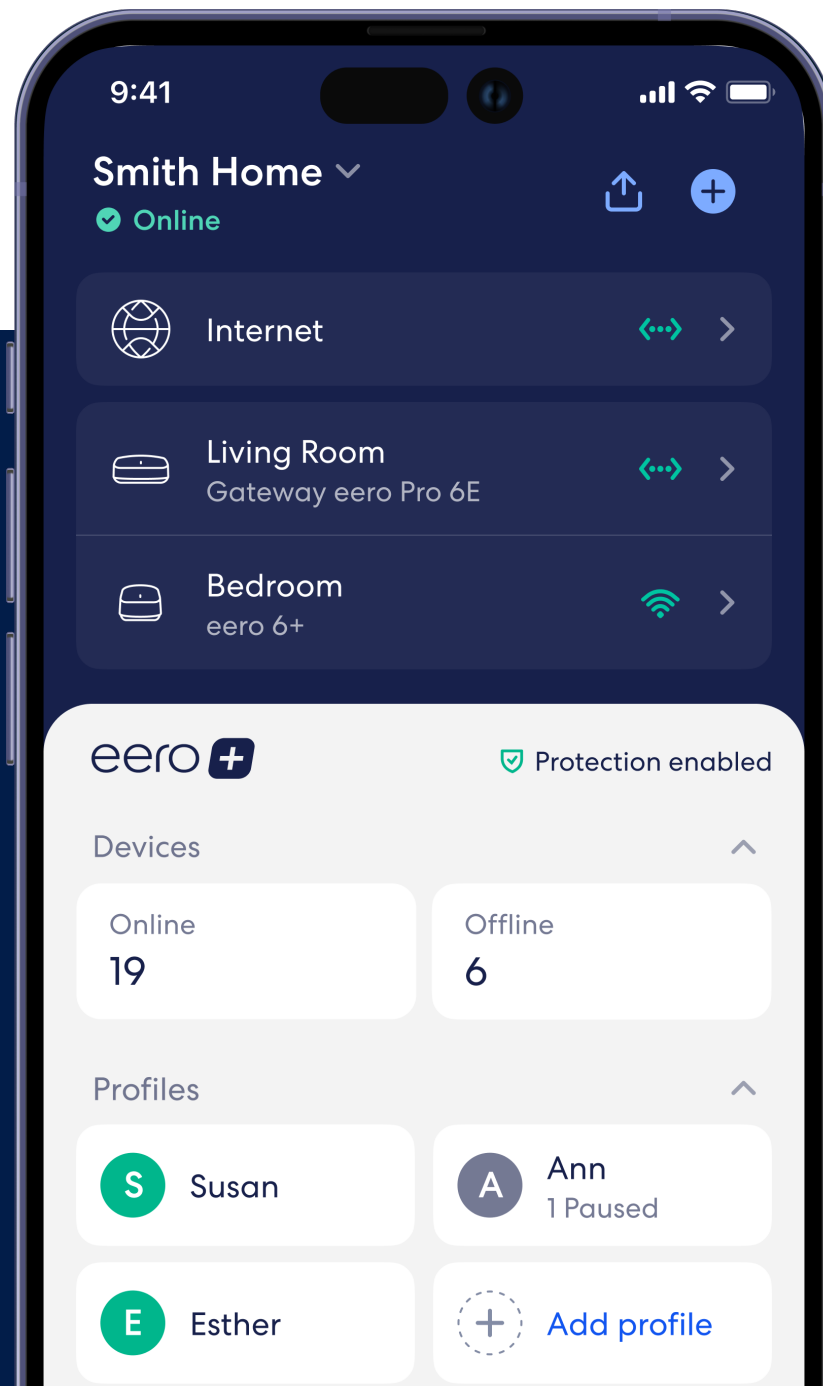




# How-to guide

Getting started with your  
eero Plus subscription.



# Even more control. Enhanced security. Peace of mind.

eero Plus 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 Plus for the first time or looking to do more, we’ve got you covered with the steps to set up and use eero Plus.

## Contents

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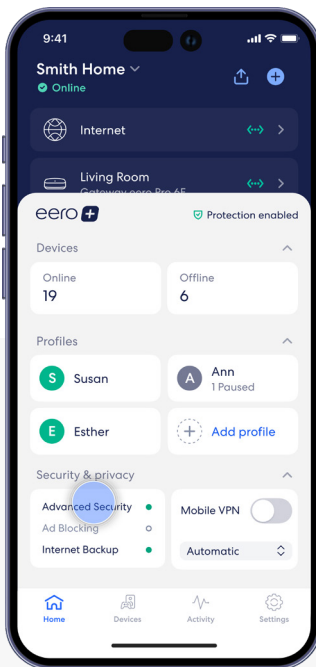


**Note:** Active Threat Protection is enabled by default for eero Plus.

## Active Threat Protection

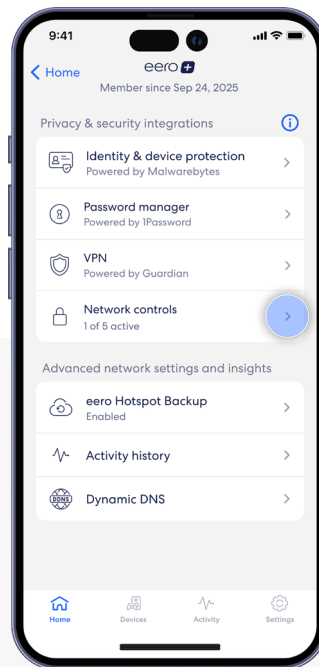
Automatically block access to malicious sites that can lead to phishing attempts, viruses, and advanced cyberattacks.

1



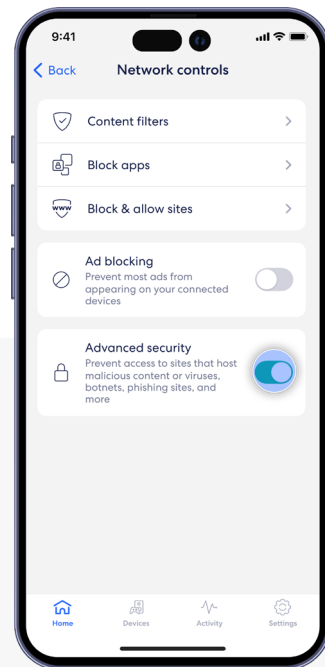
From the *Home* tab, tap on the left module under *Security & Privacy* that says **Advanced Security**.

2



Tap on **Network Controls**.

3



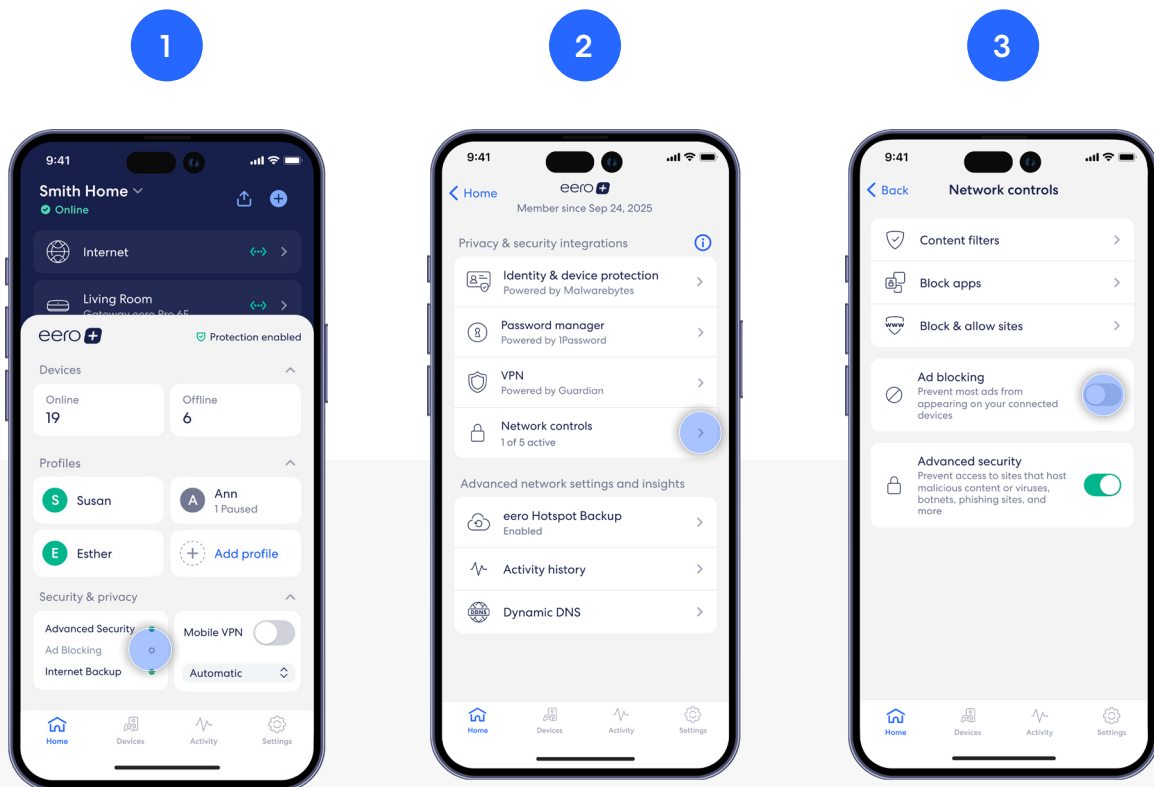
Toggle on **Advanced Security**.



# Ad Blocking

Help block inappropriate pop-ups, dangerous clickbait, and harmful ads to control what reaches your family online.

Turn on Ad Blocking from the homepage in your eero mobile app.



From the *Home* tab,  
tap on the left  
module under *Security  
& Privacy* that says  
**Ad Blocking.**



Tap on  
**Network Controls.**



Toggle on  
**Ad Blocking.**

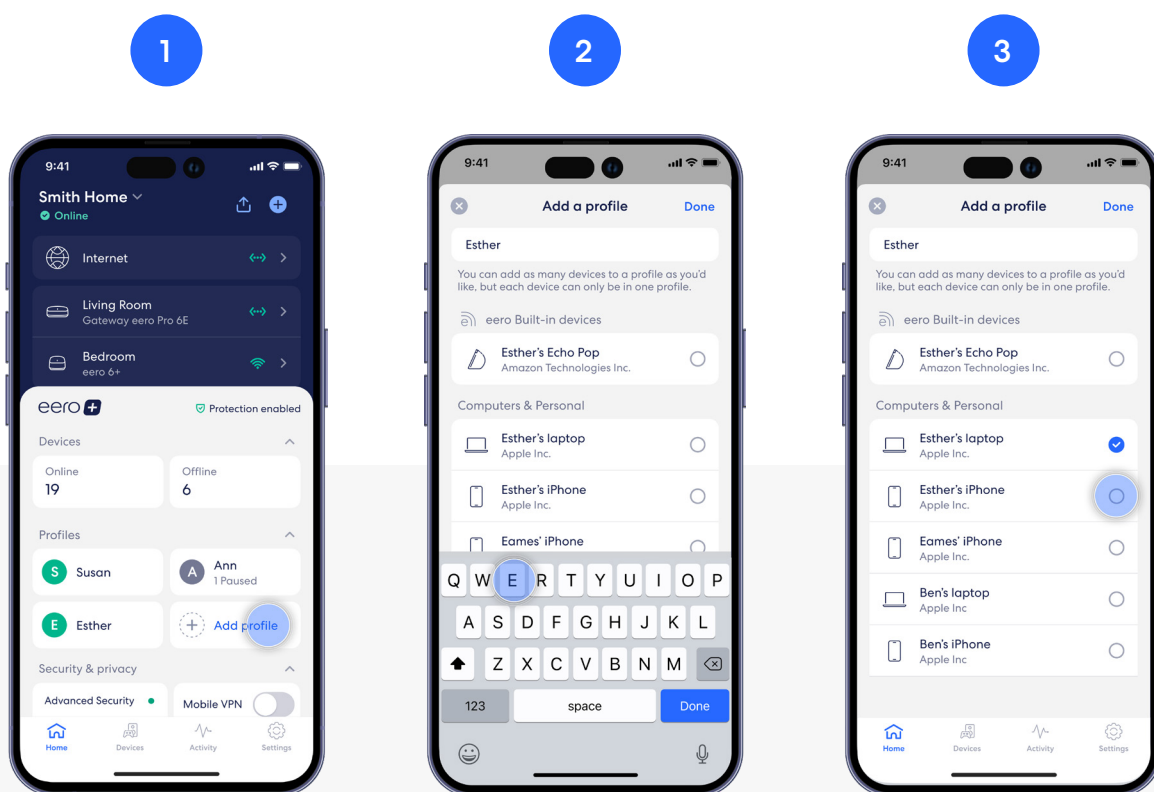




## Profiles

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.



From the Home tab, tap on **Add a profile** in the Profiles section.

Enter the name of the person for whom you're creating a profile.

Select which devices to add to the profile.

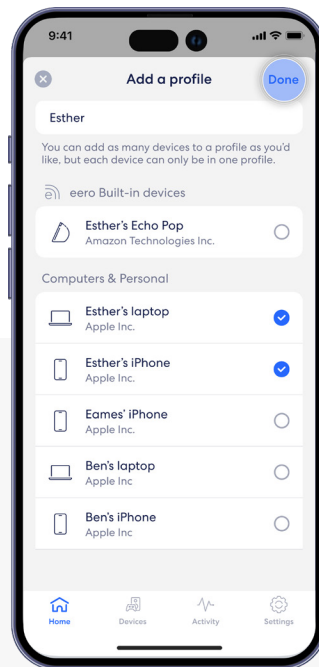


## Profiles *(continued)*

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.

4



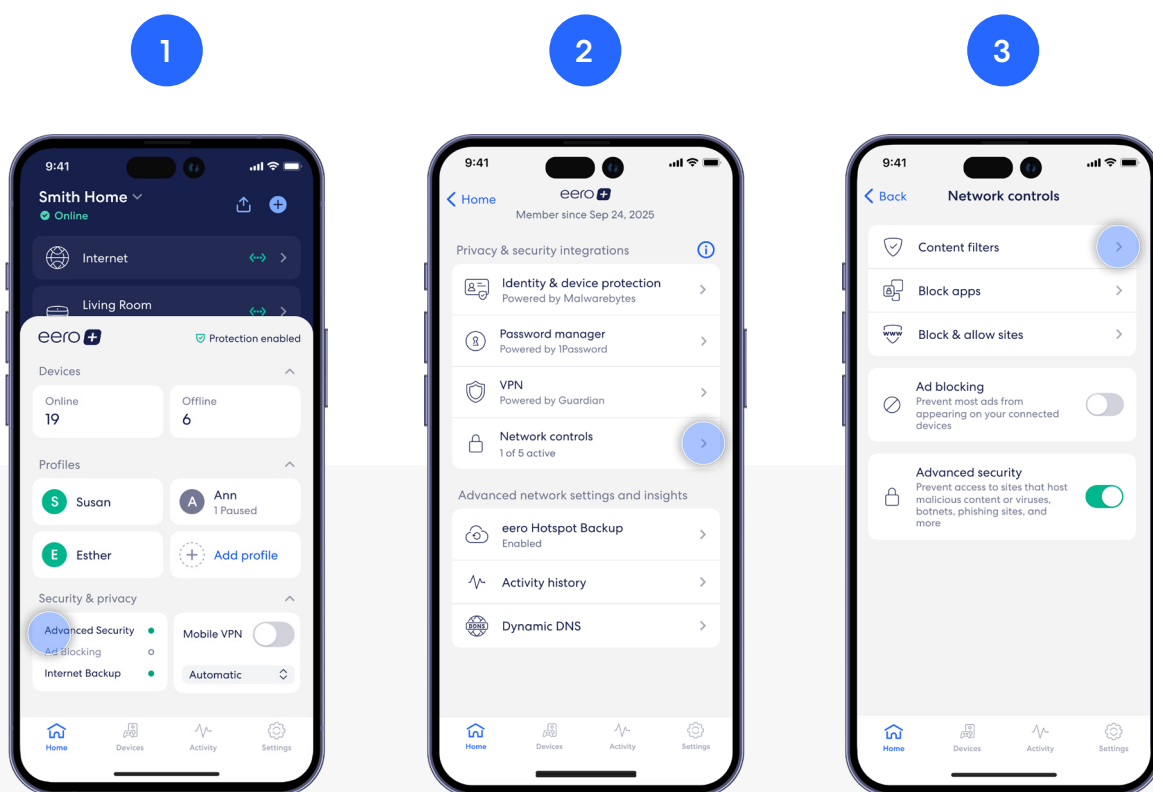
Once all the desired devices are selected, tap **Done**.



## Content Filters

Block access to categories of websites for different age groups—like adult content, violence, or illegal activity.

Set up Content Filters from the homepage in the eero mobile app.



From the *Home* tab, tap on the left module under *Security & Privacy*.



Select **Network Controls**.



Select **Content Filters**.

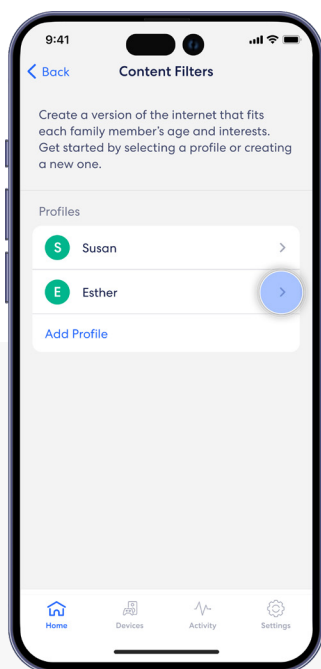


## Content Filters *(continued)*

Block access to categories of websites for different age groups—like adult content, violence, or illegal activity.

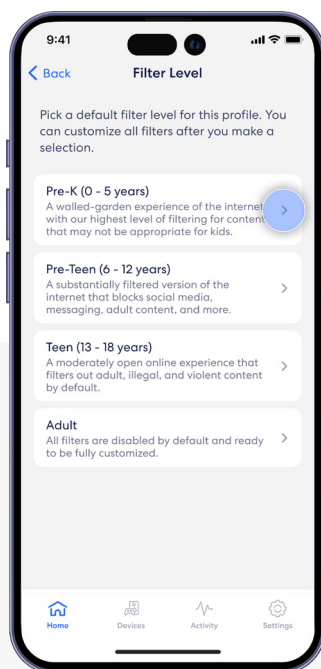
Set up Content Filters from the homepage in the eero mobile app.

4



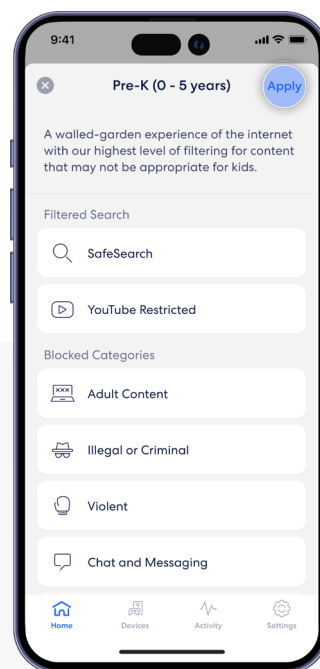
Select the profile for which you want to set up Content Filters.

5



Tap the desired filter template.

6



Review options and tap **Apply**.

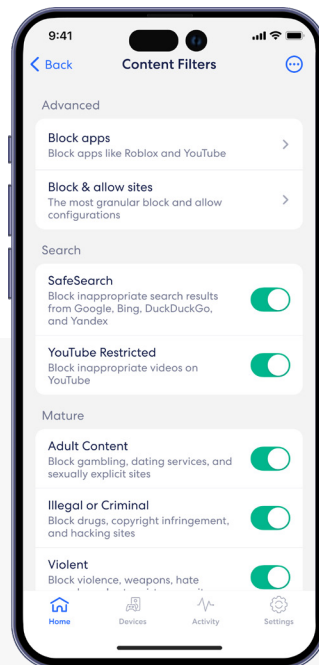


## Content Filters *(continued)*

Block access to categories of websites for different age groups—like adult content, violence, or illegal activity.

Set up Content Filters from the homepage in the eero mobile app.

7

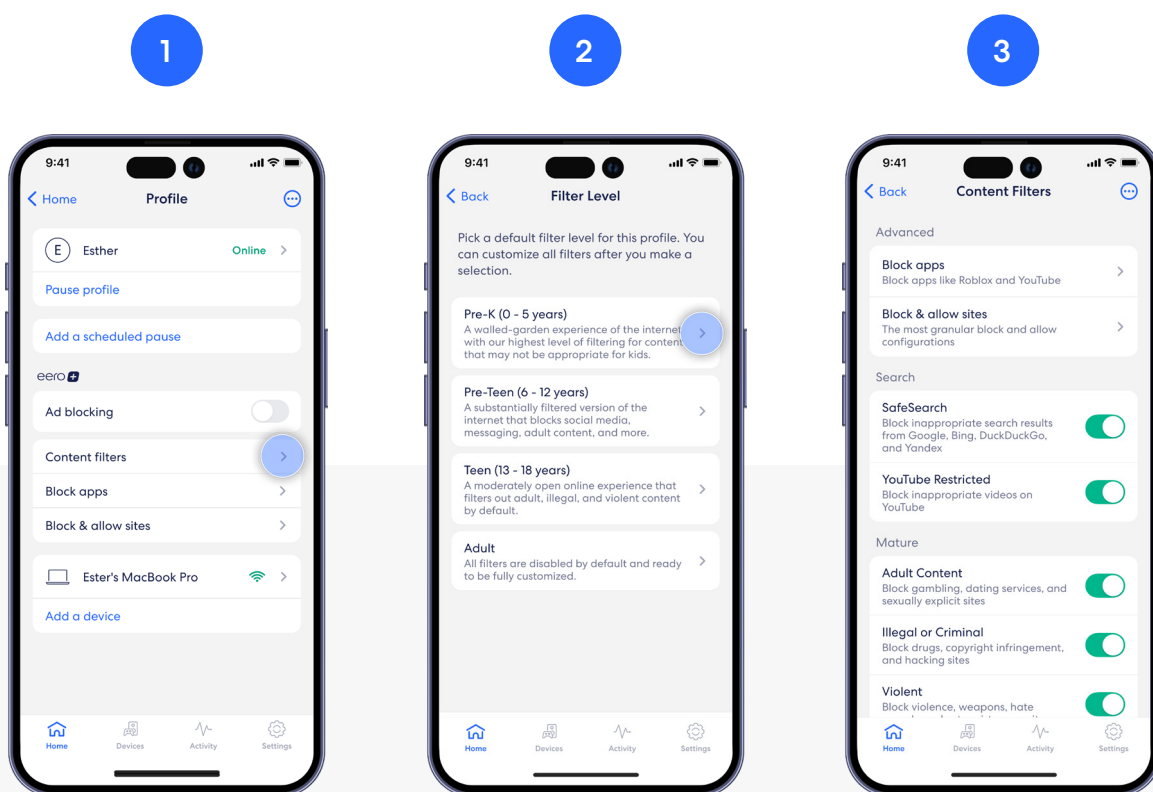


Toggle on/off  
individual content  
filter categories  
as desired.



## Content Filters *(from a profile)*

Set up Content Filters from a Profile in the eero mobile app.



From a *Profile* page,  
select **Content Filters**.



Tap the desired  
filter template.



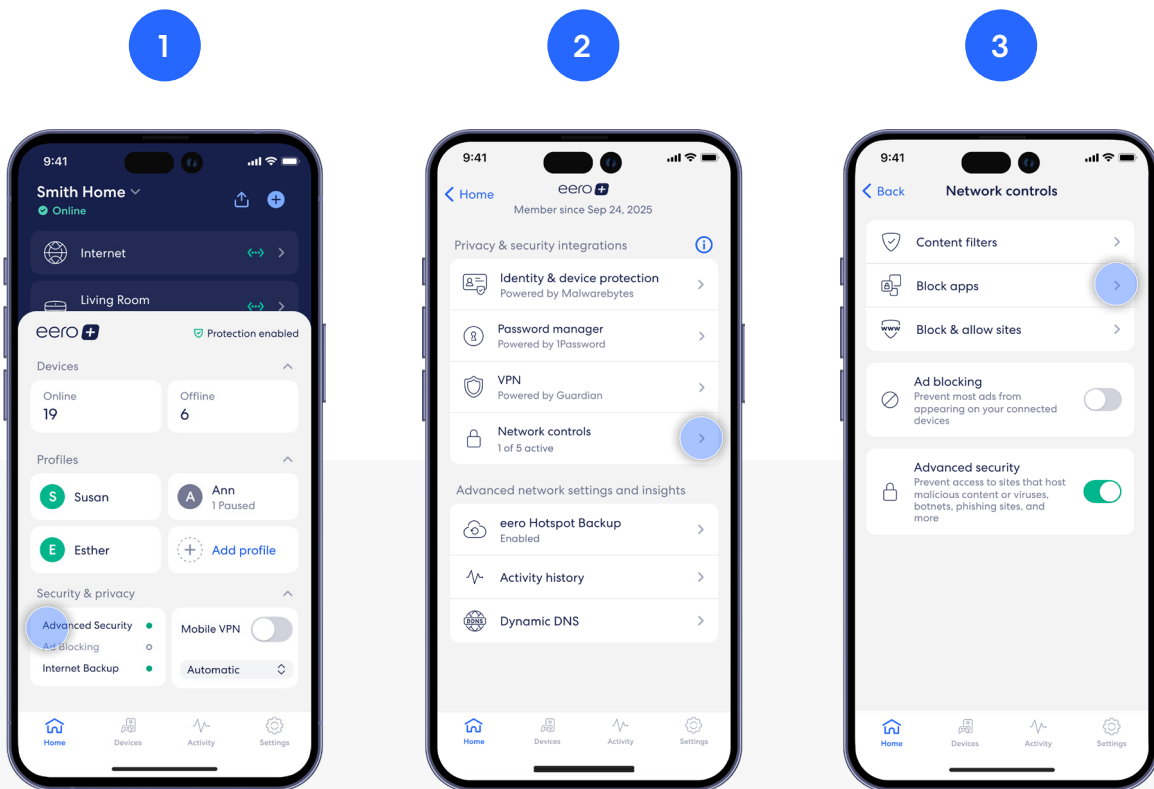
Toggle on/off  
individual content  
filter categories  
as desired.



# Block Apps

Be in control of your family's online experience with app blocking.

Set up Block Apps from the homepage in the eero mobile app.



From the *Home* tab,  
tap on the left  
module under  
*Security & Privacy*.



Tap on  
**Network Controls.**



Tap on  
**Block apps.**

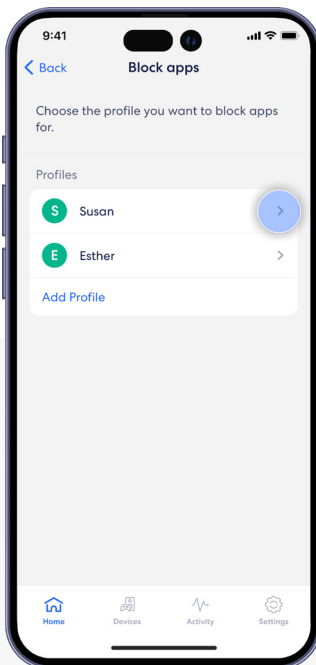


## Block Apps *(continued)*

Be in control of your family's online experience with app blocking.

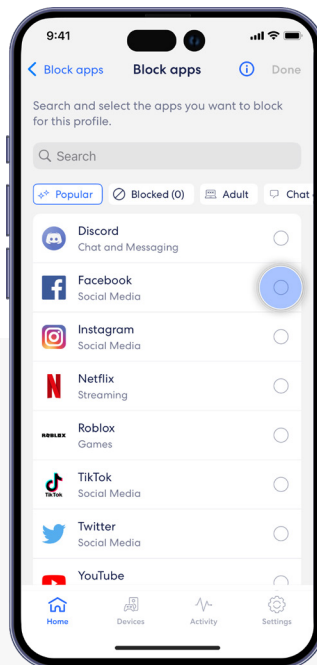
Set up Block Apps from the homepage in the eero mobile app.

4



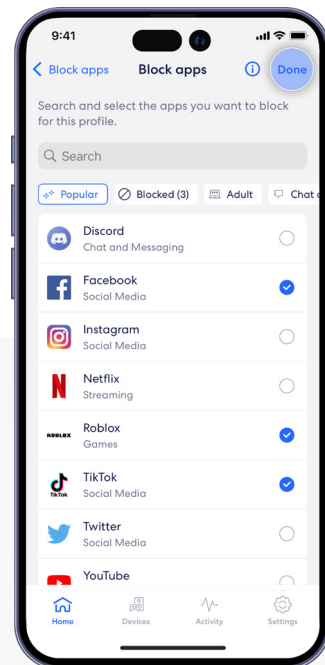
Select the profile for which you want to block apps.

5



Select the apps that you want to block.

6



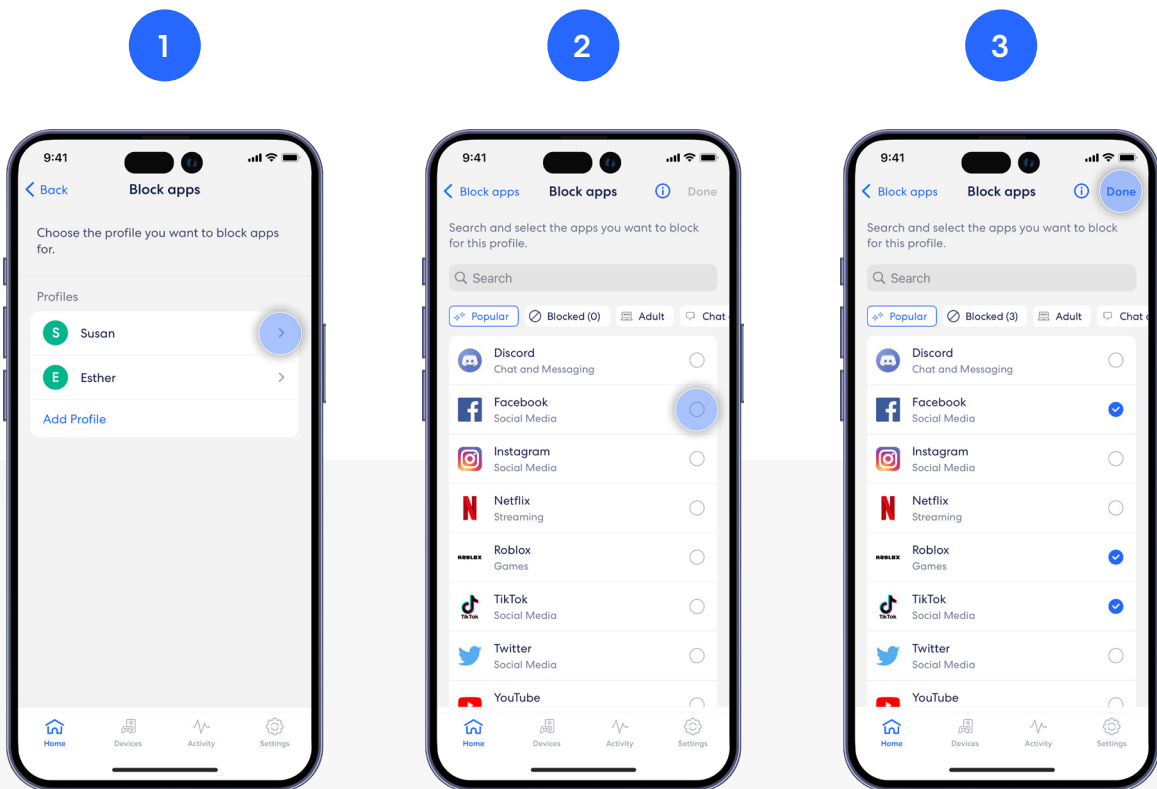
Confirm selection by tapping **Done**.





## Block Apps *(from a profile)*

Set up Block Apps from a Profile in the eero mobile app.



Select the profile for which you want to block apps.



Select the apps that you want to block.



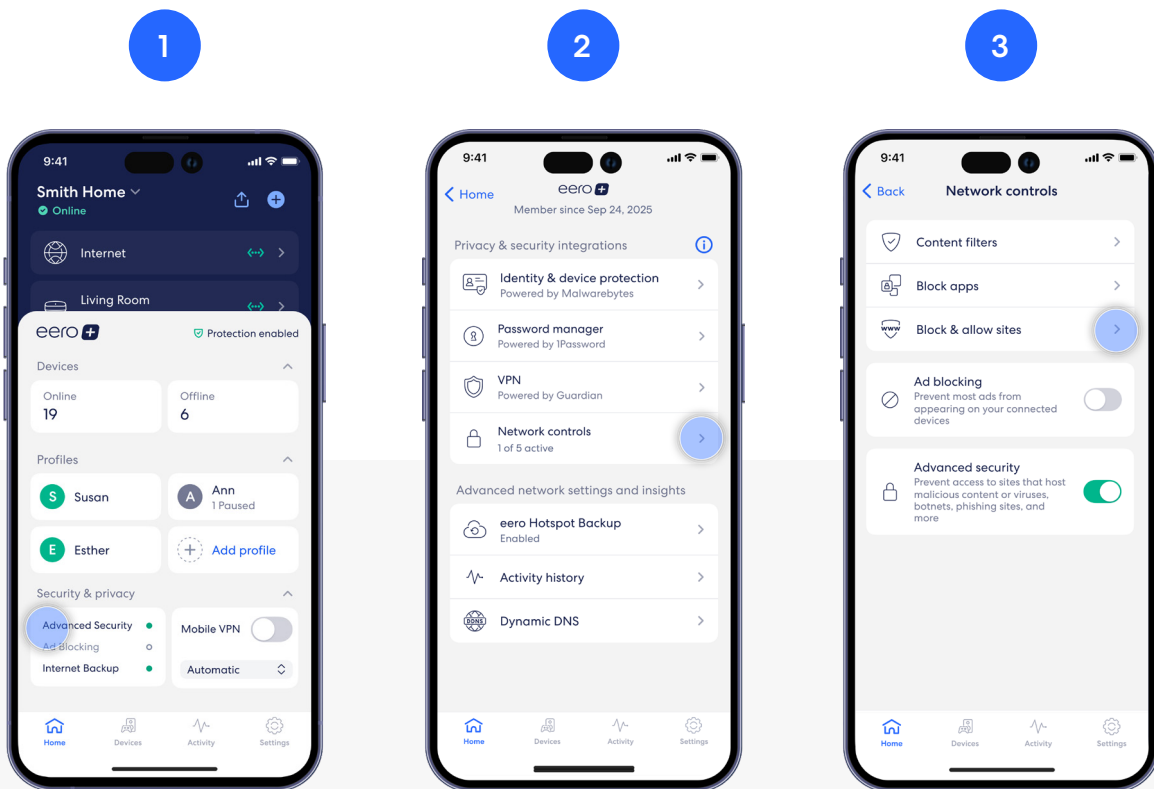
Confirm selection by tapping **Done**.



## Block and Allow Sites

Block and allow websites to block or allow specific websites on your network or devices.

Add a site to block from the homepage in the eero mobile app.



From the *Home* tab,  
tap on the left  
module under  
*Security & Privacy*.



Tap on  
**Network Controls.**



Tap on  
**Block & Allow sites.**



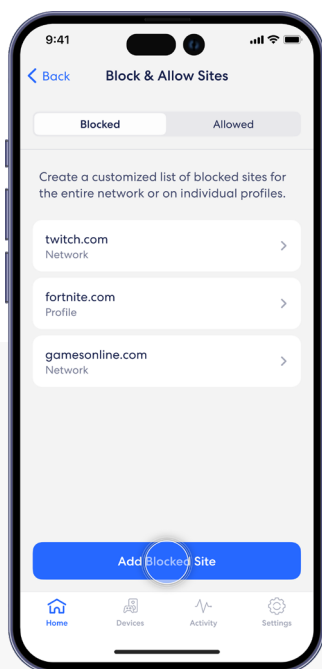
## Block and Allow Sites *(continued)*

Help prevent particular websites from displaying on certain profiles.

### For Allowed sites:

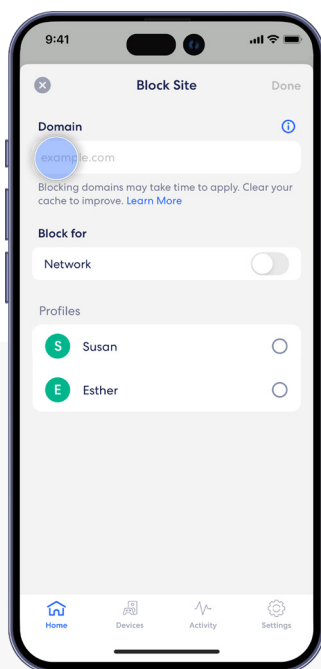
To add an allowed site, follow these same steps but toggle to the Allowed tab and select **Add Allowed Site** on Step 3.

4



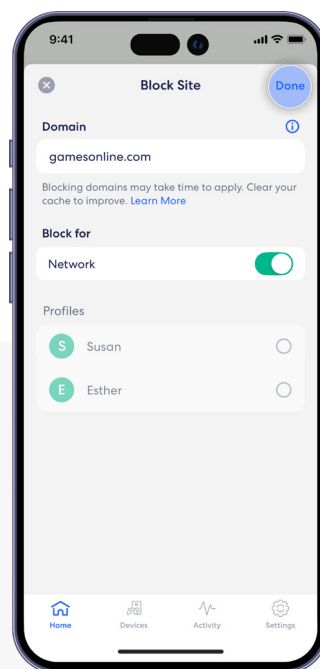
Tap on **Add Blocked Site**.

5



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

6



Tap on **Done** to add the site.



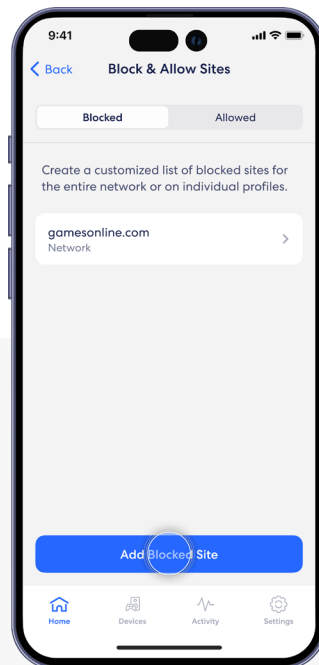
## Block and Allow Sites *(continued)*

Help prevent particular websites from displaying on certain profiles.

### 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.

7



To add more, tap  
**Add Blocked Site.**

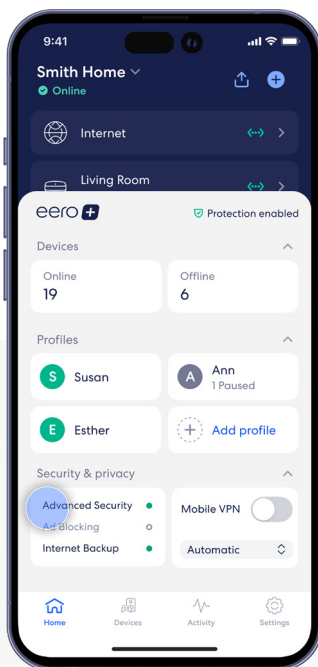


# Hotspot Backup

Wirelessly connect your eero network to a backup hotspot to keep your wifi up and running even when your wired connection goes down.

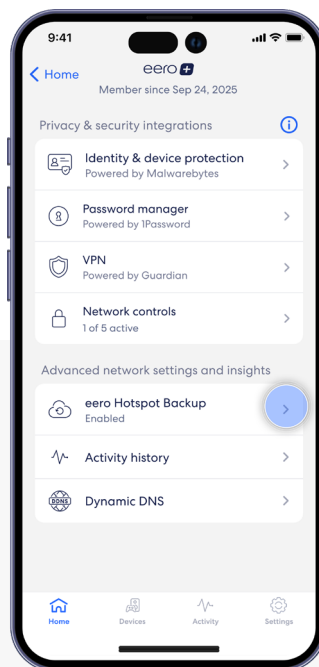
Manage Internet Backup from the Home tab in the eero mobile app.

1



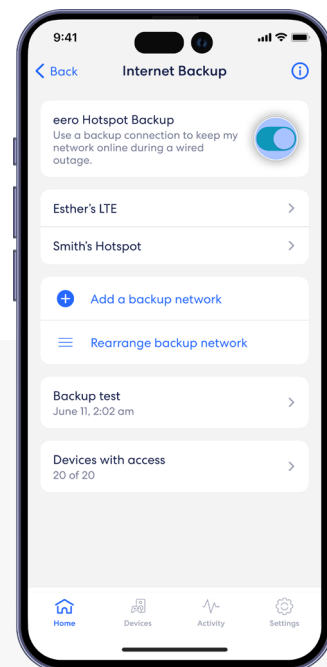
From the *Home* tab, tap on the left module under *Security & Privacy* that says **Internet Backup**.

2



Tap on **eero Hotspot Backup**.

3



Toggle on **eero Hotspot Backup** to turn on.

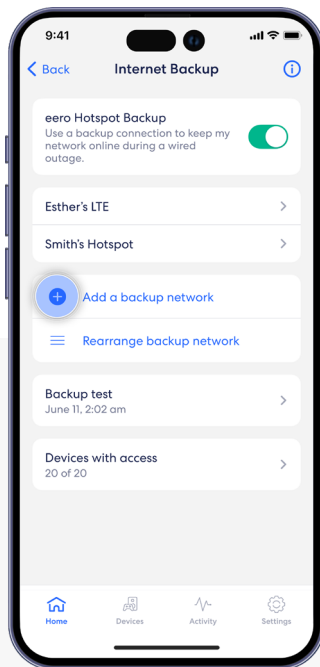


## Hotspot Backup *(continued)*

Wirelessly connect your eero network to a backup hotspot to keep your wifi up and running even when your wired connection goes down.

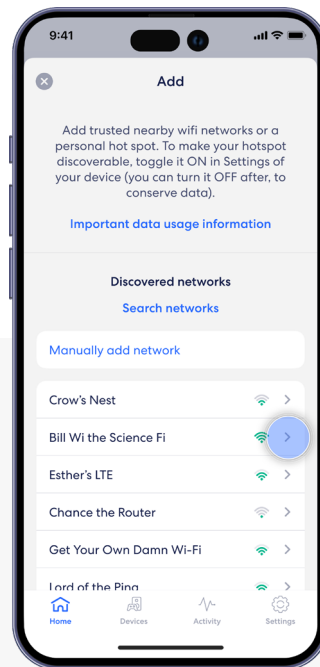
Manage Internet Backup from the Home tab in the eero mobile app.

4



Tap on **Add a backup network**.

5



Select your network from the list and enter your password.



## Network Insights *(Data usage)*

View network activity, data use, security scans, and more from a single dashboard to quickly understand and adjust network settings and performance.

View data usage activity from the Activity tab in the eero mobile app.



From the *Activity* tab, tap on the **Downloaded Data** or **Uploaded Data** block.

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

Select a profile or device to view more details.



## Network Insights *(Threats blocked)*

View network activity, data use, security scans, and more from a single dashboard to quickly understand and adjust network settings and performance.

View data usage activity from the Activity tab in the eero mobile app.



From the *Activity* tab, tap on the **Scans** or **Threat Blocks** block.



Navigate between *Day*, *Week*, and *Month* tabs. Tap on a particular device to view more details.



Once done, tap on the blue arrow in the top left to go back.



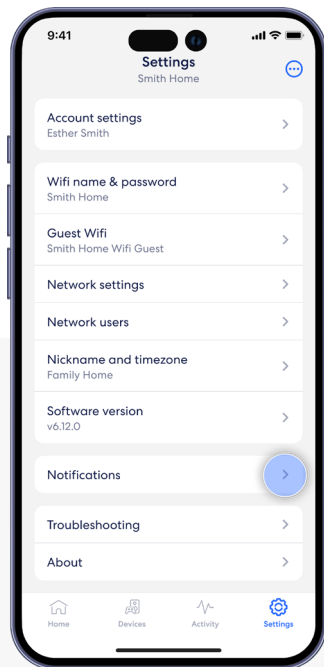


# Notifications

Manage which eero Plus notifications you receive.

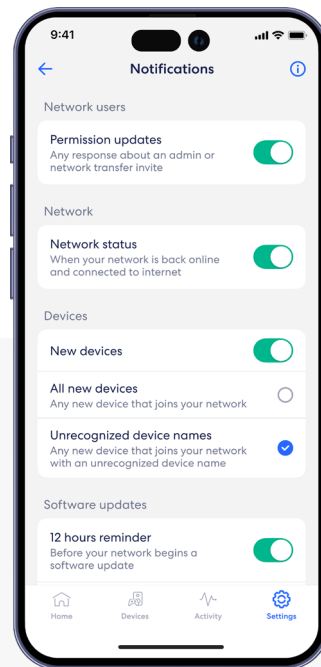
Manage notifications from the Settings tab in the eero mobile app.

1



From the *Settings* tab,  
select **Notifications**.

2



Customize  
notifications  
to your liking.



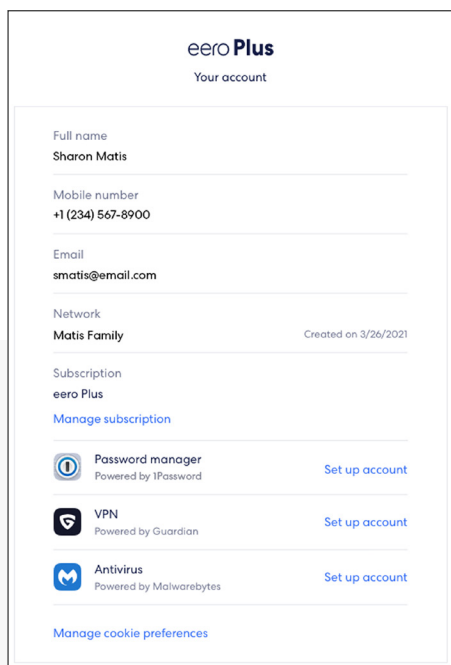
## Password manager *(From desktop)*

Activate your password manager with a 1Password account.  
New to 1Password | On **desktop**

Setup 1Password from the Account center at [account.eero.com](https://account.eero.com).

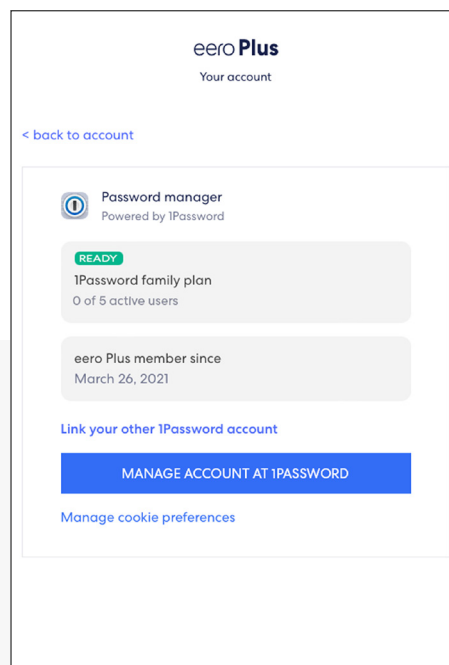
Log in using your phone number, email, or Amazon account.

1



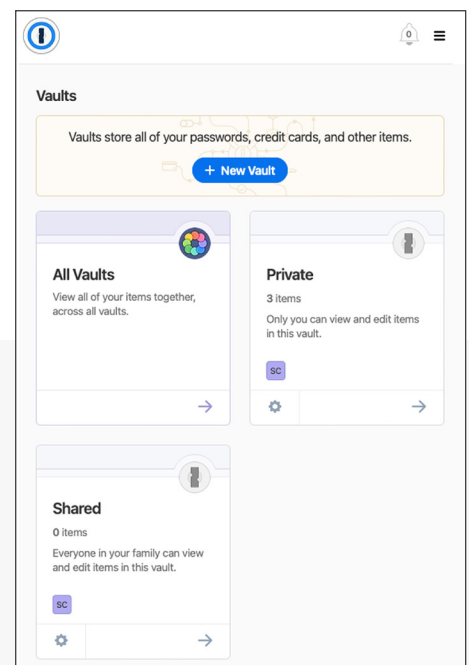
From the eero Account center, click on **Set up account** next to 1Password.

2



Click **Manage account at 1Password**.

3



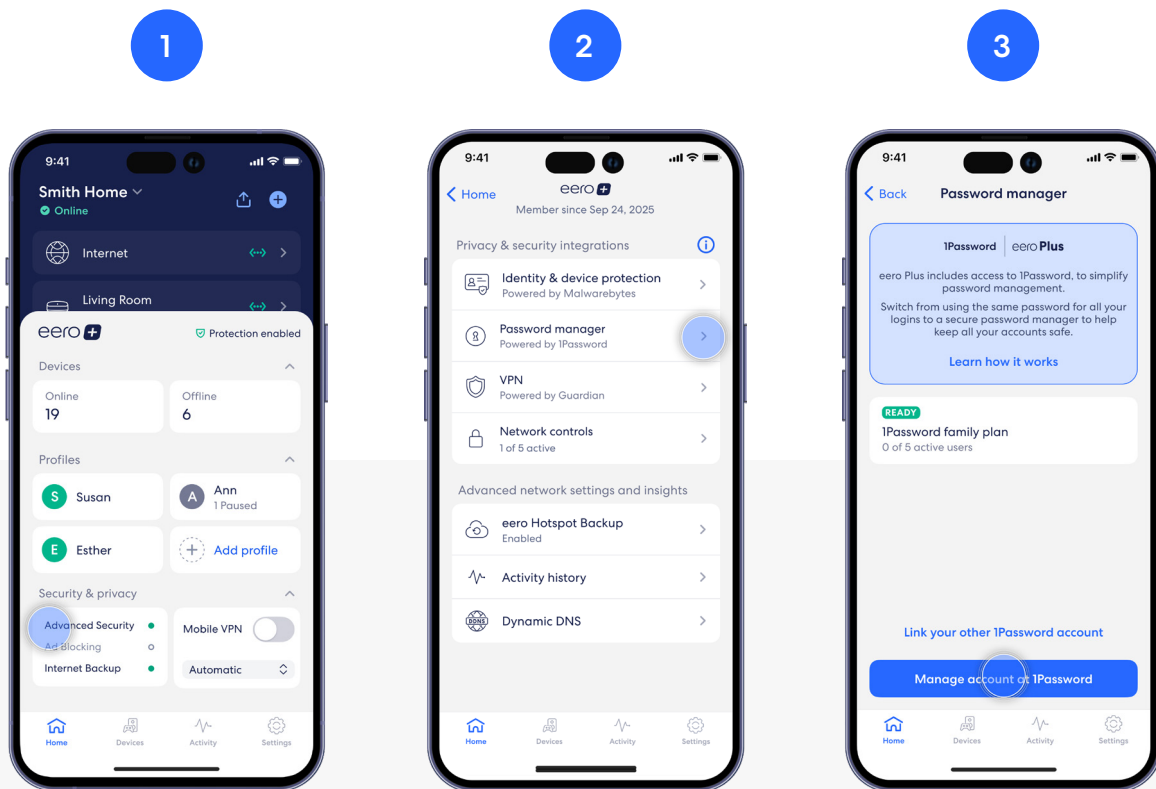
Follow the steps provided by 1Password via email to register your account.



## Password manager *(From eero app)*

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

Manage eero Plus features from the **eero Plus** page in the eero mobile app.



From the *Home* tab,  
tap on the left  
module under *Security  
& Privacy* that says  
**Advanced Security**.



Tap on **Password  
manager**.



Tap on **Manage  
account on  
1Password**.



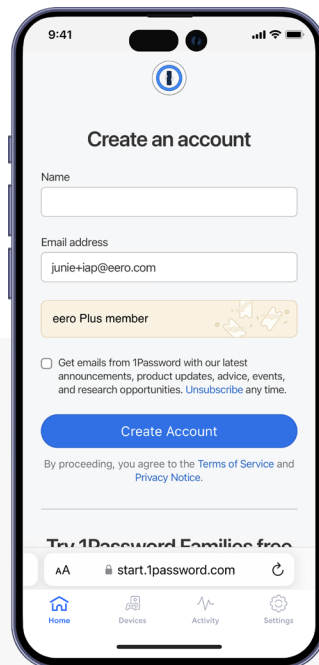
## Password manager *(From eero app-continued)*

Activate your 1Password account.

New to 1Password | On **mobile**

Manage eero Plus features from the **eero Plus** page in the eero mobile app.

4



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



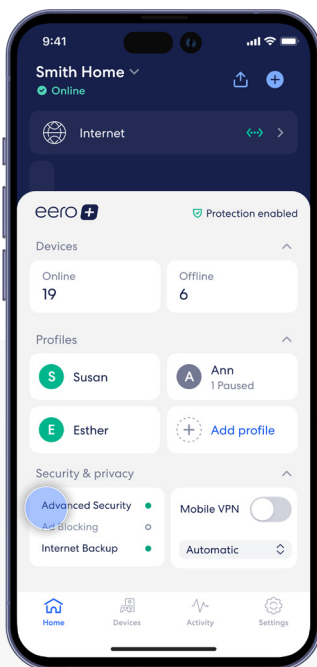
## Password manager *(From eero app)*

Activate your 1Password account.

Existing 1Password customer | On **mobile**

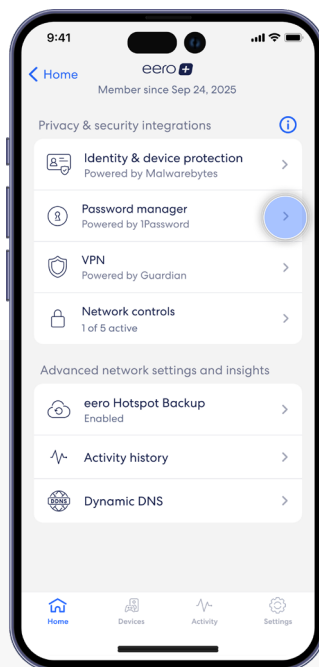
Manage eero Plus features from the **eero Plus** page in the eero mobile app.

1



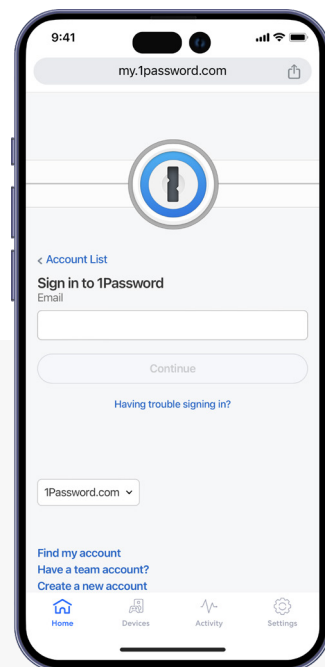
From the *Home* tab, tap on the right module under *Security & Privacy* that says **Advanced Security**.

2



Tap on **Password manager**.

3



Sign in to 1Password.



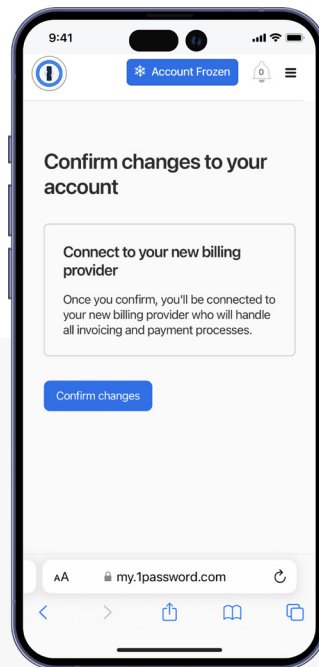
## Password manager *(From eero app-continued)*

Activate your 1Password account.

Existing 1Password customer | On **mobile**

Manage eero Plus features from the **eero Plus** page in the eero mobile app.

4



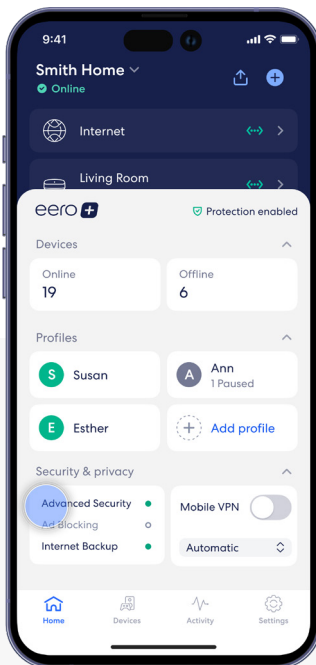
Tap on  
**Confirm changes.**



# Identity and Device Protection

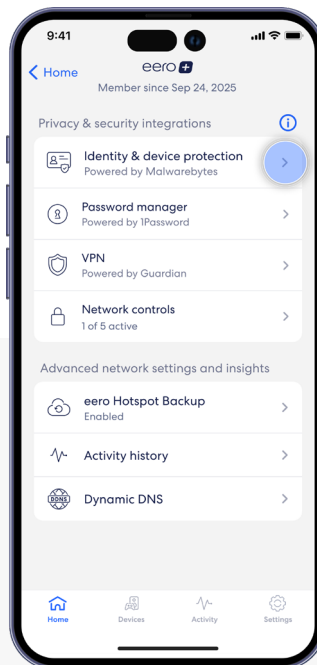
Keep your personal information safe with Identity Protection powered by Malwarebytes with a family plan of two adults and up to 10 minor children. Malwarebytes also detects and blocks malware, viruses, and ransomware on up to 20 devices.

1



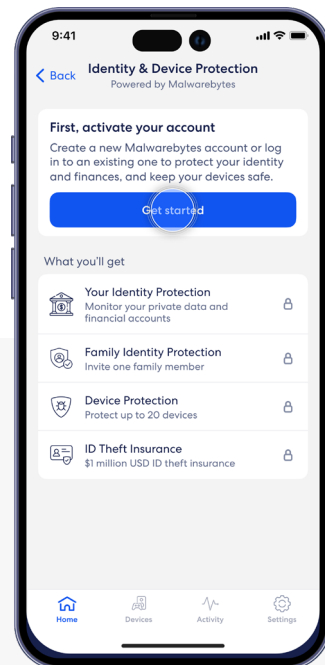
From the *Home* tab, tap on the right module under *Security & Privacy* that says **Advanced Security**.

2



Tap on **Identity and device protection**.

3



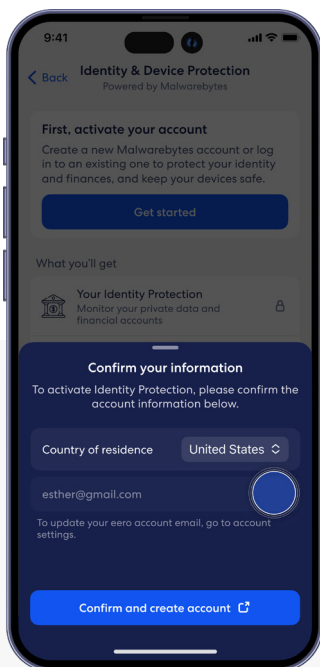
Tap on **Get started** to activate your account.



## Identity and Device Protection *(continued)*

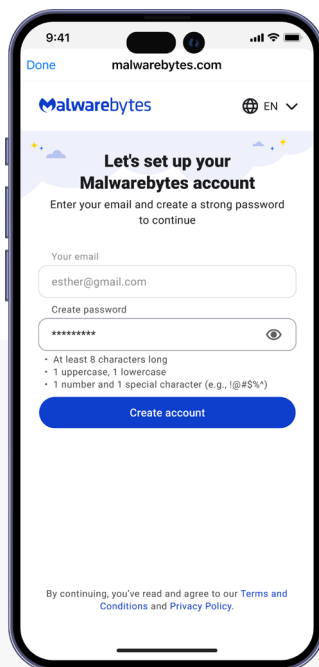
Keep your personal information safe with Identity Protection powered by Malwarebytes with a family plan of two adults and up to 10 minor children. Malwarebytes also detects and blocks malware, viruses, and ransomware on up to 20 devices.

1



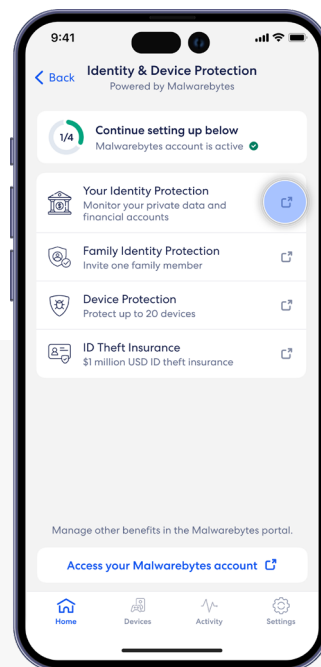
Enter your eero Plus email to confirm your account and tap **Confirm and create account**.

2



Enter a unique password and tap **Create account**.

3



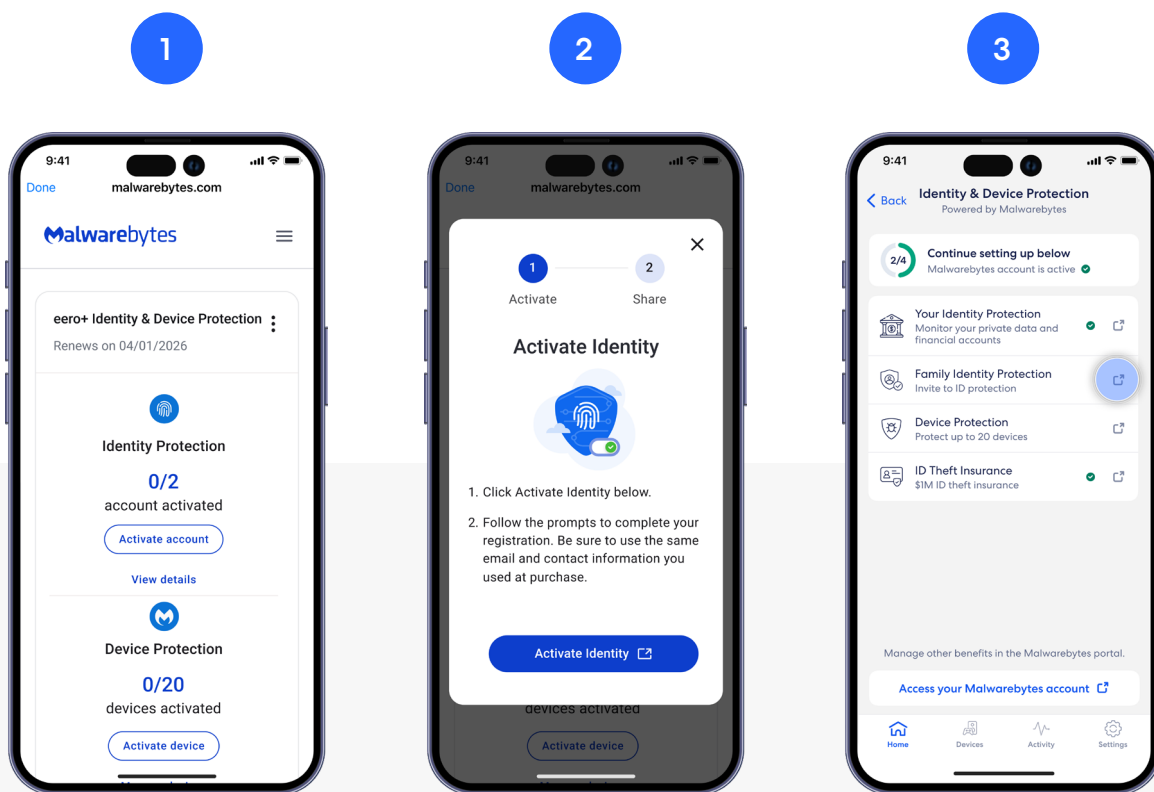
Tap on **Your Identity Protection** to continue setting up.





## Identity and Device Protection *(continued)*

Keep your personal information safe with Identity Protection powered by Malwarebytes with a family plan of two adults and up to 10 minor children. Malwarebytes also detects and blocks malware, viruses, and ransomware on up to 20 devices.



Tap on **Activate account** under **Identity Protection** to activate it.



Tap **Activate Identity** to continue.

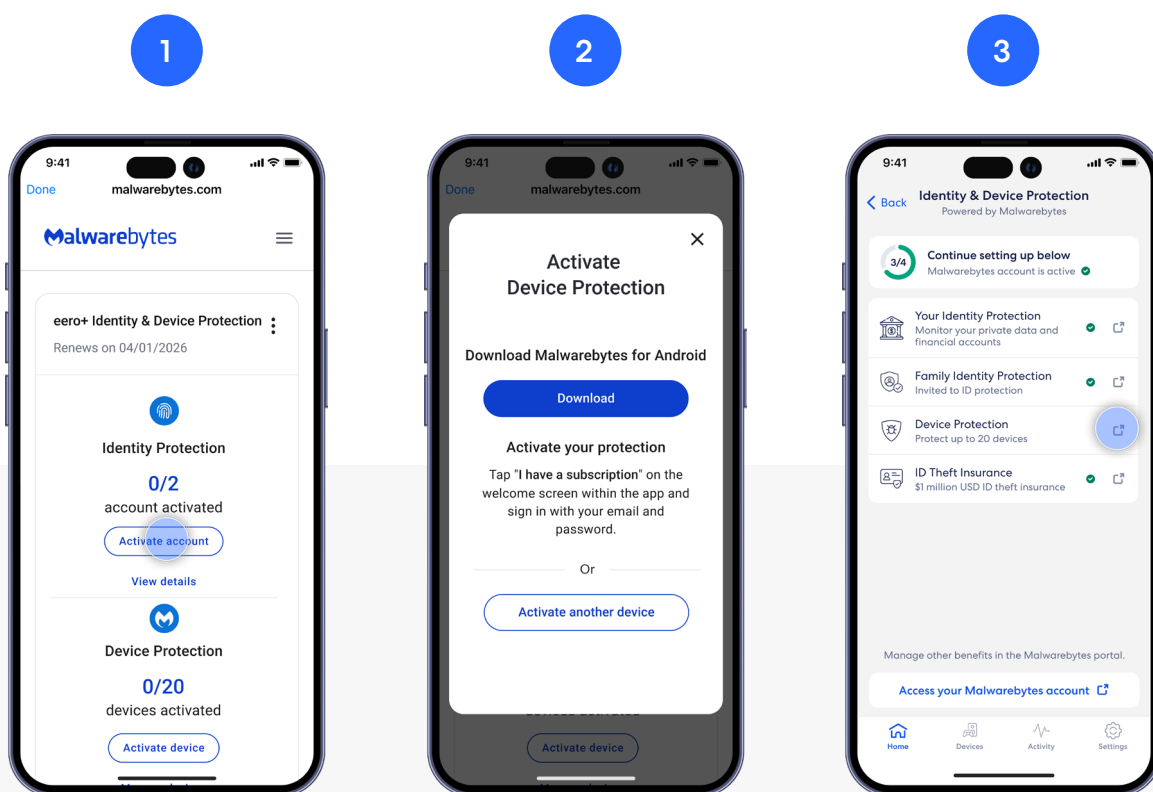


Tap on **Family Identity Protection** to continue setting up.



## Identity and Device Protection *(continued)*

Keep your personal information safe with Identity Protection powered by Malwarebytes with a family plan of two adults and up to 10 minor children. Malwarebytes also detects and blocks malware, viruses, and ransomware on up to 20 devices.



Tap on **Activate account** under *Identity Protection* to activate another.



Tap **Share Identity** to continue.

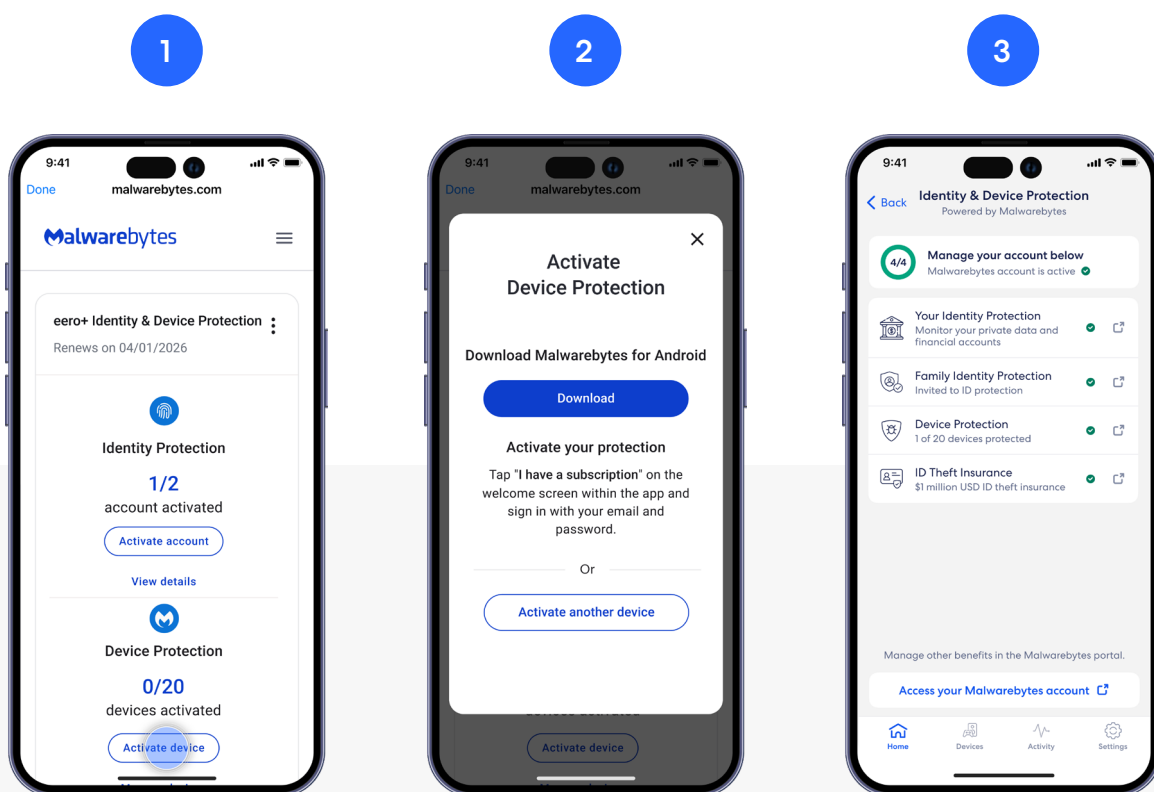


Tap on **Device Protection** to continue setting up.



## Identity and Device Protection *(continued)*

Keep your personal information safe with Identity Protection powered by Malwarebytes with a family plan of two adults and up to 10 minor children. Malwarebytes also detects and blocks malware, viruses, and ransomware on up to 20 devices.



Tap on **Activate device** under *Device Protection* to activate it.



Tap **Download** and follow the prompts.



Confirm complete protection in the eero app.

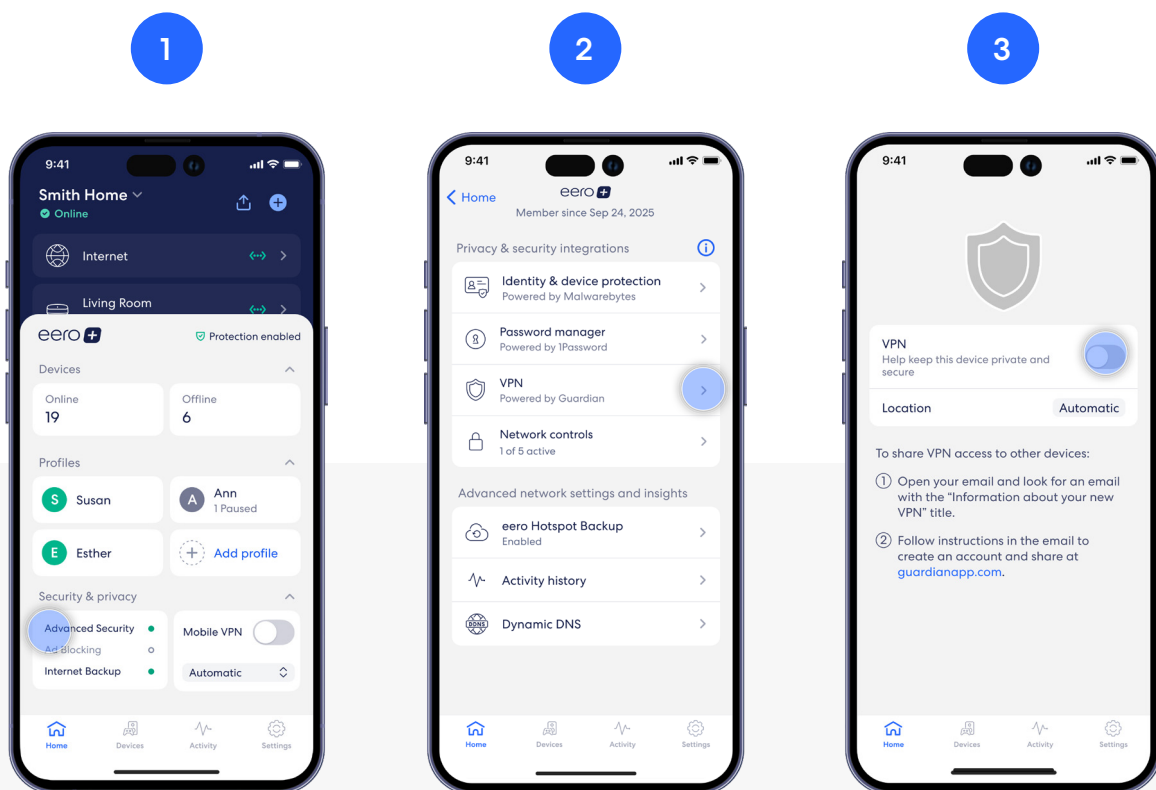


## Virtual Private Network (VPN)

VPN by Guardian helps shield your identity from trackers and protect your data from hackers.

Set up your account from the homepage 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.



From the *Home* tab, tap on the right module under *Security & Privacy* that says **Advanced Security**.



Select **VPN**.



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



# Virtual Private Network (VPN)

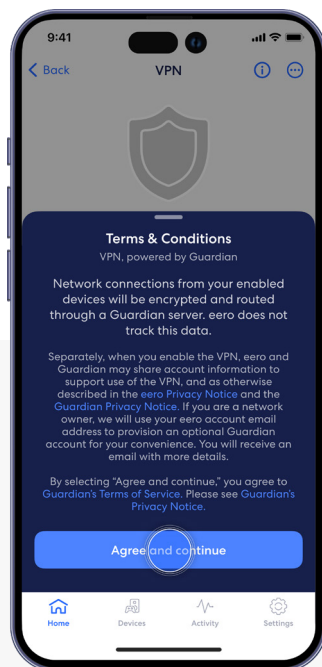
(continued)

VPN by Guardian helps shield your identity from trackers and protect your data from hackers.

Set up your account from the homepage in the eero mobile app.

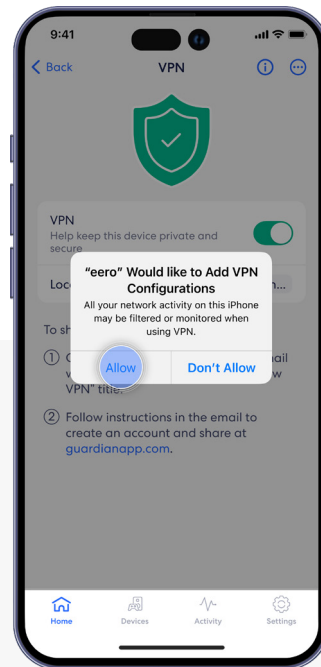
**Note:** VPN powered by Guardian is currently only visible in the eero app for the network owner and not network admins.

4



Review and accept  
Terms & Conditions.

5



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



# Virtual Private Network (VPN)

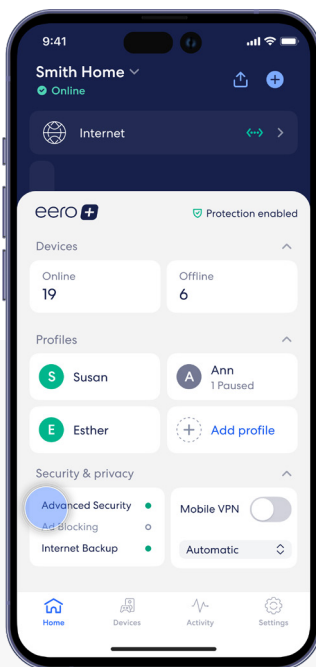
(continued)

VPN by Guardian helps shield your identity from trackers and protect your data from hackers.

Set up your account from the homepage in the eero mobile app.

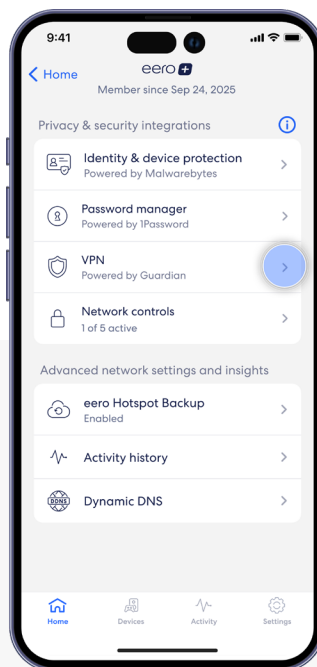
**Note:** VPN powered by Guardian is currently only visible in the eero app for the network owner and not network admins.

7



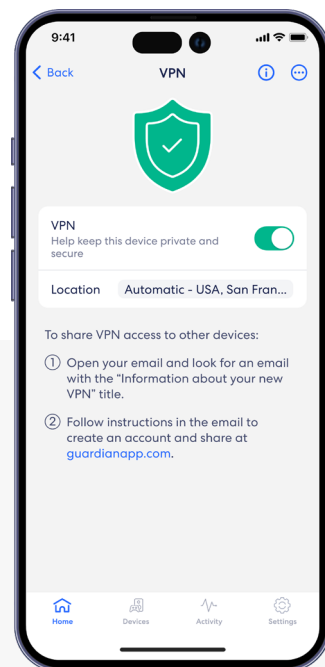
To turn on your VPN, toggle the **VPN** on from the *Home* tab. Tap on **Advanced Security**.

8



Tap on **VPN**.

9



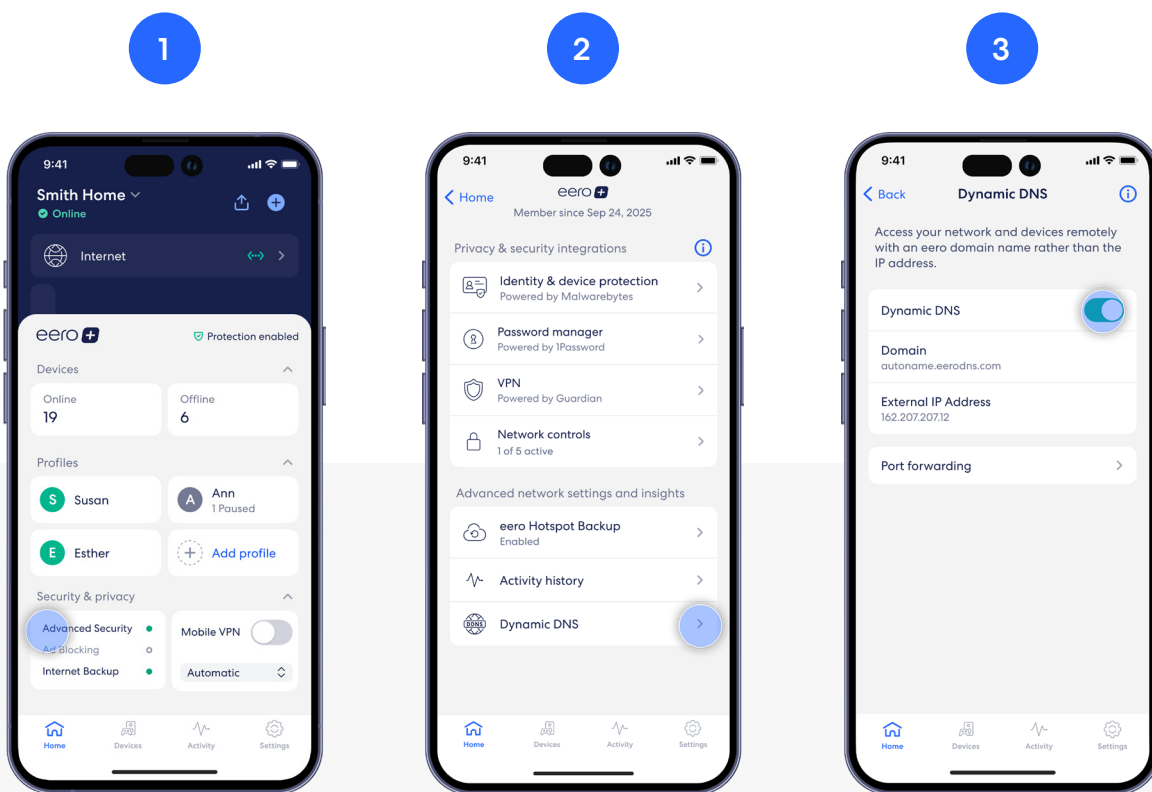
Toggle **VPN** to turn on/off. Change your location from the dropdown menu.



## Remote Network Access

Whether you're traveling or supporting loved ones from afar, you can access and control smart devices, security cameras, and stored media content right from your phone.

Set up Remote Network Access via Dynamic DNS from the homepage in the eero mobile app.



From the *Home* tab, tap on the right module under *Security & Privacy*.

Tap on **Dynamic DNS.**

Toggle on **Dynamic DNS.**

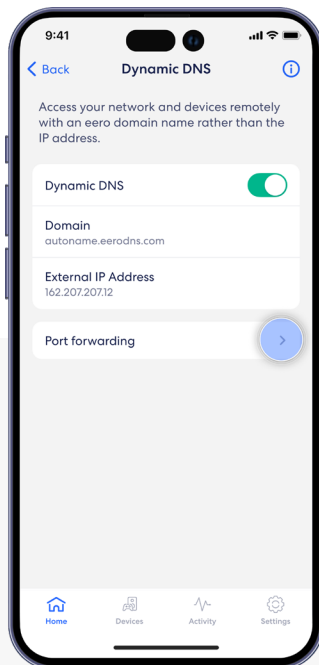


## Remote Network Access *(continued)*

Whether you're traveling or supporting loved ones from afar, you can access and control smart devices, security cameras, and stored media content right from your phone.

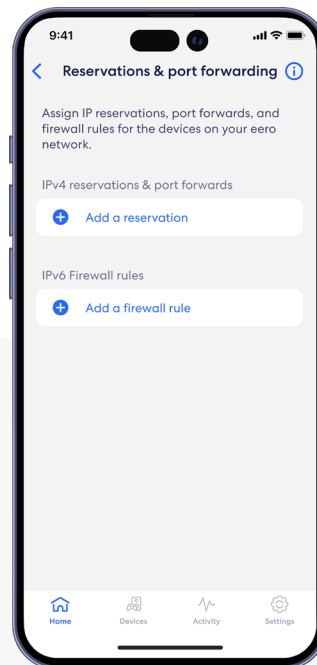
Set up Remote Network Access via Dynamic DNS from the homepage in the eero mobile app.

4



Tap on  
**Port forwarding.**

5



Add an IP reservation  
or firewall rule.



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