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Is GoSecure for me?

GoSecure Portal and Solutions are for not for everyone! Those who have mission critical information, financial information, medical records, intellectual property or customer information will find GoSecure value proposition extremely useful at a very low price point. Whether one is just browsing or working on the Internet, every Internet connection is a two-way street, and identity theft is a constant and imminent threat. One has better things to do than spend hours comparing protective software programs, updates and learning about the newest malicious tactics – GoSecure Solutions takes the guesswork out of the equation.

GoSecure Portal makes collaboration private and secure with a single click. Those who enjoy using social media platforms like FaceBook, MySpace, etc., will appreciate the security and privacy. GoSecure Portal is the Country Club of all social networks where collaboration is private and secure. It is an advertisement-free environment where you own your content unlike any other social network; you manage your privacy and your contacts. With GoSecure Portal you invite who you want to connect and collaborate with; no one can find you and request to connect with you from outside of GoSecure Portal. Your profile is not broadcasted on search engines. Nobody needs to know that you are on the net to do your business. You operate in a phishing-, mining-, and vulnerability-free environment without annoying pop-ups or flashing banners.

Do you belong to one of the following categories?

Student/Professor – Both Student and Professors are indulged in heavy research and writing thesis. This information is highly sensitive and confidential. While on campus they may have some tools to share information securely but when they are away what are the choices – Email, Google Docs or Yahoo etc.? These all have fundamental security issues and we know they have all been hacked. These also assume that you are connected to the network while working. How about issues of security while uploading and downloading files? What about security of files that are downloaded and stored on the local drive? If any of these questions are relevant to you, then GoSecure Portal is for you.

Professionals – Regardless of whether you are an Accountant, Financial Planner, Trader, or Sales Executive and operating in a personal capacity, then you have some of the same issues as Student/Professor. As a business professional it is a bigger problem as you are dealing with money and customers. How do you protect private transactions – Email, Couriers, or Public Portals like Google Docs? Are they secure? Are your transactions protected and remain private? Can you collaborate with other professionals in a secure and private manner without incurring huge costs? If any of these questions make you lose sleep, then GoSecure Portal is for you.

Doctor/Patient – What happens if your patient is traveling and needs to consult with you on an emergency basis to discuss health issues in detail? You may need to review their medical history and may also have to send them a copy of their medical records. How do you do it in a timely fashion and ensure Patient Privacy?



What if you are the patient who needs emergency care but are on a business trip or holiday? How do you provide your medical records to local doctors who have no clue about your health history? How do you deliver these records to the local doctors while protecting your privacy?

In both cases GoSecure Portal is your answer.

Small Business – Since you don't have resources like a large corporation to protect your Intellectual Property, Client List, Employee Records and Financial Records, you opt for point solutions and constantly worry about security and privacy of your information. Can you focus on business growth of information security keeps you up at night? Why not join GoSecure Portal and focus on your business growth?

Best part is – GoSecure Membership is free as long as you are either invited or you can be authenticated.

Why GoSecure?

Although espionage is as old as mankind, today there is a new twist to how Intellectual Property and Identities are being taken or hacked if the data is not secured on computers. Growing numbers of cyber criminals are using complex code to bypass traditional signature-based filters. While there have been increasing efforts to enforce stringent laws to restrict cases of Intellectual Property and Identity theft, at times, the damage it causes is irreparable.

GoSecure has a proactive solution to protect and upgrade your privacy. GoSecure provides a level of security that other networking sites alone cannot match - all at a reasonable cost.

The Innovation and the Company History

In October 2008, GoSecure Portal along with GoSecure Safe application Beta was launched out of Hyderabad, India. In 2009, we will have two major releases. Our latest Version 1.3 will be in early 2010 and will incorporate all the feedback from our potential partners and beta users. It will also include Backup and Xchange subscription services.

GoSecure is located in Hyderabad, India and was founded in 2007 to solve an emerging need – how to provide industrial grade Information Security to the consumer at a price point that is not a barrier to entry. GoSecures' underlying core technology is flexible, scalable and adaptable to support a broad portfolio of innovative current and future products and solutions.

The development phase of the company was initiated in Hyderabad and dedicated to leveraging the founders' core expertise in building enterprise information protection solutions requiring zero incremental investment in infrastructure along with a simple and functional end-user experience. Upon that principle, our Trade-Secret core technology of unique encryption and obfuscation was blended with strong authentication.

What are the GoSecure Products and Services?

Product Concept

GoSecure's core technology is available in Portal and stand-alone Application and/or Enterprise Edition that provides a robust platform for the deployment and management of secure sharing



and collaborating of critical and sensitive information. Key features include ease of use, information security and zero impact on work flow.

Products Summary

GoSecure Safe is a host-device information protection solution and is a cryptographic data vault for critical files. It protects files by encrypting and obfuscating. Access to the Safe application depends on type of authentication implemented. GoSecure Safe application is available as a Trial or Full Version. The Trial Version is a limited version and is restricted to file protection of up to 50KB per file. Trial version can be upgraded to the Full Version from within the application at the cost of US \$9.95 per year.

GoSecure Xchange enables secure share or exchange of critical information via email - a critical end user security requirement. Leveraging GoSecure's core technology, the critical information is transformed into an innocent looking plausible cover. The plausible cover ensures that the protection stays with the critical information no matter where the information is sent or resides. GoSecure Xchange is easy to use application. One click and the information is protected and obfuscated and is ready to be transferred securely. Xchange is a premium subscription based service. Xchange is priced at unlimited transactions per month for US \$ 9.95 or \$96 a year.

Built on GoSecures' core technology, **GoSecure Backup** provides encrypted and obfuscated protection for online or offline backup critical information. One click and the content of GoSecure Safe is securely backed up. Once backed up, backup data is available to via Cloud Computing upon strong authentication. GoSecure Backups easy to use, install, deploy, manage and can be fully automated. Backup is premium subscription based service and is priced at US \$ 9.95 per month or US \$ 96 annually if paid upfront.

GoSecure Reader application allows you to decode, open and read the plausible covers received via email or any other digital methods. In addition to the reader one must enter Private Key to unlock the plausible cover. The management and distribution of Private Key is up to the end user.

GoSecure Portal enables members, at any time and at any place, the ability to network ensuring privacy and protection second to none. GoSecure Portal makes secure exchange and universal availability of critical information via Xchange and Backup. GoSecure Portal offers complete control of your Privacy. It is a secure, collaborative and advertisement free environment where members retain ownership of their information and can manage their privacy unlike any other networking portal.

How different and one-of-a-kind is the GoSecure innovation?

GoSecure has developed, owns and has licensed the intellectual property associated with the GoSecure Portal. The innovation is unique to the World

If encrypted data is the safest way to send files, why doesn't everyone encrypt their data?

The biggest reason why encryption software has not penetrated the consumer market is that both sender and receiver must buy same software. This practice can't be forced outside enterprise environment especially in consumer segment where use of encrypted exchange is limited.

This is where GoSecure's biggest innovation is. Like Adobe Reader, GoSecure has developed GoSecure Reader a unique application that decrypts information encrypted with GoSecure



Xchange software. Like Adobe Reader, GoSecure Reader is free and will propel the adoption of encryption software in the marketplace.

How is GoSecure different from what is currently happening in the industry?

Technologies including intrusion detection, firewalls, and VPN are focused on protecting infrastructure. Safe, Xchange, and Backup are solutions focused on protecting the users' most meaningful asset: information or content.

GoSecure solutions are designed to increase industry adoption rates for information security through technology innovation and improving end-user experience. Industry leading information security, ease of use, deployment, and simple end-user experience differentiates GoSecure Portal from others.

Why Should I Join GoSecure Portal?

GoSecure offers its members secure storage, backup, exchange of information and private networking. By offering integrated encryption, obfuscation as well as strong authentication, GoSecure provides a level of security that other networking sites alone cannot match - all at a reasonable cost. With its suite of products and services, a member can upload, share and store information and rest at peace that they are private.

All members have the option of becoming a partner. Partners are rewarded for their efforts by receiving a revenue share from members, whom they invite to GoSecure. To register to be a partner, visit www.gosecure.com.

How do I join GoSecure?

Signup for free at <http://gosecure.com/>

Memberships are by requests or by invitation. After you receive the email, click on the link on the invitation and following the instructions on the website.

Getting Started with GoSecure Safe

How do I Install GoSecure Safe?

- The system prompts and/or the ReadMe file (located in the same directory as the install program) contains instructions on how to install the program. Please make sure your computer meets the requirements of the program.
- After installing or during the installation, a program may need to install other programs, files, or utilities before it can run. If this is the case, the program will commonly prompt you to install the program, or you may need to run a separate install before the program can be fully used.
- When installing a program, it is always a good idea first to close or disable any other programs that are running.
- After installing a new program, if it prompts you to reboot the computer, please do it.

Common Installation Errors



The solutions listed here: <http://consumer.installshield.com/common.asp> are for common installation errors. For solutions specific to your installation, please contact us at info@gosecure.com.

What is the Serial Number or the Registration Key?

It consists of many characters. It is sent to you via once you have downloaded GoSecure Safe. It is required to register the serial number so the software license can be activated.

What are the best practices in assigning secure passwords?

It should be longer than 7 characters; it should be random, without any meaning; make your password Case sensitive; use special characters like these `_,&~,(<` in your password.

Qualities of strong passwords

Length

- Each character you add to your password increases the protection it provides.
- 8 or more characters are the minimum for a strong password; 14 characters or longer are ideal.

Complexity

The greater variety of characters that you have in your password, the harder it is to guess.

- An ideal password combines both length and different types of symbols.
- Use the entire keyboard.

Easy to remember, hard to guess

- The easiest way to remember your passwords is to write them down.
- It is OK to write passwords down, but keep them secret so they remain secure and effective.

How should I start using GoSecure Safe?

After successful installation, the installation creates GoSecure Safe icon on your desktop. To launch GoSecure Safe, click on the GoSecure Safe icon on your desktop. Enter your User Name and Password/Authentication Key to log in.

To begin, please practice first with a few test documents and a default folder. You will be able to view quickly how GoSecure Safe protects, transforms and moves your files to your Safe.

I am unable to protect a file, please help.

If the file is unable to be protected, the following four reasons may be possible:



1. Please check READ ONLY property of the file, if it is checked please un-check the read only property of the file and then try to protect the file.
2. All files must be greater than 0.1KB in size to be protected.
3. File size must not be greater than 3.5 MB with the GoSecure Safe Full Version and 50KB on the GoSecure Safe Trial Version.
4. File is already open, please save it before protecting it.
5. If the above, do not resolve the issue for us, please contact us at support@gosecure.com and let us assist farther.

If someone has physical access to my computer can they steal my data?

No, they can not, zero non-authorized access to information.

Is the GoSecure product certified?

We state that the product does exactly what it says. The security of your files is too important to be left to chance, or to applications that are not reliable and cannot be trusted.

As a company that treats data security seriously, GoSecure has passed all the required cryptographic tests and can announce that all its encryption and hashing algorithm implementations conform to FIPS 197 and FIPS 180-2. GoSecure is preparing for testing for Microsoft certification. GoSecure supports Microsoft Office 2003 Version.

How do I upgrade my GoSecure Safe Trial Version to a Full Version?

The Upgrade option within the application allows it to be updated to the Full Version. Once that command has been issued the installer will reinstall and update the files of your application, but it will leave your created files alone.

What are the Known Limitations?

- Maximum size file that can be protected with the Full Version is 3.5MB.
- All files must be greater than 0.1KB in size to be protected.
- The application will not protect 'read only' files.
- All document changes must be saved prior to protection.
- Any files that do not meet the requirements of the application can not be protected.

Current Bugs of Safe

Version 1.3

All known bugs are listed at www.mygosecure.com Knowledge Base.

GoSecure Xchange

When will the Xchange Services be available?

January 2010

What is Xchange?

Share File(s) functionality is used to share a protected file, by taking a copy of protected file, reverse transforming the file, transforms the file again with a new key, called a shared private key.

Why should I use GoSecure Xchange?

With GoSecure Xchange, your files can be seamlessly exchanged over any media. No special client/server software is necessary for a secure transmission.

GoSecure Xchange gives you two layers of security. Before sending, the file is encrypted. It is then obfuscated with a plausible cover. The two layers of protection stay with the file, independent of the file's location.

In summary, GoSecure Xchange hides the file in plain sight. Sender sends a benign file – Plausible Cover. Only the intended recipient with private key can access the hidden file. All others see a normal file. Your file stays private and secure.

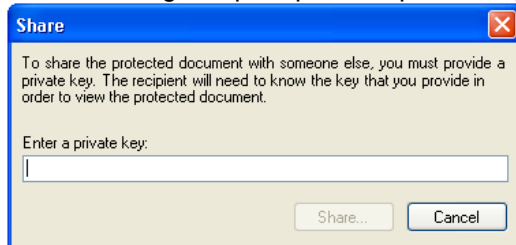
How does Xchange work?

Using GoSecure Xchange files can be securely shared using one of the three (3) quick and easy choices. Each choice will encrypt and obfuscate the file in a plausible cover that can only be decoded with a private key and the GoSecure Reader.

1. Select Share on the menu option of the File menu
2. Right click on the file and select the Share menu option of File context menu
3. Select the file to Share and click on the "Protected" file tasks panel

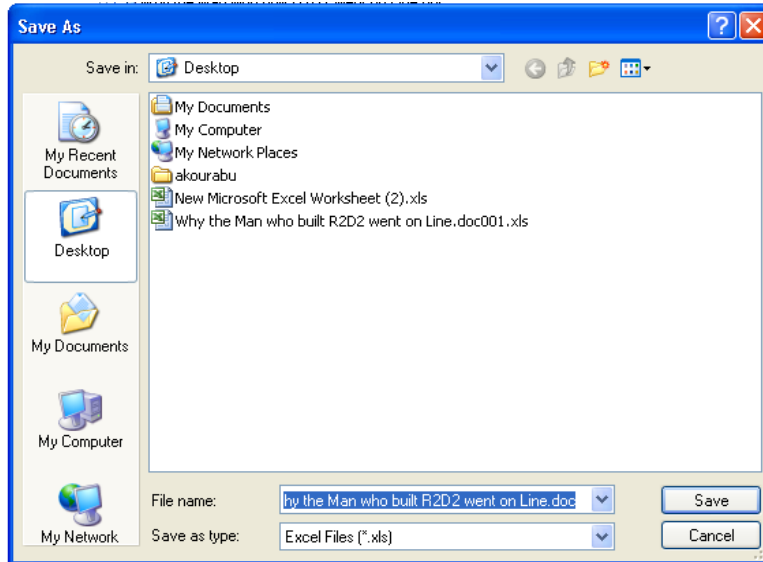
When one of three above choices is activated, a Windows File Open dialogue box is opened for confirmation to Share the file.

A Share dialog box prompts for a private key.





The Windows File Save dialog is displayed with plausible file cover name. Default Plausible Cover File name is the name of the original file. Good security practice is to change this name to something more meaningful to the recipient only.



This plausible cover and now be sent using or any other means while original file stays in the Safe.

GoSecure Backup and Restore

With the growing popularity of online backup, consumers and businesses are given a new backup strategy and from many points of view, it is the best backup method:

(1) More convenient. You can backup and restore from anywhere, no need to carry any USB devices; (2) It's easier to setup, no physical wiring at all, and cost is generally much lower than any traditional backup; (3) More reliable; as the backup data is stored offsite by professional backup service companies.

When will the Backup Services be available?

January 2010

What is a file backup?

A file backup is a copy of a file that is stored in a separate location from the original.

Why should I back up files with GoSecure Backup?

Backing up your files helps to protect them from being permanently lost or changed in the event of accidental deletion, a worm or virus attack, or a software or hardware failure. If any of those things occur and your files are backed up, you can easily restore those files. You should back up



anything that would be difficult or impossible to replace, and regularly back up files that you change frequently.

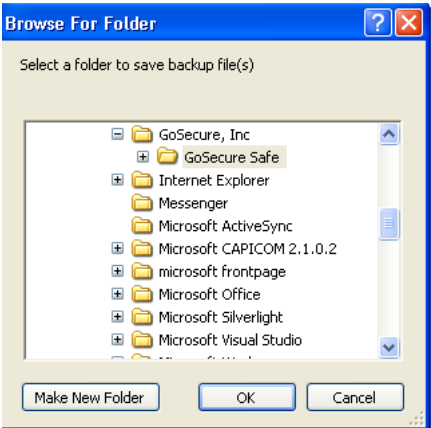
GoSecure Backup protects your files by transforming the files with encryption and obfuscation and then moves the files for secure backup and storage. Access to your files is available by demand and via specific authentication. GoSecure Backup can be used for offline or online storage.

How does GoSecure Backup work?

Open the GoSecure Safe application and click on File (first tab) and then select Backup Protected Files.



Upon clicking on the Backup Protected Files, first specify a folder/directory for the backup.

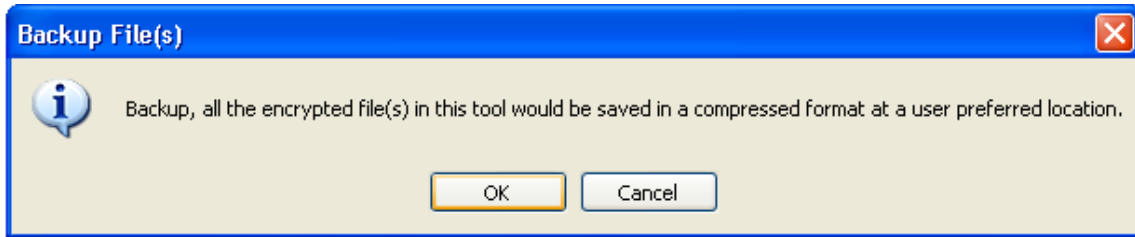


After a folder for backup is selected, GoSecure Backup will create a unique folder within the specified folder to place all the protected backup files. The naming convention of the folder is as follows: GoSecureBackup_<timestamp>

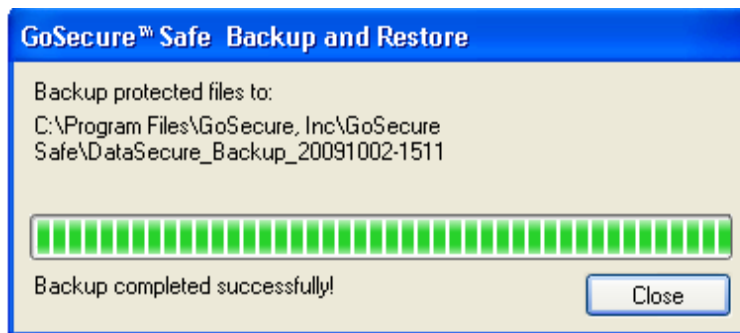


Where: <timestamp> is a date/time code of the time the folder is created, in the format YYYYMMDD-HHMM (HH specified in 24-hour time).

The system will ask for confirmation to proceed.



If selected OK, the encrypted files in your Safe are then saved in a compressed format in designated folder. When the backup is complete, system generates a message as detailed below.



How often should I back up files with GoSecure?

It depends on the number of files you create and how often you create them. If you create new files every day, you might want to back up weekly or even daily. You can back up manually at any time.

What file types are not included in my GoSecure backup?

The Back Up wizard backs up the most common file types.

How much storage space do I need to back up files?

That depends on the size of the files you back up.

Why don't I see the location I want to back up to in the Back Up Files wizard?

When you choose a location to save your backup to, the wizard searches your computer and displays a list of all locations that you can use. If the location that you want to use doesn't appear in the list, it could be due to one of the following problems:



- The location is a tape drive. You can't save backups to tapes.
- The location is the disk that you are trying to back up. You can't back up a disk to itself. For example, you can't back up the contents of drive E to drive E.
- The location is a CD-ROM drive. You can't use a CD-ROM drive to make a backup; you must use a CD burner, also known as a CD-R or CD-RW drive.
- The location is a USB flash drive. You can't save backups to a flash drive.
- The location is not formatted as NTFS, FAT, or Universal Disk Format (UDF) (also called Live File System). Backups can only be saved to disks that are formatted using the NTFS, FAT, or UDF file systems.
- The location is either the system disk (the disk that Windows is installed on—also called the C drive) or the boot disk (the disk that Windows uses to start your computer—also called the startup disk).
- The location is only accessible to subscribers of the GoSecure Backup Subscription Service. Visit www.gosecure.com and subscribe.

Can I continue to work on my computer while I'm backing up files?

Yes. The last saved version of each file is backed up, so any files changed during the backup will need to be backed up the next time.

Can I restore files if I've deleted any backup files?

You cannot get copies of files that are on a missing folder. However, you can restore files on the backup folders previous to and after the missing one.

What's the difference between backing up files by using the Back Up File wizard and doing it myself?

When you burn a copy of your files to a CD or DVD or save a copy to an external hard disk, each time you want to do a backup, you have to manually select each file and folder that you want to back up. GoSecure Safe will automatically select all your files in your Safe for backup.

How do I delete a backup that I created using the Back Up Files wizard?

If your backups are saved to CDs or DVDs, you can discard discs containing earlier backups, but make sure that you keep the most recent backup of your files. If your backups are saved to an internal or external hard disk, you can delete a backup by following these steps:

1. Open the location where the backup is saved.

For example, if you backed up your files to an external hard disk labeled "E," connect the external hard disk to your computer, and then open drive E.

2. Right-click the folder containing the backup you want to delete, and then click Delete.



You should not delete the current backup folder.

Can I backup if I'm not always connected to the Internet?

Yes, you can backup to your hard drive or a portable media device.

Can I backup files while they are running?

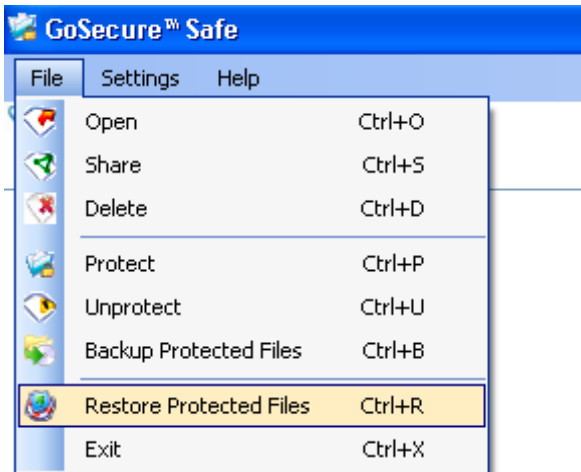
No, all changes must be saved prior to moving.

How does Restore work?

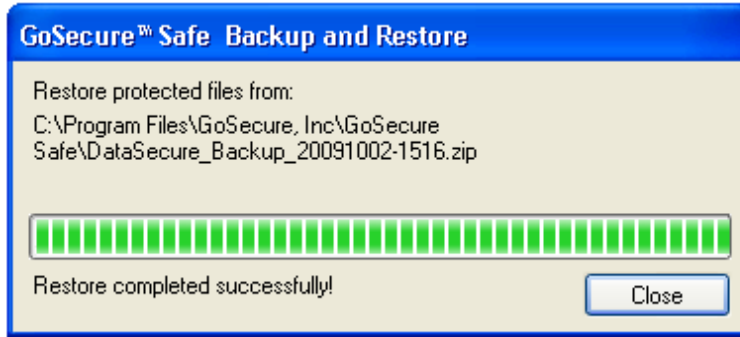
Restore uses restore points to return your files to an earlier point in time.

How do I start Restore?

Open the GoSecure Safe application and click on File (first tab) and then select Restore Protected Files.



A standard folder browser dialog is displayed; select a single backup to restore. You are prompted for authentication. The system verifies that authenticated user is indeed the owner of the backup content before restoring it. It's easy to access and restore backup files using GoSecure Online Backup and Restore. Backup can be restored from anywhere on Desktop or Laptop as long as you are connected to the network. When done, this system message will be generated.



How does the Reader work?

The GoSecure Reader is decoder for GoSecure Plausible Covers and is free. It can be downloaded from www.gosecure.com. The intended recipient of plausible file will be able to decode the plausible cover by using the GoSecure Reader and private key.

Follow these steps to view a critical file inside a plausible cover:

1. If the protected file was sent via email, detach it and save it on hard drive. Double-click on the GoSecure Reader shortcut Icon. This will open the GoSecure Reader decoder.
2. Open the file dialog box; navigate to the plausible cover that needs to be decoded, and click "Next".
3. When prompted for Private Key, enter the private key provided.
4. The protected file is extracted; plausible cover is destroyed and associated application, if any is launched.

What if i can not remember or find the Private Key?

The shared copy was just a copy, the sender has the original and can resend with a new private key, if needed. The file cannot be opened without the private key.

GoSecure- Portal

Profile

The profile is your business card to interested member, contacts and potential new business partners. Members have control over the type of information viewed on their profile and who can view their information.

How do I create a profile?



After your membership has been approved, you will be given a link to your profile page. You can Add and Edit your profile information at any time. Please click Update at the bottom of the page to save your changes.

How do I upload more photos, video, and my CV for My Contacts to view?

On the left navigation, click on Knowledge Management. You can upload and share any files. Upon granting access, your files will show in their Shared Files.

We have also provided a CV/My Resume tab on your profile. You can place information here and grant access to the contacts of your choice.

How can I add a voice clip to My Profile?

Please record a voice message and upload it to your Knowledge Management. This is a great tool to tell people in your own voice about yourself, your company and what you are currently searching for and have to offer privately.

How do I edit My Profile?

From the profile page, please select Edit for the appropriate section you want to edit. Edit the fields and click Update at bottom of the page.

Who all can visit My Profile and to what extent My Profile information is shared?

CONTACT SETTINGS PRIVATE PROFILE

- Your profile setting is defaulted to private and no one can search or view for your details.

CONTACT SETTINGS PUBLIC PROFILE

- If changed to public, your profile can be searched and viewed according to your settings.
- If the Direct Contact option is selected, you can grant Contact Details by either groups or by direct contacts.

PUBLIC PROFILE DIRECT CONTACTS

- Your profile is searchable and viewed according to your settings.
- If the Direct Contact option is selected, you can grant Contact Details by either groups or by direct contacts.

PUBLIC PROFILE ALL GOSECURE MEMBERS

- Your profile is searchable by all GoSecure Members. Your Business Details can be viewed by all GoSecure Members.

My email address has changed. How do I update my records?



Log in to your profile page and select Contact Details. You can type in a new email address in the business section. After you update the field, you will be sent a confirmation email that you will activate. You can also change which email ID you want your mail to default to, if you like.

Privacy and Passwords

How do I adjust my settings?

On your profile page, click on Settings and you can adjust at any time.

How do I stop email notifications from GoSecure?

Our portal provides you the opportunity to opt-out of receiving communications from us by adjusting your settings on your profile page. You may also choose to unsubscribe from any communication at any time by sending an email to the link provided at the end of the communication.

What if I notice something odd, fake and/or offensive with a member?

Please communicate this information to us. In order to report this information, you need to go to the Contact Us link and mention the reason and name for reporting the concerned person and then submit the form by clicking on the send option. GoSecure will investigate the situation.

Is My Profile viewable by the search engines?

No, your profile is set up as private by default. Even if you change your profile to public, it is not viewable by the search engines.

Why do I need to confirm my identity when asking GoSecure to update my email address for me?

This is for security reasons - we need to make sure that you are genuine. We are a business network community and we work hard to ensure the integrity of the people on the network. As such, fraudulent use of identity and other such activities will not be allowed.

I forgotten my password, what can I do?

Click on Forgot Password on the left side of the Sign In page. You will get an automatic email sent to your email with a link to reset your password.

How do I change my password?

From the profile page, click Reset Password

Click change password



Type in a new secure password that you can remember

Confirm your new password by entering it again

Click on Update

Photos, videos, CV and more

How do I upload my photo to “My Profile”?

From your profile page, click on Upload Photo, follow the information and upload picture (needs to be 50k and less than 400x400 pixels large) If you have uploaded a new photo, and still see the old one when you click onto your profile, you will need to refresh your browser cache by pressing (on your keyboard) Control-F5.

My photo/logo hasn't uploaded, what can I do?

This may be due to the size and dimensions of your photo. If you right click on the photo and choose properties, it will show you the size. You can amend this in any photo editing software, by resizing it. If you are sure that your photo file size is 50 kb or less, try clicking on F5 with your Internet Browser to clear the cache. Your new photo should now show up. Photos should be less than 50 kb and less than 500 pixels width and 500 pixels height JPG, GIF or PNG Can I add a logo, picture of my business and products to “My Profile.”

Yes, you can. On the left navigation, please click on Knowledge Management. You can then upload pictures and share these documents to the contacts of your choice. After you grant access, the pictures will show in their Shared Files.

How do I add my video to My Profile which describes my company and my services?

On the left navigation, please click on Knowledge Management. You can upload videos and share these videos to the contacts of your choice. After you grant access, the files will show in their Shared Files.

If you have links to videos located elsewhere on the Internet, you can add the links on your profiles under Contact Details.

How do I add my CV, press releases, pricelists, brochures and/or research papers to My Profile to share with my colleagues?

On the left navigation, please click on Knowledge Management. You can upload any file and share these files to the contacts of your choice. After you grant access, the files will show in their Shared Files.

Messages



How do I access and/or compose Messages?

On your My Page, you have a Message box. All email messages that are sent to you by other members arrive in your inbox. The outbox is where messages that you have sent are saved. You can send messages to your contacts or anyone with a valid email, by selecting the compose option and select a contact or a group of contacts or enter an email address.

How do I delete Messages?

Please select the message you want deleted, by placing a checkmark in the box. You can then select the delete function.

What about spamming? Will I get spam?

No. We can assure you that you will never face the irritation caused by spamming. Be assured that we will never sell your address to anyone for marketing purposes. Please see our Privacy Policy for details.

Contacts

What is unique about contacts at GoSecure?

Your connections at GoSecure are the contacts in your trusted and private network. A member must know an email address in order to request a connection.

Please define for me the different type of contacts.

You will find two different types of contacts, confirmed and pending. The people listed under confirmed contacts are your current contacts. A contact only becomes confirmed once the person you have requested as a contact accepts your connection. A pending contact is someone who has requested you as a connection and is waiting for you to accept or decline them.

How do I confirm a contact?

On your My Page, you can accept or decline a connection request by clicking on Pending. If you decline, there will be no message sent to the requestor.

How can I connect with a particular user?

On your My Page, select Invite and complete the first and last name and the email ID of the person you want to invite. GoSecure will send a request to connect with you. If they are not a member of the GoSecure, they will be invited to become a member and connect with you. In both cases, the authorization period is 72 hours.

What if My Contact has not responded in the 72 hours to accept my request?



After the authorization period has expired, you will receive a message from GoSecure notifying you of such. All you need to do is invite them again, if you still want this person as a connection.

Now I have a contact- what should I do first.

You can quick list your contacts and begin the process of sharing and collaborating with them using our free tools. You can assign tags or keywords to your contacts. You can classify each person under as many different tags or keywords as you wish. Your tags are only visible to you. On your My Page, you can Search by your tags.

Does GoSecure show My Contacts who my connections are?

No, we believe that is private information.

How can I see to whom all I am connected?

On your My Page, click on the Confirmed Contacts

How can I edit my shared information with a particular user?

GoSecure provides the contact names for you to select and grant Contact Details as needed. On your My Page, click on the Confirmed Contacts to begin. Select your contact name and Edit the Contact Details.

How do I delete or remove a connection I accidentally added?

On your My Page, just click on Confirmed Contacts. You will see all your confirmed connections and an option to delete them. If you delete a contact, your contact will not be sent a mail and your contact information will be deleted from their My Contacts page.

Groups

What is a Group?

A Group is a collection of contacts, with a common interest in which you want to communicate with regularly. Groups in Version 1.3 deal with the requirements of group creation .We will add more functionality to this area in future releases.

Knowledge Management

What is a Knowledge Management?

Knowledge Management allows you to share and obtain valuable business information privately or publicly. We believe this is social and business networking at its finest as you will have a source of information to start to develop a conversation with your connections.



What type of documents do you accept and do I have a limit?

Knowledge Management allows for many formats and documents such as press releases, white papers, spreadsheets, pictures, videos, sound clips, presentations, databases, case studies, product updates, brochures, analyst reports. Please refer to our Terms and Conditions for more detail guidelines. At the current time, we have set a limit of 10MB per member.

How do I add my CV, press releases, pricelists, brochures and/or research papers to “My Profile” to share with my colleagues?

On the left navigation, please click on Knowledge Management. You can then upload any document and share these documents to the contacts of your choice, groups or even make the document public throughout the GoSecure Portal. After you grant security access to your documents, the files will show in their Shared Files.

Searches

How do I search for a particular contact?

On your My Page, you can select Search. Enter your search criteria appropriately with the options provided.

Current Bugs of Portal

Version 1.3

All known bugs are listed at www.mygosecure.com Knowledge Base.

Security

GoSecure uses Secure Socket Layers (SSL), the industry standard in transferring information to process your transaction. The SSL encrypts, or translates, your order information into a highly indecipherable code, which is processed immediately.

We have collaborated with Authorize.Net, a leading payment gateway since 1996, to offer safe and secure credit card and electronic check transactions for our customers. The Authorize.Net Payment Gateway manages the complex routing of sensitive customer information through the credit card and electronic check processing networks. The company adheres to strict industry standards for payment processing, including:

128-bit Secure Sockets Layer (SSL) technology for secure Internet Protocol (IP) transactions

Industry leading encryption hardware and software methods and security protocols to protect customer information

Compliance with the Payment Card Industry (PCI) Data Security Standard



Technical

How do I provide feedback or suggestions?

info@gosecure.com (Membership, Alliances, Detailed Product Information, Premium Services)

support@gosecure.com (Errors, Installation Issues or any other technical enquiries)

How to trouble shoot incompatibility issues that may stop the GoSecure Program?

Our team is here to assist. Please send the information below to support@gosecure.com.

Platform
Operating System
Operating System Version
Application
Version number
What happened?

Is it practical to backup large amounts of data across the Internet?

Yes, the data is automatically compressed before it is transferred to the server.

In the future, we will allow Elastic Block Store (EBS) shared snapshots and Import/Export. EBS snapshots allow you to back up point-in-time snapshots of your data to for durable recovery. Import/Export accelerates moving large amounts of data into and out of the cloud using portable storage devices for transport.

How secure is my data?

Your data is always private and secure. Your files are automatically encrypted using your unique encryption key before being transferred to the backup server. The transfer itself occurs over a 256-bit encrypted connection and your files are then stored in an encrypted state on the backup server. Your data cannot be accessed (not even by our staff) without your encryption key.

How safe is my data?

We employ a number of sophisticated data redundancy technologies to ensure your data remains safe and readily available at all times. Once we receive your backup data it is automatically replicated to another backup server. Our backup servers use RAID hardware to protect against hard disk failures.

Administrative

Is free support provided?



info@gosecure.com (Membership, Alliances, Detailed Product Information, Premium Services)

support@gosecure.com (Errors, Installation Issues or any other technical enquiries)

Is there a minimum contract period?

Our plans are billed on a month-to-month basis and our based on the contract term you selected at the time of subscribing. We offer a variety of plans and please ensure your plan meets your needs before signing up.

Can I upgrade or downgrade my plan?

Yes, you can change your storage space or features at the end of your current contract.

What if I need More Storage Space?

We offer plans with 10 GB of storage, and additional storage space can be purchased in allotments of 5 GB.

How am I billed and what payment options do you accept?

Plans are billed on a monthly basis in advance and payment is made by credit card: Visa, Master Card or Discover.

Global Glossary

AUTHENTICATION VS. IDENTIFICATION

Authentication is a security measure designed to establish the validity of a transmission, message, originator, or a means of verifying an individual's authorization to receive specific categories of information.

Identification is the process of matching a set of qualities or characteristics that uniquely identifies a person.

BASIC SERVICE

A social networking membership as well as a trial basis of the GoSecure subscription Services for 30 days.

BIOMETRICS

Biometrics is the identification of people by measuring some aspect of individual anatomy or physiology such as a fingerprint.

BUSINESS ACTIVITY



Business Activity are statistics which may consist of the following: the name and number of confirmed contacts, number of hits on a Member's profile, month and year of membership and/or the last time a Member logged in on the Portal.

BUSINESS DETAILS

The first page of a member's profile and details the business information.

COMMUNICATIONS

Newsletters and/or status emails.

CRYPTOGRAPHY

Cryptography is the art and science of keeping files and messages secure. It works by mathematically transforming plaintext messages or files into a cipher code, a process known as encryption.

DECRYPTING VS ENCRYPTION

Decrypting is converting (as a coded message) into intelligible form by decoding or deciphering.

Encrypting is converting a message or body of information into an obscured form using a cipher code.

FORUMS

Knowledge Base and other similar services that encourage sharing and collaborating among other members

GOSECURE MATERIALS

All Materials provided by GoSecure.

INTELLECTUAL PROPERTY RIGHTS

The Materials and Services, as well as their selection and arrangement, are protected by copyrights, trademarks, patents, trade secrets and all other intellectual property and proprietary rights.

KNOWLEDGE MANAGEMENT

Business documents such as press releases, white papers, spreadsheets, presentations, databases, case studies, product updates, brochures, analyst reports, which can be used and interacted within the business community.



MARKS

Trademarks, logos and service marks

MATERIALS

Materials means all information, data, documents (e.g. white papers, press releases, datasheets, FAQ, etc.), communications, downloads, files, text, images, photographs, graphics, videos, web casts, publications, content, tools, resources, software, code, programs and products made available or enabled via the Portal by GoSecure or Member of this Portal

MEMBER

Visitors to the Portal who complete the registration process

MEMBER CONTENT

All Member Materials that are not Shared Content.

MEMBER MATERIALS

All Member-supplied Materials

OBFUSCATION

Obfuscation is a technique used to complicate code. A plausible cover is created to mask the identity of the document.

PERSONAL DATA

Personal Information entered by the Member is converted to Personal Data.

PERSONAL INFORMATION

Any information that identifies or can be used to identify the person to whom such information pertains

PORTAL

A website that is positioned as an entrance to other pages on the Internet.

PRIVACY POLICY



The practices of a website with respect to how they handle and safeguard personal information collected and used in connection with a Portal.

REGISTRATION INFORMATION

Personal Information supplied during the registration process

SERVICES

All resources offered or enabled via the Portal including download areas, developer tools services, product and other information services and communications services such as groups, blogs, events, chat areas, email, profile pages and other message or communication facilities designed to enable you to communicate with others

SETTINGS

A place on a Member's profile page where a member can change their Privacy Settings.

SHARED CONTENT

Materials posted by Member in Forums.

TERMS AND CONDITIONS

An Internet Site Use Agreement that is effective when you use the website and or any of the information, instructions or content of this site.

THIRD-PARTY SERVICES

Suppliers and Partners of GoSecure

VOLUNTARY INFORMATION

Additional information about a Member apart from the registration data that includes personal and business contact details.

WORK GROUPS

The group of persons among which such collaboration and file sharing involving Shared Content.