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Mobile Security for Android User Guide

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Chapter 1: Mobile Security for Android User Guide

For information on how to use Mobile Security for Android, see the following topics:

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Mobile Security for Android User Guide Overview

Webroot's Mobile Security for Android offers a powerful application that provides malware detection and web-surfing security. Once installed, your Android device will have the defense of an industry-leading cyber resilience company. Mobile Security will scan your device and mitigate threats. While shopping and banking online, Webroot keeps your identity and data safe by blocking phishing sites, spam sites, malware sites, and other malicious activities. With the mobile suite of products, the license is transferrable for upgrades or changed devices. To top it off, Webroot provides an amazing support community to help you when needed.
Steps to Get Started

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System Requirements for Android

The following describes the system requirements for using Mobile Security functionality on an Android device.

Compatible Devices

- The system requirements for Mobile Security for Android can be found here: https://www.webroot.com/us/en/support/system-requirements

- An active internet connection is required to use the app.
Registering Mobile Security for Android

Install and Launch the Mobile Security for Android app

1. Download the Webroot Mobile Security app from the Google Play Store.
2. Install the app on your compatible Android device.
3. Tap the Webroot Mobile Security icon to launch the app.

Create an account or Log In

Current Users

If you upgraded to the Mobile Security for Android app from a previous version please tap Log In and use your existing credentials.

New Users

A product keycode is required to create an account and activate the app. Please follow the steps below:
Note: The **Create Account** button will highlight in blue when all fields have been filled correctly.

1. In the first field for Product Keycode you will need to enter the keycode you received with purchase. The keycode can be found in the receipt email for online purchases, or on a card for retail purchase and will look similar to this:

   **WSAM-ZZZZ-0000-YYYY-1111**

2. In the second field you will need to enter a working email address or phone number with area code. When using phone number, Webroot will only use the phone number as a username for your account and to send requested communications. Webroot does not send unsolicited communications to this phone number.

3. Create a password after reviewing the password requirements listed on the screen.

4. Click **Create Account**.

   **Note:** This screen includes a link to Webroot’s Privacy Policy. The policy describes how and why Webroot processes and uses personal data that is collected when you visit or use the product.
Accept Subscription Terms

After you click **Create Account**, Mobile Security will present the Webroot SecureAnywhere Solution Agreement. Tap **Solution Agreement** to review the terms and then tap **AGREE** to continue.

**Note:** The app will not work unless the terms are agreed to.

Accept System Permissions

The application only asks for a minimum amount of permissions needed. If permissions are not allowed for the app it may not function properly. As a security app we take permissions seriously.

1. A welcome screen introduces you to Mobile Security for Android. Tap **GO**.
2. Android will ask you to allow the app to access to your stored media or apps on the device, so that it can do a complete scan to protect your device. Tap the **Allow** button.
Note: If you do not allow Mobile Security for Android access, it will have limited protection by scanning only new applications as they are installed.

Fantastic!

You have now finished registering Mobile Security for Android and setting up the app.
Run Your First Security Scan and Set Up Protection for Google Chrome

The First Scan

If media permissions were granted to Mobile Security for Android, it will run a first-time scan of the device. Once the scan is complete it will show a status of Safe or Attention Needed.

Google Chrome™ Browser Security

Once Mobile Security for Android determines the device is safe, it will request permission to protect on Google Chrome:

1. Start from the notification from the Mobile Security App.
   - To add this protection from the notification:
     a. Open the notification and tap Yes.
     b. Tap Open Settings.
To add this protection from the Mobile Security for Android app:
   a. Tap the menu button (the “3 dots” icon in the upper right-hand corner).
   b. Tap Settings.

2. Once in Android’s Accessibility settings, locate and tap Mobile Security. The location will vary for phone models. As an example, to browse manually in Android Settings:
   ● Stock Android and many other devices: Settings > Accessibility
   ● Samsung devices: Settings > Accessibility > Installed Services

3. Tap the toggle to turn Accessibility on.

4. Tap Allow.

Fantastic!

Protection for Google Chrome and the first scan are now complete. Mobile Security for Android will continuously scan downloaded files and visited websites for malicious behavior. Warnings will appear for known bad sites.
Using Mobile Security for Android day-to-day

Alerts

Mobile Security for Android will show a notification if:

- It detects a threat to the security of your device.
- Unhandled malware needs to be managed. Mobile Security for Android will provide a message in the Mobile Security for Android home screen.

Manual Scanning

Mobile Security for Android continuously scans your device and is always up-to-date. To run a manual scan, tap SCAN NOW.

- Safe: Everything is working and your phone is protected.
- Attention Needed: There is a security risk, and the app will ask you to manage the risk.

Malware Detected

When the app detects a security risk, it will send a notification. Tap the notification to view the following options:

- Remove: This will remove the security risk and prevent the malware from attacking your device.
- Request a Review: If the high-risk detection seems invalid, request a review to have our threat researchers check into it. Mobile Security for Android still recommends removing the threat in the meantime to keep your device safe.
- Ignore: The app only detects high-risk threats, ignoring any threats to your device is not recommended.

Mobile Security for Android will also display the current status as “Attention Needed” on the app home page, with a red GO button to manage the security risk.

URL Block Page

Mobile Security for Android will display a warning before loading high-risk websites. The warning page provides three options:

- Go Back To Safety: The best option for websites that have not been visited before. This will return the screen to the last visited page, or a safe blank page to continue browsing.
- Request a Review: If the site is believed to be safe, this option will take you to open a ticket. This ticket will have Webroot's threat researchers review and verify the site.

- Unblock: Webroot does not recommend unblocking and continuing to high-risk websites. Only Unblock sites if they are known and not threatening to your personal information or security.

Mobile Security for Android Menu and Settings

The app menu provides access to settings. Tap the menu (three dots) icon and then:

-**Reload**: Reload the current web page.
-**New Tab**: Creates a new browser tab with security status and search window.
-**New Private Tab**: Creates a new private browser tab. Mobile Security for Android will not save your browsing history, cookies, site data, or any information entered in web forms on private tabs.
-**Bookmarks**: Access websites previously bookmarked in the Mobile Security for Android browser.
-**Recent tabs**: View a list of recently closed tabs.
-**History**: View a list of browsing history in the Mobile Security for Android browser. Web history can be cleared on this screen.
-**Downloads**: Access all the files and articles previously downloaded.
- Share: a function that lets you share loaded page with others.
- Find in page: A search for text on the loaded page
- Support: Links to get help with Mobile Security for Android.
- Settings: Access all settings for Mobile Security for Android.
- Google Chrome™ security: On/Off settings for Google Chrome. If Chrome has not been previously set up, this option will start the process.

Hooray!

You are now browsing safely on your device and are protected from malicious sites by an industry leading cyber resilience company!

Uninstalling

Uninstalling Mobile Security for Android will vary from device to device. The most common methods are:

- Launch Settings > Apps or Settings > App Management:
  1. Tap See all apps.
  2. Tap the Mobile Security icon.
  3. Tap Uninstall.
- Press-and-hold the Webroot icon and then tap App info in the actions list. Tap Uninstall.
- Press-and-hold the Webroot icon and tap Uninstall.

Careful!

We do not want to see you go.

Please use caution when surfing the web once you uninstall.

We hope you have protection while browsing.
Chapter 2: Mobile Security for Android Support

For more information about Webroot support, 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.
- Enter a help ticket.
- Look for the answer in our online documentation.
- Look for the answer in our knowledgebase and FAQs.
- Connect to the Webroot Community.
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