

Partner ordering instructions – how to place an order in the new web shop

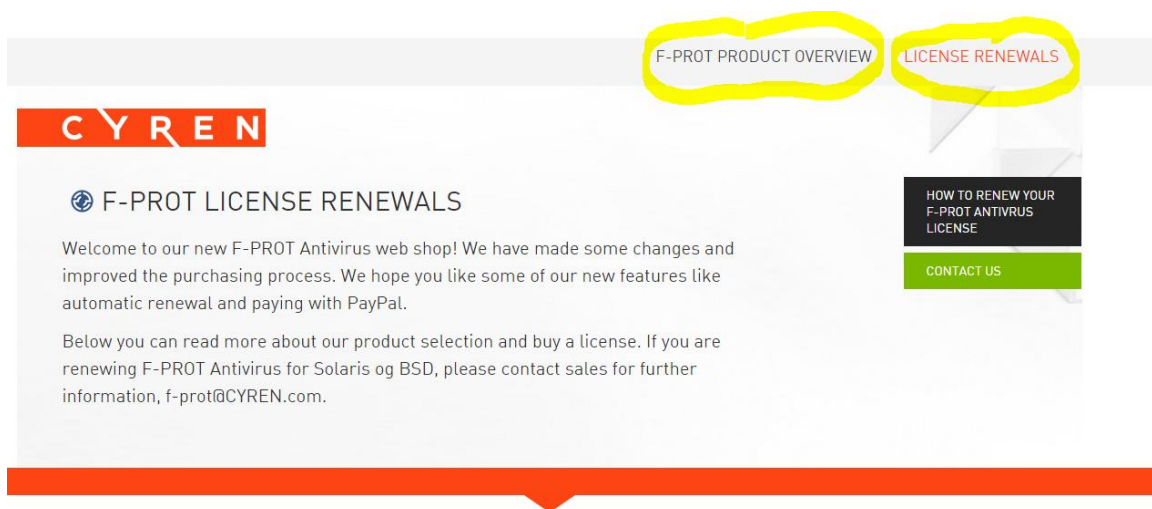
It is easy and quick to purchase and renew through the new web shop. Follow the below instructions to order an F-PROT Antivirus license in a few easy steps. If you are renewing a license, the end user will have to enter a new subscription key into the program. This will only have to be done once.

Instructions on how to obtain and enter a new subscription key

- [Windows Home license](#)
- [Windows corporate license- Updating key on multiple computers](#)

1) Go to the F-PROT product catalog pages on the website

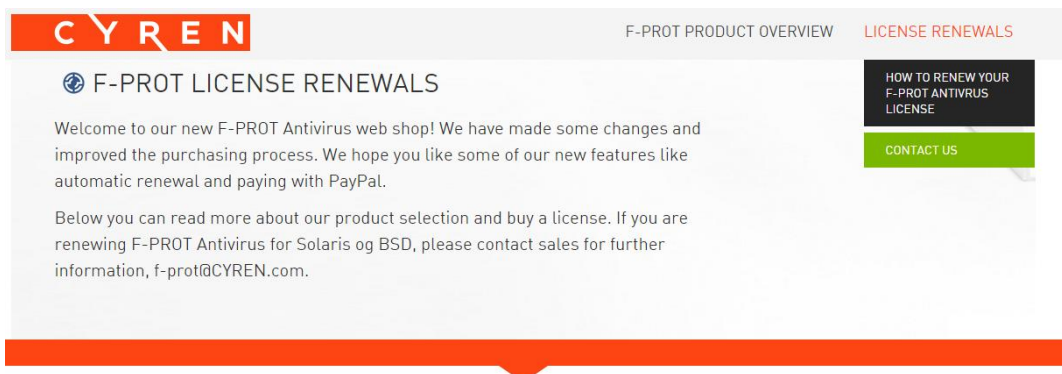
- a. New license: <http://www.cyren.com/f-prot-product-overview.html>
- b. Renewing customer: <http://www.cyren.com/renewals.html>



F-PROT ANTIVIRUS FOR WINDOWS HOME USE - LICENSE RENEWAL

F-PROT Antivirus is the perfect antivirus solution for home users, providing state-of-the-art protection without affecting productivity. F-PROT Antivirus is renowned for its ease of use and reliability. F-PROT Antivirus is fast but light on resources. A subscription to F-PROT Antivirus includes all updates, upgrades as well as personal support. The one-year subscription to F-PROT Antivirus is valid for up to 5 computers in one home for only \$29.

2) Locate the product you want to order and click on Buy Now / Renew Now



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29 USD [RENEW NOW](#)

- 3) Choose the language and license size (in case of corporate licenses) and click on BUY NOW. This will add the product to your shopping cart.



[« Back to Renewals Overview](#)

F-PROT ANTIVIRUS FOR WINDOWS HOME USE - LICENSE RENEWAL



The experience and expertise of CYREN employees, with excellent customer service included, guarantees one of the best antivirus programs available. While constantly adding significant new features, F-PROT Antivirus builds on the product's history of reliability, ease of use and speed to provide a powerful yet affordable antivirus solution.

Choose F-PROT Antivirus to effectively protect your personal data (at home) against worms, viruses, Trojans and other malware. License is valid for up to 5 computers in the home. Get your 12 month subscription now!

Note: if you purchase a license in another language than what you currently have installed, you will have to install the software again.

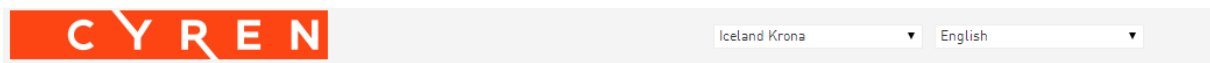
Product options:

Language:

License size by Users:

29 USD **BUY NOW**

- 4) In the next step, remember to redeem your coupon code before you PROCEED TO CHECKOUT. All renewal customers can use the coupon code FPROT10 to get a 10% discount



- 1 Shopping Cart 2 Address Details 3 Payment 4 Done!

Your Shopping Cart

Product	Language	OS (Operating System)	Qty	Price
F-PROT Antivirus for Windows Home Use Renewal	English	Windows	1	ISK3.374
Subtotal				ISK3.374
Tax (25.5%)				ISK860
Total				ISK4.234

If you have a coupon, please enter your code here:

REDEEM

PROCEED TO CHECKOUT

- 5) **Log into your account by entering the username and password you received in an automatic email (if you did not receive your account information, please contact f-prot@CYREN.com)**

New Customer Details

If you already have login and password for CYREN Online Shop:

Please click the following link to [log in to your account](#).

Please fill out this form. Fields marked with * are mandatory. We need this information to process your order.

I'm a business customer, please show additional fields such as Company and Department.

Billing Address

First Name *

Last Name *

E-mail Address *

Country / Territory *

Street and number *

Address add-on

City *

Postal Code (ZIP) *

Different Shipping Address

GO ON TO OVERVIEW & PAYMENT

- 6) Enter the end user/reseller information in the fields for END CUSTOMER ADDRESS. This gives you a chance to locate the order for your customer later in the system. If you are adding a new customer, please click on ADD ADDITIONAL ADDRESS to add that customer into your address book.

New Customer Details

Please fill out this form. Fields marked with * are mandatory. We need this information to process your order.

I'm a business customer, please show additional fields such as Company and Department.

Billing Address ⓘ

Company *	<input type="text" value="CYREN"/>
Department	<input type="text" value="Testing"/>
First Name *	<input type="text" value="Ólaf"/>
Last Name *	<input type="text" value="test"/>
E-mail Address *	<input type="text" value="olof.kristjansdottir@cyren.com"/>
Iceland ID	<input type="text" value="1312815529"/>
Country / Territory *	<input type="text" value="Iceland"/>
Street and number *	<input type="text" value="Þverholt 18"/>
Address add-on	<input type="text"/>
City *	<input type="text" value="Reykjavík"/>
Postal Code (ZIP) *	<input type="text" value="105"/>

Different End Customer Address

End Customer Address ⓘ

Company	<input type="text" value="CYREN End Customer"/>
Department	<input type="text" value="Testing department"/>
First Name *	<input type="text" value="Ólaf"/>
Last Name *	<input type="text" value="ÓandA"/>
E-mail Address *	<input type="text" value="olofkristjans@gmail.com"/>
Country / Territory *	<input type="text" value="Iceland"/>
Street and number *	<input type="text" value="Þverholt 18"/>
Address add-on	<input type="text"/>
City *	<input type="text" value="Reykjavík"/>
Postal Code (ZIP) *	<input type="text" value="105"/>

ADD ADDITIONAL ADDRESS

GO ON TO OVERVIEW & PAYMENT

7) When you are satisfied that the license is linked to the right end user/customer, click on **GO ON TO OVERVIEW / PAYMENT**

CYREN

Address Details

Billing Address

olof.kristjansdottir@cyren.com
CYREN
Testing
Ólöf test
Þverholt 18
105 Reykjavík
Iceland

EDIT

End Customer Address

olof.kristjansdottir@cyren.com
CYREN End Customer
Testing department
Ólöf QandA
Þverholt 18
105 Reykjavík
Iceland

EDIT

NEW

GO ON TO MY ACCOUNT

GO ON TO OVERVIEW & PAYMENT

Address Book

olof.kristjansdottir@cyren.com
CYREN
Testing
Ólöf test
Þverholt 18
105 Reykjavík
Iceland

EDIT

USE THIS END CUSTOMER ADDRESS

olof.kristjansdottir@cyren.com
CYREN End Customer
Testing department
Ólöf QandA
Þverholt 18
105 Reykjavík
Iceland

EDIT

USE THIS END CUSTOMER ADDRESS

olof@f-prot.com
CYREN End Customer 2
Testing department
Ólöf QandA
Glossy road
123 asdf Birmingham
Birmingham
United Kingdom



EDIT

DELETE

USE THIS END CUSTOMER ADDRESS

8) In the next step, review your order and end customer details before selecting a payment option

Your Shopping Cart

Product	Language	OS (Operating System)	Qty	Price
 F-PROT Antivirus for Windows Home Use i Home Use	English	 Windows	1	\$29.12 \$20.88
			Subtotal	\$20.88
			Tax (25.5%)	\$5.32
			Total	\$26.20

i Used reseller/partner discount: 20 %

Your Customer Details:

Customer Details

Ólöf test
Customer Number: 19420
Iceland ID: 1312815529

[Change Customer Details](#)

Billing Address

olof.kristjansdottir@cyren.com
CYREN
Testing
Ólöf test
Þverholt 18
105 Reykjavík
Iceland

End Customer Address

olofkristjans@gmail.com
CYREN End Customer
Testing department
Ólöf QandA
Þverholt 18
105 Reykjavík
Iceland

9) When you have selected your payment option, click on PURCHASE NOW

Secure Payment

Please choose your payment method:

Instant Payment and Product Delivery i



Credit Card



PayPal



Invoice

Deferred Payment and Product Delivery i



Bank Transfer



Credit Card

Credit Card number *

Expiration Date *

 -- --

Card Owner *

Security Code *

 i

Legal Notices

By placing this order, you are acknowledging that you have read, understood and accept the terms of the [Legal Notice](#) and [Privacy Policy](#).
I have read and accepted the [user license agreement terms and conditions](#).

Once your payment method information is verified, you will receive:

- A confirmation page showing your complete order details.
- A download link.
- An order confirmation which will be sent to your e-mail address.

Total of your shopping cart: \$26.20

PURCHASE NOW

10) Review your order one last time and click on PURCHASE NOW to confirm your order

CYREN




1 Shopping Cart 2 Address Details 3 Payment 4 Done!

Payment

Confirm your order

Please confirm your order by clicking on the "Purchase now" Button.

Your Shopping Cart

Product	Language	OS (Operating System)	Qty	Price
 F-PROT Antivirus for Windows Home Use  Home Use	English	 Windows	1	\$29.12 \$20.88
			Subtotal	\$20.88
			Tax (25.5%)	\$5.32
			Total	\$26.20

 Used reseller/partner discount: 20 %

BACK

PURCHASE NOW

11) You will now see a confirmation screen and also receive an email confirmation of your order. If you want to pay with bank transfer, please follow the instructions on the confirmation order to submit your payment to our web shop vendor asknet GmbH. Click on **DOWNLOAD NOW** to review the download link and subscription key for the customer/reseller

CYREN

1 Shopping Cart 2 Address Details 3 Payment 4 Done!

Thank you for your purchase, Ólöf test

We've sent you an e-mail with your subscription keys and download details.
Give us a few minutes to deliver the e-mail.

Download Your Software



You can access your purchased software in your personal download area.
You can download your purchased software now or later on.

DOWNLOAD NOW

Your Purchase Details - Order No. 24621

Order Date: 24/09/2014

Your Shopping Cart

Product	Language	OS (Operating System)	Qty	Price
 F-PROT Antivirus for Windows Home Use ⓘ Home Use	English	 Windows	1	\$29.12 \$20.88
Subtotal				\$20.88
Tax (25.5%)				\$5.32
Total				\$26.20

ⓘ Used reseller/partner discount: 20 %

12) Another way to review and locate a particular order and subscription key is by clicking MY ACCOUNT at the bottom of the page

	Total	\$26.20
Used reseller/partner discount: 20 %		

Your Customer Details:

Customer Details	Billing Address	End Customer Address
Ólöf test Customer Number: 19420 Iceland ID: 1312815529	CYREN Testing Ólöf test Þverholt 18 105 Reykjavík Iceland	CYREN End Customer Testing department Ólöf GandA Þverholt 18 105 Reykjavík Iceland

Payment

This total sum of \$26.20 was paid with Invoice.




PRINT

13) In the MY ACCOUNT area – choose ORDERS to find a list of all your customers


CONTINUE SHOPPING

My Account

Welcome, Ólöf test

Orders	Customer Details	Password Assistance
		
View your orders.	Change your billing address, shipping address or telephone number.	Change your password.
SHOW ORDERS	EDIT DETAILS	CHANGE PASSWORD

14) In the MY ACCOUNT area you can view a list of all your orders, locate an order for your customer and by clicking on DOWNLOAD you can obtain the subscription key and download link for a particular customer

US Dollar English


[CONTINUE SHOPPING](#)

My Account

Access your F-PROT partner resources here: <http://www.f-prot.com/partners/resources/index.html>Orders

[Back to Overview](#)

15) Here is a view of what the DOWNLOAD AREA looks like. You can copy the subscription key from the download area and forward it to the customer.

US Dollar English

My Downloads

Download instructions

To install F-PROT Antivirus please first copy your subscription key and then click the "Download" button to start the install. Follow the on-screen instructions to finalize the install.

If you already have the software installed and need to enter a new subscription key, please copy the key and open F-PROT Antivirus. Click on "Updates" and then click on "Status". Click on "New Subscription Key" in the right-hand corner. Paste your key and click on OK.

FPAV 6 Windows 2000/XP/2003/Vista/2008/7/8, 32-bit, Internet Update, English

Subscription Key: **AFBGLK-UTJHTK-6C8WEZ-Z53LPW-7W57JF-JATW** [DOWNLOAD](#)

Program, Filename: fpav-windows-x86-hc-en-6.0.9.6.msi

FPAV 6 Windows XP/Vista/2008/7/2012/8, 64-bit, Internet Update, English

Subscription Key: **AEZ9W6-XHKRUC-U93SXF-ZY7PAS-SG97JF-JALJ** [DOWNLOAD](#)

Program, Filename: fpav-windows-x64-hc-en-6.0.9.6.msi

16) INSTRUCTIONS ON HOW TO OBTAIN AND ENTER A NEW SUBSCRIPTION KEY:

- a. [Windows Home license](#)
- b. [Windows corporate license- Updating key on multiple computers](#)