



Administrative Office
of the United States Courts
Department of Technology Services

Norton Security Home Use

Uninstall Guide

August 2020

Content

- 1. OVERVIEW 3
- 2. TREND MICRO LICENSE REQUEST PORTAL 3
- 3. SUPPORT 3
- 4. UNINSTALL NORTON SECURITY STANDARD ON A WINDOWS DEVICE..... 3
- 5. UNINSTALL NORTON SECURITY STANDARD ON A MAC DEVICE 5
 - 5.1 UNINSTALL FROM THE MENU BAR.....5
 - 5.2 UNINSTALL FROM THE TRASH6

1. Overview

This document describes how to uninstall the Norton Security Standard from a home device.

2. Trend Micro License Request Portal

Important! Prior to uninstalling Norton Security Standard on your personal device, please ensure you have requested and received a 20 character activation code by visiting the [Trend Micro License Request Portal](#) and completing the request form.

Requests for activation codes will be fulfilled in 24 hours. If a request is received after business hours, on a weekend or holiday, it will be fulfilled on the next available business day.

In the event that an activation code is not fulfilled, please contact Ryon Williams with Carahsoft by email at ryon.williams@carahsoft.com or Leon McGovern by email at Leon.McGovern@Carahsoft.com.

3. Support

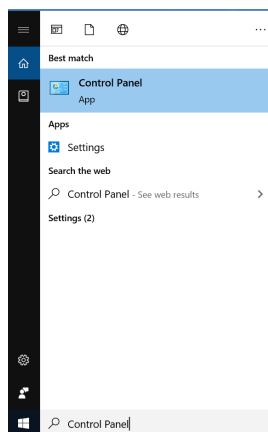
For support with uninstalling Norton Security from a personal Windows or Mac computer, use the following methods:

- Go to the [Norton Support Site](#) to get help online or via Chat
- Phone: 1-800-745-6034

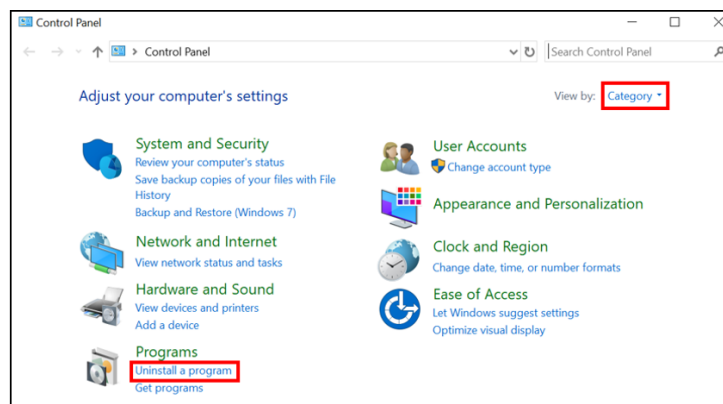
4. Uninstall Norton Security Standard on a Windows Device

This section details the process for removing Norton Security Standard from a Windows home device.

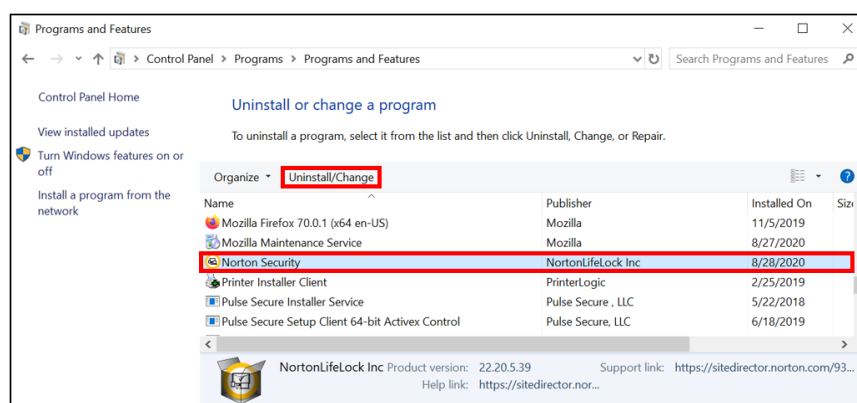
1. Launch **Control Panel** from the start menu.



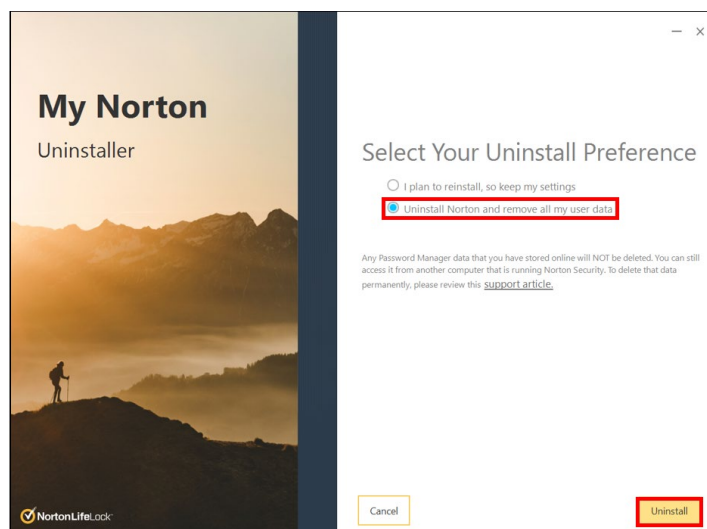
2. Select **Category** as the View by and then under Programs, select **Uninstall a program**.



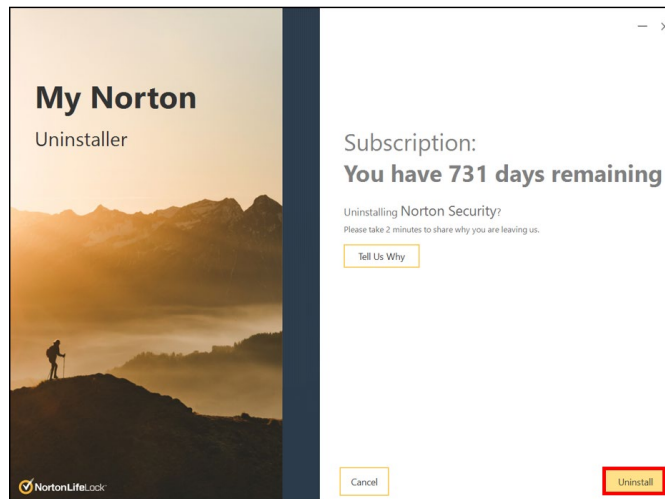
3. Locate and select **Norton Security** from the listed programs. Click **Uninstall/Change**.



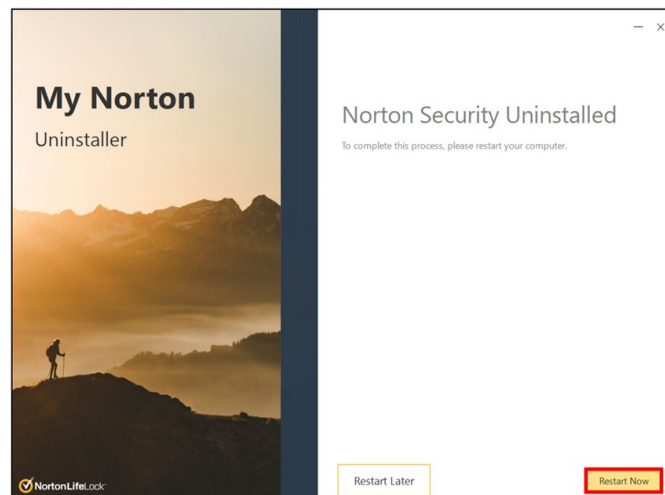
4. On the My Norton Uninstaller screen, select the **Uninstall Norton and remove all my user data** option and click **Uninstall**.



5. Click **Uninstall** to confirm removal.



6. Wait for the uninstall to complete. This process could take a few minutes to complete. Click **Restart Now** to complete the uninstall and restart the machine.



5. Uninstall Norton Security Standard on a Mac Device

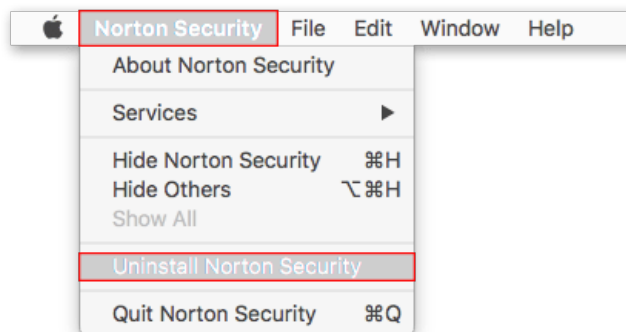
This section details the process for removing Norton Security Standard from a Mac home device.

5.1 Uninstall from the Menu Bar

1. Launch the Norton Security app from the Launchpad.



2. From the menu bar, select **Norton Security > Uninstall Norton Security**.



3. Confirm the removal and wait for the uninstall to complete. This process could take a few minutes.



4. Restart the machine to complete the removal process.

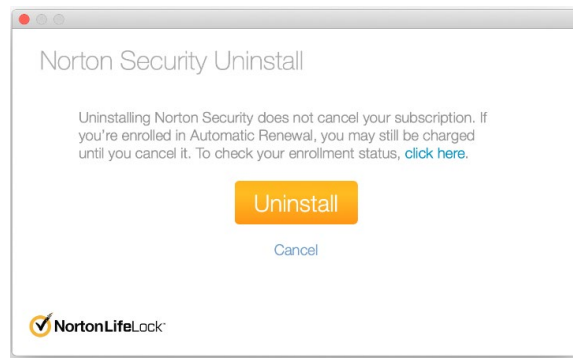
5.2 Uninstall from the Trash

If you receive an error message advising that “We’re currently unable to remove Norton Security from your Mac,” please try to uninstall Norton Security using the following method:

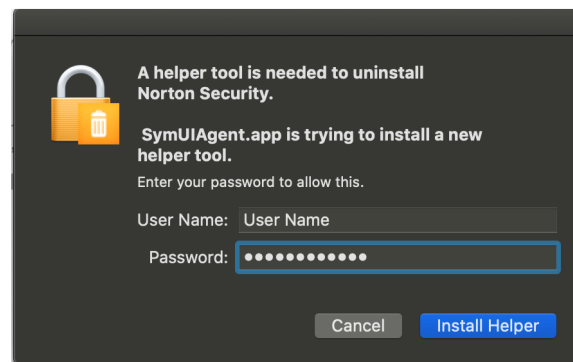
1. In the Finder application, locate the Norton Security icon and drag it into the Trash.



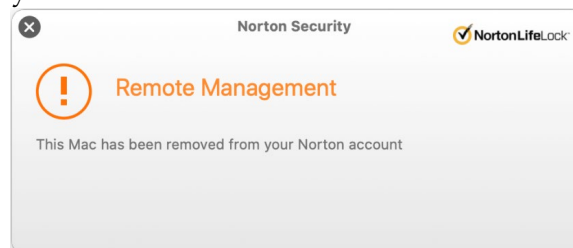
2. Upon dropping the icon in the Trash, a Norton Security Uninstall screen appears. Click **Uninstall** to proceed.



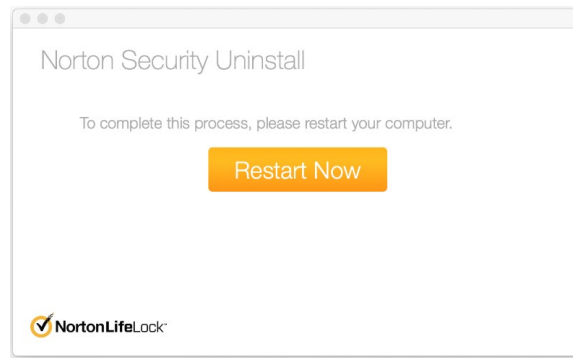
3. After selecting Uninstall, Norton Security requests permission to run a helper tool. Enter your credentials and click **Install Helper**.



The uninstall process will begin. Once completed, a message appears stating that "This Mac has been removed from your Norton account."



4. When prompted, click **Restart Now** to complete the uninstall process.



5. Once your computer restarts, confirm the Norton Security product is no longer in the Finder application.