

RoboForm Product Review Guide

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Welcome To RoboForm

Take a moment to imagine all of your online accounts. There's email, Facebook, and a barrage of other social media platforms. Then come the banking apps, the online productivity tools, and Amazon shopping. Don't forget about the alarm codes, the frequent flier accounts, the ATM PIN codes, and the numerous other accounts you once signed up for and then quickly forgot about. To simply use the internet means constantly logging in to site after site. And with data breaches that pop up every few days, we are asked to not only remember our old passwords, but to reset many of them regularly. This takes time and lots of memory. Enter RoboForm, the password manager for the modern day. RoboForm solves users' password challenges by remembering passwords, logging into websites automatically, generating secure passwords, and even completing long checkout forms with a single click.

About RoboForm

RoboForm alleviates the burdens associated with password management by remembering and generating passwords, automatically logging into websites, and even completing long online checkout forms with a single click. RoboForm has received numerous awards throughout the years and is used by millions of people worldwide. With a proven history of reliability, RoboForm continues to raise the bar, offering its users a multitude of innovative features and functionalities including two-factor authentication, offline access, secure sharing, and more.

Why RoboForm and Not Another Password Manager (or just the browser)?

- **Editor and browser extensions with a modern look and feel**
The RoboForm Start Page (web-based editor) and browser extensions have been improved to meet contemporary usability standards and are updated regularly. These modifications have made RoboForm simpler and more useful than it's ever been. Here is our YouTube video that walks through the key Start Page features:
https://www.youtube.com/watch?v=v_bpcjWJCDM

Note for reviewers about the Windows and Mac desktop editor: The Windows and Mac installed versions of RoboForm still include the old desktop editor for legacy purposes. However, we have long ago stopped updating the desktop editor. As such, it is not an accurate reflection of the current state of our UI.

Start Page features that differentiate it from the legacy desktop editor:

- Modern look and feel
- Unified design across Windows/Mac
- Rich site icons

- Light and dark mode
 - Sort by Popular, Recent, Alphabetical
 - Improved Grid, Compact, List views
 - New Pinned section
 - Single-side navigation pane instead of two
 - Item contents show up in forefront instead of inside a pane
 - Floating (+) icon for adding items, including the ability to manually add a Login
 - Advanced search options easily accessible from main search bar
 - Updated context menu with icons for actions
 - Updated Sharing section
 - Improved Security Center with context menu actions
- **Cross-platform and browser convenience**
 Passwords saved within browsers do not sync across browsers, and often password managers do not integrate with all browsers. For example, many newer password managers don't work with Internet Explorer, which is still used heavily in many business and educational environments. RoboForm, however, works on multiple platforms, including Windows, Mac, iOS, Android, and all major browsers. This integration means you can access your data from anywhere at any time.
 - **Free, unlimited password storage**
 While 1Password lacks a free version and Dashlane requires payment after 50 passwords, RoboForm lets you store an unlimited number of passwords for free.
 - **Robust Password Generator**
 RoboForm's Password Generator defaults to a robust minimum of 16 characters while LastPass' defaults to just 12. Additionally, RoboForm's generator allows security-conscious users to create passwords up to 500 characters, while 1Password limits characters to 100, LastPass to 50, Dashlane to 40.
 - **Best-in-class form filling**
 RoboForm's one-click form filler is not only supremely accurate, but there are also zero limitations on the number of data types (e.g., addresses, bank accounts, etc.) that can be associated with a specific Identity.
 - **Ultimate security**
 Security starts with strong passwords. RoboForm's random password generator generates strong passwords, and our Security Center tells you when you've reused the same password on more than one site; browsers do neither. Additionally, RoboForm uses AES256 bit encryption and supports two-factor authentication in the form of TOTP-based authentication apps.
 - **Affordability**
 Not only can users choose to store an unlimited amount of passwords for free on a single device, but an individual premium Everywhere subscription is just \$23.88/year and a family of 5 can be under a single RoboForm Everywhere subscription for only \$47.75/year.

- **Full secure sharing functionality**
 RoboForm's Sharing feature allows users to securely share passwords with each other. Similar to Google docs, any change to the password is propagated to all recipients. Sharing is available on the desktop and mobile clients. Folder sharing is available to ALL RoboForm Everywhere users. Your browser doesn't have this functionality, and other password managers, such as LastPass, limit secure folder sharing to pricier Families, Teams, and Enterprise plans. Our Send feature is similar to sending a secure email. Great for when you want to send a credential to someone else as a one-time thing.
- **Pinning for easy access**
 Are there certain RoboForm items that you access most often? Pin them so they are all concentrated in one easy-to-use location on the Start Page and the browser extension. Pinned items can be ordered via drag-and-drop for maximum flexibility.
- **Best organizational features**
 With RoboForm, you can store and categorize all of your passwords in easy-to-manage folders and even add shortcuts to your homescreen. Unlike Dashlane, RoboForm offers the ability to create subfolders for more granular organization.
- **Bookmarks for quick and easy access to your favorite websites**
 RoboForm is the only major password manager that organizes your bookmarks for quick and easy access across all of your browsers and devices.
- **Local-only storage and offline access**
 RoboForm offers the option of local-only storage and provides offline RoboForm data access, while other password managers, such as LastPass, force users to sync with their server.
- **Available safeguards**
 RoboForm's Emergency Access feature lets you grant access to your RoboForm data to a trusted contact in the event of death or incapacitation, or simply as a method of account recovery.
- **Most support options**
 RoboForm offers the most support options, with our 24/7 ticket system, online chat, callback requests, social media messaging, and a multilingual online Help Center.
- **Private and fully independent**
 Our sole responsibility is to our users. We have no VC funding or a large corporate parent.
- **Windows application passwords**
 Unlike many other major password managers on the market, RoboForm also saves Windows application passwords (e.g., Skype, Outlook, etc.).
- **Conveniently access the password generator**
 Access the RoboForm Password Generator directly on Login creation screens. It can also be reached via the Tools menus.

Recent Developments (2020)

- **Modernized browser extensions**

We significantly revamped our Chrome, Edge, and Firefox extensions at the end of 2020, with the following improvements (Safari will be updated to match in early 2021):

- Greater ease of navigation
- Larger icons
- Search is now more prominent. Great for users with hundreds of items.
- The new extension presents the most relevant items right away.
For example:
 - Matching Logins are shown on sign-in pages
 - Password generation is done automatically when on a password-change or sign-up page
- Ability to view and copy Identity items in the extension
- The standalone extension design is now identical to the version that is tied to the desktop installed version. This allows Linux and Chrome OS users to have the same experience as Windows/Mac.

- **Inplace AutoFill**

Streamline logging into websites and completing online forms with Inplace AutoFill. Available for Chrome, Edge, and Firefox browsers running on Windows and Mac—and Safari browsers on Mac.

- **Improved Autosave:** RoboForm automatically saves new logins if none currently exist with the same credentials. Updating existing Logins is also now more streamlined.
- **Improved Backup/Restore:** Our improved Backup/Restore functionality allows for both manual secure backup snapshots of RoboForm data as well as restoration from fixed points in time.
- **Enhanced Password Generator Availability**
The Password Generator appears automatically both via AutoFill and in the extension if there is a New Password field on the current web page.
- **Automatic filling of two-step logins added to Android.**

For up-to-date news on newly released features, visit the [RoboForm Blog](#) and our [release notes](#).

Features Added in Latest Major Release (Version 8)

- **Secure sharing:** Provide RoboForm with the recipient's email and share selected passwords safely and easily. Updates are synced to all users and access can be revoked at any time.
- **Security Center/password audit:** Use our Security Center to see how strong your passwords are and whether you use the same password on more than one site.
- **Emergency Access:** Select a trusted contact to securely obtain access to your RoboForm Data in the event of death or incapacitation, or simply as a method of account recovery. More than one Emergency Contact can be selected, with the option to vary the waiting period before providing access. Emergency Access can be revoked at any time.
- **Two-Factor Authentication:** Two-Factor Authentication (2FA) is available for RoboForm Everywhere accounts. 2FA options include Google Authenticator, Authy, Microsoft Authenticator, and other time-based one-time password (TOTP) authenticator apps.
- **Enhanced Start Page:** The redesigned Start Page allows RoboForm users to easily and quickly sort their Logins by most recent and most popular. There is also now added support for Identities and Safenotes. While Bookmarks remain, we've replaced Favorite Logins with Pinned Logins.
- **Improved architecture for faster syncing:** This improved encryption architecture compresses data into a single file, allowing for faster syncing to and from all devices.
- **CSV export functionality:** Users can confidently enter their data into RoboForm, knowing they can always remove it entirely should they choose to.
- **Microsoft Edge support:** RoboForm is one of the few approved third-party extensions available for the Microsoft Edge browser and one of the few password managers available with an extension for Edge.
- **Improved privacy:** The names of your Logins and other RoboForm data will not be visible in the software when you log out. RoboForm data including Logins, Bookmarks, and Safenotes are also no longer stored as individual files in each user's My Documents folder.

Please note that USB/RoboForm2Go has been discontinued and is not available in RoboForm 8. For more information, please see: <https://www.roboform.com/for-usb-roboform2go-windows>

Key Features

Other important features available with RoboForm that were available on previous versions include:

- **One-Click Logins:** No more typing usernames and passwords. RoboForm logs you into websites with a single click.
- **Password auto-save:** Each time you enter a new password into a website, RoboForm saves it.
- **Password organization:** Our users often have hundreds or even thousands of passwords stored in RoboForm. Folders with subfolders and powerful search functionality make organizing them a cinch.

- **Strong security:** To protect against dictionary, brute force, or other attacks, we use AES256-bit encryption with PBKDF2 SHA256. A minimum Master Password length of 8 characters with a minimum of 4 non-numeric characters is required. More about RoboForm security here: <https://www.roboform.com/security>.
- **Web form filler:** Our form-filling technology allows you to automatically fill in long, tedious web forms with the simple click of a button. This is ideal for online shopping, entering contests, submitting resumés, and much more.
- **Encrypted text notes:** Think of Safenotes as secure "yellow sticky notes" protected by your Master Password. Store sensitive information, including ATM PINs, lockbox combinations, software activation codes, and frequent flier numbers.
- **Access across all devices:** RoboForm is available on Windows, Mac, iOS, Apple Watch, Android, Linux, and Chrome OS; and for all major browsers including Microsoft Edge.
- **Password sync:** Our secure cloud keeps passwords backed up and in sync across all browsers and devices.
- **Password import:** RoboForm offers a wide range of import options, including all major password managers, browsers, and CSV files.
- **Around-the-clock support:** Our professional, dedicated customer support staff answer email 24/7/365. Live Chat and phone support are available between 9 AM - 5 PM EST Monday - Friday.

Technical Requirements

Windows

The universal Windows installer installs RoboForm along with extensions for Internet Explorer, Firefox, Chrome, Edge, and Opera, as well as Windows applications. Supported browsers include Internet Explorer 8 and higher as well as the latest stable release of Firefox, Chrome, Edge, and Opera. Must be operating Windows Vista, Windows 7/8/10.

Mac

The universal Mac installer installs RoboForm along with extensions for Safari, Chrome, Firefox, and Opera. Must be operating Mac OSX 10.12 and Up.

Linux

Standalone extension for Chrome, Opera and Firefox. Does not require the universal RoboForm installer. Chrome OS Standalone extension for Chrome. Does not require the universal RoboForm installer.

iOS

RoboForm Password Manager is available for iOS devices with iOS 12.0 and higher.

Android

RoboForm Password Manager is available for Android devices with Android 5 and higher.

Language Availability

RoboForm is available in 30+ languages.

RoboForm is fully translated in the following languages across all platforms and clients:

- Chinese Simplified
- Chinese Traditional
- Dutch
- English
- French
- German
- Italian
- Japanese
- Norwegian
- Polish
- Portuguese-BR
- Russian
- Spanish-419
- Swedish
- Turkish

In addition, partial translations are available in the following languages:

- Arabic
- Armenian
- Austrian German
- Croatian
- Czech
- Danish
- Finnish
- Greek
- Hebrew
- Hindi
- Hungarian
- Indonesian
- Korean
- Lithuanian
- Persian

- Portuguese-PT
- Serbian-Cyrillic
- Serbian Latin
- Slovak
- Spanish
- Ukrainian

Installation and Account Setup

Installation instructions: [Windows](#), [Mac](#), [iOS](#), [Android](#), [Linux](#), [ChromeOS](#)

Get Started With RoboForm

[Import your existing passwords](#): Import from all major password managers and browsers.

Visit the RoboForm Start Page: The RoboForm Start Page combines all of your Logins, Bookmarks, and Safenotes in one place, making your browsing experience fast and easy.

Add RoboForm to a second device: Using your RoboForm account across all of your devices couldn't be easier.

Enable a One-Time Password (OTP): Add an additional layer of security for your RoboForm account by enabling a One-Time Password (OTP). By enabling this feature, you specify which computers and devices can access your account.

Add the RoboForm extension on your desktop browsers: For one-click Logins and AutoSave, use the RoboForm extension on your favorite browser(s).

Create and save a Login: Quickly and easily create and save new Logins.

Experience RoboForm's Features

Strong and unique random password generation: Generate strong and unique random passwords with the click of a button, using our password generator. You can select the number of characters and minimal number of digits, as well as other parameters. Access the password generator via the toolbar button's menu.

RoboForm Identities: A RoboForm Identity stores personally identifiable information, be it for you, family members, or clients. This feature is ideal for online shopping, job applications, and much more. RoboForm offers to save personal identity information under 9 separate categories.

Emergency Access: Select a trusted contact to securely obtain access to your RoboForm Data in the event of death or incapacitation, or simply as a method of account recovery. More than one Emergency Contact can be selected, with the option to vary the waiting period before providing access. Emergency Access can be revoked at any time.

Password Audit: The RoboForm Security Center grades your individual passwords and provides overall Security Score. Factors used to calculate Security Score include strength of individual passwords and how often they are reused.

Secure Safenotes: RoboForm Safenotes let you securely store any piece of information you want to keep away from prying eyes: WiFi passwords, lock combinations, printer codes, pin codes, and more.

RoboForm in Action

One-Click Logins: Roboform one-click Logins are best described as “bookmarks on steroids.” From the browser extension, click your Login and RoboForm will do the rest. RoboForm will go to the site AND log you in. *It's that easy!*

Inplace AutoFill: Logging into websites, signing up for new services, and completing online forms is now even simpler. Navigate to a site's login page (or any web form) and then just click the RoboForm AutoFill Icon. From there, select the appropriate RoboForm Login or Identity. RoboForm will automatically fill in all relevant information for you — name, email address, shipping information, credit cards, and more! No typing required!

Fast online checkouts with form filling: Store multiple instances of addresses, bank accounts, and other data types under each form fill Identity. The information saved within that identity will automatically be filled into the appropriate lines within the form. Great for filling forms with family member, co-worker, and client info!

Secure password sharing: Share information without the risk of exposing sensitive data in the process. Share a single item or an entire folder.

At a Glance: RoboForm Free and RoboForm Everywhere









RoboForm comes in two consumer versions: Free and Everywhere. Both versions include unlimited Logins, web form filling, multi-platform support, strong encryption, password auditing, application Logins, Bookmarks, Emergency Access, and the ability to securely send Logins.

RoboForm Everywhere is available as an Individual subscription (\$1.99 per month, billed annually) or as a Family Plan subscription, which includes up to 5 users (\$3.98 per month, billed annually). In addition to the features listed above, an Everywhere subscription also offers

access on all devices, cloud backup, web access, premium email and phone support, and the ability to securely share individual Logins or a folder of Logins with other RoboForm users.

Free

Everywhere

Unlimited Logins		
Fill Web Forms		
Multi-Platform Support		
Strong Encryption		
Password Audit		
Securely Send Logins		
Receive Emergency Access		
Application Logins		
Manage Bookmarks		
Sync Across All Devices		
Cloud Backup		
Two-Factor Authentication		

Secure Shared Folder		
Grant Emergency Access		
Web Access		
Priority 24/7 Support		

Details on the RoboForm for Business offering and pricing can be found here:

<https://www.roboform.com/business>

Glossary

AES-256 ENCRYPTION

The encryption framework used to secure RoboForm's various databases. The Advanced Encryption Standard (AES) is a specification for encrypting electronic data, established by the U.S. National Institute of Standards and Technology (NIST) in 2001.

EMERGENCY ACCESS

Emergency Access is a way to select a trusted contact to securely obtain access to your RoboForm data in the event of death or incapacitation, or simply as a method of account recovery. More than one emergency contact can be selected, with the option to vary the waiting period before providing access. emergency access can be revoked at any time.

FORM FILLING

Form filling allows you to automatically fill in those long, tedious web forms with the simple click of a button. This is ideal for online shopping, entering contests, submitting resumés, and much more.

IDENTITY

The information RoboForm uses to fill forms is stored in your Identity, an equivalent to a personal profile. Your Identity can include just about any form of personal information, including name, address, credit card(s), and social security number.

LOGIN

A RoboForm Login contains a username, password, and other information needed to log in to a website, desktop application, or mobile app.

MASTER PASSWORD

The Master Password secures your Logins, Identities, and Safenotes. It is the only password you will need to remember.

NOTE: The only way to ensure that your RoboForm data can be accessed only by you is for nobody else—including us—to ever obtain your Master Password in the first place. There is no way for us to obtain access to your data without your Master Password. This also means we cannot restore your Master Password. In the event that you forget your Master Password, the only thing we can do is enable you to reset your Master Password. This process will delete the old RoboForm data from your account, and you can start over again.

ONE-CLICK LOGIN

A single click on a site's RoboForm Login automatically goes to the saved site and enters your username and password.

PASSWORD GENERATOR

The RoboForm Password Generator creates strong and unique passwords with the click of a button. You are able to set your specific parameters, including number of characters, minimal number of digital, and included symbols.

PASSWORD MANAGER

A software application that lets you store and securely organize your passwords to multiple accounts.

ROBOFORM EDITOR

Legacy feature. This is the desktop editor that ships with the Windows and Mac installed versions of RoboForm. We have stopped updating the RoboForm Editor and it is therefore not an accurate representation of our current user interface. The Start Page (web-based editor) has replaced the RoboForm Editor in default extension menus and contains all relevant functionality.

SAFENOTE

RoboForm can store any kind of free-text information securely and easily using the Safenotes feature, via a simple notepad-like screen. For instance, you might store a combination to a safe (or even a bike lock). Or you might enter location information for a safe deposit box.

SEND

Sending RoboForm Data is similar to sending an email. It uses public-private key encryption, allowing you to securely transfer a RoboForm data item (Login, Identity, or Safenote) to another RoboForm user. The RoboForm data is sent once. Any updates made to the file after sending will not be modified for the recipient, and access to the sent data cannot be revoked. A RoboForm data item can be sent to multiple recipients.

SHARING

Sharing RoboForm Data is like sharing a Google Doc—the shared data is updated with any changes (e.g., changing a password), access to the shared data can be revoked at any time, and the sender may choose multiple recipients. Sharing uses public-private key encryption. Access to the shared data can be revoked at any time, and only the sender can make changes to the shared item(s). When sharing a folder, the sender can dictate the permission level of each recipient; permission levels include Limited, Regular, and Owner.

SECURITY SCORE

Your RoboForm Security Score is calculated based on how many reused passwords you have, how many logins (username and password combinations) are duplicated, and the strength of your individual passwords. RoboForm calculates individual password strength using zxcvbn, an open source password strength estimator. Most password strength meters calculate purely based on counts of lowercase letters, uppercase letters, digits, and symbols (LUDS). In addition to this, zxcvbn incorporates dictionary entries, common names, as well as common passwords and their variants. In effect, the password strength you see in RoboForm Security Center is reflective of how long it would take a good password cracker to guess the password, not just an LUDS score. A detailed paper on zxcvbn can be found [here](#).

START PAGE

The RoboForm Start Page is the main viewer and editor for your RoboForm data, replacing the desktop RoboForm Editor. It provides a secure, convenient hub to access your Logins, Identities, Bookmarks, and Safenotes. In addition to enabling fast and easy browsing, the Start Page is where you'll go to edit, organize, and share your stored RoboForm data. The Start Page enables RoboForm users to easily and quickly sort their Logins by most recent and most popular — as well as to Pin any piece of stored RoboForm data for easy access.

To access the Start Page on your desktop, install RoboForm, and then go to <https://start.roboform.com>.