

Have questions about LogMeIn Antivirus now being included in your GoToMyPC 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 GoToMyPC 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 GoToMyPC subscription price and does not cost you anything additional.
5. **Why is LogMeIn Antivirus now included in my GoToMyPC 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, follow these 3 easy steps:
 1. Sign in to your GoToMyPC account.
 2. *For Personal and Pro accounts:* On the 'My Computer' page, click 'Install Antivirus' next to your Windows computer.
For Corporate accounts: On the 'Manage LogMeIn Antivirus' page, click 'Install Antivirus' for the group on which you want to install the software.
 3. Click 'Install' on the pop-up window and wait 5 minutes to complete the installation. (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.)

For Personal & Pro, to install LogMeIn Antivirus on more than one computer, repeat steps 2 and 3 for each computer within your GoToMyPC account.
7. **I currently use and pay for another antivirus solution:**
 - Why should I switch to LogMeIn Antivirus?
 - ❖ 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?
 - ❖ 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. **How long will I have access to LogMeIn Antivirus?**
 - LogMeIn Antivirus is included in your GoToMyPC subscription, and you will continue to have access as long as you remain a LogMeIn GoToMyPC customer.
13. **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:
 - [LogMeIn Antivirus Features & Benefits](#)
 - [LogMeIn Antivirus Feature Snapshot](#)
14. **Is LogMeIn Antivirus available for Windows PCs and Macs?**
 - Currently, LogMeIn Antivirus is available for Windows PCs only.
15. **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.
16. **I don't want LogMeIn Antivirus, how do I turn it off?**
 - If you don't want LogMeIn Antivirus, simply do not click install.