



## **Frequently Asked Questions for Singtel Shield Mobile Threat Defence (MTD)**

### **Service-Related**

#### **What is Singtel Shield Mobile Threat Defence (MTD)?**

Singtel Shield Mobile Threat Defence (MTD) is a Mobile Security Solution for your device, powered by Jamf. This service allows you to secure your mobile device against any malicious device or network threats. Singtel Shield MTD will protect your device from malicious activities, guard your sensitive information, and ensure that you stay protected while using your mobile device. To give you more visibility you may receive notifications if and when we detect a threat, the app will provide you with details of the threats detected and steps that you may take to resolve them.

#### **How does Singtel Shield MTD service work?**

Singtel Shield MTD works through the use of a mobile application (Jamf Trust) to scan for malicious software and device vulnerabilities as well as a secure mobile gateway in the cloud that examines and analyses your mobile device traffic. Once you have app installed and activated on your device, there is no need for you to do anything else.

#### **Why does Singtel Shield MTD require a VPN installation?**

Singtel Shield MTD uses a VPN connection on your device to deliver real-time network threat protection. Without installing the VPN configuration, the Singtel Shield MTD will prompt a reminder within the app to "Enable Network Protection", and no network threat protection will be available. Device threat protection, however, remains available without the VPN configuration enabled.

#### **I have another VPN configuration installed. Will there be a conflict?**

Singtel Shield MTD can coexist with other VPN configurations on your device. The app is designed to set its VPN configuration as a priority. This is done to ensure that network-based threat protection is continuously enabled for our users.

#### **Why should I allow notifications for the Singtel Shield MTD app?**

Singtel Shield MTD app is designed to provide you with app push notifications when threats are detected on your device. Does the Singtel Shield MTD app impact my battery life? Unlike other mobile security apps, Singtel Shield MTD has been built based on mobile-friendly principles. Our lightweight VPN and app on average, consume only less than 5% of the overall battery life across a 24hr period. What mobile operating systems do Singtel Shield MTD support? Singtel Shield MTD supports both iOS and Android operating system.

#### **Can I install Singtel Shield MTD in my memory card?**

Singtel Shield MTD does not install in your memory card. It installs in your mobile device's onboard memory. When Singtel Shield MTD detects a threat, what do I need to do? In most cases, Singtel Shield MTD will take action automatically by blocking the threat. For certain types of threats, such as a risky app, user intervention will be required, and the user may need to delete the app. The app interface will indicate this clearly for you.



### **I had ignored a malware alert earlier, how may I remove the malware?**

You may run a manual scan to see the alert again. If you ignored the warning of a malicious application, Singtel Shield MTD would remind you to remove the threat the next time you open the app.

### **I have not checked for Singtel Shield MTD updates in a while. Am I still protected?**

Singtel Shield MTD will periodically scan in the background; however, please do check that the application is updated regularly to maximise the level of protection offered.

### **What does Singtel Shield MTD scan?**

Singtel Shield MTD scans and detects malicious apps installed on your device as well as check for device vulnerabilities such as jailbreak/rooting or outdated/vulnerable operating system.

### **Does Singtel Shield MTD scan and read message contents and attachments?**

No, it does not scan or read any of your messages or attachments. Subscription Related I did not receive my SMS with the activation link, who can I contact? Please call our Customer Service (1800 838 6800) for assistance.

### **What happens if I changed my phone but retained the same mobile number?**

To continue the service with your new mobile device, you will need to activate Singtel Shield MTD in your new mobile device with the same SMS activation link. If you have misplaced your activation link, please contact our Customer Service (1800 838 6800) to request for a new activation link. Please note that Singtel Shield MTD will no longer protect your previous device once the new device is activated.

### **What if I changed my SIM card but retain the same mobile number and mobile phone?**

Singtel Shield MTD will continue to protect your mobile device.

## **Troubleshooting**

### **I've tapped on the activation link from the SMS invite. However, I'm receiving an error page on my browser?**

Please ensure that you are not on private browsing mode in Safari or Incognito mode in Google Chrome. Check and ensure that cookies and JavaScript are allowed on the browser that you are using. Uninstall the app and tap on the activation link again, follow the on-screen instructions to download and re-activate the app. I've missed the VPN installation step, how can I reinstall it? Open the Singtel Shield MTD app (Jamf Trust) and click on the "Enable Network Protection" button. This will prompt you to install the VPN configuration.

### **I've read the notifications in the app, how can I remove them?**

In the notifications screen, hold down on the notification that you wish to delete and swipe right to remove it.

### **What should I do if I have any other problems?**

Please call our Customer Service (1800 838 6800).