

Connect App for iOS 14+

Last Modified on 2021-11-09

Applies to: Insights and Premium Members

Child's devices: iOS 14 and newer iPhones or iPads

Excludes: iOS Devices with Filter-only (School Mobile Device Management)

Update the Connect App

We're excited to let you know about two new features for families with iOS devices using iOS14+, to keep your kids even safer online. As of October 2021:

- Children can no longer delete the Connect app from their device
- We've removed the ability for children to turn off filtering

To enable these new features, Parents need to update the Connect App by following the steps below.

Before you start

- Have your Parent PIN, email and password ready
- Have the Passcode for your Child's iPhone or iPad
- Your Child's iPhone or iPad is connected to WiFi

Deactivate the Connect App

On your Child's iPhone or iPad:



1. Open the **Connect App** and tap *the gear icon*
2. Enter your *4-digit Parent PIN*
3. Tap **DEACTIVATE**
4. Tap **OK**

The **Connect App** will return you to the **Sign in** screen.

If you cannot find the Connect App on your Child's Device, see:

- [Troubleshooting Restore or Update the Connect App on Your Child's iOS Device](#)

Reactivate the Connect App



1. **SIGN IN** with your *Parent email and password*
2. Tap **CHILD**
3. Tap on your *Child's name*
4. Tap **NEXT**
5. Tap **DOWNLOAD PROFILE**
6. Tap **Allow**
7. Tap **Close**

Install the Connect Profile

1. Go to iOS **Settings** and tap **Profile Downloaded**
2. Tap **Install**
3. Enter the *passcode for this iPhone or iPad*
4. Tap **Next**
5. Tap **Install**
6. Tap **Trust**
7. *Wait 5-10 seconds for the Device to sync*
Tap **Manage**

Turn Location Tracking On

1. Tap the **Connect App** notification
2. Tap **DONE**
3. At **Location**, tap **ALLOW**
4. *Return* the phone to your Child when their name is displayed

If you receive a "**Red alert: Device management removed**" in your **Parent's Connect App**, [Ignore the To Do](#). This notification is sent when you Deactivate the Connect App.
