Cox Business Security Suite

Quick Start Guide

POWERED BY:

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JOB #

c BS100022

DATE

5.20.10

CLIENT

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JOB DESCRIPTION

Quick start guide cover

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FILE

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cmy K

CD

Mark H.

AD

Melanie R.

CW

Andrew H.

DS

AM

Caitie P.

PM

Dianne Y.

CLIENT
Welcome to Cox Business Security Suite:

Thank you for choosing Cox Business Security Suite Powered by McAfee.
Cox Business Security Suite is a simple, efficient and reliable way to protect your business 24/7, so you’ll never have to worry about disruption to your network.

This Quick Start Guide will assist you in getting set up, so you can stop worrying about possible software viruses and focus on the most important thing: running your business.

For any additional information not covered within this guide, please contact your Cox Business Representative at 1-877-935-7038 or visit www.cox.com.

Thanks again for your business.

Sincerely,
Your Cox Business Team
Cox Business Security Suite

Table of Contents:

Part One: First-Time Access to MyAccount ........................................ 3

Part Two: Accessing Cox Business Security Suite ............................. 4

Part Three: Managing Users ............................................................. 9

Part Four: Uninstalling Cox Business Security Suite ......................... 10

Part Five: Additional Help and Resources ....................................... 11
Part One: First-Time Access to MyAccount

In order to install Cox Business Security Suite you must have a MyAccount Profile. If you already have a MyAccount Profile, please go to Part Two of this guide.

First-Time Access to MyAccount

1. Go to: https://myaccount.coxbusiness.com and click on the new user link.
2. Follow instructions on the Online Account Management screen.
3. You will receive a welcome e-mail from myaccount@coxbusiness.com.
4. In the e-mail you will receive your username and password.
5. Click on the embedded link within the e-mail to complete the registration process.
6. Click on Go to Login Page in the center of the screen.
7. Look for “Welcome to your new Cox Business Services – MyAccount.”
   NOTE: You will be prompted to change the default password.
8. Complete the personalized secret question and answer.
   NOTE: The answer must be between 5 and 20 characters in length.
9. Complete the contact options and preferences information.
10. Click on Save.
11. You have now successfully logged onto the Cox Business Security Suite MyAccount screen.

To Change Your Password

1. Click on the Change Password link located on the top of the page under your login name.
2. Enter the current or default password in the Current Password section.
3. Enter the new password in the New Password section.
4. Re-enter the new password in the Confirm New Password section.

   Your password must meet the following requirements:
   • Must fall between 8 and 24 alphanumeric characters long.
   • Must include at least one letter and one number.
   • May include punctuation characters.
   • May not include or form the word “password.”
   • May not be your username.

   NOTE: For security purposes, it is suggested that you frequently update your password and do not share it with anyone.
1. After successfully logging into MyAccount, select the Data Tools menu.

2. Click Security Suite or Activate Security Suite in the center of your screen.

3. Select the Click Here link next to the Accept option to read the McAfee® License Agreement. Then close the window and return to MyAccount.

4. Read the Security Suite Terms and Conditions and click Accept.

5. Click Continue on the lower right-hand corner of your screen.
5. An e-mail notification will be sent to you within a few minutes.
   • Before you continue, please make sure you have uninstalled existing desktop antivirus, antispyware and firewall software already installed on your PC.
   • Please make sure all pop-up blockers are **DISABLED** before going to the next step.
   • Make sure to adjust your security and privacy settings in Internet Explorer to Medium. (You must be running Internet Explorer 5.5 or higher.)
   • View the install demo at http://www.mcafee.com/tpinstall.

6. When the e-mail notification arrives, click the URL (in step #2 of the e-mail) to download and install the Cox Business Security Suite software.

   **NOTE:** You should receive e-mail notification in a few minutes. Check your spam folder if you do not see the e-mail notification in your Inbox.

   **NOTE:** You must have an active Internet connection to download and install the software.
7. Click **Install** to run the download manager.

8. Click **Run** to download the installer program.
9. Click **Run** to initialize the installer.

![Internet Explorer - Security Warning]

While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. *What's the risk?*

10. You will now see a series of screens similar to the one below to describe the downloading, updating and installing of your security software.

![Total Protection Service]

*Installing McAfee Total Protection Service*

Removing software packages, please wait.
11. Finally when you see the screen below, click **Restart** to finish the installation of your Cox Business Security Suite.
Customize the way Security Suite operates by accessing McAfee® SecurityCenter, an administrative management console for monitoring the protection status of computers on your account.

1. To access the McAfee® SecurityCenter you must first login to MyAccount.
2. Click the navigation link to SecurityCenter.
3. Now you are able to manage users at the McAfee® SecurityCenter site.
If you uninstall the client software, the computer is no longer protected. We recommend that you reinstall as soon as possible.

1. Close Microsoft Outlook® and Internet Explorer® applications.
2. In the Windows® Control Panel, open Add/Remove Programs.
3. Select the types of protection you want to uninstall, then click Remove.
   • McAfee® Virus and Spyware Protection
   • McAfee® Firewall Protection
   • McAfee® Browser Protection

**NOTE:** On computers running the Windows® firewall, the setting for the Windows® firewall is automatically restored to the setting that was in effect before Total Protection Service firewall protection was installed.
• Contact your Cox Business Representative or
• Go to http://support.coxbusiness.com or
• Call Cox Business Security Suite Support at 1-877-935-7038

Additional Resources
Cox Business Security Suite McAfee® Product Guide
Services and features not available in all areas and package options vary by market. Rates and speeds vary by market. Number of users and network management needs may require Cox to modify upstream and/or downstream speeds. Cox cannot guarantee uninterrupted or error-free Internet service. The Cox Business Security Suite Powered by McAfee® is included with your subscription to Cox Business InternetSM and will automatically terminate upon termination of your Cox Business Internet service. Cox cannot guarantee the intended results from the McAfee® services or that the McAfee® software will be error-free, or free from interruptions or other failures. The McAfee® services and features are subject to change. Not available for Apple users. McAfee® is a trademark of McAfee, Inc., and/or its affiliates. Early termination liabilities apply. Other restrictions apply. ©2010 Cox Communications, Inc. All rights reserved.