

## **Gateway BigFix**

Welcome to the Gateway Proactive Support Tool, powered by BigFix™! This service is provided **free of charge** in order to deliver superior Customer Care to our Gateway customers.

The BigFix application is a diagnostic tool that allows you, the customer, to proactively keep your Gateway computer up to date on the latest security patches, software application updates, virus scans and other programs that will keep your Gateway computer operating smoothly and efficiently. The application is very simple and easy to use, and the program incorporates patented technology that ensures your privacy.

When Gateway has a new update available for you, your computer will automatically sense it and will notify you utilizing the BigFix icon located in the system tray (located on the lower right corner of your screen). When you open up the BigFix application, we will provide you with a brief description of the update. You can then determine if you would like to proceed with the installation. At no time will Gateway be loading an update without your involvement. You will always have the choice to apply the fix or ignore it.

### **HOW IT WORKS:**

1. It continuously monitors your system and warns you of possible issues with the flashing icon in the system tray when an issue arises.
2. Clicking the flashing icon opens the information screen. On the screen you will see a description of the problem and simple, easy-to-follow instructions on how to apply the BigFix solution.

Clicking the button applies the patch, fix, or other software to your computer. It's that simple. BigFix continues to monitor your computer afterwards for any other problems that may arise.

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