HKBN ID PROTECTION

User Guide

(Android/iOS)

V20201014

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Introduction of HKBN ID PROTECTION

HKBN ID PROTECTION is an app that prevents you from falling victim to identity theft. Identity theft happens when someone uses another person's identity or personal information, such as name, social security number, credit card number, or online credentials without permission to commit a crime or fraud. Resolving identity theft is not easy. Once information gets exposed, it can stay out there for years.

The majority of identity theft incidents originate from cyber criminals exploiting users' weak passwords. With HKBN ID PROTECTION, you can do the following:

- Protect your own and your family's personal information against cyber-crime.
- Receive alerts and guidance on how to respond to an incident when your personal information has been found as part of a data breach or data leak.
- Improve your security by creating strong and unique passwords, and by synchronizing them across all your devices.
- Multi-platform supports:
    - Android 6.0 or above;
    - iOS 13or above;
    - Windows 7 (SP1) or above;
    - macOS 10.13 or above.

My HKBN PROTECT (Management Portal)

HKBN ID PROTECTION provides an online management platform service, you can use it to remotely manage your subscription. After account creation, you can manage services, check subscription status, and add family members to your My HKBN PROTECT circle. You can use My HKBN PROTECT to share or transfer HKBN ID PROTECTION from one device to another at any time.

Click on the link below to access HKBN PROTECT management platform:
https://ihome2.hkbn.net/fsecureuser
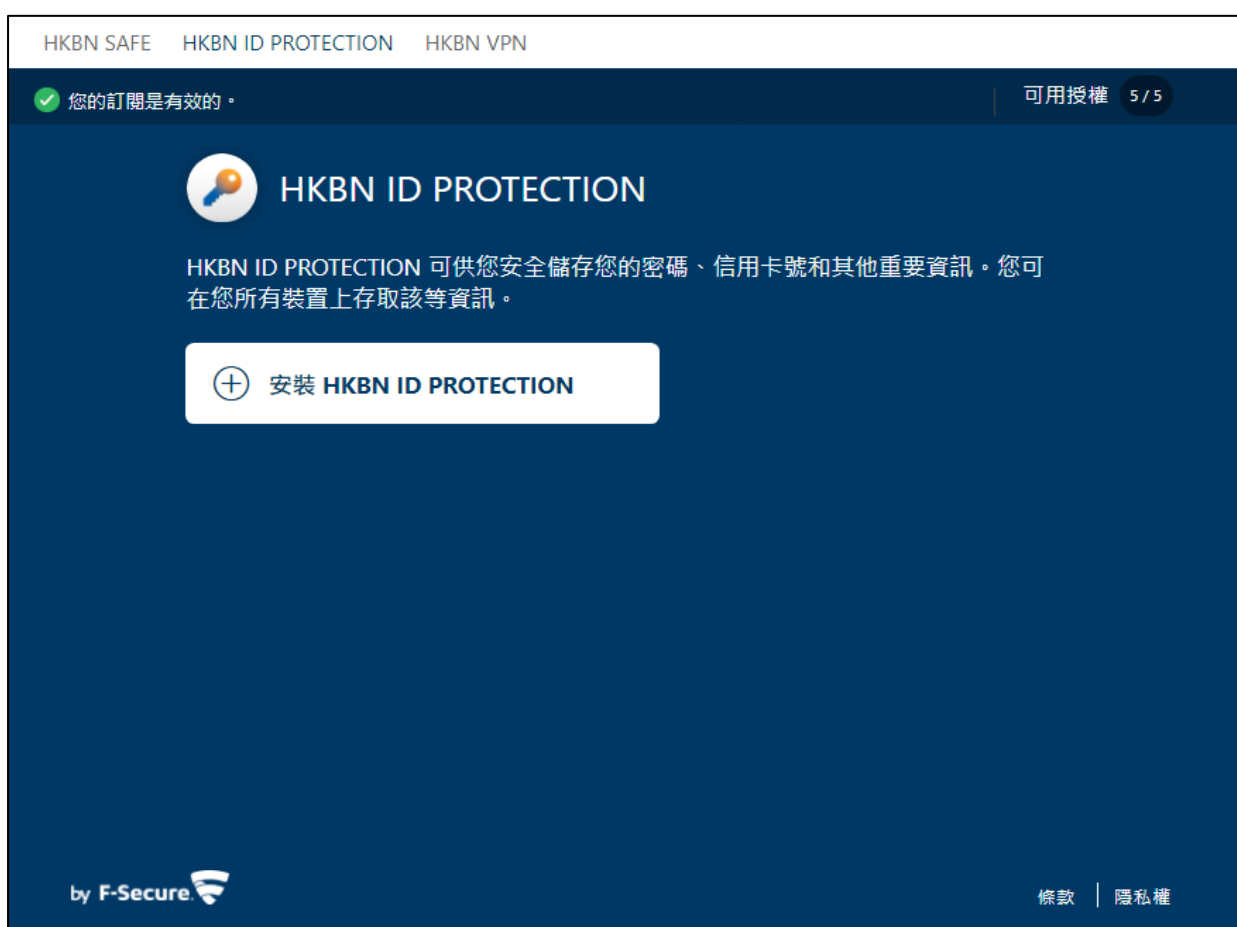
First Time Login

1.   Use your user name (email address) and password to login My HKBN PROTECT
     (image 1);
2.   Password change will be requested when first time login to MY HKBN PROTECT
     (image 2);
3.   Start to use My HKBN PROTECT.

(image 1)   (image 2)

Forget Password

If you forget the account password of My HKBN PROTECT, you can create a new password through the process of "forget password":

1. Tap "Forget Password" (image 1);
2. Enter your registered email address and click "Send". The system will send a link to change the password to the registered email (image 2);
3. Tap on the link in the email (image 3);
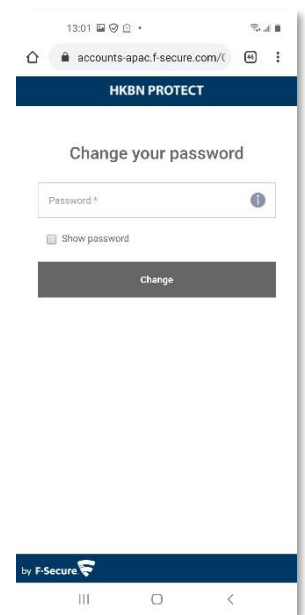4. Enter new password (image 4).

(image 1)
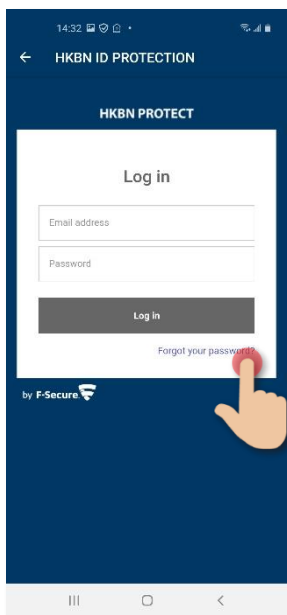
(image 2)
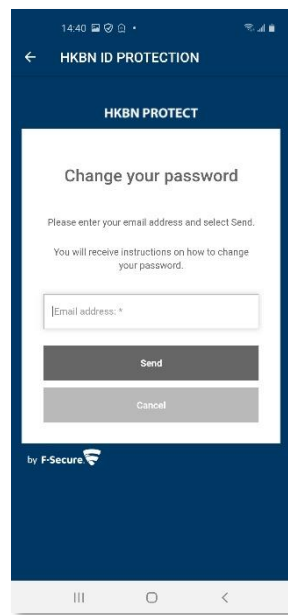
(image 3)

(image 4)

Download and Install Application

Download Application

- Search and download "HKBN ID PROTECTION" APP in Apple App Store OR Google Play Store.

Add new device from My HKBN PROTECT

1. Login to My HKBN PROTECT;
2. Select "HKBN ID PROTECTION"from top menu;
3. Tap "Install HKBN ID PROTECTION";

4. Choose whose device do you want to add: Select "My Device" (If install to your own devices) and then click "Continue";

5. You can select to install the application to the device you are using；

6. If you would like to install to another, choose the correct device type;

a. Enter the email address and send a HKBN ID PROTECTION installation link to your device via email;
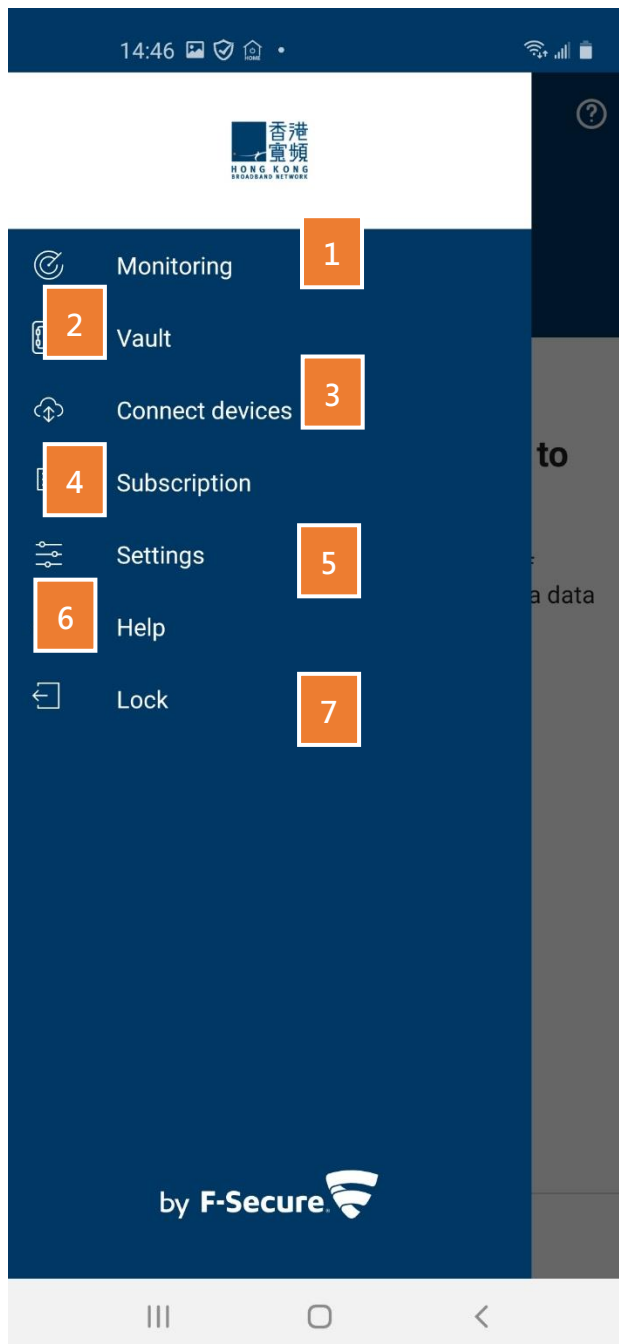
b. Or you can send the installation link by SMS ;

Remark: Installation link send by SMS is only applicable to mobile and tablet device.

7. Installation the application according to the instructions.

Introduction of
HKBN ID PROTECTION menu

1. Monitoring
2. Vault
3. Connect devices
4. Subscription
5. Settings
6. Help
7. Lock

About Master Password

The master password is very important as it gives you access to the app and keeps your password data safe. Once you've installed HKBN ID PROTECTION and you start the application for the first time, the app asks you to create a master password.

Choose a hard-to-guess master password or passphrase that you can remember, as the app is not able to reset your master password. The fact that the app cannot reset the master password has been a conscious decision by F-Secure to increase your security and privacy and protect your data.

Create HKBN ID PROTECTION Master Password

1. Tap "CREATE MASTER PASSWORD";
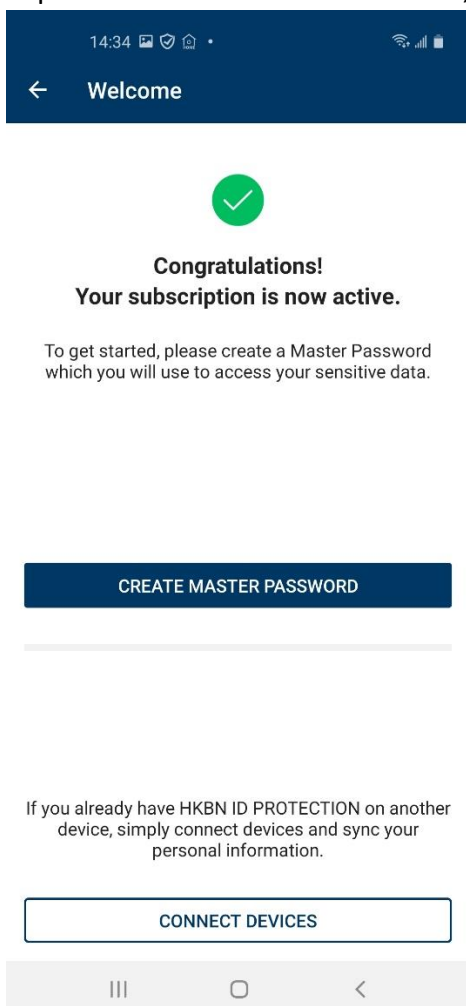
2. Suggest to use strong master password and then tap" Accept and Continue".

Create and Save Master Password Recovery Code

The master password recovery code is a unique and personal code that is the only way of regaining access to the app, should you forget your master password. We cannot restore any master passwords, as this would mean accessing your master password, which could be a security risk. It is strongly encrypted and can only be decrypted on one of your connected devices. This means that it cannot be decrypted on any other user device.

There are a few important things to note about the master password recovery code:

- Every time you change your master password, you need to create a new recovery code.
- You always need the latest recovery code to regain access to the app.
- If you connect new devices, the app may ask you to create a new master password recovery code. If this is the case, make sure you create a new master password recovery code, as the older code will not work anymore.
- We recommend saving the code as an image and print a copy for safekeeping. The master password recovery code printout should not be stored in the same location as your device.

Reminder: We strongly recommend that you also create a recovery code for the master password as soon as you have taken HKBN ID PROTECTION into use. It is the only way for you to regain your master password if you forget it.

1. In "Settings", tap "Create Recovery Code";
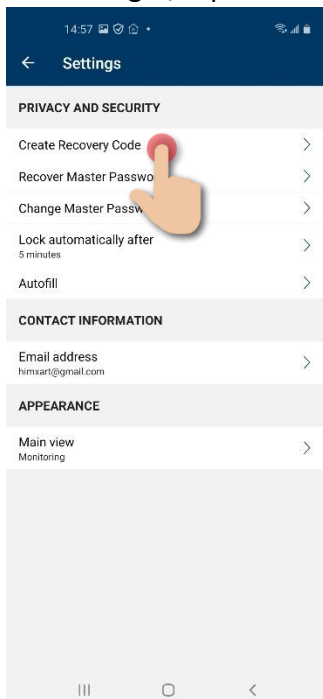
2. Tap "Save as image" and save this Recovery Code image and print and store it in a safe place.

Using Monitoring

With HKBN ID PROTECTION, you can add your email addresses for monitoring and receive guidance on what to do if your personal information has been leaked in a data breach.

The notification email includes information on what personally identifiable information has been associated with the breach; what the breach was; what company or entity was breached; when the breach took place; and what other pieces of PII has been associated with the monitored email address, such as passwords, credit card numbers, street address, and so on.

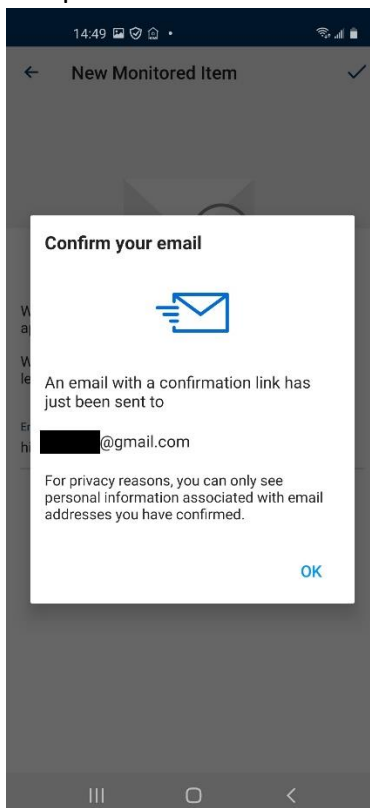## Adding your first email address for monitoring

1. Select "**+**Add monitored item";
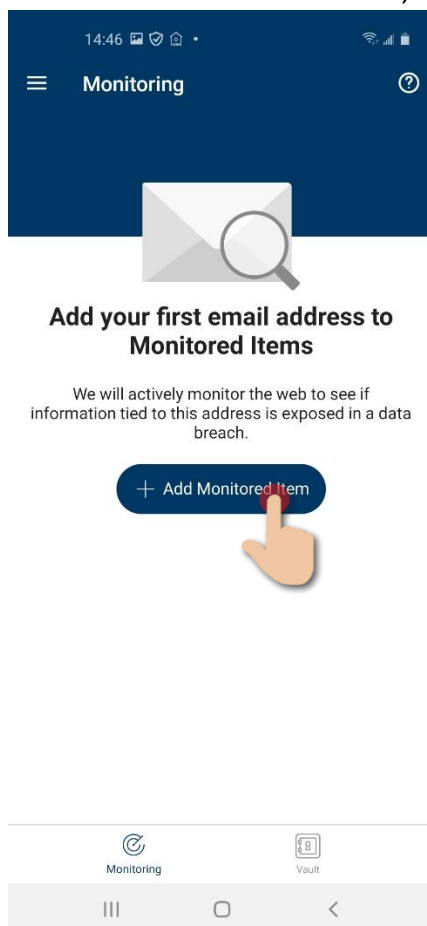
2. Enter your email address;
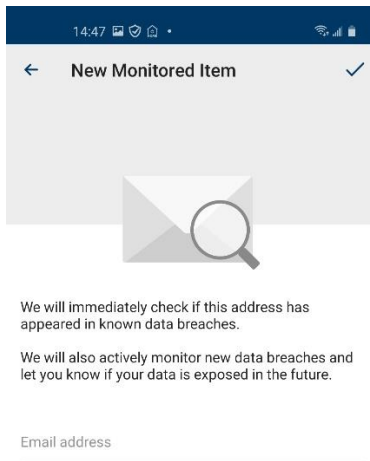
3. An email with a confirmation link will be sent to your email address. Tap "OK" to complete.
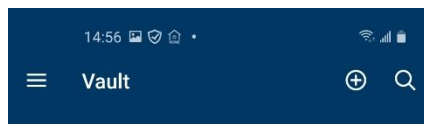
Password Manager (Vault)

With HKBN ID PROTECTION, you can create and edit password and payment card entries, let the app generate strong passwords for your online services, and access your password history.

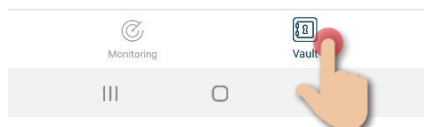## Create and Save your Password or Create Card Information

1. Click "Vault";
2. Click "Create your first password";
3. Select "Password" or "Credit Card".

Using Autofill

With the HKBN ID PROTECTION Autofill feature, you can log in to apps and websites without needing to enter usernames and passwords manually.

You need to have the username, password and web address of the service saved in HKBN ID PROTECTION for Autofill to work. When you log in to an app or website with credentials that are saved in HKBN ID PROTECTION, you can have the app enter your username and password automatically.

To turn on Autofill on your Android device:

1. Go to Settings > System > Language and input > Autofill service;
2. Select ID PROTECTION as your service, and then select OK;

You can now use Autofill on your device.

Remarks: Autofill for App is only applicable to Android 8.0 or 8.1, for browser require Android 9.0.

To turn on Autofill on your iPhone or iPad:

1. Go to your device Settings > Passwords & Accounts;
2. Under Passwords & Accounts, select AutoFill Passwords;
3. Under AutoFill Passwords, turn on AutoFill Passwords if it is turned off;
4. Under Allow filling from, select ID PROTECTION.

You can now use Autofill on your device.

Connect Devices (Synchronize Vault Data)

You can connect your devices to synchronize your Vault data across them all. To be able to sync your Vault data across all your devices, you need to connect the devices that have the HKBN ID PROTECTION app installed.

Warning: If you only have the app on one mobile device and you carry out a factory reset, the reset wipes also all your Vault data from the device. After this, there is no way to get the data back.

1. On device A, select "Connect devices" to generate a Sync Code；

Remark：Synchronize passwords will be renew every 60 seconds.
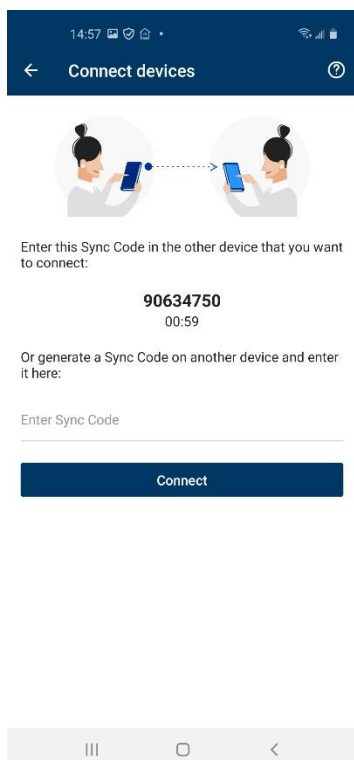
2. On device B, select "Connect devices" and enter this sync code and then click "Connect".

HKBN ID PROTECTION Features Per Platform

	Windows	macOS	Android	iOS
Supported OS versions	Windows 7 (SP1) and later	Mac OS X 10.1 and later	Android 6 or later	iOS 13 or later
ID Monitoring	-	-	●	●
Breach alerts	● (Email)	● (Email)	● (Inapp/Email)	● (Inapp/Email)
Breach guidance	-	-	●	●
Secure password storage	●	●	●	●
Passord import/export	●	●	-	-
Password generation	●	●	●	●
Password quality analysis	●	●	●	●
Login: Master password	●	●	●	●
Login: Fingerprint/Face	-	-	●	●
Login: QR Recovery Code	-	-	●	●
Password Synchronization	●	●	●	●
System/ app autofill	●	●	●	●
Auto-fill in Browsers	●	●	●	●
Supported browsers for auto-fill	Firefox, Chrome	Firefox, Chrome	SAFE Browser, Firefox, Chrome, Opera, Edge	At least Safari, Chrome

Should you have any query, please email to HKBNBroadband@hkbn.net