



**User Guide v 4.0.1**

# Table of Contents

<b>Introduction</b>	<b>1</b>
<b>Optimal System Requirements</b>	<b>1</b>
<b>Scan Components</b>	<b>2</b>
<b>Where to Purchase PC Matic</b>	<b>2</b>
<b>Installation Options</b>	<b>3</b>
<b>Launching PC Matic</b>	<b>4</b>
<b>Additional Installations</b>	<b>4</b>
<b>Removing Existing Computers</b>	<b>4</b>
<b>PC Matic Home Screen</b>	<b>5</b>
<b>Logging In</b>	<b>7</b>
<b>Creating an Account</b>	<b>8</b>
<b>Scan Options</b>	<b>8</b>
<b>Icon Legend</b>	<b>9</b>
<b>After the Scan</b>	<b>10</b>
<b>PC Matic Dashboard</b>	<b>11</b>
<b>Maintenance Stats Overview</b>	<b>12</b>
<b>Scheduling a New Event</b>	<b>14</b>
<b>Master Scheduler</b>	<b>15</b>
<b>Reversing Changes</b>	<b>15</b>
<b>Quarantine Tool</b>	<b>16</b>
<b>PC Matic Ad Blocker</b>	<b>17</b>
<b>SuperShield Protection</b>	<b>18</b>
<b>SuperShield Options</b>	<b>19</b>
<b>Whitelisting</b>	<b>20</b>
<b>Android Application</b>	<b>21</b>
<b>Remote Desktop Security</b>	<b>23</b>
<b>Frequently Asked Questions</b>	<b>23</b>
<b>Uninstall PC Matic</b>	<b>25</b>
<b>Troubleshooting</b>	<b>26</b>
<b>Support</b>	<b>27</b>

# Introduction

PC Matic is for consumers that are looking to protect 10 or fewer endpoints. It is available as a 5 or 10 license per year subscription or lifetime subscription.

## PC Matic consists of several parts:

- Real time whitelist based malware protection known as SuperShield.
  - ◊ SuperShield is active and protects the computer 24/7; the scans will be scheduled to meet your needs.
- An on demand scanner that will clean and maintain each endpoint.
  - ◊ You can schedule scans at several different intervals: one time, daily, weekly or monthly. Choose a start day and time and insert an email address to receive the clean reports after the scan completes.

# Optimal System Requirements

- **Computer Operating System:** Windows 11 (32/64-bit), Windows 10 (32/64-bit), Windows 8 (32/64-bit), Windows 7 (32/64-bit).
- **Smartphone Operating System:** Android 4.0.3 and up
- **Processor:** 1 GHz or faster
- **Memory:** 1024 MB or more
- **Hard Disk:** Need 1 GB or more of free space
- Active Internet Connection
- **Current PC Matic Version:** 4.0.0.1
- **Current SuperShield Version:** 3.0.42.0



# Scan Components

- **Disk Optimization:** Choose full or partial optimization.
- **On Demand Malware Scan (Quick, Full, Selective):** Choose to clean up malware (viruses) and/or PUAs (pests).
- **Benchmarks:** Benchmark processor speed, memory speed, and disk speed against all other endpoints we see to come up with a World Rank score. This is how this endpoint compares to all other endpoints scanned with PC Matic.
- **Drivers:** Update drivers to the latest version if necessary.
- **Update Vulnerable Apps:** We will automatically update 30 third party applications and make sure to keep each on the latest version in order to maintain the security of the program. (Java, Adobe, iTunes, Skype, etc.)
- **Optimize System Restore Points:** Will ensure that restore points do not take up too much hard drive space.
- **Clean Junk Files:** Cleans out the recycle bin and temp directories.
- **Registry Fixes:** Light cleaning of orphaned entries in registry.
- **Internet Settings:** Modifies registry settings to speed up Internet and increase security.
- **Performance Tweaks:** Tweaks OS to run faster (ex: remove animation in start menu).
- **Services:** Turns off auto start of services that are deemed unnecessary.
- **Scheduled Tasks:** Turns off scheduled tasks deemed unnecessary.
- **Startup Programs:** Turns off startup programs deemed unnecessary.

## Where to Purchase PC Matic

PC Matic can be officially purchased from our website [www.pcmatic.com](http://www.pcmatic.com). Click on the Buy Now button from our website to begin the purchase process. From the purchase screen, you can select the number of computers you have, 5 or 10, and the annual license or lifetime license.

After purchase, you will receive an email receipt and have a link to download on your invoice page. If you do not see this, you can also download PC Matic by clicking the Download button on [www.pcmatic.com](http://www.pcmatic.com). After installing you will be brought to the login screen, enter the email address and password that you set up during purchase and click Login.



# Installation Options

In order to install PC Matic, you will need to double click on the file downloaded after your purchase, or download by clicking Download on [www.pcmatic.com](http://www.pcmatic.com).

After you double click the PC Matic installer that you downloaded, you will walk through several different prompts. On the fifth screen of the installer process, you will be presented with several options to select. Make sure the box for both of these are checked and then continue through the prompts by clicking Next.

You can also follow along with our video tutorial on how to install PC Matic by clicking the photo below!



<https://vimeo.com/403050868>

# Launching PC Matic

After your initial installation, PC Matic will launch automatically. This provides you the ability to immediately do a scan after install, and install SuperShield protection. If it does not launch automatically, there are several ways to open PC Matic.

## Desktop Shortcut

If you elected to have a desktop shortcut added during installation, look on your desktop for the green PC Matic shield shown on the right and double click it.



## Start Menu

Click the start menu in the lower left hand corner of your desktop and choose all programs. Look for the folder titled PC Pitstop, and then PC Matic. Double click the PC Matic entry with the green shield.

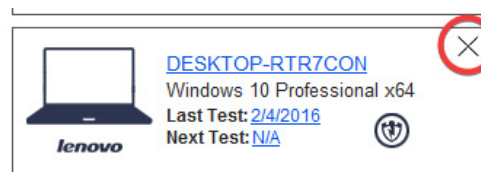
# Additional Installations

You can install PC Matic on as many devices as you have purchased with your annual or lifetime license. It's very easy to install the program on another device after you've made the initial purchase. In order to install it on the additional computer, you must visit [www.pcmatic.com/add-device](http://www.pcmatic.com/add-device) from the computer you wish to install the software on.

Choose the Operating System that you are installing on and then follow the instructions on the page to install for that device.

# Removing Existing Computers

You can remove existing computers from your account if you are no longer using that computer, it has died, or you no longer wish to protect it. To the right of the computer name on your dashboard is an option to remove any computer that has not been optimized within the last 60 days. Computers that have been on the license more than 90 days can be removed without having to wait 60 days from the last scan and clean. Just click on the X.



If you need additional assistance removing computers, please reach out to our support team at [pcmatic.com/help](https://pcmatic.com/help). Make sure to include the name of the computer that you are looking to remove from the account.

# PC Matic Home Screen

The PC Matic Home Screen gives you an overview of all of the computers you currently have on your account, along with the ability to scan your current PC. We will walk through all of the options in the Home Screen below.

The screenshot shows the PC Matic Home Screen interface. At the top, there's a version indicator 'v4.0.1.8' and a user profile icon (1). The navigation bar includes 'Support' (2), 'Shop' (3), and 'Logout' (4). The main section is titled 'MY DEVICES' and shows '2 out of 5 PCs Licensed' with a 'Sort by: Schedule Date' dropdown. A 'Scan' button (5) is prominent. The device list includes 'DROGON' (MSI) with details: Windows 10, Last Test 1/5/2021, Next Test None Scheduled, and Protected status. A navigation bar (6-10) includes Dashboard, SuperShield, Scheduler, Reports, and Options. Below, another device card for 'DESKTOP-TESTER' (innotek GmbH) is shown with details: Windows 10 Professional x64, Last Test Today, Next Test N/A. At the bottom, a 'Maintenance statistics' bar shows '2 PCs'.

1. **Account Information** – Click the person icon to see your license information or edit your PC Matic account information.
2. **Support** – Access support resources and contact our customer service team right inside PC Matic!

3. **Shop** – Check out the PC Matic shop to renew your license or purchase other offerings.
4. **Logout** - Click here to logout of PC Matic. You should only logout if you are moving to another account.
5. **Scan** – Start a scan now with the current settings.
6. **Dashboard** – Review all of the information about your computer’s security, performance, and past trends.
7. **SuperShield** – Sort through SuperShield logs of process activity on your computer.
8. **Scheduler** – Set up scheduled scans for your entire account or just a single device.
9. **Reports** – All scan reports from your device are stored here for easy access and review at any time.
10. **Options** – Customize scan settings, log out of PC Matic, restore changes, and more inside of Options.
11. **Add a Device** - Click here and follow the instructions for adding PC Matic to another device on your account.

### **Maintenance Stats**

The maintenance stats section will hide by default and only show when you expand the window by clicking the arrow at the bottom of PC Matic. This allows you to have a cleaner view of the computers on your account with the option of viewing maintenance stats if you would like to. If you would like this area to remain open, expand it and click the pin icon on the right side.

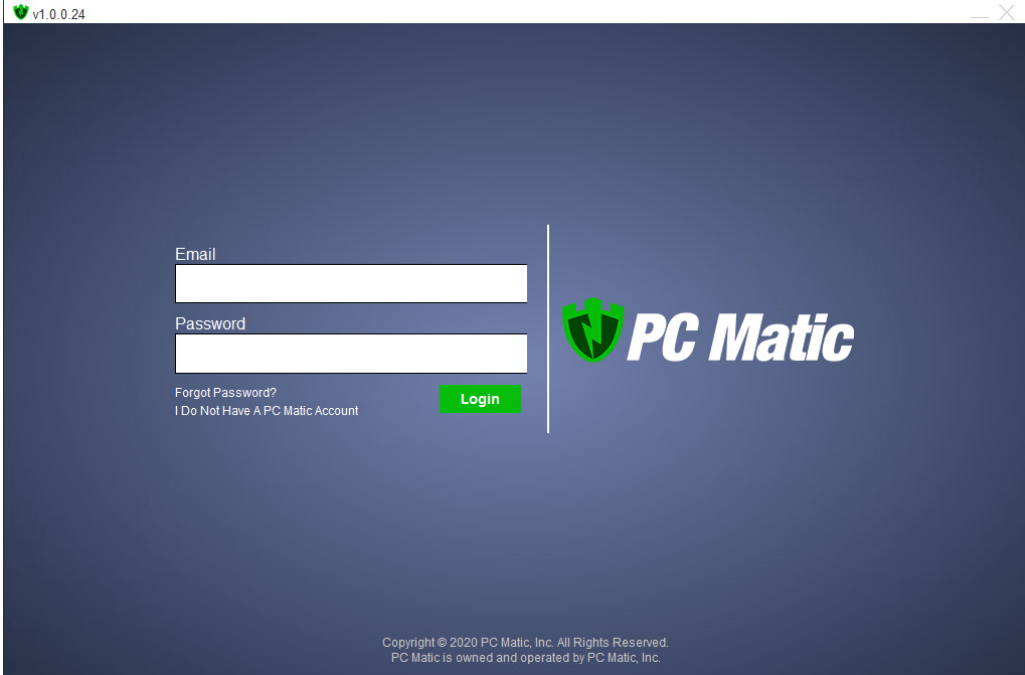
### **Scan Information**

For each computer you will find the Last Test and Next Test listed underneath the name and operating system. This allows you to see the full scan report from the last test that ran on your computer, along with editing the current settings or scheduling a new scan for your computer.



# Logging In

If you don't currently see the Home Screen of PC Matic when you open the program you are not logged into your account. If you have an account from a purchase that you made, click the Log In button on the bottom left corner of the PC Matic program and login with the email and password you used when purchasing the program.



v1.0.0.24

Email

Password

[Forgot Password?](#)  
[I Do Not Have A PC Matic Account](#)

[Login](#)



Copyright © 2020 PC Matic, Inc. All Rights Reserved.  
PC Matic is owned and operated by PC Matic, Inc.

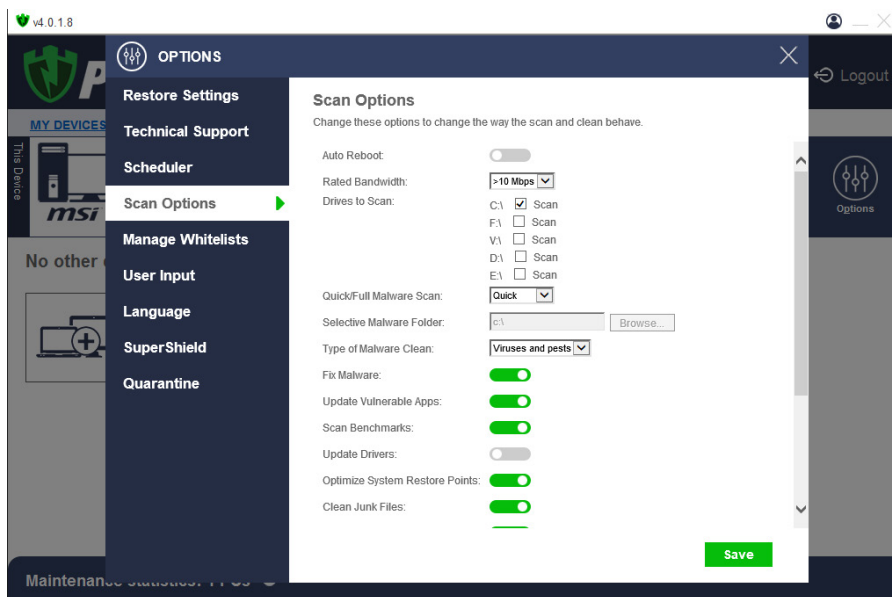
# Creating an Account

If you do not already have a PC Matic account from a purchase on [pcmatic.com](https://pcmatic.com), you can create an account from within PC Matic. This would be necessary if you purchased the program from another vendor, such as Amazon. Under the login area click **I Do Not Have A PC Matic Account**.

Fill out the form with your license key you received after purchase, along with your email address and password you would like to use for your PC Matic account. When you've completed the form click Create Account to finish.

# Scan Options

You can customize the scan options before running a scan by clicking the Options button on your Home Screen. After clicking this button, you can select Scan Options in the menu on the left side. This gives you the ability to adjust all of the settings for the scan before you run it. After the scan is finished PC Matic automatically begins the clean process and will present the results to you at the end.



There are a lot of customizations that can be made to the scan before you run it, but if you

would like to keep it on our suggested defaults you can leave this screen unchanged and click save and run your scan.

# Icon Legend

PC Matic is interactive and color-coded for your convenience. Mouse over and click all information to see more details. After a scan, click the orange question mark in the upper left area of the report. This will take you to the legend you see on the left, which explains all of the icons in the scan report. Make sure you understand the icons you're seeing so you know where the scan is taking action.

Red icons will only show up in a few critical sections and mean there is immediate action that should be taken.

The screenshot shows the PC Matic dashboard interface. A modal window titled "DASHBOARD INSTRUCTIONS" is open, displaying an icon legend. The legend is divided into two sections: "Dashboard Icon Legend" and "Detail Icon Legend".

**Dashboard Icon Legend**

- All tests in this series of tests passed.
- At least 1 test in this series of tests failed.
- This test has been skipped.
- This item contains information gathered from your scan.
- This item contains advice about information gathered from your scan.
- Non-Essential Tweak: At least 1 item in this series of tests can be tweaked, although it is not a required tweak.

**Detail Icon Legend**

- This item has passed.
- ▶ This item has passed and has subdata under it. Click to expand.
- ▼ This item has passed and is expanded to show its subdata. Click to collapse.
- This item has failed.
- ▶ This item has failed and has subdata under it. Click to expand.
- ▼ This item has failed and is expanded to show its subdata. Click to collapse.
- We recommend that you follow the advice listed.
- ▶ This item is advice and has subdata under it. Click to expand.
- ▼ This item is advice and is expanded to show its subdata. Click to collapse.
- This item meets the requirements for a non-essential tweak.
- ▶ This item meets non-essential tweak requirements and has subdata under it. Click to expand.
- ▼ This item meets non-essential tweak requirements and is expanded to show its subdata. Click to collapse.

**Getting The Most From The Dashboard**

PC Matic's dashboard is a powerful interface to quickly and intuitively understand a PC's health and isolate PC performance, stability or security issues.

Quickly scan the dashboard for red and yellow indicators. Each red indicator signifies one or more issues that PC Matic recommends be resolved to improve the PC.

Yellow indicators for other tips and advice from PC Matic.

For a full list of all the issues, click on the issues box on the bottom right of the screen. This is a list of all the fixes that PC Matic recommends.

When looking at each report, additional information can be found by rolling the mouse over each individual item. More details can sometimes be found by expanding a row signified by the small arrow keys.

Last but not least, the Fix All button is to solve ALL of the problems with the click of a button.

# After the Scan

After the scan finishes you will see the scan results. Color-coded rectangles are provided for each item. Each rectangle is interactive so that you can click to receive information and review changes that were made. You will also see general scan information without having to click for details, including the world rank and the scan summary.

In the lower right hand corner, you can click the orange Summary box to see all of the changes made and any advice items.

The screenshot displays the PC Matic dashboard for a device named "DROGON" (Windows 10). The interface includes a top navigation bar with "Support", "Shop", and "Logout" links. A central navigation menu offers options like "Dashboard", "SuperShield", "Scheduler", "Reports", and "Options". The main content area is divided into several sections:

- SCAN SUMMARY:** A table showing scan details.

SCAN SUMMARY	
Date	2021/01/05
Start	5:06:15 PM
Finish	5:15:22 PM
Malware Scan Type	Quick Scan
Scan Type	Manual
Tune Up Performed	5:15:24 PM
- PERFORMANCE:** A list of tests with progress indicators.

PERFORMANCE	
Junk Files Test	■
Internet Test	■
Startup Applications Test	■
Registry Test	■
Memory Utilization Test	■
- OTHER:** A list of system tests with progress indicators.

OTHER	
Drivers Test	■
Services Test	■
Installed Software Report	■
Scheduled Tasks	■
System Specs Report	■
- SECURITY:** A list of security checks with status indicators.

SECURITY	
High Security Threat Test	■
Vulnerability Analysis	■
Browser Add-ons	■
- USER RATINGS:** A section showing a 4-star rating (☆☆☆☆).
- REPORTS:** A list of reports with progress indicators.

REPORTS	
Advice	■
Processes Report	■
- SUMMARY:** An orange box indicating "4 Changes / 1 Advice Items".

Inside of a section with changes, you have the ability to whitelist anything that you do not wish to be change, quarantined or altered by the scan in the future. **It's very important that you only add something to the whitelist you absolutely know is good.** If you're questioning a few items and don't feel comfortable whitelisting them contact our [customer support](#) team and our experts will check into it for you!

# PC Matic Dashboard

From the home screen of PC Matic, you can click on the computer name of any computer on your account and view a dashboard with in depth details on the endpoint. While you're navigating around PC Matic you can also click the Dashboard button in your navigation bar to see the dashboard for your current computer.

The screenshot displays the PC Matic dashboard for a device named **DROGON**. At the top, the version is **v4.0.1.8**. The PC Matic logo is on the left, and navigation links for **Support**, **Shop**, and **Logout** are on the right. Below the header, the **MY DEVICES** section shows **1 out of 4 PCs Licensed** and a **Scan** button. The device **DROGON** is listed with **Windows 10**, a **Last Test** of **1/5/2021**, and a **Next Test** of **None Scheduled**. The status is **Protected**. A navigation bar includes **Dashboard**, **SuperShield**, **Scheduler**, **Reports**, and **Options**. The **Actions** section features **History** and **Performance Trends** icons. Three performance gauges are shown for **CPU**, **RAM**, and **DISK**. The **Maintenance statistics** for **DROGON** are sorted by **All Time** and include: **(9) Viruses Removed**, **(22) Patched Vulnerabilities**, **(119436) Analyzed (154) Blocked**, **(624) Registry Corrections**, **(220469) MB Cleaned**, **(12) Services Stopped**, **(6) Scheduled Tasks Disabled**, **(5) Startups Disabled**, and **(0) Drivers Updated**.

Inside the dashboard tab you will see the Maintenance Stats for that computer which you can sort by different timeframes. The dials will also tell your performance stats for your computer. If you would like to see how the performance of your device has changed over time, click the Performance Trends icon on the left.

## **Scheduler**

Create, edit or delete scheduled scans.

## **History**

View all previous scans done on this endpoint along with all SuperShield activity.

## **Performance Trends**

View processor speeds, disk trends, CPU trends, memory speeds, and network trends measured over time.

## **Maintenance Stats**

Here you can track a variety of stats from your dashboard. Get an overview or a filtered look at a specific time period using the All Time dropdown.

## **Scan Results**

Results from your most recent scan are always available on your PC Matic dashboard. If you click on last test underneath your computer name you can view the interactive scan report.

# Maintenance Stats Overview

## **Viruses Removed**

PC Matic's real time protection uses whitelisting within SuperShield to stop unknown and bad applications from running. Once an application is found to be bad, PC Matic will remove it using a scan and clean. This tally shows total malware removed by PC Matic.

## **Patched Vulnerabilities**

Malware can enter your system through vulnerable third party applications. PC Matic will detect the applications that need to be updated to assure the safety of your system.

## **SuperShield Analyzed & Blocked Files**

SuperShield analyzes every file that runs or tries to run. This tally will continually increase and assures you that SuperShield is running and checking applications for you. The blocked tally represents either unknown applications that were stopped for analysis by our team, or malware that was stopped.



## **Registry Corrections**

PC Matic makes a limited number of registry corrections to reduce risk and keep your system stable. PC Matic is not a deep registry cleaner and we do not suggest using one.

## **Recycle Bin**

The Recycle Bin is not an extra storage area. PC Matic will empty the recycle bin of unwanted files.

## **Services Stopped**

Services run in the background or on demand. Too many services starting with Windows can significantly slow your boot times. PC Matic will stop those unnecessary services.

## **Scheduled Tasks Disabled**

Scheduled tasks that have been disabled by PC Matic to maintain your computer's performance.

## **Startups Disabled**

Startup programs are queued each time you boot your system. Removing programs from startup may improve performance and reduce memory usage.

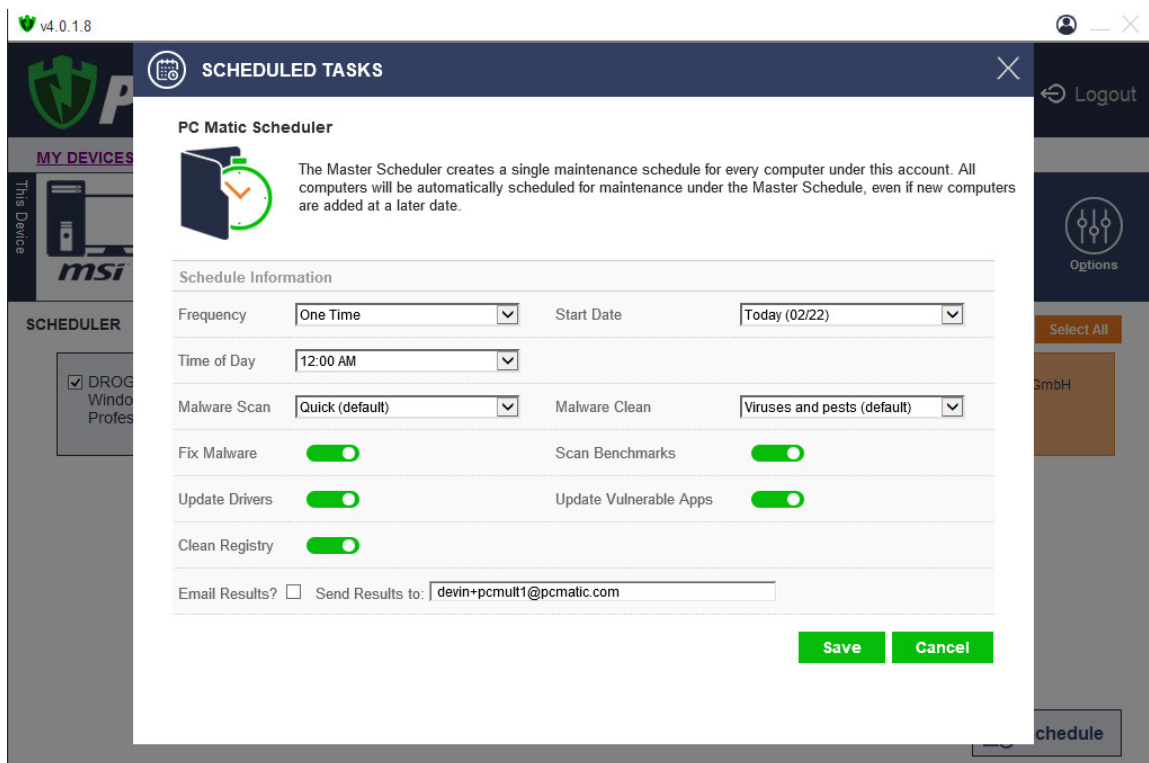
## **Drivers Updated**

Drivers keep your various hardware items running properly. Occasionally updates are required to repair vulnerabilities and meet new demands. PC Matic chooses drivers according to what is best for your computer and updates them automatically. PC Matic does not update drivers if they provide no clear benefit.

# Scheduling A New Event

Before setting up a scheduled scan in PC Matic you must make sure that you are currently logged in, and have run at least one manual scan. Then from the dashboard, click the Scheduler button in the Navigation Bar. This will open the scheduled tasks window where you can view and edit scheduled events in the future. By default the device you are currently on will be selected. You can create an individual schedule for one computer, or use the Master Scheduler to create an account across your entire account.

Click Schedule in the lower right corner to select your options for the scan along with timing and reporting.



The screenshot displays the PC Matic Scheduler interface. The window title is "SCHEDULED TASKS". The main heading is "PC Matic Scheduler". Below the heading is a description: "The Master Scheduler creates a single maintenance schedule for every computer under this account. All computers will be automatically scheduled for maintenance under the Master Schedule, even if new computers are added at a later date." The interface includes a "Schedule Information" section with the following fields:

Schedule Information			
Frequency	One Time	Start Date	Today (02/22)
Time of Day	12:00 AM		
Malware Scan	Quick (default)	Malware Clean	Viruses and pests (default)
Fix Malware	<input checked="" type="checkbox"/>	Scan Benchmarks	<input checked="" type="checkbox"/>
Update Drivers	<input checked="" type="checkbox"/>	Update Vulnerable Apps	<input checked="" type="checkbox"/>
Clean Registry	<input checked="" type="checkbox"/>		
Email Results?	<input type="checkbox"/>	Send Results to:	devin+pcmult1@pcmatic.com

At the bottom right of the form are "Save" and "Cancel" buttons. The background shows a sidebar with "MY DEVICES", "SCHEDULER", and "Options" sections.



# Master Scheduler

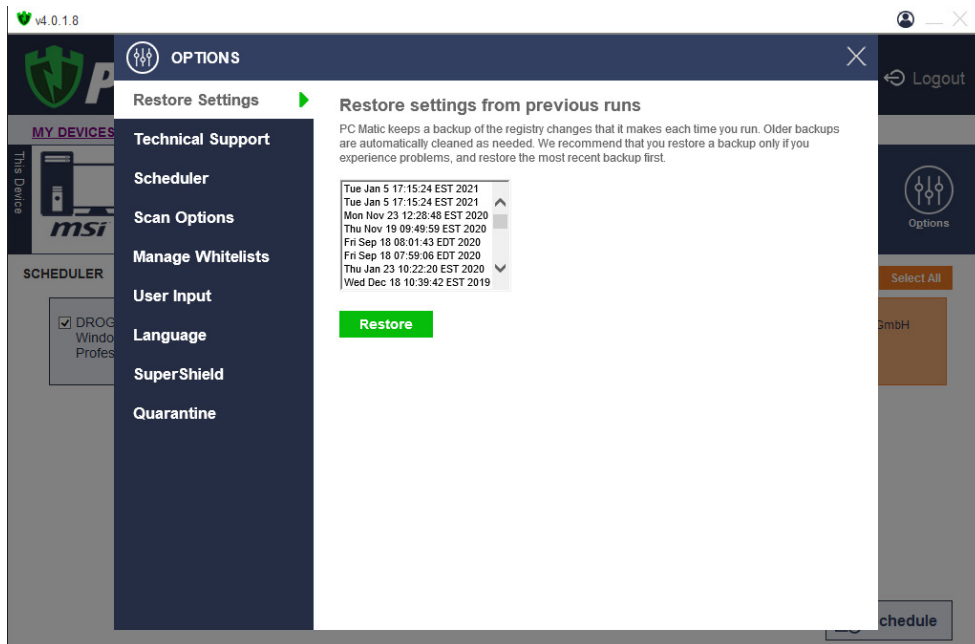
The Master Scheduler is available for users with more than one computer. It allows you to schedule scans for all the computers on your license to scan at the same time. The Master Scheduler uses the same settings for all of the computers so that you don't have to create an individual scan for each computer on the account.

Choosing the Master Scheduler button, which is above and to the left of the large Scan button on your dashboard. At the top of the new window you can see that you are now scheduling a new event that will scan all computers on the license.

Now again click Schedule New Event and set the time, frequency, and option to receive an email notification. Click Save and close the screen.

# Reversing Changes

You can always undo the changes made by PC Matic. The utilities in PC Matic can be completely reversed. However, the hard disk cleanup permanently removes unnecessary files and cannot be undone.



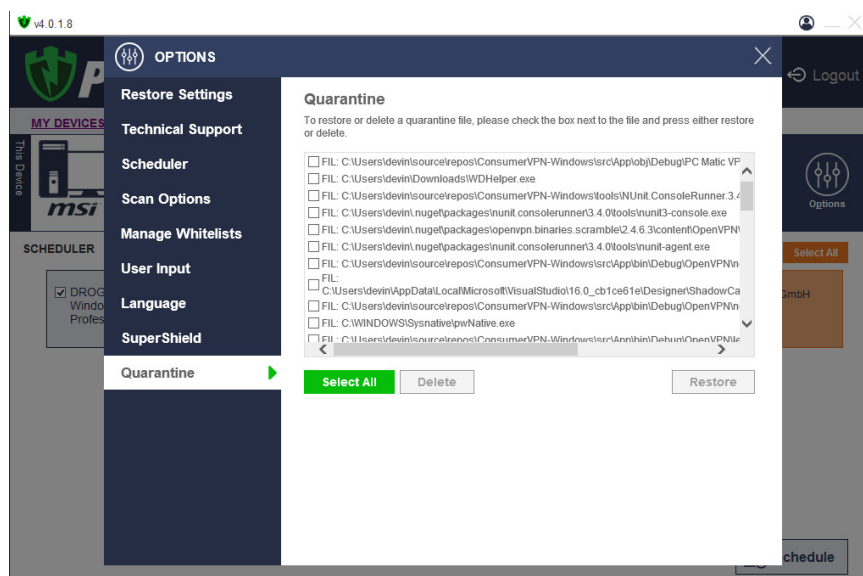
The very first action PC Matic does before making any registry setting changes is to make a backup of these settings. When you run PC Matic it will give you the option to restore the registry settings back to any point before the application. If this fails to correct your issue then we suggest you use Windows System Restore to restore Windows from issues that stem from another source.

To access the registry restore function, click the options button on your PC Matic dashboard and choose the top item in the list on the left side Restore Settings. Here you can choose a previous date and time before the recent scan that caused an issue and restore the previous settings.

## Quarantine Tool

If PC Matic or SuperShield quarantines an application as bad that you have decided you still want to use, it is possible to remove it from quarantine and restore it to your computer. To accomplish this, click the Options button from the Navigation bar. Navigate down the left column to the bottom of the menu and choose Quarantine.

Now, select the check box next to the file you wish to restore, and click the restore button. **WARNING:** Deleting a file here will remove it from your computer forever. If you do not want this file to be removed by PC Matic in the future, refer to the section of this user guide on Whitelisting to add it to your computer whitelist.



# PC Matic Ad Blocker

To protect our customers from fraudulent activity and malware that can be concealed inside web advertising, we have developed an ad block tool as part of PC Matic.

This ad blocker will be installed in your browser after installing PC Matic. If you do not currently have it installed you can add it by visiting the page below and following the instructions for each web browser that you wish to add it to.

- <https://www.pcmatic.com/adblocker-instructions/>

If you need to disable the PC Matic ad blocker on a certain web page that may be having issues or may require you to disable the ad blocker to view the page, just click the green SuperShield icon in your browser and click the large blue power button. This will keep the ad blocker disabled on this page forever until you turn it back on while on that page.

## Infinite Alert Protection

The PC Matic Ad Blocker now comes with the ability to recognize and stop Infinite Alert Loops in your Chrome browser. This will protect against tech support scam popups that continuously loop not allowing the user to exit the window.

If PC Matic detects this loop happening in your Chrome browser, we will stop it and display the message below to you. Remember to never call a tech support number that pops up in a window, it is a scam.



PC Matic has prevented your browser from being locked due to a scam called Infinite Alert. This is not a virus, it is a trick to get you to call the telephone number. Do not call the number. PC Matic has logged this site as propagating this scam. Just hit continue to resume web browsing. Thank you for using PC Matic.

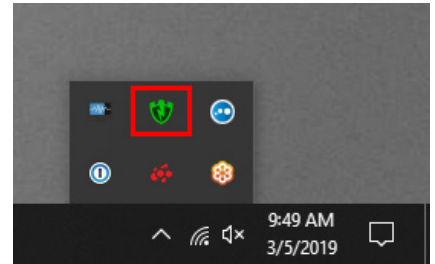
Continue



# SuperShield Protection

SuperShield is an additional protection component that comes with all paid PC Matic licenses. This component provides your real-time protection against malware using our proprietary automated global whitelist. Using the whitelist, SuperShield is able to stop all unknown and bad applications from executing on your computer keeping you secure.

There are several ways to check if SuperShield currently protects you. Look in your system tray, which is in the lower right hand corner of your desktop where a SuperShield icon will be displaying the current status. You may need to expand the system tray using the arrow next to it to view all icons currently in it.



If the SuperShield icon is green you are currently protected. The SuperShield icon may also be red, which would signify it being turned off or currently not running. A yellow SuperShield icon means that it is currently updating. You can also view SuperShield's current status by clicking the options button and then selecting SuperShield at the bottom of the list on the left side.

PC Matic v4.0.1.8

Support Shop Logout

MY DEVICES 2 out of 5 PCs Licensed

This Device **DROGON**  
Windows 10  
Last Test [1/5/2021](#)  
Next Test [None Scheduled](#)  
Protected

Dashboard SuperShield Scheduler Reports Options

SCAN HISTORY SUPERSHIELD ACTIVITY Excel

Process Name	Vendor	Product Name	Date	Time
Node.exe	Node.js	Node.js	2021/02/22	2:26:00 PM
Node.exe	Node.js	Node.js	2021/02/22	2:26:00 PM
Node.exe	Node.js	Node.js	2021/02/22	2:26:00 PM
rundll32.exe	Microsoft Corporation	Microsoft® Windows® Operating System	2021/02/22	2:26:00 PM
chrome.exe	Google LLC	Google Chrome	2021/02/22	2:26:00 PM

Be sure to remove all previous real-time antivirus products before installing SuperShield. Running two protection products simultaneously can cause issues between both and may result in you not being protected at all.

### **SuperShield Report**

You can view a report from SuperShield that will display all applications that are trying to or are running on your computer. This will allow you to see if any unknown or bad applications have tried to execute. You can view the SuperShield report by clicking the green shield icon in the middle of your dashboard.

The green icon to the left of each file designates that the file was good and allowed to execute. If that icon is yellow it was unknown and blocked, if the icon is red that application is bad and was blocked. You can view more details about the status of each file by hovering over that icon.

## **SuperShield Options**

SuperShield settings can be adjusted to change the protection method by clicking the green SuperShield icon in your system tray. Your system tray is in the bottom right corner of your desktop, and you may need to expand it with the small arrow to see the shield icon.

After clicking the shield you will get a full list of options that begin your ability to customize SuperShield.

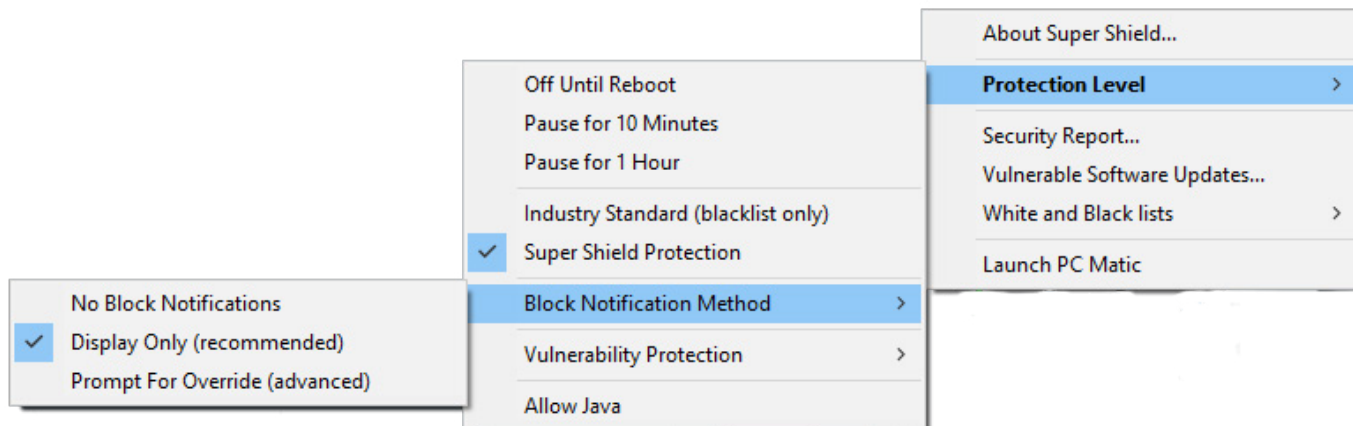
To adjust the protection level of SuperShield, hover over protection level and choose from SuperShield Protection or Industry Standard. SuperShield Protection uses our proactive whitelist based protection and we strongly recommend you use that to stay secure.

To override SuperShield's protection and whitelist an application you know is good but it is being blocked, hover over protection level and then block notification method. Choose Prompt For Override from the list and then run your program again. From the window that pops up choose if you would like to whitelist the file one time or permanently. Remember to only use this feature for software you absolutely know is good.

# Whitelisting

*Caution: Using the Advanced Modes within SuperShield should only be done if you are certain the application you are allowing is legitimate and good.*

If an application is blocked on your computer and you know that it is something good you can override SuperShield and add the application to your whitelist. To enter override (advanced) mode follow the procedure below.



1. Click the SuperShield icon in your System Tray.
2. Hover over Protection Level > Block Notification Method > Prompt for Override (Advanced)
3. After you have turned Prompt for Override on attempt to open the program in question again.
4. A new window will appear where you can select to “Always Allow” that application and add it to your whitelist.

**Reminder: This option should only be used if you absolutely know this application is good.**

5. After selecting “Always Allow” return SuperShield to it’s normal protection mode by following the steps below.
6. Click the SuperShield icon in your System Tray.
7. Hover over Protection Level > Block Notification Method > Display Only (Recommended)

It’s very important that you return SuperShield to it’s normal state so that malware isn’t accidentally allowed to run. If you are unsure about an application that is being blocked we

strongly encourage you to contact our [support team](#). Our expert malware researchers can not only advise you on whitelisting this item but whitelist it Globally for all customers if it's something good.

# Android Application

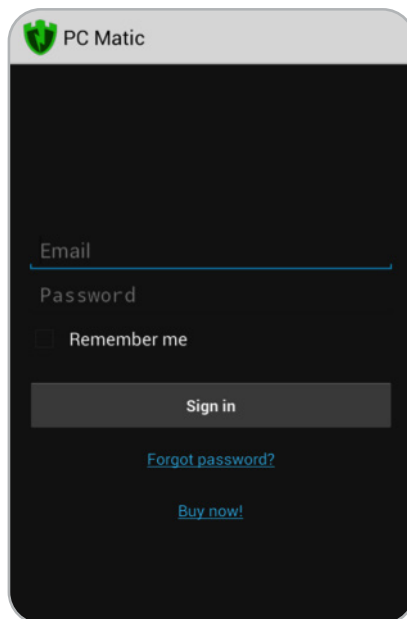
PC Matic is now offering protection for your Android devices! Our Android application provides real-time malware protection as well as on demand scanning for your tablets or smartphones. To use the application, visit the Google Play Store on your Android device and search for "PC Matic for Android".

## System Requirements

- Android Versions 4.4.0 and up
- PC Matic requires access to your phone state in order to uniquely identify your device
- At least 1 GB of free space

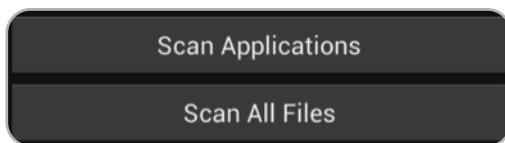
After installing the PC Matic application on your Android device, open it to view the log in screen. Here you need to sign in with the same email address and password used to purchase your PC Matic license on your computer. This will associate your paid licenses with this new Android device and allow you to enable protection and scanning.

If you do not have an account yet, you must purchase PC Matic using the buy now link at the bottom of the login screen. Purchasing PC Matic will allow you to use it on your Android devices along with your computers.



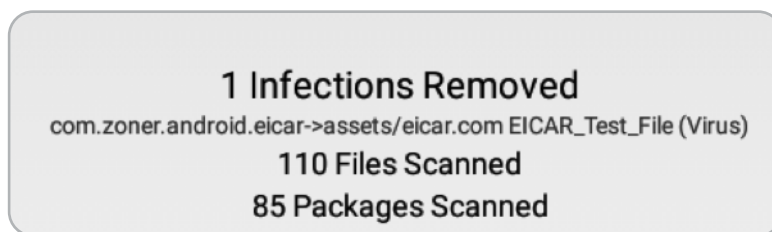
## Malware Scanning

In PC Matic for Android you are offered two different scan types, scan all files and scan applications. Scanning all files may take longer, as every file on your device will be scanned.



Scanning applications will check each app currently installed on your device and remove any malicious applications.

While the scan is running, you will see live updates with what is being checked on the phones screen. You can put the screen to sleep while your device scans. After the scan has completed you will receive a completion screen that shows details of the scan including how many applications were scanned and removed.



## Real-Time Protection

PC Matic for Android will provide real-time protection for your device once it has been installed. Each and every time that you visit the Google Play store and install an application, it will be scanned by PC Matic, and you will see a small box at the bottom of your phone that reassures you the app has been scanned.

Scanning: com.facebook.katana

If it is a known bad application, PC Matic will prompt you to uninstall the application before it is able to cause any harm to your device. If you don't want it to be uninstalled choose cancel in the pop up window and it will be whitelisted.

## Settings

There are some minor customizations that can be made to the PC Matic application to ensure it is working to suit your needs. Using the menu button on your phone, you can select settings. Here you have the ability to adjust data usage, schedule scans, and whitelist applications.

- **Data Usage:** Select Update over Wi-Fi Only to conserve cellular data usage. Any signature updates required by the application will wait until it is connected via Wi-Fi.
- **Scheduling Scans:** Selecting Scan Interval allows you to choose between several options for your scan, including daily, every two days, weekly, and more. After selecting your scan interval, select Scan Type to choose an application scan or all files scan.
- **Whitelisted Apps:** View and add applications to your whitelist on your device.



## Whitelisting Applications

In order to view whitelisted applications, visit the settings menu and choose Whitelisted Apps. Here you can view all applications you have previously whitelisted.

# Remote Desktop Security

PC Matic now implements automatic safeguards over Remote Desktop Protocol in order to keep your devices secure. Brute force attacks have become a common tactic of cyber criminals looking to spread ransomware or other malware. If the RDP port is open and enabled on your computer, they will guess the login credentials with many attempts in succession until they get it. PC Matic stops this by automatically adjusting the Windows Lockout threshold to 10 incorrect login attempts within 5 minutes. If there are 10 failed attempts during the 5 minute period, no more guesses at the login will be allowed for several minutes.

To read more about RDP, brute force attacks, and what you can do to keep your computer secure, see our post here: <https://techtalk.pcpitstop.com/2018/10/02/proactive-approach-rdp-attacks/>

# Frequently Asked Questions

## Will PC Matic protect my phone or tablet?

Yes! PC Matic is happy to announce our android application to protect your android phones or tablets. Each phone or tablet will use 1 license of your 5 license account. Unfortunately there is no application for iOS (Apple) devices.

## What files does PC Matic delete?

Windows often forgets to clean up many files that are no longer needed by the system. The space taken up by these files can clog your disk and cause slower disk access. These files are in three major categories:

Recycle Bin - Files are not actually removed from the drive when you delete them with explorer. Instead, the files are moved to the recycle bin where you can retrieve them if you later decide that you should not have deleted them. PC Matic empties your Recycle Bin to reclaim this disk space.

Internet Cache - Internet Explorer creates temporary files that are not needed after you're



finished surfing. These files can take up large amounts of space and should be removed periodically. Although you can clear the cache in Internet Explorer, PC Matic uses a more thorough method that deletes files left behind by your browser.

Temporary Files - Windows and applications create various temporary files that are not needed after the application exits or Windows is shut down. In many cases however, the applications do not always clean up after themselves.

### **How many installations do I have?**

The amount of computers you have available depends on the license purchased. PC Matic can come in a 5 or 10 license package. In the top left hand corner of your dashboard you will see “1 of 5 PCs licensed” for example. All computers will use the same email and password that you assigned at the time of your purchase.

In the event of outdated installations you can remove these from your account using the X located in the top right corner of each computer’s information box on your dashboard. You can also contact our support team to assist with the removal of old computers.

### **How do I install additional computers?**

To reinstall PC Matic or install the program on an additional computer, download and install the program from [pcmatic.com](http://pcmatic.com) by clicking on the Download button.

Once the program is installed, launch the application, and login with the email and password used for purchase to run the scan. Do not click on ‘Register’ or ‘Edit’. Do not use the license key. You can also visit <https://www.pcmatic.com/add-device> for details instructions.

### **How do I remove old installations?**

To the right of the computer name on the first screen of PC Matic is an option to remove any computer that has not been optimized within the last 60 days. Computers that have been on the license more than 90 days can be removed without having to wait 60 days from the last scan and clean. Just click on the X.

If you need additional assistance removing computers, please reach out to our support team at [pcmatic.com/help](http://pcmatic.com/help).

### **How do I reset my password?**

You can reset your account password by visiting the link below:

<http://www.pcmatic.com/support/#/kb/login-issue>

You can also click on forgot password from the PC Matic login screen. If you do not receive the



password reset email in just a few minutes, be sure to check your junk mail folders both on the local email client and also at the online email program.

### **What forms of payment do you accept?**

We currently accept Visa, MasterCard, Discover, American Express, PayPal and eCheck from PayPal. We also accept rechargeable credit cards. You can purchase rechargeable cards locally. All orders must be placed over the Internet, as we do not accept phone orders.

### **Can you call me?**

PC Matic does not solicit by phone and we do not offer phone support. PC Matic is designed to correct your computing issues automatically.

Our Customer Service desk is available 7 days a week to answer questions regarding the use of PC Matic or any of our software programs. Simply open PC Matic and click on Support. Follow the prompts to provide information and receive accurate, concise, instructions.

### **Is my email protected?**

Yes, SuperShield blocks all known bad or unknown files from executing regardless of their attempted point of entry. If the malware cannot execute then the infection is blocked.

### **How often does PC Matic Update?**

PC Matic resides in the cloud and is up-to-date each time you open the program. The changes are made here at our location and your program is always up-to-date.

### **How does SuperShield Update?**

SuperShield definitions are updated twice daily to keep your computer up to date with our latest global whitelist even when you are offline.


## **Uninstall PC Matic**


To uninstall PC Matic, just go to the Uninstall a Program (Programs and Features) link through the Control Panel and uninstall these applications:


- PC Matic
- PC Matic SuperShield
- PC Matic Info Center



Reboot your computer after these applications have been uninstalled to complete the uninstall process.

 PC Matic 3.0.0.9

 PC Matic Super Shield 3.0.13.0

 PC Pitstop Info Center 1.0.0.19

PC Pitstop LLC

PC Pitstop

PC Pitstop LLC.

# Troubleshooting

## 1. Scheduled Scan Error 940

- When a scheduled scan fails with a 940 error it means the fault occurred at the device. This could have been related to the internet connection or data transfer from the device out to our server.

## 2. Scheduled Scan Error 202

- When a scheduled scan fails with a 202 error it means the fault occurred at our server. This is likely an issue accepting the data from the device during and/or post scan.

## 3. 577 Install Error

- The 577 install error appears when Windows Defender does not correctly take a back seat to PC Matic during the install process. Your install process should still be able to continue as normal.

## 4. AJAX Errors

- AJAX errors are often related to software conflicts with PC Matic. Most likely this means there are other antivirus products still installed and/or running on your computer. Check Control Panel > Programs and Features and uninstall any other antivirus products and reboot.

## 5. Computer Wakes From Sleep

- PC Matic's scheduler automatically wakes the computer from sleep to check for a scheduled scan and execute the scan if necessary. After the check or the scan is done, PC Matic will attempt to put the computer back to sleep. Depending on your sleep settings, this may not happen correctly.

# Support

To get support from our team, you can click the Support button, which will always be in the upper right hand corner of your dashboard. From here you can visit the forums, view the user guide, and choose get support now to contact our team. You can also go directly to [pcmatic.com/help](https://pcmatic.com/help) and fill out a ticket to contact our team.

Our support team will always reply within 24 hours but typically during business hours will reply very quickly. Immediately after your ticket has been submitted you should see a confirmation from [csticket@pcmatic.com](mailto:csticket@pcmatic.com). If this message does not appear in your inbox, check your junk or spam folders and be sure to whitelist the email [csticket@pcmatic.com](mailto:csticket@pcmatic.com) with your email client so you receive future communication.



