Password Manager
for PC (v3.8) and Android (v5.0)
Product Guide
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*Trend Micro™ Password Manager – PC 3.8 and Android 5.0 Product Guide* provides help for analysts, reviewers, potential customers, and users who are evaluating, reviewing, or using Trend Micro™ Password Manager on PC or Android devices. This document covers the Windows version 3.8 and the Android version 5.0.

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Executive Summary

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

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

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

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

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

This product guide provides all you need to know to evaluate, install, and use **Trend Micro™ Password Manager** on Windows-based PCs and Android 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 in Password Manager?
- System Requirements
- Target Market
- Availability and Pricing
- Support contacts

Product Overview

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

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

*Pay Guard replaces Secure Browser when Password Manager users install Trend Micro Maximum Security.
## Key Features

Table 1. Key Features of Trend Micro™ Password Manager

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

Table 2. What's New in Password Manager

<table>
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<th>Password Manager for Windows v3.8</th>
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<td>Password Manager is included in Trend Micro Security for Microsoft Edge.</td>
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<td>Browser Extension performance improvement.</td>
</tr>
<tr>
<td>Replaced by Pay Guard for Trend Micro Security users.</td>
</tr>
<tr>
<td>Passcard Memo pop-over.</td>
</tr>
<tr>
<td>Option to turn off Form Filling.</td>
</tr>
<tr>
<td>Passcard and Passcard Memo Sorting</td>
</tr>
<tr>
<td>➢ Show available passwords for current website on top of list.</td>
</tr>
<tr>
<td>Password counter for current website on Google Chrome.</td>
</tr>
<tr>
<td>Browser Helper Object installation prerequisites warning.</td>
</tr>
<tr>
<td>Enhancement in manually adding passwords.</td>
</tr>
<tr>
<td>➢ Clicking Add button directly opens the “Add Password” dialog box directly.</td>
</tr>
<tr>
<td>➢ URL will be pre-filled with the current website URL.</td>
</tr>
<tr>
<td>Select Last-Used password for multiple login accounts.</td>
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<tr>
<td>Platinum integration for User Behavior Monitoring</td>
</tr>
<tr>
<td>Fix for “unable to help with your passwords” error message</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Password Manager for Android v5.0</th>
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<tbody>
<tr>
<td>New Tab Bar Design for Passwords, Secure Notes, Tools, and Settings provides easier access to all features.</td>
</tr>
<tr>
<td>Free Edition (Local Mode) supports up to 10 Passwords and unlimited Secure Notes without creating a Trend Micro account.</td>
</tr>
<tr>
<td>Improved Quick Start list to Add Passwords.</td>
</tr>
<tr>
<td>Website search provides precise targeting of Sign-in webpages when creating passwords.</td>
</tr>
<tr>
<td>Add shortcut to Android home screen for easy website login.</td>
</tr>
<tr>
<td>View Saved Passwords in Seamless Browsing for improved Paste of usernames and passwords.</td>
</tr>
<tr>
<td>Bank Account, Membership, Contacts, Credit Cards, Passport, and Free Form templates for Secure Notes.</td>
</tr>
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</table>
System Requirements

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

Table 3. Trend Micro™ Password Manager System Requirements

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

Compatible Browsers

- Web browser
  - Microsoft™ Internet Explorer™ 11.0
  - The latest two versions of Mozilla Firefox™
  - The latest two versions of Google Chrome
  - The latest version of Microsoft Edge (in Trend Micro Security for Microsoft Edge only)

<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>Intel Core 2 Duo 2.0 GHz or faster</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>
</tbody>
</table>

Compatible Browsers

- Web browser
  - Safari 11.0 and 12.0
  - The latest two versions of Mozilla Firefox™
  - The latest two versions of Google Chrome

Mobile Devices

- Android app
  - Android 5.1 to 9.0
- iOS app
  - iOS 11.0 to 12.0, 64-bit device required for latest version

Incompatible Software

To identify software that you should remove from the computer before installing Password Manager, please refer to the following Web site:


Internet Connection

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

**Recommended Environment**

This Product Guide assumes that you are using Trend Micro™ Password Manager under Windows 10, 8/8.1, or 7; or on an Android device. All screenshots were shot using Windows 10 and Android 5.1 (for smartphones). If you are using a different operating system, or using an Android tablet, certain screens may be slightly different and some procedures may require additional steps.

**Target Market**

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

**Global Availability**

Trend Micro™ Password Manager for the PC is available at [pwm.trendmicro.com](http://pwm.trendmicro.com), from the Windows Store and Amazon. Trend Micro™ Password Manager for Android is available from the Password Manager website above and Google Play.

**Contacting Trend Micro**

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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™ Password Manager 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.
Chapter 2: Getting Started with Trend Micro™ Password Manager on the PC

This chapter gets you started with Trend Micro™ Password Manager on the PC. In this chapter you’re shown how to download and install a Free or Paid edition of Password Manager, or to do the same with the Paid edition bundled with Trend Micro Maximum Security. Users of the Paid edition of Trend Micro Maximum Security may also activate the Trend Micro Security for Microsoft Edge browser extension, which includes an edition of Trend Micro Password Manager.

Getting Started with the Stand-Alone Edition

To get started on your Windows device using the stand-alone edition for Internet Explorer, Google Chrome, or Mozilla Firefox, you need to download and install a Free or Paid edition of Trend Micro™ Password Manager. The Free edition does not expire, but is limited to five Passwords, while providing unlimited Secure Notes. The Paid edition provides unlimited passwords and notes. If you upgrade from Free to Paid, your passwords and notes will be transferred to the unlimited account, and you’ll also enable the cloud sync function for anytime, anywhere access to your passwords across all your devices.

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

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

   ![Password Manager Software Webpage](image)

   Figure 1. Password Manager Software Webpage

   Option 1:

2. If you’re installing the Free edition of Trend Micro Password Manager, click Get it for free to begin the download process. The Password Manager Download page appears.
Figure 2. Password Manager Download

3. Click Windows for your PC and a dialog window appears for you to download and save the installer for Password Manager.

Option 2:

Figure 3. Buy Password Manager to Save Unlimited Passwords

4. If you’re installing a Paid edition, click the link Buy Now button to purchase the product, then follow the prompts and enter your data to complete the purchase process.
Figure 4. Pick Your Subscription

5. To buy Password Manager, fill in the Devices, Subscription Term, 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.

Installation:

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

Figure 5. Download - Run Popup

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

Figure 6. User Account Control

8. Click Yes to begin the install. In IE, the Downloader appears during the download/install process.
When the install process begins, you're presented with the Privacy and Personal Data Collection Disclosure.

Read the disclosure to understand the ways Trend Micro collects some personal data to enhance your protection, then click Next. The installer then presents you with the License Agreement.

Note the checkbox Help make Password Manager better is checked by default. This provides anonymous technical data to Trend Micro to help improve the product. If you choose not to participate in this feedback, uncheck the checkbox.
12. Read the License Agreement. If you agree, click Agree and Install to begin installation. An Installing... progress window appears, showing the progress of the install.

Figure 10. Installing

13. Once installation is complete, a Start Now window appears, offering to Secure Your Passwords and Enjoy Peace of Mind.

Figure 11. Start Now


Figure 12. Account Required

15. Click OK. A window appears so you can Create a Trend Micro Account.
Option 1: Create a Trend Micro Account

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

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

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

18. Enter the email address and password you used to create your Trend Micro Account, then click Next.

19. If you have not previously installed Password Manager, a window appears for you to Select Your Version.
Figure 15. Select Your Version

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

Figure 16. Protect Your Passwords

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

Figure 17. Create your Master Password

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

24. Your browser closes, installs the extension, and reboots. You’re then prompted to enable the extension.

**Note:** This pertains to your default browser. You need to launch your other web browsers (e.g., Firefox or Chrome) to install the extension for them.

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

26. Congratulations! **Trend Micro™ Password Manager** is successfully installed in your browser and you may begin using it.
Getting Started with the Edition Bundled with Trend Micro Maximum Security

Users of Trend Micro Internet Security are invited to try a Free or Paid version of Trend Micro™ Password Manager from within the Trend Micro Security Console.


Access to both editions is provided from an icon in the Data screen of the Trend Micro Security Console.

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

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

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

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

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

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

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

8. Click **Choose add-ons**. A popup appears for you to enable the add-on.
Figure 28. Choose Add-ons

9. Click Enable to enable Password Manager Toolbar, or Enable All, then Done to include Trend Micro Security Toolbar.

Figure 29. Installation Complete

10. Back in the Trend Micro Password Manager tab of your browser, click the Password Manager icon to open the Login screen and enter your Master Password. The Password Manager extension opens.
11. Note that you can scan the QR Code from your mobile device to download and install Password Manager on it.

12. To use another browser with Password Manager, simply load the browser. Password Manager will prompt you to install the extension for that browser.

13. Click Get Extension. The Install Extension screen appears; in this example, for Chrome.

14. Click Install Extension, then Add extension in the popup that ensues.
You're now ready to start using Password Manager! Just sign into any website, and Password Manager will save your password, so you never need to type it again.

Getting Started with Trend Micro Security for Microsoft Edge, Using a Seat of Your Trend Micro Maximum Security Subscription

The browser extension Trend Microsoft Security for Microsoft Edge provides Web Threat Protection, Ad Blocking, as well as Password Manager for Microsoft Edge users. Trend Micro Security for Microsoft Edge is installed from the Microsoft Store. A special edition is available through Best Buy.

You first need to purchase Trend Micro Maximum Security and activate an Activation Code, using a seat in your 5 or 10 seat subscription, to enable Password Manager in Trend Micro Security for Microsoft Edge.

Activate the Trend Micro Maximum Security Activation Code to Install Trend Micro Security for Microsoft Edge

To Activate Your Code for Trend Micro Security for Microsoft Edge:

1. Locate your Activation Code in your purchase email or in your retail box for Trend Micro Maximum Security. As a reminder, this is a 20-character alphanumeric string shown as five hyphenated sets of four characters each, as shown: XXXX-XXXX-XXXX-XXXX-XXXX. You used this Activation Code when you installed and registered Trend Micro Maximum Security in your Trend Micro Account. You’ll use it now to register Trend Micro Security for Microsoft Edge.

2. Click https://mobilesecurity.trendmicro.com/utility/activation/enter_ak to go to the Product Activation portal.
3. Enter your **Activation Code** in the portal, check **I have read and agree to the Trend Micro License Agreement**, and click **Next**. The **Sign In** page appears.

4. The **Product Activation** portal automatically inputs the username (email address) you used when you activated this code for your subscription to Trend Micro Maximum Security. To complete the Trend Micro Security for Microsoft Edge activation, enter your password and click **Next**.

5. The **Product Activation** portal shows the **Install and Activate** screen, with a QR Code you can use for Trend Micro Mobile Security activations. Just close this screen. You may now **Install and Activate** Trend Micro Security for Microsoft Edge.
Install Trend Micro Security for Microsoft Edge

To install Trend Micro Security for Microsoft Edge:

1. Click the Microsoft Store icon in the Windows Toolbar. The Microsoft Store displays.

   ![Figure 37. Microsoft Store Icon](image)

2. Select Edge Extensions in the main menu bar at the top. A list of extensions available for Microsoft Edge displays.

3. Browse to locate Trend Micro Security or do a search for it in the Search field. When you see the Trend Micro Security icon in the listings, click it to open the install page.
4. Click **Get** to begin the installation. **Trend Micro Security for Microsoft Edge** downloads and installs on your computer.

5. When the installation is complete, click **Launch**.

6. Microsoft Edge launches and a popup to enable the Trend Micro Security extension appears in the upper right-hand corner of the browser.
7. Check Allow for InPrivate browsing if you wish and click Turn it on. A Start Your Protection screen appears in the browser.


9. Read the Privacy & Personal Data Collection Disclosure. If you agree to it, click Continue. A Welcome screen appears.
Figure 44. Welcome to Trend Micro Security

10. Click **Accept and Start**. A **Sign In / Start Free Trial** screen appears.

Figure 45. Sign In

11. Click **Sign In**. A **Sign In** screen appears for you to sign into your Trend Micro Account.
Figure 46. Sign Into Your Trend Micro Account

12. Enter the email address and password you used to install and register your Trend Micro Maximum Security subscription and click Sign In. A screen appears for you to transfer a seat from your available subscriptions to this computer.

Figure 47. Use Available Subscription

13. Click Next. A screen appears for you to transfer a seat of the license to this device.
Figure 48. Not Yet Installed

14. Click **Not yet Installed** to transfer a seat of the license. A **Confirm License Transfer** screen appears.

Figure 49. Confirm License Transfer

15. Click **Yes** to confirm the transfer. A seat of your **Trend Micro Maximum Security** license is transferred and **Trend Micro Security for Microsoft Edge** is now fully activated on this device, enabling **Password Manager**.
Figure 50. Password Manager Activated

16. Now, when you first sign into an account and manually enter your username and password, Password Manager will capture your credentials for that account using the Trend Micro Security for Microsoft Edge extension.

Figure 51. Hotmail Sign In Process

17. Subsequently, when you sign into your accounts, Password Manager will feed your credentials into that account’s sign-in page.

Figure 52. Password Manager Sign In Popup

18. When the Password manager popup appears, simply click Sign In to sign into your account.
Managing Passwords in TMS for Microsoft Edge

Once you add a number of passwords to Password Manager, you can manage them using Password Manager in Trend Micro Security for Microsoft Edge. You’ll first see that you have multiple passwords available for a specific website right in the drop-down menu.

To manage your passwords using TMS for Microsoft Edge:

1. Click on Password Manager to see the total number of saved passwords.

2. Click Manage Passwords to access the Password Manager Portal.
Figure 55. Password Manager Portal

3. The first time you access the portal, you’re asked to Sign In to your Trend Micro account. Click Sign In.

Figure 56. Sign In

4. Enter the username and password for your Trend Micro Account and click Sign In again.
5. Now provide your Master Password and click the Sign In (Lock) icon to sign into the Management Console.

6. You can manage all your passwords using the Management Console. See the Management Console section in this product guide to learn how to use the features it provides.
Chapter 3: Using the Standard Password Manager Browser Extension

This chapter provides an overview of the Standard Trend Micro™ Password Manager browser extension available for Internet Explorer, Google Chrome, and Mozilla Firefox. Topics discussed in this chapter include:

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

Saving Account Sign-in Credentials Using the Browser Extension

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

To begin using Password Manager in your browser:

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

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

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

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

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

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

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

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

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

To Access the Management Console:

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

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

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

To generate a strong Password:

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

   ![Password Manager](image)

   **Figure 66. Password Manager**

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

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

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

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

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

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

Switching to Other Users

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

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

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

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

4. Click the **User** icon in the top right-hand corner of the plug-in window and select **Sign Out**. The **Trend Micro Start Now** window appears.
5. Click **Start Now**. A window appears over this one for you to **Sign Into Your Trend Micro Account**.

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

7. If the user does not yet have a Trend Micro Account, click **Create an account**. The **Account Creation** window appears.
Fill in the required fields. By default, Receive the latest news and offers from Trend Micro is checked and you may opt to uncheck this.

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

**Folders**

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

To add an account to a Folder:

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

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

![Banks](image)

**Figure 79. Banks**

**Sort**

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

To sort your accounts:

![Sort](image)

**Figure 80. Sort**

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

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

To search for a specific account:

1. Click the Search icon, then type some characters of the name of the account you’re looking for; e.g., “wells” for Wells Fargo.”

2. When the account appears, click the panel for the account. Password Manager automatically loads the page and signs you into the account. In some cases, you may need to click the Sign On / Login button on the webpage.
Manually Add 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 sign in 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 83. Microsoft Sign in page](image)

2. In the Password Manager plug-in, click the Plus (+) button.

   ![Figure 84. Add Account](image)

3. This loads an Account Details Add popup window, letting you add an account.
Figure 85. Account Details

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

Figure 86. Test Hotmail Added

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

**Tools**

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

To get Password Manager for Mobile:

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

![Download Password Manager](image)

**Figure 89. Download Password Manager**

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

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

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

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

To import browser passwords into Password Manager:

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

![Figure 90. Protect Now](image)

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

![Figure 91. Passwords Found in IE](image)

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

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

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

To access your Trend Micro Account:


![Figure 92, Trend Micro Account](image)

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

![Figure 93, Trend Micro Account > Password Manager](image)

3. Click Save Now to save the password.

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

![Figure 94, Trend Micro Account > Password Manager Expiry](image)

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

To change your Settings:

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

![Figure 95. Master Password](image)

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

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

![Figure 96. Change Your Master Password](image)

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

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

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

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

![Figure 99. Get Help]

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

![Figure 100. Password Manager Support]
Give Feedback

To give feedback:

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

![Figure 101. Choose your feedback type](image)

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.

![Figure 102. Enter Your Comments](image)
Chapter 4: Using the Secure Browser

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

**Note:** When any edition of Trend Micro Security 2019 is installed, the Secure Browser is now replaced by the Pay Guard browser. These instructions pertain to the stand-alone edition of Password Manager.

The Secure Browser

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

To use Secure Browser:

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

   ![Figure 103. Open in Secure Browser](image)

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

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

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

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

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

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

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

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

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

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

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

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

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

3. Type your Trend Micro Account username and password and click Sign In. Password Manager presents the Master Password unlock page.
Figure 110. Provide Your Master Password

4. Enter your Master Password and click Unlock (the Padlock Icon). The Password Manager Web Management Console opens.

Figure 111. Password Manager Web Management Console

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

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

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**.
Since you’re now signed into your Trend Micro Account, you have two options:

**Option A:**

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

**Figure 115. Web Sign-in Page**

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

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

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

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

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

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

To create a Folder:

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

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

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

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

Figure 123. Folder > Email Accounts

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

Figure 124. All Passwords > 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 create new folders.
Editing Passwords

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

To automatically edit a Password:

1. Using Password Manager Web Management Portal, sign in to the chosen online account.
2. Using the password editor of the online account, modify the password.
3. Sign out of the online account, then sign-in again manually with the new credentials. This updates the password within the Password Manager for the specific online account.

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

To manually edit a Password:

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

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

![Figure 127. Select Password for Editing](image)

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

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

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

To use Password Doctor:

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

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

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

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

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

6. Sign in again manually with the new password. Password Manager updates your password for that account.
Adding Personal Details to Auto-Fill Online Forms

Trend Micro™ Password Manager lets you add Personal Details to help you automatically fill online Forms.

To add Personal Details:

1. Click the Form Filling icon in the Password Manager Web Management Portal. The Personal Details Forms appear below the Form Filling title.

   Figure 133. Form Filling

2. Click the Basic Information link to begin entering your personal details. A pop-up window appears.

   Figure 134. Basic Information

3. Enter your Title, Name, Gender, Birthday, Company, and Job Title, then click X [Exit].
4. Click the **Phone and Email** link to begin entering your details, a pop-up window appears.

![Phone and Email](image1)

**Figure 135. Phone and Email**

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

6. Click the **Mailing Address** link to begin entering your details, a pop-up window appears.

![Mailing Address](image2)

**Figure 136. Mailing Address**

7. Enter your **Addresses**, **City/Town**, **State/Province**, **Zip/Postal Code**, and country **Location**, then click **X [Exit]**.

8. Click the **Credit Card** link to begin entering your details. A pop-up window appears.
9. Enter your Credit Card Type, Name on card, Credit Card Number, Expiration Date, and Security Code, then click X [Exit]. Password Manager automatically saves your entries.

10. Select Settings from the ID drop-down menu. The Settings screen appears.

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

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

### Creating Secure Notes

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

To create Secure Notes:

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

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

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

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

6. Click the **Trashcan** above the list to delete the **Secure Note(s)**.
Editing Settings

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

Subscription Information

To view and edit your Subscription Information:

2. Click Subscription Information to view it.

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

To change your Master Password:

1. Click the Master Password tab. The Master Password window appears.
2. Click the Change your Master Password button to modify the Master Password. A dialog appears, asking you to Provide your current Master Password to Continue.
3. Enter the current Master Password and click Ok. The page to Create a New Master Password appears.
4. Enter the new preferred Master Password, Confirm Master Password, provide a Hint to help you to remember it when logging in, and click Ok. This resets the Master Password. (NOTE: The password must be at least 8 characters).
5. Increase your security by checking **Ask for my Master Password when my browser is inactive for [xx] minutes/hours**. Use the drop-down menu to change the length of time the browser is inactive before you’ll be asked to reenter your Master Password.

**Data**

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

To manage Data:

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

![Figure 149. Data](image1)

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.

![Figure 150. Export](image2)

2. To begin the export, click the **Export** button. A popup appears for you to provide your Master Password.
3. Type in your **Master Password** and hit **Enter**. An **Export Password Manager Data** popup window appears.

4. You have two options to export your data:

   - **Backup for Password Manager Use.** Use this backup when you have plans to import the data back to Password Manager. This backup requires creating a password to encrypt exported data.

   - **Backup for Your Own Use.** The exported data for this backup cannot be imported back to Password Manager. This backup is for your own use. Data is not encrypted and is shown in plain text.
5. For the first option, enter a password to encrypt the file. Use a mixture of at least 8 different letters, numbers, or symbols and try not to use common words that are easy to guess; then click Next. A **Browse For Folder** dialog appears, so you can put the file where you want it.

   ![Browse For Folder](image)

   **Figure 153. Browse For Folder**

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

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

   ![Export Complete](image)

   **Figure 154. 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.
10. Click Next. A Browse For Folder dialog appears.

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

**To import data into Password Manager:**

1. Click the **Data** link in the menu tab, then click **Import**. A popup appears for you to enter your Master Password.
2. Type in your **Master Password** and hit **Enter**. A page appears to **Import Data into Password Manager**.

**Figure 160. Import Password Manager Data**

3. You have two options:
   - Import from Password Manager
   - Import from LastPass

4. For the first option, click **Next**. A window appears for you to choose your Password Manager data file.
Figure 161. Choose Password Manager data file

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

![Choose Password Manager data file](image1.png)

Figure 162. CSV File

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** windows appears. Select **Import from LastPass**.

2. Click **Next**. The **Import from LassPass** window appears.
Figure 167. Import from LastPass

3. Click Select File. A Folder Browser dialog appears.

Figure 168. LastPass CSV File

4. Navigate the folder where you put your LastPass CSV file, select it and click Open. The Import from LastPass > Import Now window appears.
Figure 169. Import from LastPass

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

Figure 170. Import Complete

6. Click **Done** to complete the process.
Exception List

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

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

To add or edit the Exception List:


![Figure 171. Exception List](image)

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

![Figure 172. Add Website](image)

3. For the Secure Browser Exceptions, open a browser; go to a site that is recognized by the Secure Browser. A prompt appears to let you choose if you want the site to Open in Secure Browser or to add it to the exception list (Click Never for this site). You also have the option to click Not Now.
Figure 173. Open in Secure Browser

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

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

To modify Other settings:

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

![Figure 174. Other](image.png)

- **Automatic Sign In**. If it’s not enabled, check **Always sign into websites without asking** to enable this feature.

- **Turn on Form Filling**. If it’s not enabled, check **Form Filling** to automatically fill in forms on this device.

- **Install the Password Manager browser extension to sign into websites automatically**. Click here to **Get Help**.

- **Feedback**. If it’s not checked, check **Feedback** to provide anonymous feedback about the features you use.
Downloading for Other Devices
You can download Password Manager for other devices.

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.

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

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

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

![Feedback Icon](image1)

**Figure 177. Feedback Icon**

To give feedback:

1. Click the **Feedback** icon at the top of the Password Manager Web Management Portal page. A feedback form loads into your browser.

![Feedback Form](image2)

**Figure 178. Feedback Form**

![Feedback Type](image3)

**Figure 179. Feedback Type**

2. Select your **Feedback Type** from the dropdown menu.
3. Enter your comments.
4. Check Yes, **Trend Micro may contact me** to give permission.
5. Click **OK** to send your feedback.
6. Trend Micro may not be able to respond to you personally, but we do review every comment and consider your suggestions for future releases.
Get Help

To get Help:

Figure 180. ? (Help)

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

Figure 181. Password Manager Support

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

Signing Into Your Trend Micro Account

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

To sign into your Trend Micro Account:

Figure 182. Trend Micro Account ID Menu Item

Figure 183. Trend Micro Account

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

Figure 184. Trend Micro Account Product List

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

4. In the **Products** screen, scroll down to review the products you own and to manage devices and instances where those products are installed.
5. In the Account screen, edit your E-mail address, Password, and Profile. You can also Merge Accounts.
6. In the **Notifications** screen, you can change the email address where you receive the **Trend Micro Newsletter** and special offers, promotions and surveys.

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

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

To Sign Out of Your Password Manager Trend Micro Account:

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

![Figure 188. Sign Out](image)

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

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

• Download and Install Password Manager
• Usage Options
• Test Website
• Adding Passwords with QuickStart
• Adding New Passwords
• Password Generator
• Password Doctor
• Managing Passwords
• Secure Notes
• Password Generator
• Password Doctor
• Chrome/App Assistant
• Seamless Browsing
• More Devices
• Personal Details
• Settings
Download and Install Password Manager

When you download and install Password Manager for Android you can use **Local Mode** without a Trend Micro account for free (for up to ten passwords and unlimited notes); **Use an Existing Account** you created when you installed other instances of Password Manager, either by itself or as part of a Trend Micro Maximum Security subscription; or you can **Buy a New Subscription** to Password Manager and create a new Trend Micro account.

To Install Password Manager:

1. Tap the **Google Play** app on your Android mobile device, search for **Trend Micro Password Manager**, and tap **Enter** on your software keyboard.

2. Tap the **Password Manager** listing. The **Install** screen appears.

3. Tap **Install** to begin the installation. The **Access Privileges** screen appears.

4. If you accept the **Access Privileges** required, tap **Accept**. Trend Micro Password Manager downloads and installs.

5. When installation is complete, tap **Open**.
6. The Privacy and Personal Data Collection Disclosure appears.

7. Read the disclosure about the types of data Trend Micro collects. If you agree with the data collection scope, tap Continue.

8. The Welcome to Password Manager screen appears.

9. You can Start a Trial, Sign In to an existing Trend Micro Account, or purchase the product.
Usage Options

Option 1: Start Trial Now | Use Local Mode

Option 1: To Start Trial Now – Use Local Mode

1. If you install a Trial, you can use it locally on the device where it’s installed for up to 10 passwords without having to create a Trend Micro Account.

2. In the Welcome screen, tap Start Trial Now. A License Agreement screen appears.

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

4. If you agree to the terms, tap Accept.

5. A screen appears for you to Create Master Password. Use random letters, numbers, and symbols to make your password stronger.

6. Type a strong Master Password into the first field, type it again to verify it, give yourself a hint to help remember it, and tap Create Now.
7. Password Manager creates a local instance of Password Manager and presents demo screens to help you get started.

8. You’re then presented with a Test Website for practice signing into an account. See the following sections for details.

9. Local Mode can be converted to an existing or new account.

Figure 199. Demo 1

Figure 200. Demo 2
Option 2: Buy Password Manager | Create a New Account

Option 2: To Buy a Subscription

After you've used Password Manager in Trial Mode, perhaps nearing your 10-password limit, 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 Google account to purchase items on Google Play.

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


4. Read the Terms of Service and tap Buy. Your purchase completes and a screen appears for you to Create An Account.

5. Enter an Email Address, First Name, Last Name, select your Country from the dropdown menu, and click Next.
6. Confirm your email address, enter a password for the account, confirm it, retain or uncheck **Receive the latest news and offers from Trend Micro** and click **Create Account**.

7. Congratulations! You’re now ready to add new passwords and sync them across all of your devices.
Option 3: Use an Existing Account

Option 3: To Use an Existing Trend Micro Account:

1. Continuing from the Welcome screen, tap Sign In. Again, the License Agreement appears.

2. Read the License Agreement. If you agree to it, tap Accept.

3. A screen appears for you to Sign In, showing 3 options:
   - **Option A**: If you’ve never signed in before, enter the email address and password you used to create your Trend Micro Account and tap Sign In.
   - **Option B**: If you’ve signed in before, select an account to sign in.
   - **Option C**: Tap the link Sign in with a different account, to obtain the screen shown in Option A again. Perform the manual sign in.
4. The **Master Password** screen appears.

5. Enter your **Master Password** for that account and tap the **Sign in** icon.

6. A **What’s New** popup appears.

7. Tap **OK** to continue.

8. If this is a new instance of Password Manager, the **All Passwords** screen appears, with the **Test Website** account shown in the list.

9. If this an existing account for Password Manager, you’ll see all your existing passwords.

10. Congratulations! You’re now ready to add new passwords.
Test Website

Trend Micro provides a test website for you to practice signing into an account already saved in Password Manager.

To try the Test Website:

1. In the All Passwords screen, tap Test Website. The Password Details screen appears.

2. Tap the Sign In link to sign into the test website.

3. The Test Website loads and automatically signs you in.

4. When it does, a screen appears saying “Thank you for trying the Password Manager test website.”

5. Tap Close in the upper right to return to the All Passwords screen and begin to add new 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 in 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. Tap the **Options** menu icon (three vertical dots) in the panel for the account and tap **Open Website and Sign In** to sign into your account in a single action.

9. Other options include **Copy Account**, **Copy Password**, **View Details**, or **Add Shortcut to Home Screen**.

### Adding Passwords from Scratch

To add a new password from scratch:

1. In the **All Passwords** screen, tap the + (Plus) sign to add a **Password**. The **Add Password** screen appears.
2. In the Search field, enter the website URL you wish to access; for example, type xfinity.com, then tap Add Password for xfinity.com. The Add New Password screen appears.

3. Type the Account Name (e.g., your email address) and the Password in the fields provided.

4. Type the Website Address in the field provided.

5. If you’re not sure it’s correct, tap the link Not sure of the website address? Your browser loads and should display the sign in listing among its options.

6. Tap the listing to load the sign in page into Password Manager; e.g., Sign in to Xfinity.
7. When the Sign In page appears, tap **Use This Sign in Page** to add the proper sign in URL to Password Manager.

8. Note the proper **Website Address** has now been filled in with the Xfinity login page.

9. Tap **Save** to save the credentials.

10. Now, in the **Password Details** screen, tap the Sign In link to sign into the account.

11. The Sign In page for the account loads and Password Manager automatically signs you in.

12. Tap **Close** when you’re done with your account.

13. Other websites may work a bit differently, using a two-step login, for example. Password Manager can accommodate the variations.
14. Back in the All Passwords list, note that your new password is now listed.

15. In the future, just tap the account panel and then the Sign In link in the Password Details screen to automatically sign into that account.

16. Alternately, just tap the Options menu for the account menu, then tap Open Website and Sign In to automatically sign you in.

Figure 235. Tap Account
Figure 236. Open Website and Sign 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 field to find specific passwords.

Figure 237. Name and Recently Used Sorts
Figure 238. Search for a Password
3. The Password Details screen provides data on the **Strength of the Password**, the **Account Name**, the **Password**, and the **Website Address**.

4. Use the **Copy** icons in each panel to copy these; or tap the **Password** “eye” icon to make it visible.

5. Tap **Edit** to edit the **Password Details**, or to **Delete Password**.

6. Tap **Move to Folder** to put the account in a **Folder**, then either **Choose a Folder** in which to put it, or tap **Create a New Folder** to create one.

7. Give the new folder a name; e.g., **Books**, and tap **Create Folder**. The new folder is added to the **Folder** list.
8. Because you created the folder within the specific password, **Books** is automatically checked. Leave it checked to put the password in that folder, or uncheck it if you wish.

9. Here, we’ve also created an **Email** folder.

10. Tap the **All Passwords** down-arrow, then select the folder you put the password in.

11. Here, **All Passwords** is filtered by **Books**.
Secure Notes

To create and edit Secure Notes:

1. Tap the Secure Notes icon in the main window. The first of three Secure Notes demo screens appear. Tap Next through the remaining two.

2. The Secure Notes page appears, with forms for Bank Accounts, Membership Cards, Contacts, Credit Cards, Passports, and Other Notes.

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

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

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

6. Repeat for the various types of Secure Notes.
7. As with Passwords, when you’re in a list of Secure Notes, you can Search for items, as well as Sort lists by Name and Last Modified.

8. Tap Edit to edit it, or tap Delete Note at the bottom of the Edit screen to delete it.

9. Other Notes are unstructured and you can edit them when you’re viewing the note, or delete them using the Trash Can.
Tools

Password Generator

To generate a strong password:

1. The **Password Generator** is available inside any password edit screen, but it’s also available from the **Tools** menu. Use it to create a new password or change an old one.

2. Tap the **Tools** icon in the main window. The **More Tools** menu appears.

3. Tap **Password Generator** in the menu. The **Password Generator** appears.

4. Using the **Slider**, 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).

5. Tap **Copy** to copy the strong password to the **Clipboard**.

6. Paste strong passwords in **Secure Notes** to save for later when creating or changing passwords in your accounts.
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 the password with the Selection tool, then tap the Copy icon to copy it to the Clipboard.
3. Tap Tools > Password Doctor.
4. Password Doctor scans your passwords and returns the result, divided into Weak and Reused lists.
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. Now tap and hold down your finger in the New Password Field, then tap the Paste bubble to paste the strong new password you copied to the Clipboard into the field.

10. Repeat the Paste bubble action in the Confirm Password field, then tap Submit/Save 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 View Details in the Action Menu.

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

14. In the Password field, backspace through the old password to delete it, then again Paste the strong new password into the field from the Clipboard and tap Save.

15. Tap the Sign In link to test the new sign in credentials. You’ll be signed into your account with the new strong password.

16. Perform the same process for Reused Passwords, changing any passwords used across multiple accounts to a unique strong password for each account.
Chrome/App Assistant

The Chrome/App Assistant provides a floating overlay Password Manager icon for easier signing into accounts using the Chrome browser, or with Android apps, such as Facebook.

To use the Chrome/App Assistant:

1. Tap Chrome/App Assistant in the More Tools menu. The Allow Permissions screen appears.
2. Tap Allow Permissions.
3. A Permissions demo screen appears. Tap it to proceed.
4. The Android Accessibility screen appears.
5. Scroll down to the Password Manager panel and tap it to begin toggling the permission on.
6. The **Password Manager App Permissions** screen appears.

7. Tap the toggle from **Off** to **On**. The **Permissions Manifest** appears, showing what permissions you’re granting to Password Manager.

8. If you agree, tap **OK**. The toggle is turned from **Off** to **On**.

9. The **Automatic Sign In Extension** screen appears, with its toggle turned **On**.

10. Tap **Close** to close the extension screen.

11. Open **Chrome** on your smartphone and type the login URL for your account; e.g., [https://login.xfinity.com](https://login.xfinity.com)

12. Tap the overlay **Chrome/App Assistant** icon, then tap your chosen account in the drop-down to sign in.
13. Password Manager feeds your username and password into the respective fields and signs you in. In this example, tap Sign In to complete the sign in.

14. Use the Chrome/App Assistant icon in the same way with supported Android apps; e.g., Facebook.

**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, https://login.yahoo.com.
3. When the page appears, tap **View Saved Passwords**.

4. Your **Passwords for My Yahoo** appears 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**.

![Figure 281. Paste Account Name](image)

6. When the username is pasted into the field, tap **Next**.

7. Place your cursor into the **Password** field, then tap **Paste Password**.

![Figure 282. Paste Password](image)

8. Now tap **Sign In**. Password Manager signs you into your Yahoo account.

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

![Figure 283. Signed In to Account](image)
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 popup appears for you to Share Via – then take your pick. In this example, we tap Gmail.

4. The link loads in an email for you to send to the recipient.

5. Tap the Send button to send the link.
6. When you receive the email on the device where you wish to install Password Manager, tap the link to go to the download page.

7. On the Password Manager Download page, click or tap the appropriate button: iPhone or iPad, Android, Windows, or Mac.

8. Follow the instructions to download and install.

Personal Details

When you add Personal Details to Password Manager, these details are used to help you automatically fill-in online forms when creating new accounts. See Adding Personal Details to Auto-Fill Online Forms for more information on auto-form-filling.

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

Figure 288. Receiving Link Via Email

Figure 289. Password Manager Download Page

Figure 290. Personal Details

Figure 291. Personal Details Categories
2. Tap Basic Information to enter the data in the screen provided, including Title, Given Name, Surname, etc.

3. Back in the Category screen tap Phone and Email.

4. Type your phone, fax, email, and website details.

5. Repeat the process for Mailing Address and Credit Card.

6. Now, when you access various forms as you create your online accounts, your personal details will automatically be fed in to the respective fields.
Settings

To edit Settings:

1. Tap the Settings icon in the main menu of the All Passwords screen. The Settings screen appears.

2. Scroll down to access the various functions.

Account & Subscription

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

Security

4. Tap Lock Password Manager Now to lock the app.

5. Tap Auto-lock Password Manager to auto-lock the app from Always to Never, or in various time increments, from 1 to 60 minutes.

6. Tap Change Master Password to change the master password and create a hint.
Information

7. Tap **Notifications** to toggle on the system-level notifications for Password Manager, to **Block** or **Set as priority**.

8. Tap **Sync Data** to sync your data to the cloud and between instances of Password Manager on your other devices.

About and Help

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

10. Tap **Help** to display the **Help / Password Manager Support** page.
11. Tap **Give Feedback** to provide feedback to the developers.

12. Tap **Send Troubleshooting Logs to Trend Micro** to send debug logs from the device to Trend Micro. Once sent, a popup will appear, providing a **Support ID** that you’ll utilize to identify your case when you contact Support.

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

Trend Micro, a global leader in security software and solutions, strives to make the world safe for exchanging digital information. For the past 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.