will be asked to set your Client Profile:



You may specify your name and email address should you want to be kept up to date with the latest TrustToolbar news and offers. You may unsubscribe from this list at any time in the future.

TrustToolbar Plug-in may be used to provide focused search results relevant to your locality. Should you wish to use this facility please enter your country and, if applicable, town/city and postcode.

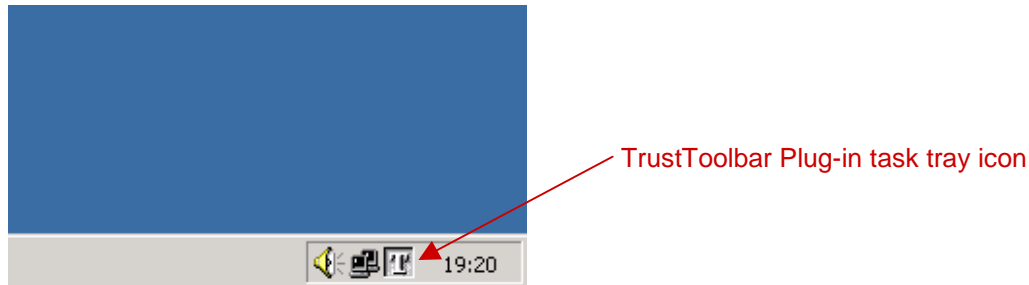
Please note that you will be required to restart your computer to complete the installation of TrustToolbar Plug-in. If you have any unsaved work you will be prompted to save work before your computer is restarted.



Note: At download stage, if you have chosen to 'Save this program to disk' you will be asked to specify a save location. When the download is complete the TrustToolbar Plug-in application will be saved to your chosen location. Locate the TrustToolbar.exe file and double-click to begin the installation.

Starting TrustToolbar Plug-in

TrustToolbar Plug-in also installs a task tray icon (next to your system clock) to provide easy access to additional features. This icon also provides additional security alerts (as covered in subsequent sections of this user guide). Please note that the task tray icon will only appear when a browser or web-enabled application (such as Microsoft Outlook or Active Desktop) is open.



TrustToolbar Plug-in and your browser

After installation TrustToolbar Plug-in will start automatically when you open your Internet Explorer browser. The first you will notice is the Quick Start Guide briefly explaining how to use TrustToolbar Plug-in:



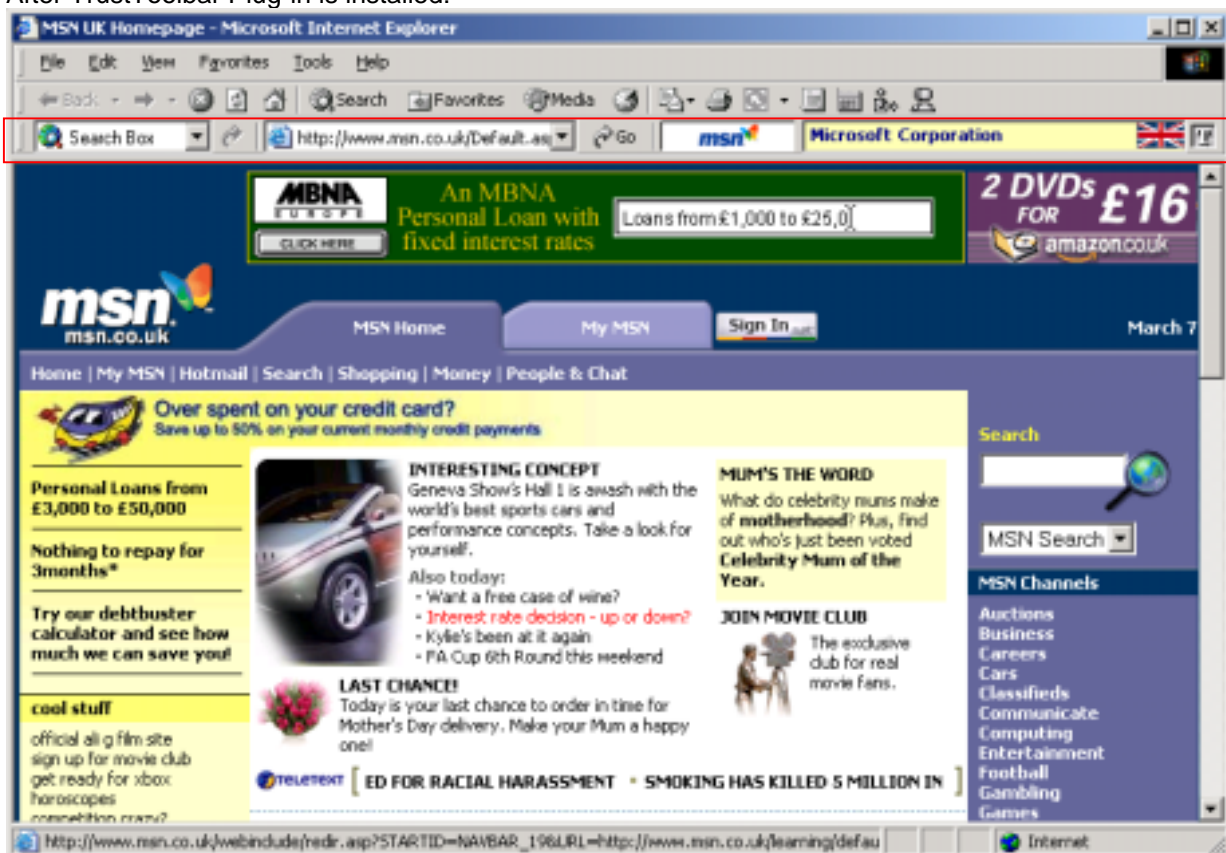
If you do not wish the Quick Start Guide to be shown every time you open Internet Explorer, click the **Show Quick Start guide on startup** tick box and the tick will be removed from the tick box.

You will now notice that your Internet Explorer has been updated with TrustToolbar Plug-in:

Before TrustToolbar Plug-in is installed:

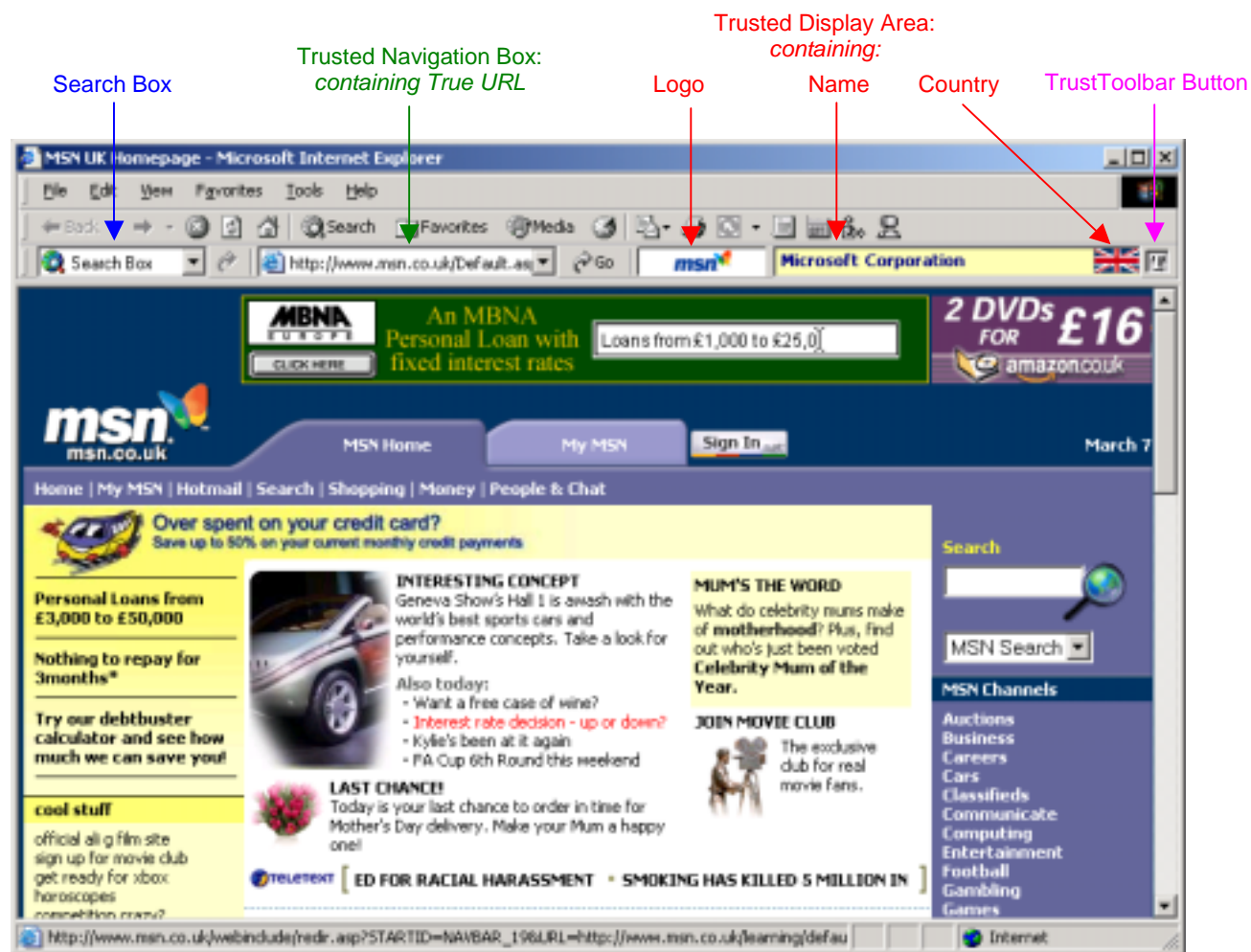


After TrustToolbar Plug-in is installed:




The TrustToolbar Plug-in Interface

The following diagram shows TrustToolbar Plug-in when you have navigated to a website. The various parts of TrustToolbar Plug-in are described below:



TrustToolbar Plug-in interface (from left to right):

Search Box:

Type your search words into the Search Box and press enter or click the  button. The search results will be displayed in your browser. Use the Search Box if you are looking for information or a product or service on the web – TrustToolbar Plug-in provides results from numerous search engines in one convenient place.

Trusted Navigation Box:

Use this box when you want to navigate the web. More info on how to make the most use of TrustToolbar Plug-in for web navigation is in the next chapter of this guide. When not being used for navigation the Trusted Navigation Box displays your True URL, e.g. the actual URL of the website you are visiting.

Trusted Display Area:

The Trusted Display comprises of three components:

- **Name** - The name associated with the website. If your current website is a company, the name will be the legal name of the company.
- **Logo** – The company logo belonging to the website.
- **Country** - The country of the website. If your current website is a company, the country will be the country of incorporation of the company. *Tip:* If you're not sure what the flag is, hold your mouse cursor over the flag to reveal the full country name.

TrustToolbar Button:

The TrustToolbar Button gives you access to the features and options of TrustToolbar Plug-in.

Using TrustToolbar Plug-in to navigate & search

When you start your Internet Explorer browser you can utilise the enhanced TrustToolbar Plug-in functionality to be directly navigated to websites.

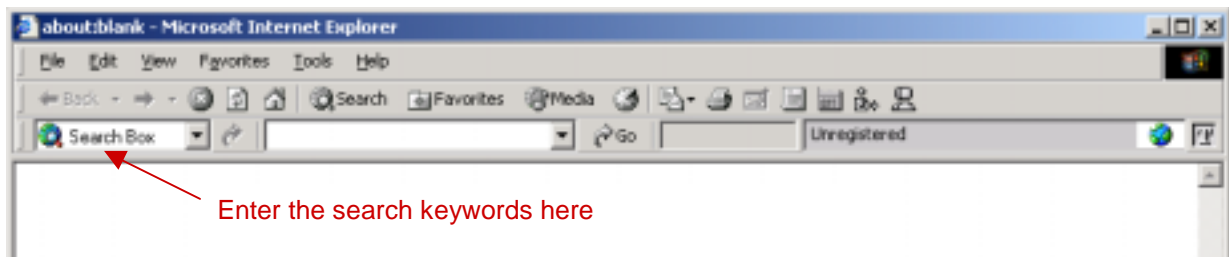
Navigating by brands & company names




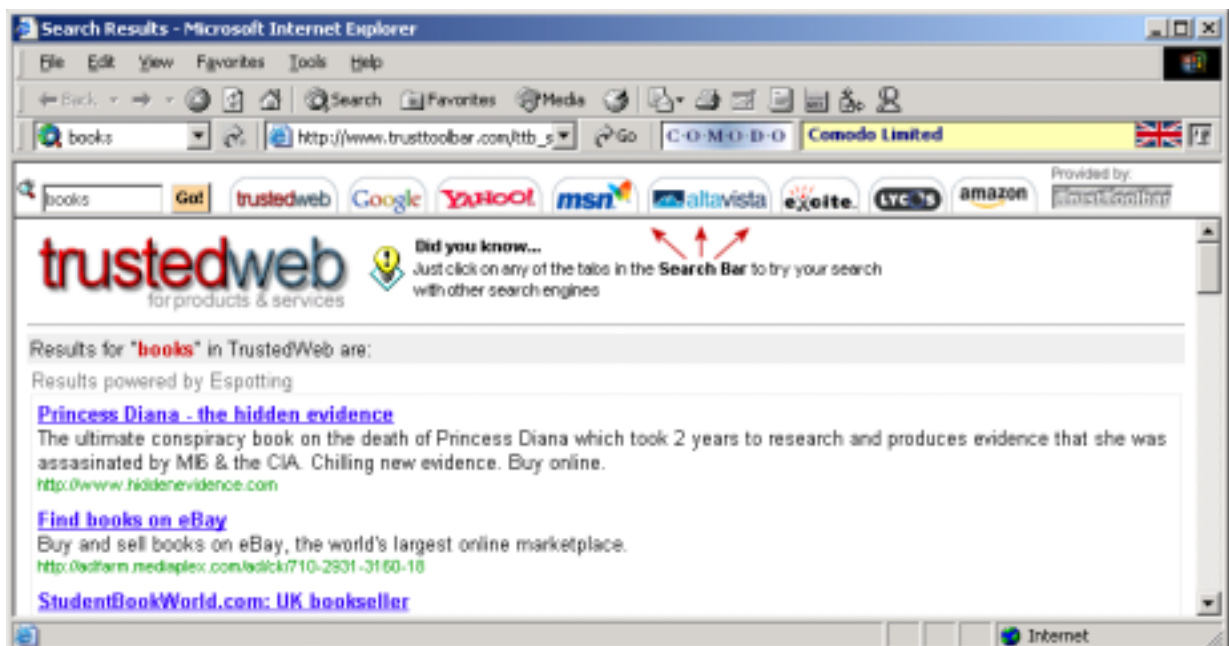
- Enter a **brand / company name / product name** into the above box and press enter or click  Go.

A **brand** is usually the name of a company or product as used in promotions on the television, radio and printed media. For example, *Microsoft Incorporated* is known as *Microsoft*, and *International Business Machines Incorporated* is known as *IBM*. TrustToolbar Plug-in allows you to navigate to a website by either entering the brand or the full company name.

Searching for products & services on the Trusted Commercial Web



- Enter your search keywords into the above box and press enter or click . The results will then be displayed in your browser:



Search tip: Just click on any of the tabs in the Search Bar to try your search with other search engines.

Navigating by Country

TrustToolbar Plug-in allows you to navigate using brands in specific countries. You may choose to navigate by a specific country for a **single search only** or to navigate by a single country by **default**.

Navigating using country for a single search only:

- Click on the Country Flag:



- Select from the list on the left the country you which to use to navigate by for a single search. Alternatively, enter the first few letters of the country to find the country on the list.



- When you have selected the country to use to navigate, click **OK**.

Setting a default country to navigate:

- You may set a default country for navigation through the **Options** menu. The **Options** menu is detailed in subsequent sections of this Guide.

Using TrustToolbar Plug-in to tell you more about a website

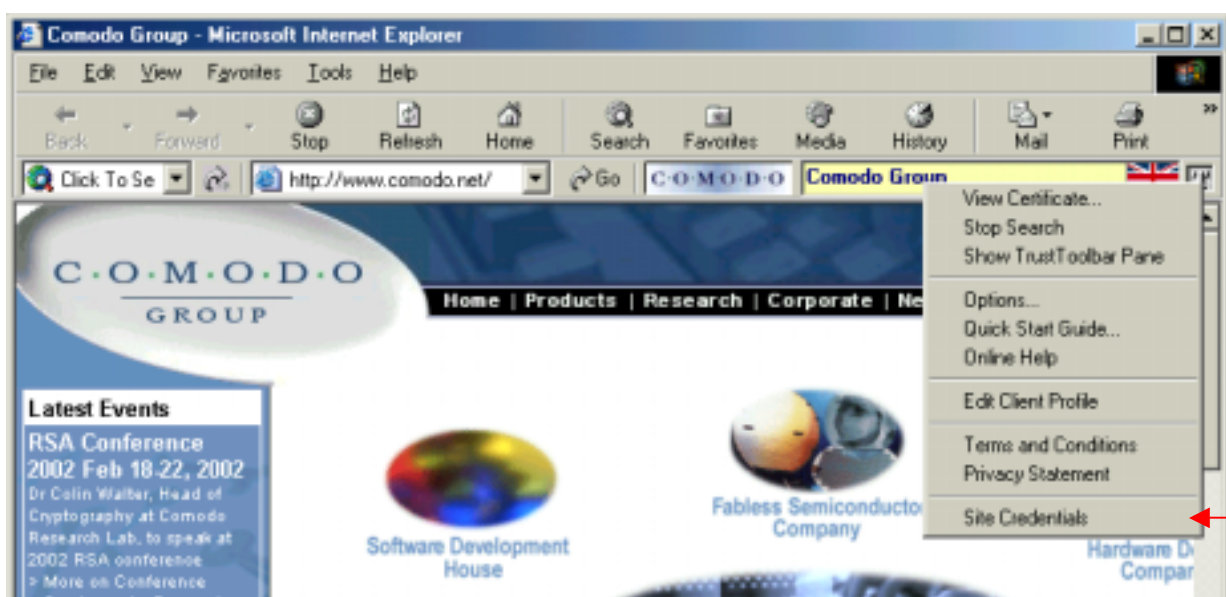
Websites that are part of the commercial web, e.g. they are companies, have their name displayed on a **yellow** background:



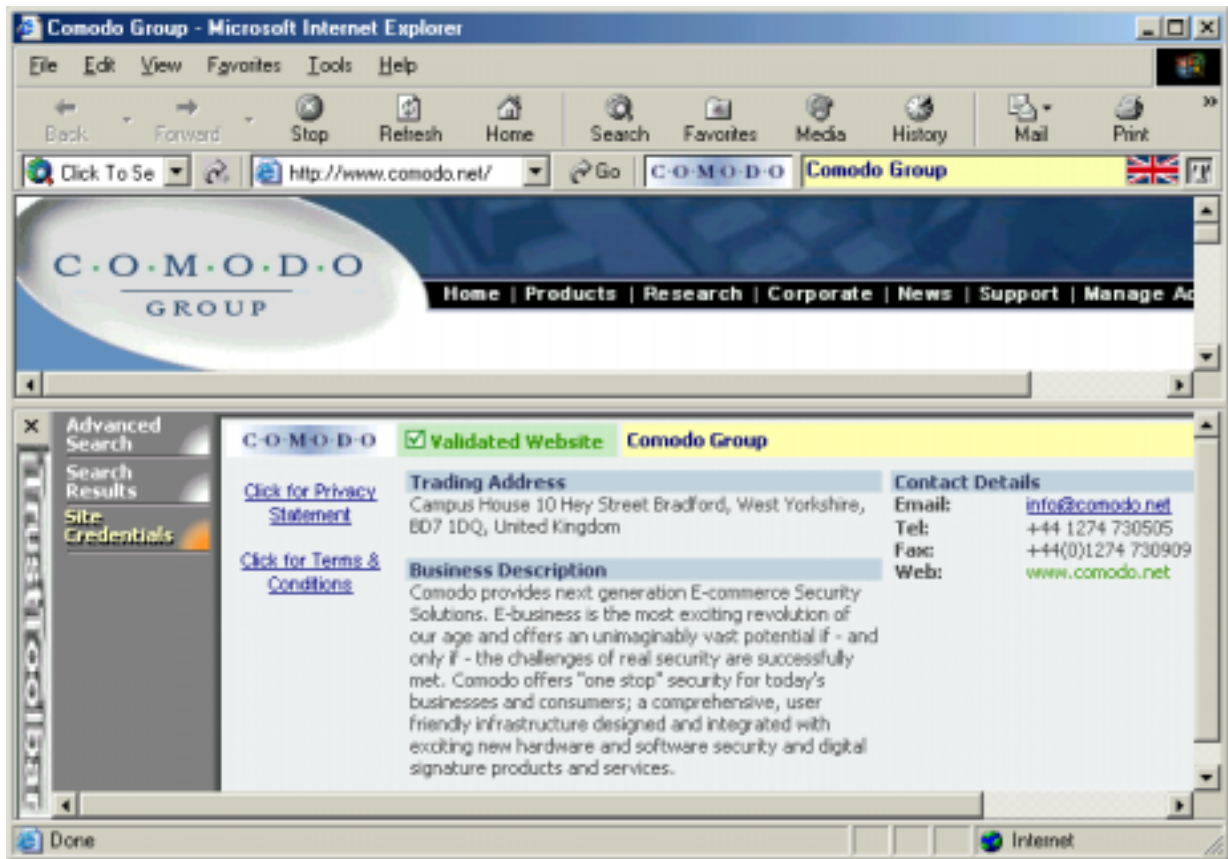
Who really is your current website?

TrustToolbar Plug-in provides direct access to a commercial website's Site Credentials. Site Credentials includes a range of validated information about the website, for example contact tel / fax details, address, email contact and business description. To view a website's site credentials either:

- Double click on the corporate logo of the website
- Select Site Credentials from the TrustToolbar Plug-in context menu:



- **Right-click** the TrustToolbar Button and select Site Credentials. The TrustToolbar Pane will open automatically to display the Site Credentials:



The website's online policy documents

TrustToolbar Plug-in also provides additional information on demand about your current commercial website. In particular, and in order for the website to comply with the recommendations of the EU in the E-Commerce Directive, TrustToolbar Plug-in provides a standard and direct means of viewing the Privacy Statement & Terms and Conditions:



- Right-click the TrustToolbar button and select either the Terms & Conditions or Privacy Statement. TrustToolbar Plug-in will then automatically open the selected policy document in your browser. Alternatively you may select **Click for Privacy Statement** or **Click for Terms & Conditions** from the Site Credentials displayed in the TrustToolbar Pane.

Popups

Many websites use 'pop-up' windows when you navigate their website. However, if the pop-up window has removed its pop-up's address bar we effectively have no idea of where the pop-up has originated! How do you know that the pop-up actually belongs to the website?

The TrustToolbar Plug-in Solution: As TrustToolbar Plug-in cannot be switched off and hidden by the website, you will always be informed of the identity of the pop-up window. For example:



Example login without TrustToolbar



Example login with TrustToolbar – the company logo, Legal Name are clearly visible. TrustToolbar will also display the SSL padlock should an SSL connection be establish.

How do you really know when a pop-up is a legitimate pop-up from the website it claims to be from? It has no identifiers that can be trusted to tell you who it really belongs to! Remember, we are often expected to enter our user name and passwords into pop-ups!

Credit card acceptance

When you visit an e-commerce enabled website, TrustToolbar Plug-in will inform you of the payment methods the website has been authorised to accept.



As only authorised payment acceptance logos may be displayed on the secure TrustToolbar Plug-in interface, you can trust that the website has been verified and authorised as legitimate by the card payment logo issuer (e.g. Visa, MasterCard, American Express). Furthermore, TrustToolbar Plug-in provides a standardised means of displaying which card payment methods are accepted – there is no need to:

- 1. Worry if your credit card will be accepted!**
- 2. Worry if the merchant really has been authorised to accept the payment method, or whether they are just using payment brands to gain credibility!**

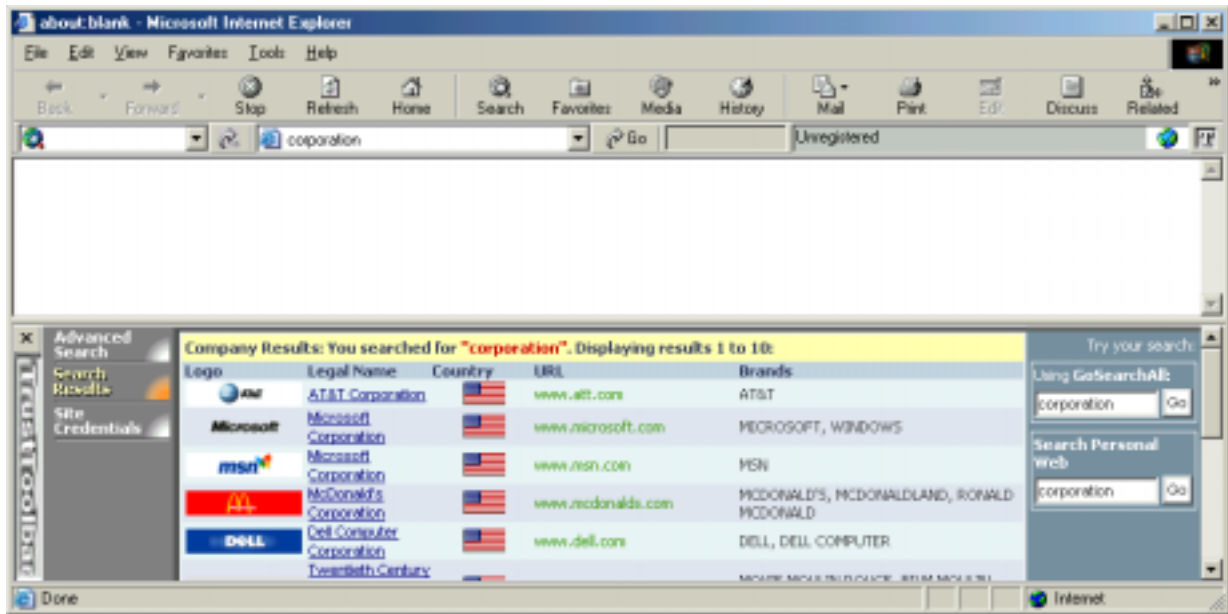
Please note that TrustToolbar Plug-in will only display card payment methods of website's participating in the card payment display system.

The TrustToolbar Pane

The TrustToolbar Pane opens in the bottom half of your Internet Explorer and is used to provide you with additional features. You may open the TrustToolbar Pane at any time by right-clicking the TrustToolbar button and selecting Show TrustToolbar Pane. You may hide the TrustToolbar Pane at any time by clicking on the X in the top left corner of the TrustToolbar Pane.

Displaying multiple search results

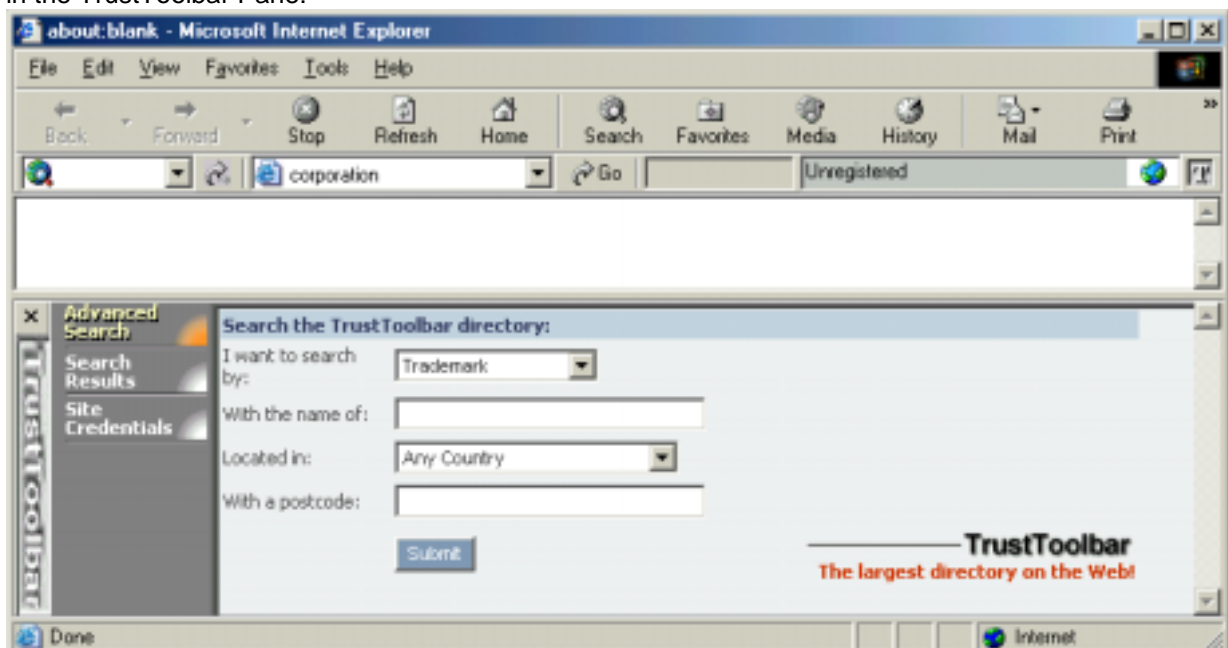
When searching for a company using TrustToolbar Plug-in, the TrustToolbar Pane will be opened if multiple results for your search words are found:



- Select a link or click on the company logo from the results to open the associated website.

Conducting an Advanced Search

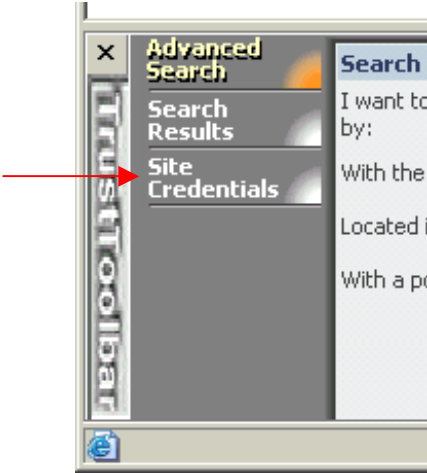
You may conduct an Advanced Search, with additional options, by clicking on the Advanced Search tab in the TrustToolbar Pane:



- Enter your search words / complete the relevant fields and click Submit. The results will automatically be displayed in the Search Results tab.

Viewing Site Credentials

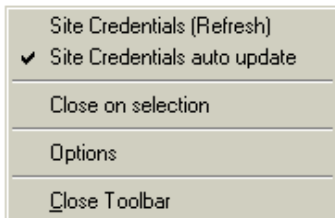
You may view the Site Credentials of your current site by clicking on the Site Credentials tab.



Also see: Who really is your current website?

TrustToolbar Pane Options

Right-click anywhere in the TrustToolbar Pane to be presented with the Pane options:




The TrustToolbar Pane options contain:

- **Site Credentials (Refresh)** – select this option if you prefer to manually refresh the Site Credentials details when changing between different websites. When selected, a tick will appear to the left of the option
- **Site Credentials auto update** – select this option if you prefer to have TrustToolbar Plug-in automatically update the Site Credentials details when changing between different websites. When selected, a tick will appear to the left of the option
- **Close on selection** – When you are provided with multiple search results TrustToolbar Plug-in displays the results in the TrustToolbar Pane. By default the TrustToolbar Pane will remain open until closed manually, however you may specify in the options for the TrustToolbar Pane to be closed automatically when you select a Name from search results. When selected, a tick will appear to the left of the option.
- **Options** – select to view the TrustToolbar Plug-in options
- **Close Toolbar** – select to close the TrustToolbar Pane

TrustToolbar Plug-in Security & Protection Features


SSL indicators

An SSL connection means that your browser has established an encrypted connection with your current website. The display of the two SSL indicators (the  and the https://) tell you when such a connection is made, and with whom.

However, your standard browser displays SSL indicators in areas of the browser interface that can be switched off and hidden. If they can be removed, the website can redraw a graphic in their place – hence the indicators can be faked!

Additionally, SSL indicators only indicate that you have an SSL connection with somebody, they do not readily identify with whom you have the SSL connection. TrustToolbar Plug-in always displays your current true URL, the website's Legal Name (and hence the identity of the entity behind the website) using the secure interface. As a result, you always have a means of identifying with whom you have the SSL connection.

To ensure you know when you have SSL connection, TrustToolbar Plug-in displays the SSL indicators in a prominently visible location. You no longer have to look for the padlock at the bottom of your screen – TrustToolbar Plug-in displays the indicators where you expect to see them; next to the address!

You may view the website's SSL Certificate by double-clicking the  on TrustToolbar Plug-in.

Obscured URL resolution

TrustToolbar Plug-in always displays your true URL. Unlike the standard Internet Explorer Address Bar, TrustToolbar Plug-in cannot have its URL hidden, manipulated or obscured.

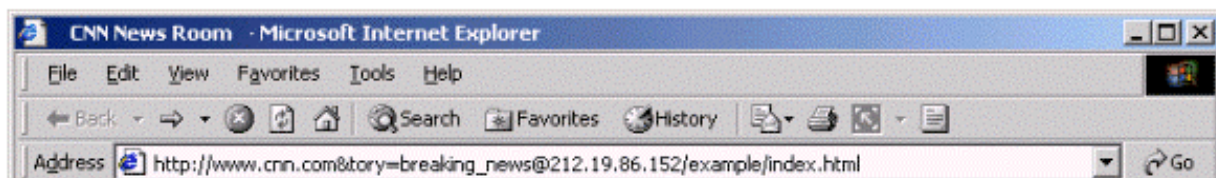
The website cannot switch off, hide or redraw TrustToolbar Plug-in like the standard Address Bar. Therefore whatever it displays can be trusted as being your true 'URL'.

Resolution of Obscured URL

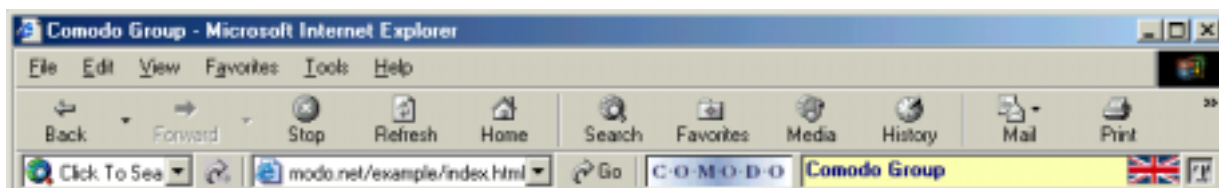
Optionally, TrustToolbar Plug-in will resolve 'obscured URLs' to their true state. For example the following URL is called a 'semantic URL' – it is purposely exploiting the way your browser displays URLs to you:

URL: http://www.cnn.com&story=breaking_news@64.69.179.2/example/index.html

While it looks like a CNN news link, it is in fact a link to an example web page belonging to Comodo. Yet, your Internet Explorer browser will display the following:



This URL could lead you anywhere! It could be a fake news story, a fake press release, a fake account login page, or even a fraudulent imitation e-commerce website. The result is that you cannot trust your URL to be 'real'! However, TrustToolbar Plug-in will identify an obscured URL and resolve it to its correct state, thereby removing the ambiguity of URLs. For example, when the above URL is entered into TrustToolbar Plug-in it will display your true URL:



Because this 'obscured' URL belongs to Comodo, TrustToolbar Plug-in displays the Legal Name, Logo and true URL of your current location. There is no ambiguity as to who owns this website with TrustToolbar Plug-in!

On top attacks

TrustToolbar Plug-in utilises the power of the Operating System to beat an attacking website (which has no choice but to act within the constraints and limits provided by the browser). For example, TrustToolbar Plug-in identifies when a website is purposely attempting to obscure your current browser with a new browser. Such an attack may be an attempt to obscure your TrustToolbar Plug-in to hide your true location. TrustToolbar Plug-in identifies when such an attack is mounted, and ensures you will always see your true location by slightly shifting the new browser to reveal your original browser.

Digital Certificate infrastructure

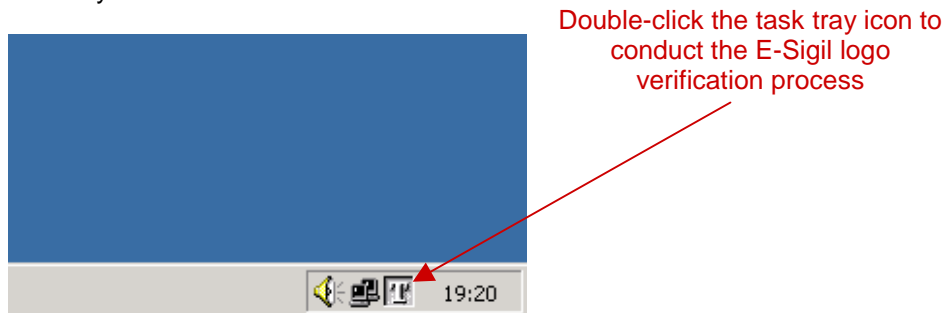
TrustToolbar Plug-in uses an infrastructure based on the open standards of X.509 Digital Certificates. All information displayed on TrustToolbar Plug-in has been digitally signed by the Comodo Certification Authority (CA). The company information is validated prior to the inclusion of the company in the TrustToolbar infrastructure. For further details of the Comodo CA and the issuance process, please refer to the Comodo repository available at the Comodo website www.comodo.net.

To view a website's certificate double-click the TrustToolbar button or right-click the TrustToolbar button and select View Certificate. The standard Windows digital certificate will then be used to display the website's X.509 Digital Certificate.

E-Sigil Logo Verification

TrustToolbar Plug-in allows you to navigate to e-commerce sites more easily and once connected to a site you are able to validate who owns the site. E-Sigil, on the other hand, enables the user to validate E-Sigil protected graphical content of the site. This allows graphical content to be cryptographically tied to a specific website. For example, E-Sigil is able to validate that a site is authorised to display an e-hallmark seal or to claim that it is an authorised reseller or a service agent of a branded goods supplier.

Verifying an E-Sigil protected hallmark is very simple. Simply double-click the TrustToolbar icon in the task tray area:



What happens next?

The web page will become momentarily blank all content except the graphical content protected by the E-Sigil system. Please note that the TrustToolbar itself will remain visible during the blanking process.

You can "trust" what they can see during blanking because it is protected using the same digital certificate backbone used by TrustToolbar Plug-in.

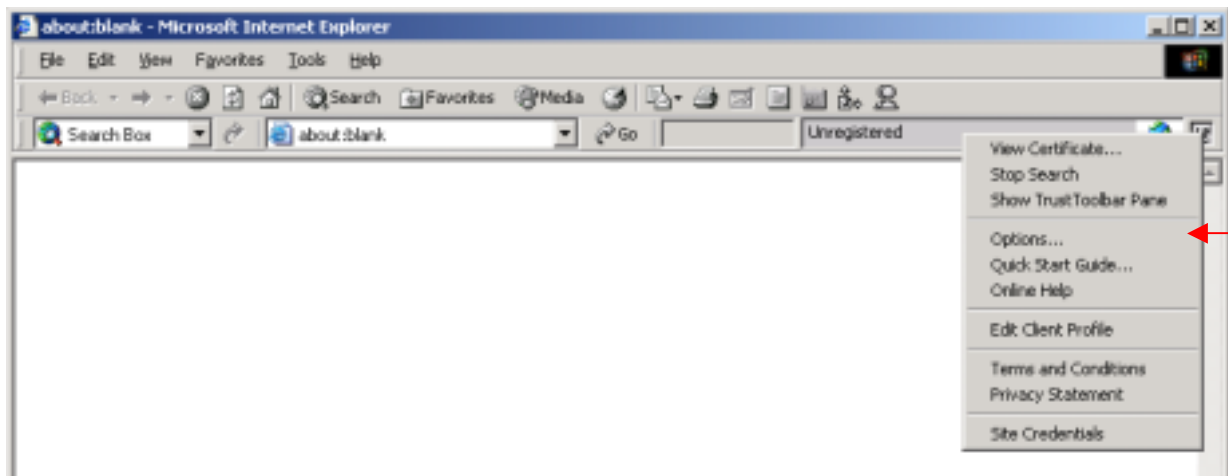
The TrustToolbar Website Identity Assured Logo

When a website passes the identity validation process and becomes part of the TrustToolbar system, Comodo issue the website with an Identity Assured Logo. This logo is protected using E-Sigil technology. You may validate the authenticity of this logo by double-clicking the task tray icon.



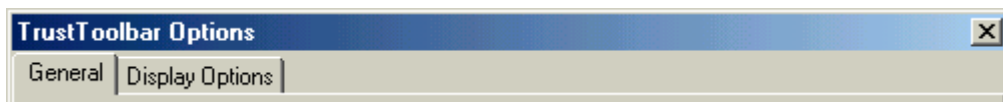
The "Website Identity Assured" Logo

Your TrustToolbar Plug-in preferences

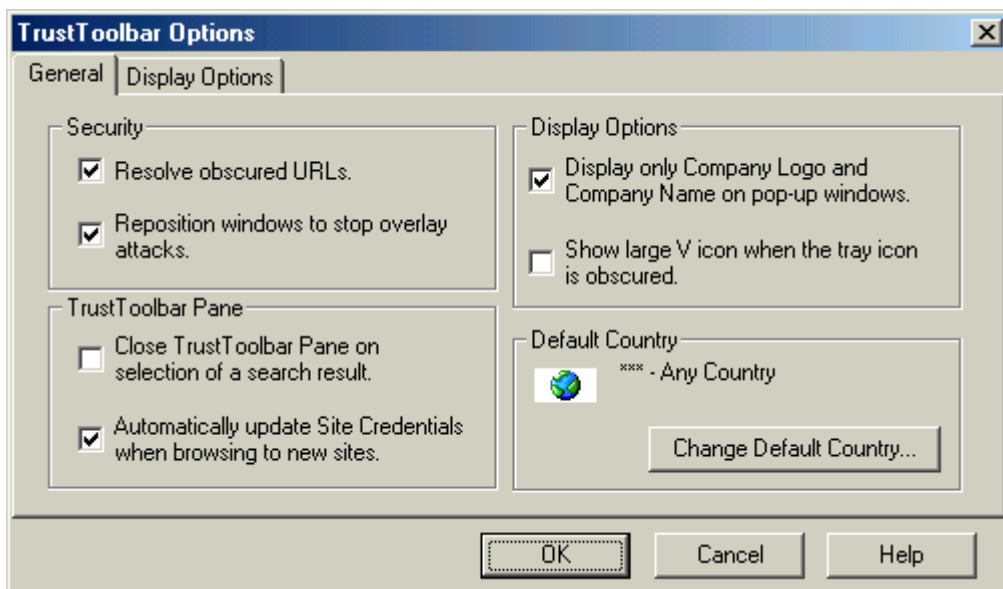


TrustToolbar Options

TrustToolbar Plug-in may be customised to suit your preferences. TrustToolbar Plug-in options are divided into two 'tabs' - click on each tab to toggle between option classifications:



General Options



Security Options:

- **toggling the URL Resolution:** By default, TrustToolbar Plug-in will resolve obscured and hidden (e.g. those containing the '@' character) URL. You may toggle this option by clicking the check box to remove / add the 'tick'. Click OK when you have made any changes.
- **Preventing Overlay Attacks:** By default, TrustToolbar Plug-in will prevent a website from opening another browser and overlaying existing browsers. It will do this by subtly repositioning the overlaying browser so that you may easily view the browsers currently open. You may toggle this

option by clicking the check box to remove / add the 'tick'. Click OK when you have made any changes.

TrustToolbar Pane Options:

- **Customising the TrustToolbar Pane:** When you are provided with multiple search results TrustToolbar Plug-in displays the results in the TrustToolbar Pane. By default the TrustToolbar Pane will remain open until closed manually, however you may specify in the options for the TrustToolbar Pane to be closed automatically when you select a Name from search results. You may toggle this option by clicking the check box to remove / add the 'tick'. Click OK when you have made any changes.
- **Site Credentials Update:** By default Site Credentials will automatically refresh should you change websites while the Site Credentials tab is open. You may toggle this option by clicking the check box to remove / add the 'tick'. Click OK when you have made any changes.

Display Options:

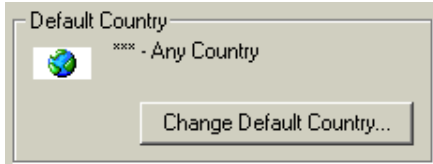
- **Customising the Display Options:** By default, TrustToolbar Plug-in will display only the Company Logo and Legal Name on Pop-Up windows. You may toggle TrustToolbar Plug-in to also display the URL of the Pop-Up window. You may specify that the URL is also to be displayed by clicking the check box next to "Display only Company Logo and Company Name on pop-up windows" to remove / add the 'tick'. Click OK when you have made any changes.

More display options are available by clicking the Display Options tab.

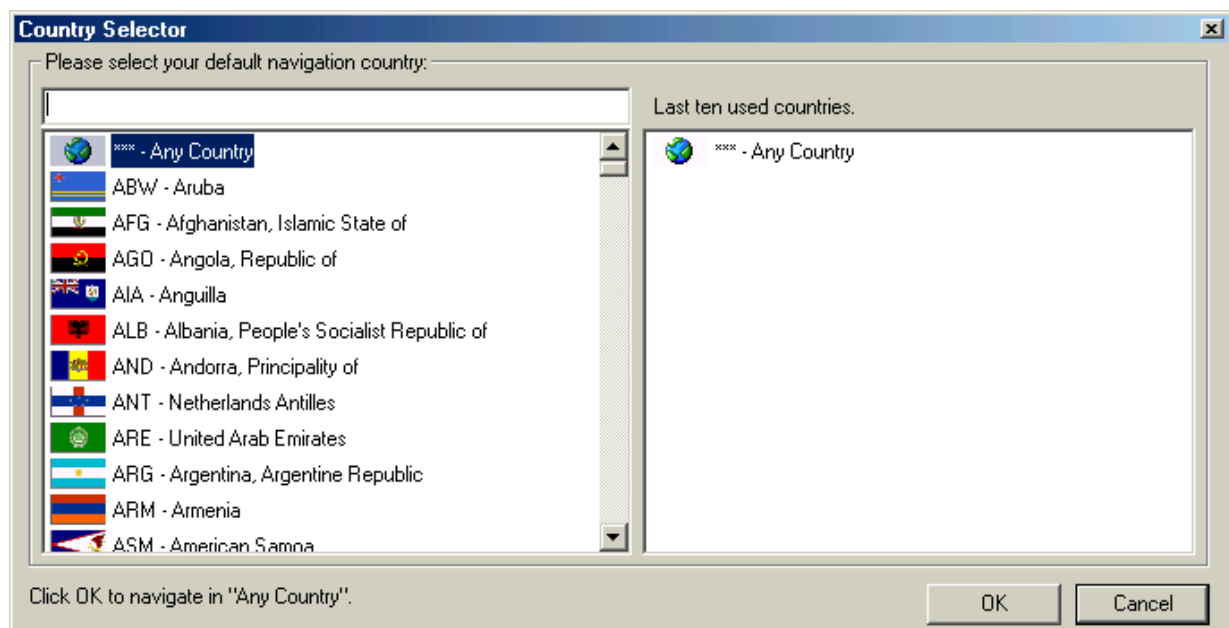
Default Country Select Options:

TrustToolbar Plug-in allows you to navigate using brands in specific countries by default.

- Click the **Change Default Country...** button:



- The following box will be displayed:



- Select from the list on the left the country you which to use to navigate by as a default. Alternatively, enter the first few letters of the country to find the country on the list.

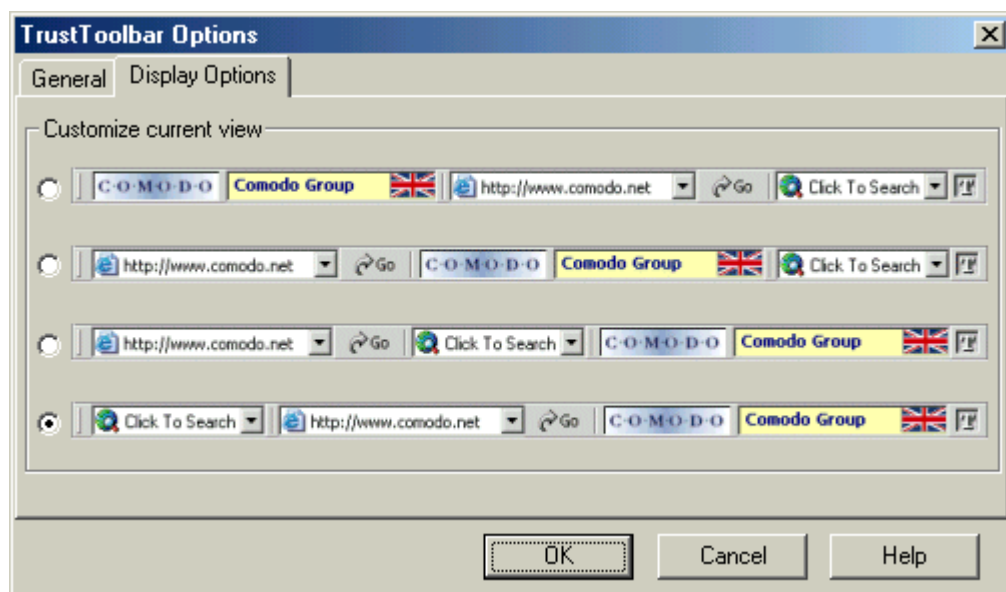
- When you have selected the country to use to navigate, click **OK**.

Repeat this process to select a different country. To return to selecting All Countries as your default, click **Any Country** in the country selector list.

More Display Options:

Click the Display Options tab to select an alternative order for display of the Search Box, Trusted Navigation Box and Trusted Display on TrustToolbar Plug-in.

- Click the radio button on the left of the display method to select



Localising your search results

You may further customise your search results, including sorting and filtering your search results dependent on your location, by using your Client Profile. Right click the TrustToolbar button and select Update Client Profile.

Note: Your client profile is anonymous – it is in no way connected with you as an individual. For more details read the TrustToolbar privacy policy.

Uninstalling TrustToolbar Plug-in

To uninstall TrustToolbar Plug-in:

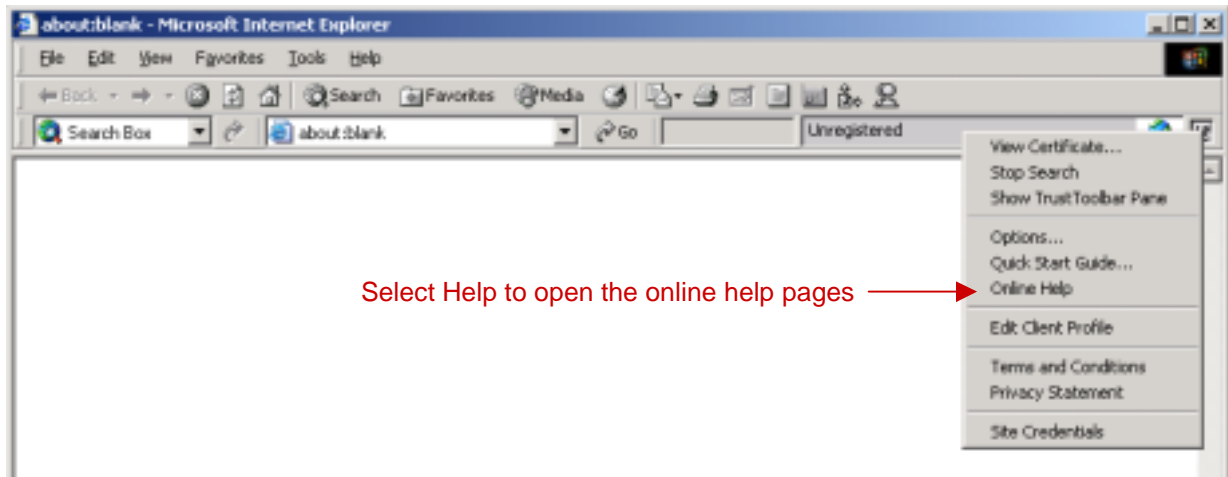
1. **Click the Windows Start Button, and then click the Settings menu. Select the Control Panel from the Settings menu.**
2. **When the Control Panel has opened, select and open Add/Remove Programs.**
3. **Locate Comodo TrustToolbar from the list and click Remove.**

TrustToolbar Plug-in and its components will then be removed automatically.

Getting help

If you require further assistance with using your TrustToolbar Plug-in, you may use the online support facilities available on the TrustToolbar website.

You may directly open the online help by right-clicking the TrustToolbar Plug-in button to open the context menu:



- Please note that you will be required to connect to the Internet to read the online help files.

The online help files consist of quick start guides, online tutorials, beginning and advanced FAQs (frequently asked questions).

Contact Information

Contacting the TrustToolbar Plug-in Team

TrustToolbar is one of the many Internet security, trust and navigability solutions innovated by Comodo, the Internet security specialist.

Comodo and the TrustToolbar Plug-in support team can be contacted through the Internet using the following services:

- Additional or Support information can be requested by emailing <mailto:info@comodo.net>
- TrustToolbar Plug-in Product Home Page: www.trusttoolbar.com
- Comodo Corporate Home Page: www.comodo.net



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