



Bitdefender Mobile Security Orientation Guide

for Bitdefender Beta 2018 testers



This guide is intended to help beta testers explore our new features and give a sense of what to expect from the product and not to be used as a test plan or test suite.

Best Practice Rules

A few good practice rules for useful feedback:

A. Use a representative title for your feedback.

Using a representative title will help us greatly in processing your feedback and addressing the issue you are reporting in a subsequent update.

B. Give as many details as possible.

One-liner feedback is rarely useful without screenshots, logs, crash dumps or memory dumps. Also, this kind of report will most likely generate a ping pong between you and our team in order to obtain the necessary information to reproduce the bug, so it would be best, if possible of course, to add the steps to reproduce the issue, like first do this and then click on that and this issue will arise.

C. Try not to cramp too many issues under one feedback report.

Having many issues under one feedback, although at first might seem easier to read, after a while it becomes hard to manage so it's a good practice to file a separate issue for each feedback.

Auto-login

To use Bitdefender Mobile Security (BMS) on your Android, it needs to know who you are and what kind of subscription you have. However, we made that simpler: if you install it straight from the e-mail you receive from Central, it will perform an automatic login. Due to Android's limitations, this feature only works if you open the e-mail from the same Android device on which you want to install Bitdefender Mobile Security.

Follow these steps:

1. Uninstall any Bitdefender security app from your phone;
2. On your computer, sign in to Bitdefender Central and then click "INSTALL BITDEFENDER", choose "On another device", then select "Android -> Bitdefender Mobile Security" and enter your e-mail address. This can be different than the e-mail address you used with your Central account;



3. You will receive an e-mail from Central, titled "Your product is ready to install". Open it ON YOUR ANDROID PHONE, tap on "Get App". This will take you to Play Store, on Bitdefender Mobile Security's page. Install the app, then open it.

Important note: Please make sure that before installing the app :

- you joined the Android beta group [here](#) ;
- follow this [link](#) and click on the "Become a Tester" button.

4. What to expect: If you have an Internet connection, you will be auto logged in. A dialog box will pop out, stating that you have been automatically logged in with your Central account.

What can go wrong:

- Please report on Beta Feedback in Bitdefender Central any instance when, after installing the product as described above, BMS has asked you for username or password. Provided you have internet access, this should not happen;
- This scenario only works for the first install of the product. If you remove it and reinstall, or if you install by going to Google Play and installing BMS straight from there, the auto login scenario should not happen, and it is normal for BMS to ask for credentials.

Alternative install

Open the Google Play app and install BMS directly from there, without help from the Central website. You should be asked for a username and a password. Sign in with your Bitdefender Central credentials. A 90 days trial subscription should be available.

Important note: Please make sure that before installing the app:

- you joined the Android beta group [here](#)
- follow this [link](#) and click on the "Become a Tester" button.

Google Login

ONLY IF YOU SIGNED IN WITH GOOGLE on the Bitdefender Central website, use the same method when installing BMS straight from the Play Store. Check that you have a valid 90 days subscription in your account.



Test the Forgot password process

- If you are already signed in the app, log out by accessing the Account Info section from the menu, then tap LOGOUT.
- While in the Bitdefender SIGN IN screen, tap the *Forgot my password* link
- Enter the e-mail address of your Bitdefender account and tap FORGOT MY PASSWORD
- Check your e-mail account and tap the Change password button from the Bitdefender e-mail
- Enter your e-mail address and the new password, then retype the new password
- Tap RESET PASSWORD to finish the process
- Retry signing in the app with the new password to confirm it has been successfully changed

Test the Login process

- If you are already signed in the app, log out by accessing the Account Info section from the menu, then tap LOGOUT.
- While in this state, open the app and fill in your e-mail address and password
- Tap SIGN IN and confirm that you can access and use the app

Test App Lock's new Lock Modes

Configure the App Lock module (set application PIN and select at least two applications from the list).

Go to the LOCK MODE tab and test each of the 3 available modes:

1. Lock every time
 - Enable this mode and you will be asked for the PIN each time you try to access a locked app
 - Access a locked app multiple times and you should be asked for the PIN each time
2. Unlock until screen off
 - Enable this mode and as soon as you unlock any of the protected apps, all of them become unlocked until you turn off the screen/the screen is automatically turned off
 - Unlock an app, then try to access any other app protected by App Lock. The PIN should no longer be requested for that session
3. Allow a brief exit
 - Enable this mode and a protected app will remain unlocked for 30 seconds after you exit it so you can reenter it without typing the PIN again



- Unlock an app, then reenter it in maximum 30 seconds after exiting. The PIN should no longer be requested
- Unlock an app, then reenter it after 30 seconds. The PIN should be requested

Test Smart Unlock

Smart Unlock allows you to set any WiFi you wish as Trusted. Whenever connected to a Trusted network, the apps normally protected by App Lock will become unlocked.

- Configure App Lock and select at least one app. Make sure the app requires a PIN when you try to access it
- Enable Smart Unlock, make sure you're connected to a WiFi network and set that network as Trusted.
- While connected to the Trusted WiFi, try to access an app protected by App Lock and the PIN should not be requested
- Disconnect from the WiFi network you previously set as Trusted and try to access an app protected by App Lock. The PIN should be requested.

Test Timeout after multiple failed unlock attempts

To improve security and counteract any possibility of brute force attack, App Lock will enter 30-seconds timeout after 5 failed attempts at unlocking a protected app.

- Configure App Lock and select at least two apps
- Access a protected app and enter an incorrect PIN for 5 consecutive times
- App Lock should enter Timeout for 30 seconds
- Access another protected app within the 30 seconds and that app should be in Timeout as well

Test fingerprint unlock

You will be able to use your fingerprint to unlock apps protected by App Lock on devices with fingerprint sensor that have at least one fingerprint saved.

- Configure App Lock and select at least one app
- Go to the App Lock Settings and make sure Use Fingerprint is enabled
- Access the app and use the saved fingerprint to unlock it



Every other functionality

Just use your imagination and try to break the software.

We thank you again for helping us build better products for you!