

Now (Avast Cloud Care) updated 9-25-18

AVG CloudCare Instruction Manual



AVG CloudCare Version 3.3.3



Have you completed your Weatec application?

**If not, contact your deacon for an application before continuing
to setup this Weatec approved filter!**

AVG CloudCare is a cloud-based security administration platform offering pay-as-you-go services including web filtering, antivirus, email security, and more. It will appeal to small business owners in particular. As of April 2015, the yearly price for the security and content-filtering parts of AVG CloudCare is \$49 / device. Find more information at <https://www.avast.com/business/products/cloudcare>.

Pros:

- Free 30-day trial available
- Manage multiple devices through your browser
- Antivirus service
- Web content filtering service
- Remote IT allows the management of multiple devices

Cons:

- Not ideal for large businesses since each device needs to be licensed.
- Currently Windows only.

Note: After testing, AVG CloudCare has been approved as an acceptable category-based content filter if configured to meet the requirements set forth in the [Weaverland Conference Electronic Technology Usage Guidelines](#). Please remember that no filter can be guaranteed to filter out all objectionable content; therefore the Weatec Accountability Software must be installed on all devices in order to be in compliance with Weaverland Conference guidelines. The accountability software logs all web traffic, thus fostering brotherhood accountability. So even if objectionable content is missed by AVG CloudCare, the content will still trigger a flag on the accountability server. Use the following configuration as a minimum; there is nothing preventing you from choosing stricter settings.

How to Acquire

AVG produces many filters and antivirus products. Only AVG CloudCare has been approved by the Weatec Research Committee for the purpose of filtering internet content. AVG CloudCare cannot be downloaded directly from AVG's website; it must be acquired through a reseller. We have begun a list of resellers here for your convenience.

Aardvark Computers Inc
437 East North Street
Carlisle, PA 17013
717-240-0604
aardvark-computers.com

RAM Technologies
2828 London Rd.
Eau Claire, WI 54701
715-834-9819
ramtechnologies.net

Personalized Computers, LLC
207 E Broadway
Columbia, MO 65203
877-817-2597
www.personalized-computers.com

Tech Support One LLC
103 Clearview Drive
Ephrata, PA 17522
800-835-9502
techsupportonellc.com

How to Install (Windows)

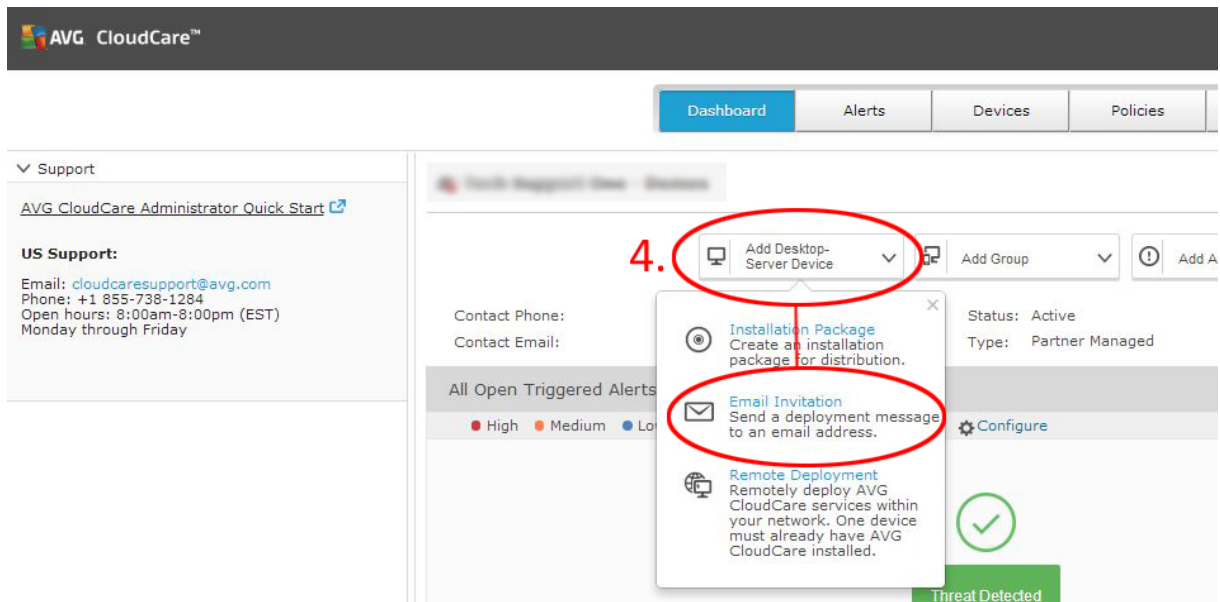
Notes: AVG CloudCare will often uninstall other antivirus programs on your computer. Also, Internet Explorer 6 and older are not supported.

Your reseller will create one of two types of accounts – Partner Managed or User Managed. Which type should you choose? If you would rather call someone else to make changes to your account settings, choose a **Partner Managed** account. Your subscription pays for the Partner’s service. If you would rather manage the account yourself, choose **User Managed**.

1. After subscribing to AVG CloudCare through a reseller, you should receive an email. If you have a Partner Managed account, jump to step 8.

Steps 2 – 7 for User Managed accounts only.

2. To set up your account password, click on the email link given for that purpose.
3. After you have set up your password, log in to the CloudCare portal at cloudcare.avg.com. Use the username from the email that you received and the password that you just set up.
4. To add your devices to your account, click on *Dashboard > Add Desktop – Server Device*. There are a couple installation options. For the purpose of this tutorial, we will use the *Email Invitation* option.



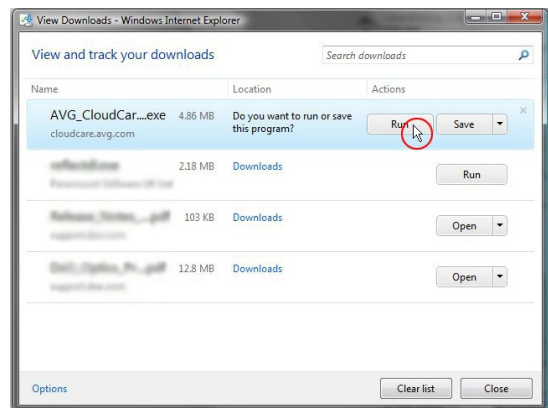
5. You will be taken to a *Devices* screen. Choose the options you want installed, being sure to check *Content Filtering*.
6. Enter the email addresses for the devices on which you want CloudCare installed.

7. Click *Send Email*.

The remaining steps are for both types of accounts:

8. You should have received the email that you sent in step 7 (*User Managed*) or from the Partner (*Partner Managed*). Open the email and click on the link given.

9. **Window View Downloads – Windows Internet Explorer:** You will have downloaded the file *AVG_CloudCare.exe* and will now have the option to Run or Save. Click *Run*.



10. **User Account Control – A program needs your permission to continue:** The publisher of this program is AVG Technologies USA, Inc. Click *Continue*.

11. AVG will install.

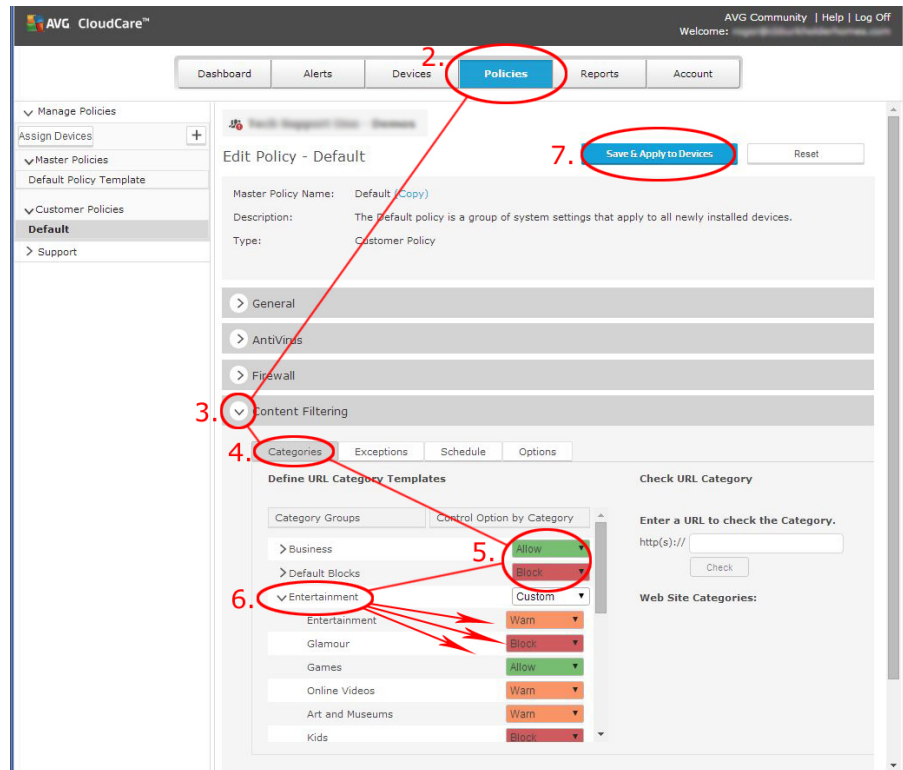
12. You will be asked to restart your computer.

13. Repeat the installation process for each device.

How to Configure

Your configuration will apply to all devices.

1. Log in to cloudcare.avg.com. Use the password provided to you by your reseller.
2. Click *Policies* in the top menu.
3. Click *Content Filtering* near the bottom of the screen.



4. In the box that opened, be sure that *Categories* is selected.
5. You will be presented with a list of category groups with dropdown lists on the right side. Some category groups can be completely configured at the group level.

- a. Set the following Groups to *Allow*: Business
- b. Set the following Groups to *Block*: Default Blocks, Mature Topics, Pornography, and Prohibited.

6. Drill down to the category level to set the remaining categories. For example, to set up the categories under *Entertainment*, click on the word *Entertainment*. Then set each category to the appropriate setting. Follow this guide:

Note on Limited Use Categories: Since AVG CloudCare has a “Warn” setting, we are setting Limited Use Categories (as defined in the [Weaverland Conference Electronic Technology Usage Guidelines](#)) to “Warn.” Be aware that the “Warn” setting allows the web user to override the warning screen. If your business does not need access to limited use categories, you will realize an extra measure of safety by blocking them.

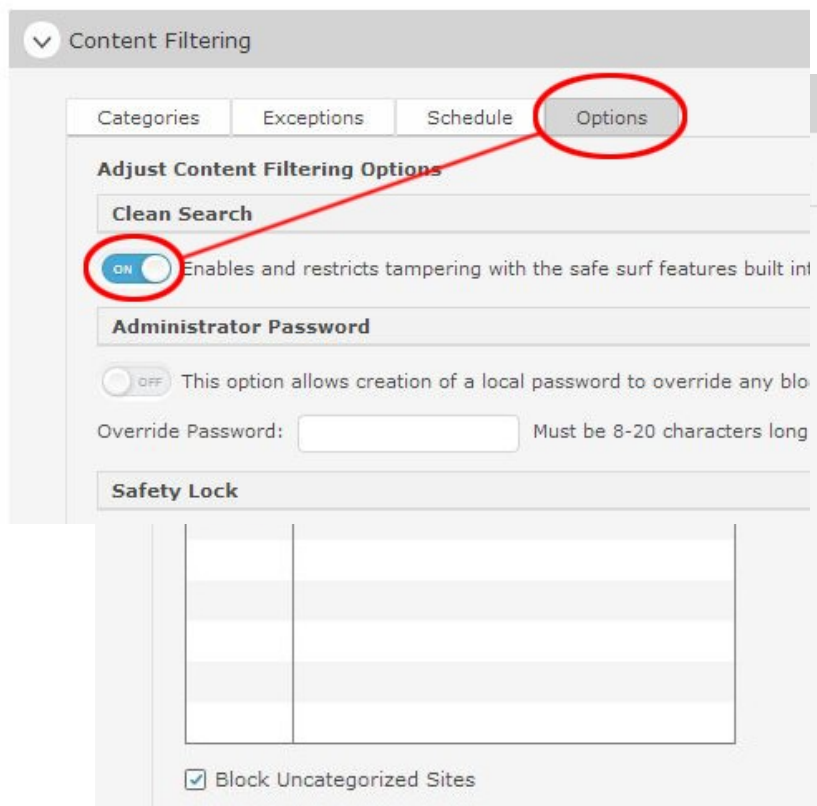
- Business: *Allow*
- Default Blocks: *Block*

- Entertainment: *Custom*
 - Art and Museums: *Warn*
 - Entertainment: *Warn*
 - Games: *Block*
 - Glamour: *Block*
 - Health & Fitness: *Allow*
 - Hobby: *Warn*
 - Kids: *Block*
 - Music: *Block*
 - Online Videos: *Warn*
 - Travel: *Allow*
- Mature Topics: *Block*
- News & Sports: *Custom*
 - News: *Warn*
 - Politics: *Warn*
 - Portal: *Warn*
 - Sports: *Block*
- Pornography: *Block*
- Prohibited: *Block*
- Reference: *Custom*
 - Alcohol: *Block*
 - Educational: *Allow*
 - Military: *Block*
 - Reference: *Allow*
 - Religion: *Warn*
 - Science: *Allow*
 - Search Engine (protected): *Allow*
 - Search Engine (unprotected): *Block*
 - Tobacco: *Block*
 - Weapons: *Block*
- Shopping: *Custom*
 - Advertising: *Allow*
 - Automotive: *Allow*
 - Shopping: *Warn*
- Social Sites: *Custom*
 - Blogs: *Warn*
 - Chat: *Block*
 - Forums and Message boards: *Warn*
 - Social Networking: *Block*
- Technical: *Custom*
 - File Sharing: *Allow*
 - Free Host Sites: *Block*
 - Freeware and Shareware: *Warn*
 - Inactive Domains: *Warn*
 - Technology: *Allow*
 - Webmail: *Allow*

7. Staying within the *Content Filtering* tab, navigate to *Options*. Be sure that *Clean Search* is turned on.

8. Click on *Save & Apply to Devices* near the top of the screen.

Adding Exceptions:



9. Sometimes exceptions will need to be made if the filter is not working properly. For example, in our testing Facebook and iTunes were not blocked as they should have been. In cases like these, sites can be added to a blacklist. Click on the *Exceptions* tab.
10. In the *Blocked Web Sites* field, enter the URL www.apple.com/itunes and click *Block*.
11. Follow the same procedure for www.facebook.com and any other domains that are not being blocked properly.
12. The *Allowed Web Sites* list could be used in a case where a good, necessary website is being mistakenly blocked and hindering business operation.

How to Get Help

Search the AVG CloudCare Knowledge Base: <https://support.avast.com/>

or

Contact your Reseller for questions specific to AVG CloudCare configuration.

or

Contact the Weatec Helpdesk:

Phone: (717) 723-8978

Email: helpdesk@weatec.com