Bitdefender®
MOBILE SECURITY FOR iOS

USER'S GUIDE

iOS

Bitdefender Mobile Security for iOS
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Legal Notice

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.

● Be aware of potential malicious websites and domains when you are online.

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

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 11.2 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. Access Bitdefender Central.
  2. Tap the ▤ icon in the upper-left corner of the screen, and then select **My Devices**.
  3. Tap **INSTALL PROTECTION**, and then tap **Protect this device**.
  4. Select the owner of the device. If the device belongs to someone else, tap the corresponding button.
  5. You are redirected to the **App Store** app. In the App Store screen, tap the installation option.

  ● On Windows, macOS, Android

  1. Access Bitdefender Central.
  2. Press the ▤ icon in the upper-left corner of the screen, and then **My Devices**.
  3. Press **INSTALL PROTECTION**, and then press **Protect other devices**.
  4. Select the owner of the device. If the device belongs to someone else, press the corresponding button.
  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.

An introduction window containing details about the product features is displayed the first time you open the app. Tap **Get started** to proceed to the next window.

Before going through the validation steps, 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 are be prompted to sign in to an account.

To link your device to a Bitdefender account:

1. Type your Bitdefender account email address in the corresponding field, and then tap **NEXT**. If you do not have a Bitdefender account and want to create one, select the corresponding link, and then follow the onscreen instructions until the account is activated.

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

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

2. Type your password, and then tap **SIGN IN**.

From here you can also access the Bitdefender Privacy Policy.

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
Maintain your privacy no matter what network you are connected to by keeping your internet communication encrypted. For more information, refer to "*VPN*" (p. 6).

Web Protection
Stay safe while you surf the web and whenever less secure apps will try to access untrusted domains. For more information, refer to "*Web Protection*" (p. 9).

Account Privacy
Find out whether your email accounts have been leaked or not. For more information, refer to "*Account Privacy*" (p. 11).

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.

● **Settings** - from here you have access to the VPN settings, as follows:

   ● **Agreement** - you can read the terms under which you use the Bitdefender VPN service. If you tap **I don't agree anymore**, you will not be able to use Bitdefender VPN at least until you tap **I Agree**.

   ● **Open Wi-Fi warning** - you can enable or disable the product notification that appears each time you connect to an unsecured Wi-Fi network. The purpose of this notification is to help you keep your data private and secure by using Bitdefender VPN.

● **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.
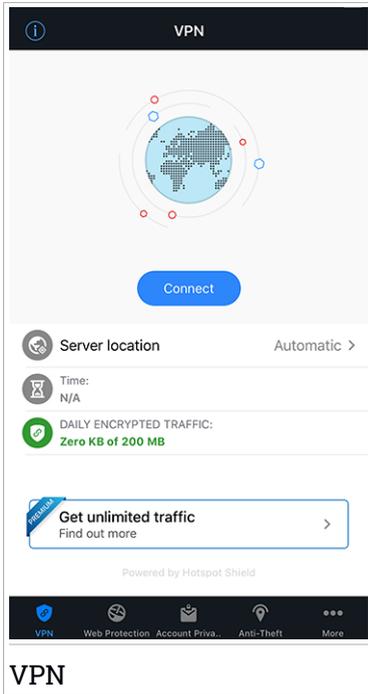
The VPN icon appears in the status bar when VPN is active.

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. 7).

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. WEB PROTECTION

Bitdefender Web Protection ensures a safe browsing experience by alerting you about potential malicious webpages and when less secure installed apps will try to access untrusted domains.

When an URL points to a known phishing or fraudulent website, or to malicious content such as spyware or viruses, the webpage is blocked and an alert is shown. The same thing happens when installed apps try to access malicious domains.

To activate Web Protection:

1. Tap the ⊘ icon from the bottom of the screen.
2. Tap **TRY WEB PROTECTION**.
3. Choose one of the free trial periods, and then confirm the payment details.
4. Enable the Web Protection switch.

ⓘ Note

The first time you turn on Web Protection, you might be 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. To be able to detect access to untrusted domains, Web Protection is working together with the VPN services.

⚠ Important

If you are located in an area where the usage of a VPN service is restricted by law, the functionality of Web Protection will not be available.

4.1. Bitdefender alerts

Whenever you try to visit a website classified as unsafe, the website is blocked. To make you aware of the event, you are notified by Bitdefender in the Notification center and in your browser. The warning page contains information such as the website URL and the detected threat. You have to decide what to do next.

Also, you are notified in the Notification Center whenever a less secure app tries to access untrusted domains. Tap the displayed notification to be redirected to the window where you can decide what to do next.

The following options are available for both cases:

● Navigate away from the website by tapping **TAKE ME BACK TO SAFETY**.

● Proceed to the website, despite the warning, by tapping the displayed notification, and then **I want to access the page**.

Confirm your choice.
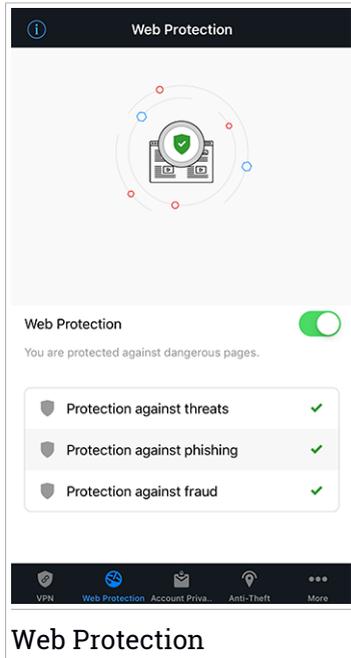
Web Protection

4.2. Subscriptions

Web Protection is a subscription-based feature with the possibility to try it free of charge so that you can decide if it meets your requirements. There are two types of subscriptions to choose from: annual and monthly.

In case the Bitdefender Web Protection subscription expires, your will receive no alerts when malicious content will be accessed.

If you have purchased one of the Bitdefender packs, such as Bitdefender Total Security, then you have unlimited access to Web Protection.

5. 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.
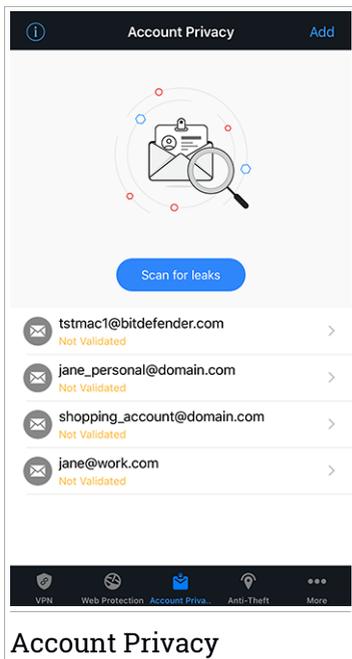
Account Privacy

6. BITDEFENDER CENTRAL

Bitdefender Central is the web platform where you have access to the product's online features and services and can remotely perform important tasks on devices Bitdefender is installed on. You can sign in to your Bitdefender account from any computer or mobile device connected to the internet by going to https://central.bitdefender.com, or directly from the Bitdefender Central app on Android and iOS devices.

To install the Bitdefender Central app on your devices:

● **On Android** - search Bitdefender Central on Google Play, and then download and install the app. Follow the required steps to complete the installation.

● **On iOS** - search Bitdefender Central on App Store, and then download and install the app. Follow the required steps to complete the installation.

Once you are logged in, you can start doing the following:

● Download and install Bitdefender on Windows, macOS, iOS and Android operating systems. The products available for download are:

  ● Bitdefender Mobile Security for Android

  ● Bitdefender Mobile Security for iOS

  ● Bitdefender Antivirus for Mac

  ● The Bitdefender Windows product line

● Manage and renew your Bitdefender subscriptions.

● Add new devices to your network and manage them wherever you are.

Accessing your Bitdefender account

There are two ways to access Bitdefender Central

● From your web browser:

  1. Open a web browser on any device with internet access.

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

  3. Sign in to your account using your email address and password.

● From your Android or iOS device:

  Open the Bitdefender Central app you have installed.

> **i** **Note**
> In this material you are provided with the options and instructions available on the web platform.

2-Factor Authentication

The 2-Factor Authentication method adds an extra security layer to your Bitdefender account, by requiring an authentication code in addition to your sign-in credentials. This way you will prevent account takeover and keep away types of cyberattacks, such as keyloggers, brute-force or dictionary attacks.

Enabling 2-Factor Authentication

By enabling 2-Factor Authentication, you will make your Bitdefender account much more secure. Your identity will be verified each time you will sign in from different devices, either to install one of the Bitdefender products, check the status of your subscription or run tasks remotely on your devices.

To enable 2-Factor Authentication:

1. Access Bitdefender Central.

2. Tap the 🔱 icon in the upper right side of the screen.

3. Tap **Bitdefender Account** in the slide menu.

4. Select the **Password and security** tab.

5. Tap **2-Factor Authentication**.

6. Tap **GET STARTED**.

   Choose one of the following methods:

   ● **Authenticator App** - use an authenticator app to generate a code each time you want sign in to your Bitdefender account.

   If you would like to use an authenticator app, but you are not sure what to choose, a list with the authentication apps we recommend is available.

   a. Tap **USE AUTHENTICATOR APP** to start.

   b. To sign in on an Android or iOS-based device, use your device to scan the QR code.

To sign in on a laptop or computer, you can add manually the displayed code.

Tap **CONTINUE**.

c. Insert the code provided by the app or the one displayed at the previous step, and then tap **ACTIVATE**.

● **E-mail** - each time you sign in to your Bitdefender account, a verification code will be sent to your email inbox. Check your email account, and then type in the code you have received.

a. Tap **USE EMAIL** to start.

b. Check your email account and type in the provided code.

Note that you have five minutes to check your email account and type in the generated code. If the time expires, you will have to generate a new code by following the same steps.

c. Tap **ACTIVATE**.

d. You are provided with ten activation codes. You can either copy, download, or print the list and use it in case you lose your email address or will not be able to sign in. Each code can only be used once.

e. Tap **DONE**.

In case you want to stop using 2-Factor Authentication:

1. Tap **TURN OFF 2-FACTOR AUTHENTICATION**.

2. Check your app or email account and type in the code you have received.

In case you have choosen to receive the authentication code via email, you have five minutes to check your email account and type in the generated code. If the time expires, you will have to generate a new code by following the same steps.

3. Confirm your choice.

Adding trusted devices

To make sure that only you can access your Bitdefender account, we might require a security code first. If you would like to skip this step each time you connect from the same device, we recommend you to nominate it as a trusted device.

To add devices as trusted devices:

1. Access Bitdefender Central.

2. Tap the 👤 icon in the upper right side of the screen.

3. Tap **Bitdefender Account** in the slide menu.

4. Select the **Password and security** tab.

5. Tap **Trusted Devices**.

6. The list with the devices Bitdefender is installed on is displayed. Tap the desired device.

You can add as many devices as you want, provided that they have Bitdefender installed and your subscription is valid.

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. Tap the **Home & Home Office Protection** link to access the section dedicated to consumer products.