# How to enable emails when using McAfee Virus Protection.

Due to updates in McAfee antivirus software some practices may experience problems when submitting returns, this is caused by the enhanced security settings preventing any un-authorised programs for sending emails. To resolve this Escro must be added to the McAfee's list of allowed programs, please follow the instructions below to resolve this.
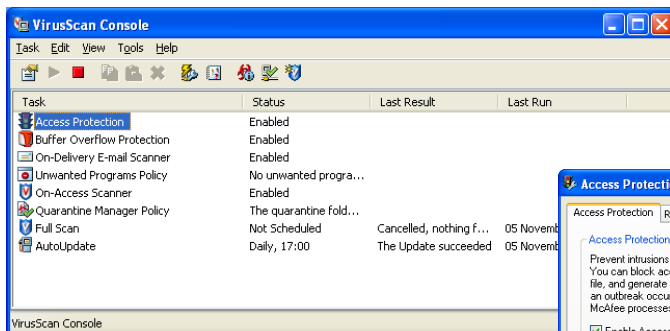
Step 1
Navigate to your toolbar at the bottom of the screen and right click on the McAfee Virus Protection icon to bring up the menu below.
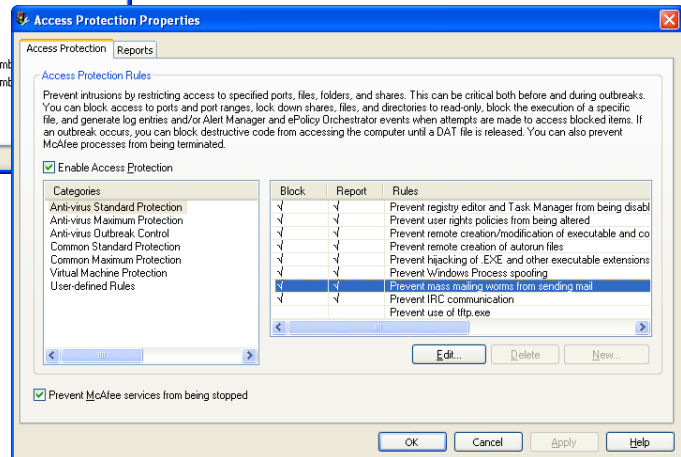Select **VirusScan Console…** and click to open.
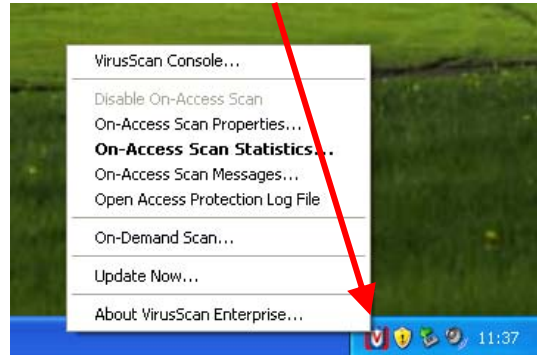
Step 2
You should now be presented with the VirusScan Console window below.

Double click on **Access Protection** to open the properties window.

Step 3
Now the property window is open it should resemble the image on the right.

Select **Anti-virus Standard Protection** from the list on the left and select the rule stating **"Prevent mass mailing worms from sending mail"** from the list on the right. Double click on this rule or click on the **Edit button** below the box to open the rule for editing.

Step 4
Once opened, the editing window should resemble the one below on the left.
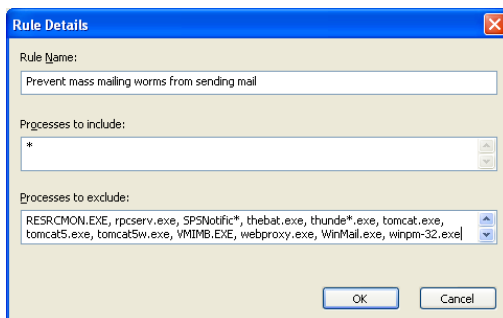
Step 5 Using the scroll bar on the right, scroll down to the end of the exclusion list and add a comma then the following text: **lo_*.exe** to the end of the list.
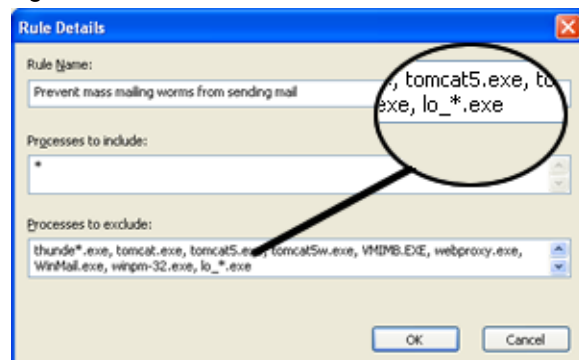
Emails should now be enabled whilst your computer is running McAfee virus protection.

If you require any further assistance, please contact the **EScro helpdesk on (01463) 667315**.