# Bitdefender®
# MOBILE SECURITY
# FOR iOS

iOS

Bitdefender Mobile Security for iOS
**User's Guide**

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Bitdefender®

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# 1. WHAT IS BITDEFENDER MOBILE SECURITY FOR IOS

Online activities such as paying bills, making holiday reservations, or buying goods and services are convenient and hassle-free. But as many activities evolved on the internet, these come with high risks and, if security details are ignored, personal data may be hacked. And what is more important than protecting data stored in online accounts and on the personal smartphone?

Bitdefender Mobile Security for iOS allows you to:

● Protect your data while using unsecured wireless networks.

● Check if any leakage has occurred in the online accounts you use daily.

● Locate, lock and wipe the data from your device in case it is stolen or lost.

Bitdefender Mobile Security for iOS is delivered free of charge and requires activation with a Bitdefender account.

# 2. GETTING STARTED

## Device Requirements

Bitdefender Mobile Security for iOS works on any device running iOS 10 and up and needs an active internet connection to be activated and to detect if any data leakage has occurred in your online accounts.

## Installing Bitdefender Mobile Security for iOS

● **From Bitdefender Central**

  ● On iOS

  1. Go to: https://central.bitdefender.com.

  2. Sign in to your Bitdefender account.

  3. Tap the ▤ icon in the upper-left corner of the screen, then select **My Devices**.

  4. Tap **INSTALL PROTECTION**, and then tap **Protect this device**.

  5. You are redirected to the **App Store** app. In the App Store screen, tap the installation option.

  ● On Windows, macOS, Android

  1. Go to: https://central.bitdefender.com.

  2. Sign in to your Bitdefender account.

  3. Press the ▤ icon in the upper-left corner of the screen, and then **My Devices**.

  4. Press **INSTALL PROTECTION**, and then press **Protect other devices**.

  5. Press **SEND DOWNLOAD LINK**.

  6. Type an email address in the corresponding field, and press **SEND EMAIL**. Note that the generated download link is valid for the next 24 hours only. If the link expires, you will have to generate a new one by following the same steps.

  7. On the device you want to install Bitdefender check the email account that you typed in, and then press the corresponding download button.

● **From App Store**

Search for Bitdefender Mobile Security for iOS to locate and install the app.

To finish the installation process, you have to agree with the Subscription Agreement. Please take some time to read the Subscription Agreement as it contains the terms and conditions under which you may use Bitdefender Mobile Security for iOS.

Tap **Continue** to proceed to the next window.

# Sign in to your Bitdefender account

To use Bitdefender Mobile Security for iOS you must link your device to a Bitdefender, Facebook, Google, or Microsoft account by signing in to the account from the app. The first time you open the app, you will be prompted to sign in to an account.

To link your device to a Bitdefender account:

1. Type your Bitdefender account email address and password in the corresponding fields. If you do not have a Bitdefender account and want to create one, select the corresponding link.

2. Tap **SIGN IN**.

To log in using a Facebook, Google, or Microsoft account, tap the service you want to use from the **OR SIGN WITH** area. You are redirected to the login page of the selected service. Follow the instructions to link your account to Bitdefender Mobile Security for iOS.

> **(i) Note**
> Bitdefender does not get access to any confidential information such as the password of the account you use to log in, or the personal information of your friends and contacts.

# Wizard

An introduction wizard containing details about the product features is displayed the first time you open the app. Select **Next** to continue being guided, or **Skip** to close the wizard.

# Dashboard

Tap the Bitdefender Mobile Security for iOS icon in your device's app drawer to open the application interface.

The first time you access the app, you are prompted to allow Bitdefender to send you notifications. Tap **Allow** to stay informed each time Bitdefender has to communicate you something relevant to your app. To manage Bitdefender notifications, go to Settings > Notifications > Mobile Security.

To get access to the information you need, tap the corresponding icon from the bottom of the screen.

**VPN**

Encrypts internet communication, helping you maintain your privacy no matter what network you are connected to. For more information, refer to "*VPN*" (p. 5).

**Account Privacy**

Find out whether your email accounts have been leaked or not. For more information, refer to "*Account Privacy*" (p. 8).

**Anti-Theft**

Locate and lock your device to prevent your personal data from getting into the wrong hands. For more information, refer to "*Anti-Theft Features*" (p. 10).

To see additional options, tap the ••• icon on your device while in the application's home screen. The following options appear:

● Restore purchases - from here you can make restore to the Premium VPN subscription you have purchased through your iTunes account.

● Getting started - from here you can put on the quick product tour.

● Feedback - from here you can launch the default email client to send us your feedback about the app.

● App info - from here, you have access to information about the installed version and to Subscription Agreement, Privacy Policy, and Open-source licenses compliances.

# 3. VPN

With Bitdefender VPN you can keep your data private each time you connect to unsecured wireless networks while in airports, malls, cafés, or hotels. This way, unfortunate situations such as theft of personal data, or attempts to make your device's IP address accessible to hackers can be avoided.

The VPN serves as a tunnel between your device and the network you connect to securing your connection, encrypting the data using bank-grade encryption, and hiding your IP address wherever you are. Your traffic is redirected through a separate server; thus making your device almost impossible to be identified through the myriad of the other devices that are using our services. Moreover, while connected to the internet via Bitdefender VPN, you are able to access content that is normally restricted in specific areas.

> ⓘ **Note**
> China, Iraq, UAE, Turkey, Belarus, Oman, Iran, and Russia practice internet censorship and therefore the usage of VPNs on their territory has been banned by law. Consequently, the functionality of Bitdefender VPN will not be available on their territory.

To turn on Bitdefender VPN:

1. Tap the 🛡 icon from the bottom of the screen.

2. Tap **Connect** each time you want to stay protected while connected to unsecured wireless networks.

   Tap **Disconnect** whenever you want to disable the connection.

> ⓘ **Note**
> The first time you turn on VPN, you are prompted to allow Bitdefender to set up VPN configurations that will monitor network traffic. Tap **Allow**, to continue. If an authentication method (fingerprint or PIN code) has been set to protect your smartphone, you are required to use it.
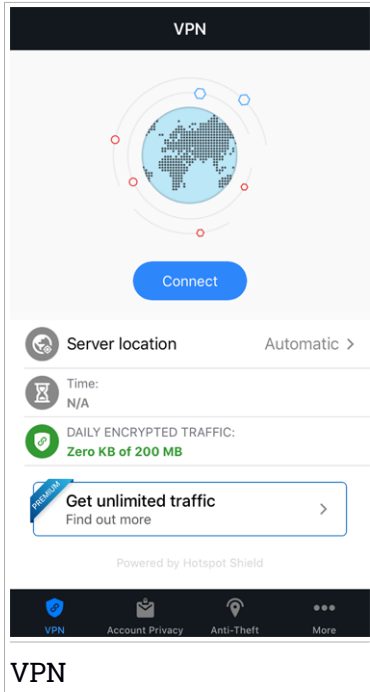
The ⟦VPN⟧ icon appears in the status bar when VPN is active.

To save battery power, we recommend you to turn off VPN when you do not need it.

If you have a premium subscription and would like to connect to a server at your will, tap **Server location** in the VPN interface, and then select the location

you want. For details about VPN subscriptions, refer to "*Subscriptions*" (p. 6).



**VPN**

## 3.1. Subscriptions

Bitdefender VPN offers for free a daily 200 MB traffic quota per device to secure your connection every time you need, and connects you automatically to the optimal server location.

To get unlimited traffic and unrestricted access to content worldwide by choosing a server location at your will, upgrade to the premium version.

You can upgrade to the Bitdefender Premium VPN version anytime by tapping the **Get unlimited traffic** button available in the VPN window. There are two types of subscriptions to choose from: annual and monthly.

The Bitdefender Premium VPN subscription is independent from the Bitdefender Mobile Security for iOS free subscription, meaning you will be

able to use it for its entire availability. In case the Bitdefender Premium VPN subscription expires, your will be automatically reverted to the free plan.

Bitdefender VPN is a cross-platform product, available in the Bitdefender products compatible with Windows, macOS, Android, and iOS. Once you upgrade to the premium plan, you will be able to use your subscription on all products, provided that you login with the same Bitdefender account.

# 4. ACCOUNT PRIVACY

Bitdefender Account Privacy detects if any data leakage has occurred in the accounts you use for making online payments, shopping, or signing in different apps or websites. The data that may be stored into an account can be passwords, credit card information, or bank account information, and, if not properly secured, identity theft or invasion to privacy may occur.

The privacy status of an account is displayed right after validation.

To check if any of accounts has been leaked, tap **Scan for leaks**.

To start keeping personal information safe:

1. Tap the ✉ icon from the bottom of the screen.

2. Tap **Add** in the upper right of the screen.

3. Type your email address in the corresponding field, and then tap **Next**.

   Bitdefender needs to validate this account before displaying private information. Therefore, an email with a validation code is sent to the provided email address.

4. Check your inbox, and then type the received code in the **Account Privacy** area of your app. If you cannot find the validation email in the Inbox folder, check the Spam folder too.

   The privacy status of the validated account is displayed.

If leaks are found in any of your accounts, we recommend you to change their password as soon as possible. To create a strong and secure password, take into consideration these tips:

● Make it at least eight characters long.

● Include lower and upper case characters.

● Add at least one number or symbol, such as #, @, % or !.

Once you secured an account that was part of a privacy breach, you can confirm the changes by marking the identified leak(s) as **Solved**. To do this:

1. Tap ⋯ next to the account you just secured.

2. Tap **Mark as solved**.

   The account will appear in the **SOLVED** list.

When all the detected leaks are marked as **Solved**, the account will no longer appear as leaked, at least until a new leakage is detected.



Account Privacy
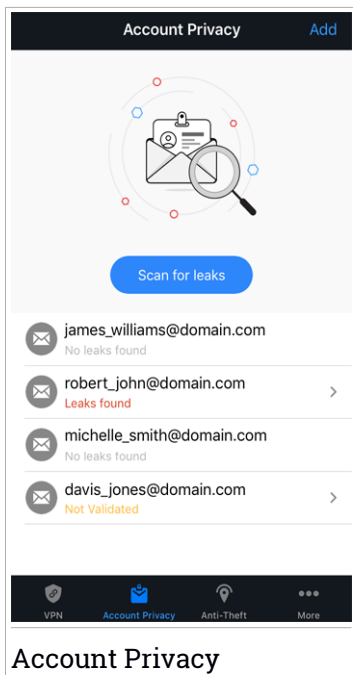
# 5. ANTI-THEFT FEATURES

Bitdefender can help you locate your device and prevent your personal data from getting into the wrong hands.

All you need to do is activate Anti-Theft from the device and, when needed, access **Bitdefender Central** from any web browser, anywhere.

Bitdefender Mobile Security for iOS offers the following Anti-Theft features:

**Remote Location**
View your device's current location on Maps.

The accuracy of the location depends on how Bitdefender is able to determine it:

● If the GPS is enabled on the device, its location can be pinpointed to within a couple of meters as long it is in the range of GPS satellites (i.e. not inside a building).

● If the device is indoors, its location can be determined to within tens of meters if Wi-Fi is enabled and there are wireless networks available in its range.

● Otherwise, the location will be determined using only information from the mobile network, which can offer an accuracy no better than several hundred meters.

**Remote Lock**
Lock remotely your device's screen.

**Remote Wipe**
Remove all personal data from your estranged device.

# Activating Anti-Theft

To enable the Anti-Theft features:

1. Tap the icon from the bottom of the screen.

2. Enable the switch.

3. Grant access to your device's location so that Bitdefender can locate it in case it is stolen or lost. This notification appears only when you enable Bitdefender Anti-Theft for the first time. To manage Bitdefender access, go to Settings > Privacy > Location Services > Mobile Security.

4. The first time you enable the Anti-Theft feature on your device, you are also required to install a MDM (Mobile Device Management) profile. Therefore, continue with these steps:

   a. Tap **Allow** to be redirected to the Settings area.

   b. Tap **Install** to install the MDM (Mobile Device Management) profile that Bitdefender needs to continue the activation process.

      If a PIN code has been set to protect your smartphone, you are required to use it.

   c. Read the information related to the CA Root Certificate and Mobile Device Management.

   d. If you agree to the outlined terms, tap **Install**.

   e. Tap **Trust** in the Remote Management alert, and then **Done** to close the window.

> **i** Note
> If the installation of the current Bitdefender MDM profile fails, an older MDM profile may be already installed and has to be removed. Therefore, go to Settings > General > Device Management > Bitdefender. Select the detected profile, and then tap **Remove Management**. If a PIN code has been set to protect your smartphone, you are required to use it. Tap again **Remove Management** to confirm your choice. Try again to activate Anti-Theft. If the issue persists, send an email to our team at bdios@bitdefender.com.
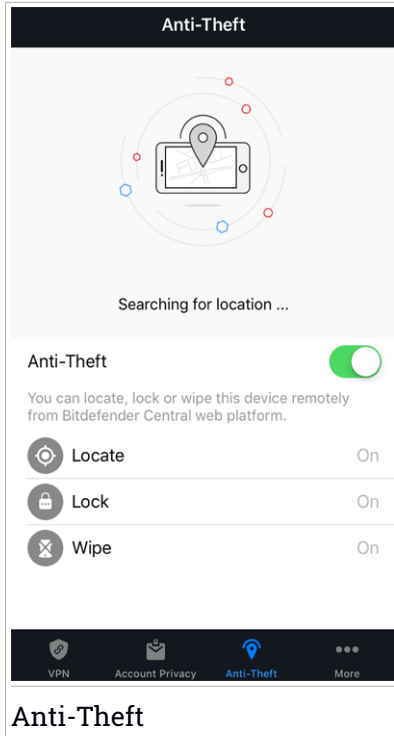
Anti-Theft

# Using Anti-Theft features from Bitdefender Central (Web Control)

To access the Anti-Theft features from your Bitdefender account:

1. Go to: https://central.bitdefender.com.

2. Sign in to your Bitdefender account.

3. Tap the ☰ icon in the upper-left corner of the screen, then select **My Devices**.

4. Tap the desired device card, and then the **Anti-Theft** tab.

5. In the bottom field of the window, tap the icon of the feature you want to use:

   **SHOW IP** - Displays the last IP address for the selected device.
   **LOCATE** - display your device's location on Maps.

**Lock** - lock your device and set a PIN code for unlocking it.
**Wipe** - delete all data from your device.

> ⚠️ **Important**
> After you wipe a device, all Anti-Theft features cease to function.

# 6. BITDEFENDER ACCOUNT

A Bitdefender account is mandatory to activate Bitdefender Mobile Security for iOS. Whenever you want to access to the product's online features and services, or remotely perform important tasks on devices Bitdefender is installed on, you can log in to your account from any computer or mobile device connected to the internet by going to https://central.bitdefender.com.

## My Devices

The **MY DEVICES** area in your Bitdefender account gives you the possibility to install, manage and take remote actions on your Bitdefender product on any device, provided that it is turned on and connected to the internet. The device cards display the device name, protection status and if there are security risks affecting the protection of your devices.

To easily identify and manage your devices, you can customize the device name and create or assign an owner to each of them:

1. Tap the icon in the upper-left corner of the screen, then select **My Devices**.

2. Tap the desired device card, and then the icon in the upper-right corner of the screen. The following options are available:

   ● **Settings** - from here you can change the name of the selected device.

   ● **Profile** - from here, a profile can be assigned to the selected device. Tap **Add owner**, then fill in the corresponding fields, set the Name, Email address, Phone Number, Date of birth and even add a Profile picture.

   ● **Remove** - from here, a profile together with the assigned device can be removed from your Bitdefender account.

## Signing in with another Bitdefender account

To sign in with another Bitdefender account:

1. Tap the icon from the bottom of the screen.

2. Tap **Logout**.

3. Type your Bitdefender account email address and password in the corresponding fields.

4. Tap **SIGN IN**.

# 7. GETTING HELP

## 7.1. Feedback

We welcome your feedback regarding the product. You can send us your opinion via email at bdios@bitdefender.com.

You can also use your favorite search engine to find out more information about computer security, the Bitdefender products and the company.

## 7.2. Bitdefender Support Center

The Bitdefender Support Center is an online repository of information about the Bitdefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the Bitdefender support and development teams, along with more general articles about threats prevention, the management of Bitdefender solutions with detailed explanations, and many other articles.

The Bitdefender Support Center is open to the public and freely searchable. The extensive information it contains is yet another means of providing Bitdefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from Bitdefender clients eventually find their way into the Bitdefender Support Center, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The Bitdefender Support Center is available any time at https://www.bitdefender.com/support.

## 7.3. Bitdefender Support Forum

The Bitdefender Support Forum provides Bitdefender users with an easy way to get help and to help others.

If your Bitdefender product does not operate well or if you have questions about the way it works, post your problem or question on the forum.

Bitdefender support technicians monitor the forum for new posts to assist you. You may also get an answer or a solution from a more experienced Bitdefender user.

Before posting your problem or question, search the forum for a similar or related topic.

The Bitdefender Support Forum is available at https://forum.bitdefender.com, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Home & Home Office Protection** link to access the section dedicated to consumer products.