

Have questions about LogMeIn Antivirus now being included in your Pro subscription?

We can help

1. What is LogMeIn Antivirus powered by Bitdefender?

- LogMeIn Antivirus powered by Bitdefender is an integrated antivirus solution customized for LogMeIn customers that is now included in your Pro subscription at no additional cost.

2. Is LogMeIn Antivirus and LogMeIn Antivirus powered by Bitdefender the same thing?

- Yes, they're the same and we use the two interchangeably.

3. Who is Bitdefender?

- Bitdefender is a leader in the Endpoint Security sector and protects over 500 million users worldwide for more than 18 years. Our solution is the most similar to Bitdefender's Business Security product.

4. Does LogMeIn Antivirus cost me anything?

- No, LogMeIn Antivirus is now included in your Pro subscription price and does not cost you anything additional.

5. Why is LogMeIn Antivirus now included in my Pro subscription?

- We take security seriously at LogMeIn. We've been providing our customers secure remote access for years, and we now want to also ensure we're protecting your computers from viruses, malware, and sophisticated online threats.

6. How do I install and get started with LogMeIn Antivirus?

- To get started with LogMeIn Antivirus, following these 3 easy steps:
 1. Sign in to your LogMeIn Pro account.
 2. Once in the account, click Antivirus next to your computer.
 3. Click Install LogMeIn Antivirus and follow the steps on the screen. (LogMeIn Antivirus will remove Windows Defender. If you use another antivirus solution, open the uninstall wizard and remove it from your computers before installing LogMeIn Antivirus.)

To install LogMeIn Antivirus on more than one computer, repeat steps 2 and 3 for each computer within your LogMeIn Pro account.

7. I currently use and pay for another antivirus solution:

- Why should I switch to LogMeIn Antivirus?
 1. Antivirus solutions typically cost anywhere from \$40 to \$150 per year, so switching to LogMeIn Antivirus would save you time and money, enabling you to manage your antivirus software from the same dashboard you rely on for remote access.
- How do I switch to LogMeIn Antivirus?
 2. First, uninstall your antivirus solution, and then follow the 3 steps outlined above.

8. I currently rely on a free antivirus solution, why should I switch to LogMeIn Antivirus?

- Over the last five years, the number and cost of cyber-attacks for small businesses has been on the rise, so some free solutions simply are not providing holistic protection. To ensure you protect yourself and your business, consider upgrading to LogMeIn Antivirus powered by Bitdefender to improve your security and avoid becoming a victim of a cyber-attack.

9. I currently use another antivirus solution, how do I switch to LogMeIn Antivirus?

- You'll first need to uninstall your current antivirus solution. Then, follow the 3 steps outlined above.

10. Why do I need an antivirus solution?

- The purpose of antivirus software is to detect viruses, spyware, malware, sophisticated online threats, and remove it before it can do any harm to your computer system.
- Antivirus is recommended for every computer system to keep computers, external drives, and confidential data secure.

11. What are the benefits of LogMeIn Antivirus?

- LogMeIn Antivirus enables you to take control and mitigate the risk of cyber-threats. LogMeIn Antivirus offers best-in-class protection from viruses, malware, and sophisticated online threats.

12. When will I get access to LogMeIn Antivirus?

- Customers with a renewal date between January 14th – March 8th, 2020 will have access to LogMeIn Antivirus starting on January 8th, 2020. Customers renewing after March 8th will have access 2 months prior to their renewal date. For example, customer renewing on March 9th will receive access on January 9th, customers renewing on March 10th will receive access on January 10th, etc.

13. How long will I have access to LogMeIn Antivirus?

- LogMeIn Antivirus is included in your Pro subscription, and you will continue to have access as long as you remain a LogMeIn Pro customer.

14. What features and benefits are included in LogMeIn Antivirus?

- To learn more about the features and benefits included in LogMeIn Antivirus, please explore the following resources:
 1. [LogMeIn Antivirus Features & Benefits](#)
 2. [LogMeIn Antivirus Feature Snapshot](#)

15. Is LogMeIn Antivirus available for Windows PCs and Macs?

- Currently, LogMeIn Antivirus is available for Windows PCs only, but we're working on making it available for Macs as well.

16. What will my renewal price be going forward?

- For any renewal price changes, we would notify you via email 30 days prior to your renewal date.
- To view your upcoming renewal details, please log into your Pro account, click 'Settings' and then click 'Subscriptions' to see your account details.

17. Will there be any period during which my computers are not protected if I switch to LogMeIn Antivirus?

- As long as you install LogMeIn Antivirus immediately after uninstalling your previous antivirus solution, your computers will not have any gap in protection.

18. I want to learn more about LogMeIn Antivirus - what resources are available to me?

- To learn more about the features and benefits included in LogMeIn Antivirus, please explore the following resources:
 1. [LogMeIn Antivirus Features & Benefits](#)
 2. [LogMeIn Antivirus Feature Snapshot](#)

19. I don't want LogMeIn Antivirus, how do I turn it off?

- If you don't want LogMeIn Antivirus, simply do not install it.