Trend Micro Incorporated reserves the right to make changes to this document and to the service described herein without notice. Before implementing the service, please review the readme file and the latest version of the applicable user documentation.

Trend Micro and the Trend Micro t-ball logo are trademarks or registered trademarks of Trend Micro, Incorporated. All other product or company names may be trademarks or registered trademarks of their owners.

Copyright © 2020 Trend Micro Incorporated, Consumer Technical Product Marketing. All rights reserved.

Trend Micro™ Password Manager – Mac and iOS - Product Guide 5.2 provides help for analysts, reviewers, potential customers, and users who are evaluating, reviewing, or using Trend Micro™ Password Manager 5.0 on Mac and 5.2 on iOS.

DOCUMENT PROFILE:
Product Name: Trend Micro™ Password Manager
Document Title: Trend Micro™ Password Manager - Mac and iOS - Product Guide 5.2
Document Filename: PG - TM Password Manager - MAC iOS - Product Guide 5.2 v1.0
Document Release Date: March 5, 2020
Team: Consumer Technical Product Marketing
# Table of Contents

**Executive Summary** .................................................................................................................. 5

**Chapter 1: Introducing Trend Micro™ Password Manager** .................................................. 6
  - **Product Overview** .............................................................................................................. 7
  - **Key Features** ...................................................................................................................... 8
  - **What’s New?** .................................................................................................................... 9
  - **System Requirements** ..................................................................................................... 9
  - **Incompatible Software** .................................................................................................... 10
  - **Internet Connection** ....................................................................................................... 10
  - **Recommended Environment** .......................................................................................... 10
  - **Target Market** ................................................................................................................ 10
  - **Global Availability** ......................................................................................................... 10
  - **Contacting Trend Micro** .................................................................................................. 11
  - **Consumer Support Line** ................................................................................................ 11
  - **Free Phone, Email and Chat support** ............................................................................. 11
  - **Premium Services** .......................................................................................................... 11

**Chapter 2: Getting Started with Trend Micro™ Password Manager on the Mac** .......... 12
  - **Download and Install Trend Micro™ Password Manager and Create an Account** .......... 12
  - **Get Started with Password Manager in Safari** ............................................................... 22
  - **Get Started with Password Manager in Chrome or Firefox** ............................................ 25

**Chapter 3: Using the Password Manager Browser Extension in Chrome and Firefox** .... 27
  - **Saving Account Sign-in Credentials** ................................................................................ 27
  - **Accessing the Web Management Console** ...................................................................... 31
  - **Password Generator** ........................................................................................................ 32
  - **Switching to Other Users** ................................................................................................ 33
  - **Folders** ............................................................................................................................. 35
  - **Sort** ................................................................................................................................... 38
  - **Search** ............................................................................................................................... 38
  - **Manually Adding a New Password** .................................................................................. 39
  - **Tools** .................................................................................................................................. 41
    - **Get for Mobile** .............................................................................................................. 41
    - **My Account** .................................................................................................................. 42
    - **Settings** ....................................................................................................................... 42
    - **Get Help** ........................................................................................................................ 42
    - **Give Feedback** ............................................................................................................. 43

**Chapter 4: Using the Password Manager Web Management Console** .............................. 44
  - **Signing into the Web Management Console** ................................................................... 45
  - **Signing into Online Accounts** .......................................................................................... 48
  - **Creating Folders** .............................................................................................................. 50
  - **Password Doctor + Password Generator – Fixing Weak or Reused Passwords** ............ 53
  - **Editing Passwords** .......................................................................................................... 57
  - **Adding Personal Details to Auto-Fill Online Forms** ....................................................... 58
  - **Creating Secure Notes** ..................................................................................................... 61
  - **Editing Settings** .............................................................................................................. 61
    - **Change Your Master Password** .................................................................................... 61
    - **Subscription Information** ............................................................................................ 63
    - **Data** .............................................................................................................................. 63
Chapter 5: Getting Started with Trend Micro™ Password Manager on iOS .............. 76
  Download and Install Password Manager ..................................................... 77
  Usage Options ................................................................................................. 79
    Option 1: Start Trial Now | Use Local Mode ............................................. 79
    Option 2: Buy Password Manager | Create a New Account .................... 82
    Option 3: Use an Existing Account .......................................................... 83
  Test Website ................................................................................................. 85
  Adding Passwords with Quick Start .............................................................. 87
  Adding Passwords from Scratch ................................................................. 88
  Managing Passwords .................................................................................... 90
  Secure Notes ................................................................................................. 93
  Tools ............................................................................................................... 95
    Password Generator .................................................................................... 95
    Password Doctor ......................................................................................... 96
    AutoFill Passwords .................................................................................... 99
    Seamless Browsing .................................................................................... 104
    More Devices .............................................................................................. 106
    Personal Details ......................................................................................... 108
    Settings ....................................................................................................... 109

About Trend Micro .......................................................................................... 113
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 on the Mac provides multi-user support, a password strength indicator, a strong password generator, and a password doctor, for changing weak passwords. Trend Micro™ Password Manager on iOS works on both your iPhone and iPad. Password Manager also provides a Web Management Console, allowing users access and management to their password database on any device, including public computers, at any time.

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 Mac and iOS devices.

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?
- System Requirements
- Incompatible Software
- Internet Connection
- Recommended Environment
- Target Market
- Global Availability
- Contacting Trend Micro
- Consumer Support Line
- Free Phone, Email, and Chat Support
- Premium Services
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 all 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 shares these features with Trend Micro™ Password Manager on Mac and iOS, which is covered in this guide, as well as with Password Manager on Windows and Android devices, which are covered in a separate guide.
# Key Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>URL and Password Management</strong></td>
<td>Automatically capture your websites and password login credentials for easy bookmark sign-in and access.</td>
</tr>
<tr>
<td><strong>Cloud Storage and Synchronization</strong></td>
<td>Credentials are available across all devices where Password Manager is installed.</td>
</tr>
<tr>
<td><strong>Multi-User Accounts</strong></td>
<td>Password Manager supports multiple users on the same Mac using different Trend Micro accounts.</td>
</tr>
<tr>
<td><strong>Web Management Console</strong></td>
<td>The Password Manager Web Management Console provides universal access to your Password Manager passwords. The Console is accessible using Safari, Mozilla Firefox™ and Google Chrome browsers.</td>
</tr>
<tr>
<td><strong>Password Doctor</strong></td>
<td>Password Doctor in the Console diagnoses password health and recommends changes when passwords are weak or repeated across multiple sites.</td>
</tr>
<tr>
<td><strong>Password Generator</strong></td>
<td>Automatically generate strong passwords with custom criteria for increased login security.</td>
</tr>
<tr>
<td><strong>AES 256-bit Encryption</strong></td>
<td>All your passwords are encrypted using AES 256-bit Encryption</td>
</tr>
<tr>
<td><strong>Secure Notes Management</strong></td>
<td>Store and manage Secure Notes regarding your accounts, logins, and procedures.</td>
</tr>
<tr>
<td><strong>Profile for Auto-Form Filling</strong></td>
<td>Create a Profile to enable auto-form filling when filling out online forms.</td>
</tr>
<tr>
<td><strong>Password Search Field</strong></td>
<td>Search field in browser plug-in makes it easy to find passwords in Password Manager.</td>
</tr>
<tr>
<td><strong>Cross-platform Support</strong></td>
<td>Windows, Mac, iOS, and Android smartphones and tablets are fully supported. Touch ID (Fingerprint) Unlock: Android and iOS devices Face ID (Recognition) Unlock: iOS devices.</td>
</tr>
<tr>
<td><strong>Continuously Regenerated Systems and Safety</strong></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>
What’s New?

Table 2. What’s New in Password Manager?

<table>
<thead>
<tr>
<th>For Mac: v5.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>New user interface and flow for better usability and experience.</td>
</tr>
<tr>
<td>Efficient synchronization between Password Manager components and portal.</td>
</tr>
<tr>
<td>Engine capability enhancements.</td>
</tr>
<tr>
<td>Web-based management console.</td>
</tr>
<tr>
<td>Offline viewing and/or editing for BHO and Management Console.</td>
</tr>
<tr>
<td>Browser Password Import (except for Safari).</td>
</tr>
<tr>
<td>Password Doctor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>For iOS: v5.2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account name is editable now.</td>
</tr>
<tr>
<td>Fixes and improvements</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™ 8.1 (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>

<table>
<thead>
<tr>
<th>Compatible Browsers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web browser</td>
</tr>
<tr>
<td>Microsoft™ Internet Explorer™ 11.0</td>
</tr>
<tr>
<td>The latest two versions of Mozilla Firefox™</td>
</tr>
<tr>
<td>The latest two versions of Google Chrome</td>
</tr>
<tr>
<td>The latest version of Microsoft Edge (via Trend Micro Security for Microsoft Edge only)</td>
</tr>
</tbody>
</table>

<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 10.12 (Sierra)</td>
<td></td>
<td>2 GB or more</td>
<td>More than 300 MB</td>
</tr>
<tr>
<td>Mac OS X 10.13 (High Sierra)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mac OS X 10.14 (Mojave)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mac OS X 10.15.1 (Catalina)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Compatible Browsers

<table>
<thead>
<tr>
<th>Web browser</th>
<th>Safari 11.0 and 12.0</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The latest two versions of Mozilla Firefox™</td>
</tr>
<tr>
<td></td>
<td>The latest two versions of Google Chrome</td>
</tr>
</tbody>
</table>

Mobile Devices

<table>
<thead>
<tr>
<th>iOS app</th>
<th>iOS 11.0 to 12.0, 64-bit device required for latest version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android app</td>
<td>Android 5.0 to 10.0</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 Console, logging into the management console, and browsing knowledge base pages on the Trend Micro Web site. If you have a dial-up or other connection to the Internet that charges fees per connection, 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 to avoid extra 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 on a Mac, iPad, or iPhone. All screenshots were shot using Mac OS 10.15.1 (Catalina) on a Mac mini, or using iOS 11 on an iPhone. If you are using Trend Micro™ Password Manager on a Windows computer, an Android phone or tablet, or an iPad, 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

Password Manager is available at pwm.trendmicro.com and from the Windows Store, Google Play, and the App Store (Apple).
Contacting Trend Micro

Trend Micro Incorporated
225 E. John Carpenter Freeway, Suite 1500
Irving, Texas 75062 U.S.A.
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

Trend Micro also offers free phone, email, and chat support. For more information, see

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 Mac

This chapter gets you started with Trend Micro™ Password Manager on the Mac. Topics include:

- Download and Install Trend Micro Password Manager and Create an Account
- Get Started with Password Manager in Safari
- Get Started with Password Manager in Chrome or Firefox

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

To get started, you need to download and install Trend Micro Password Manager and decide if you want to use it in Free or Paid mode. Free mode does not expire but is limited to five passwords on the Mac, though it may be upgraded to Paid mode. Paid mode provides unlimited passwords. This guide is geared mainly toward users with Paid subscriptions to Password Manager.

Depending on the mode or browser you use, certain installation screens or sequences may vary. The Password Manager extension for Safari uses the Management Console for password management, while the extensions for Chrome and Firefox include local management tools as well. Your default browser determines which version is installed first in the following instructions. If Chrome or Firefox are also installed on your Mac, you’ll be prompted to install the extension for those browsers as well. Our installation example here uses Safari.

Note: Trend Micro Internet Security (Windows) users are invited to install a Free or Paid instance of Trend Micro™ Password Manager. Users of Trend Micro Maximum Security, which includes seats of Antivirus for Mac, get a free subscription and automatic installation of Password Manager included with their installation of Trend Micro Security on their Windows machine. Password Manager provides cross-platform sync across Windows, Android, Mac, and iOS devices.

To download and install Trend Micro™ Password Manager:

1. Go to Password Manager Software to access the Trend Micro™ Password Manager web page. The Password Manager web page appears.

   ![Password Manager Webpage](image)

   Figure 1. Password Manager Webpage
2. If you’re installing a **Free** instance, click **Get it for free**. The **Password Manager Download** dialog appears.

![Password Manager Download](image)

**Figure 2. Password Manager Download**

3. Click **Mac** and Password Manager downloads.

4. If you’re installing a **Paid** instance, click the link **Buy Password Manager** to save unlimited passwords.

![Pick Your Subscription](image)

**Figure 3. Pick Your Subscription**

5. To buy Password Manager, use the dropdown menu to select the **Devices** and **Subscription Term**, enter the **Billing** and **Payment Information** for the subscription you wish to purchase, then click **Continue** to complete the purchase and sign-up process in the remaining screens; then click the **Download** button.

6. In either case, when the download completes, click the **Password Manager DMG Installer** in the **Download** menu in the **Dock**.

![Password Manager DMG Installer](image)

**Figure 4. Password Manager DMG Installer**

7. The **Password Manager DMG Installer** opens.
8. Double-click **Install Password Manager** to begin installation of Password Manager. An **Install Password Manager** dialog appears, indicating it’s an application downloaded from the Internet and asking if you’re sure you want to open it.

![Install Password Manager Safety Dialog](image)

**Figure 6. Install Password Manager Safety Dialog**

9. Click **Open**. A dialog appears, indicating that Password Manager wants access to control the Finder. Click **OK**.

![Control Finder](image)

**Figure 7. Control Finder**

10. A screen appears with a dropdown indicating **This package will run a program to determine if the software can be installed.**

![Determining if Password Manager can be installed](image)

**Figure 8. Determining if Password Manager can be installed**

11. Click **Continue**. The **Welcome** screen appears.
Figure 9. Welcome to the Trend Micro™ Password Manager Installer

12. Click Continue. A Privacy and Data Collection Disclosure appears.

Figure 10. Privacy and Data Collection Disclosure

13. Read the disclosure for the types of personal data Trend Micro collects. If you agree with it, click Continue. The Software License Agreement appears.

Figure 11. Software License Agreement

14. Read the Software License Agreement. If you agree to the terms of the agreement, click Continue. A popup appears, asking if you agree to the license agreement.
15. Click **Agree**. The **Installation Type** screen appears.

16. Click **Change Install Location** if you wish to change the default destination for the installed program. Trend Micro recommends that you leave the default location as is.

17. In the **Standard Install** screen, click **Install**. The Mac OS Username and Password dialog appears.

18. Enter your Mac **Username** and **Password** and click **Install Software**. The installation begins and an **Installation Progress** screen informs you of the progress of the installation and if the installation was successful.
Figure 15. The installation was successful.

19. If the installation was successful, click the Close button. A screen appears inviting you to Secure Your Passwords and Enjoy Peace of Mind.

Figure 16. Secure Passwords and Enjoy Peace of Mind

20. Click Start Now. A dialog appears, indicating Account Required.

Figure 17. Account Required

21. Click OK. A screen appears for you to Create a Trend Micro Account, or to Sign In Now with an account you already have.

Figure 18. Create a Trend Micro Account
• **Option 1:** If you’re creating an account, 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:** If you already have a Trend Micro Account, click **Sign in now**. A window appears for you to sign in.

![Sign Into Your Trend Micro Account](image1)

**Figure 19. Sign Into Your Trend Micro Account**

22. Enter the email address and password you used to create your account and click **Next**.

23. For either option, a window appears next for you to **Select Your Version**.

![Select Your Version](image2)

**Figure 20. Select Your Version**

24. Click either **Use the Free Version** or **Provide your Premium Activation Code** (sent in your Trend Micro Welcome email or in your retail box) and click **Next**. A screen appears for you to **Protect Your Passwords**.

![Protect Your Passwords](image3)

**Figure 21. Protect Your Passwords**
25. Click Next. A screen appears for you to Create Your Master Password.

![Create Your Master Password](image1.png)

Figure 22. Create Your Master Password

26. Enter your preferred Master Password, Confirm Password, provide a hint, and click Create. A screen appears to confirm that Password Manager is ready to protect your passwords.

![Password Manager initial screen](image2.png)

Figure 23. Password Manager initial screen

27. Click Open Password Manager. A screen appears to download the Password Manager extension; in this case, for Safari, the default browser.

![Install the Password Manager Extension for Safari](image3.png)

Figure 24. Install the Password Manager Extension for Safari

28. Click Download Extension to open the App Store and download Password Manager for Safari, then click Get.
Figure 25. Password Manager For Safari in App Store

29. Click the **Install App**. When required, the **App Store** will ask for the **Sign-In** details. Enter the password for your **Apple ID**.

Figure 26. Installing Safari Extension

30. Once installed, click **Open** to launch the **Password Manager extension for Safari**.

Figure 27. Launching Password Manager

31. Click **Next** to enable the extension. The **Extensions** window will appear.
32. Click the checkbox next to Trend Micro Password Manager to enable the Safari extension. The Password Manager icon appears in the Safari menu.

Figure 28. Enabling Password Manager Extension

33. Click the Password Manager icon in the browser menu bar and Password Manager pops up and asks you to Provide your Master Password.

Figure 29. Password Manager Icon

34. Type in your Master Password and hit Enter on your keyboard or click the Unlock icon. The Web Management Console opens in Safari.

Figure 30. Password Manager Popup – Provide Your Master Password
Note: The blue Shopping Cart icon showing on the right in the Management Console screen above allows you to upgrade Password Manager from a Free to a Paid edition. Simply click the Shopping Cart icon to begin the purchase process, then follow the onscreen instructions.

35. You may now begin entering passwords by logging into your accounts. Password Manager captures your username and password for every one of your accounts.

Note: Chrome and Firefox users will see the full Extension in their browsers. See the section Getting Started with Password Manager in Chrome and Firefox for details.

Get Started with Password Manager in Safari

When Trend Micro™ Password Manager is installed for Safari, an extension appears in your Safari web browser that allows you log in to Password Manager and begin using it. Note that multiple users can use Password Manager on the same computer, even in the same Mac login account. Password Manager is connected to the Trend Micro Account the user logs into.

To begin using Password Manager with your browser:

1. Launch Safari and click the Password Manager icon to the left of the Search field.

2. If you’re not logged into your Trend Micro Account, a popup screen appears for you to Sign Into Your Trend Micro Account.

Note: This step determines which account is “active” in the Password Manager plug-in. This means the extension is available for other users and accounts.
3. Enter the email address and password you used to create your Trend Micro Account and click **Next**. A screen appears saying **Password Manager is Ready to Protect Your Passwords**.

4. Click **Open Password Manager**. Your browser loads and a **Password Manager** screen appears, asking you to **Provide your Master Password**.

5. Enter your **Master Password** and click the **Unlock** (Padlock Link). The **Password Manager Web Management Console** opens in Safari and also signs in the browser extension.
6. You may now begin saving passwords by simply manually signing into your accounts.

7. Password Manager will automatically capture your username and password and prompt you to save it.

8. Click **Save Now** to save it. Once the account credentials are captured, when you next go to the sign in page for that account, Password Manager extension will prompt you to automatically sign you in.
Figure 39. Password Manager Sign-in Prompt in Safari

9. Click **Sign In** to sign into your saved account and Password Manager automatically signs you in.

Figure 40. Signed Into Account

10. To manage your passwords using Safari, you’ll use the Web **Management Console**. See Chapter 4: Using the Password Manager Web Management Console for details.

Get Started with Password Manager in Chrome or Firefox

Chrome and Firefox use a full Password Manager extension for login and management.

**To sign into your accounts using Password Manager in Chrome or Firefox:**

1. As with Safari, during install Password Manager will prompt you to install the extension in Chrome or Firefox.

2. When Trend Micro™ Password Manager is installed for Chrome or Firefox, the extension works similarly to Safari. Manually sign into your online account the first time; Password Manager then captures your credentials.

3. Once your credentials have been captured, Password Manager will prompt you with the extension to automatically sign you in.
4. The Password Manager extensions for Chrome and Firefox have more local tools for login and management than in Safari. See *Chapter 3: Using the Password Manager Browser Extension in Chrome and Firefox* for more details.
Chapter 3: Using the Password Manager Browser Extension in Chrome and Firefox

This chapter provides an overview of the Trend Micro™ Password Manager full browser extension, using the Chrome browser in our examples. The Firefox extension works the same as it does in Chrome, while the Safari extension uses the Web Management Console to manage passwords.

Topics discussed in this chapter include:

- Saving Account Sign-in Credentials
- Accessing the Web Management Console
- Password Generator
- Switching to Other Users
- Folders
- Sort
- Search
- Manually Adding a New Password
- Tools

Saving Account Sign-in Credentials

Trend Micro™ Password Manager works as you browse to save sign-in credentials for your internet accounts, so that you don’t have to remember them in the future.

To save an online account sign-in credentials:

1. Browse to a website that hosts one of your online accounts; for example, www.google.com. The general Google Sign In page appears.

![Google Sign In](image)

Figure 43. Google Sign In (1)
2. Enter your Gmail Username and Password and click Sign In. Password Manager saves the login credentials and presents a popup saying **Save the password and automatically sign in into this website next time?**

3. Click the **Save Now** button to store the online account login credentials in Password Manager. A pop-up appears, indicating **Password Saved.**

4. For testing purposes, do one of two things:
   - Scroll down the list, then click the right **Google Accounts** button in the popup to automatically sign in. (If there is more than one Google Account, a dropdown selection is available.)
Figure 47. Drop-down Selection

OR

- Click the Spyglass icon, then type the name of the account (e.g., “Google” in the Search field) to easily select passwords that meet the search criterion among the full list of passwords.

Figure 48. Spyglass > Search

5. Mouse over the list of selected accounts and more specifics about that account are visible. You can then click the correct account to log in.

6. You can also rename an account to make it more distinguishable by mousing over the name on the right side of the listing until three dots appear; then click to bring up the drop-down menu.
7. Select Rename in the menu. This selects the name of that account. Type in a new name to make it more distinguishable from the rest.

8. You can also View or Edit Details, or Delete the account.

9. If you select View Details, a popup window shows details about the Account and Password.

10. Click the Copy icons to copy your Account or Password details to the Clipboard; or click the Eye icon to view your Password.

11. If you select Edit Details, the password opens in the Web Management Console, so you can edit it.
12. Details you can edit include the Account Name, Password, Website address, whether to open the website in Secure Browser, what Folder you keep the account in, and any Note you may wish to add to the passcard. You can also Delete the password.

13. Manual editing of the Account, Password, or Website address needs to be approached with caution, or you may render the account login invalid. More details on editing are given in the following sections.

### Accessing the Web Management Console

Password Manager provides a Web Management Console for flexible configuration and management of Password Manager. When you’re signed into Password Manager in the browser extension, Single-Sign On gives you direct access to the Management Console without having to sign in again.

To access the Management Console:

1. Click the Password Manager icon in your browser, and when the plug-in pops up, click the Management Console link at the bottom of the menu to open it. The Management Console opens.

2. The Management Console provides a webpage view on all your passwords, showing which ones are unsafe and should be edited in Password Doctor, along with all the management Tools we’ll cover in this chapter and the next. For more details on the
Web Management Console, go to Chapter 4: Using the Password Manager Web Management Console.

Password Generator

When creating a new online account, you may often be tempted to use an easy-to-remember password that you’ve used previously with other accounts. This weakens account 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 users generate and save strong, unique custom passwords for each of your online accounts, thus strengthening the security of all your personal online data. Used in conjunction with Password Doctor, you can generate new strong passwords to replace your weak or reused ones.

To generate a strong password:

1. In the Password Manager extension drop down window, click the Password Generator icon.

2. The Password Generator window appears with an automatically generated password.
3. Click the **Circular Arrow** to generate another password, **Copy Password** to copy the password, or click **Show advanced options** to get more character options for your password.

![Password Generator Options](image)

**Figure 56. Password Generator Options**

4. Select your preferred option: **Length of Password** (between 4-20 characters) by typing the number or using the **Slider**; then the **Characters to be used** (Upper and Lower-case Letters, Numbers, and Symbols).

5. Again, click the **Circular Arrow** to regenerate the password; then **Copy Password** to copy the password into the Clipboard.

6. Paste the strong password into the password field as you create a new account; then log out and back into the account to capture the password in Password Manager.

**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:

![Lock Password Manager](image)

**Figure 57. Lock Password Manager**
1. If you’re signed into Password Manager, click the **Lock** icon in the lower right-hand corner of the plug-in window to lock it. The **Master Password** entry pop-up appears.

   ![Figure 58. Provide Your Master Password](image)

2. Click the **User** icon in the top right-hand corner of the plug-in popup window and select **Sign Out**.

   ![Figure 59. Sign out](image)

3. This signs you out of your account and allows another user to sign into their account. The window to **Sign into Your Trend Micro Account** appears.
4. 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.

5. If the user does not have a Trend Micro Account, click the Create an Account link. The Account Creation window appears.

6. 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.

7. Click Next and provide the necessary details in the succeeding windows to complete account creation. As explained previously, they’ll then create their own Master Password and sign into their account.

**Folders**

The Password Manager 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, Online Stores, 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.
2. Click the **Edit** icon on the right in the account panel and choose **Edit Details**. The **Edit Details** screen appears.

3. Click the **Folder** drop-down menu and select **Create a New Folder**. A window appears for you to name the 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. Select the Banks Folder in the drop-down Filter menu.

7. Only Banks are shown in the Passwords list.
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:

1. Select the **Sort** icon and choose between a **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:

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.”
Figure 70. Account

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.

Manually Adding a 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, manually adding accounts may be preferable for certain account pages. This example is for your practice.

To manually add a new account:

1. In your browser, navigate to a login webpage you wish to add; e.g., your Microsoft email account at hotmail.com. The login webpage loads.

Figure 71. Microsoft Sign in page

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

4. Give the account a label, type the account name; e.g., firstname lastname@hotmail.com, then your password, and click Save. Your account is added to Password Manager.

5. Click the Password Manager icon in your browser, then click the panel for the newly added account; e.g., Test Hotmail. 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.

![Auto-sign-in Popup](image)

Figure 75. Auto-sign-in Popup

7. Pick the account in the drop-down list you want to use to sign in, then click **Sign In** in the Password Manager popup. Password Manager automatically signs you into your account.

**Tools**

The Trend Micro Password Manager extension provides **Tools** for a variety of tasks:

![Tools](image)

Figure 76. Tools

**Get for Mobile**

To get Password Manager for Mobile:

1. Select **Tools > Get for Mobile**. The **Download** page appears.

![Download Password Manager](image)

Figure 77. Download Password Manager
2. In the **Mobile** panel, either scan the **QR Code** or click the relevant button to download Password Manager for Mobile for 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.

**My Account**

To access your Trend Micro Account:

1. Select **Tools > My Account**. The **Trend Micro Account** webpage appears.

![Figure 78. Trend Micro Account](image)

2. Enter your account **Email Address** and **Password**, then click **Sign In** to sign into your account.

**Settings**

To Edit Settings:

See **Chapter 4: Using the Password Manager Web Management Console**.

**Get Help**

To Get Help:

1. Select **Tools > Get Help**. This opens the Password Manager Support page, where you can view various Support Topics, Related Product Support, Video Guides, get answers to Frequently Asked Question (FAQs), and even download this Product Guide.
Give Feedback

To give feedback:


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 Password Manager Web Management Console

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

- Signing into the Web Management Console
- Signing into Online Accounts
- Creating Folders
- Password Doctor + Password Generator – Fixing Weak or Reused Passwords
- Editing Passwords
- Adding Personal Details to Auto-Fill Online Forms
- Creating Secure Notes
- Editing Settings
- Change Your Master Password
- Subscription Information
- Data
- Exception List
- Other Settings
- Downloading to Other Devices
- Give Feedback
- Get Help
- Signing Out of Your Trend Micro Account
Signing into the 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. You can then copy and paste your credentials into the sign in page of your accounts.

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 extension. The extension enables automatic sign in.

**Note:** The Password Manager extension in Chrome and Firefox have some management functions built-into the extension, while the Safari extension uses the Management Console for all management functions.

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

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

![Password Manager Web Page](image)

**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.

![Sign In with Your Trend Micro Account](image)

**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.

5. On the public Mac, you may copy and paste your credentials into your account username and password fields to sign into your online account.

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

1. Click the **Password Manager** icon in your browser. If you’re not logged into your Trend Micro Account, the **Password Manager** will show the **Start Now** screen.

2. Click **Start Now**. A window appears for you to **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. Click Open Password Manager. Your browser loads and a Password Manager screen appears asking you to Provide your Master Password.

5. Enter your Master Password and click the Padlock icon. This signs you into the Web Management Console.
Figure 90. 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.

6. The **Management Console** provides direct Web access to manage all the login credentials of your online accounts. The page includes a **Total** and **List** of all the passwords in your account, the **Password Doctor**, a **Password Strength Indicator**, a **Form Filler**, **Secure Notes**, **Tools** to manage your passwords, and general **Settings**.

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

### Signing into Online Accounts

You can sign into your online accounts directly from the **Management Console**. You have two options:

1. If you’re on a public computer where the Password Manager extension is **not** installed, simply click the online account you wish to sign in to, and when individual account screen appears, click the **Copy** icons to copy and paste the username and password into the account’s sign-in page, using a separate tab to go back and forth between two windows. Note that you can view your password for any account by clicking the **Eye** icon, which makes the password visible.

2. If you’re on a private computer where the Password Manager extension is **is** installed, simply click the account you wish to sign in to, then click **Sign In** in the **Individual Account** screen to load the page and sign in automatically.
Figure 91. Management Console

Figure 92. Individual Account
Creating Folders

The Password Manager Web Management Console 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. Check the account(s) you wish to add to the new folder, then select the new Email Accounts folder from the drop-down menu.
Figure 96. Folder > Email Accounts

5. In the Folder drop-down menu, select the folder where you’ll place the account, e.g., Email Accounts. The accounts are moved into the Email Accounts folder.

Figure 97. All Passwords > Email Accounts

6. In the future, simply select Email Accounts from the All Passwords drop-down menu.

Figure 98. Dropdown Menu > Email Accounts

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 add new folders.
Password Doctor + Password Generator – Fixing Weak or Reused Passwords

Trend Micro Password Manager provides a Password Doctor to help you determine which of your passwords are weak or reused. It also helps you to change them, in conjunction with the View Details and Password Generator functions.

To use Password Doctor:

1. Click the Management Console link in the extension.

![Management Console Link](image1)

2. The Management Console opens.

![Open Password Doctor](image2)

3. 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.

![Summary Panels](image3)
Improve Your Weak Passwords:

1. In the first category, Improve your weak passwords, click Open Website for the account password you wish to change.

2. This will sign you into the account, where you’ll navigate to the Change Password page.

3. Fetch your old password from the Password Manager extension. The dropdown menu helps you by bringing the account you just logged into to the top, where can you select View Details from the three-dot Tools menu.

4. Once in the View Details popup, click the icon to Copy the current Password to the Clipboard, then click the X box to close the View Details screen.
5. Paste your old password from the Clipboard into the Old Password field.

6. Return to the Password Manager extension and in the dropdown menu generate a new strong password using the Password Generator, then click Copy Password to copy it to the Clipboard.

7. Paste the new strong password into the two subsequent New Password fields, then Save it.

8. Sign out of the account, then sign back in, manually pasting the new strong password from the Clipboard into the Password sign in field when prompted. Password Manager will Update the password for that account. Just accept the change.

Use Different Passwords:

1. For the second type of change recommended in Password Doctor, namely Use different passwords, scroll down to a password that needs changing, then click View Details.

2. 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 **Open Website** to log you into the account, so you can change your password. The sign in page appears.

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

5. As shown in the previous section, when you’re inside your account, find the **Change Password** page where you can change your password.

6. Copy the old password to the **Clipboard** from the **View Details** popup screen for that account.

7. Paste the old password in the first **Old Password** field.

8. Generate a new strong password using the **Password Generator** and **Copy** it to the **Clipboard**.

9. Paste the new password into the two subsequent **New Password** fields, **Save** the change, then sign out of the account.

10. Sign in again manually, again pasting in the new strong password from the **Clipboard**. Password Manager captures the new password for that account.
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 update your passwords, as previously shown.

**Note:** See the above section Password Doctor + Password Generator – Fixing Weak or Reused Passwords for more details on changing weak or reused passwords.

To automatically edit a Password:

1. Using Password Manager’s web Management Console, sign into the chosen online account and go to the Change Password page.

2. Using the account’s password editor, modify the password. This usually requires you to type or paste the old password into the Old Password field, then to type or paste the new password into two subsequent New Password fields.

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, then using Password Manager to sign back into the account.

To manually edit a Password:

**Warning:** Manually editing a password without first changing it in the online account will make it unusable for signing into your account.

1. Select Edit Details from the dropdown menu for the online account in Password Manager that you wish to modify.
2. When the Management Console Edit screen appears for that account, type or paste the new password from the Clipboard into the Password field and click Save.

3. Here, you can also change the Name for the passcard to make it more recognizable; e.g., from simply "Google" to "Mary’s Google"; change the Account username; paste in the Website login URL; assign the passcard to a Folder; write a Note about the password; or Delete the passcard.

4. When you’ve Saved your changes, click the X (Close) icon to close the passcard.

Adding Personal Details to Auto-Fill Online Forms

Trend Micro™ Password Manager lets a user create a Profile that will help automatically fill online Forms. Note that some websites use non-standard names for fields. In these cases, the Auto-Fill function for online forms may not work properly.

To Create a Profile:

1. Click the Form Filling icon in the Password Manager Management Console. The Profile Information Form appear below the link.
2. Click the **Basic Information** link to begin entering your details. A pop-up window appears.

3. Enter the user **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 the user 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 the user **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]**.

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

11. 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 Management Console and click the Secure Notes icon.

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.

Editing Settings

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

Change Your Master Password

To change your Master Password:

1. Select Settings in the Password Manager web Management Console menu. The Master Password screen appears by default.
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.
Subscription Information

To view and edit the Subscription Information:

1. Click the Subscription Information tab in the Settings screen. The Subscription Information screen appears.

   ![Subscription Information Screen](image)

   Figure 124. Subscription Information

2. The Subscription Information screen shows the Account Email Address, the date when the subscription Expires, a Notify checkbox to notify you before your 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, with a button to Activate it. Finally, the Version number of the current edition of Password Manager is shown.

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. Click the Data tab from the Settings screen. The Data screen appears.

   ![Data Screen](image)

   Figure 125. 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 plan 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 Folder dialog appears, so you can put the file where you want it.

Figure 129. Folder

6. Navigate into the folder you wish, or click 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 130. 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 131. Export Password Manager Data

10. Click Next. A Folder dialog appears.
11. Navigate to the folder where you wish to put the file, or click **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.

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

To import data into Password Manager:

1. Click the **Data** tab in the menu, 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 (PWM) data file.

5. Click Select File to navigate to the location where the exported PWM file is stored.
6. Select the PWM file and click **Open**. The file is added to the **Import** window page.

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 window appears. Select Import from LastPass.

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

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**.

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:

- Never ask to save passwords
- Never ask to open in Secure Browser
To add or edit the Exception List:

Figure 147. Settings

1. Select Settings in the Password Manager Management Console menu.

Figure 148. Exception List

2. Click the Exception List tab in the main menu. The Exception List opens.

3. There are two sets of lists in the Exception List page: Password Exception and Secure Browser Exception (relevant for a PC, where Secure Browser can be used).

Figure 149. Password Exceptions

Figure 150. Secure Browser Exceptions

4. 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.
5. For the Secure Browser Exception, open a web browser; go to a site that is recognized by the Secure Browser.

6. 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.

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

**Other Settings**

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 Console menu, then configure the settings.
• **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 to Other Devices

You can download Password Manager to other devices.

**Figure 154. Download for Other Devices**

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.

**Figure 155. 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.

1. Click the Feedback icon at the top of the Password Manager Web Management Console 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.

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 ? (Help) icon. The Password Manager Support page appears.

2. Scroll down and click the various Plus (+) signs to open a FAQ.

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 Console (as well as from the browser plug-in).

To Sign Out of Your Password Manager Trend Micro Account:

1. Click the Account drop-down the menu and select Sign Out. This signs you out of the account both in the Management Console 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 5: Getting Started with Trend Micro™
Password Manager on iOS

This chapter explores Trend Micro™ Password Manager for iOS. Though the example uses an iPhone, instructions for the iPad or iPod are identical. Topics discussed in this chapter include:

- Download and Install Password Manager
- Start Trial Now | Use Local Mode
- Buy Password Manager | Create a New Account
- Use an Existing Account
- Test Website
- Adding Passwords with Quick Start
- Adding Passwords from Scratch
- Managing Passwords
- Secure Notes
- Password Generator
- Password Doctor
- AutoFill Passwords
- Seamless Browsing
- More Devices
- Personal Details
- Settings
Download and Install Password Manager

To download and install Password Manager:

1. Tap the App Store app on your iOS device and when it launches, search for Trend Micro™ Password Manager. Trend Micro Password Manager & Secure Note appears.

2. Tap Free to download and install Password Manager. The Get or Cloud Download button appears (depending on your previous Trend Micro downloads).

3. Tap the download icon to begin the download. If you’re not signed into the iTunes store, you’re prompted to Sign In with your Apple ID.

4. Enter your Apple ID and password. Once you do, Password Manager downloads and installs.
5. When the install is complete, tap Open. Password Manager opens and the Privacy and Personal Data Collection Disclosure appears.

6. Read the terms of the disclosure. If you agree to them, click Accept and Continue. The Help Make Improvements screen appears.

7. Check the checkboxes if you agree to sharing anonymous usage and crash data and click Continue.

8. The Welcome to Password Manager screen appears.

9. You now have three options:

   Try It Now. This enables a Local edition on your iOS device, which you can use for free for 30 days.

   Buy Now. You can start with a Trial and then make an in-app purchase using the Buy Now link.

   Sign In with your Trend Micro / Password Manager Account, to use an existing license.
Usage Options

Option 1: Start Trial Now | Use Local Mode

Try It Now (Local Mode) lets you use Password Manager on iOS for Free with unlimited passwords for 30 days without creating a Trend Micro Account, though you cannot sync them across to your other devices. After this period, you can view your passwords, but its functions are frozen. If you then purchase Password Manager and create a Trend Micro Account, the passwords saved in your local instance will be merged into your Paid instance and you can sync them across to your other devices.

1. To use Password Manager in Local Mode, tap Try It Now in the Welcome screen. The License Agreement appears.

2. Read the License Agreement. If you accept, tap Accept. A popup appears, saying “Password Manager” Would Like to Send You Notifications.

3. If you agree, tap Allow; otherwise, Don’t Allow.

---

Figure 168. License Agreement

Figure 169. Notifications
4. Password Manager provides a screen for you to Create Master Password. Tap Show Passwords to help you get it right as you type.

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

6. In the third field, you may optionally Create a Hint, in case you forget your Master Password. If you don’t, a popup appears for you to Skip or Create Hint.

7. For now, we’ll Skip and tap Create Now. You can use your Touch or Face ID (depending on your iOS device) to sign in (if the function is enabled) by tapping Unlock with Touch (Fingerprint) or Face ID. For Touch ID use your finger or thumb on the Home button to Unlock. If Face ID is enabled, your face is scanned to open Password Manager.
8. Either way, Password Manager is unlocked and two demo screens appear, showing you how to see password details and make changes, and how to sign into the Test Website.

9. Click Next and Done to proceed.

10. See the Test Website section following the other two account options to begin using Password Manager.

Figure 174. Demo Screen 1

Figure 175. Demo Screen 2
Option 2: Buy Password Manager | Create a New Account

After you’ve used Password Manager in Local Mode, perhaps nearing your 30-day expiration date, you may choose to buy 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 Apple Account to purchase items on the App Store.

2. To buy Trend Micro Password Manager, tap the **Buy Now** link in the All Passwords screen. A popup appears.

3. Tap the **Buy Now** button to take you to the Apple **App Store**.

4. Review the **Terms of the Subscription**.

5. If you agree, tap **Confirm**. Your purchase completes and a screen appears for you to create your Trend Micro Account.

6. In the **Create Account** screen, enter an Email Address, First Name, Last Name, then select your Country from the dropdown menu, and click **Next**.

---

**Figure 176. Buy Now Link**

**Figure 177. Buy Now Button**

**Figure 178. Confirm**

**Figure 179. Email, First/Last Name, Country**
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.

---

**Figure 180. Create Account**

**Option 3: Use an Existing Account**

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

1. Continuing from the installation instructions, tap the **Sign In** button. The **License Agreement** screen appears.

2. Read the terms of the **License Agreement**. If you agree, tap **Accept**. A popup appears, saying **“Password Manager” Would Like to Send You Notifications.**

---

**Figure 181. Sign into my Trend Micro Account**

**Figure 182. License Agreement**
3. Tap Don’t Allow or Allow, as you wish. The Sign in screen appears.

4. Enter the email address and password you used to create your Trend Micro Account for Password Manager and tap Sign In. The Master Password screen appears.

5. Provide your Master Password and tap Go. (You may also use your Touch or Face ID to unlock Password Manager, if it’s active on your iOS device.) A popup appears, telling you What’s New.

6. Tap OK. The All Passwords screen appears.
7. The **All Passwords** list provides all your passwords at a glance.

8. You’re now ready to use Password Manager with your existing Trend Micro / Password Manager account on your iOS device. See the sections below for more details.

---

**Test Website**

To try the Test Website:

1. Tap **Password Manager** and sign in with your **Master Password** or **Touch ID**.

2. The **All Passwords** screen appears, with the **Test Website** visible in the list.

3. Simply tap **Test Website** to sign into it.

4. Password Manager loads the **Seamless Browsing** screen and signs you into the **Test Website**.

---

Figure 187. All Passwords

Figure 188. All Passwords | Test Website

Figure 189. Signing In 1
5. Once you’re signed in, Password Manager thanks you for trying the Test Website.

6. Tap View Saved Passwords to see how the popup can help you accurately sign into your accounts by tapping Paste Account Name and Paste Password, if needed.

7. Generally, Password Manager will simply sign you into your accounts automatically.

8. Tap the X box to close the View Saved Passwords popup, then Close to close the Test Website.

9. This returns you to the All Passwords screen, where you can begin to add passwords.
Adding Passwords with Quick Start

Password Manager provides some Quick Start websites to help you get started.

To add a password using Quick Start:

1. In the All Passwords screen, tap + (Add). The Add Password screen appears, with the Quick Start menu displayed.

2. Tap a Quick Start website to add it to your list; e.g., Trend Micro. The Add New Password screen appears.

3. Enter your Account Name (e.g., email address) and Password into the fields provided, then tap Save. The Password Details screen appears.

4. In the Password Details screen, tap the Sign In link to sign in.

5. The Trend Micro Account page appears and Password Manager automatically feeds your Account Name (email) and Password into the sign-in fields and signs you in.

6. Click Close to close the account.
7. Back in the All Passwords screen, Trend Micro has been added to your list of accounts.

8. Simply tap the account in the list to sign in using a single action.

9. Tap the “i” icon to go to Password Details, where you can tap Edit to edit the Account Name and Password, copy either to the Clipboard, or view your Password by tapping the “Eye” icon, or click the Sign In link to sign into the account.

**Adding Passwords from Scratch**

To add a password from scratch:

1. In the All Passwords screen, tap the + (Add) sign to add a Password. The Password Manager browser loads.

2. In the Search field, enter a search term for the account you wish to add and tap the plus (+) sign: e.g., Add Password for Xfinity.
3. Enter the **Account Name** (e.g., email address) and **Password** for the account.

4. If you don’t know the exact sign in page for the account, tap **Not Sure of the website address?**

5. Password Manager loads the browser and returns a result for the **Xfinity Search**. In this case, you’d tap **Sign in to Xfinity** in the result. The sign in page loads.

6. A popup dialog appears, suggesting **Use This Sign In Page**.

7. If this is the correct page, tap the dialog to put the proper URL into the **Add New Password** screen, and the correct **Website Address** will be shown in the field.

8. Tap **Save** to save the credentials.
9. To sign into the account, simply tap Sign In in the Password Details screen. The Xfinity account will also appear in the All Passwords list.

10. In the future, simply tap the Xfinity panel in the All Passwords list to automatically sign you in.

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.

2. Use the Search Filter to find specific passwords; e.g., Xfinity.

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 **Account Name** and the **Password**, and the **Website Address**. Use the **Copy** icons in each panel to copy these to the Clipboard; tap the “Eye” icon to view the password; or tap **Edit** to manually change the **Password Details**.

5. Tap **Edit**, then the **Move to Folder** panel to put the account in a **Folder**.

6. Either **Choose a Folder** in which to put it, or tap **Create a New Folder** to create one.

7. Give the new folder a name; e.g., **Television Service**, and tap **Create Folder**. The new folder is added to the **Folder list**, and the account is automatically checked for it.
8. Tap **Save** to save it in that **Folder**.

9. Now, when you wish to filter your list, simply tap the drop-down **All Passwords** menu, tap **Television Service**, and the list of addresses in the **Television Service** folder are filtered from the **All Passwords** list.

10. Go to the **Edit** screen for any account to add it to a Folder in the **Folder** list.
Secure Notes

To create Secure Notes:

1. Tap Secure Notes in the Toolbar. A set of three Demo screens appears.
2. Tap Skip or Next to view the Demo screens.
3. When done, the Secure Notes page appears, with forms for Bank Accounts, Membership Cards, Contacts, Credit Cards, Passports, and an unstructured one for Other Notes.
4. For example, tap Bank Accounts to begin entering a bank account. The Bank Accounts list appears.
5. Tap the Add (+) button. The Add New Note page appears.
6. Name your Bank Account, enter your details in the form, and tap Save. The Secure Note is saved and added to the Bank Accounts list.
7. Repeat entry for the other structured Secure Note types, as well as the free-form Other Notes.
8. As with Passwords, when you’re in a list of Secure Notes, you can Search and Sort your list by Name and Last Modified.

9. Tap Edit Note to edit a note. Also, while you’re editing a free-form Other Note, tap the Trashcan to delete it; or in a structured note, scroll to the bottom and tap Delete Note.

10. Select any content by pressing your finger down on the text, then use the Selection tool handles to Copy it to the Clipboard. You can then Paste it into fields, etc.
Tools

Password Generator

To generate a strong password:

2. Tap Password Generator. The Password Generator pop-up appears.
3. Select your preferred settings: Length of Password (Between 4-20 characters) and the Characters to be used (Upper and Lower-case Letters, Numbers, and Symbols).
4. Tap Copy to copy the strong password to the Clipboard.
5. It’s useful to save passwords generated by Password Generator into Other Notes for future use, particularly when you’re changing a weak password to a stronger one, as when using the Password Doctor. (See the following section.)
Password Doctor

Password Manager provides a Password Doctor to help you detect and 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 above). Then, as you use Password Doctor to diagnose and change weak or reused passwords, copy/paste the strong passwords to make the changes.

To use Password Doctor to change weak or reused passwords:

1. To prepare for a password change, first copy a strong password you’ve saved in Secure Notes / Strong Passwords to the Clipboard.

2. Do it by double-tapping and selecting a password with the Selection tool, then tap the Copy icon to copy it to the Clipboard.

3. Tap Done, then Tools > Password Doctor.

4. Password Doctor scans your passwords for Weak or Reused passwords and returns the result.

5. Tap a password you wish to change in the Weak passwords list. A popup appears, describing the problem with the password.

6. Tap Improve Now. Password Manager automatically signs you into your account.
7. In this demo account, the **Change Password** link is clearly given. In most accounts, you’ll need to locate the page where you can change your password, then tap **Change Password**.

8. When the password change screen appears, insert the cursor in the **Old Password** field, tap **View Saved Passwords**, then tap **Paste Password** to paste the old password into the field.

9. Tap your finger in the **New Password** field, then tap the **Paste** bubble to paste the strong new password you previously copied to the **Clipboard** into the field.

10. Repeat the **Paste** bubble action in the **Confirm Password** field, then tap **Submit** to save the change.

11. Sign out of the account and **Close** the **Password Doctor** screen.
12. Search for the account in the All Passwords screen, then tap the “i” icon to open the Password Details screen.

13. Tap Edit in Password Details to edit the password.

14. In the Password field, select the old password, then again Paste the strong new password from the Clipboard into the field and tap Save.
15. Tap the Sign In link to test the new sign in credentials; or simply tap the account in the All Password list. You’ll be signed into your account with the new strong password.

16. Perform the save process for Reused Passwords, changing any passwords used across multiple accounts to a unique strong password for each account.

AutoFill Passwords

Password Manager provides its own secure browser, but Password Manager also lets you log into your accounts while using Safari or supported Apps. To do so, set up AutoFill Passwords, which is available for iOS 12 or later.

To AutoFill Passwords in Safari:


2. Tap OK, then proceed to enable the function.
3. Tap Passwords & Accounts, then AutoFill Passwords.

4. If AutoFill Passwords is off, toggle it on.

5. Tap iCloud Keychain to disable AutoFill Passwords for it, then tap Password Manager to enable it.

6. Password Manager will ask for your Master Password or your Touch or Face ID to enable the function.
7. Once you do, a screen appears saying Your Passwords Are Ready.

8. Tap Close to close the Password Manager Settings screen.

9. Close the AutoFill Passwords screen using your Home button, or by swiping up from the bottom of your screen on buttonless iOS devices.

10. Tap Safari to open the browser.

11. Type the URL of a website account you wish to sign in to (and that you know you have already entered in Password Manager; for example, www.netflix.com. The website opens.

12. Tap the Sign In button to sign into your account.

13. Password Manager prompts you with a button Use “Password” to log in. Tap the button.
14. **Password Manager** loads and provides either the **Master Password** or Touch/ Face ID entry screen for you to sign into **Password Manager**.

15. Once you do, **Password Manager** feeds your credentials into the **Sign In** fields.

16. Tap **Sign In** again to sign into your account.

17. In this example, once you’ve signed in, the main screen in your **Netflix** account displays.
To AutoFill Passwords in Supported Apps:

1. Open a supported app, such as Facebook.
2. In this example, tap Log Into Another Account. The Log In screen appears.
3. Tap into the username entry field; Password Manager presents a preferred login account.
4. Tap it to enter the username and password into the fields or tap the Password Manager Key for a selection list.
5. Tap a saved password among your accounts. The Master Password screen appears.
6. Enter your Master Password or use your Touch or Face ID.
7. Once you’ve entered your Master Password or your Touch or Face ID is entered, Password Manager enters your credentials into the username and password fields.

8. Tap Log In to log into Facebook. Password Manager logs you in.

Seamless Browsing

Password Manager’s Seamless Browsing lets you easily and seamlessly apply your stored passwords to sign into your accounts.

To browse and sign in with Password Manager:

1. In the More Tools menu, tap Seamless Browsing.

2. When the Seamless Browser loads, search for a website account to sign in. For example, hotmail.com. The Outlook login page appears.

3. Tap Sign In. The Sign In page appears.
4. Your **Passwords** for your Hotmail/Outlook account appear in a left-right scrolling dialog box at the top.

5. Scroll to the right or left to find the right account, then enter your cursor in the username field (i.e., enter your email) and tap **Paste Account Name**.

6. When the username is pasted into the field, scroll down if need be and tap **Next**.

7. Place your cursor into the Password field, tap **Paste Password**, then scroll down and tap **Sign In**.

8. Password Manager signs you into your Hotmail/Outlook account.

9. Note that for some accounts, depending on the site behavior, both username and password are fed in simultaneously when signing you in.
More Devices

To get Password Manager on More Devices:

1. Tap **More Devices** in the **More Tools** menu. A popup appears for you to get Password Manager.

2. Tap **Share the Download Link**.

3. A screen appears, providing various sharing options; for example, **Mail**.

4. Send the link for Password Manager to your recipient(s).
5. Once you’ve received the link on the device where you wish to install Password Manager, tap the link.

6. The Password Manager Download page appears.

7. Tap the appropriate button or use the QR Code on your mobile device to initiate the download.

8. On a mobile device, you’re taken to the respective App Store, where you can download and install Password Manager.

9. You may download Password Manager directly to your PC or Mac.
Personal Details

When you create your Personal Details, turn on Automatic Form Filling in Settings to enable auto-fill of online forms using a dropdown menu in the proper fields.

To enter Personal Details:

1. In the More Tools menu, click Personal Details. A screen appears for you to enter data in four separate categories:
   - Basic Information
   - Phone and Email
   - Mailing Address
   - Credit Card

2. Tap Basic Information to begin entering your Basic Information details.

3. Repeat step 2 to enter Phone and Email, Mailing Address and Credit Card information.
   - Basic Information and Phone and Email forms shown.

4. Now, when you’re create a new online account, your personal details will be automatically entered into online forms when needed.
Settings

The scrollable Settings screen in the Password Manager Console lets you manage the settings for Password Manager on iOS.

To edit your Settings:

1. Tap Settings in the main menu. The Settings page appears.

ACCOUNT & SUBSCRIPTION

2. Account. The account you’re logged into.

3. Version. Shows if you have the Free or Premium version, along with expiry date.

4. Renew Now. Tap to renew subscription.

5. Sign out. Tap Sign Out to sign out of your account.

SECURITY

6. Lock Password Manager Now. Tap to lock the app now.


8. Unlock with Touch or Face ID. Toggle On to use Touch or Face ID to sign in to Password Manager. When Off, your Master Password is required.

9. Change Master Password. Tap to change your Master Password.
INFORMATION

10. **Notifications.** Tap Notifications to enable Password Manager to access **Siri & Search**, as well as **Banner**, **Sounds**, and **Badges** Notifications.

11. **Sync Data.** Tap to do a manual sync to update your data.
12. **About.** Tap to view the **Product Version** as well as **License, Privacy, Data Collection, and Third Party License Information.**

13. **Help.** Tap to load the **Password Manager Support page.**

14. **Give Feedback.** Send Feedback to Trend Micro about Password Manager.
15. **Send Troubleshooting Logs to Trend Micro.** Premium users can tap here to send logs to Trend Micro to assist in troubleshooting problems.

16. **Share Crash Data with Trend Micro.** Toggle **On** to automatically share crash data with Trend Micro.

17. **Help Improve this App.** Toggle **On** to send anonymous data to Trend Micro to help improve the product.

![Figure 289. Send Troubleshooting Logs](image)
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 30 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 1,500 threat experts around the globe. For additional information, visit www.trendmicro.com.