Quick Heal

Security Simplified

Quick Heal Total Security
for Mac

User Guide

Quick Heal Technologies Ltd.

www.quickheal.com

Copyright Information

Copyright © 20008-2020 Quick Heal Technologies Ltd. All rights reserved.

All rights are reserved by Quick Heal Technologies Ltd.

No part of this software may be reproduced, duplicated or modified in any form or incorporated into any information retrieval system, electronic or any other or transmitted in any form without prior permission of Quick Heal Technologies Ltd., Reg. Office: Marvel Edge, Office No. 7010 C & D, 7th Floor, Viman Nagar, Pune 411014.

Marketing, distribution or use by anyone barring the people authorized by Quick Heal Technologies Ltd. is liable to legal prosecution.

Trademarks

Quick Heal and DNAScan are registered trademarks of Quick Heal Technologies Ltd. while Microsoft and Windows are registered trademarks of Microsoft Corporation. Other brands and product titles are trademarks of their respective holders.

License Terms

Installation and usage of Quick Heal Total Security is subject to user's unconditional acceptance of the Quick Heal end-user license terms and conditions.

To read the license terms, visit www.quickheal.com/eula and check the End-User License Agreement for your product.

About the Document

This User Guide covers all the information about how to install and use Quick Heal Total Security in the easiest possible ways. We have ensured that all the details provided in this guide are updated to the latest enhancements of the software.

The following list describes the conventions that we have followed to prepare this document.

Convention	Meaning
Bold Font	Anything highlighted in bold indicates that it is a direction about how to carry out an action.
	This symbol indicates additional information or important information about the topic being discussed.
<Step 1> <Step 2>	The instruction mentioned in the numbered list indicates actions that you need to perform.

Quick Heal Total Security Highlights

Quick Heal Total Security ensures maximum protection against any possible threats or malware that may infect your system when you browse online, work in network environment, and access emails. You can schedule scanning, set rules for Quarantine and Backup for files, set parental control, and block malicious emails and spams.

Mac Security helps you customize the settings that concern the protection of files and folders in your system. You can set scanning preferences, apply rules for virus protection, schedule scanning, exclude files and folders from scanning, and set rules for quarantine and backup files.

Web Security helps you set the protection rules to save your machine from malicious files that can sneak into your system during online activities such as banking, shopping, surfing and so on.

Parental Control helps you monitor online activities of your children and other users so that you restrict them from accessing any unwanted websites.

AntiSpam and Email Security Antispam blocks unwanted emails from reaching your inbox. Real-time cloud-based email security blocks emails that might carry suspicious and potentially dangerous links or attachments.

Remote Desktop Management allows you to add your Quick Heal enabled device, view its current status, and get notified of any critical situation such as notifications for updates, virus protection, and so on the web portal.

Self Protection prevents Quick Heal product files from getting altered or modified by viruses and malware or tampered by any other applications

Single product key allows you to activate parallel Windows desktops.

For more information, please visit www.quickheal.com.

Contents

1

Getting Started

Quick Heal Total Security is simple to install and easy to use. During installation, read each installation screen carefully and follow the instructions.

Prerequisites

Remember the following guidelines before installing Quick Heal Total Security on your machine:

- A system with multiple anti-virus software programs installed may result in system malfunction. If any other anti-virus software program is installed on your system, you need to remove it before proceeding with the installation of Quick Heal Total Security.
- Close all open programs before proceeding with installation.
- We recommend you to keep a backup of your data in case your system is infected with viruses.
- Quick Heal Total Security must be installed with administrative rights.

System Requirements

To use Quick Heal Total Security, your system should meet the following minimum requirements:

- Mac OS X 10.9, 10.10, 10.11 & macOS 10.12, 10.13, 10.14, 10.15, 11.0.
- Mac Computer with Intel Processor
- 512 MB of RAM
- 417 MB free hard disk space
- Internet connection to receive updates

  The requirement is applicable only to 64-bit operating systems unless specifically mentioned.

The requirement is applicable to all flavors of the operating system.

The requirements provided are minimum system requirements. Quick Heal recommends your system has higher configuration than the minimum requirements to obtain best results.

To check for the latest system requirements, visit: www.quickheal.com.

Clients that support email scan

The POP3 email clients that support the email scanning feature are as follows:

- Apple Mail Ver. 10.3 and later
- Thunder bird
- Sparrow
- Sea Monkey
- MailSmith

Clients that do not support email scan

The POP3 email clients and network protocols that do not support the email scanning feature are as follows:

- IMAP
- AOL
- POP3s with Secure Sockets Layer (SSL)
- Web based email such as Hotmail and Yahoo! Mail
- Lotus Notes

SSL connections not supported

Email Protection does not support encrypted email connections that use Secure Sockets Layer (SSL). If SSL connections are being used, the emails are not protected by Email Protection.

Installing Quick Heal Total Security

To install Quick Heal Total Security on your machine, follow these steps:

1. Insert the installation CD/DVD in the drive.

   A window with the installer and uninstaller packages appears.

   In case, the installer does not appear, search for the disk image on your desktop and open it. Download or copy the installation file (Quick Heal Total Security.dmg) to your desktop.

   Before you begin installation, check the version of your Mac OS.

2. Click the Mac icon and select About This Mac.

   The version of your Mac OS appears.

   In this example, we have macOS Catalina version 10.15.7.

3. Double-click on the Quick Heal Total Security.pkg set-up.

4. Double-click on the installer.

   A recommendation for installation appears.

5. Click Continue.

6. On the Welcome screen, click Continue.

   The ReadMe file appears. You are recommended to read the ReadMe file.

7. Click Continue.

   The End-User License Agreement screen appears. Read the license agreement carefully.

8. Click Continue.

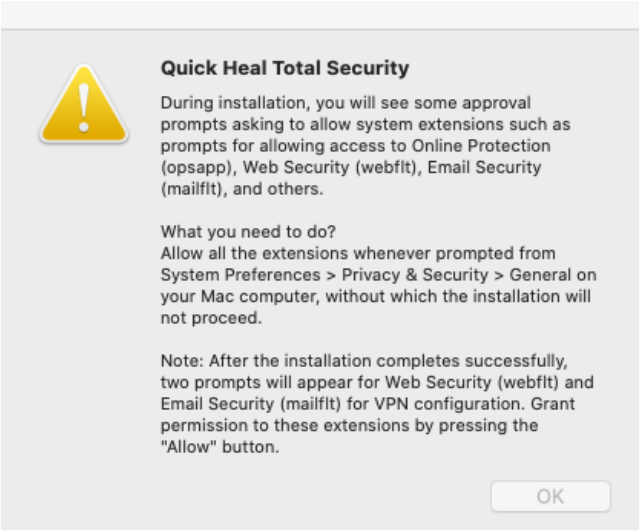
9. Click Agree to proceed with the installation.

Hard disk space requirement and the default location to install Quick Heal Total Security is displayed. However, you can change the location for installing the software, if required.

10 Click Install.

11 Provide your user credentials when prompted.

Quick Heal Total Security installation process starts.



A message appears stating that during installation, you will see some approval prompts asking to allow system extensions such as prompts for allowing access to Online Protection (opsapp), Web Security (webflt), Email Security (mailflt), and others.

Give permissions wherever required. The prompt messages are same for both macOS Catalina and Big Sur. However, the user interface may differ slightly.

For other macOS, these message do not appear. Go to step for registration directly.

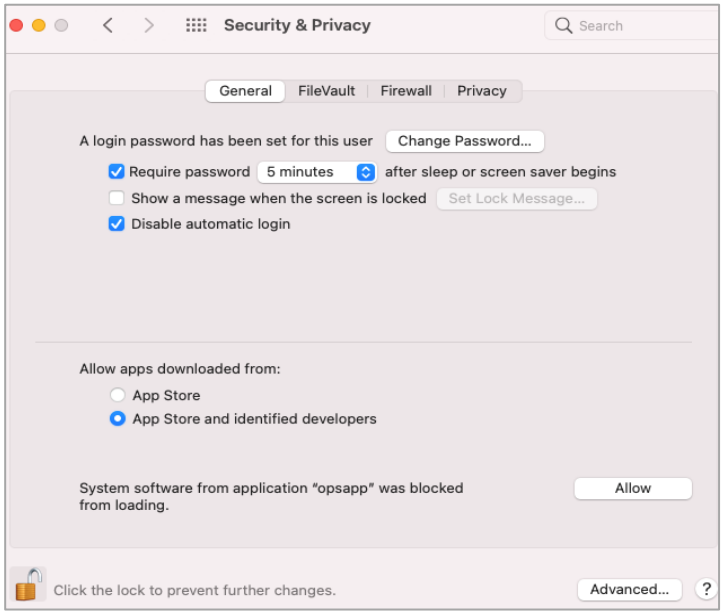
12 Click OK.

The following messages appears.

13 To give permission to the extensions, click Open Security Preferences.

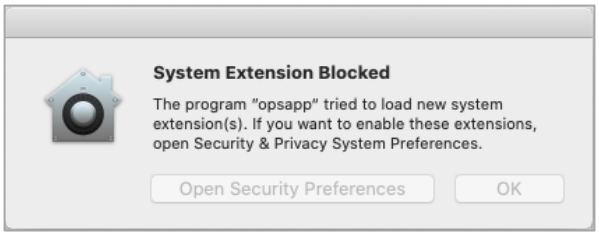
In case you miss to click Open Security Preferences, go to the Security & Privacy setting and follow the instructions.

14 On the Security & Privacy screen, click the lock icon.



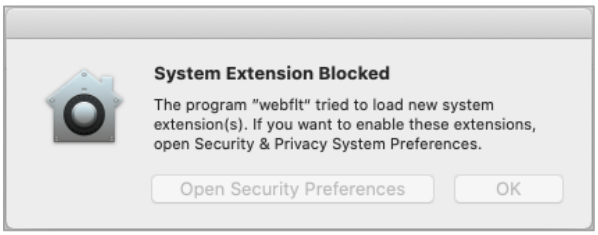
15 Provide the credentials and then click Unlock. Click Allow.

The following messages appears.



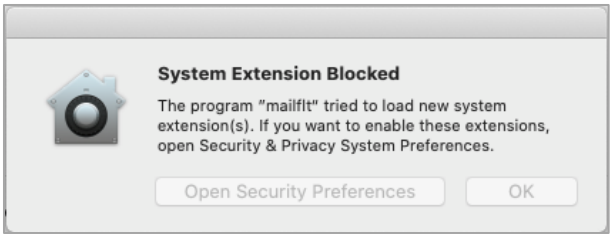
16 Click Open Security Preferences and give the permission. Click Allow.

The following messages appears.



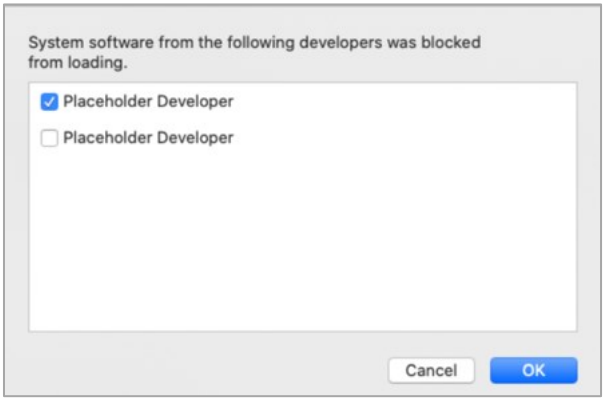
17 Click Open Security Preferences and give the permission. Click Allow.

The following messages appears.



18 Click Open Security Preferences and give the permission. Click Allow.

The following messages appears on macOSCatalina.



The following messages appears on Big Sur.

19 Select all the software developers. Click OK.

The installation completes.

20 To close the installer window, click Close.

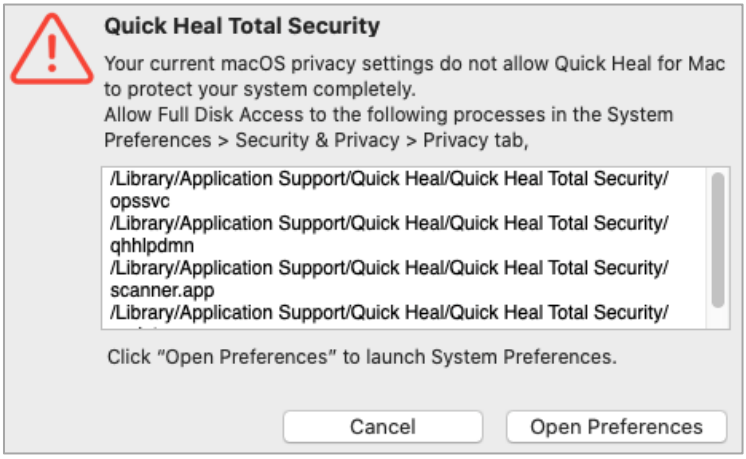
21 To initiate the activation process, click Register Now.

22 To perform the activation later, click Register Later or Continue.

23 On Summary page, click Close to close the installer window.

Configuring Security Preferences

Configure the security preferences to make Quick Heal Total Security compatible with macOS Catalina and Big Sur.



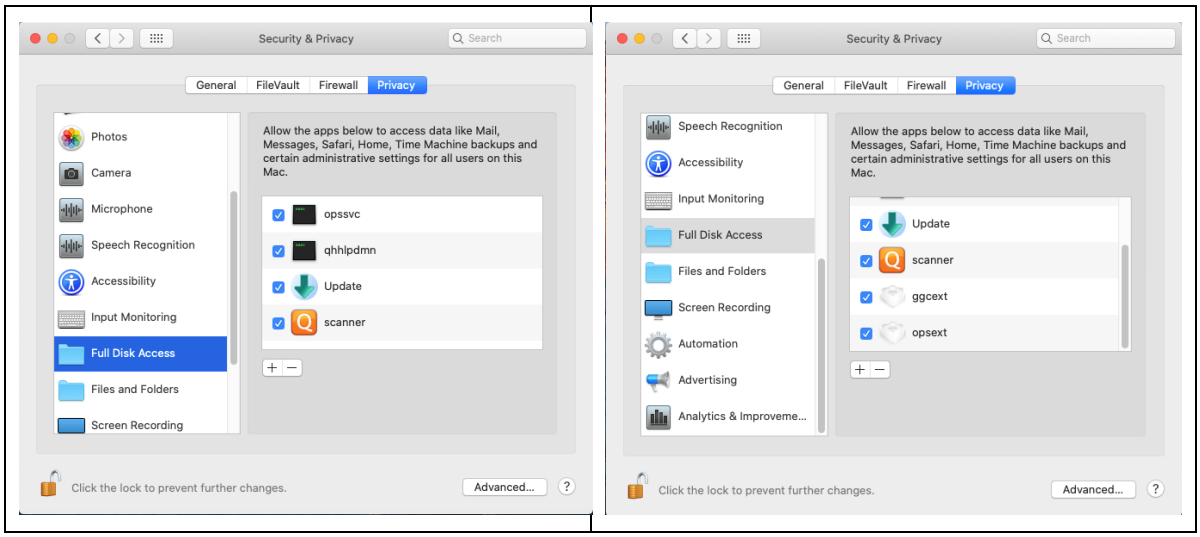
24 Click Open Security Preferences and give the permission.

- Open System Preferences.
- Go to the Security & Privacy > Privacy tab.
- Click the lock icon and provide the password if it is locked.
- Select Full Disk Access in the left pane.

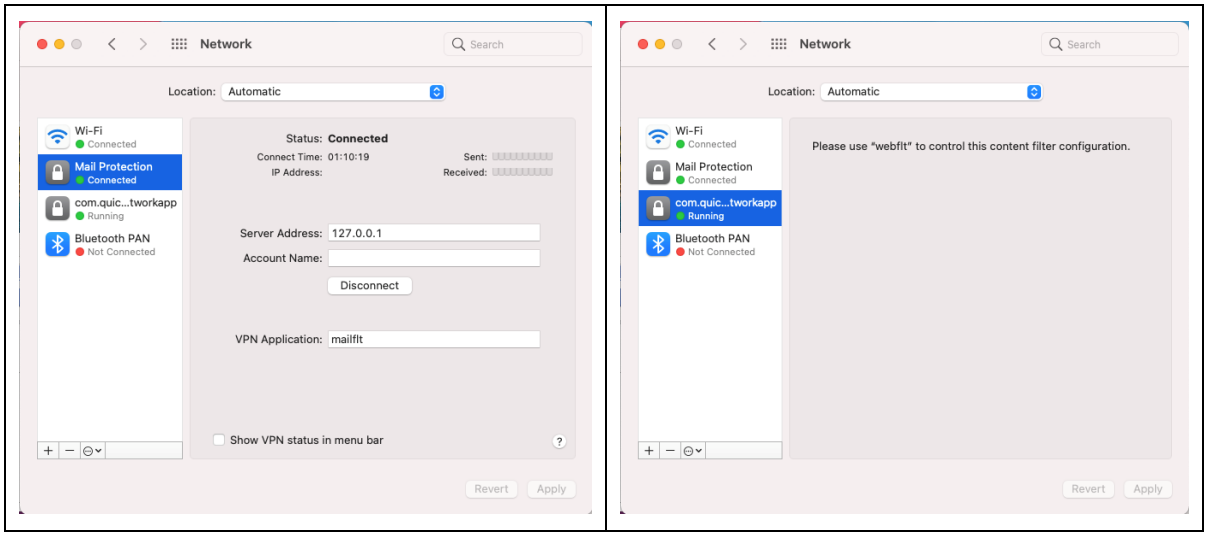
i. Add the following processes on the given paths and then select the processes on the Security & Privacy Full Disk Access window:

- /Library/Application Support/Quick Heal/ Quick Heal Total Security/opssvc
- /Library/Application Support/Quick Heal/ Quick Heal Total Security/qhhlpdmn
- /Library/Application Support/Quick Heal/ Quick Heal Total Security/scanner.app
- /Library/Application Support/Quick Heal/ Quick Heal Total Security/update.app
- opsext (already present in the privacy section)
- ggcext (already present in the privacy section)

The following screenshot displays **Full Disk Access** configuration in **System Preferences**.



The following screenshot displays **mailflt** & **webflt** network extensions in connected state in System preferences > Network.



Uninstalling Quick Heal Total Security

Uninstalling Quick Heal Total Security exposes your system and your valuable data to virus threats. However, in case you need to uninstall Quick Heal Total Security, follow these steps:

1. Double-click the 'Quick Heal Un-installer' kept inside the application folder or insert the installation CD/DVD in the drive and click Quick Heal Un-installer.app.

A window with the installer and uninstaller packages appears.

In case it does not appear, search for the disk image on your desktop and open it. Download or copy the installation file (Quick Heal Total Security.dmg) to your desktop, then open it.

Follow the instructions on the uninstallation wizard.

2. On the Welcome screen, click Yes.

3. Enter your password credentials and click OK.

   You are prompted for credentials only if the Password Protection is enabled for Quick Heal Total Security.

   Quick Heal Total Security maintains a repository of Report Files, Quarantine Files, Backup Files, Black list email address and White list email address. You may retain or delete this repository during uninstallation. However, the Remove Report Files, Remove Quarantine/Backup Files and Remove list of black-list & white-list email senders options are selected by default.

4. To continue with uninstallation without saving the repository, click Next. If you want to retain the repository, deselect the options to the respective repositories and click Next.

5. Provide your user credentials.

   The uninstallation process starts.

   To unload Quick Heal product app extensions on macOS Catalina and Big Sur "opsapp", "mailflt" & "webflt", you must provide your credentials.

   Upon completion, a message Quick Heal Total Security has been successfully un-installed appears. You can provide your feedback and reasons for uninstalling Quick Heal Total Security by clicking *Write to us the reason of un-installing Quick Heal Total Security*. Your feedback helps us improve the product quality.

   Please note the product key for future reference. You can copy the product key by clicking Copy to pasteboard also. You can also open a document and directly paste this information into the document. Restart is recommended after uninstallation. To restart click Restart Now, or click Restart Later to continue working on your machine and restart after some time.

2

Registration, Re-activation, Renewal

Registration

Quick Heal Total Security needs to be registered upon installation. It is strongly recommended that you register the copy immediately after installation to receive database updates regularly and get technical support. If the product is not regularly updated, it cannot protect your machine against new threats.

Registering Online

1. Go to Application > Quick Heal Total Security.
2. On the Quick Heal Total Security Dashboard, click Register Now. Alternatively, you can go to Menu > Help > Activation.
3. On the Registration Wizard, enter the 20-digit Product Key and click Continue.

   The Registration Information appears.
4. Enter relevant information in the Purchased From and Register for text boxes and then click Continue.
5. Provide relevant information in the Name, Email Address, Contact Number text boxes. Select your choices in the Country, State and City lists.

   In case your State/Province and City are not available in the list, you can type your locations in the respective boxes, and then click Continue.

   A confirmation screen appears with the details entered in the preceding step. If any modifications are needed click Go Back to go to the previous screen and modify wherever required, and then click Continue.

   Your product is activated successfully. The expiry date of your license is displayed.
6. To close the Registration Wizard, click Finish.

Re-activation

Re-activation is a facility that ensures that you use the product for the full period till your license expires. Re-activation is very helpful in case you format your machine when all software products are removed, or you want to install Quick Heal Total Security on another machine. In such cases, you need to re-install and re-activate Quick Heal Total Security on your machine.

The re-activation process is similar to the activation process, with the exception that you need not enter the complete personal details again. Upon submitting the Product Key, the details are displayed. You can just verify the details and complete the process.

Renewal

You can renew your product license as soon as it expires by purchasing a renewal code. However you are recommended to renew your product before your license expires so that your machine is protected without any interruption. You can get the renewal code from Quick Heal, or from the nearest distributor or reseller.

Renewing Online

To renew your machine online, follow these steps:

1. Go to Quick Heal Total Security > Menu > Quick Heal Total Security > About Quick Heal Total Security.
2. On the About Quick Heal Total Security screen, click Renew Now.

   If your license is about to expire soon or has already expired then the Renew Now button is displayed on Dashboard itself. Click Renew Now to go to the activation page.
3. Select *I want to renew with renewal code. I already have renewal code with me* and then click Next.
4. On the Registration Information screen, enter relevant information in the Purchased From, Email Address and Contact Number text boxes, and then click Next.

   The license information such as Current expiry date and New expiry date is displayed for your confirmation.
5. Click Next.

The license of Quick Heal Total Security is renewed successfully.

6 To complete the renewal process, click Finish.

In case you do not have the renewal code, select *I do not have renewal code with me. I want to purchase renewal code online* and then click Buy Now.

In case you renewed your license but its expiry date has not extended, select *I have already renewed my license. Please update my license from server* and then click Next.

If you have purchased an additional renewal code, then the renewal can be performed only after 10 days of the current renewal.

3

About Quick Heal Total Security Dashboard

You can access Quick Heal Total Security from the desktop in any of the following ways:

- Click the Quick Heal icon in the menu bar and then select Open Quick Heal Total Security.
- Click the Quick Heal Total Security icon in Dock, if you have added Quick Heal Total Security to the Dock tray.
- In the Doc tray, click Finder and then select Applications under FAVORITES. Click Quick Heal Total Security in the Applications pane to open the application.

Quick Heal Total Security Dashboard

When you open Quick Heal Total Security, Dashboard appears. The Quick Heal Total Security Dashboard is the main area from where you can access all the features. Dashboard is divided into various sections: Quick Heal Total Security menu, system security notification area, Quick Heal Total Security features, news and scan your machine option.

System security notification area indicates whether your system is secured and whether you need to take any action with the help of message and protection icon, while news area displays news about new events such as security alerts, some special release of Quick Heal and so on.

System security notification area provides indication of the security status of Quick Heal Total Security with the help of colored icons. The colored icons and their specific meaning are described as follows:

Icons	Description
Green	Indicates that Quick Heal Total Security is configured with optimal settings and your system is protected.
Orange	Indicates that a feature of Quick Heal Total Security needs your attention, if not immediately, but at the earliest.
Red	Indicates that Quick Heal Total Security is not configured with optimal settings and your immediate attention is needed. The action corresponding to the message needs to be executed immediately to keep your system protected.

System security notification area is your instant interface to vital protection settings that can affect files, folders, emails, and so on. It also allows users to configure protection against viruses that try to gain entry through Internet, external drives and emails. Quick Heal Protection Center is split into two sections.

Each colored icon has an action associated with it which needs to be executed by the user.

Quick Heal Total Security Features

Quick Heal Total Security ensures complete protection against any possible threats or malware that may infect your system through various means. Quick Heal Total Security shields your system in the following ways:

Features	Description
Mac Security	Helps you configure scan preferences, virus protection, schedule scan, exclude files and folders from scanning, and set rule for quarantine and files backup.
Web Security	Helps you protect your system against malicious threats when you are browsing the Internet, or when you transfer data across in the network, and parents can control their children's' Internet usage.
Email Security	Helps you protect your system against malicious threats and spams that try to sneak into your system through emails.

The following are frequently used features:

Features	Description
News	Displays the latest information related to security from Quick Heal labs.
Scan	Launches the scanner that scans the machine based on scanning preferences.

Quick Heal Total Security Menus

With the Quick Heal Total Security menus, you can configure the general settings for taking updates automatically, password protect your Quick Heal Total Security so that no unauthorized person can access the Quick Heal Total Security application, provide settings for proxy support and removing reports from the list automatically.

The Quick Heal Total Security menu includes the following:

Menu	Description
Settings	Helps you customize and configure the settings of Quick Heal Anti-Virus such as Automatic Update, Internet Settings, Password Protection, Reports Settings.
Reports	Helps you view the activity reports of Scanner, Virus Protection, Email Protection, Quick Update, Anti-Phishing, Browsing Protection, Parental Control.

Quick Access Options

Quick access options are the options that you use to access Quick Heal Total Security, turn on or off Virus Protection, update the product, and scan the machine when required.

The quick access options include the following:

Options	Description
Open Quick Heal Total Security	Launches Quick Heal Total Security.
Enable / Disable Virus Protection	Helps you turn on or turn off Virus Protection.
Update Now	Helps you update Quick Heal Total Security.
Scan My Mac	Helps you scan your machine for viruses.

News

The News section displays the latest bytes of information and developments from the Quick Heal lab. Whenever there is something new about computer protection, security alert, or other important issues, news about such things are displayed here. However to get the latest information, you must own licensed version of the product.

Help Topics

The Help topics assist you in understanding Quick Heal Total Security features, how to use them, and seek technical support when required.

To access the desktop integrated Help topics, follow these steps:

1. Go to Quick Heal Total Security > Menu > Help > Quick Heal Total Security Help.

   The Help topics appear.

2. Search for the information that you want.

About Quick Heal Total Security

The About Quick Heal Total Security screen includes the information about the product, license, options for renewing license, updating the product, viewing details of the user license.

To access the About Quick Heal Total Security screen, follow these steps:

- Go to Quick Heal Total Security > Menu > Quick Heal Total Security > About Quick Heal Total Security Help.

The About screen appears.

The About screen includes the following information:

- *Quick Heal Total Security product details*: Product Name, Product Version, Service Pack, Virus Database Date.
- *License Information*: Customer Name, Registered for (individual or organization name), License validity date.
- *View Details*: Includes detailed information on product license, and two buttons—Update License to update your license, and Print License to take out the print of the license information.
- *Print License Details*: Click Print License Details to print the existing subscription information.
- *Renew Now*: Helps you renew your license online.
- *Update Now*: Helps you update your machine with the latest signature.

The License Information and the End-User License Agreement (EULA) are available under this section.

Update License Details: Helps you to synchronize your existing license information with Quick Heal Activation Server. In case you want to renew your existing subscription and you do not know how to renew it or you face problem during renewal, you can call Quick Heal Support team and provide your Product Key and Renewal Code. Quick Heal Support team will renew your copy. You just need to follow these steps:

- Be connected to the Internet.
- Click Update License Details.
- Click Continue to update your existing subscription.

Updating with definition files

If you already have the update definition file with you, you can update Quick Heal Total Security without connecting to the Internet. It is specifically useful for Network environments with more than one machine. You are not required to download the update file from the Internet on all the machines within the network using Quick Heal.

1 Go to Quick Heal Total Security > Menu > Quick Heal Total Security > Check for Updates....

2. On the Welcome to Total Security Update screen, click Continue.

   The *Select the mode you prefer for updating Total Security* screen appears.

3. Select *Pick from specified location*.

4. Type the path or click the File button to the file location, and then click Continue.

   Note: Quick Update picks up the definition file from the designated path, verifies its applicability on the installed version and updates your copy of Quick Heal Total Security accordingly.

4

Quick Heal Total Security Features

The Quick Heal Total Security features include the most important features that help you set the scanning preference, protection rules for your machine, scanning schedule, set rules for Quarantine and Backup for files, apply protections for online browsing, set parental control, and block malicious emails and spams.

These features provide optimum protection to your system. Moreover, these features have to be kept enabled all the time. If you disable these features, for any reasons, then the corresponding icons for them will turn red.

Mac Security

The Mac Security option on Dashboard helps you customize the settings that concern the protection of files and folders in your system. With Mac Security, you can set scanning preferences, apply rules for virus protection, schedule scanning, exclude files and folders from being scanned, and set rules for quarantine and backup files.

Mac Security includes the following:

Scan Settings

With Scan Settings, you can customize the way a scan is to be performed and the action that needs to be taken when a virus is detected. However the default settings are optimal and can provide the required protection to your machine.

To configure Scan Settings, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Mac Security.

   The Mac Security setting details screen appears.

2. Click Scan Settings.

3 Set the appropriate option for scan type, action to be taken if virus is found in the files, and whether you want to take the backup of the previous setting.

4 Click Save to save your settings.

Select scan type

- *Automatic (Recommended)*: Automatic scanning type is the default scanning mode, which is recommended as it ensures optimal protection that your machine requires. This setting is an ideal option for novice users as well.
- *Advanced*: Select Advanced mode if you want to customize the scanning behavior. This is ideal for experienced users only. When you select the Advanced option, the Configure button is enabled and you can configure the Advanced setting for scanning.

Action to be taken when virus is found

Action that you select here will be taken automatically if virus is found, so select an action carefully. The actions and their descriptions are as follows:

Actions	Description
Repair	During scanning if a virus is found, it repairs the file or automatically quarantines it, if it cannot be repaired. When the scan is over, a summary window appears providing the details about all the actions taken and other scan details. If the infectious file is a Backdoor, Worm, Trojan, or Malware, then Quick Heal Total Security automatically deletes the file.
Delete	Deletes a virus-infected file without notifying you. When the scan is over, a summary window appears providing the details about all the actions taken and other scan details. Once the files are deleted, they cannot be recovered.
Skip	If this option is selected the files are scanned but no action is taken on the infected files and they are skipped. Select this option if you want to take no action even if a virus is found. When the scan is over a summary report appears providing all the scan details.
Backup before	The scanner keeps a backup of the infected files before

taking action	disinfecting them. The files that are stored in the backup can be restored from the Quarantine menu.

Configuring Advanced Scan Type

To configure Advanced Scan type, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Mac Security.

   The Mac Security setting details screen appears.

2. Click Scan Settings.

3. In Scan type, select Advanced.

   The Configure button is enabled.

4. Click Configure.

   The Advanced Scan setting details screen appears.

5. Check *Items to be scanned* for Windows-based malwares.

   By default this option is selected.

6. Select one of the following items for scanning:

   - *Scan executable files*: Select this option if you want to scan only the executable files.
   - *Scan all files*: Select this option if you want to scan all types of files. However, it takes time to execute this option and the scanning process slows down considerably.

7. Turn *Scan archived files* ON, and then configure the scanning preference for the archive files such as zip files and so on.

8. To close the Archive Files screen, click OK. To close the Advanced Scan setting, click OK and then click Save to save your settings.

Scan archive files

If you select *Scan archive files*, then the scanner will also scan archive files such zip files, archive files, and so on. If you select *Scan archive files*, the Configure button is enabled and helps you configure the way scanner should treat malicious archive files.

You can scan files of various archive file types till five levels down so to ensure no files are left from being scanned.

Following are the actions that you can select to be taken when a virus is found in any of the archive files:

Actions	Description
Quarantine	Select this option if you want to quarantine an archive file that contains a virus.
Delete	Select this option if you want to delete an archive file that contains virus-infected files. However you are not notified if a file is deleted, though its report is generated that you may see in the Reports list.
Skip	Select this option if you want to take no action even if a virus is found in any of the archive files. However this option is selected by default.

Archive Scan level

Set the scan level till which you want to scan the archive files. You can set till five levels down inside the archive files. By default, the scanning is set to level 2. However you can increase the archive scan level which may though affect the scanning speed.

Select archive type to scan

You can select the archive file types that you want to scan from the archive files list. Some of the common archive file types are selected by default. However, you can change your setting as you prefer.

Types	Description
Select All	Select this option to select all the archive file types available in the list.
Deselect All	Select this option to clear all the archive types available in the list.

When the scan is complete, a summary report appears providing the details about all the actions taken and other scan details, irrespective of the option that you had configured.

Virus Protection

With Virus Protection, you can continuously monitor your machine from viruses, malwares, and other malicious threats. Such threats try to sneak into your machine from various sources such as email attachments, Internet downloads, file transfer, file execution and so on.

It is recommended that you always keep Virus Protection enabled to keep your machine clean and protected from any potential threats. However, Virus Protection is enabled by default that you can disable if required.

To configure Virus Protection, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Mac Security.

   The Mac Security setting details screen appears.

2. To protect your machine from malicious threats, turn Virus Protection ON.
3. To configure Virus Protection further, click Virus Protection.
4. On the Virus Protection screen, do the following:

   - *Items to scan* – Select this checkbox if you want to scan Windows-based malwares. However, this checkbox is selected by default.
   - *Scan network volume* – Select this option if you want to scan network volumes that are mounted on your machine. However, this option is turned on by default.
   - *Display notifications* – Select YES if Display notifications is selected, it displays an alert message whenever a malware is detected. This feature is selected by default.
   - If virus found – Select an action to be taken when virus is found in a file such as Repair, Delete, and Deny Access.
   - Backup before taking action – Select this option if you want to take a backup of a file before taking an action on a file. Files that are stored in backup can be restored from the Quarantine menu.

5. To save your setting, click Save.

Action to be taken when virus is detected

Actions	Description
Repair	During scanning if a virus is found, it repairs the file or automatically quarantines it, if it cannot be repaired.
Delete	Deletes a virus-infected file without notifying you.
Deny Access	Restricts access to a virus infected file from use.

Turning Off Virus Protection

Turn Virus Protection OFF. However when you try to turn off Virus Protection, an alert message is displayed. Turning Virus Protection OFF is suggested only when you really require this. Moreover, you can set it off for a certain period of time so that it turns ON automatically thereafter.

Following are the options for turning Virus Protection OFF for a certain period:

- Turn on after 15 minutes
- Turn on after 30 minutes
- Turn on after 1 hour
- Turn on after next reboot
- Permanently disable

Select an option and click OK.

Once you turn off Virus Protection, its icon color changes from green to red in Menu Bar Tray, which means that Virus Protection has been disabled temporarily or permanently based on your selection. If you have selected any of the options for turning off temporarily or after next boot then the icon color changes back from red to green after the certain time passes or at the next boot. If you have selected to disable permanently, then the icon color remains red until you enable Virus Protection manually.

Schedule Scans

With Schedule Scans, you can define time when to begin scanning of your machine automatically. You can schedule multiple number of scan schedules so that you can

initiate scanning of your machine at your convenient time. Frequency can be set for daily and weekly scans, that can additionally refine your request to schedule it to occur at fixed boot at fixed time.

Configuring Schedule Scans

To configure Schedule Scans, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Mac Security.
2. On the Mac Security setting screen, click Schedule Scans.

   The Scheduled Scans details screen appears. Here you see a list of all schedules for scanning, if you had defined any before.
3. To create a new schedule for scanning, click Add.

   The Add Scheduled Scan screen appears where you can create a new scan schedule name, its frequency, and other details.
4. In the Scan name text box, type a scan schedule name.
5. Set Scan Frequency:
   - *Daily*: Select the Daily option if you want to initiate scanning of your machine daily. However this option is selected by default.
   - *Weekly*: Select the Weekly option if you want to initiate scanning of your machine on a certain day of the week. When you select the Weekly option, the Weekly list is enabled where you can select a day of the week.
6. Set Scan Time:
   - *Start scan at first boot*: Select the *Start scan at First Boot* option to schedule the scanner to scan at first boot of the day. When you select Start at first boot, you do not have to specify the time of the day to start the scan. Scanning takes place only during the first boot irrespective at what time you start the system.
   - *Start scan at Fixed Time*: Select the *Start scan at fixed time* option if you want to initiate the scanning of your machine at a certain time. When you select Fixed Time, the Start Time list is enabled where you can fix the time for scanning. However this option is selected by default.
7. Set Scan priority.

- *High*: Select the High option if you want to have the scanning priority at high.
- *Low*: Select the Low option if you want to have the scanning priority at low. However this option is selected by default.

8 Scan location:

- Click Configure to open the Scan location screen, where you can select files and folders for scanning. You can set multiple locations. Select the Drives, folder or multiple folders to be scanned and press OK. You can configure Exclude Subfolder while scanning specific folder. This will ignore scanning inside the subfolders while scanning.

9 Scan settings:

- Click Configure to open the Scan Settings screen. Under Scan Settings, you can specify specific items to be scanned, action required to be taken if a virus is found and use of advance options while scanning. By default setting is set for adequate options for scanning.
  - In Scan type, select one of the options from Automatic and Advanced.
    To know about how to configure scan setting, see Scan Settings, p-26.
  - Select YES if you want to have a backup of files before taking any action on them, otherwise select NO if you want no backup of files. This option is selected by default.

10 To save your settings, click Save.

Editing Schedule Scan

You can modify any of the scheduled scans whenever required. To edit a scheduled scan, follow the steps:

1 On the Quick Heal Total Security Dashboard, click Mac Security.

2 On the Mac Security setting screen, click Schedule Scans.

A list of all scan schedules appears.

3 Select a scan schedule and then click Edit.

4 In the Add Schedule Scan screen, change the scan schedule as required.

5 To save your settings click Save and then click Close.

Removing Schedule Scan

If you do not require a scan schedule, you can remove it whenever you require. To remove a scan schedule, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Mac Security.
2. On the Mac Security setting screen, click Schedule Scans.

   A list of all scan schedules appears.
3. Select a scan schedule, and then click Remove.
4. Click YES to confirm if you are sure to remove the scan schedule, and then click Close.

Exclude Files & Folders

With Exclude Files & Folders, you can decide which files and folders should not be included during scanning for known viruses or issues. This helps you avoid unnecessary repetition of scanning of the files which have already been scanned or you are sure should not be scanned. You can exclude files from scanning from both of the scanning modules Mac Security Scanner and Virus Protection.

Total Security Scanner scans files and folders when you scan manually while Virus Protection scans each file and folder when accessed automatically.

Configuring Exclude Files & Folders

To configure Exclude Files & Folders, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Mac Security.
2. On the Mac Security setting screen, click Exclude Files & Folders.

   The Exclude Files & Folders details screen appears. Here you see a list of files and folders to be excluded from scanning, if you have added any.
3. Click Add.
4. On the New Exclude Item screen, click the File button or Folder button to add relevant file or folder to the list.

   When you add a folder you can check Exclude Subfolders so that the subfolders are also excluded from scanning.

5 Select a file or folder, and then click Open to add the selected file or folder and then click Save to save your settings.

6 To close the Exclude Files and Folders screen, click Close.

Editing Exclude Files & Folders

You can change your setting for Exclude Files & Folders if you require so in the following way:

1 On the Quick Heal Total Security Dashboard, click Mac Security.

2 On the Mac Security setting screen, click Exclude Files & Folders.

The Exclude Files & Folders details screen appears. Here you see a list of files and folders to be excluded from scanning that you have added.

3 Under Location, select a file or folder, and then click Edit.

4 On the New Exclude Item screen, click the File button or Folder button to add another file or folder to the list.

When you add a folder you can check Exclude Subfolders so that the subfolders are also excluded from scanning.

5 Select a file or folder, and then click Open to add the selected file or folder and then click Save to save your settings.

6 To close the Exclude Files and Folders screen, click Close.

Removing Exclude Files & Folders

You can remove any files or folders that you included in the Exclude Files & Folders list if you require so in the following way:

1 On the Quick Heal Total Security Dashboard, click Mac Security.

2 On the Mac Security setting screen, click Exclude Files & Folders.

The Exclude Files & Folders details screen appears. Here you see a list of files and folders to be excluded from scanning that you have added.

3 Under Location, select a file or folder, and then click Remove. You can remove all files and folders from the list by clicking Remove All.

The selected files or folders are removed from the exclusion list.

4 To close the Exclude Files and Folders screen, click Close.

Quarantine & Backup

Quarantine & Backup helps in safely isolating the infected or suspected files. When a file is added to Quarantine, Quick Heal Total Security encrypts the file and keeps it inside the Quarantine folder. Being kept in an encrypted form, these files cannot be executed and hence are safe. Quarantine also keeps a copy of infected file before repairing if the Backup before repairing option is selected in the Scanner Settings.

With Quarantine & Backup, you can also set a rule for removing the files after a certain period of time and having a backup of the files.

Configuring Quarantine & Backup

To configure Quarantine & Backup, follow these steps:

1 On the Quick Heal Total Security Dashboard, click Mac Security.

2 On the Mac Security setting screen, click Quarantine & Backup.

3 In Delete files automatically after, drag the slider to select days after which the files should be removed from the Quarantine folder automatically.

Setting this feature helps in removing the quarantine/backup files after the configured period of time. The removal of files is set to 30 days by default.

4 Click View Files to see the quarantined files. You can take any of the following actions on the quarantined files:

- *Add File*: You can add files from folders and drives to be quarantined manually.
- *Restore Selected*: You can restore the selected files manually if required so.
- *Submit Selected*: You can submit the suspicious files to Quick Heal research lab for further analysis from the Quarantine list. Select the file which you want to submit and then click Submit.
- *Delete Selected*: You can delete the selected files from the quarantine list.
- *Remove All*: You can remove all the Quarantine files from the Quarantine list.
- Submit Quarantine file functionality.

In Quarantine, when you select a file and click the Submit button , a prompt appears requesting permission to provide your email address. You also need to provide a reason for submitting the files. Select one of the following reasons:

- *Suspicious File* – Select this reason if you feel that a particular file in your system has been the cause of suspicious activity in the system.
- *File is un-repairable* – Select this reason if Quick Heal has been able to detect the malicious file on your system during its scans, but has not been able to repair the infection of the file.
- *False positive* – Select this reason if a non-malicious data file that you have been using and are aware of its function, has been detected by Quick Heal as a malicious file.

Web Security

With Web Security, you can set the protection rules to save your machine from malicious files that can sneak into your system during online activities such as banking, shopping, surfing and so on. You can also set parental control to monitor online activities of your children and other users so that you restrict them from accessing any unwanted websites.

Web Security includes the following:

Browsing Protection

With Browsing Protection, you can block malicious websites while browsing so that you do not come in contact with malicious websites and you are secure. However, Browsing Protection is enabled by default.

Configuring Browsing Protection

To configure Browsing Protection, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Web Security.
2. Enable Browsing Protection.

You can disable Browsing Protection whenever you prefer.

Phishing Protection

With Phishing Protection, you can prevent access to phishing and fraudulent websites. Phishing is a fraudulent attempt, usually made through email, to steal your personal information. It usually appears to have come from well-known organizations and sites such as banks, companies and services with which you do not even have an account and, ask you to visit their sites telling you to provide your personal information such as credit card number, social security number, account number or password.

Phishing Protection automatically scans all accessed web pages for fraudulent activity protecting you against any phishing attack as you surf the Internet. It also prevents identity theft by blocking phishing websites, so you can do online shopping, banking and website surfing safely.

Configuring Phishing Protection

To configure Phishing Protection, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Web Security.
2. Enable Phishing Protection.

You can disable Phishing Protection whenever you prefer. However, you are advised always to keep Phishing Protection enabled.

Parental Control

With Parental Control, the parents can have full control over the Internet activity of their children or other users. Parents can decide which websites their children should visit and which they should not. Using the Parental Control feature, the parents can restrict categories of websites or block specific websites. The parents can also schedule Internet accessibility for their children.

Parental Control is smart enough to categorize all the sites accessed. It has a list of categories of sites that you can allow or deny based on your requirement. This is perfect for parents, who want to ensure that their kids visit the right kind of websites and are not exposed to materials unsuitable for kids.

Important things to do before configuring parental control!

To get utmost benefits from the parental control feature, we recommend you follow a few steps:

Configuring Parental Control

To configure Parental Control, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Web Security.
2. On the Web Security setting screen, click Parental Control.
3. Configure the following options based on your requirement:
   - *Restrict access to websites based on the category*: When you select this option, you restrict access to all websites under a similar category.
   - *Restrict access to websites as specified by user*: When you select this option, you restrict access to specific websites only.
   - *Schedule Internet access*: This option helps you schedule Internet accessibility for your children or other users.
4. To save your settings, click Save.

Restrict access to websites based on category

The Restrict access to websites based on the category feature in Parental Control has a vast range of website categories to allow or deny access to them based on the requirements. Once you restrict or allow a website category, all the websites falling under a category are blocked or allowed. This is helpful if you are sure to restrict or allow all the websites under a category. Moreover, if you want to restrict most of the websites in a category but allow certain websites of that category, which is either required or you rely on, you can do so by excluding such websites in the Exclude list.

To configure access restriction for website categories, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Web Security.
2. On the Web Security setting screen, click Parental Control.
3. Under Restrict access to websites, switch *Based on the category* to YES to restrict website categories.

The Configure button is enabled.

4 Click Configure.

- A list of website categories whose access can be allowed or denied appears. Click the Allow or Deny button available next to each category that you want to allow or restrict as required. Moreover, the default settings are perfect for novice users and they can retain the default settings for their children.
- You can also exclude a website from being blocked, despite it being in the blocked category, by adding it to the Exclude list. For example, if you have blocked the Social Networking and Chat category, but you still want to provide access to Facebook, you can do so by enlisting the website in the Exclude list.

i. On the Web Category list, click Exclude for excluding the websites.

ii. Enter the URL of the website in the list that you want to allow users to access and then click Add.

Similarly, if you want to remove a website from the exclusion list, select the URL that you want to remove and click Remove. Click Remove All to delete all the URLs from the exclusion list.

iii. You can also block the subdomain of a blocked website. To block all subdomains of the website, select Also block subdomains.

For example, if you block www.abc.com and its subdomains, the subdomains such as mail.abc.com and news.abc.com will also be blocked.

iv. To save the changes, click OK.

5 Click OK and then click Save to save your settings.

Restrict access to websites as specified

The Restrict access to websites as specified by user feature in Parental Control helps you block specific websites. This is helpful when you are sure to restrict certain websites and when your list is shorter than it can be in a website category. This is also helpful when a website does not fall in a correct category or you have restricted a website category yet a certain website is accessible that you want to block.

To configure access restriction for specific websites, follow these steps:

1 On the Quick Heal Total Security Dashboard, click Web Security.

2 On the Web Security setting screen, click Parental Control.

3 Under Restrict access to websites, switch *As specified by user* to YES to restrict specific websites.

The Configure button is enabled.

4 Click Configure.

A list for adding websites appears.

5 Enter the URL of the website to be blocked and then click Add.

You can add as many websites as you require. Moreover, you can remove any website whenever you require so. Select the websites that you want to remove and click Remove. You can also remove all the websites in the list by clicking Remove All.

6 Click OK.

7 To save your settings, click Save.

Schedule Internet access

The Schedule Internet access feature in Parental Control helps you schedule Internet accessibility for your children so as you have full control over their browsing time. You can allow your children access to the Internet without any restriction or can schedule the Internet accessibility. You can schedule days and time when your children should access the Internet.

To configure Schedule Internet access, follow these steps:

1 On the Quick Heal Total Security Dashboard, click Web Security.

2 On the Web Security setting screen, click Parental Control.

3 Switch *Schedule Internet access* to YES to configure Internet accessibility to your children.

The Configure button is enabled.

4 Click Configure.

The Schedule Internet Access setting details screen appears.

5 Select one of the following:

- *Always allow access to the Internet*: Select this option if you want to allow access without any restriction to your children.

- *Allow access to the Internet as per the schedule*: Select this option if you want to schedule Internet accessibility for your children. When you select this option, the routine chart for the days of the week is enabled.
  - Click a cell in the routine chart for a time period of a day. You can select any time period of any day based on your requirement.
  - If you want to schedule a regular period of time for the entire week (like 8:00 AM to 10:00 AM for all days in a week), hover over the time period, or if you want to restrict access to Internet for an entire day (like Sunday) hover over the day, an arrow appears. Click the time period or the day, your restriction applies accordingly. Your children can access the Internet only during the allowed schedule.

6 To save your setting, click OK.

Time Specification	Description
Allowed Time	All the cells appearing in green color indicate allowed time frequency for accessing the Internet.
Blocked Time	All the cells not appearing in green color indicate blocked time frequency for accessing the Internet.

Email Security

With Email Security, you can customize the protection rules for receiving emails from various sources. You can set rules for blocking emails which are suspicious of spam, or malware.

Email Security includes the following.

Email Protection

With Email Protection, you can enable protection rule for all incoming emails. You can block the infected attachment in the emails that may be suspicious of malwares, spams, and viruses. You can also customize the action that needs to be taken when a malware is detected in the emails.

However, Email Protection is enabled by default and the default settings provide the required protection to the mailbox from malicious emails. We recommend that you always keep Email Protection enabled to ensure email protection.

Configuring Email Protection

To configure Email Protection, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Email Security.
2. On the Email Security setting screen, enable Email Protection.

   Protection against malwares coming through emails is enabled.
3. To configure further, protection rules for emails, click Email Protection.
4. Turn *Notify on email* ON if you want an alert message when a virus is detected in an email or attachment.

   The alert message on virus includes the following information: Virus Name, Sender Email Address, Email Subject, Attachment Name, and Action Taken.
5. Select one of the following actions to be taken if virus is found.
   - *Repair*: Select Repair to get your emails or attachment repaired when a virus is found
   - *Delete*: Select Delete to delete the infected emails and attachments.

   If the attachment cannot be repaired then it is deleted.
6. Switch *Backup before taking action* to YES if you want to have a backup of the emails before taking an action on them.

   You can revert to default settings anytime you require so by clicking Set Defaults.
7. To save your settings, click Save.

Spam Protection

With Spam Protection, you can block all unwanted emails such as spam, phishing and porn emails, from reaching into your mailbox. Spam Protection is enabled by default and we recommend you always keep the feature enabled.

Configuring Spam Protection

To configure Spam Protection, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Email Security.
2. On the Email Security setting screen, turn Spam Protection ON.
3. To configure further protection rules for spam, click Spam Protection.
4. Turn *Tag subject with text* ON to include the tag "spam" to the suspicious emails.
5. Under Spam protection level, set the protection level:
   - Soft – Select this option if you receive only a few spam emails or you want to block only the obvious spam emails. There is little possibility of genuine emails being identified as spam.
   - Moderate (Recommended) – Ensures optimum filtering. This is ideal if you receive a good many spam emails. However, there is possibility of some genuine emails being identified as spam. It is recommended that you select moderate filtering which is selected by default also.
   - Strict – Enforces strict filtering criteria but is not ideal as the chances are high that some genuine emails may also be blocked. Select strict filtering only when you receive too many spam emails or better select alternative means to stop spam emails.
6. Select one of the following:
   - Turn White List ON if you want to allow emails from the email addresses enlisted in the white list to skip from spam protection filter, and then click Configure to enter the email addresses.
   - Turn Black List ON if you want to filter out emails from the email addresses enlisted in the black list and then click Configure to enter the email addresses.
7. Click OK.
8. To save your settings, click Save.

Setting spam protection rule for White List

White List is the list of email addresses from which all emails are allowed to skip from spam protection filter irrespective of their content. No emails from the

addresses listed here are passed through the SPAM filter. It is suggested that you configure only such email addresses which you rely fully.

To add email addresses in the White List, follow these steps:

1. Turn White List ON.

   The Configure button is enabled.

2. Click Configure.

3. Enter the email addresses in the list and click Add.

   Edit or Remove Email: To edit an email address, select the email address in the list and click Edit. To remove an email address, select an email address and click Remove.

   Import White List: You can import the White List by clicking Import. This is very helpful if you have a long list of email addresses to enlist.

   Export White List: You can export the White List by clicking Export. This exports all the email addresses existing in the list. This is helpful if you want to import the same email addresses later. You can simply import the email addresses list.

4. To save your settings, click OK.

Setting spam protection rule for Black List

Black List is the list of email addresses from which all emails are filtered irrespective of their content. All the emails from the addresses listed here are tagged as "[SPAM] -". This feature should be specifically evoked in case some server has an Open Relay which is being misused by Mass Mailers and viruses.

To add email addresses in the Black List, follow these steps:

1. Turn Black List ON.

   The Configure button is enabled.

2. Click Configure.

3. Enter the email addresses in the list and click Add.

   Important: While entering an email address, be careful that you do not enter the same email address in the black list that you entered in the white list, else a message appears.

Edit or Remove Email: To edit an email address, select the email address in the list and click Edit. To remove an email address, select an email address and click Remove.

Import Black List: You can import the Black List by clicking Import. This is very helpful if you have a long list of email addresses to enlist.

Export Black List: You can export the Black List by clicking Export. This exports all the email addresses existing in the list. This is helpful if you want to import the same email addresses later. You can simply import the email addresses list.

4 To save your settings, click OK.

Adding Domains to White List or Black List

To add specific domain in the White List or Black List, follow these steps:

1 Turn White List or Black List On and click Customize.

2 Type the domain and click Add. For editing an existing entry, click Edit.

Note: The domain should be in the format: *@mytest.com.

3 To save the changes, click OK.

5

Scanning Options

Scan My Mac option on Dashboard provides you with options of scanning your system in various ways so that you can scan as you require. You can initiate scanning of your entire system, drives, network drives, USD drives, folders or files, certain locations (Custom Scan). Although the default settings for manual scan are usually adequate, you can adjust the options for manual scan.

Scan My Mac

Scan My Mac is a complete scanning of your system. With Scan My Mac, you can scan the entire machine, files and folders excluding mapped network drives, folders, and files whenever you think your system needs scanning. However if you keep Virus Protection enabled, you need not run a manual scan. Moreover, the default setting for manual scan is usually adequate, you can adjust the options for manual scan if required.

To initiate Scan My Mac, follow these steps:

1. On the Quick Heal Total Security Dashboard, click the Scan My Mac list showing at the bottom right.
2. On the scan option, click Scan My Mac to initiate complete scanning of your machine.

Upon completion of the scan, you can view the scan report under Reports > Scanner Reports.

Custom Scan

With Custom Scan, you can scan specific records, drives, folders, and files on your machine that you require. This is helpful when you want to scan only certain items and not the entire system.

To initiate Custom Scan, follow these steps:

1. On the Quick Heal Total Security Dashboard, click the Scan My Mac list showing at the bottom right .
2. On the scan option, click Custom Scan.
3. Click Add to locate the path of the desired folder or drives that you want to scan.

   You can select multiple folders for scanning. If you want to remove a file from being scanned, select the file and click Remove. To remove all the files from scan, click Remove All.
4. To initiate scanning, click Start Scan.

   Upon completion of the scan, you can view the scan report under Reports > Scanner Reports.

6

Quick Heal Total Security Menus

The Quick Heal Total Security menus, available on the top left corner on the Quick Heal Total Security Dashboard, give you instant access to the settings and report topics options irrespective of the feature being accessed.

With the Quick Heal Total Security menus, you can configure general settings to take the updates automatically, password-protect your Quick Heal Total Security settings so unauthorized users cannot access your settings, set proxy support, and schedule removing reports from the report list.

Reports

Quick Heal Total Security creates and maintains a detailed report of all important activities such as on virus scan, updates details, changes in settings of the features, and so on.

The reports on the following features of Quick Heal Total Security can be viewed:

- Scanner
- Virus Protection
- Email Protection
- Automatic Update
- Browsing Protection
- Phishing Protection
- Parental Control

Viewing Reports

To view reports and statistics of different features, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Reports.

   A Reports list appears.

2. To view the report of a feature, click the report name. For example, if you want to view the report on Virus Protection, click Virus Protection Reports.

The report details list appears. The report statistics on each feature includes Date and Time when the report was created and the reason for which the report was created.

Buttons	Actions
Details	Helps you view a detailed report of the selected record.
Delete	Helps you delete the highlighted report in the list.
Delete All	Helps you delete all the reports.
Close	Helps you to exit from the window.

Settings

With Settings, you can configure some of the common settings of Quick Heal Total Security such as you can decide whether you want to take the updates automatically, password-protect your Quick Heal Total Security settings so unauthorized users cannot access your settings, set proxy support, and scheduling the removal of reports from the report list. However, the default settings are optimal and ensure complete security to your system.

Settings includes the following.

Automatic Update

With Automatic Update, Quick Heal Total Security can take the updates automatically to keep your software updated with the latest virus signatures to protect your system from new malwares. To get the updates regularly, your machine on which Quick Heal Total Security is installed needs to be connected to the Internet. It is recommended that you always keep Automatic Update enabled, which is enabled by default.

Configuring Automatic Update

To configure Automatic Update, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Settings.
2. On the Settings screen, turn Automatic Update ON and then click Automatic Update.
3. On the Automatic Update screen, turn Show notification YES.

   By default this feature is enabled. If Show Notification is turned on, you receive a notification each time new updates are received and you get a notification pop-up on Dashbaord.

4 Select one of the following:

- *Download from Internet*: This option helps you download the updates to your machine from Quick Heal server. This option is selected by default.
- *Pick from specified path*: Select this option if you want to pick the updates from a local folder or a network folder. This is helpful when your machine is not connected to the Internet. After selecting this option, browse the path to pick the updates from the shared location.

5 Switch Save update files to YES.

Select this option if you want to save a copy of the updates downloaded to your local folder or network folder. The Browse button is enabled. The Save update files option is enabled when you select Download from Internet.

6 Click Browse to specify a folder or network folder to save a copy of the updates downloaded from the Internet.

7 To save your settings, click Save.

Self Protection

With Self Protection, you can restrict unauthorized users from altering or tampering the files, folders, configurations, and Plist entries of Quick Heal Total Security configured against malware. It is recommended that you always keep Self Protection turned on.

Configuring Self Protection

To configure Self Protection, follow these steps:

1 On the Quick Heal Total Security Dashboard, click Settings.

2 On the Settings screen, turn Self Protection ON.

However, Self Protection is turned on by default.

Password Protection

With Password Protection, you can restrict all other users from accessing Quick Heal Total Security so that no unauthorized users can make any changes in the settings. You are recommended to always keep Password Protection enabled.

Configuring Password Protection

To configure Password Protection, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Settings.

   Password Protection is turned off by default that you can turn on if required.

2. On the Settings screen, turn Password Protection ON.

   The password protection screen appears.

3. Enter password in the New Password text box and then confirm the password by entering it in Retype New Password.

   If you are setting the password for the first time, then Existing Password is disabled.

4. To reset your password, click Password Protection.

5. To save your setting, click Save.

Proxy Support

With Proxy Support, you can enable proxy support, set proxy type, configure IP address, and port of the proxy for using Internet connection. If you are using a proxy server on your network, or using Socks Version 4 & 5 network then you need to enter the IP address (or domain name) and port of the proxy, SOCKS V4 & SOCKS V5 server in Internet settings.

However, if you configure Proxy Support, you have to enter your user name and password credentials. The following Quick Heal modules require these changes:

- Registration Wizard
- Mac Security Update
- Messenger
- Web Security (Browser protection, Phishing protection and Parental Control)

Configuring Proxy Support

To configure Proxy Support, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Settings.

2. On the Settings screen, click Proxy Support.

3 On the Proxy Support screen, turn Proxy support ON to enable proxy support.

The Select proxy type, Enter server, Enter port, and user credentials text boxes are enabled.

4 Select the proxy type from HTTP, SOCKS V4, SOCKS V5 based on your preference.

5 In the Enter Server text box, enter the IP address of the proxy server or domain name.

6 In Enter port text box, enter the port number of the proxy server.

By default port number is set as 80 for HTTP and 1080 for SOCKS V4, SOCKS V5.

7 Enter user name and password credentials.

8 To save your settings, click Save.

Report Settings

With Report Settings, you can set rules for removing the reports generated on all activities automatically. You can specify the number of days when the reports should be removed from the list. You can also retain all the reports generated if you need them. However, the default setting for deleting reports is 30 days.

Configuring Report Settings

To configure Report Settings, follow these steps:

1 On the Quick Heal Total Security Dashboard, click Settings.

2 On the Settings screen, click Report Settings.

3 On the Report Settings screen, turn *Automatically delete reports* ON to remove reports after the specified number of days. If you want to retain all the reports generated, turn *Automatically delete reports* OFF.

4 Select the period from the Delete after list after which you want the reports to be deleted.

5 To save your setting, click Save.

Remotely Manage Quick Heal

To manage Quick Heal Total Security on your device through Quick Heal RDM, it is important that you always keep the option Remotely Manage Quick Heal enabled.

However, you can disable this option if you do not want to control the device through the web portal.

To enable Remotely Manage Quick Heal, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Settings.
2. Turn Remotely Manage Quick Heal on.

   If you have not added any device yet, the Add your Quick Heal product page appears. This page displays the description about how to add a device along with the link to the Quick Heal RDM portal.

Quick Heal Remote Device Management

Quick Heal Remote Device Management or Quick Heal RDM is a cloud-based web portal that provides you a comprehensive monitoring facility to manage and control all your computers, laptops, and smartphones remotely.

With Quick Heal RDM, you can view certain security status of the devices, license history and license details, and renew the licenses.

To take advantage of Quick Heal RDM, follow these steps:

- Creating an account with the Quick Heal RDM web portal
- Adding devices to the Quick Heal RDM web portal

Creating an account with the Quick Heal RDM web portal

Before you create an account with Quick Heal RDM portal, you must activate Quick Heal Total Security on your device with a valid product key. To know about how to activate Quick Heal Total Security, see Registration of Quick Heal.

1. Once Quick Heal Total Security is registered on your device, the Quick Heal RDM sign-up screen appears. To get the sign-up invite, enter your email address and then click Next.

   An email about how to activate the Quick Heal RDM account is sent to your email address.
2. Check your email and click the Activate button or copy the given link in your browser.

   You are redirected to the Set Password page of Quick Heal RDM portal.
3. Set your password and then click Save.

   Your account with the Quick Heal RDM portal is created successfully. To manage a device, you must add the device in the Quick Heal RDM portal first.

Signing up with the Quick Heal RDM web portal

You can create an account with Quick Heal RDM directly from the web portal also.

To sign up with Quick Heal RDM, follow these steps:

1. Visit Quick Heal RDM on the following website: https://mydevice.quickheal.com.

2. In the upper right area, click the Sign up button.
3. Enter your username or email address, valid mobile number, and product key.
4. Enter the correct verification code.

   Read the License Agreement and Privacy Policy documents carefully.
5. Select the I agree to the Quick Heal License Agreement and Privacy Policy option.
6. Click Sign up.

   An email about how to activate the Quick Heal RDM account is sent to your email address.
7. Check your email and click the Activate button or copy the link in your browser.

   You are redirected to the set password page of Quick Heal RDM.
8. Set your password and then click Save.

   Your account with the Quick Heal RDM portal is created successfully. To manage a device, you must add the device in the Quick Heal RDM portal first.

Signing up with the Quick Heal RDM web portal with Google account

You can create an account with the Quick Heal RDM portal with your existing Google account also.

To sign up with your Google account, follow these steps:

1. Click the Sign in with Google button.
2. Enter your Username and Password of your existing Google account.

   Read the service agreement and privacy policies carefully.
3. Click Accept.
4. On the Create New Account page, enter your valid mobile number and Product Key.
5. Enter the correct verification code.

   Read the License Agreement and Privacy Policy documents carefully.
6. Select the I agree to the Quick Heal License Agreement and Privacy Policy option.
7. Click Sign up.

   Your account with the Quick Heal RDM portal is created successfully. From now onwards, you can log on to your Quick Heal RDM account using your existing Google account and manage your device.

   On first log on to the Quick Heal RDM, you need to configure the Add Device page. To know how to add a device, see Adding devices to Quick Heal RDM.

Adding devices to the Quick Heal RDM web portal

To manage your devices remotely, you need to add your devices in the Quick Heal RDM. On first log on to the Quick Heal RDM portal after creating an account with it, you are prompted to add devices.

To add a device, follow these steps:

1. Visit Quick Heal RDM Portal on the following website: https://mydevice.quickheal.com.
2. Log on to the Quick Heal RDM portal.

   The Add Device page appears.
3. Type a name to the device and enter the product key.

   You can give any name to the device that you prefer.
4. Click Add.

   A One Time Password (OTP) is generated. To get OTP, go to your desktop application and do the following:

   i. Open Quick Heal Total Security on your desktop and click Settings.

   ii. Turn Remotely Manage Quick Heal on.

   A validation is carried out and OTP is displayed on the Quick Heal Remote Device Wizard.
5. Enter this OTP on the Quick Heal RDM web portal and click Submit.

   The device is added successfully.
6. Once the OTP is validated on the portal, click Next on the Quick Heal Remote Device Wizard on the desktop.
7. To close the wizard, click OK.

Removing device from RDM

If you want to activate Quick Heal Total Security on a new device while you have already reached the maximum activation limit allowed, you need to remove one of your devices from RDM. After removing a device, you must uninstall the product from that device also.

To remove a device, follow these steps:

1. Visit the Quick Heal RDM portal on the following website: https://mydevice.quickheal.com.
2. Log on to the Quick Heal RDM portal.
3. Select the device that you want to remove and click the Device Details tab.

   The device details page appears with a Remove button on the right side.
4. Click Remove.

The selected device is removed.

7

Updating Software & Cleaning Viruses

The updates for Quick Heal Total Security are released regularly on the website of Quick Heal that contain detection and removal of newly discovered viruses. To prevent your machine from new viruses, you should have the updated copy of Quick Heal Total Security. By default Quick Heal Total Security is set to update automatically from the Internet. This is done without the intervention of the user. However, your machine must be connected to the Internet to get the updates regularly. Automatic updates can also be applied from local or network path, but that path should have the latest set of definitions.

Some important facts about the Quick Heal Total Security updates are:

- All Quick Heal Total Security updates are complete updates including Definition File Update and Engine Updates.
- All Quick Heal Total Security updates also upgrade your version whenever required, thus making the new features and technology available for your protection.
- Quick Heal Total Security Update is a single step upgrade process.

Updating Quick Heal Total Security from Internet

The Update Now feature keeps your copy of Quick Heal Total Security updated automatically through the Internet. However your machine must be connected to the Internet to get the updates regularly. This feature works for all types of Internet connections (Dialup, ISDN, Cable, etc.).

You can also update Quick Heal Total Security manually whenever required so in any of the followings ways:

- Click the Quick Heal Total Security icon in the menu bar, and then select Update Now.

- If the Quick Heal Total Security Dashboard is open, click Update Now which appears if the protection is out of date.
- Open Quick Heal Total Security, and then on the menu bar, go to Quick Heal Total Security > About Quick Heal Total Security. On the About Quick Heal Total Security page, select Update Now.

  Update of Quick Heal Total Security is initiated.

  Ensure that your machine is connected to the Internet, Total Security Update connects to the Quick Heal Total Security website and downloads the appropriate update files for your software and applies it thereafter to your copy thus updating it to the latest available update file.

Updating Quick Heal Total Security with definition files

If you have the update definition file with you, you can update Quick Heal Total Security without connecting to the Internet. It is useful for Network environments with more than one machine. You are not required to download the update file on all the machines within the network. You can download the latest definition files from the Quick Heal website on one computer and then update all other machines with definition files.

To update Quick Heal Total Security through definition file, follow these steps:

1. On the Quick Heal Total Security Dashboard, click Settings.
2. Turn Automatic Update ON, and then click Automatic Update.
3. Turn Show notification ON to receive notification when updated is needed.
4. Check *Pick from specified path*, and then specify the location from where the updates are to be picked up.
5. To save your settings, click Save.

Your copy of Quick Heal Total Security is updated from the specified location.

Update Guidelines for Network Environment

Quick Heal Total Security can be configured to provide hassle free updates across the network. You are suggested the following guidelines for best results:

1. Setup one computer (may be a server) as the master update machine. Suppose server name is SERVER.
2. Make QHUPD folder in any location. For example: QHUPD.
3. Assign the Read-Only sharing right to this folder.
4. On the Quick Heal Total Security Dashboard, click Settings.
5. On the Settings screen, click Automatic Update.
6. Switch *Save update files* to Yes.
7. Click Browse and locate the QHUPD folder. Click Open.
8. To save your setting, click Save.
9. On all other computers within the network, launch Quick Heal Total Security.
10. Go to the Settings details screen and select Automatic Update.
11. Select *Pick update files from specified path*.
12. Click Browse.
13. Locate the SERVER₩QHUPD folder from Network Neighborhood. Alternatively, you can type the path as ₩₩SERVER₩QHUPD.
14. To save the settings, click Save.

Cleaning Viruses

Quick Heal warns you of a virus infection when:

- A virus is encountered during a manual scan.
- A virus is encountered by Quick Heal Total Security Virus Protection/Email Protection.

Cleaning viruses encountered during scanning

Quick Heal Total Security is adequately configured with all the required settings with default installation to protect your machine. If a virus is detected during scanning, Quick Heal Total Security tries to repair the virus. However, if it fails to repair the files of the viruses, such files are quarantined. In case you have customized the default scanner settings, then take an appropriate action when a virus is found.

Scanning Options

During scanning you are provided with the following options for your ease of operation:

Options	Description
Status Tab	Displays the status on scanning.
Action Tab	Displays the action taken on the files.
Skip Folder	Helps you avoid scanning the current folder. Scanning moves to other location. This option is useful while scanning a folder which you know contains non-suspicious items.
Skip File	Helps you avoid scanning the current file. This option is useful while scanning a large archive of files.
Pause	Helps you pause scanning while scanning is under process. This is a temporary break and you may restart scanning after some time.
Stop	Helps you stop the scanning process. This is a permanent break and you cannot restart scanning from the same instance.
Close	Helps you exit from the scanning process.
Scanning Status	Displays the status of scanning process in percent.

8

Technical Support

Quick Heal provides extensive technical support for its registered users. It is recommended that you have all the necessary details with you during the call to receive efficient support from the Quick Heal support executives.

Support

The Support options provide you a comprehensive support where you can find answers to your queries in a wide variety of ways. The Support options include FAQ (Frequently Asked Questions) where you can find answers to the most frequently asked questions and concerns, submit your queries, send an email about your queries or call us over telephone.

The Support includes the following.

Web Support

With Web Support, you can submit your queries and see FAQ (Frequently Asked Questions) where you can find answers to the most frequently asked questions. Moreover it is advisable that you check with your queries in FAQ at least once before you take use of other support systems as you may get an answer to your question in FAQ itself.

To use Web Support, follow these steps:

1. On the Quick Heal Total Security menu bar, go to Help > Support.
2. On the Support screen, click Visit FAQ under Web Support to view FAQ or submit your queries.

   Check the answer to your queries in FAQ. If you do not find an appropriate answer, then submit your queries to us.

Email Support

With Email Support, you can send us an email about your queries so that experts at Quick Heal can reply you with an appropriate answer.

To use Email Support, follow these steps:

1. On the Quick Heal Total Security menu bar, go to Help > Support.
2. On the Support screen, click Submit under Email Support to submit your queries.

   Clicking on the Submit button redirects you to our Support webpage where you can submit your queries online.

Phone Support

With Phone Support, you can call us for instant support from our Quick Heal technical experts.

The following is the Toll Free contact number for phone support: 1800-121-7377.

Remote Support

With Remote Support, you can get us connected to your system remotely. Remote Support is useful when you need solutions carried by our experts. However it is advised that you take use of this support when you are connected over telephone.

To use Remote Support, follow these steps:

1. On the Quick Heal Total Security menu bar, go to Help > Support.
2. Click Remote Support.

   The Remote Support terms agreements screen appears.
3. Click I Agree.

The details for remote access such as IP address and remote access ID are displayed. Provide these details to the remote support engineers who will connect to your system. Quick Heal Support executive will remotely access your system to fix the issue.

Live Chat Support

With Live Chat Support, you can log on to the chat room of Quick Heal and ask about your issues that you may be facing. You can get technical support directly from with Quick Heal technical executives.

Support Guidelines

When is the best time to call?

Quick Heal Technologies Ltd. provides technical support between 8:00 AM and 11:00 PM IST (Indian Standard time).

Which number to call?

Quick Heal users in India can call +91 - 927 22 33 000.

Quick Heal users in India can also call us at the Toll Free support number 1800-121-7377.

Regional support in South India: +91 - 90431 21212.

For support in other Countries:

Email : support@quickheal.com

Online chat available at: http://www.quickheal.com/onlinechat (24/7)

For support in specific country logon to http://www.quickheal.com/in/en/contact_support/.

Details that are necessary during the call

- *Product Key* : Is included inside the box of your product. If the product is purchased online, then the Product Key can be obtained from the email confirming the order.
- *Information about the Mac computer*: Brand, processor type, RAM capacity, the size of the hard drive and free space on it, as well as information about other peripherals.
- *Operating System*: name, version number, language.
- *Software Version*: Version of the installed anti-virus and the virus database.
- *Software Type*: Software product installed on the machine.

- *Internet Connection*: Is the machine connected to a network? If yes - contact the system administrators first. If the administrators can't solve the problem they should contact the Quick Heal technical support.
- *Other Details*: When did the problem first appear? What were you doing when the problem appeared?

What should I say to the technical support personnel?

You need to be as specific as possible and provide maximum details as the support executive will provide solution based on your input.

Contact Quick Heal Technologies

Quick Heal Technologies Limited

(Formerly Known as Quick Heal Technologies Pvt. Ltd.)

Reg. Office: Marvel Edge, Office No. 7010 C & D, 7th Floor,

Viman Nagar, Pune 411014.

Telephone: +91 20 66813232

Email: info@quickheal.com

Official Website: www.quickheal.com