



User Guidelines

IOS 2019

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Hello!

I'm Jo

Let me help you get setup

Getting



Started



User Guidelines

1.1.0

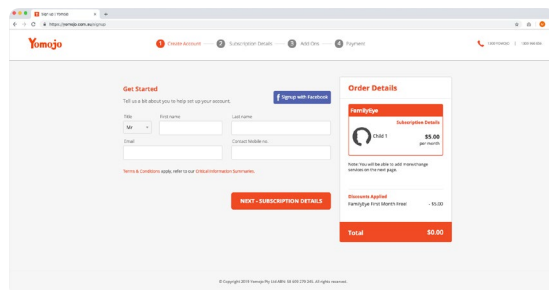
New to Yomojo?

To start protecting your kids with FamilyEye you do not need to be an existing customer or have an active mobile service. If you are new to Yomojo start here! If you're an existing customer, you can skip this step.



Let's get Started

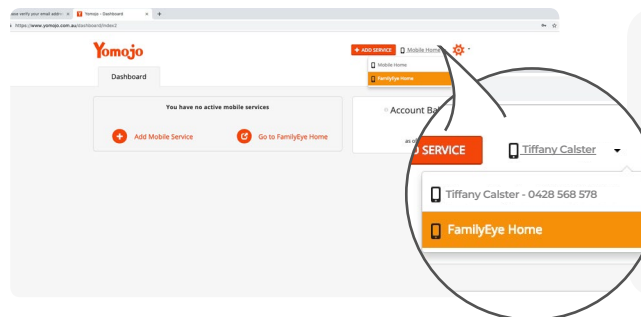
STEP 1



Signup

Sign up by clicking [here](#) and add as many child profiles as you need for your family

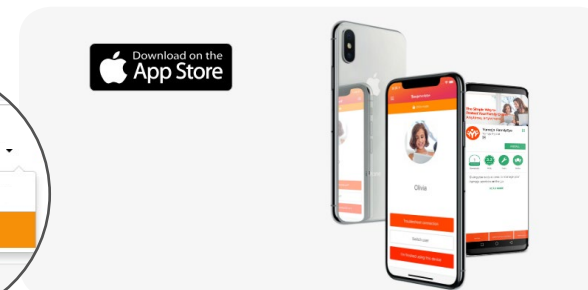
STEP 2



Secure

Log in to your FamilyEye Dashboard and customise each child's profile

STEP 3



Install

[Download](#) the app on the devices you want to protect and you're all set to go!

How to login to your FamilyEye Dashboard:

1. Visit www.yomojo.com.au/login
2. Enter username and password
3. Click login button
4. Select 'FamilyEye Home' from service selector in top right corner



User Guidelines

1.1.1

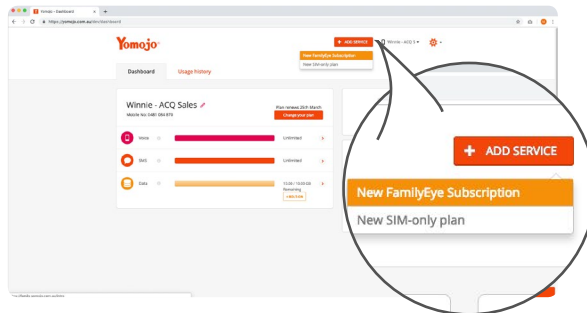
Existing Yomojo Customer?

[Login](#) to your Yomojo Mobile Dashboard and follow the steps below.



Let's get Started

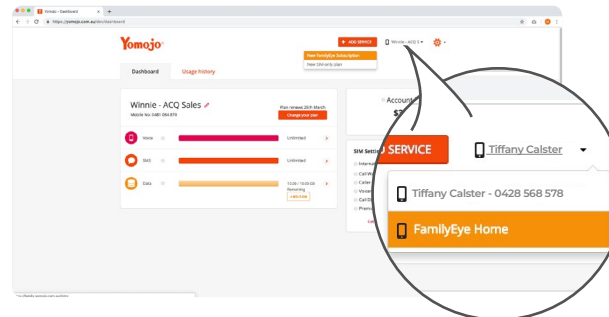
STEP 1



How to Add FamilyEye Subscription:

1. Click 'Add Service' button
2. Select 'New FamilyEye Subscription' and add as many child profiles as you need for your family

STEP 2

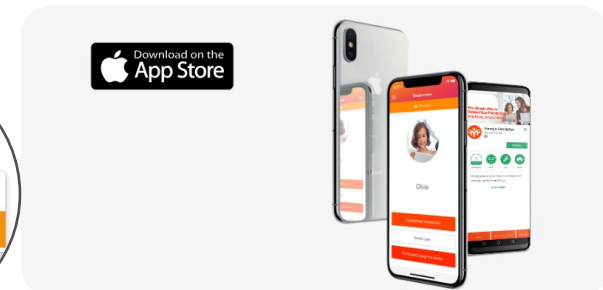


Secure

The FamilyEye Dashboard will allow you to customise each child's profile

To access your FamilyEye Dashboard, select 'FamilyEye Home' from service selector in top right corner

STEP 3



Install

[Download](#) the app on the devices you want to protect and you're all set to go!



User Guidelines

1.2.0

How does FamilyEye work?

The FamilyEye app safely controls your child's device by blocking access to inappropriate internet content, apps, tracks their whereabouts and more. Parents can customise the rules online through the FamilyEye Portal.



What Exactly Can You Monitor and Manage?

Parents can monitor and manage the following:



Web Safety



App Safety



Device Safety



Location Safety



WiFi Networks



User Guidelines

1.2.1
Customise the
Web Safety Feature

The Web Safety feature allows parents to ensure that children access appropriate internet content as selected by the parent. Websites are sorted into different web content categories to which access can be allowed or blocked. For more precise security, parents can also allow or block specific websites. All this can be done through the FamilyEye Dashboard.

For example, if you choose to block your child from accessing websites related to gambling, your child will not be able to google “How to play poker” and other websites that relate to gambling.



How to activate web safety:

1. Login to your Yomojo Dashboard

2. On the service selector, select “FamilyEye Home”

3. Select the child that you want to configure

4. Click on Rules
5. Select Web Safety tab

6. Confirm the “Activate Web Safety” switch is set to ON

7. Review the web categories and customise your block/allow rules for the specified categories

FamilyEye®

+ ADD SERVICE

FamilyEye Home ▾

⚙️ ▾

Activity

Rules

Locations

Jonathan

Web safety On

App safety Off

Device safety On

Location safety On

WiFi networks

Switching on this feature allows you to supervise web activity for your child.

Activate web safety

On

Warn for fraudulent pages

On

Enforce safe search

On

Sensitive categories	General categories	Specific sites
<div>Abortion</div>	...	<div>Abused Drugs</div>
<div>Adult</div>	...	<div>Alcohol and Tobacco</div>
<div>Copyright Infringement</div>	...	<div>Dating</div>
<div>Extremism</div>	...	<div>Gambling</div>
<div>Games</div>	...	<div>Hacking</div>
<div>Insufficient Content</div>	...	<div>Malware</div>
<div>Nudity</div>	...	<div>Parked</div>
<div>Peer-to-Peer</div>	...	<div>Phishing</div>
<div>Private IP Addresses</div>	...	<div>Proxy Avoidance and Anonymizers</div>
<div>Questionable</div>	...	<div>Sex Education</div>



User Guidelines

1.2.2 Customise the App Safety Feature

The App Safety feature allows parents to limit their child from installing and block the data for specific mobile apps. Parents can also limit their child from making unauthorised in-app purchases. Apps are sorted into different categories and parents can select which categories to allow and block.

For more precise security, parents can also allow or block specific mobile apps. All this can be done through the FamilyEye Dashboard.



How to activate app safety:

1. Login to your Yomojo Dashboard
2. On the service selector, select "FamilyEye Home"
3. Select the child that you want to configure
4. Click on Rules
5. Select the App Safety tab
6. Confirm the "Activate App Safety" switch is set to ON
7. Review the web categories and customise your block/allow rules for the specified categories

The screenshot shows the FamilyEye dashboard for a user named Jonathan. The 'Rules' tab is selected, and the 'App safety' toggle is turned on. The 'App Safety' section is expanded, showing a list of categories and specific apps. The 'Activate App safety' toggle is on, and the 'App installation blocking' and 'In-app purchases blocking' toggles are also on.

FamilyEye®

+ ADD SERVICE FamilyEye Home ⚙️

Activity Rules Locations

Web safety On App safety On Device safety On Location safety On WiFi networks

Switching on this feature allows you to manage your child's access to a range of mobile apps. Blocking an app or app category may also block web browser access to websites related to that app. Please note, on Android restricting in-app purchases or app installations, restricts automatically both.

Activate App safety

On

App installation blocking

On

In-app purchases blocking

Categories Specific apps

Allowed	Blocked
✓ General Internet	✗ Networking
✓ Business Systems	✗ Media
✓ Collaboration	
✓ Unknown	



User Guidelines

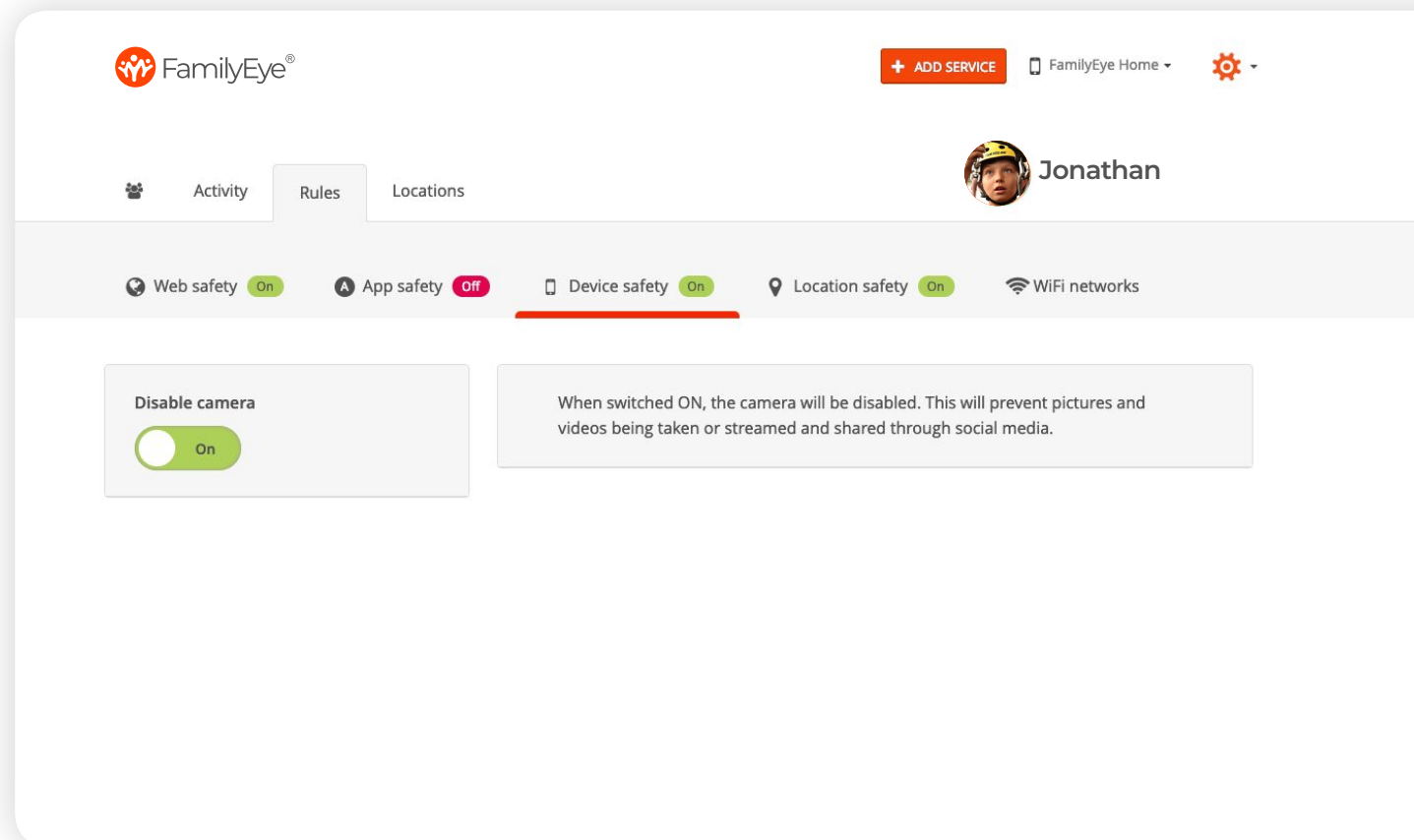
1.2.3 Customise Device Safety of your Children's Profiles

The Device Safety feature allows the parent to lock-down access to the camera. When the Disable switch is set to On, the child cannot use the camera to take selfies and engage in video calling through apps like Snapchat, Facebook Messenger, iMessage, FaceTime, and others.



How to activate device safety:

1. Login to your Yomojo Dashboard
2. On the service selector, select "FamilyEye Home"
3. Select the child that you want to configure
4. Click on Rules
5. Select Device Safety tab
6. Toggle the "Disable camera" switch

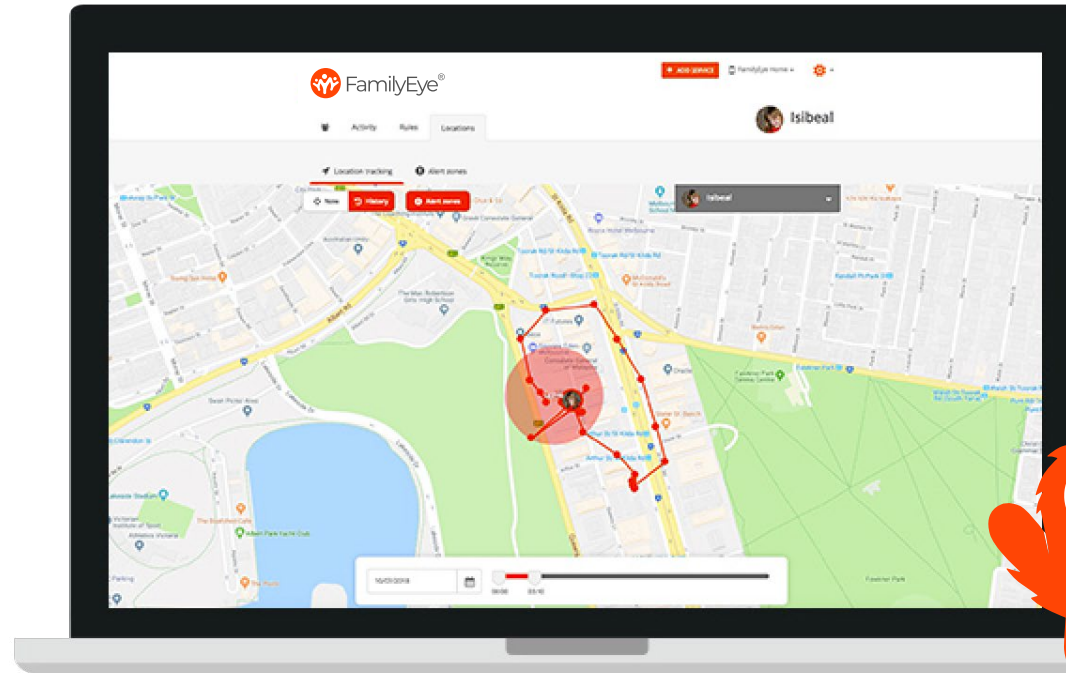




User Guidelines

1.2.5 What are Alert Zones?

Alert Zones, more commonly known as Geo-fences, are specific areas on a map defined by the users. This place can be your home, your child's school or a place you don't want your child to go. By defining these places, you'll get notifications when your child enters or leaves those areas. You can add as many Alert Zones as you like by simply entering the address or the name of the establishment that you want to save.



How to create alert zones:

1. Login to your Yomojo Dashboard
2. On the service selector, select "FamilyEye Home"
3. Select the child that you want to configure
4. Click on Rules
5. Select Location Safety tab and click on Create a new zone
6. Confirm that the "activate location tracking" master switch is set to ON
7. Define the area
 1. Locate the area you wish to geo-fence by entering an address, location name or use the GPS on your device.
 2. An orange circle will appear on the map on the left side of the window. You can adjust the radius of the area of the alert zone by clicking and dragging the orange dot to your desired radius.
 3. Click Next to continue

8. Setup how you want to be alerted

1. Assign a name for the zone e.g. "school", "home", "park"
2. Select to which children you want this alert zone to apply to
3. Define the start and end time when you wish to receive alerts about activities on this area
4. Select what kind of activity you want to monitor -ins, out, and both
5. Toggle the switch of how you wish to be notified.

How to manage alert zones:

1. If you wish to temporarily stop receiving notifications about activities within an alert zone, you can pause the alerts by clicking on the pause icon (||).
2. If you wish to edit an alert zone, just click on the edit icon (✎).
3. If you wish to delete an alert zone, just click on the delete icon (🗑).



User Guidelines

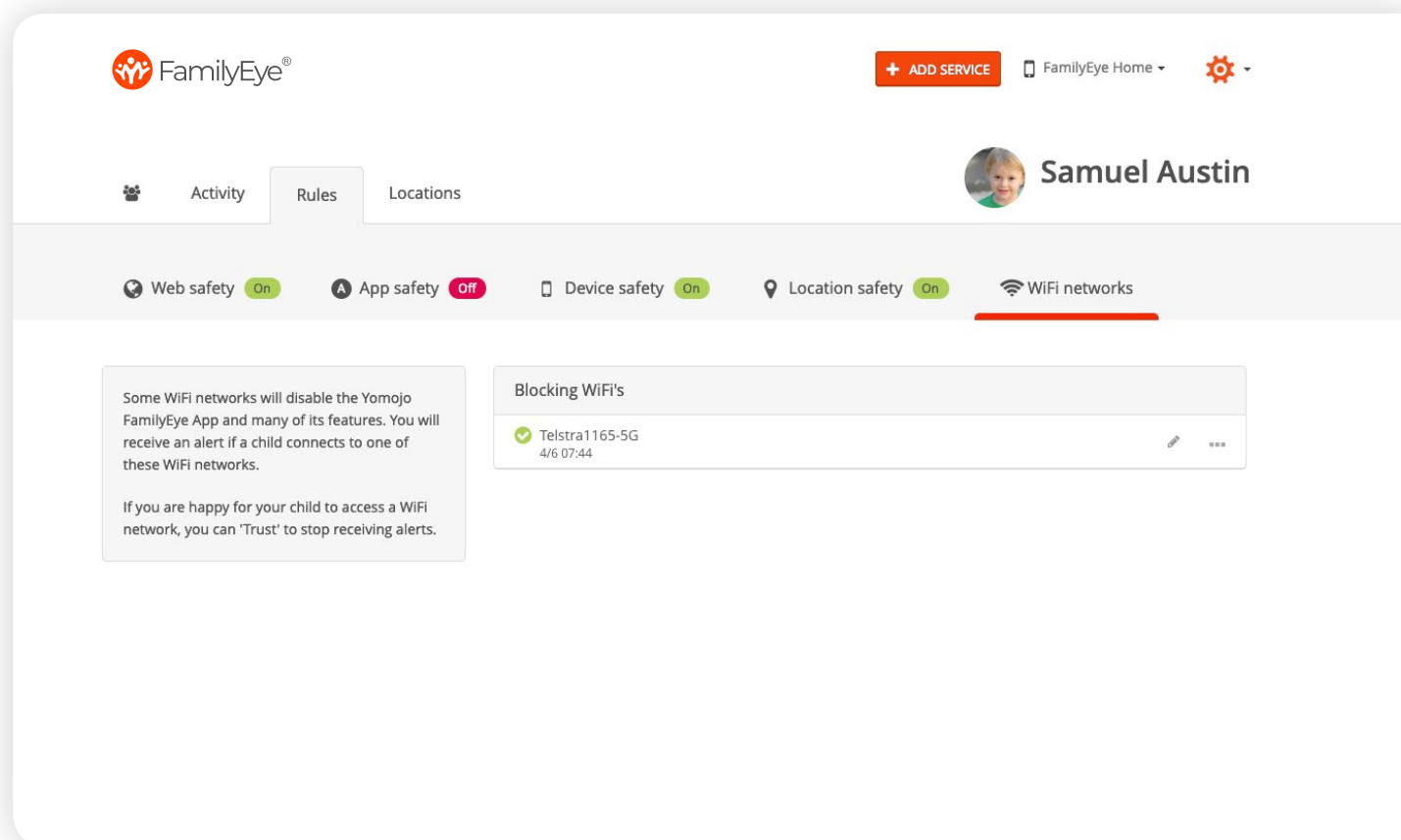
1.2.6 Customise Wifi Blocking of your Children's Profiles

Occasionally WiFi networks will be running security which will interfere with our app. When this occurs the child can report that their device is being blocked by the WiFi network they are using. The parent then will have the option to allow that WiFi zone as a safe zone, in which case web safety and app safety will be disabled while the user is connected to that WiFi. This service is especially helpful in schools which are often running their own web filtering service.



How to activate wifi networks:

1. Login to your Yomojo Dashboard
2. On the service selector, select "FamilyEye Home"
3. Select the child that you want to configure
4. Click on Rules
5. Select the WiFi networks tab
6. Look for the WiFi connection that you wish to allow and click on Trust





User Guidelines

1.3

Download & Install the FamilyEye app on Apple devices

Before installing the app on the device you want to protect, make sure that your FamilyEye account has been created and rules have been set up. You may also want to check if your Apple device is using iOS 9 and above.

To download the app on your Apple device simply do the following:

- 1 Go to the App Store
- 2 Search for "FamilyEye", or click [here](#)
- 3 Tap on the Install icon and wait for the download and installation to finish.
- 4 Open the app and login using your Yomojo username and password.





FamilyEye®

User Guidelines

1.4.1

Grant some Permissions for the app

Hey,
let's start here



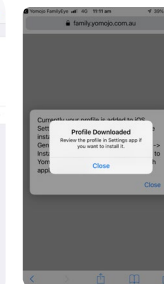
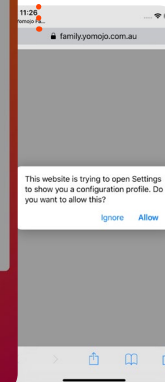
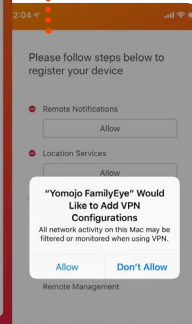
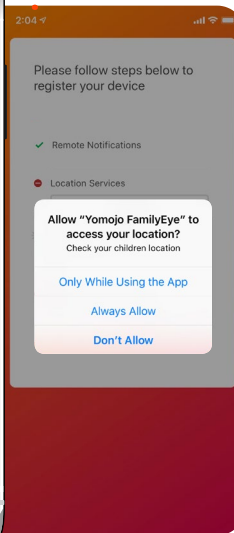
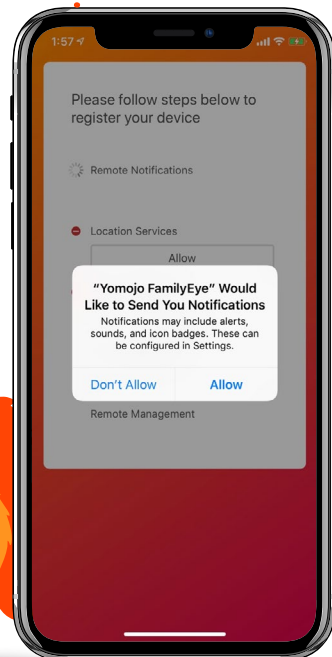
5 Remote Notification
Tap on **Allow**. When a pop-up appears, tap on Allow.

6 Location Services
Tap on **Allow**. When a pop-up appears, tap on Always Allow.

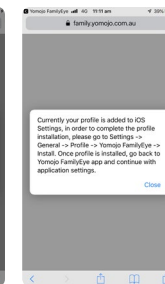
7 VPN Configuration
Tap on **Install** and tap on **Allow**.

8 Remote Management
Tap on **Install Profile**. This will open a Safari window to start the configuration. Tap on **Allow**.

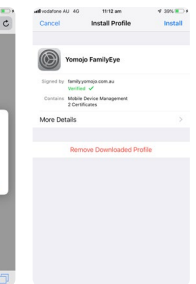
9 Install Profile
The Install Profile window will open.
Tap on **Install**.



9A
Profile is downloaded.
Tap on **Close**.



9B
Locate the downloaded profile
Tap on **Install**.



9C
The Install Profile window will open.
Tap on **Install**.

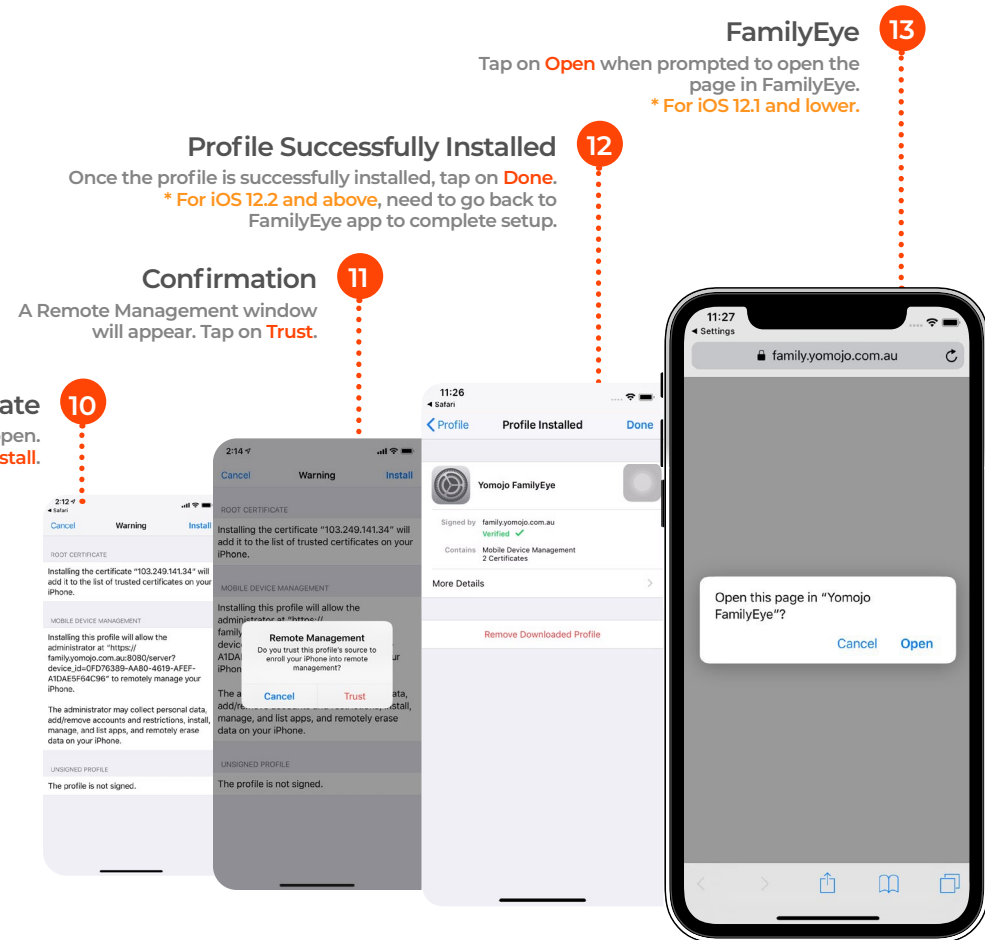
* for iOS 12.2 and above



User Guidelines

1.4.2 Grant some Permissions for the app

We're almost done,
a few more steps to go.





User Guidelines

1.4.3 Finish Installation

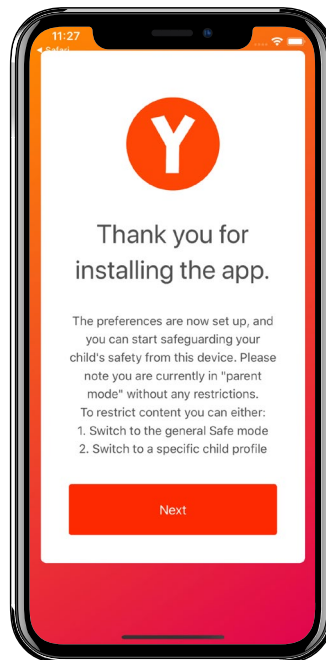
Congratulations!
You have successfully
installed the app.



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FamilyEye App Successfully Installed

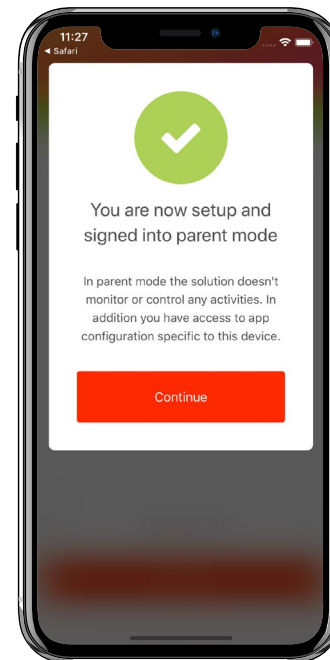
Click **next** on the "Thank You" page



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Parent Mode

By default, you will be signed into parent mode where no restrictions are applied. Tap on **Continue** and tap on the **Sign in** a child button to apply your child's settings.





The App: Setting up Kids Profiles



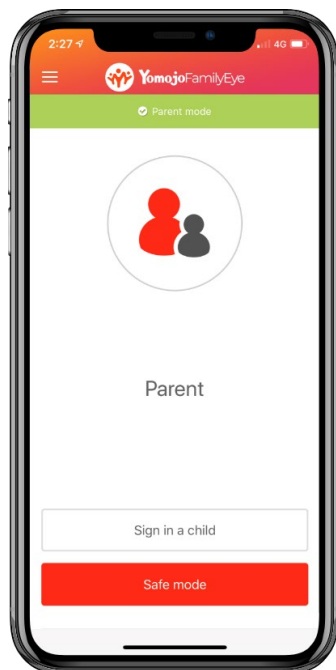
User Guidelines

2.0 Activating Kid's Profiles on the App

Select the child who will be using the device. Their settings will automatically be applied to the device after logging in. You will also be asked to enter their PIN assigned to this child to activate the profile for safety reasons.

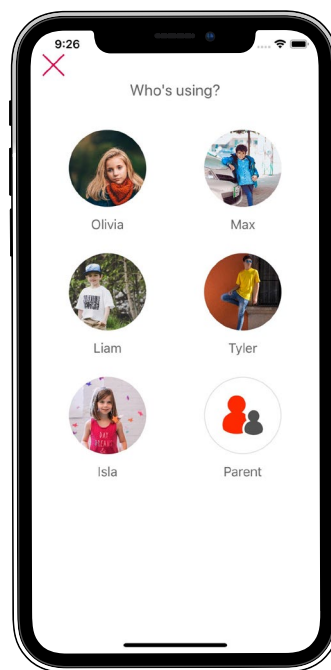
16

Click on **Sign in a child**



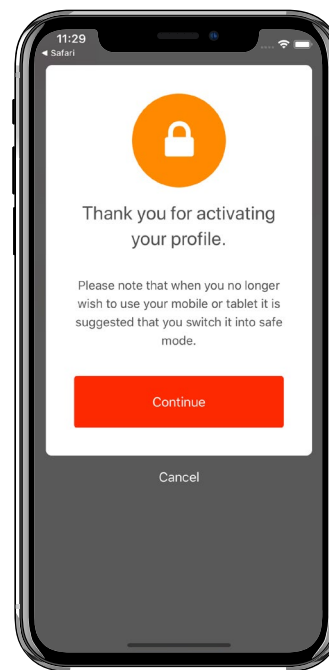
17

Select a **child** from the list and enter their PIN



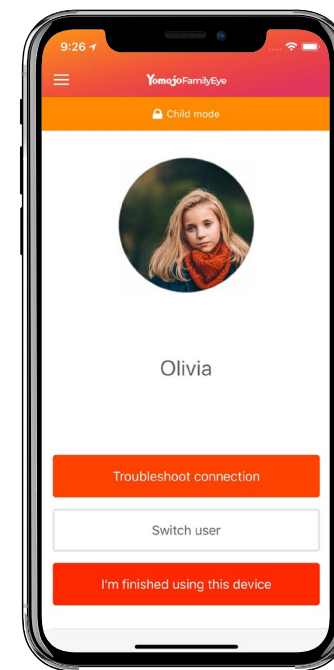
18

Click **continue**



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Start using the device



We are now Done!

Your child is now protected, anytime, anywhere. To check website usage, location or adjust settings - log into your Yomojo Dashboard from a browser.





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