



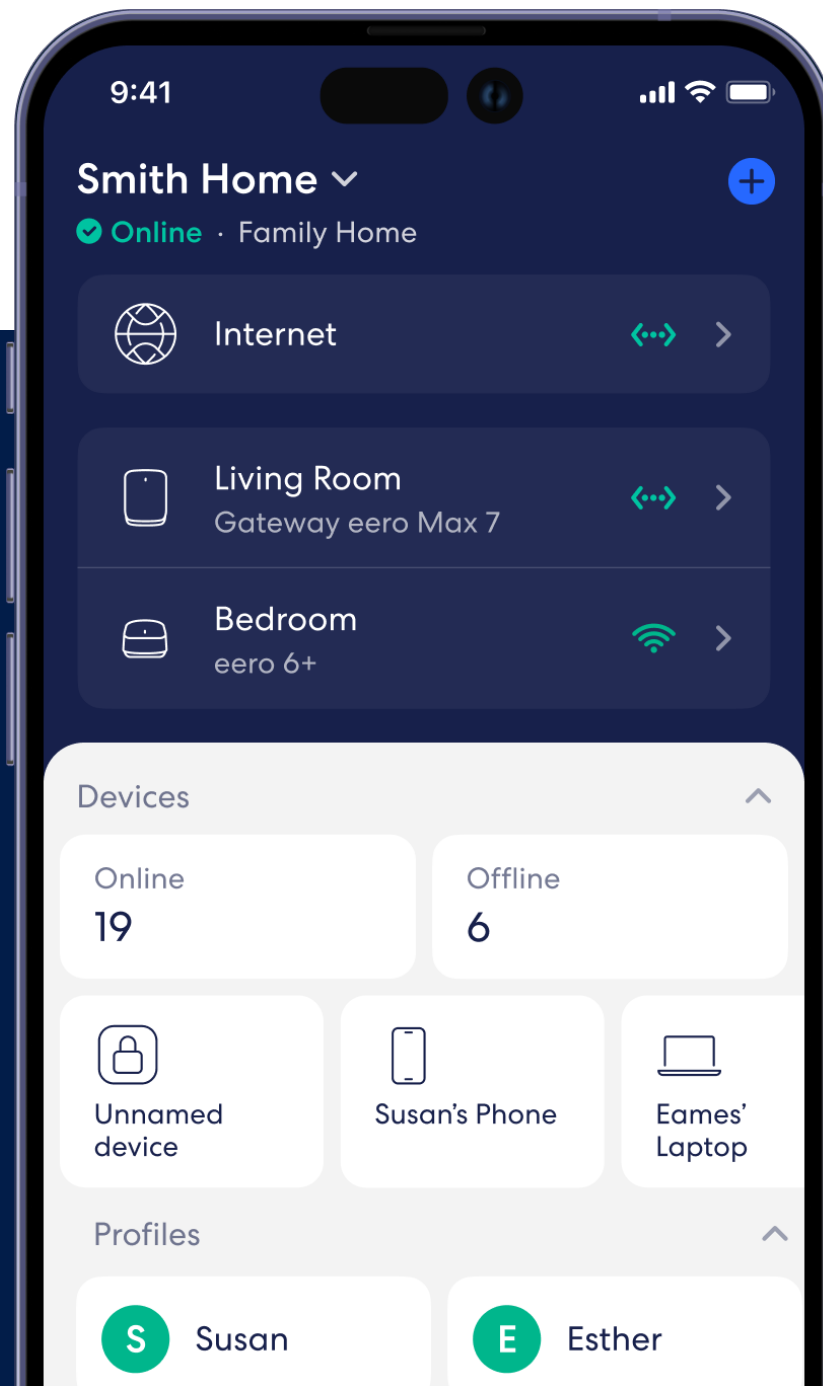
FIRST RESPONDER
BROADBAND

eero **Secure**

How-to guide

Getting started with your
eero Secure subscription.

February 2025



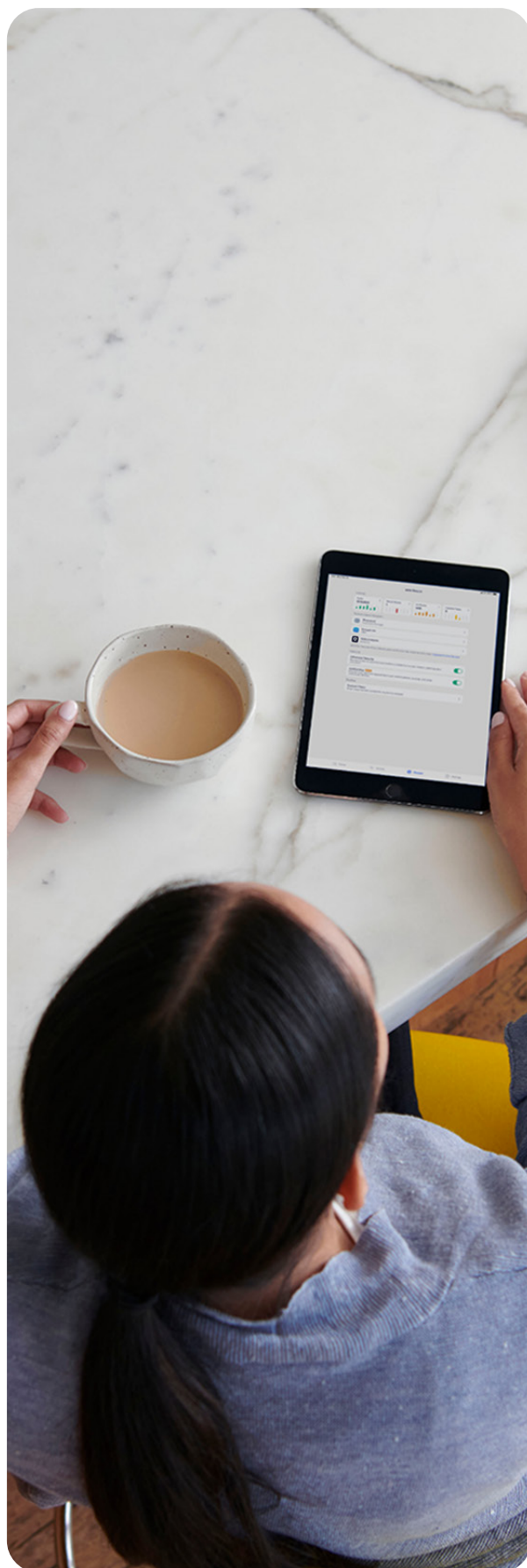
More control. Enhanced security. Peace of mind.

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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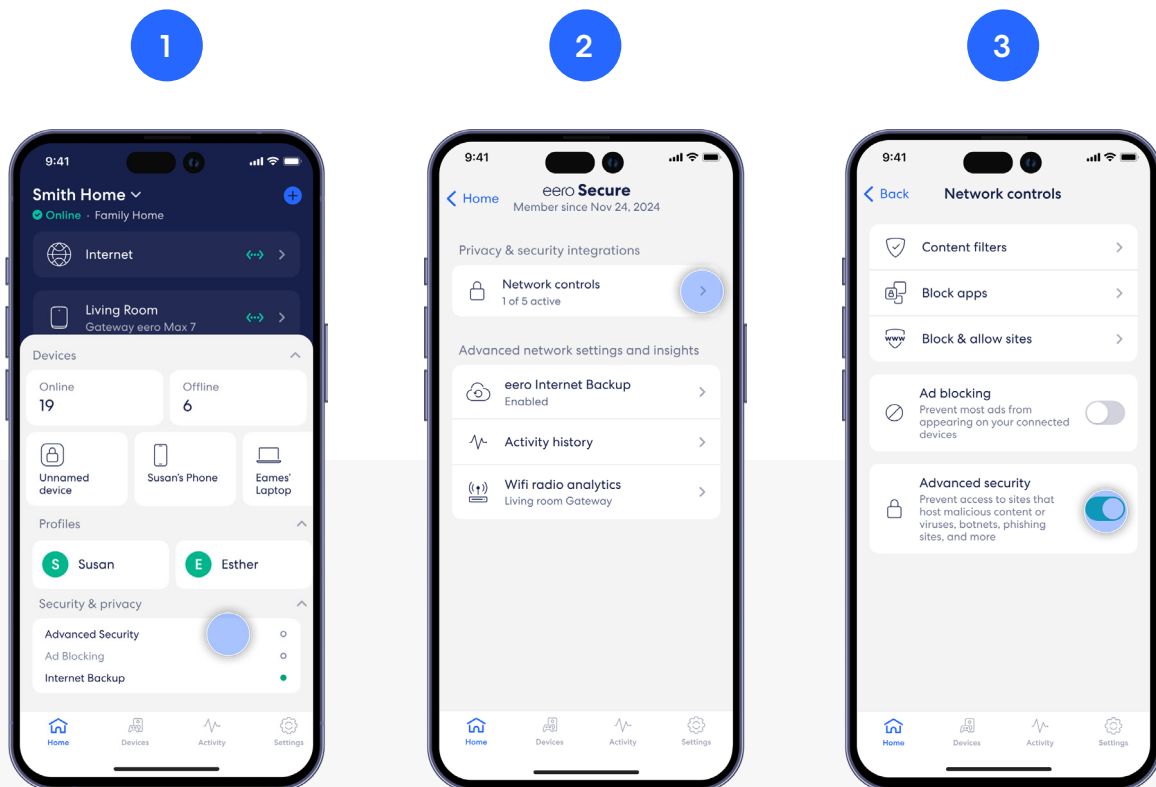


Note: Advanced Security is enabled by default for eero.

Advanced Security

Active threat protection helps keep your family safe from accidentally visiting unknown sites that could lead to phishing attacks and viruses.

Turn on Advanced Security from the home tab in your eero mobile app.



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



Tap on **Network Controls**.



Toggle on **Advanced Security**.

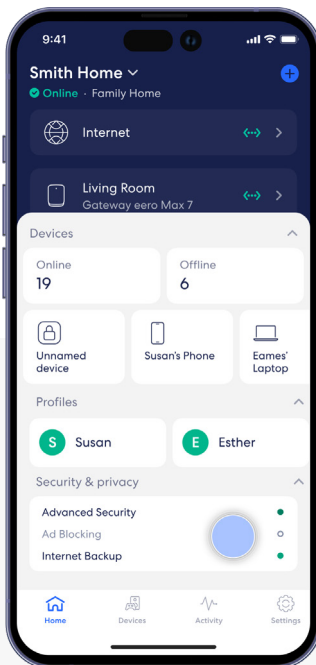


Ad Blocking

Speed up your browsing with fewer ads and protect your family from trackers and potential security threats.

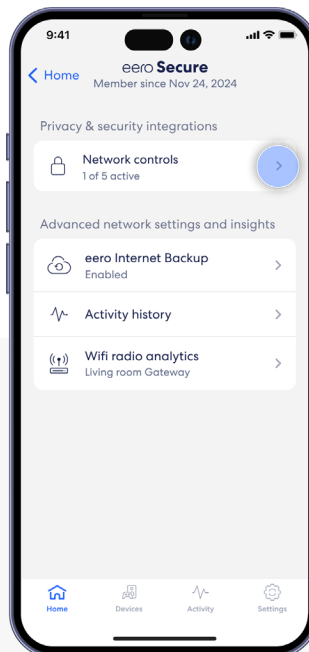
Turn on Ad Blocking from the home tab in your eero mobile app.

1



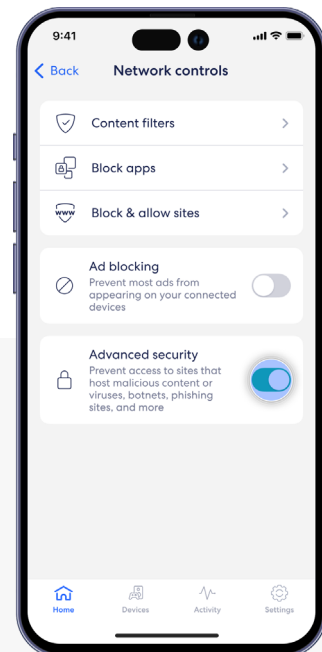
From the *Home* tab, tap on the module under *Security & privacy* that says **Ad Blocking**.

2



Tap on **Network Controls**.

3



Toggle on **Ad Blocking**.

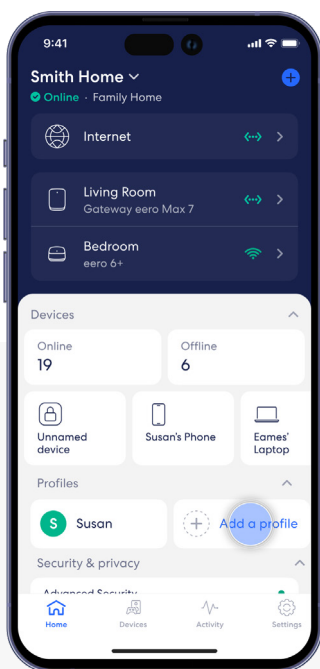


Profiles

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

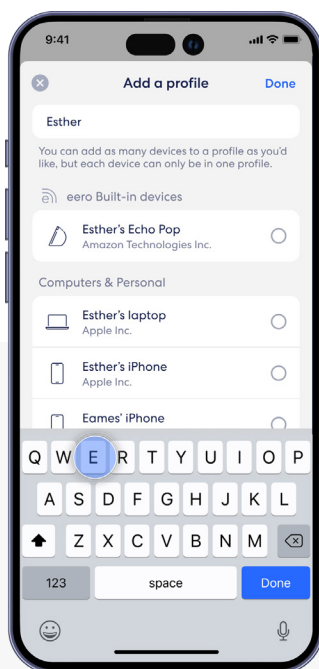
Create a profile from the Home tab in the eero mobile app.

1



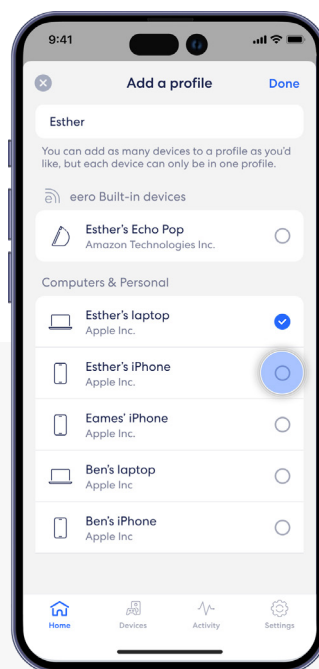
From the Home tab, tap on **Add a Profile** in the Profiles section.

2



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

3



Select which devices to add to the profile.

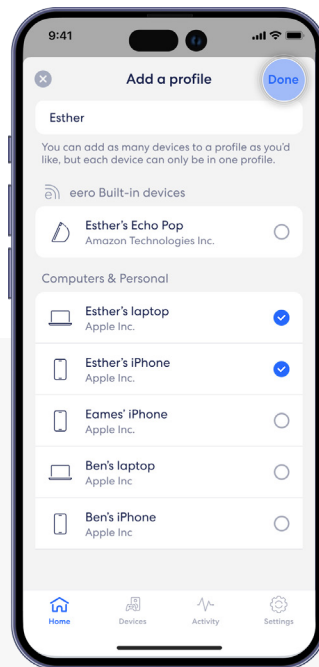


Profiles *(continued)*

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



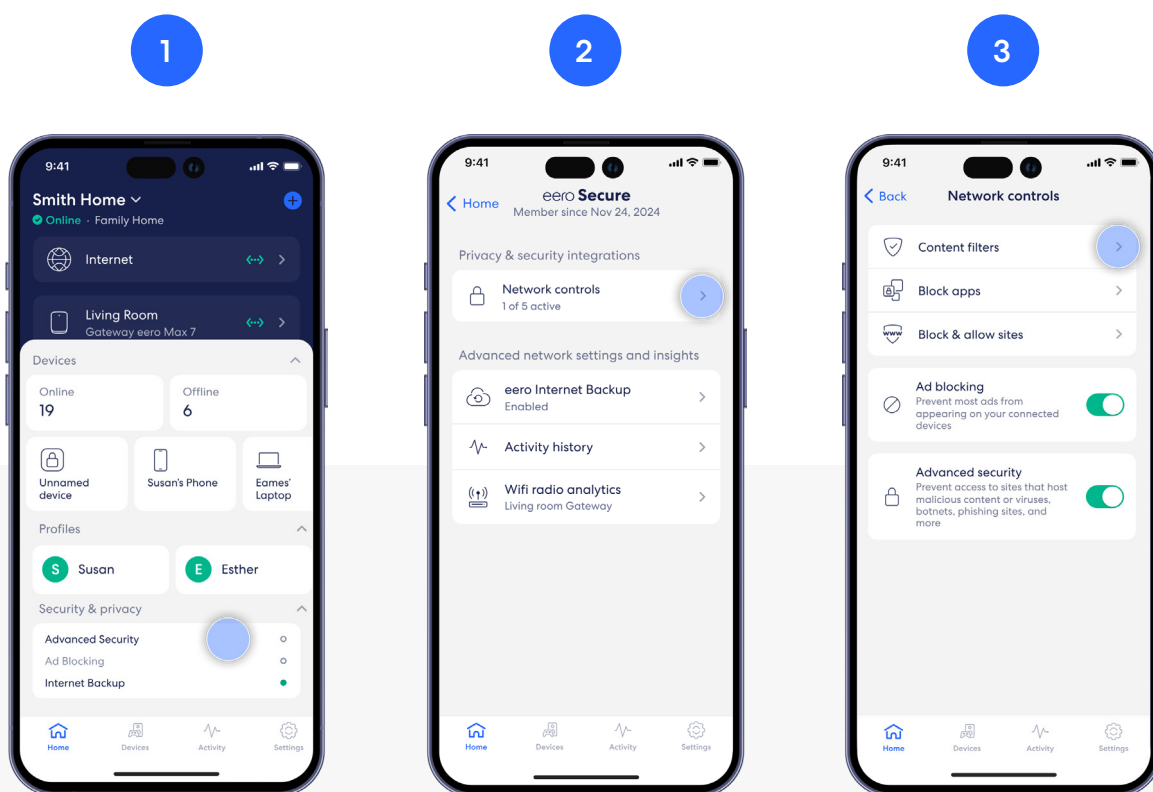
Once all the desired devices are selected, tap **Done**.



Content Filters

Use Profiles to set age-appropriate Content Filters, which block inappropriate content and create a safe online environment for your kids.

Set up Content Filters from the home tab in the eero mobile app.



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

Select **Network Controls**.

Select **Content Filters**.

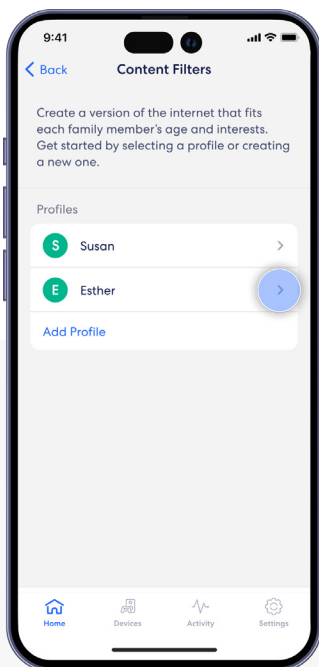


Content Filters *(continued)*

Use Profiles to set age-appropriate Content Filters, which block inappropriate content and create a safe online environment for your kids.

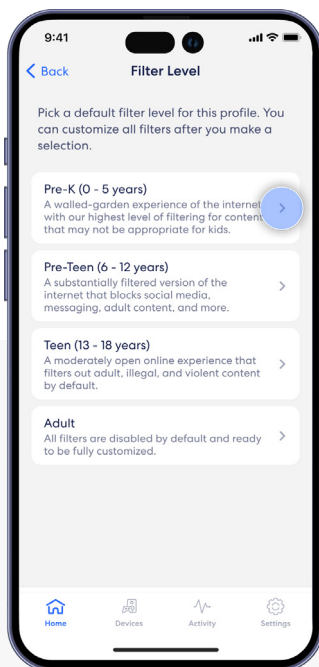
Set up Content Filters from the home tab in the eero mobile app.

4



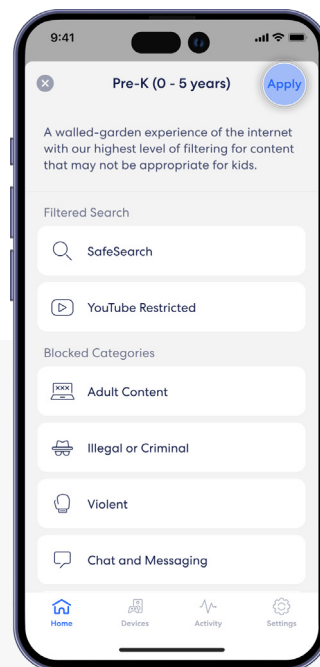
Select the profile for which you want to set up Content Filters.

5



Tap the desired filter template.

6



Review options and tap **Apply**.

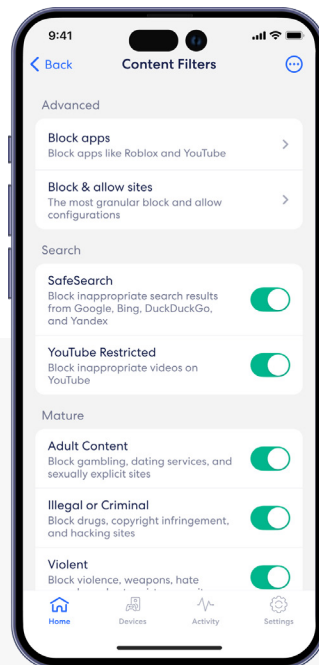


Content Filters *(continued)*

Use Profiles to set age-appropriate Content Filters, which block inappropriate content and create a safe online environment for your kids.

Set up Content Filters from the home tab in the eero mobile app.

7

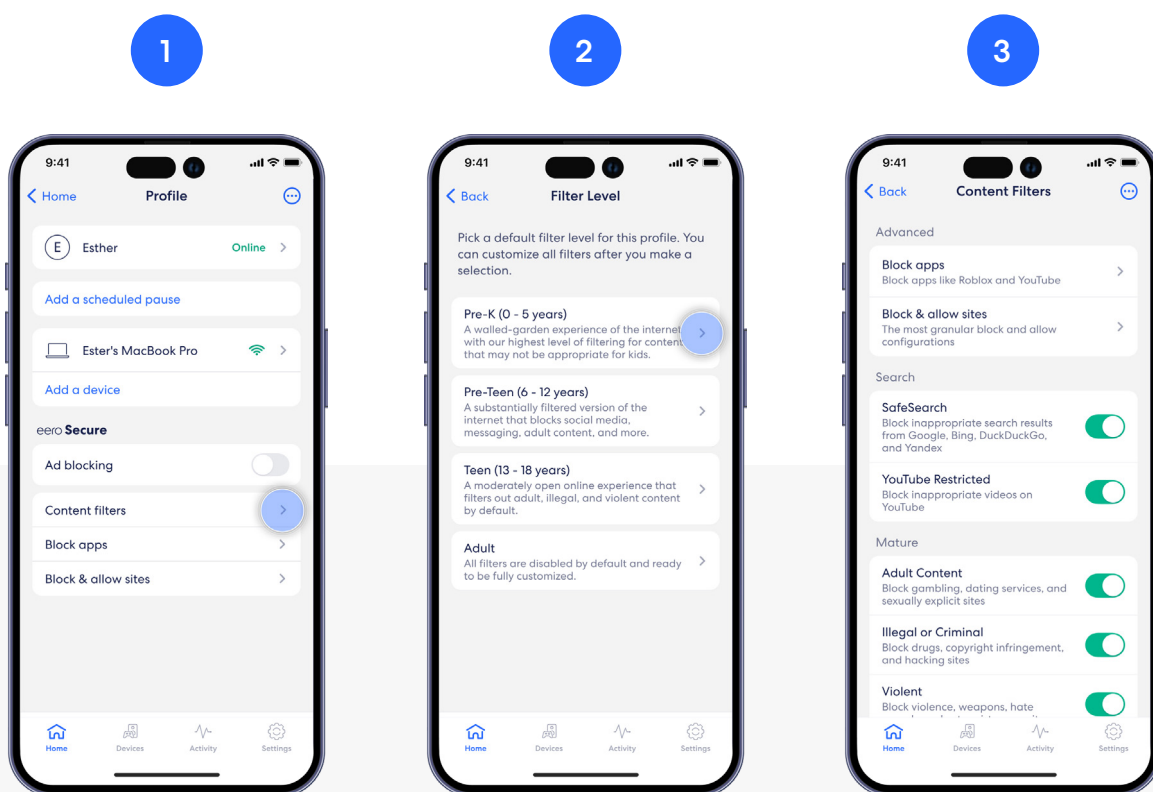


Toggle on/off
individual content
filter categories
as desired.



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.



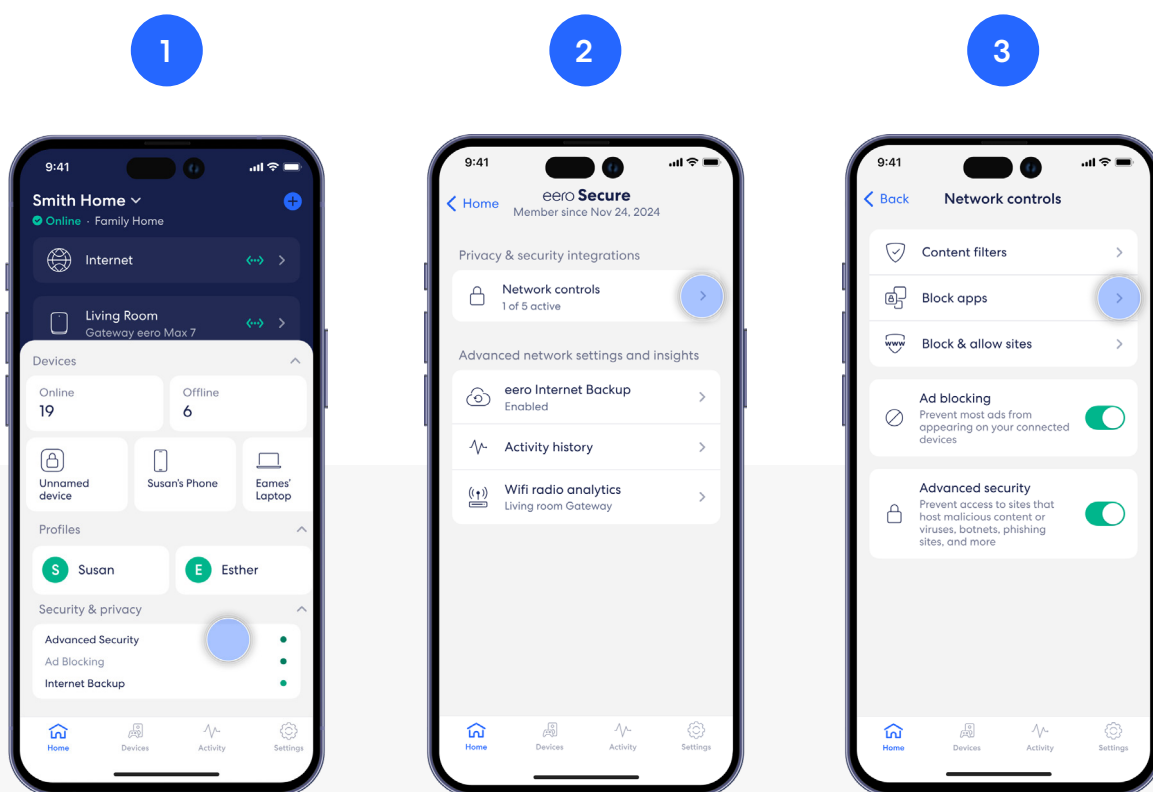
Toggle on/off
individual content
filter categories
as desired.



Block Apps

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

Set up Block App from the home tab in the eero mobile app.




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


Tap on
Network Controls.


Tap on
Block Apps.

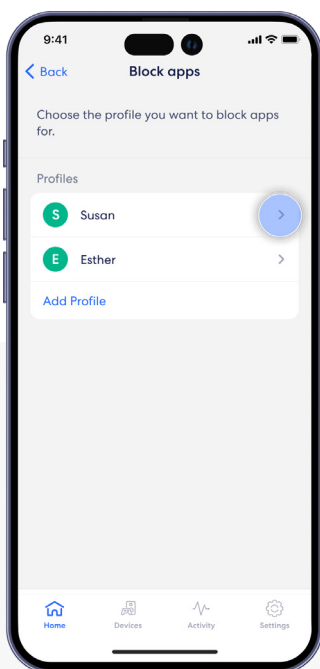


Block Apps *(continued)*

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

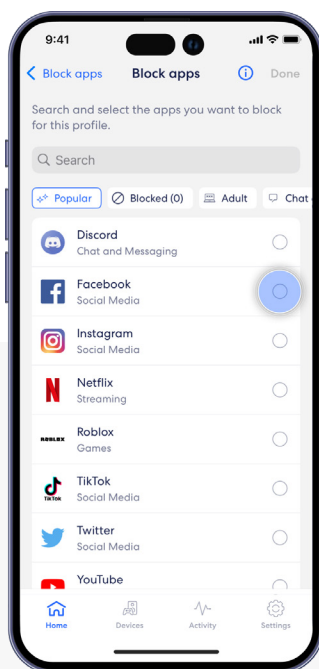
Set up Block Apps from the home tab in the eero mobile app.

4



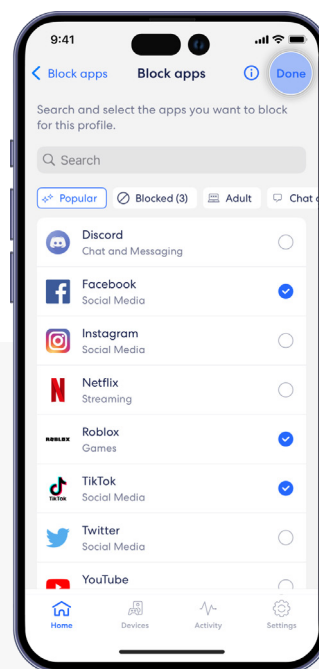
Select the profile for which you want to Block Apps.

5



Select the apps that you want to block.

6

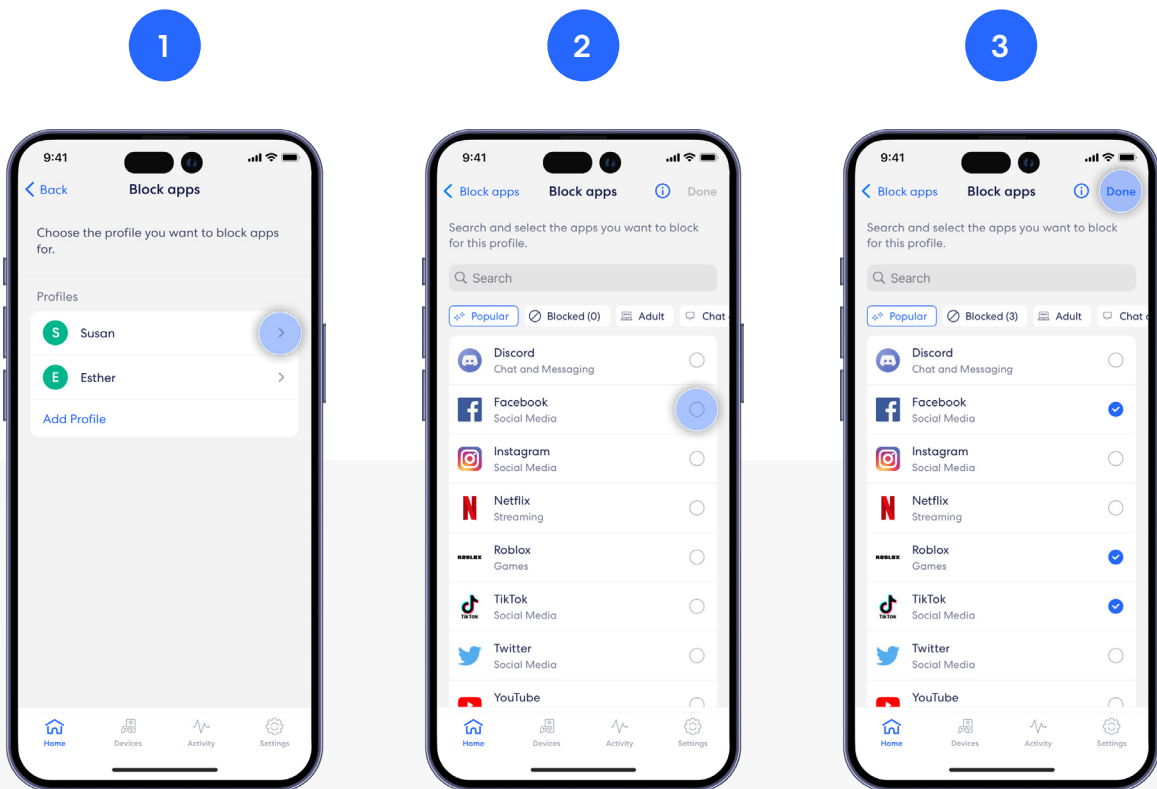


Confirm selection by tapping Done.



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.



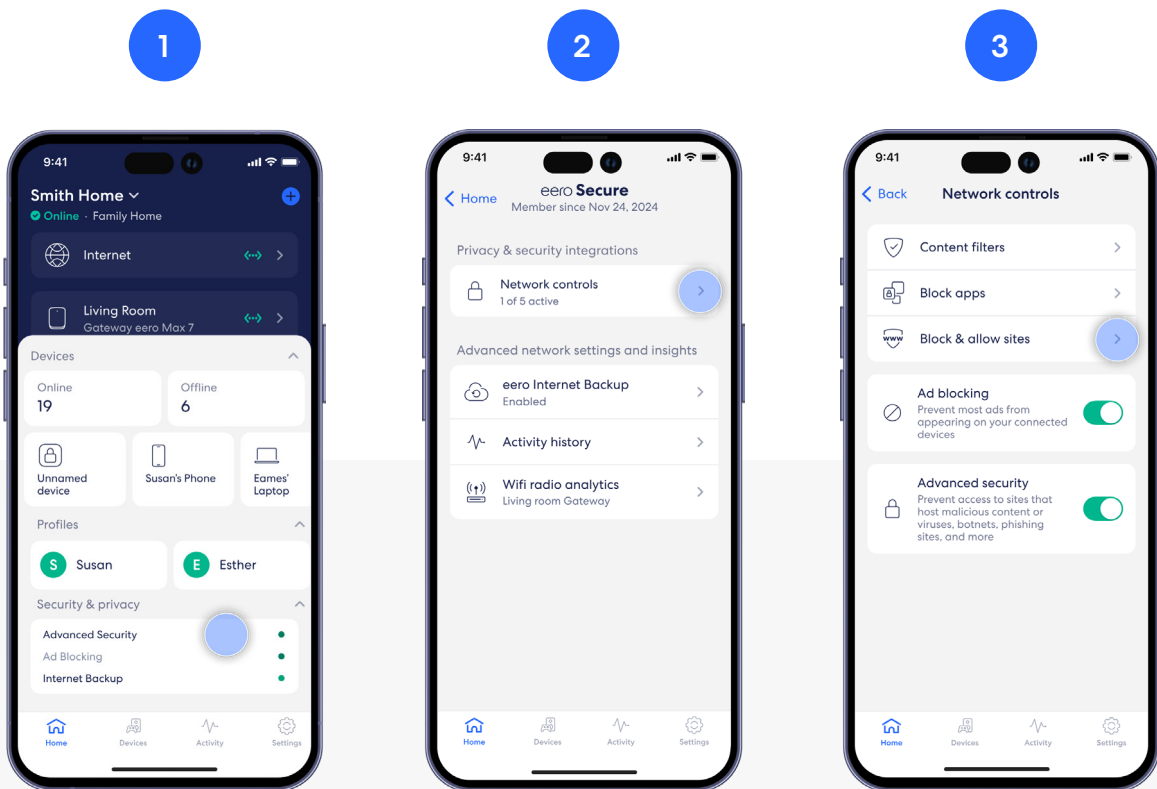
Confirm selection by tapping **Done**.



Block & Allow Sites

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

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



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

Tap on
Network Controls.

Tap on
Block & Allow Sites.



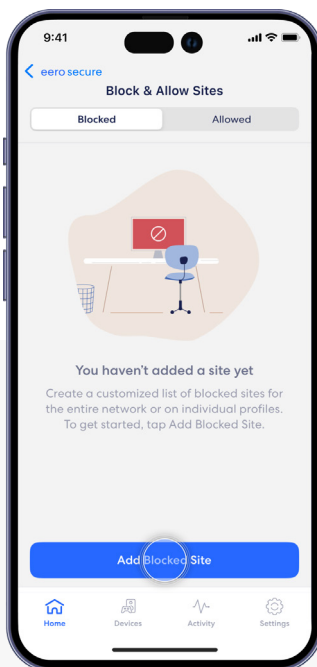
Block & Allow Sites *(continued)*

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

For Allowed sites:

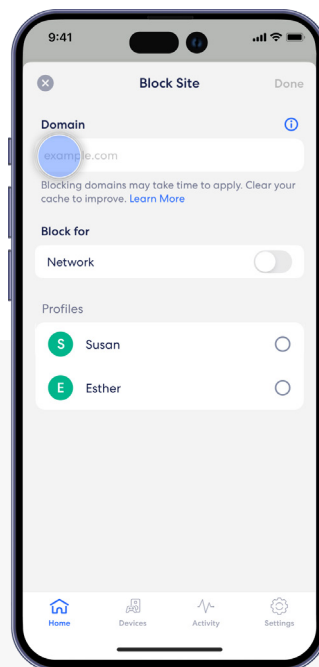
To add an allowed site, follow these same steps but toggle to the Allowed tab and select **Add Allowed Site** on Step 3.

4



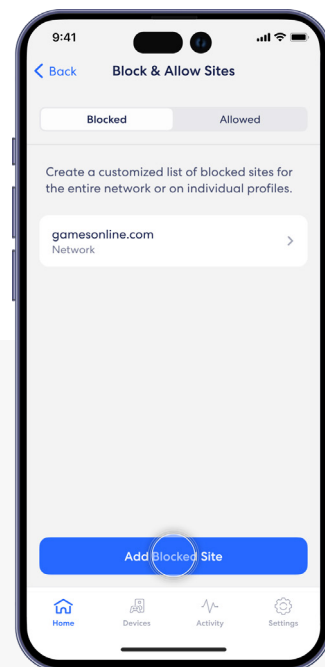
Tap on **Add Blocked Site**.

5



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

6



Tap on **Add Blocked Site**.



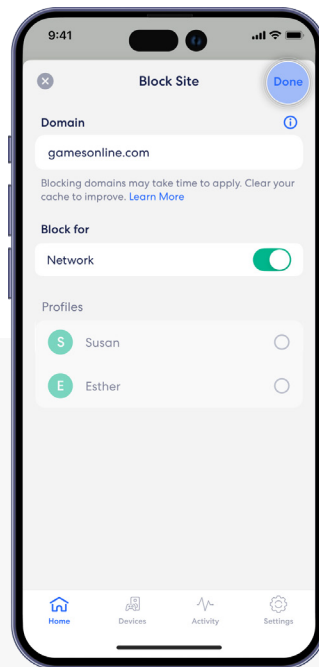
Block & Allow Sites *(continued)*

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.

7



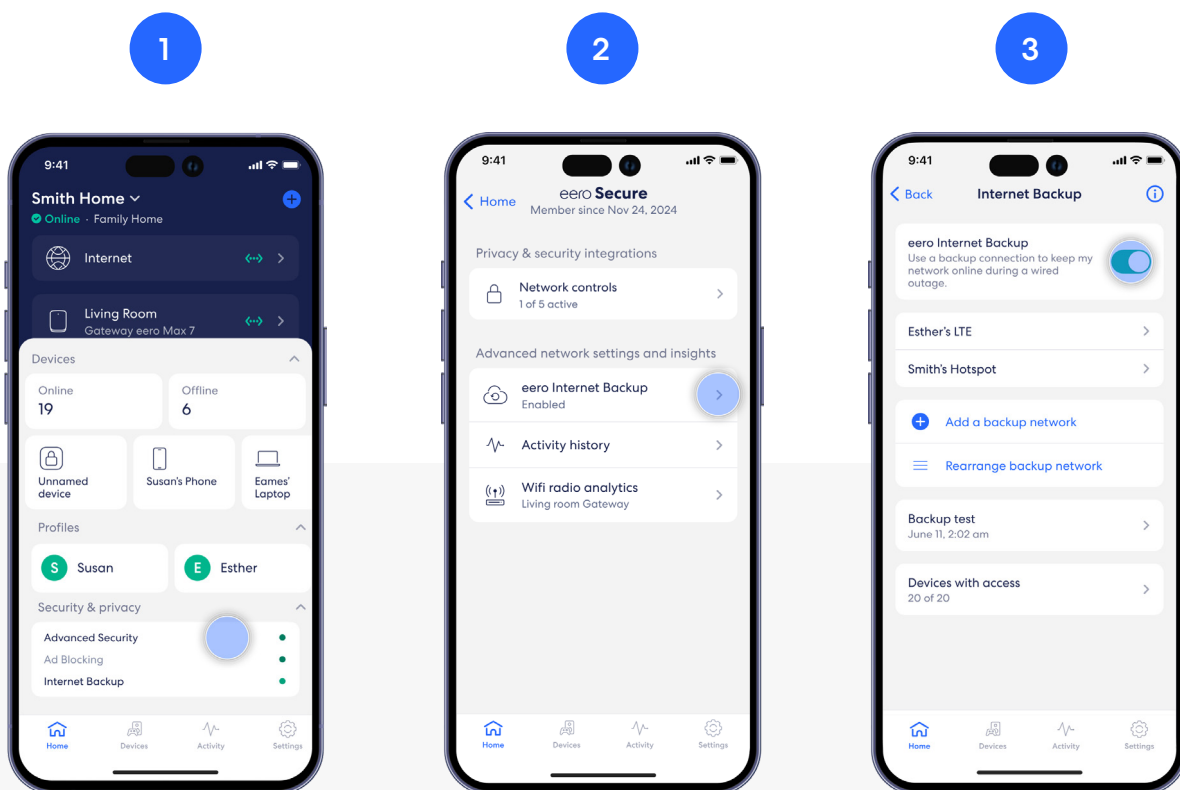
Confirm selection by tapping **Done**.



Internet Backup

With a backup connection, your connected home devices, including security devices and smart appliances, can stay online even when internet outages occur.

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



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



Tap on **eero Internet Backup**.



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

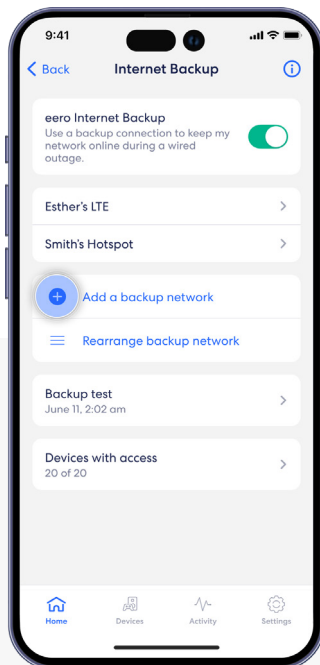


Internet Backup

With a backup connection, your connected home devices, including security devices and smart appliances, can stay online even when internet outages occur.

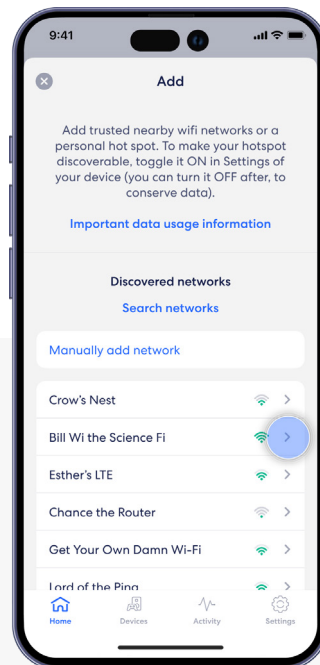
Manage Internet Backup from the Home tab in the eero mobile app.

4



Tap on **Add a Backup Network**.

5



Select your network from the list and enter your password.



Historical Data

Check out the Activity tab to see how eero is handling threats, ads, and Content Filters based on your choices for your network.

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.

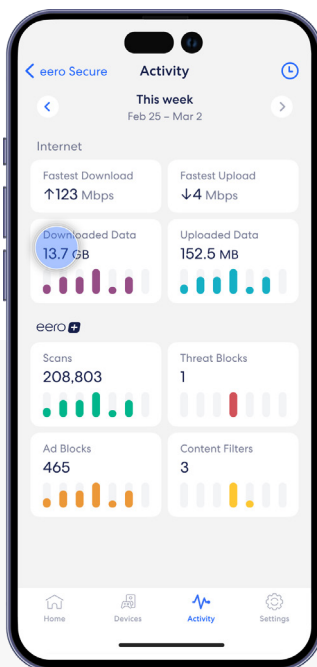


Activity Center

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

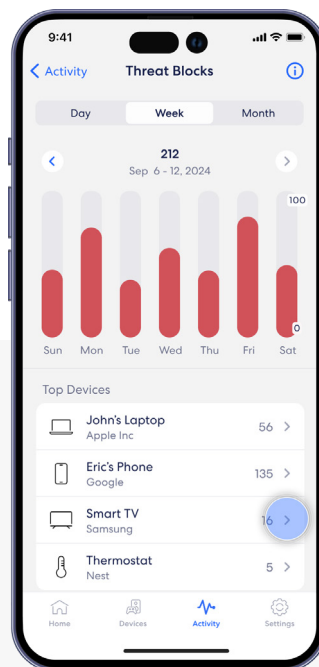
View scans and threat blocks activity from the Activity tab in the eero mobile app.

1



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

2



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

3



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

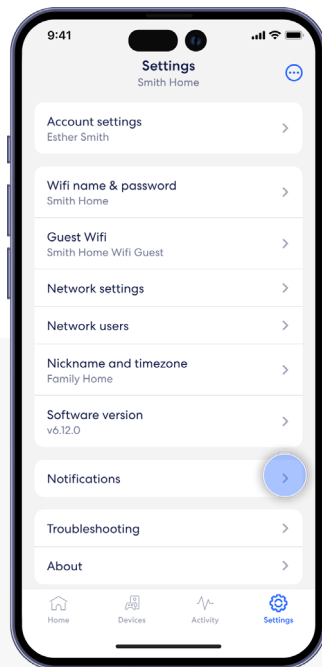


Notifications

Manage which eero Secure notifications you receive.

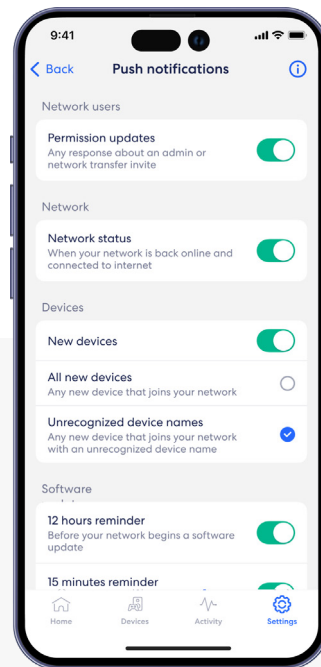
Manage notifications from the Settings tab in the eero mobile app.

1



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

2



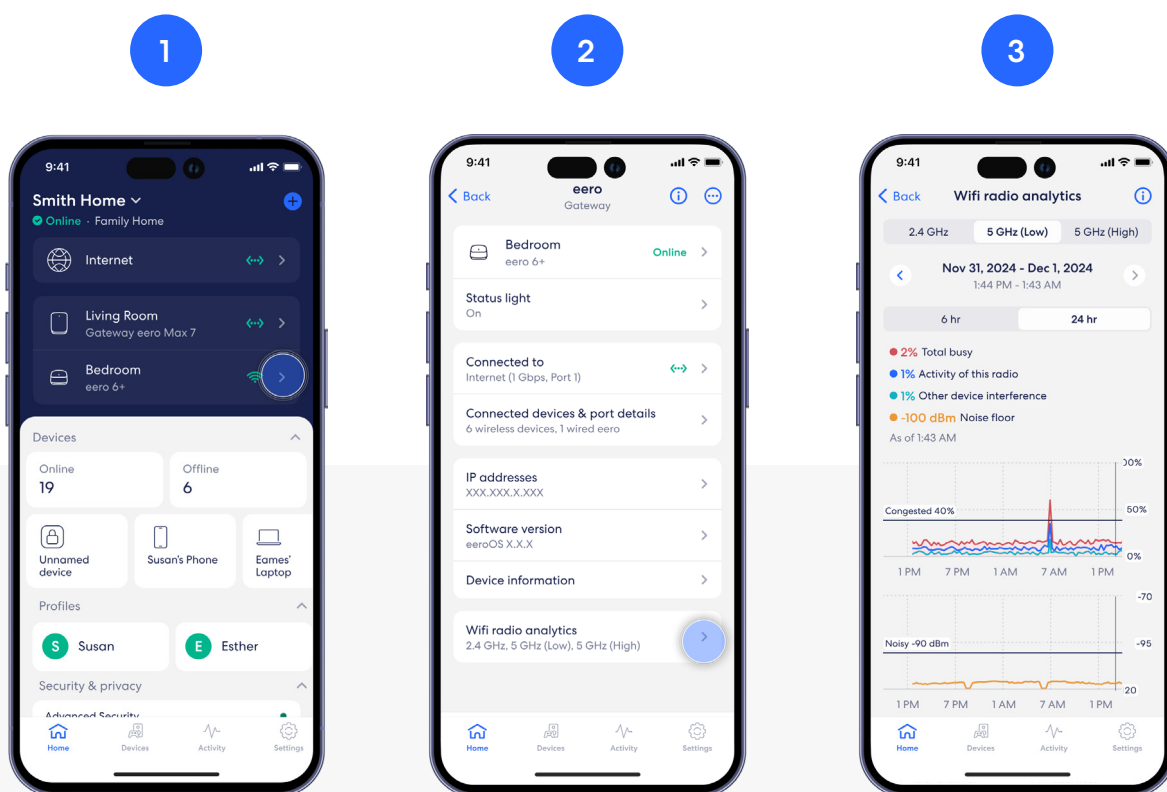
Customize notifications to your liking.



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.



From the **Home** tab, tap on one of your **eero** devices to go to the eero details page.



Tap on **Wifi Radio Analytics** to view **Wifi Radio Analytics**.



Toggle through the **Wifi Radio Analytics** tabs to explore the data.



For troubleshooting and further support
visit www.firstresponderbroadband.com.au