

## How-to guide

Getting started with your eero Secure subscription.

# Security and safety for the connected home.

eero Secure adds security and safety services to your eero devices, such as active threat protection and parental controls. It can also give you deeper insights into your network usage and help improve your internet experience.

We've got you covered with the steps to set up Secure quickly and easily.



#### Contents

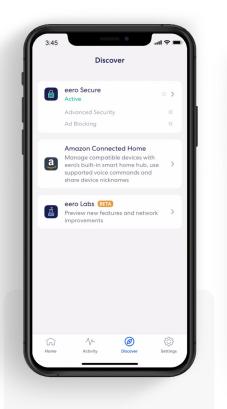
| 1. | Advanced Security                   | 3  |
|----|-------------------------------------|----|
| 2. | Ad Block                            | 4  |
| 3. | Profiles                            | 5  |
| 4. | Content Filters (from Discover tab) | 7  |
| 5. | Content Filters (from Profile)      | 9  |
| 6. | Block & Allow Sites                 | 10 |
| 7. | Data Usage                          | 12 |
| 8. | Activity Center                     | 13 |
| 9. | Notifications                       | 14 |



## **Advanced Security**

Help keep your family safe from phishing attacks, viruses, and accidentally visiting deceptive sites.

Turn on advanced security from the **Discover** tab in your eero mobile app.



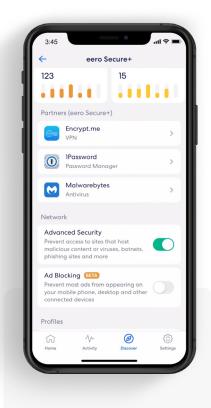
**1.** Tap on eero Secure.





2. Scroll down to the *Network* section.





**3.** Toggle on Advanced Security.

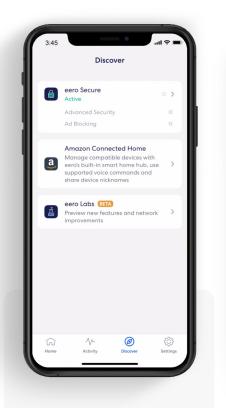




## Ad Block

Improve your browsing experience by blocking variety of ads on your devices.

Turn on ad blocking from the **Discover** tab in your eero mobile app.



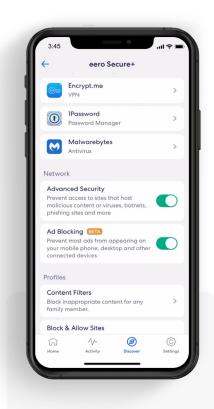
**1.** Tap on eero Secure.





2. Scroll down to the *Network* section.





**3.** Toggle on Ad Blocking.

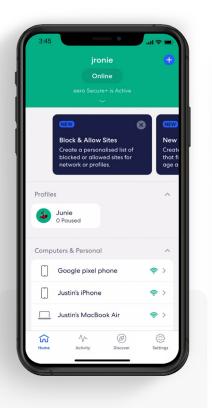




## Profiles

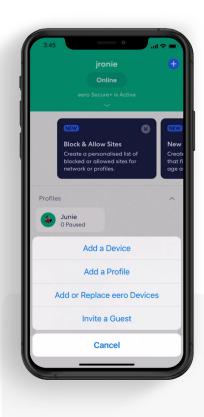
Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.

Create a profile from the **Home** tab in the eero mobile app.



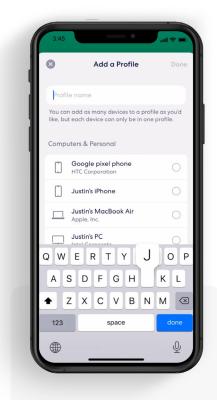
 Tap on the ⊕ in the top right.





**2.** Select Add a Profile from the pop-up menu.





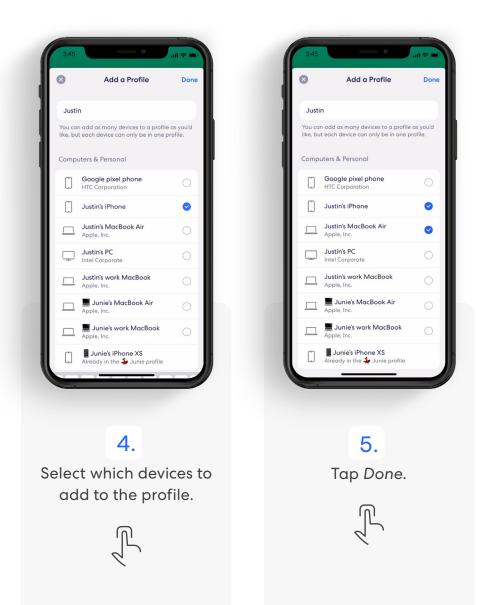
**3.** Add a profile name.





## Profiles (continued)

Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.

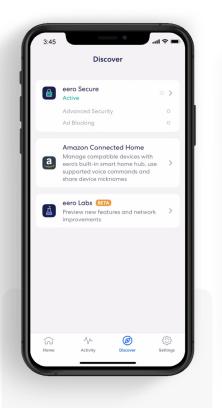




## **Content Filters**

Set restrictions for designated devices based on age range or content categories.

Set up content filters from the **Discover** tab in the eero mobile app.



**1.** Tap on eero Secure.

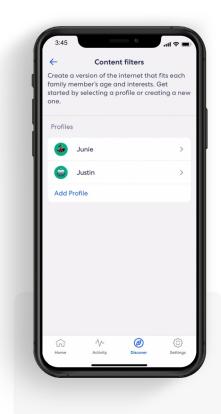




#### 2.

Scroll down to the Profiles section, and select Content filters.





#### 3.

Select the profile for which you want to set up content filters.





## Content Filters (continued)

Set restrictions for designated devices based on age range or content categories.

| <ul> <li>Filter Level</li> <li>A class default filter level for this profile. You causomise all filters of ter you make a subscription of the filter of the internet in the maximum of the propriete for killer.</li> <li>Malled-garden experience of the internet internet internet internet on the propriete for killer.</li> <li>Matschnicht/Hitered version of the internet intern</li></ul> | 1 | 3:45                  |  | 0                                    | ■ \$ III.      |
|--|---|-----------------------|--|--------------------------------------|----------------|
| can customise all filters after you make a selection.         Pre-school (0 - 5 years)         A walled-garden experience of the Internet with our highest level of filtering for content that may not be appropriate for kids.         Pre-teen (6 - 12 years)         A substantially filtered version of the Internet that blocks acial media, messaging, adult content and more.         Teen (13 - 18 years)         A moderately open online experience that filters out adult, lilegal and violent content by default.         Adult         All filters are disabled by default and ready  | L | ←                     | Filter                                 | Level                                |                |
| A walled-garden experience of the Internet with our highest level of filtering for content that may not be appropriate for kids.           Pre-teen (6 - 12 years)           A substantially filtered version of the Internet that blocks social media, messaging, adult content and more.           Teen (13 - 18 years)           A moderately open online experience that filters out adult, illegal and violent content by default.           Adult           Al filters are disabled by default and ready   | l | can cust              | omise all filter                       |                                      |                |
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|  |   | All filters           |  | default and r                        | eady >         |
|  |   |                       |  |                                      |                |
| Home Activity Discover Settings  | l |                       | -\/<br>Activity                        | Discover                             | C)<br>Settings |

**4.** Tap the desired filter level.

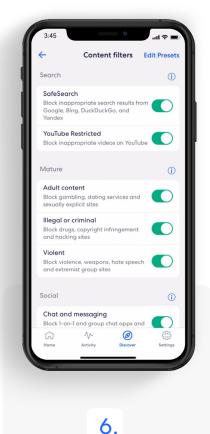


| 3:45     |  | 11 🗢 🖿 |
|----------|--|--------|
| 8        | Pre-teen (6 - 12 years)  | Apply  |
| Interne  | tantially filtered version of the<br>et that blocks social media,<br>ging, adult content and more. |        |
| Filtere  | d search   |        |
| Q        | SafeSearch   |        |
| Þ        | YouTube Restricted   |        |
| Blocke   | d cateaories   |        |
| ×××<br>= | Adult content  |        |
|          | lllegal or criminal  |        |
| 0        | Violent  |        |
| $\Box$   | Chat and messaging   |        |
| °°°°     | Social media   |        |
|          |  |        |

#### 5.

Review options and tap *Apply*.





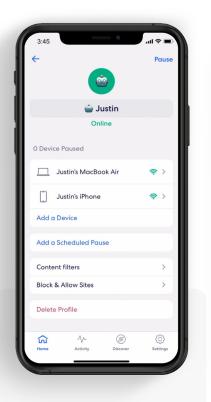
# Toggle on/off individual content filter categories as desired.





### Content Filters (continued)

Set up content filters from a **Profile** in the eero mobile app.



**1.** Select Content filters.

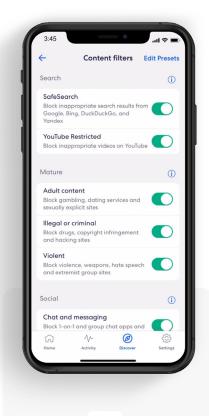


| 3:4   | 5  | • الله الله الله الله الله الله الله الل |
|-------|--|--|
| 8     | Pre-teen (6 - 12   | years) Apply                             |
| Inte  | bstantially filtered versi<br>rnet that blocks social n<br>saging, adult content a | nedia,                                   |
| Filte | red search   |  |
| С     | SafeSearch   |  |
| Þ     | ) YouTube Restricted   |  |
| Bloo  | ked cateaories   |  |
| ××    | Adult content  |  |
| ۲lb   | lllegal or criminal  |  |
| C     | ) Violent  |  |
| 5     | Chat and messaging   | a  |
| °°°°  | ° Social media   |  |
|       |  |  |

#### 2.

Tap the desired filter level and tap *Apply*.





#### 3.

Toggle on/off individual content filter categories as desired.

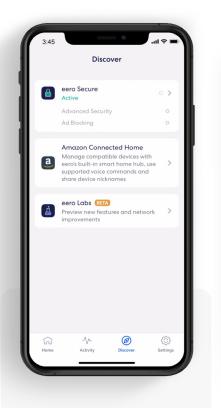
9



## **Block & Allow Sites**

Help prevent particular websites from displaying on certain family members' devices.

Add a site to block from the **Discover** tab in the eero mobile app.



**1.** Tap on eero Secure.

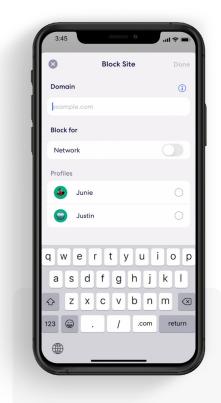




#### 2.

Scroll down to the Profiles section, and select Block & Allow Sites.





**3.** Tap Add Blocked Site.



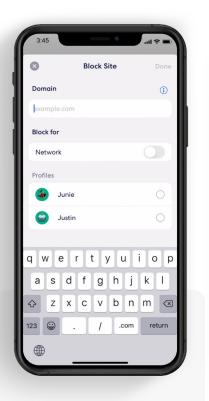


## Block & Allow Sites (continued)

Help prevent particular websites from displaying on certain family members' devices.

#### For Allowed sites:

To add an allowed site, follow these same steps but toggle to the Allowed tab and select **Add Allowed Site** on Step 3.



#### 4.

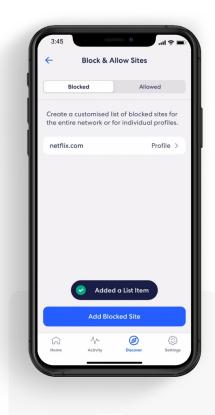
Enter the URL of the website you wish to block and select the *Profile* associated with the blocked site.

| 3:45      |        |            | all 🗢 🖿 |
|-----------|--------|------------|---------|
| 8         |        | Block Site | Done    |
| Domain    |        |            | (i)     |
| netflix.c | om     |            |         |
| Block fo  | r      |            |         |
| Netwo     | rk     |            |         |
| Profiles  |        |            |         |
| -         | Junie  |            | 0<br>0  |
| <b>(</b>  | Justin |            | 0       |
|           |        |            |         |
|           |        |            |         |
|           |        |            |         |
|           |        |            |         |
|           |        |            |         |
|           |        |            |         |
|           | _      |            | -       |

#### 5.

OR select Network to block it for all users on the network.





#### 6.

The blocked site now appears in the list with the associated profiles.

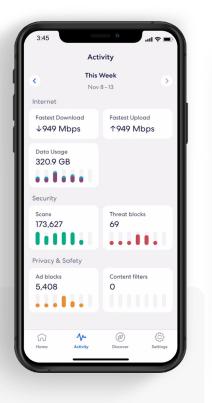




## Data Usage

View historical data usage by profile or device with daily, weekly, or monthly snapshots.

View data usage activity from the **Activity** tab in the eero mobile app.



#### 1.

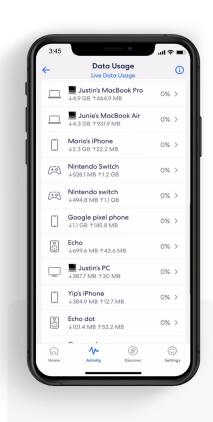
Tap on the Data Usage block.





#### 2.

Navigate between Day, Week, and Month tabs, and the Profiles and Devices tabs.



## Select a profile or device to view more details.

3.





## **Activity Center**

See how many scans eero Secure has performed and how many threats it has blocked.

View scans and threat blocks activity from the **Activity** tab in the eero mobile app.



1.

Tap on the Scans or Threat blocks block.





2.

Navigate between the Day, Week, and Month tabs.





Select a top device to view more details.





## Notifications

Manage which eero Secure notifications you receive.

Manage notifications from the **Settings** tab in the eero mobile app.

| Settings                          |             | ← Notifications   |
|-----------------------------------|-------------|---|
| Network                           | jronie >    | Devices   |
| Password                          | >           | New devices   |
| Guest access                      | Off >       | All new devices<br>Any new device that joins your network   |
| Notifications<br>Software updates | >           | Unrecognised device names<br>Any new device that joins your network<br>with an unrecognised device name |
| dvanced                           | >           | Reports   |
| o Account                         | Junie Yee > | Data usage activity Off   |
| ubleshooting                      | >           | Weekly security activity  |
|                                   |             | System  |
| gal                               | >           | Software updates  |
|                                   | orks        | Fin Ar @ G<br>Home Activity Discover Setter   |
|                                   |             |   |
| 1.                                |             | 2.  |
| elect Notifi                      | ications.   | Customize notificati  |
|                                   |             | to your liking.   |
|                                   |             |   |



For troubleshooting and further support visit <u>www.freedommobile.ca/en-CA/FHI-support</u>