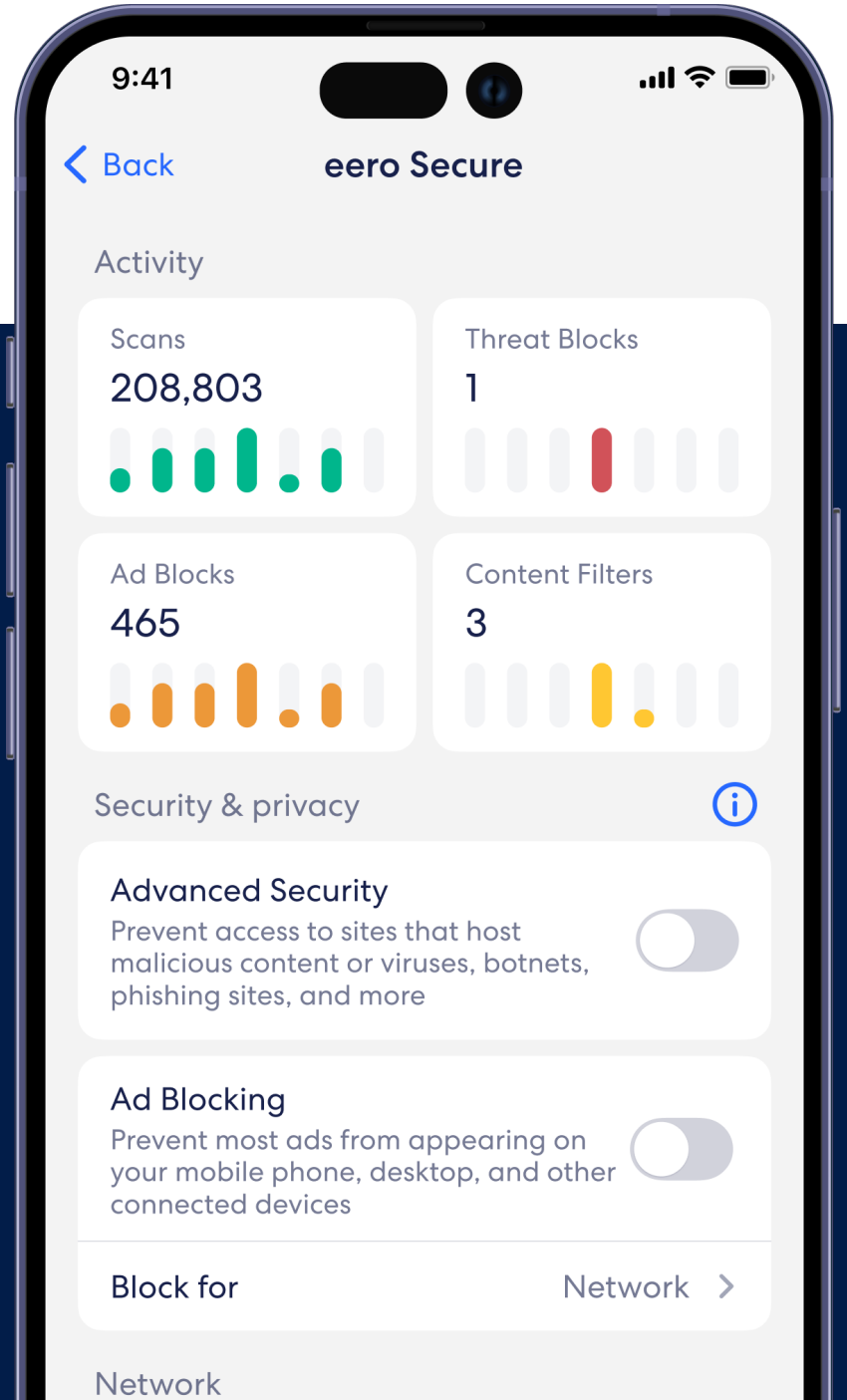
truvista FIBER | eero Secure

How-to guide

Getting started with your eero Secure subscription.

January 2025



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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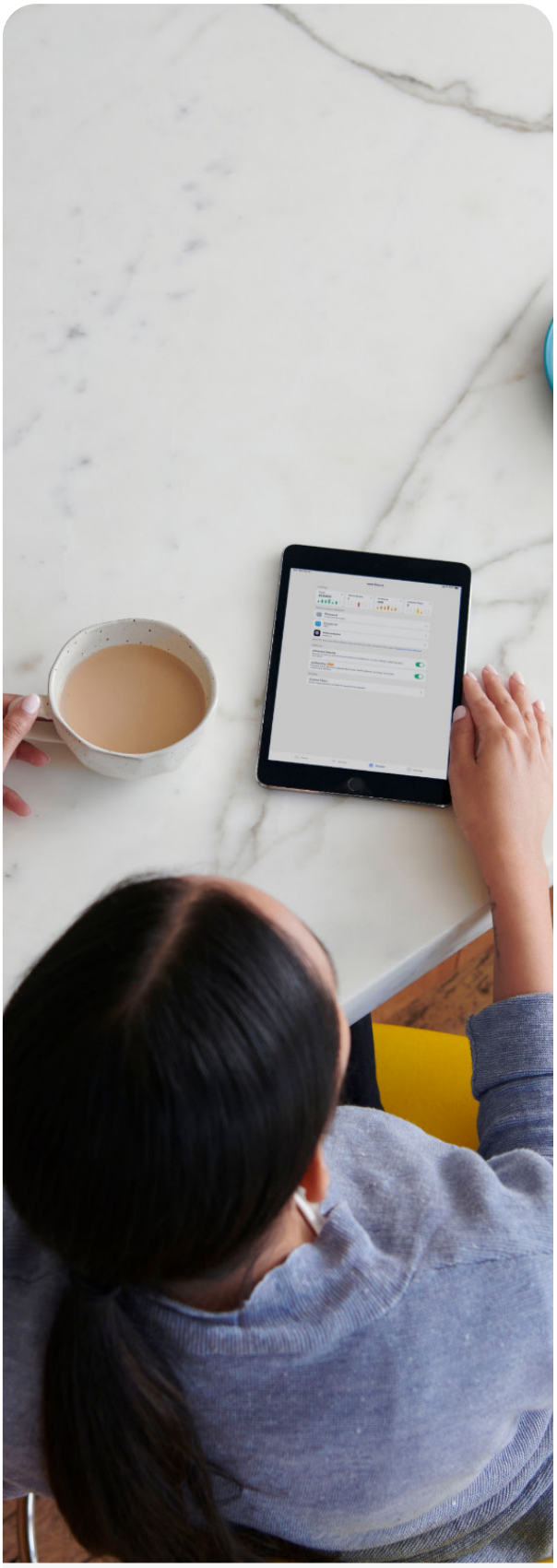


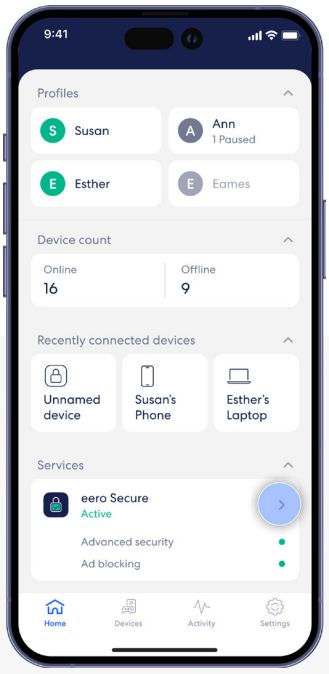
Note: Advanced Security is enabled by default for eero Secure.

Advanced Security

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

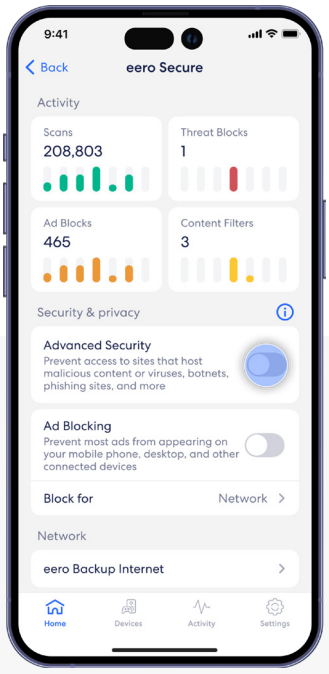
Turn on advanced security from the **Discover** tab in your eero mobile app.

1



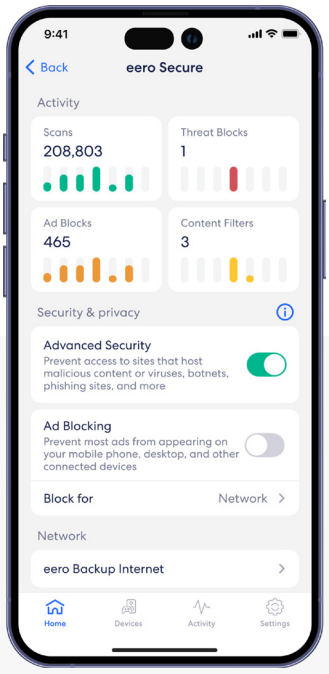
Tap on eero Secure.

2



Scroll down to the Security & privacy section.

3



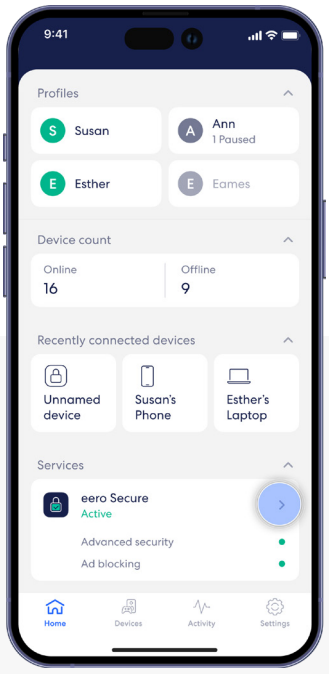
Toggle on Advanced Security.

Ad Block

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

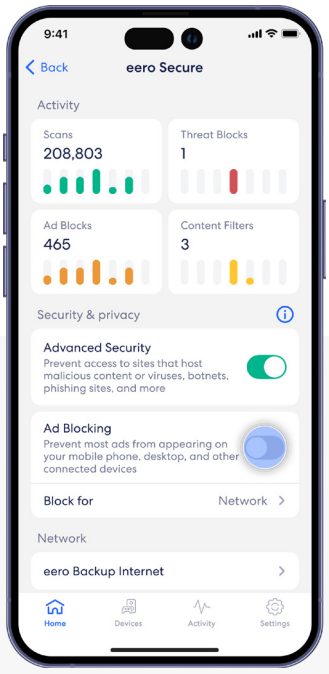
Turn on ad blocking from the Discover tab in your eero mobile app.

1



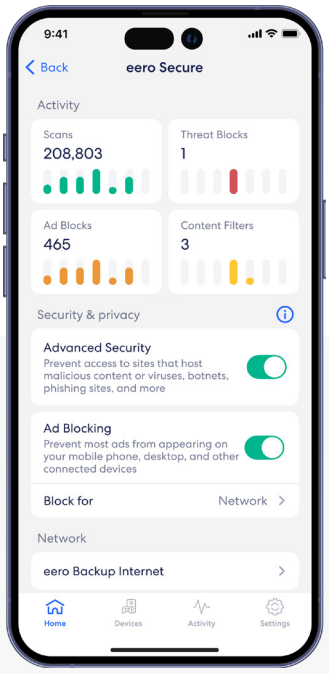
Tap on eero Secure.

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.

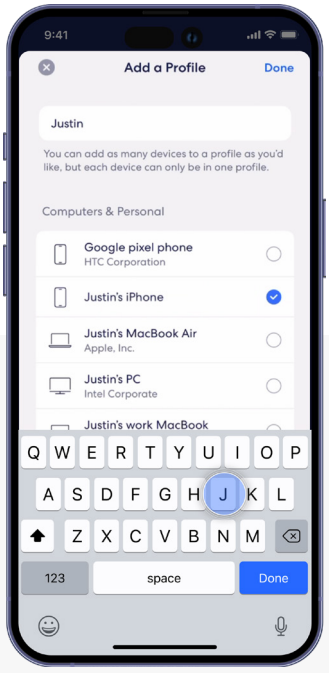
1

Tap on the ⊕ in the top right.

2

Select Add a Profile from the pop-up menu.

3

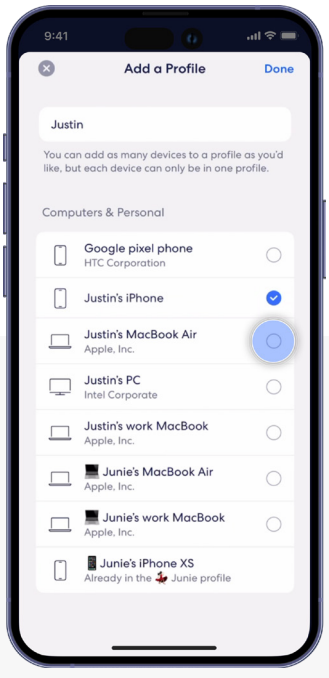


Add a profile name.

Profiles (continued)

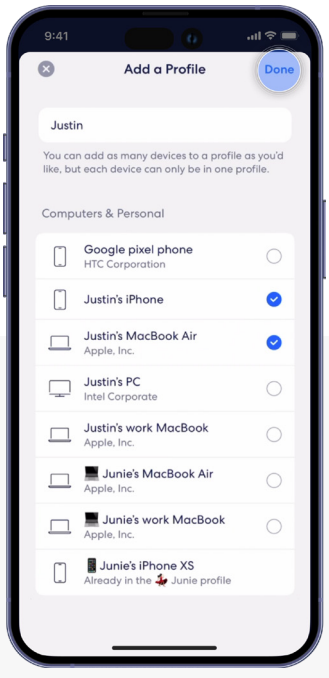
Create profiles so that you can set custom schedules, control internet access, and apply content filters by profile.

4



Select which devices to add to the profile.

5



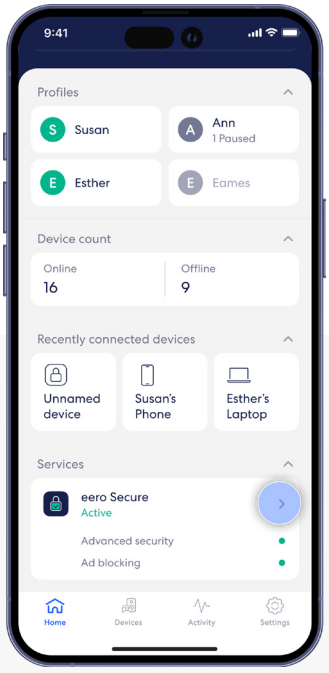
Tap Done.

Content Filters

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

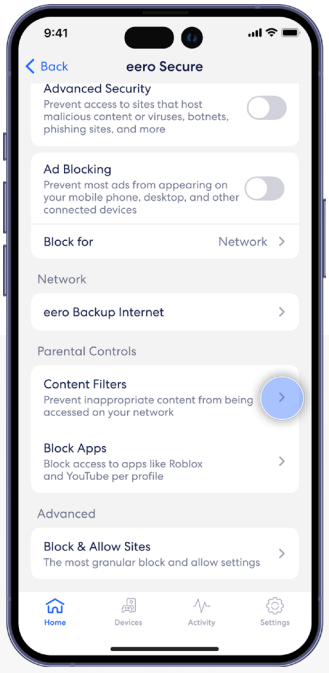
Set up content filters from the Discover tab in the eero mobile app.

1



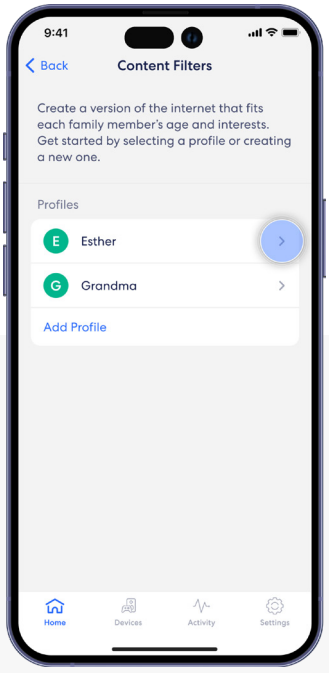
Tap on eero Secure.

2



Scroll down to the Parental Controls section, and select Content Filters.

3

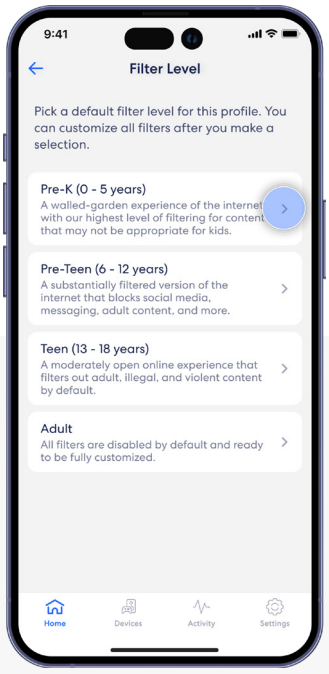


Select the profile for which you want to set up Content Filters.

Content Filters (continued)

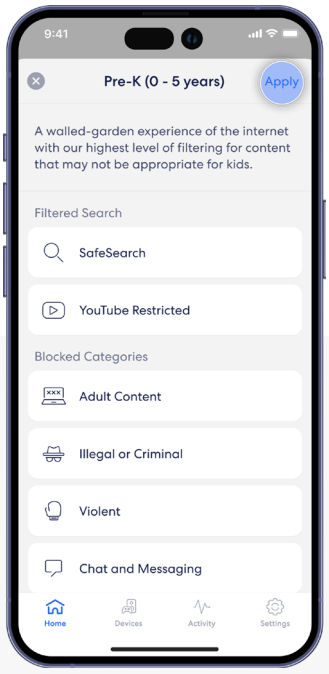
Set restrictions for designated devices based on preset age ranges or content categories.

4



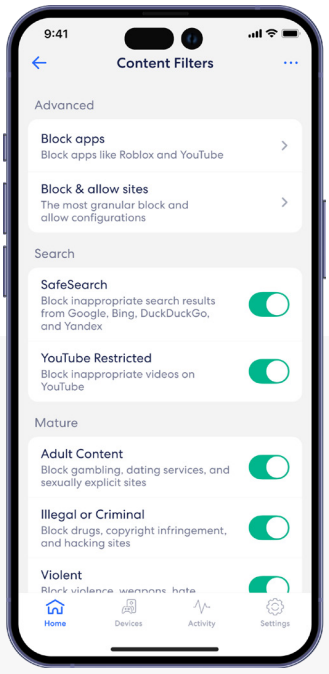
Tap the desired filter template.

5



Review options and tap Apply.

6

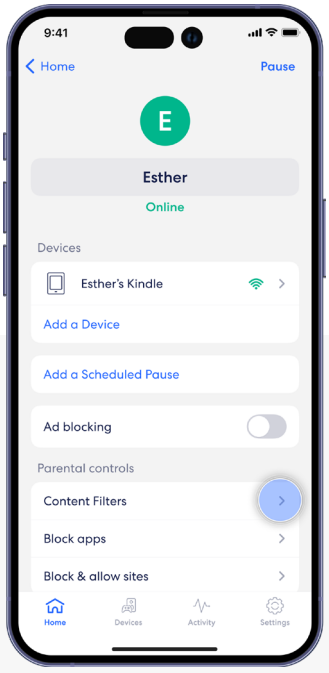


Toggle on/off individual content filter categories as desired.

Content Filters (continued)

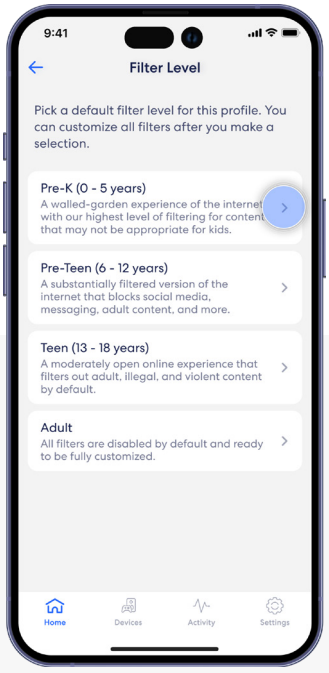
Set up content filters from a Profile in the eero mobile app.

1



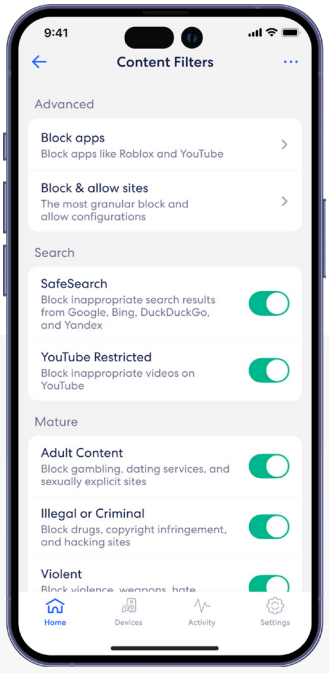
Select Content Filters.

2



Tap the desired filter template and tap Apply.

3



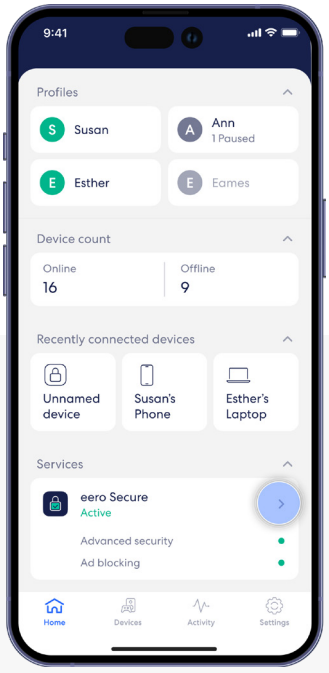
Toggle on/off individual content filter categories as desired.

Block apps

Block select apps for designated profiles.

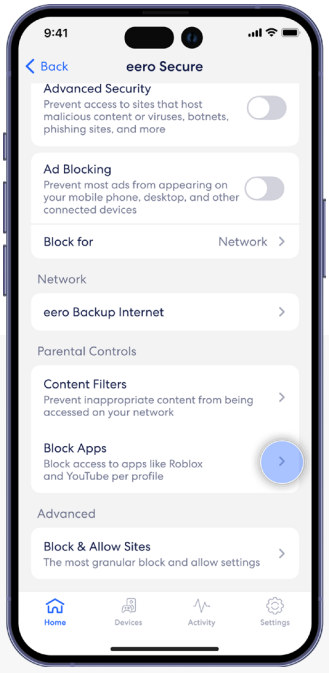
Set up Block app from the Discover tab in the eero mobile app.

1



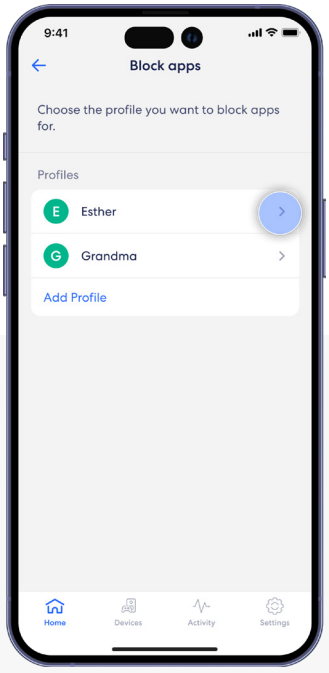
Tap on eero Secure.

2



Scroll down to the Parental Controls section, and select Block Apps.

3



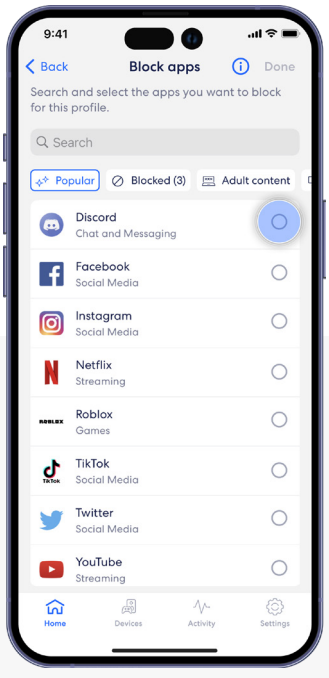
Select the profile for which you want to block apps.

Block apps (continued)

Block select apps for designated profiles.

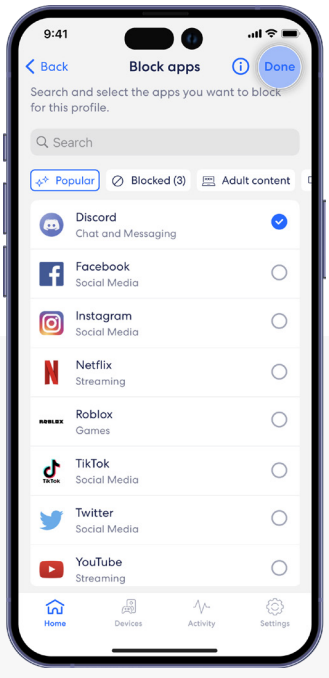
Set up Block app from the Discover tab in the eero mobile app.

4



Select the apps that you want to block.

5

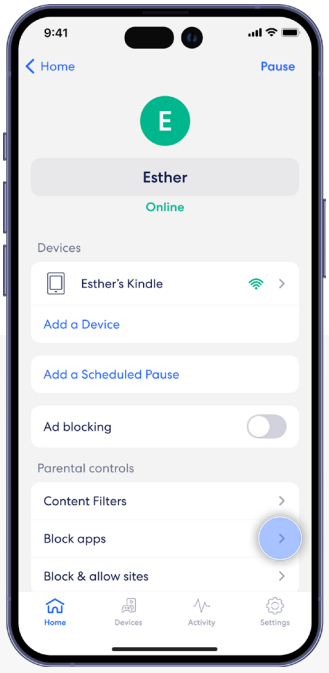


Confirm selection by tapping Done.

Block apps (continued)

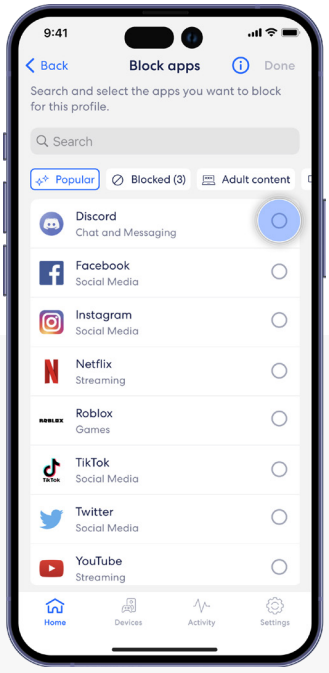
Set up content filters from a Profile in the eero mobile app.

1



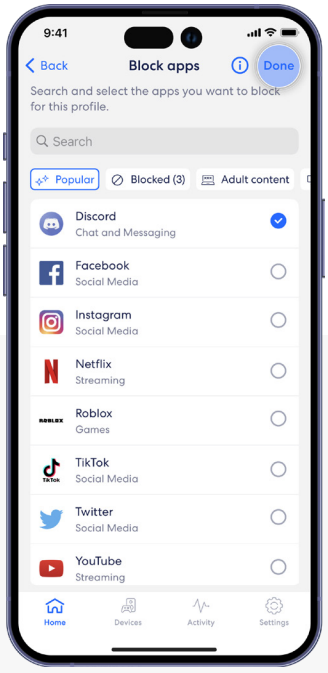
Select Block apps.

2



Select the apps that you want to block.

3



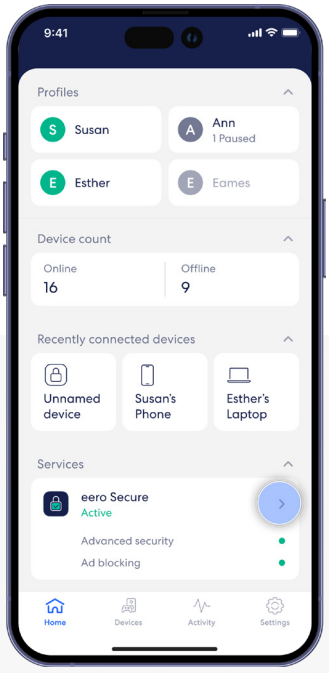
Confirm selection by tapping Done.

Block & Allow Sites

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

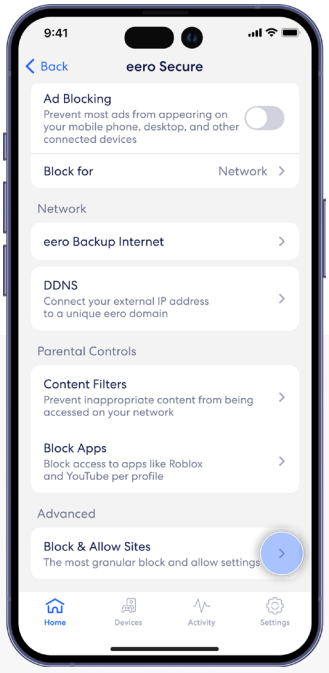
Add a site to block from the Discover tab in the eero mobile app.

1



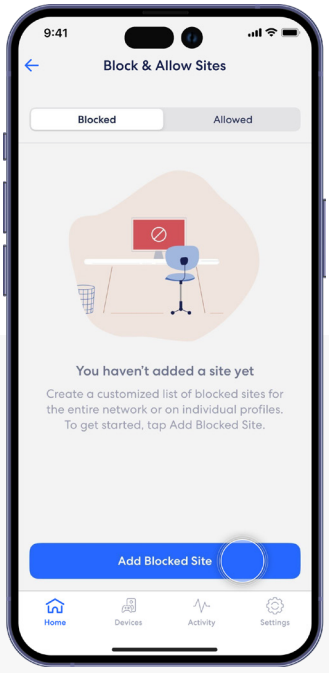
Tap on eero Secure.

2



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

3



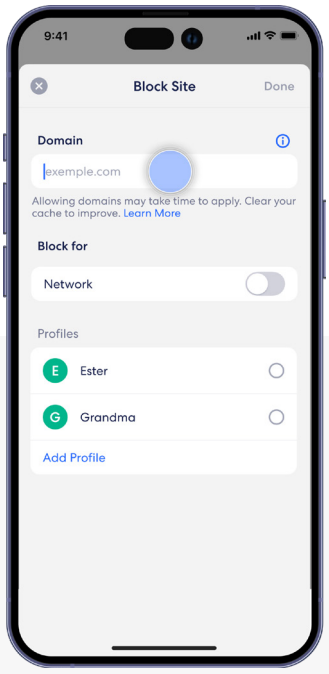
Tap Add Blocked Site.

Block & Allow Sites (continued)

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

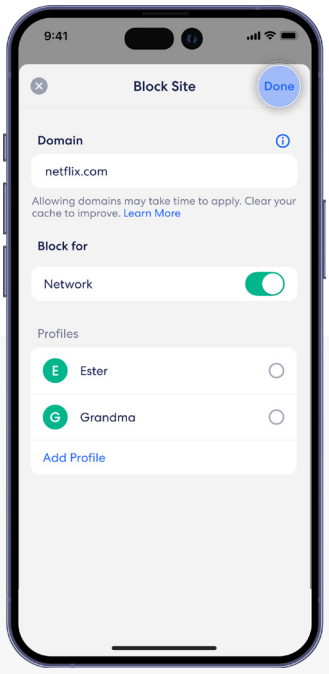
For Allowed sites:
To add an allowed site, follow these same steps but toggle to the Allowed tab and select Add Allowed Site *on Step 3.*

4



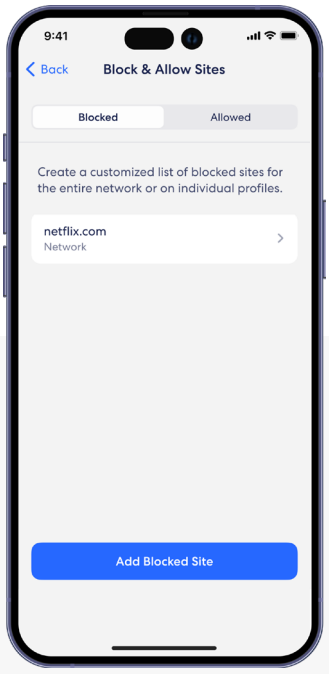
Enter the URL of the website you wish to block and select the Profile associated with the blocked site.

5



Or select Network to block it for all devices on the network and confirm selection by tapping Done.

6



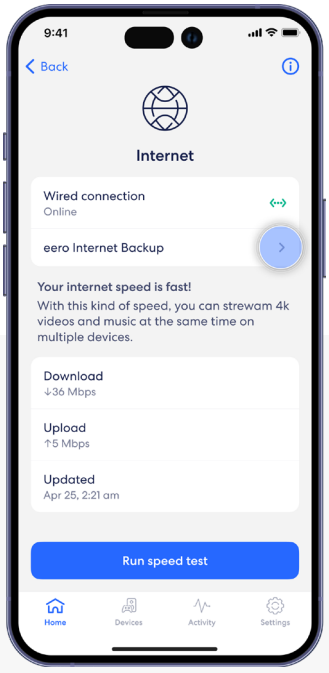
The blocked site now appears in the list with the associated profiles.

eero Internet Backup

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

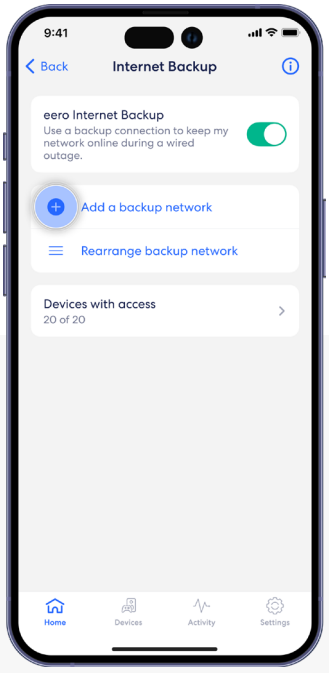
Manage eero Internet Backup from the Home tab in the eero mobile app.

1



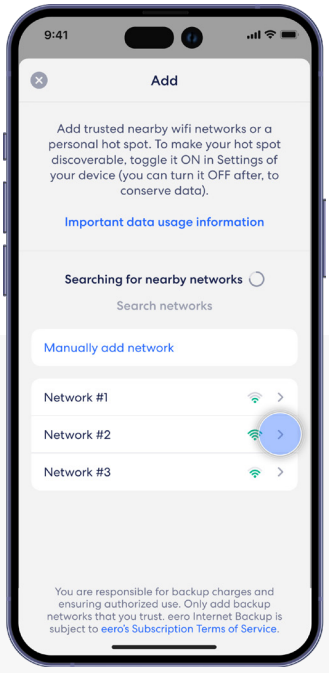
Tap on Internet and select eero Internet Backup.

2



Toggle on eero Internet Backup to turn on. Click on Add a network.

3



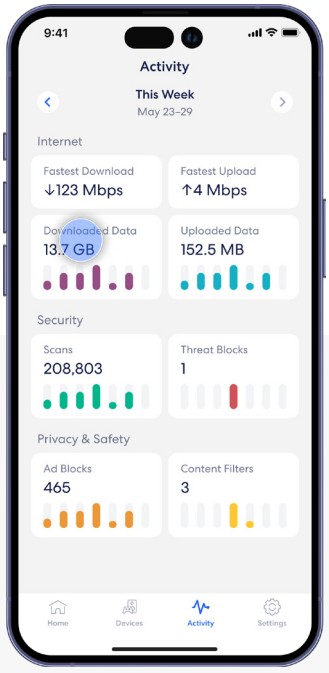
Select your network from the list and enter your password.

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

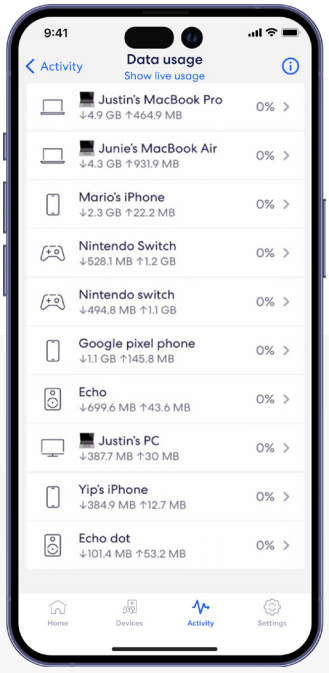


Tap on the Downloaded or Uploaded Data block.

2

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

3



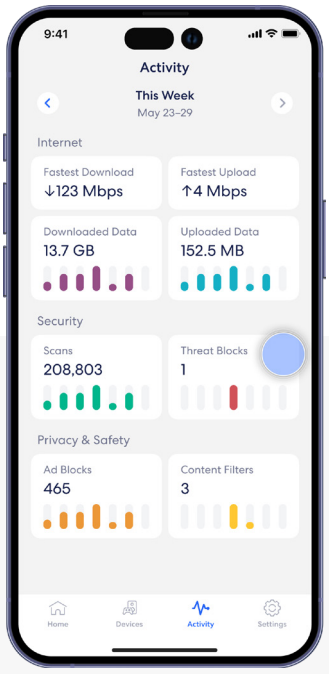
Select a profile or device to view more details.

Activity Center

See how many filters eero Secure has performed and how many threats it has blocked.

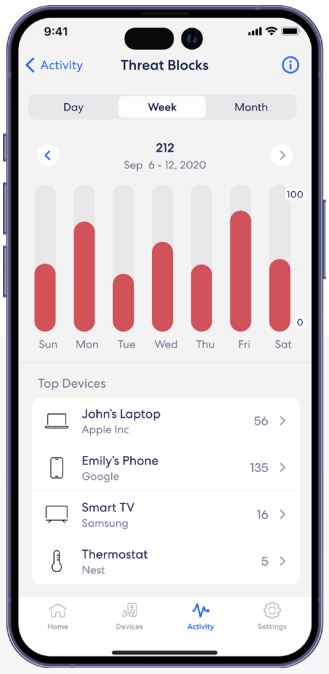
View scans and threat blocks activity from the Activity tab in the eero mobile app.

1



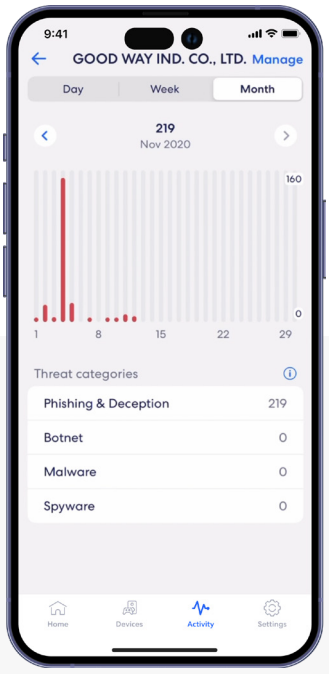
Tap on the Scans or Threat Blocks block.

2



Navigate between the Day, Week, and Month tabs.

3



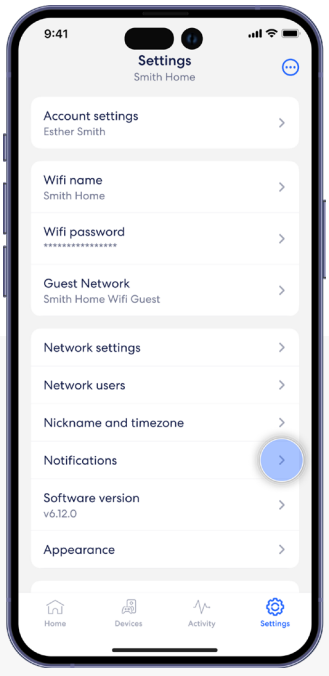
Select a top device to view more details.

Notifications

Manage which eero Secure notifications you receive.

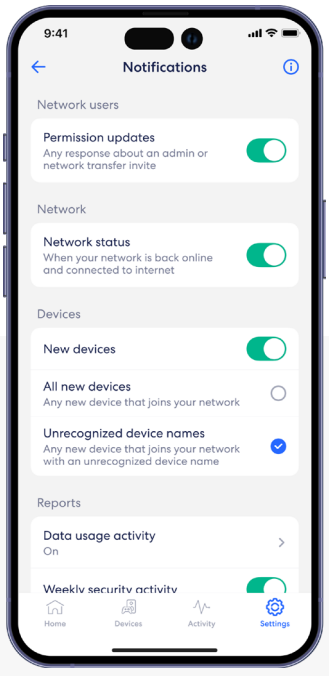
Manage notifications from the Settings tab
in the eero mobile app.

1



Select Notifications.

2



Customize
notifications
to your liking.

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For troubleshooting and further support
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Truvista Fiber
For more details about eero subscription features,
visit eero.com/eerosecure

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