



# AT&T Secure Family™

## Pairing iOS Child Devices

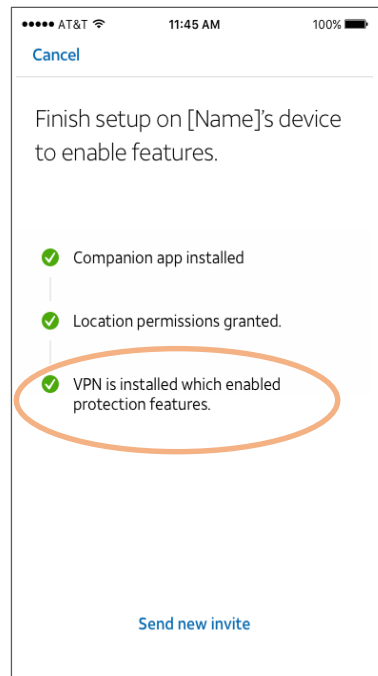
6/22/2020

These steps apply all Secure Family customer types



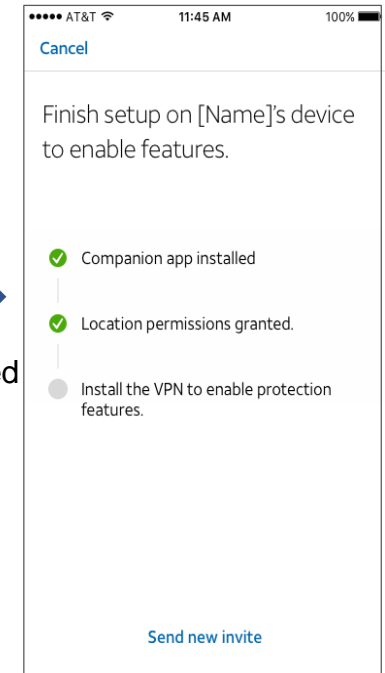
# New Simplified Location Only Pairing

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).



Required:  
Secure Family – Parent – release 3.13.1  
Secure Family Companion – Child – release 1.13.1

GPS Location only enabled



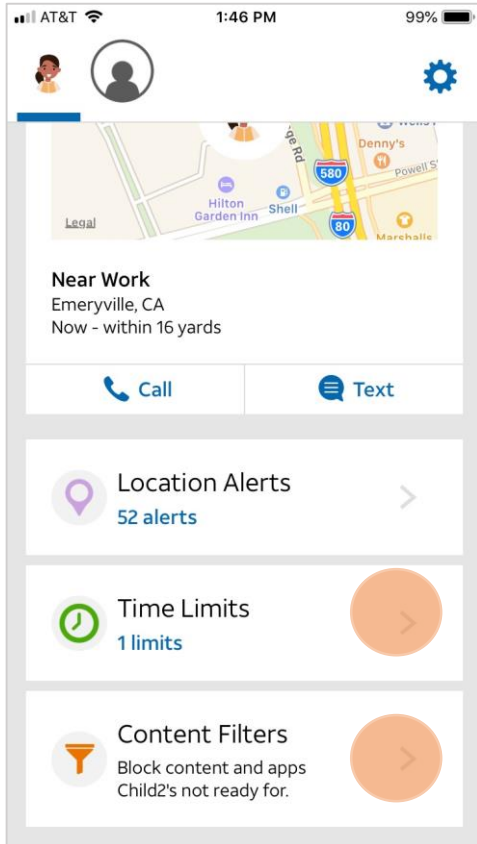
GPS Location plus Parental Controls enabled

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).

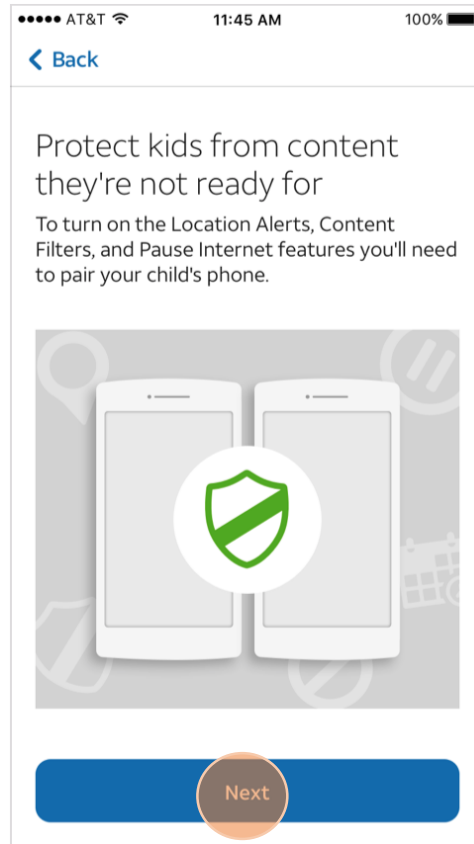
# Child App Pairing - iOS Child

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.

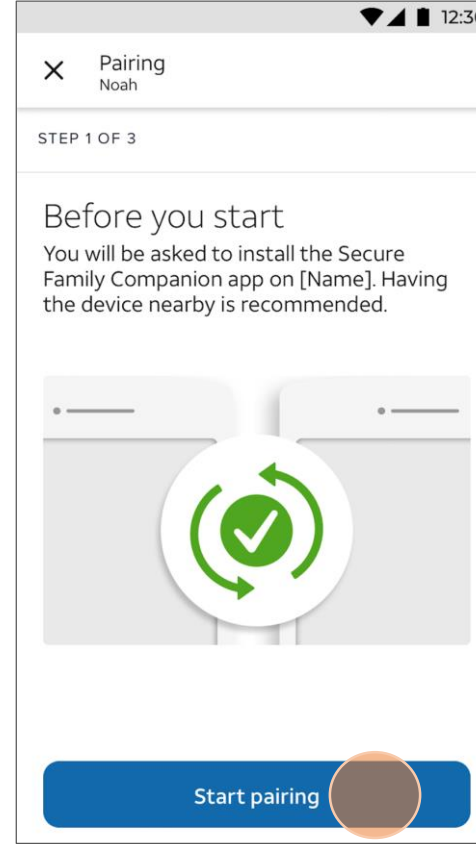
## Steps taken on **parent** device



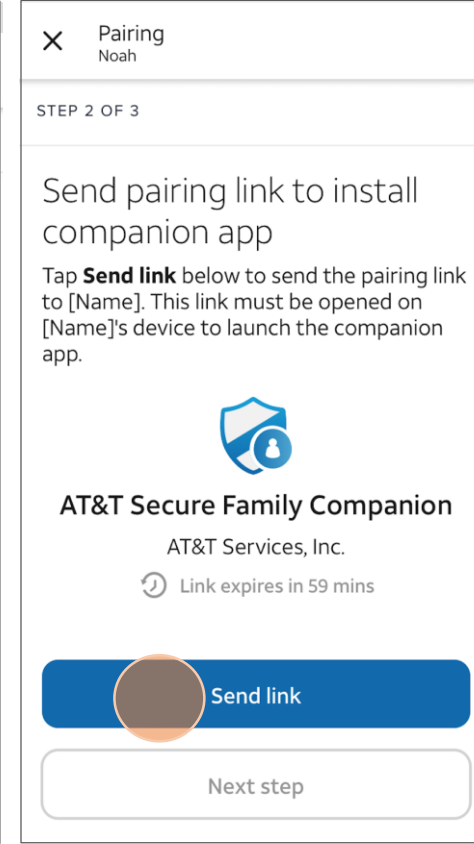
**Step 1** – Initiate pairing for only Content Filters or Controls, tap **'Time Limits'** or **'Content Filters'** or **'Pause Internet'**



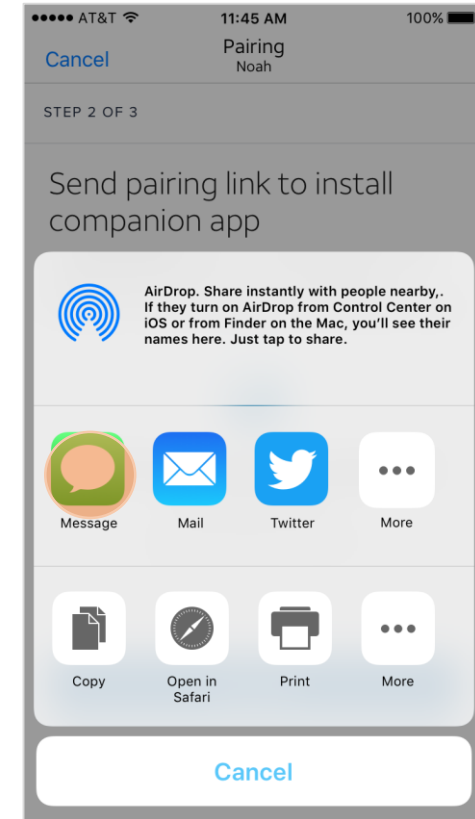
**Step 2** – Tap **Next**



**Step 3** – Tap **Start pairing**



**Step 4** – Tap **Send link**

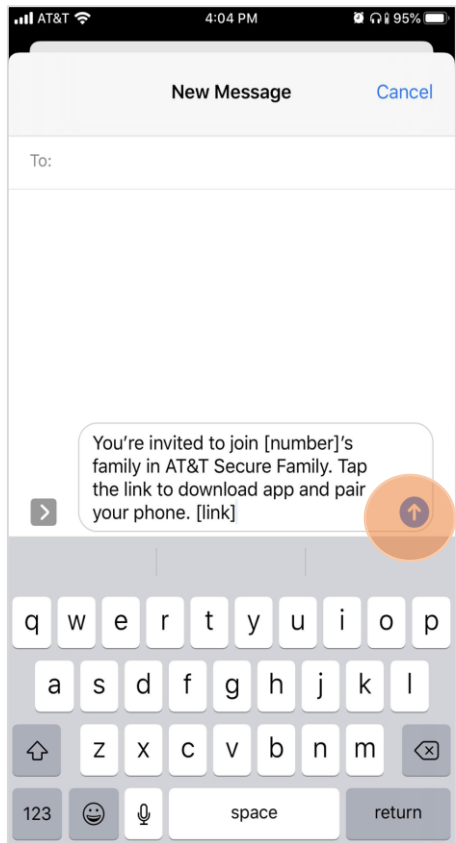


**Step 5** – Select how to send pairing link to child device. **In this example you will see pairing link sent via text message**

# Child App Pairing - iOS Child (con't)

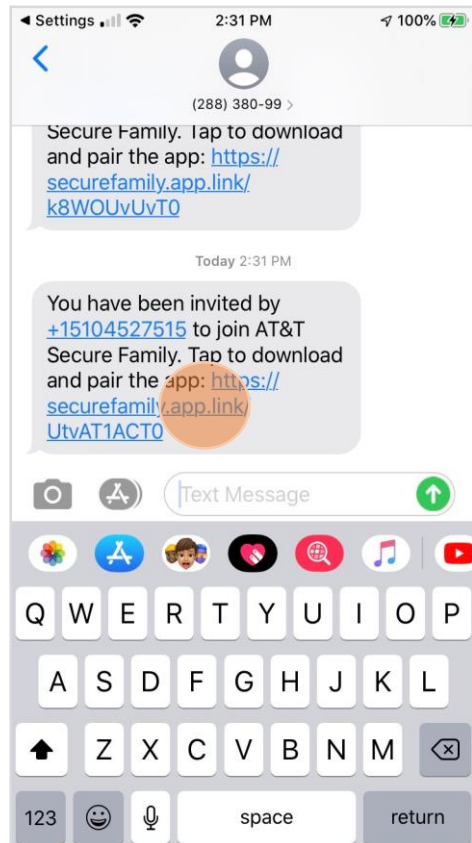
Before beginning the pairing process please ensure that your child's device OS version is above iOS 10 and that it does not have another parental controls app or MDM profile installed, and that it does not have short codes blocked.

## Steps taken on parent device

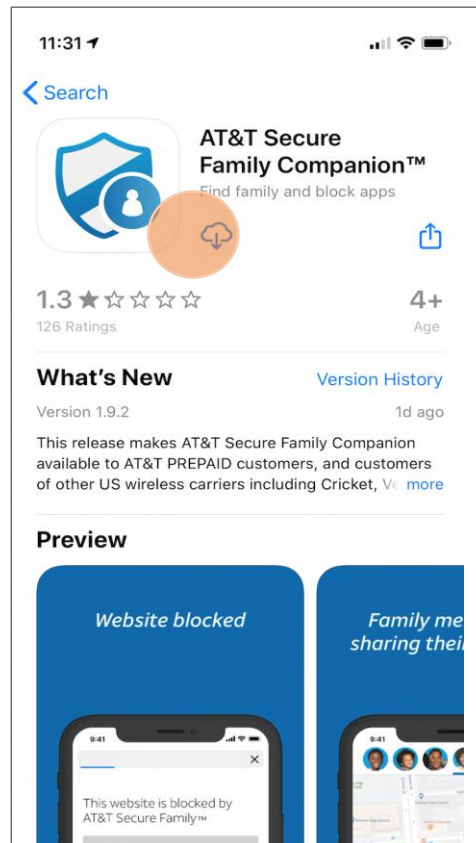


**Step 6** – Enter child contact info, then tap send to send pairing text to child device

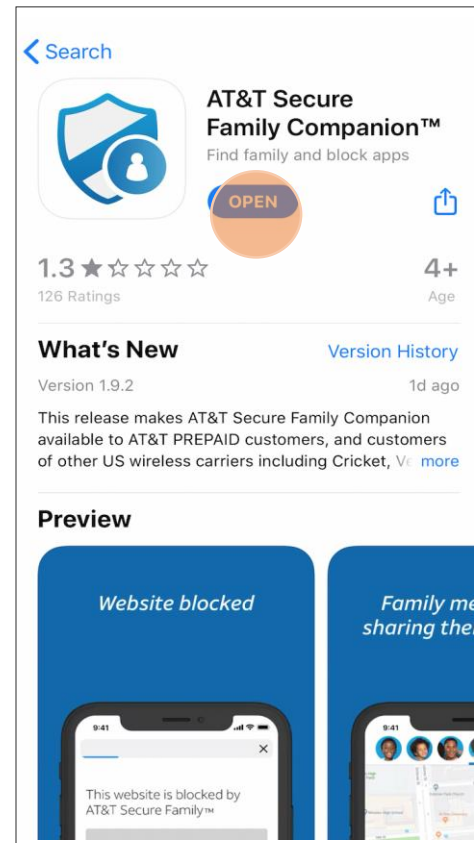
## Steps taken on child device



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

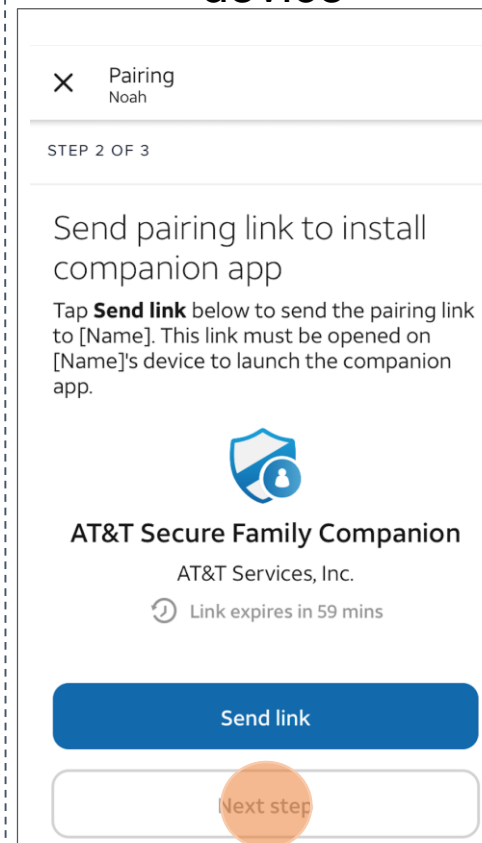


**Step 8** – The App Store will open. Tap the **download** icon.



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

## Steps taken on parent device

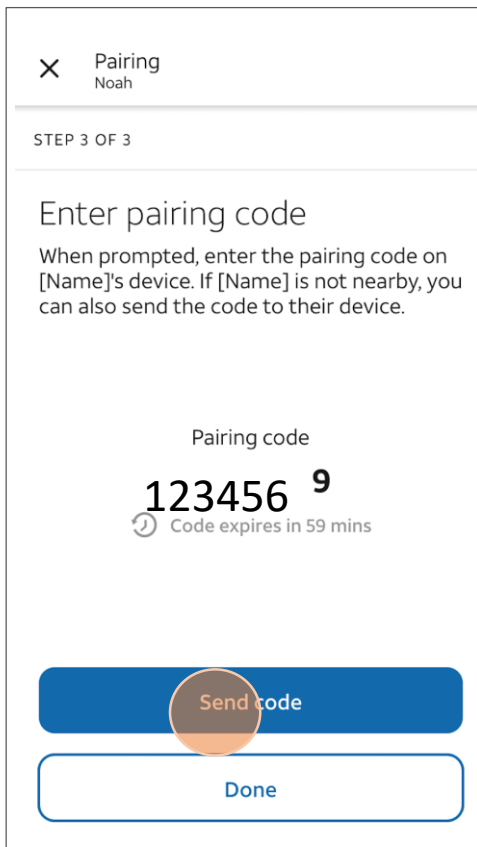


**Step 10** – Take PARENT device, tap **Next Step**

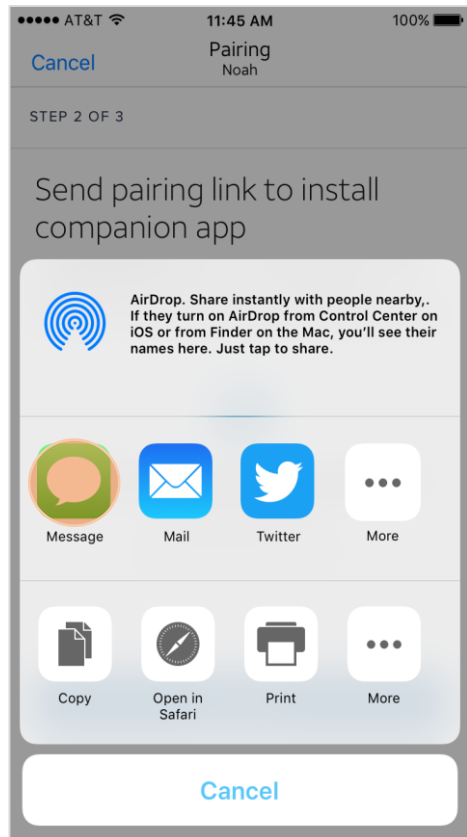
# Child App Pairing - iOS Child (con't)

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.

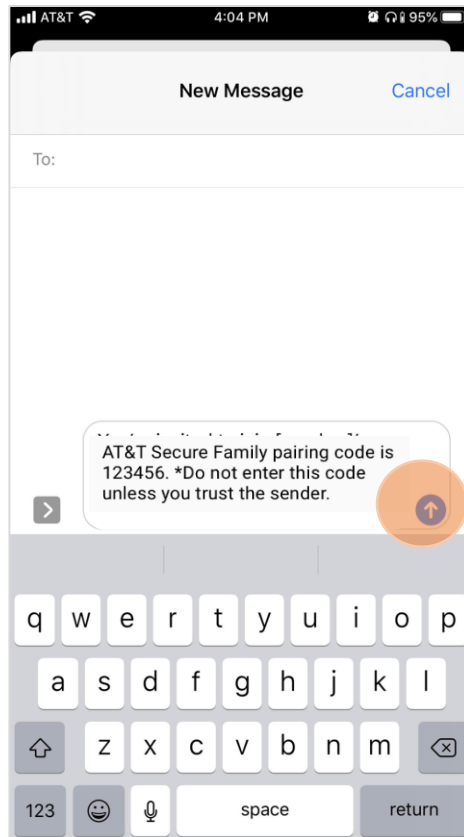
## Steps taken on **parent** device



**Step 11** – Tap **Send code**

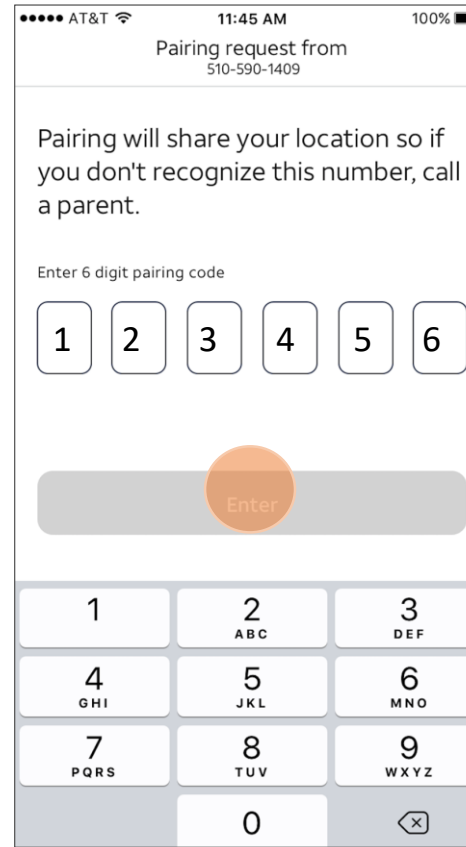


**Step 12** – Select how to send pairing link to child device. **In this example you will see pairing link sent via text message**

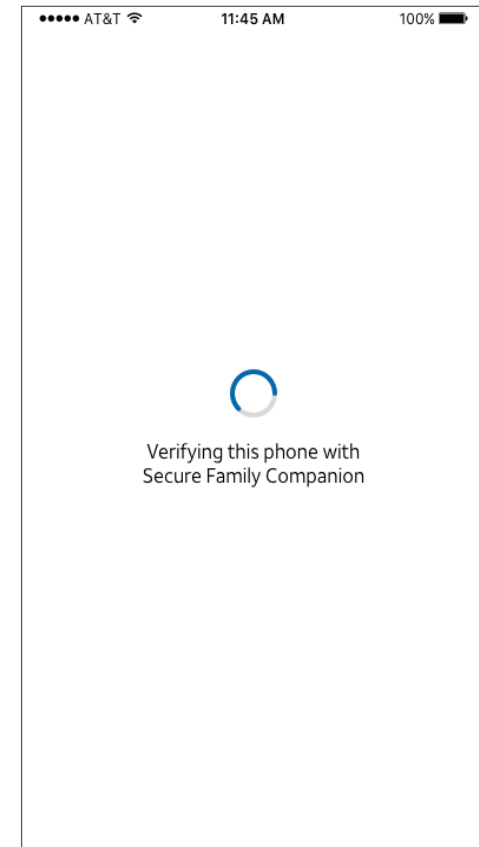


**Step 13** – Enter child contact info, then tap send to send pairing text to child device

## Steps taken on **child** device



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

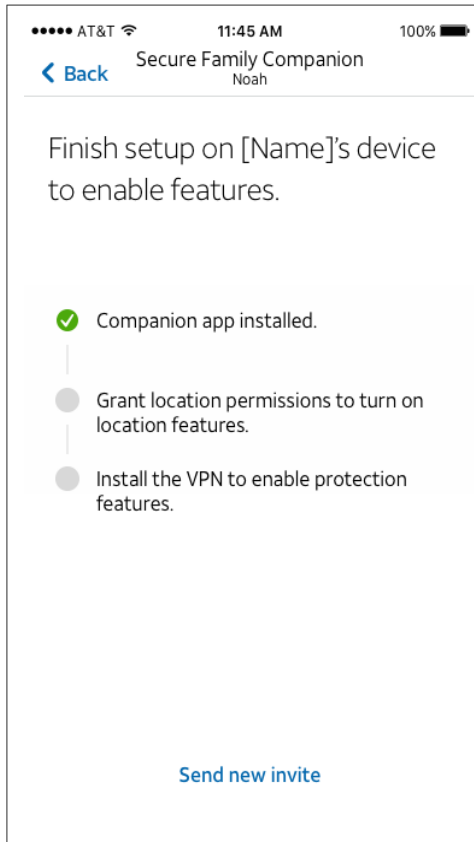


**Step 15** – Wait for validation screen to finish loading.

# Child App Pairing - iOS Child (Cont'd)

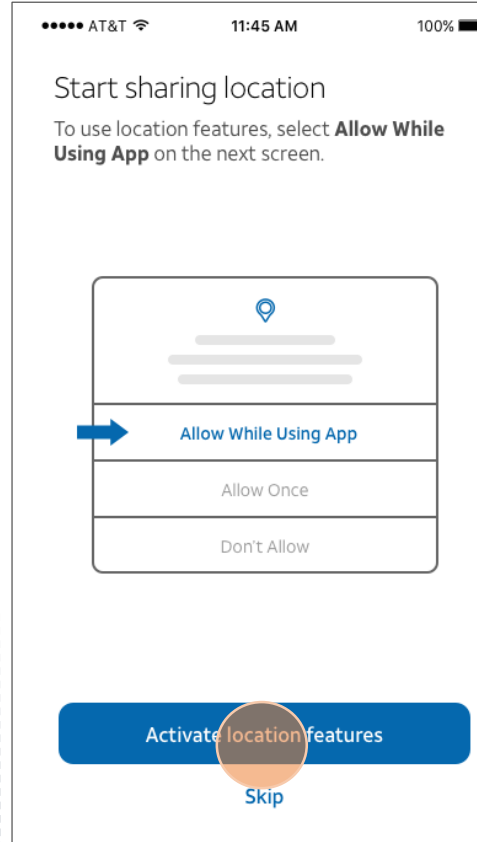
Note: This feature is the same for all types of Secure Family wireless customers.

## Step shown on parent device

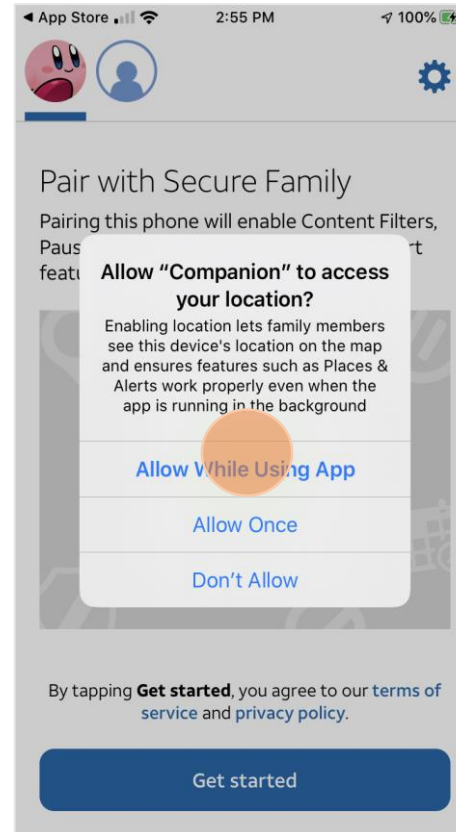


**Step 16** – Parent will be notified that the Companion App is installed.

## Steps taken on **child** device

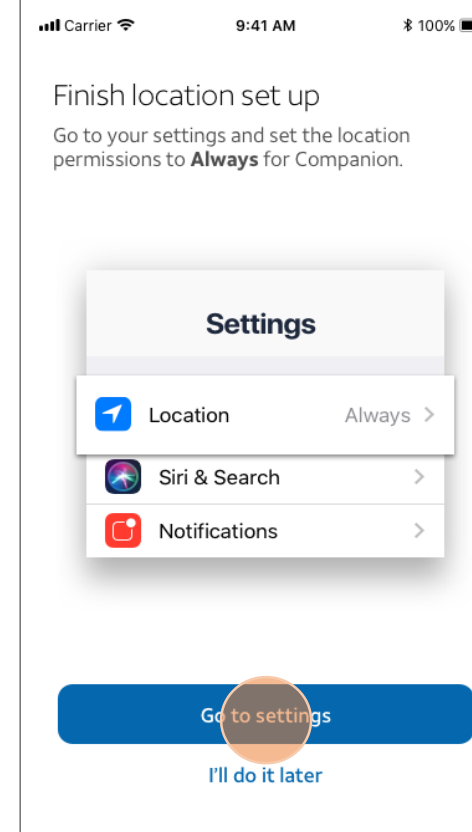


**Step 17** – Tap 'Activate location features'



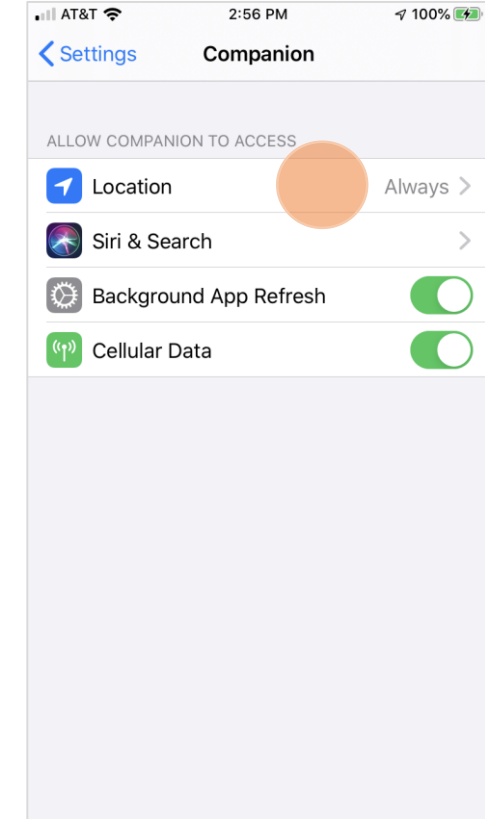
**IMPORTANT**

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



**IMPORTANT**

**Step 19** – Tap 'Go to Settings'



**IMPORTANT**

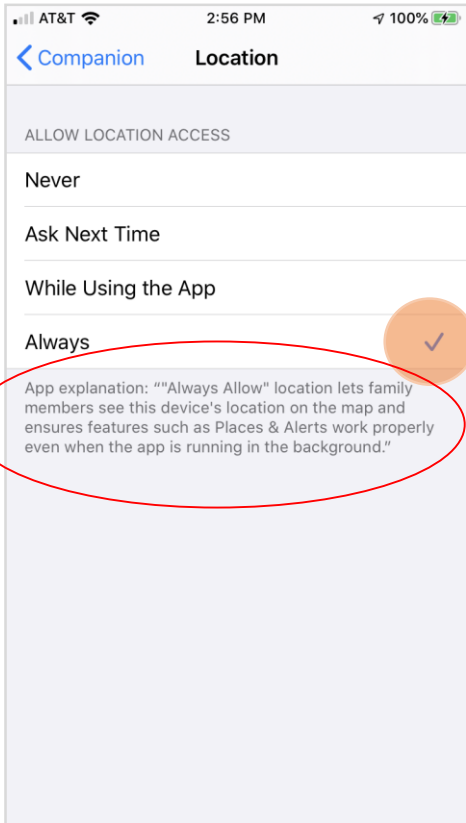
**Step 20** – You will be taken to the iOS system Settings again. Tap '**Location**'



# Child App Pairing - iOS Child (Cont'd)

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

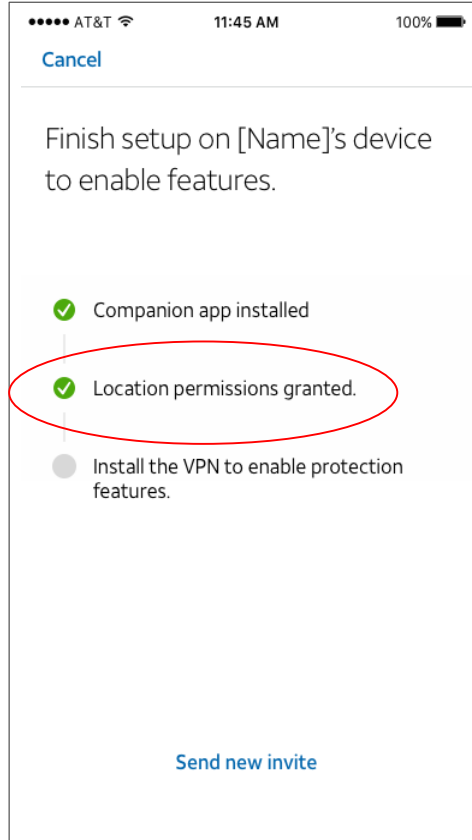
## Steps taken on child device



**IMPORTANT**

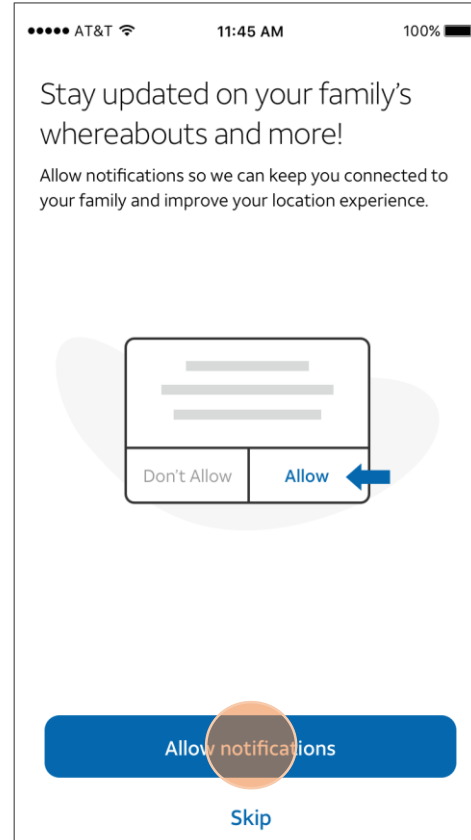
**Step 21** – Tap 'Always'

## Step seen on parent device



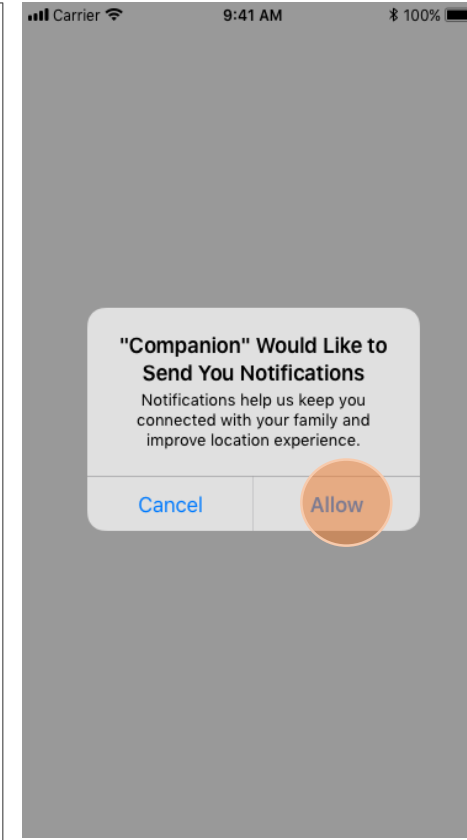
**Step 22** – Parent will be notified that Location permissions have been granted.

## Steps taken on **child** device



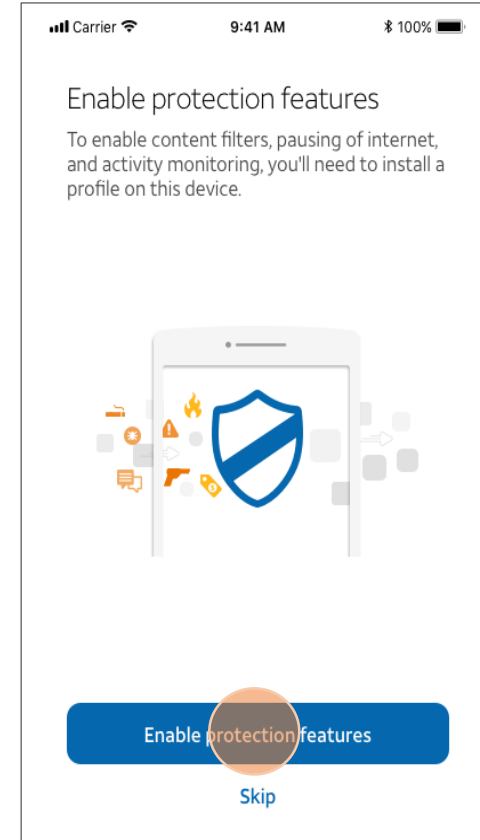
**IMPORTANT**

**Step 23** – Tap 'Allow notifications'



**IMPORTANT**

**Step 24** – Tap 'Allow'



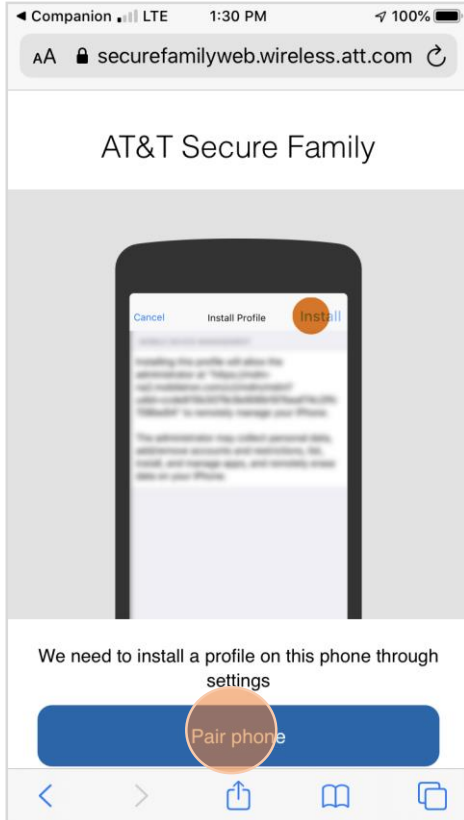
**These steps enable parental controls**

**Step 25** – If you wish to enable Content Filters, Pause internet, Time limits, Tap '**Enable protection features**'

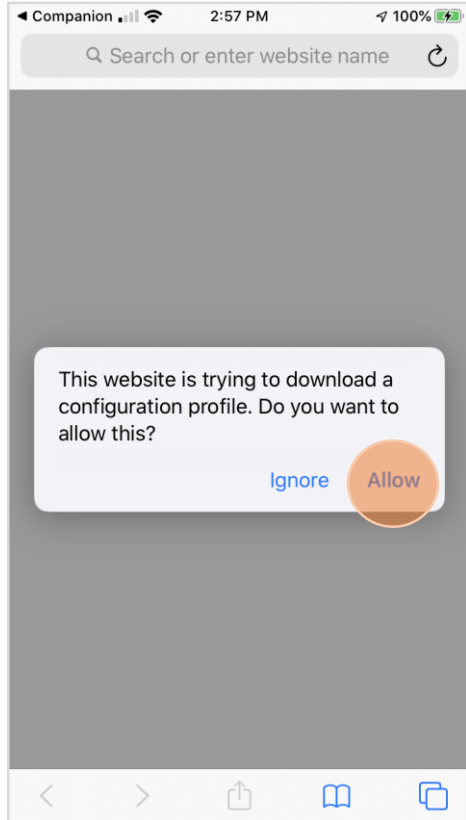
# Child App Pairing - iOS Child (Cont'd)

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

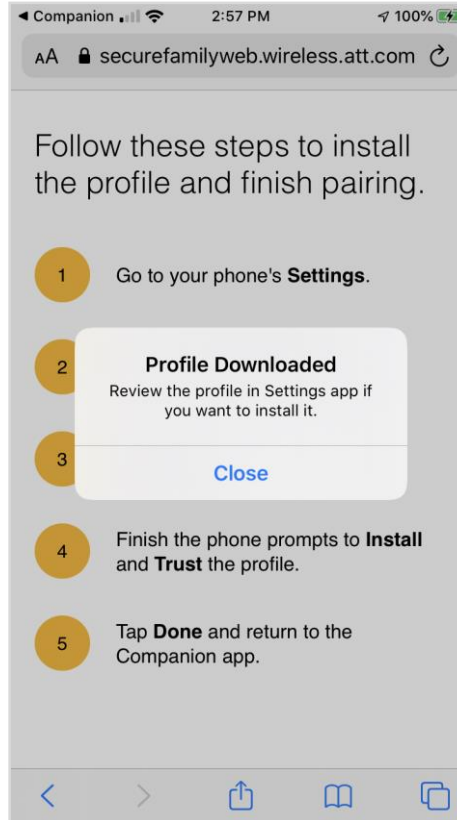
## Steps taken on **child** device



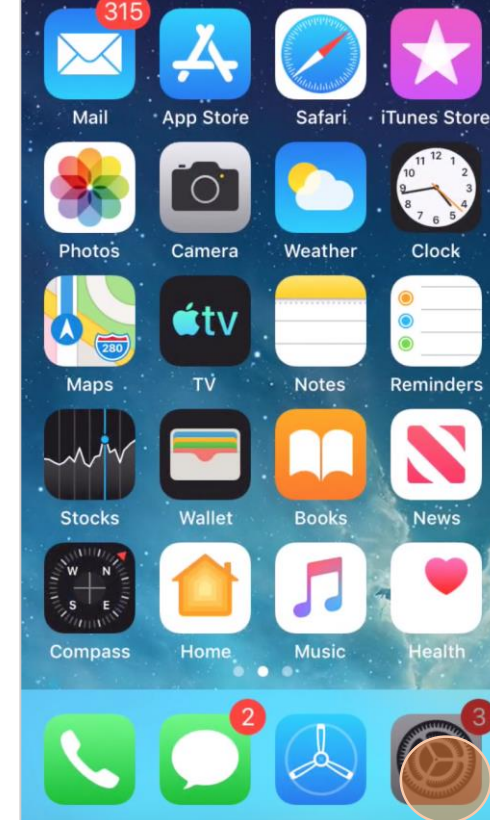
**Step 26** – Tap **'Pair phone'**



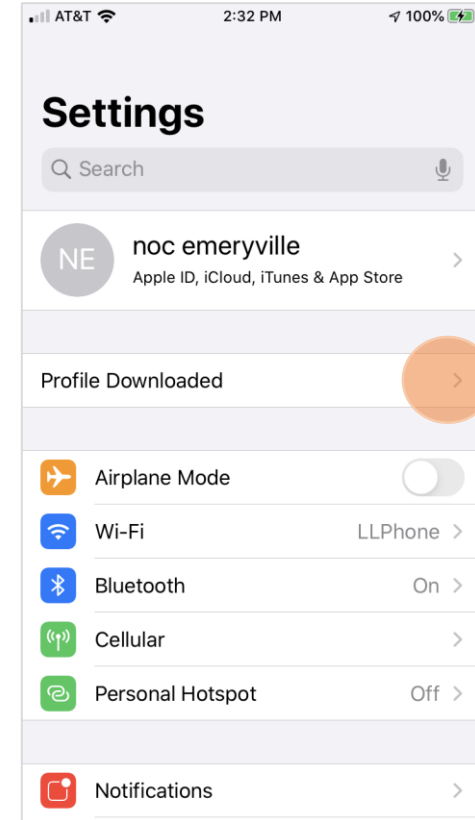
**Step 27** – Tap **'Allow'** to download the profile to the child device



**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



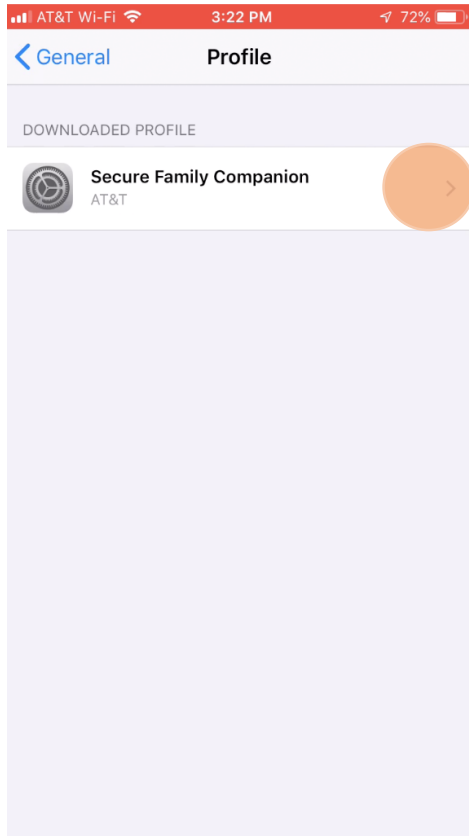
**Step 30** – Tap on **'Profile Downloaded'**



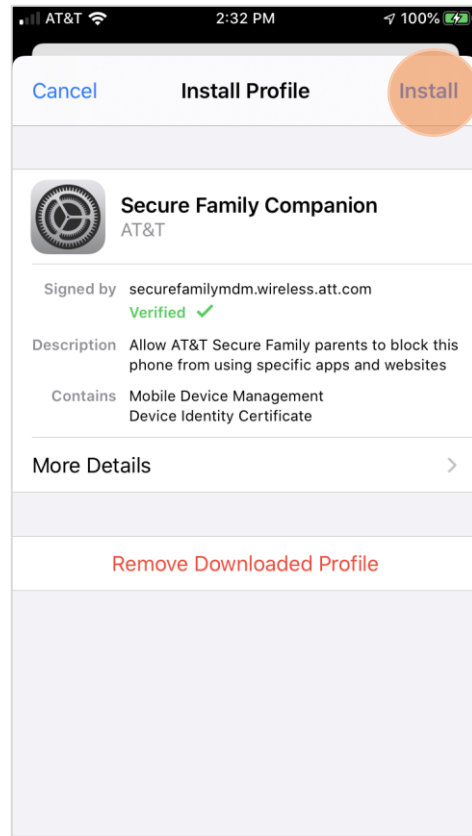
# Child App Pairing - iOS Child (Cont'd)

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

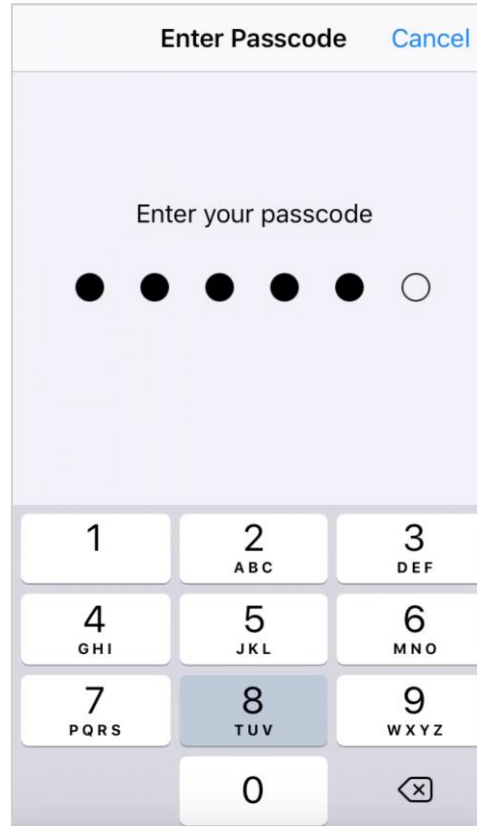
## Steps taken on **child** device



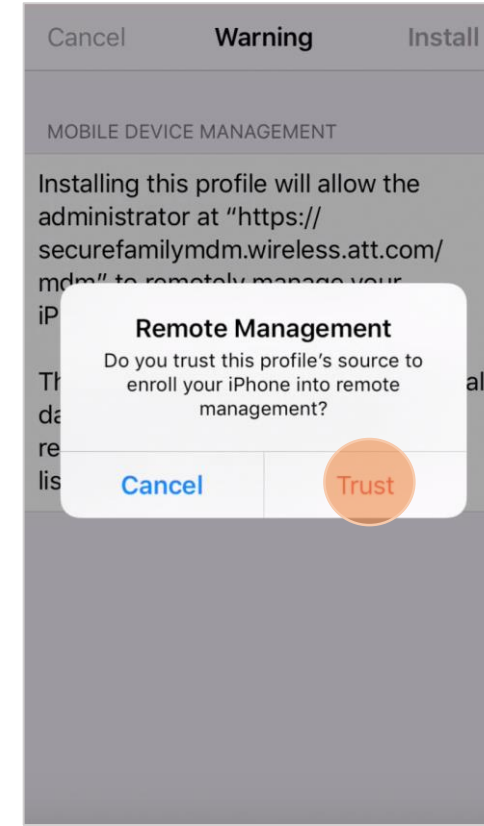
**Step 31** – Tap 'Secure Family Companion'



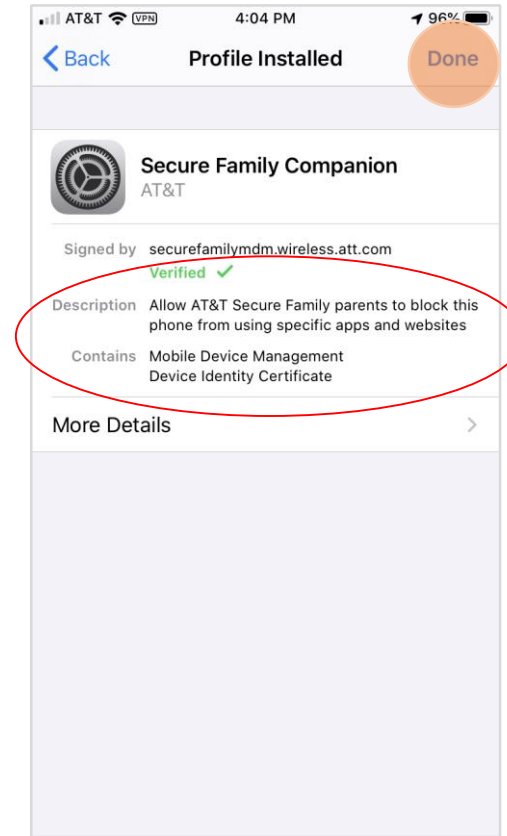
**Step 32** – Tap on 'Install'



**Step 33** – Enter device passcode



**Step 34** – Tap Trust

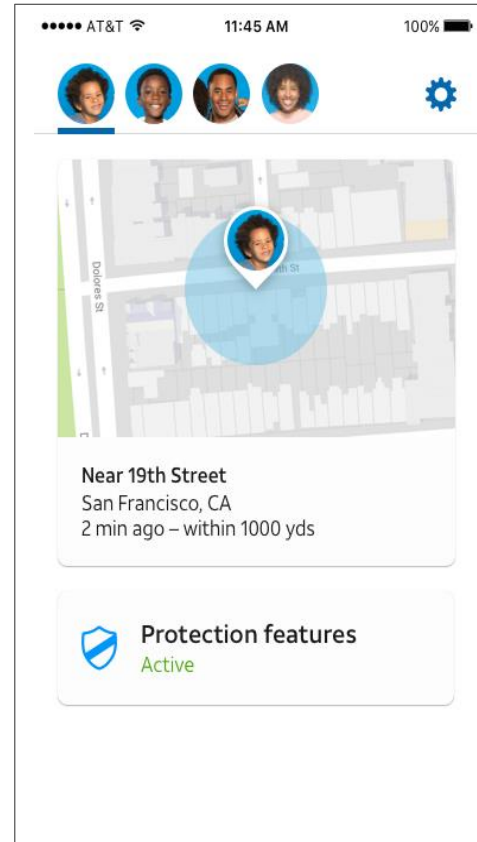


**Step 35** – Success! Tap 'Done'

# Child App Pairing - iOS Child (Cont'd)

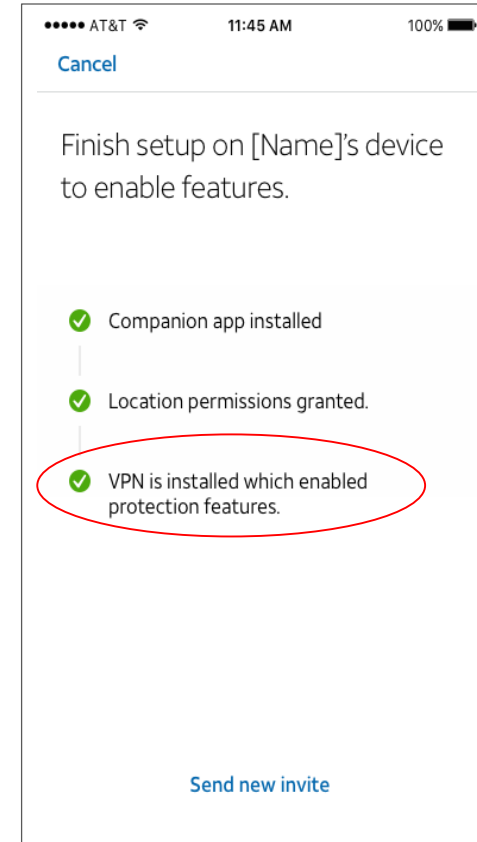
Note: This feature is the same for all types of Secure Family wireless customers.

## 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.

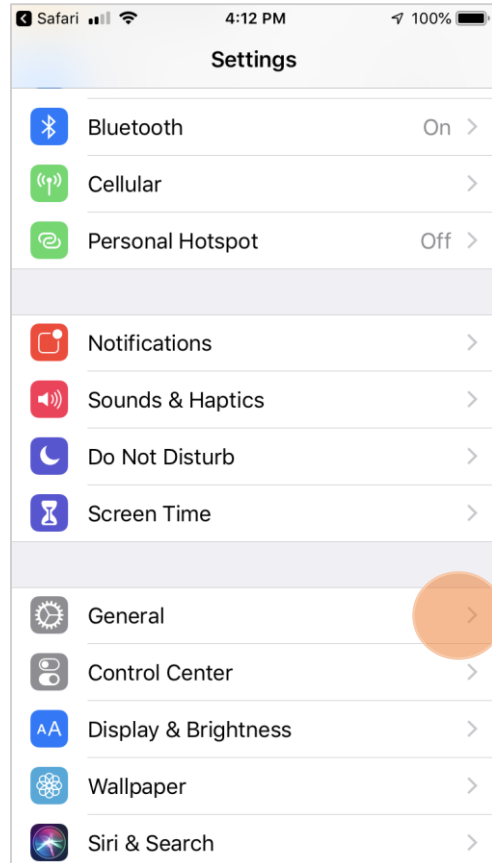
# Troubleshooting Pairing Issues

# Troubleshoot Pairing Issues - iOS Child Device

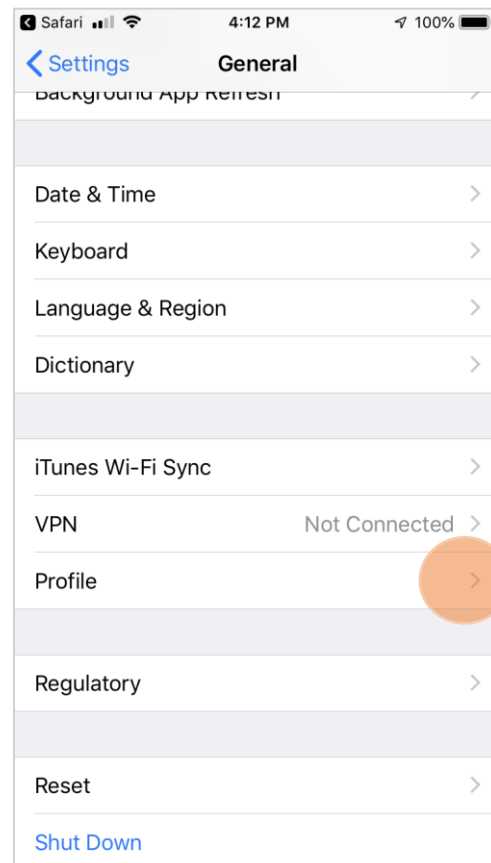
There are several Issues that would prevent the installation of the iOS companion app including:

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**



**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