



**User Guide  
for the Backup & Sync  
Windows Store App**

# Copyright

*User Guide for the Backup & Sync Windows Store App*

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# Getting Started

If you have the SecureAnywhere Complete edition, you can download a Windows Store app for the Backup & Sync component. With this app, you can access all your documents, photos, and music that you synchronized in your SecureAnywhere Complete account. Backup & Sync offers an easy drag-and-drop interface for computers and tablets running Windows 8 or Windows RT.

To get started with the Backup & Sync app, see the following topics:

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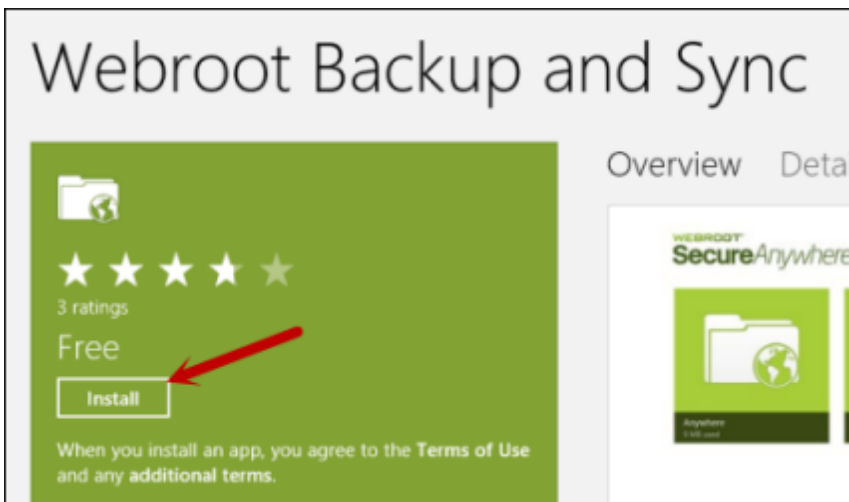
## Downloading the Backup & Sync app

As part of your SecureAnywhere Complete edition license, you can download the Backup & Sync app to a Windows 8 or Windows RT computer or tablet.

**Important:** Before you begin, you must install SecureAnywhere Complete on a computer, configure the Backup and Sync component, and create a Webroot account. For detailed instructions, see the *Webroot SecureAnywhere User Guide for PCs*: [PDF](#) or [Online Help](#).

### To download and install the Windows Store app:

1. From the Windows Start screen, select the **Store** tile.
2. From the Store, go to the **Productivity** category.
3. Locate the **Webroot Backup and Sync** app.
4. Select **Install**.



The app installs in a few moments.

- When you see the Backup & Sync tile appear, select the tile to open the app.



- At the first screen, enter your Webroot account login credentials and your keycode. If you have not yet created an account, select the **Create an account** link at the bottom of the panel. For information about account creation, see the *Webroot SecureAnywhere User Guide for PCs*: [PDF](#) or [Online Help](#).

A screenshot of the Webroot Backup & Sync login screen. The top bar is green with a back arrow and the text 'Log in'. Below this, the text 'Enter credentials:' is followed by three input fields: 'User name', 'Password', and 'Keycode'. At the bottom, there are two buttons: 'Save' and 'Cancel'. A link 'Create an account' is located at the very bottom of the screen.

The Backup & Sync app will synchronize with your Webroot account in the cloud. The folders will appear as tiles, similar to the following example. For more information, see "Using the Backup & Sync interface" on page 11.

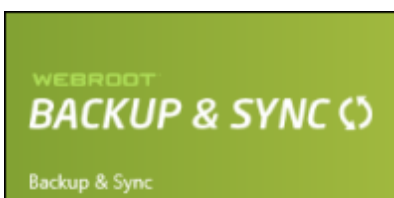
The screenshot displays the Webroot SecureAnywhere Backup & Sync interface. At the top left, the logo reads "WEBROOT SecureAnywhere. BACKUP & SYNC". To the right, a welcome message says "Welcome jolle1010@post". The main area features two green panels: "Anywhere" with a folder and globe icon, showing "65 MB used"; and "Backup" with a folder and clock icon, showing "Less than 1 MB used". A dark blue sidebar on the right contains the "Settings" menu with options: "Backup & Sync By Webroot Inc.", "About", "Help", "Account Settings", "Permissions", and "Rate and review".

## Opening the Backup & Sync app

Once you install the Backup & Sync app, you can access all your documents, photos, and music that you uploaded in the cloud.

To open the Backup & Sync app:

1. Make sure you are connected to the Internet.
2. Go to the Windows Start screen and select the Backup & Sync tile:



**Note:** This live tile flips through screens showing storage quotas and previously viewed pictures. If you want to turn off the live tile, see "Managing the live tile" on page 20.

When the app opens, it shows your Backup & Sync folders that you previously created. For more information about creating folders and uploading files to the cloud, see the *Webroot SecureAnywhere User Guide for PCs*: [PDF](#) or [Online Help](#).





A tile represents each folder in your account:

- **Anywhere folder.** This folder is automatically created when you installed SecureAnywhere Complete and configured Backup & Sync. Files in this folder are synchronized in the cloud and with any other computers or mobile devices where Backup & Sync is installed.
- **Backup folder.** This folder is automatically created when you installed SecureAnywhere Complete and configured Backup & Sync. Files in this folder are uploaded to the cloud, but do not synchronize to other computers or mobile devices.
- **Other sync folders.** You can designate other folders on your computer for automatic synchronization. Files are synchronized to the cloud and to other devices that share the same folder.

Be aware that if you make changes to sync folders (editing, adding, or deleting a file), Backup & Sync

immediately makes the same changes to the cloud and to shared folders. If you are working offline, SecureAnywhere automatically picks up changes the next time you connect to the Internet. For more information, see the *Webroot SecureAnywhere User Guide for PCs*: [PDF](#) or [Online Help](#).

## Using the Backup & Sync interface

To open the Backup & Sync app, go to the Windows Start screen and select the Backup & Sync tile:



You can access the main functions of the Backup & Sync app by using the App bar and the Charms bar.

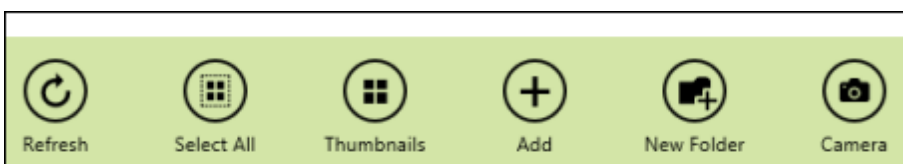
### App bar

The App bar provides options for adding files, refreshing the display, selecting all files, viewing details, and creating a new folder.

To open the App bar:

- **Touch-screen:** Swipe from the bottom of the screen.
- **Mouse:** Right-click in any open area of the screen.
- **Keyboard:** Press and hold **Fn-Z**.


The App bar looks similar to the following example:



### Charms bar

The Charms bar provides access to Backup & Sync settings.

To open the Charms bar:

- **Touch-screen:** Swipe from the right side of the screen.
- **Mouse:** Hover over the bottom right corner of your screen.
- **Keyboard:** Press and hold -C.

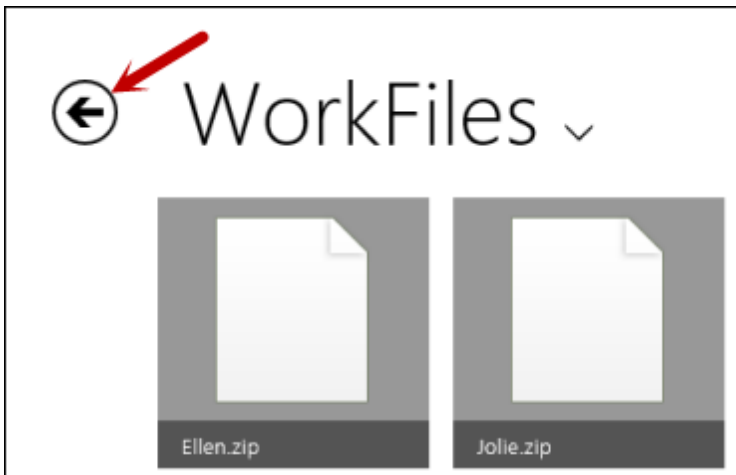
Click on the **Settings** charm to access the Backup & Sync settings.



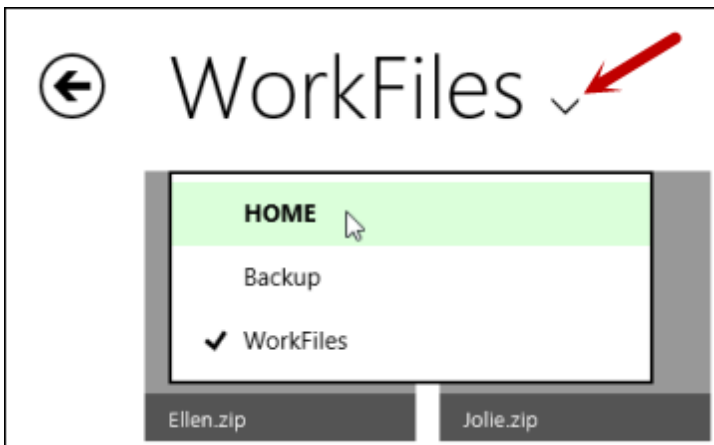
## Navigating through the interface

You can navigate through the Backup & Sync screens as follows:

- To access folders, tap or click the folder name.
- To return to a previous screen, tap or click the **Back** arrow.



- To access a specific folder name, tap or click the Down Arrow and then select the folder.



## Switching between Thumbnail and Detail views

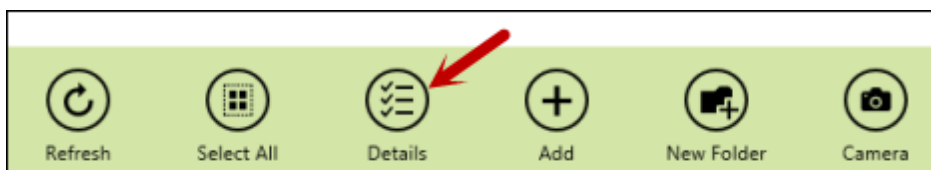
By default, the Backup & Sync app displays a Thumbnail view of files and folders, similar to the example below:



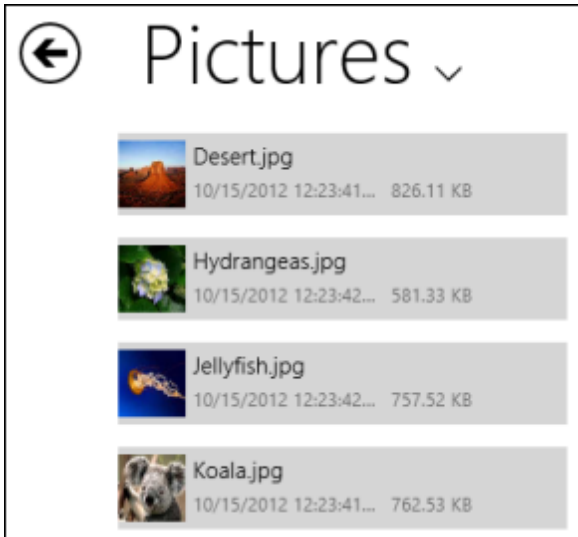
If desired, you can use the App bar to switch to a Details view.

### To switch views:

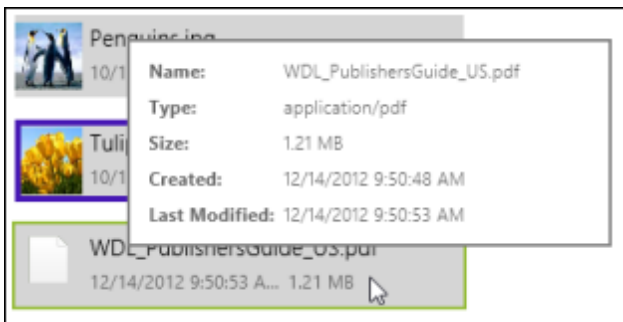
1. Open the App bar, as follows:  
**Touch-screen:** Swipe from the bottom of the screen.  
**Mouse:** Right-click in any open area of the screen.  
**Keyboard:** Press and hold **⌘-Z**.
2. From the App bar, select **Details**:



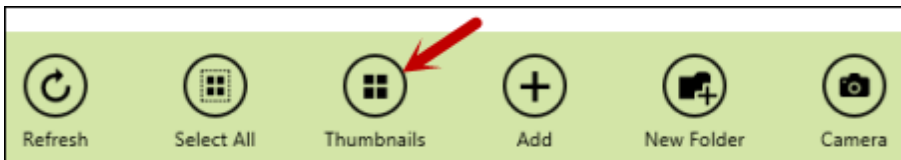
The Details view looks similar to the following example.



You can also view more details by hovering your mouse over a file:



3. To switch back to a Thumbnail view, display the App bar and select **Thumbnails**.

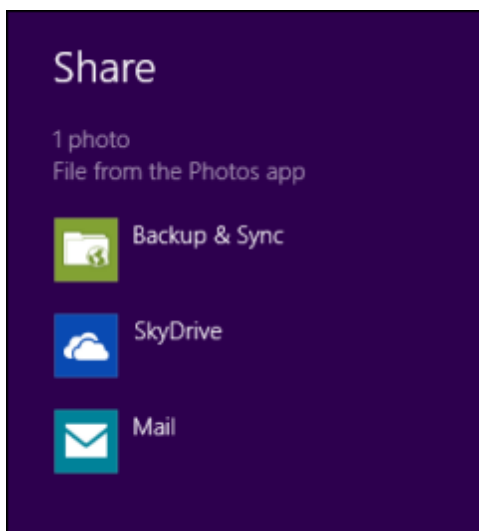


## Sharing files with other apps

You can use the Windows Share feature from other apps to upload files into Backup & Sync.

### To use file sharing:

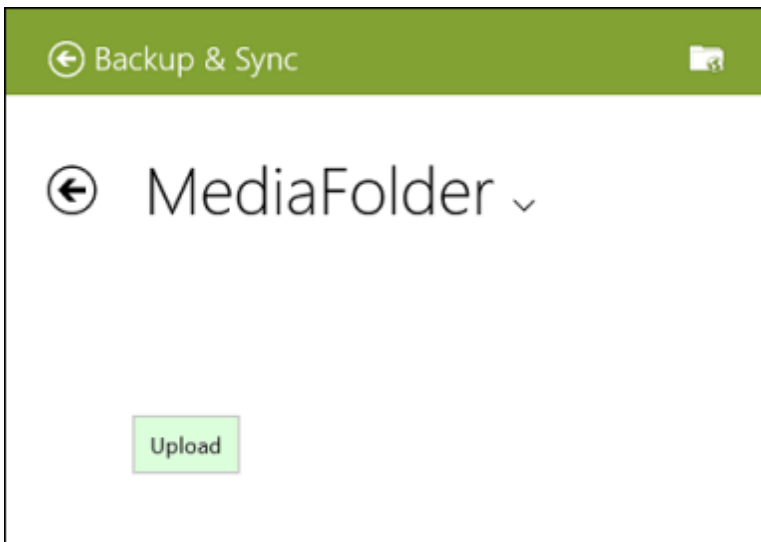
1. Open a file from another app, such as Photos.
2. From this other app, open the Charms bar as follows:  
**Touch-screen:** Swipe from the right side of the screen.  
**Mouse:** Hover your mouse over the bottom right corner of your screen.  
**Keyboard:** Press and hold **Windows-C**.
3. From the Charms bar, select **Share**.  
Any apps that allow you to share files will appear in the panel.
4. Select **Backup & Sync**.



The Backup & Sync app opens.

5. Select the folder where you want to upload the file, then select **Upload**.





Backup & Sync uploads the file, then closes so you can return to the original app.

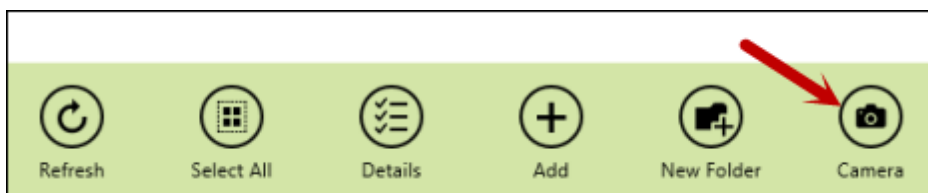
## Using the camera

When you use the camera from the Backup & Sync app, you can automatically upload your photos and videos after you take them. It also provides extra options for cropping photos, trimming videos, or retaking the images.

### To use the camera in Backup & Sync:

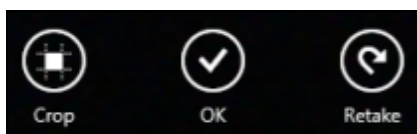
1. Open the App bar, as follows:  
**Touch-screen:** Swipe from the bottom of the screen.  
**Mouse:** Right-click in any open area of the screen.  
**Keyboard:** Press and hold **⌘-Z**.

2. From the App bar, select **Camera**:

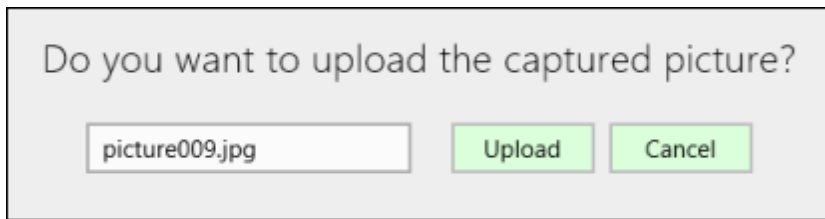


3. When the camera opens, take the photo or video. (On most tablets, you can tap the screen to take a picture.)

After you take a photo, additional options appear for cropping the photo, retaking the photo, or selecting OK to continue. (If you took a video, an option appears for trimming the length of the video in place of the Crop function.)



4. If desired, you can crop, trim, or retake the image. If you are satisfied with how the photo or video appears, select **OK** to continue.
5. In the next dialog, you can provide a new name for the image, then click **Upload**.



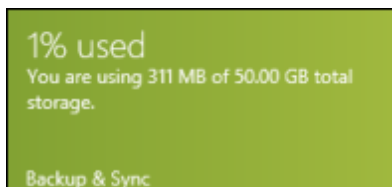
The file uploads to your Anywhere folder.

## Managing the live tile

When you install the Backup & Sync app from the Windows Store, a live tile displays on the Windows Start screen:



This screen flips from the main tile to others that show your current storage quota and pictures you have previously viewed.



If desired, you can turn off the live tile or make it smaller.

**To modify the live tile:**

1. From the Windows Start screen, right-click on the Backup & Sync tile:



The Windows bar opens at the bottom of the screen.



2. Chose from these options:

- **Smaller.** Select this option if you want the tile to be shown at a reduced size (square).
- **Turn live tile off.** Select this option if you want the tile to remain static. (It will only display the Backup & Sync title.)

**Note:** The Windows bar also shows an **Uninstall** icon. If you need to remove the Backup & Sync app, you can click **Uninstall** to remove it from your system.

## Viewing a slide show

You can view your image files in a slide-show format with Backup & Sync.

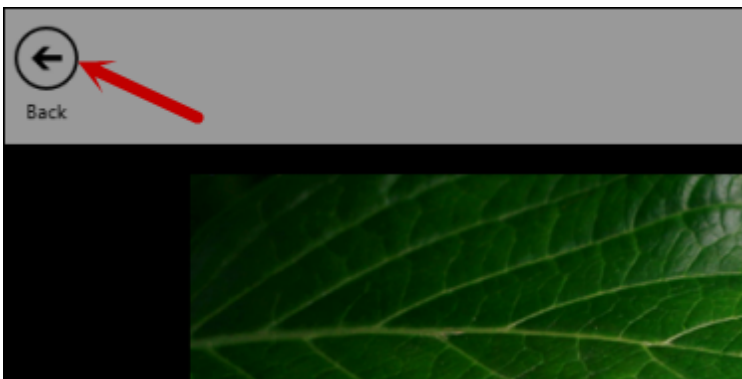
### To view a slide show:

1. Open a folder with images.
2. Tap or click on an image file.  
The image opens in full-screen mode.
3. You can manually move through the images by swiping left and right, or by tapping or clicking the forward and back arrows on the edges of the panel.



4. To start the slide show, first open the App bar, as follows:  
**Touch-screen:** Swipe from the bottom of the screen.  
**Mouse:** Right-click in any open area of the screen.  
**Keyboard:** Press and hold **⌘-Z**.
5. To stop the slide show, open the App bar again and select **Stop Slideshow**.

6. To close the slide-show view, open the App bar and select **Back** from the top of the screen.



# Managing Files

To learn more about managing files, see the following topics:

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<b>Opening files from the cloud</b> .....	<b>29</b>
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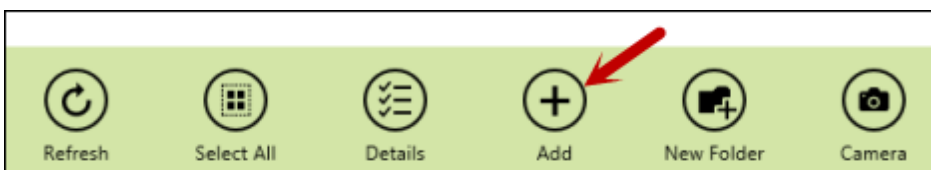
## Adding files to the cloud

From the Backup & Sync app, you can upload files to the cloud by adding them to sync or backup folders.

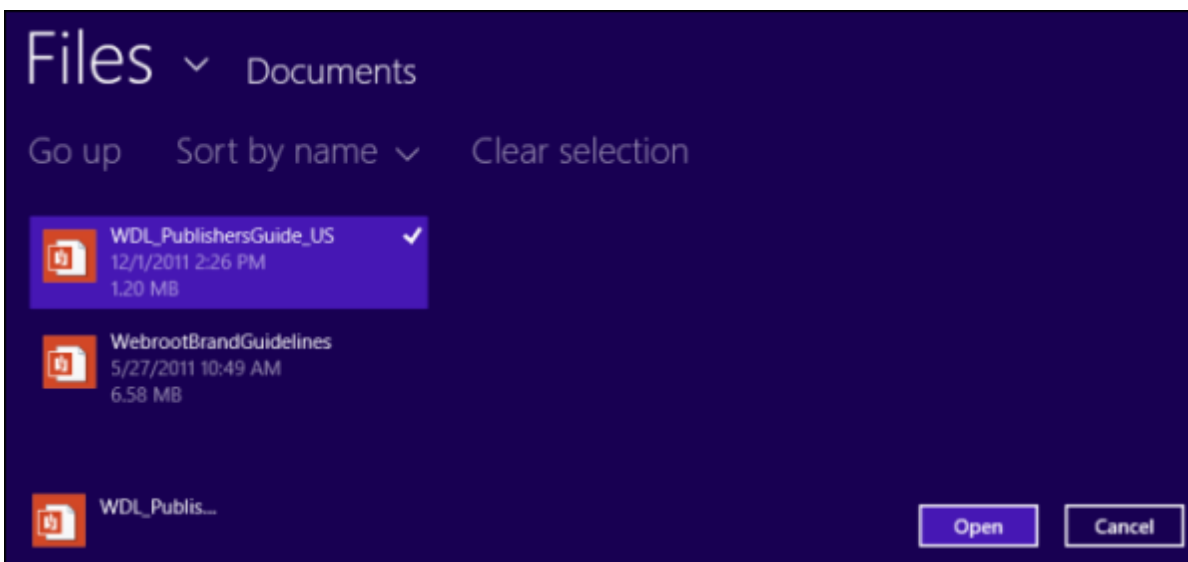
### To add a file:

1. Open the App bar, as follows:  
**Touch-screen:** Swipe from the bottom of the screen.  
**Mouse:** Right-click in any open area of the screen.  
**Keyboard:** Press and hold **⌘-Z**.

2. From the App bar, select **Add**:



3. Navigate to the desired folder, and select the files. (Hold down the **Ctrl** key or **Shift** key to select multiple files. You can also go up to the Folder level and use **Select All**.) When the files are selected, click **Open**.



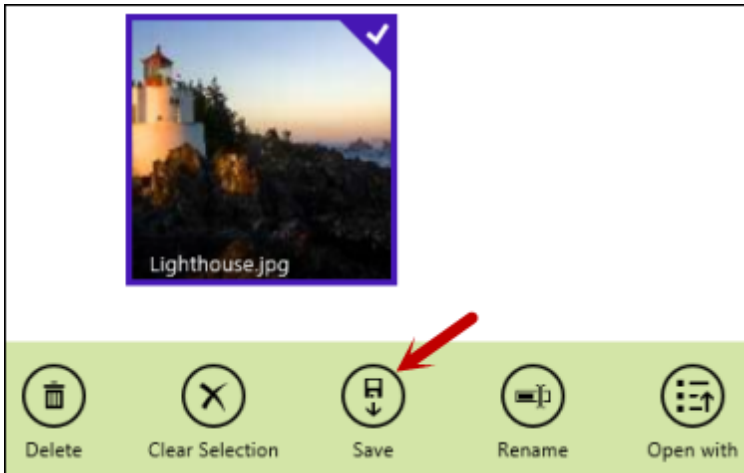
The files are instantly synchronized to the cloud. As the files upload, a status appears at the top right of the screen. You can also click on the **Status** link to see a list of pending or processing operations.

## Saving files to your Windows device

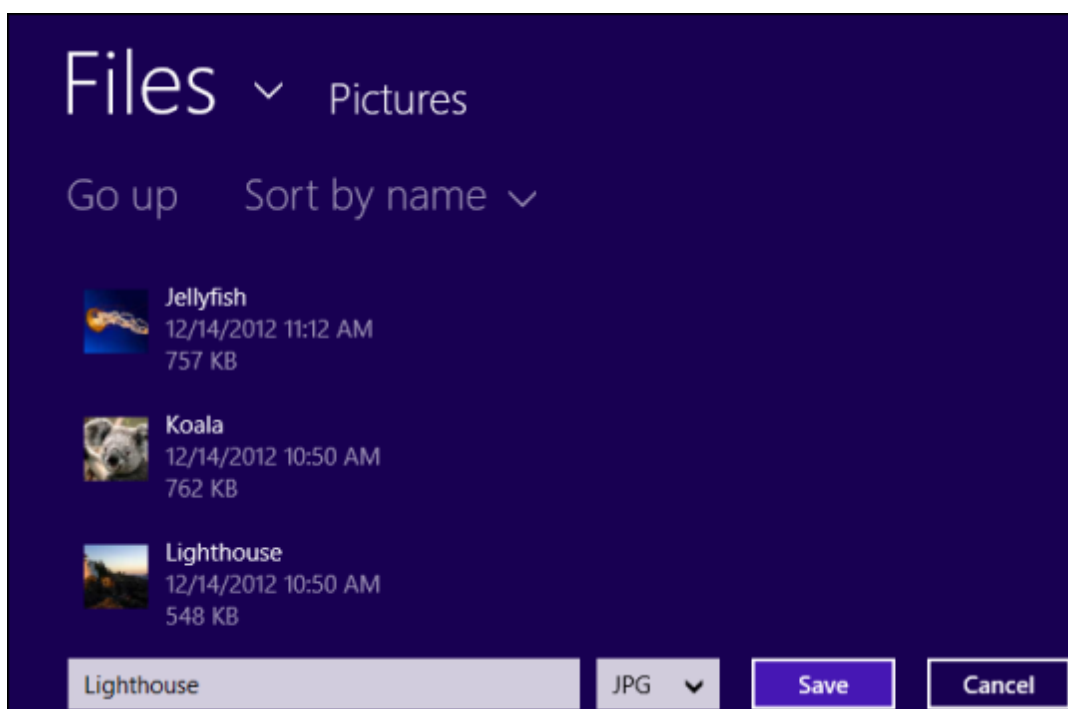
When you install the Backup & Sync app, it does not automatically download synchronized files from the cloud to your computer. If desired, you can manually save selected files to your computer.

### To download and save files:

1. Select a file by right-clicking or swiping on the file name.  
The App bar opens when a file is selected. If you want to select multiple files, hold down the **Ctrl** key or **Shift** key and select more files. (You can also use **Select All** from the App bar.) If you need to deselect all the files to start over, select **Clear Selection**.
2. From the App bar, select **Save**.



3. Select the destination folder, then select **Save**. (If you selected one file, you can also change the name.)



As the files download, a status appears at the top right of the screen.

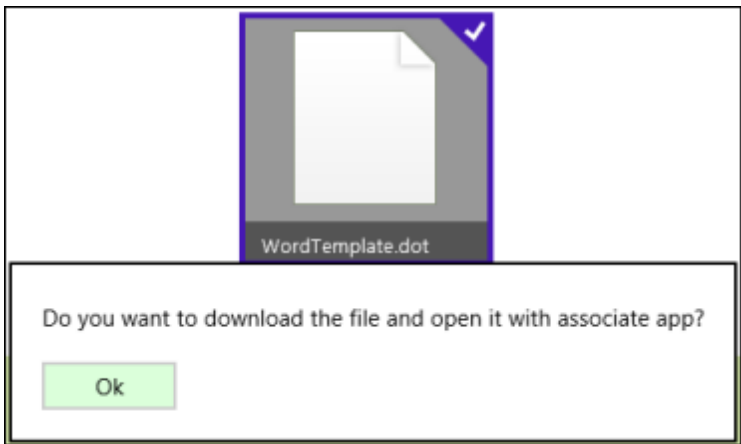
## Opening files from the cloud

When you install the Backup & Sync app, it does not automatically download synchronized files from the cloud to your computer. However, you can open files in read-only mode.

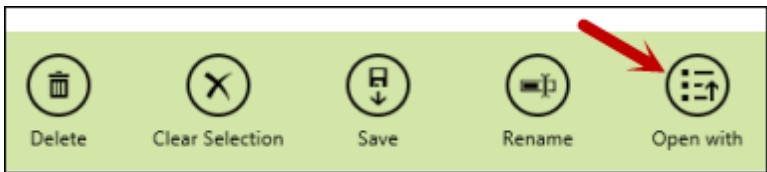
**Note:** If you want to save files, see "Saving files to your Windows device" on page 27.

To open files, you can do either of the following:

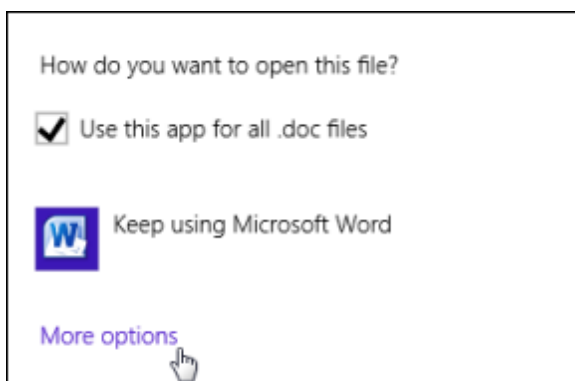
- To open the file with its associated application, select a file by clicking or tapping on the filename. Then click **OK** at the prompt.



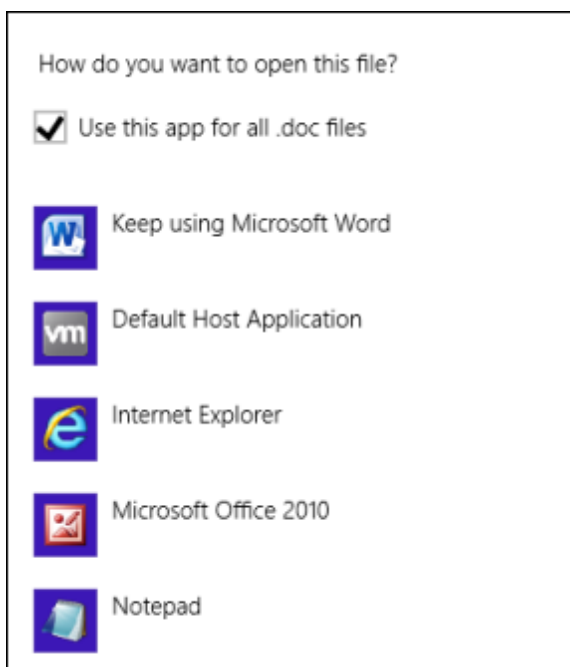
- To choose a different application, select a file by right-clicking or swiping on the file name. In the App bar, select **Open with**.



Select **More options**:



Select an application from the list.

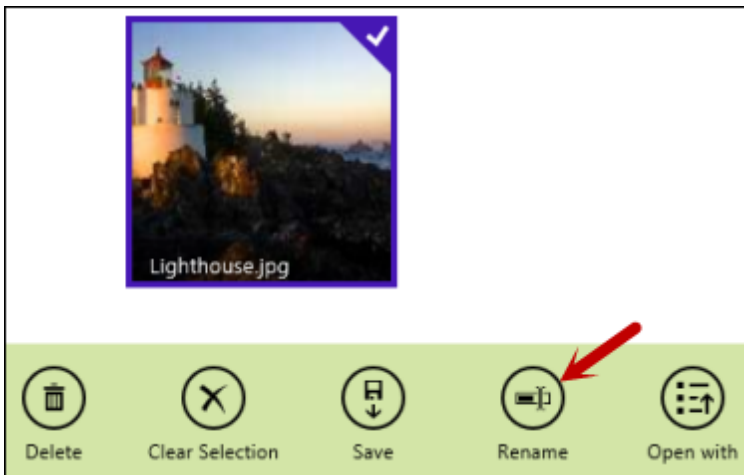


## Renaming files

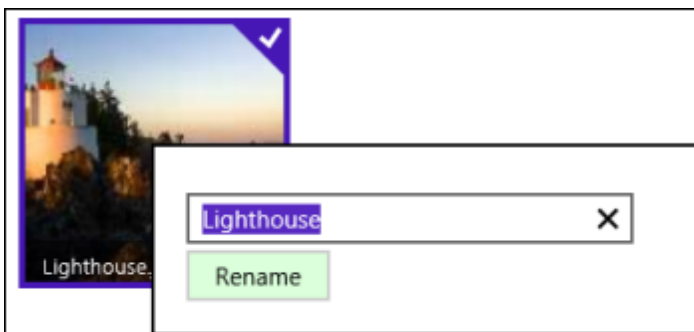
You can use the Backup & Sync app to rename a file in the cloud.

### To rename a file:

1. Select a file by right-clicking or swiping on the file name.  
The App bar opens when a file is selected. If you want to select multiple files, hold down the **Ctrl** key or **Shift** key and select more files. (You can also use **Select All** from the App bar.) If you need to deselect all the files to start over, select **Clear Selection**.
2. From the App bar, select **Rename**:



3. Enter the new file name and select **Rename**.



## Deleting files

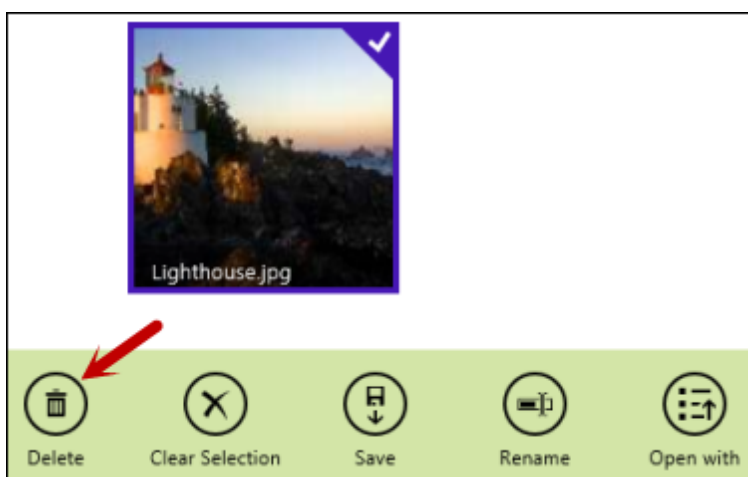
Using the Backup & Sync app, you can delete files from the cloud.

### To delete files:

1. Select a file by right-clicking or swiping on the file name.

The App bar opens when a file is selected. If you want to select multiple files, hold down the **Ctrl** key or **Shift** key and select more files. (You can also use **Select All** from the App bar.) If you need to deselect all the files to start over, select **Clear Selection**.

2. From the App bar, select **Delete**:



The file is removed from the cloud. If you previously downloaded the file, it is not deleted from your computer.





# Managing Folders

To learn more about managing folders, see the following topics:

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<b>Renaming folders</b> .....	<b>36</b>
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## Adding folders to the cloud

You can use the Backup & Sync app to create a new folder in the cloud.

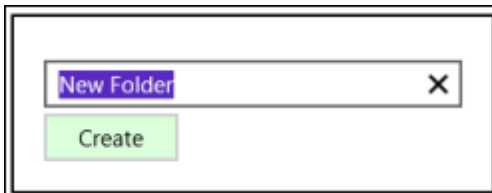
### To add a folder:

1. Open the App bar, as follows:  
**Touch-screen:** Swipe from the bottom of the screen.  
**Mouse:** Right-click in any open area of the screen.  
**Keyboard:** Press and hold **⌘-Z**.

2. From the App bar, select **New Folder**:



3. Enter a folder name and select **Create**.



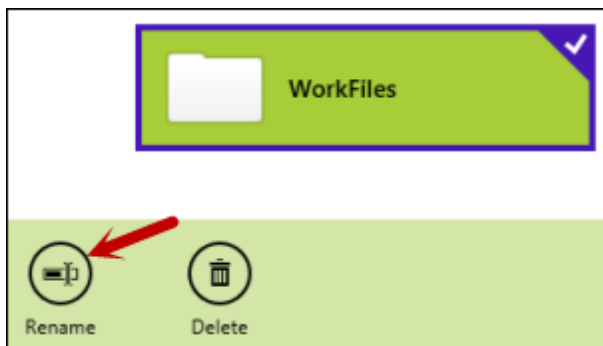
4. To add files to this folder, see "Adding files to the cloud" on page 25.

## Renaming folders

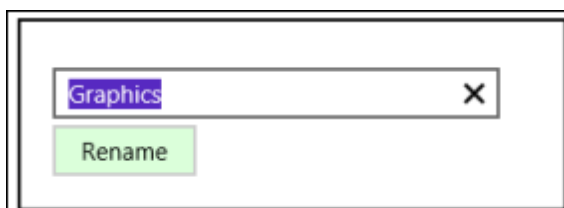
You can use the Backup & Sync app to rename a folder in the cloud.

To rename a folder:

1. Select a folder by right-clicking or swiping on the folder name.  
The App bar opens when a folder is selected. If you want to select multiple folders, hold down the **Ctrl** key or **Shift** key and select more folders. (You can also use **Select All** from the App bar.)
2. From the App bar, select **Rename**:



3. Enter the new file name and select **Rename**.

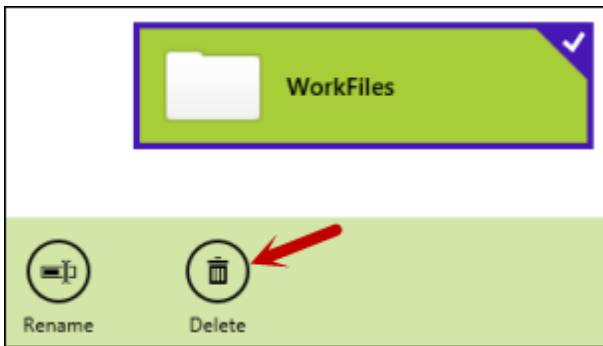


## Deleting folders

Using the Backup & Sync app, you can delete folders from the cloud.

### To delete folders:

1. Select a folder by right-clicking or swiping on the folder name.  
The App bar opens when a file is selected. If you want to select multiple files, hold down the **Ctrl** key or **Shift** key and select more folders. (You can also use **Select All** from the App bar.)
2. From the App bar, select **Delete**:



The file is removed from the cloud. If you previously downloaded the file, it is not deleted from your computer.

# Managing Account Settings

To learn more about changing the settings for the Backup & Sync app and your Webroot account, see the following topics:

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## Accessing your online account

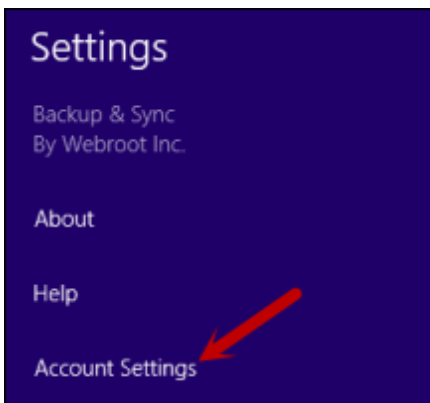
From the Backup & Sync app, you can access your Webroot account at my.webrootanywhere.com.

### To access your online account:

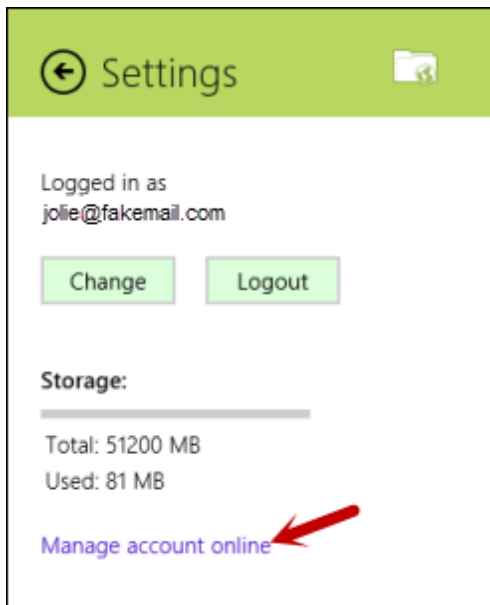
1. Open the Charms bar, as follows:  
**Touch-screen:** Swipe from the right side of the screen.  
**Mouse:** Hover your mouse over the bottom right corner of your screen.  
**Keyboard:** Press and hold **Windows-C**.
2. Click on the **Settings** charm to access the Backup & Sync settings.



3. Select **Account Settings**.

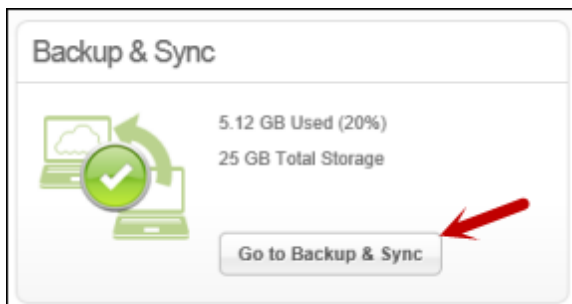


4. From the Settings panel, select **Manage account online**.



Your default browser opens to my.webrootanywhere.com.

5. Enter your account login credentials, followed by your security code.  
The SecureAnywhere website opens.
6. From the Home panel, select **Go to Backup & Sync**:



All your synchronized and archived files are available from this website. For more information, see the [SecureAnywhere Management Website User Guide](#).



## Changing login credentials

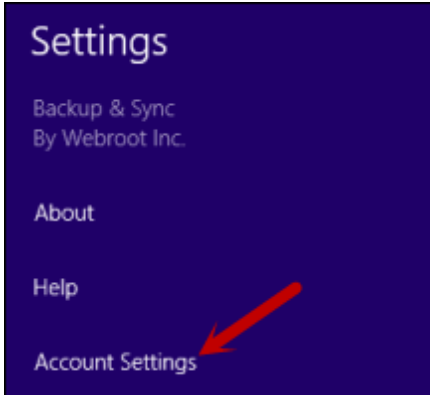
If you have several different Webroot accounts, you can easily switch between accounts in the Backup & Sync app.

### To log in with different credentials:

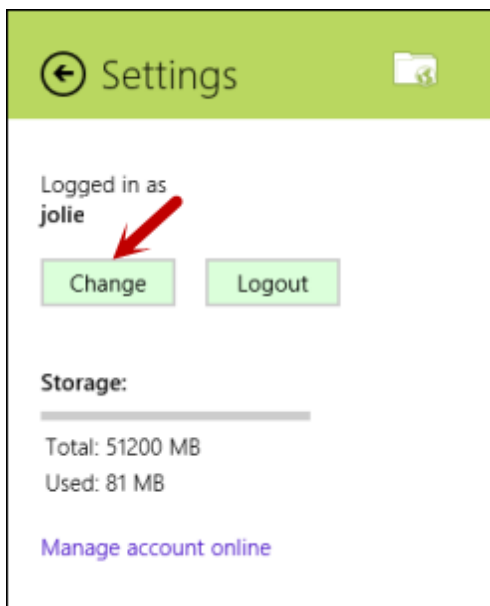
1. Open the Charms bar, as follows:  
**Touch-screen:** Swipe from the right side of the screen.  
**Mouse:** Hover your mouse over the bottom right corner of your screen.  
**Keyboard:** Press and hold **⌘-C**.
2. Click on the **Settings** charm to access the Backup & Sync settings.



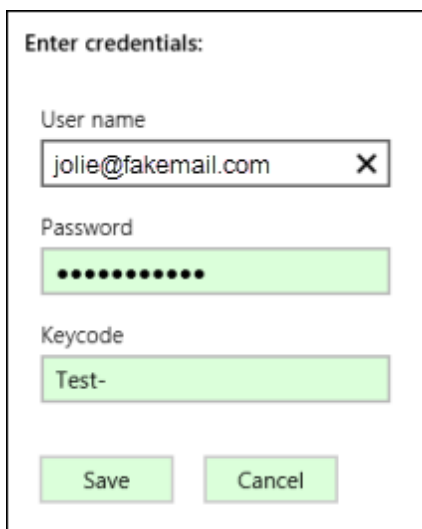
3. Select **Account Settings**.



4. From the Settings panel, select **Change**.



5. From the next panel, you can log in with different credentials.

A screenshot of a form titled 'Enter credentials:'. It has three input fields: 'User name' with the value 'jolie@fakemail.com', 'Password' with a masked password of ten dots, and 'Keycode' with the value 'Test-'. At the bottom, there are two buttons: 'Save' and 'Cancel'.

6. Click **Save**.

## Changing the keycode

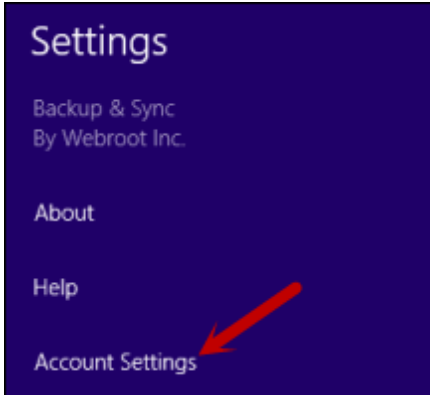
If necessary, you can enter a new keycode for the Backup & Sync app.

### To change the keycode:

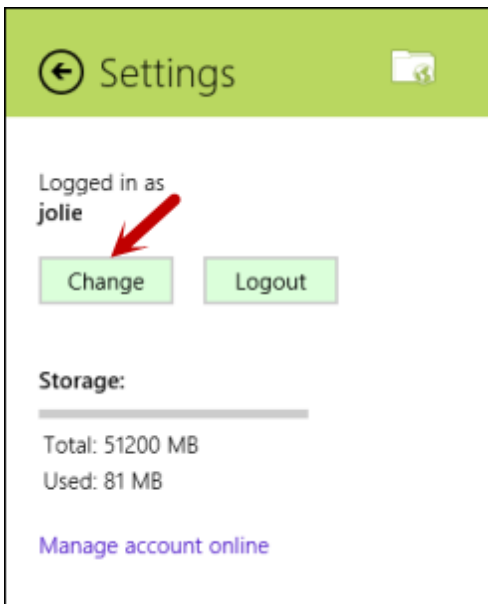
1. Open the Charms bar, as follows:  
**Touch-screen:** Swipe from the right side of the screen.  
**Mouse:** Hover your mouse over the bottom right corner of your screen.  
**Keyboard:** Press and hold **⊞-C**.
2. Click on the **Settings** charm to access the Backup & Sync settings.



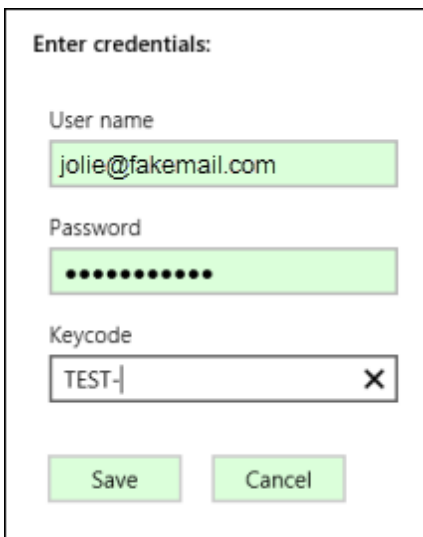
3. Select **Account Settings**.



4. From the Settings panel, select **Change**.



5. From the next panel, enter a new keycode in the **Keycode** field.

A screenshot of a form titled 'Enter credentials:'. It has three input fields: 'User name' with the value 'jolie@fakemail.com', 'Password' with a masked password of ten dots, and 'Keycode' with the value 'TEST-'. There are 'Save' and 'Cancel' buttons at the bottom.

6. Click **Save**.



# Accessing Support and Resources

To learn more about Webroot's Support options and other resources, see the following topics:

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<b>Accessing Technical Support options</b> .....	<b>47</b>
<b>Accessing additional publications</b> .....	<b>49</b>

## Accessing Technical Support options

Webroot offers a variety of Technical Support options, including:

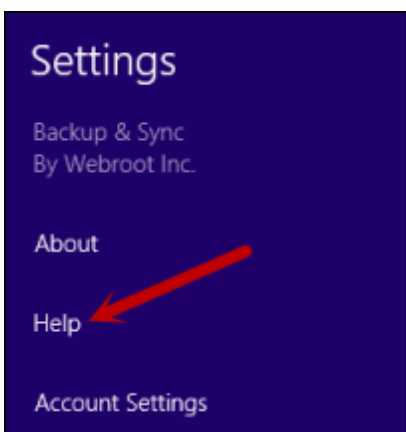
- Ticket and phone support
- Interactive knowledgebase
- Community forums
- Product manuals

### To access these support options:

1. Open the Charms bar, as follows:  
**Touch-screen:** Swipe from the right side of the screen.  
**Mouse:** Hover your mouse over the bottom right corner of your screen.  
**Keyboard:** Press and hold -C.
2. Click on the **Settings** charm to access the Backup & Sync settings.



3. Select **Help**.



The Help panel shows options for receiving product instructions and support resources:

- **Contact Support.** Opens the Product Support page, where you can search our knowledgebase and access other materials.
- **Go to Webroot Community.** Opens the Webroot community forums website. Click on **Webroot Community** for Individuals and Families.
- **Go to Product Help.** Opens the Help for the Backup & Sync app.



## **Accessing additional publications**

To access additional user guides and other resources, go to our [Help and Product Guides page](#).

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