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.



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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.



l. Tap on eero Secure.



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Activit	у		
	803	Threat Blocks	
Ad Blo 465	ocks	Content Filters	
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0	1Password Password Manage	er	>
œ	Encrypt.me VPN		>
0	Malwarebytes Antivirus		>
Netwo	ork		
Home	-\/ Activity	Discover	Settings

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.



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—	eero Se	ecure	
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Scans 208,		Threat Blocks	
. 1	1111		
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0	1Password Password Manag	er	>
•	Encrypt.me VPN		>
0	Malwarebytes Antivirus		>
Netwo	ork		
Home	-\/- Activity	Discover	Settings

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.



Tap on the
 top right.





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



Add a Profile × You can add as many devices to a profile as you'd like, but each device can only be in one profile. Computers & Personal Google pixel phone HTC Corporation Justin's iPhone Justin's MacBook Air Justin's PC J O P QWERTY Α S D F G H K L Z X C V B N M 🔇 ÷ 123 space Ŷ

> **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 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.

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		are disabled by customised.	y default and re	ady >

4.

Tap the desired filter template.



8	Pre-teen (6 - 12 years)	Apply
Interne	tantially filtered version of the et that blocks social media, ging, adult content and more.	
Filtere	d search	
Q	SafeSearch	
Þ	YouTube Restricted	
Blocke	d cateaories	
×××	Adult content	
뜾	Illegal or criminal	
0	Violent	
Q	Chat and messaging	

5.

Review options and tap *Apply*.





Toggle on/off individual content filter categories as desired.

6.





Content Filters (continued)

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

	Pause
Trevor	
Online	
Devices	
Trevor's phone	>
Add a Device	
Add a Scheduled Pause	
Ad Blocking	
Parental controls	
Content Filters	>
Block apps	>
Block & allow sites	>
Delete Profile	
	۵۵ Settings

1. Select Content filters.



3:45		ul 🗢 🗩
۲	Pre-teen (6 - 12 years)	Apply
Interne	tantially filtered version of the et that blocks social media, ging, adult content and more.	
Filtere	d search	
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×××)	Adult content	
뜫	Illegal or criminal	
0	Violent	
\Box	Chat and messaging	
°°¢°	Social media	

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 select apps for designated profiles.

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





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Block apps (continued)

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



1. Select *Block apps*.









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.

Block Site Done Domain () netflix.com () Block for () Network () Profiles () (2) Junie () (2) Justin ()	3:45	_	0
netflix.com Block for Network Profiles	8	Block Site	e Done
Block for Network	Domain		(i)
Network O	netflix.com		
Profiles	Block for		
	Network		
Junie O Justin O	Profiles		
🎯 Justin 🔍	🔹 Ju	nie	\bigcirc
	🧰 Ju:	stin	0

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.





Toggle on eero Internet Backup to turn on.

2.





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.



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*	∳ Junie ↓3 GB ↑1.6 (GB		19	% >
\odot	Other Devi ↓222 GB ↑3			799	% >
G Home	Activity		Discover	S	کَ ettings
			-		

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 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.





Select a top device to view more details.

3.





Notifications

Manage which eero Secure notifications you receive.

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

Network jronie > Password	Devices New devices All new devices Any new device that joins your network Unrecognised device names Any new device that joins your network with an unrecognised device name Reports Data usage activity Off
Guest access Off > Notifications > Software updates > Advanced > eero Account Junie Yee >	All new devices Any new device that joins your network Unrecognised device names Any new device that joins your network with an unrecognised device name Reports
Notifications > Software updates > Advanced > eero Account Junie Yee >	Any new device that joins your network Unrecognised device names Any new device that joins your network with an unrecognised device name Reports
Software updates > Advanced > eero Account Junie Yee >	Any new device that joins your network (with an unrecognised device name Reports
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elect Notifications.	Customize notificat
	to your liking.
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1Password

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

Setup 1Password from the **Account center** at account.eero.com. Log in using your phone number, email, or Amazon account.

eero Plus Your account	eero Plus Your account	Vaults
Full name Sharon Matis	< back to account	Vaults store all of your passwords, credit cards, and other items.
Mobile number +1 (234) 567-8900	Password manager Powered by IPassword	+ New Vault
Email smatis@email.com	(READY) IPassword family plan O of 5 active users	All Vaults View all of your items together, 3 items
Network Matis Family Created on 3/26/2021 Subscription	eero Plus member since March 26, 2021	across all vaults. Only you can view and edit items in this vault.
eero Plus Manage subscription	Link your other IPassword account	\rightarrow \diamond \rightarrow
Password manager Powered by IPassword Set up account	MANAGE ACCOUNT AT IPASSWORD	
VPN Set up account Powered by Guardian	Manage cookie preferences	O items Everyone in your family can view
Malwarebytes Set up account		and edit items in this vault.
Manage cookie preferences		$\diamond \rightarrow$
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.

3:55		
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Ad Blocks	Content F	ilters
Security & privacy	(0
D VPN Powered b	oy Guardian	>
	d manager by 1Password	>
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	from appearing on you sktop, and other conne	
Additional perk Available on acco		
00	√- Ø ctivity Discover	() Settings

1.

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

Password manager IPasword eero Plus eero Plus includes access to IPassword, to simplify password management. Switch from using the same password for all your logins to a scure password manager to help keep all your accounts safe. Learn how it works ELEADY Password family plan O of 5 active users ero Plus member since January 3, 2023 Link your other IPassword account Manage account at IPassword Manage Active Party Decorr	3:55		0	
eero Plus includes access to Password, to simplify password management. Switch from using the same password for all your logins to a secure password manager to help keep all your accounts safe. Learn how it works EEAOP Password family plan O of 5 active users eero Plus member since January 3, 2023 Link your other IPassword account Manage account at IPassword Com April 2000 Comparison	←	Password	manager	
password management. Switch from using the same password for all your Togins to a secure password manager to help keep all your accounts safe. Learn how it works ELARY IPassword family plan O of 5 active users eero Plus member since January 3, 2023 Link your other IPassword account Manage account at IPassword Com April 200 Com		1Password	eero Plus	
Switch from using the same password for all your logins to a secure password manager to help the point of the	eero Pl			l, to simplify
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Manage account at 1Password	1Pass 0 of 5	word family pla active users Plus member sin		
	Li			
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2.

Tap on Manage account at 1Password.



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.

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Activity		
Scans 504,199	Threat Blo 12	ocks
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D VPN Powered	d by Guardian	>
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	curity to sites that host maliciou ses, botnets, phishing site:	
	ds from appearing on you desktop, and other conne	
Additional pe Available on ad	erks :count.eero.com	
↓ Home	Activity Discover	Settings

1.

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



3:55			
< Account Li			
Sign in to yo	our 1Password a	count	
Email			
Secret Key		Find your	Secret Key
Password			
🗌 This is a p	ublic or shared co	mputer	
	Sign In		
	Having trouble s		
	maving trouble s	igning in)?	
AA	🗎 my.1passwo	ord.com	S
<	> 🗅	m	C

2.

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



Tap on Confirm changes.





Malwarebytes

Activate your Malwarebytes account. New to Malwarebytes

Setup Malwarebytes from the Account center at account.eero.com. Login using your phone number, email, or Amazon account.

eero Plus Your account	Antivirus Powered by Malwarebytes	
Full name Sharon Matis	Malwarebytes, an antivirus replacement that uses advanced technology to block and remove threats. Up to 3 devices. Learn more	
Mobile number	To get started	
+1 (234) 567-8900	Press the button below to create your account.	
Email smatis@email.com	② Check your email for instructions on how to complete your registration.	Shopping Cart
Network Matis Family Created on 3/26/2021	③ Get access to your license keys and download Malwarebytes for your devices.	Malwarebytes Premium ()
Subscription eero Plus	I'm already a Malwarebytes customer:	included with eero Plus Subscription Operating system(s): Microsoft® Windows®, Mac OS®, And
Manage subscription	Please contact Malwarebytes support to make changes to your existing account. Contact	
Password manager Powered by IPassword Set up account		
VPN Set up account Set up account	By creating an account, you are agreeing to Malwarebytes' Terms of Service and Malwarebytes'	
Antivirus Set up account	Privacy Notice.	
Manage cookie preferences	Manage cookie preferences	
		J
1.	2.	3.
Click on Set up	Click Create Account.	Follow the steps provide
account.	Click Credie Account.	by Malwarebyte to



L

d 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.



Guardian Pro Login	
6	
E-Mail	
Login	
Restore Subscription	

5.

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

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6. To use on a Mac, log into guardianapp.com and download the desktop app. Log into the desktop app to active 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 *Hom*e tab.



3:55	0 	•
eero	Plus	
Activity		
Scans 504,199	Threat Blocks 12	
Ad Blocks	Content Filters	
Security & privacy		()
Powered by Guardia	m	>
Password manage Powered by 1Password		>
Advanced security Prevent access to sites that content or viruses, botnets, and more		C
Ad blocking Prevent most ads from apper mobile phone, desktop, and devices		
Additional perks Available on account.eero.o	om	
Home Activity	Discover Se	ttings

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.

÷	eero	Plus	
content or vir and more	ruses, botnets,	phishing sites,	
	ads from appe	earing on your d other connected	0
Additional Available on	perks account.eero.c	:om	
Network			
eero Interne	et Backup		>
DDNS Connect your eero domain		ldress to a unique	>
Parental cont	rols		
Content Filt Block inappre family memb	opriate content	t for any	>
Block apps Block access per profile	to apps like Ro	blox and YouTube	, >
Advanced			
Block & allo The most gra		d allow settings.	>
ŝ	∕∿-	Ø	Ô
Home	Activity	Discover	Settings

1.

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



2. Toggle DDNS to on to activate Dynamic DNS.





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.





2.

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





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