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APPROVED

by Internal Order of AO Mizuho Bank (Moscow)  
dated October 17, 2025 No. 100/25

President

A.I. Malyshev

**AO Mizuho Bank (Moscow)**  
**Remote Banking System Customer Work Center Setup**  
**Instruction**

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## 1. General Information

This Manual describes the process of installation and initial setting up of the remote banking system (hereinafter referred to as "RBS") customer workstation of AO Mizuho Bank (Moscow) (hereinafter referred to as "Bank") on the Windows platform.

The target audience users of the RBS as well as technical specialists serving software and hardware that provide access to the Bank's RBS.

Interaction via RBS is carried out using a browser. All data of the customer are part of the system are stored on the Bank's server.

The current version of the Manual is available on the Bank's website under Products and Services - Remote Banking <https://www.mizuhogroup.com/emea/russia/ru/service/remote-banking>

To ensure the protection of information in the RBS certified cryptographic information protection systems are used:

1. RuToken EDS 3.0. cryptographic protection system. Additional information on the RuToken EDS 3.0, as well as technical documentation, is available on the developer's website <https://www.rutoken.ru/>
2. Message-Pro. Additional information on the Message-Pro as well as technical documentation, is available on the developer's website <http://www.signal-com.ru/>

## 2. Technical requirements

The minimum configuration requirements for the personal computer used to work with the RBS are as follows:

### Hardware configuration:

- IBM PC or 100% compatible
- 600 MHz or higher
- 128 MB RAM and above
- Video adapter at least SVGA (800 \* 600. 256 colors
- At least 100 MB of hard disk space
- Free USB port

### System Software:

- Microsoft Windows 10 operating system, Microsoft Windows 11.

**Attention! Technical support is available only on Russian and English versions of operating systems!**

- Current versions of Web browsers: Mozilla Firefox, Google Chrome, Microsoft Edge.
- Bank's website for operation in the RBS: <https://online.mhcb.ru/>, Bank's reserve website <https://online1.mhcb.ru/>

### Communication Requirements:

- access to the Internet.

### Password complexity requirements:

- In case of the first login to the RBS, the User needs to set a new Password.
- security reasons, the permanent Login Password must meet the following requirements:
  - Password must be at least 10 characters long;

- Password must include Latin characters (A-z), numbers (0-9) at the same time;
- characters of the Password must not be repetitive (for example, Qwerty111).

**RBS technical support:**

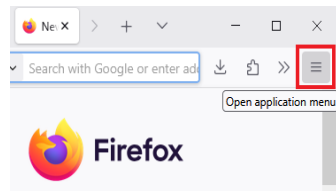
- Phones: +7 (495) 212-03-40, +7 (495) 651-08-92
- Email: [support@mhcb.ru](mailto:support@mhcb.ru)
- Work schedule: on working days from 09:00 to 18:00 (Moscow time).

### 3. Browser Settings - Turn off pop-up blocking

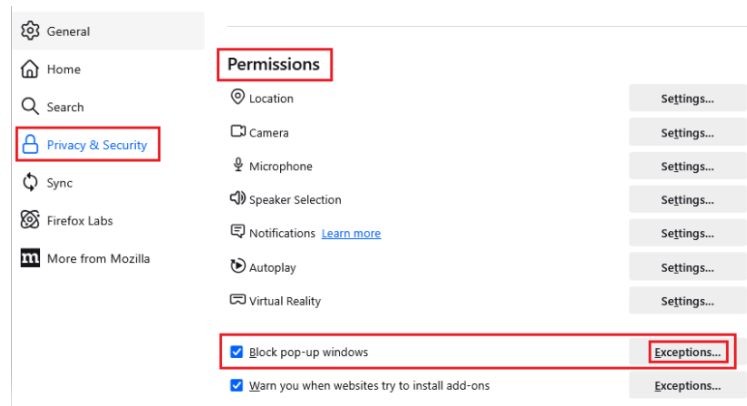
Before connecting to the RBS, you must disable pop-up blocking:

#### 3.1.Mozilla Firefox

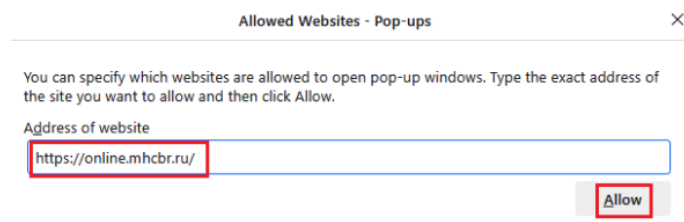
- 1) In the control panel of Mozilla Firefox browser, open "Application Menu", select "Settings":



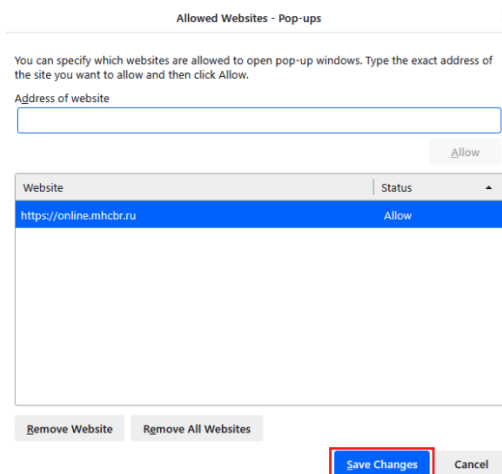
- 2) Go to «Privacy & Security», scroll down to «Permissions», select «Block Pop-ups windows», and click «Exceptions...»:



- 3) The Allowed Websites - Pop-ups window opens - add the <https://online.mhcb.ru/> site address and click the «Allow» button to add the site to the allowed:

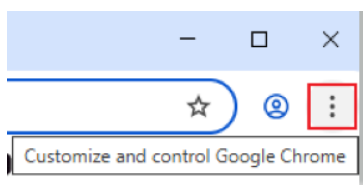


- 4) Verify that the website you added has accepted the Allow status and click «Save Changes»:

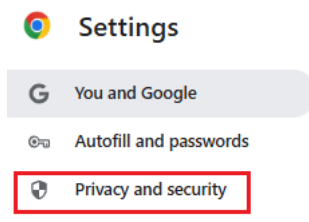


## 3.2. Google Chrome

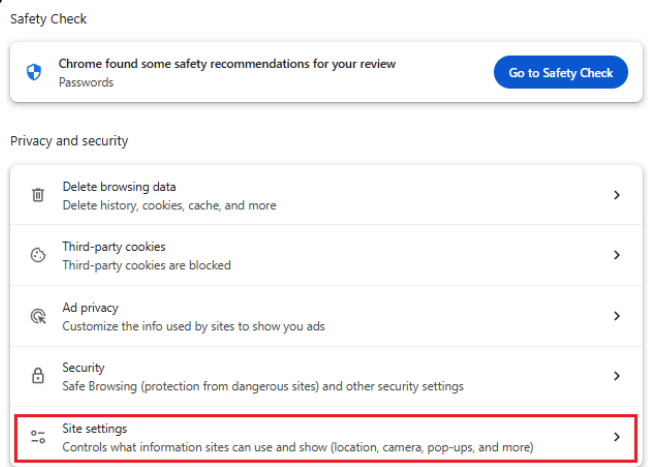
- 1) In the Google Chrome browser control panel, click «**⋮**» «**Customize and control Google Chrome**» and go to «**Settings**»:



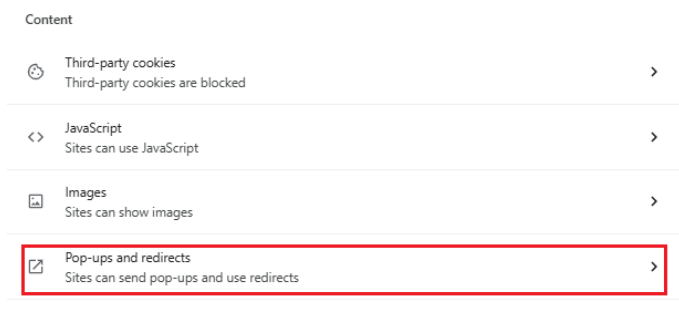
- 2) In the main menu, select «**Privacy and Security**»:



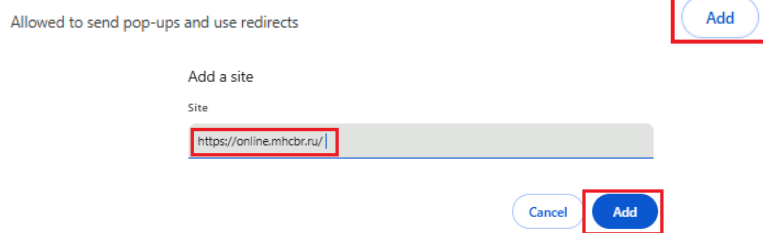
- 3) Select «**Site Settings**»:



- 4) Scroll down to the «**Content**» section, select «**Pop-ups and Forwarding**»:

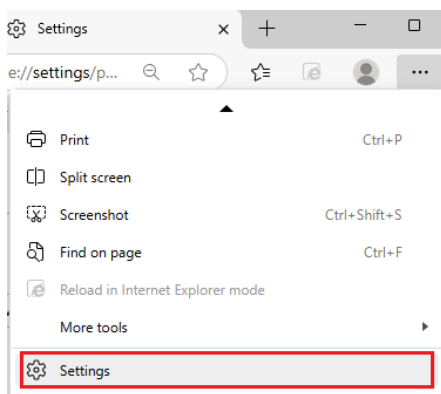


- 5) Specify the <https://online.mhcb.ru/> site address and click «Add»:

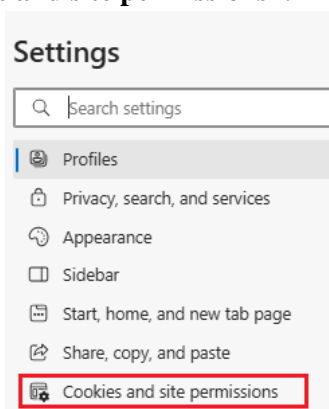


### 3.3. Microsoft Edge

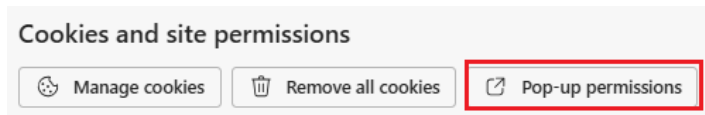
- 1) In the Microsoft Edge browser control panel, click... "..." – **Settings - Other** and go to **Settings**:



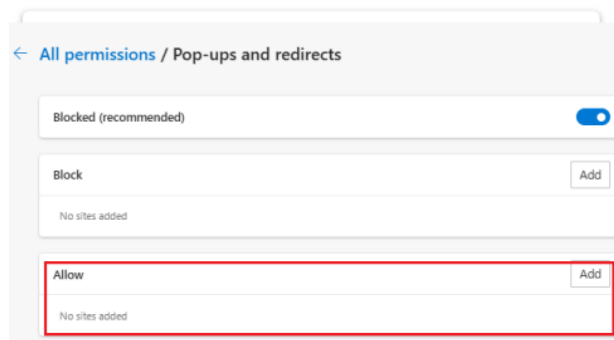
- 2) **Options** main menu, select «**Cookies and site permissions**»:



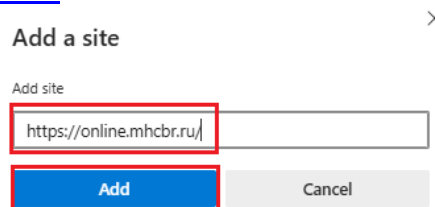
- 3) Select **Pop-up permissions**:



4) **Allow**, click Add:

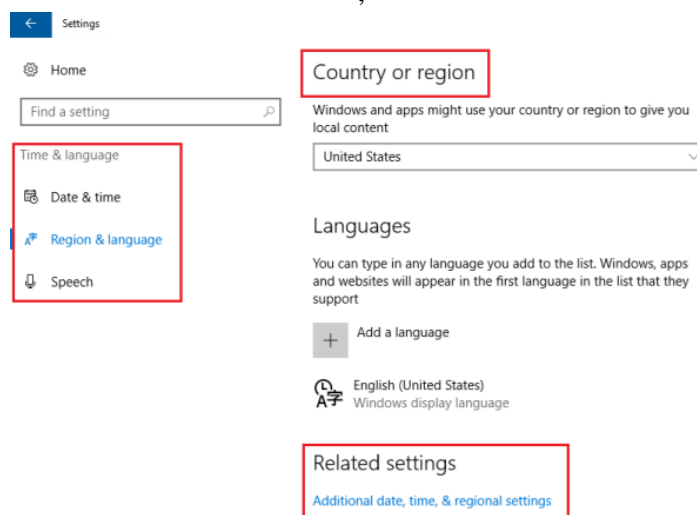


5) Specify the <https://online.mhcb.ru/> site address and click Add:

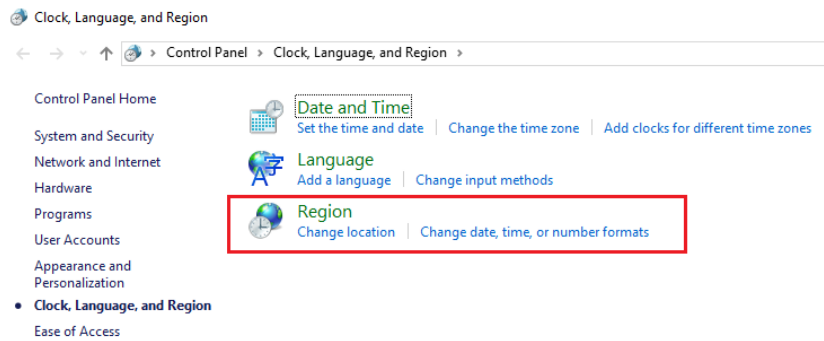


## 4. Select a language for programs that do not support Unicode (Windows)

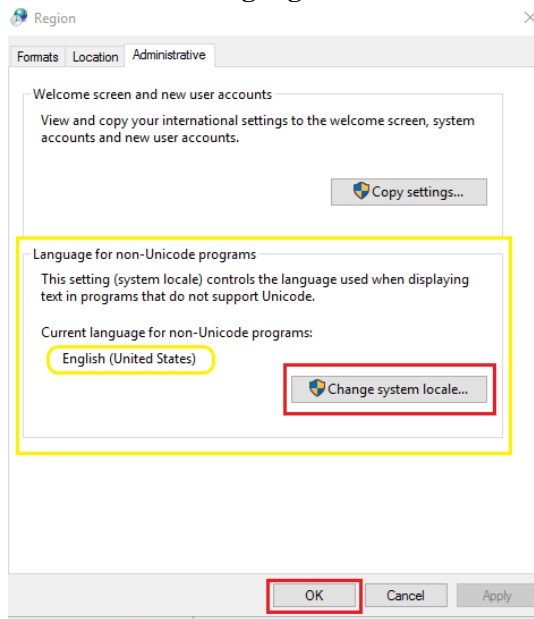
1) Open «Start» - «Windows Settings» - «Time and Language» - «Region» and In the Related settings select «Additional Date, Time & Regional settings»:



2) Under «Region» - «Change Date, Time, or Number Formats»:



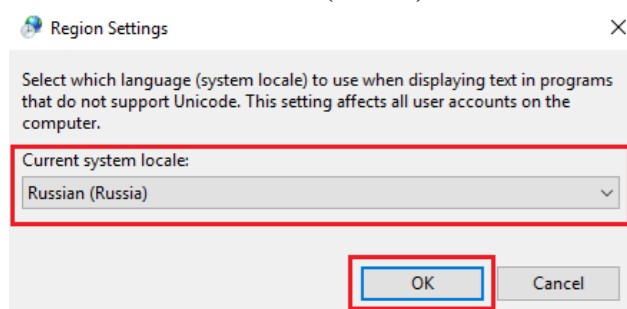
- 3) In the window that opens, click the «Administrative» tab - area «Language for non-Unicode programs», verify that the «Current Language for Non-Unicode programs» - Russian (Russia):



If you have another language installed, click the **Change System Language** icon.

**! If you do not have permission to change your settings, contact your security administrator.**

**"Current System Locale" must be set to "Russian (Russia)":**

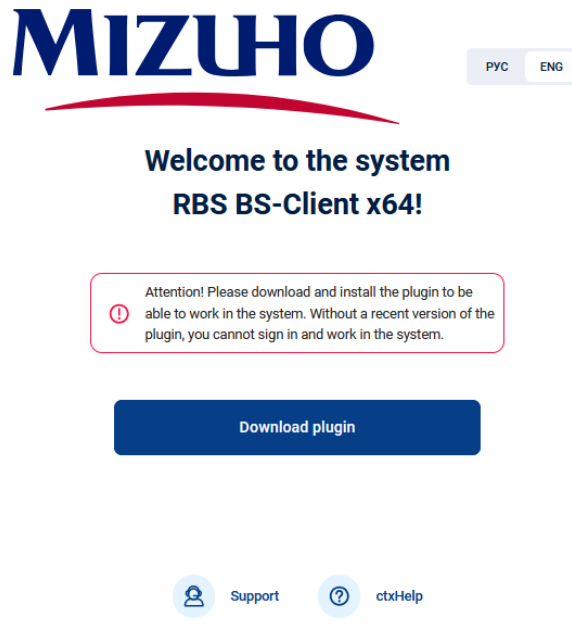


Click **OK** save the setting and restart the computer.



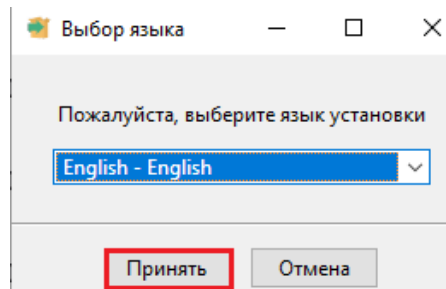
## 5. Loading and Installing the Plugin

- 1) Open your browser and go to <https://online.mhcb.ru>;
- 2) Click «Download plugin»:

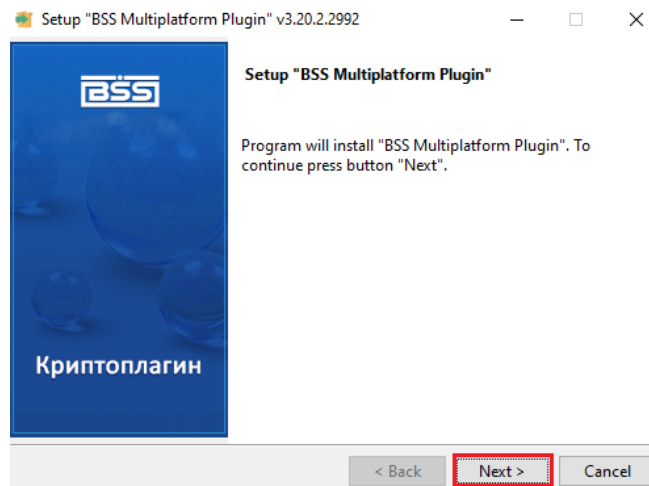


- 3) The plugin will load automatically.

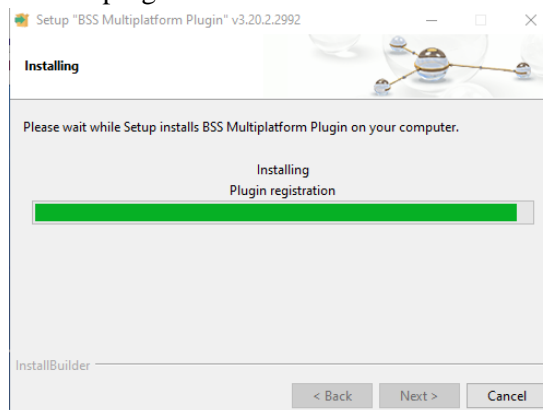
Open «**Browser Downloads**» (**CTRL + J**) start the plug-in installation file **BssPluginWebKitSetup.exe** clicking on it. The program installation window opens, select the installation language, and then click **Принять/Accept**:



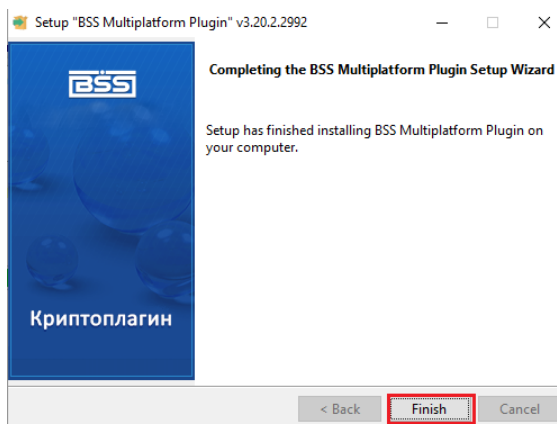
- 4) Go to the plug-in installation window, click «Next»:



- 5) The plugin installation process is in progress.



- 6) After installing the plugin, click «**Finish**»:



- 7) Next, return to the download page click «**Back**», and restart your browser.

# MIZUHO

## To download and install BSS Plugin, perform the following

1. Loading of the installation pack for the plugin will be started automatically. Sometimes browsers block its loading. If this is the case, open the list of downloads in your browser, click the blocked download, and click Allow.
2. Press Ctrl+J to go to the list of downloads in your browser.
3. Run the downloaded file.
4. If the system displays the security system warning, click Launch.
5. If the system displays the Control of user accounts screen, click Yes.
6. After that, please follow the displayed instructions.
7. Once the installation is completed, click Back.

Back



Support

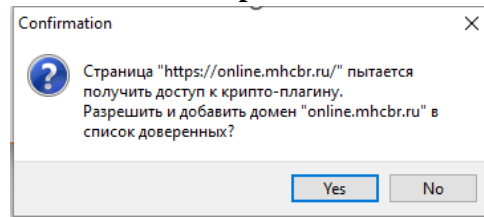


ctxHelp

- 8) Open the browser and re-log the RBS at <https://online.mhcb.ru>.  
At the bottom of the toolbar, open the **BSS** host:



- 9) When prompted to **"Allow and add domain" https://online.mhcb.ru/ "to trusted list?"**:



Click «**Yes**». This completes the plugin installation.