



Installation & User Guide

Thank you for choosing HavenOne from Corvid Cyberdefense! The ONE security service that gives you advanced anti-virus protection, a smart firewall, secure VPN and 24/7 security operations center monitoring.

This guide explains the security tools that make up HavenOne as well as instructions for installing.

About the HavenOne Security Tools

Advanced Antivirus | Cylance/Blackberry PROTECT

Cylance PROTECT for endpoint prevention and detection and response uses machine learning data models to detect and prevent execution of malicious code on your computer.

Smart Firewall & Secure VPN | Palo Alto Networks GlobalProtect

Your network traffic will be routed through a cloud-based firewall and VPN which protects you from dangerous applications and websites and encrypts data so it can't be accessed by wrongdoers.

On-demand VPN

While we recommend that the VPN is always turned on, you can turn the VPN off if necessary. Please keep in mind that you are much safer when using the VPN especially when you are using public wifi.

24/7/365 Monitoring | Corvid Cyberdefense Security Operations Center (SOC)

You get a U.S.-based security operations center team of trained security analysts looking out for you. Threat data from the security tools is sent to our SOC. If a potential threat is detected, the SOC receives an alert and our team investigates and blocks it. We also stay on top of the latest threats and adjust our security tools to keep you safe.

Minimum Requirements

All Windows 10 laptops and desktops supported by Microsoft (which is currently versions 1809 through 2004). Note: HavenOne is not currently available for Mac, Android or iOS devices.

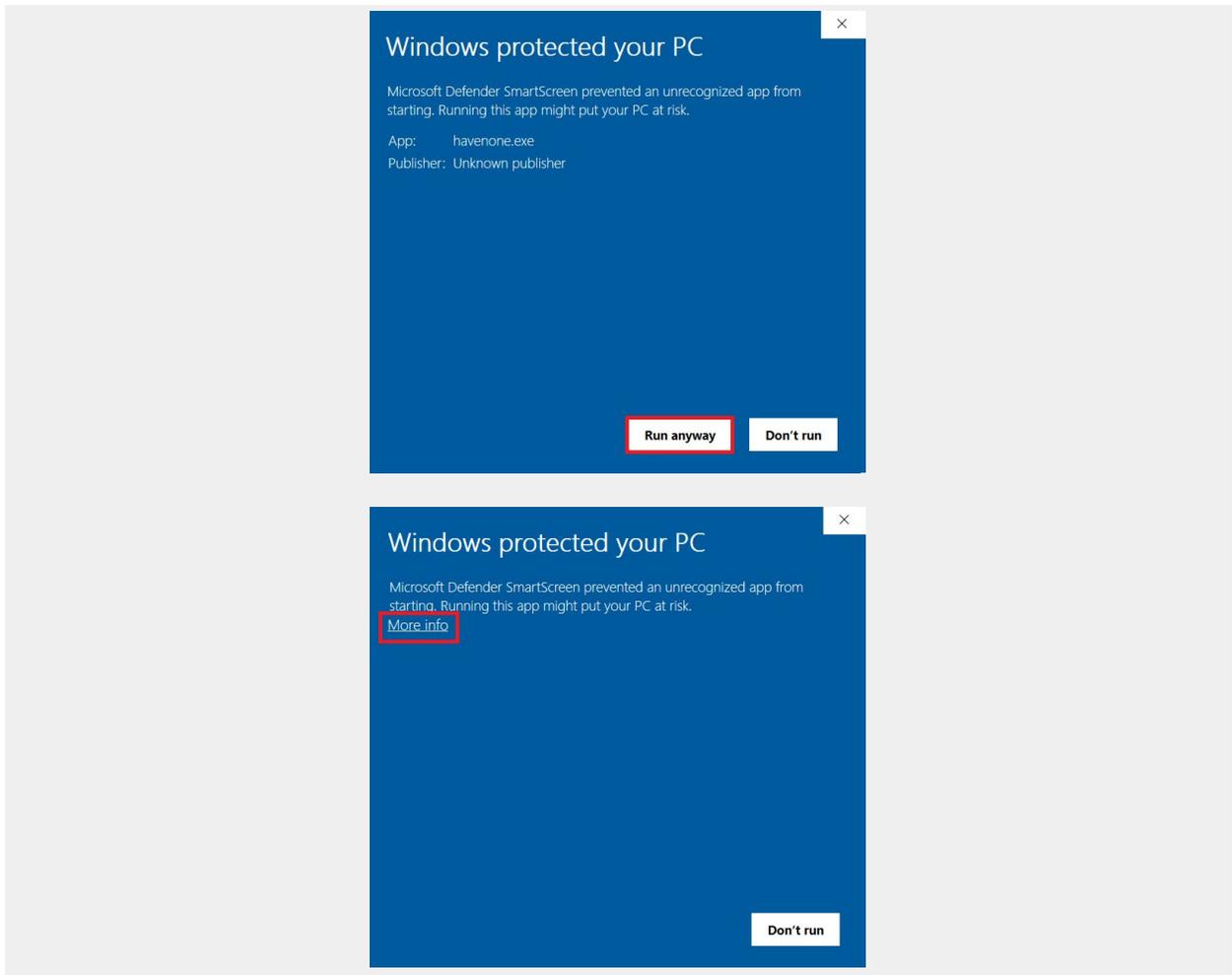
How to Install the HavenOne Security Tools

We've made it simple to protect your computer by packaging all the security tools into a single installation package called HavenOne.

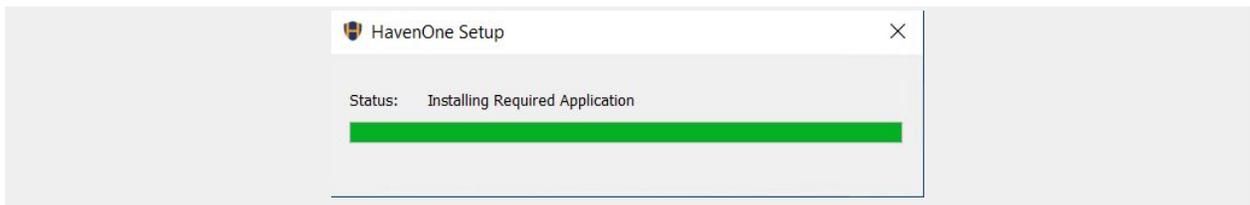
1. **Once you complete your purchase, just double click on "havenone.exe" that was downloaded from the havenonesecure.com site. The installer will be located at the bottom of your screen or in your downloads folder.**



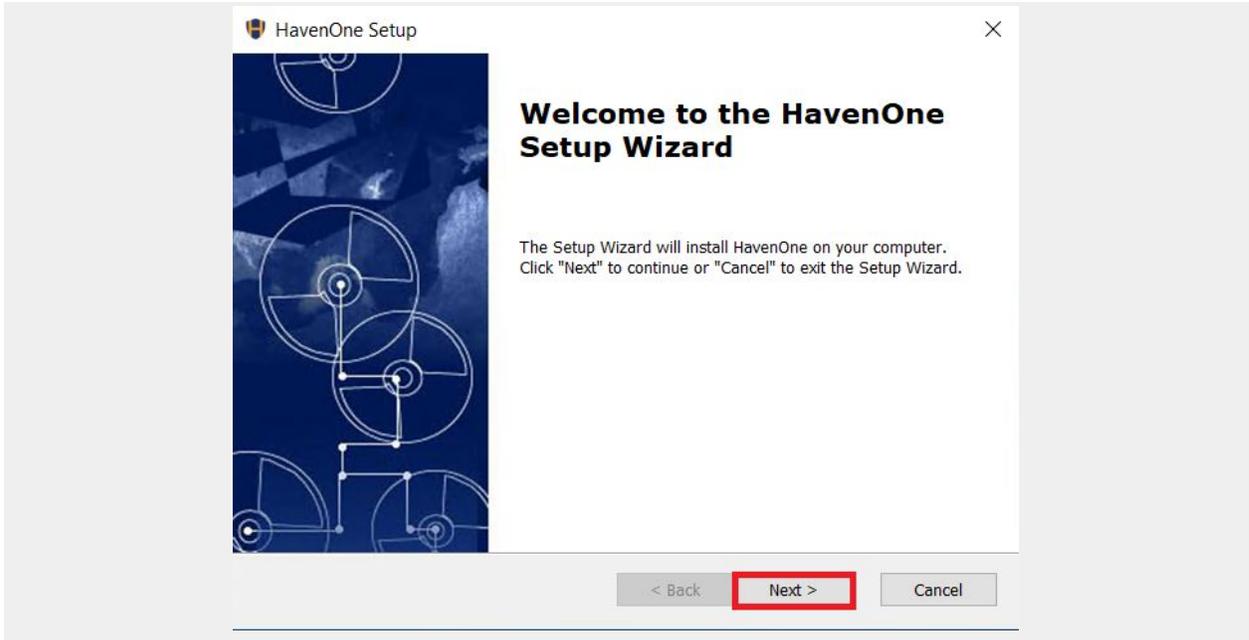
2. You may receive a pop from the windows built in SmartScreen. Click on “More Info” and Select “Run anyway” since this is a trusted app. Please be aware that any conflicting VPN software that is currently installed on your computer will be removed once you click “Run anyway.”



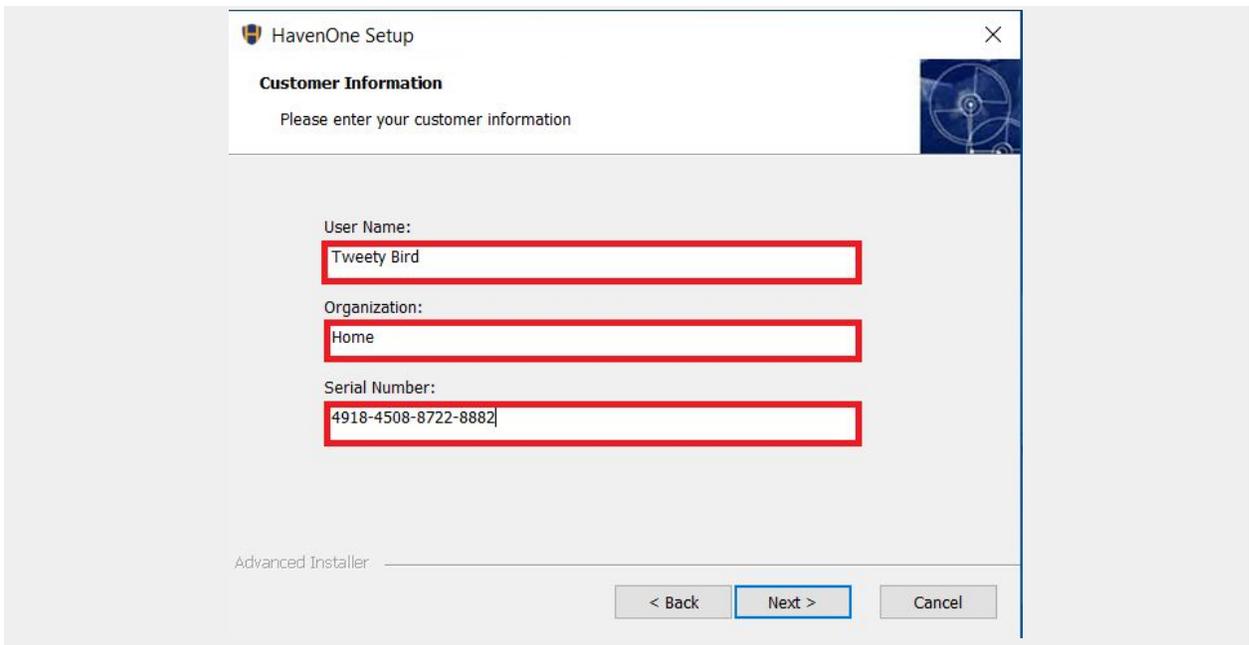
3. Any conflicting VPN software will now be removed in order to proceed with the HavenOne security tool installation.



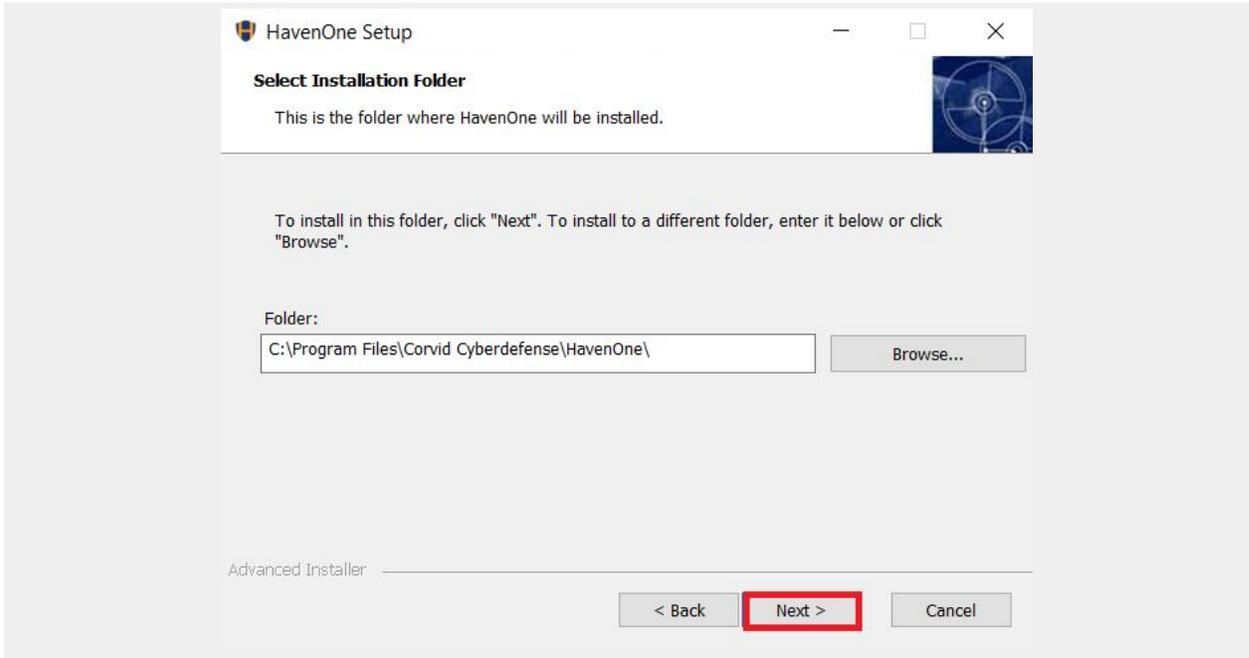
4. Please select “Next” to proceed with the installation.



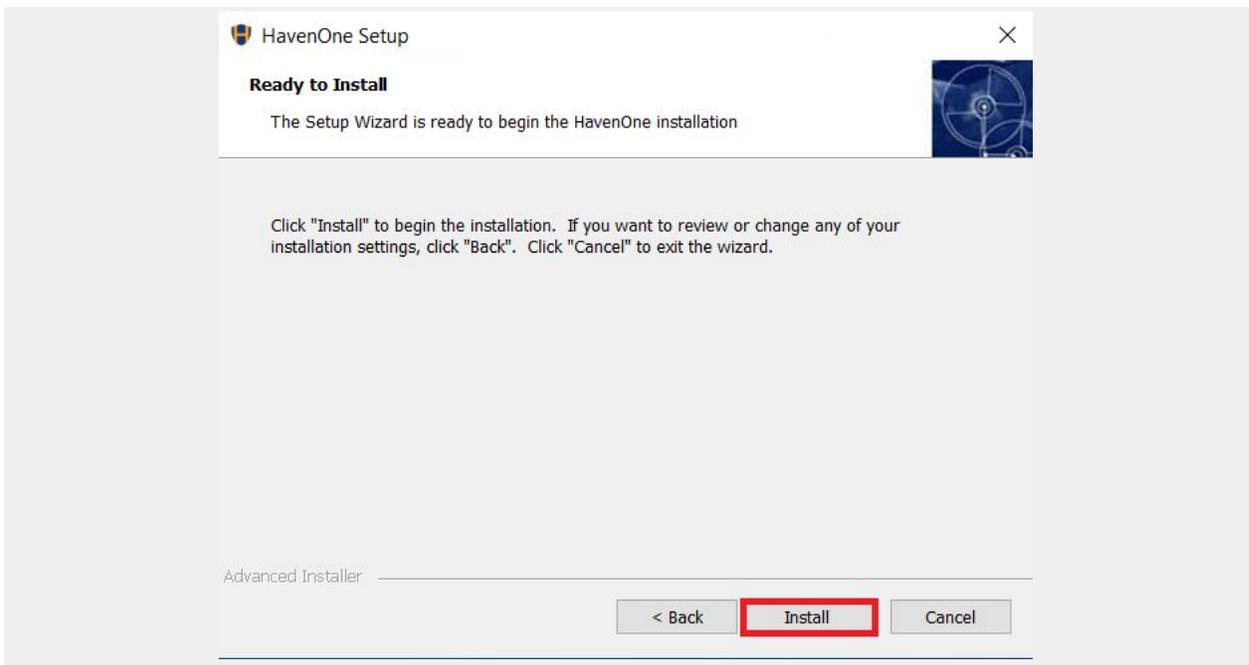
5. Please enter your first and last name, organization or “Home”, and the issued serial number you were provided after purchase to continue the installation. Please be aware that once you click “next”, you cannot change the serial number if a valid one is entered. This means you cannot transfer the license to another machine once you have clicked “Next”.



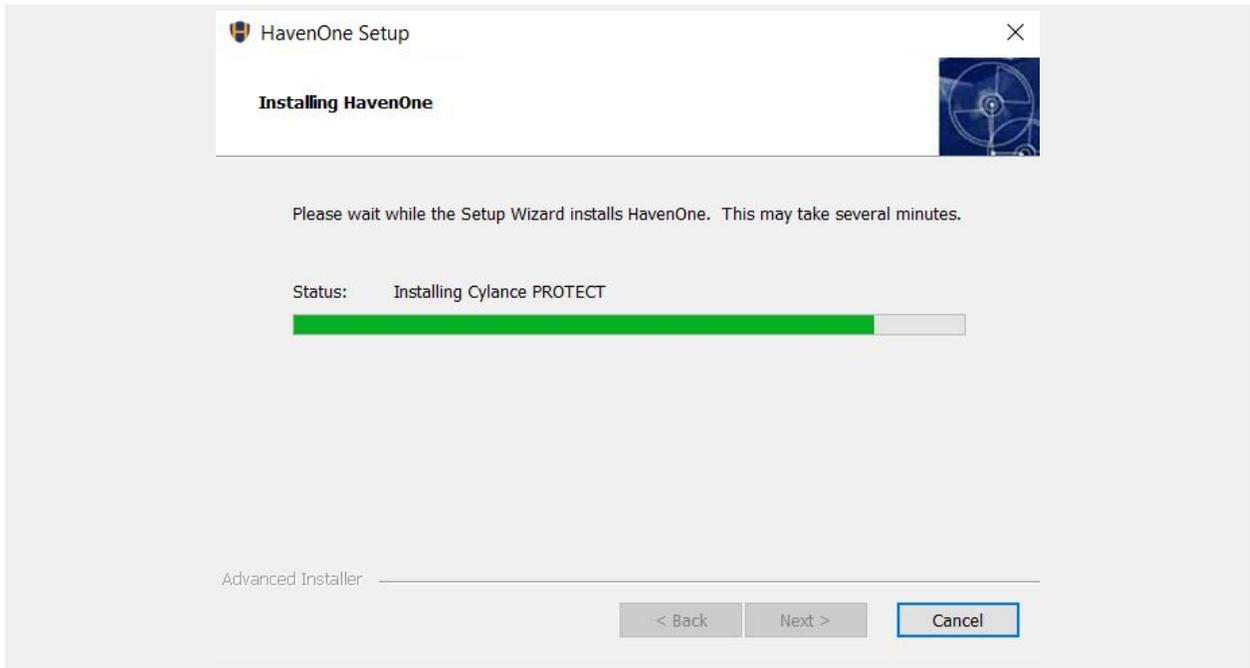
6. Click "Next" to confirm the location where the program will be installed.



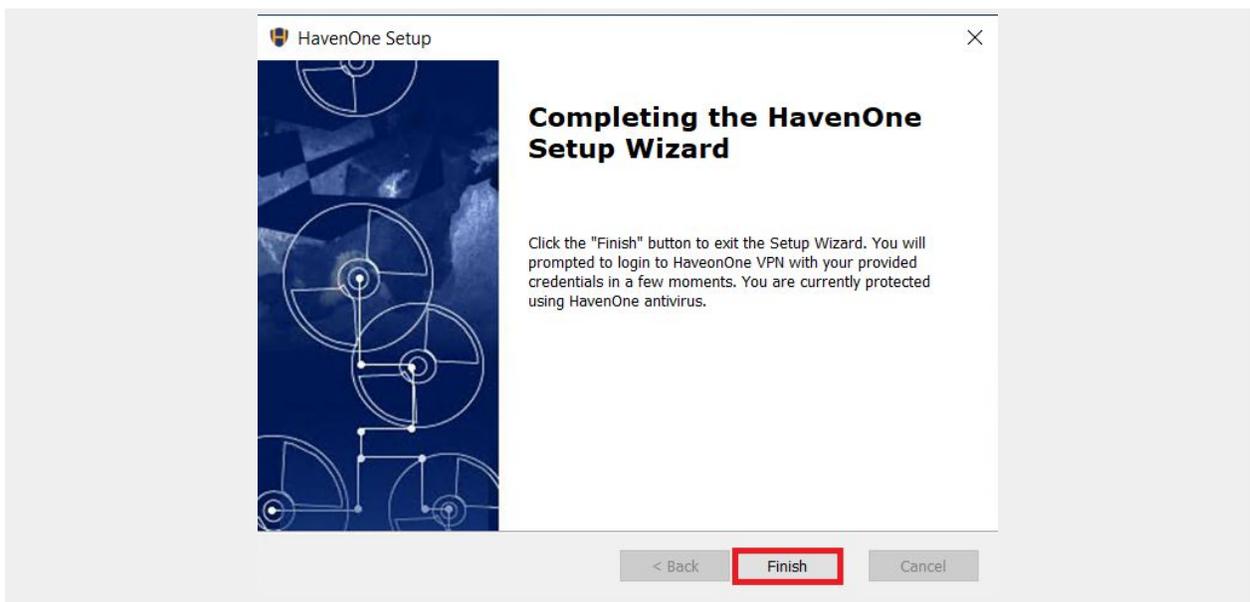
7. Click "Install" to confirm the installation.



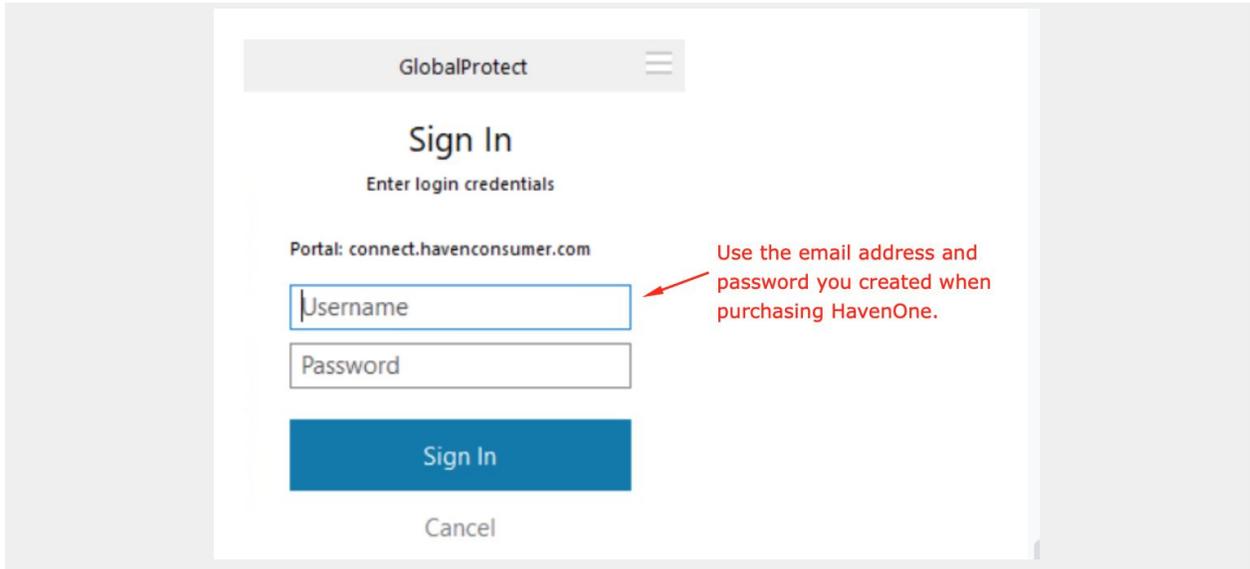
8. All components of the HavenOne application (Cylance PROTECT and GlobalProtect) will now be installed.



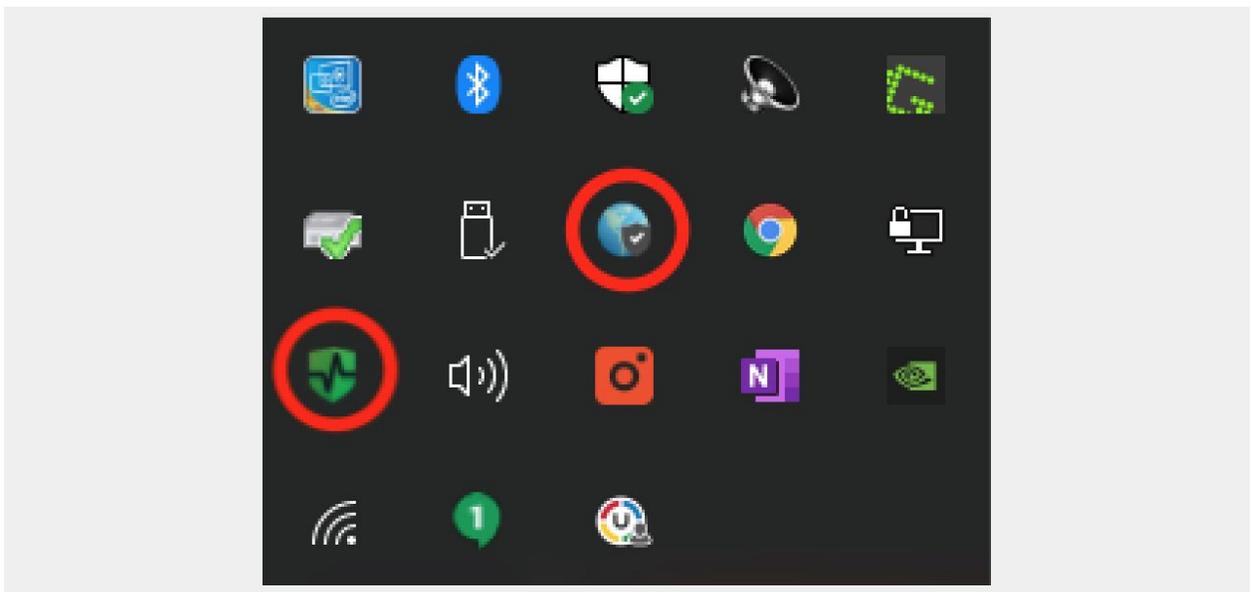
9. Once installation is complete, please click "Finish."



10. You will receive a pop-up prompting you to login to your new GlobalProtect VPN service. PLEASE USE THE EMAIL AND PASSWORD YOU USED WHEN PURCHASING HAVENONE AS YOUR USERNAME AND PASSWORD. The GlobalProtect VPN will secure your internet connection.



11. CylancePROTECT antivirus is automatically installed.
12. Please restart your computer and you will see a GREEN SHIELD signifying the active Cylance PROTECT advanced antivirus service and a GLOBE with a check mark signifying active GlobalProtect secure VPN service.



13. You should now uninstall any previously installed antivirus to prevent your computer from running slowly. If you choose to keep your old antivirus, but performance of your machine may be degraded. Below are links to removal instructions for the most popular antivirus software.

[McAfee](#)

[Norton](#)

[Kaspersky](#)

[Sophos](#)

[FSecure](#)

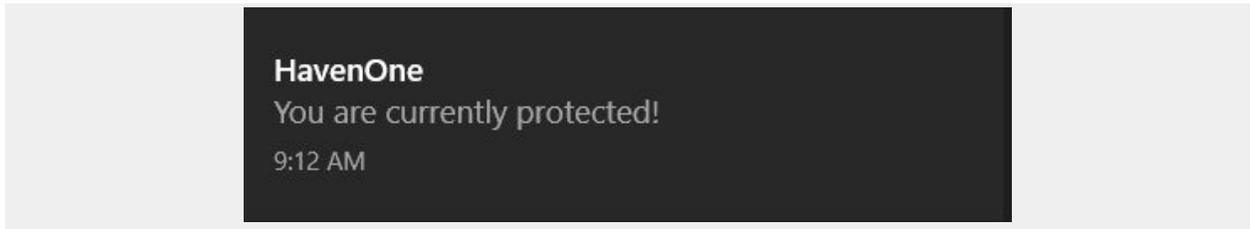
[Avast](#)

[Bitdefender](#)

[Webroot](#)

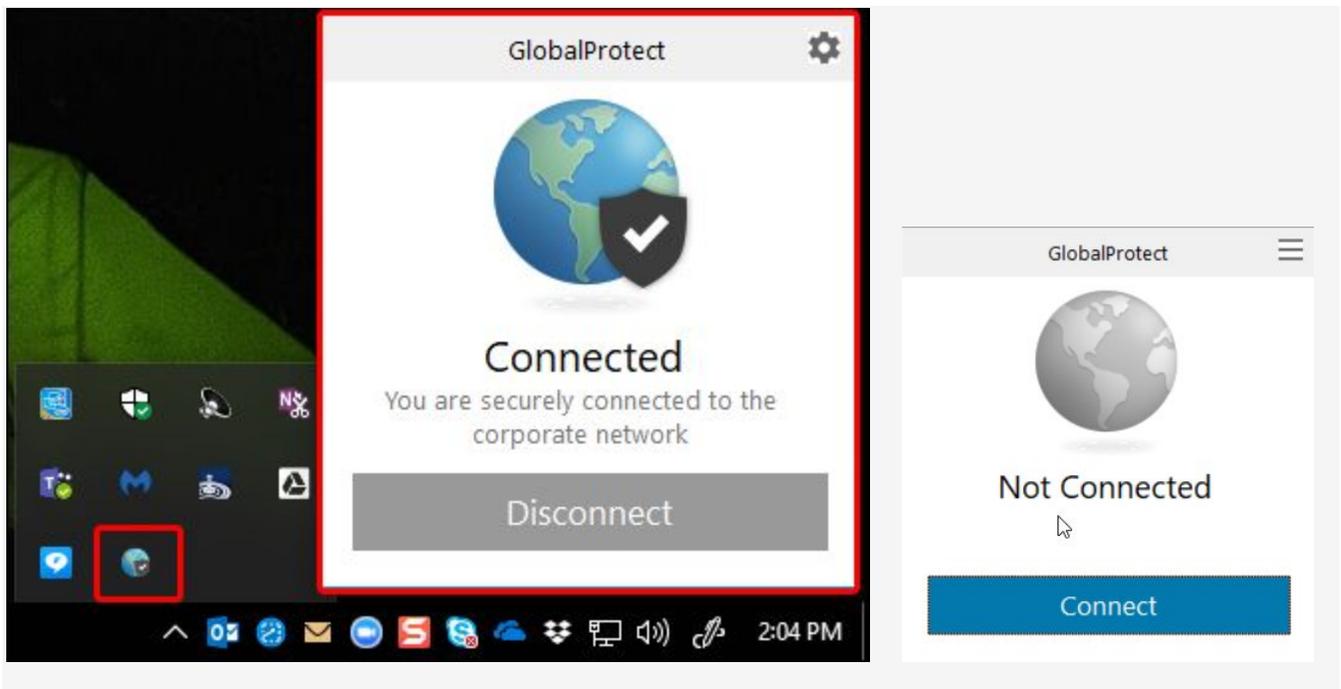
[Malwarebytes](#)

Congratulations! Your computer is now protected with best-in-class security technology and threat monitoring.



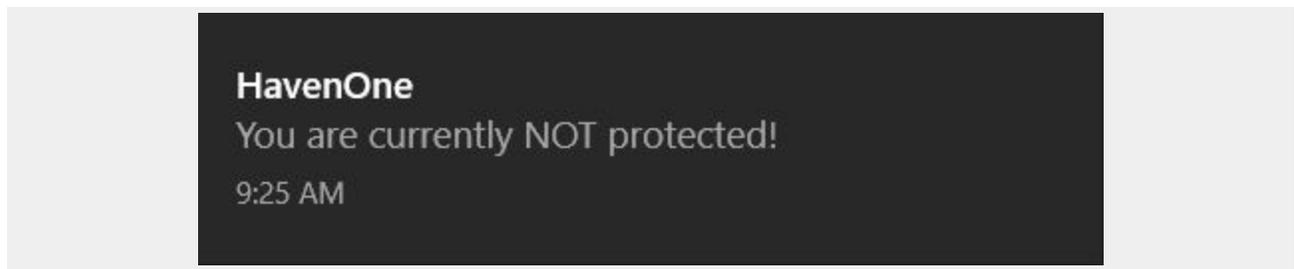
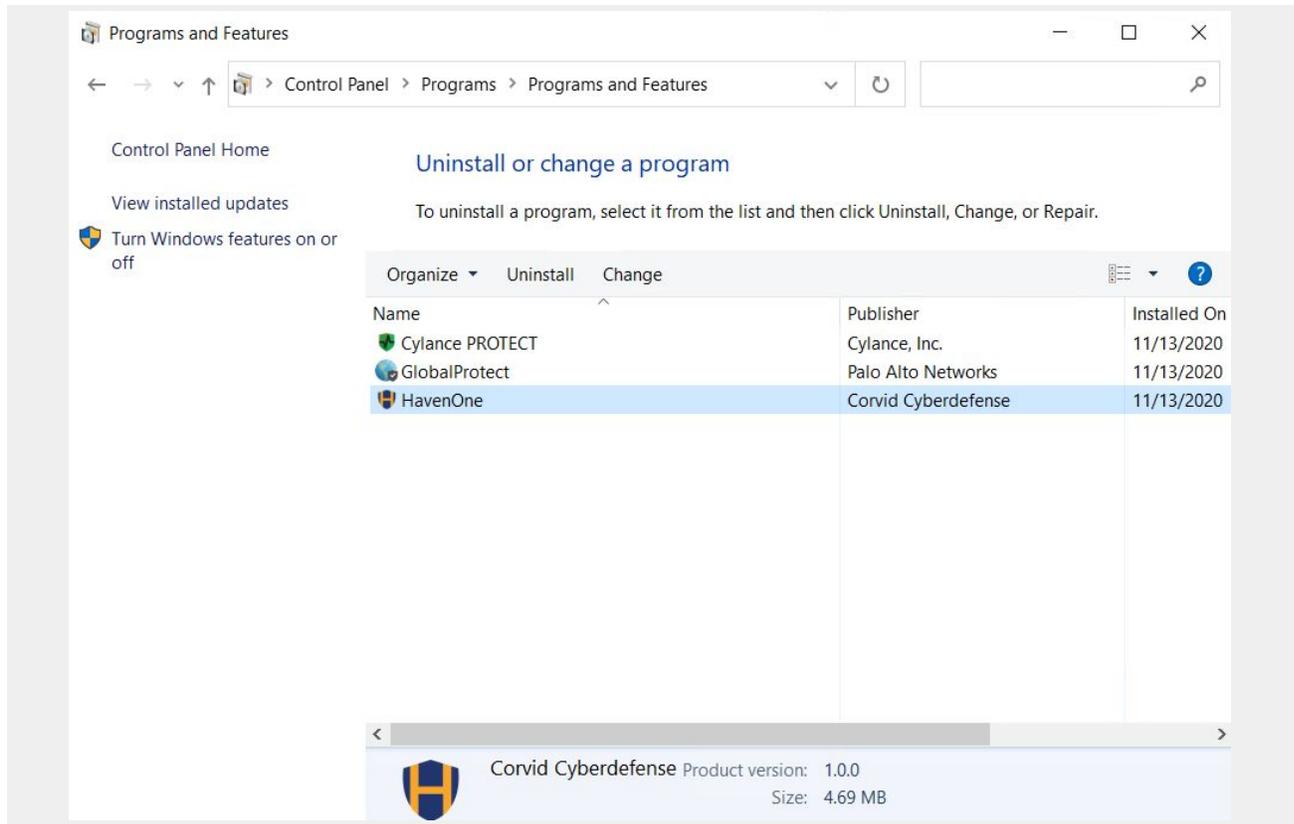
How to Turn On and Off GlobalProtect Secure VPN

Doubleclick the globe icon to Disconnect and Connect GlobalProtect VPN. Your internet connection will be secure when the globe displays the checkmark shield icon.



How to Uninstall all HavenOne Security Tools

Locate HavenOne in your finder and select Uninstall. When HavenOne is uninstalled, Cylance PROTECT and GlobalProtect will be uninstalled as well. You will see the "You are currently NOT protected!"



How To Get Support

If you're having technical problems with the HavenOne installation or software please send an email to havenonesupport@corvidcd.com describing your issue and someone from our customer support team will reach out.



How To Cancel HavenOne

Simply contact havenonesupport@corvidcd.com with your request to cancel.

How To Renew HavenOne

At the end of the term, please repurchase HavenOne at <https://www.corvidcyberdefense.com/havenone/> to continue to enjoy the service.

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