

WEBROOT[®]

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Security for Chromebook User Guide

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Security for Chromebook User Guide

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Chapter 1: Security for Chromebook User Guide

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

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Security for Chromebook User Guide Overview

Webroot's Security for Chromebook offers a powerful application that provides malware detection and web-surfing security. Once installed, your ChromeOS device will have the defense of an industry-leading cyber resilience company. Webroot's Security for Chromebook 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

[Registering Security for Chromebook on page 5](#)

[Run Your First Security Scan and Set Up Protection for Google Chrome on page 10](#)

[Using Security for Chromebook day-to-day on page 13](#)

System Requirements for ChromeOS

The following describes the system requirements for using Mobile Security functionality on a ChromeOS device.

Compatible Devices

- The system requirements for Security for Chromebook can be found here:
<https://www.webroot.com/us/en/support/system-requirements>
 - An active internet connection is required to use the app.
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Registering Security for Chromebook

Install and Launch the Security for Chromebook app

1. Install the **Webroot Security for Chromebook** app on your compatible ChromeOS device from the Google Play store.
2. Tap the app icon.



3. Tap **Install**.
4. If a ChromeOS notification asks if you want to install, tap **Yes**.

Create an account or Log In

Current Users

If you upgraded to the Security for Chromebook 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:

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CREATE ACCOUNT LOG IN

I'm new to Webroot.

Product Keycode:
[Entered Text]

Email Address or Phone #:
[Entered Text]

Password:
[Entered Text]

Password requirements:
6 letters, 3 numbers, 9-30 characters

Don't have a keycode yet? [Trial here.](#)

You will find information on how Webroot processes your personal data in our [Privacy Policy.](#)

CREATE ACCOUNT

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.

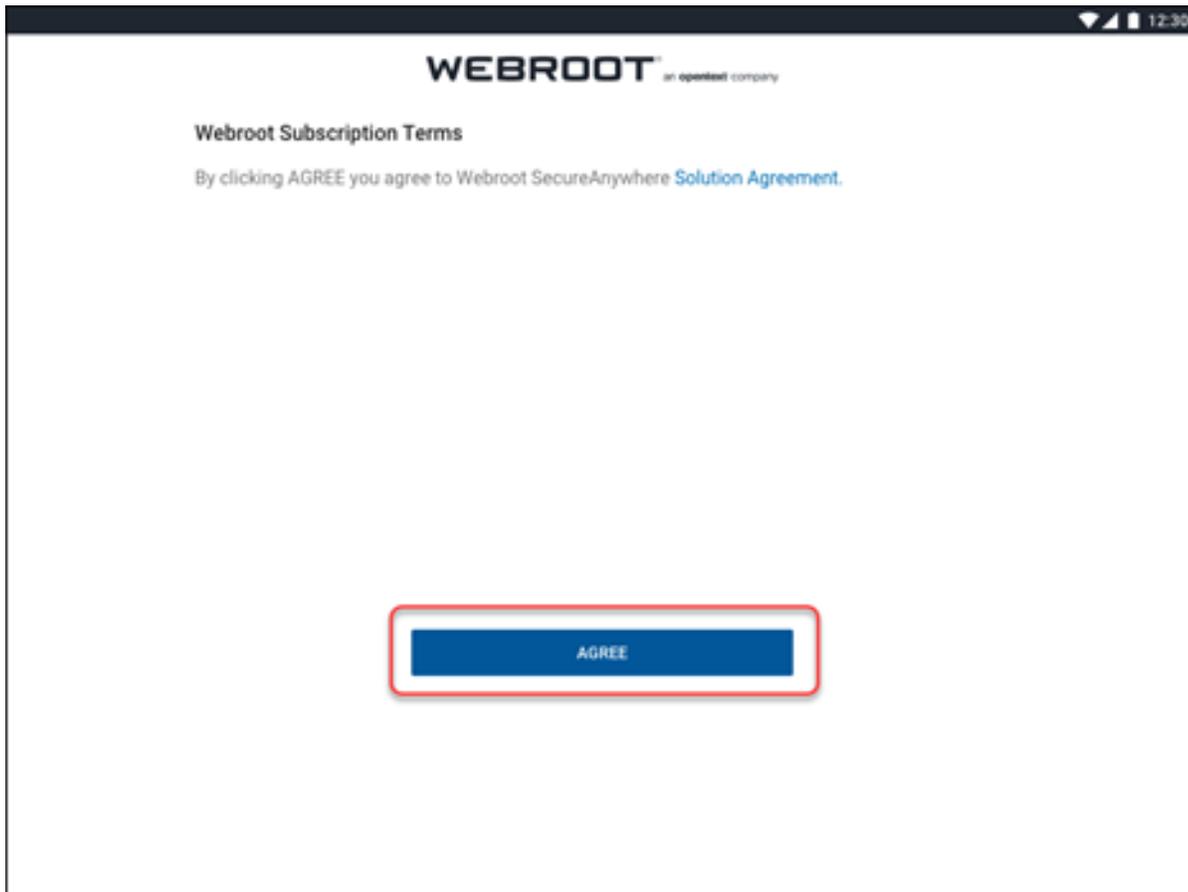
4. Click **Create Account**.

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.

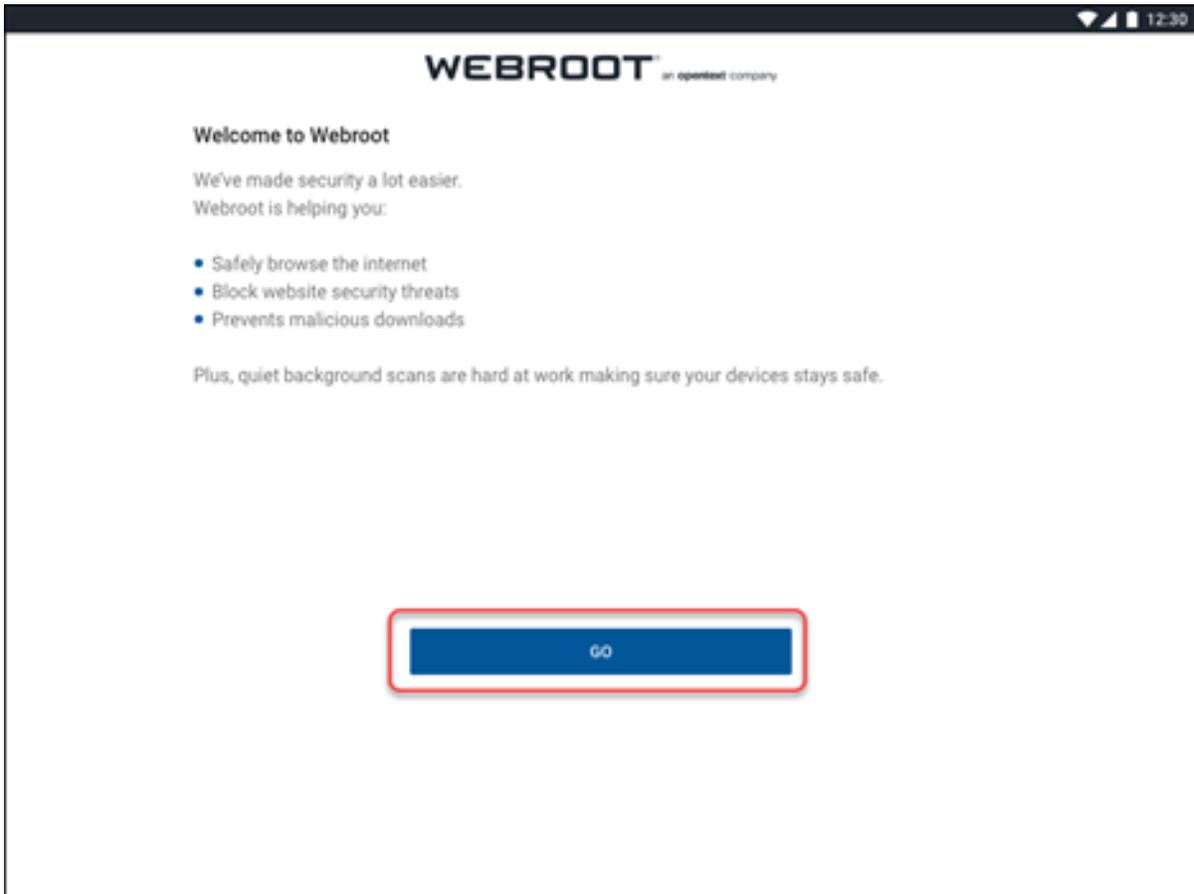
Note: The app will not work unless the terms are agreed to.



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 Security for Chromebook. Tap **GO**.



2. ChromeOS 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: Webroot recommends accepting all permissions for Security for Chromebook to scan the entire device. This prevents preexisting sleeping malware from becoming active.

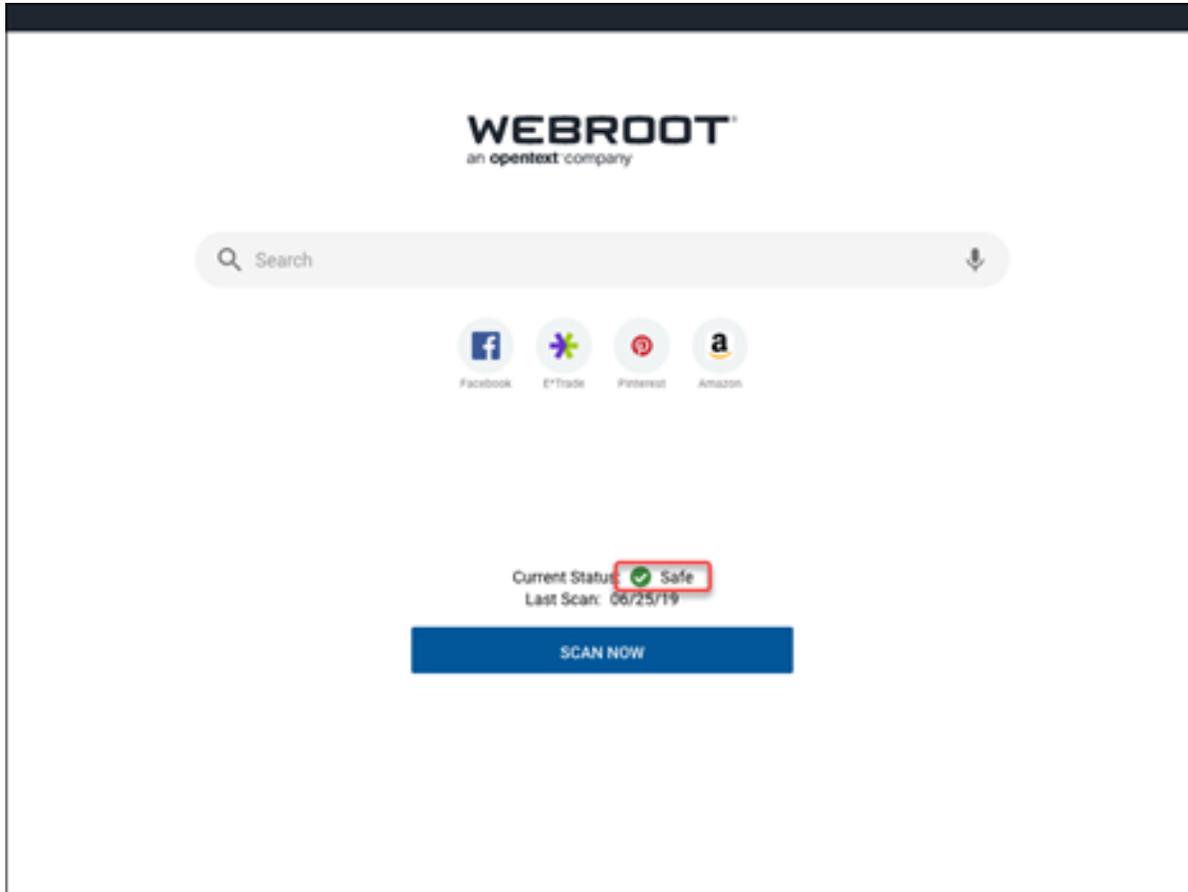
Fantastic!

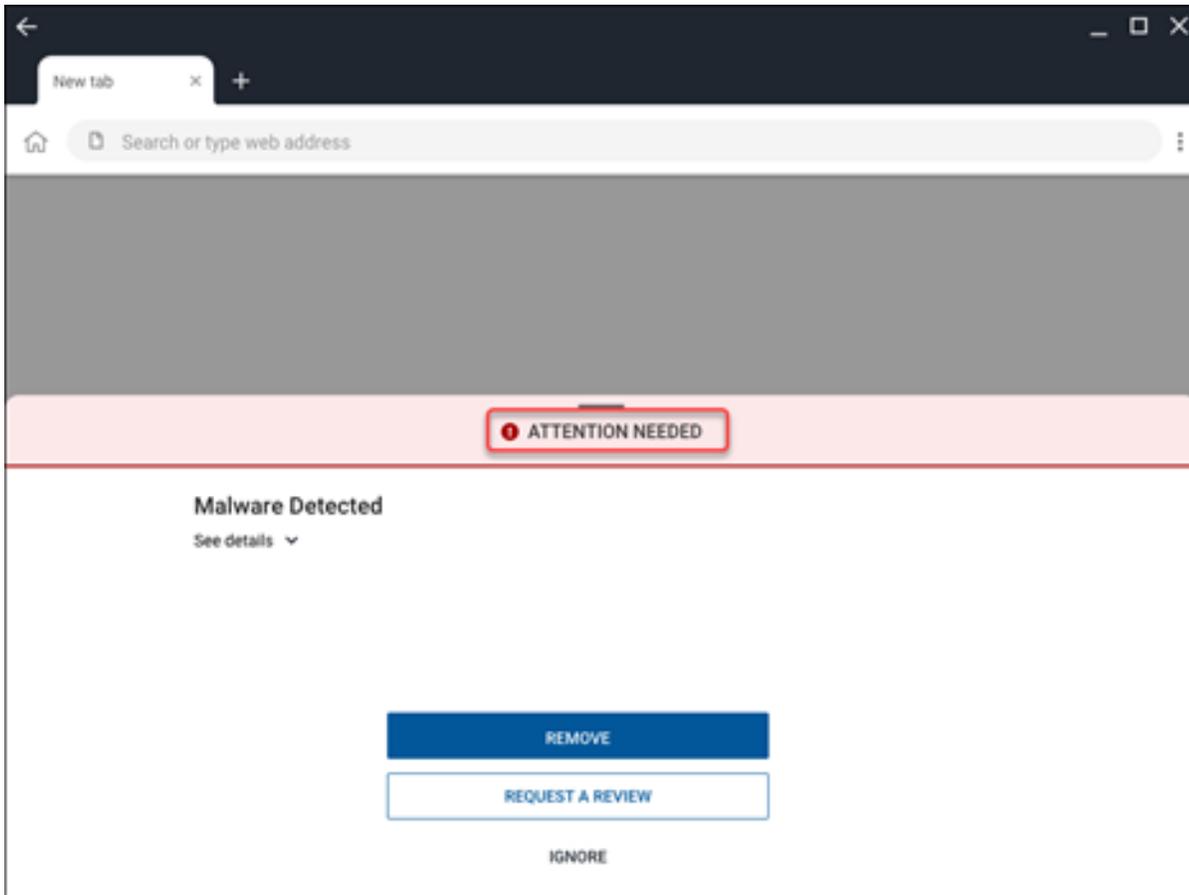
You have now finished registering Security for Chromebook and setting up the app.

Run Your First Security Scan and Set Up Protection for Google Chrome

The First Scan

If media permissions were granted to Security for Chromebook, 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**.





If **Attention Needed** pops up, follow the instructions under **Malware Detected**.

Google Chrome™ Browser Security

Once Security for Chromebook determines the device is safe, the notification for adding **Web Threat Shield** for additional security will appear:

1. Tap **Download**. This will open a new tab to the Google Play store to install Web Threat Shield.
2. Tap **Install**.
3. Copy and paste the same keycode you used for the Chromebook application, into Web Threat Shield.

Fantastic!

Protection for Google Chrome and the first scan are now complete. Security for Chromebook will continuously scan downloaded files and visited websites for malicious behavior. Warnings will appear for known bad sites.

Using Security for Chromebook day-to-day

Alerts

Security for Chromebook will show a notification if:

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

Manual Scanning

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

- **Safe:** Everything is working and your device 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. Security for Chromebook 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.

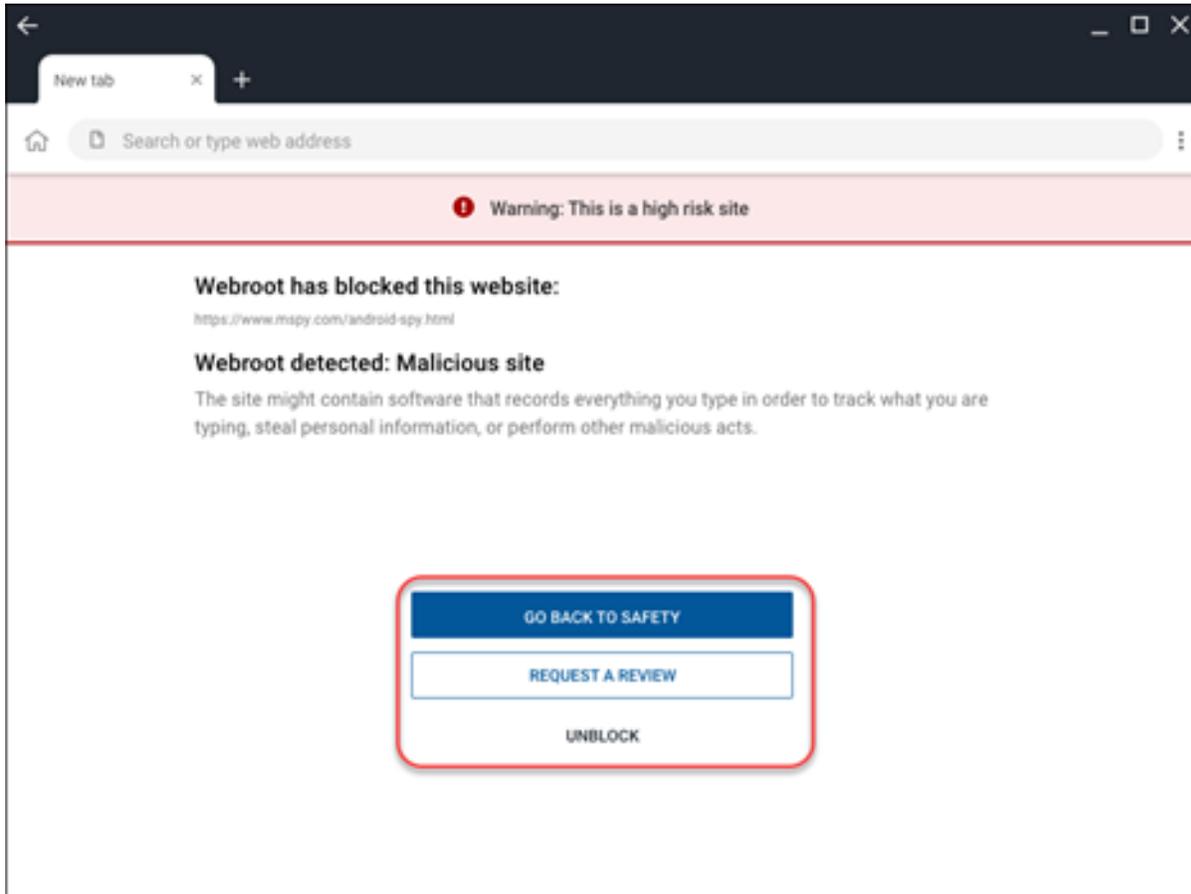
Security for Chromebook will also display the current status as “Attention Needed” on the app home page, with a red GO button to manage the security risk.

URL Block Page

Security for Chromebook 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.



Security for Chromebook Menu and Settings

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

- **New Tab:** Creates a new browser tab with security status and search window.
- **New Private Tab:** Creates a new private browser tab. Security for Chromebook 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 Security for Chromebook browser.
- **Recent tabs:** View a list of recently closed tabs.

- **History:** View a list of browsing history in the Security for Chromebook browser. Web history can be cleared on this screen.
- **Downloads:** Access all the files and articles previously downloaded.
- **Webroot Support:** Links to get help with Security for Chromebook.
- **Settings:** Access all settings for Security for Chromebook.
- **Web Threat Shield:** Additional security for Chrome Browser.

Hooray!

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

Uninstalling

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

- View all applications, two finger tap on the icon, & select **Uninstall**.

OR

- Launch **Settings > Apps or Settings > App Management:**
 1. Tap **See all apps**.
 2. Tap the Security for Chromebook icon.
 3. 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: Security for Chromebook 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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