



## **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.



## Table of contents

Preparation .....	1
Table of contents .....	2-3
<b>Norton Security and Norton Secure VPN</b> <i>(Norton Security will be used as an installation example)</i>	
1. Downloading to your PC .....	4
2. Downloading to another device	
2.1 Method 1: Send the download link via email.....	5
2.2 Method 2: Send the download link via SMS .....	6
2.3 Method 3: Copy Link .....	7
3. Steps to install the service	
3.1 Installing Windows version.....	9
3.2 Installing Mac OS version .....	12
3.3 Installing Android version.....	16
3.4 Installing iOS version.....	19
4. Steps to uninstall the service	
4.1 Uninstalling Windows version .....	22
4.2 Uninstalling Mac OS version .....	25
4.3 Uninstalling Android version .....	29
4.4 Uninstalling iOS version .....	31

## Norton Family Premier

<b>1. Setting up Norton Account .....</b>	<b>33</b>
<b>2. Installation on parent's device</b>	
<b>2.1 Installing Windows version .....</b>	<b>34</b>
<b>2.2 Installing Android version .....</b>	<b>35</b>
<b>2.3 Installing iOS version .....</b>	<b>36</b>
<b>3. Installation on child's device</b>	
<b>3.1 Installing Windows version .....</b>	<b>37</b>
<b>3.1.1 Downloading on the same Windows PC.....</b>	<b>38</b>
<b>3.1.2 Downloading on another Windows PC.....</b>	<b>40</b>
<b>3.1.3 Installation &amp; Setup.....</b>	<b>42</b>
<b>3.2 Installing Android version .....</b>	<b>46</b>
<b>3.3 Installing iOS version .....</b>	<b>47</b>
<b>4. Uninstalling from parent's device</b>	
<b>4.1 Uninstalling Android version .....</b>	<b>48</b>
<b>4.2 Uninstalling iOS version .....</b>	<b>49</b>
<b>5. Uninstalling from child's device</b>	
<b>5.1 Uninstalling Windows version .....</b>	<b>50</b>
<b>5.2 Uninstalling Android version .....</b>	<b>53</b>
<b>5.3 Uninstalling iOS version .....</b>	<b>55</b>

## Norton Security and Norton Secure VPN

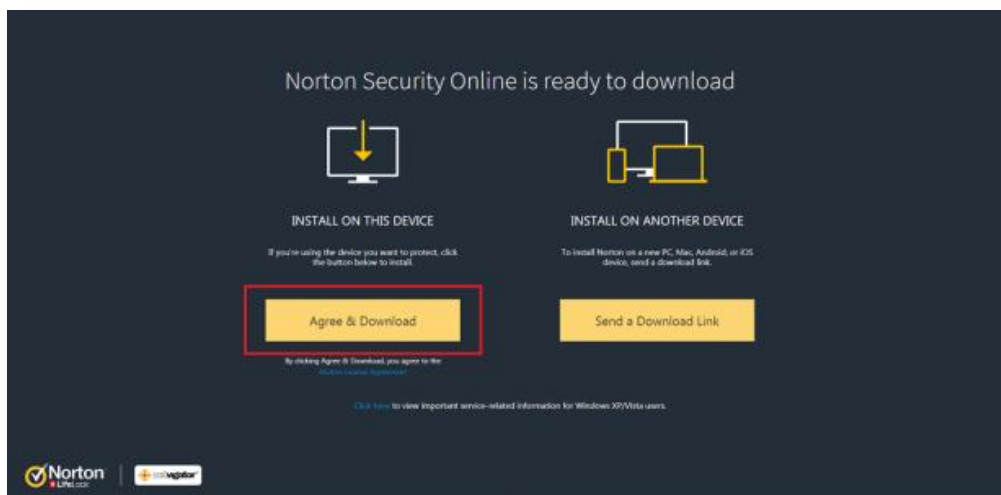
(Norton Security will be used as an installation example)

### 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.



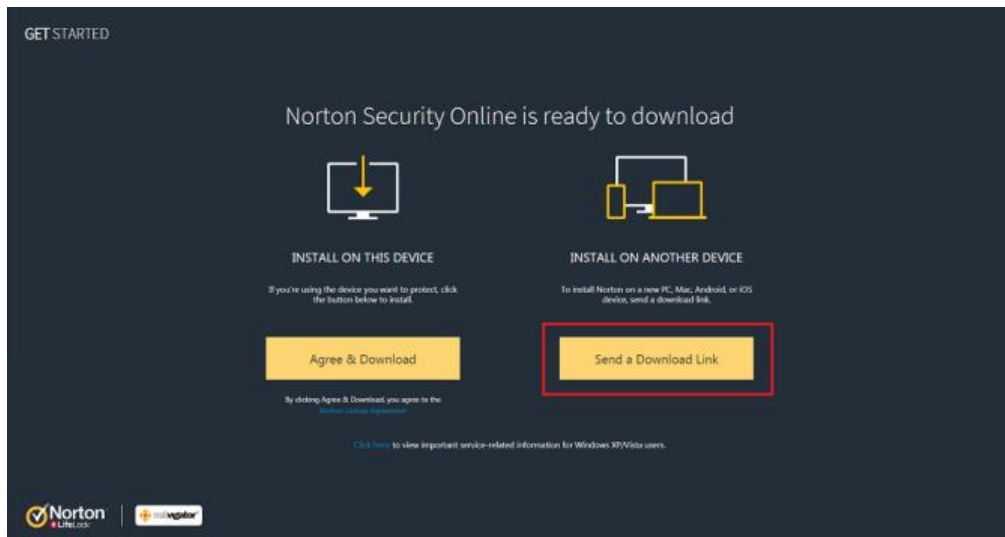
- b. Click "Agree & Download".



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

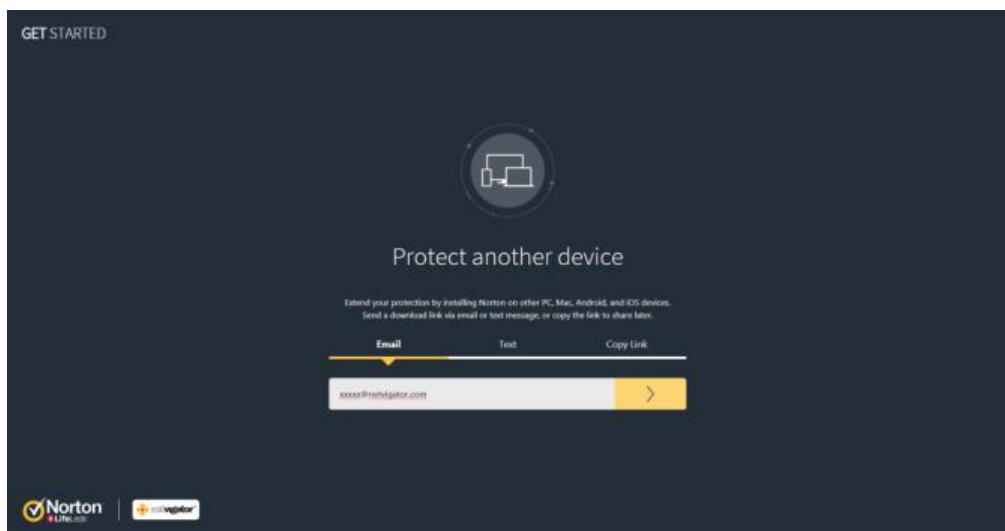
## 2. Downloading to another device

Click “Send a Download Link”.

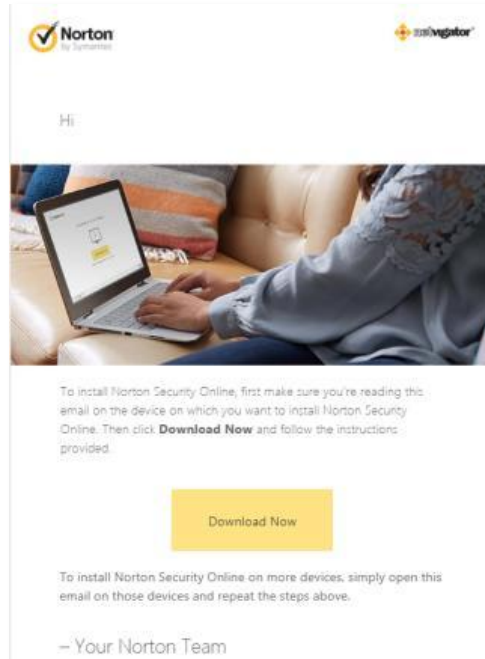


### 2.1 Method 1: Send the download link via email

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

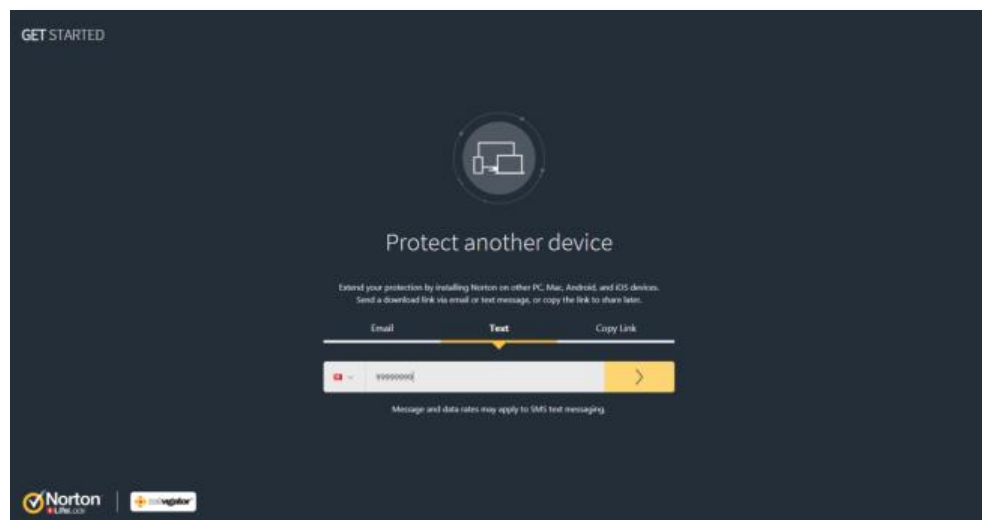


- b. Recipient will receive an email containing a download link.  
Click **“Download Now”** to start the downloading process.  
Please refer to **3. Steps to install the service** for the following:

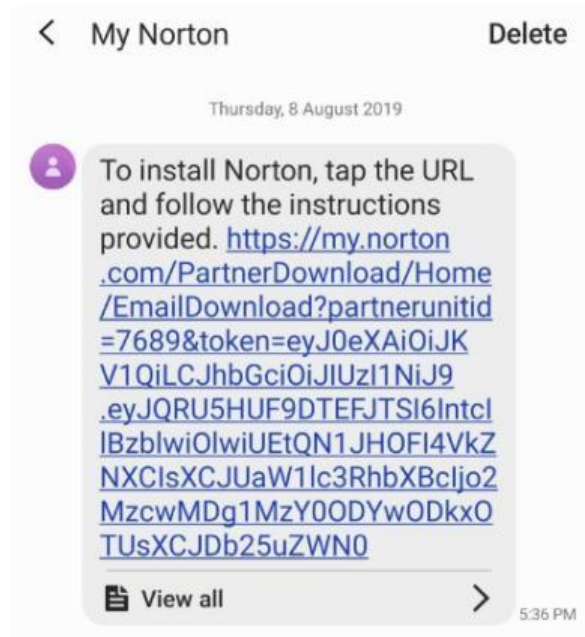


## 2.2 Method 2: Send the download link via SMS

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

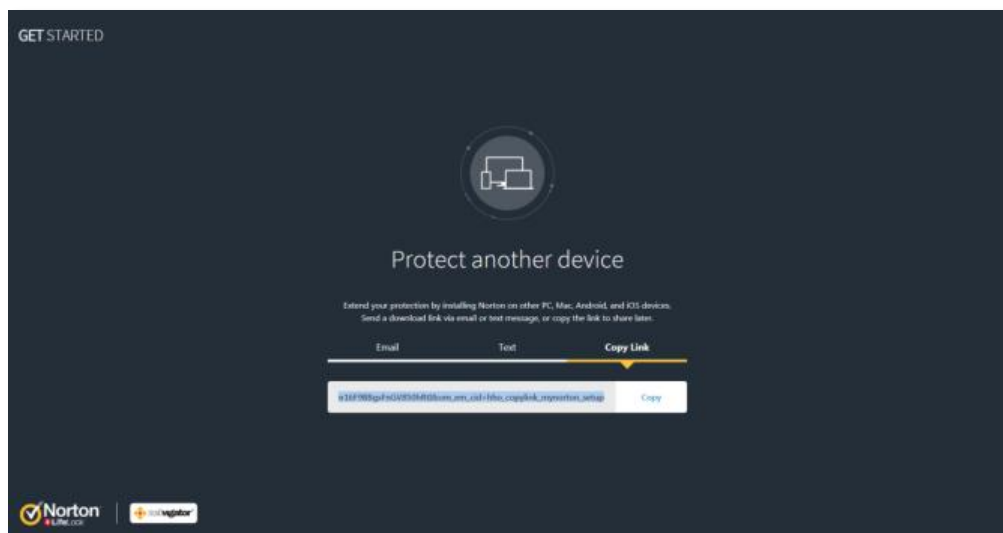


- b. Recipient will receive an SMS containing a download link.  
Open the download link to start the downloading process.  
Please refer to **3. Steps to install the service** for the following:

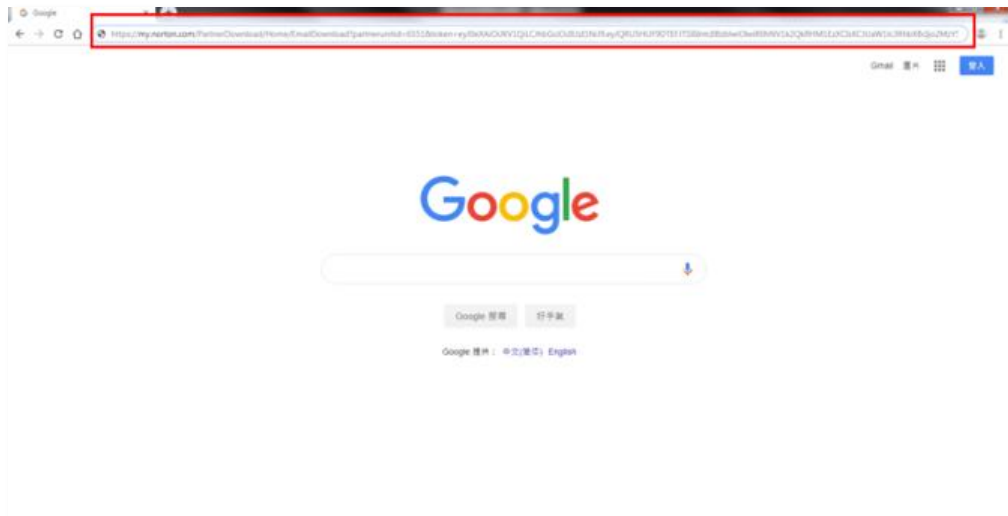


### **2.3 Method 3: Copy link**

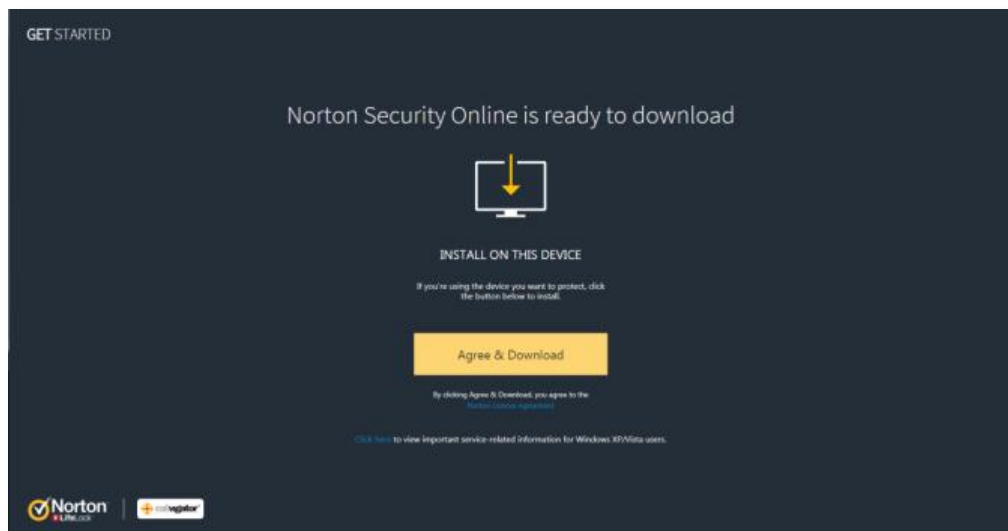
- a. Click **“Copy”** to copy the download link.



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:

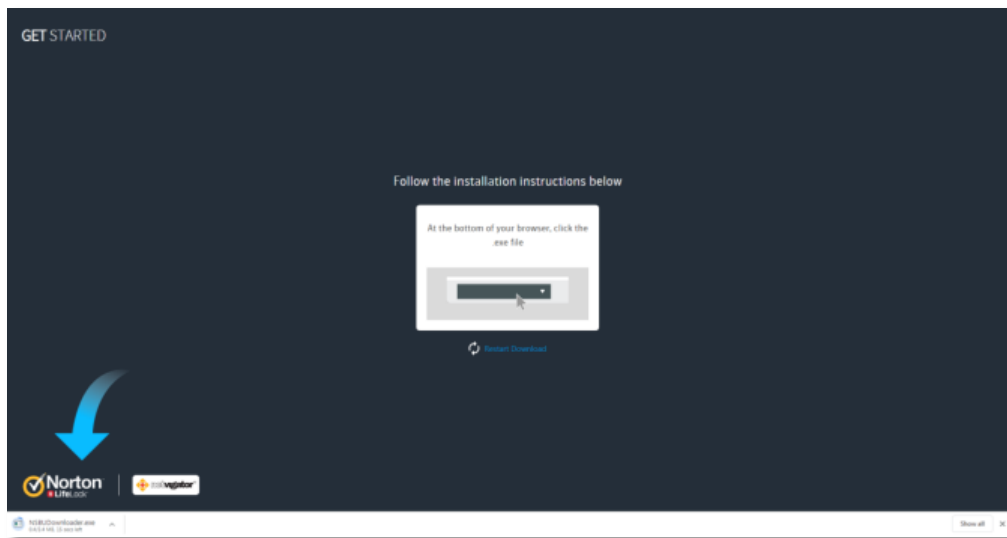




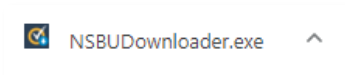
### 3. Steps to install the service

#### 3.1 Installing Windows version

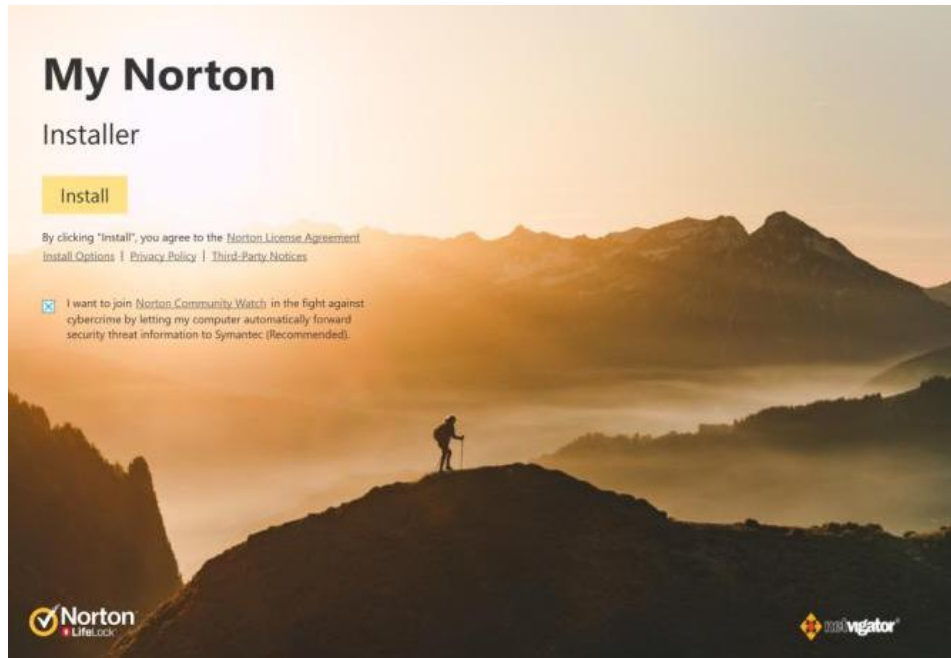
a. Click **“Agree & Download”** to start the downloading process.



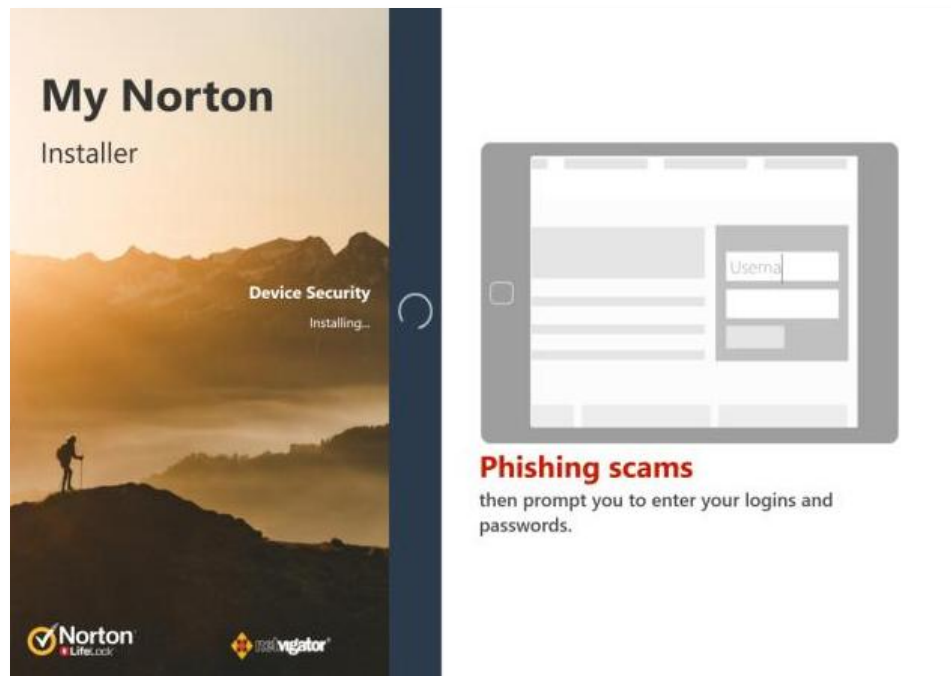
b. Click on **“.exe file”** at the bottom of your browser.  
The .exe file will open automatically when downloading is complete.



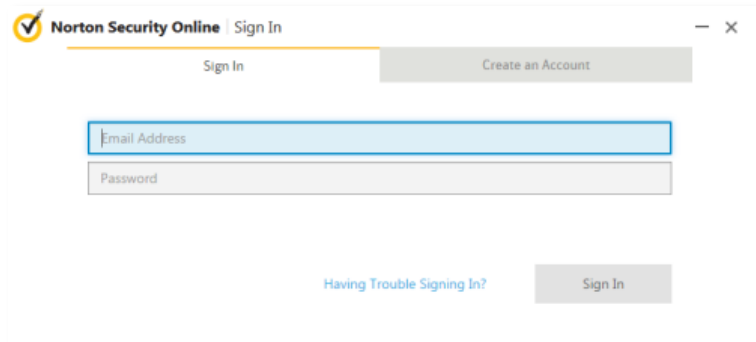
c. Click “Install” when the window below pops up.



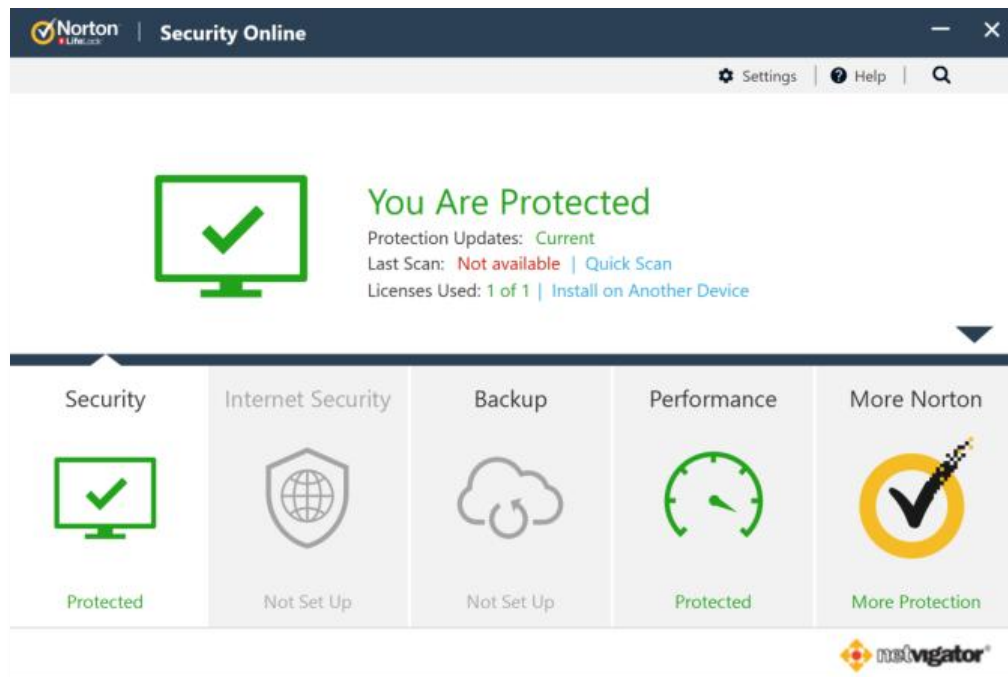
d. Please wait until installation completes.



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.

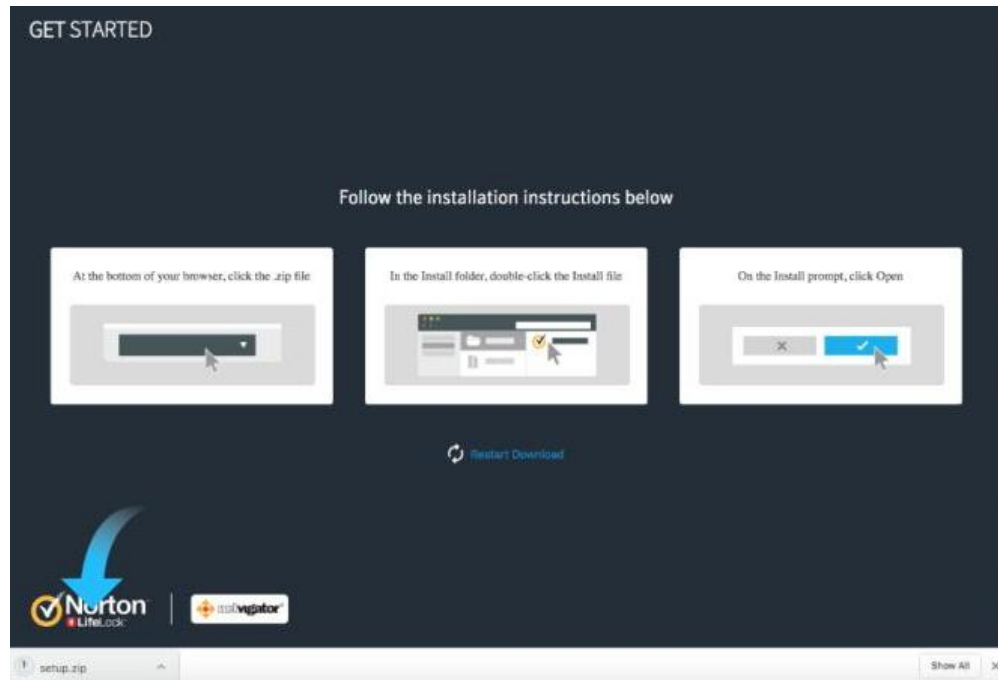


f. Installation complete.

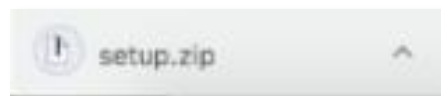


### 3.2 Installing Mac OS version

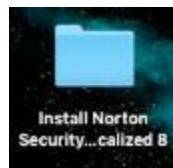
a. Click “Agree & Download” to start the downloading process.



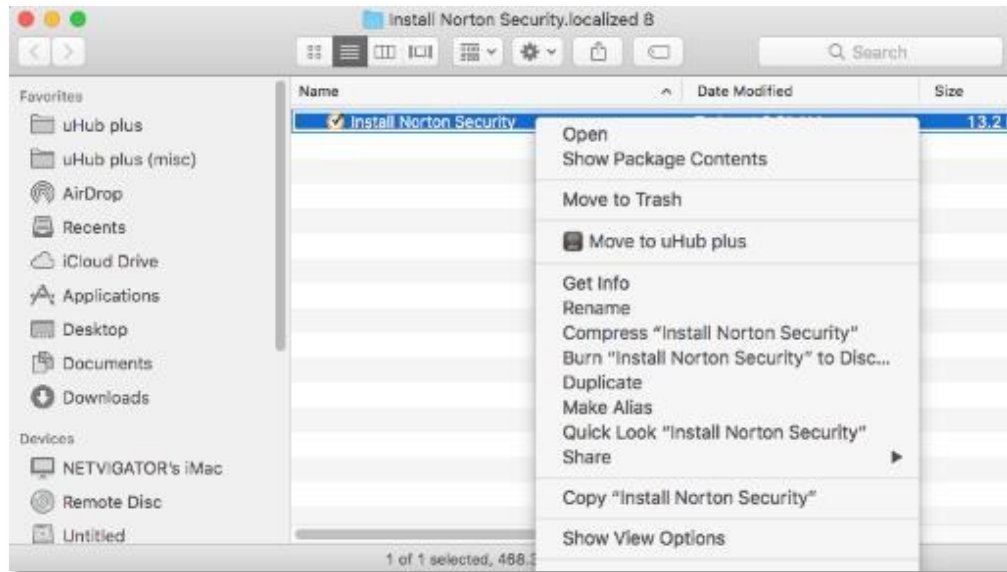
b. Click on “**setup.zip**” at the bottom of your browser. Unzip the file when downloading is complete.



c. Open the unzipped file.



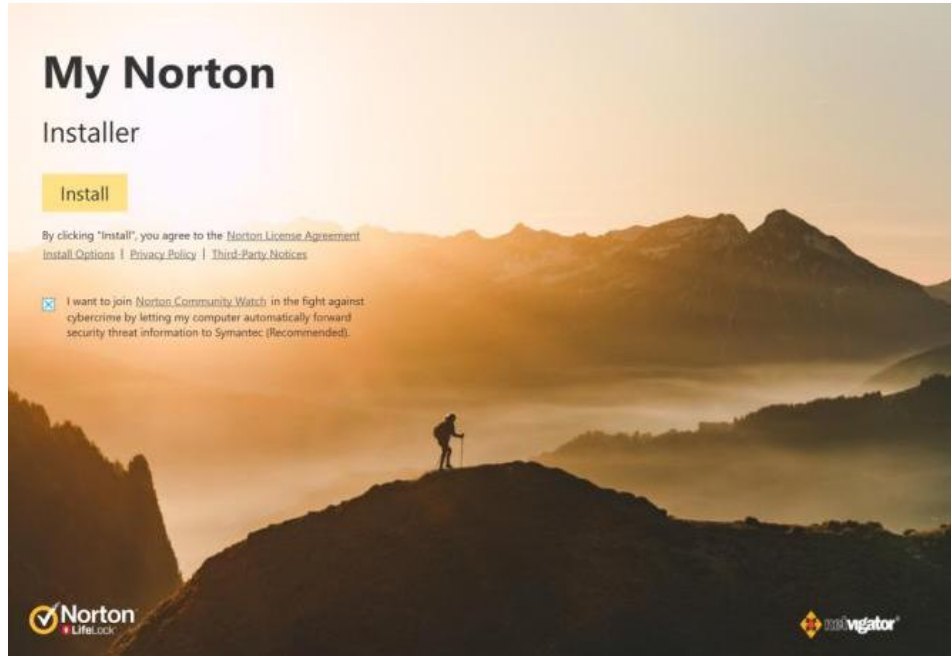
d. Find **“Install Norton Security”** and move mouse over its icon. Right-click and select **“Open”**.



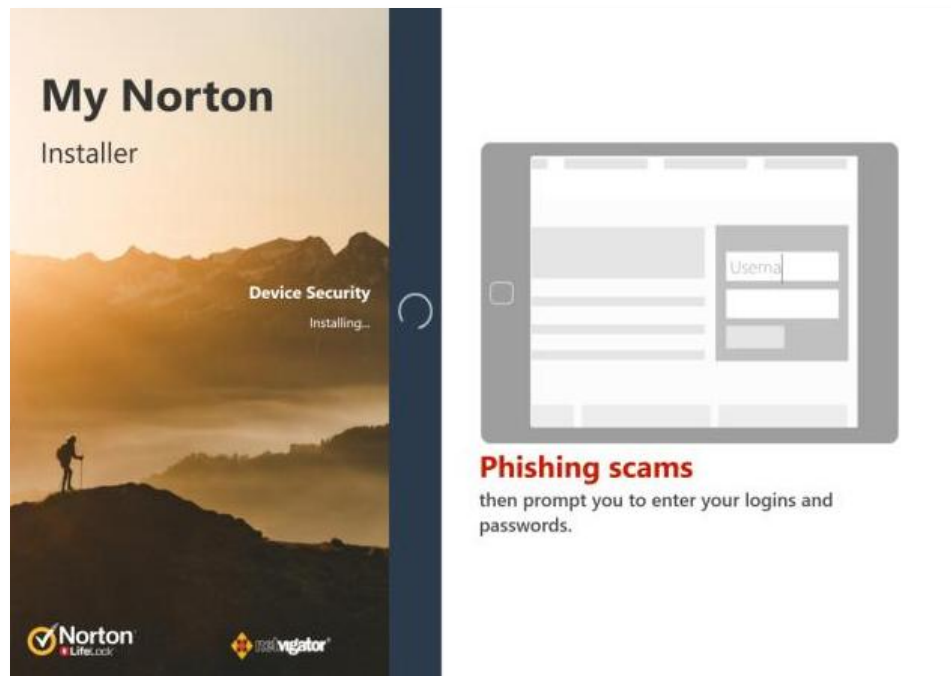
e. Click **“Open”** when the window below pops up.



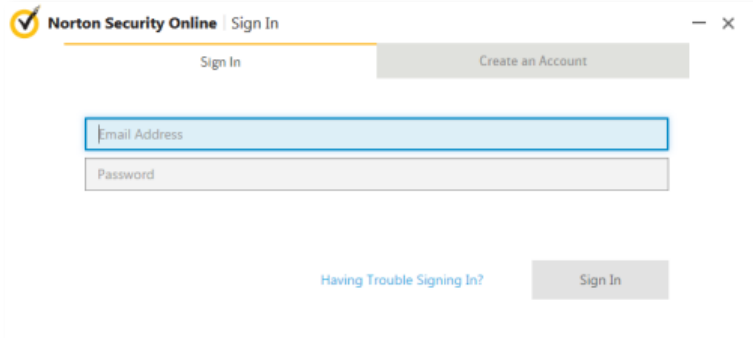
f. Click “Install” when the window below pops up.



g. Please wait until installation completes.

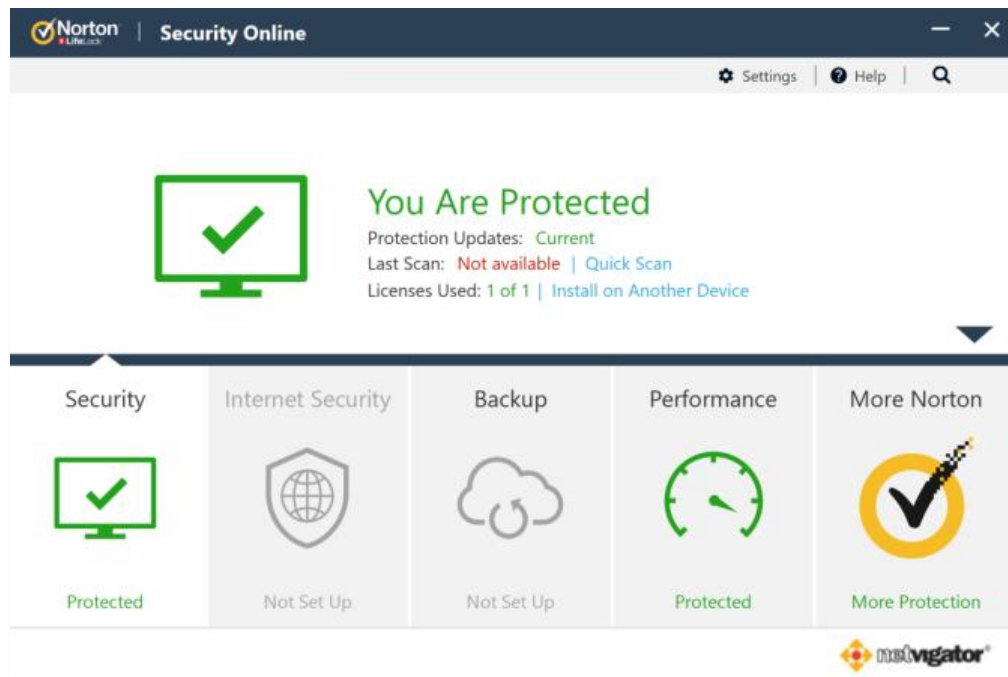


h. Log into Norton via your **Norton account** (if necessary – see instructions onscreen). If you do not have a Norton account, click **“Create an Account”** to create one.



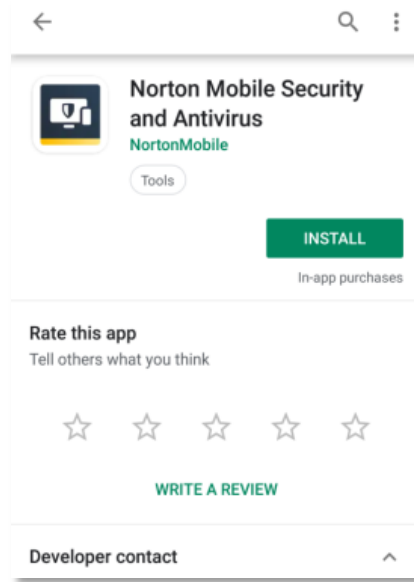
The screenshot shows the Norton Security Online Sign In page. At the top, there is a header with the Norton logo and the text "Norton Security Online | Sign In". Below the header, there are two tabs: "Sign In" (active) and "Create an Account". The main content area contains two input fields: "Email Address" and "Password". At the bottom, there is a link "Having Trouble Signing In?" and a "Sign In" button.

i. Installation complete.

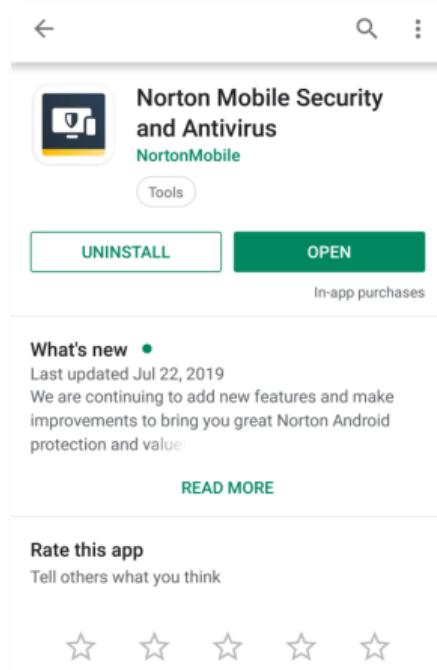


### 3.3 Installing Android version

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

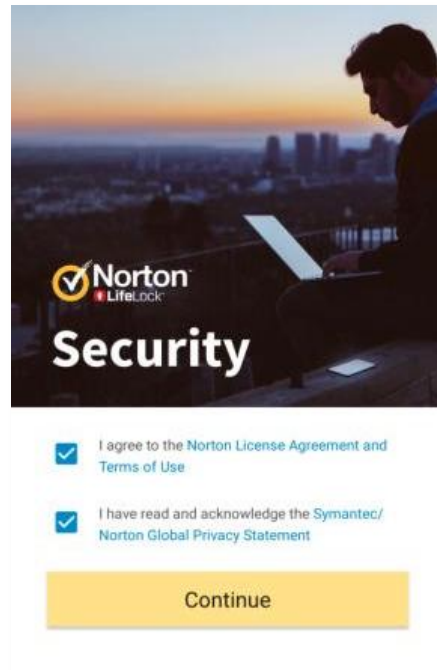


- b. When downloading completes, tap **“OPEN”** to open the app.

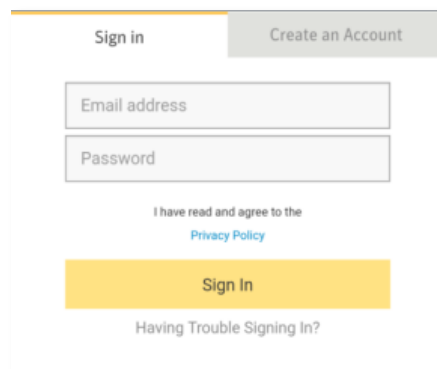




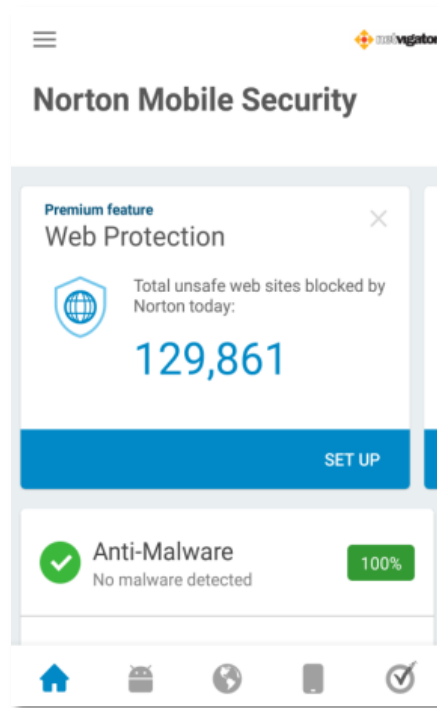
c. Please read the **Terms & Conditions** after opening the app.  
Tick **“I agree to the ...”** and **“I have read and acknowledge...”**.  
Then, tap **“Continue”** to proceed.



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.



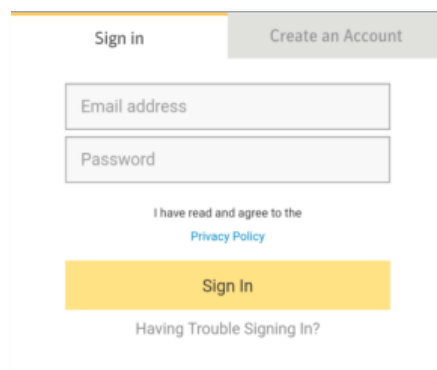
b. When download completes, tap **“OPEN”** to open the app.



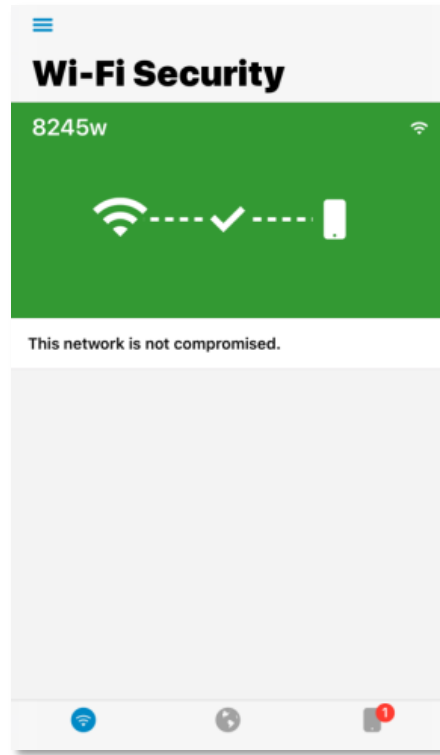
c. Please read the **Terms & Conditions** after opening the app. Tick **“I agree to the...”** and **“I have read and acknowledge...”**. Then, tap **“Continue”** to proceed.



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.



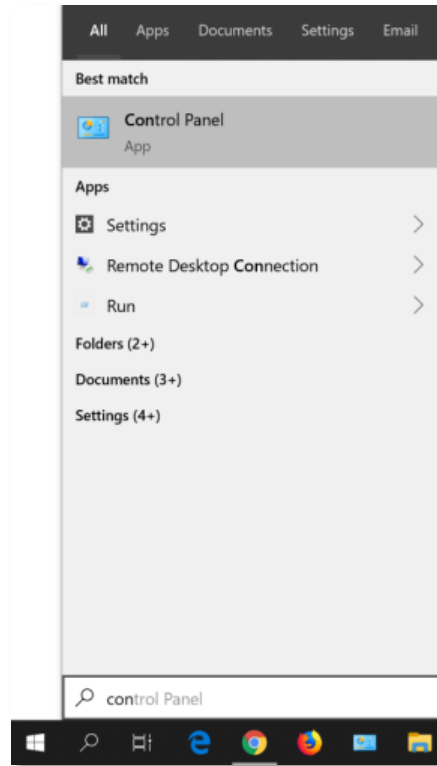
e. Installation complete.



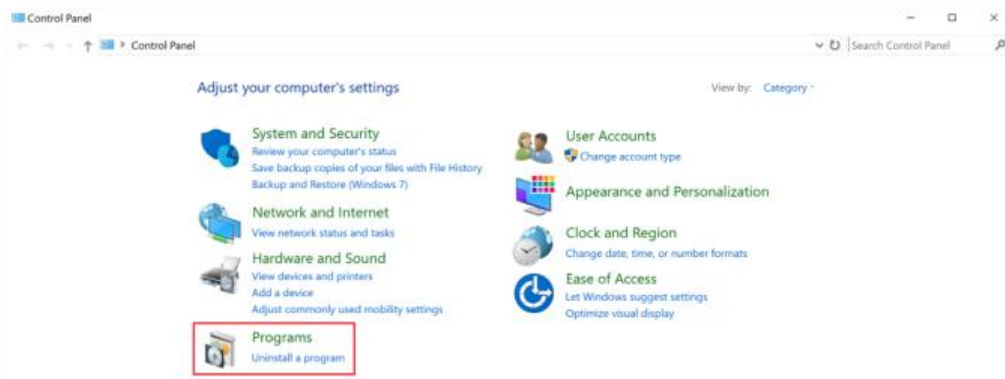
## **4. Steps to uninstall the service**

### **4.1 Uninstalling Windows version**

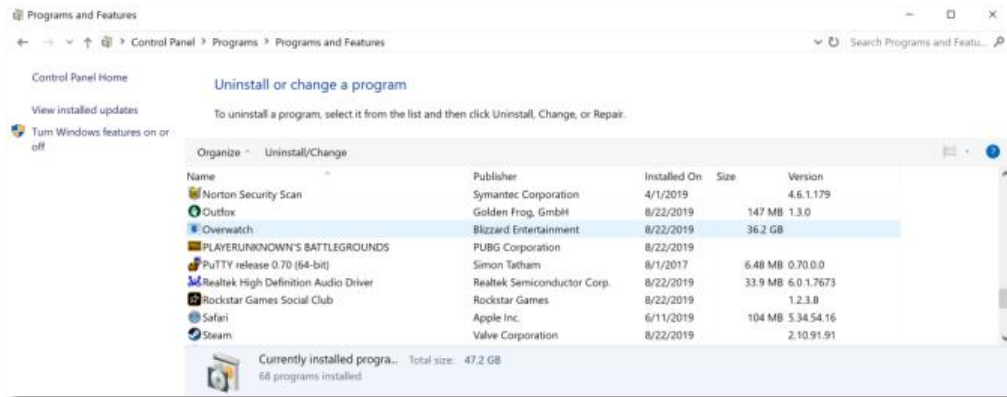
a. Tap “Start” and click “Control Panel”.



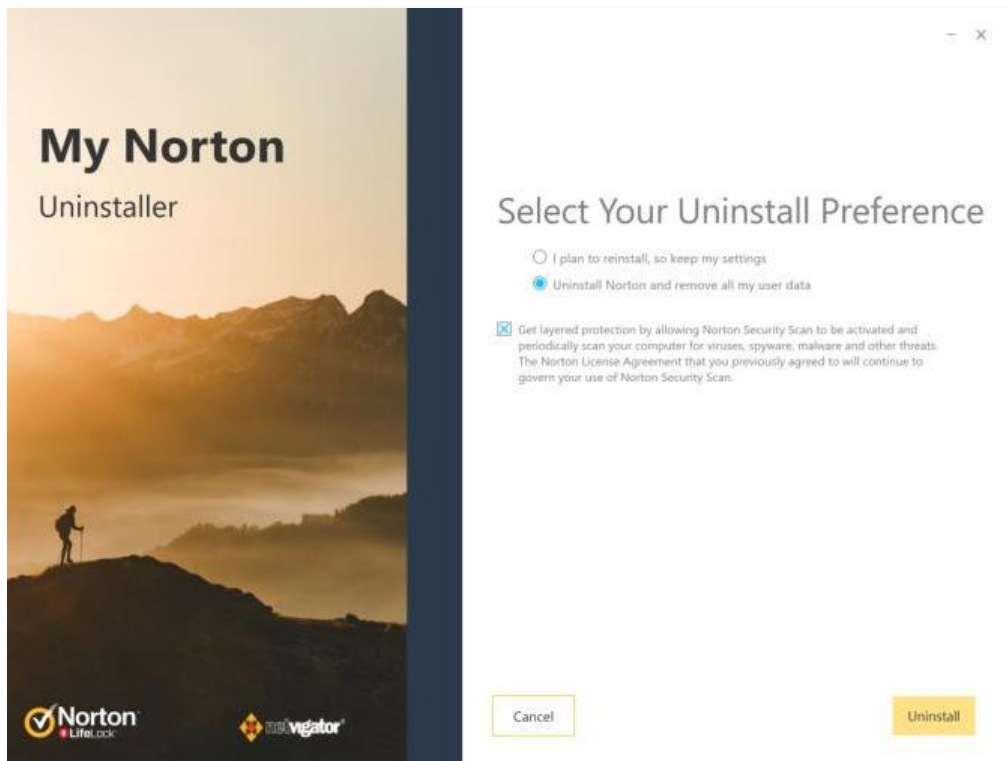
b. Click “Uninstall a program” after opening the control panel.



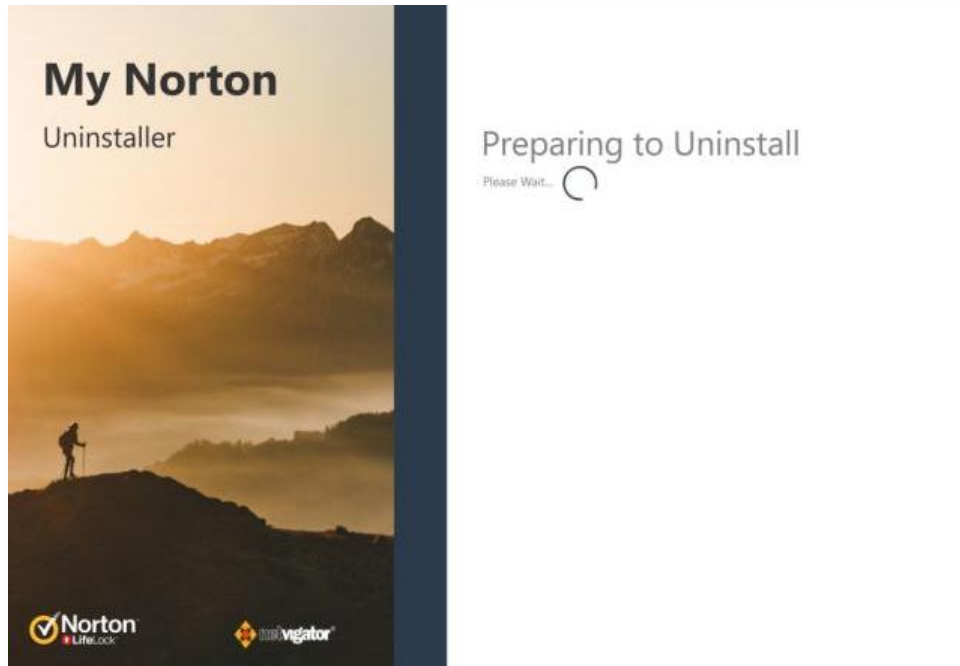
c. Find **Norton Security Online** on the list.  
Click **“Uninstall/Change”**.



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

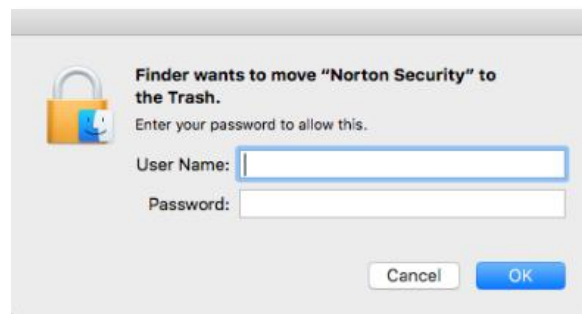
a. Open **Finder**.



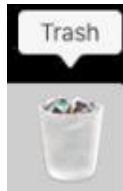
b. Click **“Applications”** in the **Finder’s** sidebar.  
Find **Norton Security** and move mouse over its icon.  
Right-click and select **“Move to Trash”**.



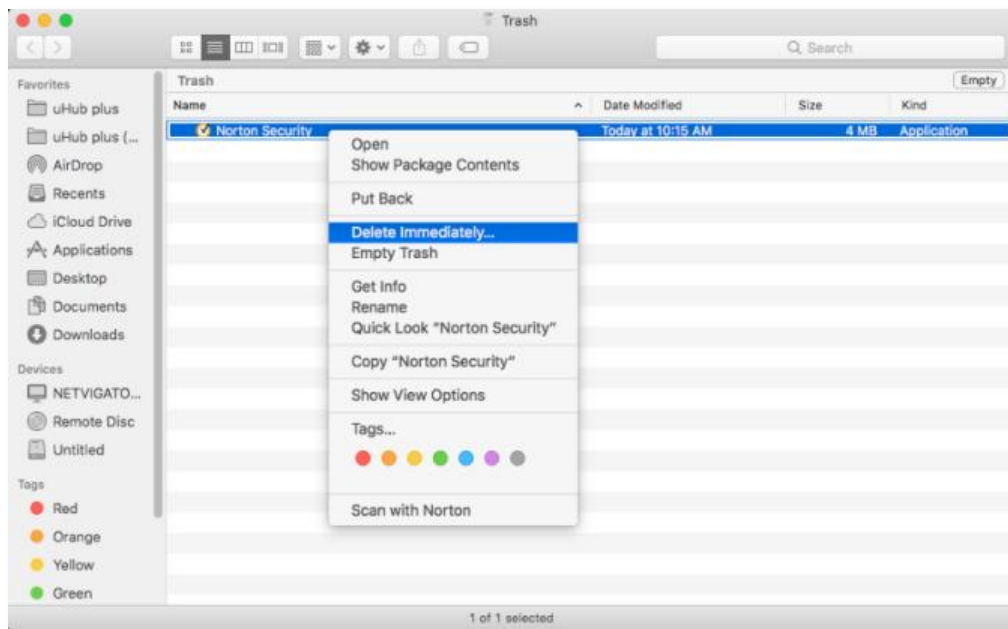
c. Enter your user name and password (if necessary – see instructions onscreen).



d. Open **Trash**.



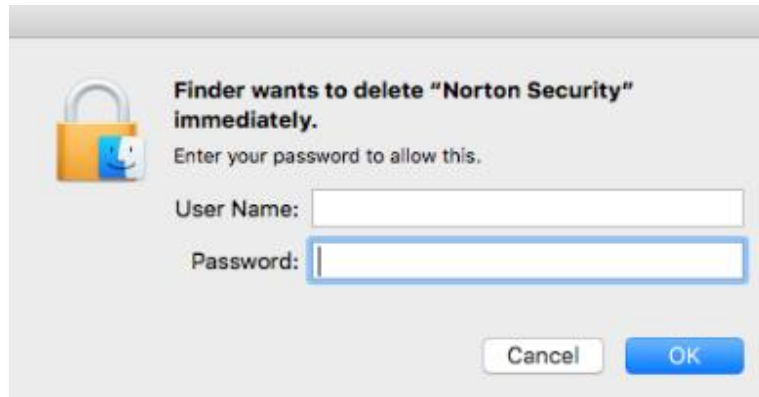
e. Find **Norton Security** and move mouse over its icon.  
Right-click and select **"Delete Immediately"**.



f. Click **"Delete"**.



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



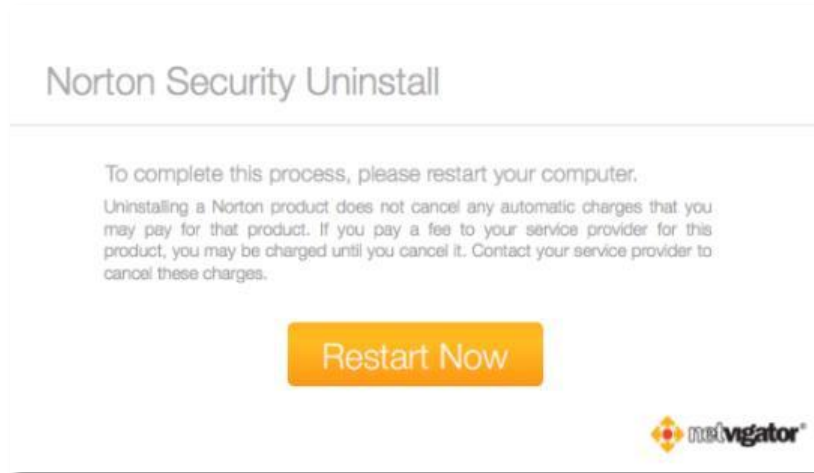
h. The window below will open automatically.  
Click **"Uninstall"**.



i. Please wait until the uninstall process completes.

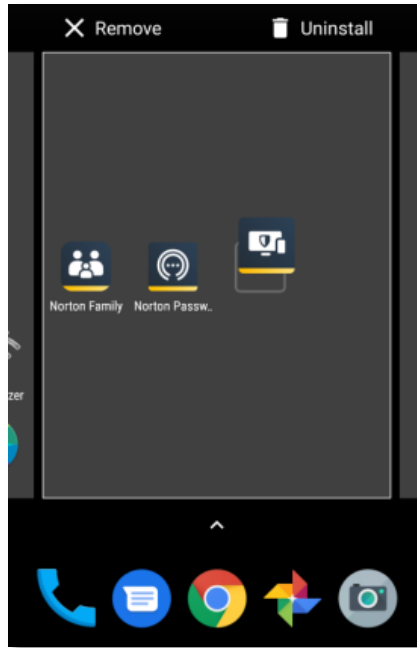


j. Norton Security has been uninstalled.  
Click **“Restart Now”** to complete the uninstall process.

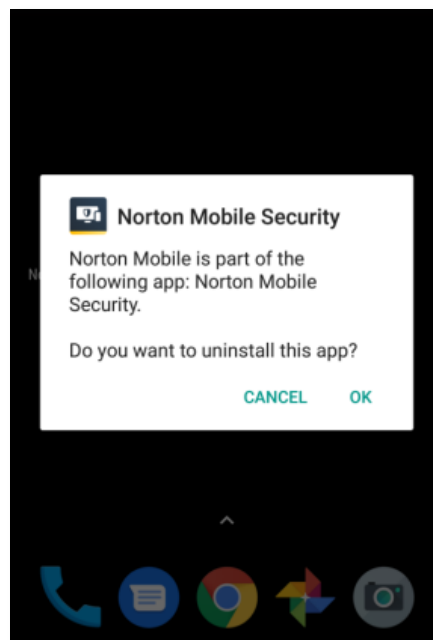


### 4.3 Uninstalling Android version

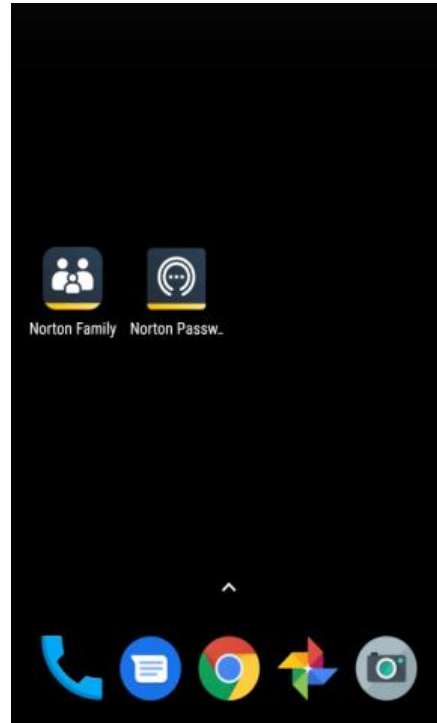
a. Touch and hold the **Norton Mobile Security** app, then tap “Uninstall”.




b. Tap “OK”.



c. The uninstall process is complete.

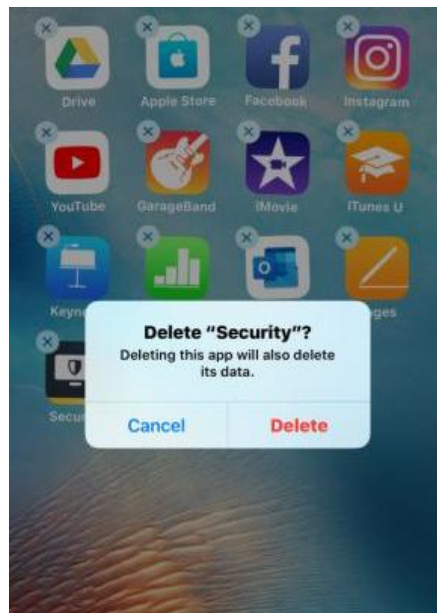


#### 4.4 Uninstalling iOS version

- 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.

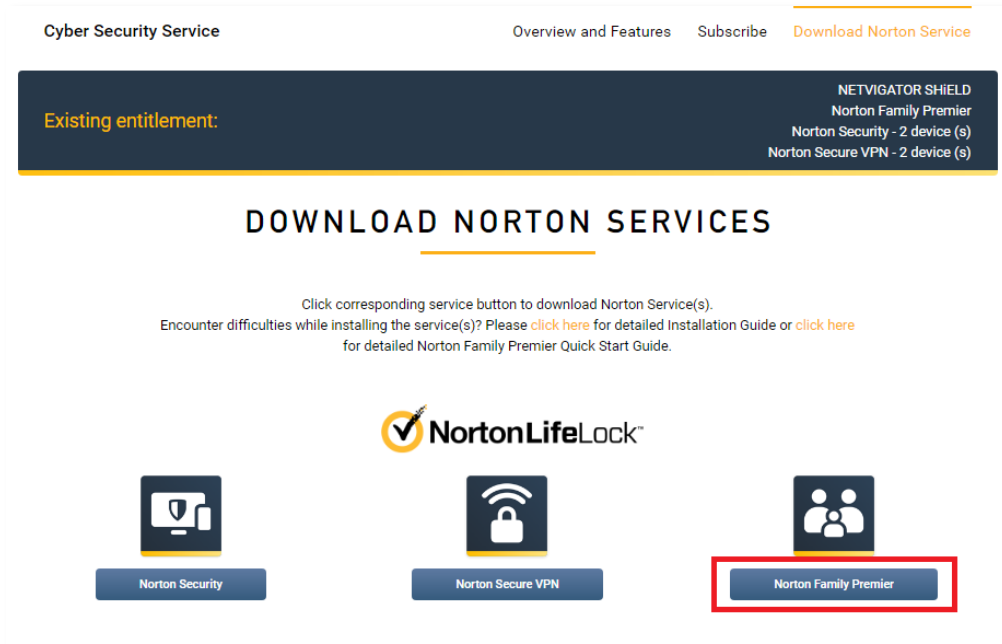




## Norton Family Premier

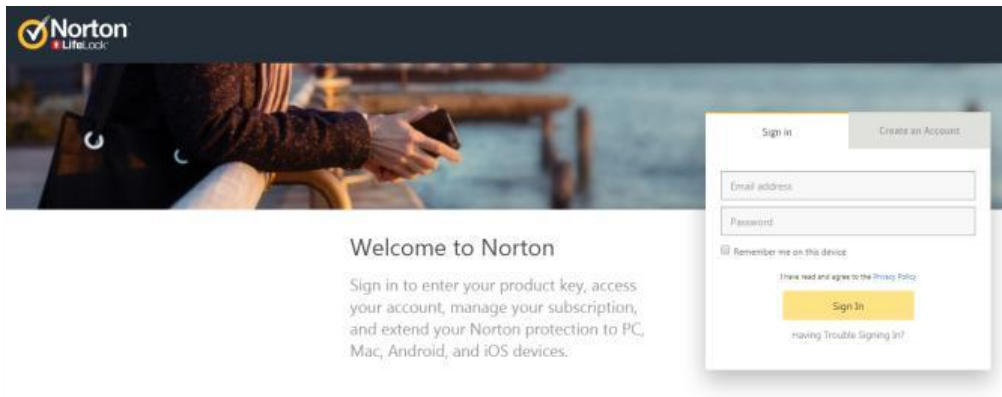
### 1. Setting up Norton Account

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



The screenshot shows the 'Download Norton Services' page. At the top, there are navigation links: 'Cyber Security Service', 'Overview and Features', 'Subscribe', and 'Download Norton Service'. A dark banner at the top right lists 'Existing entitlements': 'NETVIGATOR SHIELD', 'Norton Family Premier', 'Norton Security - 2 device (s)', and 'Norton Secure VPN - 2 device (s)'. The main heading is 'DOWNLOAD NORTON SERVICES'. Below it, there is a paragraph: '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.' The NortonLifeLock logo is centered. Below the logo are three service buttons: 'Norton Security', 'Norton Secure VPN', and 'Norton Family Premier'. The 'Norton Family Premier' button is highlighted with a red border.

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



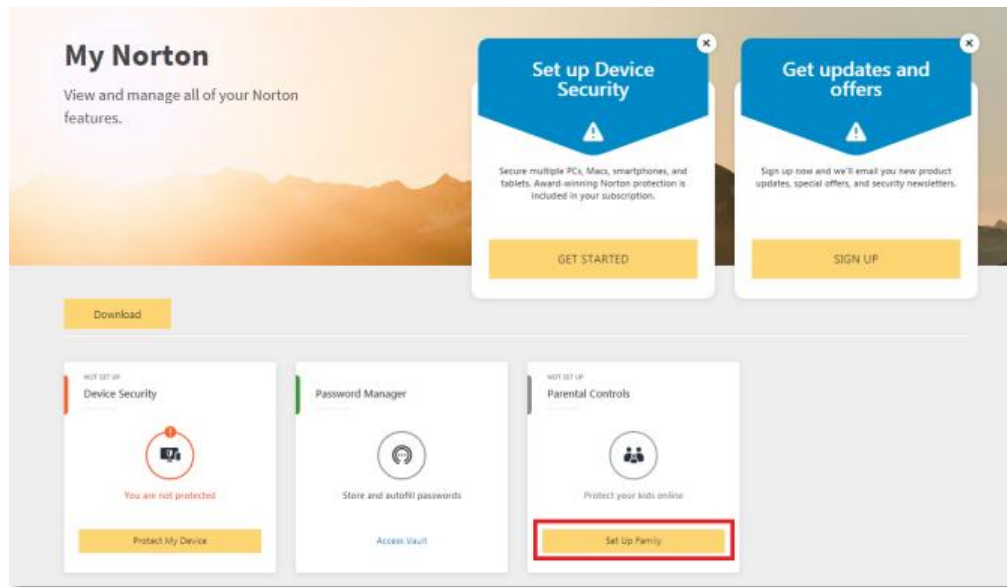
The screenshot shows the Norton login page. At the top left is the NortonLifeLock logo. The background features a person holding a smartphone. The main heading is 'Welcome to Norton'. Below it, there is a paragraph: 'Sign in to enter your product key, access your account, manage your subscription, and extend your Norton protection to PC, Mac, Android, and iOS devices.' On the right side, there is a login form with two tabs: 'Sign In' (selected) and 'Create an Account'. The form contains fields for 'Email address' and 'Password', a 'Remember me on this device' checkbox, and a 'Sign In' button. Below the button, there is a link: 'Having Trouble Signing In?'.

## 2. Installation on parent's device

### 2.1 Installing Windows version

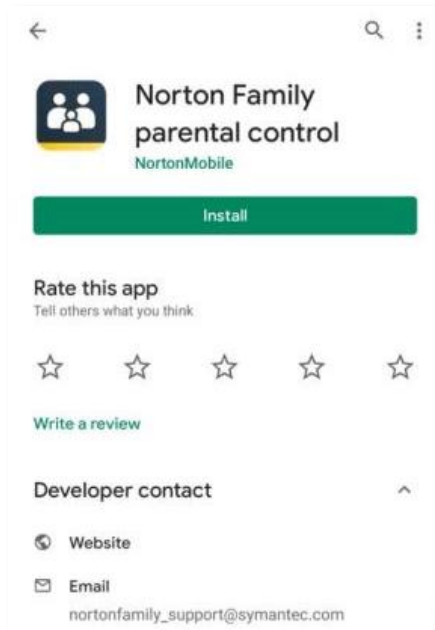
There is no installation needed if you are using Windows PC.

Log onto [my.norton.com](https://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.

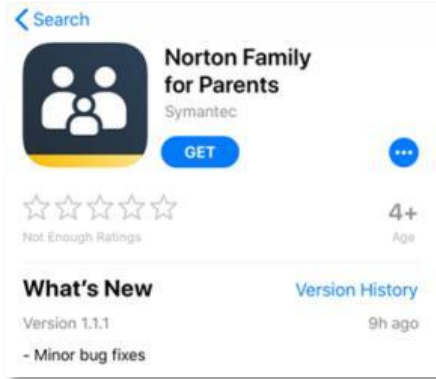


- b. Installation completes. Tap “**OPEN**” to open the app.



### 2.3 Installing iOS version

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



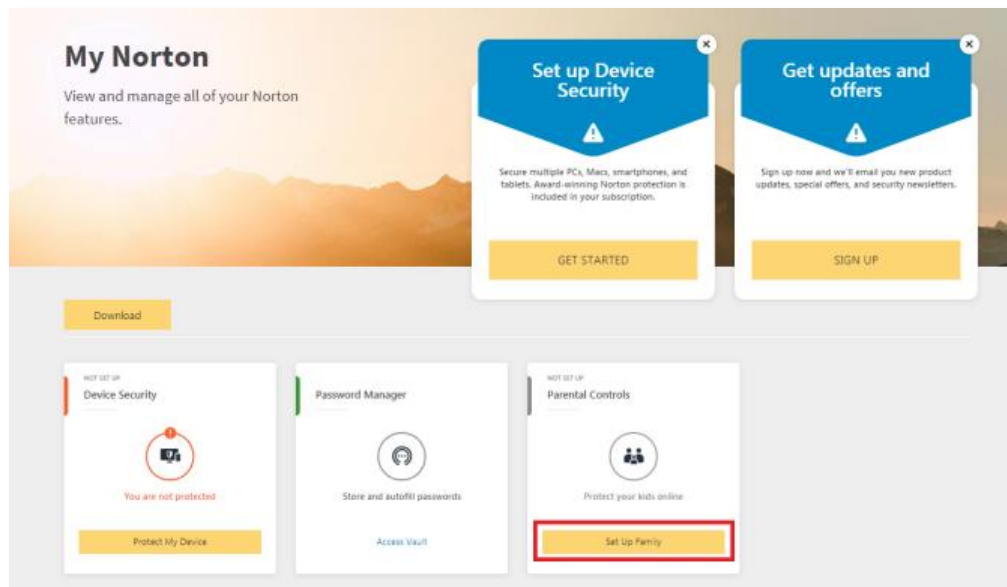
- b. Installation completes. Tap **“OPEN”** to open the app.



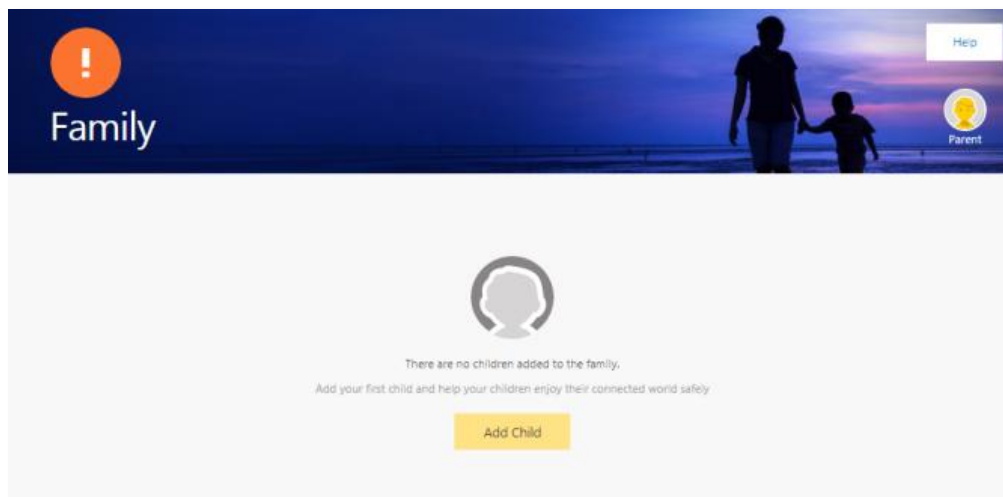
### 3. Installation on child's device

#### 3.1 Installing Windows version

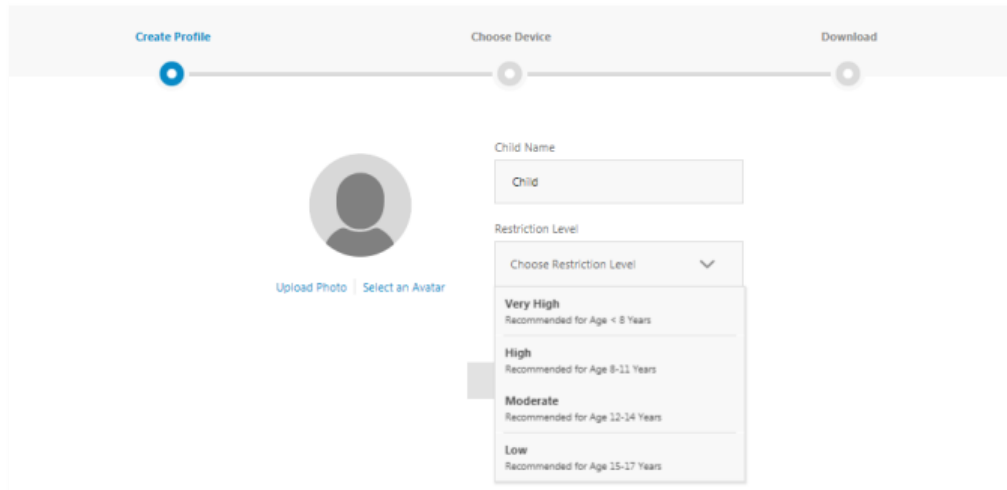
a. If you (parent) are using Windows PC, log into [my.norton.com](https://my.norton.com) with the **Norton account** you created previously. Then click **“Set Up Family”** to start the set up.



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

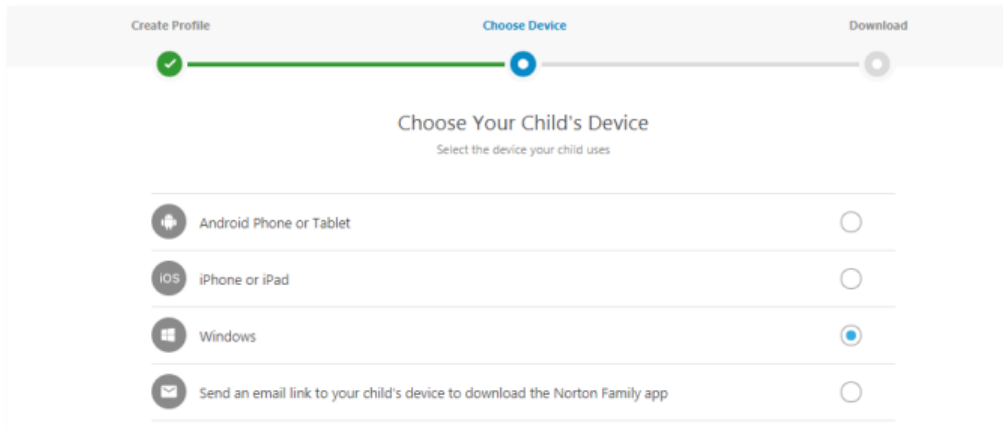


c. Enter your **child's name** and choose the **restriction level** according to his/her age. You may also upload a photo of him/her. Click **“Next”** afterwards.

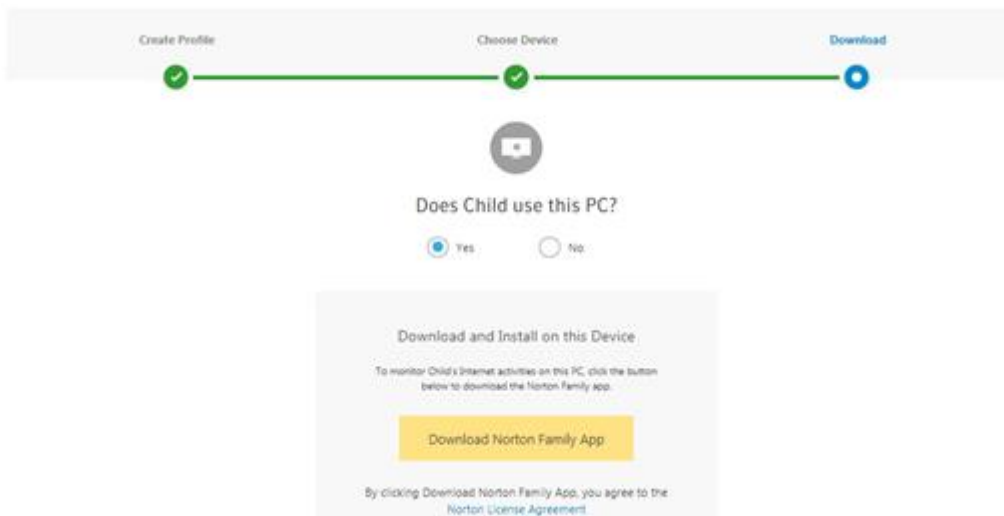


### **3.1.1 Downloading on the same Windows PC**

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](#).

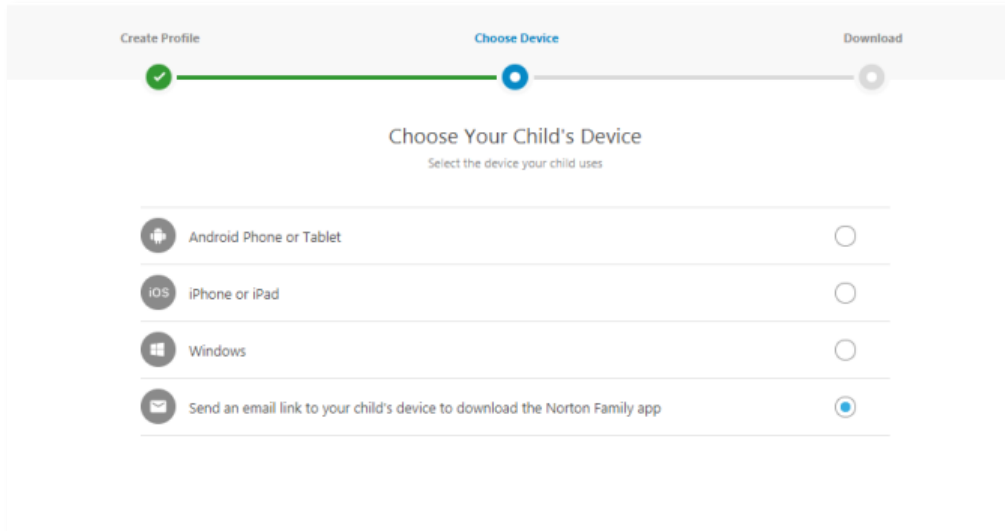


c. Please refer to [3.1.3 Installation & Setup](#) for the following:

### 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.

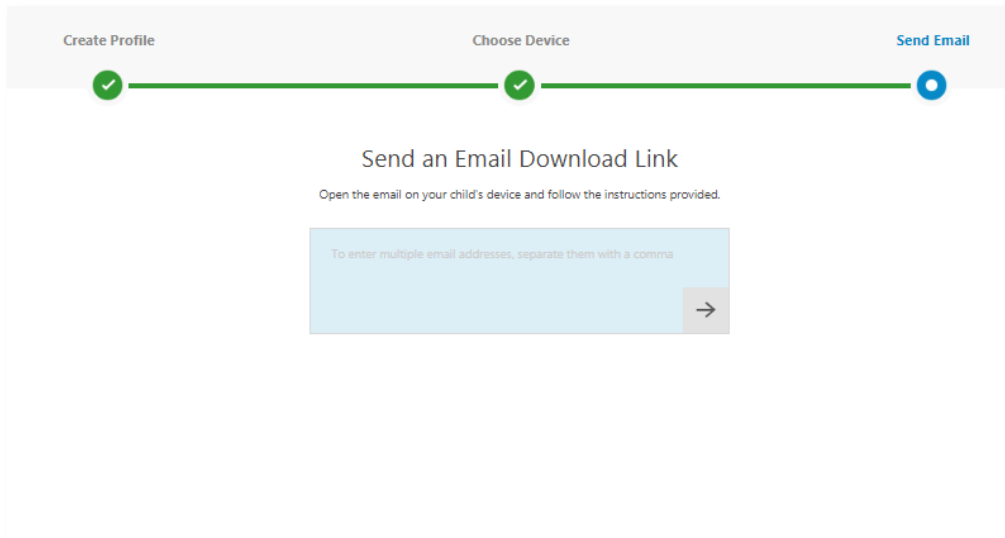
a. Select **“Send an email link...”** and click **“Next”**.



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' (disabled 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
- 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 a progress bar at the top 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 placeholder: 'To enter multiple email addresses, separate them with a comma'. To the right of the input field is a grey button with a right-pointing arrow.



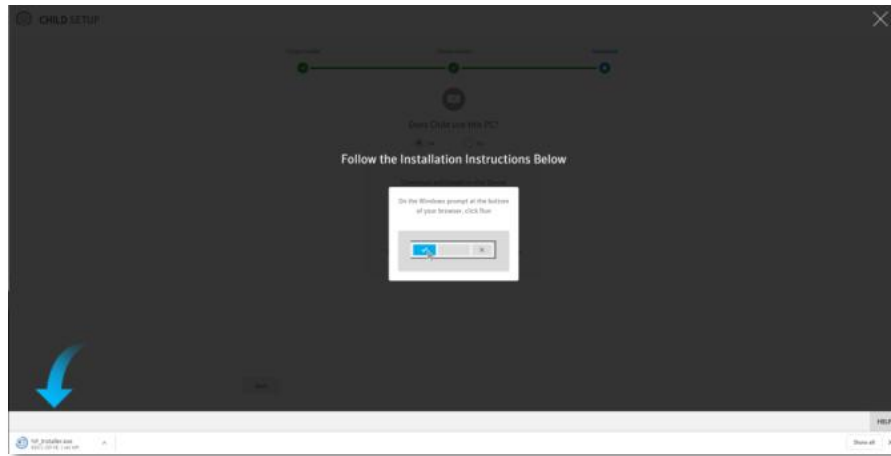
c. Your child will receive an email containing a download link.  
Click the **link** to start the downloading process.



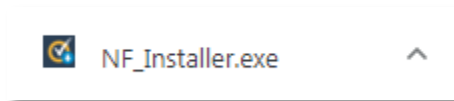
d. Please refer to **3.1.3 Installation & Setup** for the following:

### 3.1.3 Installation & Setup

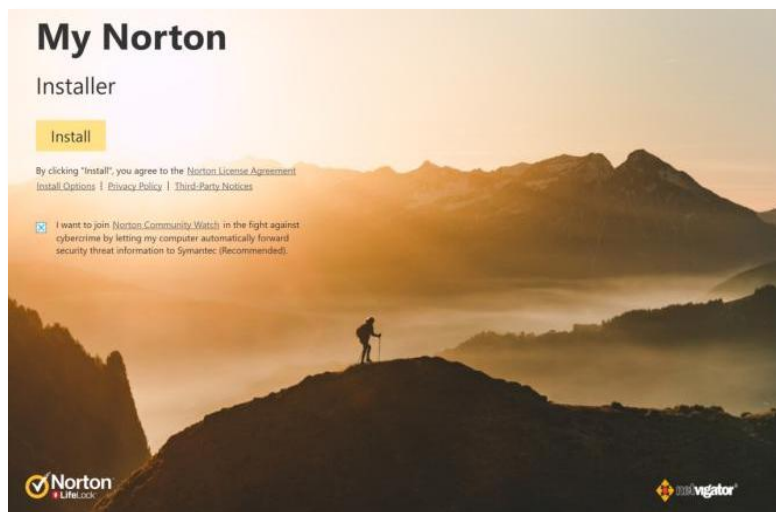
a. The downloading process will start automatically.



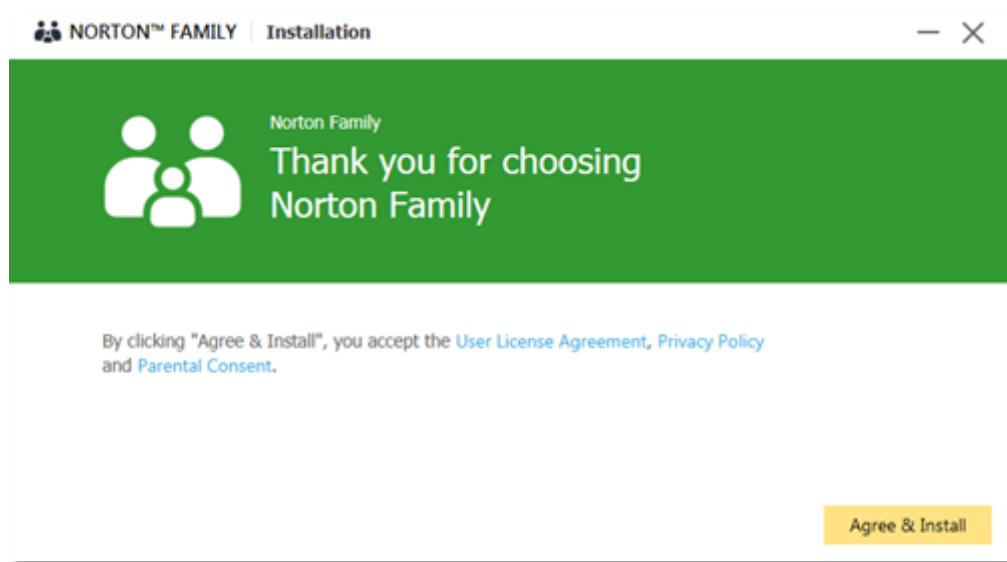
b. Click **“.exe file”** at the bottom of your browser.  
The .exe file will open automatically when download completes.



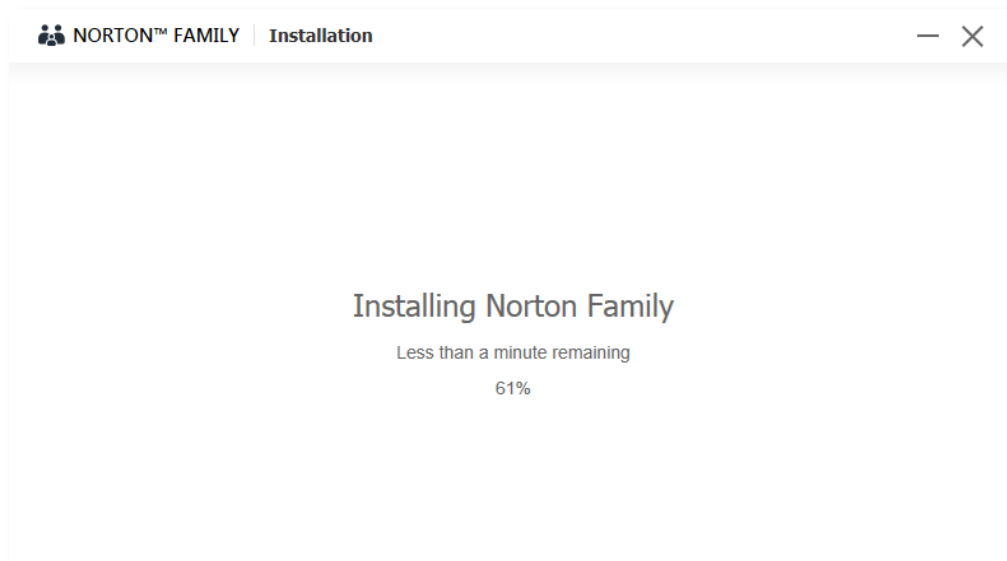
c. Click **“Install”** when the window below pops up.



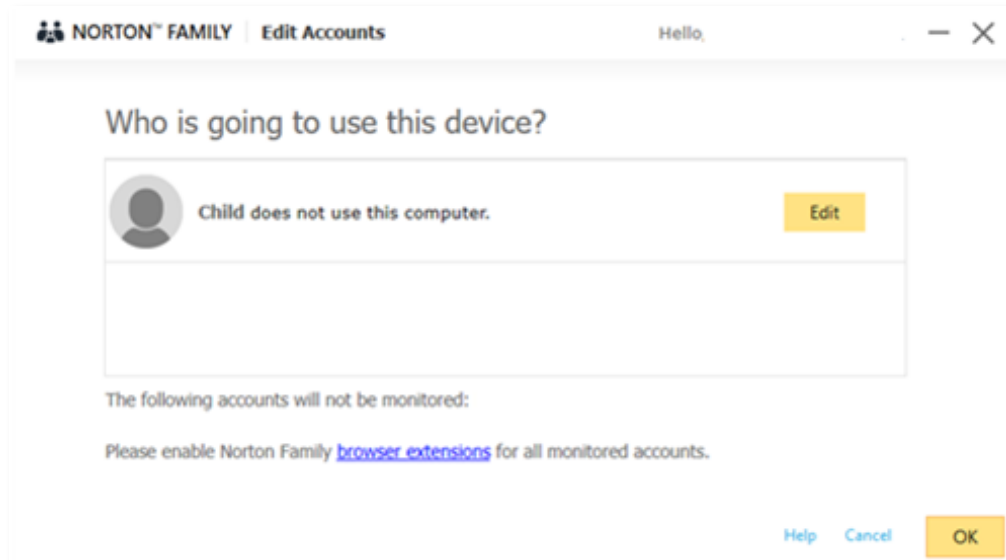
d. The window below will open automatically.  
Click **“Agree & Install”**.



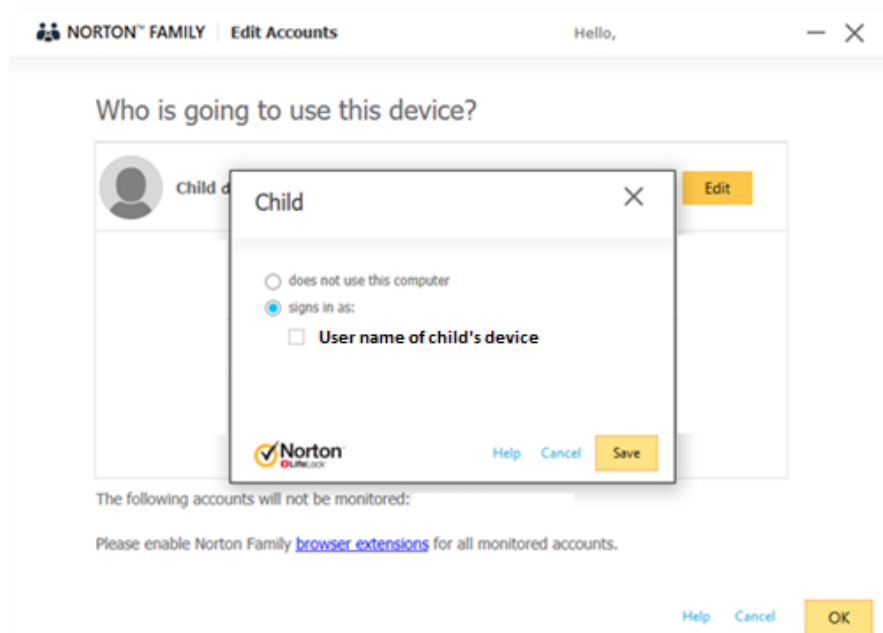
e. Please wait until installation completes.



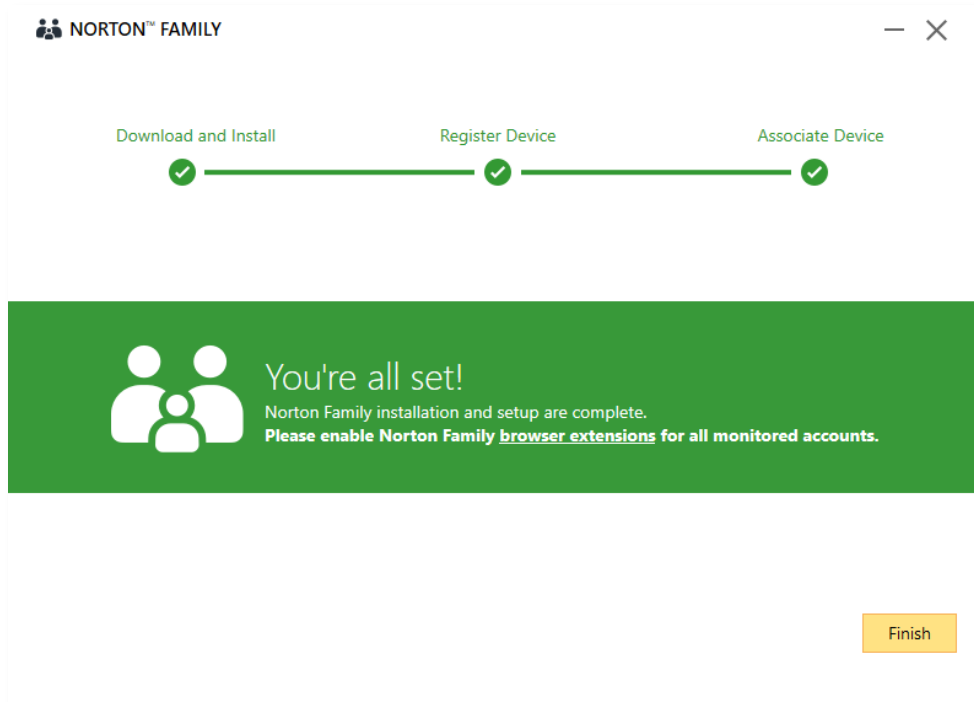
f. Choose your child's device and click **"Edit"**.



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

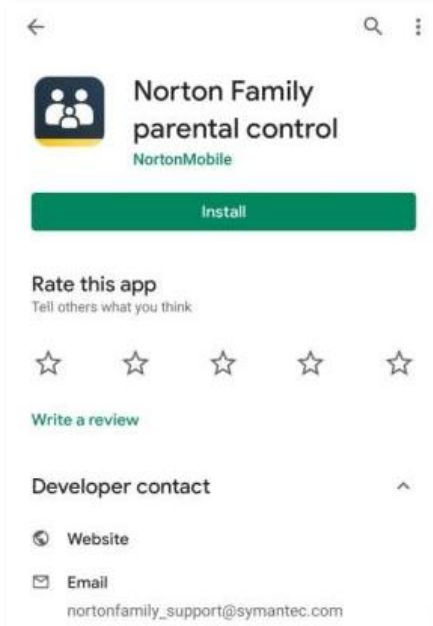


h. Installation complete. Click “Finish”.



### 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.

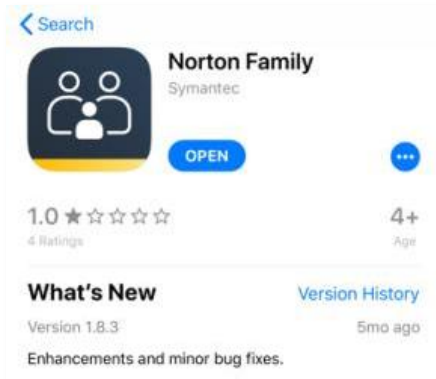


### 3.3 Installing iOS version

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



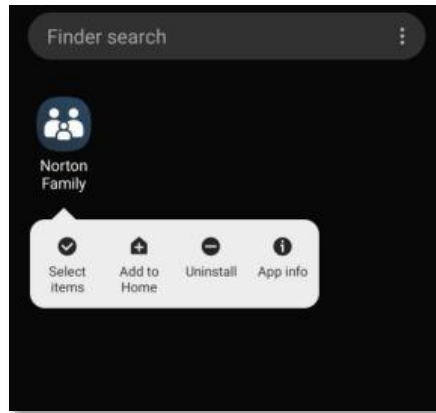
- b. Installation completes. Tap “**OPEN**” to open the app.



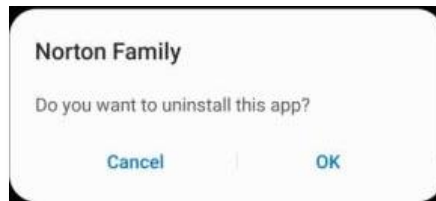
## 4. Uninstalling from parent's device

### 4.1 Uninstalling Android version

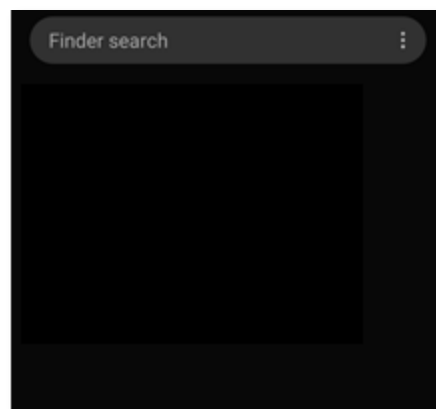
a. Touch and hold the **Norton Family** parental control app, then tap **“Uninstall”**.



b. Tap **“OK”**.




c. The uninstall process is complete.





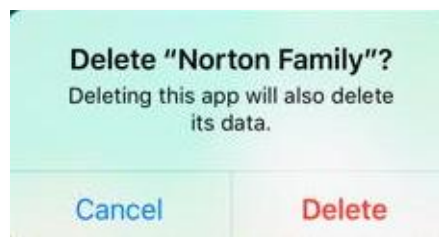
## 4.2 Uninstalling iOS version

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

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



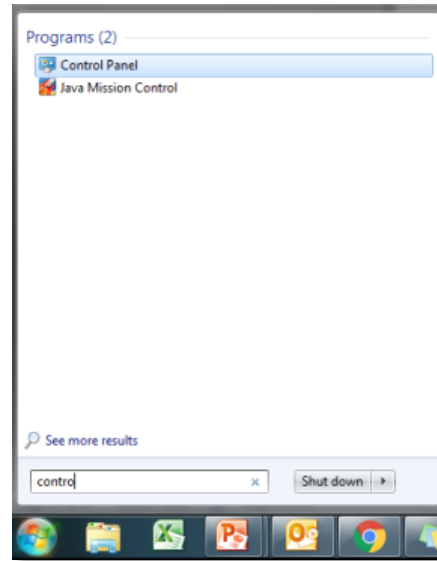
b. Tap **“Delete”** and the uninstall process is complete.



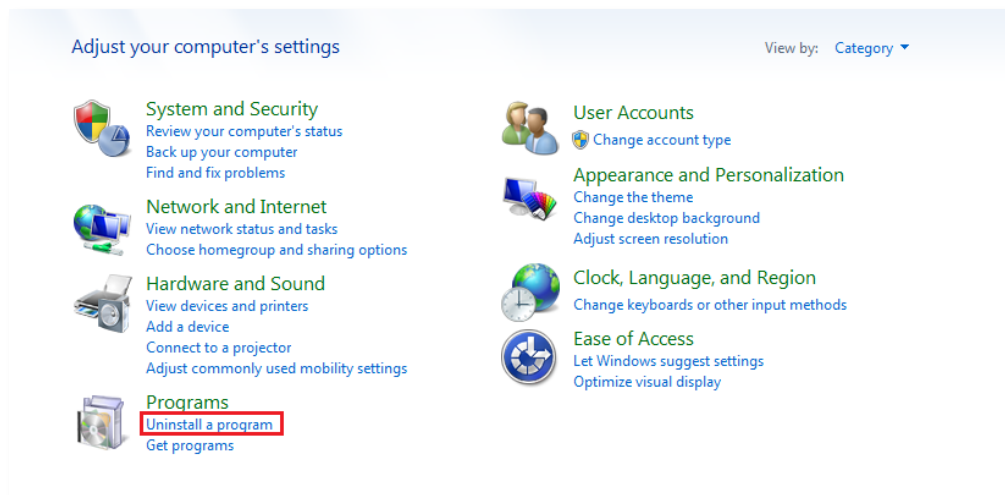
## 5. Uninstalling from child's device

### 5.1 Uninstalling Windows version

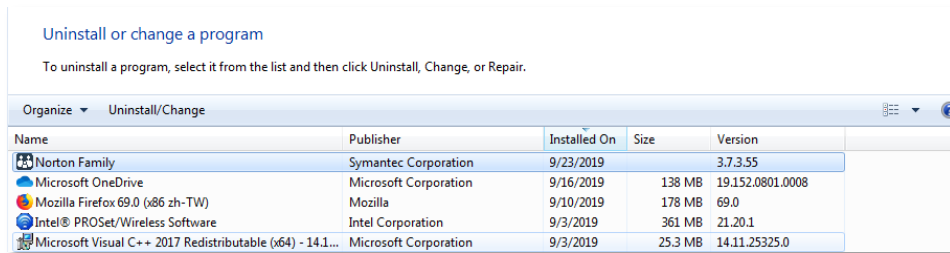
a. Tap **“Start”** and click **“Control Panel”**.



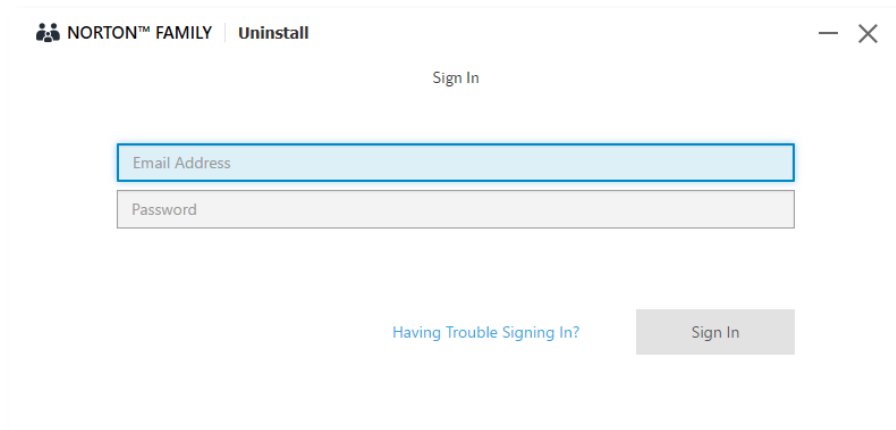
b. Click **“Uninstall a program”** after opening the control panel.



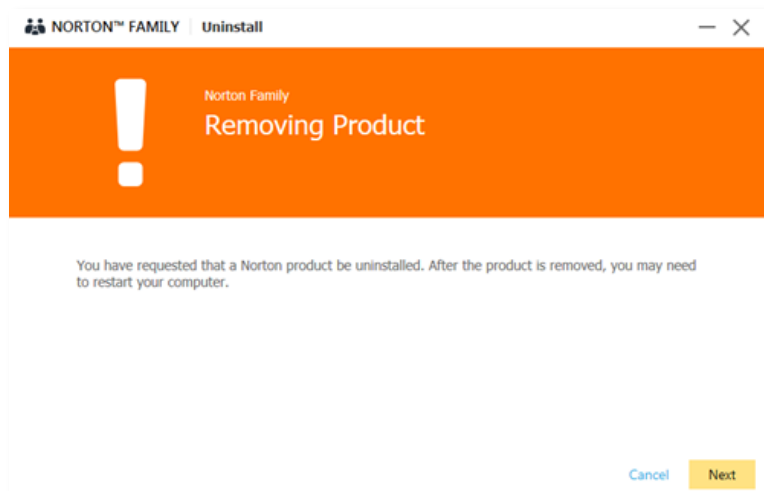
c. Find **Norton Family** on the list.  
Click **“Uninstall/Change”**.



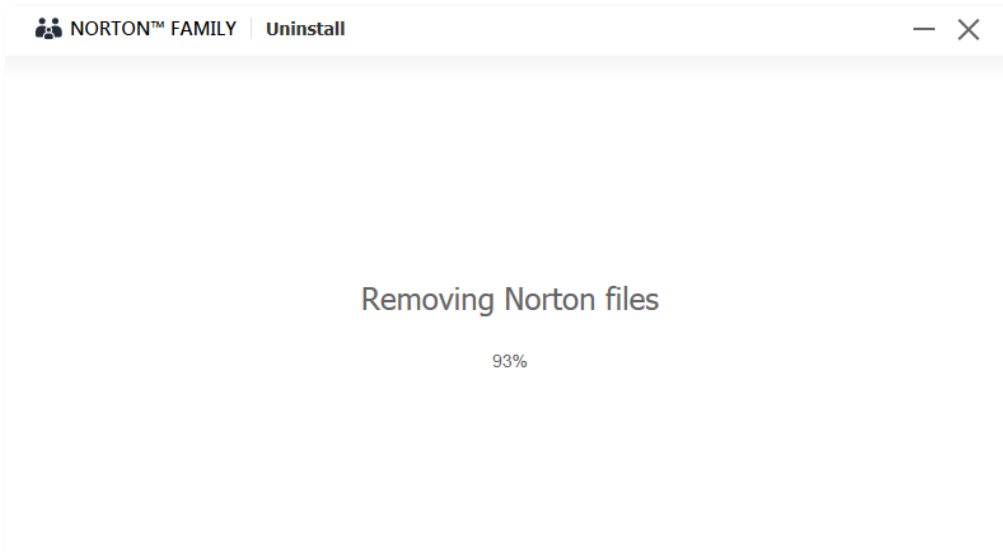
d. Log into the **same Norton account** to start the uninstall process.



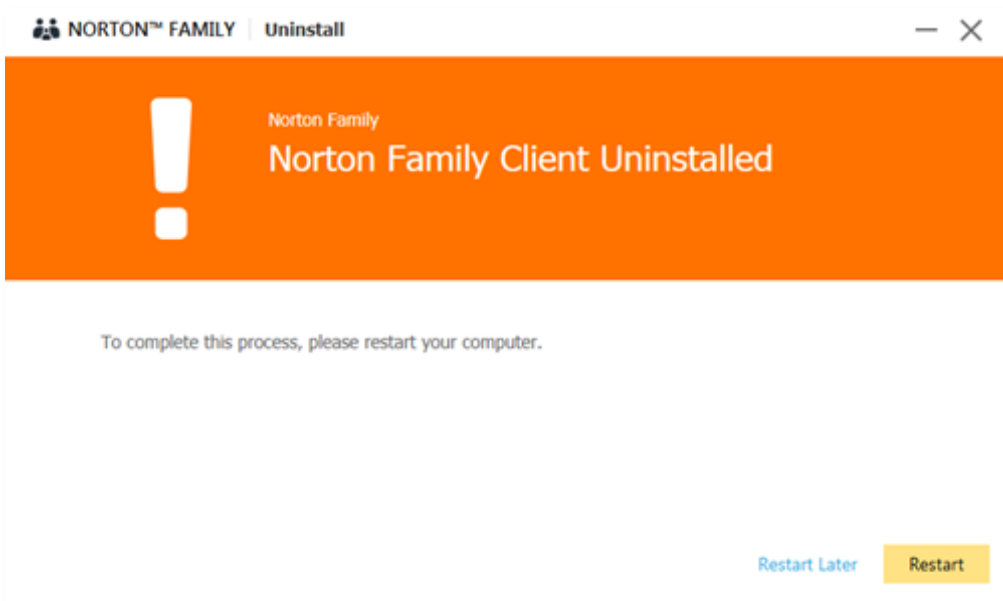
e. The window below will open automatically.  
Click **“Next”** to proceed.



f. Please wait until the uninstall process completes.

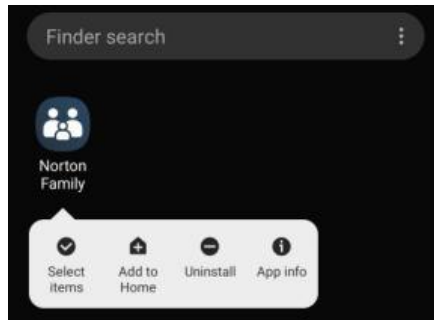


g. Norton Family has been uninstalled.  
Click "**Restart**" to complete the uninstall process.

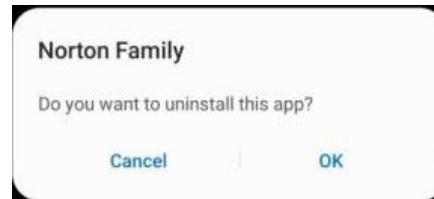


## 5.2 Uninstalling Android version

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



b. Tap “OK”.



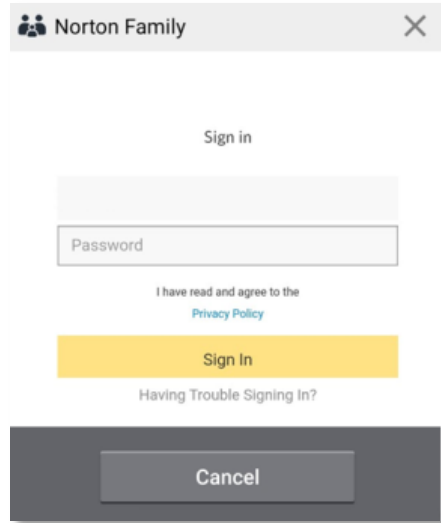
c. A notification will pop up as children cannot uninstall the app themselves. Parents can tap “**Manage device admin apps**” to proceed.



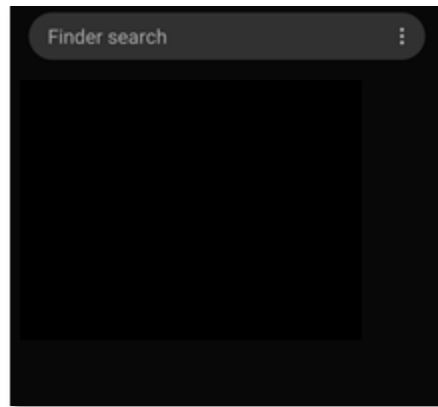
d. Tap “Deactivate”.



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

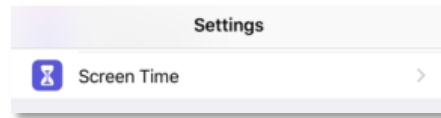


f. The uninstall process is complete.



### 5.3 Uninstalling iOS version

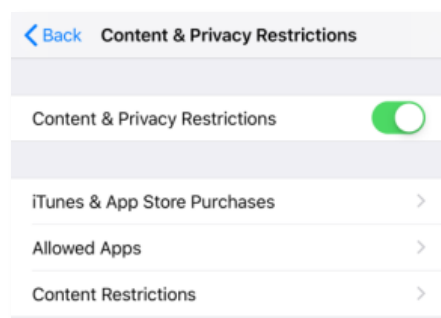
a. Open **Settings** app and tap **“Screen Time”**.



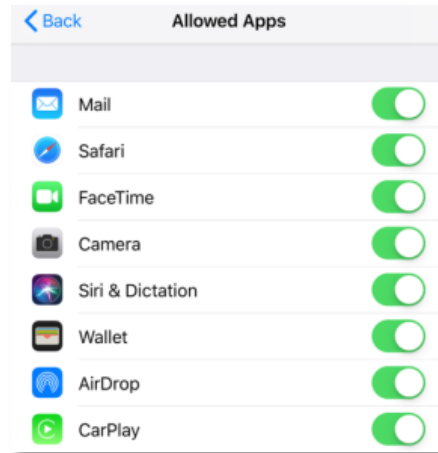
b. Tap **“Content & Privacy Restrictions”**.



c. Tap **“Allowed apps”**.



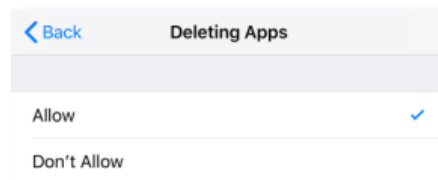
d. Enable “Safari”.



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

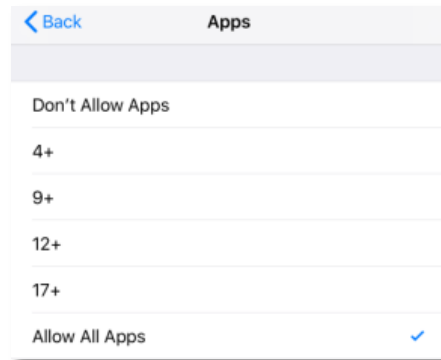



f. Select “Allow”.





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.

