Management Website User Guide
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WSA Management Website User Guide

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Chapter 1: WSA Management Website User Guide

To use the Management Website, see the following topic:

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Webroot SecureAnywhere Management Website User Guide Overview

The Webroot SecureAnywhere™ management 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 displays your account data and the security status of all your devices.

The SecureAnywhere management website looks similar to the example below. Depending on the SecureAnywhere edition you purchased, whether it's AntiVirus, Internet Security Plus, or Complete, some panels might 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.
The SecureAnywhere management website provides the following 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.

  **Note:** Coming soon: Mac Security will be included in the SecureAnywhere management 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** — If your edition includes Backup & Sync, you can access your synchronized and archived files. Using a web browser from a remote location, you can download the latest version of a document from your home or office computer, even if your home or office computer is turned off.
• **Passwords** — If your edition includes the Passwords feature, you can access your saved passwords and profiles. For example, if you can't remember your banking site login, you can go to the Passwords panel and view your user name and password. For more information, see *LastPass Overview on page 155*.

• **Account Administration** — Upgrade your products, and add other devices and users to your account. If you are an administrator who manages device security for others, you can organize groups of devices into consoles. A console can include a view of your home devices or your business devices.
# Chapter 2: Getting Started

To get started with Management Website, see the following topics:

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<thead>
<tr>
<th>Section</th>
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<tr>
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<td>Logging into your account</td>
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<tr>
<td>Features of the management website</td>
<td>21</td>
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</table>
System Requirements for the management website

The following are the system requirements for using the management website on Windows, Mac as well as 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).
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.
- Google Chrome® (32-bit and 64-bit); current and previous two versions
- Internet Explorer® (32-bit and 64-bit); version 11
- Microsoft Edge® (32-bit and 64-bit); current and previous two versions
- Mozilla® Firefox® (32-bit and 64-bit); current and previous two versions
- Safari; current and previous two versions
- Opera; current and previous two versions

System Requirements for Mac

Operating System

- macOS 10.12 (Sierra®)
- macOS 10.13 (High Sierra®)
- macOS 10.14 (Mojave®)
- macOS 10.15 (Catalina®)

Memory

- 128 MB RAM (minimum)

Storage

- 15 MB
Internet/Browser

- Internet access is required.
- Google Chrome® (32-bit and 64-bit); current and previous two versions
- Internet Explorer® (32-bit and 64-bit); version 11
- Microsoft Edge® (32-bit and 64-bit); current and previous two versions
- Mozilla® Firefox® (32-bit and 64-bit); current and previous two versions
- Safari; current and previous two versions
- Opera; current and previous two versions

See the Supported Systems and Browsers section of our website for a complete listing of system requirements.
Creating an online account

You must create an account to use the SecureAnywhere website that is 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 includes 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 the keycode available that you used to install SecureAnywhere. If you have additional product keycodes, you can add them later.

Creating an online account:

1. Go to the SecureAnywhere management website and click Create Account.

2. Enter your Product Keycode, your email address, select your security questions, and create a password and personal security code for your account.

Note: For backup and Sync users, specify a region where you want your storage server located.
3. After you enter your account details, click the **Register Now** button.

![SecureAnywhere registration form]

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

**Note:** If your SecureAnywhere edition includes the Backup & Sync feature, another field displays that prompts you to select a storage region. Select the region closest to you, U.S., Europe, or Japan, then click **Register Now**.

4. Open the confirmation email from Webroot in your email application, and click the link.
Note: Your account will not be created until you click this link.

5. When SecureAnywhere prompts you to enter two characters from the Personal Security Code, type in 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.

Continue with *Enabling two-factor authentication (2FA) on page 12.*
Enabling two-factor authentication (2FA)

Webroot encourages users to enable two-factor authentication (2FA). Enabling 2FA can help keep your account safe even if someone knows your password.

Enabling 2FA

1. First, visit the Webroot Management Website, and log in using your account credentials.

2. The Setup 2FA screen will be presented. If this is the first time you have logged into the Management Console, you can either click Setup 2FA to start the enrollment process, or click Skip for now to continue to the Management Console.

If you have already logged into the Management Console and opted to skip the 2FA setup process, click here for instructions on enabling 2FA.

Click on your email address in the upper-right corner of the Management Console, and select the Account Settings menu option from the drop-down menu. When the Account Settings page displays, click the Enable button next to 2FA.
3. Next, the **Setup 2FA** screen will display and ask you to pick your security questions. Once complete, click **Continue**.
Setup 2FA

Step 1
2FA requires you to choose two additional security questions. Please choose two questions below, type your answers and click 'Continue'.
It is important that you type the answers correctly because you will be asked again if your device gets lost or stolen.

Security Question
Choose a question from the list

Security Answer

Security Question
Choose a question from the list

Security Answer

Cancel Continue
4. You will need to download and install an authenticator app from the Google Play Store or the Apple App Store to a smart phone or tablet with a working camera.

![Setup 2FA](image)

Some examples of mobile authentication apps are as follows:
- **Google Authenticator**
- **Microsoft Authenticator**
- **LastPass Authenticator**
- **Authy 2-Factor Authentication**

5. Once you have downloaded an authenticator app to your smart phone, open the app, and add your personal account, and you will be prompted to scan the QR code shown that is presented in the Management Console. If you are unable to scan the QR code, click **Can’t scan the QR code?**, and enter the entire code shown into the authenticator app on your device. The code is case sensitive.
6. Enter the verification code from the authenticator app in the box under **Step 4**, and click **Verify Code**. The code will be verified, and the screen will show a **Verification Successful** message. Click **Complete**
Setup to finish setting up 2FA.

Note: If you receive a Verification Unsuccessful message when entering the code, you will need to enter a new code from the authenticator app as codes are only valid for 30 seconds, and click Verify Code.

7. 2FA is now enabled, and the Congratulations screen will display. Click Go to Console to log into the Management Console using 2FA.

The authenticator app will supply the authentication code you will be prompted to enter at login which
replaces the Security Code.

![Webroot 2FA Setup](https://example.com/webroot-2fa.png)

**Note:** The Security Code will be stored for your account and will be used if 2FA is disabled.

8. An email from no-reply@webrootanywhere.com will be sent to you informing you that 2FA has been enabled for your account.

```
Hello,

The account associated with this email address has had 2 Factor Authentication enabled.

If this was not you please check your settings or if you need additional assistance please contact a support representative.

Thank you,

The Webroot Team
```

Continue with *Logging into your account on page 19.*
Logging into your account

To log into your account on the management website:

2. Enter the email address and password you specified when you registered.
3. Click the Log in button.
4. If you have enabled 2FA, enter the code from your Mobile Authenticator app and click Confirm. If you do not have 2FA enabled, enter the requested characters from your personal security code in the prompt and click Log in.

This personal security code was defined when you created a Webroot account. Every time you log in, the management website will require this extra security step unless you have 2FA enabled. For more information about 2FA, see Enabling two-factor authentication (2FA) on page 12.
Note: If you forgot your password or security code, click the Forgotten Password? button. SecureAnywhere will prompt you to enter your email address and sends you an email message containing a link for resetting your password.

Continue with Features of the management website on page 21.
Features of the management website

The management website provides the following features:

Note: The options that display depend on which SecureAnywhere editions you purchased, for example, WSA AntiVirus, WSA Internet Security Plus, or WSA Complete.

Refer to the following table for further information about the features on the Webroot management website:
<table>
<thead>
<tr>
<th>FEATURE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC Security</td>
<td>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.</td>
</tr>
<tr>
<td>Note: Mac Security is included in the SecureAnywhere website.</td>
<td></td>
</tr>
<tr>
<td>Mobile Security</td>
<td>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.</td>
</tr>
<tr>
<td>Backup &amp; Sync</td>
<td>Access your synchronized and archived files, if your SecureAnywhere edition includes Backup &amp; Sync. Using a web browser from a remote location, you can download the latest version of a document from your home or office computer. For more information, see Getting Started With Backup &amp; Sync on page 120.</td>
</tr>
<tr>
<td>Password Manager Powered by LastPass</td>
<td>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. For more information, see Getting Started With Passwords.</td>
</tr>
<tr>
<td>Users</td>
<td>Allows you to add users to your console. For more information, see Adding Users on page 38.</td>
</tr>
<tr>
<td>FEATURE</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Keycodes</td>
<td>Allows you to purchase and add keycodes to protect your devices. For more information, see <em>Adding PCs on page 59</em> and <em>Adding Mobile Devices on page 100</em>.</td>
</tr>
<tr>
<td>Downloads</td>
<td>Allows you to download SecureAnywhere for your PC or Mac device, as well as your mobile devices, if you have mobile protection. For more information, see <em>Adding PCs on page 59</em> and <em>Adding Mobile Devices on page 100</em>.</td>
</tr>
<tr>
<td>Webroot Community</td>
<td>Enables you to interact with other Webroot users on the Community Forum, discuss security news, suggest features and access our knowledge base.</td>
</tr>
</tbody>
</table>
Chapter 3: Managing Your Account

To manage your account, see the following topics:

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  Adding Consoles .................................................................................................. 33
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  Adding Your Name, Phone Number, or Time Zone ............................................ 46
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  Changing Your Security Code ............................................................................... 51
  Changing Your Security Question ........................................................................ 52
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 to the SecureAnywhere website at my.webrootanywhere.com.
3. In the Log in window, enter the email address and password you specified when you registered.
Log in

Email or Phone

Password

Forgotten Password?

Log in

Renewing your license?

Get started
4. Click the **Log in** button.
5. 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 32*.

The Management Website console displays.
6. From the main menu, click the **Keycodes** tab.

SecureAnywhere displays the Manage Keycodes panel.
7. Click the **Add Product Keycode** button

![Add Product Keycode](image)

8. In the next panel, enter the new code and click **Add**.

   SecureAnywhere verifies the code.

9. 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 needed, 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.

This topic contains the following procedures:

- Changing Default Console Names
- Adding New Consoles
- Switching Between Consoles

Note: A single console is sufficient for most people.

Changing Default Console Names

After you first create an account, SecureAnywhere automatically organizes your devices into a default console called Unnamed Console. If needed, 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. For more information, see Logging into your account on page 19.
2. From the Console Name drop-down menu, select Rename.
3. In the Name field in the Renamed Console window, enter a new name for the console, using alphanumeric characters and spaces only.

![Rename Console window](image1)

4. Click the **Save** button.

![Rename Console window](image2)

**Adding Consoles**

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

**To add a 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](http://my.webrootanywhere.com).
3. Instead of logging in to your account, click the **Sign up now** button.

   The system displays the same registration page you used to create your account.
Create Account

Webroot Product Keycode

Email Address

Repeat Email Address

Password

Strength: [ ]

Repeat Password

Your Personal Security Code

Security Question

Grandfather’s occupation

Security Answer

Register Now
4. In the Webroot Product Keycode field, enter the new keycode.

5. In the remaining fields, enter your existing account information for the email address, password, security code, and security questions and answers.

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address</td>
<td>Enter your email address, which will also be used for your login name. Your account activation confirmation will be sent to this address.</td>
</tr>
<tr>
<td>Password</td>
<td>Enter a minimum of nine 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: &lt; and &gt;. 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.</td>
</tr>
<tr>
<td>Your Personal Security Code</td>
<td>Enter a word or number, which will be used for an extra security step after you enter the password during login. Use 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.</td>
</tr>
<tr>
<td>Security Question</td>
<td>Select 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.</td>
</tr>
<tr>
<td>FIELD</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Security Answer</td>
<td>Type an answer to your security question. The Security Answer is case-sensitive.</td>
</tr>
<tr>
<td>Please select your storage region</td>
<td>For Backup &amp; Sync users, specify a region where you want your storage server located.</td>
</tr>
</tbody>
</table>

6. Click the **Register Now** button.

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 the **Select** button 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 displays.
9. Select the new **Unnamed Console**. You can rename it later, as described above.

![Console Table]

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

**Switching Between Consoles**

**To switch between two consoles:**

1. When you are inside of a console, from the Console Name drop-down menu, select the console you want to switch to.

![Console Dropdown]

The console you selected displays.
Adding 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:

1. Use your internet web browser to go to my.webrootanywhere.com, and logon with the email address and password you specified when you registered.

2. The Confirm Logon window displays where you will be asked to enter two randomly selected characters from your Security Code, or if you have two-factor authentication enabled (2FA), you will be prompted to enter your Authentication Code from your mobile authenticator app and click Confirm and/or Log in.
3. On the homepage of the management website, click the Users tab.

4. Click the Create User button.

5. Click the Create User button.

The Create New User window displays.
6. In the Email Address field, enter an email address for this user.

7. In the Time Zone field, click the Pencil icon to the right of the field, then type the country, region, or city to display a drop-down menu of choices.

8. If needed, select the **Do you wish to give this user Console access?** checkbox to give this user access to your account.

   When you select the **Do you wish to give this user Console access?** checkbox, additional fields display.
9. From the SecureAnywhere drop-down menu, select one of the following permission levels:
   - **Basic** — Grants limited access to consoles and account settings
   - **Admin** — Grants full access to all keycodes, users, and account settings in Webroot portals.

   SecureAnywhere is the home page of my.webrootanywhere.com. From here, the user can access the other Webroot portals, for example, PC Security, Mobile Security, Backup & Sync.

10. From the PC Security drop-down menu, select one of the following permission levels:
    - **Basic** — Grants read-only access
    - **Admin** — Grants full access.

   PC Security is the portal for viewing scan status on the PCs and sending commands to the PCs. For more information, see Viewing PC Statuses on page 56.

11. From the Mobile Security drop-down menu, select one of the following permission levels.
    - **Basic** — Grants read-only access.
    - **Admin** — Grants read-only access.

   Mobile Security is the portal for viewing scan status on the mobile devices and for sending commands to the devices. For more information, see Adding Mobile Devices on page 100.

12. From the Backup & Sync drop-down menu, select one of the following permission levels:
    - **Basic** — Grants read-only access.
    - **Admin** — Grants read-only access.

   Backup & Sync is the portal for accessing data stored with the Backup & Sync component. For more information, see Backup & Sync Overview on page 118.

13. If needed, select the **Passwords** checkbox to give this user access to the Passwords feature. For more information, see Getting Started With Passwords.

   When you select the **Passwords** checkbox, additional fields display.
   - To enable service for this user, select the **Passwords** checkbox.
   - To associate a keycode with the Password feature, from the **Select a keycode** drop-down menu, select the keycode to associate.
14. When you're done, click the **Create User** button.

Webroot sends a confirmation email with an initial password to the address you specified. 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.
Editing Account Settings

An account defines your user details such as 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.

This topic contains the following procedures:

- Editing Account Settings
- Adding Your Name, Number, or Time Zone
- Disabling two-factor Authentication
- Changing Your Password
- Changing Your Security Code
- Changing Your Security Question

To edit account settings:

1. Open your browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19
2. In the upper-right corner of the Management Console, click your email address and then select Account Settings from the drop-down menu.
SecureAnywhere displays the Account Settings page.
3. Click either the **Edit Details** button or any of the **Change** buttons to edit information.

**Adding Your Name, Phone Number, or Time Zone**

If needed, you can add your name, contact information, and the time zone where your PCs are located. You can also include a Display Name, which displays in the Manage Users panel. For more information, see *Adding Users on page 38.*
1. Access your account settings as described above.
2. Click the **Edit Details** button to edit the Name, the Display Name, the phone, or time zone.

The Admin Details tab displays.
3. Enter or change the information, then click the **Save Details** button.

4. If you are the Admin for your account, you can also change access rights by clicking the Access & Permissions tab. For a description of permissions, see *Adding Users on page 38*. 
Disabling 2FA

If your need to disable 2FA, you can do it on the Account Settings page of the Management Console.

1. Go to the Account Settings page as described above.
2. Click the Disable button next to 2FA.
3. You will need to enter your Email/Phone number that is associated with your account (if it is not already pre-filled with your information), and click Continue.
4. Open your mobile authenticator app on your smart phone, enter the Authentication Code, and click Continue.
5. Click the Disable 2FA button.

Changing Your Password

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

1. Access your account settings as described above.
2. Click the Change button to the right of the Password field.
The Change Password window displays.

3. In the Current Password field, enter your current password.
4. In the New Password field, enter your new password.

Your password must be at least nine characters long and contain at least six alphabetic characters and three numeric characters. Your password can be longer than the required nine 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. In the Repeat New Password field, enter the same characters as you did in the New Password field.
6. When you're done, click the **Change Password** button.

### 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 needed, 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 Change Security window displays.
3. In the New Personal Security Code field, enter a word or number.

   Use a code that is easy to remember, using a minimum of six 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 Enter Password field, enter your current password.

5. When you're done, click the Change Security Code button.

**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 Change Security Question window displays.
3. From the New Security Question drop-down menu, select a security question.
4. In the New Security Answer field, type an answer.
5. In the last field, enter your current password.
6. When you're done, click the **Change Security Question** button
Chapter 4: Using PC Security

To use PC security, see the following topics:

- Viewing PC Statuses ................................................................. 56
- Adding PCs .............................................................................. 59
- Editing PC Security Settings .................................................. 62
- Viewing PC Scan Information .................................................. 67
- Scanning PCs Remotely ......................................................... 73
- Running System Optimizer Remotely ..................................... 79
- Deactivating PCs .................................................................... 85
- Locking, Shutting Down, or Restarting PCs ......................... 93
Viewing PC Statuses

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 status:

1. Open your browser and go to [my.webrootanywhere.com](http://my.webrootanywhere.com). For more information, see [Logging into your account on page 19](#).
2. Click the **PC Security** tab or click the **Go to PC Security** button.

The PC Security panel displays, listing all the devices associated with this account.
3. You can customize what devices are displayed by selecting an option from the **View** drop-down. You can also switch between a list view and an icon view by clicking the **Icon/List** button in the upper right:
4. You can view more details by clicking an individual PC.

5. 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. For more information, see *Editing PC Security Settings on page 62.*
Adding PCs

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 25.

To view all PCs associated with your account:

1. Install SecureAnywhere on each PC, using your multi-seat license keycode.
2. When SecureAnywhere prompts for your account information, enter your user name, which is your 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 account website.

4. Open your browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19.

The new PC displays in the PC Security panel. By default, SecureAnywhere displays the machine name
5. Click the newly installed PC’s icon to open its information panel.

The Security panel for that computer displays.
6. To change the PC's displayed name, click the **Edit** link, enter a new name, and click the green checkmark to the right of the field.
Editing PC Security Settings

You can use the SecureAnywhere website to remotely change a 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 information, see Adjusting Heuristics in the Webroot SecureAnywhere PC User Guide.

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. For more information, see Logging into your account on page 19.
2. Click the PC Security tab or click the Go to PC Security button.

The PC Security panel displays.
3. Click the PC you want to modify.

The Security panel for that computer displays.
4. In the Security Setting line, click the **Edit** link.

![Security Setting Panel](image)

5. Click the drop-down arrow to open protection options.

To learn about what the four levels of protection will provide such as low, medium, high, or maximum, click the blue question mark next to Security Setting to display an information panel.

![Protection Options](image)

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.

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. For more information, see Logging into your account on page 19.

2. Click the PC Security tab or click the Go to PC Security button.

The PC Security panel displays.
3. Click the PC you want to view.

The Security panel for that computer displays.
4. Click the **Scan Information** tab.

- The Scan Results panel displays 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 displays 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 on the main Scan Results tab.

   Another panel opens with the file name and the threat category, for example, Trojan, Adware, etc.
Scanning PCs 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 scan a PC remotely:

1. Open your browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19.

2. Click the PC Security tab or click the Go to PC Security button.

The PC Security panel displays.
3. Click the PC you want to scan.

The Security panel for that computer displays.
Chapter 4: Using PC Security

![Windows 8 Scan Information]

**WINDOWS8** *(Edit)*

- **Last Scan**: Mar 19, 2015 12:44
- **Last Scan Duration**: Approx. 34 secs
- **Last Infected**: Never Infected
- **Software Version**: 8.0.7.33
- **Keycode**: XXXX-XXXX-XXXX-XXXX
- **License Duration**: 190 Days Remaining
- **Security Setting**: User Configuration *(Edit)*
4. Click the **Commands** tab.

![Commands Panel](image)

The Commands panel displays.
5. Click 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. At the prompt, click the **Confirm** button.

   The scan will run on the computer as soon as it receives the command, which should only take a minute or two.
Running System Optimizer Remotely

You can remotely run the System Optimizer 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 Optimizer, see Changing System Optimizer Settings in the WSA PC User Guide.

To remotely run the System Optimizer on a PC:

1. Open your browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19.
2. Click the PC Security tab or click the Go to PC Security button.

The PC Security panel displays.
3. Click the PC you want to clean.

The Security panel for that computer displays.
### Chapter 4: Using PC Security

![Security Scan Interface]

**WINDOWS8** *(Edit)*

<table>
<thead>
<tr>
<th>Feature</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Scan</td>
<td>Mar 18, 2015 12:44</td>
</tr>
<tr>
<td>Last Scan Duration</td>
<td>Approx. 34 secs</td>
</tr>
<tr>
<td>Last Infected</td>
<td>Never Infected</td>
</tr>
<tr>
<td>Software Version</td>
<td>8.0.7.33</td>
</tr>
<tr>
<td>Keycode</td>
<td>XXXX-XXXX-XXXX-XXXX</td>
</tr>
<tr>
<td>License Duration</td>
<td>190 Days Remaining</td>
</tr>
<tr>
<td>Security Setting</td>
<td>User Configuration <em>(Edit)</em></td>
</tr>
</tbody>
</table>
4. Click the **Commands** tab.

The Commands panel displays.
5. Click the **System Optimizer** button.

The cleanup will run on the computer as soon as it receives the command, which should only take a minute or two.

6. At the prompt, click **Confirm**.
Deactivating PCs

Deactivating a PC removes it from the PC Security panel and removes the SecureAnywhere application from that computer. You may want to deactivate a PC if you:

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

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

**To deactivate SecureAnywhere on a PC:**
1. Open a browser and go to my.webrootanywhere.com.
2. Enter your email address and password and click the Log in button.
3. Click the **PC Security** tab or the **Go to PC Security** button.

The PC Security panel displays.
4. Click the **PC** you want to deactivate.

The Security panel for that computer displays.
5. Click the **Commands** tab.

The **Commands** panel displays.
6. Click the **Deactivate** button.

The Confirm window displays.

---

Chapter 4: Using PC Security

- 91 -
7. Click the **Confirm** button.

![Deactivate confirmation dialog box](image)

The system removes the computer from the PC Security list, and uninstalls Webroot SecureAnywhere application from the computer selected.
Locking, Shutting Down, or Restarting PCs

You can remotely lock, shut down, or restart a remote PC from the website interface.

To issue one of these remote commands:

1. Open your browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19.
2. Click the PC Security tab or click the Go to PC Security button.

The PC Security panel displays.
3. Click the PC you want to lock, shut down, or restart.

The Security panel for that computer displays.
## Chapter 4: Using PC Security

![Security Information](Image)

**WINDOWS 8** *(Edit)*

<table>
<thead>
<tr>
<th>Feature</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Scan</td>
<td>Mar 18, 2015 12:44</td>
</tr>
<tr>
<td>Last Scan Duration</td>
<td>Approx. 34 secs</td>
</tr>
<tr>
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<td>Never Infected</td>
</tr>
<tr>
<td>Software Version</td>
<td>8.0.7.33</td>
</tr>
<tr>
<td>Keycode</td>
<td>XXXX-XXXX-XXXX-XXXX</td>
</tr>
<tr>
<td>License Duration</td>
<td>190 Days Remaining</td>
</tr>
<tr>
<td>Security Setting</td>
<td>User Configuration <em>(Edit)</em></td>
</tr>
</tbody>
</table>

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4. Click the **Commands** tab.

The Commands panel displays.
5. From here, you can issue 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. At the prompt, select one of the following:
   - **Lock**
   - **Restart**
   - **Shutdown**

7. At the prompt, click **Confirm**.

   The computer should receive the command in a minute or two.
Chapter 5: Using Mobile Security

To use PC security, see the following topics:

- Adding Mobile Devices ................................................................. 100
- Viewing Mobile Account Information ........................................... 101
- Viewing Mobile Security Statuses and Alerts ............................... 104
- Viewing Mobile Histories .............................................................. 106
- Using Lost Device Protection Commands ..................................... 108
- Changing Phone Numbers ............................................................ 112
- Removing Mobile Devices ............................................................ 114
Adding Mobile Devices

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 display in the SecureAnywhere website. For more information, see Viewing Mobile Account Information on page 101.
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. For more information, see Logging into your account on page 19.
2. Click the Mobile Security tab or click the Go to Mobile Security button.
3. In the Mobile Security panel, you can view more details by clicking an individual device.

If needed, you can switch between a list view and an icon view by clicking the **Icon/List** button in the upper right:

When the About panel displays, you can view details about the device model, keycode, and days remaining on your license.
4. To change the displayed name for your device, click the **Edit** link. Enter a new name and click **Save**.

![Edit link circled and table showing device information]
Viewing Mobile Security Statuses 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. For more information, see Logging into your account on page 19.
2. Click the Mobile Security tab or click the Go to Mobile Security button.
3. Click on the mobile device you want to view.

If needed, you can switch between a list view and an icon view by clicking the Icon/List button in the upper right:
4. Click 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 Mobile Histories

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. For more information, see Logging into your account on page 19.
2. Click the Mobile Security tab or click the Go to Mobile Security button.
3. Click on the mobile device for which you want to view the history.

![Image of SecureAnywhere mobile security interface](image)

If needed, you can switch between a list view and an icon view by clicking the **Icon/List** button in the upper right:

4. Click the **History** tab.

![Image of SecureAnywhere history tab interface](image)

You can view a history for the past 7 Days, 30 Days, 60 Days, or 90 Days.
Using Lost Device Protection Commands

Delete this text and replace it with your own content. 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. For more information, see [Logging into your account on page 19](#).
2. Click the **Mobile Security** tab or click the **Go to Mobile Security** button.

3. In the Mobile Security panel, click an individual device to view additional details.

   To switch between a list view and an icon view, click the **Icon/List** 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 following commands.

<table>
<thead>
<tr>
<th>COMMAND</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lock</td>
<td>Remotely locks the device and prevents its unauthorized use. Once it's locked, you must use your account password to unlock it.</td>
</tr>
<tr>
<td>Wipe (Premier/Complete version only)</td>
<td>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.</td>
</tr>
<tr>
<td>Locate</td>
<td>Locks your device, which is the same as the Lock command, described above, then responds with a link to a Google Maps page that displays your device's current location. <strong>Note:</strong> 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.</td>
</tr>
<tr>
<td>COMMAND</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Scream</td>
<td>Locks your phone, which is the 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.</td>
</tr>
<tr>
<td>Customize Lock Screen</td>
<td>Locks your phone, which is the 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 <em>If found, call 555-5555.</em></td>
</tr>
</tbody>
</table>
Changing Phone Numbers

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

To change a phone number:

1. Open your browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19.
2. Click the Mobile Security tab or click the Go to Mobile Security button.
3. Click on the mobile device.

![Image of mobile device interface]

To switch between a list view and an icon view, click the **Icon/List** button in the upper right:

![Icon/List button]

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

![Image of edit link being clicked]

5. Enter the new number and click **Save**.
Removing Mobile Devices

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

To remove a mobile device:

1. Open your browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19
2. Click the Mobile Security tab or click the Go to Mobile Security button.
3. In the Mobile Security panel, click on the mobile device you want to remove.

To switch between a list view and an icon view, click the **Icon/List** button in the upper right:

4. Below the device image, click the **Remove This Device** button.
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 displays in this website.
Chapter 6: Using Backup And Sync

To use Backup & Sync, see the following topics:

- **Backup & Sync Overview** ................................................................. 118
- Storing Files in the Anywhere Folder or in Your Own Sync Folders ................................................................. 118
- Backing Up Files ............................................................................. 119
- **Getting Started With Backup & Sync** .................................................. 120
- **Managing Files and Folders** ............................................................... 123
  - Renaming Files ............................................................................... 123
  - Moving Files .................................................................................. 124
  - Deleting Files or Folders ................................................................. 125
  - Creating Folders ........................................................................... 126
- **Customizing Displays** ....................................................................... 128
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- **Viewing Device Details** ..................................................................... 141
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- **Using the Windows Store App for Backup & Sync** ................................. 148
- **Viewing Account Details** ................................................................. 151
Backup & Sync Overview

If your SecureAnywhere edition includes Backup & Sync, you can protect your important files and photos as described in this topic.

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 such as 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.

For more information about the preconfigured Anywhere folder, see Adding Sync Folders in the WSA PC User Guide, or Adding Sync Folders in the WSA Mac User Guide.

**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 Managing Backup & Sync in the WSA PC User Guide, or Managing Backup & Sync in the WSA Mac User Guide.
Getting Started With Backup & Sync

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 the Sign up now button in the Create an Account panel.
   For more information, see Creating an online account on page 9.

2. Open SecureAnywhere on your computer and make sure the Backup & Sync component is configured. Repeat this process for all computers associated with your account.
   For more information, see the WSA PC User Guide or the WSA Mac User Guide.

3. You can install the Backup & Sync app on your mobile devices.
   For more information and instructions on installing the apps on your mobile devices, see Download Instructions.

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 the **Backup & Sync** button or the **Backup & Sync** tab.

![Backup & Sync in Webroot SecureAnywhere](image)

The Backup & Sync web page displays.

![Backup & Sync web page](image)
The Backup & Sync page includes three tabs across the top:

- **Files and Folders** — Displays 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 more information, see *Managing Files and Folders on page 123* and *Customizing Displays on page 128*.

  Note: 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 more information, see *Viewing Activity Logs on page 145*.

- **Devices** — Displays details about your backed up and synchronized devices. For more information, see *Viewing Device Details on page 141*.
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.

This topic contains the following procedures:

- Renaming Files
- Moving Files
- Deleting Files or Folders
- Creating Folders

Renaming Files

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. Do either of the following:
   - Right-click the file name, and then select Rename.
   - Click the Rename icon.
3. When SecureAnywhere prompts for the new name, enter the new name and click **Apply**.

<table>
<thead>
<tr>
<th>File Name</th>
<th>Size</th>
<th>Type</th>
<th>Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cover/WSA/VSS.fm</td>
<td>63 KB</td>
<td>FM File</td>
<td>Today at 18:05:44</td>
</tr>
<tr>
<td>FAQS.fm</td>
<td>122 KB</td>
<td>FM File</td>
<td>Today at 17:56:57</td>
</tr>
<tr>
<td>ProgramSettings.fm</td>
<td>84 KB</td>
<td>FM File</td>
<td></td>
</tr>
<tr>
<td>SecureAnywhere.exe</td>
<td>48 KB</td>
<td>FM File</td>
<td></td>
</tr>
</tbody>
</table>

**Moving Files**

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. Do either of the following to select files you want to move:
   - Click on the file you want to move.
   - Press **Ctrl-Click** to highlight multiple files.

2. Do either of the following to move the files:
   - Right-click on the filename, and then select **Move**.
   - Click the **Move** icon.

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 files are moved to the Recycle Bin where you can recover them later, if necessary. If you empty the Recycle Bin to 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 press **Ctrl-Click** to highlight multiple files.
2. Do either of the following:
   - Right-click and select **Delete**.
   - Click the **Delete** icon.
3. When SecureAnywhere prompts for a confirmation, click **OK**.

**Creating Folders**

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

The new folder is added to the storage folder.
Customizing Displays

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

This topic contains the following procedures:

- Switching Views
- Customizing Folder Displays
- Refreshing Data

Switching Views

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

![Detail View](image)

To display an image view, click the **Image** icon.
Customizing Folder Displays

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

**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 displays.

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:**
1. Click the **Refresh** icon.
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 a browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19.

2. Click the Backup & Sync button or the Backup & Sync tab.

![Backup & Sync Button](image-url)
3. From the left panel, select the folder where you previously deleted the file.

4. From the Actions drop-down menu, select **View Recycle Bin**.

5. With the file and folders in the Recycle Bin display, right-click the file or folder you want to restore, then click **Restore**.
Note: 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.

This topic contains the following procedures:

- [Downloading Single Files](#)
- [Downloading Large or Multiple Files or Folders](#)

**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**.

   ![Download Button](image)

   SecureAnywhere asks if you want to Open, Save or Cancel the download.
4. Do one of the following:
   - To save the file, click **Save** and browse to the folder on your local device where you want to save the file.
   - To open the file, click **Open**.

---

*WSA Management Website User Guide*
SecureAnywhere searches for the file's associated program and opens it.

To download large or multiple files and/or folders:

1. Press **Ctrl-click** to highlight the files or folders you want to download.
2. Right-click the files to open the menu and select **Download as Zip Archive**. Or click the **Download as Zip** button.

   ![File Selection and Download](image)

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

3. Click **Save**.
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 a file or a folder:

1. Open your browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19.

2. Click the Backup & Sync button or the Backup & Sync tab.
3. From the left panel, select the destination folder.

4. Click the **Upload** icon.

![Upload icon](image1)

SecureAnywhere displays the Upload Files window.

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

![Select Files](image2)

6. Browse to and select the file or folder.

The Upload progress displays in the window.

![Upload progress](image3)
7. Do either of the following:
   - Repeat the above steps to upload additional files or folders,
   - Click **Close** to exit the window. When you click Close, the uploaded files are added to the folder.
Viewing Version Histories

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. For more information, see Logging into your account on page 19.
2. Click the Backup & Sync button or the Backup & Sync tab.
3. Right-click on the file whose version history you want to view, and select **Show Versions**.

![File Explorer with Show Versions highlighted](image)

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

4. If needed, you can do either of the following:
   - Download a previous version by right-clicking on its row and clicking **Download**.
   - 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 displays the storage folders associated with each device.

To display details about a device:

1. Open a browser and enter the following URL:

   my.webrootanywhere.com

   For more information, see *Logging into your account on page 19*.

2. Click the **Backup & Sync** button or the **Backup & Sync** tab.
3. At the top of the page, click the **Devices** tab.

![Webroot SecureAnywhere interface with Devices tab highlighted.](image)

4. Click on an individual device.

   The device's details window displays.
The table below provides descriptions for the device details.

<table>
<thead>
<tr>
<th>FIELD</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Tab</td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>By default, SecureAnywhere displays the host name. Click the <strong>Edit</strong> link to change the name, then click the <strong>Green</strong> checkmark to save the new name.</td>
</tr>
<tr>
<td>Host Name</td>
<td>The host name of the device.</td>
</tr>
<tr>
<td>Last Connected</td>
<td>The date and time this device was last synchronized.</td>
</tr>
<tr>
<td>FIELD</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------------------------------------------</td>
</tr>
<tr>
<td>Type</td>
<td>The type of device, such as Desktop Computer.</td>
</tr>
<tr>
<td>Deauthorize</td>
<td>Click the X to disconnect this device from the account.</td>
</tr>
<tr>
<td>Storage Folders Tab</td>
<td></td>
</tr>
<tr>
<td>Folders</td>
<td>Displays a list of synchronized folders associated with this device.</td>
</tr>
</tbody>
</table>
Viewing Activity Logs

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. For more information, see Logging into your account on page 19

2. Click the Backup & Sync button or the Backup & Sync tab.
3. At the top of the screen, click the **Activity Log** tab.

An activity log displays.

The following table provides descriptions for each column.
<table>
<thead>
<tr>
<th>COLUMN</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>The date and time the activity was performed.</td>
</tr>
<tr>
<td>Activity</td>
<td>The type of activity performed.</td>
</tr>
<tr>
<td>Item</td>
<td>The file or folder name associated with the activity.</td>
</tr>
<tr>
<td>Storage Folder</td>
<td>The name of the Storage Folder where the activity took place.</td>
</tr>
<tr>
<td>By User</td>
<td>The SecureAnywhere account ID of the user.</td>
</tr>
<tr>
<td>Via Device</td>
<td>The name of the device where the activity took place. This will either</td>
</tr>
<tr>
<td></td>
<td>indicate a device name or display WebPortal for activity that took place</td>
</tr>
<tr>
<td></td>
<td>from the website.</td>
</tr>
</tbody>
</table>
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 more information and instructions, see the Backup & Sync Windows Store App User Guide.

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 synchronizes with your Webroot account in the cloud. If you have folders in your account, you will see those folders display, 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 display:

- Add
- Refresh
- Select All
- Details
- New Folder

If a file is selected, additional options display that allow you to delete files, clear selections, and save files:

- Delete
- Clear Selection
- Save

The Charms bar provides access to Backup & Sync settings. Move your mouse to the bottom, right corner to display these options. Click 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 display.
Viewing Account Details

To view information about your Backup & Sync account, follow this procedure.

To view account details:

1. Open your browser and go to my.webrootanywhere.com. For more information, see Logging into your account on page 19.
2. Click the Backup & Sync button or the Backup & Sync tab.
3. In the upper right corner of the window, click the **Information** icon.

The system displays the Account Details panel that shows your account details, storage space, and user details.
Chapter 7: Working With Passwords

To work with passwords, see the following topics:

- **LastPass Overview** ................................................................. 155
- **Setting Up and Accessing LastPass for New Users** ..................... 156
  - Setting Up Your Account .......................................................... 156
  - Accessing Your Account .......................................................... 173
- **Setting Up and Accessing LastPass for Existing Users** .................. 181
  - Setting Up Your Account .......................................................... 181
  - Accessing Your Account .......................................................... 197
LastPass Overview

The Webroot® password management feature has gotten an upgrade. This feature, which is included as part of your Webroot subscription, is powered by LastPass®, the most trusted name in secure password management. With LastPass Premium, Webroot customers will receive the following benefits and more:

- **Password Vault** — Store all your passwords and notes in your vault, where they can be organized and easily accessible in the future.
- **Access on all Devices** — Save a password on one device and it’s instantly available on every device. Your LastPass account is backed up and synced across all your devices, so you have access no matter where you are.
- **Auto-fill and Save** — Save a password, address, or payment card once, and LastPass saves it in your vault for easy, one-click access.

To get started you will need to set up your LastPass account. Choose one of the following:

- [Setting up and accessing LastPass if you are a new Webroot customer.](#)
- [Setting up and accessing LastPass if you are an existing Webroot customer.](#)
Setting Up and Accessing LastPass for New Users

Follow both parts of this procedure to set up and access LastPass if you are a new Webroot user.

- You will set up your account using the Management Website console.
- You can then access your LastPass account through the Management Website console.

Setting Up Your Account

To set up your account:

1. Go to the following URL:

   https://my.webrootanywhere.com/
2. Click the **Create Account** button.

The Create Account window displays.
3. In the Webroot Product Keycode field, enter the keycode you received when you purchased the product.

4. In the Email Address field, enter the email address associated with your account.

5. In the Repeat Email Address field, enter the email a second time.

6. In the Password field, enter a password for this account.

7. In the Repeat Password field, enter the password a second time.

8. In the Your Personal Security Code field, enter a two-digit number to secure your account for when you log in.

   Enter a word or number, which will be used for an extra security step after you enter the password during login. Use a code that is easy to remember, using a minimum of six 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.

9. In the Security Question field, enter a security question that only you know the answer to.

10. In the Security Answer field, enter an answer to the security question.

11. From the Please select your storage region drop-down menu, select the area where you reside.

12. Click the Register Now button.
SecureAnywhere displays a confirmation message and sends an email to the address you specified. This may take a few minutes.

13. Click the **Log in** button.

The Webroot SecureAnywhere Log in page displays.
14. In the Email or Phone field, enter your user name.

15. In the Password field, enter your password.
16. Click the **Log in** button.

17. At the personal security code prompt, type the requested characters and click the **Log in** button.

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.
The Management Website console displays.
18. In the Password Manager Powered by LastPass area, click the **Set Up Now** button.

The following message displays: *Please be aware that this will activate your keycode if not already active and allow up to 15 minutes for this to become available.*
19. Click the **Confirm** button.

The following message displays:

*Please click the button below to complete setting up your LastPass account.*

20. Click the **Continue** button.

The LastPass Welcome page displays.
21. Click the **Sign Up** button.
The LastPass Create an account page displays.

22. Create a LastPass account using an email address, password, and reminder word.
23. Click the **Create My Account** button.

The Webroot Welcome window displays.

---

**Chapter 7: Working With Passwords**

- 169 -
It's time to take control of your passwords.
We've partnered with Webroot to offer you a simple, secure password manager.

Your account will be associated with: lpnewuserflow001@hypertest.uk
Want to link a different account? Log out now.

Continue
24. Click the **Continue** button.

The Welcome to LastPass Premium page displays.
Welcome to LastPass Premium!
You’ve successfully linked your new account to Webroot.
Please complete these steps to get started.

1
Install the extension
Get LastPass
25. Click the **Get LastPass** button to install the LastPass extension.

**Accessing Your Account**

Once you've set up your account, you can easily access your LastPass account and your passwords.

**To access your account:**

1. Go to the following URL:

   [https://my.webrootanywhere.com](https://my.webrootanywhere.com)
2. Log in using your user name and password.

The Management Website console displays.
3. In the Password Manager Powered by LastPass area, click the **Manage Passwords** button.

The LastPass login page displays.
4. Enter your email and password.
5. Optionally, select the **Remember Me** checkbox.

6. Click the **Log in** button.
The LastPass dashboard displays.
Setting Up and Accessing LastPass for Existing Users

Follow this procedure if you have already been using Password Manager via the Management Website console and want to migrate your passwords from Password Manager to LastPass. Then you can easily access your account.

- You will set up your account using the Management Website console.
- You can then access your LastPass account through the Management Website console.

Setting Up Your Account

To set up your account:

1. Go to the following URL:

   https://my.webrootanywhere.com
2. Log in using your user name and password.

3. Enter a word or number, which will be used for an extra security step after you enter the password during login. Use a code that is easy to remember, using a minimum of six 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.
The Website Management console displays.
4. In the Password Manager Powered by LastPass area, click the Manage Passwords button.

The Welcome to LastPass page displays.
Welcome to LastPass.

LastPass has partnered with Webroot to offer you LastPass Premium as part of your Webroot package.

Get Started

Have some questions? Read our FAQ

What is LastPass Premium?

LastPass is a secure password manager that will not only remember and autofill all your passwords, but will also generate strong, unique passwords for all your accounts. No typing required.

You can also store addresses, credit cards, membership IDs, and more safely so they’re available when you need them, only one click away. LastPass goes everywhere you do, so passwords and personal information are accessible from any device and browser.
5. Click the **Get Started** button.

The LastPass login page displays.
6. Enter your Webroot email and password. This will allow LastPass to securely import your passwords from Webroot.
7. Optionally, select the **Remember Me** checkbox.

8. Click the **Log in** button.
9. In the Webroot Password field, enter the password you used to log in to https://my.webrootanywhere.com.
10. In the New Master Password field, enter a new password, which you will use to log into LastPass moving forward.
CREATE AN ACCOUNT

Set a unique password for your LastPass account. Please note that your Webroot account details will remain unaltered.

Congratulations - you are almost ready to begin using LastPass!

Email

Webroot Password

New Master Password

Requirements
- At least 12 character(s)
- At least 1 digit(s)
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)

Tips
- Consider using a passphrase
- For more Master Password tips, click here

Re-Enter New Master Password

New Password Reminder (Optional)

SAVE MASTER PASSWORD

JaneDoe@gmail.com
11. In the Re-Enter New Master Password, enter your master password again.

12. Optionally, in the New Password Reminder field, enter information to remind you which password you entered.
CREATE AN ACCOUNT

Set a unique password for your LastPass account. Please note that your Webroot account details will remain unaltered.

Congratulations - you are almost ready to begin using LastPass!

Email
Webroot Password
New Master Password

Requirements
- At least 12 character(s)
- At least 1 digit(s)
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)

Tips
- Consider using a passphrase
- For more Master Password tips, click here

Re-Enter New Master Password
New Password Reminder (Optional)

SAVE MASTER PASSWORD
13. Click the **Save Master Password** button.

- The Preparing New Login warning message displays: *Please leave the page open until the operation completes.*
The Welcome to LastPass page displays, indicating that your account has been successfully created.
14. Click the **Install LastPass** button to install the browser extension.

![LastPass Installation](image)

**Accessing Your Account**

Follow this procedure to access your LastPass account through the Management Website console.

**To access your account:**

1. Go to the following URL:

   [https://my.webrootanywhere.com](https://my.webrootanywhere.com)
2. Log in using your user name and password.

![Login Screen]

3. At the personal security code prompt, type the requested characters and click the **Log in** button.

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.
The Website Management website displays.
4. In the Password Manager Powered by LastPass area, click the **Manage Passwords** button.

The LastPass login page displays.
5. Enter your Webroot email and password.
6. Optionally, select the **Remember Me** checkbox.
7. Click the **Log in** button.

![LastPass Login](image)

The LastPass dashboard displays.
Chapter 8: WSA Management Website Support

To access support, see the following topic:

Accessing Technical Support ................................................................. 206
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.
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