



## **Backup & Sync for iOS User Guide**



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*WSA Backup & Sync for iOS User Guide*

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# Chapter 1: WSA Backup & Sync for iOS User Guide

To get started using Backup & Sync for iOS, see the following topics:

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## **Backup & Sync for iOS User Guide Overview**

With Webroot's Backup & Sync app for iOS devices, you have remote access to all your documents, photos, and music that you synchronized to your [Webroot SecureAnywhere Complete](#) account.

You can also use Backup & Sync to take pictures or video, and immediately synchronize those files to other computers managed in your SecureAnywhere account.

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## System Requirements for iOS

The following describes the system requirements for using Backup & Sync functionality on an iOS device.

### Operating Systems

- iOS 10 or later.

### Devices

- Compatible with iPhone®, iPod Touch®, and iPad® mobile digital devices.
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## Getting Started With Backup & Sync for iOS

### To get started:

1. Download the app to your mobile device.
2. Look for the Backup & Sync icon on the Home panel and tap the **Backup & Sync** icon.
3. Enter your Webroot SecureAnywhere Complete user name and password.

**Note:** To set Backup & Sync to automatically log in, see [Changing Account Settings](#).

In the middle panel, Backup & Sync displays your synchronized devices.

4. At the bottom, use the tab bar to switch between the following tasks:
    - **Files** — Provides access to the Anywhere folder, files on your mobile device, and synchronized files from other devices in your Webroot account.
    - **Photos** — Provides access to the photos and albums you uploaded to your Webroot account. From here you can view and download photos.
    - **Camera** — Allows you to take pictures and record video, and then upload those files to your online account. You can also upload existing media from your device. The files will be uploaded to Files and Folders/(DeviceName)/Media Files.
    - **Downloads** — Shows the status of any files downloading to your mobile device.
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## Managing Files and Photos

From Backup & Sync, you can copy, move, delete, and rename files or photos in the synchronized folders.

Be aware that the changes you make to these folders are reflected on your other devices. For example, if you delete a file from the Anywhere folder, none of your devices will be able to access that file in that location. If you delete a file from one of your Remote Containers, the file is deleted from your online account.

This topic contains the following procedures:

- [Managing Files and Photos](#)
- [Managing Single Files](#)
- [Managing Multiple Files or Folders](#)

### To manage files and photos:

1. In Backup & Sync, browse to the file or photo you want to modify.
2. To locate files, in the tab bar, tap **Files**.
3. Tap the name of the device or shared folder you want to access.
4. To locate photos, in the tab bar, tap **Photos**.
5. Next to Media Files or another folder, tap the **Detail** button.

### To manage a single file:

1. Next to the file you want to manage, tap the **Detail** button.
2. In the Action sheet, select any of the following:
  - **View File**
  - **Delete File**
  - **Rename File**

### To manage multiple files or folders:

1. Tap the **Action** button.
2. In the Action sheet, tap **Select Items**.
3. Tap the individual files or folders so that a check mark displays.

4. At the bottom of the panel, tap either of the following buttons:

- **Move**
  - **Delete**
-

## Downloading Files to Your Mobile Device

Using Backup & Sync, you can download files and photos from your online account to your mobile device. This is helpful if you want to access synchronized files when your mobile device is offline.

### To download files:

1. From the tab bar, tap **Files**. The Anywhere folder and a list of devices in your Webroot account display under Remote Containers.
  2. Tap the name of the device or folder you want to access. The next panel displays the synchronized folders and files on that device.
  3. To download all files in that folder, do all of the following:
    - Tap the **Detail** button.
    - Tap **Sync to Device** to start the download.
  4. To download individual folders or files:
    - Tap the folder name.
    - In either the Folders or Files panel, tap the **Action** button.
    - In the Action sheet, tap **Select Items**.
    - Tap the individual folders or files so that a check mark displays.
    - At the bottom of the panel, tap the green **Sync** button to start the download.
  5. Do any of the following, as needed:
    - To check the status of the transfer, tap **Downloads** from the tab bar.
    - To cancel the download, tap the Action button, then tap **Cancel Pending Downloads**.
    - To view downloaded files, open the Files panel and, under Local Device, tap your device name.
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## Uploading Photos and Videos

By using the Backup & Sync app to take pictures, your photo files will upload immediately to your SecureAnywhere account. You can also upload files from your Camera Roll on your mobile device.

Photos taken from your device's camera do not automatically upload to your SecureAnywhere account; you must upload each one manually from the Camera Roll.

### To take a picture and upload it immediately:

1. From the tab bar, tap **Camera**.
2. In the top, left of the panel, tap the **Camera Options** button.
3. Tap **Take Photo** or **Record Video**. As long as your device is connected to a wireless network, the photo or video immediately synchronizes to your online account under Files and Folders/(DeviceName)/Media Files.

### To upload photos from the Camera Roll on your mobile device:

1. From the tab bar, tap **Camera**.
  2. In the top, left of the panel, tap the **Camera Options** button.
  3. Tap **Upload Existing Media** to browse to your Camera Roll.
  4. Tap a photo or video to upload. As long as your device is connected to a wireless network, the file immediately synchronizes to your online account under Files and Folders/(DeviceName)/Media Files.
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## Viewing Synchronized Files From Other Devices

With Backup & Sync, you can access files stored in shared folders from computers with SecureAnywhere installed.

### To view files:

1. From the tab bar, tap **Files**.

The Anywhere folder and a list of devices in your SecureAnywhere account displays under Remote Containers.

2. Tap the name of the device or folder you want to access.

The next panel displays the synchronized folders or files.

3. To view the files in a folder, tap the folder name, then tap the file name.

**Note:** Your mobile device must be able to view the specific file type. If needed, download a viewing or editing app.

4. To view the file while your mobile device is offline, see [Downloading Files to Your Mobile Device on page 7](#).
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# Chapter 2: WSA Backup & Sync for iOS Support

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

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## Accessing Technical Support

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

- [Is your Webroot subscription through Best Buy? Click here for additional support options.](#)
  - [Look for the answer in our knowledge base and FAQs.](#)
  - [Look for the answer in our online documentation.](#)
  - [Enter a help ticket.](#)
  - [Connect to the Webroot Security for Android forum.](#)
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