Password Manager
for PC (3.7) and Android (3.8)
Product Guide

V1.0

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*Trend Micro™ Password Manager – PC and Android Product Guide* provides help for analysts, reviewers, potential customers, and users who are evaluating, reviewing, or using Trend Micro™ Password Manager on PC or Android devices.

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Executive Summary

**Trend Micro™ Password Manager** helps you manage all your online credentials in one secure location, ensuring an easy and safe online experience, as well as a faster, more secure, and convenient way to access web sites.

Among its key features, **Trend Micro™ Password Manager** provides in-the-cloud synchronization across multiple devices and operating systems, including Windows 10 and Mac desktops and laptops, as well as iOS and Android smartphones and tablets, allowing users to conduct secure online transactions while in the office, at home, or on the road.

Trend Micro™ Password Manager for PC provides some leading functions including AES 256-bit Encryption, which protects your identity and credit card information by encrypting your passwords, preventing theft and fraud. Password Manager also provides a Secure Browser on the PC, which gives an extra layer of security when performing online transactions on banking and other financial web sites.

Password Manager also provides a Web Management Portal, allowing users access and management to their password database on any device, including public computers, and any time.

Finally, Innovative technology in Password Manager incorporates continuous adaptation to customer usage, improving the global list of safe web pages.

Chapter 1: Introducing Trend Micro™ Password Manager

This chapter introduces you to **Trend Micro™ Password Manager**. The topics discussed in this chapter include:

- Product Overview
- Key Features
- What’s New in Password Manager?
- System Requirements
- Target Market
- Availability and Pricing
- Support contacts

**Product Overview**

In today’s digital world, people need to manage multiple online accounts, each using a login with a username and password. Given the multitude of online sites they access, users often deploy unsecure methods to remember their credentials. They may use the same usernames and passwords on all their websites, thus opening themselves up to universal “cracking” of their accounts. Or they may store them insecurely on paper or post-its, in a text file, or rely on a browser’s not-so-secure “autofill” function, exposing them to identity theft. The difficulty in managing all these credentials is compounded by the spread of mobile devices such as smartphones or tablets. How can a user manage all of their online login usernames and passwords, across all these devices, while making sure all of their transactions are secure?

**Trend Micro™ Password Manager** helps you manage all of your login credentials, ensuring an easy and safe online experience, while offering a faster, more secure, and convenient way to access your web accounts. Using a single Master Password, Password Manager users have instant access to their login credentials, no matter where they’re located or what device they’re using. It also provides a Secure Browser, which ensures data security while performing online transactions on banking or financial websites. Among its key features, Trend Micro™ Password Manager provides in-the-cloud synchronization across multiple devices and operating systems, allowing users to conduct secure online transactions while in the office, at home, or on the road. It shares these features with **Trend Micro™ Password Manager** on Android, which is also covered in this guide; as well as with **Password Manager** on Mac and iOS, which are covered in a separate guide.
# Key Features

Table 1. Key Features of Trend Micro™ Password Manager

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>URL and Password Management</td>
<td>Automatically captures your websites and password login credentials for easy bookmark sign-in and access.</td>
</tr>
<tr>
<td>Cloud Storage and Synchronization</td>
<td>Credentials are available across all devices where Password Manager is installed.</td>
</tr>
<tr>
<td>Multi-User Accounts</td>
<td>Password Manager supports multiple users on the same device using different Trend Micro accounts.</td>
</tr>
<tr>
<td>Web Management Portal</td>
<td>The Password Manager Web Management Portal provides universal access to your Password Manager passwords. The portal is accessible using Internet Explorer, Mozilla Firefox™ and Google Chrome browsers.</td>
</tr>
<tr>
<td>Password Doctor</td>
<td>Password Doctor in the portal diagnoses password health and recommends changes when passwords are weak or repeated across multiple sites.</td>
</tr>
<tr>
<td>Password Generator</td>
<td>Automatically generate strong passwords with custom criteria for increased login security.</td>
</tr>
<tr>
<td>Keystroke Encryption, AES 256-bit Encryption</td>
<td>On the PC, your Master Password is encrypted to protect against keyloggers. All your passwords are encrypted using AES 256-bit Encryption.</td>
</tr>
<tr>
<td>Secure Browser</td>
<td>Use the Secure Browser on Windows to ensure complete security and privacy for online financial transactions.</td>
</tr>
<tr>
<td>Secure Notes Management</td>
<td>Store and manage Secure Notes regarding your accounts, logins, and procedures. Use templates for Bank Accounts, Membership Cards, Contacts, and free form.</td>
</tr>
<tr>
<td>Profile for Auto-Form Filling</td>
<td>Create a Profile to enable auto-form filling when filling out online forms.</td>
</tr>
<tr>
<td>Password Search Field</td>
<td>Search field in browser plug-in makes it easy to find passwords in Password Manager.</td>
</tr>
<tr>
<td>Cross-platform Support</td>
<td>Windows, Mac, iOS, and Android smartphones and tablets are fully supported.</td>
</tr>
<tr>
<td>Continuously Regenerated Systems and Safety</td>
<td>Innovative technology continuously improves and adapts, providing globally verified white-listed web pages. Uses regenerating patterns and mapping techniques that grow and improve from customer usage.</td>
</tr>
</tbody>
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## What's New

### Table 2. What's New in Password Manager

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<th>Password Manager for Windows v3.7</th>
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<td>Browser Extension performance improvement</td>
</tr>
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<td>Security improvement for Secure Browser</td>
</tr>
<tr>
<td>Passcard Memo pop-over</td>
</tr>
<tr>
<td>Option to turn off Form Filling</td>
</tr>
<tr>
<td>Passcard and Passcard Memo Sorting</td>
</tr>
<tr>
<td>➢ Show available passwords for current website on top of list</td>
</tr>
<tr>
<td>Password counter for current website on Google Chrome</td>
</tr>
<tr>
<td>Browser Helper Object installation prerequisites warning</td>
</tr>
<tr>
<td>Enhancement in manually adding passwords</td>
</tr>
<tr>
<td>➢ Clicking Add button directly opens the “Add Password” dialog box directly</td>
</tr>
<tr>
<td>➢ URL will be pre-filled with the current website URL</td>
</tr>
<tr>
<td>Select Last Used password for multiple login account</td>
</tr>
<tr>
<td>Platinum integration for User Behavior Monitoring</td>
</tr>
<tr>
<td>Fix for “unable to help with your passwords” error message</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Password Manager for Android v3.8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Mode for PWM use for up to 10 passwords without creating a Trend Micro account.</td>
</tr>
<tr>
<td>Easy-add UI to quickly add passwords</td>
</tr>
<tr>
<td>Quick access menu in password list</td>
</tr>
<tr>
<td>Add shortcut to Android home screen for easy website login</td>
</tr>
<tr>
<td>Key Icon in PWM browser lets you quickly see the saved password for the website</td>
</tr>
<tr>
<td>Bank Account, Membership, and Contact information forms for Secure Notes</td>
</tr>
</tbody>
</table>
## System Requirements

Before you attempt to install Trend Micro™ Password Manager please ensure you meet the following system requirements.

**Table 3. Trend Micro™ Password Manager System Requirements**

<table>
<thead>
<tr>
<th>Windows Operating System</th>
<th>CPU</th>
<th>Memory</th>
<th>Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows™ 7 with Service Pack 1 or higher (32 bit and 64 bit)</td>
<td>1GHz or faster processor recommended</td>
<td>2 GB or more</td>
<td>More than 300 MB</td>
</tr>
<tr>
<td>Windows™ 8/8.1 (32 bit and 64 bit)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows™ 10, RS1 ~ RS3 (32 bit and 64 bit)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Compatible Browsers**

- Web browser: Microsoft™ Internet Explorer™ 11.0
- The latest two versions of Mozilla Firefox™
- The latest two versions of Google Chrome

<table>
<thead>
<tr>
<th>Mac Operating System*</th>
<th>CPU</th>
<th>Memory</th>
<th>Disk Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac OS X 10.10 (Yosemite)</td>
<td>Intel Core 2 Duo 2.0 or faster processor</td>
<td>2 GB or more</td>
<td>More than 300 MB</td>
</tr>
<tr>
<td>Mac OS X 10.11 (El Capitan)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mac OS X 10.12 (Sierra)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mac OS X 10.13 (High Sierra)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Compatible Browsers**

- Web browser: Safari 10.0 or above
- The latest two versions of Mozilla Firefox™
- The latest two versions of Google Chrome

**Mobile Devices**

- iOS app: iOS 10/11
- Android app: Android 4.4/5.0/5.1/6.0/7.0/8.0
Incompatible Software
To identify software that you should remove from the computer before installing Password Manager, please refer to the following Web site:


Internet Connection
Trend Micro™ Password Manager requires an Internet connection for activating online, checking the expiration date, downloading updates, sending Trend Micro URL/web queries and logs to the portal, logging into the management console, and browsing knowledge-based pages on the Trend Micro Web site. If you have a dial-up or other connection to the Internet that charges fees per connection, or by the amount of time connected or for the amount of data downloaded, make sure your router or connection software does not automatically start a connection to support the features listed above, or you will incur additional connection fees. Follow your router's instructions to edit your router settings as required.

Recommended Environment
This Product Guide assumes that you are using Trend Micro™ Password Manager under Windows 10, 8/8.1, or 7; or on an Android device. All screenshots were shot using Windows 10.0 and Android 5.0 (for smartphones). If you are using a different operating system, or using an Android tablet, certain screens may appear differently and some procedures may require additional steps.

Target Market
Trend Micro™ Password Manager is targeted to all consumers who require complete security for their online digital accounts and transactions.

Global Availability
Trend Micro™ Password Manager for the PC is available at pwm.trendmicro.com, from the Windows Store and Amazon. Trend Micro™ Password Manager for Android is available from the Password Manager website above and Google Play. Trend Micro™ Password Manager 3.7 on the PC and 3.8 on Android have been globally available since September 2017.

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Consumer Support Line
(800) 864-6027
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Free phone, email and chat support
A current subscription of Trend Micro™ Password Manager includes free phone, email, and chat support. For more information, contact eSupport at:
www.trendmicro.com/support/home.

Premium Services
Trend Micro offers Premium Services for a wide variety of technical issues including installation, virus and spyware removal, PC Tune-ups, and more. For more information, visit www.trendmicro.com/support/home.
Chapter 2: Getting Started with Trend Micro™ Password Manager on the PC

This chapter gets you started with Trend Micro™ Password Manager on the PC. In this chapter you’re shown how to download and install a stand-alone copy of Password Manager, or to enable the version bundled with Trend Micro Maximum or Premium Security.

The stand-alone installation is identical for all desktop versions of Windows, including Windows 10.

Stand-Alone Version

To get started using the stand-alone version, you need to download and install a Free or Paid Version of Trend Micro™ Password Manager. The Free Version does not expire, but is limited to five Passwords and five Secure Notes. The Paid Version provides unlimited passwords and notes. If you upgrade from Free to Paid, your five passwords and notes will be transferred to the unlimited account, while also enabling the cloud sync across all platforms.

To download and install a stand-alone version of Trend Micro™ Password Manager:

1. Go to pwm.trendmicro.com to access the Trend Micro™ Password Manager web page. The Password Manager web page appears.

   ![Figure 1. Password Manager Webpage](image)

   Option 1:

   2. If you’re installing a Free Trial, click Get Password Manager for Free for the Free Trial of Trend Micro™ Password Manager. The Password Manager Download dialog appears.
Figure 2. Password Manager Download

3. Click **Windows** for your PC and **Password Manager** downloads.

4. Click the **Close** box to close the **Password Manager Download** window.

Option 2:

Figure 3. Buy Password Manager to Save Unlimited Passwords

5. If you’re installing a Paid Version, click the link **Buy Password Manager** to save unlimited passwords.
6. When the page scrolls down, click the **Buy Now** button for the subscription you wish to purchase, then complete the purchase and sign-up process.

**Installation:**

7. In both cases, when the download is complete, the **Run or Save** popup appears in your Internet Explorer browser. (Other browsers have a slightly different process.)

**Figure 5. Download - Run Popup**

8. Click **Run** to begin the installation, or double-click the TrendMicroPasswordManager_MUI.exe file. The **User Account Control** popup appears.

**Figure 6. User Account Control**

9. Click **Yes** to begin the install. In IE, the **Downloader** appears during the download/install process.
10. The installer then presents you with the License Agreement.

11. Note the checkbox Help make Password Manager better is checked by default. This provides technical data to Trend Micro to help improve the product; no personal information is collected. If you choose not to participate in this feedback, uncheck the checkbox.

12. Read the License Agreement. If you agree, click Agree and Install to begin installation. An Installing... progress window appears, showing the progress of the install.
13. Once installation is complete, a **Start Now** window appears, offering to **Secure Your Passwords and Enjoy Peace of Mind**.

14. Click **Start Now**. A popup appears, saying **Account Required**.

15. Click **OK**. A window appears so you can **Create a Trend Micro Account**.
Figure 12. Create a Trend Micro Account

Option 1: Create a Trend Micro Account

16. Enter your Email Address, a preferred Password, Confirm Password, provide your First Name and Last Name, and choose your Location. The checkbox Receive the latest news and offers from Trend Micro is checked by default. Click Next.

Option 2: Use an already-existing Trend Micro Account.

17. If you already have a Trend Micro Account, click Sign in now. The windows to Sign Into Your Trend Micro Account appears.

Figure 13. Sign Into Your Trend Micro Account

18. Click Next.

19. If you have not previously installed Password Manager, a window appears for you to Select Your Version.
Figure 14. Select Your Version

20. Select Use the Free Version or Provide your Premium version Activation Code and click Next. A screen appears for you to Protect Your Passwords.

Figure 15. Protect Your Passwords

21. Click Next. A screen appears for you to Create Your Master Password.

Figure 16. Create your Master Password

22. Enter your preferred Master Password, then Confirm Password and click Create. A screen appears to Install the Password Manager Browser Extension.
23. Click Get Browser Extensions to install the extension for your default web browser.

**Note:** This will close the window and automatically open the default web browser. You need to launch your other web browsers (e.g., Firefox or Chrome) to initiate the install of their add-on/extensions.

24. A new browser window opens and installs the extension. You’re then prompted to enable the extension.

25. In Internet Explorer, click the Enable button at the bottom to enable the extension. (To enable the extension in other browsers, go to their respective Settings.)

26. Congratulations! Trend Micro™ Password Manager is successfully installed in your browser and you may begin using it.
Bundled Version

Users of Trend Micro Internet Security are invited to try a Free or Paid version of Trend Micro™ Password Manager from within the Trend Micro Security Console. Users of Trend Micro Maximum and Premium Security get a 1-year subscription of Password Manager automatically bundled and installed with their purchase of Trend Micro Security 2017. Access to both editions is provided from an icon in the Data screen of the Trend Micro Security Console.

To enable the Bundled Version of Password Manager in Trend Micro Maximum or Premium Security:

Note: The instructions below assume you registered Trend Micro Security when you installed it and that you’ve created a Trend Micro Account and the program is logged into it. The instructions below also assume that you’ve changed your default Windows 10 browser from Edge to Internet Explorer, Chrome, or Firefox—the browsers supported by Password Manager.

1. Open the Trend Micro Security Console by double-clicking its icon on the Desktop, or by selecting Open the Main Console in the System Tray. The Main Console appears.

2. Click the Data icon. The Data screen appears.
Figure 21. Data > Password Manager > Open

3. Click **Open** in the Password Manager panel. The Password Manager Introduction screen appears.

Figure 22. Password Manager Introduction

4. You may check “Do not show this introduction again” if you choose. Click **OK** to close the introduction. A window appears, suggesting you can “Secure Your Passwords and Enjoy Peace of Mind.”

Figure 23. Secure Your Passwords and Enjoy Peace of Mind

5. Click **Start Now**. A window appears for you to **Create Your Master Password**.
6. Type in a mixture of at least 8 different letters, numbers, or symbols and try not to use common words that are easy to guess; then provide yourself with a master password hint and click Create. A window appears for you to Install the Password Manager Browser Extension in your default browser.

7. Click Get Browser Extension. Your default browser loads and downloads the Password Manager extension. When the extension is ready for use, a popup appears letting you enable the extension. The example below shows the popup for Internet Explorer.
Figure 26. Choose Add-ons Popup

8. Click **Choose add-ons**. A popup appears for you to enable

![Image of Choose Add-ons popup]

Figure 27. Choose Add-ons

9. Click **Enable** to enable **Password Manager Toolbar**, or **Enable All**, then **Done** to include **Trend Micro Security Toolbar**.
10. Back in the Trend Micro Password Manager tab of your browser, click the Password Manager icon to open the Login screen and enter your Master Password. The Password Manager extension opens.

11. Note that you can scan the QR Code from your mobile device to download and install Password Manager on it.

12. To use another browser with Password Manager, simply load the browser. Password Manager will prompt you to install the extension for that browser.
Click Get Extension. The Install Extension screen appears; in this example, for Chrome.

Click Install Extension, then Add extension in the popup that ensues.

You’re now ready to start using Password Manager! Just sign into any website, and Password Manager will save your password, so you never need to type it again.
Chapter 3: Using the Password Manager Browser Extension

This chapter provides an overview of the Trend Micro™ Password Manager browser extension. Topics discussed in this chapter include:

- Saving Account Credentials Using the Browser Extension
- Management Console
- Password Generator
- Switching to Other Users
- Folders
- Sort
- Search
- New Password
- Tools

Saving Account Sign-in Credentials Using the Browser Extension

Trend Micro™ Password Manager’s web browser extension allows you to log in to Password Manager and capture your online credentials for any account.

To begin using Password Manager in your browser:

1. Launch your web browser and check for the Password Manager icon. Depending on the browser you’re using, it may be located on the left or right-hand side of the browser menu bar.

![Figure 33. Password Manager](image)

2. Click the Password Manager icon. The Password Manager popup window appears.
3. Enter your **Master Password** in the field provided and click the **Padlock** icon to unlock Password Manager.

4. Browse to a website (e.g., [www.gmail.com](http://www.gmail.com)) that requires login credentials; in this case, Google/GMail.

![Figure 34. Google / Gmail](image)

5. Enter your Gmail Address, click **Next**, enter your Password, and **Sign In**. Password Manager captures the login credentials and a popup appears for you to save the password.

![Figure 35. Save the Password](image)

6. Click **Save Now**. Once your password is saved, a link is added inside the plug-in (e.g., [www.google.com](http://www.google.com)).
7. Moving forward, simply click the Password Manager icon in the browser, search or scroll to find the desired password, and then click the link. This will redirect you to the website you have chosen and Password Manager will automatically insert your credentials. You then simply click the Sign In button to sign in.

8. Otherwise, simply go to the website and if Password Manager is unlocked, it will automatically prompt if you want to sign in using the saved credentials. If you have more than one account, you’ll get a picklist to pick the right account.

9. If Password Manager is locked, it first prompts you to type in your Master Password; then it automatically logs you in to the website.

10. Simply repeat the capture process for any accounts you wish to add.
Management Console

Password Manager provides a Web Management Console for complete configuration and management of Password Manager.

To Access the Management Console:

1. Click the Password Manager icon in your browser, and when the plug-in loads, click Management Console at the bottom to open it. The Password Manager Web Management Console opens.

2. The Management Console provides a view on all your passwords, showing which ones are unsafe and should be edited in Password Doctor. For more details, go to Chapter 5: Using the Password Manager Web Management Console.
Password Generator

When you create a new online account you’re often tempted to use a familiar, easy-to-remember password that you’ve previously used with multiple accounts. This weakens your security, potentially exposing you to data theft, since once the familiar password is cracked it’s a key to many of your online accounts. Trend Micro™ Password Manager’s Password Generator helps you to generate and save strong custom passwords for each of your online accounts, thus strengthening the security of all your personal online data.

To generate a strong Password:

1. Open your browser and click the Password Manager icon. The Password Manager popup appears for you to enter your Master Password.

![Password Manager](image)

**Figure 40. Password Manager**

2. Type in your Master Password and click the Unlock icon. The Password Manager Accounts List appears.
3. Click the Password Generator icon. A popup appears, showing the Password Generator.

4. Accept the password that has been generated, or click the Rotating Arrow for another password, or click Show advanced options for other options.
5. Determine the password criteria you wish to fulfill, such as password length (8-20 characters) by entering the number of characters you want or by using the Length slider, and whether you want to include capital letters, lower-case letters, numbers, and symbols in your password.

6. When you've selected your criteria, click the Rotating Arrow and a strong password will be generated. If you don't like the password provided, click the Rotating Arrow again.

7. Once you have a password you like, click Copy Password, then Ctrl + C to copy it to the clipboard. Just to be safe, you can also paste it in a text document, which you can delete later; or you can copy it into a Secure Note in the Web Management Console (see Secure Notes in Chapter 5).

8. When you register for your new online account, paste this password into the password field; or use it to change your current account password to a stronger password.

9. Once you log in to your online account with this password, pasting it from the Clipboard, Password Manager will capture it for you and you can save it as a named Password Manager account, as described in the previous section Saving Account Credentials.

Switching to Other Users

Password Manager lets you lock Password Manager and sign out of your Trend Micro account, so other users using the same computer can sign into their account and use Password Manager with their own passwords.

To lock Password Manager and sign out of your Trend Micro Account:

1. You should already be logged into Password Manager to test this option.

2. Click the Password Manager icon in your browser to open the Password Manager plug-in.
3. Click the **Lock** icon in the lower right-hand corner. Password Manager locks and presents you with the Master Password screen.

4. Click the **User** icon in the top right-hand corner of the plug-in window and select **Sign Out**. The **Trend Micro Start Now** window appears.
Figure 46. Secure Your Passwords and Enjoy Peace of Mind

5. Click **Start Now**. A window appears over this one for you to **Sign Into Your Trend Micro Account**.

![Sign Into Your Trend Micro Account](image)

Figure 47. Sign Into Your Trend Micro Account

6. If the user already has a Trend Micro Account for Password Manager, provide the **Email Address** and **Password** and click **Next**; then type in the **Master Password** to complete signing into Password Manager with another account.

7. If the user does not yet have a Trend Micro Account, click **Create an account**. The **Account Creation** window appears.
Figure 48. Create a Trend Micro Account

8. Fill in the required fields. By default, Receive the latest news and offers from Trend Micro is checked and you may opt to uncheck this.

9. Click Next and provide the necessary details in the succeeding windows to complete account creation. As explained previously, the alternate user will then create their own Master Password and sign into their account.

Folders

The Password Manager browser plug-in provides a Folder feature to help organize your accounts. Your list of Folders can be anything you like; e.g., Email Accounts, Banks, etc.

To add an account to a Folder:

1. Click the Password Manager icon in your browser to open it, then click the Search icon to search for an account you wish to add to a Folder; for example, Wells Fargo.

Figure 49. Edit Details

2. Click the Edit icon on the right in the account panel and choose Edit Details. The Edit Details screen appears.
Figure 50. Folder Dropdown

3. Click the Folder drop-down menu and select Create a New Folder. A window appears for you to name the folder.

Figure 51. Create a New Folder

4. Type the name of the Folder you wish to add (e.g., Banks) in the field provided, then click OK.
5. Wells Fargo is now added to the **Banks** folder. Click the close X to close the popup window.

6. Back in the browser plug-in, choose **Banks** to filter your list by accounts in that folder.
Sort

You can sort your accounts to speed access. **Recently Used** brings those accounts to the top; and **Name** sorts your accounts alphabetically.

**To sort your accounts:**

![Sort icon](image-url)

**Figure 54. Sort**

1. Select the **Sort** icon and choose between **Recently Used** or **Name** sort. Your accounts are sorted accordingly.

Search

You can do a search in the Password Manager plug-in to find a particular account and then sign in.

**To search for a specific account:**

![Search icon](image-url)

**Figure 55. Search**

1. Click the **Search** icon, then type some characters of the name of the account you’re looking for; e.g., “wells” for Wells Fargo.”
2. When the account appears, click the panel for the account. Password Manager automatically loads the page and signs you into the account. In some cases, you may need to click the Sign On / Login button on the webpage.

**New Password**

You can manually add a new account in Password Manager, though this is not the recommended method, since Password Manager automatically captures your account ID and passwords when you first sign into an account.

To manually add a new account:

1. In your browser, navigate to a login webpage you wish to add; e.g., www.aol.com, and click Mail. The login webpage loads.

2. In the Password Manager plug-in, click the Plus (+) button.
3. This loads an **Account Details Add** popup window, letting you add an account.

![Account Details](image)

**Figure 59. Account Details**

4. Type the account name; e.g., `firstname_lastname@aol.com`, then your password, and click **Save**. Your account is added to Password Manager.
Figure 60. AOL Added

5. Click the Password Manager icon in your browser, then click the panel for the newly added account; e.g., AOL. The page is loaded into your browser and you’re automatically signed into your account.

6. In the future, just navigate to the account webpage and if you’re signed into Password Manager, a popup appears over your browser.

Figure 61. Auto-sign-in Popup

7. Just click Sign In in the Password Manager popup. Password Manager automatically signs you into your account.

**Tools**

The Trend Micro Password Manager plug-in provides Tools for a variety of tasks:
Get for Mobile

To get Password Manager for Mobile:

1. Click the Tools icon and select Get for Mobile. The Download page appears.

2. In the Mobile panel, either scan the QR Code or click the relevant button to download Password Manager for Mobile to the specific device. The iTunes Preview or Google Play page appears.

3. Follow the instructions to download Password Manager for your mobile device.

4. In the Computer panel, you may also click the Windows or Mac button to download the installer for those platforms directly to your computer.

5. Use a USB device to transfer the installer to the computer where you wish to install Password Manager.
Import Passwords from Your Browser

To import browser passwords into Password Manager:

1. Click the **Tools** icon and select **Import Passwords**. A **Protect Now** popup window appears, showing the number of passwords saved in your browser(s).

![Figure 64. Protect Now](image)

2. Click **View All** below the **Password Count** wheel to view the passwords stored in your browser(s).

![Figure 65. Passwords Found in IE](image)

3. Scroll down the window to view the passwords, then click **OK** to close the window.

4. Uncheck “Keep a copy of my passwords in my browser” to remove the passwords once the import is complete. Trend Micro recommends this. Passwords stored in your browser open you up to theft of your account data.

5. Click **Protect Now** to import your passwords into Password Manager and to delete them from your browser(s).

**My Account**

To access your **Trend Micro Account**:

1. Select **My Account** in the **Tools** menu. The **Trend Micro Account** webpage appears.
Figure 66. Trend Micro Account

2. Sign in to your account. Password Manager offers to save your password to automatically sign in next time.

Figure 67. Trend Micro Account > Password Manager

3. Click Save Now to save the password.

4. The status of your Password Manager edition is displayed in your Trend Micro Account. Free users can upgrade. Paid users will see the days left and expiry date of their subscription, as well as any other Trend Micro software the user subscribes to.

Figure 68. Trend Micro Account > Password Manager Expiry

5. Click the Account, Notifications, and Support tabs to edit account details, Trend Micro notifications for our newsletter and offers, and phone numbers for support.
**Settings**

To change your Settings:

1. Click the **Password Manager** icon in your browser and select **Tools > Settings**. The **Settings** window appears, with the **Master Password** tab selected by default.

![Figure 69. Master Password](image)

2. Choose how often Password Manager should ask for your Master Password—when your browser is inactive for X amount of time. Deselect the function if you wish Password Manager to stay open indefinitely once you've signed in.

3. To change your Master Password, click **Change Your Master Password**. The **Change** screen appears.

![Figure 70. Change Your Master Password](image)

4. Enter your current Master Password and click **OK**.
Figure 71. Create a New Master Password

5. Enter your new Master Password and confirm it, then provide yourself a hint and click OK.

Figure 72. Master Password Changed

6. Your Master Password is Changed. Click OK to close the window.

7. See Settings in Chapter 5 for details on other settings.
Get Help

1. Click the Help menu in the top right-hand corner of the Password Manager window, then click Get Help.

![Get Help](image_url)

Figure 73. Get Help

2. This opens the Password Manager Support page, where you can read various Support Topics, Related Product Support, view Video Guides, get answers to Frequently Asked Question (FAQs) and even download this Product Guide.
Give Feedback

To give feedback:

1. Select **Give Feedback** from the **Tools** menu. The **Give Feedback** window appears.

Figure 75. Choose your feedback type
Figure 76. Enter Your Comments

2. Confirm your email address, choose your feedback type, enter your comments, and check “Yes, Trend Micro may contact me” if you wish, then click **OK**. Your feedback is sent to Trend Micro.
Chapter 4: Using the Secure Browser

This chapter shows you how to use the Secure Browser—your hardened browser for all online financial transactions.

The Secure Browser

Password Manager provides a Secure Browser that provides greater security for all transactions conducted on financial websites.

To use Secure Browser:

1. Open your browser and enter the URL of a financial institution. For example, type www.wellsfargo.com. A dialog appears, asking if you’d like to open this website in Secure Browser.

Figure 77. Open in Secure Browser

2. You have the option to click Not Now, or Never for this site. In this example, we click Open in Secure Browser. The financial website opens in Secure Browser.
3. Log in to your financial account with your username and password. Your account page appears, along with a Password Manager dialog that allows you save your password.

4. Click Save Now to save your financial credentials in Password Manager, then log out of your account.

5. For testing purposes, close Secure Browser and launch your normal browser again.

6. Type the financial URL again in the search field. The Password Manager dialog appears over the webpage.
7. Click the financial account button in the dialog to sign in to your financial account. Password Manager automatically switches to Secure Browser and logs you into your account.

8. You may now safely conduct your financial transactions knowing they are completely secure.
Chapter 5: Using the Password Manager Web Management Console

Trend Micro™ Password Manager Web Management Console helps you manage all your credentials and settings. It allows you to access and manage your Password Manager passwords from any computer, even if Password Manager is not installed on it. Topics discussed in this chapter include:

- Signing in to the Password Manager Web Management Console
- Creating Folders
- Editing Passwords
- Password Doctor
- Creating a Profile to Auto-Fill Online Forms
- Creating Secure Notes
- Editing Settings
- Downloading for Other Devices
- Give Feedback
- Get Help
- Signing Out of Your Trend Micro Account
Signing in to the Password Manager Web Management Console

You have two options for signing into the Web Management Console:

1. If you’re on a public computer where the Password Manager extension is not installed, you can sign into the Web Management Console directly from your browser.

2. If you’re on a private computer where the Password Manager extension is installed, you can access the Web Management Console directly from the popup.

OPTION 1: To Sign In From the Browser on a Public PC

1. Launch the web browser installed on the PC (e.g., Internet Explorer, Firefox, or Google Chrome), type pwm.trendmicro.com and hit Enter. The Password Manager Web Management Console appears.

Figure 82. Password Manager Web Page

2. Click the Sign In button located in the upper-right corner of the page. The Sign In page appears.

Figure 83. Sign In with Your Trend Micro Account

3. Type your Trend Micro Account username and password and click Sign In. Password Manager presents the Master Password unlock page.
4. Enter your Master Password and click Unlock (the Padlock Icon). The Password Manager Web Management Console opens.

Figure 84. Provide Your Master Password

Figure 85. Password Manager Web Management Console

OPTION 2: To Sign In Using the Password Manager Extension:

1. Click the Password Manager icon in your browser. If you’re not signed into your Trend Micro Account, the Password Manager popup will indicate “Unable to Help with Your Passwords” and provide a link to Sign In Now.
2. Click **Sign In Now**. A window appears for you to **Sign Into Your Trend Micro Account**.

![Sign Into Your Trend Micro Account](image)

**Figure 87. Sign Into Your Trend Micro Account**

3. Enter the email address and password you used to create your Trend Micro Account, and click **Next**. A window appears for you to **Open Password Manager**.
4. Since you’re now signed into your Trend Micro Account, you have two options:

Option A:

5. Click **Open Password Manager** in the window displayed above. A webpage opens for you to sign into Password Manager with your Master Password.

6. Enter your **Master Password** and click the **Unlock** icon. This signs you into the **Web Management Console**.
Option B:

7. Click the **Password Manager Extension** icon in your browser. The **Password Manager Extension Popup** appears.

8. Enter your Master Password in the Extension popup and click the **Unlock** icon. This signs you into the **Password Manager Extension**.
9. Click the **Management Console** link in the popup menu. The Web **Management Console** appears.

![Web Management Console](image)

**Figure 92. Web Management Console**

**Note:** Once you’ve signed into Password Manager with your Master Password, either directly from its webpage or the popup, you have instant access to the Web Management Console via the Single Sign-On **Management Console** link in the popup.

10. The **Management Console** provides direct Web access to manage all your online accounts login credentials. The page includes a **Password Strength Indicator**, a **Form Filler**, **Secure Notes**, and general **Settings**.

11. The **Password Strength Indicator** indicates the percentage of your passwords that are considered unsafe, along with the exact number of passwords involved.
Creating Folders

The Password Manager Web Management Portal lets you create folders to help organize your passwords.

To create a Folder:

1. Select Organize Folders in the All Passwords drop-down menu. A window appears for you to Create a New Folder.

2. Click the Plus (+) icon to Create a New Folder. A window appears for you to give the folder a name.

3. Type the name of the new folder; e.g., “Email Accounts”; then click the X button to close the Organize Folders window. This returns you to the main page.

4. Click an account you wish to add to the new folder. The account screen appears.
5. In the Folder drop-down menu, select the folder where you’ll place the account, e.g., “Email Accounts”; then click the X button to close the account window.

6. Select Email Accounts from the All Passwords drop-down menu.

7. Password Manager shows only the accounts that have been added to the folder.

8. Repeat the process for additional accounts you wish to add to the folder, or to create new folders.
Editing Passwords

Password Manager lets you edit your passwords using both automatic and manual methods. Since you first have to change your password in your online account before it’s changed in Password Manager, Trend Micro recommends that you generally use the automatic method to edit your passwords, because Password Manager responds to the change in your online account.

To automatically edit a Password:

1. Using **Password Manager Web Management Portal**, sign in to the chosen online account.

2. Using the password editor of the online account, modify the password.

3. Sign out of the online account, then sign-in again manually with the new credentials. This updates the password within the Password Manager for the specific online account.

4. Test the changed password by signing out and then using Password Manager to sign back into the account.

To manually edit a Password:

**Warning:** Manually editing a Password Manager password without first changing it in the actual online account will make it unusable for signing into your account. That said, one reason you might want to manually edit a password beforehand would be to allow Password Manager to examine the new password’s strength before you actually change it in your online account.

1. If you wish to manually edit a password, click the account in the list that you want to modify.
2. The edit page for that account appears.

3. Change the value in the Password field to update your password. Click X [Exit].

4. Go to the website you wish, manually log in with the old password and change it to the new one. Log out, then log in again using Password Manager.
Password Doctor

Trend Micro Password Manager provides a Password Doctor to help you determine which of your passwords are weak. It also helps you to change them.

To use Password Doctor:

1. Click Open Password Doctor below the icon for Unsafe Passwords. Password Doctor opens, presenting two summary panels: Improve your weak passwords and Use different passwords. After a few seconds, both panels open, listing the specific passwords that need changing.

   **NOTE:** Weak passwords don’t fit the criteria of having at least 8 characters and a mix of letters, numbers, and symbols. Passwords used for more than one account trigger the message to use different passwords.

2. Scroll down to a password that needs changing, then click View Details. In this case, Password Doctor shows the same password is being used for two different sites, providing an easy key for a hacker to get into both accounts.
3. Click **Improve Now** to log you into the account, so you can change your password. The log in page appears.

4. Click **Sign In** to sign into your account.

5. Once you’re in your account, find the **Settings** page where you can change your password, change it, then sign out.

6. Sign in again manually with the new password. Password Manager updates your password for that account.
Creating a Profile to Auto-Fill Online Forms

Trend Micro™ Password Manager lets you create a Profile to help you automatically fill online Forms.

To create a Profile:

1. Click the Form Filling icon in the Password Manager Web Management Portal. The Profile Information Forms appears below the Form Filling title.

![Figure 106. Form Filling](image)

2. Click the Basic Information link to begin entering your details. A pop-up window appears.
3. Enter your Title, Name, Gender, Birthday, Company, and Job Title, then click X [Exit].

4. Click the Phone and Email link to begin entering your details, a pop-up window appears.

5. Enter your various phone numbers, Fax, Email Address, and Website, then click X [Exit].

6. Click the Mailing Address link to begin entering your details, a pop-up window appears.
7. Enter your Addresses, City/Town, State/Province, Zip/Postal Code, and country Location, then click X [Exit].

8. Click the Credit Card link to begin entering your details. A pop-up window appears.

9. Enter your Credit Card Type, Name on card, Credit Card Number, Expiration Date, and Security Code, then click X [Exit]. Password Manager automatically saves your entries.
10. Select **Settings** from the ID drop-down menu. The **Settings** screen appears.

11. In the **Settings** screen, select **Other**, check **Turn on Form Filling**, then click the **Settings** back-arrow to exit the screen.

12. Test the auto fill function by signing up for a new online account.
When you enter data into form fields corresponding to the data in your Profile, a drop-down will appear saying, **Click here to automatically fill in.** Click the message to auto fill the field with the data stored in your Profile.

### Creating Secure Notes

Trend Micro™ Password Manager lets you store information securely in the form of **Secure Notes**.

To create Secure Notes:

1. Log into the **Password Manager Web Management Portal** and click the **Secure Notes** icon.

   ![Secure Notes](image)

   **Figure 114. Secure Notes**

2. Click **+ Add** to **Create a New Note**. The **New Note** page appears.
3. In the Name your note Title field, type the title of your Secure Note. Select the Type your important information here... field and begin entering your notes.

4. Click the Done button to save the new note.

5. To delete Secure Notes, position your mouse over a Secure Note in the list of Secure Notes and when the checkbox appears, check it for all notes you wish to delete. Once you do, you can check the upper checkbox to select all notes.

6. Click the Trashcan above the list to delete the Secure Note(s).
Editing Settings
Trend Micro™ Password Manager provides a variety of settings to control how Password Manager operates.

Subscription Information
To view and edit your Subscription Information:

2. Click Subscription Information to view it.
3. The Subscription Information section shows the Days Remaining in your subscription, the Account Email Address, the date when the subscription Expires, and a Renew Now button for you to purchase a renewal of your subscription. The Activation Code section lets you enter a new activation code to renew your subscription. The Version provides the current version number of Password Manager.
Change Your Master Password

To change your Master Password:

1. Click the Master Password tab. The Master Password window appears.
2. Click the Change your Master Password button to modify the Master Password. A dialog appears, asking you to Provide your current Master Password to Continue.
3. Enter the current Master Password and click Ok. The page to Create a New Master Password appears.
4. Enter the new preferred Master Password, Confirm Master Password, provide a Hint to help you to remember it when logging in, and click Ok. This resets the Master Password.

(NOTE: The password must be at least 8 characters).

5. Increase your security by checking Ask for my Master Password when my browser is inactive for [xx] minutes/hours. Use the drop-down menu to change the length of time the browser is inactive before you’ll be asked to reenter your Master Password.

**Data**

Trend Micro™ Password Manager provides Data tools to automatically synchronize and back up your data to the cloud, to export your credentials to a CSV file, import credentials from another password manager (LastPass), and import passwords from your web browser.

To manage Data:

1. Select Settings in the Password Manager Web Management Portal menu, then click the Data tab from the menu. The Data screen appears.

![Data Screen](image)

**Figure 122. Data**

To export data from Password Manager:

1. First, **Data** lets you export your Password Manager data which includes passwords, sign-in credentials, and secure notes to a CSV file. The CSV file is stored in a compressed ZIP file when it’s exported.
2. To begin the export, click the **Export** button. A popup appears for you to provide your **Master Password**.

3. Type in your **Master Password** and hit Enter. An **Export Password Manager Data** popup window appears.
4. You have two options to export your data:
   
   - **Backup for Password Manager Use.** Use this backup when you have plans to import the data back to Password Manager. This backup requires creating a password to encrypt exported data.
   
   - **Backup for Your Own Use.** The exported data for this backup cannot be imported back to Password Manager. This backup is for your own use. Data is not encrypted and is shown in plain text.

5. For the first option, enter a password to encrypt the file. Use a mixture of at least 8 different letters, numbers, or symbols and try not to use common words that are easy to guess; then click Next. A **Browse For Folder** dialog appears, so you can put the file where you want it.

6. Navigate into the folder you wish, or click **Make New Folder** to create a new folder to put your export in, e.g., “Password Manager Export,” then click **OK**.

7. Your data is exported and a page appears showing **Export Complete.**
Figure 127. Export Complete

8. Click Done to complete the process.

9. For the second option, select Backup for your own use.

**Caution:** Encryption is not available for this type of backup, so please guard your exported file.

Figure 128. Export Password Manager Data

10. Click Next. A Browse For Folder dialog appears.
Figure 129. Browse For Folder

11. Navigate to the folder where you wish to put the file, or click Make New Folder to create a new one, and click OK. Your data is exported to a CSV file. You should guard your exported file because it contains your unencrypted passwords.

Figure 130. Export Complete

12. Click Done to complete the process.
To import data into Password Manager:

1. Click the **Data** link in the menu tab, then click **Import**. A popup appears for you to enter your Master Password.

2. Type in your **Master Password** and hit **Enter**. A page appears to **Import Data into Password Manager**.
3. You have two options:
   - Import from Password Manager
   - Import from LastPass

4. For the first option, click **Next**. A window appears for you to choose your Password Manager data file.

5. Click **Select File** to navigate to the location where the exported Password Manager file is stored.
Figure 135. CSV File

6. Select the PWM file and click Open. The file is added to the Import window page.

Figure 136. PWM File Added

7. Click Import Now button to begin the import process. A popup window appears, asking you to Type the Password to Continue.
8. Since the encrypted file is secured with a password, enter the password and click **Next**. Your passwords are imported and an **Import Complete** window appears.

9. Click **Done** to complete the process.

To import data from LastPass:

**NOTE:** To complete this option, you must have previously exported your credentials from LastPass to a CSV file and transferred it to the device where you’ll conduct the import.

1. As before, in the **Data** tab, click **Import**, and enter your **Master Password**. The **Import Data into Password Manager** windows appears. Select **Import from LastPass**.
Figure 139. Import from LastPass

2. Click Next. The Import from LastPass window appears.

Figure 140. Import from LastPass

3. Click Select File. A Folder Browser dialog appears.
4. Navigate the folder where you put your LastPass CSV file, select it and click **Open**. The **Import from LastPass > Import Now** window appears.

5. Click **Import Now**. Password Manager imports your LastPass CSV file and shows **Import Complete**.
Figure 143. Import Complete

6. Click Done to complete the process.

Exception List

Password Manager allows you to add URLs to an Exception List, for two exceptions to its normal behavior:

- **Website.** If you do not want Password Manager to save passwords for a specific site, add the site to the Password Exceptions list.
- **Secure Browser Exceptions.** If you do not want Password Manager to open a specific website in the secure browser, add the site to the Secure Browser Exceptions list.

To add or edit the Exception List:

Figure 144. Exception List

2. For the **Password Exception** list click + Add and a pop-up page **Add Website** appear. Type in a website that you wish to exclude from password capturing, and click Ok.

Figure 145. Add Website

3. For the **Secure Browser Exceptions**, open a web browser; go to a site that is recognized by the Secure Browser. A prompt appears to let you choose if you want the site to **Open in Secure Browser** or to add it to the exception list (Click **Never for this site**). You also have the option to click **Not Now**.

Figure 146. Open in Secure Browser

4. To confirm site is added in **Secure Browser Exception** list, go to **Settings > Exception List**.
Other

Trend Micro Password Manager has an **Automatic Sign-In** function that lets you always sign into websites without asking. It also provides automatic **Form Filling**, as well as an option to provide automatic **Feedback** to Trend Micro when logins fail because of complicated multi-layer logins, so Trend Micro can update its login rules. No personal data is shared. You can opt out of this feedback by changing the setting. Finally, you can **Get Help** installing the Password Manager browser extension.

To modify Other settings:

1. **Select Settings > Other** in the **Password Manager Web Management Portal** menu, then configure the settings.

![Figure 147. Other](Image)

- **Automatic Sign In.** If it’s not enabled, check **Always sign into websites without asking** to enable this feature.
- **Turn on Form Filling.** If it’s not enabled, check **Form Filling** to automatically fill in forms on this device.
- **Install the Password Manager browser extension to sign into websites automatically.** Click here to **Get Help**.
- **Feedback.** If it’s not checked, check **Feedback** to provide anonymous feedback about the features you use.

**Downloading for Other Devices**

You can download Password Manager for other devices.

![Figure 148. Download for Other Devices](Image)
To download Password Manager for other devices:

1. Select the **Identity** dropdown menu and choose **Download**; or click **Get for Mobile** in the main page. The Download page appears.

![Download Password Manager](image)

**Figure 149. Download Password Manager**

2. From your iOS or Android device, use a QR Code scanner to scan the QR code shown, or click the relevant download button to take you to the App Store or Google Play to download Password Manager to your mobile device.

3. From your Windows or Mac, click the relevant Windows or Mac button to download and install Password Manager for your platform. You can also copy the installation file to a USB stick for installing to another Windows or Mac.

**Give Feedback**

Trend Micro provides an easy way for you to provide feedback to Trend Micro about Password Manager.

![Feedback Icon](image)

**Figure 150. Feedback Icon**

To give feedback:

1. Click the **Feedback** icon at the top of the Password Manager Web Management Portal page. A feedback form loads into your browser.
2. Select your Feedback Type from the dropdown menu.

3. Enter your comments.

4. Check Yes, Trend Micro may contact me to give permission.

5. Click OK to send your feedback.

6. Trend Micro may not be able to respond to you personally, but we do review every comment and consider your suggestions for future releases.

**Get Help**

To get Help:

1. If you need help, click the ? icon. The Password Manager Support page appears.
Figure 154. Password Manager Support

2. Scroll down and click the various down arrows to open a FAQ.

Signing Into Your Trend Micro Account

You can sign into your Trend Micro Account from the Password Manager ID Menu.

To sign into your Trend Micro Account:

Figure 155. Trend Micro Account ID Menu Item

2. Enter your Email Address and Password for your Trend Micro Account and click Sign In. Your Trend Micro Account product list screen appears.

3. Here you can review and edit Products, your Account data, Notifications you receive from Trend Micro, and access Support.

4. In the Products screen, scroll down to review the products you own and to manage devices and instances where those products are installed.
Figure 158. Account

5. In the Account screen, edit your E-mail address, Password, and Profile. You can also Merge Accounts.
Figure 159. Notifications

6. In the **Notifications** screen, you can change the email address where you receive the **Trend Micro Newsletter** and special offers, promotions and surveys.

Figure 160. Support

7. In the **Support** screen, click the **Trend Micro Support** link to be taken to **Trend Micro Support**, where you can chat with a **Support** representative and receive other forms of support.
Signing Out of Your Trend Micro Account

You can sign out of your Password Manager Trend Micro Account directly from your any submenu in the Web Management Portal (as well as from the browser plug-in).

To Sign Out of Your Password Manager Trend Micro Account:

1. Click the **Account** drop-down menu and select **Sign Out**. This signs you out of the account both in the Web Management Portal and in the Password Manager plug-in.

2. To use Password Manager again, you must sign in both in your Trend Micro Account (using your account credentials) and in the Password Manager plug-in (using your Master Password).
Chapter 6: Getting Started with Trend Micro™ Password Manager for Android

This chapter discusses Password Manager for Android mobile devices. Though the example uses an Android smartphone, tablet users can use the same instructions. Topics discussed in this chapter include:

- Download and Install Password Manager
- Use Local Mode
- Buy and Create a New Account
- Use an Existing Account
- Adding Passwords
- Password Generator
- Password Doctor
- Managing Passwords
- Form Filling
- Creating Secure Notes
- Settings
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Download, Install, and Sign in to Password Manager

When you download and install Password Manager for Android you can use Local Mode without an account for free (for up to ten passwords), buy Password Manager and create a new Trend Micro account, or use an existing account you created when you installed other instances of Password Manager, either by itself or as part of a Trend Micro Security bundle.

To Install Password Manager:

1. Tap the Google Play app on your Android mobile device, search for Trend Micro Password Manager, and tap Enter on your keyboard.
2. Tap the Password Manager listing. The Install screen appears.
3. Tap Install to begin the installation. The Access Privileges screen appears.
4. If you accept the Access Privileges required, tap Accept. Trend Micro Password Manager downloads and installs.
5. When installation is complete, tap Open. The Try Now screen appears.
6. Tap **Try Now**. A Welcome to Password Manager screen appears.

7. To use Password Manager, you need to allow **Retrieve Running Apps** permission on your device. Your installed application list will not be sent to Trend Micro.

8. Tap **Trend Micro License Agreement** to read the terms of the license agreement.

9. If you agree, tap **Accept and Continue**.

10. A screen appears for you to join the Trend Micro Smart Protection network. If you join, Password Manager will send coded data (such as device information) to Trend Micro. You can opt out at any time from the app. Tap the **Privacy Policy** link for more information.

11. In this example, tap **Join**. A popup appears, asking **Have you used Password Manager before?**

12. You now have several options.
Option 1: To Use Password Manager in Local Mode:

**Local Mode** lets you use Password Manager for free without creating a Trend Micro Account. You can save up to ten passwords in Password Manager for Android. If you purchase Password Manager, the passwords saved in your local instance will be merged into your paid account.

1. To use Password Manager in **Local Mode**, tap **Skip**. Password Manager provides a screen for you to **Create a Master Password**.

2. Enter a **Master Password** that’s easy for you to remember, but hard for others to crack. Use at least eight characters and a combination of letters, numbers, and symbols.

3. In the second field, **Confirm your Master Password**.

4. In the third field, provide yourself a hint, in case you forget your **Master Password**, and tap **Create Now**. Password Manager displays a screen for you to **Add Your First Password**.

5. You may tap a familiar icon to add a login ID and password for that account. You’ll use these to log into that account.
Option 2: To Create a New Trend Micro Account:

After you’ve used Password Manager in Local Mode, perhaps nearing your 10-password limit, you may choose to purchase Password Manager. When you do, you’ll create a new Trend Micro Account, if you don’t already have one.

1. These instructions assume you’ve already set up your Google account to purchase items on Google Play.

2. To buy Trend Micro Password Manager, tap the **Tools** icon. The **Tools Menu** appears.

3. Tap the **Settings** icon. The **Settings** screen appears.

4. Tap **Buy Now**. The **Google Play** purchase popup appears.

5. Tap **Buy**. Your purchase completes and a screen appears for you to create your Trend Micro account.
6. In the **Create an Account** screen, enter an **Email Address**, **First Name**, **Last Name**, then select your **Country** from the dropdown menu, and click **Next**.

7. Confirm your email address, enter a password for the account, confirm it, retain or uncheck **Receive the latest news...**, and click **Create Account**.

8. Congratulations. You’re now ready to add more passwords and sync them across all of your devices.

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**Option 3: To Use an Existing Trend Micro Account:**

1. Continuing from the installation instructions, tap the link **Sign into my Trend Micro Account**. The **Sign In** screen appears.

2. Enter the email address and password you used to create your **Trend Micro Account** and tap **Sign In Now**. The **Master Password** screen appears.

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**Figure 177. Email, First/Last Name, Country**

**Figure 178. Create An Account**

**Figure 179. Sign into my Trend Micro Account**

**Figure 180. Sign In**
3. Enter your **Master Password** and tap **Enter**. A popup appears, offering to let you **Add Secure Note**.

4. Tap **Add Secure Note**. The **Add Secure Notes** screen appears.

5. You may add a **Secure Note** using any of the four templates for **Bank Accounts**, **Membership Cards**, **Contacts**, or **Other Notes**.

6. For now, click **Close** to close the window. Your **All Passwords** list appears.

7. You’re ready to use **Password Manager**. See the sections below for details.
Adding Passwords

To automatically save a password:

1. In the All Passwords screen, tap the + (Plus) sign to add a Password. The Password Manager Secure Browser loads, along with the Quick Start menu.

2. In the Search field, enter the website URL you wish to access and tap the Spyglass icon.

3. Tap the Log/Sign In button, enter your Username and Password, and tap Sign In.

4. A dialog appears, asking Save this password in Password Manager?

5. Tap the Save button and the login credentials are added to Password Manager.
6. Tap the Password Manager icon in the upper right-hand corner of the browser to close the website and return to the All Passwords list, where your new password is listed.

7. In the future, just tap the account in the All Passwords list to use Password Manager to automatically sign into that account.

To manually add passwords using Quick Start:

1. Tap + (Add) in Password Manager. The Quick Start menu appears in the Secure Browser.

2. Tap the icon for a website to manually add a password; e.g., Amazon. The Add New Password screen appears.

3. Enter your Account Name (i.e., email address) and Password, then tap Save. This takes you to the All Passwords list.
4. Tap the panel for the Amazon password. The Sign In page appears, Password Manager automatically feeds in your Account Name (email) and Password and signs you in.

5. Explore your account. To close the account, simply tap the Password Manager icon in the upper right-hand corner. You’re returned to the All Passwords list.
Password Generator
To generate a strong password:

1. Tap the Tools icon (.keras) in the top left corner window. The Tools menu appears.

2. Tap Password Generator under the More Tools section. The Password Generator pop-up appears.

3. Select your preferred settings: Length of Password (Between 4-20 characters) and the Characters to be used (Letters, Numbers, and Symbols).

4. Tap Copy to copy the strong password to the Clipboard.

5. When you create a new online account, paste the strong password into the password field, then log in with it.

6. Password Manager will capture the account credentials for future use.
Password Doctor

Password Manager provides a **Password Doctor** to help you fix **Weak** (easily cracked) or **Reused** passwords (the same password used across multiple accounts). You can use this in conjunction with **Password Generator**. Generate a number of strong passwords and save them in **Secure Notes** (see section below). Then as you use Password Doctor to change your accounts, apply the strong passwords to make the changes.

**To use Password Doctor to change weak or reused passwords:**

1. Tap the **Tools** icon in the top left corner window. The **Tools** menu appears.
2. Tap **Password Doctor**. This opens the **Password Doctor** screen, divided into **Weak** and **Reused** lists.
3. Tap a password you wish to change in the **Weak** passwords list; e.g., Netflix. A popup appears, describing the problem with the password.
4. Click **Improve Now**. A dialog appears for you to sign into your account.
5. Click **OK**. Password Manager automatically signs you into your account.
6. Once in the account, locate the account settings and change your password manually, or paste in the strong password you generated in Password Generator.

7. Log out of the account, then log back in manually (or paste in the strong password). Password Manager updates your password for the account, replacing it with the stronger password.

8. Perform the same process for Reused Passwords, changing any passwords used across different accounts to unique passwords for that particular account.
Password Options Menu

Password Manager provides easy-to-use Password Options Menu that includes easy use options and the ability to add an account shortcut to your home screen.

To access the Password Options Menu:

1. Tap the Options icon for a particular account. The Password Options popup menu appears.

2. Options include:
   - Open Website and Sign In
   - Copy Account
   - Copy Password
   - View Details
   - Add Shortcut to Home Screen

3. For example, tap View Details to show the details screen for an account, where you can edit the details of an account, copy and view them, or Open Website and Sign In.

4. Tap Add Shortcut to Home Screen to add a shortcut to your home screen. A popup appears for you to edit the name; tap OK to save the shortcut.

5. Simply tap the shortcut to sign into that account.
Managing Passwords

Password Manager lets you sort your list of passwords and create folders to organize them.

To manage your Passwords:

1. Tap the Sort icon to sort your list of passwords by Name or Recently Used ordering.

2. Use the Search field to find specific passwords.

3. Tap the “i” (information) icon of a specific email to open it for managing.

4. The Password Details screen provides data on the Strength of the Password, the Website Address, the Account Name, and the Password. Use the Copy icons in each panel to copy these; or tap Password to manually change it.

5. Tap the Folder panel to put the account in a Folder, then either Choose a Folder in which to put it, or tap Create a New Folder to create one.
6. Give the new folder a name; e.g., Email Accounts, and tap Done. The new folder is added to the Folder list.

7. Tap the Email Accounts folder to add the password to it.

8. The password is added to the Email Accounts folder.

9. Now, when you wish to filter your list, simply tap the drop-down All Passwords menu, tap Email Accounts, and the list of passwords in the Email folder are filtered out from the whole list.
10. The passwords in the Email Accounts folder.

**Form Filling**

When you create your Profile, adding personal information, Password Manager helps you auto-fill online forms using a dropdown menu in the proper fields. Note that Form Filling works best with websites that adhere to standard naming rules.

To create a Profile for Form Filling:

1. Tap the Tools icon in the top left-hand corner of the main window. The Tools menu appears.
2. Tap the Form Filling menu. The Form Filling page appears.
3. Tap Basic Information to begin entering your Profile Information.
4. Repeat step 3 to enter Phone and Email, Mailing Address and Credit Card information.
Creating and Editing Secure Notes

To create and edit Secure Notes:

1. Tap the Tools icon in the top left corner of the main window. The Tools menu appears.

2. Tap Secure Notes. The Secure Notes page appears, with forms for Bank Accounts, Membership Cards, Contacts, and a general one for Other Notes.

3. For example, tap Bank Accounts to begin entering a bank account. The Bank Accounts entry screen appears.

4. Tap the + (Add) icon in the upper right-hand side of the window. The Add New Note page appears.

5. Create a Title (enter a short first line), enter your details in the form, scroll down to access more fields, and tap Save. The Secure Note is saved and added to the Bank Accounts list.

![Figure 200. Tools](image1)

![Figure 210. Secure Notes](image2)

![Figure 213. Secure Notes](image3)

Figure 220. Tools

Figure 214. Bank Accounts

Figure 221. Add New Bank Account

![Figure 221. Add New Bank Account](image4)

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6. Repeat for Membership Cards, Contacts, and Other Notes.

7. As with Passwords, when you’re in a list of Secure Notes, you can Search and Sort your list by Name and Last Modified.

8. Tap Edit Note to edit it. Also, while you’re in an already saved generate note, tap the Trashcan to delete it; or in a structure note, tap Delete Note.
Get for PC or Mac

To get for PC or Mac:

1. Back in the Functions menu, tap Get for PC or Mac. A popup appears to share the download link.

2. Tap Share the download link.

3. A screen appears, providing sharing options.

4. Tap your choice to share the link and the link is fed into your sharing medium.

Figure 226. Get for PC or Mac

Figure 227. Share the Download Link

Figure 228. Share Via Options
Settings

To edit Settings:

1. Tap the Tools [≡] icon in the top left corner of the main window. The Tools side menu appears.

2. Tap the Settings (Gear) icon in the upper left-hand corner to edit your settings. The Settings screen displays.

   Account & Subscription

3. The Account section shows the Account Email Address, Version with Expiration Date, Renew Now to extend your subscription, and Sign Out to login to another account.

   Figure 229. Settings

   Figure 230. Settings Details (1)
4. The **Application** section shows Change Master Password, Security Level, Automatic Form Filling, and Sync Now.

5. Tap **Change Master Password** to change the master password.

6. Enter your **Current Master Password**, a **New Master Password**, Confirm **New Master Password**, and **Master Password Hint**; then tap **Change** to make the change.

7. Tap **Security Level**. The **Auto Lock** page appears to select between **Normal** and **High**.
   
   **Normal.** Ask for the Master Password only after the Password Manager app has been stopped.

   **High.** Ask for the Master Password each time I use Password Manager.

8. Toggle **Automatic Form Filling** to **On** if you wish to automatically fill forms according to your entries.
9. Tap **Sync Now** to manually synchronize your data to the cloud.

**About and Help**

10. This section shows **About**, **Help**, **Send Troubleshooting Logs to Trend Micro**, and **Help make Password Manager better**.

11. Tap **About** to display the application version.

12. Tap **Help** to display the **Help / Password Manager Support** page.

13. Tap **Send Troubleshooting Logs to Trend Micro** to send debug logs from the device to Trend Micro.

14. **Help make Password Manager better** is enabled by default. Tap the toggle **Off/On** according to your preferred setting. **Help make Password Manager better** provides anonymous feedback about the features you use.
About Trend Micro

Trend Micro, a global leader in security software and solutions, strives to make the world safe for exchanging digital information. For the past 25+ years, its employees have been inspired to protect individuals, families, businesses and governments as they look to harness the potential of emerging technologies and new ways of sharing information.

In today’s organizations, information has become the most strategic asset; embodying competitive advantage and powering operational excellence. With the explosion of mobile, social and cloud technologies, protecting this information has become more challenging than ever. Organizations need smart protection of information, with technology that is simple to deploy and manage, and security that fits an evolving ecosystem. Trend Micro solutions enable a smart protection strategy for organizations. Smart. Simple. Security that fits.

Trend Micro provides layered content security for mobile devices, endpoints, gateways, servers and the cloud. Leveraging these solutions, organizations can protect their end users, their evolving data center and cloud resources, and their information threatened by sophisticated targeted attacks.

All of our solutions are powered by cloud-based global threat intelligence, the Trend Micro™ Smart Protection Network™, and are supported by over 1,200 threat experts around the globe. For additional information, visit www.trendmicro.com.