Comodo One Mobile

Software Version 1.16

User Guide

Guide Version 1.16.010820

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1 Introduction to C1 Mobile

Comodo One Mobile allows Comodo Service Desk users to track and manage support tickets on their mobile devices. Comodo Service Desk is a fully featured ticket management system that allows companies to implement strong work-flows for internal and customer-facing support departments. The mobile app allows administrators and staff members to respond to tickets, reassign tickets, share tickets, add billable time, manage users/organizations and more.

This guide covers account set up, installation and app usage.

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To use the app, you should already have a C1 account and have active staff members in the Service Desk component.

1.1 Sign up for a C1 Account

Note. To use C1 Mobile you must have a Comodo C1 account. If you already have an account then you can skip this step and go straight to **Getting the App and logging in**

Getting a Comodo One account is very easy and can be completed in a few steps.

- Visit **https://one.comodo.com/**
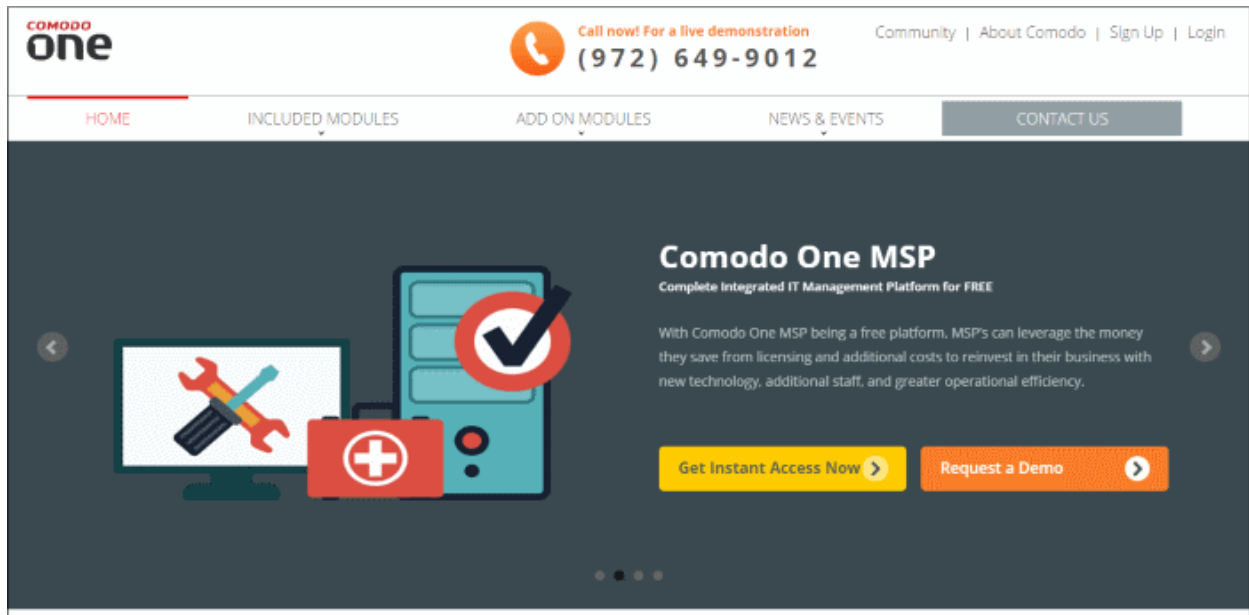
- Click 'Get Instant Access Now', enter your email address and click submit:

- You can also enroll by clicking the 'Sign Up' link at the top-right of the C1 website (or even 'Login' > 'I don't have an account > Sign Up').

- After submitting your email address, complete the short enrollment form:

- **Email** - This field will be pre-populated with the email address you provided earlier. Enter a new email address if you wish to change it. You will receive the verification link to this email address.
- **Password:** Enter the password for logging-in to your C1 account. The password should be of at least eight characters, and must contain a combination of lower case and upper case characters, at least one numeral and at least one special character chosen from '("!#$%^&*")'
- **Telephone Number:** Enter your contact number.
- **End User License Agreement:** Read the EULA fully by clicking the 'EULA' link and select the 'I have read EULA and accept it' check box.
- Verify you are human by entering the 'captcha' text in the field.
- Click the 'Submit' button.

A verification email will be sent to the email address registered at the time of your Comodo account creation. If the verification mail is not delivered, you can login to your C1 account and click the 'Resend Verification Email' link in the 'Verification Email Request' dialog.
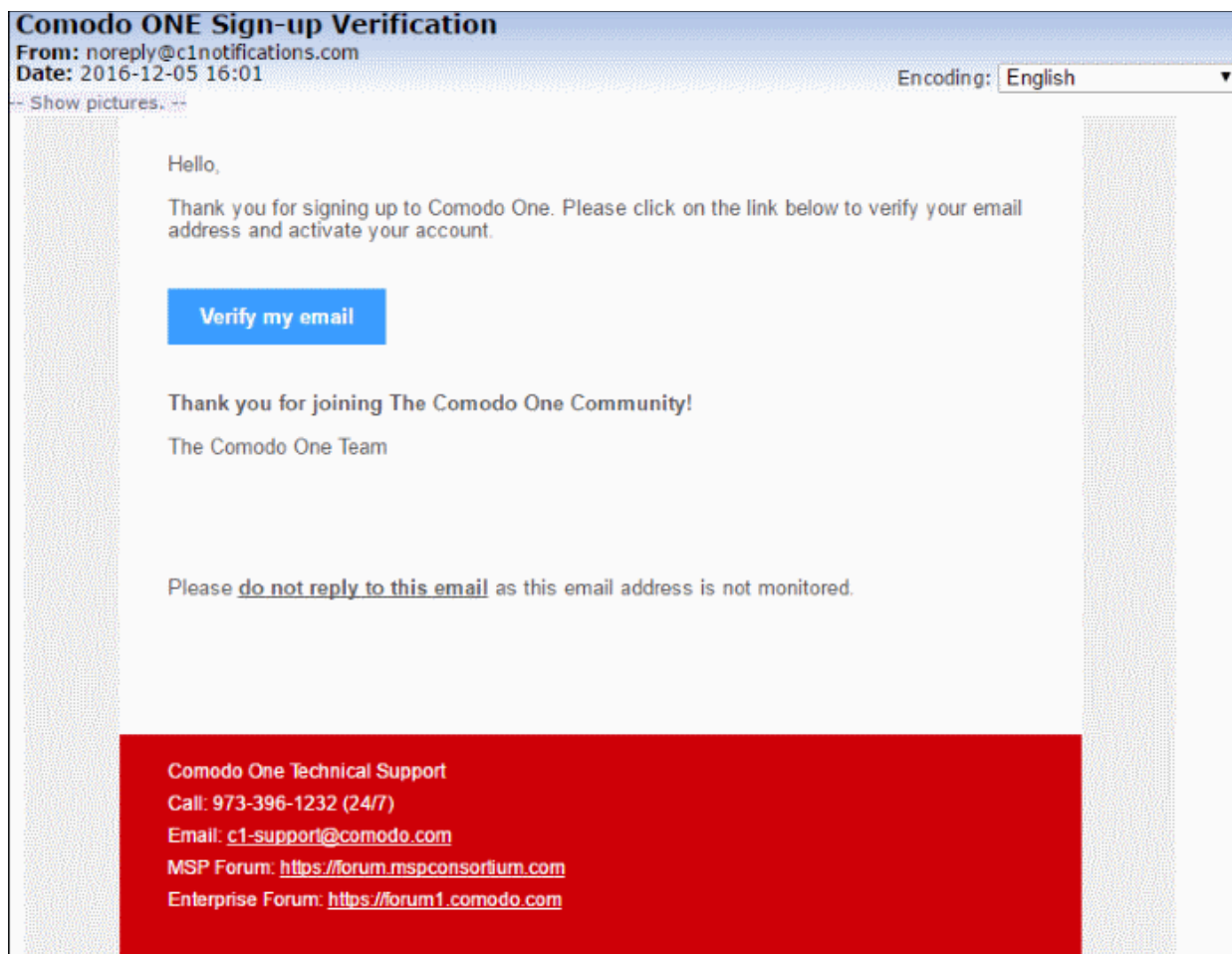
- Click the 'Verify my email' link

Upon successful verification, you will be taken to the C1 login page.

- Enter your email address and password to login to C1. The 'Setup Account Details' form will be displayed after logging in for the first time:

COMODO
Creating Trust Online®

Setup Account Details   ↪ Logout

Email

ent@yopmail.com

Business Type *

Compare Available Features

○ Managed Service Provider (MSP)   ⦿ Enterprise

Company Name *

Subdomain *   ❓

Your custom support URL for your end-users:
ACME.servicedesk.comodo.com

Phone Number *

SUBMIT

- Fill-in the form with the details for your C1 account
  - **Email** - This field will be pre-populated with the email address entered during account creation. You cannot edit this field.
  - **Business Type** – Choose whether you want to register as an MSP or an enterprise. The default and licensed products depend on the business type. Click the 'Compare Available Features' link to see the products and features available with each type. Refer to **Appendix** for more details about available products for each business type.
  - **Company Name** - Enter the name of the company that you want to enroll for Comodo One.
  - **Subdomain** - Enter the sub-domain which will be used to access Comodo One modules such as 'Service Desk'. For example, if you enter the sub-domain 'milkyway', you will access the service desk module at '**https://milkyway.servicedesk.comodo.com**'
  - **Phone Number** - Enter the phone number of your company
  - **Country** - Choose your country from the drop-down
  - **State** - Choose your state/province country from the drop-down
  - **Postal Code** - Enter the postal code/zip code of your city.
  - **Time Zone** – Select your preferred time zone.
  - **Daylight Saving Time** – Select if daylight saving time is applicable.
- Click 'Submit'

The activation dialog for your free products will appear.

- Click 'Next'

Your free modules will be activated.

- Click 'OK' when finished. You will be taken to the Comodo One Dashboard. You will first see a 'Quick Start' pop-up which links to short tutorials on how to setup and start using C1.
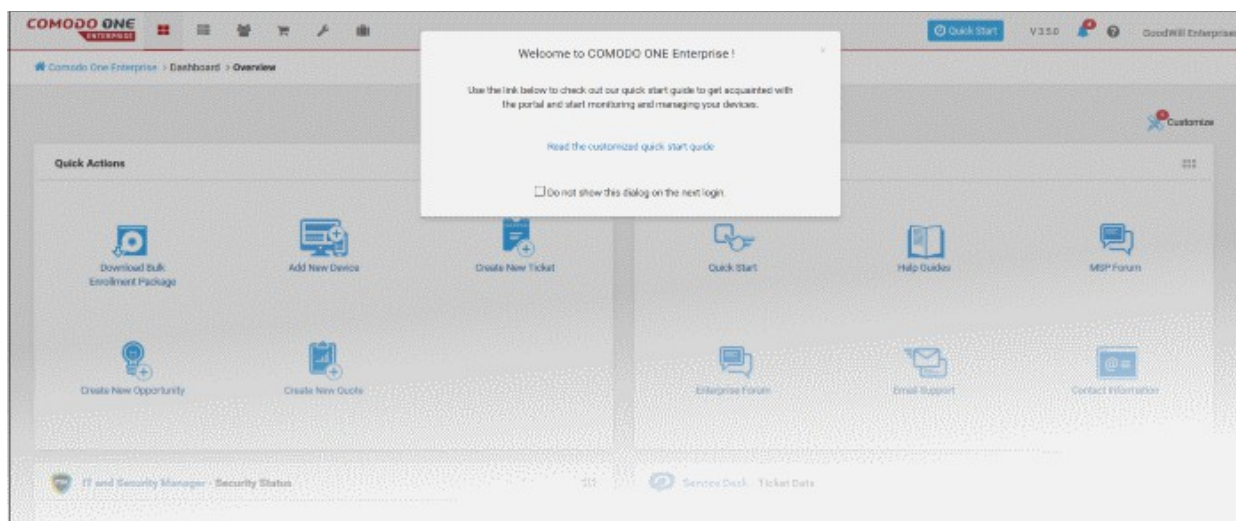
That's it. You have successfully created a Comodo One account. Please note that this account will be automatically granted 'Account Admin' privileges and cannot be deleted. This is effectively the 'Master Admin'. You will be able to create 'Admins' and 'Technicians' under this account. Refer to the section '**Managing Administrators**' for more details. You can login to your account at anytime at **https://one.comodo.com/app/login**..

After successful C1 sign up, a Comodo Account also will be created for you. You can login at https://accounts.comodo.com/ using your C1 credentials and to manage licenses, account details and subscribe for other Comodo products.

1.2   Get the App and Log in

Device owners can download C1 mobile to their devices at the following URLs:

- **Android users** - Download C1 Mobile from **https://play.google.com/store/apps/details? id=com.comodo.one.mobile** (or search for 'Comodo One Mobile' on Google Play)

- **iOS users** – Download C1 Mobile from **https://appsto.re/us/PNn2ab.i** (or search for 'Comodo One Mobile' on the Apple App Store)
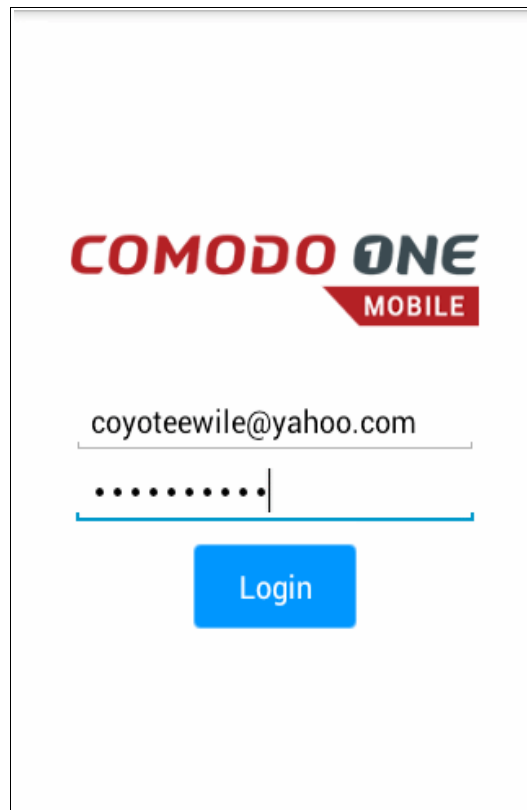
At the product page:

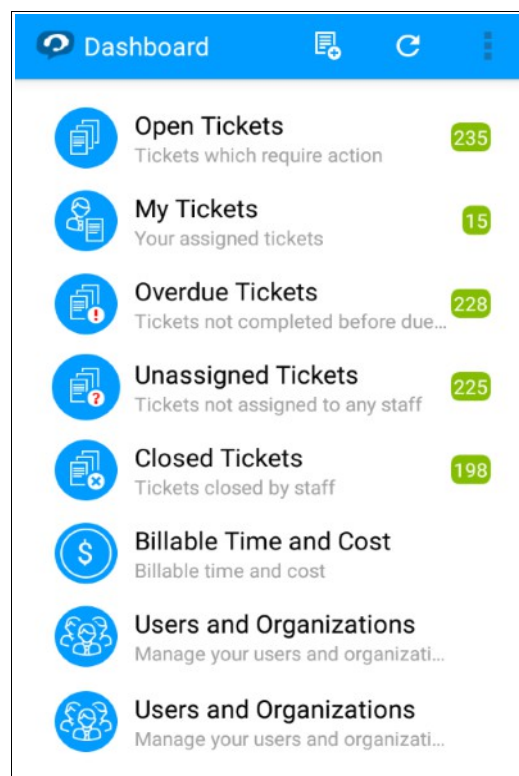- Select 'COMODO ONE MOBILE' and click 'INSTALL'.
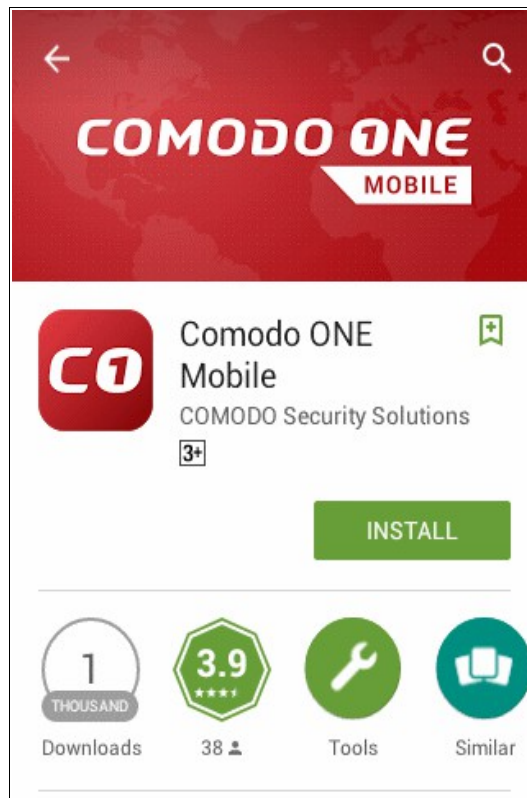
- After installation, click the 'Open' button to launch the app:
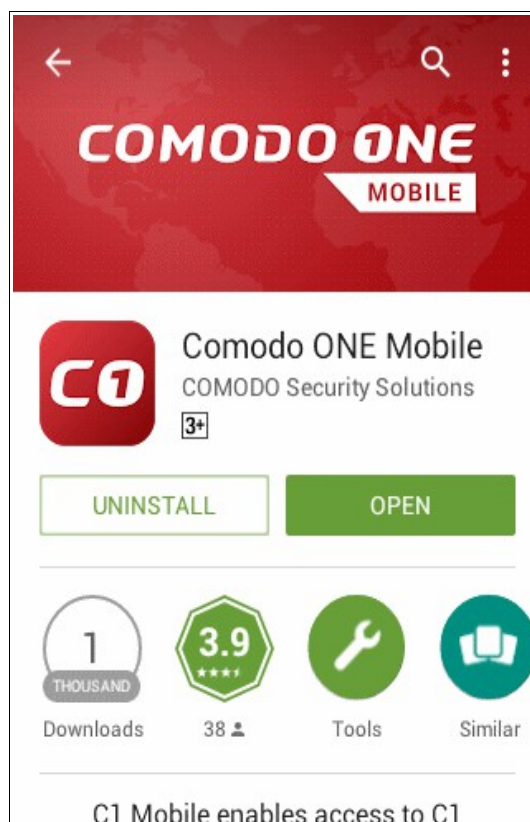
- Enter your C1 username and password to connect to your account:

- The dashboard will open, listing all tickets assigned to you along with several other ticket options:
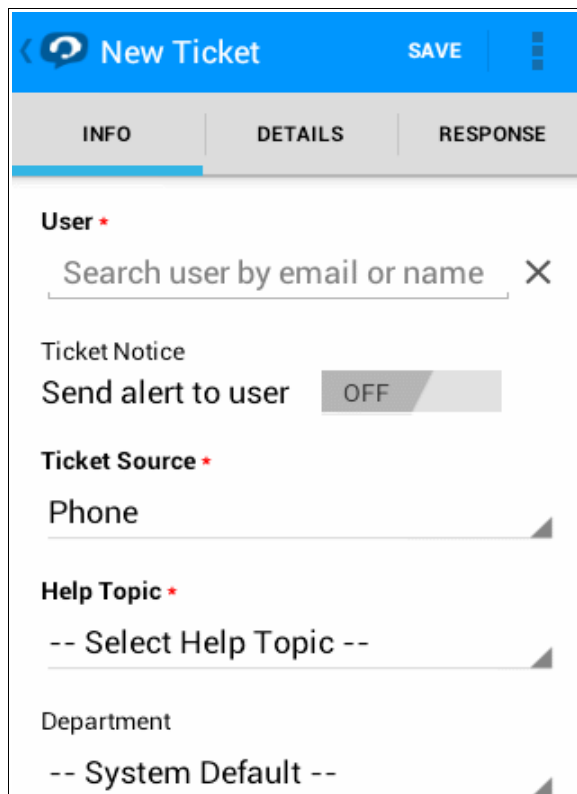
2 Dashboard – Manage Tickets

The dashboard allows administrators and staff members to view, create and manage tickets. Please use the following links to jump to the area you need help with:

- **New Ticket**
- **Open Tickets**
- **My Tickets**
- **Overdue Tickets**
- **Unassigned Tickets**
- **Closed Tickets**
- **Billable Time and Cost**
- **Users and Organizations**

2.1 New Ticket

Staff members and users can create tickets by clicking the hamburger menu at top right then selecting 'New Ticket'.

- To create a ticket click, the 'New Ticket' [icon] icon at the top left corner of the app.

The new ticket with the Info tab is displayed. Enter the following details to create a ticket:

- **User:** Enter the email address of the user. This will be auto-filled if 'Lookup or create a user' form is used.
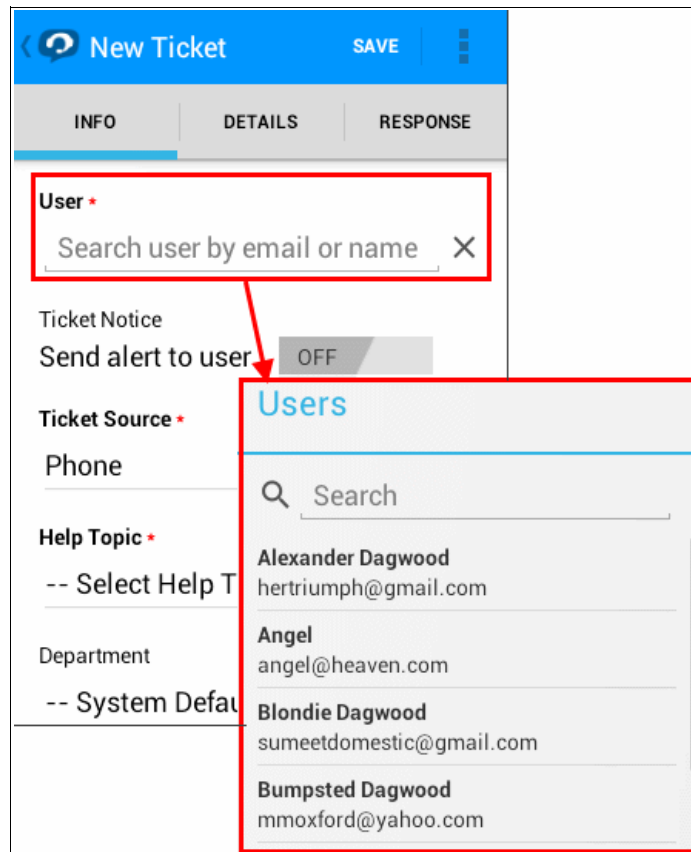
- **Ticket notice:** If enabled, an alert will be sent to the user regarding the ticket created on his/her behalf.

- **Ticket Source:** The source via which the ticket was raised.

- **Help Topic:** The topic or category of the ticket

- **Department:** Select the department to which the new ticket should be assigned. The option chosen here will prevail even if the 'Department' for the selected 'Help Topic' is different.

- **SLA Plan:** The SLA plan assigned for the ticket depending on the settings in default SLA settings. The option chosen here will prevail even if the 'SLA Plan' for the selected 'Help Topic' and 'Department' is different.

- **Assign To:** Select the staff member to whom the ticket should be assigned. The option chosen here will prevail even if the 'Agent' for the selected 'Help Topic' is different.

- **Maps/Navigation per customer address:** Allows staff to see the address of a user or organization on a map. You can access this feature when creating/editing a ticket and in the users and organizations tabs.

  - To view the address tap the ⦿ button.
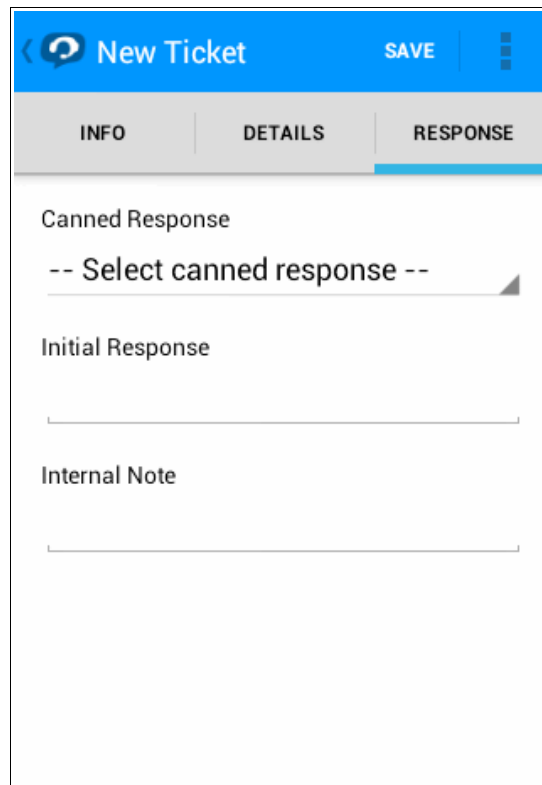

Ticket Details

- • **Issue Summary:** Enter details in brief about the issue.
- • **Issue Details:** Enter the details about the issue in the text field. To clear the field, click the trash can icon at the top right.
- • **Priority Level:** Select the priority level for the new ticket. The option chosen here will prevail even if the

'Priority' for the selected 'Help Topic' is different.

- **Asset Type:** Select the category of asset for the ticket.
- **Category:** Select the type of category for the ticket. The options available are 'Alert', 'Order' and 'Problem'.
- **Sub Category:** Enter the category information for the ticket.

Response

- **Canned Response:** Select a pre-prepared answer that will be sent to the user
- **Initial Response:** Enter an email response to be sent to the user
- **Internal Note:**
    - Add notes for the ticket that are for internal purpose only.
    - Click the Open button to create the ticket on behalf of a user.
    - Click the Reset button to clear all selections and entries.
- Click 'Save' for the changes to take effect. Refer to **Internal notes** to find out more.

2.2   Open Tickets

The 'Open Tickets' area shows tickets which are currently in-progress.
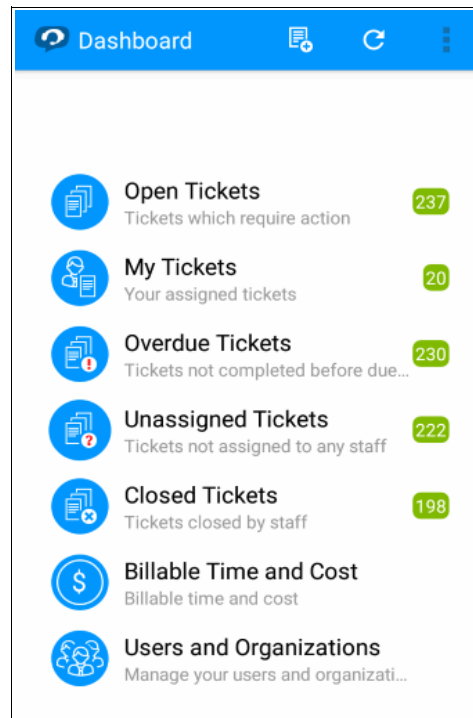
- Select 'Open Tickets' on the dashboard to view a list of all open tickets
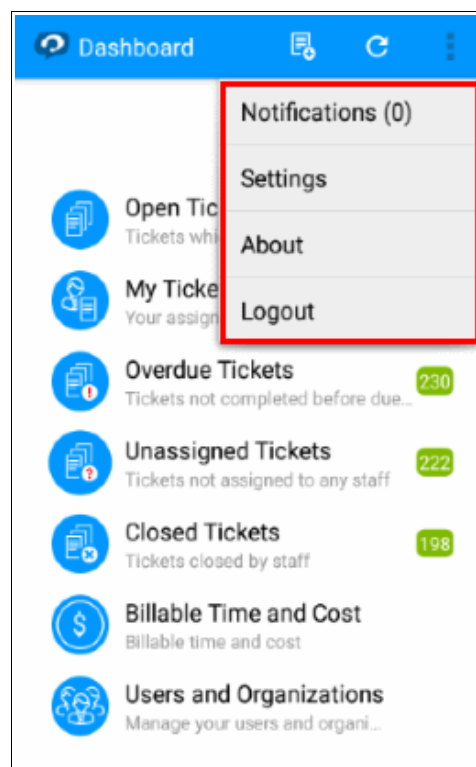
- The hamburger ⁝ menu at top right allows you to view 'Notifications', 'Settings', 'About' and to logout of the app.
- Select any ticket to view more details and take ticket actions. You can search for specific tickets by entering the ticket number, user name or ticket subject in the simple search field. Tap the 'Advanced Search' option in the drop down menu to search for tickets using other ticket criteria like 'Status', 'Date Range', 'Category' and 'Priority Level'.
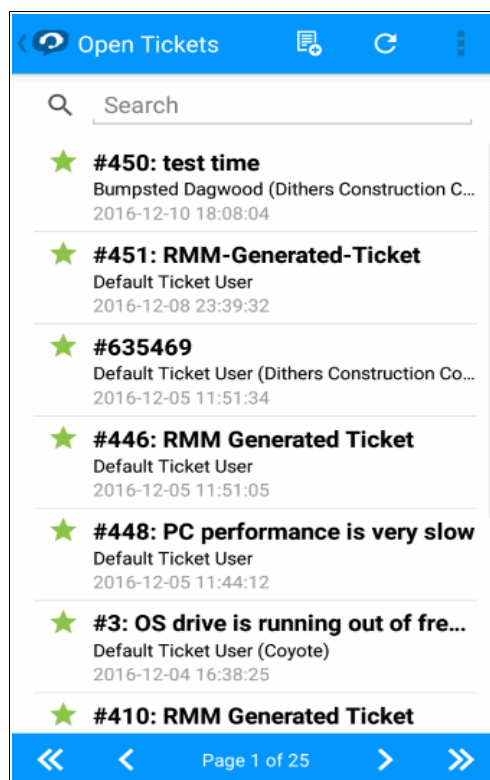
- Tapping a ticket will open the ticket details area. This area contains three tabs:

  - **Info -** View basic information about the person and department to whom the ticket is assigned, the date the ticket was created, the user that submitted the ticket, the time spent on the ticket and any billable time accrued by the ticket. The info tab also allows you to view and change the ticket source, the topic under which the ticket is categorized and the SLA plan associated with the ticket.

  - **Details -** Contains a summary of the ticket text as submitted by the user. This area also allows you to change the ticket priority level, the type of asset which the ticket concerns and the ticket category.

  - **Thread**. - Allows you to view all comments on the ticket so far.

  - **Time Spent** -You can manually add work time through the 'TIME SPENT' tab. Refer to 'Managing Time' to find out more.

  - **Materials** - Allows you to add and manage material expenses on your ticket. Refer to '**Materials and Expenses**' to find out more.

- **Refresh** - Tapping the [ ] button updates the 'Info', 'Details' and 'Thread' areas with the latest changes made by users or staff. Please note that this button is available at the top right corner of the open ticket screen.

- Tapping the hamburger [ ] menu while a ticket is open allows you post replies, claim a ticket, reassign the ticket, close the ticket, move it to another department and more:
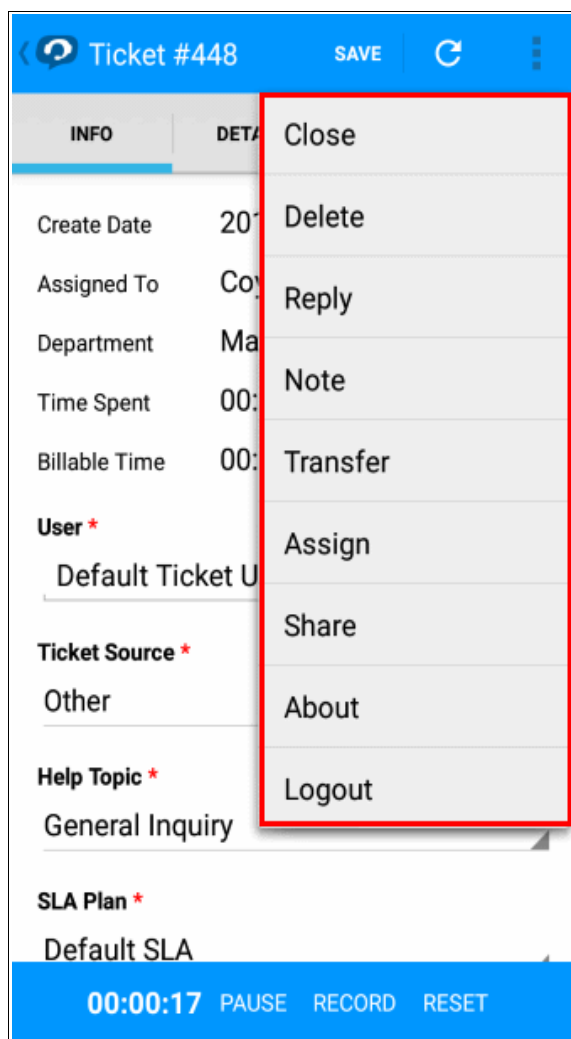
- **Claim** - Assign the ticket to yourself. Please note that this option is available only in unassigned tickets.

- **Close** - Allows you to close the ticket. You have the option to specify a reason for the closure.

- **Delete -** Deletes the ticket. Note – deleted tickets cannot be recovered and all attachments will also be deleted.

- **Reply -** Allows you to post a response to the ticket. Your response will be visible in the 'Thread' area'. The reply menu also contains the following options:

  - Email reply - Will send an email to the user containing your response in addition to your post.

  - Canned response - Allows you use a pre-prepared text as your response or acknowledgment. You can elaborate on this text with your own comments, or post the canned response on its own.

  - Ticket status - Allows you to close the ticket immediately after your reply is posted.

  - Attachments - Allows you to browse for files to add to the ticket.

- **Post Internal Note -** Internal notes will appear in the ticket thread but will be visible only to staff members. You can capture and attach a photo, or attach an existing photo to the note. Refer **Internal Note** to find out more.

- **Department Transfer -** Allows you to change the department to which the ticket is assigned. You can optionally add a reason for the change in the 'Comments' section. Note – tickets that are paused or overdue cannot be transferred.

- **Assign/Reassign** - Allows you to assign new tickets to a staff member, and reassign tickets to different staff members. You can communicate a reason for the change in the 'Comments' section:

- **Share** - Allows you to share your ticket details with other staff and users via email. Refer '**Sharing Tickets**' to know more.
- **About** – Allows you to view details about the app.
- **Logout** – Logout of the app.
- Click 'Save' for the changes to take effect.

2.3   My Tickets

The 'My tickets' feature allows staff to view and take actions on tickets that are assigned to them. Tickets can be answered, re-assigned, transferred, updated for time-spent and more.
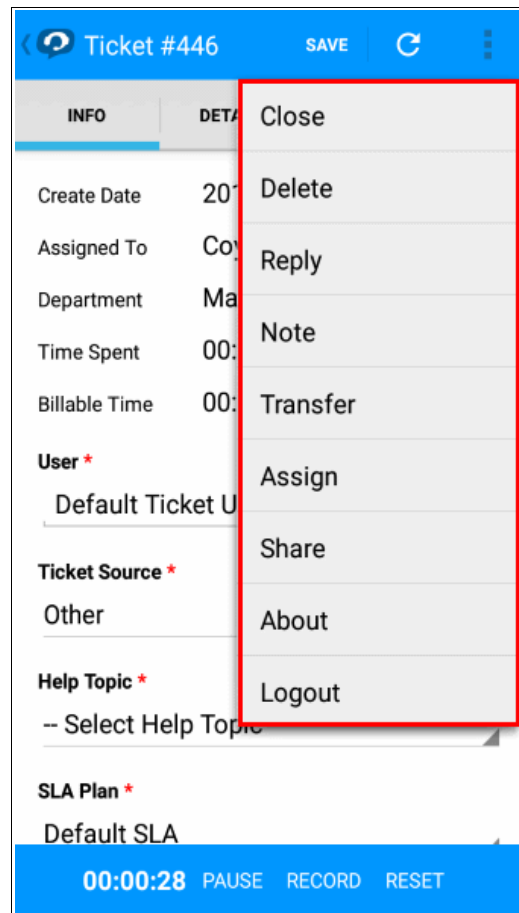
- Tapping the ticket (or swiping right) opens the ticket. Each ticket has 'Info', 'Details', 'Thread', 'Time Spent' and 'Materials' tabs. **Click here** to find out more about these items.
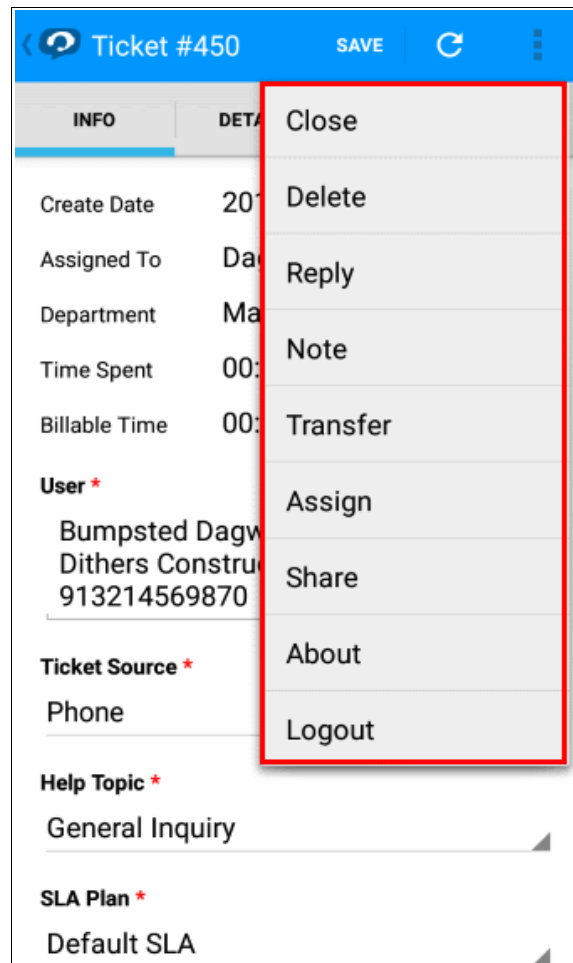
- Tap the hamburger ⋮ menu to access the ticket actions menu. **Click here** for more details about ticket actions.

- Click 'Save' for the changes to take effect.

2.4   Overdue Tickets

The 'Overdue Tickets' interface lists all tickets which were not resolved within the period stipulated in the SLA. The Default SLA plan, Auto-close Overdue Ticket Time-out and Overdue ticket alert details are configured in **https://one.comodo.com** in advance. Click **https://help.comodo.com/topic-289-1-625-7861-Ticket-Settings-and-Options.html** to know more about configuration settings for overdue tickets.

- Tapping the ticket (or swiping right) opens the ticket. Each ticket has 'Info', 'Details', 'Thread', 'Time Spent' and 'Materials' tabs. **Click here** to find out more about these items.

- Tap the hamburger ⠿ menu to access the ticket actions menu. **Click here** for more details about ticket actions.

- Click 'Save' for the changes to take effect.

2.5   Unassigned Tickets

'Unassigned Tickets' are those that have not yet been assigned to any staff member. Administrators can assign tickets to staff members by clicking the ticket number/subject then selecting 'Assign' in the actions menu.

Note: Unassigned tickets will be automatically assigned to the first member who responds if the 'Claim on Response' setting is enabled in C1 Service Desk. Also, open tickets that are unassigned can be claimed by staff members depending on the C1 settings.
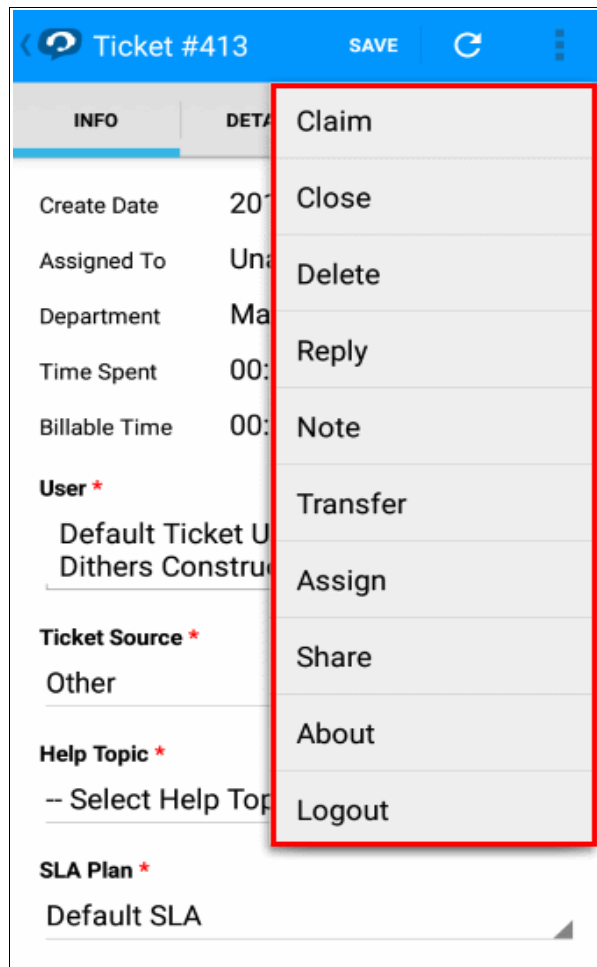
.

- Tapping the ticket (or swiping right) opens the ticket. Each ticket has 'Info', 'Details', 'Thread', 'Time Spent' and 'Materials' tabs. **Click here** to find out more about these items.

- Tap the hamburger [⋮] menu to access the ticket actions menu. **Click here** for more details about ticket actions.

- Click 'Save' for the changes to take effect.

2.6   Closed Tickets

The 'Closed Tickets' option allows administrators to view tickets that are closed. You can review, reopen, reassign and perform other actions by tapping the ticket number or subject. You can also view details such as billable time, time spent on an activity and event logs.
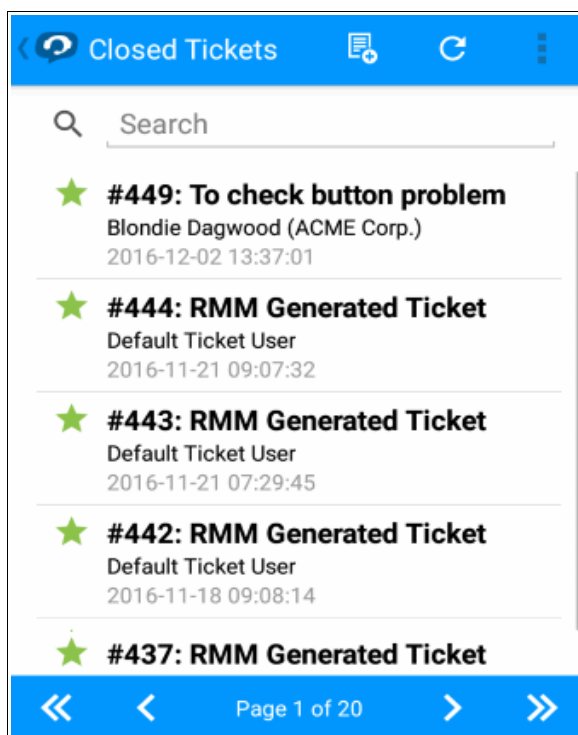
The closed tickets help administrators analyze which asset categories are demanded more often and provides insight into where support infrastructure could be strengthened.

2.7   Billable Time and Cost

The 'Billable time and cost' of the ticket provides information on total billable time spent on individual tasks, sub tasks and tickets. This feature allows account administrators to view currently active and previously billed time. To view a specific bill amount, staff should choose the billing period and select the organization from the drop down list.

The billing details of the organization will be displayed. The parameters of the billing tab are fetched from the ticket

and are non-editable.

Bill period - Period for which the bill is generated.

Billable time – Time spent which is billable.

Monthly fee - Monthly charges are automatically populated as per the rate entered when adding the organization.

> **Note**: The organization needs to be added to C1 Service desk before it will appear in C1 Mobile. To find out more, visit **https://help.comodo.com/topic-289-1-625-7853-Managing-Users-and-Organizations.html**

2.8   Users and Organizations

Tickets can be raised in C1 Mobile by admins, users and staff members. Users and Staff members can be added to an organization to keep track of billing hours. Please note that organizations must be created in advance in C1.
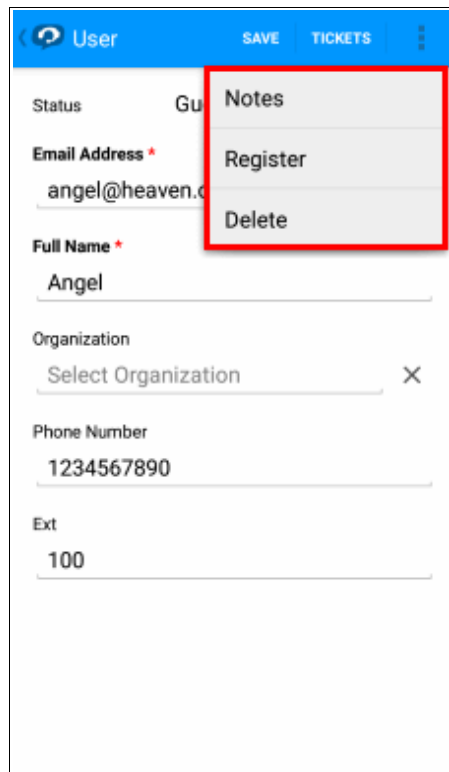
Search Options

- Enter the name or partial name of the user/organization and click the 'Search 'button.

- To clear the results and display all users/organizations, clear the field and click the 'Search' button or simply click the 'Organization' link.
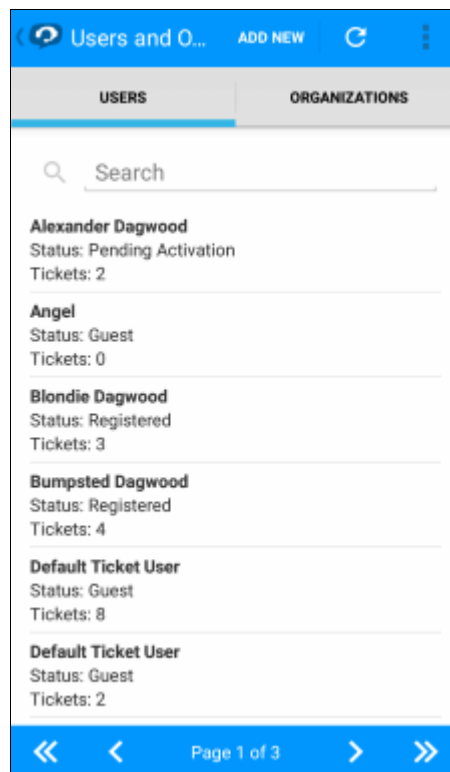
2.8.1   Users

The 'Users' tab allows staff members to add users, register guests, view which tickets are assigned to a particular user and create new tickets. By tapping a guest user's name, staff members can register the user with Service Desk, add notes and view tickets associated with the user.
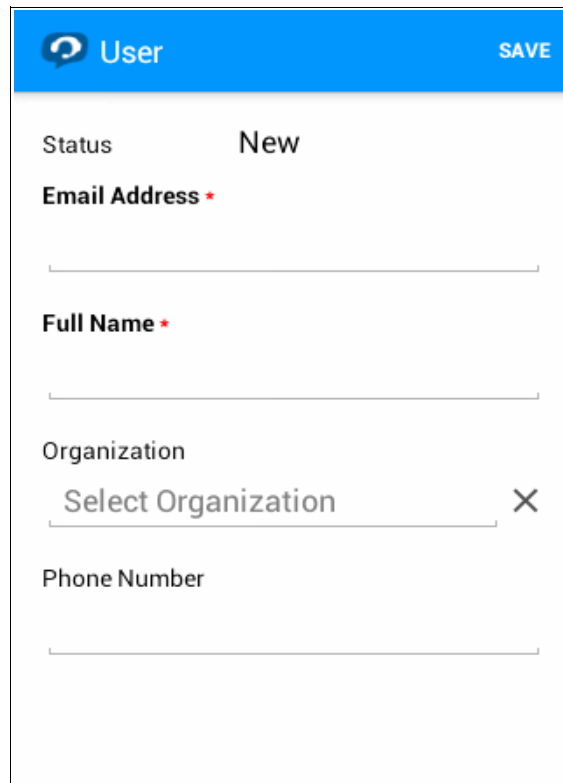

Adding a User:

A non-registered user that raises a ticket in the C1 app will be added as a guest user. Guest users must be registered in C1 to enjoy full account functionality.

- To add a user, click 'Add new' and enter the following details:

  - **Email Address:** Enter the email address of the user. This is used for signing into the web portal after the registration is completed.

  - **Full Name:** The name of the user.

  - **Organization**: Select the organization from the drop down.

  - **Phone Number:** The contact number of the user.

Staff can also perform the following actions:

- **Tickets**: Allows staff to view associated ticket details
- **Internal Notes:** Enter any notes regarding the organization.
- **Register**: Allows staffs to register guest users. **Click here** to find out more about registering users.
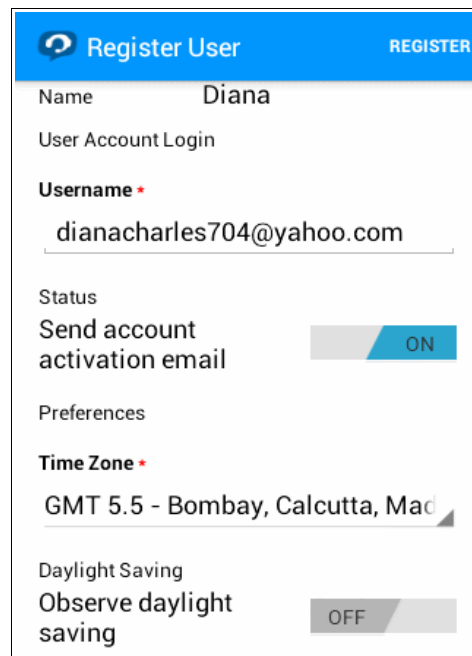- Delete: Allows staff to remove a user.

- Click 'Save'

The new user is added to C1.
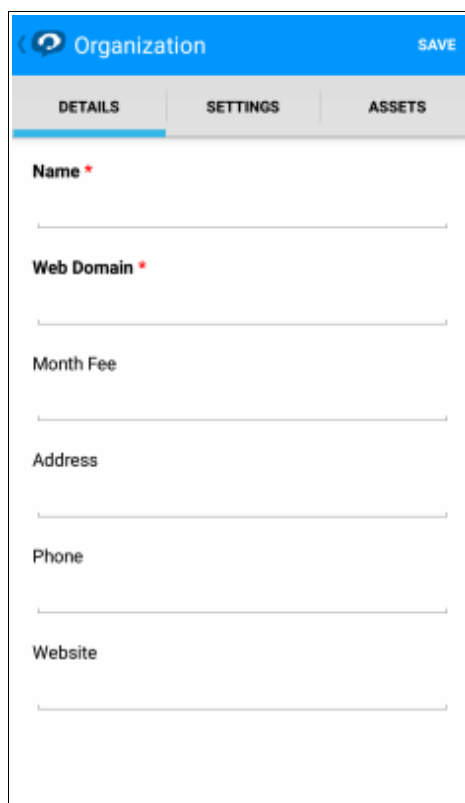
To register a user:

- Click an existing guest user
- Click 'REGISTER' on the top right

- An activation email will be sent to the guest's email id.
- Clicking on the link will activate the users account.

2.8.2   Organizations

The 'Organization' tab allows staff to add/edit organizations and configure various settings. Staff members can also view users, tickets assigned to the user, create new tickets, register guest users, write notes and view linked tickets.

The organization has three tabs:

- **Details** – To edit the details of organization.

    - **Name:** Enter the name of the new organization.

    - **Web Domain:** Enter the registered domain name for the organization.

    - **Month Fee:** The monthly charges billable to the organization for attending to tickets raised by users in that organization.

    - **Address:** The address of the organization.

    - **Phone:** The contact number of the organization.

    - **Website**: The website of the organization

- **Settings** – To configure the organization's settings

    - **Account Manager:** Select the staff member from the drop-down that will act as 'Account Manager' for this organization.

    - **Auto-Assignment:** If enabled, tickets raised by the organization's users will be automatically assigned to the Account Manager. Please note the auto-assignment settings are configured under 'Ticket Filters' and 'Help Topics' in the Admin Panel of C1 Service Desk.

    - **Auto Add Members From Domain:** Enter the domain name for which users that are added in 'User Directory' with the same domain name in the email field will be automatically added to the organization.

    - **Primary Contact:** Select the primary contact(s) for this organization to whom all tickets raised by its users will be added as collaborator(s), that is, added as in the ticket mails.

    - **Automated Collaboration:** Allows you to select persons to be added as CC in the ticket mails.

    - **Primary Contacts:** If enabled, primary contacts will be added as collaborator(s). They will be added to the CC list in ticket mails.

- **Organization Members:** If enabled, all users in the organization will be added as collaborators.
- **Assets** – Enter the amount for items or services in each asset field.
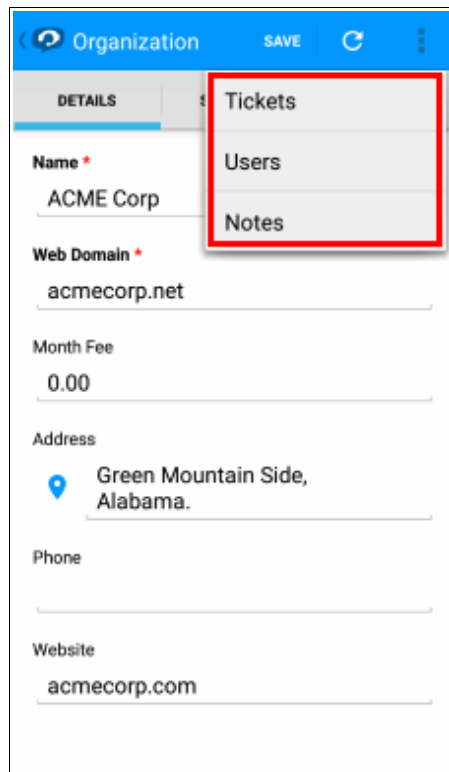
Tap the hamburger [image] menu (or swipe right) to open the actions menu. **Click here** for more details on actions.
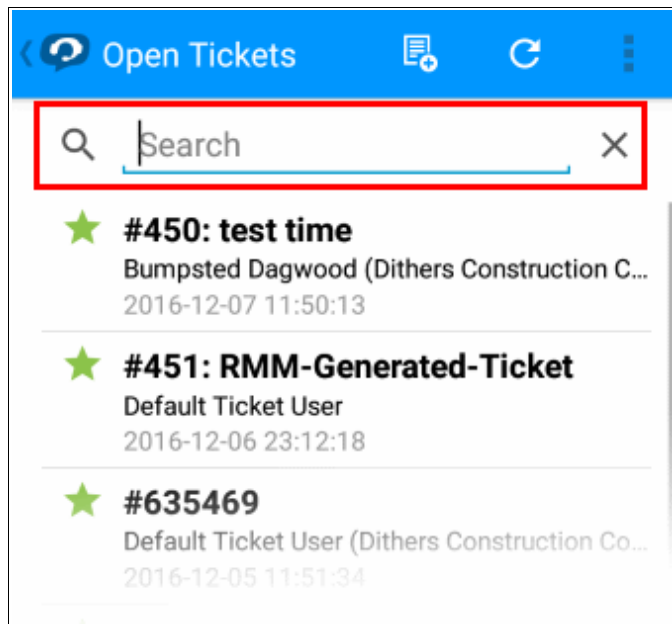
2.9   Search Options

You can quickly find specific tickets using the built-in search feature. Using the simple search field, you can search for tickets by ticket number, subject line and user name. Use the advanced search option to further refine your search. C1 Mobile also allows you to search for users and organizations.

2.9.1   Simple search

To find a ticket using simple search:

- Click on any ticket status on the dashboard to reveal the search field. Enter the name of the user who submitted the ticket, subject of the ticket or ticket number then tap the search icon.
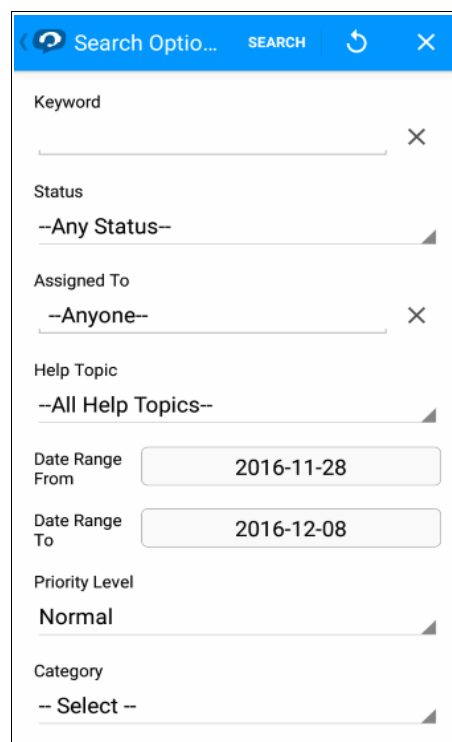
- To remove the filter, clear the field and tap the 'Search' button again or simply tap the 'Tickets' tab.

2.9.2 Advanced Search

Advanced search lets you fine-tune your search using a number of filters:

To open the Advanced search option:

- Tap the drop down icon on the top right corner and then tap 'Advanced Search' option.

- The 'Advanced Search' screen will be opened. You can filter tickets by any combination of 'Keyword', 'Help Topic', 'Status', 'Assigned To', 'Date Range', 'Priority Level', 'Category', 'Departments', 'Closed By', 'Asset Type' and 'Organization Type'.

- Enter your search criteria and tap the search button
- Tickets which meet the search criteria will be displayed.

- **Search**: Initially, the 'list of tickets' screen will display the simple search mode. Once you search using 'Advanced Search' filters, the simple 'Search' filter will be cleared and the placeholder text in the search field will change to 'Advanced Search Active'.
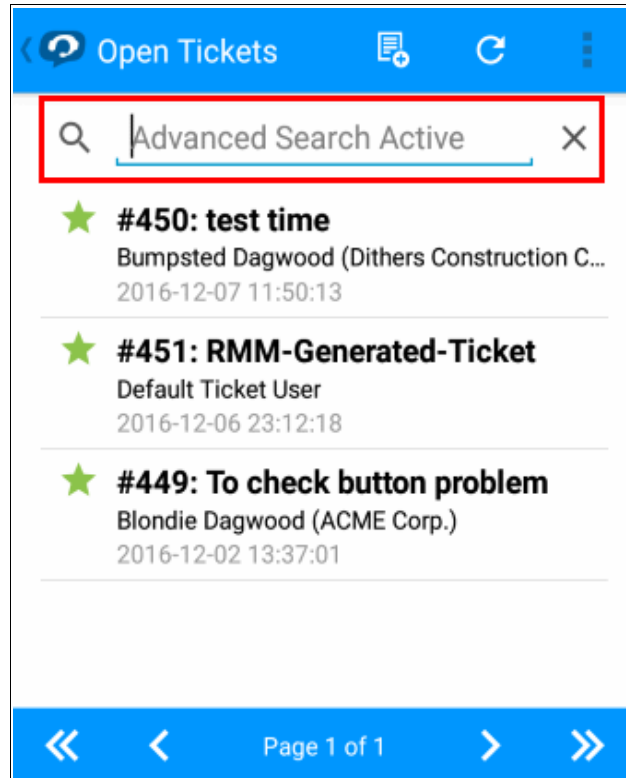

- **Remove Filter:** Tapping the text, 'Advanced Search Active' will automatically change the search type back to simple search mode. Please note that the advanced search filter remains active until you enter a new search keyword in the simple search field.

- **Cancel:** Tapping the [×] symbol on the top right of the 'Advanced Search' screen cancels the search without affecting the applied filters.

2.9.3   User Search

To search for a particular user:

- Tap the 'Users and Organizations' option on the dashboard and enter the name, phone number or organization of the user:
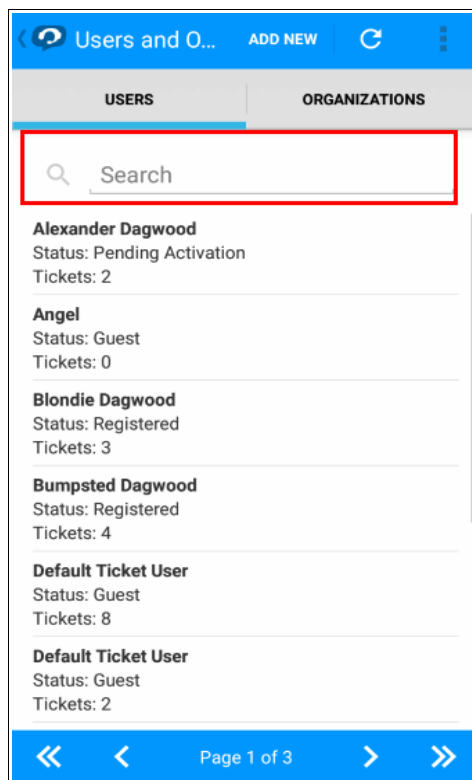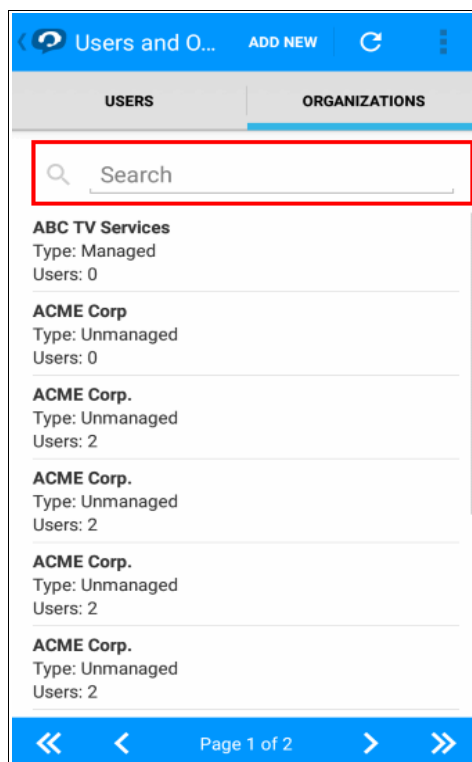
- To clear the results, delete the search term and tap the 'Search' button again (or simply tap the 'Users' tab).

2.9.4   Organization search

To search for a particular organization:

- Tap the 'Users and Organizations' option on the dashboard and enter the name or address of the organization.

___

- To clear the results, delete the search term and tap the 'Search' button again (or simply tap the 'Users' tab).

2.10 Manage Time

The 'Time Spent' tab indicates the total amount of time spent on a ticket. Time spent while the ticket is open is automatically recorded. If you chose a ticket in which the billable time is already provided, then you need to tap 'Play' and resume the ticket in order to record time.

2.10.1 Manual Time entries

You can add/edit time spent manually in the 'TIME SPENT' tab by tapping the 'ADD WORK TIME' button at the top right corner. Please note that the 'Add Work Time' button is available only if you are working on the ticket that is assigned to you.

> **Note:** You can view previous time spent and billable time in the 'INFO' and 'TIME SPENT' tabs. You can also view the entire work history in the 'Thread' tab.
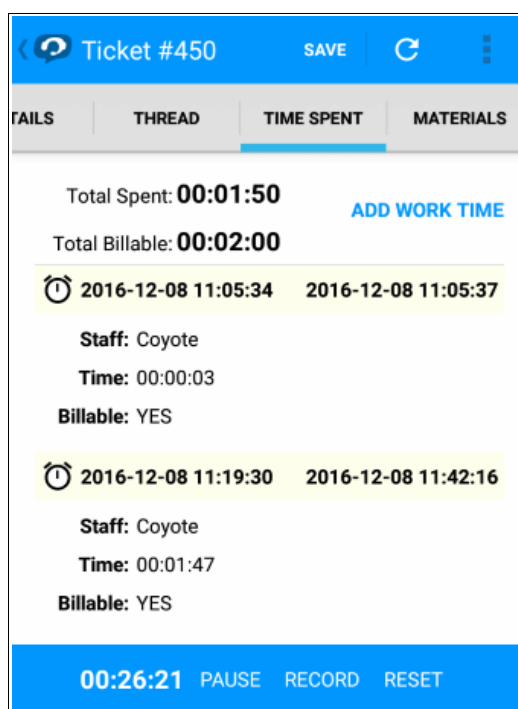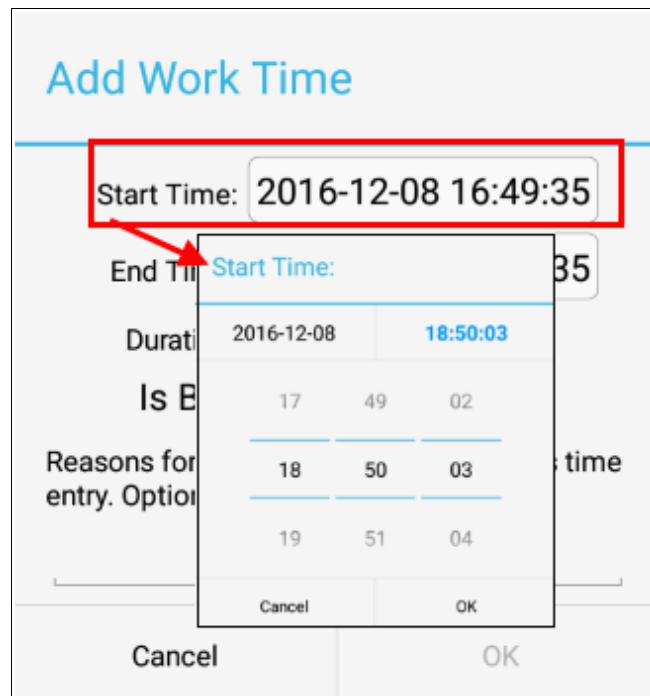

To Manually Add Time:

- Tap an open ticket.
- Tap the 'TIME SPENT' tab and then tap the 'ADD WORK TIME' button.
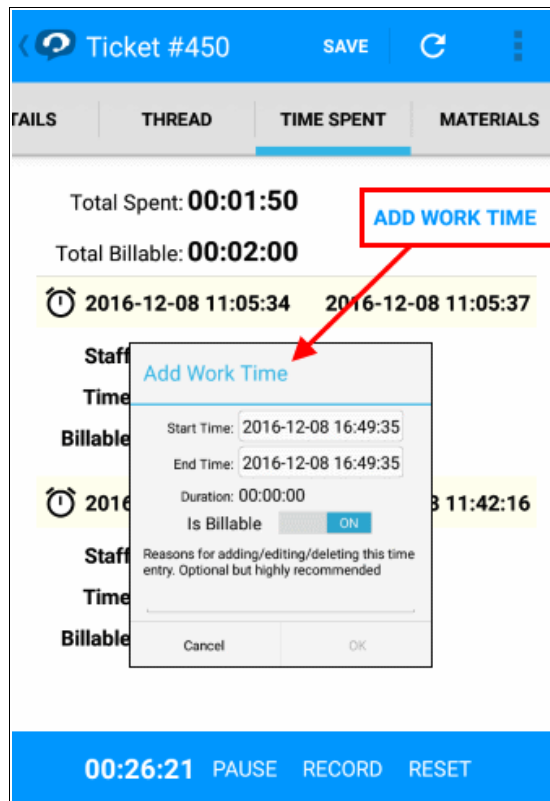
An 'Add Work time' dialog will be displayed.

- **'Start Time'** and **'End Time'** - The current date and time will be displayed. You can modify these dates and time details.

- **Duration** - Displays the time spent on the ticket.
- **Is Billable** - This option is enabled by default. You can toggle the option if you need not bill your work time.
- **Reasons for adding/editing/deleting this time entry** – You can enter a reason to identify the changes in future or leave it blank.

To Resume An Open Ticket

- Tap the 'Play' button present on the bottom of the ticket.
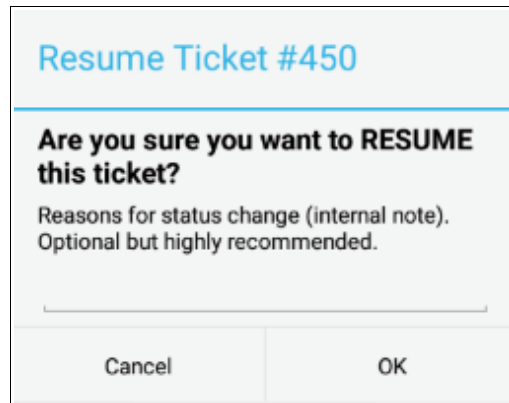
The ticket will display a confirmation dialog asking if you your sure that you want to resume the ticket. The dialog will also consist of 'Reasons for status change' which is optional. You can enter details as to why you have begun to work on the same ticket again.

> **Note:** If you exit the ticket while timer is running, an alert message will be displayed asking if you wish to save the time as billable time. You can chose to bill your work by tapping 'OK' or leave it by clicking 'Cancel'.

2.10.2 Stopwatch

The 'Stopwatch' is a timer that you can use to record your work time. When you open a ticket assigned to you, the timer starts automatically. If your ticket has been paused, a 'Play' button will be available. You need to tap 'Play' to resume the ticket work and add the time to the ticket. The stopwatch is available in 'Open Tickets', 'My Tickets' and 'Overdue Tickets'.


When you open the ticket, the timer starts at 00.00.00 (HH:MM:SS).

- **Pause** : To pause an open ticket, tap the 'Pause' button present on the bottom of the ticket.
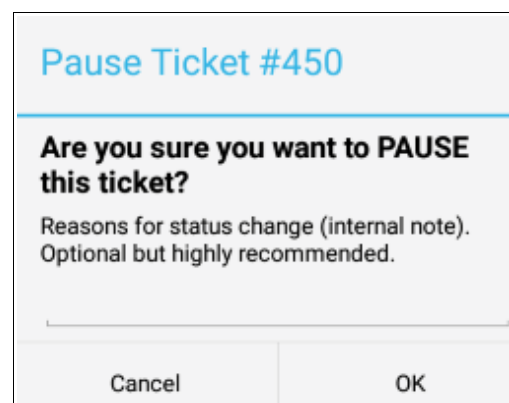
The ticket will display a confirmation dialog asking if your sure that you want to pause the ticket. Tap the 'Play' button to resume.

- **Record** : Tap this button to register the time spent for billing. Hit 'OK' to confirm in the 'Record Work Time' dialog. Please note that you will be able to view the new billable period without refreshing the screen.
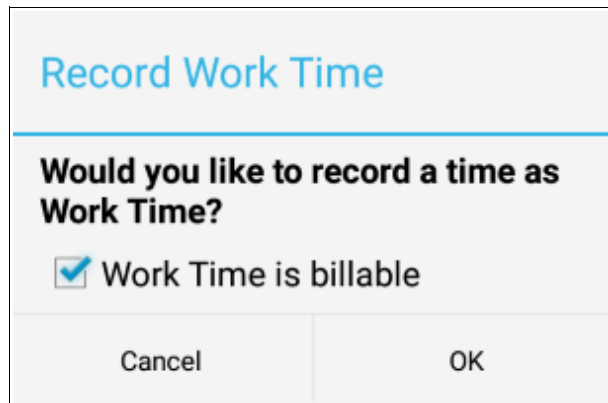
When you exit the ticket, with or without saving, C1 will provide an alert message asking if you would like to save your work time.
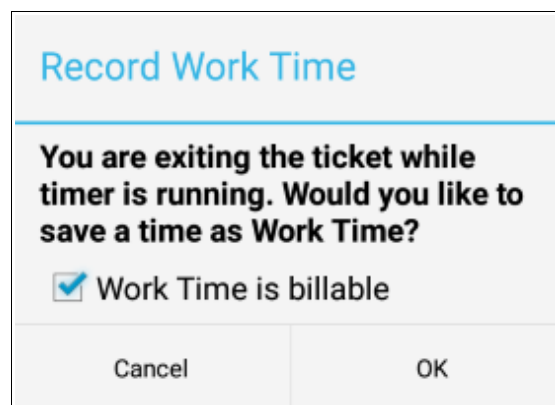
- You can save by tapping 'OK' or leave it unsaved by tapping 'Cancel'.
- **Reset** : Tap this button to reset the running time. On tapping the 'Reset' button, C1 provides an alert - 'Are you sure you want to reset the timer?'.
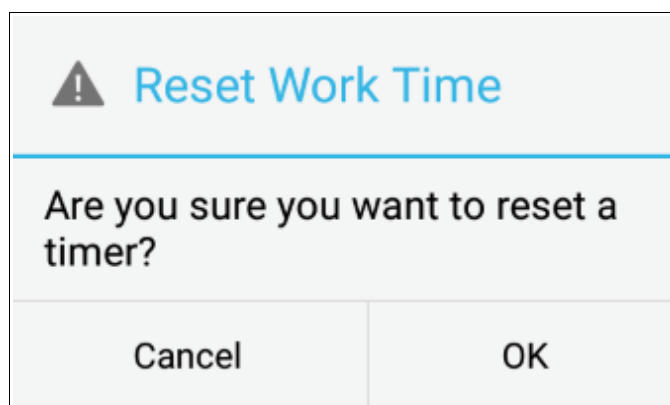
- Tapping 'OK' restarts the timer at 00.00.00

2.11   Mobile Service Desk Components

The administrators are allowed to share tickets with other users and staffs, provide internal notes and add materials and expenses to the ticket.
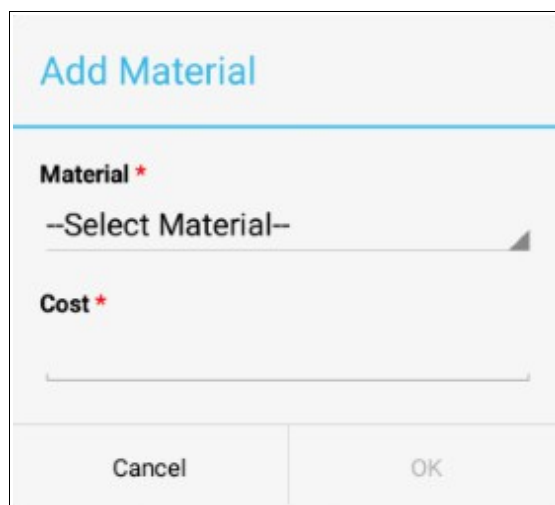
2.11.1   Manage Materials and Expenses

The C1 Mobile app allows you to add materials and expenses to your ticket in all the ticket categories available in

Comodo **One Mobile** - User Guide

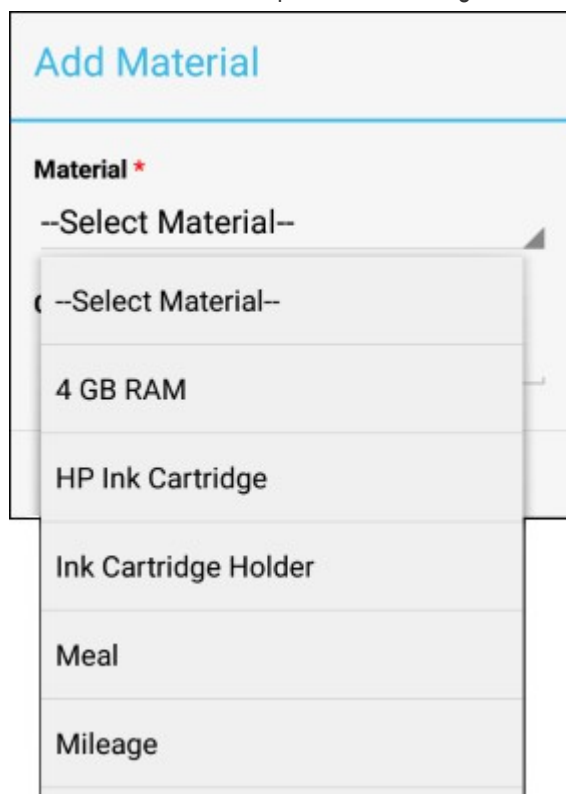the dashboard. Please note that the ticket need not be assigned to you to add materials and expenses.

To Add Materials and Expenses to Ticket:

Tap 'ADD MATERIAL' button on the top right corner of the screen.

The 'Add Material' dialog will open. You need to enter the following details to add materials.
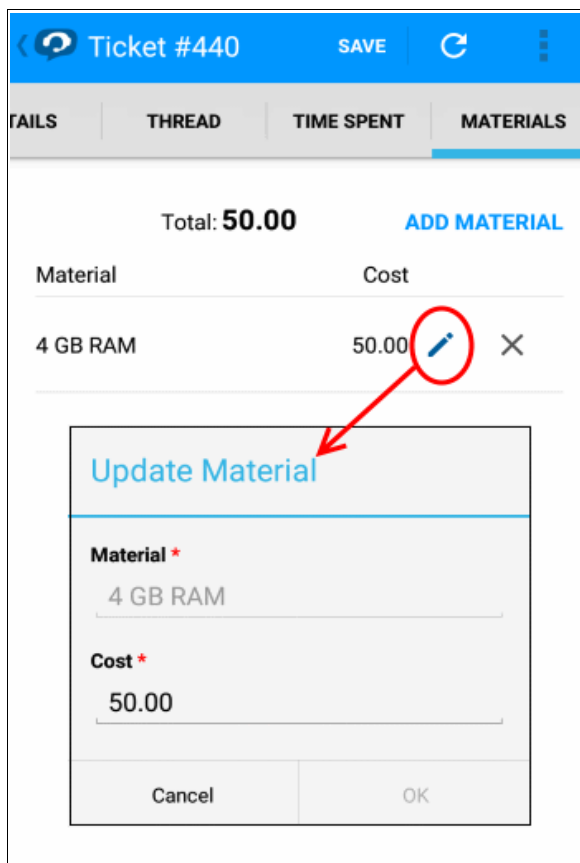
- **Materials**: Select the material from the drop down containing list of existing materials will be displayed.

- **Cost**: Enter the cost of the material.

To Update Materials and Expenses to Ticket:

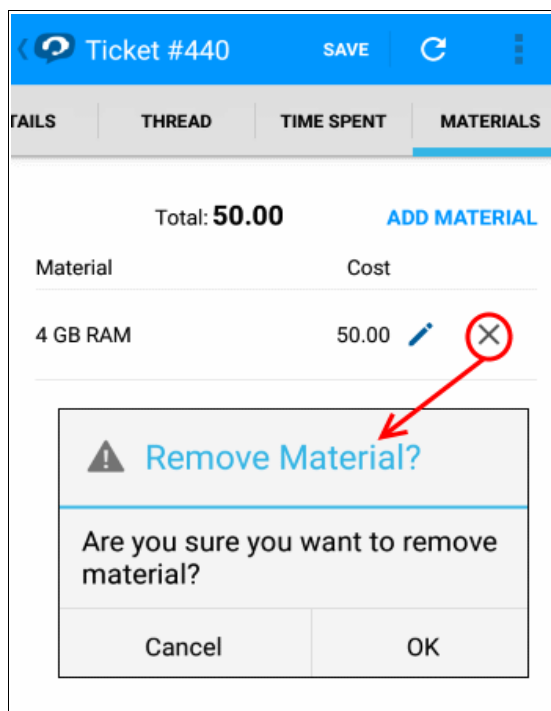- You can edit the materials by tapping the pencil icon beside the material.

The 'Update Material' dialog will be displayed.

You will be able to edit the cost of the material. If you want to change the material you need to delete the item and add new material.

To Remove Materials and Expenses to Ticket:

• Tap the cross symbol beside the item row to delete/remove the material.

A confirmation dialog will appear and you can either confirm by tapping the 'OK' button or cancel the delete by tapping the 'Cancel' button.

2.11.2   Share Tickets

You can email ticket details to other users and staff using the 'Share' option in the ticket drop down. This option is available in all ticket categories. Any staff/user can share a ticket and its details.

To Share a Ticket

- Tap the ⋮ icon and then tap the 'Share' option from the drop down menu.
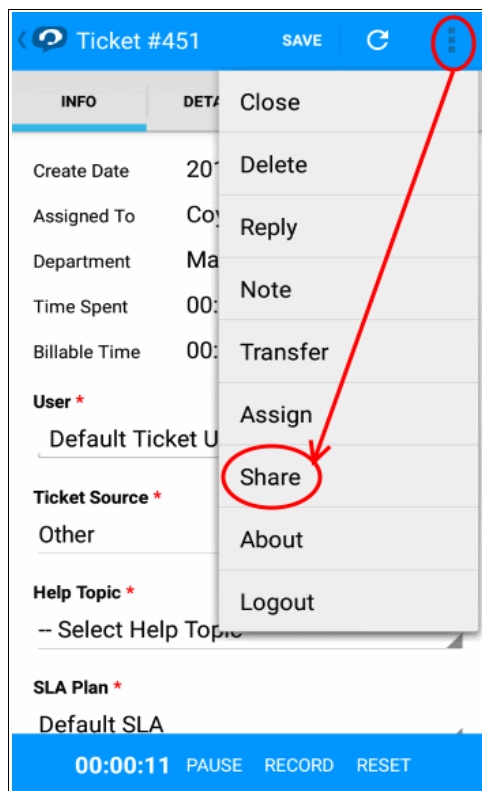
The 'Share Ticket' screen will open.

- **Users**: To add users, tap the 'Select Contacts' in 'Users' option.

- **Staffs**: To add staff, tap the 'Select Contacts' in the 'Staffs' option.
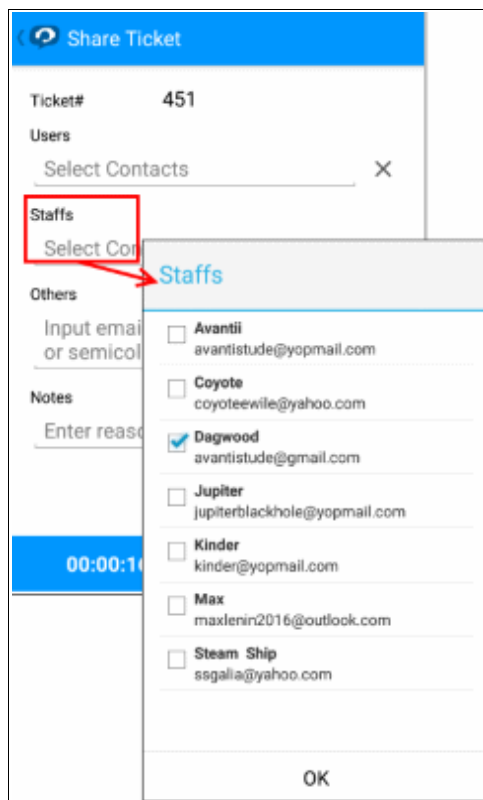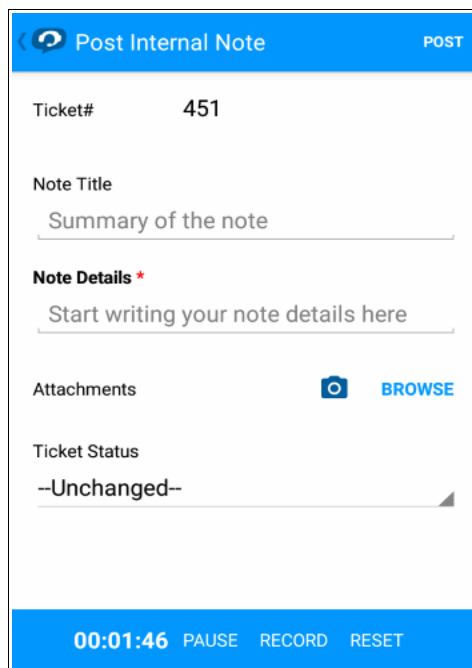
- A dialog with available mail recipients will be displayed for both users and staff.
- **Others**: Type the email addresses of other contacts that you wish to receive the mail, separated by commas.
- **Notes**: Enter your reasons for sharing the ticket. This is optional.

2.11.3   Internal Note

Internal notes allow you to share important or interesting notifications with all staff who open the ticket. This option is available in all ticket categories.
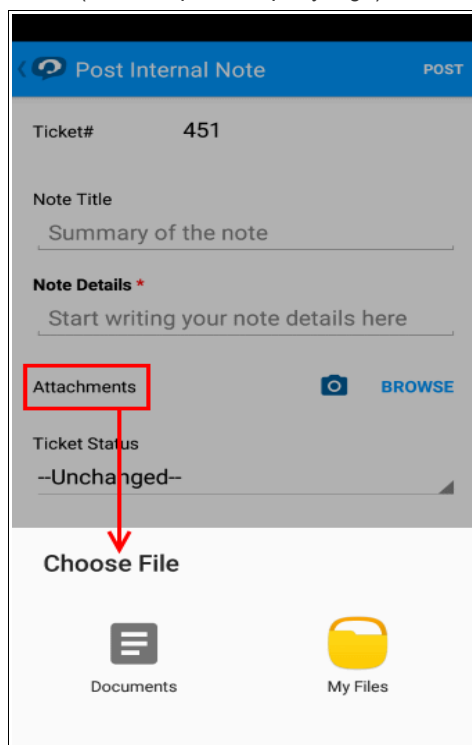
To Add Internal Notes:

- Tap the icon and then tap 'Notes'.

The 'Post Internal Note' screen will be displayed. Enter the details required in the 'Post Internal Notes' screen.

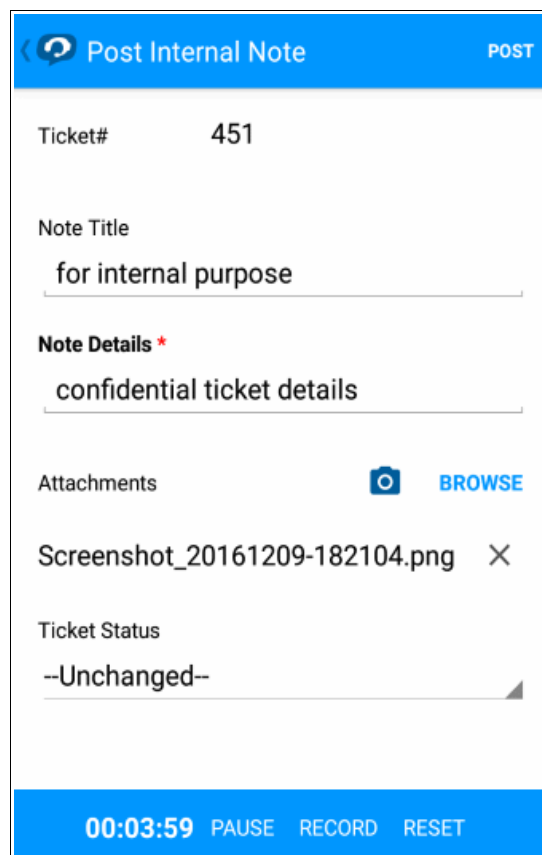- **Note Title**: Enter the title of the note.
- **Note Details**: Enter the description of the note.
- **Attachment**: Attach your file (for example: company logo) to the internal note from your mobile device.

- Choose the path of the file from your mobile device and tap 'DONE'.
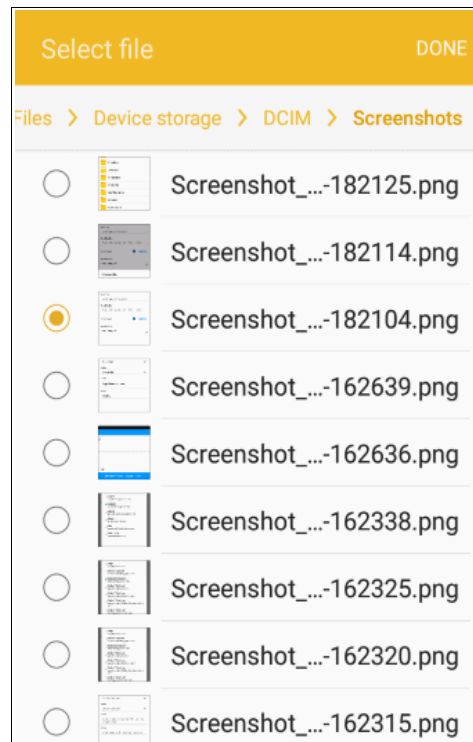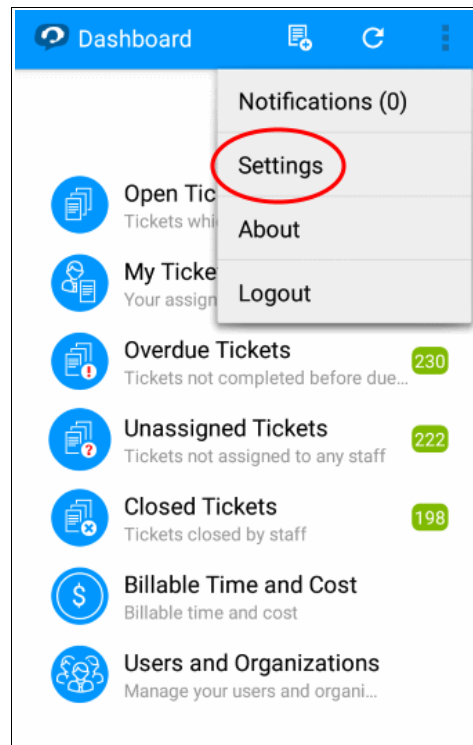
- **Ticket Status**: Select your ticket status.

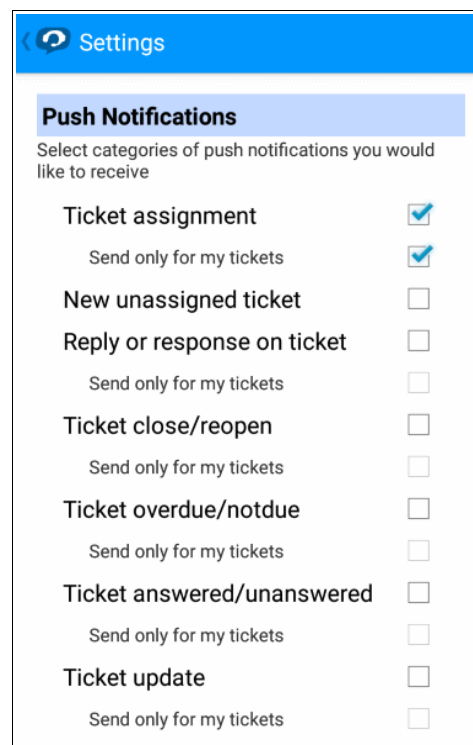- Tap 'Post' after you entered the details of internal notes.

3   Settings

The 'Settings' option allows you to choose which types of tickets you want to be notified about.

To access the settings screen, click the action menu at top-right then click 'Settings':

The 'Push Notifications' screen will open:

You can choose whether you want to receive notifications about 'Ticket assignment', 'New assigned ticket', 'Reply or response on ticket', 'Ticket close/reopen', 'Ticket overdue/notdue', 'Ticket answered/unanswered' and 'Ticket Update'.

The 'Ticket assignment' notification will be selected by default. Enable 'Send only for my tickets' if you only want to

receive notifications about your own ticket.

4   About C1 Mobile

The 'About' screen shows product version number and copyright details. Tap the action menu then select 'About' to view this screen.
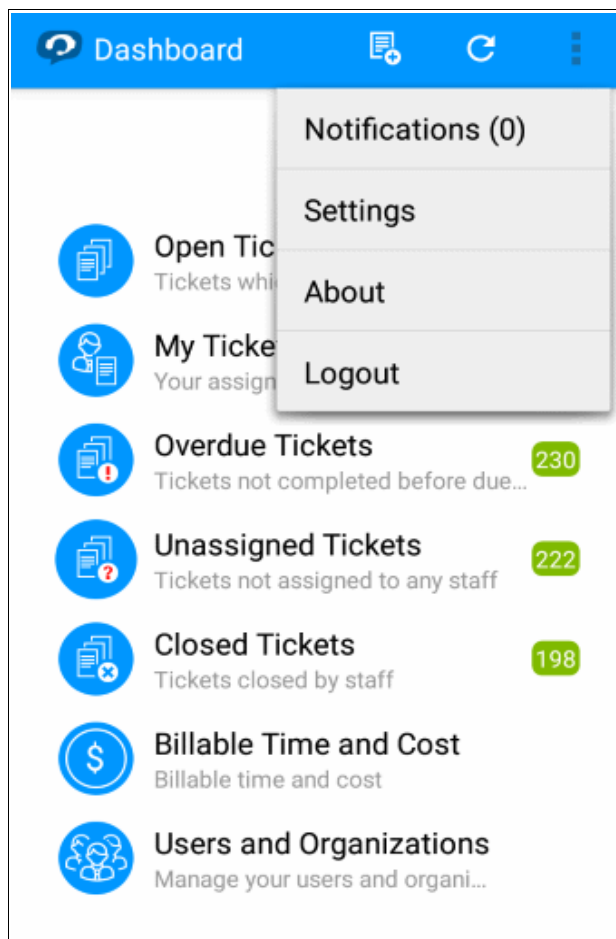
The 'About' dialogue will be displayed.

The information displayed will be as follows:

- Product Name - The full name of the product
- Product Version - The version number of the product

About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit comodo.com or our **blog**. You can also follow us on **Twitter** (@ComodoDesktop) or **LinkedIn**.

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