COVID-19 ENDPOINT PROTECTION SUPPORT

In the wake of the current COVID-19 Pandemic, both Trend Micro and McAfee have offered **limited** FREE endpoint protection/ Malware prevention for those employees who are working remote **AND** will be accessing the state infrastructure using personal devices.

Option # 1 - McAfee LiveSafe (Offer good until 31 May, 2020)

Under this program, you will receive access to McAfee LiveSafe product. This product covers unlimited PC's, MAC's, Smartphones and Tablets for each employee. In addition, our McAfee Home Use Program comes with 24/7 Consumer Support.

All North Carolina State Agencies and Local Counties may take advantage of this support. McAfee has a 6-step process as depicted below as well as customer service steps. Do NOT contact DIT or your local administrator for support. This is a service provided solely by our vendor partner.

Step 1.

End-User Experience Flow

- Go to **www.mcafee.com/wfh**
- Select your Country/Language
- Enter in Company Code: **COR754C85F**
- Enter your corporate email address
- Click "Get Email"

This Home Use Program – Work from Home Initiative expires on May 31, 2020

Step 2.

- You will receive a message on your screen that tells you your product code and download link has been sent to your email address
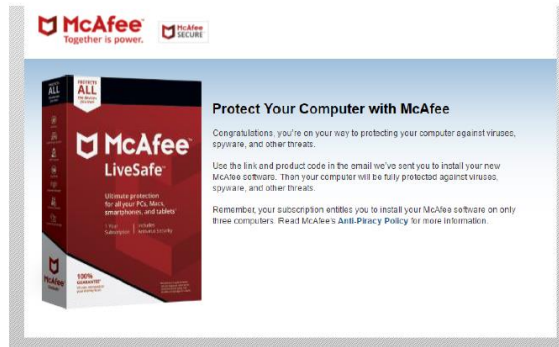
Step 3.

- Go to your corporate email account and look for an email from McAfee with your product code and download link
- Forward this email to your personal email address– you will download this product on your personal device and not on your corporate owned machine
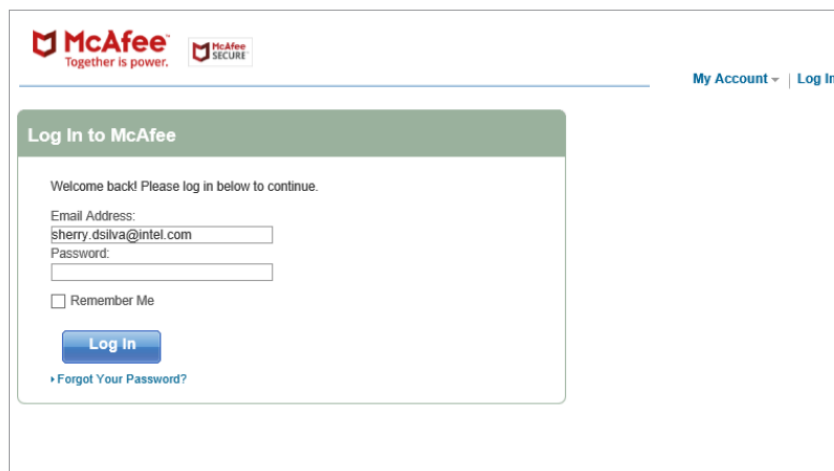- Click on the download link as shown in #2 below
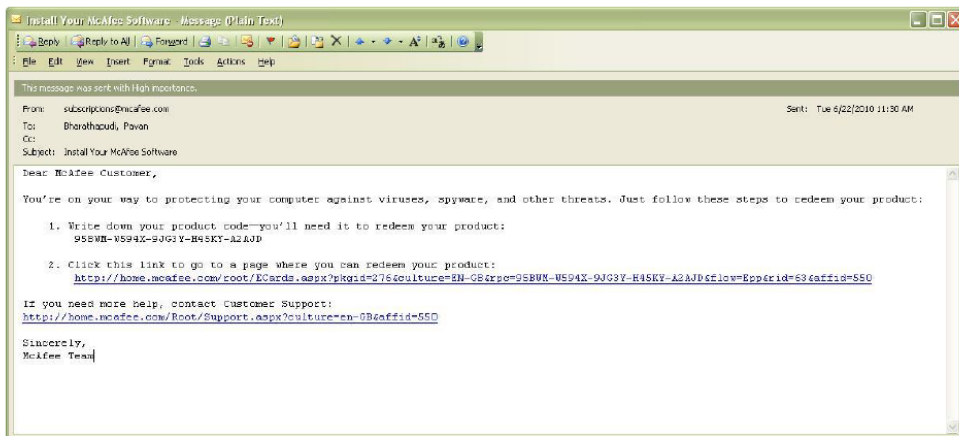
Step 4.

- Once you click on the download link you will be taken to this redemption page.
  - Your product key should auto populate. If it doesn't you can manually enter it in.
- Enter your Corporate email address in the space below
- Click "submit"

Step 5.

- You will be asked to log in to your existing McAfee account or create a new one
- Follow the prompts for either option.
  - If you already have an account and don't remember your password, you can click on "Forgot Your Password?" on the bottom of the blue "Log In" button

Step 6.

- You will receive "Download Now" prompt on your screen.
- Click on the "Download Now" button to start downloading the product

** Note, do not download this product on your corporate device. This is for your home PC, MAC, Smartphone and Tablets only
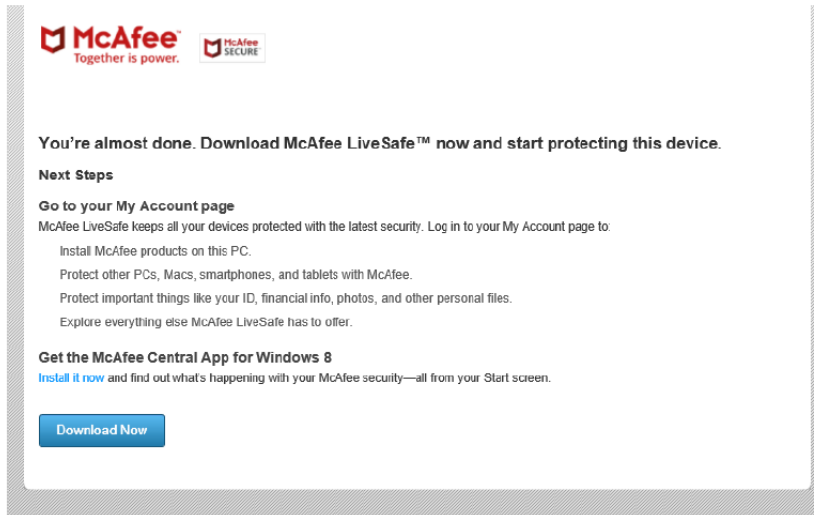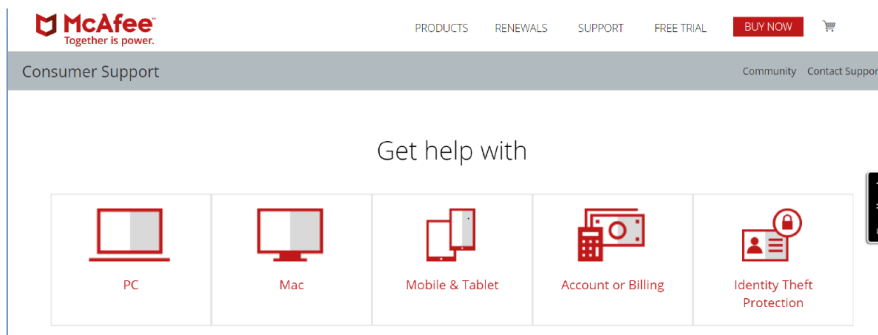

Customer Support:

Do NOT contact DIT or your Agency's service desk as this solution is NOT managed by the State or any local organizations. See below URL for support: https://service.mcafee.com

For Support go to: https://service.mcafee.com

Use the following link to download and install the endpoint protection solutions for either Mac or Windows devices:

https://store.trendmicro.com/store?Action=Content&Locale=en_US&SiteID=tmamer&pbPage=Trend_WFH_2020

Once you click on the above link, you will be presented with a site similar to the below. Once users click on the **Free 6-Month Download.** You will get the **RUN SAVE CANCEL** Option.

Step 1.

Click on RUN and follow the prompts for installation.

For more information on the program, best security practices for your employees, and/or sign up for your product download URL, please visit: https://resources.trendmicro.com/Work-From-Home-Assistance-Program.html [resources.trendmicro.com]