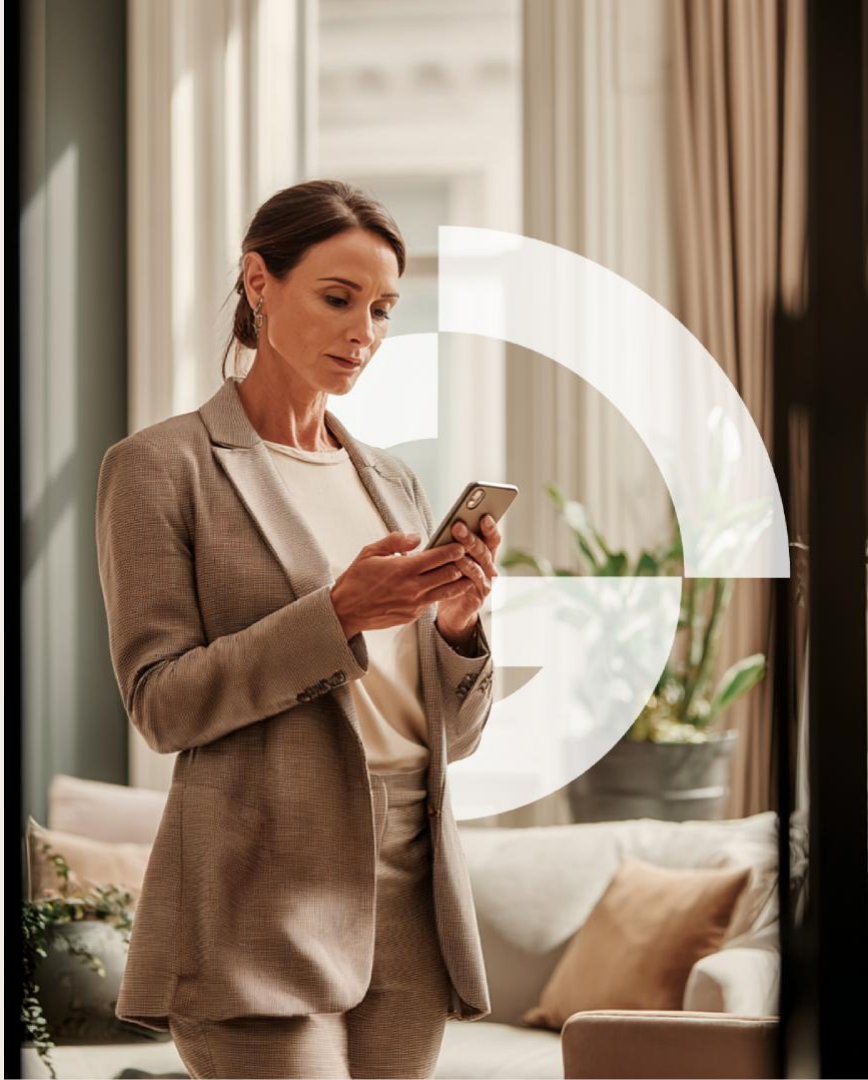
RICHTER
GUARDIAN

Richter Guardian

mobile app user guide

Protect your wealth, reputation, and family from digital risks



What's in this guide

Agenda

1. Download the app
2. Richter Guardian and Cynet
3. Sign in to your account
4. Get help signing in
5. Score
6. Improve
7. Assets
8. Help
9. Account
10. Allow notifications
11. Allow biometrics

Download the Richter Guardian app

1 Download the Richter Guardian app from:

richterguardian.com/features/mobile-app

It's available in English and French, on iOS and Android.



How is Richter Guardian different from Cynet 360 Mobile?

You'll use two apps. They work together, but each does a different job.

Richter Guardian app

Your window into everything we offer

- See your security score
- Review alerts and respond to issues
- See the email addresses, devices and social accounts we monitor
- Message the Cyber Defence Desk when something needs attention

+

Cynet 360 Mobile

Focuses only on your device

- Detects threats on your phone in real time, such as phishing links, unsafe networks and risky apps
- Alerts you when your device is at risk
- Device problems it finds also appear in Richter Guardian as an Asset at risk

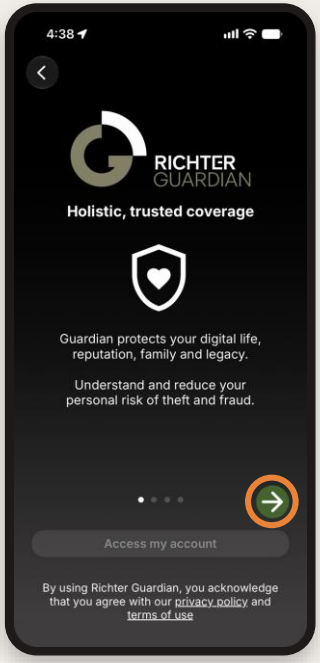
Already have Cynet 360 Mobile? You still need the Richter Guardian app. We help you set up Cynet 360 Mobile during onboarding, and you'll use both apps together.

Open the app and access your account

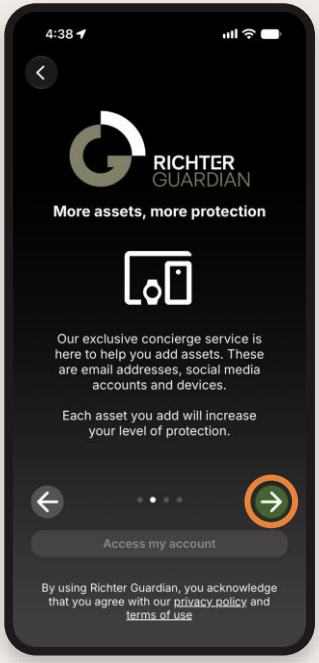
2 After installing the Richter Guardian app, tap its app icon.

3 On the welcome screens, use the navigation arrows to continue until the **Access my account** button turns green.

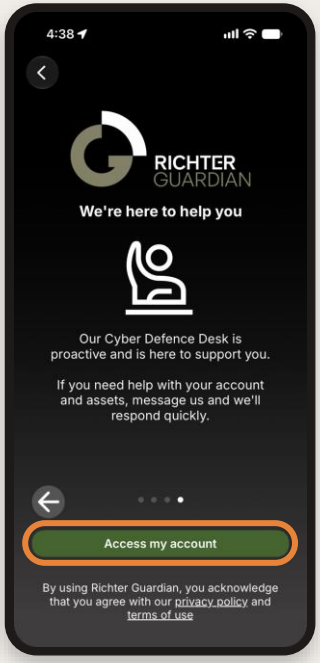
4 Tap the **Access my account** button.



Tap the arrow to continue



Keep going



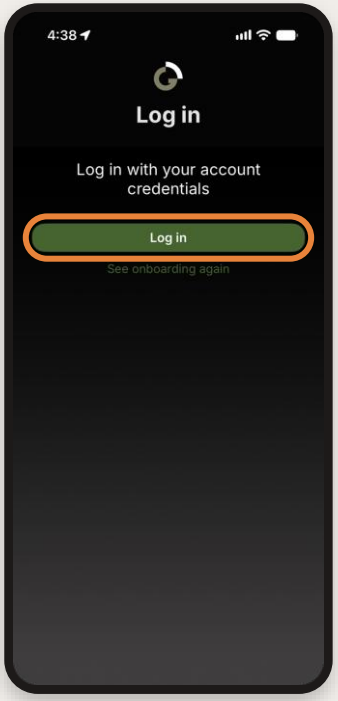
The button turns green

Start the sign-in

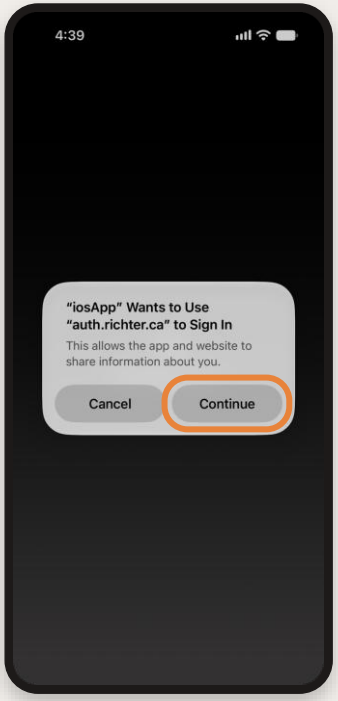
5 Tap the **Log in** button. To view the welcome screens again, tap **See onboarding again**.

6 A prompt will ask you to allow the app to sign in. Tap **Continue**.

This is a standard message from your phone confirming the app can sign you in securely.



Tap Log in



Tap Continue

Sign in to your account

Sign in with your Richter App account

What is Richter App?

Richter App is the secure account you use to access Richter digital services. The Richter Guardian app uses the same account to identify you.

You may already have a Richter App account even if you don't remember setting one up or haven't used it recently.

Know your Richter App email and password?

Enter them and continue.

Forgot your password?

Tap **Forgot your password?** and follow the instructions.

Not sure if you have an account?

Contact the Cyber Defence Desk. We'll check for and arrange your access.

New to Richter? You don't need to already be a Richter client to use Richter Guardian. If you need a Richter App account, we'll arrange one for you as part of getting you access.

Sign in to your account

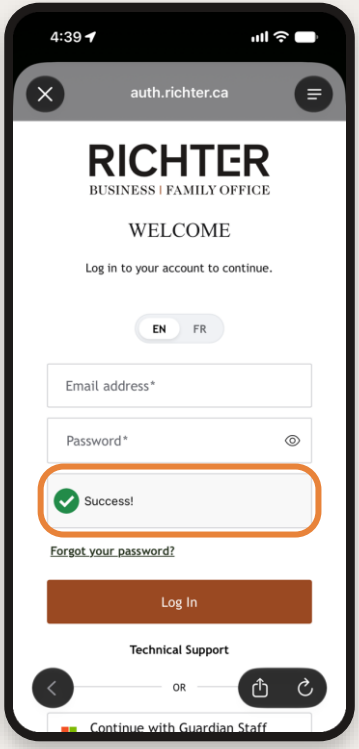
Enter your email and password

7 A Richter sign-in window will open. Enter your Richter App email address and password.

8 Wait for the green **Success** checkmark to appear, then tap **Log in** to start using the app.

Already use Richter App online?
Use the same email address and password in the Richter Guardian app.

Not sure what to enter? The Cyber Defence Desk can help. See the next page.



Wait for Success, then tap Log in

Need a hand?

Having trouble signing in?

You don't need to troubleshoot this yourself

Contact the Cyber Defence Desk and we'll help you get access.

Contact us if:

- You're not sure whether you already have a Richter App account.
- You don't know which email address to use.
- You forgot your password or password reset isn't working.
- You haven't received your account invitation.
- You can sign into Richter App, but can't access Richter Guardian.
- You're new to Richter and need an account.



Email
support@richterguardian.com



Phone
+1 844-908-3950

We'll take it from here

If your account needs to be created, activated or connected to Richter Guardian, we'll coordinate the next steps for you.

Getting around the app



Score

See your current security score and anything that needs your attention

Improve

Respond to security issues and improve your digital habits

Assets

See and manage the email addresses, devices and social accounts we're monitoring

Help

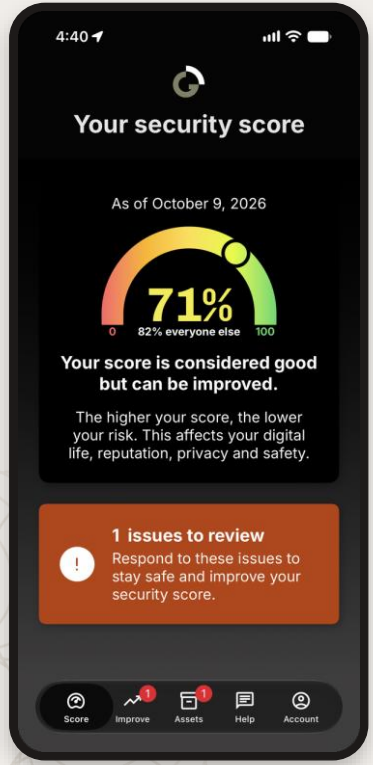
Message the Cyber Defence Desk whenever you need us

Account

Manage notifications, appearance and account settings

After signing in, you'll be taken to **Score**. From Score, go to **Improve**, **Assets**, **Help** or **Account** using the tab bar at the bottom of the screen.

Score



Your security score

This is your dashboard and your personal window into Richter Guardian.

Your security score

Your security score gives you a quick view of your current digital security. If something needs your attention, we'll show you what it is and what you can do next.

Assets at risk

If we detect an issue with something we're monitoring, it will appear as an Asset at risk. Open the alert to learn what we've found and what you can do. Your response is sent to the Cyber Defence Desk for review.

Digital habits

Your digital habits are based on the questions we discussed with you during onboarding. Review or update your answers anytime in Improve.

Improve

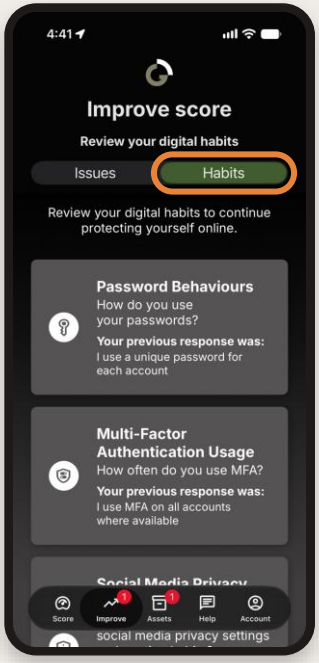
Improve helps you take action to strengthen your digital security.

Issues
Shows anything that currently needs your attention.

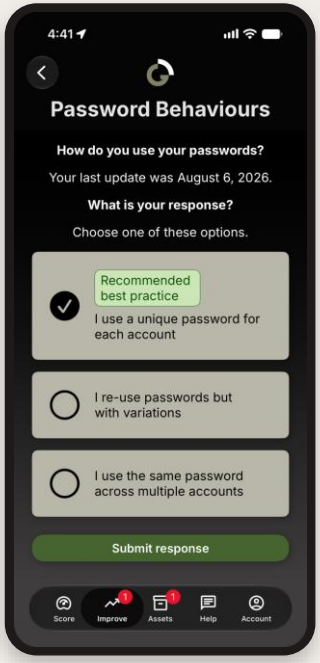
Habits
Lets you review and update your digital security practices.



The Issues tab

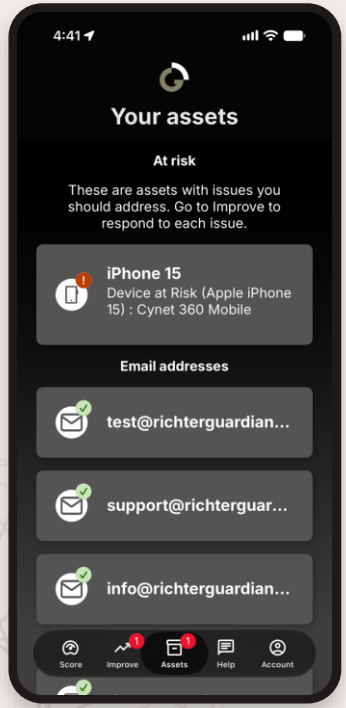


The Habits tab

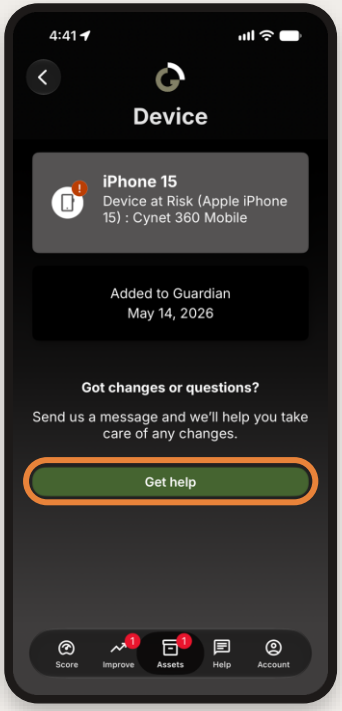


Update a habit response

Assets



Your assets



Tap Get help to request changes

Assets are the email addresses, devices and social media accounts that Richter Guardian is monitoring on your behalf.

- Email addresses
- Devices
- Social media accounts

Want to add or change an asset?
Message the Cyber Defence Desk from **Help**, or tap **Get help** on any asset.

Help

Need help or have a security concern? Help lets you message the Cyber Defence Desk directly from the app. You can include attachments with your messages.



Send messages
Write to the Cyber Defence Desk



Receive messages
Get replies from the Cyber Defence Desk



Add attachments
Include files with your messages

Account

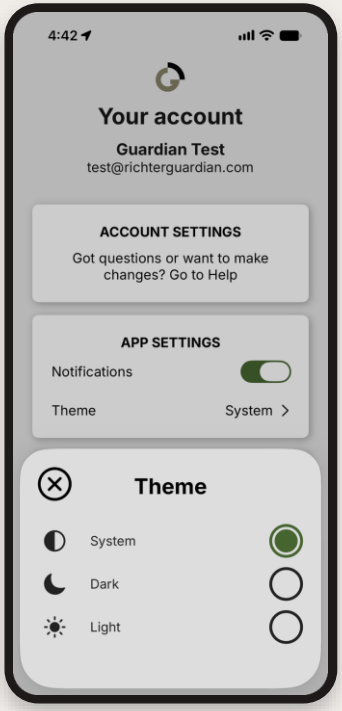
Account is where you can manage notifications, change the app theme or log out of the Richter Guardian app.

Cynet 360 Mobile

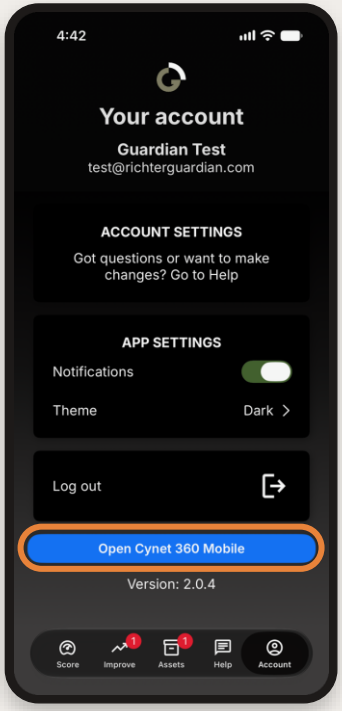
If device protection has been installed on your phone as part of your Richter Guardian service, tap **Open Cynet 360 Mobile** to go to it. Cynet may ask you to take simple steps, such as updating your phone's software.

Please note

Logging out of the Richter Guardian app doesn't sign you out of other Richter digital services. If you also use Richter App in a web browser, sign out there separately.



Change the app theme



Your account settings

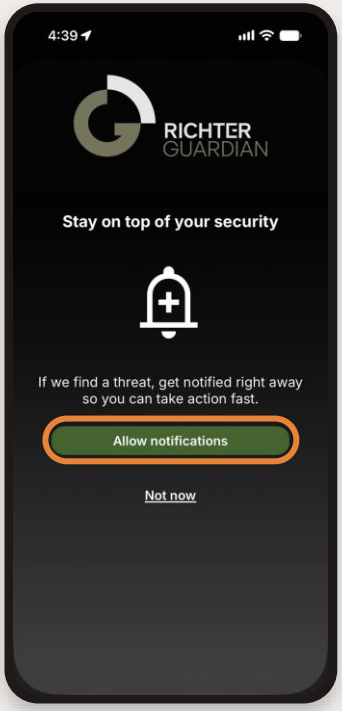
Stay on top of your security

We recommend allowing notifications so Richter Guardian can let you know when something needs your attention, including a security issue or a message from the Cyber Defence Desk.

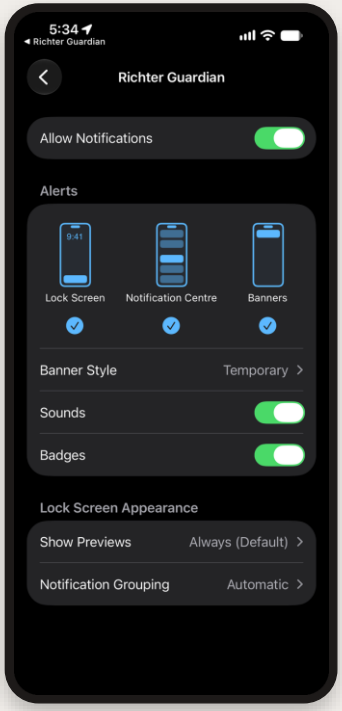
1. When prompted, tap the **Allow notifications** button. Notifications will appear in the app and in your phone's notification centre.

What if I tap Not now?

You can enable notifications later. Richter Guardian may remind you because notifications help us reach you when something needs your attention.



Tap Allow notifications

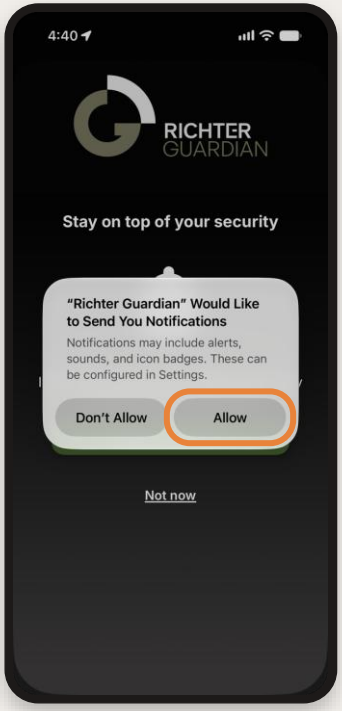


Phone notification settings

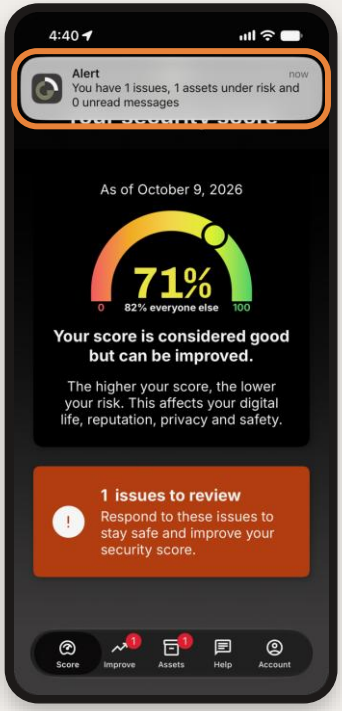
Confirm and start receiving alerts

2 Your phone will ask for permission. Tap the **Allow** button.

3 You'll receive notifications about your account. These may include issues, assets at risk or messages from the Cyber Defence Desk.



Tap Allow



A notification arrives

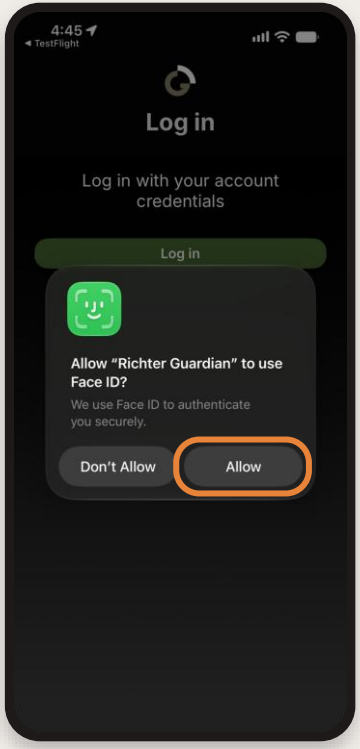
Log in faster with biometrics

At some point while using the app, you'll be prompted to enable biometrics. Using face or fingerprint recognition gives you a quick, secure way to access the Richter Guardian app without entering your password each time.

1 Tap the **Allow** button to enable biometrics.

Faster
No need to type your password

Secure
Uses your phone's biometric security



Tap Allow

RICHTER
GUARDIAN

Questions?

We're here to help

Contact the Cyber Defence Desk, or message us anytime from Help in the app.

support@richterguardian.com

+1 844-908-3950

