



AT&T Secure Family™

Settings

03-25-2020

The following steps apply to all Secure Family customers

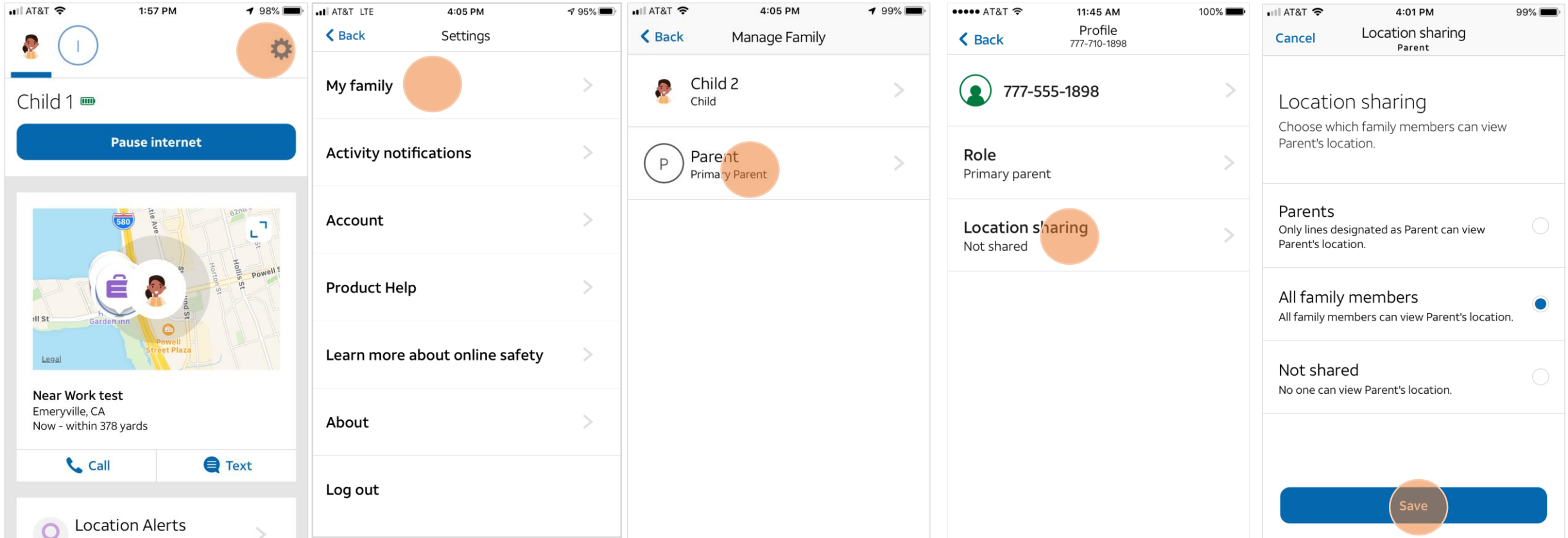
For additional assistance refer to the library of [Help Guides](#) or email our support team at g01318@att.com



Enable Location Sharing

Parents can choose which family members can view their device location. Children can request that the parent enable location sharing from within the Companion App.

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



Step 1 – Tap the **Settings** gear

Step 2 – Tap **My family**

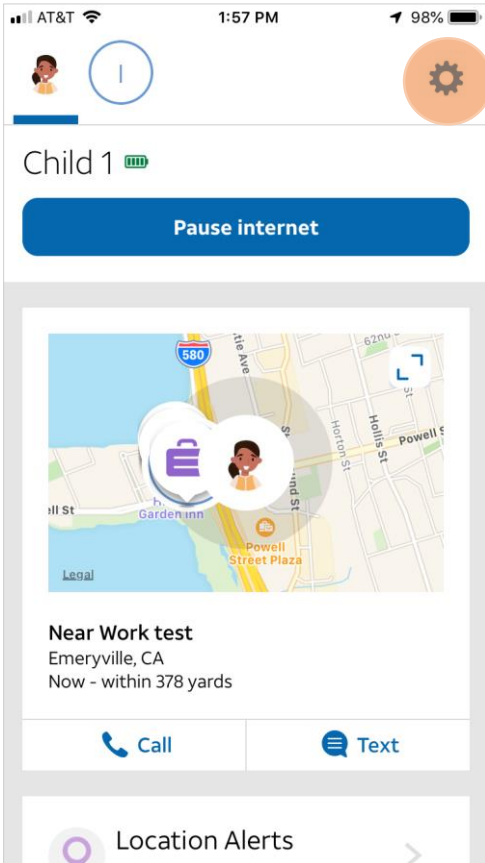
Step 3 – Tap on your own line
(**Parent line**)

Step 4 – Tap **Location sharing**

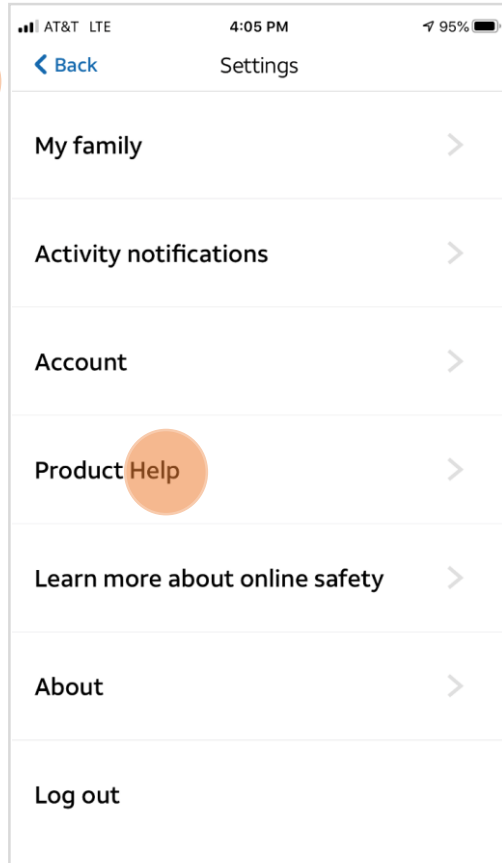
Step 5 – Tap on your desired
location sharing preference. Then
tap **Save**

Product Help

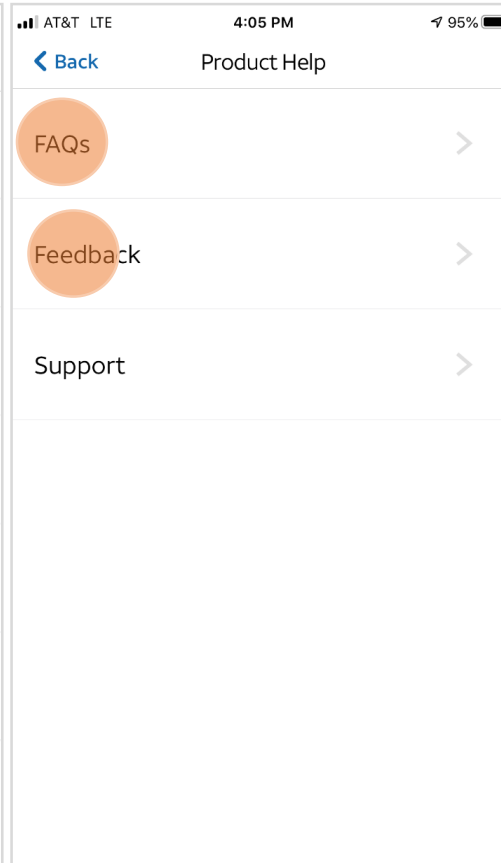
If you have any questions about the AT&T Secure Family service, you can visit the Product Help section of the app. From there you can visit the FAQs page to get assistance with common questions about the app, or you can leave feedback about the service. You can also access the on-line [Help Guides](#) library



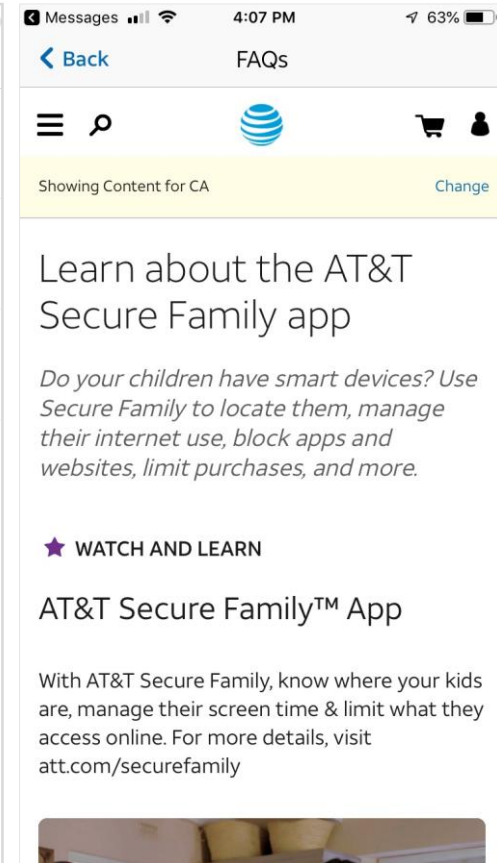
Step 1 – Tap the **settings gear**



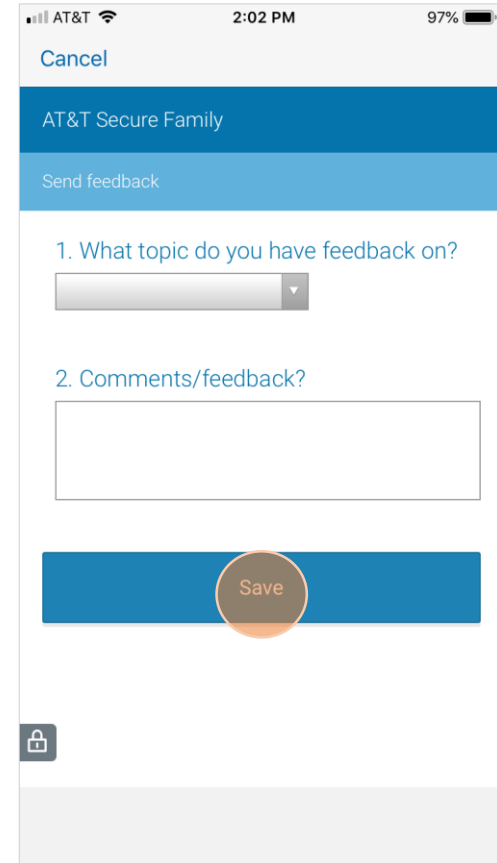
Step 2 – Tap **Product Help**



Step 3 – Tap on **FAQs** to get assistance with some common questions about the app OR tap on **Feedback** to leave feedback or comments about the service



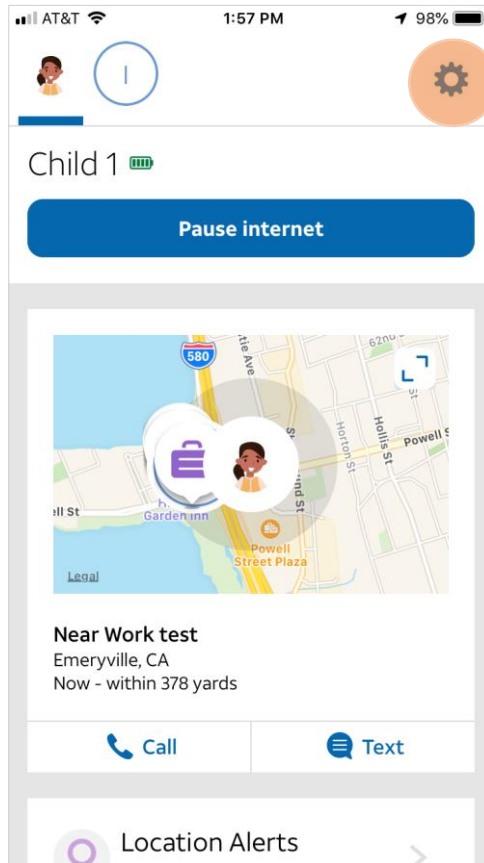
FAQs – This page provides answers to some of the most common questions about the service as well as provides helpful information to assist with setting up and using the app



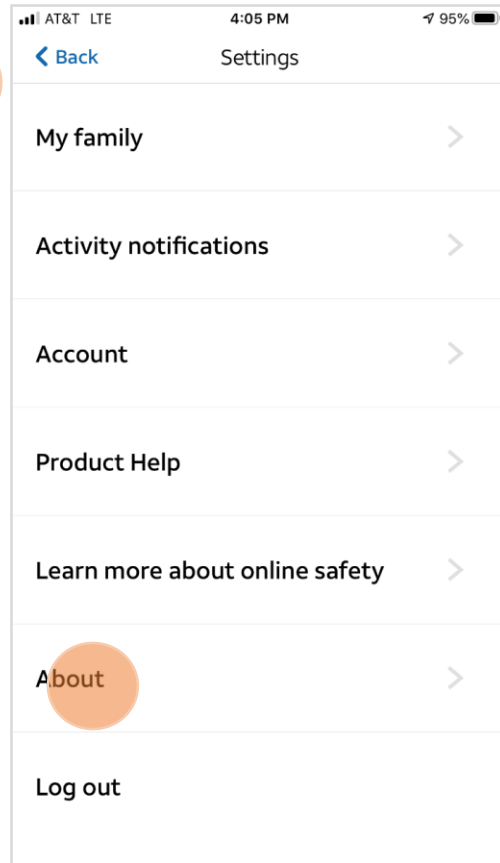
Feedback Form – If you would like to leave the AT&T Secure Family team feedback about the service, suggestions or comments, fill out the form and tap Save

Terms of Use & Privacy Policy

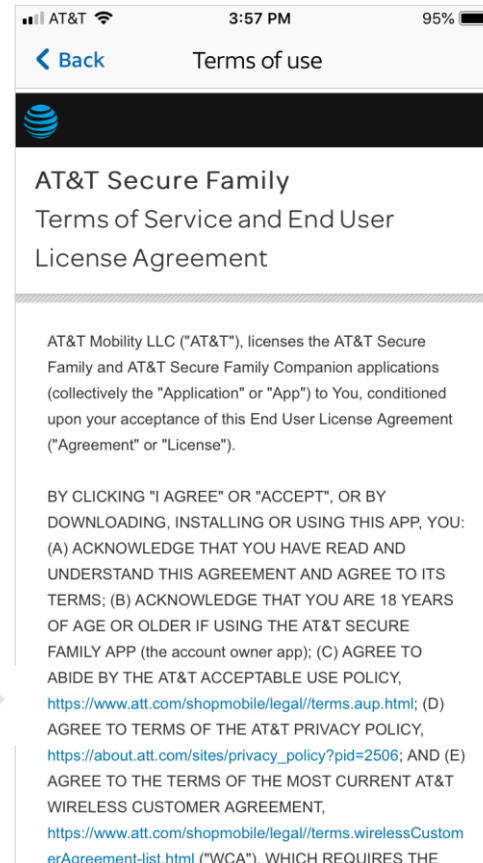
From the settings page, you can access information about the AT&T Secure Family Terms of Service and End User License Agreement as well as the AT&T Privacy Policy



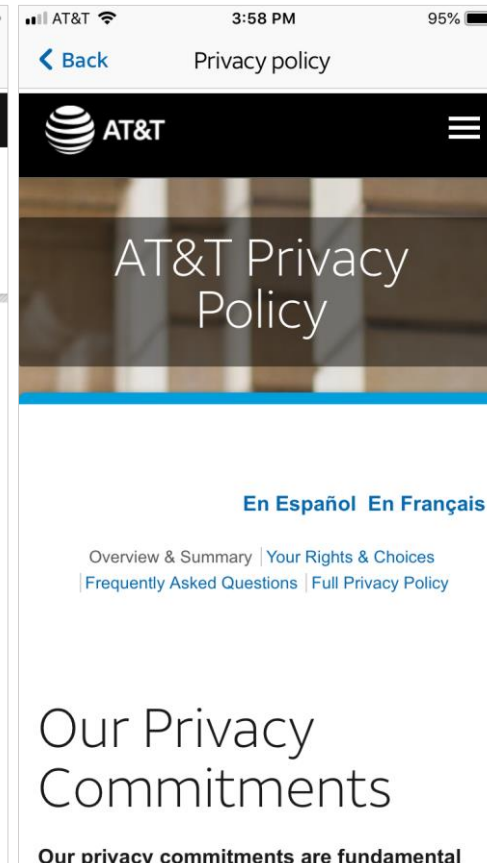
Step 1 – Tap on the **settings gear**



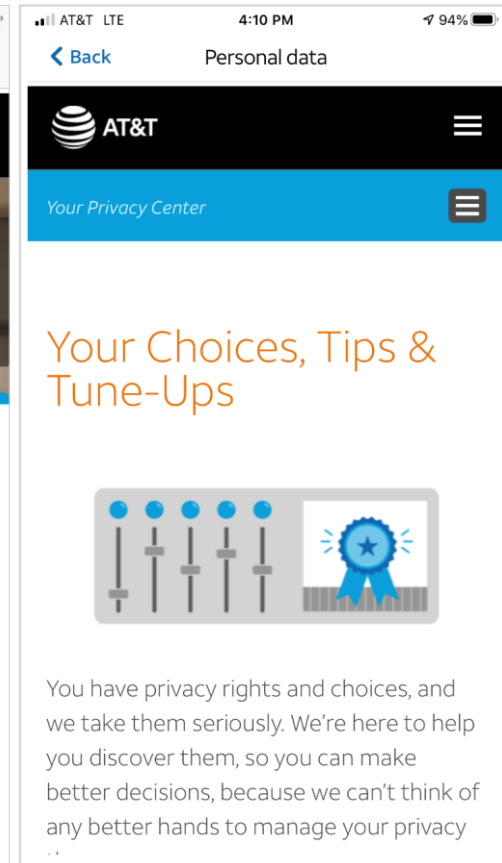
Step 2 – Tap **About** to access Terms of Service, Privacy Policy and Do Not Sell my personal information



Terms of Service – Scroll down to read the AT&T Secure Family Terms of Service and End User License Agreement



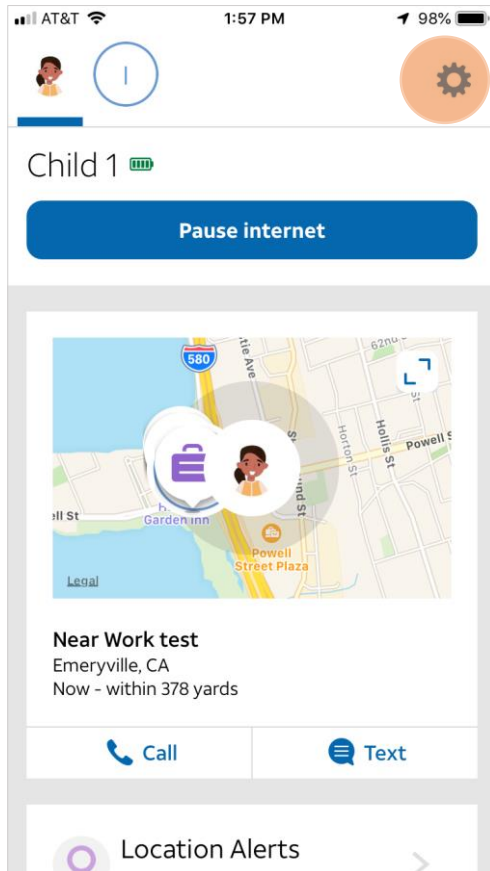
Privacy Policy – Scroll down to review the AT&T Secure Family Privacy Policy



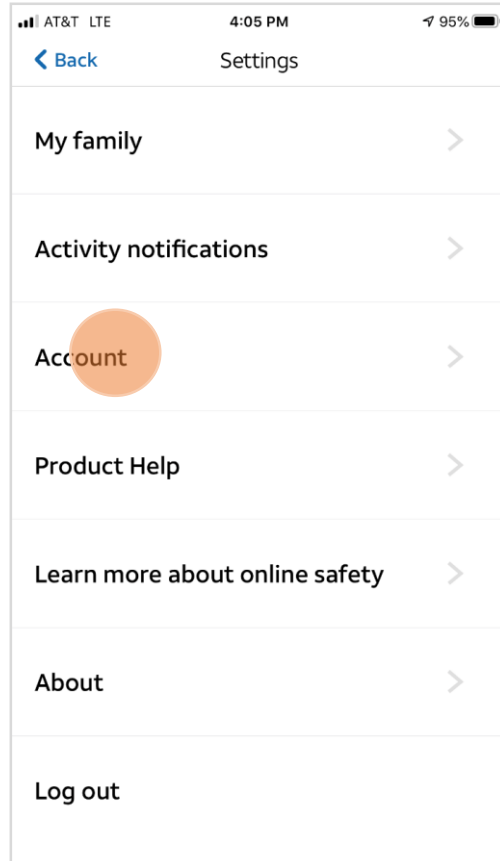
Do Not Sell my personal information – In compliance with CA Consumer Protection Act (CCPA)

Cancellation

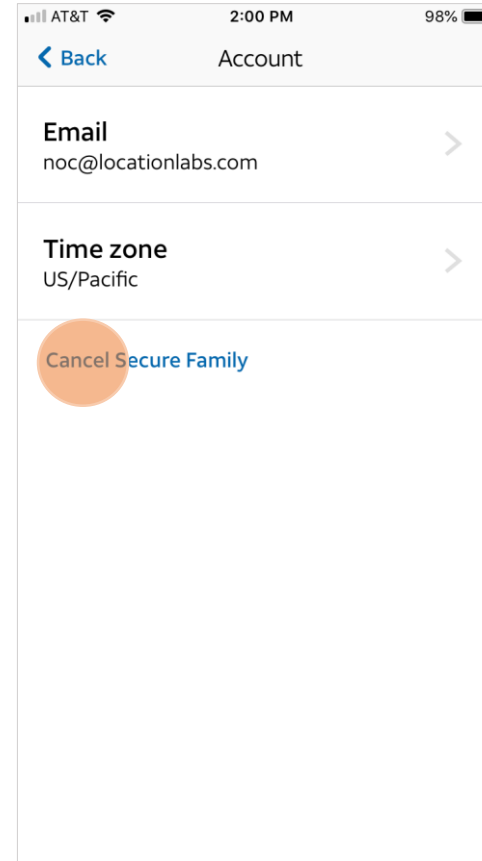
AT&T Postpaid wireless customers - In order to cancel your AT&T Secure Family account, go to Settings (gear icon), **Account** and select “**Cancel Secure Family**”



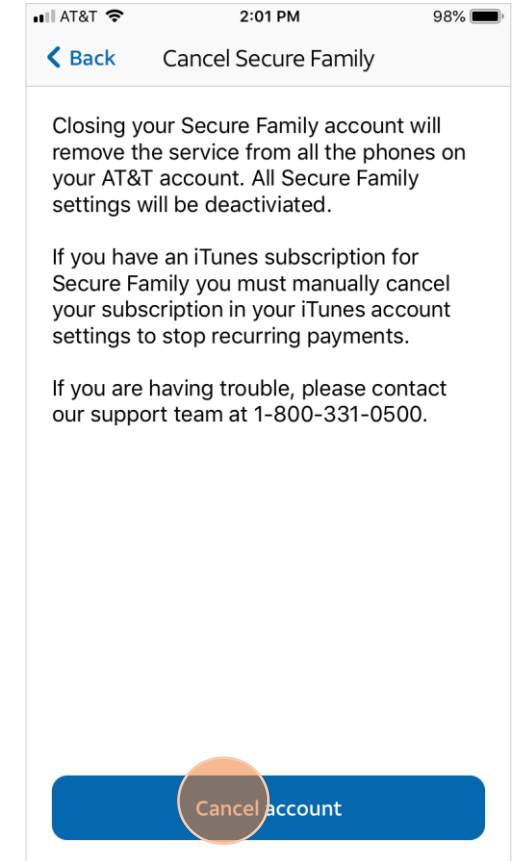
Step 1 – Tap the **Settings** gear



Step 2 – Tap **Account**



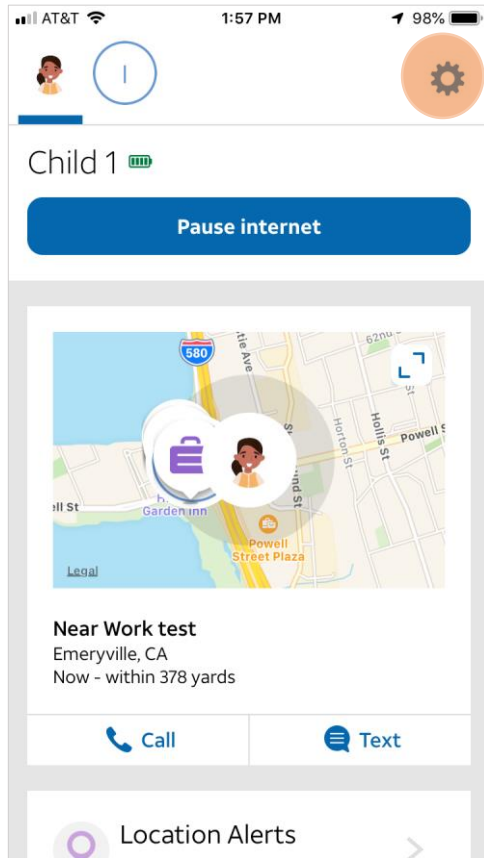
Step 3 – Tap **Cancel Secure Family**



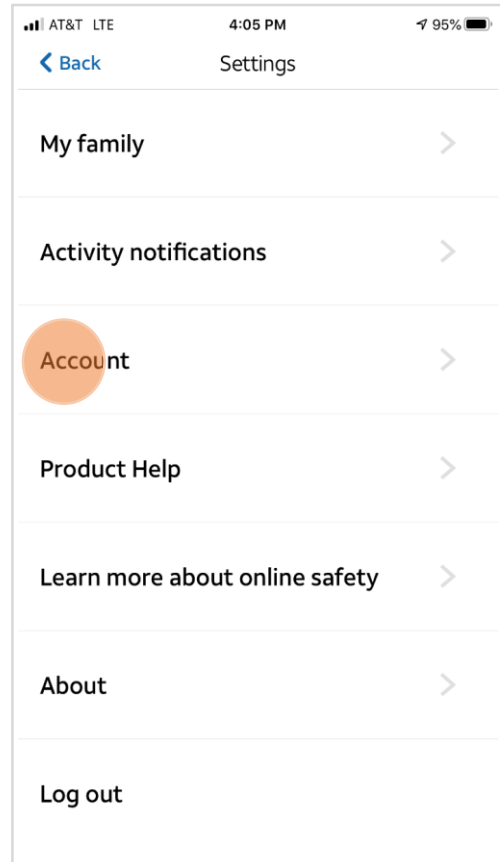
Step 4 – Tap **Cancel Account** to close your AT&T Secure Family account.

Cancellation – AT&T PREPAID & Customers of other US Wireless Carriers

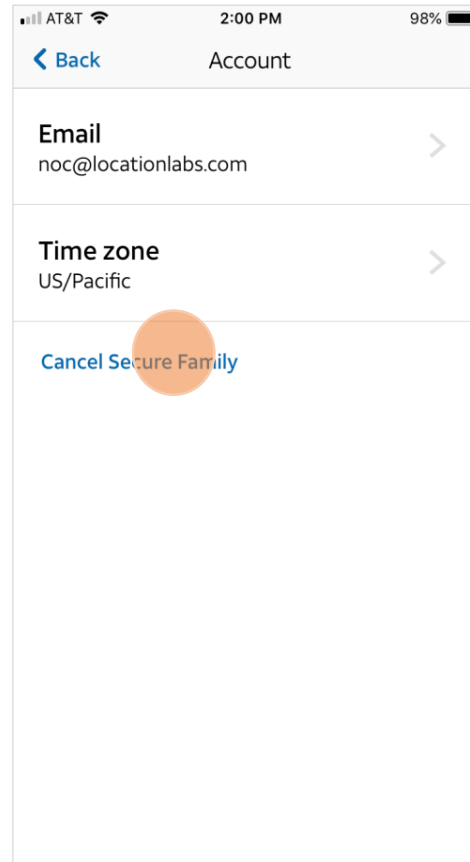
In order to cancel your AT&T Secure Family account, AT&T PREPAID and customers of other US wireless Providers **must manually cancel your subscription in iTunes or Google Play** account settings to stop recurring payments. The billing cancellation process cannot be completed within the Secure Family App. Your billing relationship is with the App Storefronts and not with AT&T.



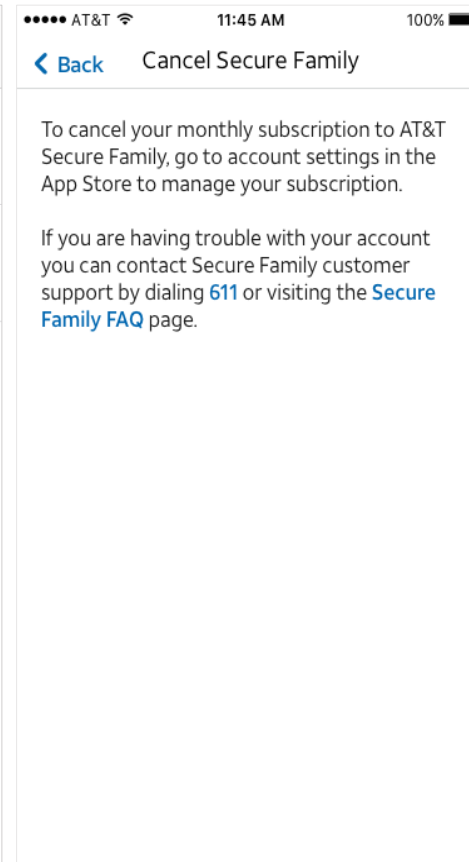
Step 1 – Tap on the **settings gear**



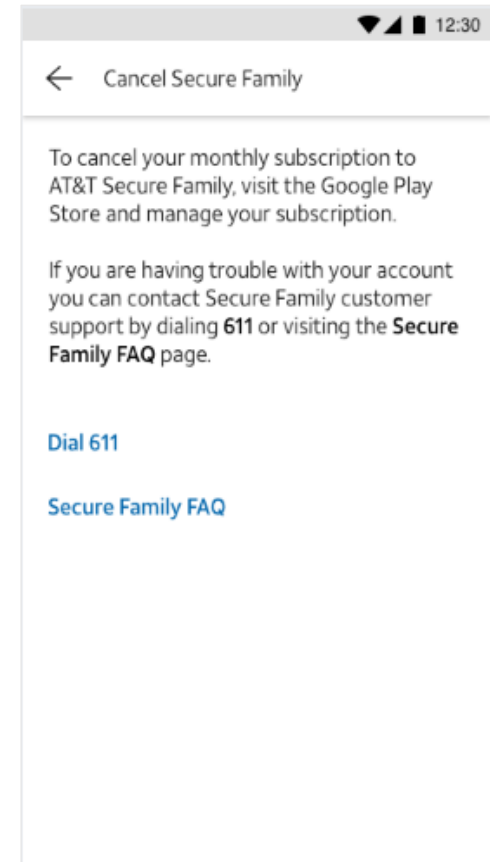
Step 2 – Tap Account



Step 3 – Tap on Cancel Secure Family. **Please note**, the in-app cancel button only applies to Postpaid users. If PREPAID or customers of other US wireless Providers Tap Cancel, they will be shown the following screens



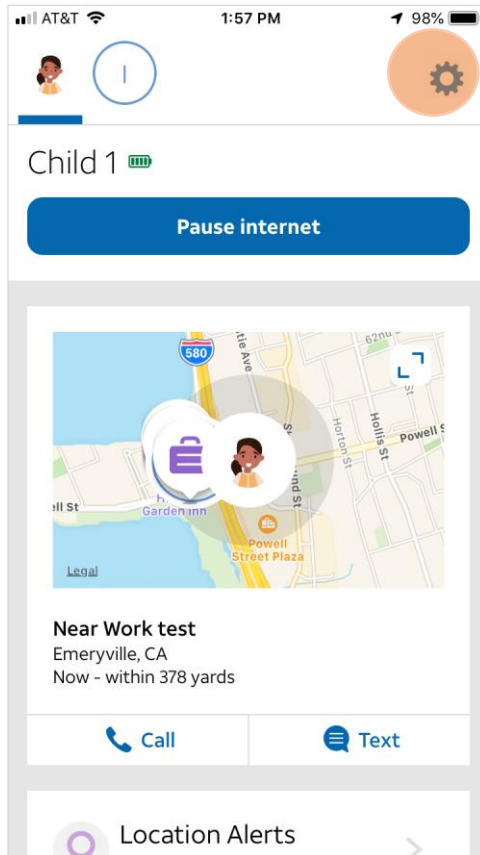
iOS users will be prompted to manually cancel their subscription through iTunes



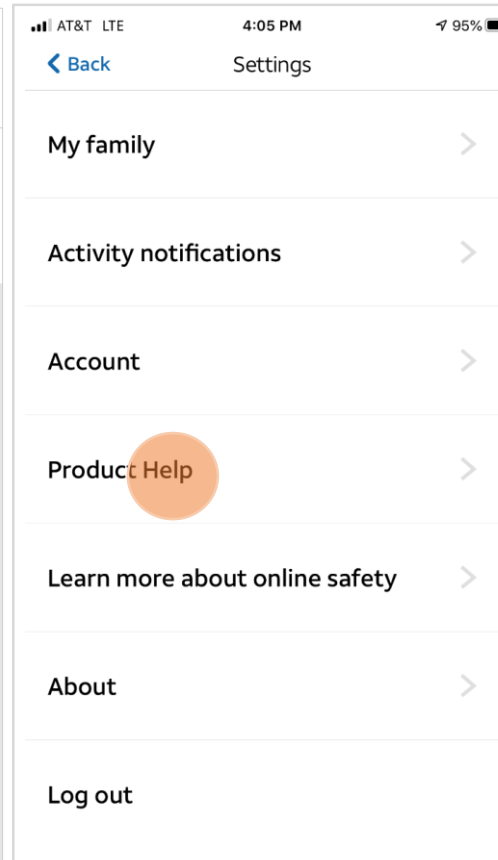
Android users will be prompted to manually cancel their subscription through Google Play

Contact Us

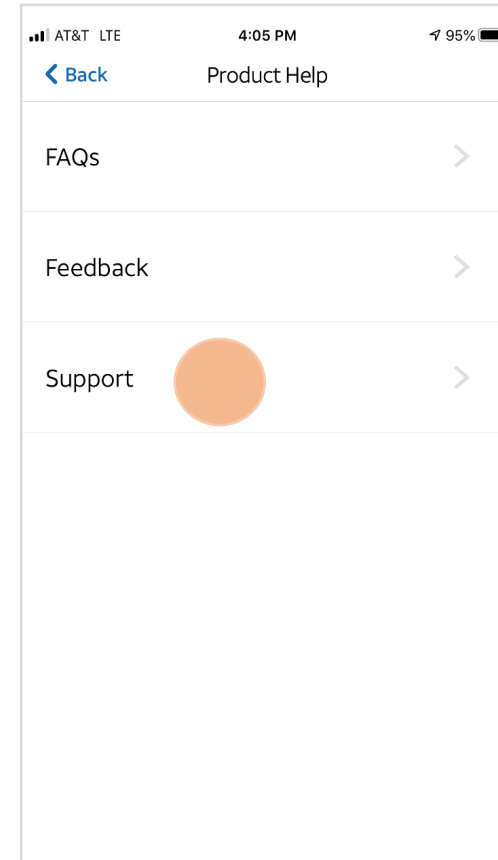
Having trouble? Reach out to Customer Support through the Support link under Product Help. Please note, AT&T Postpaid and Prepaid wireless customers can contact AT&T Customer Care by dialing 611. Customers of other US wireless providers can not call AT&T and must use the Secure Family Support link



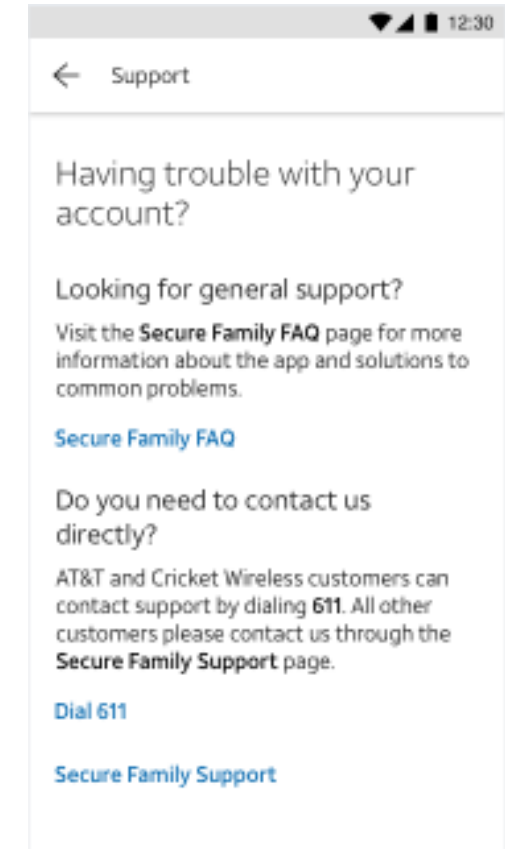
Tap on the **settings gear**



Customers can Contact support from the settings page. Tap **Product Help**



They can leave feedback or tap **Support** to continue



AT&T Wireless customers, Tap **"Dial 611"** to be directed to Customer Care. All other non-AT&T Wireless customers Tap **"Secure Family Support"** to complete the submission form