



NETVIGATOR - Norton Service Installation Guide

Preparation

1. Check if your device meets the system requirements.
2. Remove the old Norton version, or any other anti-virus software (if applicable).
3. Ensure you have a valid Norton service.
4. Ensure you have a Norton account (if necessary – see instructions onscreen).

Remarks:

Installation time depends on your device's specifications.
User interface may differ, depending on version.



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Norton Security and Norton Secure VPN

(Norton Security will be used as an installation example)

1. Downloading to your PC

a. Log into <https://cybersecurity.netvigator.com> and go to the download page. Choose the service you wish to download - e.g. Norton Security.



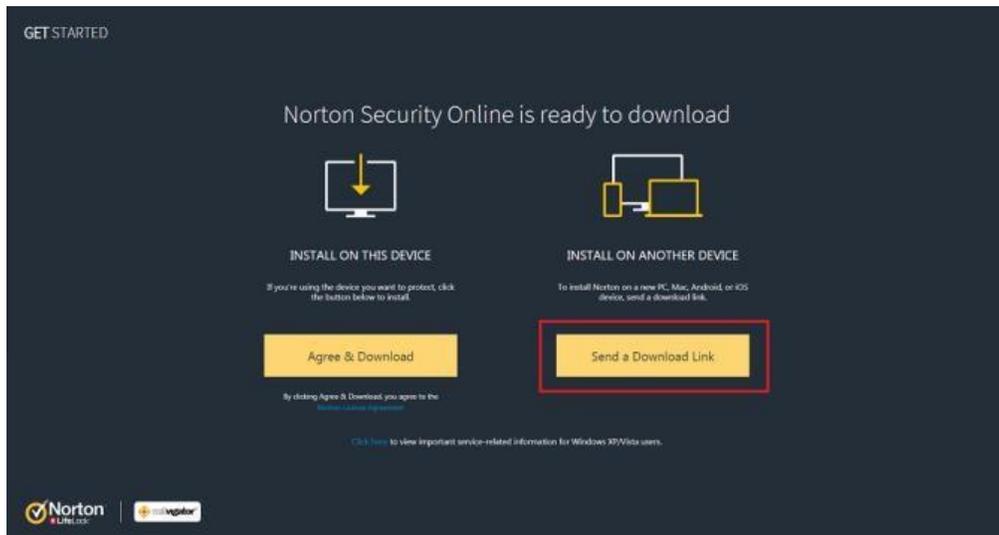
b. Click "Agree & Download".



c. Please refer to **3. Steps to install the service** for the following:

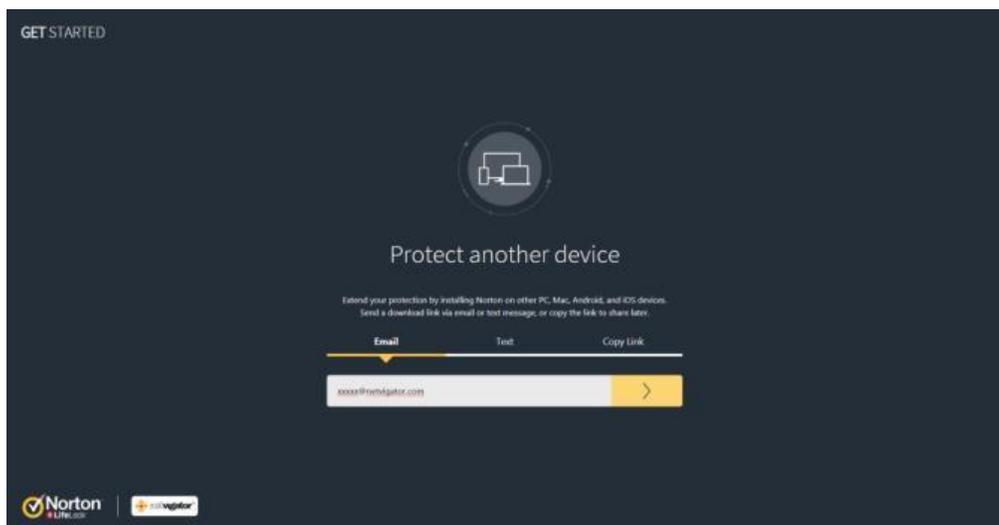
2. Downloading to another device

Click “Send a Download Link”.

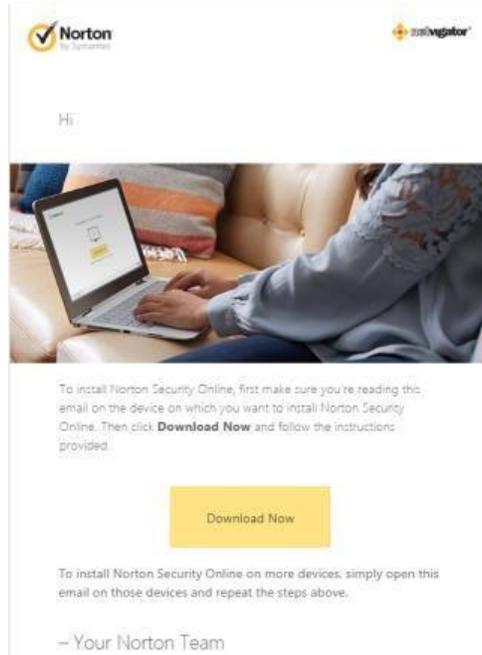


2.1 Method 1: Send the download link via email

a. Enter recipient's email address, then click “>”.

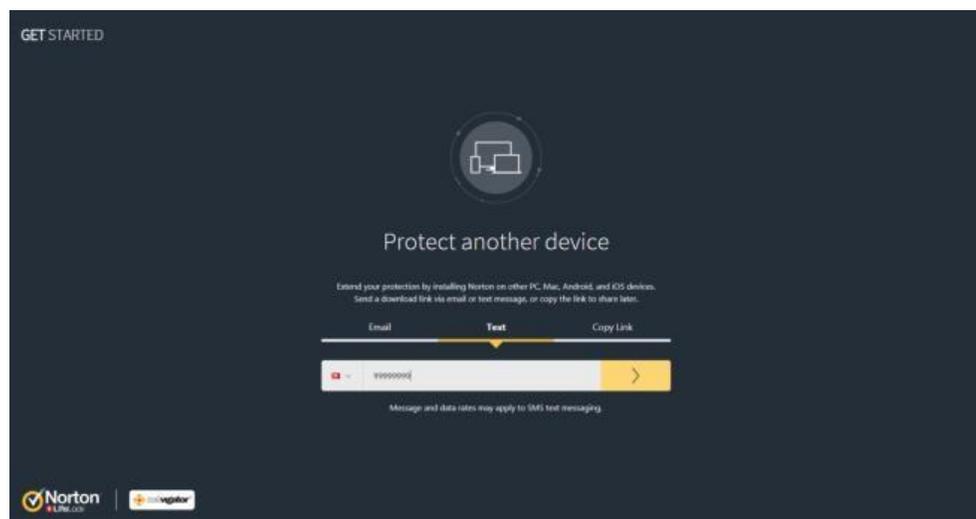


- b. Recipient will receive an email containing a download link.
Click **“Download Now”** to start the downloading process.
Please refer to **3. Steps to install the service** for the following:

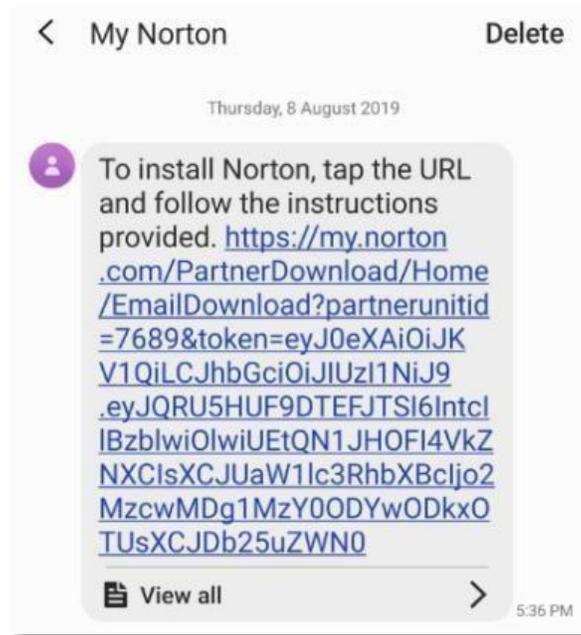


2.2 Method 2: Send the download link via SMS

- a. Select the recipient’s location, enter his/her phone number and click **“>”**.

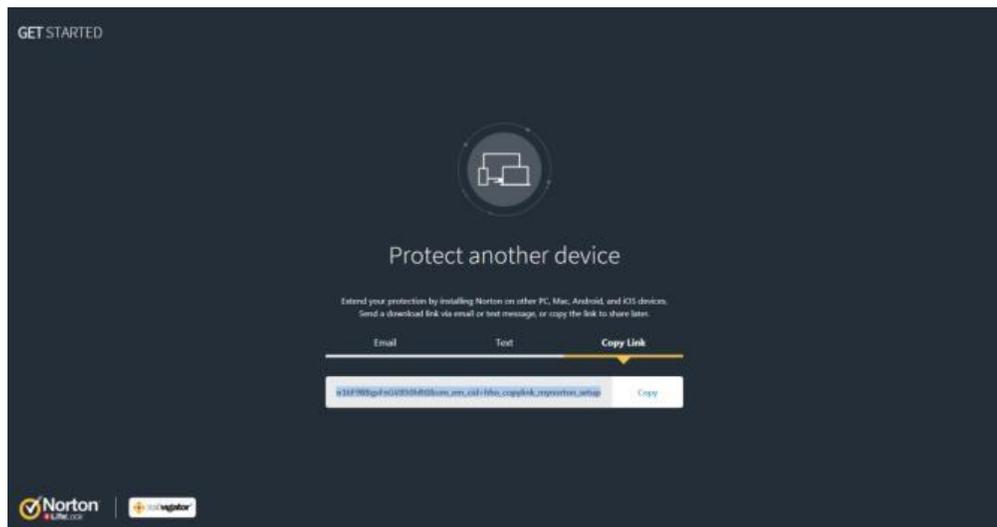


- b. Recipient will receive an SMS containing a download link.
Open the download link to start the downloading process.
Please refer to **3. Steps to install the service** for the following:

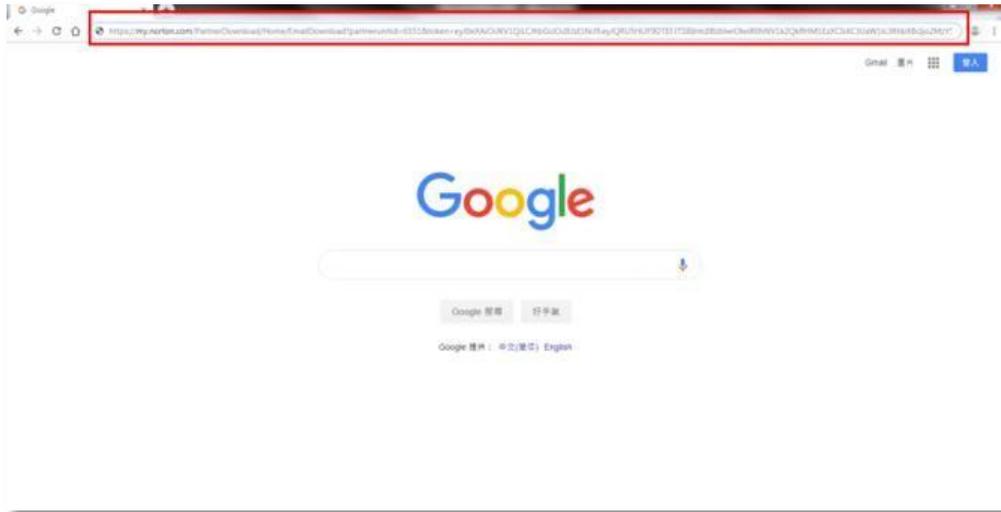


2.3 Method 3: Copy link

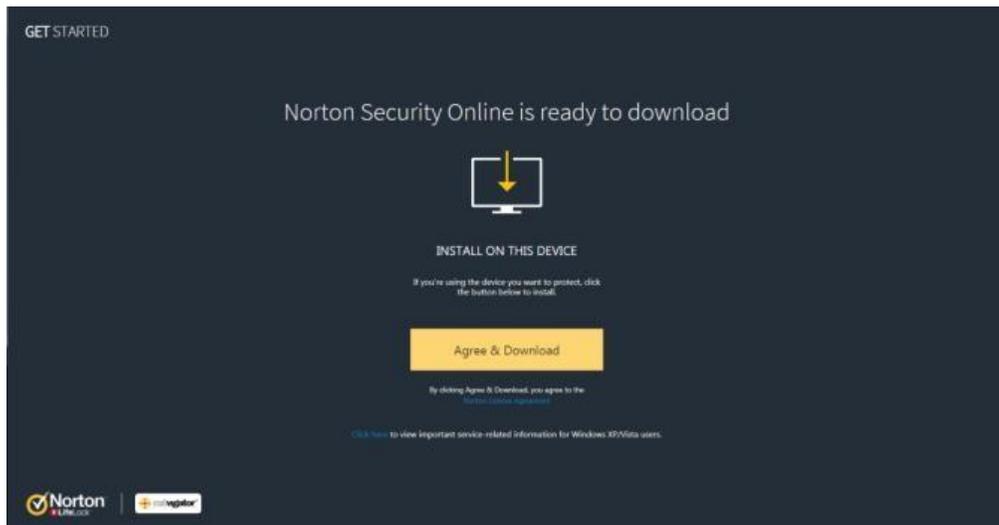
- a. Click **“Copy”** to copy the download link.



b. Paste the link you just copied into the browser's address bar and tap **“Enter”**.



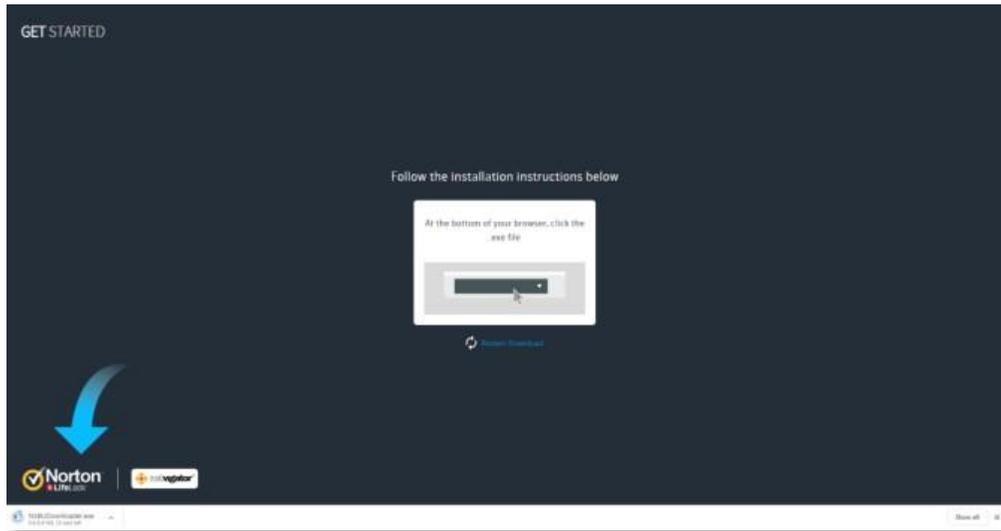
c. Click **“Agree & Download”** to start the downloading process.
Please refer to **3. Steps to install the service** for the following:



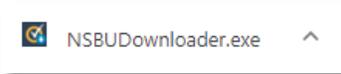
3. Steps to install the service

3.1 Installing Windows version

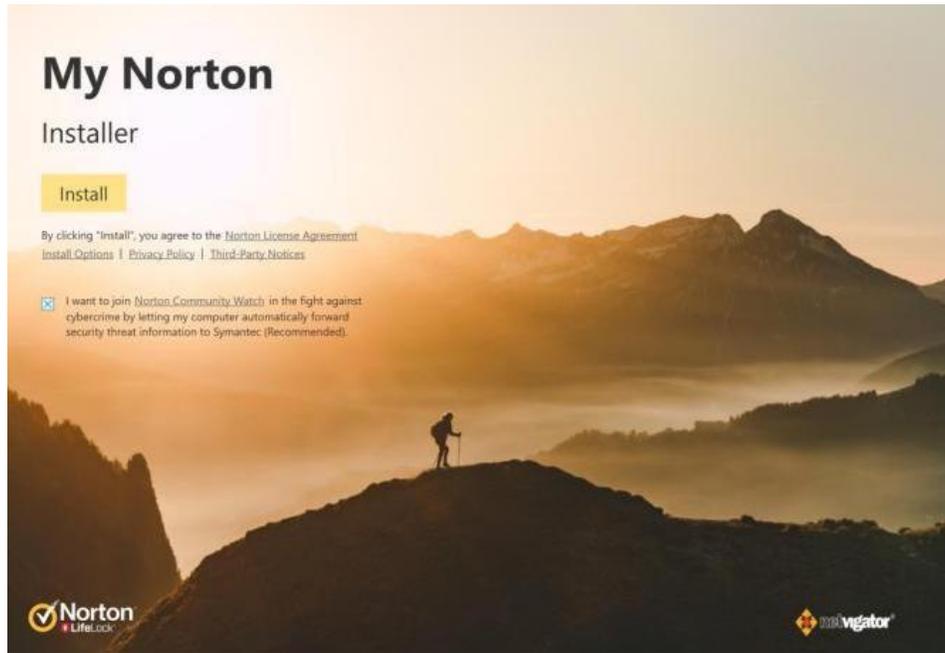
a. Click **“Agree & Download”** to start the downloading process.



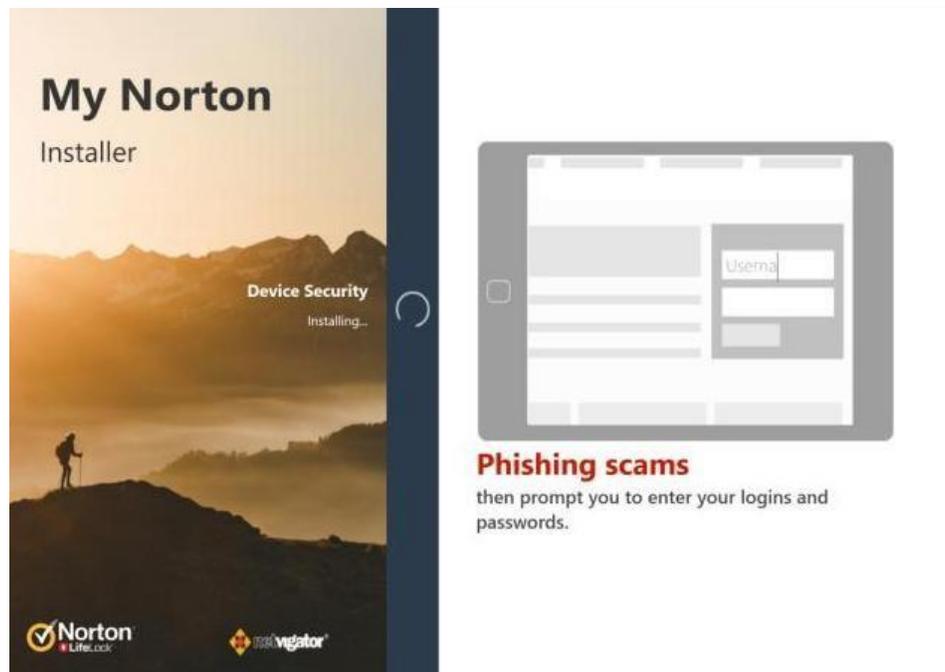
b. Click on **“.exe file”** at the bottom of your browser.
The .exe file will open automatically when downloading is complete.



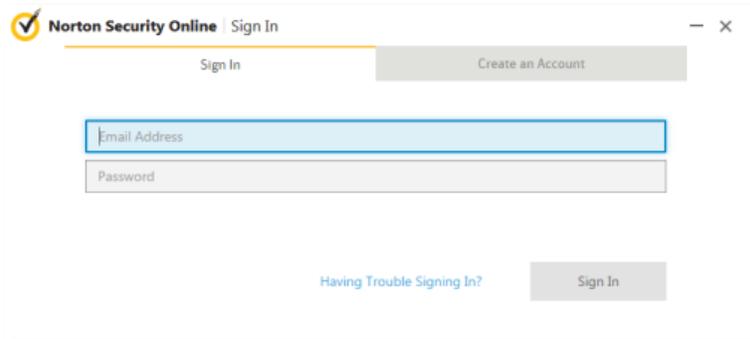
c. Click “Install” when the window below pops up.



d. Please wait until installation completes.



e. Log into Norton via your **Norton account** (if necessary – see instructions onscreen). If you do not have a Norton account, click **“Create an Account”** to create one.

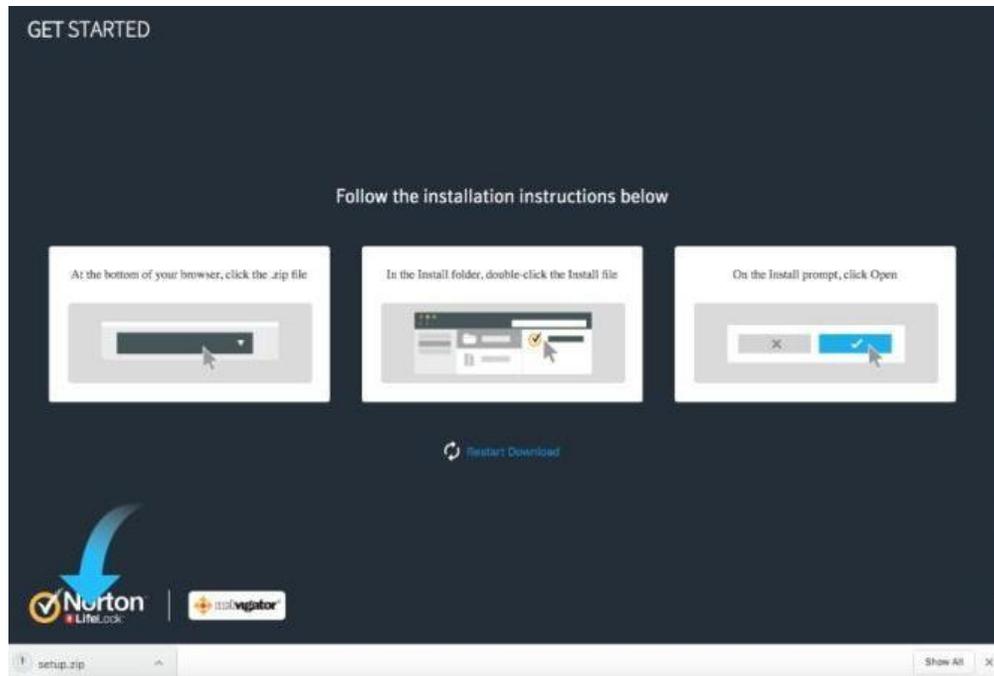


f. Installation complete.

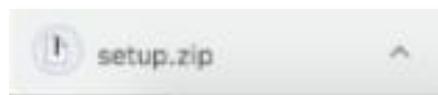


3.2 Installing Mac OS version

a. Click “Agree & Download” to start the downloading process.



b. Click on “**setup.zip**” at the bottom of your browser. Unzip the file when downloading is complete.



c. Open the unzipped file.



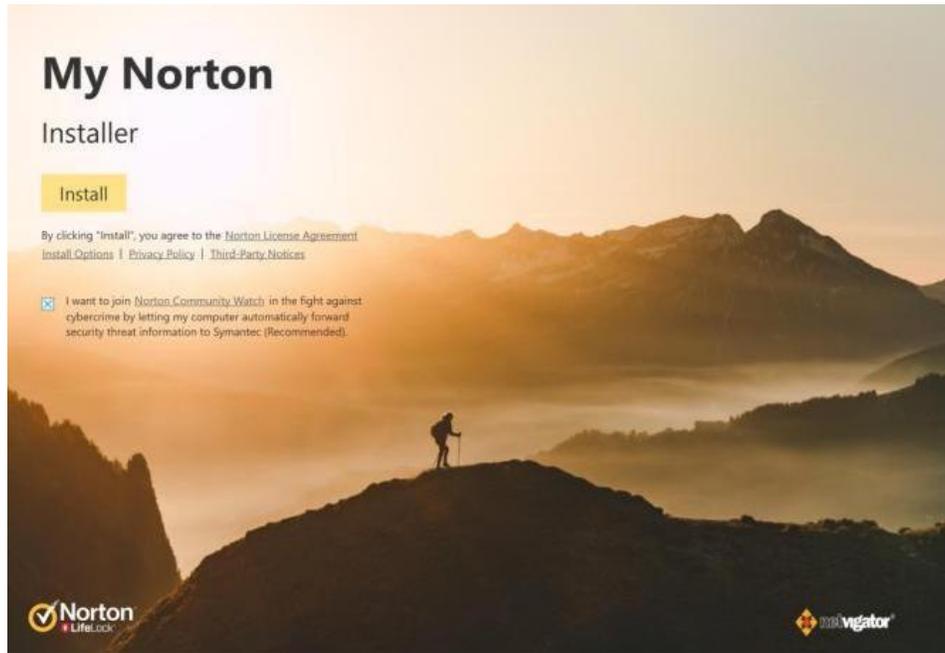
d. Find **“Install Norton Security”** and move mouse over its icon. Right-click and select **“Open”**.



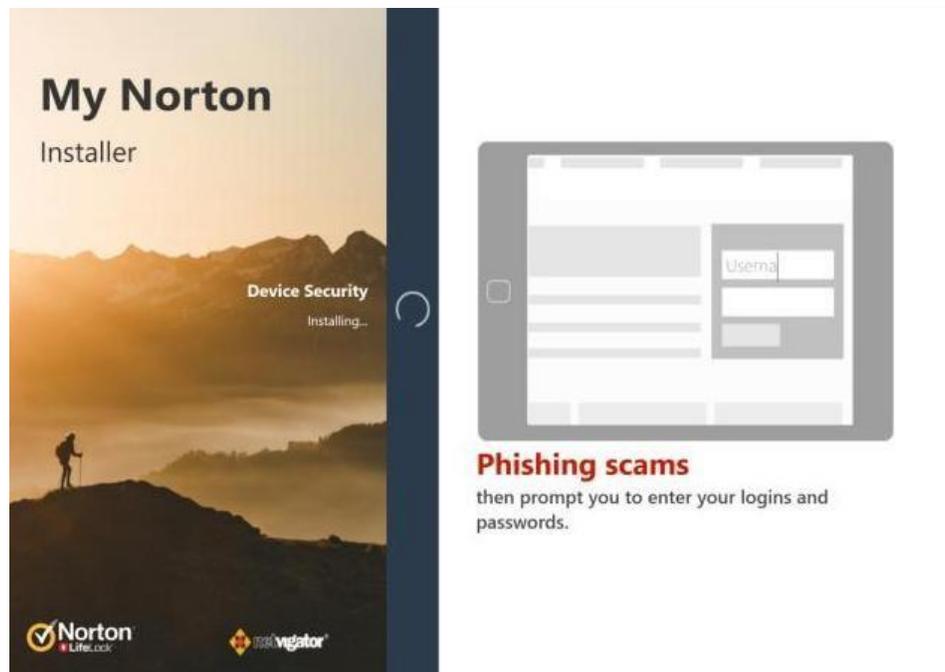
e. Click **“Open”** when the window below pops up.



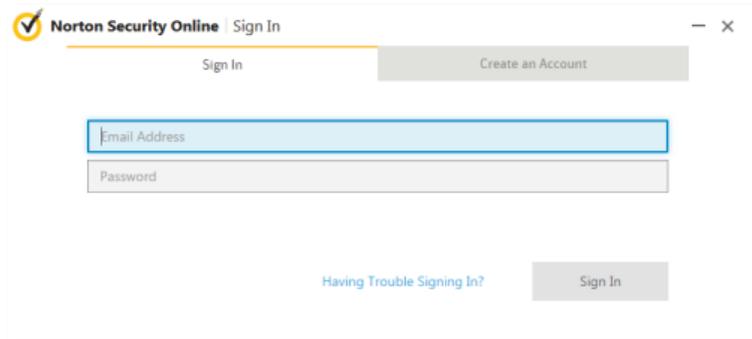
f. Click “Install” when the window below pops up.



g. Please wait until installation completes.



h. Log into Norton via your **Norton account** (if necessary – see instructions onscreen). If you do not have a Norton account, click **“Create an Account”** to create one.

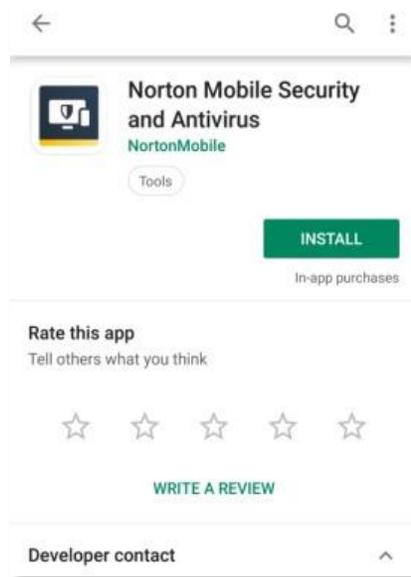


i. Installation complete.

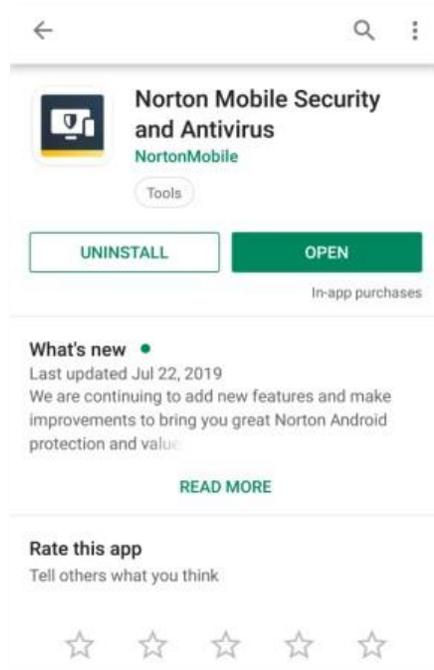


3.3 Installing Android version

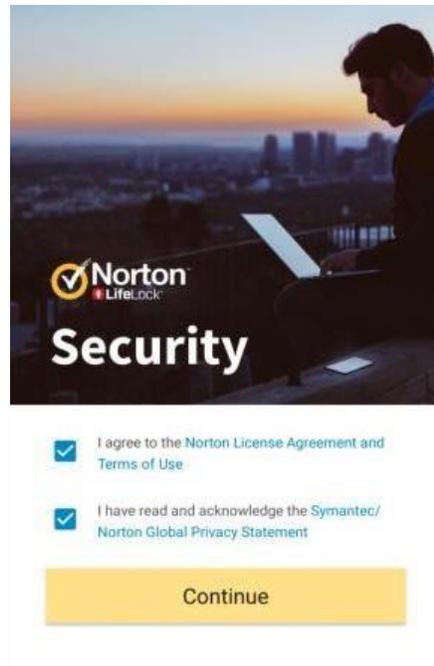
- a. You will be redirected to the **Google Play Store** after clicking the download link. Tap **“INSTALL”** to download the app.



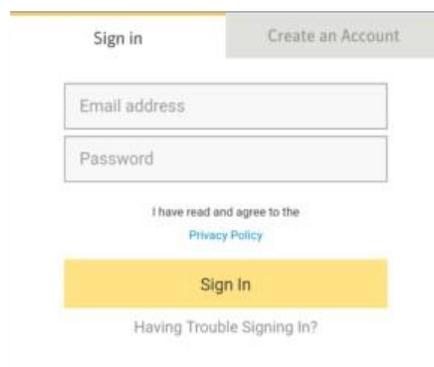
- b. When downloading completes, tap **“OPEN”** to open the app.



c. Please read the **Terms & Conditions** after opening the app. Tick **“I agree to the ...”** and **“I have read and acknowledge...”**. Then, tap **“Continue”** to proceed.



d. Log into Norton via your **Norton account** (if necessary – see instructions onscreen). If you do not have a Norton account, click **“Create an Account”** to create one.



e. Installation complete.



3.4 Installing iOS version

a. You will be redirected to the **Apple App Store** after clicking the download link. Tap **“GET”** to download the app.



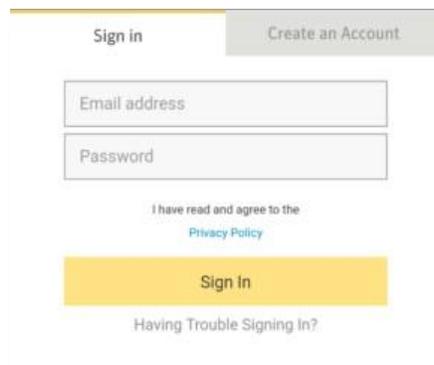
b. When download completes, tap **“OPEN”** to open the app.



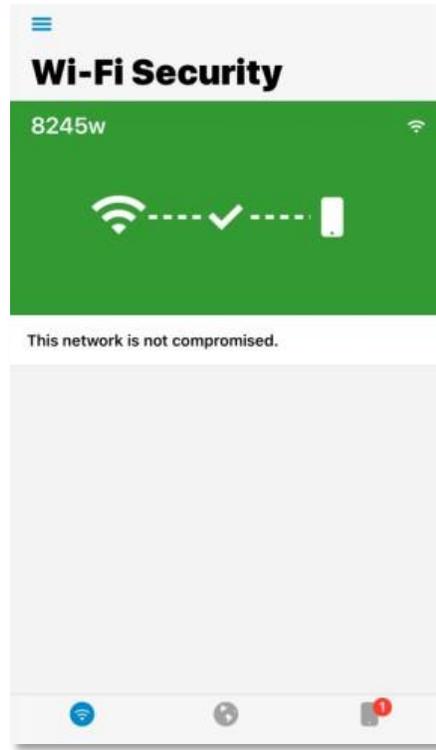
c. Please read the **Terms & Conditions** after opening the app. Tick **“I agree to the...”** and **“I have read and acknowledge...”**. Then, tap **“Continue”** to proceed.



d. Log into Norton via your **Norton account** (if necessary – see instructions onscreen). If you do not have a Norton account, tap **“Create an Account”** to create one.



e. Installation complete.



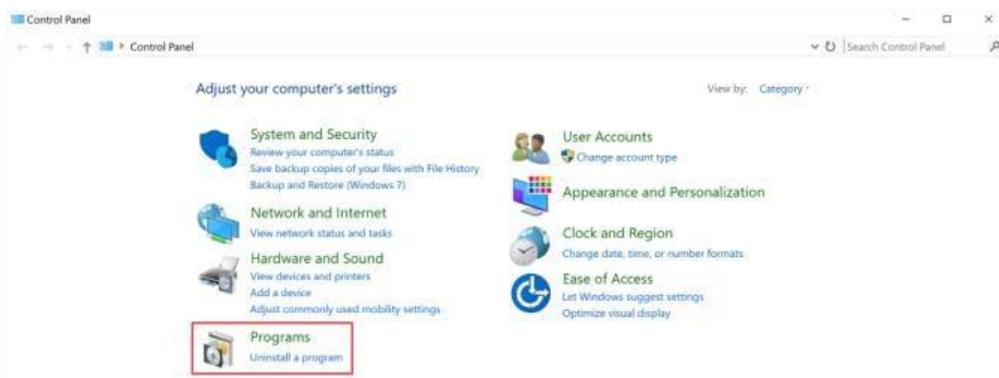
4. Steps to uninstall the service

4.1 Uninstalling Windows version

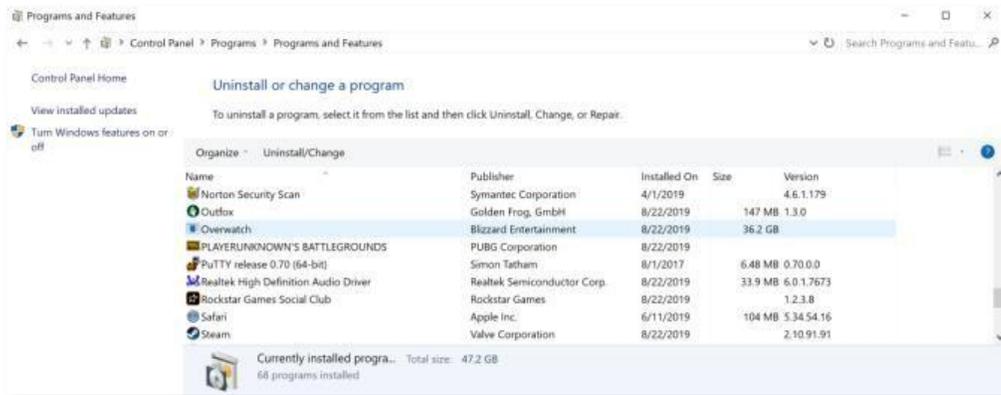
a. Tap “Start” and click “Control Panel”.



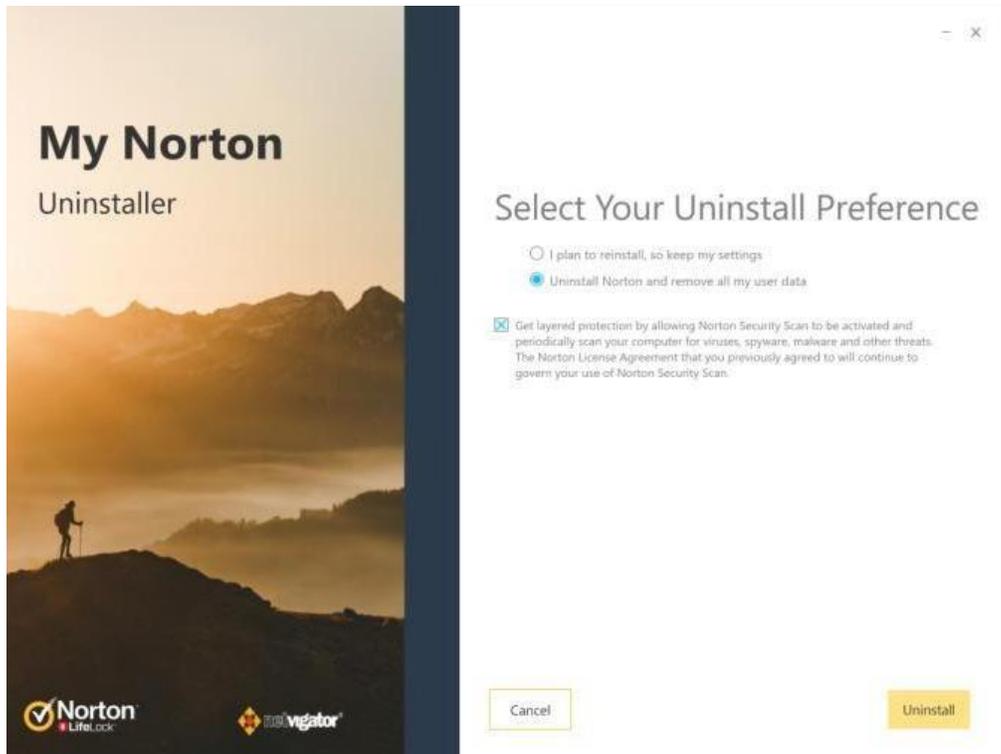
b. Click “Uninstall a program” after opening the control panel.



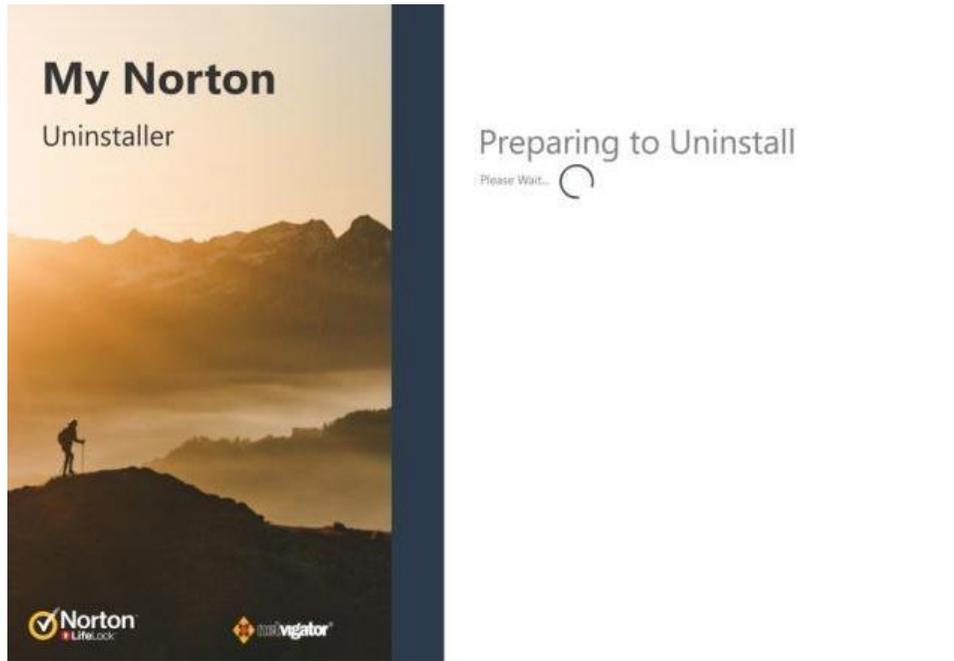
c. Find **Norton Security Online** on the list.
Click **“Uninstall/Change”**.



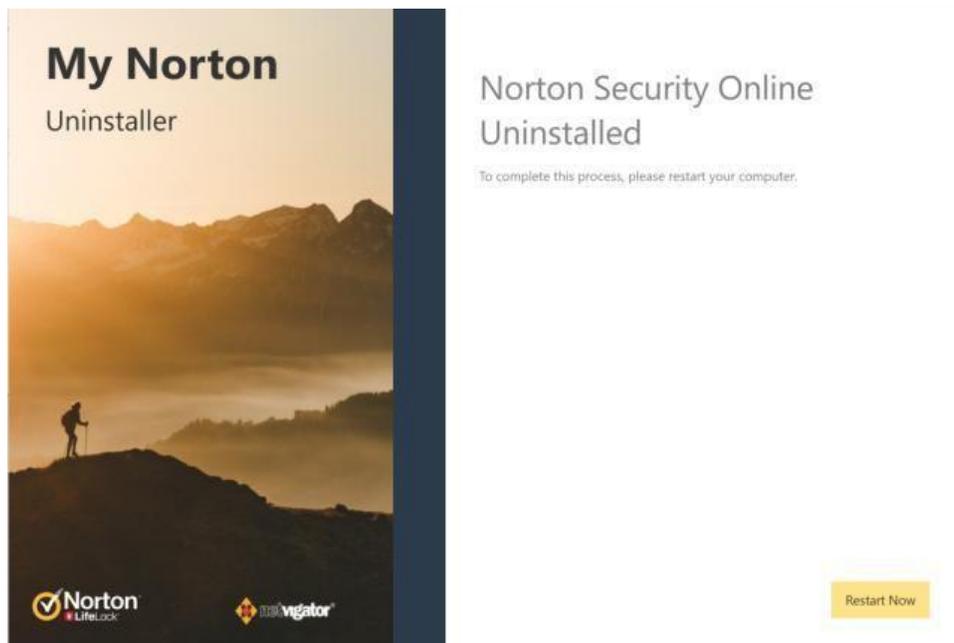
d. The window below will open automatically.
Select **“Uninstall Norton and remove all my user data”**.
Then click **“Uninstall”**.



e. Please wait until the uninstall process completes.



f. Norton Security has been uninstalled.
Click **“Restart Now”** to complete the uninstall process.



4.2 Uninstalling Mac OS version

a. Open **Finder**.



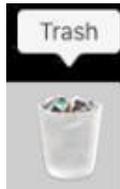
b. Click **“Applications”** in the **Finder’s** sidebar.
Find **Norton Security** and move mouse over its icon.
Right-click and select **“Move to Trash”**.



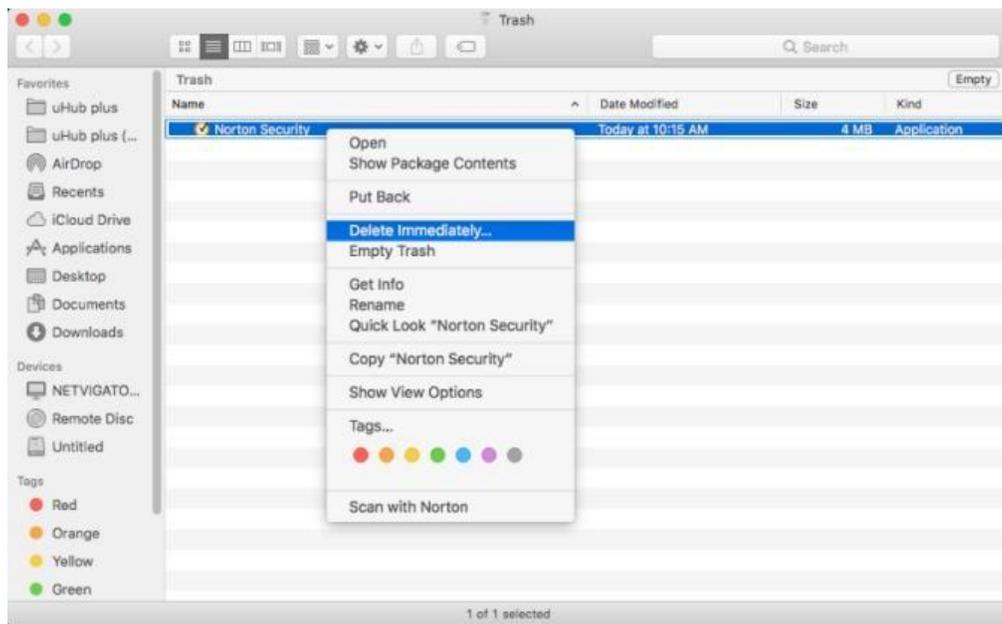
c. Enter your user name and password (if necessary – see instructions onscreen).



d. Open **Trash**.



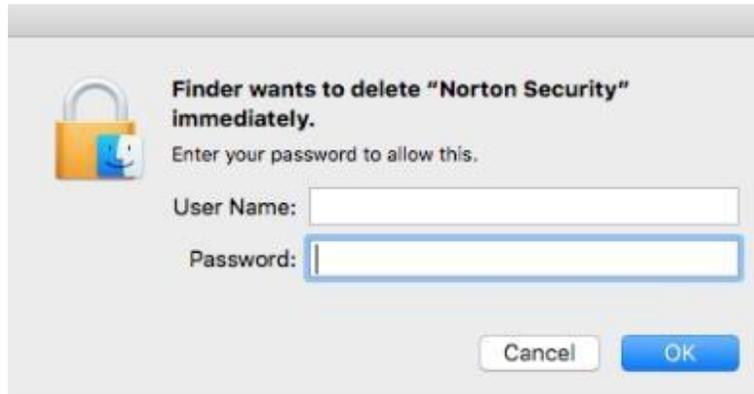
e. Find **Norton Security** and move mouse over its icon.
Right-click and select **“Delete Immediately”**.



f. Click **“Delete”**.



g. Enter your user name and password (if necessary – see instructions onscreen).



h. The window below will open automatically.
Click **"Uninstall"**.



i. Please wait until the uninstall process completes.

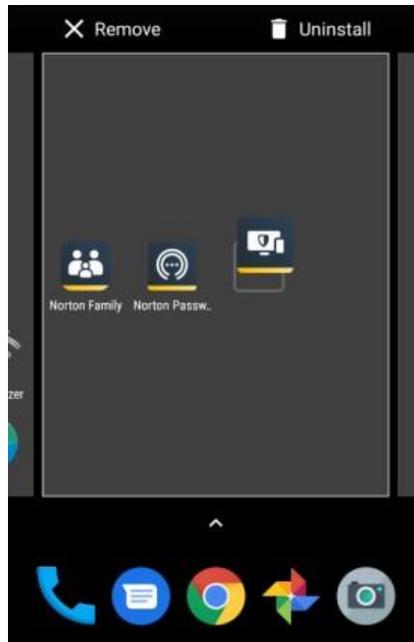


j. Norton Security has been uninstalled.
Click **“Restart Now”** to complete the uninstall process.

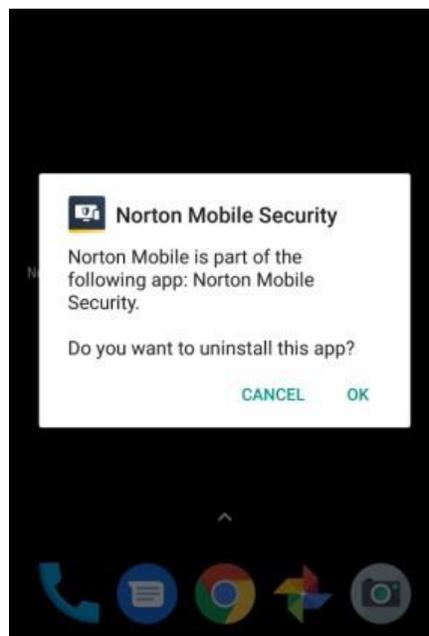


4.3 Uninstalling Android version

a. Touch and hold the **Norton Mobile Security** app, then tap “Uninstall”.



b. Tap “OK”.



c. The uninstall process is complete.

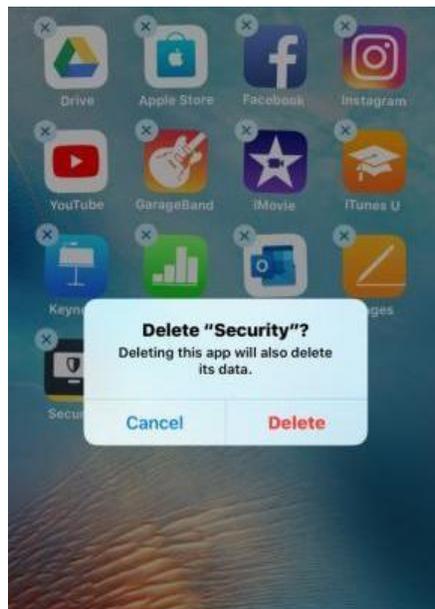


4.4 Uninstalling iOS version

- a. Touch and hold the **Norton Mobile Security** app until it jiggles. Then tap  in the top left-hand corner of the app.



- b. Tap "Delete".



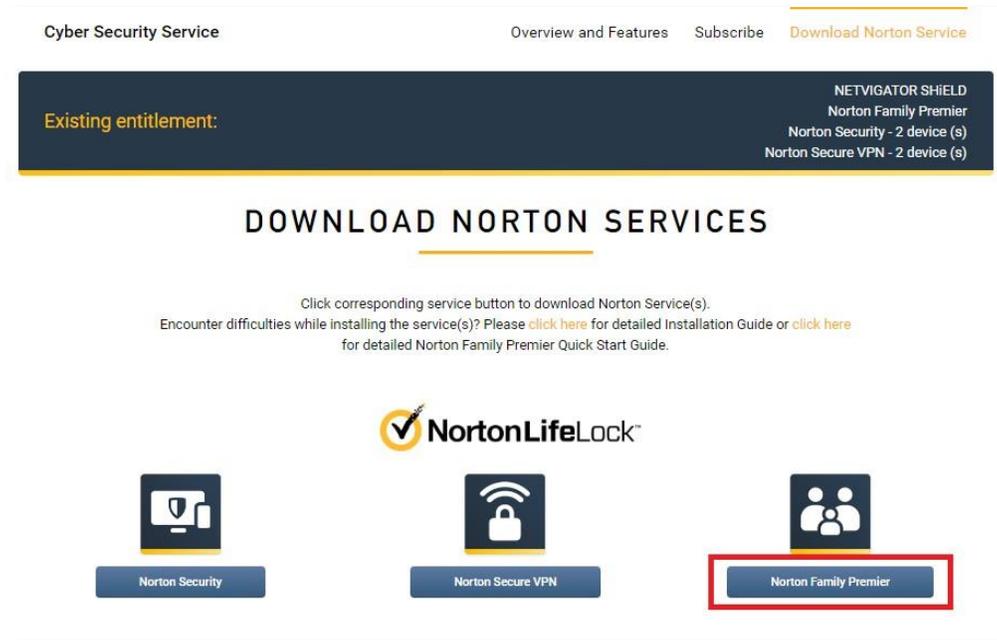
c. The uninstall process is complete.



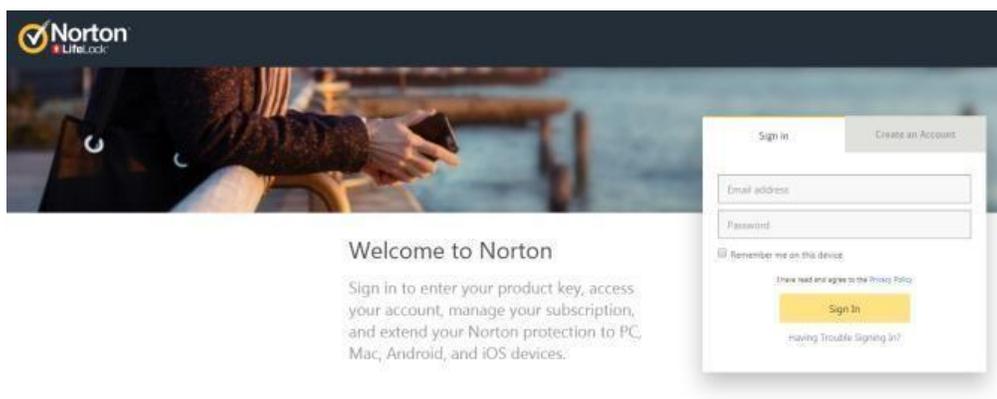
Norton Family Premier

1. Setting up Norton Account

- a. Log into <https://cybersecurity.netvigator.com> and go to the download page.
Choose **Norton Family Premier**.



- b. Log into Norton via your **Norton account**.
If you do not have a Norton account, click **“Create an Account”** to create one.

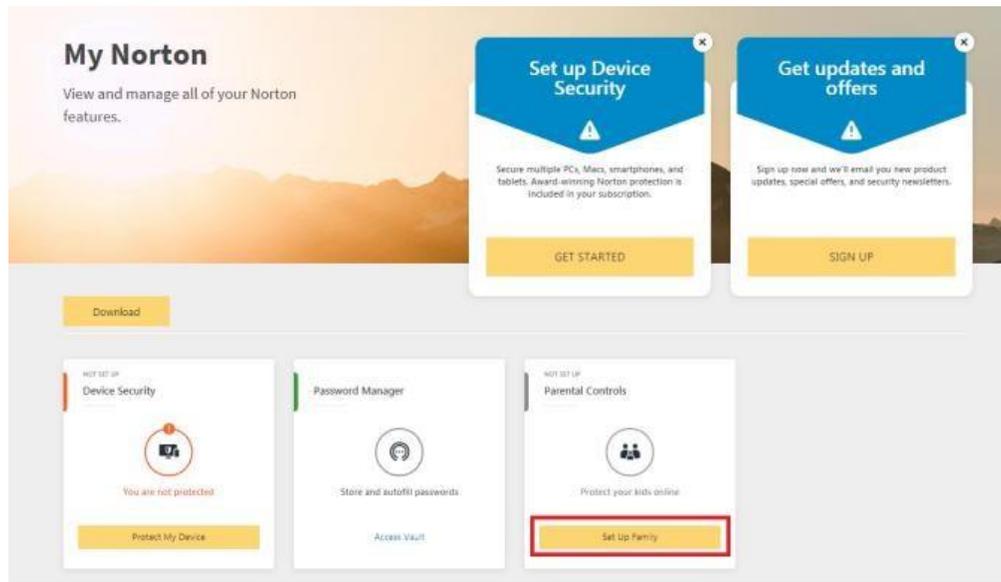


2. Installation on parent's device

2.1 Installing Windows version

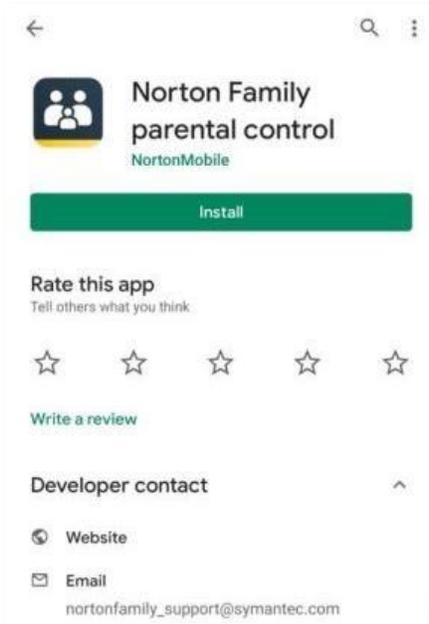
There is no installation needed if you are using Windows PC.

Log onto my.norton.com and you can start monitoring your kids.

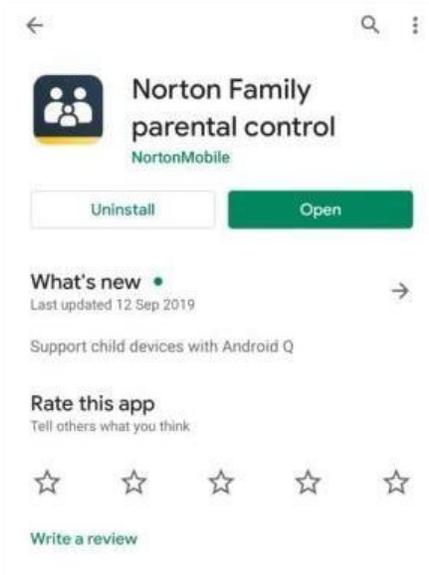


2.2 Installing Android version

- a. Go to **Google Play** and search “**Norton Family parental control**”. Tap “**INSTALL**” to download the app.



- b. Installation completes. Tap “**OPEN**” to open the app.



2.3 Installing iOS version

- a. Go to **App Store** and search **“Norton Family for Parents”**.
Tap **“GET”** to download the app.



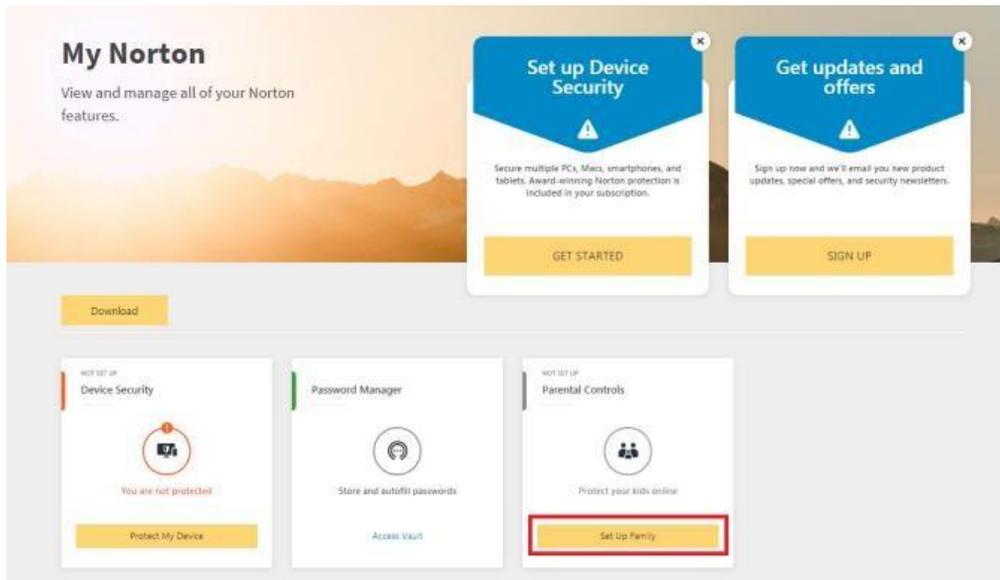
- b. Installation completes. Tap **“OPEN”** to open the app.



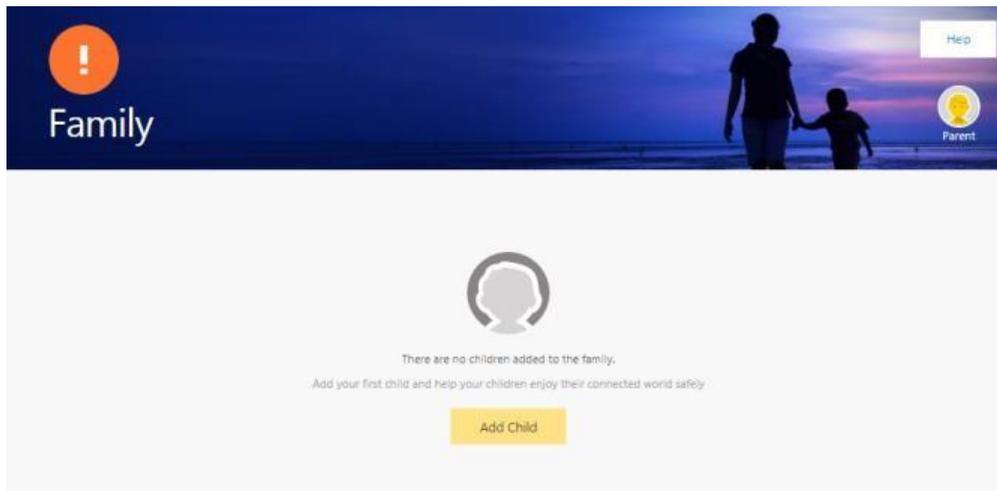
3. Installation on child's device

3.1 Installing Windows version

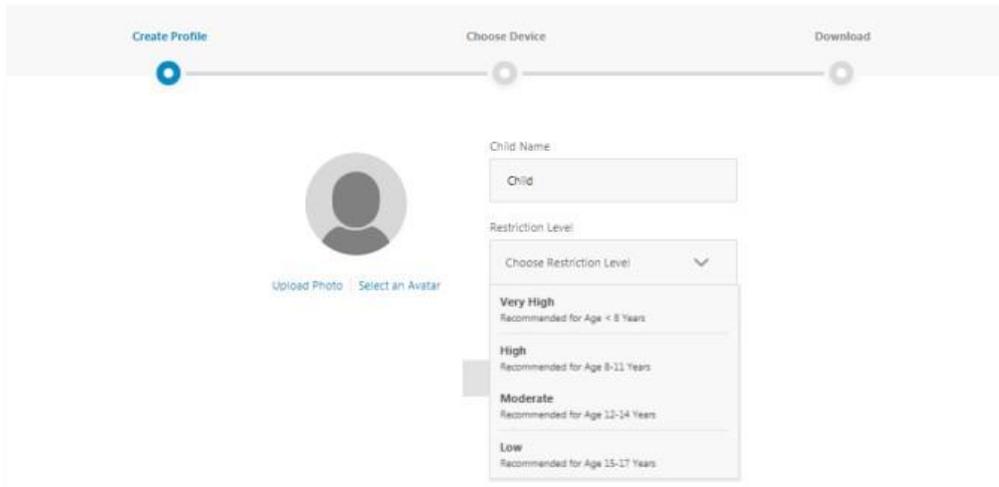
a. If you (parent) are using Windows PC, log into my.norton.com with the **Norton account** you created previously. Then click **“Set Up Family”** to start the set up.



b. Click **“Add Child”** to create child profiles.



c. Enter your **child's name** and choose the **restriction level** according to his/her age. You may also upload a photo of him/her. Click **"Next"** afterwards.

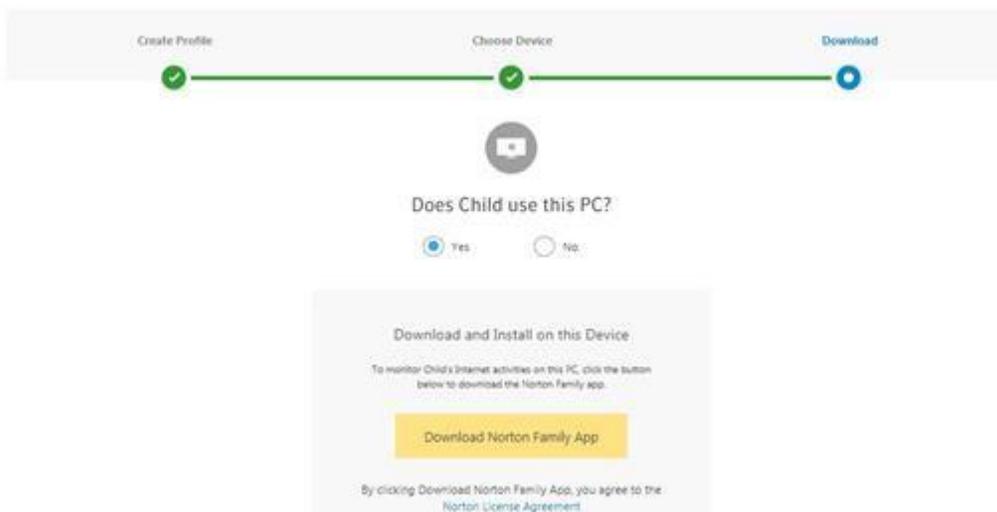


3.1.1 Downloading on the same Windows PC

a. If your child is using the same Windows PC, select **"Windows"** and click **"Next"**.



b. If your child is using this PC, select “Yes” and click “Download Norton Family App”. Otherwise, you can refer to [3.1.2 Download on another Windows PC](#).

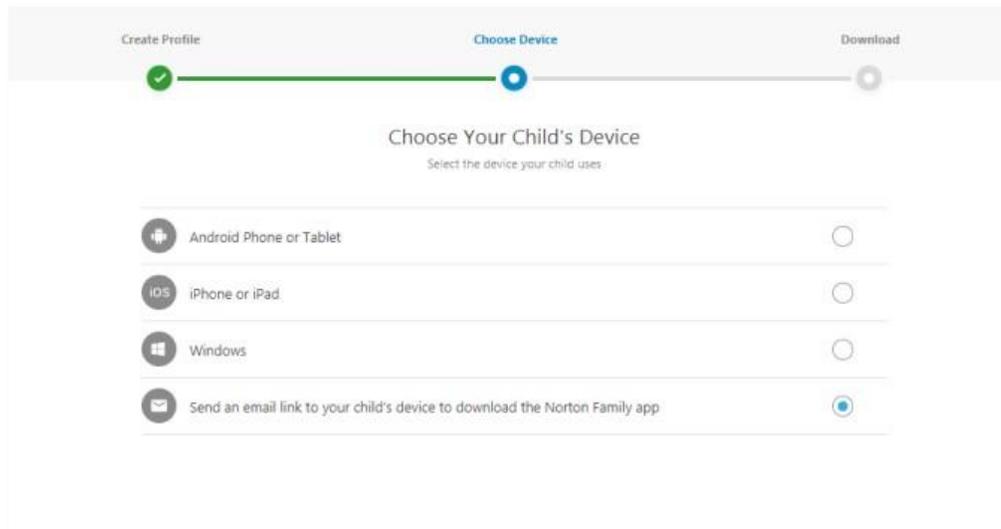


c. Please refer to [3.1.3 Installation & Setup](#) for the following:

3.1.2 Downloading on another Windows PC

If your child is using another Windows PC, you can send them a download link through email.

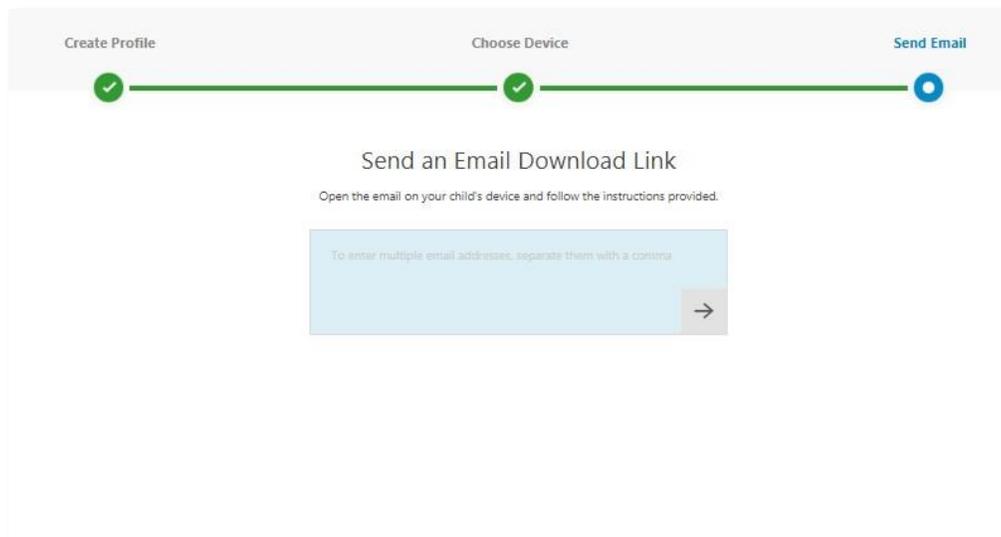
a. Select **“Send an email link...”** and click **“Next”**.



The screenshot shows a progress bar at the top with three steps: 'Create Profile' (completed with a green checkmark), 'Choose Device' (active with a blue circle), and 'Download' (pending with a grey circle). Below the progress bar, the heading is 'Choose Your Child's Device' with the instruction 'Select the device your child uses'. There are four radio button options:

- Android Phone or Tablet
- iOS iPhone or iPad
- Windows
- Send an email link to your child's device to download the Norton Family app (selected with a blue circle)

b. Type your **child's email address** and click **“->”**.



The screenshot shows the progress bar with three steps: 'Create Profile' (completed with a green checkmark), 'Choose Device' (completed with a green checkmark), and 'Send Email' (active with a blue circle). Below the progress bar, the heading is 'Send an Email Download Link' with the instruction 'Open the email on your child's device and follow the instructions provided.'. There is a text input field with a light blue background and a grey arrow button to the right. A small note above the input field says 'To enter multiple email addresses, separate them with a comma'.

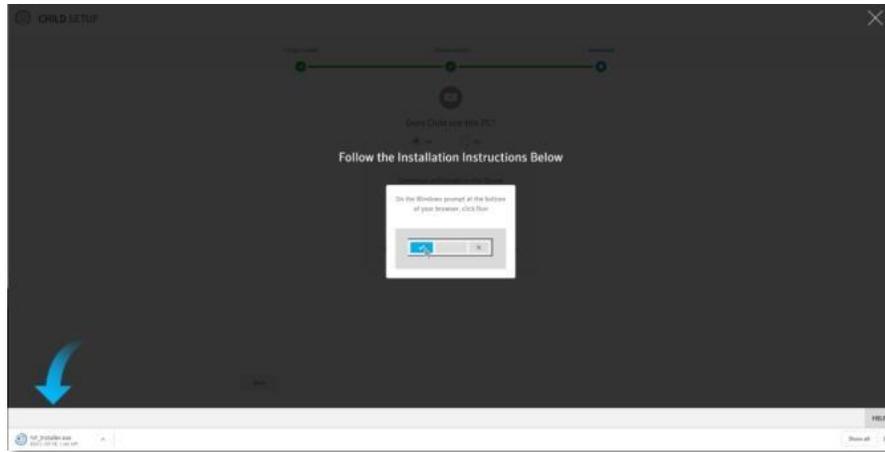
c. Your child will receive an email containing a download link.
Click the **link** to start the downloading process.



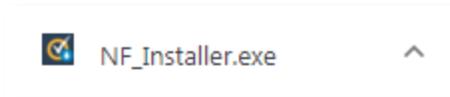
d. Please refer to **3.1.3 Installation & Setup** for the following:

3.1.3 Installation & Setup

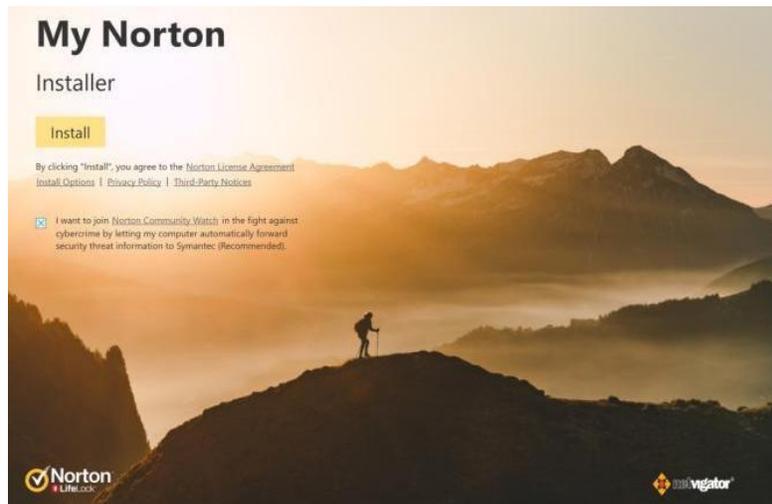
a. The downloading process will start automatically.



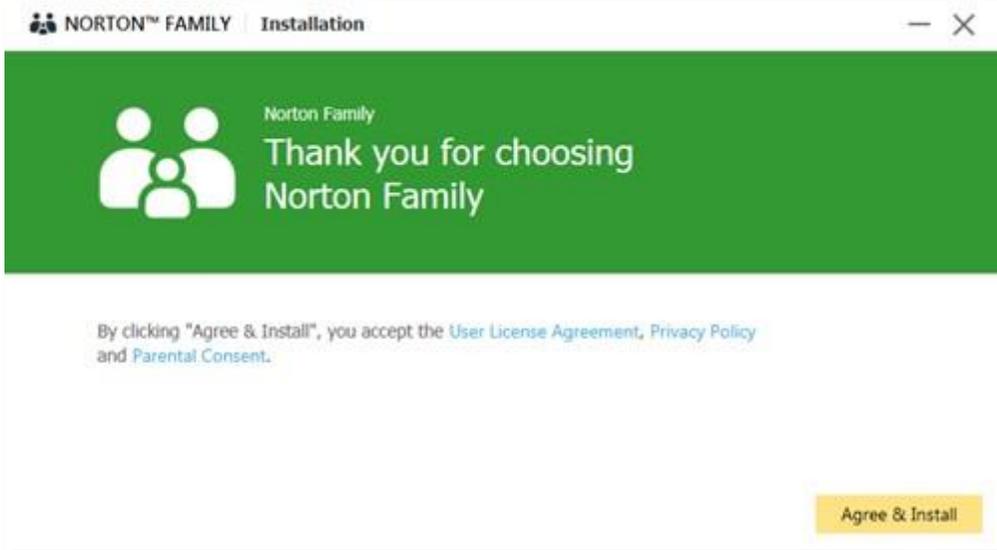
b. Click **“.exe file”** at the bottom of your browser.
The .exe file will open automatically when download completes.



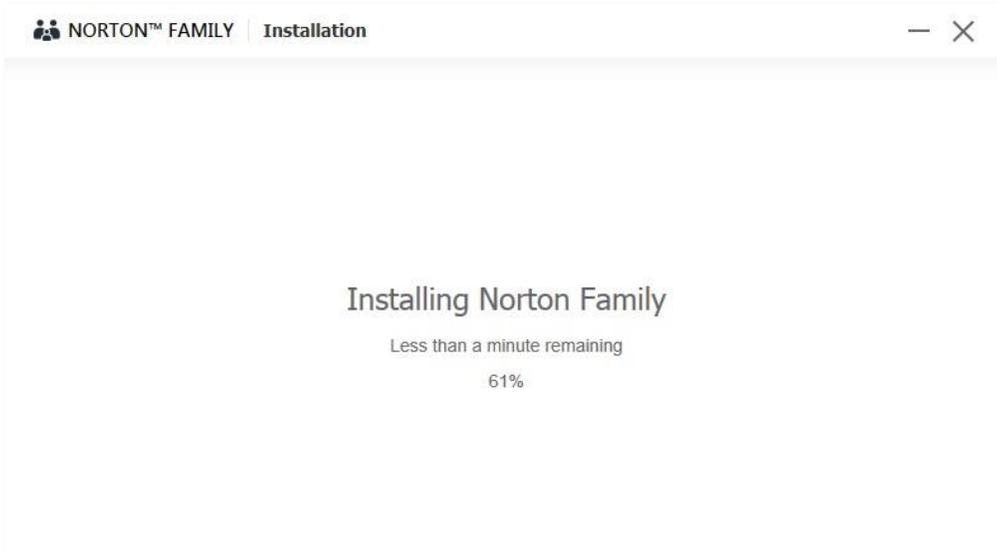
c. Click **“Install”** when the window below pops up.



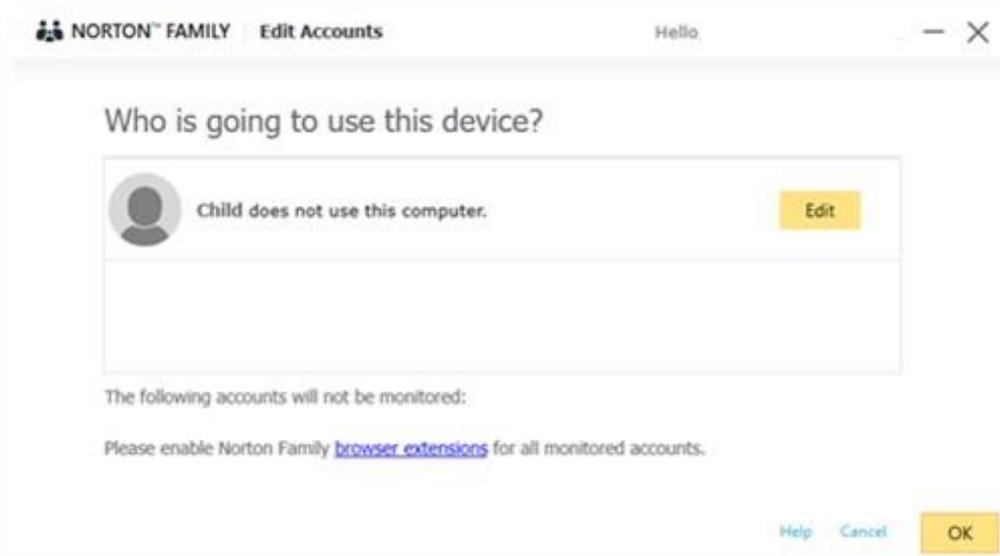
d. The window below will open automatically.
Click **“Agree & Install”**.



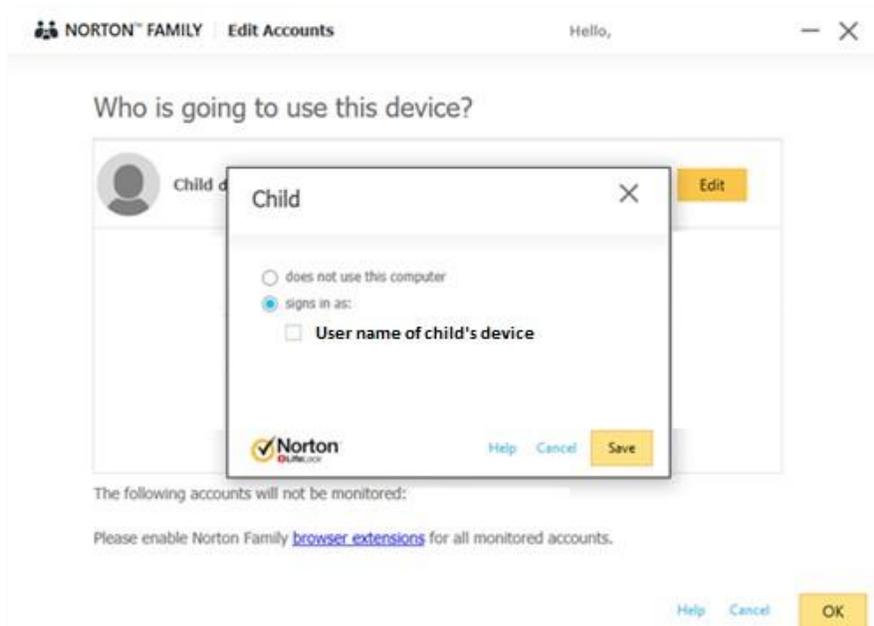
e. Please wait until installation completes.



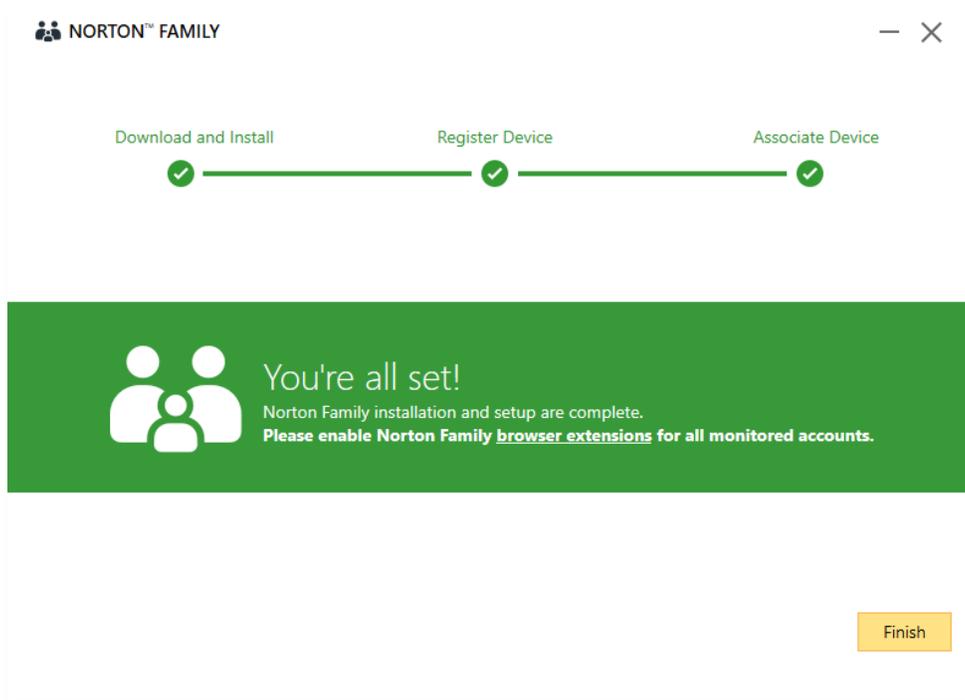
f. Choose your child's device and click **"Edit"**.



g. Select **"signs in as:"** and tick the **user name of your child's device**. Then click **"Save"** and **"OK"**.

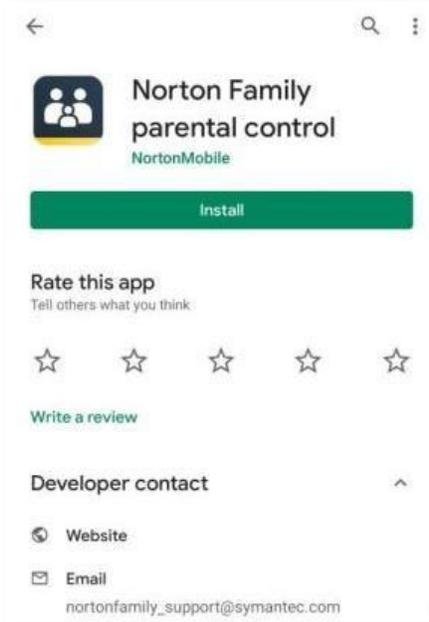


h. Installation complete. Click “Finish”.

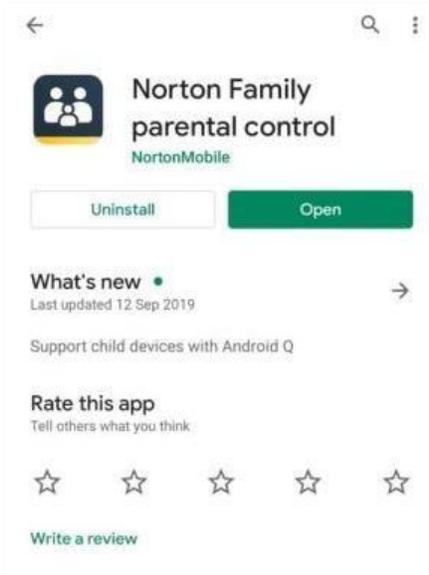


3.2 Installing Android version

- a. Go to **Google Play Store** and search “**Norton Family parental control**”. Tap “**INSTALL**” to download the app.



- b. Installation completes. Tap “**OPEN**” to open the app.



3.3 Installing iOS version

- a. Go to **App Store** and search **“Norton Family”**.
Tap **“GET”** to download the app.



- b. Installation completes. Tap **“OPEN”** to open the app.



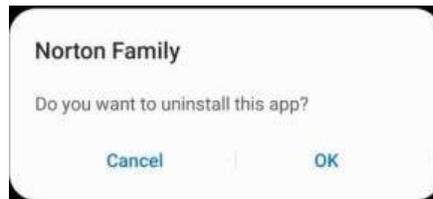
4. Uninstalling from parent's device

4.1 Uninstalling Android version

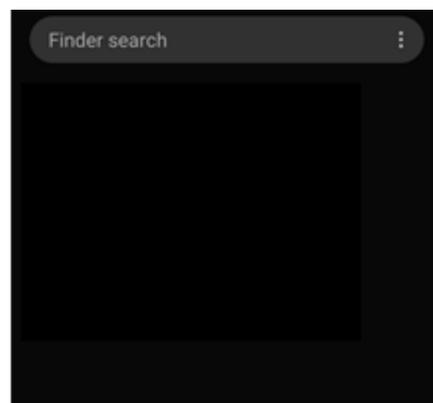
a. Touch and hold the **Norton Family** parental control app, then tap “Uninstall”.



b. Tap “OK”.



c. The uninstall process is complete.



4.2 Uninstalling iOS version

a. Touch and hold the **Norton Family for Parents** app until it jiggles.

Then tap  in the top left-hand corner of the app.



b. Tap **“Delete”** and the uninstall process is complete.



5. Uninstalling from child's device

5.1 Uninstalling Windows version

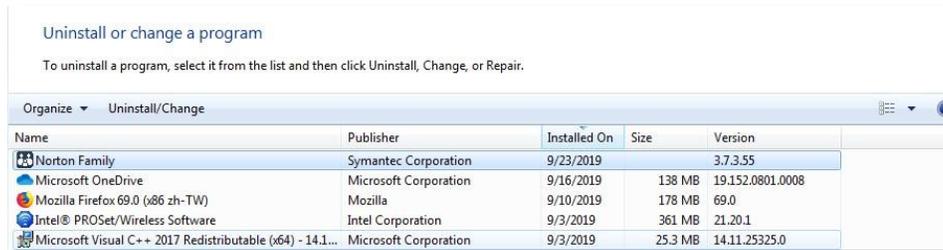
a. Tap **“Start”** and click **“Control Panel”**.



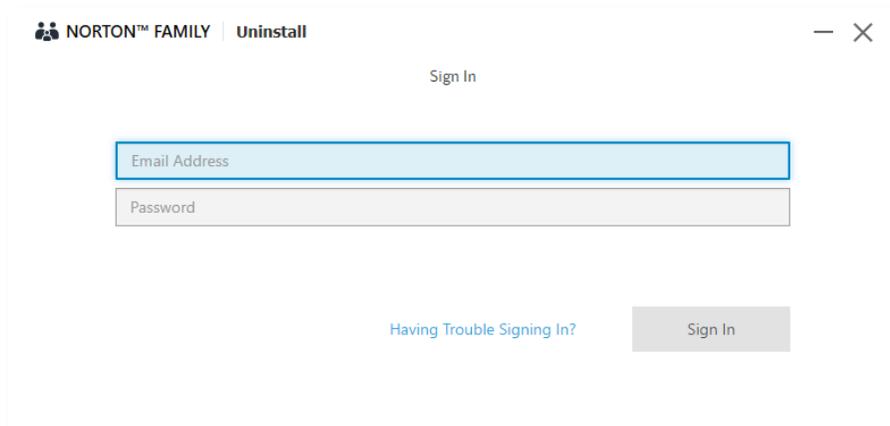
b. Click **“Uninstall a program”** after opening the control panel.



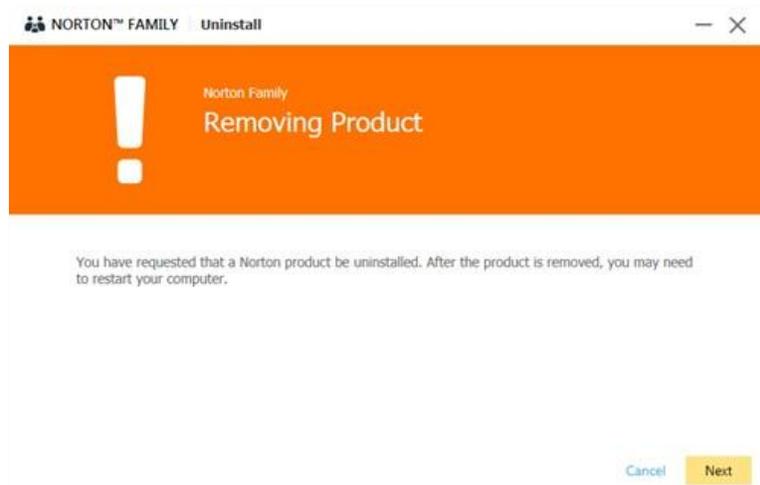
c. Find **Norton Family** on the list.
Click **“Uninstall/Change”**.



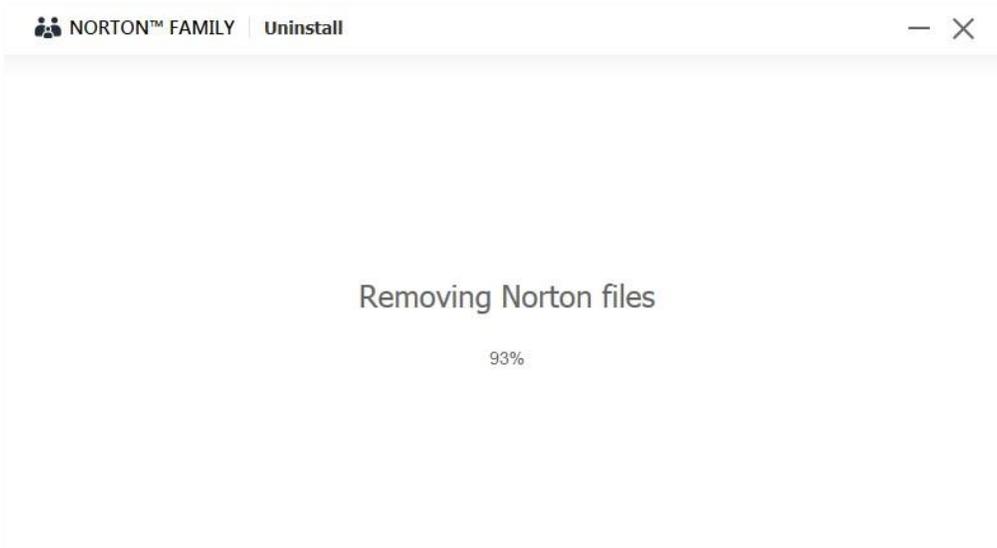
d. Log into the **same Norton account** to start the uninstall process.



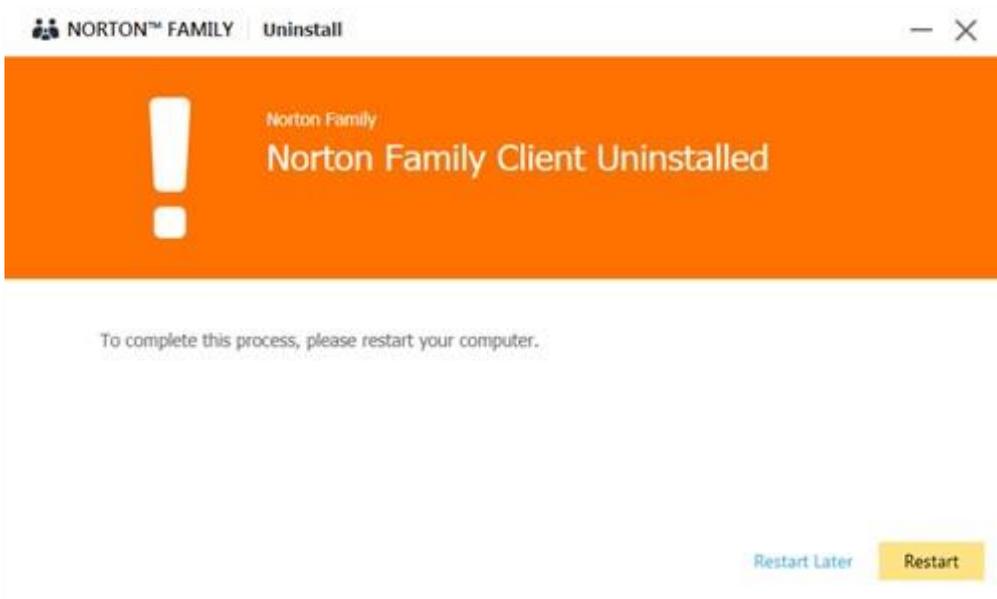
e. The window below will open automatically.
Click **“Next”** to proceed.



f. Please wait until the uninstall process completes.

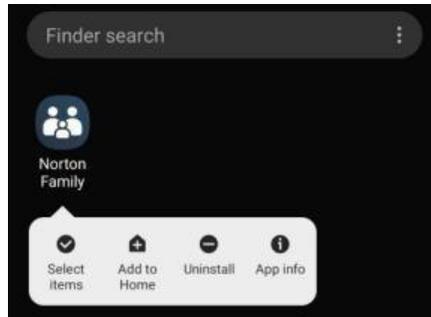


g. Norton Family has been uninstalled.
Click "**Restart**" to complete the uninstall process.

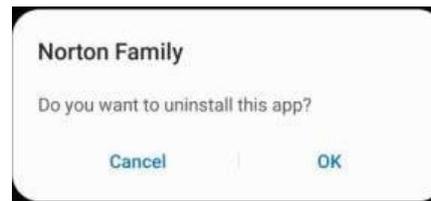


5.2 Uninstalling Android version

a. Touch and hold the **Norton Family parental control** app, then tap **“Uninstall”**.



b. Tap **“OK”**.



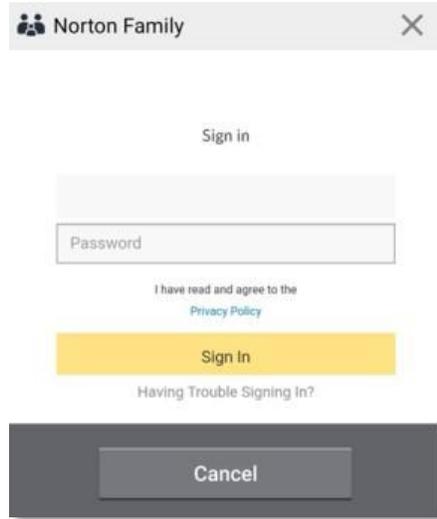
c. A notification will pop up as children cannot uninstall the app themselves. Parents can tap **“Manage device admin apps”** to proceed.



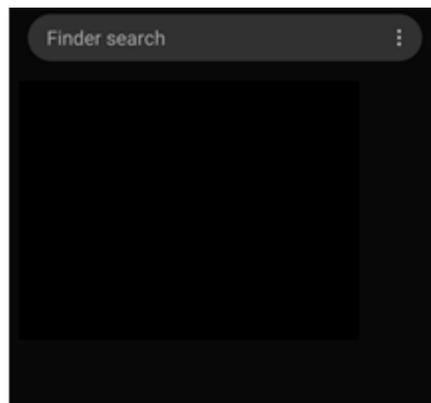
d. Tap **“Deactivate”**.



e. Log into the **same Norton account** to complete the uninstall process.

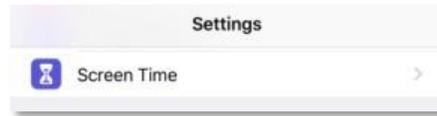


f. The uninstall process is complete.



5.3 Uninstalling iOS version

a. Open **Settings** app and tap “**Screen Time**”.



b. Tap “**Content & Privacy Restrictions**”.



c. Tap “**Allowed apps**”.



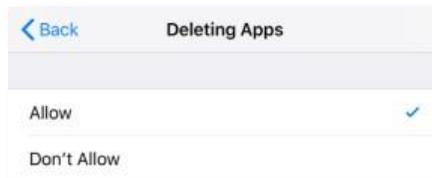
d. Enable “Safari”.



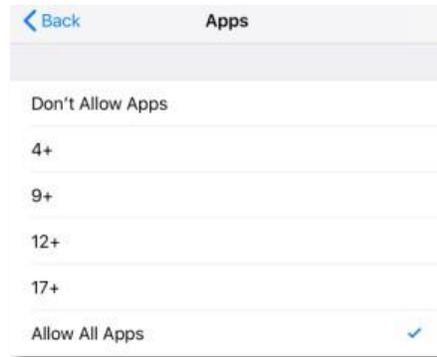
e. Go back to “Content & Privacy Restrictions” and tap “iTunes & App Store Purchases”. Then tap “Deleting Apps”.



f. Select “Allow”.



g. Go back to “Content & Privacy Restrictions” and tap “Content Restrictions”.
Then tap “Allow All Apps”.



h. Go to Home page.
Touch and hold the **Norton Family** app until it jiggles.
Then tap  in the top left-hand corner of the app.



i. Tap “Delete” and the uninstall process is complete.

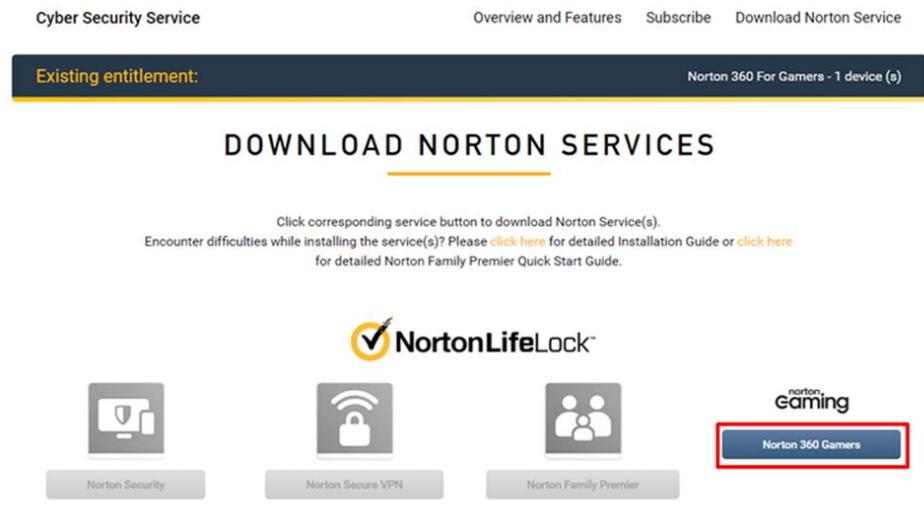


Norton 360 for Gamers

(Norton Security will be used as an installation example)

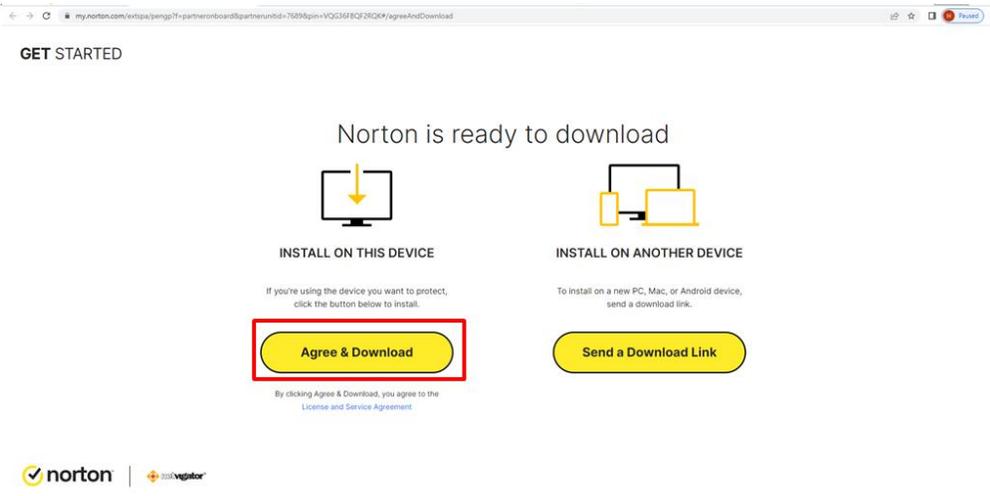
1. Downloading to your PC

a. Log into <https://cybersecurity.netvigator.com> and go to the download page. Choose the service you wish to download - e.g. Norton 360.



The screenshot shows the Norton download page. At the top, there are navigation links: "Cyber Security Service", "Overview and Features", "Subscribe", and "Download Norton Service". Below this is a dark banner with "Existing entitlement: Norton 360 For Gamers - 1 device (s)". The main heading is "DOWNLOAD NORTON SERVICES". Below the heading is a message: "Click corresponding service button to download Norton Service(s). Encounter difficulties while installing the service(s)? Please [click here](#) for detailed Installation Guide or [click here](#) for detailed Norton Family Premier Quick Start Guide." There are four service buttons: "Norton Security", "Norton Secure VPN", "Norton Family Premier", and "Norton 360 Gamers". The "Norton 360 Gamers" button is highlighted with a red box.

b. Click "Agree & Download".

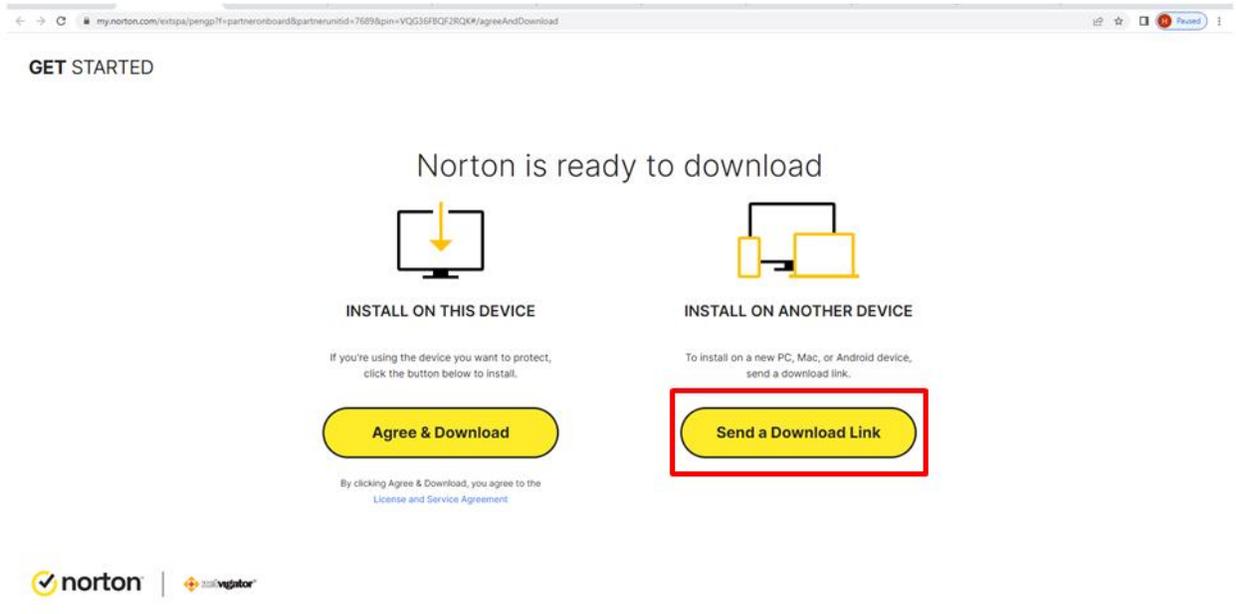


The screenshot shows the Norton download confirmation page. The browser address bar shows "my.norton.com/entipsa?engid=71-partneronboard&partnerid=76293pin-vQG34f8QZ2RQK9/agreeAndDownload". The page has a "GET STARTED" heading. The main heading is "Norton is ready to download". There are two options: "INSTALL ON THIS DEVICE" and "INSTALL ON ANOTHER DEVICE". Under "INSTALL ON THIS DEVICE", there is a message: "If you're using the device you want to protect, click the button below to install." Below this is a yellow button labeled "Agree & Download" which is highlighted with a red box. Under "INSTALL ON ANOTHER DEVICE", there is a message: "To install on a new PC, Mac, or Android device, send a download link." Below this is a yellow button labeled "Send a Download Link". At the bottom, there is a small text: "By clicking Agree & Download, you agree to the License and Service Agreement." The Norton and netvigator logos are at the bottom left.

c. Please refer to **3. Steps to install the service** for the following.

2. Downloading to another device

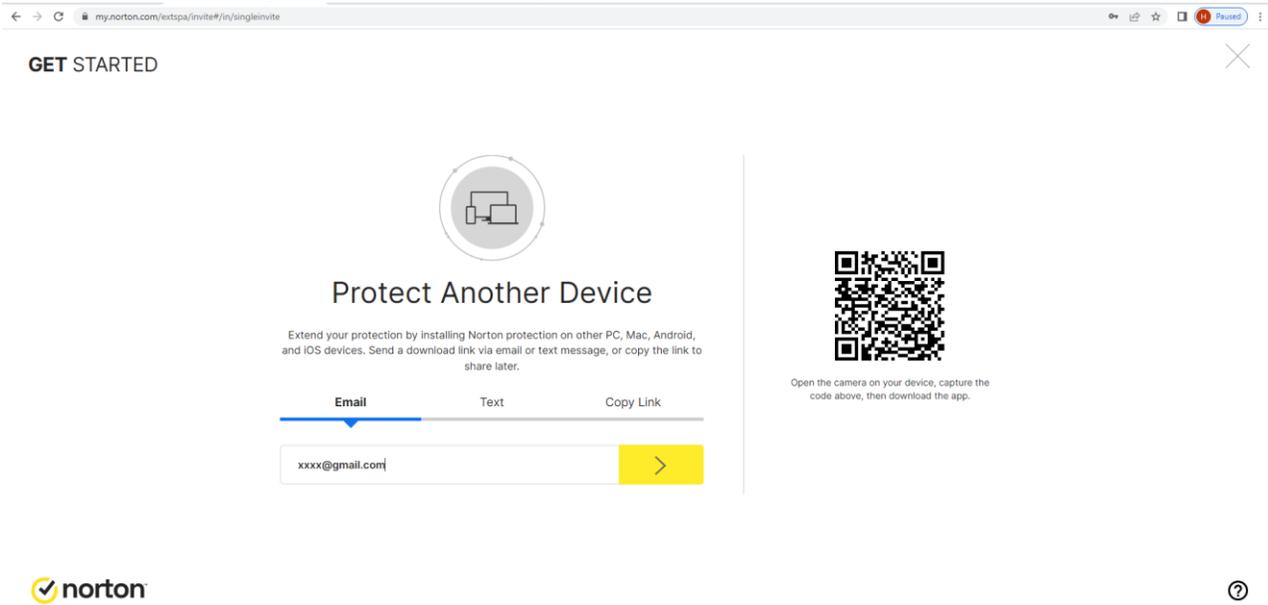
Click “Send a Download Link”.



The screenshot shows the Norton website interface. At the top, it says "GET STARTED". Below that, the heading "Norton is ready to download" is displayed. There are two main options: "INSTALL ON THIS DEVICE" and "INSTALL ON ANOTHER DEVICE". The "INSTALL ON ANOTHER DEVICE" option is highlighted with a red box around its "Send a Download Link" button. The "INSTALL ON THIS DEVICE" option has an "Agree & Download" button. Below the buttons, there is a small text: "By clicking Agree & Download, you agree to the License and Service Agreement". At the bottom left, the Norton and netvigator logos are visible.

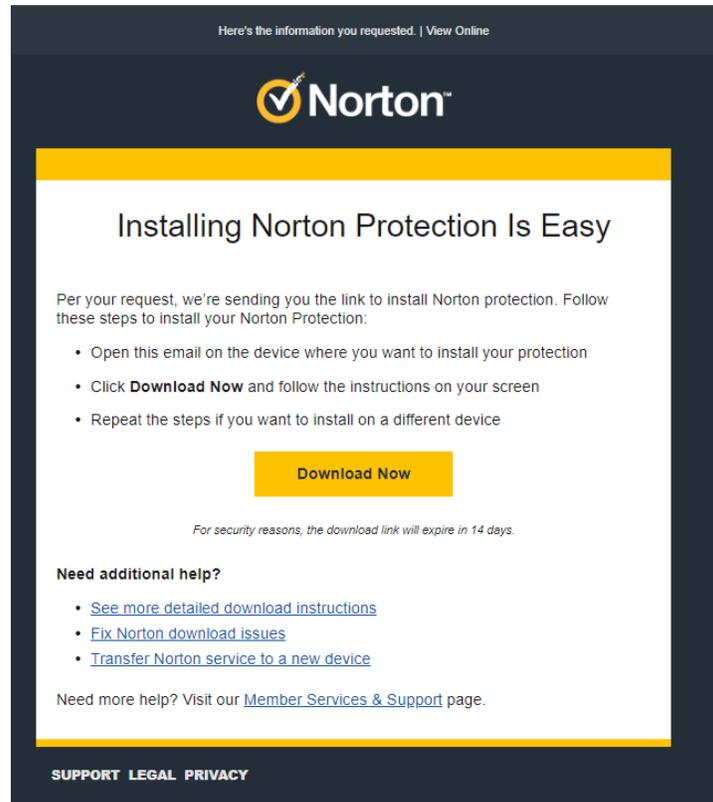
2.1 Method 1: Send the download link via email

a. Enter recipient’s email address, then click “>”.



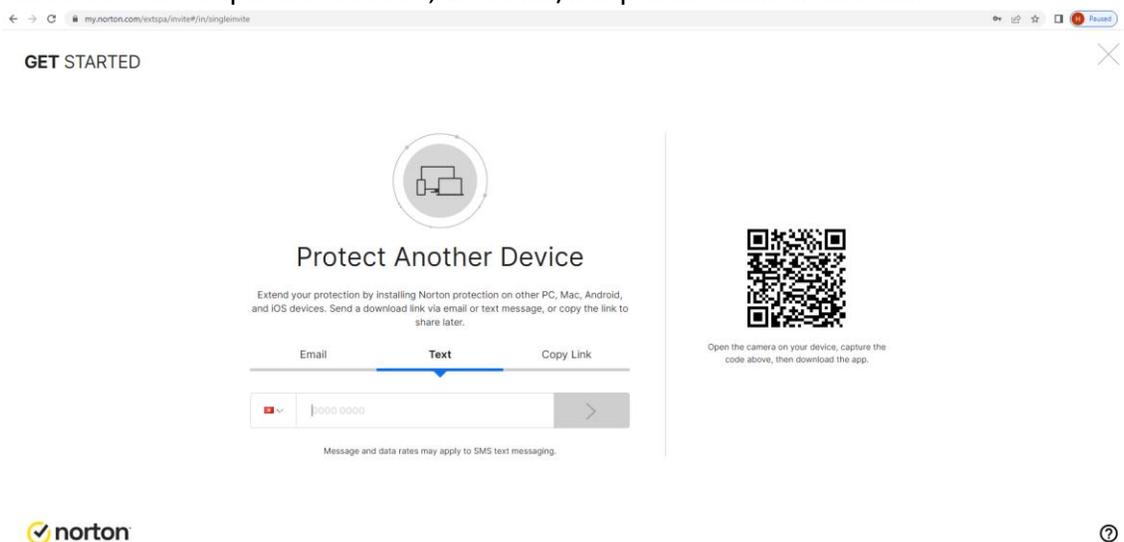
The screenshot shows the "Protect Another Device" page. At the top, it says "GET STARTED" with a close button (X) on the right. The heading "Protect Another Device" is centered. Below it, there is a sub-heading: "Extend your protection by installing Norton protection on other PC, Mac, Android, and iOS devices. Send a download link via email or text message, or copy the link to share later." There are three tabs: "Email", "Text", and "Copy Link". The "Email" tab is selected. Below the tabs, there is an input field containing "xxxx@gmail.com" and a yellow button with a right-pointing arrow (>). To the right of the input field, there is a QR code. Below the QR code, there is a small text: "Open the camera on your device, capture the code above, then download the app." At the bottom left, the Norton logo is visible. At the bottom right, there is a question mark icon (?).

- b. Recipient will receive an email containing a download link. Click “Download Now” to start the downloading process. Please refer to 3. Steps to install the service for the following:



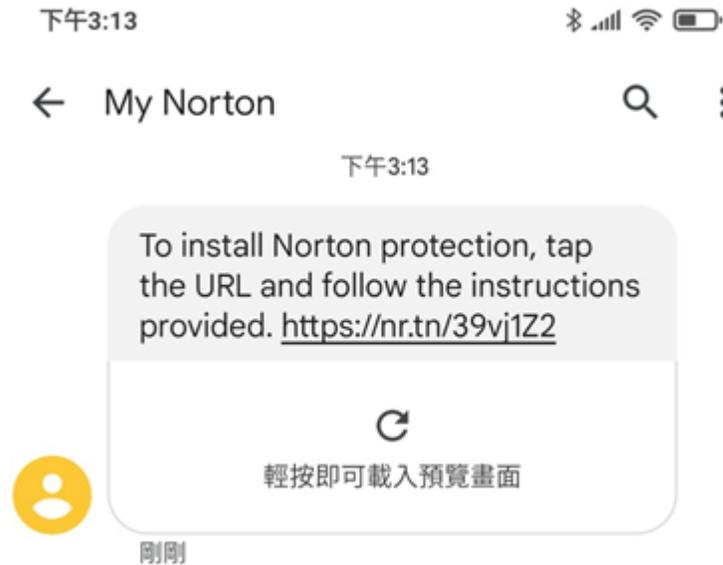
2.2 Method 2: Send the download link via SMS

- a. Select the recipient's location, enter his/her phone number and click “>”.



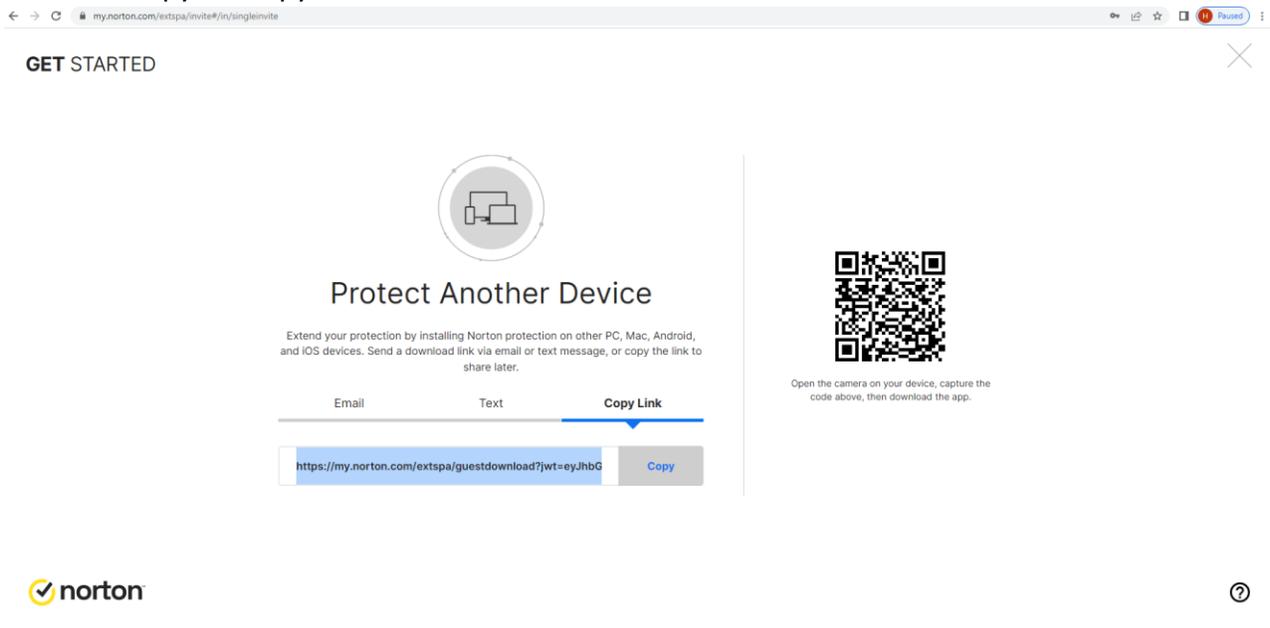
b. Recipient will receive an SMS containing a download link. Open the download link to start the downloading process.

Please refer to 3. Steps to install the service for the following:

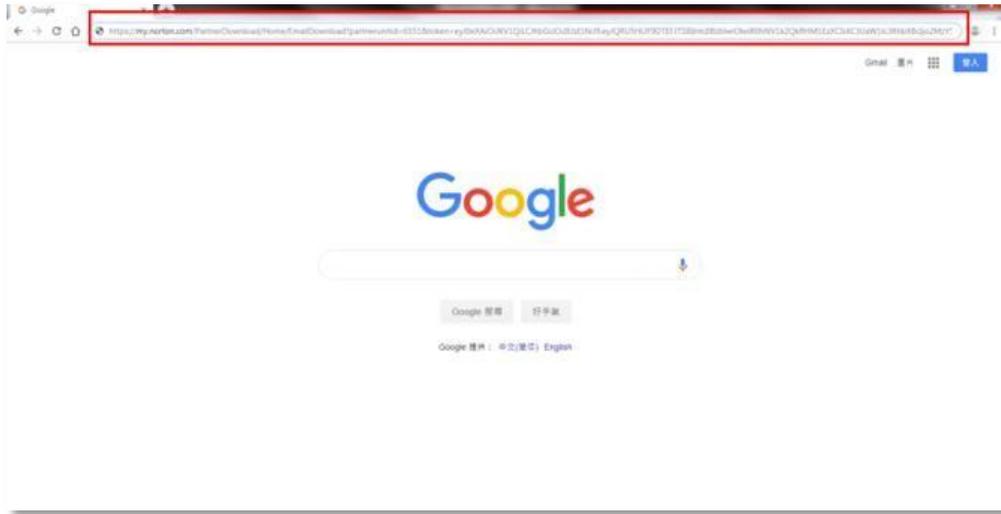


2.3 Method 3: Copy link

a. Click “Copy” to copy the download link.



b. Paste the link you just copied into the browser's address bar and tap **“Enter”**.



c. Click **“Agree & Download”** to start the downloading process. Please refer to 3. Steps to install the service for the following:

GET STARTED



Your protection is ready to download



Install protection on this PC or Mac

If you're using the device you want to protect, click the button below to install.

Agree & Download

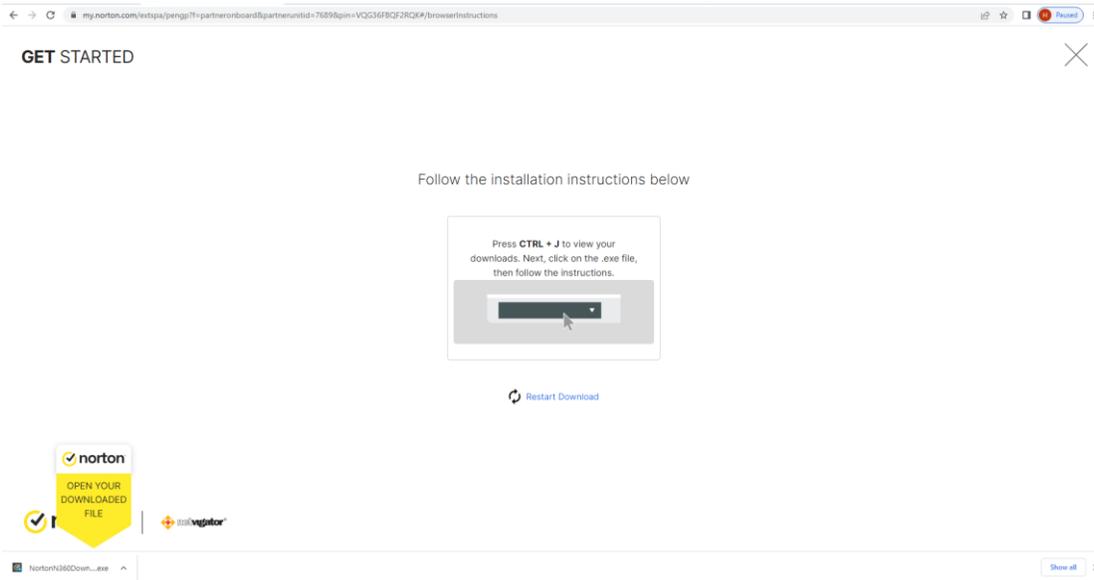
By clicking Agree & Download, you agree to the [License and Services Agreement](#)

Feedback

3. Steps to install the service

3.1 Installing Windows version

a. Click “**Agree & Download**” to start the downloading process.



b. Click on “**.exe file**” at the bottom of your browser.

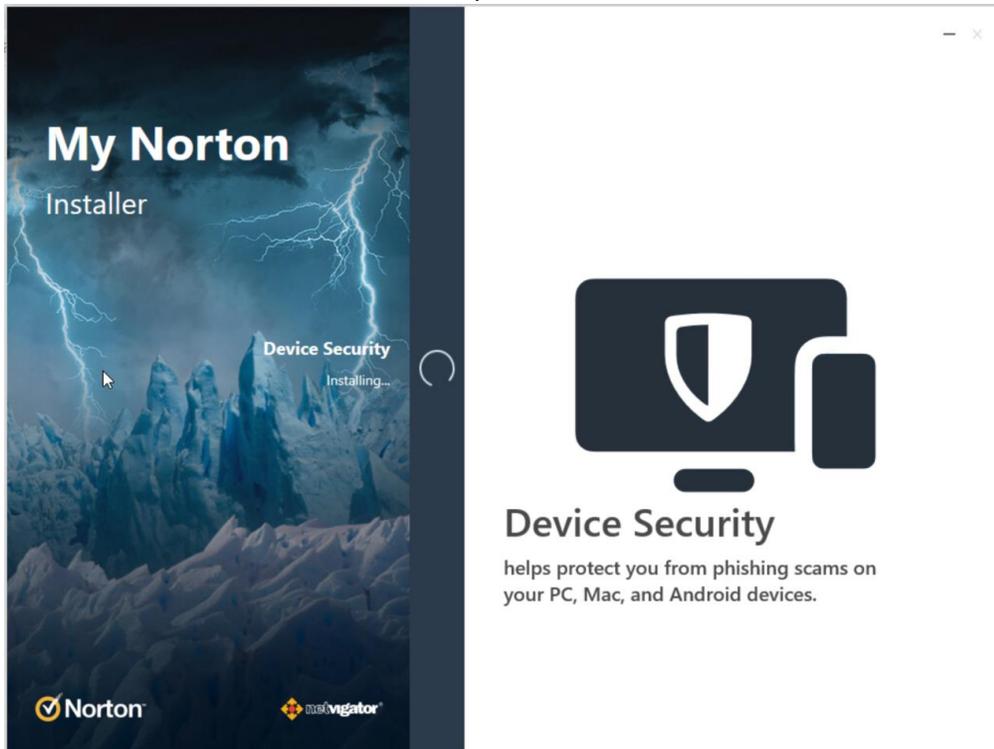
The .exe file will open automatically when downloading is complete.



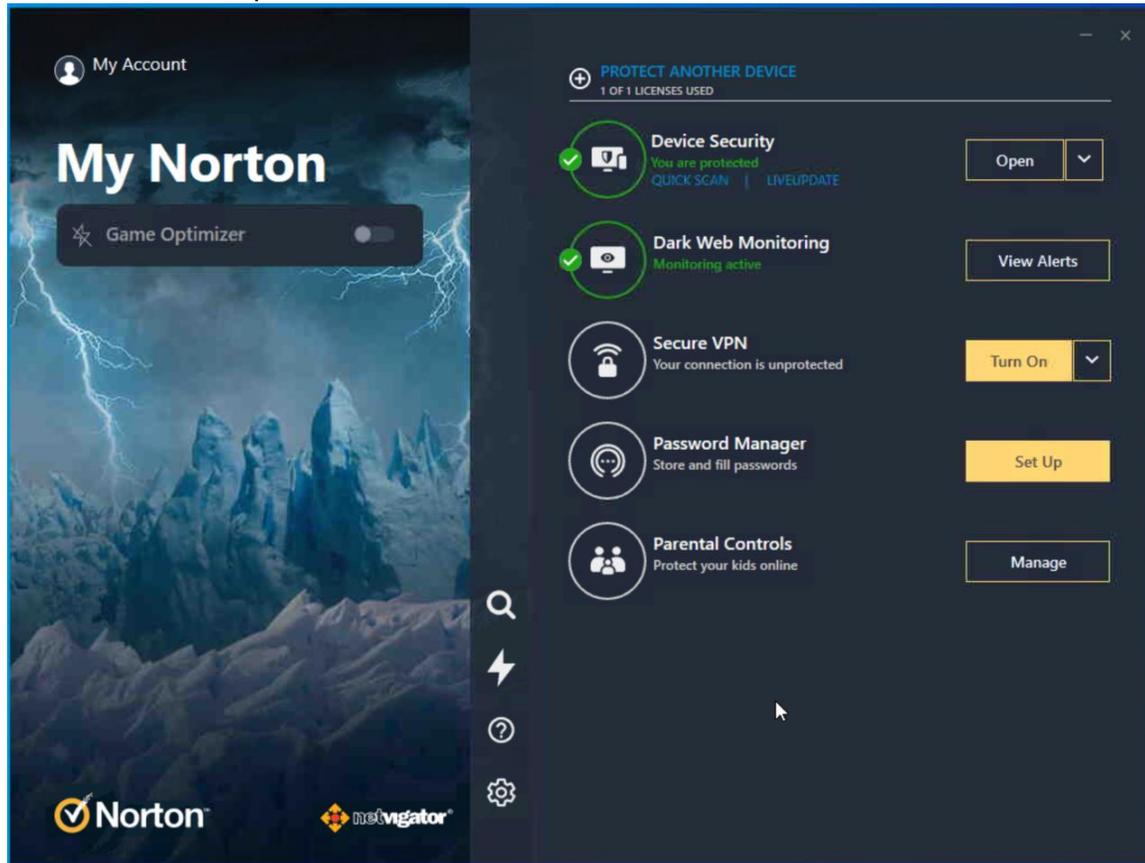
c. Click “Install” when the window below pops up.



d. Please wait until installation completes.

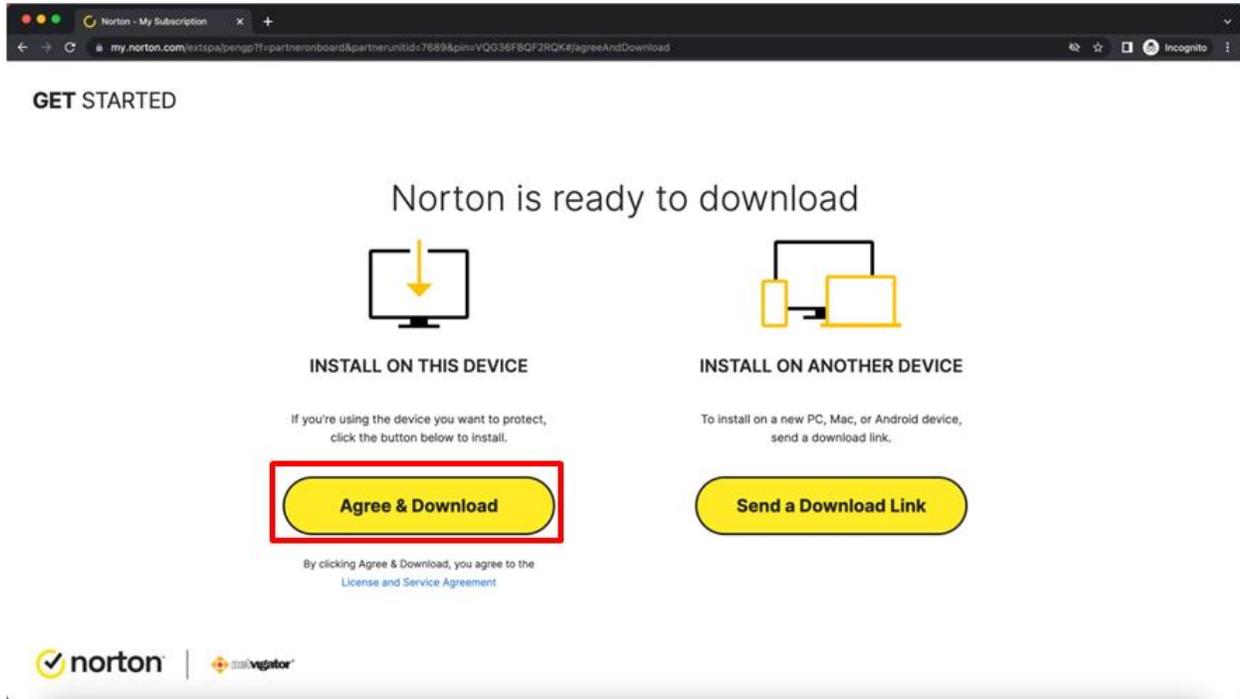


e. Installation complete.

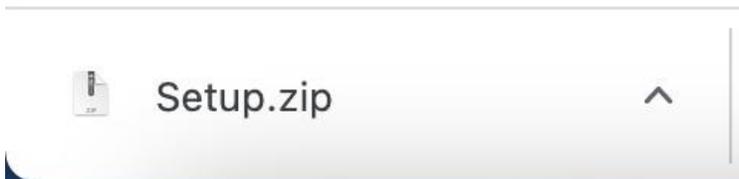


3.2 Installing Mac OS version

- a. Click **“Agree & Download”** to start the downloading process.



- b. Click on **“setup.zip”** at the bottom of your browser. Unzip the file when downloading is complete.

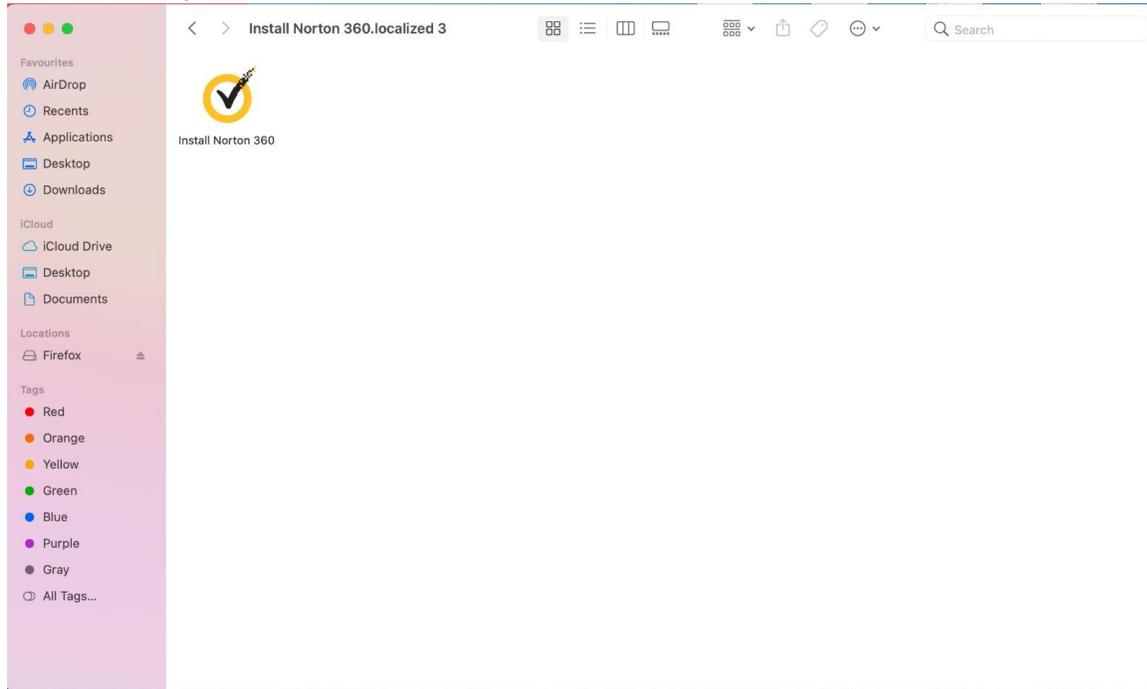


- c. Open the unzipped file.

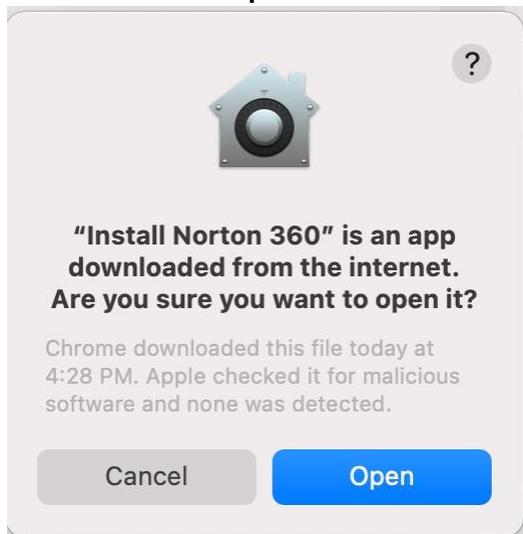


Install Norton
360.localized 2
1個項目

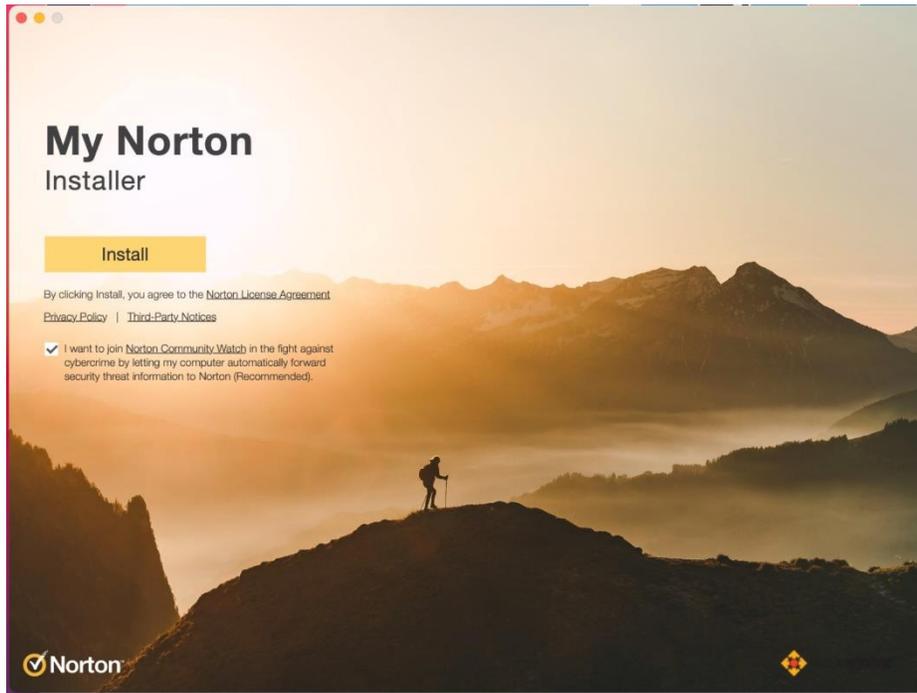
- d. Find **“Install Norton Security”** and move mouse over its icon. Right-click and select **“Open”**.



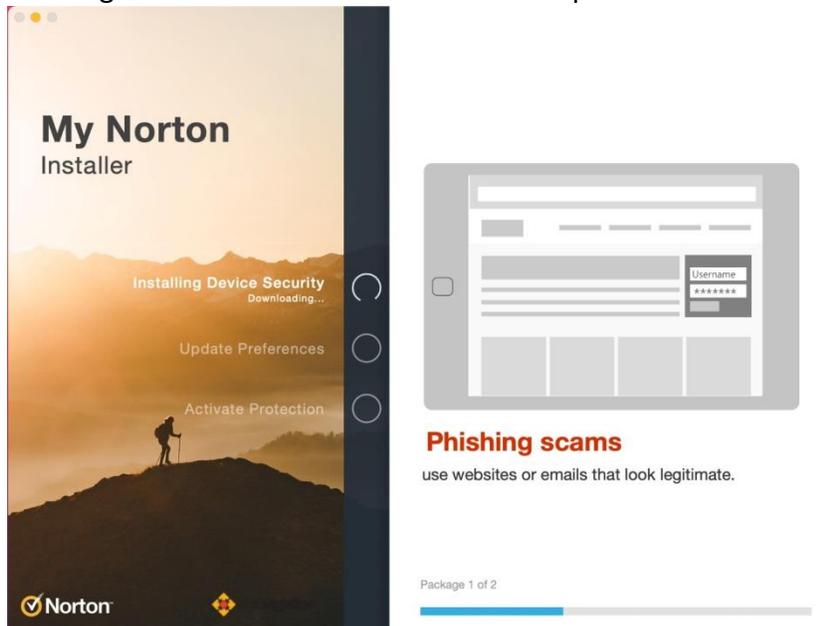
- e. Click **“Open”** when the window below pops up.



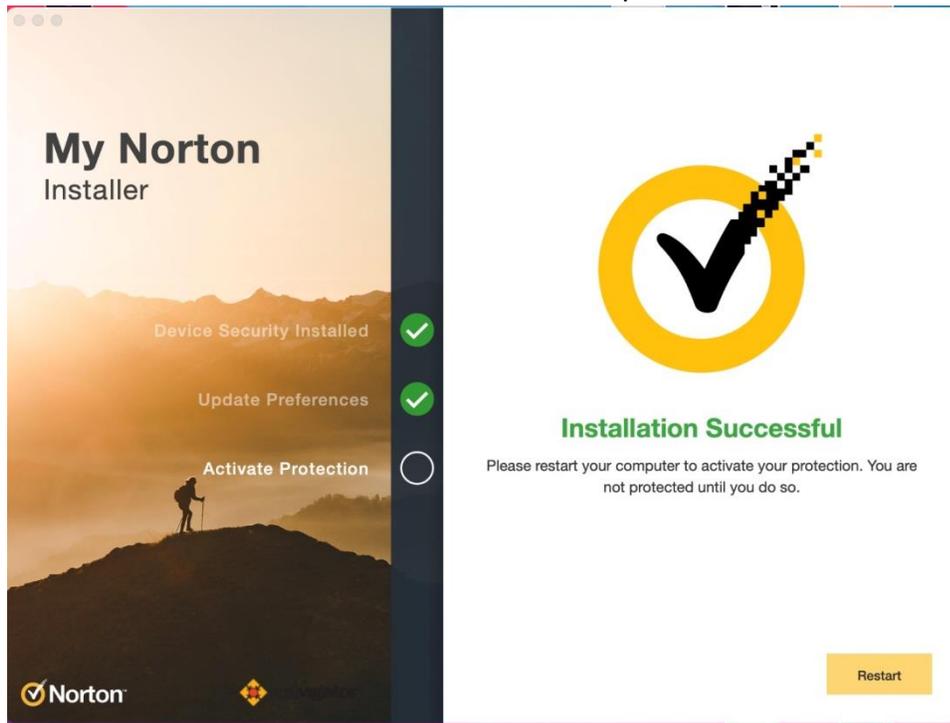
- f. Click “Install” when the window below pops up.



- g. Please wait until installation completes.

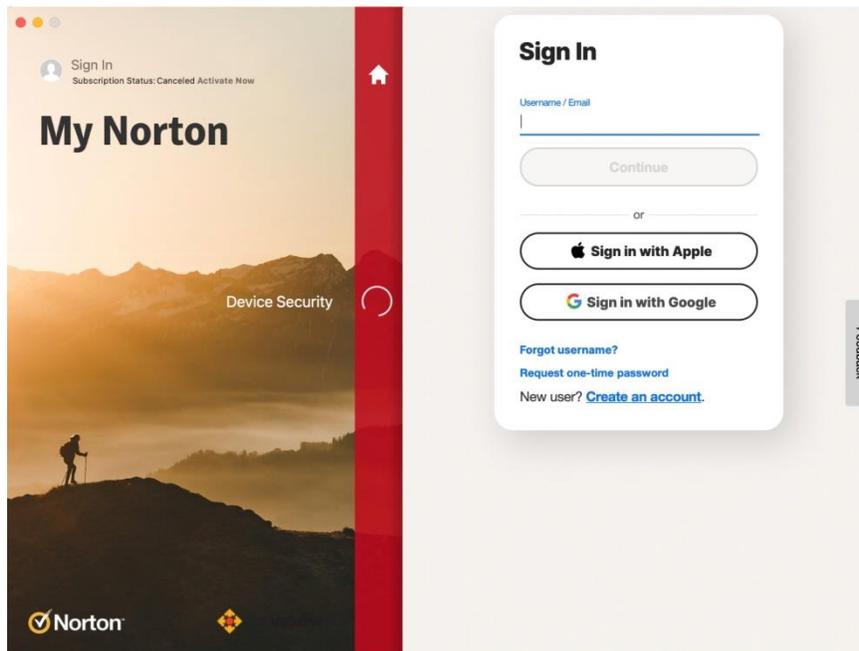


h. Click **“Restart”** after installation complete.

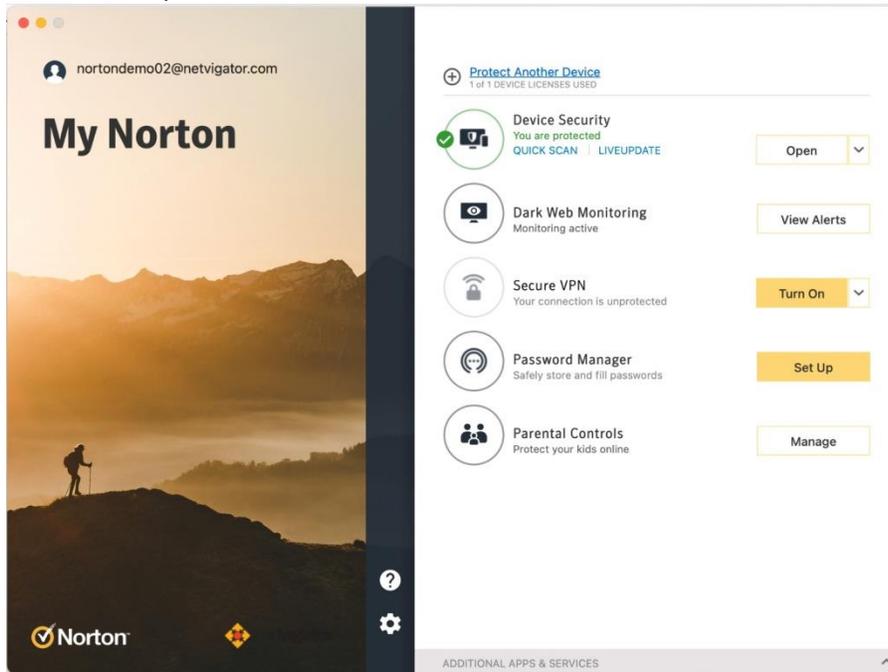


i. Login your Norton Account (If applicable).

If you do not have the Norton Account, click **“Create an account”** for creation.

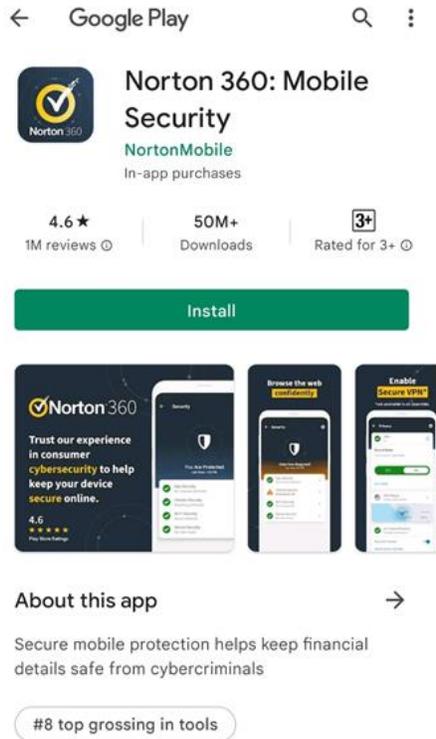


j. Installation complete.

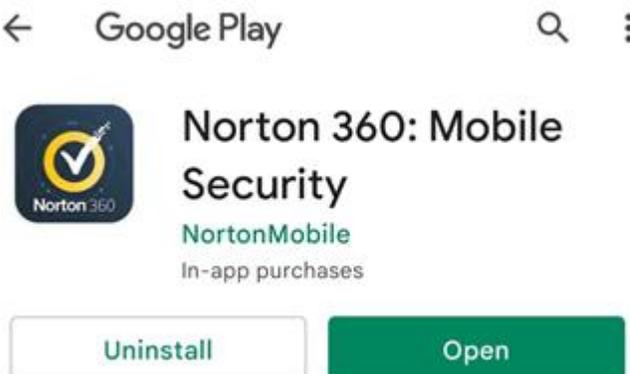


3.3 Installing Android version

- a. You will be redirected to the **Google Play Store** after clicking the download link.
Tap **“INSTALL”** to download the app.

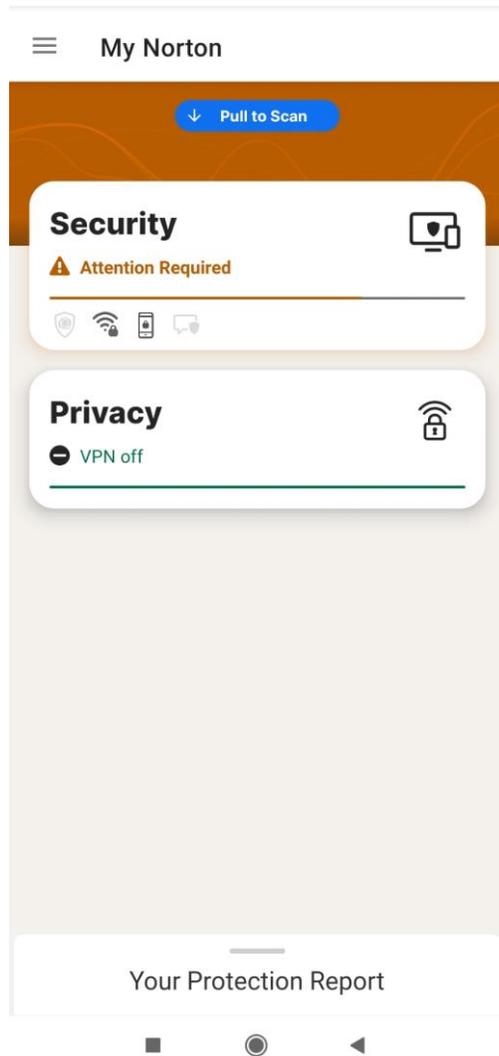


- b. When downloading completes, tap **“OPEN”** to open the app.





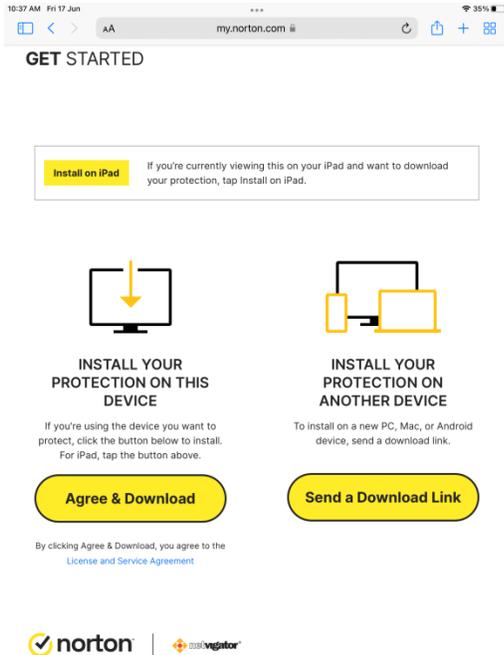
c. Installation complete.



3.4 Installing iOS version

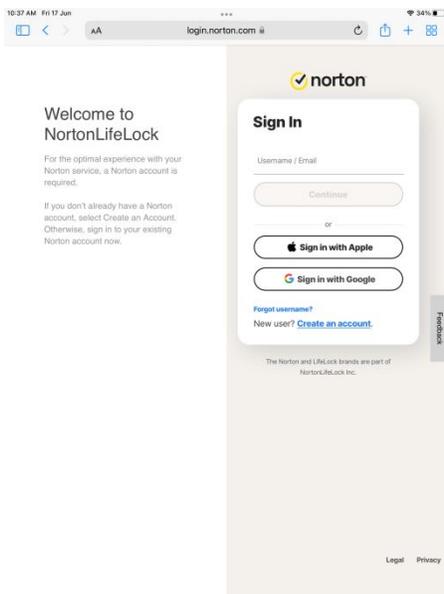
- a. After clicking “Agree & Download”, it will be directed to Norton Login page. If you are iPad user, please click “Install on iPad”.

Below is the screenshot on iPad.



- b. Login your Norton Account (If applicable).

If you do not have the Norton Account, click “Create an account” for creation.



c. Click **“Continue”** to download Norton 360.

10:38 AM Fri 17 Jun my.norton.com

My Norton
Please note the features below that require your attention.

Download SUBSCRIPTION STATUS: ACTIVE
PROTECT ANOTHER DEVICE

Your Protection Report View Your Report >

YOUR PROTECTION

Device Security
You are protected
View Devices

Dark Web Monitoring
Monitoring active
Protect More Info

GET STARTED

Download Norton 360 from App Store

Download on the App Store

INSTALL ON ANOTHER DEVICE

d. Click the icon for download Norton 360, **“Open”** after downloading complete.

10:39 AM Fri 17 Jun

Norton 360: Mobile Security
Virus Protection for the Phone

4.3 4+ No. 108 EN 70.3 MB

What's New
We've updated Norton 360 to provide a more optimized app experience. Check out what's new today: more Version 2.36.0

Preview
Trust our experience in consumer cybersecurity to help keep your device secure online.

Enable Secure VPN

4.3 out of 5 560 Ratings

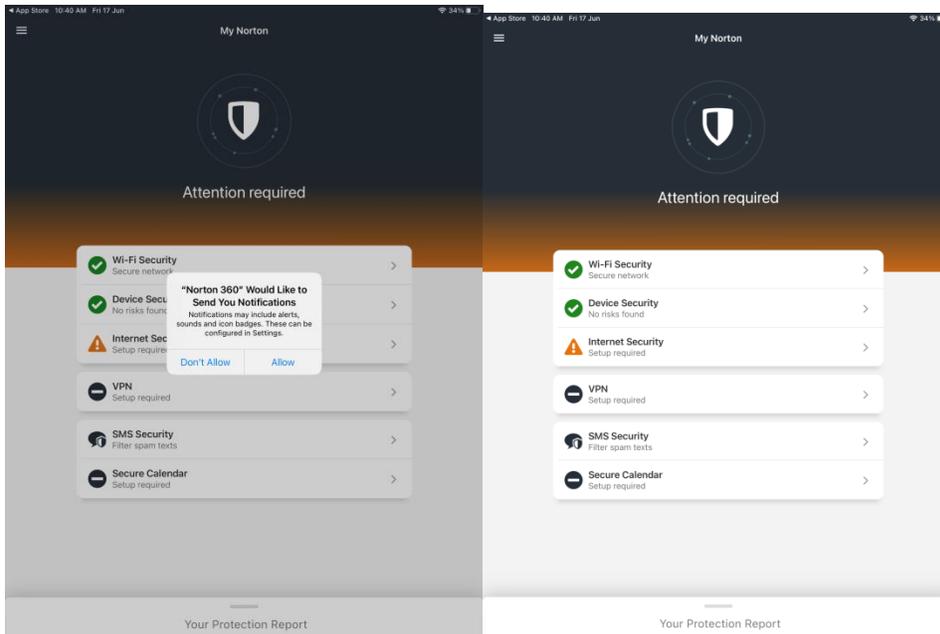
e. Please read the Terms & Conditions after opening the app. Tick “I agree to the...” and “I have read and acknowledge...”. Then, tap “Continue” to proceed.



- I agree to the License and Services Agreement
- I have read and acknowledge the Global Privacy Statement

Continue

f. Click “Allow” to complete the installation process.



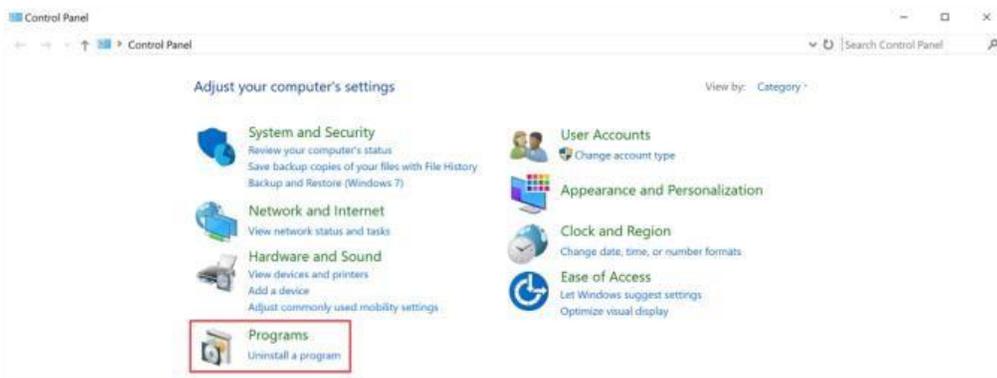
4. Steps to uninstall the service

4.1 Uninstalling Windows version

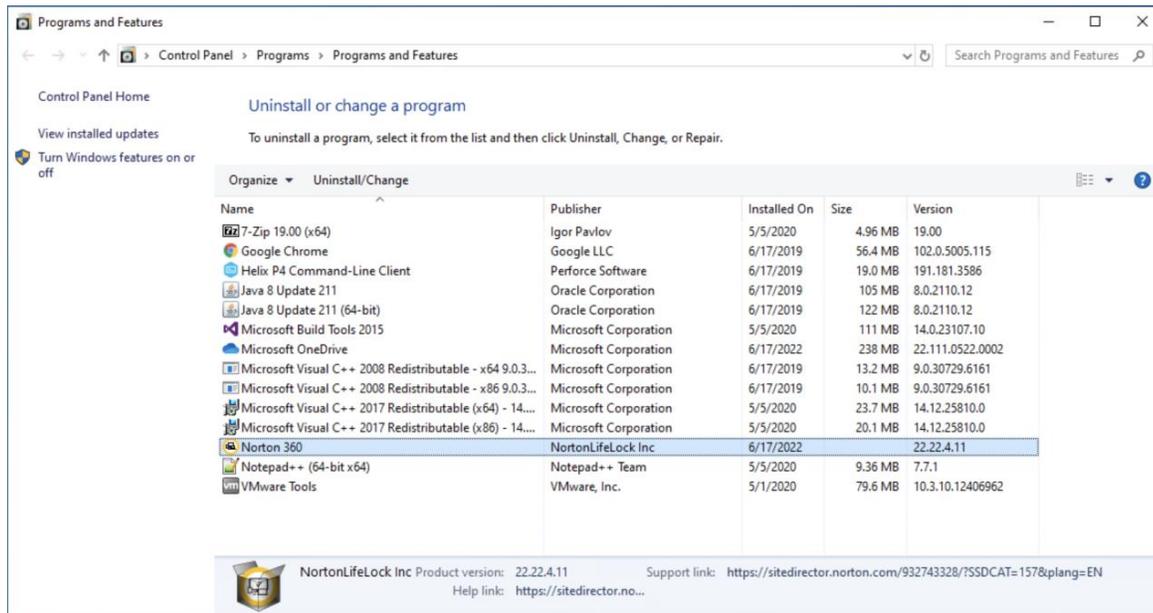
- a. Tap **“Start”** and click **“Control Panel”**.



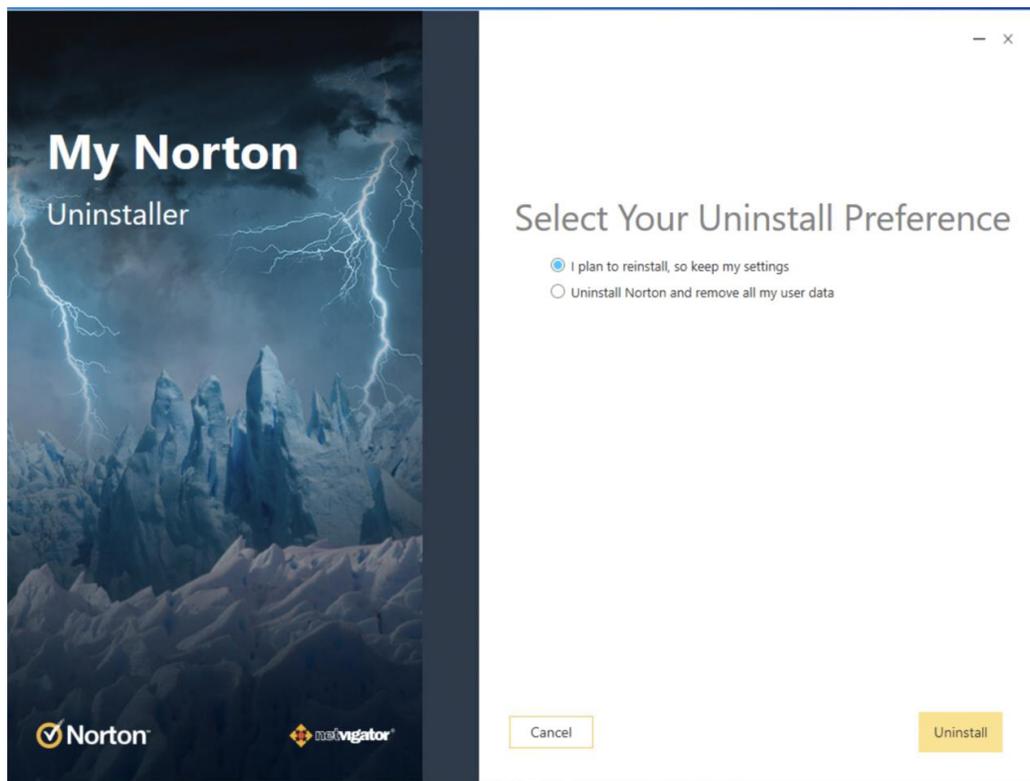
- b. Click **“Uninstall a program”** after opening the control panel.



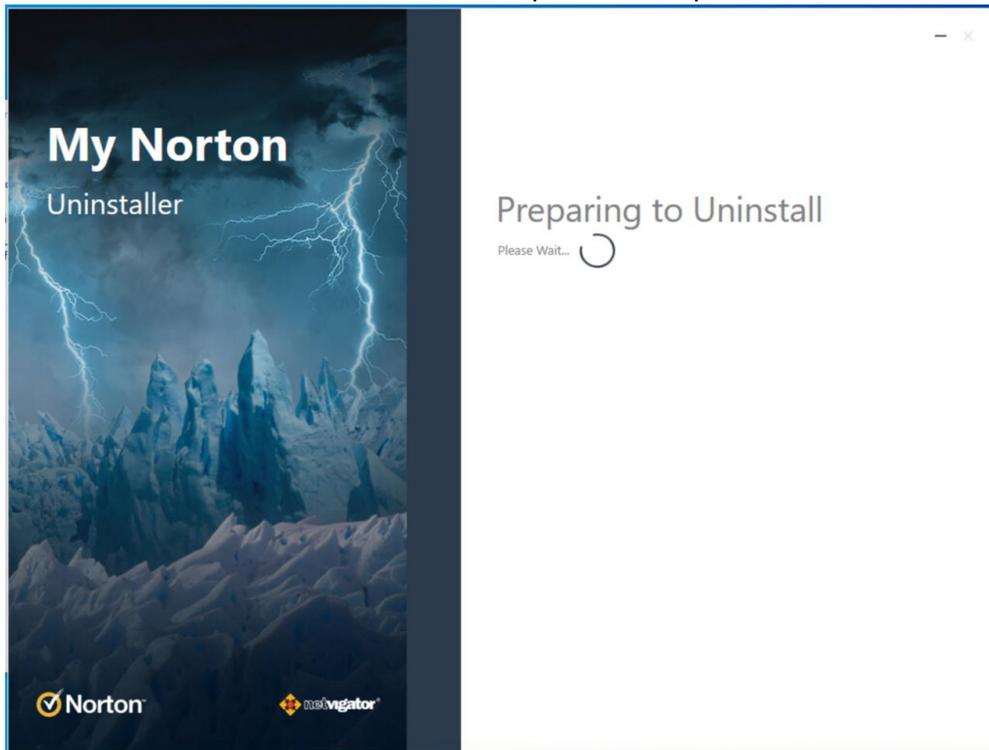
c. Find **Norton 360** on the list. Click “Uninstall/Change”.



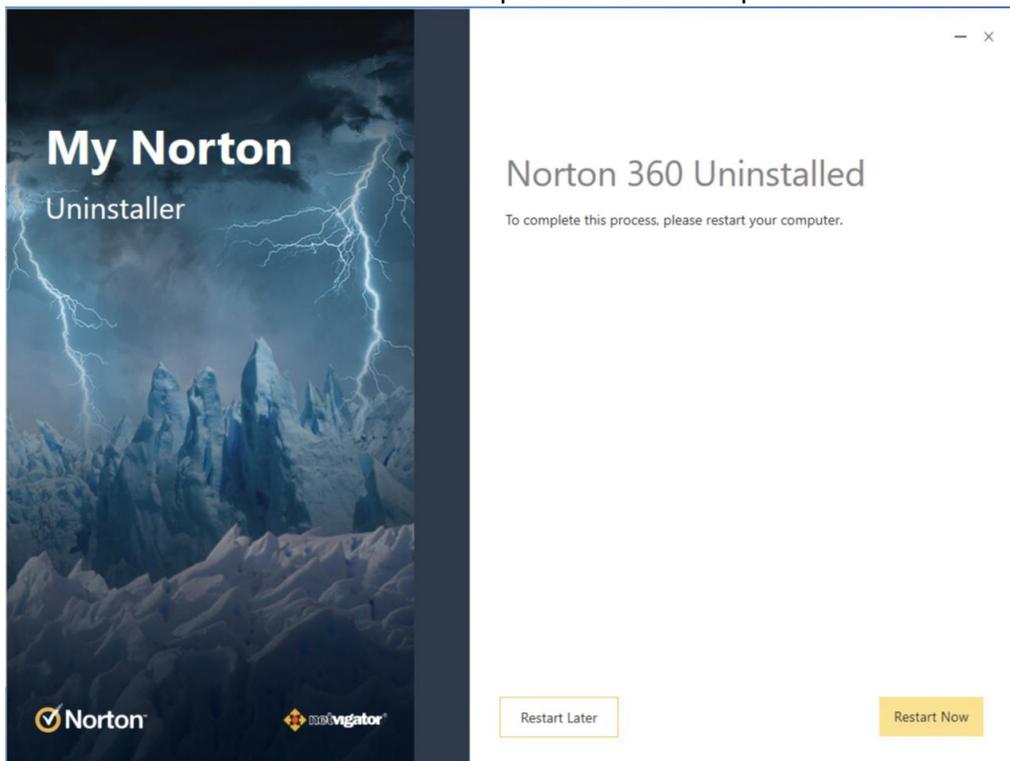
d. The window below will open automatically.
Select “**Uninstall Norton and remove all my user data**”. Then click “**Uninstall**”.



e. Please wait until the uninstall process completes.

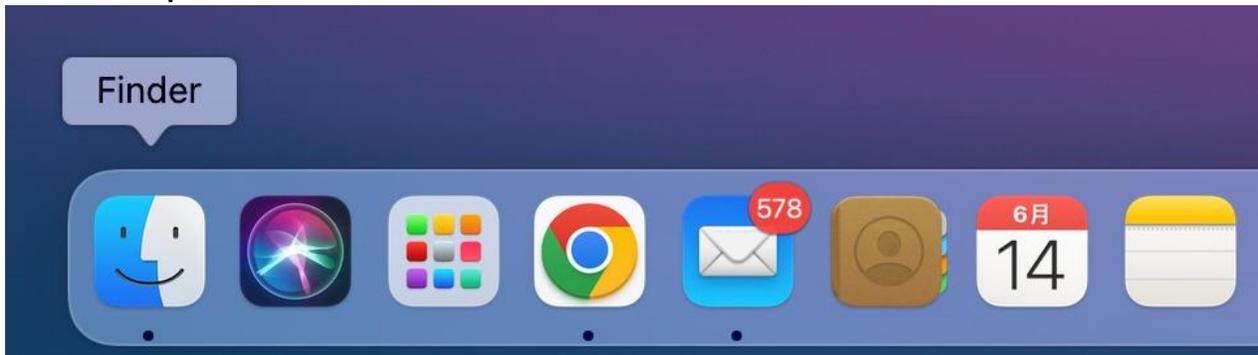


f. Norton Security has been uninstalled.
Click **"Restart Now"** to complete the uninstall process.

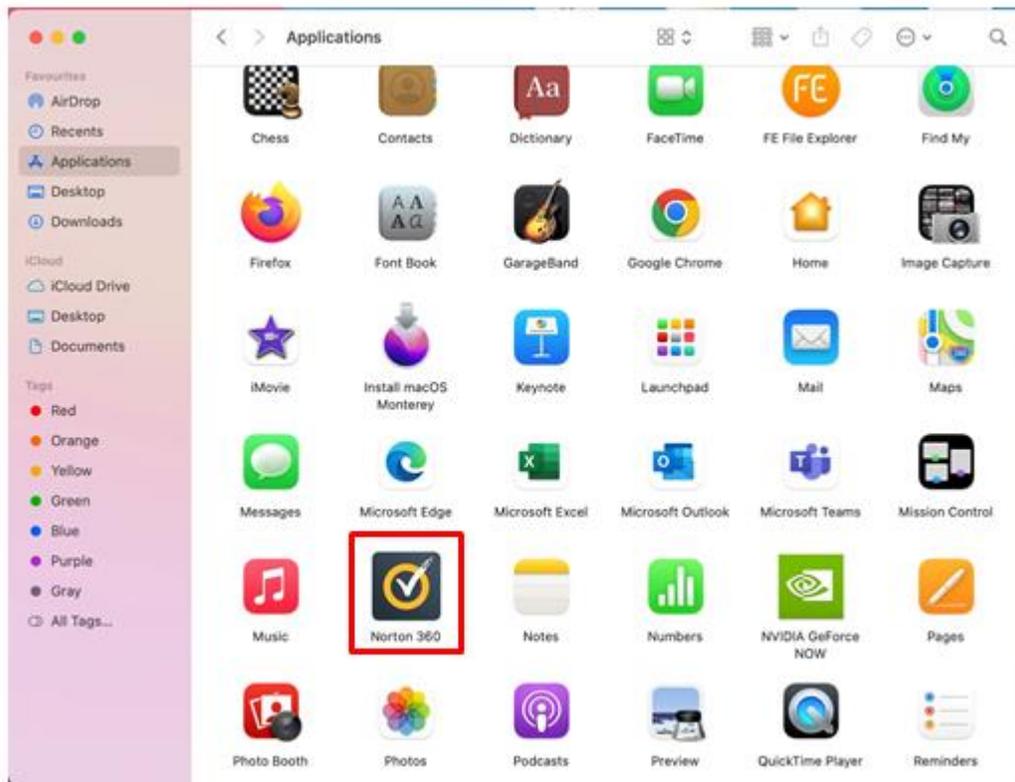


4.2 Uninstalling Mac OS version

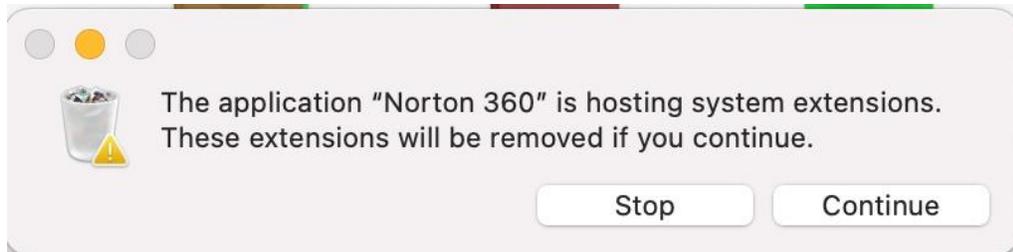
a. Open Finder.



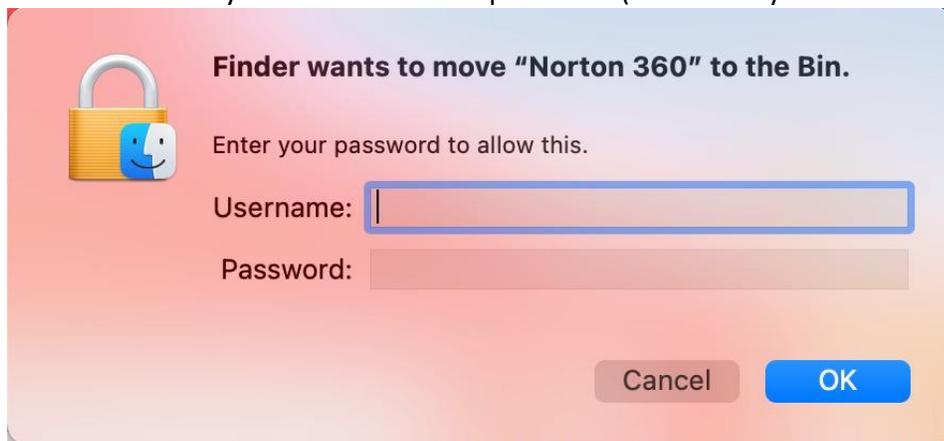
b. Click **"Applications"** in the **Finder's** sidebar. Find **Norton 360** and move mouse over its icon. Right-click and select **"Move to Trash"**.



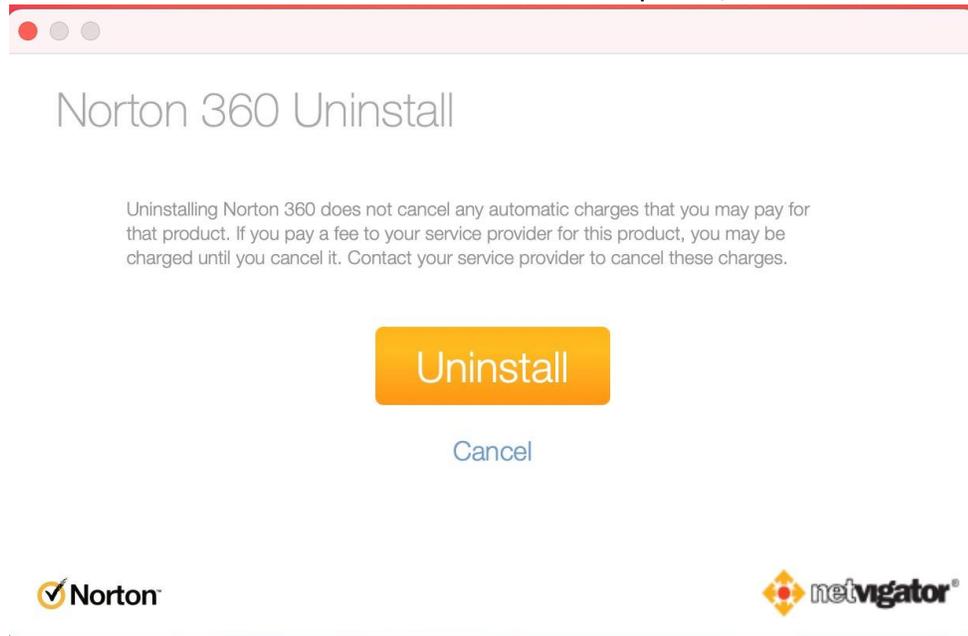
c. Click "Continue".



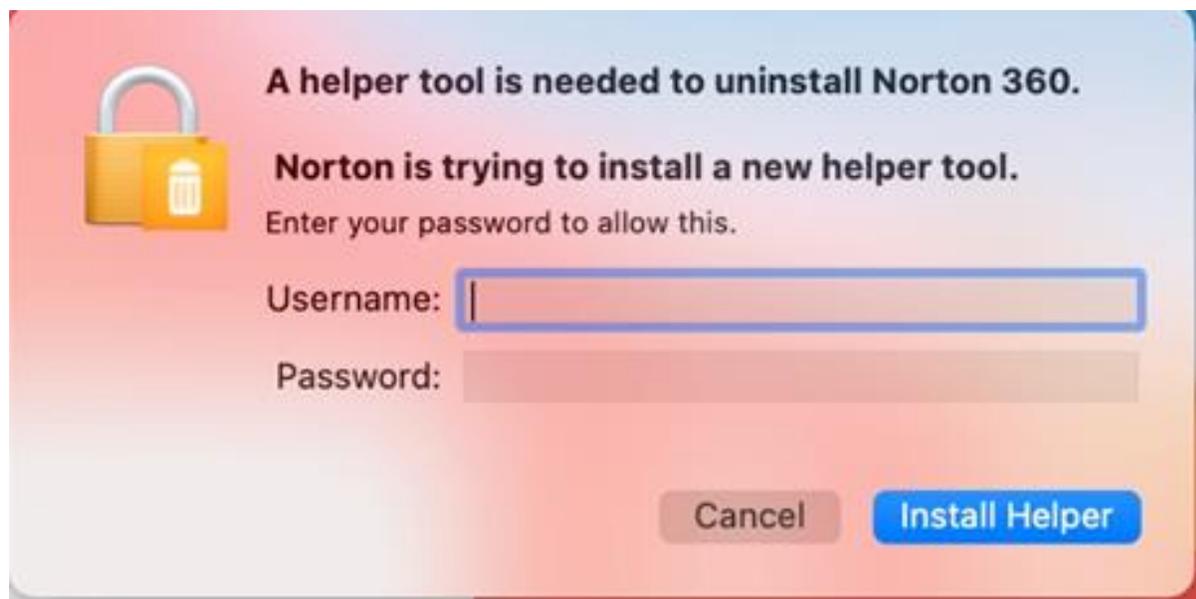
d. Enter your user name and password (if necessary – see instructions onscreen).



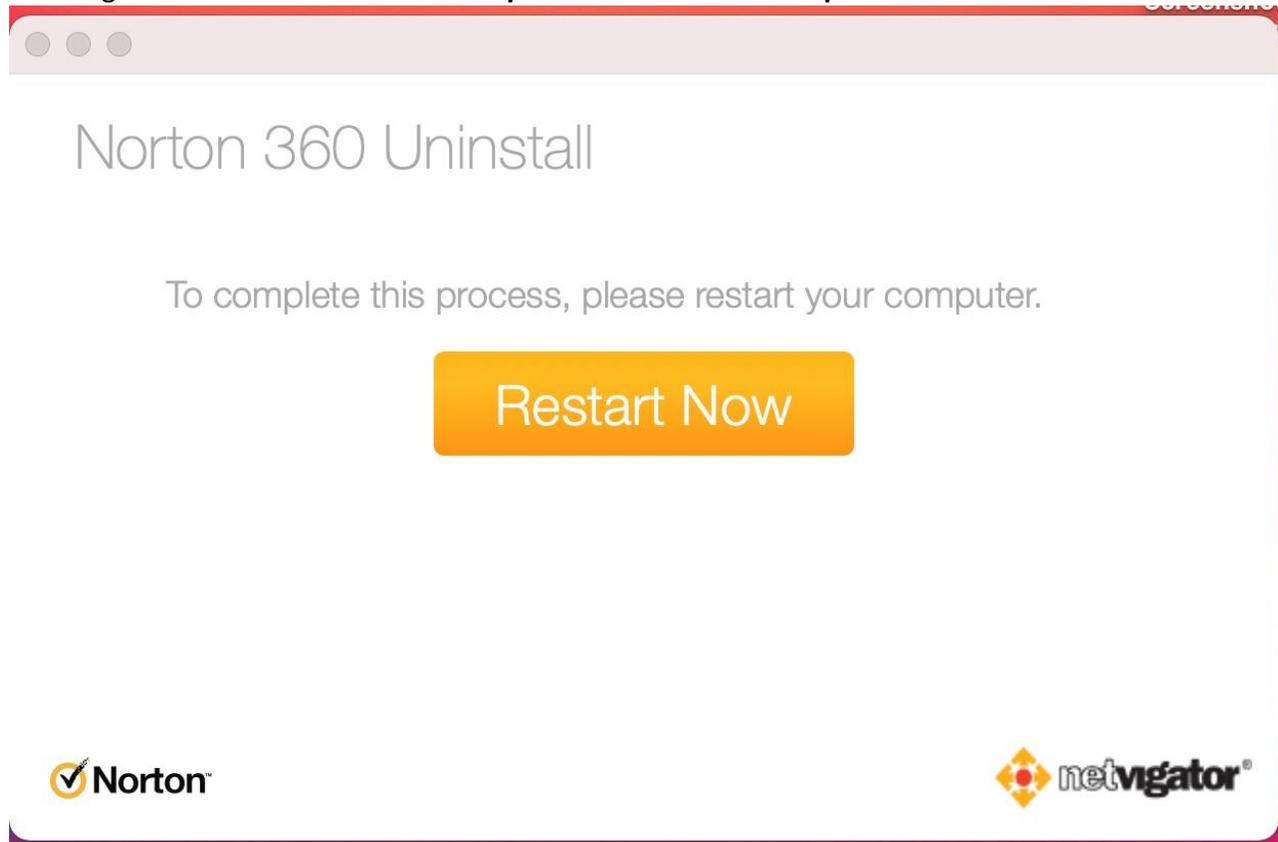
e. **Norton 360 Uninstallation** would be opened, click **“Uninstall”**.



f. Enter your user name and password (if necessary – see instructions onscreen).



g. Click **“Restart Now”** to complete the uninstallation process.

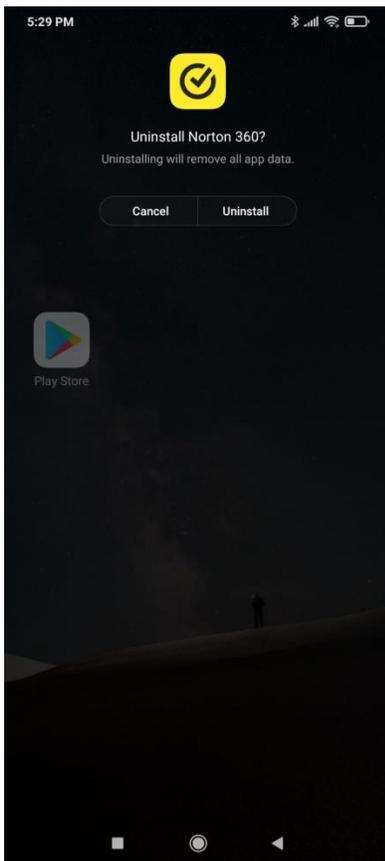


4.3 Uninstalling Android version

- a. Touch and hold the **Norton Mobile Security** app, then tap **“Uninstall”**.



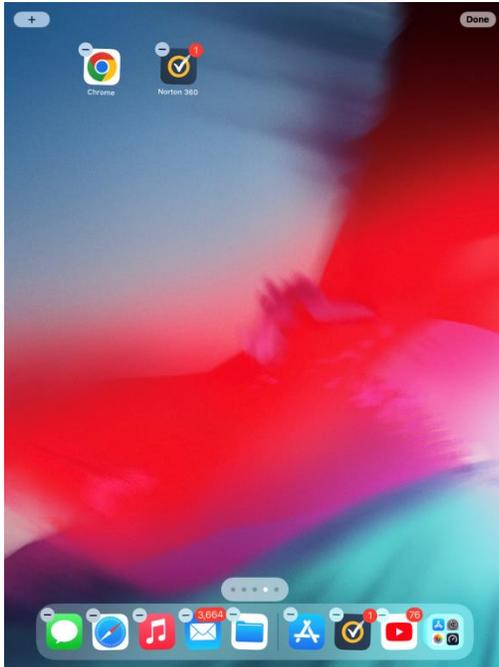
- b. Click **“Uninstall”**. Uninstallation process completed.



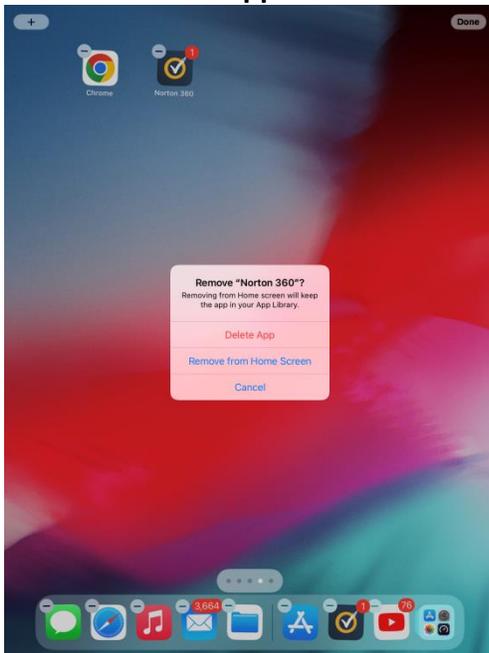
4.4 Uninstalling iOS version

a. Touch and hold the **Norton Mobile Security** app until it jiggles.

Then tap  in the top left-hand corner of the app.



b. Click **“Delete App”**.





c. The uninstall process is complete.

