WEBROOT®
SecureAnywhere™

Management Website User Guide

SecureAnywhere AntiVirus
SecureAnywhere Internet Security Plus
SecureAnywhere Complete

Copyright

Management Website User Guide

July, 2013

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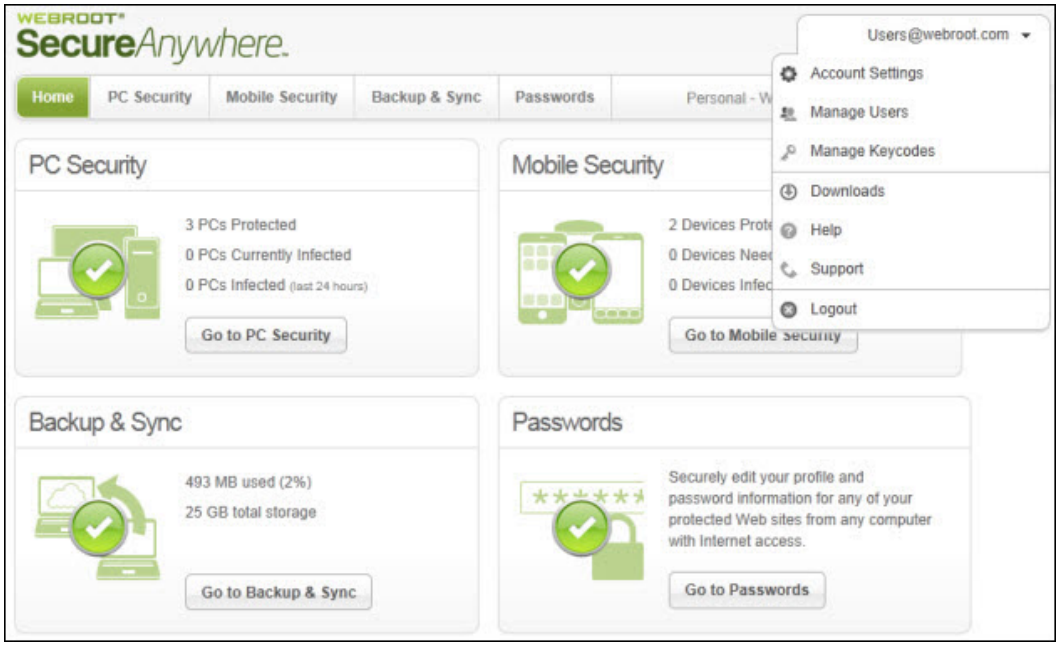
Getting Started

The Webroot® SecureAnywhere™ website provides a central portal from which you can view and manage your protected devices. To access this website, open a browser, go to my.webrootanywhere.com, and enter your Webroot account credentials. After you log in, the SecureAnywhere website (shown below) displays your account data and the security status of all your devices.

Depending on the SecureAnywhere edition you purchased (AntiVirus, Internet Security Plus, or Complete), some panels will be inactive. The Mobile Security panel is inactive if you did not activate SecureAnywhere protection on a smartphone or tablet. The Backup & Sync and Passwords panels are inactive if your SecureAnywhere edition does not include those features. For upgrade information, see Webroot's product offerings.



To begin using the SecureAnywhere website, see the following topics:

Creating an account **2**

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Creating an account

To use the SecureAnywhere website, you must create a Webroot account as described in this section.

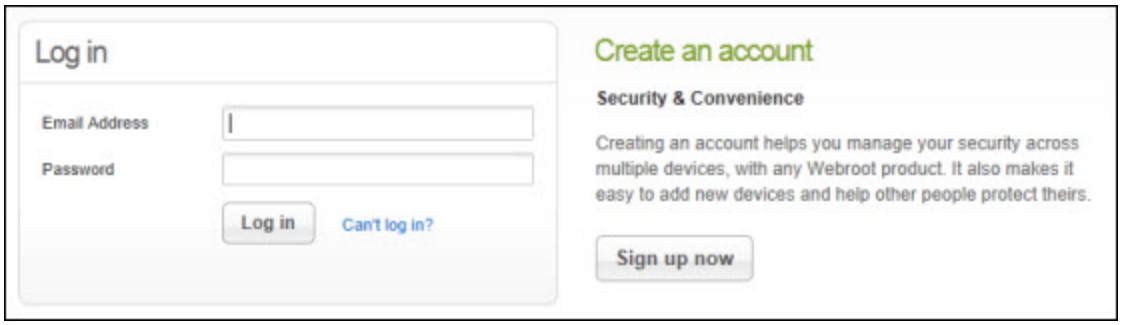
> **Note**: When you create an account, you automatically become the account administrator. The administrator has full permissions on all account functions, which include adding other users and specifying permissions for those users.

Before you begin, do the following:

- Install SecureAnywhere on your computer. (We recommend that you install SecureAnywhere first, but you can do it later if you want.)
- Have available the license keycode you used to install SecureAnywhere. (If you have additional products and additional keycodes, you can add them later.)
- Make sure you are using one of the following browsers:
  - Internet Explorer, versions 8 and 9
  - Firefox, versions 3.6 and higher
  - Chrome or Safari, all versions

To create an account:

1. Open your browser to the SecureAnywhere website at my.webrootanywhere.com.
2. Under **Create an account**, click **Sign up now**.

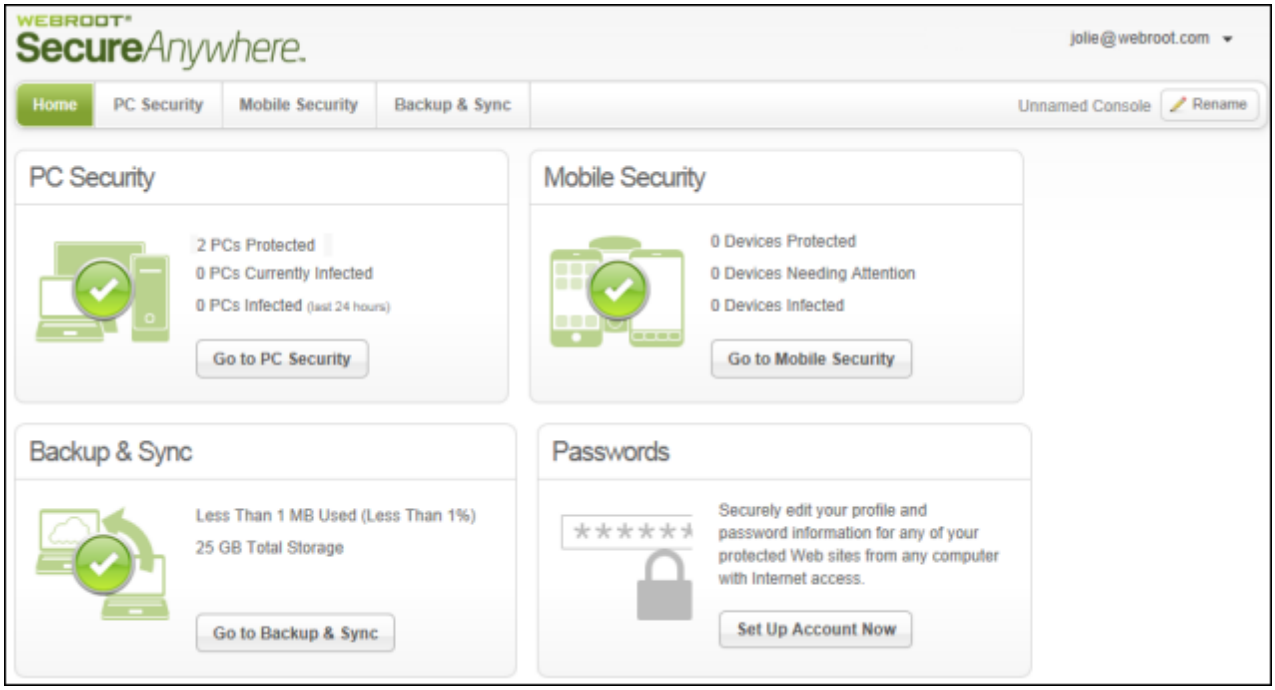


3. Enter your information in the **Create an account** panel, as described in the following table.

Create an account	
Webroot Product Keycode	Enter the license keycode you received when you purchased the product.
Email address	Enter your email address, which will also be used for your login name. Your account activation confirmation will be sent to this address.
Password	Enter a minimum of 9 characters. Your password must contain at least 6 alphabetic characters and 3 numeric characters. Your password can be longer than the required 9 characters. It can include special characters, except for angle brackets: < and >. Your password is case sensitive. As you type, the Strength meter shows how secure your password is. For optimum security, you should make your password as strong as possible.
Your Personal Security Code	Enter a word or number, which will be used for an extra security step after you enter the password during login. Choose a code that is easy to remember, using a minimum of 6 characters. Every time you log in, you must also enter two random characters of this code. For example, if your code is **123456** and it prompts you for the **fourth** and **sixth** character, you would enter **4** and **6**. Your Personal Security Code is case sensitive.
Security Question	Choose a question from the drop-down list. If you later forget the details of your login, you need to provide the answer to this question to retrieve the information.
Security Answer	Type an answer to your security question. The Security Answer is case-sensitive.

4. After you enter account details, click **Register Now.**
   SecureAnywhere displays a confirmation message and sends an email to the address you specified. This may take a few minutes.
   Note: If your SecureAnywhere edition includes the Backup & Sync feature, another field appears that prompts you to select a storage region. Select the region closest to you (U.S., Europe, or Japan), then click **Register Now** again.
5. From your email system, open the confirmation email from Webroot and click the link. **Your account will not be created until you click this link.**
6. When SecureAnywhere prompts you to enter two characters from the Personal Security Code, type the requested characters and click **Confirm Registration Now**. For example, if your code is **123456** and it prompts you for the **fourth** and **sixth** characters, you would enter **4** and **6**.

The SecureAnywhere website opens, similar to the following example. The options that appear depend on which SecureAnywhere editions you purchased (AntiVirus, Internet Security Plus, or Complete).



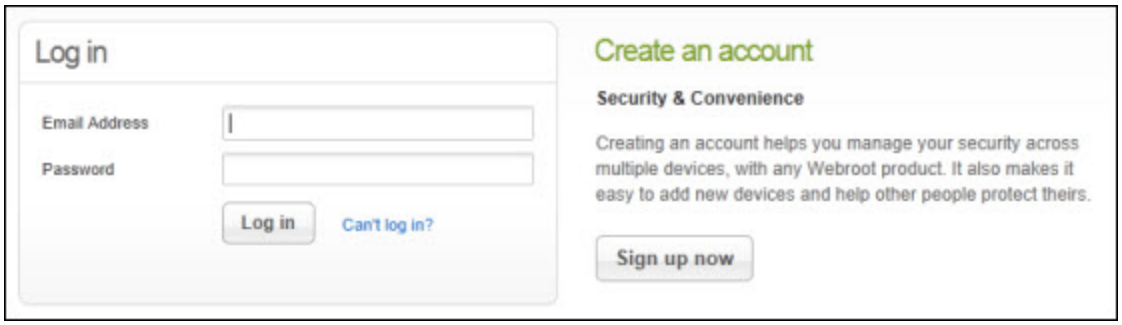
The SecureAnywhere website provides the following features:

Website features	
PC Security	Get a global view into all your PCs with SecureAnywhere installed. Using a web browser from a remote location, you can see whether your computers are secure or infected. *Coming soon*: Mac Security will be included in the SecureAnywhere website.
Mobile Security	Get a global view into all your smartphones and tablets with SecureAnywhere installed. If necessary, you can remotely locate a missing mobile device with the Lost Device Protection feature.
Backup & Sync	Access your synchronized and archived files (if your SecureAnywhere edition includes Backup & Sync). Using a web browser from a remote location, you can download the latest version of a document from your home or office computer. See "Getting Started with Backup & Sync" on page 56.
Passwords	Access your saved passwords and profiles (if your SecureAnywhere edition includes the Passwords feature). For example, if you can't remember your login to a banking site, you can go to the Passwords panel and view your user name and password. **Note**: When you first log in, the Passwords panel displays a **Set Up Account Now** button. See "Getting Started with Passwords" on page 84.
Account Administration	Upgrade your products, add other devices, and manage additional users in your account. If you are an administrator who manages device security for others, you can organize groups of devices into "consoles." A console might include a view of your home devices or your business devices. See "Managing consoles" on page 10.

Logging in to your account

To log in to your account in the SecureAnywhere website:

1. Open your browser to the SecureAnywhere website at my.webrootanywhere.com.
2. In the login panel, enter the email address and password you specified when you registered.
3. Click **Log in**.



4. At the personal security code prompt, type the requested characters and click **Log in**.
   This personal security code was defined when you created a Webroot account. Every time you log in, SecureAnywhere will require this extra security step. Be aware that it prompts for two random characters of your code. For example, if your code is **123456** and it prompts you for the **fourth** and **sixth** characters, you would enter **4** and **6**.

   Tip: If you forgot your password or security code, click the **Can't log in?** link, then click **I forgot my password** or **I forgot my security code**. SecureAnywhere prompts you to enter your email address and sends you an email message containing a link for resetting your password or security code.

Managing your Account

For instructions about managing your account, see the following topics:

Adding devices with different keycodes 8
Managing consoles 10
Editing your account settings 14
Managing users 18

Adding devices with different keycodes

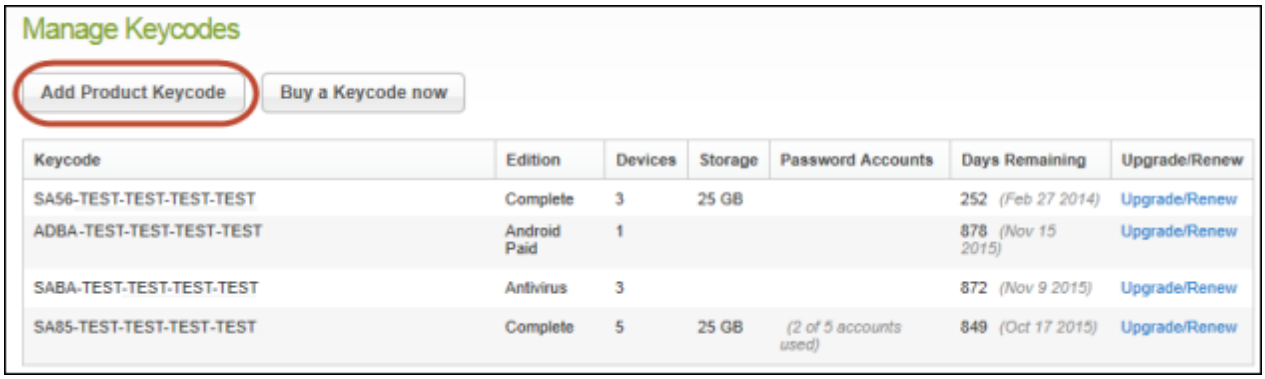
If you installed SecureAnywhere on multiple PCs using the same multi-license keycode, the SecureAnywhere website displays information for these PCs after a scan runs on each one. If you installed another Webroot product on a device that uses a different keycode, you must manually add that keycode to your account, as described in this section.

To add a device to your account:

1. Make sure SecureAnywhere is installed on the device you want to manage.
2. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
3. If you have multiple consoles, select the console under which you want to add the new keycode. (For more information, see "Managing consoles" on page 10.)
4. From the drop-down menu next to your login ID, select **Manage Keycodes**.

SecureAnywhere displays the keycodes page.

5. Click **Add Product Keycode**.



6. In the next panel, enter the new code and click **Add**.
   SecureAnywhere verifies the code.
7. Run a scan on the device.
   When the scan completes, it reports its status to the website.

Managing consoles

When you first registered an account, SecureAnywhere organized your managed devices into a single "console." A console is a collection of one or more devices running a Webroot product. If desired, you can create multiple consoles, which can be convenient if you are managing devices for different people and different purposes. For example, a small business owner might want to create consoles for home and business. The "home" console could include the laptops and mobiles devices of family members. The "business" console could include laptops and mobile devices of employees. By creating these separate consoles, the administrator has simplified views into the devices used by family or by employees.

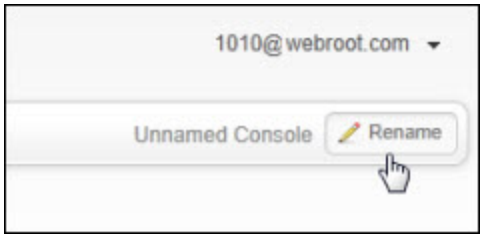
Note: A single console is sufficient for most people.

Changing the default console name

After you first create an account, SecureAnywhere automatically organizes your devices into a default console called "Unnamed Console." If desired, you can change it to a more meaningful name.

To change the default console name:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click **Rename** to the right of the console name.



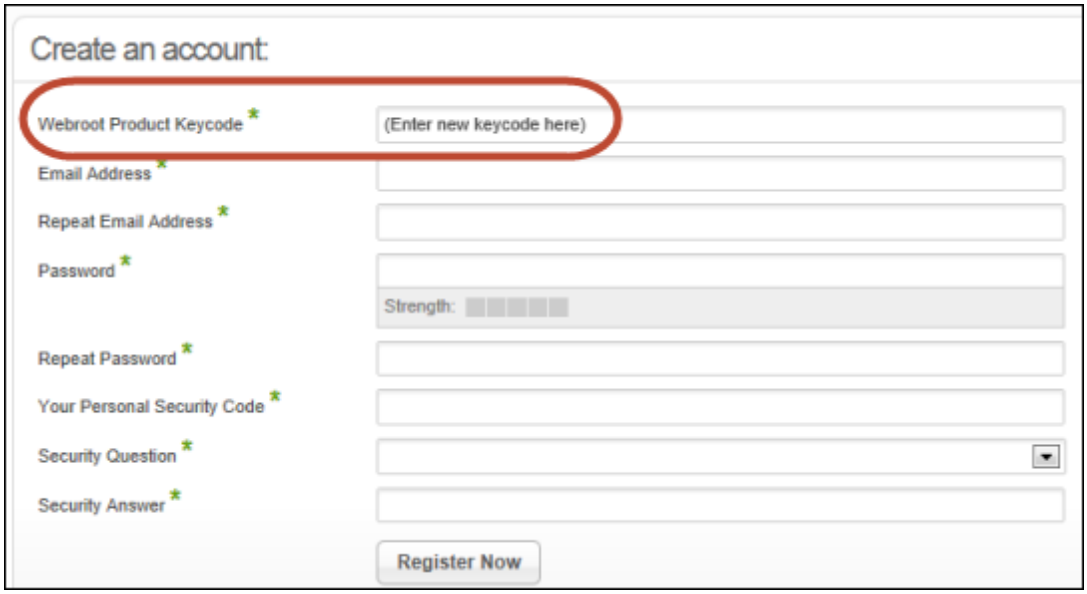
3. Type a name, using alphanumeric characters and spaces only.
4. Click **Save**.

Adding a new console

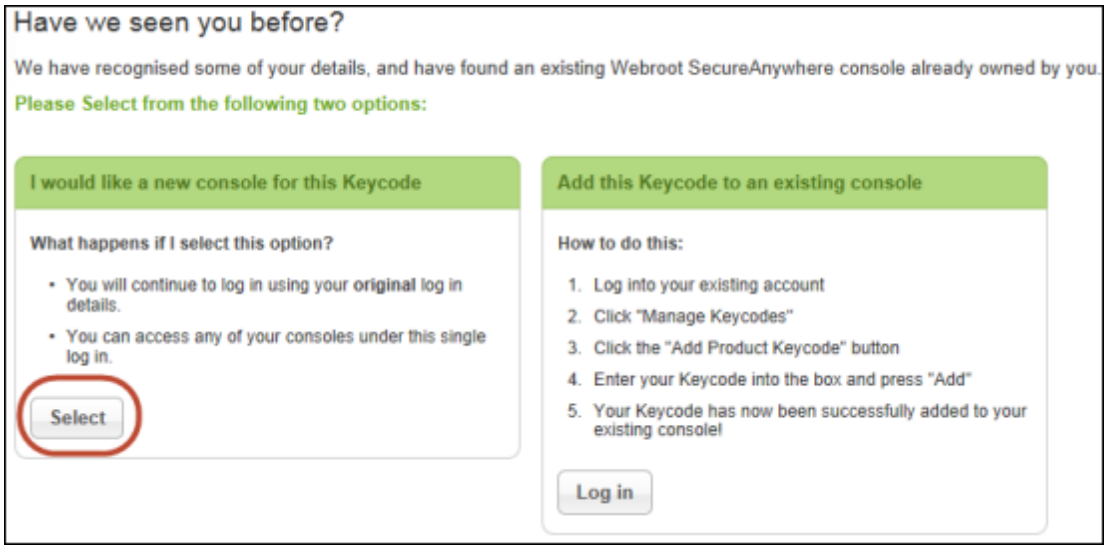
If you manage multiple devices for friends or employees, you might want to organize them into separate consoles.

To add a new console:

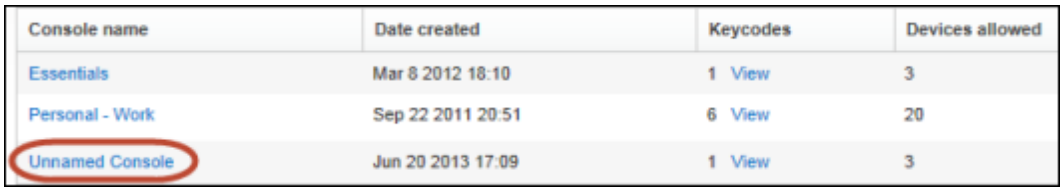
1. Obtain a new keycode from Webroot for the devices that will be managed in the new console. Install SecureAnywhere on those PCs with that new keycode.
2. Open your browser to the SecureAnywhere website at my.webrootanywhere.com.
3. Instead of logging in to your account, click **Sign up now**.
   The system displays the same registration page you used to create your account.
4. In the first field, enter the new keycode.



5. In the remaining fields, specify your existing account information for the email address, password, security code, and security question and answer.
6. Click **Register Now**.
   Because you already created an account using your email address, SecureAnywhere recognizes your information. The system prompts you to create a new console for the device.



7. Click **Select** in the left panel to add a new console.
   SecureAnywhere creates the console and prompts you to log in.
8. Log in with your account information.
   A panel similar to the following example appears.
9. Choose the new "Unnamed Console." (You can rename it later, as described above.)



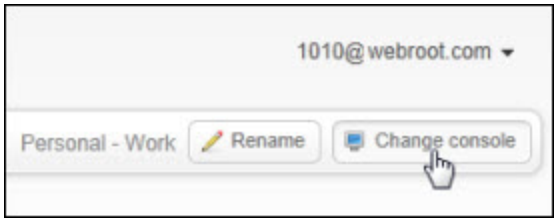
Console name	Date created	Keycodes	Devices allowed
Essentials	Mar 8 2012 18:10	1 View	3
Personal - Work	Sep 22 2011 20:51	6 View	20
Unnamed Console	Jun 20 2013 17:09	1 View	3

Your new console shows any device that use the keycode you entered.

Switching between consoles

To switch to another console:

1. Click **Change console**.



2. Select the console you want to view.

Editing your account settings

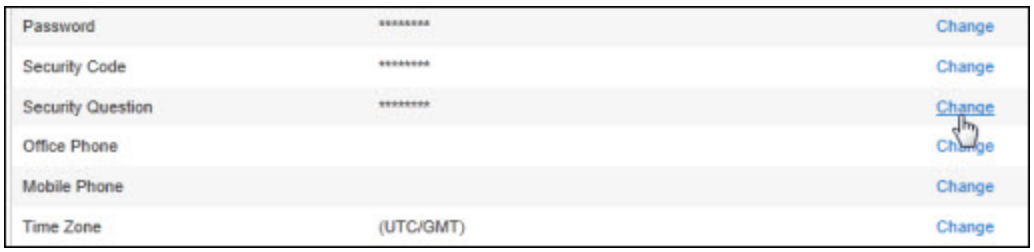
An *account* defines your user details (login name, password, etc.) and access permissions. You can add or change any of the account settings, except the email address specified for your login name.

To access your account settings:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the down arrow at the right of your login ID, then select **Account Settings**.

SecureAnywhere displays the Account Settings page.

3. Click a **Change** link to edit information.



4. Refer to the following sections, depending on what settings you want to edit:

   - Adding your name, phone, or time zone
   - Changing your password
   - Changing your security code
   - Changing your security question

Adding your name, phone number, or time zone

If desired, you can add your name, contact information, and the time zone where your PCs are located. You can also include a *Display Name,* which appears in the **Manage Users** panel (see "Managing users" on page 18).

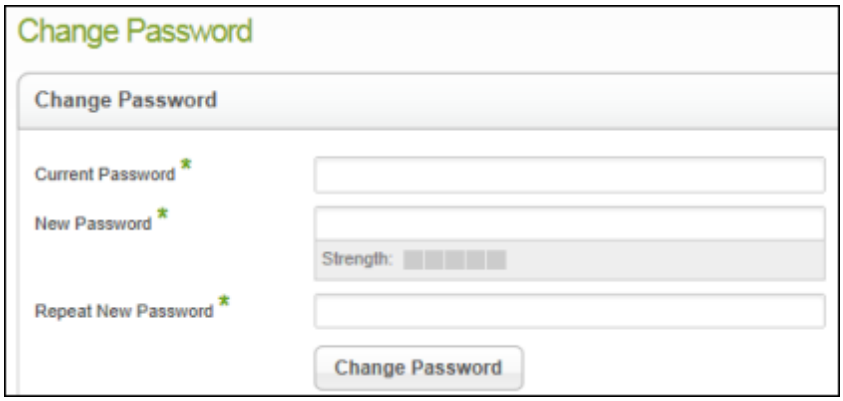
1. Access your account settings as described above.
2. Click **Change** to the right of a name, phone, or time zone field.
   The following dialog opens:

3. Enter or change the information, then click **Save Details**.
   To change the time zone, click the pencil icon at the right, then type the country, region, or city to open a drop-down menu of choices.
4. If you are the Admin for your account, you can also change access rights by clicking **Access & Permissions**. For a description of permissions, see "Managing users" on page 18.

Changing your password

You entered a password when you created the account. If desired, you can change it in the account settings.

1. Access your account settings as described above.
2. Click **Change** to the right of the **Password** field.
   The following dialog opens.

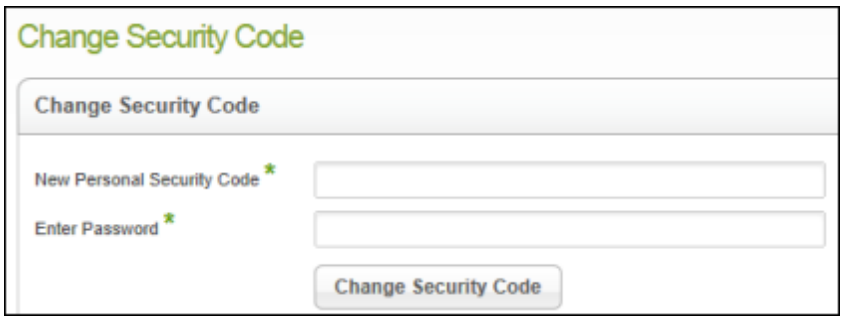


3. In the first field, enter your old password.
4. In the second field, enter a minimum of 9 characters for your new password.
   Your password must contain at least 6 alphabetic characters and 3 numeric characters. Your password can be longer than the required 9 characters. It can include special characters, except for angle brackets: < and >. Your password is case sensitive.
   As you type, the Strength meter shows how secure your password is. For optimum security, you should make your password as strong as possible.
5. Enter the same characters in the **Repeat New Password** field.
6. Click **Change Password**.

Changing your security code

You defined a security code when you created the account. As an extra security step, the SecureAnywhere website prompts you for this code right after you log in. If desired, you can change the code.

1. Access your account settings as described above.
2. Click **Change** to the right of the **Security Code** field.
   The following dialog opens:

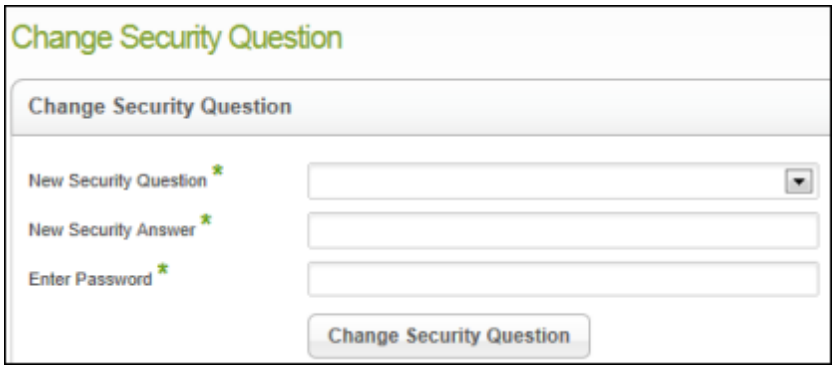


3. In the **New Personal Security Code** field, enter a word or number. Choose a code that is easy to remember, using a minimum of 6 characters. Every time you log in, you must also enter two random characters of this code. For example, if your code is **123456** and it prompts you for the **fourth** and **sixth** character, you would enter **4** and **6**. Your Personal Security Code is case sensitive.
4. In the second field, enter your current password.
5. Click **Change Security Code**.

Changing your security question

The security question allows Webroot to identify your account if you forget your user name, password, or security code. If you answer the question correctly, we can retrieve the login information for you.

1. Access your account settings as described above.
2. Click **Change** to the right of the **Security Question** field.
   The following dialog opens:



3. In the **New Security Question** field, choose a question from the drop-down list.
4. In the **New Security Answer** field, type an answer.
5. In the last field, enter your current password.
6. Click **Change Security Question**.

Managing users

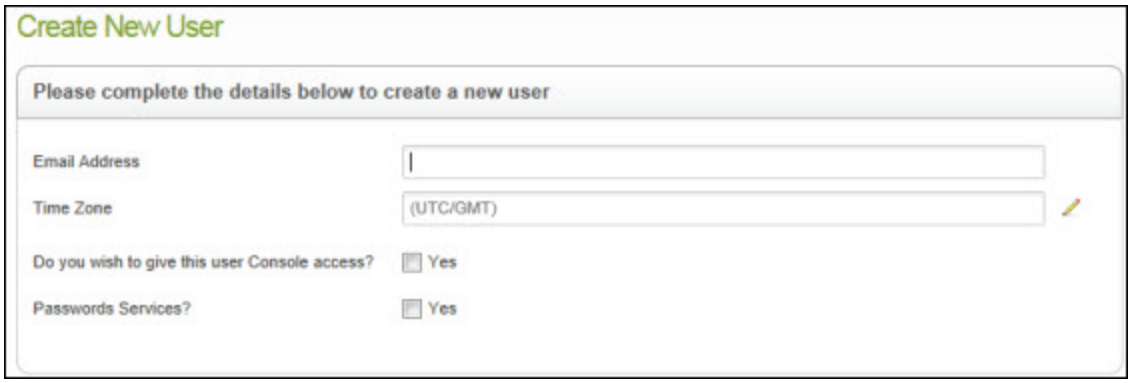
SecureAnywhere allows you to add other users to your account. You can then give them permission to access security-related information on their devices using your account website.

To add a user to your account:

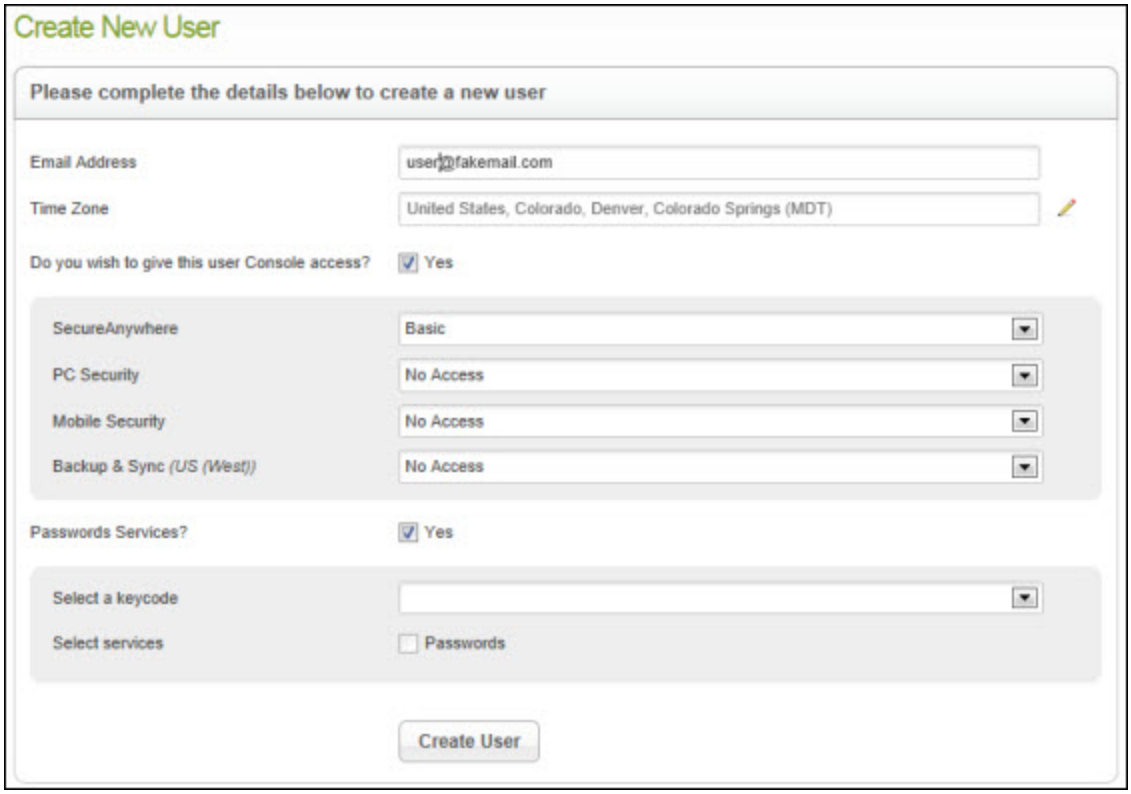
1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the down arrow at the right of your login ID, then select **Manage Users**.

SecureAnywhere displays a list of users for this account.

3. Click **Create New User**.
   SecureAnywhere displays the Create New User screen.



4. Enter an email address for this user and select their time zone. To change the time zone, click the pencil icon at the right, then type the country, region, or city to open a drop-down menu of choices.
5. If desired, select the first **Yes** checkbox to give this user access to your account.
   When you click **Yes**, additional fields appear as shown in the following example.



6. Select the access permissions for each component:

    - **SecureAnywhere**: The **Home** page of **my.webrootanywhere.com**. From here, the user can access the other Webroot portals (PC Security, Mobile Security, Backup & Sync). Select either **Basic** for limited access to consoles and account settings or **Admin** for full access to all keycodes, users, and account settings in Webroot portals.
    - **PC Security**: The portal for viewing scan status on the PCs and sending commands to the PCs. Select either **Basic** for read-only access or **Admin** for full access controls.
    - **Mobile Security**: The portal for viewing scan status on the mobile devices and for sending commands to the devices. Select either **Basic** for read-only access or **Admin** for full access controls.
    - **Backup & Sync**: The portal for accessing data stored with the Backup & Sync component. Select either **Basic** for read-only access or **Admin** for full access controls.

7. If desired, select the second **Yes** checkbox next to **Passwords Services?** to give this user access to the Passwords feature (for more information, see "Getting Started with Passwords" on page 84). When you click **Yes**, additional fields appear as shown in the example above. Click the checkbox next to **Passwords** to enable the service for this user. If you have more than one keycode in your account, select the drop-down arrow in the **Select a keycode** field and click the keycode you want to associate with the Passwords feature.
8. When you are finished, click **Create User**.
   Webroot will send a confirmation email to the address you specified, which will contain an initial password. The user opens the email, clicks the link, pastes in the initial password and enters a new password in the form provided. Once this process is complete, the new user can log in to the Webroot account.

PC Security

For instructions about managing PC security in the SecureAnywhere website, see the following topics:

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Deactivating a PC **35**
Locking, shutting down, or restarting a PC **37**

Viewing PC status

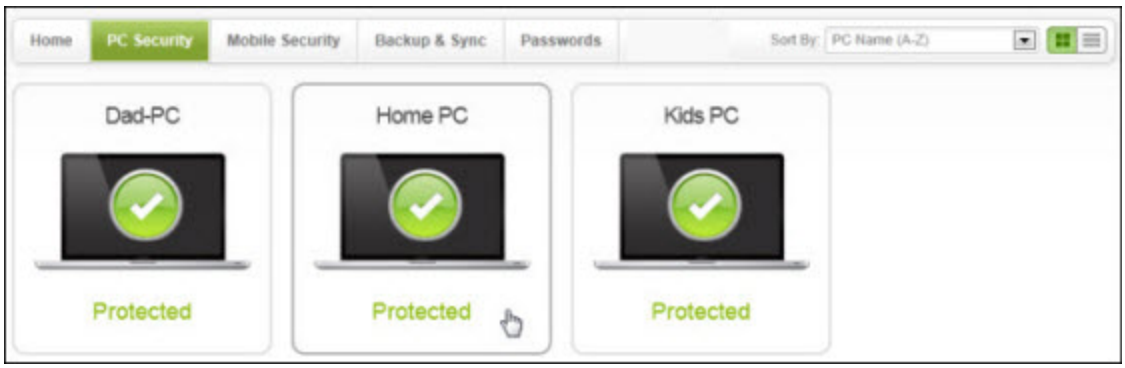
From the website, you can globally review status information for your PCs. Status information includes scan results and license information.

> **Note**: To view PC status, you must first install SecureAnywhere on the PC, enter your Webroot account credentials when prompted, then allow SecureAnywhere to run a scan.

To view the PC security status:

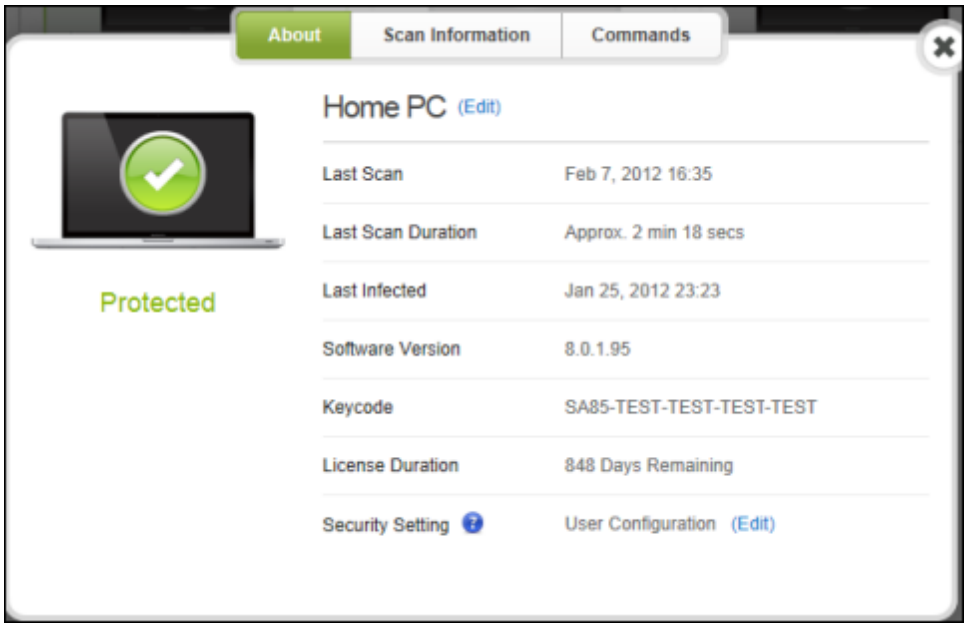
1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **PC Security** tab or **Go to PC Security**.

3. When the PC Security panel opens, you can view more details by clicking an individual PC.



If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. In the About panel, you can view details about recent scans, the software version, keycode, and days remaining on your license. You can also remotely change the security setting (see "Editing the PC security settings" on page 26).

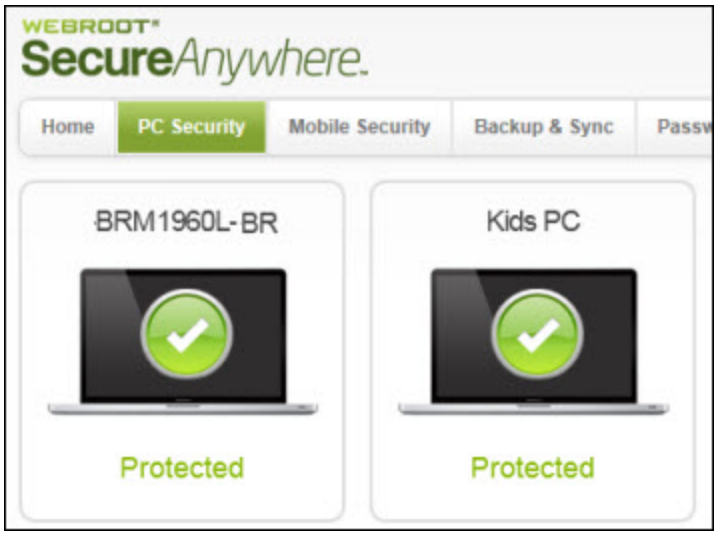


Adding a PC

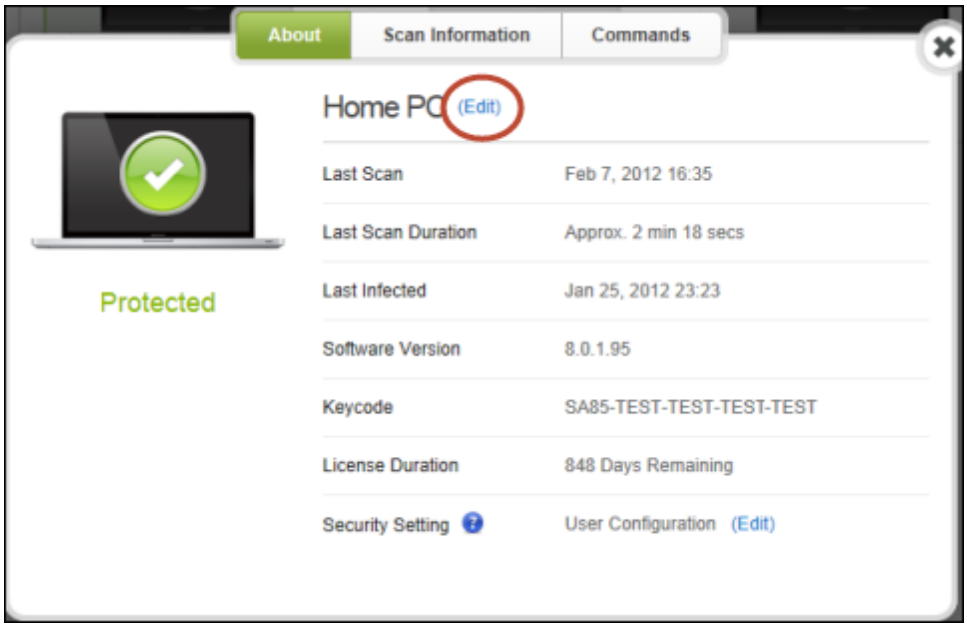
If you purchased a multi-license edition, you can install SecureAnywhere on additional PCs using the same keycode. The SecureAnywhere website will display information about these PCs after a scan runs on each one, as described in this section. If you used a different keycode to install SecureAnywhere, follow the instructions in "Adding devices with different keycodes" on page 8.

To view all your PCs in the website:

1. Install SecureAnywhere on each PC, using your multi-seat license keycode.
2. When SecureAnywhere prompts for your account information, enter your user name (email address) and password.
3. At the end of the installation routine, wait for SecureAnywhere to finish scanning the PC. **Do not cancel the scan**.
   Once the PC is scanned, SecureAnywhere reports into your account and adds the PC to the website.
4. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
   The new PC appears in the PC Security panel. By default, SecureAnywhere shows the machine name.



5. Click the newly installed PC's icon to open its information panel.
6. If you want to change the PC's displayed name, click the **Edit** link, enter a new name, and click the checkmark to the right of the field.


About
Scan Information
Commands
Home PC (Edit)
Protected
Last Scan
Feb 7, 2012 16:35
Last Scan Duration
Approx. 2 min 18 secs
Last Infected
Jan 25, 2012 23:23
Software Version
8.0.1.95
Keycode
SA85-TEST-TEST-TEST-TEST
License Duration
848 Days Remaining
Security Setting
User Configuration (Edit)

Editing the PC security settings

You can use the SecureAnywhere website to remotely change the PC's security setting to a higher or lower level of protection, as described in this section. These levels of protection are a combination of SecureAnywhere's heuristic settings, which include:

- **Advanced Heuristics**. Analyzes new programs for suspicious actions that are typical of malware.
- **Age Heuristics**. Analyzes new programs based on the amount of time the program has been in the community. Legitimate programs are generally used in a community for a long time, but malware often has a short life span.
- **Popularity Heuristics**. Analyzes new programs based on statistics for how often the program is used in the community and how often it changes. Legitimate programs do not change quickly, but malware often mutates at a rapid pace. Malware may install as a unique copy on every computer, making it statistically unpopular.

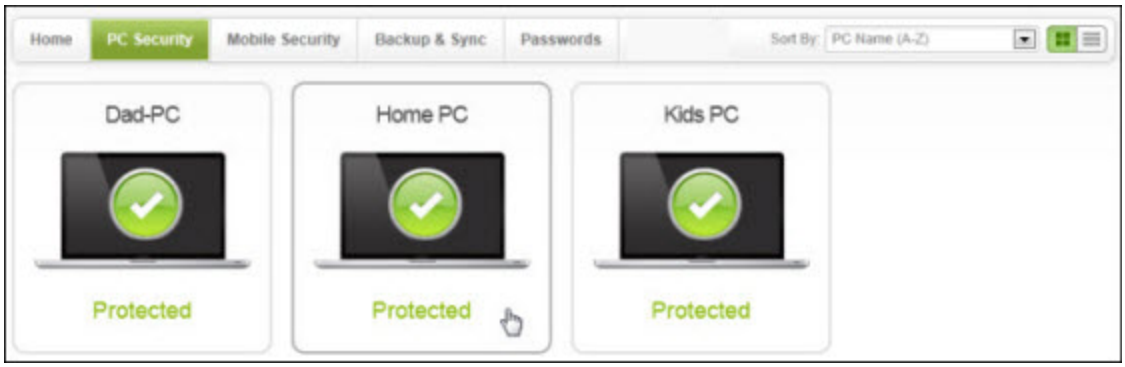
These heuristic settings are applied to separate areas of your computer, including the local drive, USB drives, the Internet, the network, CD/DVDs, and when your computer is offline. For more details, see "Adjusting Heuristics" in the *Webroot SecureAnywhere User Guide for PCs*.

By default, PC security is set to "User Configuration," which means that you can control the settings from the SecureAnywhere main interface on the PC. If you use the SecureAnywhere website to switch the security from "User Configuration" to one of the other levels, it overrides SecureAnywhere's local settings on the PC.

To edit the PC security setting:

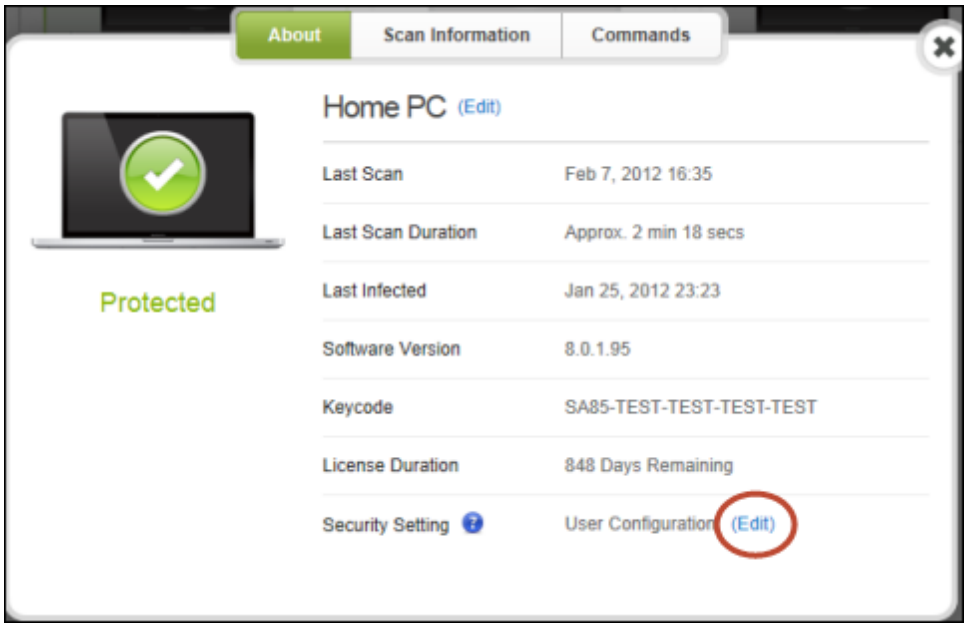
1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **PC Security** tab or **Go to PC Security**.

3. Click the PC you want to modify.

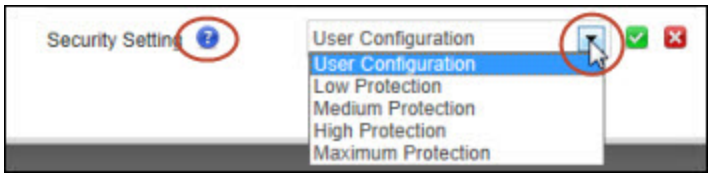


If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. In the About panel, click the **Edit** link.



5. Click the drop-down arrow to open protection options. If you first want to learn about what the four levels of protection will provide (low, medium, high, or maximum), click the blue question mark next to **Security Setting** to display an information panel.



6. Select from these options:
   - **User Configuration**. Security settings are controlled by the main interface on the computer.
   - **Low.** All heuristics are set to Low. This is limited protection, which might be convenient for software developers and highly technical users who run beta versions of software and don't want those applications being blocked.
   - **Medium**. Heuristics are set to our recommended combination of Low, Medium, and High. This setting is for normal, daily use.
   - **High**. All heuristics are set to High. Only use this setting if you suspect the PC is at risk. (This setting results in a high number of alerts, which may block legitimate programs as well as malware.)
   - **Maximum**. Most heuristics are set to Maximum. Only use this setting if you suspect the PC is infected. (This setting results in a high number of alerts, which may block legitimate programs as well as malware.)
7. Click the green checkmark to apply the new setting.
   Be aware that if you change a setting to Low, Medium, High, or Maximum, it overrides SecureAnywhere's local settings on the PC.

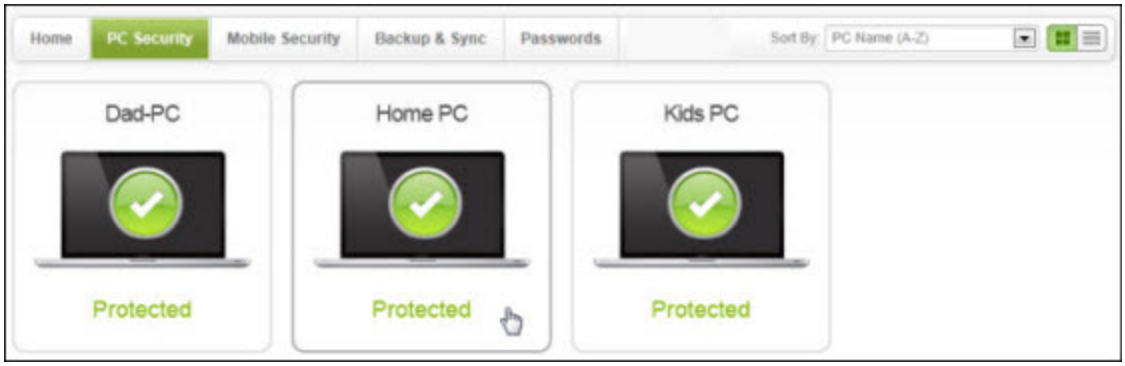
Viewing PC scan information

You can remotely view detailed scan results for each PC in your account. Details include whether your computers are secure or infected.

To view scan information for a PC:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **PC Security** tab or **Go to PC Security**.

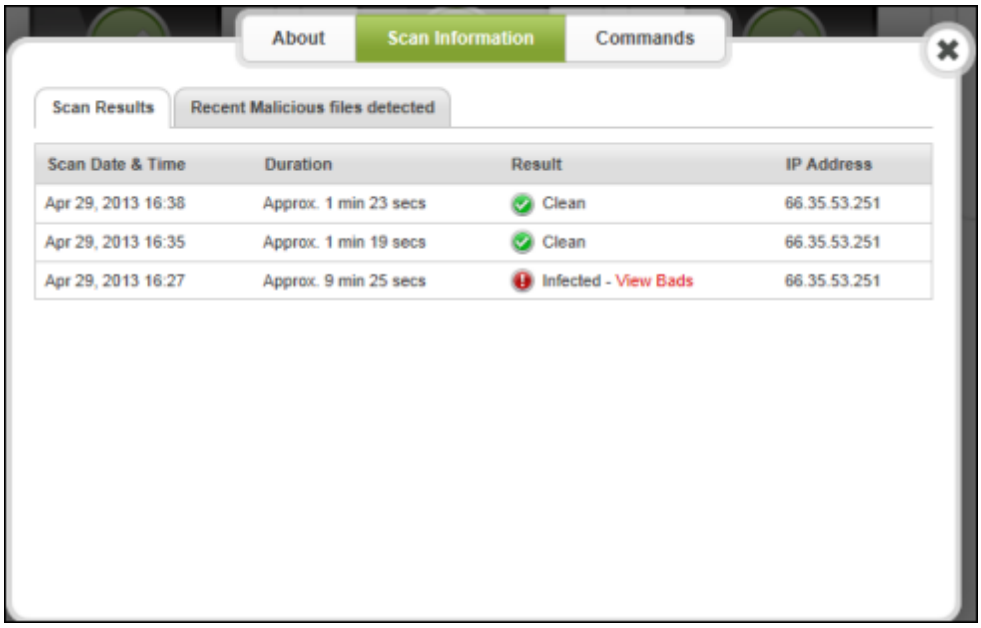
3. Click the PC you want to view.



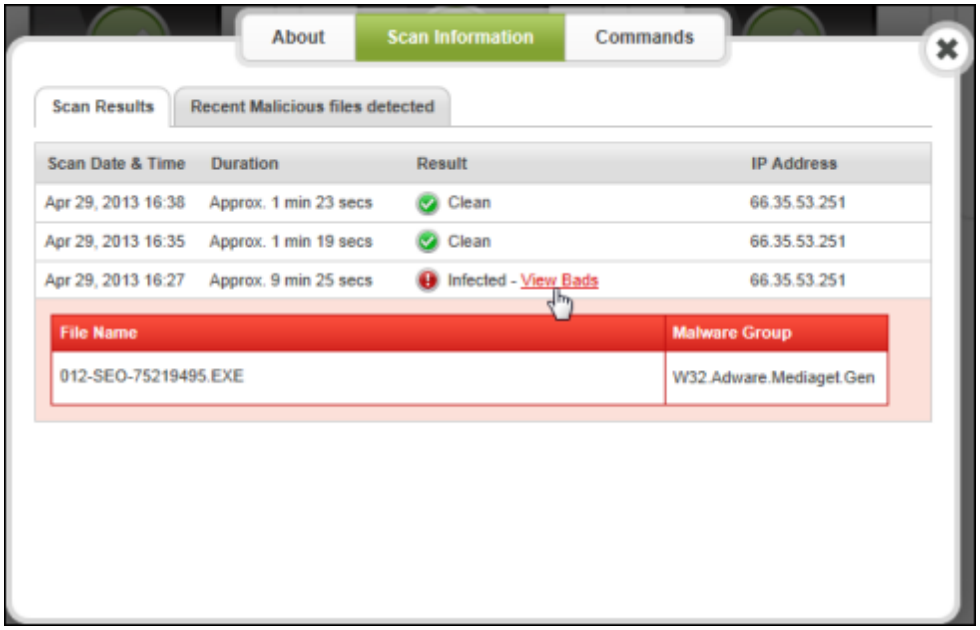
If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. Click the **Scan Information** tab at the top of the panel.
   - The **Scan Results** panel shows the results of the last 10 scans on the PC, including the date and time, and the IP address the computer used.

- The **Recent Malicious files detected** panel shows information for the last 10 malicious files that were detected on the PC.



5. For more information about an infection, click the **View Bads** link.
   Another panel opens with the file name and the threat category (for example, Trojan, Adware, etc.).



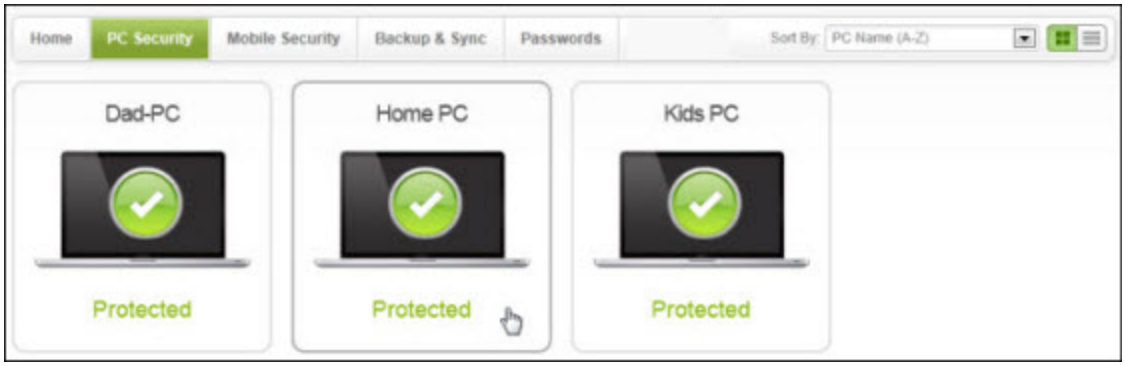
Scanning a PC remotely

You can remotely scan a PC, if you are away from your computer and you suspect it might be infected (for example, you are at work and a family member contacts you that the computer is acting strangely).

To remotely scan a PC:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **PC Security** tab or **Go to PC Security**.

3. Click the PC you want to scan.

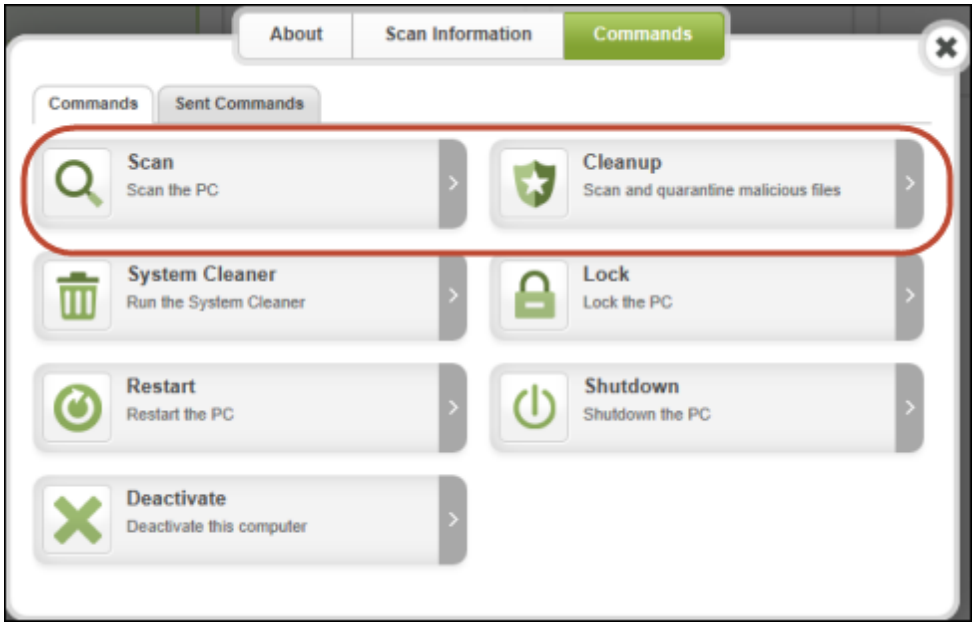


If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. Click the **Commands** tab.

5. From here, you can run one of the following scan types:

   - **Scan**. Runs a scan on the PC and notifies you if it detected any threats, which allows you to decide whether to quarantine the files or not.
   - **Cleanup**. Runs a scan on the PC and automatically quarantines files without notifying you.



6. Select either **Scan** or **Cleanup**, then click **Confirm** at the prompt.
   The scan will run on the computer as soon as it receives the command, which should only take a minute or two.

Running the System Cleaner remotely

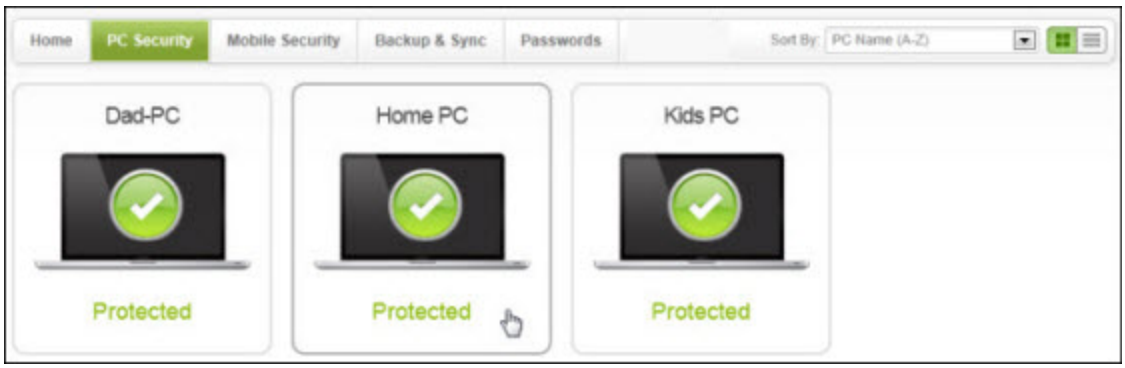
You can remotely run the System Cleaner on a PC, if you are away from your computer and want to guard your privacy or hide your Internet traces (for example, you are at work and a family member wants to use your personal computer).

> **Note**: For more information about the System Cleaner, see *SecureAnywhere User Guide for PCs*.

To remotely run the System Cleaner on a PC:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **PC Security** tab or **Go to PC Security**.

3. Click the PC you want to clean.



If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. Click the **Commands** tab., then **System Cleaner**.

5. Click **Confirm** at the prompt.
   The cleanup will run on the computer as soon as it receives the command, which should only take a minute or two.

Deactivating a PC

Deactivating a PC removes it from the PC Security panel and removes the SecureAnywhere application from your computer. You may want to deactivate a PC in the following circumstances:

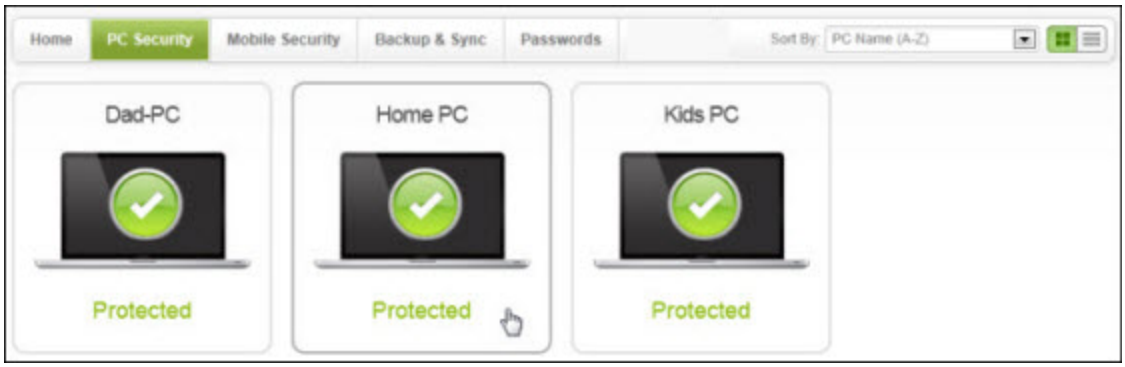
- If you no longer use a PC that had SecureAnywhere installed.
- If you are replacing a PC with a new machine and you want to transfer the license.

Important: Deactivating a PC is not reversible; that is, you cannot reactivate it without reinstalling the software.

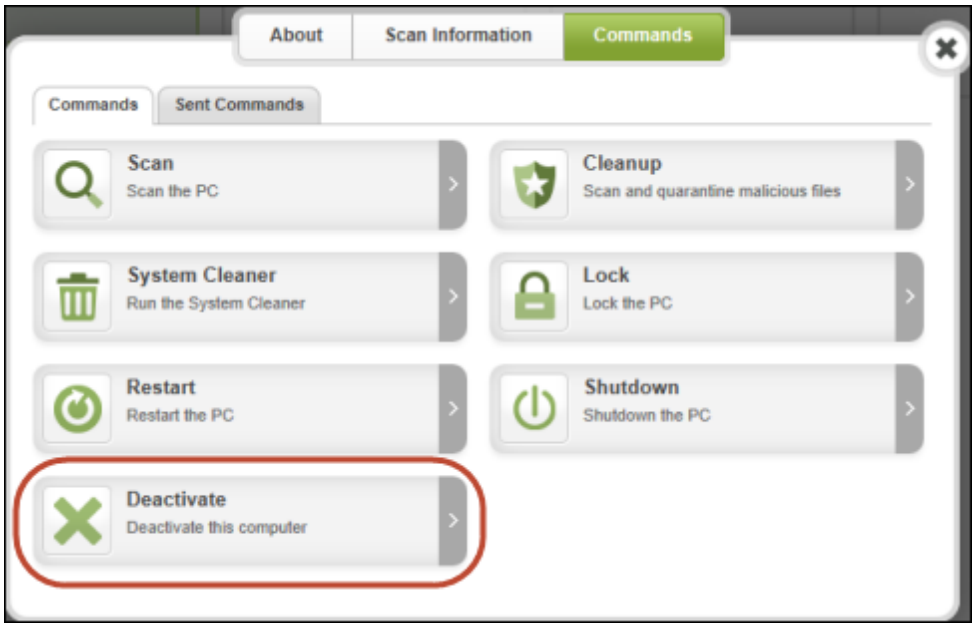
To deactivate SecureAnywhere on a PC:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **PC Security** tab or **Go to PC Security**.

3. Click the PC you want to deactivate.



4. Click the **Commands** tab, then click **Deactivate**.



5. In the warning dialog, click **Confirm**.
   The computer is deactivated as soon as it receives the command, which should be only a minute or two.

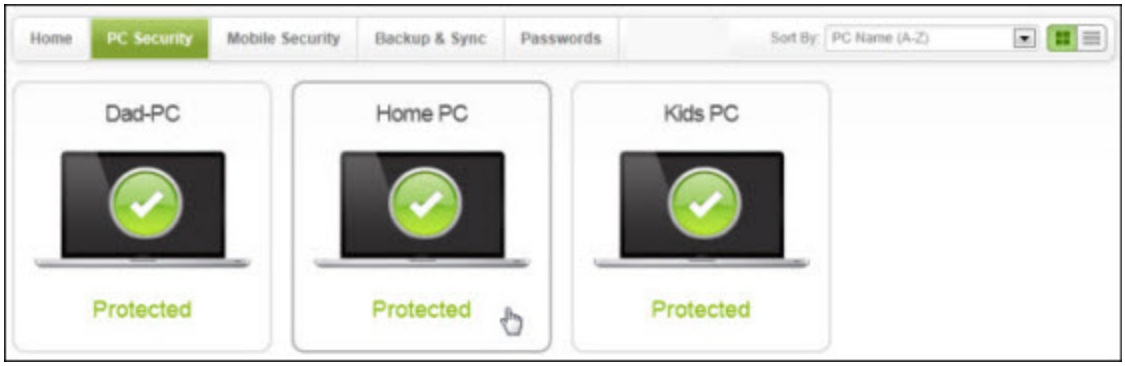
Locking, shutting down, or restarting a PC

You can remotely lock, shut down, or restart a PC while you are away from your computer.

To issue one of these remote commands:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **PC Security** tab or **Go to PC Security**.

3. Click the desired PC.



If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. Click the **Commands** tab.

5. From here, you can run one of the following commands:

   - **Lock**. Locks the PC by activating the Windows Login screen. A user name and password must be entered to log back in.
   - **Restart**. Restarts the PC.
   - **Shutdown**. Shuts down and turns off the PC.

6. Select either **Lock**, **Restart**, or **Shutdown**, and click **Confirm** at the prompt. The computer should receive the command in a minute or two.

Mobile Security

For instructions about managing mobile devices in the SecureAnywhere website, see the following topics:

Adding a mobile device **40**
Viewing mobile account information **41**
Viewing mobile security status and alerts **43**
Viewing the mobile history **45**
Using Lost Device Protection commands **47**
Removing a mobile device **50**
Changing the phone number **52**

Adding a mobile device

You can add Android smartphones, tablets, and other mobile devices to your Webroot account. You must first install one of the SecureAnywhere apps, which you can obtain by:

- Purchasing a SecureAnywhere edition that includes a license for mobile apps.These editions include Complete and Internet Security Plus.
- Purchasing the standalone Premier app for Android devices.
- Downloading the free app for Android devices.

To download and install Webroot apps, see the following knowledgebase article: http://www5.nohold.net/Webroot/Loginr.aspx?login=1&app=vw&solutionid=903.

> **Note**: Website support for iOS devices is coming soon.

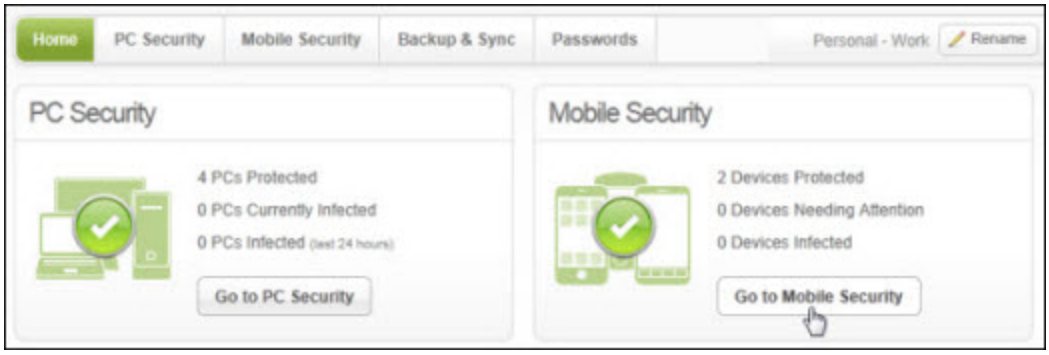
After you register the mobile device or create a Webroot account from the app, the device information will appear in the SecureAnywhere website. For more information, see "Viewing mobile account information" on page 41.

Viewing mobile account information

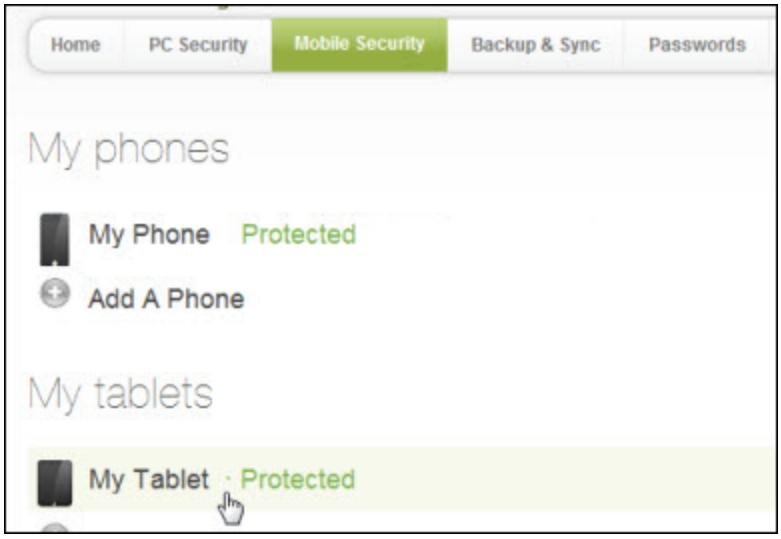
From the website, you can view mobile account information, including the keycode and license status.

To view the mobile account information:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **Mobile Security** tab or **Go to Mobile Security**.



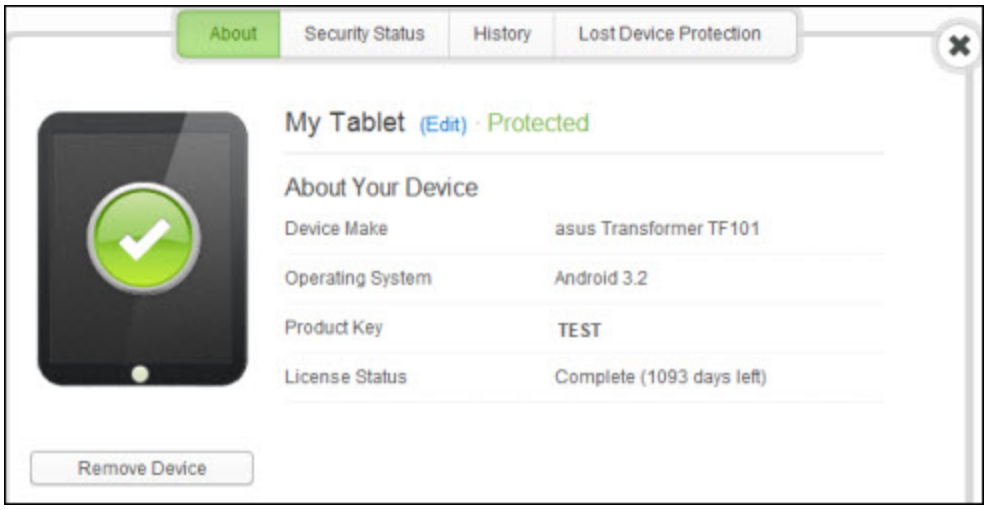
3. In the Mobile Security panel, you can view more details by clicking an individual device.



If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

When the About panel opens, you can view details about the device model, keycode, and days remaining

on your license.



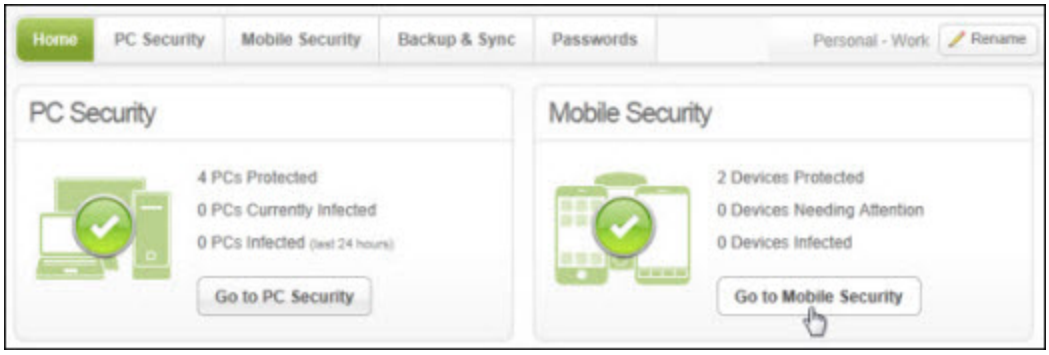
4. If you want to change the displayed name for your device, click the **Edit** link. Enter a new name and click **Save**.

Viewing mobile security status and alerts

You can view detailed status and alerts for your mobile devices.

To view mobile security status:

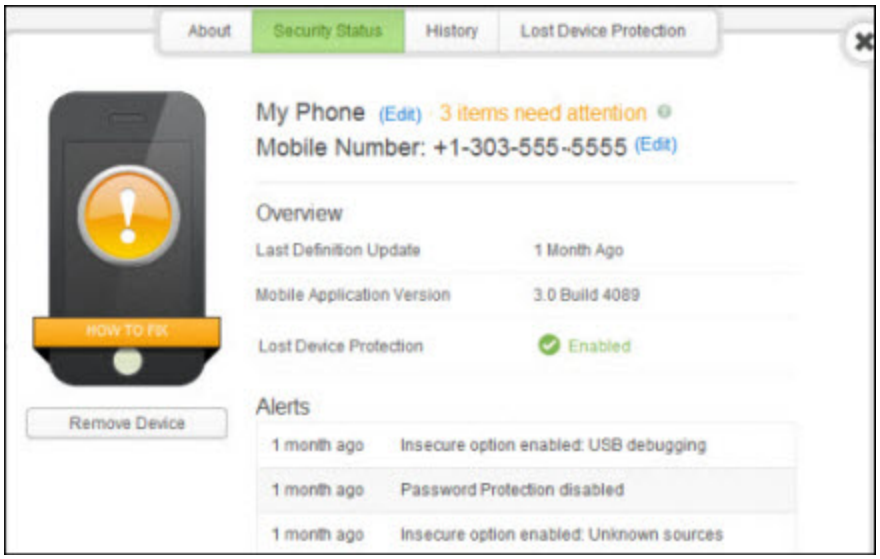
1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **Mobile Security** tab or **Go to Mobile Security**.



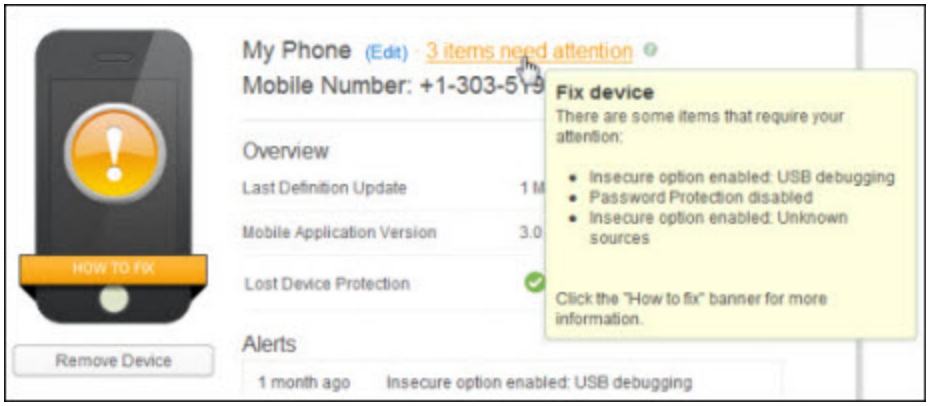
3. Click on the mobile device.

If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. Click on the **Security Status** tab.



5. If your device is in a warning state, you can view more information by clicking the "X items need attention" link:



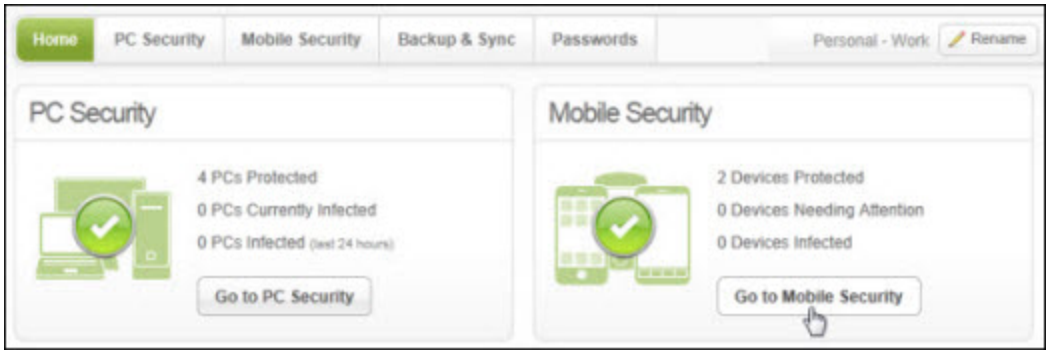
You can only fix an issue from the SecureAnywhere app on your mobile device. The main panel will provide options for fixing the issue.

Viewing the mobile history

You can view a history of activity on the device, including information on the scan history and threat definition updates.

To view mobile history:

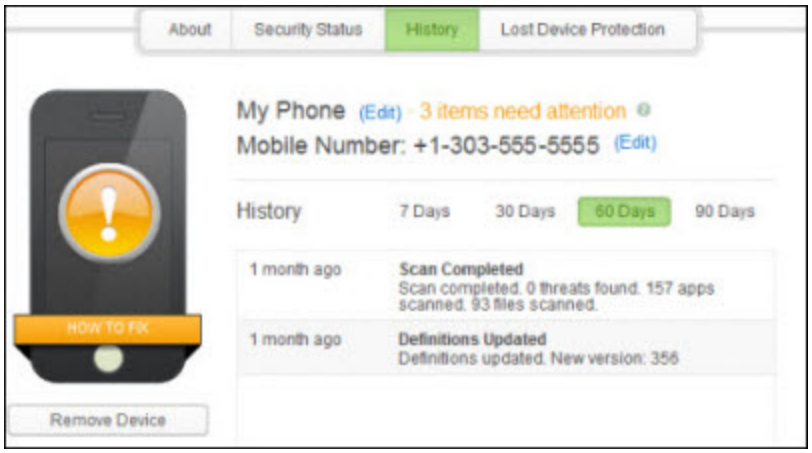
1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **Mobile Security** tab or **Go to Mobile Security**.



3. Click on the mobile device.

If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. Click on the **History** tab.



You can view a history for the past 7 Days, 30 Days, 60 Days, or 90 Days.

Using Lost Device Protection commands

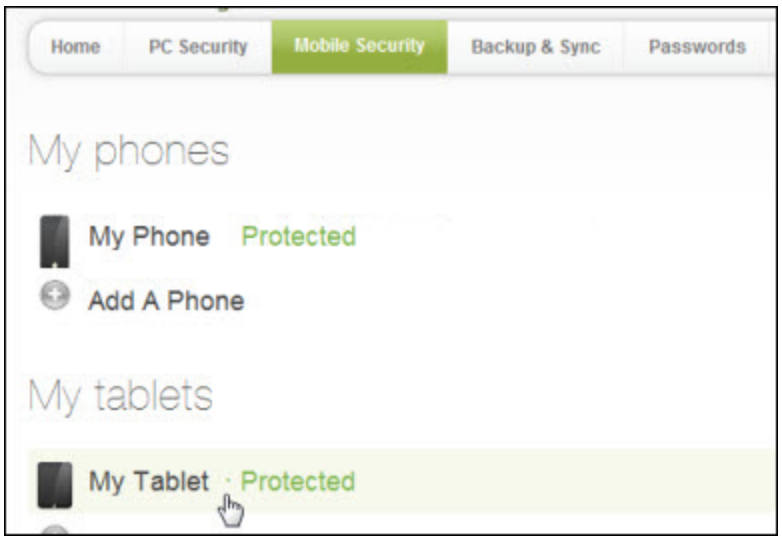
Lost Device Protection helps you lock and locate a missing mobile device. You can issue the commands from the SecureAnywhere website or from another smartphone.

> **Note**: Lost Device Protection commands will lock down your phone. To unlock it, you must enter your Webroot password. Make sure you remember your password before issuing the command.

To issue a Lost Device Protection command:

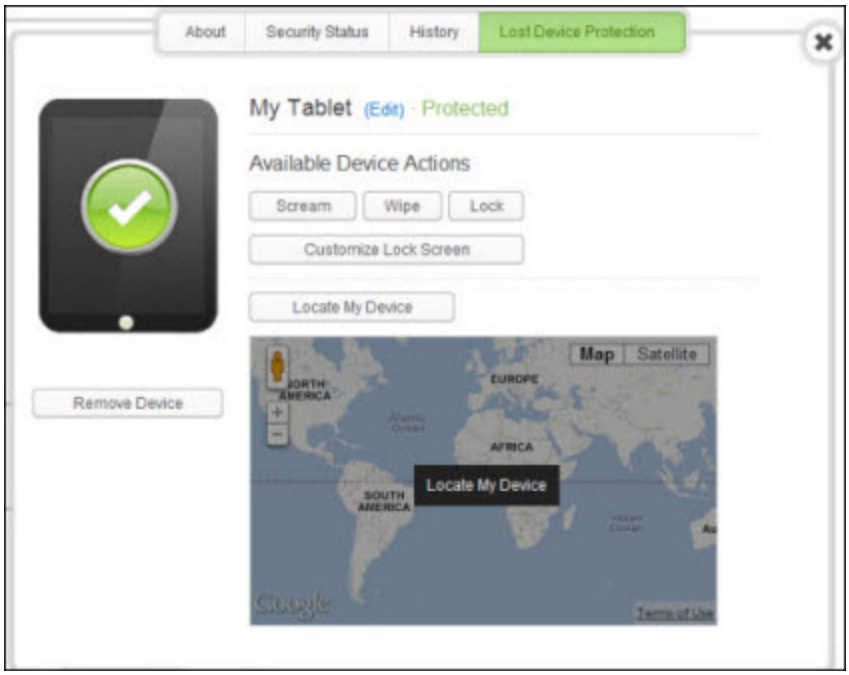
1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **Mobile Security** tab or **Go to Mobile Security**.

3. In the Mobile Security panel, you can view more details by clicking an individual device.



If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. At the top of the panel, click the **Lost Device Protection** tab.



5. In the Lost Device Protection panel, select from one of the commands listed in the following table.

Lost Device commands	
Lock	Remotely locks the device and prevents its unauthorized use. Once it's locked, you must use your account password to unlock it.
Wipe (Premier/Complete version only)	Immediately locks the device, then performs a factory reset to remove everything on your device, including your personal data, your apps, and your account. **Do not use this command unless you are absolutely sure that your device is permanently lost and you want to completely wipe it.** Before wiping data, SecureAnywhere turns off the Auto-sync function so it won't delete anything you have previously uploaded to the Gmail servers, such as contacts or calendar entries.

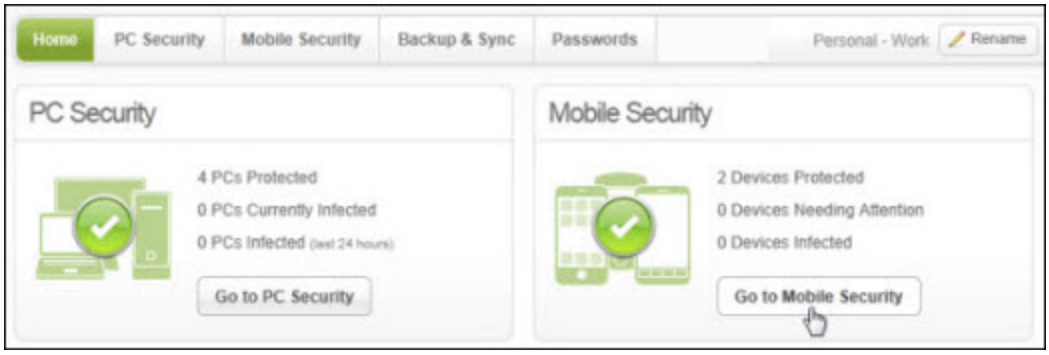
Lost Device commands	
Locate	Locks your device (same as the Lock command, described above), then responds with a link to a Google Maps page showing your device's current location. **Note**: For the Locate command to work, the device must have either a GPS, Wi-Fi, or a telephony connection. Also, if your device does not support SMS or if Webroot does not support your carrier, then you must have logged into the Android Marketplace.
Scream	Locks your phone (same as the Lock command, described above) and then blasts a loud screaming noise from your phone to help you locate the device or scare a thief. The noise will continue for up to two minutes or until you unlock the device with your password.
Customize Lock Screen	Locks your phone (same as the Lock command, described above) and displays a text message on its panel. When you use this command, you can enter instructions for returning the phone, such as "If found, call 555-5555."

Removing a mobile device

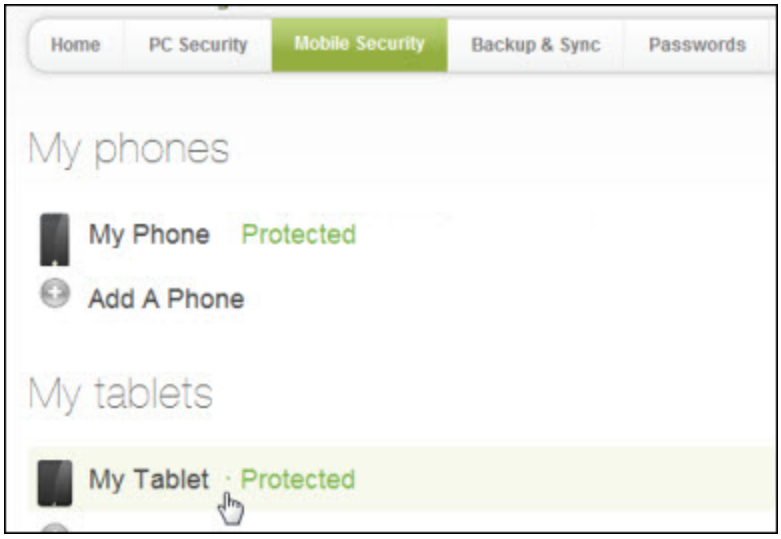
If you no longer use a mobile device shown in the SecureAnywhere website, you can remove it from the list.

To remove a device from the display:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **Mobile Security** tab or **Go to Mobile Security**.



3. In the Mobile Security panel, click on the mobile device you want to remove.



If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. Click **Remove This Device**, located below the device image (accessible from any tab).

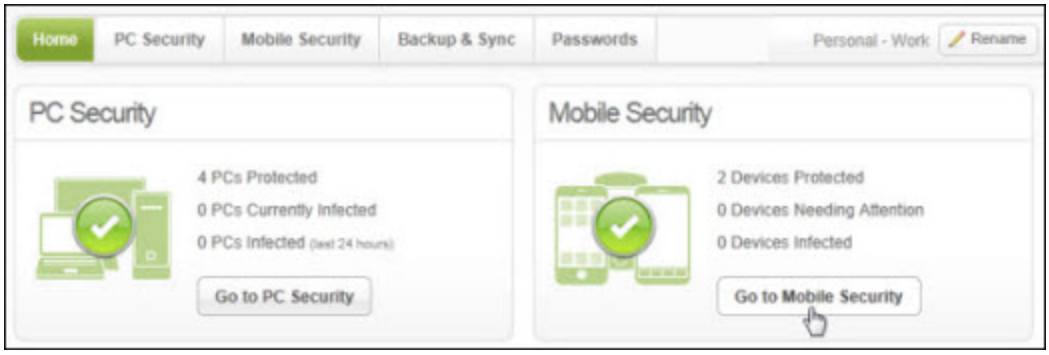
Note: Be aware that removing a device from the website does not uninstall the app from your phone or tablet. If you power on the device again later and it checks back in with the SecureAnywhere app, the device reappears in this website.

Changing the phone number

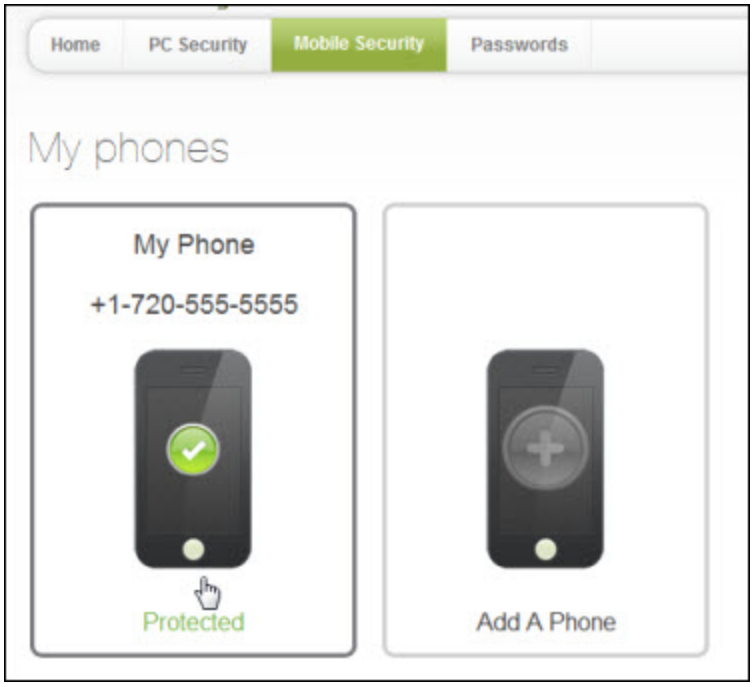
If you change your phone number, you can enter the new number in the SecureAnywhere website.

To change the displayed phone number:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click the **Mobile Security** tab or **Go to Mobile Security**.

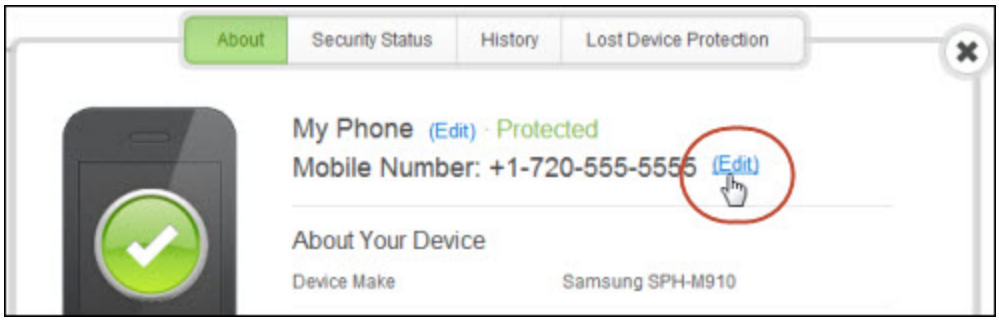


3. Click on the mobile device.



If desired, you can switch between a list view and an icon view by clicking the button in the upper right:

4. Next to the displayed phone number, click the **Edit** link.



5. Enter the new number and click **Save**.

Backup & Sync

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

Getting Started with Backup & Sync **56**
Accessing files and folders online **60**
Customizing the display **62**
Switching views 62
Customizing the folder display 63
Refreshing data 63
Restoring files from the Recycle Bin **64**
Downloading files from your account **66**
Uploading files and folders **68**
Managing files and folders **70**
Renaming a file 70
Moving a file 71
Deleting files or folders 72
Creating a new folder 73
Viewing the version history **75**
Viewing device details **76**
Viewing the Activity Log **78**
Using the Windows Store app for Backup & Sync **80**
Viewing account details **82**

Getting Started with Backup & Sync

If your SecureAnywhere edition includes Backup & Sync, you can protect your important files and photos as follows:

- **Storing files in the Anywhere folder or in your own sync folders**. You can use Webroot's preconfigured folder called the Anywhere folder or you can create your own sync folders. Any files you place in these folders are automatically synchronized in your account, to any other computers with shared folders, and to mobile devices with the Backup & Sync app installed.

  SecureAnywhere constantly monitors the Anywhere folder and other sync folders. If it detects a change (an edited file, a new file, or a deleted file), it immediately makes the same change to your online account, to shared folders on other computers, and to mobile devices with the Backup & Sync app installed. If you are working offline, SecureAnywhere automatically picks up changes the next time you connect to the Internet.

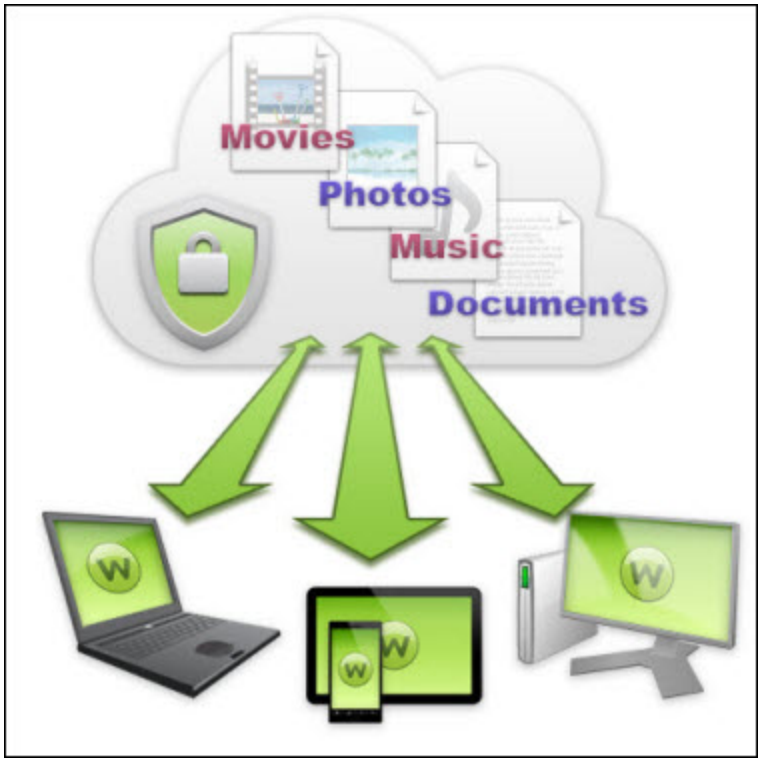
  If SecureAnywhere detects an edited file, it does not overwrite the original version stored in your account. Instead, it uploads the latest version and makes a copy of the original file. If necessary, you can revert back to previous versions (up to five). If you save changes a sixth time, your most recent version is saved and the oldest version is removed.

  To learn more about the preconfigured Anywhere folder, see *SecureAnywhere User Guide for PCs*.

- **Backing up files**. Instead of synchronizing files with multiple devices, you can simply back them up. For example, you may want to back up tax returns, old photos, and a scanned copy of your passport. These types of documents won't change and don't need to be kept in synchronization with other computers.

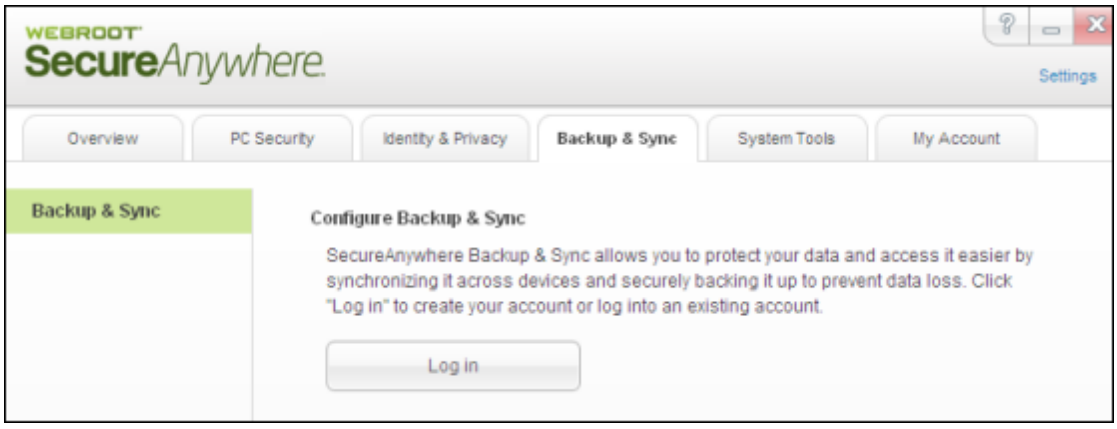
  To learn more about backups, see *SecureAnywhere User Guide for PCs*.

Backup and Sync features are available from the SecureAnywhere interface installed on your computer, from a mobile device with the Backup & Sync app installed, and from the SecureAnywhere website. These instructions provide procedures for using Backup & Sync features available from the website. For detailed information about using Backup and Sync features from the main interface or your mobile device, see Webroot SecureAnywhere Help and Product Guides.

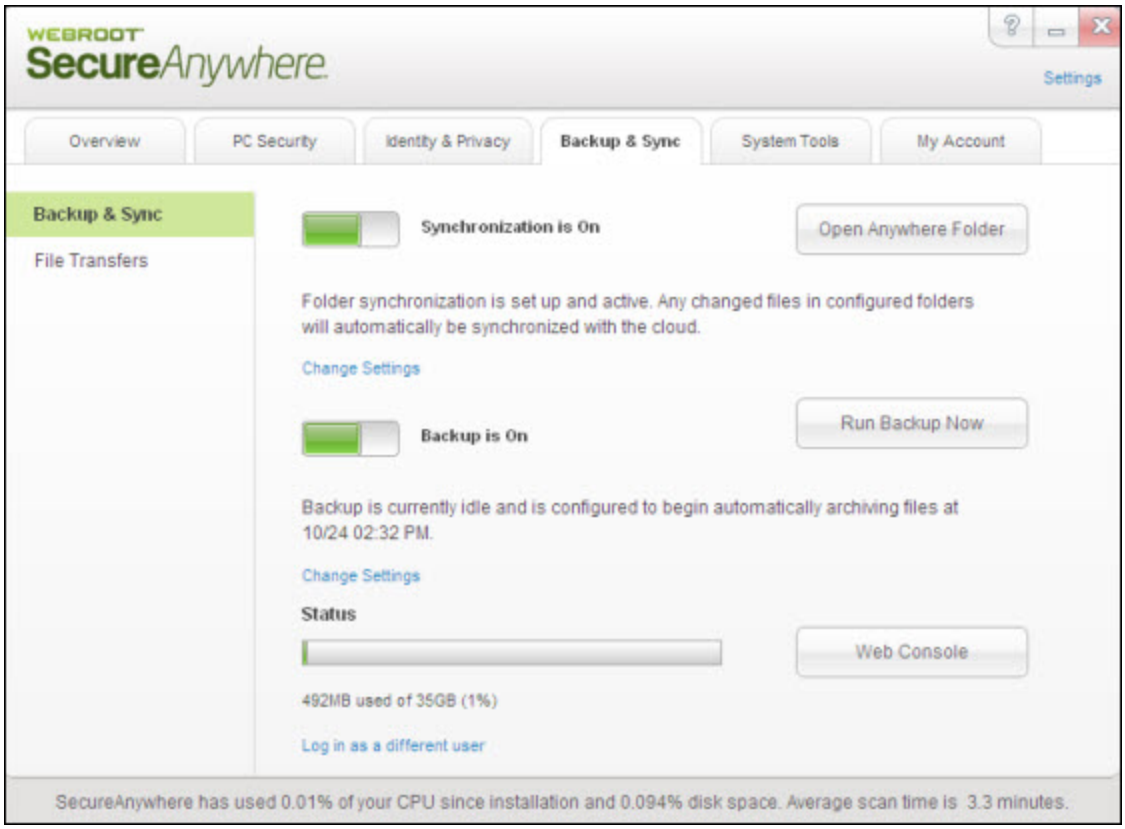


To get started with Backup & Sync:

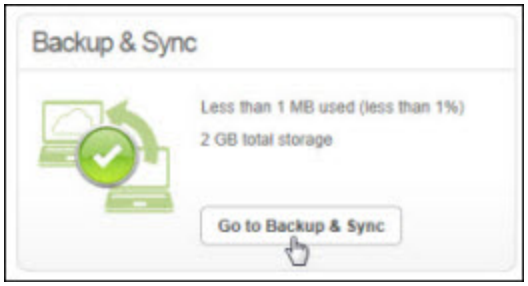
1. If you have not yet created an account in the SecureAnywhere website, click **Sign up now** in the Create an Account panel. For detailed instructions, see "Creating an account" on page 2.
2. Open SecureAnywhere on your computer and make sure the Backup & Sync component is configured. Click the **Backup & Sync** tab. If you see the following panel, click **Log in** to begin configuration. For detailed instructions, see the *SecureAnywhere User Guide for PCs*.



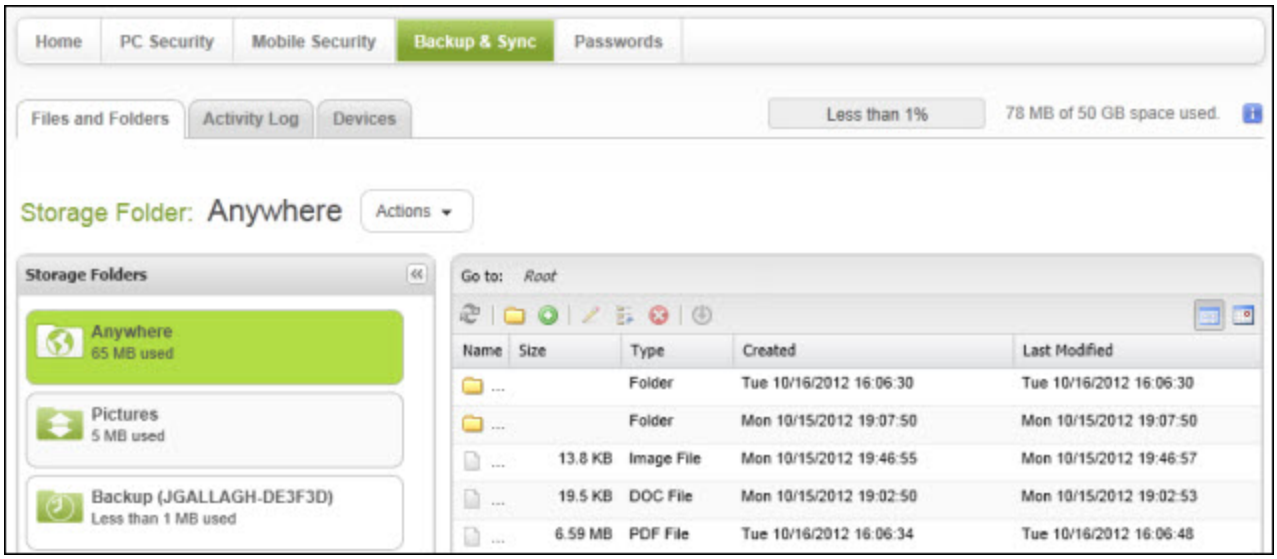
When it's configured, the Backup & Sync panel looks similar to the following example.



3. If desired, you can install the Backup & Sync app on your mobile devices. For instructions on installing the apps on your mobile devices, go to http://www5.nohold.net/Webroot/Loginr.aspx?login=1&app=vw&solutionid=903.
4. Once Backup & Sync is configured on your computers and mobile devices, access your online account by logging in to my.webrootanywhere.com.
5. From the Home panel of the website, click **Go to Backup & Sync**.



The Backup & Sync web page opens, which looks similar to the following example.



The Backup & Sync page includes three tabs across the top:

- **Files and Folders**. Shows synchronized and backed up files. From this tab, you can upload and download files; view, move, delete, and rename files; and perform other tasks. For details, see "Managing files and folders" on page 70 and "Customizing the display" on page 62.

  Note: Be aware that any changes, deletions, or additions you make in the synchronized folders are also propagated to your online SecureAnywhere account and to other synchronized folders on other computers.

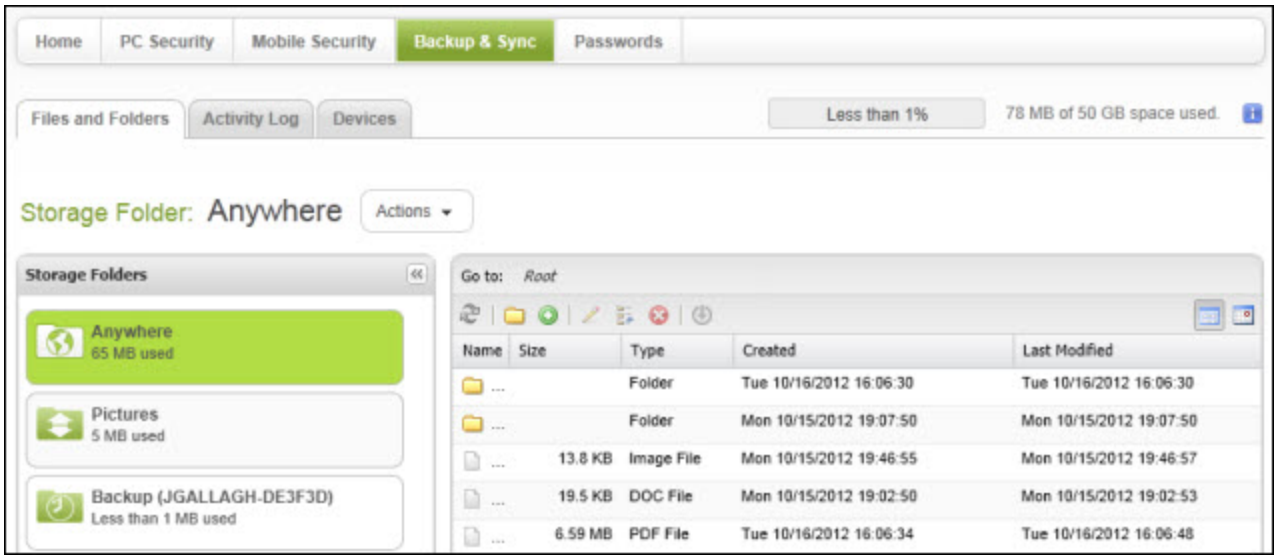
- **Activity log**. Keeps track of all Backup & Sync activity for this account. For details, see "Viewing the Activity Log" on page 78.
- **Devices.** Shows details about your backed up and synchronized devices. For details, see "Viewing device details" on page 76.

Accessing files and folders online

In the Files and Folders tab, you can manage and access all your synchronized and archived files. From here, you can upload, delete, and rearrange files and folders.

> **Note**: Be aware that any changes, deletions, or additions you make in the synchronized folders are also propagated to shared folders on other computers.

An example of the Files and Folders page is shown below.



The left panel shows your two default storage folders (Anywhere and Backup) and any sync folders you created from SecureAnywhere on your computer. You can click on a folder to view its content on the right.

The Anywhere folder is a synchronization folder automatically configured for you. You can use it to access the latest version of files that you may want to access remotely, such as when you travel. Files you place in the Anywhere folder are synchronized with all devices in your account that have the Backup & Sync component configured. The Backup folder is an archive folder for each device associated with your account. All files you upload to this folder are automatically backed up according to the schedule specified in the main interface. For more details about the Anywhere and Backup folders, see *SecureAnywhere User Guide for PCs*.

The Actions drop-down menu provides tasks you can perform on the folder that is highlighted in the left panel. This menu changes depending on what storage folder you have selected.

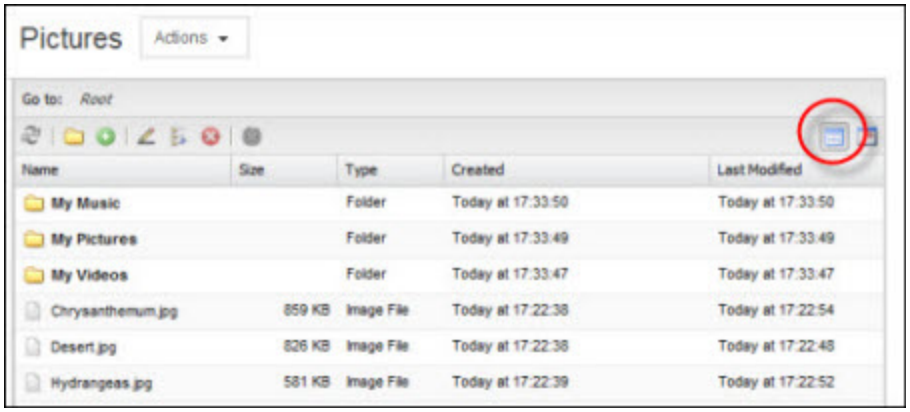
Actions Menu item	
View Files and Folders	Shows the content of a folder.
View Recycle Bin	Shows the contents of the deleted files folder. You can retrieve files from the Recycle Bin, if desired.
Rename Storage Folder	Allows you to give the folder a different name.
Delete Storage Folder	Allows you to remove the folder you select. Deleted folders are moved to the Recycle Bin. **Note**: If you delete the folder from the website, it is *not* deleted from the synchronized computers or mobile devices. However, if you empty the Recycle Bin, the folder on your local computer or mobile device will be deleted at that time.
Empty Recycle Bin	Removes the contents of the deleted files folder. Be aware that when you remove files and folders from the Recycle Bin that were previously in sync folders, those files and folders will be removed from your computer or mobile device.
Show Properties	Displays another panel that shows the used storage space and what computers include this folder.
Download Zip Archive	Allows you to download multiple folders and files in a single archive file.

Customizing the display

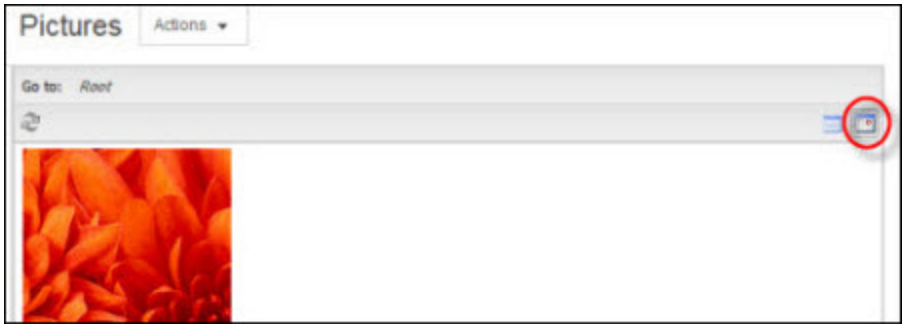
Within the Files and Folders page, you can switch from a details to images view, sort data, and refresh data.

Switching views

For folders that contain images, you can switch between detail view and image view. To display detailed view, click the Detail icon as shown below.



To display the image view, click the Image icon as shown below.



Customizing the folder display

While you are in detail view, you can move columns and change the sorting.

To move a column:

1. Grab the column header by left-clicking on it.
2. Drag the column to its new location.

To change the sorting:

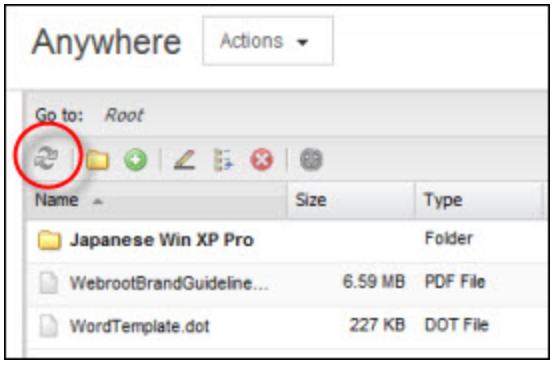
1. To select a column as the "sort by" column, click the column heading.
2. Optionally, run the pointer over the column heading.
   A down arrow appears.
3. Click the down arrow to display the menu and select either **Sort Ascending** or **Sort Descending.**

Refreshing data

You may want to refresh data to make sure you have the latest version of files from all devices synchronized with this account.

To refresh data:

Click the **Refresh** icon as shown below.

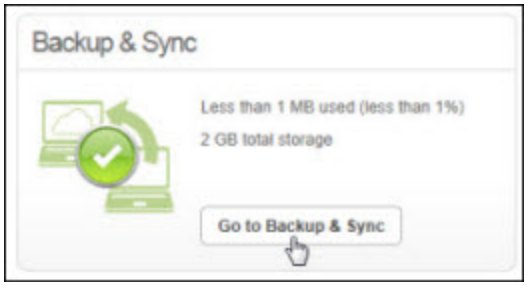


Restoring files from the Recycle Bin

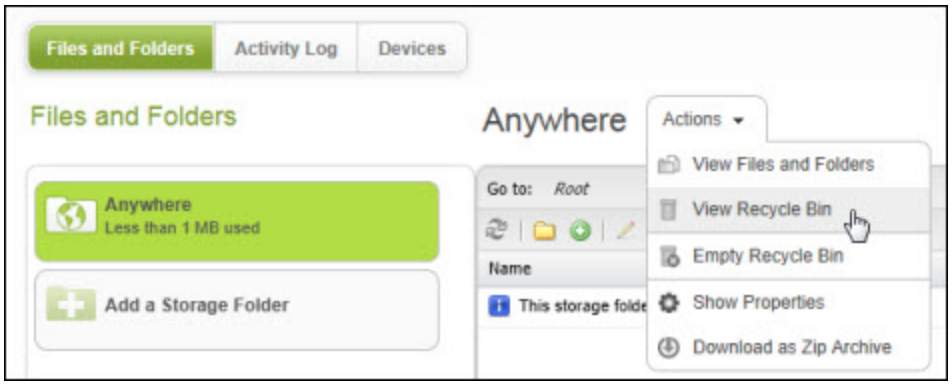
When you delete a file from a storage container, the system moves it to a SecureAnywhere Recycle Bin for that specific storage container. If you accidentally deleted files or folders, you can retrieve them from the Recycle Bin.

To restore a file or folder from the Recycle Bin:

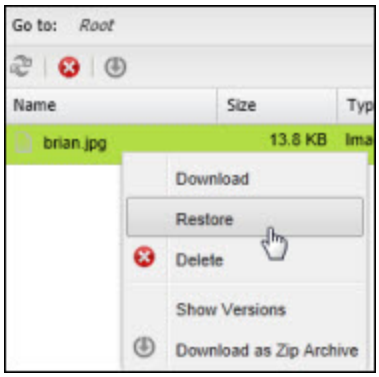
1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click **Go to Backup & Sync**.



3. From the left panel, select the folder where you previously deleted the file.
4. Select **Actions > View Recycle Bin**.



5. When the file and folders in the Recycle Bin appear, right-click the file or folder you want to restore. Then click **Restore**.



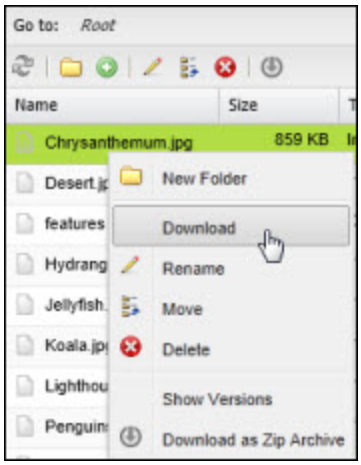
Note: If you want to permanently delete files from the Recycle Bin, you can select **Actions > Empty Recycle Bin**. Be aware that if you empty the Recycle Bin, you can never recover the files. Also, if you delete a synchronized file or folder, it is removed from the computer and you cannot recover it.)

Downloading files from your account

Using any device with an Internet connection, you can download files residing in your Anywhere folder, a sync folder, or the Backup folder. For example, if you are traveling and need access to a file, simply log in to your SecureAnywhere account and download the file. You can download a single file or a group of files as a Zip archive, as described below.

To download a single file:

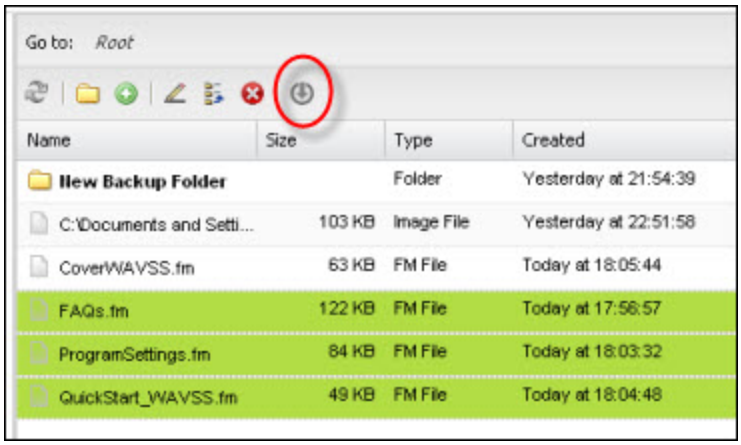
1. From the left panel, select the folder that contains the file you want to download.
2. In the center panel, right-click the file you want to download.
   SecureAnywhere displays a menu of actions.
3. Click **Download**.



   SecureAnywhere asks if you want to Open, Save or Cancel the download.
4. If you want to save the file, click **Save** and browse to the folder on your local device where you want to save the file. If you want to open the file, select **Open**.
   SecureAnywhere searches for the file's associated program and opens it.

To download large or multiple files and/or folders:

1. Use CTRL-click to highlight the files and/or folders you want to download.
2. Right-click the files to open the menu and select **Download as Zip Archive**. Or select the **Download as Zip** button, shown below.



   SecureAnywhere asks if you want to open or save the group of files and folders.

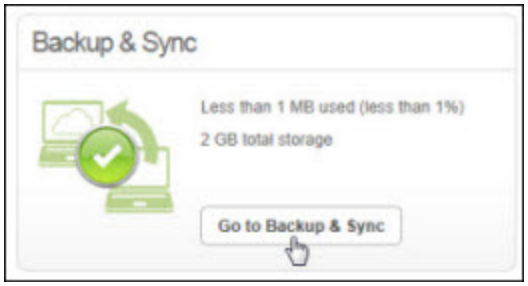
3. Click **Save**, and then select the local file folder for the zip file.

Uploading files and folders

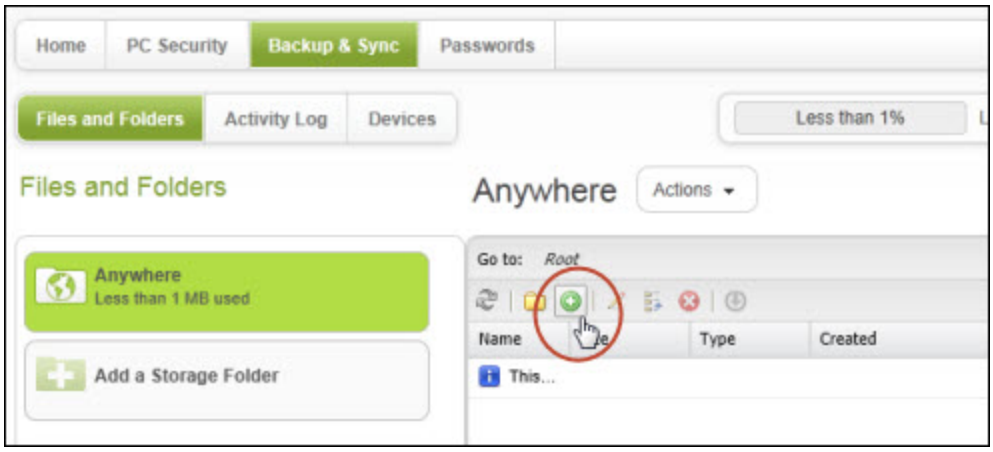
From any browser, you can manually upload files and folders to your online account in the SecureAnywhere website. The Upload feature is convenient if you are traveling and are away from your main computer. You can place files in the Anywhere folder or another sync folder to immediately synchronize files to your computer and mobile devices. You can also place files in the Backup folder for archival.

To upload files:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click **Go to Backup & Sync**.

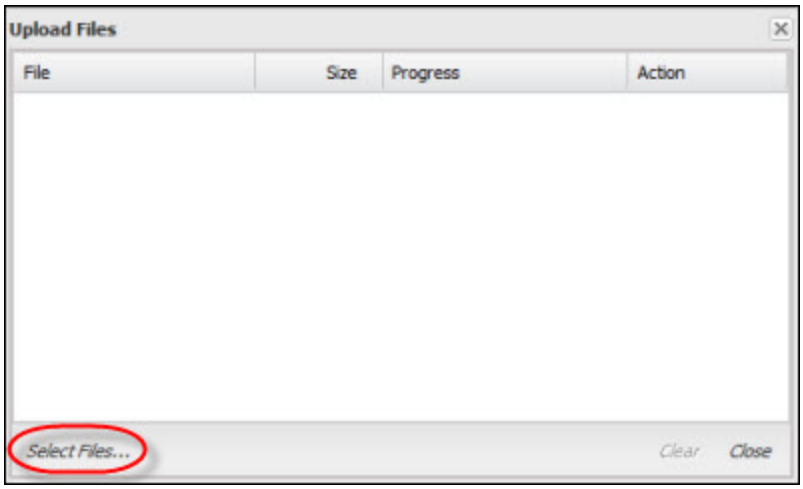


3. From the left panel, select the destination folder.
4. Click the **Upload** button (green with white plus sign).

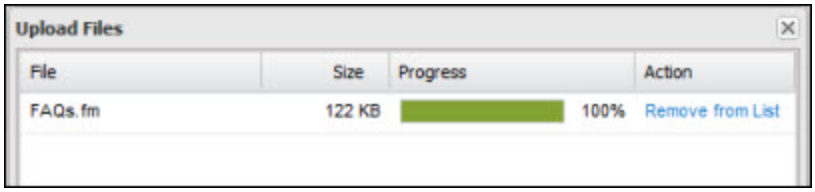


SecureAnywhere displays the Upload Files popup window.

5. Click *Select Files* to browse to the file you want to upload.



6. Browse to and select the file or folder.
   The Upload progress displays in the window.



7. Repeat the above steps to upload more, or click *Close* to exit the window.
   When you click *Close*, the uploaded files are added to the folder.

Managing files and folders

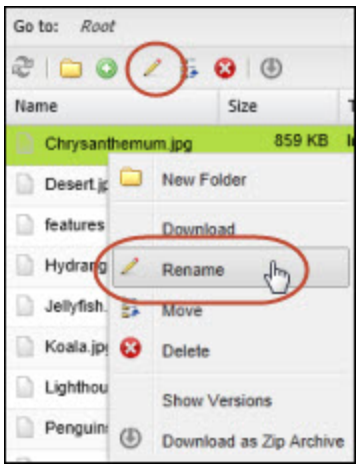
From the SecureAnywhere website, you can manage files or folders by renaming, moving, deleting, and adding them. Be aware that if you make these changes to the Anywhere folder or another sync folder, all changes are propagated to your computers and mobile devices with SecureAnywhere installed.

Renaming a file

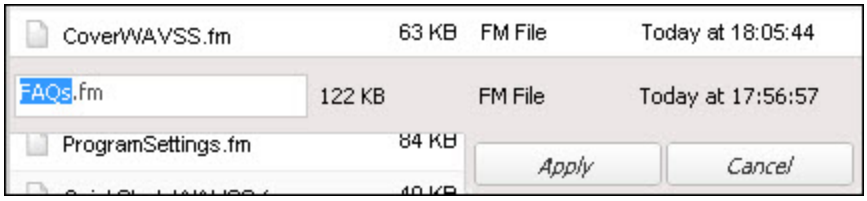
You can rename a file from the website. Be aware that if you are renaming a synchronized file or folder, the change will be propagated across all synchronized devices.

To rename a file:

1. Select the file you want to rename.
2. Right-click the filename, and then select **Rename**. You can also click the **Rename** (pencil) icon, as shown below.



3. When SecureAnywhere prompts for the new name, enter the new name and click *Apply*.

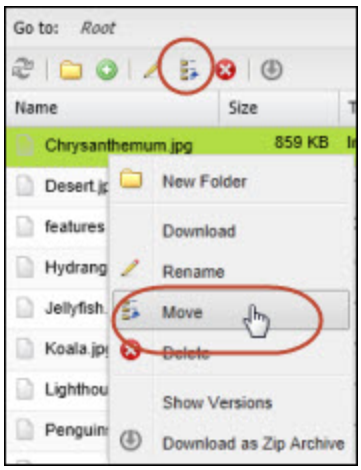


Moving a file

You can move a file to a different folder from the website. Be aware that if you are moving a synchronized file or folder, the change will be propagated across all synchronized devices.

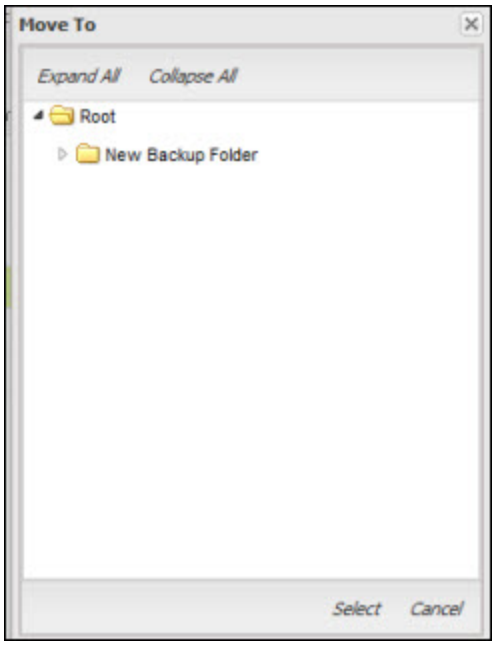
To move a file:

1. Click on the file you want to move, or use CTRL-Click to highlight multiple files.
2. Right-click on the filename, and then select **Move**. You can also click the **Move** (file hierarchy) icon, as shown below.



SecureAnywhere displays the Move To window, showing the destination options for the move.

3. Select the new destination folder and click *Select*.



SecureAnywhere displays a progress bar while performing the move.

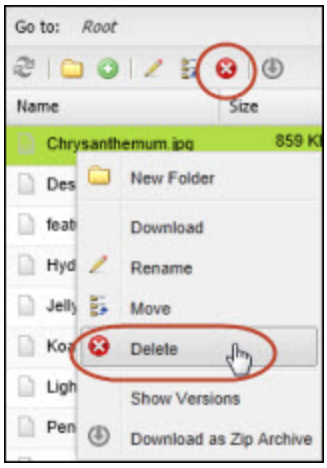
Deleting files or folders

You can delete a file or folder from the website. Be aware that if you are deleting a synchronized file or folder, the change will be propagated across all synchronized devices. Deleted filed are moved to the Recycle Bin where you can recover them later, if necessary. If you empty the Recycle Bin (permanently delete the files or folders), the files are also removed from the computer and you cannot recover them.

To delete a file or folder:

1. Click on the file you want to delete, or use CTRL-Click to highlight multiple files.

2. Right-click and select **Delete** or click the **Delete** (X) icon, as shown below.



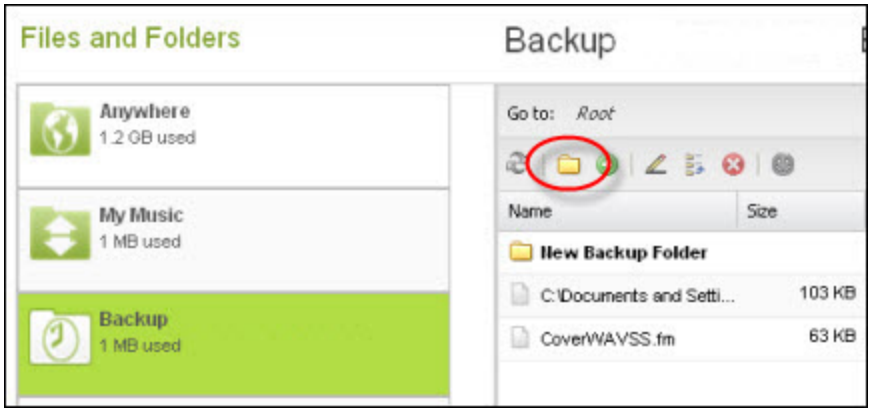
3. When SecureAnywhere prompts for a confirmation, click **OK**.

Creating a new folder

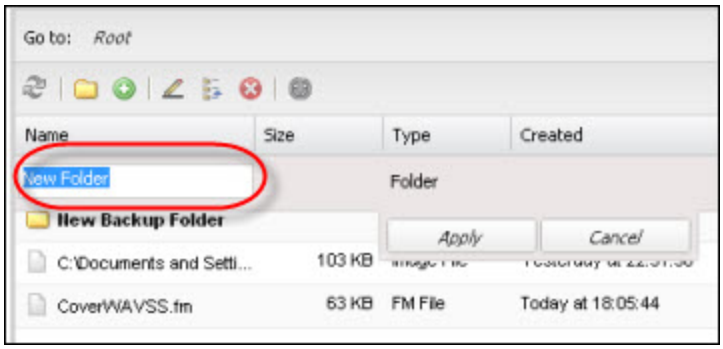
You can create a new folder from the website. Be aware that if you are adding a subfolder to a synchronized folder, the change will be propagated across all synchronized devices.

To create a folder:

1. Highlight the storage folder where you want to create a new folder.
2. Click the **Create a New Folder** icon, as shown below.



3. When SecureAnywhere prompts for a name,enter a name and click *Apply*.



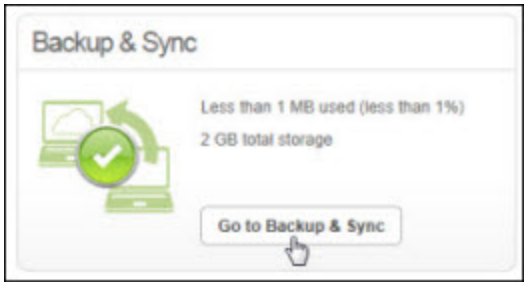
The new folder is added to the storage folder.

Viewing the version history

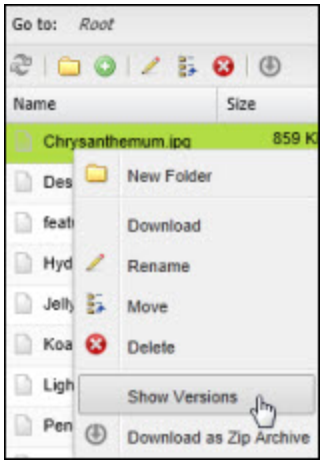
You can save up to five previous versions of a file. (If you save changes a sixth time, your most recent versions are saved and the oldest version is removed.) You can download any of those saved versions.

To view the version history:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click **Go to Backup & Sync**.



3. Right-click on the desired file and select **Show Versions**.



The Version History panel opens. The first file, Index "0," is the most current version.

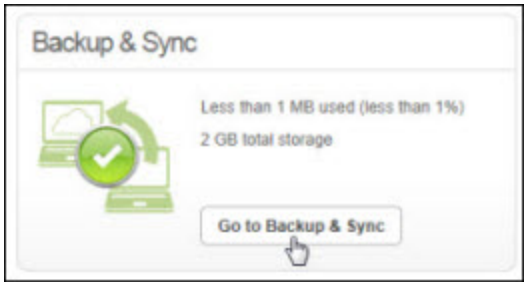
4. If desired, you can download a previous version by right-clicking on its row and clicking **Download**. You can also reset a file to the current version by selecting **Set Current** or remove an old version by clicking **Delete**.

Viewing device details

The Devices tab displays information about each device with Backup & Sync configured. It also shows the storage folders associated with each device.

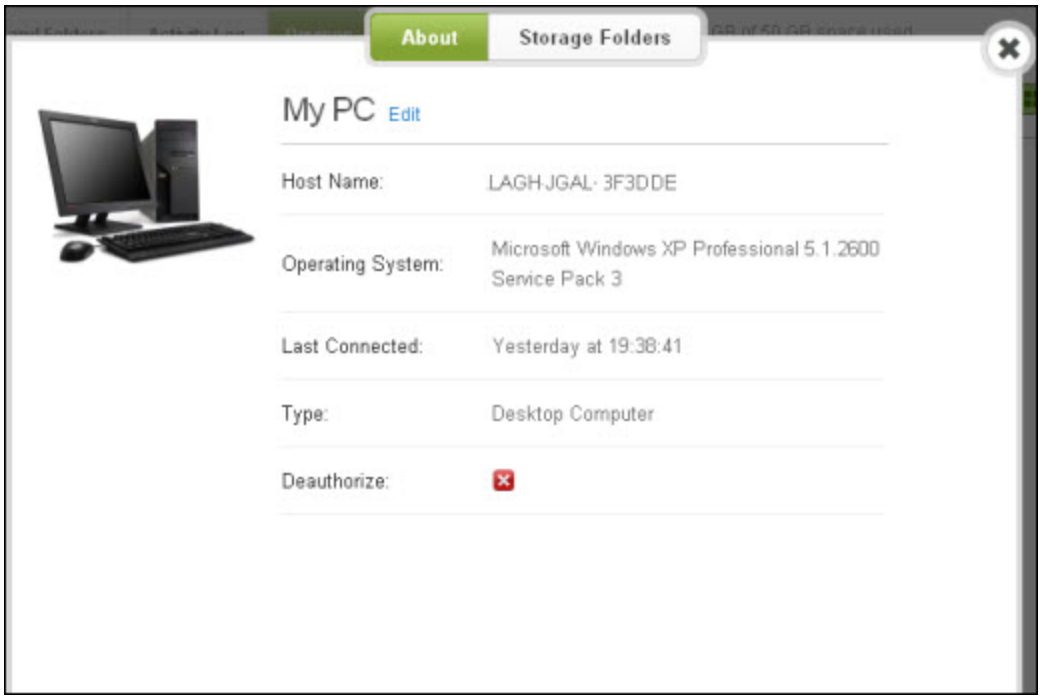
To display details about a device:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click **Go to Backup & Sync**.



3. Click the **Devices** tab at the top of the page.

4. Click on an individual device.
   The details window pops up, as shown in the following example.



The table below provides descriptions for the device details.

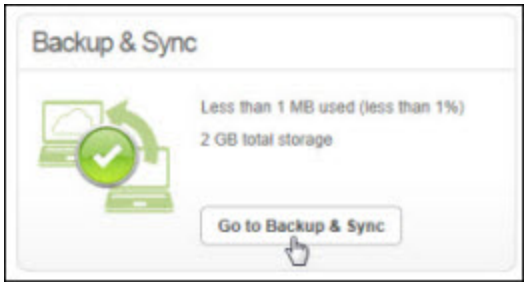
Device details	
About tab:	
Title	By default, SecureAnywhere shows the host name. Click the **Edit** link to change the name, then click the green checkmark to save the new name.
Host Name	The host name of the device.
Last Connected	The date and time this device was last synchronized.
Type	The type of device, such as Desktop Computer.
Deauthorize	Click the **X** to disconnect this device from the account.
Storage Folders tab:	
(Names of folders)	Shows a list of synchronized folders associated with this device.

Viewing the Activity Log

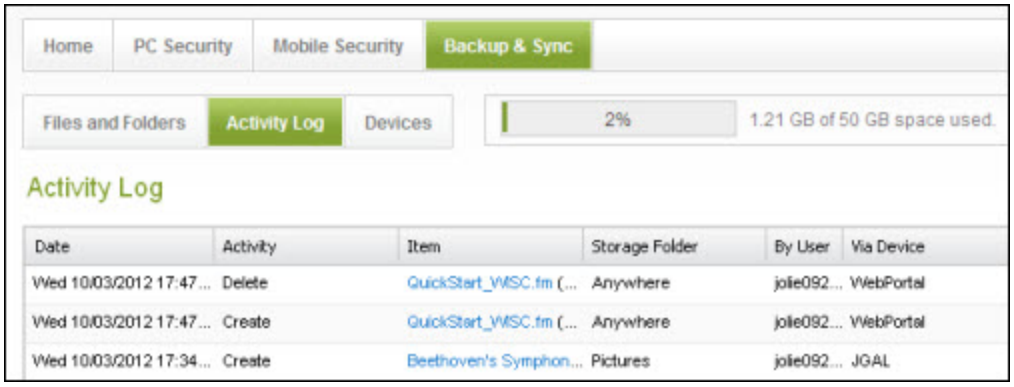
The Activity Log keeps track of all user activity for all folders and devices associated with your account.

To view the Activity Log:

1. Open your browser and go to my.webrootanywhere.com. (See "Logging in to your account" on page 6.)
2. Click **Go to Backup & Sync**.



3. Click the **Activity Log** tab at the top of the screen.
   A sample Activity Log is shown below.



The following table provides descriptions for each column.

Activity Log	
Date	The date and time the activity was performed.
Activity	The type of activity performed.
Item	The file or folder name associated with the activity.

Activity Log	
Storage Folder	The name of the Storage Folder where the activity took place.
By User	The SecureAnywhere account ID of the user.
Via Device	The name of the device where the activity took place. This will either indicate a device name or display "WebPortal" for activity that took place from the website.

Using the Windows Store app for Backup & Sync

If you purchased a multi-license edition, you can download the Backup & Sync Windows Store app to a Windows 8 or RT device.

> **Note**: For further instructions, see *User Guide for the Backup & Sync Windows Store App*.

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 & Sync app and select **Install**.
4. When you see the Webroot tile on your desktop, select the tile to open Backup & Sync.

5. At the first screen, enter your Webroot account login credentials and your keycode.
   The Backup & Sync app will synchronize with your Webroot account in the cloud. If you have folders in your account, you will see those folders appear, similar to the following example:

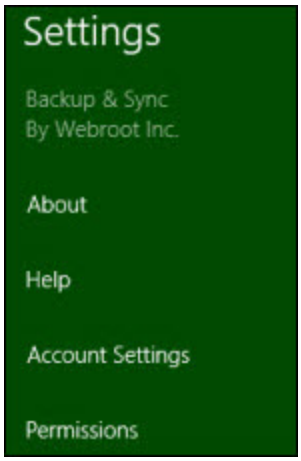
The Backup & Sync app provides options for managing your files and folders, as described below:

- A taskbar provides options for adding files, refreshing the display, selecting all files, viewing details, and creating a new folder. (This taskbar is available at the bottom of the panel.) When a folder view is displayed, the following options appear:

  If a file is selected, additional options appear for deleting files, clearing selections, and saving files:

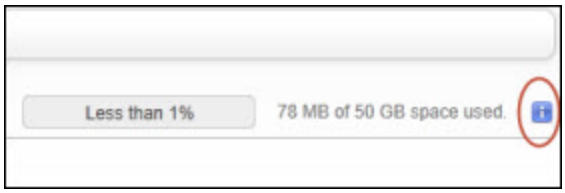
- The Charms bar provides access to Backup & Sync settings. (Move your mouse to the bottom, right corner to display these options.) Click on **Settings** to access the Backup & Sync settings, which allows you to view app information, access Help, view account settings, and change permissions.

  The following Backup & Sync Settings appear:



Viewing account details

To view information about your Backup account, click the blue Information button in the upper right corner:



A panel opens that shows your account details, storage space and user details.

Passwords

To get started with SecureAnywhere password management, see the following topics:

Getting Started with Passwords **84**
Using the Password Manager toolbar **87**
Accessing Passwords from your account **90**
Capturing login credentials **93**
Capturing login credentials while in a website 93
Defining login credentials from the SecureAnywhere website 95
Capturing additional login credentials 97
Logging in to password-managed sites **99**
Logging in to sites from a browser 99
Logging in to sites from the SecureAnywhere website 100
Generating secure passwords **101**
Updating password-managed sites **103**
Exporting and importing data **106**
Importing passwords from other applications 106
Exporting user names and passwords 107
Using Form Fill Profiles **110**
Creating Form Fill profiles 110
Populating fields with Form Fill profiles 112
Editing Form Fill profiles 113
Setting preferences **114**
Using other browsers **117**

Getting Started with Passwords

If your SecureAnywhere edition includes Passwords, you can use the following features:

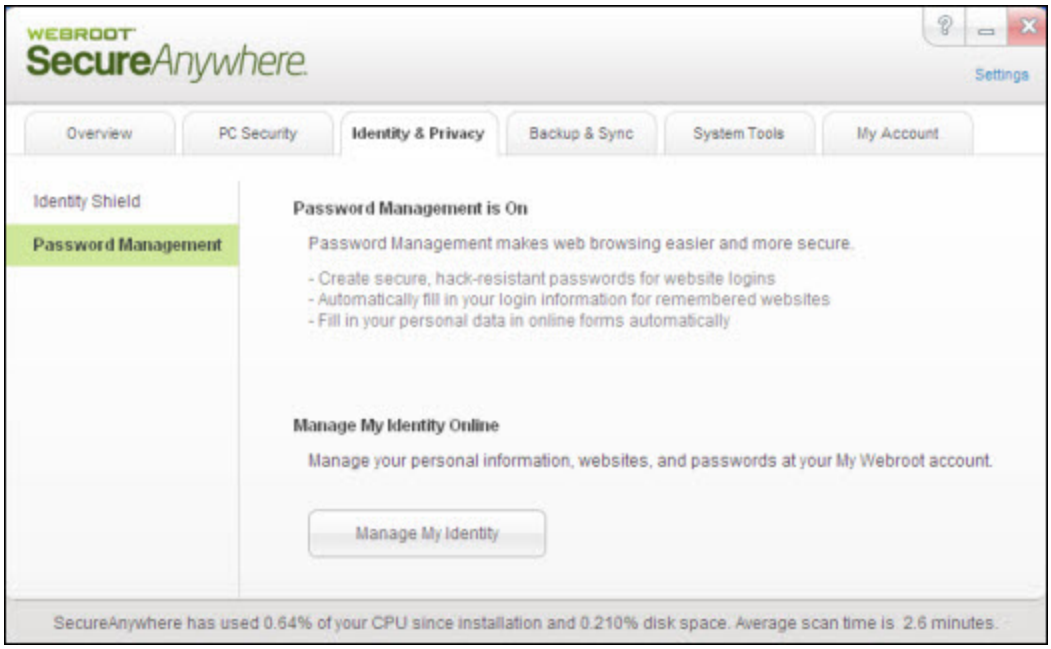
- Capture user names and passwords and fill them in automatically when you access a website.
- Set up a profile you can use to fill in more extensive web forms automatically, such as credit card payment forms.
- Generate secure passwords for all your commonly-used websites.

With the Password Manager, you will never need to remember multiple login names and passwords, write them down on paper, or store them in an unencrypted file on your device. Plus, the Password Manager works across all your devices, including laptops, mobile phones, and tablets.

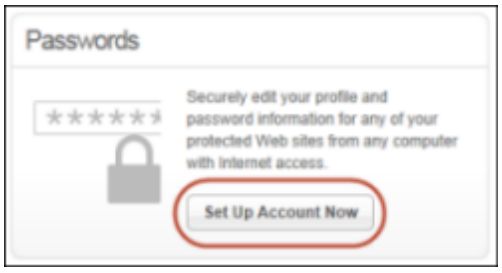
Important note about the security of your Password Manager data: To keep your data safe from hackers, the Password Manager encrypts all your personal data on your local computer. SecureAnywhere uses the same encryption method employed by the US Government for Top Secret data. The encrypted data is meaningless to Webroot and to anyone else without the decryption key. This key is stored on your own computer and is created using your email address and master password. This personal data is never sent over the Internet.

To get started with Passwords:

1. If you have not yet created an account in the SecureAnywhere website, click **Sign up now** in the Create an Account panel. For detailed instructions, see "Creating an account" on page 2.
2. Open SecureAnywhere on your computer and make sure the Passwords component is configured. For detailed instructions, see *SecureAnywhere User Guide for PCs*.
   The Password Management panel looks similar to the example below.

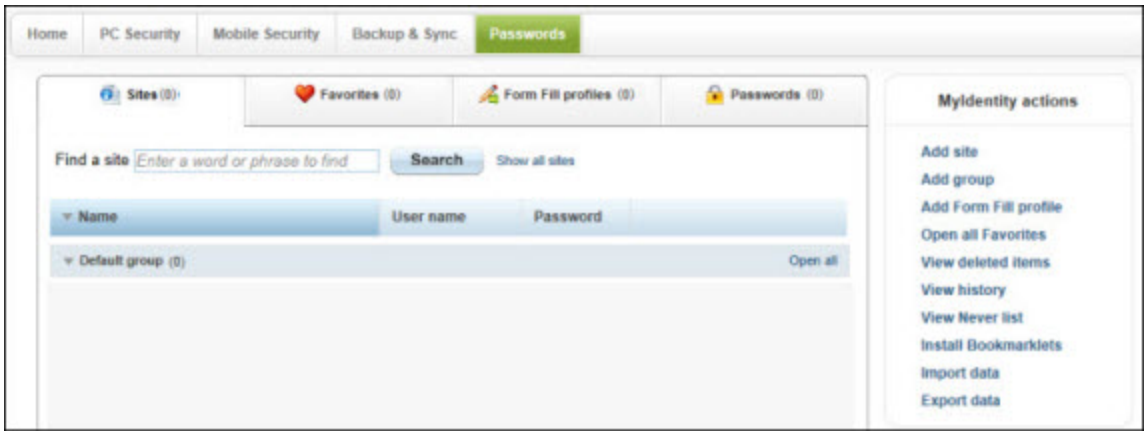


3. If desired, you can install the SecureWeb app on your mobile devices for password management. For instructions on installing the apps on your mobile devices, go to http://www5.nohold.net/Webroot/Loginr.aspx?login=1&app=vw&solutionid=903.
4. Once the Passwords component is configured on your computers and mobile devices, access your online account by logging in to my.webrootanywhere.com.
5. From the Home panel of the website, click **Set Up Account Now** in the Passwords panel.



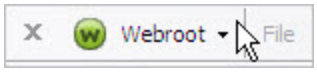
When the Passwords component is configured, the **Set Up Account Now** button changes to **Go to Passwords**. (This may take about 15 minutes.)

6. Make sure your user account has **Password Services** enabled. See "Managing users" on page 18.
7. Click **Go to Passwords** to access the Password Manager.
   The Passwords panel opens, similar to the example below.



A Webroot SecureAnywhere icon appears in the toolbar of your browser, along with a drop-down arrow and menu of features. To access Password Management functions, click on the drop-down arrow and log in to your SecureAnywhere account (use your SecureAnywhere login credentials). **Tip:** If you do not see the icon in your browser, reboot your machine.

Internet Explorer:



Firefox:

When you are logged in to your account from the toolbar, SecureAnywhere prompts you to save login credentials whenever you access a website that requires a user name and password. For details, see "Capturing login credentials" on page 93.

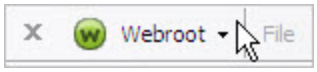
Using the Password Manager toolbar

You can access Password Manager functions from your browser's toolbar. When you are signed in to your Webroot account from the toolbar, SecureAnywhere can automatically fill in your login credentials for sites that require a user name and password. The toolbar also allows you to access favorite sites, auto-fill data into web forms, and other tasks.

To access Password Manager functions in your browser's toolbar:

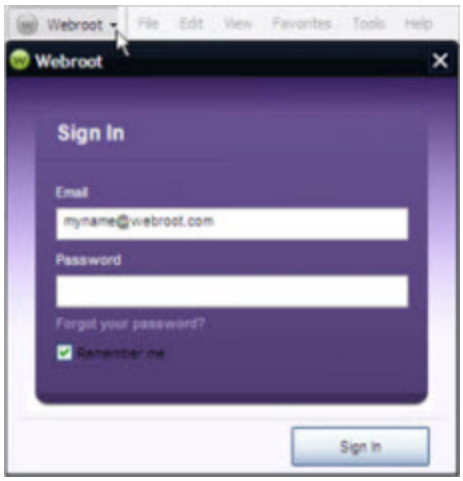
1. Open Internet Explorer or Firefox.
2. Log in to your SecureAnywhere account by clicking the Webroot icon in your browser's toolbar.

   Internet Explorer:

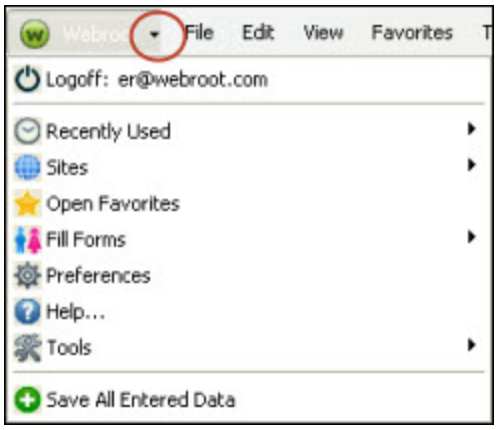
   

   Firefox:

3. In the dialog, enter your SecureAnywhere user name and password.

4. Once you are logged in, click on the drop-down arrow to display the Passwords menu:



From this menu, you can log in to your sites, fill forms with personal data, save data entered into forms, and set preferences for the Password Manager. See the following table for more information.

Passwords menu	
Logoff	Logs out of your Webroot SecureAnywhere account.
Recently Used	Click the arrow to access a list of password-managed sites that you recently visited.
Sites	Click the arrow to access a list of all password-managed sites that you defined, organized by group. If you did not specify a group for a site, that group is listed under **(none)**. Sites allows you to save credentials while the website is loaded (the Password Manager will save as much data as it can from the website fields currently displayed).
Open Favorites	Opens websites you designated as a favorite when you captured login credentials for the site. You can view, edit, and delete sites in your Favorites list. For more information, see "Updating password-managed sites" on page 103.
Form Fills	Click the arrow to access form-fill commands. You can use a form-fill profile to populate fields in the currently displayed website, edit or delete a form-fill profile, add a form-fill profile, and clear fields in a form.
Preferences	Opens the Preferences dialog for modifying the behavior of the Password Manager. For more information, see "Setting preferences" on page 114.

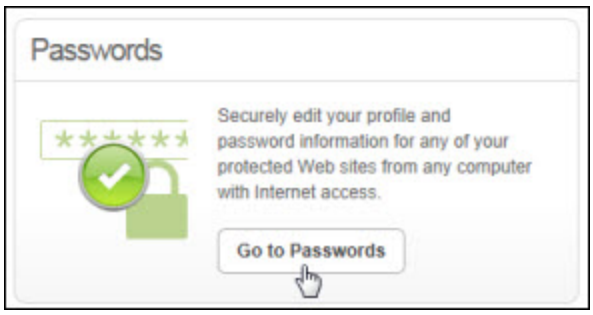
Passwords menu	
Help	Opens the Webroot SecureAnywhere Help website.
Tools	Click on Tools to access: **Generate Secure Password**. See "Generating secure passwords" on page 101. **Site Search.** If you defined numerous password-managed sites, use this search feature to find the site you need. **Recheck Page.** Some sites use Javascript or Ajax to dynamically show the login form. If this is the case, you can click Recheck Page to properly fill in the saved login fields. **Refresh Sites**. If you edited site information and the changes don't appear immediately, click Refresh Sites to force the changes. **Import From.** See "Exporting and importing data" on page 106. **Export To.** See "Exporting and importing data" on page 106. **Print**. Allows you to print your password-managed site information. **Clear Local Cache.** If you use the Password Manager from a public computer, the encrypted data is stored on that computer. Select Clear Local Cache to remove any files stored during your session. **Add Site**. See "Capturing login credentials" on page 93. **Save All Entered Data**. Saves all the information entered in fields. See "Capturing login credentials" on page 93. **(Current Site Name)** Click the arrow to access Password Manager functions for the current website (only appears if a password-managed site is currently displayed). Functions include auto-filling fields in the website, copying your user name and password to paste in another site, editing the site information, and deleting the site information.

Accessing Passwords from your account

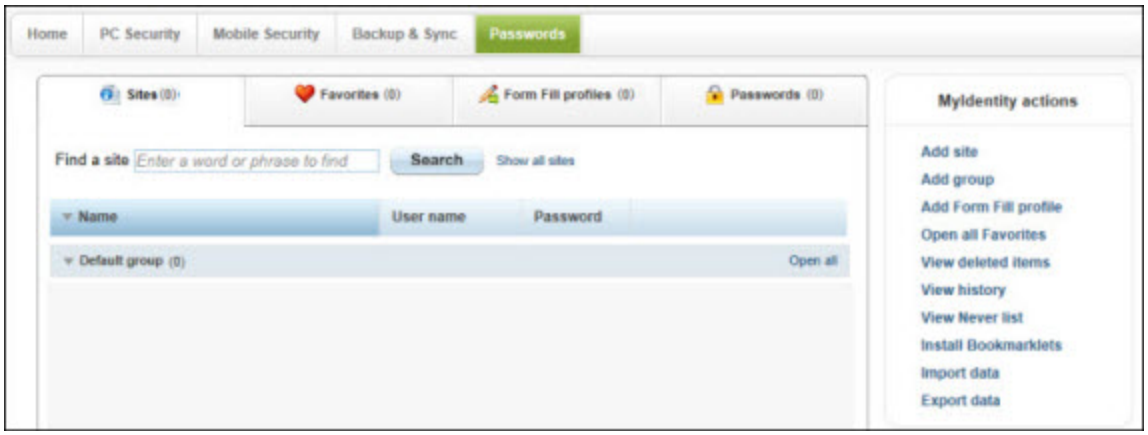
You can access all your saved credentials and other personal information from your account in the SecureAnywhere website. In the Passwords page, you can also edit information you saved for logins, form-fills, and favorite sites.

To access the Password Manager functions from the SecureAnywhere website:

1. Log in to my.webrootanywhere.com.
2. Click **Go to Passwords**.



The Passwords page looks similar to the following example. When you begin saving login credentials and organizing them in groups, the definitions appear under the Sites tab.



The following table provides a description for each feature on the Passwords page.

Passwords page	
Sites	Provides a list of password-managed sites. You can edit, open, or delete previously defined sites and the groups you created for them. See "Capturing login credentials" on page 93.
Favorites	Provides a list of sites you have designated as a favorite when you captured login credentials for the site. You can view, edit, and delete sites in your Favorites list.
Form Fill profiles	Provides a list of profiles you have defined to fill in forms. You can view, edit, and delete Form Fill profiles. See "Using Form Fill Profiles" on page 110.
Passwords	Provides a list of generated passwords. You can view, edit, and delete generated passwords. See "Generating secure passwords" on page 101.
MyIdentity actions > Add site	Allows you to manually define login credentials for a password-managed site. See "Capturing login credentials" on page 93.
MyIdentity actions > Add group	Allows you to define a group for password-managed sites. Groups help you organize sites into categories for easier viewing. When you add a group, it is added to the group drop-down list available for selection when you define credentials on a website.
MyIdentity actions > Add a Form Fill profile	Allows you to define a profile that will be used to fill in forms automatically. A profile includes such personal information as your name, address, and credit card numbers. This feature saves you from manually typing your personal data into web forms every time you make an online purchase, complete a survey, and so on. For instructions, "Using Form Fill Profiles" on page 110.
MyIdentity actions > Open all Favorites	Allows you to open sites that you specified as Favorites. All the sites open at once in separate tabs of your web browser, which can be convenient if you use the Passwords page as your browser's home page.
MyIdentity actions > View deleted items	Allows you to view and recover any groups or sites you previously deleted.
MyIdentity actions > View history	View a list of tasks you performed with the Password Manager.
MyIdentity actions > View Never list	Allows you to suppress the toolbar prompts for specific websites. In the dialog, select the type of prompts to suppress and enter the websites where you do not want to see those prompts.

Passwords page	
MyIdentity actions > Install Bookmarklets	Allows you to create Bookmarklets, which help you access data if you are traveling, have a mobile browser, or are using an unsupported browser. See "Using other browsers" on page 117.
MyIdentity actions > Import data	Allows you to import data from another password-management application. For instructions, see "Exporting and importing data" on page 106.
MyIdentity actions > Export data	Copy your user names and passwords into an Excel spreadsheet. For instructions, see "Exporting and importing data" on page 106.
Recently visited sites	Shows a list of recently visited sites.

Capturing login credentials

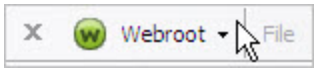
When you are logged in to your SecureAnywhere account and access a website that requires a username and password, the Password Manager automatically detects any information you enter into login fields and prompts you to capture the credentials. Later, when you open that website again, the Password Manager can populate the fields or log you in automatically.

Two methods are available for capturing login credentials:

- Open a website and allow the Password Manager to capture the information as you type it. This is the quickest method.
- Manually define login credentials in the Passwords page of your online SecureAnywhere account.

Capturing login credentials while in a website

To capture login credentials:

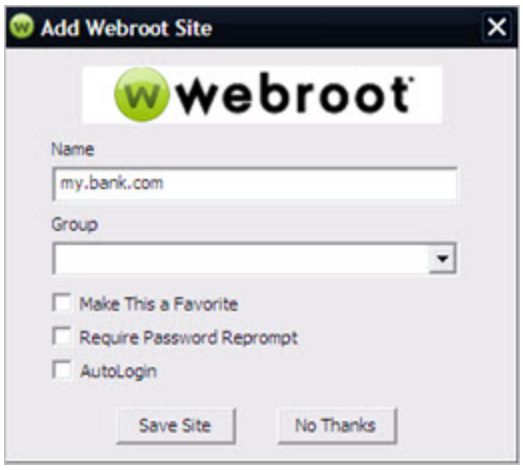
1. Make sure you are logged in to your SecureAnywhere account. (Click the Webroot icon in your browser's toolbar, then enter your SecureAnywhere user name and password.) If you are not logged in, you will be prompted to do so.
   Internet Explorer:
   

   Firefox:

2. Open a website that requires login credentials, such as a banking site, an account with an Internet vendor, or a social media site.
3. Log in to the site with your user name and password.
   As the site logs you in, the Password Manager detects the user name, password, and URL. It then prompts you to save the login information from a green toolbar near the top of your browser.
4. From the prompt, click **Save Site**.

   The Add Webroot Site dialog opens with the web address already displayed in the Name field, such as

"my.bank.com." (The user name, password, and URL have been saved automatically and do not appear on this dialog.)



5. Optionally, you can specify more information about the site and how you want to access it in the future, as described in the following table:

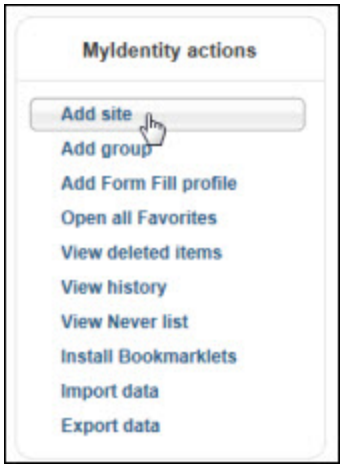
Add Webroot site	
Name	The web address is used for the site name, unless you want to change it to something simple, such as "My Credit Union."
Group	You can define a name for a group or select one from the list (if you already defined groups). By defining a group, you can organize sites by categories, such as Banking and Shopping. If you do not enter a group, the site is categorized in a default group.
Make This a Favorite	If you access this site frequently and are storing login credentials for numerous sites, you can select this checkbox to save this site to your Favorites list. You can quickly access your Favorites using the **Open all Favorites** option from the Passwords page.
Require Password Reprompt	Click this checkbox if you don't want your password automatically filled in the field, and instead, want to manually enter the password yourself. This setting also requires you to enter your SecureAnywhere master password before editing the site information.
AutoLogin	If you want to bypass the password prompt and log in automatically, select this checkbox.

6. Click the **Save Site** button.
   The system saves the information, which you can then view in your online SecureAnywhere account. The next time you access this website, make sure you are signed in to your SecureAnywhere account so the Password Manager can automatically fill in your login credentials. See "Logging in to password-managed sites" on page 99.

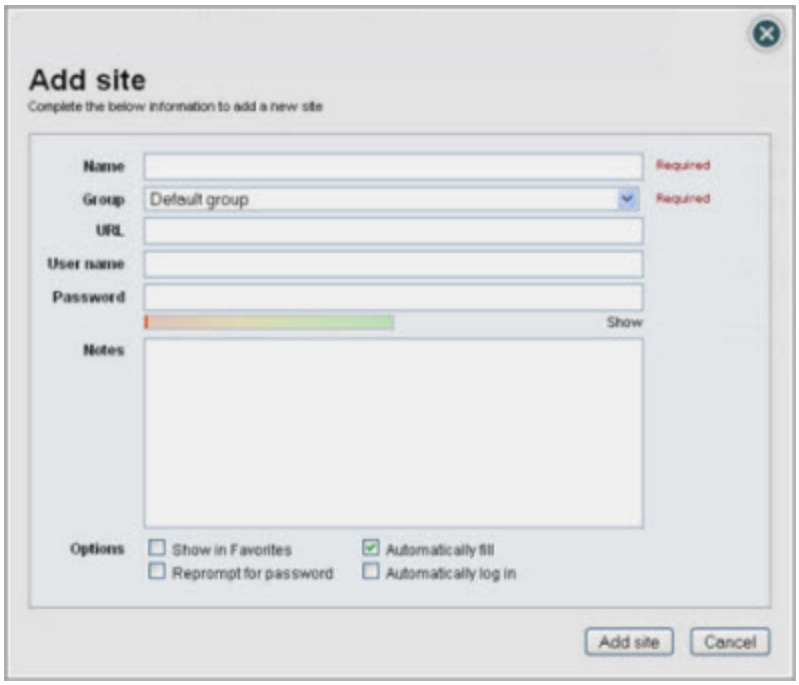
Defining login credentials from the SecureAnywhere website

To define login credentials:

1. Log into my.webrootanywhere.com and click **Go to Passwords**.
2. On the far right of the panel, click **Add site** under "MyIdentity actions."



3. At the prompt, click **Yes, let me manually add a site**.
   The Add Site dialog opens.



4. Fill in the Add Site dialog, as described in the following table.

Add Site dialog	
Name	Enter a name for the website (for example: My Bank). This name is displayed in SecureAnywhere prompts.
Group	Define a name for a group or select one from the list (if you already defined groups). By defining a group, you can organize sites by categories in the Passwords page and in the SecureWeb apps, such as Banking and Shopping. If you do not enter a group, the site is categorized in a default group.
URL	Enter the URL of the website's login page (for example: http://www.website.com/login).
User name	Enter your login name for the site.
Password	Enter your password for the site.

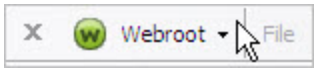
Add Site dialog	
Notes	Optionally, enter any extra information that might be helpful, such as your PIN number for a bank account.
Options	If desired, select any of the following: **Show in Favorites.** If you access this site frequently, you can select this checkbox to create a Favorites list. You can then use the Open all Favorites option from the Passwords page. **Reprompt for password.** Click this checkbox if you don't want your password automatically filled in the field, and instead, want to manually enter the password yourself. This setting also requires that you enter your SecureAnywhere master password before editing the site information. **Automatically fill.** Keep this checkbox selected if you want your user name and password automatically filled in when you access the site. Otherwise, de-select this checkbox. **Automatically log in.** If you want to bypass the password prompt and log in automatically, select this checkbox.

5. Click the **Add site** button.
   The next time you access this website, make sure you are signed in to your SecureAnywhere account so the Password Manager can automatically fill in your login credentials. See "Logging in to password-managed sites" on page 99.

Capturing additional login credentials

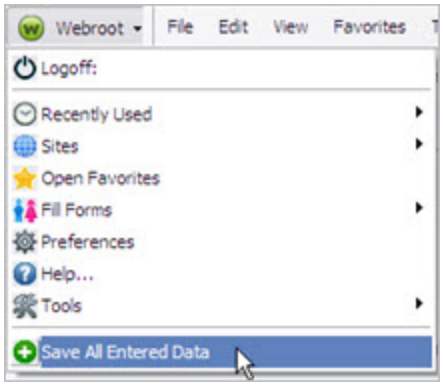
Some websites require more than a user name and password for a login, such as the last four digits of your social security number or medical plan number. If you frequently access a site with additional login credentials, you can use Save All Entered Data to capture those extra fields.

To capture other types of login credentials:

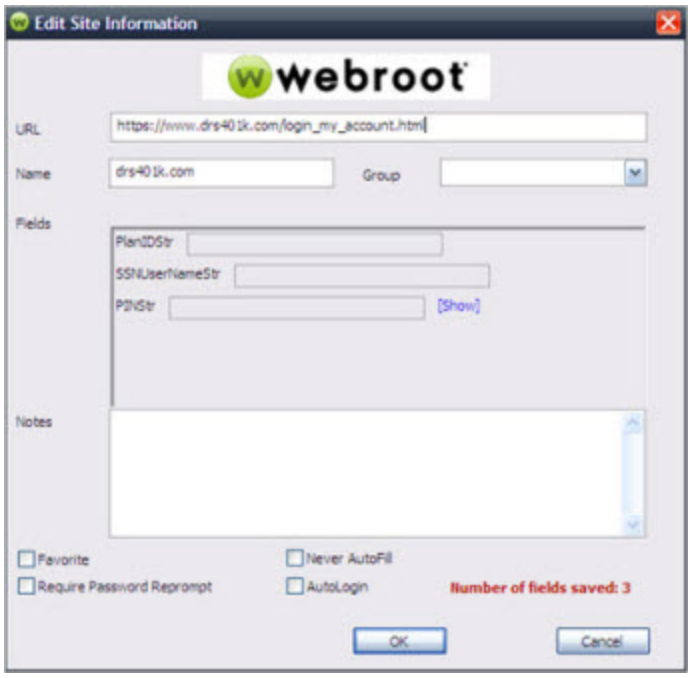
1. Make sure you are logged in to your SecureAnywhere account. (Click the Webroot icon in your browser's toolbar, then enter your SecureAnywhere user name and password.)
   Internet Explorer:
   

   Firefox:

2. Open the website and fill in the required fields.
3. From the SecureAnywhere drop-down menu in the browser, click **Save All Entered Data**.



The Edit Site Information dialog opens. This dialog shows data that it captured from the site. It captures all the fields it can, even if you did not enter data in those fields.



4. Make any changes that you want, then click **OK**.
   The next time you access this website, make sure you are signed in to your SecureAnywhere account. The Webroot SecureAnywhere icon appears at the end of the fields to indicate that the login credentials are stored in the Password Manager. (For drop-down fields, the icon is not shown.)

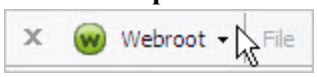
Logging in to password-managed sites

After you define login credentials for a site, the Password Manager can automatically log in to the site from a web browser on a computer or from the SecureWeb app on a mobile device.

Logging in to sites from a browser

1. Make sure you are logged in to your SecureAnywhere account. (Click the Webroot SecureAnywhere icon in your browser's toolbar, then enter your SecureAnywhere user name and password.)

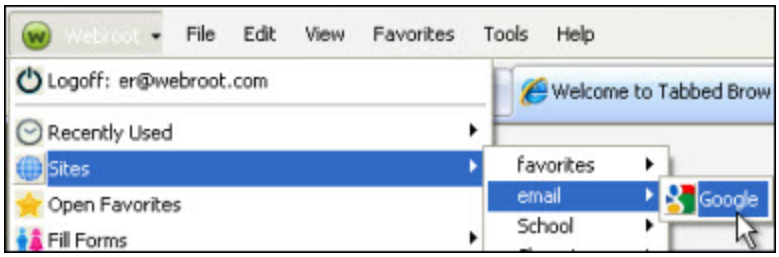
   Internet Explorer:

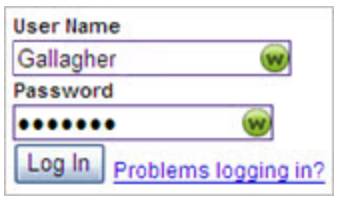
   Firefox:

2. You can log in to a site from the browser toolbar or by opening the website:

   - **Toolbar**. From the Webroot SecureAnywhere toolbar, click on the drop-down arrow to open the menu, click on **Sites**, and select a password-managed site from the list.

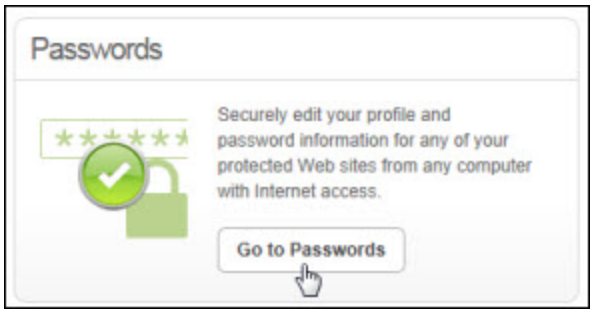
   - **Website**. In your browser, open the website. The Password Manager remembers how you defined the site. For example, if you specified auto-fill, it automatically enters the login credentials for you. The Webroot SecureAnywhere icon appears at the end of the fields to indicate that the login information is stored in the Password Manager. The user name and password fields are automatically filled in, unless you selected Require Password Reprompt in the Add Webroot Site dialog.

3. If you defined more than one login for a single website, the Password Manager prompts you to select the desired login credentials. Click the **AutoFill** button to display the different site names and select from one of them to fill in the fields.

Logging in to sites from the SecureAnywhere website

1. Log in to my.webrootanywhere.com and click **Go to Passwords**.



The Passwords page looks similar to the following example. Your password-managed sites appear in the Sites and Favorites tabs.

2. To open a site, double-click on the site name from the Sites tab or Favorites tab. You can also select **Open all Favorites** from MyIdentity actions.

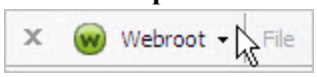
Generating secure passwords

You can use the Password Manager to generate a strong, hack-resistant password for any website. A strong password is difficult to guess and helps protect you from identity theft. You don't need to remember these automatically generated passwords. When you access this web page again, the Password Manager automatically fills in the password field for you.

To use the password generator:

1. Make sure you are logged in to your SecureAnywhere account. (Click the Webroot SecureAnywhere icon in your browser's toolbar, then enter your SecureAnywhere user name and password.)

   Internet Explorer:

   Firefox:

2. Access a password-protected web page and click inside the password field.
   The yellow Password Manager toolbar opens.
3. Click **Generate** from the toolbar. (If this toolbar doesn't appear, click the drop-down arrow next to the icon, then select **Tools > Generate Secure Password**.)
   The Generate Secure Password dialog opens.

4. Click the **Accept** button to use the randomly generated password shown in the field. (If you are not logged in or you are not accessing a web page with a password field, a **Copy** button appears instead of the **Accept** button. Click **Copy** to copy the password to your clipboard. You can then paste the password

into a password field.)
Once you click **Accept**, the new password is filled into the Password and Confirm Password fields in your web page.

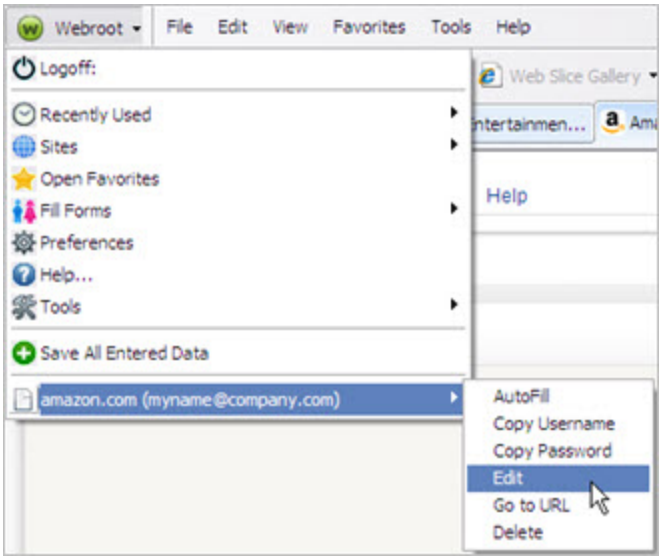
5. If you want a different password than the one shown, you have several options:
    - Click **Generate** to create another password, then click **Accept**. You can keep clicking **Generate** until you are satisfied with the password displayed in the field.
    - Click in the **Show Advanced Options** checkbox to display more options for password generation, select the items you want, then click **Generate**. You can keep clicking **Generate** until you are satisfied with the password displayed in the field, then click the **Accept** button.

Updating password-managed sites

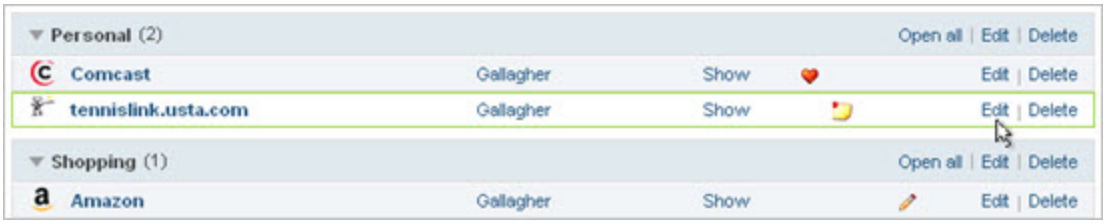
You can modify captured site information from a web browser or from the Passwords page of your SecureAnywhere account.

To edit password-managed sites:

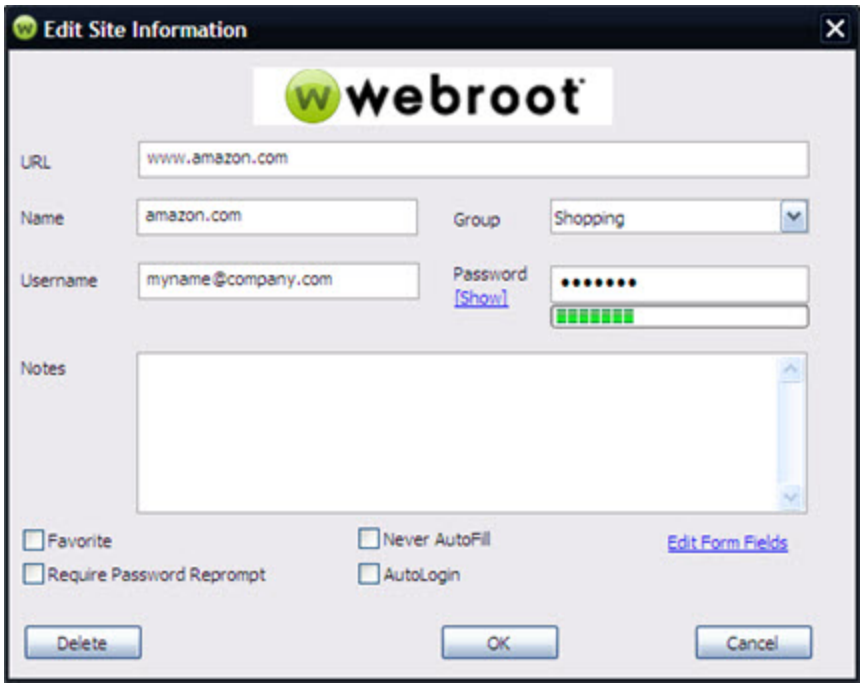
1. Open a web browser.
2. You can either use the toolbar or the Passwords page:
   - **Toolbar**. Sign in to your SecureAnywhere account. Access the site you want to edit. From the drop-down menu, select the site name at the bottom, then click **Edit**.



   - **Passwords page in your SecureAnywhere account.** Log in to my.webrootanywhere.com and click **Go to Passwords.** Locate the row for the site you want to change, then click **Edit**.



     The Edit Site Information dialog opens, as shown below. (This dialog looks slightly different if you loaded it from the Passwords page.) Depending on what information you originally defined for the site, this dialog may display different fields.



The following table provides a description of each field.

Edit Site Information dialog	
URL	The URL of the website's login page, which should not be modified unless the URL has changed.
Name	The site name.
Group	A group you defined and assigned to this site (if any).
User name	Your login name for the site.
Password	Your password for the site. Click **Show** if you want to see the actual password characters.

Edit Site Information dialog	
Notes	Any extra information about this site, such as a PIN number.
Options	If desired, select any of the following: **Favorite**. Select this checkbox if you access this site frequently and want to add it to your favorites list. You can then use the Open All Favorites feature from the Passwords page. **Require Password Reprompt**. Click this checkbox if you don't want your password automatically filled in the field, and instead, want to manually enter the password yourself. This setting also requires that you enter your SecureAnywhere master password before editing the site information. **Never AutoFill**. Select this checkbox if you do not want the fields in the website automatically filled when you access the site. **AutoLogin.** Select this checkbox if you want to bypass a password prompt and go directly to the web page. **Fields/Edit Form Fields**. If this site includes fields that were captured with Save All Entered Data, the fields appear in this form. (There may also be a link to Edit Form Fields.)

Exporting and importing data

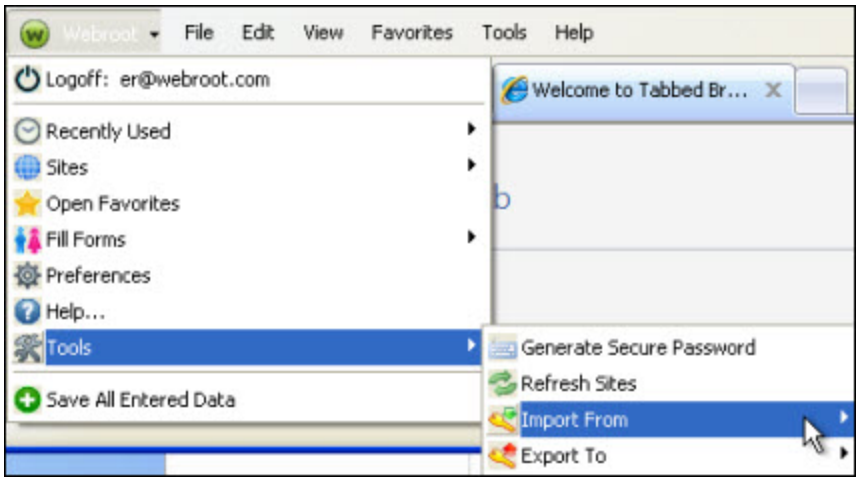
You can import passwords into SecureAnywhere from another password-management application or export data from SecureAnywhere to an Excel file.

Importing passwords from other applications

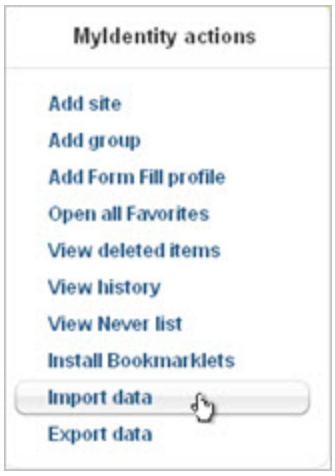
If you are currently using another password-management application, you can import data from that application into SecureAnywhere's Password Manager.

To import passwords from another application:

1. Open a web browser.
2. You can either use the toolbar or the Passwords page, as follows:
   - **Toolbar**. Sign in to your SecureAnywhere account. From the Webroot SecureAnywhere drop-down menu, click **Tools**, then **Import From**. A list of applications appears in a submenu. In the submenu, select from the list of password-management applications.



   - **Passwords page in your SecureAnywhere account.** Log in to my.webrootanywhere.com and click **Go to Passwords**. Under MyIdentity actions, click **Import data**.



3. From the dialog, click the arrow next to the Import data from field and select a password-management application. Click **Continue**.
4. Follow the on-screen instructions for importing passwords from that application. (Since every password application is unique, the instructions for importing data from each one is also unique.)

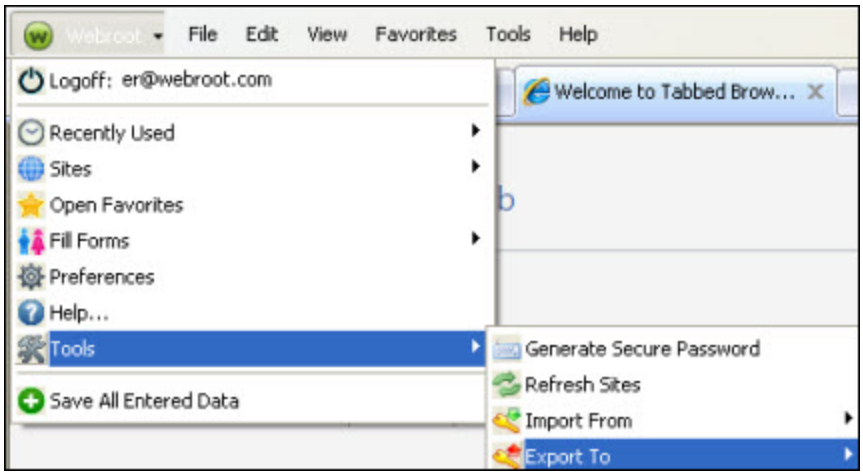
Exporting user names and passwords

You can use the Export feature to transfer all your Password Manager data into an HTML file, XML file, or a CSV file that can be opened using Microsoft Excel. The Export function is available from the Passwords page or from the drop-down menu in a browser.

To export data from a browser:

1. Make sure you are logged in to your SecureAnywhere account. (Click the Webroot SecureAnywhere icon in your browser's toolbar, then enter your SecureAnywhere user name and password.)

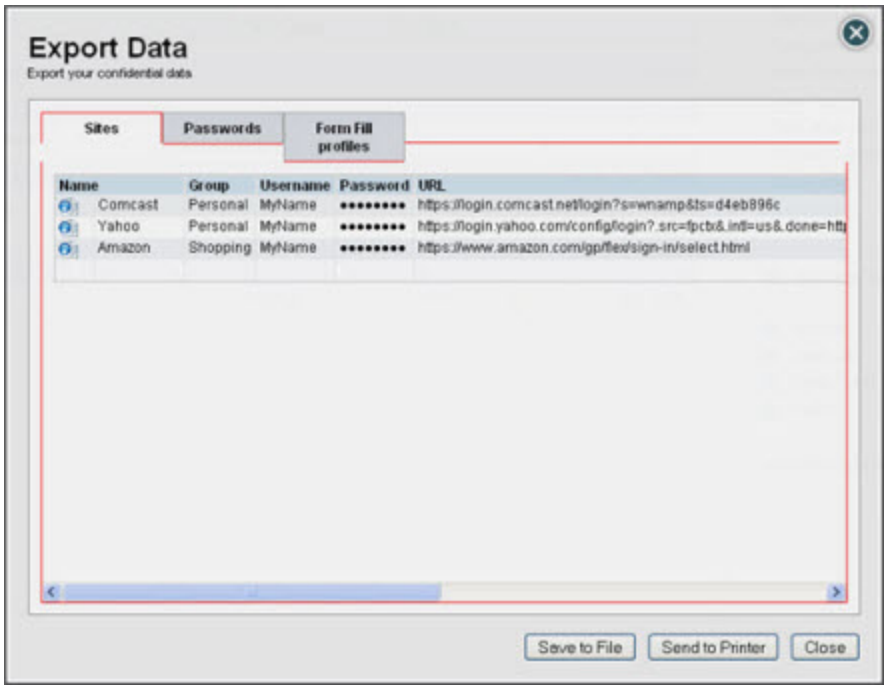
2. From the drop-down menu, click **Tools**, then **Export To**.



3. Select one of the export options.
   A dialog opens that asks for your SecureAnywhere master password.
4. Enter your SecureAnywhere account password and click **Sign In.**
5. If you selected Webroot CSV File or Webroot Encrypted File, you are prompted for a file name and a directory to store that file. If you selected a browser, our password data will be exported into the browser's built-in password manager.

To export data from the Passwords page:

1. Log in to my.webrootanywhere.com and click **Go to Passwords**.
2. Under MyIdentity actions, click **Export data.**
3. From the dialog, enter your SecureAnywhere master password and click **OK**.
4. The Export Data dialog opens, similar to the following example. In this dialog, you can see all the information for your sites, passwords, and form-fill profiles.



5. Click **Save to File** or **Send to Printer**.
   If you are saving a file, another dialog opens that allows you to select a file format.
6. Click **Export Data**.
7. If you are printing the data, your data is saved to an HTML page and another dialog opens where you can select a printer and click **OK**.

Using Form Fill Profiles

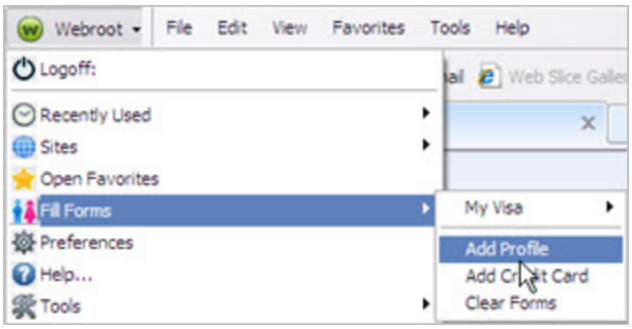
You can use SecureAnywhere's Password Manager to automatically populate web forms with personal information that you commonly enter in fields, including your name, address, and credit card information. For example, you may want to create a personal profile with all your contact information, and several profiles for each credit card you use for Internet shopping. Then you can use a personal profile to automatically fill in your name and address in the fields, and another profile to automatically fill in your credit card information.

Creating Form Fill profiles

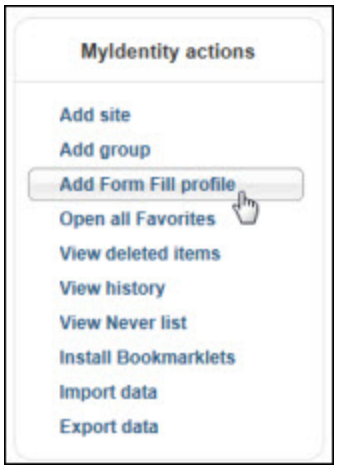
Before you can populate web fields with personal information, you must first create a Form Fill profile. You can create a profile from the website browser or from the Passwords page of your SecureAnywhere account.

To create a Form Fill profile:

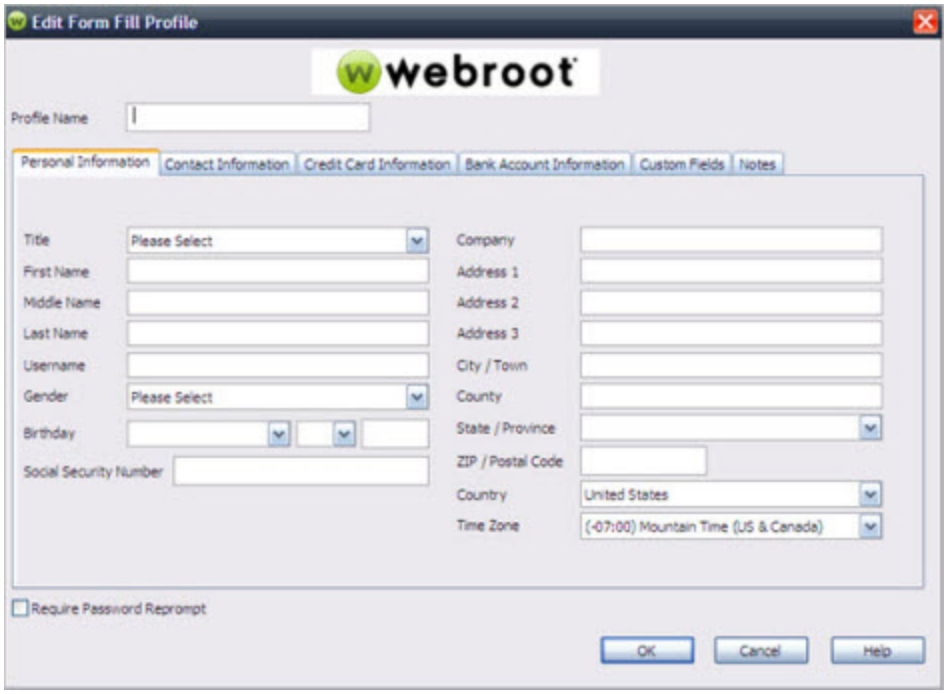
1. Open a web browser.
2. You can either use the toolbar or the Passwords page:
   - **Toolbar**. Sign in to your SecureAnywhere account. Access the site you want to edit. From the drop-down menu, select **Fill Forms,** then **Add Profile** or **Add Credit Card**.



   - **Passwords page in your SecureAnywhere account.** Log in to my.webrootanywhere.com and click **Go to Passwords**. Click the **Form Fill profiles** tab. Under MyIdentity actions, click **Add Form Fill profile**. Then select either **Add Full profile** or **Add Credit Card profile.**



The Edit Form Fill Profile dialog opens. (This dialog looks slightly different if you loaded it from the Passwords page.) If you selected **Add Credit Card**, only the Credit Card Information and Notes tabs appear in this dialog.



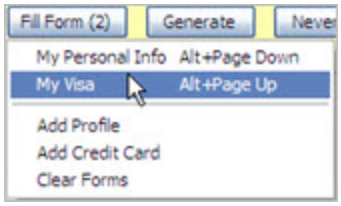
3. In the Profile Name field, enter a name that defines this profile, such as Personal Info or My Visa.
4. Enter as much information as you want in each field. (Click on the tabs for Personal Information, Contact Information, Credit Card Information, Bank Account Information, Custom Fields, and Notes to move between panels.)

5. The **Custom Fields** tab can be used to create fields that aren't listed in this Form Fill dialog. In **Text**, enter the text from a field on a web page. In **Value**, enter the information you want automatically filled into that field. (Multiple lines are allowed, but keep in mind that multiple lines can only be filled into a multi-line text box, not a single-line text box.)
6. If you want to require a SecureAnywhere master password before editing the Form Fill information, click the checkbox for **Require Password Reprompt**.
7. When you're done, click **OK**.

Populating fields with Form Fill profiles

Once you define Form Fill profiles, you can use them to populate your personal information into web fields from a browser or from the SecureWeb app on a mobile device.

1. Access a website that requires you to enter personal information into fields (name, address, credit card, and so on).
   The yellow Password Manager toolbar opens.
2. Click **Form Fill** and select the profile from the pop-up menu. (If you want to fill only specific fields, use your mouse to highlight the fields before you select the profile.) If this toolbar does not display, click the drop-down arrow next to the Webroot SecureAnywhere icon in your browser's toolbar, then select **Form Fills > profile name > Form Fill.**



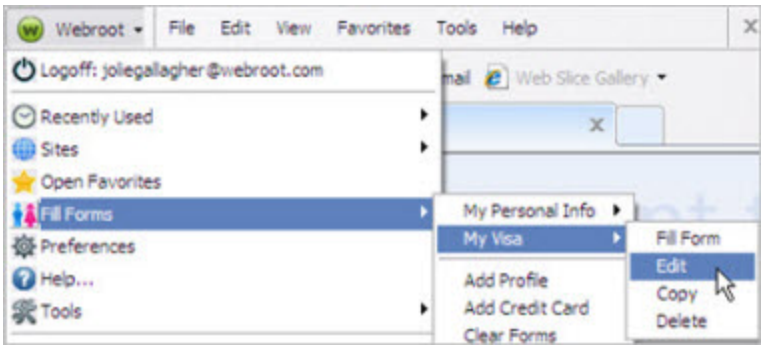
   The Password Manager transfers any information that applies to the fields.

Editing Form Fill profiles

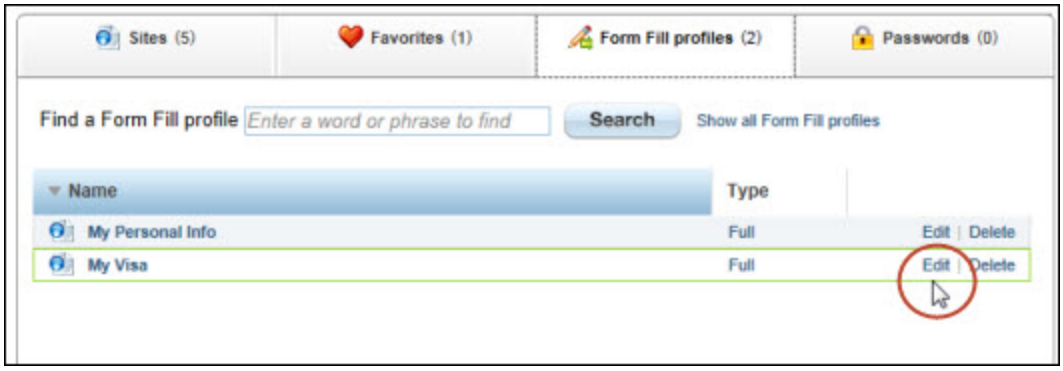
You can manage and access all your Form Fill profiles from a browser or from the Passwords page of your online SecureAnywhere account.

To edit Form Fill profiles:

1. Open a web browser.
2. You can either use the toolbar or the Passwords page:
   - **Toolbar**. Sign in to your SecureAnywhere account. Access the site you want to edit. From the drop-down menu, select **Fill Forms**, the name of the profile you want to edit, then **Edit**.



   - **Passwords page in your SecureAnywhere account.** Log in to my.webrootanywhere.com and click **Go to Passwords**. Click the **Form Fill profiles** tab, then click **Edit** next to the profile you want to edit.



3. Edit the desired information, then save your changes.

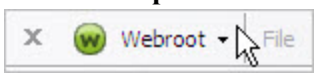
Setting preferences

You can set several preferences for the Password Manager, such as how notifications appear and what hotkeys you can use for shortcuts.

To set Password Manager preferences:

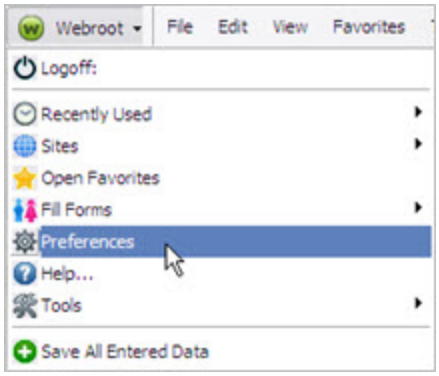
1. Make sure you are logged in to your SecureAnywhere account. (Click the Webroot SecureAnywhere icon in your browser's toolbar, then enter your SecureAnywhere user name and password.)

   Internet Explorer:

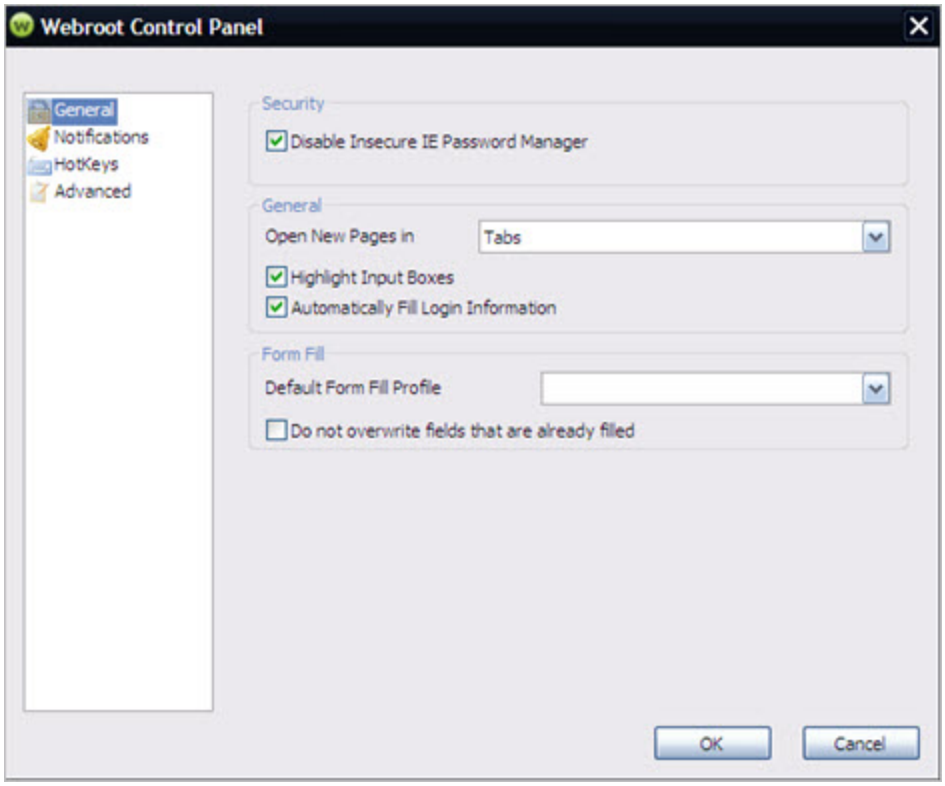
   

   Firefox:

2. From the SecureAnywhere drop-down menu, click **Preferences**.

   The following dialog opens.



3. Change the preferences as described in the following table. When you're done, click **OK**.

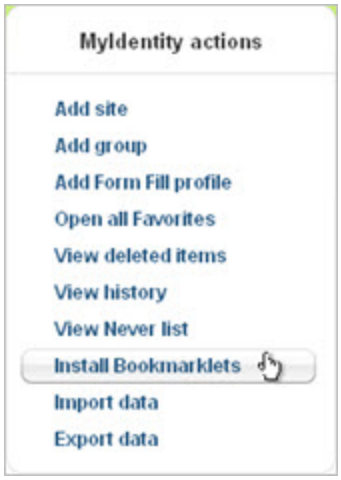
Password Manager Preferences	
General	Select whether you want to: • **Disable Insecure (IE or Firefox) Password Manager.** When selected, the Password Manager does not prompt you to save passwords. • **Open New Pages in...** Select the current tab, Tabs, or new Windows. • **Highlight Input boxes.** When selected, the Password Manager displays fields in a different color. • **Automatically Fill Login Information.** When selected, the Password Manager fills in login fields with your user name and password. • **Default Form Fill Profile.** Select the form-fill profile you want to use automatically and select the checkbox if you do not want to overwrite fields that are already filled.
Notifications	Select **Notifications** in the left panel, then click in the checkboxes for each type of notification you want the Password Manager to open.
Hotkeys	Select **Hotkeys** in the left panel, then enter key combinations you want to use for common Password Manager tasks.
Advanced	Select **Advanced** in the left panel, then select any of these advanced functions: • Enter the number of seconds to automatically log in to sites. • Display a warning before filling insecure forms. • Allow websites to disable AutoFill (keep the rule for AutoComplete=off). • Select the number of minutes until the Clipboard is cleared after use. • Open a login dialog when you start the browser. • Create new form-fill profiles automatically. • Change the language displayed in all dialog boxes, menus, and prompts. (You must restart the browser.)

Using other browsers

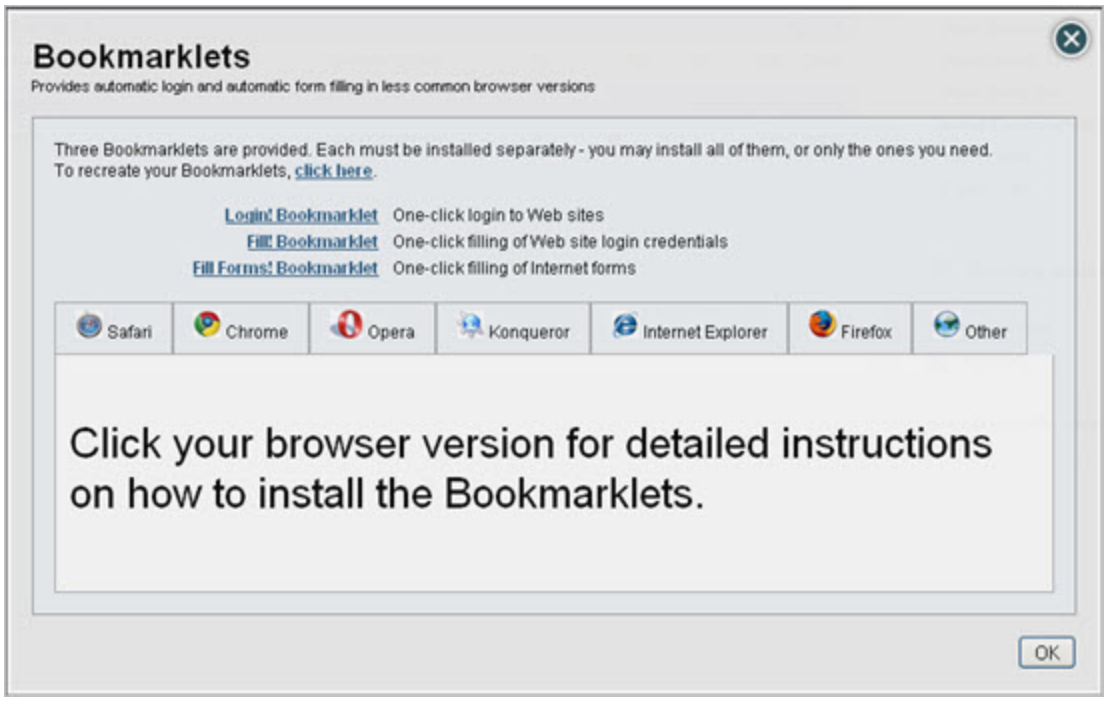
If you want to use a browser other than Internet Explorer, Firefox, or Chrome, you can create Bookmarklets to enable password functions. For example, to use Bookmarklets with Opera, you would drag Bookmarklet links to Opera's Bookmarks Bar, then click on the bookmark to use automatic login. Bookmarklets can be used with Safari, Opera, Konqueror, and other browsers.

To create Bookmarklets:

1. Log into my.webrootanywhere.com and click **Go to Passwords**.
2. From the MyIdentity actions panel, click **Install Bookmarklets**.



The Bookmarklets dialog opens.



3. Click on a tab for the browser you want to use.
   Instructions for that browser appear in the lower panel.
4. Follow the instructions to create the Bookmarklets, then click **OK**.
5. To use the Bookmarklet, go to your browser and click on the bookmark.
   The Password Manager either performs the function immediately or opens a dialog with more information.

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