

# Have questions about your complimentary access to LogMeIn Central's Security Module?

## We can help

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### 1. What is the Security Module?

- The Security Module is one of Central's custom modules.
- Central is structured to give you the freedom and flexibility to pay for only what you need so you can start with the Base Plan and then add on custom modules including Security, Automation, and Insight.

### 2. What's included in the Security Module?

- Central's Security Module includes LogMeIn Antivirus powered by Bitdefender, Antivirus Management, Windows Updates and Application Updates.
- To learn more about these features, check out the following resources available to you:
  - [Security Module Getting Started Guide](#)
  - Feature Snapshots:
    - [LogMeIn Antivirus powered by Bitdefender](#)
    - [Antivirus Management](#)
    - [Windows and Application Updates \(also known as Patch Management\)](#)

### 3. What are the benefits of the Security Module?

- The Security Module allows you to take control and mitigate the risk of cyber-threats. To view a full list of benefits, explore the resources linked above.
- At a high-level, additional benefits include:
  - **LogMeIn Antivirus powered by Bitdefender** – Protection from viruses, malware, and sophisticated online threats.
  - **Antivirus Management** – Manage the antivirus software you already have deployed or take advantage of our built-in LogMeIn Antivirus to keep your endpoints secure.
  - **Windows Updates** – View all available Windows Updates in a centralized dashboard and apply whichever ones you'd like to apply to whichever computers you'd like under your management to fix bugs and patch your endpoints from vulnerabilities.
  - **Application Updates** – View exactly what third party updates are available and apply to whichever computers you'd like under your management to fix bugs and patch your endpoints from vulnerabilities.

### 4. What plan do I currently have?

- You're currently in our **Base Plan** which enables you to manage your endpoint infrastructure from anywhere with secure HD Remote Access, User Management, Two-Factor Authentication, and more. However, our most powerful features are included in our custom modules.

### 5. Why do I have access to the Security Module?

- LogMeIn Central is more than a remote access tool, but we find that some of our customers still only use us for remote access.
- As a valued Central customer, we've unlocked an exclusive free trial of our Security Module as a way for you to get to know Central as more than a remote access tool and try out our advanced features.
- We've gotten a lot of positive feedback from our customers about our Security Module functionality, and we want to give you a chance to explore it on your own time in your own environment, no strings attached.
- Over 1,000 customers have deployed our LogMeIn Antivirus solution which means its installed and protecting over 67,000 endpoints to date and counting!

### 6. How long will I have access to the Security Module?

- You'll have complimentary access to the Security Module until your 2021 renewal. Prior to your 2021 renewal, you will have the option to purchase the Security Module.
- If you do not select to purchase the Security module, you will simply renew into your current subscription – Base Plan only.

### 7. Why are you giving me the Security Module as a free trial?

- We've gotten a lot of positive feedback from our customers about our Security Module functionality, and we want to give you a chance to explore this advanced feature functionality on your own time in your own environment, no strings attached.

### 8. How long is my Security Module free trial?

- Your Security Module free trial is available until your 2021 renewal.
- That means the majority of customers will have more than a year to try out the Security Module feature functionality.

### 9. What happens after my Security Module free trial expires?

- You'll have the option to purchase the Security Module prior to your 2021 renewal date by either calling us directly or taking the following steps:
  - Look up the appropriate phone number for your country of residence by visiting: <https://support.logmeininc.com/central>
  - If you'd prefer to upgrade online, please take the following steps:
    - Log into your Central account by visiting [www.logmein.com/central](http://www.logmein.com/central)
    - Click 'Upgrade Now' in the upper left hand corner of your Central dashboard
    - Select the number of computers you'd like to manage (If you need more than 250 computers, please give us a call)
    - Select 'Add Security'
    - Click 'Buy Now'
- If you do not wish to purchase the Security module, no action is required on your end, and you'll simply auto-renew into your current subscription – Base plan only.

### 10. How do I get started with the Security Module?

- Please check out our [Security Module Getting Started Guide](#) to get the most out of your Security Module free trial.

### 11. What are the benefits of using the Security Module features?

- The top 2 benefits include:
  - **Enhance security by mitigating the risk of cyber-threats.**  
57% of cyber-attack victims report that they could have proactively prevented their attack by deploying a patch (Windows or Application Update) that's been available for over a decade! This is a staggering statistic, and we encourage our customers to take a proactive approach to security to ensure their business, customers, and employees stay protected.
  - **Consolidate your IT toolkit, saving you time and money.**  
Bring remote access patching, antivirus, and more into a single solution. Having the option to consolidate your IT toolkit and bring it all under one roof allows you to improve your visibility and control, decrease the headache of managing multiple contracts and budget allocations, and ultimately saves you a lot of money.

### 12. I currently use and pay for another antivirus solution, why should I switch to LogMeIn Antivirus?

- Powerful antivirus solutions built for businesses typically cost hundreds of dollars 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 monitoring and management.
- Switching would also allow you to consolidate your IT toolkit and bring it all under one roof, improving visibility and control and also decreasing the headache of managing multiple contracts and multiple budget asks.

### 13. 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.

### 14. How do I switch from my current antivirus solution to LogMeIn Antivirus?

- First, uninstall your antivirus solution, and then follow the 3 steps outlined below:
  - Click on the Antivirus tab in the left-side menu
  - Select the computers you want to install LogMeIn Antivirus on
  - Choose Install LogMeIn Antivirus from the Actions menu

### 15. When will I no longer have access to the Security Module?

- If you do not purchase the Security Module for your 2021 renewal, you will no longer have access to the Security Module features after your 2021 renewal date.
- You will auto-renew into your current subscription – Base plan – and will not lose access unless you cancel your entire subscription.

### 16. Will I be auto-charged for the Security Module?

- No, if you do not wish to purchase the Security Module and do not take the necessary steps to purchase it, you will simply lose access on your 2021 renewal date.
- As always, you will be auto-charged and auto-renew into your current subscription – Base plan.

### 17. What will my renewal price be in 2020 and 2021?

- To view your upcoming renewal details, please log into your Central account, click 'Configuration' and then click 'Subscriptions' to see your account details.

### 18. How do I continue having access to the Security Module?

- If you'd like to continue having access to the Security Module after your free trial period, you'll have the option to purchase the Security Module prior to your 2021 renewal date by either calling us directly or taking the following steps:
  - Look up the appropriate phone number for your country of residence by visiting: <https://support.logmeininc.com/central>
  - If you'd prefer to upgrade online, please take the following steps:
    - Log into your Central account by visiting [www.logmein.com/central](http://www.logmein.com/central)
    - Click 'Upgrade Now' in the upper left hand corner of your Central dashboard
    - Select the number of computers you'd like to manage (If you need more than 250 computers, please give us a call)
    - Select 'Add Security'
    - Click 'Buy Now'

### 19. I want to learn more about the Security Module - what resources are available to me?

- The following resources available to you:
  - [Security Module Getting Started Guide](#)
  - Feature Snapshots:
    1. [LogMeIn Antivirus powered by Bitdefender](#)
    2. [Antivirus Management](#)
    3. [Windows and Application Updates \(also known as Patch Management\)](#)

### 20. I don't want the Security Module free trial, how do I turn it off?

- If you're not interested in the Security Module, simply don't use the features available to you.
- For your 2021 renewal, we will only turn off the Security Module features.

### 21. I don't see value in the Security Module, can I have a free trial of a different module?

- We're only offering the Security Module as a complimentary, extended free trial at this time, however, if you'd like to try our other modules, please contact us and one of our Sales Representatives will be able to work with you.

### 22. What features are included in LogMeIn Antivirus powered by Bitdefender, which is included in the Security Module free trial?

- To explore what's included in LogMeIn Antivirus powered by Bitdefender, please explore the following 2 resources available to you:
  - [Feature Snapshot](#)
  - [Feature/Benefit Matrix](#)

### 23. What happens if I need to upgrade my subscription during 2020 by increasing my seat count or purchasing an additional module (Automation or Insight)?

- Give us a call and we can help you upgrade your subscription and ensure you do not lose access to your Security Module free trial
  - Look up the appropriate phone number for your country of residence by visiting: <https://support.logmeininc.com/central>
- If you'd prefer to upgrade online, please take the following steps:
  - Log into your Central account by visiting [www.logmein.com/central](http://www.logmein.com/central)
  - Click 'Upgrade Now' in the upper left hand corner of your Central dashboard
  - Select the number of computers you'd like to manage (If you need more than 250 computers, please give us a call)
  - Select the module you'd like to purchase
  - Click 'Buy Now'
  - If you have any issues or lose access to your Security Module free trial, please give us a call and we can investigate it for you.

### 24. I went through a license change and lost access to my Security Module free trial, how do I get it back?

- Give us a call and we can help you regain access to the Security Module free trial until your 2021 renewal.
- Look up the appropriate phone number for your country of residence by visiting: <https://support.logmeininc.com/central>