



# AT&T Secure Family™

## Index of Support Documentation

4/07/2020

The following applies to Postpaid Secure Family customers





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# AT&T Secure Family Experience



## AT&T Secure Family Dashboard



## AT&T Secure Family Companion



**Location History**

- Near 19th Street, San Francisco, CA (1 min ago - within 1000 yds)
- Today:
  - Near 201 Grand Ave, San Francisco, CA (4:33 PM)
  - At School, San Francisco, CA (2:13 PM)
  - At Home, San Francisco, CA (7:21 AM)
- Yesterday: Noah was not located on this day.
- Friday, April 6th:
  - At Home, San Francisco, CA (4:30 AM)
  - Near 201 Grand Ave, San Francisco, CA (3:30 PM)
  - At karate, San Francisco, CA (2:13 PM)

**Pause internet**

**Location History**

- Near 19th Street, San Francisco, CA (2 min ago - within 1000 yds)
- Recently visited:
  - www.school.com (6:21pm)
  - Snapchat (4:03pm)
  - Facebook (3:46pm)
- Location alerts
- Time Limits
- Content Filters

Pause/Resume Internet

Scheduled Internet Block

Block Content

Web & App Activity

**Web & App Activity**

- Minecraft Games (2:05 PM)
- Facebook Social networking (12:45 PM)
- comp-language.com Educational (11:45 PM)
- Snapchat Photos & Video (11:45 AM)
- smalltownnews.com News (10:33 AM)
- Twitter Social Media (9:30 AM)

**Location Alerts**

- Arrival/Departure Alerts
- Scheduled Alerts

**Time Limits**

- School hours (9:00AM - 3:00PM)
- Night hours (10:00PM - 6:00AM)
- Piano (10:15AM - 11:15AM)

**Add a time limit**

This website is blocked by AT&T Secure Family™

**Content Filters**

- Objectionable (All blocked)
- Social Media (1 blocked)
- Messaging (1 Blocked)
- Games (1 Blocked)
- Downloads (1 Blocked)
- Videos (1 Blocked)
- Objectionable (1 Blocked)
- Other (1 Blocked)

**Add a website** (2 blocked, 3 trusted)

Location Alerts

Internet Time Limits

Web & App Content Filters



# AT&T Secure Family Support Documentation – Sign Up



Support Topic	Applicable to	Customer <a href="#">HELP GUIDE</a> link	<a href="#">Customer eSupport Articles</a>
<b>Sign Up</b>			
Where do I download the Secure Family Android parent App?	Android – Google Play	<a href="#">AT&amp;T Secure Family Google Play site</a>	NA
Where do I download the Secure Family iOS Parent App?	iOS – App Store	<a href="#">AT&amp;T Secure Family App Store site</a>	NA
Sign Up - New User	Postpaid customer	<a href="#">Sign Up Help Guide</a>	<a href="#">Main Secure Family eSupport Article KM1271913</a> <a href="#">Secure Family FAQ eSupport Article KM1317059</a>
Sign In – Existing User	Postpaid customer	NA	<a href="#">Main Secure Family eSupport Article KM1271913</a>
Sign Up – Adding a second parent	Postpaid customer	NA	<a href="#">Main Secure Family eSupport Article KM1271913</a>
Understanding parent and companion device pairing combinations	iOS and Android devices	<a href="#">Device Pairing Help Guide</a>	NA
Adding child lines to monitor/locate	Postpaid customer	<a href="#">Add Family Members Help Guide</a>	<a href="#">Secure Family FAQ eSupport Article KM1317059</a>
Add family photo and name to profile	Postpaid customer	<a href="#">Secure Family Settings Help Guide</a>	NA



# AT&T Secure Family Support Documentation – App Setup



Support Topic	Applicable to	Customer <a href="#">HELP GUIDE</a> link	Customer <a href="#">eSupport Articles</a>
<b>Android App Setup</b>			
Send Secure Family Companion app invite to child	Android parent or child device	<a href="#">Pairing Android Child Devices Help Guide</a>	NA
Send pairing link code to the child	Android parent or child device	<a href="#">Pairing Android Child Devices Help Guide</a>	NA
Setting Location Permissions on child's Android phone	Android parent or child device	<a href="#">Location Trouble shooting Help Guide</a>	NA
Installing VPN on child's Android phone	Android child device	<a href="#">Pairing Android Child Devices Help Guide</a>	NA
Verifying Secure Family Companion VPN is installed on the child's Android phone	Android child device	<a href="#">Pairing Android Child Devices Help Guide</a>	NA
<b>iOS App Setup</b>			
Send Secure Family Companion app invite to child	iOS version 12.2 and above child device	<a href="#">Pairing iOS Child Devices Help Guide</a>	NA
Send pairing link code to the child	iOS version 12.2 and above child device	<a href="#">Pairing iOS Child Devices Help Guide</a>	NA
Setting Location Permissions on child's iphone	iOS version 12.2 and above child device	<a href="#">Location Trouble shooting Help Guide</a>	NA
Installing MDM and VPN profile on child's iphone	iOS version 12.2 and above child device	<a href="#">Pairing iOS Child Devices Help Guide</a>	NA
Verifying Secure Family Companion VPN is installed on the child's iphone	iOS version 12.2 and above child device	<a href="#">Pairing iOS Child Devices Help Guide</a>	NA



# AT&T Secure Family Support Documentation - Features



Support Topic	Applicable to	Customer <a href="#">HELP GUIDE</a> link	Customer <a href="#">eSupport Articles</a>
<b>Features</b>			
<b>Location Tracking</b>			
Locate Devices Dashboard	iOS and Android	<a href="#">Location Tracking Alerts Help Guide</a>	<a href="#">Location Tracking eSupport Article KM1299008</a>
Save a Place	iOS and Android	<a href="#">Location Tracking Alerts Help Guide</a>	<a href="#">Location Tracking eSupport Article KM1299008</a>
Location Arrival/Departure Alerts	iOS and Android	<a href="#">Location Tracking Alerts Help Guide</a>	<a href="#">Location Tracking eSupport Article KM1299008</a>
Scheduled Location Alerts	iOS and Android	<a href="#">Location Tracking Alerts Help Guide</a>	<a href="#">Location Tracking eSupport Article KM1299008</a>
Enable Location Sharing of Parent	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	NA
Location tracking troubleshooting	iOS and Android	<a href="#">Location Trouble shooting Help Guide</a>	<a href="#">Location Tracking eSupport Article KM1299008</a>
Location Tamper Checklist	iOS and Android	<a href="#">Location Tracking Alerts Help Guide</a>	<a href="#">Notification and Usage Info eSupport Article KM1299010</a>
<b>Internet Blocking</b>			
Internet time limits	iOS and Android	<a href="#">Create Internet Time Limits Help Guide</a>	<a href="#">Data Controls eSupport Article KM1299004</a>
Pause and resume internet use	iOS and Android	<a href="#">Pause and Resume Internet Help Guide</a>	<a href="#">Data Controls eSupport Article KM1299004</a>



# AT&T Secure Family Support Documentation - Features



Customer Topic	Applicable to	Customer <a href="#">HELP GUIDE</a> link	Customer <a href="#">eSupport Articles</a>
<b>Features</b>			
<b>Content Filtering</b>			
Web & App Content Filtering	iOS and Android	<a href="#">Content Filtering Help Guide</a>	<a href="#">Web and App Filters eSupport Article KM1299012</a>
View web and App history	iOS and Android	<a href="#">Content Filtering Help Guide</a>	NA
Google Play Purchase Block	Android	NA	<a href="#">Web and App Filters eSupport Article KM1299012</a>
<b>Controls</b>			
Battery Status	iOS and Android	NA	<a href="#">Notification and Usage Info eSupport Article KM1299010</a>
Permanent & Temporary Data block	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	<a href="#">Data Controls eSupport Article KM1299004</a>



# AT&T Secure Family Support Documentation - Settings



Customer Topic	Applicable to	Customer <a href="#">HELP GUIDE</a> link	<a href="#">Customer eSupport Articles</a>
<b>Secure Family Settings</b>			
Manage Notifications	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	NA
Cancellation	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	NA
Change email address	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	NA
Touch ID/Face ID	iOS Parent	NA	NA
Product Help	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	NA
Learn More about Online Safety	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	NA
Privacy Policy	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	NA
Terms of Service	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	NA
Do Not sell my personal information	iOS and Android	<a href="#">Secure Family Settings Help Guide</a>	NA







# AT&T Secure Family Support Links

## [Main Support Page](#)

- [Secure Family Customer Help Guides KM1357687](#)
- [Main Secure Family eSupport Article KM1271913](#)
- [Location Tracking eSupport Article KM1299008](#)
- [Data Controls eSupport Article KM1299004](#)
- [Web and App Filters eSupport Article KM1299012](#)
- [Notification and usage info eSupport Article KM1299010](#)
- [Secure Family FAQ eSupport Article KM1317059](#)

## [AT&T Secure Family Main Marketing Page](#)

Looking for additional support?  
Email your support questions to [g01318@att.com](mailto:g01318@att.com)

AT&T and Cricket Wireless customers can contact support by dialing 611 from your mobile phone

Customers of other US Wireless Carriers can click the Secure Family Support link within the App under Settings >Product Help > Support  
Complete the support request form

