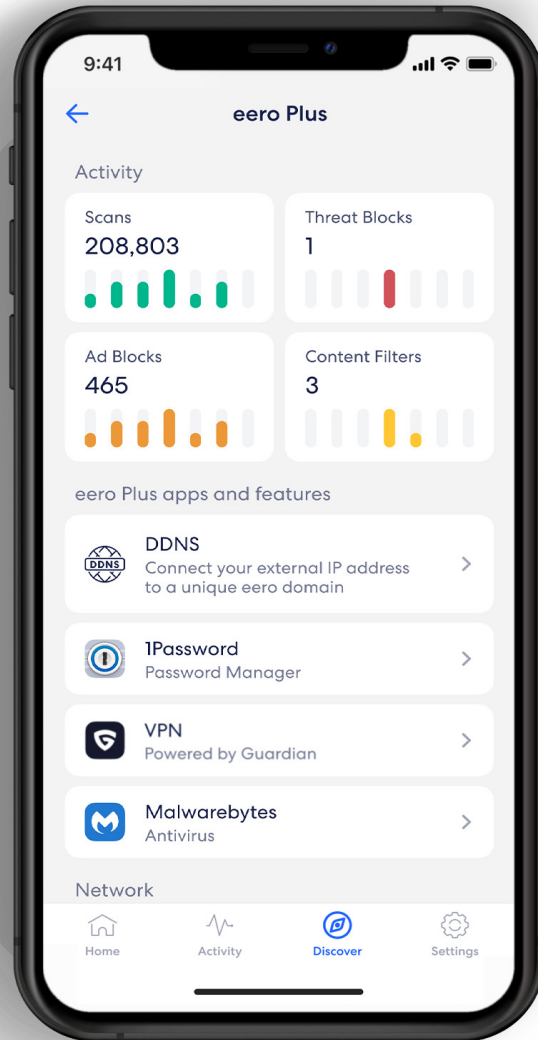


eero



# How-to guide

Getting started with your eero Plus subscription.

November 2023

# Security and safety for the connected home.

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

Whether you're setting up eero Secure for the first time or looking to do more, we've got you covered with the steps to set up and use eero Secure.



## Contents

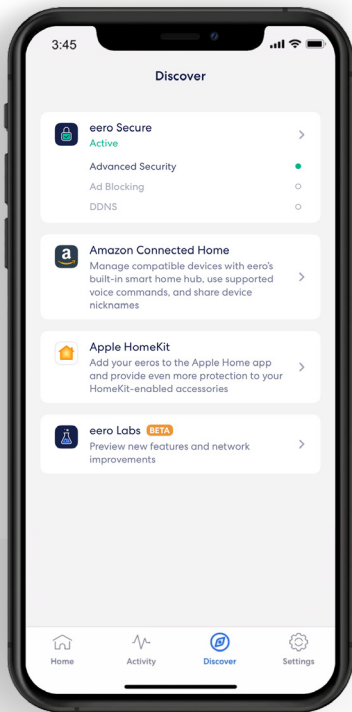
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# Advanced Security

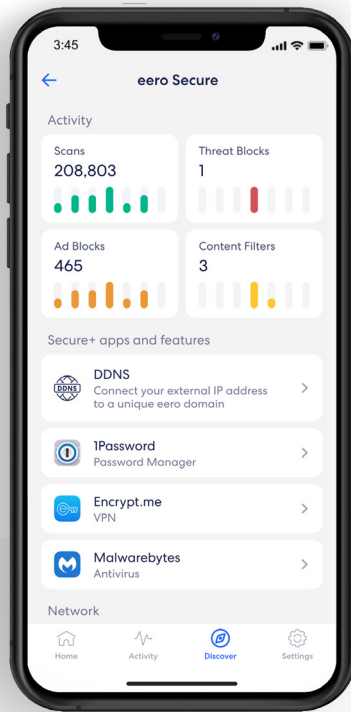
Help keep your family safe from accidentally visiting malicious sites that may infect your devices.

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



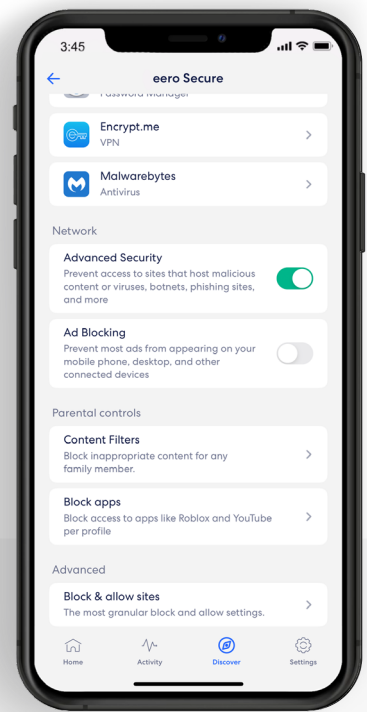
1.

Tap on eero Secure.



2.

Scroll down to the Security & privacy section.



3.

Toggle on Advanced Security.

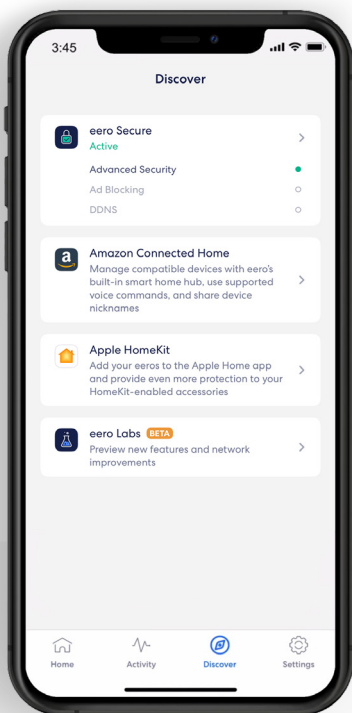




# Ad Block

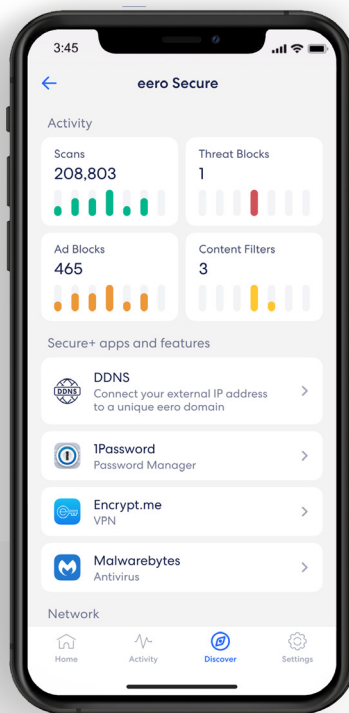
Improve your browsing experience by blocking a variety of ads on your devices.

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



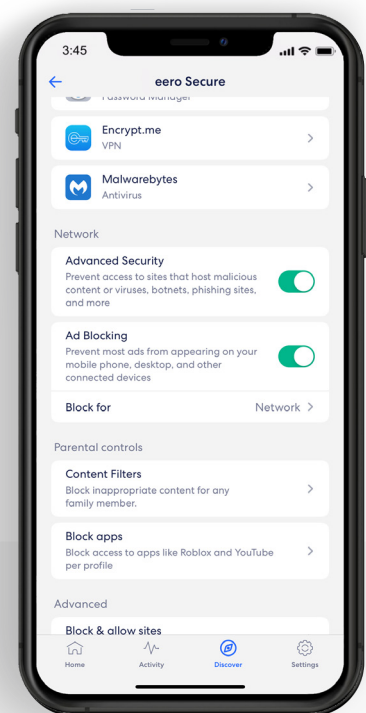
1.

Tap on  
eero Secure.



2.

Scroll down to the  
Security & privacy  
section.



3.

Toggle on  
Ad Blocking.

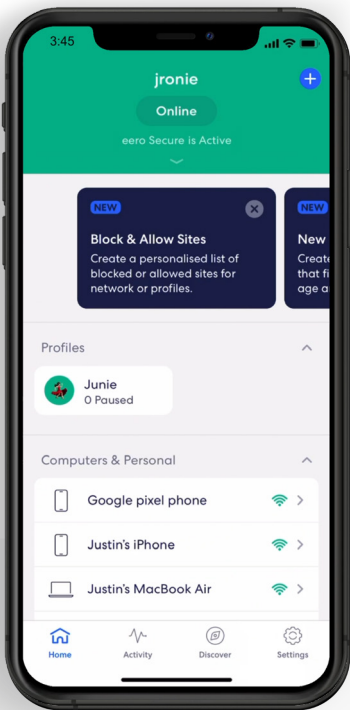




# Profiles

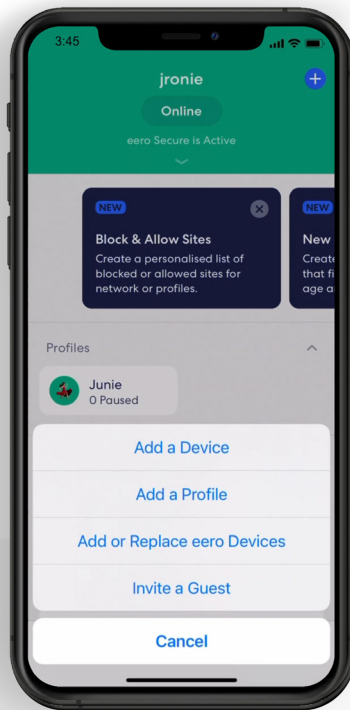
Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.

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



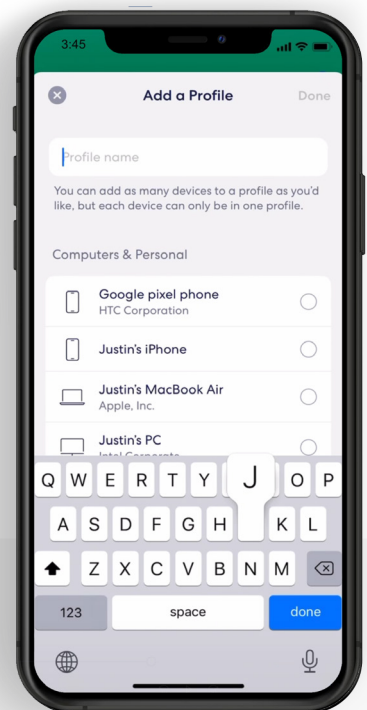
1.

Tap on the + in the top right.



2.

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



3.

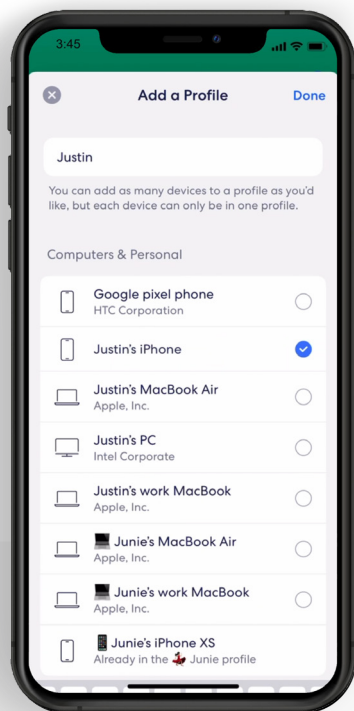
Add a profile name.





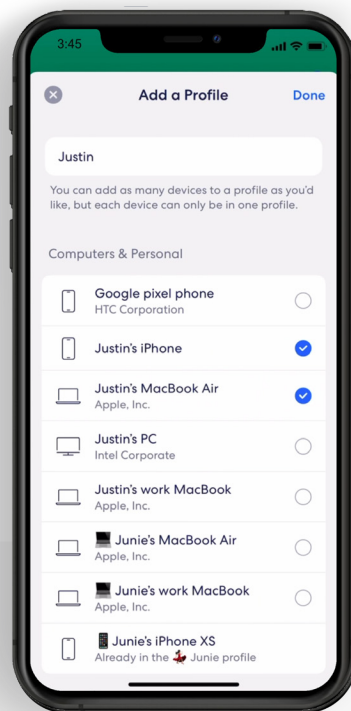
## Profiles *(continued)*

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



4.

Select which devices to add to the profile.



5.

Tap *Done*.

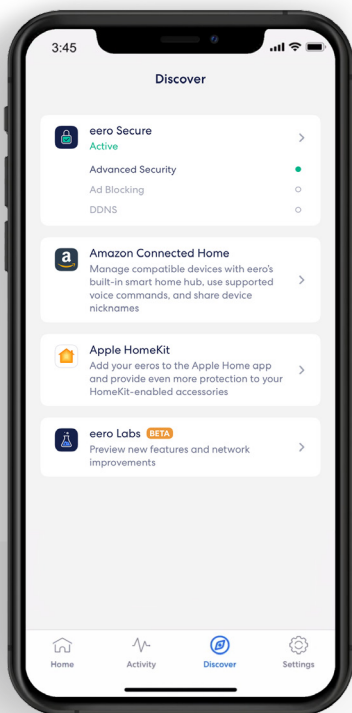




# Content Filters

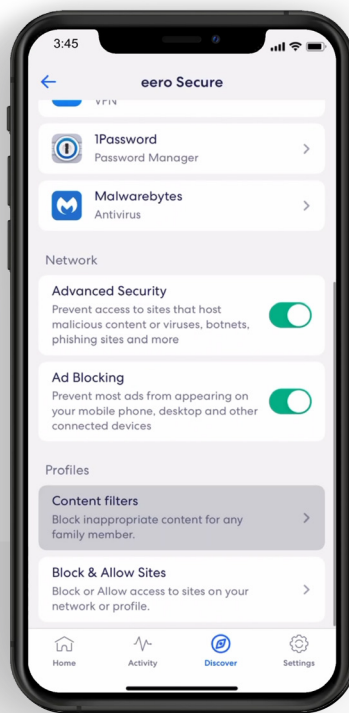
Set restrictions for designated devices based on preset age ranges or content categories.

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



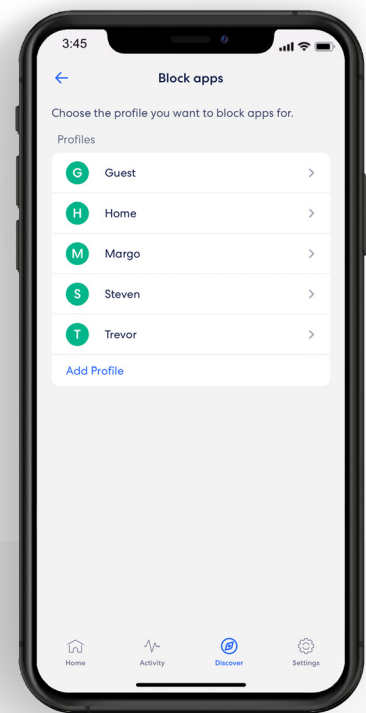
1.

Tap on eero Secure.



2.

Scroll down to the *Parental controls* section, and select *Content filters*.



3.

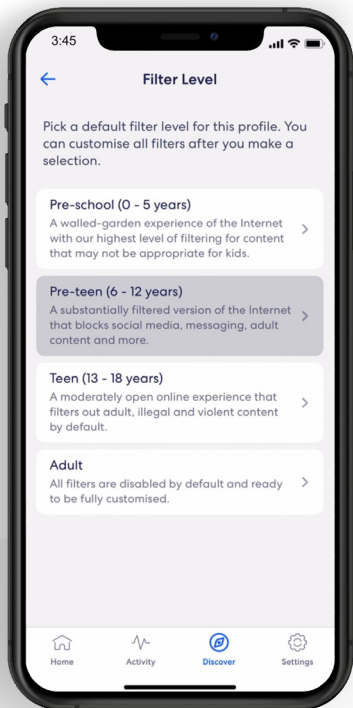
Select the profile for which you want to set up content filters.





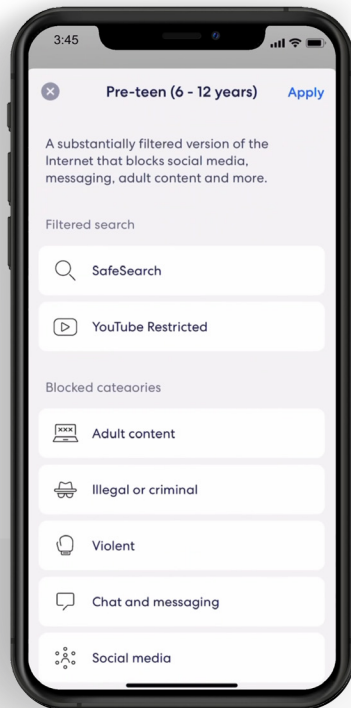
# Content Filters *(continued)*

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



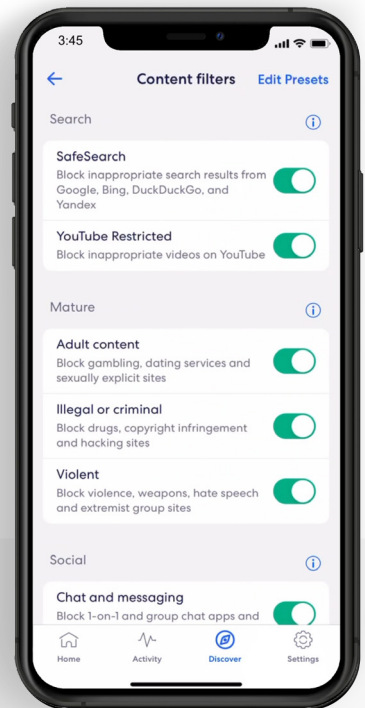
4.

Tap the desired filter template.



5.

Review options and tap *Apply*.



6.

Toggle on/off individual content filter categories as desired.

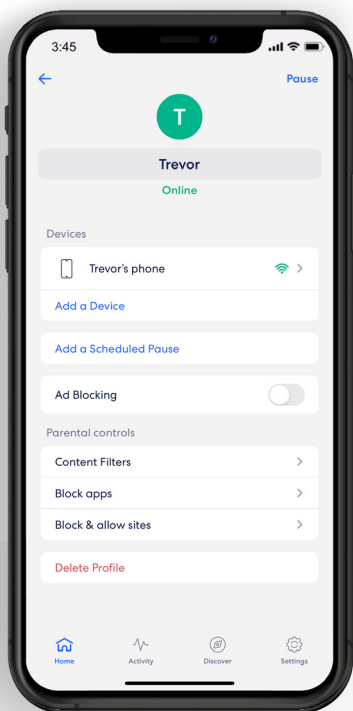






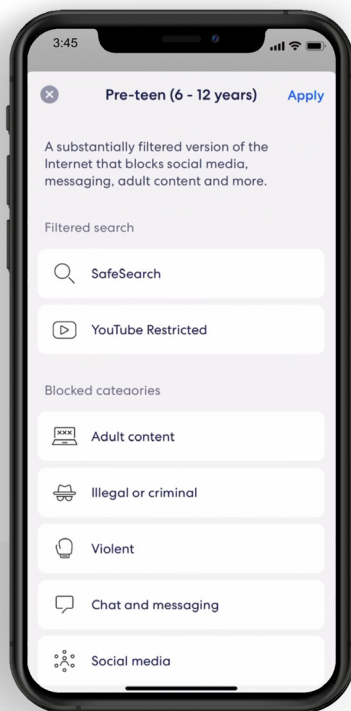
# Content Filters *(continued)*

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



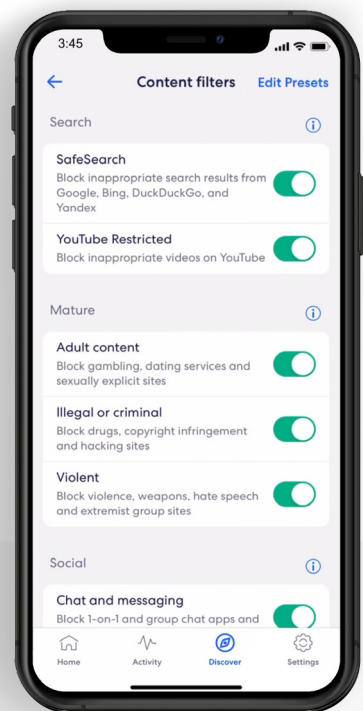
1.

Select *Content filters*.



2.

Tap the desired filter template and tap *Apply*.



3.

Toggle on/off individual content filter categories as desired.

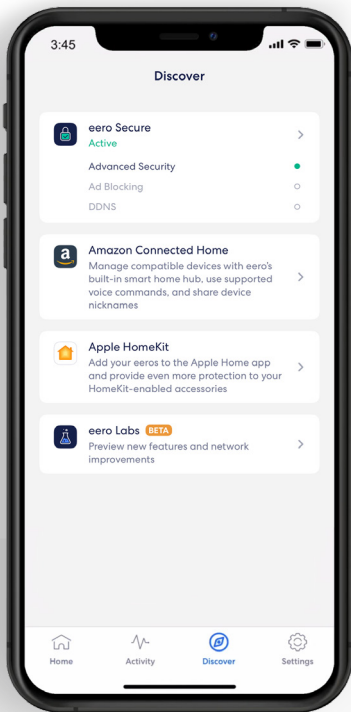




# Block apps

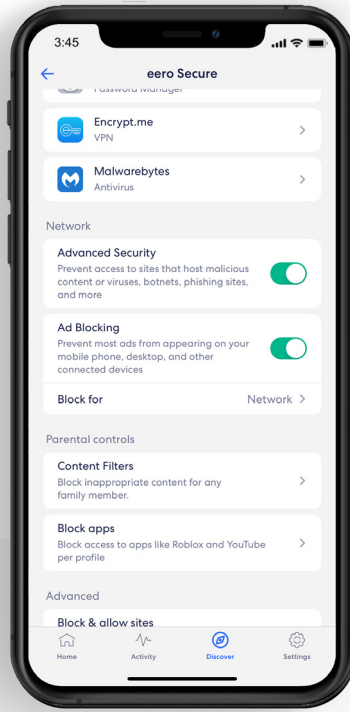
Block select apps for designated profiles.

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



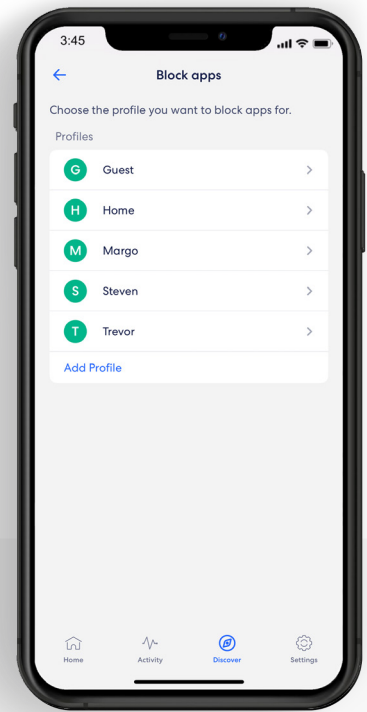
1.

Tap on eero Secure.



2.

Scroll down to the *Parental controls* section, and select *Block apps*.



3.

Select the profile for which you want to block apps.

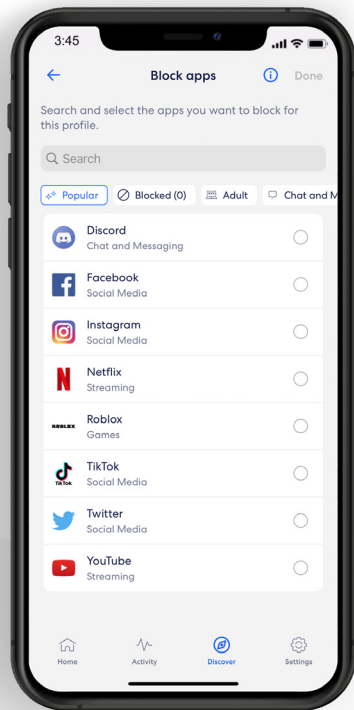




## Block apps *(continued)*

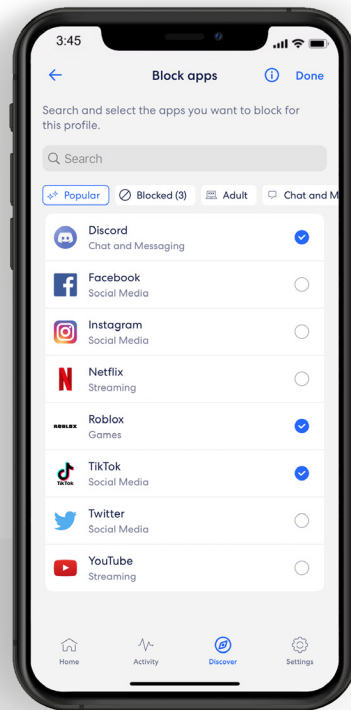
Block select apps for designated profiles.

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



4.

Select the apps that you want to block.



5.

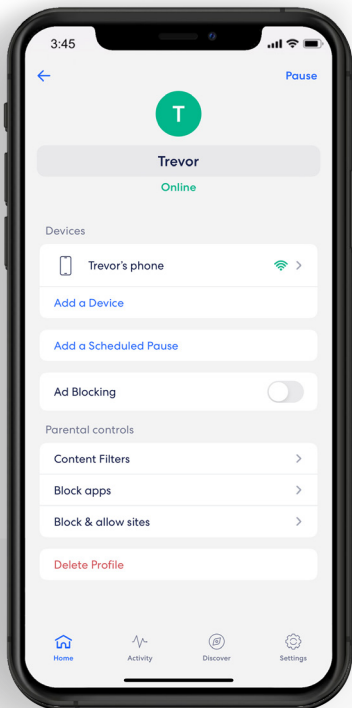
Confirm selection by tapping *Done*.





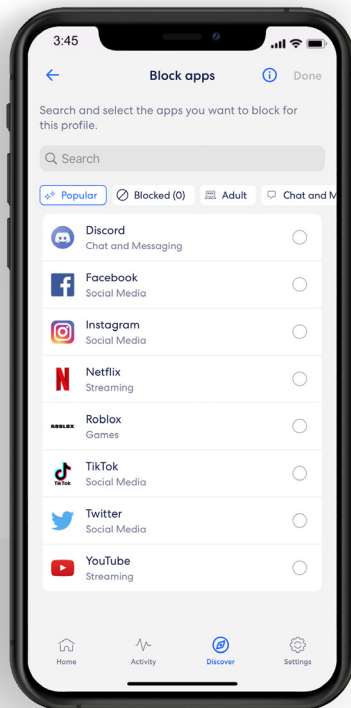
## Block apps (continued)

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



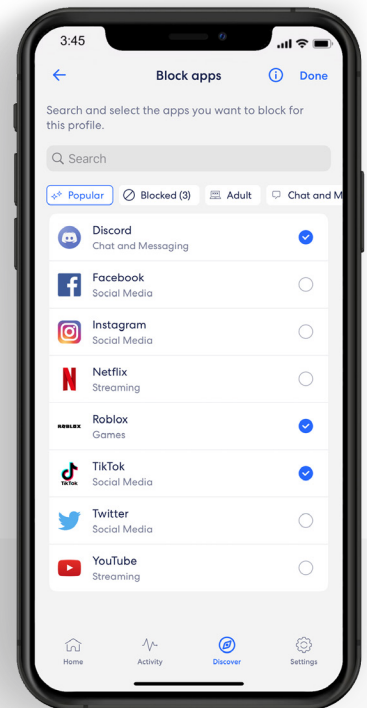
1.

Select *Block apps*.



2.

Select the apps that you want to block.



3.

Confirm selection by tapping *Done*.

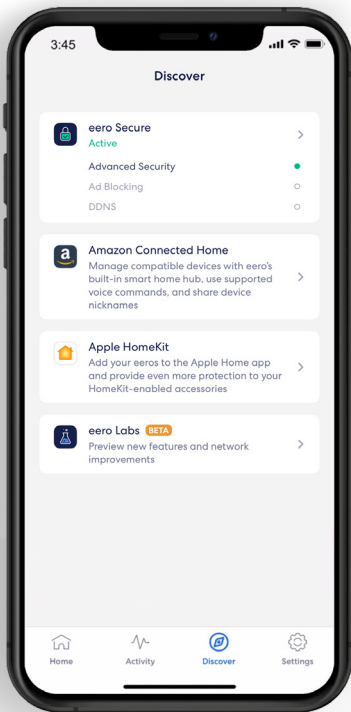




# Block & Allow Sites

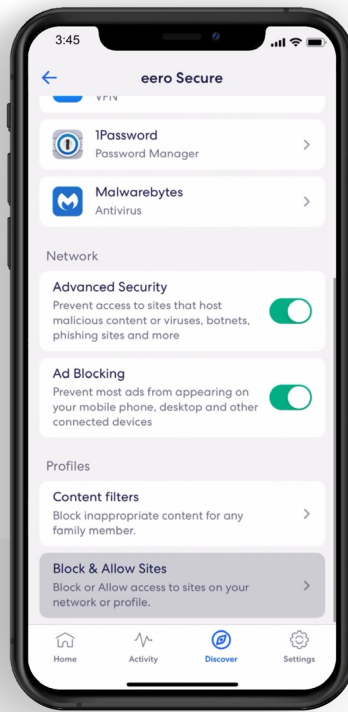
Help prevent particular websites from displaying on certain family members' devices.

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



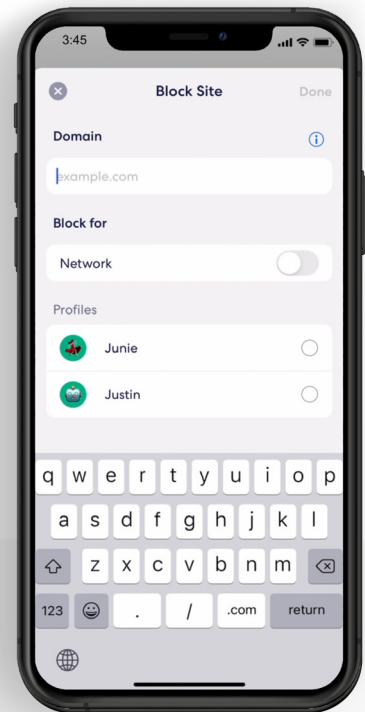
1.

Tap on eero Secure.



2.

Scroll down to the Parental controls section, and select *Block & Allow Sites*.



3.

Tap *Add Blocked Site*.



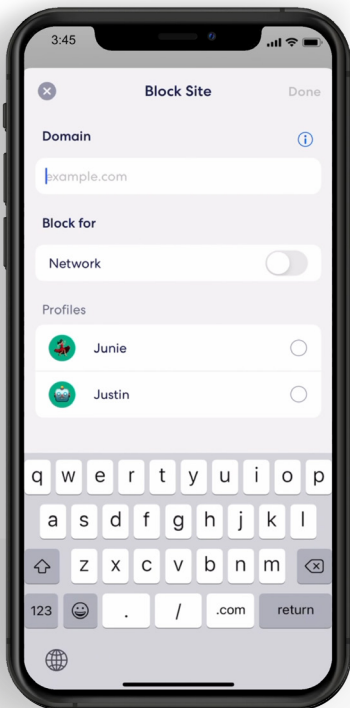


## Block & Allow Sites *(continued)*

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

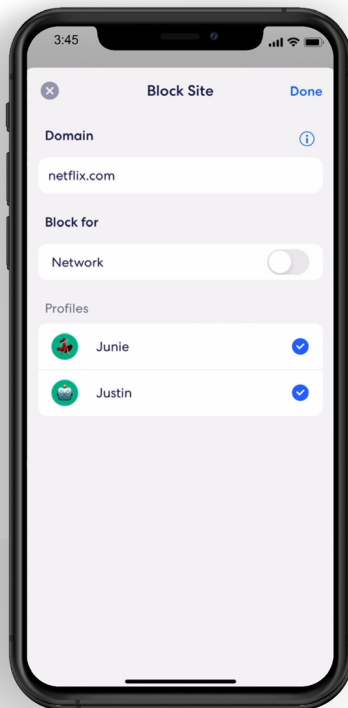
### For Allowed sites:

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



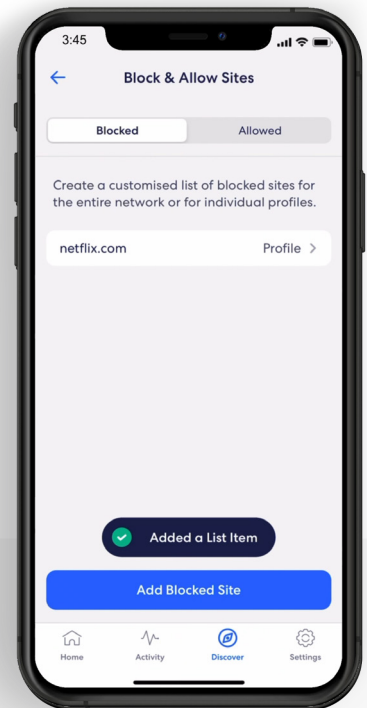
4.

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



5.

Or select *Network* to block it for all devices on the network.



6.

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

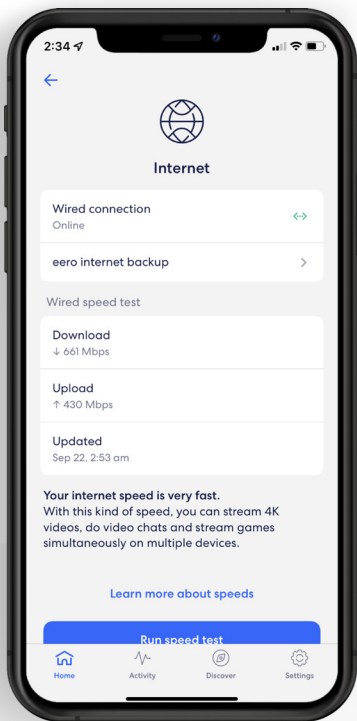




# eero Internet Backup

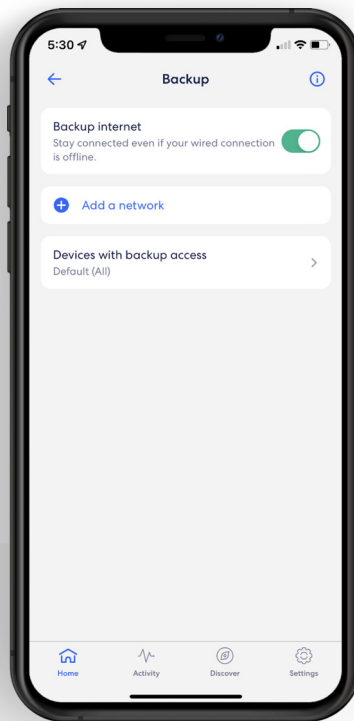
Keep your wifi up and running when your wired connection goes down.

Manage eero Internet Backup from the **Home** tab in the eero mobile app.



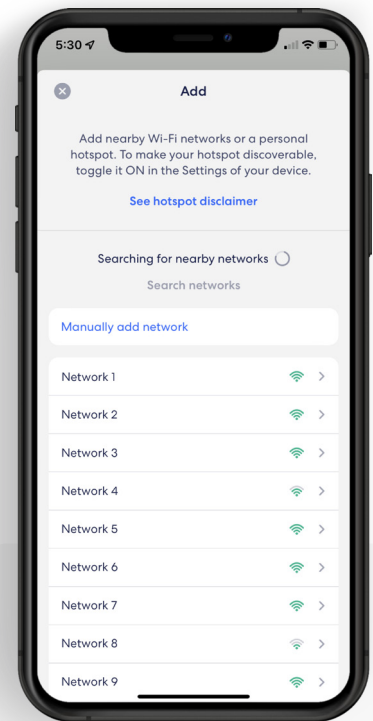
1.

Tap on *Internet* and select *eero Internet Backup*.



2.

Toggle on *eero Internet Backup* to turn on.



3.

Click on *Add a network*. Select your network from the list and enter your password.

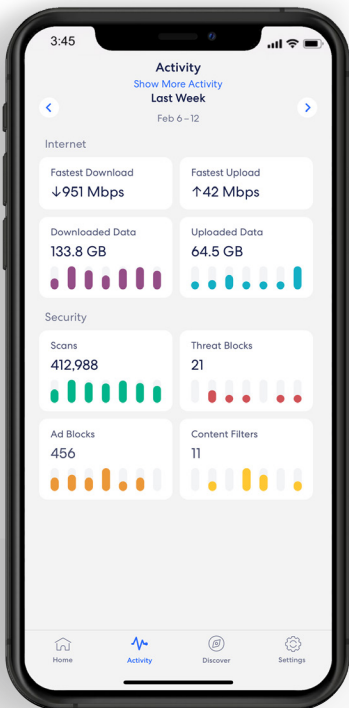




# Data Usage

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.



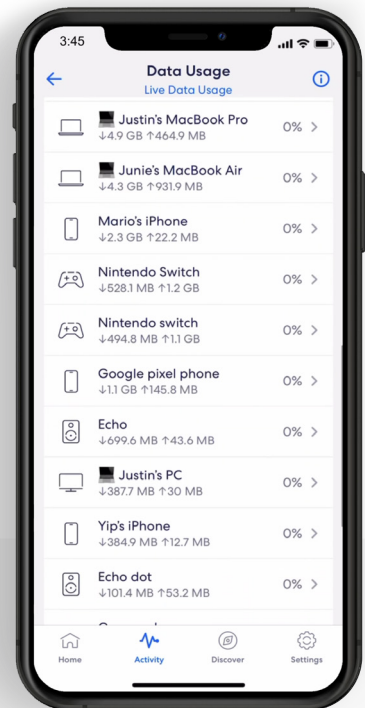
1.

Tap on the *Downloaded* or *Uploaded Data* block.



2.

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



3.

Select a profile or device to view more details.



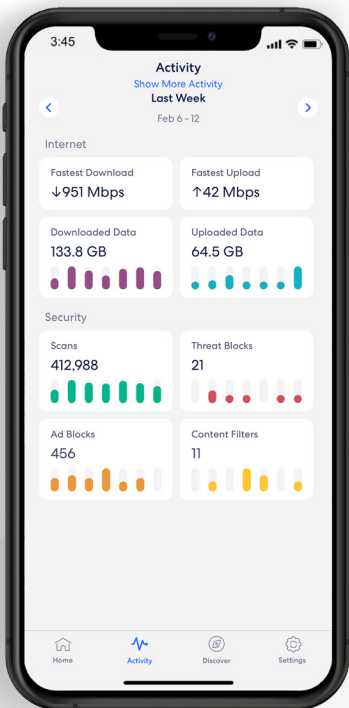




# Activity Center

See how many filters 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.



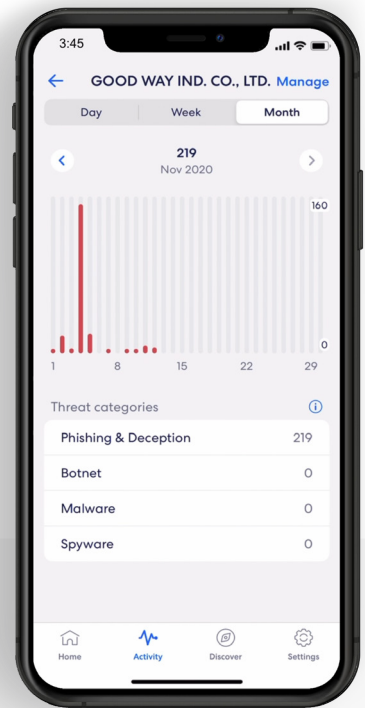
1.

Tap on the *Scans* or *Threat blocks* block.



2.

Navigate between the *Day*, *Week*, and *Month* tabs.



3.

Select a top device to view more details.

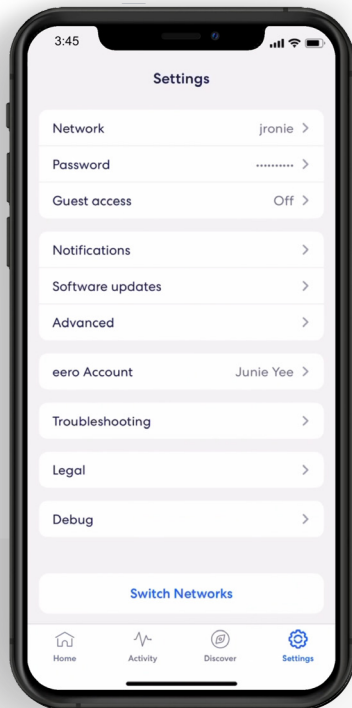




# Notifications

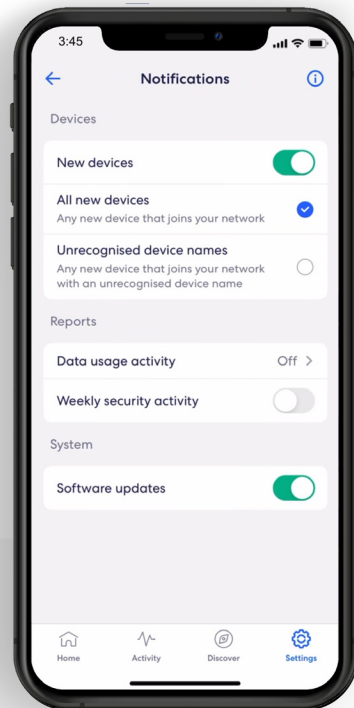
Manage which eero Secure notifications you receive.

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



1.

Select *Notifications*.



2.

Customize notifications to your liking.

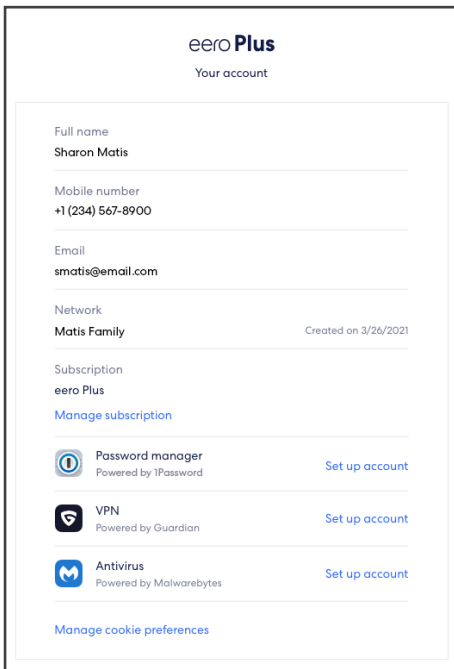




# 1Password

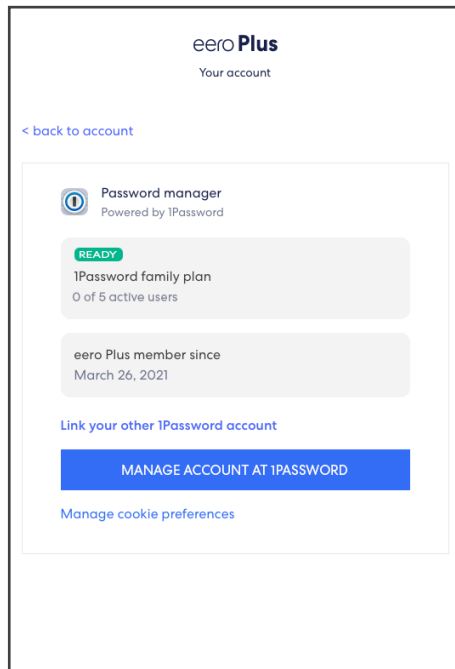
Activate your 1Password account.  
*New to 1Password | On desktop*

Setup 1Password from the **Account center** at [account.eero.com](https://account.eero.com).  
Log in using your phone number, email, or Amazon account.



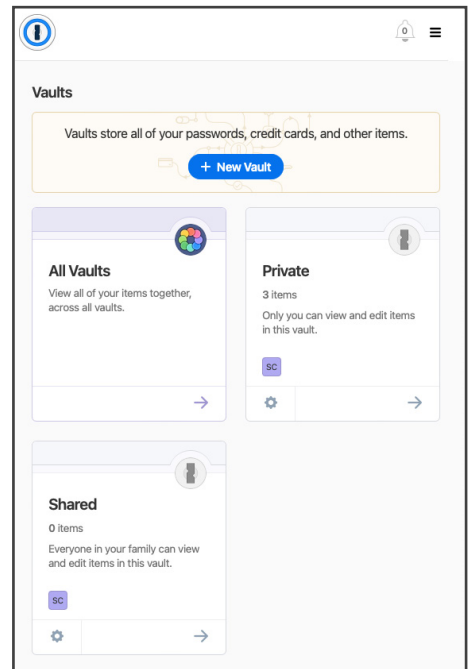
1.

Click on *Set up Account.*



2.

Click *Create Account.*



3.

Follow the steps provided by 1Password via email to register your account.

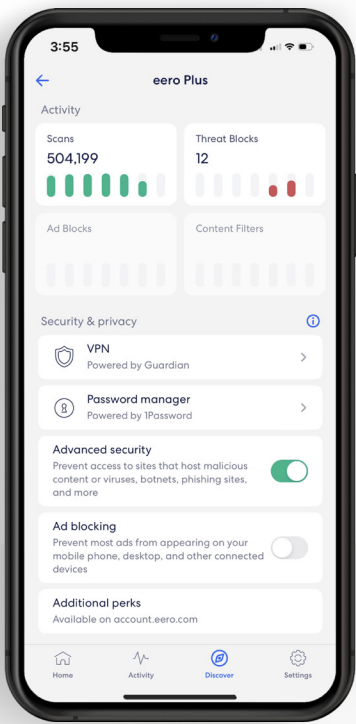




# 1Password

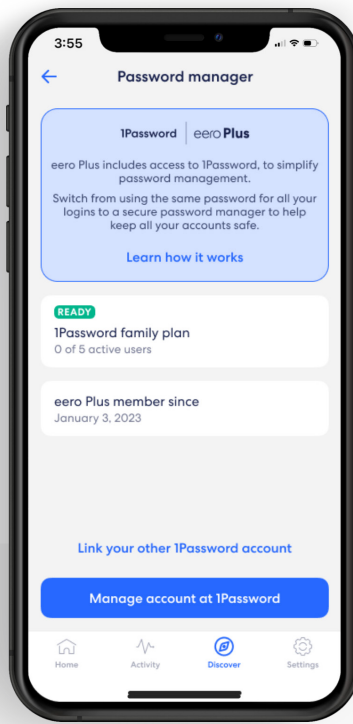
Activate your 1Password account.  
*New to 1Password | On mobile*

Manage eero Plus features from the Discover tab in the eero mobile app.



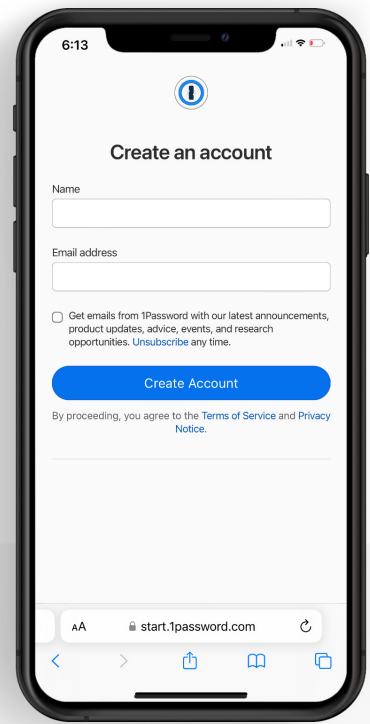
1.

Tap on the *eero Plus* to enter the eero Plus tab. Tap on *Password manager*.



2.

Tap on *Manage account at 1Password*.



3.

Follow the prompts to sign up for a 1Password account.



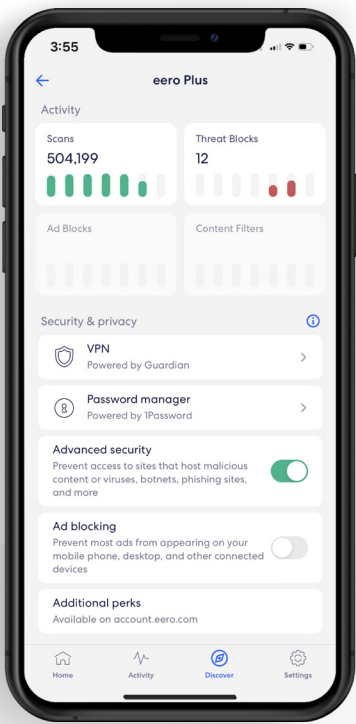


# 1Password

Activate your 1Password account.

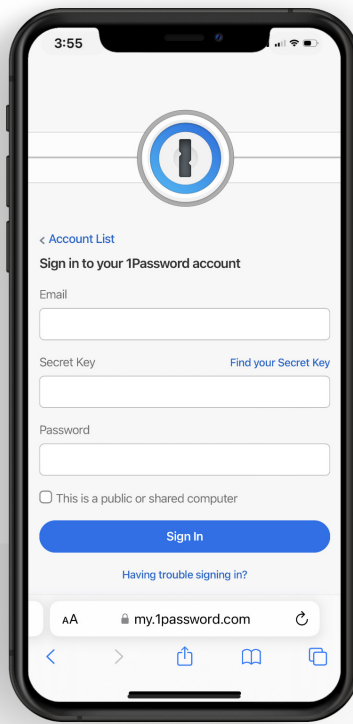
*Existing 1Password customer | On mobile*

Manage eero Plus features from the Discover tab in the eero mobile app.



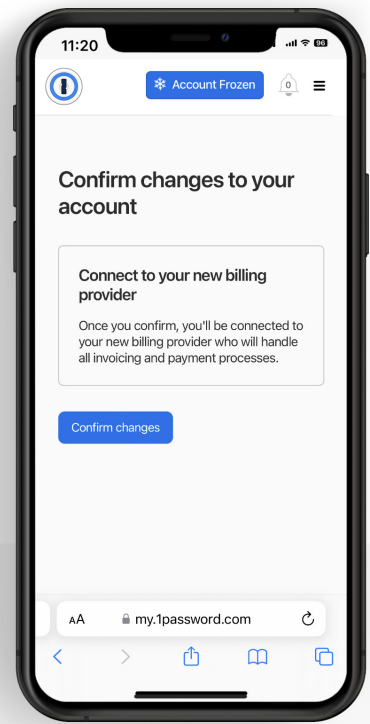
1.

Tap on the *eero Plus* to enter the eero Plus tab. Tap on *Password manager*.



2.

Tap on *Link your other 1Password account*. Log into your 1Password account.



3.

Tap on *Confirm changes*.





# Malwarebytes

Activate your Malwarebytes account.  
*New to Malwarebytes*

Setup Malwarebytes from the **Account center** at [account.eero.com](https://account.eero.com).  
Login using your phone number, email, or Amazon account.

**eero Plus**  
Your account

---

Full name  
**Sharon Matis**

---

Mobile number  
**+1 (234) 567-8900**

---

Email  
**smatis@email.com**

---

Network  
**Matis Family** Created on 3/26/2021

---

Subscription  
**eero Plus**  
[Manage subscription](#)

---

**Password manager**  
Powered by 1Password [Set up account](#)

---

**VPN**  
Powered by Guardian [Set up account](#)

---

**Antivirus**  
Powered by Malwarebytes [Set up account](#)

---

[Manage cookie preferences](#)

**Antivirus**  
Powered by Malwarebytes

Malwarebytes, an antivirus replacement that uses advanced technology to block and remove threats. Up to 3 devices. [Learn more](#)

To get started

- 1 Press the button below to create your account.
- 2 Check your email for instructions on how to complete your registration.
- 3 Get access to your license keys and download Malwarebytes for your devices.

I'm already a Malwarebytes customer:

Please contact Malwarebytes support to make changes to your existing account. [Contact](#)

[CREATE ACCOUNT](#)

By creating an account, you are agreeing to [Malwarebytes' Terms of Service](#) and [Malwarebytes' Privacy Notice](#).

---

[Manage cookie preferences](#)

Shopping Cart

---

**Malwarebytes Premium** <sup>®</sup>  
included with eero Plus Subscription  
Operating system(s): Microsoft® Windows®, Mac OS®, Android™

1.

Click on *Set up account.*



2.

Click *Create Account.*



3.

Follow the steps provided by Malwarebyte to register your account.



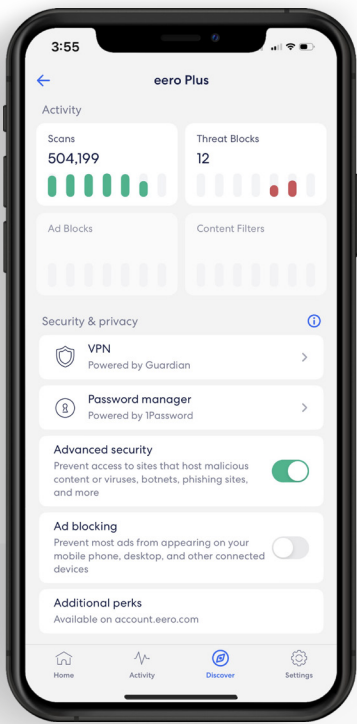


# VPN powered by Guardian

Activate your VPN powered by Guardian account.

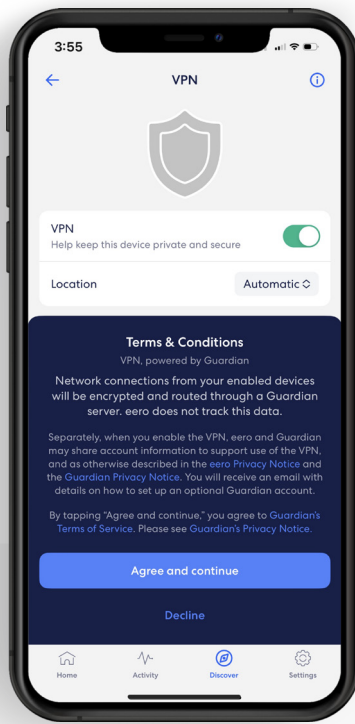
Set up VPN powered by Guardian from the **Discover** tab in the eero mobile app.

**Note:** VPN powered by Guardian is currently only visible in the eero app for the network owner and not network admins.



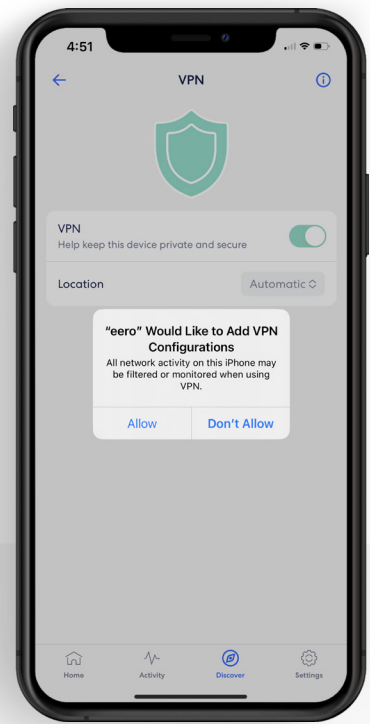
1.

Tap on the eero Plus to enter the eero Plus tab.  
Tap on VPN.



2.

Toggle on the VPN to enable VPN protection.  
Review and accept terms.



3.

If prompted, allow eero to add VPN configuration on your device.



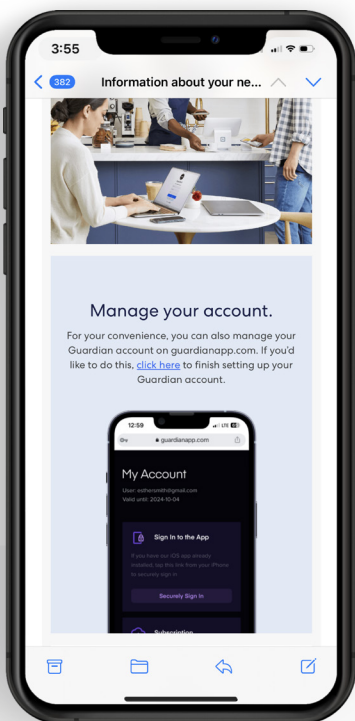


## VPN powered by Guardian *(continued)*

Activate your VPN powered by Guardian account.

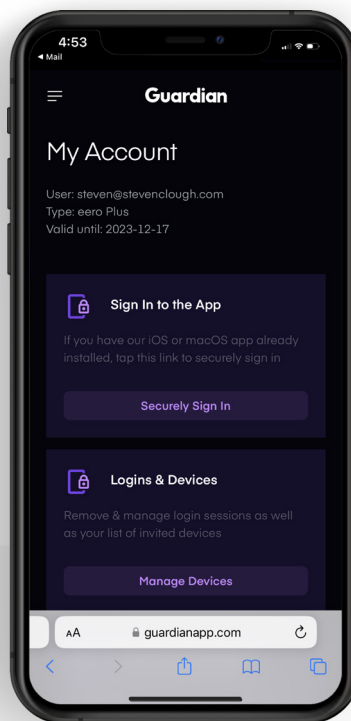
Set up VPN powered by Guardian from the **Discover** tab in the eero mobile app.

**Note:** VPN powered by Guardian is currently only visible in the eero app for the network owner and not network admins.



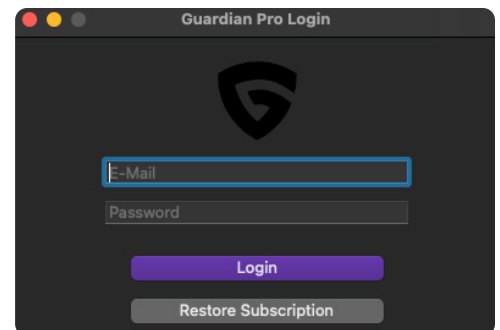
4.

You will receive an email about your Guardian account. To complete registration, click on the link in the email.



5.

Complete your registration on the Guardian website. Download the Guardian mobile app from the app store.



6.

To use on a Mac, log into guardianapp.com and download the desktop app. Log into the desktop app to activate VPN on your Mac device.



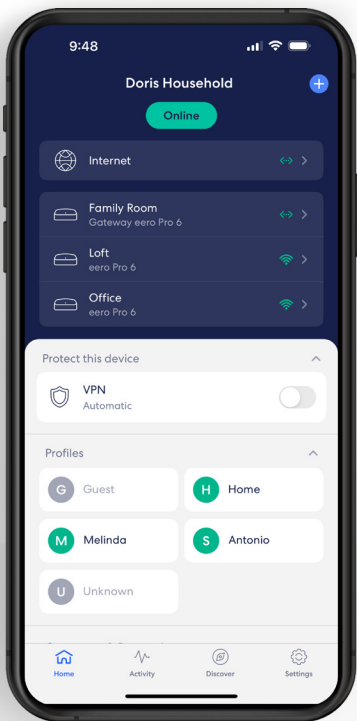




# VPN powered by Guardian *(continued)*

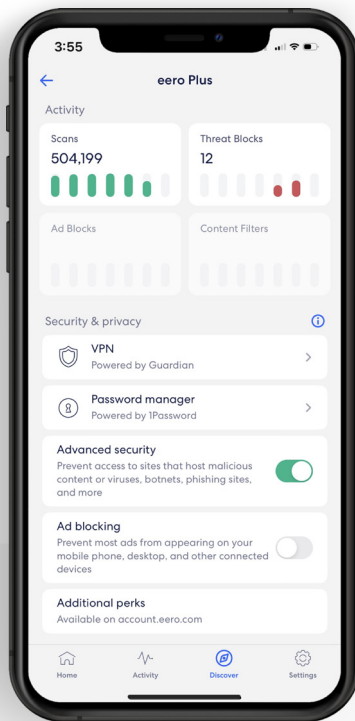
Control your VPN powered by Guardian.

**Note:** VPN powered by Guardian is currently only visible in the eero app for the network owner and not network admins.



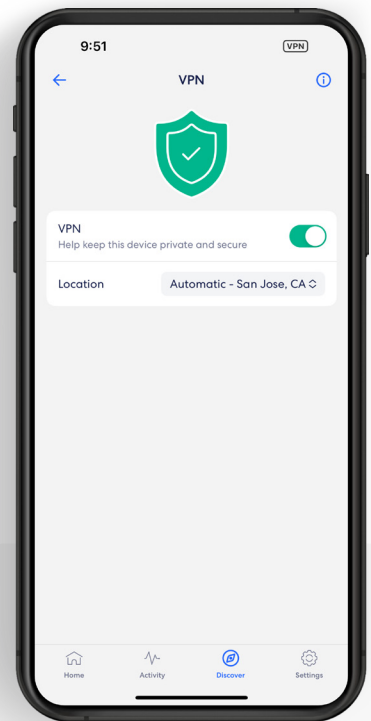
1.

To turn on your VPN, toggle the VPN on from the *Home* tab.



2.

To adjust your VPN settings, go to the eero Plus page in the *Discover* tab and select VPN.



3.

Toggle VPN to turn on/off. Change your location from the dropdown menu.

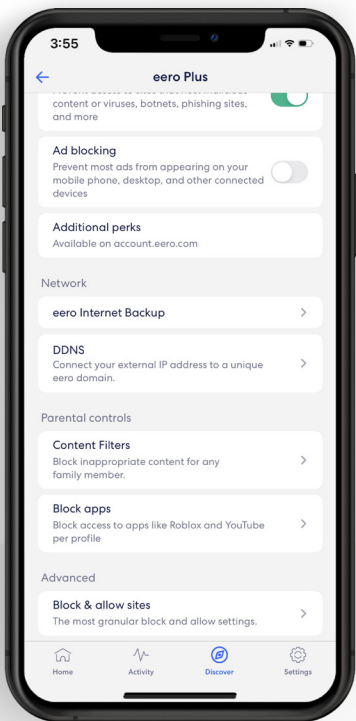




# Dynamic DNS

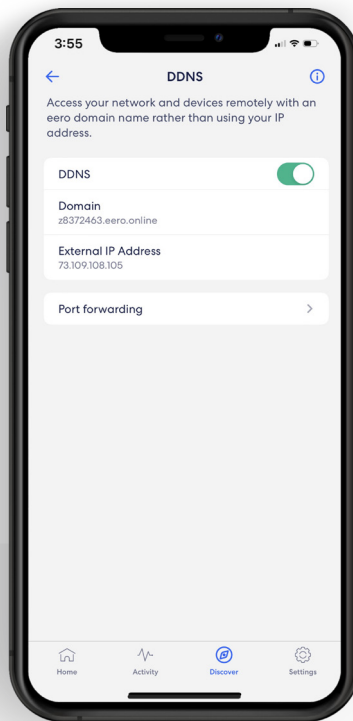
Remotely access your home devices and content through an easy-to-use URL so that even as your IP address changes, your access does not.

Set up Dynamic DNS from the **Discover** tab in the eero mobile app.



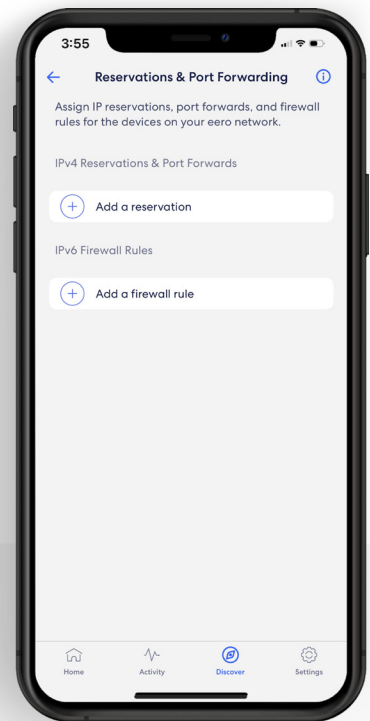
1.

Tap on the *eero Plus* to enter the eero Plus tab. Tap on *DDNS*.



2.

Toggle DDNS to on to activate Dynamic DNS.



3.

From the DDNS screen, tap *Port forwarding* to add an IP reservation or firewall rule.

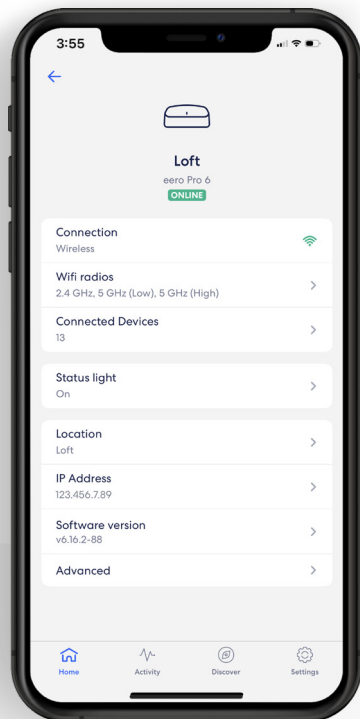




# Wifi radio analytics

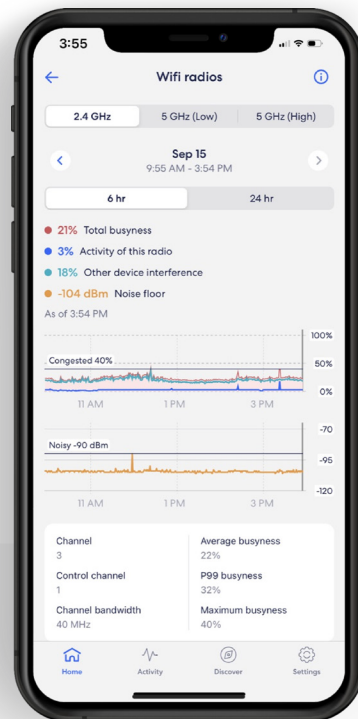
View more advanced wireless details like channel busyness, noise floor, and the channels and bandwidth being used by the eero devices on your network.

View wifi radio analytics from the Home tab in the eero mobile app.



1.

Tap on one of your eero devices to go to the eero details page.



2.

Tap on *Wifi radios* to view wifi radio analytics.



eero