AT&T Secure Family™
Pairing iOS Child Devices

iOS App Version 3.12.1 (Parent) and 1.12.1 (Companion)

The following steps apply to all Secure Family customers

Rev. 03/25/2020

For additional assistance refer to the library of Help Guides or email our support team at g01318@att.com
Before beginning the pairing process please check that your child’s device OS version is between iOS 10 and iOS 12.1 and that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked. If your child has iOS 12.2 (or higher) installed, click here to learn how to pair their device with the Secure Family Companion app.

Steps taken on parent device

**Step 1** – Initiate pairing, select the child line you wish to pair, then tap enable location feature/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.
Pair Companion App - iOS 10 – iOS 12.1 Child Device (con’t)

Before beginning the pairing process please check that your child’s device OS version is between iOS 10 and iOS 12.1 and that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked. If your child has iOS 12.2 (or higher) installed, click here to learn how to pair their device with the Secure Family Companion app.

**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 App Store will open. Tap the download icon.

**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 App Store will open. Tap the download icon.

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

**Step 10** – Take PARENT device, tap Next step
Pair Companion App - iOS 10 – iOS 12.1 Child Device (con’t)

Before beginning the pairing process please check that your child’s device OS version is between iOS 10 and iOS 12.1 and that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked. If your child has iOS 12.2 (or higher) installed, click here to learn how to pair their device with the Secure Family Companion app.

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’s mobile number, 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**.
Pair Companion App - iOS 10 – iOS 12.1 Child Device (Cont’d)

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

Steps taken on child device

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

**Step 16** – You will be taken to the iOS system Settings on the child device. Tap **Install**

**Step 17** – Tap **Trust** to enable MDM profile on child device

**Step 18** – Tap **Done** to complete the pairing process

**Step 19** – Success! Tap **OK** to continue
Pair Secure Family Companion App
iOS 12.2 and above
Child Device
Pair Companion App - iOS 12.2 + Child Device

Before beginning the pairing process please check that your child’s device has iOS 12.2 (or higher) installed, that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked. If your child’s device version is between iOS 10 – iOS 12.1, click here to learn how to pair their device with the Secure Family Companion app.

Steps taken on parent device

**Step 1** – Initiate pairing, select the child line you wish to pair, then tap enable location feature/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.
Before beginning the pairing process please check that your child’s device has iOS 12.2 (or higher) installed, that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked. If your child’s device version is between iOS 10 – iOS 12.1, click here to learn how to pair their device with the Secure Family Companion app.

Steps taken on parent device

Step 6 – Enter child mobile number, then tap send to send pairing text to child device.

Steps taken on 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.

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.

AT&T Secure Family Companion
AT&T Services, Inc.

Send link

Next step
Pair Companion App - iOS 12.2 + Child Device (con’t)

Before beginning the pairing process please ensure that your child’s device has iOS 12.2 (or higher) installed, that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked. If your child’s device version is between iOS 10 – iOS 12.1, click [here](#) to learn how to pair their device with the Secure Family Companion app.

**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’s mobile number, 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.
Pair Companion App – iOS 12.2 + Child Device (Cont’d)

Note: This feature is the same for all types of Secure Family wireless customers. It is extremely important that the iOS location permissions are set correctly to “Always” to receive accurate location information from your family member’s companion device.

Steps taken on child device

Step 15 – Tap Enable Features to continue to pairing process

Step 16 – Tap Allow While Using App to allow access to the child device location

Step 17 – Tap on Settings to set location permissions for the companion app

Step 18 – iOS Settings will automatically open. Tap on Location to continue

Step 19 – Tap Always allow the Secure Family Companion app location access

App explanation: “Always Allow” location lets family members see this device’s location on the map and ensures features such as Places & Alerts work properly even when the app is running in the background.
Step 20 – Return to the Secure Family Companion app on the child device. Tap Get Started to continue.

Step 21 – Tap Pair Phone to install a profile on the child device through iOS settings.

Step 22 – Tap Allow to download the profile to the child device.

Step 23 – Profile has been successfully downloaded onto the device. Tap Close to dismiss the pop up then exit the companion app.

Step 24 – Tap Settings icon to continue the installation process.

Follow these steps to install the profile and finish pairing:

1. Go to your phone’s Settings.
2. Profile Downloaded: Review the profile in Settings app if you want to install it.
3. Close
4. Finish the phone prompts to Install and Trust the profile.
5. Tap Done and return to the Companion app.
Steps taken on child device

**Step 25** – Tap Profile Downloaded

**Step 26** – Tap Install

**Step 27** – Enter child device passcode

**Step 28** – Tap Trust to enable remote management
Steps taken on child device

Step 29 – Profile is now installed. Return to Secure Family Companion app

Step 30 – Success! Companion app is now paired and working on child’s device
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 has another parental controls app or MDM profile installed (e.g., Life 360, Circle Go, etc.)
3. Child has 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 settings app, then follow these steps:

**Step 1** – From Child Device’s Settings, scroll down and tap on General

**Step 2** – Tap Profile

**Step 3** – Ensure that no other MDM profile, besides the AT&T Secure Family Companion, is active on the child Device on this page.

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**Important**

Only one MDM profile can be running on the child’s companion device. If the child device has a second MDM or VPN running on their device it will break the Secure Family pairing and disable parental controls.