



## **Mobile Protection Getting Started Guide**



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*WSAB Mobile Protection Getting Started Guide*

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# Chapter 1: WSA Business Mobile Protection Getting Started Guide

To get started using Business Mobile Protection, see the following topics:

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## WSA Business Mobile Protection Getting Started Guide Overview

Webroot® SecureAnywhere™ Business – Mobile Protection secures devices from malware, malicious websites and application hijacks. Leveraging the cloud, it protects both corporate and user data against accidental loss or theft.

Mobile Protection does not require on-premise management software or hardware. Administration is delivered by the Webroot SecureAnywhere Business website, dramatically simplifying management of mobile devices, PCs, and network server endpoints through a unified experience.

To get started with SecureAnywhere Mobile Protection you will need to do the following:

- Create a Webroot account. For more information, see [Creating Accounts on page 6](#).
  - Log in to your Webroot account. For more information, see [Logging In to Mobile Protection on page 7](#).
  - If you have a Webroot account, add the Mobile Protection keycode to your account. For more information, see [Adding Keycodes to Accounts on page 8](#).
  - Add devices to your account. For more information, see [Adding Devices to Accounts on page 9](#).
  - Add users to your account. For more information, see [Adding Users on page 11](#).
  - Configure alerts to notify you when a device needs attention. For more information, see [Configuring Alert Notifications on page 12](#).
  - If you have Apple devices, install the Apple MDM certificate. For more information, see [Installing Apple MDM Certificates on page 14](#).
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## System Requirements for Mobile Protection

The following describes the system requirements for using Mobile Protection functionality on [Windows](#) and on [Mac](#) and on Android and iOS devices.

### System Requirements for Android Devices

#### Operating Systems

- Android operating system version 4.4 (Kit Kat) or higher.

#### Devices

- Android-compatible phones and tablets, including Kindle and Nook.

**Note:** Requires an active internet connection for some features. For a list of these features, click [here](#).

### System Requirements for iOS Devices

#### Operating Systems

- iOS 10 or later.

#### Devices

- Compatible with iPhone®, iPod Touch®, and iPad® mobile digital devices.

### System Requirements for Windows

#### Operating Systems

- Windows 10 (32-bit and 64-bit).
- Windows 8 and 8.1 (32-bit and 64-bit).
- Windows 7 (32-bit and 64-bit) , Windows 7 SP1 (32-bit and 64-bit ).
- Windows Vista® (32-bit), Windows Vista SP1, SP2 (32-bit and 64-bit).

## **RAM**

- Intel Pentium®/Celeron® family, or AMD® K6™/Athlon®/AMD Duron™ family, or other compatible processor.
- 128 MB RAM (minimum).
- 2 GB RAM recommended (minimum).

## **Hard Disk Space**

- 15 MB

## **Internet/Browser**

- Internet access is required.
- Internet Explorer® 9.0 and higher (32-bit and 64-bit).
- Mozilla Firefox® (32-bit and 64-bit); current and most recent versions.
- Google Chrome® (32-bit and 64-bit); current and most recent versions.

## **System Requirements for Mac**

### **Operating System**

- Mac OS X 10.7 (Lion®)
- Mac OS X 10.8 (Mountain Lion®)
- OS X 10.9 (Mavericks®)
- OS X 10.10 (Yosemite®)
- OS X 10.11 (El Capitan®)
- macOS 10.12 (Sierra®)
- macOS 10.13 (High Sierra®)

### **Memory**

- 128 MB RAM (minimum)

## **Storage**

- 15 MB

## **Internet/Browser**

- Internet access is required.
  - Apple Safari® 7.0 or higher.
  - Mozilla Firefox®; current and most recent versions.
  - Google Chrome®; current and most recent versions.
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## Creating Accounts

By creating a Webroot account, you can view the overall security status of your devices in the SecureAnywhere website. This site indicates whether or not your devices are secure, infected, or require administrative attention.

If you already have a Webroot account, see [Adding Keycodes to Accounts on page 8](#).

### To create an account:

1. Log in to the SecureAnywhere website at [my.webrootanywhere.com](http://my.webrootanywhere.com).
2. In the Create an Account area, click the **Sign up now** button.

The Create an account panel displays.

3. Complete the registration information in the Create an account panel.
4. Click the **Register Now** button.

SecureAnywhere sends a confirmation message to the email address you specified.

5. Open your email application.
6. Click the link in the confirmation email message to open the Confirm Registration page.

SecureAnywhere requests two randomly selected characters of the security code you specified when you created the account.

7. Enter the two requested characters of your security code and click the **Confirm Registration Now** button.
-

## Logging In to Mobile Protection

After you create a Webroot account, log in to the SecureAnywhere website to view information about your account.

### To log in to Mobile Protection:

1. Log in to the SecureAnywhere website at [my.webrootanywhere.com](https://my.webrootanywhere.com).
2. In the Email field, enter the email address you specified when you registered. Your email address is your user name for the account.
3. In the Password field enter the password you specified when you registered.
4. Click **Log in**.

The system prompts you to enter certain characters of your security code.

5. If you forget your password or security code, click the **Can't log in?** link, then click either of the following:
  - **I forgot my password**
  - **I forgot my security code**

The system prompts you to enter your email address, and sends you an email message containing a link for resetting your login information.

6. Enter the requested characters, and click **Login** to view your account.
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## Adding Keycodes to Accounts

If you already have a Webroot account, add the keycode you received when you purchased Mobile Protection.

**To add a keycode to an account:**

1. Log in to the SecureAnywhere website at [my.webrootanywhere.com](https://my.webrootanywhere.com).
  2. From the drop-down menu in the upper right corner, select **Manage Keycodes**.
  3. Click the **Add Product Keycode** button.
  4. In the Product Keycode field, enter the keycode
  5. Click the **Add** button.
-

## Adding Devices to Accounts

You can add devices to your account by sending users an enrollment invitation. The invitations can be sent by SMS or an email.

### To add a device:

1. Log in to the SecureAnywhere website at [my.webrootanywhere.com](https://my.webrootanywhere.com).
2. Click the **Mobile Protection** tab.
3. Click the **Devices** tab.
4. Click **Add a Device**.

The Add a Device panel displays.

5. From the Ownership drop-down menu, select one of the following owner types:
  - **Company**
  - **Employee**
  - **Not Specified**
6. In the Phone Number field, enter the phone number of the device owner.
  - When the phone checks in for the first time, the phone number is added at that time.
  - For tablets and other devices that do not have phone numbers, you can enter another contact number for the user.
7. Select one of the following radio buttons:
  - **Existing User**
  - **New User**
8. If you selected the New User radio button, enter the user's information in the following fields:
  - **First Name**
  - **Last Name**
  - **Email**
9. At the bottom of the panel, select one of the following checkboxes to determine how the system will send enrollment instructions:
  - **Email Enrollment Instructions to User**
  - **Email Enrollment Instructions to Me**

- **SMS Enrollment Instructions to User**

10. When you're done, click **Save** to send the enrollment invitation to the user.

The user must follow the enrollment instructions from the device before the device can report its status to the Mobile Protection website.

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## Adding Users

This procedure describes how you can add users in two ways:

- [Adding Users Individually](#)
- [Importing Active Directory Users](#)

### To add a user individually:

1. Log in to the SecureAnywhere website at [my.webrootanywhere.com](http://my.webrootanywhere.com).
2. Click the **Mobile Protection** tab.
3. Click the **Users** tab.
4. Click **Add a User**.
5. In the Add User panel, enter the user information.
6. If you are adding an administrative user, select the **Administrator** checkbox. This is an optional step.
7. Click **Save**.

The user receives a confirmation email that includes a temporary password and a link to activate the account.

### To import Active Directory users from a list:

1. To create the file that you want to import, run this command on your Active Directory server:

```
csvde -f export.scv -l "DN,mail,sn,givenName,objectClass,cn" -r objectClass=user
```

2. Log in to the SecureAnywhere website at [my.webrootanywhere.com](http://my.webrootanywhere.com).
3. Click the **Mobile Protection** tab.
4. Click the **Users** tab.
5. Click **Import Users**.
6. Browse to the file you created and select it.
7. Click **Import**.

When the import completes, the users display in the Users list.

8. Select the newly added users and in the toolbar, click **Enroll**.
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## Configuring Alert Notifications

This procedure describes how to configure alert notifications.

- When you subscribe to alerts, you specify whether to deliver them by email or text.
- You can decide to send instant alerts whenever a device enters a specific state,
- For email only, you can decide to send a summary of alerts sent in the last 24 hours.

### To configure alert notifications:

1. Log in to the SecureAnywhere website at [my.webrootanywhere.com](https://my.webrootanywhere.com).
2. Click the **Mobile Protection** tab.
3. From the drop-down menu in the upper right corner, select **Alerts**.

The Alert Subscriptions panel displays.

4. Click the **Add Subscription** buttonThe Add Alert panel displays.
5. In the First Name and Last Name fields, enter the first and last name of the alert recipient.
6. From the Address Type drop down menu, select either of the following:
  - **Email**
  - **Text**
7. In the Email field, enter either of the following types of information, based on what you selected for the Address Type:
  - If you selected Email, enter the recipient's email address.
  - If you selected Text, enter the phone number of the device.
8. In the Subscription Details area, select one or more of the following checkboxes:
  - **Send Daily Summary Email**

**Note:** The Send Daily Summary Email displays only if you selected Email for the address type. The Send Daily Summary Email selection requires that you enter a time of day to send the email and select the number of days for devices that have not reported status. For example, if you want to see devices that have not reported status in 2 weeks, enter 14.

- **Send Alert When Device Enters Critical State**
- **Send Alert When Device Returns To Protected State**
- **Send Alert When a New Device Has Completed Enrollment**

9. When you're done, click **Save**.

- A message notifies you that a confirmation email was sent to the recipient email address you entered.
  - The alert recipient must open the confirmation link in the email message to activate alerts.
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## Installing Apple MDM Certificates

Before you enroll Apple devices in Mobile Protection, you must install an Apple Mobile Device Management (MDM) certificate.

If you do not install the MDM certificate into Webroot's Mobile Protection, the Lost Device Protection commands will not work properly on Apple devices.

### To install an Apple MDM certificate:

1. Log in to the SecureAnywhere website at [my.webrootanywhere.com](https://my.webrootanywhere.com).
2. From the drop-down menu in the upper right corner, select **Mobile Protection Settings**.

If you see a yellow warning message on the main dashboard that instructs you to install the MDM certificate, you can also click the Set up iOS Management button to begin.

3. Follow the steps in the Mobile Protection Settings dialog to create and download the certificate.
  4. When you're done, click the **Save** button.
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# Chapter 2: WSA Business Mobile Protection Support

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

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## **Accessing Technical Support**

Webroot offers a variety of support options. You can do any of the following:

- [Look for the answer in our knowledgebase.](#)
  - [Look for the answer in our online documentation.](#)
  - [Enter a help ticket.](#)
  - [Obtain general customer support information.](#)
  - [Connect to the Webroot Online Business Forum.](#)
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