

THE GUIDES' GUIDE TO EE CYBER SECURITY



1. Buy
 2. Activate
 3. Download the EE Cyber Security app
- ## KNOW WHAT YOU NEED TO DO FOR YOUR CUSTOMER

1

BUY

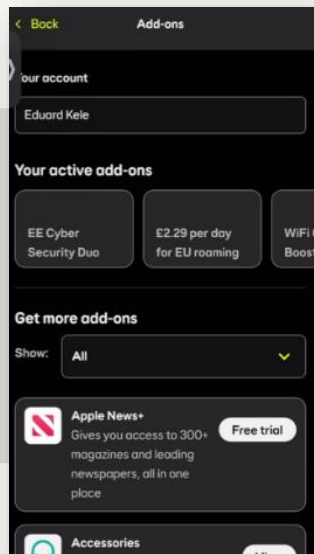
2

ACTIVATE

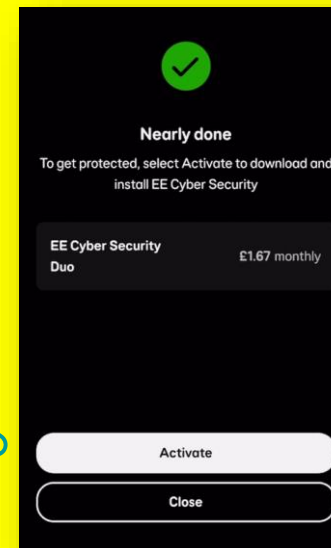
3

DOWNLOAD APP

Once you have a URN through Domino log on to My EE App and go to "Your Active Add-Ons" and find "EE Cyber Security"



Hit the big "activate" button



Make sure the customer knows that to be fully protected they now need to download the "EE Cyber security" app and log in with MyEE login details.



FAQS

What are the three things I need to remember?	1. BUY – add the product to Domino or Compass. 2. ACTIVATE – hit the activate button for the customer whilst they are in store (you have to be logged in to customers MyEE to do this). 3. DOWNLOAD THE APP – if you are able to then please download the EE Cyber Security app for the customer whilst they are in store. If you are not able to do this then you MUST make the customer aware that they need to do this and follow the instructions (otherwise they will not have any protection set up).
I don't get it, we are selling loads, customers love it, what is the problem?	Customers are buying the EE Cyber Security product and assume they are automatically protected but they are NOT. Once purchased the customer needs to have their product activated (this tells Norton they are eligible for full protection). They need to download the EE Cyber Security app and then follow the steps to switch on all their features. YOU need to try and activate for them EVERY time you sell this, right there in store. If you can't activate you MUST ensure the customer knows where they need to go and what they need to do to get full protection.
Do I need wait for the text to come through?	Not really, this does have a link that takes you straight through to the activate page but sometimes there is a delay in the text being sent – you can actually ignore the SMS and just go directly to the activate page in the MyEE app (found in the “Your active add-ons” section). The SMS is more for the customer who was not able to be activated in store, to remind them later on when they get home.
Where is the activate page?	In the MyEE page you can find the EE Cyber Security add on tile – click this to be taken to the activate screen with the activate button. Once activated this button changes to “manage” and this is where the customer can go to get straight to Norton Portal to complete set up (or they can download the EE Cyber Security app and do it that way too).
Which app am I downloading?	We have a new EE Cyber Security app that is separate to the MyEE app – a customer can download this from their app store (or you could do it for them!) It is easy to find, just search “EE Cyber” in the app stores.
Is the customer protected when they hit activate?	NO! This is really important, activation is the step that lets Norton know the customer is eligible to use the service, the customer then has to go to Norton (via the EE Cyber Security app) where they will be guided through the process to get fully protected and to protect their other devices. You MUST make sure the customer knows that they have more to do to get protected.
When do I get my switch points?	Switch points are released only when the activate button is clicked so make sure you do this with as many customers as you can at point of sale/regrade. You can also check any customer to see if they have an unactivated Cyber product and activate it for them to ensure your colleagues get THEIR switch points too.
What if the customer doesn't have the MyEE app or can't log in?	To activate for the customer you do need to be able to log in to the MyEE app but don't worry if you can't what you need to do is explain to the customer that they have to register and create a MyEE account and then activate OR they can download the EE Cyber Security App which will allow them to create a MyEE account from there.
How do I get the sale?	Upgrading customers will need to add Cyber on Compass and brand-new customers will need to be added on Domino - DON'T sell this through the customers app (as if they were buying it themselves) as you won't get the sale allocated to you. Remember, you also only get your switch points when the activate button has been clicked so make sure you do that whilst the customer is in store or make them aware they need to do this!
If I have any questions or problems or have suggestions on how to improve, who do I call?	Paul.4.Humphreys@ee.co.uk wants to hear from you! As Category Lead for Cyber Security he wants to hear from the front line what is working well, what is missing, what needs fixing to ensure we can continue making this the best Cyber experience on the market. So drop him a line and tell him what is on your mind.

REMINDER OF FEATURES AND REASONS TO

Together we've built EE Cyber Security to help keep you safe online.



Device Security

Real-time protection for your Windows™ PC, Mac® or Android™ devices against ransomware, viruses, spyware, malware, & other online threats. Monitors and helps block unauthorised traffic.



Password Manager

Gives you tools to generate and manage your passwords—more securely and in one place.



Dark Web Monitoring

We'll monitor your personal information on the dark web like email addresses, bank account numbers, credit card numbers, phone numbers, drivers license number and notify you should it be found.



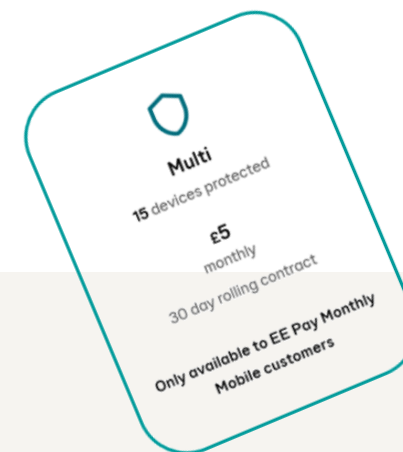
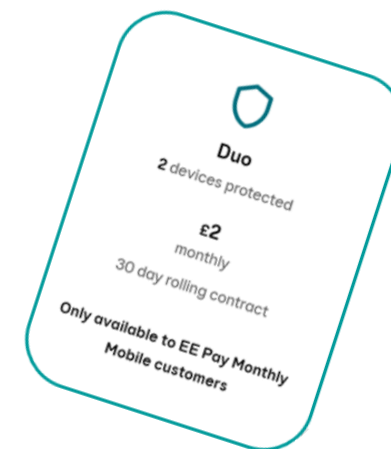
Social Media Monitoring

It monitors your accounts on the most popular social media sites and notifies you of suspicious activity, like changes to your account settings, unusual logins and risky links in your posts.



Report Card

Get a summary of all the activities that we've done to help protect you, your device and the information stored on it in the last 30 days.



From just 50p a week

Powered by Norton, tailored for EE

More than just anti-virus: Protect your, and your family's, devices, data and identities