FrontDoorSoftware - User FAQ

- **How do I obtain the software and install it?**
  - If you have not already done so, go to [http://www.frontdoorsoftware.com/cornell](http://www.frontdoorsoftware.com/cornell) and create a new account with FrontDoorSoftware. Once your account is created, download and run a copy of the software installer, which you can find on this site.

- **What are the system requirements for the software and service?**
  - At this time, the software is supported on Windows XP, Windows Vista, Windows 7, Mac OS X Tiger, Mac OS X Leopard, Mac OS X Snow Leopard, and Mac OS X Lion. (The vendor is currently developing versions of the software that will run on Android and iOS-based systems, but this is not currently available.) To access the service, you need a web browser that can connect to the FrontDoorSoftware website.

- **What do I do if I have a computer that isn't supported by this software?**
  - There are a number of options available for mobile devices depending on the type of device and your service provider.
  - iOS devices can utilize the "Find My iPhone" service offered by Apple.
  - Android-based phones can be located through a number of third-party applications found online.
  - PC-based computers running an operating system other than Windows should investigate other hardware recovery vendors' products to see if they will work without Windows installed.

- **Where can I find more information about the features of the software and the service it provides?**
  - You can find more information about FrontDoorSoftware at: [http://www.frontdoorsoftware.com/getting-started/](http://www.frontdoorsoftware.com/getting-started/)

- **Who can look up my computers location with this software?**
  - The location information for your computer is only accessible through your login to the FrontDoorSoftware website. Unless you log in and share that information, no one from CIT or Cornell Police will have access to that information.

- **My computer has been stolen. What should I do?**
  - When you have discovered that your computer has been stolen, contact your local law enforcement agency immediately.
  - If you are on-campus, contact Cornell Police at 607-255-1111.
  - If you are off-campus but in the Ithaca area, contact *** SHERIFF OR TOWN/CITY PD? DOES IT MATTER?
  - You can choose to lock down your computer. This will prevent anyone from being able to log into your computer, even if they know your computer's password. To do this:
    - Select the "Stolen & Lock" tab.
    - Select the "Edit" button next to the system you want to lock.
    - Check the "Lock" checkbox. You can also set a text message that will be displayed on the computer. This should indicate that the computer was stole and it should be returned using the contact information listed in the software.
    - Be sure to note the Unlock Code. You will need this code to unlock the system once it has been recovered. You cannot unlock the system without this code.
    - Click the "Update" button. The computer is now locked and will display the text message you set.
    - You can choose to have the computer play an audio message.
Log into the FrontDoorSoftware website at [http://www.frontdoorsoftware.com/].

Select the "Send Message" tab.

From this page, you can set the message to be played when the system starts up or is marked as stolen. You can customize the frequency that the message is played as well as the audio that is played. (To customize the specific audio file that is played, click on the "Talk/Media" tab and upload a .wav file of your choice.)

- My computer was stolen, and I can see where it is on the FrontDoorSoftware website. Should I go try to retrieve it?
  - No. You should immediately contact your local law enforcement agency who will assist you with recovering your stolen computer. Do NOT attempt to retrieve it yourself.

- How do I protect my privacy with this software and service.
  - You should use a strong, unique password. Do not use your NetID password when signing up for FrontDoorSoftware's service. That said, you should create a strong password that follows the complexity rules that exist for the Cornell NetID, as described here: [http://www.it.cornell.edu/services/managed_servers/howto/passwords/complexity.cfm]

- What information should I provide to FrontDoorSoftware tool to help identify me as the owner of my system?
  - You should consider what information you want available through the software very carefully. The software is designed to easily allow you to give a name, phone number, email address, and physical address. This information is then displayed on a window that pops up whenever the system is reported lost or stolen. Since your computer may be in public when it is out of your control, you should liken it to a sign you may put up on a public bulletin board or posting to an online forum. Anyone could see it, including someone you would rather not. At the very least, it is recommended you include your name and at least one method to communicate with you (such as a telephone number or email address) and nothing else. *** CUP SHOULD WEIGH IN HERE. IS THIS THE RIGHT ADVICE?

- Can the software make any changes to my computer or control any part of it?
  - The software can lock your computer’s operating system, display a text message on the screen, and play an audio message. It has no other control over your system.

- What if I get a new computer?
  - You can install the software and register a computer using your existing account for the FrontDoorSoftware service. You can have multiple devices being tracked through the same account. If you plan to get rid of the old computer, you should uninstall the FrontDoorSoftware package before disposing of the computer or handing it over to its new owner.

- What if I reinstall my current computer?
  - If you must reinstall the operating system on your computer, you will have to also reinstall the FrontDoorSoftware package and re-register the computer with the service.