

| | |
|---|----------|
| Browser Extension Install links | 1 |
| Browser Extension removal instructions | 1 |
| Feedback / Bugs / Request Form | 1 |
| FAQs (work in progress) | 2 |
| What does the extension do? | 2 |
| Do you track data about people? | 2 |
| What is “referrer blocking”? | 2 |
| Can you temporarily disable UntrackMe? | 2 |
| Does UntrackMe store my password or email address while checking if I have been hacked? | 2 |
| Future versions: | 3 |
| Paraphrased questions asked by users: | 3 |

Browser Extension Install links

Chrome: <https://chrome.google.com/webstore/detail/untrackme/obgcmibolhhaohbfkjkcbfcdjdjimoa>

Firefox: <https://addons.mozilla.org/en-US/firefox/addon/untrack-me/>

Safari: <https://safari-extensions.apple.com/details/?id=xyz.qurb.untrackme-PKDRP5G5F8>

Opera: <https://addons.opera.com/en/extensions/details/untrackme/?display=en>

Browser Extension removal instructions

<https://community.box.com/t5/Account-Information/How-To-Disable-Plugins-Add-Ons-Extensions-In-Multiple-Browsers/ta-p/19>

Feedback / Bugs / Request Form

Link: <https://goo.gl/forms/D0kWP3e5T1wHypZj2>

Email: doyouhavemypermission@gmail.com

FAQs (work in progress)

1. What does the extension do?

- The extension removes tracking info from URLs and webpages to prevent companies from getting more data about you than you want them to
- The extension also let's you check whether or not your email and password are safe or not by using the [HaveIBeenPwned API](#) by Troy Hunt

2. Do you track data about people?

- No, we don't track, store, transmit, or capture any data in our extension right now. The extension itself just tracks the count of blocks locally on your computer - that's it.

3. What is "referrer blocking"?

- Whenever you click on a link on a page (aka starting page) and go to another page (aka target page), it's possible for the target page owner to capture where you came from through referer header ([Wikipedia link](#)). UntrackMe can remove this referer link before you arrive at the target page.
- Notes:
 - This is not enabled by default, you need to go to Extension Options or click on the UntrackMe Icon in your toolbar then click "*Go to Options*" to enable
 - **Note:** this isn't active on Safari yet due to limitations in Safari
 - (upcoming) will prevent referer link to be passed onto the next page, when you click on a link as a workaround. This was suggested by Denis S.

4. Can you temporarily disable UntrackMe?

- Yes - there are two options for this:
 - click on the UntrackMe Icon in your toolbar and then "*Pause for 3 mins*"
 - click on the UntrackMe Icon in your toolbar and then "*Go to exclusions list*" - you can list the domains you want to exclude from UntrackMe's protection overall

5. Does UntrackMe store my password or email address while checking if I have been hacked?

- No, UntrackMe doesn't store your personal information. The check if your account has been is done via a secure API provided by [Have I been PWNED](#).

6. What does it mean if I've been hacked and what should I do?

- First, take a deep breath. Simply because an account associated with your email address has been hacked, your info hasn't necessarily leaked. Be sure to read the description provided for further details or research a bit further before freaking out.
- If your password isn't safe, definitely change passwords on any accounts (especially sensitive ones) that used the compromised password immediately
 - You can generate random passwords here: <https://www.random.org/passwords/>
 - You can also use utilities like LastPass, 1Password, Okta, etc. to generate random passwords and store them. **Note:** we are not endorsing any of the above products, please be sure to research and make sure they meet your privacy and security needs

7. Future versions:

- ~~Whitelisting domains / excluding domains from UntrackMe protection~~
- Showing list of hosts with most times UntrackMe blocked tracking
 - **Note:** this data is stored only locally for the user
- Alerting user of hosts that are using http instead of secure, https
- Prevent ISPs from tracking us - not sure how we will be tackling this but is on the list. This was requested by Evan H.
 - **Note:** Looking at obfuscating browser fingerprinting as one of the steps here

Paraphrased questions asked by users:

- **Question:** In Opera Dev 49 browser - I lose all my tabs that I had maybe 14..and cannot recover my tabs..it restarts? I'm not sure if your extension is causing that crash but it didn't happen before I installed the extension? What can I do to eradicate these crashes?
 - **Answer:** this hasn't been an issue that I've run into. Two ways to test if it's the extension causing the issue:
 - 1) Click on the extension and click "Pause for 3 mins" button and see if it happens when you try to tweet
 - 2) Disable the extension by right clicking and selecting "Manage Extensions" and see if the issue still occurs
 - If in fact it's the extension, please send me the URL you are trying to open by right clicking on the link and then "Copy Link URL" and I'll work to fix the issue