These steps apply all Secure Family customer types
New Simplified Location Only Pairing

With the release of iOS updates 3.13.1 (parent) and 1.13.1 (child), we have removed the requirement to use a VPN if you wish to use Secure Family only for Location monitoring and alerts. Installing the Secure Family Companion on the child device and pairing with your phone is highly recommended for GPS Location accuracy. Follow the enclosed steps and stop at Step 18 for Location monitoring and alerts only. Refer to the screen shown on right hand side for Location Only (GPS tracking).

If you wish to add protection features (Parental Controls) including; Content Filters, Pause Internet and Internet Time Limits, then you must continue with pairing and install the Secure Family Companion VPN. Continue with Steps 19 thru 29 to enable all features that require a VPN. Refer to screen shown on left hand side to enable Location plus Parental Controls (Protection).
Before beginning the pairing process please ensure that your child’s device OS version is between iOS 10+ and that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked.

Steps taken on parent device

Step 1 – Initiate pairing for only Content Filters or Controls, tap ‘Time Limits’ or ‘Content Filters’ or ‘Pause Internet’

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
Before beginning the pairing process please ensure that your child’s device OS version is above iOS 10 and that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked.

Steps taken on **parent** device

**Step 6** – Enter child contact info, 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 App Store will open. Tap the download icon.

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

Steps taken on **child** device

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

Steps taken on **parent** device

**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.
Child App Pairing - iOS Child (con’t)

Before beginning the pairing process please ensure that your child’s device OS version is above iOS 10 and that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked.

Steps taken on **parent** device

**Step 11** – Tap Send code

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

**Step 13** – Enter child contact info, then tap send to send pairing text to child device

Steps taken on **child** device

**Step 14** – Take CHILD device, enter in code that parent sent via text. Tap Enter.

**Step 15** – Wait for validation screen to finish loading.
**Child App Pairing - iOS Child (Cont’d)**

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

**Steps taken on child device**

**Step 16** – Parent will be notified that the Companion App is installed.

**Step 17** – Tap ‘Activate location features’

**Step 18** – You will be taken to the iOS system Settings on the child device. Tap ‘Allow While Using App’

**Step 19** – Tap ‘Go to Settings’

**Step 20** – You will be taken to the iOS system Settings again. Tap ‘Location’

**Steps shown on parent device**

Finish setup on [Name]’s device to enable features.

- Companion app installed.
- Grant location permissions to turn on location features.
- Install the VPN to enable protection features.

**Send new invite**

**IMPORTANT**

- This feature is available for all types of Secure Family wireless customers.

**Step 16** – Parent will be notified that the Companion App is installed.

**Step 17** – Tap ‘Activate location features’

**Step 18** – You will be taken to the iOS system Settings on the child device. Tap ‘Allow While Using App’

**Step 19** – Tap ‘Go to Settings’

**Step 20** – You will be taken to the iOS system Settings again. Tap ‘Location’
Child App Pairing - iOS Child (Cont’d)

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

**Steps taken on child device**

- Step 21 – Tap ‘Always’

**Step seen on parent device**

- Step 22 – Parent will be notified that Location permissions have been granted.

**Steps taken on child device**

- Step 23 – Tap ‘Allow notifications’
- Step 24 – Tap ‘Allow’

*IMPORTANT*

- Step 22 – Parent will be notified that Location permissions have been granted.

*IMPORTANT*

- Step 23 – Tap ‘Allow notifications’
- Step 24 – Tap ‘Allow’

*IMPORTANT*

- Step 25 – If you wish to enable Content Filters, Pause internet, Time limits, Tap ‘Enable protection features’

Note: This feature is the same for all types of Secure Family wireless customers.
Child App Pairing - iOS Child (Cont’d)

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

Steps taken on child device

**Step 26** – Tap ‘Pair phone’

**Step 27** – Tap ‘Allow’ to download the profile to the child device

**Step 28** – Profile has been successfully downloaded onto the device. Tap Close to dismiss the pop up then exit the companion app

**Step 29** – Tap on Settings icon to continue the installation process

**Step 30** – Tap on ‘Profile Downloaded’
Child App Pairing - iOS Child (Cont’d)

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

Steps taken on child device

- **Step 31** – Tap ‘Secure Family Companion’
- **Step 32** – Tap on ‘Install’
- **Step 33** – Enter device passcode
- **Step 34** – Tap ‘Trust’
- **Step 35** – Success! Tap ‘Done’
Child App Pairing - iOS Child (Cont’d)

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

Final screen on **child** device

**Step 32 – Success!**

Final screen on **parent** device

**Step 33 – Parent will be notified that the VPN has been installed, enabling protection features!**

Note that installation of the Secure Family Companion VPN is required for Parental Controls including; Content Filters, Pause Internet and Internet Time Limits.
Troubleshooting Pairing Issues
Troubleshoot Pairing Issues - iOS Child Device

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

1. The child device must have iOS 10 or higher installed
2. Child cannot have **another parental controls app or MDM profile installed** (e.g., Life 360, Circle Go, etc.)
3. Child cannot have **short codes blocked** (this will block the pairing SMS)

Ensure your child’s device doesn’t have another MDM profile installed. **From child’s device** go to the iOS settings, then follow these steps:

![Step 1 – From Child Device’s Settings, scroll down and tap on General](image1)

![Step 2 – Tap Profile](image2)

![Step 3 – Ensure that no other MDM profile, besides the AT&T Secure Family Companion, is active on the child Device on this page](image3)