

HANDBOOK

1. ONBOARDING

- iOS  [p. 03](#)
- Android  [p. 13](#)

2. USING THE APP

- Parent Features [p. 22](#)
- Is My Child Connected? [p. 25](#)



SELECT YOUR OPERATING SYSTEM



ONBOARDING 6 STEPS

A) PARENT DEVICE

1. Download SafeToNet
2. Create a Parent Account
3. Add a Device for a Child

B) CHILD DEVICE

4. Download SafeToNet
5. Connect Your Child
6. Set up Your Child's Device



ONBOARDING GUIDE

for iOS



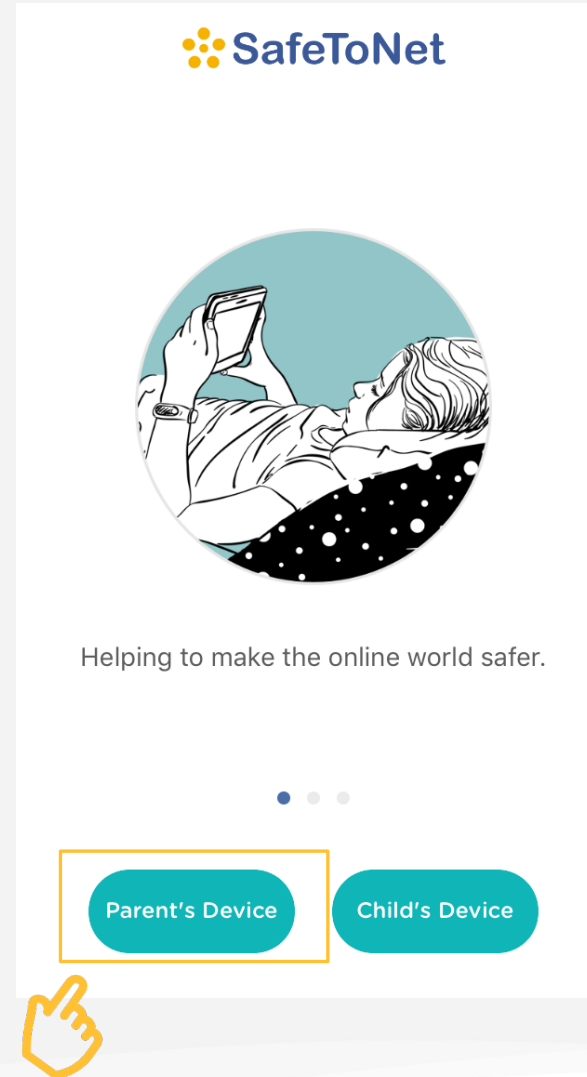
PARENT DEVICE


1. Download SafeToNet to your parent device



PARENT DEVICE

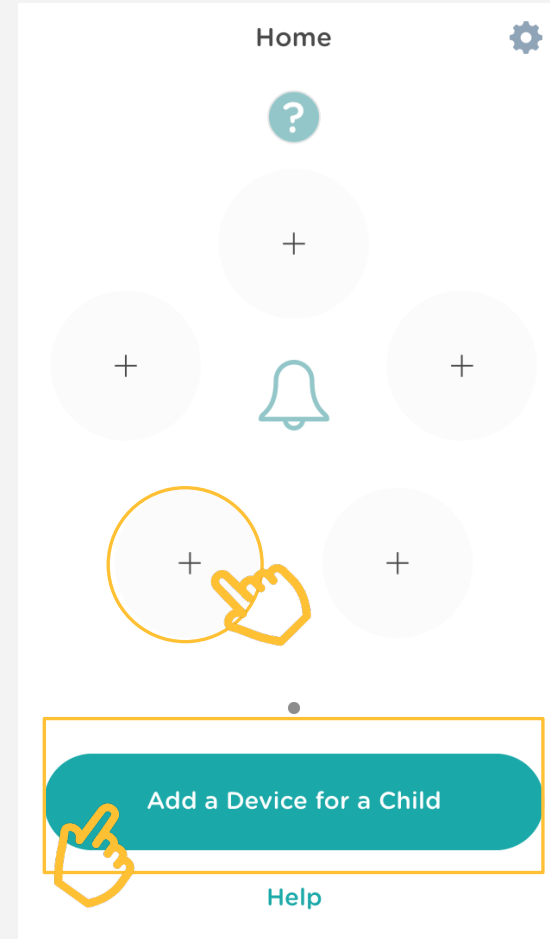
2. Create a Parent Account



1. Select 'Parent's Device' 
2. Tap on 'New User? Create an Account'
3. Create an account on the **Registration Page**
4. Select a **Subscription**

PARENT DEVICE

3. Add a Device for a Child



Your parent account is all set when you see this dashboard!

Tap on the **+** symbol or the **'Add a Device for a Child'** button, then:

1. Enter your child's name, date of birth and gender
2. Select your child's country of residence
3. If your child is under 13: read & agree our T&Cs & Privacy Policy on their behalf
4. Fill in your child's school details (optional)
5. Enter your child's device name
6. Add a picture (optional)

When you see the 8-digit code, you are ready to connect your child's device!



CHILD DEVICE

1. Download SafeToNet to your child's device




CHILD DEVICE

2. Connect Your Child



Child's Device


 **Security Code**

Firstly, ask your parent for the 8-digit security code that was generated when they created your account.

Enter your 8-Digit Code:

e.g. 29562057

Connect



... button.
Now, to prove you are linked to each other, ask Amy to enter this 8-digit code on the 'Security Code' screen:

Your 8-Digit code

5 6 3 0 7 3 1 6

Next

 Parent's Device

You will be asked to insert the 8-digit code which was generated on the parent device. Insert the code and tap 'Connect'.

CHILD DEVICE

3. Child Device Setup



Your Rights

See what rights you have and how SafeToNet uses your data.

[Tap Here to Read Your Rights](#)

I understand the **rights** I have ☒

I am happy to **continue** ☒

I understand that I can **say no** at any time ☒

[Next](#)

During this onboarding process there are a few steps for your child to take to have SafeToNet up and running on their device:

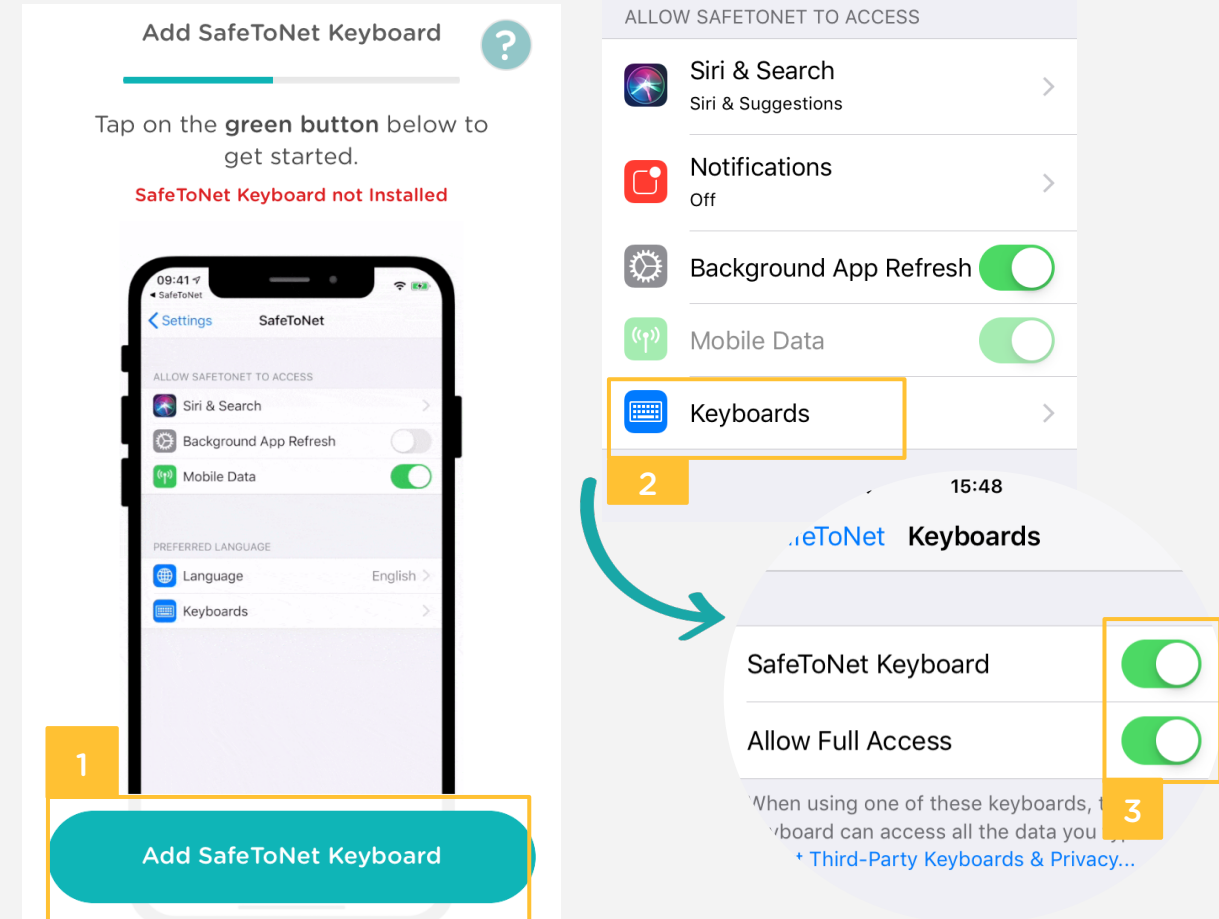
1. Your child will be asked to review their rights, our T&Cs and Privacy Policy
2. Install the SafeToNet Keyboard
 - Add SafeToNet Keyboard ([p. 10](#))
 - Remove any other keyboards ([p. 11](#))
3. Allow Location Access ([p. 12](#))

CHILD DEVICE - KEYBOARD

ADD THE SAFETONET KEYBOARD

Adding the SafeToNet keyboard to your child's device takes the following steps:

1. Tap **'Add SafeToNet Keyboard'**. You will be directed to the SafeToNet tab within your device settings
2. Tap on **'Keyboards'**
3. Toggle both switches: **'SafeToNet Keyboard'** and **'Allow Full Access'**
4. Return to the SafeToNet app

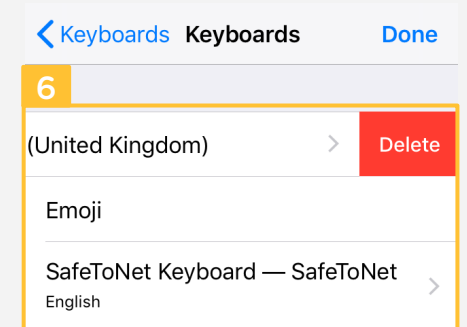
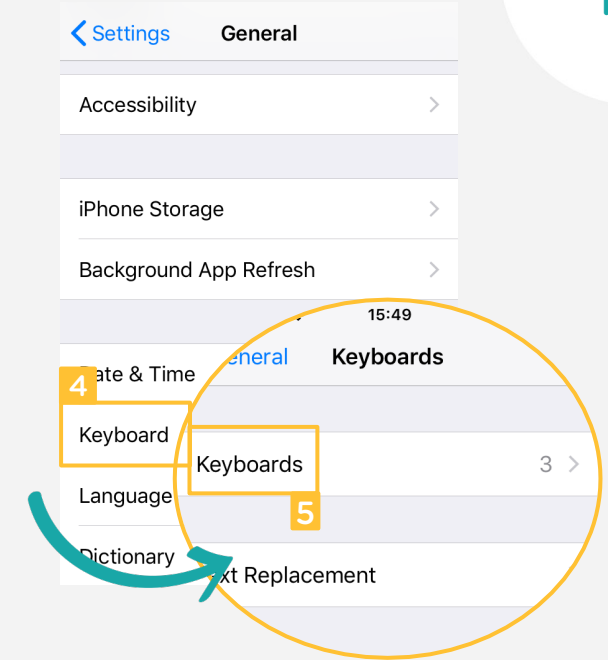
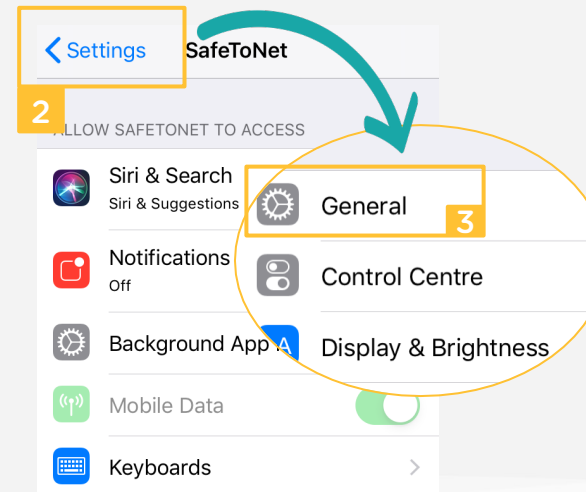
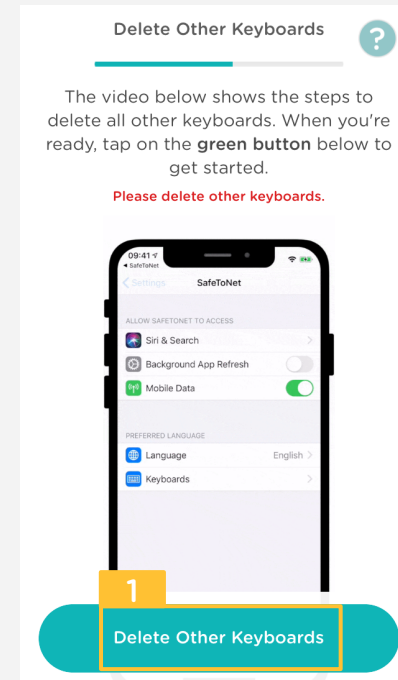


CHILD DEVICE - KEYBOARD

REMOVE OTHER KEYBOARDS

When SafeToNet is installed on your child's device, it is important to remove any other keyboards to avoid clashes:

1. Tap '**Delete Other Keyboards**'. You will be directed to the SafeToNet tab within your device settings
2. Exit the SafeToNet settings tab
3. Scroll up and tap on '**General**'
4. Tap on '**Keyboard**'
5. Tap on '**Keyboards**'
6. Delete all other keyboards - apart from the SafeToNet Keyboard. Swipe left and tap '**Delete**'
7. Return to the SafeToNet app



CHILD DEVICE – KEYBOARD

LOCATION ACCESS

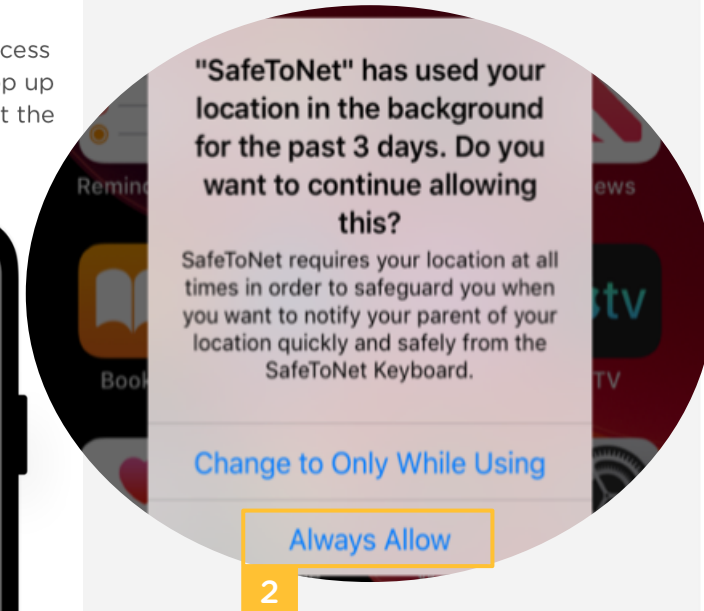
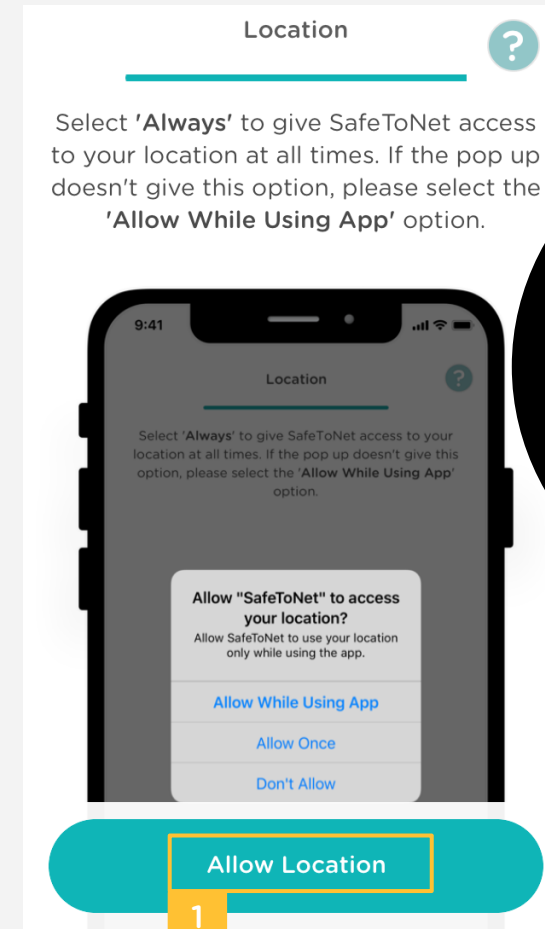
Finally, your child will need to allow SafeToNet access to their location. This will enable your child to send you their location directly from the SafeToNet keyboard. This permission must be set to **'Always'** - otherwise your child's device won't be able to communicate with your parent device when needed.

iOS 13 or above:

1. Tap **'Allow Location'**. You will see a pop-up. Tap **'Allow While Using App'**
2. From time to time, there will be another pop-up that will request the location to be set to **'Always Allow'**

Older versions:

1. Tap **'Allow Location'**. You will see a pop-up. Tap **'Always Allow'**
2. There won't be a second pop-up





ONBOARDING GUIDE

for Android



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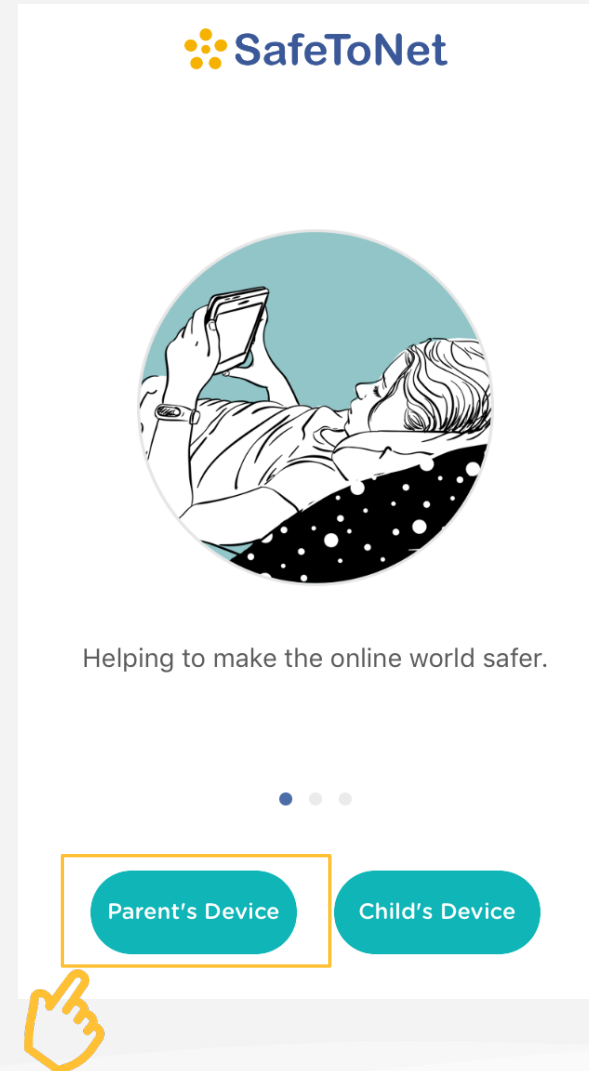
PARENT DEVICE


1. Download SafeToNet
to your parent device



PARENT DEVICE

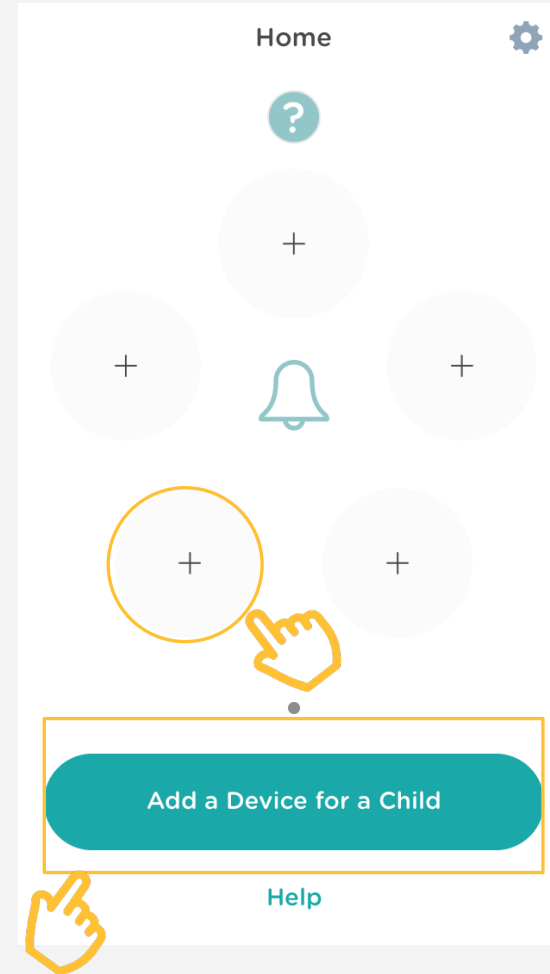
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When you see the 8-digit code, you are ready to connect your child's device!



CHILD DEVICE

1. Download SafeToNet to your child's device




CHILD DEVICE

2. Connect Your Child



Child's Device


 **Security Code**

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Next

 *Parent's Device*

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CHILD DEVICE

3. Child Device Setup



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[Tap Here to Read Your Rights](#)

I understand the **rights** I have ☒

I am happy to **continue** ☒

I understand that I can **say no at any time** ☒

[Next](#)

Your child will be asked to review their rights, our T&Cs and Privacy Policy.

Next, your child will need to set up the SafeToNet Keyboard:

- Add SafeToNet Keyboard [\(p. 20\)](#)
- Select SafeToNet Keyboard [\(p. 21\)](#)

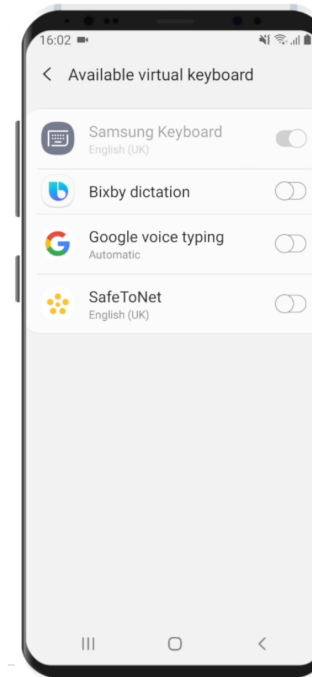
CHILD DEVICE – KEYBOARD

ADD THE SAFETONET KEYBOARD

Your child will be prompted to add the SafeToNet keyboard.

1. Tap **'Add SafeToNet Keyboard'**. You will be directed to the keyboard settings
2. Toggle the switch next to **'SafeToNet Keyboard'**
3. Return to the SafeToNet app

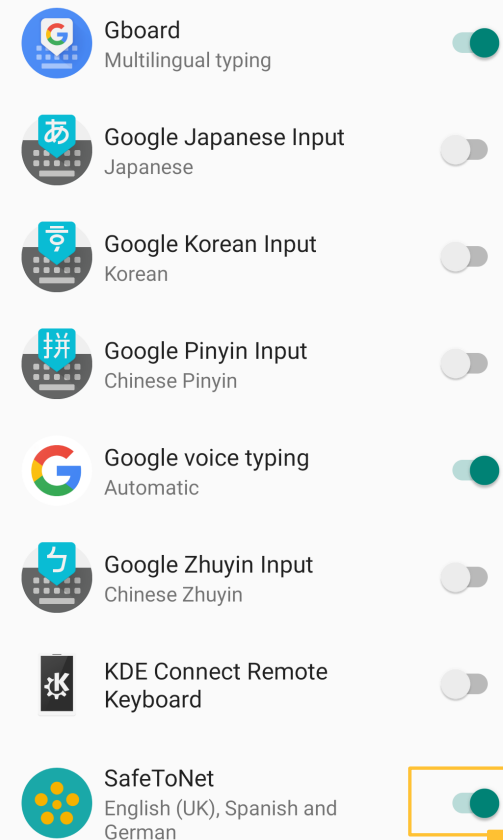
Tap on the **green button** below to get started.



Add SafeToNet Keyboard

1

Manage keyboards



2



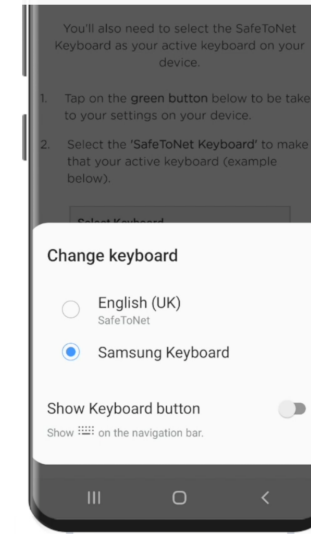
CHILD DEVICE – KEYBOARD

SELECT THE SAFETONET KEYBOARD

Next, your child will be asked to select the SafeToNet Keyboard as the default keyboard:

1. Tap **'Select SafeToNet Keyboard'**
2. You will see a pop-up. Tap **'English SafeToNet'**

The video below shows the steps required to select the SafeToNet Keyboard as your default keyboard. When you're ready tap on the green button to get started.



Select SafeToNet Keyboard

Change keyboard

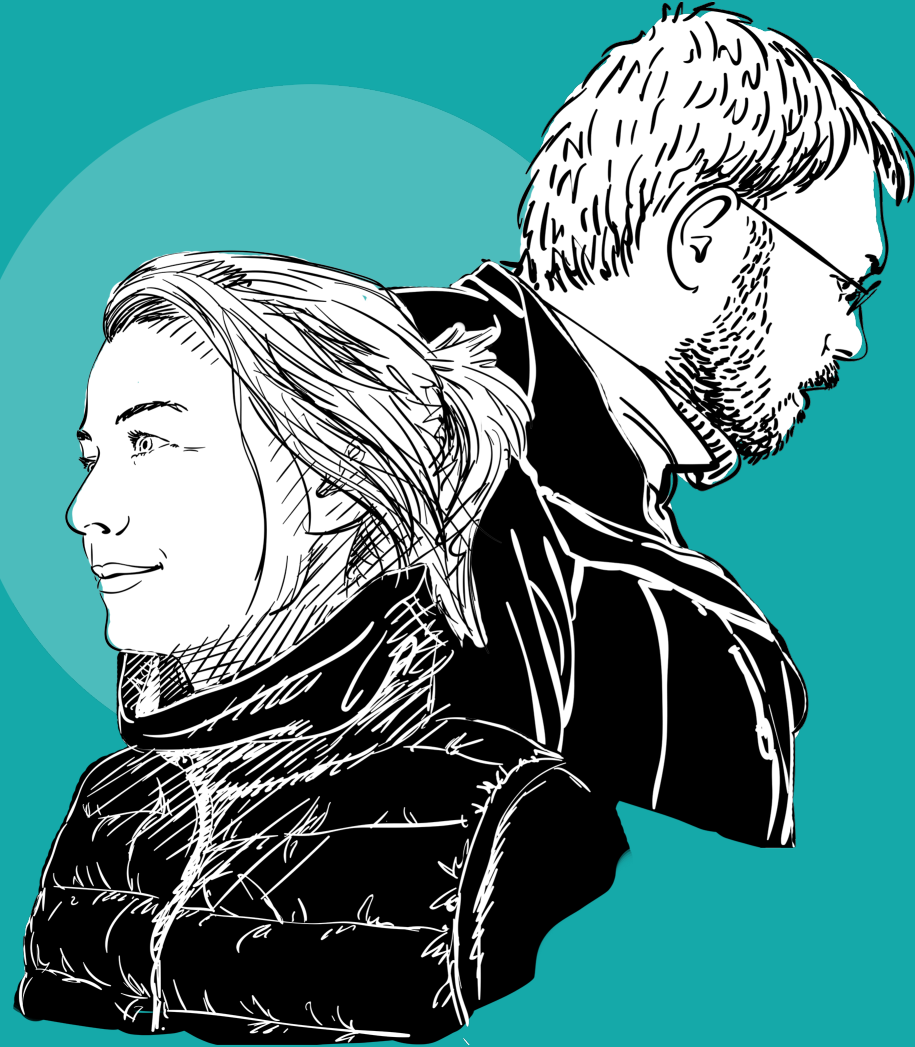
- ☒ Gboard
- ☐ English (UK) SafeToNet
- ☐ German SafeToNet
- ☐ Spanish SafeToNet

2





USING THE APP

Parent Features

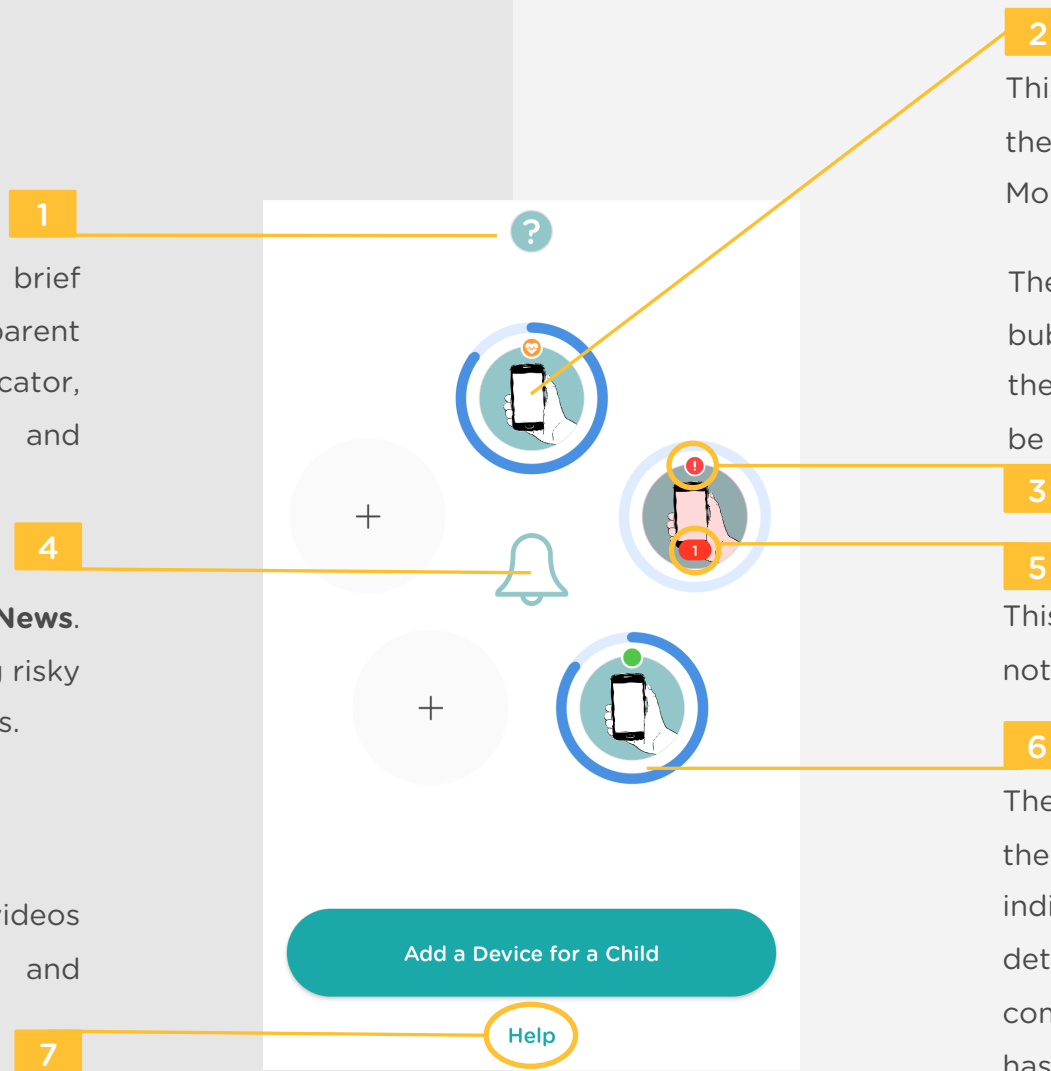


PARENT FEATURES DASHBOARD


Behind the  icon you can find a brief explanation of the symbols on your parent dashboard, including the Safety Indicator, Trend Indicator, Connection Status and Notifications.

Behind the  icon you can find our **News**. These are general notifications regarding risky apps and articles on current online trends.

The **Help** section offers a selection of videos which explain our app technology and features in more detail.



This is the child device icon. You can get to the child's device overview when tapping it. More information can be found on [p. 24](#).

The  icon at the top of the child device bubble shows you the **Connection Status** of the respective device. More information can be found on [p. 25](#).

This icon shows the count of unread notifications for the respective child device.

The blue circle around the child device icon is the **Safety Indicator**. A more complete circle indicates that fewer signs of risk have been detected in the child's behaviour, while a less complete circle indicates that the software has sensed multiple signs of risky behaviour.



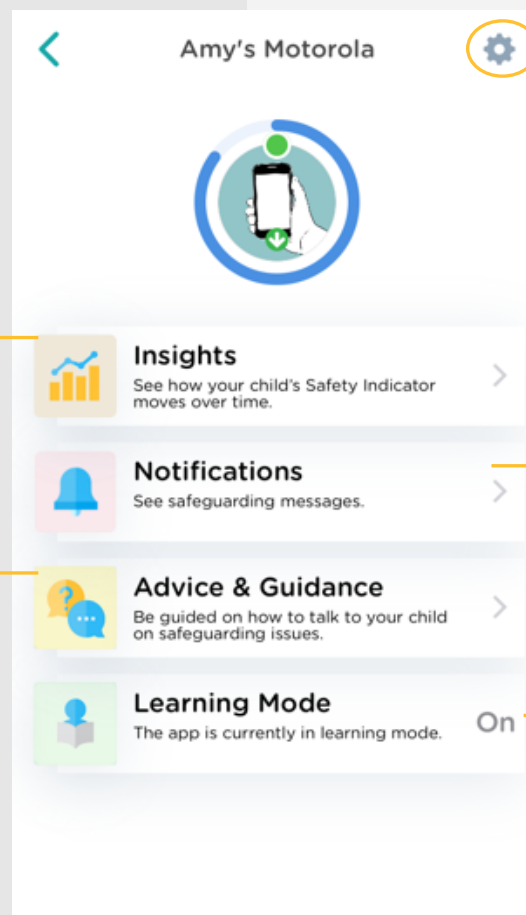
PARENT FEATURES

CHILD'S DEVICE OVERVIEW

The device overview behind your child's device icon allows you to check the profile status, access device specific notifications and insights into your child's Safety Indicator.

View the Insights Graph to find out how your child's Safety Indicator moves over time.

It provides information to both parents and children relating to online safety and wellbeing and suggested coping methods.



1 Access your child's device settings to change their profile details or to remove their device from your dashboard.

3 Notifications are specific to each child's device and these are sent to the parent when appropriate.

5 In the beginning, our software will make more general assessments while it gets to know your child. Please bear with us, as the software will become more accurate the more it is used.



IS MY CHILD CONNECTED? STATUS & CODE REGENERATION

In case the child's device appears disconnected although initially connected successfully, the following factors should be considered:

- The SafeToNet keyboard could have been removed
- Another keyboard could have been installed alongside the SafeToNet keyboard
- The SafeToNet keyboard might not have full access
- The location settings on your child's device could be set to 'Never' or 'While Using the App' instead of 'Always'
- The SafeToNet app could have been force closed
- The SafeToNet app may have been deleted from your child's device


Alternatively, your child's device might have no signal (e.g. airplane mode) or could be in low power mode or out of battery. To reconnect, simply follow the instructions provided on your child's SafeToNet app.

Please note: It could take up to 10 minutes for the green icon to appear on your parent dashboard after reconnection.

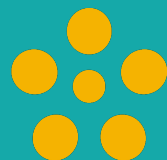
If the app was temporarily uninstalled from your child's device, the 8-digit-code will need to be **regenerated to reconnect your devices.**

To do so, you can simply **tap on your child's device icon** on your parent dashboard.

The app will automatically prompt you to regenerate another 8-digit code.

-  When the green icon is showing it means the child's device is connected.
-  If amber it means that SafeToNet can't currently communicate with your child's device.
-  If red it means that a permission on your child's device has been removed.





SafeToNet

SAFEGUARDING
CHILDREN

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