Getting Started with

TECH**SHIELD**

Version 5/21

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Getting Support

What is TechShield?

TechShield managed solutions is technology made easy. It helps you setup, use, protect and enjoy your networked devices. Combining industry-leading software and world-class support creates a customized TechShield solution for everyone. Whether it's for computers or mobile devices, TechShield combines the best security, backup and data management software available with 24/7 support.

Installing TechShield

Activating and Installing TechShield

1. Open the email you were sent from your service provider. This will be from **support@ securitycoverage.com**.
2. Click the link to go to: **go.securitycoverage.com**.
3. Enter your activation code, then your email address.
4. Enter your personal information and click Activate.
5. Download all of your products. These download links will also be emailed to you (images of app store listings can be found below).
6. Install all products.
7. Installation assistance is available 24/7 at **(877)373-3320**. Professional installation is also available for a small fee.
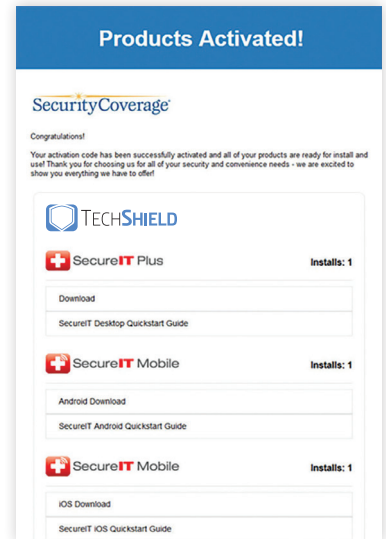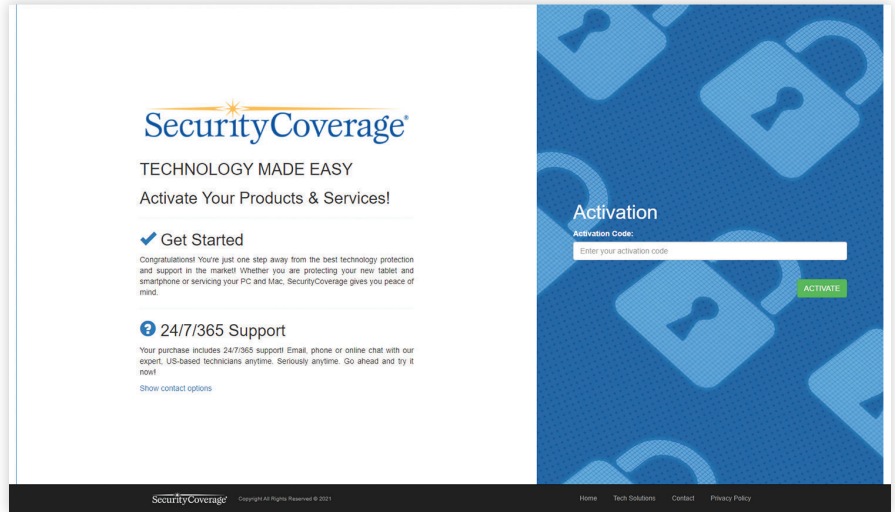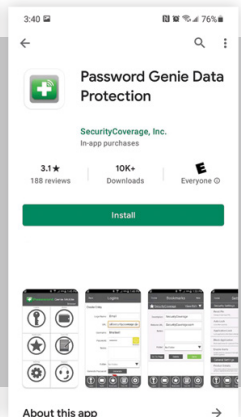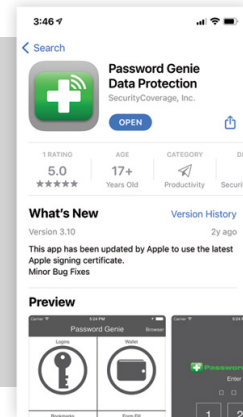

SecureIT iOS App Store	SecureIT Android Google Play	FileHopper iOS App Store	FileHopper Android Google Play	Password Genie iOS App Store	Password Genie Android Google Play
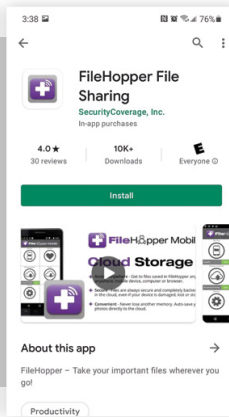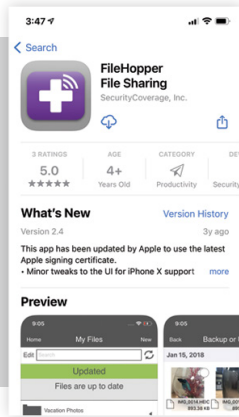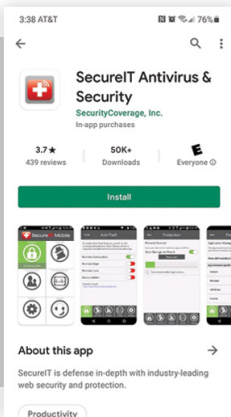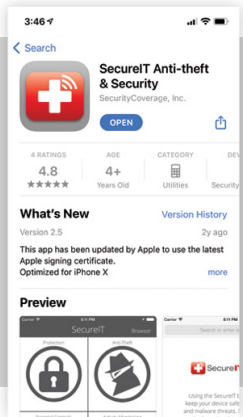
| 1. Go to Apple App Store 2. Go to Apps 3. Search **SecureIT anti-theft & security** | 1. Go to Google Play Store 2. Go to Apps 3. Search **SecureIT anti-virus & security** | 1. Go to Apple App Store 2. Go to Apps 3. Search **FileHopper file sharing** | 1. Go to Google Play Store 2. Go to Apps 3. Search **FileHopper file sharing** | 1. Go to Apple App Store 2. Go to Apps 3. Search **Password Genie data protection** | 1. Go to Google Play Store 2. Go to Apps 3. Search **Password Genie data protection** |

SecureIT Introduction

What is SecureIT?

SecureIT anti-virus software and internet security protects your computers and mobile devices from the latest online threats. New digital threats appear every day, but with SecureIT, you get industry-leading essential protection, plus the convenience of never needing to update your software. SecureIT works silently in the background, protecting computers and mobile devices from all manner of threats.

SecureIT Plus	SecureIT Android	SecureIT iOS
Anti-virus	Anti-virus	Anti-theft features
Anti-spyware	Anti-spyware	Web security
Automatic updates	Anti-theft features	Parental controls
Personal firewall	Web security	Alerts
Bloatware removal tool	Parental controls	X
Behavior based scanning/quarantine	Cloud-based scanning	X
Ransomware scanning and removal	Application audit	X
Parental controls	Virus alerts	X
24/7 product support	X	X
Virus alerts	X	X
Online reporting	X	X
Hard drive defrag	X	X
Guaranteed protection	X	X

Secure IT Plus ®

Downloading Initial Definitions

Upon installing SecureIT, you will need to download the virus, anti-phishing and parental controls definitions. These will download automatically once you have finished your installation.

Running A Scan

SecureIT automatically keeps you safe with its Real-Time protection. However, you can also manually scan your computer for malware using our powerful scanning tools.

First, navigate to the Scanning page by clicking the Scanning panel on the main menu. Once on the Scanning Page, you will see three different types of scans as well as a Schedule link on the left-hand side.

To run the desired scan, simply click 'Start Scan' to the right of each scan.

You can also choose to schedule a time for SecureIT to scan your computer by utilizing the Schedule scan feature. To enable this, click Schedule on the left-hand side, then once you are on the Schedule Scan page, enable the scan using the switch on the upper right, select the desired drive to scan, pick the frequency of the scan and the desired start time from the drop-down menu.

SecureIT Plus ®
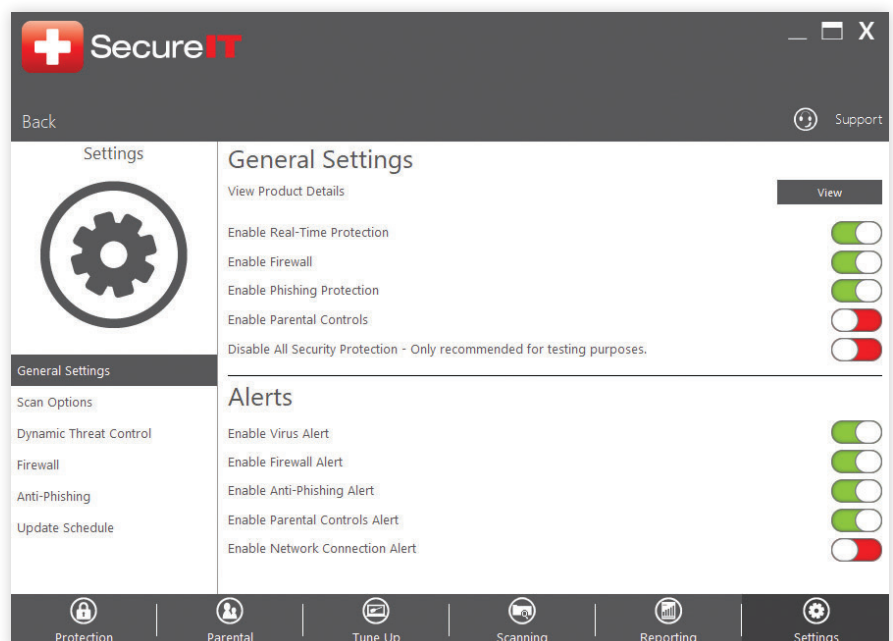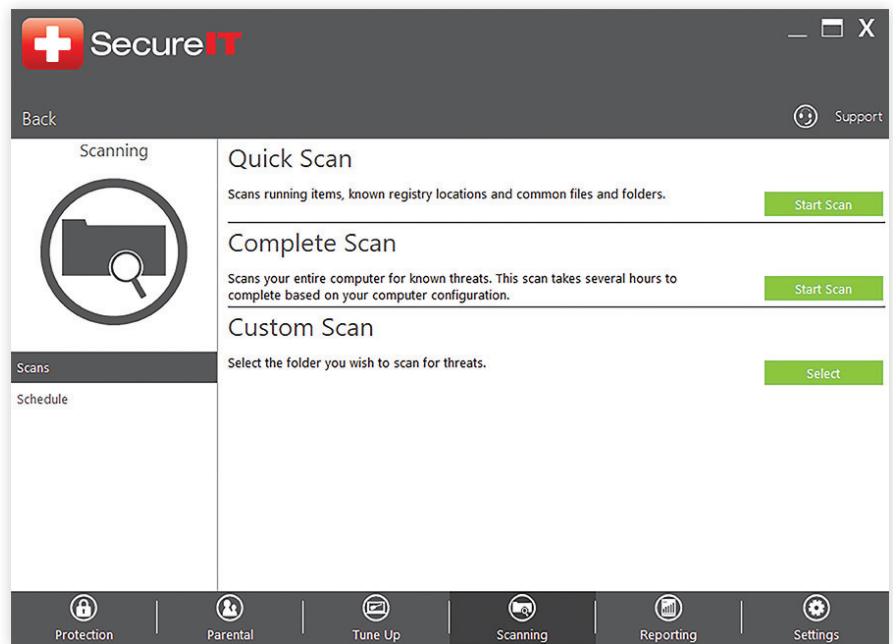
Changing Settings

The Settings within SecureIT allow you to enable or disable the various components of SecureIT.

General Settings

Here you can enable/disable Real Time Scanning, Firewall, Anti-Phishing and Parental Controls. You can also enable/disable the various alerts within SecureIT.
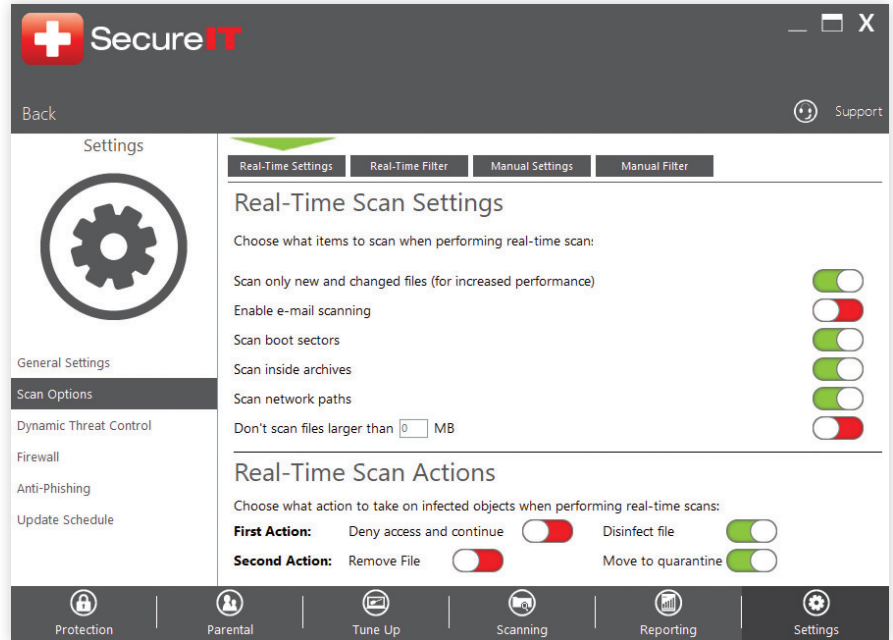
Scan Options

Here you can select the various options available to you for Real-Time and Manual Scanning.

Dynamic Threat Control

Here you can set the detection strength of SecureIT Dynamic Threat Control customizing the level of alerts.

Firewall

Here you can manage incoming and outgoing network connections.

Anti-Phishing

Here you can add sites that have been erroneously flagged as phishing sites to a whitelist so they will not be flagged as malicious by SecureIT.

![SecureIT Plus logo]

Update Schedule

Here you can choose how frequently SecureIT checks for new malware definitions.

Configuring Parental Controls

If you have SecureIT Plus, then you have access to our robust Parental Controls. To set them up, click on Set Up under Parental Controls on the main menu.
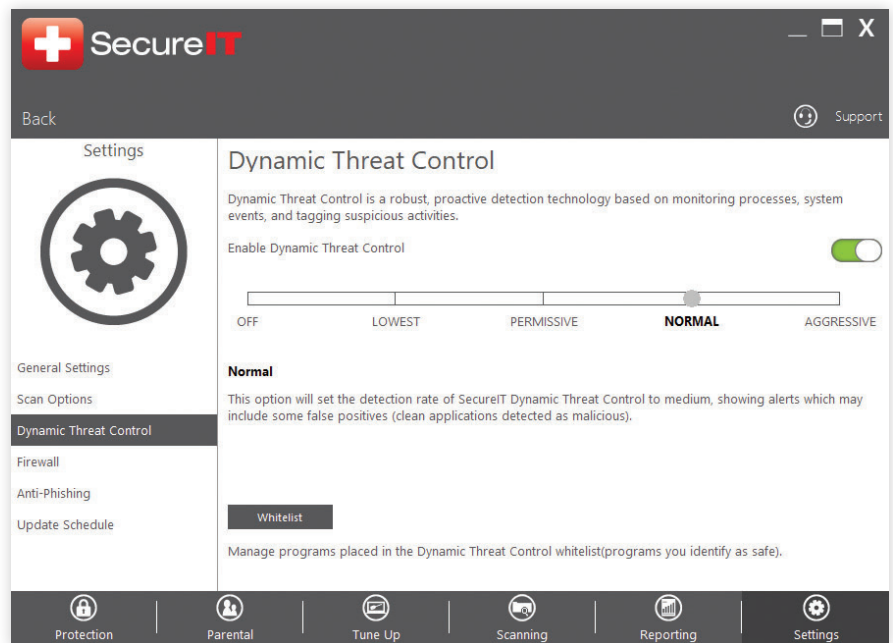

Once you have gotten to the Parental Controls screen, you will need to setup the Administrator account. To do this, click Change Password; then under New Password, enter your desired password.

Once you have setup the Administrator account, you can begin creating additional users. To add a new user, click 'Add User'. The 'Add User' popup will appear; there you will enter in the new user's name and password.

After the User has been created, you can click on Settings to change the filter categories, enable application blocks, set time controls and manually block certain sites. You can create multiple users and set them each up with their own specific settings. Each child user simply has to login under their profile within SecureIT and all parental controls settings will be applied to that user.
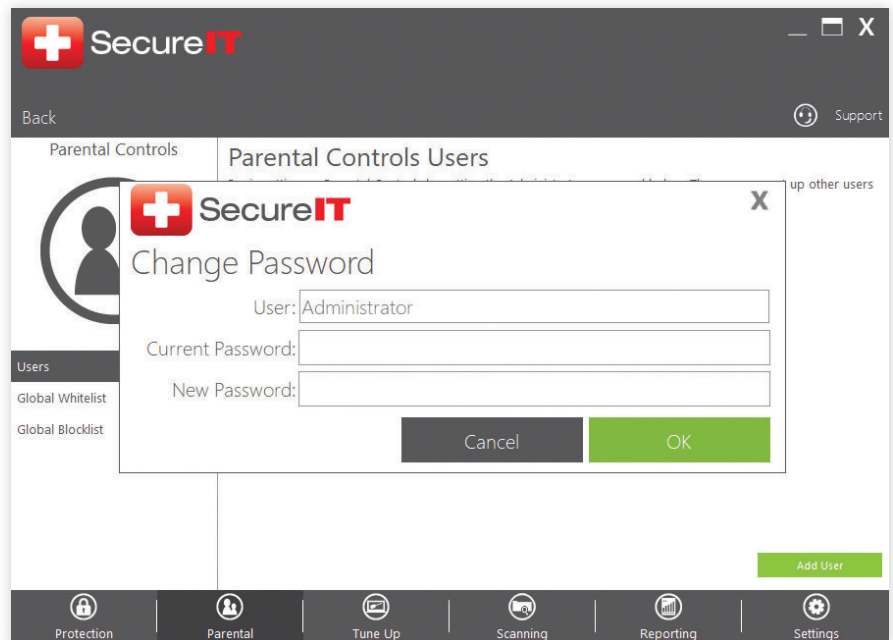
SecureIT Mobile

After Installation

You'll see SecureIT's main menu after installation. From here you can scan your device and manage application permissions, setup your anti-theft features, adjust your parental controls, and monitor your device's activity. The first thing you'll want to do is run a quick scan to ensure your device is free of infections followed by setting up your anti-theft features. We'll walk through how simple it is to do both below. We'll also show you a short walk-through of setting up your parental control options and managing your application permissions.
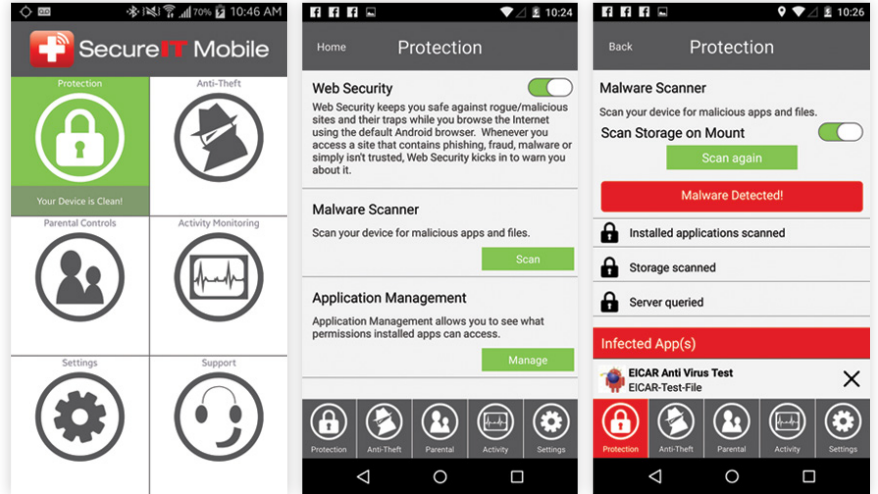
Malware Scan

- Press Protection from the main menu.
- Press Scan in the middle under Malware Scanner.
- Press Start Scan on the Malware Scanner screen.
- Remove Bad Apps (if found) by pressing the red X next to any infected files.
- Device is Safe is indicated by a green Protection screen on main menu.

Enable Anti-Theft
(Locate, Lock or Wipe)

Didn't enable anti-theft during installation? Not to worry, you can change these settings at any time.

- Press Anti-Theft from the main menu.
- Slide switches ON for all features you wish to activate.

11
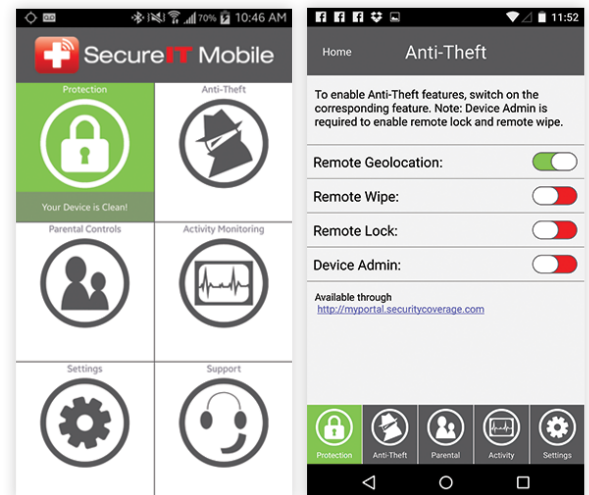
 SecureIT Mobile

Parental Controls

- Press Parental Controls from the main menu.
- Press Manage or Blocked Sites: Manage contains the default SecureIT categories; Blocked Sites is where you can manually add individual sites you wish to be blocked.

Application Management

Want to check the permissions of your existing apps? Just use the Application Management feature to see what your apps can and cannot do.

- Press Protection from the main menu.
- Press Manage under Application Management
- Your apps are sorted by the permissions that they use. Open a category to view each app that requires that permission.
- Tap on an app name to view more detailed information or remove it completely.
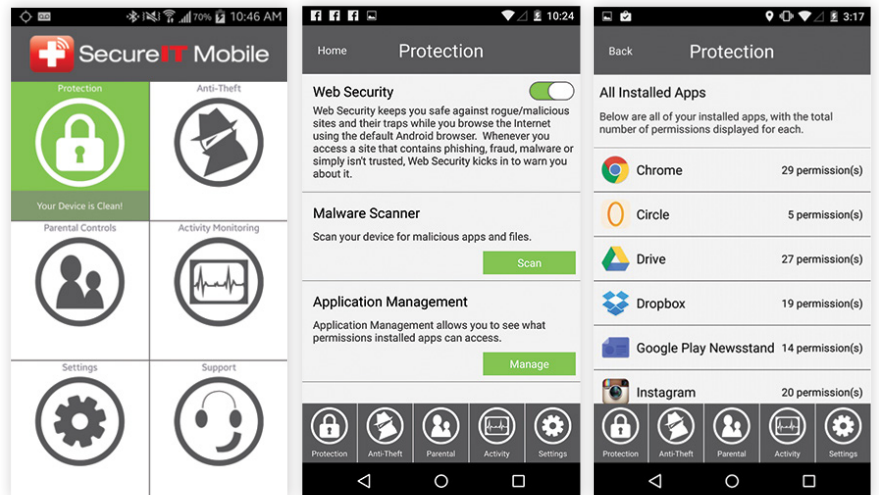
Secure IT Mobile

After Installation

You'll see SecureIT's main menu after installation. From here you can setup your anti-theft features, enable browsing protection, adjust your parental controls, and monitor your device's activity.

The first thing you'll want to do is disable Safari so SecureIT will act as your device's default web-browser followed by setting up your anti-theft features. We'll walk through how simple it is to do both below. We'll also show you a short walk-through of setting up your parental control options and monitoring your device's activity.

Disabling Safari

Upon installing SecureIT, you will see a prompt indicating that you will need to disable Safari. In order for SecureIT's Web Security and Parental Controls to work properly, you must use SecureIT's built-in web browser.

- Press Settings from your device's home screen.
- Press General under Settings.
- Press Restrictions under the General screen.
- Press Enable Restrictions to turn app restriction on. (If this is already enabled, skip this step.)
- Disable the Switch for Safari under ALLOW.
- Safari is now disabled.

Enable Anti-Theft
(Locate, Lock or Wipe)

Didn't enable anti-theft during installation? Not to worry, you can change these settings at any time.

- Press Anti-Theft from the main menu.
- Slide switches ON for all features you wish to activate.
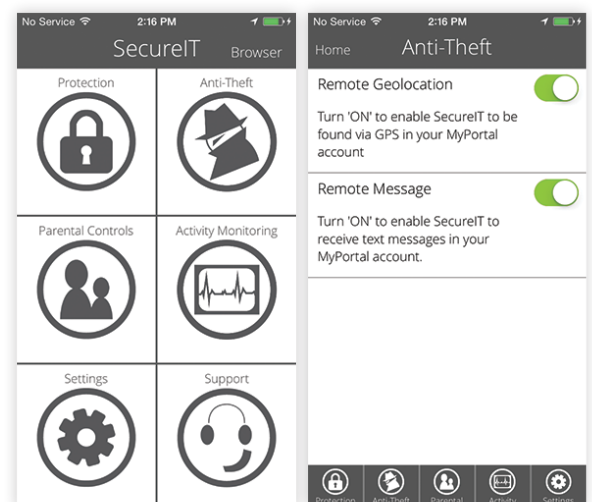
Web Security

Web Security protects you from malicious Phishing Attacks when using the SecureIT browser.

- Press Protection from the main menu.
- Slide switches ON if you wish to enable Web Security, or OFF if you wish to disable it.
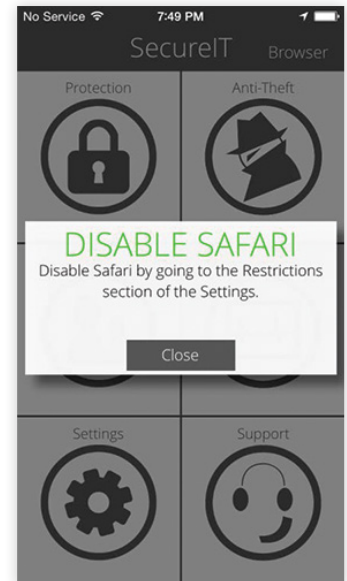- Press Browse from the main menu, opening up SecureIT's browser to keep you safe while surfing.
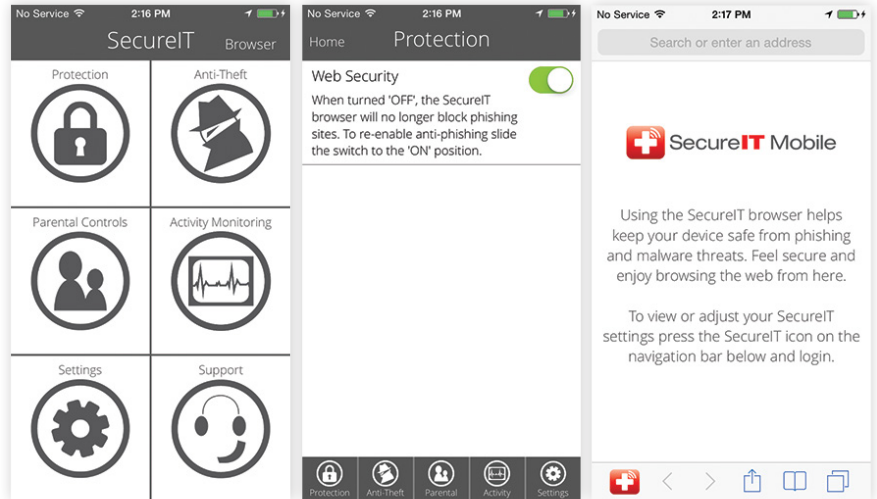
Parental Controls

- Press Parental Controls from the main menu.
- Press Manage or Blocked Sites: Manage contains the default SecureIT categories; Within Blocked Sites, you can manually add individual sites you wish to be blocked.

SecureIT Mobile

Activity Monitoring

- Press Parental Controls from the main menu.
- Press Manage or Blocked Sites: Manage contains the default SecureIT categories; Within Blocked Sites, you can manually add individual sites you wish to be blocked.
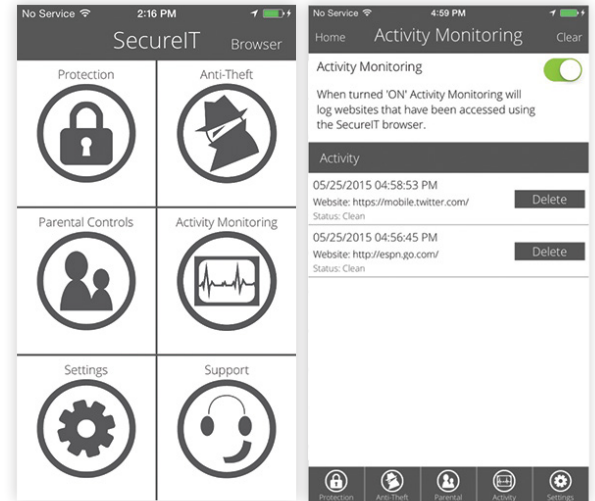
FileHopper Introduction

What is FileHopper?

FileHopper online backup software is the easiest way for you to backup your files. It only takes one incident to see the value of FileHopper; one hard drive crash, one fire, one accidental deletion and all of your valuable files and precious memories are gone. FileHopper for desktop & mobile devices backs up files with 256 bit encryption so you know they are safe.

FileHopper Plus	FileHopper Android	FileHopper iOS
50 or 250GB of cloud storage	Multiple storage amount options	Multiple storage amounts
Easy file backup	Easy backup of contacts	Easy backup of contacts
256-bit encryption	Upload photos or videos	Upload photos or videos
Multiple computer access	256-bit encryption	256-bit encryption
Remote file access	Desktop sync	Desktop sync
FileHopper online folder	FileHopper online folder	FileHopper online folder
Backup reporting	Touch ID capability	FaceID/Touch ID capability
Alerts	Alerts	Alerts

FileHopper Plus

After Installation

You'll see an "Action Required" immediately following installation. Here you will decide how to set up your first backup. You can either select our recommended backup or select your own categories/files/folders for backup.

Backup

If you selected Recommended, you will see a Success message, indicating that your files will be backed up as scheduled.

This allows you to "set it and forget it".

If you selected Manual, you will see the Select by Category screen:

- Select Categories, Files, and/or Folders you would like to backup.
- Select Backup Now to start the backup OR
- Select Save to let it backup on a regular schedule.
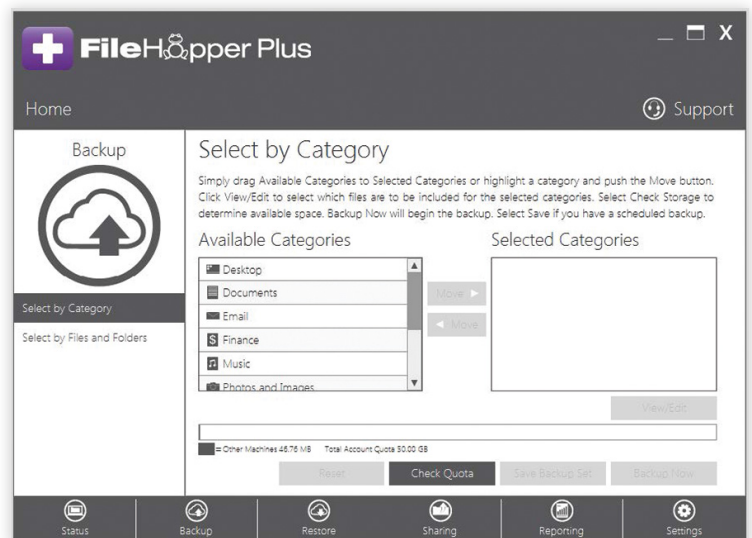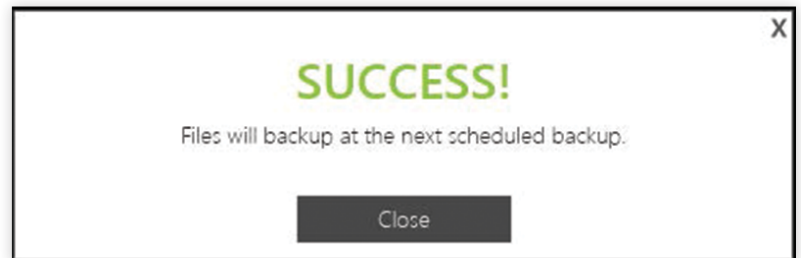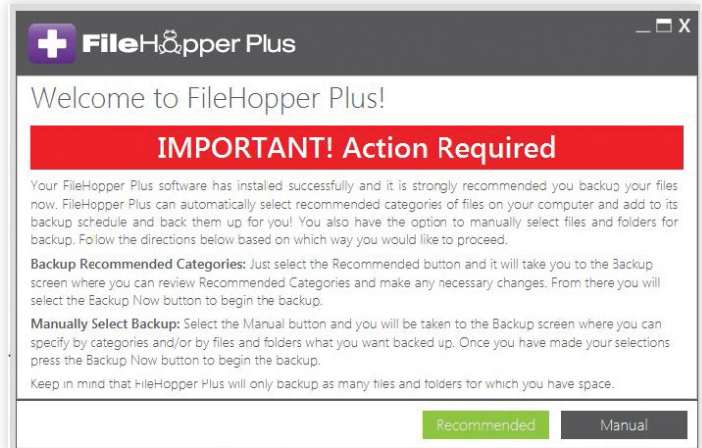
Share

Easily share your file and folders between your desktop and mobile devices.

- Look for the FileHopper Folder located on your desktop.
- Simply drag and drop your folders and files into the FileHopper Folder.
- If you have FileHopper on your mobile device you will see the files and folders you shared from that device here.
- A syncing symbol appears on all files and folders.
- A green checkmark appears when syncing is complete.
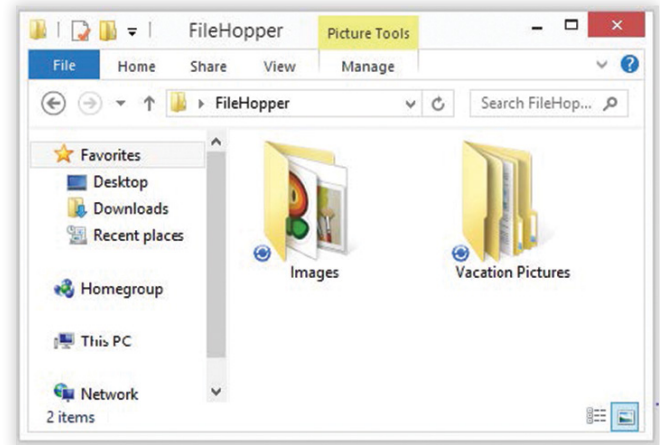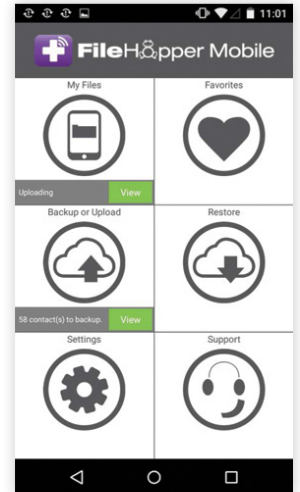
FileH🐸pper Mobile

After Installation

You'll see the FileHopper Main Menu after installation. From here you can navigate to My Files, Favorites, Backup/Upload, Restore, Settings, and Support. You can also see the status of your uploads and backups.

The first thing you will want to do with FileHopper is to Backup Contacts/Call History/Text messages and Upload Files/Photos.

The quickest way to get going with FileHopper is to upload a photo and view it. Of course, you'll need to have a photo on your device to follow along. If you don't, snap a picture and we'll show you how to upload and save it.

Upload A Photo

- Press Backup or Upload from the main menu.
- Press Upload Photos at the top of the screen.
- Press Photos. A check mark will appear to show which photos have been selected.
- Press Upload.

View Photo

- Press My Files from the main menu. Your uploaded photos will appear here.
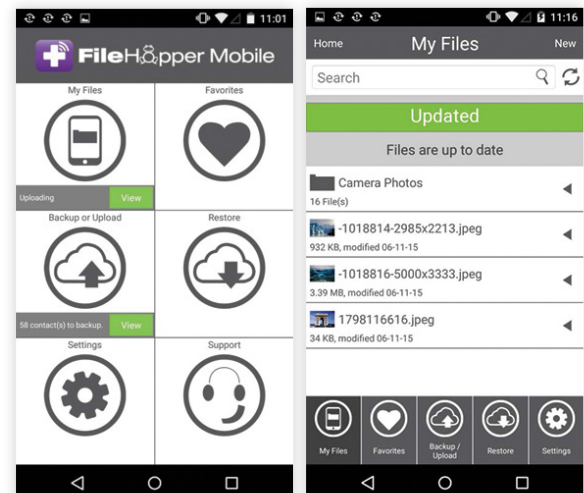
![FileHopper Mobile logo]

Backing up Contacts, Call History, and Text Messages is very simple, and can be a life saver if your device ever gets lost or destroyed.

Backup

- Press Backup or Upload from the main menu.
- Press Backup under Contacts, SMS/Text Messages, or Call History. A progress bar will appear during the backup. You will see "Up To Date" when the category that you selected has finished backing up.
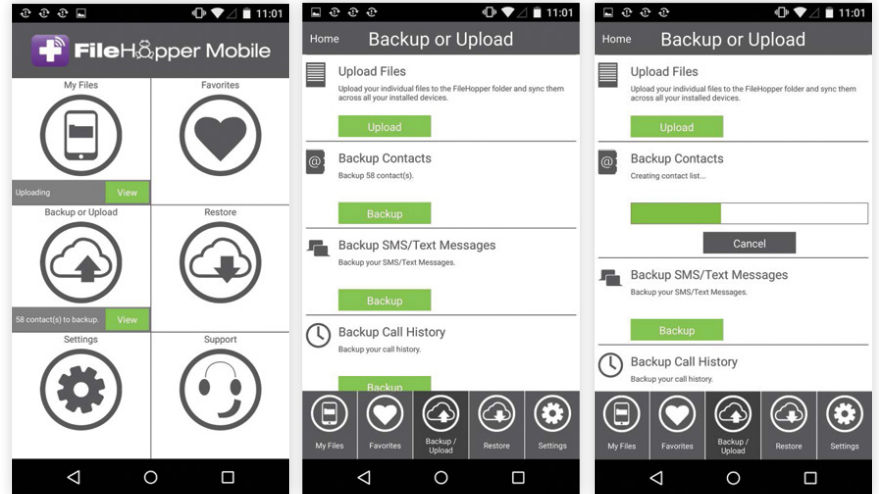
![FileHopper Mobile logo]

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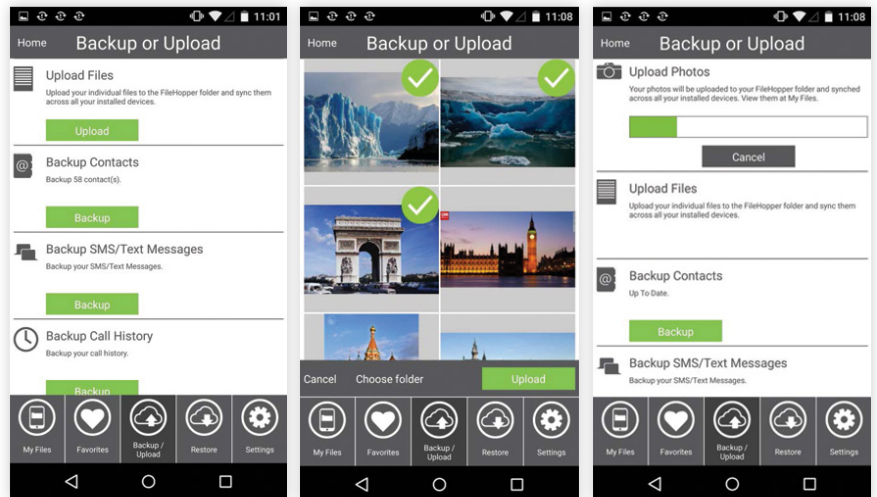
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- Press Backup or Upload from the main menu.
- Press Upload Photos at the top of the screen.
- Press Photos. A check mark will appear to show which photos have been selected.
- Press Upload.

View Photo

- Press My Files from the main menu. Your uploaded photos will appear here.
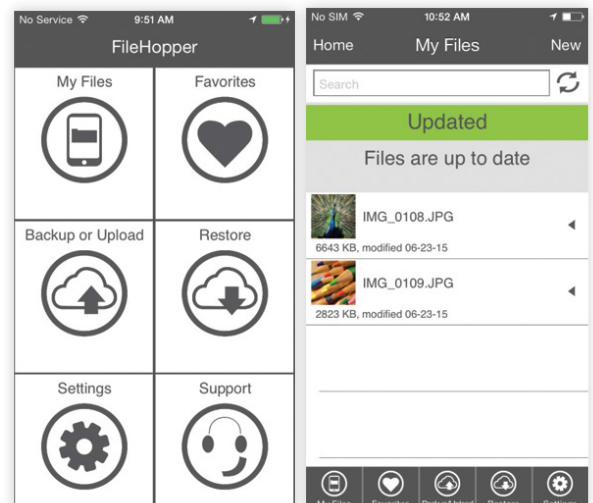
FileHopper Mobile

Backup

Backing up Contacts is very simple, and can be a life saver if your device ever gets lost or destroyed.

- Press Backup or Upload from the main menu.
- Press Backup under Contacts. A progress bar will appear during the backup. You will see "Up To Date" when Contacts has finished backing up.

What is Password Genie?

Password Genie password manager, data protection and password security software is your digital wallet. It's no secret that identity and password theft is on the rise. You need a password manager beca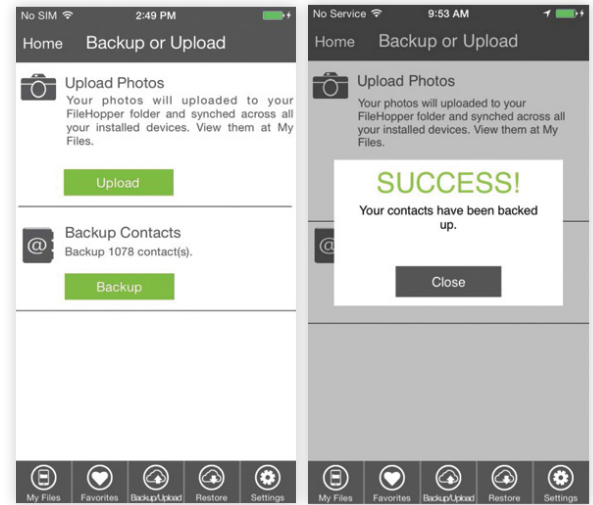use keeping track of so many online logins is a pain. Password Genie keeps your digital identity safe and convenient to access.

Password Genie	Password Genie Android	Password Genie iOS
Simplified and secure logins	Simplified and secure logins	Simplified and secure logins
Password generator	Password generator	Password generator
Password strength rater	Password strength rater	Password strength rater
Multiple users/PCs	Optimize with images	Optimize with images
Automated backups	Desktop syncing	Desktop syncing
Form fill	Form fill	Form fill
2 Step verification	2 Step verification	2 Step verification
Advanced custom options	Advanced custom options	Advanced custom options
256-bit encryption	256-bit encryption	256-bit encryption
Intuitive alerts	Intuitive alerts	Intuitive alerts
X	Touch ID capability	FaceID/Touch ID capability

Password Genie

After Installation

You'll see the Password Genie Main Menu after installation. From here you will see Logins, Wallet, Bookmarks Formfill Settings and Support. You can also see statuses of strength of passwords, Expired Credit Cards and Birthday Reminders.

The first thing you'll want to do with Password Genie is to create Logins The Quickest way to create a login is to choose the Logins tab and follow these easy steps below in creating your first login.

Logins

Once in the Logins tab you will be greeted by the landing page for Logins. This page provides the steps on what is next. We want to create a New Login, once New is selected you have the choice of creating a Login Entry or a New Folder. Let's choose Login Entry to continue our quest in creating a Saved Login.

Once Login Entry is selected you will be automatically taken to the New Login > Create Entry screen. Here you will see the necessary fields to complete a Login.

Saved Login Description (give your Login a name for easy recognition)

- Website URL (web page address goes here. EXAMPLE: https://accounts.google.com)
- Username/Email (johnH123@gmail.com)
- Password (Includes Password Strength
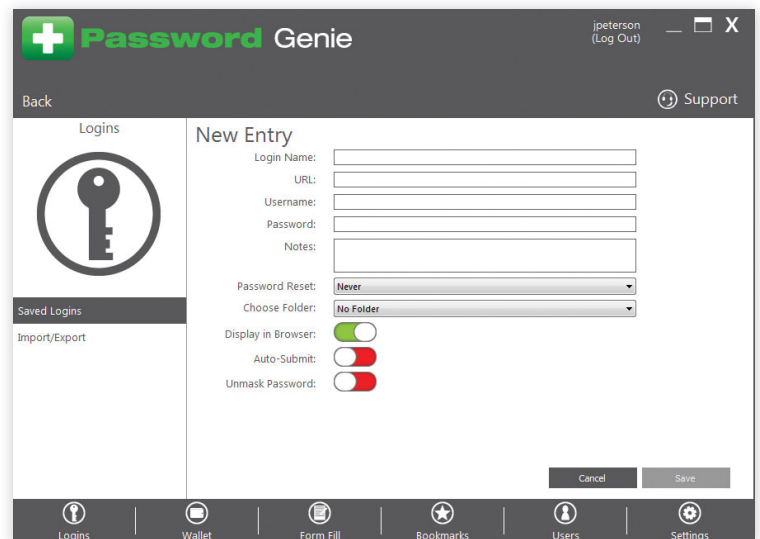
Password Genie

Rater. Password Genie will report if your Password is safe enough.)
- Notes (Enter anything you wish here)
- Folder Options (for simple organization)
- Generate Password (That's right Password Genie can create Passwords for you!!)

Once your desired fields are filled out, Press Save button to complete the login entry. After the login has been saved the information will be stored in your Login tab of the Main Menu.

Here you can View/Edit your entry at any time.

How can you have Password Genie log you into your saved Login Entry? Simply press on the URL (of the desired login) in the Logins section and webpage will open the machines default Broder and will do the rest.

Password Genie Mobile

After Installation

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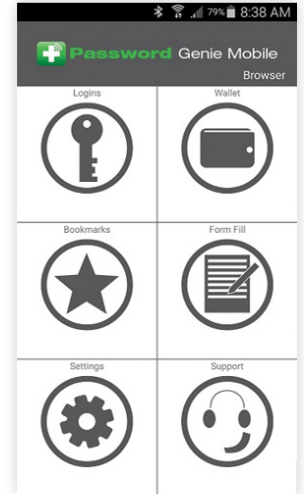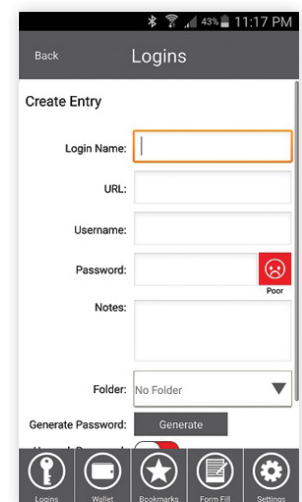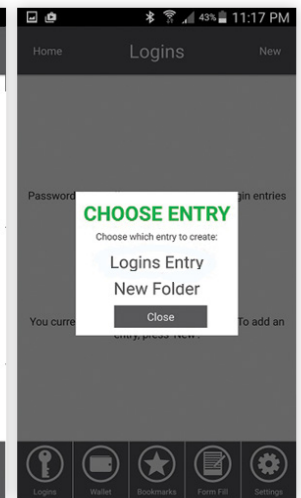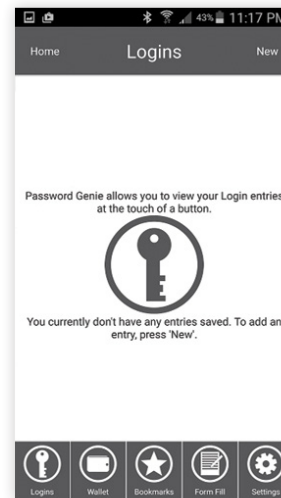
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Saved Login Description (give you Login a name for easy recognition) Website URL (web page address goes here. EXAMPLE: https://mail.google.com)

- Username/Email (johnH123@gmail.com
- Password (Includes Password Strength Rater. Password Genie will report if your Password is safe enough.)
- Notes (Enter anything you wish here)
- Folder Options (for simple organization)
- Generate Password (That's right Password Genie can create Passwords for you!!)

Password Genie Mobile

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Here you can View/Edit your entry at any time. How to have Password Genie log you into your saved Login Entry? Very Simple…. press on the URL (of the desired login) in the Logins section and the built in Password Genie Browser will do the rest.

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Password Genie Mobile

After Installation

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- Website URL (web page address goes here. EXAMPLE: https://mail.google.com)
- Username/Email (johnH123@gmail.com
- Password (Includes Password Strength Rater. Password Genie will report if your Password is safe enough.)
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- Folder Options (for simple organization)
- Generate Password (That's right Password Genie can create Passwords for you!!)
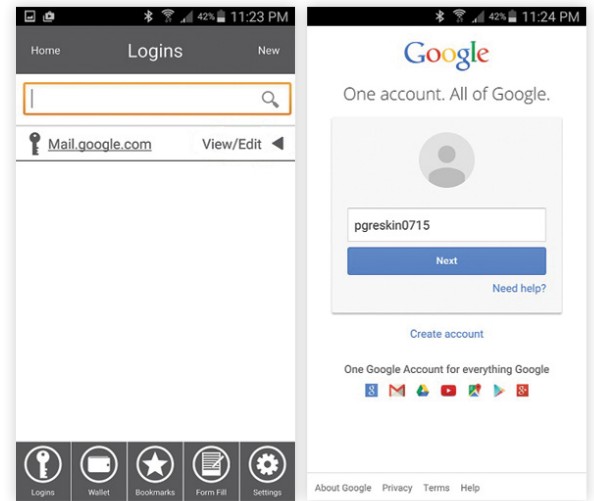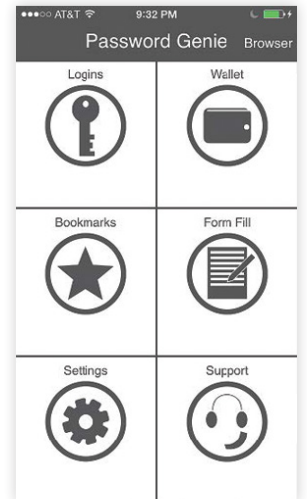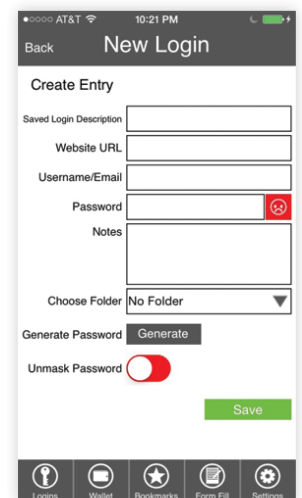
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Password Genie Mobile

Once your desired fields are filled out, Press Save button to complete the login entry. After the login has been saved the information will be stored in your Login tab of the Main Menu.

Here you can View/Edit your entry at any time. How to have Password Genie log you into your saved Login Entry? Very Simple…. press on the URL (of the desired login) in the Logins section and the built in Password Genie Browser will do the rest.

Premium Tech Support

Services Available

Included with TechShield Support, Premium Tech Support services provide you with a quick fix for common issues so that you can enjoy your technology. Via toll-free phone and chat our U.S.-based technical support team will diagnose and remotely connect to your devices to resolve virtually any technology issue. Check out all of the services available below!

- **Connect Device to Network** - Connect supported device to home/wireless network; educate on how to pair device with Wi-Fi or home networks.

- **Performance Tune-Up/Optimization** - Perform necessary clean-up to bring machine back to optimum performance; defrag device; battery optimization.

- **Virus and Spyware Removal** - Remove infected files, processes and malicious programs; validate anti-virus software is installed, up-to-date and functioning properly.

- **E-mail Support** - Install and setup e-mail program; instruct on use and e-mail archiving and clean-up, troubleshoot e-mail difficulties. (limited webmail support)

- **Software Install** - Fully install and test desired software.

- **Security Software Install & Configuration** - Install software and configure user settings for optimum performance; assist with proper operation of software; give tips for safe browsing.

- **Software or System Repair** - Repair operating system (OS) error messages, software updates, OS updates or general PC and browser issues for supported device.

- **PC/Mac Setup Assistance** - Provide instruction on proper setup of PC or Mac; assist setting up user profile; help connect to home network.

- **MP3/Audio Setup and Synch** - Install required software for operation of audio device; provide training on synching device.

- **Printer Setup and Config** - Assist in connecting printer hardware to network or PC or Mac; install necessary printer software or drivers; perform functionality tests.

- **Camera and Consumer Electronics Setup** - Install required software; synch any existing data on the device and load onto PC/Mac; provide training on data location and synching.

Premium Tech Support

- **Home/Wireless Network Config** - Provide instruction on setup of router; remotely connect to device and PC/Mac to ensure proper config of router, and other devices operating with router.

- **Home Electronics Setup & Config** - Setup and configure home electronic devices; provide instruction on hardware setup.

- **Gaming Console Connection** - Connect gaming device to existing network; configure device to communicate with router; educate on use.

- **Blu-ray Connection** - Assist in connecting Blu-ray player to existing network; configure device to communicate with router; educate on use.

- **Internet Ready Television** - Assist in connecting Internet-ready TV to existing network; configure TV to communicate with router; educate on use.

How to Use Premium Tech Support

Simply call our technicians, 24/7/365 at: **(888)PCFIXFAST** or **(877)373-3320!**

Or reach us via chat at: **www.securitycoverage.com**

Getting Support

Support

Support is available 24x7x365 for all the products included in your TechShield package. For TechShield Support customers you also have access to Premium Tech Support for all of your connected devices. See below for all of the ways that you can reach us!

Phone

Product Support (software): **(877)373-3320**
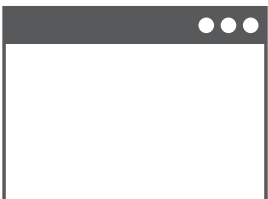Premium Tech Support (devices): **(888)PCFIXFAST**

Chat

www.securitycoverage.com

Email

info@securitycoverage.com
www.securitycoverage.com/contactus

Getting Started, FAQs, How To's, Videos

www.securitycoverage.com/support