Marshall University SYMANTEC ANTIVIRUS

MARSHALL UNIVERSITY CAMPUS LICENSE FOR SYMANTEC PRODUCTS ALLOWS OUR STUDENTS, FACULTY AND STAFF TO INSTALL THE ENDPOINT PROTECTION (ANTI-VIRUS/ANTI-MALWARE) PRODUCT ON THEIR PERSONALLY-OWNED COMPUTERS. PLEASE USE THE FOLLOWING INSTRUCTIONS TO DOWNLOAD AND INSTALL SYMANTEC ANTIVIRUS PROTECTION.

» HOW TO ACCESS AND INSTALL SYMANTEC

- 1. Go to www.marshall.edu/antivirus
- 2. Select the Unmanaged version if installing on an offcampus or personal computer
- 3. Select the Managed version if installing on a University owned computer.
- 4. Select the appropriate download for your system. *If you are not sure if you have a 32 or 64 bit based Windows computer, simply right click the start/Windows button and click "System". This will display what version you are currently running.
- 5. You will be prompted for your MUNet login credentials.
- 6. The software will begin downloading, once finished, open the folder.
- 7. Double click on the Setup File to begin installation. *In some cases, you might have to extract the folder.
- 8. Follow the instructions to complete the installation.

Information Security

The mission of the information Security Office is to support the goals of Manuful University Information Technology by assuring the availability, integrity and confidentiality of information.

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Endpoint Sec powered 8	unty ty ty:	The MU inform systems up to to all Marchal	mation Security office on I-date. Symantech Endpo I students, Naturty, and stu	ergly recommends using a net Protection (SEP) to an a eff at no insta charge.	andonio software and le estivino software initato
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The correct version of SEP is available as a web disactoral fur Windows and Mac OS operating systems. A WHEET account coerform and patterned are required to access the disactoral link.

here are been download raytors of URP available.

The PERSONALINGME version is spontosed for use by students, faculty, and stuff on personaly-owned computers that are frequently used at home or ion-computer, the same to unresola any visiting and visit unlineare barlow establing this version of Spinumer, Endpoint Protections¹⁸, home or home students applications can cause problem with your computer.

2. The MANAGED sector is optimized for restallation on University weined computers, Virial definitions are reserved through Unellipidate whether on-Lampour of 01. Managed them Johanni also periodically updates the Mid Camput server with the society status of the them: --whether provided, or risks or virials.

Fyou have questions, concerns or comments, please contact the Marshall University (I Service Devis III 995-1000.



Questions? We're here to help!

Stop by the Information Center on the first floor of Drink Library.

MARSHALL

Email: <u>itservicedesk@marshall.edu</u> Phone: (304) 696-3200 Website: <u>www.marshall.edu/it</u>



AVOIDING AND ADDRESSING MALWARE INFECTIONS

» HOW TO AVOID A MALWARE INFECTION:

Backup your data often. If your computer becomes infected or damaged, you will still have a backup which you can use to restore your data to another device.

□ Install antivirus protection on your computer.

- If you are a student, faculty or staff member, download Symantec Endpoint Protection free at <u>www.marshall.edu/antivirus</u>.
- Configure your antivirus program to scan your computer daily.
- Keep virus signature definitions up-to-date. Most antivirus programs update virus definitions automatically or will notify you if a problem arises.

□ Make sure your operating system is set to update automatically.

- <u>Windows:</u> Settings > Update & Security > Windows Update > Install Updates Automatically
- <u>Mac</u>: System Preferences > App Store > "Automatically check for updates" and "Download newly available updates in the background"
- □ Keep up with software updates. Some apps update automatically, but many will ask for your permission to update. While these can be an annoyance, do not put these updates off they can prevent cyber-criminals from infecting your computer.
- □ Be cautious before opening email attachments and clicking on links within emails, even from people you know. Cyber-criminals can falsify the sender's address or your friend or family member's account could be compromised and used by a cyber-criminal to send malicious emails.
- □ Be careful downloading files and programs from the internet. Many programs appear to be safe, but will trick you into installing adware or spyware without your knowledge. When in doubt, contact the IT Service Desk and ask them if the program or file is safe.

» WHAT TO DO IF YOU THINK YOUR COMPUTER IS INFECTED:

- Do not continue using your computer for further work, add files that contain personal information, or use the web to login to financial, personal, or work accounts.
- $\hfill\square$ Record all error messages and details of the issues you experience.
- □ If you have antivirus software, make sure the virus definitions were updated within the last 24 hours.
 - If not, manually update the definitions. Your antivirus should have a button which allows you to do this. If you are using Symantec Endpoint Protection, open the program and click "LiveUpdate..."
- □ Make sure you have applied all of the latest operating system patches.
 - <u>Windows</u>: Settings > Update & Security > Check for Updates
 - <u>Mac</u>: App Store > Updates
- **Remove your computer from the network** either unplug the Ethernet cable or disable any wireless connections.
- **Use your antivirus program to run a full scan on your computer.**
- Contact IT Support either your departmental IT support technician or the MU IT Service Desk. They can perform the steps above for you if you prefer to contact them first. They will also perform additional steps to make sure your computer is clean and free of malware.

Marshall University Information Technology E-mail: <u>itservicedesk@marshall.edu</u> • Phone: 304.696.3200

Questions? We're here to help!



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