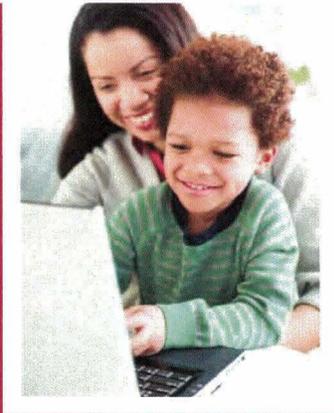


Appendix B

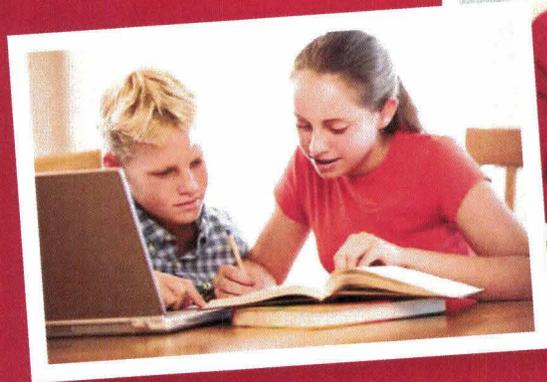
***Internet Essentials***  
**Welcome Kit**



INTERNET ESSENTIALS<sup>SM</sup>  
FROM COMCAST

**LEARNING RESOURCES**

Connect to the  
power of the Internet  
from home.



## Getting up to speed.

### Getting Started

- Install and activate your home Internet
- Download and install Constant Guard™

### Learning Resources

- Avoid Internet threats
- Safeguard your family online
- Protect your identity
- Get more out of the Internet

To access free online learning tools, a schedule of in person training sessions and more, visit [InternetEssentials.com](http://InternetEssentials.com)

For Internet Essentials general inquiries:  
Call toll-free **1-855-8-INTERNET** (1-855-846-8376)  
Please visit our website: **[InternetEssentials.com](http://InternetEssentials.com)**

# Install and Activate

**BEFORE YOU START:** Make sure your modem is ready to be activated. It should be plugged in, connected and turned on (please see the how-to instructions printed on the lid of your self-installation kit).

Open your Web browser, such as Internet Explorer or Firefox, and follow the steps below to activate your Internet service. These steps will appear on your computer screen. When you finish Step 5 you will be able to use the next card to help you install Norton Security Suite and Parental Controls.

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## Step 1: Enter your account information

- 1 Enter your account number (please see the Activation Information card included in your self-installation kit).
- 2 Enter the telephone number you provided when you signed up for Internet Essentials.
- 3 Click **Next**.



- 4 On the next screen (not shown) click **Next** again. This will start loading your account information.

# Install and Activate

## Step 2: Activate your Internet service

You will be asked if you are ready to activate.

- 1 Click **Next**. You will see the words “Activating Device.”



- 2 A small window will appear (not shown). Click **OK**. Your modem will be activated. This may take up to 10 minutes.

## Step 3: Complete the activation process

Your modem is now ready to be used.

- 1 Click **Next** to finish.



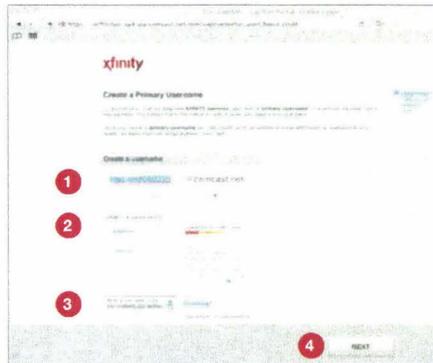
- 2 On the next screen (not shown) click **Next** once again.

# Install and Activate

## Step 4: Choose a username

You will now set up a username and password.

- 1 Choose a username.
- 2 Select a password.
- 3 Select a security question and enter an answer. You will need to provide this answer if you need to reset your password in the future.
- 4 Click **Next**.

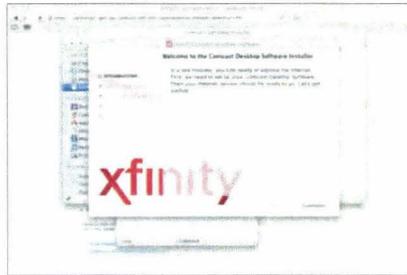


**NOTE:** Keep this information in a safe place. You need it to log into your XFINITY® email account online. Your XFINITY email address is your username followed by: @comcast.net.

# Install and Activate

## Step 5: Software Setup

- Click **Install** to download the software.
- You will be asked to run or save the application. Click **Run**.
- When finished downloading, a screen message will ask “Do you want to run the software”? Click **Run**.



Once you're finished please see the Download and Install Constant Guard™ section for instructions on installing this software.

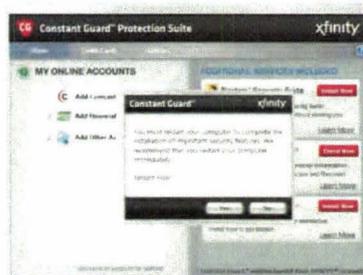
## Download and Install Constant Guard™

Constant Guard™ is the most comprehensive suite of online protection offered by any major Internet Service Provider — a \$360 value — included for no additional cost. It includes top-rated Norton™ Security Suite, plus identity theft protection, and more, so you can enjoy greater peace of mind while surfing, shopping, banking or social networking online.

### Installing Constant Guard™ Protection Suite Software

Open your Web browser and go to [xfinity.com/constantguard](http://xfinity.com/constantguard).

- Click **Get it Now**.
- Click **Install Now**.
- Click **Download Now**.
- You will be asked to run or save the application. Click **Run** to run the software.
- Accept the License agreement and follow the onscreen instructions.
- Create your 4-8 digit Master PIN.
- Select **Online Accounts to Add** from your browser.
- If you have Internet Explorer 9 (IE9) installed on your PC, you will need to enable support for Constant Guard™ Protection Suite. Click **OK** on the screen and an IE9 window will open.
- On the IE9 web page, click on **Enable**. IE9 will then be optimized for Constant Guard™ Protection Suite and the web page will automatically close.
- Please restart your computer to activate key stroke logging protection.



Set up protection for your online accounts and single-click access

- Select **Accounts** from your list and log in once to complete set up.
- As you browse, respond to the prompts to add additional accounts.
- Log in every time using your Protection Suite.

Access additional XFINITY services included as part of your XFINITY Internet subscription on the right hand side of your Protection Suite. Once you've installed these services, you can access them directly at anytime from your Protection Suite.

# Download and Install Constant Guard™

## Setting up Norton™ Security Suite

- Norton Security Suite will automatically set up the antivirus, firewall and backup systems, but you can change these settings.

## Installing and setting up Parental Controls

- Open Norton Security Suite and click **Settings** in the upper right corner of the application window.
- Now click **Parental & Privacy Controls**. This takes you to the Norton Online Family website. Click **Get Started**.
- You need to create a Norton Online Family account. Provide an email address and create a password.
- Choose a name for your family and select a picture for yourself.
- Click the **Add Child** button to add profiles for each of your children. You will need to provide their first name(s) and year(s) of birth. Click **Install Norton Safety Minder** once you are done.
- Click **Install Now**. (You can download more detailed installation instructions if you need the extra help.)



**NOTE:** We recommend you install Constant Guard™ software on all the computers your children use.

# Internet Safety

## Avoiding online threats

The Internet is a useful and helpful tool, but there may be risks. Knowing how to identify online threats can help keep your information secure and your family safe.

### 1 Email Spam

Also known as junk email. This is when companies send emails to many people without permission, sometimes trying to trick them.

#### How a “spammer” can obtain your email address:

- You replied to or clicked a link in a spam email message.
- You signed up for a service or mailing list that shared your information.

#### How to reduce email spam:

- Keep your Norton™ Security Suite up to date.
- If you get suspicious emails, delete them immediately.
- If you need to give an email address to someone you don't trust, create an additional address. Take advantage of the additional email addresses Comcast offers you with your service.

### 2 Email “Phishing”

This is when scammers send emails that appear to come from a real company (but do not). They may ask you to share private information, which you should never do.

#### How to avoid Phishing:

- Check the email subject: Watch for messages that ask about personal or financial information. Do not reply!
- Check the link: If you do not trust the website or sender, DO NOT click on any links in the email.
- Comcast verified email: When you check your messages online, a special symbol confirms the email was sent from Comcast.