

Parental Controls FAQ

Q. *How does SecureIT Plus with parental controls protect my child from Internet predators?*

A. One of the biggest deterrents online predators face is the fear of getting caught, and the threat and danger of being arrested. While SecureIT Plus with parental controls can't stop predators from hunting for children on the Internet, it does offer a substantial safeguard for your children by allowing you to monitor their Internet activity.

Q. *Naturally I want to protect my children, but should I feel guilty spying on them?*

A. The Internet is NOT a safe place for children to venture without supervision. Unless you can sit with them and supervise them while using the Internet, you need to have some strong controls in place.

Q. *Some computer protection programs allow me to install the service on multiple computers for a single license cost. Is that available with SecureIT Plus?*

A. SecureIT Plus provides a maximum level of protection with automatic updates and access to free technical support at a cost below what our competitors would like to charge you for their unsupported versions. For this reason, one license can be used for only one computer.

Q. *Does SecureIT Plus with parental controls monitor all user accounts?*

A. Unlike some other parental control programs that offer confusing and hard to configure settings for each individual user, SecureIT Plus with parental controls will monitor each profile using that PC. This is especially helpful for families who have multiple users to monitor, who all use the same PC.

Q. *Can I report a site as inappropriate so you can add it to your list?*

A. Yes. Simply send us an e-mail and we'll review the site. In the short term, make sure to add the site to your blocked sites list to prevent access. We welcome your feedback to make our lists more extensive and our service better.

Q. *Can I install and use the software on a network?*

A. No. SecureIT Plus is designed to work at the PC level only.

Q. *Do the parental controls in SecureIT Plus disable MSN and AOL parental controls?*

A. SecureIT Plus with parental controls will not disable the parental control features of MSN or AOL. However, SecureIT Plus with parental controls can provide the same or better safety for your children.

Q. *What are the system requirements to run SecureIT Plus with parental controls on my PC?*

A. The minimum system requirements are: (the following are the system requirements as of 4/1/07 and are subject to change with product enhancements)

- a. System memory: 98/ME – 96 MB; 2000/XP – 128 MB
- b. Administrative rights are required for 2000 and XP systems
- c. Windows version: 98SE/ME/2000/XP
- d. Available hard drive space: 200 MB
- e. Vista version minimum requirements exceed those required by SecureIT Services.
Vista minimums are as follows:
 1. 800 MHz processor
 2. 512 MB of “available” system memory
 3. 200 MB available space

Q. *What type of net connection is best to use with SecureIT Plus with parental controls?*

A. It makes no difference whether your connection is via AOL, modem dial-up, cable modem, or DSL. SecureIT Plus with parental controls works with all types of Internet connections.

Q. *Are the parental controls web-based or client-based?*

A. SecureIT Plus with parental controls is client-based and is part of the SecureIT Plus Desktop Security program. It is updated automatically and offers web-based reports.

Q. *What will happen if an attempt is made to view a blocked site?*

A. Attempts to access a blocked site will be blocked. A message window will appear explaining that access to that site is blocked and will contain an explanation as to why. An override option is available to users with a valid administrator password.

Q. *How does the access control feature work?*

A. The access control feature allows the administrator to control the amount of time a user can spend accessing the Internet. Additionally, it can control the window of time that the Internet is available to be accessed.

Q. *Does SecureIT Plus with parental controls allow me to control the use of online chat programs?*

A. SecureIT Plus with parental controls will allow the administrator to disable a user’s ability to access chat or limit the time spent using chat programs.

Q. *What level of support is included with SecureIT Plus Service?*

A. Technical support is included with your monthly service. It is available via online chat, email, phone, and remote based assistance on a 24/7 basis.

Q. *Can I control file sharing or illegal downloading of files?*

A. Yes. In conjunction with the firewall feature in SecureIT Plus, an administrator can manage access to these sites and restrict certain types of file sharing and downloads.