Installing Plusnet Protect – Plusnet Help

(DESCRIPTION)

A man in a Plusnet shirt standing in front of a Plusnet banner.

(SPEECH)

Man: Hi I'm Carl welcome to Plusnet Help. Today we are going to show you how to download and install Plusnet Protect.

Plusnet Protect is designed to help keep you and your family safe from online dangers and threats. It runs on Windowsand it's powered by McAfee.

The main features of Plusnet Protect are: that it blocks viruses and spyware, provides a firewall to prevent unauthorized access from hackers, includes parental controls to help protect your children from offensive content and also keeps a system update.

Plusnet Protect currently works with Internet Explorer, Firefox and Chrome; and the operating systems shown here.

(DESCRIPTION)

The following operation systems are shown:
Windows 8 and Windows 8.1
Windows 7
Windows Vista with SP1
Windows XP with SP2 (32-bit only)

(SPEECH)

Carl: Unfortunately, it does not support Apple or Android devices or tablets running with Windows RT.

Before downloading, please check the minimum PC requirements provided in the description below.

(DESCRIPTION)

Your computer needs to have the following minimum specification: 512MB RAM (Windows XP) 2GB RAM (Windows Vista, 7, 8 and 8.1) 500MB of free hard drive space 1Ghz processor

(SPEECH)

Carl: Once you're happy it will work on your machine, please proceed to download.

(DESCRIPTION)

The Plusnet website is shown

(SPEECH)

Carl: To do this you need to go to the Plusnet website and login to the Member Centre

(DESCRIPTION)

A mouse moves over to the Member Centre link at the top of the page and clicks, the login page is then shown.

(SPEECH)

Carl: This is done using the normal username and password for your Plusnet account.

(DESCRIPTION)

A username and password are entered, then 'login' is selected.

(SPEECH)

Carl: Once logged in you can select 'Add-Ons' from the bar along the top.

(DESCRIPTION)

'Add-ons' is selected at the top of the page.

(SPEECH)

Carl: You will now see the list of available add-ons.

(DESCRIPTION)

All the available add-ons are listed, with the page being scrolled down to see the full details of Plusnet Protect.

(SPEECH)

Carl: It will be called Plusnet Protect powered by McAfee. Here you can see if Plusnet Protects is included for free with the package or if it comes an additional cost per month.

Click 'Add now' to request the add-on.

(DESCRIPTION)

The 'Add now' button is selected. A loading bar is shown, then disappears from the screen.

(SPEECH)

Carl: You'll get an email once it's ready to download, this can take a few hours; please follow the link provided.

(DESCRIPTION)

The main homepage of Member Centre is shown, with a yellow banner at the top with details about Plusnet Protect.

(SPEECH)

Carl: Alternatively, you will then see the notification on your Member Centre home page confirming protect is ready,

(DESCRIPTION)

'Add-ons' is clicked at the top of the page, the same list of available add-ons is shown, however now there is a 'Download Now' button at the bottom of the Plusnet protect description.

(SPEECH)

Carl: or just click the 'Add-Ons' and it will take back to the previous page where you can choose download now.

(DESCRIPTION)

The Terms and Conditions are shown, someone scrolls to the bottom of these, and clicks 'I agree'

(SPEECH)

Carl: You'll then be prompted to read through the full Terms and Conditions then click agree.

(DESCRIPTION)

A page is shown with instructions on how to download Plusnet Protect. The serial number of the software is shown at the top of the page.

(SPEECH)

Carl: This is the serial number of the software you will need this later on so please take a note of it.

(DESCRIPTION)

The 'Download' button at the top of the page is clicked.

(SPEECH)

Carl: Once you're ready you can click download

(DESCRIPTION)

A pop-up appears on screen asking what to do with the file. 'Save File' is selected.

(Speech)

Carl: and you'll be prompted to save the file to a folder on your computer.

(DESCRIPTION)

The install instructions are shown.

(SPEECH)

Carl: These instructions are also on the page to help you.

Once completed simply double-click on the file you just downloaded and choose 'Yes' to install it.

(DESCRIPTION)

The screen navigations to the download folder, the 'McAfreeSetup-Serial' file is clicked on.

(SPEECH)

Carl: If this does not work, go to the folder you downloaded the file to then double-click to run it.

(DESCRIPTION)

The McAfee installation starts. A page is shown where the serial number is entered, then 'Next' is selected.

(SPEECH)

Carl: The installation will now start and shortly pop-up asking for the serial number, type in and then continue to the next screen.

(DESCRIPTION)

Two instal options are shown, Complete and Custom. Complete is selected.

(SPEECH)

Carl: For this option we recommend the complete install for best peace of mind, the installation will then continue.

(DESCRIPTION)

The installation screen is shown. With a view of how much has been downloaded, the total size, estimated time left, and the download speed. This then goes through other installation screens.

(SPEECH)

Carl: It may take a little while to complete so don't worry.

(DESCRIPTION)

The final installation screen is shown, with a tick boxed selected for sending anonymous usage information to McAfee.

(SPEECH)

Carl: You can then decide if you want to send anonymous information to McAfee.

(DESCRIPTION)

The Installation Complete screen is shown. With an image of the McAfee symbol in the bottom right of the computer's desktop.

(Speech)

Carl: Plusnet Protect is now installed on this PC, an icon will appear in the bottom right, you are now protected.

You can follow the exact same steps this to install this on up to seven other devices.

And that's it!

Plusnet Protect is now installed on your machine, if you require any further assistance please visit our help page is at plus.net/help.