

### OVERVIEW

This document will guide you through the process of [account registration](#), [downloading](#), and [installing](#) Shaw Secure Powered by McAfee. If you experience any challenges with the software installation process, please refer to our guide titled [Installation Troubleshooting](#).

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### SYSTEM REQUIREMENTS

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Your computer must meet certain minimum system requirements in order for Shaw Secure Powered by McAfee to be successfully installed. Some of the functions provided by Shaw Secure will only work with certain Internet browsers or email programs.

#### Operating System

- Windows XP (32-bit) with Service Pack 3 (SP3) or higher
- Windows 7 (32-bit and 64-bit) with Service Pack 1 (SP1)
- Windows Vista (32-bit and 64-bit) with Service Pack 1 (SP1) or higher

Note: Shaw Secure does not currently support any Apple products including Mac

#### System Requirements

- 1 GHz processor or higher
- 512 MB RAM or higher for Windows XP
- 1 GB RAM for Vista/Windows 7
- 500 MB of available free drive space
- Internet connection

#### Supported Browsers for Anti-Phishing

- Microsoft Internet Explorer 7.0 or higher
- Mozilla Firefox 3.5 or higher
- Google Chrome 6 or higher

#### Supported Email Programs

- POP3 – Windows Mail, Microsoft Outlook Express, Microsoft Outlook, Netscape, IncrediMail and Thunderbird
- MAPI – Outlook
- Web – MSN/Hotmail, or email account with POP3 access

#### Required for Anti-Spam Toolbar Plug-In

- Outlook Express 6.0 or later
- Windows Mail
- Outlook 2000 or later
- Thunderbird 1.5 or later
- Anti-Spam also supports any other POP 3 email client (without SSL) and web accounts

### How to check if your operating system meets minimum requirements

You can check your system specifications by opening your **System Properties** window. To easily open the System Properties window, on your keyboard press the **Windows Key** and the **Pause/Break** key at the same time. You can also find this in the **Windows Control Panel** under the **System** option.

- Your system must meet or exceed the above requirements to install Shaw Secure Powered by McAfee
  - Shaw will be unable to support installation for systems that do not meet these requirements
- At this time there is no Mac version of Shaw Secure Powered by McAfee, please check back at a later time

### SHAW ONLINE CUSTOMER CENTER REGISTRATION

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In order to download Shaw Secure Powered by McAfee, you will need to be registered to the Shaw Customer Center. The Shaw Customer Center allows you to manage your Shaw services online, including adding and modifying email address, viewing your invoice, and managing your Shaw Secure subscription.

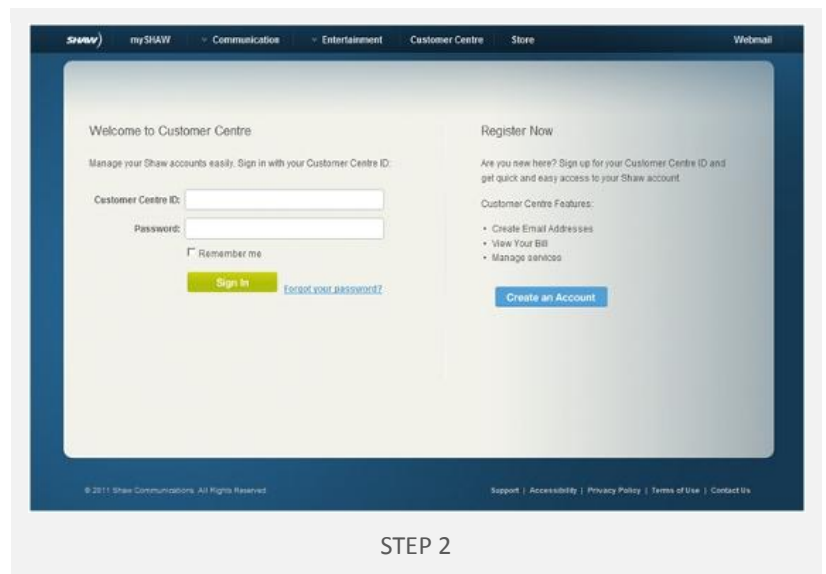
If you have never used the Shaw Customer Center before, follow the steps below to register your account. If you are registered with the Shaw Customer Center already, skip to [Shaw Secure Powered by McAfee Registration and Download](#)

#### STEP 1

- Click the following link to open Shaw Online Customer Centre in your Internet browser
- <http://my.shaw.ca/CustomerCentre>

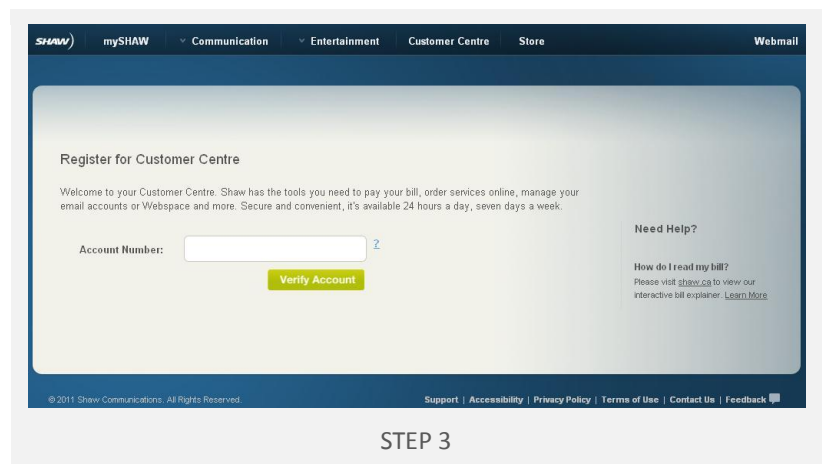
#### STEP 2

- Click **Create an Account** on the right hand side



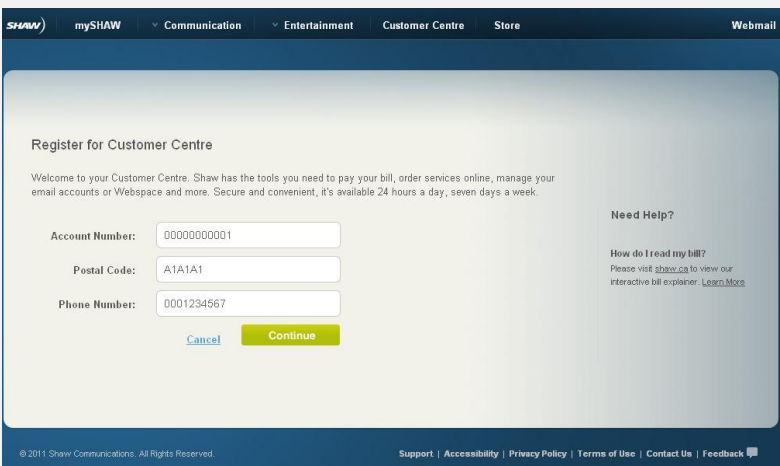
#### STEP 3

- Type in your account number from your Shaw bill and click **Verify Account**
- **Note:** If you are registering from your home Shaw Internet connection, you will only be asked for your home phone number, and Step 4 will not be required



### STEP 4

- Confirm your Postal Code and Phone Number
- Your Phone Number includes your Area Code, but without any spaces or dashes
- Click **Continue**



Register for Customer Centre

Welcome to your Customer Centre. Shaw has the tools you need to pay your bill, order services online, manage your email accounts or Webspace and more. Secure and convenient, it's available 24 hours a day, seven days a week.

Account Number:

Postal Code:

Phone Number:

[Cancel](#) [Continue](#)

Need Help?

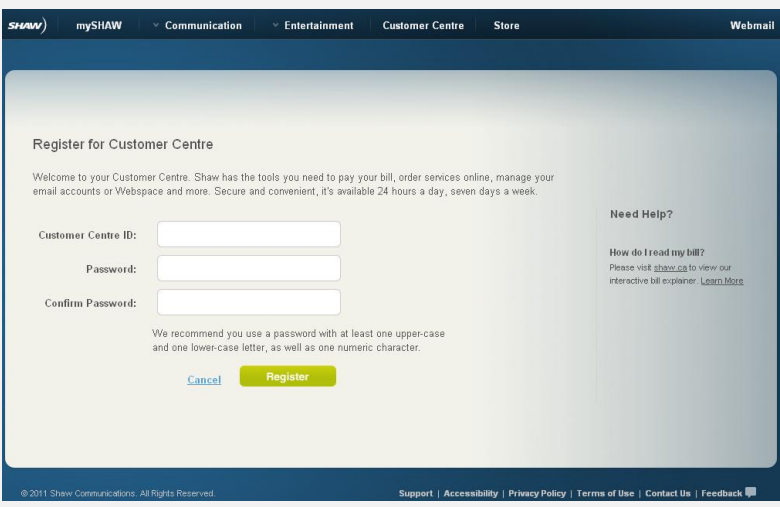
How do I read my bill?  
Please visit [shaw.ca](#) to view our interactive bill explainer. [Learn More](#)

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STEP 4

### STEP 5

- Complete the registration by choosing a User Name and Password
- Your User Name and Password must be minimum 6 characters
- Click **Continue**



Register for Customer Centre

Welcome to your Customer Centre. Shaw has the tools you need to pay your bill, order services online, manage your email accounts or Webspace and more. Secure and convenient, it's available 24 hours a day, seven days a week.

Customer Centre ID:

Password:

Confirm Password:

We recommend you use a password with at least one upper-case and one lower-case letter, as well as one numeric character.

[Cancel](#) [Register](#)

Need Help?

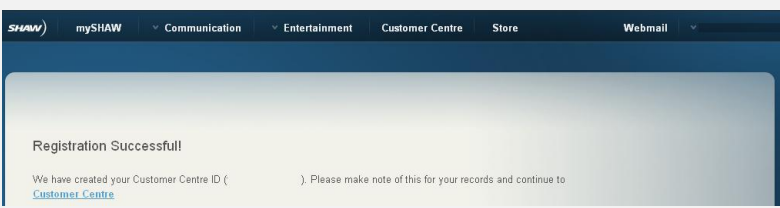
How do I read my bill?  
Please visit [shaw.ca](#) to view our interactive bill explainer. [Learn More](#)

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STEP 5

### STEP 6

- This completes the Customer Center registration process
- You can click the **Customer Center** link to continue to the main page



Registration Successful

We have created your Customer Centre ID ( ). Please make note of this for your records and continue to [Customer Centre](#)

STEP 6

### SHAW SECURE POWERED BY MCAFEE REGISTRATION AND DOWNLOAD

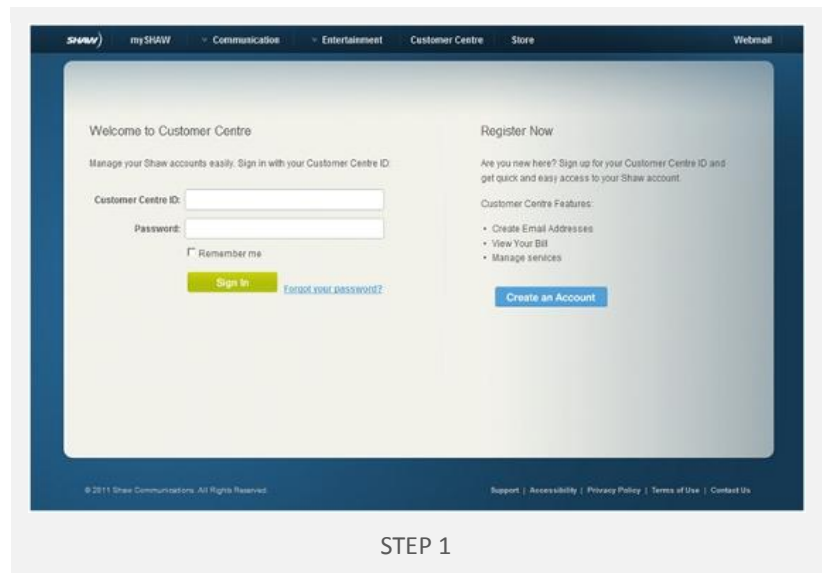
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Before starting the download of Shaw Secure Powered by McAfee, please ensure the following has been completed:

- System Requirements have been checked
- You are registered with Shaw Online Customer Center
- Any existing third-party security software, other than previous versions of Shaw Secure, has been uninstalled

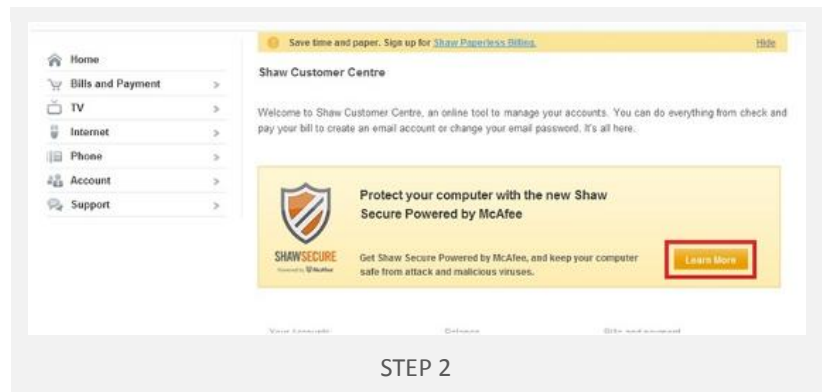
#### STEP 1

- Sign in to the Shaw Online Customer Center
- <http://my.shaw.ca/CustomerCentre>



#### STEP 2

- The main Shaw Online Customer Center page will display a link for Shaw Secure Powered by McAfee
- Click **Learn More** to continue
- You can also locate the Shaw Secure Powered by McAfee section using the Main Menu on the left side of the page
- Click **Internet** and then click **Shaw Secure Powered by McAfee**



# Shaw Secure Powered by McAfee

## Registration and Installation



### STEP 3

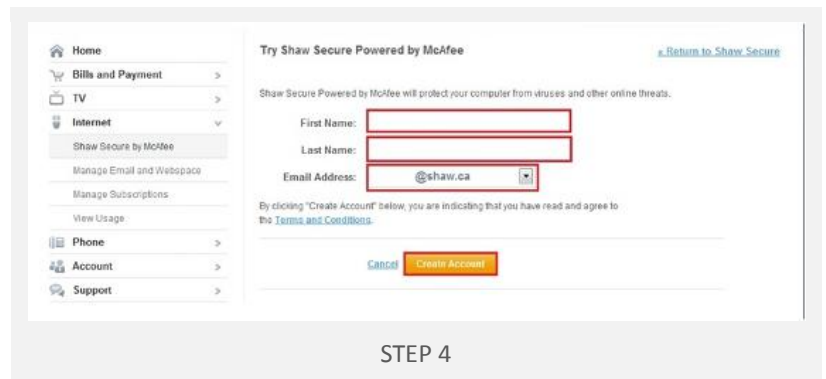
- Select between the options for **new** and **previous** Shaw Secure users
- If you had a previous version of Shaw Secure, choose **Download Now** on the left side under **I already have Shaw Secure**
- If you have never used Shaw Secure previously, choose **Download Now** on the right side under **I'm a new Shaw Secure customer**



STEP 3

### STEP 4

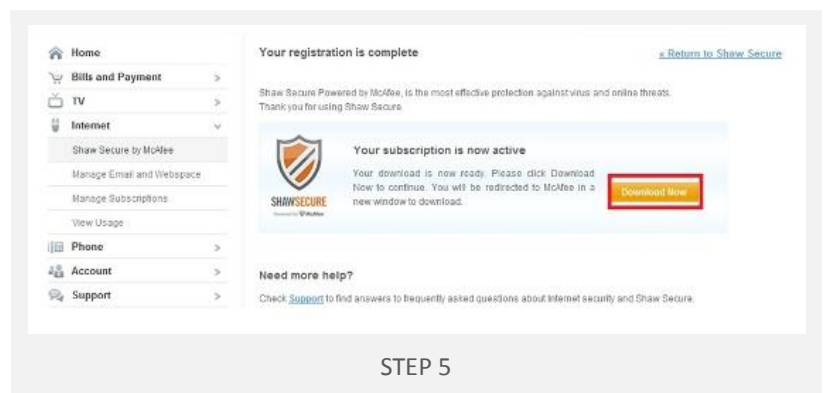
- Fill in the information fields required, and click **Create Account**
- Previous Shaw Secure users will be required to enter their Subscription Key
- For assistance with locating your previous Subscription Key, please see the [Finding your Previous Shaw Secure Subscription Key](#) section



STEP 4

### STEP 5

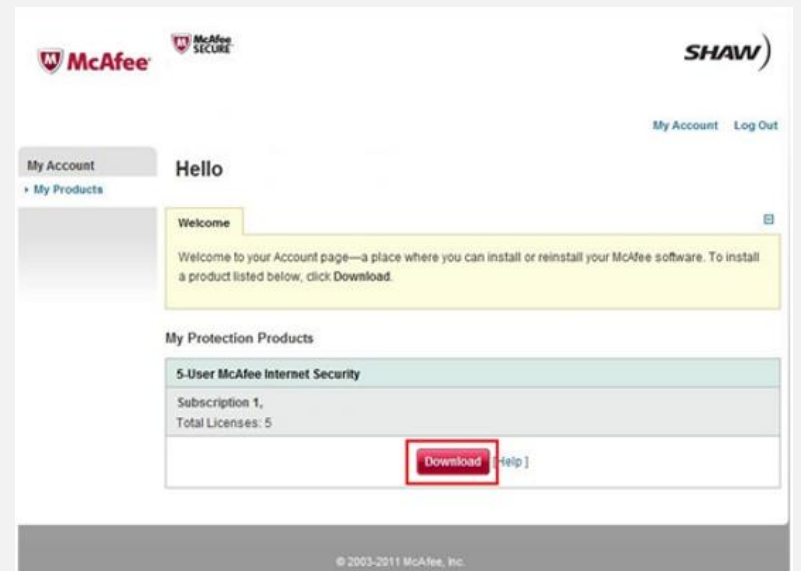
- When registration is completed, your download link will appear
- Click **Download Now** to continue



STEP 5

### STEP 6

- You will be directed to a McAfee download page
- Click **Download** to continue

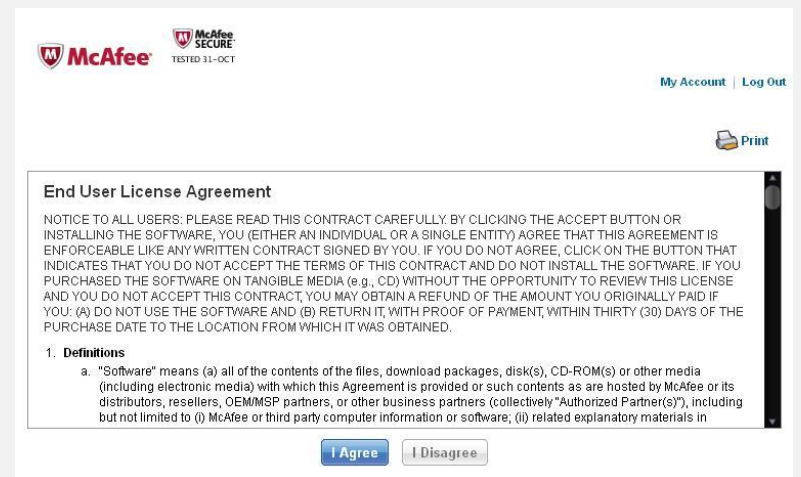


The screenshot shows the McAfee account interface. At the top, there are logos for McAfee, McAfee Secure, and SHAW. A navigation bar includes 'My Account' and 'Log Out'. A 'Hello' message is displayed. Below it, a yellow box contains a welcome message and a 'Download' link. Underneath, a section titled 'My Protection Products' lists '5-User McAfee Internet Security' with 'Subscription 1' and 'Total Licenses: 5'. A red 'Download' button is highlighted with a red box. The footer shows '© 2003-2011 McAfee, Inc.'

### STEP 6

### STEP 7

- You will be required to accept Shaw Secure by McAfee's End User License Agreement
- Click **I Agree** to continue

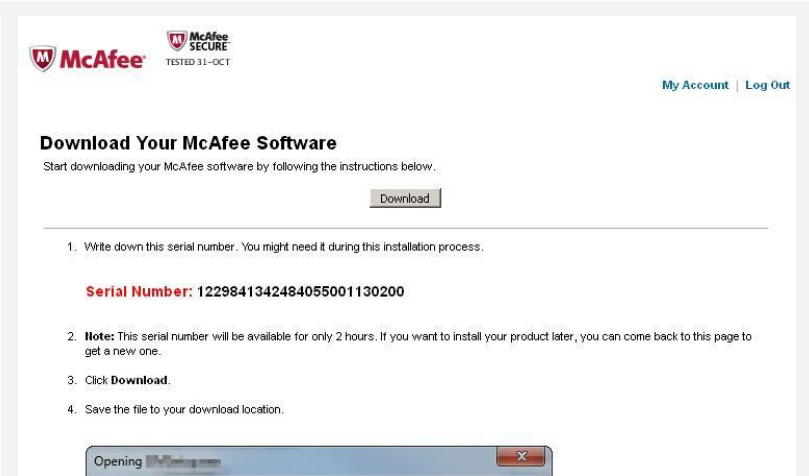


The screenshot displays the 'End User License Agreement' page. It features the McAfee and McAfee Secure logos, along with 'TESTED 31-DCT'. Navigation links for 'My Account' and 'Log Out' are present, along with a 'Print' icon. The main content area contains the text of the agreement, starting with 'NOTICE TO ALL USERS: PLEASE READ THIS CONTRACT CAREFULLY...'. A section titled '1. Definitions' includes a sub-point 'a.' defining 'Software'. At the bottom, there are two buttons: 'I Agree' (highlighted in blue) and 'I Disagree'.

### STEP 7

### STEP 8

- On the Shaw Secure Powered by McAfee download page please copy and keep the Serial Number
- This number may be required during the installation
- Click **Download** to continue
- The Serial Number provided here is only good for 2 hours, if you need to install at a later time or on a different computer, please repeat the previous steps and obtain a new Serial Number from McAfee's download page
- When prompted by your internet browser please select to **Open** or **Run** the file
- If you are only able to save the file, please locate the file and open it once the download is complete



The screenshot shows the McAfee software download page. At the top left, there is a McAfee logo and a badge that says 'McAfee SECURE TESTED 31-OCT'. At the top right, there are links for 'My Account' and 'Log Out'. The main heading is 'Download Your McAfee Software', followed by the instruction 'Start downloading your McAfee software by following the instructions below.' Below this is a 'Download' button. A list of instructions follows: 1. Write down this serial number. You might need it during this installation process. 2. Note: This serial number will be available for only 2 hours. If you want to install your product later, you can come back to this page to get a new one. 3. Click **Download**. 4. Save the file to your download location. The serial number '1229841342484055001130200' is displayed in red. At the bottom of the screenshot, there is a browser window titled 'Opening' with a close button.

### STEP 8

### STEP 9

- Follow the on screen instructions provided by the Shaw Secure Powered by McAfee installer to complete the installation
- A full step-by-step overview of the installation is available in the Installing Shaw Secure Powered by McAfee section

### INSTALLING SHAW SECURE POWERED BY MCAFEE

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#### STEP 1

- Shaw Secure Powered by McAfee's installer will automatically check for infections
- This stage may take 3-10 minutes
- Shaw Secure Powered by McAfee is unable to install if your machine is currently infected with a virus



#### STEP 2

- Shaw Secure Powered by McAfee may ask for the Serial Number that was provided on the McAfee download page
- Enter the code and click **Next** to continue  
The **CTRL+V** shortcut for Paste will work if you have copied the Serial Number to the Windows clipboard

### STEP 3

- You will be presented the option between a **Complete** and **Custom** installation
- It is recommended to select the **Complete** installation
- Custom installation will give you the ability to skip installing some components of the Shaw Secure powered by McAfee software
- Click **Next** to continue



### STEP 4

- Shaw Secure Powered by McAfee will search for any conflicting software that may be installed
- This may take a few moments



### STEP 5

- Shaw Secure Powered by McAfee's installer is able to detect and automatically uninstall previous versions of Shaw Secure
- Click **Continue** if required, to remove previous versions of Shaw Secure
- Other third-party products will be detected, but can't be automatically removed
- All detected software must be removed before installation of Shaw Secure Powered by McAfee to avoid software conflicts
- If you do not have a previous version of Shaw Secure installed, skip to Step 7



### STEP 6

- You will be required to reboot the computer to complete removal of previous versions of Shaw Secure
- Click **Restart** to continue
- The installation will restart automatically after the computer has completed rebooting



### STEP 7

- The installer will now complete the download and installation of the Shaw Secure Powered by McAfee software
- This stage is automatic and requires no interaction
- The time the download stage takes will vary with speed of your Internet connection (5-30 minutes)



### STEP 8

- After installing the software, Shaw Secure Powered by McAfee will offer you an option to take part in a software improvement program
- Information collected is 100% anonymous, this is optional and can be unselected
- Click **Next** to continue



### STEP 9

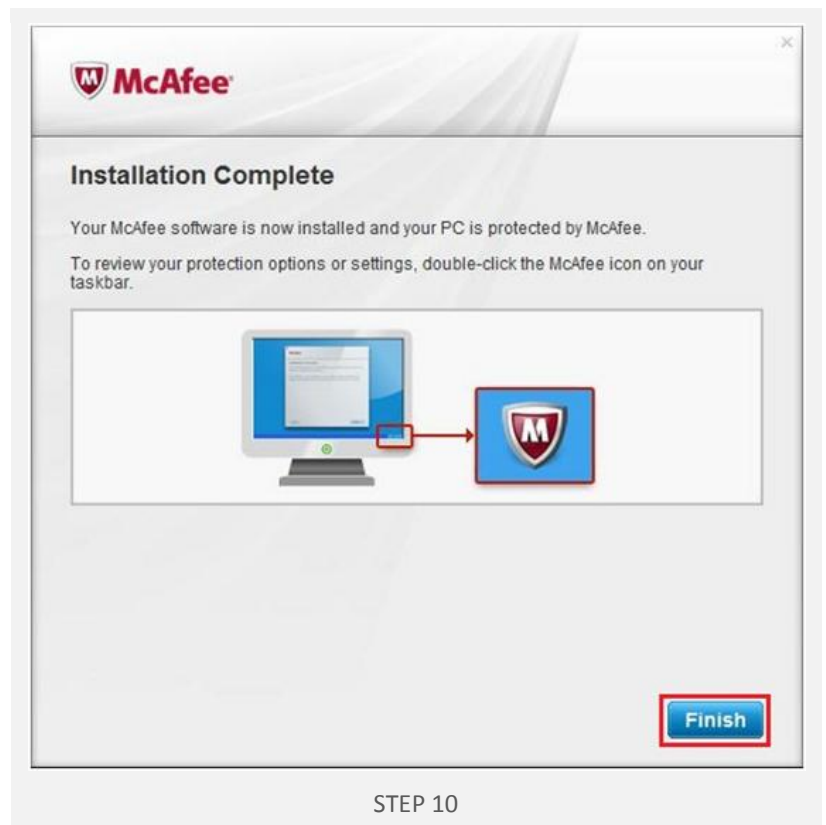
- The Shaw Secure Powered by McAfee application will now start up for the first time
- The software will take a few moments to complete this stage



STEP 9

### STEP 10

- Congratulations! The installation is now complete and your system is protected with Shaw Secure Powered by McAfee



STEP 10

### FINDING YOUR PREVIOUS SHAW SECURE SUBSCRIPTION KEY

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Users of the previous Shaw Secure software are requested to provide their Subscription Key during registration. The steps below will help you locate the Subscription Key inside the Shaw Secure program.

#### STEP 1

- Open Shaw Secure using one of the following methods:
  - Locate and double-click the Shaw Secure icon on your Desktop
  - Locate and double-click the Shaw Secure icon in the System Tray
  - Locate and click the Shaw Secure option in the Programs section of the Start Menu

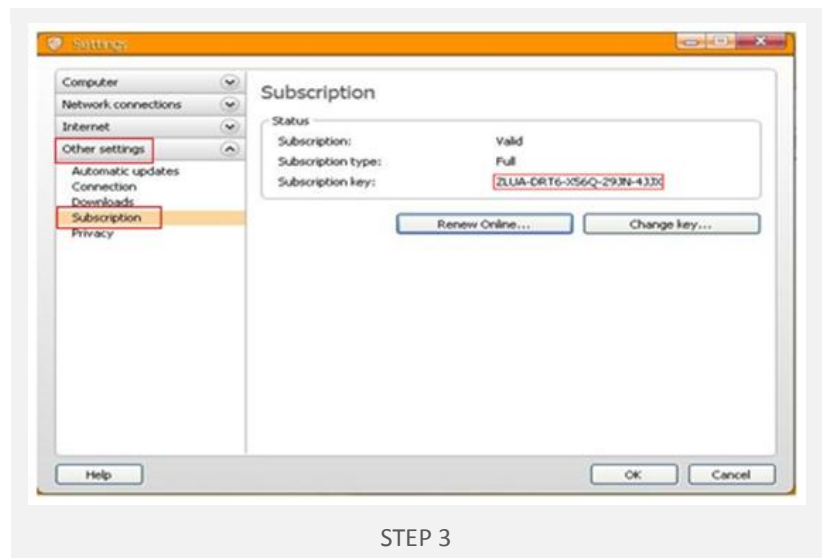
#### STEP 2

- Click the **Settings** button in the Shaw Secure main menu



#### STEP 3

- On the left menu, click **Other Settings** and then click **Subscription**



### STEP 4

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- Take note of the Subscription Key found on this page
  - There is only the number **0** (Zero) in the Subscription Key
  - There are no letters **O** in the Subscription Key
  - The Subscription Key is not case sensitive
  - The Subscription Key does require the dashes

### STEP 5

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- Use this Subscription Key when registering for Shaw Secure Powered by McAfee in the Shaw Online Customer Centre
- See Step 4 of the [Shaw Secure Powered by McAfee Registration and Download](#) section above