

SecureIT Services FAQ

1. What are the minimum system requirements for the SecureIT products? (the following are the system requirements as of 02/28/07 and are subject to change with product enhancements)
 - a. System memory: 98/ME – 96 MB; 2000/XP – 128 MB
 - b. Administrative rights are required for 2000 and XP systems
 - c. Windows version: 98SE/ME/2000/XP
 - d. Available Hard Drive Space: 200 MB
 - e. Vista version minimums are as follows:
 1. 800 MHz processor and 512 MB of system memory*
 2. 20 GB hard drive with at least 15 GB of available space
 3. Support for VGA graphics
 4. CD-ROM drive

*Vista may allocate a portion of system memory for video purposes. 512 MB of **FREE** memory is required for installation of SecureIT Services.
2. If I have more than one computer can I install the service on the other machines I own?
 - a. A CD can be used to install the product on more than one machine; however each machine requires a unique license key for product registration and installation.
3. I have questions about or need help with installation.
 - a. User should be instructed to call SecureIT Services technical support at 1-877-373-3320.
4. I already have security software on my PC, do I have to remove it?
 - a. All virus and spyware protection software must be removed prior to installation. SecureIT Services technicians are available to assist in this process. Stand alone Firewall programs are able to be left on the machine in most instances.
5. How long will the installation process take?
 - a. Installation times can vary depending on machine resources and internet connection speed. Average installation time is 18 minutes followed by the initial system clean up which can take up to an additional 45 minutes depending on internet connection speed.
6. When can I contact SecureIT Services Technical Support?
 - a. The call center is open 24/7.
 - i. Staff is in the office during the following times (all times listed are Central Time Zone :
 1. M – Sun 8 AM to 10 PM
 2. All times outside of the hours listed above are supported via on call staff. Customers can select an option to leave a message and a technician will call them back within 30 minutes.

7. How can I contact SecureIT Services?
 - a. Phone: 1-877-373-3320
 - b. Online chat: this can be accessed by opening the SecureIT Management console and clicking on the Request Remote Support icon. A new screen will appear with a “Request assistance” button. Clicking on this button will send a message to the SecureIT Services online chat center and a technician will respond momentarily.
8. I think my machine may already be infected can I move forward with the installation or do I need to have my PC cleaned first?
 - a. It is recommended that if you believe your machine is already infected that you take advantage of the Supported Remote Installation. SecureIT Services technicians will be able to clean your machine while they are installing the product.

SecureIT Services Tier 1 Trouble Shooting

The following are items that can be looked for to determine if an issue is SecureIT Services related.

1. Do you see a gold shield and gold padlock in the lower right hand corner of your screen?
 - a. No – This indicates that the service has been uninstalled. The user’s call should be referred to SecureIT Services Technical Support.
 - b. Yes – Indicates the service is installed, further trouble shooting will be required if they are experiencing difficulty using any of the manual tools available with SecureIT Services. Caller should be referred to SecureIT tech support.
 - c. If the customer has asked if they have installed the service correctly and these two icons are visible, they have installed the program correctly.
2. If the customer is complaining of slow internet speed, regular network speed troubleshooting should occur. If this trouble shooting indicates the customer’s connection is good and their internet service is not affected, slow down may be due to an infection and the caller should be referred to SecureIT.
3. For general issues it should be asked if this problem was experienced prior to the installation of SecureIT Services.
 - a. If yes the call can be referred to SecureIT, however if we determine it is a security related issue it may not be possible for us to provide a solution.
4. Before transferring a call the following information should be obtained:
 - a. Name
 - b. Telephone Number
 - c. Operating System type
 - d. Internet connection method – dial-up vs broadband