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WSA Backup & Sync Windows Store App User Guide

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Chapter 1: WSA Backup & Sync User Guide

To get started using the Backup & Sync User Guide, see the following topic:

Backup & Sync Windows Store App User Guide Overview .................................................. 2
Backup & Sync Windows Store App User Guide

Overview

If you have the SecureAnywhere Complete edition, you can download a Windows Store app for the Backup & Sync component.

With this app, you can access all your documents, photos, and music that you synchronized in your SecureAnywhere Complete account.
Chapter 2: Getting Started With Backup & Sync

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

- Downloading and Installing Backup & Sync .......................................................... 4
- System Requirements For Android ........................................................................... 9
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Downloading and Installing Backup & Sync

Delete this text and replace it with your own content. As part of your SecureAnywhere Complete edition license, you can download the Backup & Sync app to a Windows 8 or Windows RT computer or tablet.

Before you begin, you must do all of the following:

- **Download and Install Backup & Sync.**
- Configure the Backup and Sync component. For more information, see *Managing Backup & Sync* in the WSA PC User Guide.
- Create a Webroot account. For more information, see *Creating Webroot Accounts* in the WSA PC User Guide.

**To download and install Backup & Sync:**

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

The app installs in a few moments.
5. When you see the Backup & Sync tile, select the tile to open the app.

The Log in window displays.

Enter credentials:

User name
Password
Keycode

Save  Cancel
6. In the appropriate fields, enter your user name, password, and your keycode and click the Save button.

7. If you have not yet created an account, at the bottom of the window, select the Create a SecureAnywhere account link.
Chapter 2: Getting Started With Backup & Sync

I forgot my password
Try Internet Security Complete for free
Purchase Internet Security Complete
Create a SecureAnywhere account

Note: For information about creating an account, see Creating Webroot Accounts in the Webroot SecureAnywhere PC User Guide.

The Backup & Sync app synchronizes with your Webroot account in the cloud. The folders display as tiles, similar to the following.
For more information, see *Managing Backup & Sync* in the Webroot SecureAnywhere PC User Guide.
System Requirements For Android

The following describes the system requirements for using Backup & Sync Windows Store App functionality on an Android device.

Operating Systems

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

Devices

- Android-compatible phones and tablets, including Kindle and Nook.
- Requires an active internet connection for some features. For a list of these features, click here.
Opening Backup & Sync

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

To open Backup & Sync:

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

Note: This live tile flips through screens displaying storage quotas and previously viewed pictures. For more information about turning off live tiles, see Modifying Live Tiles on page 35.

When the app displays, it displays the two Backup & Sync containers that were created when you set up your Backup & Sync account.
A tile represents each container in your account:
<table>
<thead>
<tr>
<th>CONTAINER</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anywhere</td>
<td>This container is automatically created when you installed SecureAnywhere Complete and configured Backup &amp; Sync. Files in this container are synchronized in the cloud and with any other computers or mobile devices where Backup &amp; Sync is installed.</td>
</tr>
<tr>
<td>Backup</td>
<td>This container is automatically created when you installed SecureAnywhere Complete and configured Backup &amp; Sync. Files in this container are uploaded to the cloud, but do not synchronize to other computers or mobile devices.</td>
</tr>
</tbody>
</table>

3. Be aware of the following:
   - If you make changes to sync folders such as editing, adding, or deleting a file, Backup & Sync immediately makes the same changes to the cloud and to shared folders.
   - If you are working offline, SecureAnywhere automatically picks up changes the next time you connect to the Internet.

For more information about creating folders and uploading files to the cloud, see Managing Backup & Sync in the WSA PC User Guide.
Chapter 2: Getting Started With Backup & Sync

Accessing Backup & Sync Main Functions

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

- **The App Bar** — Provides options for adding files, refreshing the display, selecting all files, viewing details, and creating a new folder.
- **The Charms Bar** — Provides access to Backup & Sync settings.

**To open the App bar:**

1. Go to the Windows Start screen and click the **Backup & Sync** tile.

Backup & Sync displays.
2. Click either of the containers to enter the container.
3. Do any of the following:
   - **Use the Touch-screen** — Swipe from the bottom of the screen.
   - **Use the Mouse** — Right-click in any open area of the screen.
   - **Use the Keyboard** — Press and hold the Windows key + Z.

   The App bar looks similar to the following.

   ![App bar](image)

   **Refresh**  **Select All**  **More**

   **To open the Charms bar:**

   1. Go to the Windows Start screen and click the **Backup & Sync** tile

   ![Backup & Sync tile](image)

   2. Do any of the following:
      - **Use the Touch-screen** — Swipe from the right side of the screen.
      - **Use the Mouse** — Hover over the bottom right corner of your screen.
      - **Use the Keyboard** — Press and hold the Windows key + C.
3. Click the **Settings** icon to access the Backup & Sync settings.
Navigating Through Containers and Folders

You can navigate through the Backup & Sync containers and folders.

This topic contains the following procedures:

- Navigating Through a Container
- Navigating Through a Folder

To navigate through a container:

1. Access the container by tapping or clicking the container.
2. To return to the main part of Backup & Sync, do either of the following:

- Tap or click the **Back** arrow, which takes you back to the main part of Backup & Sync.

- Tap or click the **Down** arrow.

Then select **Home**, which takes you back to the main part of Backup & Sync.

To navigate through a folder:
1. Access the folder by tapping or clicking the folder.

2. To return to the main part of Backup & Sync, do either of the following:
   - Tap or click the **Back** arrow, which takes you back to the container in which the folder is contained.
   - Tap or click the **Down** arrow.
Select one of the following:

- **Home** — Takes you back to the main part of Backup & Sync.
- **Anywhere** — Takes you back to the container in which the folder is contained.

3. Click the **Sort by** drop-down menu, so sort on any of the following attributes:
   - Date created
   - Date modified
   - Name
   - Size
   - Type

4. Click the **Ordered by** drop-down menu, to determine the order in which folders are sorted.
   - Ascending
   - Descending
Switching Between Thumbnail and Detail Views

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

If needed, you can switch between a thumbnail view and a detail view.

**To switch views:**
1. From within a folder, in the upper right corner, click the Details icon to switch the view.

The Details view displays similar to the following example. Note that the Details icon is now a Thumbnails icon.
Chapter 2: Getting Started With Backup & Sync

### Pictures

<table>
<thead>
<tr>
<th>Filename</th>
<th>Size</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>CharlesDickens.jpg</td>
<td>12.89 KB</td>
<td>1/6/2015 1:48:55 PM</td>
</tr>
<tr>
<td>JaneAusten.jpg</td>
<td>11.12 KB</td>
<td>1/6/2015 1:48:49 PM</td>
</tr>
<tr>
<td>AlexandreDumas.jpg</td>
<td>10.08 KB</td>
<td>1/6/2015 1:48:52 PM</td>
</tr>
</tbody>
</table>
2. Hover your mouse over a file to view additional details.

3. To switch back to a thumbnail view, in the upper right corner of the window, click the **Thumbnails** icon.
Sharing Files From Other Apps

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

To share a file from another app:

1. Open a file from another app, such as Photos.

2. In the Photo app, do one of the following to select the photos you want to share:
   - Right click on the photo, as many photos as you want to share.
   - Press and hold the Windows icon + Z, and click the Select All icon.

Note: Photos that have been selected display a check mark in the upper right hand corner.
3. From this other app, do any of the following to open the Charms bar:
   - **Use the Touch-screen** — Swipe from the right side of the screen.
   - **Use the Mouse** — Hover your mouse over the bottom right corner of your screen.
   - **Use the Keyboard** — Press and hold the Windows icon + C.

   The Charms bar displays.
4. From the Charms bar, click **Share**.

Any apps that allow you to share files will display in the panel.
Share

3 photos
Files from the Photos app

- Backup & Sync
- Mail
- SkyDrive
5. Click **Backup & Sync**.

The Backup & Sync app, and any containers, displays.
6. Select the folder where you want to upload the file, then click the **Upload** button.

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

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

To use the camera:

1. Click on one of the following containers:
   - Anywhere
   - Backup

2. From within a folder, do one of the following to open the App bar:
   - Use the Touch-screen — Swipe from the bottom of the screen.
   - Use the Mouse — Right-click in any open area of the screen.
   - Use the Keyboard — Press and hold the Window key + Z.

   The App bar displays in the lower right corner of the screen.

3. Click the More icon.

   The More menu displays.
4. From the App bar, select **Camera**.

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

6. After you take a photo, select one of the following options that display:
   - **Cropping the photo**
   - **Retaking the photo**
7. If you are satisfied with the photo or video, click OK to continue.

8. In the Do you want to upload the captured picture? dialog, enter a new name for the image, then click Upload.

The file uploads to your Anywhere folder.
Modifying Live Tiles

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

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

If needed, you can modify a tile by turning it off or making it smaller.

To modify a live tile:

1. From the Windows Start screen, right-click the Backup & Sync tile.
2. The Windows bar displays at the bottom of the screen.

3. Select one of the following options:
   - **Unpin from Start** — Unpins Backup & Sync from the Start menu.
   - **Uninstall** — Uninstalls Backup & Sync.
   - **Smaller** — Displays tiles at a reduced size.
   - **Turn live tile off** — Displays only the Backup & Sync tile.
Viewing Slide Shows

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

To view a slide show:

1. Open a folder that contains images.
2. Tap or click on an image file.

The system displays the image in Scroll mode.
3. You can manually move through the images by doing one of the following:
   - Swiping left and right, or by tapping.
   - Clicking the **Forward** and **Back** arrows on the edges of the panel.
4. To set the slide show interval or start the slide show, do any of the following:

- **Use the Touch-screen** — Swipe from the bottom of the screen.
- **Use the Mouse** — Right-click in any open area of the screen.
- **Use the Keyboard** — Press and hold the Windows icon + Z.

In the lower right corner of the window, the Slideshow Interval and the Slideshow icons display.
5. To set the slides how interval, click the Slideshow Interval icon, and select either 3, 5, 10, or 20 seconds. By default, the interval is set to five seconds.

6. To run the slide show, click the Slideshow icon.

7. To stop the slide show, click or tap anywhere in the frame.
8. To exit the slide show view, do either of the following:
   - **Right-click** anywhere in the window, then click the **Back** arrow that displays in the upper left corner.
   - Click anywhere in the window, press **Windows + Z**, then click the **Back** arrow that displays in the upper left corner.

The system returns you to the original folder.
Chapter 3: Managing Your Account

To manage your account, see the following topics:

- Accessing Your Online Account ............................................................... 44
- Changing Login Credentials ................................................................. 51
- Changing Keycodes ............................................................................. 59
Accessing Your Online Account

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

To access your online account:

1. Do one of the following to open the Charms bar:
   - Use the Touch-screen — Swipe from the right side of the screen.
   - Use the Mouse — Hover your mouse over the bottom right corner of your screen.
   - Use the Keyboard — Press and hold the Windows key + C.

2. Click the Settings icon.
The system displays the Settings panel.

**Settings**

- Backup & Sync
- By Webroot Inc.
- About
- Help
- Account
- Permissions
3. Select the **Help** link.

The Help panel displays.
Chapter 3: Managing Your Account

Help

- Contact Support
- Go to Webroot Community
- Go to Product Help
- I forgot my password
- Try Internet Security Complete for free
- Purchase Internet Security Complete
- Create a SecureAnywhere account
4. Select the **Create a SecureAnywhere account** link.

Your default browser displays the my.webrootanywhere.com page.
5. Enter your account login credentials, followed by your security code. The SecureAnywhere website displays.
6. Click the Go to Backup & Sync button.

![Backup & Sync](image)

All your synchronized and archived files are available from this website.

![SecureAnywhere](image)

7. For more information, see Managing Your Account in the WSA Management Website User Guide.
Changing Login Credentials

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

To change login credentials:

1. Do one of the following to open the Charms bar:
   - **Use the Touch-screen** — Swipe from the right side of the screen.
   - **Use the Mouse** — Hover your mouse over the bottom right corner of your screen.
   - **Use the Keyboard** — Press and hold the Windows key + C.
2. Click the **Settings** icon.

The system displays the Settings panel.
3. Select the **Account** link.

The system displays the Account panel.
4. Click the **Change** button.

The system displays the Enter credentials panel.
5. Log in with different credentials, for example, your user name or password or both, and lick the Save button. The system saves your settings.
Enter credentials:

User name
Starsky1795@gmail.com

Password

Keycode
XXXX-XXXX-XXXX-XXXX ×

Save Cancel
Changing Keycodes

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

To change a keycode:

1. Do one of the following to open the Charms bar:
   - Use the Touch-screen — Swipe from the right side of the screen.
   - Use the Mouse — Hover your mouse over the bottom right corner of your screen.
   - Use the Keyboard — Press and hold the Windows key + C.

2. Click the Settings icon.
The system displays the Settings panel.

```
Settings
Backup & Sync
By Webroot Inc.

About

Help

Account

Permissions
```
3. Select the **Account** link.

The system displays the Account panel.
Logged in as
Starsky1795@gmail.com

Storage:
Total: 25600 MB
Used: 57 MB

Local Cache:
Size of cached app data on your device:
481.28 KB

Empty Cache
4. Click the **Change** button.

The system displays the Enter credentials panel.
5. In the Keycode field, enter a new keycode.
6. Click the **Save** button.
Chapter 4: Managing Files

To manage your files, see the following topics:

- Adding Files to the Cloud ................................................................. 68
- Opening Files From the Cloud .......................................................... 74
- Downloading and Saving Files From the Cloud ................................. 83
- Renaming Files in the Cloud ............................................................. 88
- Deleting Files From the Cloud ......................................................... 92
Adding Files to the Cloud

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

To add a file to the cloud:

1. Click on one of the following containers:
   - Anywhere
   - Backup

2. Do one of the following to open the App bar:
   - **Use the Touch-screen** — Swipe from the bottom of the screen.
   - **Use the Mouse** — Right-click in any open area of the screen.
   - **Use the Keyboard** — Press and hold the Window key + Z.

   The App bar displays in the lower right corner of the screen.

3. Click the **More** icon.

   The More menu displays.
4. Click **Add File**.
5. Navigate to the appropriate folder.

6. To select a single file, click on the file.
7. To select multiple files, do one of the following:
   • Click **Select** all to select all the files.
   • Press and hold the **Ctrl** key, and select the specific files you want to select.
To deselect the selected files, click **Clear selection**.

8. When you have selected the files, click **Open**.

The files are synchronized to the cloud. As the files upload, the status of the synchronization displays at the top right of the screen.
The files display in whichever container you started from. You can now move the files into the appropriate folder, or leave them in the container, as needed.
Opening Files From the Cloud

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

There are two ways to open a file. You can:

- [Double-Click the File](#)
- [Open File With Specific Application](#)

**To open a file by double clicking:**

1. To open the file with its associated application, select a file by clicking or tapping on the filename.

    The app prompt displays.
Chapter 4: Managing Files

Do you want to open the file with associated app?

OK
2. Click the **OK** button.

The file you selected opens with that application.
3. For additional options for that file, do one of the following to open the App bar:

- **Use the Touch-screen** — Swipe from the bottom of the screen.
- **Use the Mouse** — Right-click in any open area of the screen.
- **Use the Keyboard** — **Press and hold the Window key + Z**.

The system displays the App bar, which you can use to scan or view the file in different ways.

**Note:** To save files, see *Downloading and Saving Files From the Cloud on page 83.*
To open a file with a specific application:

1. Right-click the file.

The file displays a check mark in the upper right corner and the menu bar displays at the bottom of the window.
2. Click the **Manage** icon.
3. From the menu that displays, select **Open with**.

The system displays a list of applications with which you can open the file.
Note: If you do not want to open all files of this type with the selected application in future, you must deselect the **Use this app for all files** checkbox.
The system opens the file with the selected application.
Downloading and Saving Files From the Cloud

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

To download and save a file from the cloud:

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

2. To select multiple files do either of the following:
   - Press and hold the \texttt{Ctrl} key.
   - From the App bar, click the Select All icon.
At the bottom of the window, the App bar displays.

3. To deselect all the files to start over, click the **Clear Selection** icon.

4. To save the selected files, click the **Manage** icon.
5. From the menu that displays, click **Save**.

6. If you selected one file, you can also change the name at this step in the process.

7. Select the destination folder, then click the **Save** button.
8. As the files download, a status displays at the top right of the screen.

The system displays the Pending Operations page, where you can view download progress.

When the download is complete, the status message changes to *Finished.*
Chapter 4: Managing Files
**Renaming Files in the Cloud**

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

**To rename a file in the cloud:**

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

2. To select multiple files do either of the following:
   - Press and hold the Ctrl key.
   - From the App bar, click the **Select All** icon.

   At the bottom of the window, the App bar displays.

3. To deselect all the files to start over, select the **Clear Selection** icon.
4. To rename the selected files, click the Manage icon.

The Manage menu displays.

Delete
Save
Rename
Open with
5. Select **Rename**.

6. In the field, enter the new folder name and click the **Rename** button.

The file now displays the new name.
Deleting Files From the Cloud

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

To delete a file from the cloud:

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

2. To select multiple files do either of the following:
   - Press and hold the Ctrl key.
   - From the App bar, click the Select All icon.
At the bottom of the window, the App bar displays.

3. To deselect all the files to start over, select the **Clear Selection** icon.

4. To delete the selected files, click the **Manage** icon.
5. From the menu that displays, select **Delete**.

The file is removed from the cloud. If you previously downloaded the file, it is not deleted from your computer.
Chapter 5: Managing Folders

To manage your folders, see the following topics:

- Creating Folders in the Cloud ................................................................. 96
- Uploading Folders to the Cloud ............................................................... 101
- Renaming Folders in the Cloud .............................................................. 107
- Downloading and Saving Folders From the Cloud .................................. 111
- Deleting Folders From the Cloud ........................................................... 117
Creating Folders in the Cloud

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

To create a folder in the cloud:

1. Click on one of the following containers:
   - Anywhere
   - Backup

2. Do one of the following to open the App bar:
   - Use the Touch-screen — Swipe from the bottom of the screen.
   - Use the Mouse — Right-click in any open area of the screen.
   - Use the Keyboard — Press and hold the Window key + Z.

   The App bar displays in the lower right corner of the screen.

3. Click the More icon.

   The More menu displays.
4. Select **Create New Folder**.

The Create New Folder window displays.
5. In the New Folder field, enter the name of the folder and click the Create button.

The new folder you just created displays inside the container.
6. If you hover over the folder, the system displays information about the folder.

7. From here, you can do any of the following:
   - To add files to this folder, see *Adding Files to the Cloud on page 68*.
   - To rename the folder, see *Renaming Folders in the Cloud on page 107*. 
To delete the folder, see *Deleting Folders From the Cloud on page 117.*
Uploading Folders to the Cloud

You have a folder on your PC that already exists and you want to upload it to your PC.

To upload a folder to the cloud:

1. Click on one of the following containers:
   - Anywhere
   - Backup

2. Do one of the following to open the App bar:
   - Use the Touch-screen — Swipe from the bottom of the screen.
   - Use the Mouse — Right-click in any open area of the screen.
   - Use the Keyboard — Press and hold the Window key + Z.

   The App bar displays in the lower right corner of the screen.

3. Click the More icon.

   The More menu displays.
4. Select **Add Existing Folder**.

The system displays your PC's folder structure.
5. Browse to where the folder you want to upload is located, and click the **Choose this folder** button.

The system displays the folder you want to upload.
6. Click the **OK** button.

The system displays a confirmation message.

Are you sure you would like to upload the **Books to Share** folder.

- Contains: 0 Files, 0 Folders
- Size: 0 Bytes (0.00 bytes)

7. Click **Upload** button.
When the upload is complete, the system displays Finished in the upper right corner of the container, and the folder you uploaded.
Renaming Folders in the Cloud

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

To rename a folder in the cloud:

1. Select a folder by doing one of the following:
   - Right-click on the folder
   - Swipe on the folder name

The following occurs:

- The folder is highlighted and a checkmark displays in the upper right corner of the folder name.

![Backup (WINDOWS8) Sort by name Order by ascending]

- Test Folder
  - 12/17/2014 12:34:40 PM

- Test Folder Three
  - 12/17/2014 12:57:05 PM

- Test Folder Two
  - 12/17/2014 12:56:58 PM
The Manage icon displays in the lower left of the screen.

Note: To unhighlight the folder, right-click on it again.

2. Click the Manage icon.

The Manage menu displays.
3. Click **Rename**.

The Rename window displays.

![Rename window display](image)
4. In the field, enter the new folder name and click the Rename button.

The container displays with the renamed folder.
Downloading and Saving Folders From the Cloud

To download and save a folder from the cloud:

1. Select a folder that you want to download and save by doing one of the following:
   - Right-click on the folder
   - Swipe on the folder name

   The following occurs:

   - The folder is highlighted and a checkmark displays in the upper right corner of the folder name.

   ![Backup (Windows 8) Screenshot]

   Note: To unhighlight the folder, right-click on it again.
The Manage icon displays in the lower left of the screen.

2. Click the **Manage** icon.

The Manage menu displays.
3. Select Save.

Your computer's files display.
4. Browse to where you want to save the folder.

5. Click the **Choose this folder** button.

6. Click the **OK** button.
The system displays a confirmation message.

Are you sure you would like to save **My Collection** to the local **Documents** folder.
Contains: 0 Files, 0 Folders
Size: 0 Bytes (0.00 bytes)

7. Click the **Save** button.

Are you sure you would like to save **My Collection** to the local **Documents** folder.
Contains: 0 Files, 0 Folders
Size: 0 Bytes (0.00 bytes)

The system saves the new folder to your selected location.
Deleting Folders From the Cloud

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

To delete a folder:

1. Select a folder by doing one of the following:
   - Right-click on the folder
   - Swipe on the folder name

   The following occurs:
   - The folder is highlighted and a checkmark displays in the upper right corner of the folder name.
• The Manage icon displays in the lower left of the screen.

   ![Manage Icon](image)

   **Note:** To unhighlight the folder, right-click on it again.

2. Click the **Manage** icon.

   ![Manage Menu](image)

   The Manage menu displays.

   - Delete
   - Save
   - Rename
   - Manage
3. From the Manage menu, select **Delete**.

The **Delete** message displays.

Are you sure you want to delete selected item(s)?

**OK**
4. Click the **OK** button.

The file is removed from the cloud. If you previously downloaded the file, it is not deleted from your computer.
Chapter 6: WSA Backup & Sync 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 knowledgebase and FAQs.
- Look for the answer in our online documentation.
- Enter a help ticket.
- Connect to the Webroot Security for Android forum.

To access technical support options:

1. Do one of the following to open the Charms bar:
   - **From the Touch-screen** — Swipe from the right side of the screen.
   - **From the Mouse** — Hover your mouse over the bottom right corner of your screen.
   - **From the Keyboard** — Press and hold the Windows key + C.
2. Click the **Settings** charm to access the Backup & Sync settings.
3. Select **Help**.

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

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