

Q1. Why can't I see my child's online activity?

Your school's agreement with Securly may show at-home activity only. Your activity feed and weekly report will be empty unless your child uses their school device off-campus.

Q2. Why am I receiving an email from Securly?

Your school uses Securly for online student safety. Parent email addresses are registered by the school, giving you access to the Securly Home app and weekly activity reports.

Q3. How do I get the Securly Home app?

Download it free from the App Store (iPhone) or Google Play (Android). Tap Login, enter the email registered with your school, and tap "Get instant access". Check your inbox for a sign-in link from Securly and tap it — you're in.

Q4. What's the difference between the mobile app, weekly email, and web portal?

The **mobile app** offers the most complete feature set: real-time activity feed, pause internet, offline schedules, rules, and push notifications.

The **weekly email report** is a snapshot of the previous week's activity.

The **web portal** (any browser, no app needed) provides basic features like the Activity Feed.

Q5. Who else can see my child's online activity?

Your school's network administrator has access to all records on school-issued devices.

Q6. What appears in the "Flagged Activities" section?

Securly scans for activity indicating possible bullying or self-harm:

- Social media posts (if allowed by the school) — not comments or images.
 - Sites visited that are related to self-harm.
 - Search terms on Google, Bing, Yahoo, or Wikipedia that indicate self-harm or violence.
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Q7. I have multiple children. How do I know whose activity is whose?

Each item in the Activity Feed shows the child's email address and is listed in chronological order. Use the "All Activities" drop-down to filter by child, or type their email in the search bar.

Q8. The school registered my email but I haven't received anything from Securly. What happened?

It can take 24–48 hours to process. Also check your Spam or Junk folder for an email from Securly. If you still have trouble, email homesupport@securly.com.

Q9. Can I add another email address to my child's account?

For security, only the school can register email addresses. Contact your school to request any changes.

Q10. What data does Securly collect?

Securly monitors your child's online activity while at school and off-campus on school-issued devices. Data collected includes: school-issued email addresses, public IP addresses, visited websites, searched terms, YouTube videos, and social media posts (if social media is allowed by the school).

Q11. What if I have questions not covered here?

Email homesupport@securly.com — a Parent Support Agent will assist you.

Learn more: www.securly.com/home-parent · Support: homesupport@securly.com · Available on iOS & Android

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