

How to Use AT&T Secure Family[®]

User Guide



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Welcome to AT&T Secure Family!

AT&T Secure Family is a service that helps families stay connected and safe by offering location services and parental controls for your family members' wireless devices. Refer to the [AT&T Secure Family Help Guides](#) for more information about this service. Secure Family supports up to 10 family member profiles and up to 30 family devices (smartphones, tablets, or iPads).

Sign Up for AT&T Secure Family

Who Can Sign Up

- AT&T Wireless customers, including Postpaid (AT&T billed) and AT&T Prepaid wireless customers, who are the primary wireless account holder
- Cricket wireless customers

How to Sign Up

If you are an AT&T **Postpaid** (AT&T billed) wireless customer, you can sign up through the [myAT&T app](#) (recommended), the [myAT&T website](#), or the [AT&T Secure Family app](#).

If you are an AT&T **Prepaid** wireless customer or a Cricket wireless customer, you can only sign up through the [AT&T Secure Family app](#).

Note: New subscribers *must* install the Secure Family Companion app on their child's device to use the Parental Controls and Location Tracking features. Adults must install the Secure Family app on their device to track the location of other family members.

Method 1: Sign up through the myAT&T app for Android or iOS (recommended):

1. Log into the **myAT&T** app using your AT&T access ID and password or Face ID.
2. Scroll down to **My Wireless Devices**.
3. Select your device as primary parent.
4. Tap **Manage plan & add-ons** for the primary device on the account.
5. Scroll down to **View all options & settings**.
6. Select your device and tap **continue**.
7. Tap **Device info**.
8. Tap **Explore other add-ons**.
9. Tap **Family essentials**.
10. Tap **Parental Controls**.
11. Select **AT&T Secure Family**.
12. Tap **Add to device**.

13. After you sign up, download the app from [Google Play™](#) or the [Apple® App Store®](#) to your Android™ smartphone or iPhone®.
14. Open the AT&T Secure Family app and tap **Get started**.
15. Tap **Parent/admin sign-in** at the bottom of the Welcome screen.

Method 2: Sign up through the myAT&T website:

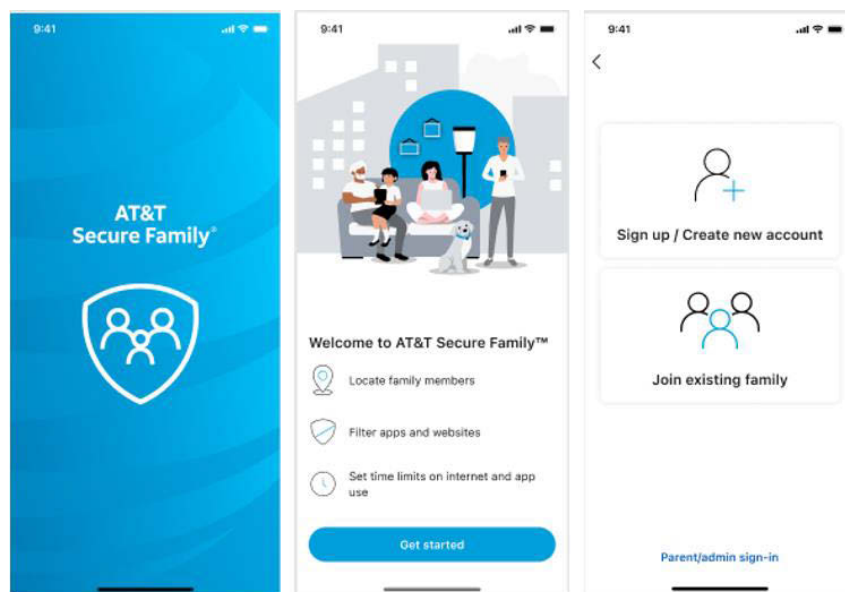
1. Go to: <https://att.com/myatt>.
2. Sign in using your AT&T access ID and password.
3. Scroll down to **My devices**.
4. Select your device as primary parent.
5. Tap **Manage add-ons** for the primary device on the account.
6. Tap **Device info**.
7. Tap **Explore other add-ons**.
8. Under Family essentials, tap **Parental Controls**.
9. Select **AT&T Secure Family**.
10. Tap **Add to device**.
11. After you sign up, download the app from [Google Play™](#) or the [Apple® App Store®](#) to your Android™ smartphone or iPhone®.
12. Open the AT&T Secure Family app and tap **Get started**.
13. Tap **Parent/admin sign-in** at the bottom of the Welcome screen.

Method 3: Sign up directly through the AT&T Secure Family app:

- [Instructions for AT&T Wireless customers](#)
- [Instructions for Cricket Wireless customers](#)

AT&T Wireless Customers

1. Download the app from [Google Play™](#) or the [Apple® App Store®](#) to your Android™ smartphone or iPhone®.
2. Open the AT&T Secure Family app and tap **Get started**.



3. Select **Sign up / Create new account** if you are signing up for the first time.

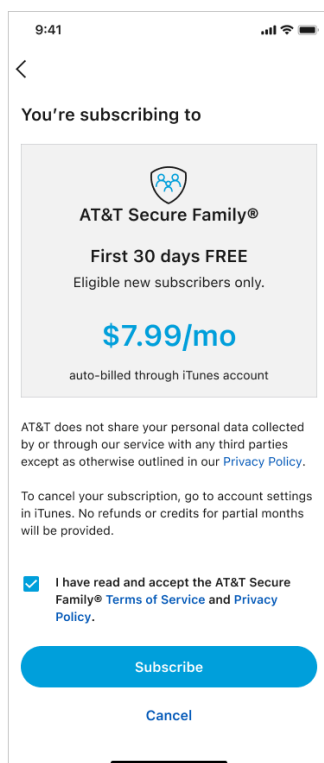
Your phone number will be detected automatically and authenticated.

Note: Only phone numbers for AT&T Postpaid and Prepaid wireless customers are eligible to sign up for Secure Family.

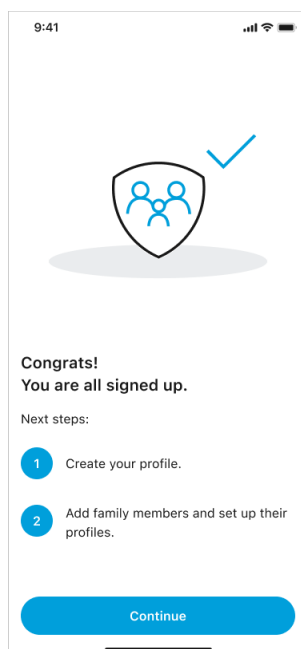
Important! If your phone number cannot be detected automatically, you'll be directed to a screen for entering your phone number. Follow these steps:

- a. Enter your phone number and tap **Continue**. (The number you enter should be for the device you are using to sign up for Secure Family.)
 - b. Enter the PIN code sent in a text message to the phone number you entered, and tap **Verify**.
 - c. Continue with step 4 below.
4. Tap the checkbox to accept the AT&T Secure Family Terms of Service and Privacy Policy, and then tap **Subscribe** to sign up for the Secure Family service.

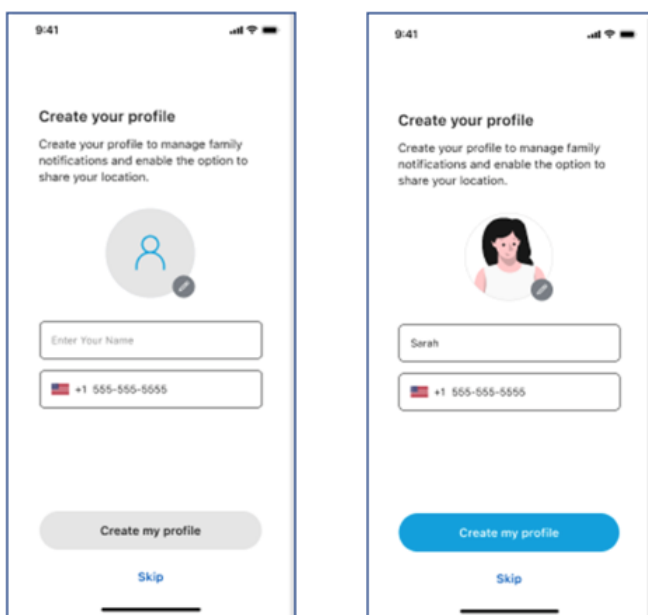
Note: Customers who sign up for Secure Family via the app on iOS devices are billed through their iTunes account. AT&T Prepaid (and Cricket) customers on Android devices are billed through their Google store account. AT&T Postpaid customers on Android devices are billed through their AT&T Wireless account.



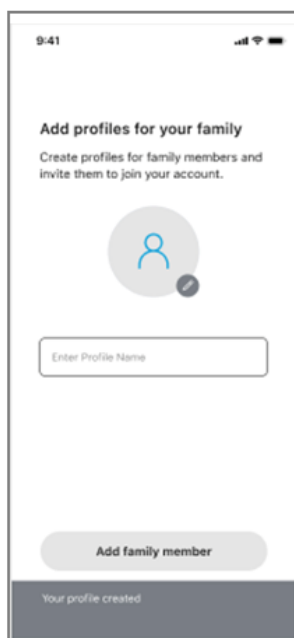
5. Tap **Continue** on the *Congrats! You are all signed up* screen.



6. Tap **Continue** on the *Next, let's create your profile* screen.
7. Enter your profile name, and if desired, add a picture of yourself (tap the circle icon to take a photo, choose one from the device's photo library, or choose an avatar). When finished, tap **Create my profile** on the *Create your profile* screen.

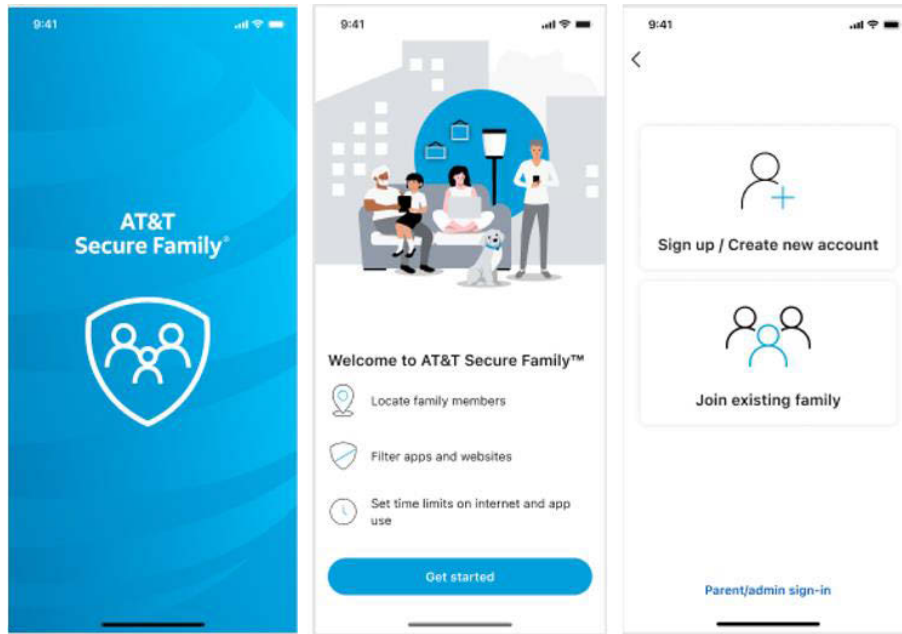


8. You can then [add profiles for other family members](#) and invite them to Secure Family.



Cricket Wireless Customers

1. Download the app from [Google Play™](#) or the [Apple® App Store®](#) to your Android™ smartphone or iPhone®.
2. Open the AT&T Secure Family app and tap **Get started**.



3. Select **Sign up / Create new account** if you are signing up for the first time.
4. Enter your phone number and tap **Continue**. (The number you enter should be for the device you are using to sign up for Secure Family.)

Note: Only phone numbers for Cricket wireless customers are eligible to sign up for Secure Family.

Note: AT&T Prepaid and Postpaid wireless customers whose phone number cannot be detected automatically and authenticated will also use this screen to sign up for Secure Family.

5. Enter the PIN code sent in a text message to the phone number you entered in Step 4 and tap **Verify**.

9:41

< ?

Enter the PIN

We sent a text message containing your PIN to 555.555.5555.

PIN
735677

Didn't receive a PIN? [Request a new PIN.](#)

Verify

From messages
735677

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		✕

6. Tap the checkbox to accept the AT&T Secure Family Terms of Service and Privacy Policy, and then tap **Subscribe** to sign up for the Secure Family service.

9:41

<

You're subscribing to

AT&T Secure Family®

First 30 days FREE
Eligible new subscribers only.

\$7.99/mo
auto-billed through iTunes account

AT&T does not share your personal data collected by or through our service with any third parties except as otherwise outlined in our [Privacy Policy](#).

To cancel your subscription, go to account settings in iTunes. No refunds or credits for partial months will be provided.

☒ I have read and accept the AT&T Secure Family® [Terms of Service](#) and [Privacy Policy](#).

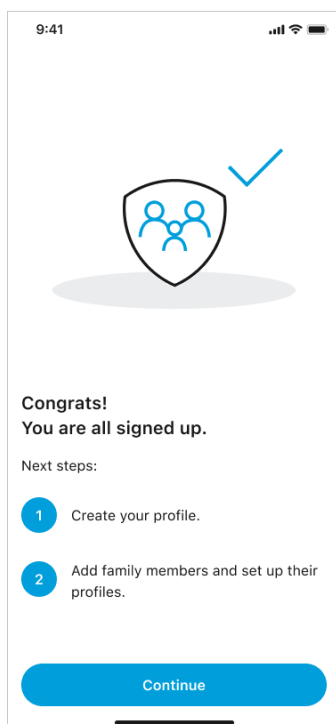
Subscribe

[Cancel](#)

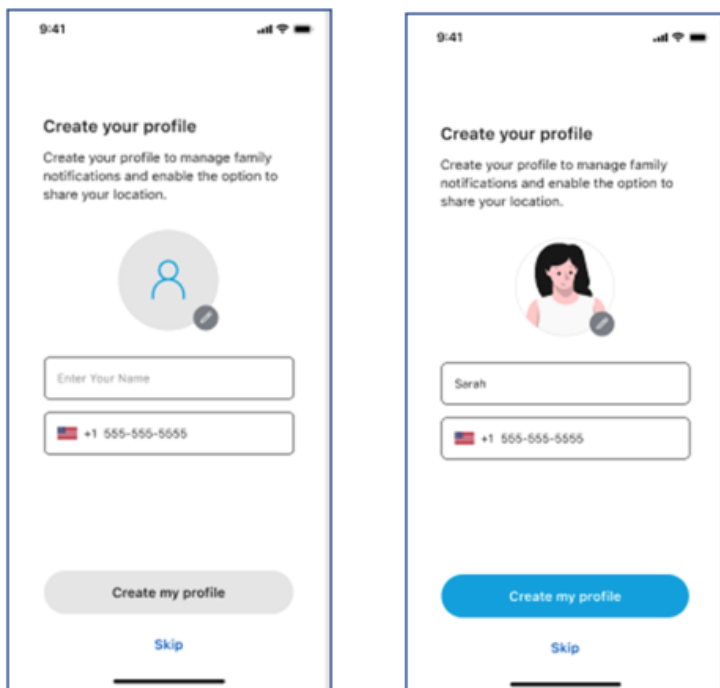
7. Confirm the subscription on the Apple App Store or Google Play Store billing dialog screen that appears.

Note: Customers who sign up for Secure Family via the app on iOS devices are directed to their App Store account to complete the billing process. Customers who sign up on Android devices are directed to their Play Store account.

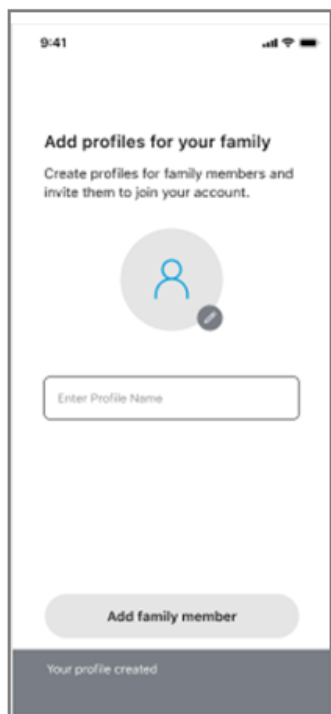
8. Tap **Continue** on the *Congrats! You are all signed up* screen.



9. Tap **Continue** on the *Next, let's create your profile* screen.
10. Enter your profile name, and if desired, add a picture of yourself (tap the circle icon to take a photo, choose one from the device's photo library, or choose an avatar). When finished, tap **Create my profile** on the *Create your profile* screen.



11. You can then [add profiles for other family members](#) and invite them to Secure Family.



Sign In to an Existing AT&T Secure Family Account

To sign in to the AT&T Secure Family app on your phone:

1. Open the AT&T Secure Family app on your Android smartphone or iPhone.

Note: If you don't have the app on your phone, you can download the AT&T Secure Family app from your phone's app store.

2. Tap **Get started**.

3. Tap **Parent/admin sign-in**.

- a. AT&T Wireless customers: Your phone number will be detected automatically and authenticated.

Important! If your phone number cannot be detected automatically, follow step b. below.

- b. Cricket Wireless customers (and AT&T Wireless customers whose phone number cannot be detected automatically): Enter your phone number and tap **Continue**. A PIN code will be sent in a text message to the phone number you entered. Enter that PIN code and tap **Verify**.

The first screenshot shows the 'Enter your phone number' screen. It has a title bar with a back arrow and a help icon. Below the title bar, it says 'Enter your phone number' and 'We will send you a PIN to confirm it is you, no password needed.' There is a text input field containing '555-555-5555'. Below the input field is a blue 'Continue' button. At the bottom is a numeric keypad with letters for each number (e.g., 1, 2 ABC, 3 DEF).

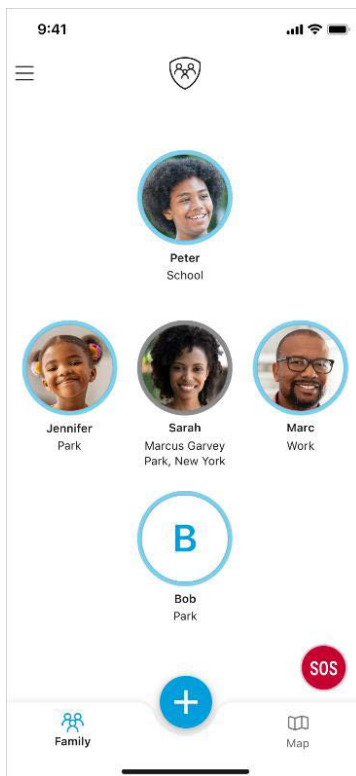
The second screenshot shows the 'Enter the PIN' screen. It has a title bar with a back arrow and a help icon. Below the title bar, it says 'Enter the PIN' and 'We sent a text message containing your PIN to 555.555.5555.' There is a text input field containing '735677'. Below the input field is a blue 'Verify' button. Below the 'Verify' button is a message box that says 'From messages 735677'. At the bottom is a numeric keypad with letters for each number (e.g., 1, 2 ABC, 3 DEF).

4. If prompted, tap **I agree** to accept the Secure Family Terms and Conditions.

Family Hub

The Family Hub is the first screen you see when you sign in to the Secure Family app. The Family Hub shows a profile icon for each family member along with their current location. You can perform several actions from the Family Hub:

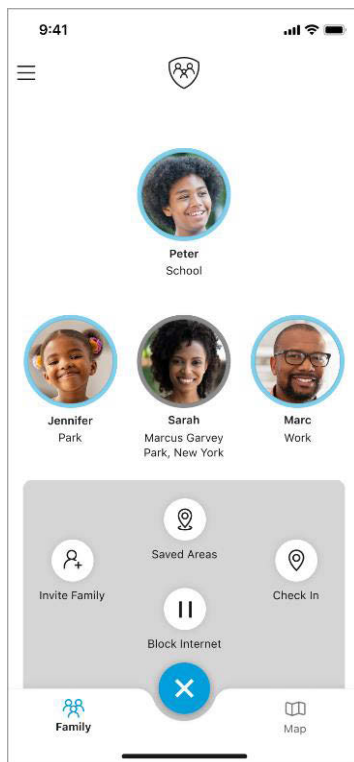
- Access the Left Menu.
- Select the Map tab to view the Family Map.
- Select a family member to view their profile details.
- Send an SOS alert to all family members.
- Open the quick-actions menu.



Quick-Actions Menu

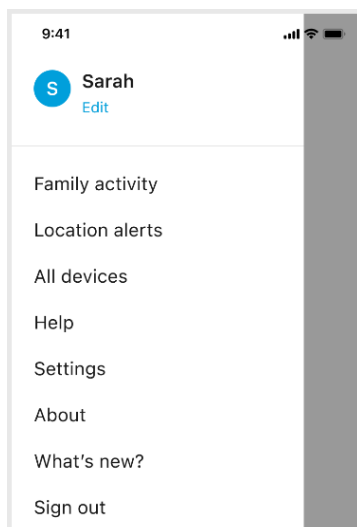
Tapping the blue plus button at the bottom of the Family Hub opens a menu with four quick-action buttons:

- **Invite Family:** Create a new family member profile and invite them to join the Secure Family account.
- **Saved Areas:** Create a new saved area or manage existing ones.
- **Block/Allow Internet:** Block or allow Internet access on all managed devices.
- **Check In:** Send a notification to other family members showing your current location.



Left Menu Options

Tapping the menu icon in the upper-left corner of the Family Hub or swiping right from the left edge of the screen displays a menu with these options:



Family activity opens a screen that lists all family members' activity for a selected day (defaults to current day). See [History](#) for more information.

Location alerts allows you to set up Saved Areas and Scheduled Alerts. See [Location Alerts / Notifications](#) for more information.

All devices allows you to view the mobile devices you have assigned to family members' profiles. See [Devices](#) for more information.

Help provides access to FAQs, Help files, and Support information, as well as a way to provide feedback about the Secure Family app.

Settings provides a way to cancel your subscription, delete your location data, and set a lock PIN (and Face ID/Touch ID) to help prevent others from being able to access the Secure Family app on your device. See [Cancel your AT&T Secure Family Account](#) for more information about cancelling your account. See [Set up account security for AT&T Secure Family](#) for more information about setting a lock PIN and a Face ID/Touch ID.

About provides a way to view the Secure Family Privacy Policy, Terms of Service, and your current privacy choices.

What's new? provides a brief description of the new features in the current version of the app.

Sign out allows you to sign out of the app. See [Sign out of the AT&T Secure Family App](#) for instructions.

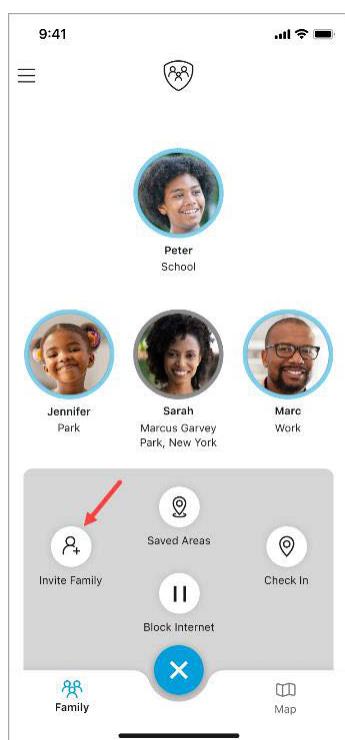
Note: Users with Adult Admin permissions who sign out of the app can sign back in from the Welcome screen. Users with Adult Viewer permissions who sign out of the app will need to join the family again using an invite code sent by an Adult Admin.

Invite Family

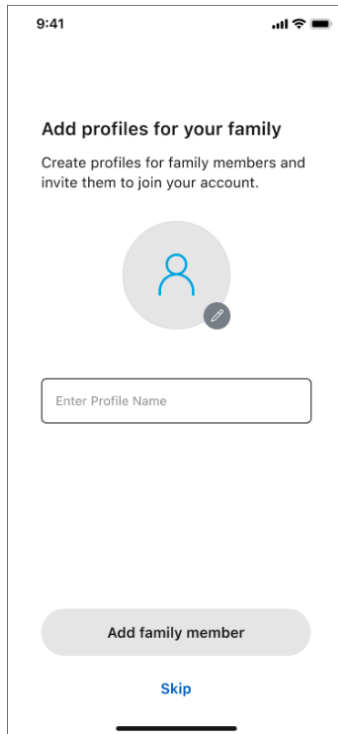
Create a new family member profile and invite them to join the account. Secure Family supports three profile types including Adult Admin, Adult Viewer, and Child/Teen. The maximum number of family member profiles is ten (10).

To invite a family member:

1. Tap the blue plus button on the Family Hub or Family Map to open the quick-actions menu.
2. Tap **Invite Family**.



3. Type in the family member's name and if desired, add a picture of them (tap the circle icon to take their photo, choose one from the device's photo library, or choose an avatar).



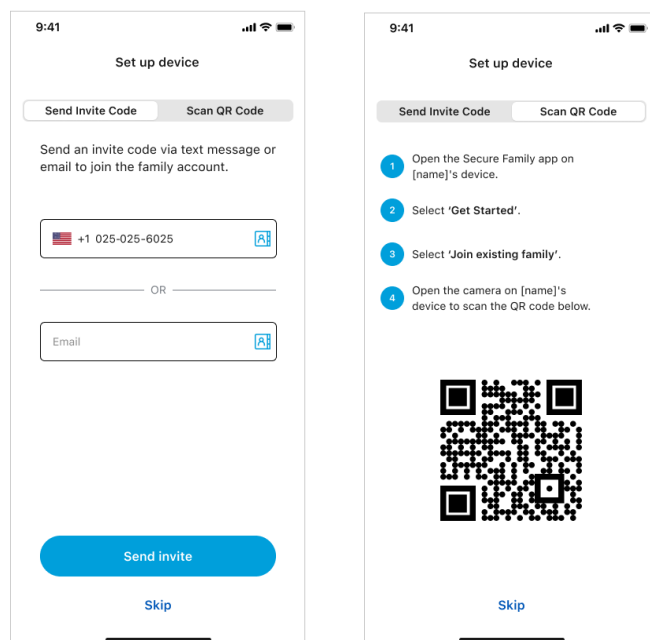
4. Tap **Add family member**.
5. Choose a profile type (**Adult** or **Child / Teen**).

If **Adult** profile:

- a. Select the privileges (Admin or View Only).
- b. Enter the family member's mobile phone number or email address for sending the invite code.
(You can also scan a QR code instead of sending an invite code. See the **Note** below for details.)
- c. Tap **Send Invite**.

If **Child or Teen** profile:

- a. Accept the parental consent for collection of data.
- b. Choose a Content filter level (High, Medium, Low or None).
- c. If desired, enable privacy & safety settings, and manage access to categories, apps and websites. Tap **Continue**.
- d. Set Time Limits for Internet use or skip for now.
- e. Set a Bedtime to block Internet access overnight or skip for now.
- f. Enter the child's mobile phone number or email address for sending the invite code.
- g. Tap **Send invite**.



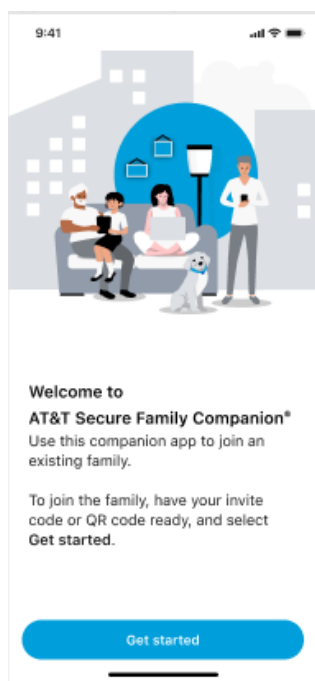
Note: There is also a *Scan QR Code* option as an alternative to sending an invite code. This option is useful when you have the family member's device in hand with the Secure Family or Secure Family Companion app already installed. Tap **Scan QR Code** at the top of the *Set up device* screen and follow the on-screen instructions.

When inviting an adult to the AT&T Secure Family account, the adult will be invited to download the AT&T Secure Family app. When inviting a child/teenager, the child will be invited to download the Secure Family Companion app.

Pair with the Child's App

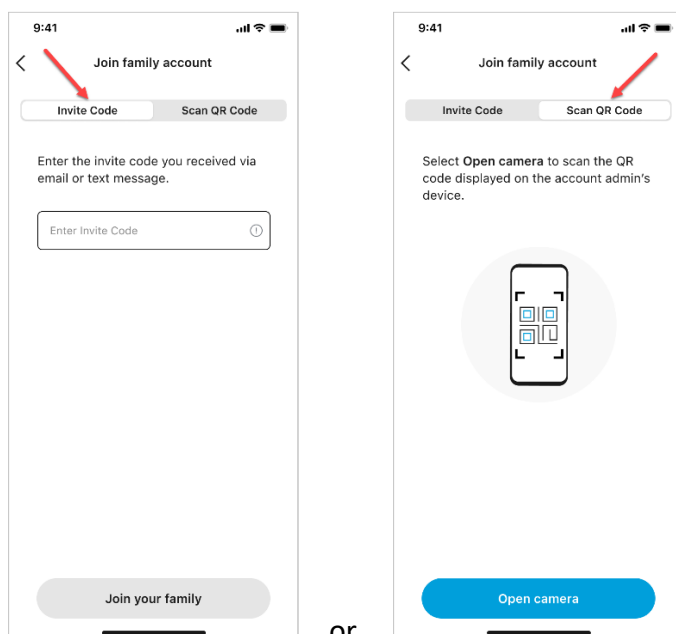
To pair the Secure Family app running on your device with the Secure Family Companion app running on your child's device, follow these steps:

1. On your child's device, download the Secure Family Companion app from Google Play or the Apple App Store.
2. Open the app, and then tap **Get started**.

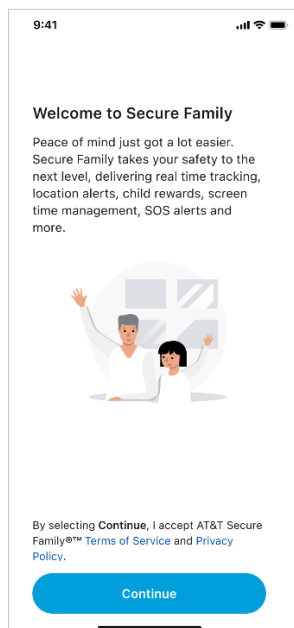


3. Enter the invite code (found in the email or text message sent by the parent) and then tap **Join your family**.

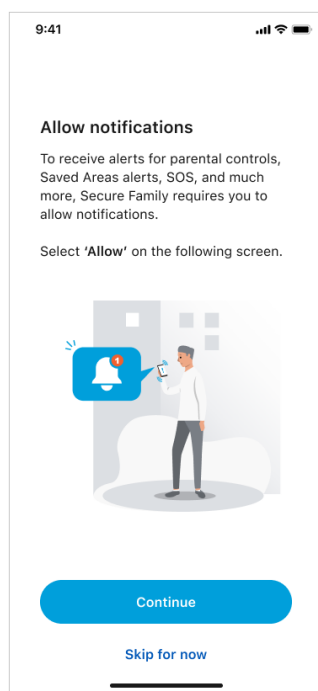
Alternately, you can scan a QR code. Tap **Scan QR Code** at the top of the screen, and then tap **Open camera**. Use the camera to scan the QR code displayed on the parent's device.



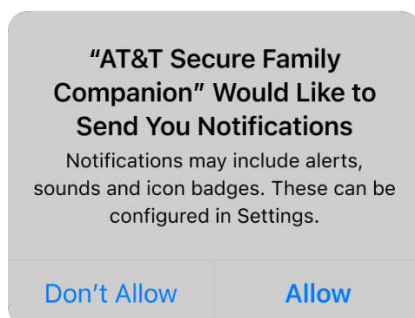
4. On the *Welcome to Secure Family* screen, tap **Continue**.



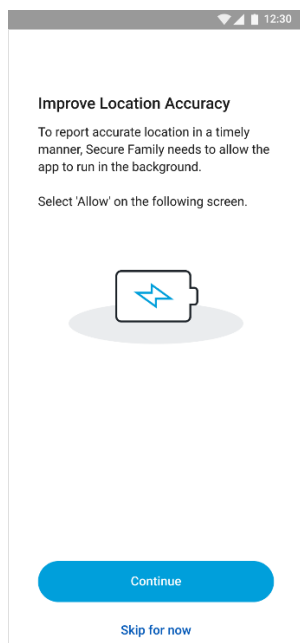
5. Install a VPN following the instructions for [iOS devices](#) or [Android devices](#).
6. Grant permission to access and share the child device's location following the instructions for [iOS devices](#) or [Android devices](#).
7. (iOS) Grant permission for the child device to receive Secure Family notifications.
 - a. On the *Allow notifications* screen, tap **Continue**.



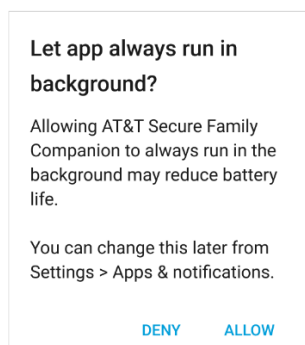
- b. Tap **Allow** when prompted to allow notifications for Secure Family Companion.



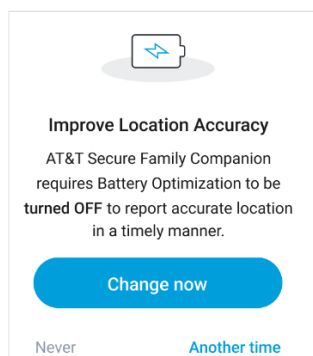
8. (Android) Turn off battery optimization mode for Secure Family to support more accurate and frequent location updates.
- a. Tap **Continue** on the *Improve Location Accuracy* screen.



- b. Tap **ALLOW** when prompted to let Secure Family Companion run in the background.



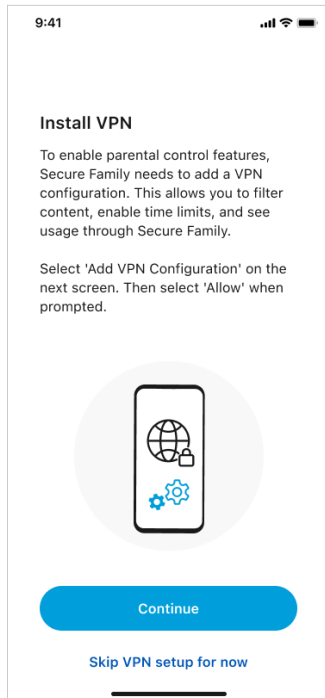
- c. Tap **Change now** when prompted to turn Off battery optimization, and then disable (turn **Off**) Battery Optimization by tapping its toggle switch.



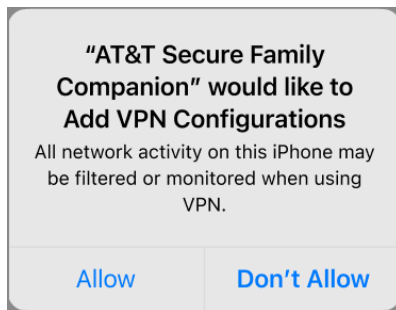
9. Prevent the Secure Family Companion app from being deleted following the instructions for [iOS devices](#) or [Android devices](#).

Set up a VPN on an Apple iOS Child Device

1. Tap **Continue** on the *Install VPN* screen.



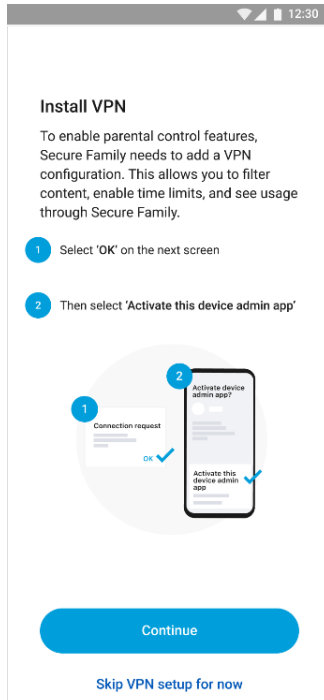
2. Tap **Allow** when prompted to allow Secure Family Companion to add a VPN connection.



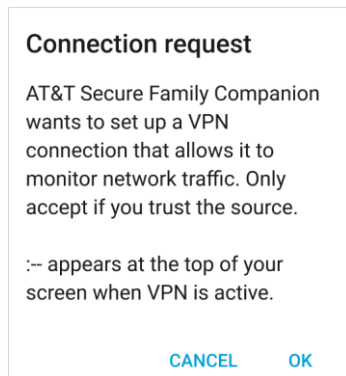
Note: A system settings screen will prompt you to enter a passcode if one is set for your device. After entering the passcode, you can continue with the Secure Family Companion setup.

Set up a VPN on an Android Child Device

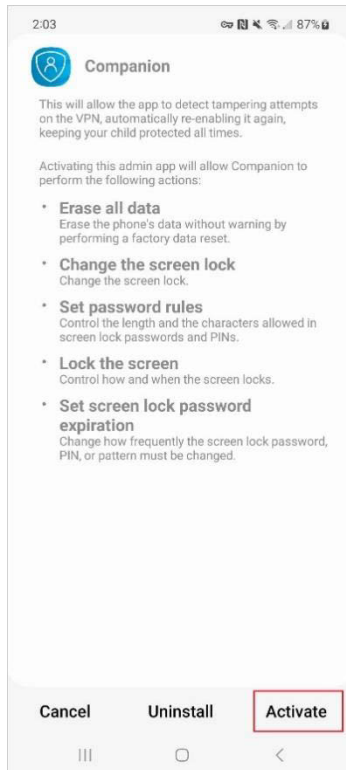
1. Tap **Continue** on the *Install VPN* screen.



2. A *Connection request* pop-up screen displays. Tap **OK** to install the VPN, which allows Secure Family Companion to monitor network traffic on the device.



3. A system settings screen prompts you to add the Secure Family Companion app as a device administrator. Tap **Activate** (Android 12 & 13) or **Activate this device admin app** (Android 11) to allow Secure Family Companion to detect VPN evasion attempts and automatically re-enable the VPN.

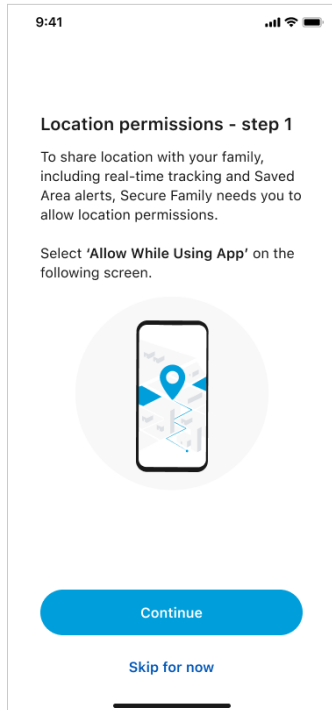


4. Instructions may vary depending on the device's OS version. Follow the on-screen instructions to complete the VPN setup.

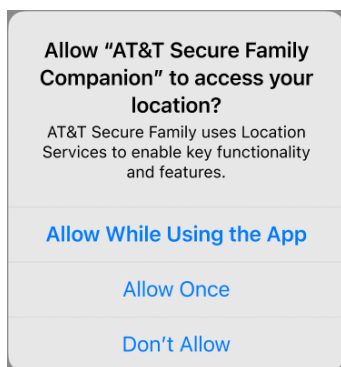
Set up Location Permission on an Apple iOS Child Device

Follow these steps to enable location sharing for a child's profile and set the location permission in their device's system settings to allow Secure Family Companion to access their location and share it with family members.

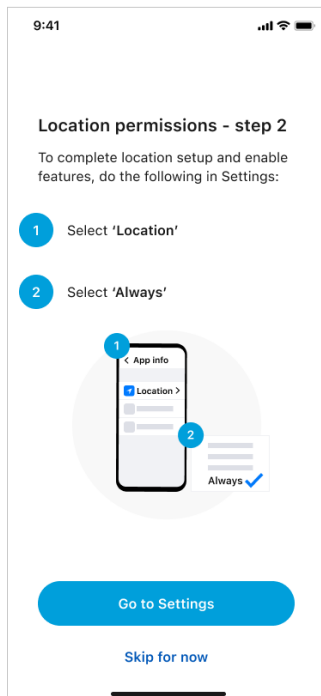
1. Tap **Continue** on the *Location permissions – step 1* screen.



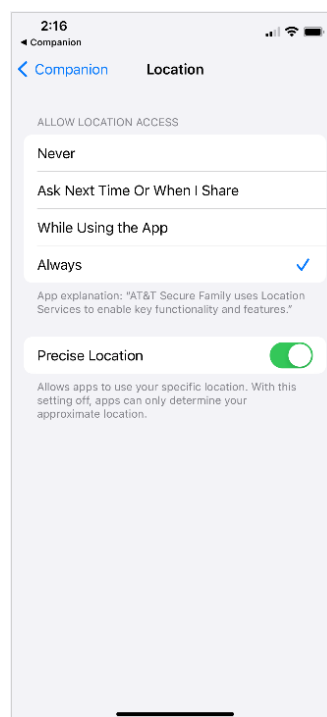
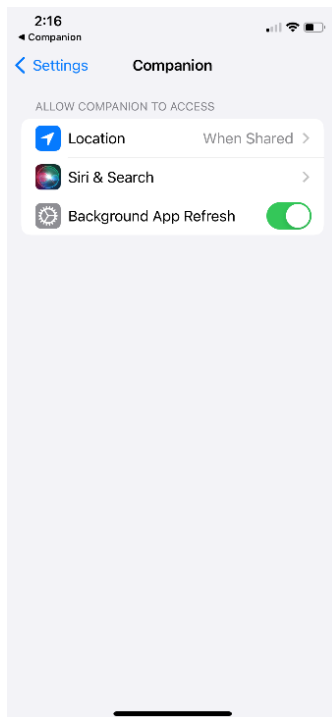
2. When prompted to allow Secure Family Companion to access your location, tap **Allow While Using the App**.



3. Tap **Go to Settings** on the *Location permissions – step 2* screen.



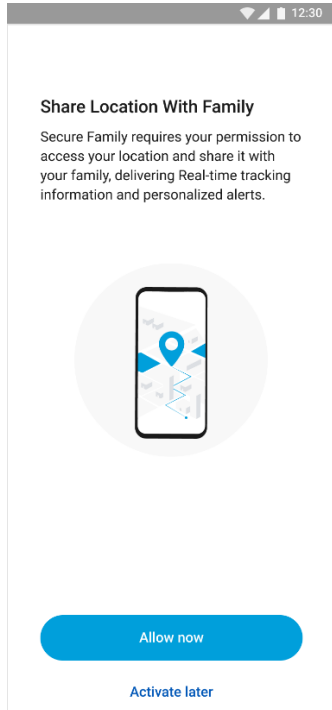
4. Tap **Location** on the *Companion* screen.
5. Tap **Always** on the *Location* screen, and then enable (turn **On**) Precise Location by tapping its toggle switch.



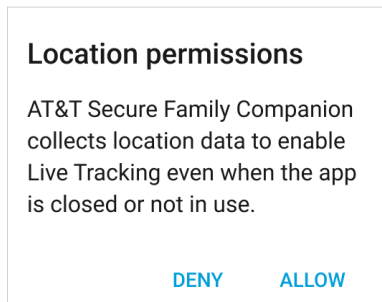
Set up Location Permission on an Android Child Device

Follow these steps to enable location sharing for a child's profile and set the location permission in their device's system settings to allow Secure Family Companion to access their location and share it with family members.

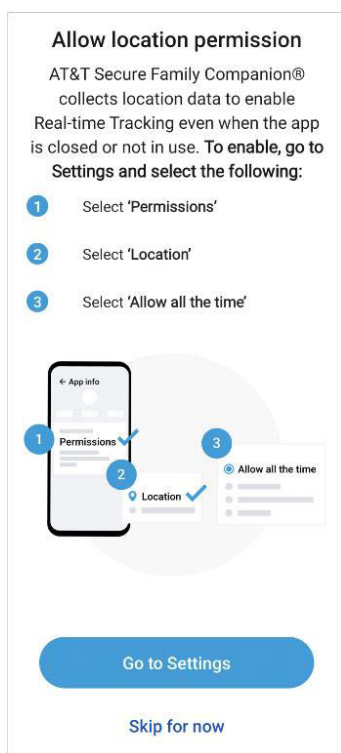
1. Tap **Allow now** on the *Share Location With Family* screen.



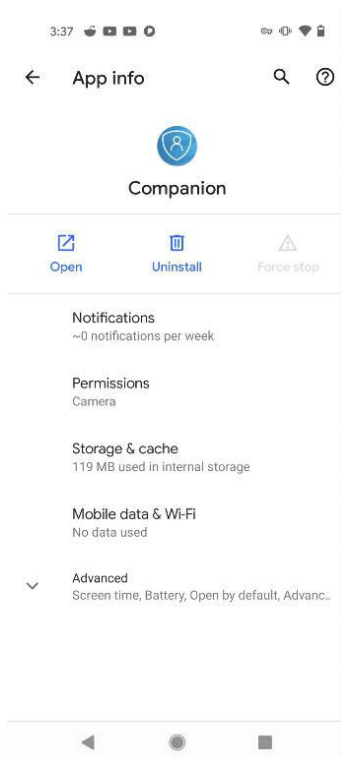
2. If prompted to permit Secure Family Companion to collect location data, tap **ALLOW**.



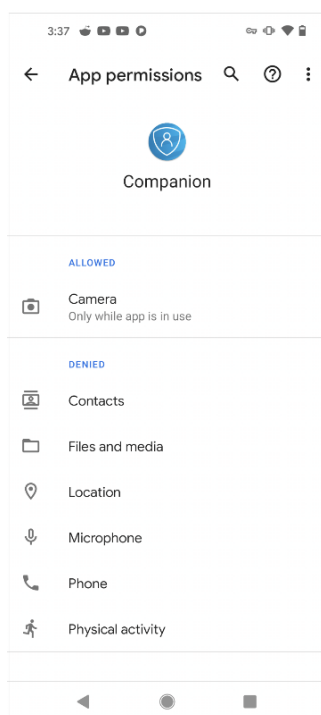
3. Tap **Go to Settings** on the *Allow location permission* screen.



4. Tap **Permissions** on the *App info* screen.

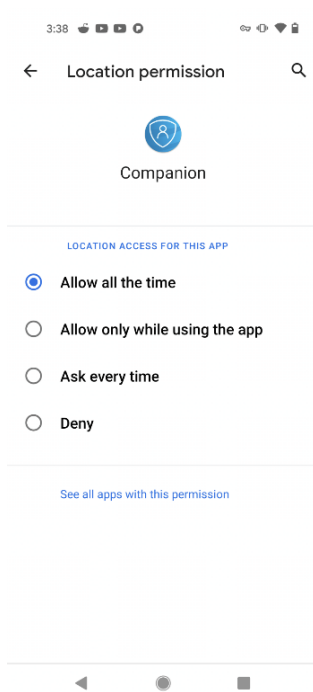


5. Tap **Location** on the *App permissions* screen.



6. Tap **Allow all the time** on the *Location permission* screen.

Note: If your device is running Android 12 and above, you should also enable (turn **On**) **Use Precise Location** by tapping its toggle switch.



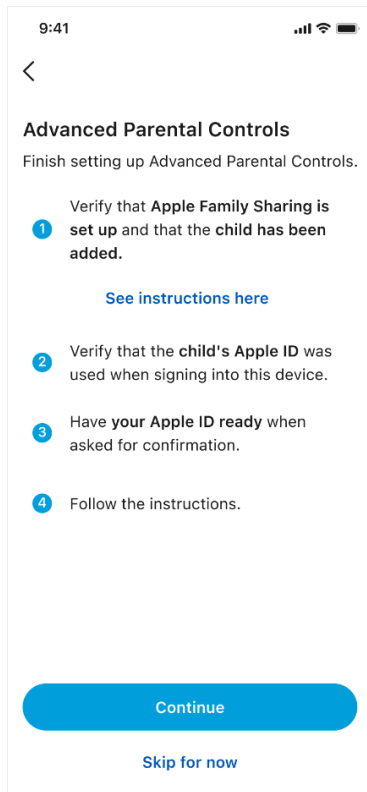
Restrict App Deletion on an Apple iOS Child Device

Follow these steps to prevent the Secure Family Companion app from being uninstalled on your child's iOS device.

Note: These steps only apply if the child device and Adult Admin device both run at least iOS 15.1.

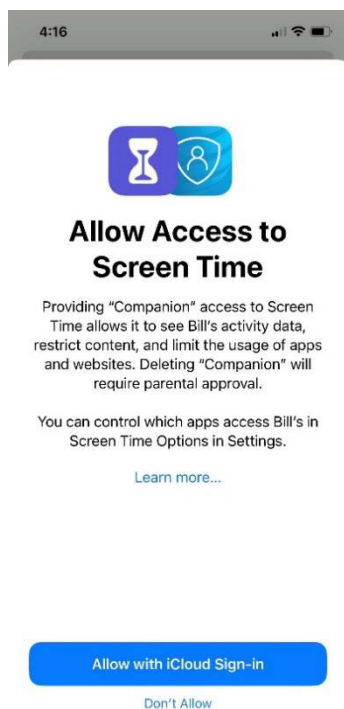
1. Tap **Continue** on the *Advanced Parental Controls* screen.

Note: If you have not yet set up Apple Family Sharing and created an Apple account for the child from the Adult Admin device, tap **See instructions here** and follow the steps.



2. When prompted to allow Secure Family Companion access to Screen Time, tap **Allow with iCloud Sign-in**.

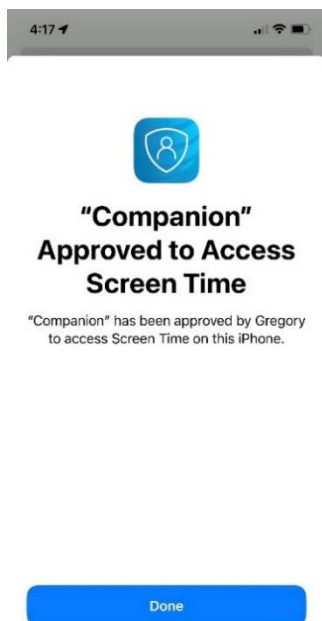
Note: If another app is already set as the parental control app on the child's device, the permission for that app must be revoked before Secure Family Companion can manage restrictions through Screen Time.



- On the *Parental Approval Required* screen, enter your parent Apple ID and password. Then tap **Sign In** from the top right corner of the screen.



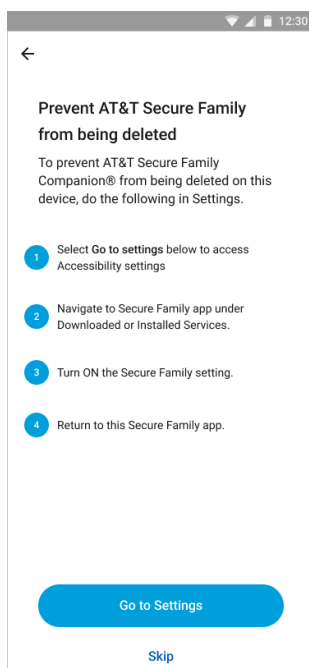
- Once authorization is complete, a *Companion Approved to Access Screen Time* screen displays. Tap **Done** to return to the Secure Family Companion app.



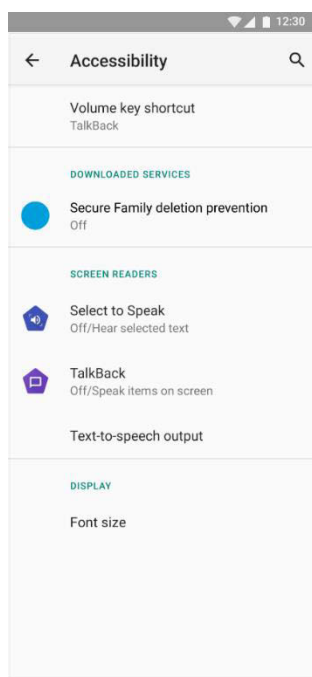
Restrict App Deletion on an Android Child Device

Follow these steps to prevent the Secure Family Companion app from being uninstalled on your child's Android device.

- Tap **Go to Settings** on the *Prevent AT&T Secure Family from being deleted* screen.



2. On the *Accessibility* screen, look for Secure Family under **Downloaded Services** or **Installed Services** and then toggle the *Secure Family deletion prevention* service **On** to prevent deletion of the app.



Note: Secure Family Companion must first be added as a device administrator during the [VPN installation process](#) to prevent Secure Family Companion from being deleted. If prompted to turn on Administrator permissions, tap **Allow**.

Saved Areas

You can create and monitor virtual areas such as home, school, and work and then be alerted when a family member enters or leaves that location. For example, parents who want to know if (and when) their child arrives at school can be notified when their child enters or leaves a school-defined Saved Area. You can create Saved Areas from the quick-actions menu, from the Left Menu, and from a family member's map. For instructions on creating Saved Areas, see [Location Alerts](#).

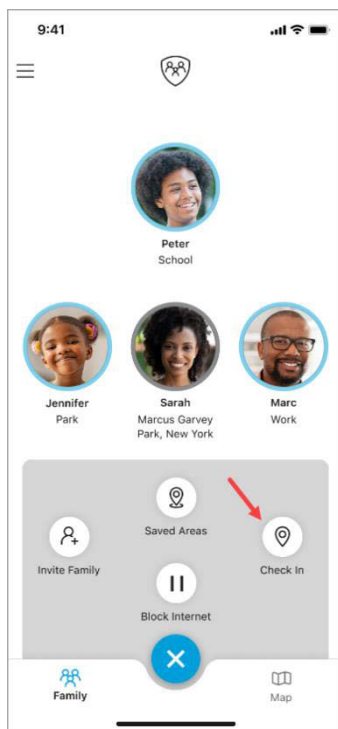
Check In

Check In allows family members to share their current location with other family members.

Note: You must [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device to use Check In.

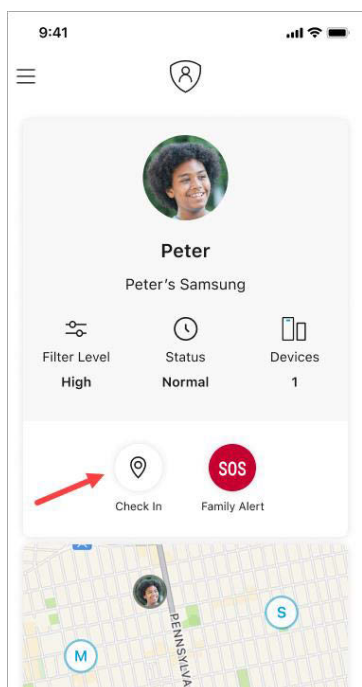
To check in as an adult:

1. Tap the blue plus button on the Family Hub or Family Map to open the quick-actions menu.
2. Tap **Check In**.
3. Tap **Share with family**.



To check in as a child:

1. Open the AT&T Secure Family Companion app on the child's device.
2. Tap **Check In**.



3. Tap **Share with family**.

Block Child's Internet Access

Block Internet Access

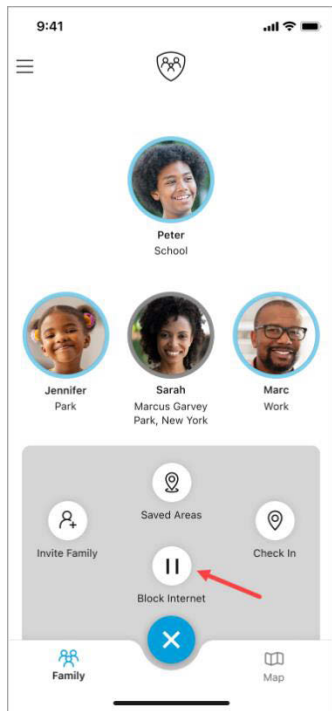
There are three ways to use Block Internet: Block Internet for all managed devices, Block Internet for all devices assigned to a specific child, or Block Internet for a specific device.

Notes:

- When you Block Internet at the Family Hub (and the button name changes to **Allow Internet**), the **Block Internet** buttons will not get updated on the family member profile or device details level (the buttons will still display as **Block Internet**) even though the Internet has been blocked for the family member/device.
- To allow Internet access again, you will have to tap **Allow Internet** at the level at which you originally blocked Internet access. For example, if you **Block Internet** access on the Family Hub, you will have to tap **Allow Internet** on the Family Hub.
- You must [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device to use Block Internet.

To block Internet access for all managed devices:

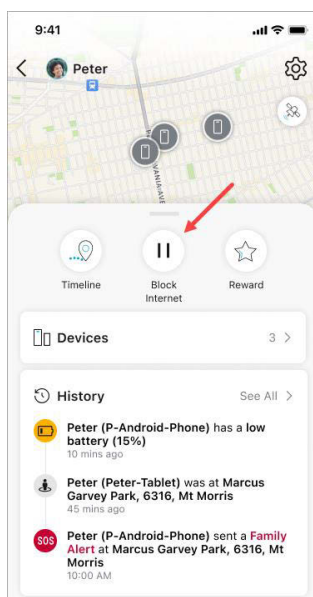
1. Tap the blue plus button on the Family Hub or Family Map to open the quick-actions menu.
2. Tap **Block Internet**.



3. Tap **Yes** on the *Block internet for all child devices?* dialog.

To block Internet access for all devices assigned to a specific child:

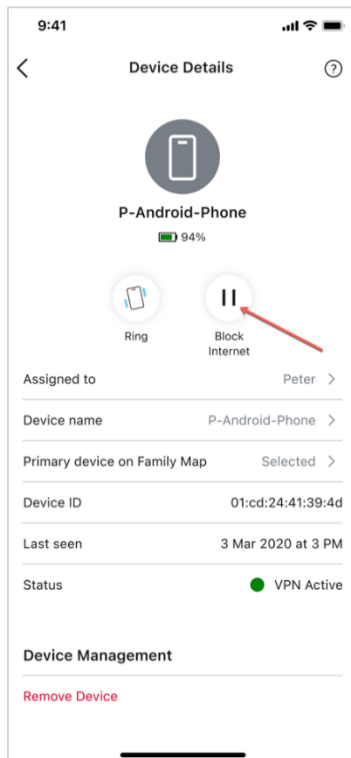
1. Tap the child's profile icon on the Family Hub for which you want to block Internet access.
2. Tap the **Block Internet** icon from the child's profile screen.



3. Tap **Yes** on the *Are you sure?* dialog.

To block Internet access for a specific device for a child:

1. Tap the child's profile icon on the Family Hub for which you want to block Internet access.
2. Tap **Devices**.
3. Select the device for which you want to block Internet access.
4. Tap the **Block Internet** icon from the **Device Details** screen.



5. Tap **Yes** on the *Are you sure?* dialog.

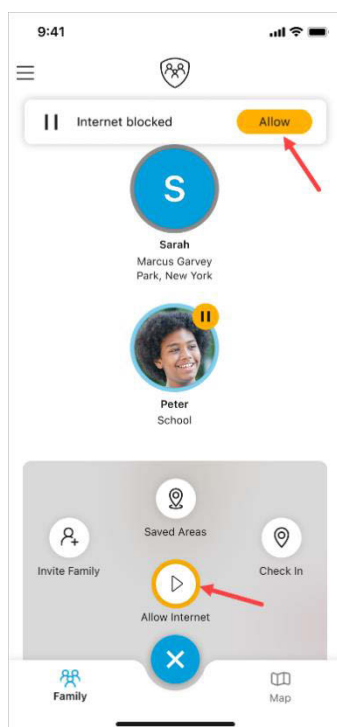
Allow Internet Access

To allow Internet access, you will have to tap **Allow Internet** at the level at which you originally blocked Internet access. For example, if you **Block Internet** access on the Family Hub, you will have to tap **Allow Internet** on the Family Hub. If you **Block Internet** access at the child profile level, you will have to tap **Allow Internet** at the child profile level.

Note: After allowing Internet access for your child, some devices may still be blocked by other block Internet settings (Bedtime, Off Time, and so on).

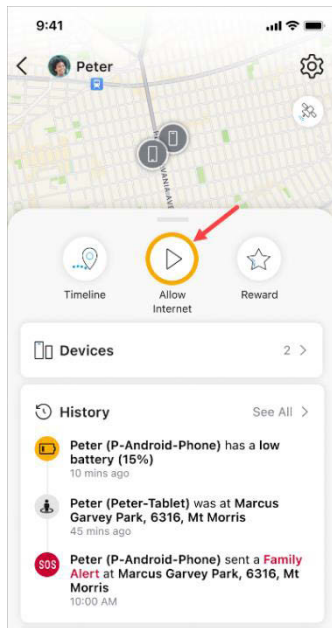
If you blocked Internet access for all managed devices (at the Family Hub), perform the following steps:

1. Navigate to the Family Hub.
2. Tap the **Allow** button in the **Internet blocked** region at the top of the screen or tap the blue plus button to open the quick-actions menu and tap **Allow Internet**.



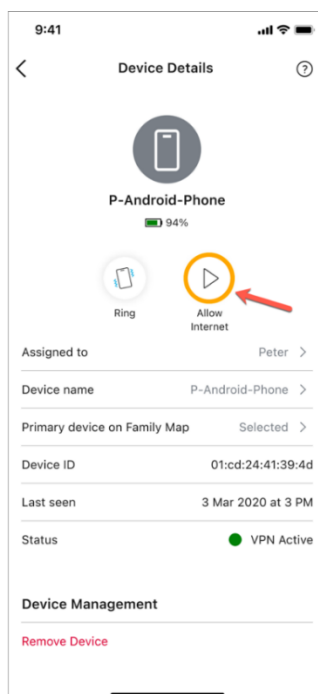
If you blocked Internet access for a child (at the child profile level), perform the following steps:

1. Navigate to the Family Hub.
2. Select the child's profile icon for whom Internet access was blocked.
3. Tap the **Allow Internet** button from the child profile screen.



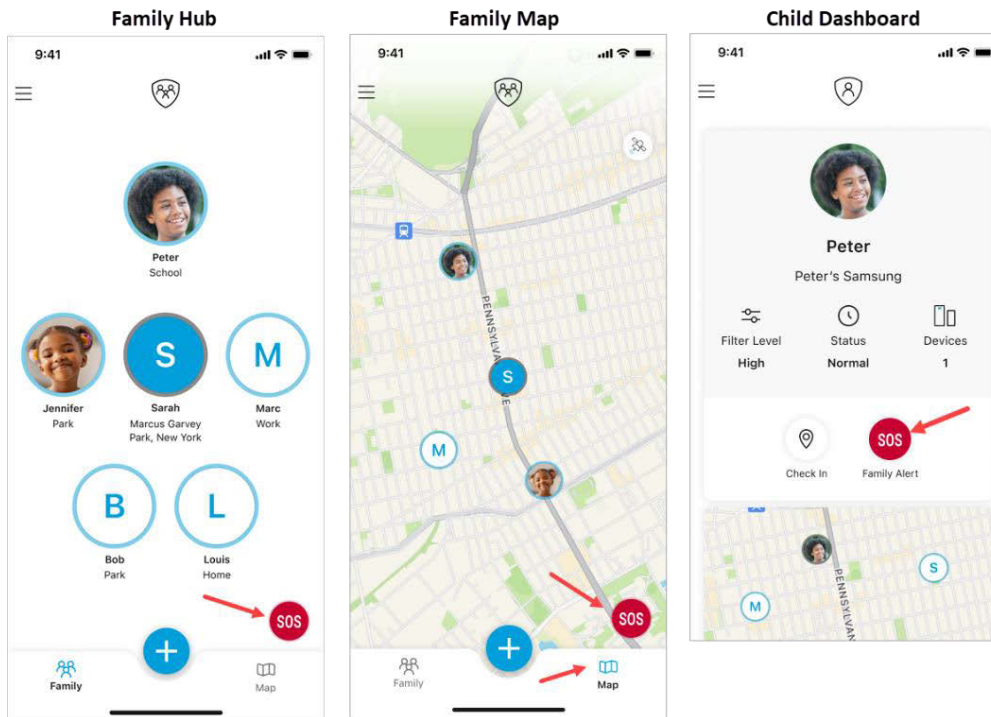
If you blocked Internet access for a specific device for a child, perform the following steps:

1. Navigate to the Family Hub.
2. Select the child's profile icon for whom Internet access is blocked.
3. Tap **Devices**.
4. Tap the device for which Internet access is blocked.
5. Tap the **Allow Internet** button from the *Device Details* screen.



SOS Family Alert

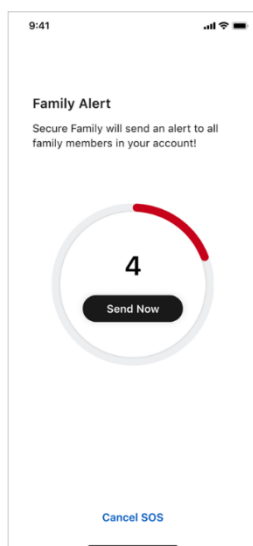
An SOS Family Alert is an alert initiated by a family member that is sent to all other family members. This alert can be sent in several ways. An adult can tap the SOS icon on the Family Hub or on the Family Map, or a child can tap the SOS icon from their Secure Family Companion child dashboard.



Sending an SOS Alert

To send an SOS alert as an adult:

1. Navigate to the Family Hub or the Family Map.
2. Tap the **SOS** icon. This action displays the *Family Alert* screen.
3. Tap the **Send Now** button on the *Family Alert* screen or wait the 5 seconds for the alert to be sent automatically.



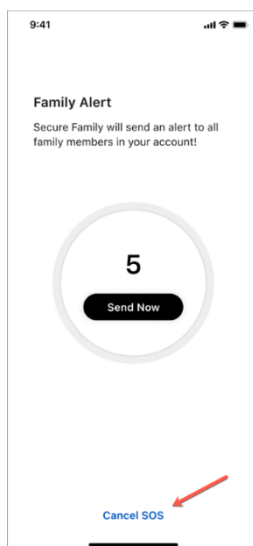
To send an SOS alert as a child:

1. On the child's device, navigate to their child dashboard.
2. Tap the **SOS** icon. This action displays the *Family Alert* screen.
3. Tap the **Send Now** button on the *Family Alert* screen or wait the 5 seconds for the alert to be sent automatically.

Canceling an SOS Alert

To cancel an SOS Alert:

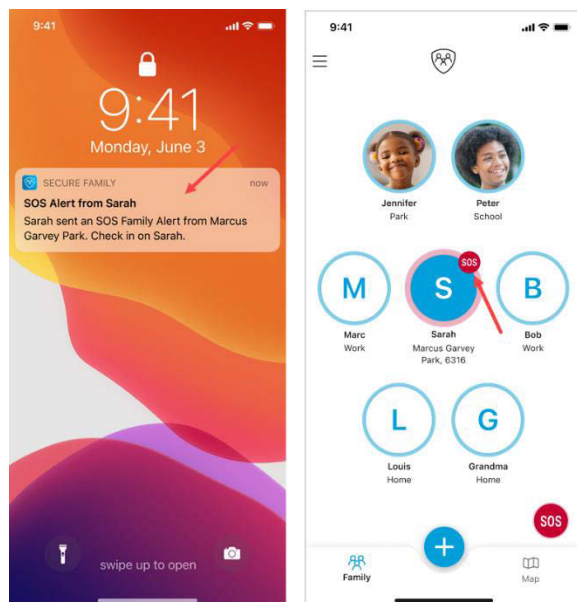
1. After a child or adult taps the **SOS** icon, the *Family Alert* screen displays.



2. Tap **Cancel SOS** at the bottom of the *Family Alert* screen before the 5-second timer has expired to cancel the alert.

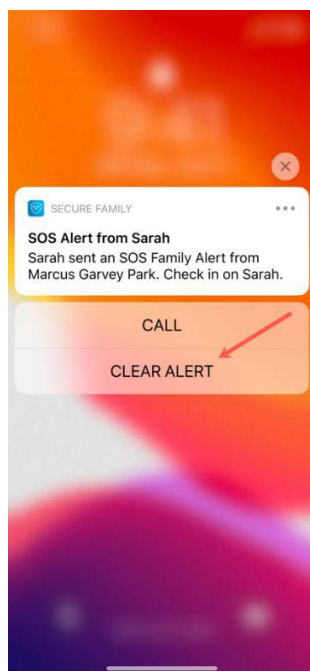
Clearing an SOS Alert

When a family member sends an SOS Alert, the rest of the family receives a notification. An SOS icon also appears next to that family member's icon in the Family Hub.



To clear an SOS Alert from the notification:

1. **iOS:** Long press (tap and hold) the notification.
Android: Expand the notification.



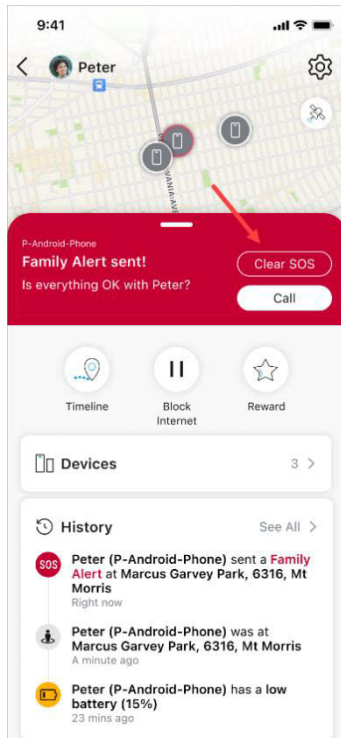
2. Tap **CLEAR ALERT**.

To clear an SOS from the Family Hub:

1. Tap the family member's profile icon that displays an SOS.



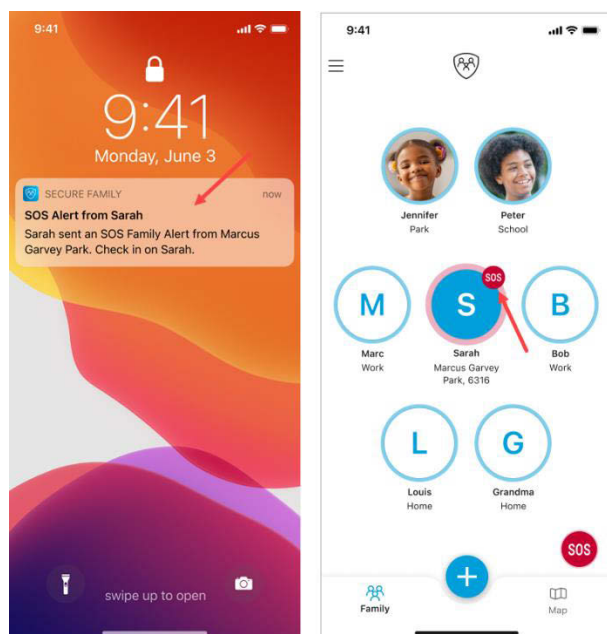
2. Tap the **Clear SOS** button on the notification in the family member's profile.



3. Tap **Yes** on the *Are you sure?* dialog.

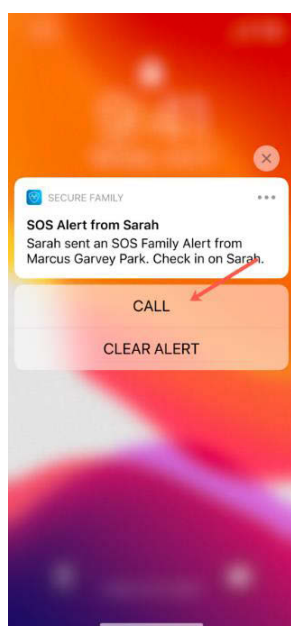
Responding to an SOS Alert

When a family member sends an SOS Alert, the rest of the family receives a notification. An SOS icon also appears next to that family member's icon in the Family Hub. You can respond to the SOS alert by calling the family member who sent the alert.



To respond to an SOS Alert from the notification:

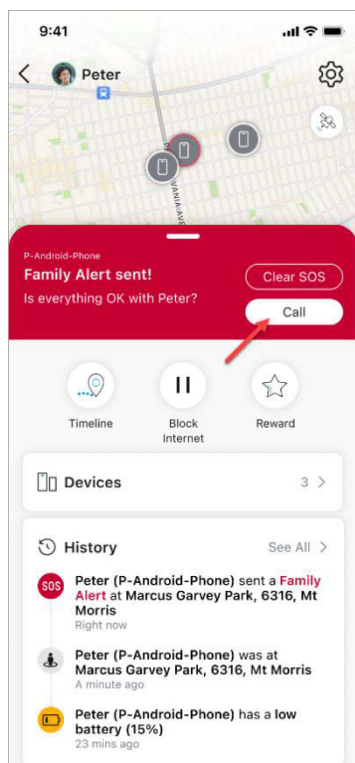
1. **iOS:** Long press (tap and hold) the notification.
Android: Expand the notification.
2. Tap **CALL**.



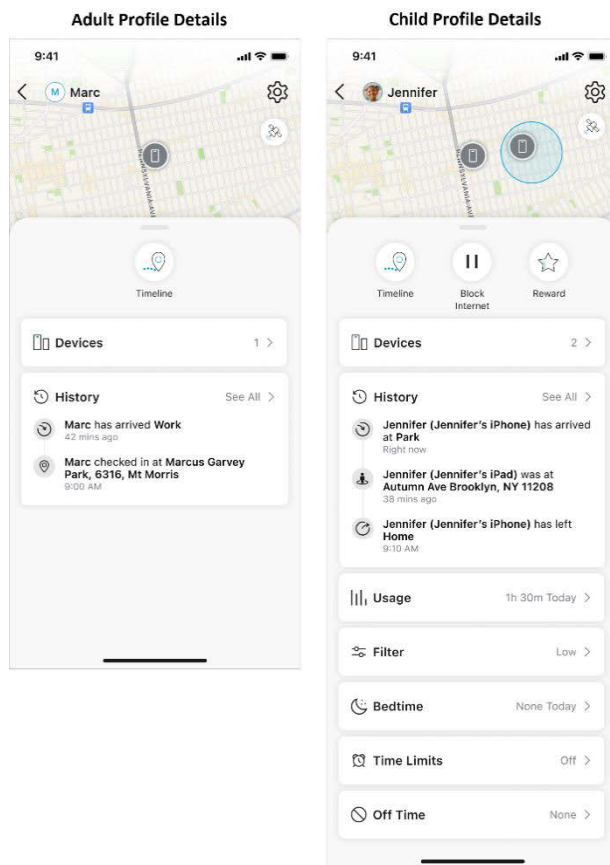
Note: iOS devices will only display the CALL option if the device was added using an SMS (text message) invite code (not if added by an email invite or QR code). Android devices added using an SMS (text message) will call the number directly. Android devices added via an email invite or QR code will open a dial pad for you to enter the phone number.

To respond to an SOS from the Family Hub:

1. Tap the **SOS** icon next to the family member's icon in the Family Hub.
2. Tap the **Call** button on the notification in the family member's profile.



Family Member Profile Details



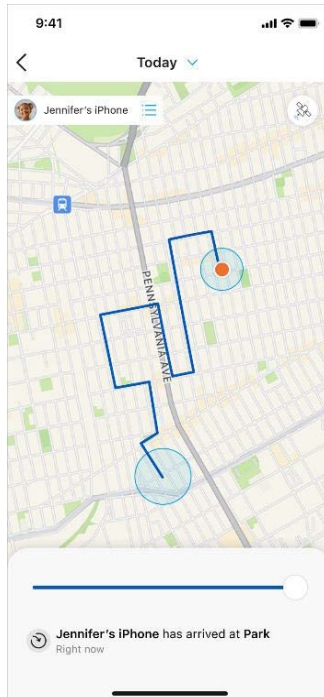
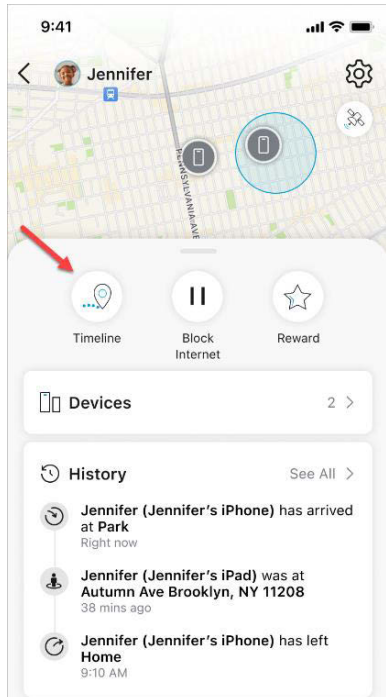
Selecting a family member's profile icon in the Family Hub opens the profile details for that family member. (Only family members with Adult profiles can view profile details.) Profile details include this information:

- **Timeline:** allows you to view the family member's location timeline on the most recent day with location events. See [Location Timeline](#) for more information. Available on adult and child profile.
- **Block/Allow Internet:** allows you to block/allow Internet access for all devices for a child. See [Block Internet Access](#) for more information. Available on child profile only.
- **Reward:** allows you to give extra online time to your kids to commend good behavior. See [Rewards](#) for more information. Available on child profile only.
- **Devices:** allows you to view devices for a particular family member. See [Devices](#) for more information. Available on adult and child profile.
- **History:** allows you to view a record of your family members' locations. See [History](#) for more information. Available on adult and child profile.

- **Usage:** allows you to track a child's Internet usage. See [Usage](#) for more information. Available on child profile only.
- **Filter:** allows you to set up content filters that restrict what your child can see while viewing online content. See [Filter](#) for more information. Available on child profile only.
- **Bedtime:** allows you to block Internet access for allowed and unfiltered apps, websites, and categories on your child's device(s) overnight by specifying a start and end time. See [Bedtime](#) for more information. Available on child profile only.
- **Time Limits:** allow you to set limits on the amount of time your child spends each day using the Internet. See [Time Limits](#) for more information. Available on child profile only.
- **Off Time:** allows you to block Internet access for allowed apps, websites, and categories on your child's device(s) for scheduled time periods during the day. See [Off Time](#) for more information. Available on child profile only.

Location Timeline

Tap the **Timeline** button at the top of the family member's profile details to view their location timeline (breadcrumb trail) on the most recent day (Today). To view a timeline for a different day, tap the header at the top of the Timeline screen to display a range of dates, and then tap the desired date.



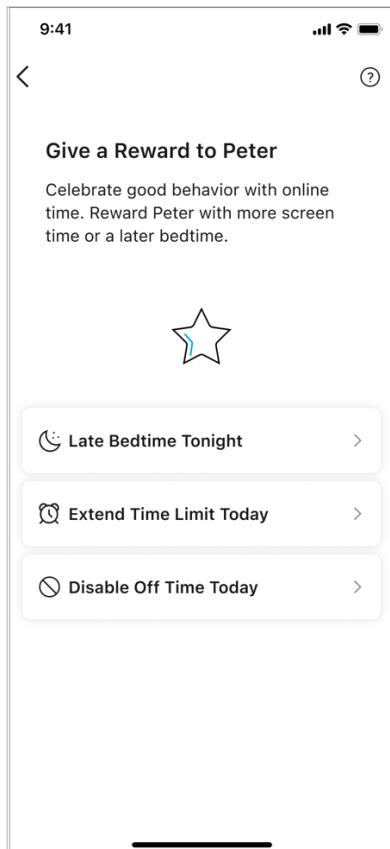
Rewards

Rewards are an easy way to give extra online time to your kids to commend good behavior. Rewards are implemented for the current day. You can send as many Rewards as you'd like throughout the day. Any online restrictions set for the child's profile automatically resume the following day.

Note: You must set at least one time limit before giving your child a Reward.

Types of Rewards

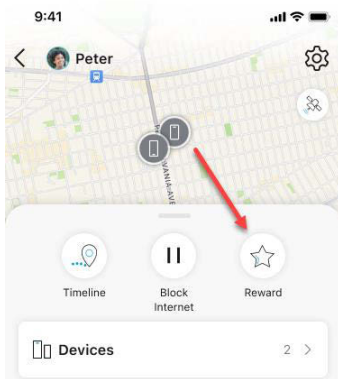
- Choose **Late Bedtime Tonight** to set a new start time for this evening's Bedtime.
- Choose **Extend Time Limit Today** to select any existing Time Limit and add additional time.
- Choose **Disable Off Time Today** to turn off an existing Off Time for the day.



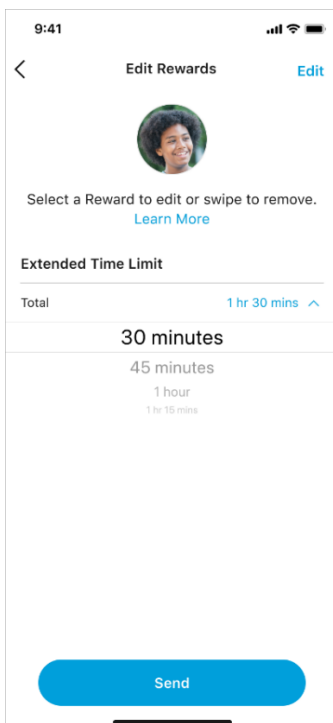
Send a Reward

To send a Reward:

1. Tap a child's profile icon from the Family Hub or Family Map.
2. Tap the **Reward** button in their profile details.



3. Select which type of Reward you'd like to send: **Late Bedtime Tonight**, **Extend Time Limit Today**, or **Disable Off Time Today**.
4. Set the Reward based on the existing settings for the selected parental control, and then tap **Send** to save the Reward and notify the child.



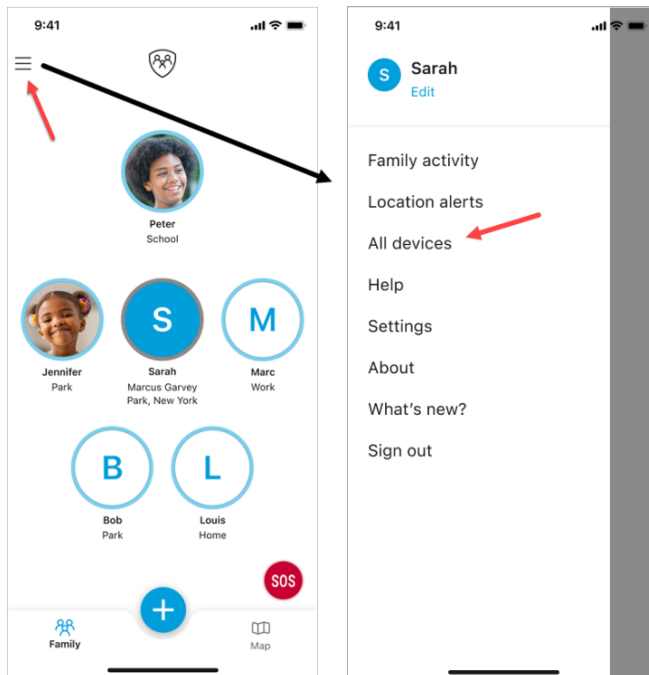
When a Reward is given, the new reward is reflected in the *Rewards* section in the child's profile details. Tap the **Rewards** button to edit the Reward. The child will also receive the Reward in their dashboard.

Devices

You can view all family members' devices, view your devices, or view all devices for a particular family member.

To view all family members' devices via the Left Menu:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **All devices**.



2. Tap a particular device to view details (opens the *Device Details* screen).

To view devices associated with your profile:

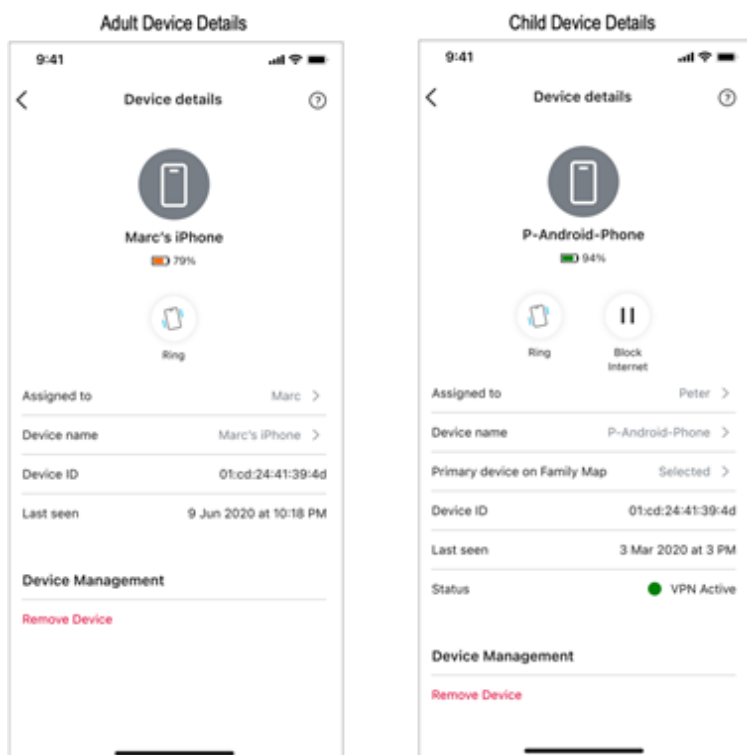
1. Tap your profile icon in the Family Hub.
2. Tap **Devices**.
3. Tap a particular device to view details (opens the *Device Details* screen).

To view devices for a particular family member:

1. Tap the family member's profile icon for which you want to view devices.
2. Tap **Devices**.
3. Tap a particular device to view details (opens the *Device Details* screen).

Note: You can also tap **All family devices** to show a list of devices for all family members.

Device Details Screen



The *Device Details* screen allows you to:

- View the device's battery level.
- "Ring" the device (Child Device Details).
- Block Internet access on the device (Child Device Details).
- View to whom the device is currently assigned and assign the device to a different family member.
- View the current name of the device and change the device name.
- Set the device as the primary device seen on the Family Map (only available if the family member has multiple devices).
- View the Device ID.
- View when the device was last seen.
- View the VPN status of the device (Child Device Details).
- View steps to restrict app deletion (Advanced Parental Controls) on iOS devices (Child Device Details).
- Remove the device.

To assign the device to a different family member:

1. Tap **Assigned to** on the *Device Details* screen.
2. Select to whom you want to assign the device. You can also assign the device to *Unmanaged Device*.

To change the name of the device:

1. Tap **Device name** on the *Device Details* screen.
2. Update the name and tap **Save**.

To remove the device from the family member's list of devices:

1. Tap **Remove device** on the *Device Details* screen.
2. Tap **Remove** on the *Remove device* screen.

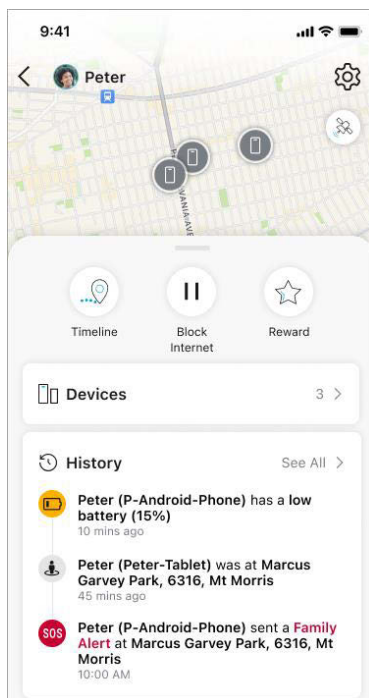
History

AT&T Secure Family lets you view a record of your family members' locations. Recent location updates are logged in a family member's profile details, and the complete location history of every family member is logged in Family Activity.

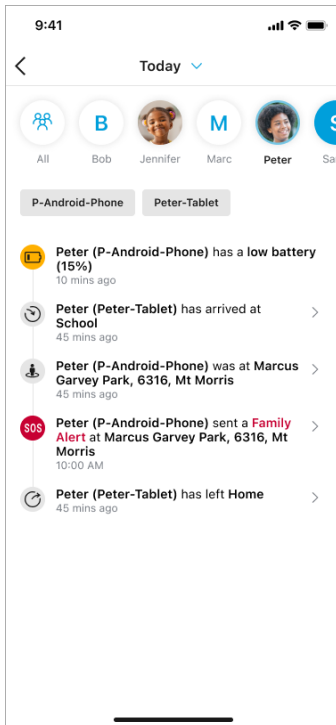
To view location history events for a family member:

1. Tap the family member's profile icon in the Family Hub.

The last three location history events for the family member are listed in the *History* section of the family member's profile details.



2. Tap **See All** in the *History* section to display a screen listing events for all devices for that family member.

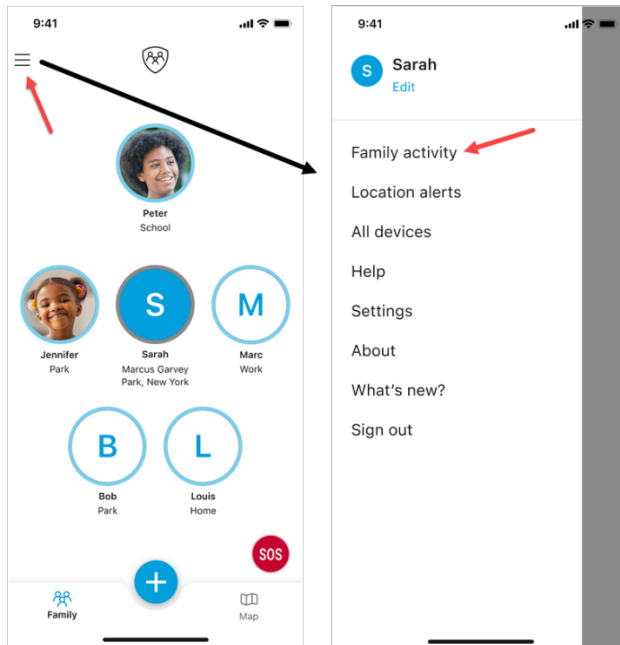


3. Tap the profile name at the top of the list to see History events for a particular family member or tap the **All** icon to see History events for all family members.

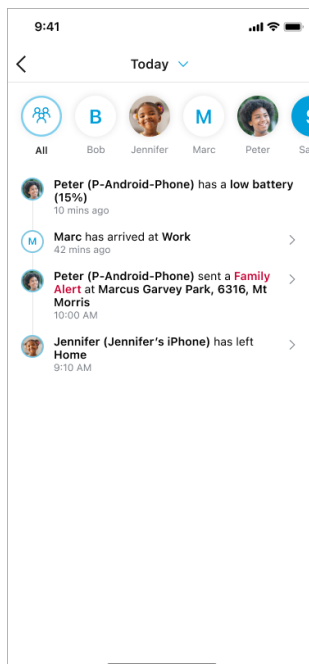
The list of events defaults to the current day (Today). To view events for a different day, tap the header at the top of the screen to display a range of dates, and then tap the desired date.

To view location history events for your entire family:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Family activity**.



2. By default, the history for the entire family displays. Tap a family member's icon at the top of the screen to view a particular family member's activity.
3. The list of events defaults to the current day (Today). To view events for a different day, tap the header at the top of the screen to display a range of dates, and then tap the desired date.



Usage

Usage lets you track a child's Internet usage to make informed parental control decisions. Usage is tracked for Allowed and unfiltered websites, apps, and categories. When a child uses one of these apps or websites on their device, the time spent on it appears in Usage. Usage displays the total Internet usage time and the time spent on individual Internet-based apps, websites, and categories.

Note: Secure Family does not show your child's usage of apps that do not use Internet services and may run offline locally on their device. This could include non-Internet based games for example. Websites, apps, or categories designated as **Always Allow** are not tracked under Usage.

Usage History provides a detailed breakdown of which sites a child visited throughout the day. To view your child's Usage History, tap the blue history icon (clock) at the top-right corner of the Usage screen. Usage History displays two tabs.

- a. The Visited tab shows a historical timeline of all sites the child visited and the time the sites were accessed.
- b. The Filtered tab shows the same for all sites the child attempted to access but were blocked by Secure Family. The sites in each tab are grouped by day, starting with the most recent day with Internet usage.

You can take several actions on a particular app/website by tapping it in the Usage list, including:

- **Visit Website** opens your web browser to the site's home page.
- **Set a Time Limit** assigns a specific amount of time the child can use/access the app/website.
- **Set as Allow** sets the app/website as allowed so that the child can access/use the website/app during allowed hours.
- **Set as Block** prevents the child from accessing/using the website/app.
- **Set as Always Allow** allows the child to access/use the website/app at all times. The child's usage of websites/apps set to Always Allow does not count toward the Internet time limit.
- **Add to Filters** adds the app to **Apps & Websites** on the *Filter* screen and sets the app as Allowed. See [Filter](#) for more information.

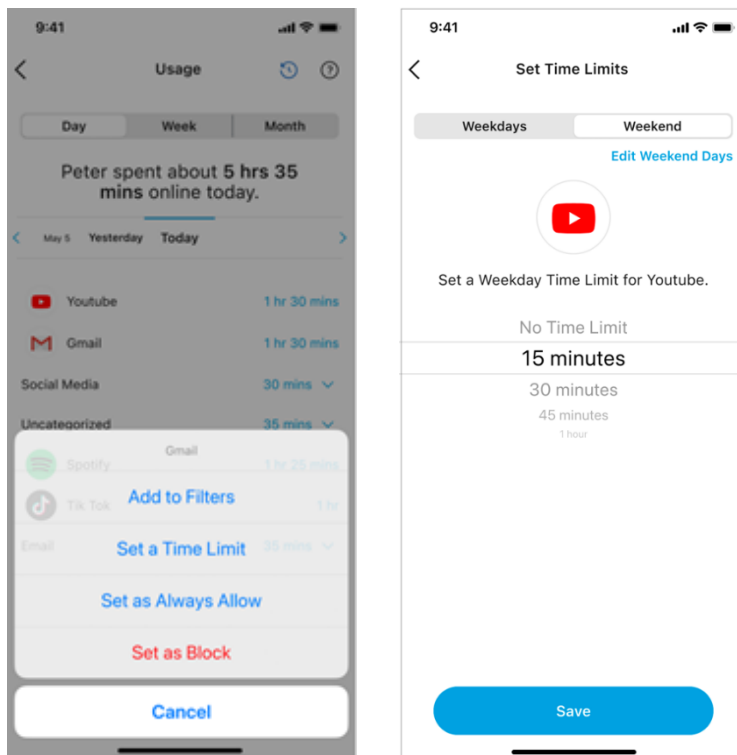
To access the list of actions:

1. Tap the child's profile icon in the Family Hub.
2. On the child's profile details, scroll down and tap **Usage**.
3. Tap the app/website on which you want to perform an action. The list of actions displays.

Set a Time Limit via Usage

To set a time limit for your child from the Usage screen:

1. Tap the child's profile icon in the Family Hub.
2. On the child's profile details, scroll down and tap **Usage**.
3. Tap the app/website/category you want to limit.
4. Tap **Set a Time Limit** in the list of options.
5. Select **Weekdays/Weekend** to specify when you want the Time Limit to take place.
6. Select a Time Limit value from the scroll-list.
7. Tap **Save**.

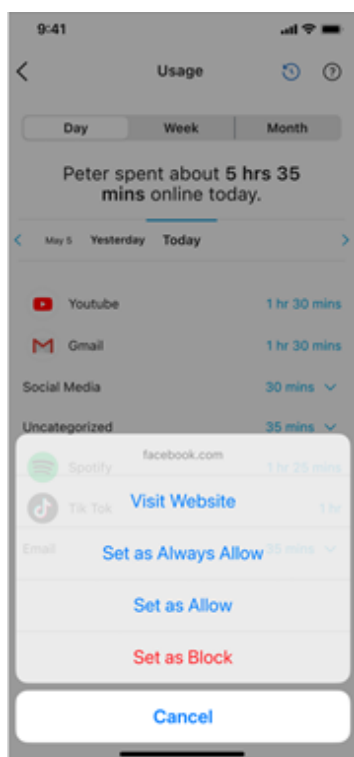


Note: To change the default weekend days (Saturday and Sunday) to different days, tap **Edit Weekend Days**.

Block a website/app via Usage

To block a website/app for your child:

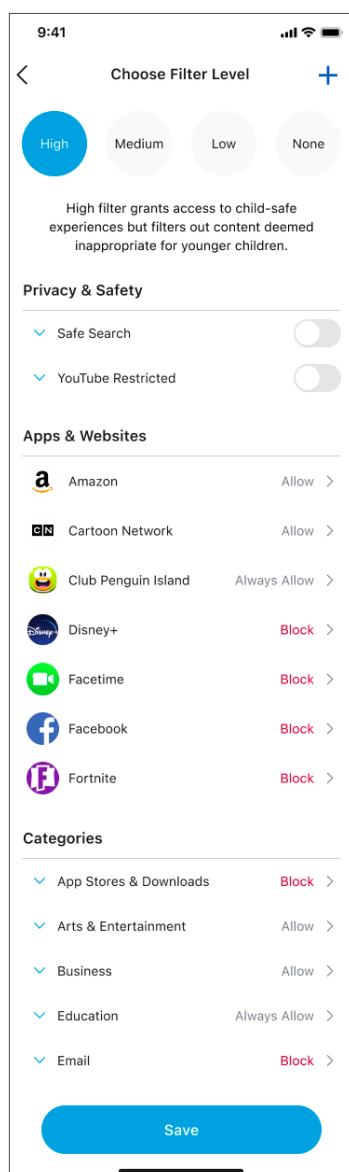
1. Tap the child's profile icon in the Family Hub.
2. On the child's profile, scroll down and tap **Usage**.
3. Tap the app/website you want to block.
4. Select **Set as Block** in the list of options.
5. Tap **OK** on the *Blocked* dialog.



Filter

Setting up content filters allows you to restrict what your child can see while viewing online content. There are several different sections on the Choose Filter Level screen that work together to filter the content.

Note: You must [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device to use content filters.



High/Medium/Low/None

The proper filter level should be selected based on the age range or maturity level of your child. Selecting **High** will restrict the most amount of content and is typically intended for younger children. **Medium** filters out mature/explicit content and is intended for pre-teens. **Low** allows

access to most content, except for explicit content, and is intended for teens. Selecting **None** will not filter any content. The option you select here will automatically set some of the options for **Privacy & safety** and for the various **Categories**.

Privacy & Safety

When enabled, **Safe Search** eliminates sexually explicit content from search results on Google, Bing, and DuckDuckGo. Other search engines (Yahoo, for example) will not be impacted by this toggle.

Enabling **YouTube Restricted** uses Restricted Mode on the YouTube app and website, which restricts the availability of potentially mature or objectionable content when using YouTube.

Apps & Websites

This list is populated based on the Filter Level (High/Medium/Low) selected. You can manually block/allow/always allow items in the list. Any websites associated with the apps listed will also be blocked/allowed/always allowed.

Selecting **Block** will automatically block your child's device from accessing apps, websites, or entire categories on a continuous basis.

Selecting **Allow** will allow your child's device to access apps, websites, or entire categories except when you block the Internet using Internet Time Limits, Bedtime Limits, or Block the Internet instantly.

Selecting the **Always Allow** option for an app, website, or category means that your child will always be able to access the app or all domains and websites within the category without its use being tracked or managed by other parental controls even if the profile is set to Block Internet, Bedtime, or Off Time. In other words, your child will always be able to access these apps, websites, and categories. For example, you might select **Always Allow** for your child's school website or the education category.

Categories

Categories consist of predefined groupings of types of content, and potentially contain thousands of apps, websites, and domains. You can block entire categories of content that will prevent your child from accessing predefined websites, domains, and apps.

Setting Content Filters to High, Medium, or Low will automatically block select categories and/or select apps and websites within a category based on the Filter level. There are 28 content categories ranging from App Stores & Downloads to Chat & Forums, Dating, Education, Explicit Content, Gambling, Music, Kids, Online Games, Social Media, Videos, and more. The Secure Family App provides the listing of categories and a description of each category.

Set up Content Filters

To set up content filters for your child:

1. Select the child's profile icon in the Family Hub.
2. On the child's profile details, scroll down and tap **Filter**. The *Choose Filter Level* screen displays.
3. Select the filter level (**High/Medium/Low/None**) you want to use for your child.
4. Enable **Safe Search** to eliminate sexually explicit content from your child's search results when using Google, Bing, and DuckDuckGo.
5. Enable **YouTube Restricted** to activate YouTube's restricted content mode.
6. Set the desired content filter (**Allow**, **Block**, or **Always Allow**) for the listed apps, websites, and categories.

Note: Apps, websites, and categories set to **Always Allow** cannot be limited by time, and their usage does not count toward the Internet time limit.

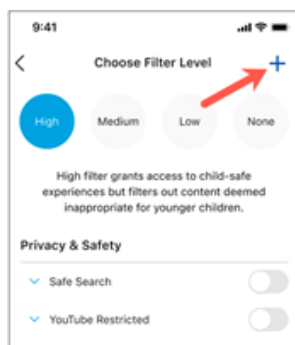
7. When you're done setting content filters, tap **Save**.

Manually Add Websites to Manage

You can add websites not listed under the Apps & Websites section of the *Choose Filter Level* screen and assign them a filter permission.

To manually add websites for managing your child's access:

1. Select the child's profile icon in the Family Hub.
2. On the child's profile details, scroll down and tap **Filter**.
3. Tap the blue plus icon in the upper-right corner of the *Choose Filter Level* screen.



4. Enter the web address / URL you want to allow or block in the text field on the *Add a website* screen and tap **Add website**.

9:41

< Custom Filter

Add a website

Enter a website address that you would like to Block, Allow, or Always Allow for [name].

Add Website (e.g. example.com)

Add website

5. The website you added displays below the text field with the **Allow** permission set by default. To change the permission, tap **Allow** and select the desired permission.

Remove a Website

iOS: Select (long-press) the website in the list and then tap **Delete**.

9:41

< Custom Filter Done

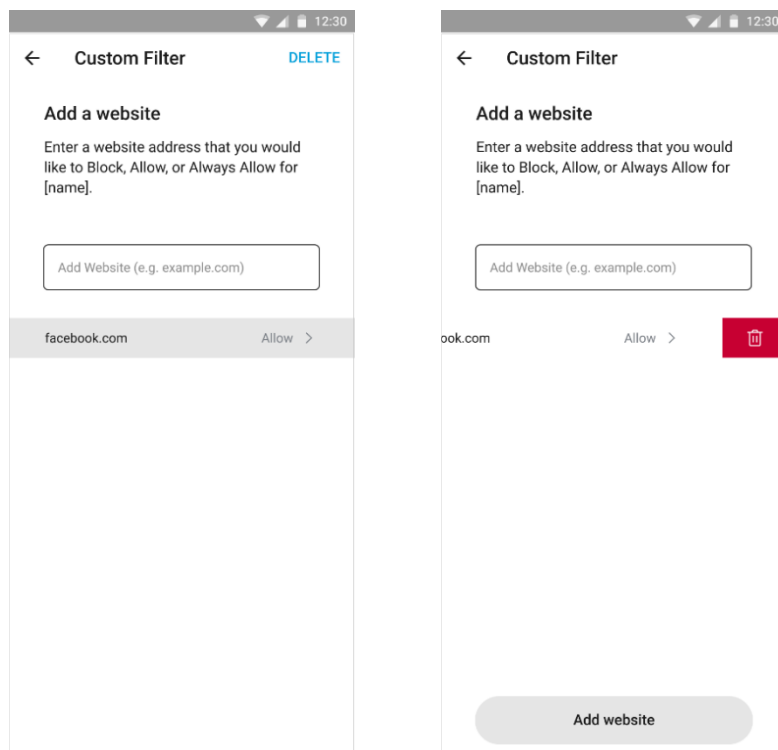
Add a website

Enter a website address that you would like to Block, Allow, or Always Allow for [name].

Add Website (e.g. example.com)

ok.com Allow > Delete

Android: Select (long-press) the website in the list and then tap **DELETE** at the top of the screen. You can also swipe left on the desired website and then tap the trash icon.



Bedtime

Bedtime allows you to block Internet access for allowed and unfiltered apps, websites, and categories on your child's device(s) overnight by specifying a start and end time. Apps and websites set as **Always Allowed** are not blocked during Bedtime. You can create different Bedtimes for weekdays and weekend days.

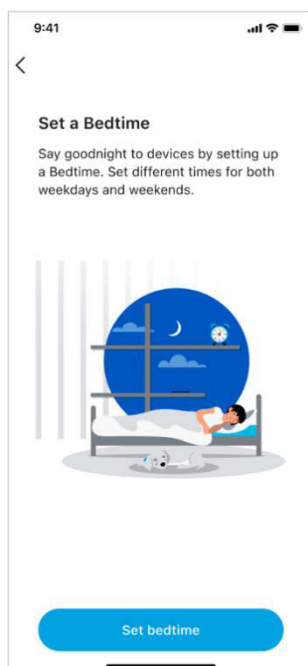
Note: You must [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device to create Bedtimes.

Set/Modify/Disable Bedtimes

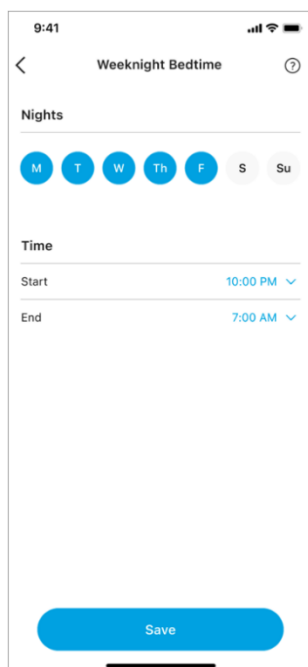
When a Bedtime is set, the child will see a countdown timer to when the next Bedtime will occur. During Bedtime, the child will see a Bedtime notification when they try to access an allowed and unfiltered app, website, or category.

To set up a Bedtime for your child:

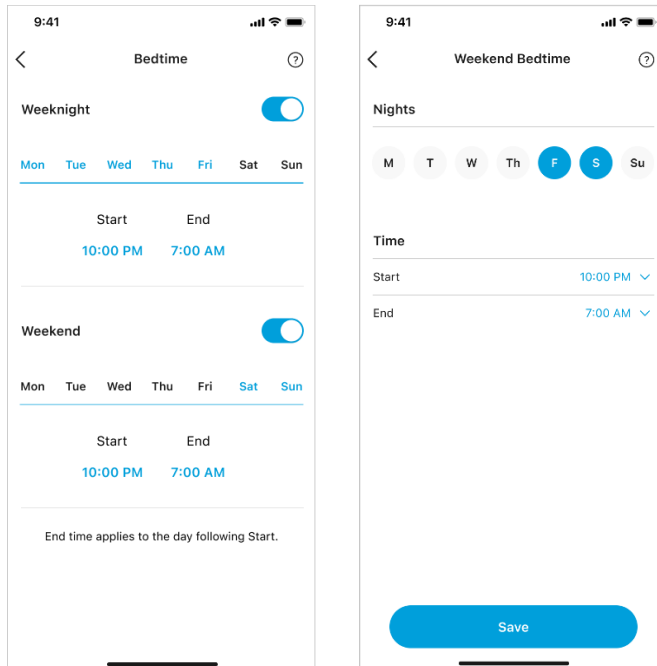
1. Tap the child's profile icon in the Family Hub.
2. Tap **Bedtime** on the child's profile details.
3. If a Bedtime has not been previously set, tap the **Set bedtime** button on the *Set a Bedtime* screen.



4. On the *Weeknight Bedtime* screen, specify the **Nights** and the **Time (Start and End)** during which the Bedtime will occur.



5. Tap **Save**.
6. You can then set up a Weekend Bedtime by toggling on **Weekend Bedtime**, which displays the *Weekend Bedtime* screen.
7. Specify the **Nights** and the **Time (Start and End)** during which the weekend Bedtime will occur.



8. Tap **Save**.

To disable an existing Bedtime:

1. Navigate to the *Bedtime* screen.
2. Turn the toggle off for the desired **Weeknight** and/or **Weekend** Bedtime.
3. Tap **Save**.

To modify an existing Bedtime:

1. Tap the Bedtime you want to edit on the *Bedtime* screen.
2. Modify your settings on the *Weeknight Bedtime* or *Weekend Bedtime* screen.
3. Tap **Save**.

Time Limits

Time Limits allow you to set limits on the amount of time your child spends each day using the Internet. You can specify a total amount of time that they can use all apps, websites, and categories and/or specify the amount of time your child can spend using a particular website, app, or category. If you specify a limit for both the total time and the individual website, app, or category, then the time spent on an individual app, website, or category cannot exceed the total amount of time allowed.

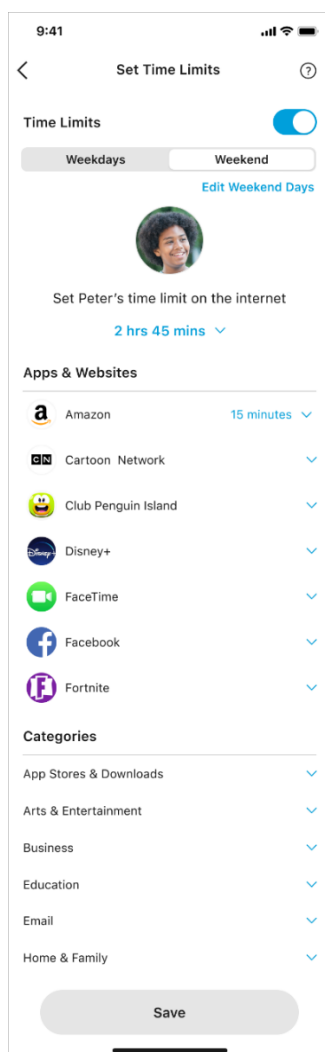
Note: Time Limits can only be applied to apps, websites, and categories that are set to **Allow** in the Filter section. Individual Time Limits cannot be set for unfiltered apps and websites, but their usage counts towards the total Internet time limit. Apps, websites, and categories set to **Always Allow** cannot be limited by time, and their usage does not count toward the Internet time limit.

When a Time Limit is set, the child can view their time limits on their child dashboard within the Secure Family Companion app. Their dashboard displays the time limits set for total Internet use as well as the three individual apps, websites, or categories with the least time available. Once the child has reached their time limits, they will receive a message/screen alerting them that they have reached their limit.

Note: You must [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device to set Time Limits.

To set up a Time Limit for your child:

1. Tap the child's profile icon in the Family Hub.
2. Tap **Time Limits** in the child's profile details.
3. Tap **Set time limits** (this screen appears only if no time limits have been set up previously).
4. If Time Limits have not already been set up, toggle On the **Time Limits** option at the top of the *Set Time Limits* screen.



5. Tap **Weekdays** on the *Set Time Limits* screen to specify a total Time Limit for the weekdays. You can specify the time limit by tapping the currently defined time limit text. The default is **No Time Limit**. Once tapped, a scrollable select list displays allowing you to select the desired Time Limit.
6. To specify Time Limits for a particular app or website for weekdays, select the drop-down arrow for the app/website beneath the *Apps & Websites* section and select a time limit from the scroll list.
7. To specify Time Limits for a particular category for weekdays, tap the drop-down arrow for the desired category under *Categories* and select a time limit from the scroll list.
8. Tap **Weekend** to specify the total Time Limit for the weekend days. You can tap **Edit Weekend days** to modify the default weekend days (default weekend days are Saturday and Sunday). Specify weekend time limits and weekend time limits for apps/websites and categories works the same way as for Weekdays.
9. Tap **Save**.

Off Time

Off Time allows you to block Internet access for allowed apps, websites, and categories on your child's device(s) for scheduled time periods during the day. Apps and websites set as **Always Allow** are not blocked during an Off Time. An Off Time can only be set during the day and cannot be set for overnight. (Use the Bedtime feature to block Internet access overnight.)

Note: You must [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device to create Off Times.

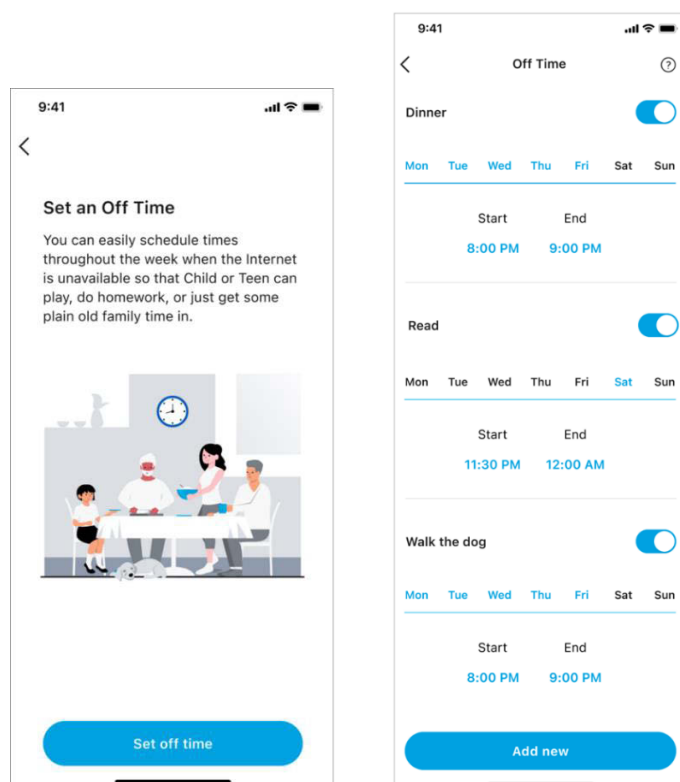
Set/Modify/Delete Off Times

When an Off Time is set, the child will see a countdown to when the next Off Time will occur. During an Off Time, the child will see an Off Time notification when they try to access an allowed and unfiltered app, website, or category.

To set an Off Time for your child:

1. Tap the child's profile icon in the Family Hub.
2. Tap **Off Time** in the child's profile details.
3. If an Off Time has not been previously created, tap the **Set off time** button on the *Set an Off Time* screen.

If an Off Time has been previously created, tap the **Add New** button on the *Off Time* screen.



- On the *Create Off Time* screen, specify the **Name** of the Off Time, and the **Days** and the **Time (Start and End)** during which the Off Time will occur.

- Tap **Save**.

To disable an existing Off Time:

- Navigate to the *Off Time* screen.
- Turn the toggle off for the desired Off Time.

To edit an existing Off Time:

- Navigate to the *Off Time* screen.
- Tap the Off Time that you want to edit.
- Modify your settings on the *Edit Off Time* screen.
- Tap **Save**.

To delete an existing Off Time:

- Navigate to the *Off Time* screen.
- Tap the Off Time that you want to delete.
- Tap **Delete**.
- Tap **YES** on the *Are You Sure?* dialog.

Note: You can set up multiple Off Time events during a day, but they cannot overlap. Off Times also cannot overlap with Bedtime hours.

Map / Location

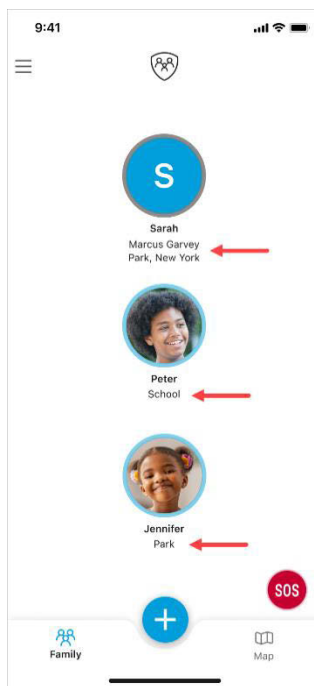
You can view a family member's current location in the Secure Family app from the Family Hub and from the map on the family member's profile details. See [History](#) for more information on viewing a family member's location history.

Note: You will need to [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device for better location accuracy and to use certain location features.

Locate a Family Member

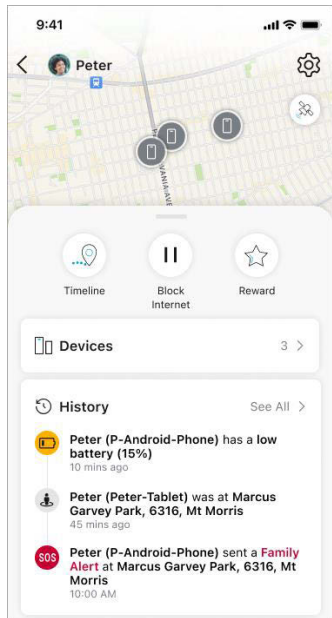
To view a family member's location from the Family Hub:

1. Navigate to the Family Hub.
2. The family member's current location is listed beneath their profile icon.



To view a family member's location via their profile details map:

1. Tap the family member's profile icon on the Family Hub.
2. The family member's profile details displays with a map showing their location as well as their location history.

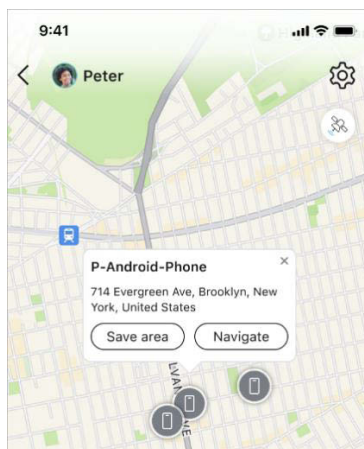


3. Tap the map for more detail.

Tip: You can “pinch” and “zoom” on the map using your fingers to view the real-time location of the family member.

Navigate to a Family Member's Location

1. Tap the family member’s profile icon on the Family Hub.
2. Tap the map in their profile details.
3. Tap the family member’s location icon on the map.



4. Tap the **Navigate** button.

A default map app opens with the location listed in the Search field.

Note: You may be prompted to select a navigation application if your device has multiple navigation applications installed.

Location Alerts / Notifications

You can set up alerts to notify you of your family member's location. You can have these alerts sent when your family member arrives at and leaves certain places, or you can be notified of your family member's location at set times during the day.

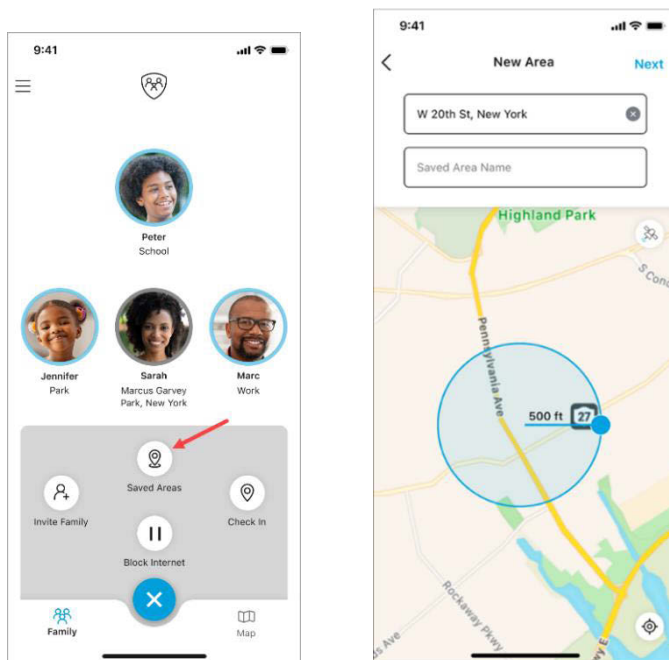
Note: You must [pair](#) the Secure Family app running on your device with the Secure Family Companion app running on your child's device for accurate location results.

Set Arrival and Departure Alerts

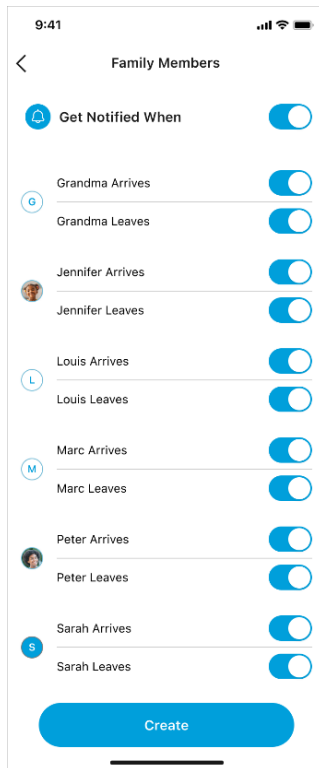
To support arrival and departure alerts, you first create Saved Areas that define the location that you want to monitor. You then choose which family members to monitor for that location. You can create a Saved Area from the quick-actions menu, from the Left Menu, and from a family member's individual map.

To create a Saved Area from the quick-actions menu:

1. Tap the blue plus button on the Family Hub or Family Map to open the quick-actions menu.
2. Tap **Saved Areas**.
3. Tap **Create saved area**.
4. Enter an address (or tap a location on the map), and specify a name for the Saved Area. If desired, you can manually fine-tune the Saved Area (blue circle) by enlarging or reducing its radius. The minimum radius is 492 feet.



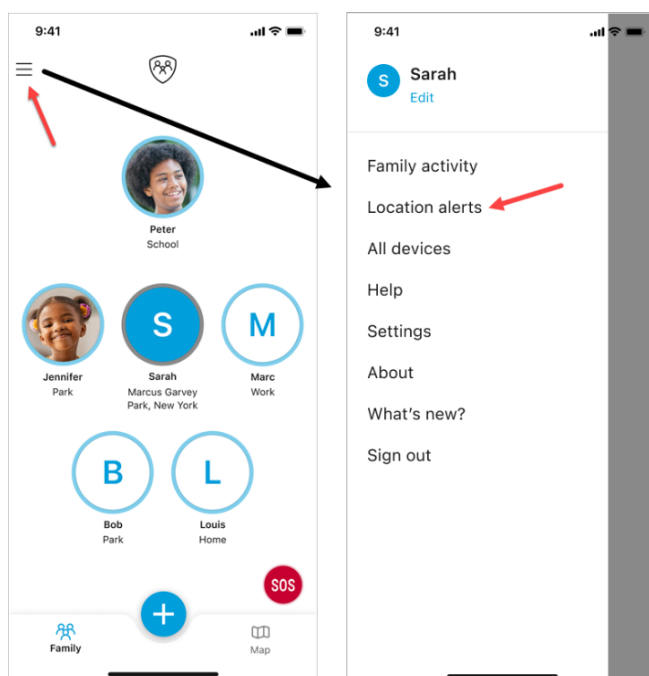
5. Tap **Next** to display the *Family Members* screen.



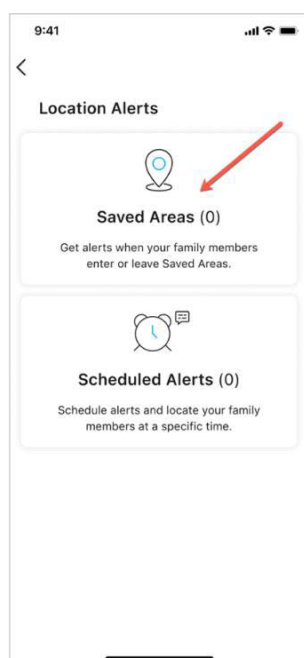
6. Toggle On the **Get Notified When** option. (This option is toggled On by default.)
7. Toggle On the family members and events (arriving or leaving) for which you want to receive a location alert for the Saved Area.
8. Tap **Create**.

To create a Saved Area from the Left Menu

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.

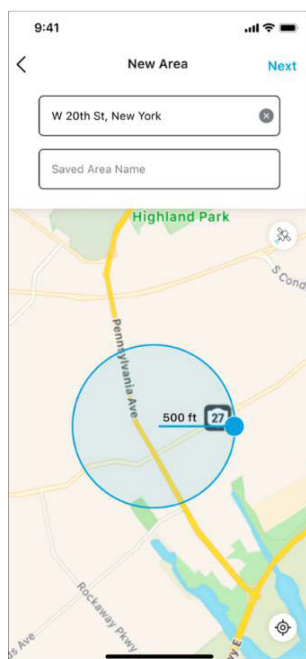


2. Tap **Saved Areas**.

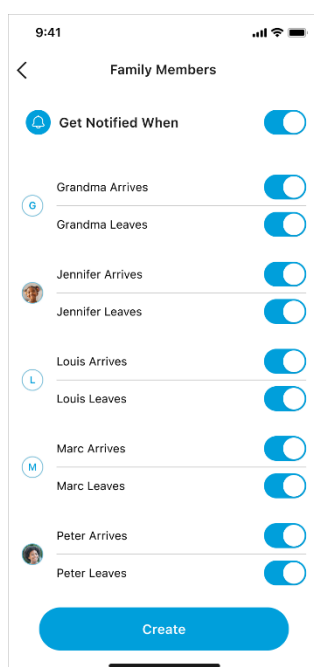


3. Tap **Create saved area**.

4. Enter an address (or tap a location on the map) and specify a name for the Saved Area. If desired, manually fine-tune the Saved Area (blue circle) by enlarging or reducing its radius. The minimum radius is 492 feet.



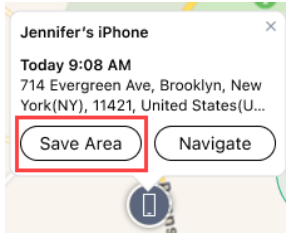
5. Tap **Next** to display the *Family Members* screen.



6. Toggle **On** the **Get Notified When** option. (This option is toggled **On** by default.)
7. Toggle On the family members and events (arriving or leaving) for which you want to receive a location alert for the Saved Area.
8. Tap **Create**.

To create a **Saved Area** from a family member's current location on a map

1. Tap the family member's icon in the Family Map. The family member's individual map displays with a callout listing their current location address.
2. Tap **Save Area** to create a new Saved Area at the family member's current location.



Note: If the family member is in an existing Saved Area, an **Edit Area** option is shown.

3. Specify a name for the Saved Area and if desired, manually fine-tune the Saved Area (blue circle) by enlarging or reducing its radius. The minimum radius is 492 feet.
4. Tap **Next** to display the *Family Members* screen.
5. Toggle **On** the **Get Notified When** option. (This option is toggled **On** by default.)
6. Toggle On the family members and events (arriving or leaving) for which you want to receive a location alert for the Saved Area.
7. Tap **Create**.

Edit a Saved Area

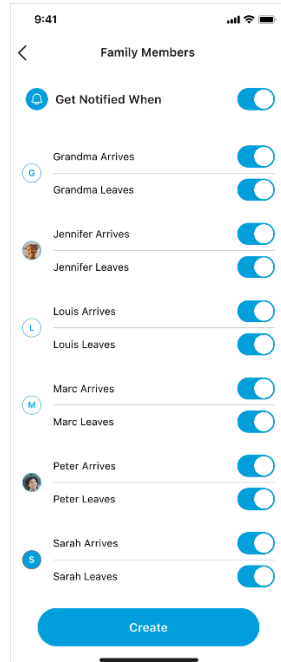
To edit an existing Saved Area:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Saved Areas**.
3. Tap the Edit (pencil) icon for the desired Saved Area on the *Saved Areas* screen.
4. On the *Edit Area* screen, make the desired changes:
 - a. Modify the address by tapping the field and using the keypad to type a new address. The Saved Area (blue circle) automatically adjusts to reflect the new address's location.
 - b. Modify the Saved Area name by tapping the field and using the keypad to type a new name.
 - c. Modify the Saved Area (blue circle) by manually enlarging or reducing its radius. The minimum radius is 492 feet.
5. Tap **Save**.

Edit Notifications for a Saved Area

To edit the list of family members who are notified for a Saved Area:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Saved Areas**.
3. Tap the Notification (bell) icon for the desired Saved Area on the *Saved Areas* screen.
4. On the *Family Members* screen, make the desired changes:
 - a. To stop notifications for all family members, toggle **Off** the **Get Notified When** option. (See [Delete a Saved Area](#) if you no longer want the Saved Area.)
 - b. To stop or start notifications for a specific family member, toggle **Off/On** the option for the desired event (Arrives/Leaves).



5. Tap the back arrow at the top of the screen when finished.

Delete a Saved Area

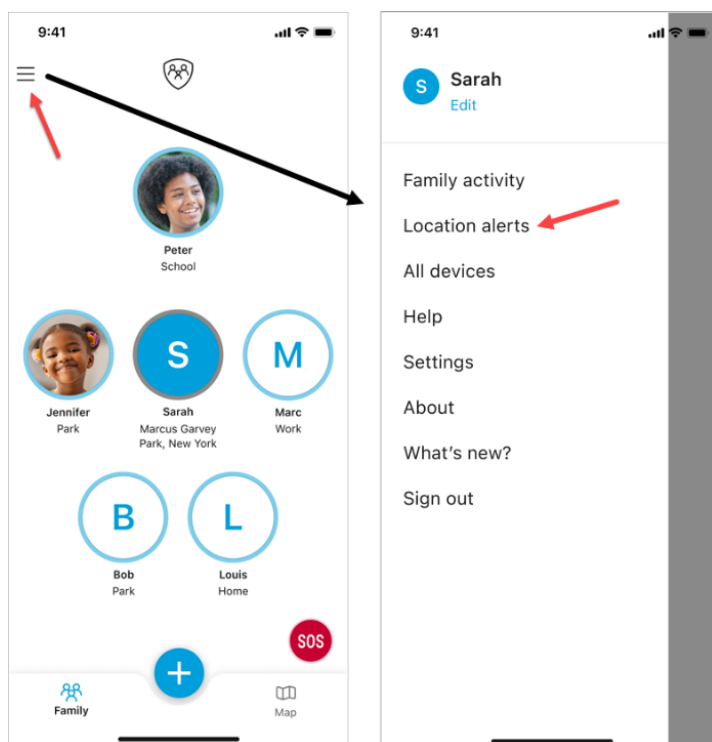
To delete an existing Saved Area:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Saved Areas**.
3. Tap the Saved Area you want to delete on the *Saved Areas* screen.
4. Tap **Delete** at the top of the *Edit Area* screen.
5. Tap **Yes** when prompted to confirm the deletion.

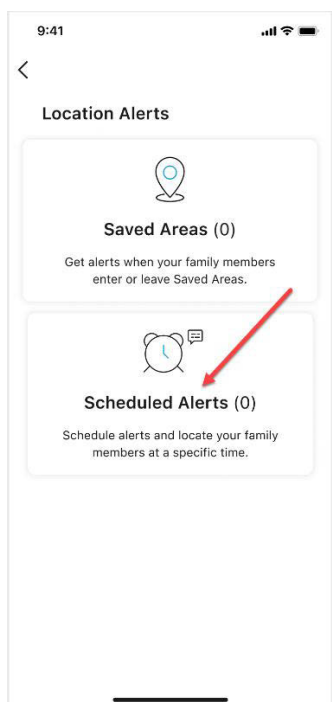
Set Scheduled Alerts

To create a Scheduled Alert:

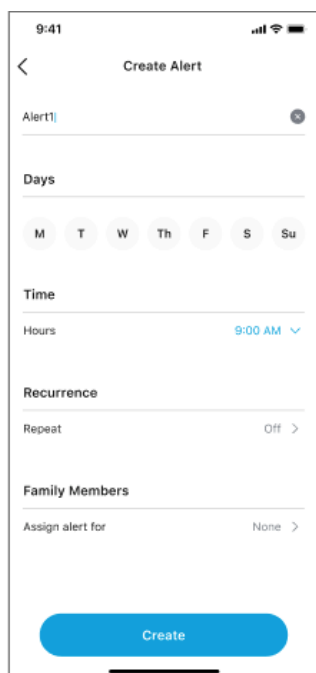
1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.



2. Tap **Scheduled Alerts**.



3. Tap **Create scheduled alert**.
4. Specify a name for the alert, select the days and time you want to receive the alert, select whether you want the alert to repeat, and select the family member(s) for whom the alert applies. (To apply the alert to all family members, tap **Select All**.)



5. Tap **Create**.

Repeat these steps to set up additional alerts you want to receive.

Disable a Scheduled Alert

To disable an existing Scheduled Alert:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Scheduled Alerts**.
3. Toggle **Off** the alert listed on the *Scheduled Alerts* screen that you want to disable.

Edit a Scheduled Alert

To edit an existing Scheduled Alert:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Scheduled Alerts**.
3. Tap an alert listed on the **Scheduled Alerts** screen (the alert must be enabled).
4. Modify the desired details for the alert, and then tap **Save**.

Delete a Scheduled Alert

To delete an existing Scheduled Alert:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Location alerts**.
2. Tap **Scheduled Alerts**.
3. Swipe left on the alert listed on the *Scheduled Alerts* screen that you want to delete, and then tap **Delete** (iOS) or the trash icon (Android).
4. Tap **Yes** when prompted to confirm the deletion.

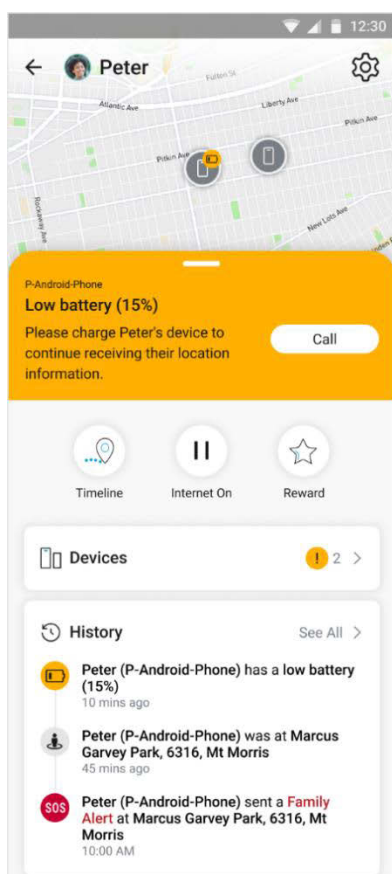
Battery Alerts

A low battery icon on a child's profile avatar or device icon indicates that one of their devices has 15% or less battery charge.



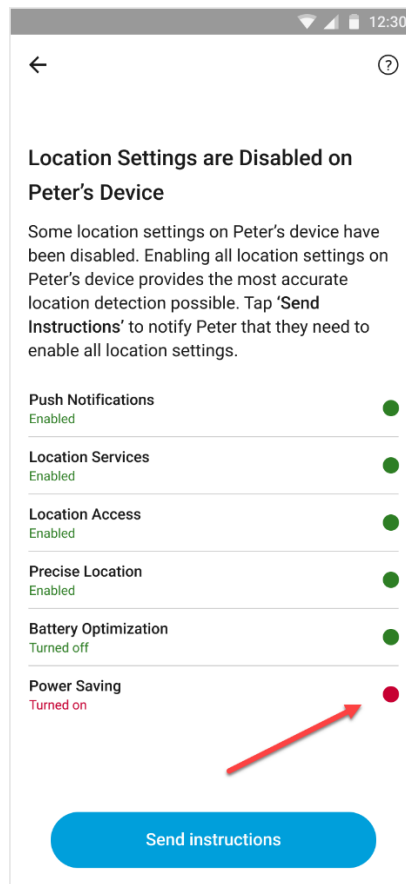
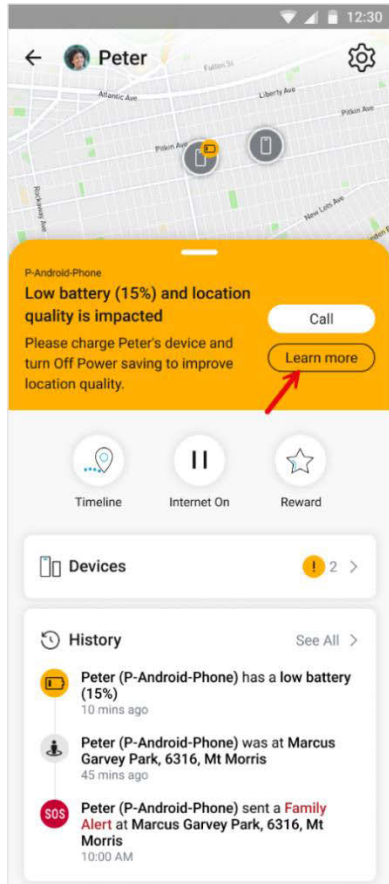
A notification banner appears in the child's profile details that identifies which device triggered the low battery alert. Tap the **Call** button in the banner if you want to call the child to let them know their device needs to be charged.

Note: Battery level is monitored only for child devices, and only family members with Adult profiles receive low battery notifications.



If the child also has *Power Saving* enabled on their device (Android only), the banner recommends turning off this setting to improve location quality.

Tap **Learn more** to display the status of the device's location settings. A red status icon identifies settings that need to be changed to improve location quality. Tap **Send instructions** to provide the child with details on how to change the settings on their device.

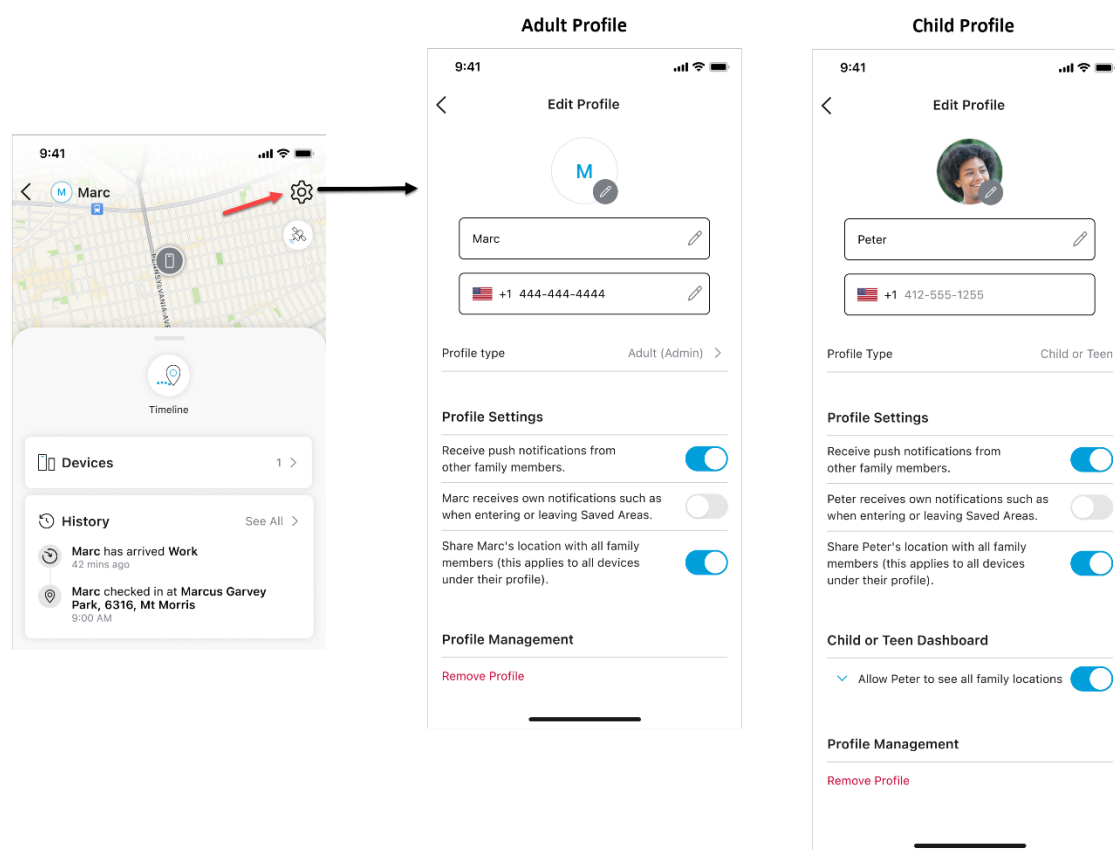


Edit Profile Settings

Tapping the Settings icon in the upper right-hand corner of any family member's profile details opens the *Edit Profile* screen. (Adult users can also open the [Left Menu](#) and tap **Edit** under their profile name.) There you can change adult profile roles, set notification preferences, remove profiles, and allow children to view the location of other family members on the map (if the family member is sharing their location).

Secure Family supports three profile types including Adult Admin, Adult Viewer, and Child/Teen. The maximum number of family member profiles is ten (10).

Note: Adult Viewers can monitor child devices but cannot make changes to the parental controls.



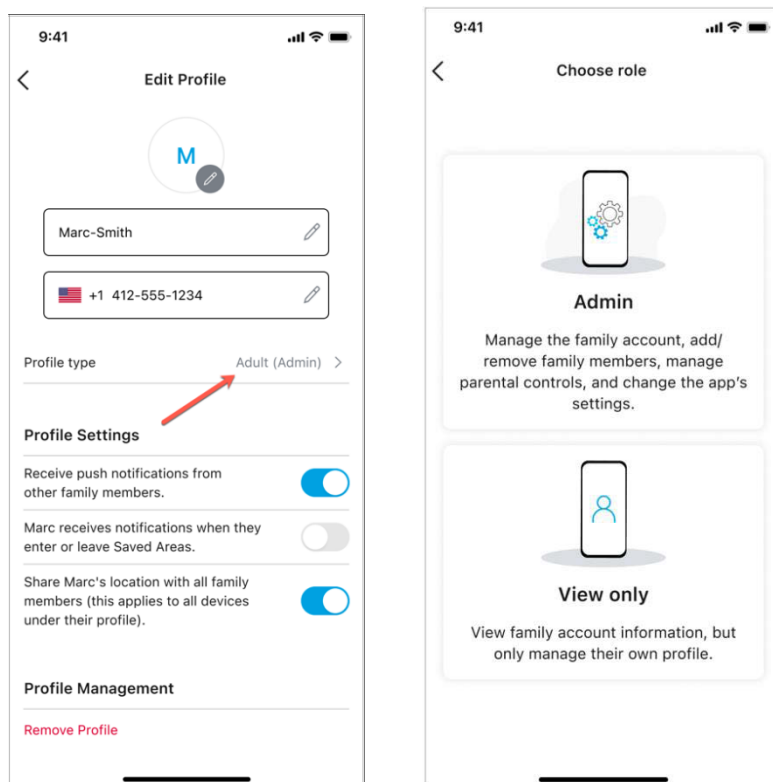
Change Adult Profile Role

When you invite an adult family member to join AT&T Secure Family you assign them an Adult Admin or Adult Viewer profile role, but you can modify that role via the *Edit Profile* screen.

Note: Only Adult Admins can change a profile's role.

To change an adult profile's role:

1. Tap the adult's profile icon in the Family Hub.
2. Tap the Settings icon in the upper right-hand corner of their profile details.
3. Tap the currently defined **Profile type**.
4. Select the desired role (**Admin** or **View only**).



5. Tap **Yes** on the *Are you sure?* dialog to change the role.

Note: If you want to change a family member's role from Adult to Child or Child to Adult, you must first remove their profile and create a new profile with the desired role. See [Remove Profiles](#) and [Invite Family](#) for details.

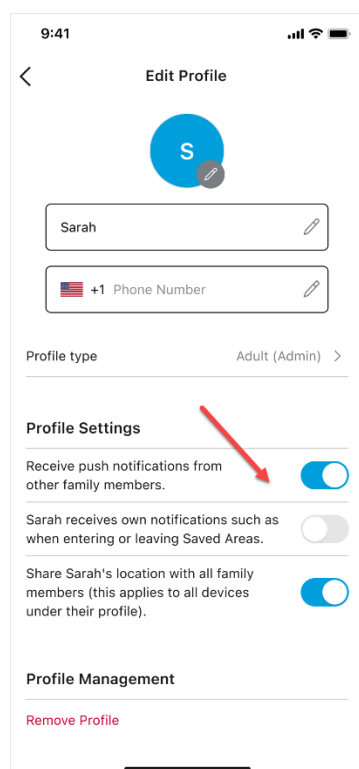
Set Notification Preferences

Adult Admins can change notification settings for their own profile and for Child profiles. Adult Viewers can only change notification settings for their own profile.

To change notification settings:

1. Tap the family member's profile icon in the Family Hub.
2. Tap the Settings icon in the top-right corner of their profile details.
3. Adjust the notification settings (under Profile Settings) as desired.

Note: *Receive push notifications from other family members* is enabled (turned **On**) by default. The setting for *receiving own notifications such as when entering or leaving Saved Areas* is disabled (turned **Off**) by default.

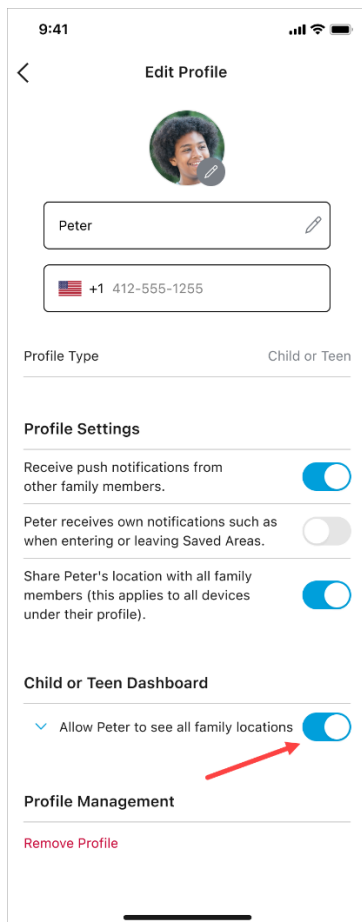


4. Tap the back arrow at the top of the screen when finished.

Allow Children to View Family Member Locations

To allow a child to view the location of other family members (that are sharing their location) on the map:

1. Tap the child's profile icon in the Family Hub.
2. Tap the Settings icon in the upper right-hand corner of their profile details.
3. Toggle **On** the **Allow [Name] to see all family locations** option. (This option is toggled **On** by default.)

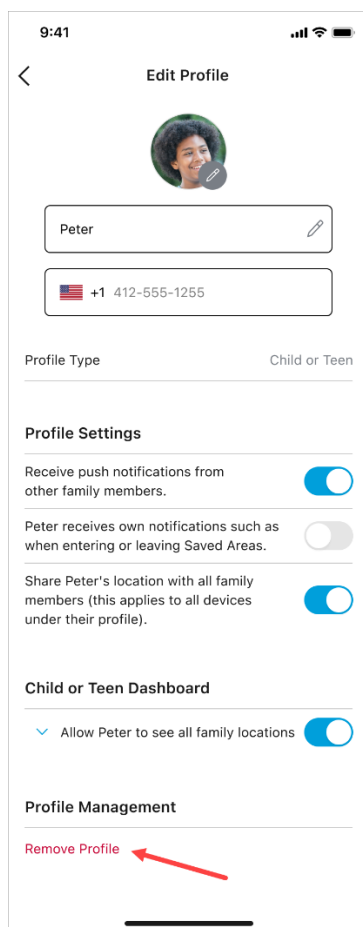


4. Tap the back arrow at the top of the screen when finished.

Remove Profiles

Follow these steps if you want to remove a family member's profile:

1. Tap the family member's profile icon in the Family Hub.
2. Tap the Settings icon in the upper right-hand corner of their profile details.
3. Scroll down and tap **Remove Profile**.



4. Tap **Remove** on the *Remove Profile* dialog.

Cancel your AT&T Secure Family Account

If you are an AT&T Wireless Postpaid (AT&T billed) customer, you can cancel your Secure Family account through the myAT&T app (recommended), the myAT&T website, or the AT&T Secure Family app. If you are an AT&T Wireless Prepaid customer, you can only cancel through the AT&T Secure Family app. Instructions for each cancellation method are provided below.

Note: If you purchased a Secure Family subscription directly through the Apple App Store or Google Play Store, follow [these steps](#) to cancel your subscription.

Method 1: Cancel through the myAT&T app for Android or iOS (recommended):

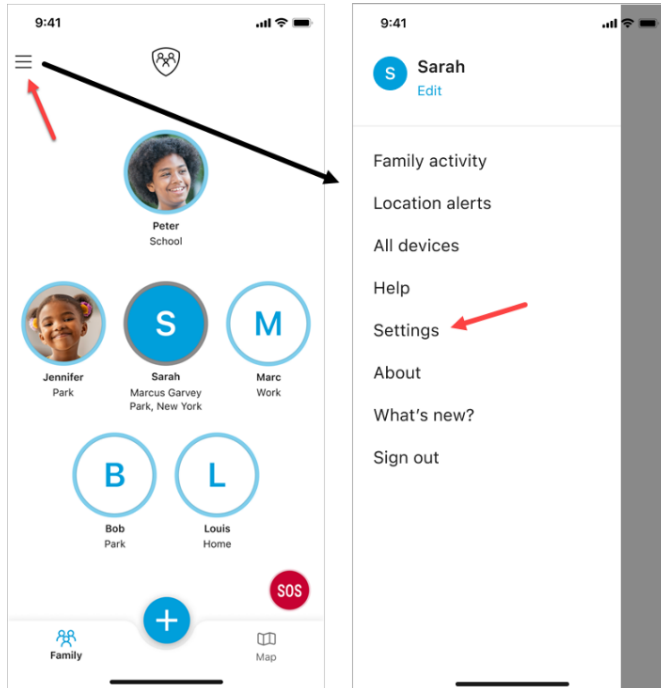
1. Log into the **myAT&T** app using your AT&T access ID and password, Face ID, or Touch ID.
2. Scroll down to **My Wireless Devices**.
3. Select primary parent device.
4. Select **Manage plan & add-ons** for the primary device on the account.
5. Select **View all options & settings**.
6. Select Primary Parent device and tap **Continue**.
7. Tap **Device info**.
8. Scroll down to **My add Ons**.
9. Select **AT&T Secure Family**.
10. Select **Remove add-on from this device**.
11. Follow the prompts to complete the AT&T Secure Family cancellation request.

Method 2: Cancel through the myAT&T website:

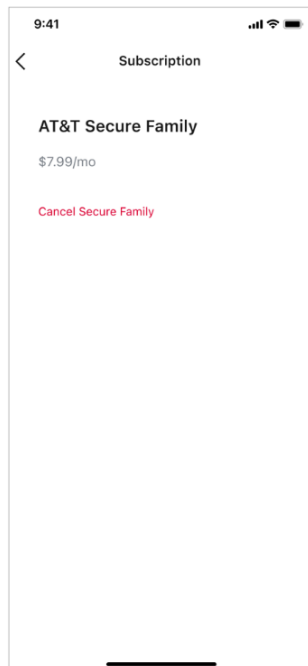
1. Go to: <https://att.com/myatt>.
2. Sign in using your AT&T access ID and password.
3. Scroll down to **My devices**.
4. Select primary parent device.
5. Select **Manage add-ons** for the primary device on the account.
6. Under **Family essentials**, select **Parental controls**.
7. Select **AT&T Secure Family**.
8. Select **Remove add-on from this device**.
9. Follow the prompts to complete the AT&T Secure Family cancellation request.

Method 3: Cancel directly through the AT&T Secure Family app:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Settings**.



2. Tap **Subscription**.
3. Tap **Cancel Secure Family**.



4. Tap **Cancel Account** on the *Cancel Secure Family* screen.

Cancel through Apple App Store or Google Play Store

If you purchased AT&T Secure Family directly through the Apple App Store or through the Google Play store, you can cancel your subscription through your App Store or Google Play Store account settings.

Important! Uninstalling the app does not cancel your subscription.

Cancel subscription via Google Play Store

If you purchased AT&T Secure Family directly through the Google Play Store, follow these steps to cancel your subscription:

1. Go to Google Play Store.
2. At the top right, tap the profile icon.
3. Tap **Payments & subscriptions > Subscriptions**.
4. Select the subscription you want to cancel.
5. Tap **Cancel subscription**.
6. Follow the on-screen instructions.

Cancel subscription via App Store

If you purchased AT&T Secure Family directly through the Apple App Store, follow these steps to cancel your subscription:

1. Open the Settings app on your iPhone.
2. Tap your name.
3. Tap **Subscriptions**.
4. Select the subscription you want to cancel.
5. Tap **Cancel subscription**.
6. You might need to scroll down to find the Cancel Subscription button. If there is no Cancel button or you see an expiration message in red text, the subscription is already canceled.

Note: You can also go to <https://getsupport.apple.com/solutions> and follow the on-screen prompts to cancel your subscription.

Set Up Account Security for AT&T Secure Family

AT&T Secure Family provides security features for preventing unauthorized changes to the AT&T Secure Family account and family members' profile settings. Account security features are Operating System (OS) dependent as indicated in their description.

Lock PIN (Android, iOS)

This feature lets family members with adult profiles set a four-digit lock PIN to restrict access to the AT&T Secure Family app. Users with adult profiles should consider setting a lock PIN if their device is accessible to children (who may attempt to view or change the Parental Controls or Location settings applied to their profiles). **Once set, this PIN will need to be entered every time the user opens the app after it was closed or accesses the app after it was in the background for more than five minutes.**

Note: If a user forgets their lock PIN, the AT&T Secure Family app will need to be uninstalled and then reinstalled.

Note: Lock PIN enforcement can be easily toggled On and Off in the AT&T Secure Family app's Security settings screen.

Face ID or Touch ID (iOS)

This feature lets family members with adult profiles set Face ID or Touch ID to restrict access to the AT&T Secure Family app.

Note: Only one of these options is available, depending on whether Face ID or Touch ID is enabled in the family member's device settings.

Once Face ID or Touch ID is enabled in the app, any Face or Touch ID profile set in the device will be able to access the AT&T Secure Family app. **Face ID or Touch ID authentication will need to be given every time the user opens the app after it was closed or accesses the app after it was in the background for more than five minutes.**

When accessing the app for the first time after enabling Face ID, the app will ask for permission to use Face ID authentication. Users should select the **Allow** option.

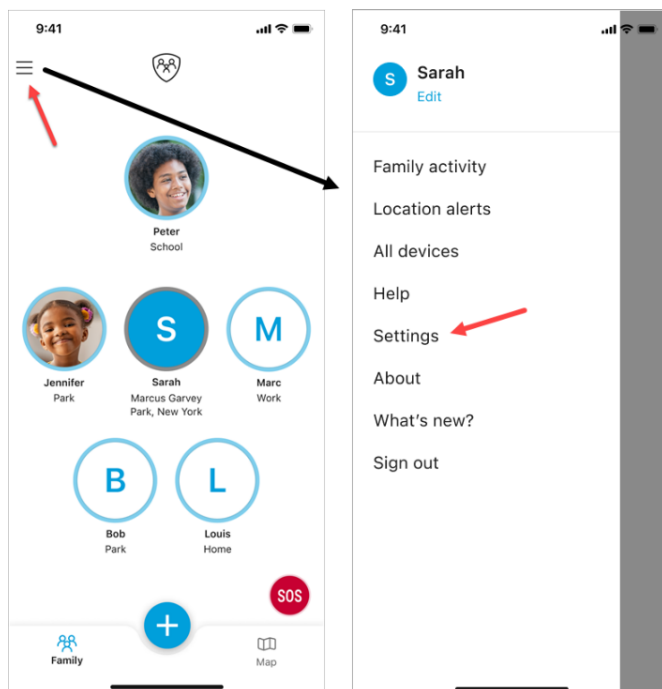
Face ID or Touch ID enforcement can be easily toggled On and Off in the app's Security settings screen.

Note: The Face ID or Touch ID option is active in the Security settings only after a lock PIN has been enabled. If the lock PIN is disabled, Face ID or Touch ID is disabled automatically.

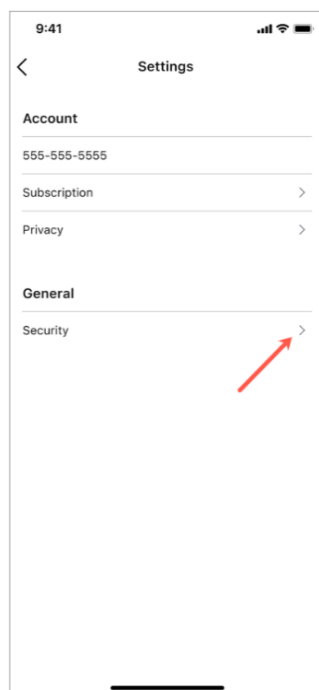
Note: If the Face ID permission is declined or Face ID or Touch ID authentication fails, the app will prompt the user to enter the lock PIN.

To set up a Lock PIN and Face ID/Touch ID:

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu, and then tap **Settings**.

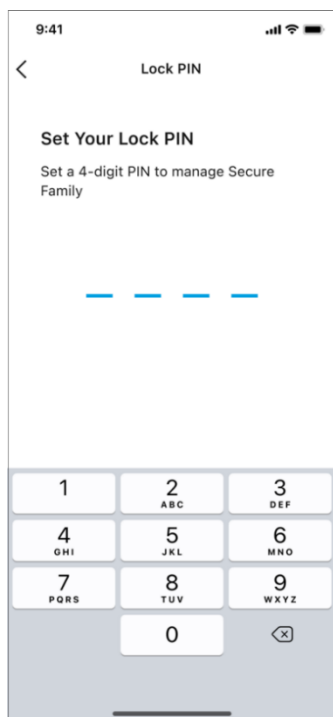


2. Tap **Security**.

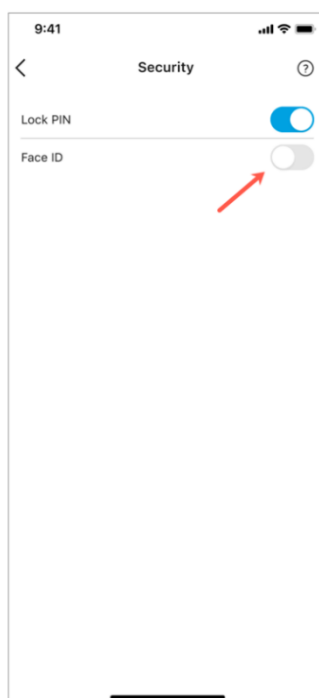
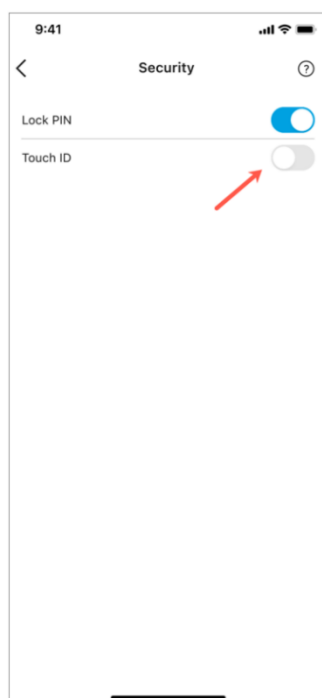


3. Toggle **On** the **Lock PIN** option.

4. Enter the 4-digit Lock PIN you want to use in the *Set Your Lock PIN* screen.

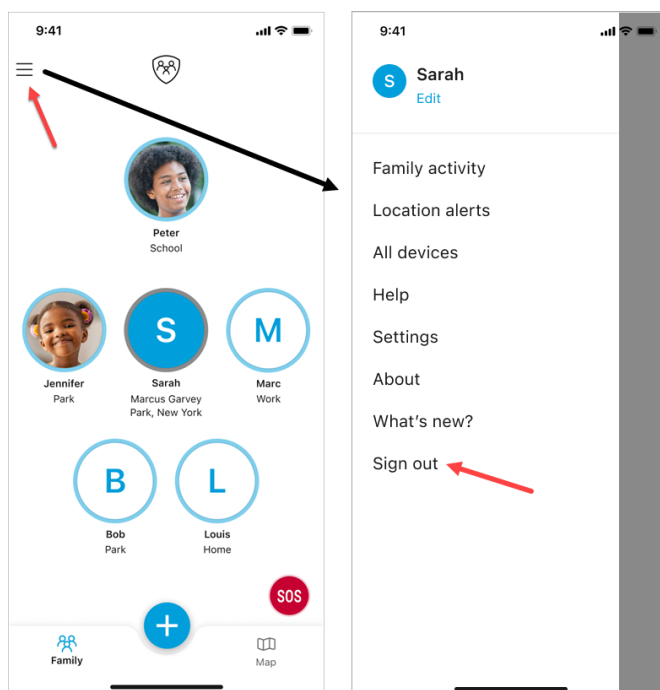


5. Re-enter the Lock PIN in the *Verify Your Lock PIN* screen.
6. Optionally, toggle **On** the **Touch ID** or **Face ID** option.



Sign Out of the AT&T Secure Family App

1. Tap the menu icon in the upper-left corner of the Family Hub to display the Left Menu.
2. Tap **Sign out**.



3. When prompted with *Are you sure?*, tap **Yes**.

Note: Users with Adult Admin permissions who sign out of the app can sign back in from the Welcome screen. Users with Adult Viewer permissions who sign out of the app will need to rejoin the family using an invite code sent by an Adult Admin.

Appendix I: Location Troubleshooting Guide

Use this guide if a Secure Family or Secure Family Companion device has stopped updating their location or is providing an inaccurate location. This guide focuses on things to check including iOS and Android device settings.

With the release of the latest updates of iOS and Android operating systems, new location settings must be enabled in the OS for accurate location. The OS settings are related to updated privacy policies by Apple and Google. Incorrect settings within the iOS or Android OS on either the parent device or child/family member device will result in an inaccurate location.

Location on Child Device

Follow these steps when a situation like this one occurs:

“My child's device with the Secure Family Companion app has stopped updating their location. How do I fix this?”

1. Check the basics

- Did your child close the Secure Family Companion as an active app on their device?
Ask your child to open Secure Family Companion.
- Did your child turn off their device, or is their battery running out/below 15% charged?
*Ask your child to turn **On** or charge their device.*
- Did your child turn Off Location permissions in their device OS settings?
*Ask your child to enable (turn **On**) Location permissions so you can locate their device.*
- Did your child turn Off Wi-Fi in their device OS settings?
*Ask your child to enable (turn **On**) Wi-Fi to help improve location accuracy.*
- Did your child put their device in Airplane mode?
*Ask your child to turn Airplane mode **Off**.*
- Is your child in an area where there is no, or very poor, network connection (two bars of signal strength or less)? If so, Secure Family may not be able to find their location.
- Is there more than one VPN on the child's device? For example, a VPN for watching videos or for accessing the school Wi-Fi 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 the VPN on child's Android device, go to: **Settings > Connection > More Connection Settings**, and then tap **VPN**. Secure Family Companion should be displayed.
- To check the VPN on child's iOS device, go to: **Settings > General > VPN & Device Management > VPN**. Secure Family Companion should be displayed with a status of *Connected*.

2. Check the child's device settings

Several device OS settings directly affect location accuracy. Compare the settings below to your child's device settings and make changes as needed. Use the links to access instructions for locating the settings on the device.

iOS Devices

- [Cellular Data](#) needs to be enabled, and toggled **On** for the Secure Family Companion app so the app can function properly.
- [Wi-Fi](#) needs to be enabled (toggled **On**) to help improve location accuracy.
- [Location Services](#) needs to be enabled and set to **Always** for the Secure Family Companion app. Using any other option will not allow the app to work correctly or maintain location accurately.
- [Low Power Mode](#) need to be **Off**. This setting reduces or turns off background app refresh, which will prevent Secure Family Companion from running. **Tip:** If the battery icon at the top of your child's device screen is yellow, this setting is currently On.
- [Background App Refresh](#) needs to be enabled and set to **Wi-Fi & Cellular Data**. This setting also needs to be [enabled](#) for the Secure Family Companion app.

Android Devices

- [Mobile Data](#) needs to be enabled, and toggled **On** for the Secure Family Companion app so the app can function properly.
- [Wi-Fi](#) needs to be enabled (toggled **On**) to help improve location accuracy.
- [Location](#) and [Improve Location Accuracy](#) need to be enabled (toggled **On**). Improve Location Accuracy uses GPS, Wi-Fi, mobile networks and sensors to get the most accurate location readings.
- [Battery Optimization](#) should be disabled (**Off**). This is to allow the Secure Family Companion app to run in the background and update regularly.

3. Some third-party apps 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 you have one of these apps or a family member has one, go into the app and give Secure Family or Secure Family Companion permission to run.

Some anti-virus apps and parental control apps prevent Secure Family from updating. If you have one of these apps or a family member has one, go into the app and give permission for Secure Family or Secure Family Companion to run.

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

4. Update Secure Family to the most current app version

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

Important! With the 11.x.x release of Secure Family, all child family members **MUST** have the Secure Family Companion app installed on their device for any of the product features (including location monitoring) to work.

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

Improving Location Accuracy

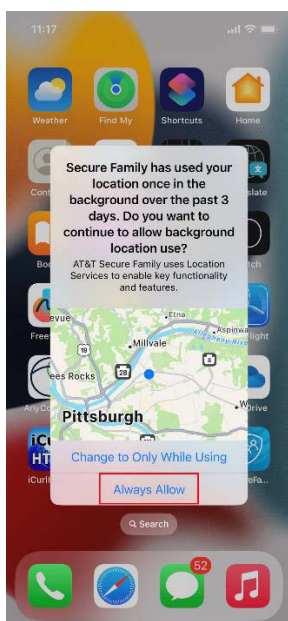
Follow these guidelines and tips to improve location accuracy for family members' devices.

- Enabling Wi-Fi on your device dramatically improves location accuracy, even if your device is not actively connected to a Wi-Fi network. Your device uses the Wi-Fi sensor to detect nearby Wi-Fi base stations to help narrow your exact location. With Wi-Fi turned **On**, your device can be quickly located within the boundary of a building. However, with Wi-Fi turned **Off**, your location accuracy can be off by more than a mile as your device needs to rely on less precise location inputs.
- Accuracy depends on many factors, including your area. At times, a highly accurate location won't be available due to very poor signal strength or no signal at all.
- Having the app open on your device improves location accuracy. When Secure Family or Secure Family Companion runs in the background, location accuracy may not be as high.
- Connecting to a vehicle's Wi-Fi hotspot will prevent Secure Family from collecting an accurate location since your signal provider location moves with your device.

Apple Location Notifications

With iOS 12 and above, 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 or in background mode, the response must be **Always Allow**.



Apple iOS and Android Settings for Best Location Accuracy

Several device OS and app-specific settings directly affect location accuracy. Compare the checklists below to your device's settings and make changes as needed. Use the links to access instructions for locating the settings on your device.

Note: After changing any settings, close and then reopen the Secure Family or Secure Family Companion app.

- Each family member's device should use these OS settings:

Android and iOS Devices

- ✓ [Location](#) / [Location Services](#) is enabled
- ✓ [Mobile Data](#) / [Cellular](#) is enabled
- ✓ [Wi-Fi](#) (Android) / [Wi-Fi](#) (iOS) is enabled

Android Devices

- ✓ [Improve Location Accuracy](#) is enabled
- ✓ [Power Saving Mode/Battery Saver/Power Saving](#) is disabled

iOS Devices

- ✓ [Background App Refresh](#) is enabled and set to **Wi-Fi & Cellular**
- ✓ [Low Power Mode](#) is disabled

- Each family member's device should use these OS settings for Secure Family/Secure Family Companion app options:

Android and iOS Devices

- ✓ [Location](#) / [Location Services](#) is set to **Allow all the time / Always**
- ✓ [Allow notifications](#) (Android) [Allow Notifications](#) (iOS) is enabled

Android Devices

- ✓ Mobile Data setting has these options enabled: [Allow background data usage](#) and [Allow app while Data saver on](#)
- ✓ Location Permission setting has [Use precise location](#) enabled (only on some device models).
- ✓ [Optimized battery usage](#) setting shows Secure Family and Secure Family Companion apps as **not** optimized

iOS Devices

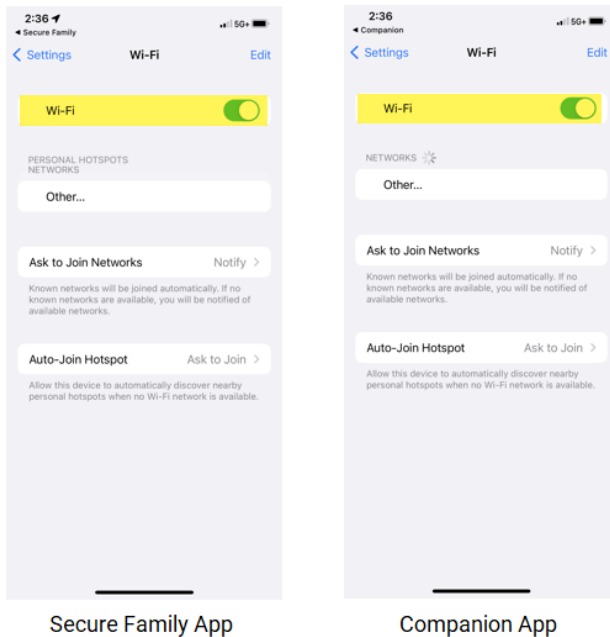
- ✓ [Cellular](#) is enabled
- ✓ [Precise Location](#) is enabled
- ✓ [Background App Refresh](#) is enabled

Where to Find iOS Settings

Note: The actual setting location may vary by iOS version. If you cannot find a setting, use the Search bar in the Settings home screen to locate it.

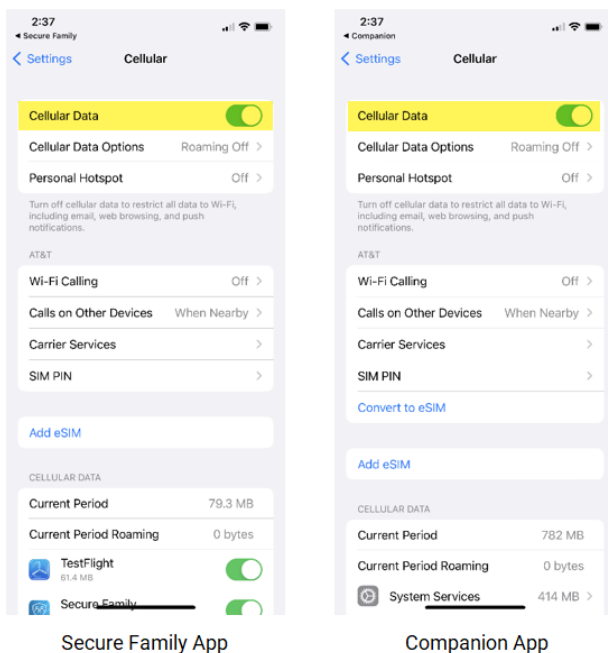
Wi-Fi Setting

1. Go to **Settings > Wi-Fi**.
2. Tap the toggle button to enable Wi-Fi.



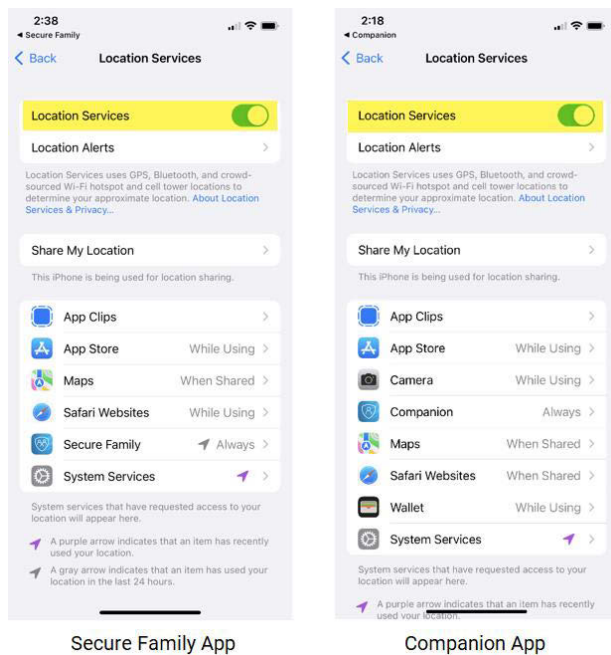
Cellular Data Setting

1. Go to **Settings > Cellular**.
2. Tap the toggle button to enable Cellular Data.
3. Scroll down and locate the **Secure Family** or **Companion** app.
4. Tap its toggle button to enable Cellular Data.

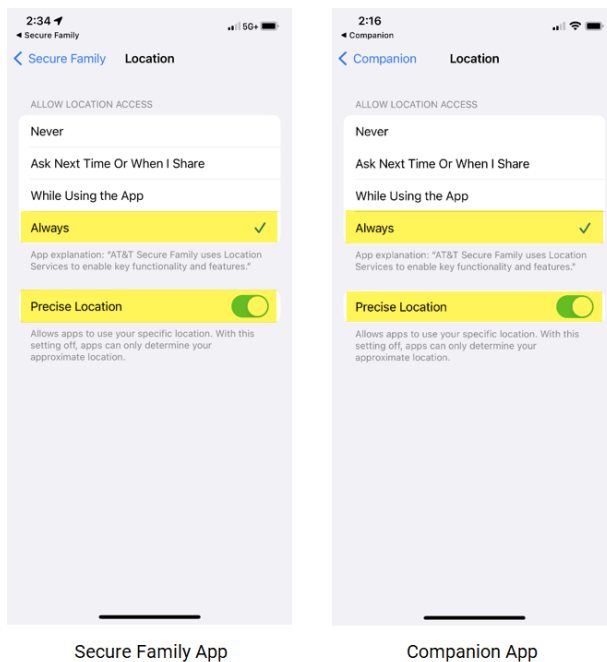


Location Services and Precise Location Settings

1. Go to **Settings > Privacy > Location Services** and tap the toggle button to enable Location Services.

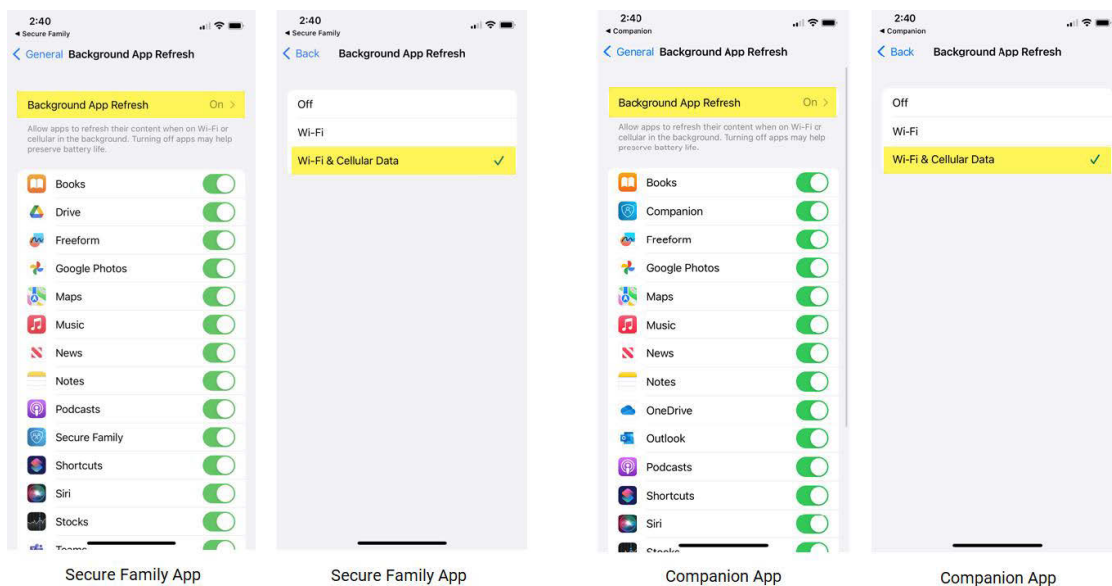


2. Scroll down and tap **Secure Family** or **Companion**. Tap **Always**, and then tap the toggle button to enable **Precise Location**.



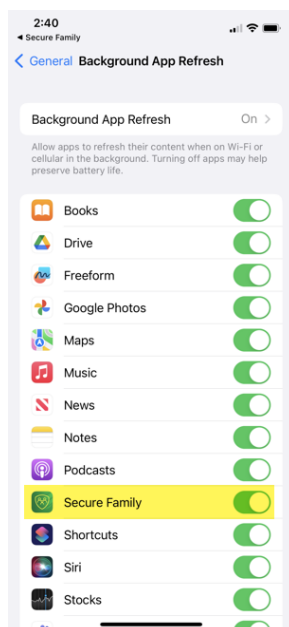
Background App Refresh Setting

1. Go to **Settings > General > Background App Refresh**.
2. Tap **Background App Refresh** and then tap **Wi-Fi & Cellular Data**.

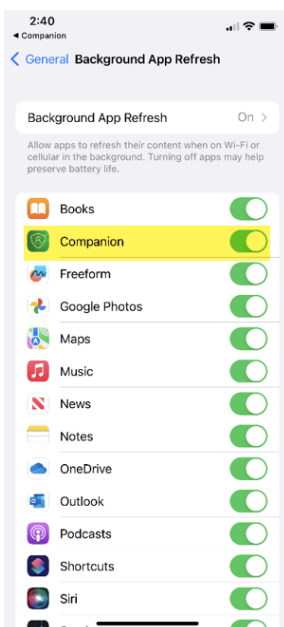


3. Tap the back arrow at the top of the screen.

4. Scroll the list of apps and locate **Secure Family** or **Companion**, and then tap its toggle button to enable Background App Refresh.



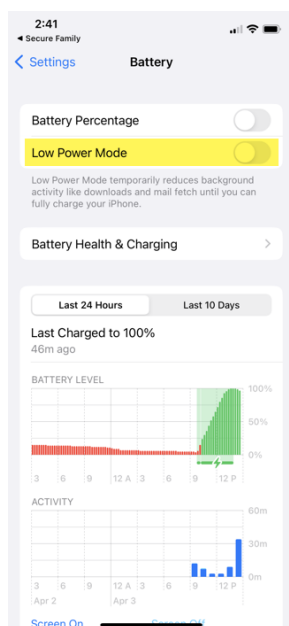
Secure Family App



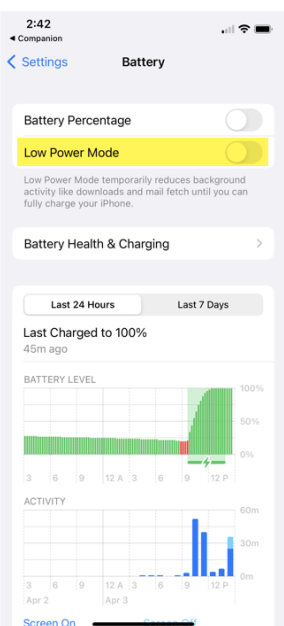
Companion App

Low Power Mode Setting

1. Go to **Settings > Battery**.
2. If **Low Power Mode** is enabled (turned **On**), tap the toggle button to disable it (turn **Off**).



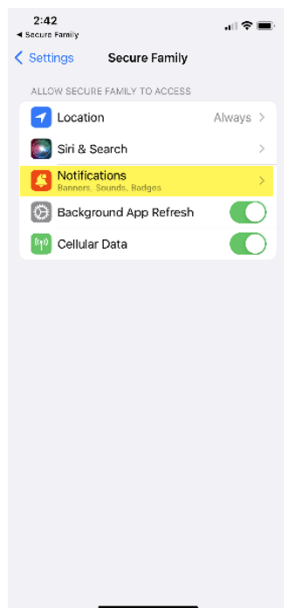
Secure Family App



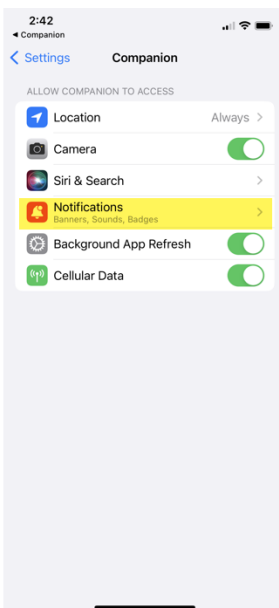
Companion App

Notifications Setting

1. Go to **Settings > Secure Family or Companion**.
2. Tap **Notifications**.

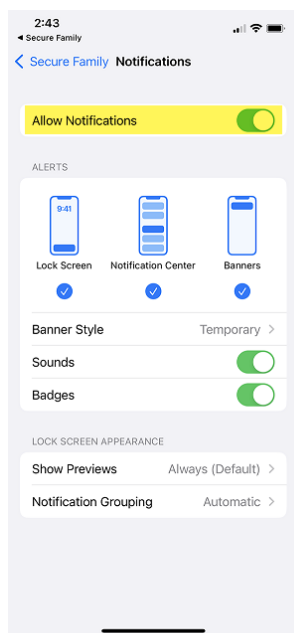


Secure Family App

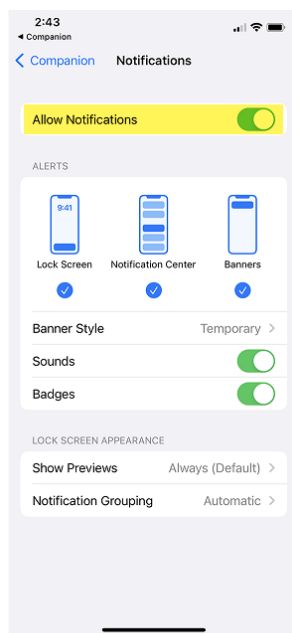


Companion App

3. Tap the **Allow Notifications** toggle button to enable (turn **On**) notifications.



Secure Family App



Companion App

Where to Find Android Settings

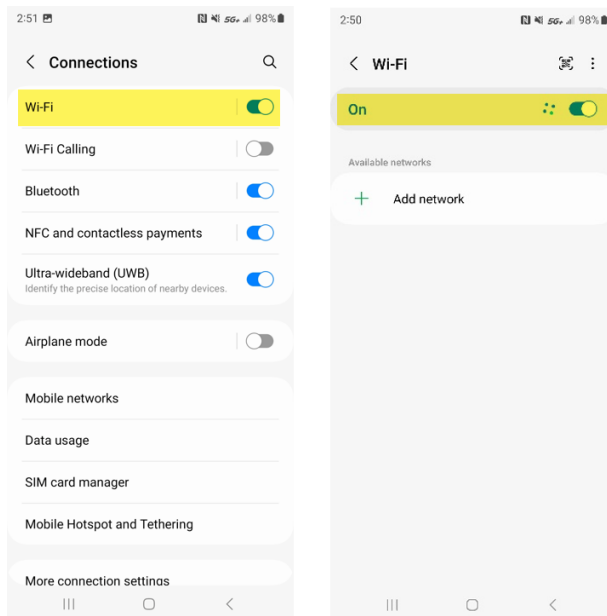
Note: The actual setting location and name may vary by Android OS version and device model. If you cannot find a setting, use the Search bar in the Settings home screen to locate it.

Wi-Fi Setting

1. Go to **Settings > Wi-Fi**.

Note: Some device models use **Settings > Network & Internet > Internet** or **Settings > Connections > Wi-Fi**.

2. Tap the toggle button to enable **Wi-Fi**.

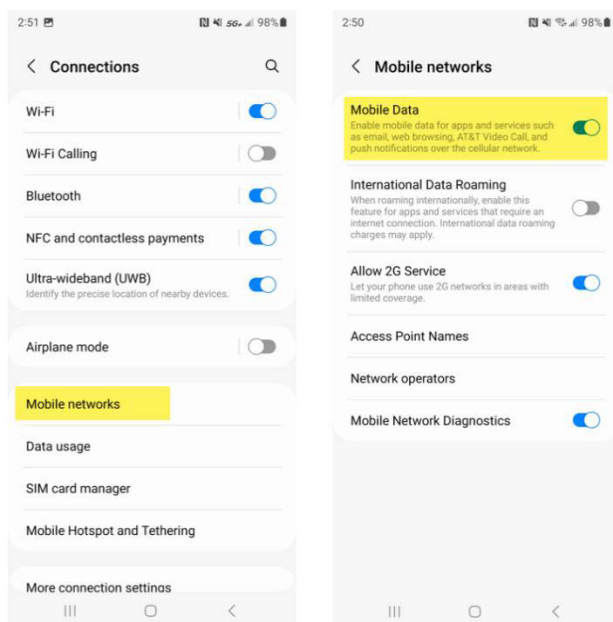


Mobile Data Setting

1. Go to **Settings > Mobile Data**.

Note: Some device models use **Settings > Network & Internet > AT&T** or **Settings > Connections > Mobile networks**.

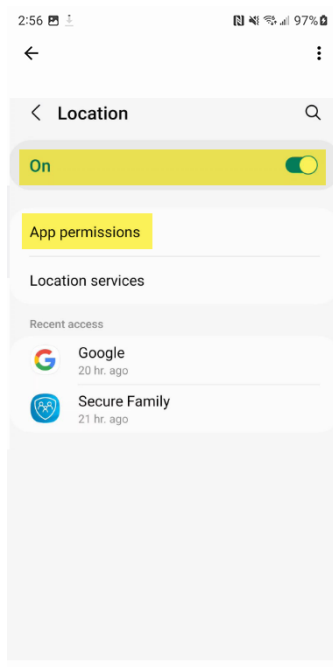
2. Tap the toggle button to enable **Mobile Data**.



Location Settings

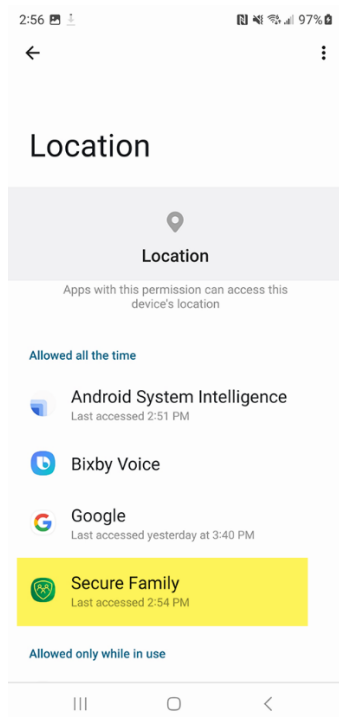
1. Go to **Settings > Location** and tap the toggle button to enable **Location**.

Note: Some device models use **Settings > Security & location > Location** or **Settings > Connections > Location**.

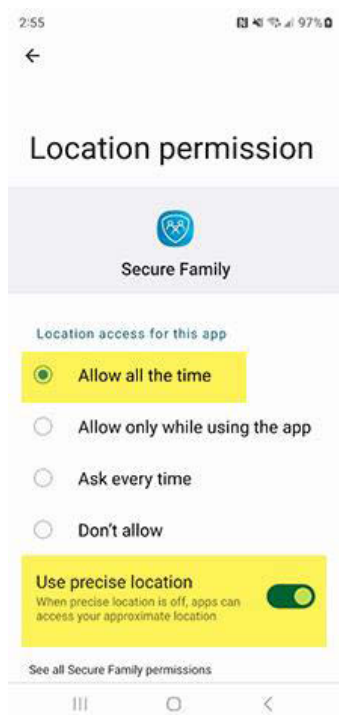


2. Tap **App permissions**.

3. Scroll through the apps list and tap **Secure Family** or **Companion**.



4. Tap **Allow all the time**, and then tap the toggle button to enable **Use precise location**.



Improve Location Accuracy Setting

1. Go to **Settings > Location** and tap the toggle button to enable **Location**.

Note: Some device models use **Settings > Security & location > Location** or **Settings > Connections > Location**.

Note: Some device models require you to tap **Location services** after step 1.

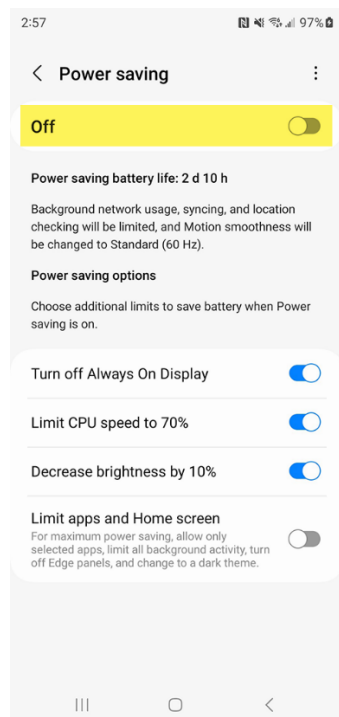
2. Tap **Google Location Accuracy**.

Note: Some device models call this '**Location Accuracy**', '**Improve accuracy**' or '**Locating Method**'.

3. Tap the toggle button to enable (turn **On**) **Improve Location Accuracy**.

Power Saving Mode/Battery Saver/Power Saving Setting

1. Go to **Settings > Battery** (or **Battery & Power Saving**).
2. Locate the **Power Saving Mode/Battery Saver/Power Saving** setting.
3. If the setting's toggle button is enabled (**On**), tap it to disable power saving mode (**Off**).



Battery Optimization Setting

Instructions are given for several popular device models. If your device is not listed, try to locate the Battery Optimization setting using the Search field on the Settings home screen.

Google Pixel

1. Go to **Settings > Apps & notifications > Advanced > Special app access**.
2. Tap **Battery optimization**. A list of 'Not optimized' apps displays.
3. Scroll through the apps list to see if **Secure Family** or **Companion** is listed.
4. If the app is not listed, tap '**Not optimized**' at the top of the screen, and then tap **All Apps**.
5. Locate and tap **Secure Family** or **Companion**.
6. Tap **Don't Optimize**.

Samsung

1. Go to **Settings > Apps**.
2. Tap the 3-dot menu in the upper right-hand corner of the screen.
3. Tap **Special access**.
4. Tap **Optimize battery usage**. A list of 'Apps not optimized' displays.
5. Tap '**Apps not optimized**' at the top of the screen, and then tap **All**.
6. Locate **Secure Family** or **Companion**.
7. Tap the app's toggle button to disable battery optimization.

Huawei

1. Go to **Settings > Apps > Apps**.
2. Tap the 3-dot menu in the upper right-hand corner of the screen.
3. Tap **Special access**.
4. Tap **Battery optimization**. A list of 'Not allowed' apps displays.
5. Scroll through the apps list to see if **Secure Family** or **Companion** is listed.
6. If the app is not listed, tap **Not allowed** at the top of the screen, and then tap **All apps**.
7. Locate and tap **Secure Family** or **Companion**.
8. Tap **Don't allow**.

LG

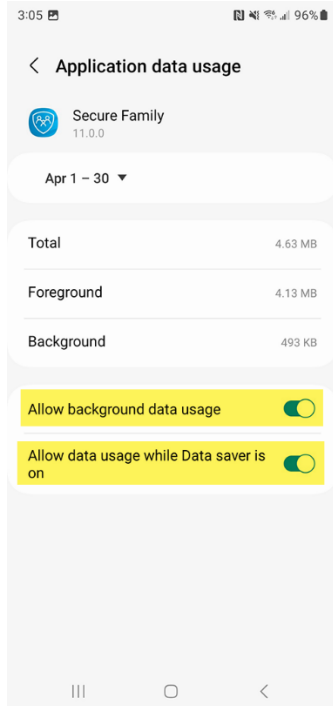
1. Go to **Settings > Battery** (or **Battery & Power Saving**).
2. Tap **Battery Usage**.
3. Tap **Ignore optimizations**.
4. Scroll through the apps list and locate **Secure Family** or **Companion**.
5. If the app's toggle button is enabled (On), tap it to disable battery optimization.

Motorola

1. Go to **Settings > Battery**.
2. Tap the menu in the upper right-hand corner of the screen.
3. Tap **Battery optimization**.
4. Tap **'Not optimized'** at the top of the screen, and then tap **All Apps**.
5. Scroll through the apps list and locate **Secure Family** or **Companion**.
6. Tap **Don't Optimize**.

App Data Usage Setting

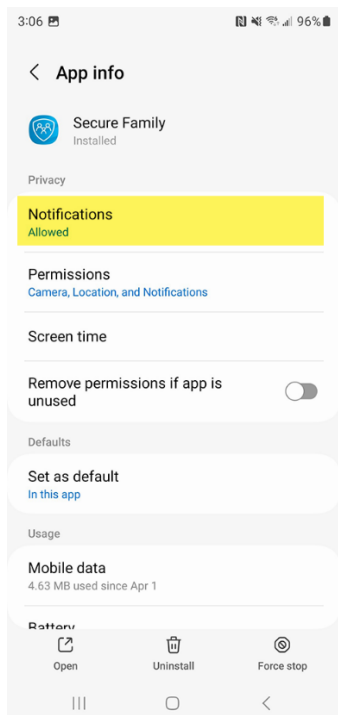
1. Go to **Settings > Apps >** and tap the **Secure Family** or **Companion** app.
2. Tap **Data** (or **Data Usage/App Data Usage**).
3. Tap the toggle button to enable (turn **On**) these options:
 - Allow background data usage
 - Allow data usage while Data saver is on



Note: Some device models use other names for these settings. For example, **Restrict background data** should be set to '**Never**', and **Unrestricted data usage** should be enabled.

Notifications Setting

1. Go to **Settings > Apps >** and tap the **Secure Family** or **Companion** app.
2. Tap **Notifications**.



3. Tap the toggle button to enable (turn **On**) **Allow notifications**.

