F-SECURE SAFE (CTM)

END-USER FAQ FOR PARTNERS

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F-Secure

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1. CTM SAFE OVERVIEW

CTM SAFE is built to protect you in the online world. We want you to enjoy life without worrying - so explore the internet, enjoy online shopping, watch videos, listen to music, communicate with your family and friends and let CTM SAFE keep you protected.

Our award-winning security looks out for you and the people close to you, on every device, all the time by providing protection against viruses and malware. Also, keep your money safe while banking and shopping online with banking protection. Block web-sites that try to scam you out of your money or personal information with Browsing protection.

Stay safe without performance loss when gaming or streaming media by turning on Gaming mode. Gaming mode optimizes security and Windows settings and functionalities for an uninterrupted experience.

We know that ensuring dependable online safety can be complicated and time-consuming — especially if it's for several people, each with their own devices, their own way of using the Internet, favorite apps, and in different locations. CTM SAFE keeps both you and the people nearest to you safe.

Set healthy boundaries for your children on their personal devices. Keep them safe from harmful online content and moderate their screen time. Manage the boundaries remotely in web portal.

Purpose of this document collect some of the typical end user (consumer) questions and answers.

2. SECURITY FEARTURE DESCRIPTIONS

The most powerful security features in one subscription:

Antivirus: Keep your devices safe from viruses, trojans, ransomware, adware, keyloggers, spyware, and other malware with our award-winning technology.

Browsing protection: Explore the internet and stay safe from harmful and dangerous web pages to ensure your security and privacy.

Ransomware protection: Stay ahead of online criminals and protect yourself from the increasing amount of ransomware.

Banking protection: Banking protection lets you know when you enter a safe banking site and keeps your money safe by securing the connection to the site.

Family Rules: Protect your kids' safety online with Family rules by setting limits for their screen time and blocking harmful content.

Gaming mode: Enjoy protected gaming and streaming on Windows computers with uncompromised performance.

Security portal: Manage your protection through an easy-to-use management service portal.

3. FREQUENTLY ASKED QUESTIONS

Q: What is CTM SAFE and how does it work?

A: CTM SAFE is an internet security suite that you can install on your computer, smartphone, or tablet. It comes with a wide range of features and works silently in the background without slowing down your device.

Virus protection protects your device from programs that may steal personal information, damage your device, or use it for illegal purposes. By default, Virus protection handles all harmful files as soon as it finds them so that they can cause no harm. The software automatically scans your local hard drives, any removable media (such as portable drives or DVDs), and any content that you download.

Browsing protection helps you browse the internet safely by providing safety ratings for websites on your browser and blocking access to websites that have been rated harmful.

Banking protection adds another layer of security to prevent attackers from inter-fering with your confidential transactions and protects you against harmful activity when you access your online bank or make transactions online.

SAFE also comes with a **Parental control** with which you can control when and for how long your child can use the device. On smartphones and tablets, you can use the Parental control feature to block websites that contain inappropriate content. You can also use **Application control** to protect children from using new applications until you approve them.

Q: What is Safety Butler Service?

A: All the products are available within Safety Butler Service. Safety Butler Service is the home of your protection. It is the management portal for all the devices that are protected with your subscription. Apart from managing your F-Secure products, all subscription-related information is available in the portal. To access your account-related information, change your password, and to view your contact info, select <your name> Account settings in the top bar.

Q: How can I manage my subscriptions/installations/Family Rules/Account in CTM SAFE?

A: Please logon to Safety Butler Service to manage your subscriptions/installations/Family Rules/Account.

Q: What is People & Devices view?

A: The Peoples & Devices view gives you an overview of the people and their devices that you, as the subscription owner, have protected with your subscription. To see detailed information about a user, just select the user and a user-specific view opens, giving you an overview of the protection of the user.

Q: Which platforms are supported?

A: CTM SAFE supports Android, iOS, Windows and macOS.

Q: How many devices can I protect with CTM SAFE?
A: you can protect up to {max_license_size} devices of your choice.

Q: How can I check which devices I have installed CTM SAFE?
A: Log in to Safety Butler Service portal and check on how many devices you have installed your CTM SAFE or install it to any other device of your choice.

Q: How do I install CTM SAFE on additional devices?
A: To protect additional devices, log in to Safety Butler Service portal with your account username and password. Select Add device and follow the instructions on the screen.

Q: Can I move a CTM SAFE subscription to another device?
A: Yes. You can move your CTM SAFE subscription to another device, be it a PC, Mac, Smartphone or Tablet. You can do this by logging in to Safety Butler Service portal, uninstall from the previous device and then re-install on the new one.

Q: Can I share my CTM SAFE with another user?
A: Yes. Through Safety Butler Service, you can also share your license with other family members and friends by inviting them to your Safety Butler Service group. Once your friends have accepted the invitation and created a My F-Secure account of their own, they can start installing any of the products offered with CTM SAFE on their devices.

All members within your Safety Butler Service group use the licenses, and in the case of ID PROTECTION (or IDP for short) also the email monitoring quota, available with your subscription.

Q: Can I install CTM SAFE with my existing security software?
A: CTM SAFE is a complete security program and running several security applications is not recommended as it can affect the performance of your computer and cause conflicts. During installation, CTM SAFE will look for conflicting or older security software programs running on your machine and will prompt you to remove them.

Q: Does CTM SAFE slowing my computer or smart-device down?
A: CTM SAFE uses the latest DeepGuard technology to keep you proactively protected against all the latest threats using minimal system resources. As a result you will experience very minimal impact on your systems performance. However, if you're experiencing slow performance while using CTM SAFE you should make sure your computer or device meets the minimum system requirements, or ideally the recommended specification. For more details check CTM SAFE system requirements.

Q: How can I renew CTM SAFE subscription?
A: Contact your service provider.

Q: What is Safe Browser and why should I use it?
A: A custom browser within the app that you can set as your default browser on your device. Safe Browser prevents you from accessing harmful websites accidentally and gives you extra security when banking online. Using Safe Browser is particularly important if the device belongs to a child.

Safe Browser is used in tandem with Family Rules, so to protect a child's device to the full, it is recommended to set Safe Browser as the default browser and enable Family Rules.

Q: How to set Safe Browser as default browser on Android device?
A: On your device, select **Settings** > **Apps** > **Choose default apps** > **Browser app.** Select **CTM SAFE** as the default browser app**.**
Q: How to set Safe Browser as default browser on iOS device?
A: On your device, go to **Settings** > **Safari** > **Default Browser App.** Select **CTM SAFE. Disable Safari** and **remove other 3rd party browser.**

Q: How to disable Safari on iOS 12 and newer version device?
A: On your device, go to **Settings** > **Screen Time** > **Turn On Screen Time.** Turn ON **Content & Privacy Restrictions.** Go to **Allowed Apps** and select **Safari** to turn off.

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