

Introducing a New Security Service for Personal Devices

Criminals do not break into homes anymore; they break into computers to steal valuable and sensitive information. Protect your devices against hackers and other threats with *SecureIT* offered by Tech@Home.

SecureIT is a new service from Tech@Home for residents who want to ensure their computer is secure and has adequate backup and storage to maintain sensitive information, pictures and documents. Our goal is to provide a trusted, reliable security software package for residents' personal devices with the same in-home convenience Tech@Home is known for.

How it Works The *SecureIT* annual subscription includes:

Step 1: Schedule a complimentary, risk-free device health check, which includes:

1. **Device health assessment** (30 minute session) – Includes a physical device health check and an interview to determine how the resident currently uses their laptop or personal computer. To schedule your device health check, contact Resident and Guest Services (920) 233-2340.
2. **Device health findings and customized recommendations** (30 minute session) – The technician will meet with the resident to review report findings and recommendations.
3. **Discuss next steps** – The technician will review assessment findings with the resident, which in some cases may reveal that a new device is necessary if the current device does not meet the minimum requirements for the antivirus and back-up and recovery software to be installed.

Step 2: If the resident chooses to purchase the *SecureIT* package for their existing or new device, our technician will schedule a visit with the resident to install three primary tools on the current or new personal computer or laptop.

- **Antivirus** to monitor and detect security threats
- **Backup software** to back up and replace accidentally deleted files, pictures or data
- **Performance and resource monitoring software** to monitor overall system functionality and performance

Step 3: You are all set! Now you have the peace of mind that your computer is protected. Through the *SecureIT* program, we provide active monitoring which allows us to proactively resolve potential problems before they occur.

Pricing

Option 1 – *SecureIT* on an existing device. Annual subscription fee for one device is \$350/year. An additional device can be added to the subscription for \$250/year.

Option 2 – *SecureIT* subscription (above) + purchase of new device. If a new device is required to deploy the *SecureIT* tools, a list of device recommendations and price ranges will be provided with your device health assessment report. Standard device set-up will be billed at the hourly Tech@Home rate.

Support included:

- File restore for accidental deletions
- Storage disk space clean-up
- Resolve issues interfering with storage and memory
- Reinstall disconnected agents
- New user access monitoring

Devices supported with *SecureIT*:

Personal computers/desktops and laptops with Windows and Macintosh based operating systems. We do not support mobile devices running IOS or Android at this time.



Frequently Asked Questions

What is the difference between *SecureIT* and our traditional Tech@Home Service?

Tech@Home is our on-campus one-on-one resident technology support service designed to meet individual technology needs and provide technology education. *SecureIT* is a separate security, back-up and recovery package you can purchase to protect your personal device. *SecureIT* provides a trusted and reliable security, back-up and recovery software package along with active monitoring and resolution if threats are detected to protect your sensitive documents and files.

What happens if a threat is detected?

There are a variety of actions that may prompt a security, memory or storage alert. If work beyond the included support is necessary to resolve an issue, our Tech@Home technician will contact the resident to discuss the nature of the issue, recommendations for resolution and estimated time to resolve. Approved work outside the included support to resolve the issue will be billed at the Tech@Home hourly rate. A comprehensive list of alerts and respective actions is included in the *SecureIT* contract.

Can a technician help me remotely or do I need to wait for an in-person visit?

Our Tech@Home team can serve you during regularly scheduled onsite hours either remotely or in person. You will follow the same process of submitting a ticket through Resident and Guest Services and will receive a response from our team within one business day to schedule a remote or in-person appointment.

If I purchase a new device will Tech@Home handle the purchasing and set up the new device with my familiar applications and software?

Yes! After the resident selects the device they wish to purchase from the recommendations provided, we handle the purchasing and standard set up of that device. Standard device set up will be billed at the hourly Tech@Home rate.

New device set up includes:

- Transfer of applications, software, data
- Wifi connection
- Printer hook-up

All application preferences, documents and current software will be reviewed and documented in the initial device health check so we can set up your new device just the way you like it!

How do I submit a support ticket for *SecureIT*? You would follow the same method as you do for your current Tech@Home service requests by contacting Resident and Guest Services.

Will I be working with the same technician who comes to our community? Yes, the Evergreen campus Tech@Home technician will be the one to provide your device health check, *SecureIT* installation and device set-up, if a new device is purchased.