



# Personal and Household Cyber Protection Insurance

## HOW TO ACCESS YOUR FREE IT CONSULTATION SERVICE

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### 1. Call us

Call the Need a Nerd customer services team on **0800 263 737**

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### 2. Quote your Personal Cyber policy number

Log into your portal at **dashboard.deltainsurance.co.nz**

Locate your policy number in your inbox within the **'Delta Insurance Policy Schedule'**

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### 3. Book in a session

The Need a Nerd team will book you a session with one of their technicians at a time that suits you. The technician will call and go through the following using verbal questions and PC access:

- Age / Make / Model of Hardware
- Operating System type (Win 7 / 10 / Mac OS)
- Check for Windows updates
- Check for Antivirus / Security software installed
- Check back ups
- Offer a quick adware scan - adware cleaner
- Check for password complexity
- Check what email client you are using (e.g mail clients with adware built in, email security)
- Check router has default password set
- Check for wireless security
- Check connection speed (e.g is fibre available, age of router, etc)
- Check if internet banking is used & what security precautions are in place

The technician completes a general score ('good', 'fair' or 'poor') for each point covered with you and will email this to you with any recommendations for improved software or Need a Nerd paid services.

Please note: the technician will need to remote onto your computer to conduct this session so you can expect them to direct you to a screen that looks like this:

The screenshot shows a web interface for remote support. At the top, it says 'Get remote support now' with a red 'ScreenConnect' button. Below that, it asks 'How does it work?' and explains that a temporary link will be created to view the screen and control the mouse and keyboard. It then states that the Nerd team will work directly on the computer while the user watches. There is another red 'ScreenConnect' button at the bottom. On the right side, there are two smaller panels: 'EMAIL INSTRUCTIONS' and a 'Welcome' message with a 'Join with a code' button.

For added security during the phone call, we suggest you use this link **[needanerd.nz/remote](https://needanerd.nz/remote)** to take you to the Need a Nerd website.

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