

**WEBROOT®**

*SecureAnywhere™ AntiVirus  
Customer FAQs*

*April 2015*

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## Introduction

The purpose of this document is to help the Bank successfully give Webroot SecureAnywhere® to their online banking customers and protect them from the risks of online banking fraud and internet attacks. The FAQ contents of this document may be used as a whole or in part as appropriate.

## Promoting Webroot SecureAnywhere® AntiVirus

To obtain the optimum adoption rate of Webroot® endpoint security, it is important to feature our security offer in a prominent place on your website. Ultimately, this will deliver better security for the Bank and your customers. The promotion techniques will be highly dependent on the marketing style adopted by the bank. Web Access Intelligence may also be used to identify users that do not have Webroot SecureAnywhere® AntiVirus installed and can actively promote the product within the Bank's secure website. This is a targeted and more effective way to increase adoption rate.

## Customer Support Links

Webroot has created Bank-specific customer support links to help identify the Banks's customers. The Bank's customers can use the these links to reach customer support. These links have been embedded into the Bank-specific build of Webroot SecureAnywhere® AntiVirus, and they can be embedded into some of the FAQs below.

[General support landing page](#)

[Create a support ticket 24/7](#)

## Customer FAQs

What follows is a set of frequently asked questions that will help the Bank's customers understand why they need to download, install and use Webroot SecureAnywhere®. The General Questions section is of paramount importance. The remaining sections are provided for completeness and are largely available in manuals and other resources on the Webroot website. However, the answers are specifically tailored for the Bank's customers.

### General Questions

#### **Why is the Bank offering Webroot SecureAnywhere® software?**

You should already have security software on your PC, but conventional antivirus does not specialize in protecting your sensitive information when you are online, banking, shopping or using social networking sites.

To ensure you have the best possible online protection, the Bank has partnered with Webroot to provide its award-winning security software that will protect you against viruses and online threats designed to steal your personal and online banking information. It's a totally new antivirus technology that will work alongside existing security software on your device and protect you from the threats other solutions might miss.

#### **Who is Webroot?**

Webroot is a leading supplier of cloud-based endpoint security solutions. Our products are designed to be fast, effective and user-centric, while providing you with a high level of protection for your PC and any information you share on the internet.

## What is the difference between my antivirus and Webroot SecureAnywhere®?

Unlike most antivirus software, Webroot SecureAnywhere® is designed to work alone or alongside other security products installed on your PC. The software uses very little of a computer's resources, scans extremely fast and is highly effective at preventing new or unique malware from infecting your machine.

### **Webroot SecureAnywhere® is different in the following ways:**

Detects, blocks and removes all infections, including highly sophisticated banking malware, from your PC.

Has an integrated Identity Shield feature that provides a secondary layer of defense against financial and information-stealing malware. Identity Shield assumes your PC may already be infected with sophisticated and hard-to-detect malware, such as a banking Trojan, and neutralizes the threat by shutting off its data theft activities on your PC.

Doesn't need virus definition updates. These go out of date within minutes. Instead, it uses the Webroot® Intelligence Network (the world's largest threat intelligence database) to identify new files and classify threats in real time. Webroot identifies brand new threats in seconds, rather than hours or days, and significantly minimizes the risks posed by malware.

It is lightweight and uses the fewest PC resources of any antivirus. At under one megabyte in size, it's tiny compared to conventional antivirus software that is on average around 500 megabytes.

It is extremely fast. According to independent tests, it's the world's fastest antivirus. A normal deep scan takes 1-3 minutes depending on your machine and will not slow down your PC.

For the second year running, Webroot SecureAnywhere® was lauded as the most effective antivirus software at detecting and blocking new malware with a perfect score of 5 out of 5 from PCMag USA. It also received the highly-coveted PCMag Editor's Choice Award.

## What security protection and management features are included in Webroot SecureAnywhere®?

### **Webroot SecureAnywhere® includes the following key features:**

- Antivirus
- Antispyware
- Anti-phishing
- Firewall
- Identity Protection
- Social Network Protection
- Unsafe Link and Search Results Identification
- Online Management Console

## What extra protection is offered by Identity Shield?

The Identity Shield protects all the details you share with an internet bank, web shopping or a social networking website. It protects information like login details, passwords, account numbers, credit card details and personal information such as addresses, dates of birth, etc. It also adds a second layer of protection against highly-targeted banking and information-stealing Trojans to ensure your identity and online activities are fully secure.

### **Webroot SecureAnywhere® protects you in these ways:**

Identifies if a website you visit is genuine, ensuring it's not a phishing site

Ensures your login information is only entered into the website it's intended for

Protects your personal information, even if there's already unidentified malicious software on your PC

Automatically protects your web browser, cookies and saved website data

Prevents browser attacks like keyloggers and screengrabbers that try to peer into your banking activity

Protects clipboard data from theft and stops URL grabbing attacks

Blocks browser modification attempts and any suspicious access to browser windows

### How much does this security software cost?

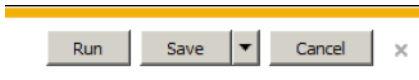
The Bank is offering Webroot SecureAnywhere® AntiVirus free of charge to our online banking customers. Download your free copy of Webroot SecureAnywhere® AntiVirus directly from the Bank's online banking website.

### Installing Webroot SecureAnywhere®

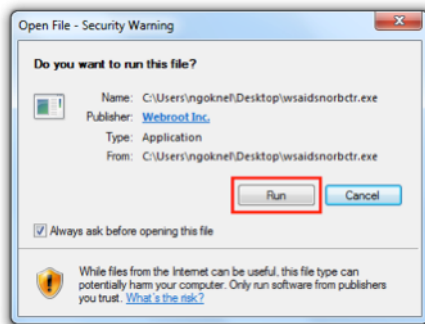
#### How do I install Webroot SecureAnywhere®?

Click on the Webroot® **download link/button** provided after you've logged on to your account.

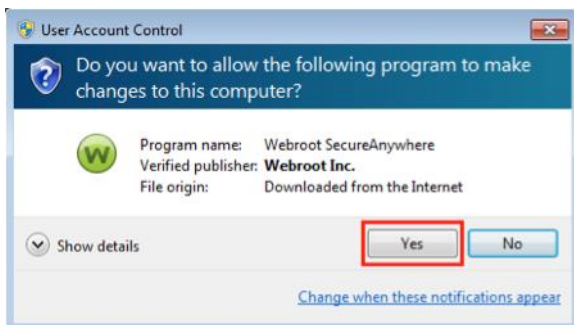
The Webroot SecureAnywhere® agent, which is under one megabyte in size, will download onto your PC within seconds. Depending on the browser you use, you will be presented with a choice similar to the one below. Click **Run** to continue.



You may also see a security warning. Click **Run**.

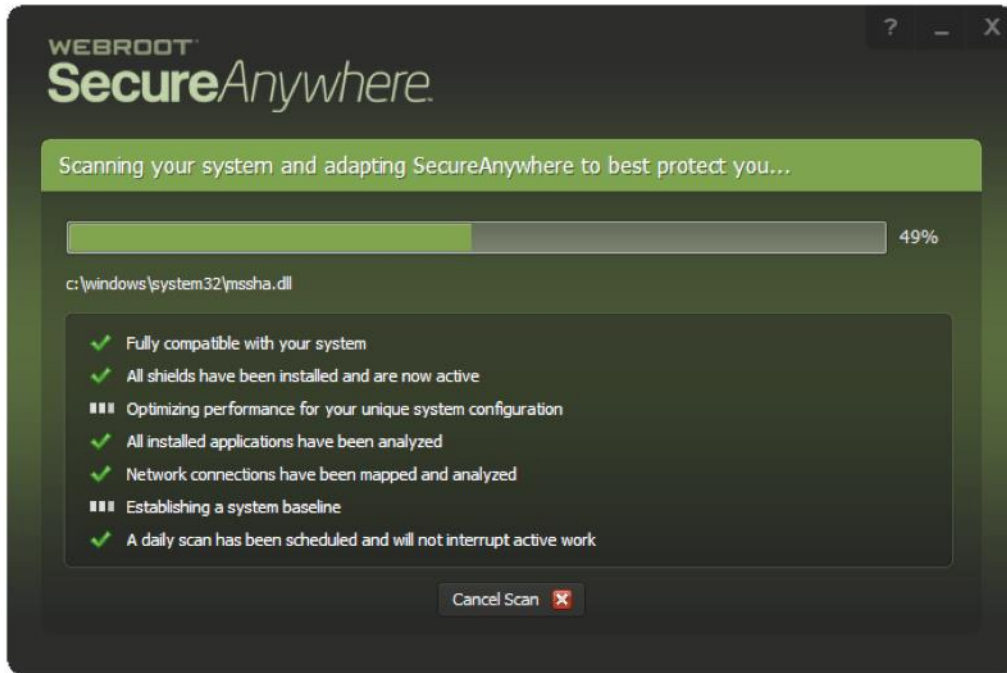


Then click Agree and Install.

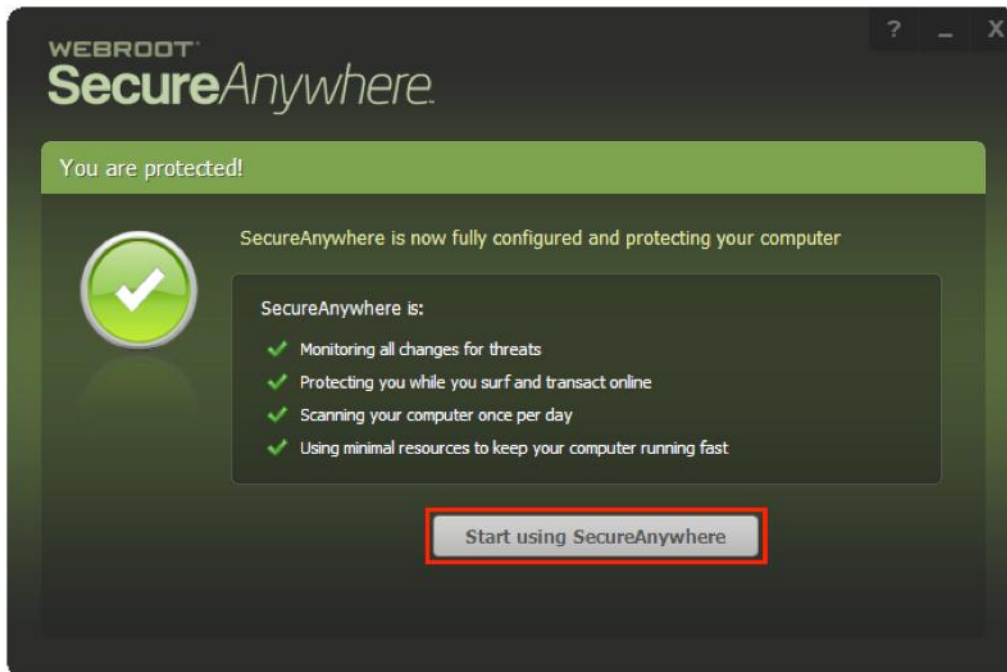


Depending on your PC security settings, you may see the warning above. Click **Yes**.

After a few seconds, Webroot SecureAnywhere® will scan and optimize itself for your system. This normally takes about two minutes.



Once the initial scan is complete you will see the “You are protected” screen.



No further steps are necessary, and installation is now fully complete. Clicking **Start using SecureAnywhere** will close the window and open up the main user interface.

**Is Webroot SecureAnywhere® available in multiple languages?**

Yes, Webroot SecureAnywhere® is available in Chinese (simplified), Chinese, Korean, Japanese, Russian, Turkish, English, German, French, Portuguese, Spanish, Italian and Dutch.

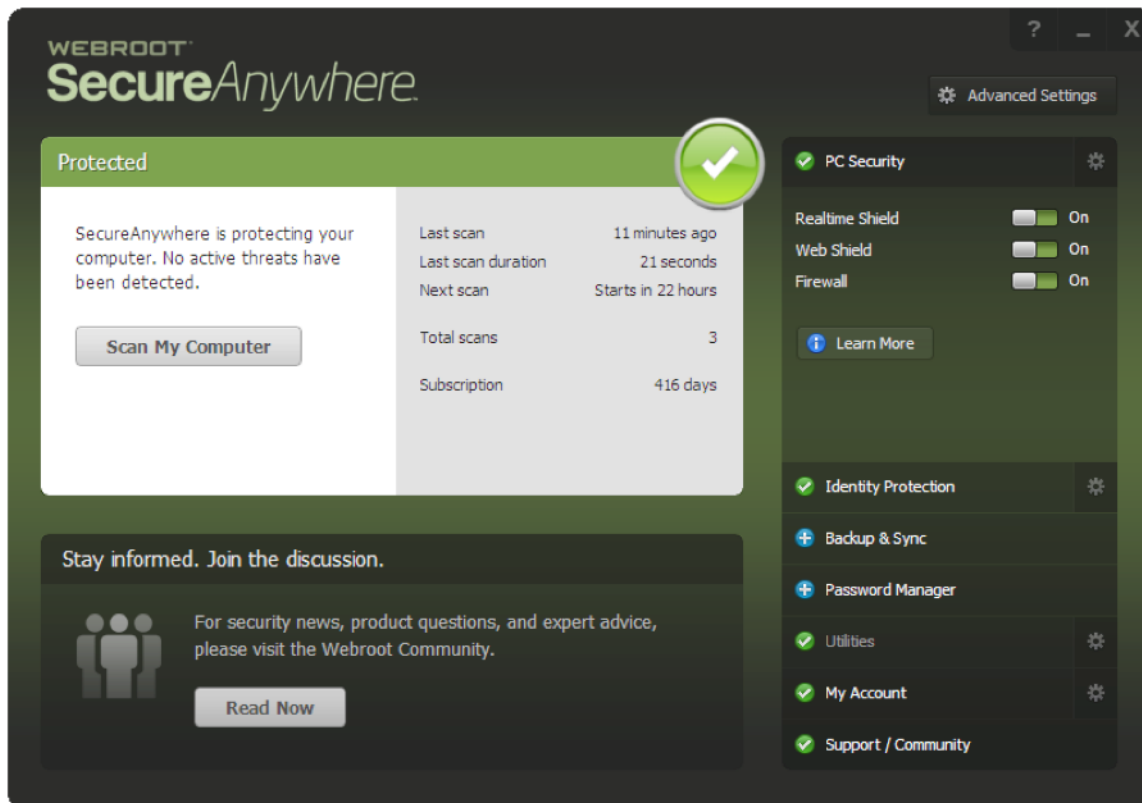
Webroot SecureAnywhere® detects the operating system language and automatically installs the correct language for you. If the language of your operating system is not available, the agent will default to English.

### How can I see the user interface?

The easiest way to access your user interface is by double clicking on the Webroot® tray icon.



You will then be taken to the user interface



### Do I need to have administrator rights to install Webroot SecureAnywhere®?

Yes, to install the software you need to have administrator rights on your machine.

### I am not technical. Is this security software difficult to set up?

No. The default settings of the software are designed to be sufficient, but if you do have to change anything it's simple, fast and intuitive to do so. Online and in-product help is always there to advise you. It takes just a few seconds to download and install the software, and after that you are fully protected.

**I'm having problems installing Webroot SecureAnywhere®. What should I do?**

In the event of installation problems, you can [contact Webroot® Support by clicking here](#).

If the information given on the website is not sufficient to solve your problem, you can click on the link **Open a Support Ticket** or [click here to create a support ticket](#). Then, a Webroot® Customer Service Agent will contact you.

**What do I do if my company has restrictions and I cannot install Webroot SecureAnywhere AntiVirus®?**

A number of businesses have restricted installation rights, filtered internet access, proxy settings, and firewall restrictions, among others. If you are not able to install Webroot SecureAnywhere®, please contact your IT administrator to help you, or ask your IT administrator to contact Webroot® global support for installation instructions specific to your environment. [Click here to arrange for a call-back](#).

**What are the links to the Webroot online support pages**

The general support landing page can be found [here](#).

Click [here](#) to create a 24/7 support ticket.

If you are having issues with Webroot SecureAnywhere® please try to [contact support by clicking here](#) before uninstalling the software. Webroot® support can usually detect and resolve issues remotely.

**If you need to uninstall Webroot SecureAnywhere®, you should:**

Open the Windows control panel

Select "uninstall a program" or "Programs and Features"

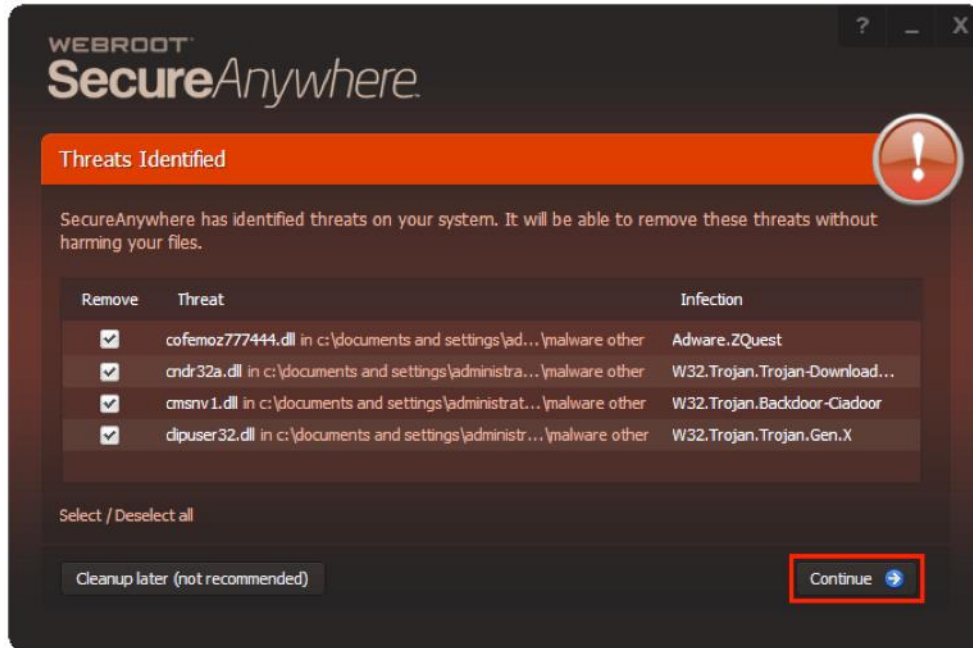
Select Webroot SecureAnywhere®, and uninstall



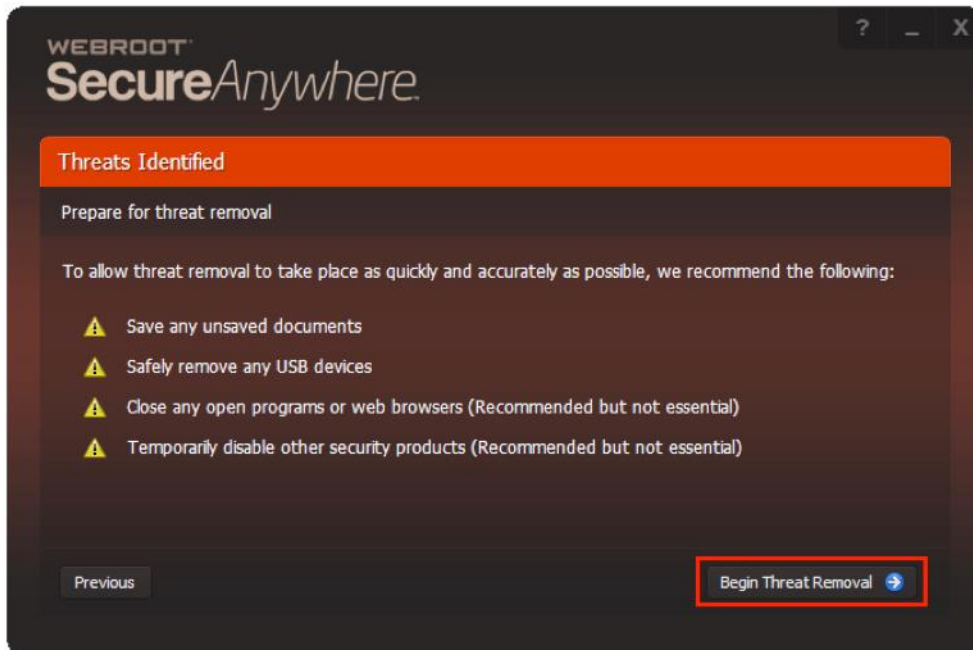
## Malware Detection and Removal

### What happens if malware is on my PC?

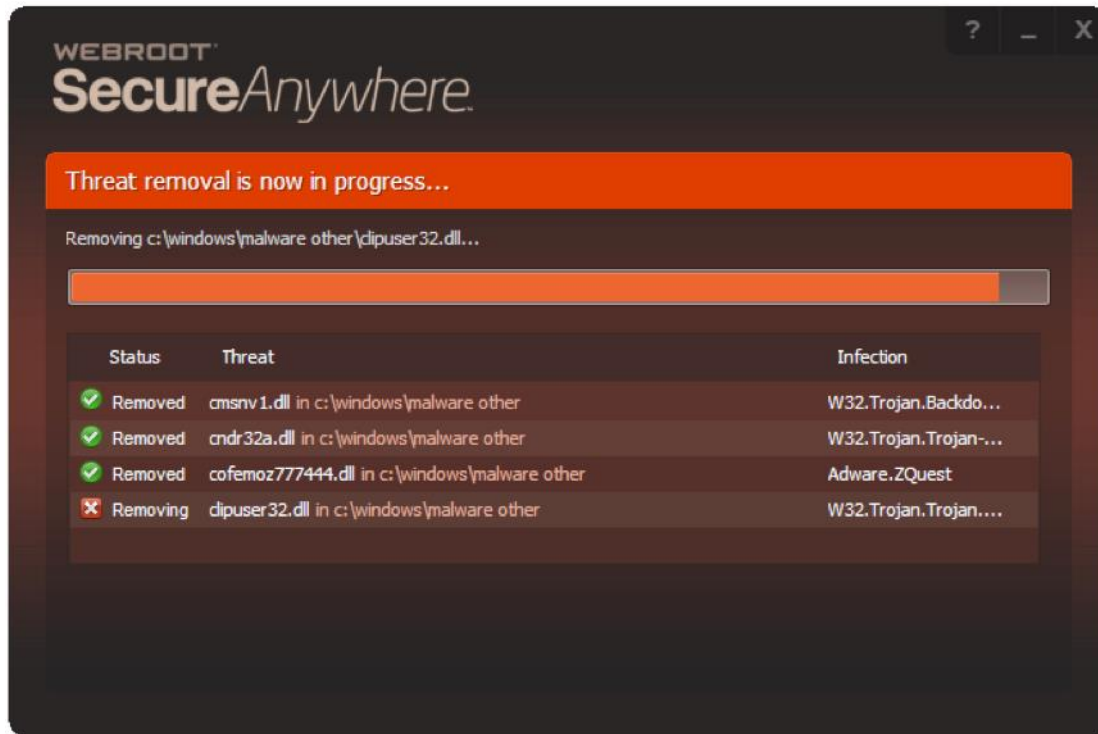
If malware is found during the initial scan, the scan results screen will display the details of any malware found, as shown below:



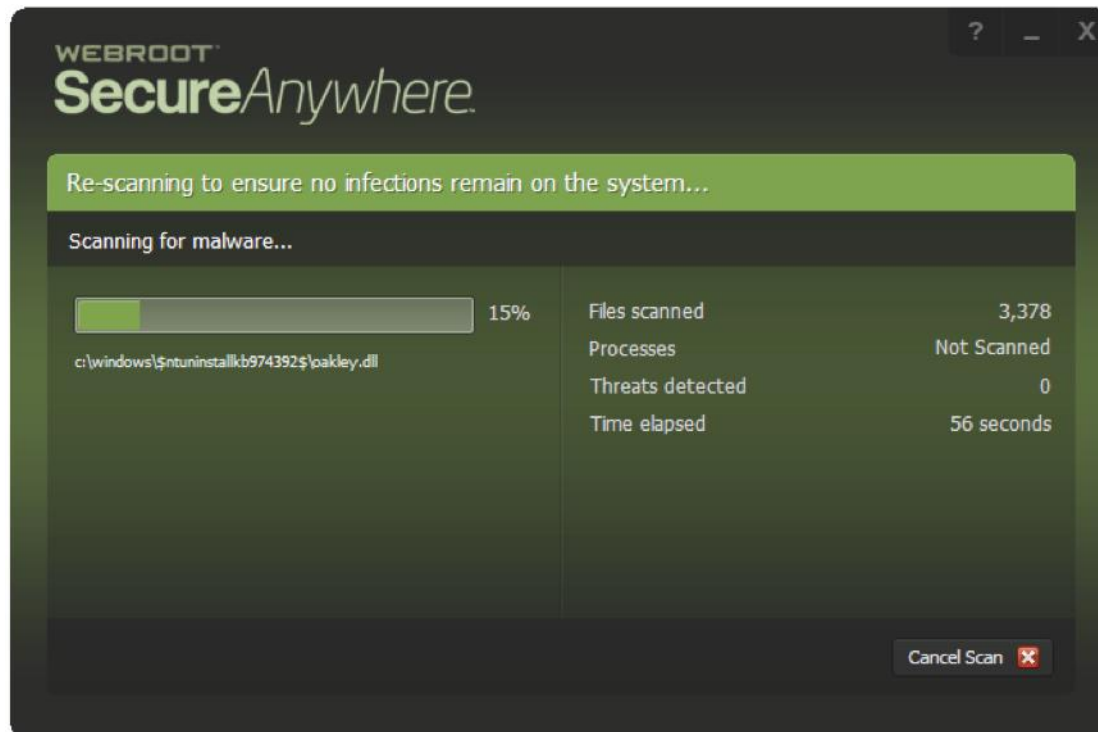
If you wish to initiate malware removal, click **Continue** and follow the advice given in the next screen.



Click on **Begin Threat Removal** to start the malware removal process.

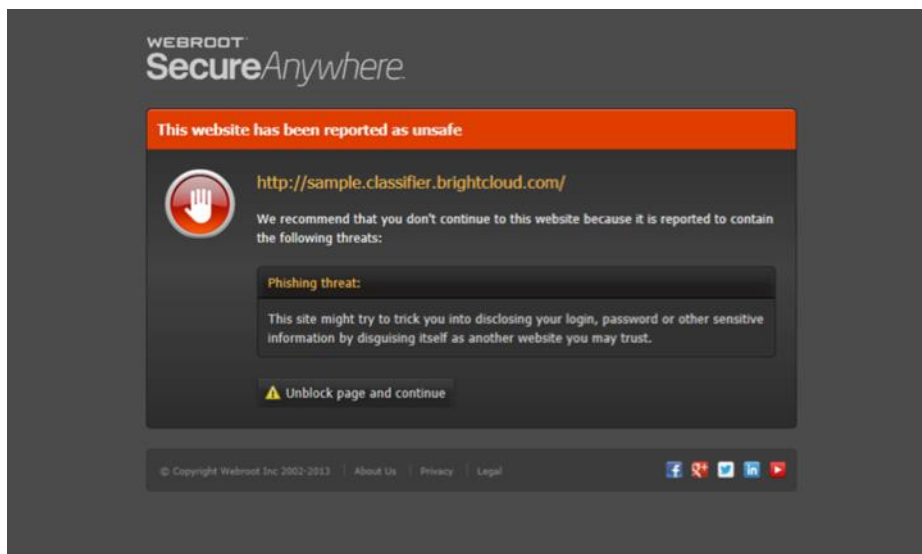
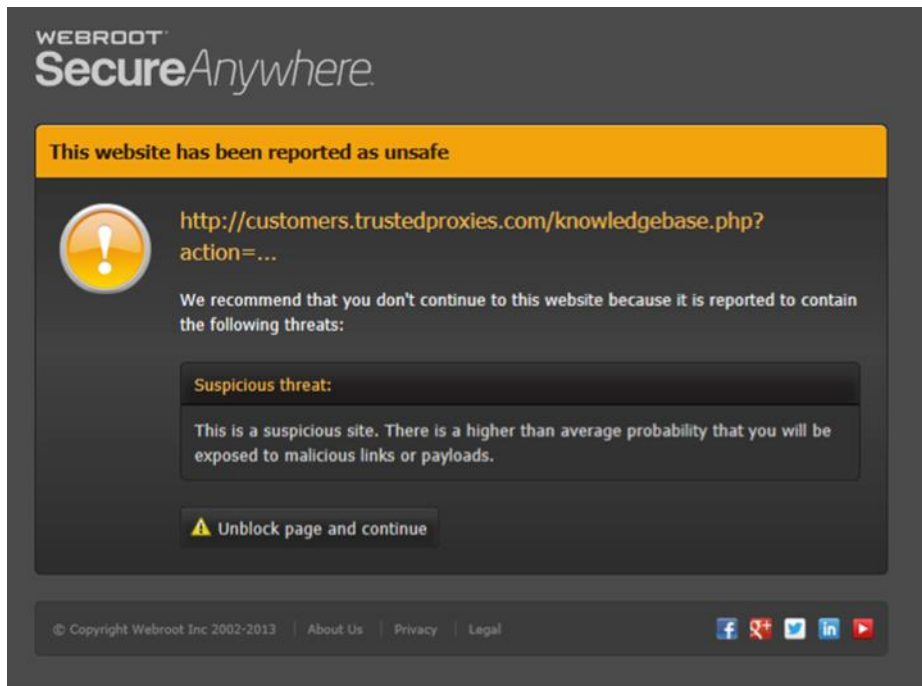


After the agent removes the malware, another scan is performed to ensure the threat is fully removed. Depending on the nature of the malware (e.g. memory resident malware) a reboot and auto-rescan may be required. Please follow the on-screen prompts as appropriate.



### What happens if I visit a phishing or fraudulent website?

The Identity Shield is designed to provide protection without warnings and pop-ups, allowing you to carry out your daily activities on your PC. However, if you inadvertently stray onto a website that has a known threat or is a phishing site, the software will display warnings similar to below.



Unless you are absolutely confident that the website you are visiting is genuine, **you should always close the window.**

**Important Note:** Webroot SecureAnywhere® is a very powerful ally in preventing cybercrime but is reliant on the individual acting responsibly. Ignoring warnings can result in compromised security.

## Day-to-Day Use of Webroot SecureAnywhere®

### Will Webroot SecureAnywhere® affect my use of the internet?

No. The software is designed to be very unobtrusive, only letting you know if a malicious website is identified by displaying a clear warning message on your screen or if malware is found.


### Will Webroot SecureAnywhere® affect any applications on my device?

No. It is designed to automatically set itself to the best possible configuration for maximum compatibility with all other applications on your PC.

### Will Webroot SecureAnywhere® remove threats in day-to-day use?

Yes. Any threats detected by Webroot SecureAnywhere® will be removed.


### Is there a user guide on how to use the Webroot SecureAnywhere® software?


Yes. Extensive product guides can be accessed by right-clicking on the Webroot SecureAnywhere® tray icon and selecting **Help and Support**, clicking on the  question mark symbol within the user interface or by clicking here: [Product Guides](#).

### I have other security products that I need to update every day. Will I need to do this with Webroot SecureAnywhere®?

No. Software updates occur within the cloud. Webroot SecureAnywhere® does not require virus definition updates.

### Where do I go for customer support?

Customer support is provided by Webroot. We recommend online support using the tools built into Webroot SecureAnywhere®. You can access support by clicking on  Webroot SecureAnywhere® tray icon and selecting **Help and Support**.

Or, you can click on the question mark  symbol on Webroot SecureAnywhere® home page to get support. If you cannot find the answer you are looking for within the Webroot® support web site, you can Open a Support Ticket within the site. When a ticket is submitted directly from your device using the built in support tools, threat and other important diagnostic information is uploaded to Webroot® support. Once the information from your ticket is analyzed, a support representative will contact you.

If you are unable access or install Webroot SecureAnywhere®, you can [click here to create a customer support ticket](#).

## Compatibility

### What are the system requirements for Webroot SecureAnywhere®?

Webroot SecureAnywhere® has an extremely light footprint with minimal impact on the speed of your PC. It will even run on very low specification PCs.

**However, for best performance, we recommend PCs with at least the following minimum specifications:**

Processor: Intel® Pentium®/Celeron®, or AMD® K6/Athlon™/Duron™ family, or other compatible processor

RAM: 128 MB of available RAM (minimum)

Disk space: 10 MB Hard Disk Space (minimum)

Connectivity: Internet access

### What operating systems and browsers does Webroot SecureAnywhere® support?

Operating Systems:

Microsoft® Windows® XP 32- and 64-bit SP2, SP3

Windows Vista® 32-bit (all Editions), Windows Vista SP1, SP2 32- and 64-bit (all Editions)

Windows 7 32- and 64-bit (all Editions), Windows 7 SP1 32- and 64-bit (all Editions)

Windows 8 or 8.1 32-and 64-bit

Browsers:

Microsoft® Internet Explorer® 7.0 and higher

Mozilla® Firefox® 3.6 and higher (32-bit only)

Google Chrome™ browser 10.0 or higher

Opera 9 and higher (32-bit only)

### Will Webroot SecureAnywhere® slow down my PC?

No. It is different from other security products because it has been designed to be quick and unobtrusive, with a high level of protection. The agent is small, at under one megabyte, and downloads in seconds. It is also extremely light, having minimal impact on the speed of your PC.

### Do I still need to use my existing antivirus software?

The choice is yours. Webroot SecureAnywhere® can either replace or work alongside your existing antivirus software.

Webroot SecureAnywhere® is fully compatible with other mainstream antivirus products and will work alongside any existing antivirus software to detect and remove any threats the other solution misses. You will not be asked to uninstall your existing antivirus when installing Webroot SecureAnywhere®.

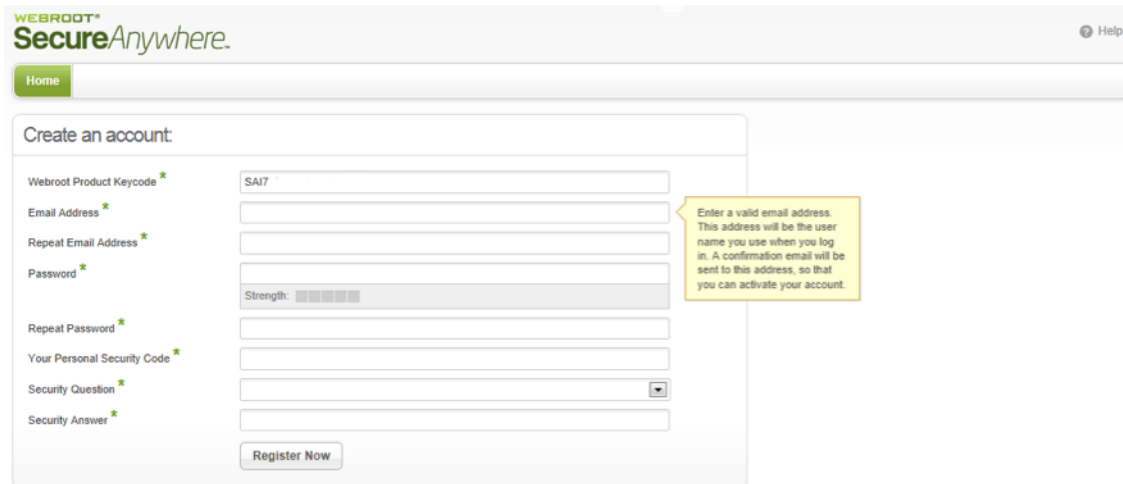
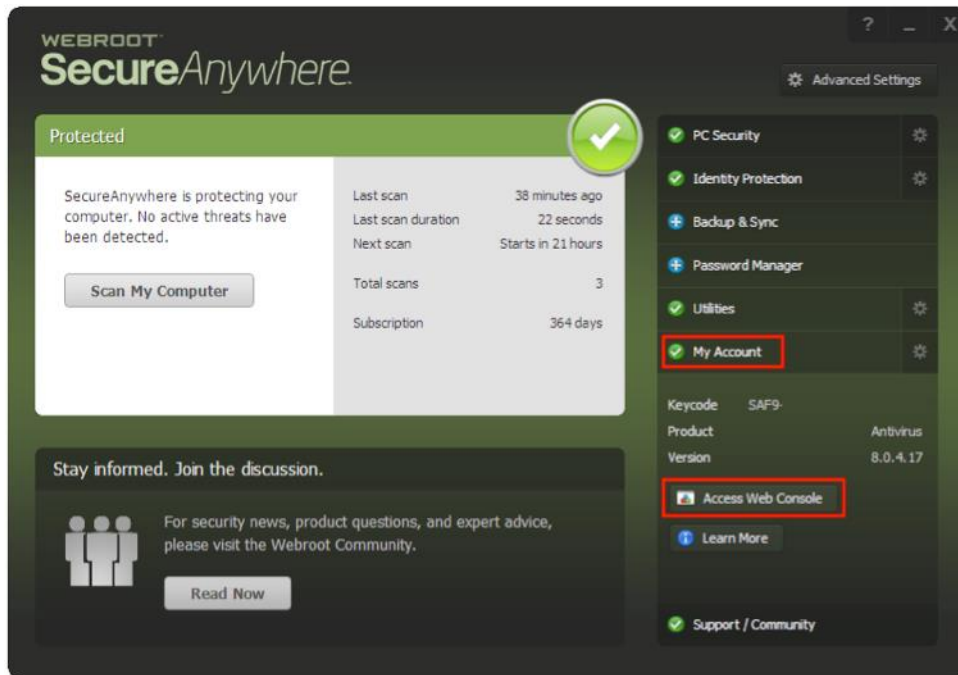
## Accessing Your Online Webroot Management Console

### What is the Management Console?

Webroot provides an easy to use online Management Console that enables you to view and manage multiple PCs or other devices protected by Webroot SecureAnywhere®. It will show the scan history and security status of every device within your console group, plus other features.

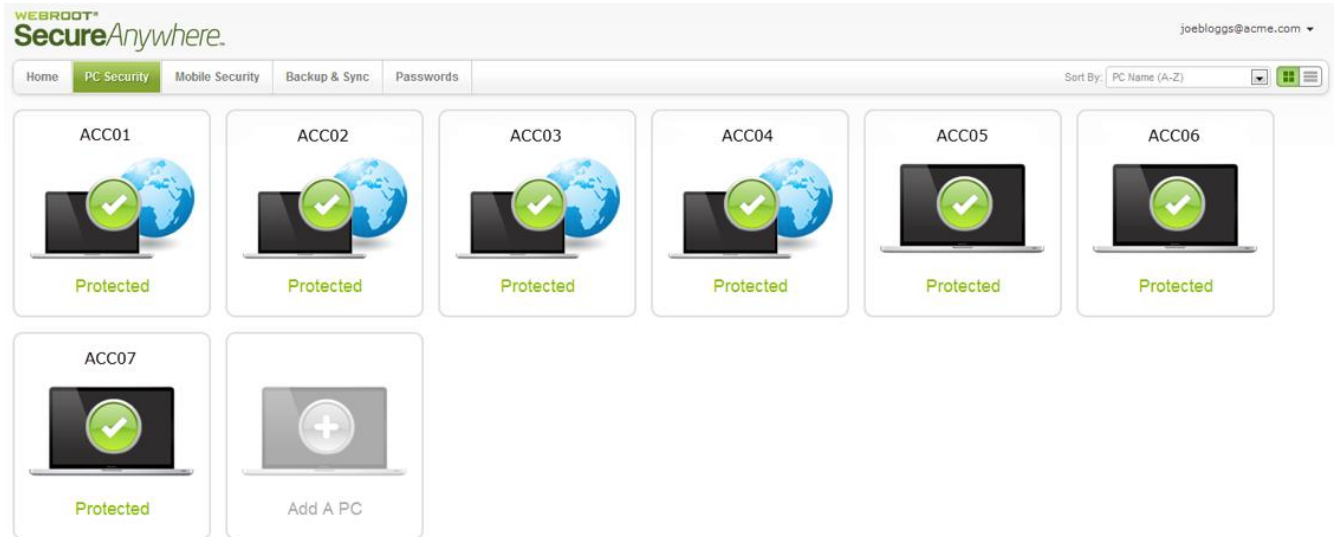
### How do I access the online Management Console?

An online console is available for each user. You can access the online Webroot® Management Console by clicking on the **My Account** tab and then clicking on **Access Web Console**.



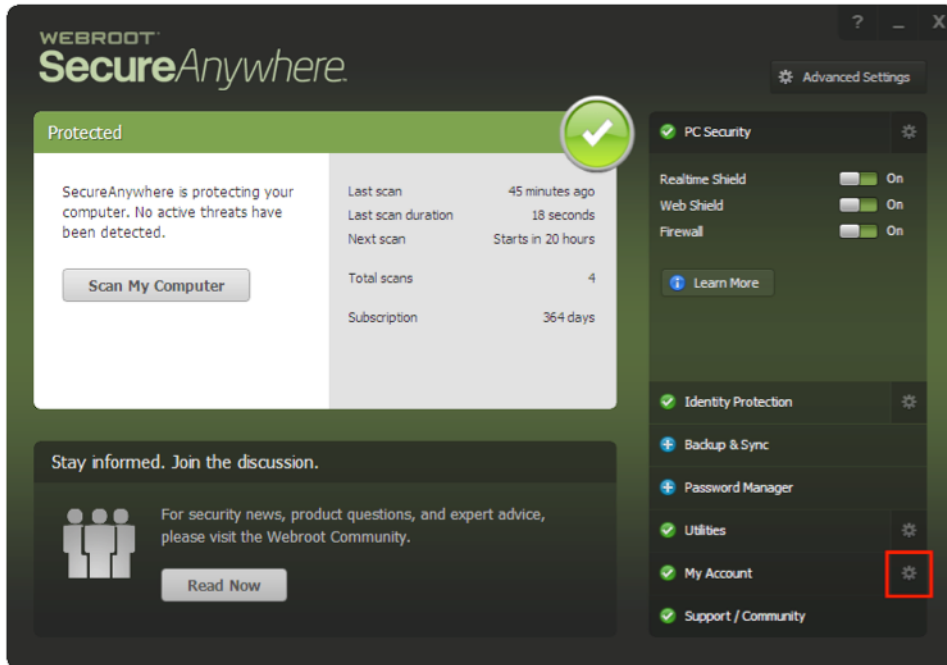
Follow the on-screen instructions and click on **Register Now**.

Once you have completed the sign in process, you will be able to see your device status.

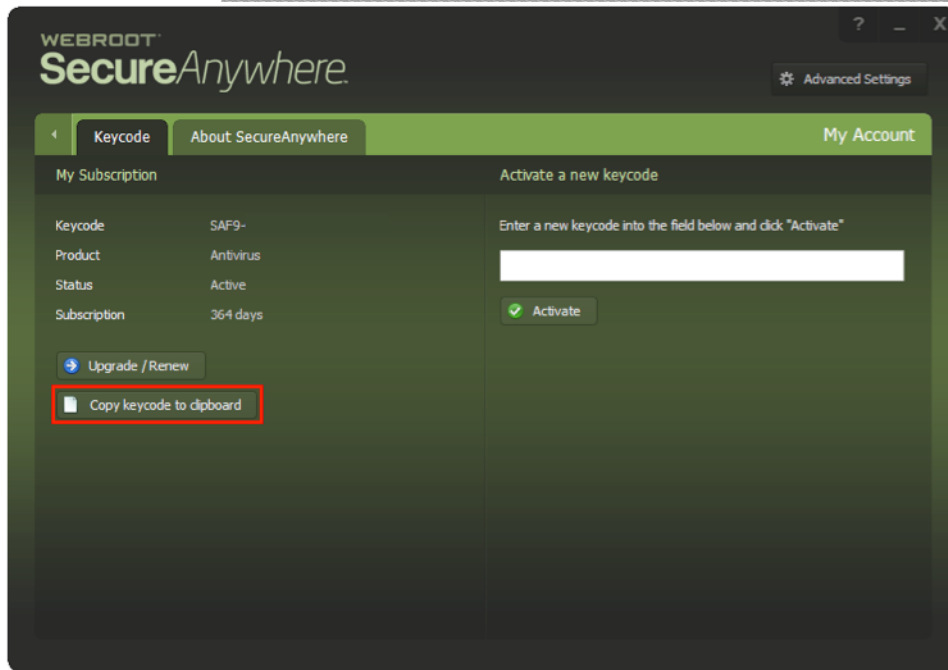


### Can I add additional devices to my Management Console?

If all your devices have only one keycode, then each will be automatically added to your to your online Management Console. If you have separate keycodes for your devices and wish to see all the devices you manage in one Management Console, you simply need to add the keycodes of each device into your Management Console.

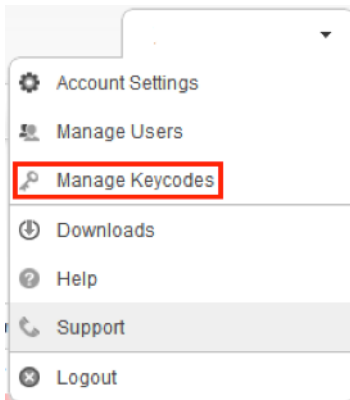


First, open the Webroot SecureAnywhere® user interface and click on the **My Account** gear icon, as shown above.

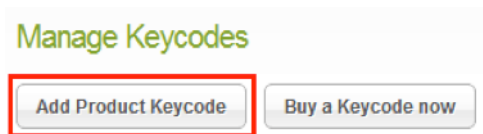


Then click **Copy keycode to clipboard**.

Navigate to the online Management Console and click **Manage Keycodes**.



Then click **Add Product Keycode**.



Then add the keycode copied from the Webroot SecureAnywhere® agent and click **Add**.



### Add Keycode

**Add a Keycode**

Product Keycode

**Add**

The Webroot SecureAnywhere® agent will become visible in the Management Console within a few minutes, and you will be able to see your device status.

### Disclaimer

While every care has been taken to make this content as accurate as possible, some information can change due to product improvements or specifications.