## Part 1: Create Norton account in Parent's device + Activate Norton Family

1. Customer will receive the below SMS upon successful service subscription. Click the Link embedded in the SMS to activate the service.

Thank you for subscribing Norton Family. Please activate the service via

Sign In - Norton Secure Login
my.norton.com
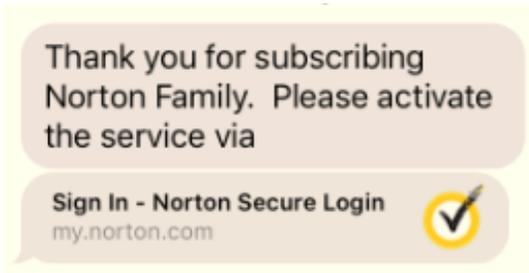
2. Select "Create an Account" if you haven't had any Norton Account. After creating the account, the **WELCOME TO NORTON FAMILY** window will be shown. Please keep this window and jump to next step.（If you already have Norton account, please login your account and jump to step 2 of part 2）
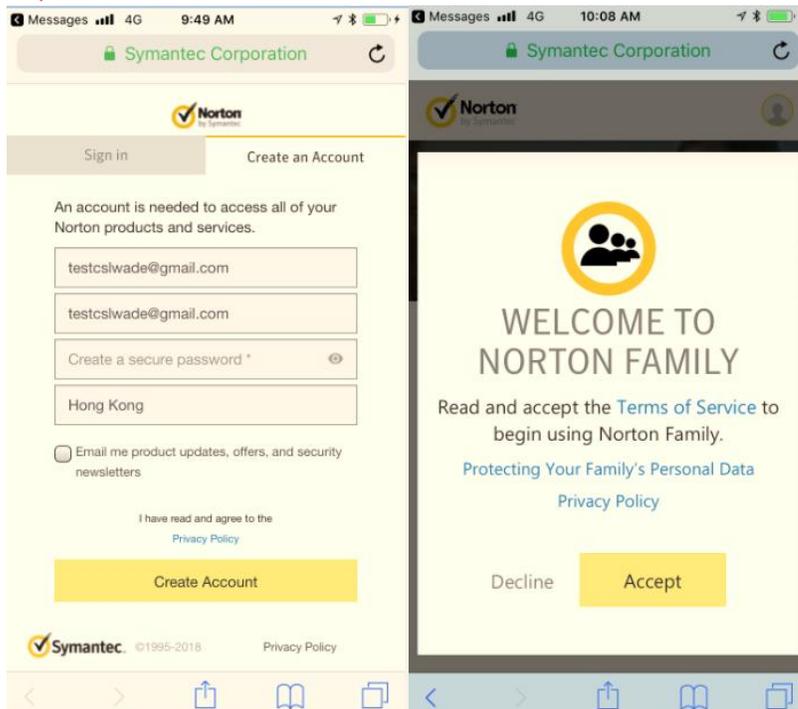
3. Customer will receive an email confirmation, click the link to complete the process



4. Email address is confirmed, tap "Continue" and then you will be directed to "Sign in" window. Please jump to Part 2 to continue the settings.
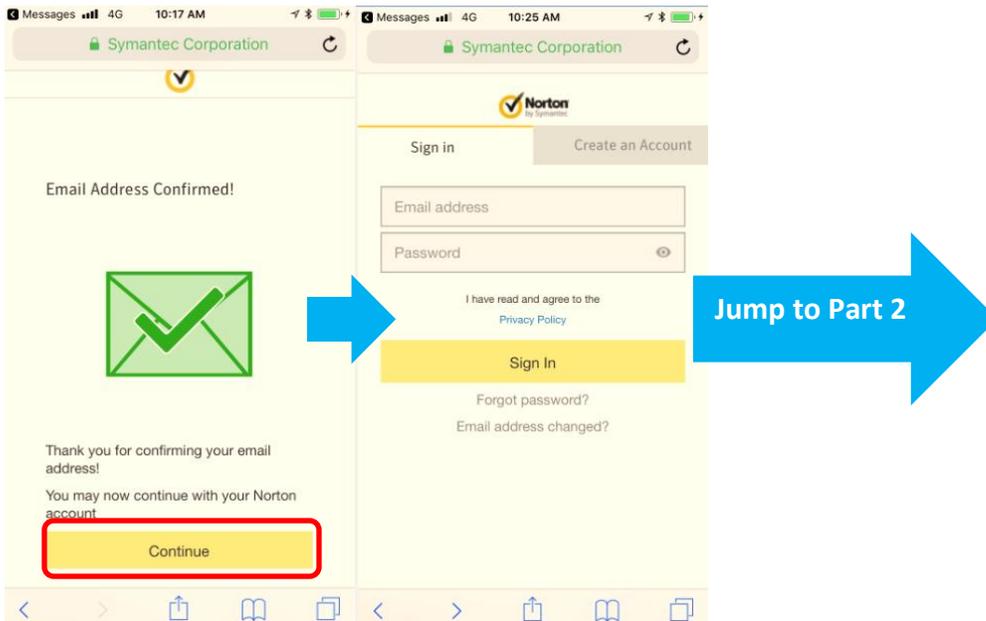
**Part 2: Add parent, children to account and define house rules by using parent's device**

1. Return to **WELCOME TO NORTON FAMILY window** (get from step 2 of part 1), if your login is expired, please follow procedures below to login your Norton account again. （If you login is still valid, please jump to step 2 ）
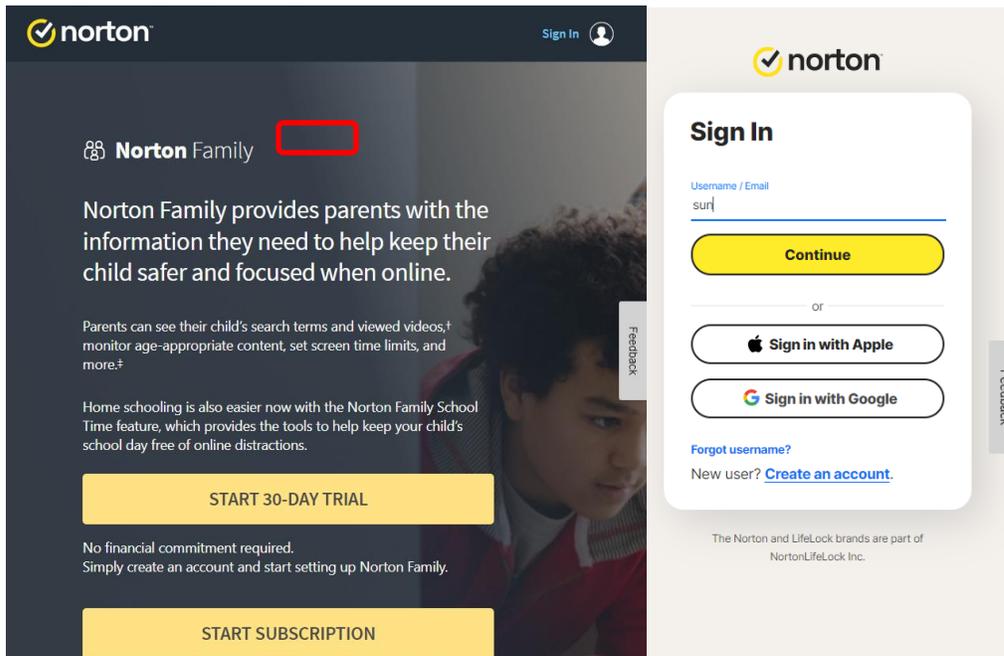


2. Please read the Terms of Service, and then click "Accept" to continue the process. Scroll down the page and click "Continue" to add a child to your account.
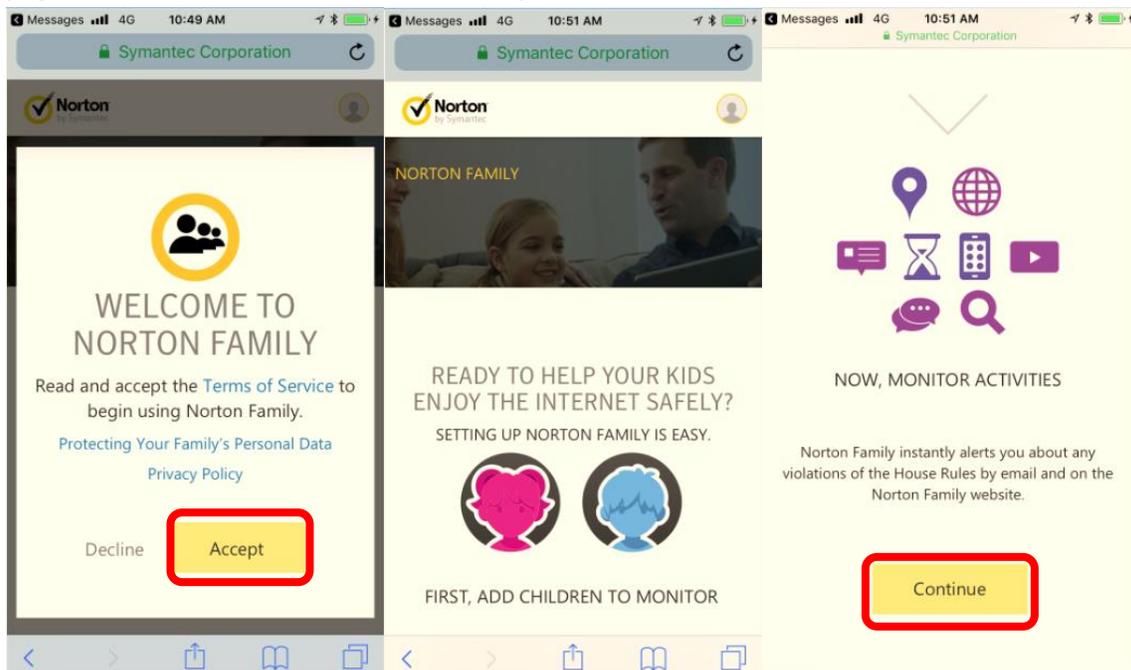
3. In "Add A CHILD" window, type the child's name, select the child's year of birth and gender, then click Save. After that, you can select "No" to complete the process or select "Yes" to add another child.
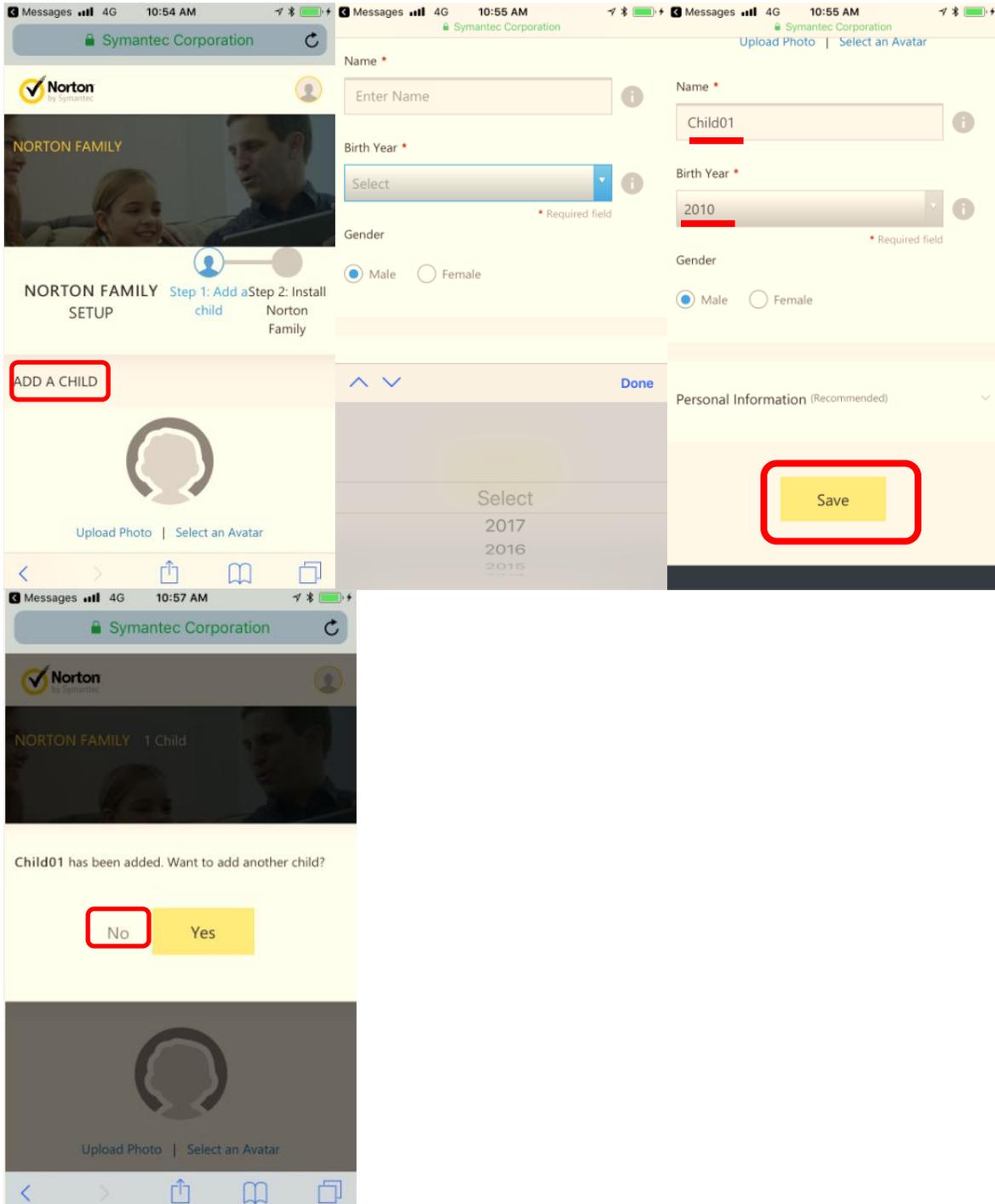
4. Because parents are using their own devices, select "No" then click "Continue". After that, scroll down the page until find "Done" and tap it.
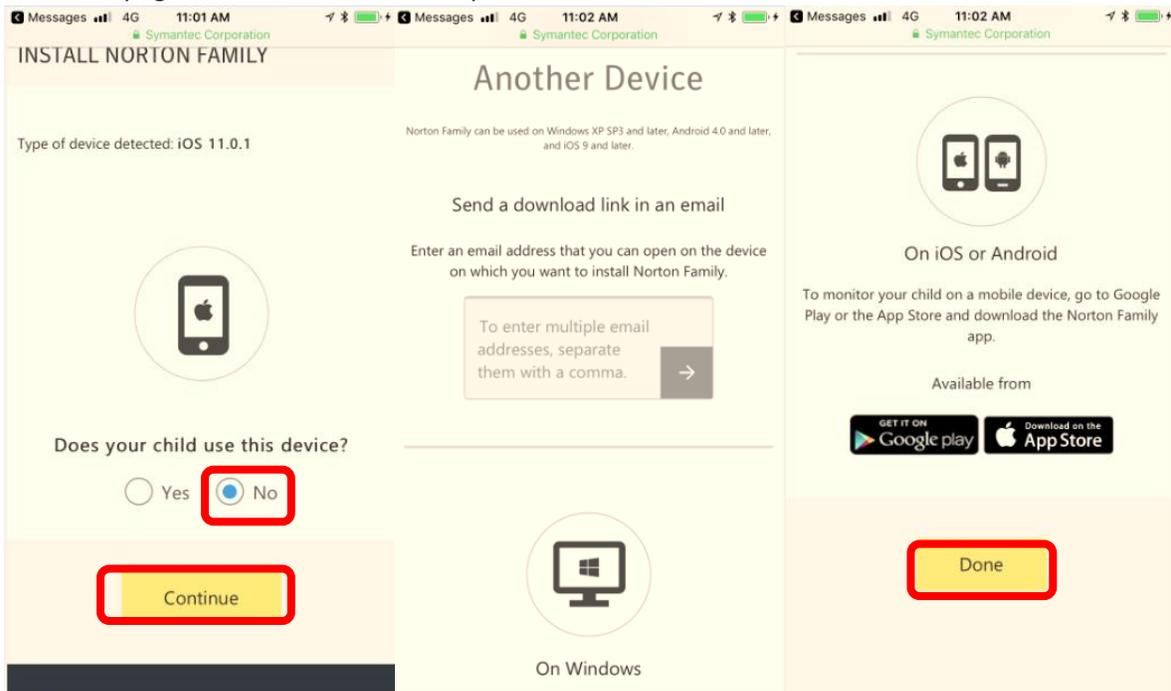


5. Norton Family will give you a brief teaching tour. Please select "Start Tour" and tap "next" to finish the tour. Or you can select "Skip" to skip a tour.
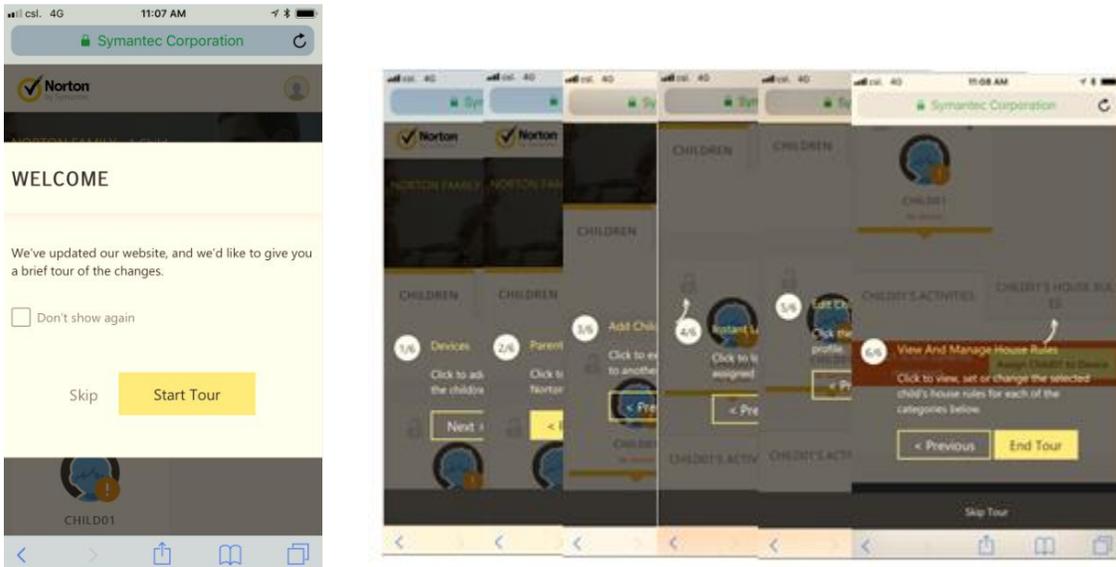


6. Define House Rules–Select a child, and then click the XXX's HOUSE RULES tab
   （For the details of Web supervision, Time supervision, Search supervision, Social network supervision, Video supervision, Location supervisor and Mobile app supervision, Please refer to this link:(https://support.norton.com/sp/en/uk/norton-family/current/solutions/v40464446_nortonfamily_help_en_us?abproduct=home&abversion=curre

Note: When you add a child to your Norton account, Norton Family will set default house rules on a child's age.
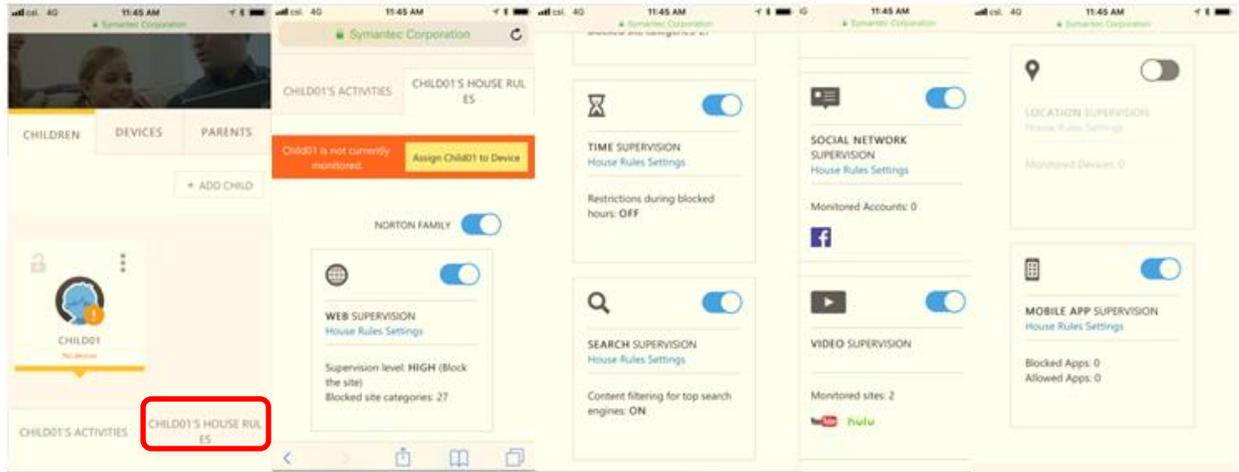


6.1 Example 1-If you want to define the rules of "Web supervision", click House Rules Settings and then select your requested rules. Finally, tab "Save" to complete the setting.
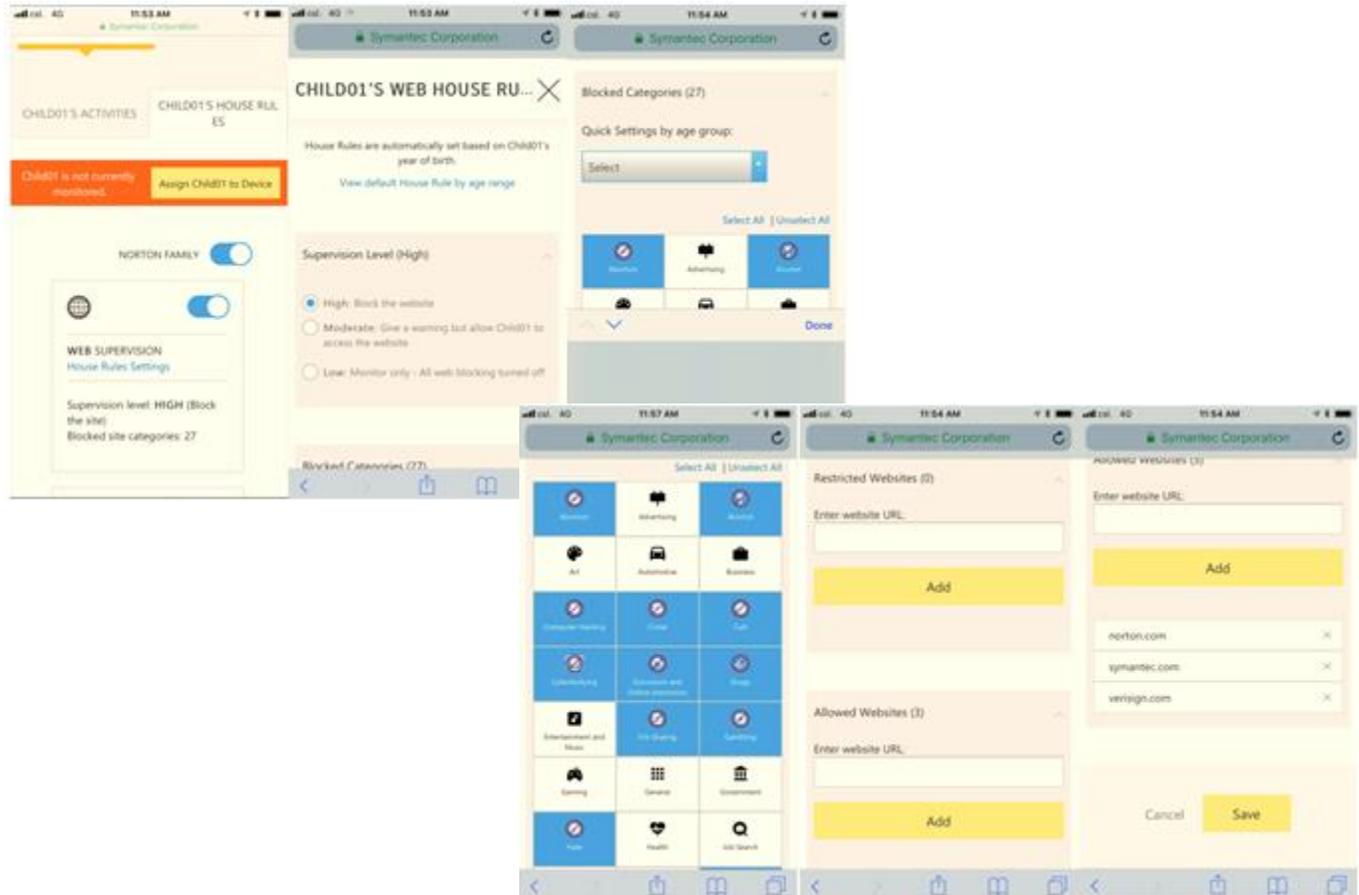
## Part 3: Download Norton Family on your child's device

1. After setting house rules, parents have to download Norton Family app on child's device. Parents have to search "Norton Family parental control" from play store and then click "INSTALL".
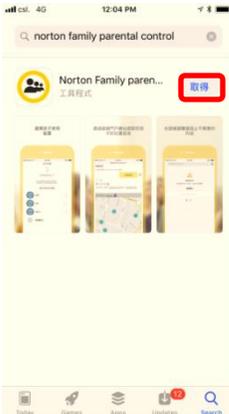
2. "Open" the parental control app, "allow" this app to send you notification, and then tap "Agree & Continue"
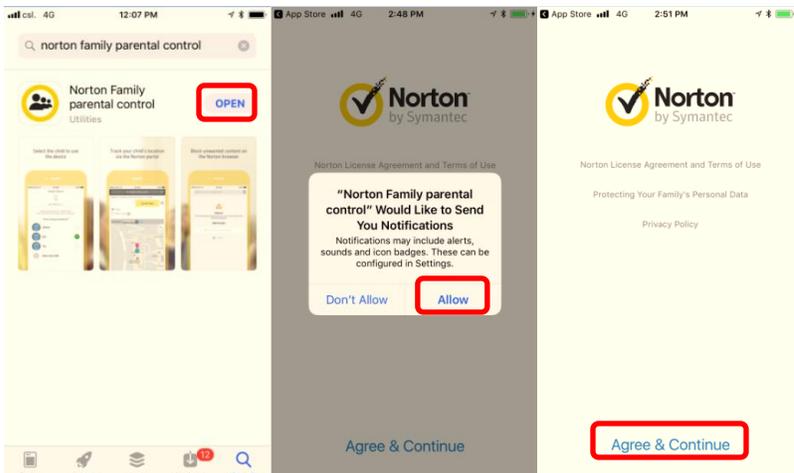
3. Login your Norton Account again

4. Choose the child whom you want to assign this device and give a name that helps you identify this device. And then tap "Assign". Waiting for an assigning process to complete and then select "Install"
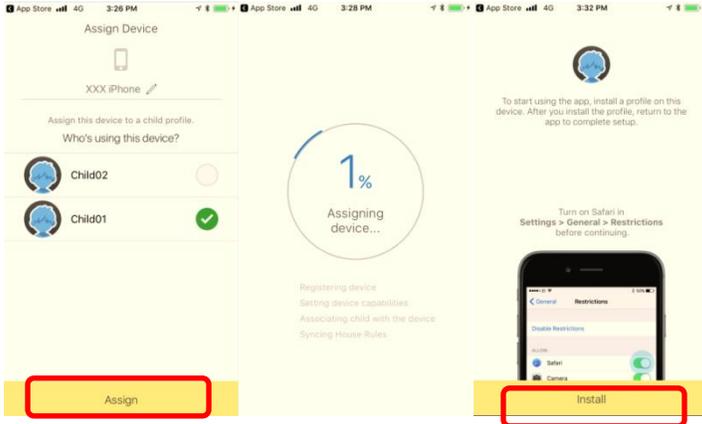


5. Following below steps to install profile.
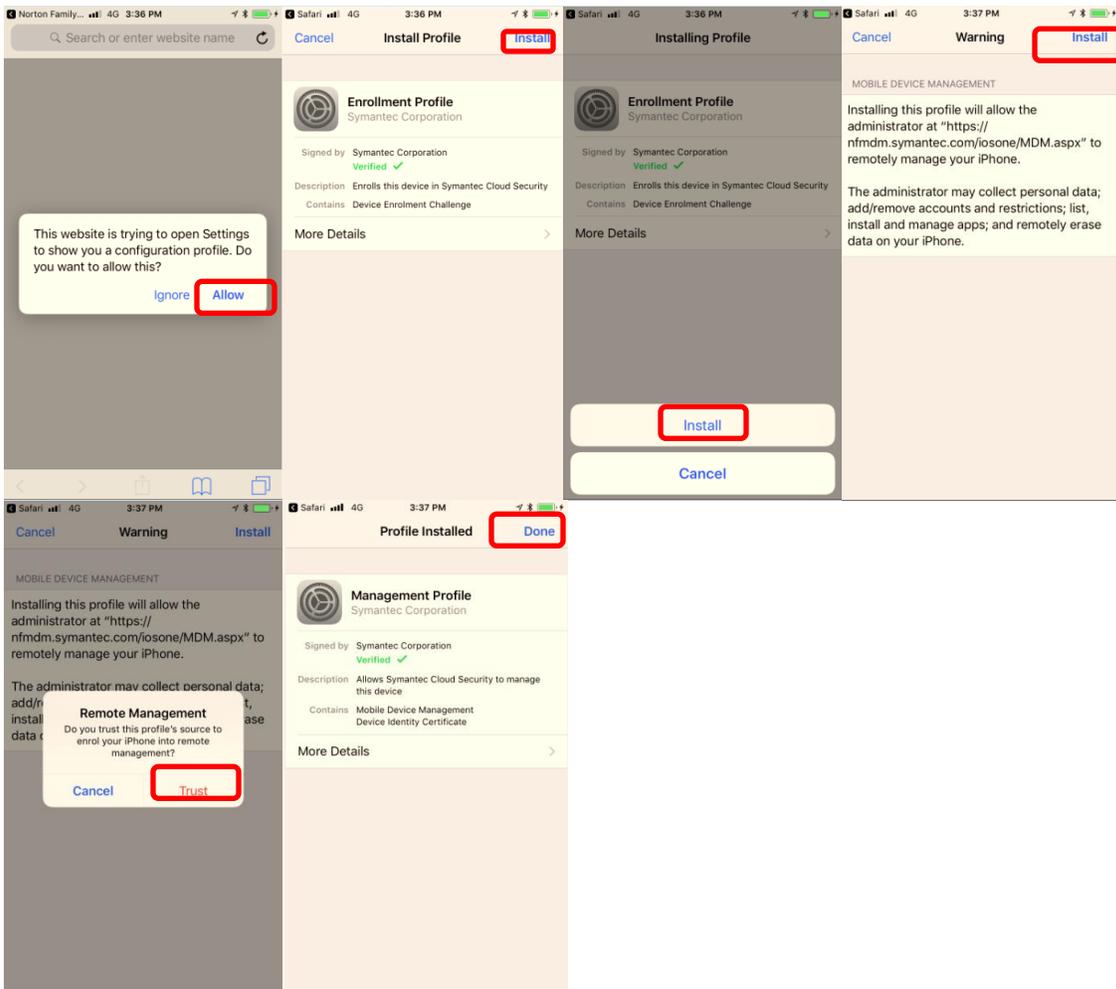


Note: Why I have to install a profile in my device?

Profile installation is required for instant lock and other features to work on your child's device. And you should also disable all browsers on their iOS devices, except the Norton Family

browser.

6.  Open Norton Family app and then tap "Continue"



7.  Enable Restrictions
    To take full advantage of Norton Family parental controls, you must set up certain features on your children's iOS devices. To monitor sites that they visit online, you should also disable all browsers on their iOS devices, except the Norton Family browser.

    Please follow steps 7.1-7.4, then return back to app and tap "Skip"
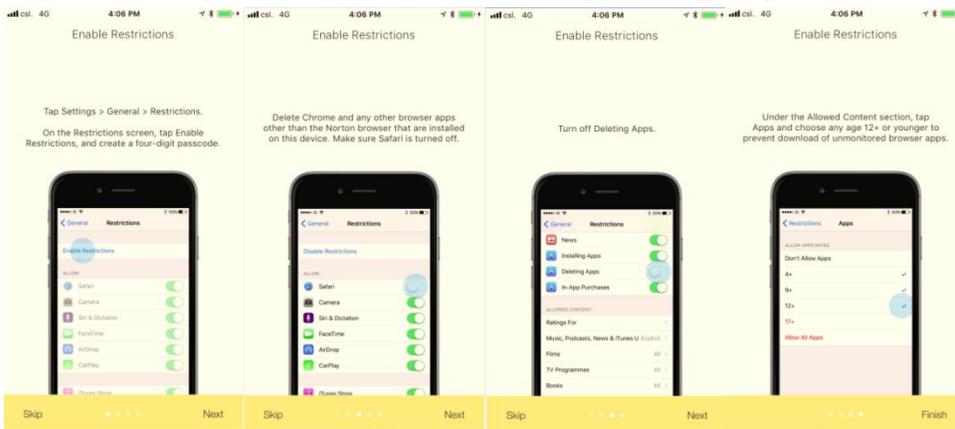


    7.1  Tap Settings > General > Restrictions

On the Restrictions screen, tap Enable Restrictions, and create a four-digit passcode
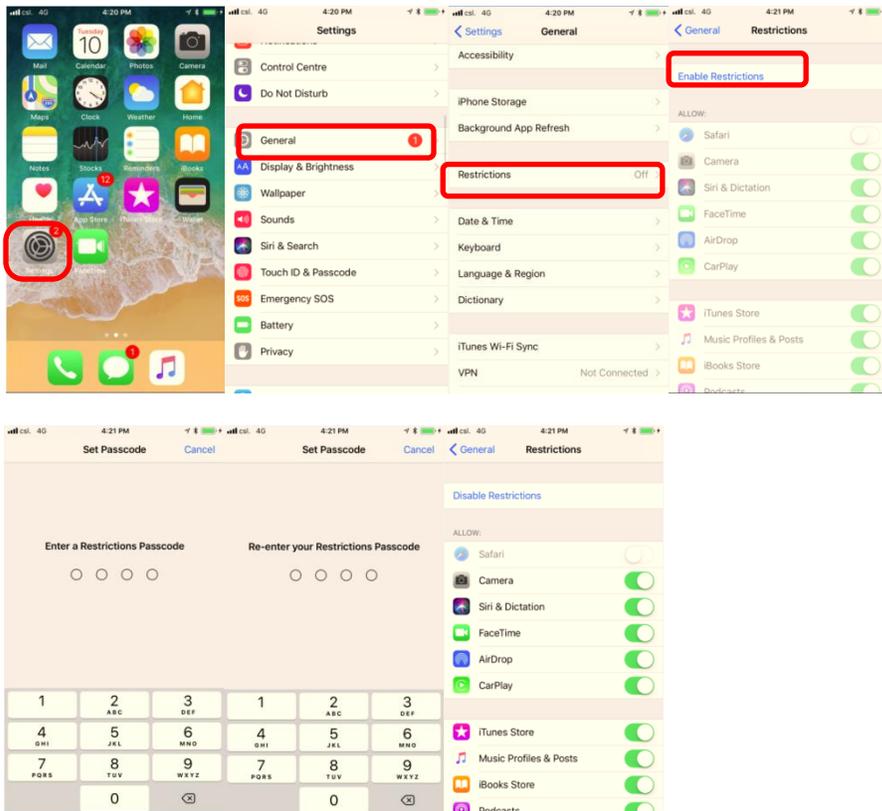




7.2.1 Delete Chrome and any other browser apps other than the Norton browser that installed on this device
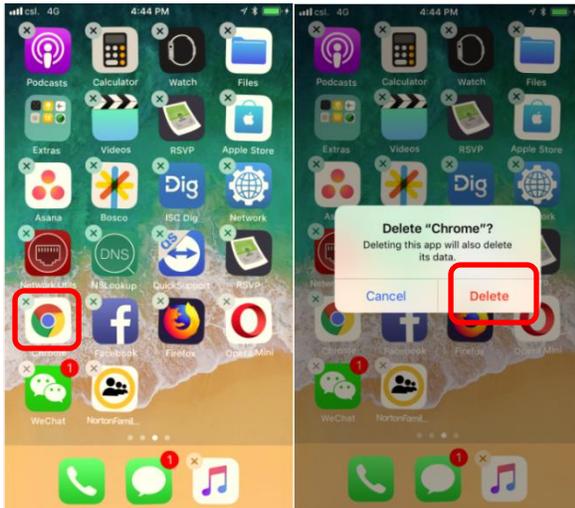


7.2.2 Tap Settings > General > Restrictions, enter your 4-digit restrictions passcode and then check if Sarfari is off

7.3 Scroll down the page until find "Deleting Apps" item, and then turn it off



7.4 Scroll down the page until find "Apps" item and tap it, then choose any age 12+ or younger to prevent download of unmonitored browser apps
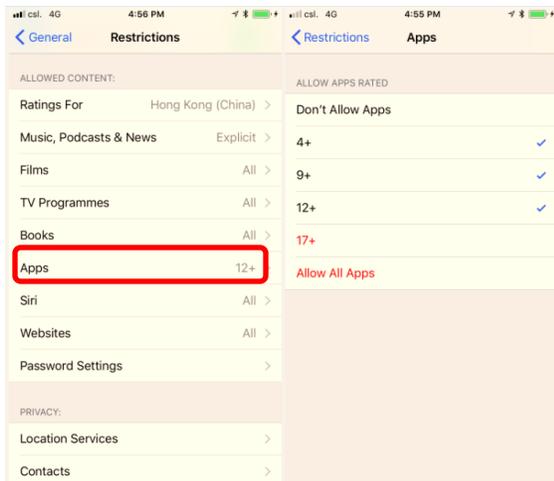
8. Open the app, and tap "skip" to complete whole installation procedures.