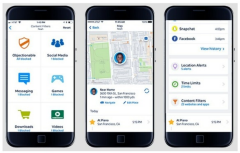

AT T Secure Family App User Guide

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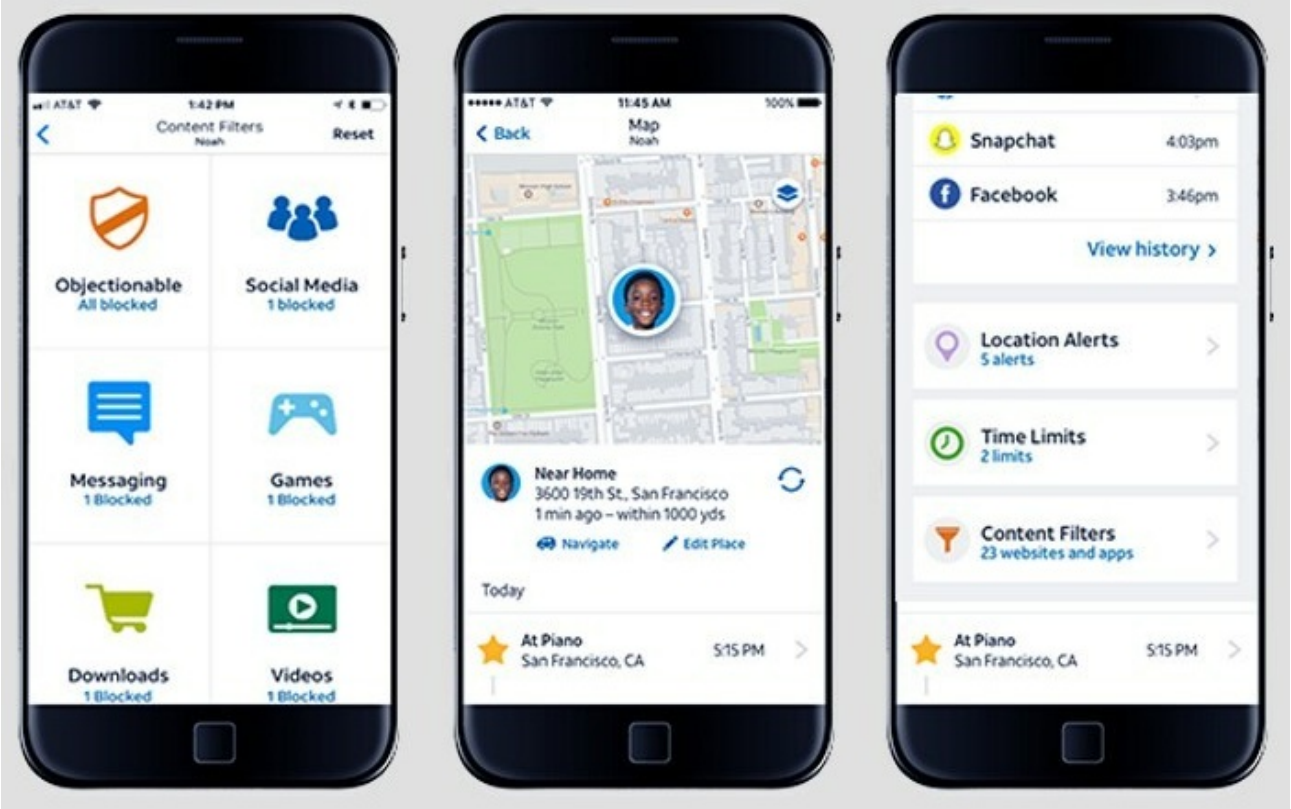
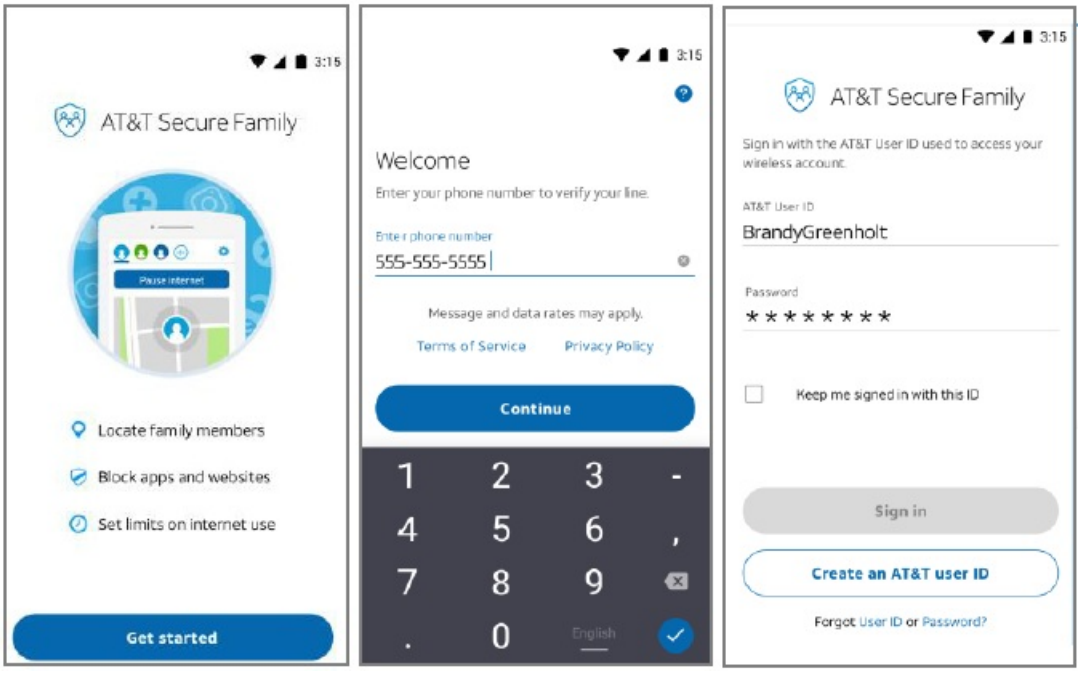
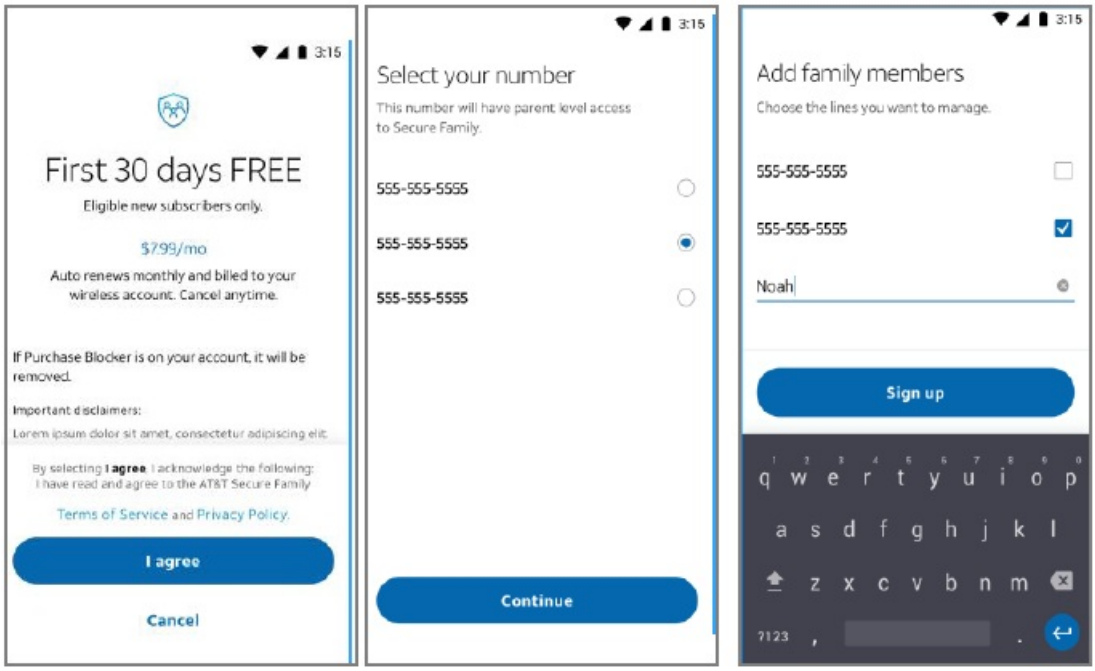
AT T Secure Family App



Sign up for AT&T Secure Family – Parent's Phone view

The steps below apply to AT&T Postpaid wireless customers with multiple lines under their wireless account. All lines under the wireless account will automatically be displayed (see step 4)



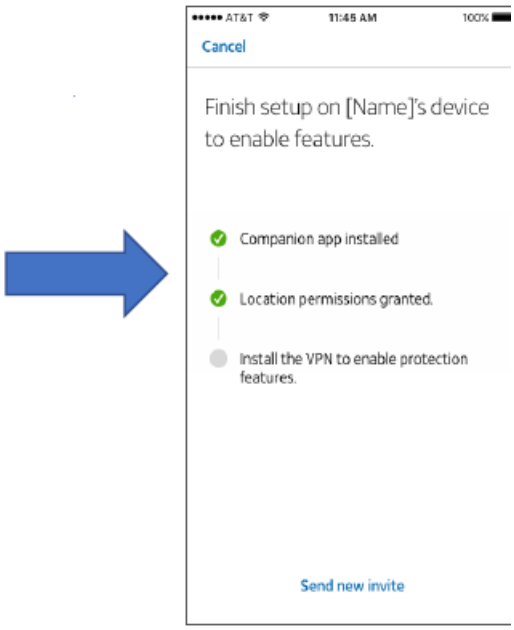


- **Step 1 –** Enter your phone number and select “Continue”
- **Step 2 –** For A&T Postpaid wireless customers – Enter AT&T User ID and password and select “Sign in“. Note your User ID and Password is the same credentials used to sign into Myatt.
- **Step 3 –** Upon initial sign-in, you’ll be prompted to read the AT&T Secure Family Terms & Conditions and Privacy Policy. Select “I agree”.
- **Step 4 –** As the parent, select your number from the list of lines under your AT&T account. Your line will have parent admin access to AT&T Secure Family. Then, select “Continue”
- **Step 5 –** Select the lines you wish to manage (including the line of your child’s connected tablet), enter a name for your child’s tablet, and select “Sign up”

Pairing Options with Child’s Tablet

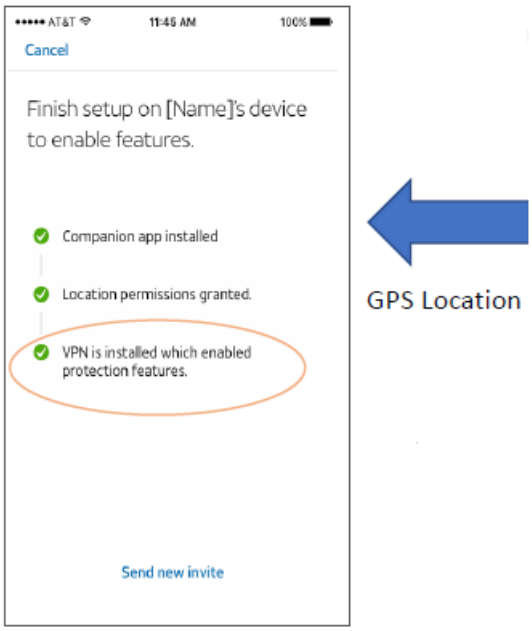
A VPN is not required if you wish to use Secure Family only for Tablet Location monitoring and alerts. Installing the Secure Family Companion on the child device and pairing with your phone is required for GPS Location accuracy. Follow the enclosed steps and stop at step 5 on page 7 for Location monitoring and alerts only. Refer to the screen shown on right hand side for Location Only (GPS tracking).

GPS Location only enabled



Required: Secure Family – Android Parent – release 10.19 or higher Secure Family Companion – Android Child – release 10.19 or higher

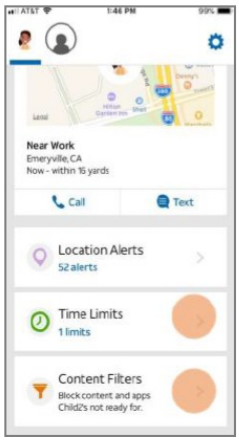
GPS Location plus Parental Controls enabled

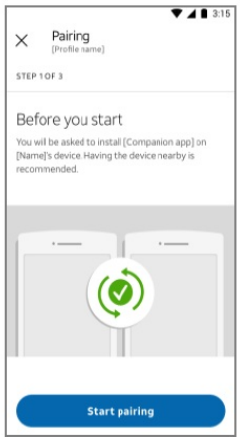


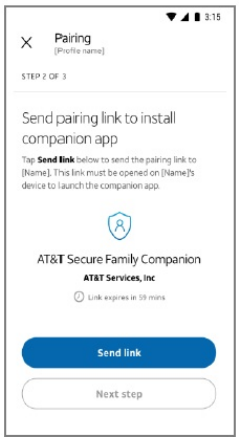
If you wish to add on-line protection features (Parental Controls) including; Content Filters, Pause Internet and Internet Time Limits, then you must continue with pairing and install the Secure Family Companion VPN. Continue to follow steps on page 8/Steps 6 through Step 15 to enable all features that require a VPN. Refer to screen shown on the left to enable both Location and Parental Controls (Protection).

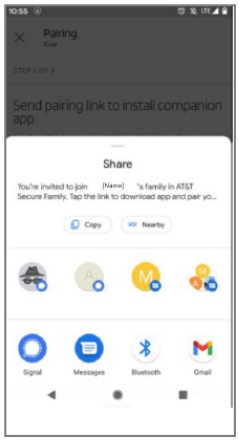
Pair with your child's tablet – Parent's phone view

Before beginning the pairing process, please ensure that your child's device has OS version Android 10.0 or higher, that it does not have another parental controls app or VPN profile installed, and that it does not have short codes blocked. It is extremely important that the Android OS location permissions are set correctly to "Always Allow" on the child's device to receive accurate location information from your child's Secure Family Companion device.



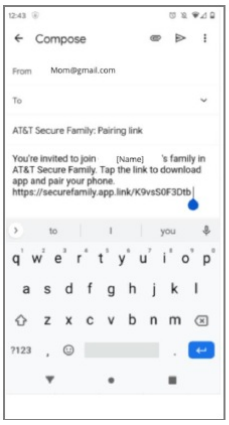


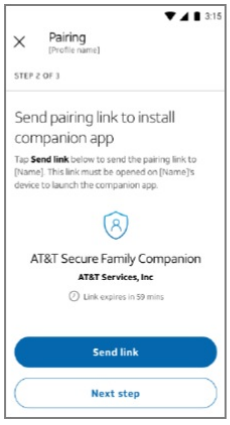


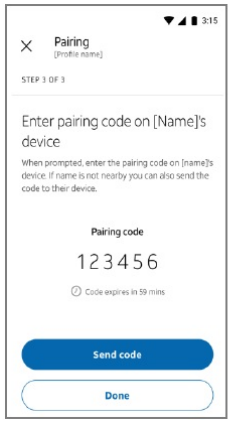


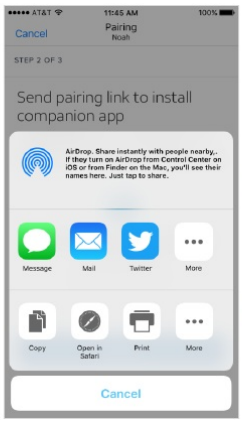
- **Step 1:** To initiate pairing, tap Time Limits, or Content Filters, or Pause Internet.
- **Step 2:** Select 'Pair child's phone' (although you may be pairing child's tablet in this case)
- **Step 3:** Select 'Start pairing"
- **Step 4:** Select "Send link" to send the unique pairing link to your child's tablet
- **Step 5:** The pairing link can be sent to the tablet via SMS or Email (The pairing link will need to be opened on the child's tablet)

Pair with your child's tablet – Parent's Phone view





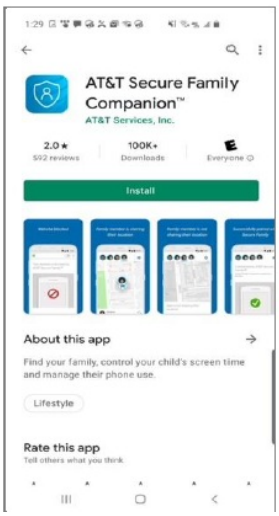


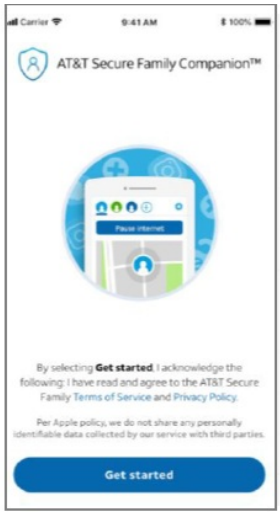


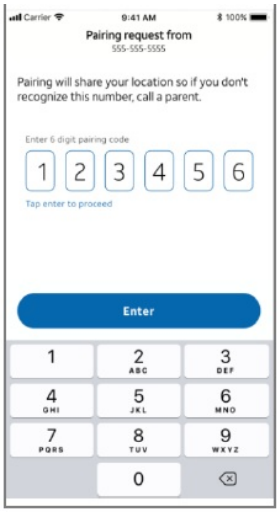
Go to the child's tablet and open the pairing link.

- **Step 6:** Here is an example of the email with pairing link. The pairing link must be opened on the child's tablet.
- **Step 7:** After sending the pairing link to be open on the tablet device, select "Next step"
- **Step 8:** enter the unique pairing code when prompted on child's companion app.
- **Step 9:** Select the method to send the pairing link to the child's tablet.

Pair with your child's tablet – Child's Device View



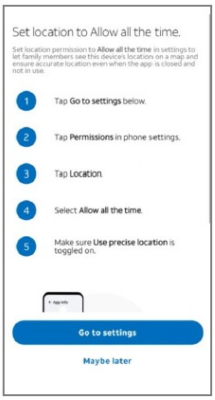


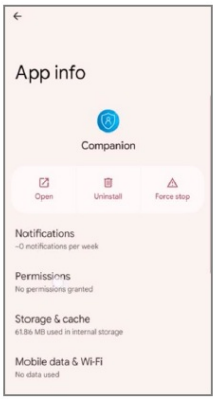


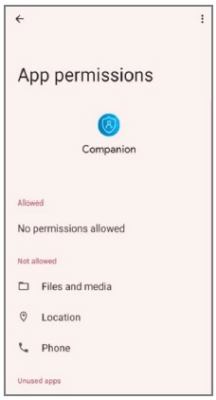
- **Step 10:** Opening the pairing link within either an SMS or email on the tablet will direct to Play Store to download the Secure Family Companion App. After installing the app, open it.
- **Step 11:** Select 'Get Started'
- **Step 12:** Enter the pairing code provided by the parent app from step 8.
- **Pairing almost complete** You now need to complete onboarding and set up permissions.

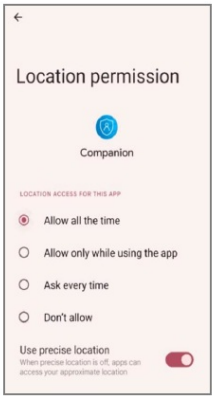
Onboarding your child's tablet – Location Permission

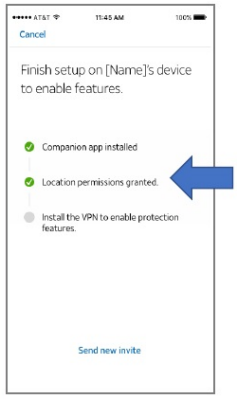
Child's Device view





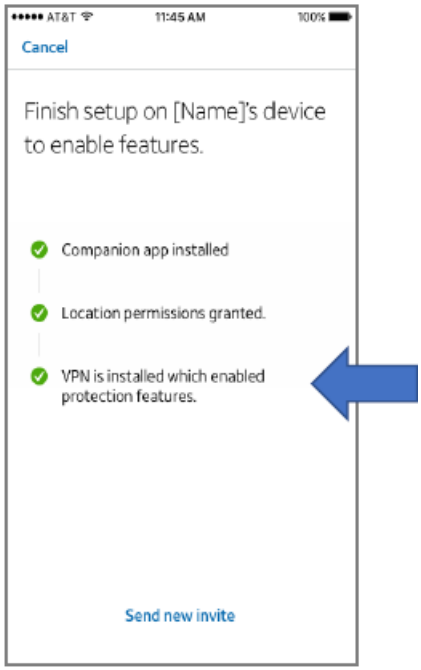






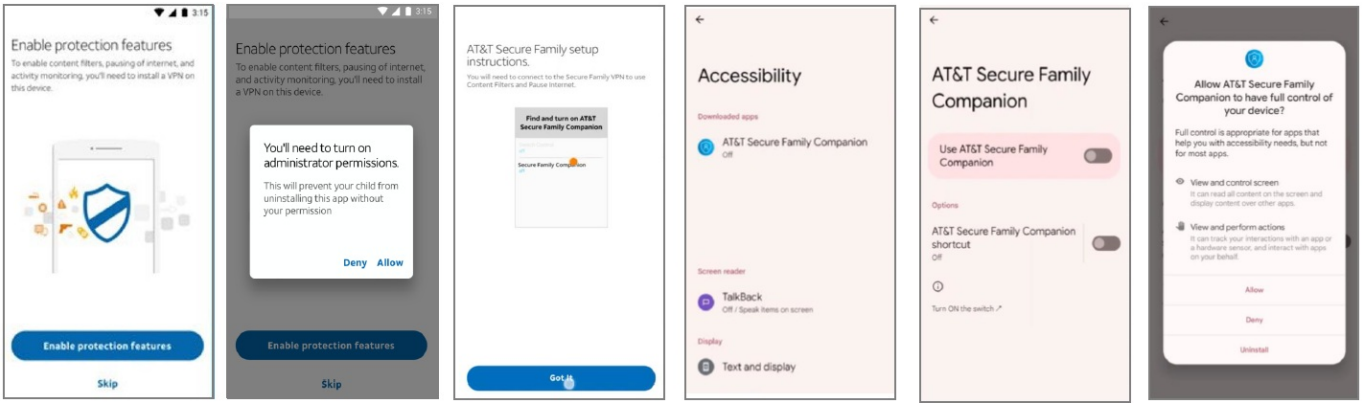
- **Step 1 –** Select 'Allow now' to set up location for the tablet.
- **Step 2 –** Select 'Go to settings' to enable location permissions for the tablet.
- **Step 3 –** Within Settings, select 'Permissions'.
- **Step 4 –** Select 'Location'.
- **Step 5 –** Select 'Allow all the time' and ensure Precise Location is enabled.

Parent's phone view



If you only want location tracking of the child's device, you can stop here. For full parental controls continue to the next step.

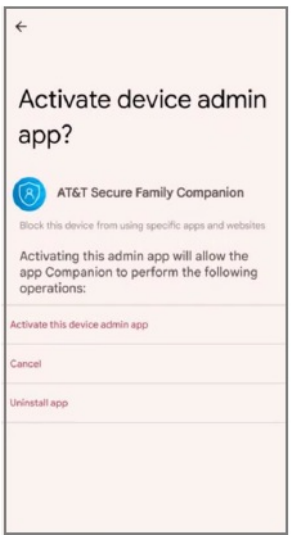
Onboarding your child's tablet – Child's Device View

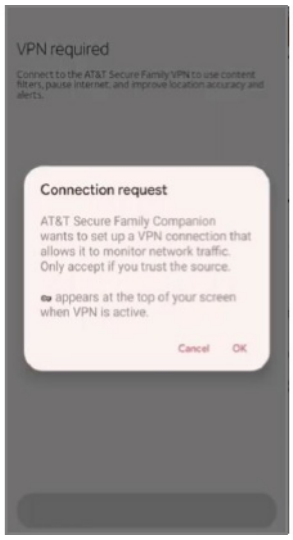


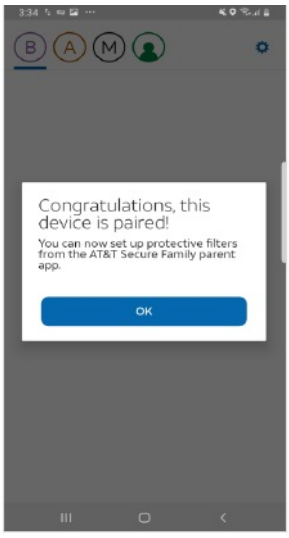
- **Step 6 –** Now, select 'Enable protection features'
- **Step 7 –** Select 'Allow'
- **Step 8 –** Select 'Got it
- **Step 9 –** Select 'AT&T Secure Family Companion'
- **Step 11 –** Select 'Allow'Toggle ON 'Use AT&T Secure Family Companion'
- **Step 11 –** Select 'Allow'

Onboarding your child's tablet – Final Steps

Child's Device View

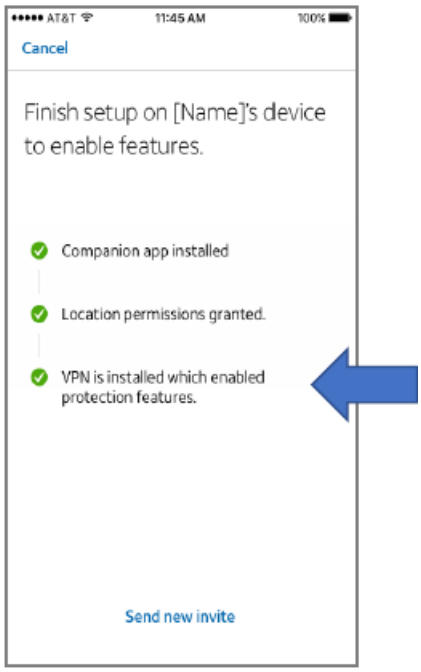






- **Step 12 –** Select ‘Enable’
- **Step 13** Select ‘Activate this device admin app’
- **Step 14** – Select ‘Ok’
- **Step 15 –** Select ‘Ok’

Parent’s phone view



Location Tracking and Parental Controls VPN enabled

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Documents / Resources

	AT T Secure Family App [pdf] User Guide Secure Family, App, Secure Family App

Manuals+.