

F-Secure PSB

Getting Started Guide



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Introduction

This guide describes how to get started with F-Secure PSB.

Creating a New Account

You need to create a new account to log into the F-Secure PSB Portal.

To create a new account:

1. In your browser, go to the URL that was provided to you together with the subscription key. The F-Secure Protection Service login page opens.



You received the URL and the subscription key, for example by e-mail, when you purchased the product.

The screenshot shows the F-Secure Protection Service login page. At the top, there is a blue header with the F-Secure logo and the text 'F-Secure Protection Service'. Below the header, there is a 'Log into the portal' section. On the left, there is a 'Login information' box with fields for 'User name' and 'Password', a 'Forgot your password?' link, and a 'Log in' button. On the right, there is a 'What is this portal?' section with a description of the portal's purpose. Below this, there is a 'New user' section with the text 'To create a new account, you need a valid subscription key.' and a link labeled 'Create your account' which is circled in red. At the bottom right, there is a small logo that says 'ENABLED BY F-SECURE'.

- Click the [Create your account](#) link at the bottom of the login page. The Create account page opens.



The screenshot shows the 'Create account' page for F-Secure Protection Service. The page has a blue header with the F-Secure logo and the text 'F-Secure Protection Service'. Below the header, the section is titled 'Account and Users' with a sub-heading 'Create account'. The form contains the following fields and options:

- Account** section:
 - Subscription key: A field with five boxes separated by dashes.
 - Account name: A text input field.
 - User name: A text input field.
 - Password: A text input field.
 - Confirm Password: A text input field.
 - Mobile phone number: A text input field.
 - Language: A dropdown menu currently set to 'English (United States)'.
 - E-mail: A text input field.
- Receive e-mail as: Radio buttons for 'Plain Text' (selected) and 'HTML'.
- Time Zone: A dropdown menu currently set to '(GMT) Casablanca, Monrovia, Reykjavik'.

At the bottom of the form are two buttons: 'Create your account' and 'Cancel'. The footer of the page reads 'ENABLED BY F-SECURE'.

- Enter the required information.



In the Subscription key field, enter the subscription key that you received, for example by e-mail, when you purchased the product. In the Password and Confirm Password fields, you must enter exactly the same password.

- Click [Create your account](#).
- Click [Back to the login page](#). The F-Secure Protection Service login page opens.
- Log in to the F-Secure PSB Portal.

Downloading Software

You can download the F-Secure PSB for Workstations or F-Secure PSB for Servers software through the F-Secure PSB Portal.

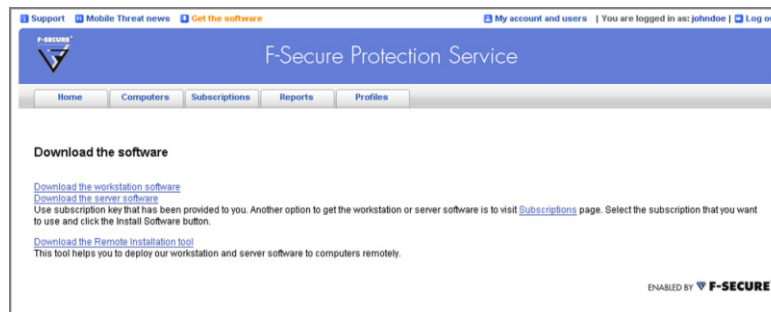
To download the software:

1. Log in to the F-Secure PSB Portal. The Protection status page of the new account opens..



Enter the user name and password, which you selected when you created your account.

2. Click the [Get the software](#) link at the top of the page. The Download software page opens.



3. In the Download software page, click either the Download the workstation software or the Download the server software link.

Installing the Software

Install the software on a computer and after the installation verify that the computer shows on the F-Secure PSB Portal.

To install the software:

1. Locate the downloaded file and double-click the .exe file to start the installation.

2. Follow the instructions in the installation wizard.



When you are asked to enter a subscription key, enter the same subscription key that you used when you created the account.

3. When the installation is complete, restart your computer.
4. Log in to the F-Secure PSB Portal to verify that the computer shows in the portal.

The screenshot shows the F-Secure Protection Service portal. The header includes navigation links for Support, Mobile Threat news, Get the software, My account and users, and a log out option. The main content area is titled "Protection status of Company Inc." and shows "Number of computers: 1". A large green circle indicates the overall status. Below this, a list of services is shown, all with green checkmarks indicating they are working in all computers:

- Virus and Spy Protection: Working in all computers.
- Internet Shield: Working in all computers.
- Automatic Updates: Working in all computers.
- Central Management: Working in all computers.
- Subscriptions: Working in all computers.

At the bottom, there is a legend for status icons: a green checkmark for "Working, does not require your attention", a yellow triangle for "Warning, requires your attention", a red X for "Critical, requires your immediate attention", and a blue circle for "Pending".



In the Protection status page, you may see a green status icon with the text "Waiting for connection." It may take up to two hours before the connection is established. If the computer has not yet received the latest updates, you may see either a yellow or a red status icon. For more details on the computer(s), click the Computers tab to open the Computers page.

Troubleshooting

This section answers the most frequently asked questions.

Q. The client computer does not show in the F-Secure PSB Portal. What should I do?

- A. It may take up to two hours before the computer establishes the connection to the F-Secure PSB Portal. If more than two hours have elapsed and the computer is still waiting for connection, contact your local vendor.

Q. My subscription key is not valid. What should I do?

- A. Make sure you have entered the correct subscription key. Check that the subscription key you entered is the same as the one you received when you purchased the product.

Q. Does F-Secure PSB work with other F-Secure products that are installed on my computer?

- A. No. You cannot have two antivirus solutions installed on your computer. You must remove any other antivirus or firewall software before you install F-Secure PSB.

Q. I cannot log in. What can I do?

- A. Do the following:
- Check that Caps Lock is off
 - Check that you have entered the correct user name and password. You can check the user name and the password in the e-mail that you received when you registered to the F-Secure PSB Portal.
 - If you have forgotten your password, enter your user name and click the [Forgot your password](#) link. You will receive a new password to the e-mail address that you provided when you registered to the F-Secure PSB Portal.



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