

## **Frequently Asked Questions**

### **1) What does SkyBest Internet Guardian do?**

- Prevents e-mail and image spam from reaching your inbox
- Halts access to dangerous Web pages
- Stops Web sites from installing dangerous downloads on your computer
- Get security updates when you want them. Our software stops security updates or downloads when you are doing presentations, watching movies, or playing games and resumes only after you complete your activities. This means that your activities won't be slowed down by security scans.
- Quick Scan allows you to quickly find and remove most malware when you are running short on time.
- Detects and removes viruses, spyware and other malicious threats from your computer, e-mail, instant messages and downloads
- Prevents unauthorized users from changing your critical applications without impacting your PC's performance
- Secures your home network with a personal firewall and Wi-Fi patrol

### **2) Where can I find my protection summary list?**

- a. Double click the TrendMicro icon to open the main console.
- b. Click on "Overview."
- c. Then, click on the link located to the right of "Protection Status." (This link is usually named "Good.") A box will appear listing all the features currently keeping your computer safe. If the link located to the right of "Protection Status" is not "Good", you need to update your protection.

### **3) Where can I find a current security activity report?**

- a. Double click the TrendMicro icon to open the main console.
- b. Click on "Overview."
- c. Click the link located to the right of "Summary Report." (This link is usually named "Recent Security Activity Report.") A box will appear with a summary of all security incidences.
- d. For more specific details on an individual activity, simply click the link next to the feature listed. This will take you directly to the detail log. Or, click on the "Logs" tab.
- e. Then, using the drop down box, select the feature for which you would like to view further details. Click "View." A detailed list of activities will appear. (If no security threats have been detected for that particular feature the detail log will be blank.)

**4) Where can I find my serial number?**

- a. Click the "Help & Support" link located in the top right corner.
- b. Then click the "product information" link. A box will appear showing the serial number.

**5) How can I schedule automatic updates?**

- a. By default, SkyBest Internet Guardian will automatically check for updates every three hours. To change this time, simply click on "Other Settings" located at the bottom of the main console page.
- b. Click "Automatic Updates" then click the "Settings" link. Be sure the box is checked next to "Automatically Check for Updates."
- c. Then, using the drop down box next to "Check for a new update once every," select the time you would like updates to process.
- d. Click OK.

**6) How can I do an automatic update?**

- a. Open the main console and click "Overview."
- b. Then click "Update Now." SkyBest Internet Guardian will automatically search for new updates.
- c. Once complete you will see a box stating, "You now have the latest updates available." Click OK.

**7) Why should I set a password?**

- a. Setting a password prevents someone from disabling or changing your settings. Also, in order to protect other computers on your home network or use the Personal Wireless Network Monitor feature, you are required to have a password.

**8) How do I set my password?**

- a. Open the main console and click "Other Settings."
- b. Click "Password" and then click the "Settings" link. Be sure the box next to "Activate Password Protection" is checked.
- c. Enter your password. (Please note your password is case-sensitive and must contain at least six characters.)
- d. Re-enter the password to confirm.
- e. Finally, type in a hint that will help remind you of the password you have selected in case you forget. (Make sure your hint would not allow someone else to guess your password easily.)
- f. Then click OK.

**9) What will parental controls allow me to do?**

- Prevent specific categories of Web sites from opening
- Limit Internet access to certain times
- Block anyone from sending specific information like credit card or telephone numbers to Web sites by e-mail or through instant messaging

## 10) How do I set Parental Controls?

- a. There are currently three levels of parental controls available from SkyBest Internet Guardian. From the main console select "Internet & E-mail Controls."
- b. Click on "Parental Controls" and then click the "Settings" link.
- c. Make sure the box next to "Activate Parental Controls" is checked.
- d. Click the icon next to "Everyone."
- e. Next, select which control you would like to set first: Web site control, Internet Access – Time Control or Data Protection.

### i. **Web site control:**

1. Click the "Web site Filter" tab to set Web site controls.
2. Using the dropdown box next to "select filter strength," choose the level of protection you would like for the particular computer you are working from.
3. To customize protection, select "custom" and then check each category you would like covered. (Please note the details box to the right of the categories filter list. When scrolling over each category a brief description will appear regarding the restrictions of the potential category selection.)
4. When finished with your selection click OK.
5. Click OK again. Changes will take effect once you close and reopen your Web browser.

### ii. **Internet Access - Time Control:**

1. Click the "Web Access Schedule" tab to set times for which the Internet can be accessed. Be sure the box next to "Enable Web Access Schedule" is checked.
2. When clicking the grid you will notice the color code changing from white to pink. When a particular box is left white it means during that day and time the Internet can be accessed. When the box is left pink the Internet cannot be accessed during that time on that day.
3. When finished click OK.
4. Then click OK again. The changes will take effect once you close and reopen your Web browser.

### iii. **Data Protection:**

1. Click the "Data Protection" tab to set personal information controls. Be sure the box next to "Enable Data Protection" is checked.
2. Fill in information in each Data box as it corresponds to the protected item listed. For example, next to the Protected Item "Name" enter your child's name into the Data box. Then click each box that corresponds with how you **do not** want your child to be able to send this information. The selections include Web, Mail and Chat. If you click all boxes, your child will not be able to send their name to anyone via Web sites, e-mail nor chat rooms. Continue until you have entered all protected information you would like blocked.
3. When complete, click OK.

4. Click OK again. The changes will take effect once you close and reopen your Web browser.  
**IMPORTANT NOTE** – You can set-up different restrictions for different users by creating unique usernames and log-ins for each member of your family. Then, instead of choosing the restrictions for “Everyone,” you could choose fewer restrictions for adult users and more restrictions for the children. Do not share your SkyBest Internet Guardian password with your children or they will be able to reset the parental controls.

### **11) How do I set Data Theft Prevention controls?**

- a. From the main console, click on “Internet & E-mail Controls.”
- b. Click on “Data Theft Prevention” and then, click the “Settings” link.
- c. Be sure the box next to “Protect the Information Specified Below” is checked.
- d. Click on the item you would like to add. For example, double click on Name. A new box will appear in which you will add data you want protected.
- e. Next to “Item,” you can choose to use a predefined category, such as name, or submit your own category.
- f. Then, type in the name you want protected in the “Data to Protect” box.
- g. Then, click the box next to each data protection description you would like to activate. The choices are:
  - i. Prevent transmission of this information to the Internet
  - ii. Prevent transmission of this information by e-mail
  - iii. Prevent transmission of this information through instant messages
- h. Once you have finished click OK. Continue the steps above with each area you would like protected. Changes will take effect once you close and reopen your Web browser. You can protect credit card numbers, telephone numbers, account numbers, passwords, etc...

### **12) How do I turn on Spam E-mail Filter?**

- a. From the main console, click on “Internet & E-mail Controls.”
- b. Click on “Spam E-mail Filter.” The default should be set to ON.
- c. If you see “OFF” on the Spam E-mail Filter bar simply click on “OFF.” This will turn the Spam E-mail Filter On.
- d. You will see “ON” appear. You will now be protected from receiving unsolicited advertisements and other unwanted e-mail in your inbox.

### **13) How do I set the level of my protection against Web threats?**

- a. From the main console, click on “Internet & E-mail Controls.”
- b. Click on “Protection Against Web Threats” and then click the “Settings” link.
- c. A new box will appear. Be sure the box next to “Activate Protection Against Web Threats” is checked. TrendMicro recommends Medium as a default setting. This will provide protection against web threats without blocking most Web sites. You can set the Protection Strength to High, Medium or Low. Choose what best suits your personal needs.
- d. When finished, click OK.

**14) How do I change Firewall settings?**

- a. From the main console page, click on “Personal Firewall Controls.”
- b. Click on “Personal Firewall” and then click the “Settings” link.
- c. Be sure the box next to “Activate the Personal Firewall” is checked.
- d. Choose the Security Level of Firewall Profile that best suits your personal needs. You can choose between Maximum, Medium, Low and Minimum. TrendMicro defaults to Medium. This security level allows other computers to communicate with yours freely, but dangerous or unrecognized incoming or outgoing connections trigger warnings.
- e. When done click OK.

**15) How do I set protection levels against viruses and spyware?**

- a. From the main console, click on “Virus & Spyware Controls.”
- b. Click on “Protection Against Virus and Spyware” then click the “Settings” link.
- c. A new box will appear. Make sure the box next to “Activate Real-time Protection” is checked.
- d. Under “Check for the following threats,” check each box for the items that you need to be checked for threats.
- e. Then under “Do you want to receive warning about all viruses and spyware found?” select “yes” or “no” depending on your personal needs.
- f. When done click OK.

**16) How do I prevent unauthorized changes to my computer?**

- a. From the main console, click on “Virus & Spyware Controls.”
- b. Click on “Prevent Unauthorized Changes” and then click the “Settings” link. A new box will appear. Be sure the box next to “Check for Unauthorized Changes” is checked.
- c. Then, under “Possible Changes Monitored” check each box where you want the data monitored.
- d. Then under “Action,” using the drop down box, specify your instructions for how to protect the monitored changes.
- e. When finished click OK.

**17) How does SkyBest Internet Guardian keep my home network safe?**

- a. It allows you to keep track of computers and other devices currently connected to your home network. It lets you block wireless network intruders from accessing your computer. And, it allows you to manage and update compatible security software on other computers connected to the network.

**18) How can I track what computers and other devices are currently connected to my home network?**

- a. From the main console, click on the “My Home Network” tab.
- b. Click on “Open Network Map.” Please wait while your computer processes. This may take a few minutes.
- c. Once complete, a map of all computers currently connected to your home network will appear on the screen.

**19) What is My Home Network Map?**

- a. My Home Network displays the devices (computers, printers, gaming consoles, etc.) that SkyBest Internet Guardian found on your **Local Area Network (LAN)** when you clicked “Open Network Map” or “Refresh.”

**20) What should I do if one of my computers does not appear on the network map?**

- a. Refresh the network map.
- b. Disconnect the computer from the network and then reconnect it.
- c. Access the Internet from the other computer and then refresh the network map. Generating network traffic helps SkyBest Internet Guardian detect computers.
- d. If you have a complicated home network (that includes a network firewall or several routers), My Home Network might not detect all of your computers. SkyBest recommends connecting all of your computers to the network through a single network device.
- e. If your computers have SkyBest Internet Guardian installed, turn off the firewall temporarily and then refresh the network map.

**21) Does My Home Network detect computers with wireless connections to my network?**

- a. Yes. My Home Network detects both devices connected to your network through a wired (cable) and through a wireless connection.

**22) What might appear on my network map?**

- a. Anything connected to your network via cable or wireless connection, including notebook and desktop computers, printers, game systems like the Sony PlayStation®, hand-held devices like the Apple iPhone®, etc. can appear on the map. Devices other than computers will typically show up as “unknown.”

**23) How can I block wireless network intruders from accessing information from my computer?**

- a. From the main console, click on the “My Home Network” tab.
- b. Click on “Open Network Map.” Please wait while your computer processes. This may take a few minutes.
- c. Once complete, a map of all computers and devices currently connected to your home network will appear on the screen.
- d. Click on the icon representing the computer or device you do not recognize as being part of your network.
- e. Then under the “What You Can Do Now” tab, click on the “Block this Computer” link. This will make your Personal Firewall prevent this computer or device from accessing your computer. SkyBest Internet Guardian can only prevent the computer from accessing your computer. It cannot prevent the computer from logging onto your wireless Internet network.

## 24) How can I safeguard my home network?

- a. Consider the following tips to help protect your wireless home network:
  - i. **Network key:** Set up a network key (which requires a password) for access to your wireless home network. Do not leave your wireless network open to anyone who wants to use it.
  - ii. **Default setting:** Do not use the default password or Service Set Identifier (SSID) that comes with your wireless router and change them regularly.
  - iii. **Encryption:** Use stronger Wi-fi Protected Access (WPA) encryption instead of the standard Wireless Encryption (WEP). WPA can help prevent hackers from figuring out how to use your network.
  - iv. **MAC addresses:** Change your wireless router settings so that only specific MAC addresses (the ones for your computers and other devices) can access your network.
  - v. **SSID name:** Modify your wireless router settings to stop it from broadcasting the name of your network to the public.