

Customer Experience

User Frontier Secure through
either ftrsecure.com or call
center agent

User receives Order
Confirmation Email

User follows directions in Order
Confirmation Email

Once downloads and/or
enrollment takes place user will
have access to the client and/or
portal

Order Confirmation Email



Dear <first name>,

Thank you for your purchase of Frontier Secure Content Anywhere.

You have indeed made the right choice to protect and secure your digital content. We are pleased to note that you recognize the importance of saving your valuable data to a cloud-based platform, where your files, photos and other important media are housed securely for your access from anywhere, anytime and over any device.

The service includes 50GB storage and a client/application that can be downloaded and installed over unlimited number of supported devices, including iOS and Android mobile platforms or used over the web.

Please follow the steps below to activate your service:

1. Click here (<https://web.can.ftrsecure.com>) to log in to the web based application of Content Anywhere.
Note: If you are an existing customer and already have a user ID and password to the portal and would like to download the application on additional devices, please skip to the installation instructions below.
2. Enter your User ID and Temporary Password.
 - User ID: <customer's email>
 - Temporary Password: <system generated password>
3. Please make sure to change your password immediately after you login the first time, using the
 - "Change Password" feature on the portal.
 - Hover over your name on the top right hand corner of the home page.
 - Click "Settings".
 - Click on "Change Password".
4. You will then receive an email with instructions on how to change your password. Click on the link in the email and follow the instructions.

Please follow the steps below to install the application on your devices:

1. Hover over your name on the top right hand corner of the home page.
2. Click either "Get the Mobile app" or "Get the Desktop app" to install on the device of your choice.
3. Follow the onscreen instructions to complete the download and activation of your Content Anywhere service.

If you have any questions or need assistance activating your services, please contact our 24/7/365, U.S.-based, Frontier Secure Technical Support team available to you at no extra charge.

You can either choose to chat with us online at www.frontierhelp.com/livechat.cfm or call us at 1-888-620-3663.

You can also access the "Getting Started" guide and "FAQs" at, <https://ftrsecure.com/tech-support/answer-center/content-anywhere>

Follow us on Facebook at www.facebook.com/frontiersecure and on Twitter at <https://twitter.com/FrontierSecure>.

Thank you for choosing Frontier Secure Content Anywhere Service.

Sincerely,

Frontier Secure Team

Connecting you and your loved ones in the digital world is our priority. Follow us on Facebook or on Twitter for more tips on how to protect your family with our line of security products.

Customer Experience

Multi-Device Security

The screenshot shows the FrontierSecure Multi-Device Security interface. At the top left is the 'frontiersecure' logo. The title 'Multi-Device Security' is centered at the top. Below the title, it says 'Logged in as: John Doe | Log out'. A green checkmark icon indicates 'Your subscription is valid.' To the right, it shows 'Available licenses: 2' and a 'Buy more' button. The main area features a central circle labeled 'J' for 'John'. Three other circles, labeled 'A' (Aaron), 'B' (Baron), and 'C' (Charlie), are connected to John's circle by lines. An 'Add person' button with a plus sign is also present. At the bottom, there are icons for 'Mac', 'PC', and 'Android', along with an 'Add device' button. The bottom left corner says 'by F-Secure' and the bottom right corner has 'Terms Privacy' links.

Content Anywhere

The screenshot shows the 'Content Anywhere' dashboard. At the top, there's a navigation bar with 'Content Anywhere', 'My Activity', 'Upload', 'Search', and 'Dave Manzor'. Below this, a 'Last 30 Days' section is visible. The first row is a 'Backup Summary' for the period 'February 28 - March 30'. It includes four categories: 'PHOTOS 69', 'SONGS 3', 'DOCS 132', and 'CONTACTS 13'. Each category has a representative image. The second row is titled '19-20 Mar' and shows 'You took 5 photos in this location' with four photo thumbnails. The third row is titled 'Dublin, 21-2...' and shows 'You took 5 photos in this location' with five photo thumbnails.

Customer Experience

Identity Protection

Alert Summary

You have no alerts at this time. Check back again soon for updated information.

Global ID Monitoring



Global ID Monitoring surveillance reduces your risk of identity theft by constantly monitoring websites and chat rooms where criminals buy, sell and trade stolen identities. It continually looks for the personal information you provided when registering.

Items We Monitor:

- Bank Account
- Email Addresses
- Medical ID Number
- Driver's License
- Credit/Debit Cards
- Phone Numbers
- Social Security Number
- Passport Number

Your Monitored Information:

Email Addresses	test@csid.com
Phone Numbers	(512) 646-2477
Social Security Number	*** ** *

[Edit Your Monitored Information](#)

