

# How to Use AT&T Secure Family<sup>®</sup> User Guide



Version 11.4.0

January 2025



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# Welcome to AT&T Secure Family!

AT&T Secure Family is a service that helps families stay connected and safe by offering location services and parental controls for your family members' wireless devices. Refer to the [AT&T Secure Family Help Guides](#) for more information about this service. Secure Family supports up to 10 family member profiles and up to 30 family devices (smartphones, tablets, or iPads).

## Sign up for AT&T Secure Family

### Who can sign up

- AT&T Wireless customers, including Postpaid (AT&T billed) and AT&T Prepaid wireless customers, who are the primary wireless account holder
- Cricket wireless customers

### How to sign up

If you are an AT&T **Postpaid** (AT&T billed) wireless customer, you can sign up through the [myAT&T app](#) (recommended), the [myAT&T website](#), or the [AT&T Secure Family app](#).

If you are an AT&T **Prepaid** wireless customer or a Cricket wireless customer, you can only sign up through the [AT&T Secure Family app](#).

**Note:** New subscribers *must* install the Secure Family Companion app on their child's device to use the Parental Controls and Location Tracking features. Adults must install the Secure Family app on their device to track the location of other family members.

**Method 1:** Sign up through the myAT&T app for Android or iOS (recommended):

1. Log into the **myAT&T** app using your AT&T access ID and password or Face ID.
2. Scroll down to **My Wireless Devices**.
3. Select your device as primary parent.
4. Tap **Manage plan & add-ons** for the primary device on the account.
5. Scroll down to **View all options & settings**.
6. Select your device and tap **continue**.
7. Tap **Device info**.
8. Tap **Explore other add-ons**.
9. Tap **Family essentials**.
10. Tap **Parental Controls**.
11. Select **AT&T Secure Family**.

12. Tap **Add to device**.
13. After you sign up, download the app from [Google Play™](#) or the [Apple® App Store®](#) to your Android™ smartphone or iPhone®.
14. Open the AT&T Secure Family app and tap **Get started**.
15. Tap **Parent/admin sign-in** at the bottom of the Welcome screen.

**Method 2:** Sign up through the myAT&T website:

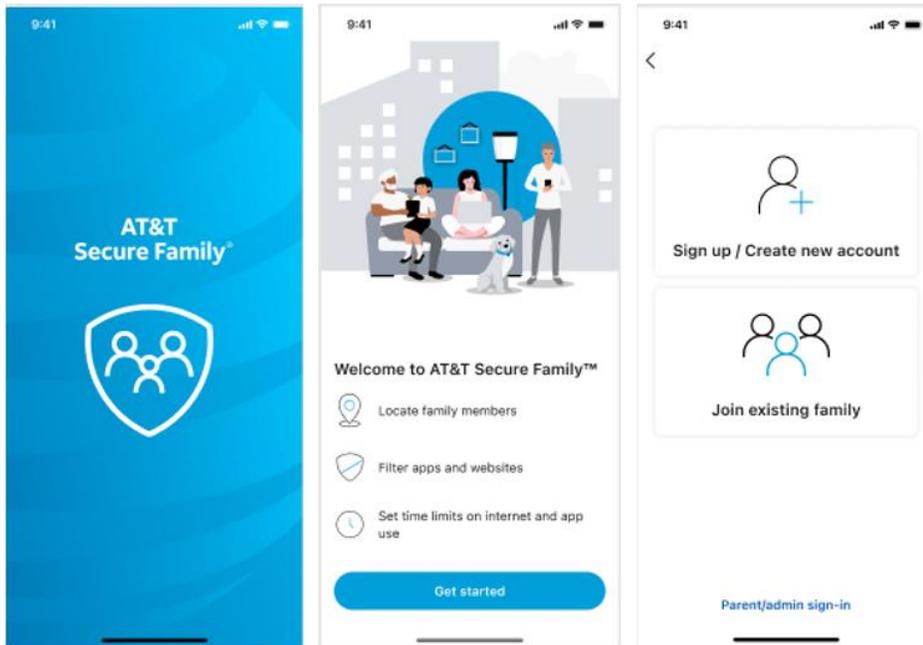
1. Go to: <https://att.com/myatt>.
2. Sign in using your AT&T access ID and password.
3. Scroll down to **My devices**.
4. Select your device as primary parent.
5. Tap **Manage add-ons** for the primary device on the account.
6. Tap **Device info**.
7. Tap **Explore other add-ons**.
8. Under Family essentials, tap **Parental Controls**.
9. Select **AT&T Secure Family**.
10. Tap **Add to device**.
11. After you sign up, download the app from [Google Play™](#) or the [Apple® App Store®](#) to your Android™ smartphone or iPhone®.
12. Open the AT&T Secure Family app and tap **Get started**.
13. Tap **Parent/admin sign-in** at the bottom of the Welcome screen.

**Method 3:** Sign up directly through the AT&T Secure Family app:

- [Instructions for AT&T Wireless customers](#)
- [Instructions for Cricket Wireless customers](#)

## AT&T Wireless Customers

1. Download the app from [Google Play™](#) or the [Apple® App Store®](#) to your Android™ smartphone or iPhone®.
2. Open the AT&T Secure Family app and tap **Get started**.



3. Select **Sign up / Create new account** if you are signing up for the first time.

Your phone number will be detected automatically and authenticated.

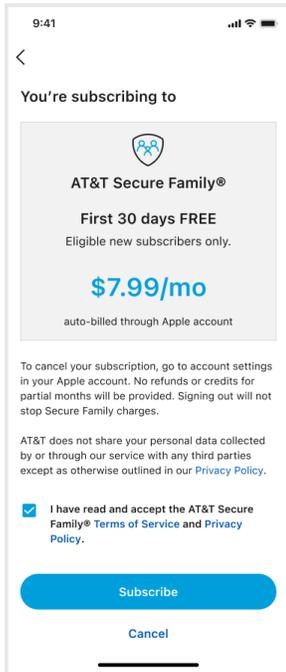
**Note:** Only phone numbers for AT&T Postpaid and Prepaid wireless customers are eligible to sign up for Secure Family.

**Important!** If your phone number cannot be detected automatically, you'll be directed to a screen for entering your phone number. Follow these steps:

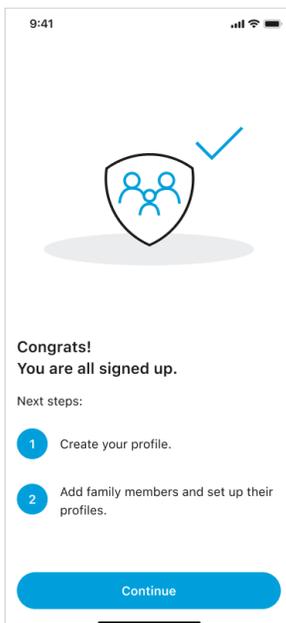
- a. Enter your phone number and tap **Continue**. (The number you enter should be for the device you are using to sign up for Secure Family.)
  - b. Enter the PIN code sent in a text message to the phone number you entered and tap **Verify**.
  - c. Continue with step 4 below.
4. On the Secure Family subscription screen, tap the checkbox to accept the AT&T Secure Family Terms of Service and Privacy Policy, and then tap **Subscribe** to sign up for the Secure Family service.

**Note:** Customers who sign up for Secure Family via the app on iOS devices are billed through their Apple account. AT&T Prepaid (and Cricket) customers on Android devices

are billed through their Google Play store account. AT&T Postpaid customers on Android devices are billed through their AT&T Wireless account.

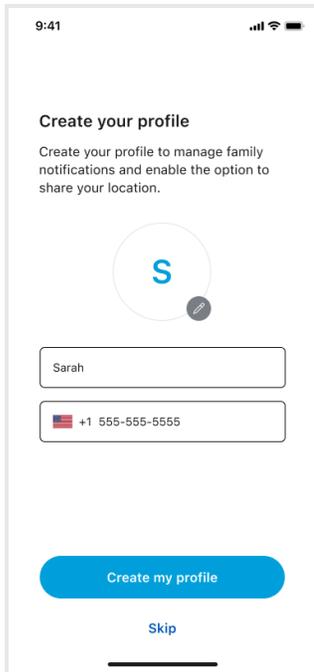


5. Tap **Continue** on the *Congrats! You are all signed up* screen.



6. Tap **Continue** on the *Next, let's create your profile* screen.

7. On the *Create your profile* screen, enter your profile name, and if desired, add a picture of yourself (tap the circle icon to take a photo, choose one from the device's photo library, or choose an avatar). When finished, tap **Create my profile**.



- You'll then be asked to set permissions for your device so Secure Family can work correctly. Follow the on-screen instructions to enable these permissions.

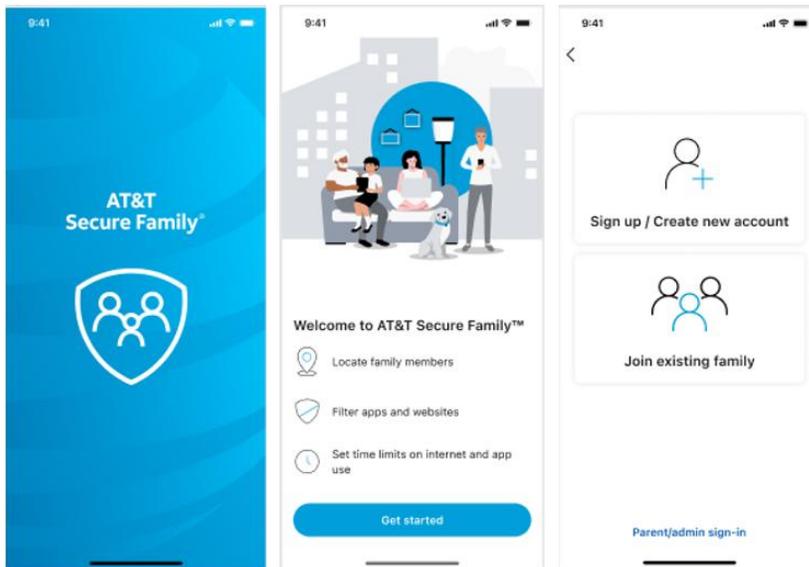
After the required permissions are enabled, the Family Hub displays with your profile icon. You can now add family members to your Secure Family account by tapping the blue plus button to display the [Add profiles for your family screen](#).



**Note:** After you add another family member profile, tapping the blue plus button will open the [quick-actions menu](#). From that menu, you can add additional profiles by selecting [Invite Family](#).

## Cricket Wireless Customers

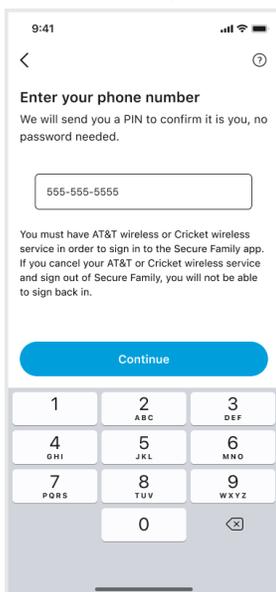
1. Download the app from [Google Play™](#) or the [Apple® App Store®](#) to your Android™ smartphone or iPhone®.
2. Open the AT&T Secure Family app and tap **Get started**.



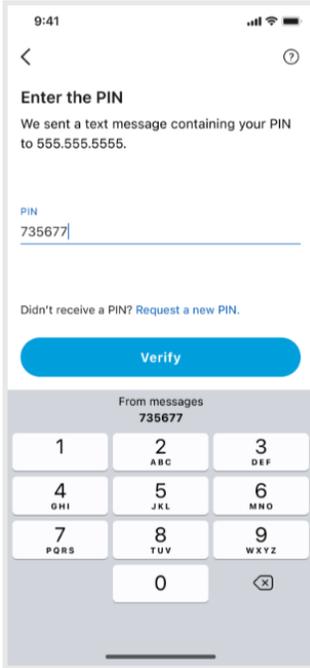
3. Select **Sign up / Create new account** if you are signing up for the first time.
4. Enter your phone number and tap **Continue**. (The number you enter should be for the device you are using to sign up for Secure Family.)

**Note:** Only phone numbers for Cricket wireless customers are eligible to sign up for Secure Family.

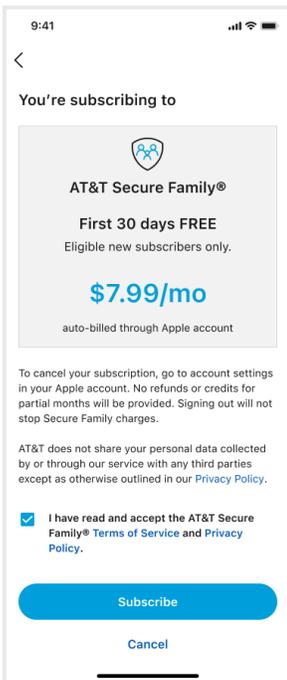
**Note:** AT&T Prepaid and Postpaid wireless customers whose phone number cannot be automatically authenticated will also use this screen to sign up for Secure Family.



5. Enter the PIN code sent in a text message to the phone number you entered in Step 4 and tap **Verify**.



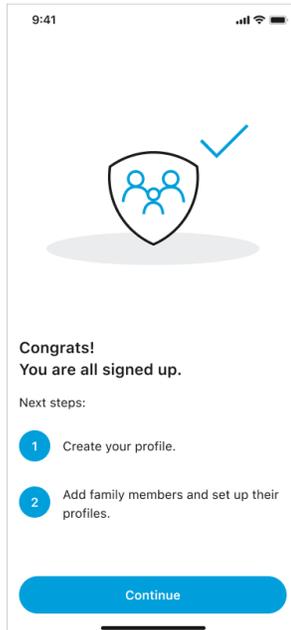
6. On the Secure Family subscription screen, tap the checkbox to accept the AT&T Secure Family Terms of Service and Privacy Policy, and then tap **Subscribe** to sign up for the Secure Family service.



7. Confirm the subscription on the Apple App Store or Google Play Store billing dialog screen that appears.

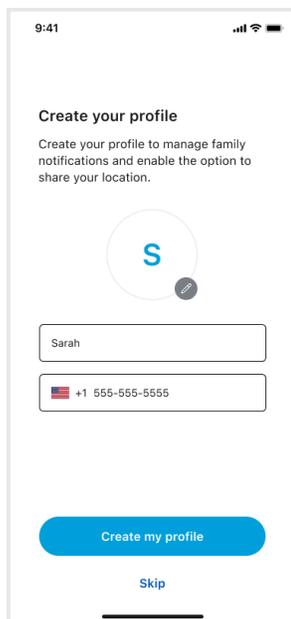
**Note:** Customers who sign up for Secure Family via the app on iOS devices are directed to their App Store account to complete the billing process. Customers who sign up on Android devices are directed to their Play Store account.

8. Tap **Continue** on the *Congrats! You are all signed up* screen.



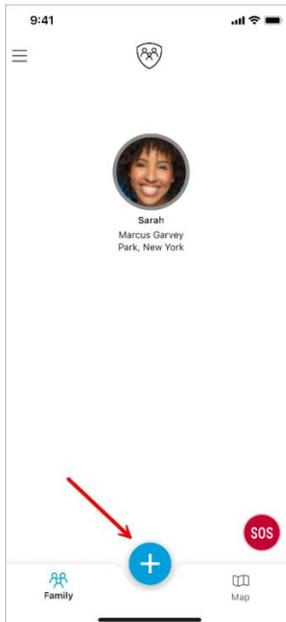
9. Tap **Continue** on the *Next, let's create your profile* screen.

10. On the *Create your profile* screen, enter your profile name, and if desired, add a picture of yourself (tap the circle icon to take a photo, choose one from the device's photo library, or choose an avatar). When finished, tap **Create my profile**.



11. You'll then be asked to set permissions for your device so Secure Family can work correctly. Follow the on-screen instructions to enable these permissions.

After you enable the required permissions, the Family Hub displays with your profile icon. You can now add family members to your Secure Family account by tapping the blue plus button to display the [Add profiles for your family screen](#).



**Note:** After you add another family member profile, tapping the blue plus button will open the [quick-actions menu](#). From that menu, you can add additional profiles by selecting [Invite Family](#).

## Sign in to an existing AT&T Secure Family account

### To sign in to the AT&T Secure Family app on your phone

1. Open the AT&T Secure Family app on your Android smartphone or iPhone.

**Note:** If you don't have the app on your phone, you can download the AT&T Secure Family app from your phone's app store.

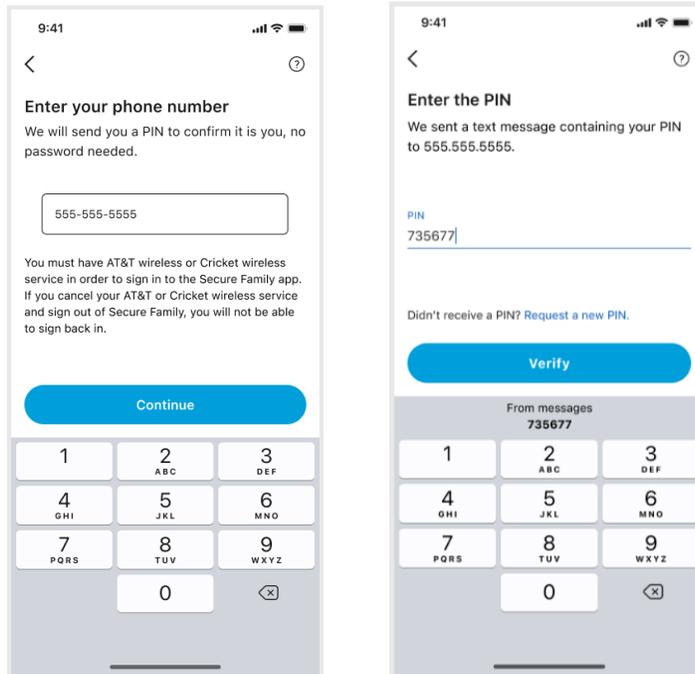
2. Tap **Get started**.

3. Tap **Parent/admin sign-in**.

- a. AT&T Wireless customers: Your phone number will be detected automatically and authenticated.

**Important!** If your phone number cannot be detected automatically, follow step b. below.

- b. Cricket Wireless customers (and AT&T Wireless customers whose phone number cannot be detected automatically): Enter your phone number and tap **Continue**. A PIN code will be sent in a text message to the phone number you entered. Enter that PIN code and tap **Verify**.

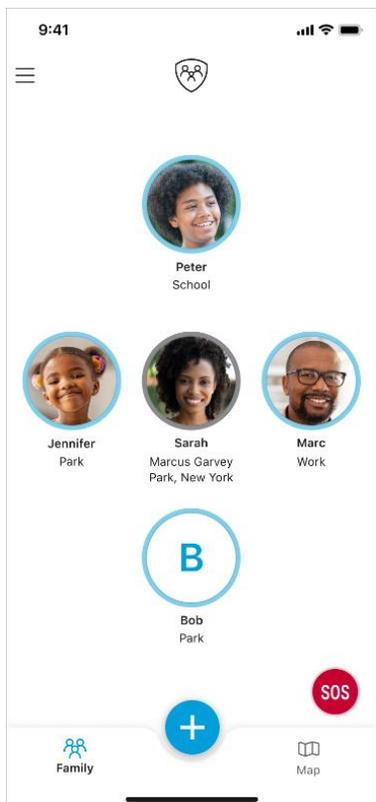


4. If prompted, tap **I agree** to accept the Secure Family Terms and Conditions.

# Family Hub

The Family Hub is the first screen you see when you sign in to the Secure Family app. The Family Hub shows a profile icon for each family member along with their current location. You can perform several actions from the Family Hub:

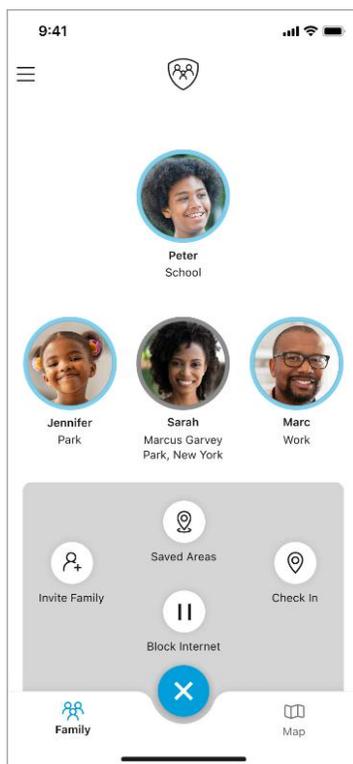
- Access the [Left Menu](#).
- Select the Map tab to view the [Family Map](#).
- Select a family member to view their [profile details](#).
- Send an [SOS alert](#) to all family members.
- Open the [quick-actions menu](#).



## Quick-actions menu

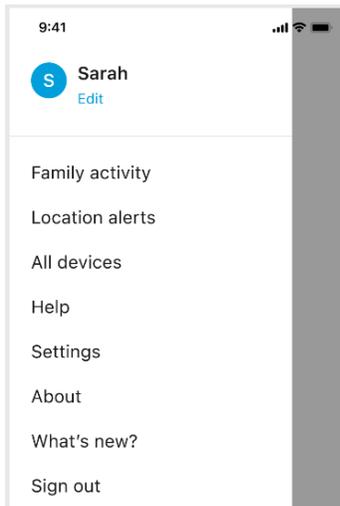
Tapping the blue plus button at the bottom of the Family Hub opens a menu with four quick-action buttons:

- **Invite Family:** Create a new family member profile and invite them to join the Secure Family account.
- **Saved Areas:** Create a new Saved Area or manage existing ones.
- **Block/Allow Internet:** Block or allow internet access on all managed devices.
- **Check In:** Send a notification to other family members showing your current location.



**Note:** The quick-actions menu is only available if there is more than one family member profile on the Family Hub. When there is only one family member profile, tapping the blue plus button displays the [Add profiles for your family](#) screen.

## Left Menu options



Tapping the menu icon in the upper-left corner of the Family Hub or swiping right from the left edge of the screen displays a menu with these options:

**Family activity** opens a screen that lists all family members' activity for a selected day (defaults to current day). See [History](#) for more information.

**Location alerts** lets you set up Saved Areas and Scheduled Alerts. See [Location Alerts](#) for more information.

**All devices** lets you view the mobile devices you have assigned to family members' profiles. See [Devices](#) for more information.

**Help** provides access to FAQs, Help files, and Support information, as well as a way to provide feedback about the Secure Family app.

**Settings** provides information on:

- Subscription information, including a link to [cancel Secure Family](#).
- Privacy features:
  - **Delete location data** allows you to delete the [Location History](#) data for all devices on all profiles connected to the Secure Family account.
  - A link to the Subscription screen where you can [cancel Secure Family](#).
- Setting a lock PIN (and Face ID/Touch ID) to help prevent others from being able to access the Secure Family app on your device. See [Set up account security for AT&T Secure Family](#) for more information.

**About** provides a way to view the Secure Family Privacy Policy, Terms of Service, and your current privacy choices.

**What's new?** provides a brief description of the new features in the current version of the app.

**Sign out** lets you sign out of the app. See [Sign out of the AT&T Secure Family App](#) for details.

**Note:** Users with Adult Admin permissions who sign out of the app can sign back in from the Welcome screen. Users with Adult Viewer permissions who sign out of the app will need to join the family again using an invite code sent by an Adult Admin.

## Invite family

Create a new profile for a family member and invite them to join the account. Secure Family supports three profile types:

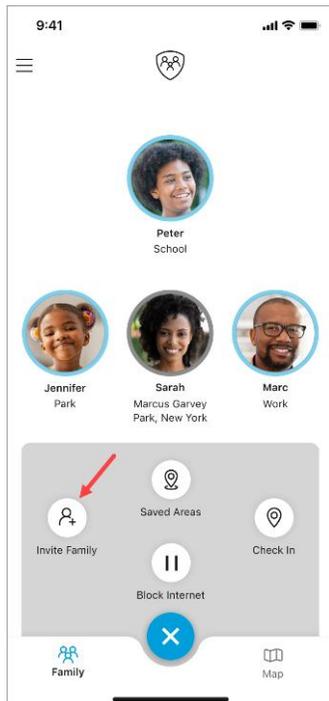
- **Adult Admin** – can manage the family account, their own profile and all child profiles, set Parental Controls and location alerts, and view family activity, the location of family members, and device information
- **Adult Viewer** – can manage their own profile, and view family activity and the location of family members
- **Child/Teen** – can view their own dashboard, the locations of their devices, and the location of family members (if allowed)

**Note:** If you want Parental Controls for your child, you must assign them the Child/Teen profile.

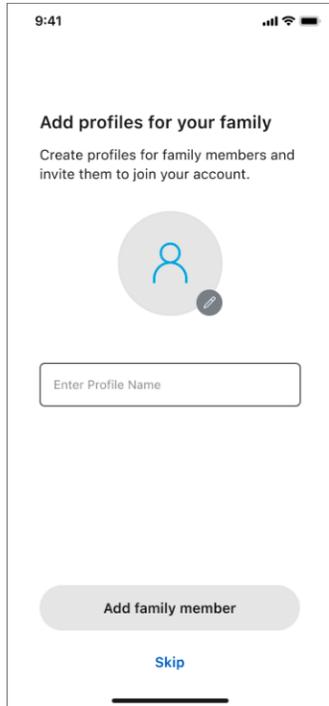
**Note:** You can create a maximum of ten (10) family member profiles.

### To invite a family member

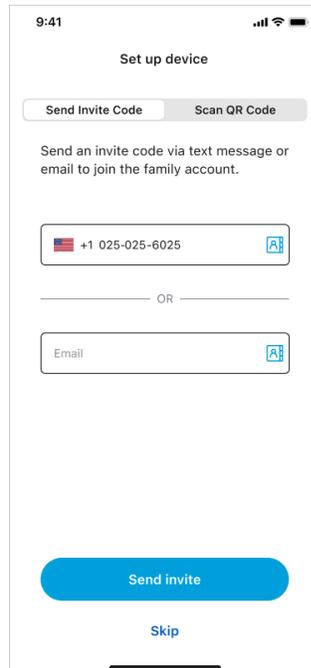
1. Tap the blue plus button on the Family Hub or Family Map to open the quick-actions menu.
2. Tap **Invite Family**.



3. On the *Add profiles for your family* screen, type the family member's name that you want to be displayed on the Family Hub. If desired, add a picture of them (tap the circle icon to take their photo, choose one from the device's photo library, or choose an avatar).



4. Tap **Add family member**.
5. Choose a profile type (**Adult** or **Child / Teen**).
  - a. Select the user role (Admin or View Only).
  - b. On the Set up device screen, enter the family member's mobile phone number\* or email address for sending the invite code.



You can also scan a QR code instead of sending an invite code. See this [Note](#) for details.

c. Tap **Send Invite**.

\*When using a mobile phone number, your default text messaging app opens and you must tap the send button to send the invite.

The family member's profile is displayed on the Family Hub with an exclamation mark icon. Once the family member joins the Secure Family account, the icon disappears.

If **Child or Teen** profile:

- a. Read the parental consent for collection of data, and then tap **I agree**.
- b. Enter the child's mobile phone number\* or email address for sending the invite code.

9:41

Set up device

Send Invite Code Scan QR Code

Send an invite code via text message or email to join the family account.

+1 025-025-6025

OR

Email

Send invite

Skip

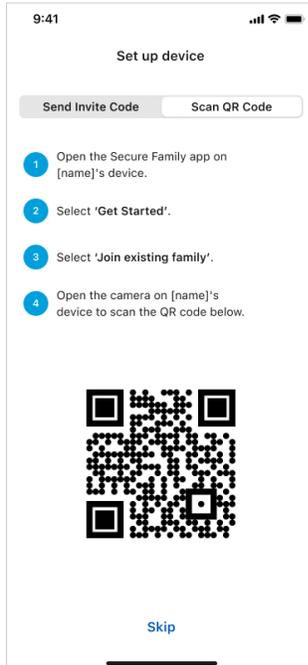
You can also scan a QR code instead of sending an invite code. See this [Note](#) for details.

- c. Tap **Send invite**.

\*When using a mobile phone number, your default text messaging app opens and you must tap the send button to send the invite.

The child's profile is displayed on the Family Hub with an exclamation mark icon. Once the child joins the Secure Family account, the icon disappears.

**Note:** There is also a *Scan QR Code* option as an alternative to sending an invite code. This option is useful when you have the family member's device in hand with the Secure Family or Secure Family Companion app already installed. Tap **Scan QR Code** at the top of the *Set up device* screen and follow the on-screen instructions.



### Next steps

When inviting an adult to the AT&T Secure Family account, the adult will be invited to download the AT&T Secure Family app. When inviting a child/teenager, the child will be invited to download the Secure Family Companion app.

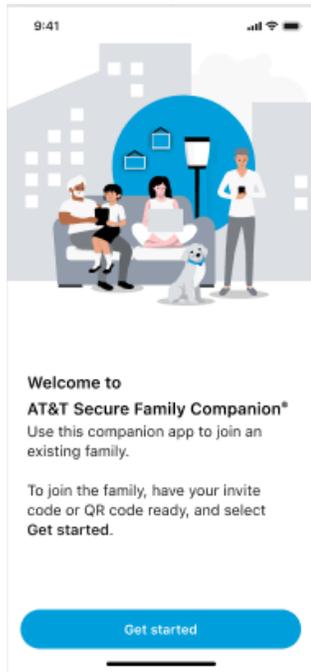
The family member should download and open the app on their device, tap **Get started**, enter the invite code they received in an email or text message, and then tap **Join your family**. (Alternately, they can scan a QR code as explain above to add a device to their Secure Family profile.)

Secure Family then requests a few permissions to ensure app features work correctly. Follow the on-screen instructions to complete the device setup. (See [Pair with the Child's app](#) for detailed instructions on a setting up a child's device.)

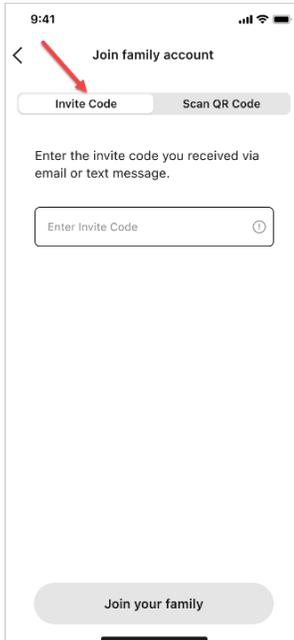
## Pair with the child's app

To pair the Secure Family app running on your device with the Secure Family Companion app running on your child's device, follow these steps:

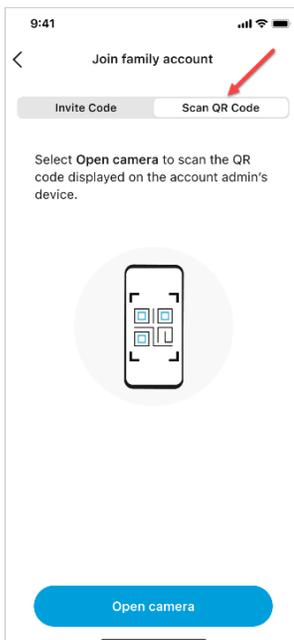
1. On your child's device, download the Secure Family Companion app from Google Play or the Apple App Store.
2. Open the app, and then tap **Get started** on the welcome screen.



3. On the *Join family account* screen, enter the invite code (found in the email or text message sent by the parent) and then tap **Join your family**.



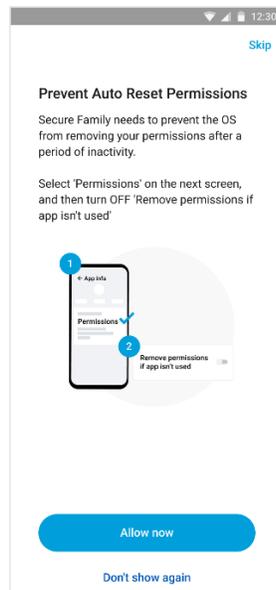
Alternately, you can scan a QR code. Tap **Scan QR Code** at the top of the screen, and then tap **Open camera**. Use the camera to scan the QR code displayed on the parent's device.



4. Read the information on the *Welcome to Secure Family* screen, tap the check box to agree to the Terms of Service and Privacy Policy, and then tap **Continue**.



5. Install a VPN following the instructions for [iOS devices](#) or [Android devices](#).
6. (Android) Prevent the device OS from resetting Secure Family permissions after a period of inactivity.
  - a. Read the instructions on the *Prevent Auto Reset Permissions* screen and then tap **Allow now**.

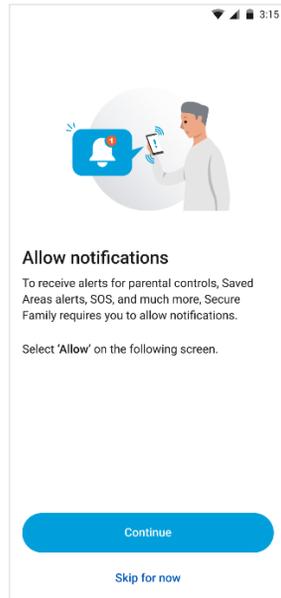


- b. Tap **Permissions** on the screen that appears.

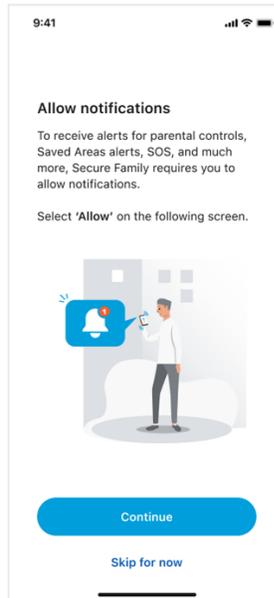
- c. Toggle OFF the **Remove permissions if app isn't used** option.

**Note:** The option name varies by device model. Your device may show **Remove permissions if app is unused** or **Remove permissions and free up space**, or a similar name.

- 7. Grant permission to access and share the child's device location following the instructions for [iOS devices](#) or [Android devices](#).
- 8. Grant permission for the child device to receive Secure Family notifications.
  - a. On the *Allow notifications* screen, tap **Continue**.

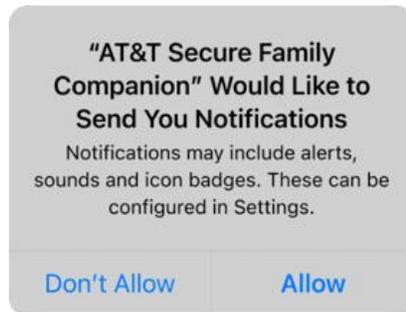


Android

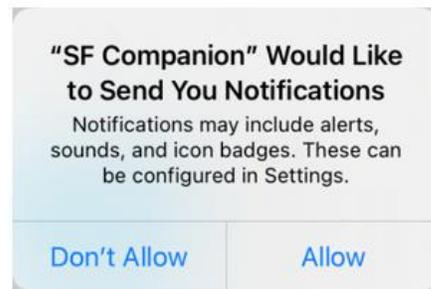


iOS

- b. Tap **Allow** when prompted to allow notifications.

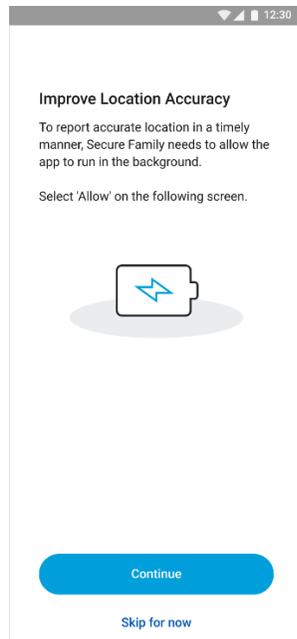


Android

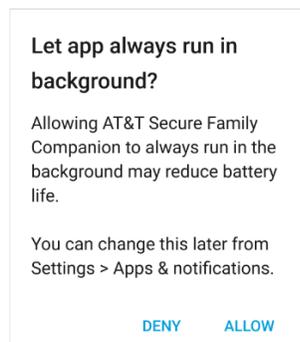


iOS

- 9. (Android) Turn off battery optimization mode for Secure Family to support more accurate and frequent location updates.
  - a. Tap **Continue** on the *Improve Location Accuracy* screen.



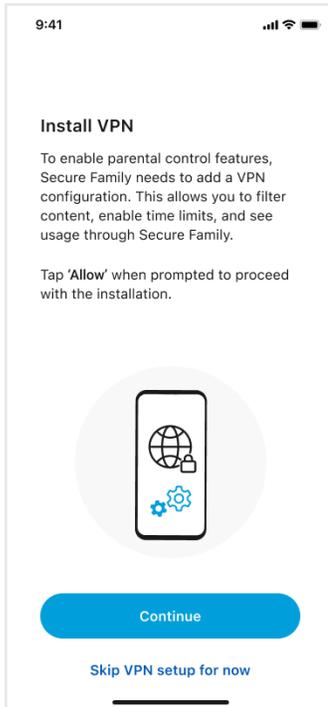
- b. Tap **ALLOW** when prompted to let Secure Family Companion run in the background.



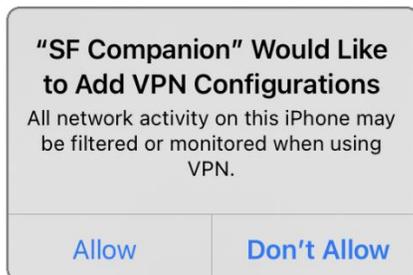
10. Prevent the Secure Family Companion app from being deleted following the instructions for [iOS devices](#) or [Android devices](#).

## Set up a VPN on an Apple iOS child device

1. Tap **Continue** on the *Install VPN* screen.



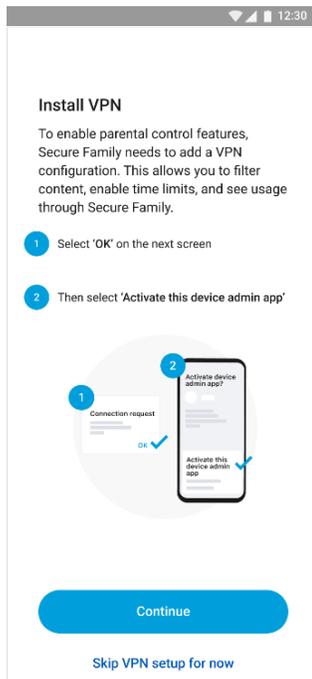
2. Tap **Allow** when asked to add VPN configurations.



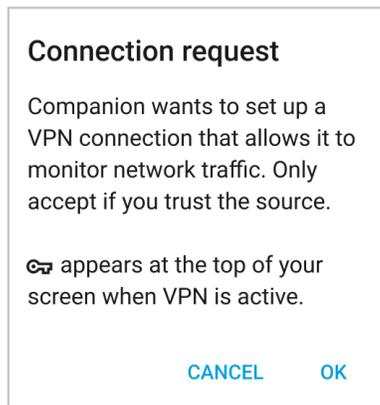
**Note:** A system settings screen will prompt you to enter a passcode if one is set for your device. After entering the passcode, you can continue with the Secure Family Companion setup.

## Set up a VPN on an Android child device

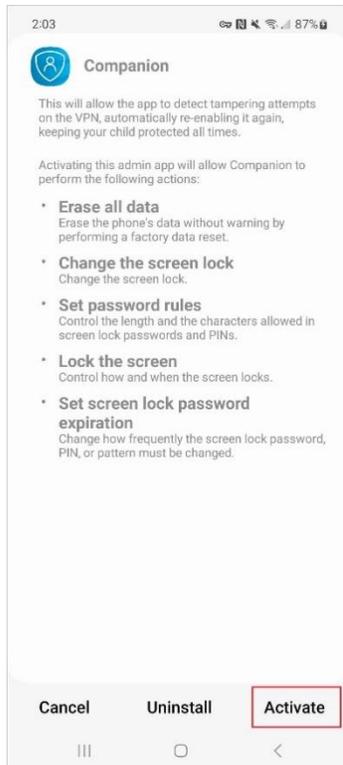
1. Read the instructions on the *Install VPN* screen and then tap **Continue**.



2. A *Connection request* pop-up screen displays. Tap **OK** to install the VPN, which allows Secure Family Companion to monitor network traffic on the device.



3. A system settings screen prompts you to add the Secure Family Companion app as a device administrator. Tap **Activate** or **Activate this device admin app** to allow Secure Family Companion to detect VPN evasion attempts and automatically re-enable the VPN.

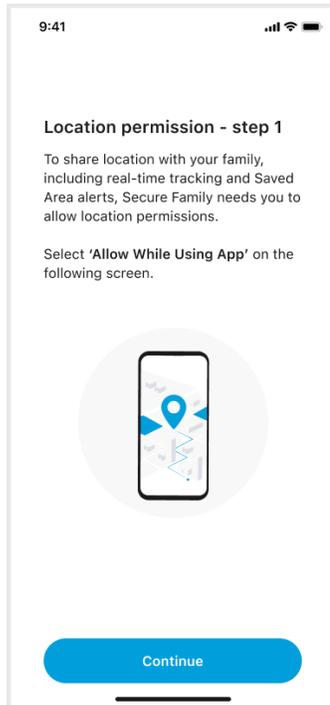


4. Instructions may vary depending on the OS version of the device. Follow the on-screen instructions to complete the VPN setup.

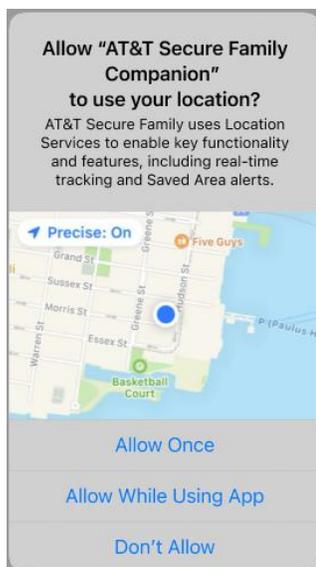
## Set up Location Permission on an Apple iOS child device

Follow these steps to enable location sharing for a child's device to allow Secure Family Companion to use their location and share it with family members.

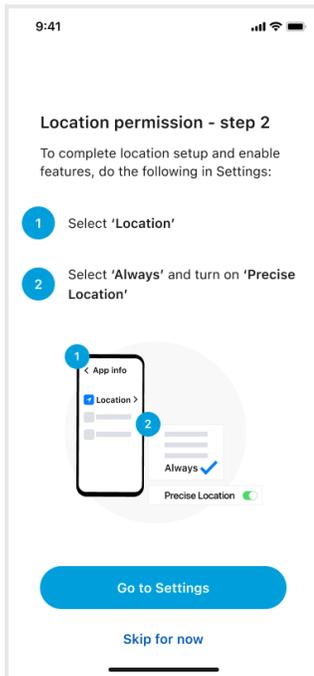
1. Tap **Continue** on the *Location permission – step 1* screen.



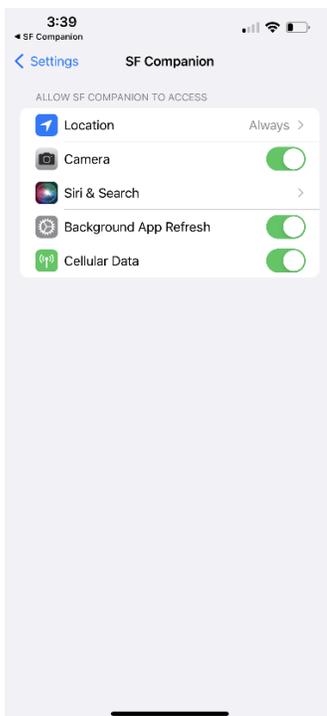
2. When prompted to allow Secure Family Companion to use your location, tap **Allow While Using App**.



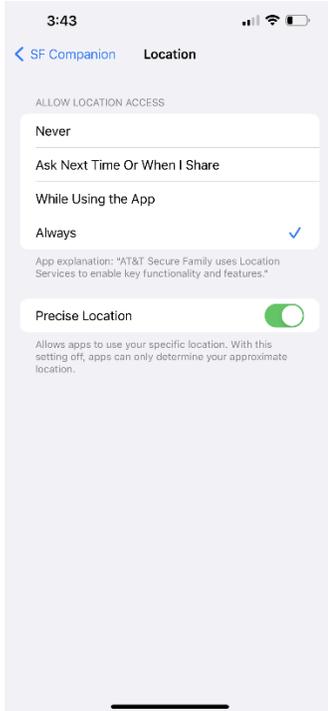
3. Read the instructions on the *Location permissions – step 2* screen and then tap **Go to Settings**.



4. Tap **Location** on the *SF Companion* screen.



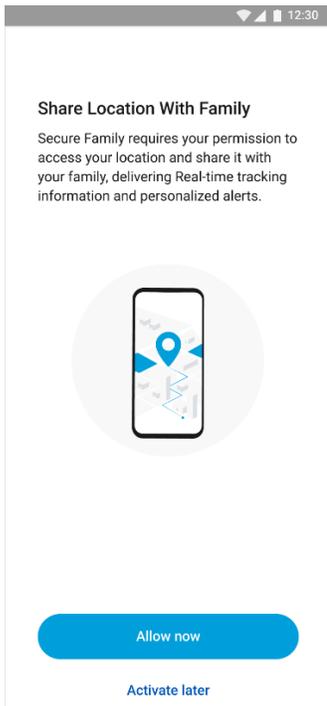
5. Tap **Always** on the *Location* screen, and then enable (turn **On**) Precise Location by tapping its toggle switch.



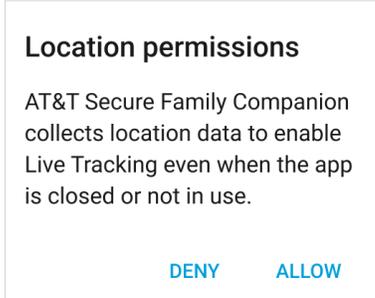
## Set up Location Permission on an Android child device

Follow these steps to enable location sharing for a child's device to allow Secure Family Companion to access their location and share it with family members.

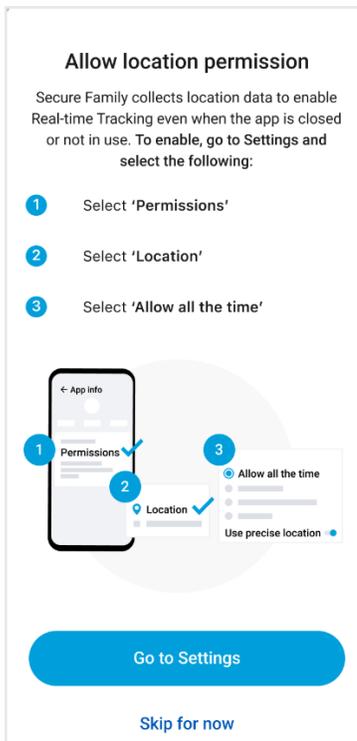
1. Tap **Allow now** on the *Share Location With Family* screen.



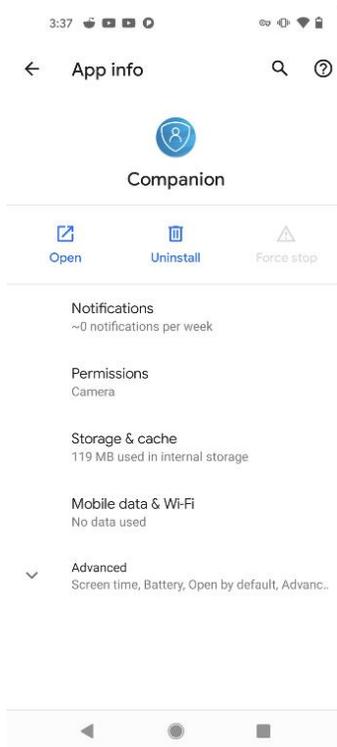
2. If prompted to permit Secure Family Companion to collect location data, tap **ALLOW**.



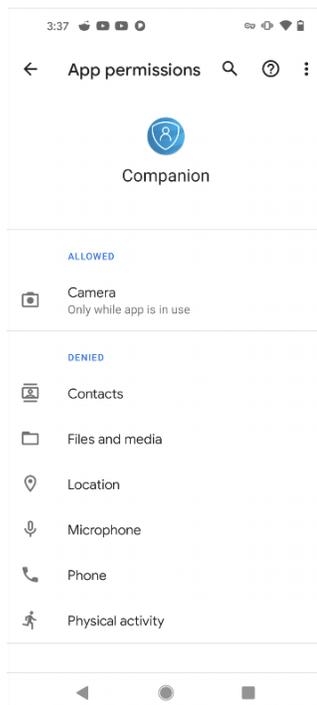
3. Read the instructions on the *Allow location permission* screen and then tap **Go to Settings**.



4. Tap **Permissions** on the *App info* screen.

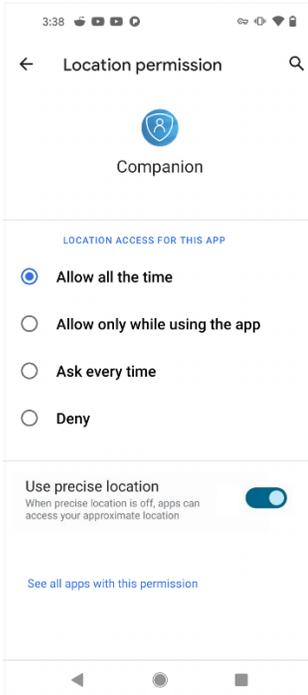


5. Tap **Location** on the *App permissions* screen.



6. Tap **Allow all the time** on the *Location permission* screen.

**Note:** If your device is running Android 12 and above, you should also enable (turn **On**) **Use precise location** by tapping its toggle switch.



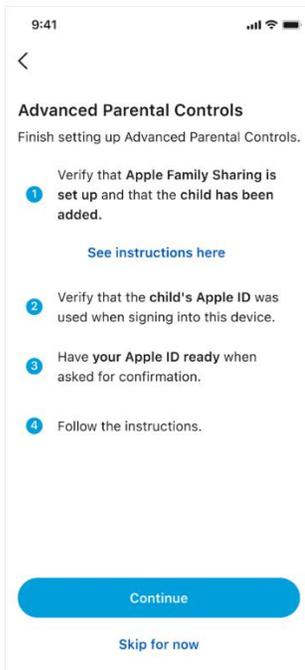
## Restrict app deletion on an Apple iOS child device

Follow these steps to prevent the Secure Family Companion app from being uninstalled on your child's iOS device.

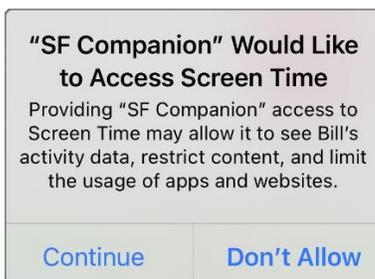
**Note:** These steps only apply if the child device and Adult Admin device both run at least iOS 15.1.

1. From the child's device, read the instructions on the *Advanced Parental Controls* screen and then tap **Continue**.

**Note:** If you have not yet set up Apple Family Sharing and created an Apple account for the child from the Adult Admin device, tap **See instructions here** and follow the steps.

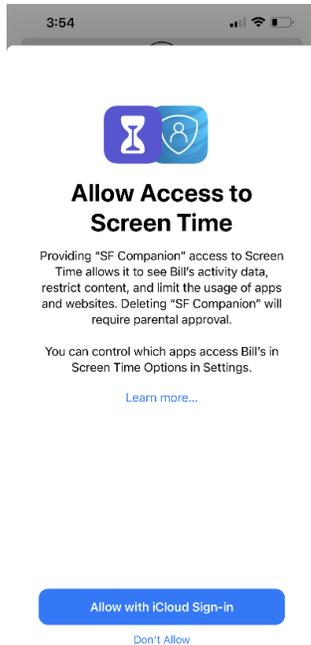


2. When prompted allow Secure Family Companion access to Screen Time, tap **Continue**.

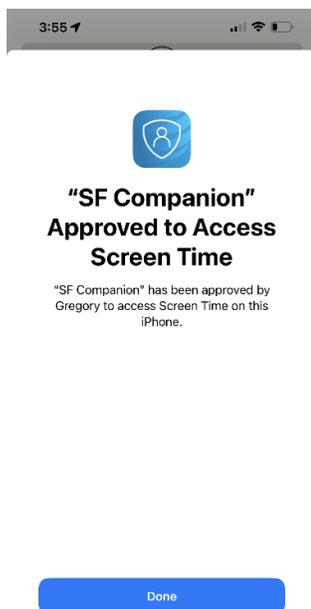


3. When prompted again to allow Secure Family Companion access to Screen Time, tap **Allow with iCloud Sign-in**.

**Note:** If another app is already set as the parental control app on the child's device, the permission for that app must be revoked before Secure Family Companion can manage restrictions through Screen Time.



4. On the *Parental Approval Required* screen, enter your parent Apple ID and password. Then tap **Sign In** from the top right corner of the screen.
5. Once authorization is complete, a *SF Companion Approved to Access Screen Time* screen displays. Tap **Done** to return to the Secure Family Companion app.

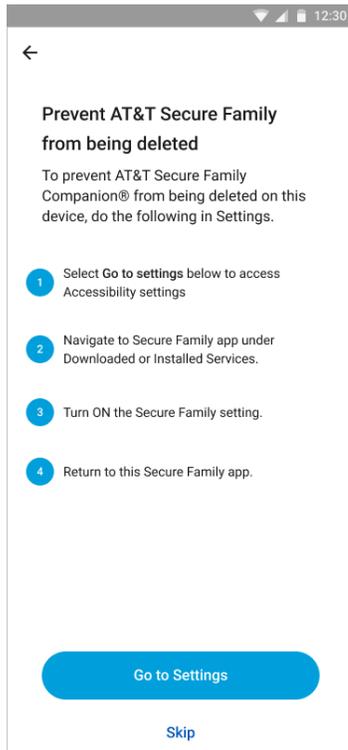


**Note:** See [Advanced Parental Controls](#) to learn about the additional parental controls supported with this feature.

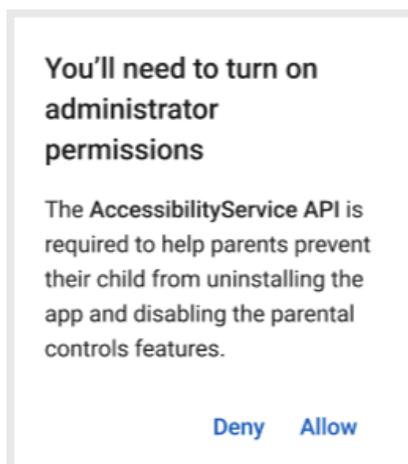
## Restrict app deletion on an Android child device

Follow these steps to prevent the Secure Family Companion app from being uninstalled on your child's Android device.

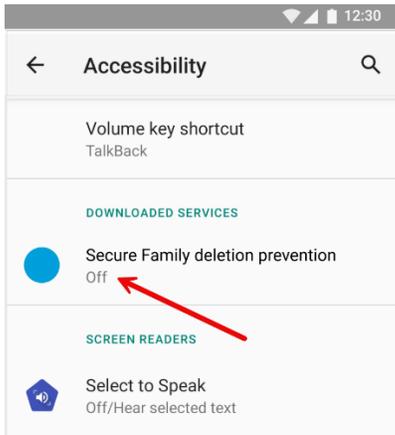
1. Read the instructions on the *Prevent AT&T Secure Family from being deleted* screen and then tap **Go to Settings**.



2. When prompted to turn on administrator permissions, tap **Allow**.



3. On the *Accessibility* screen, look for Secure Family under **Downloaded Services** or **Installed Services** and then toggle the *Secure Family deletion prevention* service **On**.



**Note:** Secure Family Companion must first be added as a device administrator during the [VPN installation process](#) to prevent Secure Family Companion from being deleted. If prompted to turn on Administrator permissions, tap **Allow**.

# Connected Family Features

Secure Family helps family members stay connected and secure through these features:

- [Locate family members](#)
- [Track family members in real time](#)
- [Navigate to a family member's location](#)
- [View a family member's location timeline](#)
- [View a family member's location history](#)
- [Set location alerts \(saved areas and scheduled alerts\)](#)
- [Share your current location with family members \(check in\)](#)
- [Send an SOS alert to all family members](#)

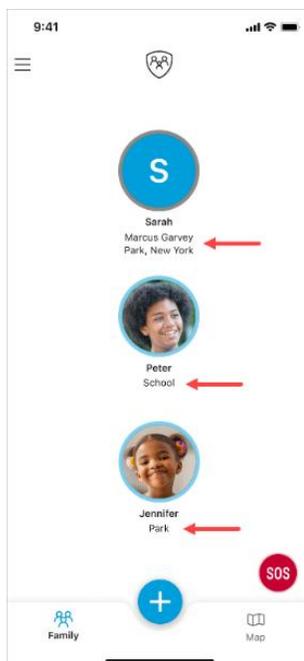
## Locate family members

You can view a family member's current location in the Secure Family app from the Family Hub, the Family Map, and from the map on the family member's profile details.

**Note:** You will need to [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device to use certain location features.

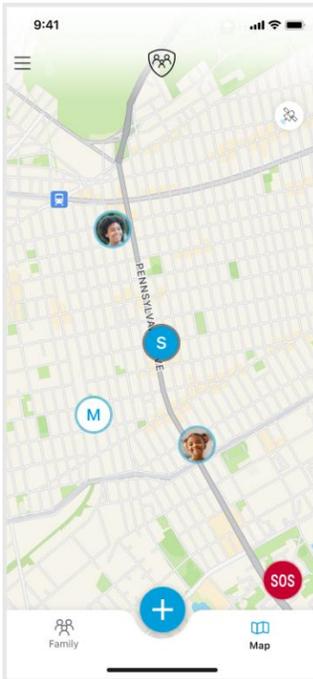
### To view a family member's location from the Family Hub and Family Map

1. Navigate to the Family Hub. The family member's current location is listed beneath their profile icon.



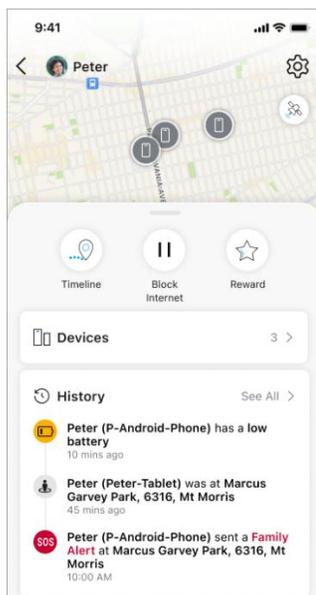
2. Tap the Map icon in the lower-right corner of the screen to open the Family Map. The location of each family member is shown on the map.

**Note:** Tapping a family member's profile icon on the Family Map opens their profile details screen.



### To view a family member's location via their profile details map

1. Tap the family member's profile icon on the Family Hub. The family member's profile details screen displays with a map showing the location of their devices and a location history.



2. Tap the map for more detail.

**Tip:** You can “pinch” and “zoom” on the map using your fingers to track the movement of family members in real time as they change locations.

**Note:** Secure Family also lets you view a record of your family members’ locations. Recent location updates are logged in a family member’s profile details, and the complete location history of every family member is logged in Family activity.

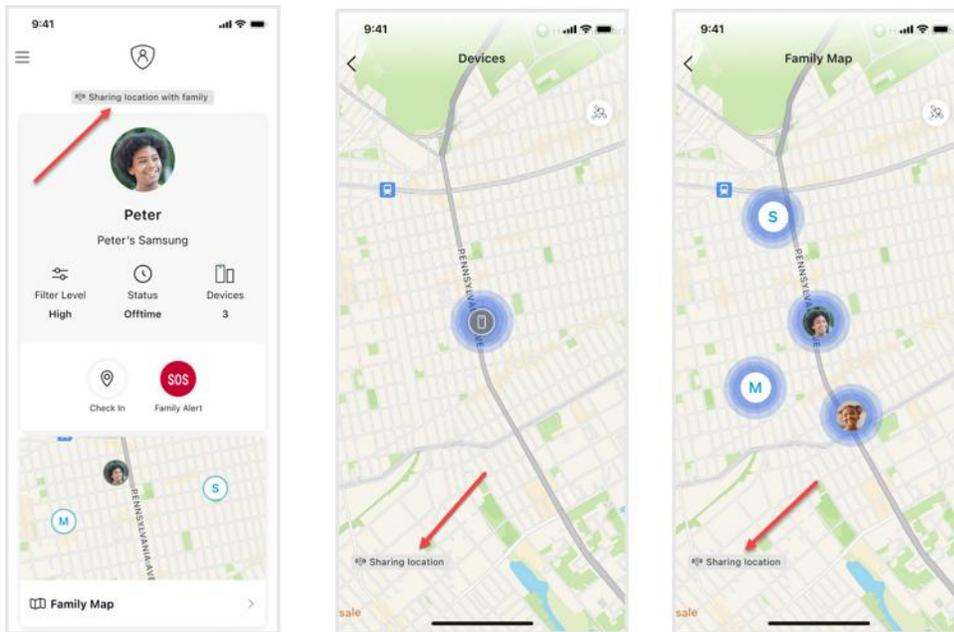
See [Location History](#) for more information on viewing a family member’s location history.

## Location sharing indicators

### Child devices (iOS and Android)

When location services are enabled in the OS settings for Secure Family Companion on a child’s device, a label displays on their child dashboard, Devices Map, and Family Map indicating that their location is being shared. You cannot disable this label.

**Note:** This label appears even if the [location sharing option](#) is disabled in the child’s profile.



### Adult and Child devices (Android)

Family members with an Android device will see a persistent alert in their device’s notification tray informing them that Secure Family or Secure Family Companion is sharing their location.



**Note:** The Location permission for the Secure Family or Secure Family Companion app must be set to **Always Allow** or **Allow only while using the app** to receive these notifications. (Go to device Settings > Secure Family/Secure Family Companion > Location to verify the setting.) Additionally, [location sharing must be enabled](#) in the family member's profile.

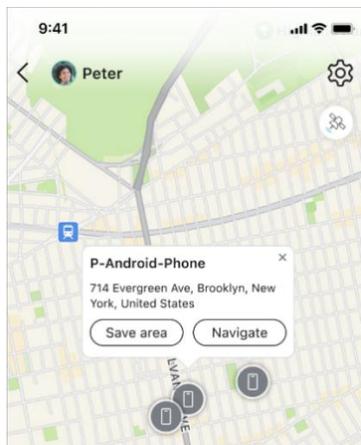
## Track family members in real time

The *Live Tracking* feature tracks the movement of family members in real time as they change locations. To view Live Tracking, zoom in on a family member's profile icon on the Family Map. When a pulsating blue circle appears around the icon, Live Tracking has started.

You can also view Live Tracking on a family member's individual map at the top of their profile details. If a family member's profile has a single device, Secure Family automatically zooms in on its location and starts Live Tracking. If the individual map shows multiple devices, you can start Live Tracking by zooming in on the desire device.

## Navigate to a family member's location

1. Tap the family member's profile icon on the Family Hub.
2. Tap the map in their profile details.
3. Tap the family member's device icon on the map to display a location callout.

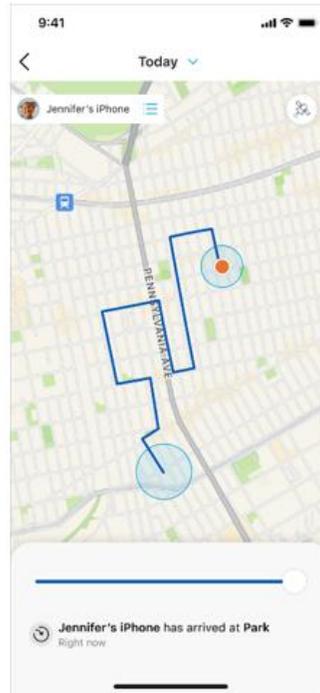
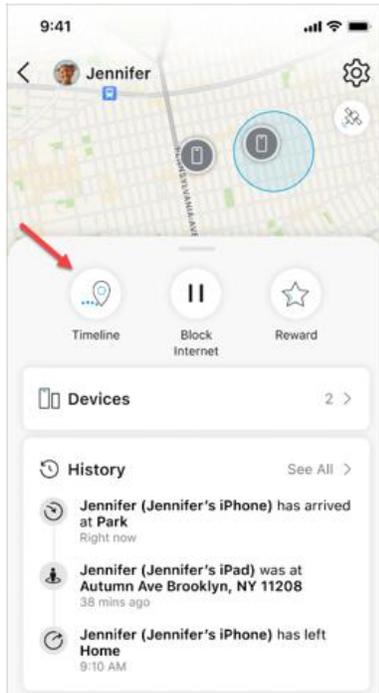


4. Tap the **Navigate** button in the callout to open your device's default navigation app with the location listed in the Search field.

**Note:** You may be prompted to select a navigation app if your device has multiple navigation apps installed.

## Location Timeline

Tap the **Timeline** button at the top of the family member's profile details to view their location timeline (breadcrumb trail) on the most recent day (Today). To view a timeline for a different day, tap the header at the top of the Timeline screen to display a range of dates, and then tap the desired date.

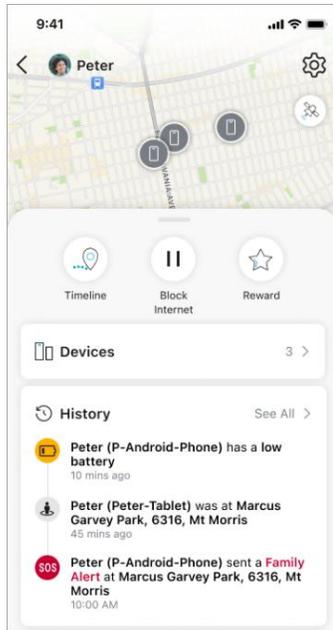


## Location History

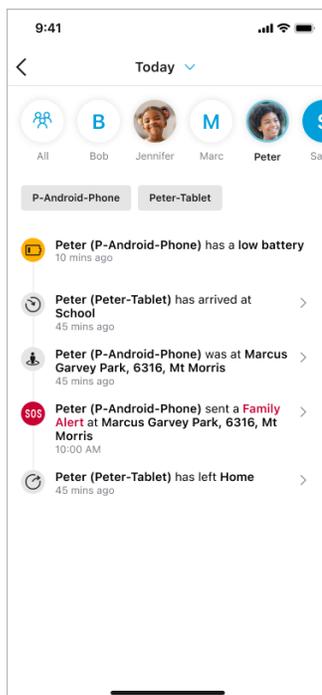
AT&T Secure Family lets you view a record of your family members' locations. Recent location updates are logged in a family member's profile details, and the complete location history of every family member is logged in Family Activity.

### To view location history events for a family member

1. Tap the family member's profile icon in the Family Hub. The family member's last three location history events are listed in the *History* section of their profile details.



2. Tap **See All** in the *History* section to display a screen listing events for all devices for that family member.

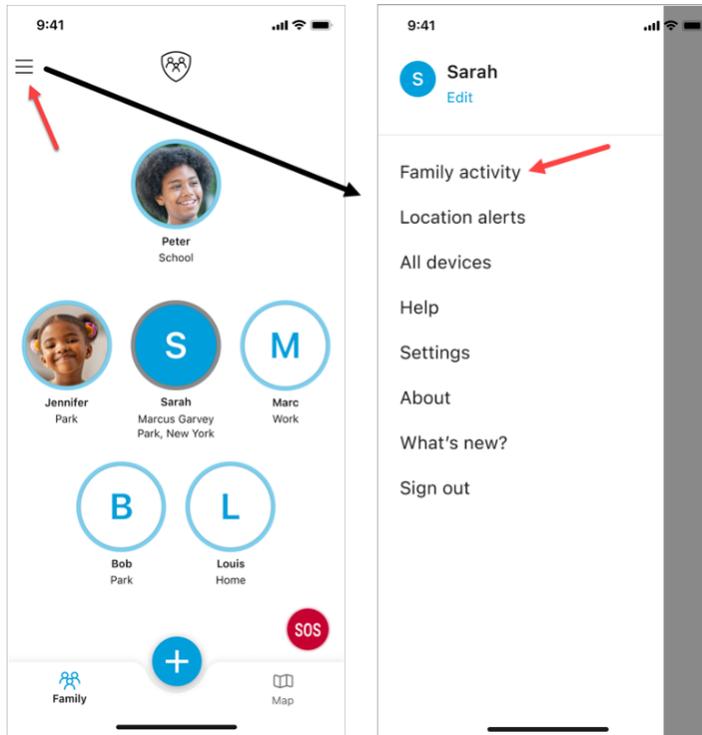


3. Tap the profile name at the top of the list to see History events for a particular family member or tap the **All** icon to see History events for all family members.

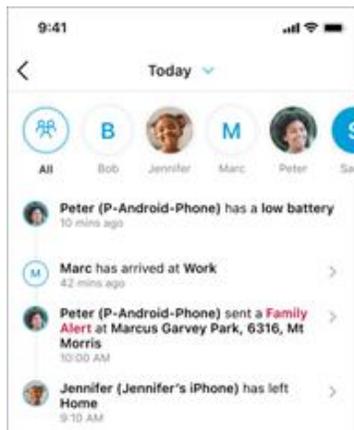
The list of events defaults to the current day (Today). To view events for a different day, tap the header at the top of the screen to display a range of dates, and then tap the desired date.

## To view location history events for your entire family

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Family activity**.



2. By default, the history for the entire family displays. Tap a family member's icon at the top of the screen to view a particular family member's activity.
3. The list of events defaults to the current day (Today). To view events for a different day, tap the header at the top of the screen to display a range of dates, and then tap the desired date.



## Location alerts

You can set up alerts to notify you of your family member's location. You can have these alerts sent when your family member arrives and leaves certain places, or you can be notified of your family member's location at set times during the day.

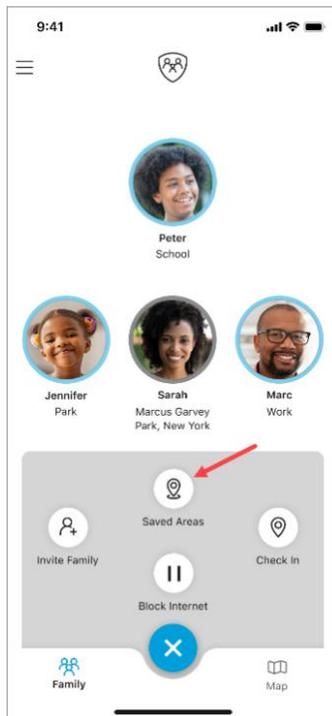
### Set arrival and departure alerts

To support arrival and departure alerts, you first create *Saved Areas* that define the virtual areas that you want to monitor such as home, school, and work. For example, parents who want to know if (and when) their child arrives at school can be notified when their child enters or leaves a school-defined Saved Area. You then choose which family members to monitor for that location. You can create a Saved Area from the quick-actions menu, from the Left Menu, and from a family member's individual map.

**Note:** You can create up to a maximum of twenty (20) Saved Areas.

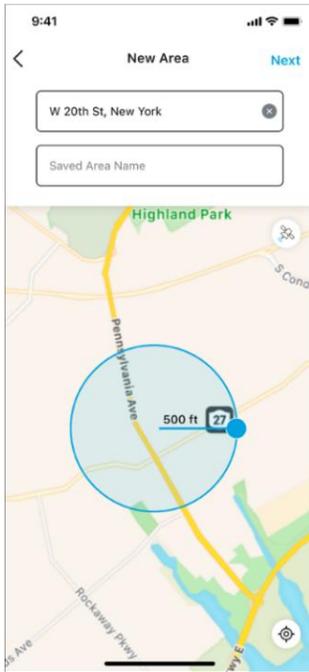
#### To create a Saved Area from the quick-actions menu

1. Tap the blue plus button on the Family Hub or Family Map to open the quick-actions menu.
2. Tap **Saved Areas**.

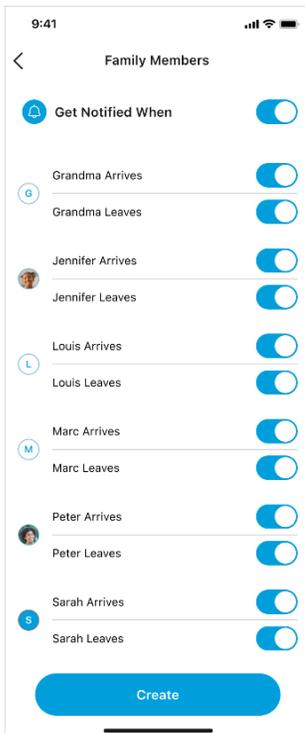


3. Tap **Create saved area**.

- On the *New Area* screen, enter an address (or tap a location on the map) and specify a name for the Saved Area. If desired, you can manually fine-tune the Saved Area (blue circle) by enlarging or reducing its radius. The minimum radius is 492 feet.



- Tap **Next** in the upper-right corner of the screen to display the *Family Members* screen.

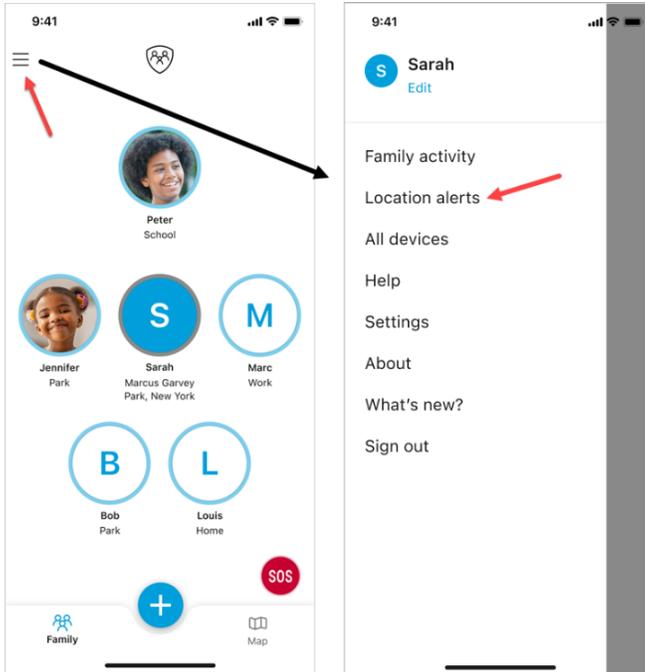


- Toggle On the **Get Notified When** option. (This option is toggled On by default.)

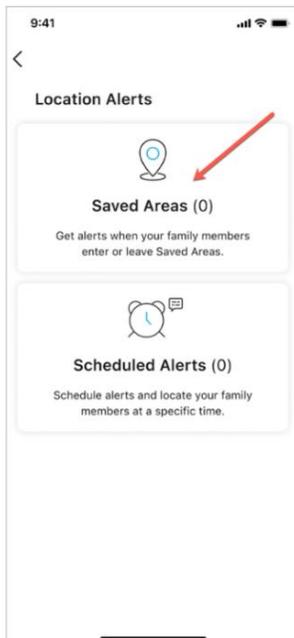
7. Toggle On the events (arrives/leaves) for each family member for which you want to receive a location alert for this Saved Area.
8. Tap **Create**.

**To create a Saved Area from the Left Menu**

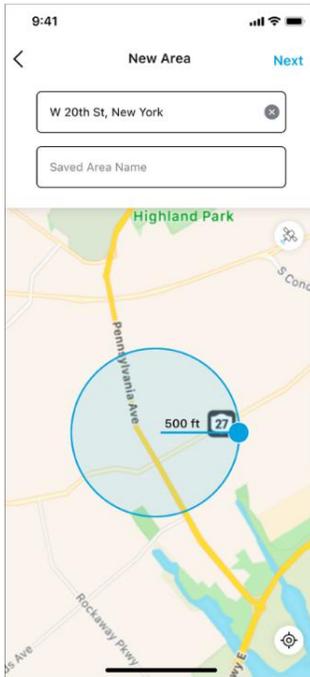
1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.



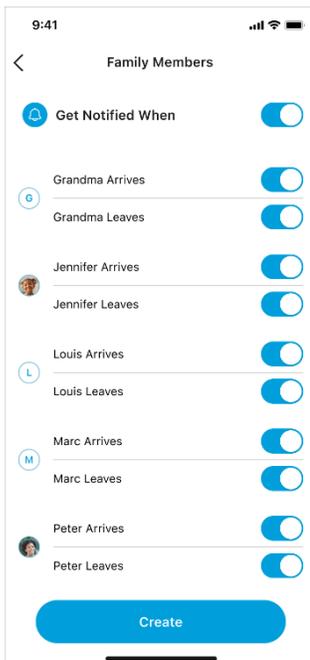
2. On the *Location Alerts* screen, tap **Saved Areas**.



3. Tap **Create saved area**.
4. On the *New Area* screen, enter an address (or tap a location on the map) and specify a name for the Saved Area. If desired, manually fine-tune the Saved Area (blue circle) by enlarging or reducing its radius. The minimum radius is 492 feet.



5. Tap **Next** to display the *Family Members* screen.

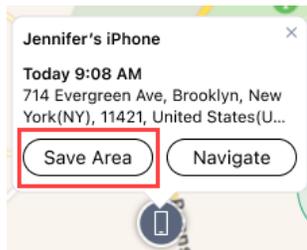


6. Toggle **On** the **Get Notified When** option. (This option is toggled **On** by default.)

7. Toggle On the family members and events (arrives or leaves) for which you want to receive a location alert for the Saved Area.
8. Tap **Create**.

### To create a Saved Area from a family member's current location on a map

1. Tap the family member's icon in the Family Map. The family member's individual map displays with a callout listing their current location address.
2. Tap **Save Area** in the callout to create a new Saved Area at the family member's current location.



**Note:** If the family member is in an existing Saved Area, an **Edit Area** option is shown.

3. Specify a name for the Saved Area and if desired, manually fine-tune the Saved Area (blue circle) by enlarging or reducing its radius. The minimum radius is 492 feet.
4. Tap **Next** to display the *Family Members* screen.
5. Toggle **On** the **Get Notified When** option. (This option is toggled **On** by default.)
6. Toggle On the family members and events (arriving or leaving) for which you want to receive a location alert for the Saved Area.
7. Tap **Create**.

## Edit a Saved Area

### To edit a Saved Area

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Saved Areas**.
3. Tap the Edit (pencil) icon for the desired Saved Area on the *Saved Areas* screen.
4. On the *Edit Area* screen, make the desired changes:
  - a. Modify the address by tapping the field and using the keypad to type a new address. The Saved Area (blue circle) automatically adjusts to reflect the new address's location.

- b. Modify the Saved Area name by tapping the field and using the keypad to type a new name.
  - c. Modify the Saved Area (blue circle) by manually enlarging or reducing its radius. The minimum radius is 492 feet.
5. Tap **Save**.

## Edit notifications for a Saved Area

### To edit the list of family members who are notified for a Saved Area

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Saved Areas**.
3. Tap the Notification (bell) icon for the desired Saved Area on the *Saved Areas* screen.
4. On the *Family Members* screen, make the desired changes:
  - a. To stop notifications for all family members, toggle **Off** the **Get Notified When** option. (See [Delete a Saved Area](#) if you no longer want the Saved Area.)
  - b. To stop or start notifications for a specific family member, toggle **Off/On** the option for the desired event (Arrives/Leaves).
5. Tap the back arrow at the top of the screen when finished.

## Delete a Saved Area

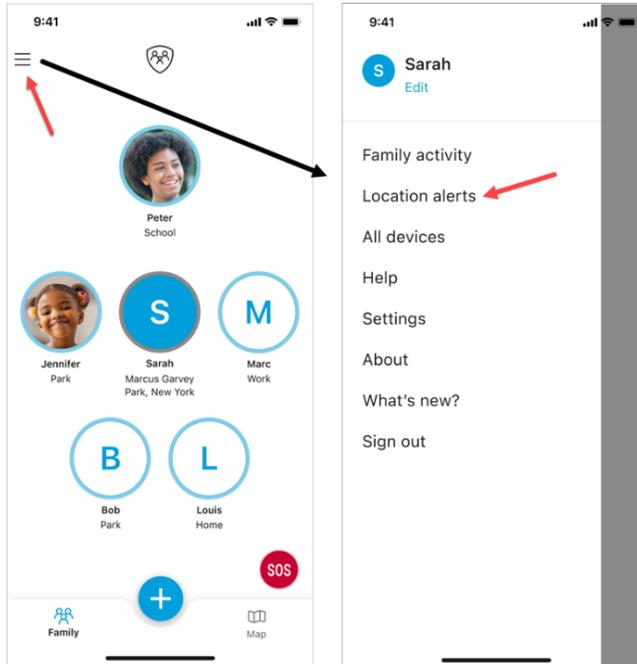
### To delete a Saved Area

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Saved Areas**.
3. Tap the Saved Area you want to delete on the *Saved Areas* screen.
4. Tap **Delete** at the top of the *Edit Area* screen.
5. Tap **Yes** when prompted to confirm the deletion.

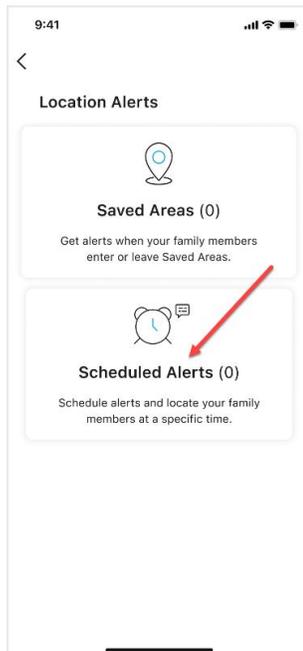
## Set Scheduled Alerts

### To create a Scheduled Alert

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.



2. On the *Location Alerts* screen, tap **Scheduled Alerts**.



3. Tap **Create scheduled alert**.

4. On the *Create Alert* screen, specify a name for the alert, select the days and time you want to receive the alert, select whether you want the alert to repeat, and select the family member(s) for whom the alert applies. (To apply the alert to all family members, tap **Select All**.)

5. Tap **Create**.

Repeat these steps to set up additional alerts you want to receive.

## Disable a Scheduled Alert

### To disable a Scheduled Alert

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Scheduled Alerts**.
3. Toggle **Off** the alert listed on the *Scheduled Alerts* screen that you want to disable.

## Edit a Scheduled Alert

### To edit a Scheduled Alert

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Scheduled Alerts**.
3. Tap an alert listed on the *Scheduled Alerts* screen (the alert must be enabled).
4. Modify the desired details for the alert, and then tap **Save**.

## Delete a Scheduled Alert

### To delete a Scheduled Alert

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Scheduled Alerts**.
3. Swipe left on the alert listed on the *Scheduled Alerts* screen that you want to delete, and then tap **Delete** (iOS) or the trash icon (Android).
4. Tap **Yes** when prompted to confirm the deletion.

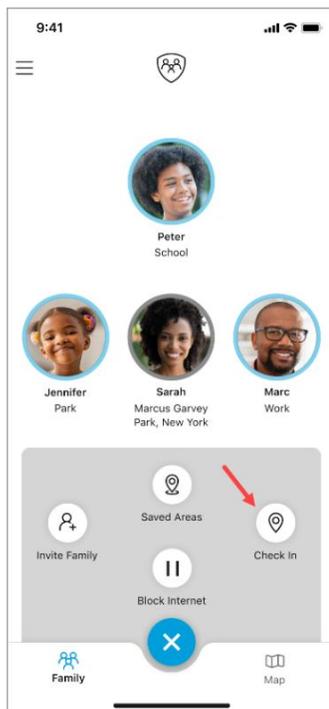
## Check In

Check In allows family members to share their current location with other family members.

**Note:** You must [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device to use Check In.

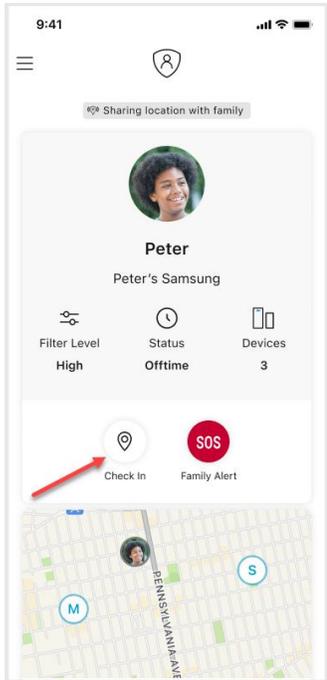
### To check in as an adult

1. Tap the blue plus button on the Family Hub or Family Map to open the quick-actions menu.
2. Tap **Check In**.
3. Tap **Share with family**.



**To check in as a child**

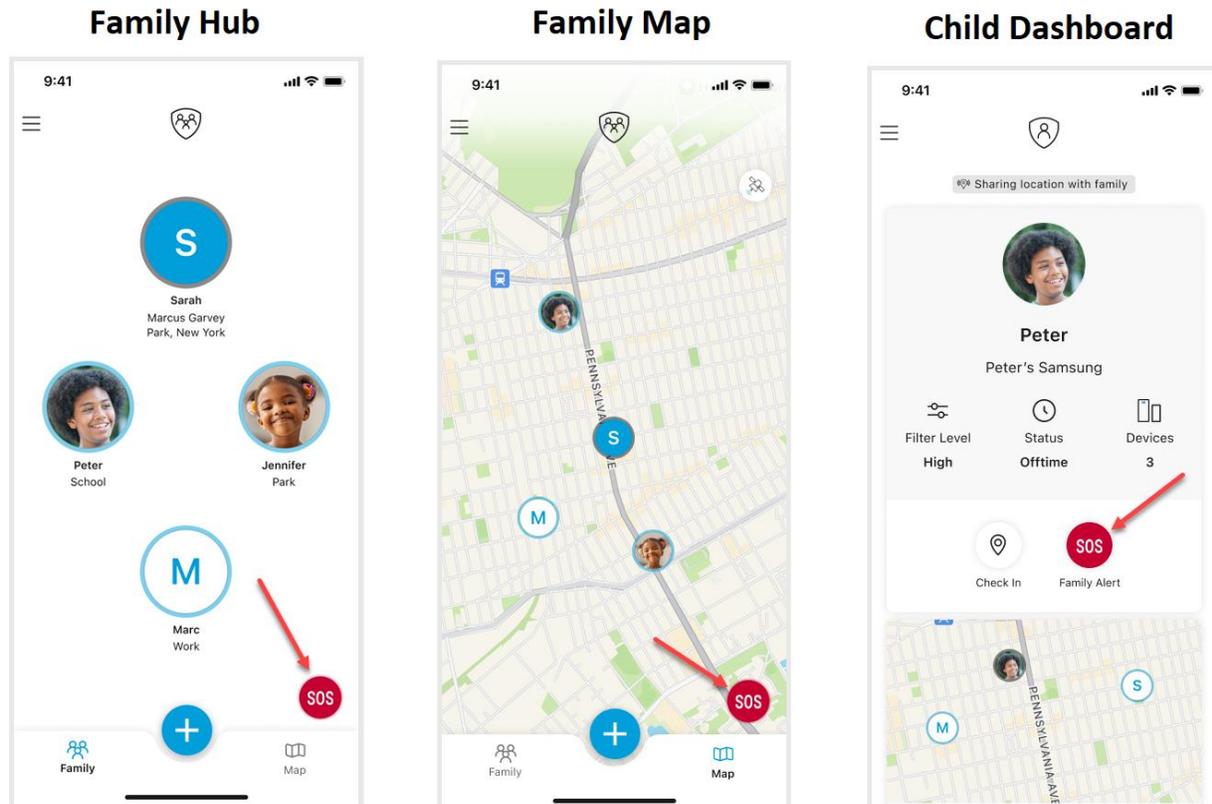
1. Open the AT&T Secure Family Companion app on the child's device.
2. Tap **Check In** on the child's dashboard.



3. Tap **Share with family**.

## SOS Family Alert

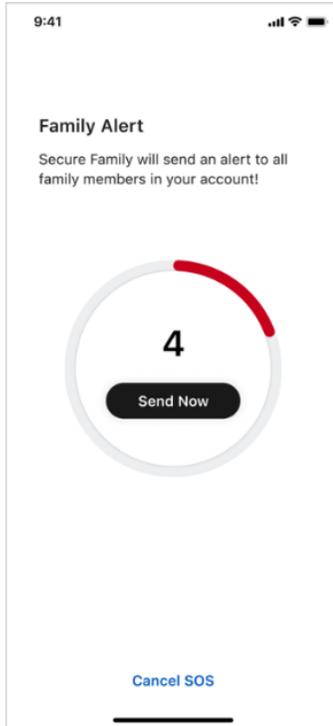
An SOS Family Alert is an alert initiated by a family member that is sent to all other family members. This alert can be sent in several ways. An adult can tap the SOS icon on the Family Hub or on the Family Map, or a child can tap the SOS icon from their Secure Family Companion Child Dashboard.



## Send an SOS Alert

### To send an SOS alert as an adult

1. Navigate to the Family Hub or the Family Map.
2. Tap the **SOS** icon. This action displays the *Family Alert* screen.
3. Tap the **Send Now** button on the *Family Alert* screen or wait the 5 seconds for the alert to be sent automatically.



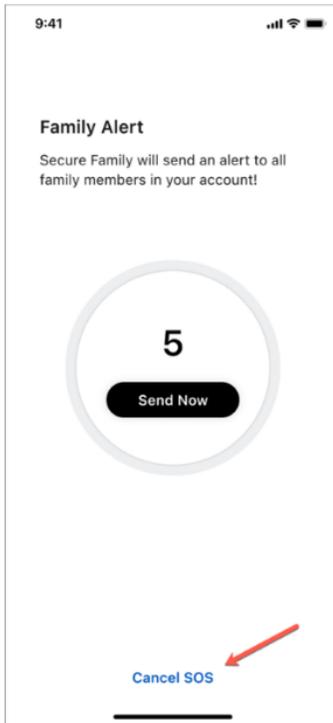
### To send an SOS alert as a child

1. On the child's device, navigate to their child dashboard.
2. Tap the **SOS** icon. This action displays the *Family Alert* screen.
3. Tap the **Send Now** button on the *Family Alert* screen or wait the 5 seconds for the alert to be sent automatically.

## Cancel an SOS Alert

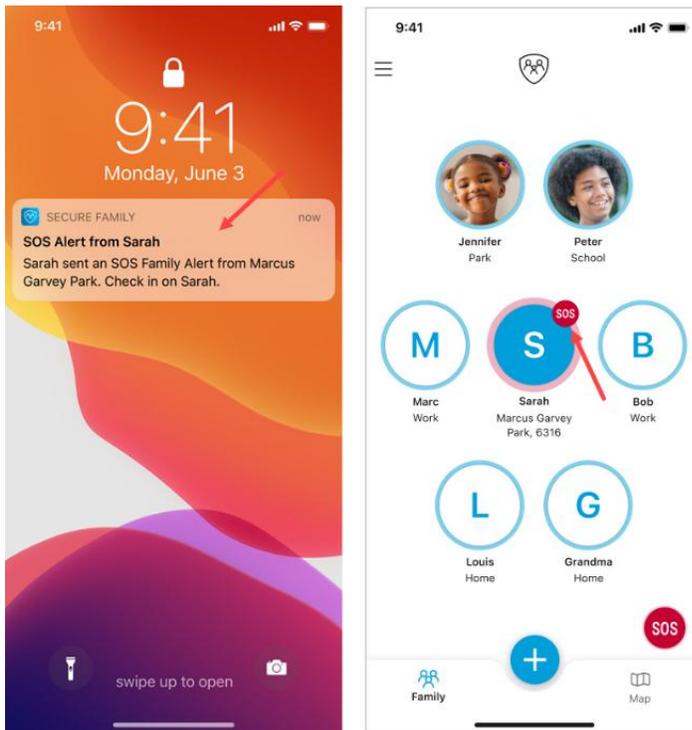
### To cancel an SOS alert

1. After a child or adult taps the **SOS** icon, the *Family Alert* screen displays.
2. Tap **Cancel SOS** at the bottom of the *Family Alert* screen before the 5-second timer has expired to cancel the alert.



## Clear an SOS Alert

When a family member sends an SOS Alert, the rest of the family receives a notification. An SOS icon also appears next to that family member's icon in the Family Hub.



### To clear an SOS alert from the notification

1. **iOS:** Long press (tap and hold) the notification.  
**Android:** Expand the notification.



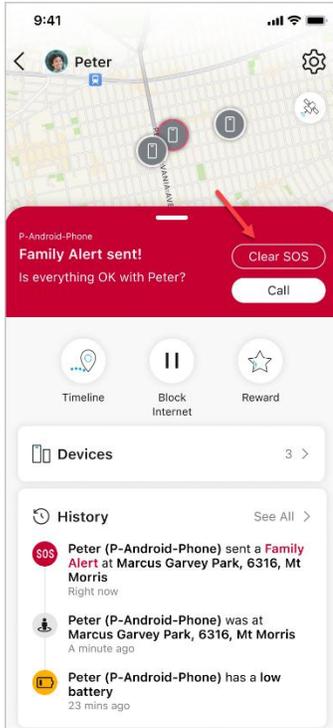
2. Tap **CLEAR ALERT**.

### To clear an SOS alert from the Family Hub

1. Tap the family member's profile icon that displays an SOS.



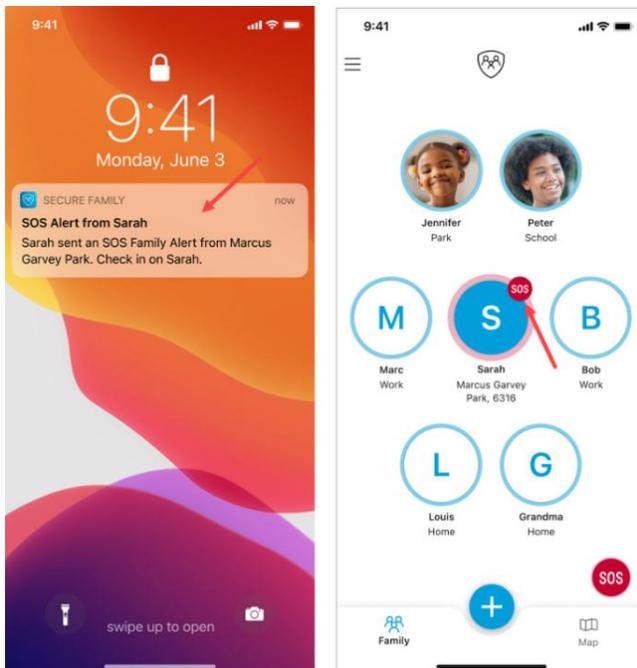
2. Tap the **Clear SOS** button on the notification in the family member's profile.



3. Tap **Yes** on the *Are you sure?* dialog.

## Respond to an SOS Alert

When a family member sends an SOS Alert, the rest of the family receives a notification. An SOS icon also appears next to that family member's icon in the Family Hub. You can respond to the SOS alert by calling the family member who sent the alert.



### To respond to an SOS alert from the notification

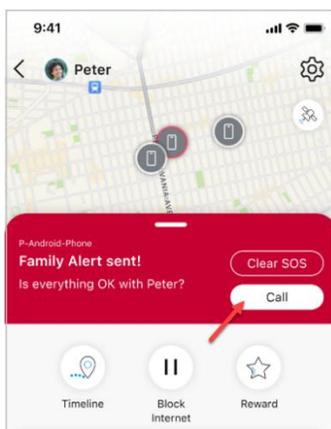
1. **iOS:** Long press (tap and hold) the notification.  
**Android:** Expand the notification.
2. Tap **CALL**.



**Note:** iOS devices will only display the CALL option if the device was added using an SMS (text message) invite code (not if added by an email invite or QR code). Android devices added using an SMS (text message) will call the number directly. Android devices added via an email invite or QR code will open a dial pad for you to enter the phone number.

### To respond to an SOS alert from the Family Hub

1. Tap the family member's profile icon that displays an SOS.
2. Tap the **Call** button on the notification in the family member's profile.



# Parental Controls Features

Parental Controls empower parents to manage their child's online use through these features:

- [Filter access to internet content](#)
- [Block internet during bedtime](#)
- [Restrict internet use with time limits](#)
- [Schedule internet off times](#)
- [Track internet usage](#)
- [Block or allow internet access](#)
- [Give more internet time as a reward](#)
- [Advanced Parental Controls \(iOS only\)](#)

**Note:** Parental Controls can be set only for Child profiles. Parental Controls are applied to every device assigned to the child's profile, on both Wi-Fi and mobile data connections.

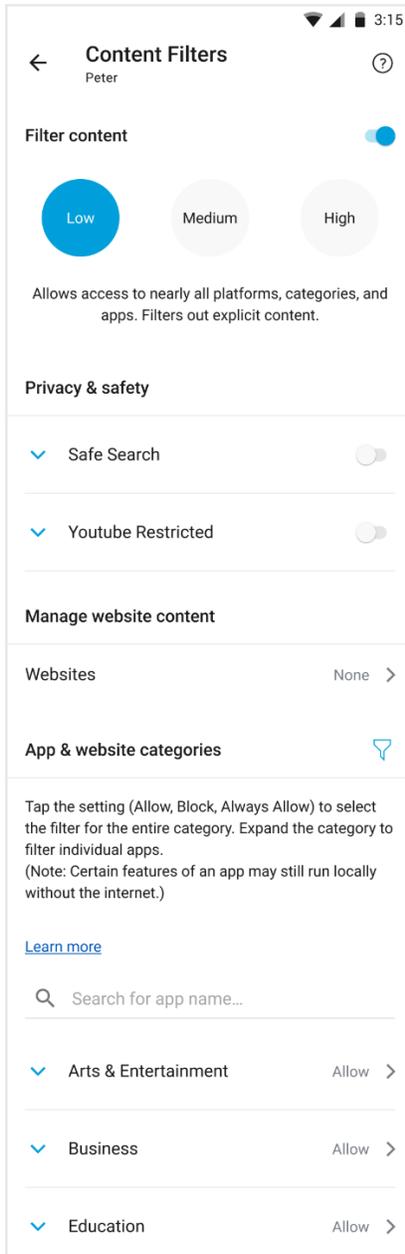
**Note:** You must [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device to use Parental Controls.

**Note:** (Android only) Google requires children under the age of 14 to have a managed Google account through Family Link. To avoid conflicting parental control restrictions between Family Link and Secure Family, we recommend parents remove all restrictions applied to the child's Android device in Family Link.

## Content Filters

Content Filters allow you to manage the content your child can view online. When setting Content Filters, you select a filter level that matches your child's age, maturity, and interests as a starting place. The filter level automatically sets some of the options for Privacy & safety and allows or blocks various App & website categories. You can then manually filter content to be the right fit for your child.

**Note:** Regardless of which filter level you choose, Secure Family helps protect your child by blocking internet-based apps and websites that contain dangerous and malicious content such as spyware, malware, phishing links, keyloggers, and botnets. Content Filters must be enabled on your child's profile to take advantage of this online security protection.



## Filter levels

Secure Family supports three levels of content filtering:

- **Low** – filters out explicit content but allows access to nearly all platforms, categories, and apps and is intended for teens.
- **Medium** – filters out mature or adult-oriented content but allows access to most general-use platforms, categories, and apps and is intended for pre-teens.
- **High** – filters out content deemed inappropriate for younger children but allows access to kid-safe experiences.

**Note:** A filter level must be applied before you can customize filter permissions or add websites that you want to manage.

## Privacy & safety

Enabling **Safe Search** blocks Yahoo searches and eliminates sexually explicit content from search results on Google, Bing, and DuckDuckGo.

Enabling **YouTube Restricted** uses Restricted Mode on the YouTube app and website, which restricts access to potentially mature or objectionable content. The child is also blocked from viewing and writing comments on YouTube videos.

## Manage website content

This section lets you [add specific websites](#) you want to manage for your child that are not listed in the App & website categories section. You can then assign a filter permission for the website (Allow/Block/Always Allow).

## App & website categories

Categories group potentially thousands of similar apps and websites to make it easier for parents to manage content for their child. The selected [filter level](#) (Low/Medium/High) automatically sets [filter permissions](#) (Allow/Block/Always Allow) for each category. Content categories range from App Stores & Downloads to Chat & Forums, Dating, Education, Explicit Content, Gambling, Music, Kids, Online Games, Social Media, Video, and more. Tap the arrow to the left of the category's name to view its description.

**Note:** You may disagree with a description or find content that you believe should be covered by a category but isn't. Secure Family content filtering involves software that is constantly learning and improving.

## Customize filter permissions

You can set filter permissions for an entire category or tap the arrow to the left of the category name to display a list of internet-based apps you can manage individually. Any websites associated with these apps are automatically assigned the same filter.

The **Allow** setting permits a child to access the app, website, or category but enables parents to track and manage its use with other parental controls.

The **Block** setting blocks a child from accessing the app, website, or category at all times. However, any app, video, or other media on the child's device that does not require internet access is not blocked. For example, if you block a gaming app but the child has already downloaded a version of the app they can play offline, that game is not blocked.

The **Always Allow** setting permits a child to access the app, website, or category without its use being tracked or managed by other parental controls.

## Search and filter

Search for an app to manage by typing the app name into the search field in App & website categories. Search results include the relevant category expanded to show the desired app.

**Note:** Even if an app does not appear in a search, the app may still be managed by the permission set for the category related to that app.

To filter all categories and individually managed apps by permission type, tap the Filter icon in App & website categories and then select the desired filter permission.



All categories and/or apps with the selected filter permission display. To remove the filter, tap the Filter icon again and select **Show all**.

## Send feedback

If a desired app is not listed in App & website categories, you can tap **Don't see an app listed?** at the bottom of the *Content Filters* screen or *Help* screen to submit apps you're interested in managing individually.

## Set up Content Filters

1. Select a Child profile from the Family Hub or Family Map.
2. Tap **Content Filters** in their profile details. The *Content Filters* screen displays.
 

**Note:** If Content Filters is currently Off, a *Filtering disabled* screen appears. Enable Content Filters by tapping the **Filter content** toggle switch.
3. Select the filter level (**Low/Medium/High**) you want to use for your child.
4. (Optional) Enable **Safe Search** to prevent Yahoo searches and eliminate sexually explicit content from your child's search results when using Google, Bing, and DuckDuckGo.
5. (Optional) Enable **YouTube Restricted** to activate YouTube's restricted content mode.
6. Set the desired filter permission (**Allow, Block, or Always Allow**) for the listed categories and/or individually managed apps.
 

**Note:** Categories and apps set to **Always Allow** cannot be limited by time, and their usage does not count toward the [total internet time limit](#) (if set).
7. When you're done setting Content Filters, tap **Save**.

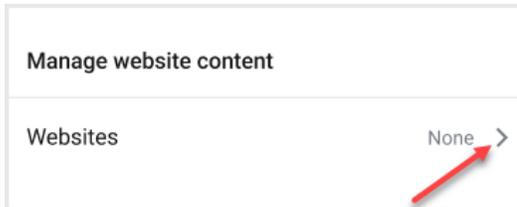
## Add websites to manage

You can add websites not listed under the App & website categories section of the *Content Filters* screen and assign them a filter permission.

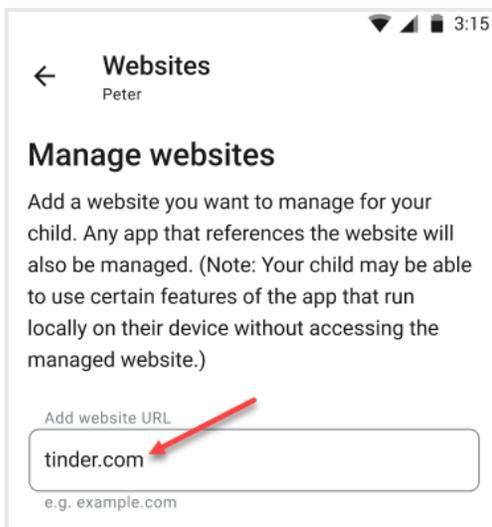
**Note:** You can add up to a maximum of fifty (50) websites.

### To manually add websites for managing your child's access

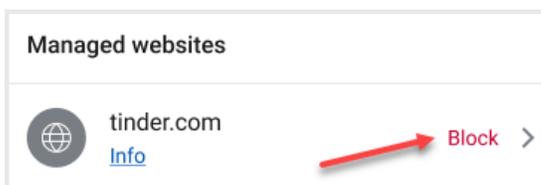
1. Tap the arrow next to **Websites** in the Manage website content section of the *Content Filters* screen.



2. Type the URL (internet address) for the website you want to manage on the *Websites* screen.



3. Tap **Add**. The website appears under Managed websites on the *Websites* screen with **Block** as its default filter permission.
4. Change the permission if desired by tapping **Block** and then selecting the desired permission from the list that appears.



**Note:** You can also tap **Info** under the website name to display a screen for setting a filter permission and removing the website from the Managed websites list.

## Remove managed websites

There are several ways to remove individually managed websites that you no longer want to manage.

### Swipe method

1. Locate the website you want to remove in the Managed websites list.
2. Swipe left on the desired website.
3. Tap the delete icon.

### Selection method

1. Locate the website(s) you want to remove in the Managed websites list.
2. Long-press (tap and hold) the desired website(s). A checkmark appears next to the selected website name(s).

**Note:** To select all websites in the list, tap **Select All**.

3. Tap **Remove** in the upper right corner of the *Websites* screen.

### Website details screen method

1. Locate the website you want to remove in the Managed websites list.
2. Tap **Info** under the website name.
3. Tap **Remove website** at the bottom of the website's details screen.

## View app and website details

1. Locate the desired app under a category on the *Content Filters* screen, or the desired website in the Managed websites list on the *Websites* screen.
2. Tap **Info** under the app or website name.

The app details screen includes an About section summarizing the app, and a Controls section where you can change the filter permission or set a [Time Limit](#) for the app. The website details screen includes a Controls section where you can change the filter permission and an option to remove the managed website.

**Note:** If the Time Limits feature is currently disabled, **Off** is displayed in the Set Time Limits section. Tap **Off** and then tap **Enable** when asked to enable Time Limits.

## Bedtime

Make late night surfing a thing of the past! Bedtime helps parents ensure their child gets the rest they need by blocking internet access during times the child should be asleep. If [Content Filters](#) is enabled, internet access is blocked for **Allowed** and unfiltered apps, websites, and categories during Bedtime, but those set to **Always Allowed** are not blocked. If Content Filters is not enabled, all internet-based apps and websites are blocked during Bedtime.

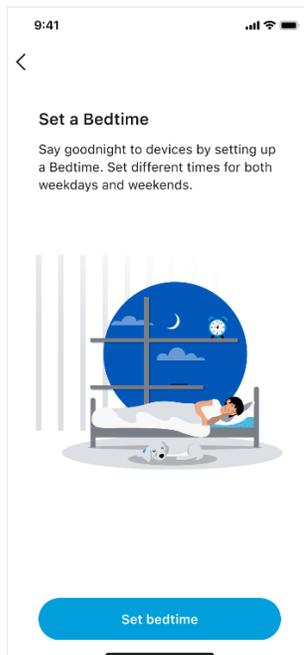
You can set different Bedtime periods for weekdays and weekend days. During Bedtime, the child's dashboard displays a countdown to when their device will be back online. The child will also see a screen telling them their device is on Bedtime when they try to access an **Allowed** or unfiltered app, website, or category.

**Note:** Bedtime is meant for blocking internet access overnight. To block internet access during daytime hours, use the [Off Time](#) feature.

## Manage Bedtime

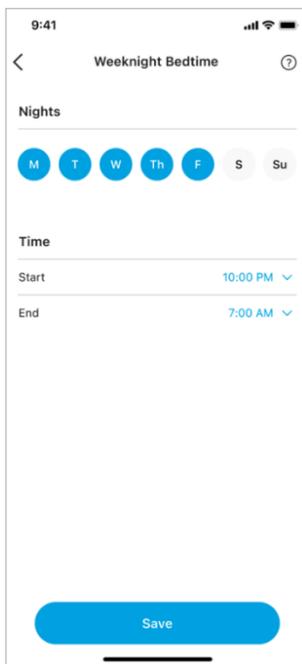
### To set up a Bedtime for your child

1. Tap the child's profile icon in the Family Hub or Family Map.
2. Tap **Bedtime** in their profile details.
3. If a Bedtime has not been previously set, tap **Set bedtime** on the *Set a Bedtime* screen. Otherwise, skip to step 4.

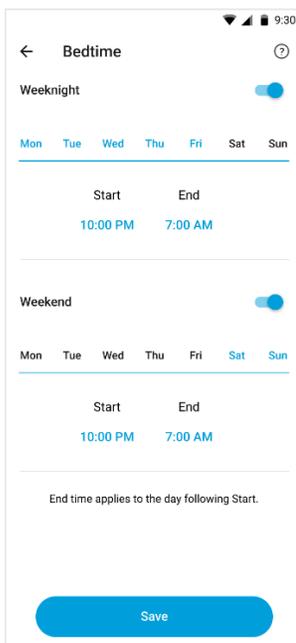


4. On the *Weeknight Bedtime* screen, tap the desired Nights on which the weeknight Bedtime will occur.

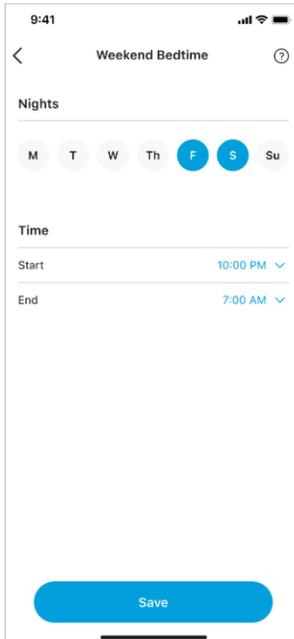
5. Tap the arrow for **Start** and use the scroll list to set the desired Bedtime start time.
6. Tap the arrow for **End** and use the scroll list to set the desired Bedtime end time.



7. Tap **Save**.
8. You can then set up a Weekend Bedtime by toggling on **Weekend**, which displays the *Weekend Bedtime* screen.



- Specify the **Nights** and the **Time (Start and End)** during which the weekend Bedtime will occur.



- Tap **Save**.

#### To modify an existing Bedtime

- Navigate to the Bedtime screen.
- Tap the Bedtime you want to edit.
- Modify your settings on the *Weeknight Bedtime* or *Weekend Bedtime* screen.
- Tap **Save**.

#### To disable an existing Bedtime

- Navigate to the *Bedtime* screen.
- Toggle off the desired **Weeknight** and/or **Weekend** Bedtime.
- Tap **Save**.

## Time Limits

Time Limits allow you to limit the amount of time your child spends each day on the internet. You can specify an overall amount of time that they can use all apps, websites, and categories and/or specify a custom amount of time your child can spend using a particular app or category. You can set different Time Limits for weekdays and weekends.

If you specify both overall and custom Time Limits, then the time spent on an individual app or category cannot exceed the overall amount of time allowed.

You can also set a Time Limit **By reward only**, which blocks your child from using the internet, app, or category unless you extend the Time Limit as a [Reward](#).

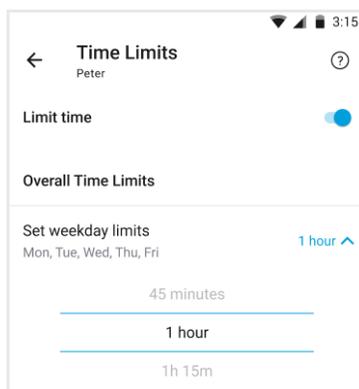
**Note:** If [Content Filters](#) is enabled, Time Limits can only be applied to apps and categories set as **Allow**. If you attempt to set a Time Limit for an app or category set as **Block** or **Always Allow**, you will be prompted to first set it as **Allow**. (Doing so sets the app or category as **Allow** in Content Filters.) If an app or category is set as **Always Allow**, its use does not count towards the overall internet Time Limit.

When a Time Limit is set, the overall amount of time allowed for internet use as well as the three individual apps and/or categories with the least amount of time available display on your child's dashboard. Your child will also be notified when they reach a Time Limit.

### Set an overall Time Limit

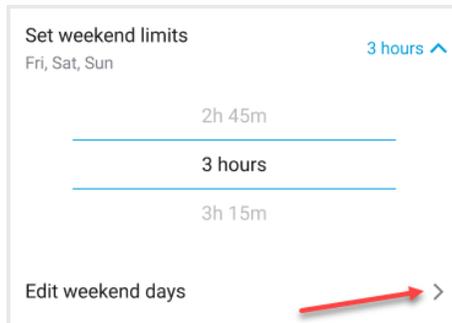
1. Tap the child's profile icon in the Family Hub or Family Map.
2. Tap **Time Limits** in their profile details. The *Time Limits* screen displays.
 

**Note:** If Time Limits is currently Off, a *Time Limits disabled* screen appears. Enable Time Limits by tapping the **Limit time** toggle at the top of the screen.
3. In the Overall Time Limits section, tap the arrow next to **Set weekday limits** to display a scroller for setting the desired time.



- Use the scroller to select the maximum amount of time your child is allowed to spend on the internet per day. You can set limits from no time limit (**Not set**) to 12 hours in 15-minute increments. Limits can also be set to [By reward only](#).
- If you also want to set Time Limits for weekend days, tap the arrow next to **Set weekend limits** and use the scroller to set the desired time.

**Note:** If you want to change the default weekend days (Saturday and Sunday), tap the arrow next to **Edit weekend days** and choose your desired days.



- Tap **Save**.

## Set custom Time Limits for a category

- Select a child's profile icon in the Family Hub or Family Map.
- Tap **Time Limits** in their profile details. The *Time Limits* screen displays.
- Tap the arrow next to **Set app & website category limits**. The *Custom Time Limits* screen displays.
- Tap the right arrow next to the category for which you want to set Time Limits.

**Note:** If the category's filter permission is set as **Block** or **Always Allow** in Content Filters, you will be asked to set it to **Allow**. (Time Limits can only be set for categories with the **Allow** filter permission.)

- Tap the arrow next to **Set weekday limits** to display a scroller for setting the desired time. You can set limits from no time limit (**Not set**) to 12 hours in 15-minute increments. Limits can also be set to [By reward only](#).
- Tap the arrow next to **Set weekend limits** and use the scroller to set the desired time.
- Tap the back arrow twice to return to the *Time Limits* screen.
- Tap **Save**.

## Set custom Time Limits for an app

1. Select a child's profile icon in the Family Hub or Family Map.
2. Tap **Time Limits** in their profile details. The *Time Limits* screen displays.
3. Tap the arrow next to **Set app & website category limits**. The *Custom Time Limits* screen displays.
4. Tap the left arrow next to the category for which you want to set Time Limits. A list of apps associated with the category displays in the **Common apps** section.
 

**Note:** If the app's filter permission is set as **Block** or **Always Allow** in Content Filters, you will be asked to set it to **Allow**. (Time Limits can only be set for apps with the **Allow** filter permission.)
5. Tap the right arrow for the desired app. The *Custom Time Limits* screen for that app displays.
6. Tap the arrow next to **Set weekday limits** to display a scroller for setting the desired time. You can set limits from no time limit (**Not set**) to 12 hours in 15-minute increments. Limits can also be set to [By reward only](#).
7. Tap the arrow next to **Set weekend limits** and use the scroller to set the desired time.
8. Tap the back arrow twice to return to the *Time Limits* screen.
9. Tap **Save**.

## Set custom Time Limits from the Apps screen

1. Select a child's profile icon in the Family Hub or Family Map.
2. Tap **Time Limits** in their profile details. The *Time Limits* screen displays.
3. Tap the arrow next to **Set app & website category limits**. The *Custom Time Limits* screen displays.
4. Tap the left arrow next to the desired category. A list of apps associated with the category displays in the **Common apps** section.
5. Tap **Info** for the desired app. The *Apps* screen displays with a description of the app and controls for changing the filter permission and setting a Time Limit.
 

**Note:** If the app's filter permission is set as **Block** or **Always Allow** in Content Filters, the Time Limits section is disabled (grayed out). Tap the arrow next to **Block** or **Always Allow** and change the filter permission to **Allow** to enable Time Limits.
6. Tap the arrow next to **Set Time Limits**. The app's *Custom Time Limits* screen displays.

7. Tap the arrow next to **Set weekday limits** to display a scroller for setting the desired time. You can set limits from no time limit (**Not set**) to 12 hours in 15-minute increments. Limits can also be set to [By reward only](#).
8. Tap the arrow next to **Set weekend limits** and use the scroller to set the desired time.
9. Tap the back arrow three times to return to the *Time Limits* screen.
10. Tap **Save**.

## Off Time

Off Time is for blocking internet access during scheduled time periods to help a child avoid distractions and focus on important moments, such as doing homework or enjoying family time. If [Content Filters](#) is enabled, internet access is blocked for **Allowed** and unfiltered apps, websites, and categories during Off Time, but those set to **Always Allowed** are not blocked. If Content Filters is not enabled, all internet-based apps and websites are blocked during Off Time.

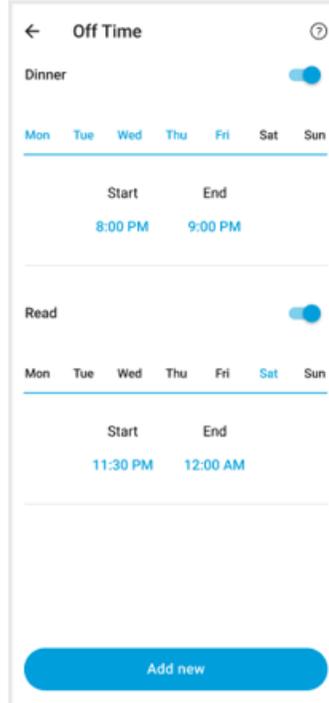
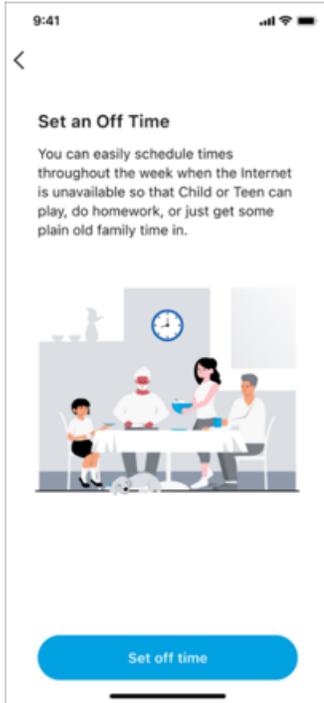
**Note:** Off Time is meant for blocking internet access during daytime hours. To block internet access overnight, use the [Bedtime](#) feature.

## Manage Off Times

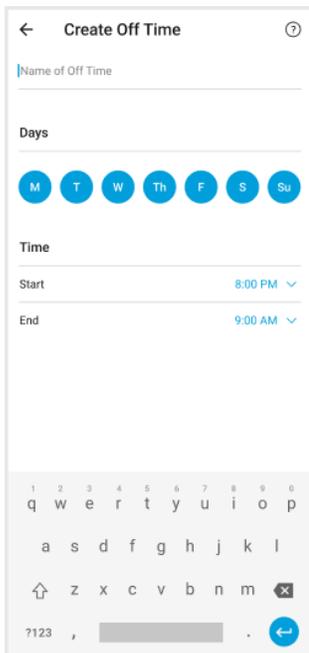
When an Off Time is set, the child will see a countdown to when the next Off Time will occur. During an Off Time, the child will see an Off Time notification when they try to access an allowed and unfiltered app, website, or category.

### To set an Off Time for your child

1. Tap the child's profile icon in the Family Hub or Family Map.
2. Tap **Off Time** in their profile details.
3. If an Off Time has not been previously created, tap **Set off time** on the *Set an Off Time* screen. If an Off Time has been previously created, tap **Add new** on the *Off Time* screen.



4. On the *Create Off Time* screen, specify the **Name** of the Off Time, and the **Days** and the **Time (Start and End)** during which the Off Time will occur.



5. Tap **Save**.

**To disable an Off Time**

1. Navigate to the *Off Time* screen.
2. Toggle off the desired Off Time.

## To edit an Off Time

1. Navigate to the *Off Time* screen.
2. Make sure the desired Off Time is toggled on.
3. Tap the current **Start/End** time.
4. Modify your settings on the *Edit Off Time* screen.
5. Tap **Save**.

## To delete an Off Time

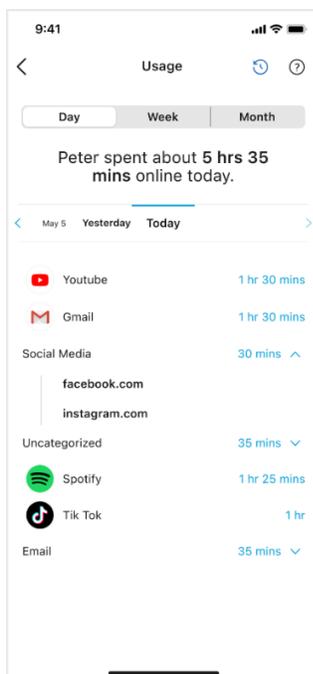
1. Navigate to the *Off Time* screen.
2. Make sure the desired Off Time is toggled on.
3. Tap the Off Time that you want to delete.
4. Tap **Delete**.
5. Tap **Yes** on the *Are You Sure?* dialog.

## Usage

Usage lets you track a child's internet usage to make informed parental control decisions. Usage is tracked for **Allowed** and unfiltered websites, apps, and categories. (Websites, apps, or categories designated as **Always Allow** are not tracked under Usage.)

**Note:** If [Content Filters](#) are disabled, usage is tracked for *all* internet activity.

When a child uses one of these apps or websites on their device, the time spent on it appears in Usage. Usage displays the total internet usage time and the time spent on individual internet-based apps, websites, and categories.



**Note:** Secure Family does not show your child's usage of apps that do not use internet services and may run offline locally on their device. This could include non-internet based games for example.

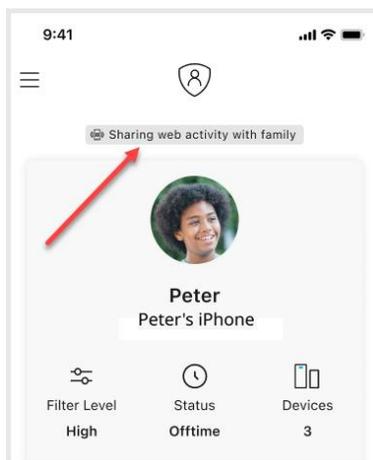
*Usage History* provides a detailed breakdown of which sites a child visited throughout the day. To view your child's Usage History, tap the history (clock) icon at the top-right corner of the Usage screen. Usage History displays two tabs:

- The Visited tab shows a historical timeline of all sites the child visited and the time the sites were accessed.
- The Filtered tab shows the same for all sites the child attempted to access but were blocked by Secure Family. The sites in each tab are grouped by day, starting with the most recent day with internet usage.

## Web activity sharing indicator

### Child devices (iOS and Android)

When the VPN is enabled on a child's device, a label displays on the child's dashboard indicating that their web activity (internet-based apps and websites) is being shared with family. You cannot disable this label.



## Usage actions list

You can take several actions on a particular app/website by tapping it in the Usage list:

- **Visit Website** opens your web browser to the site's home page.
- **Set a Time Limit** assigns a specific amount of time the child can use an app.\*
- **Set as Allow** sets the app/website as **Allow** in Content Filters so that the child can access the website/app during allowed hours.\*\*
- **Set as Block** sets the app/website as **Block** in Content Filters so that the child cannot access the website/app.\*\*

- **Set as Always Allow** sets the app/website as **Always Allowed** in Content Filters so that the child can access the website/app at all times. The child's usage of websites/apps set to Always Allow does not count toward the overall internet time limit.\*\*

\*This option is only available if [Time Limits](#) is enabled.

\*\*These options are only available if [Content Filters](#) is enabled.

**Notes:**

- Time Limits cannot be set for websites.
- Filter permissions and Time Limits for categories cannot be set in Usage or Usage History.
- If a previously unfiltered website is given a content filter in Usage, the website is automatically added as a [managed website](#) in Content Filters, set to the chosen filter permission (Allow, Block, Always Allow).

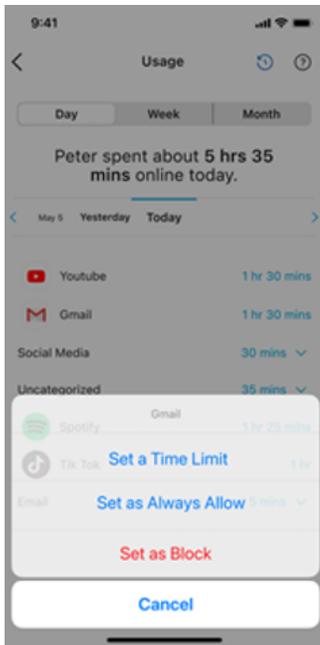
**To access the list of actions**

1. Tap the child's profile icon in the Family Hub.
2. On their profile details, scroll down and tap **Usage**.
3. Tap the app/website for which you want to perform an action. The list of actions displays.

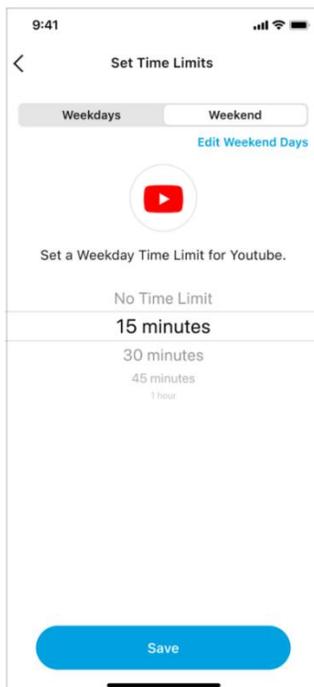
## Set a Time Limit via Usage

**To set a Time Limit for your child from the Usage screen**

1. Tap the child's profile icon in the Family Hub.
2. On their profile details, scroll down and tap **Usage**.
3. Tap the app you want to limit.
4. Tap **Set a Time Limit** from the actions list.



5. Select **Weekdays/Weekend** to specify when you want the Time Limit to take place.
6. Use the time scroller to set a Time Limit value.



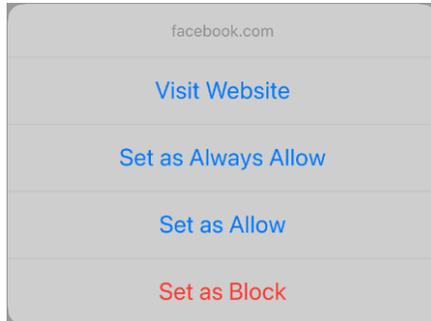
7. Tap **Save**.

**Note:** To change the default weekend days (Saturday and Sunday) to different days, tap **Edit Weekend Days**.

## Block a website/app via Usage

### To block a website/app for your child

1. Tap the child's profile icon in the Family Hub.
2. On the child's profile details, scroll down and tap **Usage**.
3. Tap the app/website you want to block.
4. Tap **Set as Block** from the actions list.



5. Tap **OK** on the *Blocked* dialog.

## Block internet access

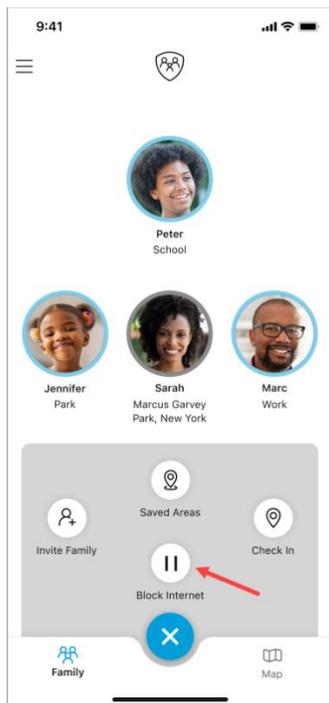
There are three ways to use the Block Internet feature: Block Internet for all managed devices assigned to children, Block Internet for all devices assigned to a specific child, or Block Internet for a specific device.

### Notes:

- When you Block Internet at the Family Hub (and the button name changes to **Allow Internet**), the **Block Internet** buttons will not get updated on the family member profile or device details level (the buttons will still display as **Block Internet**) even though the internet has been blocked for the family member/device.
- To allow internet access again, you will have to tap **Allow Internet** at the level at which you originally blocked internet access. For example, if you **Block Internet** access on the Family Hub, you will have to tap **Allow Internet** on the Family Hub.

### To block internet access for all managed devices assigned to children

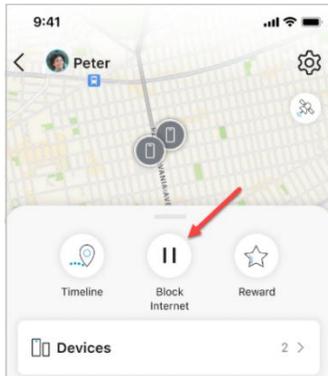
1. Tap the blue plus button on the Family Hub or Family Map to open the quick-actions menu.
2. Tap **Block Internet**.



3. Tap **Yes** on the *Block internet for all child devices?* dialog.

### To block internet access for all devices assigned to a specific child

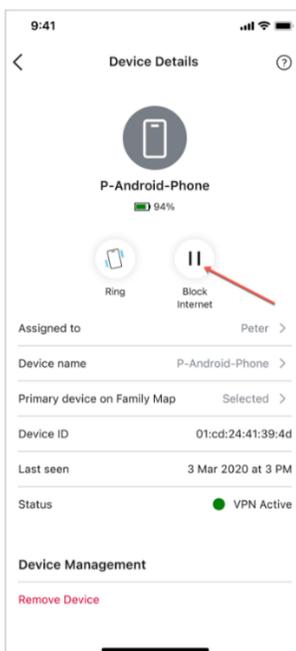
1. Tap the child's profile icon on the Family Hub for which you want to block internet access.
2. Tap the **Block Internet** icon from the child's profile screen.



3. Tap **Yes** on the *Are you sure?* dialog.

### To block internet access for a specific device for a child

1. Tap the child's profile icon on the Family Hub for which you want to block internet access.
2. Tap **Devices**.
3. Select the device for which you want to block internet access.
4. Tap the **Block Internet** icon from the *Device Details* screen.



5. Tap **Yes** on the *Are you sure?* dialog.

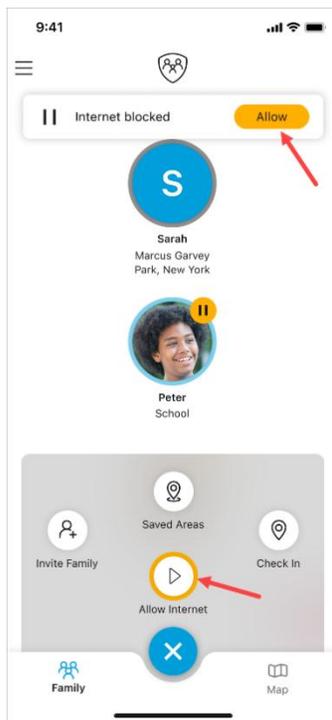
## Allow internet access

To allow internet access, you will have to tap **Allow Internet** at the level at which you originally blocked internet access. For example, if you **Block Internet** access on the Family Hub, you will have to tap **Allow Internet** on the Family Hub. If you **Block Internet** access at the child profile level, you will have to tap **Allow Internet** at the child profile level.

**Note:** After allowing internet access for your child, some devices may still be blocked by other block internet settings (Bedtime, Off Time, and so on).

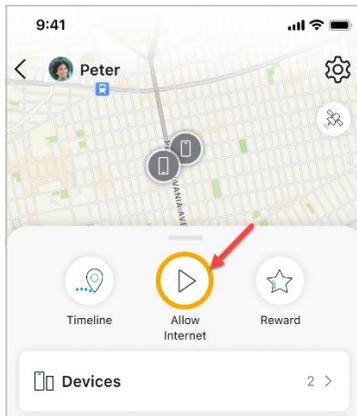
If you blocked internet access for all managed devices (at the Family Hub), perform the following steps:

1. Navigate to the Family Hub.
2. Tap the **Allow** button in the **Internet blocked** region at the top of the screen or tap the blue plus button to open the quick-actions menu and tap **Allow Internet**.



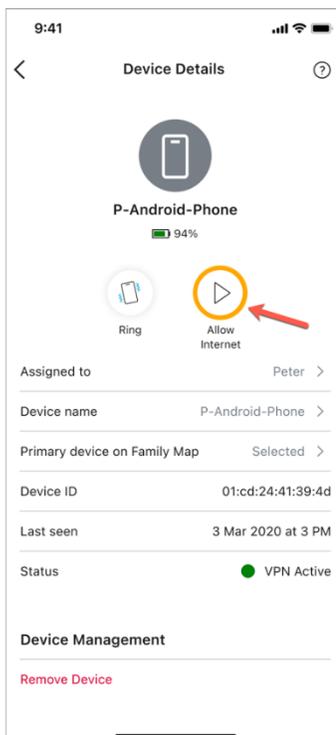
If you blocked internet access for a child (at the child profile level), perform the following steps:

1. Navigate to the Family Hub.
2. Select the child's profile icon for whom internet access is blocked.
3. Tap the **Allow Internet** button from the child's profile screen.



If you blocked internet access for a specific device for a child, perform the following steps:

1. Navigate to the Family Hub.
2. Select the child's profile icon for whom internet access is blocked.
3. Tap **Devices**.
4. Tap the device for which internet access is blocked.
5. Tap the **Allow Internet** button from the *Device Details* screen.



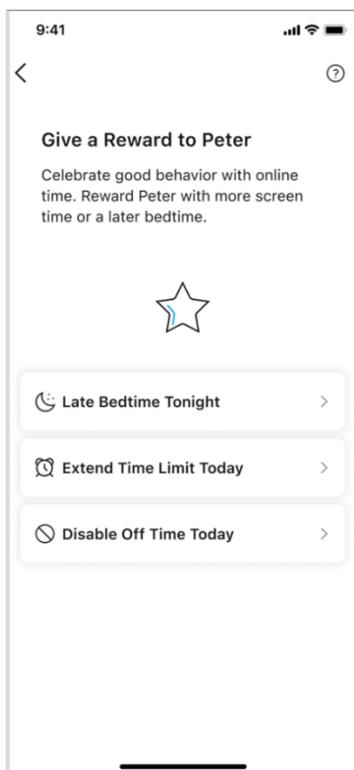
## Rewards

Rewards are an easy way to give extra online time to your kids to commend good behavior. Rewards are implemented for the current day. You can send as many Rewards as you'd like throughout the day. Any online restrictions set for the child's profile automatically resume the following day.

**Note:** You must set at least one Bedtime, Time Limit, or Off Time before giving your child a Reward.

### Types of Rewards

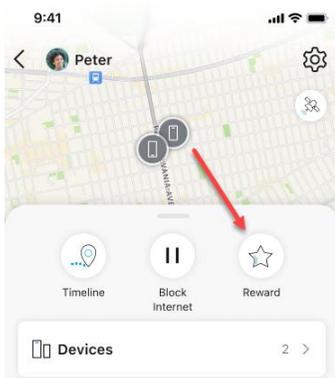
- Choose **Late Bedtime Tonight** to set a new start time for this evening's Bedtime.
- Choose **Extend Time Limit Today** to select any existing Time Limit and add additional time.
- Choose **Disable Off Time Today** to turn off an existing Off Time for the day.



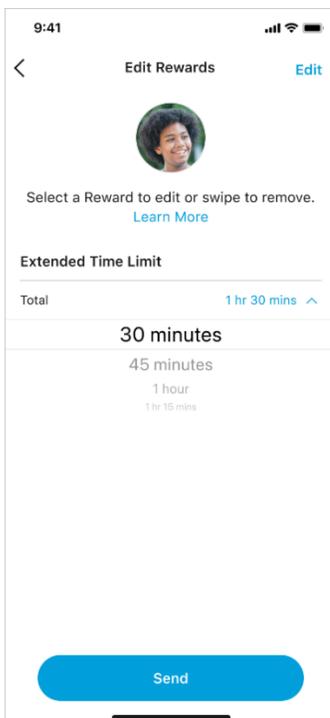
## Send a Reward

### To send a Reward

1. Tap the child's profile icon from the Family Hub or Family Map.
2. Tap the **Reward** button in their profile details.



3. Select which type of Reward you'd like to send: **Late Bedtime Tonight**, **Extend Time Limit Today**, or **Disable Off Time Today**.
4. Set the Reward based on the existing settings for the selected parental control, and then tap **Send** to save the Reward and notify the child.



When a Reward is given, the new reward is reflected in the *Rewards* section in the child's profile details. The child will also receive the Reward in their dashboard. To edit a Reward, tap the **Reward** button in the child's profile details.

## Advanced Parental Controls (iOS)

In addition to restricting the child from deleting the Secure Family Companion app, Advanced Parental Controls enable parents to control whether the child can use their device to:

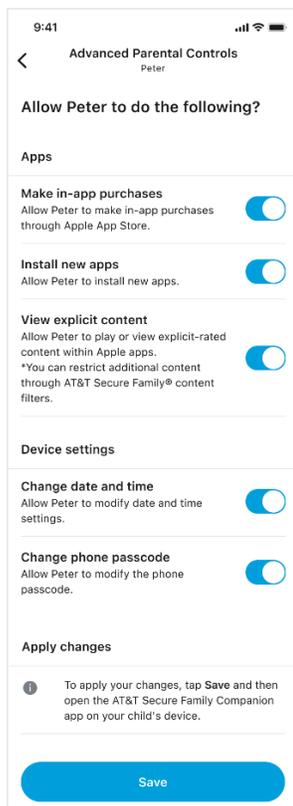
- Make in-app purchases.
- Install new apps.
- View explicit content.
- Change the date and time.
- Change the phone passcode.

**Note:** Both the child's device and the device of the adult setting up Advanced Parental Controls must run at least iOS 15.1.

### Apply Advanced Parental Controls settings

After following the [setup instructions](#) on the child iOS device, family members with Admin profiles will receive a push notification requesting them to finish setting up Advanced Parental Controls. To finish the setup, follow these steps on your Admin device:

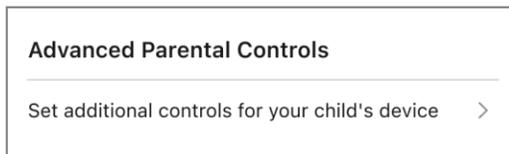
1. Tap the notification to open Advanced Parental Controls settings for the child in the Secure Family app.



2. Toggle *off* any actions you want to prevent your child from taking on their device. All options are allowed (toggled on) by default.
3. Tap **Save** to confirm the Advanced Parental Controls settings.

**Note:** To apply the changes, open the Secure Family Companion app on the child's device.

To view or edit Advanced Parental Controls settings for a Child profile, navigate to their *Edit Profile* screen and select the option to set additional controls under the Advanced Parental Controls section.



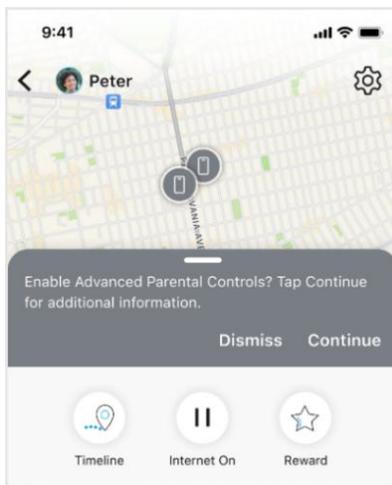
Secure Family sends a push notification to the child's device when changes are made to the child's Advanced Parental Controls settings.

## Advanced Parental Controls tamper alerts

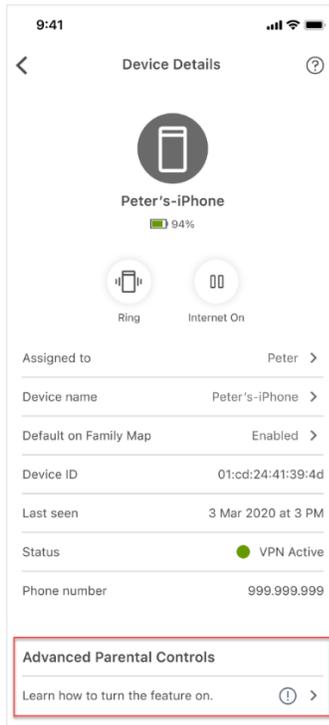
Secure Family displays Advanced Parental Controls tamper alerts if [setup to prevent app deletion](#) was skipped during onboarding of a child iOS device, or if a child device becomes eligible for Advanced Parental Controls.

### Admin device alerts

On an Admin device, a gray exclamation mark icon displays on the child's profile avatar, in the Devices section of the child's profile details, and next to the eligible device in the child's devices list. A gray tamper banner also displays at the top of the child's profile details. Select **Continue** to begin Advanced Parental Controls setup or select **Dismiss** to remove the tamper alerts.



**Note:** If you dismiss the tamper alerts, you can enable the feature from the Advanced Parental Controls section in the child's *Edit Profile* or *Device Details* screen.



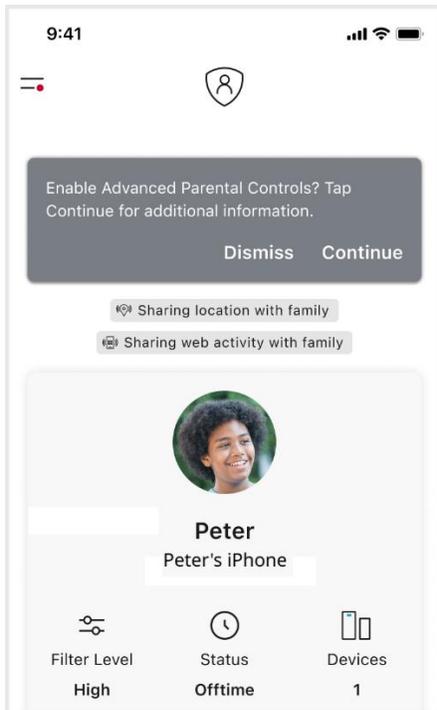
To begin Advanced Parental Controls setup from an Admin device:

1. Tap **Continue** on the tamper banner or select the arrow under the Advanced Parental Controls section of the child's *Edit Profile* or *Device Details* screen.
2. Tap **Continue** on the *Advanced Parental Controls* screen.
3. Follow the on-screen instructions to create an Apple Family account for the child. Tap **Apple Account Created** once you have completed these steps.
4. Read the on-screen instructions for how to finish setup on the child's device. Get the child's device, open the Secure Family Companion app, and follow the [setup instructions](#). Tap **Finished** on your Admin device once those steps are complete.

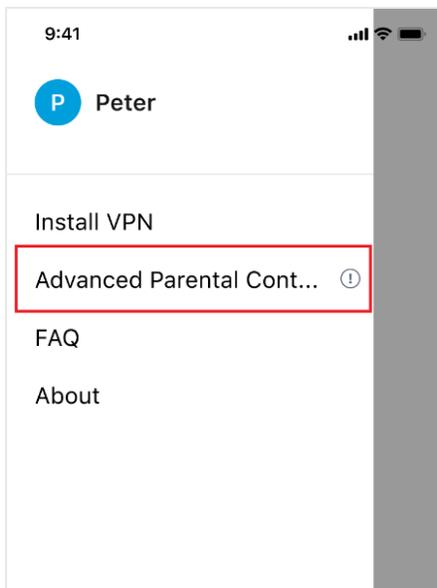
**Note:** You can revoke authorization of this feature at any time in the Advanced Parental Controls section of the *Device Details* for the relevant device. Secure Family sends a push notification to the child's device when authorization is revoked.

## Child device alerts

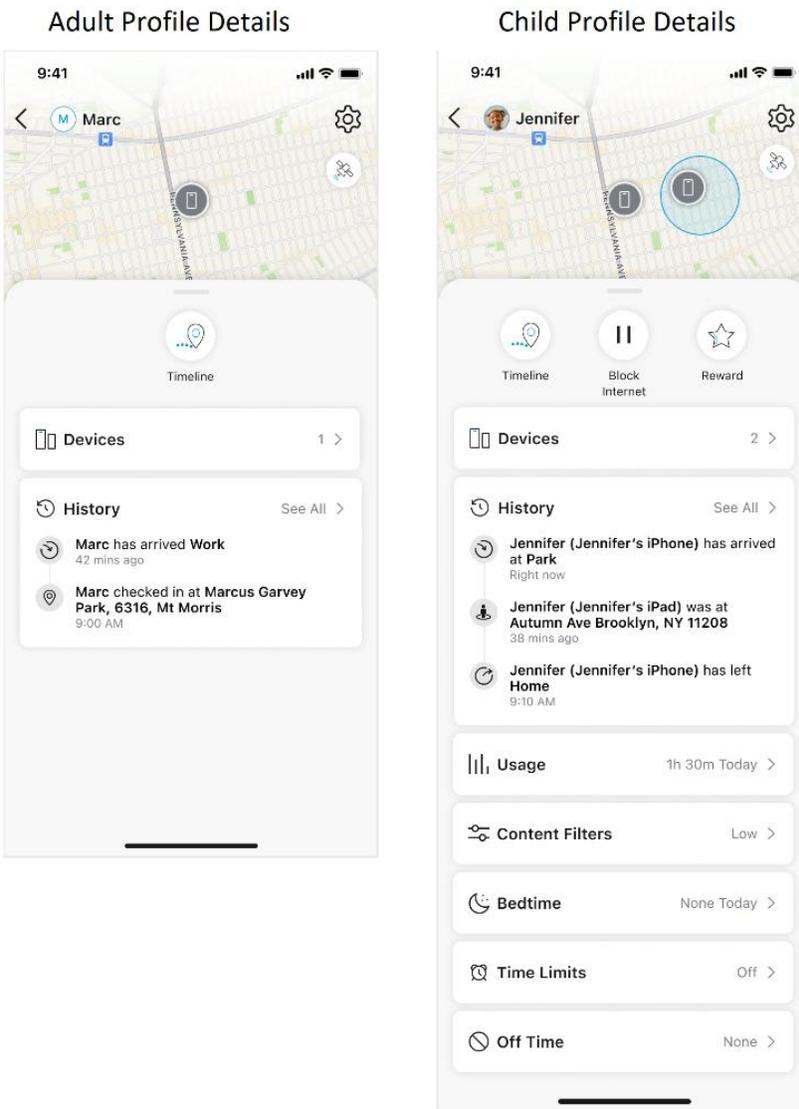
On the child device, a gray banner displays at the top of their dashboard if they have a device eligible for Advanced Parental Controls. Select **Continue** to start the setup process or select **Dismiss** to remove the banner.



**Note:** If you dismiss the banner on the child dashboard, you can enable the feature from the Advanced Parental Controls option in the Secure Family Companion Left Menu.



# Family Member Profile Details



Selecting a family member's profile icon in the Family Hub opens the profile details for that family member. (Only family members with Adult profiles can view profile details.) Profile details include this information:

- **Timeline:** allows you to view the family member's location timeline on the most recent day with location events. See [Location Timeline](#) for more information. Available on adult and child profile.
- **Block/Allow Internet:** allows you to block/allow internet access for all devices for a child. See [Block Internet Access](#) for more information. Available on child profile only.

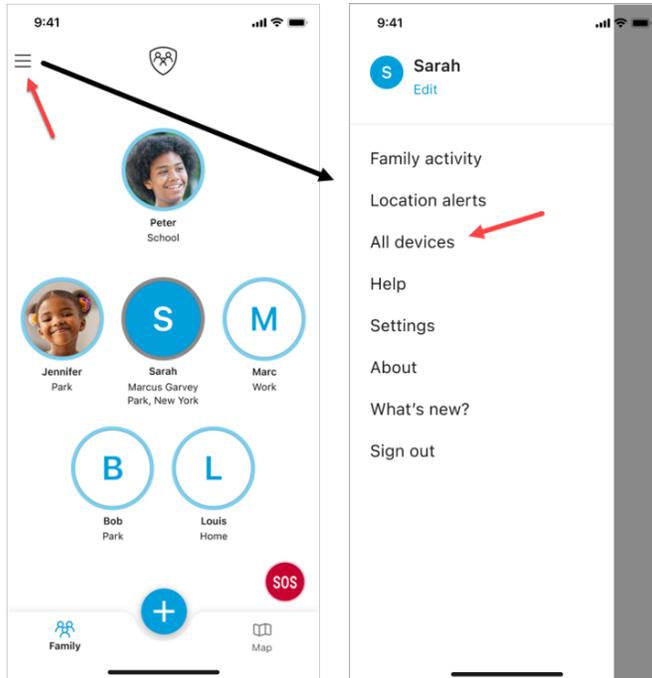
- **Reward:** allows you to give extra online time to your kids to commend good behavior. See [Rewards](#) for more information. Available on child profile only.
- **Devices:** allows you to view devices for a particular family member. See [Devices](#) for more information. Available on adult and child profile.
- **History:** allows you to view a record of your family members' locations. See [Location History](#) for more information. Available on adult and child profile.
- **Usage:** allows you to track a child's internet usage. See [Usage](#) for more information. Available on child profile only.
- **Content Filters:** allows you to set up content filters that restrict what your child can view online. See [Content Filters](#) for more information. Available on child profile only.
- **Bedtime:** allows you to block internet access for allowed and unfiltered apps, websites, and categories on your child's device(s) overnight by specifying a start and end time. See [Bedtime](#) for more information. Available on child profile only.
- **Time Limits:** allow you to set limits on the amount of time your child spends each day using the internet. See [Time Limits](#) for more information. Available on child profile only.
- **Off Time:** allows you to block internet access for allowed apps, websites, and categories on your child's device(s) for scheduled time periods during the day. See [Off Time](#) for more information. Available on child profile only.

## Devices

You can view all family members' devices, view your devices, or view all devices for a particular family member.

### To view all family members' devices via the Left Menu

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **All devices**.



2. Tap a particular device to view details (opens the *Device Details* screen).

### To view devices associated with your profile

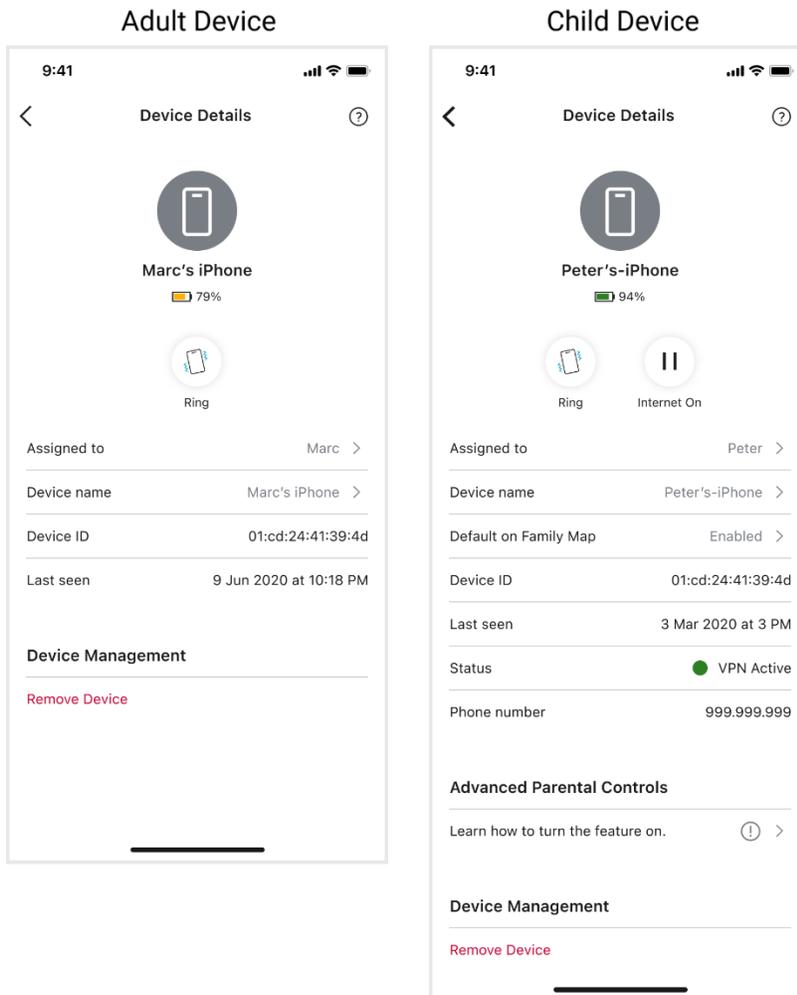
1. Tap your profile icon in the Family Hub.
2. Tap **Devices** (opens the *Devices* screen).
3. Tap a particular device to view details (opens the *Device Details* screen).

### To view devices for a particular family member

1. Tap the family member's profile icon in the Family Hub.
2. Tap **Devices** (opens the *Devices* screen).
3. Tap a particular device to view details (opens the *Device Details* screen).

**Note:** You can also tap **All family devices** to show a list of devices for all family members.

## Device Details screen



The *Device Details* screen allows you to:

- View the device's battery level.
- *Ring* the device.
- Block internet access on the device (Child Device).
- View to whom the device is currently assigned and assign the device to a different family member.
- View and change the current name of the device.
- Set the device as the primary device seen on the Family Map (only available if the family member has multiple devices).
- View the Device ID (Child Device).

- View when the device was last located.
- View the VPN status of the device (Child Device).
- View steps to restrict app deletion (Advanced Parental Controls) on iOS devices (Child Device).
- Remove the device from the family account.

#### To assign the device to a different family member

1. Tap **Assigned to** on the *Device Details* screen.
2. Select to whom you want to assign the device. You can also assign the device to *Unmanaged Device* if you don't want to assign it to a family member profile.

#### To change the name of the device

1. Tap **Device name** on the *Device Details* screen.
2. Update the name and tap **Save**.

#### To remove the device from the family account

1. Tap **Remove device** on the *Device Details* screen.
2. Tap **Remove** on the *Remove device* screen.

## Add new device

#### To add a new device to a family member's profile

1. Tap the family member's profile icon in the Family Hub.
2. Tap **Devices** (opens the *Devices* screen).
3. Tap **Add new device**.
4. Enter a phone number or email for sending the family member an invite code to add their device.  
**Note:** You can also tap Scan QR Code and then use the camera on the device you want to add to scan the QR code displayed on your Adult Admin device.
5. Tap **Send invite**.

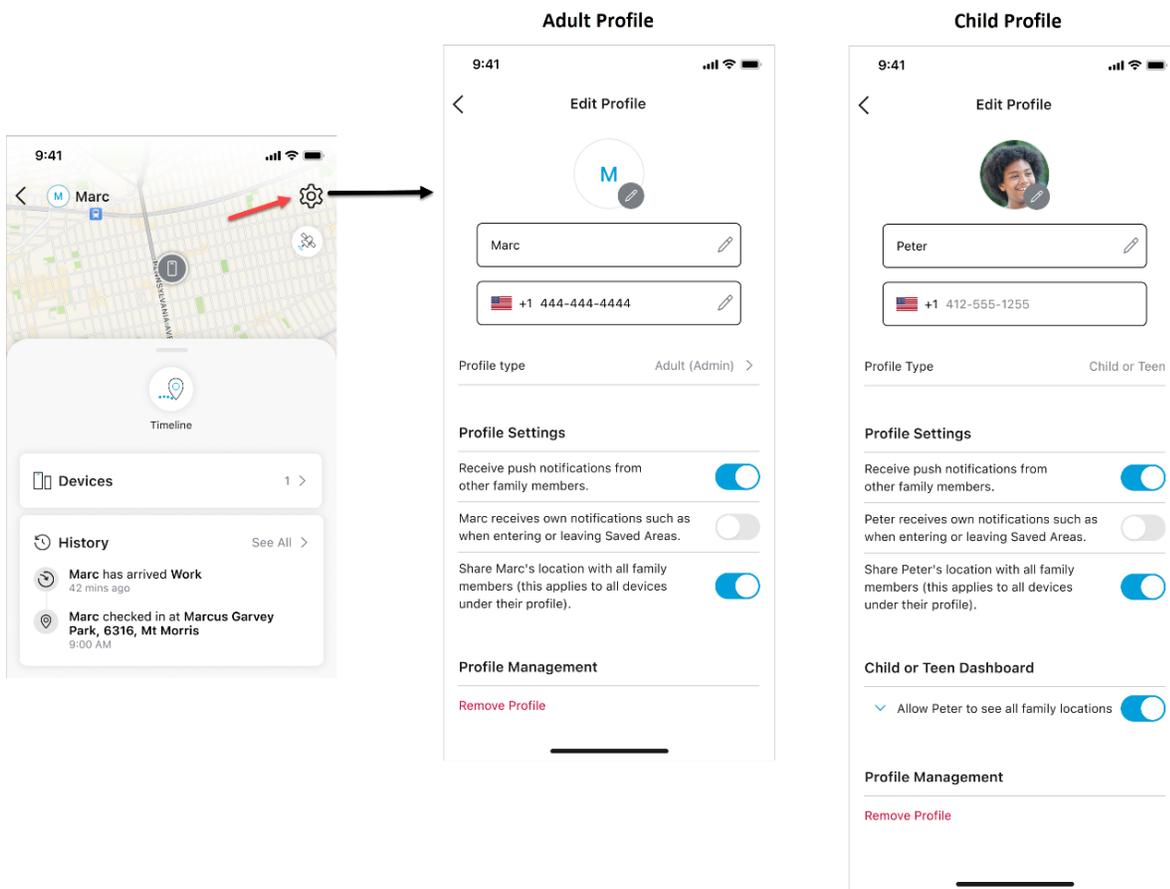
The family member should then download and open the Secure Family (or Secure Family Companion) app on their new device, tap **Get started**, and then enter the invite code to add the device to their Secure Family profile.

# Edit Profile Settings

Tapping the Settings icon in the upper-right corner of any family member's profile details opens the *Edit Profile* screen. (Adult users can also open the [Left Menu](#) and tap **Edit** under their profile name.) There you can change adult profile roles, set notification preferences, manage device location sharing, remove profiles, and allow children to view the location of other family members on the map (if the family member is sharing their location).

Secure Family supports three profile types including Adult Admin, Adult Viewer, and Child/Teen. You can create up to a maximum of ten (10) family member profiles.

**Note:** Adult Viewers can monitor child devices but cannot make changes to the parental controls.



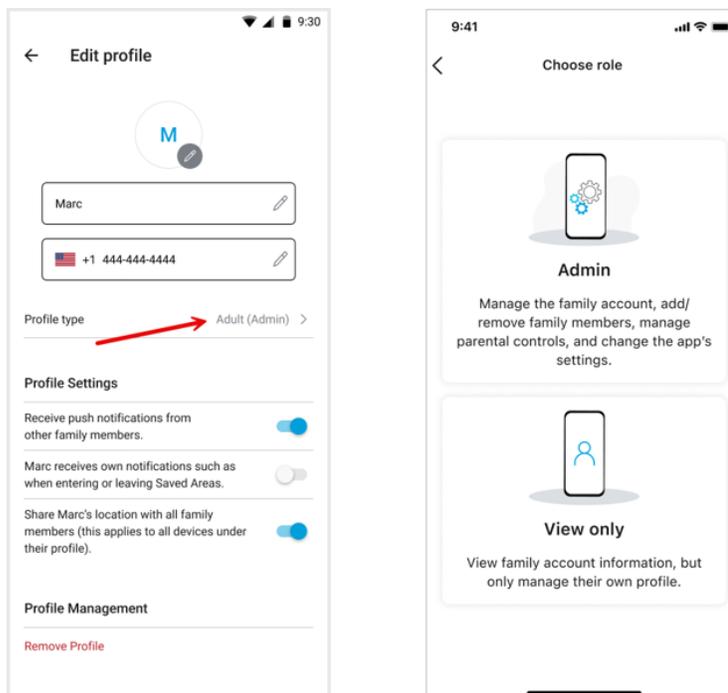
## Change adult profile role

When you invite an adult family member to join AT&T Secure Family, you assign them an Adult Admin or Adult Viewer profile role. You can modify that role via the *Edit Profile* screen.

**Note:** Only Adult Admins can change a profile's role.

### To change an adult profile's role

1. Tap the adult's profile icon in the Family Hub.
2. Tap the Settings icon in the upper-right corner of their profile details.
3. Tap the currently defined **Profile type**.
4. Select the desired role (**Admin** or **View only**).



5. Tap **Yes** on the *Are you sure?* dialog to change the role.

**Note:** If you want to change a family member's role from Adult to Child or Child to Adult, you must first remove their profile and create a new profile with the desired role. See [Remove Profiles](#) and [Invite Family](#) for details.

## Set notification preferences

Push notifications keep family members connected and informed. Secure Family sends updates for Parental Controls, Saved Areas, devices, permission settings, and potential app evasions.

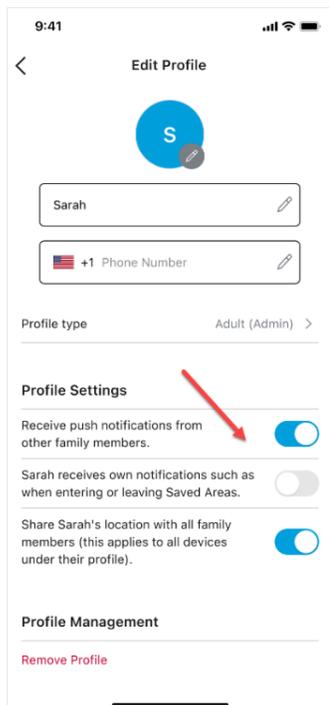
Secure Family sends a push notification every 30 days to each device with location sharing enabled. This notification informs the family member that their location is being shared with Secure Family and other family members. Secure Family sends this notification even if the family member's Profile Setting for receiving their own notifications is disabled.

Adult Admins can change notification settings for their own profile and for Child profiles. Adult Viewers can only change notification settings for their own profile.

### To change notification settings

1. Tap the family member's profile icon in the Family Hub.
2. Tap the Settings icon in the top-right corner of their profile details.
3. Adjust the notification settings (under Profile Settings) as desired.

**Note:** *Receive push notifications from other family members* is enabled (turned **On**) by default. The setting for *receiving own notifications such as when entering or leaving Saved Areas* is disabled (turned **Off**) by default.

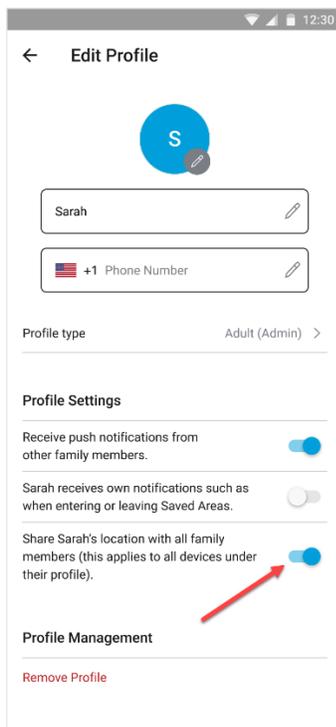


4. Tap the back arrow at the top of the screen when finished.

## Set location sharing preferences

Family members can give permission for Secure Family to share their location with other family members by toggling on the location sharing option in their profile settings. When this option is enabled, the device's location is shown on the Family Hub, the Family Map, and on the family member's individual map.

**Note:** The location sharing setting for Child profiles is turned on by default and is managed by family members with Admin profiles. Family members with Adult profiles manage this setting for their own profile.

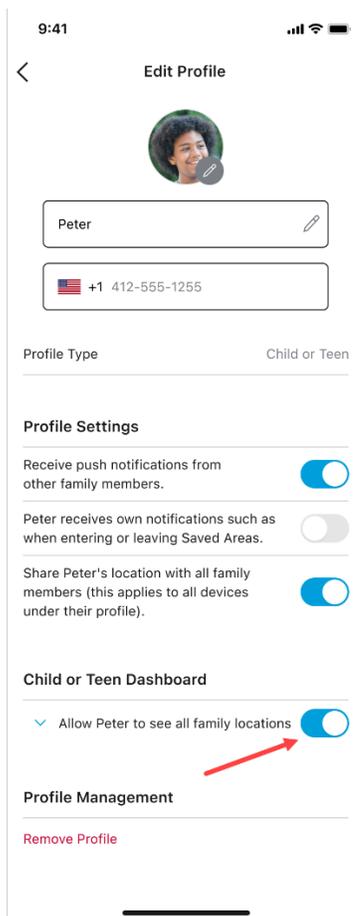


**Note:** When location services are enabled in the OS settings for Secure Family Companion on a child's device, a [label](#) displays on their dashboard, Devices Map, and Family Map indicating that their location is being shared. This label appears even if the location sharing option in the child's Profile Settings is disabled.

## Allow children to view family member locations

To allow a child to view the location of other family members (that are sharing their location) on the Family Map:

1. Tap the child's profile icon in the Family Hub.
2. Tap the Settings icon in the upper right-hand corner of their profile details.
3. Toggle **On** the **Allow [Name] to see all family locations** option. (This option is toggled **On** by default.)

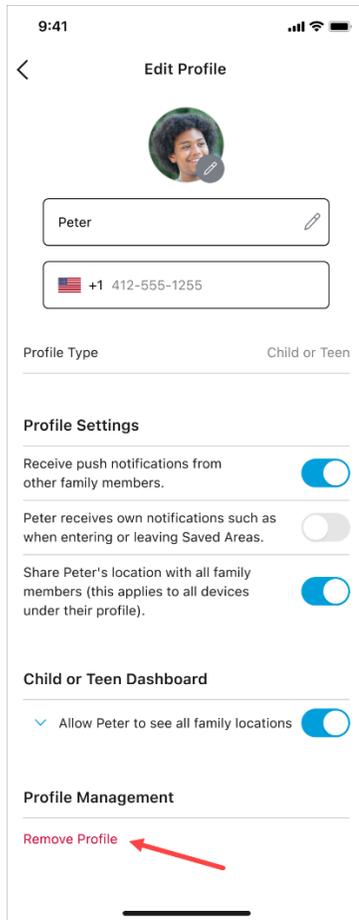


4. Tap the back arrow at the top of the screen when finished.

## Remove profiles

### To remove a family member's profile

1. Tap the family member's profile icon in the Family Hub.
2. Tap the Settings icon in the upper right-hand corner of their profile details.
3. Scroll down and tap **Remove Profile**.



4. Tap **Remove** on the *Remove Profile* dialog.

# Status Alerts

Secure Family displays status alerts to inform family members about situations that require attention. These include alerts for a device's battery, location settings issues that affect your ability to accurately locate family members, and possible app evasion attempts.

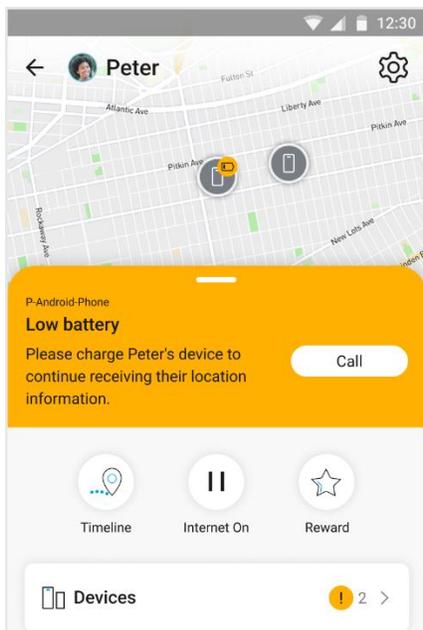
## Battery alerts

A low battery icon on a child's profile avatar or device icon indicates that one of their devices has a low battery charge.

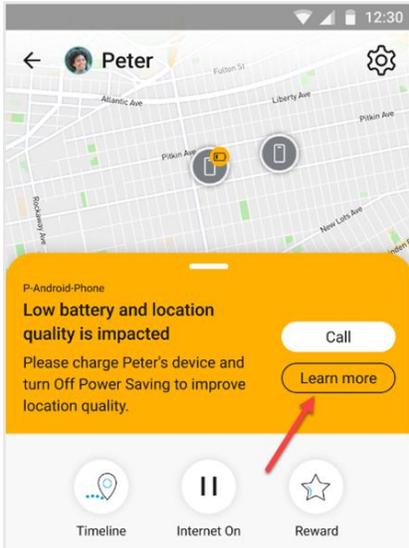


A notification banner appears in the child's profile details that identifies which device triggered the low battery alert. Tap the **Call** button in the banner if you want to call the child to let them know their device needs to be charged.

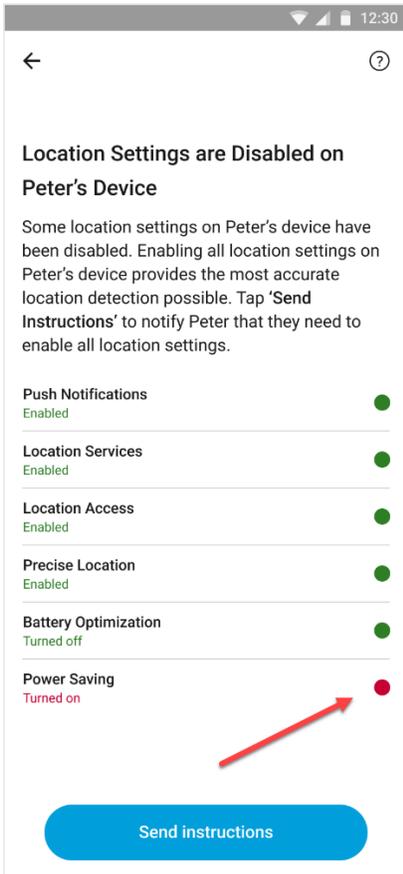
**Note:** Battery level is monitored only for child devices, and only family members with Adult profiles receive low battery notifications.



If the child also has *Power Saving* enabled on their device (Android only), the banner recommends turning off this setting to improve location quality.



Tap **Learn more** to display the status of the device's location settings. A red status icon identifies settings that need to be changed to improve location quality. Tap **Send instructions** to provide the child with details on how to change the settings on their device.

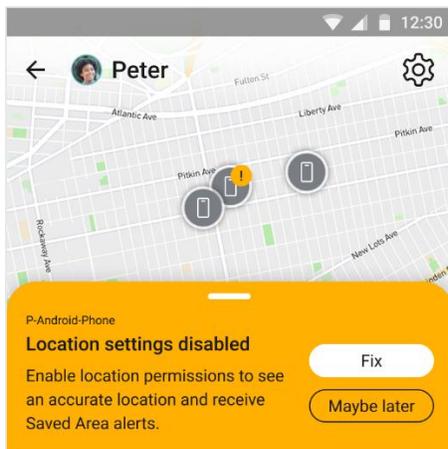


## Location permissions tamper alerts

If location settings are not enabled correctly on a device, Secure Family displays in-app alerts to notify family members. This includes settings that may affect location accuracy such as battery optimization and power saving mode (Android only). Family members with Adult profiles will see an exclamation mark icon on the family member's profile avatar on the Family Hub or Family Map. This icon indicates a location permission issue for one of the devices assigned to the family member's profile.



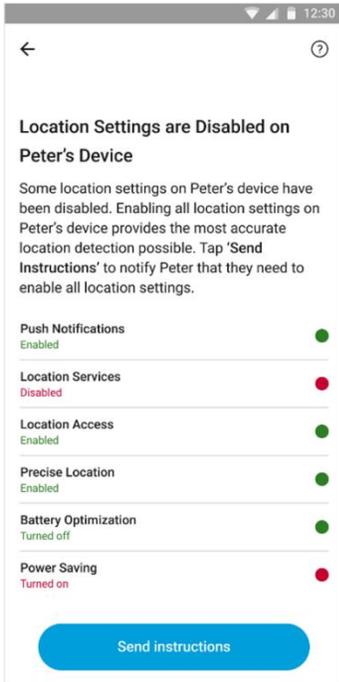
A *Location settings disabled* banner also displays in the family member's profile details. Tap **Fix** on the banner to view the status of each location setting.



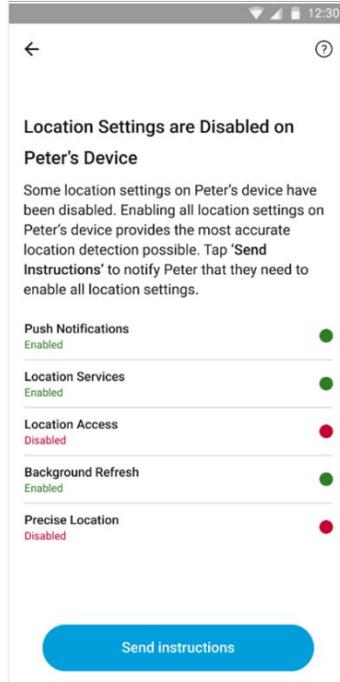
**Note:** Select **Maybe later** on the banner to dismiss the location permissions tamper alerts in the app for 24 hours.

On their own profile, family members can select the arrow next to an incorrect location setting and follow the permission flow to fix the location issue. If an Admin profile is viewing the location settings for a Child profile, they can select **Send Instructions** to notify the child to fix all location settings.

If [push notifications](#) are disabled on the child's device, the **Send Instructions** button will be hidden and parents should remind their child to enable notifications.

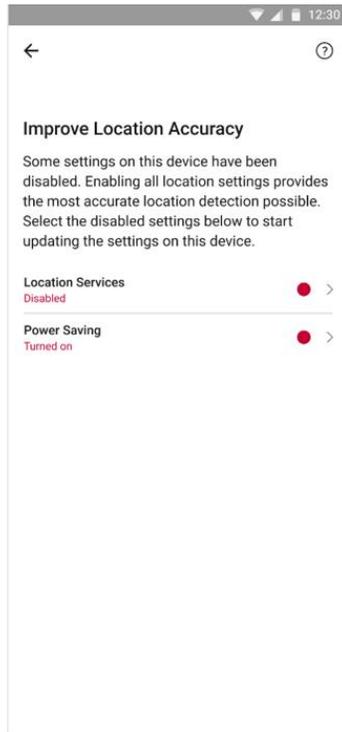
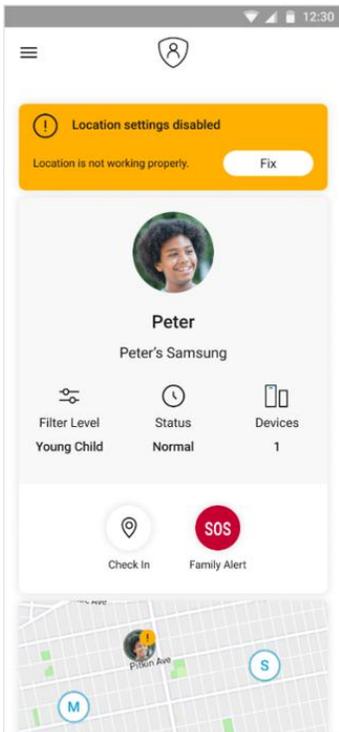


Android location permissions



iOS location permissions

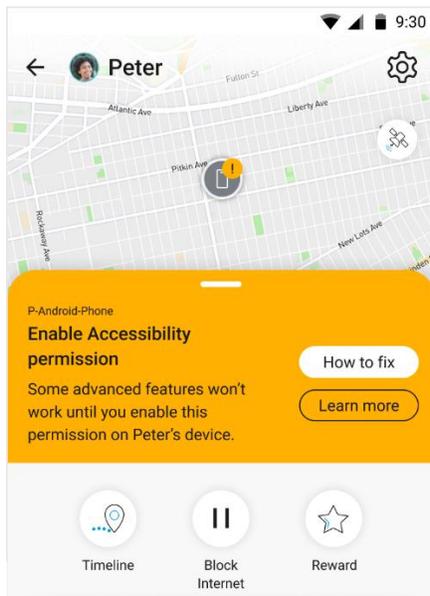
Family members with Child profiles will see a *Location settings disabled* banner on their dashboard if one of their devices has a location permission issue. The child can tap **Fix** to view the settings that need addressed and then select the arrow next to a setting and follow the permission flow to fix the issue.



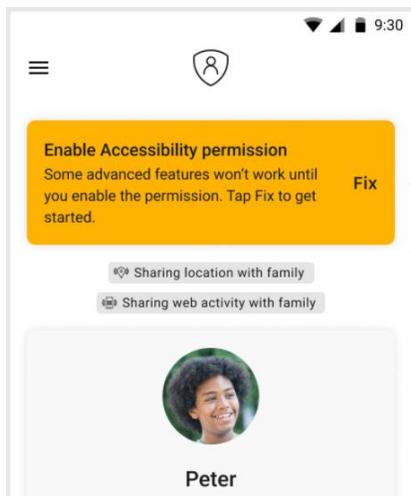
## Accessibility permission alerts (Android)

During onboarding of a child's Android device, you are asked to enable the Accessibility permission to prevent Secure Family Companion from being uninstalled. This permission also prevents removal of the VPN and using the device during Bedtime and Off Time.

If the Accessibility permission is skipped during onboarding, parents are notified via in-app alerts to enable this permission on their child's Android device. In the child's profile details, an exclamation mark icon appears on the icon for the relevant device and a yellow banner describing the issue displays. Tap **Learn More** or **How to fix** in the banner for information about the permission and instructions on how to enable it on the child's device.



Family members with Child profiles will see an *Enable Accessibility permission* banner on their dashboard if the Accessibility permission is disabled on their Android device. The child can tap **Fix** in the banner for instructions on enabling the permission.

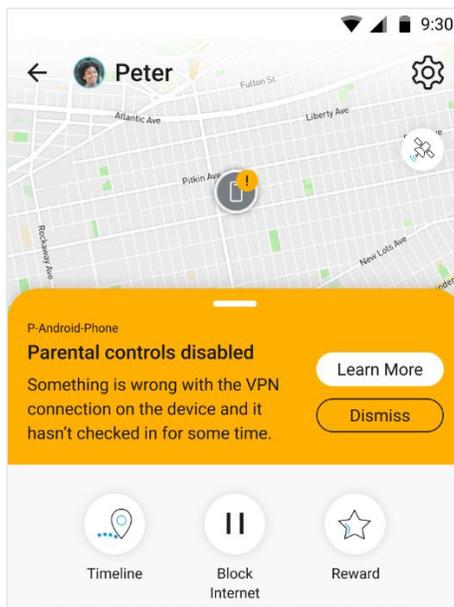


## Parental Controls permission alert

If Parental Controls permissions are not enabled correctly on a child's device, Secure Family displays in-app alerts to notify adult family members. These alerts may indicate that the VPN has been disabled, or the Secure Family Companion app has been deleted from the child's device.

Family members with Admin profiles will see a yellow exclamation mark icon on the child's profile avatar on the Family Hub or Family Map. This icon indicates a Parental Controls permission issue for one of the devices assigned to the child's profile.

In the child's profile details, an exclamation mark icon appears on the icon for the relevant device and a yellow banner describing the issue displays. Tap **Learn More** in the banner for information about the issue and how to fix it on the child's device.



# Set Up Account Security for AT&T Secure Family

AT&T Secure Family provides security features for preventing unauthorized changes to the AT&T Secure Family account and family members' profile settings. Account security features are Operating System (OS) dependent as indicated in their description.

## Lock PIN (Android, iOS)

This feature lets family members with adult profiles set a four-digit lock PIN to restrict access to the AT&T Secure Family app. Users with adult profiles should consider setting a lock PIN if their device is accessible to children (who may attempt to view or change the Parental Controls or Location settings applied to their profiles). **Once set, this PIN will need to be entered every time the user opens the app after it was closed or accesses the app after it was in the background for more than five minutes.**

**Note:** If a user forgets their lock PIN, the AT&T Secure Family app will need to be uninstalled and then reinstalled.

**Note:** Lock PIN enforcement can be easily toggled On and Off in the AT&T Secure Family app's Security settings screen.

## Face ID or Touch ID (iOS)

This feature lets family members with adult profiles set Face ID or Touch ID to restrict access to the AT&T Secure Family app.

**Note:** Only one of these options is available, depending on whether Face ID or Touch ID is enabled in the family member's device settings.

Once Face ID or Touch ID is enabled in the app, any Face or Touch ID profile set in the device will be able to access the AT&T Secure Family app. **Face ID or Touch ID authentication will need to be given every time the user opens the app after it was closed or accesses the app after it was in the background for more than five minutes.**

When accessing the app for the first time after enabling Face ID, the app will ask for permission to use Face ID authentication. Users should select the **Allow** option.

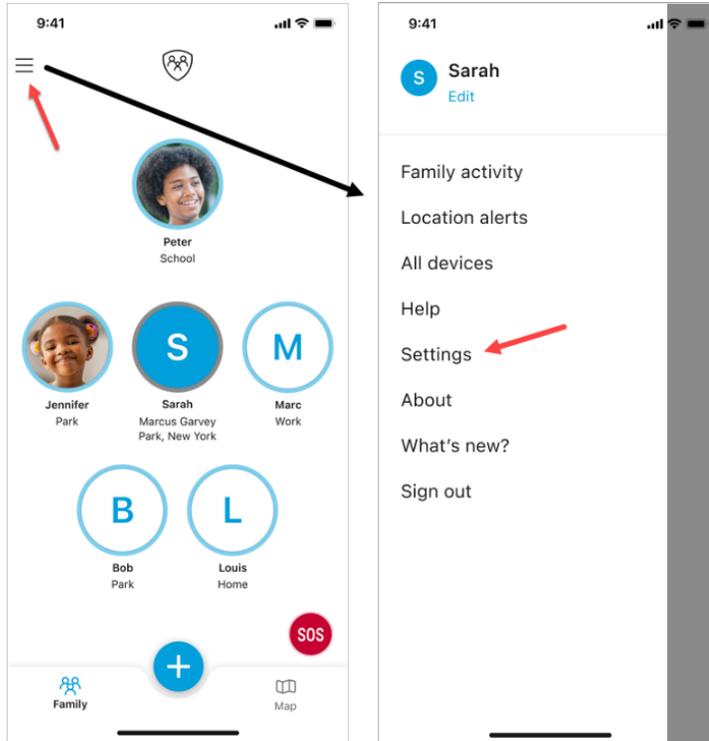
Face ID or Touch ID enforcement can be easily toggled On and Off in the app's Security settings screen.

**Note:** The Face ID or Touch ID option is active in the Security settings only after a lock PIN has been enabled. If the lock PIN is disabled, Face ID or Touch ID is disabled automatically.

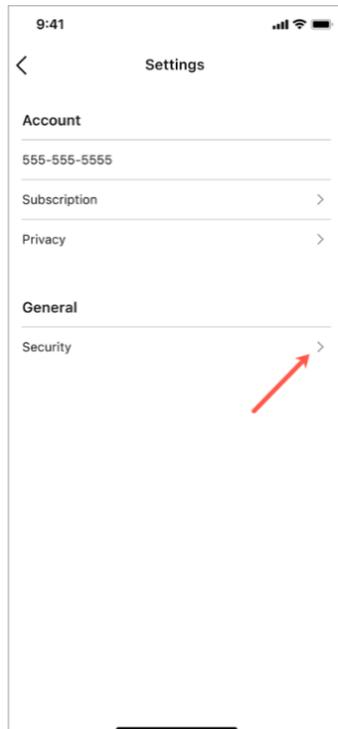
**Note:** If the Face ID permission is declined or Face ID or Touch ID authentication fails, the app will prompt the user to enter the lock PIN.

## To set up a Lock PIN and Face ID/Touch ID

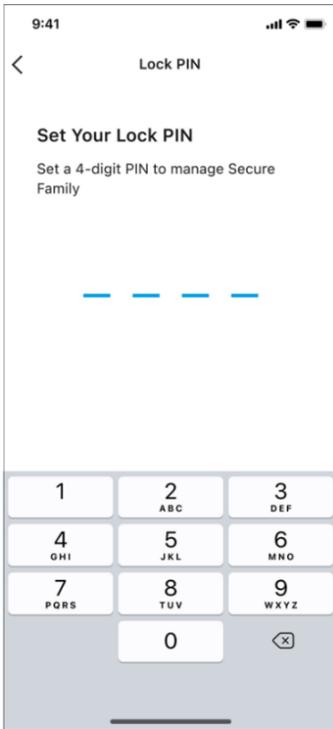
1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Settings**.



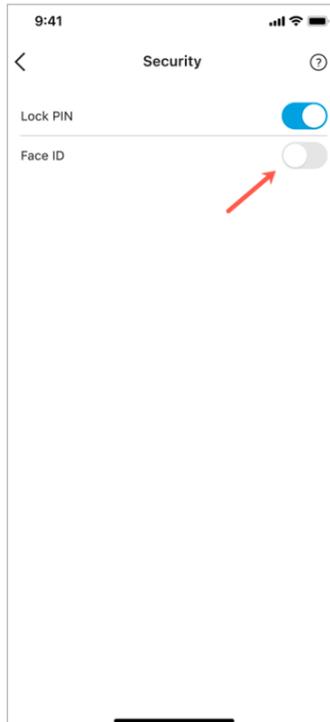
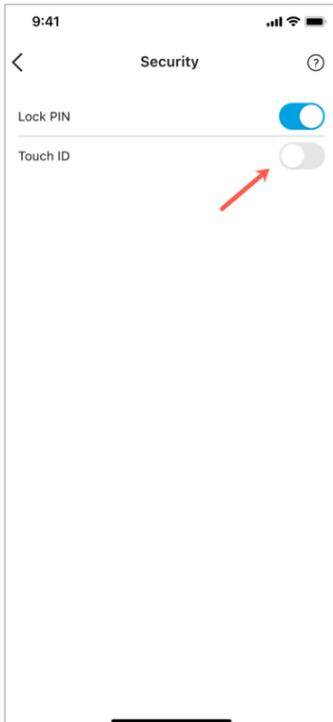
2. Tap **Security**.



3. Toggle **On** the **Lock PIN** option.
4. Enter the 4-digit Lock PIN you want to use in the *Set Your Lock PIN* screen.

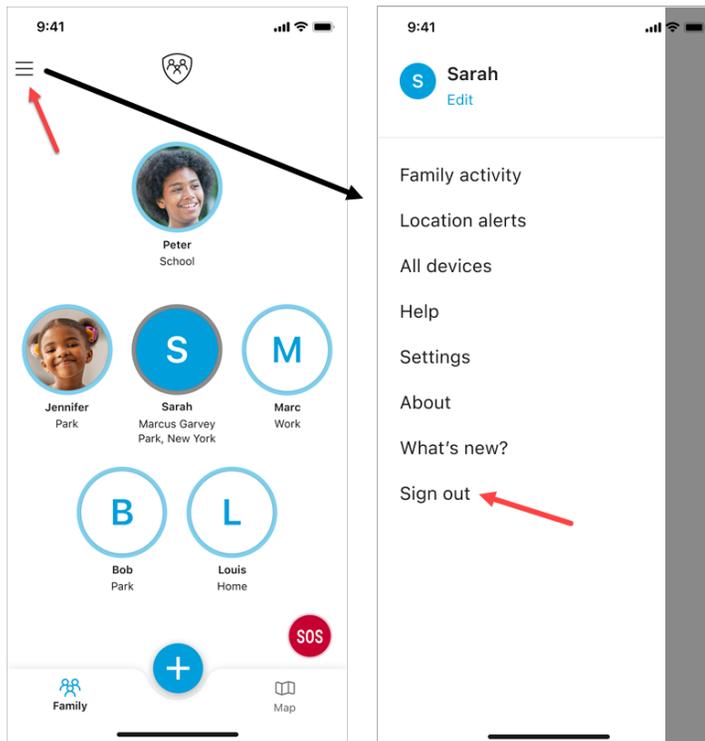


5. Re-enter the Lock PIN in the *Verify Your Lock PIN* screen.
6. Optionally, toggle **On** the **Touch ID** or **Face ID** option.



# Sign Out of the AT&T Secure Family App

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu.
2. Tap **Sign out**.



3. When prompted with *Are you sure?*, tap **Yes**.

**Note:** Users with Adult Admin permissions who sign out of the app can sign back in from the Welcome screen. Users with Adult Viewer permissions who sign out of the app will need to rejoin the family using an invite code sent by an Adult Admin.

# Cancel your AT&T Secure Family Account

If you are an AT&T Wireless Postpaid (AT&T billed) customer, you can cancel your Secure Family account through the myAT&T app (recommended), the myAT&T website, or the AT&T Secure Family app.

If you are an AT&T Prepaid wireless customer or a Cricket wireless customer, you can only cancel your Secure Family subscription directly through the Apple App Store or Google Play Store. Follow [these steps](#) to cancel your subscription.

**Note:** When you cancel a Secure Family subscription that is billed through AT&T, the account and all associated personal data stored by Secure Family is immediately deleted. When you cancel a Secure Family subscription that is billed through the Apple App Store or Google Play Store, the subscription will not be renewed. However, you can continue to use your account until the subscription period ends, at which time the subscription is canceled. If desired, you can reactivate your subscription before it is canceled.

**Method 1:** Cancel through the myAT&T app for Android or iOS (recommended):

1. Log into the **myAT&T** app using your AT&T access ID and password, Face ID, or Touch ID.
2. Scroll down to **My Wireless Devices**.
3. Select primary parent device.
4. Select **Manage plan & add-ons** for the primary device on the account.
5. Select **View all options & settings**.
6. Select Primary Parent device and tap **Continue**.
7. Tap **Device info**.
8. Scroll down to **My add Ons**.
9. Select **AT&T Secure Family**.
10. Select **Remove add-on from this device**.
11. Follow the prompts to complete the AT&T Secure Family cancellation request.

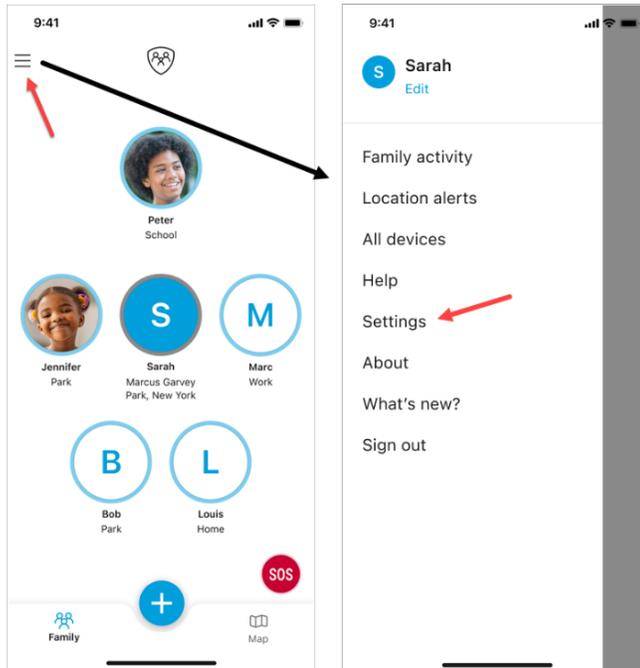
**Method 2:** Cancel through the myAT&T website:

1. Go to: <https://att.com/myatt>.
2. Sign in using your AT&T access ID and password.
3. Scroll down to **My devices**.
4. Select primary parent device.
5. Select **Manage add-ons** for the primary device on the account.
6. Under **Family essentials**, select **Parental controls**.
7. Select **AT&T Secure Family**.
8. Select **Remove add-on from this device**.

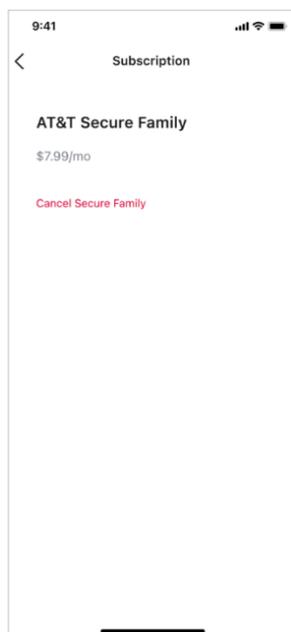
9. Follow the prompts to complete the AT&T Secure Family cancellation request.

**Method 3:** Cancel directly through the AT&T Secure Family app:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Settings**.



2. Tap **Subscription**.
3. Tap **Cancel Secure Family**.



4. Tap **Cancel Account** on the *Cancel Secure Family* screen.

## Cancel through Apple App Store or Google Play Store

If you are an AT&T Prepaid wireless customer or Cricket wireless customer, you can only cancel your AT&T Secure Family account through your App Store or Google Play Store account.

**Important!** Canceling your AT&T or Cricket wireless service, or uninstalling the app, does not cancel your subscription.

### To access Google Play or App Store using Secure Family

1. Access the Secure Family [left menu](#).
2. Select **Settings > Subscription > Cancel**.
3. On the *Cancel Account* screen, tap **Continue**. This action directs you to the appropriate app store for your device.
4. Follow the instructions below for the appropriate store to cancel your subscription.

### Cancel subscription via Google Play Store (Android devices)

1. Go to Google Play Store.
2. At the top right, tap the profile icon.
3. Tap **Payments & subscriptions > Subscriptions**.
4. Select the subscription you want to cancel.
5. Tap **Cancel subscription**.
6. Follow the on-screen instructions.

### Cancel subscription via Apple App Store (iOS devices)

#### Method 1

1. Go to Apple App Store.
2. At the top right, tap the profile icon.
3. Tap **Subscriptions**.
4. Select the subscription you want to cancel.
5. Tap **Cancel subscription**.
6. Follow the on-screen instructions.

#### Method 2

1. Open the Settings app on your iPhone.
2. Tap your name.
3. Tap **Subscriptions**.
4. Select the subscription you want to cancel.
5. Tap **Cancel subscription**.

6. You might need to scroll down to find the Cancel Subscription button. If there is no Cancel button or you see an expiration message in red text, the subscription is already canceled.

### **Method 3**

1. Go to <https://getsupport.apple.com/solutions>.
2. Follow the on-screen prompts to cancel your subscription.

# Appendix I: Location Troubleshooting Guide

Use this guide if a Secure Family or Secure Family Companion device has stopped updating their location or is providing an inaccurate location. This guide focuses on things to check including iOS and Android device settings.

With the release of the latest updates of iOS and Android operating systems, new location settings must be enabled in the OS for accurate location. The OS settings are related to updated privacy policies by Apple and Google. Incorrect settings within the iOS or Android OS on either the parent device or child/family member device will result in an inaccurate location.

## Location on child device

Follow these steps when a situation like this one occurs:

“My child's device with the Secure Family Companion app has stopped updating their location. How do I fix this?”

### 1. Check the basics

- Did your child close the Secure Family Companion as an active app on their device?  
*Ask your child to open Secure Family Companion.*
- Did your child turn off their device, or is their battery running out/below 15% charged?  
*Ask your child to turn **On** or charge their device.*
- Did your child turn Off Location permissions in their device OS settings?  
*Ask your child to enable (turn **On**) Location permissions so you can locate their device.*
- Did your child turn Off Wi-Fi in their device OS settings?  
*Ask your child to enable (turn **On**) Wi-Fi to help improve location accuracy.*
- Did your child put their device in Airplane mode?  
*Ask your child to turn Airplane mode **Off**.*
- Is your child in an area where there is no, or very poor, network connection (two bars of signal strength or less)? If so, Secure Family may not be able to find their location.
- Is there more than one VPN on the child's device? For example, a VPN for watching videos or for accessing the school Wi-Fi may be installed. Android and iOS Companion devices can only support one VPN running at a time and that needs to be the Secure Family Companion VPN.

- To check the VPN on child's Android device, go to: **Settings > Connection > More Connection Settings**, and then tap **VPN**. Secure Family Companion should be displayed.
- To check the VPN on child's iOS device, go to: **Settings > General > VPN & Device Management > VPN**. Secure Family Companion should be displayed with a status of *Connected*.

## 2. Check the child's device settings

Several device OS settings directly affect location accuracy. Compare the settings below to your child's device settings and make changes as needed. Use the links to access instructions for locating the settings on the device.

### iOS devices

- [Cellular Data](#) needs to be enabled, and toggled **On** for the Secure Family Companion app so the app can function properly.
- [Wi-Fi](#) needs to be enabled (toggled **On**) to help improve location accuracy.
- [Location Services](#) needs to be enabled and set to **Always** for the Secure Family Companion app. Using any other option will not allow the app to work correctly or maintain location accurately.
- [Low Power Mode](#) need to be **Off**. This setting reduces or turns off background app refresh, which will prevent Secure Family Companion from running. **Tip:** If the battery icon at the top of your child's device screen is yellow, this setting is currently On.
- [Background App Refresh](#) needs to be enabled and set to **Wi-Fi & Cellular Data**. This setting also needs to be [enabled](#) for the Secure Family Companion app.

### Android devices

- [Mobile Data](#) needs to be enabled, and toggled **On** for the Secure Family Companion app so the app can function properly.
- [Wi-Fi](#) needs to be enabled (toggled **On**) to help improve location accuracy.
- [Location](#) and [Improve Location Accuracy](#) need to be enabled (toggled **On**). Improve Location Accuracy uses GPS, Wi-Fi, mobile networks and sensors to get the most accurate location readings.

- [Battery Optimization](#) should be disabled (**Off**). This is to allow the Secure Family Companion app to run in the background and update regularly.

### 3. Some third-party apps may stop Secure Family from updating location

There are apps that stop applications from running in the background. These "App Killers" and "Task Managers" are usually advertised as battery-saving apps. If you have one of these apps or a family member has one, go into the app and give Secure Family or Secure Family Companion permission to run.

Some anti-virus apps and parental control apps prevent Secure Family from updating. If you have one of these apps or a family member has one, go into the app and give permission for Secure Family or Secure Family Companion to run.

**Tip:** Secure Family cannot run on an iOS device if Apple Screen Time is enabled on the same device.

### 4. Update Secure Family to the most current app version

Make sure the newest version of Secure Family is installed on each parent's (adult) device and the newest version of Secure Family Companion app is installed on each child's device. You can see if there is a new version of the app by searching 'Secure Family' in the App Store or Google Play Store.

**Important!** With the 11.x.x release of Secure Family, all child family members **MUST** have the Secure Family Companion app installed on their device for any of the product features (including location monitoring) to work.

*Our team works diligently to continuously improve the app. Each update includes improvements!*

## Improving location accuracy

Follow these guidelines and tips to improve location accuracy for family members' devices.

- Enabling Wi-Fi on your device dramatically improves location accuracy, even if your device is not actively connected to a Wi-Fi network. Your device uses the Wi-Fi sensor to detect nearby Wi-Fi base stations to help narrow your exact location. With Wi-Fi turned **On**, your device can be quickly located within the boundary of a building. However, with Wi-Fi turned **Off**, your location accuracy can be off by more than a mile as your device needs to rely on less precise location inputs.
- Accuracy depends on many factors, including your area. At times, a highly accurate location won't be available due to very poor signal strength or no signal at all.
- Having the app open on your device improves location accuracy. When Secure Family or Secure Family Companion runs in the background, location accuracy may not be as high.
- Connecting to a vehicle's Wi-Fi hotspot will prevent Secure Family from collecting an accurate location since your signal provider location moves with your device.

## Apple location notifications

With iOS 12 and above, Apple initiated a new location permission policy requiring location notifications to be sent to devices being tracked while in the background. The person receiving the notification (being tracked) must acknowledge the notification and select whether they want to allow background location tracking.

For Secure Family to track your child's device while the Secure Family Companion app is closed or in background mode, the response must be **Always Allow**.



## Apple iOS and Android settings for best location accuracy

Several device OS and app-specific settings directly affect location accuracy. Compare the checklists below to your device's settings and make changes as needed. Use the links to access instructions for locating the settings on your device.

**Note:** After changing any settings, close and then reopen the Secure Family or Secure Family Companion app.

- Each family member's device should use these OS settings:

### Android and iOS Devices

- ✓ [Location](#) / [Location Services](#) is enabled
- ✓ [Mobile Data](#) / [Cellular](#) is enabled
- ✓ [Wi-Fi](#) (Android) / [Wi-Fi](#) (iOS) is enabled

### Android Devices

- ✓ [Improve Location Accuracy](#) is enabled
- ✓ [Power Saving Mode/Battery Saver/Power Saving](#) is disabled

### iOS Devices

- ✓ [Background App Refresh](#) is enabled and set to **Wi-Fi & Cellular**
- ✓ [Low Power Mode](#) is disabled

- Each family member's device should use these OS settings for Secure Family/Secure Family Companion app options:

### Android and iOS Devices

- ✓ [Location](#) / [Location Services](#) is set to **Allow all the time / Always**
- ✓ [Allow notifications](#) (Android) [Allow Notifications](#) (iOS) is enabled

### Android Devices

- ✓ Mobile Data setting has these options enabled: [Allow background data usage](#) and [Allow app while Data saver on](#)
- ✓ Location Permission setting has [Use precise location](#) enabled (only on some device models).
- ✓ [Optimized battery usage](#) setting shows Secure Family and Secure Family Companion apps as **not** optimized

## iOS Devices

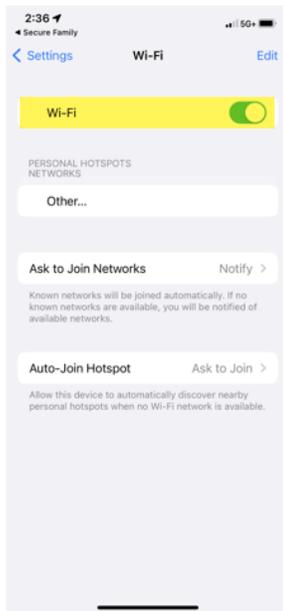
- ✓ [Cellular](#) is enabled
- ✓ [Precise Location](#) is enabled
- ✓ [Background App Refresh](#) is enabled

## Where to find iOS settings

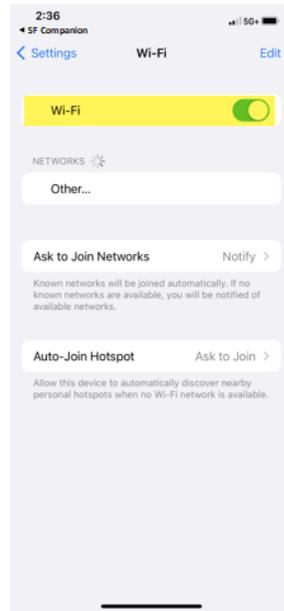
**Note:** The actual setting location may vary by iOS version. If you cannot find a setting, use the Search bar in the Settings home screen to locate it.

### Wi-Fi Setting

1. Go to **Settings > Wi-Fi**.
2. Tap the toggle button to enable Wi-Fi.



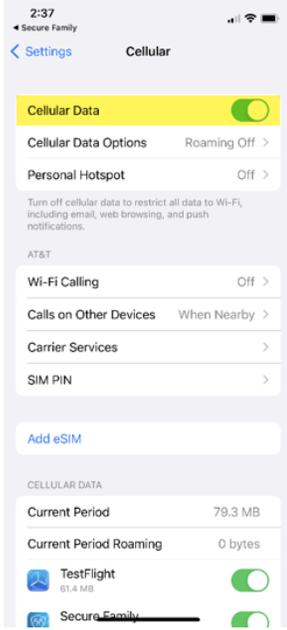
Secure Family App



SF Companion App

### Cellular Data Setting

1. Go to **Settings > Cellular**.
2. Tap the toggle button to enable Cellular Data.
3. Scroll down and locate the **Secure Family** or **SF Companion** app.
4. Tap its toggle button to enable Cellular Data.



Secure Family App



SF Companion App

## Location Services and Precise Location Settings

1. Go to **Settings > Privacy > Location Services** and tap the toggle button to enable Location Services.

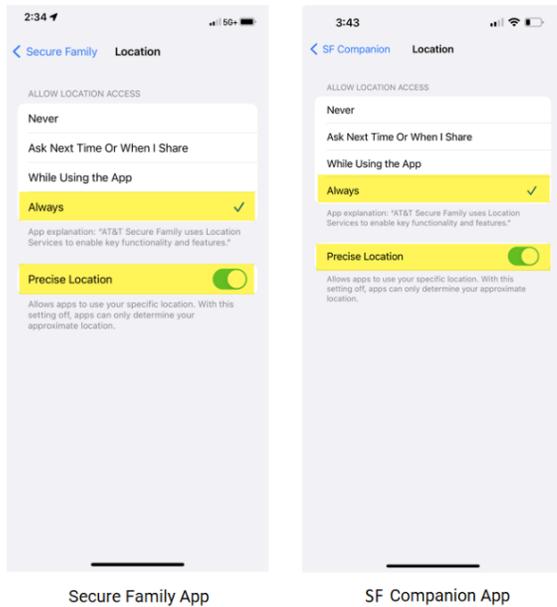


Secure Family App



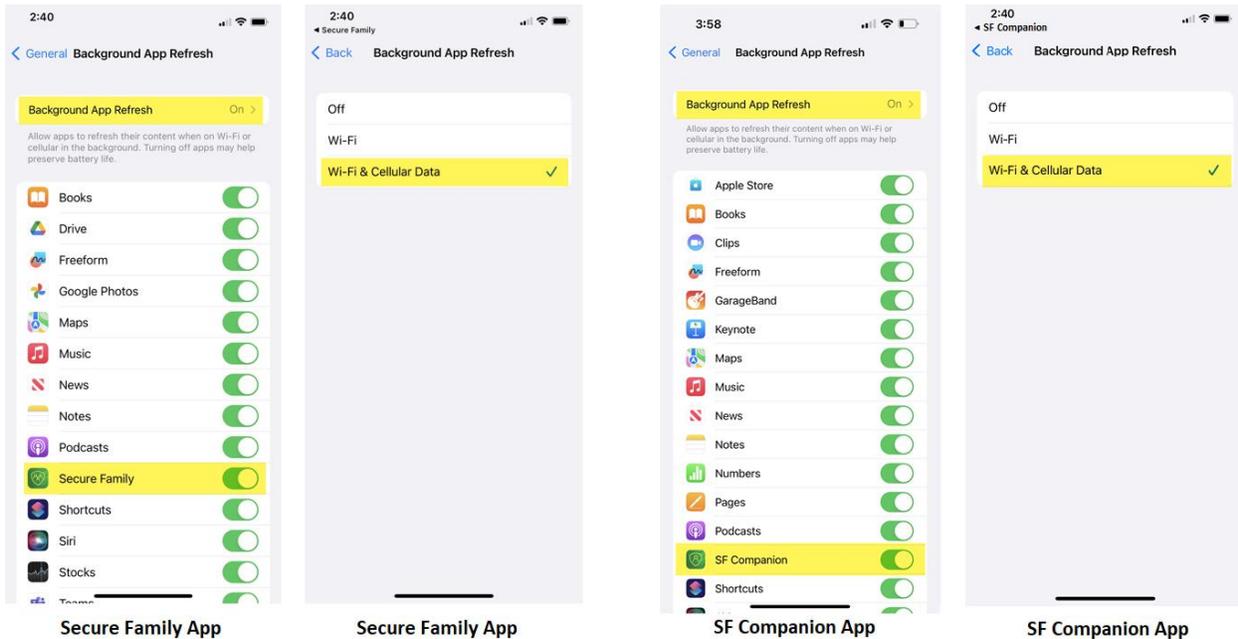
SF Companion App

2. Scroll down and tap **Secure Family** or **SF Companion**. Tap **Always**, and then tap the toggle button to enable **Precise Location**.



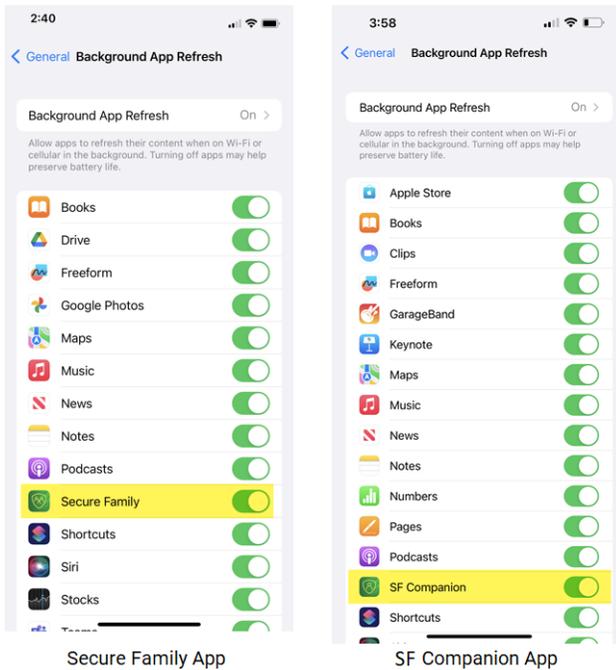
### Background App Refresh Setting

1. Go to **Settings > General > Background App Refresh**.
2. Tap **Background App Refresh** and then tap **Wi-Fi & Cellular Data**.



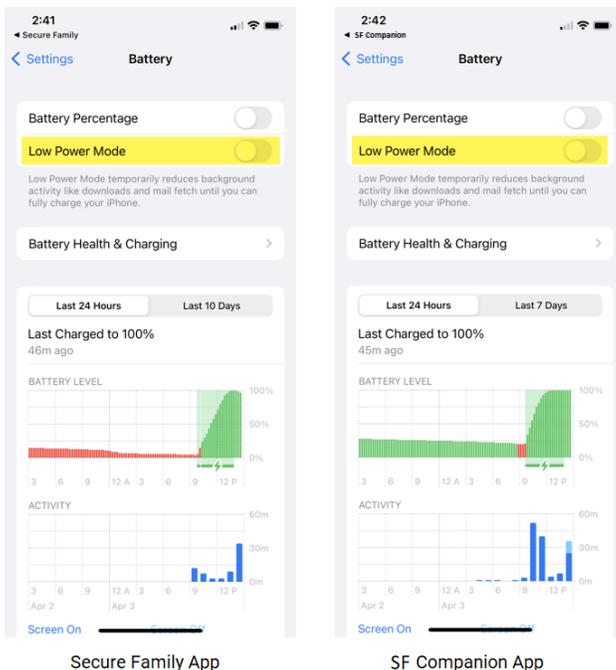
3. Tap the back arrow at the top of the screen.

4. Scroll the list of apps and locate **Secure Family** or **SF Companion**, and then tap its toggle button to enable Background App Refresh.



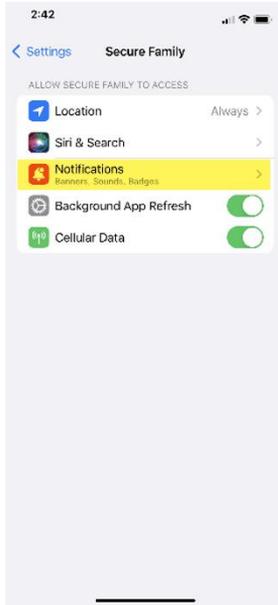
### Low Power Mode Setting

1. Go to **Settings > Battery**.
2. If **Low Power Mode** is enabled (turned **On**), tap the toggle button to disable it (turn **Off**).

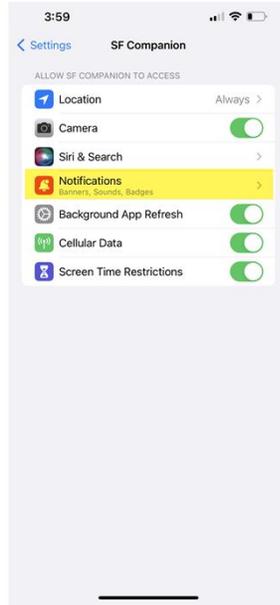


## Notifications Setting

1. Go to **Settings > Secure Family** or **SF Companion**.
2. Tap **Notifications**.

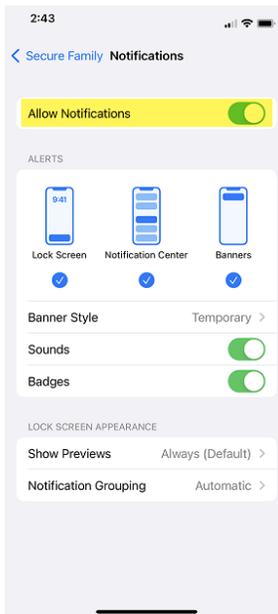


Secure Family App

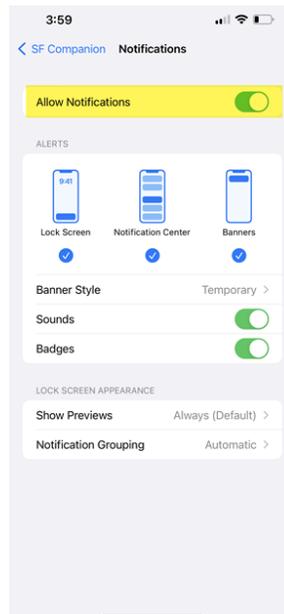


SF Companion App

3. Tap the **Allow Notifications** toggle button to enable (turn **On**) notifications.



Secure Family App



SF Companion App

## Where to find Android settings

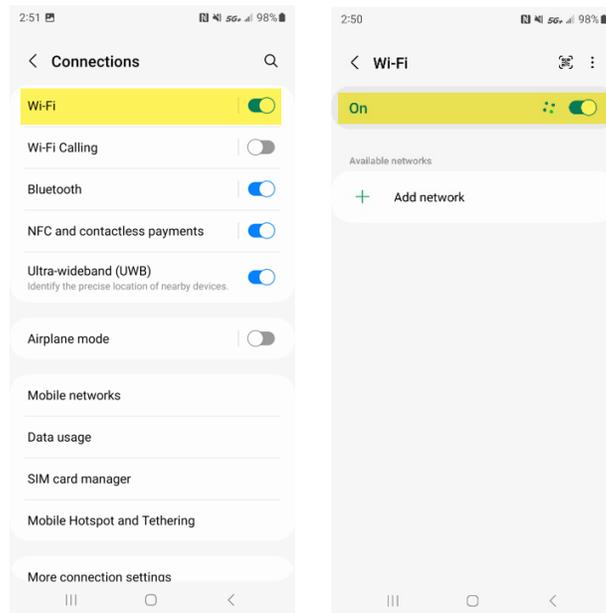
**Note:** The actual setting location and name may vary by Android OS version and device model. If you cannot find a setting, use the Search bar in the Settings home screen to locate it.

### Wi-Fi Setting

1. Go to **Settings > Wi-Fi**.

**Note:** Some device models use **Settings > Network & Internet > Internet** or **Settings > Connections > Wi-Fi**.

2. Tap the toggle button to enable **Wi-Fi**.

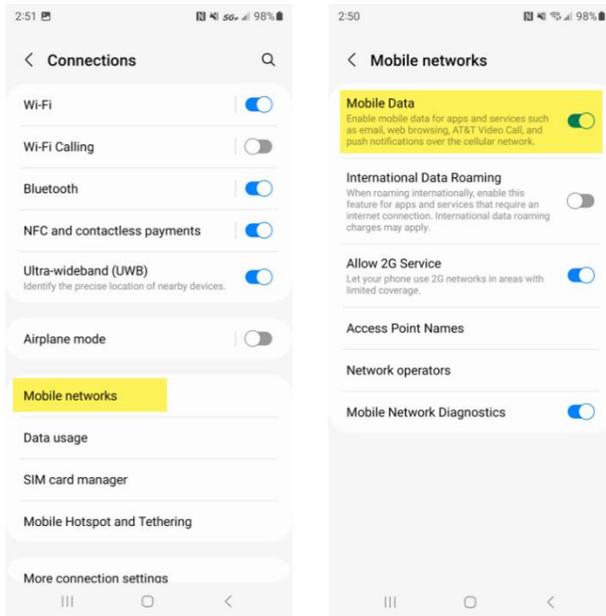


### Mobile Data Setting

1. Go to **Settings > Mobile Data**.

**Note:** Some device models use **Settings > Network & Internet > AT&T** or **Settings > Connections > Mobile networks**.

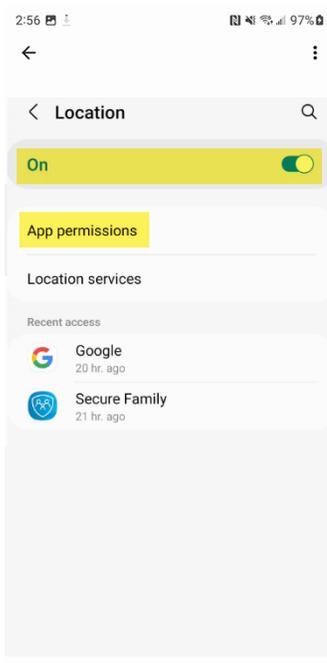
2. Tap the toggle button to enable **Mobile Data**.



## Location Settings

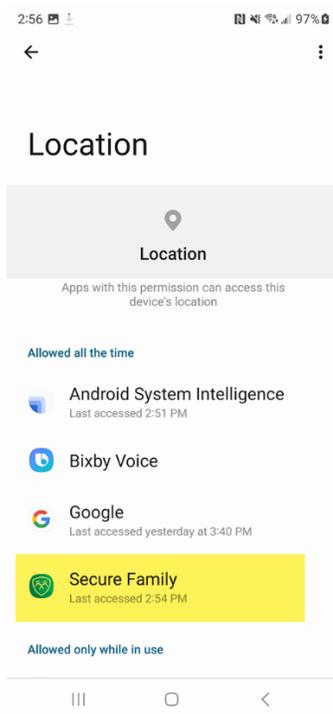
1. Go to **Settings > Location** and tap the toggle button to enable **Location**.

**Note:** Some device models use **Settings > Security & location > Location** or **Settings > Connections > Location**.



2. Tap **App permissions**.

3. Scroll through the apps list and tap **Secure Family** or **Companion**.



4. Tap **Allow all the time**, and then tap the toggle button to enable **Use precise location**.



## Improve Location Accuracy Setting

1. Go to **Settings > Location** and tap the toggle button to enable **Location**.

**Note:** Some device models use **Settings > Security & location > Location** or **Settings > Connections > Location**.

**Note:** Some device models require you to tap **Location services** after step 1.

2. Tap **Google Location Accuracy**.

**Note:** Some device models call this '**Location Accuracy**', '**Improve accuracy**' or '**Locating Method**'.

3. Tap the toggle button to enable (turn **On**) **Improve Location Accuracy**.

## Power Saving Mode/Battery Saver/Power Saving Setting

1. Go to **Settings > Battery** (or **Battery & Power Saving**).
2. Locate the **Power Saving Mode/Battery Saver/Power Saving** setting.
3. If the setting's toggle button is enabled (**On**), tap it to disable power saving mode (**Off**).



## Battery Optimization Setting

Instructions are given for several popular device models. If your device is not listed, try to locate the Battery Optimization setting using the Search field on the Settings home screen.

### Google Pixel

1. Go to **Settings > Apps & notifications > Advanced > Special app access**.
2. Tap **Battery optimization**. A list of 'Not optimized' apps displays.
3. Scroll through the apps list to see if **Secure Family** or **Companion** is listed.
4. If the app is not listed, tap **'Not optimized'** at the top of the screen, and then tap **All Apps**.
5. Locate and tap **Secure Family** or **Companion**.
6. Tap **Don't Optimize**.

### Samsung

1. Go to **Settings > Apps**.
2. Tap the 3-dot menu in the upper right-hand corner of the screen.
3. Tap **Special access**.
4. Tap **Optimize battery usage**. A list of 'Apps not optimized' displays.
5. Tap **'Apps not optimized'** at the top of the screen, and then tap **All**.
6. Locate **Secure Family** or **Companion**.
7. Tap the app's toggle button to disable battery optimization.

### Huawei

1. Go to **Settings > Apps > Apps**.
2. Tap the 3-dot menu in the upper right-hand corner of the screen.
3. Tap **Special access**.
4. Tap **Battery optimization**. A list of 'Not allowed' apps displays.
5. Scroll through the apps list to see if **Secure Family** or **Companion** is listed.
6. If the app is not listed, tap **Not allowed** at the top of the screen, and then tap **All apps**.
7. Locate and tap **Secure Family** or **Companion**.
8. Tap **Don't allow**.

**LG**

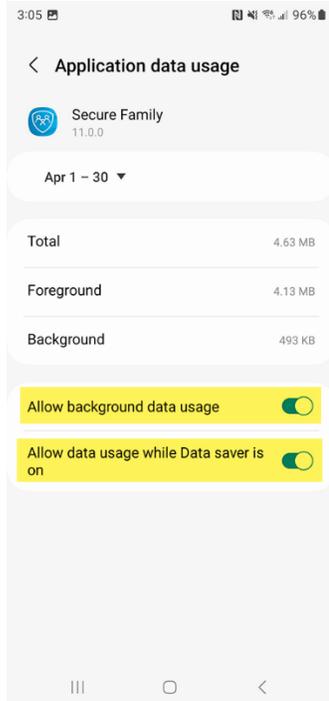
1. Go to **Settings > Battery** (or **Battery & Power Saving**).
2. Tap **Battery Usage**.
3. Tap **Ignore optimizations**.
4. Scroll through the apps list and locate **Secure Family** or **Companion**.
5. If the app's toggle button is enabled (On), tap it to disable battery optimization.

**Motorola**

1. Go to **Settings > Battery**.
2. Tap the menu in the upper right-hand corner of the screen.
3. Tap **Battery optimization**.
4. Tap **'Not optimized'** at the top of the screen, and then tap **All Apps**.
5. Scroll through the apps list and locate **Secure Family** or **Companion**.
6. Tap **Don't Optimize**.

## App Data Usage Setting

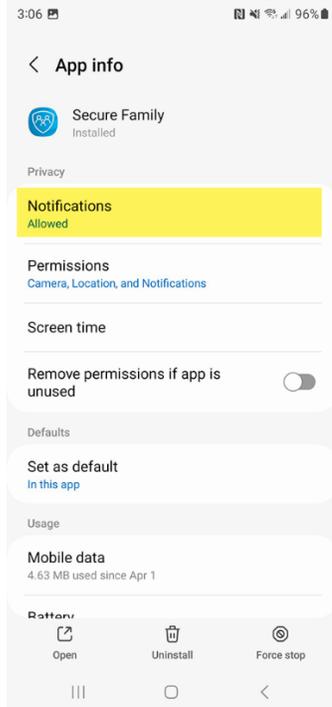
1. Go to **Settings** > **Apps** > and tap the **Secure Family** or **Companion** app.
2. Tap **Data** (or **Data Usage/App Data Usage**).
3. Tap the toggle button to enable (turn **On**) these options:
  - Allow background data usage
  - Allow data usage while Data saver is on



**Note:** Some device models use other names for these settings. For example, **Restrict background data** should be set to '**Never**', and **Unrestricted data usage** should be enabled.

## Notifications Setting

1. Go to **Settings > Apps >** and tap the **Secure Family** or **Companion** app.
2. Tap **Notifications**.



3. Tap the toggle button to enable (turn **On**) **Allow notifications**.

