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# Frequently Asked Questions

Webroot *SecureAnywhere*

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## Frequently Asked Questions

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What follows is a set of Frequently Asked Questions that will help you understand the benefits of downloading End Point Security software, and provide guidance on using and installing Webroot SecureAnywhere (WSA).

### **Why is HSBC teaming up with Webroot to offer Webroot SecureAnywhere software?**

You should already have security software on your PC, but conventional antivirus does not specialize in protecting your sensitive information when you use online banking.

To ensure you have the best possible online protection HSBC has teamed up with Webroot to provide its award-winning security software that will protect you against viruses and online threats designed to steal your personal and online banking information. It's a totally new antivirus technology that will happily work alongside the security software on your device and protect you from the threats it misses.

### **What is the difference between my antivirus and Webroot SecureAnywhere?**

- Detects, blocks and removes all infections including highly sophisticated banking malware from your PC in the fastest possible time.
- Has an integrated Identity Shield feature that provides a secondary layer of defence against financial and information stealing malicious software.
- Identity Shield assumes your PC may already be infected with sophisticated and hard to detect malware such as a banking Trojan and neutralises the threat by shutting off its data theft activities on your PC, thereby keeping your identity and online activities secure.
- Doesn't need virus definition updates, these go out of date within minutes. Instead it uses the Webroot Intelligence Network (the world's largest threat intelligence database) to identify new files and classify threats in **real time**. In this way, it identifies brand new threats in seconds, rather than hours or days and significantly minimizes the risks posed by malware.
- It is lightweight and uses the least PC resources of any antivirus. At less than 1 megabyte in size, it's tiny compared to conventional antivirus software that is on average around 500 megabytes!
- It is extremely fast, according to independent tests it's the world's fastest antivirus. A normal deep scan takes 1-3 minutes depending on your machine and will not slow down your PC.
- For the second year running Webroot SecureAnywhere was lauded as the most effective antivirus software at detecting and blocking new malware with a perfect score of 5 out of 5 from PCMag USA. It also received the highly coveted PC Mag Editor's Choice Award.:

## What security protection and management features are included in Webroot SecureAnywhere?

Webroot SecureAnywhere includes the following key features:

- Antivirus
- Antispyware Anti-phishing Firewall
- Identity Protection
- Unsafe Link and Search Results Identification
- Online Management Console

## What extra protection is offered by Identity Shield?

The Identity Shield protects all the details you share with an internet bank. It protects information like login details, passwords, account numbers, credit card details and personal information such as addresses, dates of birth etc. It also adds a second layer of protection against highly targeted banking and information stealing Trojans to ensure your identity and online activities are fully secure.

Webroot SecureAnywhere protects you in these ways:

- Identifies if a website you visit is the genuine site making sure it's not a false banking (phishing) site
- Ensures your login information is only entered into the website it's intended for
- Protects your personal information, even if there's already unidentified malicious software on your PC
- Automatically protects your web browser, cookies and saved website data
- Prevents browser attacks from keyloggers and screengrabbers that try to peer into your banking activity
- Protects clipboard data from theft and stops URL grabbing attacks
- Blocks browser modification attempts and any suspicious access to browser windows

## How much does this security software cost?

HSBC has teamed up with Webroot to offer Webroot SecureAnywhere software at no cost to our HSBC*net* online banking customers. Once logged in to your HSBC*net* Account, you can download your free version of Webroot SecureAnywhere directly from the HSBC*net* Help Centre

## How do I install Webroot SecureAnywhere (WSA)?

After Logging Into your HSBC*net* account, visit the Help Centre via the link located at the top right of your screen for guidance on downloading Webroot. Use the "Download Now" tab provided in the instructional video. The Webroot SecureAnywhere agent, which is less than 1 megabyte in size, will download onto your PC within seconds.

**Is Webroot SecureAnywhere (WSA) available in multiple languages?**

Yes, Webroot SecureAnywhere is available in Chinese (simplified), Chinese, Korean, Japanese, Russian, Turkish, English, German, French, Portuguese, Spanish, Italian and Dutch.

Webroot SecureAnywhere detects the operating system language and automatically installs the correct language for you. If the language of your operating system is not available, WSA will default to English.

Please note that Webroot use your local machine settings and not the language settings you have selected for your online HSBCnet Banking Profile.

**Do I need to have Administrator rights to install Webroot SecureAnywhere?**

Yes, to install the software you need to have Administrator rights on your machine.

**I am not technical. Is this security software difficult to set up?**

No. The default settings of the software are designed to be sufficient, but if you do have to change anything it's simple, fast and intuitive to do so. In addition to the tutorial provided in the HSBCnet Help Centre, Webroot also provides online and in-product help to advise you. It takes just a few seconds to download and install the software and after that you are fully protected.

**What can I do if my company has restrictions and I cannot install WSA?**

A number of businesses have restrictions such as restricted installation rights, filtered internet access, proxy settings, firewall restrictions and others. If you are not able to install WSA please contact your IT administrator to help you or alternatively please ask your IT administrator to contact Webroot global support for installation instructions specific to your environment. Contact Webroot Support and arrange for a call-back.

**Can I install Webroot SecureAnywhere (WSA) to all the devices on in my business?**

WSA is only intended to be used on devices accessing the HSBC online account. If you would like to install WSA to your entire business devices please contact Webroot

**Will Webroot SecureAnywhere affect my use of the Internet?**

No. The software is designed to be very unobtrusive, only letting you know if a malicious website is identified by displaying a clear warning message on your screen or if viruses (malware) are found.

**Will Webroot SecureAnywhere effect any applications on my device?**

No. It is designed to automatically set itself to the best possible configuration for maximum compatibility with all other applications on your PC.

**Will Webroot SecureAnywhere remove threats in day-to-day use?**

Yes. Any threats detected by Webroot SecureAnywhere will be removed.

**Will Webroot SecureAnywhere slow down my PC?**

No. It is very different to other security products as it has been designed to be extremely quick and unobtrusive, with a high level of protection. It is small at less than 1 megabyte, and downloads in seconds. It is also extremely light, having minimal impact on the speed of your PC.

**Do I still need to use my existing antivirus software?**

The choice is yours. Webroot SecureAnywhere can either replace or work alongside your existing antivirus software.

Webroot SecureAnywhere is fully compatible with other mainstream antivirus products and will work alongside any existing antivirus software to detect and remove any threats it misses, and to protect your financial and personal information.

You will not be asked to uninstall your existing antivirus when installing Webroot SecureAnywhere.

**I have other security products that I need to update every day. Will I need to do this with Webroot SecureAnywhere?**

No. software updates are automatic, seamless and silent. Webroot SecureAnywhere does not require virus definition updates.

**What Operating Systems and Browsers does Webroot SecureAnywhere support?****Operating Systems**

- Microsoft® Windows® XP 32- and 64-bit SP2, SP3
- Windows Vista® 32-bit (all Editions), Windows Vista SP1, SP2 32- and 64-bit (all Editions)
- Windows 7 32- and 64-bit (all Editions), Windows 7 SP1 32- and 64-bit (all Editions)
- Windows 8 32-and 64-bit

**Browsers**

- Microsoft® Internet Explorer® 7.0 and higher
- Mozilla® Firefox® 3.6 and higher (32-bit only)
- Google Chrome™ browser 10.0 or higher
- Opera 9 and higher (32-bit only)

## **What are the system requirements for Webroot SecureAnywhere?**

Webroot SecureAnywhere has an extremely light footprint with minimal impact on the speed of your PC. It will even run on very low specification PCs.

However, for the best performance we recommend PC's with at least the following minimum specifications:

- Processor - Intel® Pentium®/Celeron®, or AMD® K6/Athlon™/Duron™ family, or other compatible processor
- RAM -128 MB of available RAM (minimum)
- Disk space -10 MB Hard Disk Space (minimum)
- Connectivity - Internet access

