

iOS and iPadOS User Guide

SplashID 8.0 and above

Introduction

SplashID provides quick and easy access to all of your personal identification information, including usernames, passwords, credit cards, PINs, calling card numbers, frequent flyer numbers, insurance info, and more. Data is stored in a secure, encrypted, password protected format and can be synchronized between SplashID on your mobile device and SplashID on the desktop (Windows, Mac OS, and web). You may prefer to do most of your data entry on the desktop, however, since it's faster and easier with a keyboard, and then synchronize the data with your mobile.

Account Types

SplashID Safe is the only password manager that lets the user choose how to handle the storage of their sensitive records securely. You can choose between Cloud sync, local WiFi sync, or No sync based on your needs.

SplashID Cloud Services

SplashID Cloud Services is first and foremost seamless automatic sync across all your computers & devices via our secure cloud server: anywhere, anytime. It's the quintessential "set it and forget it" sync solution for secure data.

In addition to automatic sync, the optional SplashID Cloud Services also includes a powerful web-based version of SplashID Safe, professional email support, and automated cloud backups.

Local Wi-Fi Sync Only

This is the familiar WiFi sync solution that has been in SplashID since version 4. You can manually connect and sync SplashID on the mobile device with the PC or macOS desktop SplashID over your local WiFi network.

No Sync Enabled

This option exists for those users who don't plan on synchronizing their SplashID Safe data. Your data will exist only in the local database on the device, and will not be automatically backed up in the cloud or synchronized with any desktop or web app.

First Time Set Up

After SplashID is installed on your device and launched, it will need to be set up. The set up is very easy and follows a few steps to get you to start using SplashID.

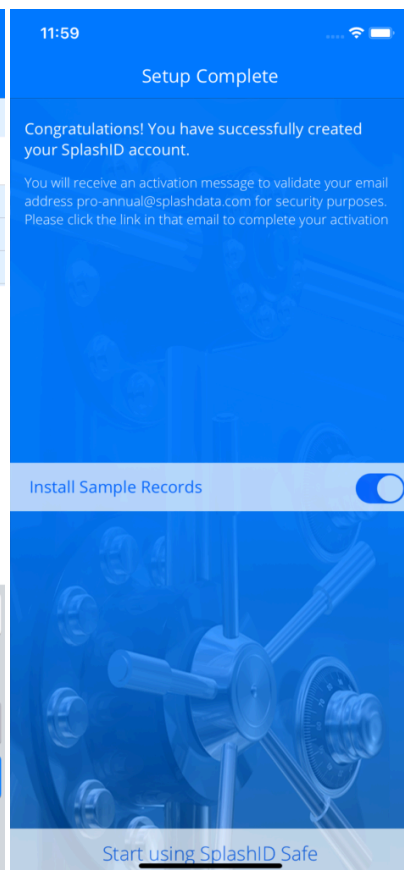
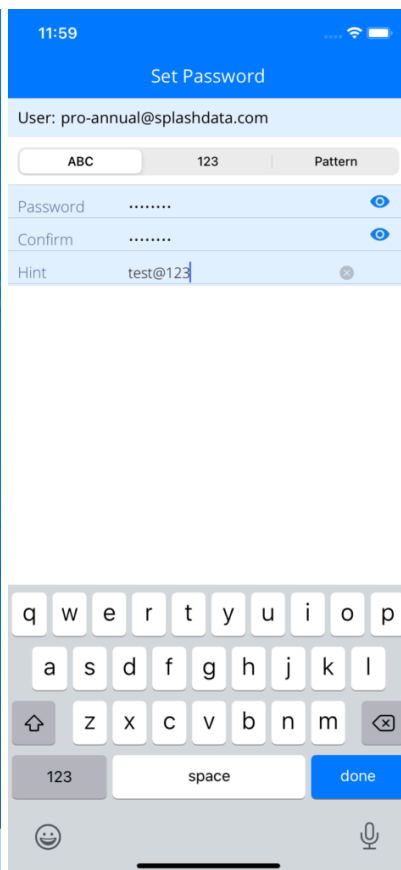
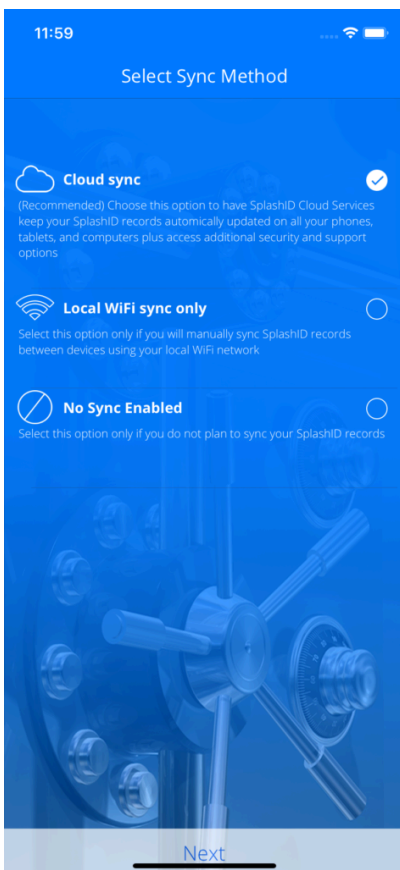
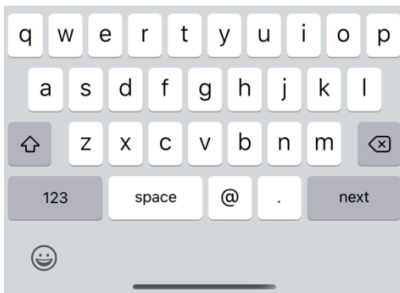
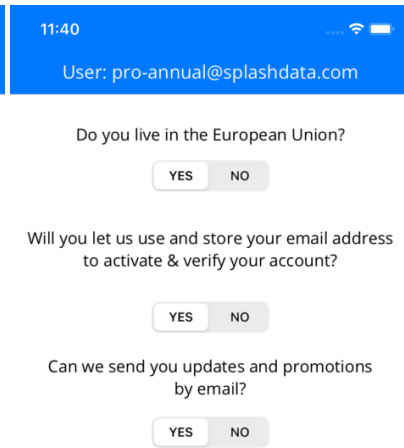
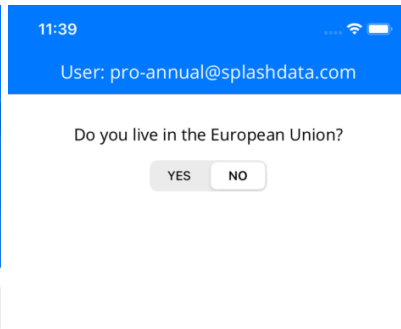
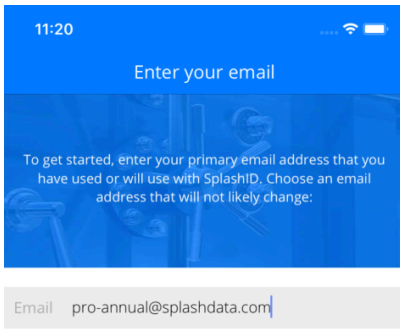
After you enter your email address, SplashID will check with the server if the email address is registered. If the SplashID account exists, then it will ask you to enter your master password to complete the initial set up.

On the other hand, if the email isn't found in the SplashID system, then you will be prompted to continue with registering a new SplashID account. The next section will explain the required steps needed for the registration.

Registration

Launch SplashID on your phone and enter your email address to start creating your account. It is recommended that you use all lower case letters in your email address to prevent any confusion with your account email address. The screenshots below will show you the steps required to complete the registration process.

1. Launch screen
2. Email address entry
3. EU user opt in
4. EU user options
5. Master password and password hint setup
6. Install sample records option



After the master password and hint is accepted by the server, you will need to verify your email to activate your account. Please check your email inbox and click on the verification link to complete the user account setup.

Alternatively, you can choose to sign up for a new SplashID account on our website at <https://www.splashid.com/register>.

Once you create a SplashID account you can use the same account for access on all your devices and desktops. A SplashID Pro license will be required if you need to access it across unlimited devices and desktops. Please visit <https://www.splashid.com/pro> to get a SplashID Pro license.

Login

You have the option to choose how you want to login to SplashID on your device. Use your strong master password to sign in to the application for the first time after installing the app. Once set up, the master password is used to access your account and unlock the application.

- Master password
- Touch ID or Face ID
- Numeric passcode
- Pattern unlock

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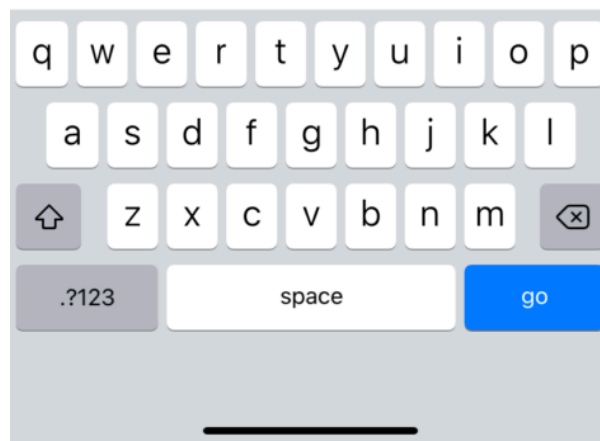
Enter Password Hint

User: pro-annual@splashdata.com

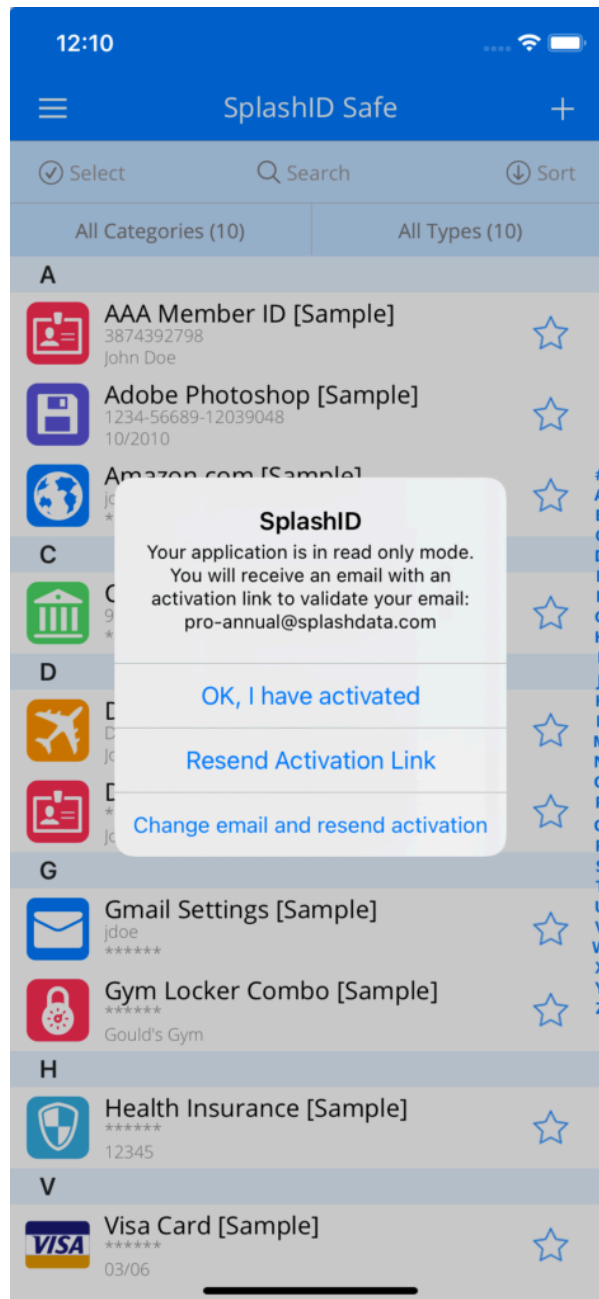
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SIGN IN



If activation is not completed then you will get a prompt indicating that you need to complete the activation.



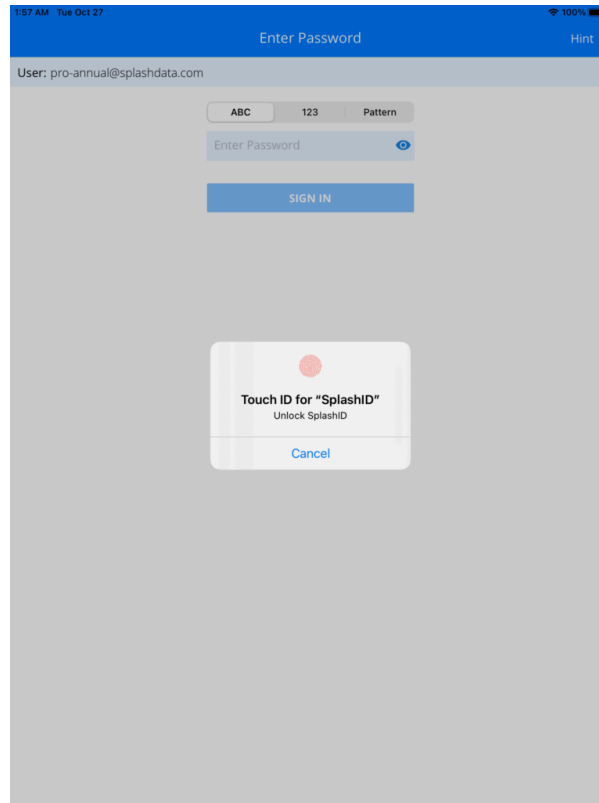
Cloud sync users can also access their records in their SplashID account on our website at <https://www.splashid.com/login>.

Touch ID or Face ID sign in and unlock

If your device supports Touch ID or Face ID recognition then you can enable it for use in SplashID. Once enabled, you can use it for signing in to your app or to unlock it.

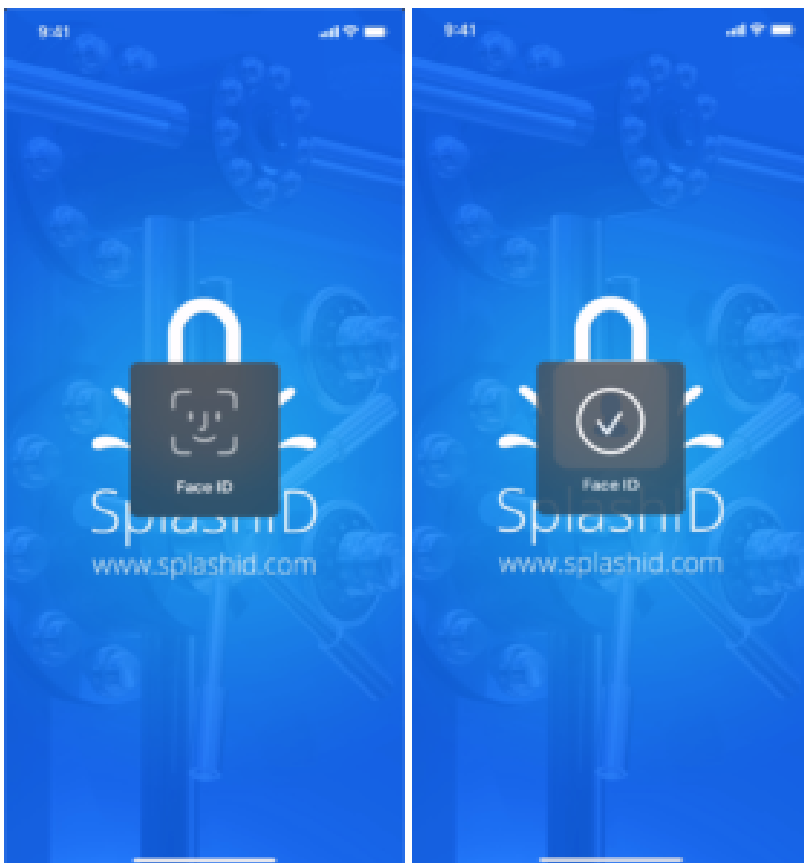
Touch ID access will work if the following requirements are met on your device.

- The device should have Face ID capability
- You should have at least one fingerprint enrolled on your device



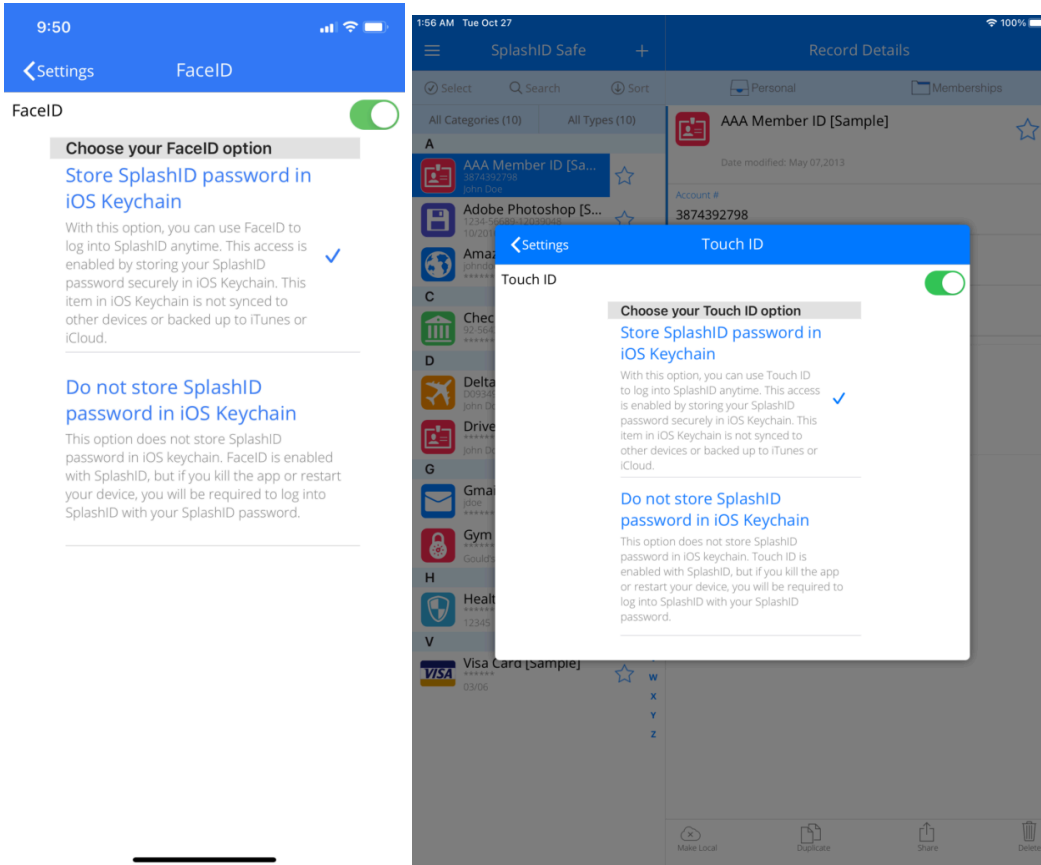
Face ID access will work if the following requirements are met on your device. Refer to the supported list of devices [here](#).

- The device should have Face ID capability
- You should have configured your device for facial recognition.



To set up Touch ID or Face ID access do the following.

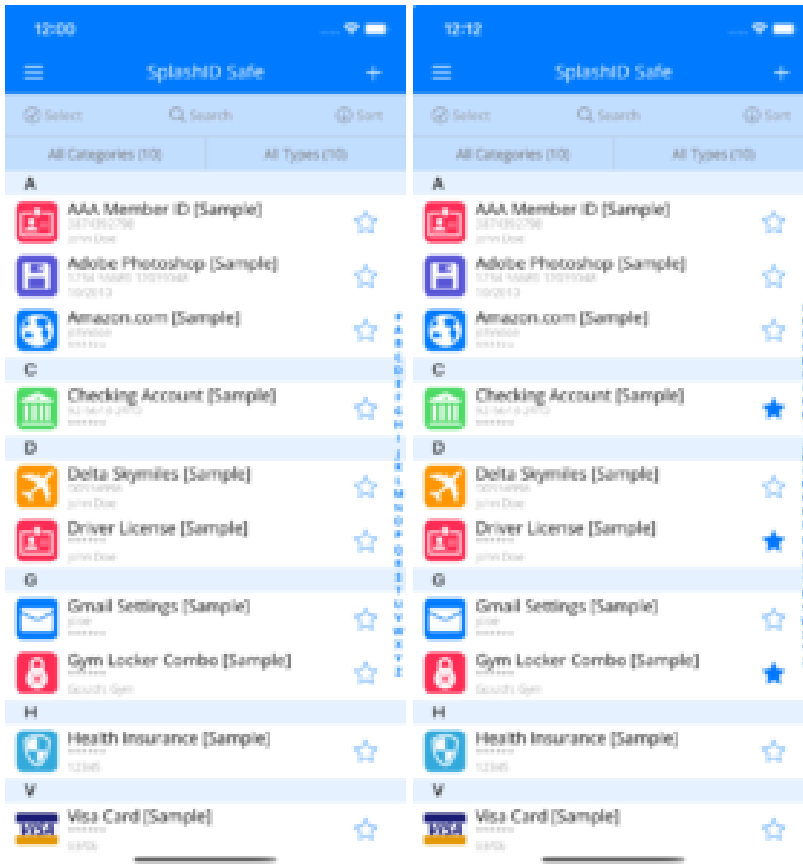
- Sign in to SplashID
- Go to Settings > Security Settings
- Tap the switch for the Touch ID or Face ID option to enable or disable it
- On enabling select if you want to use Touch ID or Face ID for sign-in also on your device. This will require you to select the option to store your master password in the iOS keychain.



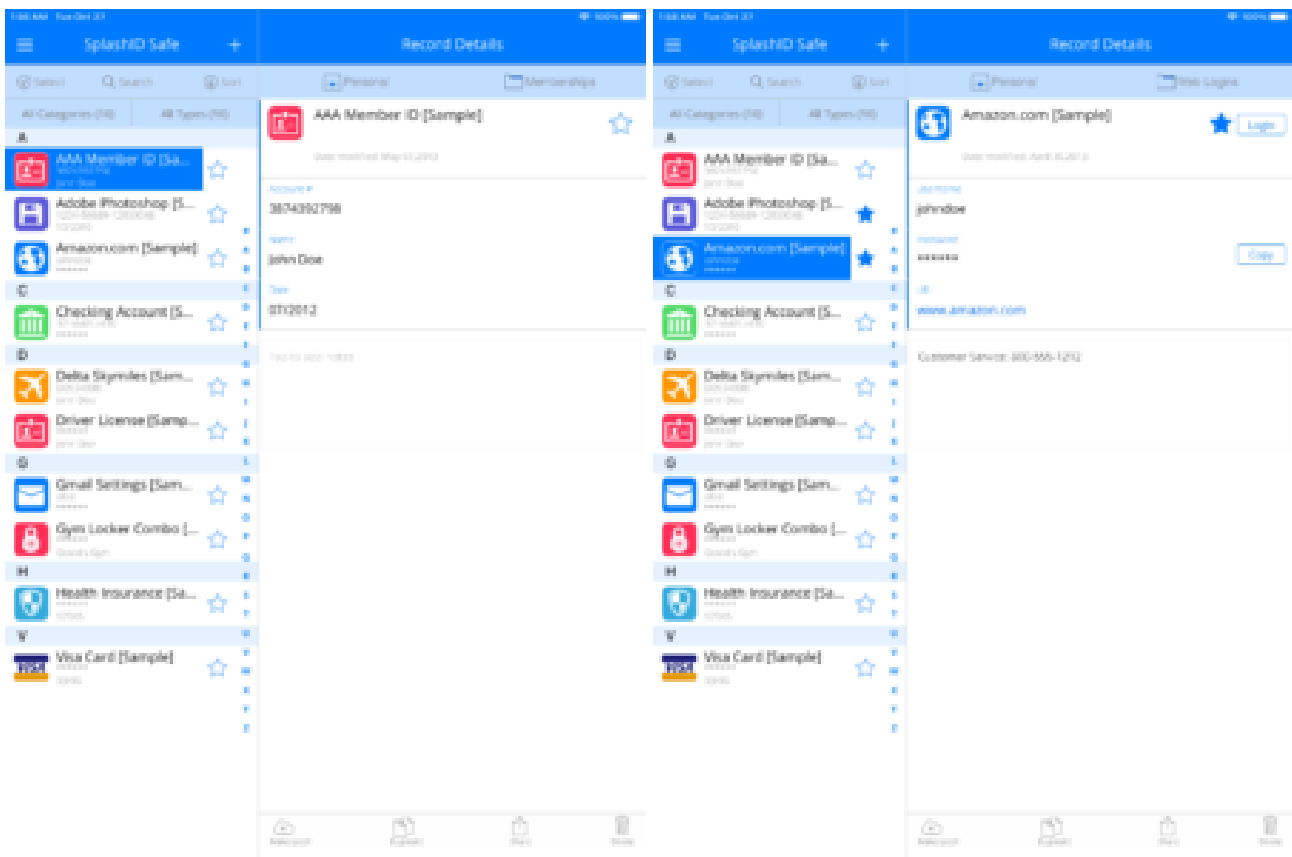
Record List

The record list is your main view for SplashID. From here you will browse, search, add, edit, and view records.

Swipe any record to the left and tap More to take record actions such as Web Login, Edit, View, and Delete.



On the iPad the record list and details are shown in a 2 panel layout.



Starting from the top left, here are the functions of the Record List:

- **Side menu button** (three lines) – View account and license info, go to main view (record list view), access Dashboard, Backup, Settings, Edit Categories, Edit Types and Help, or lock the app.
- **Add button** (plus sign) – Add a new record, new category, or new type
- **Category and Type filters** – Select a [Category or Type](#) to filter by
- **Search** – Search on any field with dynamic results
- **Select** – Brings up an action bar on the bottom of the screen so you can select one or more records to Share, Duplicate, Move, or Delete
- **Sort** – Change the view to sort by Name, Category, Type, Date, Most Visited, Recently Added, Recently Viewer, or Local Only
- **Alphabetical Search Bar** – This bar allows you to quickly move to the desired alphabetical group. This option is only available when sorting by Name.
- **Mark a record as a favorite** – This feature will allow you to make any record as a favorite.

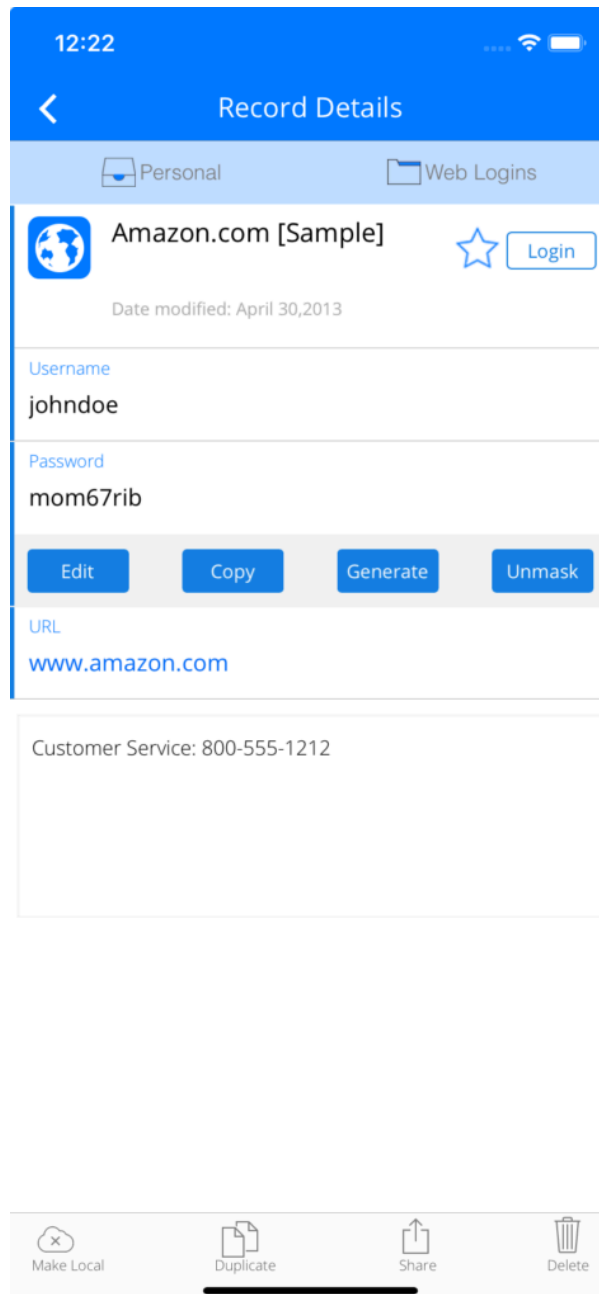
FAVORITE RECORDS

Each record in the record list has a star that shows if your record is a favorite of yours.

A filled blue star on a record indicates that the record is a favorite. Tap on the star icon to make a record as a favorite or to remove it as a favorite. Use it to create a list of records that you can quickly filter using the Favorites option in the Category filter drop-down above the list of records.

Record Details

When you tap on a record in the Record List, it opens the Record Details screen. We've designed this screen to give you everything you need on one level so you don't have to drill down to make changes.



Tap on the star icon, to make a record of yours a favorite, or to remove the favorite marking on it.

Tap any field to access tools, such as Edit, Copy, Generate (password), and Mask. You can set password generator settings in the main [Settings](#) screen. If you want to add additional fields, tap an existing field, then tap Edit, then you can enter data on the extra fields or add an attachment (up to 1 attachment per record, and 1 MB max per file attachment).

A **Custom Icon** can be set for a record if you desire to have one. To set a custom icon you can tap on the icon next to the record name, tap on the '**Add Icons**' button at the bottom of the icon selection, and then select an image from the Gallery or capture a new one with the phone camera. This feature will require you to accept the Camera permission on your phone for SplashID.

Tap the Login button next to field 1 if the record is a Web Login to open the web browser and autofill the username and password. You can also turn on Auto-Submit in [Settings](#).

Make Local will designate any record in your SplashID database as Local only. This means the record stays local on the mobile device and does not sync to the cloud server. If the record is already on the web app or on any other devices running SplashID, it will get deleted from those apps. At any point, you can set the record back to sync with the cloud. The record would then sync back to the cloud server and appear on all devices.

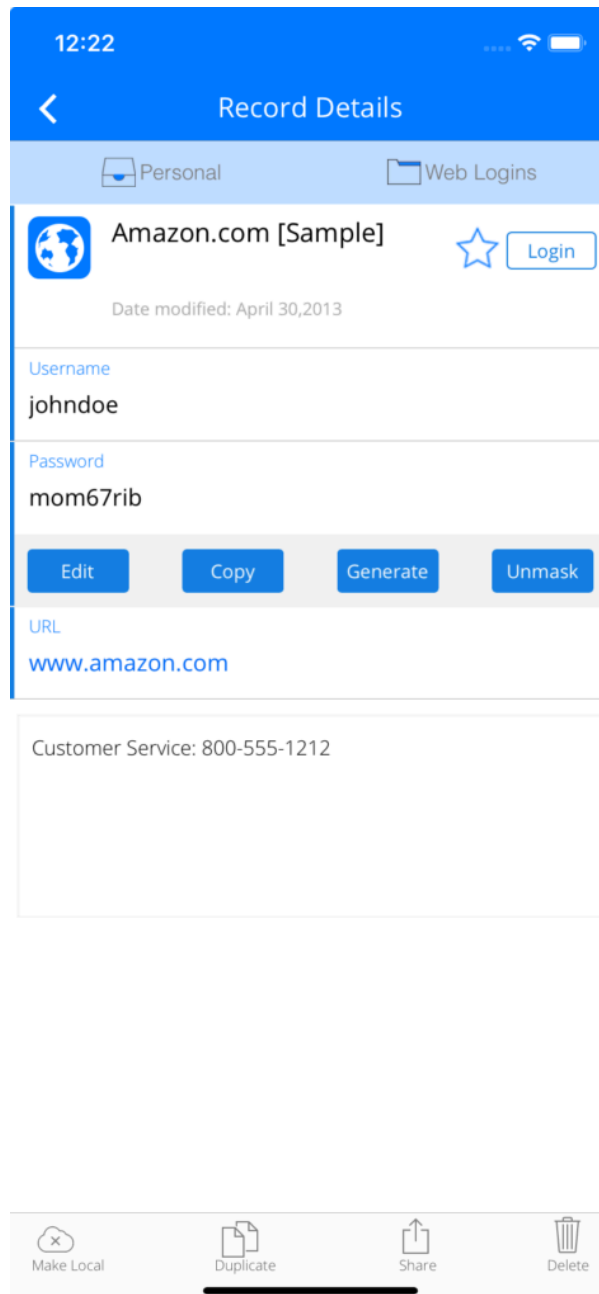
Duplicate will make a copy of the current record so you can edit it and save it as a new record.

Share will send the record as a secure file for SplashID users or a limited use self-destructing web page for non-SplashID users.

Delete will delete the current record.

Editing Records

While viewing a record, tap a field and then the Edit button to make changes. This is also what you see when you tap the New Record button from the Record List. We've designed this screen to give you everything you need on one level so you don't have to drill down to make changes.



Tap the Category or Type menus to change the record's assigned [category or type](#).

Tap the icon to access the icon picker and make a new selection. This may not be necessary, however, as many logos are automatically assigned after you enter the record name. For example, type "Amazon" for the record name, and the Amazon logo shows up when you go to the next field or save. You can also add custom icons if the built-in ones are not sufficient.

Tap the field in the data space or the field label to edit them directly.

Tap the Notes field to add notes up to 4000 characters.

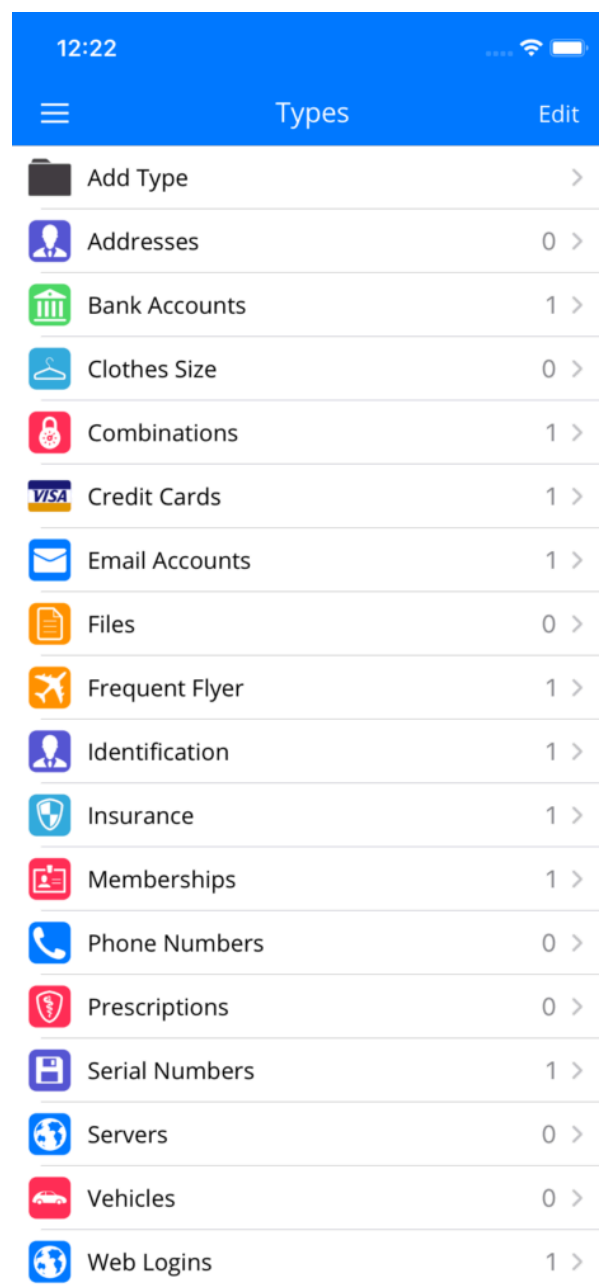
Tap the **Add Attachment** button to add a photo or document (1 file per record, up to 1 MB per file).

Types & Categories

The difference between Categories and Types is best illustrated by an example. You use Categories to separate your Business records from your Personal records, while you use Types to separate your Credit Card records from your Web Login records.

Categories act as filters for grouping related records. The two predefined Categories are Business and Personal, though you may add more by choosing Edit Categories from the Settings screen.

Types act as templates, which define the structure for the items you want to store in SplashID. You may define up to 9 Custom field labels and a default icon for each type, as well as specify the fields you wish to mask. For example, you may create a type for Web Logins, which includes Custom field labels for username, password, and URL, with a globe icon, and the password field masked; and you may create a Type for Credit Cards which includes Custom field labels for the credit card number, expiration date, and PIN, with a Visa icon, and the credit card number and PIN masked.



Only Categories and Types that contain records are displayed in the filter menus on the Record List screen. So if you create a new Category/Type, it will not show up in the filter list until you


create a new record and select the new Category/Type, and save the record.


Side Menu


When you tap the side menu (three lines) button at the top left of your screen, from any view, you can access the following options:


- **SplashID Safe** - This is the [Record List](#), where you can search, view, and edit your secure records.
- **Dashboard** - Access the Dashboard, where you can analyze your records and improve your security.
- **SplashID Backup** - Cloud sync users will be able to access and restore online backups on those rainy days.
- **Settings** - Access all the SplashID Settings. See the next section for details.
- **Edit Categories** - Displays the Categories which you may edit, add, or delete. Select an existing Category to edit its name, or tap the Edit button, then Add Category to add a new one.
- **Edit Types** - Displays the Types which you may edit, add or delete. Select an existing Type to edit, or tap Edit, then Add Type to add a new one.
- **Get Help** - Access the SplashData Help Desk at support.splashdata.com.
- **Lock Now** - Locks the app and encrypts the SplashID database.


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 v8@splashdata.com
Sync: Cloud Sync
Plan: **Lifetime**


 SplashID


 Dashboard

 SplashID Backup

 Settings

 Edit Categories

 Edit Types

 Get Help


Lock Now


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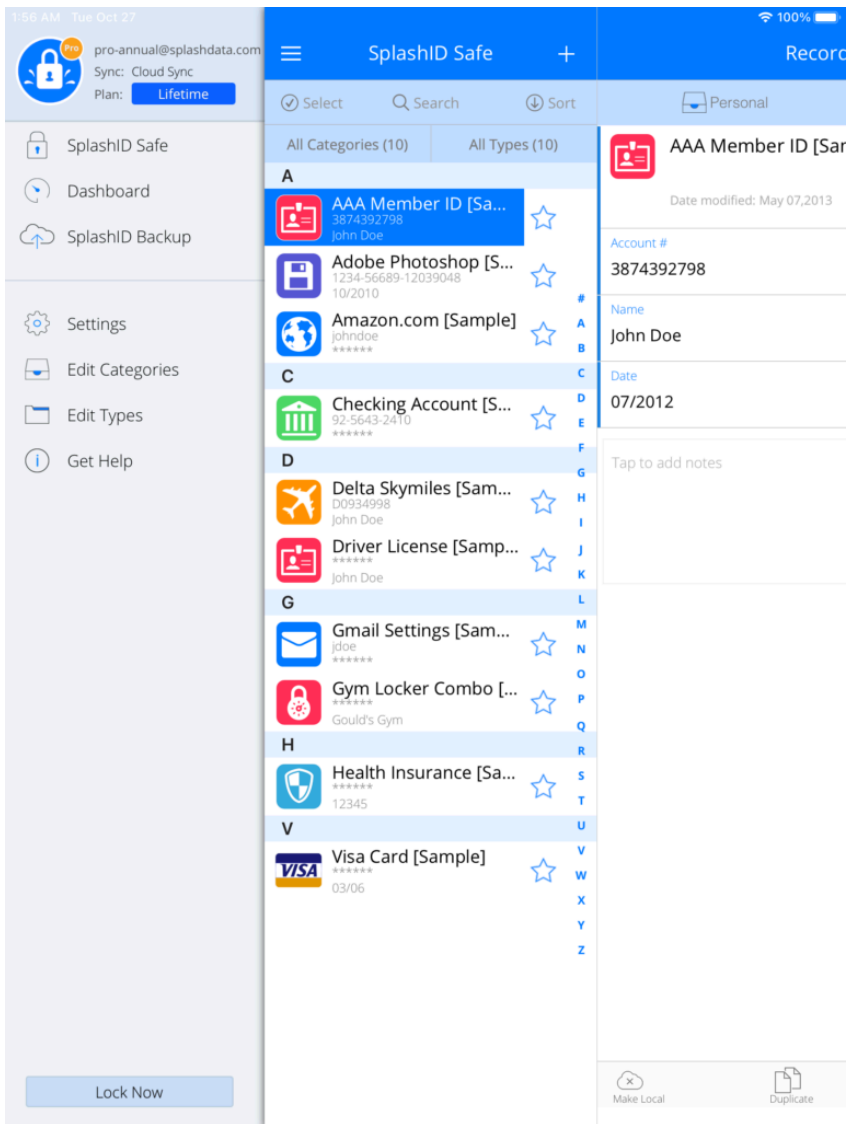
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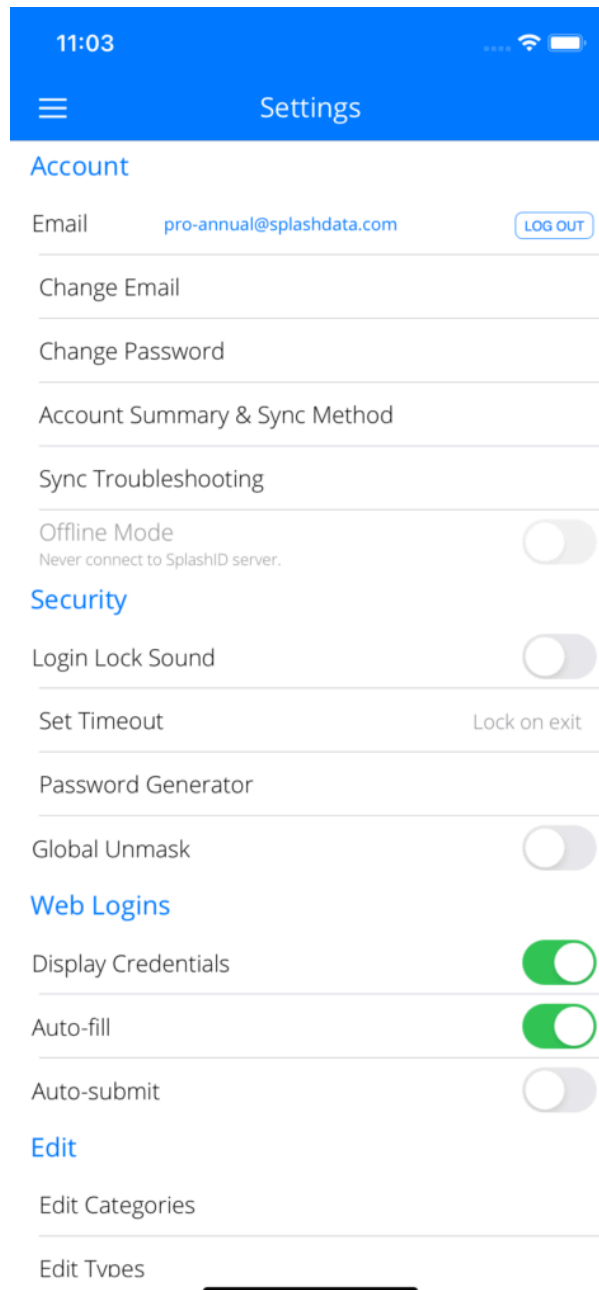
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Settings

Settings allow you to customize SplashID to fit your needs and to maintain your SplashID account. The sections below give a brief description of the available settings.



Account

- **Email** – This email address needs to be valid and the same on every version of SplashID you use.
- **Log out** – Allows you to log out, so you can re-login or login to another SplashID account. Please note this loses (deletes) all local data.
- **Change Email** – Select to edit the email address you associate with your SplashID account.
- **Change Password** – Select to edit the password protecting SplashID. See Security for more info.
- **Account Summary & Sync Method** – View your account status and switch to a different [sync solution](#).
- **Sync Troubleshooting** – In case of Cloud sync issues, allows you to Download All records from Cloud (replacing all local data with the data in Cloud) or Upload all records to Cloud (in case local data is full and correct and Cloud data is not).

- **Offline mode** - It allows you to stop the mobile app from communicating with our Cloud servers for account related services (requires at least 8.0.10 version of the app). *This feature is available for WiFi and No Sync users with a Pro license.* With this mode enabled you can see all your records in offline mode, without needing SplashID to communicate with our servers for account related services. In this mode SplashID will ask you for permission to connect to the cloud if you wish to share records, change your master password, or if your subscription expires.

Security

- **Login Lock Sound** - Turns on or off the click sound that is played at login or locking.
- **Set Timeout** - Change your auto-locking timeout period: from Immediately to up to 30 minutes.
- **Password Generator** - Change settings for password generator - length and included characters.
- **Enable Touch ID** - If you have Touch ID enabled on your device, turning on this option will allow you to unlock SplashID using Touch ID.
- Please note that you must already have Touch ID enabled on your iOS device, with at least one fingerprint stored. This is set up in the System Settings > Touch ID & Passcode.
- Touch ID login will be requested when you launch the SplashID Safe iOS app after the timeout period has been reached. The default is 1 minute, but you can adjust this in SplashID settings.

There are 2 options for Touch ID.

1. Store SplashID password in iOS Keychain - with this option you can use Touch ID to **log into SplashID anytime**, even after a force quit. This access is enabled by storing your SplashID password securely in the iOS Keychain. This item in iOS Keychain is not synced to other devices or backed up to iTunes or iCloud.
2. Do not store SplashID password in iOS Keychain - with this option Touch ID is enabled with SplashID, but if you force quit the app or restart your device, you will be required to log into SplashID using your SplashID password.

Web Logins

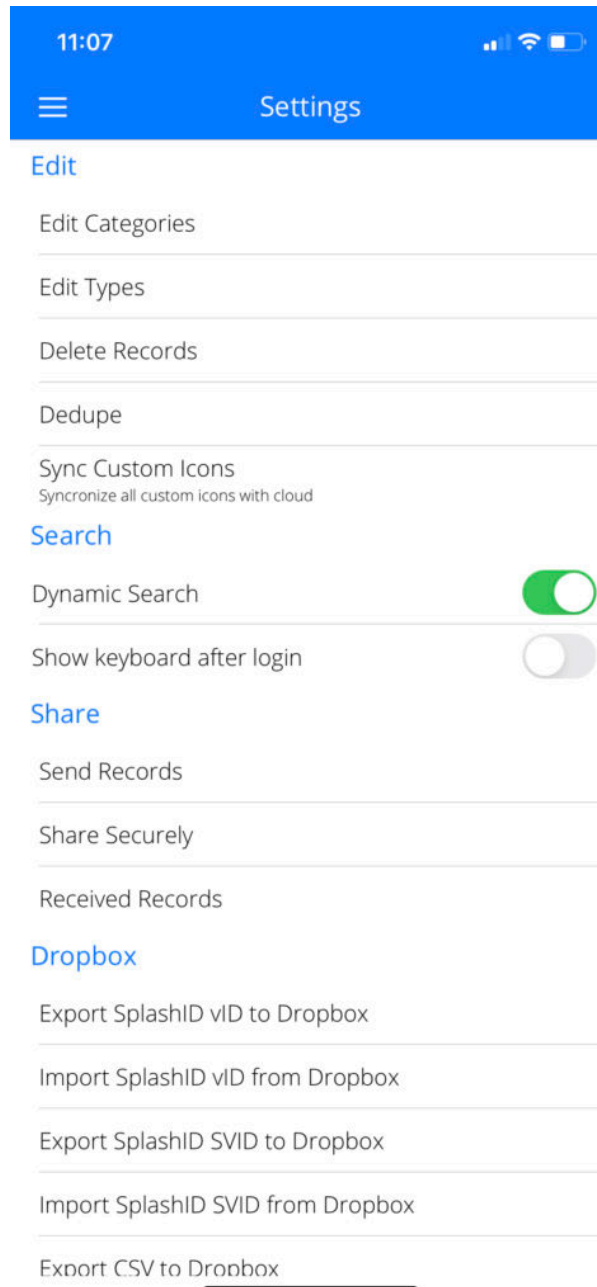
- **Display Credentials** - When web logins are auto-filled, the username and password are displayed at the top of the screen.
- **Auto-fill** - Fill in username and password fields automatically in the built-in browser
- **Auto-submit** - Automatically submit the login form after auto-fill on the built-in browser

Edit

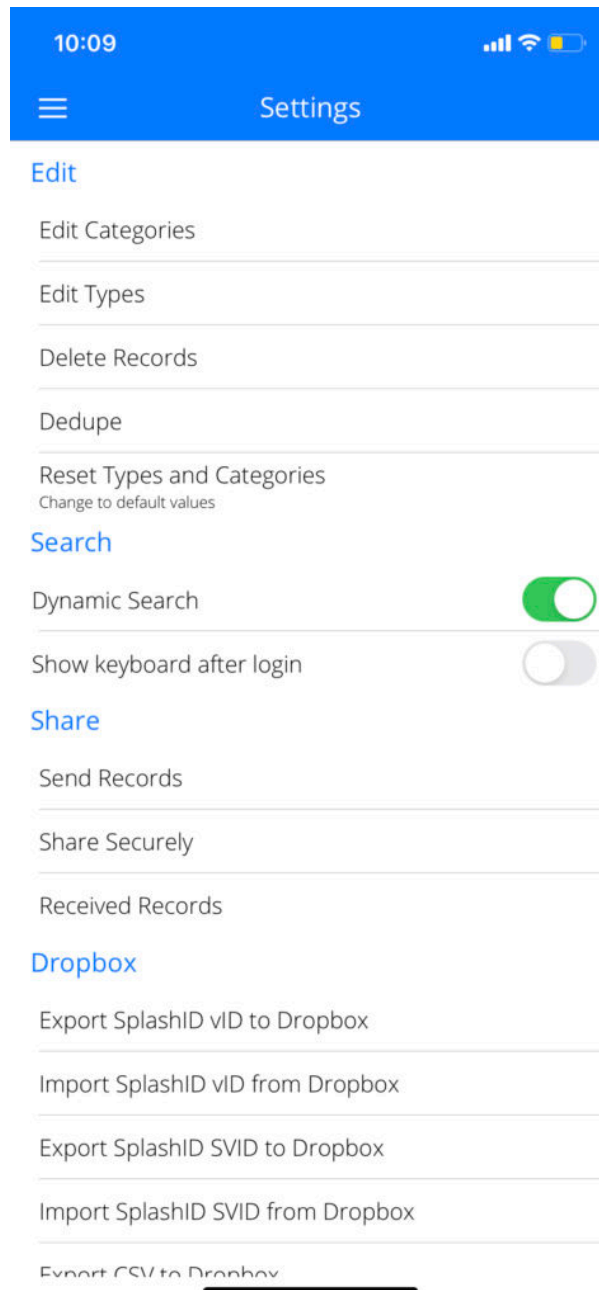
- **Edit Categories** - Displays the [Categories](#) which you may edit, add, or delete. Select an existing Category to edit its name, or tap Edit button, then Add Category to add a new one.
- **Edit Types** - Displays the Types which you may edit, add, or delete. Select an existing Type to edit, or tap Edit, then Add Type to add a new one.

- **Delete Records** – Displays a list of all records, allowing you to select multiple (or all) records for deletion.
- **DeDupe** – Use this tool to search for duplicate records and then delete them.
- **Sync Custom Icons** – This feature is only *available for a Cloud Sync user* to upload all their custom icons to the cloud again. It is useful when some icons had failed to sync previously.
- **Reset Types and Categories** – This feature is only *available for WiFi Sync and No Sync users* to restore deleted or updated default SplashID types and categories.

Cloud sync account



WiFi sync account



Search

- **Dynamic Search** – With Dynamic Search ON, the Find tool will start filtering search results as you type. When OFF, you must tap Search when you are done entering the search terms.

Share

- **Send Records** – Use this tool to send records in a vID file format to anyone. The vID file with selected records will be sent as an attachment over email.
- **Share Securely** – Use this tool to send multiple records or all of them as a secure file for SplashID users or a limited use self-destructing web page for non-SplashID users.
- **Received records** – Here you will find records that other users have Shared Securely with you.

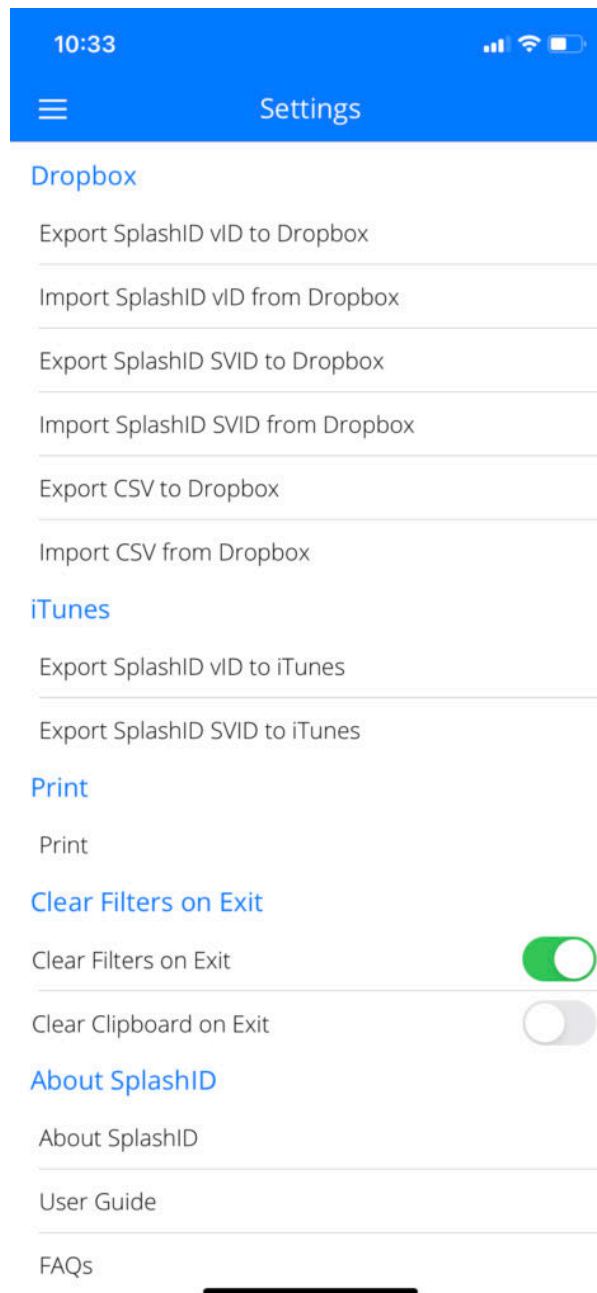
Dropbox

If you have the Dropbox app installed, you can export or import a backup of all your records. The backup file can be an SVID or a vID file and is protected by your master password. The files will be

available in your Dropbox folder under Apps/SplashID/.

SVID is an enhanced version of VID that supports user uploaded icons and enhanced processing of records during their import.

- **Export SplashID vID to Dropbox** – We recommend using the SVID export option instead. Export a backup of all your records to a vID file. Please note file attachments are not exported.
- **Import SplashID vID from Dropbox** – Import a backup of all your records from a vID file.
- **Export SplashID SVID to Dropbox** – Export a backup of all your records to a secure SVID file containing records, types categories, attachments, and icons.
- **Import SplashID SVID from Dropbox** – Import a backup of all your records from a secure SVID file.



Use SVID instead of vID

SVID files support user uploaded icons on records and has enhanced user information to allow for updating the records during an import. You can manually export and import SVID files. It is **recommended that you use SVID files instead of vID files** during the manual export and import of records.

Clear Filters on Exit

- **Clear Filters on Exit** – This preference, when enabled, will reset the Category and Type filter selections when you exit the application, so when you return all items will be displayed.

About SplashID



- **About SplashID** – Displays the version/build info.
- **User Guide** – This guide.

- **FAQs** – Web View of the online Frequently Asked Questions.
- **Send Feedback** – This tool is intended to be used to make suggestions or feature requests. You may not get a reply to this email, so if you need technical support, please submit [a ticket](#).

Security

Setting a Password – You must set a password to protect your data.

Do not forget your master password

You will need to use this master password to open SplashID on all the platforms you have SplashID – desktop, mobile apps, or the web app if using Cloud sync.

We **cannot change or reset your master password** from our side. So please do anything required to not forget your master password.

- Your password must be at least 4 characters in length.
- This password is case sensitive.
- A strong password of at least 8 characters including at least one number, one upper case character, and one non-alphanumeric character is strongly recommended.
- Once you set a password, SplashID encrypts your data using [256-bit Blowfish encryption](#) to ensure data security.
- You can optionally enter a hint to remind you of your password if you forget.

Setting a Pattern – A more fun and convenient way to login, though less secure than a strong password, is using a pattern. To set a pattern, tap the Pattern button in the Set Password dialog. Then draw your pattern using the numbered dots supplied (no overlapping or repeating). Tap Continue and confirm the pattern, then make a note of the numeric equivalent – this must match the SplashID desktop if you plan on synchronising. Please note you can not use both a pattern and text password, it is always one or the other.

Entering a Password – You will be required to enter your password each time you launch SplashID, or when you turn on your handheld if SplashID was the last running when it was turned off.

Changing a Password – To change a password, select Set Password from the Tools menu, enter your Old Password, then enter and confirm the New Password.

2-Factor Authentication – 2-factor Authentication is a recommended option to increase the security of your SplashID account. The 2nd factor is an additional code that needs to be entered when your SplashID account is accessed from a new desktop, device, or browser. Once you confirm access is authorized with the additional code, you will no longer need to enter the 2nd-factor code when you log in from that device or browser. This works only for Cloud Sync users.

Setting up 2-Factor Authentication

To use 2-Factor Authentication, login to your SplashID account at <https://www.splashid.com/login> using the Web client. Under Settings > 2-factor authentication, select 'Enable 2-Factor Authentication' and click on Save. Once enabled, if you attempt to log in to your SplashID account from a new web browser, desktop, tablet, or phone, you will be required to enter a 6-digit code that is emailed to your SplashID account email address or sent by SMS to your phone number. Once you enter the second-factor code, you will never be asked for the code again on that browser or device. If you want to authorize access on another new web browser or device, you will need another second-factor authorization code.

Sharing Records

You can share information with other SplashID users in a few different ways:

- **Share Multiple Records** - When in the List View, tap the Select button on the top toolbar, and then choose records you wish to share. Then tap the Share button on the bottom toolbar.
- **Share Single Record** - When viewing the Record Info, tap the Share button on the bottom toolbar. Then you have the option to share via AirDrop (to other iOS devices only at this time) or Share Securely (which works with both SplashID and non-SplashID users).

Synchronization

You have an important choice to make between local Wi-Fi sync and SplashID Cloud Services. Here's how they are used:

SplashID Cloud Services

The SplashID cloud syncing service that seamlessly updates any changes to your records when you launch the application. No more fussing with Wi-Fi sync (unless you want to).

Here's the great thing about it - we don't have to explain how to use it. Just login to your various SplashID versions (iPhone, iPad, Mac, Windows, Android, and web app!) with the same email address, and your data synchronizes automatically. Never is it out of sync, never do you have to worry about the loss of data or backing up. It just works.

Local Wi-Fi Sync Only

This is the familiar Wi-Fi sync solution that has been in SplashID since version 4. Manually connect the handheld and desktop apps over your local Wi-Fi network.

Items may be created or edited on the Handheld or Desktop and the changes can be synchronized over your local Wi-Fi network. You can download the SplashID desktop for Mac or Windows from [splashid.com](https://www.splashid.com).

By default, information is synchronized in both directions, but you can adjust the settings, in Sync settings which can be found in the Options/Preferences dialog.

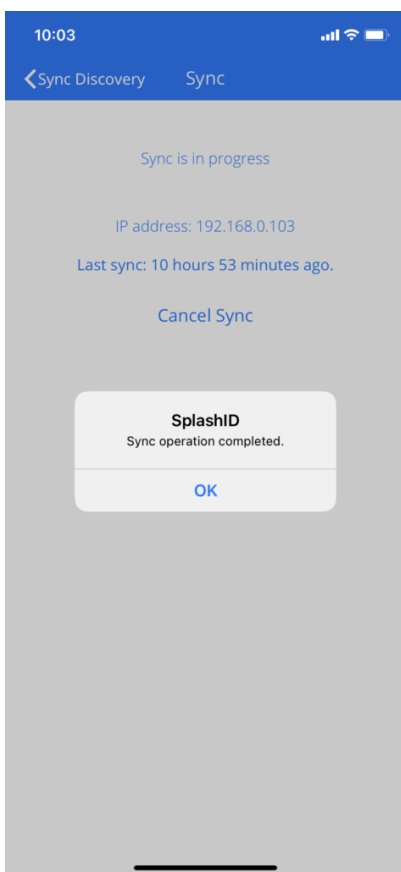
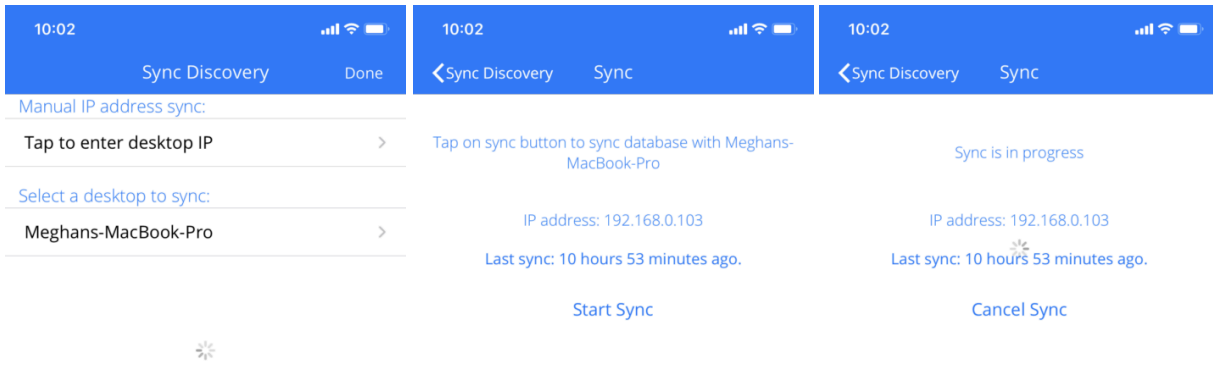
In most cases, you will wish to leave the Default setting (on the right) set to Synchronize. This means that after changing it to Desktop Overwrites Handheld and doing sync, it will revert back to Synchronize for the next sync so you don't have to go back in and change the setting back manually.

Here are the possible sync settings and the results they will bring about:

- **Synchronize** - Changes made on the Handheld or the Desktop will be synchronized. If a record is edited on both sides between syncs, the latest edit will win.
- **Desktop overwrites handheld** - All data on the Desktop is copied to the handheld. Any data on the Handheld will be replaced.
- **Handheld overwrites Desktop** - All data on the Handheld is copied to the Desktop. Any data on the Desktop will be replaced.

In order to synchronize, you must do the following:

1. Turn on the Wi-Fi on your handheld device, then select the same network that your computer is on for your handheld to join
2. Open the SplashID desktop
3. Select the correct user from the User menu in the SplashID desktop to match the device name
4. Set the passwords the same on both the desktop and handheld software
5. Adjust the Sync settings in Options/Preferences > Sync if you wish
6. Start the Sync on the handheld, by dragging down on the Record List with your finger, or selecting Wi-Fi sync from the Settings screen

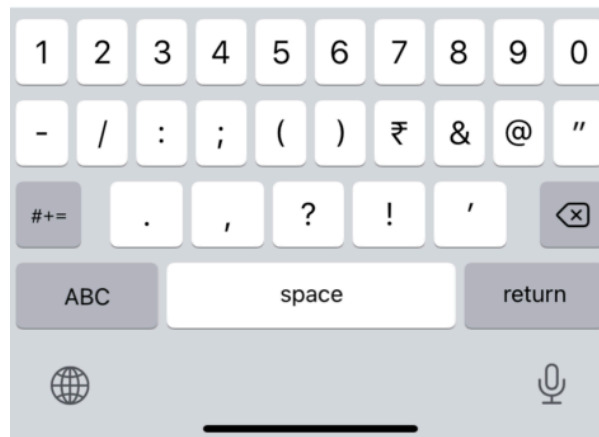
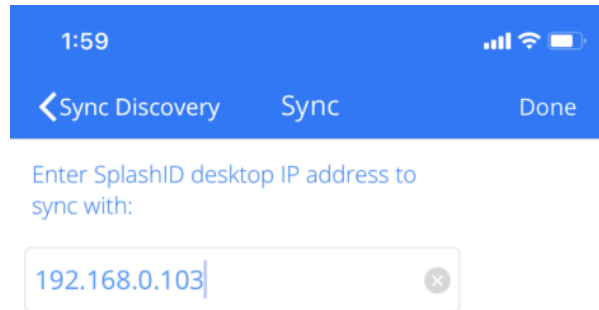


MANUAL IP ADDRESS SYNC

If you have trouble connecting your handheld and desktop SplashID, or if you want to want to sync remotely over the Internet, you can sync using a manual IP address.

To do this, open the Sync dialog on the handheld and tap where it says Enter an IP Address "To sync with."

Enter the IP address of the desktop computer, either on the local network or the public IP if connected directly to the Internet You can find this IP address in the SplashID Desktop under Options/Preferences > Sync.



Backup & Restore

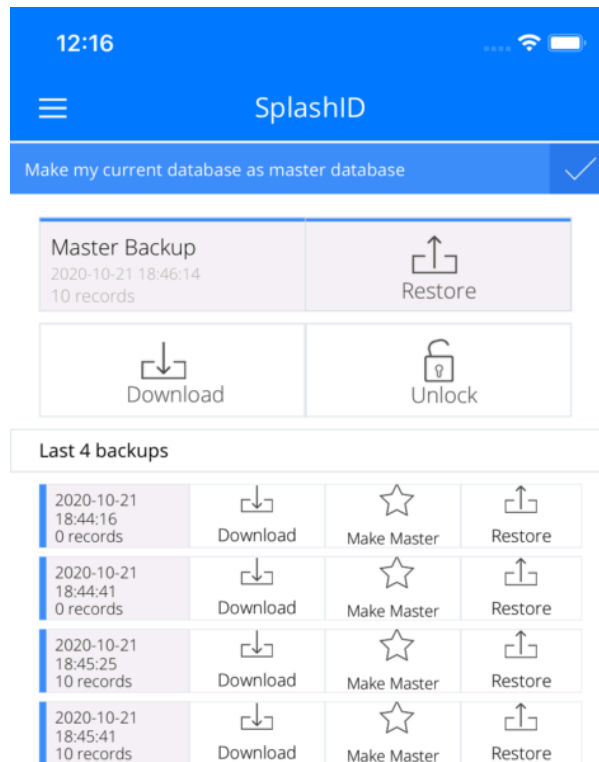
With SplashID 8, cloud sync users have a new backup service that protects them from data loss forever. Every week, a new encrypted backup is automatically created for you. Your 5 most recent backups are available anytime to download or restore as your current database. And you can lock in any backup (or your current database) as your master backup.

Hopefully you'll never need to use it, but if you do, here's how.

Login to any SplashID 8 client app – iOS, Android, Mac, or Windows – and select the **SplashID Backup** tab on the side menu.

To restore a backup, select the backup you would like to restore, based on the date and number of records it contains, then click Restore.

You can also make your current database the "master" backup by tapping the check mark at the top of the screen. The master never gets overwritten by newer backups, giving you a reliable restore point once you set it. If you want to release the master backup, click the Unlock button. Or you can just replace the current master backup with your current database at any time by tapping the check mark at the top of the screen.



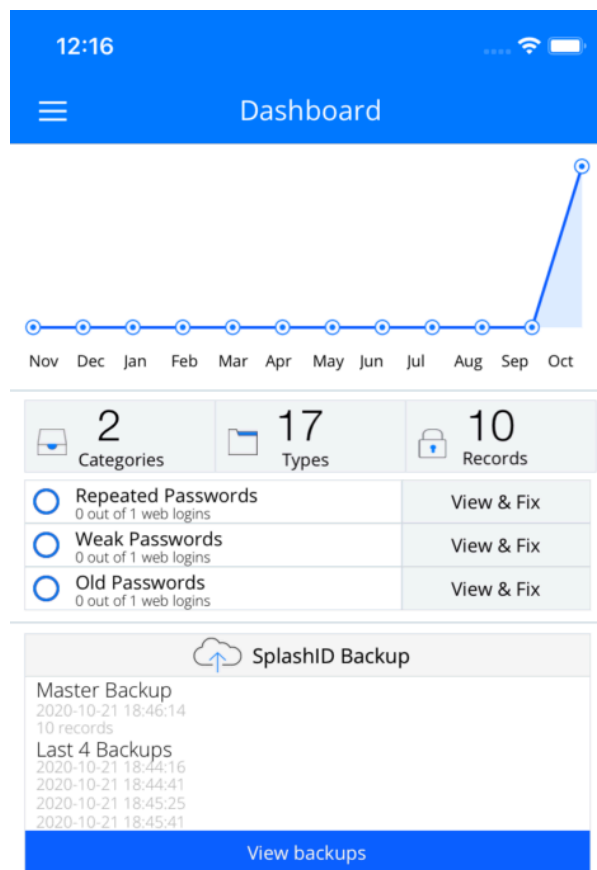
In case you don't use cloud services, or just want alternatives, here are some other options:

1. Use the Export SplashID vID to Dropbox feature found in the Settings screen.
2. Email yourself a backup VID file of your iOS records. This is done using the [Sharing Records](#) feature.

3. Use the SplashID Desktop app for Mac OS or Windows. There is an auto-backup feature in these apps that stores up to 5 incremental backups locally on your computer.
4. Connect your device to your computer and back it up via iTunes.
5. Enable iCloud backup on your device, and make sure SplashID is included in the list of app databases to be backed up.

Dashboard

It seems like every day you hear about a new hacking incident or data breach, and you know you should be combing through your SplashID records, changing your old or weak passwords, and of course making sure you're not using the same passwords on multiple sites. That's what you should be doing, but the task is too often put off since it can be time-consuming and overwhelming.



That's where our new dashboard comes in, constantly analyzing your SplashID records to identify old, weak, and reused passwords and enabling you to fix them with just a few clicks!

The graph shows you the overall growth of your SplashID database over time, and under that you will find a table indicating the total number of categories, types, and records in your database.

Below that you will find an analysis of how many of your passwords are Repeated, Weak, or Old. The progress indicator to the left shows how much of your database contains these weaknesses (in red). Tap the View and Fix button to access a list of the records that contain these weaknesses. The idea is that you take on one of these weak records, generate a stronger password in SplashID while login into the website and updating your password with the service.

At the bottom of the Dashboard screen is a handy shortcut to the SplashID Backup feature.

To summarise the Dashboard provides you with the following options to secure your passwords.

- **Repeated Passwords** - This feature allows you to look for all the records that have the same passwords. Tap on this option and the app will list all the records with the same passwords.
- **Weak Passwords** - This feature allows you to look for all the weak passwords used in the records. Tap on this option and the app will list all the records with weak passwords.
- **Old passwords** - This feature allows you to look for all the records that have an old password. Tap on this option and the app will list all the records with old passwords.
- **Automated Backup for cloud users** - This feature allows cloud sync users to take a backup of all their records.

Getting Support

SplashData offers technical support and other resources online. SplashID Safe support is customized to meet your needs. Please go to <https://www.splashid.com/support> to get help on an issue by our experts, or visit our support center at <https://support.splashdata.com> for useful information on commonly occurring issues that can be resolved by yourself.

You can view knowledge base articles, ask public questions, and contact customer support to get the answers you need.

App Updates

The Android app is available on Google Play Store. To update your app, please launch the **App Store app on your device**, locate SplashID, and update it.

To study the release notes you can visit our page at <https://www.splashid.com/release-notes>.