AT&T Secure Family™

Pairing Android Child Devices

Android App version 10.12 (both Parent and Companion)

The following steps apply to all Secure Family customers

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For additional assistance refer to the library of Help Guides or email our support team at g01318@att.com
Pair Companion App - Android Child Device

Before beginning the pairing process please check that your child’s device OS version is above Android 5.0, that it does not have another companion app or VPN profile installed, and that it does not have short codes blocked.

Steps taken on parent device

**Step 1** – Initiate pairing, select the child line you wish to pair, then tap Location Alerts, Pause Internet, Time Limits or Content Filters

**Step 2** – Tap Next

**Step 3** – Tap Start pairing

**Step 4** – Tap Send link

**Step 5** – Select how to send pairing link to child device. In this example you will see pairing link sent via text message

**Steps taken on child device**

**Step 1**

Protect kids from content they’re not ready for

To turn on the Location Alerts, Content Filters, and Pause Internet features you’ll need to pair your child’s phone.

**Step 2**

Before you start

You will be asked to install the Secure Family Companion app on [Name]. Having the device nearby is recommended.

**Step 3**

Send pairing link to install companion app

Tap Send link below to send the pairing link to [Name]. This link must be opened on [Name]’s device to launch the companion app.

**AT&T Secure Family Companion**

AT&T Services, Inc.

Link expires in 59 mins

Send link

**Step 4**

Next step

**Step 5**

Select how to send pairing link to child device. In this example you will see pairing link sent via text message.
Before beginning the pairing process please check that your child’s device OS version is above Android 5.0, that it does not have another parental controls app or VPN profile installed, and that it does not have short codes blocked.

Steps taken on parent device

**Step 6** – Enter child’s mobile number, then tap **send** to send pairing text to child device

**Step 7** – Take CHILD device and open pairing SMS. Tap the **link**

**Step 8** – The Google Play Store will open. Tap **Install**

**Step 9** – When the app is done downloading, tap **Open**

**Step 10** – Take PARENT device, tap **Next Step**

Steps taken on child device

**Step 6** – Enter child’s mobile number, then tap **send** to send pairing text to child device

**Step 7** – Take CHILD device and open pairing SMS. Tap the **link**

**Step 8** – The Google Play Store will open. Tap **Install**

**Step 9** – When the app is done downloading, tap **Open**
Before beginning the pairing process please check that your child’s device OS version is above Android 5.0, that it does not have another companion app or VPN profile installed, and that it does not have short codes blocked.

**Steps taken on parent device**

1. **Pairing code**
   - **123456**
   - Code expires in 59 mins

2. **Send code**

3. **Enter pairing code**
   - When prompted, enter the pairing code on [Name]'s device. If [Name] is not nearby, you can also send the code to their device.

**Steps taken on child device**

1. **AT&T Secure Family pairing code is 123456. Do not enter this code unless you trust the sender:** your phone. [link]

2. **Enter 6 digit pairing code**
   - 123456

3. **Enter**

**Steps on parent device**

1. **Step 11 – Tap Send code**

2. **Step 12 – Select how to send pairing link to child device. In this example you will see pairing link sent via text message**

3. **Step 13 – Enter child’s mobile number, then tap send to send pairing text to child device**

4. **Step 14 – Take CHILD device, enter in code that parent sent via text. Tap Enter.**
Steps taken on child device

**Step 15** – Tap **Enable Features** to continue to pairing process

**Step 16** – Tap **Allow** to continue

**Step 17** – Read the instructions to connect the Secure Family VPN and then tap **Got It** to continue

**Step 18** – You will automatically be taken to the settings app on your child device. Scroll down and tap on **Installed Services**

**Step 19** – Tap on **AT&T Secure Family Companion** to continue

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**Note:** This feature is the same for all types of Secure Family wireless customers.
Pair Companion App - Android Child Device (Cont’d)

Steps taken on child device

Note: This feature is the same for all types of Secure Family wireless customers.

**Step 20** – Toggle the switch to turn on the Secure Family Companion VPN

**Step 21** – Tap Ok to allow permission to monitor the child device

**Step 22** – Tap Got It to continue

**Step 23** – Tap Activate to enable the device administrator

**Step 24** – Tap Got it to continue
Steps taken on child device

**Step 25** – Tap **OK** to setup the VPN connection

**Step 26** – Success! Pairing process is complete. Tap **OK**

**Step 27** – Child device is successfully paired with the Secure Family parent device

Note: This feature is the same for all types of Secure Family wireless customers.
Troubleshoot Pairing Issues - Android Child Device

There are several issues that would prevent the installation of the Android companion app including:

1. The child device must have Android OS 5.0 or higher installed
2. Child has another parental controls app or VPN installed (e.g., Life 360, Circle Go, etc.)
3. Child has short codes blocked (this will block the pairing SMS)

Check that your child’s device doesn’t have another VPN installed. From child’s device go to the settings app, then follow these steps:

Step 1 – From Child Device’s Settings App, scroll down and tap on Connections

Step 2 – Tap on More connection settings

Step 3 – Tap on VPN

Step 4 – Check that no other VPN, besides the AT&T Secure Family Companion, is active on the child Device on this page