

RoboForm Product Review Guide

Contact Information	2
Why a password manager is necessary	2
About RoboForm	2
Why RoboForm and not another password manager?	3
More reasons why our users love us	4
Recent Developments	5
2022-3 major updates	5
2021 major updates	6
Security you can trust	7
At a glance: RoboForm Free and RoboForm Premium	8
Key features	10
Technical Requirements	11
Windows	11
Mac	11
iOS	11
Android	11
Linux	11
Chrome OS	11
Language Availability	12
Get started with RoboForm	13
RoboForm in action	13
Glossary	13
AES-256 ENCRYPTION	13
BATCH LOGIN	14
COMPROMISED PASSWORDS	14
EMERGENCY ACCESS	14
FORM FILLING	14
IDENTITY	14
LOGIN	14
MASTER PASSWORD	14
ONE-CLICK LOGIN	15
PASSWORD GENERATOR	15
PASSWORD MANAGER	15
ROBOFORM DESKTOP EDITOR (LEGACY FEATURE)	15
SAFENOTE	15
SEND	15
SHARING	15
SECURITY SCORE	16
START PAGE WEB EDITOR	16

Contact Information

Have questions about RoboForm for your review? Contact:

Simon Davis

VP, Marketing

simon@roboform.com

Why a password manager is necessary

Take a moment to imagine all of the systems you use that require credentials. There's email, Facebook, and a barrage of other platforms that require authentication. 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 engage with the connected world means constantly logging in to site after site. With data breaches that pop up every few days, we are asked to not only remember our old passwords, but to reset and update 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?

- **Best-in-class one-click Logins**

No password manager saves you more time logging in than RoboForm. Just one click on a RoboForm Login from the browser extension will take you to the website sign-in page, fill your credentials, and hit the submit button. Works amazingly, even on two-step login pages!
- **Exclusive Batch Login functionality**

You know what's better than logging in to a site with one click? Logging in to *all* of your sites with one click. RoboForm's unique Batch Login feature does just that. It's the ultimate time saver!
- **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 (addresses, bank accounts, etc.) that can be associated with a specific Identity.
- **Ultimate security audited by third party experts**

Audited by the experts at Secfault Security, RoboForm's zero-knowledge architecture uses AES256 bit encryption and supports two-factor authentication (2FA).
- **Generate the strongest possible passwords**

Create robust passwords conveniently during account creation. RoboForm's random password generator allows security-conscious users to create passwords as long as 512 characters, the most of any major password manager.
- **Best-in-class built-in TOTP authenticator**

No more needing to switch back and forth between devices when logging in to sites that require TOTP. Unlike other password managers, our AutoFill enabled TOTP authenticator is available on *all* of our desktop and mobile clients. You can even use it to securely share access with trusted contacts.
- **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.
- **Log in to Windows applications**

Unlike most other password managers, RoboForm saves and logs in to Windows applications (Skype, Outlook, etc.).
- **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, while other password managers force users to sync with their server.

More reasons why our users love us

- **Unbeatable value for a premium service**

RoboForm Premium—our paid service for individuals—is just \$23.88 per year and includes full use of Secure Sharing and Emergency Access, features other password managers limit or only include in their pricier plans for families and businesses. Family (5 Premium users) is \$47.75/year.
- **Works with *all* major browsers and operating systems**

RoboForm offers cross-platform password management, working on Windows, Mac, iOS, Android, Chrome OS, and Linux. It supports all major browsers, unlike many password managers that struggle with universal browser integration.
- **Editor and browser extensions with a modern look and feel**

The RoboForm Start Page (web-based editor) and browser extensions are continuously improved to meet contemporary usability standards.

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.
- **Free, unlimited password storage**

RoboForm lets you store an unlimited number of passwords for free.
- **Secure sharing functionality**

RoboForm's Sharing feature lets users securely share passwords across devices, with updates synced to all recipients. Share single items or use Shared Folders. The Send feature allows one-time secure password sharing, similar to a secure email.
- **Monitor for compromised, weak, or reused passwords**

RoboForm's Security Center identifies weak, reused, or breached passwords and suggests strong replacements. It also alerts users to compromised passwords and recommends secure alternatives.
- **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.
- **Available safeguards**

RoboForm's Emergency Access feature lets you grant access to your RoboForm data to a trusted contact in the event of an emergency, or simply as a method of account recovery. Our Master Password Restore feature allows you to get back your data in the event that you forget your Master Password.
- **Private and fully independent**

Our sole responsibility is to our users. We have no VC funding or a large corporate parent.

Recent Developments

2022-3 major updates

- **Improved Security Center visual presentation (August 2023)** The graphical representation of what goes into your Security Score is now much richer and more visually informative.
- **Added passphrase option to password generator (August 2023)** Our password generator will now generate not just strings of random characters, but random words.
- **RoboForm Everywhere renamed to RoboForm Premium (August 2023)**
A new name for our premium service for individuals that more accurately reflects the quality and value of the offering. No changes to existing features and pricing.
- **Completed third party security audit (May 2023)**
RoboForm successfully underwent a comprehensive security audit and penetration test conducted by Secfault Security.
- **Master Password Restore feature added**
If you forget your Master Password, you can now regain access to your data by using the Master Password Restore feature. In order to enable this option, you need to have RoboForm on your Android or iOS device with biometrics enabled for login.
- **Use RoboForm as a TOTP authenticator**
Our authenticator feature allows RoboForm to store TOTP keys similar to Google Authenticator, Authy, or Microsoft Authenticator. In addition, you can easily AutoFill or paste the TOTP code into the site you are logging into.
- **Secure cloud backup on a single device now included for free**
RoboForm will now keep a server backup of your one free device at no extra charge. Previously, the free version would stop syncing altogether once the 30 day trial of Premium ended.
- **Improved onboarding experience for new users**
To ensure that new users get the most out of RoboForm, we have significantly improved the onboarding experience.
- **Expanded Import options**
RoboForm will now import from all major browsers and password managers (20 options total) using only the Start Page web editor and browser extension. This extends the import functionality to Chrome OS and Linux. Previously, the Windows or Mac desktop apps were required in order to import.
- **Improved icons and settings menu**
Our icons have been modernized for a cleaner look. We also consolidated most settings for our desktop version into a single location and improved the navigation.
- **Custom fields now supported on all desktop platforms**
Custom Login Fields are now supported on our web editor, thereby extending the functionality to Linux and Chrome OS.

2021 major updates

- **Added monitoring for compromised passwords**
RoboForm now securely monitors your stored accounts for passwords that have been seen in past data breaches. Corpus is provided by Haveibeenpwned (HIBP).
- **Improved reporting system for AutoFill issues**
We are always improving our best-in-class form filling. It is now easier than ever to report AutoFill issues on our browser extensions.
- **Password generator more prominent on the browser extension**
The password generator is now immediately available on the main browser extension menu.
- **Unlock on Mac using Apple Watch**
You can now unlock the Mac desktop app simply by double clicking the side button of your Apple Watch.
- **Improved wallet-like presentation of Identity items on Android and iOS**
Identity items like Credit Cards and Addresses are now more easily browsable.
- **Added in-page RoboForm UI for in-app browser on Android and iOS**
The elegant inpage AutoFill UI from desktop is now available on the built-in browser in our Android and iOS mobile apps.
- **Added item multi-select on iOS**
You can now easily select multiple items on our iOS mobile app.

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

Security you can trust

All the ways RoboForm protects your data:

- **Strong encryption**
We use the AES256 bit encryption with PBKDF2 SHA256 to guard against dictionary, brute force, and other types of attacks.
- **Zero knowledge infrastructure**
Your data is encrypted with your own secret key—the Master Password. All decryption happens on your device and not on our servers. We have no way of knowing your Master Password or accessing your data.
- **Audited by third party experts**
RoboForm has undergone thorough testing by Secfault Security.
- **Multi-factor authentication**
Keep your RoboForm account extra secure by enabling a second authentication step, such as a one-time password (OTP) sent via email or SMS, or TOTP-based 2FA.
- **Breach alerts**
Receive alerts and recommendations for replacing compromised passwords that have been exposed in data breaches with stronger, more secure ones.
- **Security Center**
RoboForm will help you identify weak, reused, or compromised passwords, and provide suggestions for replacing them with strong, unique alternatives.

At a glance: RoboForm Free and RoboForm Premium

RoboForm comes in two personal versions: Free and Premium. Both include unlimited password storage, web form fill, multi-platform support, strong AES 256 encryptions, password audit, monitoring for compromised passwords, the ability to securely Send Logins, the ability to receive Emergency Access, Windows application Logins support, access to RoboForm via 2FA, cloud backup, bookmarks, and a built-in TOTP authenticator.

RoboForm Premium is available as an Individual subscription (\$1.99 per month, billed annually) or as a Family subscription, which includes 5 Premium accounts (\$3.98 per month, billed annually). Premium adds syncing across all devices, 2 secure Shared folders, Sharing of individual items, web access, ability to grant Emergency Access, and priority 24/7 support.

	Free	Premium
Unlimited Password Storage		
Fill Web Forms		
Multi-Platform Support		
Strong Encryption		
Password Audit		
Monitor for Compromised Passwords		
Securely Send Logins		
Receive Emergency Access		

Windows Application Logins		
Use RoboForm as a TOTP Authenticator		
Manage Bookmarks		
Log in to RoboForm with Two-Factor Authentication		
Cloud Backup		
Sync Across All Devices		
Web Access		
Local Only Mode		
Two Secure Shared Folders		
Share Individual Items		
Grant Emergency Access		
Priority 24/7 Support		

Details on the RoboForm for Business offering and pricing can be found here:
<https://www.roboform.com/business>

Key features

- **One-Click Logins:** One click is better than five. 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.
- **Batch Login:** With a single click, log into multiple accounts simultaneously. RoboForm automatically opens each site in a new browser tab.
- **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.
- **CSV export:** Users can confidently enter their data into RoboForm, knowing they can always remove it entirely should they choose to.
- **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.
- **Secure sharing:** Provide RoboForm with the recipient's email and share selected individual passwords or shared folders 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, whether you use the same password on more than one site, and to check for Compromised passwords.
- **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.

- **Start Page web editor:** The Start Page web editor allows you to easily and quickly manage all their RoboForm data from a single modern interface.
- **Monitor for Compromised passwords:** RoboForm securely checks your passwords against a corpus of known breached passwords provided by Haveibeenpwned and informs you if any of them are included.
- **Built-in TOTP authenticator:** RoboForm will both store and AutoFill TOTP codes for sites that support it. They can even be shared with trusted contacts.
- **Master Password Restore:** Regain access to your data in the event that you forget your Master Password. Requires the Android or iOS app with biometrics enabled.

Technical Requirements

Windows

Extensions for Chrome, Firefox, Edge, Opera, and Brave are available.

The universal installer installs the RoboForm desktop app. This adds: the add-on for Internet Explorer, the ability to log in to Windows applications, offline desktop editor access, and the ability to be logged in to RoboForm with multiple browser sessions. Must be on Windows 7 or above.

Mac

The universal Mac installer installs RoboForm along with the extension for Safari. Extensions for Chrome, Firefox, Opera, and Brave are available. Must be operating Mac OSX 10.13 and Up.

iOS

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

Android

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

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.

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

Get started with RoboForm

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

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

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

Visit the web editor at <https://start.roboform.com>: The RoboForm Start Page combines all of your Logins, Bookmarks, and Safenotes in one place, making your browsing experience fast and easy.

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

RoboForm in action

One-Click Logins: Just one click on a RoboForm Login from the browser extension will take you to the website sign-in page, fill your credentials, and hit the submit button. Works amazingly, even on two-step login pages!

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.

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.

BATCH LOGIN

A Batch Login allows you to log into multiple accounts simultaneously, all with one click. Select multiple Logins or a Folder, and RoboForm will enter each selected individual Login in a new browser tab.

COMPROMISED PASSWORDS

A compromised password is an individual password that has previously been seen in a documented data breach where hackers released the stolen data publicly or sold it on the dark web. To detect compromised passwords, RoboForm checks against a list maintained by Have I Been Pwned (HIBP), a service that collects passwords exposed in data breaches.

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.

ONE-CLICK LOGIN

One click on a RoboForm Login from the browser extension will take you to the website sign-in page, fill your credentials, and hit the submit button.

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 DESKTOP EDITOR (LEGACY FEATURE)

Legacy feature. This is the desktop editor that ships with the Windows and Mac installed versions of RoboForm. We have stopped updating the RoboForm Desktop Editor and it is therefore not an accurate representation of our current user interface. The Start Page web-based editor has replaced the RoboForm Desktop 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 WEB EDITOR

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, add the RoboForm extension, and then go to <https://start.roboform.com>.