Hello Parents,

Our district is using Securly to keep students safe on their school-issued devices. As part of our commitment to your child's safety, we're giving all of our school's parents access to the free **Securly Home app**.

Get started:

1

Download the **Securly Home App**

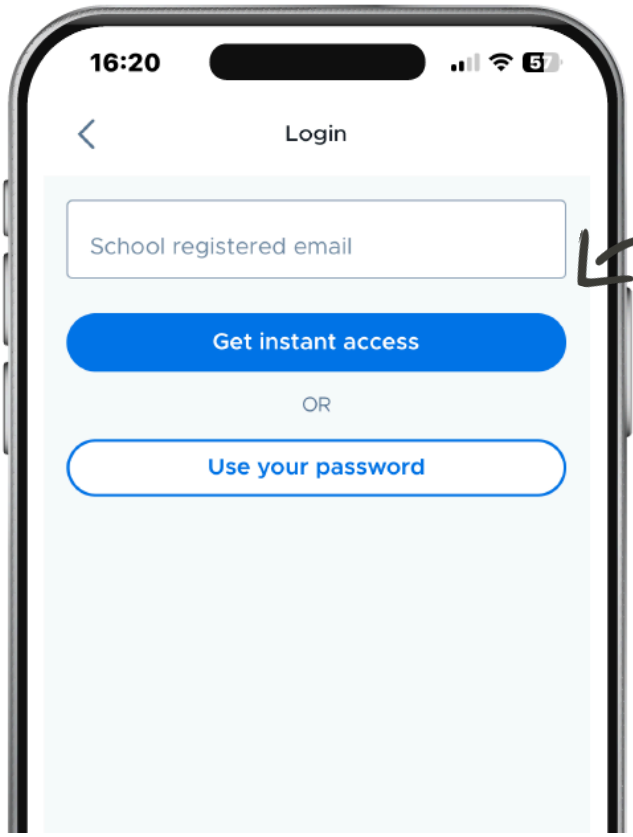
View your child's real-time activity feed, right from the palm of your hand.

ACPS
Alexandria City Public Schools

With the **Securly Home app**, you'll have a real-time view of your child's activity on their school device. You'll also get weekly emails from Securly with a snapshot report of that week's activity.

Download on the App Store

GET IT ON Google Play



2

Open the app and tap the **Login button**

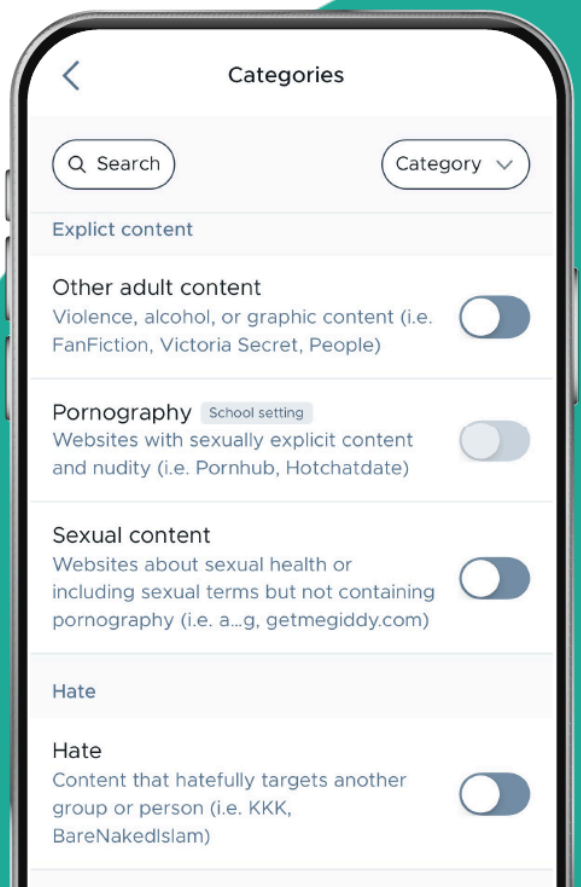
Enter the email address you have registered with your child's school and tap the **"Get instant access"** button.

Check your email from your phone, click on the link, and that's it! Your account is ready to go.

3

Your home, **your rules.**

Create your own rules for when your child's school device comes home.



Get to know your Securly Home app

Navigate and explore different insights into your child's online activity

Stories

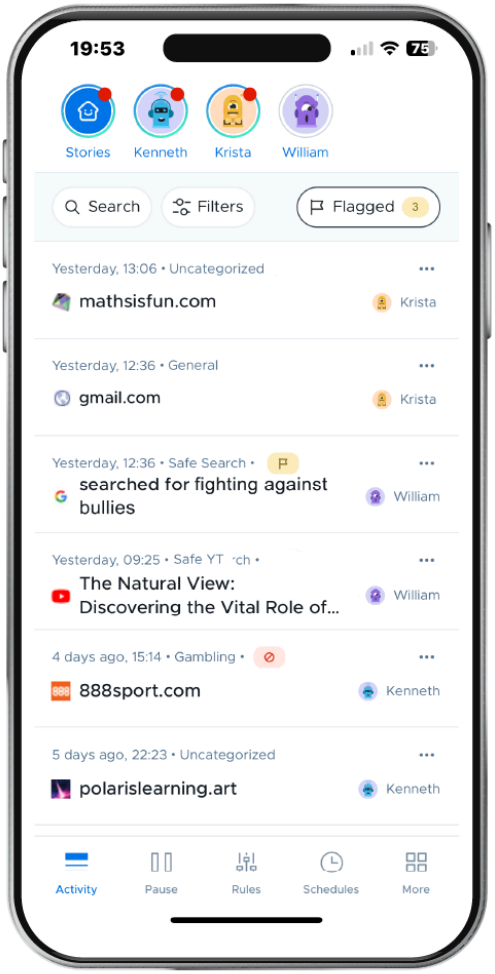
See the quick highlights of what your child has been up to online, updated every 24 hours.

Activity feed

Get a real-time view of your child's online activity.

Rules

Block specific categories such as social media and gaming on your child's school device when it is at home.



Flagged activities

The Securly Home app will notify you of any flagged activities pointing to self-harm or bullying related to your child.

Offline schedules

Set offline schedules for your child's internet like dinner and bedtime and Securly Home does the rest.

Pause internet

Pause internet access on your child's school device when it is at home with the touch of a button.

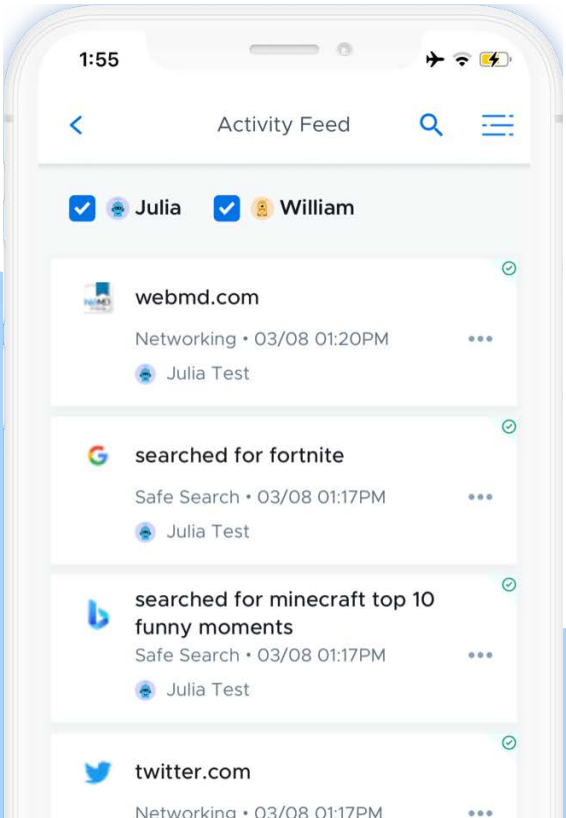
If you want to learn more about Securly's online safety solutions, please visit www.securly.com/home-parent.
For any additional questions, email homesupport@securly.com

Keeping Your Students Safe Online

Securly Home is your school's new technology partner that allows you to stay on top of your child's digital education.

Your school is partnering with Securly, the leading student safety company serving 15,000+ schools and protecting more than 15 million students. Securly gives schools the ability to set internet filtering rules for school devices to ensure that students are protected from inappropriate content and using school devices responsibly.

As a parent or caregiver, you can use the **Securly Home App** to stay on top of your child's online activity in real-time from anywhere. Securly will also send you weekly email reports with a snapshot of your child's internet activity. You can use this information to understand your child's digital activities, gain insights into their education, and have meaningful conversations about their learning.



home

The Securly Home app is available for free on both iOS and Android.

GET IT ON Google Play

Download on the App Store

Securly Home FAQ

How do I get the SecurlyHome app?

- Download the app from your app store. Tap the Login button and choose the **"Get instant access"** option after entering the email registered with your school.
- Check your email for an email titled "Your Securly login link". Click on it to open the app.
- You're now logged in and ready to go!

What's the difference between the mobile app, weekly email report, and web app?

- The SecurlyHome mobile app offers parents the most comprehensive feature set.

  - View your child's online activity feed in real time.
  - Schedule when your child's school device has internet access at home.
  - Tap the Pause button to turn on/off internet access to your child's school device.
  - Receive push notifications for flagged activities.

- The weekly email report gives a snapshot of your child's activity for the previous week.
- The web app, which can be accessed in any web browser without the need for iOS or Android devices, provides basic features such as the Activity Feed.

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

- Your school's agreement with Securly may involve showing at-home activity only. Therefore, your weekly report and activity feed will remain empty unless your child uses their school device off-campus.
- Please check with your school to confirm their settings.

Why am I receiving an email from Securly?

- **{Your school district}** uses Securly to provide the best online student safety solutions, and parents' email addresses are registered by the schools.
- Once registered, you gain access to the SecurlyHome app and will begin receiving weekly email reports containing a snapshot of your child's online activity.

The school registered my email address, but I still haven't received an email from Securly. What happened?

- Don't worry, it can take **24-48** hours for everything to load from a school district.
- Be sure to check your Spam/Junk folder for an email from Securly.
- Contact us at homesupport@securly.com. We're here to help!

Can I add an email address to my child's account?

- For security reasons, only your child's school is authorized to register emails, so contact them to request any changes.

What content is found in the "Flagged Activities" section?

- If your child's school allows access to Facebook and Twitter on a school-issued device, Securly scans posts (not comments or images) for any indications of bullying or self-harm.
- **Flagged sites:** If a student accesses a site related to self-harm, we flag it.
- **Flagged searches:** If a student's search terms on Google, Bing, Yahoo, or Wikipedia indicate self-harm or violence, we flag it.

I have multiple children. How do I know which item in the Activity Feed or Tab belongs to which child?

- The child's email address is listed beside each item in the Activity Feed and is in chronological order.
- To view each child's activity, click on the drop-down menu, "All Activities" and select the child you want to view. Or, just type their email address in the search bar and enter.

Who else can see my child's online activity?

- The school's network administrator has access to all records.
- School staff can be delegated account access to pull records, if necessary.
- Your school will provide you with a list of which parents or caregivers have access.

What data does Securly collect?

- Securly monitors your child's online activity while at school, and off-campus if they are using a school-issued device filtered by Securly.
- Securly collects school-issued email addresses, public IP addresses (available to anyone online), visited websites, searched terms, YouTube videos, and social media posts (if social media is allowed by the school).

What if I have questions not addressed in this FAQ?

Email homesupport@securly.com and one of our Parent Support Agents will assist you.

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