



AT&T Secure Family™

# LOCATION TROUBLESHOOTING HELP GUIDE

03-25-2020





Use this Guide if a Secure Family Companion device has stopped updating their location or is providing inaccurate location. This guide focuses on things to check including iOS and Android device settings. This guide compliments the Android OS Settings [Help Guide](#) and iOS Settings [Help Guide](#) .

**NOTE: The following steps apply to the CHILD DEVICE which may have stopped updating their location.**

**Example: “My family member’s Secure Family Companion device has stopped updating location. How do I fix this?”**

## **1. CHECK THE BASICS (for more information on these items, see the Android OS Settings Guide)**

- Did your child close the Secure Family Companion as an active app on their phone? Ask your child to open Secure Family Companion
- Did your child turn off their phone, or is their battery running out/below 20% charged?
- Your child may be in an area where there is no, or very poor, network connection (two bars of signal strength or less), so Secure Family cannot find their location
- Is their phone in Airplane mode? If yes, they will need to turn Airplane mode Off.
- Is there more than one VPN on the child’s device? For example, a VPN for watching videos, or for access to school WiFi may be installed. *Android and iOS Companion devices can only support one VPN running at a time and that needs to be the Secure Family Companion VPN.*
- To check VPN on child’s Android device: **Settings > Connection > More Connection Settings, tap VPN.** Secure Family Companion should be displayed.

## **2. CHECK THE COMPANION PHONE SETTINGS**

### **ALL PHONES**

- **Cellular Data** – Secure Family must be allowed to use cellular data to function properly.
- Refer to the **Tamper Tactics** [Help Guide](#) for Companion device settings that may have been changed that could disable Secure Family parental controls or location tracking

### **iOS**

- **iOS location setting** needs to be set to "**Always**". Using the setting "While in Use" will *not* allow the app to work correctly or maintain location accurately.
- **iOS Low Power Mode:** Low Power mode reduces or turns off background app refresh which will prevent Secure Family Companion from running. When enabled, the battery icon at the top of your phone will appear yellow. **Disable Low Power Mode** to maintain your Secure Family connection.

### **ANDROID**

- **High Accuracy Mode for Android:** location setting must be set to ‘High Accuracy’ only.
- **Permissions setting for Android:** turn **ON** ‘Location’
- **Disable the App Optimization mode** on Android for the Secure Family Companion app. This needs to be done to allow Secure Family Companion to run in the background and update regularly.

**3. Issues adding a Secure Family Parent** – If there is a second parent admin - Make sure they are logged in as the correct person, on their own device, and not using your (primary parent) User ID login credentials.

**Q. Is the second parent admin logged into the Secure Family app with their unique User ID tied to their mobile phone number?**





- A. Make sure they are. If the second parent is logged into Secure Family with your User ID, then they are logged in as you. This will cause their location to update on your profile (showing your location) instead of their location. Have the second parent log out of the Secure Family app and log in with their unique User ID tied to their phone number. Click [here](#) for help in creating an AT&T User ID.
- R. Is the parent logged into more than one device?**
  - A. Some parents may have a second device (tablet) with Secure Family installed on it. To be located correctly, a parent should only be logged in to **one device at a time**. Otherwise, you may show as "stuck" at one location, or "bounce" between two locations (tablet at one location and phone at another location).

**Secure Family currently supports only one device (phone) per user for location tracking.**

#### **4. There are some 3rd-party apps that may stop Secure Family from updating location**

There are apps that stop applications from running in the background. These "App Killers" and "Task Managers" are usually advertised as battery-saving apps. If your family member has one, they will need to go into the "Task Manager" app and give Secure Family or Companion permission to run.

There are also anti-virus apps and parental control apps that prevent Secure Family from updating. If you have one or a family member has one, give permission for Secure Family or Companion to run.

**Tip: Secure Family cannot run on the same iOS phone if Apple Screen Time is enabled on the same device.**

#### **5. Update Secure Family to the most current app version**

Make sure the newest version of the Secure Family is installed on each parent's phone, and Secure Family Companion app is installed on each child's phone. You can see if there is a new version of the app by searching "Secure Family" in the App Store or Google Play Store.

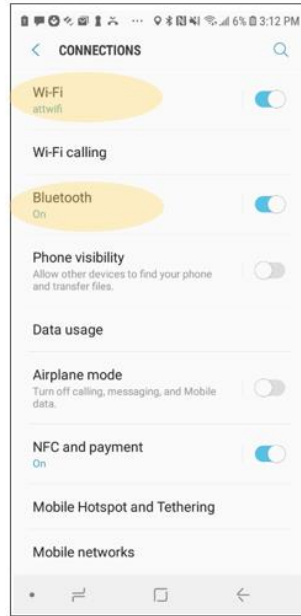
*Our team works diligently to continuously improve the app. Each update includes improvements!*

### **LOCATION – TIPS FOR IMPROVING ACCURACY**

#### **Q. How do I improve inaccurate location results?**

**A. Make sure each phone has all location services turned ON, including GPS, and WiFi. Turning GPS ON for only your phone does not improve the accuracy of your Family member's locations. Each family member must also turn GPS and WiFi ON for their own phone (Companion device).**





**TIP: Turning on WiFi on your device dramatically improves location accuracy, even if you are not actively connected to a WiFi network.** Your device uses the WiFi sensor to detect nearby WiFi base stations and narrow your exact location based on that information. With WiFi turned **ON**, your device can quickly locate you within the boundary of a building; but with WiFi turned OFF, your location accuracy can be off by more than a mile as your device needs to rely on less precise location inputs (e.g. the location of cell towers. Applies to AT&T Postpaid only).

**Note: AT&T Prepaid and customers of other wireless providers do not have the feature of cell tower location tracking. They use GPS and WiFi.**

Accuracy depends on many factors, such as your environment and your phone. At times, a highly accurate location won't be available, as some areas might have very poor signal or no signal at all.

Having the app open on your phone improves your location accuracy; when the Secure Family or Secure Family Companion apps are running in the background, location accuracy will not be as high.

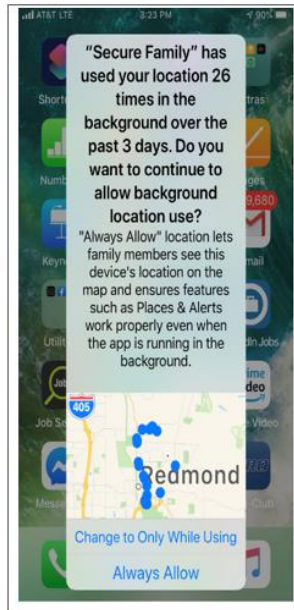
**NOTE: CDMA wireless carriers (including Verizon, Sprint, and US Cellular) do not always support internet while on a phone call. If your cell provider does not support internet while on a phone call, Secure Family will not be able to update your movement, if you are on a phone call.**





## APPLE LOCATION NOTIFICATIONS

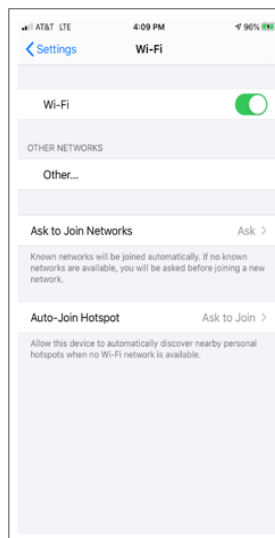
- With iOS 12, Apple initiated a new location permission policy requiring location notifications to be sent to devices being tracked while in the background. The person receiving the notification (being tracked) must acknowledge the notification and select whether they want to allow background location tracking.
- For Secure Family to track the Companion device while the App is closed (background mode) the response must be **“Always Allow”** in order to track location in the background (i.e. without opening the Companion App). Refer to the Notification screen shot below.



Location Permission Notification  
“Always Allow”

If ‘Only While Using’ where selected, location tracking will be less accurate (Not recommended).

**WiFi Setting** – When the Secure Family Companion is installed on the child’s iPhone and paired with Secure Family on the parent’s device the default location tracking method is GPS. For optimal location accuracy make sure the child’s device has WiFi turned ON.



Settings  
Wi-Fi should be toggled ON





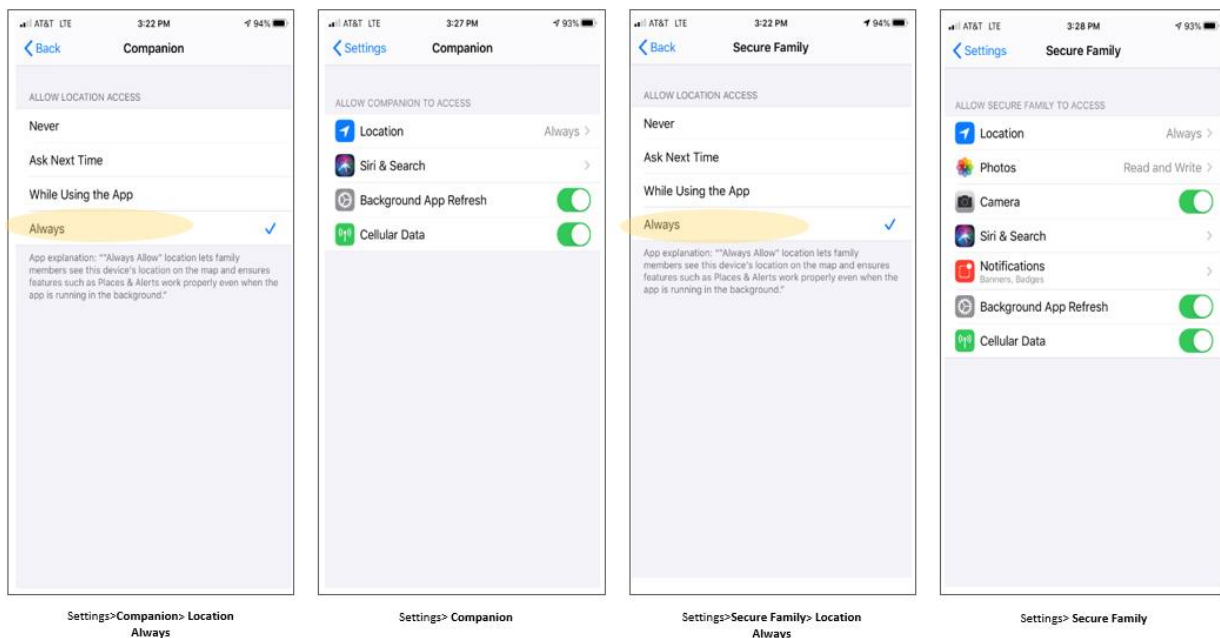
## APPLE AND ANDROID SETTINGS FOR BEST LOCATION ACCURACY

### ALL PHONES:

- **Log out of Secure Family** and **turn off the device** for at least two minutes to refresh it
- Using a VPN other than the Secure Family **VPN will interfere with accuracy** - do not use another VPN with Secure Family Companion
- **GM vehicles with WIFI Hotspot** - using this will **prevent** accurate location from being collected by the app since your signal provider location moves with your phone.
- **Cellular Data** – Secure Family must be allowed to use cellular data to function properly

### APPLE/iOS:

- **Location Setting** for both **Secure Family** and **Secure Family Companion** must be set to '**Always**'. Using the setting 'While in Use' will **not** allow the app to work correctly or maintain location accurately.



Refer to the iOS Settings [Help Guide](#) for step by step instructions including screen shots.



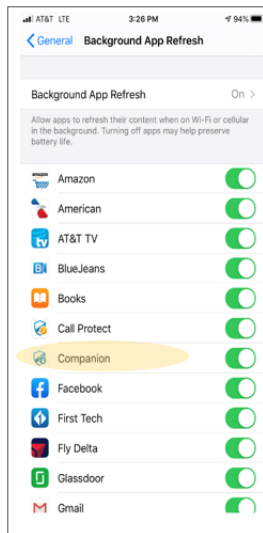


- **Low Power Mode:** Low Power mode should be **OFF** to allow Secure Family to update in the background

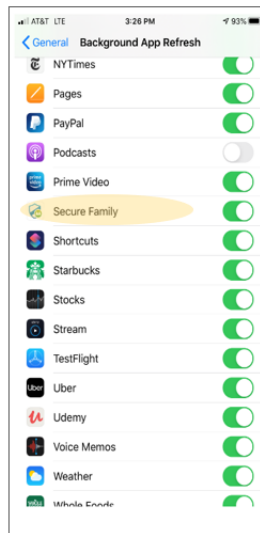


Low Power Mode  
Toggle OFF

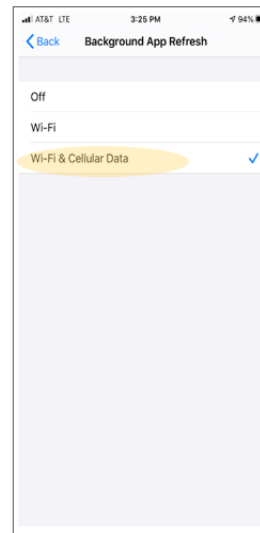
- **Background App Refresh** for both Secure Family and Secure Family Companion need to be turned **ON**



Secure Family Companion  
Background App Refresh



Secure Family  
Background App Refresh



Background App Refresh





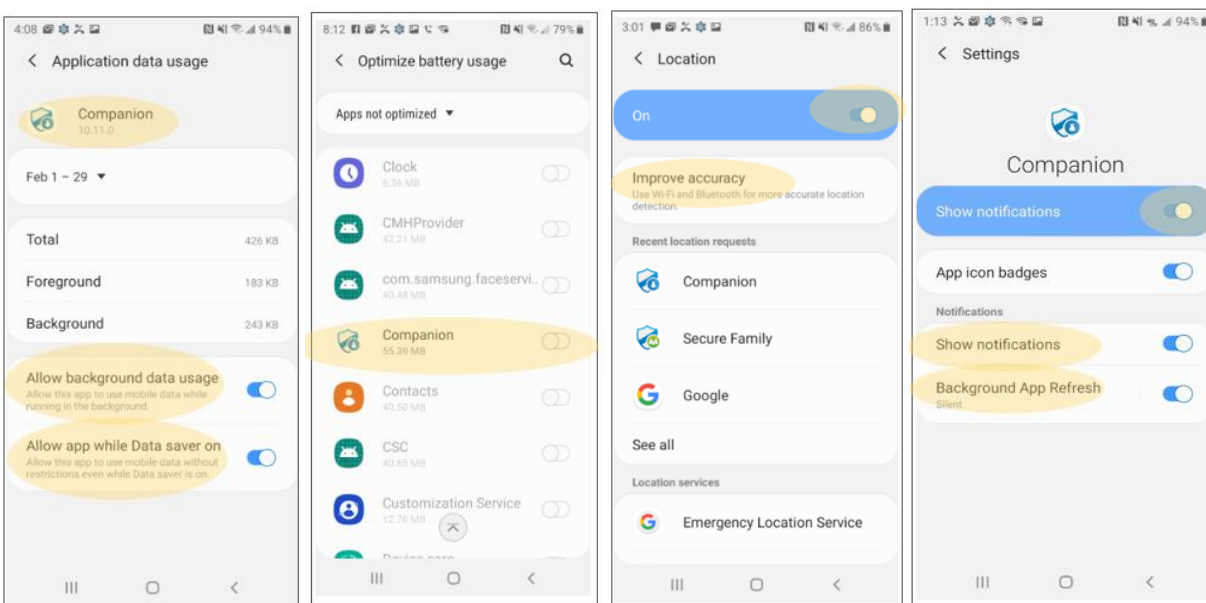
## ANDROID SETTINGS FOR BEST LOCATION ACCURACY

Refer to the Android OS Settings [Help Guide](#) for step by step instructions including screen shots.

### ANDROID:

Go to the Android phone **Settings**, tap on **Apps**, tap on **Secure Family**

- **'Mobile Data' setting:** turn on **'Allow background data usage'** and **'Allow app while Data saver on'**
- **'Battery' setting:** make sure Secure Family/Secure Family Companion is **not optimized**
- **'Permissions' setting:** turn **ON** 'Location' (other permission settings ensure Secure Family and Secure Family Companion features work as intended. 'Calendar' is not required)
- **'Notifications' setting:** these settings should be turned **ON** in order to receive Arrival/Departure and Tamper alerts, and other notifications from the app



Refer to the Android screen shots to verify device settings

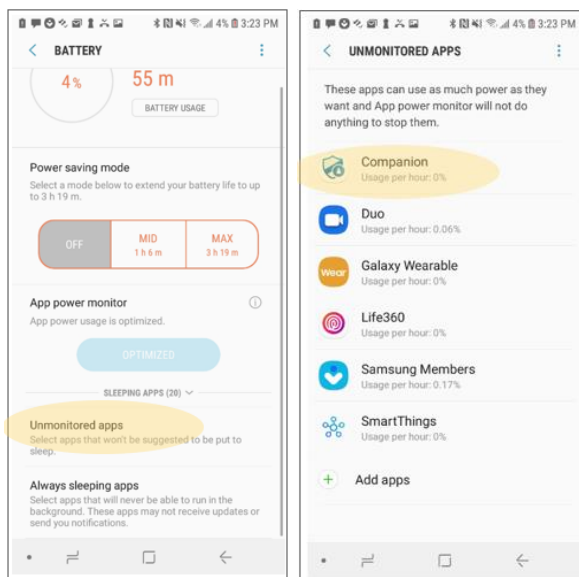






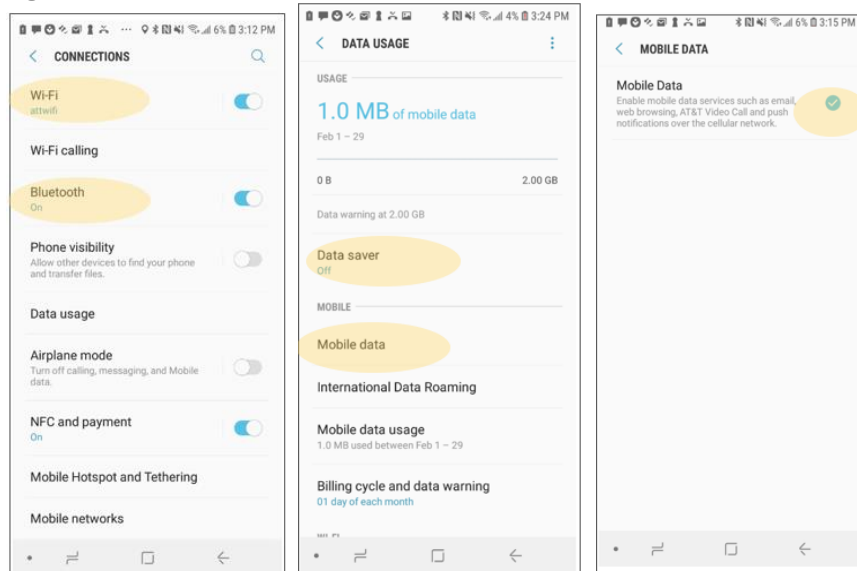
Go to the Android phone **Settings**, tap on **'Device care'**

- **'Battery' setting:** turn **OFF** power saving mode
- **'App power management':** make sure Secure Family and Secure Family Companion are not in the list in this section
- **Scroll down to 'Unmonitored app' section** > Add Secure Family and Secure Family Companion to this list to help ensure location data is always current



Go to the Android phone **Settings**, tap on **'Connections'**

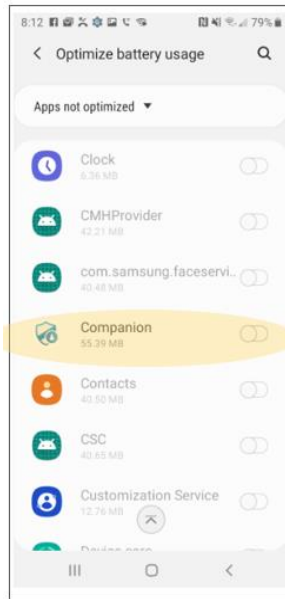
- **'WiFi' setting:** turn **ON** even when not connected, WiFi can detect the location of routers, helping to improve location accuracy
- **'Data usage' setting:** turn **'Data saver' OFF**. Turn **'Mobile data' ON**





#### For Android 9 OS:

- Go to the Android phone **Settings**, tap on '**Apps**', tap on '**Secure Family or Companion**', tap on '**Battery**'
- Find '**Battery optimization**'. This should say '**Not optimized**'. If it does not, go to next steps
  - Tap on '**Battery optimization**' and on next screen, tap on '**All apps**'
  - Parent's phone - tap on '**Secure Family**' in the list, tap on '**Don't optimize**'
  - Child/Companion phone - tap on '**Companion**' in the list, tap on '**Don't optimize**'



#### Tip: For Samsung phones on Android 9 OS:

- Apps that not have not been opened in three days go into 'sleep mode' on Samsung phones
- Secure Family and Companion in 'sleep mode' will not update a member's location
- **Open the Apps every two days to prevent them from going into 'sleep mode'**

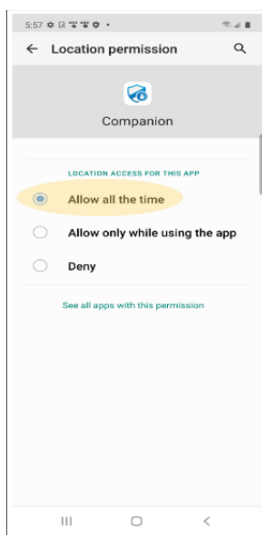




### For Android 10 OS:

- Go to the Android phone **Settings**, tap on **'Apps'**, tap on **'Secure Family or Companion'**, tap on **'Permissions'**
- Parent's phone - Change the location permission to **'Allow all the time'**
- Child/Companion phone – Change the location permission to **'Allow all the time'**

**Note: 'Allow all the time' setting is critical for the devices to update Secure Family location when the Secure Family Companion app is closed on the child's device (background mode).**



### For Android 10 OS:

- Go to the Android phone **'Settings'**, tap on **'Device care'**, tap on **'Battery'**, tap on **'App power management'**
- Verify that the **Secure Family app and Companion app** are not under the list of **Sleeping apps or Deep sleeping apps**. If they are, then remove them from the list.
- Under **'apps that won't be put to sleep'** Add **"Secure Family" and 'Companion'** if they are not on the list. This enables Secure Family to run in the background and is especially important for location tracking.

