

Installing AVG anti-virus software

Computer Club

When your Comcast internet account is closed early in 2015, you need to replace the free Comcast provided Norton anti-virus software. You have multiple options: purchase the Norton software and keep using the product installed on your computer, purchase any other anti-virus software if you want to pay for the additional features provided by a paid for product, or you can install one of several “free for download” anti-virus programs that offer protection of your computer but may not have as many advanced features and perhaps some advertising.

This guide will help you install the AVG anti-virus software on your computer. AVG is one of the free programs and is simple to install. If you want AVG support to handle installation, they offer to do just that for \$14.99. Go to <http://www.avg.com/us-en/express-installation> to pay for that option. One of their experts will remotely install, configure and optimize your AVG software). If you want to try it yourself (it isn't difficult), please follow these instructions:

- 1- Use your internet browser (Internet Explorer, Firefox, or Chrome) to bring up the Comcast home page by typing www.avg.com as the web address. Then click the green “Free download” box in middle of picture:

Log in to AVG MyAccount |

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About AVG How can we help Partner with AVG Media Center Customer area

- 2- Click the GREEN BOX saying Download Now. **DO NOT** click any other download on screen. **WAIT** up to a minute for program to start downloading.

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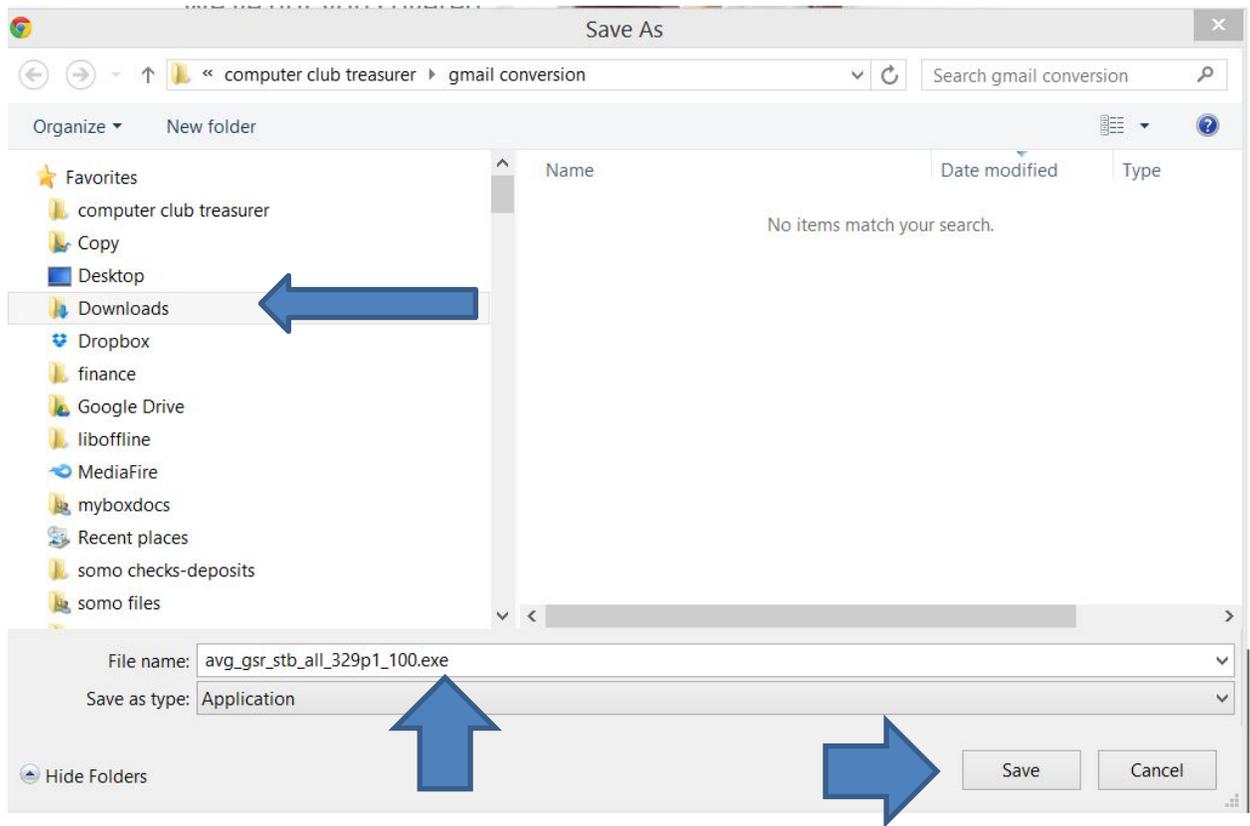
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- 3- Save the downloaded program on your computer (may look different on your browser). You will see a popup screen asking where you want to save the program. Keep the default location or change to folder to save the downloaded program.



- 4- After the program has been downloaded, go to where you saved the program and start the program. You should see the following “welcome to AVG” screen. Click the “Agree and Install” button:



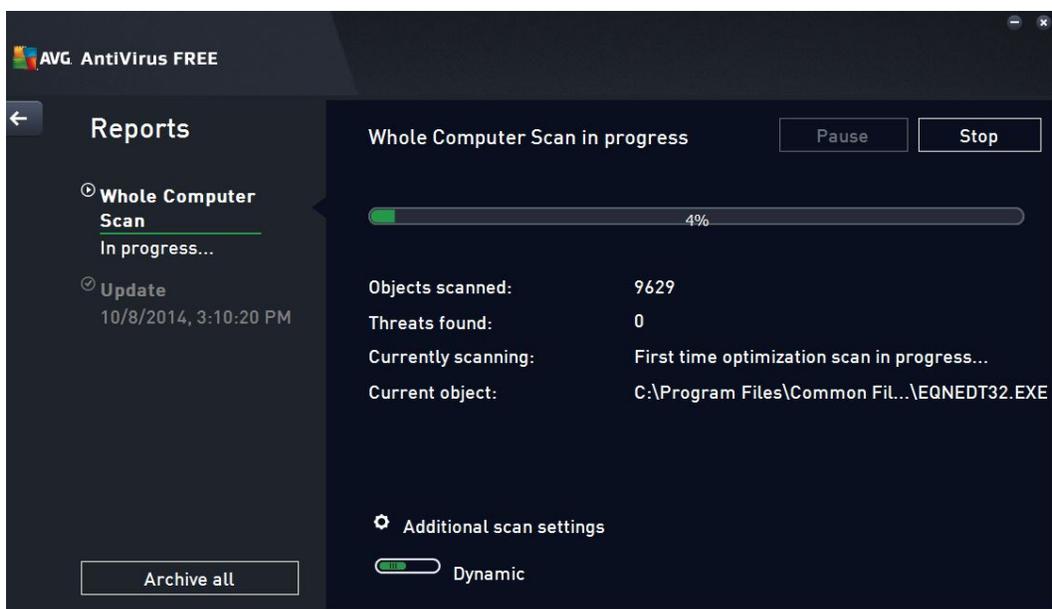
- 5- Click “Skip for now” option at bottom of screen. There is no need to create an account:



- 6- During the install you might see several warnings from the Norton security package or windows. Choose to continue installation if given the option. You might also have to restart your computer to complete the installation. Once installed, AVG will proceed to download additional Protection and Privacy & Identity data. Give it time to complete (the circles will turn green when done).



- 7- Once everything is downloaded, proceed to initial scan of your computer. This WILL TAKE several minutes to an hour depending on how many files you have on your computer.



- 8- Below is what screen should look like after installation and scan is complete. AVG should download its updates without intervention but if you get a warning to update AVG, go ahead and allow updates.



- 9- Once AVG is up and monitoring your system, you can go to the Windows Control Panel and choose "Programs and Features". Find the Norton Antivirus program and uninstall it.