



# THE NEW WAY TO USE DASHLANE

Dashlane will soon be a completely web-first experience. That means you can access all Dashlane's key features right in your browser—without needing the legacy desktop app at all.

This guide answers common questions and shows you how to make the switch from your desktop app to the web-first experience.



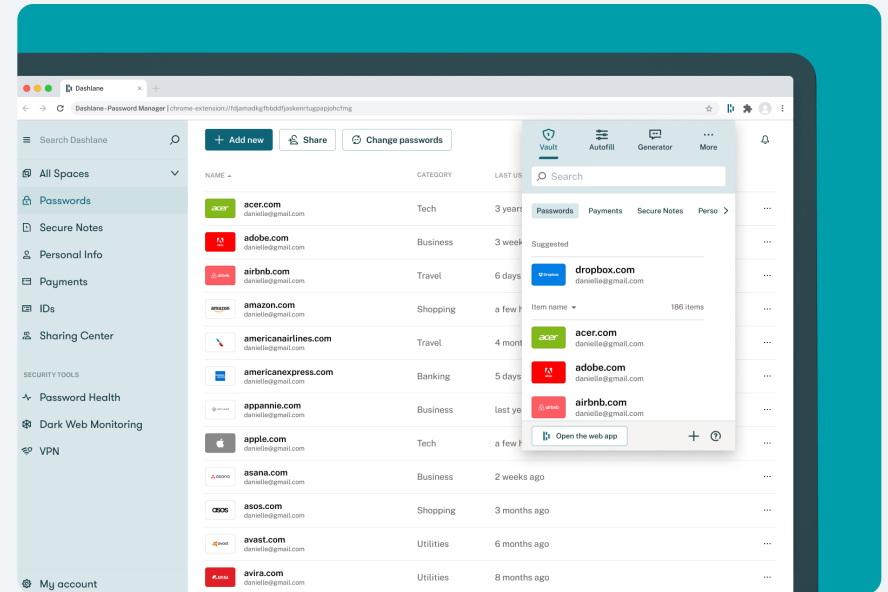
# WHAT DO I NEED TO KNOW?

On January 10th, 2022, we will sunset the legacy desktop apps. This means you will automatically be logged out of the desktop app and won't be able to log back in.

Don't worry—you'll be able to access all your data via the Dashlane browser extension and web app.\*

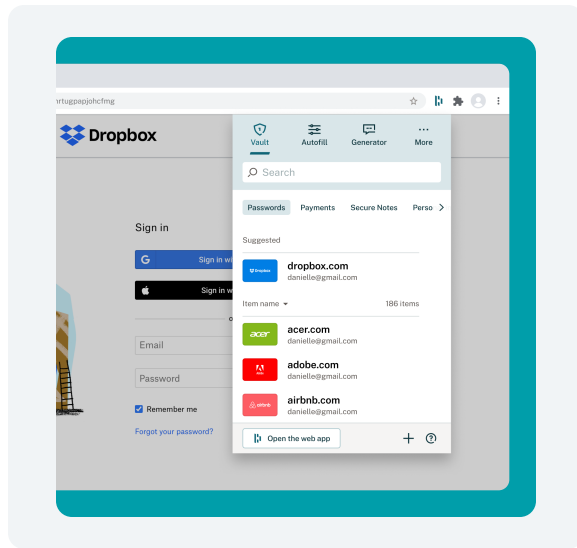
The Dashlane web-first experience is as secure as our legacy desktop app and uses the same zero-knowledge architecture. This means:

- We don't have access to your Master Password
- Your data is decrypted locally, on your device, only



\*If Safari is your browser of choice, we built a brand new experience for you that uses Apple's latest Mac Catalyst technology. It's compatible with Big Sur and on.

# WHAT DO I NEED TO DO? (CHROME, FIREFOX, EDGE)

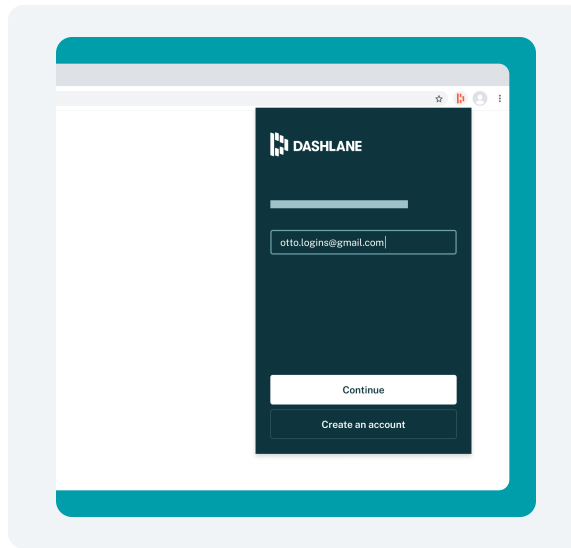


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## Ensure the extension is installed

If you haven't installed it yet, please visit: [www.dashlane.com/extension](http://www.dashlane.com/extension).

Pro tip: If you're using Chrome, make sure the extension pinned to your browser toolbar by clicking the puzzle icon and enabling the pin.



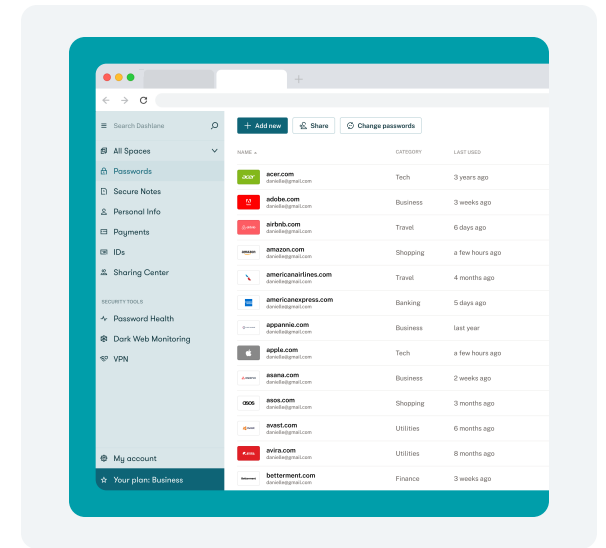
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## Always log in through the extension

If you're not logged in to the extension, Dashlane won't be able to autofill your passwords and other info.

Don't worry—the extension will detect if you aren't logged in and prompt you to do so. The first time you log in, you may be asked to enter a one-time code we send you via email.

Pro tip: Check the color of your extension icon: Orange means you are logged out, and green means you're logged in.



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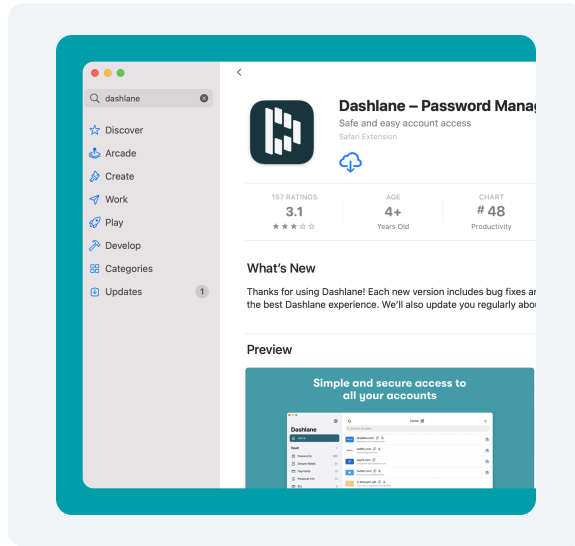
## Check out the web app

The web app is where you'll find the Dashlane features you already know and love. To access it, simply open your extension and click **Open the web app**.

You can also access the web app by going to [app.dashlane.com](http://app.dashlane.com).

Pro tip: Want a shortcut to access the web app right from your dock or task bar? Create one following [these instructions](#).

# WHAT DO I NEED TO DO? (SAFARI)

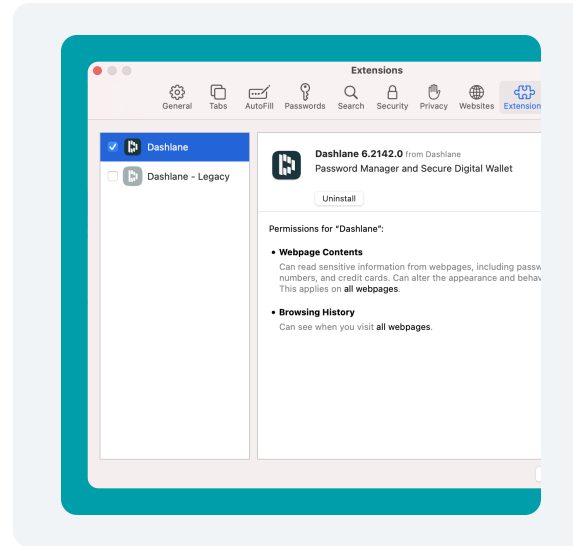


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## Install the Dashlane app designed for Safari

We've introduced a new Dashlane app for Safari users. You can install the new app from the [Mac App Store](#). The new Safari app has:

- A completely native feel
- Improved autofill powered by machine learning

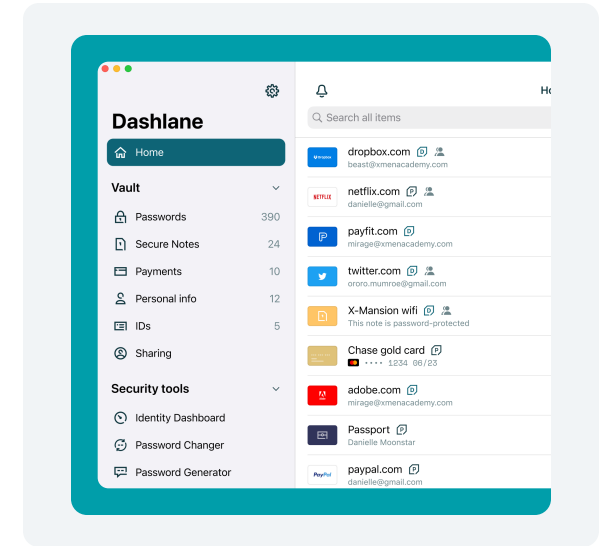


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## Enable the extension in your browser settings

After installing the app, open your Safari **Preferences** and navigate to the **Extensions** section. There, you can enable Dashlane. That way we can autofill all your passwords and personal info as you browse.

If the legacy Safari app is installed, ensure you disable it.



3

## Check out the app

The app will feel similar to the legacy desktop app you're already familiar with. All of Dashlane's key features will be available in the new Safari app before we sunset the desktop app in January 2022.

# WHY THE UPDATE?

We're moving to a web-first experience for two main reasons:

## 1. A better, more consistent experience for you...

Transitioning to our web-only app gives you more reliable performance and simplifies your experience. For instance, we've improved our autofill capabilities so filling out a form is faster and more accurate than ever.

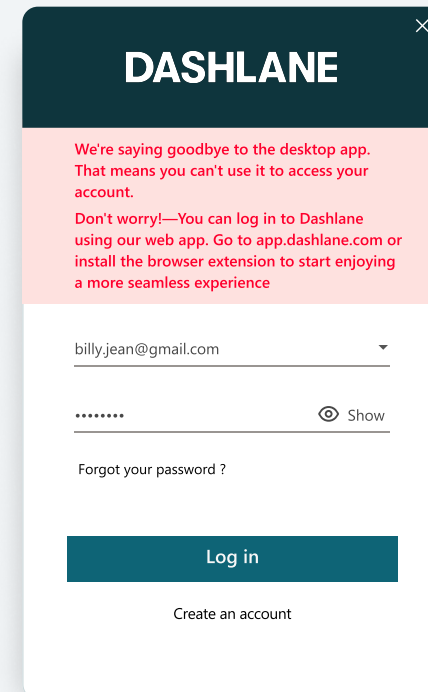
## 2. ...and the ability to work smarter and faster for us.

By switching our focus from supporting desktop apps on various operating systems to a single, web-only version, we're giving our team the ability to dedicate more time and creativity to making Dashlane something you'll love even more.



# WHAT'S NEXT?

Starting January 10th, 2022, the desktop app will be locked, and you'll encounter an error message when trying to log in.



Once you've successfully switched to the web-first experience and ensured all your data is in the web app, you can safely uninstall the desktop app.

- [Uninstall the desktop app on MacOS](#)
- [Uninstall the desktop app on Windows](#)