Trend Micro™

Password Manager for PC and Android

Product Guide

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

At Trend Micro, we are always seeking to improve our documentation. You can evaluate this document on the following web site:

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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 8 and Macintosh 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 Keystroke Encryption, which protects your identity and credit card information by encrypting your passwords, preventing theft and fraud from keyloggers. Password Manager for PC, iOS, and Android also provide a Secure Browser, which gives an extra layer of security when performing online transactions on banking and other financial web sites.

Password Manager includes compatibility with a new Web Management Portal, allowing users access and management to their password database, whether they’re on their own or a public computer. Finally, Innovative technology in Password Manager incorporates continuous adaptation to customer usage, improving the global list of safe web pages.

This product guide provides all you need to know to evaluate, install, and use **Trend Micro™ Password Manager** on Windows-based PC and Android devices.
Chapter 1: Introducing Trend Micro™ Password Manager for PC

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

- Product Overview
- Key Features
- 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 for PC 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. 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 also provides Secure Browser, which ensures ultimate data security while performing online transactions on banking or financial websites. It shares these features with Trend Micro™ Password Manager for Android, which is also covered in this guide.
### Key Features

Table 1. Key Features of Trend Micro™ Password Manager for PC

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>URL and Password Management</td>
<td>Automatically capture 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 PC using different Trend Micro accounts.</td>
</tr>
<tr>
<td>Web Management Portal</td>
<td>Password Manager for PC provides compatibility with the Password Manager Web Management Portal, for 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 Generator</td>
<td>Automatically generate strong passwords with custom criteria for increased login security.</td>
</tr>
<tr>
<td>Keystroke and Data Encryption</td>
<td>All passwords are encrypted. AES 256-bit Encryption ensures the highest security for your data.</td>
</tr>
<tr>
<td>Secure Browser</td>
<td>Use the Secure Browser 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.</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>Mobile Support</td>
<td>Windows 8/8.1, 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>
</table>
System Requirements

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

Table 2. 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™ Vista with Service Pack 2 or higher (32 bit and 64 bit)</td>
<td>800 MHz minimum, 1GHz recommended</td>
<td>1 GB</td>
<td>100 MB minimum, 200 MB recommended</td>
</tr>
<tr>
<td>Windows™ 7 with Service Pack 1 or higher (32 bit and 64 bit)</td>
<td>800 MHz minimum, 1GHz recommended</td>
<td>1 GB</td>
<td>100 MB minimum, 200 MB recommended</td>
</tr>
<tr>
<td>Windows™ 8/8.1 (32 bit and 64 bit)</td>
<td>800 MHz minimum, 1GHz recommended</td>
<td>1 GB</td>
<td>100 MB minimum, 200 MB recommended</td>
</tr>
<tr>
<td>Windows™ 8 (Windows Store App)</td>
<td>1GHz recommended</td>
<td>1 GB for 32-bit</td>
<td>11 MB minimum</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 GB for 64-bit</td>
<td>20 MB recommended</td>
</tr>
</tbody>
</table>

Compatible Browsers

- **Web browser**: Microsoft™ Internet Explorer™ 8.0 or above
- 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 10.7 (Lion)</td>
<td>Mac system with an 2.0GHz Intel Core 2 Duo or faster processor</td>
<td>2 GB</td>
<td>100 MB recommended</td>
</tr>
<tr>
<td>Mac OS X 10.8 (Mountain Lion)</td>
<td>Mac system with an 2.0GHz Intel Core 2 Duo or faster processor</td>
<td>2 GB</td>
<td>100 MB recommended</td>
</tr>
<tr>
<td>Mac OS X 10.9 (Mavericks)</td>
<td>Mac system with an 2.0GHz Intel Core 2 Duo or faster processor</td>
<td>2 GB</td>
<td>100 MB recommended</td>
</tr>
</tbody>
</table>

Compatible Browsers

- **Web browser**: Safari 6 or above
- The latest two versions of Mozilla Firefox™
- The latest two versions of Google Chrome
Mobile Devices

<table>
<thead>
<tr>
<th>Device</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple</td>
<td>iOS 6.x and 7.x</td>
</tr>
<tr>
<td>Android</td>
<td>Android™ Phone 2.3 or above</td>
</tr>
<tr>
<td></td>
<td>Android™ Tablet 3.0 or above</td>
</tr>
</tbody>
</table>

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 8/8.1, 7, or Vista; or on an Android device. All screenshots were shot using Windows 7 Professional, Windows 8, and Android 2.3.4 (for smartphones). If you are using a different operating system, or using an Android tablet (using Honeycomb), 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 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 for PC and Android are globally available September 16, 2014.
Contacting Trend Micro
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Phone: +1 (817) 569-8900
Toll-free: (888) 762-8763
www.trendmicro.com

Consumer Support Line
(800) 864-6027
Monday - Friday, 5:00AM - 8:00PM Pacific

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 for PC

This chapter gets you started with Trend Micro™ Password Manager for PC. In this chapter you’re shown how to Download and Install a copy of Password Manager. Installation is identical for all desktop versions of Windows, including Windows 8 Desktop.

Download and Install Trend Micro™ Password Manager and Create an Account

To get started, 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.

To download and install 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.

2. Option 1:

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

4. Option 2:
   
   If you’re installing a Paid Version, click the link Buy Password Manager to save unlimited passwords.
5. 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.

**Note:** Trend Micro Internet Security 2015 users are invited to try a Free or Paid version of Trend Micro™ Password Manager. Trend Micro Maximum and Premium Security users get a free subscription of Password Manager included with their purchase of Trend Micro Security 2015. Access to both editions is provided from a link in the Data screen of the Trend Micro Security Console.

6. When the download is complete, the **Run or Save** popup appears in your Internet Explorer browser. (The other browsers have a slightly different process.)

![Run or Save popup](image)

**Figure 5. Download - Run Popup**

7. Click **Run** to begin the installation. The **Password Manager Installer** downloads, begins the install process, and the **User Account Control** dialog appears.

![User Account Control](image)

**Figure 6. User Account Control**

8. Click **Yes** to continue. Password Manager decompresses and the installer presents you with the **License Agreement**.
9. The default language is **English**. Click the link to switch to another language.

10. 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 shared. If you wish to opt out of this feedback, uncheck the checkbox.

11. Read the **License Agreement**. If you agree, click **Agree and Install**. The installation proceeds and a progress dialog appears, showing you the progress of the installation.

12. When the installation has completed, a dialog appears letting you sign in to your Trend Micro Account.

13. If you already have a Trend Micro Account, type in your **Email Address** and account **Password** and click **Next**. The **Ready To Get Started** screen appears. (See Figure 12 and 13, Step 17 in the instruction below.)
14. If you don’t have a Trend Micro Account, click the hotlink **Don’t have a Trend Micro Account?** The wizard changes, allowing you to enter your contact information to set up an account.

![Create Account](image1)

Figure 10. Create Account

15. Enter your **Email Address**, a **Password**, **Confirm Password**, provide your **First and Last Name**, select your **Location**, and check **Receive the latest news and offers from Trend Micro** if you choose to do so, then click **Next**. A dialog appears, asking you to confirm your email address.

![Confirm Your Email Address](image2)

Figure 11. Confirm Your Email Address

16. If you agree, click **Agree and Confirm**. Depending on your version, the **Ready to Get Started with the Free Version** or **Ready to Get Started** screen appears.
17. Click **Start Now** to begin using Password Manager. If this is a new Password Manager account, a dialog appears, letting you **Create a New Master Password**. Otherwise, you’re taken directly to the **Setup Complete** screen (see Figure 16 below).

18. For new users, enter your **Master Password**, **Confirm the Master Password**, provide yourself a **Password Hint**. You’re shown the strength of your password.

19. Click **Next**. A warning dialog appears, reminding you to **Remember Your Master Password**. If you forget your **Master Password**, you will lose all your **Password Manager** data. Since all your data is completely confidential and under your control, Trend Micro cannot help you retrieve your data if you forget it, though you can begin again with a new master password.
20. Mouse over the asterisks to view your **Master Password**, then click **OK**. A Setup Complete dialog appears.

21. If needed, restart any of the web browsers open on your computer (your installed browsers are listed in the Setup Complete window) to begin using Trend Micro™ Password Manager. It will ask to save your password the next time you sign into a website. Then click **Finished** to finish your setup. **Password Manager** launches your default web browser and provides a splash screen.
22. Read the instructions on the splash screen, showing the easy 3-step process for saving passwords.

23. Click Enable to enable the Password Manager plug-in for your browser.

24. Congratulations! You have now installed Trend Micro™ Password Manager and may begin using it.
Chapter 3: The Password Manager Browser Plug-in

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

- Saving Account Credentials Using the Browser Plug-In
- Generating Strong Passwords
- Locking Password Manager from the Browser Plug-in

Saving Account Credentials Using the Browser Plug-In

When Trend Micro™ Password Manager is installed, a plug-in appears in your Web browser that allows you log in to Password Manager and begin using it.

To begin using Password Manager in your browser:

1. Launch your Web browser and locate the Password Manager icon. Depending on your browser, it may be located on the left or right-hand side of your browser menu bar.

   ![Password Manager Browser Plug-In Icon](image1)

   **Figure 18. Password Manager Browser Plug-In Icon**

2. Click the Password Manager icon. An entry dialog appears, letting you enter your Master Password to unlock Trend Micro™ Password Manager.

3. In the field provided, type your Master Password and click Unlock.

4. New users are instructed to simply Start Signing In Automatically by logging into a website; Password Manager will ask to save your password.
5. Browse to a website that hosts one of your online accounts; for example, www.google.com, and click Sign In.

6. Type your Gmail Address and Password and click Sign In again. Password Manager captures your sign-in information and presents a dialog for you to save your credentials.

7. In the name field, accept the name provided for your account, or type a name you prefer.

8. Click Save to save your Gmail sign in credentials in Password Manager. A dialog appears, indicating the password has been saved and asking if you wish to see this dialog in the future.

9. If you wish, check Don’t show this message again, then click OK. The Password saved dialog will no longer appear after you’ve saved a password.

10. For testing purposes, now sign out of your Google account.

11. Click the Password Manager icon to view the newly added account. The Password Manager Accounts List appears.
12. Click the new Google Accounts listing. Password Manager automatically signs you into your Google Account.

13. Repeat this process for any accounts you wish to add.

14. As the list of your accounts gets long, use the Search field in the Password Manager popup to locate specific passwords by simply clicking in the field and typing the proper string; e.g., “Google.” This will filter the list and only show Google accounts.

Generating Strong Passwords

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 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** dialog appears for you to unlock Password Manager.

2. Type your **Master Password** and click **Unlock**. The Password Manager **Accounts List** appears.

3. Click the **Password Generator** icon. A popup appears, showing the **Password Generator**.

4. Determine the password criteria you wish fulfill, such as password length (6-20 characters), and whether you want capital letters, lower-case letters, numbers, and symbols in your password.
5. Click the up or down arrow to pick a length and check or uncheck the checkboxes to include or exclude that type of character.

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 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 Console (see Creating Secure Notes in Chapter 4).

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.

Locking Password Manager from the Browser Plug-in

To lock Password Manager from the browser plug-in:

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/Unlock icon in the lower left-hand corner of the Password Manager plug-in. A dialog appears, asking if you’re sure you want to lock Trend Micro™ Password Manager.
4. Optionally check **Always lock without asking** if you want to use that option, then click **Lock** to lock Password Manager. Password Manager locks and its icon changes from red to black.

![Lock Password Manager](image)
Chapter 4: The Password Manager Console

Trend Micro™ Password Manager provides a Console to help manage all your credentials and settings. Topics discussed in this chapter include:

- Launching the Password Manager Console
- Managing Passwords
- Creating a Profile to Auto Fill Online Forms
- Creating Secure Notes
- Editing Settings
- Manual Sync
- Locking Password Manager from the Console
- Support and Help

Launching the Password Manager Console

Password Manager provides three options to launch the Password Manager Console.

To launch the Password Manager Console:

1. If Password Manager is unlocked and the Password Manager plug-in is visible onscreen, click the Key Icon in the lower right-hand corner of the popup. This takes you directly to the Password Manager Console. (See Figure 33.)
Figure 28. Trend Micro™ Password Manager Desktop Icon

2. Alternately, double-click the Trend Micro™ Password Manager Desktop Icon. If Password Manager is unlocked, you’re taken directly to the Password Manager Console. If Password Manager is locked, you’re presented with a dialog to enter your Master Password.

Figure 29. Password Manager Master Password Dialog

3. Type your Master Password into the field provided and click Unlock. The Password Manager Console appears, with the Passwords tab selected by default.

Figure 30. Password Manager Console

4. Select the relevant tab in the Password Manager Console menu to manage your Passwords, Profile, Notes, and Settings. We’ll explain these in the following sections.
Managing Passwords

To manage Passwords:

1. With the Passwords tab selected, select an account in the list. The account details appear.

2. Double-click the account name in the list, or click Open Site Now to launch your browser and automatically log in to the account.

3. Mouse over the Password to obtain the password rating. A popup gives advice to make your passwords stronger.

4. Mouse over the Password asterisks to display the password; click it to copy it to the Clipboard.

5. Drag accounts up and down in the list to reorder them.

6. In a long list of passwords, search for a keyword in the Search field to filter the list and display only the relevant password(s).

7. Click the Trashcan to delete the selected account. A dialog appears, asking if you really want to delete these credentials.

8. Click Delete to delete or Cancel to cancel the deletion.

9. Select an account and click the Edit icon to edit it. A dialog appears, asking if you’re sure you want to edit the account: Advanced edit should only be used for troubleshooting
10. Click **Edit** to proceed with the edit. The **Edit Password** screen appears.

![Figure 33. Edit Password](image)

11. Edit the **Password Value**, or click **+ New Value** to add a new value. A new row is created in the Password table to enter the new value.

12. Click the **Trashcan** in a value row to delete the value.

13. Click **Save** to save your changes.

14. Double-click the password, or click **Open Site Now** to test your changes.

**Creating a Profile to Auto-Fill Forms**

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

**To create a Profile:**

1. Click the **Profile** tab in the **Password Manager Console**. The Profile welcome screen appears, offering to let you **Start Filling Forms Automatically**.
2. Click **Create a Profile** to begin creating a profile. The **Personal** submenu appears.

3. Enter your **Personal Information**, then click the **Contact** submenu. The **Contact** screen appears.

4. Enter your **Contact Information**, then click the **Address** submenu. The **Address** screen appears.
5. Enter your **Address** details, then click the **Credit Card** submenu. The **Credit Card** screen appears.

![Figure 38. Address](image1.png)

6. Enter your **Credit Card** information.

7. Password Manager automatically saves your entries. Test the auto fill function by signing up for a new online account.

![Figure 39. Credit Card](image2.png)

8. When you enter data into form fields corresponding to the data in your Profile, a popup will appear saying **Click here to auto fill**. Click the message to auto fill the field with the data stored in your Profile.

![Figure 40. Password Manager Auto Fill](image3.png)
Creating Secure Notes

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

To create Secure Notes:

1. Click the Notes tab in the Password Manager Console. The Notes screen appears, inviting you to Start Taking Secure Notes.

![Start Taking Secure Notes](image1)

**Figure 41. Start Taking Secure Notes**

2. Click Create a Note. The New Note screen appears.

![Add a new Secure Note](image2)

**Figure 42. Add a new Secure Note**

3. In the “New Note” Title field, type the title for your Secure Note. (Or alternately, just type in the note field and the first 30 characters will become your title.)

4. Select the note field and begin entering your Secure Note.

5. Click Add New to add a new note. Your previous note is added to the Secure Notes list and a New Note is provided for you to enter the new note.
6. To delete a note, select it in the list and click the Trashcan in the lower right-hand corner of the note field. A dialog appears, asking Are You Sure? Do you want to delete the selected note?

7. Click Delete to delete it or Cancel to cancel your deletion.

8. Type a keyword in the Search field to find a particular note in a long list of notes.

9. Drag-and-drop notes to reorder them in your list.

**Editing Settings**

Trend Micro™ Password Manager provides a variety of settings to control how Password Manager operates.

**Master Password**

To edit your Master Password:

1. Select Settings in the Password Manager Console menu. The Master Password screen appears by default.
2. **Increase Your Security** by checking *Ask for my Master Password when my browser is inactive for [XX] minutes*. Use the popup menu to change the time interval to 10, 20, or 30 minutes, or an hour.

3. Click **Change your Master Password** to change your Master Password. A dialog appears, requiring you to enter your Master Password to continue.

4. Enter your current Master Password and click **OK**. The screen to **Create a New Master Password** appears.

5. Enter your new **Master Password**, **Confirm the Master Password**, provide a new **Password Hint**, and click **Reset**. This resets your Master Password.
Data Controls

Trend Micro™ Password Manager provides a set of Data Controls 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 or LastPass account, and import passwords from your Web browser.

To manage your Data Controls:

1. Select Data Controls from the Settings menu. The Data Controls screen appears.

2. By default, your Password Manager data is automatically synchronized, encrypted, and backed up to the cloud. This ensures secure access to your credentials from any device where you’ve installed Password Manager.

3. To disable this automatic sync and backup uncheck the checkbox Automatically synchronize and backup my data. A dialog appears, warning you that all new Trend Micro™ Password Manager data will be unavailable on your other devices.

4. Click Disable to disable Auto Sync, or Cancel to cancel the operation.
To export data from Password Manager:

1. Double-click the Password Manager icon on your desktop to load the Password Manager Console.

2. Log into Password Manager using the Master Password from your other account and select Settings > Data Controls. The Data Controls screen appears.

3. Click the Export Data hotlink. A dialog appears, letting you Choose Protection Level for the exported data.

4. You can choose to Export without a password, or Use a password to protect the file.

5. If the latter, enter a password and click Next.

6. An Export Complete dialog appears, indicating the success of the export, warning you that the CSV file is not protected by your Master Password, and showing you the path to the exported file.
To import data into Password Manager

1. Transfer the exported CSV file to the device where you’ll import the CSV file.
2. Load the Password Manager Console again and log into your second Password Manager account.
3. Click **Settings > Data Controls**. The **Data Controls** screen appears again.

4. Click **Password Manager File**. A dialog appears, letting you navigate to the CSV file.

5. Click **Browse** to navigate to the location where the exported CSV file is stored.
Figure 55. Browse to Exported CSV File

6. Select the exported CSV file and click **Open**.

7. If you exported using a password, a password required dialog appears.

Figure 56. Password Required

8. Enter your password and click **OK**. The file is imported and an **Import Complete** dialog appears.

Figure 57. Import Complete

9. Click **Close** to close the dialog.

10. Delete the CSV file to protect your passwords.

11. Select **Passwords** in the main menu to view the imported passwords.
To import data from Other Software (LastPass):

1. 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.

Figure 58. Other Software

2. In the Data Controls screen, click Other Software. The screen to Import Data From Other Software appears.

Figure 59. Import Data From Other Software > LastPass

3. In the drop-down menu, select LastPass. The dialog to browse to the exported CSV file appears.

Figure 60. Browse to CSV File

4. Click Browse to browse to the CSV file exported from LastPass. The Windows Explorer dialog appears letting you browse to the file.
5. Select the file and click **Open**. The LastPass CSV file is imported into Password Manager and a dialog appears showing you the result.

6. Click **Close** to close the dialog.

7. Select **Passwords** in the main menu to view the imported passwords.

**Auto Sign-In**

The Auto Sign-In function lets you always sign into websites without asking.

**To edit Auto Sign-In:**

1. Select **Auto Sign-In** from the Settings menu. The **Auto Sign-In** screen appears.

2. By default, **Auto Sign-In** is unchecked. Check **Always sign into websites without asking** to enable the function.
Exception List

Password Manager allows you to add the URLs of websites for two exceptions to its normal behavior:

- Never ask to save passwords
- Never ask to open in Secure Browser

To add to or edit the Exception List:

1. Select Exception List from the Settings menu. The Exception List screen appears.

![Figure 64. Exception List](image)

2. Click + Add to add an exception. A dialog to Add or Edit an Item appears.

![Figure 65. Add or Edit an Item](image)

3. In the field provided, add the address (URL) of a website, then check the Response you desire:
   - Never ask to save sign in data
   - Never ask to open in Secure Browser

4. Click OK. The exception is added to the Exception List with the colored indicator of the Response you chose.
5. To delete an exception, check the checkbox for the Website in the list and click the **Remove** button. The exception is removed.

6. To edit an exception, click the **Edit** pen in the right-hand column of the table for the item in the list. The editor reappears.

7. Make your changes and click **OK** to close the editor.

**Proxy**

Trend Micro™ Password Manager uses the Internet to synchronize your data and update the program. To ensure the proper connection, Password Manager allows you to configure your Internet Proxy settings.

**To configure your Proxy settings:**

1. Select **Proxy** from the **Settings** menu. The **Proxy** settings appear.
Figure 68. Use Internet Explorer proxy settings

2. Choose among the following options:
   - Use Internet Explorer proxy settings
   - Enter the necessary proxy server settings
   - Use an automatic configuration script.

3. Click the second option to enter your proxy server settings.

Figure 69. Enter the necessary proxy server settings

4. Enter the Proxy and Port and credentials (User Name and Password) only if required.

5. Click the third option to use an automatic configuration script.

Figure 70. Use an automatic configuration script

6. Enter the address of the script.
Privacy

Password Manager provides automatic feedback to Trend Micro upon login usage patterns when logins fail for 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 your privacy settings.

To configure your Privacy settings:

1. Select Privacy from the Settings menu. The Privacy screen appears.

2. This option is checked by default. Uncheck it if you do not wish to provide anonymous feedback.

Manual Sync

At any time, you can also conduct a manual sync to synchronize your Password Manager local instance with the cloud. This makes any local change in Password Manager data on one device immediately available to all your other devices where Password Manager is installed.

To conduct a manual sync:

1. From any screen, click the Sync arrows at the bottom of the Password Manager Console. This performs a sync with the cloud, then returns the result All data is up to date.
Locking Password Manager from the Console

You can lock Password Manager directly from the Console (as well as from the Browser plug-in).

To lock Password Manager:

1. From any screen, click the unlocked Lock icon at the bottom of the Password Manager Console. A dialog appears, asking Are you sure?

2. If you wish, to prevent this lock dialog from appearing in the future, check Always lock without asking.

3. Click Lock to lock Password Manager, or Cancel to cancel the operation.
Support and Help

The Trend Micro™ Password Manager Console provides Support and Help menus for a variety of support tasks:

![Support and Help menu](image)

**Figure 75. Support and Help**

1. Click the **Support** hotlink to take you to the online Trend Micro Support page.
2. Click the ? (Help) menu for a variety of options:
   - **Online Help.** This menu item launches an Online Help page to help you assist you when you need help using Password Manager options.
   - **Welcome Page.** This menu item takes you to the Password Manager Welcome Page. Click items at the bottom of the page to get help concerning that item.
   - **Check Subscription.** This menu item opens your Subscription page where you can view the remaining days left on your license, click Buy Now to purchase Password Manager, enter your Activation Code, or access your online Trend Micro Account.
   - **About.** This menu item lets you view Version, Account, License Type, and Expiration Date and to manually Update Password Manager.
   - **My Account.** This menu item takes you to your online Trend Micro Account.
   - **Trendmicro.com.** This menu item launches the Trend Micro homepage.
   - **Sign Out.** Sign out of your Trend Micro account. This allows another person to sign on using the same Password Manager instance on the same computer, while maintaining separate user-specific password lists with complete Master Password protection.
Chapter 5: The Secure Browser

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

Using 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 76. Open in Secure Browser](image)

2. Click Open in Secure Browser. The financial website opens in Secure Browser.

   ![Figure 77. Sign On from Secure Browser](image)

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. Note the checkbox Open in Secure Browser is checked by default. Leave this checkbox checked.

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

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

7. Type the financial URL again in the website field. The Password Manager dialog appears over the webpage.

8. 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.
Figure 80. Banking Account Page in Secure Workspace

9. You may now safely conduct your financial transactions knowing they are completely secure.
Chapter 6: Using the Password Manager Web Management Portal

Trend Micro™ Password Manager for PC provides compatibility with the Password Manager Web Management Portal, in addition to the local Password Manager Console, to help you manage all your credentials and settings. You can use the Web Management Portal 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 Portal
- Editing Passwords
- Creating a Profile to Auto-Fill Online Forms
- Editing Settings
- Signing Out of Your Trend Micro Account

Signing In to the Password Manager Web Management Portal

To Sign In to the Password Manager Web Management Portal:

1. Open your Internet Explorer, Mozilla FireFox, or Google Chrome browser, type pwm.trendmicro.com and hit Enter. The Password Manager Sign in page appears.

   ![Password Manager Sign In Page](image)

   Figure 81. Password Manager Sign In Page

2. Type your Trend Micro Account username and password and click Sign In. Password Manager presents the Master Password unlock page.
Figure 82. Provide Your Master Password

3. Enter your **Master Password** and click **Unlock**. The Password Manager Web Management Portal opens, with a tutorial to help you get started.

Figure 83. Tutorial: Manage Passwords

4. Read the tutorial, then click **I've Got It** to exit the tutorial page
As with the plug-in, simply click a password to sign into that account. Password Manager loads a new browser window and signs you into that account.

6. The Web Management Portal for Password Manager also provides a Password Strength indicator (e.g., Weak, Fair, Strong). If you wish to change a password to increase its strength, the Password Manager Password Editor lets you do so.

Mouse over a password in the list. The editing icons appear in line with the password, to the right of the Password Strength column.

8. Click the Pen icon to edit a password.

9. Click the Folder icon to move a password to a particular folder or to create a new folder. You may also click Add Folder above the left-hand column to add another folder.

10. Click the Trashcan icon to delete a password.
Editing Passwords

Password Manager lets you edit your passwords using both **automatic** and **manual** methods. Trend Micro recommends that you use the **automatic method** to edit your passwords.

**To automatically edit a Password:**

1. Using **Password Manager**, sign in to the chosen online account.
2. Using the password editor in your online account, change your password.
3. Sign out of the account. **Password Manager** automatically prompts you to choose the account you want to update by simply clicking the button with the account name. This changes the password within **Password Manager** for that online account.

![Figure 86. Updating a Changed Account Password](image)

4. Test the changed password by using **Password Manager** to sign back into the account.

**To manually edit a Password:**

**Warning:** Manually editing a **Password Manager** password without changing it in the actual online account can make it unusable. One reason you might want to manually edit a password would be to allow **Password Manager** to test the new password’s strength before you actually change it in your online account.

5. For any password you wish to change, click the **Pen** icon on the right to open the **Password Editor**. The editor opens, allowing you to make changes to the password.

![Figure 87. Edit Password](image)
6. Click inside the Password field to display the password hidden by asterisks. To change it, simply select it, then type in your new password and click Done. The password is changed.

**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 Profile tab in the Password Manager Web Management Portal. The Profile tutorial screen appears, showing how Password Manager can help you Start Filling Forms Automatically.

![Figure 88. Tutorial: Start Filling Forms Automatically](image)

2. Click the tutorial screen to begin creating a profile. The Personal submenu appears.
3. Enter your **Personal Information**, then click the **Contact** submenu. The **Contact** screen appears.

4. Enter your **Contact Information**, then click the **Address** submenu. The **Address** screen appears.
5. Enter your **Address** details, then click the **Credit Card** submenu. The **Credit Card** screen appears.

6. Enter your **Credit Card** information.

7. Password Manager automatically saves your entries. Test the auto fill function by signing up for a new online account.
8. When you enter data into form fields corresponding to the data in your Profile, a popup will appear saying **Click here to auto fill**. Click the message to auto fill the field with the data stored in your Profile.

**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:

1. Select **Settings** in the **Password Manager Web Management Portal** menu. The Subscription Information panel appears by default.

2. The **Subscription Information** section shows the **Days Remaining** in your subscription, the **Account** email address, the date your subscription **Expires**, and a **Renew Now** button for you to purchase a renewal of your subscription.

3. The **Activation Code** section lets you enter a new activation code to renew your subscription.
Master Password | Security Questions

To edit your Master Password:

1. Click the **Master Password** submenu. The **Master Password** screen appears.

   ![Figure 95. Master Password](image)

2. Click **Change your Master Password** to change your Master Password. A dialog appears, asking you to **Provide your Master Password to Continue**.

   ![Figure 96. Master Password Required](image)

3. Enter your current Master Password and click **OK**. The screen to **Create a New Master Password** appears.

   ![Figure 97. Create a New Master Password](image)

4. Enter your new **Master Password**, **Confirm the Master Password**, and click **OK**. This resets your Master Password.
5. **Increase Your Security** by checking *Ask for my Master Password when my browser is inactive for [XX] minutes.* Use the popup menu to change the length of time you’re inactive before you’ll be asked to reenter your Master Password.

6. In the **Security Questions** section, click *Change* to change your security questions and answers. You may use the predefined questions or create Custom questions. Click *OK* to confirm your changes.

**Data Controls**

Trend Micro™ Password Manager provides a set of Data Controls 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 or LastPass account, and import passwords from your Web browser.

To manage your **Data Controls:**

1. Select the **Data Controls** submenu. The **Data Controls** screen appears.

![Figure 98. Data Controls](image)

2. **Data Controls** lets you export your Password Manager data to a CSV file; you can protect the file with a password. You can also import data from another Password Manager or LastPass account.

To export data from Password Manager:

1. Click **Export Data.** The **Choose Protection Level** screen appears.

![Figure 99. Export without a password](image)
2. Select one of two options:
   - Export without a password.
   - Use a password to protect the file.
3. Click Export. A dialog appears, saying Export Complete.

4. Click Download to download the CSV file to your desktop (Downloads).

To import data into Password Manager

1. Transfer the exported CSV file to the device where you’ll import the CSV file.
2. Load the Password Manager Web Management Portal again and log into your second Password Manager account.
3. Click Settings > Data Controls. The Data Controls screen appears again.
4. Click Password Manager File. A dialog appears for you to Import Password Manager File.

5. Click Choose File to navigate to the location where the exported CSV file is stored.
6. Select the exported CSV file and click Choose. The file is added to the Import dialog.

7. Click Import. If you exported using a password, a password required dialog appears.

8. Enter your password and click OK. The file is imported and an Import Complete dialog appears.

9. Click Close to close the dialog.

10. Delete the CSV file to protect your passwords.

11. Select Passwords in the main menu to view the imported passwords.
To import data from Other Software (LastPass):

1. 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.

2. In the Data Controls screen, click Other Software. The screen to Import Data From Other Software appears.

![Import Data From Other Software](image)

**Figure 105. Import Data From Other Software > LastPass**

3. In the Import Data from drop-down menu, select LastPass. The dialog expands to allow you to choose the exported LastPass CSV file.

4. Click Choose File to browse to the CSV file exported from LastPass. A Finder dialog appears letting you browse to the file.

![Choose File](image)

**Figure 106. LastPass CSV**

5. Select the file and click Choose. The file is added to the Import dialog.
Figure 107. Import Data from Other Software > LastPass CSV File Added

6. Click Import. If you exported using a password, a password required dialog appears.

7. Enter your password and click OK. The LastPass CSV file is imported into Password Manager and an Import Complete dialog appears showing you the result.

8. Click Close to close the dialog.

9. Select Passwords in the main menu to view the imported passwords.

Other

Password Manager provides three other functions to tailor usage of the password manager.

Figure 108. Other Options

1. **Auto Sign in.** Check this checkbox to automatically sign in to websites without asking.

2. **Password Exception.** If you do not want Password Manager to save passwords for a specific website, add the site to the Password Exception list.

3. **Help Make Password Manager Better.** Check this checkbox to provide anonymous feedback on popular feature.
To add to or edit the Password Exception List:

8. Click the Plus (+) sign in the **Website Menu**. The **Add Website** popup appears.

![Add Website](image)

**Figure 109. Add Website**

9. In the field provided, type the address (URL) of a website, then Click **OK**. The exception is added to the **Website Exception List**.

![Website Exception Added](image)

**Figure 110. Website Exception Added**

10. To edit an exception, click the **Edit** pen in the right-hand side of the table for the item in the list. The editor reappears.

![Edit Website](image)

**Figure 111. Edit Website**

11. Make your changes and click **OK** to close the editor.

12. To delete an exception, position your mouse over the listing and when the **Trashcan** icon appears, click it to delete the exception. A popup appears, asking if you want to **Delete Website**?

![Delete Website?](image)

**Figure 112. Delete Website?**

13. Click **Delete**. The exception is removed.
Signing Out of your Trend Micro Account

You can sign out of your Password Manager Trend Micro Account directly from 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 pull-down menu and select Sign Out. You are signed out of your account both in the Web Management Portal and in the Password Manager plug-in.

2. To use Password Manager, you must sign in again to your Trend Micro Account, either from the Password Manager webpage or in the Password Manager plug-in.

3. You must then sign again in with your Master Password to use your stored Password Manager passwords.

4. Note that other users in the household can sign on to their own accounts from the same PC. The multi-user function allows the same instance of Password Manager to service other members of the family.
Chapter 7: Getting Started with Trend Micro™ Password Manager for Android

This chapter explores Password Manager for Android mobile devices; specifically, for Android smartphones. Topics discussed in this chapter include:

- Download and Install Password Manager for Android and Create an Account
- Adding Passwords
- Create a Profile
- Secure Notes
- Settings

Download and Install Password Manager for Android and Create an Account

To download and install Password Manager and create an Account:

1. Tap the Android Market app on your Android mobile device and when it launches search for Trend Micro™ Password Manager. Password Manager appears in the list.
2. Tap the Password Manager listing to go to the Install page. The Password Manager Install page appears.
3. Tap Install to download and install the application. The Accept & Download page appears.
4. Read the application manifest, explaining the permissions you need to grant to install the application. If you accept, tap Accept & Download. The app downloads and installs.

1. When the download and installation are complete, tap Open to open the application. The Trend Micro™ Password Manager Sign In screen appears.
2. Tap Create An Account to create a Trend Micro Account. The License Agreement appears.
3. Tap Accept. The Create Account screen appears.

Figure 115. Password Manager Sign In

Figure 116. License Agreement
4. Enter an email address and password, confirm your password, then type your first and last name. Use the drop-down menu to choose your location. When you’re done, tap Create Account.

5. A screen appears for you to Create a Master Password. Enter a Master and tap OK.

6. A screen appears for you to Confirm Master Password and provide a Master Password Hint. When you’re done, tap OK.

7. Password Manager opens and provides you with a walkthrough of the main screens – Passwords, Profile, Notes, and Settings – explaining their functions. Simply tap to continue.
8. When you’re done with the walkthrough, Password Manager returns you to the Passwords screen, showing that no passwords have yet been saved.

9. Begin browsing to add a Password.

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Figure 121. Profile

Figure 122. Notes

Figure 123. Settings

Figure 124. Passwords
Adding Passwords

To add Passwords:

1. In the Passwords screen, tap Begin browsing to add a Password. The Password Manager Secure Browser loads and the Welcome screen appears.

2. Enter the URL of the site you wish to access and tap Go. When found, tap the login fields, enter your Username and Password, and tap Enter. A dialog appears, asking if you wish to save your account info.

3. Tap Yes and the password is added to Password Manager.

4. For a different view onto your Passwords, tap the Menu button on your Android phone. A popup menu appears.

5. Tap Grid View to display your Passwords in a grid format. This command icon changes to List View when you’re in the Grid View.

6. Tap Reorder to reorder your Passwords list.

7. Tap Sync Now to manually synchronize your additions with your online account.

8. Tap Open Website to open your browser.

9. Tap Help to get help.
Create a Profile
When you create your Profile, adding personal information, Password Manager helps you autofill online forms using a dropdown menu.

To edit your Profile:
1. Tap Profile to start filling forms automatically
2. Tap Create Profile to edit your Profile.
3. Proceed through the Profile screen, scrolling down to add your Personal, Contact, Address, and Credit Card information.
4. Tap Done to save your Profile information.
5. Use your Profile to autofill online forms.

Secure Notes
To edit Secure Notes:
1. Tap Notes to add or edit a Secure Note. The Notes page displays.
2. Tap Add a note to add a note. The Secure Notes Editor displays.
3. Set a title (enter a short first line), enter your note, and tap Done. The Secure Note is saved and added to the Notes list.
4. Use the right and left arrows to scroll through your list of notes.
5. While you’re in a note, tap the Trashcan to delete it.
**Settings**

To edit Settings:

1. Tap **Settings** to edit your settings. The **Settings** page displays.

2. **Check/uncheck Auto Sync**, depending on your preference.

3. Tap **Account** to view your account details. Here you can view your account email address, tap **Buy Now** to buy the product, **Provide Activation Key**, or **Unlink Account** from your cloud storage.

4. Tap **Sync Now** to manually synchronize your data to the cloud.

5. Tap **Master Password** (Figure 105) to edit your password. The **Master Password** screen displays.

6. Tap **Change Master Password** to change your password. A screen appears where you can **Provide your current Master Password**.

7. Enter it and tap **OK**.
8. A screen appears for you to **Enter New Master Password**.

9. Enter it and tap **OK**. A screen appears, asking you to **Confirm Master Password** and to provide a **Master Password Hint**.

10. Enter them and tap **OK**. Your **Master Password** has been changed.

11. Back in the main **Master Password** screen, tap **Security Level** to change the security level of your Master Password. The **Security Level** screen appears, with **High Security (recommended)** selected by default.

12. Select **Low Security** if you wish to require the Master Password only after launching a new instance of the app.
13. Back in the main Settings screen, tap About and Help to display the Help and Debug Tool menus.

14. Tap Help to display the Help screen, then the hotlinks to obtain information on specific topics.

15. Tap Debug Tool to display the Debug Tool.

16. Tap Debug Mode to enable the tool.

17. Execute the process you wish to debug, then send the log to Trend Micro by clicking Send Log.

18. This launches your mobile email program and you can send the log.

19. Tap Delete Log to delete old logs.

20. Tap Debug Mode to uncheck it and turn off the Debug Tool.
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.