

WiFi Security User Guide

Copyright

Copyright: 2019 Webroot. All rights reserved.

WiFi Security User Guide

Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Webroot.

Table of Contents

Chapter 1: WiFi Security	1
WiFi Security Overview	
System Requirements	
Chapter 2: Using WiFi Security on Mobile Devices	5
Logging Into WiFi Security on Mobile Devices	
Connecting to WiFi Security on Mobile Devices	
Changing Server Locations on Mobile Devices	
Setting Preferred Server Locations on Mobile Devices	
Changing WiFi Security Passwords on Mobile Devices	
Signing Out From WiFi Security on Mobile Devices	
Chapter 3: Using WiFi Security on Desktops	40
Logging Into WiFi Security on Desktops	
Connecting to WiFi Security on Desktops	
Changing Server Locations on Desktops	
Setting Preferred Server Locations on Desktops	
Changing WiFi Security Passwords on Desktops	
Signing Out From WiFi Security on Desktops	
Chapter 4: Working With Advanced Settings	
Turning Auto WiFi Protection On or Off on Mobile Devices	
Turning Auto Reconnect On or Off on Mobile Devices	
Turning Web Filtering On or Off on Mobile Devices	
Enabling the WiFi Security Kill Switch on Android Devices	
Selecting Protocols For Android	
Determining General and Advanced Settings on Desktops	
Getting App Updates on Desktops	
Selecting Protocols For Desktop Apps	
Turning Automatic WiFi Security On or Off on Desktops	
Enabling the WiFi Security Kill Switch on Desktops	
Managing Trusted Networks on Desktops	
Turning Web Filtering On or Off on Desktops	
Chapter 5: WiFi Security Support	
Accessing Technical Support on Mobile Devices	
Accessing Technical Support on Desktops	
Canceling WiFi Security	

Index i

Chapter 1: WiFi Security

To use WiFi Security, see the following topics:

WiFi Security Overview	2	?
System Requirements	. 4	ļ

WiFi Security Overview

Webroot® WiFi Security VPN gives you security and privacy while you work, share, bank, and browse online. It's easy to use and automatically protects your data, financial details, passwords, browsing habits, and more from prying eyes.

Powered by Webroot BrightCloud® Threat Intelligence, the app's Web Filtering feature protects you from malicious or risky sites that try to steal from you or infect your system with malware.

If the app is disabled, our unique kill switch functionality stops apps, sites, and processes from transmitting data on an unsecure network. Webroot WiFi Security is the perfect complement to your antivirus or internet security software, ensuring that you and your family stay safe online, on all of your devices.

- Simple, easy-to-use, private connection Webroot® WiFi Security is simple and intuitive, so users don't have to follow complex steps. It automatically hides IP addresses and personal identifiers to keep users safe, and never tracks information about how users connect and browse.
- Auto-connect The app can automatically activate a VPN connection when user connects to an unsecure network.
- Web filtering Developed to protect the user from visiting risky sites as determined by Webroot BrightCloud® Threat Intelligence. BrightCloud intelligence provides the most accurate and up-to-date information about the billions of websites and IP addresses.
- Multiple device coverage Webroot® WiFi Security covers the full ecosystem of devices in the user's home, including Windows®, Mac®, iOS®, and Android™ devices.
- Kill switch Lets users block all internet traffic unless the VPN is being used. This is important for high value browsing that needs extra security, like banking or other account-based activity.

Note: This feature is only available on Windows and Android operating systems.

- Unlimited use Your subscription allows unlimited use for each of your devices subscribed to your account.
- Select connection country Users can connect to servers in 35 countries.
- Award-winning customer support Our free US-based customer support receives the highest customer ratings in the industry.

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

- Using WiFi Security on Mobile Devices
- Using WiFi Security on Desktops

- Working With Advanced Settings
- WiFi Security Support

System Requirements

Supported OS and versions:

- Android[™] 6 (Marshmallow) and newer
- iOSTM 10 and newer
- Mac 10.10 (Yosemite®) and newer
- Windows 7 and newer (Excluding Windows 8 and Windows 10 S)

Chapter 2: Using WiFi Security on Mobile Devices

To learn more about using WiFi Security, see the following topics:

Logging Into WiFi Security on Mobile Devices	
Connecting to WiFi Security on Mobile Devices	
Changing Server Locations on Mobile Devices	
Setting Preferred Server Locations on Mobile Devices	
Changing WiFi Security Passwords on Mobile Devices	
Signing Out From WiFi Security on Mobile Devices	

Logging Into WiFi Security on Mobile Devices

Follow this procedure to log in to WiFi Security on a mobile device.

Note: Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

To log in to WiFi Security on a mobile device:

1. On your main screen, tap the WiFi Security app icon.



The Log In screen displays.

•••••	Partner 🗢	9:41 AM	100% 🗪
	W	EBROOT [®] WiFi Security	
	Log in P	to enjoy unlimited secur private online access.	e,
	Email	Address	
	Passw	vord	
		Forgot password?	
		LOG IN	
		Need Help?	
	Don't have	an account? <u>START A 7-DAY T</u> i	RIAL

- 2. Enter the following information:
 - Email address.
 - Password.

Note: This email address and password are the ones you created when you either purchased the app online from <u>Google Play</u> or <u>Apple Apps</u>, or at the <u>Webroot.com</u> store.

3. Tap the Log In button.



The main screen displays and you are ready to connect to the VPN service.



4. Continue with <u>Connecting to WiFi Security on Mobile Devices on page 10</u>.

Connecting to WiFi Security on Mobile Devices

Follow this procedure to connect to WiFi Security on mobile devices.

Note: Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

To connect to WiFi Security:

1. On your main screen, tap the Wifi Security icon.



2. Tap Connect.



The first time you log in, you will be asked to allow Webroot to add VPN configuration.



Note: The next time you connect, when you tap Continue, WiFi connects right away.

3. Tap Allow, then tap Continue to connect.



You are connected. The screen displays the following information:

- The IP address of the server you are connected to.
- The length of time you've been connected.



4. To disconnect, tap the **Disconnect** button.



Changing Server Locations on Mobile Devices

You can set the location of the server that you would prefer to connect to when Auto Reconnect is turned on.

Note: Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

To set preferred server locations:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper left corner of the screen, tap the Location icon.



The Location Server menu displays.



3. Tap the server location you want to connect to.



Note: You can select from either the Most Recommended menu or the All Locations menu.

The app connects with the new location, which displays on the main screen of the app.



4. To set preferred server locations to connect to automatically, see <u>Setting Preferred Server Locations on</u> <u>Mobile Devices on page 21</u>.

Setting Preferred Server Locations on Mobile Devices

You can set the location of the server that you would prefer to connect to when Auto Connect is turned on.

If you turn on the Auto Connect function, and select a specific server location, WiFi Security will attempt to connect with that server first, and then will select from another server to optimize speed and location.

Note: Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

To set preferred server locations:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper left corner of the screen, tap the Location icon.



The Location Server menu displays.



3. Tap the blank star next to your preferred server location.



The server location you selected is now listed as a favorite; a green star displays next to it.



Whenever your Auto Connect is on, the app will connect to the location of your favorite server. You can select more than one favorite server; the app will connect to the closest one. For more information, see *Turning Auto Reconnect On or Off on Mobile Devices on page 89*.

Changing WiFi Security Passwords on Mobile Devices

Follow this procedure to change your password.

Note: Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

To change your WiFi Security password:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.



3. Tap Account Info.



4. In the Account Info area, tap Change Password.



Webroot sends you an email with a link to change your password.


5. Click the link in your email.



The Change Password window displays.

	CHANGE PASSWORD	
	Update your password	
	1	
	* Password	
	* Confirm Password	
	CHANGE PASSWORD	
Passwords should- • Be between 9 and 30 characters in length • Contain at least 6 letters • Contain at least 3 numbers • Not contain your email address (or the bit before the '@' sign) • Not contain angle brackets ('<' and '>') We recommend that you do not use the same password as for any other site, and that you use a password manager.		

6. Enter a new password, and enter the password again to confirm.

Note: For information on creating a strong password, see the Webroot article: <u>How Do I Create</u> <u>A Strong Password</u>?

7. Click the Change Password button.

CHANGE PASSWORD		
Update your password		
* Password * Confirm Password		
Passwords should- • Be between 9 and 30 characters in length • Contain at least 6 letters • Contain at least 3 numbers • Not contain your email address (or the bit before the '@' sign) • Not contain angle brackets ('<' and '>') We recommend that you do not use the same password as for any other site, and that you use a password manager.		

You can now log in to the WiFi Security app with your new password.

Signing Out From WiFi Security on Mobile Devices

Follow this procedure to sign out from WiFi Security on mobile devices.

Note: Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

To sign out:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.

		マ 🎽 盲 12:59
Q	MY ACCOUNT	
	🗢 🛛 WiFi Secur	rity On >
	Web Filter	ing Off >
	C Protocols	>
	Help	>
	··· Account Ir	nfo >
	Sign Out	
Optimi		
	Terms of Service	
	Privacy Policy	
	Webroot WiFi Security Ver. 1.1.0.94, Webroot Inc.	
\bigtriangledown	0	

3. Tap Sign Out.



4. At the warning message, tap Yes.



You are now signed out of WiFi Security. For information on how to log in, see <u>Logging Into WiFi</u> <u>Security on Mobile Devices on page 6</u>.

Chapter 3: Using WiFi Security on Desktops

To learn more about installing WiFi Security, see the following topics:

Logging Into WiFi Security on Desktops

When you want to start using WiFi Security on your desktop, simply log in.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To log into WiFi Security:

1. Double-click the WiFi Security icon on your desktop.



The Login window displays.



- 2. Enter both of the following:
 - Email address.
 - Password.

Note: This email address and password are the ones you created when you either purchased the app online from <u>Google Play</u> or <u>Apple Apps</u>, or at the <u>Webroot.com</u> store.

3. When you're done, click the Log In button.



- 4. You are now logged in to WiFi Security, and can do any of the following:
 - Connecting to WiFi Security on Desktops on page 44
 - Turning Web Filtering On or Off on Desktops on page 148
 - Changing Server Locations on Desktops on page 49
 - Setting Preferred Server Locations on Desktops on page 59

Connecting to WiFi Security on Desktops

Follow this procedure to connect to WiFi Security on desktops.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To connect to WiFi Security on a desktop:

1. On your main screen, double-click the WiFi Security app icon.



The Webroot WiFi Security screen displays.



2. Double-click the **Connect** button.



You are connected to the most optimized server. The screen displays the IP address of the server you are connected through and the length of time you've been connected.



If you've set a preferred server, you will be connected to that server, if possible. For more information, see <u>Setting Preferred Server Locations on Desktops on page 59</u>.

3. To disconnect, click the **Disconnect** button.



Changing Server Locations on Desktops

Follow this procedure to change your server location.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To change your server location:

1. On your main screen, double-click the WiFi Security app icon.



The Webroot WiFi Security screen displays.



2. If you are connected, click the **Disconnect** button to disconnect. Then continue with step 3.



Note: You must disconnect before you can change server locations or set preferred server locations.

3. If you are not connected, click the Server Location icon to display the Server Location menu.



The Server Location menu displays, either to the right or left of the app, depending on your platform.





4. In the Server Location list, double-click the server location you want to connect to.

WiFi Security connects you to that server location.





5. Optionally, you can click the Automatic icon to be connected to a server optimized for speed.

- 6. To close the Server Location menu, do one of the following:
 - Click the Server Location icon.





• Close the Server Location menu itself, depending on your platform.

Setting Preferred Server Locations on Desktops

Follow this procedure to set your preferred server location.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To set your preferred server location:

1. On your main screen, double-click the WiFi Security app icon.



The Webroot WiFi Security screen displays.



2. If you are connected, click the **Disconnect** button to disconnect. Then continue with step 3.



Note: You must disconnect before you can change server locations or set preferred server locations.

3. If you are not connected, click the Server Location icon to display the Server Location menu.



The Server Location menu displays, either to the right or left of the app, depending on your platform.



4. In the Server Location list, double-click the star next to location you want to set as your preferred location.



WiFi Security marks the preferred location with a green star.



You can select more than one preferred location.


- 5. To close the Server Location menu, do one of the following:
 - Click the Server Location icon.





• Close the Server Location menu itself, depending on your platform.

Changing WiFi Security Passwords on Desktops

Follow this procedure to change your WiFi Security password on a desktop.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To change a WiFi Security password on a desktop:

1. On your main screen, double-click the WiFi Security app icon.



2. In the upper right corner of the screen, double-click the **Settings** icon.



The Webroot WiFi Security Settings window displays.

00	Webroot WiFi Security					
\$	٩	ę	٢			
General	Protocol	Connections	Web Filtering	Support		
Startup:						
🗸 Run on sta	rtup					
Start minin	nized					
Notifications: Alert when connecting to unsecured Wi-Fi Show notifications when Connected/Disconnected						
Account Info:						
CHANGE PASSWORD						
App Updates: Vers Check for updates	ion 1.0.3 (6)		CANCEL	APPLY		

3. Click the Change Password button.



Webroot sends you an email with a link to change your password.

6 Lo	ogin			_		\times
<		WEBI WiFi S	RO Securit	рт		
C	A	Verification Required Check your inbox for instructions in the er app.	l r an email f mail to con	from us. F tinue usir	ollow the	×
	En	nail Address				
	Pa	ssword				
	⊘ F	Remember Me	Fo	orgot Pa	asswor	d?
		U	og in			
		Ner	ed help?			

4. Click the link in your email.



The Change Password window displays.

	CHANGE PASSWORD				
	Update your password				
	* Password				
	CHANGE PASSWORD				
Pas Be betw Contain Contain Not con Not con We recommand that you	swords should- veen 9 and 30 characters in length a t least 6 letters tat least 3 numbers tain your email address (or the bit before the '@' sign) tain angle brackets ('<' and '>') mend that you do not use the same password as for any other site, bu use a password manager.				

5. Enter a new password, and enter the password again to confirm.

Note: For information on creating a strong password, see the Webroot article: <u>How Do I Create</u> <u>A Strong Password</u>?

6. Click the Change Password button.

	CHANGE PASSWORD
	Update your password
	* Password * Confirm Password
• • • • • • • • • • • • • • • • • • •	Passwords should- Be between 9 and 30 characters in length Contain at least 6 letters Contain at least 3 numbers Not contain your email address (or the bit before the '@' sign) Not contain angle brackets (<' and '>') We recommend that you do not use the same password as for any other site, nd that you use a password manager.

You can now log in to the WiFi Security app with your new password.

Signing Out From WiFi Security on Desktops

Follow this procedure to sign out from WiFi Security on desktops.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To sign out from WiFi Security:

1. On your main screen, double-click the WiFi Security app icon.



2. In the upper right corner of the screen, right-click the **Settings** icon.



The Settings menu displays.



3. Select Sign Out.



You are now signed out.



4. To log in again, enter your email address and password, and click the Log In button.

Chapter 4: Working With Advanced Settings

We recommend that you leave any advanced settings at their default setting. However, if you need to updated your settings, use the procedure in any of the following topics:

Turning Auto WiFi Protection On or Off on Mobile Devices	83
Turning Auto Reconnect On or Off on Mobile Devices	
Turning Web Filtering On or Off on Mobile Devices	
Enabling the WiFi Security Kill Switch on Android Devices	
Selecting Protocols For Android	
Determining General and Advanced Settings on Desktops	111
Getting App Updates on Desktops	
Selecting Protocols For Desktop Apps	
Turning Automatic WiFi Security On or Off on Desktops	
Enabling the WiFi Security Kill Switch on Desktops	
Managing Trusted Networks on Desktops	140
Turning Web Filtering On or Off on Desktops	148

Turning Auto WiFi Protection On or Off on Mobile Devices

Follow this procedure to turn Auto WiFi Protection on or off. If you have WiFi Security set to connect automatically, then your device will always be connected and you will never have to manually connect to WiFi Security.

For more information, see, <u>Connecting to WiFi Security on Mobile Devices on page 10</u>.

Note: Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

To turn Auto WiFi Protection on or off:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.

			▼ 2 ■	12:59
Q	MY	ACCOUNT		
	(¢	WiFi Security	Or	>
		Web Filtering	Off	- >
	¢	Protocols		>
	?	Help		>
		Account Info		>
		Sign Out		
Optin	ni			
	Term	is of Service		
		- 85 -		
	Priva	cy Policy		

3. Tap WiFi Security.



- 4. In the WiFi Security area, do either of the following:
 - Tap the slider to the left to turn your Auto WiFi Protection Off.
 - Tap the slider to the right to turn the Auto WiFi Protection on **On**.

M	• 🕗	0 🗸 🖌 🗿	9:40
Q		MY ACCOUNT	
		🗢 WiFi Security On	~
		Auto WiFi Protection automaticall secures your WiFi connection. Auto WiFi Protection Keep Auto WiFi Protection enabled to guarantee safety on public WiFi. Kill Switch prevents data leakage over unsecured networks. Kill Switch	Y
		connection.	>
		Help	>
		··· Account Info	>
		Sign Out	
	\triangleleft	0	

Note: The Kill Switch functionality works on Android devices only. For iOS devices, the Kill Switch functionality is automatically turned on when you turn on the Auto WiFi Protection function.

5. To manage trusted networks, tap **Mange Trusted Networks** and add the names of the networks you want to automatically connect with. When you're done, tap the **Back** arrow.



Note: The Manage Trusted Networks functionality works on iOS devices only.

Turning Auto Reconnect On or Off on Mobile Devices

You can turn Auto Reconnect on or off manually. Auto Reconnect allows your VPN connection to automatically reconnect if there is any connection failure.

If you have a preferred server location selected, then Auto Reconnect will attempt to reconnect you to that server. If it is unable, then it will reconnect you to the nearest server based on server traffic and distance at the time of the location. For more information, see <u>Setting Preferred Server Locations on Mobile Devices on page</u> <u>21</u>.

Note: The Auto Reconnect function works only for iOS devices.

To turn Auto Reconnect on or off:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.

				🔷 🏹 🕯	12:59
Q		MY	ACCOUNT		
		(ŀ	WiFi Security		On >
			Web Filtering)ff >
		Q	Protocols		>
		?	Help		>
·····		•••	Account Info		>
		1	Sign Out		
	Optimi				
		Term	s of Service		
			- 91 -		
		Priva	cy Policy		

3. Tap Auto Reconnect.



- 4. In the Auto Reconnect area, do either of the following:
 - Tap the slider to the left to turn Auto Reconnect Off.
 - Tap the slider to the right to turn Auto Reconnect **On**.



Once the feature is enabled, it runs in the background and protects you by giving a warning message each time your phone connects to an unsecured Wi-Fi, and WiFi Security detects a security threat.

Turning Web Filtering On or Off on Mobile Devices

Follow this procedure to turn Web Filtering On or Off.

Note: Currently, Web Filtering is only available on Android devices.

To turn Web Filtering On or Off:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.

				* *	12:59
Q		MY .	ACCOUNT		
		((•	WiFi Security	0	n >
			Web Filtering		ff >
		Q	Protocols		>
		?	Help		>
		•••	Account Info		>
	Į		Sign Out		
0	ptimi				
		Term	s of Service		
			- 97 -		
		Priva	cy Policy		

3. Tap Web Filtering.



- 4. In the Web Filtering area, do either of the following:
 - Tap the slider to the left to turn Web Filtering Off.
 - Tap the slider to the right to turn Web filtering **On**.



5. If you turn Web Filtering **On**, you may encounter a block page.



- 6. If you encounter a block page you can do either of the following:
 - Close the site.
 - Turn off Web Filtering, then reload the page.

Note: Be sure to turn Web Filtering **On** again when you're done! For information on BrightCloud Web Filtering, see <u>Webroot BrightCloud Threat Intelligence</u>.

Enabling the WiFi Security Kill Switch on Android Devices

Follow this procedure to enable the Kill Switch on your Android device. When you enable the Kill Switch, data will never be sent without a VPN connection.

Note: The kill switch function for iOS devices is enabled when you turn on the Auto Connect function. For more information, see *Turning Auto Reconnect On or Off on Mobile Devices on page 89*

To enable the Kill Switch on your Android device:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.


3. Tap WiFi Security.



- 4. In the WiFi Security area, do either of the following.
 - Tap the slider to the left to turn the Kill Switch off.
 - Tap the slider to the right to turn the Kill Switch on.



5. When you're done, tap the screen to close the menu.

Selecting Protocols For Android

Follow this procedure to select your protocols.

To select your protocol:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.



3. Tap **Protocols**.



- 4. Select any of the following protocol radio buttons:
 - Automatic Connects to the best protocol among the ones listed below. Can fall back to other protocols.

- **OpenVPN** OpenVPN is the recommended protocol of choice. Highest performance for maximum security and speed.
- **IKEv2** Internet Key Exchange version 2. This is faster and more secure than L2TP, and is considered to be a very reliable and stable VPN protocol.



Determining General and Advanced Settings on Desktops

Use this procedure to determine general and advanced settings.

You can determine whether or not to:

- Run the app on startup or start minimized.
- Alert you when connecting to unsecured networks.
- Show notifications when connected or disconnected.
- Send app data, such as button clicks to send feedback to improve performance.
- Send crash reports.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To determine general and advanced settings:





Note: You do not have to be connected to access and use the Settings functionality.

8 Settings			_	· 🗌	\times			
ලී General	S Protocol	() Connections	🤝 Web Filtering	🛞 Support				
Startup: Run on s Start mir	tartup nimized							
Notification Show no	Notifications: Show notifications when Connected/Disconnected 							
CHANC	GE PASSWORD							
Advanced:	Advanced: Automatically send crash reports to help us improve.							
App Updates: Check for Upd	Version dates		CANCEL	APPLY				

- 3. As needed, select or deselect any of the following checkboxes:
 - Run on startup
 - Start minimized
 - Show notifications when Connected/Disconnected
 - Automatically send crash reports to help us improve.

Note: For information about the Change Password button, see <u>Changing WiFi Security Passwords</u> on Desktops on page 69.

4. When you're done, click the **Apply** button.

🙆 Settings			-		×			
ලී General	S Protocol	() Connections	🐡 Web Filtering	🛞 Support				
Startup:	tartup							
Start mir	nimized							
Notification Show no Account Infe	Notifications: Show notifications when Connected/Disconnected Account Info:							
CHANG	E PASSWORD							
Advanced:	Advanced: Automatically send crash reports to help us improve. 							
App Updates: Check for Upd	Version v1.0.3.7 lates	(CANCEL	APPLY				

Getting App Updates on Desktops

Follow this procedure to get app updates on desktops.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To get app updates:





Settings			-	-	\times
				-	
@	٩,	٢		8	
General	Protocol	Connections	Web Filtering	Support	
Startup:					
🗹 Run on s	tartup				
Start mir	nimized				
Notification	S:				
Show no	tifications whe	n Connected/Disco	onnected		
Account Info	0:				
CHANG	E PASSWORD	,			
Advanced:					
🗹 Automat	ically send cras	sh reports to help u	is improve.		
		_			
App Updates: Check for Upd	Version dates		CANCEL	APPLY	
		(

3. Scroll to the bottom of the screen and click the Check for updates link.

Settings					\times			
्रु General	م Protocol	() Connections	🤝 Web Filtering	🛞 Support				
Startup: Run on s Start min	startup nimized							
Notification	Notifications: Show notifications when Connected/Disconnected 							
Account Info	9: GE PASSWORD							
Advanced: Automatically send crash reports to help us improve.								
Check for Up	Version v1.0.3.7 dates	[CANCEL	APPLY				

Webroot WiFi Security indicates whether your app is the latest version.

- 4. Do one of the following:
 - If your app is up to date, the following message displays: You are using the latest version.
 - If your app is not up to date, click the **OK**button to confirm you want to install the updated version of the app.

• • •	Webroot WiFi Security					
	@	٩	ę	٢	®	
C	General	Protocol	Connections	Web Filtering	Support	
 Image: A start of the start of	Alert when a	connecting to	unsecured Wi-	Fi		
\checkmark	Show notific	ations when	Connected/Dis	connected		
Acc	ount Info:					
	CHANGE PA	SSWORD				
)			- 1	
Adv	anced:				- 1	
<	Automatica such as but	lly send non- ton clicks or s	personally iden screens viewed,	tifiable app data, , to help us impro	ve.	
\checkmark	Automatica	lly send crash	reports to help	p us improve.		
App I Chec	Updates: Versi :k for updates	on 1.0.3 (6)			APPLY	

5. When you're done, click the **Apply** button.

Selecting Protocols For Desktop Apps

Follow this procedure to select your protocols.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To select your protocol:





6 Settings			-	- 🗆	\times		
දරූ General	م Protocol	() Connections	🤝 Web Filtering	🛞 Support			
Startup:	tartup						
Notification	 Start minimized Notifications: Show notifications when Connected/Disconnected 						
Account Info	5E PASSWORD						
Advanced:							
Automat	ically send cras	h reports to help	us improve.				
App Updates: Check for Upd	Version lates	[CANCEL	APPLY			

3. Click the **Protocol** tab.

🖯 Settings	_		\times
Genera Protocol Connections	🤝 Web Filtering	🛞 Support	
Status			
Startup:			
Run on startup			
 Start minimized 			
Notifications:			
Show potifications when Connected/Dis	connected		
	connected		
Account Info:			
CHANGE PASSWORD			
Advanced:			
Automatically send crash reports to help	us improve.		
Ann Lindstor: Version			
Check for Updates	CANCEL	APPLY	

The Protocol tab displays.

👌 Settings			-		\times	
🐯 General	Protocol	() Connections	🤝 Web Filtering	8 Support		
Select a VPN	I Protocol:					
Automa Connects protocols	t ic s to the best proto s.	ocol among the ones	listed below. Can fallb	ack to other		
Open VI Recommo performa	PN ended - OpenVPN ence for maximum	l is the recommende security and speed.	d protocol of choice. H	Highest		
IKEv2 IKEv2 is f reliable a	aster and more se ind stable VPN pro	cure than PPTP and I ptocol.	L2TP. Considered to b	e a very		
L2TP ON L2TP is a protocols	L2TP Over IPSEC L2TP is a good option if OpenVPN isn't available. Has lower speeds than other protocols, but is highly secure.					
PPTP PPTP is a connection	PPTP PPTP is a fast and simple protocol. Decent speeds, and may have unstable connections. Less secure than other VPN protocols.					
			CANCEL	APPLY		

- 4. Select any of the following protocol radio buttons:
 - Automatic Connects to the best protocol among the ones listed below. Can fall back to other protocols.
 - **OpenVPN** OpenVPN is the recommended protocol of choice. Highest performance for maximum security and speed.
 - **IKEv2** Internet Key Exchange version 2. This is faster and more secure than L2TP, and is considered to be a very reliable and stable VPN protocol.

- L2TP over IPSec Layer 2 Tunneling Protocol. This is a good option if OpenVPN isn't available. It has lower speeds than other protocols, but is highly secure.
- **PPTP** Point-to-Point Tunneling Protocol. This is a fast and simple protocol with decent speeds. It may have unstable connections, and it's less secure than other VPN protocols.

Note: PPTP is not available for Mac devices.

5. When you're done, click the **Apply** button.



Turning Automatic WiFi Security On or Off on Desktops

For desktops, WiFi Protection and Auto Reconnect are combined into one feature called Automatic WiFi Security.

Automatic WiFi Security automatically connects to the internet and, in the event of a connection failure, will automatically attempt to reconnect. This feature is on by default. You can turn WiFi Security on or off manually.

If you have a preferred server location selected, then Automatic WiFi Security will attempt to reconnect you to that server. If it is unable, then it will reconnect you to the nearest server based on server traffic and distance at the time of the location. For more information, see <u>Setting Preferred Server Locations on Desktops on page</u> 59.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To turn Automatic WiFi Security on or off:





O Settings			-	- 🗆	\times			
👶 General	م Protocol	(U) Connections	🐡 Web Filtering	8 Support				
Startup:	tartup		-					
Notification	 Start minimized Notifications: Show notifications when Connected/Disconnected 							
Account Info	e Password							
Advanced:								
Automat	ically send cras	h reports to help	us improve.					
App Updates: Check for Upd	Version lates	[CANCEL	APPLY				

3. Click the **Connections** tab.

🙆 Settings			_		×
्छे General	Rrotocol Conne	ections Web	ᇢ Filtering	8 Support	
Startup:					
🗹 Run on start	tup				
Start minimi	ized				
Notifications: Show notific	ations when Connec	ted/Disconnecte	d		
CHANGE P	ASSWORD				
Advanced:	ly send crash reports	; to help us impro	we.		
App Updates: Vers Check for Updates	sion v1.0.3.7 s	CAN	ICEL	APPLY	

The Connections tab displays.

Settings		_	· 🗌	Х
<i></i>				
General Protoc	ol Connections	Web Filtering	Support	
Automatic WiFi Secur	ty:			
Enable Automatic \	ViFi Security for instan	t data protection		
Automatic WiFi Secu safe while you brows	rity automatically secures e over unsecured WiFi ne	your connection and k tworks.	eeps your data	
Kill Switch:				
Enable Kill Switch t	o keep your browsing s	secure		
WiFi Security Kill Swi Internet traffic if WiF	ch ensures your online pr Security disconnects une	ivacy and security by s xpectedly.	stopping all	
Manage Trusted WiFi	Networks:			
Enable Trusted Wife	ï Networks Manageme	ent		
use '+' below to pic	k SSID from the list, or t	ype SSID here		
+ -				
	ſ	CANCEL		
	Į	CAINCEL	APPLI	

4. Select the Enable Automatic WiFi Security for instant data protection checkbox.

👌 Settings		_		Х			
👸 🔍 General Protocol	() Connections	< Web Filtering	8 Support				
Automatic WiFi Security:							
Automatic WiFi Security safe while you browse o	Enable Automatic WiFi Security for instant data protection Automatic WiFi Security automatically secures your connection and keeps your data safe while you browse over unsecured WiFi networks.						
Kill Switch:							
Enable Kill Switch to k	eep your browsing s	ecure					
WiFi Security Kill Switch Internet traffic if WiFi Se	ensures your online pri curity disconnects une:	ivacy and security by s cpectedly.	topping all				
Manage Trusted WiFi Ne	tworks:						
Enable Trusted WiFi N	etworks Manageme	nt					
use '+' below to pick S.	SID from the list, or ty	pe SSID here					
	[CANCEL	APPLY				

Once the feature is enabled, it runs in the background and protects you by giving a warning message each time your phone connects to an unsecured Wi-Fi, and WiFi Security detects a security threat.

5. When you're done, click the **Apply** button.

Settings			_	· 🗌	×		
~	0						
ଫ୍ଟ General	Protocol	Connections	Web Filtering	Support			
General	PIOLOCOI	connections	web riitening	Support			
Automatic W	/iFi Security:						
Enable A	Enable Automatic WiFi Security for instant data protection						
Automatic WiFi Security automatically secures your connection and keeps your data safe while you browse over unsecured WiFi networks.							
Kill Switch:	Kill Switch:						
🗌 Enable Ki	 Enable Kill Switch to keep your browsing secure 						
WiFi Security Kill Switch ensures your online privacy and security by stopping all Internet traffic if WiFi Security disconnects unexpectedly.							
Manage Trusted WiFi Networks:							
Enable Tr	 Enable Trusted WiFi Networks Management 						
use '+' be	use '+' below to pick SSID from the list, or type SSID here						
+ -							
		[CANCEL	APPLY			

Enabling the WiFi Security Kill Switch on Desktops

The WiFi Security Kill Switch ensures your online privacy and security by stopping all Internet traffic if Webroot WiFi Security disconnects unexpectedly.

Follow this procedure to enable the WiFi Security Kill Switch. This functionality is available on Android devices, and on Windows and Mac platforms, but is not available on iOS devices.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To enable the WiFi Security Kill Switch:





Settings			_		\times		
(in the second s	م Protocol	() Connections	🐡 Web Filtering	🛞 Support			
Startup: Run on s Start min	Startup: Image: Start minimized						
Notification Show no Account Infe	Notifications: Show notifications when Connected/Disconnected						
CHANGE PASSWORD							
Advanced: Automatically send crash reports to help us improve. 							
App Updates: Check for Upd	Version dates		CANCEL	APPLY			

3. Double-click the **Connections** tab.



The Connections tab displays.

👌 Settings			_	-	Х		
8	Q	0		63			
General	Protocol	Connections	Web Filtering	Support			
Automatic W	iFi Security:						
Enable Au Automatic safe while	Itomatic WiFi S : WiFi Security au you browse ove	Security for instant itomatically secures y r unsecured WiFi net	t data protection your connection and b works.	keeps your data			
Kill Switch:							
🗌 Enable Kil	Enable Kill Switch to keep your browsing secure						
WiFi Security Kill Switch ensures your online privacy and security by stopping all Internet traffic if WiFi Security disconnects unexpectedly.							
Manage Trus	Manage Trusted WiFi Networks:						
Enable Tree	usted WiFi Net	works Manageme	nt				
use '+' be	low to pick SSII	D from the list, or ty	pe SSID here				
+ -							
		_			_		
			CANCEL	APPLY			

4. Select the Enable WiFi Security Kill Switch to keep your browsing secure checkbox.

Settings			_		Х		
ැ General	المراجع Protocol	Connections	🧽 Web Filtering	Support			
Automatic WiFi Security:							
Automatic safe while Kill Switch:	Automatic WiFi Security automatically secures your connection and keeps your data safe while you browse over unsecured WiFi networks.						
Enable Kill Switch to keep your browsing secure WiFi Security Kill Switch ensures your online privacy and security by stopping all Internet traffic if WiFi Security disconnects unexpectedly							
Manage Trusted WiFi Networks:							
 use '+' below to pick SSID from the list, or type SSID here + - 							
		ſ	CANCEL	ΑΡΡΙΥ			
		Ĺ					

Once the feature is enabled, it runs in the background and protects you by giving a warning message each time your phone connects to an unsecured Wi-Fi, and WiFi Security detects a security threat.
5.	When you're	done,	click the	Apply	button.
	2				

6	Settings			_		Х
	â	۵			~	
	General	Protocol	Connections	Web Filtering	Support	
				2		
	Automatic W	iFi Security:				
	🗹 Enable Au	Itomatic WiFi S	ecurity for instant	data protection		
	Automatic	: WiFi Security au	tomatically secures	our connection and k	eeps your data	
	sate while	you browse over	r unsecured WiFi net	works.		
	Kill Switch:					
	🗹 Enable Kil	l Switch to kee	p your browsing s	ecure		
	WiFi Secur Internet tr	rity Kill Switch en affic if WiFi Secu	sures your online pri rity disconnects une	vacy and security by s pectedly.	topping all	
	Manage Trus	ted WiFi Netw	orks:			
	Enable True	usted WiFi Net	works Manageme	nt		
	use '+' be	low to pick SSIL	O from the list, or ty	pe SSID here		
	+ -					
			[APPLY	

Managing Trusted Networks on Desktops

Follow this procedure to manage your trusted networks.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To manage your trusted networks:

1. On your main screen, double-click the WiFi Security app icon.



2. In the upper right corner of the screen, double-click the **Settings** icon.



The Webroot WiFi Security Settings window displays with the General tab active.

6 Settings			-	- 🗆	\times
දරූ General	م Protocol	() Connections	🤝 Web Filtering	🛞 Support	
Startup:	tartup				
Notification	s: tifications whe	n Connected/Disc	onnected		
Account Info	5E PASSWORD				
Advanced:					
Automat	ically send cras	h reports to help	us improve.		
App Updates: Check for Upd	Version lates	[CANCEL	APPLY	

🙆 Settings		-	_	×
© General	Rrotocol Connect	ions Web Filtering	🛞 Support	
Startup:				
🗹 Run on sta	artup			
Start minir	mized			
Notifications: Show notifications: Account Info: CHANGE	fications when Connected	d/Disconnected		
Advanced:				
Automatic	ally send crash reports to) help us improve.		
App Updates: Ve Check for Upda	ersion v1.0.3.7 tes	CANCEL	APPLY	

3. Double-click the **Connections** tab.

The Connections tab displays.

👌 Settings			_		×
🔅 General	م Protocol	() Connections	🤝 Web Filtering	🛞 Support	
Automatic W	/iFi Security:				
Enable Au Automatic safe while	utomatic WiFi S WiFi Security au you browse over	Security for instant itomatically secures y r unsecured WiFi net	t data protection your connection and k works.	eeps your data	
Kill Switch:					
🗆 Enable Ki	ll Switch to kee	p your browsing s	ecure		
WiFi Secu Internet tr	rity Kill Switch en raffic if WiFi Secu	sures your online pri rity disconnects une	vacy and security by s pectedly.	topping all	
Manage Trus	ted WiFi Netw	orks:			
Enable Tr	usted WiFi Net	works Manageme	nt		
use '+' be	low to pick SSIL	D from the list, or ty	pe SSID here		
			CANCEL	APPLY	

4. Select the Enable Trusted Wi-Fi Networks Management checkbox.

🙆 Settings			_	· 🗌	×
~	۵			~	
() ()	Destand	(U) Contractions	Web Eiltenin -	89	
General	Protocol	Connections	web Filtering	Support	
Automatic V	ViFi Security:				
🗹 Enable A	utomatic WiFi S	Security for instan	t data protection		
Automat safe whil	ic WiFi Security au e you browse ove	itomatically secures r unsecured WiFi net	your connection and k works.	eeps your data	
Kill Switch:					
🗹 Enable K	ill Switch to kee	p your browsing s	ecure		
WiFi Sector	urity Kill Switch en traffic if WiFi Secu	sures your online pr rity disconnects une	ivacy and security by s (pectedly.	stopping all	
Manage Tru	sted WiFi Netw	orks:			
🛛 Enable T	rusted WiFi Net	works Manageme	nt		
use '+' b	elow to pick SSII	D from the list, or ty	pe SSID here		
+ -					
			CANCEL	APPLY	
		(

5. In the field, enter the URLs of the networks that you trust.

Settings			-		Х
	Q				
General	Protocol	Connections	Web Filtering	Support	
			2		
Automatic	WiFi Security:				
🗹 Enable	Automatic WiFi	Security for instan	t data protection		
Automa	atic WiFi Security a	utomatically secures	your connection and	keeps your data	
sate wh	ile you browse ove	r unsecured wiri net	works.		
Kill Switch	:				
🗹 Enable	Kill Switch to kee	ep your browsing s	ecure		
WiFi Se	curity Kill Switch er t traffic if WiFi Secu	nsures your online pr urity disconnects une	ivacy and security by spectedly.	stopping all	
Manage Tr	usted WiFi Netv	vorks:	t		
Chable	trusted wiFine	works Manageme	anc		
use '+'	below to pick SSI	D from the list, or t	/pe SSID here		
+ -					
			CANCEL	APPLY	
		(

6. When you're done, click the **Apply** button.

Settings			-		×
	۵				
General	Protocol	Connections	Web Filtering	Support	
Automatic W	/iFi Security:				
🗹 Enable A	utomatic WiFi S	ecurity for instant	t data protection		
Automati safe while	c WiFi Security au you browse ove	itomatically secures y r unsecured WiFi net	your connection and k works.	eeps your data	
Kill Switch:					
🔽 Enable Ki	ll Switch to kee	on your browsing s	ecure		
WiFi Secu	rity Kill Switch en	sures your online pri	vacy and security by s	topping all	
Internet t	raffic if WiFi Secu	rity disconnects une	pectedly.		
Manage Trus	sted WiFi Netw	orks:			
🗹 Enable Tr	usted WiFi Net	works Manageme	nt		
www.trust	edsite.com) from the list, or th	ing SSID have		
+ -	elow to pick 55il	o from the list, of is	pe ssib nere		
		ſ	CANCEL	APPLY	
		(×	_	

Turning Web Filtering On or Off on Desktops

Follow this procedure to turn Web Filtering on or off.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To turn Web Filtering On or Off:

1. On your main screen, double-click the WiFi Security app icon.



2. In the upper right corner of the screen, double-click the **Settings** icon.



The Webroot WiFi Security Settings window displays with the General tab active.

6 Settings			-	- 🗆	\times
දරූ General	م Protocol	() Connections	🤝 Web Filtering	🛞 Support	
Startup:	tartup				
Notification	s: tifications whe	n Connected/Disc	onnected		
Account Info	5E PASSWORD				
Advanced:					
Automat	ically send cras	h reports to help	us improve.		
App Updates: Check for Upd	Version lates	[CANCEL	APPLY	

3. Click the **Web Filtering** tab.

O Settings			-			\times
🔅 General	م Protocol	() Connections	👳 Web Filtering	S	🛞 upport	
Startup:						
🗹 Run on s	tartup					
Start mir	nimized					
Account Info	s: tifications whe o: GE PASSWORD	n Connected/Dis	connected			
Advanced:						
🗹 Automat	ically send cras	h reports to help	us improve.			
App Updates:	Version v1.0.3.7		CANCEL		ΑΡΡΙΥ	
Check for Upo	lates				1011	

The Web Filtering tab displays.

6	Settings			_	-	×
	🔅 General	م Protocol	() Connections	🔶 Web Filtering	🛞 Support	
	Web Filtering	7: 				
	🗹 Enable Br	ightCloud web	filtering			
	Powered b	y Webroot Brigh	htCloud® Threat Inte	lligence, the Web Filt	ering feature	
	to steal yo	ou from sites we our financial or p	e have determined are ersonal information, (e malicious or risky. Il or infect your system	hese sites may try with malware. If	
	you try to before the	visit a malicious	or risky website, you	II get a warning mess	sage from us	
	to proceed	d, if you underst	and the risk.		s, jou can choose	
			~			
				CANCEL	APPLY	

- 4. In the Web Filtering tab, do either of the following:
 - Deselect the checkbox to turn web filtering **Off**.
 - Deselect the checkbox to turn the web filtering **On**.

ð۵	ettings			_	•	\times
	~				~	
	양 General	Protocol	Connections	Web Filtering	Support	
	General	PIOLOCOI	Connections	web riitening	Support	
v	Veb Filtering					
6	Enable Bri	ightCloud web	filtering			
-	Powered b	v Webroot Brigh	ntCloud® Threat Intel	lligence, the Web Filte	ering feature	
	protects ye	ou from sites we	have determined are	malicious or risky. Th	nese sites may ti	У
	to steal yo you try to	ur financial or pe visit a malicious	ersonal information, o or risky website, you	or infect your system Il get a warning mess	with malware. If age from us	
	before the	site opens. Alth	ough we recommend	l you avoid these site	s, you can choos	e
	to proceed	l, if you understa	and the risk.			
			ſ	CANCEL	APPLY	

For information on BrightCloud Web Filtering, see <u>Webroot BrightCloud Threat Intelligence</u>.

5. When you're done, click the **Apply** button.



6. If you turn Web Filtering **On**, you may encounter a block page.



- 7. If you encounter a block page you can do either of the following:
 - Close the site.
 - Turn off Web Filtering, then reload the page.

Note: Be sure to turn Web Filtering **On** again when you're done! For information on BrightCloud Web Filtering, see <u>Webroot BrightCloud Threat Intelligence</u>.

Chapter 5: WiFi Security Support

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

Accessing Technical Support on Mobile Devices	157
Accessing Technical Support on Desktops	162
Canceling WiFi Security	170

Accessing Technical Support on Mobile Devices

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

- Look for the answer in our knowledgebase.
- Enter a help ticket.

Note: Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

To access the Help area:

1. On your main screen, tap the WiFi Security app icon.



2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.



3. Tap Help.



- 4. In the Help area, do either of the following:
 - Tap Knowledge Base to be taken to our online site/forum where you can review articles about WiFi Security.
 - Tap Open a Ticket to be taken to our online site where you can enter a help ticket.



Accessing Technical Support on Desktops

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

- Look for the answer in our knowledgebase.
- Enter a help ticket.
- Run a speed test on Windows and Mac platforms.

Note: Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

To access the Help area:

1. On your main screen, double-click the WiFi Security app icon.



2. In the upper right corner of the screen, click the **Settings** icon.



The Settings menu displays.



3. Click Settings.



The Webroot WiFi Security Settings window displays.

	Web	root WiFi Sea	curity	
@	٩	ę	٢	8
General	Protocol	Connections	Web Filtering	Support
Startup:				
🗸 Run on sta	rtup			
Start minin	nized			
Notifications: Image: Alert when Image: Show notification	connecting to ications when	unsecured Wi- Connected/Dis	Fi	
Account Info:				
CHANGE P/	ASSWORD			
App Updates: Vers Check for updates	sion 1.0.3 (6)		CANCEL	APPLY

4. Click the **Support** tab.

	Web	root WiFi Sea	curity	
\$	٩	ę	٢	
General	Protocol	Connections	Web Filtering	Support
Startup:				
🗸 Run on sta	artup			
Start minin	mized			
Notifications				
Alert wher	o connecting to	unsecured Wi-	Fi	_
Show noti	fications when	Connected/Dis	connected	
Account Info:				
CHANGE P	ASSWORD			
<u> </u>)			
App Updates: Ver Check for updates	rsion 1.0.3 (6) s		CANCEL	APPLY

The Support tab displays.

Settings					×
ପ୍ତି General	م Protocol	() Connections	< Web Filtering	(Support	
FAQ:	Open Knowle	dge Base			
Support ticke	et: Ope	n support ticket			
Speed test:	Run spe	eed test			
		ſ	CANCEL	ADDIV	
		L	CAINCEL	APPLY	

- 5. You can do any of the following:
 - Click the **Open Knowledge Base** button to be taken online site/forum where <u>you can review articles</u> <u>about WiFi Security</u>.
 - Click the **Open Support Ticket** button to be taken to our online site where <u>you can enter a help</u> <u>ticket</u>.
 - Click the **Run Speed Test** button to run a speed test.

Settings			-		×
@	٩	0			
General	Protocol	Connections	Web Filtering	Support	
FAQ: OI	oen Knowle	dge Base			
Support ticket:	Ope	n support ticket			
Speed test:	Run spe	eed test			
			CANCEL	APPLY	

6. When you're done, click the **Cancel** button.

Canceling WiFi Security

You can only cancel a subscription by going to the location where you purchased the app.

Do either of the following:

- If you purchased from Webroot, you must go to Webroot to cancel your subscription.
- If you purchased online, you must go to the online store where you purchased the app, either at the <u>Google</u> <u>Play store</u> or at the <u>Apple Apps store</u>, and cancel your subscription.

Keep in mind the following:

- If you are on a monthly subscription and cancel within a month, you will be charged to the end of the month.
- If you are on an annual subscription, you will be charged to the end of the month and the remainder of your payment for the year will be refunded.

Index

A

accessing technical support 157 advanced settings, desktops 111 Android devices, enabling kill switch for 101 app updates for desktops 115 auto-reconnect mobile devices, turning on or off 89 auto conntect turning on or off, desktops 126

С

cancelling purchased from Webroot 170 changing passwords on desktops 69 changing passwords mobile devices 26 changing server locations for mobile devices 16 changing server locations on desktops 49 connecting to WiFi Security on Desktops 44 connecting to mobile devices 10

D

```
desktops
app updates 115
logging in 41
managing trusted networks 140
setting preferred server locations 59
signing out of WiFi Security 77
technical support 162
turning auto connect on or off 126
turning web filtering on or off 148
desktops, advanced settings for 111
desktops, connecting to WiFi Security 44
```

Е

enabling kill switch for desktops 133

K

kill switch enabling for Android devices 101 enabling for desktops 133

L

logging in desktops 41 mobile devices 6 logging off, mobile devices 35

М

managing trusted networks, desktops 140 manually turning off mobile devices 83 manually turning on mobile devices 83 mobile devices auto-reconnect, turning on or off 89 changing passwords 26 changing server locations 16 connecting to 10logging in to 6logging off 35 setting preferred server locations 21 signing off 35 signing out 35 turning off 83 turning on 83 web filtering, turning on or off 95

0

overview, WiFi Security 2

Р

passwords, changing on desktops 69

preferred server locations setting for mobile 21 preferred server locations for desktops 59 protocols, selecting 106, 120 purchased from Webroot, cancelling 170

S

selecting protocols 106, 120 server locations changing for mobile devices 16 changing on desktops 49 signing off, mobile devices 35 signing out mobile devices 35 signing out of WiFi Security, desktops 77

Т

technical support for desktops 162 technical support, accessing 157 turning webfiltering on or off desktops 148

W

web filtering turning off for mobile devices 95 turning on for mobile devices 95WiFi Security, overview 2