

# SecureIT Services

## Frequently Asked Questions

### **Which SecureIT products come with the SecureIT Guarantee?**

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None of the SecureIT products come with the SecureIT Guarantee by default. To be eligible for the SecureIT Guarantee, a customer must purchase SecureIT Live or SecureIT Plus and utilize either a Supported Remote Install or a Fresh Start Install (and the computer is certified as free of viruses or other malicious threats at the time of installation).

### **Do certain SecureIT products make more sense for some people than others?**

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The SecureIT product line is composed of three different products that can be marketed to select computer users or groups based on need and computer use.

SecureIT is designed for:

- College students
- Tech savvy individuals
- Individuals with multiple PCs
- Do-it-yourselfers
- Gamers

SecureIT Live is designed for:

- Working professionals
- Individuals with basic computer skills
- Home business owners
- Individuals with limited free time who just want their computer to work

SecureIT Plus is designed for:

- Parents and grandparents
- Value-driven individuals
- Individuals with limited computer skills
- Individuals with limited free time who just want their computer to work

### **If I purchase SecureIT Live and, after six months, decide I'd rather have SecureIT or SecureIT Plus, can I switch to that one?**

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Yes, you can change products, but a new key will need to be issued. The old SecureIT product will need to be uninstalled and the new SecureIT product will need to be installed. If you choose to use a Supported Remote Install or a Fresh Start Install, the installation charge will apply.

### **If I call in for support, will I be able to understand who I'm speaking with?**

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Yes, all of our technicians are employees of the company and are located in Cedar Rapids, Iowa, where they speak English first and technical jargon second. Our technicians are available 24 hours a day, 7 days a week.

**I just bought a new PC and I know a little bit about computers; why wouldn't I just manually install the SecureIT product?**

You can install any SecureIT product yourself and we have worked hard to make the installation process as easy as possible. If you'd rather not bother with the installation and want to take advantage of the SecureIT Guarantee, then our certified technicians are available 24/7 and will ensure any previous anti-virus software is properly removed, that the computer is free of any infections, and will ensure that SecureIT is installed correctly and working properly.

**If I purchase the base SecureIT and want a Supported Remote Install on three separate computers, will I have three separate Supported Remote Install charges?**

Yes, there will be a separate charge for each computer that a Supported Remote Install is performed on.

**I manually installed SecureIT on my old computer, but I just bought a new computer. Can I have a Supported Remote Install of SecureIT on my new computer?**

Yes, you can have a Supported Remote Install or a Fresh Start Install on your new computer; a charge for the installation service will apply.

**Why is the base SecureIT product not eligible for the Guarantee?**

The base SecureIT product does not include 24/7 support; therefore, our technicians do not have the opportunity to attempt to resolve any issues before the computer is taken to an outside repair shop.

**How do you know if my computer has an Internet security related issue or if something else has caused the problems on my computer?**

SecureIT technicians will remotely connect to your computer and conduct a series of tests and diagnostics to determine if the issue is SecureIT related or not. In the event a technician cannot get remotely connected, they will walk you through a series of tests that involve disabling SecureIT, performing a scan to look for malicious files, and Internet related tests to pinpoint the cause.

You should always contact SecureIT support first to attempt to resolve any computer issue before taking it to a computer repair shop.

**Do customers need to have a Windows CD to qualify for the Guarantee?**

No. If a reformat of the computer is required and the customer does not have their operating system CDs, we will ask the customer to be resourceful in obtaining them. If they cannot obtain these CDs, we will refer them to a shop and honor the Guarantee, assuming the repair is consistent with an issue related to SecureIT and the customer qualifies for the Guarantee.

## **What is included in 24/7 support? Is there anything that is not included?**

Our 24/7 support is available to SecureIT Live and SecureIT Plus users. The SecureIT base product does not offer 24/7 support and instead offers online web based forum support only. The SecureIT base product does offer a free one-time installation help for SecureIT users who are having problems installing the software.

SecureIT Services' 24/7 support covers all security-related issues, including the following:

- Infection removal
- Spyware issues
- Virus issues
- Firewall issues
- Popup blocker issues
- General SecureIT product-related questions

For those who have SecureIT Plus, the 24/7 support also includes:

- Disk defragmentation support
- Parental controls setup and troubleshooting

The 24/7 support does not include:

- Windows updates
- Operating system issues
- Internet connectivity issues
- Hardware or printer issues
- Software installation of software other than SecureIT products