

Self-Exclusion Programs - Internet Controls & Web Blocking Software - AT&T

Secure Family®

****Resource For the Gambler and Loved Ones**

• Self-Exclusion Programs - Internet Controls & Web Blocking Software

Self-Exclusion Internet Controls & Web Blocking Software such as **BetBlocker**, **Gamban**, **Gamblock**, and **Gambling Block** can also be a powerful tool for those that gamble on the Internet and would like to block the ability to access gambling sites, track and control Internet usage, or restrict access at specific times. Like self-exclusion, web-based exclusion programs allow users to “ban” themselves from being able to gamble online. There are free options as well as paid options, and this resource allows users to continue to utilize their computer for work and leisure but attempts to reduce the temptation to gamble as a result of pop up gambling site advertisements that would otherwise appear without the program. Many offer valuable tools such as the ability to track internet usage and even device location. A great feature of some web blocking software is that once installed, if the user tries to remove the program from their device, a prompt appears showing a map of available problem gambling resources in their area (such as the 888-ADMIT-IT HelpLine). There are also child protection websites such as, **Net Nanny**, **Cybersitter**, **Norton Family**, **Netsweeper**, **OpenDNS**, and **Qustodio** available, to help prevent underage access to online gambling. **Freedom** is an app and website blocker designed to improve focus and productivity by temporarily blocking distracting websites and apps (including gambling websites and apps) across multiple devices. Additionally, family features and apps offered by wireless service providers such as **Verizon Family Plus**, the **AT&T Secure Family® App**, and **T-Mobile’s FamilyMode® App**, offer the ability for their customers to block gambling apps and websites in addition to other sensitive content.

Some of the FCCG’s Online Gambling Self-Exclusion Internet Controls and Webblocking Software Program Resource Referrals include the following:

➤ AT&T Secure Family®

AT&T Secure Family® is a family safety app, which also works for Cricket Wireless customers. It helps family members stay connected and safe in the digital and physical world. Secure Family also offers parental controls to help you manage online activity. You can control the types of content your child (or an adult) can see to block objectionable content like violence, sexual content, drugs, alcohol, gambling, and more. Block specific sites and apps. Or, use the content filters to block thousands of websites and apps with just a tap. Limit daily internet and app access. Restrict screen time across all monitored devices (phone, tablet, iPad). Get daily, weekly, or monthly reports on web and app usage. Block access to the App Store® or Google Play™ store to prevent buying apps or other content. Schedule times when devices can’t access the internet through cellular data or Wi-Fi and use the “Internet Countdown” feature to show a countdown for when the user’s internet will be turned off or on, or block internet access entirely on demand. AT&T Secure Family is \$7.99 per month after the first 30 days, which are free. The subscription auto renews each month unless canceled.

Website: <https://www.att.com/security/secure-family-app/>

Phone (Existing Customers): 1-800-331-0500

Phone (New Customers): 1-888-333-6651

Frequently asked questions

What is AT&T Secure Family?

Secure Family is a comprehensive family safety app. It provides powerful and easy-to-use tools to help family members stay connected and safe in both the on-line and physical world. Secure Family also provides robust Parental Controls that enable parents to manage their children’s online activity.

From the Secure Family parent app, you can:

- Locate family members in real time (Family Map view)
- View a family member's location history and timeline
- View a family member's path (Breadcrumb Trail)
- Notify family members of your current location (Check In)
- Monitor web and app usage on your child's devices
- Filter content for Internet-based apps and websites
- Schedule Internet off times
- Block Internet access instantly
- Send a SOS Family Alert
- Find a lost phone by triggering a ring when near the lost device

These features require Secure Family (Adults) or Secure Family Companion (Children) to be installed on your family members' devices.

Who is eligible to sign up for AT&T Secure Family?

AT&T Wireless customers including Postpaid (AT&T billed) and AT&T Prepaid wireless customers who are the primary wireless account holder in good standing can sign up for the service. Family members under the same account who are not the primary account holder may receive an error message instructing them to ask the primary account holder to sign up. Cricket Wireless customers are eligible.

How much is AT&T Secure Family?

The monthly subscription price for Secure Family is \$7.99/month and includes the first 30 days free, auto renews each month unless cancelled. Includes support for up to 10 family members and 30 devices.

How do I sign up for Secure Family?

If you have an AT&T Post Paid wireless plan (AT&T billed), you can sign up through the myAT&T website:

- Go to: <https://att.com/myatt>
- Sign in using your AT&T access ID and password.
- Scroll down to My devices.
- Select your device as primary parent.
- Tap Manage add-ons for the primary device on the account.
- Tap Device Info
- Select Explore other Add Ons

- Under Family essentials, Tap Parental Controls
- Select AT&T Secure Family
- Select add to device
- After you sign up, you can download the app from Google Play™ or the Apple® App Store® to begin using service.
- Open the AT&T Secure Family app and tap Get started.
- Tap Sign in at the bottom of the Welcome screen

If you are an AT&T Wireless Postpaid (AT&T billed) customer, you can also sign up through the myATT app (recommended) on iOS or Android:

- Log into myATT app using your AT&T access ID and password, Touch ID or Face ID
- Scroll down to My Wireless Devices
- Select your device as primary parent
- Tap Manage plan & add-ons for the primary device on the account
- Scroll down to View all options & settings
- Select your device and tap continue
- Tap Device Info
- Tap Explore other add-ons
- Tap Family essentials
- Tap Parental Controls
- Select AT&T Secure Family
- Tap add to device
- After you sign up, you can download the app from Google Play™ or the Apple® App Store® to begin using service.
- Open AT&T Secure Family app and tap Get started.
- Tap Sign in at the bottom of the Welcome screen.

You can sign up through the AT&T Secure Family app:

- As the primary parent account holder, you can download the Secure Family app from the App Store or Play Store.
- Open the Secure Family App and tap Get started.

- Select “Sign up / Create new account”. Your phone number will be detected automatically and authenticated.
- Tap Subscribe to sign up for the Secure Family service.

Do I have to install the Secure Family Companion app on my child’s device?

Yes, all customers **must install** the Secure Family Companion App on your child's device in order to use any of the Secure Family product features. Adults should install the Secure Family app. Effective with the latest Secure Family 11.0.0 release, users will not be able to location track family devices without installing the Secure Family or Secure Family Companion App on family devices. We will continue to support legacy AT&T wireless users who have not installed the Secure Family Companion App on a family device with limited location features including location tracking via cell towers (less accuracy), Location History and Scheduled Location Alerts. However, legacy users will not be able to add family lines without installing the Secure Family Companion App on those added devices. It is highly recommended that Legacy AT&T wireless users install the Secure Family Companion app on their child’s device to receive the full benefits of all the features of the Secure Family service.

To monitor your child’s location and enforce Parental Controls outside the home, the Secure Family Companion app must be installed on the child’s device.

Can I view my child’s web and app activity?

All online activity will be available in the Usage section of Secure Family, including while your child is on Wi-Fi or a mobile data connection.

However, 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 for example, select non-internet-based apps such as games running on their device locally or previously downloaded videos running locally on their device.

How do I cancel my AT&T Secure Family account?

AT&T wireless billed customers can cancel Secure Family subscriptions directly from a parent device. Open the Secure Family app and navigate to Settings > Subscription > Cancel AT&T Secure Family and follow the onscreen instructions.

If you purchased AT&T Secure Family directly through the Apple App Store as an iTunes® purchase, or through the Google Play™ store, you could cancel your app subscription through your iTunes or Google Play Store account settings. If your billing is directly with Apple or Google Play, AT&T is unable to cancel your iTunes or Google Play direct purchase.

Customers who purchased directly through the Google Play Store:

Important: When you uninstall the app, your subscription won't cancel.

1. Open the Google Play app.
2. At the top right, tap the profile icon.
3. Tap **Payments & subscriptions**

Learn about the AT&T Secure Family app

Do your children have smart devices? Use Secure Family to locate their devices, manage their internet use, block apps or websites, and more.

AT&T Secure Family® is a family safety app. It helps family members stay connected and safe in the digital and physical world. Secure Family also offers parental controls to help you manage your children's online activity.

Secure Family is designed for use in the AT&T coverage area and within the U.S. Some features may not work outside this service area. Location accuracy may vary based on the device's network connection.

Compatible devices

Use the AT&T Secure Family and the AT&T Secure Family Companion apps with these devices:

- Apple® iPhones® and tablets with iOS® 15 or higher
- Android smartphones and tablets with Android® 11.0 or higher

Parent and child devices don't have to use the same operating system.

Get started

- Sign up for [AT&T Secure Family](#) online, in the myAT&T app, or in the Secure Family app. Only the primary account holder can sign up. (AT&T Secure Family is \$7.99 per month after the first 30 days, which are free. The subscription auto renews each month unless canceled.)
- Download the Secure Family app to the parent device (primary account holder).
- Add the Secure Family Companion app to the child's devices to pair them with your device. Send an invitation to the child's device by SMS or email to install the Companion app. Or, if you have the child's device in hand, you can scan a QR code.

FYI: The AT&T Wireless®, AT&T Prepaid®, or Cricket primary account holder can add up to 10 family member profiles and up to 30 family devices to their Secure Family account. They can also invite family members with other U.S. wireless carriers.

For all details, review the [Secure Family User Guide \(PDF, 7.14MB\)](#).

AT&T Secure Family How To Video

Instructional video for how to setup your AT&T Secure Family app.

<https://www.att.com/support/article/wireless/KM1271913>

FREQUENTLY ASKED QUESTIONS

Who is eligible to sign up for AT&T Secure Family?

You're eligible if you have an AT&T Wireless®, AT&T Prepaid®, or Cricket account. You must be the primary wireless account holder and your account must be in good standing.

How much is AT&T Secure Family?

AT&T Secure Family is \$7.99 per month, with the first 30 days free. The subscription auto renews each month unless canceled.

What's included in the AT&T Secure Family Companion app?

The companion app includes:

- **Blocked website or app screen on monitored devices:** This lets your child know when they try to access blocked apps or web content.
- **Family location map:** Share your location with your child, if you choose.
- **SOS alert:** Children can alert family members if they need help.
- **Web and app usage:** View of the top three apps and websites accessed.
- **Internet countdown:** Counter showing time left until internet is shut down or turned back on.

How do I sign up for Secure Family from the AT&T website?

If you have an AT&T Wireless plan and you're the primary account owner:

1. Go to your [myAT&T account overview](#). Sign in, if asked.
2. Scroll to **My devices** and choose **Manage add-ons** for the primary device on the account.
3. Scroll to **Explore Add Ons** and select **AT&T Secure Family**.

4. Select **Add to device**.

After you sign up, you can download the Secure Family app and the Secure Family Companion app from the [Google Play store](#) or [Apple App Store](#) to start using the service.

Can I sign up for AT&T Secure Family through the myAT&T app?

Yes! If you have an AT&T Wireless plan and you're the primary account holder:

1. Sign in to the **myAT&T** app.
2. Scroll to **My wireless devices** and tap **Manage plan & add-ons** for the primary device on the account.
3. Scroll to **Add Ons** and select **See all add-ons**.
4. Look for **Explore add-ons** and select **AT&T Secure Family**.
5. Select **Add to device**.

After you sign up, you can download the Secure Family app and the Secure Family Companion app from [Google Play store](#) or the [Apple App Store](#) to begin using service.

How do I sign up for AT&T Secure Family from the Secure Family app?

If you have AT&T Wireless®, AT&T Prepaid®, or Cricket and you're the primary account holder:

1. Download the Secure Family app from the App Store or Play Store.
2. Open the app and tap **Sign up / Create new account**.
3. Follow the prompts to subscribe.

Don't forget to also download the Secure Family Companion app to all child devices.

Use web & app filters

Want to block web content or apps on your child's device that aren't age-appropriate? With the AT&T Secure Family app, you can.

Get started

Web and app filters apply across all child devices setup under their profile on both Wi-Fi® and mobile data connections. To use web and app filters make sure you have:

- The AT&T Secure Family® app on parent devices.
- The Secure Family Companion® app on child devices paired to the parent app.
- The Virtual Private Network (VPN) must be set on child devices to apply parental controls. When joining Secure Family, the child device is directed to install VPN. Before confirming the VPN installation, devices running iOS 15 or later are prompted to allow the app to find and connect to devices on the local network. Accept this permission to install the VPN.

Review the Secure Family FAQ (PDF, 263KB): <https://www.att.com/scmsassets/support/wireless/att-secure-family-faq.pdf>

Filter internet access

Use Secure Family Filters to manage a child's access to internet-based apps and websites. You can set internet filters by:

- Choosing an age group filter
 - High: Use to block objectionable content like violence, sexual content, drugs, alcohol, gambling, and more.
 - Medium: Use to block objectionable content and mature social media, like Snapchat, Tumblr, Whisper, and After School.
 - Low: Use to block objectionable content.
 - None: Use if you only want to apply location services as this doesn't include any content filters
- Customizing filter permissions
- Adding custom website filters

FYI: Apps that run local to your child's device and don't use internet may not be blocked. This may include standalone games or videos downloaded before the content filters are applied.

Block apps and websites

You have to choose an age group filter before you can customize filter permissions or add custom filters. Then, you can block by category or enter specific websites and apps to block. Select from up to 28 categories such as:

- App stores & downloads
- Explicit content
- Dating
- Online games & shopping
- Social media

You can also toggle Safe Search and YouTube Restricted on or off. YouTube Restricted uses Restricted Mode on the YouTube app and website, which restricts the availability of potentially mature or objectionable content when using YouTube. 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.

Customize available apps and sites

Change the filter permissions for apps, websites, and categories. Filter permissions can be set to:

- **Allow:** Gives access to the app, website, or category. Parents can track and manage use with other Secure Family Parental Controls.
- **Block:** Blocks access to an app, website, or category at all times.
- **Always Allow:** Gives access to the app, website, or category. It can't be tracked or managed by Secure Family parental controls.

When apps or websites are set to Block, your child won't be able to access them. For internet pages, they'll get a message saying the site is blocked. Blocked apps will show the app has no internet connection, is unable to load, or a similar error message.

FREQUENTLY ASKED QUESTIONS

How do I add a custom filter with Secure Family?

You can add custom filters for websites not listed in Popular Apps & Websites. To add a custom filter:

1. Go to the child profile in Secure Family.
2. Scroll to and tap **Filter**.
3. Tap the **+** to add a website.
4. Enter a web address and select a filter permission: **Allow**, **Block**, **Always Allow**. By default, custom filters are set to Allowed. The number of custom filters is limited to 20.
5. Tap **Add Website**. If an added website is set to Block, all sub-domains of the website will be blocked. For example, if you add google.com as a custom filter and set it to Block, Secure Family will block the child's access to all sub-domains of google.com, as well as the Google app.

FYI: If you change the filter after setting custom filters, the custom filters will remain applied to the child's profile across all devices.

Can I still locate my child with Secure Family if I don't select a filter?

If you don't want to block any apps or sites on your child's device, you can still locate it if the device has its location permissions turned on.

Can Secure Family block third-party calling or texting apps?

Yes, to prevent the use of third-party apps and websites that let your child call or message people, you can use Secure Family's Filter feature to either:

- Set the App Stores & Downloads category to **Block**. This will block Apple App Store, Google Play Store, and other software downloading sites.
- Add a custom filter for the calling or texting service you want to block, and then set its filter permission to **Block**.

FYI: Secure Family doesn't block native calling or text message apps from the AT&T wireless service. This includes native Android text messages and iPhone iMessages. Want to block specific numbers from your child's device? Install [AT&T ActiveArmor Mobile Security app](#) on your child's device.

Keep tabs on your child's screen time

Want to limit your child's internet time or block internet access on their device? You can do both with AT&T Secure Family.

DETAILED INFO

Secure Family's parental controls include options for controlling internet access on a child's device. You can:

- Create time limits for internet use
- Set scheduled internet times
- Block internet during bedtime hours
- Turn all internet access off or on

FYI: To use the time features and parental controls, you must pair your phone with the Secure Family Companion app on your child's device.

Review the Secure Family FAQ (PDF, 263KB): <https://www.att.com/scmsassets/support/wireless/att-secure-family-faq.pdf>

Time Limits

Use Time Limits to set specific amounts of time your child can use the internet in a day. You can set time limits in 15-minute increments for up to 12 hours. Choose from an overall internet time or set limits for specific apps, websites, or categories. (Apps, websites, and categories set to Always Allow aren't limited by time, and their usage doesn't count toward the internet time limit.)

Total internet time takes priority over limits set for other apps, websites, or categories. If you set time limits for the internet and a mobile app both at four hours, the mobile app will be blocked if the child's total usage reaches four hours on any site or app.

Your child can see their time limits on their dashboard. It displays their total internet time and the limits for apps, websites, or categories. When they reach any of their limits, they'll get an alert letting them know they have no more internet time left. If they reach their limit for total internet time, all internet access will end even if there's time left for an individual app, website, or category.

Good to know: Time Limits only apply to apps, websites, and categories set to Allow in the Filter section. Individual Time Limits can't be set for unfiltered apps and websites, but their usage counts towards the total internet time limit.

Scheduled Off Times

Set internet Off Times to block internet access for scheduled times during the day (use Bedtime schedules for night). During an Off Time, internet access is blocked from allowed and unfiltered apps, websites, and categories on the child's device. This may be good during homework or family time. You can toggle the scheduled times on and off as needed. Apps, websites, and categories set to Always Allow aren't blocked.

If your child tries to access a website or internet-based app during an Off Time, they'll get a message letting them know their device is on Off Time, their app doesn't have a connection, or a website can't load. In their dashboard, they can see a countdown to the finish of an Off Time. If they aren't in an Off Time, they'll see a countdown to the start of the next one.

FYI: To create a new Off Time, tap the plus icon at the top of the Off Time screen.

Bedtime schedule

With the Bedtime option, you can block internet access at night. When a Bedtime is set, internet access for allowed and unfiltered apps, websites, and categories is blocked on the child's device from Bedtime to Awake time. Apps and websites set to Always Allow aren't blocked.

If your child tries to access a website or internet-based app during Bedtime, they'll get an alert stating their device is on Bedtime, their app doesn't have a connection, or a website can't load. Your child can see a countdown to the start or finish of their Bedtime schedule on their dashboard.

Block Internet

Stop internet access to allowed and unfiltered apps and websites on a child's device with the Block Internet option. You can also use Internet Block if you don't have any filters applied to a child's profile. In that case, all internet-based apps and websites are blocked.

You have three ways to use the Block feature. You can block the internet for:

- All devices on every child's profile
- All devices on one child's profile
- A single device on a child's profile

If your child tries to access a website or internet-based app during a block time, they'll get a block screen alert or a message stating their app doesn't have a connection or a website can't load.

Want to block your child from using mobile data too? Learn how to [turn data on or off for your devices](#).

FREQUENTLY ASKED QUESTIONS

How do I set internet time limits with AT&T Secure Family?

You must pair the Secure Family app on your device with the Secure Family Companion app on your child's device to set Time Limits. To set up a Time Limits:

1. Tap **Time Limits** in the child's profile details and then **Set time limits** (you'll only see this screen if no time limits have been set).
2. Turn **On** the Time Limits option, if you haven't already set up Time Limits.
3. Tap **Weekdays** or **Weekends** to set Time Limits. You can set limits by:
 - **Total time:** Set the time limit by tapping the currently defined time limit text.
 - **Apps & websites:** Set Time Limits by tapping the drop-down menu for it in Apps & Websites.
 - **Categories:** Set Time Limits by tapping the drop-down arrow for it in Categories.
4. Tap **Save**.

How do I set up or change a Bedtime schedule with AT&T Secure Family?

Choose custom Bedtimes for weeknights and weekends. Bedtimes and Awake times can be set in 15-minute increments. To set up a Bedtime for your child:

1. Tap the child's profile icon in the Family Hub.
2. Choose **Bedtime** on the child's profile details.
3. Select **Set bedtime**, if you haven't set them up before.
4. Enter the **Nights** and the **Time (Start and End)** for the Weeknight Bedtime.
5. Tap **Save**.
6. Turn on **Weekend Bedtime**, if you want to add it.
7. Set the **Nights** and the **Time (Start and End)** for the weekend Bedtime.
8. Tap **Save**.

To turn off bedtimes, just turn the option off.

How do I block internet for all child profiles in AT&T Secure Family?

1. Start at the Family Hub.
2. Tap the + icon and then **Block Internet** for all child profiles. When complete, you'll see a blocked icon on all children profile avatars and a banner at the top of Admin profiles.

FYI: Tap the banner or the + icon on the Family Hub to turn internet back on.

How do I block internet for one child in AT&T Secure Family?

1. Go to the child's profile.
2. Tap **Block Internet**. You'll see a blocked icon on your child's avatar and their devices.

Tip: Select **Allow** in their profile to give them access again.

If you want to block just one device:

1. Go to the child's profile.
2. Access the Device details screen for that device.
3. Tap **Block Internet**. The number of devices with blocked internet will show in the device area of your child's profile details.

Monitor device locations with AT&T Secure Family

The app uses Wi-Fi and GPS to help you track location of family members' devices.

Features, alerts, and more

To use the AT&T Secure Family® location tracking and alert features, make sure the AT&T Secure Family® Companion app is installed on child devices and AT&T Secure Family is installed on adult devices. Follow in-app setup, then go to yours and your child's devices to make sure Wi-Fi, location permission, and GPS are turned On and battery savings/optimization is turned Off.

Review the Secure Family FAQ (PDF, 263KB): <https://www.att.com/scmsassets/support/wireless/att-secure-family-faq.pdf>

Real-time location

Use Secure Family's location tracking features to find connected family devices on the Family Hub or Family Map.

The Map View shows all family member device locations in a street map or satellite view. It also displays a location callout for the family member's default device, listing the full location address or saved area of the device. To see a family member's device current location in a navigation app of your choosing, tap Navigate.

Activate Live Tracking on the Family Map by zooming in on your family member's device on the Map View. You'll see a blue circle around the family member's device icon to show that Live Tracking is active. The parent app uses device-based location to find your child's device on either a satellite or street-view map. This gives a more accurate location and saves battery on your child's device.

Saved Areas

With Secure Family, you can create and monitor virtual Saved Areas. These may include home, school, or work. You can use this to get notified when your child's or other family member's device enters or leaves a location. Set the Saved Area to the size you like, from 495 feet up to 6.2 miles. There are two ways to create a Saved Area:

From the Family Hub

1. Start at the Family Hub.
2. Tap the + symbol, then select Saved Area.
3. Choose Create Saved Area.
4. Enter the Saved Area Address and assign it a Name.
5. Adjust the circle around the Saved Area to set the size, then select Next.
6. Choose if you want to be notified when your child's device enters or leaves the Saved Area, then tap Create.

From a child profile

1. Start at the Family hub and tap the child's profile icon.
2. Select the child's device current location from the map on the child's profile.
3. Tap Save Area.
4. Enter the Saved Area Address and assign it a Name.
5. Adjust the circle around the Saved Area to set the size, then select Next.
6. Choose if you want to be notified when your child's device enters or leaves the Saved Area, then tap Create.

Arrival and departure alerts

Get location-based alerts when your child's device enters or leaves a Saved Area like school, home, or a friend's house. To set up these alerts:

1. Open the Secure Family parent app.
2. Select the Saved Area you want to create an alert for.
3. Choose a family member from the list and then turn on Get Notified When.
4. Select On/Off Arrives and On/Off Leaves.
5. Select Create.

Scheduled location alerts

Secure Family's scheduled alerts feature sends up to 20 location updates about family members' devices at specified times. For example, you can set an alert for 3 p.m. to make sure your child arrives home from school. Here's how to get started:

1. Open the Secure Family parent app.
2. Go to the Family Hub and tap menu.
3. Select Location alerts, then Scheduled Alerts.
4. Tap Create Scheduled Alert.
5. Enter a name for the Alert and select the time of day and recurrence of the alert.
6. Assign the alert to the desired family member, then select Create.

Location history

See where a family member's device has been in the past 7 days. Tap Timeline on a family member's profile details screen. This displays the location history as a timeline and shows a family member's device location in a 24-hour map view. (You won't see location history for times when the device's location permissions or the device itself is turned off.) You can delete your family's device location history in the Secure Family app settings. Location history cycles after seven days and is deleted on a periodic basis.

Note: Only adult profiles can view family member device location histories and timelines.

FREQUENTLY ASKED QUESTIONS

How do I find my child's device with AT&T Secure Family?

From the parent device:

1. Select the family member device you're looking for from the Family Hub.
2. Choose the map at the top of the profile. This opens the map view of your child's device location.
3. Zoom in on the map to your child's device to get to the map detail screen.

What if I can't see my child's device location on Secure Family?

Don't panic. Make sure:

- The Secure Family Companion app on the child device is paired to your device.
- The parent and child devices have **Wi-Fi** and **GPS** turned **ON**.
- The child device is powered **ON**.
- The child device has battery saving/optimization turned **OFF**.
- The child device settings has **location permissions** turned **ON** with **precise location** and is set to **Always**.
- The child device has **Background App Refresh** within their OS turned **ON** (iOS only).
- The child device doesn't have other parental controls apps running.

If a child's device can't be located, it may be turned off or the phone's GPS is deactivated. If you still can't locate the device after 24 hours (and the settings are accurate), contact AT&T Wireless customer support by dialing 611 from your mobile phone.

FYI: Refer to the Secure Family FAQ (PDF, 263KB) to get help with Location Troubleshooting tips:

<https://www.att.com/scmsassets/support/wireless/att-secure-family-faq.pdf>

Can my family members locate my device with Secure Family?

Yes. If you want to share your device location with your child, go to Location permissions and select **Always Allow**. Then, in your device settings select **Location** and **Always** and turn **ON Precise location**.