

Protected Access

WHAT IS IT?

MWEB Protected Access protects MWEB ADSL Customers from bandwidth theft and account abuse by blocking unsolicited incoming connections to network ports commonly used by hackers.

It does not affect normal incoming and outgoing Internet traffic, so you can surf the Web, check your e-mail and download files without being aware of it.

It does not require you to download or install anything as it is set up on your local exchange.

Like Virus and Junk Mail filtering, MWEB Protected Access is enabled by default for all new customers. If you are an existing customer, we highly recommend you enable it.

WHO CAN GET IT?

MWEB Protected Access is free for all MWEB ADSL Customers and is activated by default when you open a new account. If you are an existing customer, you can enable it on your account.

SET UP

MWEB Protected Access is enabled by default for new MWEB ADSL Customers. If you are an existing customer, you can check whether it is enabled by looking at the "ADSL Protected Access" block in My Account <http://www.mweb.co.za/services/myaccount/>

If it is not enabled, we highly recommend that you do so by following these simple steps:

1. Selecting **Enable Protected Access** in the "ADSL Protected Access" block in My Account <http://www.mweb.co.za/services/myaccount/>
2. A new window will appear, select **Enable Protected Access** again.
3. You will now see the original block, confirming that you will be protected.
4. You will now have to reconnect your ADSL session or restart your ADSL router for MWEB Protected Access to be activated.

For more help please see the MWEB Help Centre.