

# Kaspersky® Internet Security for Mac

# Quick Start Guide

The license period starts when you activate the product on your device. The activation code must be used before the end of 2020.

For your convenience, please retain this document during the license period.

# Thank you for choosing Kaspersky® Internet Security for Mac.

## Get started

- Visit the My Kaspersky portal – [my.kaspersky.com](http://my.kaspersky.com)
  - If you don't already have a My Kaspersky account, it's easy to create one and it's free of charge. During the license period, your My Kaspersky account will give you access to the applications that you'll need to install on your devices. Your My Kaspersky account also lets you manage each device's security – via the Web – and lets you use Web versions of some of the applications.
  - If you already have a My Kaspersky account, please sign in – using your login & password.
- Click on the 'Licenses' tab and then enter your activation code into the appropriate field (you can find your activation code on the card inside the product box you purchased). Activation codes are in a 20-character format e.g. XXXXX-XXXXX-XXXXX-XXXXX.
- Click on the 'Downloads' button on the lower right corner of the product tile to view the applications that are available for you to download and install.
- If you send the download links to your email, you will be able to access the links on any of your supported devices.
- When you install applications that you have downloaded from the My Kaspersky portal, the activation process will usually run automatically – without you having to enter data in the 'sign in window'. In some cases, applications may ask you to enter your My Kaspersky credentials. If this happens, please sign in – using your login & password for your My Kaspersky account.
- Alternatively, please use one of the following instructions.

## 1. Before you install the product

To avoid any conflicts between programs, you may need to close some active applications and uninstall third-party antivirus products or applications with similar functionality.

To uninstall third-party products:

- If an app is in a folder, open the app's folder to check for an Uninstaller. If you see Uninstall App or App Uninstaller, double-click it and follow the onscreen instructions.
- If an app isn't in a folder or doesn't have an Uninstaller, drag the app from the Applications folder to the Trash (located at the end of the Dock), then choose Finder → Empty Trash.

## 2. Installing the product

- Choose your product at <http://mac.kaspersky.com/>, download the program & run the installation.

### 3. Activating the product

Activation is required in order to enable all of the product's features and to receive free technical support.

- Use the activation code provided on the card inside the product box you purchased (e.g. XXXXX-XXXXX-XXXXX-XXXXX).
- Click the 'License' button on the lower right corner of the main program window.
- Enter the activation code in the appropriate field and 'Activate' the program.

Use the 'License' button to get information on the license number, activation status & license validity period.

### 4. After installation

We recommend performing the following operations after the program has been installed and activated:

1. Update the databases and program modules. To run updates, click **Update** in the main window.  
**Note:** You must be connected to the Internet to update databases and program modules.
2. Scan your computer for malware. To perform a full scan of your computer, click **Scan** in the main window, and then click **Full Scan**.
3. Check that your computer is protected. The computer's protection status is indicated by the color of the computer monitor image shown in the program's main window: GREEN – your Mac, personal data and web activities are protected, YELLOW and RED – your computer may be at risk.

**Note:** To find information about an active license, click the 'License' button at the bottom right corner of the main window. The 'License' window displays information about the license number, key type, license type, limit on the number of hosts, date and time of license expiration, and the number of days left until that date.

**Note:** Kaspersky Lab reserves the right to change, without notice, the graphical user interface of the product. The latest version of the product is available to download from [www.kaspersky.com](http://www.kaspersky.com)

# Frequently Asked Questions

Question	Answer
<b>What should I do if an error occurs during the activation process?</b>	Check if your computer is connected to the Internet and your Internet browser is working in online mode by trying to open a webpage. If there is no Internet access, please contact your Internet service provider.
<b>What should I do if an error occurs while attempting to perform an update?</b>	<ol style="list-style-type: none"><li>1. Make sure there are no third-party firewalls or other antivirus programs installed on your computer.</li><li>2. Check network connection settings (this information can be obtained from your Internet service provider) and try to perform an update later.</li><li>3. Refer to our Knowledge Base at <a href="http://support.kaspersky.com/12368">http://support.kaspersky.com/12368</a> to get more details.</li></ol>
<b>Where can I find my activation code if it is lost?</b>	<p>If you registered your product during activation process on My Kaspersky portal, your activation code will be saved in your My Kaspersky account – at <a href="http://my.kaspersky.com">my.kaspersky.com</a></p> <p>If you can't find your activation code at the My Kaspersky portal, you can send a request to our Technical Support team – via your My Kaspersky account.</p>

For more information please use the following support resources:

- **Product information** is available at [help.kaspersky.com](http://help.kaspersky.com)
- **Knowledge Base** is available at [support.kaspersky.com](http://support.kaspersky.com) It contains detailed descriptions on how to install, configure and use Kaspersky Lab products.
- **Your My Kaspersky account** is available at [my.kaspersky.com](http://my.kaspersky.com)

## Contact:

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