

COVID-19 ENDPOINT PROTECTION SUPPORT

In the wake of the current COVID-19 Pandemic, both Trend Micro and McAfee have offered **limited** FREE endpoint protection/ Malware prevention for those employees who are working remote **AND** will be accessing the state infrastructure using personal devices.

Option # 1 - McAfee LiveSafe (Offer good until 31 May, 2020)

Under this program, you will receive access to McAfee LiveSafe product. This product covers unlimited PC's, MAC's, Smartphones and Tablets for each employee. In addition, our McAfee Home Use Program comes with 24/7 Consumer Support.

All North Carolina State Agencies and Local Counties may take advantage of this support. McAfee has a 6-step process as depicted below as well as customer service steps. Do NOT contact DIT or your local administrator for support. This is a service provided solely by our vendor partner.

Step 1.

End-User Experience Flow

- Go to www.mcafee.com/wfh
- Select your Country/Language
- Enter in Company Code: **COR754C85F**
- Enter your corporate email address
- Click "Get Email"

This Home Use Program – Work from Home Initiative expires on May 31, 2020

McAfee
Together is power.

McAfee
LIVE SAFE

McAfee LiveSafe™

McAfee LiveSafe™ service protects YOU - your data, identity and all your devices. Now you can surf, shop, bank, share, and live your life online with confidence.

Please select your country and language. Then enter your company code and corporate email address so we can email you a link and product code to install your new software.

Country and Language:
United States - English

Company Code:
COR754C85F

Corporate Email Address:
[Email Address]

Get Email

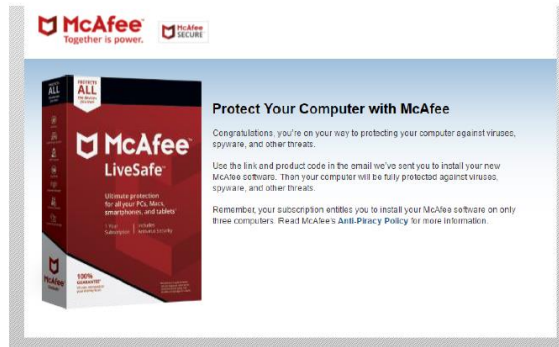
Features

Expand All Collapse All

- Comprehensive Cross-Device Protection
- Hardware Enhanced Anti-Theft
- Secure Cloud Services
- Simple Management
- Security Advisers

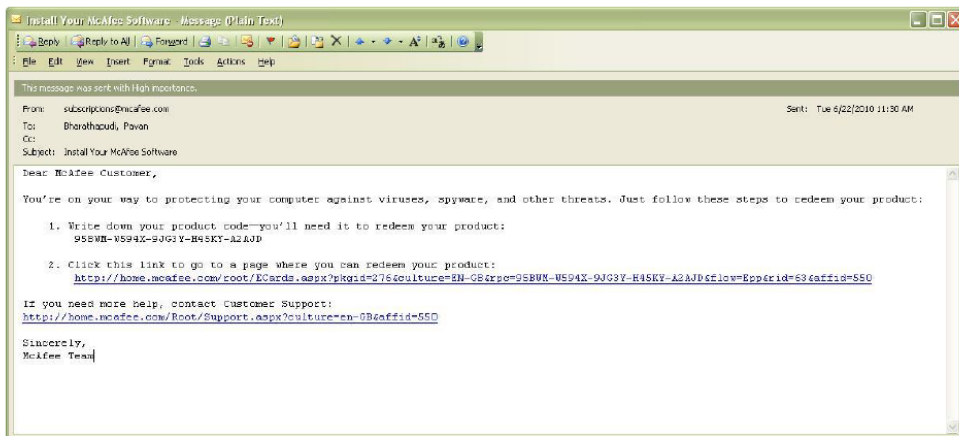
Step 2.

- You will receive a message on your screen that tells you your product code and download link has been sent to your email address



Step 3.

- Go to your corporate email account and look for an email from McAfee with your product code and download link
- Forward this email to your personal email address– you will download this product on your personal device and not on your corporate owned machine
- Click on the download link as shown in #2 below



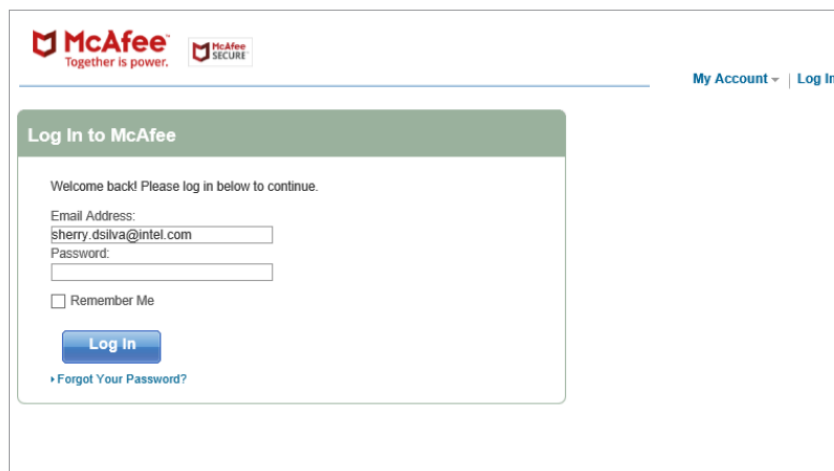
Step 4.

- Once you click on the download link you will be taken to this redemption page.
 - Your product key should auto populate. If it doesn't you can manually enter it in.
- Enter your Corporate email address in the space below
- Click "submit"



Step 5.

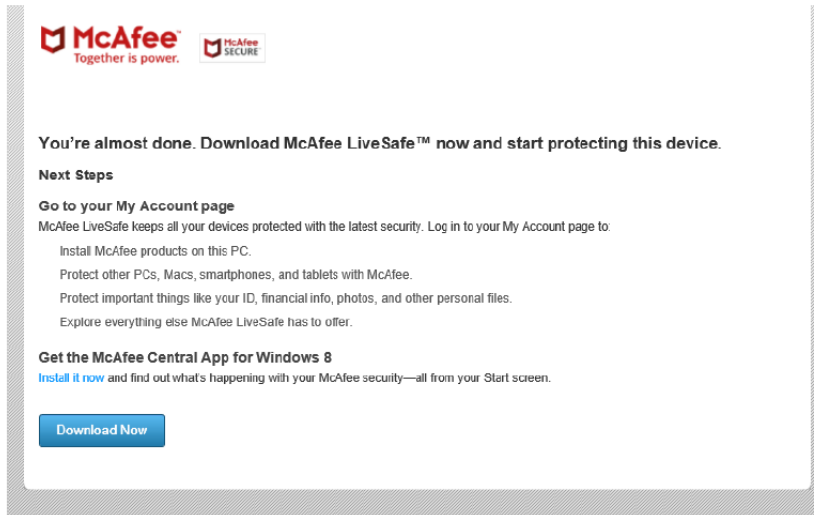
- You will be asked to log in to your existing McAfee account or create a new one
- Follow the prompts for either option.
 - If you already have an account and don't remember your password, you can click on "Forgot Your Password?" on the bottom of the blue "Log In" button



Step 6.

- You will receive “Download Now” prompt on your screen.
- Click on the “Download Now” button to start downloading the product

*** Note, do not download this product on your corporate device. This is for your home PC, MAC, Smartphone and Tablets only*

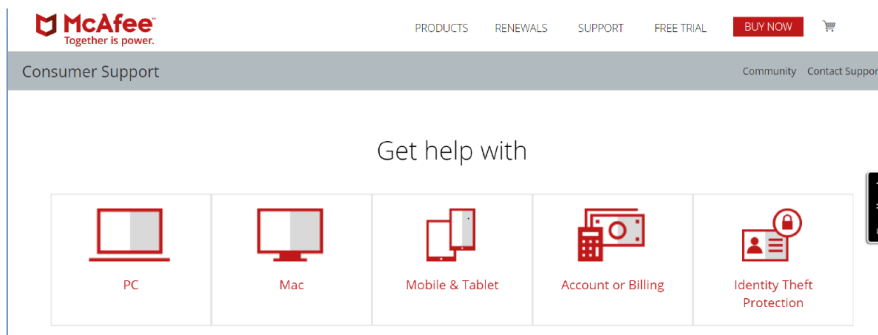


Customer Support:

Do NOT contact DIT or your Agency's service desk as this solution is NOT managed by the State or any local organizations. See below URL for support:

<https://service.mcafee.com>

For Support go to: <https://service.mcafee.com>



OPTION # 2 - Trend Micro (Offer good for 6 months)

Use the following link to download and install the endpoint protection solutions for either Mac or Windows devices:

https://store.trendmicro.com/store?Action=Content&Locale=en_US&SiteID=tmamer&pbPage=TrendWFH_2020

Once you click on the above link, you will be presented with a site similar to the below. Once users click on the **Free 6-Month Download**. You will get the **RUN SAVE CANCEL** Option.

Step 1.

Click on RUN and follow the prompts for installation.

TREND MICRO Windows Mac Mobile FAQ

Maximum Security (Windows)

Our cloud-based AI technology delivers highly effective and proactive protection against ever-evolving ransomware and malware infections. Trend Micro Maximum Security includes protection against ransomware, viruses, malware, spyware, and identity theft. You can depend on Trend Micro to defend against known and never-before-seen attacks, keeping you ahead of the rapidly changing threat landscape.

- Block web threats** Defend against ransomware and other online dangers.
- Avoid Fraud and Scams** Guard against phishing emails.
- Secure your transactions** Bank online more safely with Trend Micro™ Pay Guard to ensure the legitimacy of financial sites.
- Manage passwords with ease** Create and manage complex passwords and securely sign into your favorite websites.
- Safeguard your kids** Allow children to explore the web safely with both time and content limits.
- Optimize performance** Fix common computer problems and get everything running at top speed.

FREE 6-month Download

Antivirus for Mac

Trend Micro Antivirus for Mac provides advanced online protection to ensure your Mac is safe. Protect against ransomware with Folder Shield, which will ensure your files are protected during an attack. Antivirus for Mac protects your computer from malware and other malicious threats; it also guards against identity theft.

- Block web threats** Defend against ransomware and other online dangers.
- Avoid Fraud and Scams** Guard against phishing emails.

What do you want to do with NABU_6mo_trial-TT1_16.0_HE_Full.exe (384 MB)?
From: powerbox-na-file.trend.org

Run Save ^ Cancel X

For more information on the program, best security practices for your employees, and/or sign up for your product download URL, please visit: <https://resources.trendmicro.com/Work-From-Home-Assistance-Program.html> [resources.trendmicro.com]