Comodo One Home Edition - FAQ

What is Comodo One Home Edition?

Comodo One Home Edition allows you to keep track of your family's mobile devices, laptops and desktop computers from a single web interface. After creating a free account, you can easily add devices, track device locations in real-time, enforce parental controls, remotely install or uninstall applications, run virus scans and more. Comodo One Home allows you to protect your devices and protect those that are closest to you.

Please use the following links to find out more:

- **How Do I Sign Up For A Free Account?**

- **How Do I Add A Family Member As A User?**

- **How Do I Add Devices To My Account?**

- **How Do I Assign A Device To A User?**

- **How Do I Install Applications On Devices?**

- **How Do I Run A Virus Scan On A Device?**

- **What Is A Safe-zone And How Do I Set It?**

- **What Are Portal Roles?**

- **How Can I Track The Location And Usage Of Devices?**

- **How Can I Manage Device Applications?**

- **What Are Reports And Their Types?**

- **How Do I Change A Device Name And Other Details?**

- **How Do I Change A User's Name And Other Details?**

- **I've Lost My Phone! Can This Application Help?**

- **What Are Rules?**

How Do I Sign Up For A Free Account?

To get started, visit **https://he.one.comodo.com/** and click the 'Join Now' button.
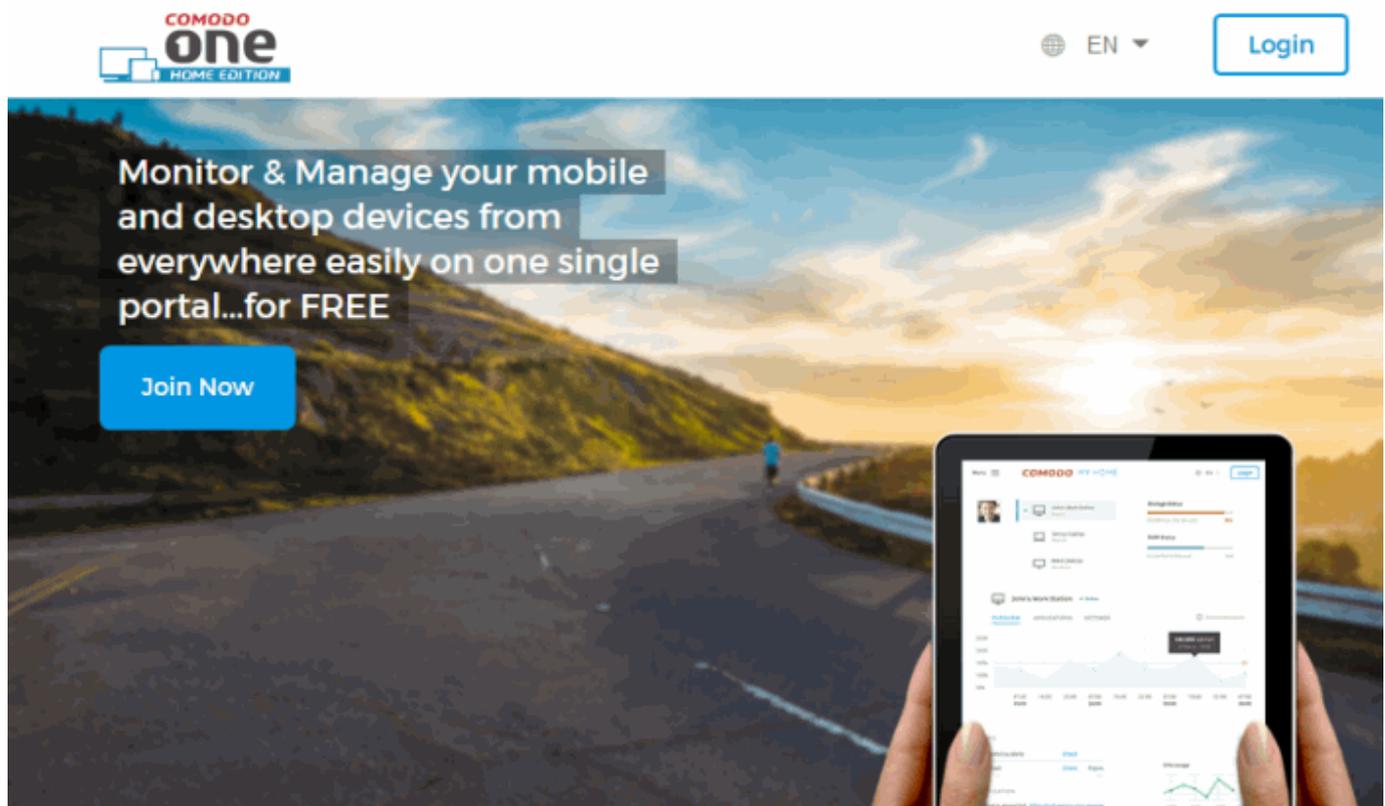
- Your email address is used to login at **https://he.one.comodo.com/login**

- The name you enter in the 'Name' field will be displayed in the console interface after you log in

- Enter and confirm your account password

- Click 'Register' to finalize registration.

You will receive a confirmation email and will be able to login at **https://he.one.comodo.com/login** with your email.
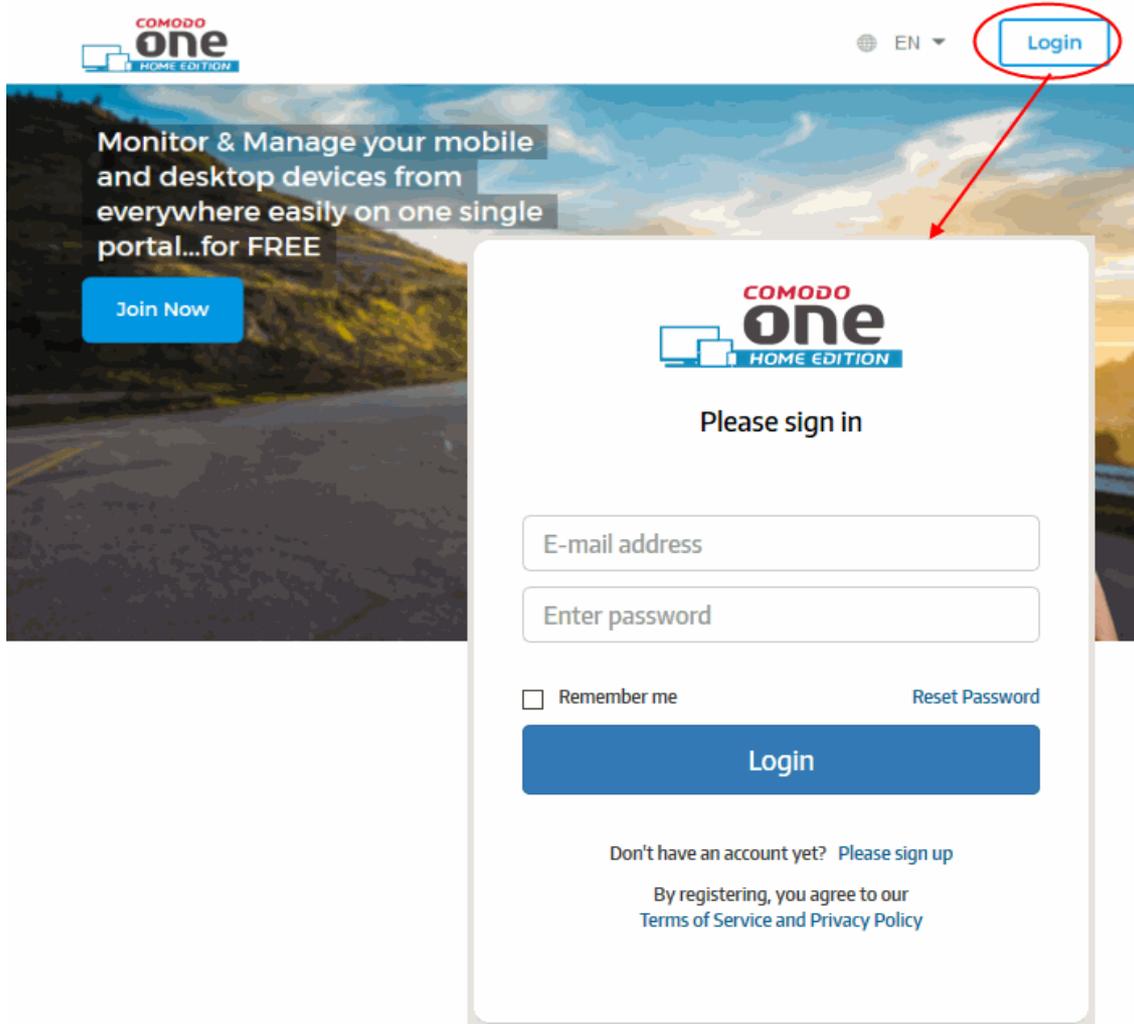
How do I Add a Family Member as a User?

To add a new member, please follow these steps:

- Go to 'My Family'.

- Click 'Add New'.

- Enter your family member's email address. We will send the account activation mail to this address.

- For 'User Role on Portal', select one of the following:

    - **Home Admin** is usually the account owner and has administrative privileges and access all areas of the app. The Home admin user can add/remove/assign devices, create users, create rules, view reports and device activity, install applications from the app store and more.
    - **Device Owner** can login at **he.one.comodo.com** to manage devices that have been assigned to them and add new devices for themselves. They cannot add new family members or view the devices of other users.
    - **Standard User** can login at **he.one.comodo.com** but cannot add devices for themselves and only have view permissions on many settings.

- For 'Device Platform', choose the OS platform of the target device. More devices can be added a particular user at any time after enrollment.
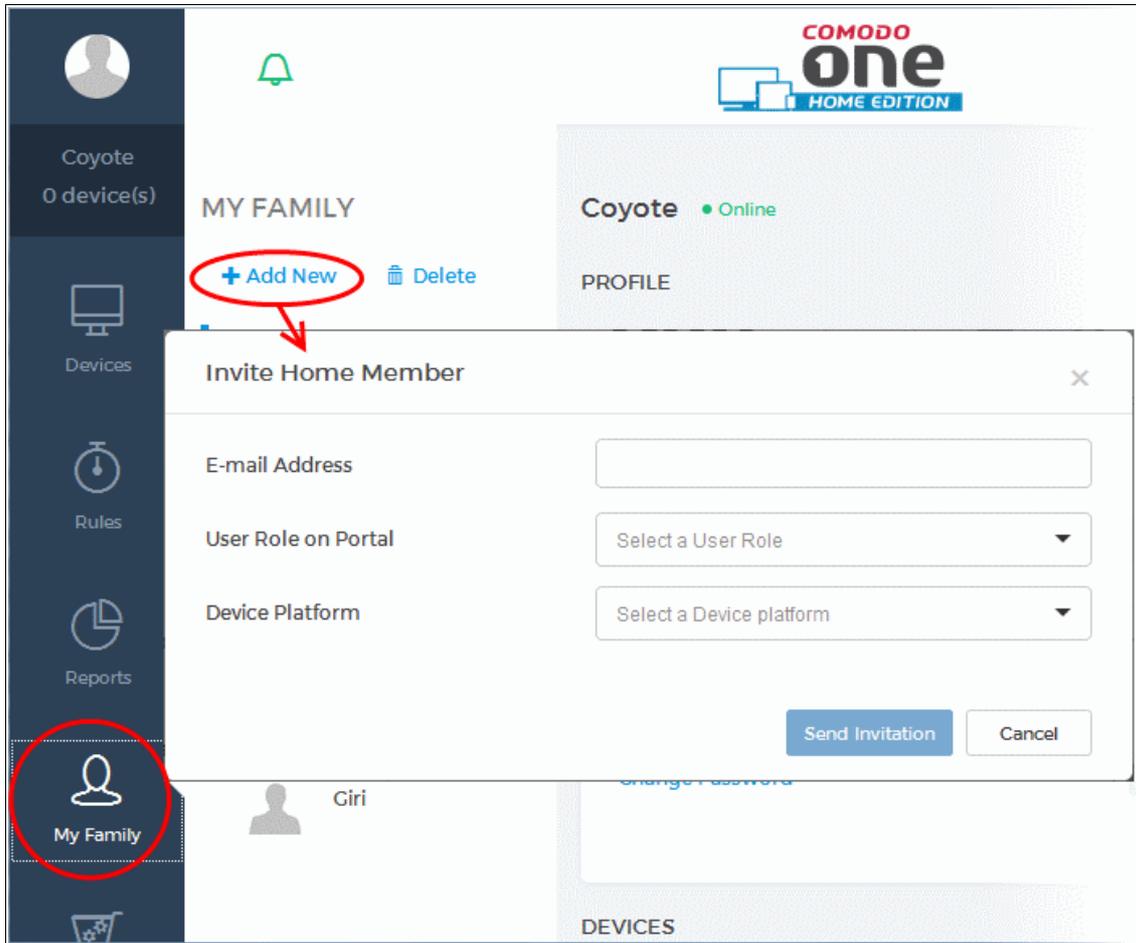
- Click 'Send Invitation'. The user will receive a registration email and should click the 'Accept Invite' button to create their account:
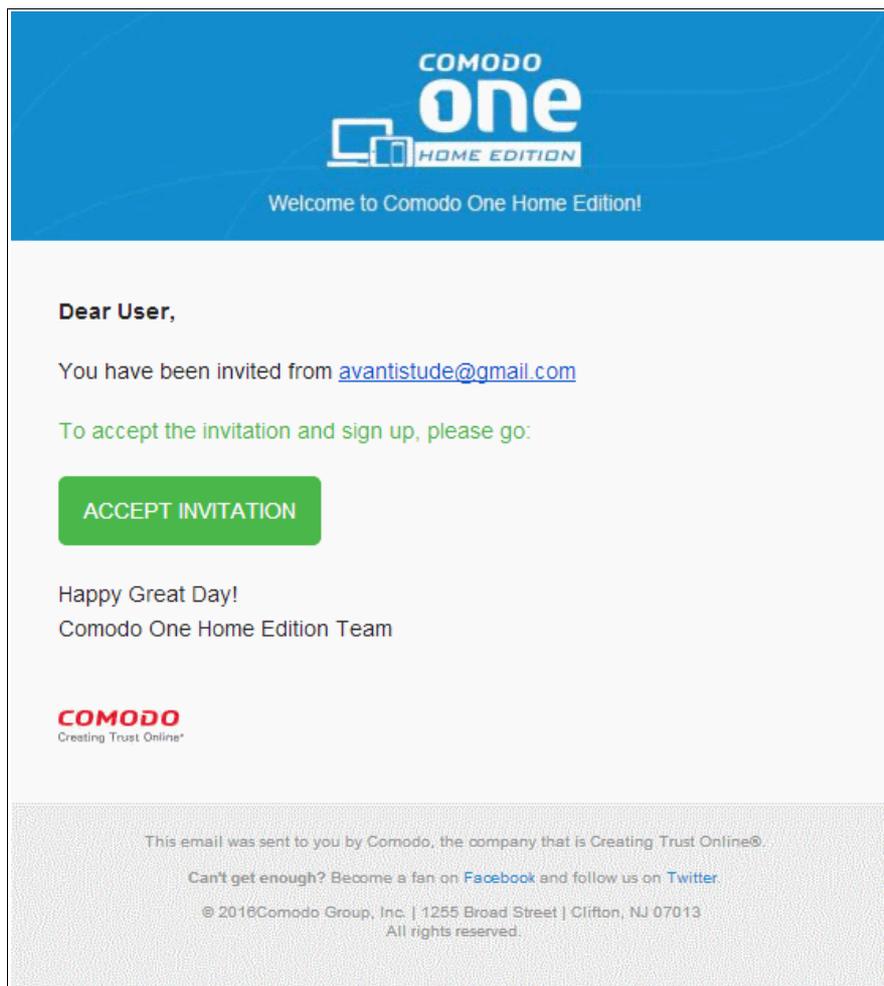
- After creating a username and password, the new user will be automatically logged into the COHE portal:
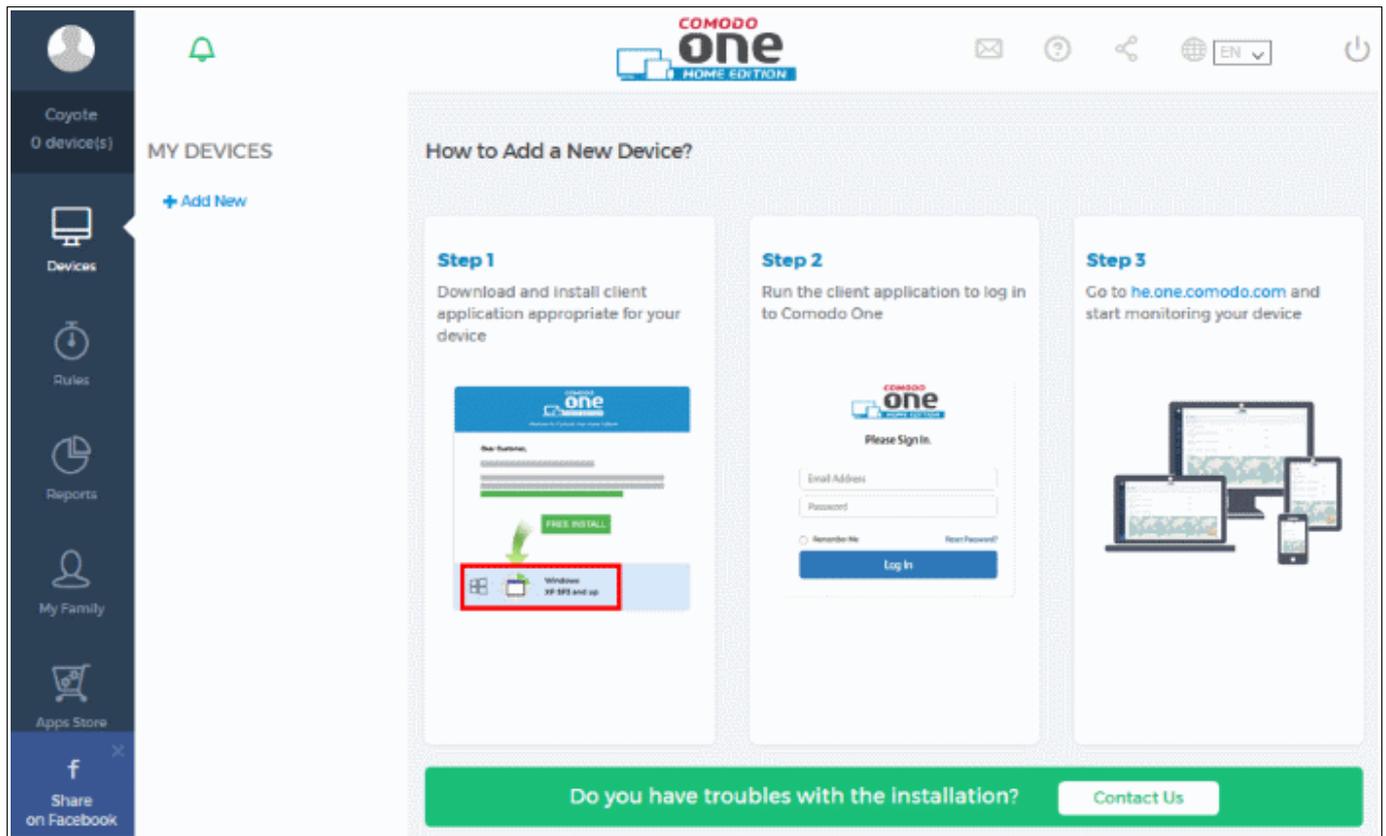
- New device owners can go ahead and add new devices for themselves by clicking 'Add New' in the 'Devices' area.

Next, see '**How do I add devices to my account?**' and/or '**How do assign devices to users?**'

How do I Add Devices to my Account?

You can add desktops and laptops running Windows, MAC OS, iOS and Android based phones and tablets.

Note – Before adding devices, please ensure you have first added all required family members as described in **How Do I Add A Family Member As A User?** and that those users have activated their accounts. Doing so will allow the user to add their own device from the portal. They should access the portal from the device which is to be managed. Comodo One Home will auto-detect the OS of the device they are using and will provide them with the appropriate client app.

To add a device

- Users should log in to their account at **https://he.one.comodo.com/login** on the device you wish to manage.

- Select 'Devices' then click 'Add New'
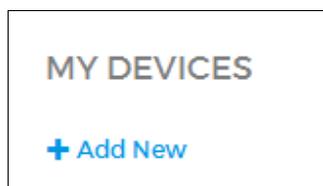
- This will initiate the client app setup process. Comodo One Home will detect which operating system you are using to

access the portal and will provide you with the appropriate setup files/process.

- After installation, users should open the Comodo One app and login to connect their device to the portal.

- Please repeat this process for all devices that you wish to add.

Use the following links to learn more about setup for each operating system:

- **iOS** – 'Add New' will open the Comodo One Home app page on the Apple app store.

- **Android** – 'Add New' will open the Comodo One Home app page on the Google Play app store.

- **Windows / MAC OS X** – 'Add New' will open the setup file for the Comodo One Home client software.

iOS

- To enroll a family member's iOS device, please ensure that their account has been created and activated as described in **How Do I Add A Family Member As A User?**

- Your family member should then login at **https://he.one.comodo.com/login** on the iOS device that you intend to manage.

- In the 'Devices' section of the Comodo One portal, tap 'Add New':

MY DEVICES

+ Add New
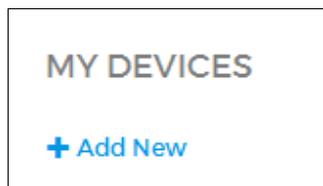
- This will open the Comodo One app download page on the Apple App store.

- Tap 'Get' to install the COHE app on your iOS device.

- After installation, open the Comodo One app and login to connect the device to the portal:

- To add more devices, log into your account from the device you wish to add and repeat the process above.
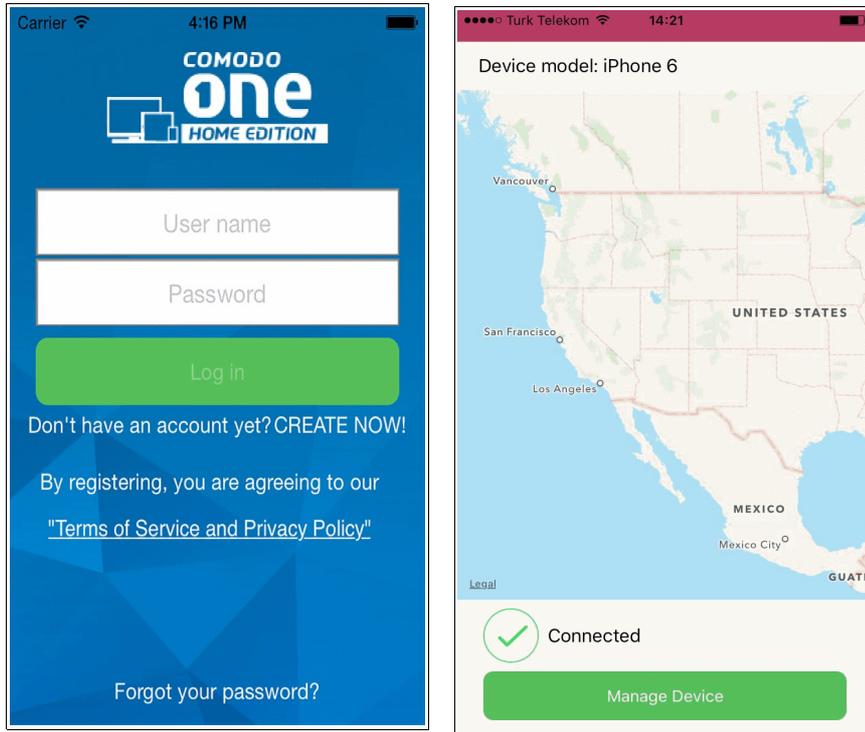
- The device can now be managed via the Comodo One Home portal.

Android

- To enroll a family member's Android device, please ensure that their account has been created and activated as described in **How Do I Add A Family Member As A User?**

- Your family member should then login at **https://he.one.comodo.com/login** on the Android device that you intend to manage.

- Tap 'Add new', in the 'Devices' section.
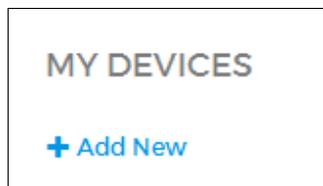
- This will open the Comodo One app download page on the Google play store.

- Tap 'Install' to download and install the COHE app on your Android device.

- After installation, open the Comodo One app and login to connect the device to the portal:
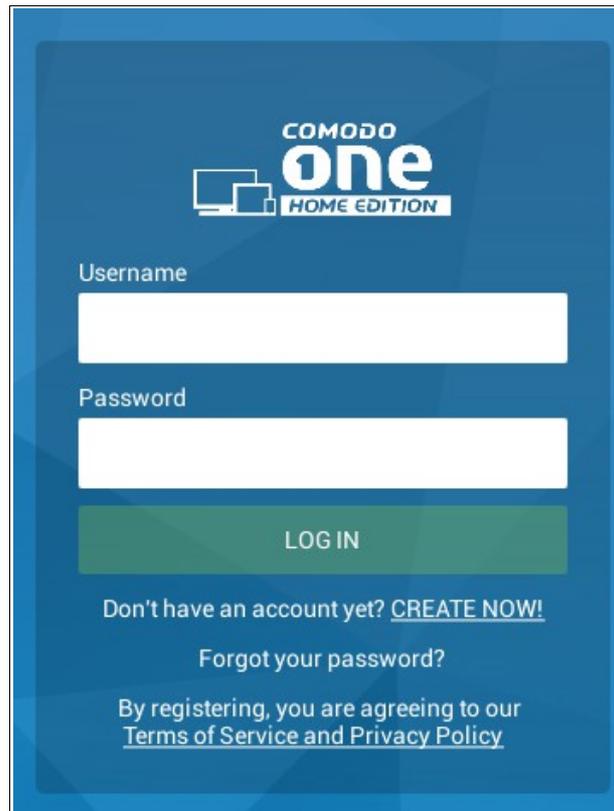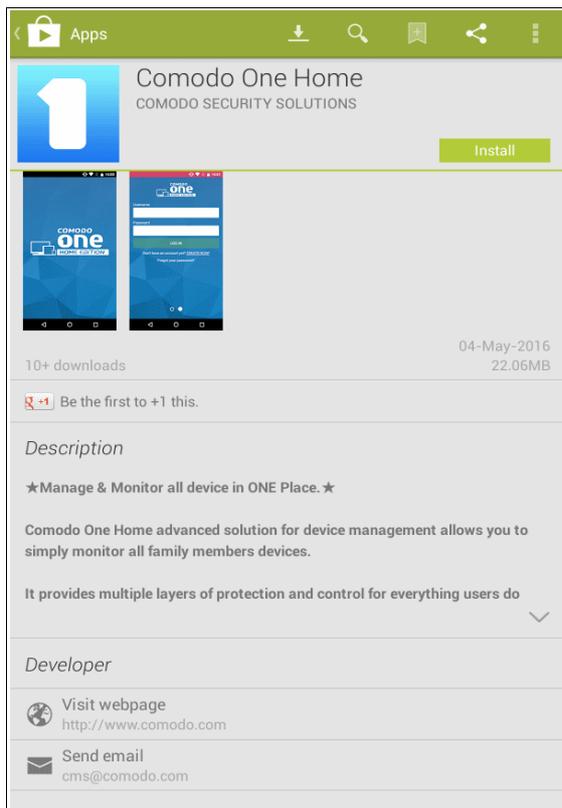
- The device can now be managed via the Comodo One Home portal.

- To add more devices, log into your account from the device you wish to add and repeat the process above.

Windows/MAC OS X

- To enroll a family member's Windows/Mac device, please ensure that their account has been created and activated as described in **How Do I Add A Family Member As A User?**

- Your family member should then login at **https://he.one.comodo.com/login** on the Windows or MAC device that you intend to manage.

- Click 'Add New' in devices.
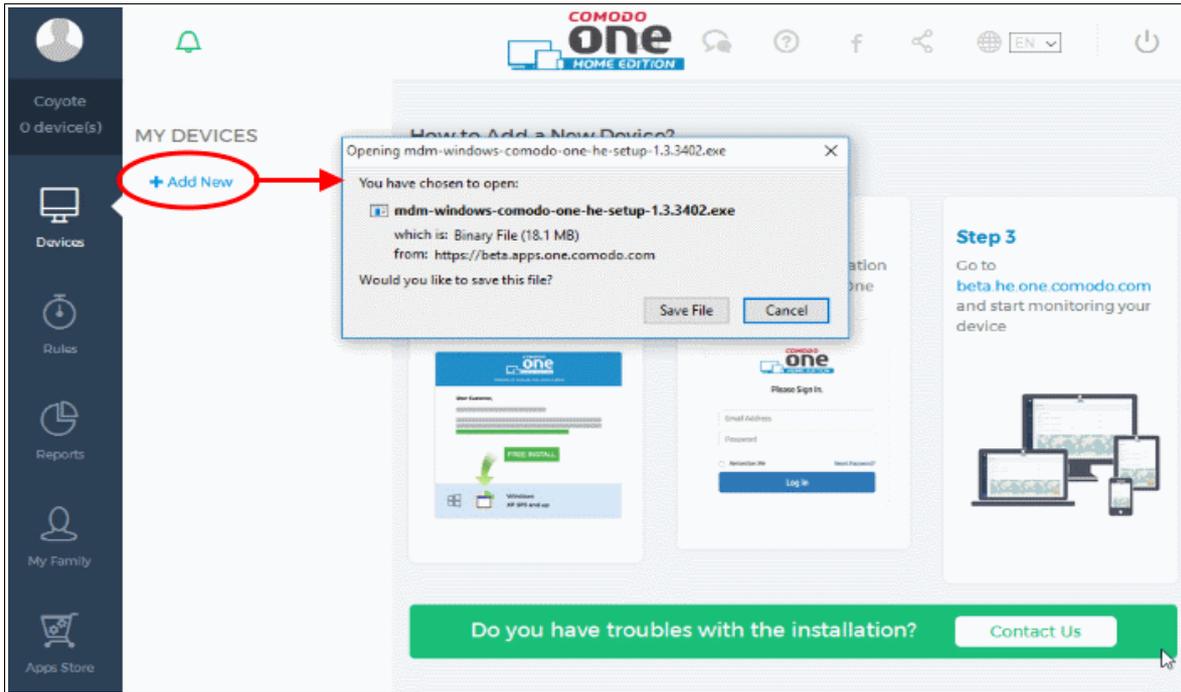
- The client download process will begin.

- Once the COHE app is installed on your Windows/MAC device, a login screen will appear.

- Login to your account to connect your device to the Comodo One Home portal:
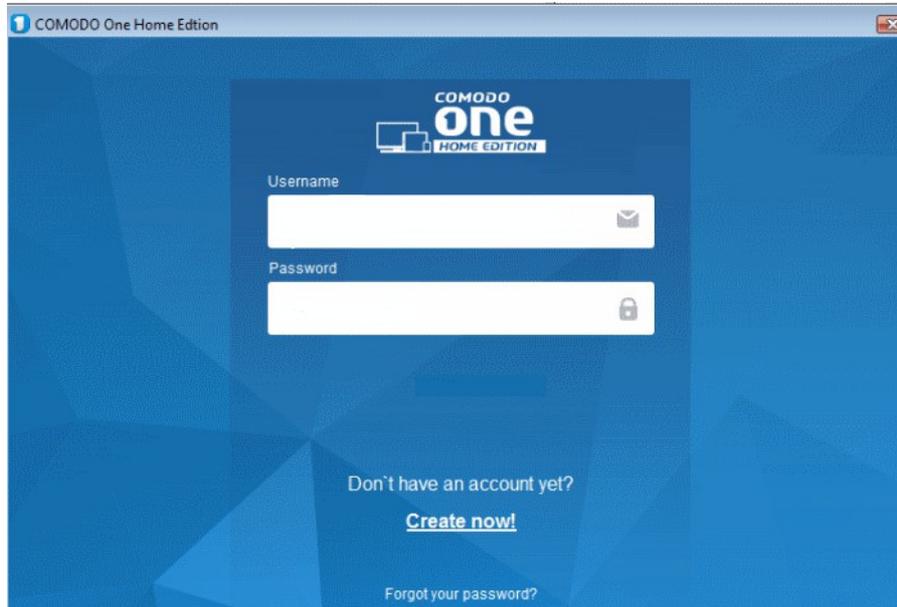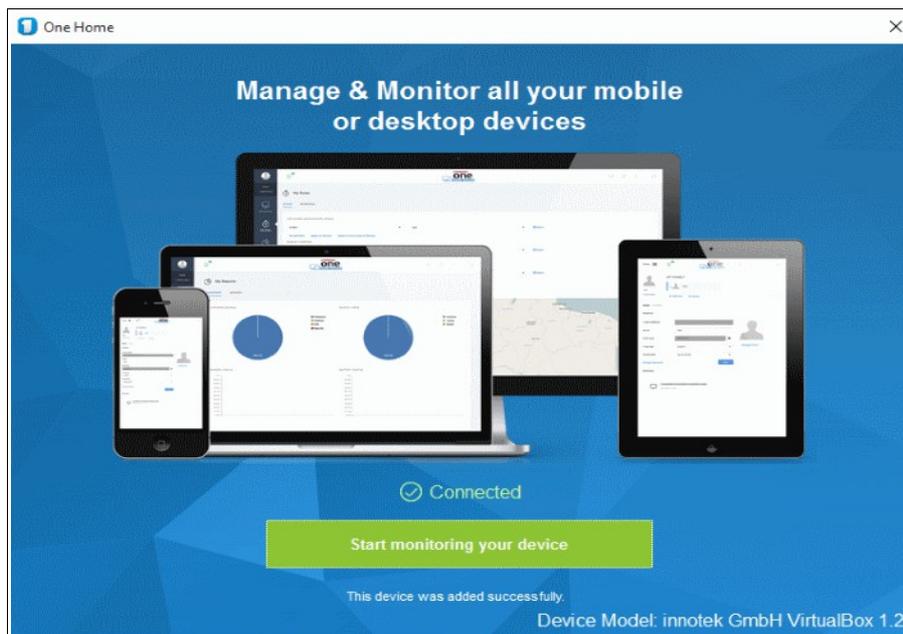
- To add more devices, log into your account from the device you wish to add and repeat the process above.

How do I Assign a Device to a User?

Note: Please ensure you have first **added users** and **devices** as required.

- To assign or re-assign a device to a different user:

- Open 'My Family'.

- Select the user to whom the device is currently assigned.

- Click on the device you wish to re-assign.

- Select the new user from the drop down menu that appears:
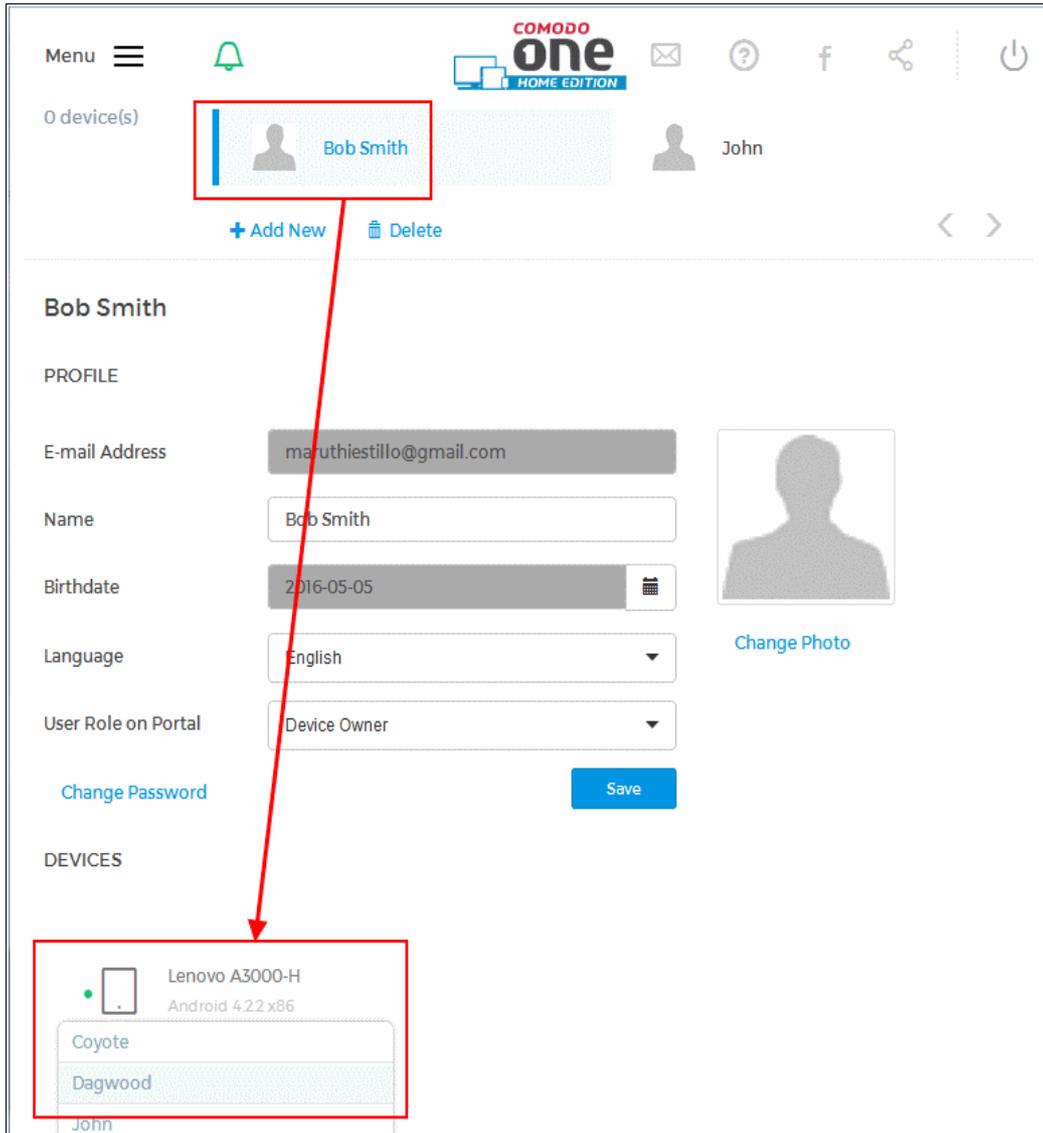
- The device will be reassigned to the new user immediately.
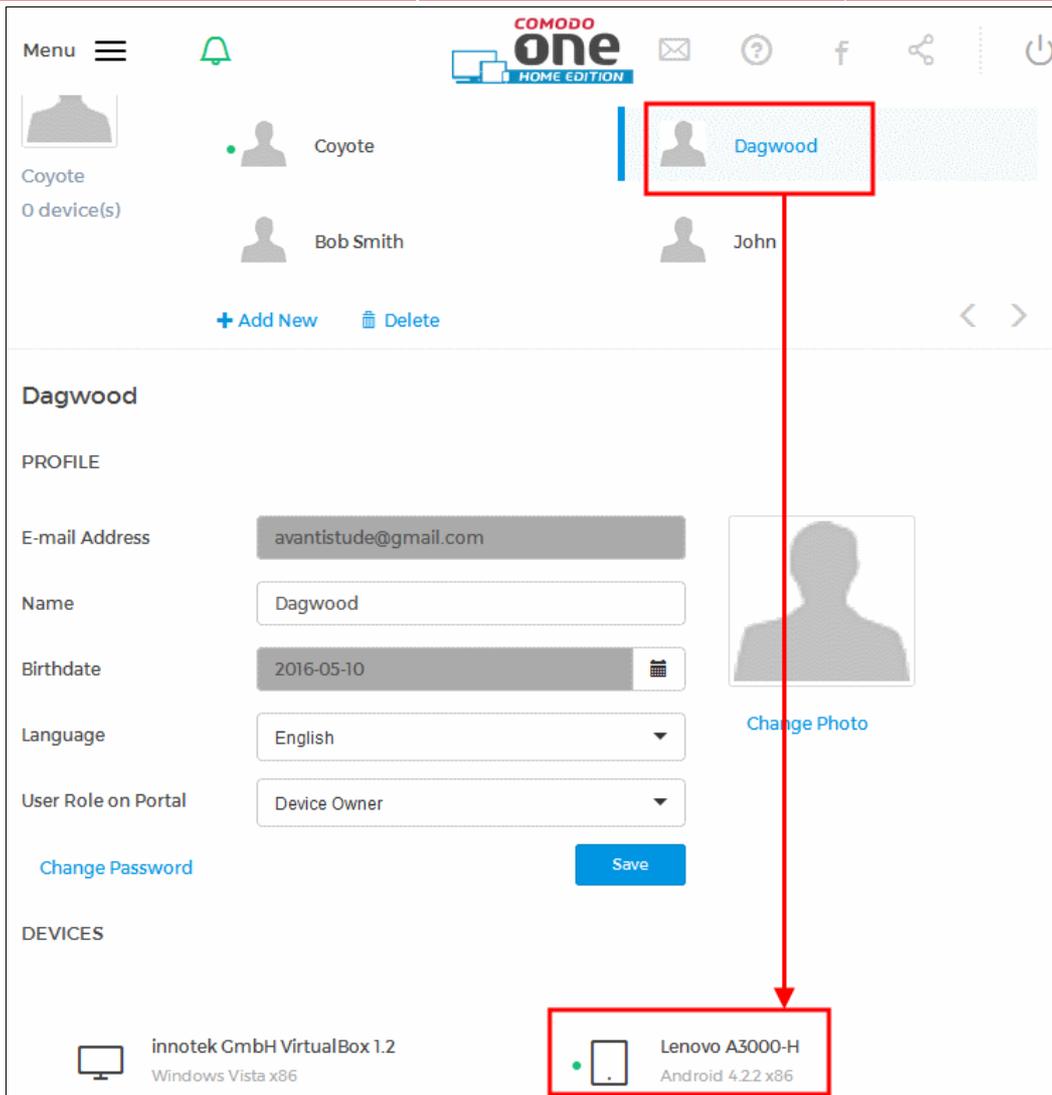
- Alternatively, simply drag and drop the device onto the new user's name:
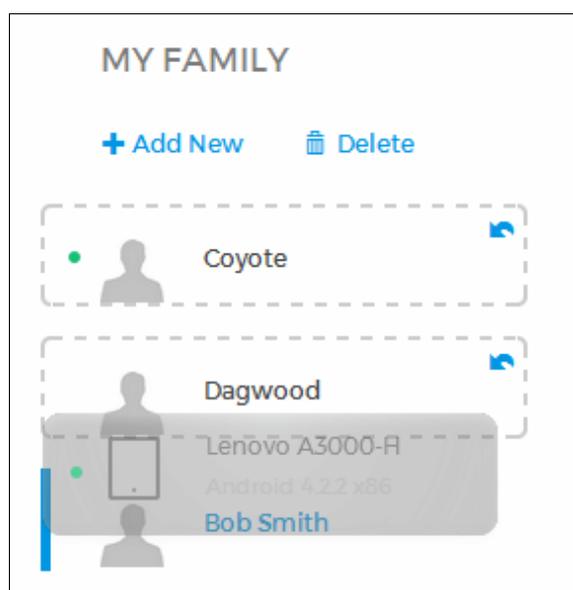
How do I Install Applications on Devices?

The COHE 'App Store' contains a range of security applications and utilities that you can install on Windows and Android devices. For example, if you wish to run antivirus scans on Android devices, then you need to install 'Comodo Mobile Security' on the device.

To install on multiple devices

1. Select 'App Store' from the left hand menu

2. Choose a product category ('Comodo Products' category shown in screen-shot below)

3. Select the product you want to install then click the install button in the product information screen

4. Select the devices to install on. Click a device to add or remove it from the target list.
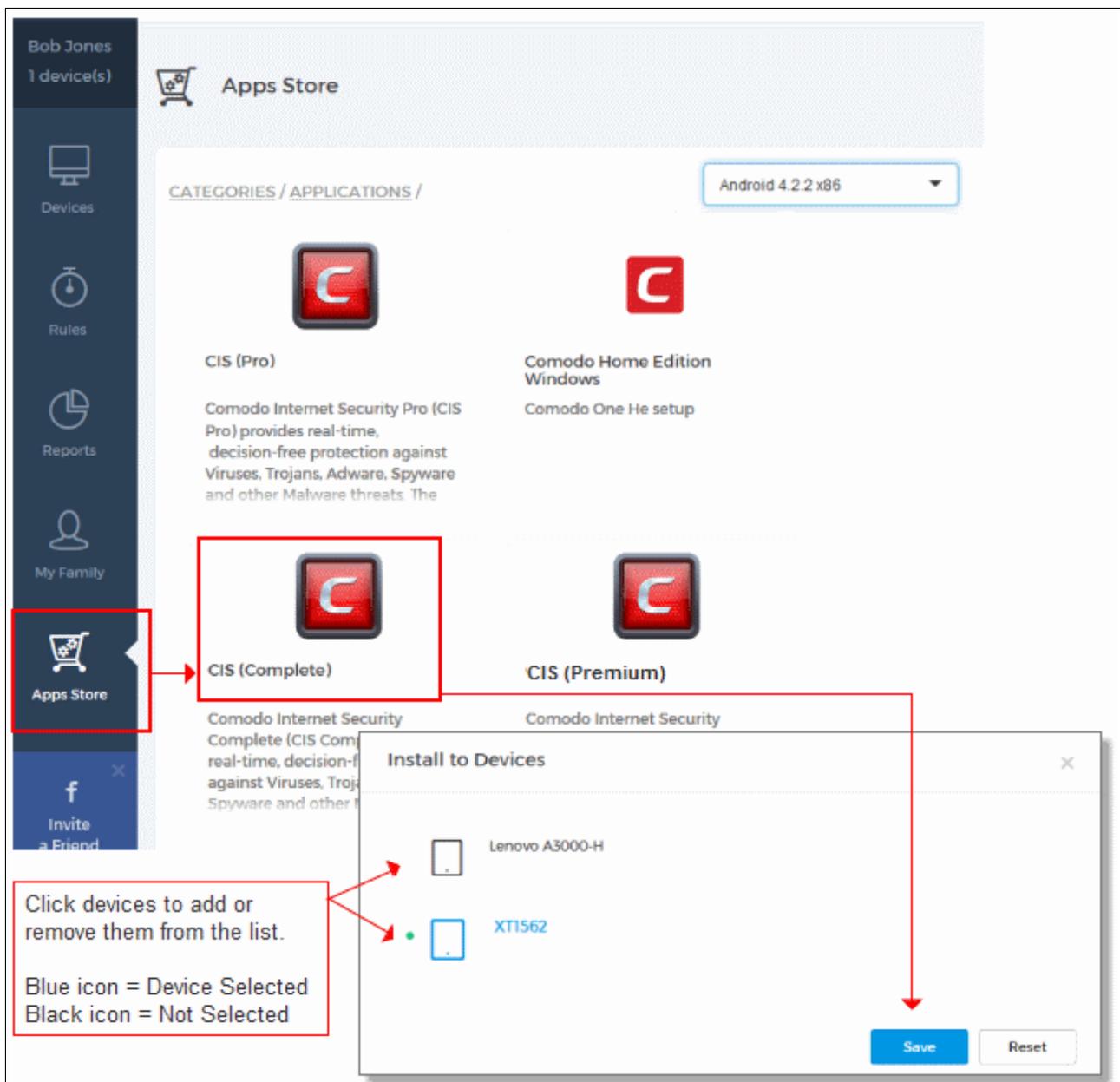
5. Click 'Save' to begin installation selected devices:

Installation will commence automatically on target devices.

To install on individual devices

- Go to 'Devices', select a device, then click the 'App Store' tab:
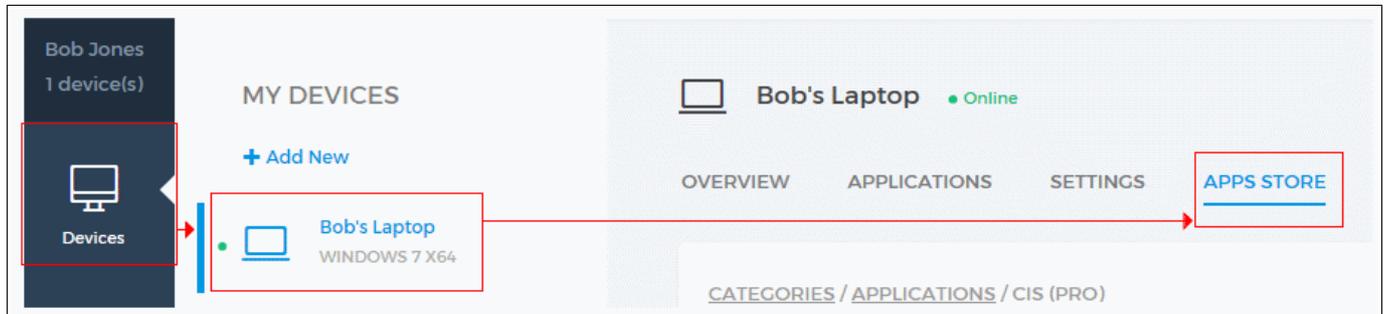
- Next, follow steps 2 – 5 as shown above

How do I Run a Virus Scan on a Device?

Note: You can run virus scans from the COHE interface only on Android Devices after installing the appropriate Comodo security product from the 'Google Play'.

- Android Devices – Install Comodo Mobile Security

See **this faq** if you haven't yet installed a security product.

Once the application is installed, you can run a virus scan by following these steps:

- Go to 'Devices'

- Select a device on the left

- Make sure the 'Overview' tab is open

- Scroll down to 'Security' on the bottom of the interface

- Click 'Start Scan':
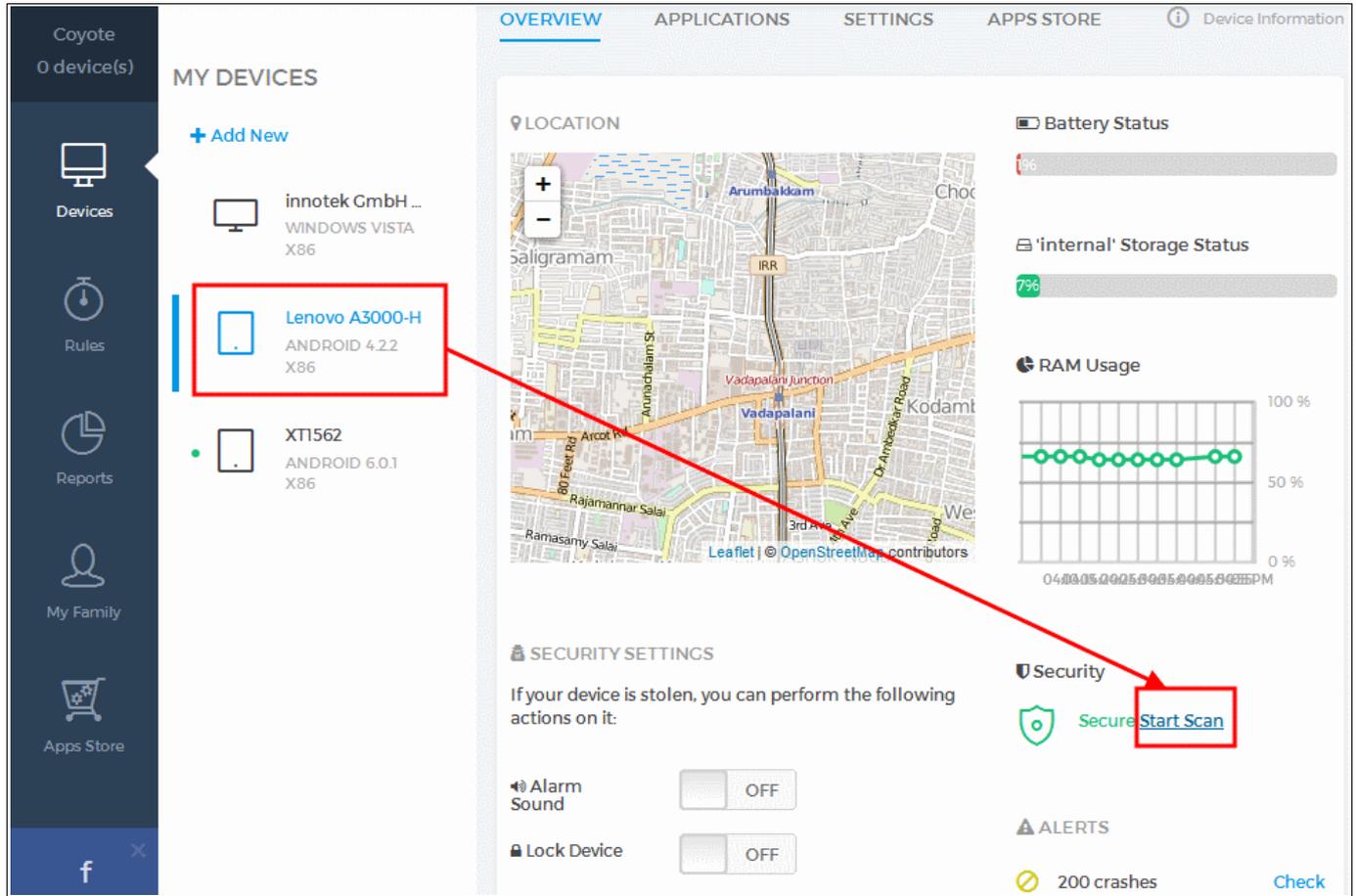
The date of the last scan will be displayed beneath 'Start Scan'. You can also schedule virus scans to run automatically at set times. **Click Here** for help with this.

What is a Safe-zone and How do I Set it?

A 'Safe zone' rule allows you to track the location of a device on a map and define a 'geo-fence' for the device. This rule is applicable only for iOS and Android devices. If the device leaves the safe zone, you will receive a notification. For example, you might want to create a safe zone circle that covers the the route from your home to your child's school. Safe zones are also useful if your child is on a school trip or is visiting friends, or even home alone. Safe-zones can also provide an early warning system if a device is ever stolen.

To create a safe zone for a device

- Go to 'Rules'

- The 'Safe Zone' section contains a map which allows you to define a device safe zone

- Use the '+' and '-' buttons to zoom to the general location where you want to define the safe zone

- Click the black circle under the controls then click and drag a circle around your desired safe zone
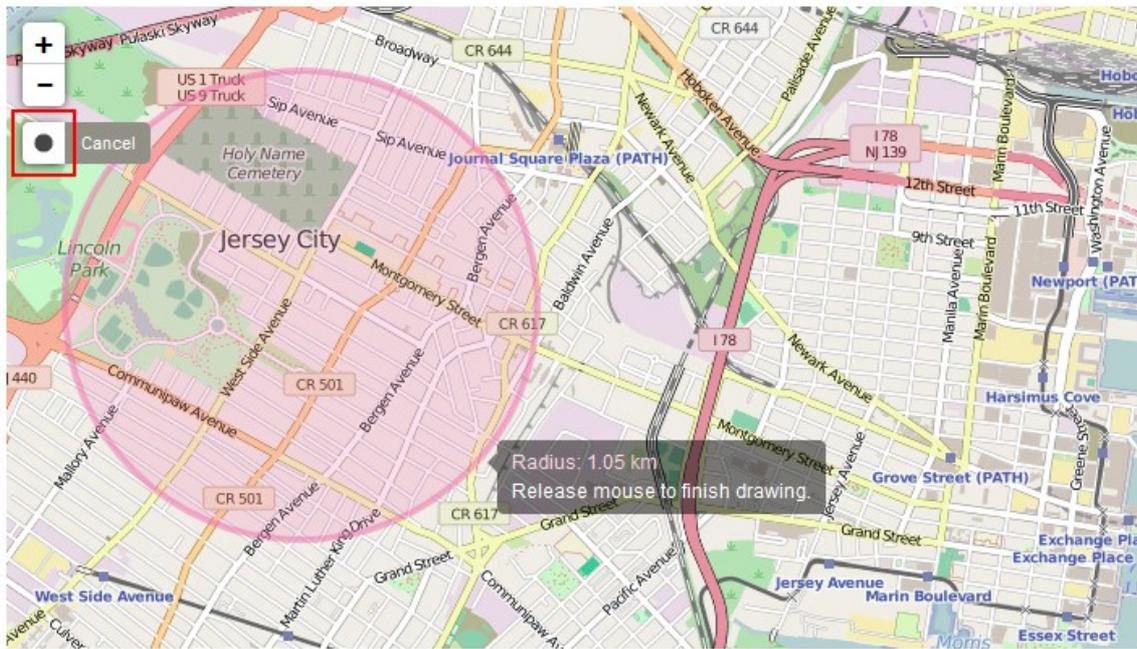
- Release the mouse to define your safe zone. Next, click 'Select a Device' and choose the device to which the safe zone should apply
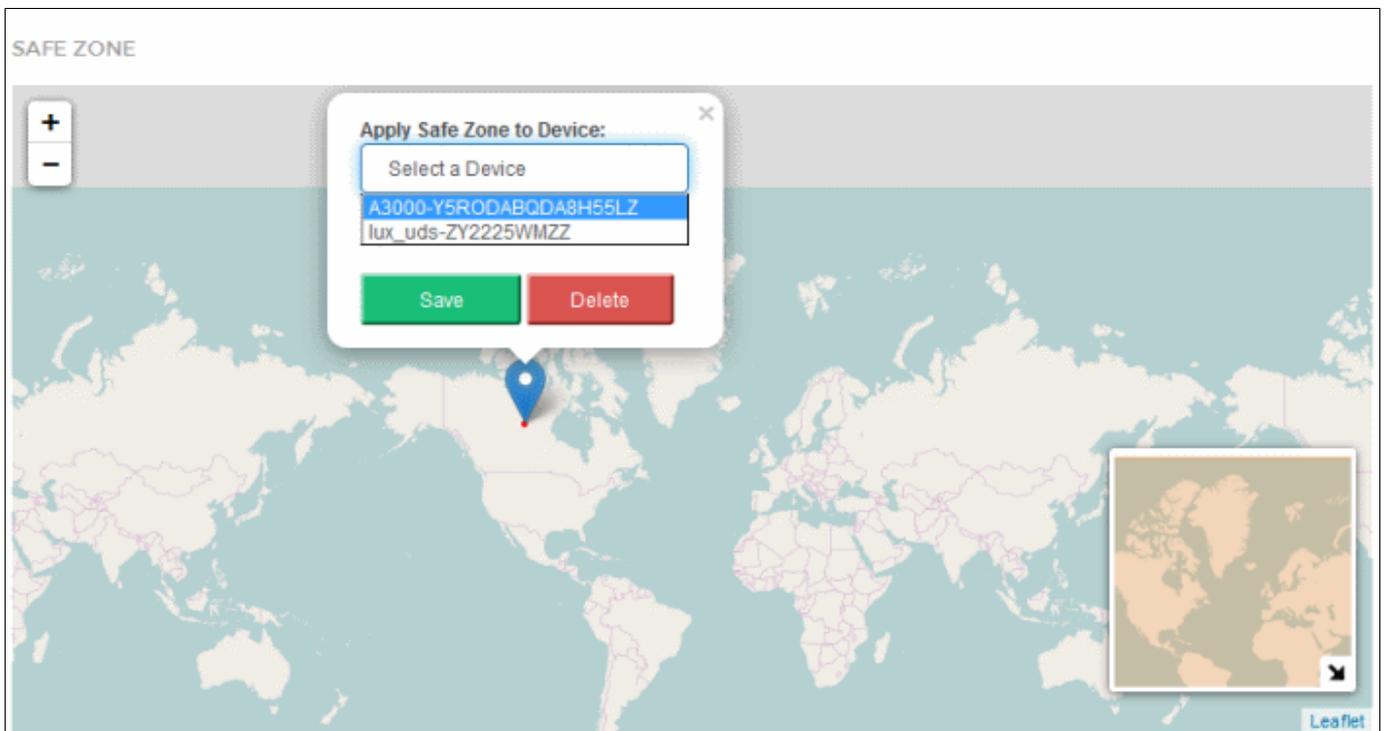
- Each device can only have one safe zone. If you want to create a different zone, please delete the existing zone first.

What are Portal Roles?

COHE has three types of portal roles:

- **Home Admin** is usually the account owner and has administrative privileges and access all areas of the app. The Home admin user can add/remove/assign devices, create users, create rules, view reports and device activity, install applications from the app store and more.

- **Device Owner** can login at **he.one.comodo.com** to manage devices that have been assigned to them and add new devices for themselves. They cannot add new family members or view the devices of other users.

- **Standard User** can login at **he.one.comodo.com** but cannot add devices for themselves and only have view permissions on many settings.

A user's roles can viewed and changed in the 'My Family' area:
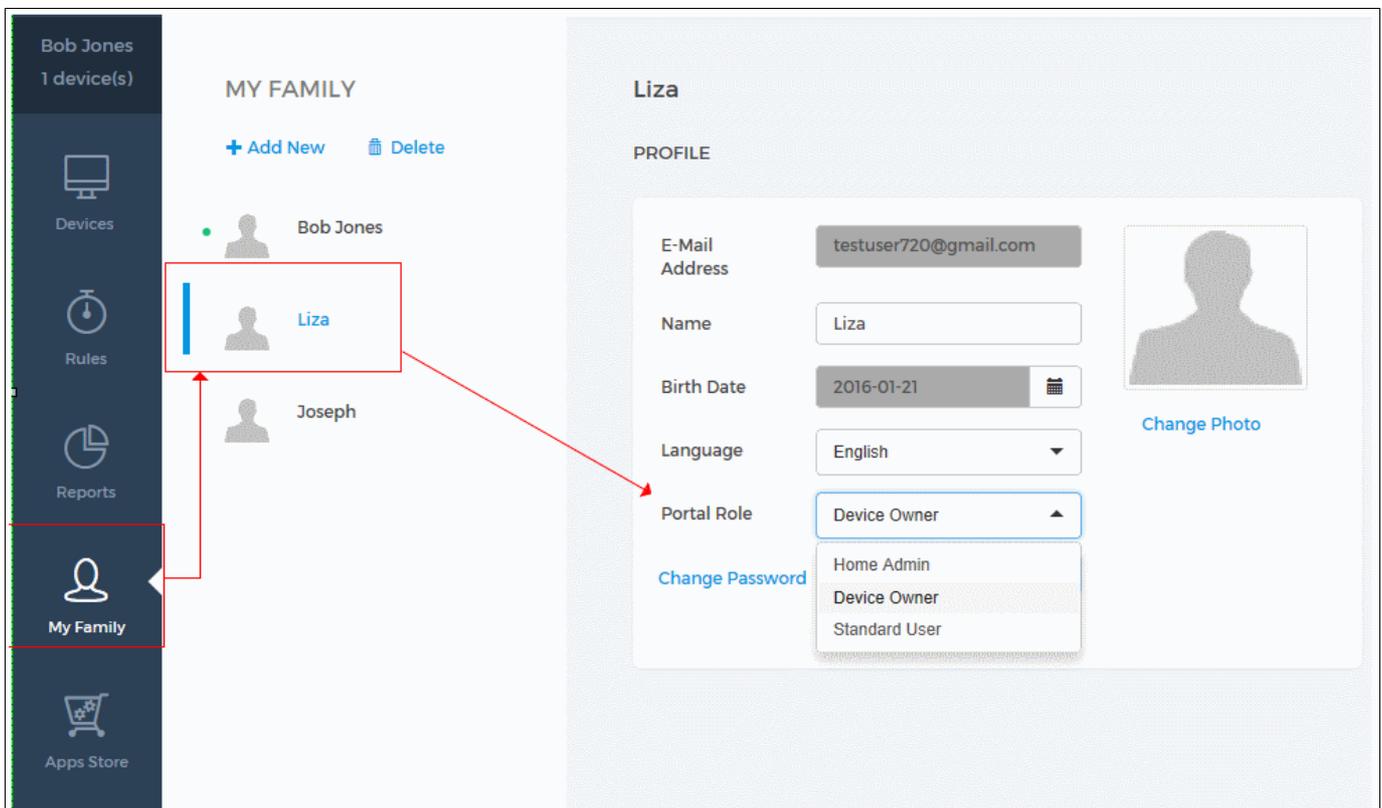
Privilege	Home Admin	Device Owner	Standard User
Login to console	Yes	Yes	Yes
View devices	All devices	Own devices	Own devices
Add devices	For all users	For themselves	No
Reassign devices	Yes	No	No
Remove devices	Yes	No	No

Change device name	Any device	Of own device	No
View settings	All devices	For own devices	For own devices
View installed apps	All devices	On own devices	Yes
Install new apps	All devices	On own devices	No
Remove apps	All devices	From own devices	No
Lock, reset and sound alarm	All devices	On own devices	No
View reports	All devices	For own devices	For own devices
Create Rules	All devices	For own devices	For own devices
View location	All devices	Of own devices	Of own devices
Run virus scans	On any device	On own device	On own device
Add new family members	Yes	No	No
View User Profiles	All profiles	Own profile	Own profile
Modify User Profile	All profiles	Own Profile	No

How can I Track the Location and Usage of Devices?

- If you haven't done so already, please add a device using the instructions in **this FAQ**

- Next, go to 'Devices'

- Select the 'Overview' tab and choose a device on the left

  - The overview area allows you to view battery status, RAM Usage, run virus scans and view any alerts from the device.
  - The 'Location' area displays the real-time location of the device on a map
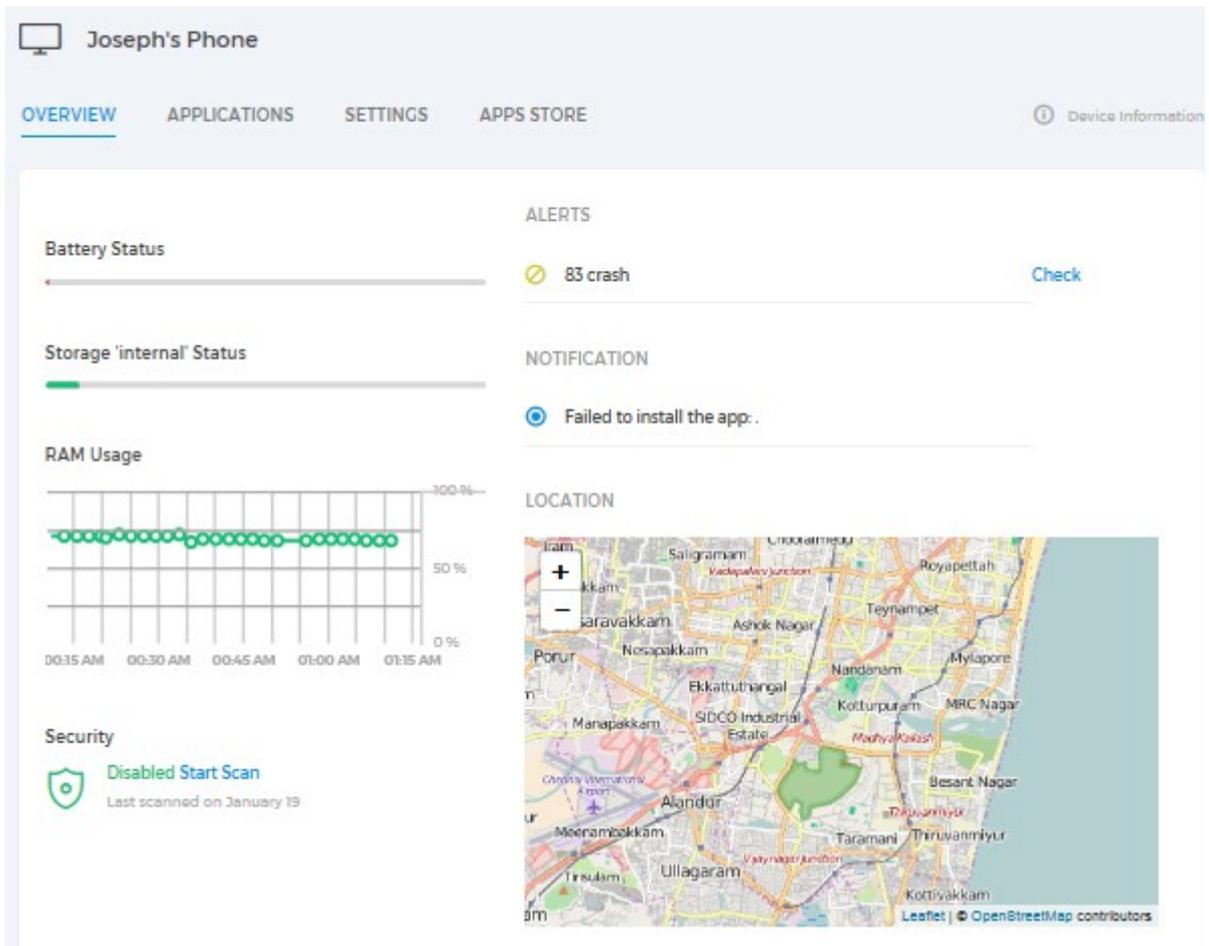
- You can also view detailed device feedback in the **'Reports'** area

How can I Manage Device Applications?

The 'Applications' tab allows you to view and control the applications and files installed on a device.

To view and manage device applications:

- Open 'Devices'

- Select a device then choose 'Applications'.

- A list of applications on the device will be displayed along with vendor, size and version details

- You can find an application's installation path by clicking the 'Location' link

- You can remotely uninstall an application by clicking 'Remove'
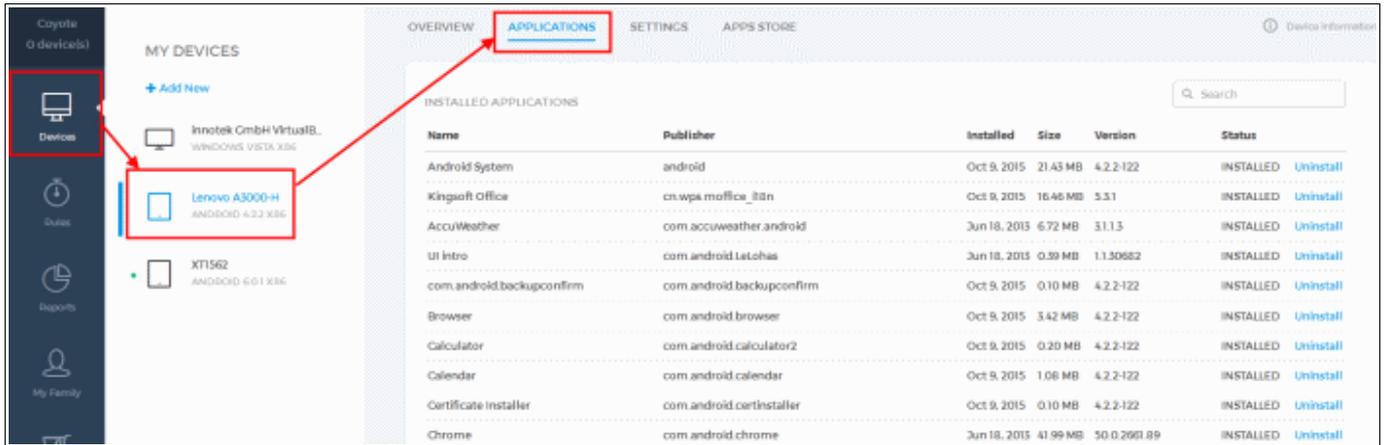
What are Reports and Their Types?

The 'Reports' dashboard contains graphs and statistics about the composition, hardware usage and activity of your managed devices.

To open the dashboard, click the 'Reports' button on the left. The dashboard has two tabs – 'Inventory' and 'Activity':
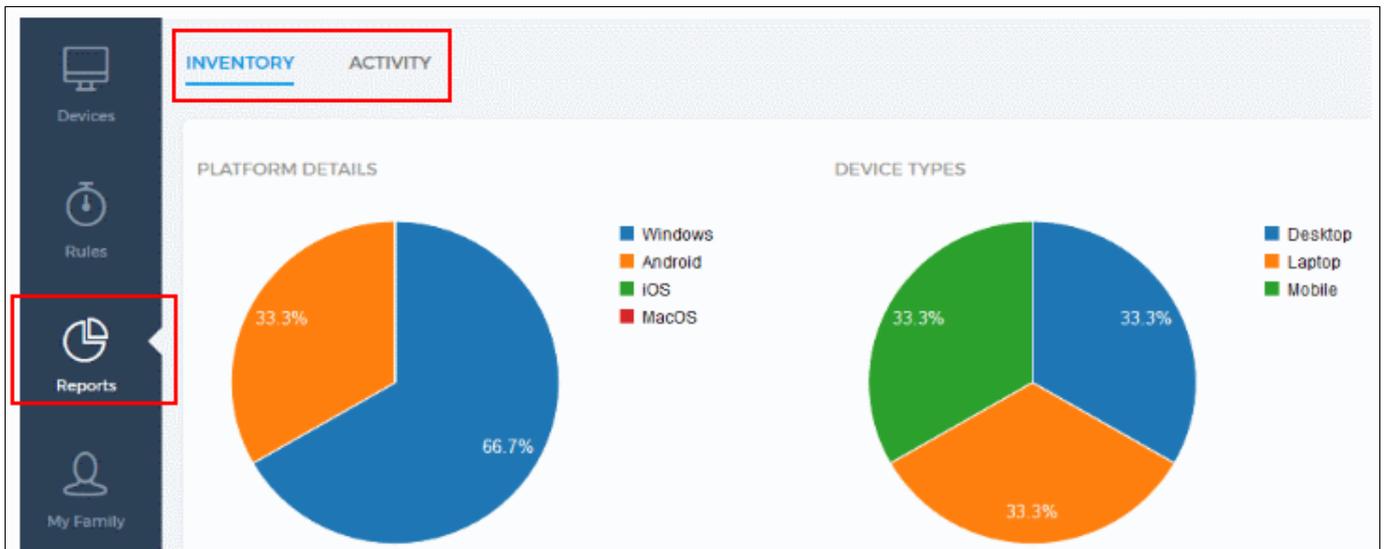
The bottom of the interface allows you to receive reports via email:

You can create a schedule to receive emails in the 'Rules' section. **Click here** for help with this.

- Inventory Reports - Charts which detail the platform, type, available memory and battery levels of your devices.
- Activity Reports – Charts which detail the bandwidth usage, available RAM and total number of running apps on your

devices.

PLATFORM DETAILS

Platform Details

Pie chart which displays a breakdown of your devices by operating system. You determine device platform when first **adding a device**.
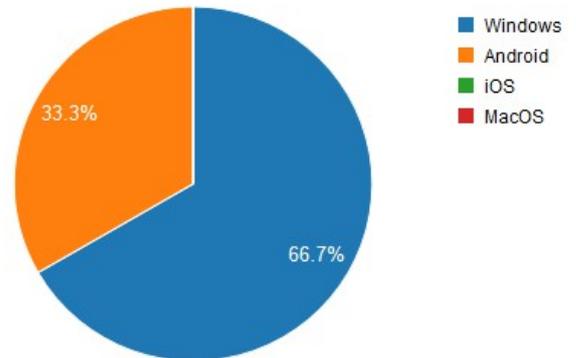
Device Types

Displays the percentage of laptops, desktops and mobile in your device fleet. You determine device type when first **adding a device**.

DEVICE TYPES
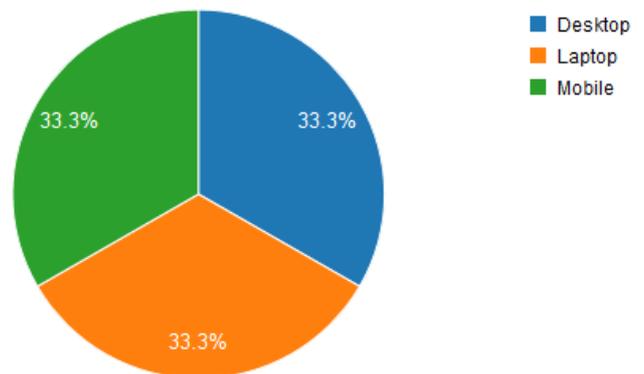
Memory Status

A bar chart which displays the currently available RAM on your managed devices. Placing your mouse cursor over a column displays further details. Consistently low available memory can suggest that you need to upgrade the memory on the device. Sudden drops in available memory may be a cause for concern. They could be the result of a program acting erratically, or could be a sign of malware. You can also create a **hardware status rule** to alert you when a device's RAM levels falls below a certain point.
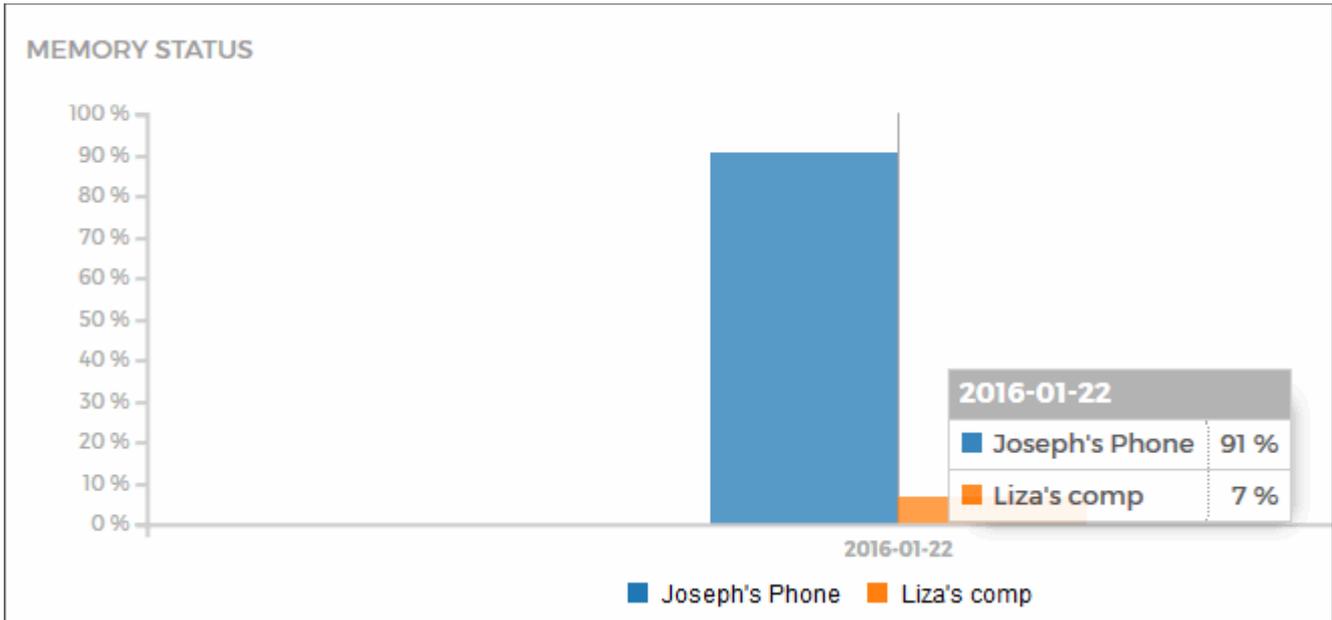
Battery Status

'Battery status' provides an at-a-glance overview of the current battery levels on each of your devices.

You can also create a **hardware status rule** to alert you when a device's battery level falls below a certain point.
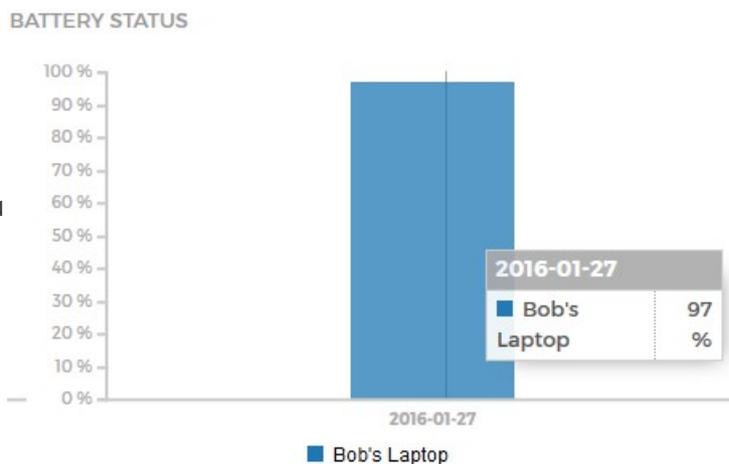
Total App Usage

Displays the total number of applications being used on your devices over time. This is useful for identifying those times of the day when a particular device is most heavily used. Place your mouse cursor over a device name in the legend to highlight that device's activity in the chart.
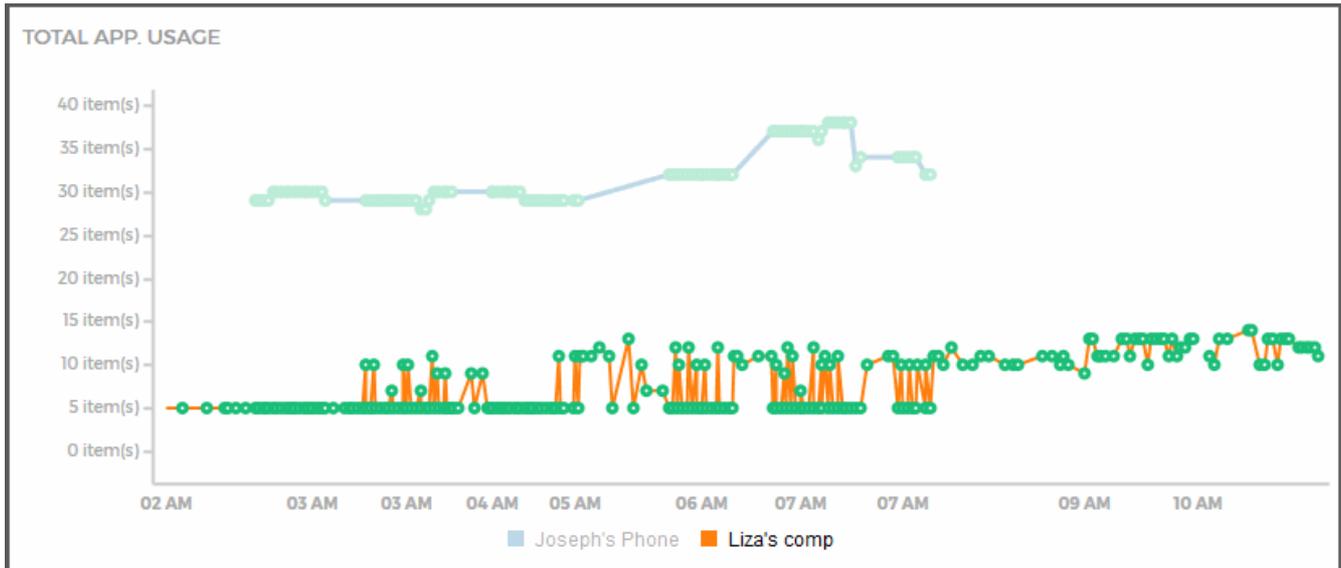
RAM Status

Displays the currently available RAM on your managed devices. Placing your mouse cursor over a column displays further details. Consistently low available memory can suggest that you need to upgrade the memory on the device. Sudden drops in available memory may also be a cause for concern. They could be the result of a program acting erratically, or could be a sign of malware. You can also create a **hardware status rule** to alert you when a device's RAM levels falls below a certain point.
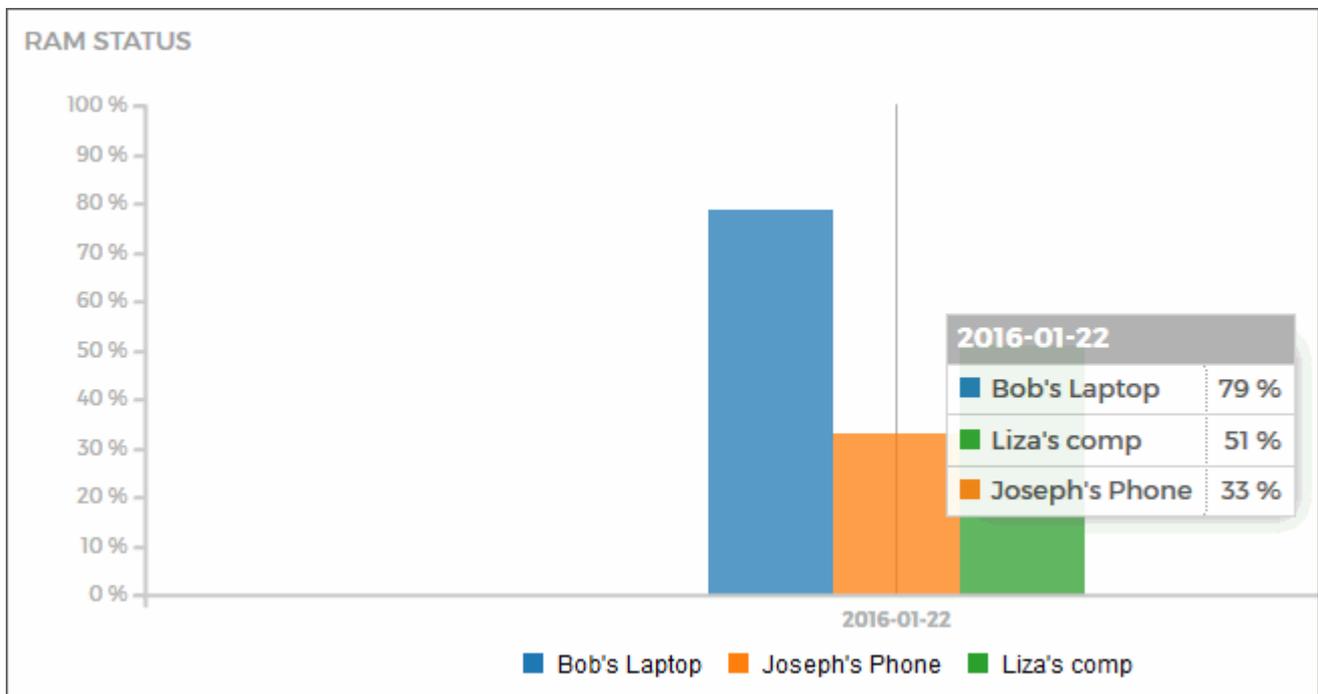
Network Usage
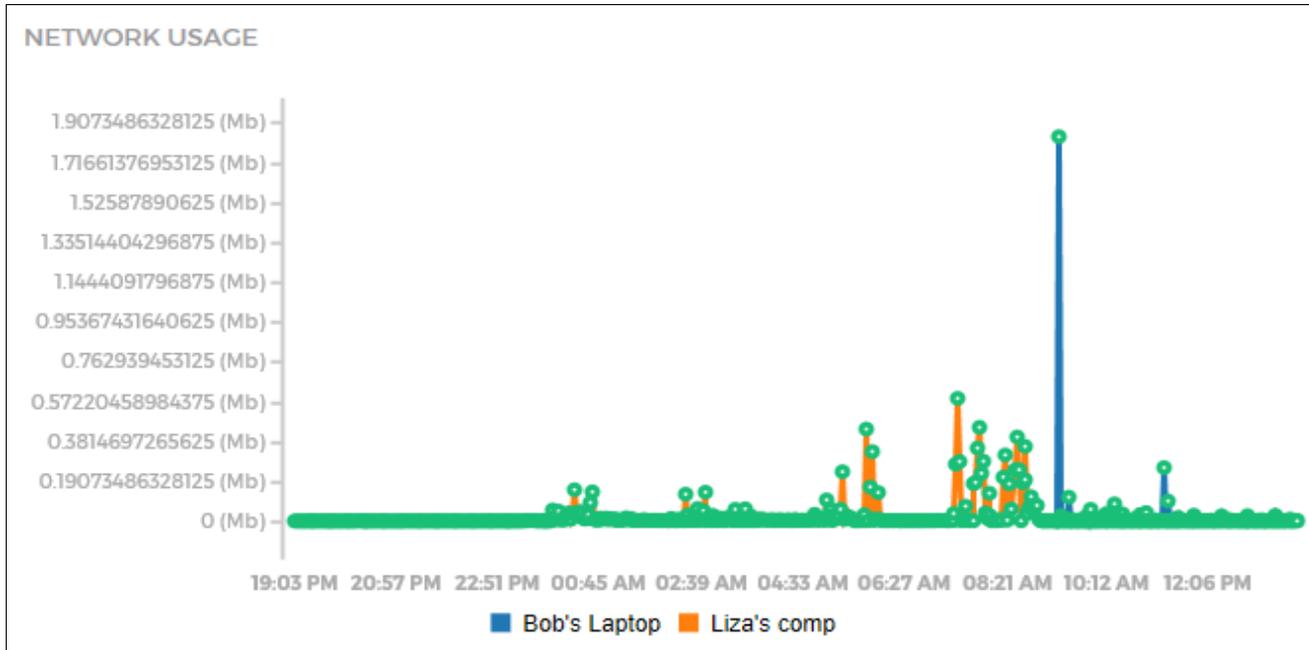
How much network bandwidth each of your devices has consumed over the past few hours. Usage in measured in Mb (Mega-bits). This chart covers cellular data and data passed over LAN/Wireless connections. This chart can be useful for identifying those periods when devices are most heavily used.

How do I Change a Device Name and Other Details?

The 'Settings' tab of 'Devices' allows you to edit the name and display icon of any device.
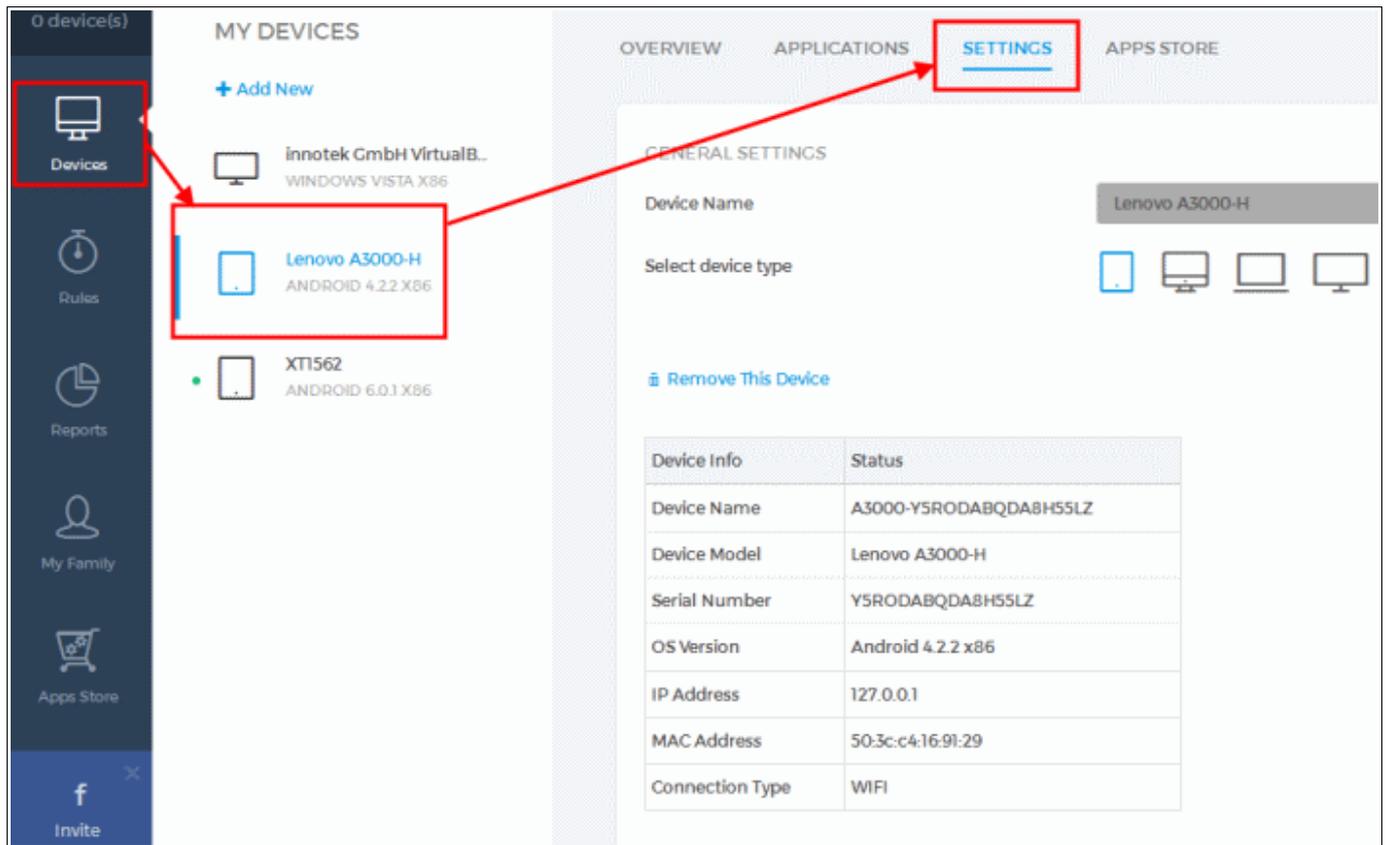
How do I Change a User's Name and other Details?

The 'Profile' section of 'My Family' allows you to edit the name, birth date, language and role of any family member. You can also change a user's password and upload their photo:
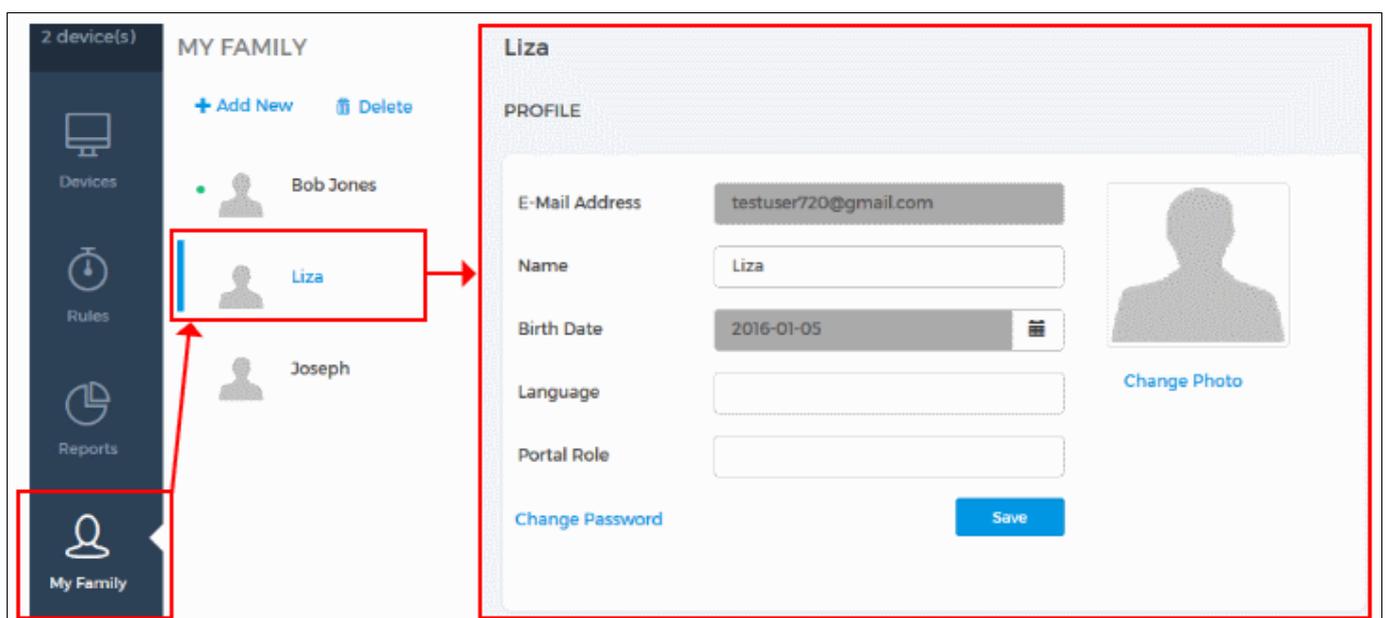
I've Lost my Phone! Can this Application Help?

Yes. Comodo One Home Edition can help you locate your device on a map, lock the device, make the device sound an alarm and reset the device to factory settings.

To implement security controls:

- Click 'Devices'

- Select the lost device from the list

- Open the 'Overview' tab

- Go to the 'Security Settings' area at the bottom:
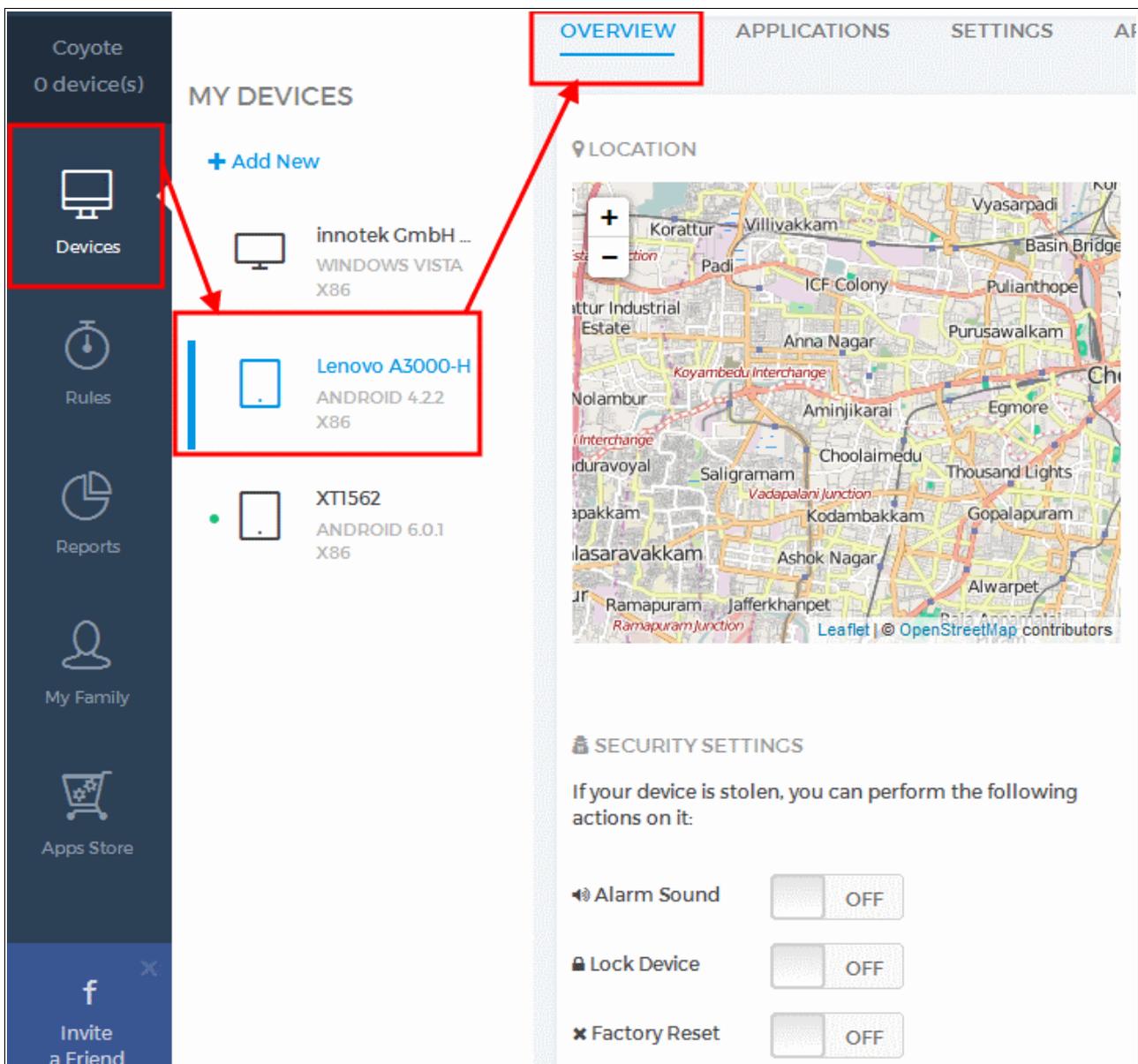
Alarm Sound – Will cause the device or tablet to emit an alarm at full volume. This draw the attention of passers-by if a phone has been lost, and can also be useful for locating devices that have been simply mislaid somewhere in the vicinity.

Factory Reset – Will reset all data and application on the device back to factory settings. This removes all personal information such as contacts, name and address information, bookmarks, files and other sensitive data that could be at risk on a lost device.

Lock Device – Will password-protect access to the device. You can choose a unique password immediately after enabling this setting. You can also type a message that will display on the lock screen (for example, 'This phone is lost. Please call 123 4567 890 if you find it. Thanks!')

To view a lost device on a map:

- Click 'Devices'

- Select the lost device from the list

- Open the 'Overview' tab

- Your device's current location is highlighted a map in the 'Location' section:
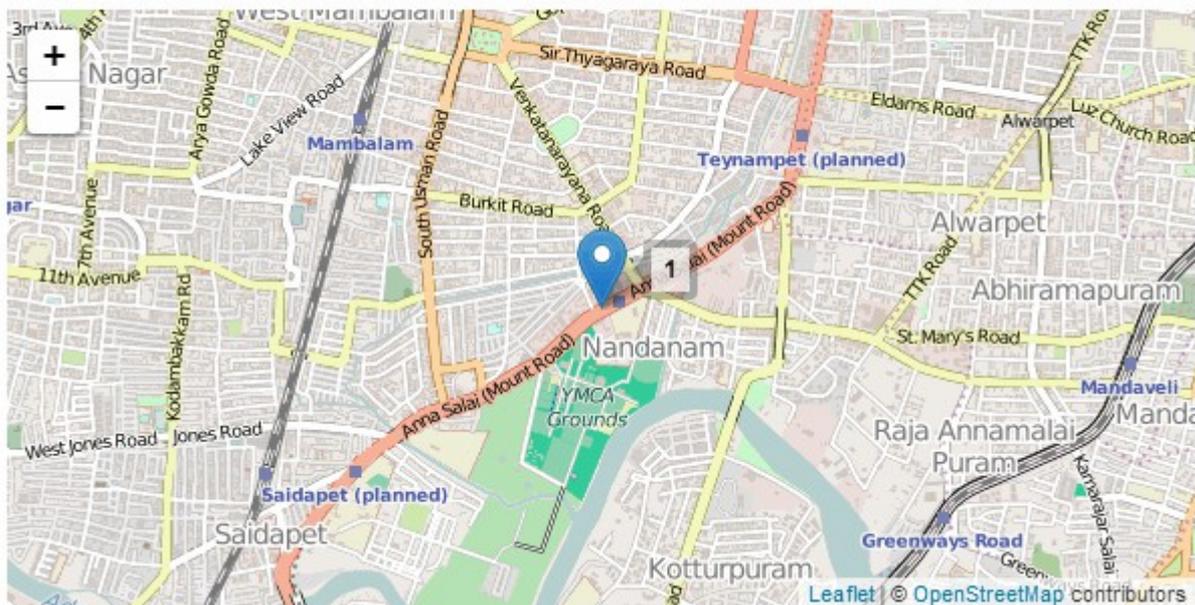
Define a 'Safe-Zone' for the device

As a preemptive measure, you can also map a 'Safe-Zone' for any of your devices. A 'Safe-Zone' is an area drawn on a map inside of which the device is allowed to operate. If the device physically travels beyond the limits of your safe-zone then you receive an immediate notification. This can help by alerting you to a stolen phone even before it is known to be lost. **Click here** for help to define a safe-zone.

What are Rules?

Rules allow you to push app usage restriction, update schedules, device safe-zones hardware usage alerts and virus scans to devices.
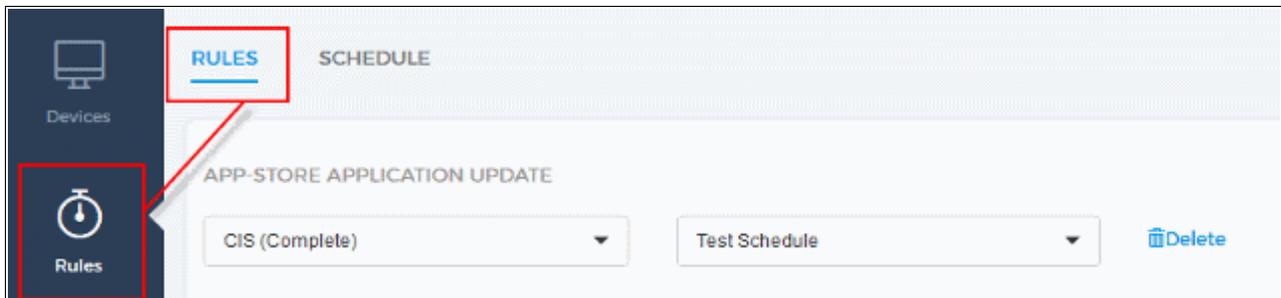
- All rules share the same basic controls:
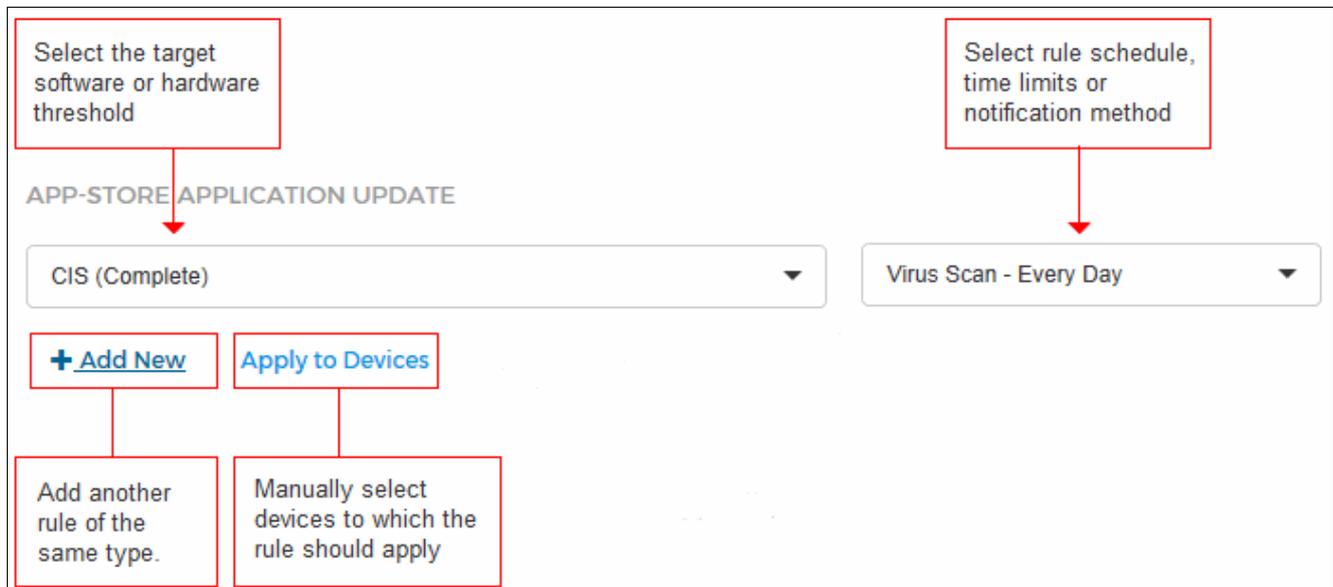
- When applying rules, individual devices can be selected or deselected by clicking on them:
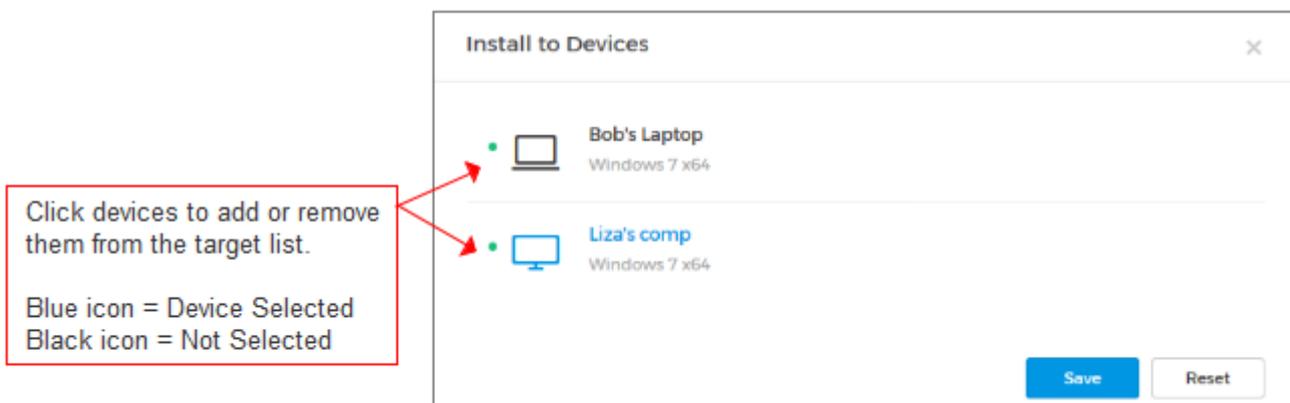
- The 'App-Store Update' rule requires you to define a schedule. Note - You can also use this interface to create a schedule for **email reports**.

Rule Types:

App-Store Application Update - Schedule when product updates to software from the COHE app-store should be installed on devices. You can apply the schedule to individual devices. You can also create different schedules for each app-store application. If you do not create a rule here then updates will be installed as soon as they become available. Please note, to apply this rule you need to have first **installed at least one app-store application** on a device.

App Usage Restriction - Configure the maximum amount of time per day that a device owner can use a particular application. For example, you may wish to limit the maximum hours that a device owner can play certain games or use instant messaging applications. You may also wish to limit internet access in general by placing limits on all installed browsers. Use the first drop down to select the target application and the time-settings on the right to set your limits:

COMODO
Creating Trust Online™

Note. If the application you wish to limit is not in the drop-down then try adding the path to the app manually.

To do this:

- Click 'Devices'

- Select the device on which the app is installed

- Select 'Applications' from the top menu

- Locate the target application and click 'Location'

- Enter the path to the application

Safe Zone – Allows you to track the location of devices and device owners by drawing a circular 'Safe Zone' on a map. COHE will monitor the device's location and will alert you if it leaves the radius of the safe zone. See **What is a safe zone and how do I set it?** for more details.

Hardware Status Rules – Allow you to receive notifications if battery levels, memory or storage space fall below certain thresholds. You can choose to receive notifications to your account email address or as an alert in the COHE interface (alerts are shown to the right of your user-name at the top of the interface).

- **Battery Status** – Receive alerts if device battery levels fall below a set threshold. If the device owner is traveling or is otherwise outside of your supervisory eye, a low battery level may suggest you need to contact them before the battery goes flat.

- **Storage Status** - Receive alerts if the amount of disk/storage space falls below a certain percentage of the total available. Low disk space can impair device performance, may indicate a device is cluttered with junk files, or could simply indicate that it is time for a storage upgrade.

About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit comodo.com or our **blog**. You can also follow us on **Twitter** (@ComodoDesktop) or **LinkedIn**.

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