

# WEBROOT®

an **opentext™** company

## 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

---

<b>Chapter 1: WiFi Security</b> .....	<b>1</b>
WiFi Security Overview .....	2
System Requirements .....	4
<b>Chapter 2: Using WiFi Security on Mobile Devices</b> .....	<b>5</b>
Logging Into WiFi Security on Mobile Devices .....	6
Connecting to WiFi Security on Mobile Devices .....	10
Changing Server Locations on Mobile Devices .....	16
Setting Preferred Server Locations on Mobile Devices .....	21
Changing WiFi Security Passwords on Mobile Devices .....	26
Signing Out From WiFi Security on Mobile Devices .....	35
<b>Chapter 3: Using WiFi Security on Desktops</b> .....	<b>40</b>
Logging Into WiFi Security on Desktops .....	41
Connecting to WiFi Security on Desktops .....	44
Changing Server Locations on Desktops .....	49
Setting Preferred Server Locations on Desktops .....	59
Changing WiFi Security Passwords on Desktops .....	69
Signing Out From WiFi Security on Desktops .....	77
<b>Chapter 4: Working With Advanced Settings</b> .....	<b>82</b>
Turning Auto WiFi Protection On or Off on Mobile Devices .....	83
Turning Auto Reconnect On or Off on Mobile Devices .....	89
Turning Web Filtering On or Off on Mobile Devices .....	95
Enabling the WiFi Security Kill Switch on Android Devices .....	101
Selecting Protocols For Android .....	106
Determining General and Advanced Settings on Desktops .....	111
Getting App Updates on Desktops .....	115
Selecting Protocols For Desktop Apps .....	120
Turning Automatic WiFi Security On or Off on Desktops .....	126
Enabling the WiFi Security Kill Switch on Desktops .....	133
Managing Trusted Networks on Desktops .....	140
Turning Web Filtering On or Off on Desktops .....	148
<b>Chapter 5: WiFi Security Support</b> .....	<b>156</b>
Accessing Technical Support on Mobile Devices .....	157
Accessing Technical Support on Desktops .....	162
Canceling WiFi Security .....	170

---

<b>Index .....</b>	<b><i>i</i></b>
--------------------	-----------------

# Chapter 1: WiFi Security

To use WiFi Security, see the following topics:

---

<b>WiFi Security Overview .....</b>	<b>2</b>
<b>System Requirements .....</b>	<b>4</b>

---

## 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
  - iOS™ 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:

---

<b>Logging Into WiFi Security on Mobile Devices .....</b>	<b>6</b>
<b>Connecting to WiFi Security on Mobile Devices .....</b>	<b>10</b>
<b>Changing Server Locations on Mobile Devices .....</b>	<b>16</b>
<b>Setting Preferred Server Locations on Mobile Devices .....</b>	<b>21</b>
<b>Changing WiFi Security Passwords on Mobile Devices .....</b>	<b>26</b>
<b>Signing Out From WiFi Security on Mobile Devices .....</b>	<b>35</b>

---

## Logging Into WiFi Security on Mobile Devices

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

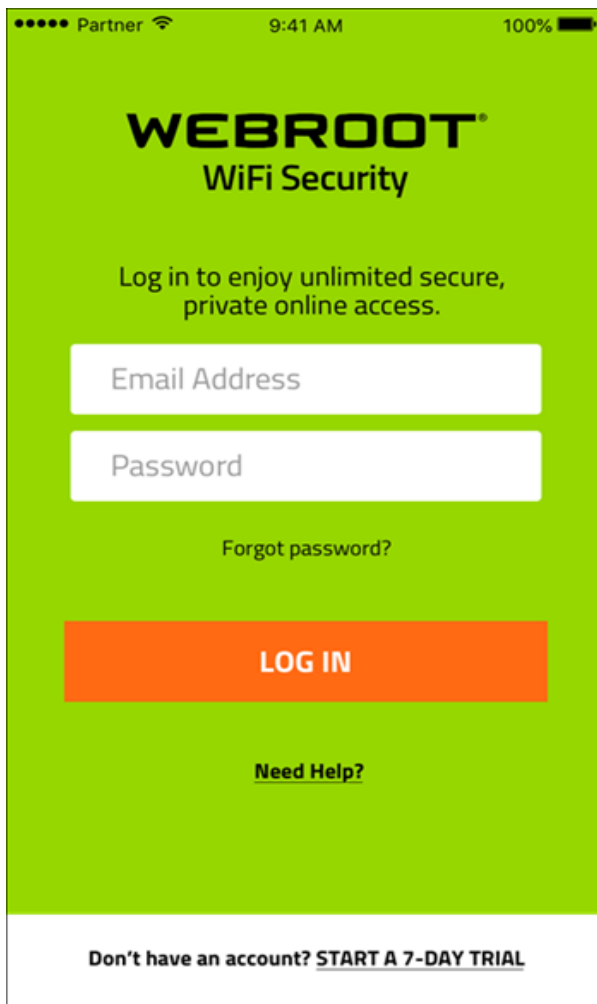
**Note:** Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

**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.

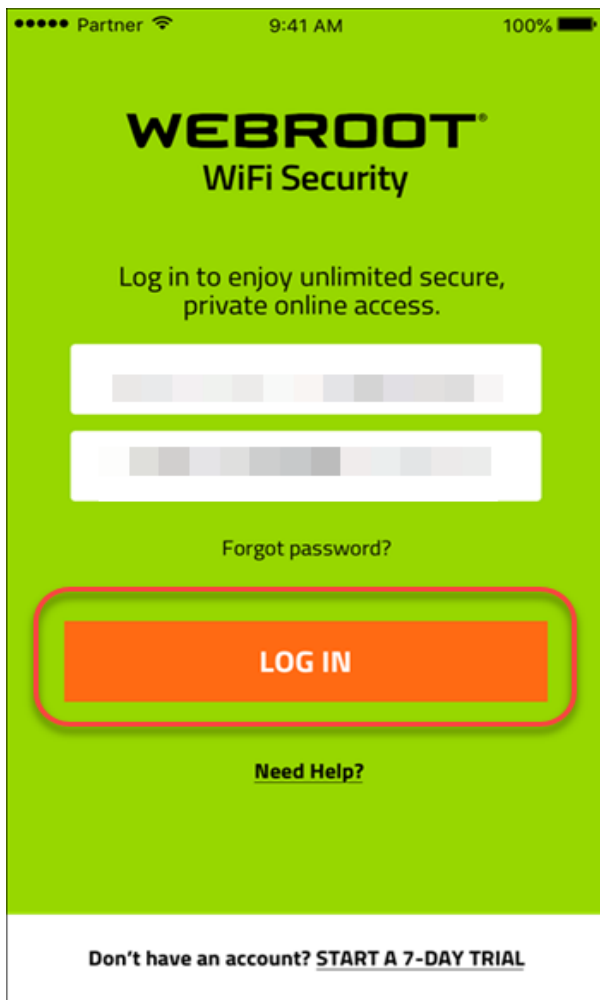


2. Enter the following information:

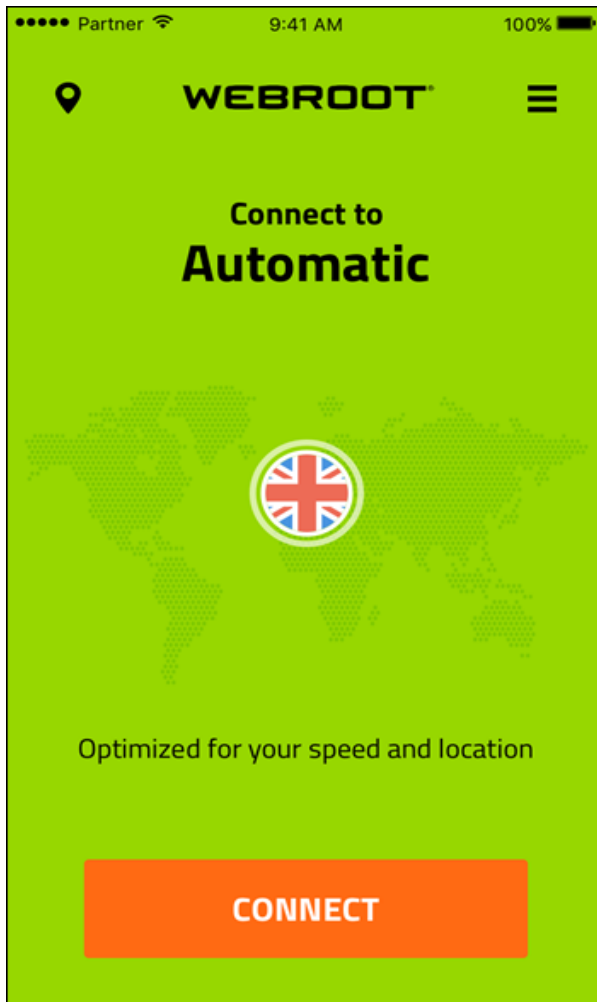
- Email address.
- Password.

**Note:** This email address and password are the ones you created when you either purchased the app online from [Google Play](#) or [Apple Apps](#), or at the [Webroot.com](#) store.

3. Tap the **Log In** button.



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



4. Continue with [Connecting to WiFi Security on Mobile Devices on page 10](#).
-

## 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.

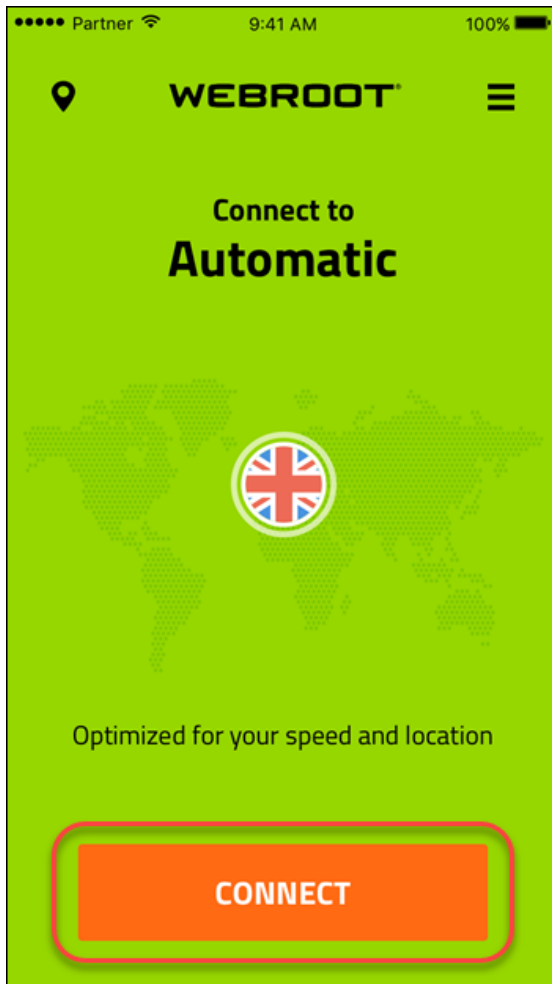
### To connect to WiFi Security:

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

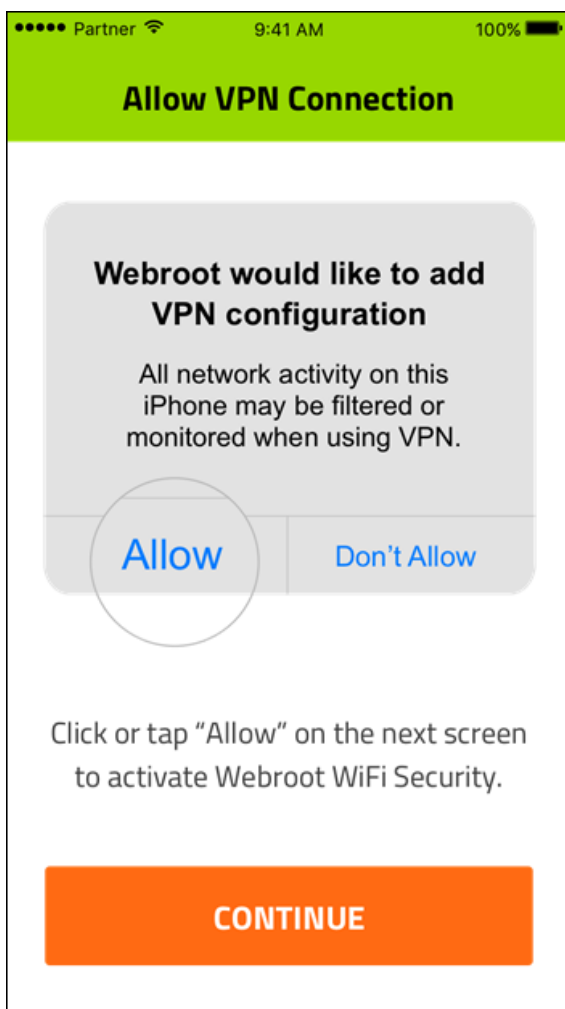




2. Tap **Connect**.

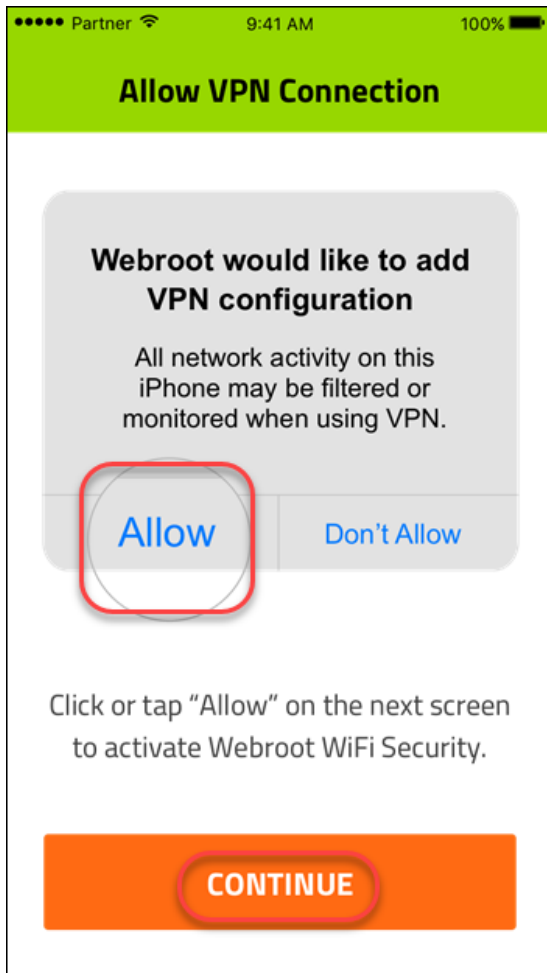


The first time you log in, you will be asked to allow Webroot to add VPN configuration.



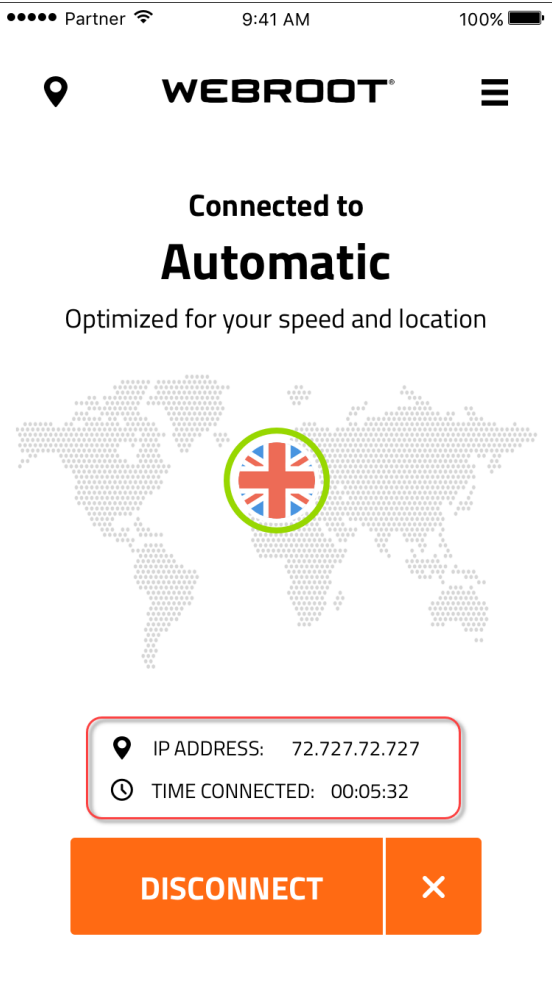
**Note:** The next time you connect, when you tap **Continue**, WiFi connects right away.

3. Tap **Allow**, then tap **Continue** to connect.

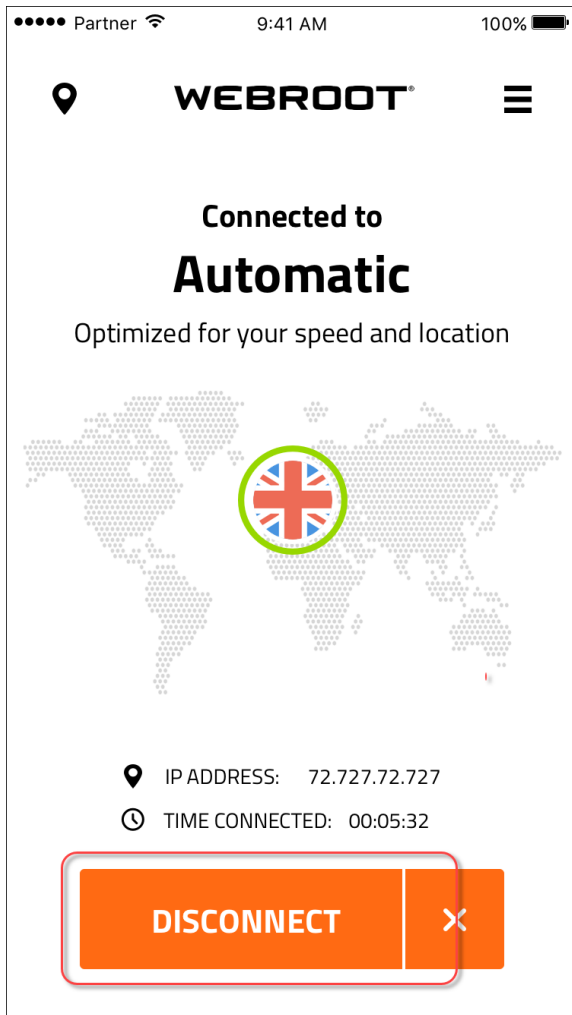


You are connected. The screen displays the following information:

- 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.

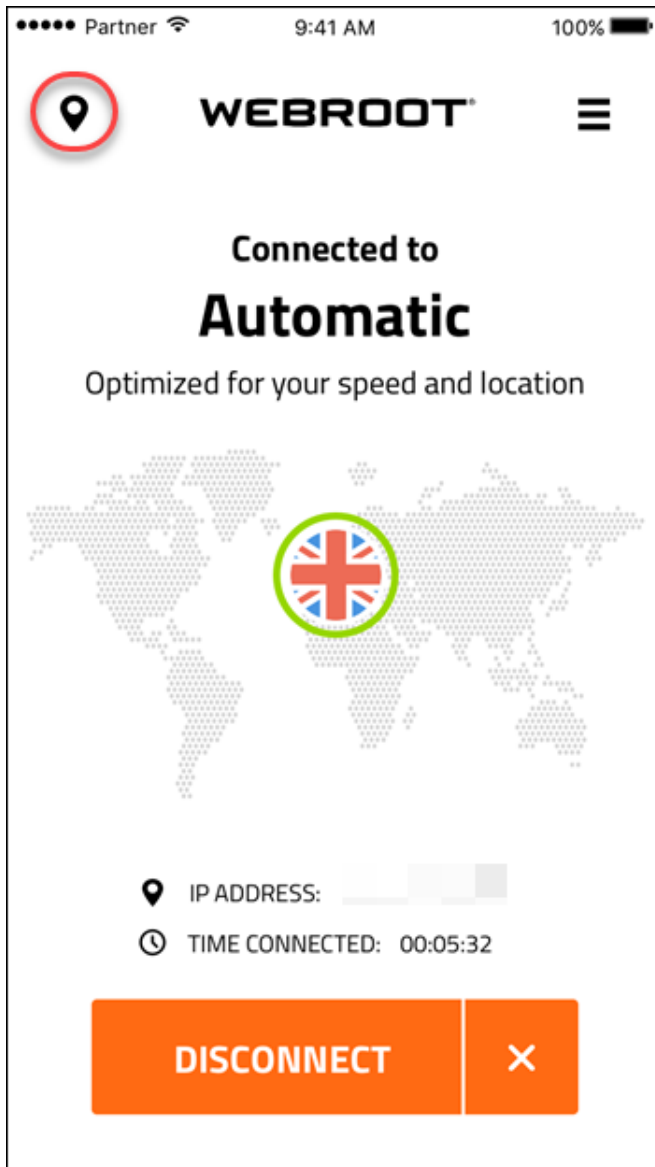
**Note:** Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

### To set preferred server locations:

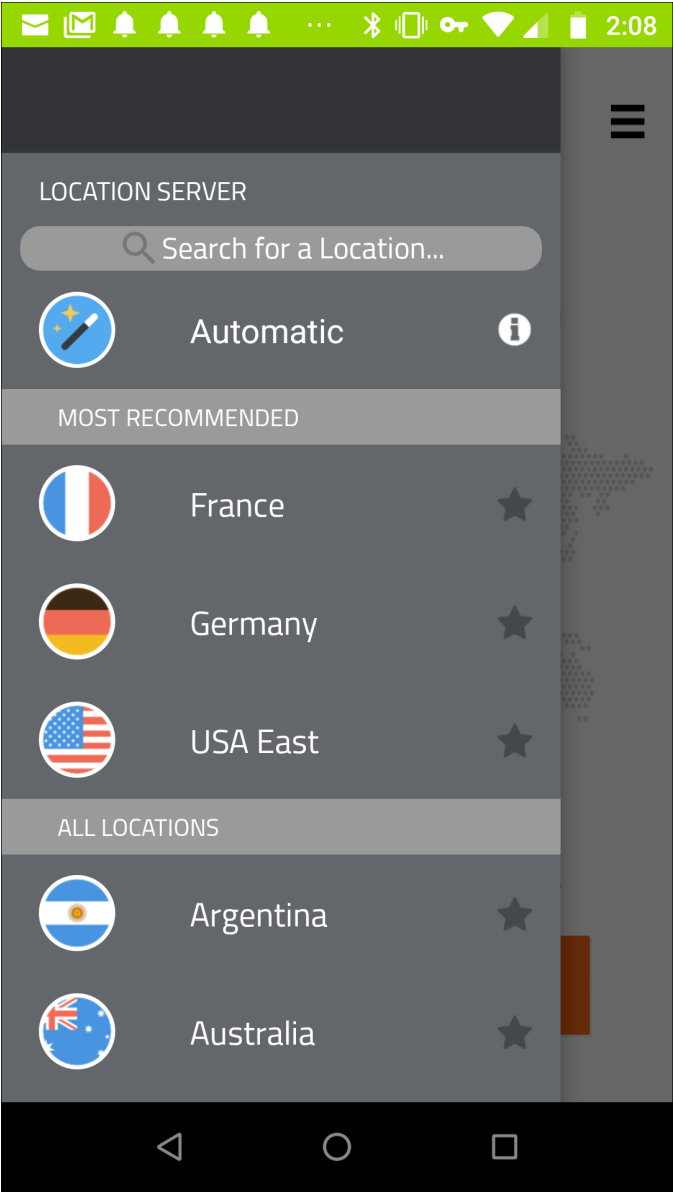
1. On your main screen, tap the **WiFi Security** app icon.



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

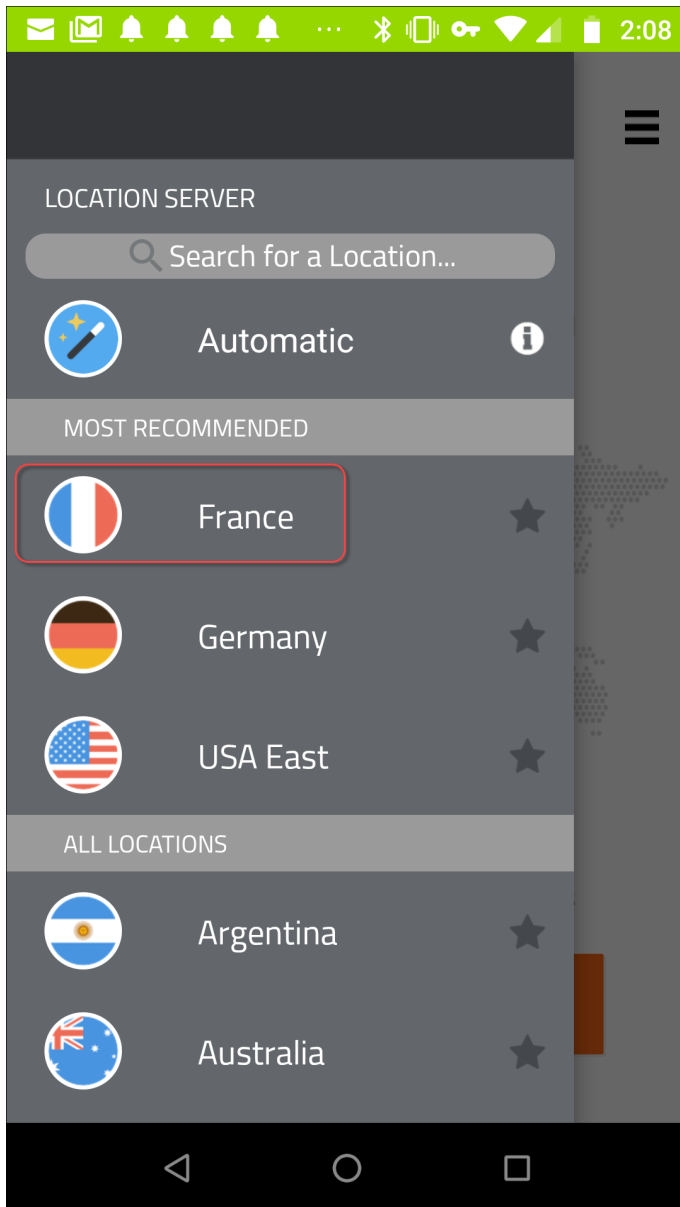


The Location Server menu displays.





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 [Setting Preferred Server Locations on Mobile Devices on page 21](#).
-

## 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.

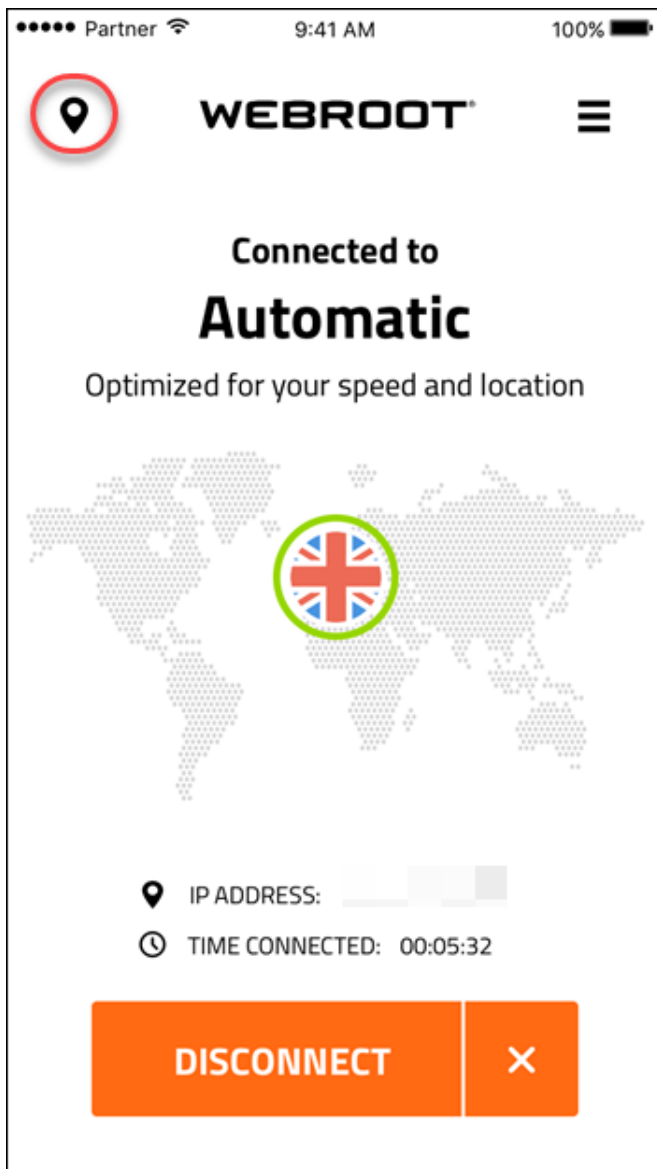
**Note:** Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

### To set preferred server locations:

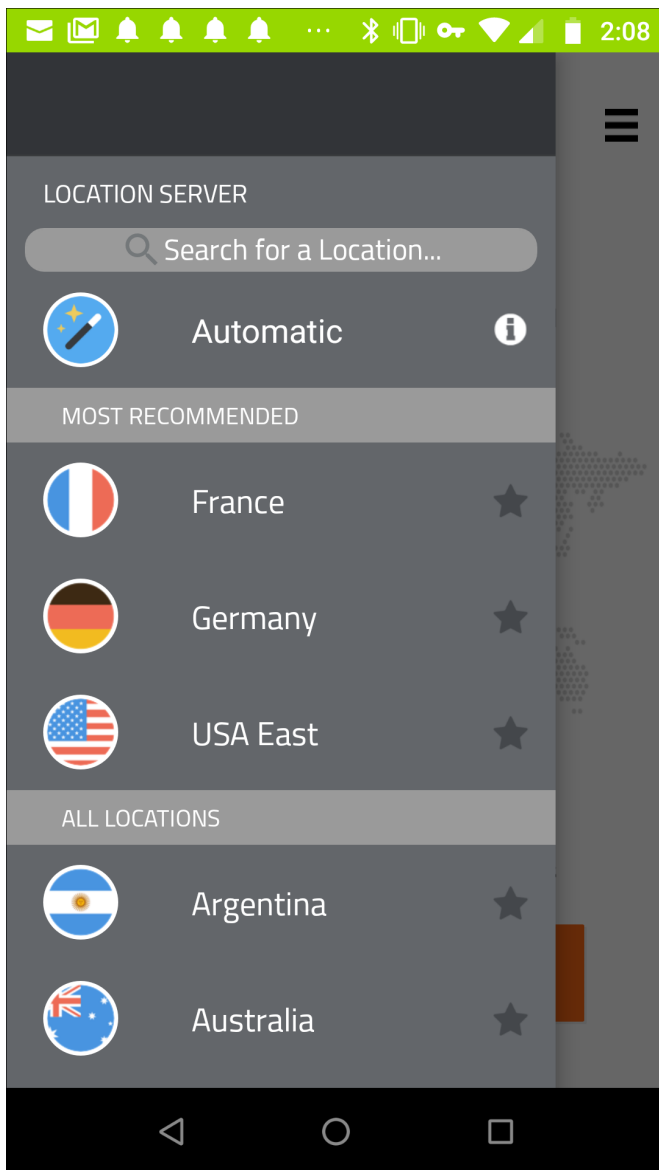
1. On your main screen, tap the **WiFi Security** app icon.



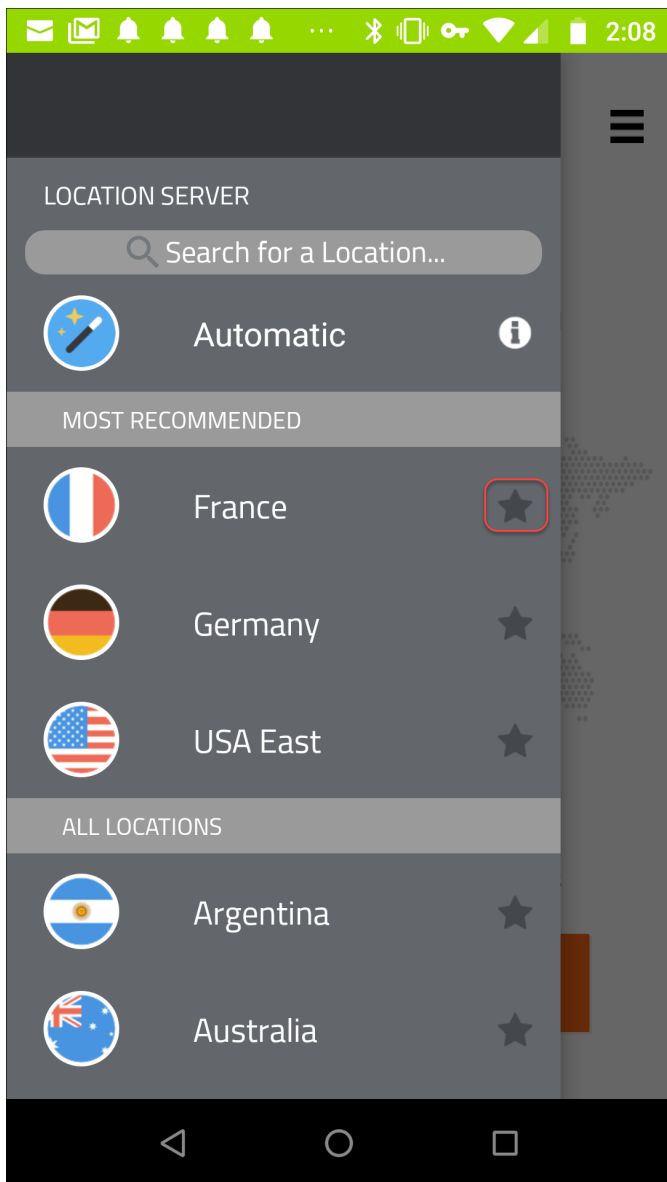
2. In the upper left corner of the screen, tap the **Location** icon.



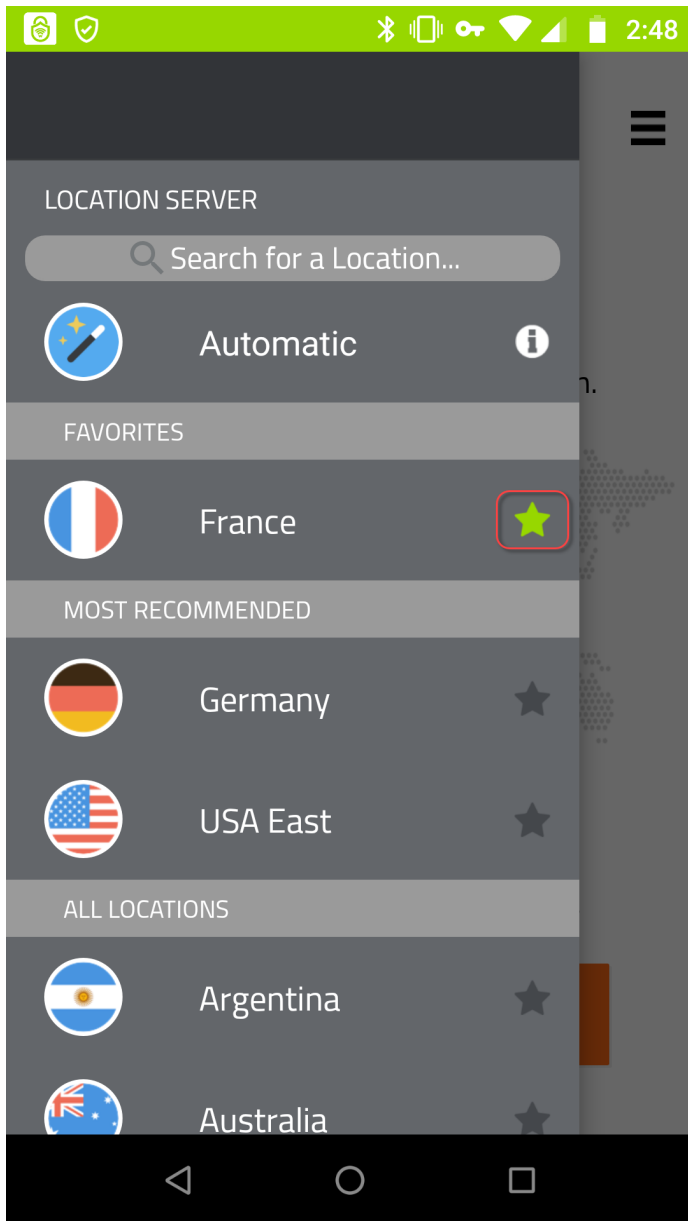
The Location Server menu displays.



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.

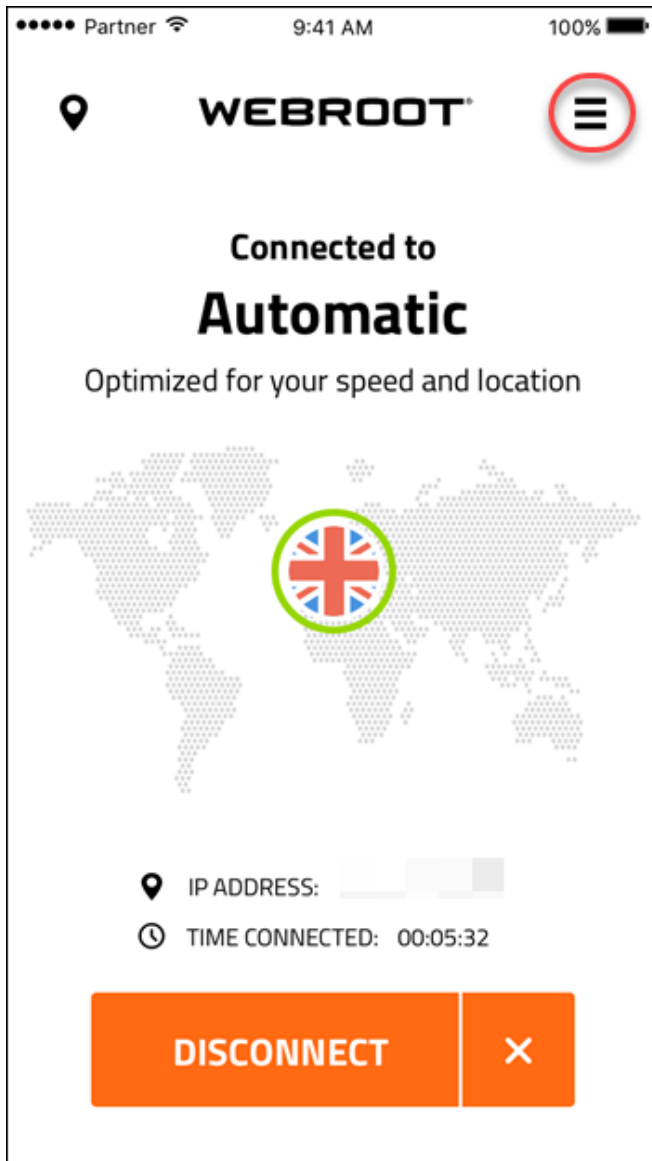
**To change your WiFi Security password:**

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

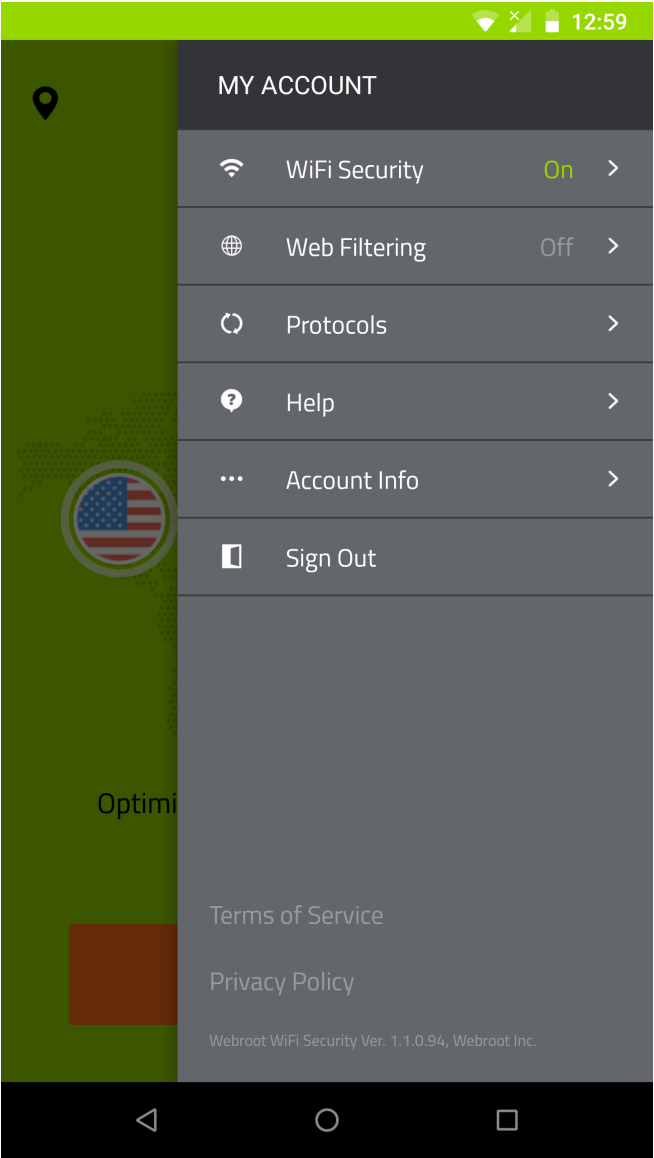




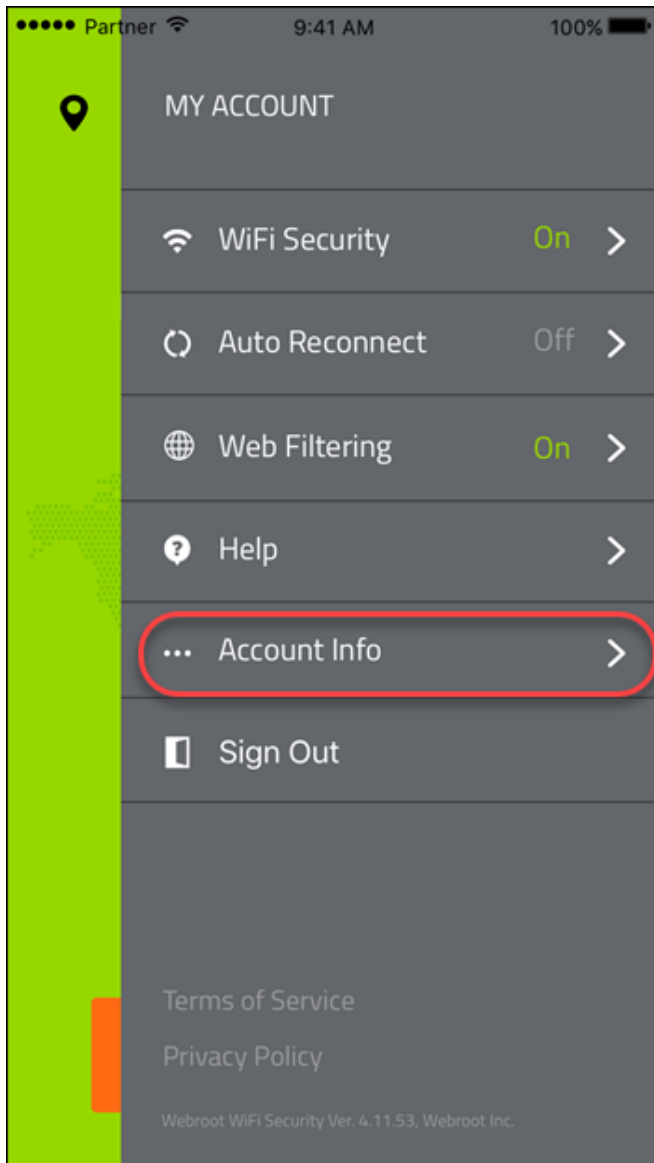
2. In the upper right corner of the screen, tap the **Settings** icon.



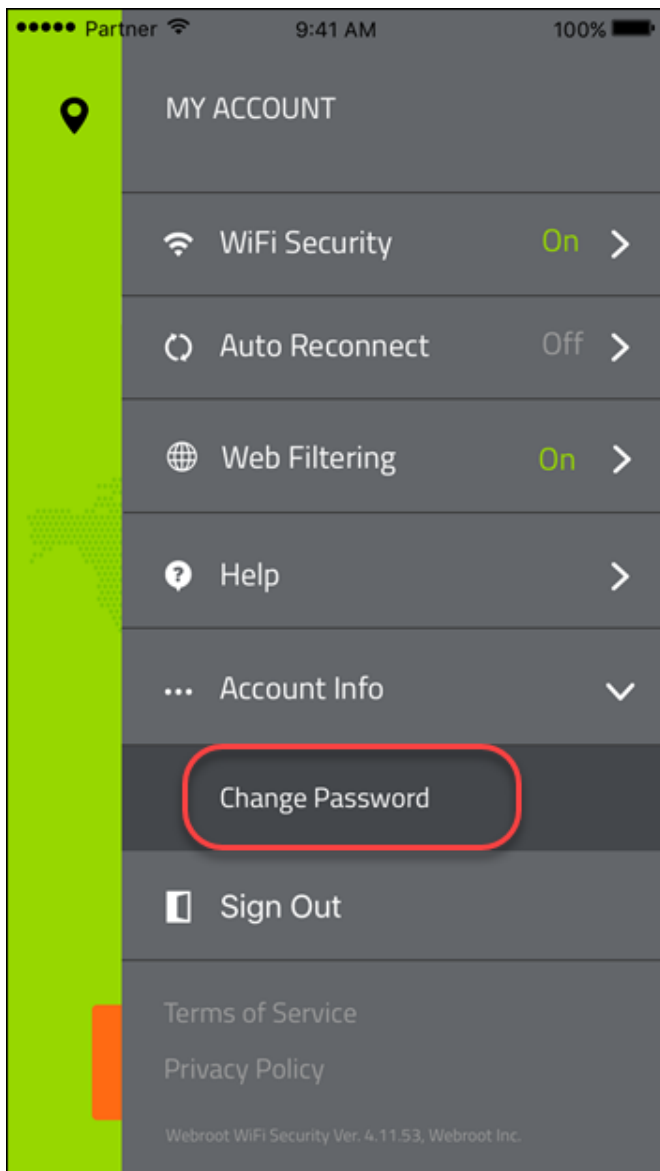
The My Account menu displays.



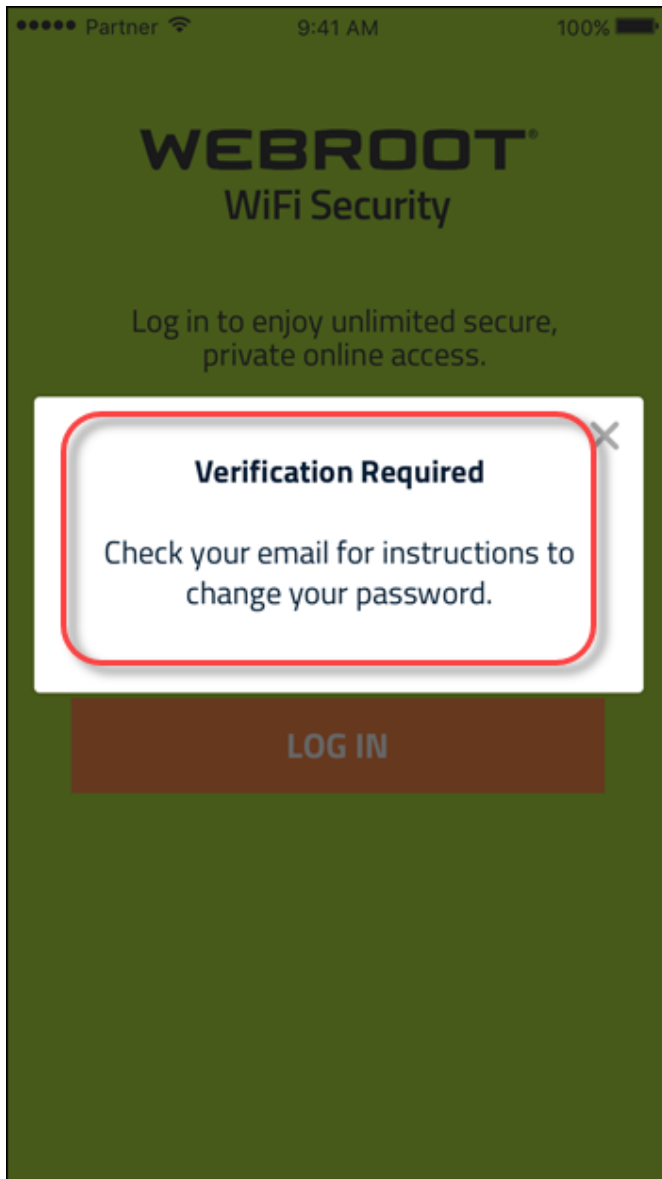
3. Tap **Account Info**.



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.

**WEBROOT** | HOME & HOME OFFICE

## CHANGE PASSWORD

Update your password

\* 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: [How Do I Create A Strong Password?](#)

7. Click the **Change Password** button.

**WEBROOT** | HOME & HOME OFFICE

### CHANGE PASSWORD

Update your password

\* 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.

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.

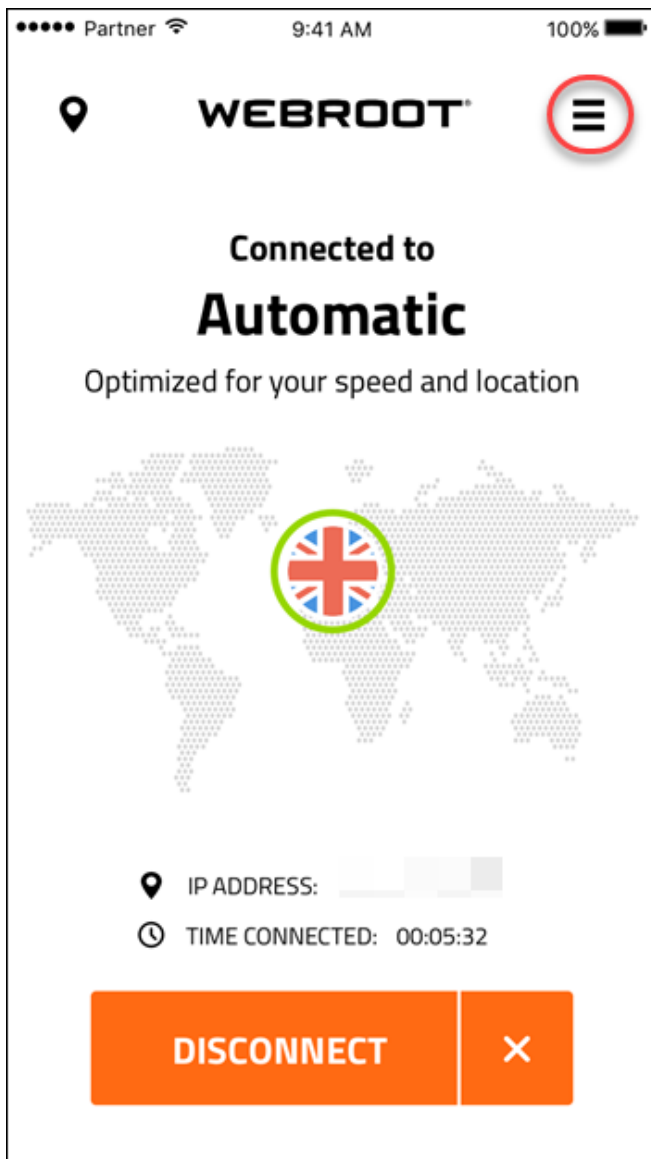
**Note:** Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

### To sign out:

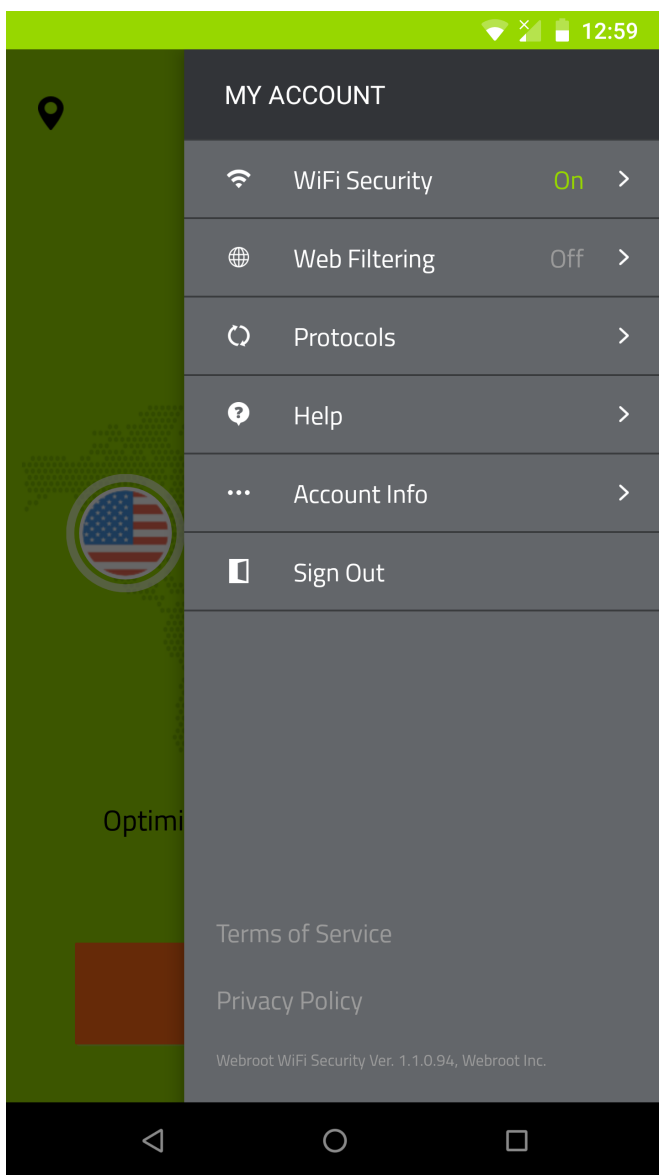
1. On your main screen, tap the **WiFi Security** app icon.



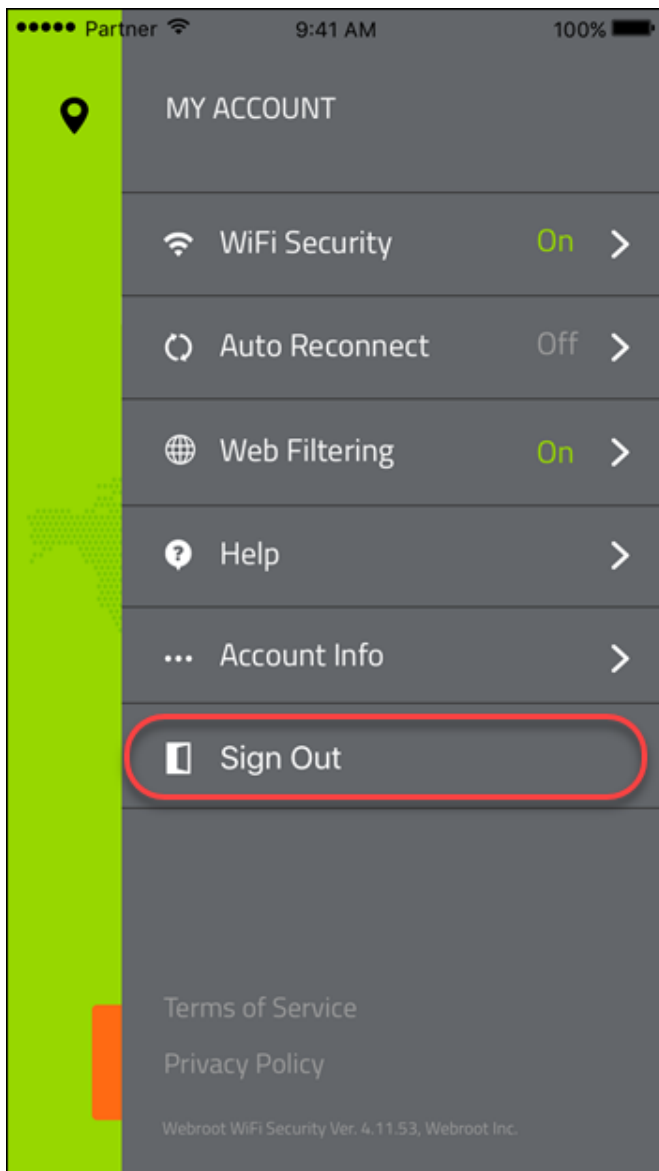
2. In the upper right corner of the screen, tap the **Settings** icon.



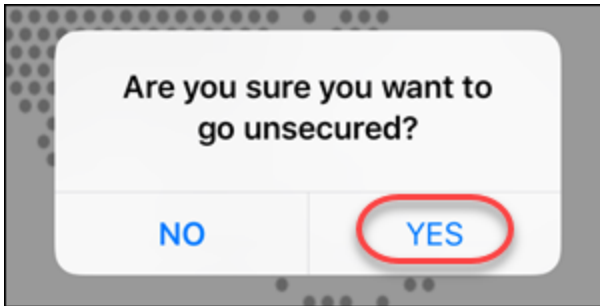
The My Account menu displays.



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 [Logging Into WiFi Security on Mobile Devices on page 6](#).

---

# Chapter 3: Using WiFi Security on Desktops

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

---

<b>Logging Into WiFi Security on Desktops .....</b>	<b>41</b>
<b>Connecting to WiFi Security on Desktops .....</b>	<b>44</b>
<b>Changing Server Locations on Desktops .....</b>	<b>49</b>
<b>Setting Preferred Server Locations on Desktops .....</b>	<b>59</b>
<b>Changing WiFi Security Passwords on Desktops .....</b>	<b>69</b>
<b>Signing Out From WiFi Security on Desktops .....</b>	<b>77</b>

---

## 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.



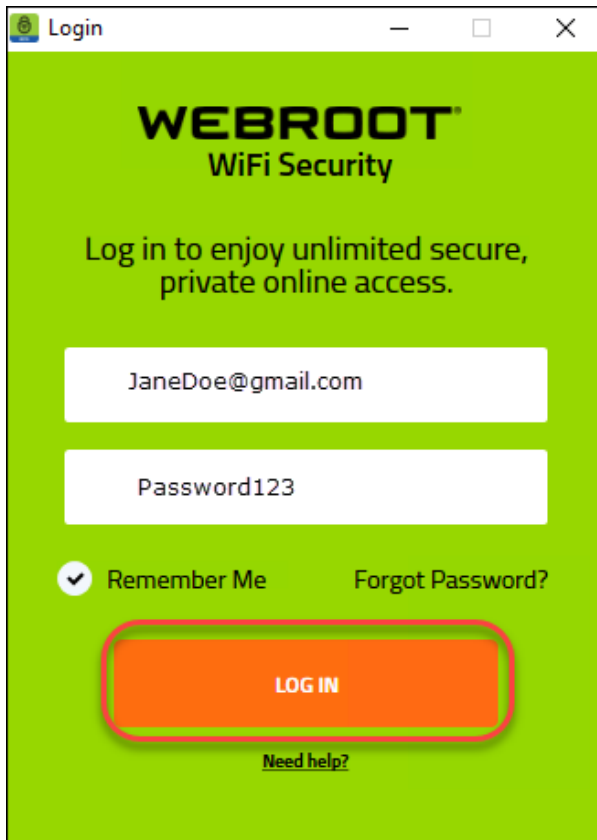
2. Enter both of the following:

- Email address.
- Password.

**Note:** This email address and password are the ones you created when you either purchased the app online from [Google Play](#) or [Apple Apps](#), or at the [Webroot.com](#) 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.

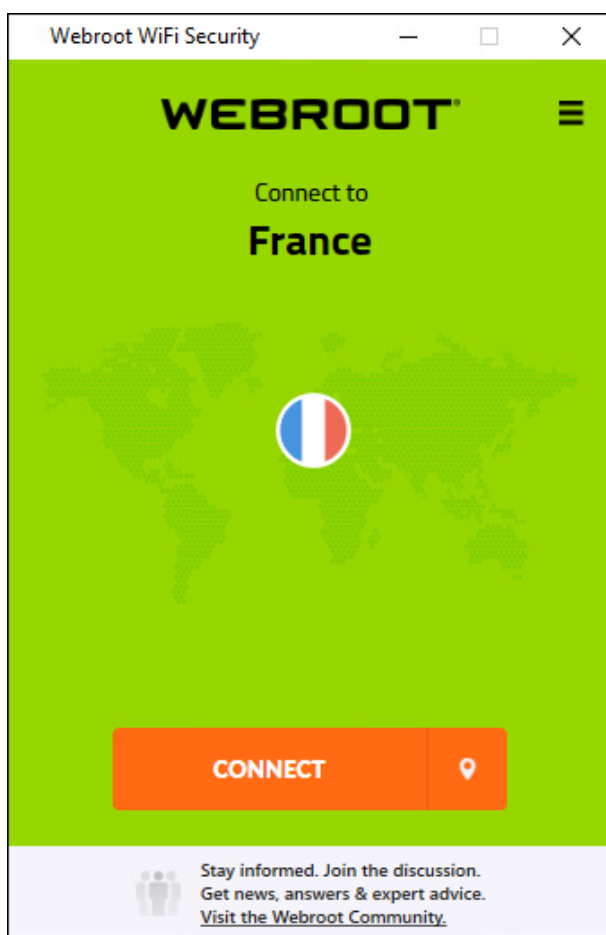
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

**To connect to WiFi Security on a desktop:**

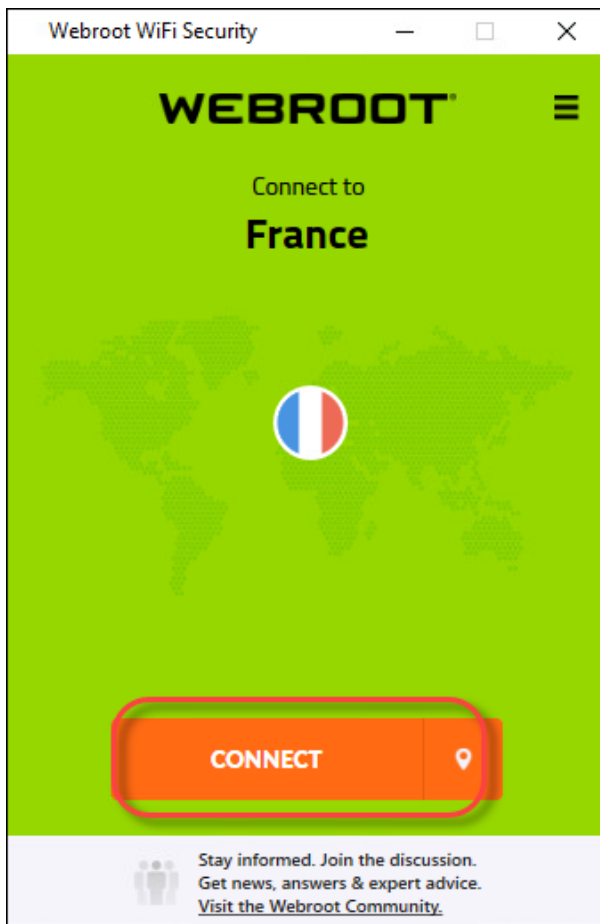
1. On your main screen, double-click the **WiFi Security** app icon.



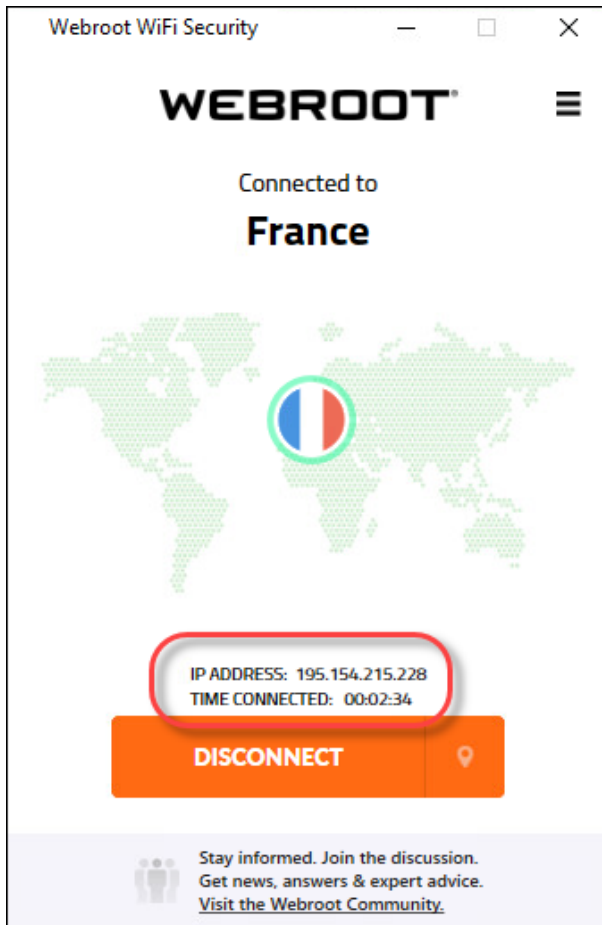
The Webroot WiFi Security screen displays.



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 [Setting Preferred Server Locations on Desktops on page 59](#).

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



## Changing Server Locations on Desktops

Follow this procedure to change your server location.

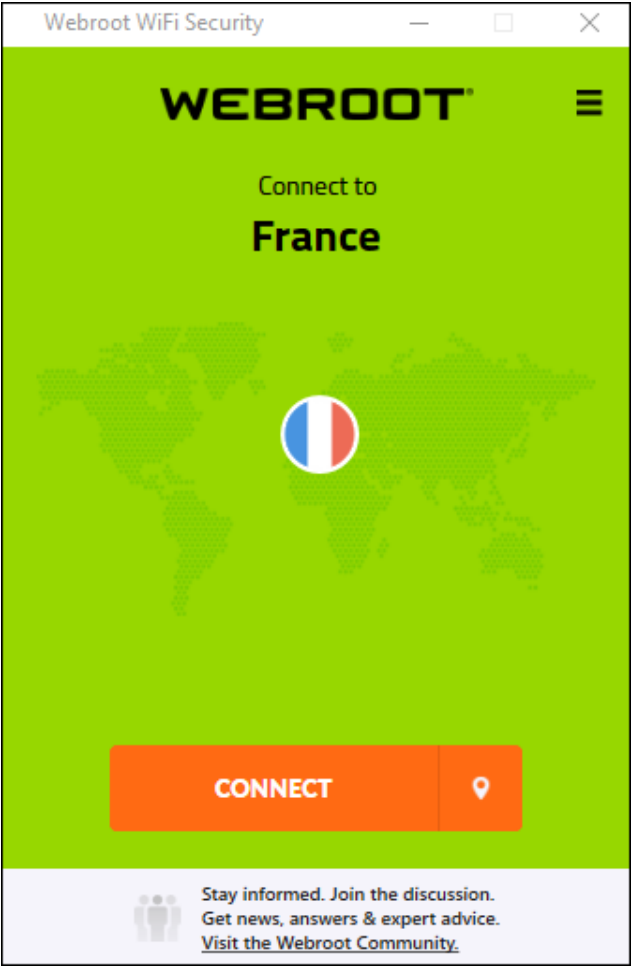
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

### To change your server location:

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

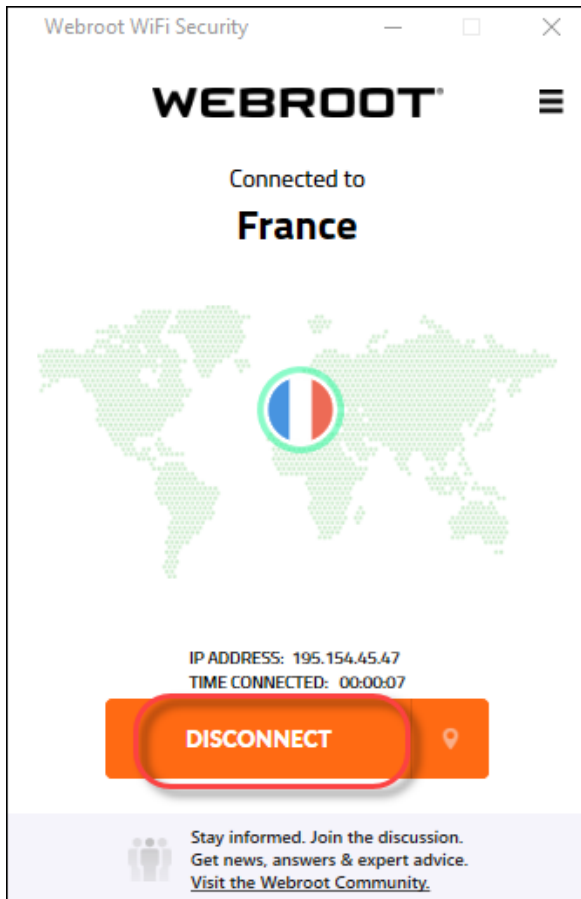


The Webroot WiFi Security screen displays.



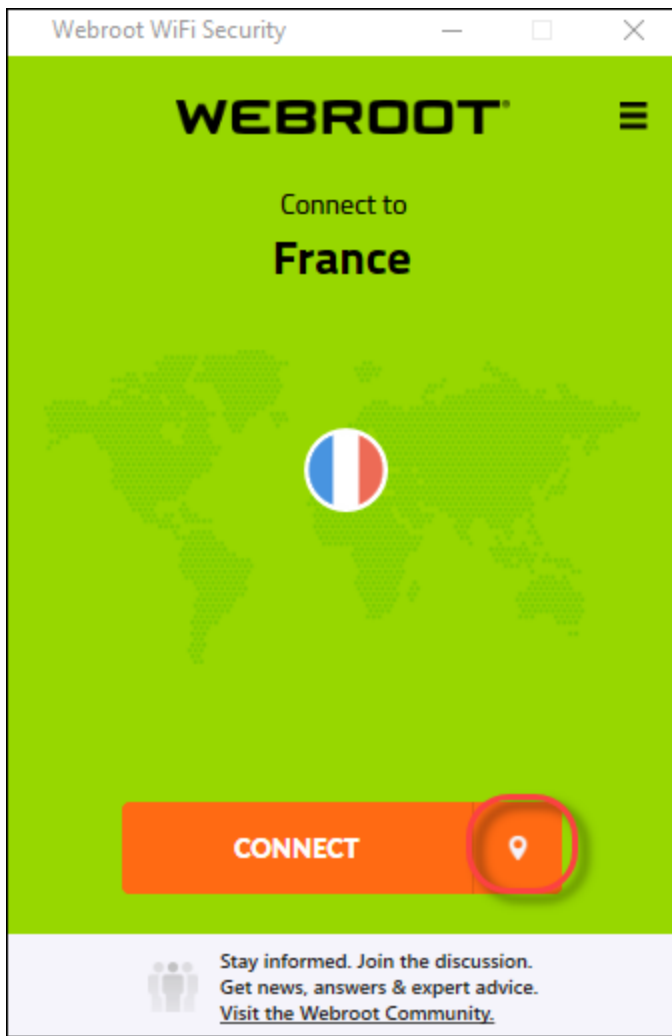


2. If you are connected, click the **Disconnect** button to disconnect. Then continue with step 3.

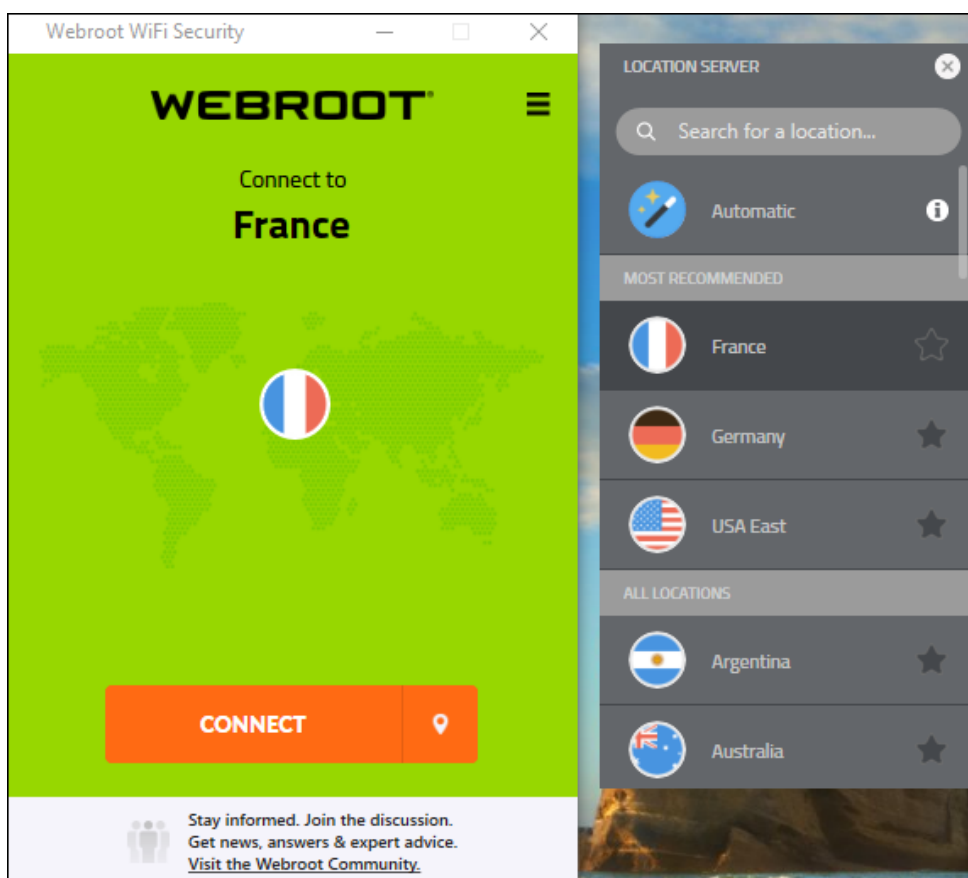


**Note:** You must disconnect before you can change server locations or set preferred server locations.

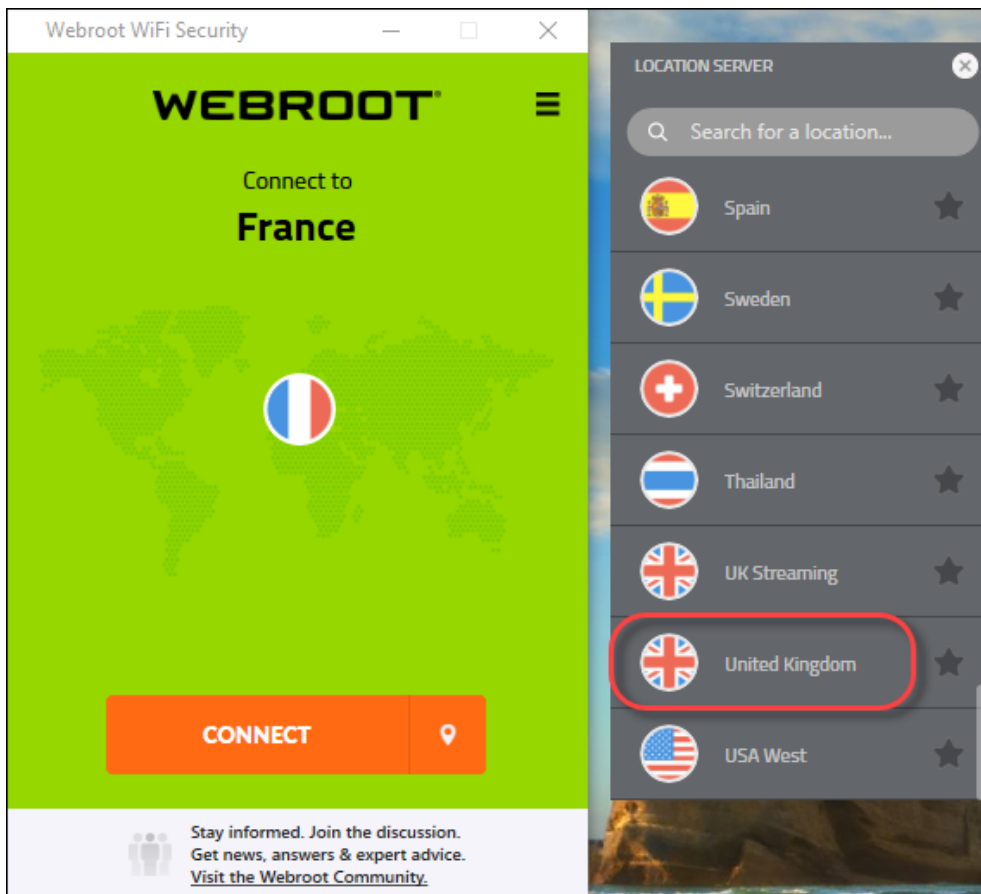
3. If you are not connected, click the **Server Location** icon to display the Server Location menu.



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



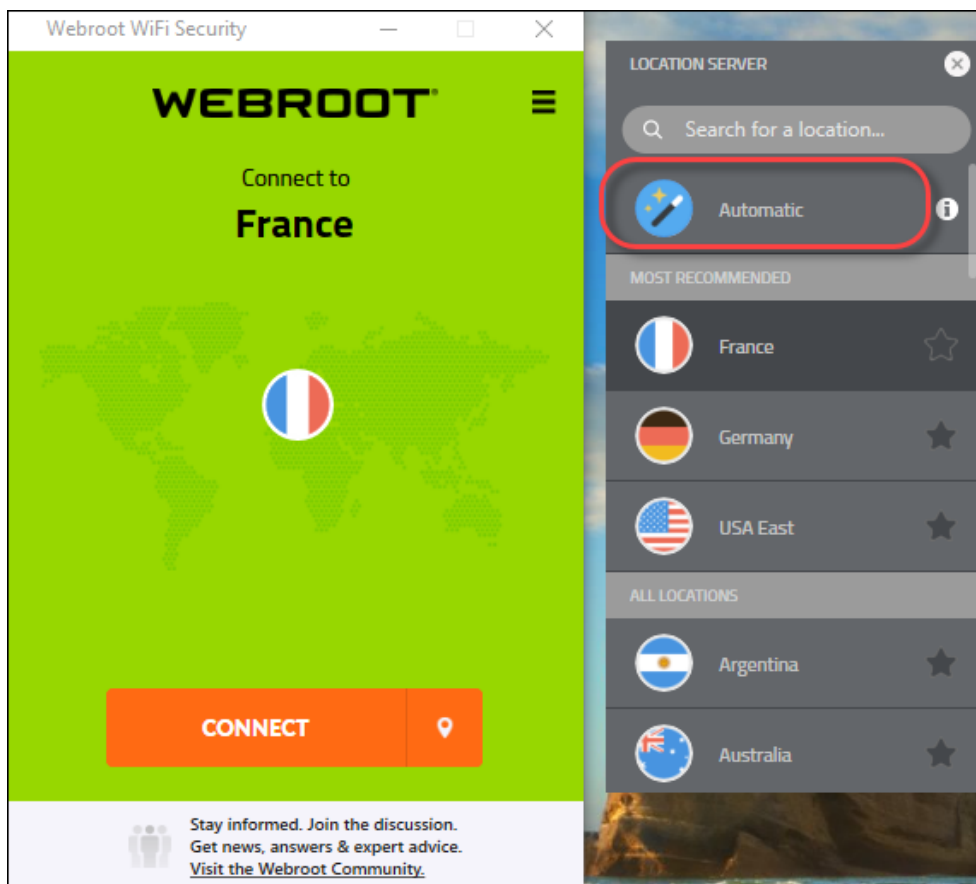
4. In the Server Location list, double-click the server location you want to connect to.



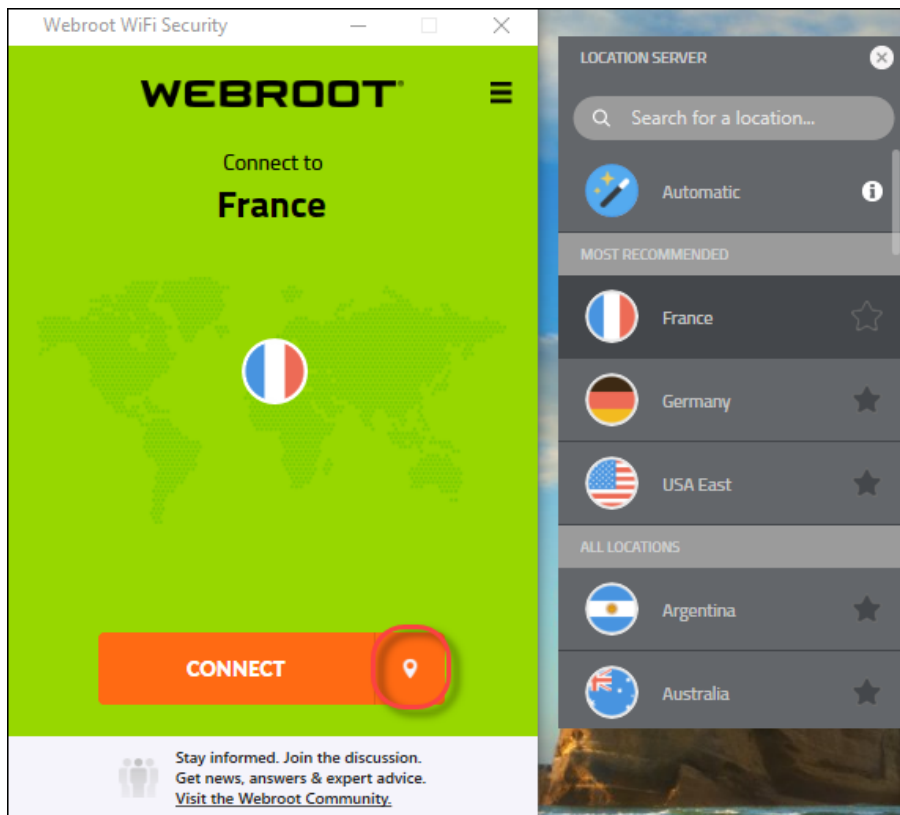
WiFi Security connects you to that server location.



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.

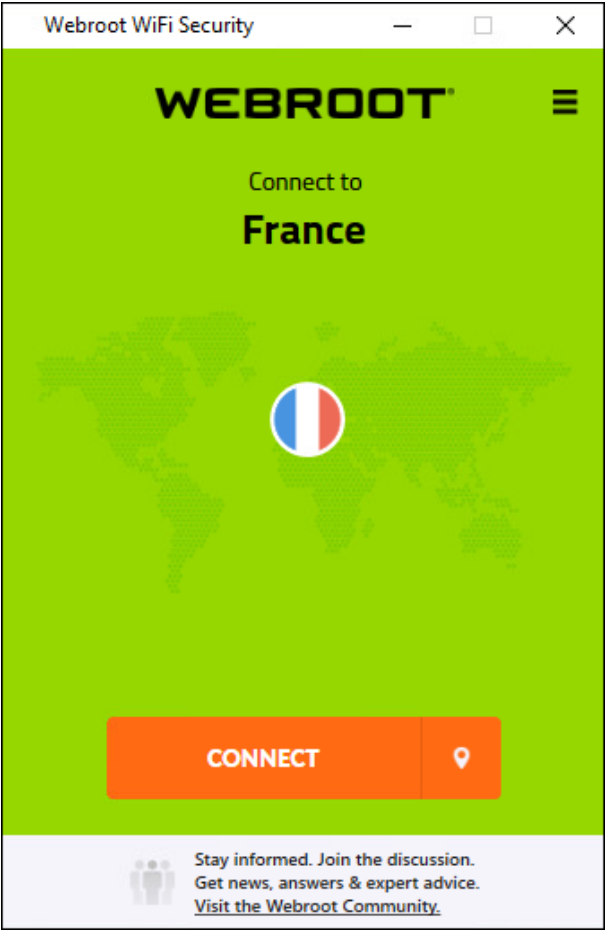
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

**To set your preferred server location:**

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



The Webroot WiFi Security screen displays.

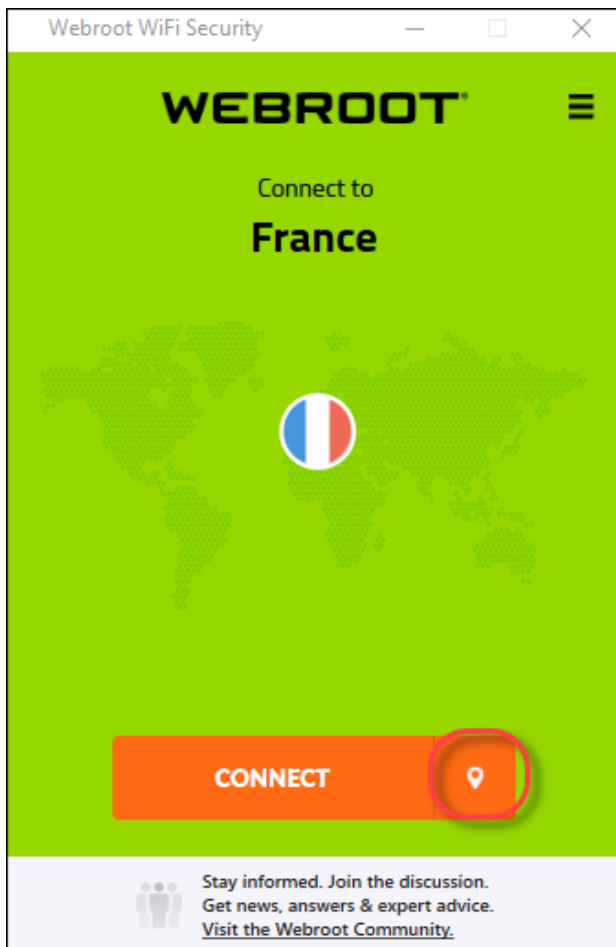


2. If you are connected, click the **Disconnect** button to disconnect. Then continue with step 3.

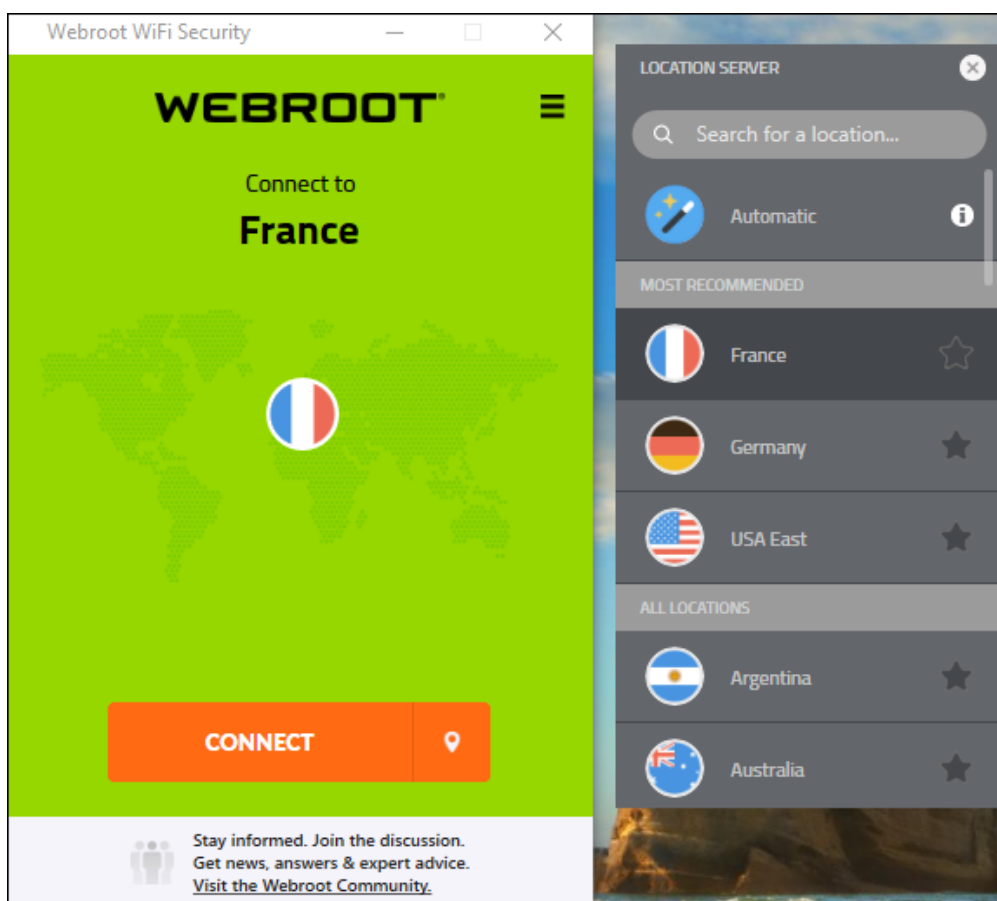


**Note:** You must disconnect before you can change server locations or set preferred server locations.

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



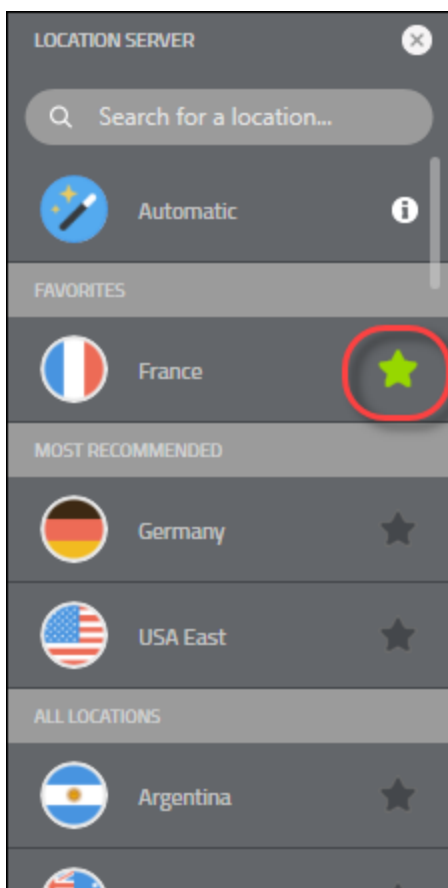
The Server Location menu displays, either to the right or left of the app, depending on your platform.



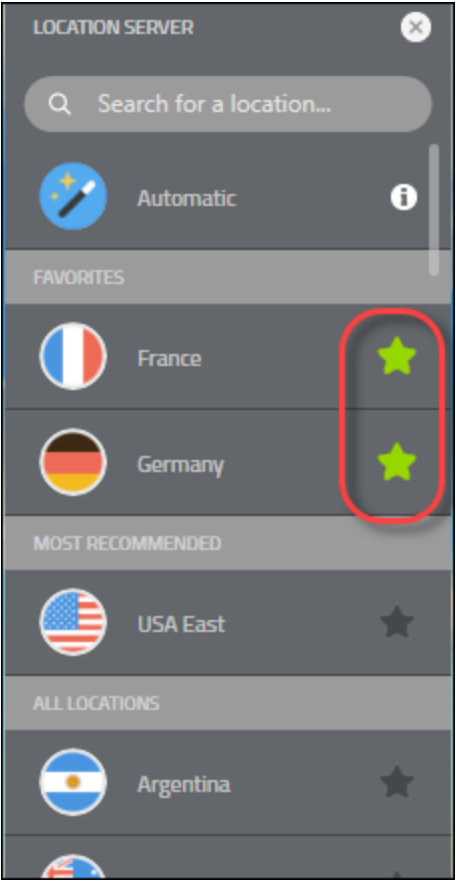
4. In the Server Location list, double-click the star next to location you want to set as your preferred location.



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.

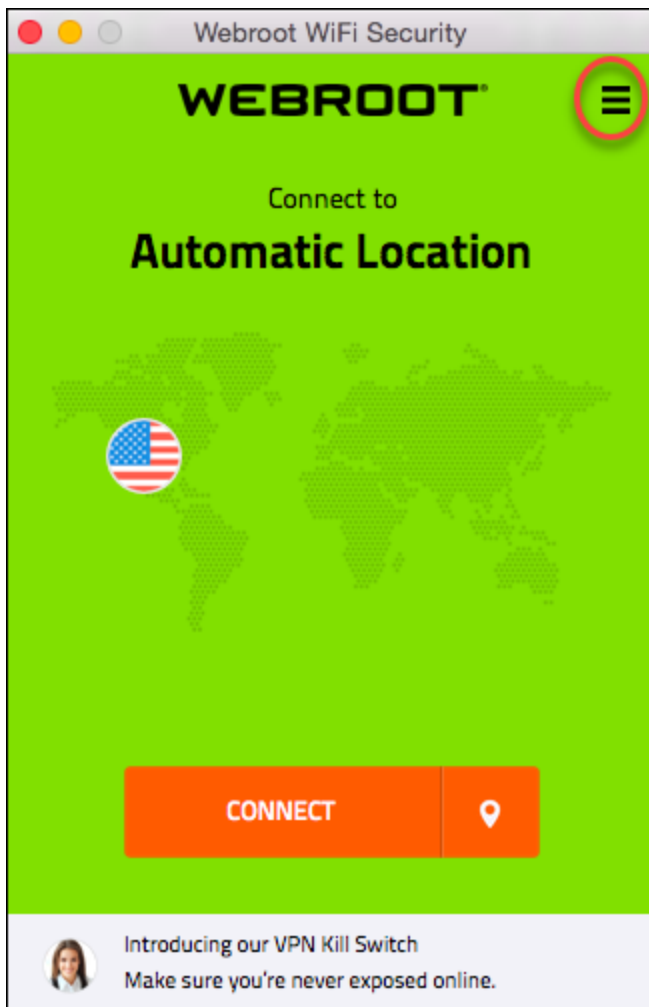
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

**To change a WiFi Security password on a desktop:**

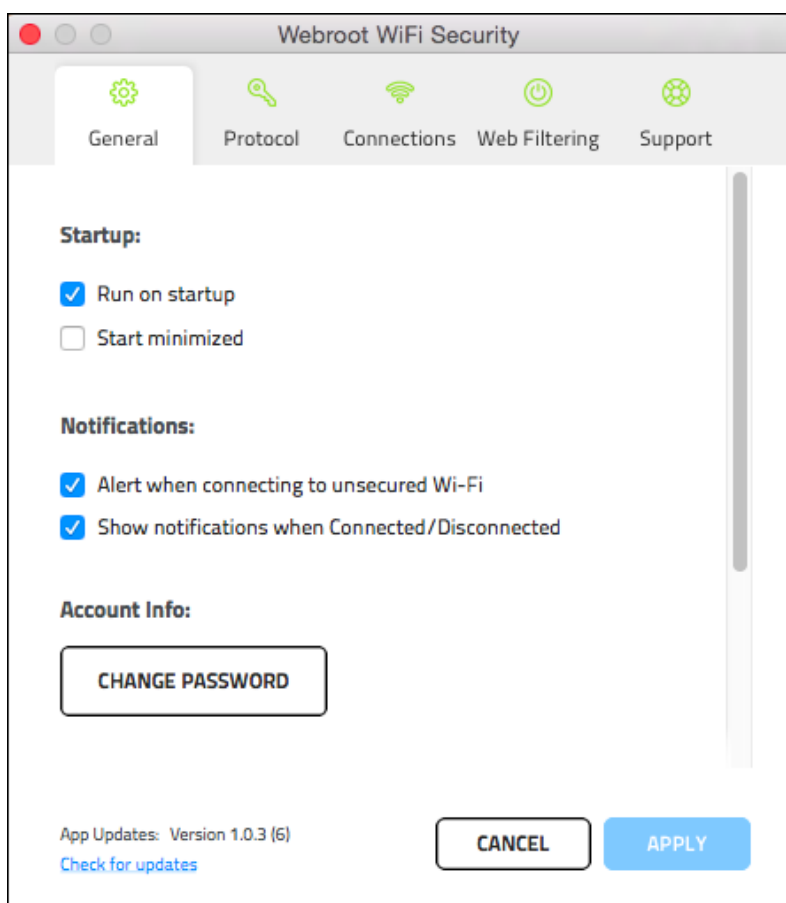
1. On your main screen, double-click the **WiFi Security** app icon.



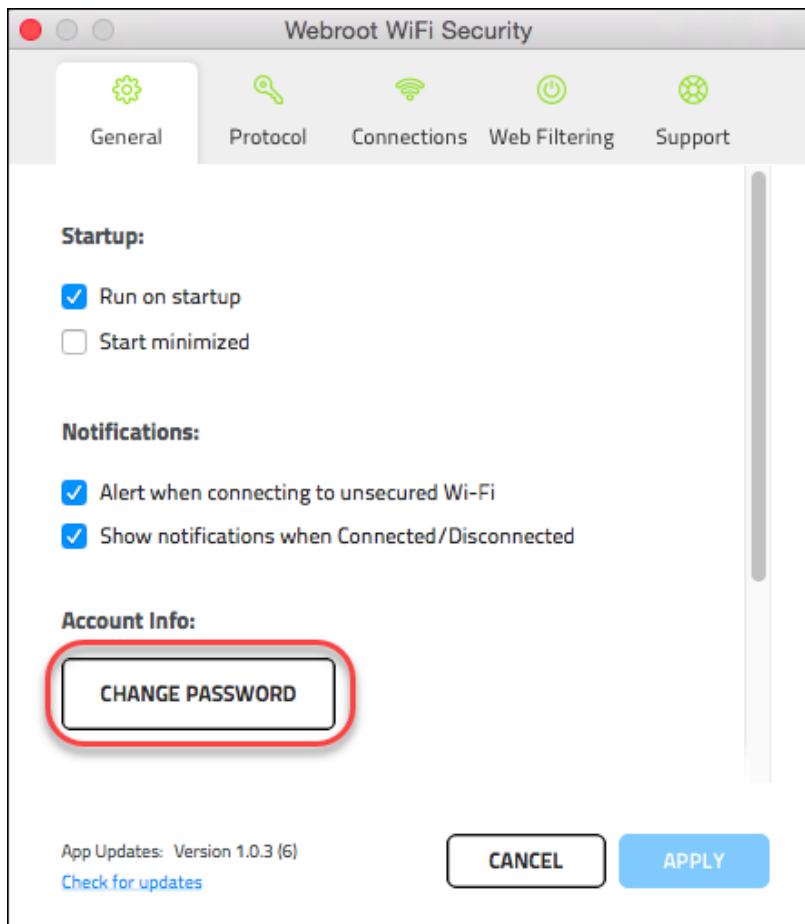
2. In the upper right corner of the screen, double-click the **Settings** icon.



The Webroot WiFi Security Settings window displays.



3. Click the **Change Password** button.



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



The image shows a web browser window titled "Login" with a green background. At the top left is a back arrow, followed by the "WEBROOT" logo and "WiFi Security" text. A red-bordered alert box contains a warning icon and the text: "Verification Required. Check your inbox for an email from us. Follow the instructions in the email to continue using the app." Below this are two white input fields labeled "Email Address" and "Password". Under the "Email Address" field is a "Remember Me" checkbox (checked) and a "Forgot Password?" link. A large orange "LOG IN" button is centered below these fields. At the bottom is a "Need help?" link.

Login

< **WEBROOT**  
WiFi Security

Verification Required. ×  
⚠ Check your inbox for an email from us. Follow the instructions in the email to continue using the app.

Email Address

Password

☒ Remember Me      [Forgot Password?](#)

**LOG IN**

[Need help?](#)

4. Click the link in your email.



The Change Password window displays.



**WEBROOT** | HOME & HOME OFFICE

## CHANGE PASSWORD

Update your password

\* 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.

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

**Note:** For information on creating a strong password, see the Webroot article: [How Do I Create A Strong Password?](#)

6. Click the **Change Password** button.

**WEBROOT** | **HOME & HOME OFFICE**

**CHANGE PASSWORD**  
Update your password

\* 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.

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.

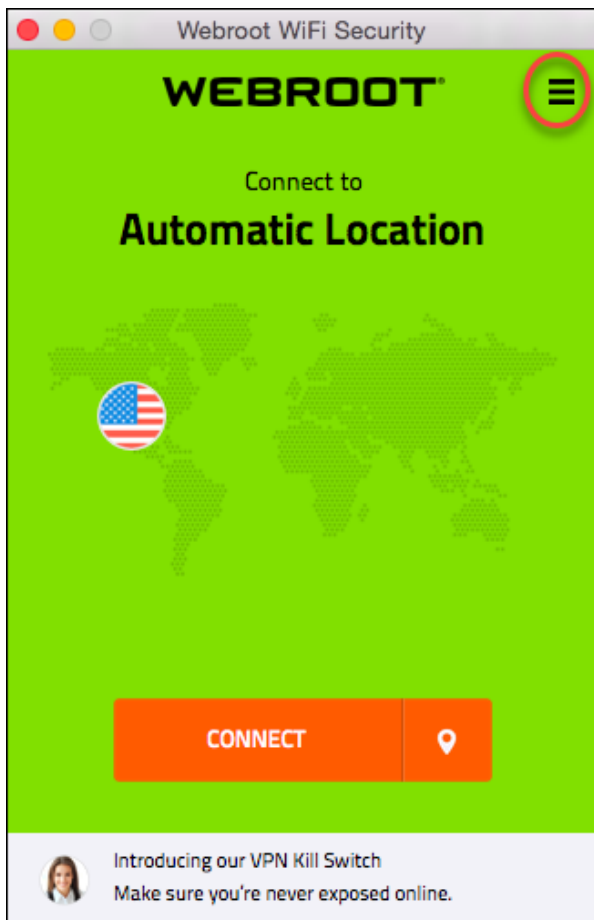
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

**To sign out from WiFi Security:**

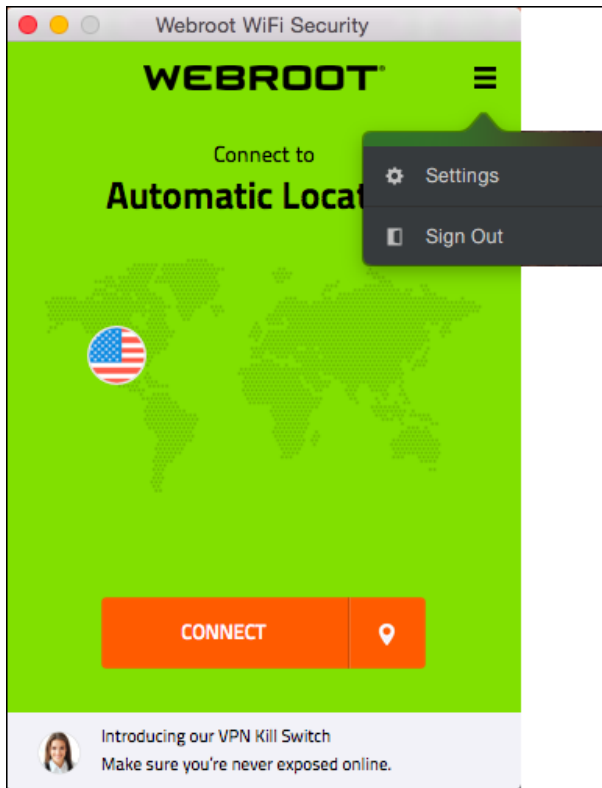
1. On your main screen, double-click the **WiFi Security** app icon.



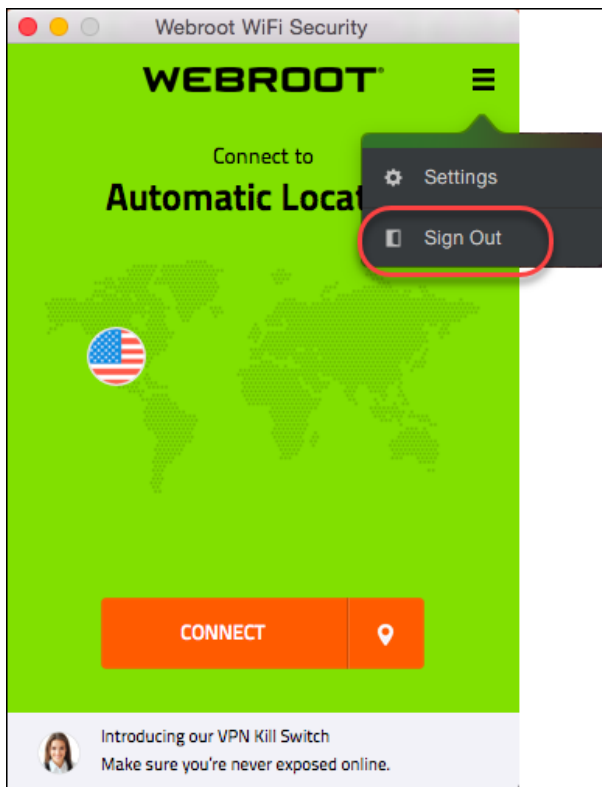
2. In the upper right corner of the screen, right-click the **Settings** icon.



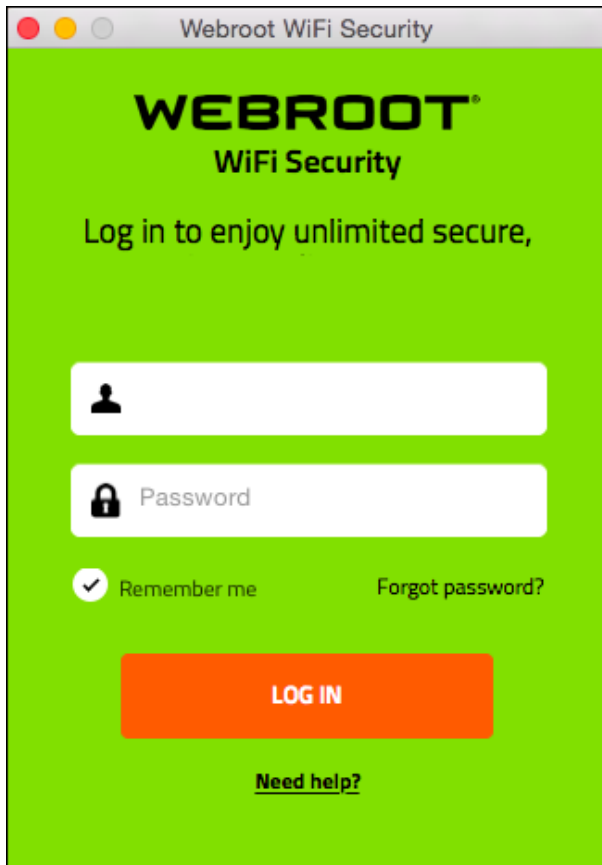
The Settings menu displays.



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:

---

<b>Turning Auto WiFi Protection On or Off on Mobile Devices .....</b>	<b>83</b>
<b>Turning Auto Reconnect On or Off on Mobile Devices .....</b>	<b>89</b>
<b>Turning Web Filtering On or Off on Mobile Devices .....</b>	<b>95</b>
<b>Enabling the WiFi Security Kill Switch on Android Devices .....</b>	<b>101</b>
<b>Selecting Protocols For Android .....</b>	<b>106</b>
<b>Determining General and Advanced Settings on Desktops .....</b>	<b>111</b>
<b>Getting App Updates on Desktops .....</b>	<b>115</b>
<b>Selecting Protocols For Desktop Apps .....</b>	<b>120</b>
<b>Turning Automatic WiFi Security On or Off on Desktops .....</b>	<b>126</b>
<b>Enabling the WiFi Security Kill Switch on Desktops .....</b>	<b>133</b>
<b>Managing Trusted Networks on Desktops .....</b>	<b>140</b>
<b>Turning Web Filtering On or Off on Desktops .....</b>	<b>148</b>

---



## 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, [Connecting to WiFi Security on Mobile Devices on page 10](#).

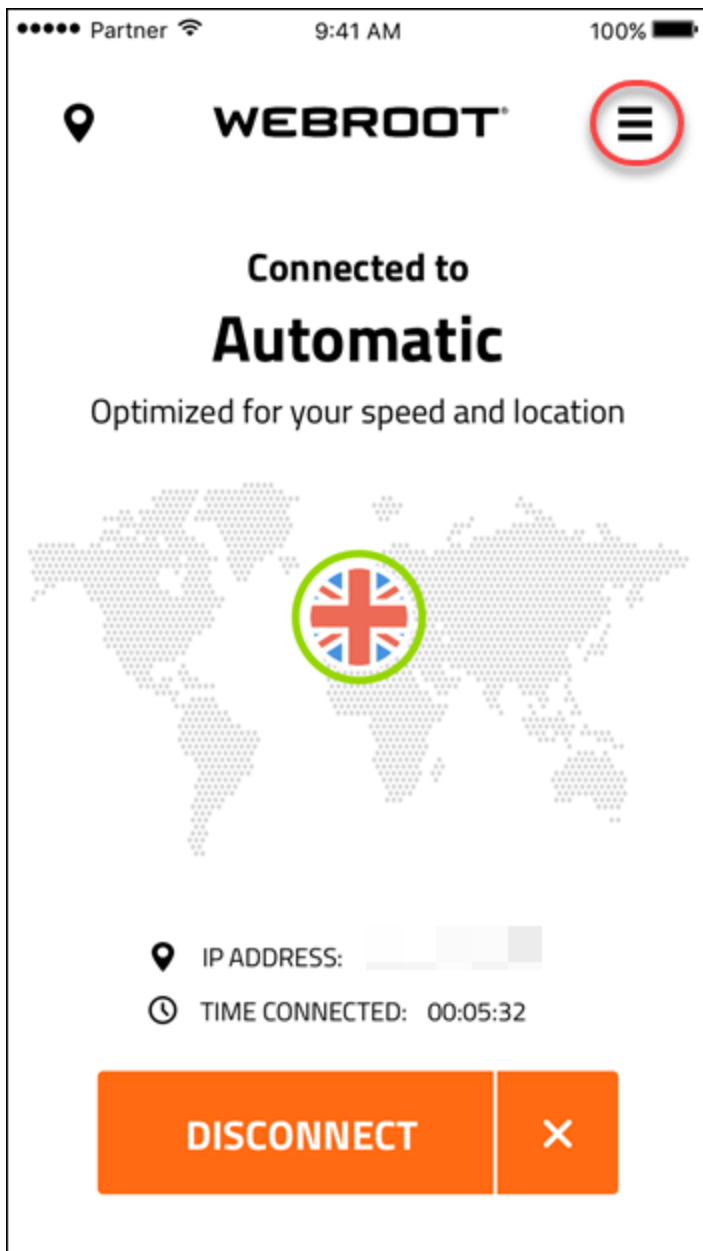
**Note:** Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

### To turn Auto WiFi Protection on or off:

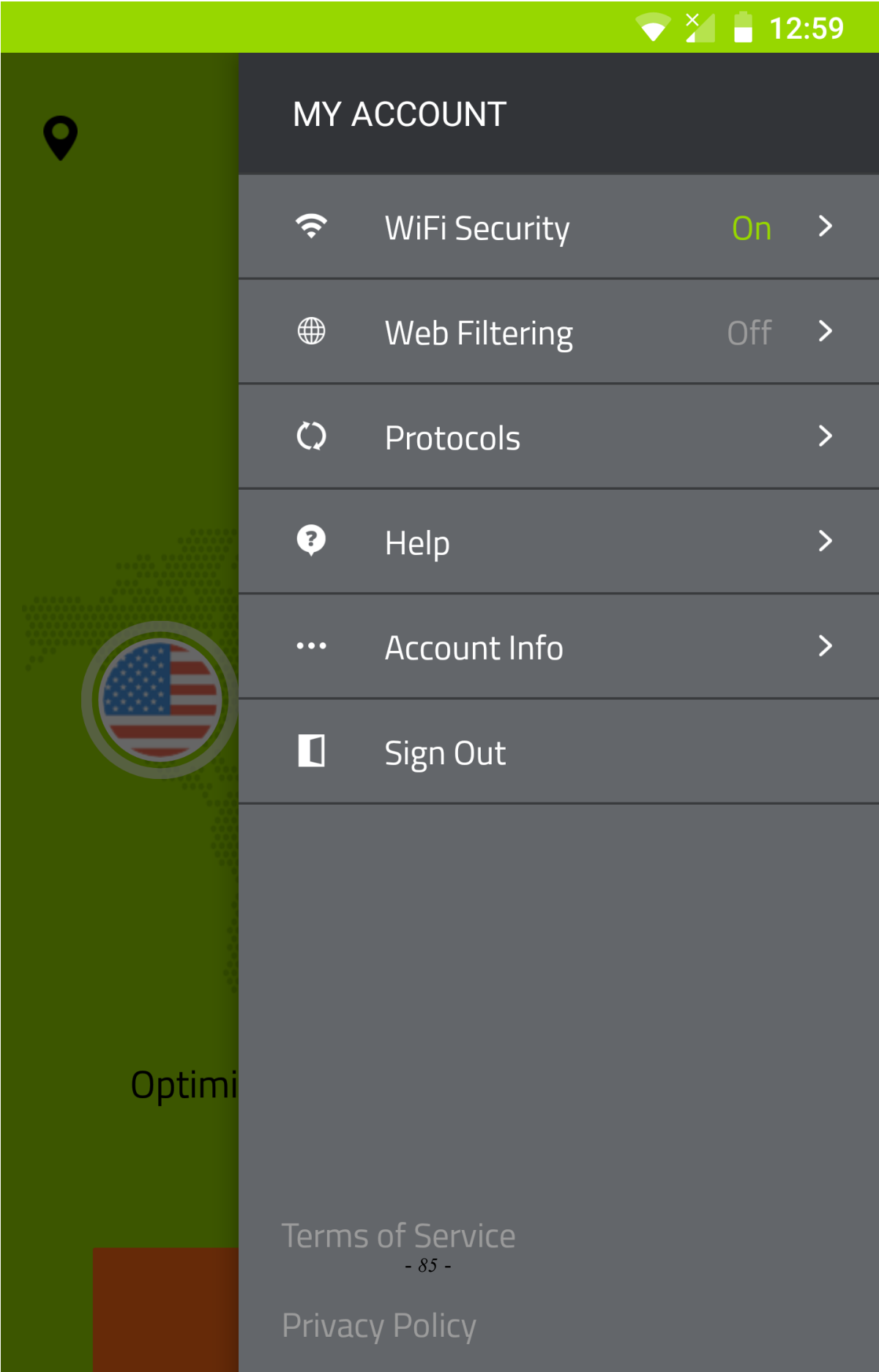
1. On your main screen, tap the **WiFi Security** app icon.



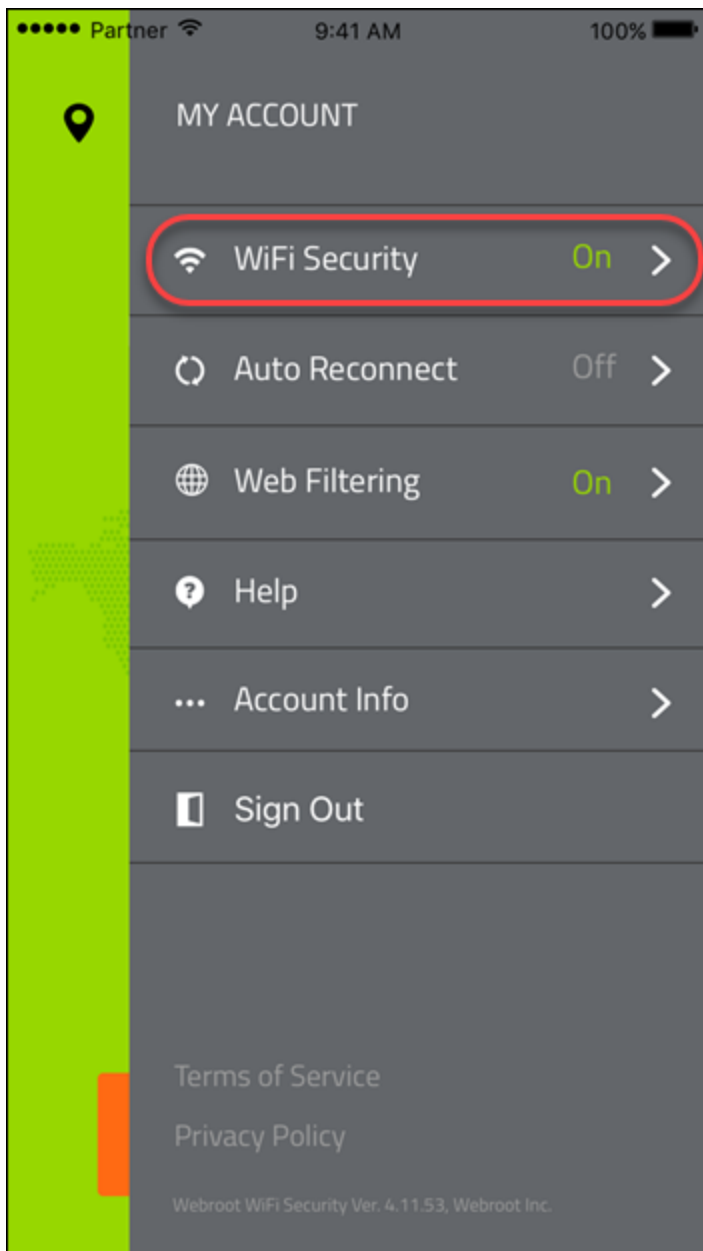
2. In the upper right corner of the screen, tap the **Settings** icon.



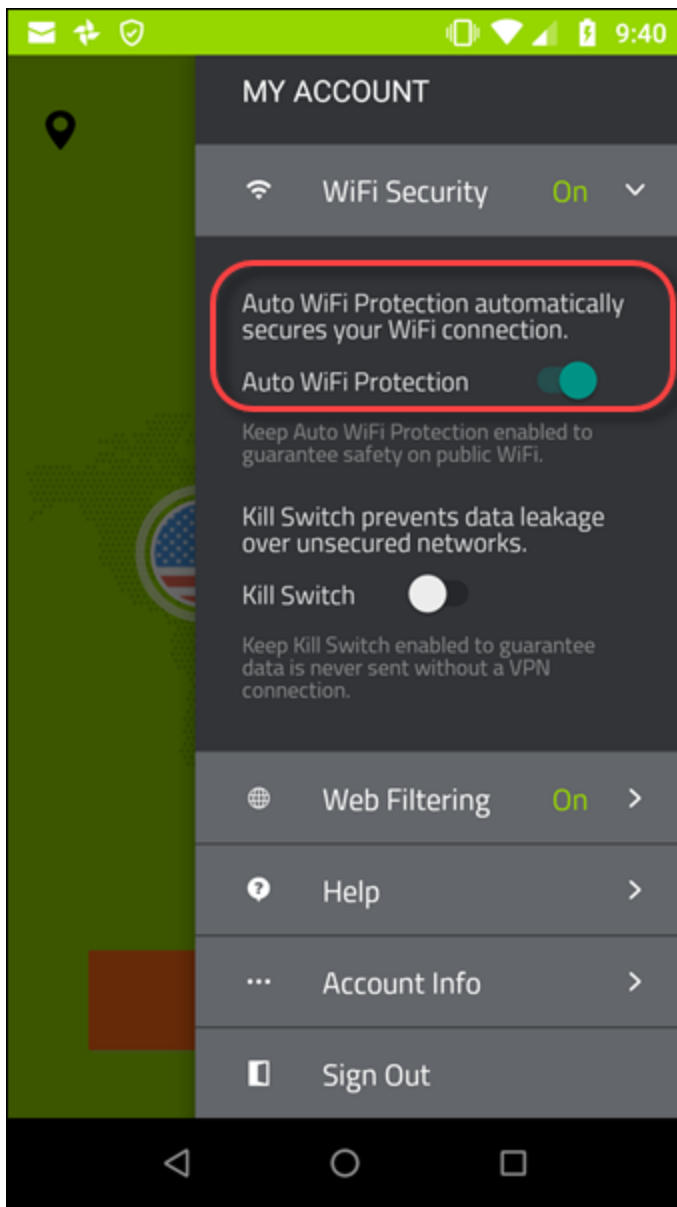
The My Account menu displays.



3. Tap **WiFi Security**.

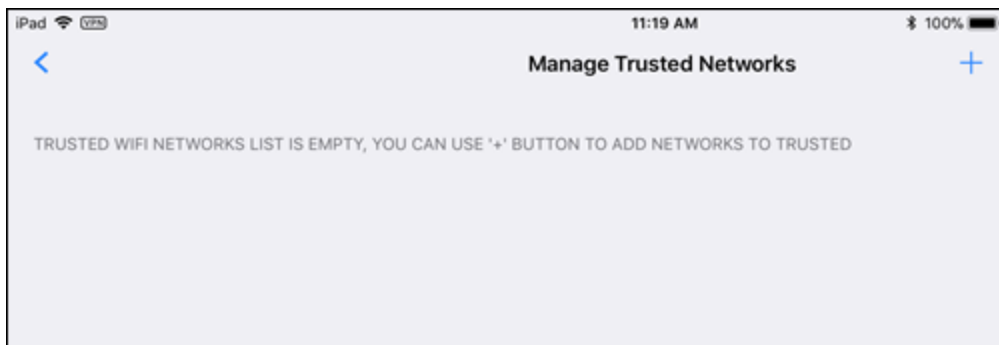


4. In the WiFi Security area, do either of the following:
- Tap the slider to the left to turn your Auto WiFi Protection **Off**.
  - Tap the slider to the right to turn the Auto WiFi Protection on **On**.



**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 **Manage 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 [Setting Preferred Server Locations on Mobile Devices on page 21](#).

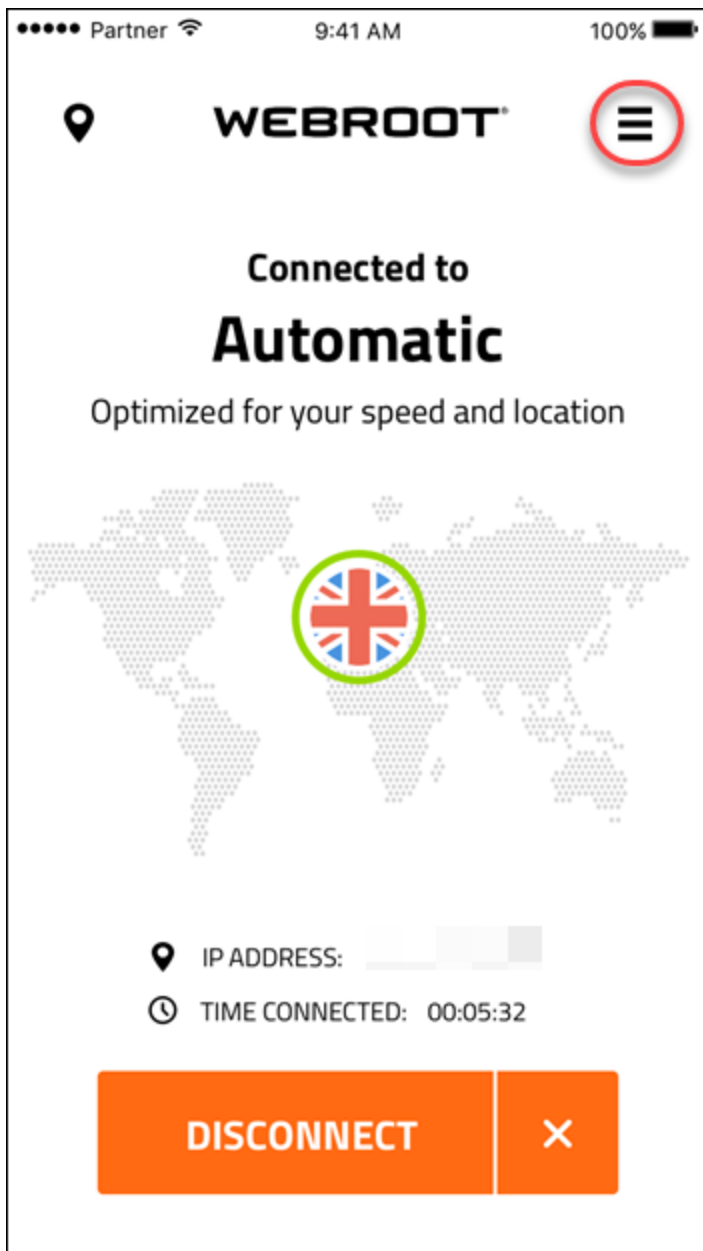
**Note:** The Auto Reconnect function works only for iOS devices.

**To turn Auto Reconnect on or off:**

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

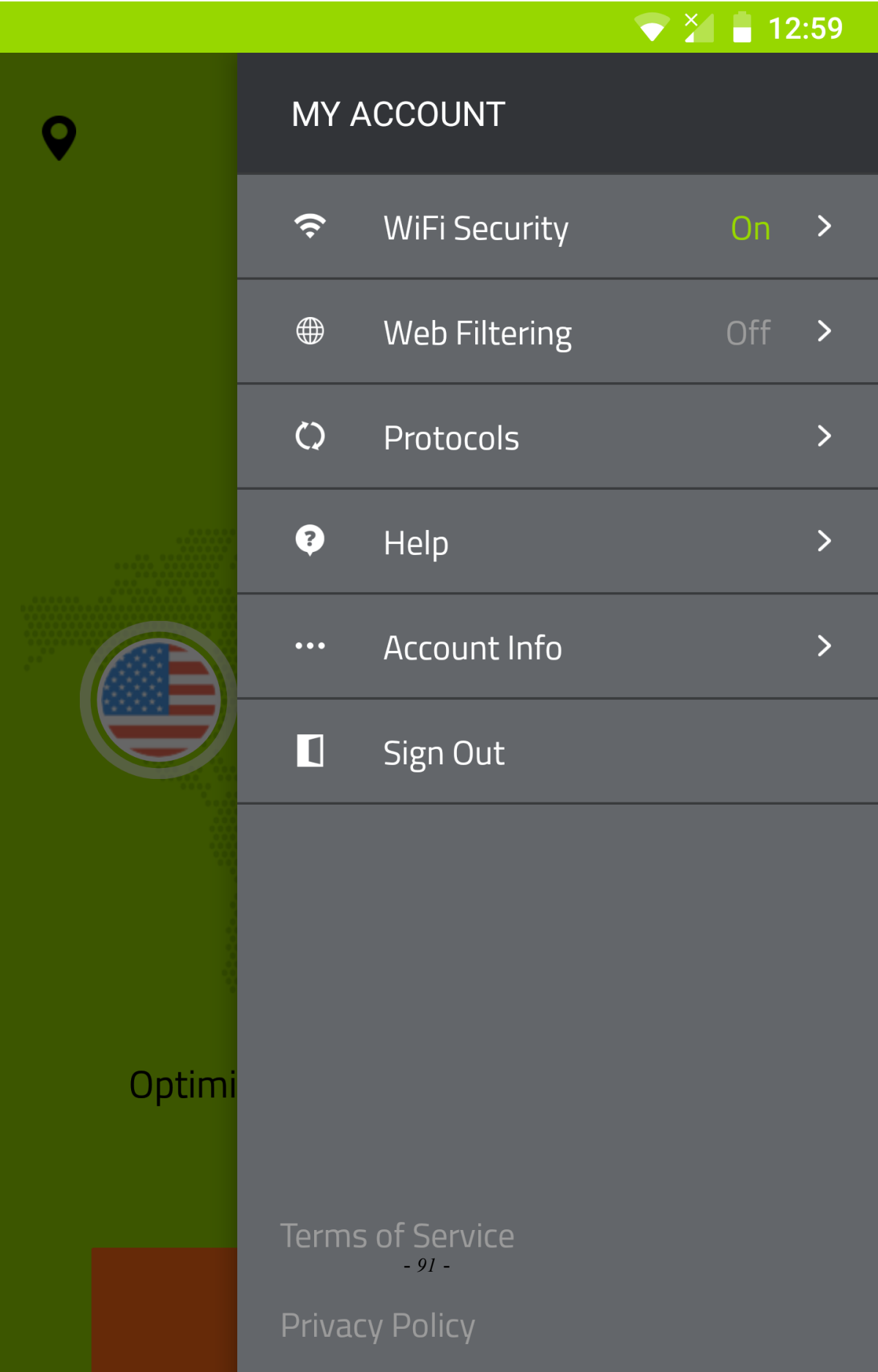


2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.





MY ACCOUNT



WiFi Security

On



Web Filtering

Off



Protocols



Help



Account Info



Sign Out

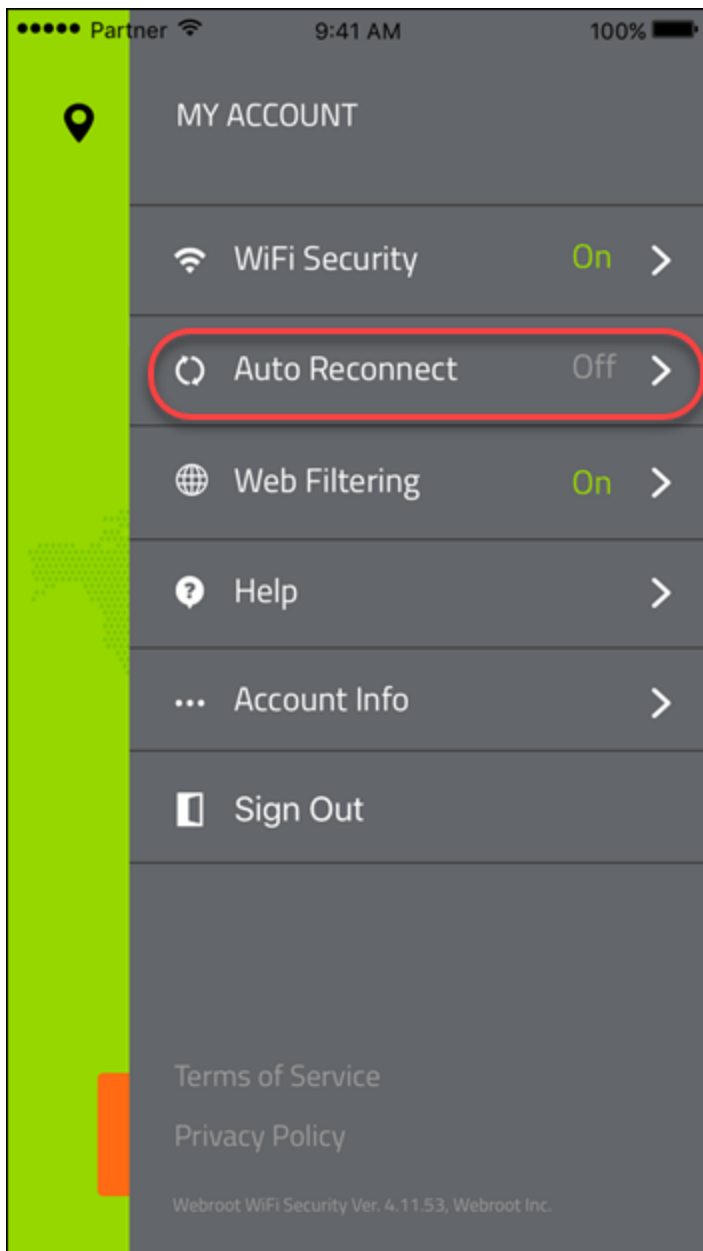
Optimi

Terms of Service

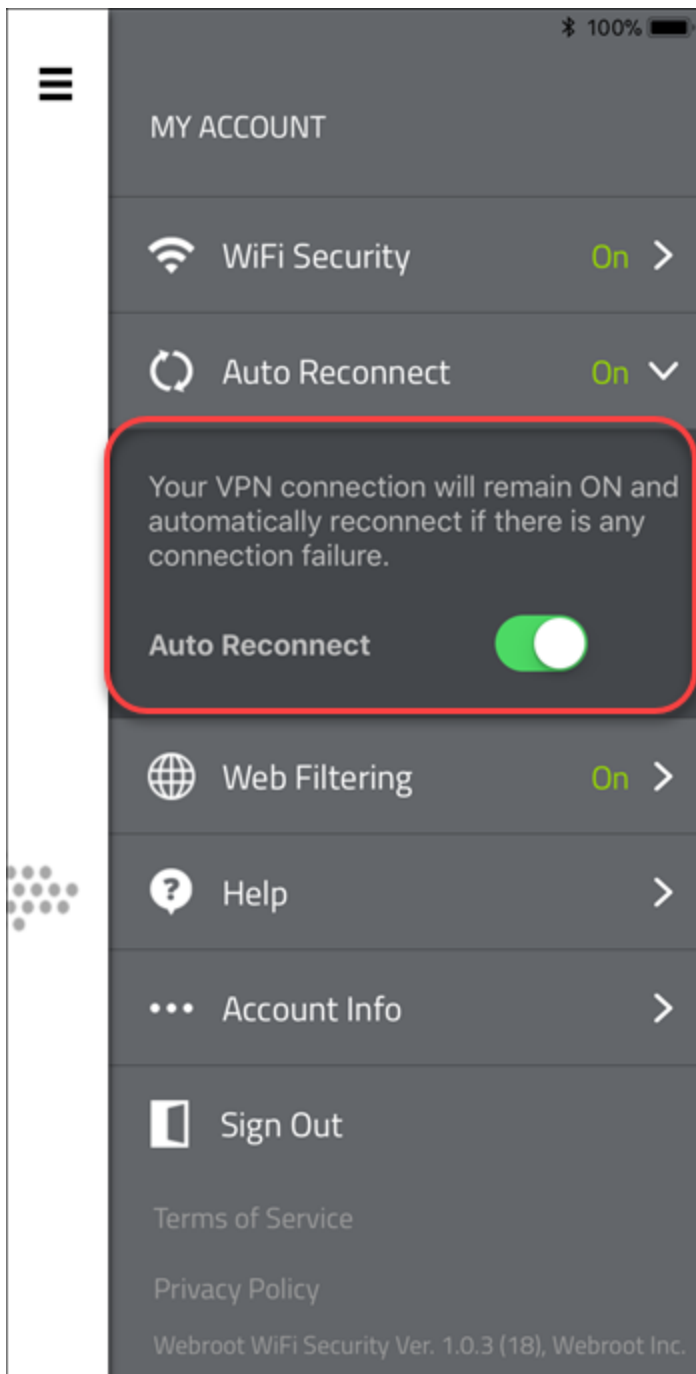
- 91 -

Privacy 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.

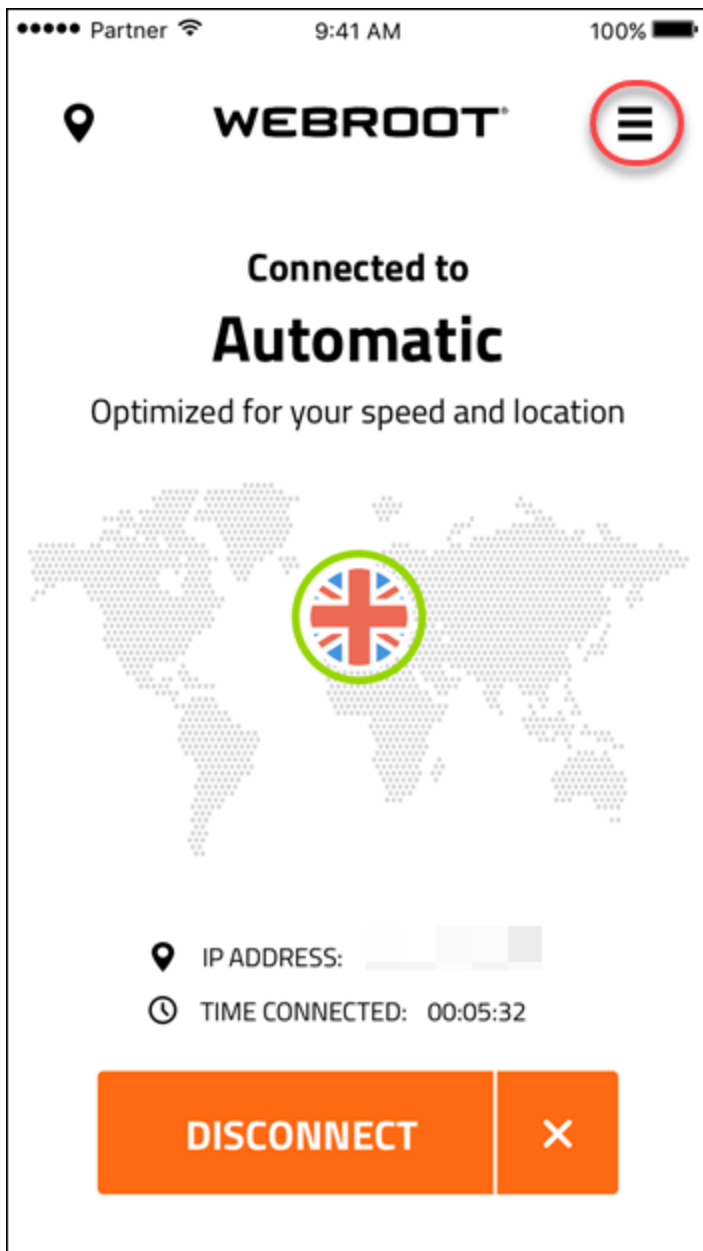
**Note:** Currently, Web Filtering is only available on Android devices.

### To turn Web Filtering On or Off:

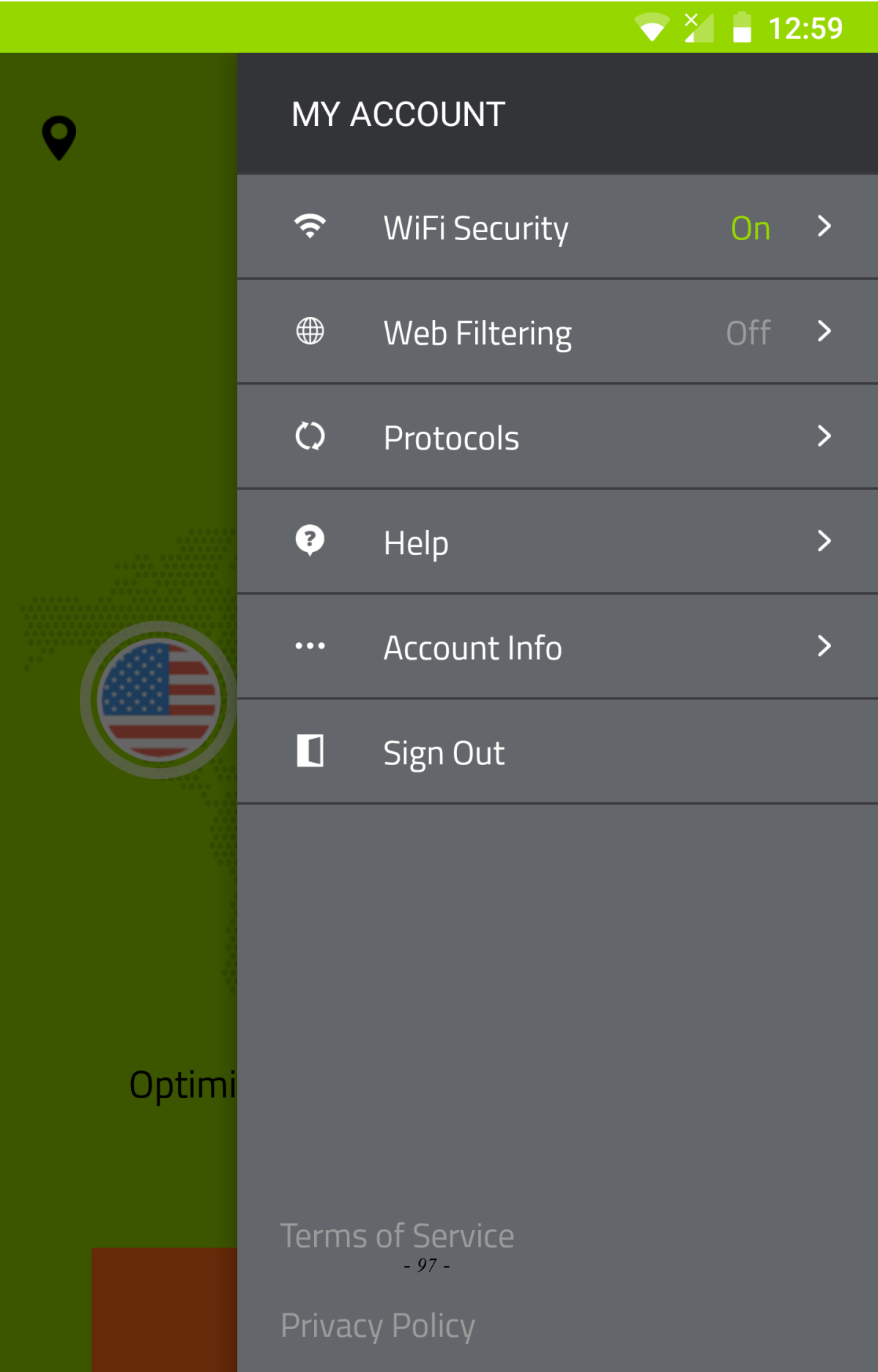
1. On your main screen, tap the **WiFi Security** app icon.



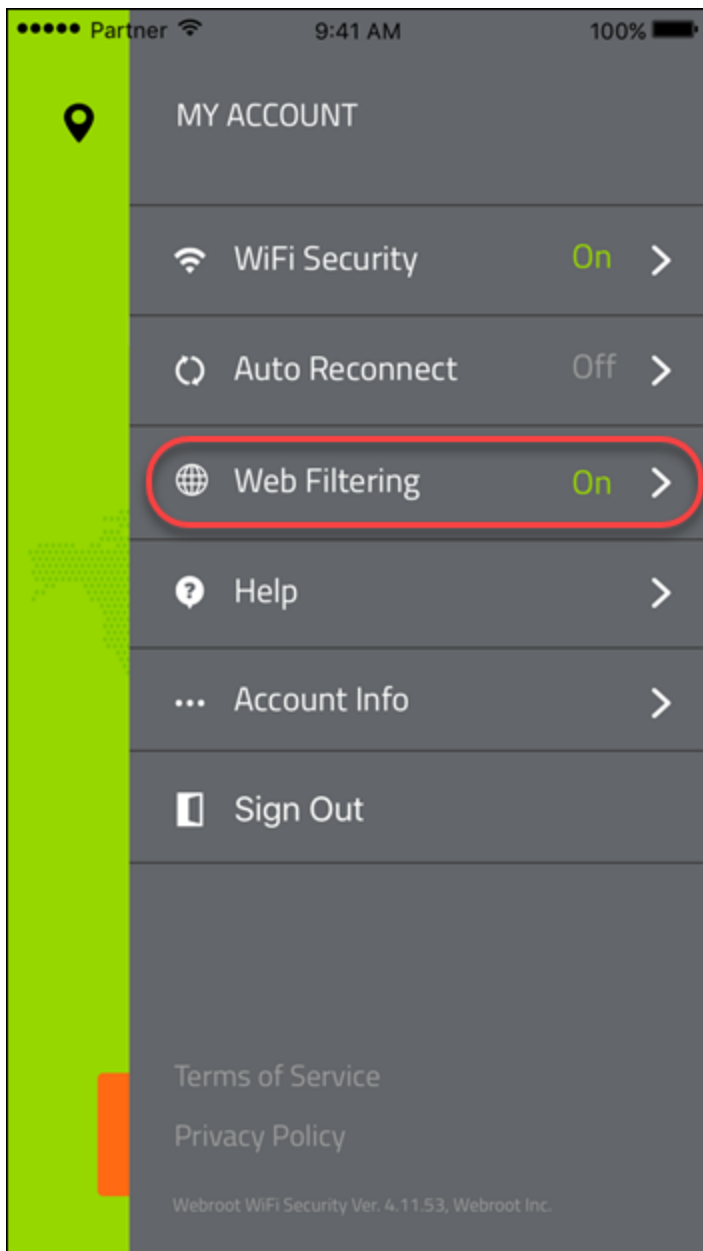
2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.

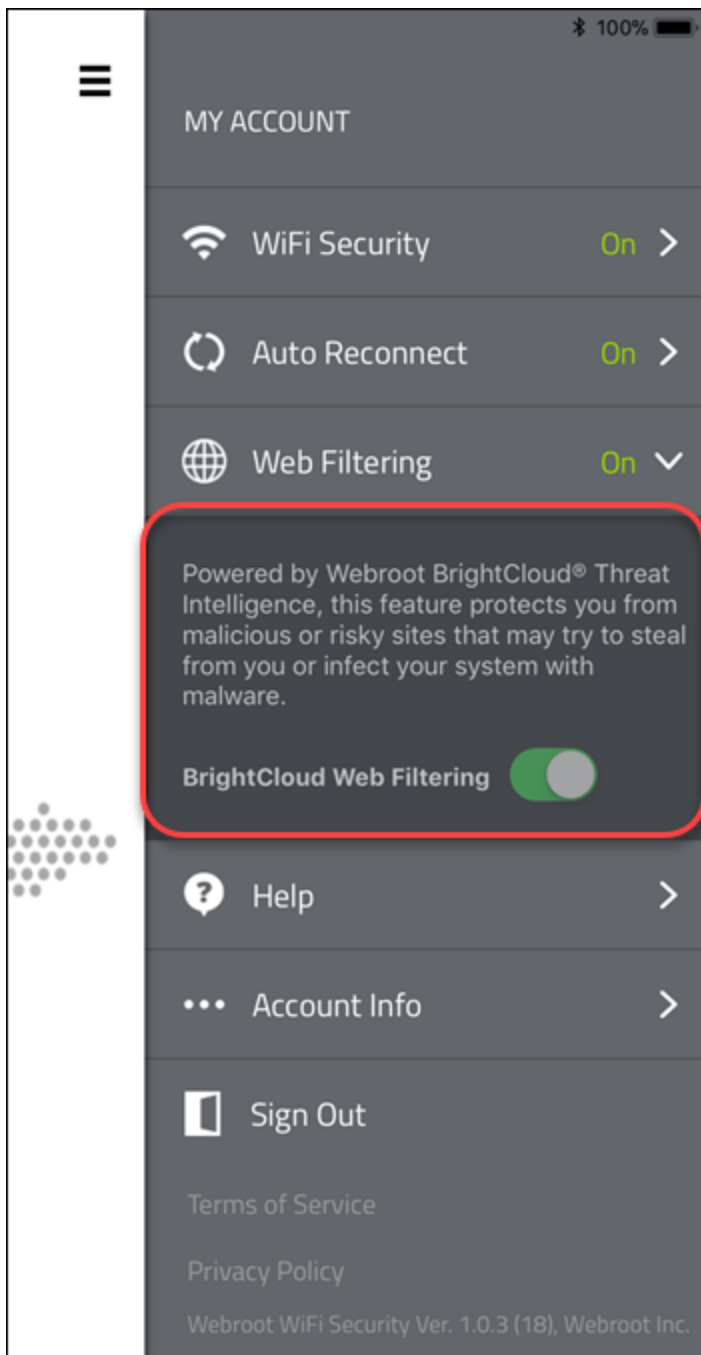


3. Tap **Web Filtering**.




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.




**WARNING!**

**For your protection, the Web Filtering feature of Webroot® WiFi Security has blocked the website you are trying to visit.**

**Why did Webroot block it?**  
This website contains malicious, inappropriate, or potentially, harmful content.

**I still want to view the site.**  
If you're sure it's safe, go to Settings in Webroot WiFi Security on this device and turn Web Filtering OFF. Then reload the page.

**Be sure to turn Web Filtering ON again when you're done.**

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 [Webroot BrightCloud Threat Intelligence](#).

## 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.

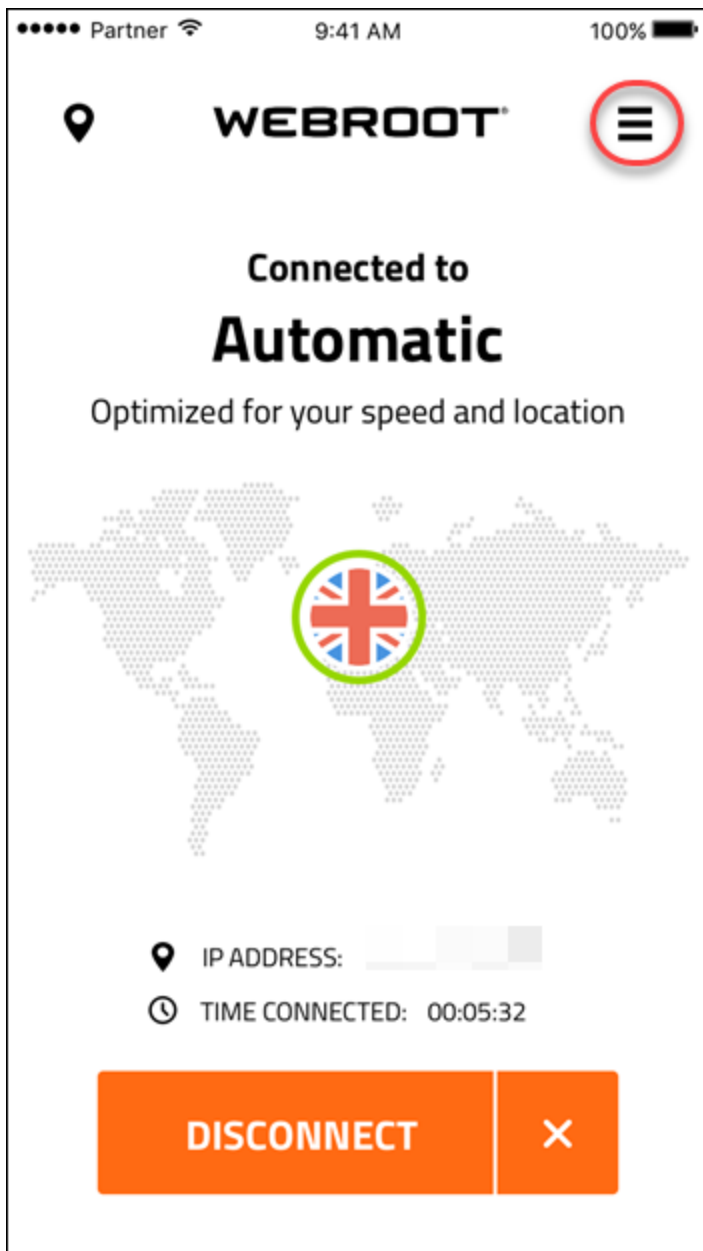
**Note:** The kill switch function for iOS devices is enabled when you turn on the Auto Connect function. For more information, see [Turning Auto Reconnect On or Off on Mobile Devices on page 89](#)

**To enable the Kill Switch on your Android device:**

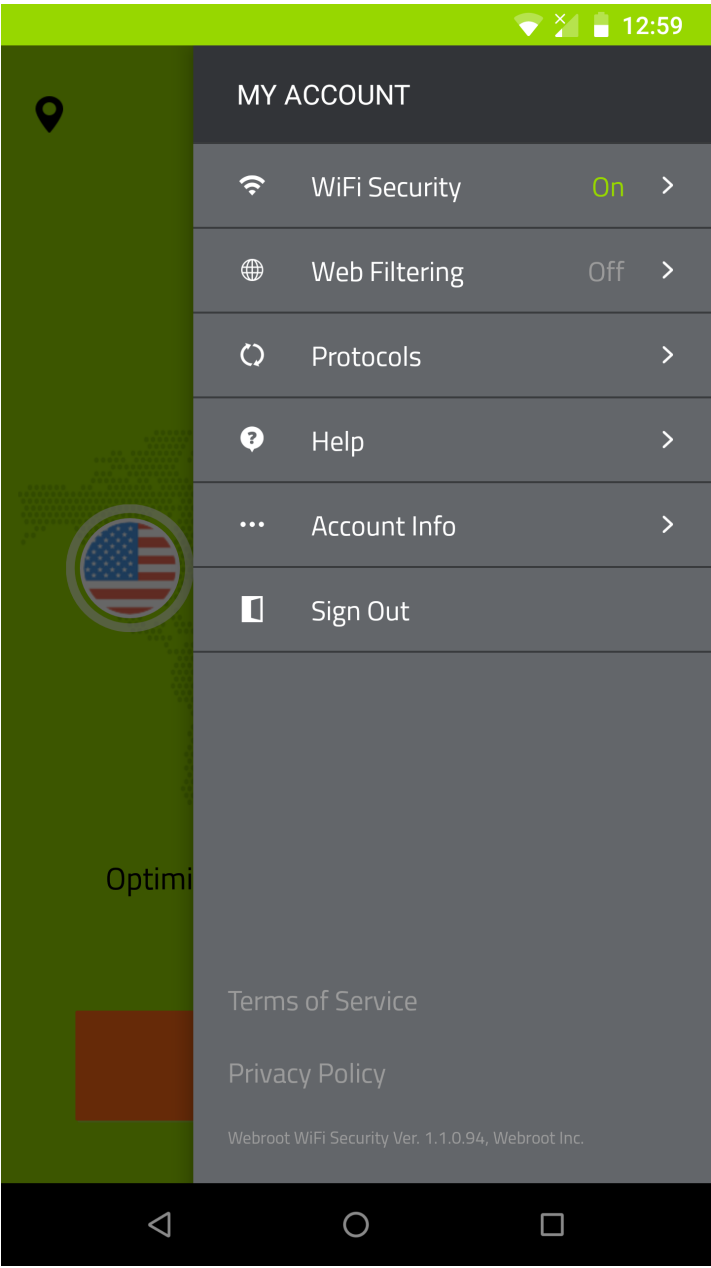
1. On your main screen, tap the **WiFi Security** app icon.



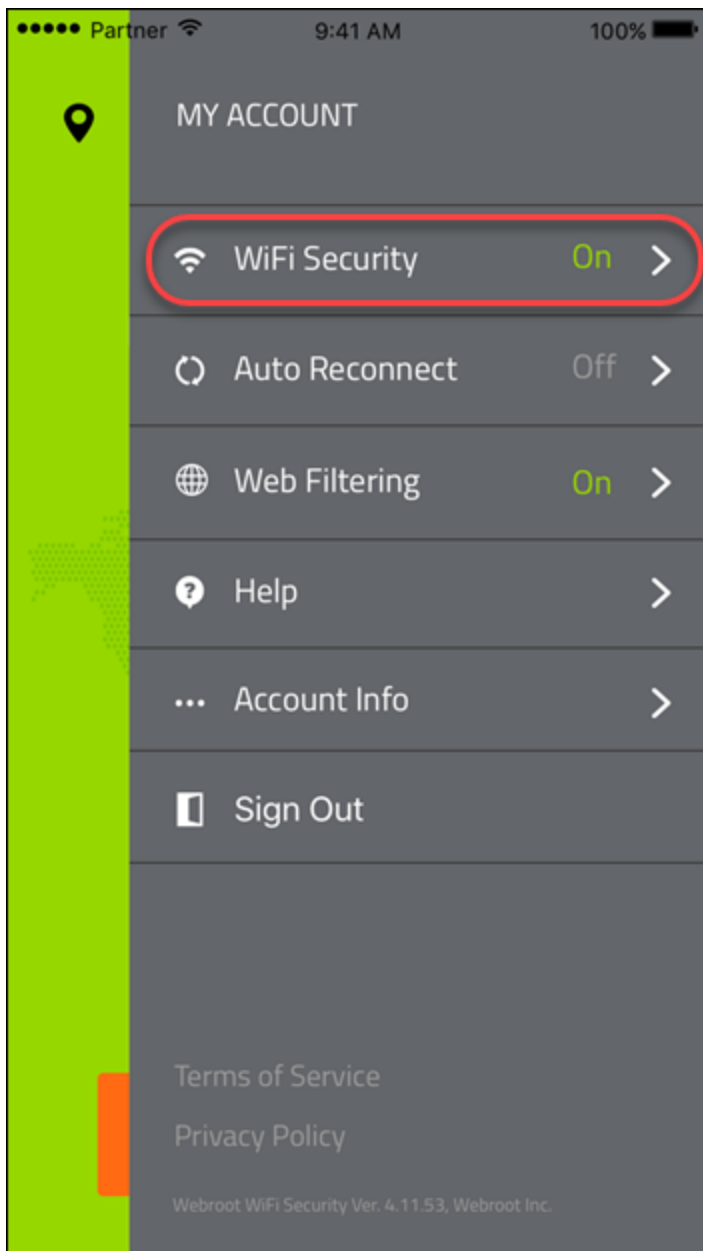
2. In the upper right corner of the screen, tap the **Settings** icon.



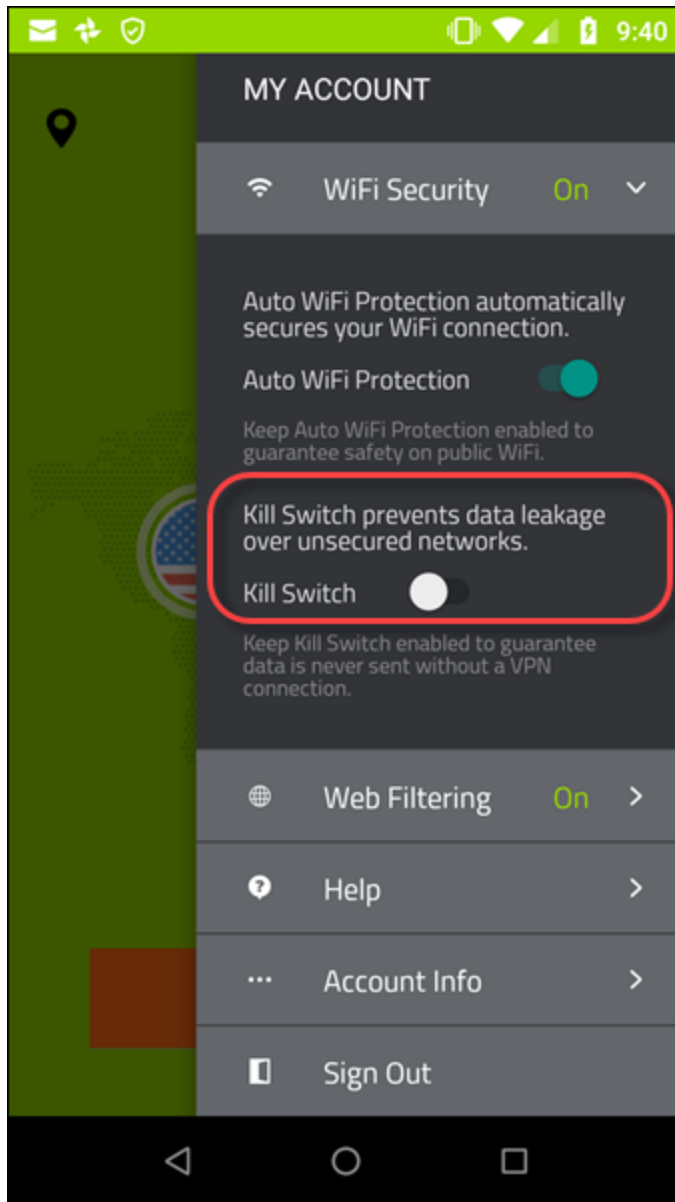
The My Account menu displays.



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.

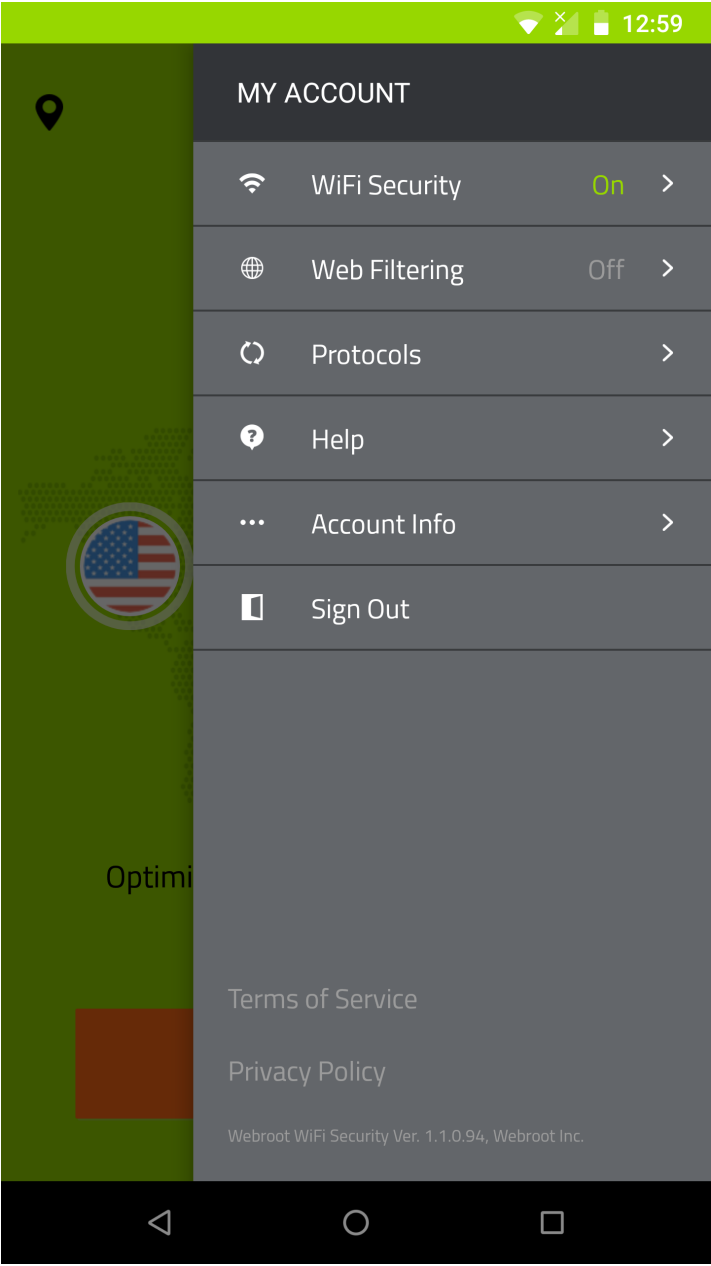




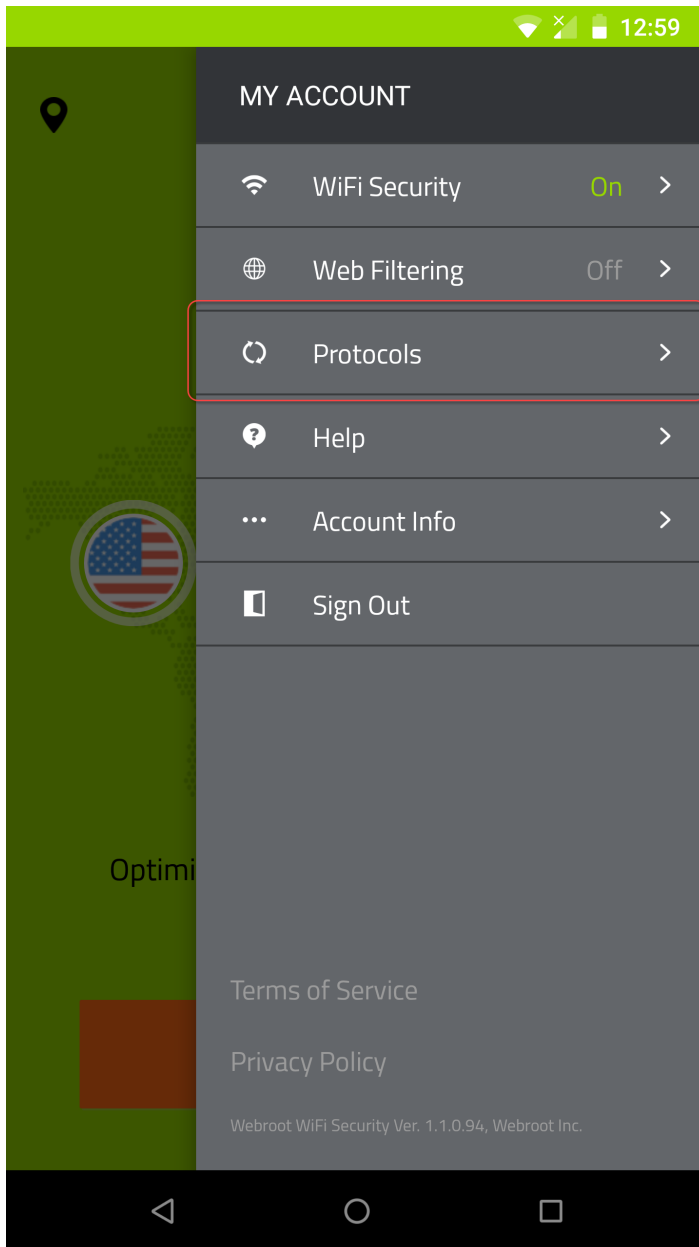
2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.



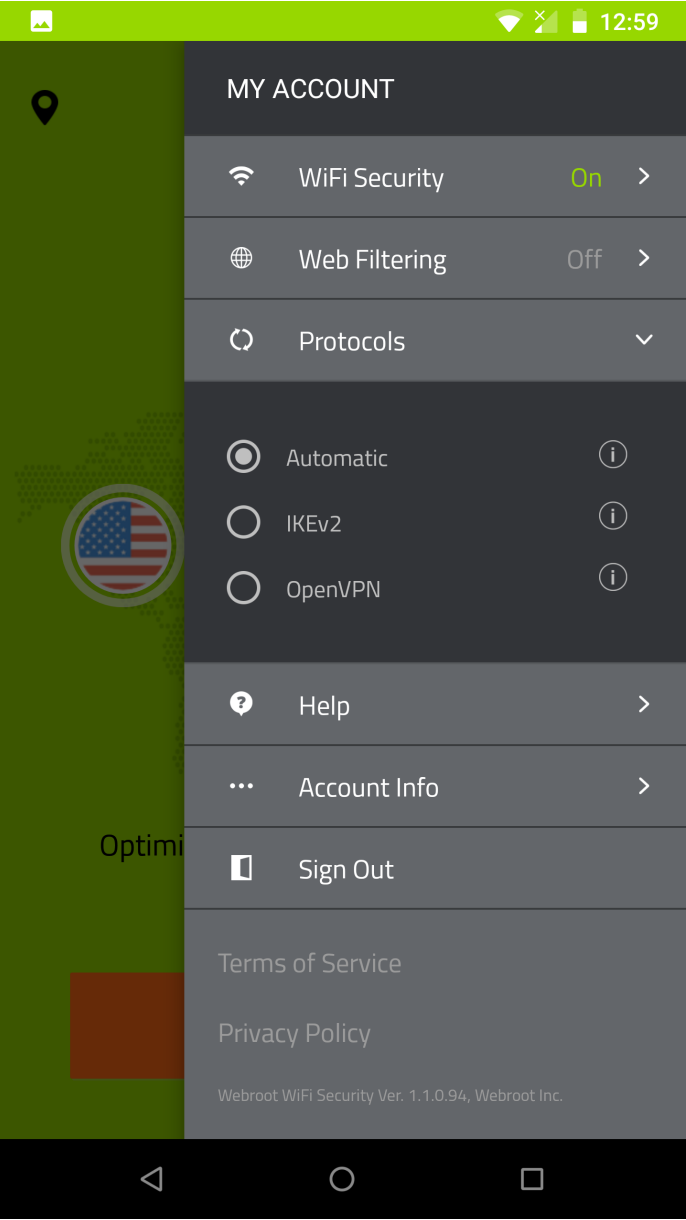
3. Tap **Protocols**.



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.

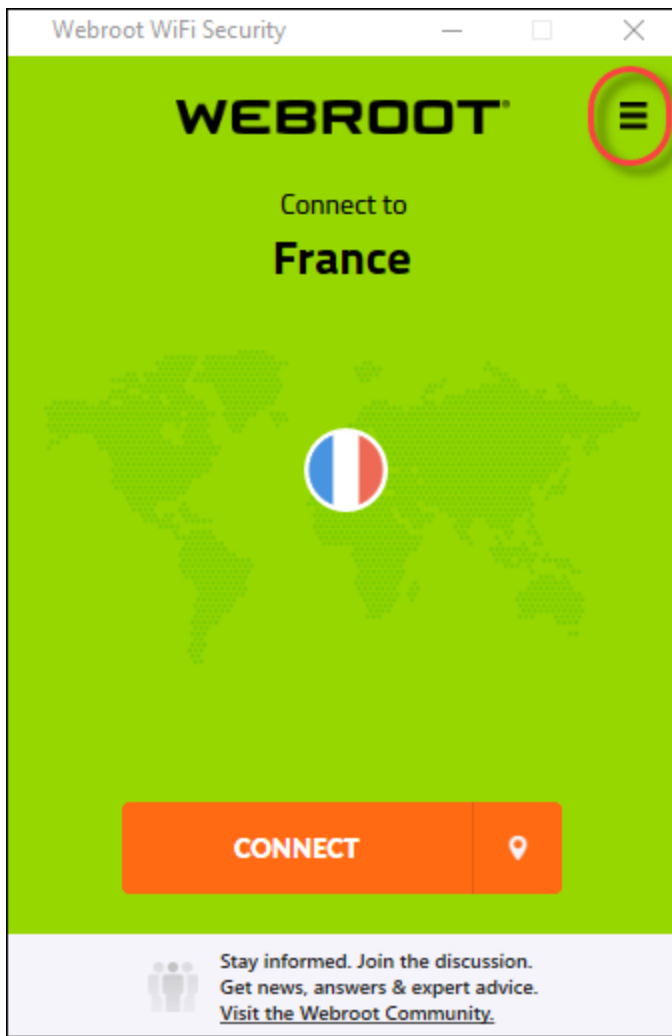
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

**To determine general and advanced settings:**

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

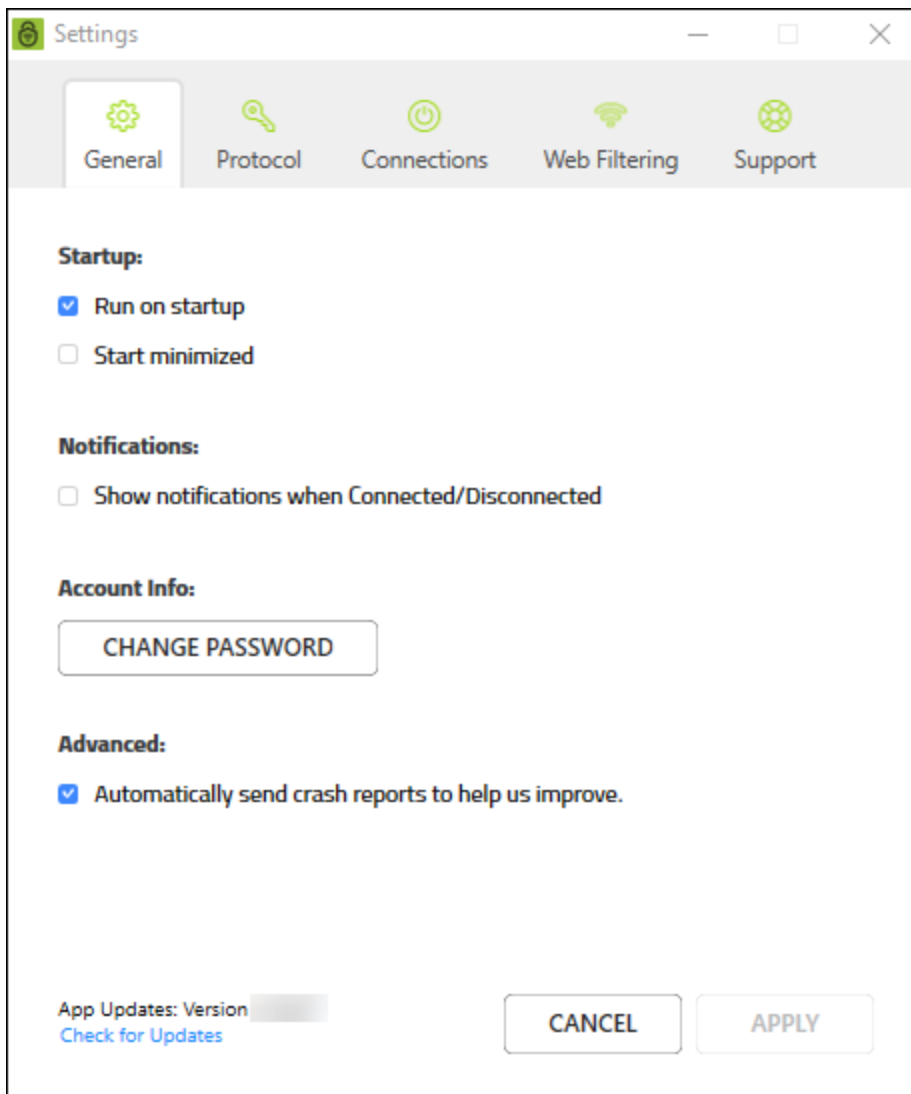


2. In the upper right corner of the screen, double-click the **Settings** icon.



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

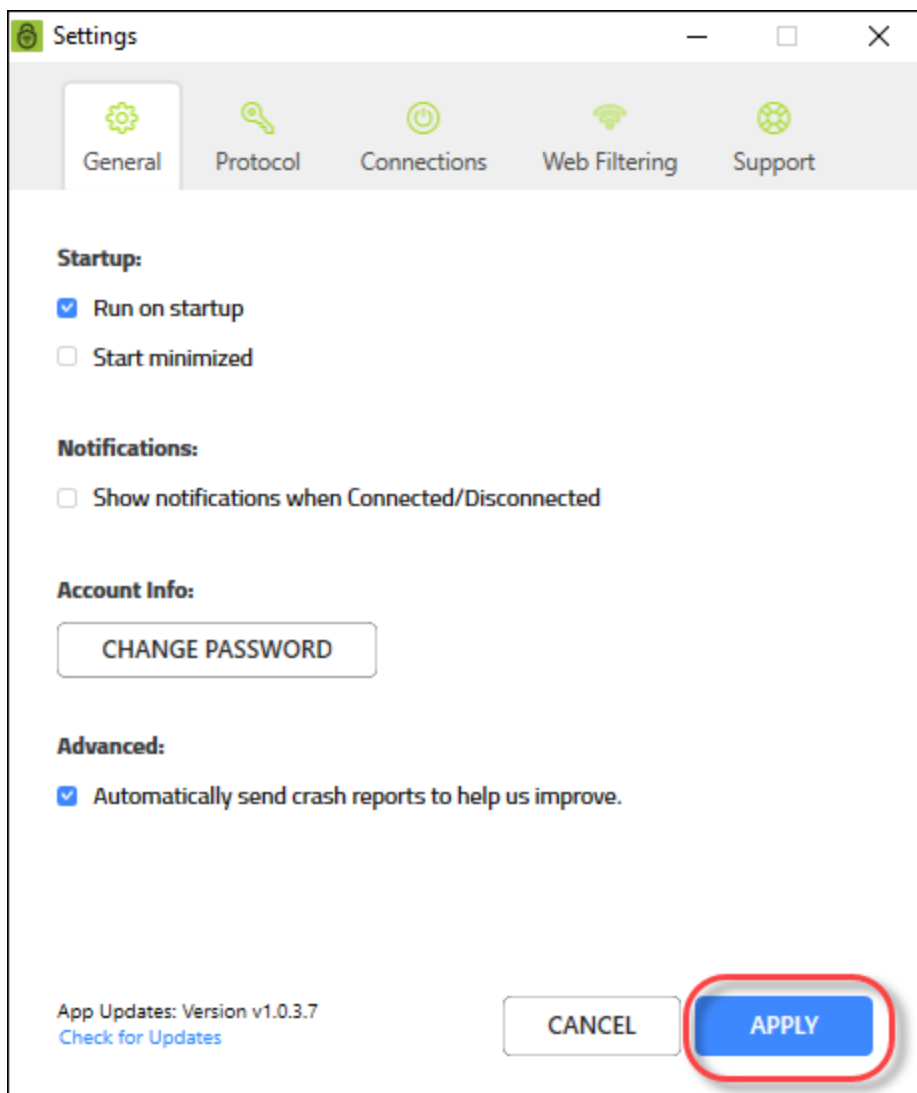
The Webroot WiFi Security Settings window displays with the General tab active.



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 [Changing WiFi Security Passwords on Desktops on page 69](#).

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





## Getting App Updates on Desktops

Follow this procedure to get app updates on desktops.

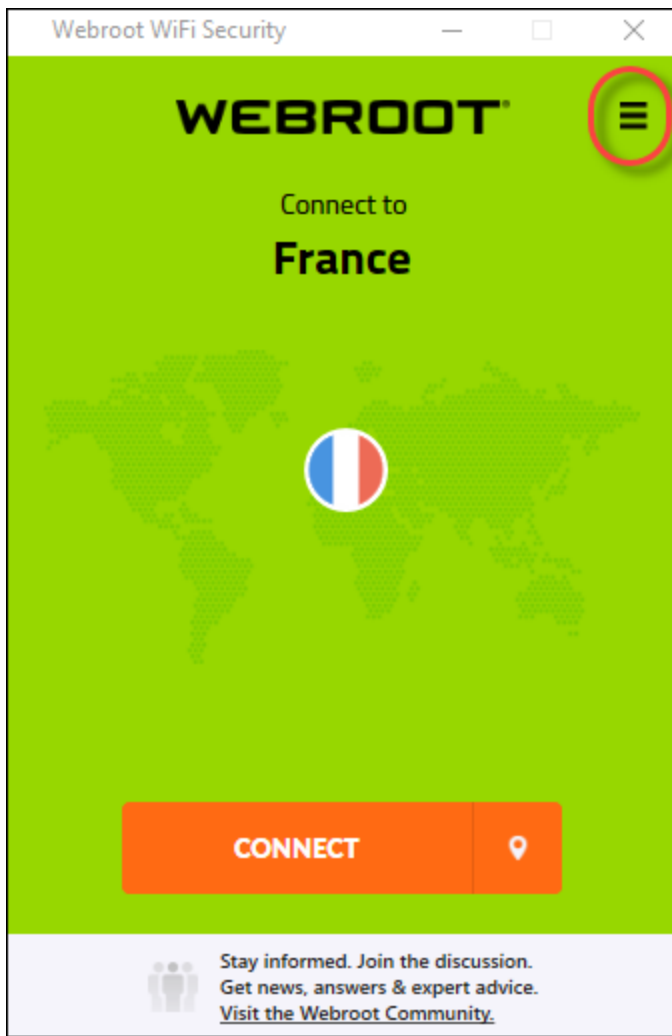
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

### To get app updates:

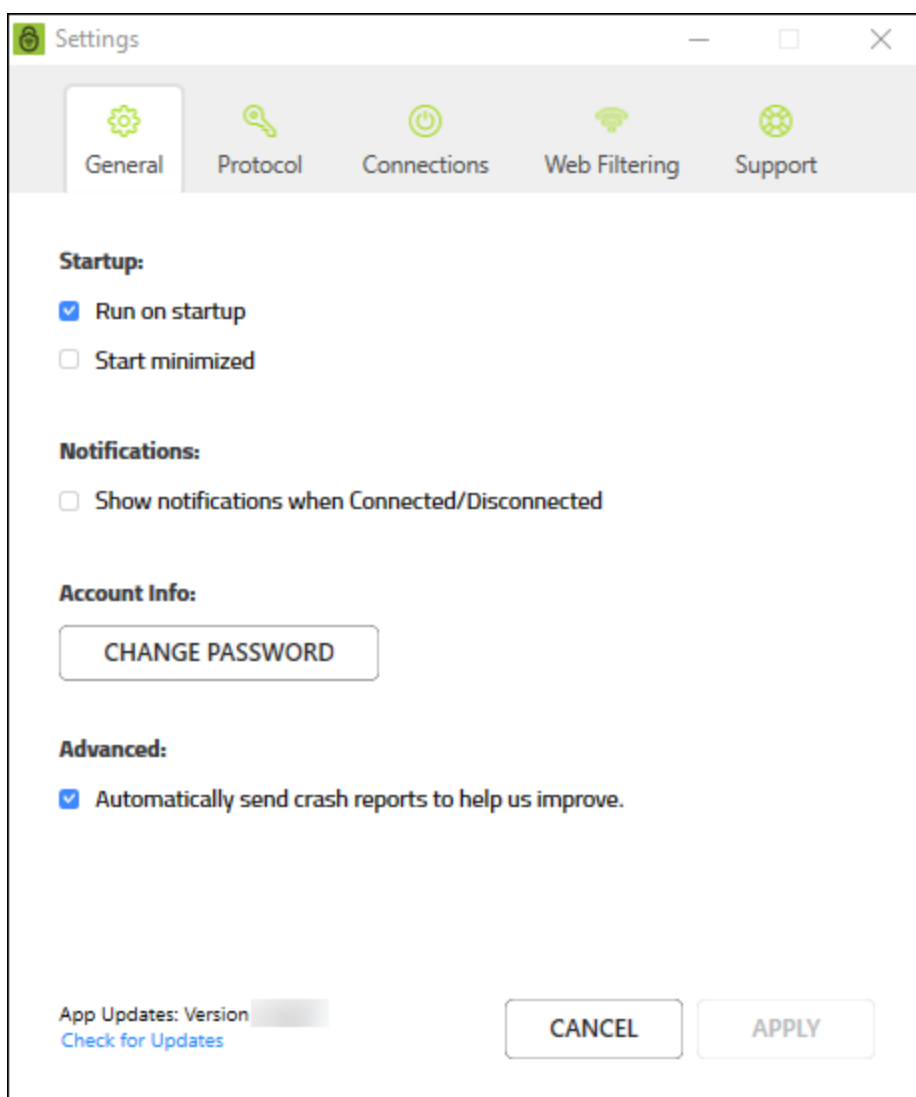
1. On your main screen, double-click the **WiFi Security** app icon.



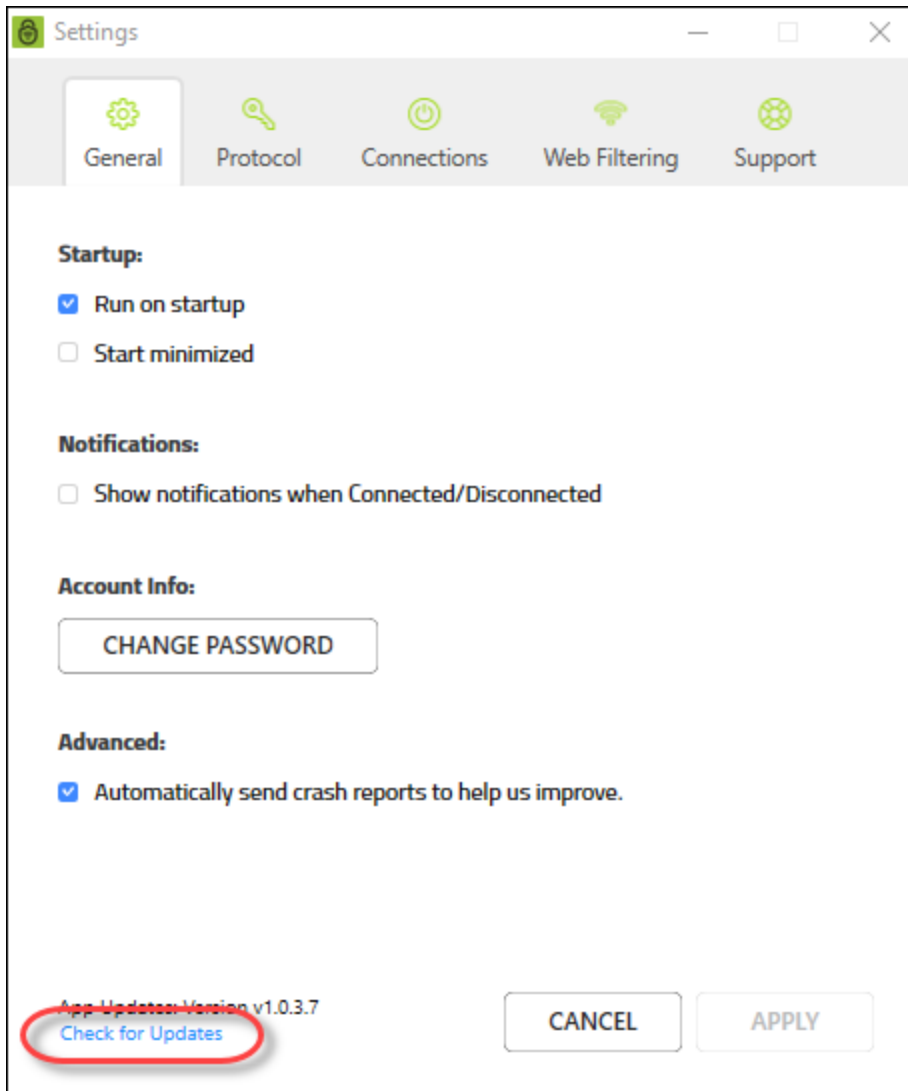
2. In the upper right corner of the screen, double-click the **Settings** icon.



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



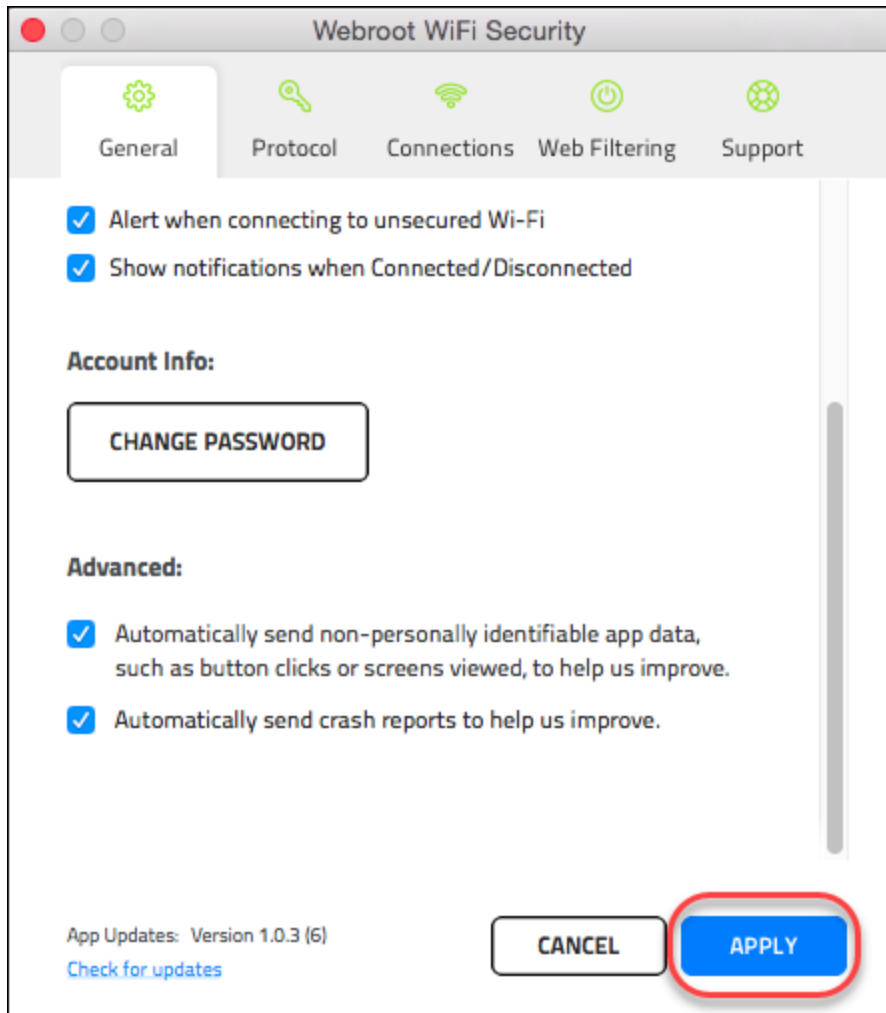
3. Scroll to the bottom of the screen and click the **Check for updates** link.



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.

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



## Selecting Protocols For Desktop Apps

Follow this procedure to select your protocols.

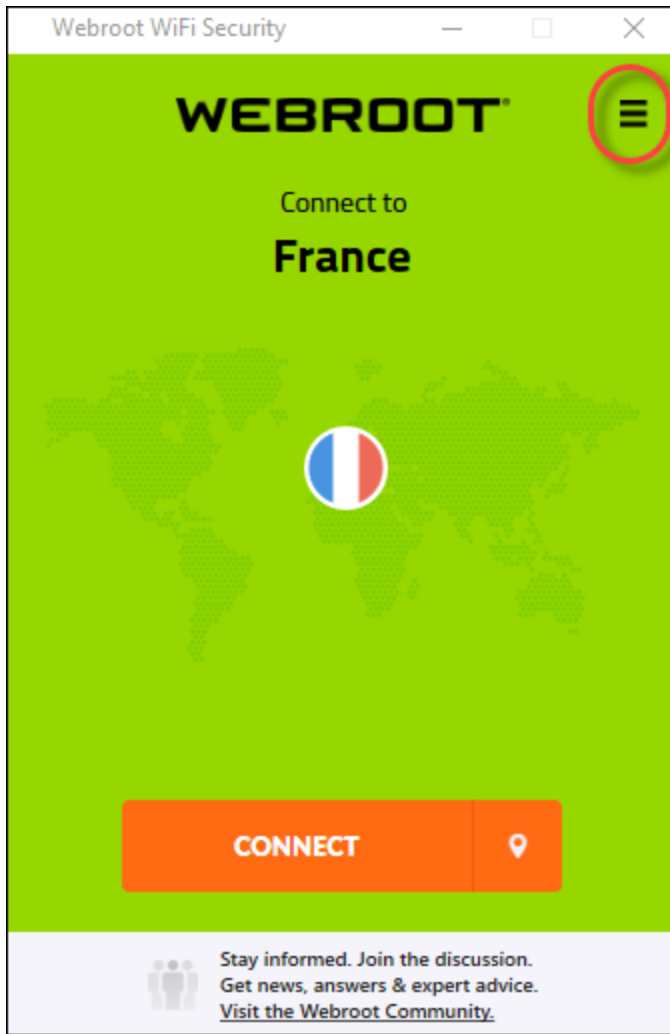
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

**To select your protocol:**

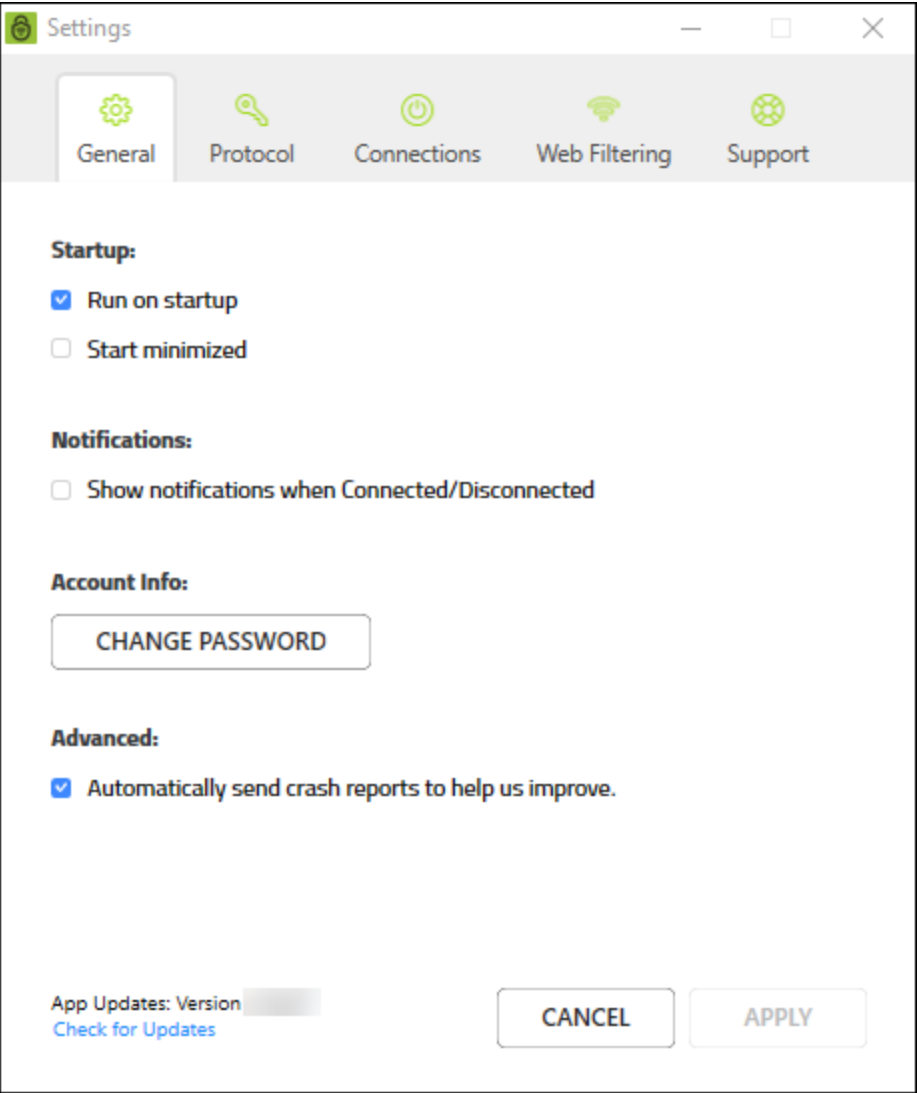
1. On your main screen, double-click the **WiFi Security** app icon.



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

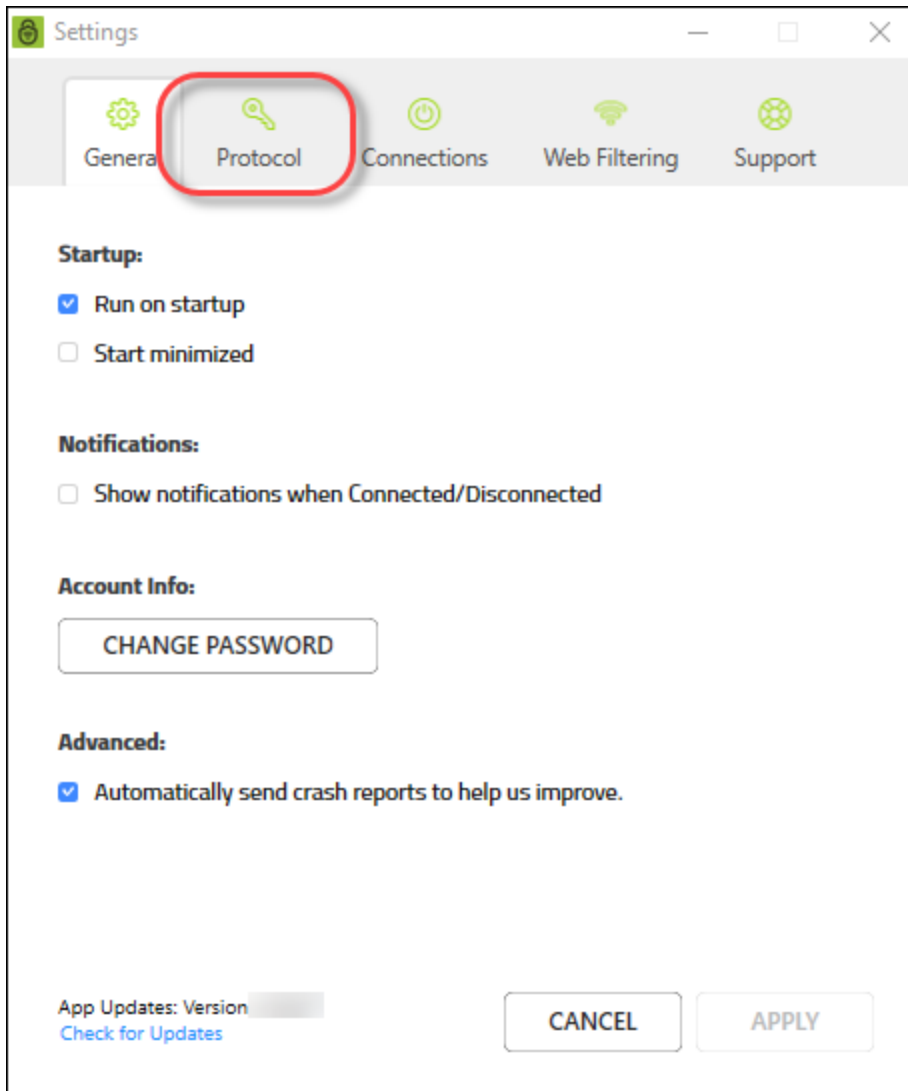


The Webroot WiFi Security Settings window displays with the General tab active.

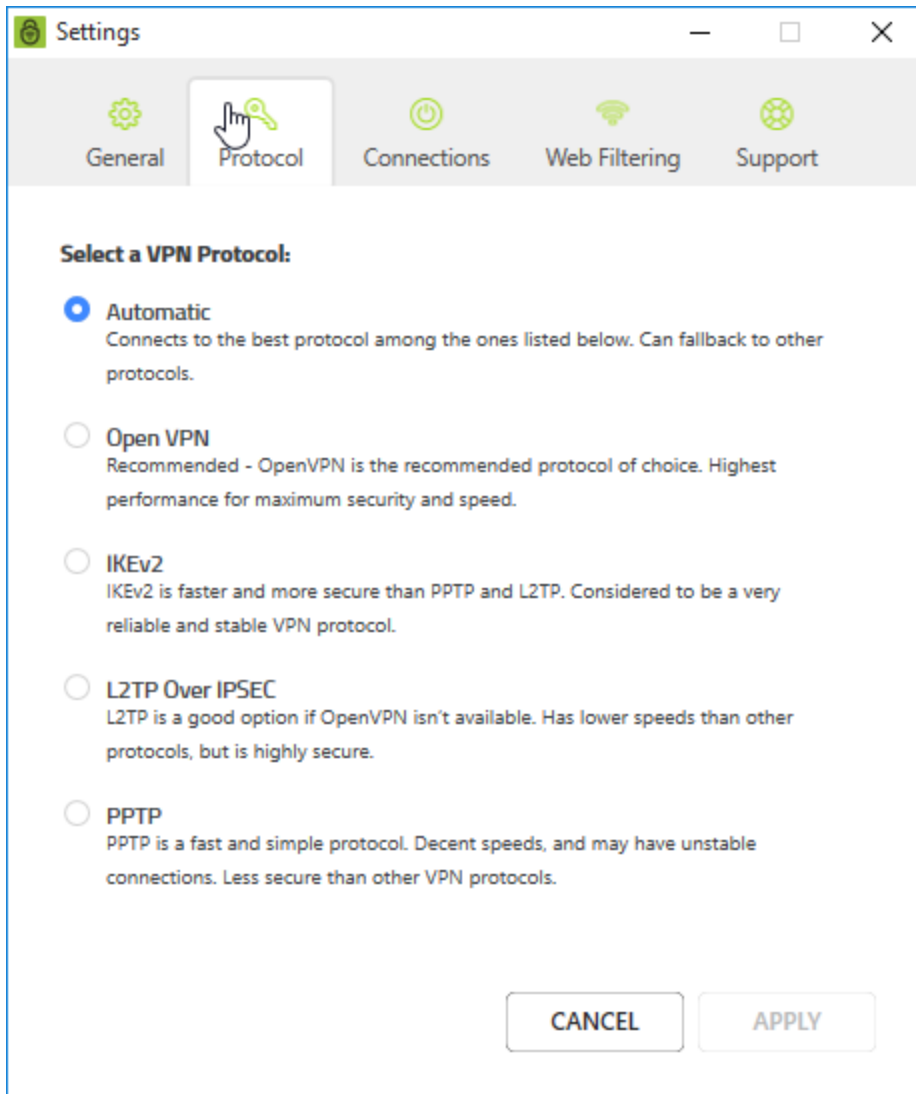




3. Click the **Protocol** tab.



The Protocol tab displays.

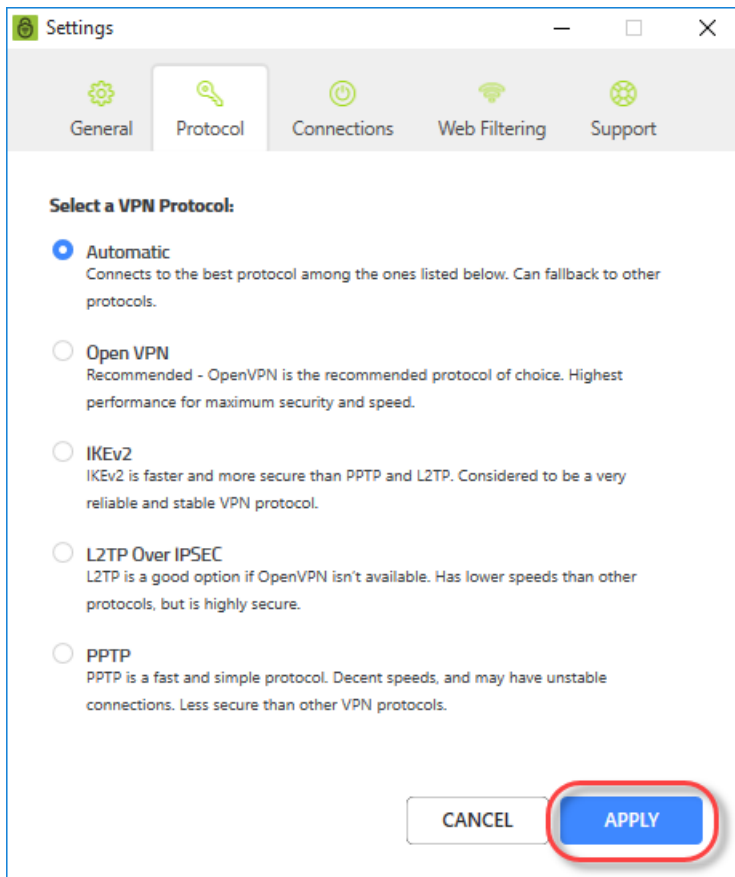


4. Select any of the following protocol radio buttons:
  - **Automatic** – Connects to the best protocol among the ones listed below. Can fall back to other protocols.
  - **OpenVPN** – OpenVPN is the recommended protocol of choice. Highest performance for maximum security and speed.
  - **IKEv2** – 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 [Setting Preferred Server Locations on Desktops on page 59](#).

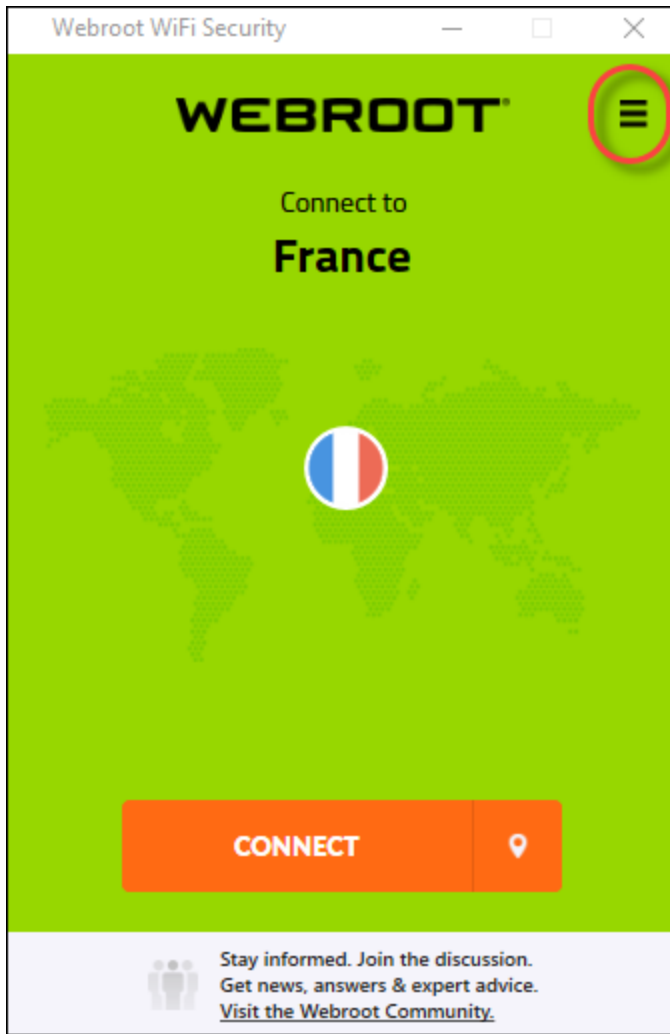
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

### To turn Automatic WiFi Security on or off:

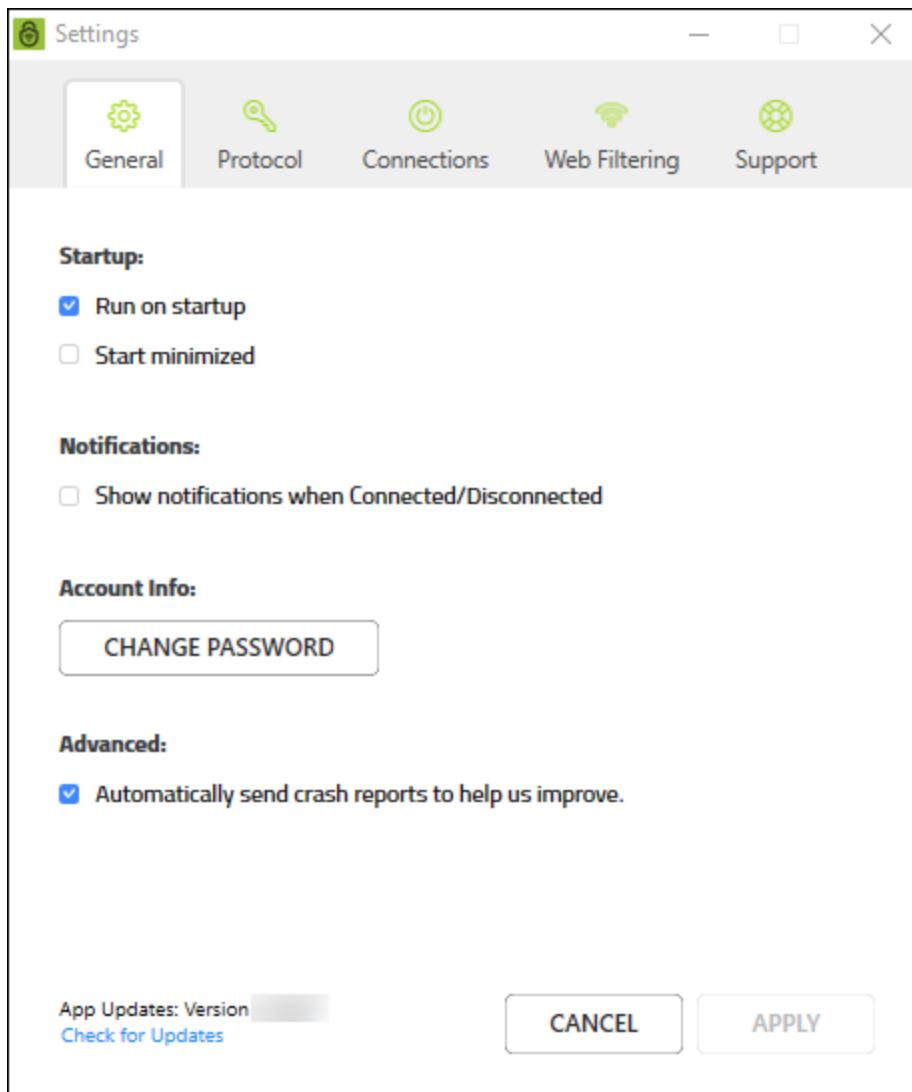
1. On your main screen, double-click the **WiFi Security** app icon.



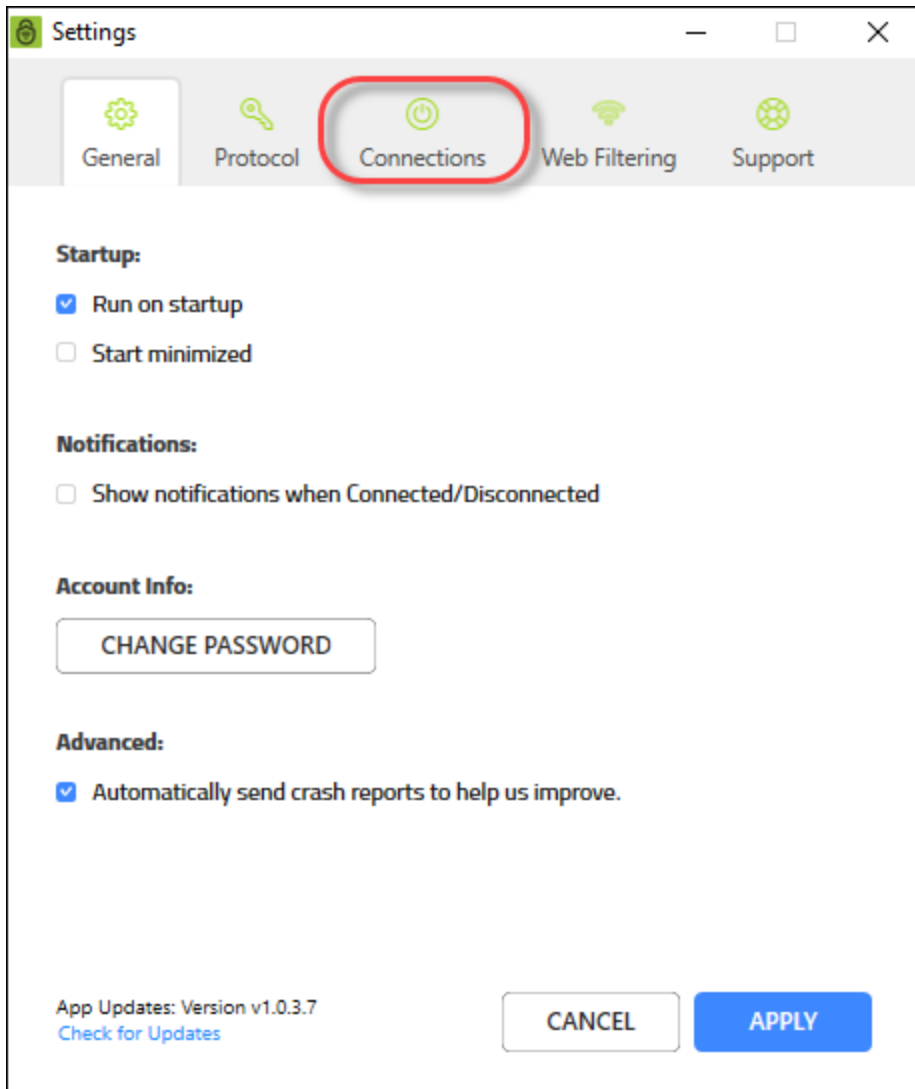
2. In the upper right corner of the screen, double-click the **Settings** icon.



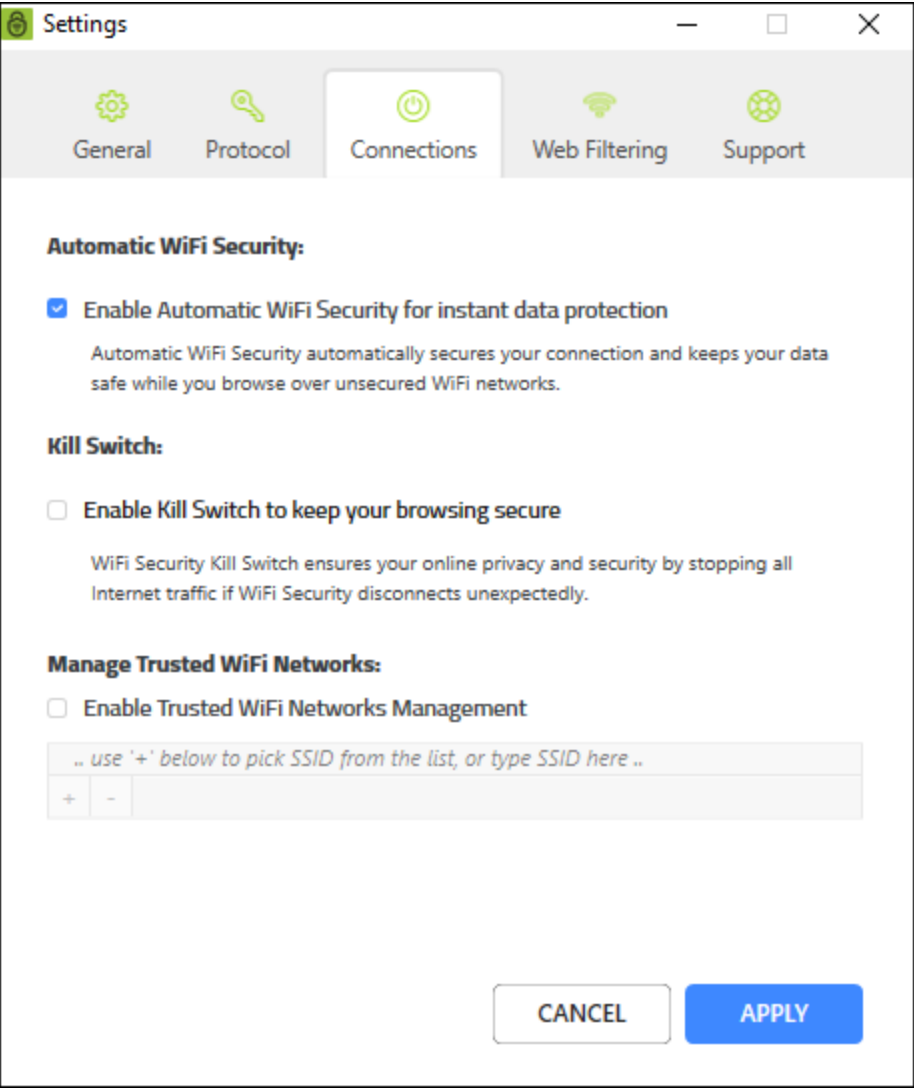
The Webroot WiFi Security Settings window displays with the General tab active.



3. Click the **Connections** tab.

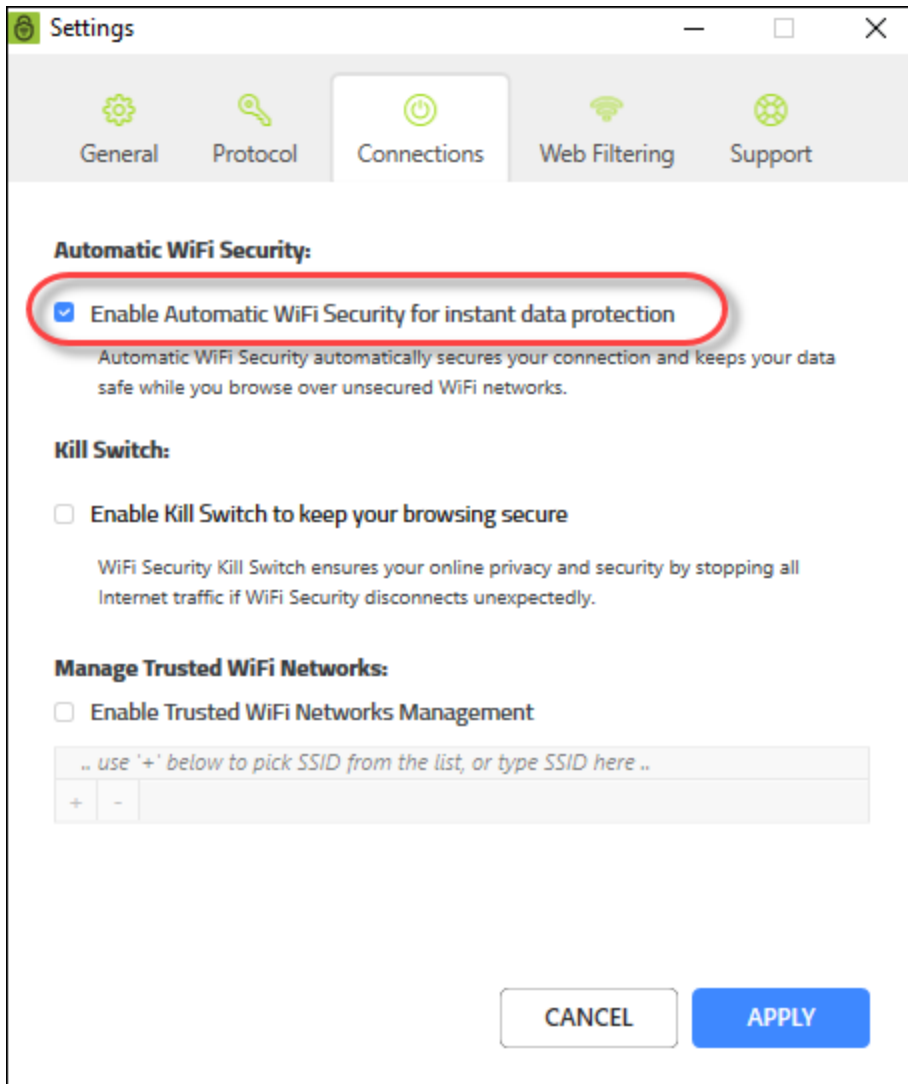


The Connections tab displays.



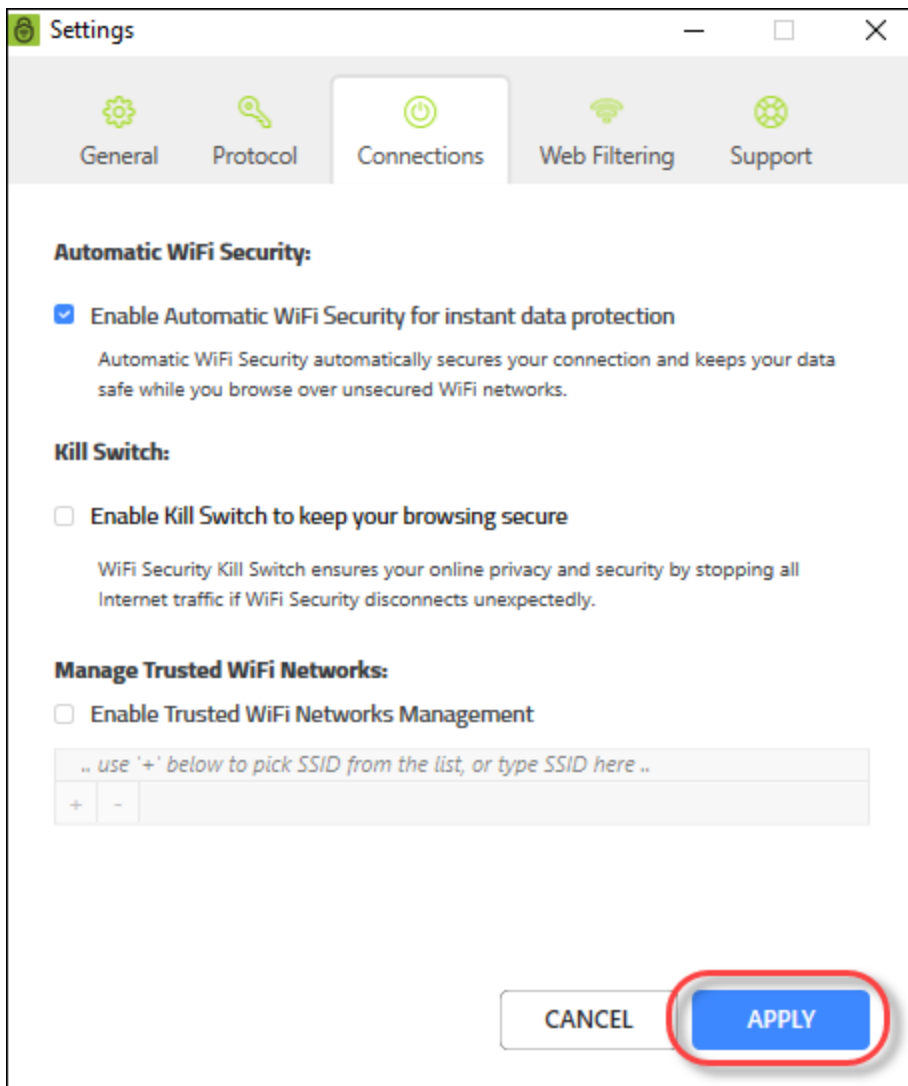


4. Select the **Enable Automatic WiFi Security for instant data protection** checkbox.



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.



## 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.

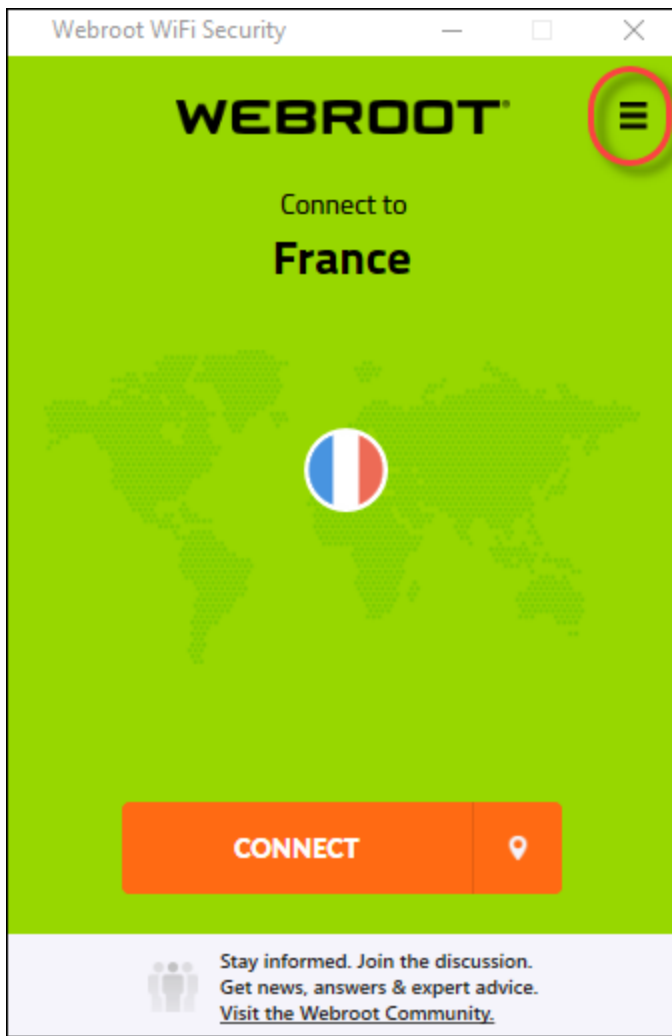
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

### To enable the WiFi Security Kill Switch:

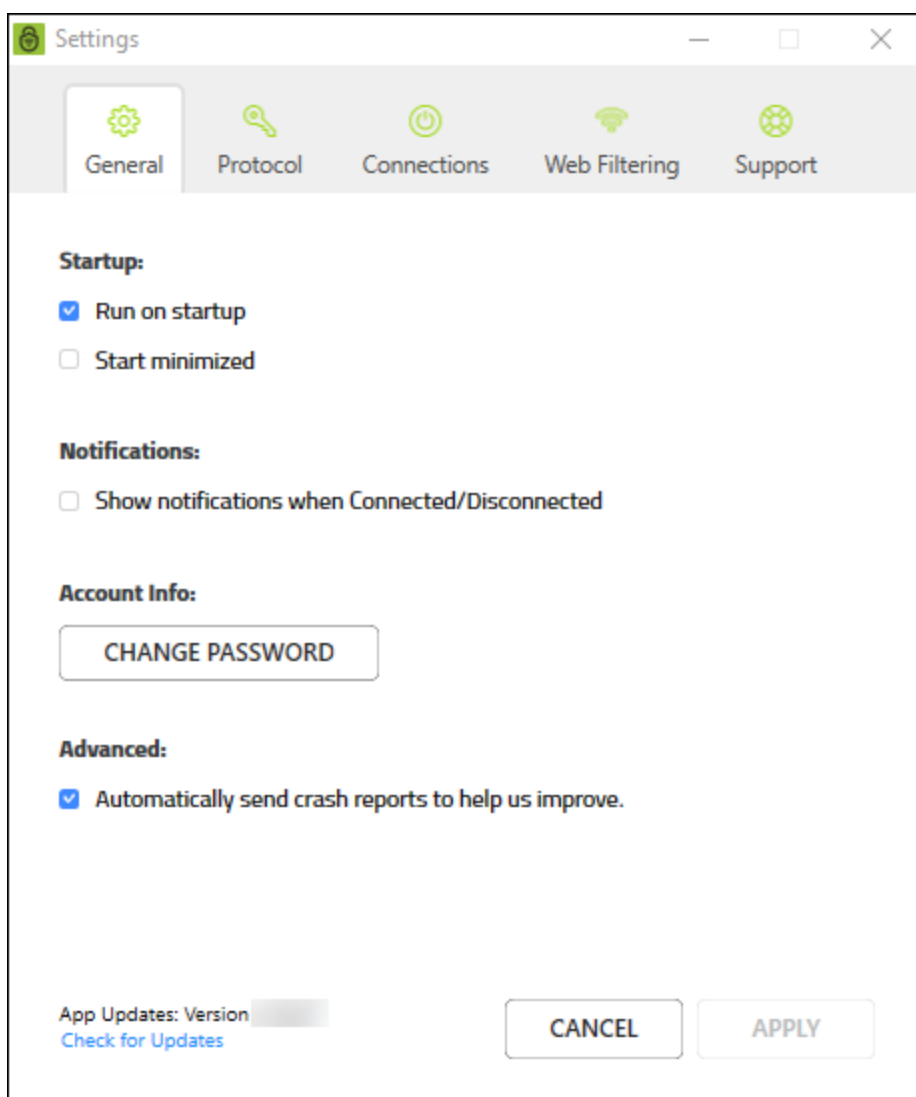
1. On your main screen, double-click the **WiFi Security** app icon.



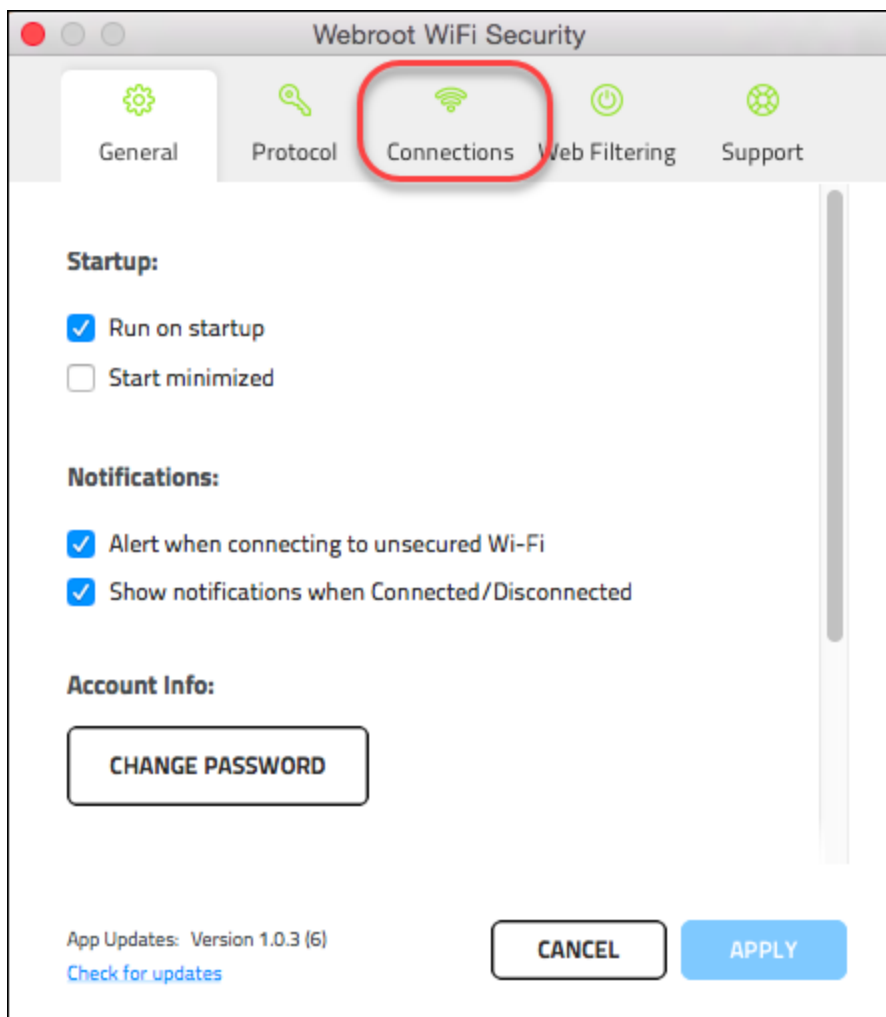
2. In the upper right corner of the screen, double-click the **Settings** icon.



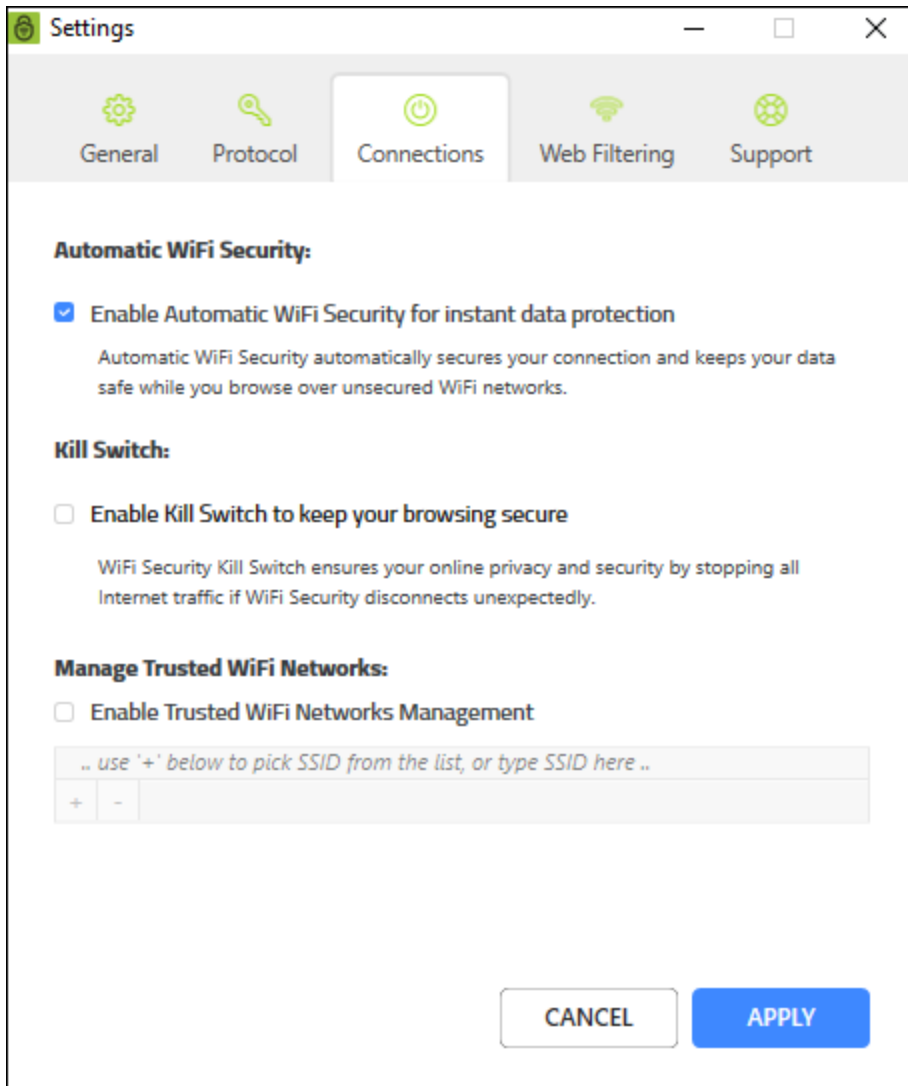
The Webroot WiFi Security Settings window displays with the General tab active.



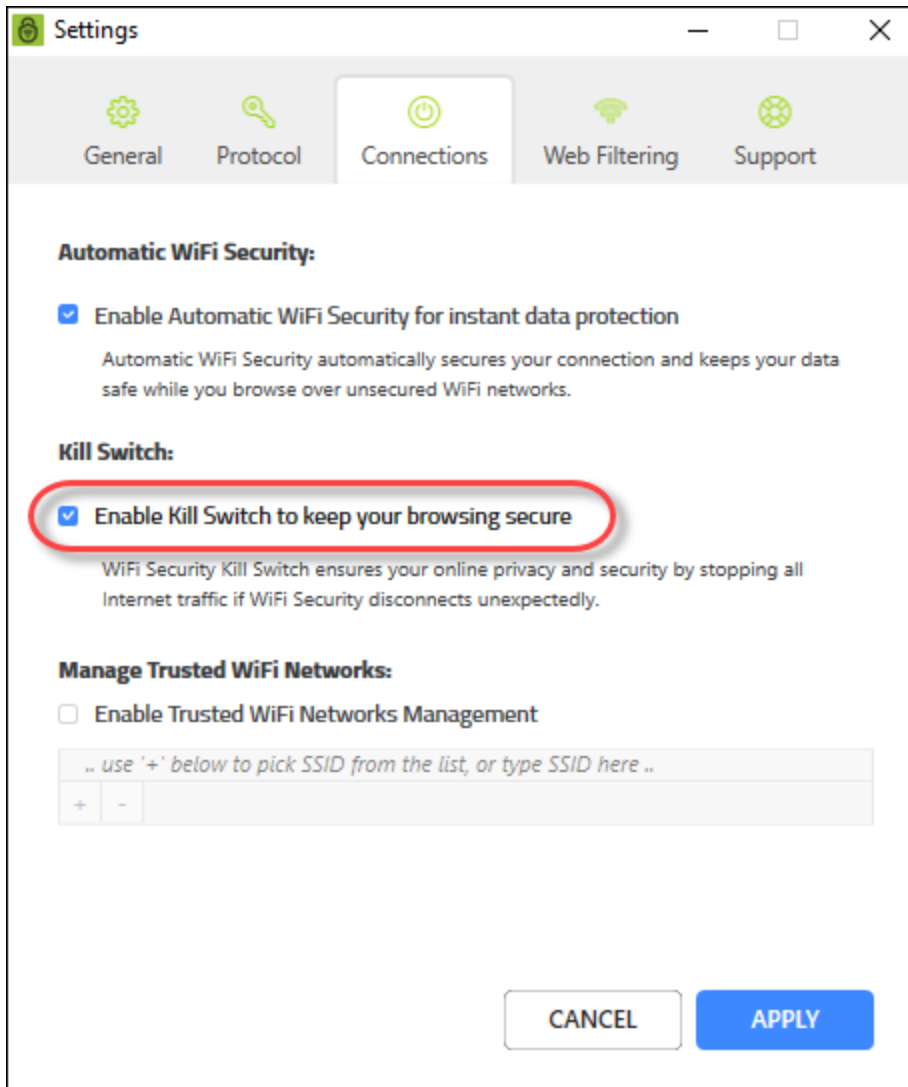
3. Double-click the **Connections** tab.



The Connections tab displays.



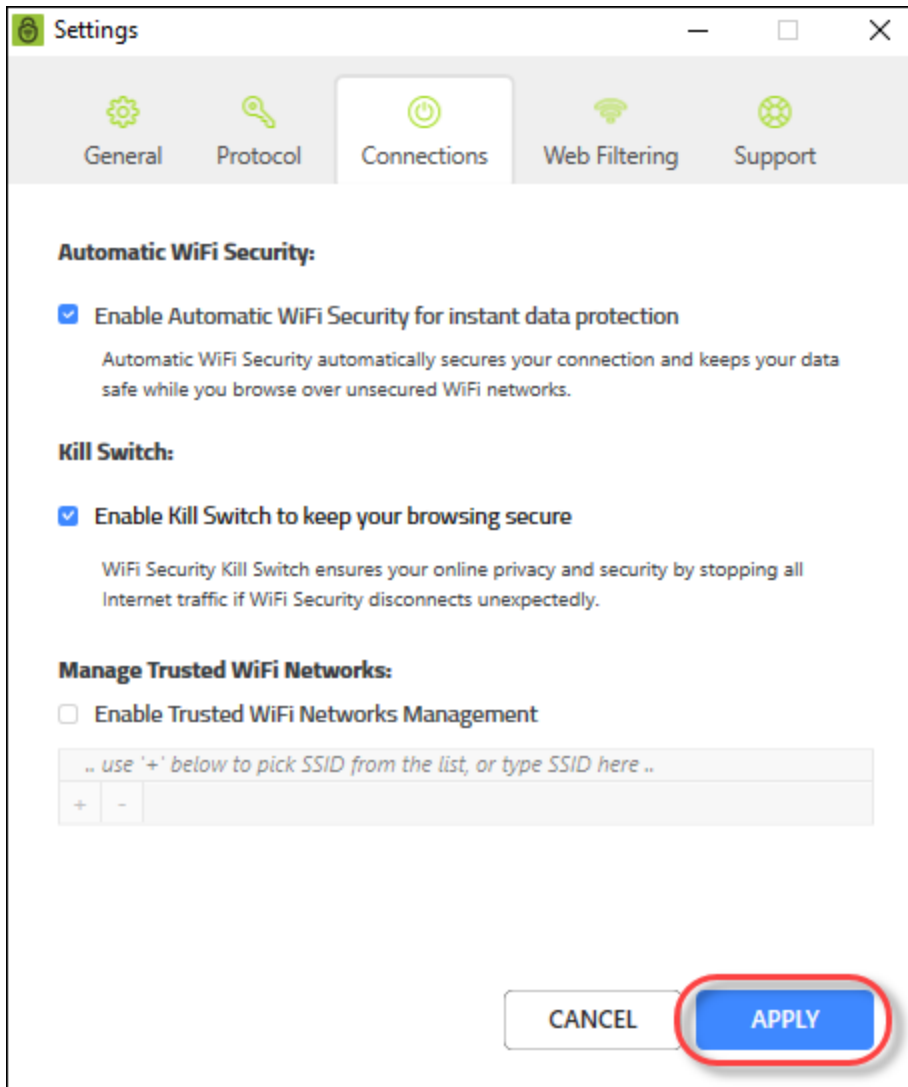
4. Select the **Enable WiFi Security Kill Switch to keep your browsing secure** checkbox.



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.



## Managing Trusted Networks on Desktops

Follow this procedure to manage your trusted networks.

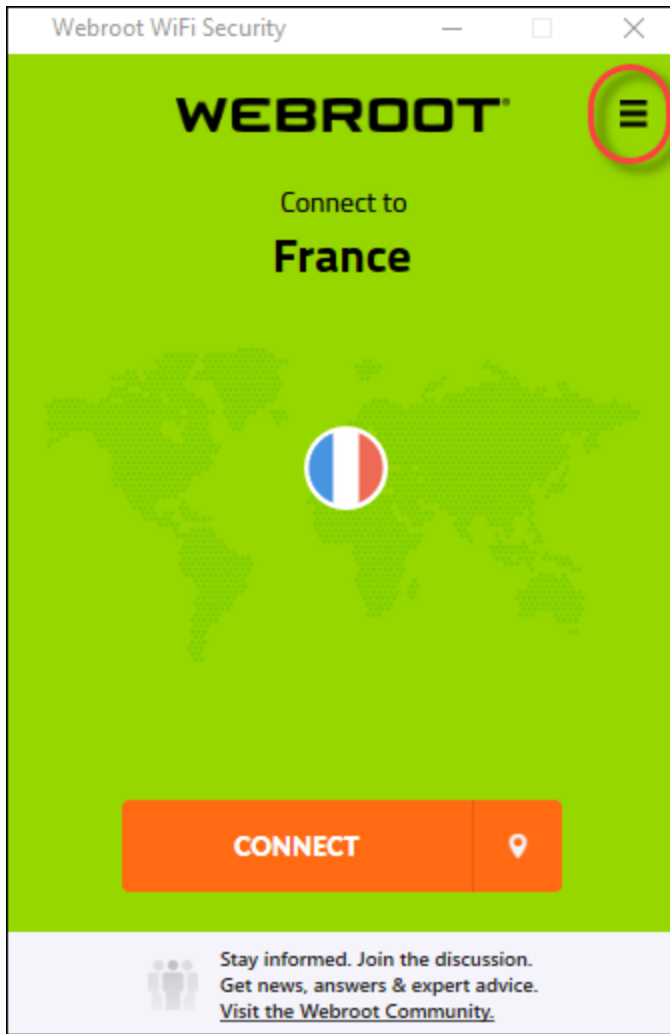
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

**To manage your trusted networks:**

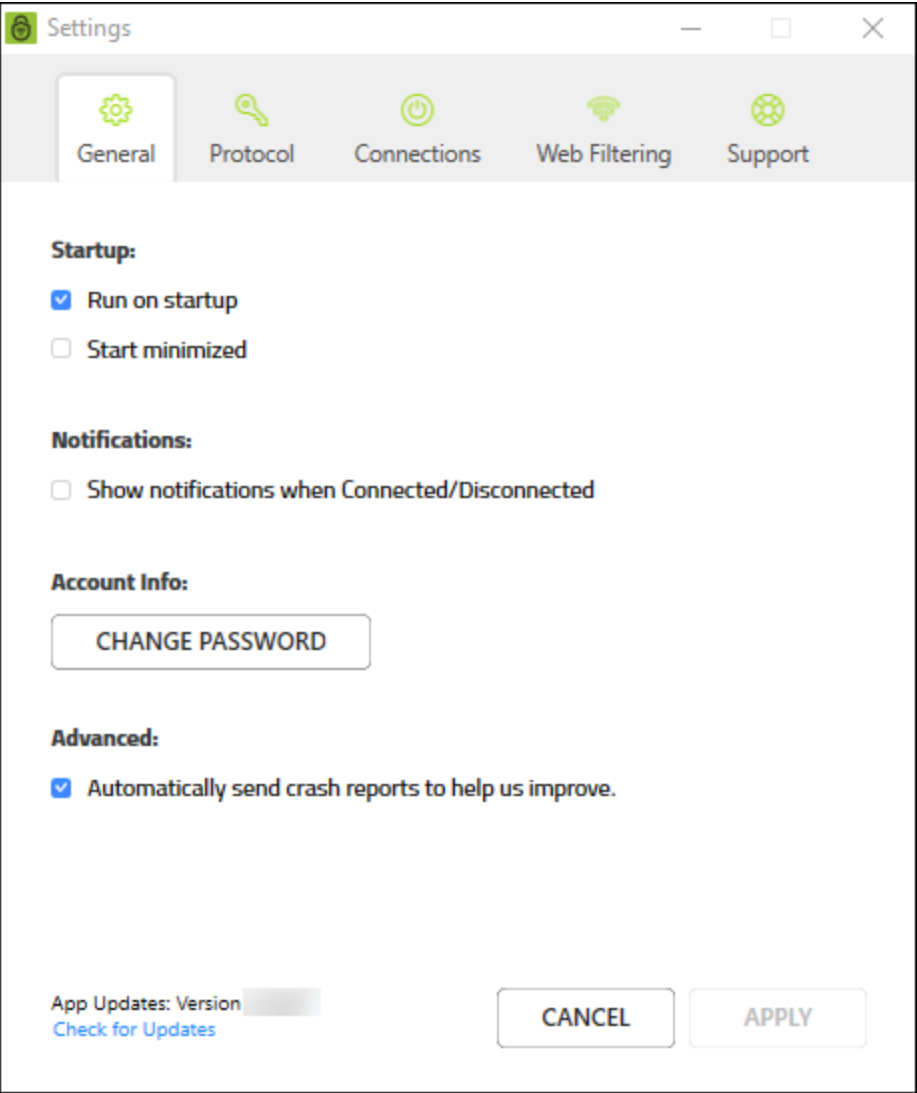
1. On your main screen, double-click the **WiFi Security** app icon.



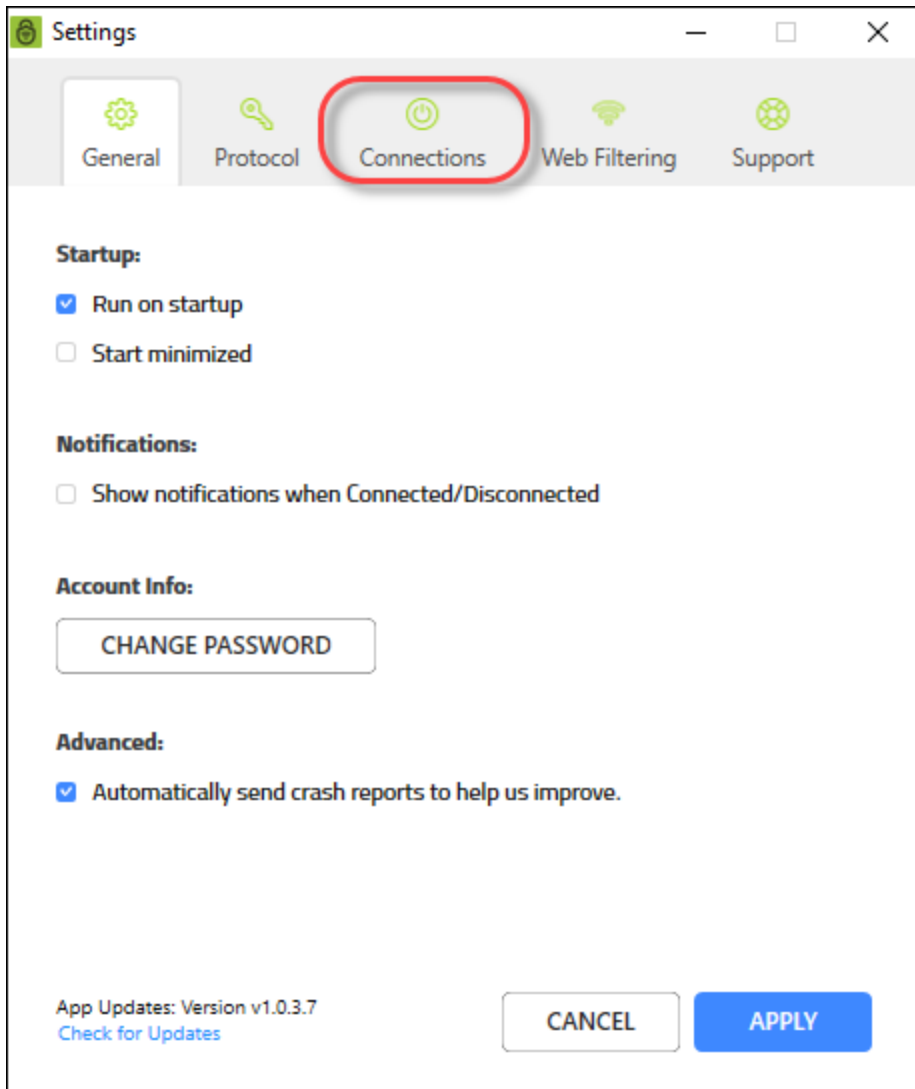
2. In the upper right corner of the screen, double-click the **Settings** icon.



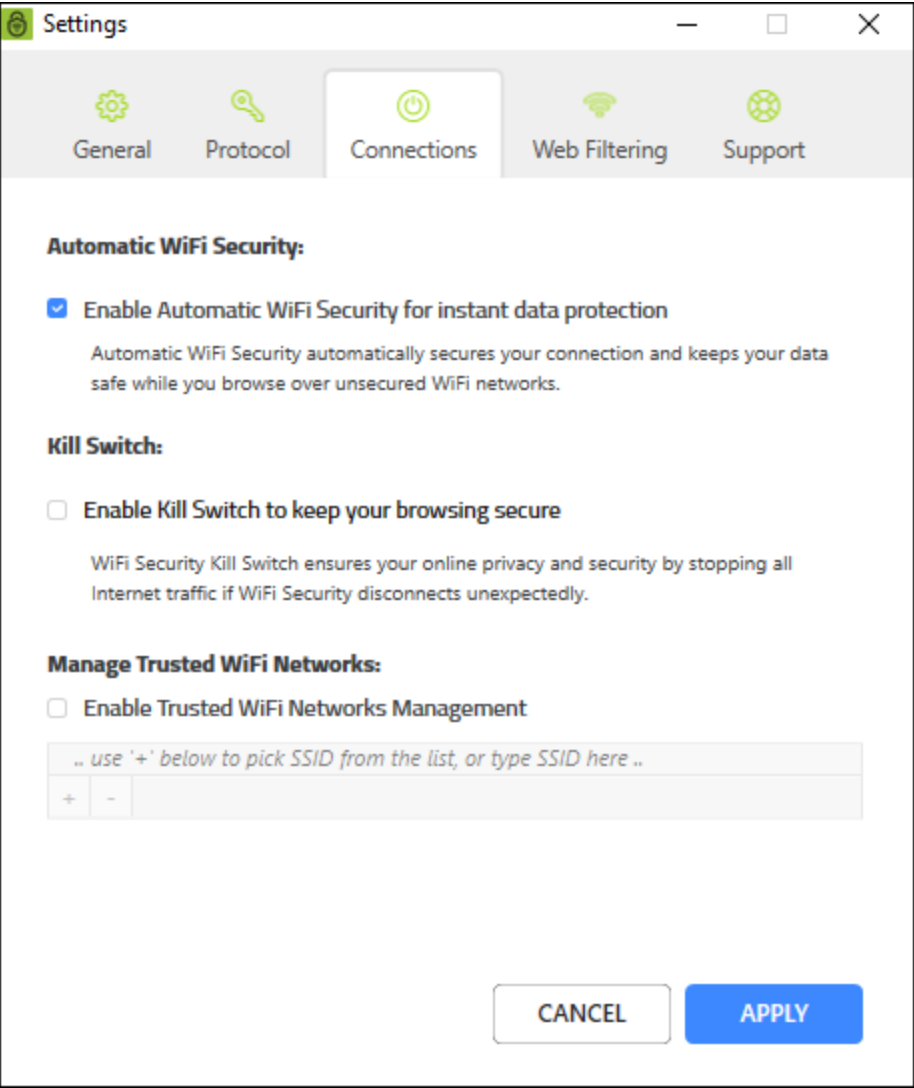
The Webroot WiFi Security Settings window displays with the General tab active.



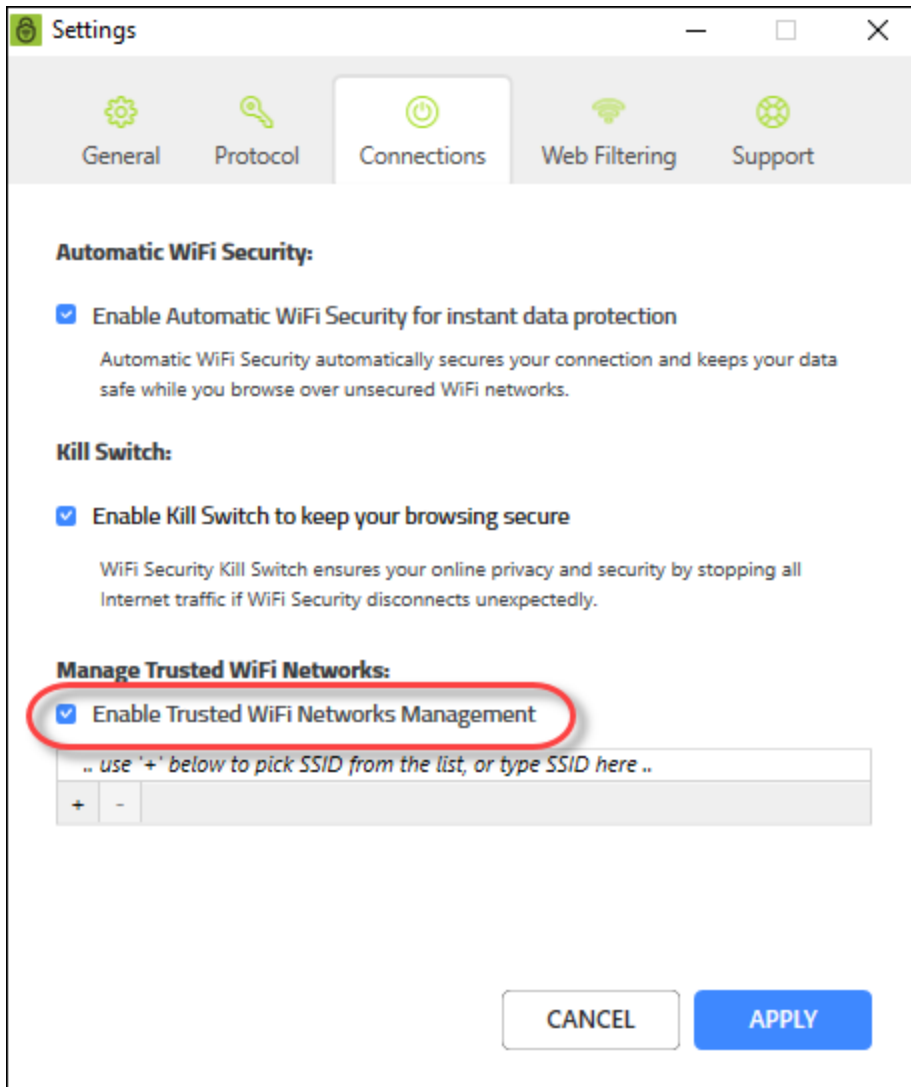
3. Double-click the **Connections** tab.



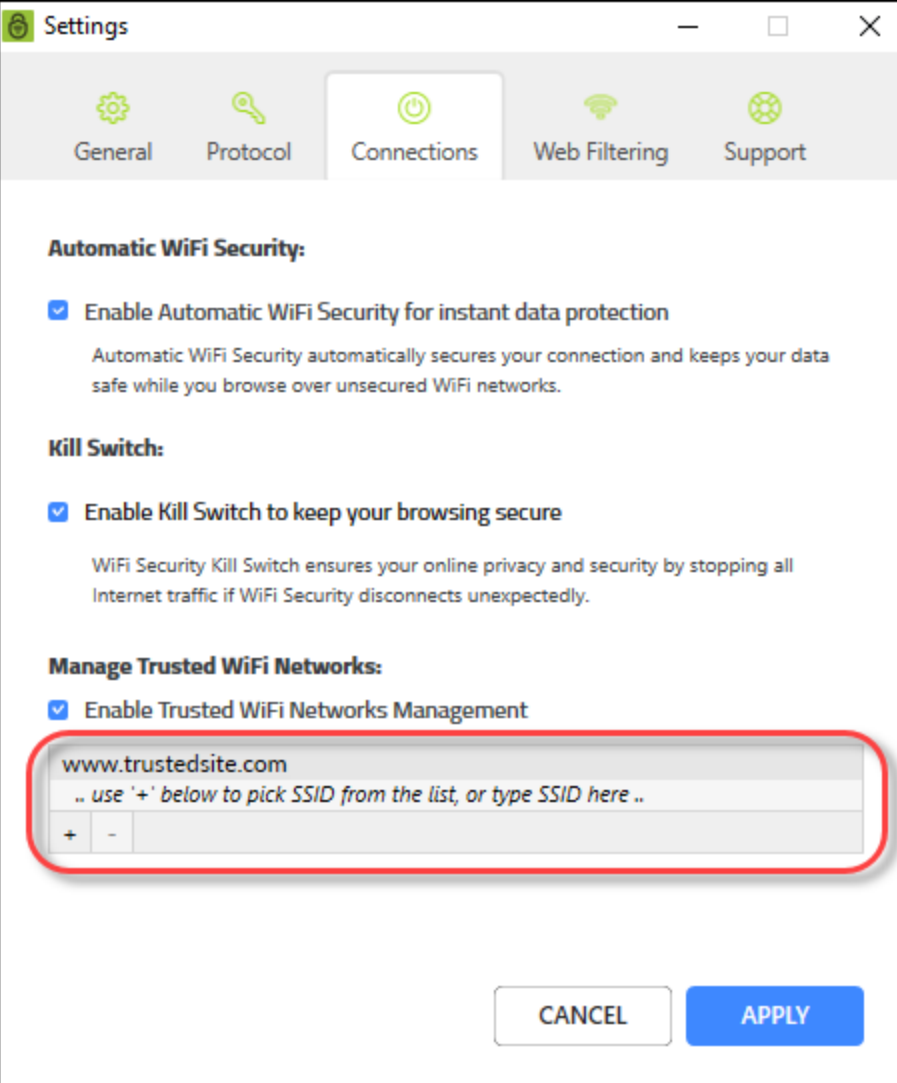
The Connections tab displays.



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



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



**Settings**

General Protocol **Connections** Web Filtering Support

**Automatic WiFi Security:**

☒ 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 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 Trusted WiFi Networks Management

www.trustedsite.com

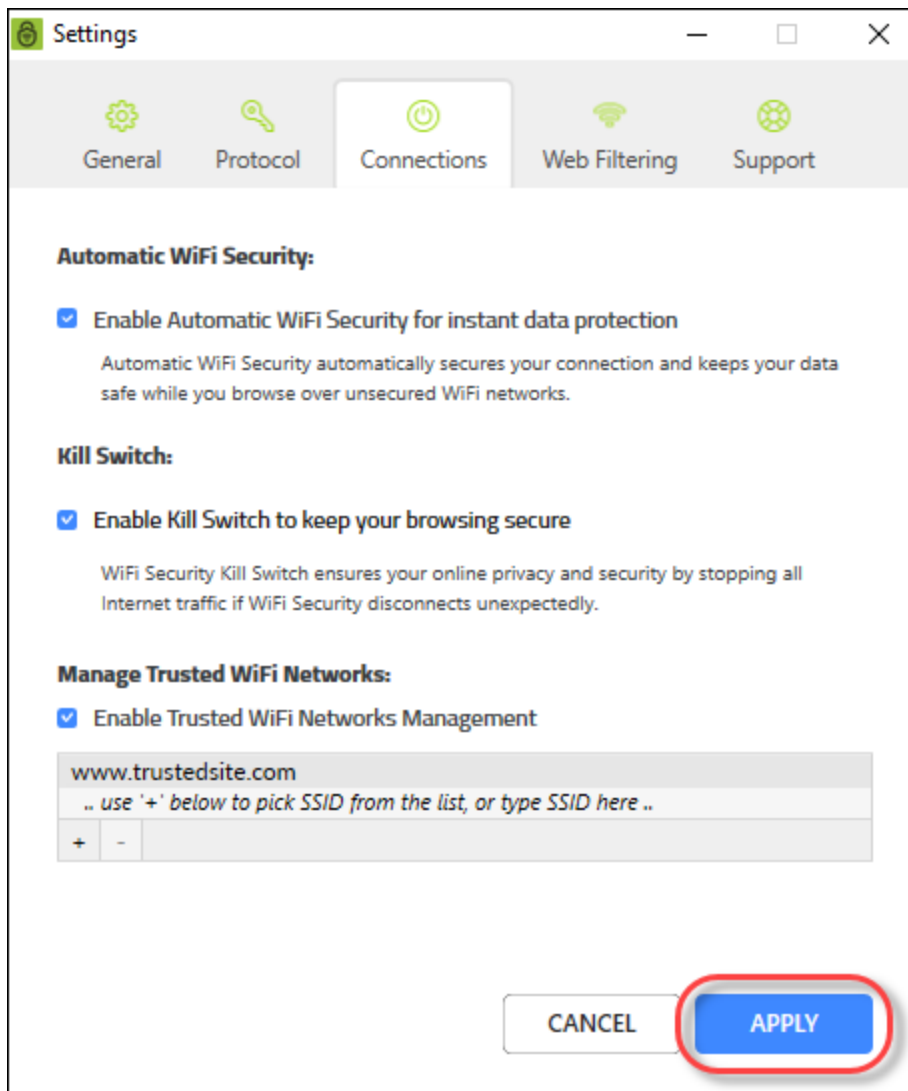
.. use '+' below to pick SSID from the list, or type SSID here ..

+ -

CANCEL APPLY



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



## Turning Web Filtering On or Off on Desktops

Follow this procedure to turn Web Filtering on or off.

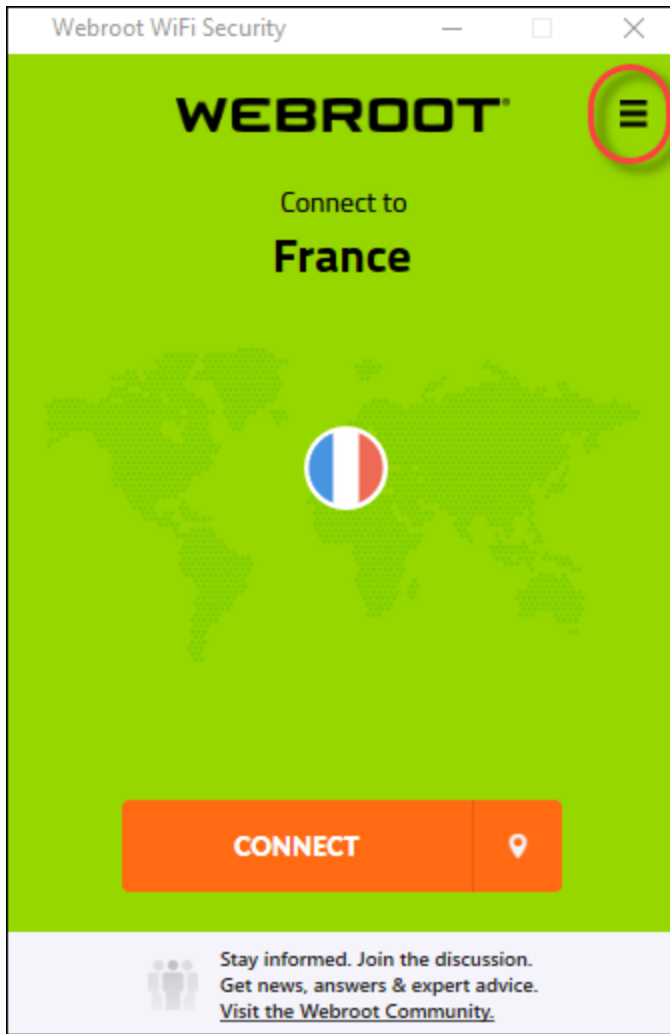
**Note:** Based on your platform, Windows or Mac, the app might look different, but the functionality is the same.

### To turn Web Filtering On or Off:

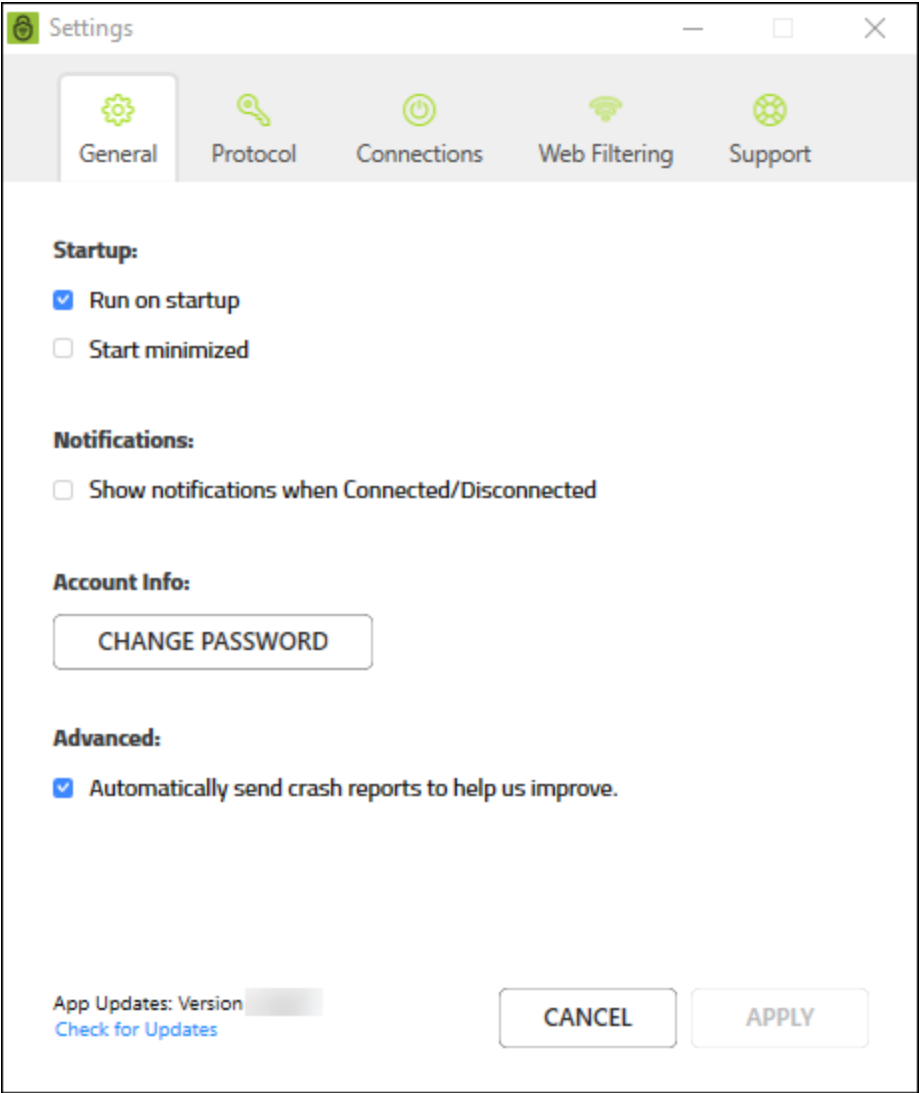
1. On your main screen, double-click the **WiFi Security** app icon.



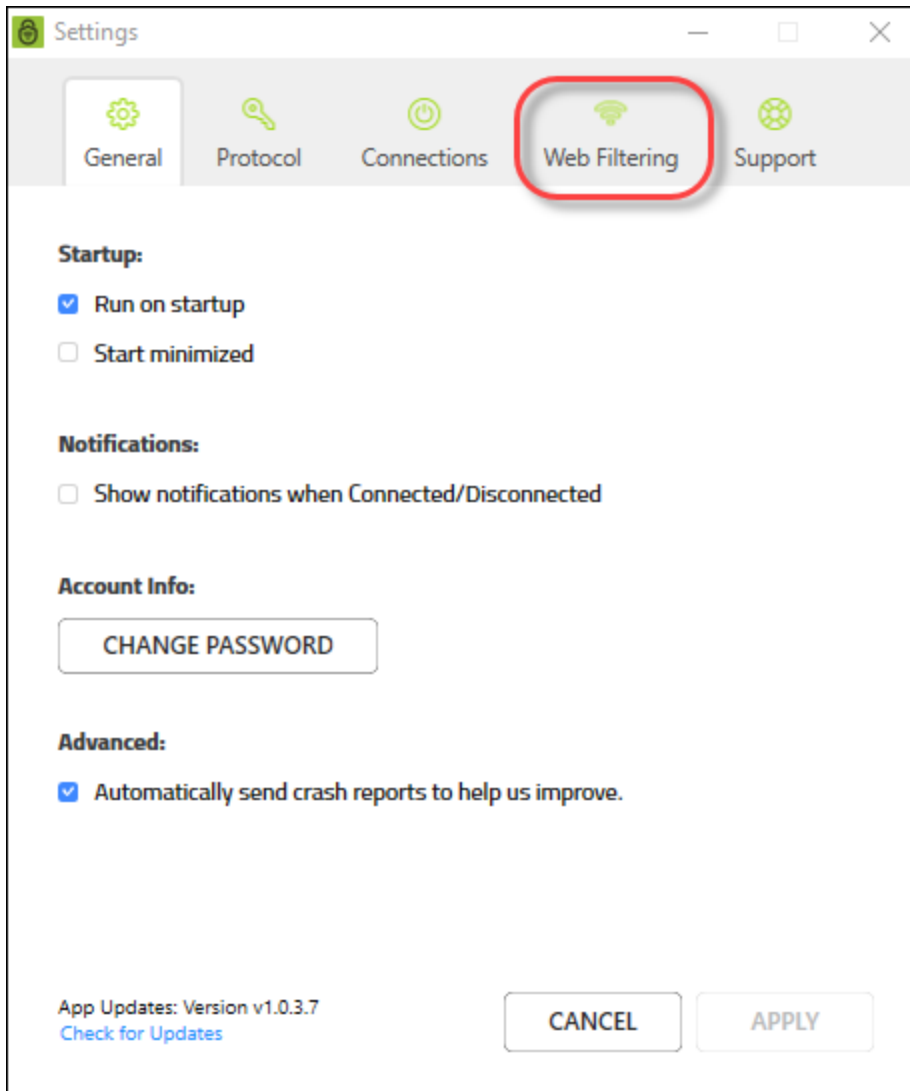
2. In the upper right corner of the screen, double-click the **Settings** icon.



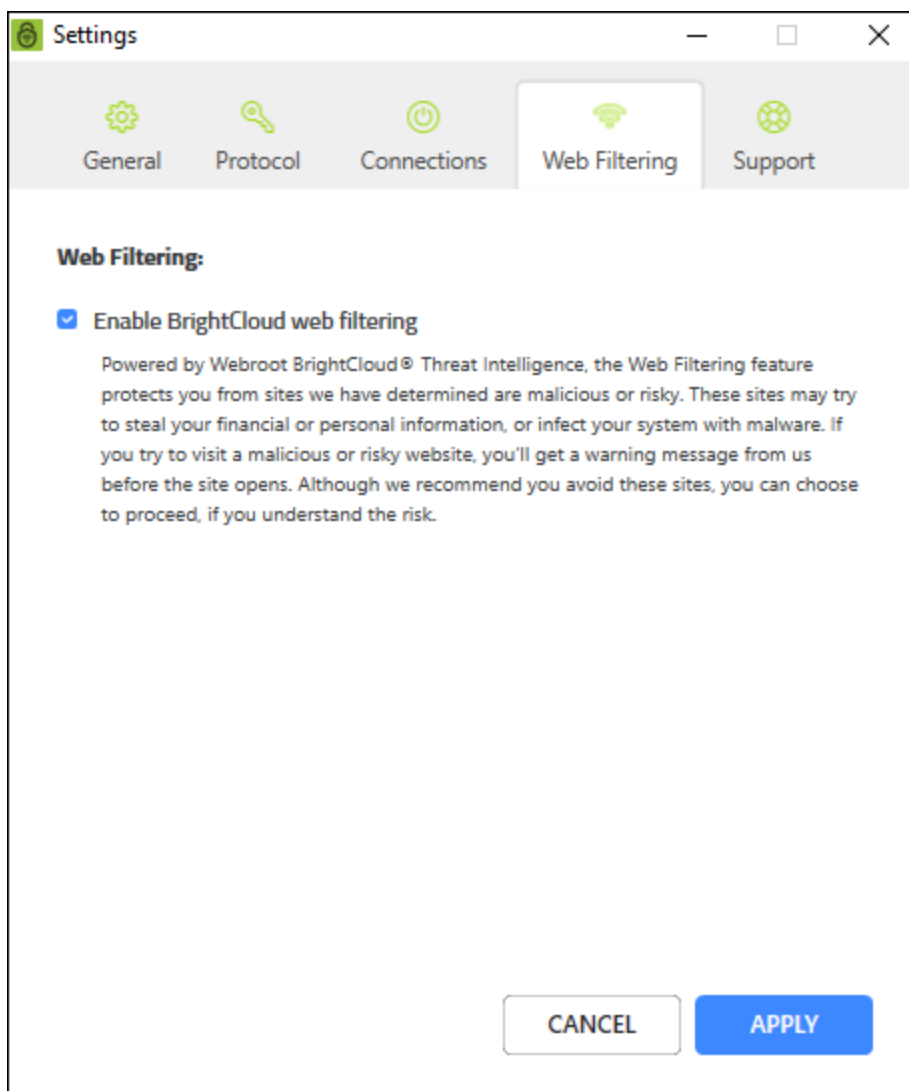
The Webroot WiFi Security Settings window displays with the General tab active.



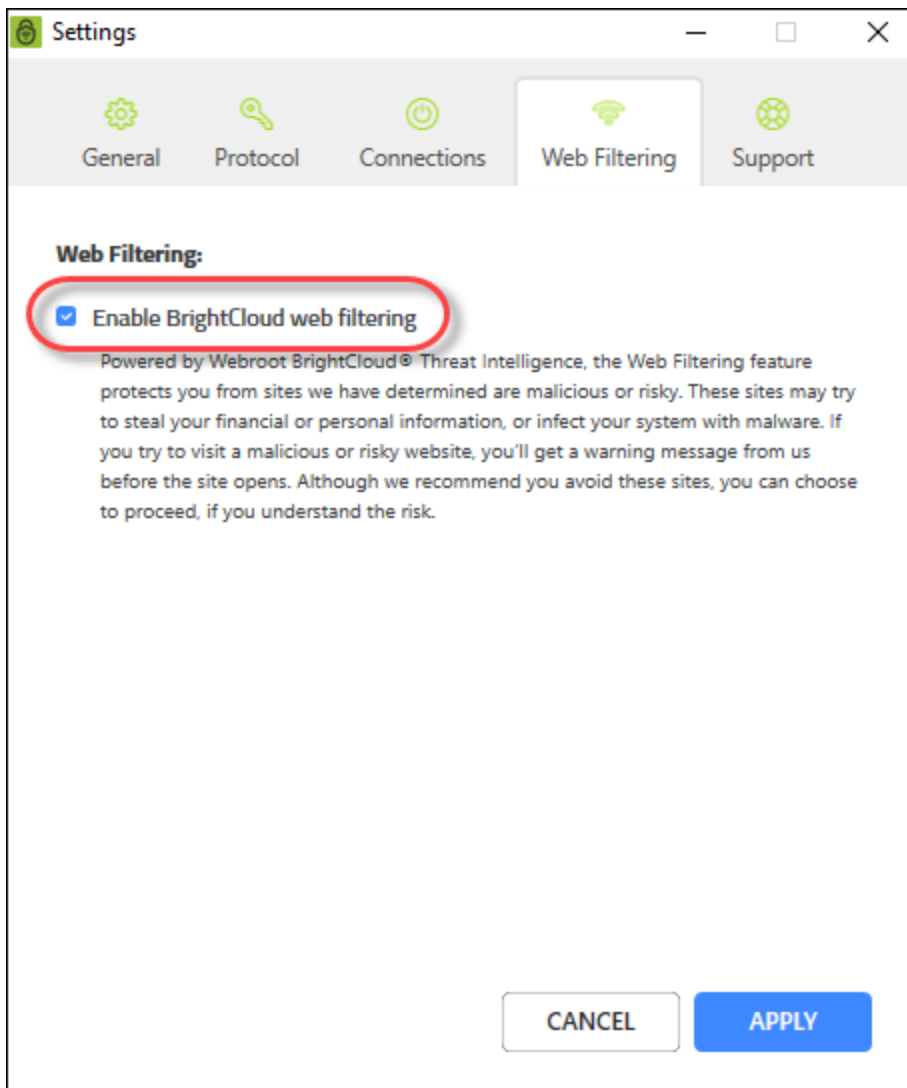
3. Click the **Web Filtering** tab.



The Web Filtering tab displays.

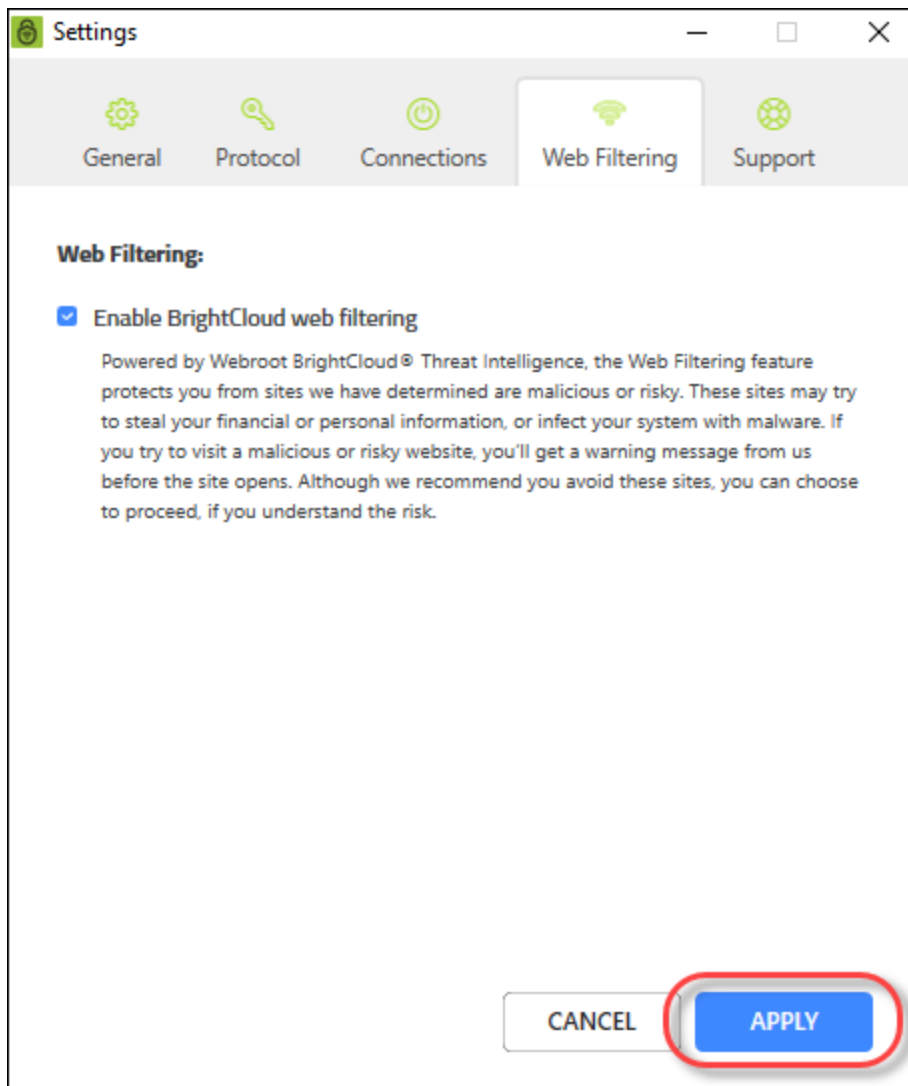


4. In the Web Filtering tab, do either of the following:
  - Deselect the checkbox to turn web filtering **Off**.
  - Deselect the checkbox to turn the web filtering **On**.



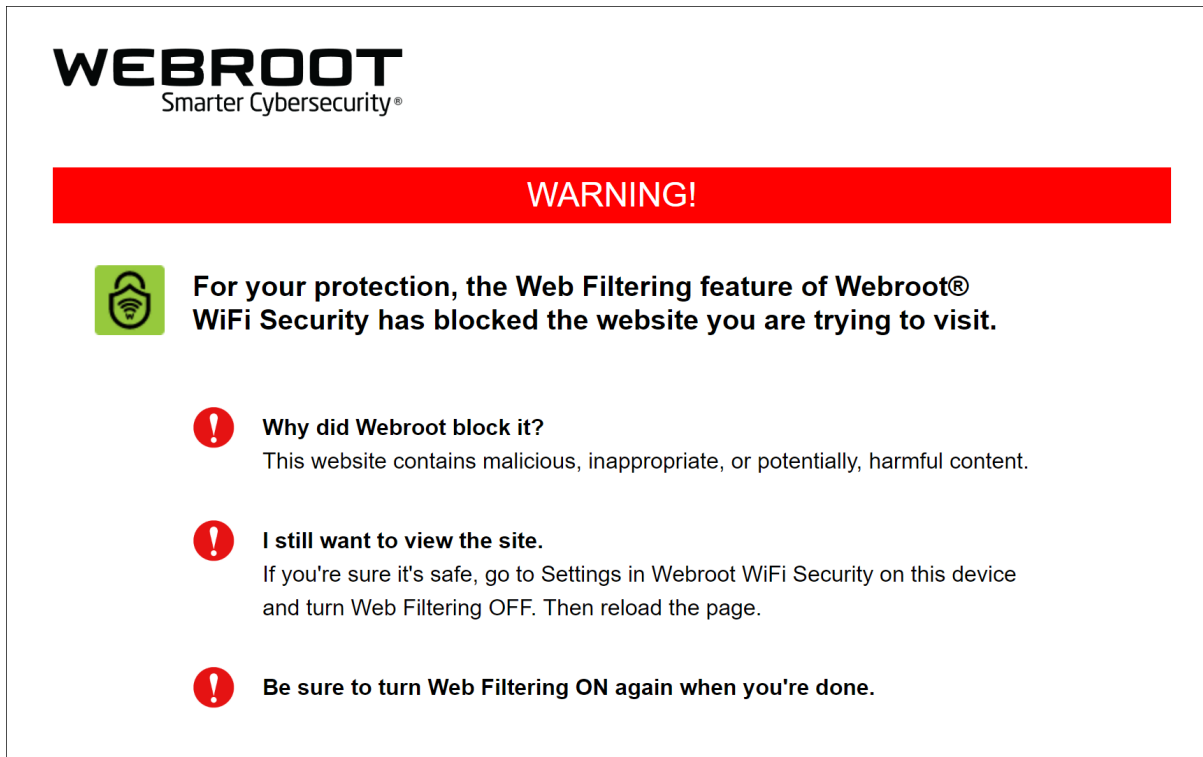
For information on BrightCloud Web Filtering, see [Webroot BrightCloud Threat Intelligence](#).

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 [Webroot BrightCloud Threat Intelligence](#).

# 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.](#)

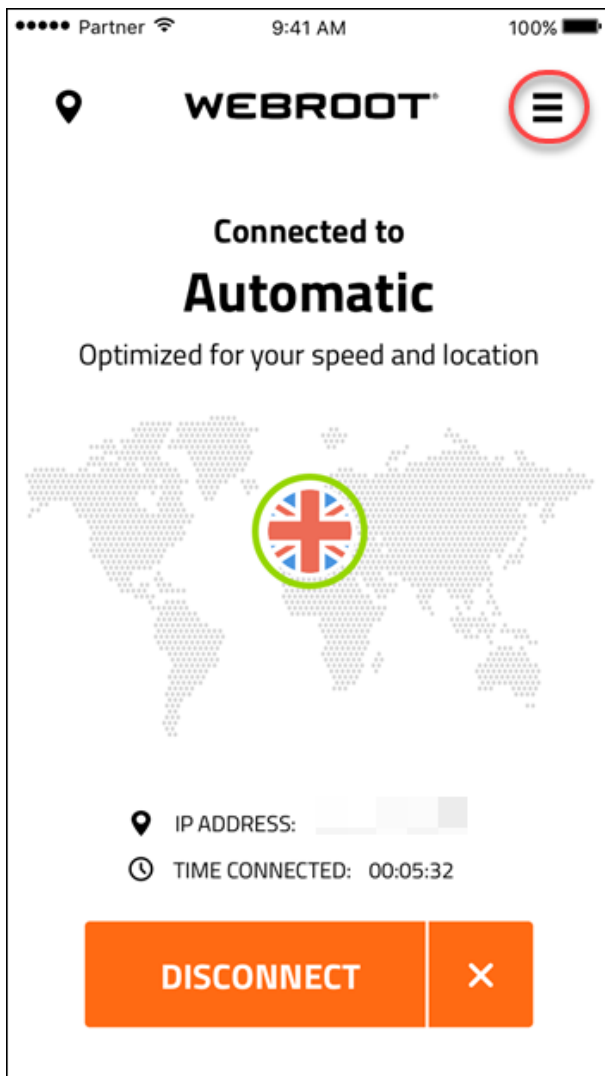
**Note:** Based on your platform, Android or iOS, the app might look different, but the functionality is the same.

### To access the Help area:

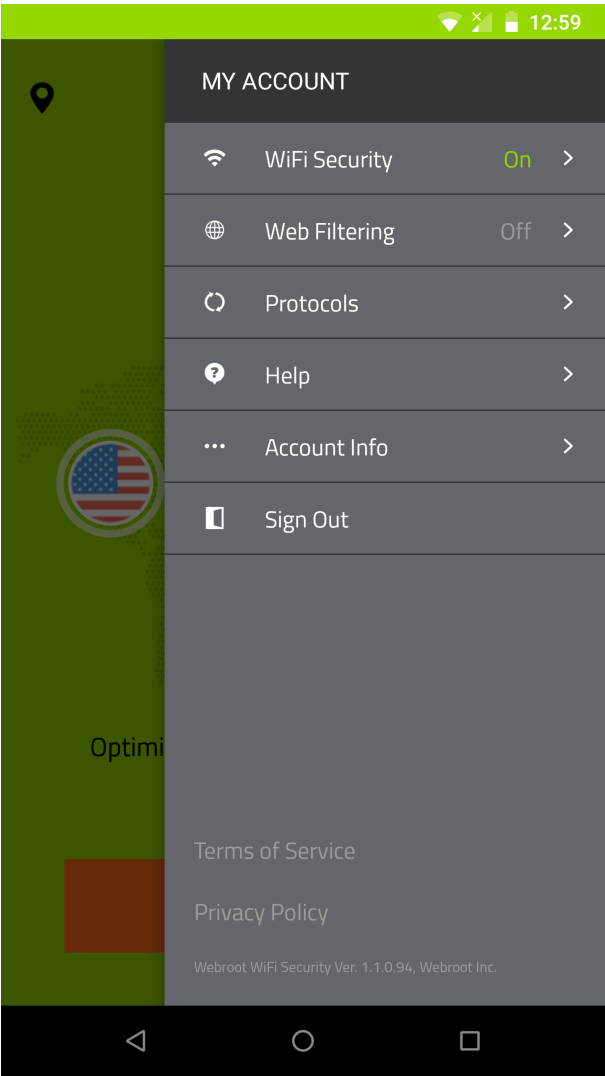
1. On your main screen, tap the **WiFi Security** app icon.



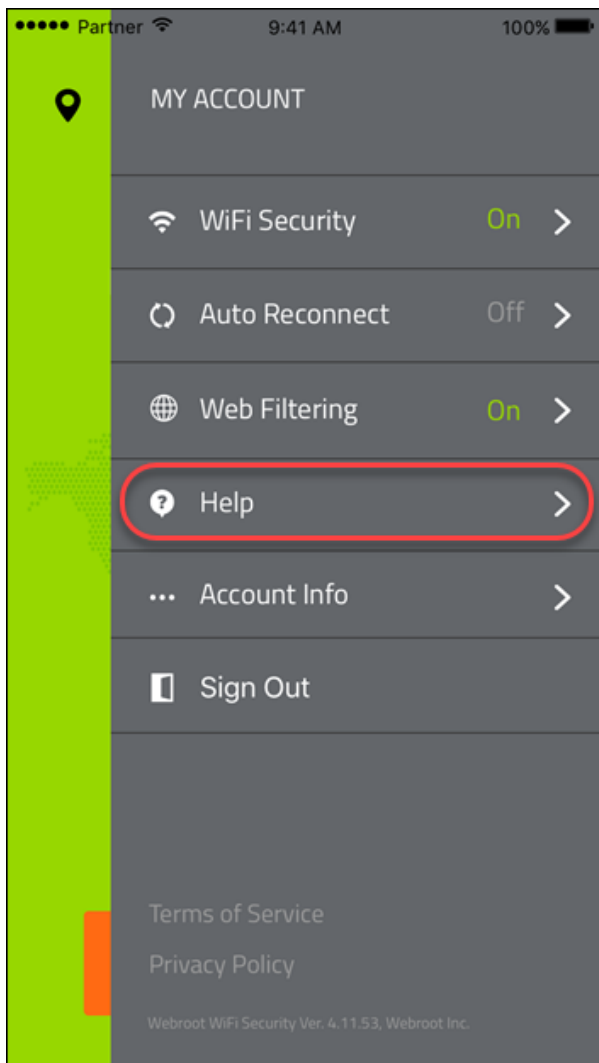
2. In the upper right corner of the screen, tap the **Settings** icon.



The My Account menu displays.

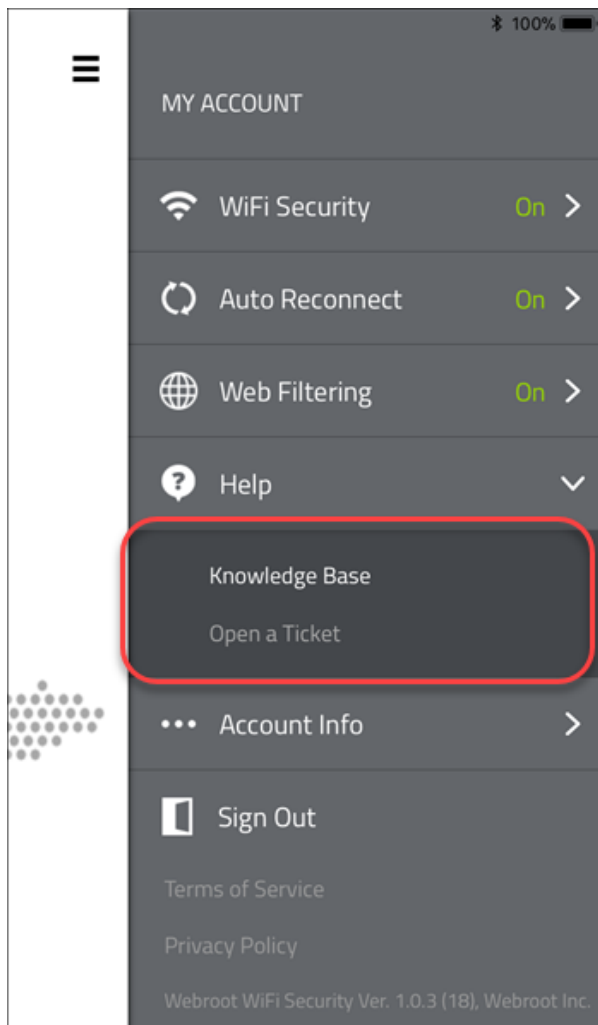


3. Tap **Help**.



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.

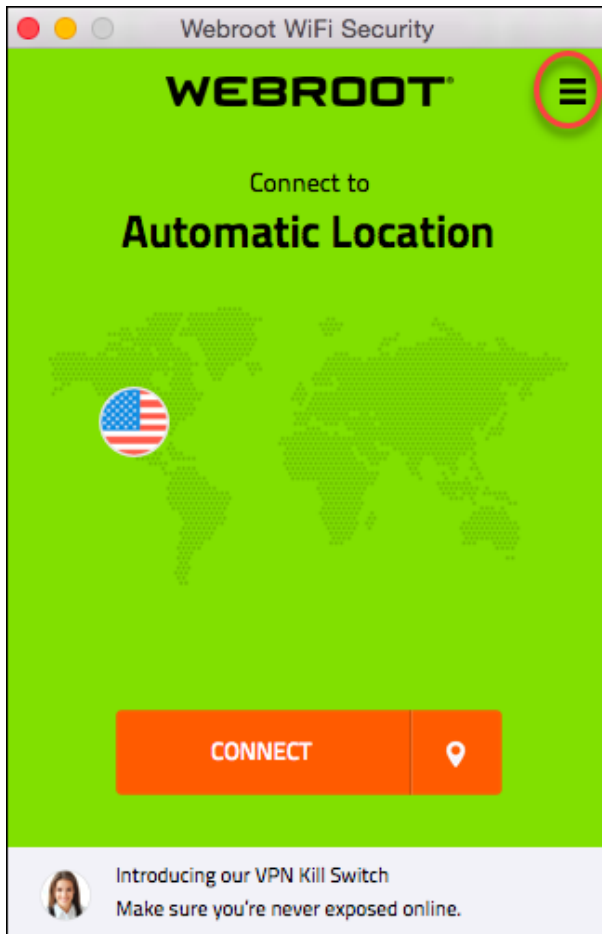
**To access the Help area:**

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

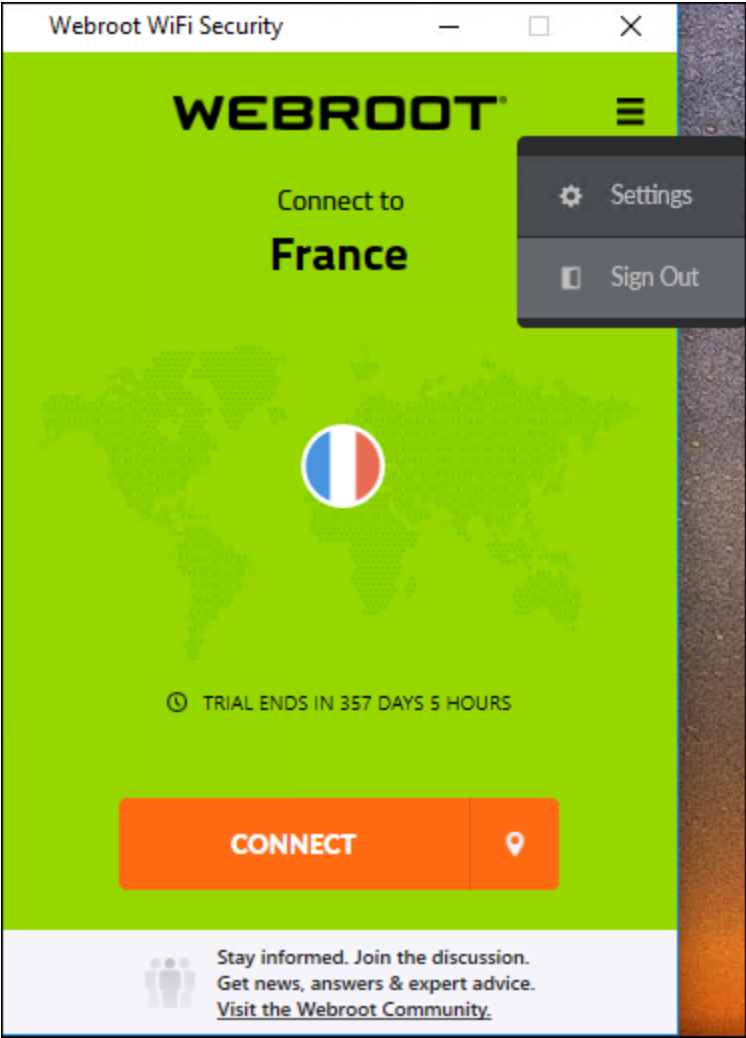




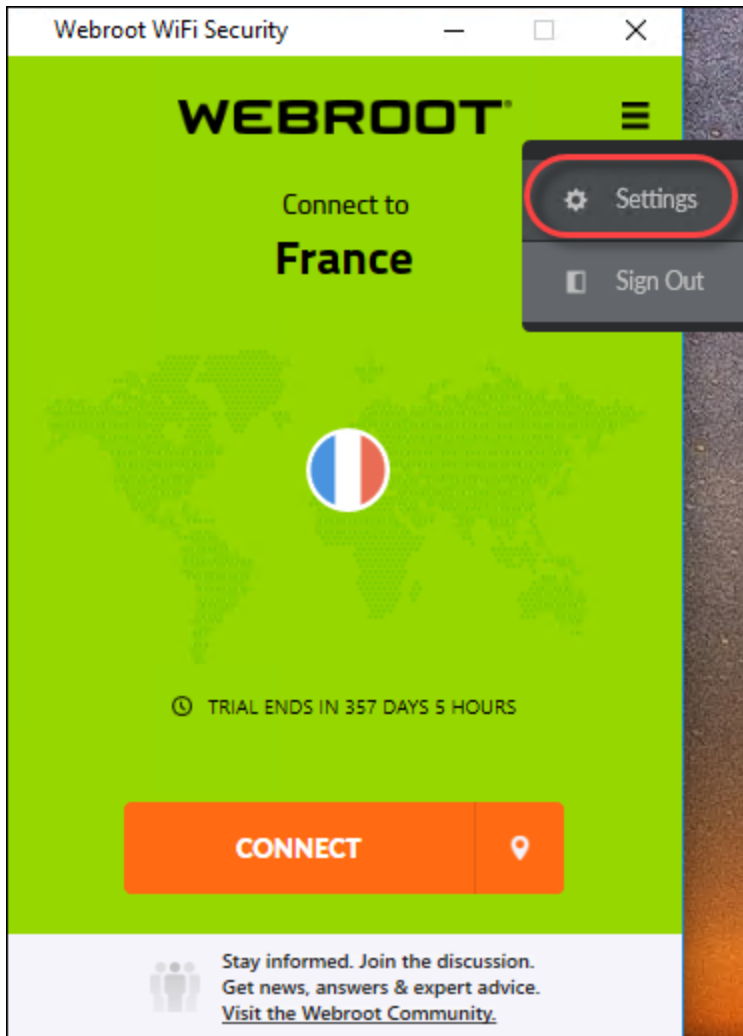
2. In the upper right corner of the screen, click the **Settings** icon.



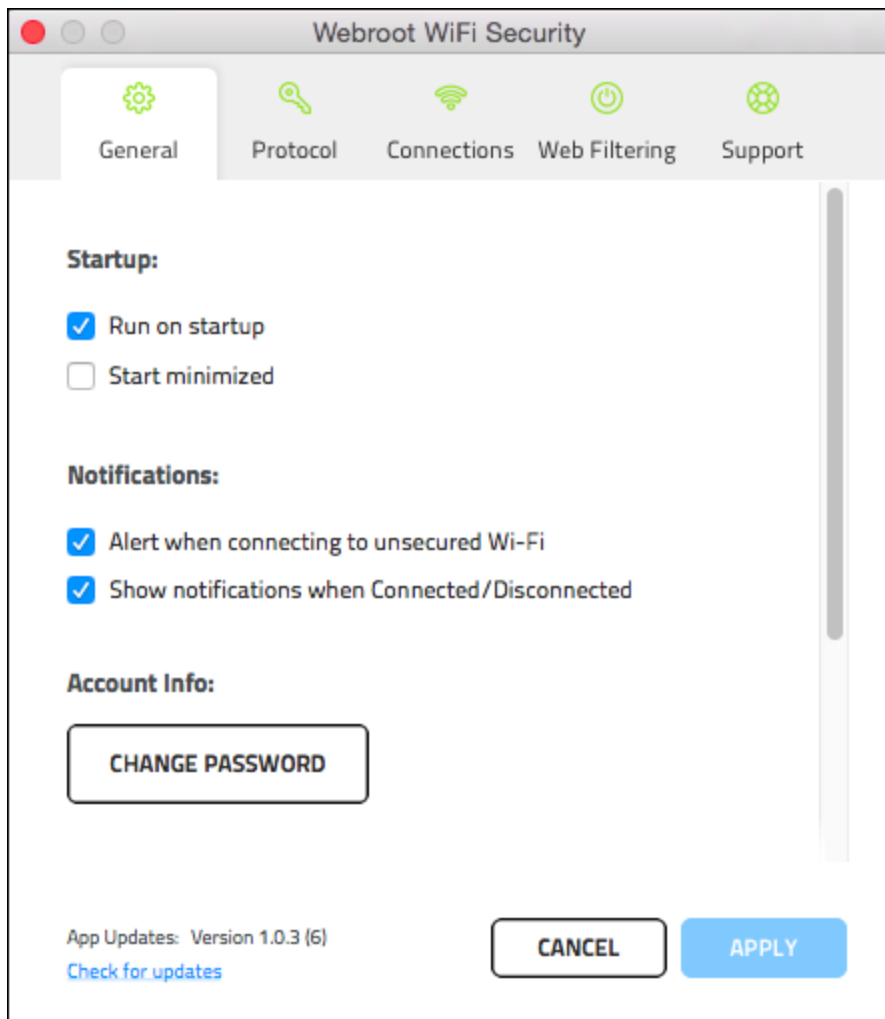
The Settings menu displays.



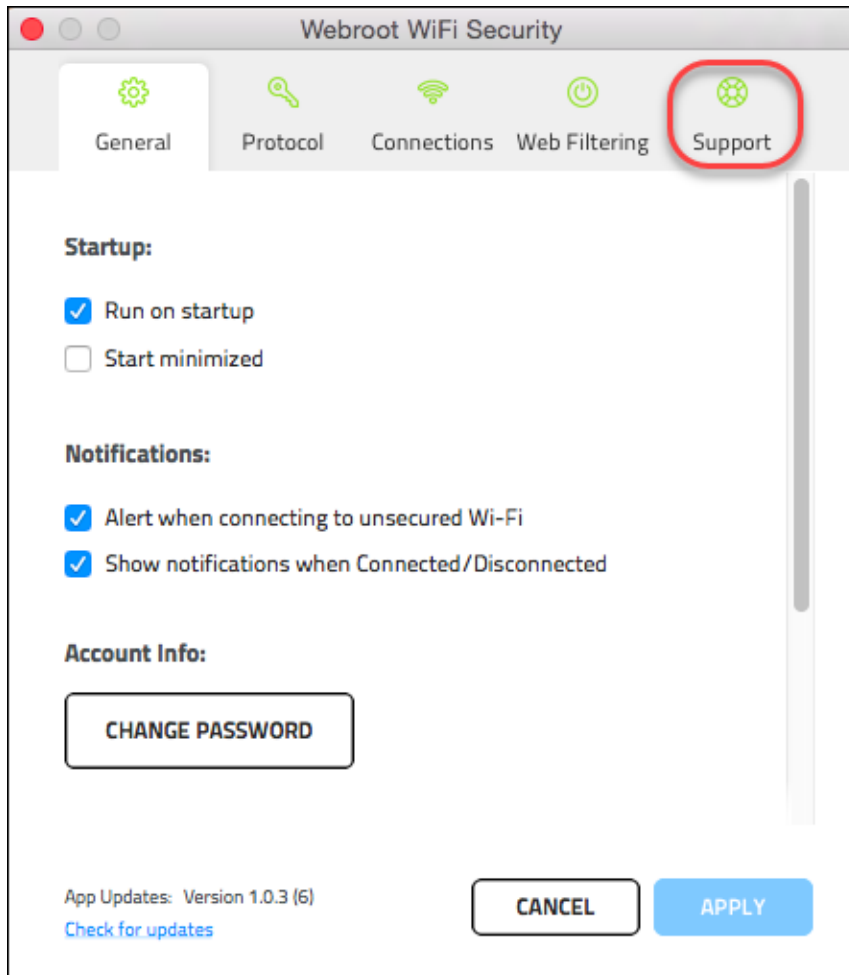
3. Click **Settings**.



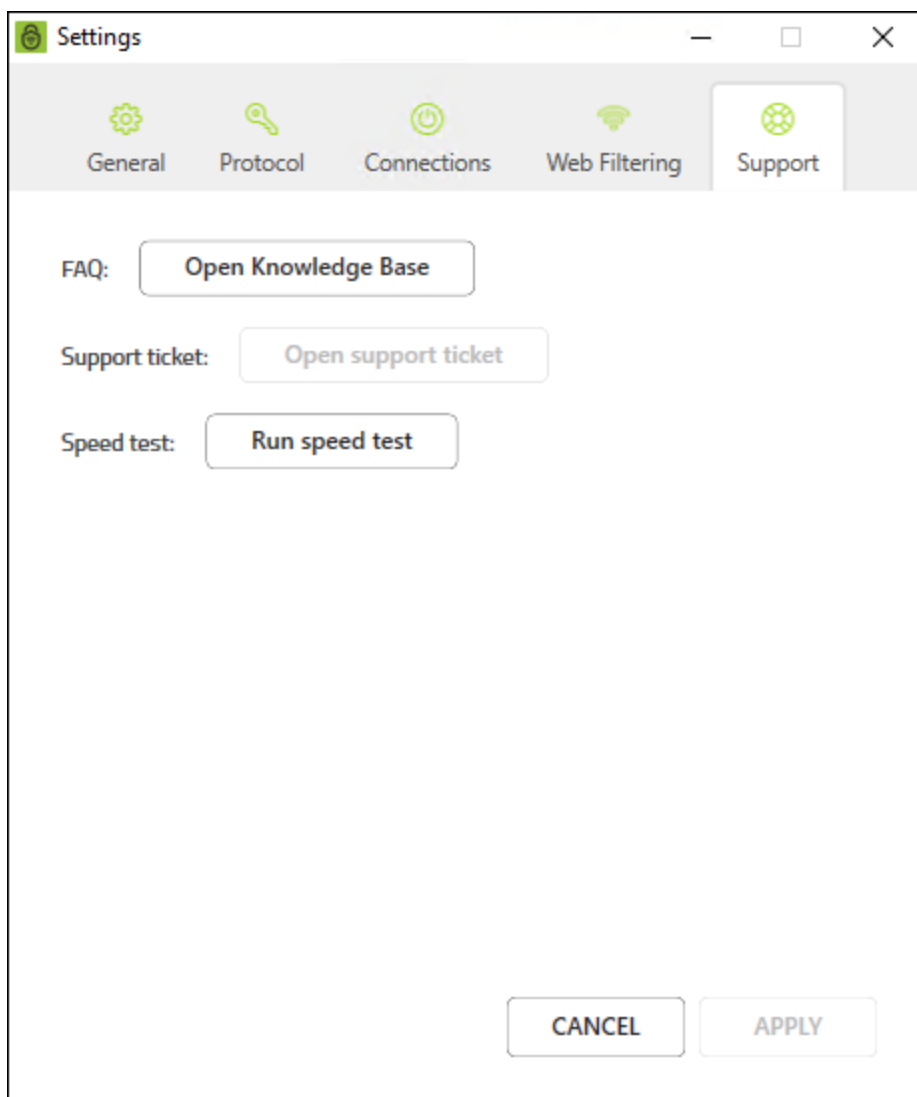
The Webroot WiFi Security Settings window displays.



4. Click the **Support** tab.



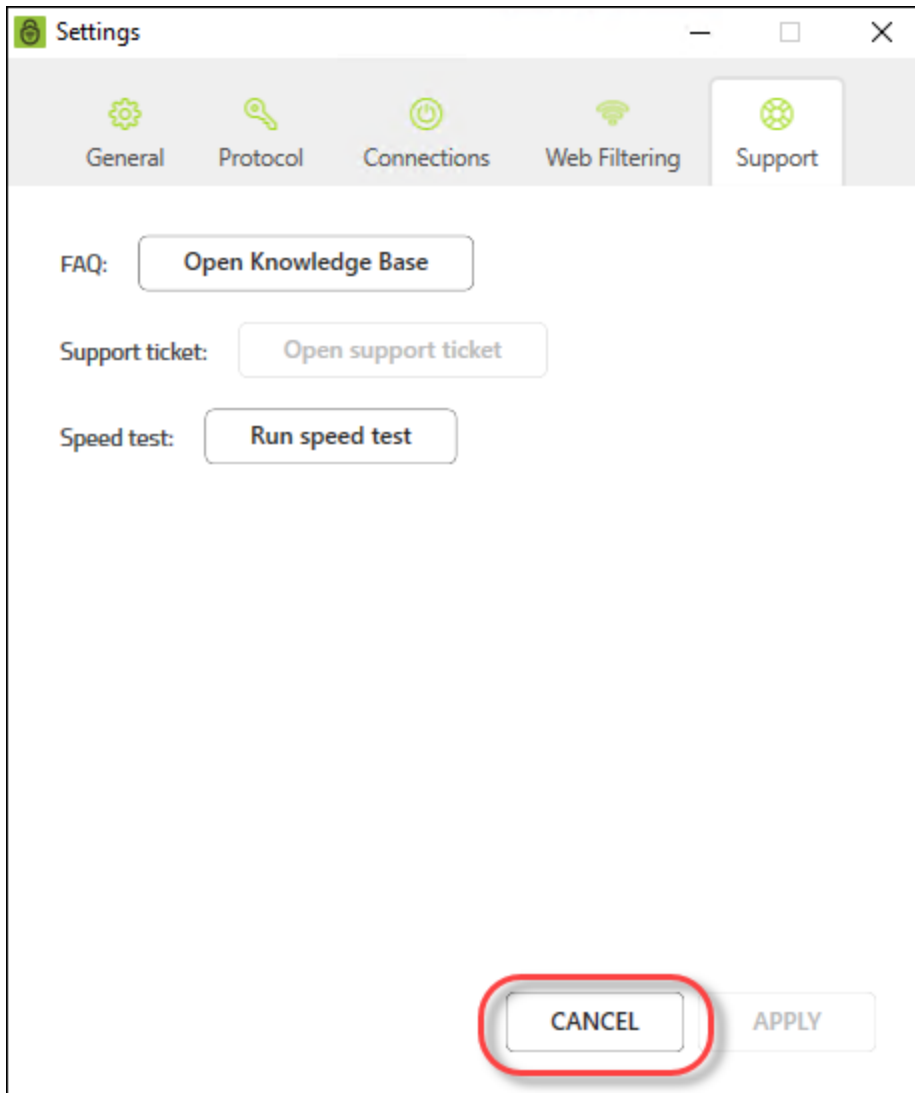
The Support tab displays.



5. You can do any of the following:

- Click the **Open Knowledge Base** button to be taken online site/forum where [you can review articles about WiFi Security](#) .
- Click the **Open Support Ticket** button to be taken to our online site where [you can enter a help ticket](#).
- Click the **Run Speed Test** button [to run a speed test](#).

- 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 [Google Play store](#) or at the [Apple Apps store](#), 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 connect
  - turning on or off, desktops 126

## C

- 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

## **E**

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

## **M**

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 10

logging in to 6

logging 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

## **O**

overview, WiFi Security 2

## **P**

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

## **T**

- 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 95
- WiFi Security, overview 2