



# **Trend Micro™ Antivirus 2021 for Mac®**

## **Product Guide**

V1.0

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](http://www.trendmicro.com)

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*Trend Micro™ Antivirus 2021 for Mac® - Product Guide* provides help for analysts, reviewers, potential customers, and users who are evaluating, reviewing, or using Trend Micro Antivirus for Mac.

This product guide can be read in conjunction with its companion guides, which can be accessed from the [Home Support/Product Support](#) dropdown menu, as well as the individual links below:

- [Trend Micro™ Security for Windows Product Guide](#)
- [Trend Micro™ Mobile Security for Android Product Guide](#)
- [Trend Micro™ Mobile Security for iOS Product Guide](#)
- [Trend Micro™ Password Manager for Windows and Android Product Guide](#)
- [Trend Micro™ Password Manager for Mac and iOS Product Guide](#)

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## Chapter 1: Introducing Trend Micro™ Antivirus for Mac

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This chapter introduces you to **Trend Micro™ Antivirus for Mac®**. The topics discussed in this chapter include:

- Product Overview
- Key Features
- System Requirements
- Incompatible Software
- Internet Connection

### Product Overview

#### Platform-Independent Threats

Motivated by the lure of profits from the sale of stolen confidential information, cyber criminals of today have shifted to the Web and to social networking sites as their chosen attack vectors, which provide ideal environments for cybercrime. Mac users expose more information than they should on social networks—and don't understand how they can set their privacy settings to protect against identity theft; while Web Threats, which include “phishing” scams, take advantage of human weakness more than just operating system vulnerabilities, making these attacks truly “platform-independent.” Web Threats, particularly within social networks, are the fastest growing type of attack, and Mac users are just as susceptible as PC users.

#### Trend Micro™ Antivirus for Mac®

As Macs are not immune to viruses and other Internet threats, Mac users need privacy protection, among other security threats, when shopping, banking, and socializing online. Trend Micro Antivirus for Mac safeguards your digital life and protects it against online threats, dangerous websites, and identity thieves. Its unique security is designed to safeguard your privacy on social networks like Facebook, Google+, Twitter, and LinkedIn. With Trend Micro, you can relax and enjoy your digital life safely.

Antivirus for Mac is designed to meet the security needs of Mac users. Rather than just porting a Windows-based product to the Mac, Trend Micro built Antivirus for Mac from the ground up. Taking this approach has allowed Trend Micro to focus on easy-to-use features that Mac users have come to expect, and to make the software work smoothly and seamlessly within the Mac operating system.

Antivirus for Mac is powered by Trend Micro's innovative cloud-based web reputation technologies, the [Trend Micro Smart Protection Network](#). Antivirus for Mac also guards against infection by malicious software (viruses and spyware), with automatic, real-time scanning and automatic pattern file updates. The security technology behind these features results from Trend Micro's more than 30 years of security industry expertise.

### Trend Micro Antivirus for Mac®

- Features advanced anti-ransomware technology so your files won't be held hostage
- Is recognised by industry experts as delivering 100% protection (1)
- Is powered by XGen™ Security to protect you from all the latest and evolving threats
- Blocks more than 250 million threats per day (2)

1. AV Comparatives, "Mac Security Test & Review," July 2018.
2. Using the Trend Micro Smart Protection technology.

## Key Features

**Trend Micro™ Antivirus for Mac®** provides full-featured security in an easy-to-use program that won't get in your way during your daily activities.

**Fraud Buster.** Fraud Buster protects your Gmail webmail from scams and phishing attacks.

**Folder Shield.** Protects your chosen files and folders from dangerous malware and ransomware.

**Artificial Intelligence/Machine Learning.** Making the unknown known. With its evolutionary blend of threat protection techniques and high-fidelity machine learning, Trend Micro™ XGen Endpoint Security™, now active in scans conducted by Trend Micro Antivirus for Mac, is always adapting to identify and defeat new ransomware and other unknown threats.

**Essential Protection.** Protects you from a wide range of malware, including viruses, spyware, image spam, and rootkits.

**Privacy Scanner.** Includes a Privacy Scanner for Facebook, Twitter, and LinkedIn that identifies privacy settings that may leave your personal information publicly available and vulnerable to identity theft.

**Detect Web Threats.** Automatically configured to protect against viruses and spyware by identifying and blocking dangerous links in websites, social networks, emails and instant messaging. It guards against identity theft by detecting spam emails containing phishing scams that can trick you into revealing confidential information. And it prevents websites from installing dangerous software on your Mac.

**Blocks Dangerous Websites.** Protects against viruses and spyware by identifying and blocking dangerous links in websites, social networks, emails, and instant messaging.

**Trend Micro Toolbar.** Enabled for Safari, Google Chrome, or Mozilla Firefox, the Trend Micro Toolbar proactively warns you about any security risks associated with links on websites you visit, including popular social media sites. A page rating icon appears next to links on social networking sites, web mail, and search results. You can also mouse over a URL to obtain details about its trustworthiness.

**Real-Time Scanning.** Scans your Mac's memory in real time, so that you're always protected from any malicious files downloaded onto your computer.

**Automatic Updates.** Preconfigured to automatically receive updates to signatures and program files whenever they're available.



**Protect Kids Online.** Restrict or filter website access when your kids go online. Allows you to filter your family's access to the web by age groups and content categories. You can make exceptions to these general rules by adding URLs to Approved or Blocked Website lists. Ensure your family only views the content you approve.

**Custom and Scheduled Scanning.** Scan options allow "smart scans" to target typical areas on your system where malware lurks, as well as full scans and targeted scans—to pinpoint where the scan should occur. You can also designate the actions taken. And you can schedule scans to fit your own schedule.

**Logs.** Produces logs of its activity, so you always have a history of every action it takes and the results. This greatly assists malware troubleshooting.

## System Requirements

Before you attempt to install Trend Micro Antivirus for Mac, make sure that your Mac meets all of the minimum system requirements.

**Table 1. Trend Micro Antivirus 2021 for Mac (v11)**

Operating System	CPU	Memory	Disk Space
Mac OS® X version 10.15 or later (Catalina)	Apple Macintosh computer with an Intel® Core™ Processor	2 GB	1.5 GB
Mac OS® X version 10.14 or later (Mojave)			
Other Requirements			
Web Browser	Apple® Safari® 12.0 or higher Mozilla® Firefox® the newest two versions Google Chrome™ the newest two versions		

## Incompatible Software

To ensure successful installation of Trend Micro Antivirus for Mac you should uninstall other antivirus software first. If you have a previous version of Trend Micro Antivirus for Mac, the installation process will help you uninstall it first.

## Internet Connection

Antivirus for Mac needs an Internet connection for activating online, checking the expiration date, downloading updates, sending Trend Micro URL/web queries and logs to the portal, 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.

## Global Availability

September 9, 2020

## 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](http://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 Antivirus for Mac includes free phone, email, and chat support. For more information, contact eSupport at: [www.trendmicro.com/support/home](http://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](http://www.trendmicro.com/support/home).

## Chapter 2: Getting Started with Trend Micro™ Antivirus for Mac®

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This chapter shows you how to install **Trend Micro™ Antivirus for Mac®**. Topics discussed in this chapter include:

- Installing a Free Trial
- Installing a Paid edition using an existing Trend Micro Account
- Installing a Paid edition when creating a new Trend Micro Account.
- Enabling the Helper Tool, Providing Full Disk Access, Securing your Webcam
- Setting up Folder Shield to Protect Yourself from Ransomware
- Updating Trend Micro Antivirus
- Installing Trend Micro Toolbar in your Browser
- Enabling Fraud Buster

### Install Trend Micro Antivirus

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**Note:** The sequence and screens shown below may vary slightly during installation, depending upon the type of installation you're conducting and the configuration of your Mac.

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#### To install Trend Micro Antivirus:

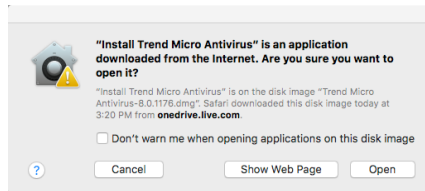
1. Download the application at <http://www.trendmicro.com/us/home/products/software/antivirus-for-mac/index.html>.
2. When **Trend Micro Antivirus 11.0.dmg** (2021) appears on your Mac desktop, double-click the icon. The **Trend Micro Antivirus Installer** appears.



Figure 1. Trend Micro Antivirus Installer

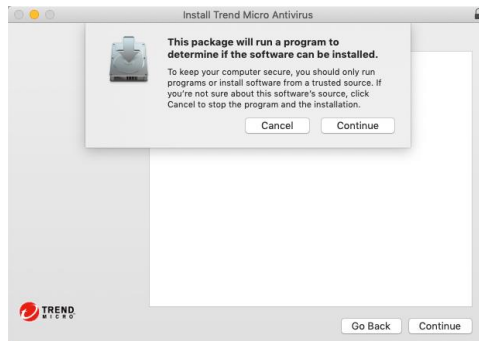


3. In the installer window, double-click **Install Trend Micro Antivirus**. A popup appears, saying “‘Install Trend Micro Antivirus’ is an application downloaded from the Internet. Are you sure you want to open it?”



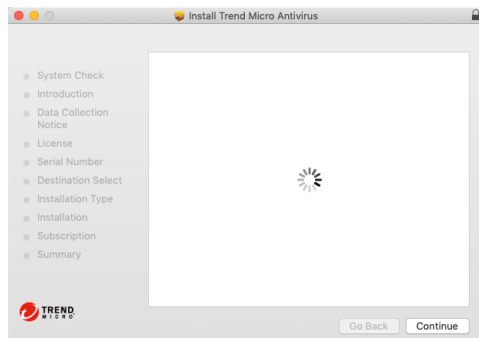
**Figure 2. Install Trend Micro Antivirus Check**

4. Click **Open**. A popup appears, indicating the installer will run a program to determine if **Trend Micro Antivirus** can be installed.



**Figure 3. Pre-install Check**

5. Click **Continue**. The **System Check** screen appears to verify the installation file. If a new one is found, the package will be downloaded automatically and will restart the installation.



**Figure 4. System Check**

6. Once the **System Check** is complete, the Installer **Welcome** screen appears.

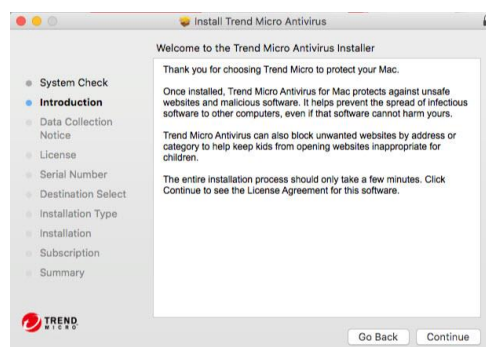


Figure 5. Welcome Screen

7. Click **Continue**. The **Privacy and Personal Data Collection Disclosure** appears.

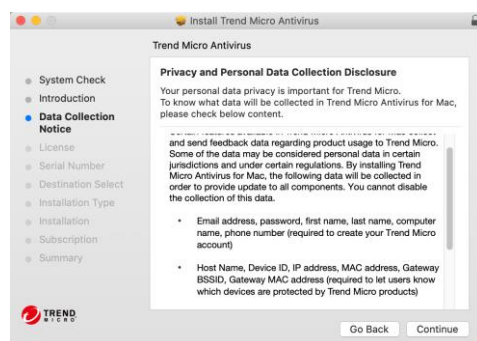


Figure 6. Privacy and Personal Data Collection Disclosure

8. Scroll down to read the **Privacy and Personal Data Collection Disclosure**. If you agree, click **Continue**. The **Software License Agreement** appears.

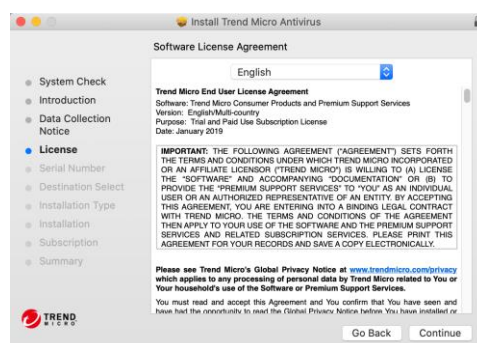


Figure 7. Software License Agreement

9. Scroll down to read the **Software License Agreement**. When you're done reading, click **Continue**. A popup appears for you to agree or disagree to the agreement.

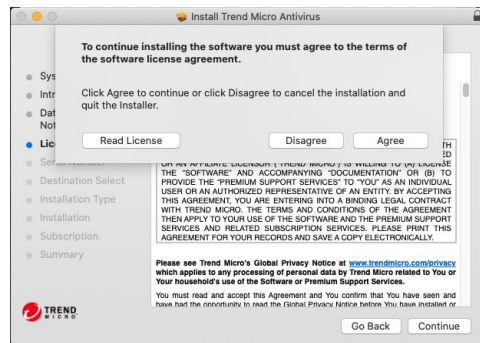


Figure 8. Accept Agreement

10. If you do, click **Agree**. A screen appears for you to **Enter a Serial Number** or **Start a Free Trial**.

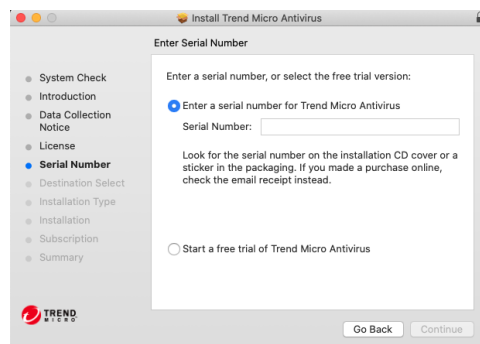
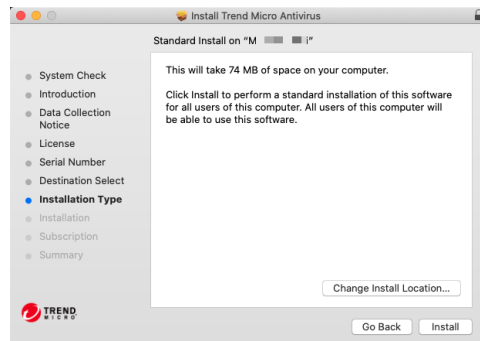


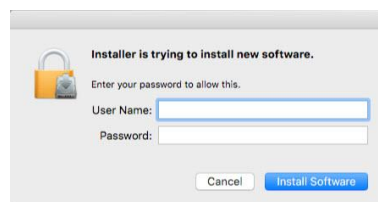
Figure 9. Enter Serial Number

11. Choose the type of installation you prefer.
- For a **Paid** version, enter the **Serial Number** in the field provided. Once installed, the sequence for activation will differ slightly:
    - if you already have a Trend Micro Account
    - if you need to set up a new Trend Micro Account.
  - For a **Free Trial**, simply select the button **Start a Free trial of Trend Micro Antivirus**.
12. Regardless of your choice, a window then appears, indicating that a **Standard Install** will begin on your computer, calculating the amount of space it will take. You can **Change Install Location** by clicking the button. Trend Micro recommends you leave the install location as is.



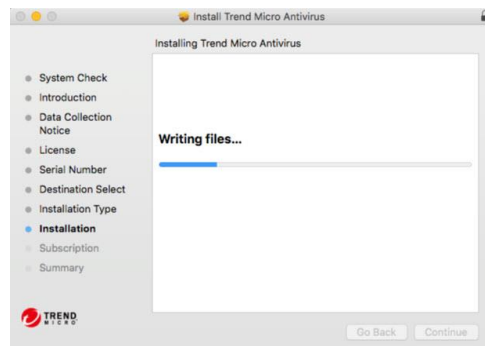
**Figure 10. Standard install**

13. Click **Install**. A popup appears for you to enter your **Administrator Credentials** to allow the install.



**Figure 11. Administrator Credentials**

14. Enter the **Username** and **Password** for the administrative account on your Mac and click **Install Software**. The installation proceeds, writing files to your hard disk.

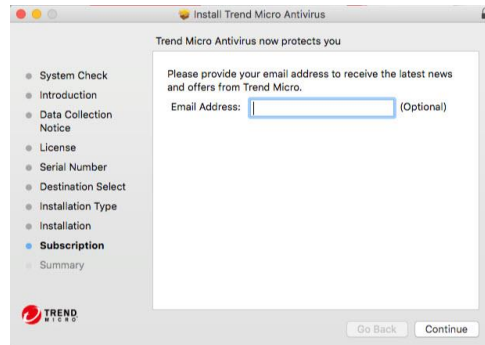


**Figure 12. Installing Trend Micro Antivirus**

At this point, **Activation** is determined by the type of installation you performed.

### A Free Trial:

15. If you installed a **Free Trial**, a window now appears, recommending you optionally provide your email address to receive the latest news and offers from Trend Micro.

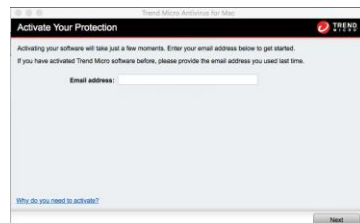


**Figure 13. Provide Your Email Address**

16. Enter your preferred email address if you wish, or simply click **Continue**.

### A Paid Subscription

17. If you installed a **Paid** version, a screen appears, asking you to enter your email address to **Activate Your Protection**.



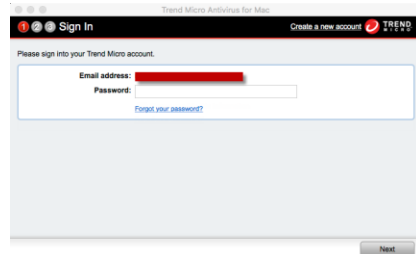
**Figure 14. Activate Your Protection**

You now have two options:

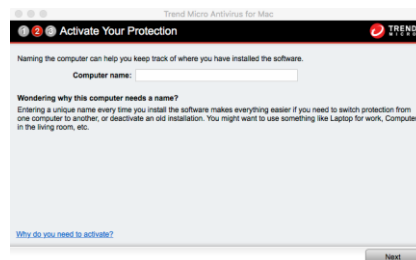
- **Use an existing Trend Micro Account.** Provide the already-existing email address for this account.
- **Create a new Trend Micro Account.** Provide a new preferred email address.

**Use an Existing Trend Micro Account:**

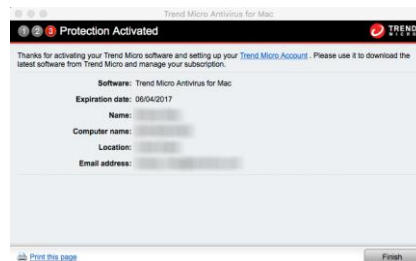
18. If you have activated Trend Micro software before, simply enter the email address you used to create your Trend Micro Account and click **Next**. A screen appears for you to **Sign In** to your account.

**Figure 15. Sign In**

19. Enter the **Password** for your Trend Micro account and click **Next**. A screen appears for you to name the computer.

**Figure 16. Computer Name**

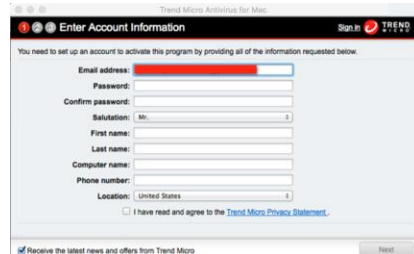
20. Enter a computer name to help identify it in your Trend Micro Account and click **Next**. A screen appears, saying **Protection Activated**.

**Figure 17. Protection Activated**

21. Your protection is activated and the installation is complete. Click the **Finish** to close the **Protection Activated** screen.

**Create a new Trend Micro Account:**

22. If you have **not** activated Trend Micro Software before, enter your preferred email address in the **Activate Your Protection** screen and click **Next**. A screen appears, asking you to **Enter Account Information**.



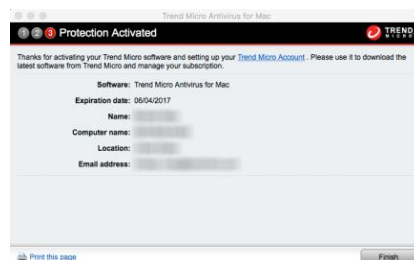
**Figure 18. Enter Account Information**

23. Enter your account information, then read the **Trend Micro Privacy Statement**. If you agree to the terms, check “I have read and agree to the Trend Micro Privacy Statement.”
24. Keep or remove the check from the box to “Receive the latest news and offers from Trend Micro,” and click **Next**. A screen appears to **Check What You Entered**.



**Figure 19. Check What You Entered**

25. Make sure your entries are correct and click **Next**. A screen appears saying **Protection Activated**.



**Figure 20. Protection Activated**

26. Click **Finish** to close the activation screen.

## Enable the Helper Tool, Provide Full Disk Access, and Secure Your Webcam

1. Once installation is complete, a System popup appears saying **System Extension Blocked**. Don't worry, we'll enable this next.



Figure 21. System Extension Blocked

2. Click **OK**. A wizard appears, saying **Installation Was Completed Successfully** and prompts you to begin installation of the **Helper Tool**.

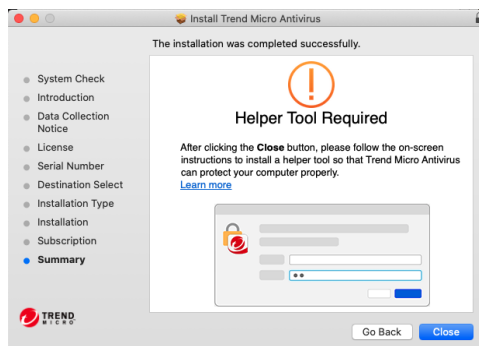


Figure 22. Helper Tool Required Wizard

3. Click the **Close** button to close the window. A popup appears for you to give permission to install the **Helper Tool** by entering your **User Name** and **Password**.



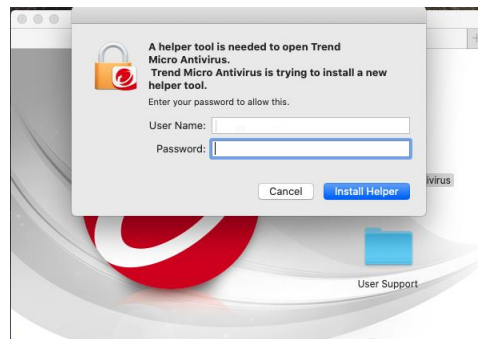


Figure 23. Provide User Name and Password

4. Once you do, click **Install Helper**. A window appears for you to **Set Up Required Permissions**.

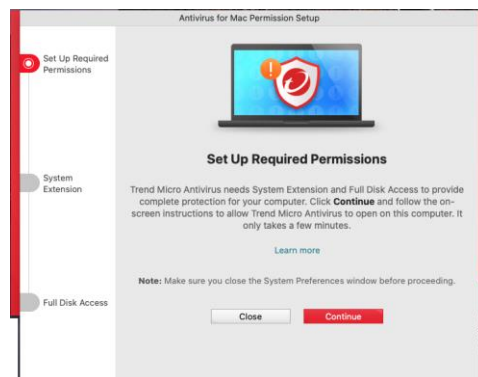


Figure 24. Set Up Required Permissions

5. Click **Continue**. A window appears outlining three steps for you to give permission to allow installation of the extension.

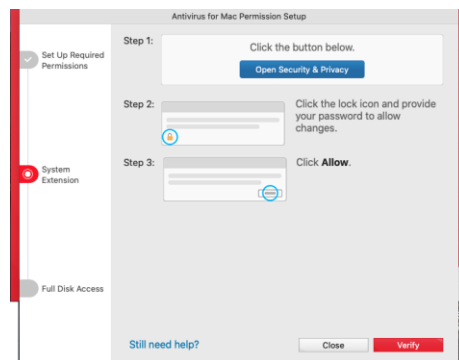


Figure 25. Open Security & Privacy

6. **Step 1:** Click the **Open Security & Privacy** button. This opens the **Security & Privacy** window.

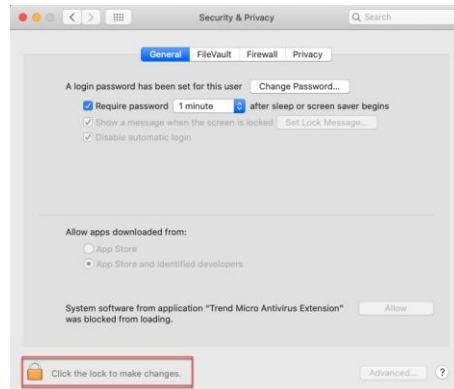


Figure 26. Click Lock to Make Changes

7. **Step 2:** Click the **Lock** icon and provide your **User Name** and **Password** to unlock your **Security & Privacy** preferences.

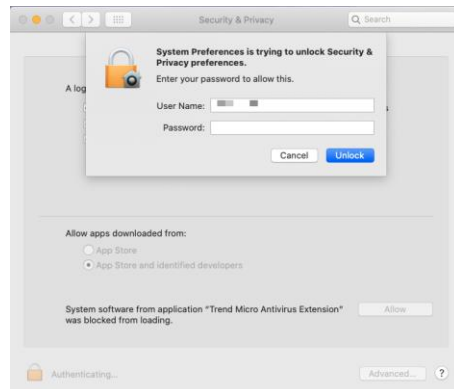


Figure 27. Unlock Security & Privacy

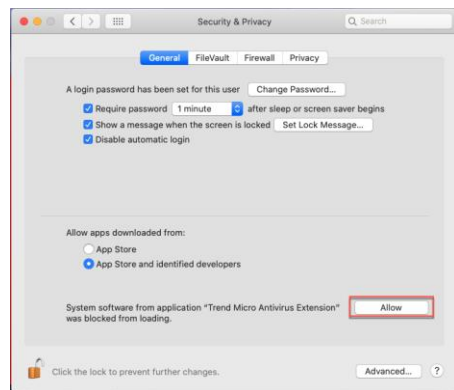


Figure 28. Allow Trend Micro Antivirus Extension

8. **Step 3:** Once you've entered your credentials, click **Allow** to allow installation of the **Trend Micro Antivirus Extension**.

## Provide Full Disk Access

1. You'll now provide **Full Disk Access** to Trend Micro Antivirus and its Extension.

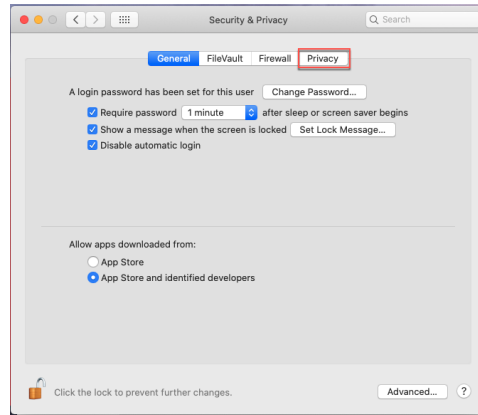


Figure 29. Privacy

2. Click the **Privacy** button shown above in the **Security & Privacy** window. The **Privacy** screen appears.



Figure 30. Full Disk Access

3. Scroll down and select **Full Disk Access** in the list, check **Trend Micro Antivirus** and **Trend Micro Antivirus Extension** to enable access, then close the window. The **Permission Setup** screen reappears.

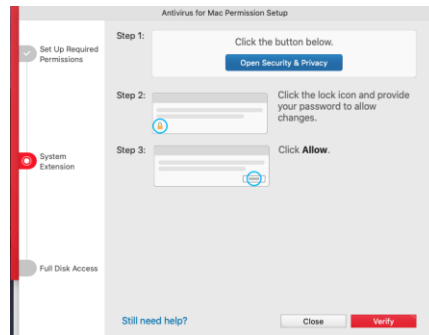


Figure 31. Permission Setup

4. Click **Verify** to verify that you've provided proper access for the Trend Micro Antivirus apps. If properly verified, the window will close and you'll be back viewing the **Installer** window.



Figure 32. Trend Micro Installer

5. A popup window appears over it, asking if you wish to **Prevent Unauthorized Access to Your Camera and Microphone**.

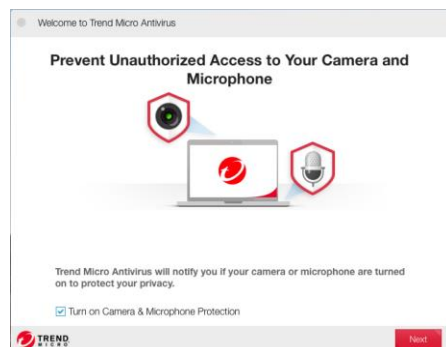


Figure 33. Prevent Unauthorized Access to Your Camera and Microphone.

6. The checkbox is checked by default. Tap **Next** to turn on the protection. Another popup appears, asking you to **Set Up Folder Shield**. See the section below for details.

## Set Up Folder Shield to Protect Yourself from Ransomware

**Folder Shield** protects your computer from ransomware. It provides default protection of key folders, but you can add additional folders for protection.

### To Configure Folder Shield:

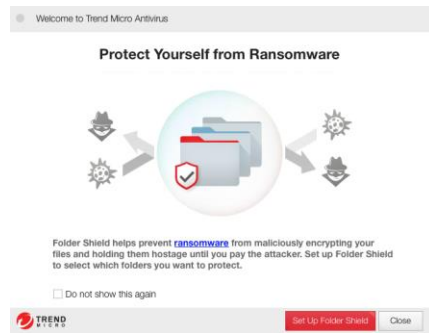


Figure 34. Set Up Folder Shield

1. Proceeding from the prompt, click **Set Up Folder Shield** to begin setting up your ransomware protection. A window appears for you to **Choose Folders You Want to Protect**.



Figure 35. Choose Folders You Want to Protect

2. Click **Protect More** to add more folders. A **Finder** window opens for you to choose the folder you wish to add; for example, your **OneDrive** cloud sync/backup folder.

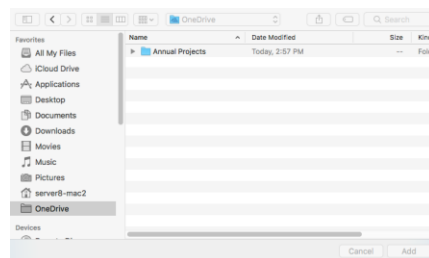
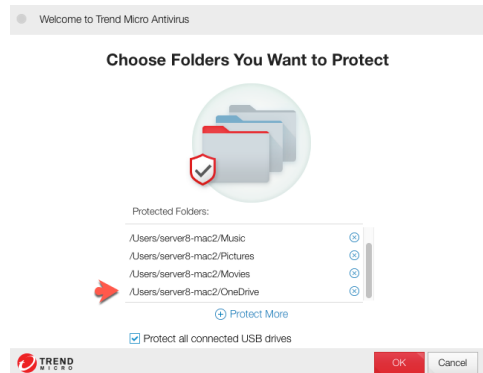


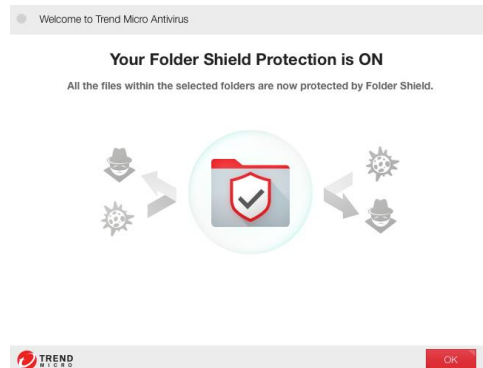
Figure 36. Add OneDrive to Folder Shield

3. Select **OneDrive** and click **Add**. **OneDrive** is added to your list of folders protected from ransomware.



**Figure 37. One Drive Added to Folder Shield**

4. Click **OK** to complete the change.

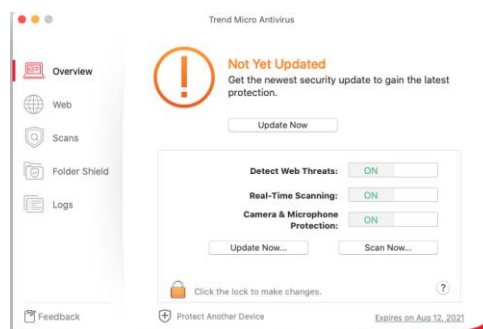


**Figure 38. Your Folder Shield Protection is ON**

5. Click **OK** to complete the setup.

## Update Trend Micro Antivirus

1. When you've completed the **Folder Shield** setup, the **Trend Micro Console** appears, with the message **Not Yet Updated** showing on the Console.



**Figure 39. Console – Not Yet Updated**

2. **Trend Micro Antivirus** will automatically update in 10 minutes —and moving forward, will automatically update itself whenever necessary.
3. If you wish to begin the update now, click **Update Now**. A popup appears, indicating that **Trend Micro Antivirus** is downloading an update.

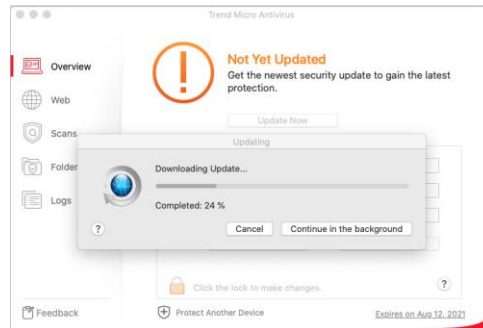


Figure 40. Downloading an Update

4. When the update is complete, a popup appears, saying **Update Completed**.

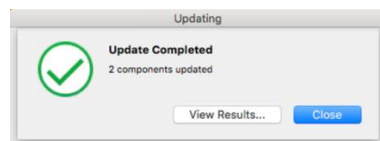


Figure 41. Update Completed

5. Click **Close** to close the popup. You now have access to the latest protection.

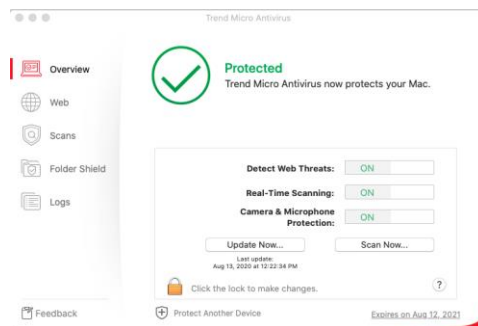


Figure 42. Console after Update

6. To finish up, click the **Close** box in the upper left-hand corner to close the **Console**.



Figure 43. Installer

7. Click the **Close** box in the upper left-hand corner to close the **Installer**.

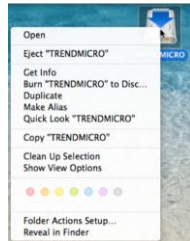


Figure 44. Eject "TRENDMICRO"

8. **Cmd-click** (or **Right-click**) the mounted installer disk icon and choose **Eject "TRENDMICRO"** to eject the mounted installer. The icon is removed from your desktop.
9. **Trend Micro Antivirus** now protects your Mac and all your important files.

## Install Trend Micro Toolbar in Your Browser

When you install **Trend Micro Antivirus for Mac**, **Trend Micro Toolbar** is automatically installed in Safari to protect you when you're browsing the Web.

For more details on **Trend Micro Toolbar** and **Web Threat Protection** go to [Web: Web Threat Protection](#).

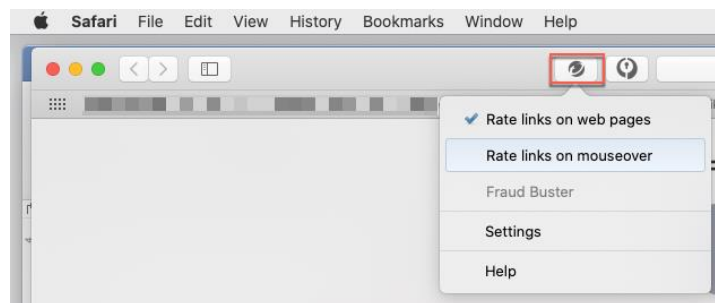


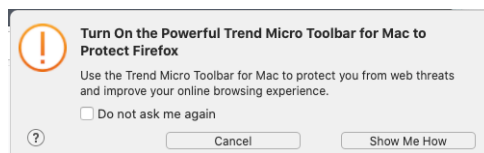
Figure 45. Trend Micro Toolbar

You may also install the Trend Micro Toolbar into Google Chrome and Mozilla Firefox.

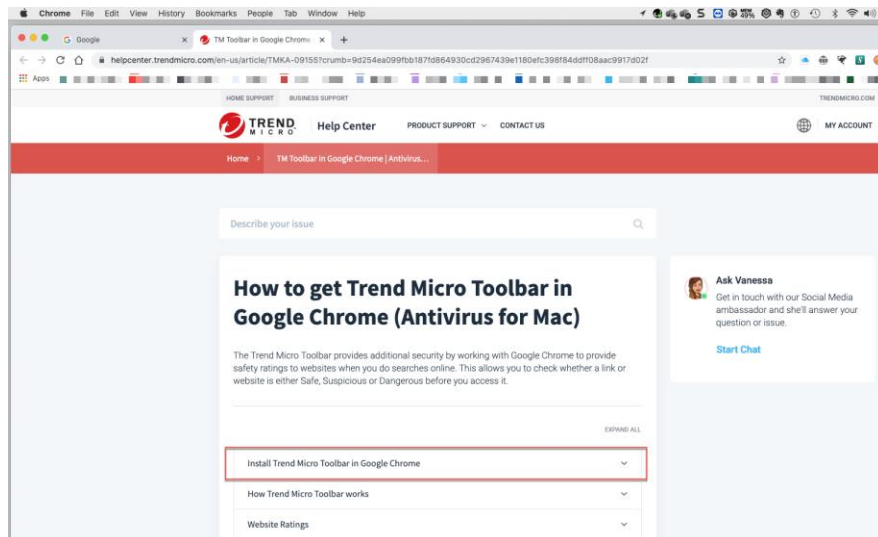


**To Install Trend Micro Toolbar into Your Alternate Browser:**

1. When you're finished installing **Trend Micro Antivirus for Mac**, launch your alternate browser. After a few moments, you'll be prompted to install Trend Micro Toolbar into Google Chrome or Mozilla Firefox.

**Figure 46. Trend Micro Toolbar for Mac to Protect Google Chrome****Figure 47. Trend Micro Toolbar for Mac to Protect Firefox**

2. In this example, we'll use Chrome. Firefox uses a similar process.
3. Click **Show Me How** in the popup. You're taken to **Trend Micro Help Center**, to the page **How to get Trend Micro Toolbar in Google Chrome (Antivirus for Mac)**.

**Figure 48. How to get Trend Micro Toolbar in Google Chrome**

4. Click the drop-down arrow **Install Trend Micro Toolbar in Google Chrome**.

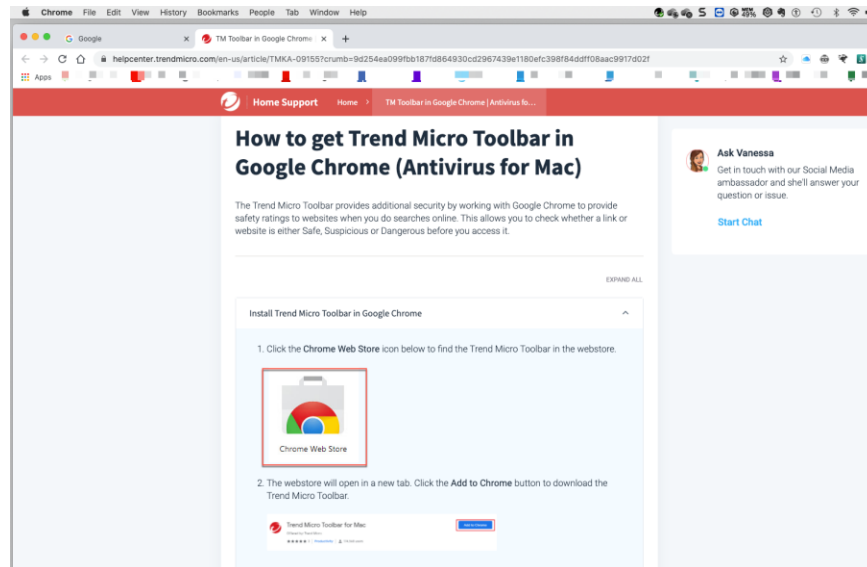


Figure 49. Chrome Web Store Installer Button.

- When the panel opens, click **Chrome Web Store**. This takes you to the **Chrome Web Store**.

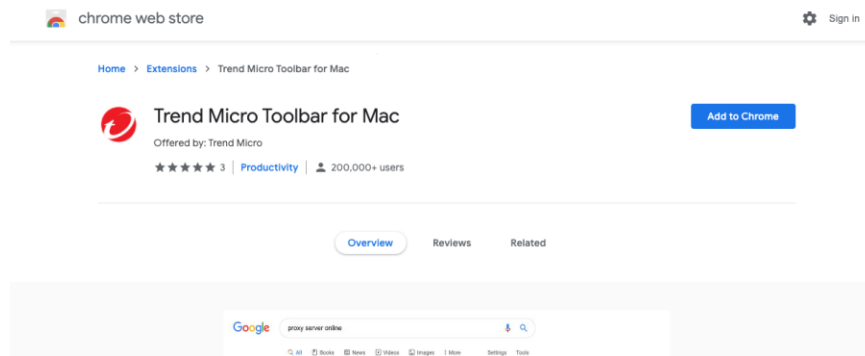


Figure 50. Add to Chrome

- Click **Add to Chrome**. A popup appears for you to **Add "Trend Micro Toolbar for Mac"**?

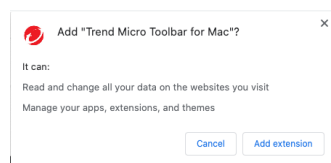


Figure 51. Add "Trend Micro Toolbar for Mac"?

- Click **Add extension**. A popup appears saying Trend Micro Toolbar for Mac has been added to Chrome.

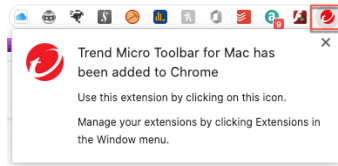


Figure 52. Trend Micro Toolbar has been added to Chrome

8. You're shown what the **Trend Micro Toolbar icon** looks like. Now you'll pin it to Chrome.

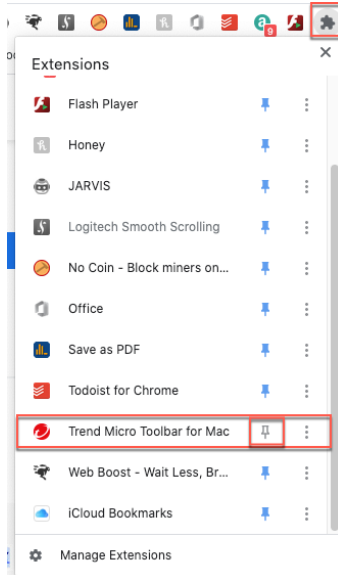


Figure 53. Pin Trend Micro Toolbar for Mac to Chrome Menu Bar

9. Click the Chrome **Add Ons** icon to pin Trend Micro Toolbar to the **Chrome Menu Bar** and in the drop-down, click the **Pin** icon for **Trend Micro Toolbar for Mac**.

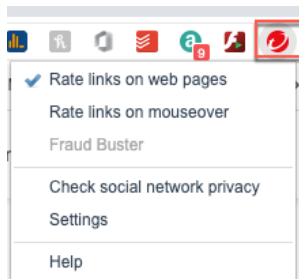


Figure 54. Trend Micro Toolbar

10. **Trend Micro Toolbar** is pinned to the Menu Bar in Chrome. Click it to activate the various **Settings**, including **Rate links on mouseover**, **Fraud Buster** (see the section below), and to **Check social network privacy**.
11. For more details on **Trend Micro Toolbar** and **Web Threat Protection** go to [Web: Web Threat Protection](#).

## Enable Fraud Buster to Protect Gmail Webmail

**Fraud Buster** protects your Gmail webmail in Safari and Chrome from email scams that can result in data theft, ransomware, and outright fraud using social engineering tactics that can fool you into giving up your identity, data, or money. It analyzes incoming email for signs that indicate fraud and notifies you when it discovers them, so you can delete them *before* becoming a victim of the scam.

### To enable Fraud Buster in the Trend Micro Toolbar:

1. **Fraud Buster** becomes active in the **Trend Micro Toolbar** when you sign into your Gmail webmail account from your browser.

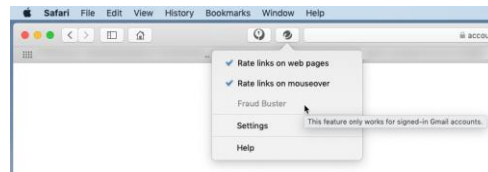


Figure 55. Sign in to Gmail to use Fraud Buster

2. Using Safari or Chrome, sign into your Gmail webmail account. In this example, we use Safari. A popup appears for you to **Protect Your Webmail**.

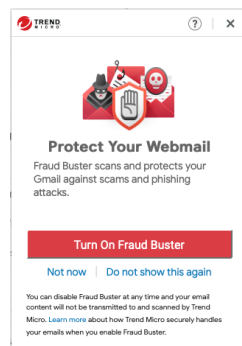


Figure 56. Turn On Fraud Buster

3. Click **Turn On Fraud Buster**. Another popup appears for you to **Protect Gmail**, indicating that you agree to send your web email content to Trend Micro to scan.

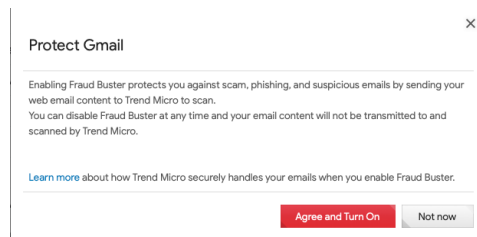


Figure 57. Protect Gmail

4. If you agree to this, click **Agree and Turn On**. **Fraud Buster** becomes active in the **Trend Micro Toolbar**.

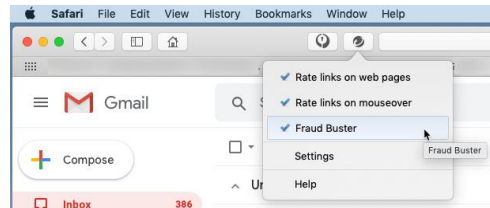


Figure 58. Fraud Buster Active in Trend Micro Toolbar

- Now when you receive a possible scam email, **Fraud Buster** will notify you with a popup of the scam.

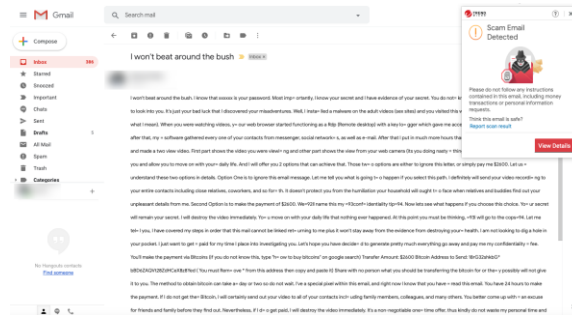


Figure 59. Scam Email Detected

- Click **View Details** to get more details about the scam. A window opens in your browser to provide the details.

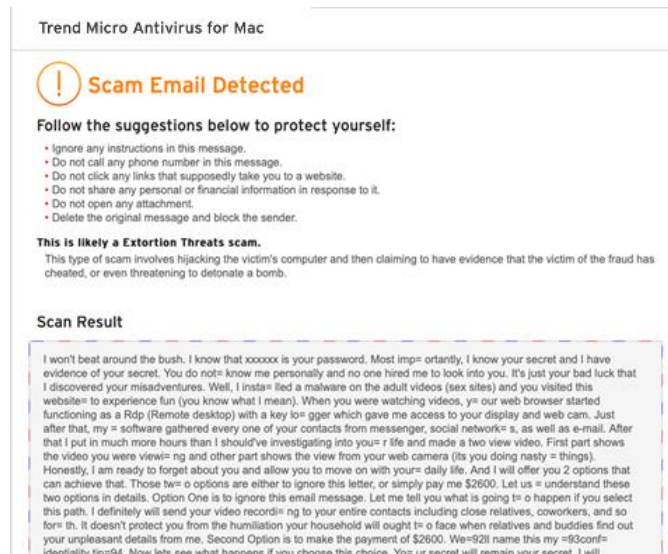


Figure 60. Scam Email Detected

- In this case, the email is an **Extortion Threat**. Follow the instructions given in the Trend Micro Security message and then delete the email.

8. If you receive any email that looks suspicious to you, you may also conduct a manual scan. Simply scroll to the bottom of the email and click **Security Scan**.

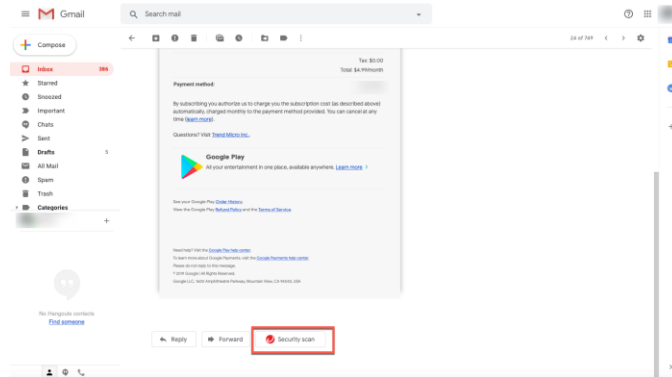


Figure 61. Fraud Buster Security Scan

9. **Fraud Buster** will scan the email and present the result.

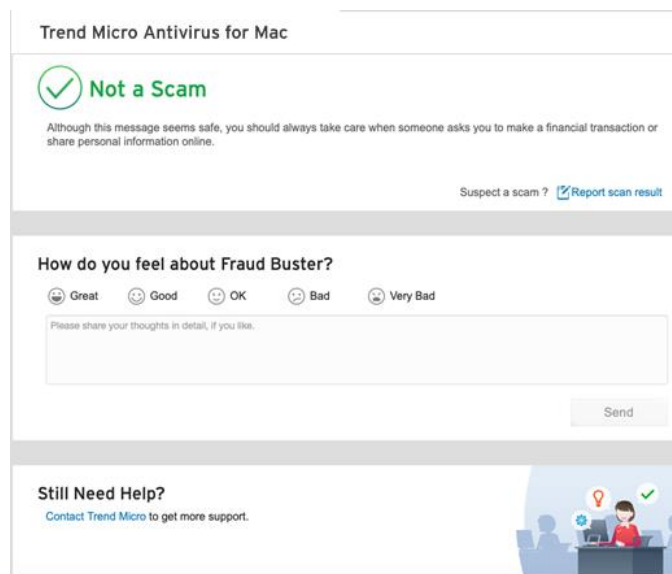


Figure 62. Not a Scam

10. Read the message and if you're satisfied, close the window in your browser.
11. **Fraud Buster** now protects you against Gmail scams affecting your webmail, which can trick you into sharing personal information or attempt to steal your money using fraudulent threats.

## Chapter 3: Using Trend Micro™ Antivirus for Mac

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This chapter provides an overview of **Trend Micro™ Antivirus for Mac**. Topics discussed in this chapter include:

- The Console Overview
- Scan Now
- Privacy Scanner for Social Networks
- Web Threat Protection
- Website Filter: Managing Your Children's Online Activity
- Scan Options
- Scan Preferences
- Folder Shield
- Logs
- Support

### The Console Overview

To open the Console:

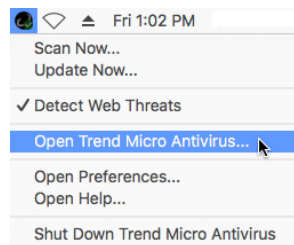


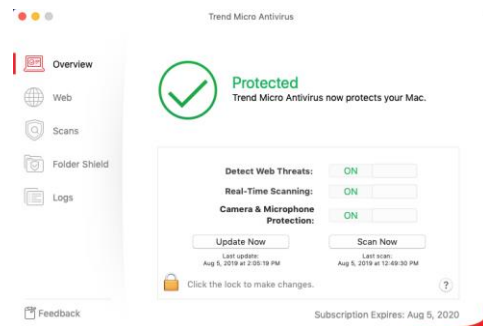
Figure 63. The Antivirus Menu

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**Note:** You can perform a number of options directly from the Trend Micro Antivirus Menu. These include: Scan Now, Update Now, disable the detection of Web Threats, Open the Trend Micro Antivirus Console, Open Preferences, Open Help, and Shut Down Trend Micro Antivirus.

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1. In the Antivirus Menu of the Finder's Menu Bar, select **Open Trend Micro Antivirus**. The **Trend Micro Antivirus Console** appears.



**Figure 64. The Trend Micro Antivirus Console**

- The default settings are set to **On**. These include:

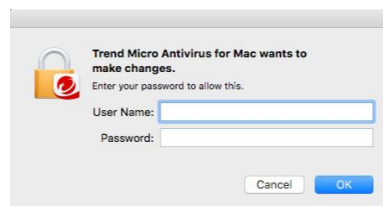
**Detect Web Threats.** Antivirus is automatically configured to protect you from Web threats.

- It blocks those email links that lead to dangerous websites.
- It protects against phishing scams that can trick you into revealing confidential information.
- It prevents websites from installing dangerous software on your Mac.

**Real-Time Scanning.** Antivirus scans your Mac's memory in real time, so that you're always protected from any files downloaded onto your computer. Unwanted files are blocked *before* they touch your hard drive.

**Camera & Microphone Protection.** Your Mac's camera and microphone are protected from hackers.

- Click **Update Now** to manually begin an update process. You might wish to do a manual update before you execute a manual scan, to make sure you have the latest protections.
- Click **Scan Now** to execute a **Smart Scan** on your computer. Smart Scan scans those parts of your computer where malware typically lurks.
- Click **the lock to make changes**. A popup appears, asking permission to allow the changes.



**Figure 65. Password Permission**

- The Mac OS should automatically load your Mac's admin account name into the **Name** field. If not, type the **User Name** in the field provided.



7. Enter your admin **Password** and click **OK**. The **Lock** opens and you can now make changes to the settings in **Trend Micro Antivirus**.
8. To turn off a function click its toggle from **On** to **Off**; then click the lock to prevent further changes.

## Scan Now

Once you've installed **Trend Micro Antivirus**, it's a good practice to execute a scan to search for possible malware already lurking on your computer.

### To Scan Now for viruses:

1. Perform one of two options:

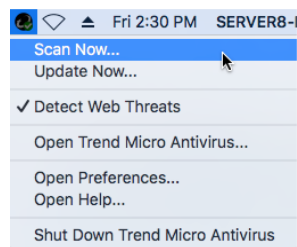


Figure 66. Antivirus Menu > Scan Now...

2. Select **Scan Now** in the Antivirus Menu.

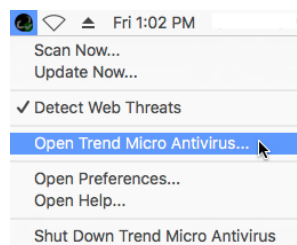


Figure 67. Open Trend Micro Antivirus

3. OR: Select **Open Trend Micro Antivirus** in the Antivirus Menu, and when the **Trend Micro Antivirus Console** appears, click **Scan Now**.

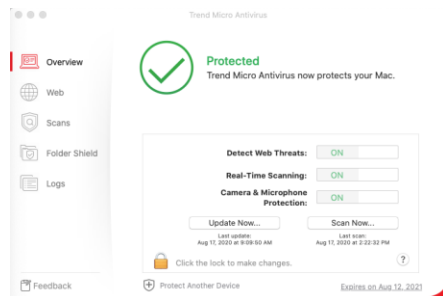
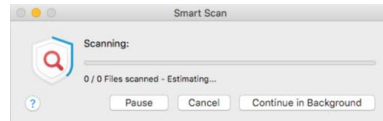


Figure 68. Antivirus Console > Scan Now

4. A progress dialog appears, as **Trend Micro Antivirus** conducts a **Smart Scan**. You can click **Continue in the Background** to hide the dialog.



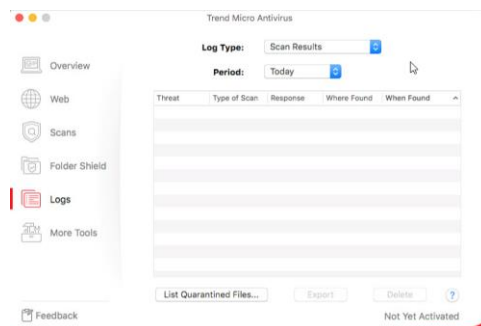
**Figure 69. Smart Scan (Scan Now)**

5. When the scan is complete, **Trend Micro Antivirus** returns a dialog saying **Scan Completed**.



**Figure 70. Scan Completed**

6. Click **View Results** to view the results of the scan.



**Figure 71. Scan Results**

7. When a threat is found, it will be listed, showing details about the threat, the type of scan conducted, the response, where the threat was found, and when it was found.
8. Click **List Quarantined Files** to list the quarantined files. A popup appears, showing the **Quarantine List**.

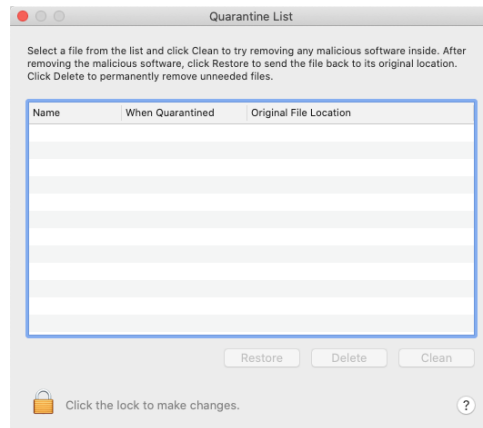


Figure 72. Quarantine List

9. If files have been quarantined, click the **Lock** to make changes, enter your Mac login credentials, then click **Restore**, **Delete**, or **Clean** to execute the function, then click the **Close** button to close the popup.
10. Click the red close button in the upper left-hand corner to close the **Console**.

## Web: Privacy Scanner for Social Networks

**Trend Micro Antivirus for Mac** lets you scan your privacy settings in Facebook, Twitter, and LinkedIn and reset them, to help protect you against identity theft—always a present threat when you may be sharing too much information on your social networks. The **Privacy Scanner** is available in the **Trend Micro Toolbar for Chrome** and **Firefox**. The examples below use Chrome.

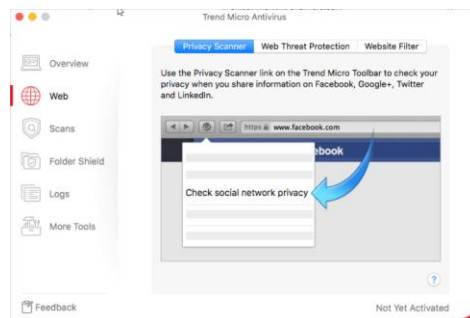
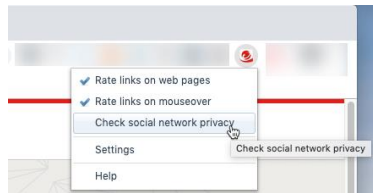


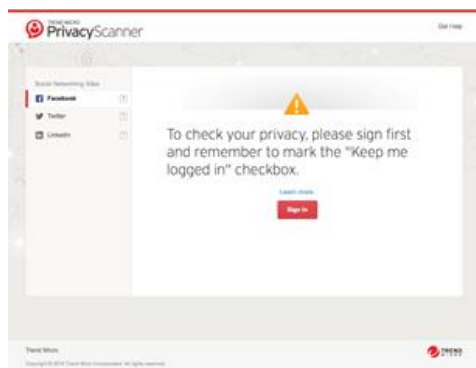
Figure 73. Privacy Scanner

### To check your Privacy Settings in Facebook:



**Figure 74. Check Social Network Privacy**

1. Click the **Trend Micro Toolbar** icon in your browser and select **Check social network privacy** from the dropdown menu. The **Trend Micro Privacy Scanner** webpage appears in your browser, with the **Facebook** tab selected by default.



**Figure 75. Privacy Scanner > Facebook**

2. Click **Sign In** to go to the **Facebook Sign In** page. The **Facebook Sign Up** page appears.



**Figure 76. Facebook Log In**

3. Check the checkbox "Keep me logged in," then type in your Facebook login credentials and click **Log In**. The **Facebook** home page appears, with the **Trend Micro Privacy Scanner** showing at the top.

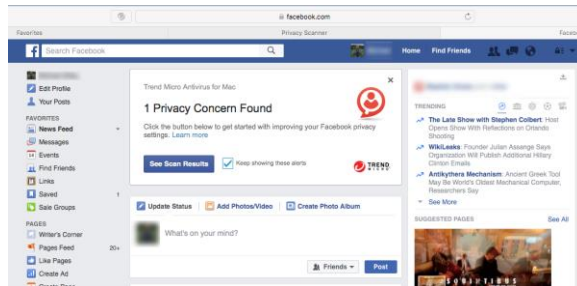


Figure 77. See Scan Results

- Click the **See Scan Results** button. Trend Micro Antivirus returns the results, indicating when you have privacy concerns.

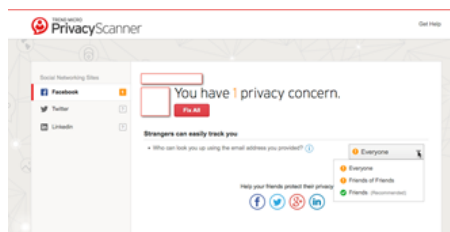


Figure 78. Privacy Concern(s)

- If you have concerns, click **Fix All** to fix all the concerns at once using the Antivirus recommended privacy settings, or select the drop-down settings menu to fix them manually. In this example, we'll choose **Fix All**. The **Fix All** popup appears.

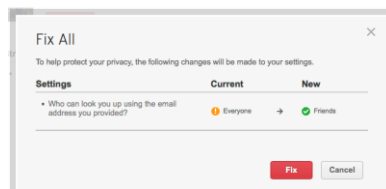


Figure 79. Fix All | Editor

- Click **Fix** for the settings with **Privacy Concerns**. Antivirus changes your settings and returns the result. In this case, since you accepted the default recommendations, it returned **"Nice work! You don't have any privacy concerns, but your friends might need some help..."** Use the links to recommend Privacy Scanner on the supported social networks.

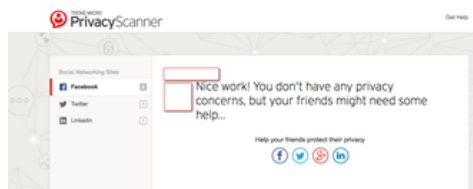


Figure 80. Facebook: Nice Work!

### To check your Privacy Settings in Twitter:

1. If you want to check your privacy settings in Twitter, click the **Twitter** tab. The **Twitter** sign in panel appears.

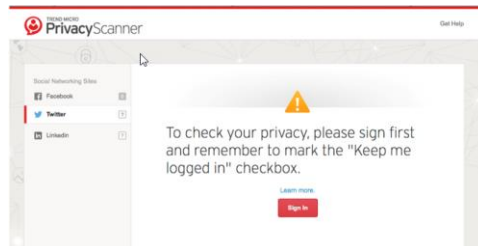


Figure 81. Privacy Scanner | Twitter

2. Click **Sign In**. The Twitter **Welcome** page appears.

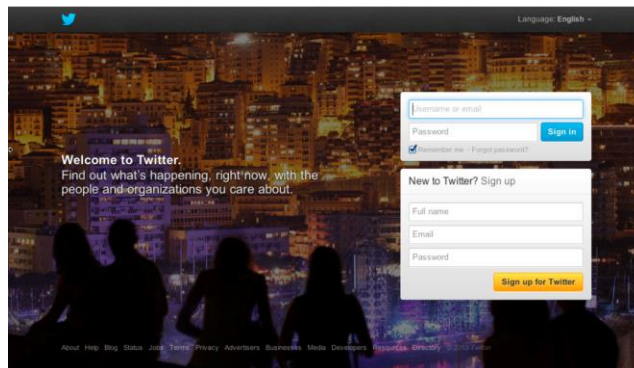


Figure 82. Welcome to Twitter

3. Check **Remember me**, then sign in to your Twitter account. Your Twitter page appears.



Figure 83. See Scan Results

4. Click **See Scan Results**. The **Privacy Scanner** returns the result.

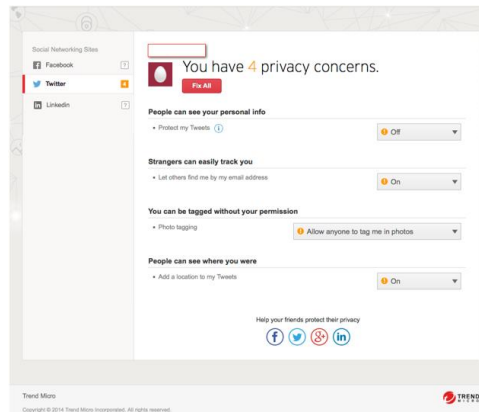


Figure 84. Twitter Privacy Concerns

- As you did for Facebook, click **Fix All** or use the editor to edit specific settings. The editor appears.

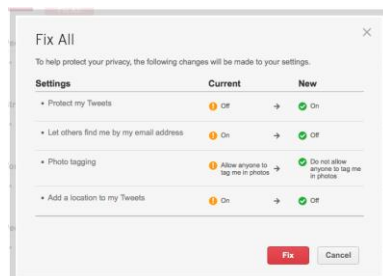


Figure 85. Fix All

- Click **Fix** to fix your settings. Twitter requires that you enter your password to make changes to your account.

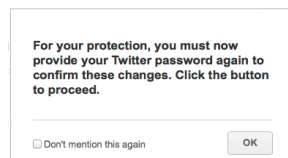


Figure 86. Twitter Password Alert

- Click **OK** to proceed. The **Save account changes** dialog appears.

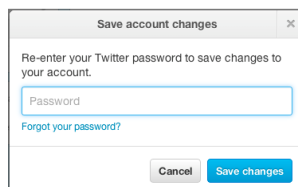


Figure 87. Twitter &gt; Reenter Password To Save Changes

- Re-enter your Twitter password and click **Save Changes**. Twitter saves the changes.

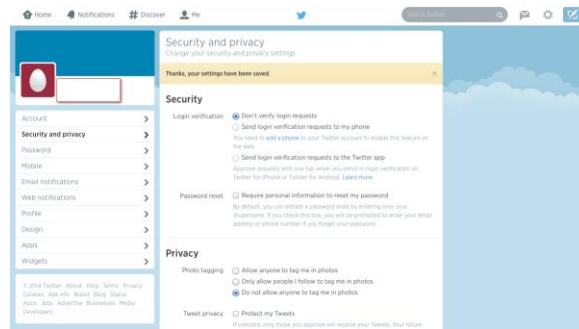


Figure 88. Twitter Changes Saved

9. Return to the **Privacy Scanner** page, where a dialog appears, saying “Now that you have confirmed your password, click the button to see the results.”

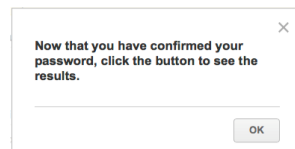


Figure 89. See Results

10. Click **OK**. **Privacy Scanner** returns the result, with the **Nice Work!** message.

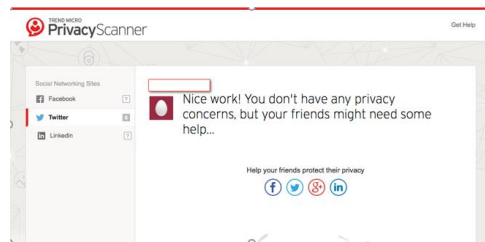


Figure 90. Twitter: Nice Work!

### To check your Privacy Settings in LinkedIn:

1. Select the **LinkedIn** tab if you have a **LinkedIn** account. The **LinkedIn** sign in panel appears.

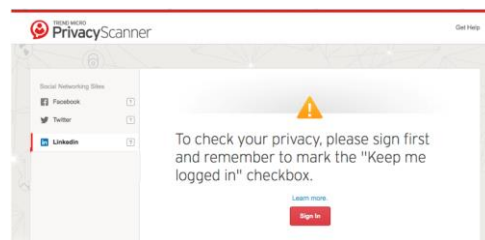


Figure 91. Privacy Scanner &gt; LinkedIn

2. Click **Sign In** to sign into your **LinkedIn** account. The **LinkedIn Sign In** page appears.



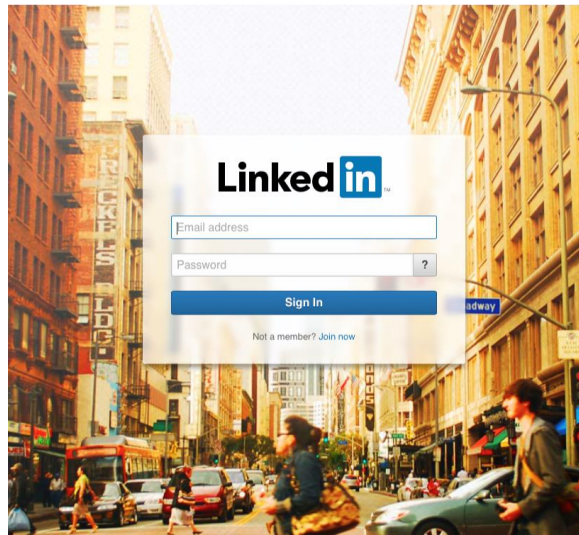


Figure 92. LinkedIn Sign In

3. Enter your email address and password and click **Sign In**. Your **LinkedIn** page appears.

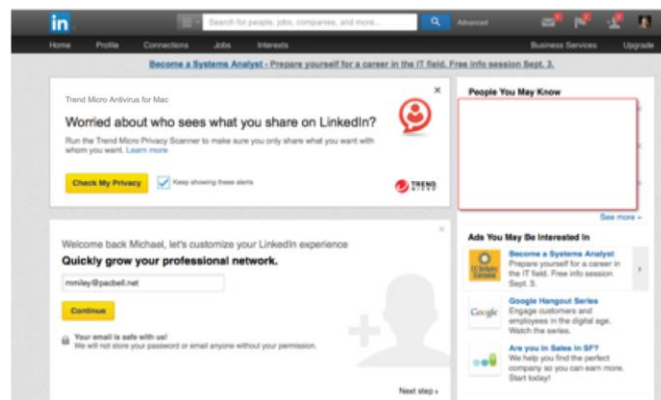


Figure 93. Linked In with Check My Privacy

4. Click **Check My Privacy**. Privacy Scanner returns the result.

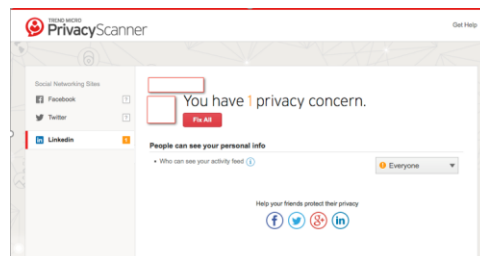


Figure 94. Privacy Concern

5. Click **Fix All** to fix the privacy concern(s). The **Fix All** dialog appears.

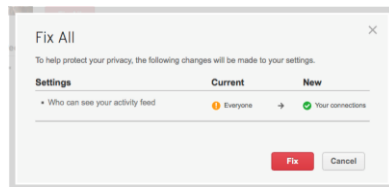


Figure 95. Fix All

- Click **Fix** to fix the privacy concerns. **Privacy Scanner** results the results, with the familiar “Nice Work!” message.

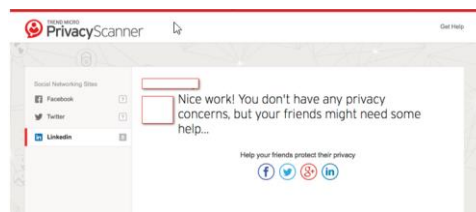


Figure 96. Nice Work!

- Antivirus provides ongoing protection for Facebook, Twitter, and LinkedIn. At any time, particularly when the social networking site changes any privacy policies, you can run another **Privacy Scan** on your social networking pages to check your privacy settings.

## Web: Web Threat Protection

To set **Web Threat Protection**:

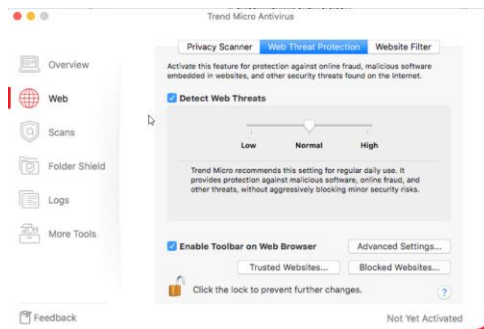


Figure 97. Web Threat Protection

- Select **Web** from the **Command Menu**. The **Privacy Scanner** tab appears by default.
- Click **Web Threat Protection**. The **Web Threats Protection** panel appears, with **Detect Web Threats** pre-checked by default.
- Click the lock to enable changes, then enter your **Admin** password. The lock opens
- Uncheck **Detect Web Threats** if you wish to disable **Web Threat Protection** (not recommended).
- Adjust the level of **Web Threat Protection** by moving the slider:

- **Low.** This setting only blocks websites definitely confirmed as fraudulent or capable of transmitting malicious software. Select this setting only if you do not need much help with avoiding suspicious websites.
  - **Normal.** Trend Micro recommends this setting for regular daily use. It provides protection against malicious software, online fraud, and other threats without aggressively blocking minor security risks.
  - **High.** This setting will prevent you from opening any websites that show any signs of transmitting malicious software. To be on the safe side, even suspicious sites that might not actually cause problems are blocked. You might want to choose this level of protection when children use the web.
6. **Enable Toolbar on Web Browser** is pre-checked by default. Click **Advanced Settings** to edit the settings. The **Toolbar Advanced Settings** dialog appears.



**Figure 98. Toolbar Advanced Settings**

7. Three options are available:
- **Rate Links on web pages.** Automatically warn about any security risks associated with links on websites you visit. A page rating icon appears next to links on social networking sites, web mail, and search results. This feature is checked by default; uncheck to disable.
  - **Rate links on mouseover.** Display the page rating icon for links on other websites by pausing your mouse cursor over the link. This feature is unchecked by default; check to enable.
  - **Restore Default.** Click this button to restore the default Toolbar settings. Click the close button to close the dialog.
8. Back in the main window, click **Trusted Websites** to edit the list of approved websites. The editor appears.

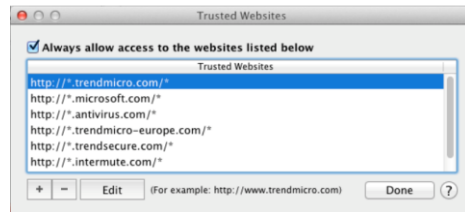


Figure 99. Trusted Websites

9. To add a **Trusted Website**, click the **Plus sign (+)**. A URL field appears for you to add the website.

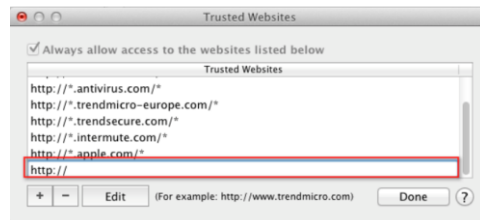


Figure 100. Add a Trusted Website

10. Type in the name of the website. Use asterisks as shown to expand the coverage of the URL.
11. To delete a **Trusted Website**, select the website in the list and click the **Minus sign (-)**. The website is deleted.
12. To edit a trusted website, select the website in the list and click **Edit**. The URL field becomes active, so you can edit the website.
13. Click **Done** to save your changes.
14. Click **Blocked Websites** to edit the list of Blocked Websites.
15. Follow the same procedures to add, delete, or edit a **Blocked Website** as you used above, then click **Done** to save your changes.

## Web: Website Filter | Managing Your Children's Online Activity

To edit the **Website Filter** settings:

1. Click the **Website Filter** tab to open the settings for the website filter. The **Website Filter** screen appears, with the settings disabled by default.

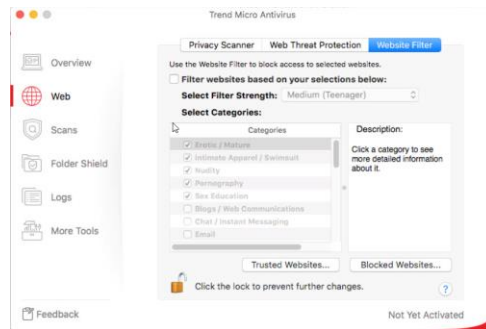


Figure 101. Website Filter

2. Click the lock to make changes. A **User Name** and **Password** dialog appears.

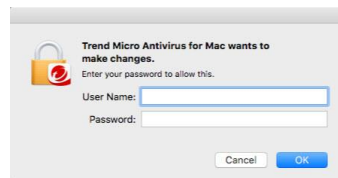


Figure 102. User Name and Password

3. Enter your user name and password and click **OK**. You can now edit the **Website Filter** settings.
4. Check **Filter websites** based on your selections below to enable the **Website Filter**.

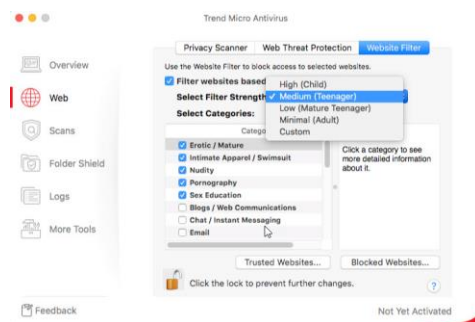


Figure 103. Medium (Teenager)

5. Choose the preset you prefer from the popup menu: **High (Child)**, **Medium (Teenager)**, **Low (Mature Teenager)**, **Minimal (Adult)**, or pick **Custom** to customize the settings.
6. Check/uncheck a category in the list to enable/disable protection for that category.

7. Scroll down the list using the scrollbar to see more categories.
8. Select a category name to see a description of that category.
9. Click **Trusted/Blocked Websites** as you did in the previous section to edit your list of approved or blocked websites for this **Website Filter**.
10. Click the lock closed to prevent further changes.

## Scans: Scan Options | Smart, Custom, and Full Scans

### To change your Scan Options:

1. Select **Scans** in the **Trend Micro Antivirus Console** Command Menu. The **Scan Options** screen appears, with **Smart Scan** selected by default.

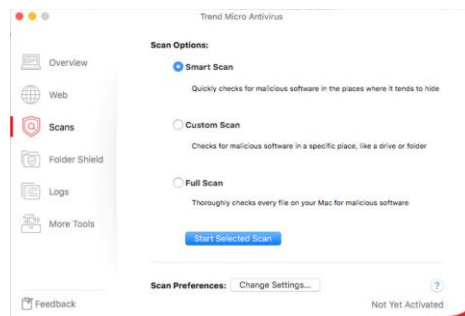


Figure 104. Scan Options

2. Select the type of scan you wish to do:
  - **Smart Scan.** Quickly checks for malicious software in the places where it tends to hide.
  - **Custom Scan.** Checks for malicious software in a specific place, like a drive or folder.
  - **Full Scan.** Thoroughly checks every file on your Mac for malicious software.
3. For the **Custom Scan**, click **Choose Files or Folders** to pick the areas you wish to scan. A selection dialog appears.

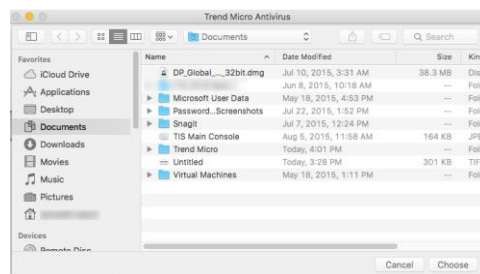


Figure 105. Select File or Folder

4. Navigate to the file or folder you wish to scan and click **Choose**.

- Click **Start Selected Scan**. Antivirus scans your target file or folder, shows a progress dialog, then tells you when the scan has completed, presenting the results.



Figure 106. Custom Scan Completed

- Click **OK** to close the **Custom Scan Completed** dialog box.

## Scans: Scan Preferences | Change Settings | Schedule Scans

To change Scan Preferences:

- Back in the main screen, look for **Scan Preferences** and click **Change Settings**. The **Scans Settings** screen appears.

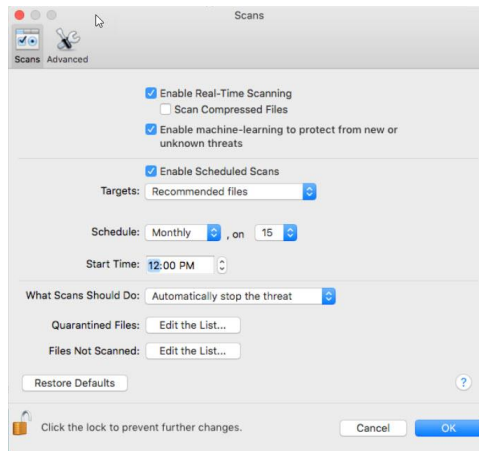
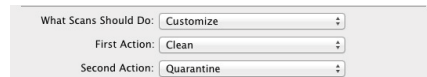


Figure 107. Scan Preferences

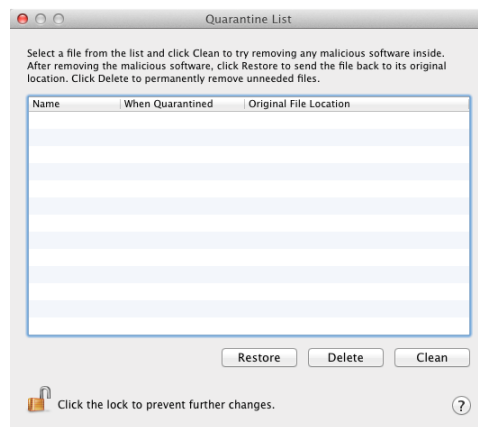
- Click the lock to make changes, then enter your admin credentials to open the lock.
- Choose among the following options:
  - Enable Real-Time Scanning.** Enabled by default. Check this checkbox to enable the Real-time scan, which is always present in memory to scan for malicious files downloading to your computer.
  - Scan Compressed files.** Disabled by default. Check this checkbox to scan files that are compressed.
  - Enable machine-learning** to protect from new or unknown threats.
  - Enable Scheduled Scans.** Enabled by default.
  - Targets.** Select **Recommended Files**, **All files on your Mac**, or **Only the files that you select** from the popup menu.

- **Schedule.** Pick the interval (**Monthly**, **Weekly**, or **Daily**) to conduct the scan. If the user selects “Monthly” or “Weekly” another drop-down menu appears to select the day of the month or week.
- **Start Time.** Pick the time to start the scan.
- **What Scans Should Do.** Automatically Stop the Threat or Customize for First Action (Clean, Delete, Quarantine, or Ignore) and Second Action (Delete, Quarantine, or Ignore).



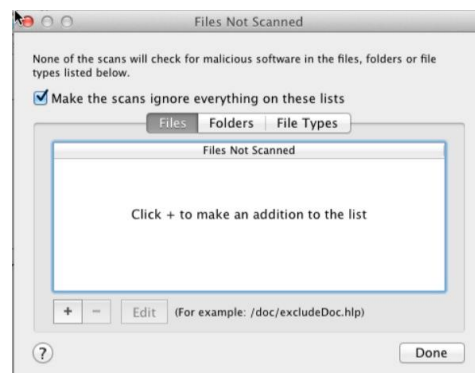
**Figure 108. Customize What Scans Should Do**

4. **Quarantined Files.** Edit the list after the scan by clicking **Restore**, **Delete**, or **Clean**.



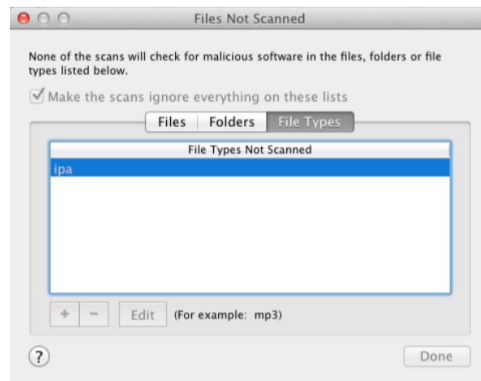
**Figure 109. Quarantine List**

5. **Files Not Scanned.** Click the **Files**, **Folders**, or **File Types** tab to choose the list. Edit the list before the scan by clicking the **Plus sign (+)** to add files or file types to the list(s), the **Minus sign (-)** to remove them, **Edit** to edit the list(s), then **Done** to save the list.



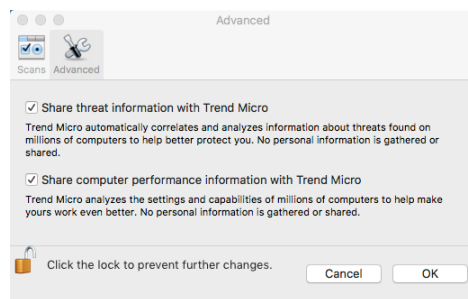
**Figure 110. Files | Folders Not Scanned List**





**Figure 111. File Types Not Scanned List**

6. Click **Advanced** in the main screen. The **Feedback** panel appears.



**Figure 112. Advanced**

7. **Share threat information with Trend Micro** is checked by default. Trend Micro automatically correlates and analyzes information about threats found on millions of computers to help better protect you. No personal information is gathered or shared.
8. **Share computer performance information with Trend Micro** is checked by default. Trend Micro analyzes the settings and capabilities of millions of computers to help make yours work even better. No personal information is gathered or shared.
9. Uncheck these if you wish to disable the functions; this is not recommended.
10. Click **OK** to close the dialog.
11. Back in the main **Scans** window, click **Restore Defaults** to restore Trend Micro Antivirus to its installed scan settings.
12. Click **OK** to save your changes, then click the **Lock** to prevent further changes.

## Folder Shield

### To configure Folder Shield:

1. Select **Folder Shield** from the **Antivirus Console Command Menu**. The **Folder Shield** screen appears, with the **Protect Folders** showing in the window.

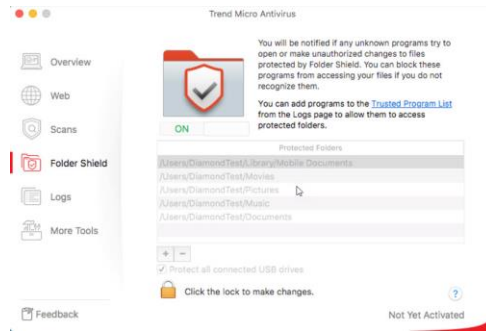


Figure 113. Folder Shield

2. Click the lock to make changes. The **Change** dialog appears.

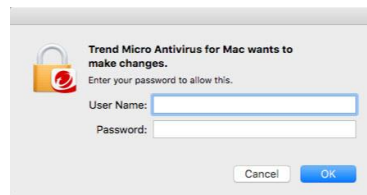


Figure 114. Change Dialog

3. Enter your **User Name** and **Password** and click **OK**. The **Folder Shield Editor** opens to make changes to **Folder Shield**.

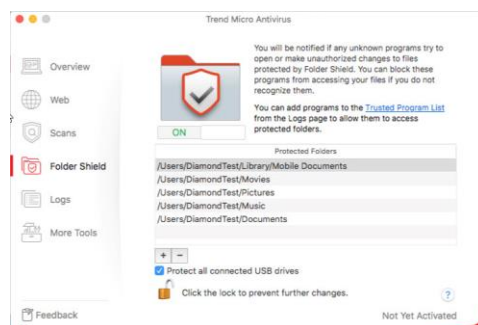
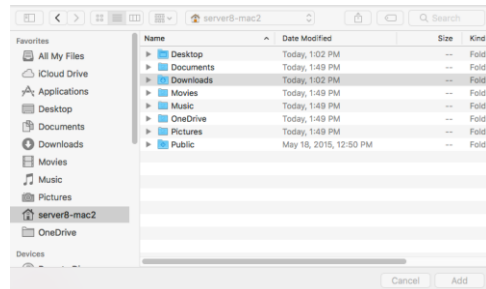


Figure 115. Folder Shield Editor

4. Select a folder to remove it from **Folder Shield**, then click the **Minus (-)** sign.
5. Click the **Plus (+)** sign to add a folder to **Folder Shield**.



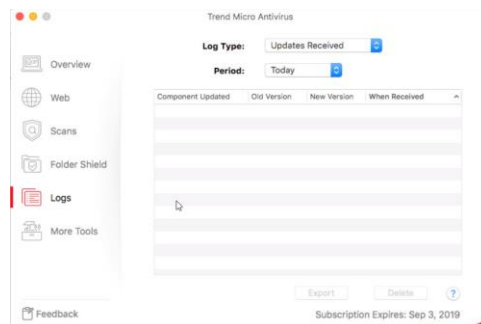
**Figure 116. Add Folder to Folder Shield**

6. You can add programs to the **Trusted Program List** from the **Logs** page to allow them to access protected folders.
7. Check/Uncheck the box to Protect all connected USB drives from malware or ransomware.
8. Click the lock to prevent further changes.

## Logs

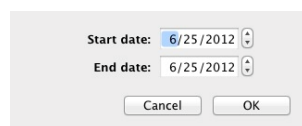
### To view Logs:

1. Select **Logs** from the **Antivirus Console Command Menu**. The **Logs** screen appears.



**Figure 117. Logs > Updates Received**

2. Choose among the follow options to view Logs:
  - **Log Type.** Scan Results, Unsafe Websites Found, Websites Filtered, Updates Received, Folder Shield.
  - **Period:** Today, Last 24 hours, Last 7 days, Last 30 days, Customize.



**Figure 118. Customize the Log Period**

3. To delete a log, select the log in the list and click **Delete**.

## Antivirus for Mac Support

To get support:

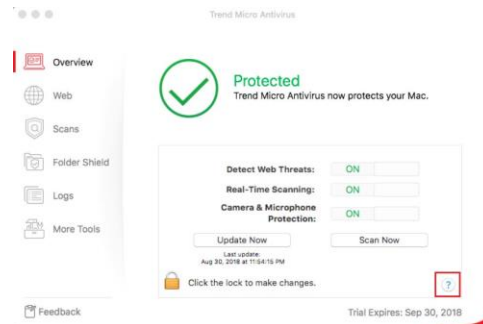


Figure 119. Help Icon

1. Click the **Question Mark (?)** in the **Antivirus Console**. The **Antivirus for Mac Support** page appears.

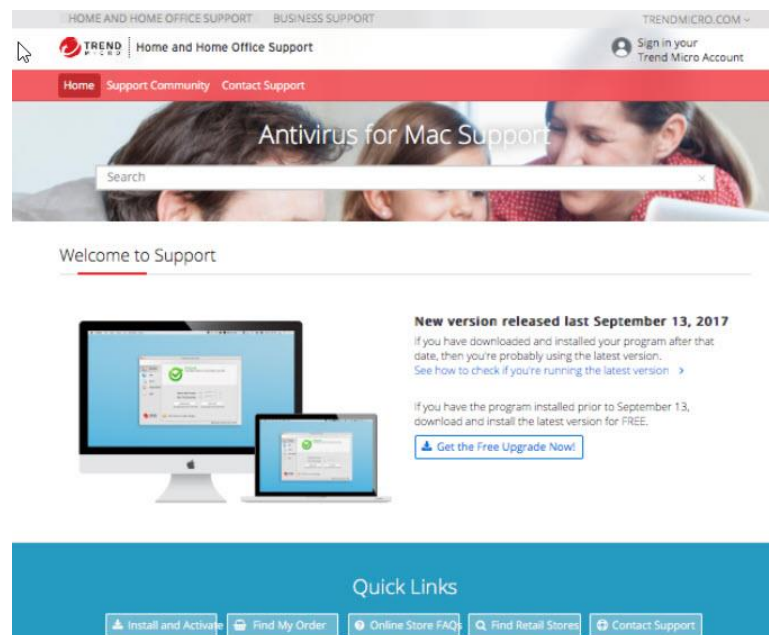


Figure 120. Antivirus for Mac Support

2. Scroll down to review the main topics, click the topic headers to review them, or enter keywords in the **Search Help** field.

## About Trend Micro

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Trend Micro Incorporated, a global leader in cyber security solutions, helps to make the world safe for exchanging digital information. Our innovative solutions for consumers, businesses, and governments provide layered security for data centers, cloud environments, networks, and endpoints. All our products work together to seamlessly share threat intelligence and provide a connected threat defense with centralized visibility and control, enabling better, faster protection. With more than 6,000 employees in over 50 countries and the world's most advanced global threat intelligence, Trend Micro enables users to enjoy their digital lives safely. For more information, visit [www.trendmicro.com](http://www.trendmicro.com).

