

# Sentinel/Sentinel+

## Sentinel

The MacAtoZ Sentinel program provides 24/7 monitoring of your Apple Macintosh computer's basic health. If there's a problem, we're notified immediately and can contact you so that you can take steps to remedy the problem. That remedy may be as simple as plugging in a Time Machine hard drive (if you've forgotten to make a backup in a while) or as serious as having us come out for onsite repair visit. Either way, the good news is that with Sentinel we can finally be proactive and catch problems when they're small.

For years, the computer support industry has operated on what's called the "Break-Fix" model: a computer user has a problem, he or she calls us, and we come out and fix it. This is a reactive process, meaning that something that might have been a small problem initially often ends up as an enormous problem by the time the computer consultant arrives on the scene. (One example we hear frequently: "It's been running really slowly for a few weeks.") If only we could have known about this when the issue started....

With Sentinel, we can.

To be clear, Sentinel only monitors computer health information. We neither see nor collect personal data of any kind. (We're not the NSA.) Your privacy and security are crucial to us, and in fact, data preservation is one of the fundamental advantages of Sentinel. If your backup isn't working—be it Time Machine, Crashplan, BackBlaze, SuperDuper, etc.—Sentinel will tell us.

For only \$13.99 a month per Mac (with a one-time \$10 account set up fee), we think Sentinel is an amazing value.

## Sentinel+

Sentinel+ gives you the same 24/7 monitoring as Sentinel plus it adds Maintenance and Security. Sentinel+ is designed for home users who want to spend their time *using* their Mac not updating, fixing, or protecting it. If you are like to tinker with your Mac's hardware or software, Sentinel+ is not for you. On the other hand, if you want to simply use your Mac without having to update and manage it, **Sentinel provides 24/7 proactive monitoring, maintenance, and security of your Mac** so that you, the home Mac user, can worry less and enjoy more.

Sentinel+ not only provides the same 24/7 monitoring as our standard Sentinel service, it also adds Maintenance and Security and proactively solves issues. Among other things, Sentinel+ runs the maintenance routines, upgrades software automatically, scans for malware and adware (and quarantines the same), fixes common disk errors, tests memory, repairs permissions, and more. And it does all these things when your Mac

# Sentinel/Sentinel+

is idle—when you logout at night, for example— so that you’re not interrupted in the work you want to do.

Sentinel+ is just \$23.99 a month—only \$10 more than our basic Sentinel service. Have a second or third Mac? Add Sentinel+ to additional Macs for just \$10 a month each.

## Sentinel/Sentinel+ Requirements

- An Intel Mac running Mac OS X 10.6.8 or later.
- An internet connection (high speed internet connection is very useful for Sentinel+ software updates)

## Sentinel/Sentinel+ Recommendations

- One of the latest three OS X operating systems (presently Mavericks 10.9, Yosemite 10.10, or El Capitan 10.11). Apple only issues security updates for these versions of OS X. *We cannot maintain the security of your Mac if you are running a different version.*
- Local Time Machine backup and offsite backup (typical cost ~\$5/mo). We can set this up for you if needed.
- Virtual Private Network (VPN) service (~\$3/mo) for Mac laptops or desktops that use an untrusted internet connection

## Who is Sentinel for?

- Residential clients. (We have separate programs available for businesses.)

## Who is Sentinel+ for?

- Residential clients. (We have a separate program for businesses.)
- Clients who just want their Mac to work; they don’t want to tinker.
- Clients who want to “do it right” and want the peace of mind that comes with having a professional Information Technology company oversee your computer.

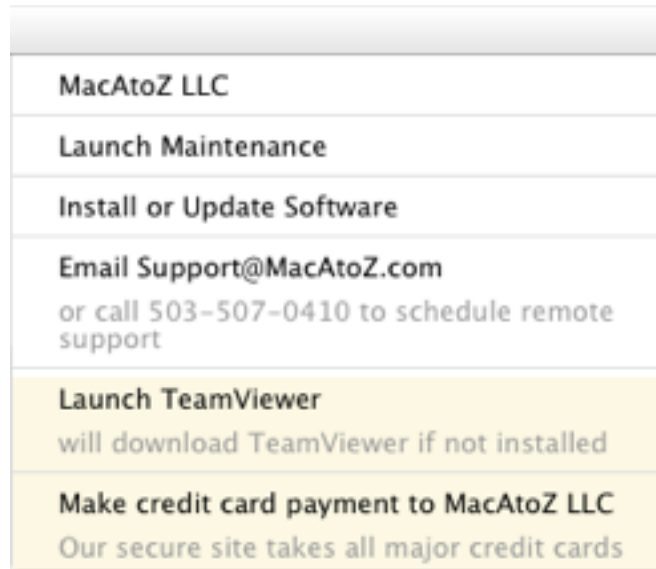
## Pricing

- One-time \$10 account set up fee
- Sentinel: \$13.99/month per Mac (billed automatically to any major credit or debit card)
- Sentinel+: \$23.99/month for one Mac (billed automatically to any major credit or debit card)
- Sentinel+ for additional Macs just \$10/month per Mac
- There is no contract. You may quit at any time. Our hope and expectation is that you are fully satisfied with the Sentinel/Sentinel+ service.

# Sentinel/Sentinel+

## Contact Menu

Sentinel+ offers a Contact Menu that sits in the menu bar toward the upper right corner of the screen. When selected, the Contact Menu appears and offers the following options:



**MacAtoZ LLC:** Launches your web browser and takes you to our web site at [www.MacAtoZ.com](http://www.MacAtoZ.com).

**Launch Maintenance** (Sentinel+ only): Manually start the Maintenance/Security process in case you want it run before it would normally.

**Install or Update Software** (Sentinel+ only): Will launch Manage Software Update Center.

**Email [support@MacAtoZ.com](mailto:support@MacAtoZ.com):** Launches Mail and prepares to send a support request to MacAtoZ.

**Launch TeamViewer:** If you're in our Remote Support program you can quickly launch TeamViewer. In not installed, TeamViewer will download.

**Make credit card payment to MacAtoZ LLC:** Takes you to our secure payment processing site. MacAtoZ accepts are major credit and debit cards, including Visa, Mastercard, American Express, and Discover.

# Sentinel/Sentinel+

## Sentinel Frequently Asked Questions

### What gets monitored?

The list is extensive: backup systems (TimeMachine, Crashplan, Backblaze, Carbon Copy Cloner, etc.), disk drives (disk input/output errors, low disk space, false mounts, etc.), network issues (excessive network errors, computer IP address changes, etc.), system performance (failing laptop batteries, kernel panics, faulty RAM, unscheduled reboots, failed power-on self-tests, etc.), malware, machine demographic information, and more.

### Is any personally identifying information monitored or collected?

No. The only exception might be if you've chosen to name your Mac something like "John Doe's iMac" or something like that. We would see the computer name as part of Sentinel's data collection.

### What happens if Sentinel discovers a problem?

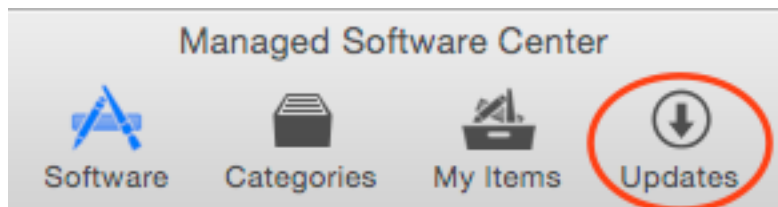
Upon the discovery of a problem, we will be immediately notified. Depending on the nature of the problem we will either email or call you so that the issue can be corrected. Time sensitive issues (hard drive failures, for example) will merit a phone call whereas those that are less time sensitive (say, you've forgotten to plug in your Time Machine backup drive for a week) will get an email.

### Do I need to stop working on my Mac so that Sentinel can run?

Absolutely not. Continue to use your Mac as usual.

### Is there a way to check which updates will start the next time I run maintenance?

Yes. You can go to the Managed Software Update Center via the MacAtoZ Contact Menu that sits in the menu bar toward the upper right corner of the screen. If you click on the Updates section (seen below), you can see which updates are needed and start downloading them.

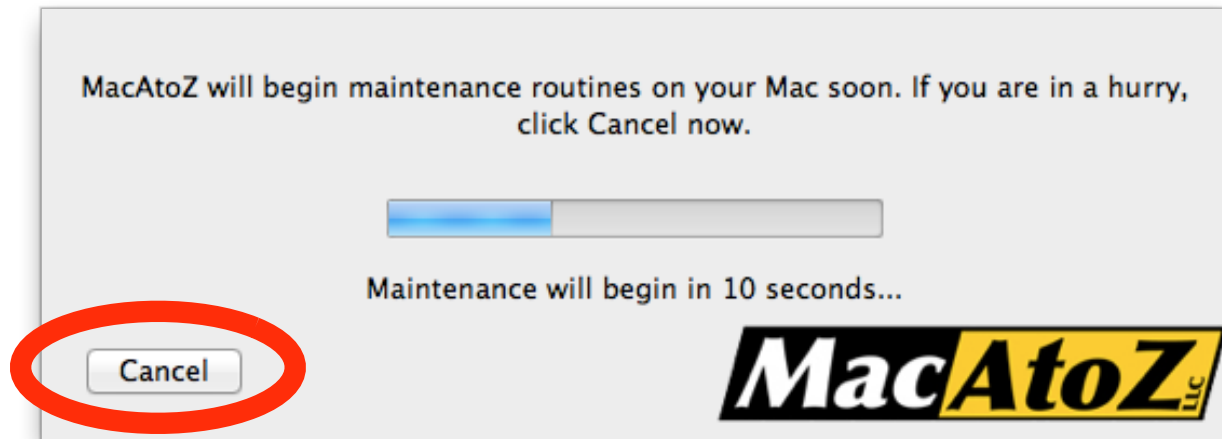


# Sentinel/Sentinel+

## Sentinel+ Frequently Asked Questions

One way Sentinel+ supports your Mac is by regularly doing maintenance on it. Most of these tasks run behind the scenes while your computer is idle.

Some work, however, Sentinel+ cannot do while you are logged in for fear we would interrupt you or lose unsaved work. We only run those when your computer is logged out.



### When would I log out?

Feel free to log out at the end of the day when you have finished working with your Mac.

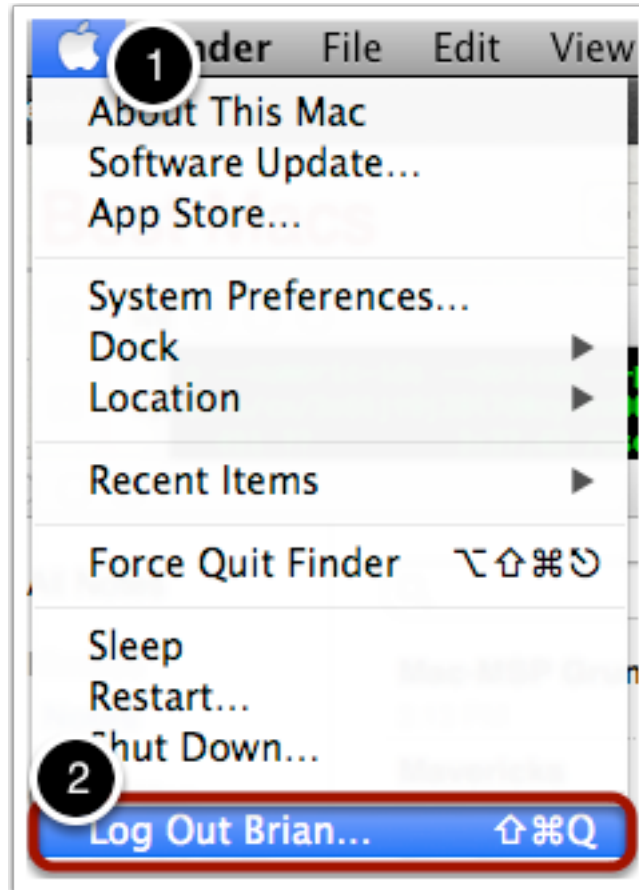
If you use a laptop, log out (and leave the lid open) when you can—perhaps before going out for lunch, at the end of the day, or before you go to bed

Remember, logging out is not the same as restarting or shutting down. Maintenance may not be able to run in either of those scenarios.

# Sentinel/Sentinel+

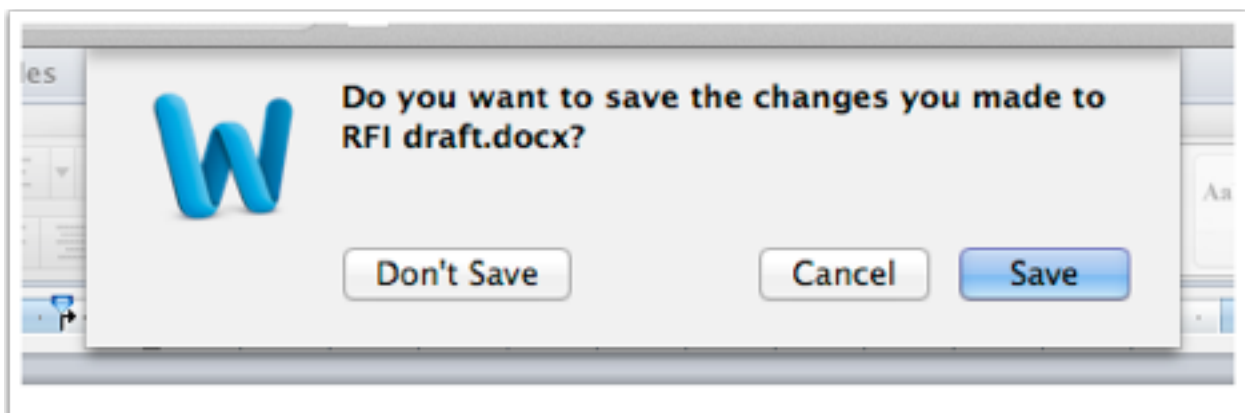
## How do I log out?

Choose Log Out from the Apple menu. It will ask for confirmation, then proceed to quit all of your programs.



## What about my open documents? Won't I lose work?

No. When you log out, applications will ask you to save anything that is left open and unsaved. If you click Cancel, the log out process is stopped.



# Sentinel/Sentinel+

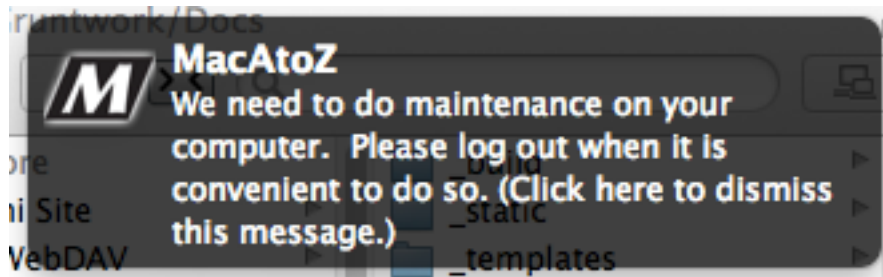
## How often should I log out?

We try to run maintenance every day, but it's OK if you can't log out everyday.

## When do reminders happen?

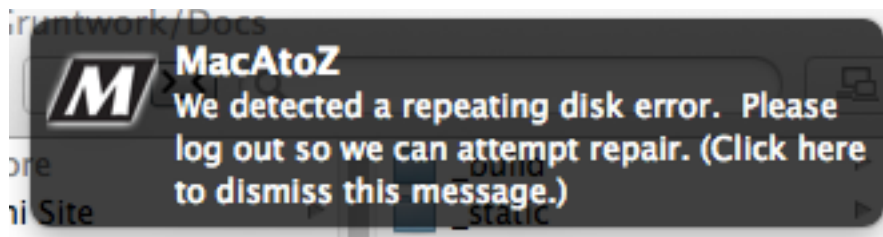
If maintenance has not run in over a week, we start to issue gentle reminders to do so. (We can shut these off if they annoy you.)

We get an alert if maintenance has not run in two weeks and will likely contact you to see if everything is OK.



## This one reminder says I have a "disk error" and comes up a lot...

Our software can detect a certain type of disk failure that, if left unchecked can make your computer unusable. When that happens we ask you to let us run the repair routine ASAP.



## What if I log off and nothing happens?

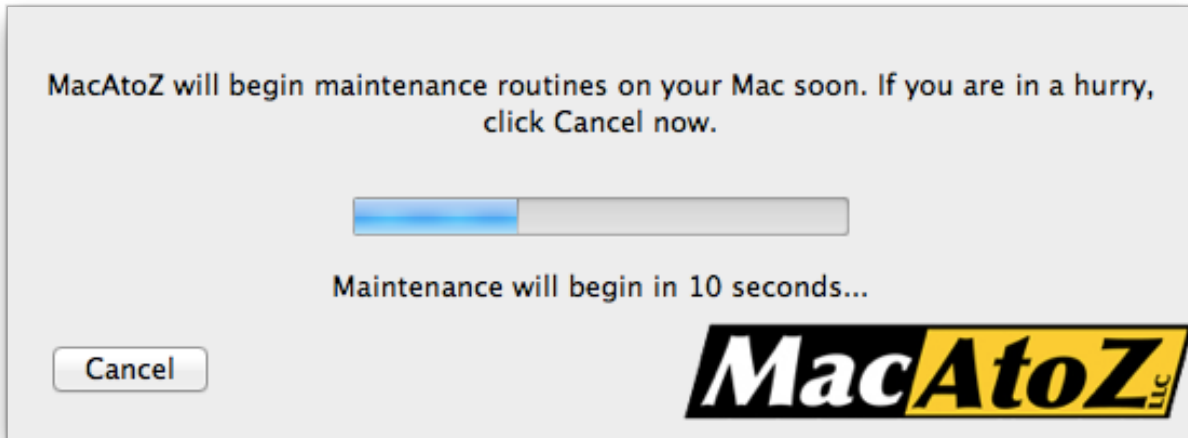
It was probably too soon to run maintenance again. We don't run it at every logout—at most once per day.

## Sentinel/Sentinel+

### What if I log off but it's taking too long?

For most of the process there is a cancel button at the lower left. Click it anytime to make the program stop. Your work is way more important so don't hesitate to make it stop.

There is a disk verification process that you cannot cancel but the Cancel button will reappear when it is done.



### Can I just shut it off?

Yes, but this is a fundamental part of the proactive service you expect from us.

We would prefer to talk about what we can change to make the maintenance fit your specific requirements. Please contact us if Sentinel+ is too disruptive.

**We strongly believe that our unique approach will both improve the reliability of your Mac and stay out of way when you need to get work done. Thank you for letting us be part of your success!**

