



# **CTM IDP (ID PROTECTION)**

User Guide

(Android / iOS)

March 2022

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# Introduction

CTM IDP is an app that prevents you from falling victim to identity theft. Most identity theft incidents originate from cyber criminals exploiting users' weak passwords.

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.

With CTM IDP, you can do the following:

- Protect your own and your family's personal information against cyber-crime.
- Improve your security by creating strong and unique passwords, and by synchronizing them across all your devices.
- 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.

At F-Secure, we don't collect any of your personal data or information you enter into the product, ID PROTECTION (a.k.a. IDP). User of ID PROTECTION is anonymous to F-Secure, so we have no way of identifying an individual user's data. We never see any of your information at any stage, and therefore we can't decrypt it or hand it over to a third party. The ID PROTECTION servers are owned and operated by F-Secure within the European Union in compliance with Finnish law and applicable to EU rules.

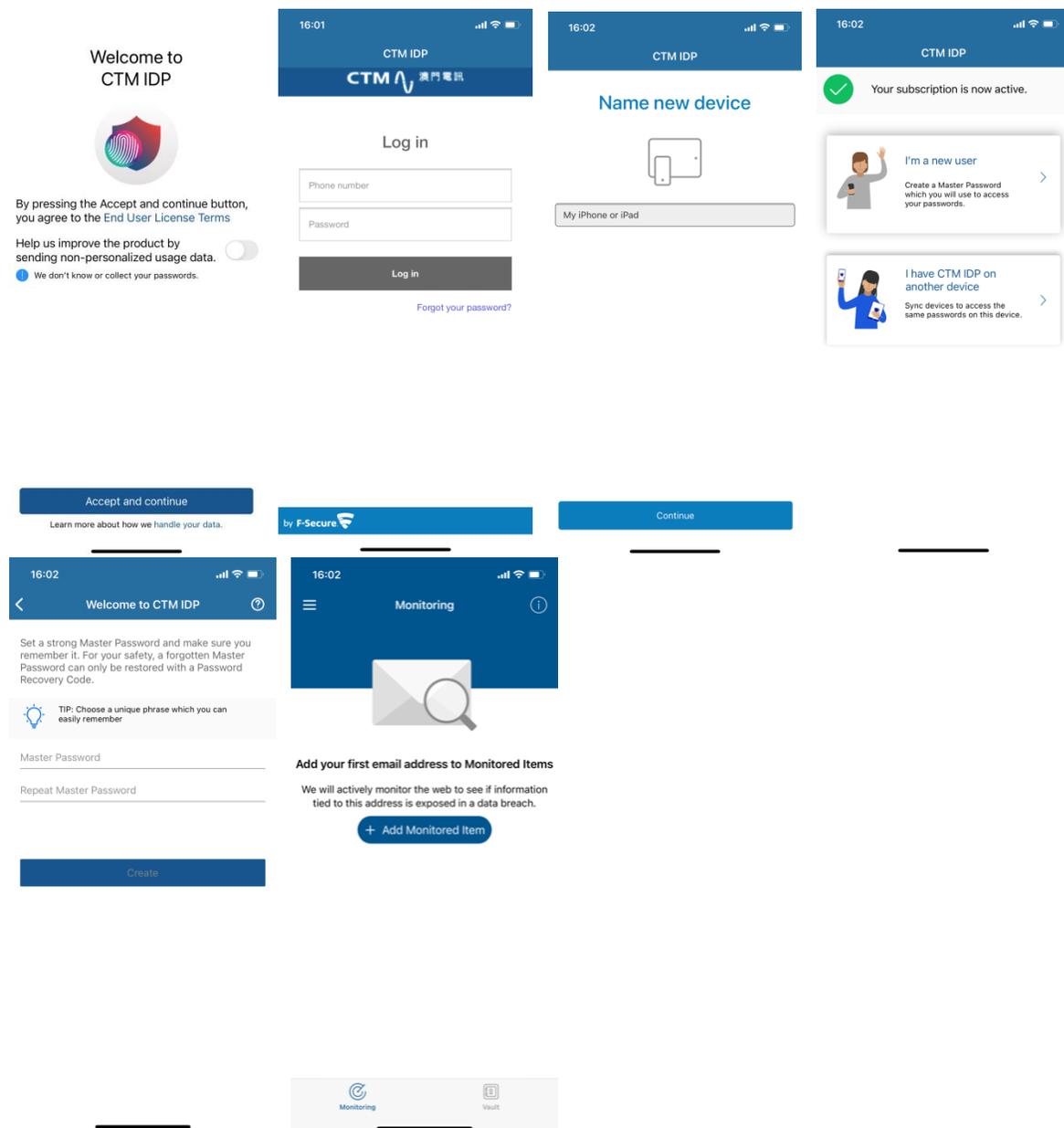
## System requirements

CTM IDP supports computers, smartphones and tablets that are running:

- Android 6.0 or later.
- iOS 13 or later.
- Windows 10 or later (ARM-based tablets are not supported).
- macOS 10.14 (Mojave) or later.

# Login to CTM IDP on Mobile Device

1. When activation SMS is received successfully;
2. Click the link in the SMS to download and install CTM IDP;
3. Open CTM IDP;
4. Enter the phone number registered when applying for the service (**+853 is required**) and the temporary password in the SMS, and then click "Login";
5. Name the device and click "Continue";
6. Click "I am a new user" and set the master password.



# Forget password

If you forget the account password of the Safety Butler Service, you can create a new password through the process of forget password:

1. Click **Forget Password** on the Login page.
2. Enter your phone number and click **Send**. A link to change the password will be sent to the registered phone number.
3. Tap to open the password reset link in SMS received.
4. Set a new password.

CTM 澳門電訊

### Change your password

Please enter your phone number and select Send.  
You will receive instructions on how to change your password.

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply

**Send**

Cancel

CTM 澳門電訊

### Changing your password

A message was sent to \*\*\*\*\*199

You will receive an email or text message shortly. If you do not receive the message, make sure that you entered the same contact information that you used during registration.

Didn't get the message? Try again.

**Log in**

by F-Secure

To reset your password, tap the link: <https://accounts-apac.f-secure.com/OneID/portal/ui/password-reset/read-hash?hash=26bc53ca76c14f139a45e1>

CTM 澳門電訊

### Change your password

Show password

**Change**

by F-Secure

# Safety Butler Service (Management portal)

Safety Butler Service is an easy-to-use online service you can use to remotely install CTM IDP onto your selected device and manage your subscription.

Once you have logged in, you can manage your device, view your subscription status, and add your family members to share your Safety Butler Service. You can send an installation link via email or SMS to your device, and also manage your subscription remotely. You can also easily remove the application on one device and transfer CTM IDP onto another one.

Tap the link to enter Safety Butler Service Management Portal:

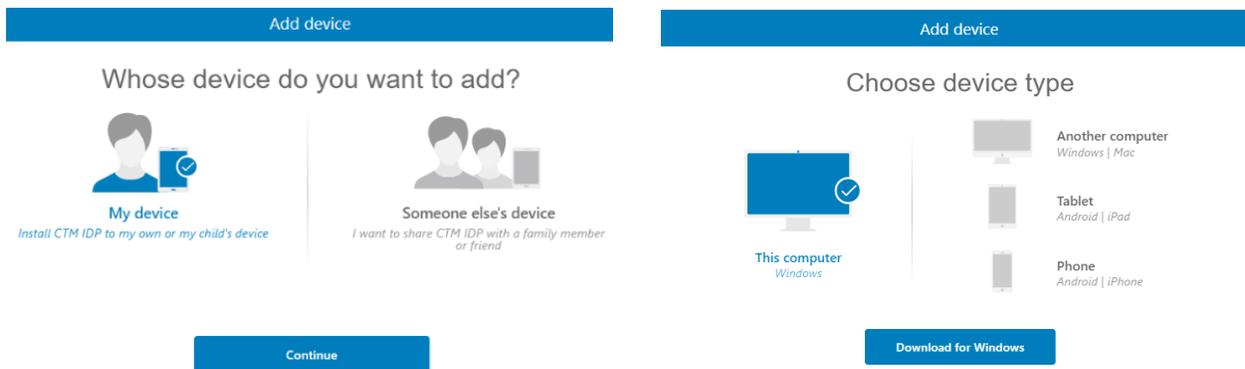
<https://safeavenue-jp.f-secure.com/iframe/-sso/ctm/>

The screenshot shows the Safety Butler Service Management Portal interface. At the top left is the CTM logo with the text '澳門電訊' (Macau Telecom). To the right is the title 'Safety Butler Service'. Below the logo are links for 'CTM SAFE' and 'CTM IDP'. On the right side, it says 'Logged in as John Doe' with a dropdown arrow. A green checkmark icon indicates 'Your subscription is valid.' To the right of this, it shows 'Available licenses 1 / 6' and a green 'Buy more' button. The main content area features a large 'CTM IDP' header with a plus icon and an 'Install CTM IDP' button. Below this, there are three user profiles: 'John' with a 'Galaxy S8' device and a 'Release license' link; 'Charlie' with 'Charlie's Windows PC' and a 'Release license' link; and 'Aaron' with the message 'This user has not installed CTM IDP yet.' Below Aaron, there is a 'Baron' profile with the same message. At the bottom left is the 'by F-Secure' logo, and at the bottom right are links for 'Terms' and 'Privacy'.

## Download and install CTM IDP

You can download and install CTM IDP through the Safety Butler Service. You can also use the Safety Butler Service to send the product to a computer by email or mobile by SMS, making it easy for you to install CTM IDP onto a device that you want to protect.

1. Login to the Safety Butler Service using your phone number (**+853 needed**) and password
2. Select “CTM IDP” from the top menu and select “Install CTM IDP”
3. Choose whose device you want to add, select **My Device** (if installing to your own device) and then click **Continue**.
4. You can select to install the application onto the device you are currently using.



You have now successfully installed CTM IDP onto your device, and can start monitoring your emails as well as store your passwords and other credentials into the application.

Important: Once you start using CTM IDP, we recommend immediately creating a recovery code for the master password. If you forget your master password, using the recovery code is the only way to recover the master password.

## Install CTM IDP on a different device

1. If you would like to install the application onto another device, choose the correct device type.
2. Send an Installation link to your device via:  
E-mail: Enter email address.  
OR  
SMS: Enter mobile number.
3. Select **Send**
4. Install the application by following the instructions received.

Add device

Choose device type



This computer  
*Windows*



Another computer  
*Windows | Mac*



Tablet  
*Android | iPad*



Phone  
*Android | iPhone*

Continue

Add device

### Install on your phone

Send a CTM IDP installation link to your device via email or SMS.

Send by email  Send by SMS

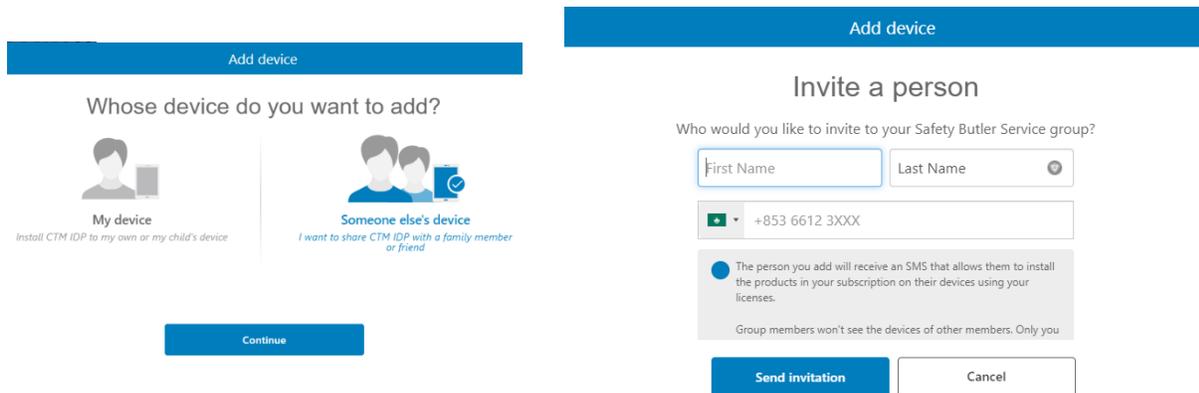
+853 6612 3XXX

Send

# Sharing protection with a family or friend

When you invite family members or friends to your group, the invited persons get their own user account that will allow them to protect their devices using your licenses. To share protection with someone else:

1. Login to the Safety Butler Service portal with your credentials.
2. On the **CTM IDP**, select **Install CTM IDP**.
3. Select **Someone else's device > Continue**.
4. To invite a user to your group:
  - Enter the first name of the user.
  - Enter the last name of the user.
  - Enter the mobile number of the user.
5. Select **Send Invitation**.



6. This person will receive an invitation email and will now have an account that allows them to protect their devices using your licenses. The users in your group won't see the devices or other details of other users or profiles in the group.

*Note: If the person you want to invite to your group has already been added to your group or belongs to another group, you will see a message in the invitation dialog saying that the person already belongs to your group or to another group. This means that the email address used in the invitation has already been activated for an account. You can solve this either by using another email address, if any, to invite the user to your group, or you can ask this user to delete the existing account after which you can then use the email address in the invitation.*

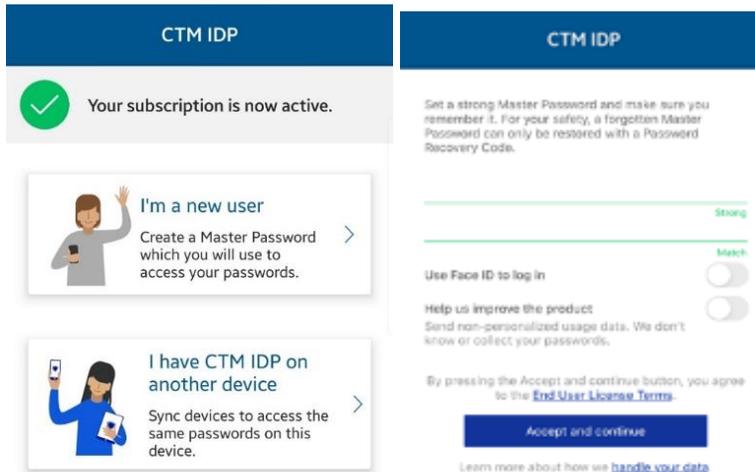
# About Master Password

The master password is very important as it gives you access to the app and keeps your password data safe. Once you've installed CTM IDP and you start the application for the first time, the app asks you to create a master password. To increase your security and privacy and protect your data, the app cannot reset the master password.

When CTM IDP is installed and started for the first time, the program will ask you to create a master password. Please create a strong password that you are able to remember, and create a recovery code for the master password.

## Setting up and create Master Password

1. Login with your Safety Butler Service credentials.
2. Select **I'm a new user**:
3. Create a strong master password.
4. Repeat the master password to confirm it.
  - a. If you want to use fingerprint to log in to CTM IDP, select **Use fingerprint to login**. Note that before you can use your fingerprint to log in to the app, you first need to register your fingerprint. Consult the device user manual to find out how to take fingerprint recognition into use in your device.
5. Select **CREATE**.



## About 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 will 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 printing a copy for safekeeping. The master password recovery code printout should not be stored in the same location as your device.

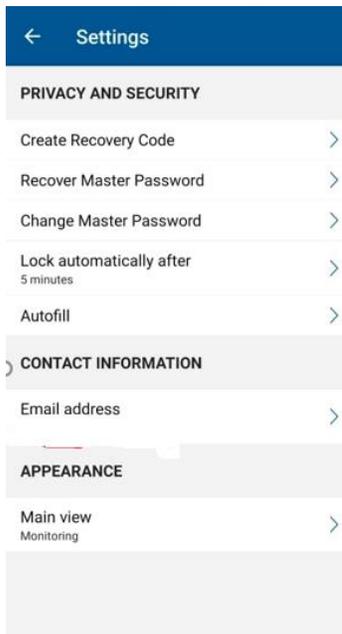
***Reminder:*** We strongly recommend that you also create a recovery code for the master password as soon as you have taken CTM IDP into use. It is the only way for you to regain your master password if you forget it.

## Create and save Recovery Code

1. Tap **CREATE** when prompted.

Or open **Menu**  > **Settings**, tap **Create Recovery Code**.

2. Tap **Save as image** to save this Recovery Code image and print and store it in a safe place.

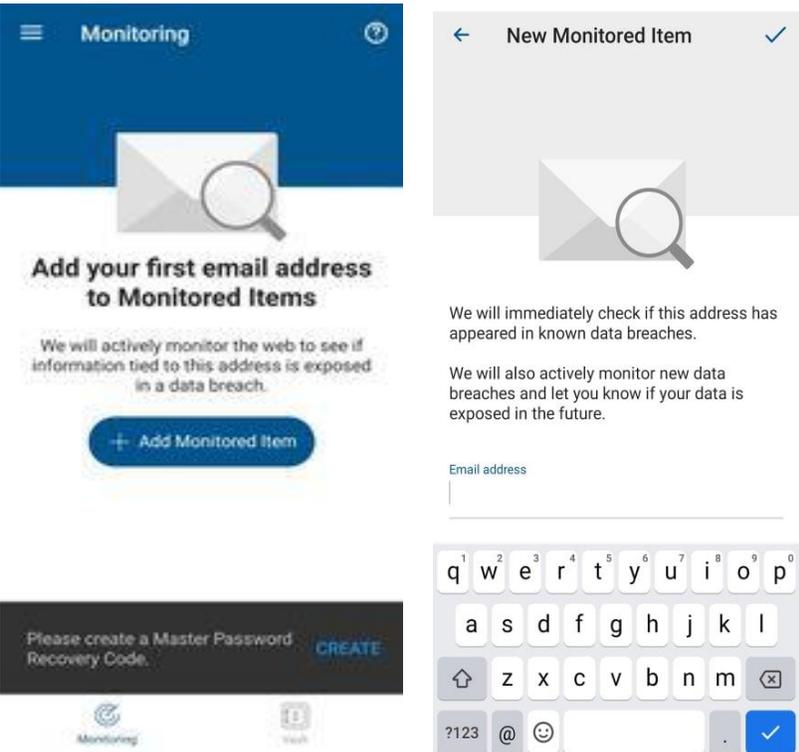


# Email Monitoring

With CTM IDP, 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 other pieces of PII associated with the monitored email address, such as passwords, credit card numbers, street address, and so on.

## Adding your email address for monitoring

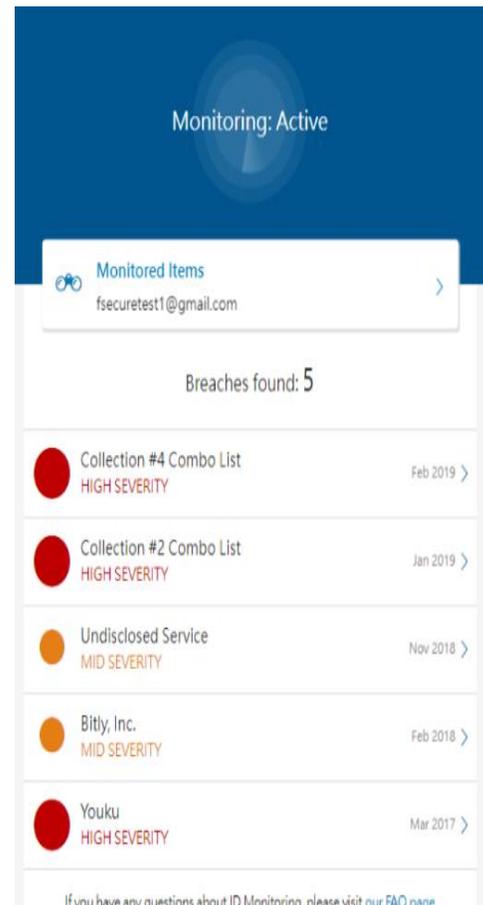
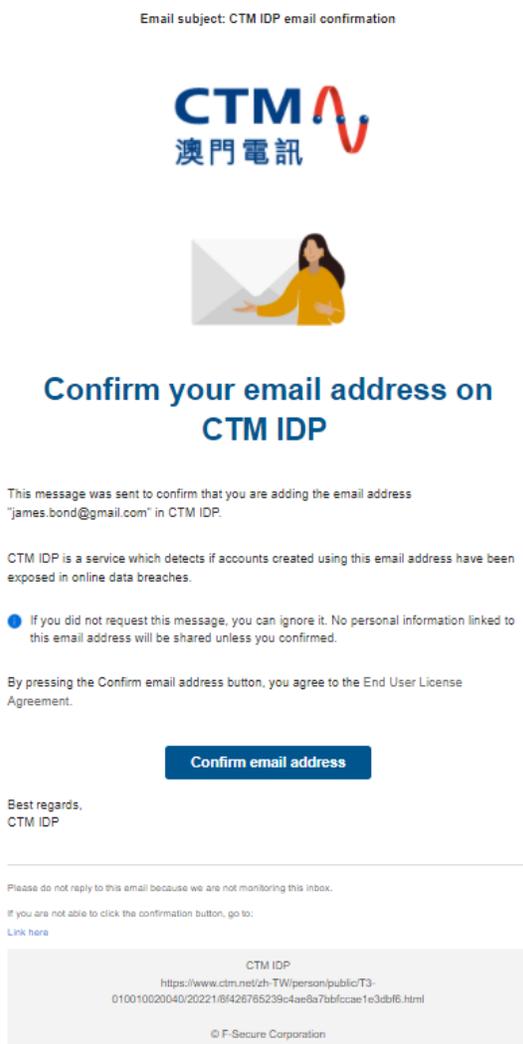
1. Select **+ ADD MONITORED ITEM**.
2. In the **New Monitored Item** view, enter your email address
3. Select the **check** icon.



The app immediately checks existing data breaches to see if your email address has been mentioned in any of them. If your email address appears in any of the known data breaches, the breaches will be listed in the **Monitoring** view. To be able to see more detailed information about your leaked data and the recommended actions, you will need to first confirm your email address.

4. Open the confirmation email and use the link to confirm that this is your email address.
5. To see the details of your exposed personal information and what you should do, tap on the specific breach listed in the **Monitoring** view.

**Important:** *To eliminate the risk of your information being misused, we urge you to execute the recommended actions as soon as possible.*



# Changing your contact email address

You will receive notifications in your contact email address as soon as any of your monitored email addresses appears in a data breach.

The first email address that you add as a monitored item automatically becomes your contact email address.

Email subject: Your Personal Data Breach Report



## Your data has been leaked! Here's what you should do next...

Your personal information have been exposed in a data breach. We found 4 monitored items in this breach.



EMAIL ADDRESS frank.d.smith@outlook.com	PHONE NUMBER *****1234
CREDIT CARD NUMBER *****1234	PASSPORT NUMBER A10000012345678*****

### What should I do now?

Please visit to CTM IDP to see details about your exposed information and recommended actions.

[See breach details](#)

We will continue to monitor the items you have added and will notify you immediately if we find a breach.

Best regards,  
CTM IDP

Please do not reply to this email because we are not monitoring this inbox.

You're receiving this email because lebron.james@f-secure.com is assigned as your contact information in CTM IDP. If you wish to receive these emails to another email address, you can change your contact email in the app. ;

**Note:** If you want to change your contact email address, you can do it only through the IDP app on your mobile device.

To change your contact email address:

1. Open CTM IDP on your mobile device.

2. Select first the top-left main menu and then **Settings**.
3. Under **CONTACT INFORMATION**, select **Email address**.  
The **Contact information** view will open, listing all the email addresses that you have added for monitoring.
4. Under **CHANGE CONTACT INFORMATION**, select the email address that you want to use as your new contact email. Note that you can use only confirmed email addresses as the contact email address.  
The **Change contact information?** confirmation dialog will open
5. Select **Assign**.

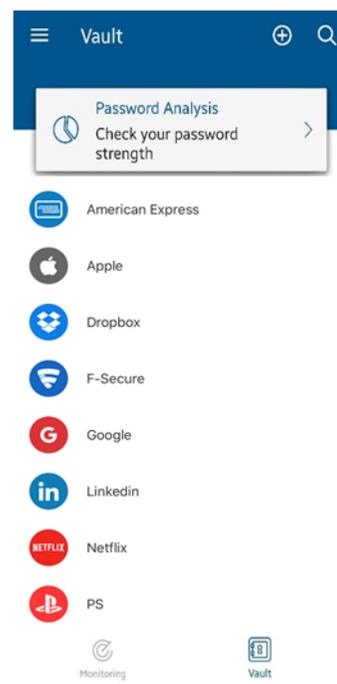
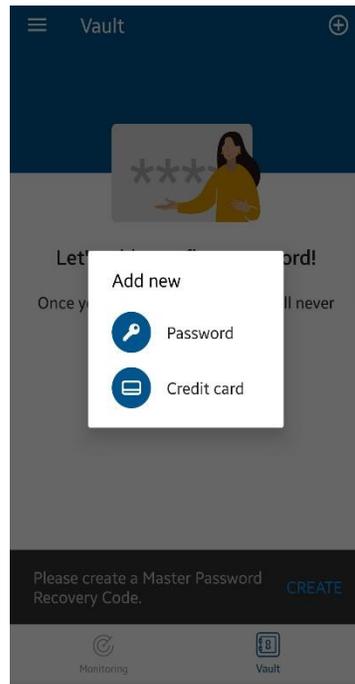
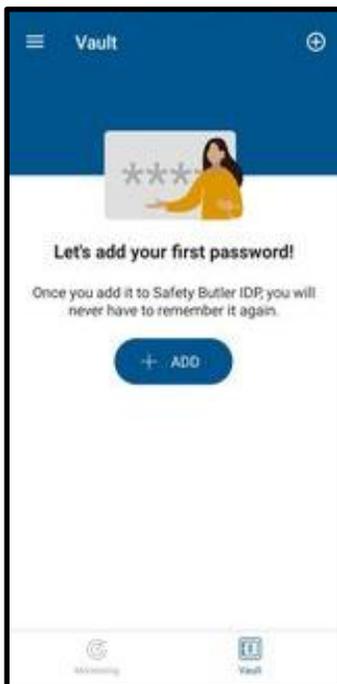
Your new contact email address is now in use.

# Vault (Password Manager)

With CTM IDP, 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.

## Save your password or create card information

1. Click **Vault**.
2. Click **+ Add**.
3. Select **Password** or **Credit Card**.



## Connect Devices (Synchronize Vault Data)

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

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

- On device A, select **Connect devices** to generate a Sync Code.  
**Note:** *Synchronize passwords will be renewed every 60 seconds.*
- On device B, select **Connect devices** and enter this sync code and then click **Connect**.
- When prompted, enter your **master password** that you use on the device in which you generated the sync code.
- Once synchronization is successful, select **Confirm**.

Your data has now been synchronized between these two devices. If you have more devices to be connected, repeat the above steps with each device. Note that you can generate the synchronization code on any of your connected devices.



← Connect devices ?



Enter this Sync Code in the other device that you want to connect:

**72814681**  
00:58

Or generate a Sync Code on another device and enter it here:

Enter Sync Code

Connect

## Using Autofill

With the CTM IDP 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 CTM IDP for Autofill to work. When you log in to an app or website with credentials that are saved in CTM IDP, you can have the app enter your username and password automatically.

## Autofill and built-in browser password managers

This topic explains how built-in browser password managers may affect Autofill in CTM IDP.

As most browsers have a built-in password manager, passwords may get saved to the browser automatically. To keep your passwords safe, the best practice is to avoid saving passwords in your browser.

Passwords saved in the browser may also cause issues with Autofill in CTM IDP, as the app is not able to identify the passwords properly for the service that is being logged into.

Before taking Autofill into use in CTM IDP, we therefore recommend the following:

- Turn off the built-in password manager in the browser that you use.
- Make sure that all the passwords stored in the built-in password manager are stored in **Vault** as well. Move your passwords to **Vault** if you have not already done so.
- Once the built-in password manager is turned off, to make sure that none of your passwords remain in the built-in password manager, you may also have to clear the data in the browser.

## Setting up and using Autofill on Android device

For CTM IDP to be able to show the correct entry for an app or website, make sure that you have entered its URL into the relevant entry.

To turn on Autofill on your Android device:

1. Go to **Settings > System > Language and input > Autofill service**.
2. Select **CTM IDP** as your service, and then select **OK**.

You can now use Autofill on your device.

**Note:** *Autofill for App is only applicable to Android 8.0 or 8.1, while browsers require Android 9.0.*

To log in to an app or website on your Android device:

1. Open the app or the website login page.
2. Tap the username field and select the entry from the Autofill drop-down menu.

**Note:** *If CTM IDP is locked, unlock the app by using your fingerprint or master password.*

3. Select the entry needed.

CTM IDP will fill in the credentials for the service for you. You are now logged in to the app or web service.

## Setting up and using Autofill on iOS device

For CTM IDP to be able to show the correct entry for an app or website, make sure that you have entered its URL into the relevant entry.

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 **CTM IDP**.

You can now use Autofill on your device.

To log in to an app or website on your iPhone or iPad:

1. Open the app or the website login page and tap the username field.  
**Passwords** will appear on top of your device keyboard.
2. Select **Passwords**.
3. Select **ID PROTECTION**.
4. Unlock the app.
5. Select the entry needed.  
ID PROTECTION will fill in the credentials for the service for you.
6. Select **Log in**.

You are now logged in to the app or web service.

# CTM IDP features per platform

	 Windows	 macOS	 Android	 iOS
ID Monitoring	-	-	•	•
Breach alerts	• (Email)	• (Email)	• (App/Email)	• (App/Email)
Breach guidance		-	•	•
Secure password storage	•	•	•	•
Password import/export	•	•	-	-
Password generation	•	•	•	•
Password quality analysis	•	•	•	•
Breach guidance	•	•	•	•
Login: Master password	-	-	•	•
Login: Fingerprint/Face	-	-	•	•
Login: QR Recovery Code	•	•	•	•
Password Synchronization	•	•	•	•
System/ app autofill	•	•	•	•
Supported browsers for autofill	Firefox, Chrome	Firefox, Chrome	SAFE Browser, Firefox, Chrome, Opera, Edge	Safari, Chrome

## Contact us

Should you have any queries, please contact CTM No. 1 Hotline : 1000