



WEBROOT®

by **opentext**™

**Management Website
User Guide**

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WSA Management Website User Guide

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Chapter 1: WSA Management Website User Guide

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Webroot SecureAnywhere Management Website User Guide Overview

The Webroot SecureAnywhere™ management website provides a central portal from which you can view and manage your protected devices. To access this website, open a browser, go to my.webrootanywhere.com and enter your Webroot account credentials. After you log in, the SecureAnywhere website displays your account data and the security status of all your devices.

Note that the Mobile Security panel is inactive if you did not activate SecureAnywhere protection on a smartphone or tablet.

The SecureAnywhere management website provides the following features:

- **PC Security** — Get a global view into all your PCs with SecureAnywhere installed. Using a web browser from a remote location, you can see whether your computers are secure or infected.
 - **Mobile Security** — Get a global view into all your smartphones and tablets with SecureAnywhere installed. If necessary, you can remotely locate a missing mobile device with the Lost Device Protection feature.
 - **Passwords** — If your edition includes the Passwords feature, you can access your saved passwords and profiles. For example, if you can't remember your banking site login, you can go to the Passwords panel and view your user name and password. For more information, see [LastPass Overview](#).
 - **Account Administration** — Upgrade your products, and add other devices and users to your account. If you are an administrator who manages device security for others, you can organize groups of devices into consoles. A console can include a view of your home devices or your business devices.
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Chapter 2: Getting Started

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

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System Requirements

To confirm the system requirements for your Windows, Mac, Android, or iOS device, go to <https://www.webroot.com/us/en/support/system-requirements>.

Creating an online account

You must create an account to use the SecureAnywhere website that is described in this section.

Note: When you create an account, you automatically become the account administrator. The administrator has full permissions on all account functions which includes adding other users and specifying permissions for those users.

Before you begin, do the following:

- Install SecureAnywhere on your computer. We recommend that you install SecureAnywhere first, but you can do it later if you want.
- Have the keycode available that you used to install SecureAnywhere. If you have additional product keycodes, you can add them later.

Creating an online account:

1. Go to the SecureAnywhere [management website](#) and click **Create Account**.
2. Enter your Product Keycode, your email address, select your security questions, and create a password and personal security code for your account.

3. After you enter your account details, click the **Register Now** button.



The image shows a registration form for Webroot SecureAnywhere. At the top, the logo 'WEBROOT SecureAnywhere' is displayed. Below the logo is a search bar and a green button labeled 'Search'. The form is titled 'Create Account' and contains several input fields: 'Webroot Product Keycode', 'Email Address', 'Repeat Email Address', 'Password', 'Repeat Password', 'Your Personal Security Code', 'Security Question', and 'Security Answer'. A green button labeled 'Register Now' is located at the bottom of the form, highlighted with a red border.

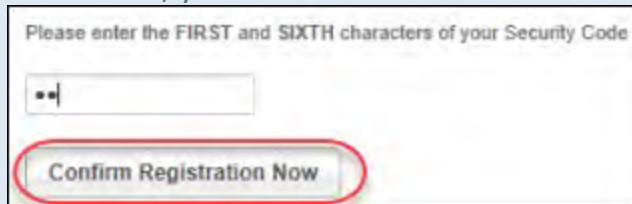
SecureAnywhere displays a confirmation message and sends an email to the address you specified.

4. Open the confirmation email from Webroot in your email application, and click the link.

Note: Your account will not be created until you click this link.

5. When SecureAnywhere prompts you to enter two characters from the Personal Security Code, type in the requested characters and click **Confirm Registration Now**.

For example, if your code is 123456 and it prompts you for the fourth and sixth characters, you would enter 4 and 6.



The screenshot shows a text input field with the prompt "Please enter the FIRST and SIXTH characters of your Security Code". The input field contains two asterisks and a cursor. Below the input field is a button labeled "Confirm Registration Now", which is circled in red.

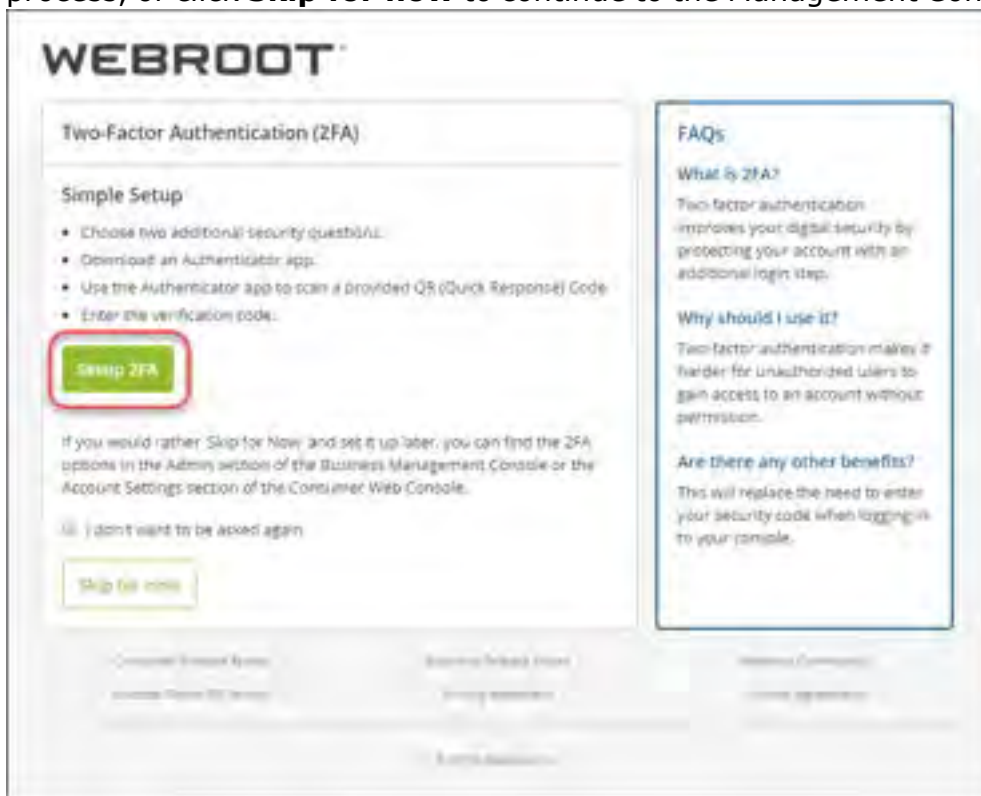
Continue with [Enabling two-factor authentication \(2FA\)](#).

Enabling two-factor authentication (2FA)

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

Enabling 2FA

1. First, visit the Webroot [Management Website](#), and log in using your account credentials.
2. The Setup 2FA screen will be presented. If this is the first time you have logged into the Management Console, you can either click **Setup 2FA** to start the enrollment process, or click **Skip for now** to continue to the Management Console.



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

Click on your email address in the upper-right corner of the Management Console, and select the **Account Settings** menu option from the drop-down menu. When the Account Settings page displays, click the **Enable** button next to **2FA**.

The image shows a registration form with the following fields and sections:

- First Name**: Text input field
- Last Name**: Text input field
- Phone**: Text input field
- Street Address**: Text input field
- Account Type**: Radio button options for "Individual" and "Business"
- Password**: Text input field with a "Change" button below it
- 2FA**: A "Continue" button is highlighted with a red rectangular box.
- Security Code**: Text input field with a "Change" button below it
- Security Question**: Text input field with a "Change" button below it
- Next**: A green button at the bottom left of the form.

3. Next, the **Setup 2FA** screen will display and ask you to pick your security questions. Once complete, click **Continue**.

WEBROOT

Setup 2FA

Step 1

2FA requires you to choose two additional security questions. Please choose two questions below, type your answers and click 'Continue'.

It is important that you type the answers correctly because you will be asked again if your device gets lost or stolen.

Security Question

Choose a question from the list

Security Answer

Security Question

Choose a question from the list

Security Answer

Cancel Continue

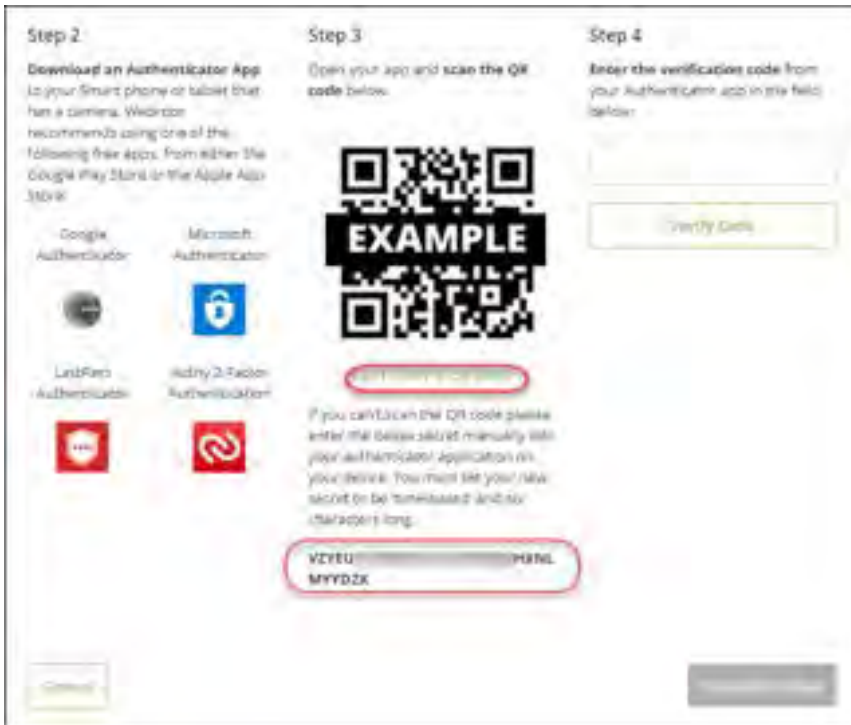
4. You will need to download and install an authenticator app from the Google Play Store or the Apple App Store to a smart phone or tablet with a working camera.



Some examples of mobile authentication apps are as follows:

Google Authenticator
Microsoft Authenticator
LastPass Authenticator
Authy 2-Factor Authentication

5. Once you have downloaded an authenticator app to your smart phone, open the app, and add your personal account, and you will be prompted to scan the QR code shown that is presented in the Management Console. If you are unable to scan the QR code, click **Can't scan the QR code?**, and enter the entire code shown into the authenticator app on your device. The code is case sensitive.



6. Enter the verification code from the authenticator app in the box under **Step 4**, and click **Verify Code**. The code will be verified, and the screen will show a **Verification**

Successful message. Click **Complete Setup** to finish setting up 2FA.



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

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

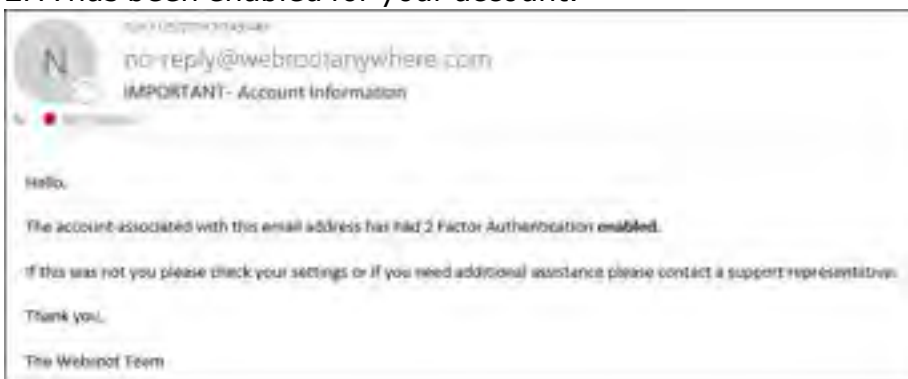
The authenticator app will supply the authentication code you will be prompted to

enter at login which replaces the Security Code.



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

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



Continue with [Logging into your account.](#)

Logging into your account

To log into your account on the management website:

1. Go to my.webrootanywhere.com.
2. Enter the email address and password you specified when you registered.
3. Click the **Log in** button.



4. If you have enabled 2FA, enter the code from your Mobile Authenticator app and click **Confirm**. If you do not have 2FA enabled, enter the requested characters from your personal security code in the prompt and click **Log in**.

This personal security code was defined when you created a Webroot account. Every time you log in, the management website will require this extra security step unless you have 2FA enabled. For more information about 2FA, see [Enabling two-factor authentication \(2FA\)](#).

Note: If you forgot your password or security code, click the **Forgotten Password?** button. SecureAnywhere will prompt you to enter your email address and sends you an email message containing a link for resetting your password.

Continue with [Features of the management website.](#)

Features of the management website

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

Refer to the following table for further information about the features on the Webroot management website:

FEATURE	DESCRIPTION
<p>PC Security</p>	<p>Get a global view into all your PCs with SecureAnywhere installed. Using a web browser from a remote location, you can see whether your computers are secure or infected.</p> <p>Note: Mac Security is included in the SecureAnywhere website.</p>
<p>Mobile Security</p>	<p>Get a global view into all your smartphones and tablets with SecureAnywhere installed. If necessary, you can remotely locate a missing mobile device with the Lost Device Protection feature.</p>
<p>Password Manager Powered by LastPass</p>	<p>Access your saved passwords and profiles, if your SecureAnywhere edition includes the Passwords feature. For example, if you can't remember your login to a banking site, you can go to the Passwords panel and view your user name and password.</p> <p>For more information, see Getting Started With Passwords.</p>

FEATURE	DESCRIPTION
Users	Allows you to add users to your console. For more information, see Adding Users .
Keycodes	Allows you to purchase and add keycodes to protect your devices. For more information, see Adding PCs and Adding Mobile Devices .
Downloads	Allows you to download SecureAnywhere for your PC or Mac device, as well as your mobile devices, if you have mobile protection. For more information, see Adding PCs and Adding Mobile Devices .
Webroot Community	Enables you to interact with other Webroot users on the Community Forum, discuss security news, suggest features and access our knowledge base.

Chapter 3: Managing Your Account

To manage your account, see the following topics:

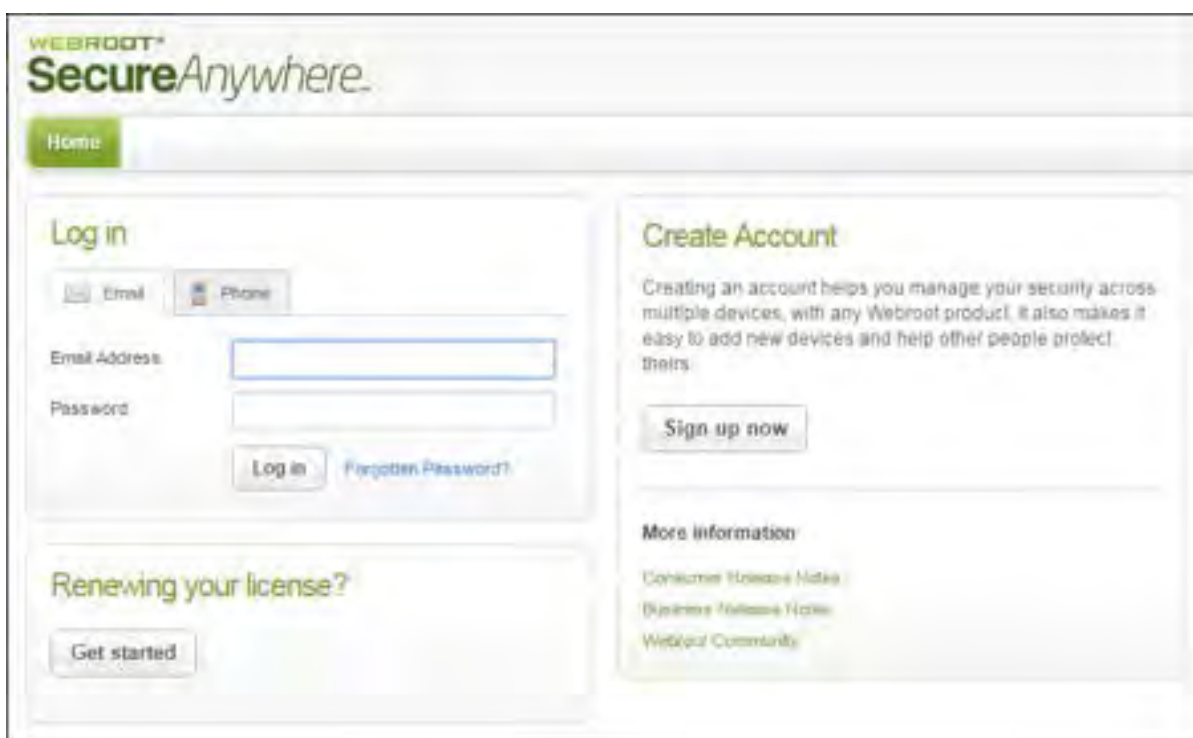
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Adding Devices With Different Keycodes

If you installed SecureAnywhere on multiple PCs using the same multi-license keycode, the SecureAnywhere website displays information for these PCs after a scan runs on each one. If you installed another Webroot product on a device that uses a different keycode, you must manually add that keycode to your account, as described in this section.

To add a device to your account:

1. Make sure SecureAnywhere is installed on the device you want to manage.
2. Open your browser to the SecureAnywhere website at my.webrootanywhere.com.
3. In the Log in window, enter the email address and password you specified when you registered.





4. Click the **Log in** button.
5. If you have multiple consoles, select the console under which you want to add the new keycode.

For more information, see [Managing Consoles](#).

The Management Website console displays.

6. From the main menu, click the **Keycodes** tab.
SecureAnywhere displays the Manage Keycodes panel.
7. Click the **Add Product Keycode** button.

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

SecureAnywhere verifies the code.

9. Run a scan on the device.

When the scan completes, it reports its status to the website.

Managing Consoles

When you first registered an account, SecureAnywhere organized your managed devices into a single console. A console is a collection of one or more devices running a Webroot product. If needed, you can create multiple consoles, which can be convenient if you are managing devices for different people and different purposes.

For example, a small business owner might want to create consoles for home and business. The home console could include the laptops and mobiles devices of family members. The business console could include laptops and mobile devices of employees. By creating these separate consoles, the administrator has simplified views into the devices used by family or by employees.

This topic contains the following procedures:

- [Changing Default Console Names](#)
- [Adding New Consoles](#)
- [Switching Between Consoles](#)

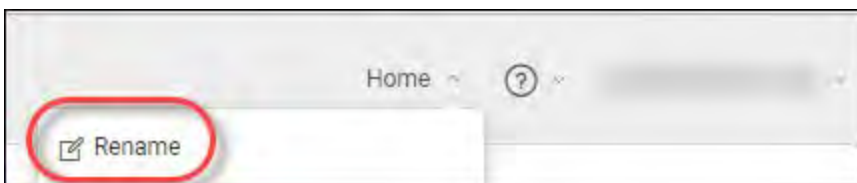
Note: A single console is sufficient for most people.

Changing Default Console Names

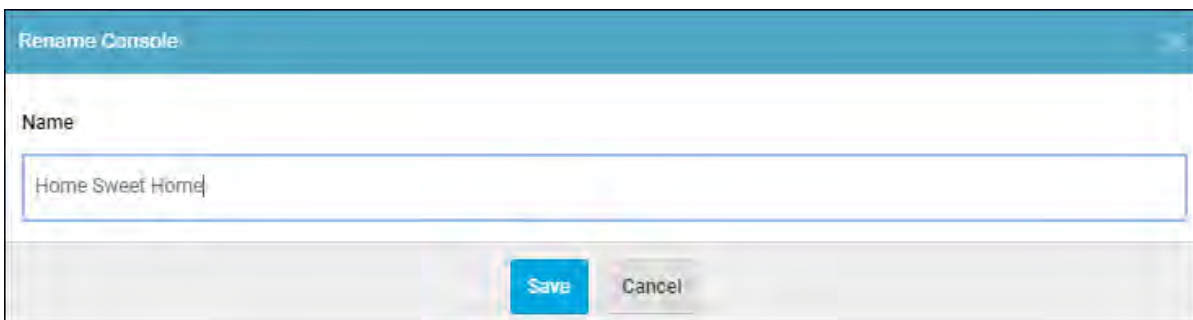
After you first create an account, SecureAnywhere automatically organizes your devices into a default console called *Unnamed Console*. If needed, you can change it to a more meaningful name.

To change the default console name:

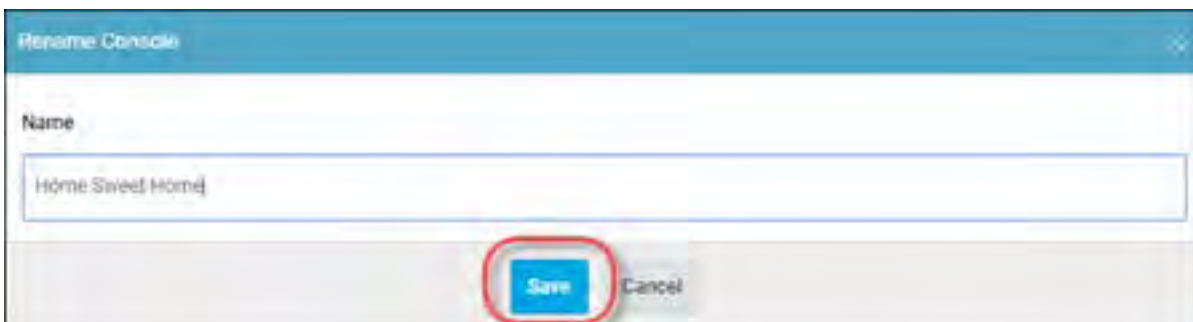
1. Open your browser and go to my.webrootanywhere.com. For more information, see [Logging into your account](#).
2. From the Console Name drop-down menu, select Rename.



3. In the Name field in the Renamed Console window, enter a new name for the console, using alphanumeric characters and spaces only.



4. Click the **Save** button.



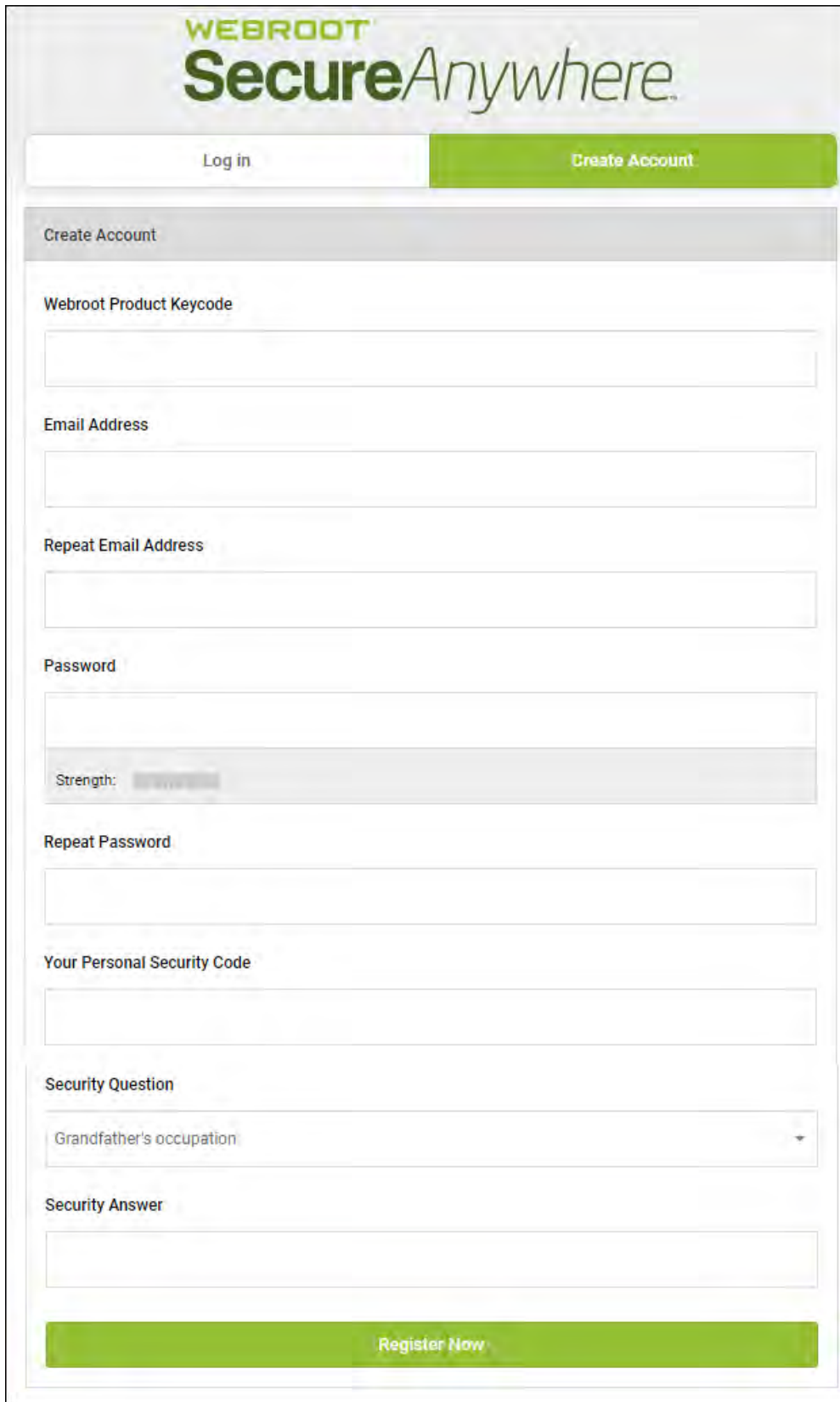
Adding Consoles

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

To add a console:

1. Obtain a new keycode from Webroot for the devices that will be managed in the new console. Install SecureAnywhere on those PCs with that new keycode.
2. Open your browser to the SecureAnywhere website at my.webrootanywhere.com.
3. Instead of logging in to your account, click the **Sign up now** button.

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



The image shows a web registration form for Webroot SecureAnywhere. At the top, the logo features 'WEBROOT' in green and 'SecureAnywhere' in a mix of green and black. Below the logo is a navigation bar with 'Log in' and 'Create Account' buttons. The main form area is titled 'Create Account' and contains several input fields: 'Webroot Product Keycode', 'Email Address', 'Repeat Email Address', 'Password', 'Repeat Password', 'Your Personal Security Code', 'Security Question' (a dropdown menu with 'Grandfather's occupation' selected), and 'Security Answer'. A 'Strength' indicator is visible below the password field. At the bottom of the form is a large green 'Register Now' button.

WEBROOT
SecureAnywhere

Log in Create Account

Create Account

Webroot Product Keycode

Email Address

Repeat Email Address

Password

Strength: ■■■■■■■■■■

Repeat Password

Your Personal Security Code

Security Question

Grandfather's occupation

Security Answer

Register Now

4. In the Webroot Product Keycode field, enter the new keycode.
5. In the remaining fields, enter your existing account information for the email address, password, security code, and security questions and answers.

FIELD	DESCRIPTION
Email Address	Enter your email address, which will also be used for your login name. Your account activation confirmation will be sent to this address.
Password	<p>Enter a minimum of nine characters. Your password must contain at least 6 alphabetic characters and 3 numeric characters. Your password can be longer than the required 9 characters. It can include special characters, except for angle brackets: < and >. Your password is case sensitive.</p> <p>As you type, the Strength meter shows how secure your password is. For optimum security, you should make your password as strong as possible.</p>
Your Personal Security Code	<p>Enter a word or number, which will be used for an extra security step after you enter the password during login. Use a code that is easy to remember, using a minimum of 6 characters.</p> <p>Every time you log in, you must also enter two random characters of this code. For example, if your code is 123456 and it prompts you for the fourth and sixth character, you would enter 4 and 6. Your Personal Security Code is case sensitive.</p>

FIELD	DESCRIPTION
Security Question	Select a question from the drop-down list. If you later forget the details of your login, you need to provide the answer to this question to retrieve the information.
Security Answer	Type an answer to your security question. The Security Answer is case-sensitive.

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

Because you already created an account using your email address, SecureAnywhere recognizes your information. The system prompts you to create a new console for the device.

The screenshot shows a web page with the heading "Have we seen you before?". Below the heading, it says "We have recognised some of your details, and have found an existing Webroot SecureAnywhere console already owned by you. Please Select from the following two options:". There are two panels. The left panel has a green header "I would like a new console for this Keycode" and a sub-header "What happens if I select this option?". It lists two bullet points: "You will continue to log in using your original log in details." and "You can access any of your consoles under this single log in." At the bottom of this panel is a button labeled "Select" which is circled in red. The right panel has a green header "Add this Keycode to an existing console" and a sub-header "How to do this:". It lists five steps: "1. Log into your existing account", "2. Click 'Manage Keycodes'", "3. Click the 'Add Product Keycode' button", "4. Enter your Keycode into the box and press 'Add'", and "5. Your Keycode has now been successfully added to your existing console!". At the bottom of the right panel is a button labeled "Log in".

7. Click the **Select** button in the left panel to add a new console.

SecureAnywhere creates the console and prompts you to log in.

8. Log in with your account information.

A panel similar to the following example displays.

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



Console Name	Keycodes	Devices Purchased
Home	2 (/ Edit/View)	1
Unnamed Console	-	2
Aunt Edna's Site	1 (/ Edit/View)	3

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

Switching Between Consoles

To switch between two consoles:

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



The console you selected displays.

Adding Users

SecureAnywhere allows you to add other users to your account. You can then give them permission to access security-related information on their devices using your account website.

To add a user:

1. Use your internet web browser to go to my.webrootanywhere.com, and logon with the email address and password you specified when you registered.
2. The **Confirm Logon** window displays where you will be asked to enter two randomly selected characters from your Security Code, or if you have two-factor authentication enabled (2FA), you will be prompted to enter your Authentication Code from your mobile authenticator app and click **Confirm** and/or **Log in**.
3. On the homepage of the management website, click the **Users** tab.
4. Click the **Create User** button. The Create New User window displays.
5. In the Email Address field, enter an email address for this user.
6. In the Time Zone field, click the **Pencil** icon to the right of the field, then type the country, region, or city to display a drop-down menu of choices.
7. If needed, select the **Do you wish to give this user Console access?** checkbox to give this user access to your account.

When you select the **Do you wish to give this user Console access?** checkbox, additional fields display.

8. From the SecureAnywhere drop-down menu, select one of the following permission levels:
 - **Basic** — Grants limited access to consoles and account settings
 - **Admin** — Grants full access to all keycodes, users, and account settings in Webroot portals.

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

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

PC Security is the portal for viewing scan status on the PCs and sending commands to the PCs. For more information, see [Viewing PC Statuses](#).

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

Mobile Security is the portal for viewing scan status on the mobile devices and for sending commands to the devices. For more information, see [Adding Mobile Devices](#)

11. If needed, select the **Passwords** checkbox to give this user access to the Passwords feature. For more information, see [Getting Started With Passwords](#).

When you select the **Passwords** checkbox, additional fields display.

- To enable service for this user, select the **Passwords** checkbox.
- To associate a keycode with the Password feature, from the **Select a keycode** drop-down menu, select the keycode to associate.

12. When you're done, click the **Create User** button.

Webroot sends a confirmation email with an initial password to the address you specified. The user opens the email, clicks the link, pastes in the initial password, and enters a new password in the form provided. Once this process is complete, the new user can log in to the Webroot account.

Editing Account Settings

An account defines your user details such as login name, password, etc., and access permissions. You can add or change any of the account settings, except the email address specified for your login name.

This topic contains the following procedures:

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

To edit account settings:

1. Open your browser and go to my.webrootanywhere.com. For more information, see [Logging into your account](#)
2. In the upper-right corner of the Management Console, click your email address and then select **Account Settings** from the drop-down menu.

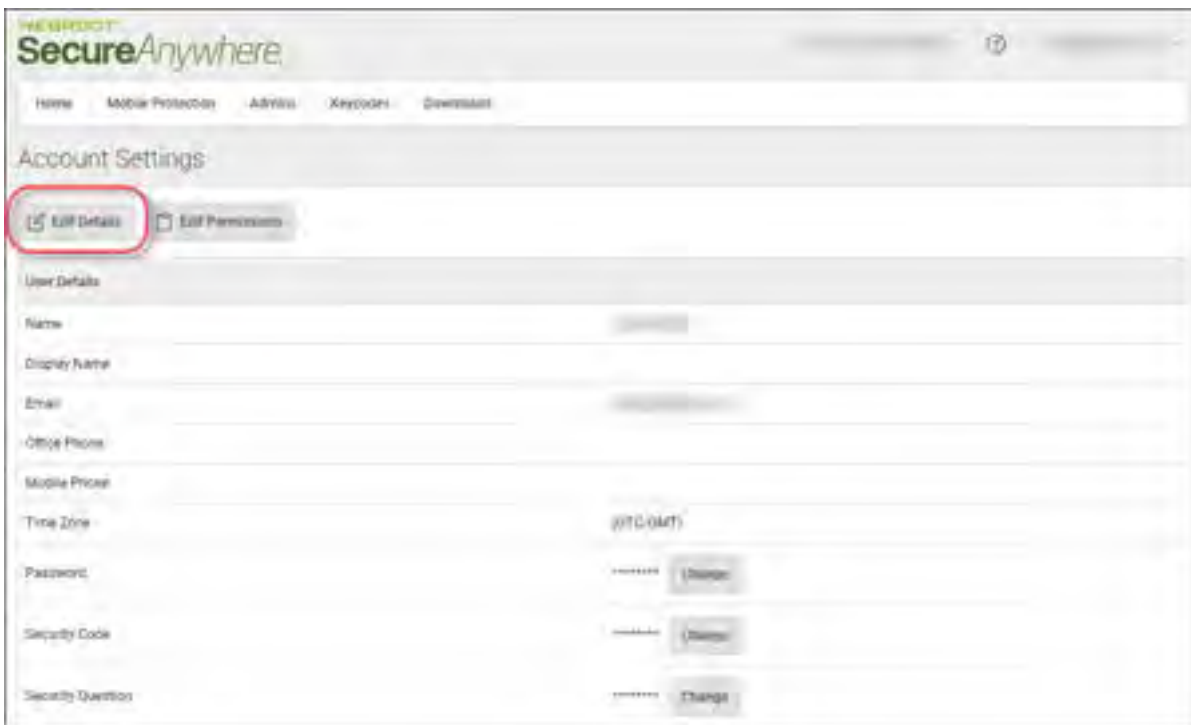
SecureAnywhere displays the Account Settings page.

3. Click either the **Edit Details** button or any of the **Change** buttons to edit information.

Adding Your Name, Phone Number, or Time Zone

If needed, you can add your name, contact information, and the time zone where your PCs are located. You can also include a Display Name, which displays in the Manage Users panel. For more information, see [Adding Users](#).

1. Access your account settings as described above.
2. Click the **Edit Details** button to edit the Name, the Display Name, the phone, or time zone.



The Admin Details tab displays.

3. Enter or change the information, then click the **Save Details** button.
4. If you are the Admin for your account, you can also change access rights by clicking the Access & Permissions tab. For a description of permissions, see [Adding Users](#).

Disabling 2FA

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

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

Changing Your Password

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

1. Access your account settings as described above.
2. Click the **Change** button next to the **Password** field.

The **Change Password** window displays.

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

Your password must be at least nine characters long and contain at least six alphabetic characters and three numeric characters. Your password can be longer than the required nine characters. It can include special characters, except for angle brackets: < and >. Your password is case sensitive.

As you type, the Strength meter shows how secure your password is. For optimum security, you should make your password as strong as possible.

5. In the **Repeat New Password** field, enter the same characters as you did in the **New Password** field.
6. When you're done, click the **Change Password** button.

Changing Your Security Code

You defined a security code when you created the account. As an extra security step, the SecureAnywhere website prompts you for this code right after you log in. If needed, you can change the code.

1. Access your account settings as described above.
2. Click **Change** next to the Security Code field.

The **Change Security Code** window displays.

3. In the **New Personal Security Code** field, enter a word or number.

Use a code that is easy to remember, using a minimum of six characters. Every time you log in, you must also enter two random characters of this code. For example, if your code is 123456 and it prompts you for the fourth and sixth character, you would enter 4 and 6. Your Personal Security Code is case sensitive.

4. In the **Enter Password** field, enter your current password.
5. When you're done, click the **Change Security Code** button.

Changing Your Security Question

The security question allows Webroot to identify your account if you forget your user name, password, or security code. If you answer the question correctly, we can retrieve the login information for you.

1. Access your account settings as described above.
2. Click **Change** next to the Security Question field.

The **Change Security Question** window displays.

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

Chapter 4: Using PC Security

To use PC security, see the following topics:

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Viewing PC Statuses

From the website, you can globally review status information for your PCs. Status information includes scan results and license information.

Note: To view PC status, you must first install SecureAnywhere on the PC, enter your Webroot account credentials when prompted, then allow SecureAnywhere to run a scan.

To view the PC status:

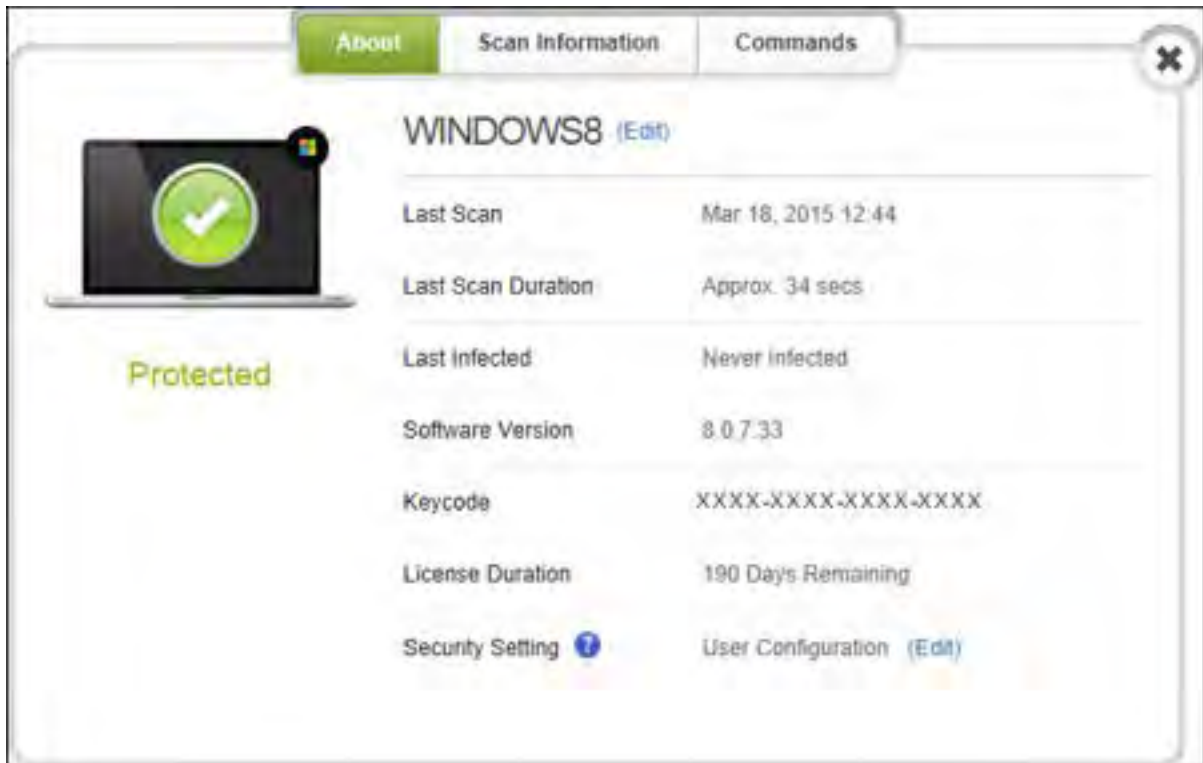
1. Open your browser and go to my.webrootanywhere.com. For more information, see [Logging into your account](#).
2. Click the **PC Security** tab or click the **Go to PC Security** button.

The PC Security panel displays, listing all the devices associated with this account.

3. You can customize what devices are displayed by selecting an option from the **View** drop-down. You can also switch between a list view and an icon view by clicking the **Icon/List** button in the upper right:



4. You can view more details by clicking an individual PC.



5. In the About panel, you can view details about recent scans, the software version, keycode, and days remaining on your license.

You can also remotely change the security setting. For more information, see [Editing PC Security Settings](#).

Adding PCs

If you purchased a multi-license edition, you can install SecureAnywhere on additional PCs using the same keycode. The SecureAnywhere website will display information about these PCs after a scan runs on each one, as described in this section. If you used a different keycode to install SecureAnywhere, follow the instructions in [Adding Devices With Different Keycodes](#).

To view all PCs associated with your account:

1. Install SecureAnywhere on each PC, using your multi-seat license keycode.
2. When SecureAnywhere prompts for your account information, enter your user name, which is your email address, and password.
3. At the end of the installation routine, wait for SecureAnywhere to finish scanning the PC. Do not cancel the scan.

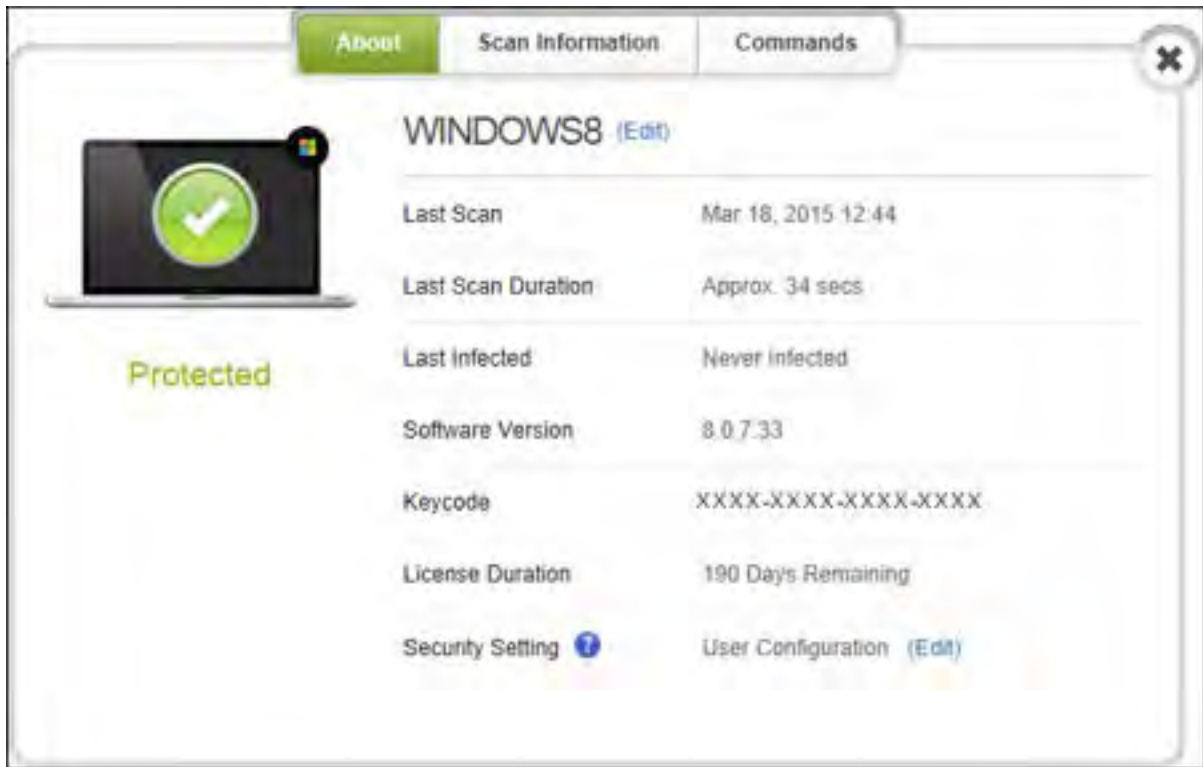
Once the PC is scanned, SecureAnywhere reports into your account and adds the PC to the account website.

4. Open your browser and go to my.webrootanywhere.com. For more information, see [Logging into your account](#).

The new PC displays in the PC Security panel. By default, SecureAnywhere displays the machine name

5. Click the newly installed PC's icon to open its information panel.

The Security panel for that computer displays.



6. To change the PC's displayed name, click the **Edit** link. Enter a new name and then click the green check mark next to the field to confirm.

Editing PC Security Settings

You can use the SecureAnywhere website to remotely change a PC's security setting to a higher or lower level of protection, as described in this section. These levels of protection are a combination of SecureAnywhere's heuristic settings, which include:

- **Advanced Heuristics** — Analyzes new programs for suspicious actions that are typical of malware.
- **Age Heuristics** — Analyzes new programs based on the amount of time the program has been in the community. Legitimate programs are generally used in a community for a long time, but malware often has a short life span.
- **Popularity Heuristics** — Analyzes new programs based on statistics for how often the program is used in the community and how often it changes. Legitimate programs do not change quickly, but malware often mutates at a rapid pace. Malware may install as a unique copy on every computer, making it statistically unpopular.

These heuristic settings are applied to separate areas of your computer, including the local drive, USB drives, the Internet, the network, CD/DVDs, and when your computer is offline. For more information, see [Adjusting Heuristics](#) in the [Webroot SecureAnywhere PC User Guide](#).

By default, PC security is set to User Configuration, which means that you can control the settings from the SecureAnywhere main interface on the PC. If you use the SecureAnywhere website to switch the security from User Configuration to one of the other levels, it overrides SecureAnywhere's local settings on the PC.

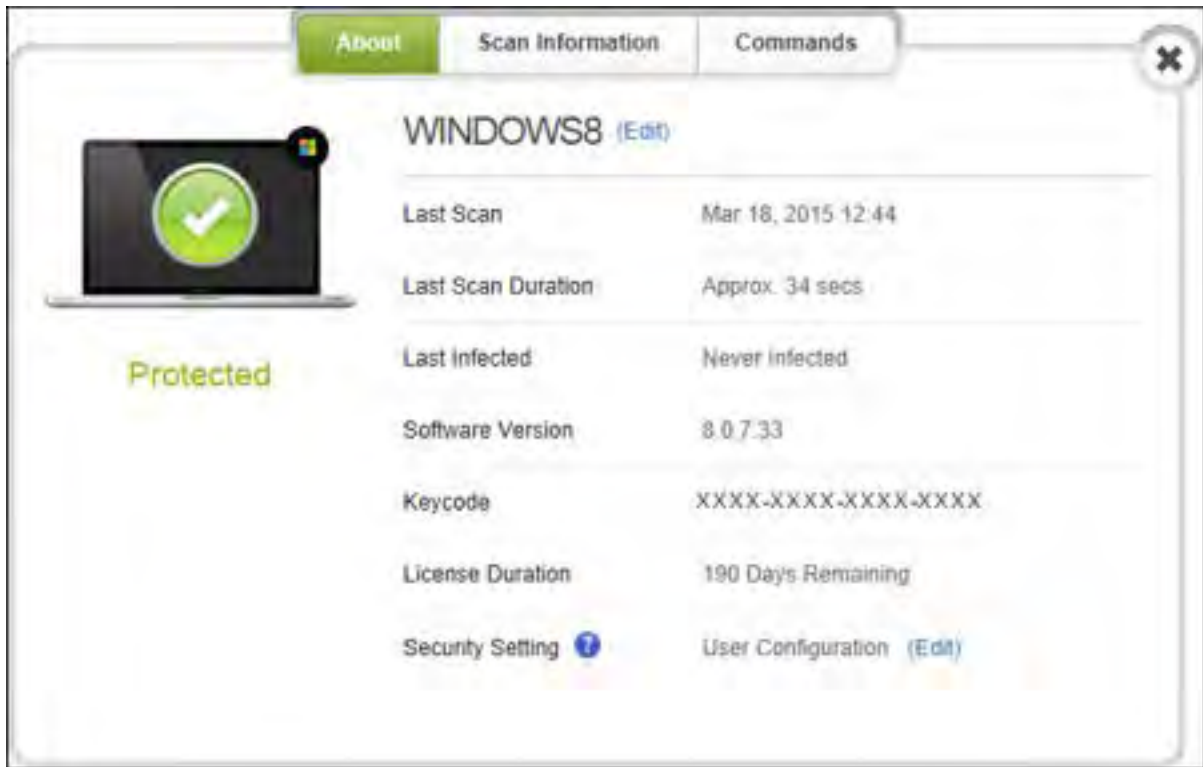
To edit the PC security setting:

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

The PC Security panel displays.

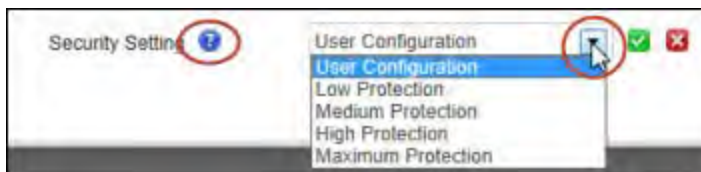
3. Click the PC that you want to modify.

The Security panel for that computer displays.



4. In the Security Setting line, click the **Edit** link.
5. Click the drop-down arrow to open protection options.

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



6. Select from these options:
 - **User Configuration** — Security settings are controlled by the main interface on the computer.

- **Low** — All heuristics are set to Low. This is limited protection, which might be convenient for software developers and highly technical users who run beta versions of software and don't want those applications being blocked.
- **Medium** — Heuristics are set to our recommended combination of Low, Medium, and High. This setting is for normal, daily use.
- **High** — All heuristics are set to High. Only use this setting if you suspect the PC is at risk. This setting results in a high number of alerts, which may block legitimate programs as well as malware.
- **Maximum** — Most heuristics are set to Maximum. Only use this setting if you suspect the PC is infected. This setting results in a high number of alerts, which may block legitimate programs as well as malware.

7. Click the **Green** checkmark to apply the new setting.

If you change a setting to Low, Medium, High, or Maximum, it overrides SecureAnywhere's local settings on the PC.

Viewing PC Scan Information

You can remotely view detailed scan results for each PC in your account. Details include whether your computers are secure or infected.

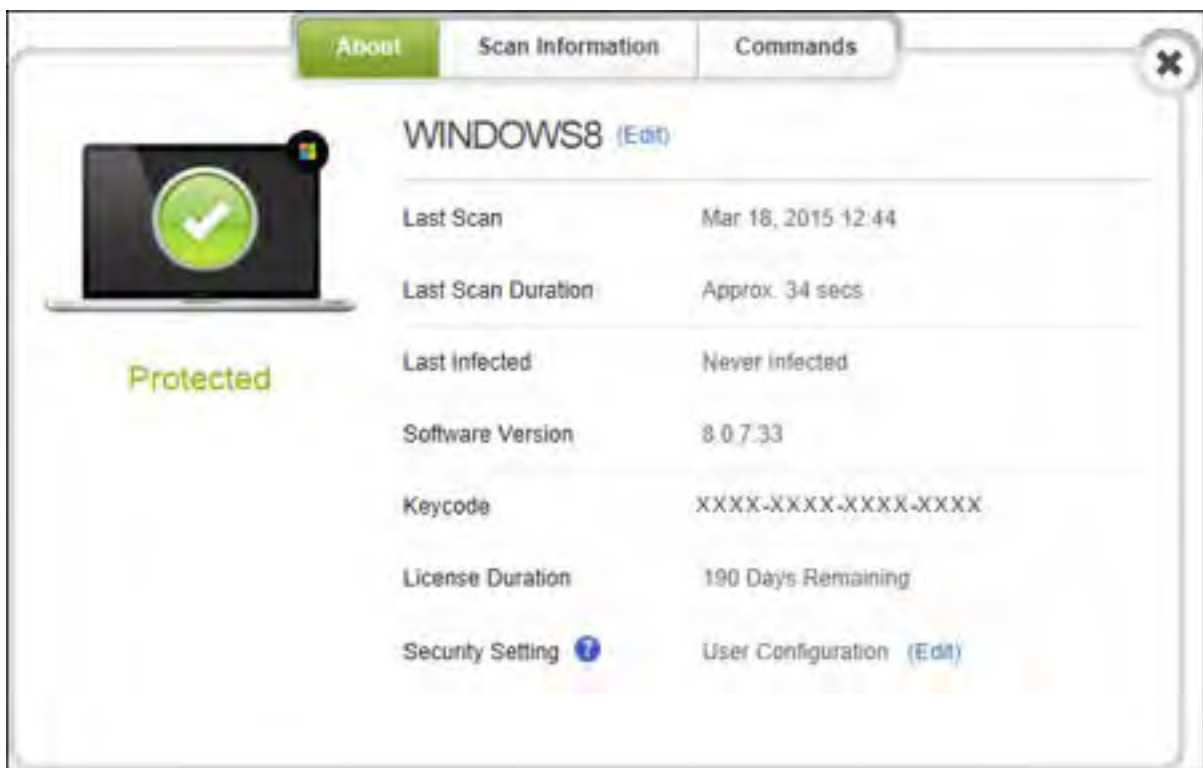
To view scan information for a PC:

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

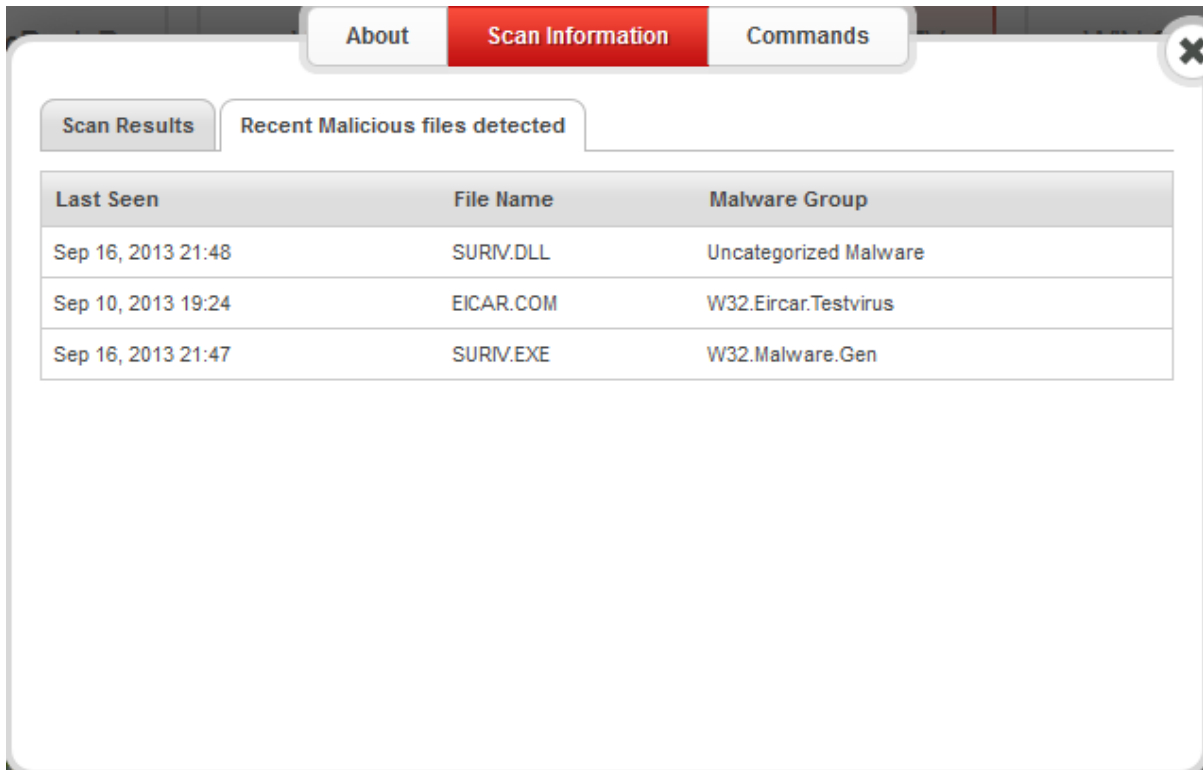
The PC Security panel displays.

3. Click the PC that you want to view.

The Security panel for that computer displays.

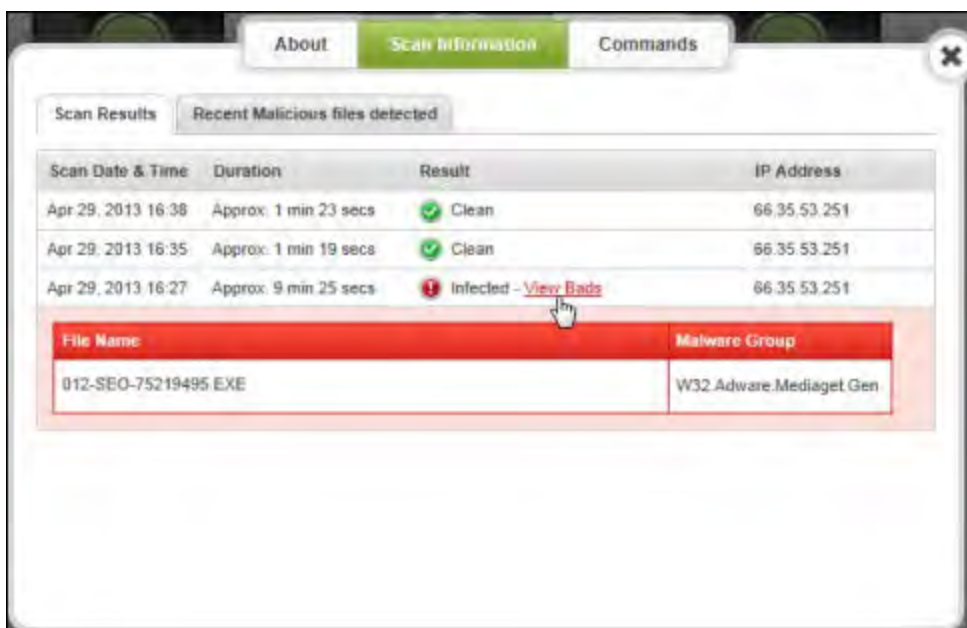


4. Click the **Scan Information** tab.
 - The Scan Results panel displays the results of the last 10 scans on the PC, including the date and time, and the IP address the computer used.
 - The Recent Malicious files detected panel displays information for the last 10 malicious files that were detected on the PC.



5. For more information about an infection, click the **View Bads** link on the main Scan Results tab.

Another panel opens with the file name and the threat category, for example, Trojan, Adware, etc..



Scanning PCs Remotely

You can remotely scan a PC, if you are away from your computer and you suspect it might be infected, for example, you are at work and a family member contacts you that the computer is acting strangely.

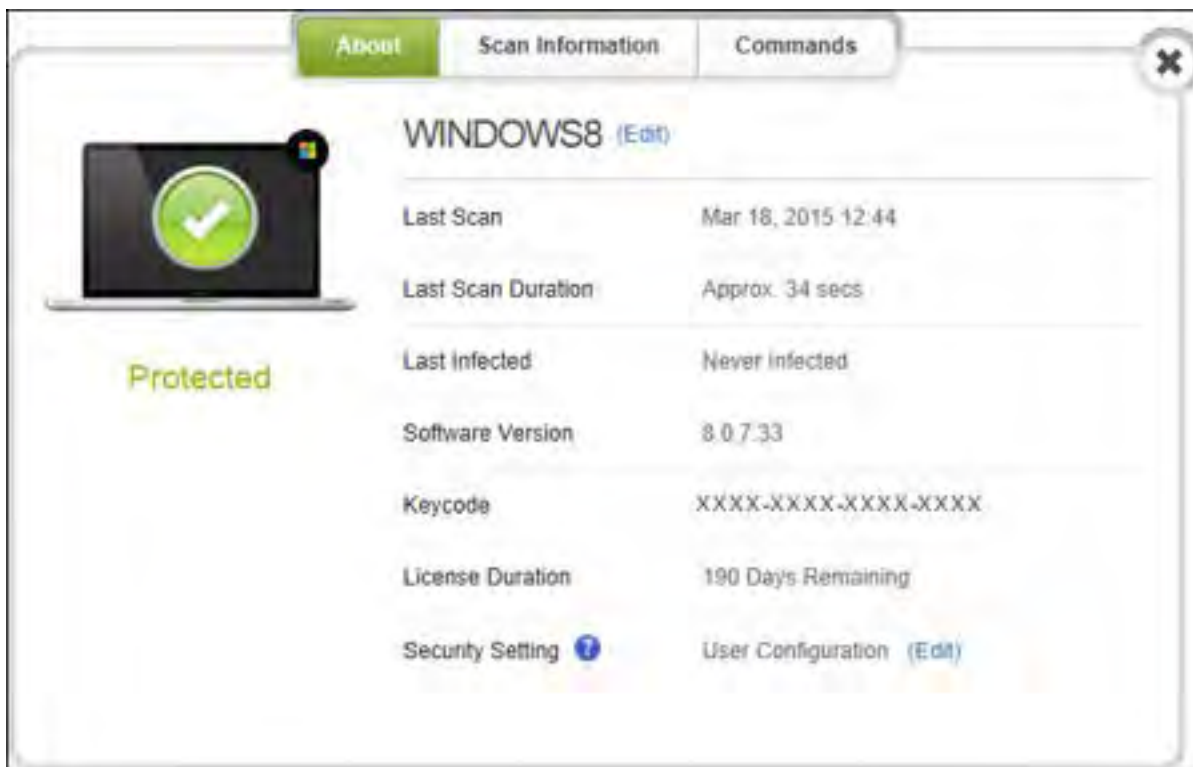
To scan a PC remotely:

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

The PC Security panel displays.

3. Click the **PC** you want to scan.

The Security panel for that computer displays.



4. Click the **Commands** tab.

The Commands panel displays.



5. Click one of the following scan types:

- **Scan** — Runs a scan on the PC and notifies you if it detected any threats, which allows you to decide whether to quarantine the files or not.
- **Cleanup** — Runs a scan on the PC and automatically quarantines files without notifying you.



6. At the prompt, click the **Confirm** button.

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

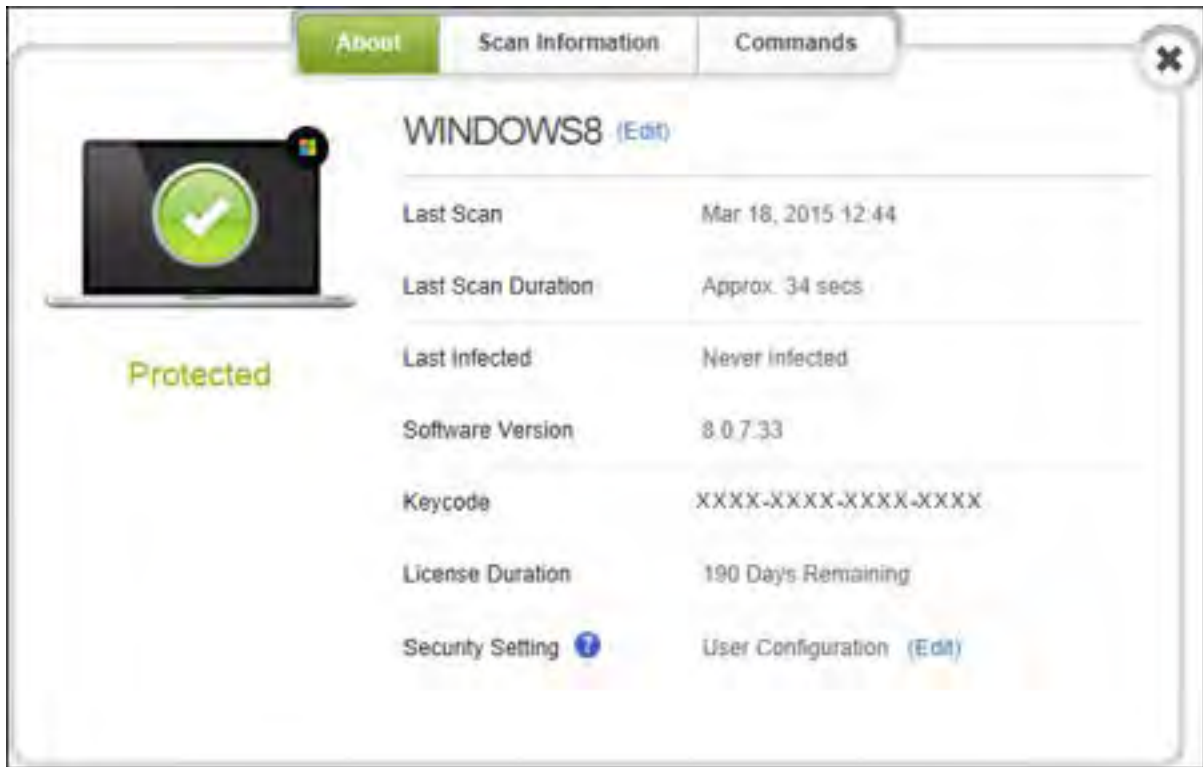
Running System Optimizer Remotely

You can remotely run the System Optimizer on a PC, if you are away from your computer and want to guard your privacy or hide your Internet traces, for example, you are at work and a family member wants to use your personal computer.

Note: For more information about the System Optimizer, see [Changing System Optimizer Settings](#) in the [WSA PC User Guide](#).

To remotely run the System Optimizer on a PC:

1. Open your browser and go to my.webrootanywhere.com. For more information, see [Logging into your account](#).
2. Click the **PC Security** tab or click the **Go to PC Security** button.
The PC Security panel displays.
3. Click the PC that you want to clean.
The Security panel for that computer displays.



4. Click the **Commands** tab.

The Commands panel displays.



5. Click the **System Optimizer** button.



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

6. At the prompt, click **Confirm**.
-

Deactivating PCs

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

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

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

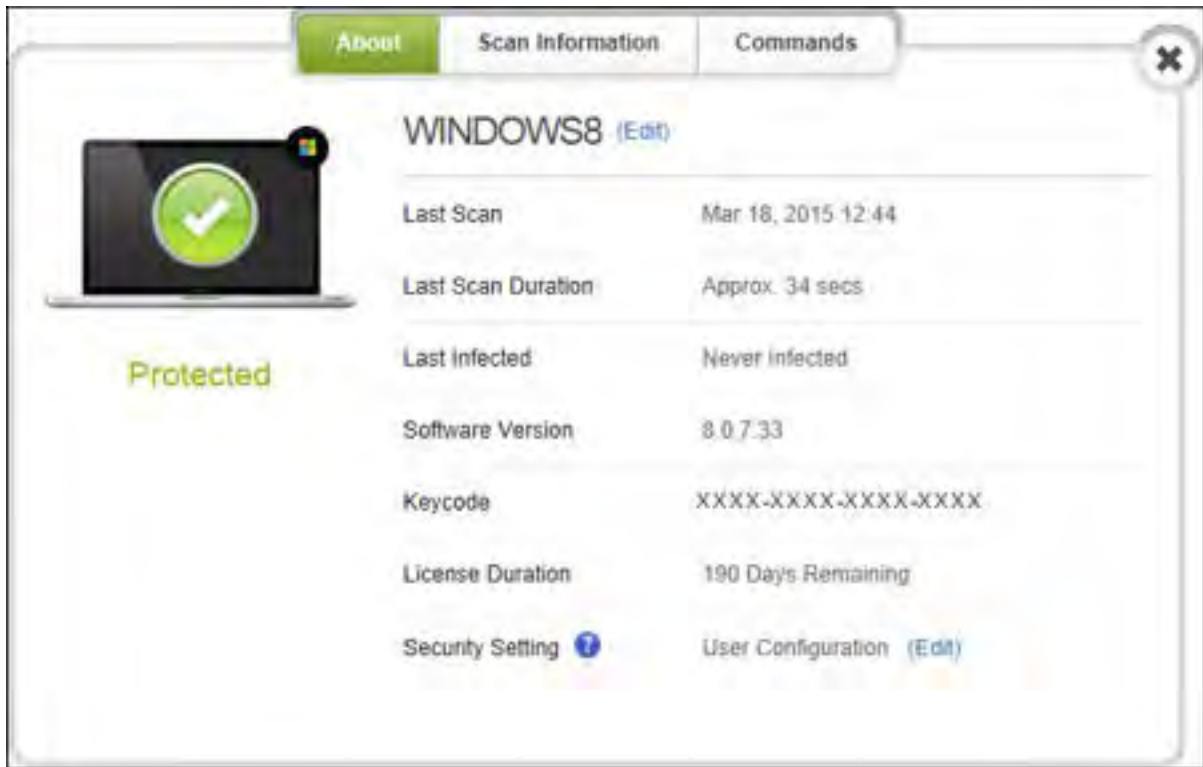
To deactivate SecureAnywhere on a PC:

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

The PC Security panel displays.

4. Click the PC that you want to deactivate.

The Security panel for that computer displays.



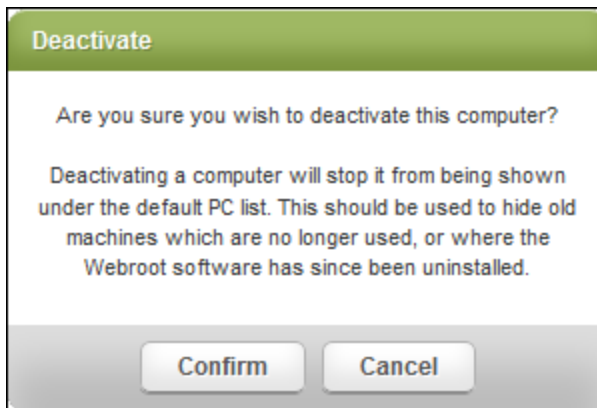
5. Click the **Commands** tab.
The Commands panel displays.



6. Click the **Deactivate** button.



The Confirm window displays.



7. Click **Confirm**.

The system removes the computer from the PC Security list, and uninstalls Webroot SecureAnywhere application from the PC selected.

Locking, Shutting Down, or Restarting PCs

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

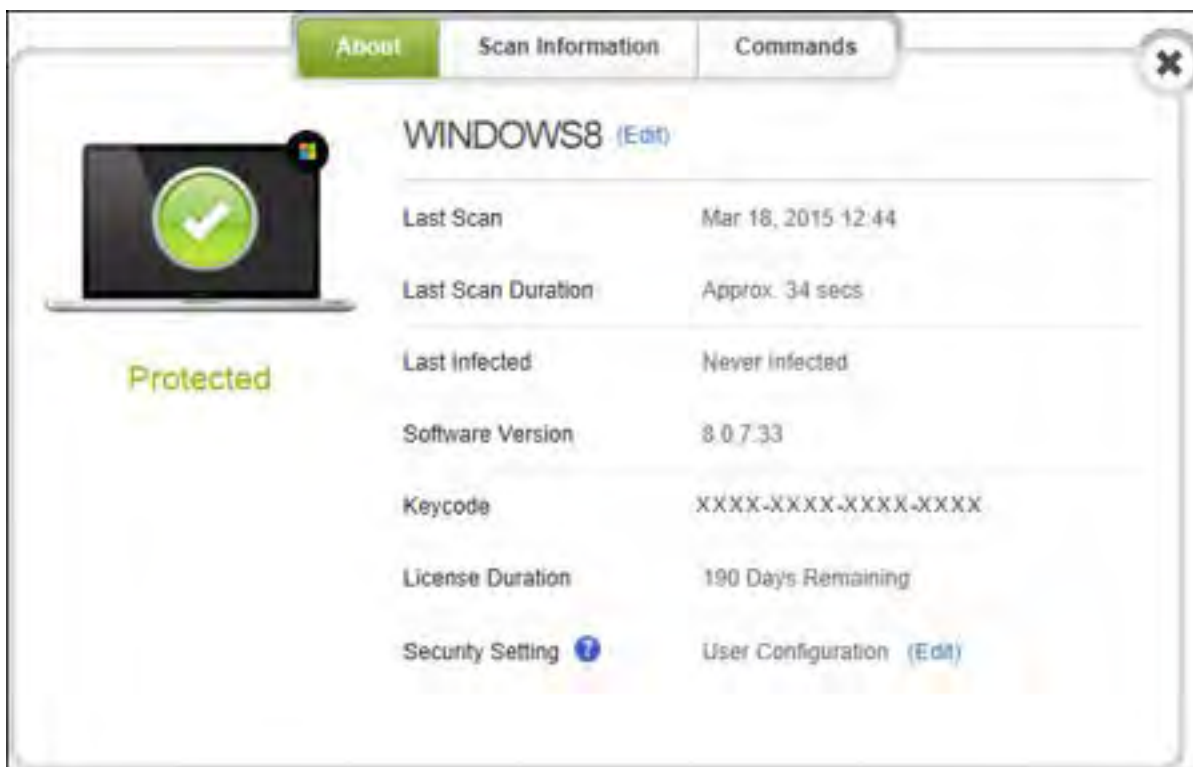
To issue one of these remote commands:

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

The PC Security panel displays.

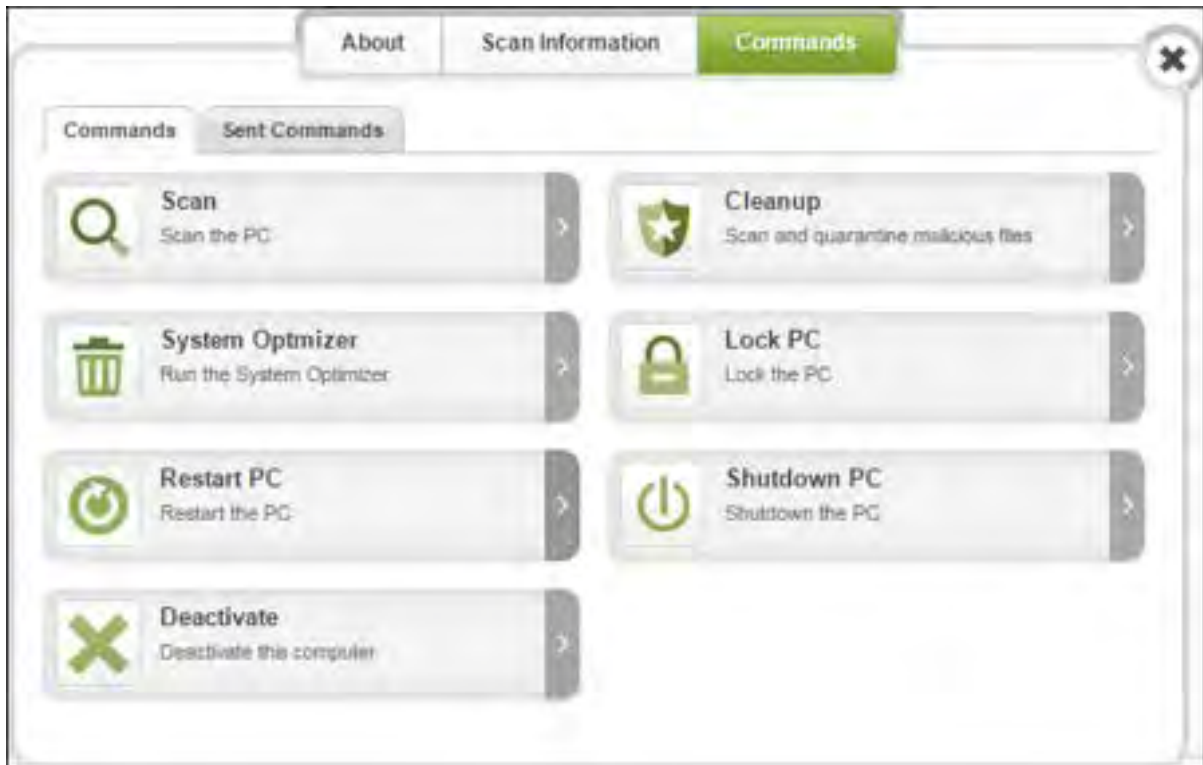
3. Click the PC that you want to lock, shut down, or restart.

The Security panel for that computer displays.



4. Click the **Commands** tab.

The Commands panel displays.



5. From here, you can issue one of the following commands:
 - **Lock** — Locks the PC by activating the Windows Login screen. A user name and password must be entered to log back in.
 - **Restart** — Restarts the PC.
 - **Shutdown** — Shuts down and turns off the PC.
6. At the prompt, select one of the following:
 - **Lock**
 - **Restart**
 - **Shutdown**
7. At the prompt, click **Confirm**.

The PC should receive the command in less than 2 minutes.

Chapter 5: Using Mobile Security

To use PC security, see the following topics:

Adding Mobile Devices	61
Viewing Mobile Account Information	62
Viewing Mobile Security Statuses and Alerts	63
Viewing Mobile Histories	65
Using Lost Device Protection Commands	67
Changing Phone Numbers	71
Removing Mobile Devices	72

Adding Mobile Devices

You can add Android smartphones, tablets, and other mobile devices to your Webroot account. You must first install one of the SecureAnywhere apps, which you can obtain by:

- Purchasing a SecureAnywhere edition that includes a license for mobile apps. These editions include [Complete](#) and [Internet Security Plus](#).
- Purchasing the [standalone Premier app](#) for Android devices.
- Downloading the [free app](#) for Android devices.

To download and install Webroot apps, see the following knowledgebase article: <http://www5.nohold.net/Webroot/Loginr.aspx?login=1&app=vw&solutionid=903>.

Note: Website support for iOS devices is coming soon.

After you register the mobile device or create a Webroot account from the app, the device information will display in the SecureAnywhere website. For more information, see [Viewing Mobile Account Information](#).

Viewing Mobile Account Information

From the website, you can view mobile account information, including the keycode and license status.

To view the mobile account information:

1. Open your browser and go to my.webrootanywhere.com. For more information, see [Logging into your account](#).
2. Click the **Mobile Security** tab or click the **Go to Mobile Security** button.
3. In the Mobile Security panel, you can view more details by clicking an individual device.

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



When the About panel displays, you can view details about the device model, keycode, and days remaining on your license.



4. To change the displayed name for your device, click the **Edit** link. Enter a new name and click **Save**.

Viewing Mobile Security Statuses and Alerts

You can view detailed status and alerts for your mobile devices.

To view mobile security status:

1. Open your browser and go to my.webrootanywhere.com. For more information, see [Logging into your account](#).
2. Click the **Mobile Security** tab or click the **Go to Mobile Security** button.
3. Click on the mobile device you want to view.

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



4. Click the **Security Status** tab.



5. If your device is in a warning state, you can view more information by clicking the **X items need attention** link:



You can only fix an issue from the SecureAnywhere app on your mobile device. The main panel will provide options for fixing the issue.

Viewing Mobile Histories

You can view a history of activity on the device, including information on the scan history and threat definition updates.

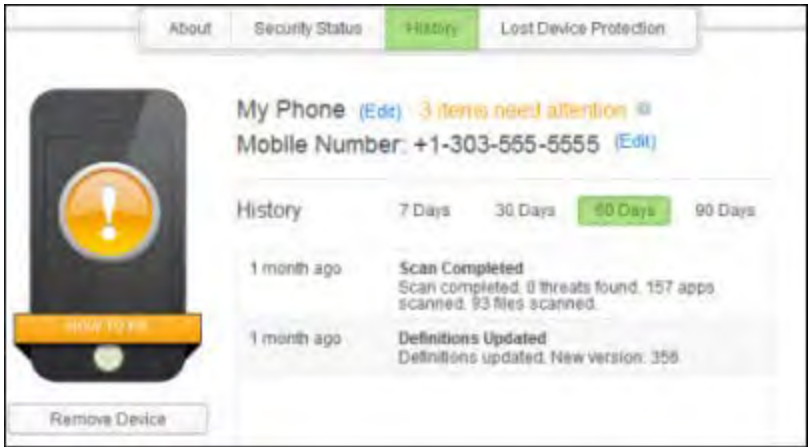
To view mobile history:

1. Open your browser and go to my.webrootanywhere.com. For more information, see [Logging into your account](#).
2. Click the **Mobile Security** tab or click the **Go to Mobile Security** button.
3. Click on the mobile device for which you want to view the history.



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

4. Click the **History** tab.



You can view a history for the past 7 Days, 30 Days, 60 Days, or 90 Days.

Using Lost Device Protection Commands

Delete this text and replace it with your own content. Lost Device Protection helps you lock and locate a missing mobile device. You can issue the commands from the SecureAnywhere website or from another smartphone.

Note: Lost Device Protection commands will lock down your phone. To unlock it, you must enter your Webroot password. Make sure you remember your password before issuing the command.

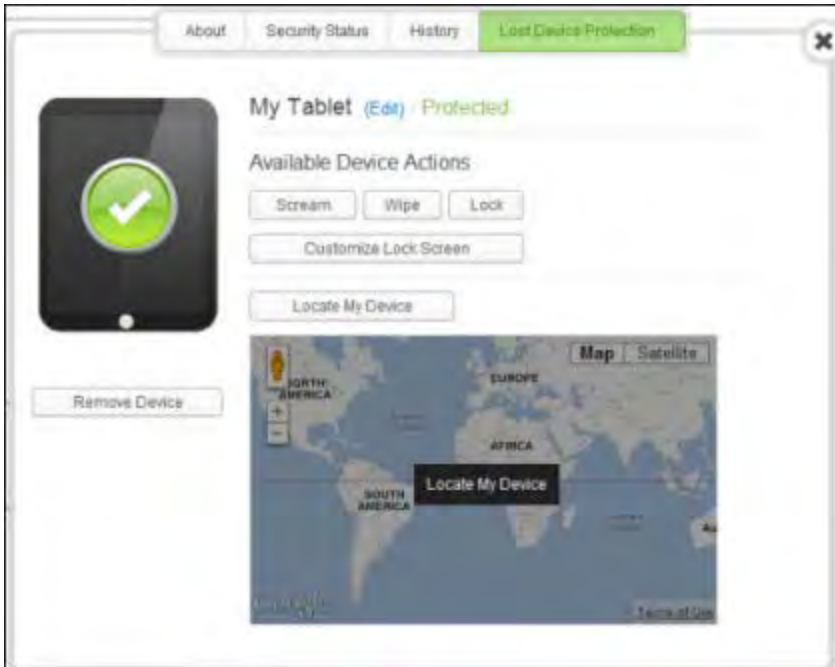
To issue a Lost Device Protection command:

1. Open your browser and go to my.webrootanywhere.com. For more information, see [Logging into your account](#).
2. Click the **Mobile Security** tab or click the **Go to Mobile Security** button.
3. In the Mobile Security panel, click an individual device to view additional details.

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



4. At the top of the panel, click the **Lost Device Protection** tab.



5. In the Lost Device Protection panel, select from one of the following commands.

COMMAND	DESCRIPTION
Lock	Remotely locks the device and prevents its unauthorized use. Once it's locked, you must use your account password to unlock it.
Wipe (Premier/Complete version only)	<p>Immediately locks the device, then performs a factory reset to remove everything on your device, including your personal data, your apps, and your account.</p> <p>Do not use this command unless you are absolutely sure that your device is permanently lost and you want to completely wipe it.</p> <p>Before wiping data, SecureAnywhere turns off the Auto-sync function so it won't delete anything you have previously uploaded to the Gmail servers, such as contacts or calendar entries.</p>
Locate	<p>Locks your device, which is the same as the Lock command, described above, then responds with a link to a Google Maps page that displays your device's current location.</p> <div data-bbox="667 1360 1458 1604" style="background-color: #d9ead3; padding: 10px; border: 1px solid #ccc;"> <p>Note: For the Locate command to work, the device must have either a GPS, Wi-Fi, or a telephony connection. Also, if your device does not support SMS or if Webroot does not support your carrier, then you must have logged into the Android Marketplace.</p> </div>

COMMAND	DESCRIPTION
Scream	<p>Locks your phone, which is the same as the Lock command, described above, and then blasts a loud screaming noise from your phone to help you locate the device or scare a thief.</p> <p>The noise will continue for up to two minutes or until you unlock the device with your password.</p>
Customize Lock Screen	<p>Locks your phone, which is the same as the Lock command, described above, and displays a text message on its panel.</p> <p>When you use this command, you can enter instructions for returning the phone, such as <i>If found, call 555-5555</i>.</p>

Changing Phone Numbers

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

To change a phone number:

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

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



4. Next to the displayed phone number, click the **Edit** link.
 5. Enter the new number and click **Save**.
-

Removing Mobile Devices

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

To remove a mobile device:

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

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



4. Below the device image, click the **Remove This Device** button.



Note: Be aware that removing a device from the website does not uninstall the app from your phone or tablet. If you power on the device again later and it

checks back in with the SecureAnywhere app, the device displays in this website.

Chapter 7: Working With Passwords

To work with passwords, see the following topics:

LastPass Overview	75
Setting Up and Accessing LastPass for New Users	76
Setting Up Your Account	76
Accessing Your Account	85
Setting Up and Accessing LastPass for Existing Users	87
Setting Up Your Account	87
Accessing Your Account	92

LastPass Overview

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

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

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

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

Setting Up and Accessing LastPass for New Users

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

- [You will set up your account using the Management Website console.](#)
- [You can then access your LastPass account through the Management Website console.](#)

Setting Up Your Account

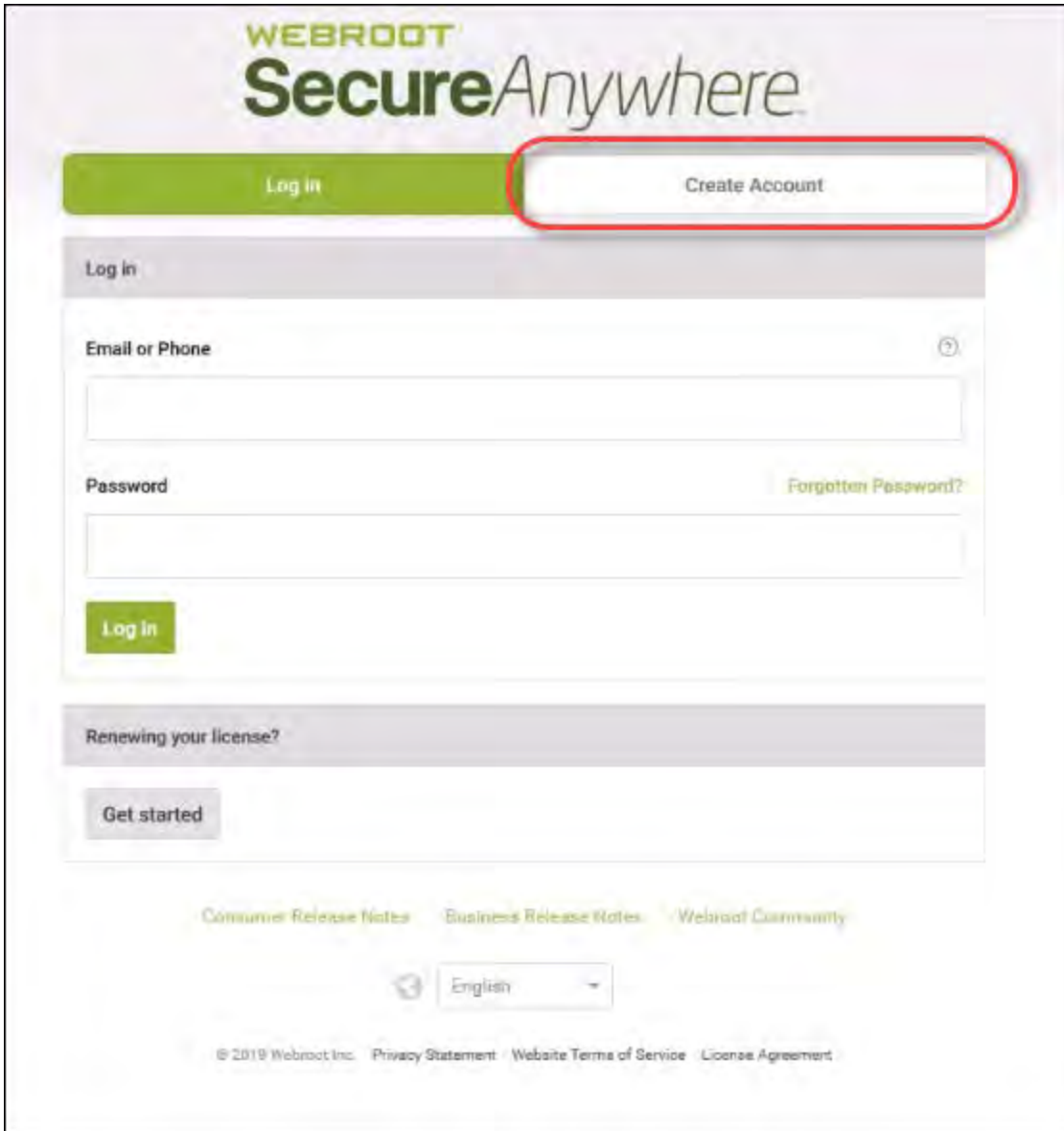
To set up your account:

1. Go to the following URL:

<https://my.webrootanywhere.com/>

The image shows the Webroot SecureAnywhere login page. At the top, the logo reads "WEBROOT SecureAnywhere". Below the logo is a navigation bar with two buttons: "Log in" (highlighted in green) and "Create Account". The main content area is titled "Log in" and contains two input fields: "Email or Phone" and "Password". The "Email or Phone" field has a search icon on the right. The "Password" field has a "Forgotten Password?" link to its right. Below the password field is a green "Log in" button. A section titled "Renewing your license?" contains a "Get started" button. At the bottom, there are links for "Consumer Release Notes", "Business Release Notes", and "Webroot Community". A language dropdown menu is set to "English". The footer contains copyright information: "© 2019 Webroot Inc." and links for "Privacy Statement", "Website Terms of Service", and "License Agreement".

2. Click the **Create Account** button.



The Create Account window displays.

WEBROOT
Secure *Anywhere.*

[Log in](#) [Create Account](#)

Create Account

Webroot Product Keycode

Email Address

Repeat Email Address

Password

Strength: ■■■■■■■■

Repeat Password

Your Personal Security Code

Security Question

Grandfather's occupation ▼

Security Answer

3. In the Webroot Product Keycode field, enter the keycode you received when you purchased the product.
4. In the Email Address field, enter the email address associated with your account.
5. In the Repeat Email Address field, enter the email a second time.
6. In the Password field, enter a password for this account.
7. In the Repeat Password field, enter the password a second time.
8. In the Your Personal Security Code field, enter a two-digit number to secure your account for when you log in.

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

Every time you log in, you must also enter two random characters of this code. For example, if your code is 123456 and it prompts you for the fourth and sixth character, you would enter 4 and 6. Your Personal Security Code is case sensitive.

9. In the Security Question field, enter a security question that only you know the answer to.
10. In the Security Answer field, enter an answer to the security question.
11. From the Please select your storage region drop-down menu, select the area where you reside.

12. Click the **Register Now** button.



Your Personal Security Code

Security Question

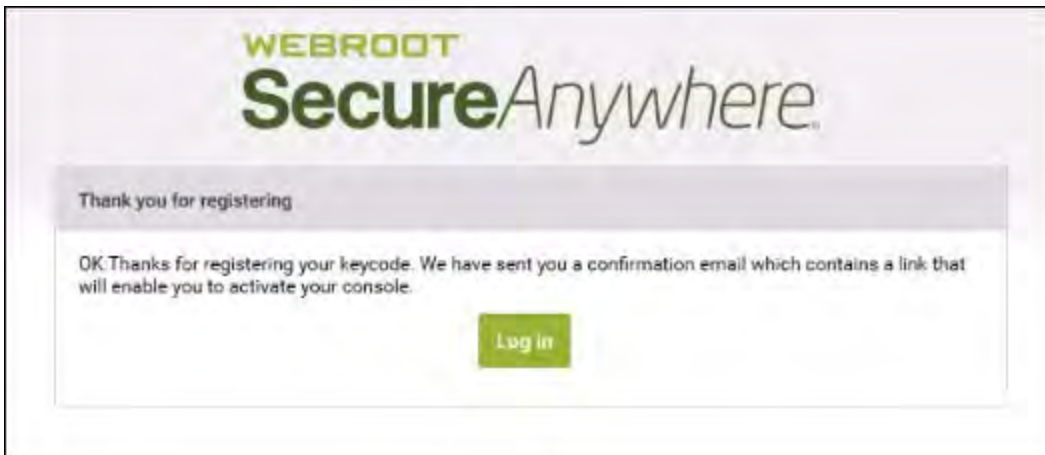
Best childhood friend

Security Answer

Derby

Register Now

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



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

The Webroot SecureAnywhere Log in page displays.

14. In the Email or Phone field, enter your user name.
15. In the Password field, enter your password.

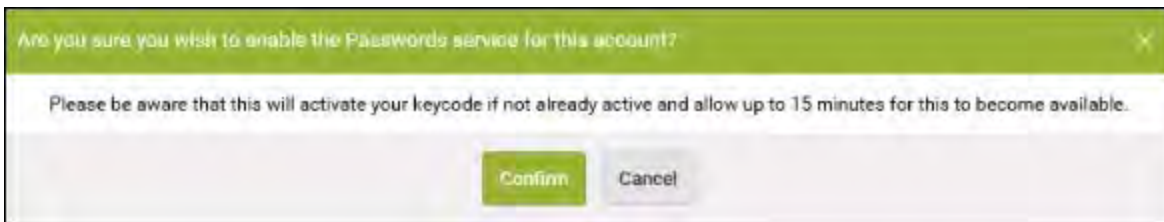
- 16. Click the **Log in** button.
- 17. At the personal security code prompt, type the requested characters and click the **Log in** button.

This personal security code was defined when you created a Webroot account. Every time you log in, SecureAnywhere will require this extra security step. Be aware that it prompts for two random characters of your code. For example, if your code is 123456 and it prompts you for the fourth and sixth characters, you would enter 4 and 6.

The Management Website console displays.

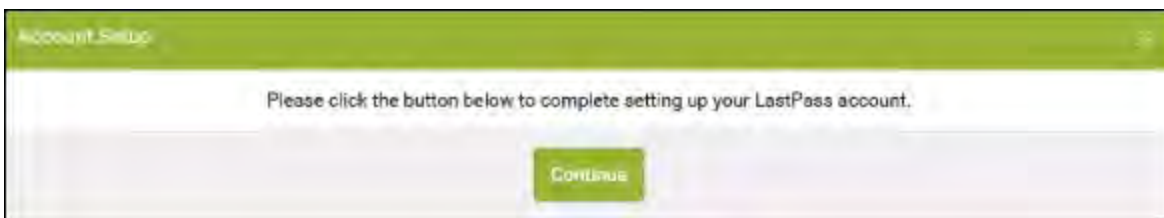
- 18. In the Password Manager Powered by LastPass area, click the **Set Up Now** button.

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



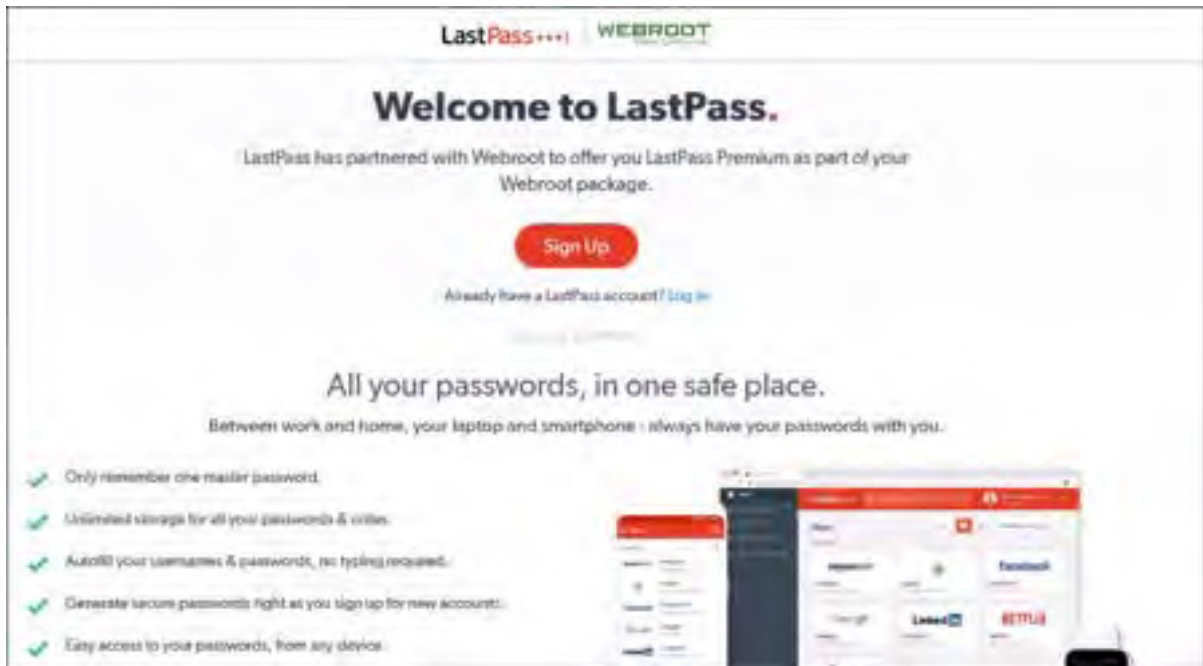
- 19. Click the **Confirm** button.

The following message displays: *Please click the button below to complete setting up your LastPass account.*



- 20. Click the **Continue** button.

The LastPass Welcome page displays.




21. Click the **Sign Up** button.


The LastPass Create an account page displays.

LastPass |

Create an account [or Log In](#)

Email


Master Password  Strength

Confirm Master Password 

Reminder (Optional)

Create My Account

By completing this form, I agree to the [Terms](#) and [Privacy Policy](#). I want to receive promotional emails, unless I [opt out](#).



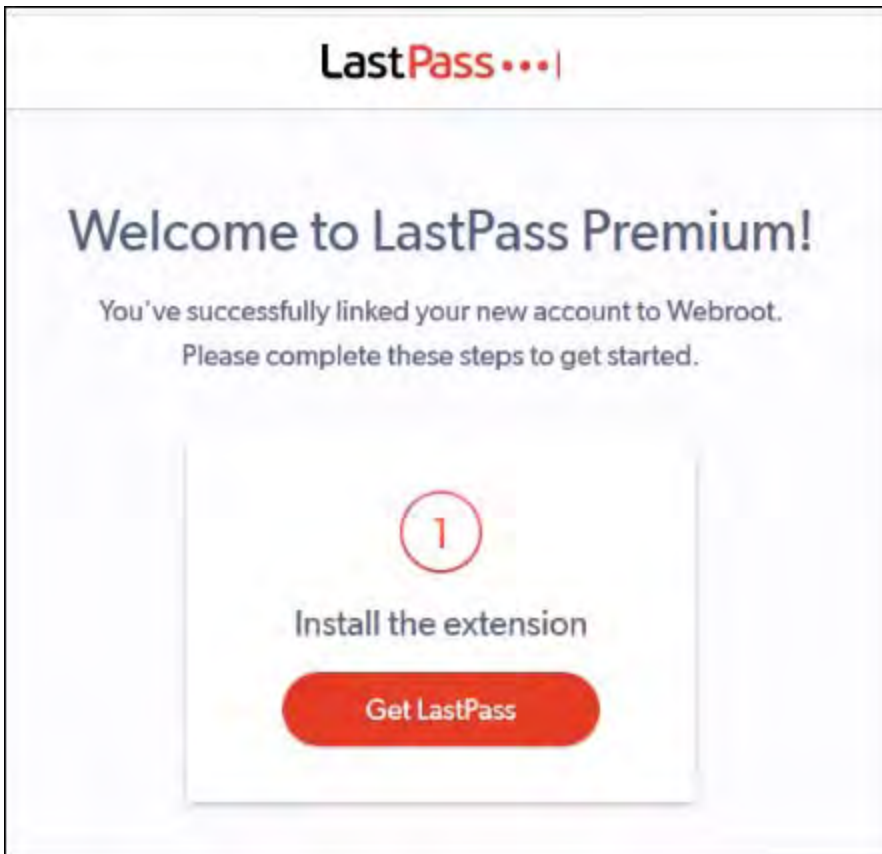
22. Create a LastPass account using and email address, password, and reminder word.

23. Click the **Create My Account** button.

The Webroot Welcome window displays.

24. Click the **Continue** button.

The Welcome to LastPass Premium page displays.



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

Accessing Your Account

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

To access your account:

WSA Management Website User Guide

1. Go to the following URL:

<https://my.webrootanywhere.com>

2. Log in using your user name and password.

The Management Website console displays.

3. In the Password Manager Powered by LastPass area, click the **Manage Passwords** button.

The LastPass login page displays.

4. Enter your email and password.

5. Optionally, select the **Remember Me** checkbox.

6. Click the **Log in** button.

The LastPass dashboard displays.

Setting Up and Accessing LastPass for Existing Users

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

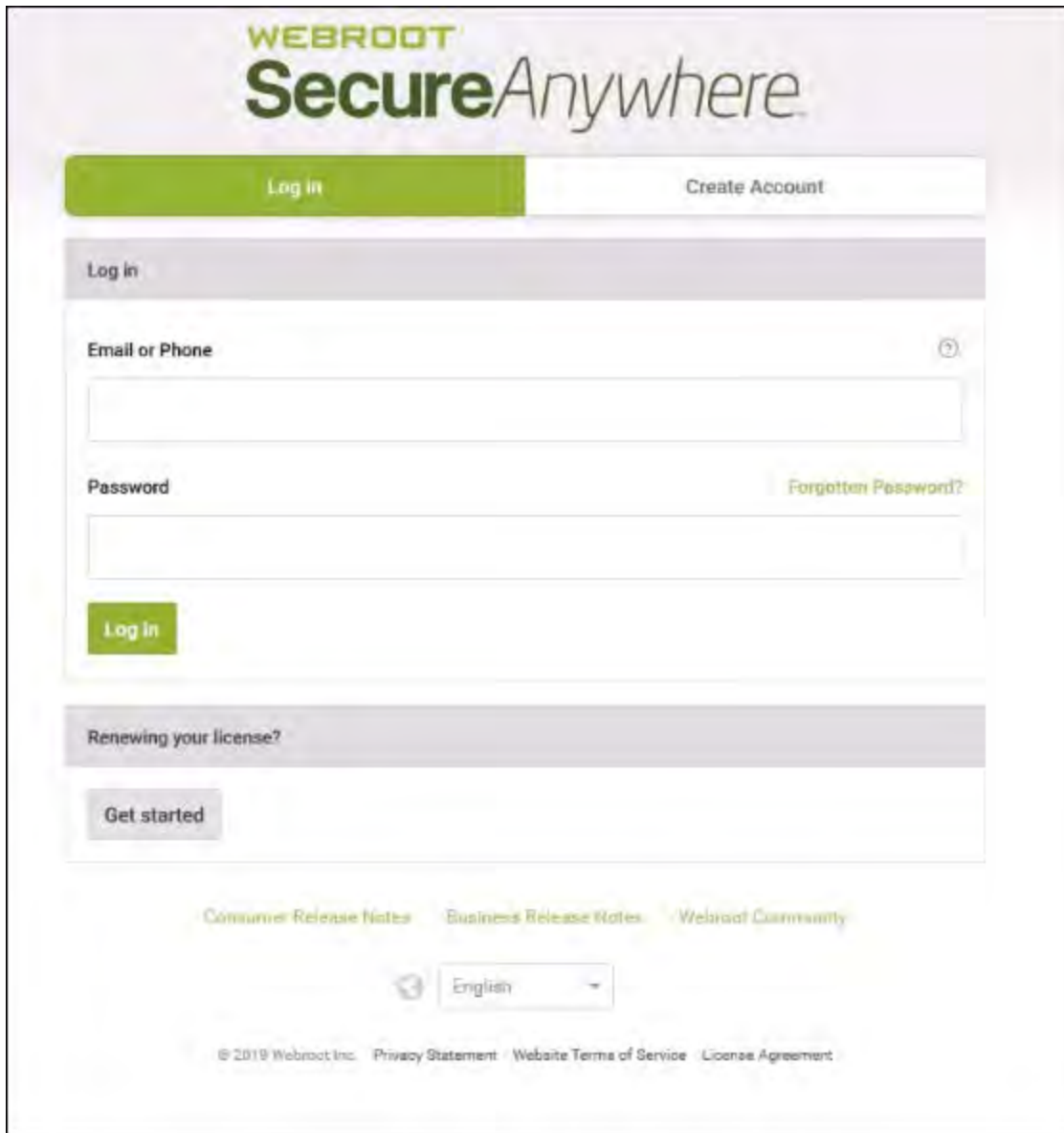
- [You will set up your account using the Management Website console.](#)
- [You can then access your LastPass account through the Management Website console.](#)

Setting Up Your Account

To set up your account:

1. Go to the following URL:

<https://my.webrootanywhere.com>



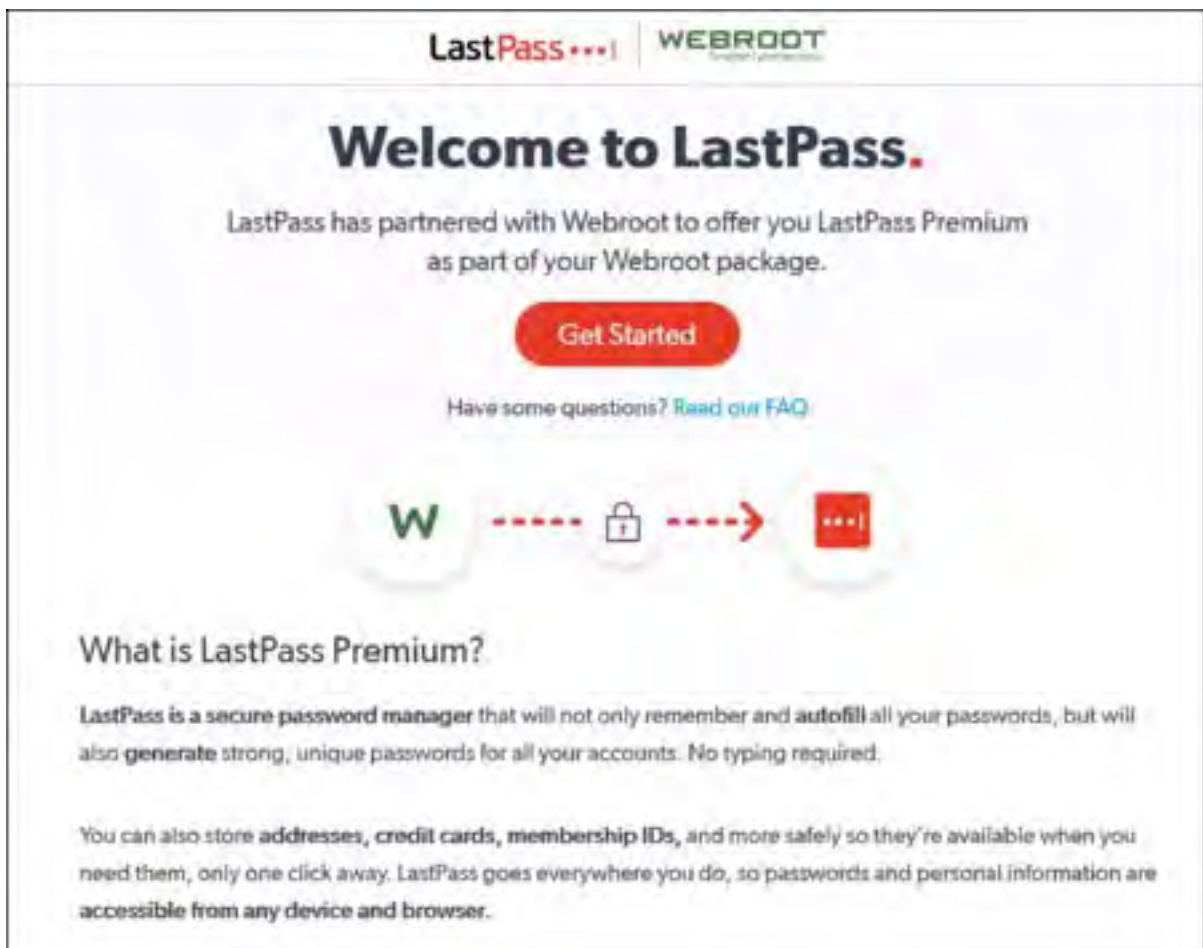
2. Log in using your user name and password.
3. Enter a word or number, which will be used for an extra security step after you enter the password during login. Use a code that is easy to remember, using a minimum of six characters.

Every time you log in, you must also enter two random characters of this code. For example, if your code is 123456 and it prompts you for the fourth and sixth character, you would enter 4 and 6. Your Personal Security Code is case sensitive.

The Website Management console displays.

4. In the Password Manager Powered by LastPass area, click the **Manage Passwords** button.

The Welcome to LastPass page displays.



5. Click the **Get Started** button.

The LastPass login page displays.

6. Enter your Webroot email and password. This will allow LastPass to security import your passwords from Webroot.
7. Optionally, select the **Remember Me** checkbox.
8. Click the **Log in** button.

The LastPass Create an Account page displays.

CREATE AN ACCOUNT

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

Congratulations - you are almost ready to begin using LastPass!

Email JaneDoe@gmail.com

Webroot Password

New Master Password

Requirements

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

Tips

- Consider using a passphrase
- For more Master Password tips, [click here](#)

Re-Enter New Master Password

New Password Reminder (Optional)

SAVE MASTER PASSWORD

9. In the Webroot Password field, enter the password you used to log in to <https://my.webrootanywhere.com>.
10. In the New Master Password field, enter a new password, which you will use to log into LastPass moving forward.

11. In the Re-Enter New Master Password, enter your master password again.
12. Optionally, in the New Password Reminder field, enter information to remind you which password you entered.
13. Click the **Save Master Password** button.
 - The Preparing New Login warning message displays: *Please leave the page open until the operation completes.*
 - The Welcome to LastPass page displays, indicating that your account has been successfully created.
14. Click the **Install LastPass** button to install the browser extension.

Accessing Your Account

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

To access your account:

1. Go to the following URL:
<https://my.webrootanywhere.com>
2. Log in using your user name and password.
3. At the personal security code prompt, type the requested characters and click the **Log in** button.

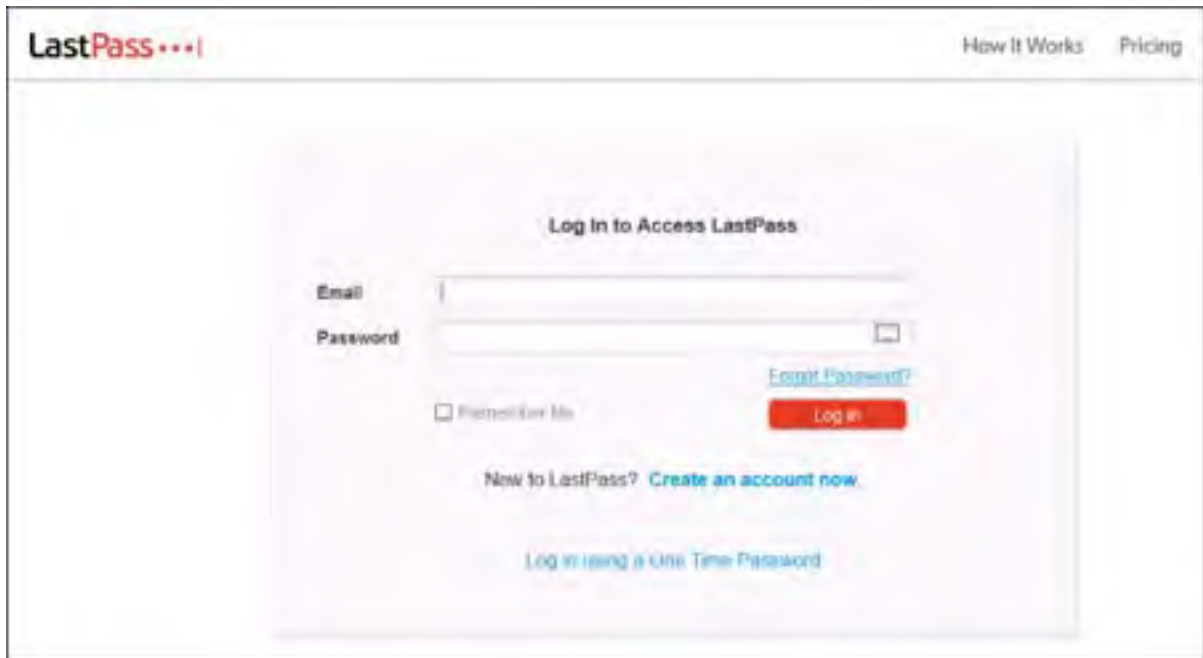
This personal security code was defined when you created a Webroot account. Every time you log in, SecureAnywhere will require this extra security step. Be aware that it prompts for two random characters of your code. For example, if your code is 123456 and it prompts you for the fourth and sixth characters, you would enter 4 and 6.

The Website Management website displays.

4. In the Password Manager Powered by LastPass area, click the **Manage Passwords** button.



The LastPass login page displays.



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

The LastPass dashboard displays.



Chapter 8: WSA Management Website Support

To access support, see the following topic:

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Accessing Technical Support

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

- [Is your Webroot subscription through Best Buy? Click here for additional support options.](#)
 - [Look for the answer in our knowledgebase and FAQs.](#)
 - [Look for the answer in our online documentation.](#)
 - [Enter a help ticket.](#)
 - [Connect to the Webroot Security for Android forum.](#)
-

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