



NETVIGATOR - Norton Family Premier Quick Start Guide

Preparation

- 1. Check if your device meets the system requirements.
- 2. Ensure you have a valid Norton service.
- 3. Ensure you have a Norton account.

Remarks:

Installation time depends on your device's specifications. User interface may differ, depending on version.





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1. Setting up Norton Account

a. Log into <u>https://cybersecurity.netvigator.com</u> and go to the download page. Choose **Norton Family Premier**.



b. Log into Norton via your Norton account.

If you do not have a Norton account, click "Create an Account" to create one.







2. Child Profile Creation (on parent's device)

Before monitoring your child's device, you have to create a profile for them.

2.1 Windows version

a. If you (parent) are using Windows PC, log into <u>my.norton.com</u> with the **Norton account** you created previously. Then click **"Set Up Family"** to start the set up.

View and manage all of your Nor features.	ton	Set up Device Security	Get updates and offers
		A Secure multiple PCs, Macs, smartphones, and tablets. Award winning Norton protection is included in your subscription.	A Sign up now and we'll email you new product updates, special offers, and security newsletters.
	and the second	GET STARTED	SIGN UP
Download			
Her so an Device Security	Password Manager	Parental Controls	
Bowindad Bevice Security	Password Manager	Parental Controls	

b. Click "Add Child" to create child profiles.







c. Enter your **child's name** and choose the **restriction level** according to his/her age. You may also upload a photo of him/her.

Click "Next" afterwards.

Create Profile	Choose Device	Download
0	0	0
Upload Photo	Child Name Child Child Child Child Child Restriction Level Choose Restriction Level Choose Restriction Level Very High Recommanded for Age 8-11 Years High Recommended for Age 8-2-14 Years Low Recommended for Age 15-17 Years	✓





2.2 Android version

a. If you (parent) are using Android device, download **Norton Family parental control** from Google Play. Please read the **Terms & Conditions** after opening the app.

Tick **"I agree to the ..."** and **"I have read and acknowledge..."** and **"I agree to the Protecting..."**. Then, tap **"Continue"** to proceed.



b. Tap "Sign In".







c. Log into the **same Norton account** used by parent.

Norton Family	>
Sign in	Create an Account
Email address	
Password	
I have read Priv	and agree to the acy Policy
S	ign In
Having Tro	uble Signing In?

d. Tap "This device belongs to an adult Parent's device".







e. Tap the child icon to create child profiles.



f. Enter your **child's name** and choose the **restriction level** according to his/her age. You may also upload a photo of him/her.

Tap "Create" afterwards.



g. Please refer to **3. Installation on child's device** for the following:





2.3 iOS version

a. If you (parent) are using iOS device, download Norton Family for Parents from App Store.

Please read the **Terms & Conditions** after opening the app.

Tick "Norton License..." and "Norton Global..." and "Children's Data...".

Then, tap "Continue" to proceed.



b. Tap "Sign In".

 Try Norton Family Parental Control 30-day trial at no charge. After 30 days, you'll be charged HK\$168.00, year.
Subscribe Now
Sign In
Restore Purchase
You won't be charged until the trial period ends. Upon conclusion of the 30-day trial, your subscription will automatically renew unless canceled by turning Automatic Renewal of at least 24 hours hefter the end of the current period.





c. Log into the **same Norton account** used by parent.

Cancel	Norton Account	
	Sign in	
Email ad	ldress	
Passwo	rd	
	I have read and agree to the Privacy Policy	
	Sign In	
	Having Trouble Signing In?	

d. Tap the **child icon** to create child profiles.







e. Enter your **child's name** and choose the **restriction level** according to his/her age. You may also upload a photo of him/her.

Tap "Create" afterwards.

(Create Profile	
Name	e	
Enter	child's name	
Restri	iction Level	
Choos	se restriction level	
Yeth	ou represent that you have the authori e Terms of Use, including on behalf o	ty to consent to f all minors and
	other parent(s) or guardian(s) on th	iis account.
	Review the Norton Family Privac	y Notice
	Create	

f. Please refer to **3. Installation & Setup on child's device** for the following:





3. Installation on child's device

After setting up the child profile, you can install **Norton Family** on your child's device.

3.1.1 Downloading on the same Windows PC

a. If your child is using Windows PC, select "Windows" and click "Next".

Create Profile	Choose Device	Download
•	Choose Your Child's Device Select the device your child uses	
Android Phone or Ta	ablet	0
ios iPhone or iPad		0
Windows		۲
Send an email link to	o your child's device to download the Norton Family app	0

b. If your child is using this PC, select **"Yes"** and click **"Download Norton Family App"**. Otherwise, you can refer to **3.1.2 Downloading on another Windows PC**.

Create Profile	Choose Device	Download
	•	
	Does Child use this PC?	
	() Yes 🔘 No	
	Download and Install on this Device To revice thids Install each the PC, click the suiton	
	below to download the Nanton Femily app. Download Norton Family App	
	By clicking Download Norton Family App, you agree to the Norton Ucense Agreement	

c. Please refer to **3.1.3 Installation & Setup** for the following:





3.1.2 Downloading on another Windows PC

If your child is using another Windows PC, you can send them a download link through email.

a. Select "Send an email link..." and click "Next".

Choose Your Child's Device Select the device your child uses	,		
Android Phone or Tablet	Choose Select	Your Child's Device the device your child uses	
iOS iPhone or iPad III Windows	Android Phone or Tablet		0
Windows	s iPhone or iPad		0
•	Windows		0
Send an email link to your child's device to download the Norton Family app	Send an email link to your child's device to o	download the Norton Family app	۲

b. Type your child's email address and click "->".

Create Profile	Choose Device	Send Email
~	Ø	o
	Send an Email Download Link	
	Open the email on your child's device and follow the instructions provided.	
	→	





c. Your child will receive an email containing a download link. Click the **link** to start the downloading process.



d. Please refer to **3.1.3 Installation & Setup** for the following:





3.1.3 Installation & Setup

a. The downloading process will start automatically.



b. Click ".exe file" at the bottom of your browser.

The .exe file will open automatically when downloading is complete.







c. Click "Install" when the window below pops up.



d. The window below will open automatically. Click **"Agree & Install"**.







e. Please wait until installation completes.

installation Installation	$- \times$
Installing Norton Family	
Less than a minute remaining	
61%	

f. Choose your child's device and click "Edit".

Hello,		- ×
Who is going to use this device?		
Child does not use this computer.	Edit	
The following accounts will not be monitored:		
Please enable Norton Family browser extensions for all monitored accounts.		
	Help Cancel	ОК





g. Select **"signs in as:"** and tick the **user name of your child's device**. Then click **"Save"** and **"OK"**.



h. Installation complete. Click **"Finish"**.







3.2 Installing Android version

a. If your child is using Android device, select "Android Phone or Tablet" and click "Next".

Create Pro	file Choose Device	Download
	Choose Your Child's Device Select the device your child uses	
	Android Phone or Tablet Please keep Child2's device handy and follow the download instructions.	۲
ios	iPhone or iPad	\bigcirc
	Windows	\bigcirc
	Send an email link to your child's device to download the Norton Family app	0

b. Now you can **use your child's device**, go to Google Play and download **Norton Family parental control**. Click **"Next"**.

Create Profile	Choose Device	Download
0—	©	<u> </u>
	Install Norton Family on Child's Android device	
	Download the app from Google Play Store On Childs device, go to Google Ray Store and search "Norton	
	Family Parential Control [®] to install menually.	
	OR Open the camera on Ohid's device, then devinitiand the app by capaning this costs.	
	Click Next after installing Norton Family on Child's device and complete the setup.	
Back		Next





c. Open Norton Family parental control on your child's device after installation.

Please read the **Terms & Conditions** after opening the app.

Tick **"I agree to the ..."** and **"I have read and acknowledge..."** and **"I agree to the Protecting..."**. Then, tap **"Continue"** to proceed.



d. Tap "Sign In".







e. Log into the same Norton account used by parent.

Norton Family	
Sign in	Create an Account
Email address	
Password	
I have read Priv	f and agree to the racy Policy
s	Sign In
Having Tro	uble Signing In?

f. Tap "This is my Child's device".







g. Select the child profile you created previously.



h. Set a name for your child's device and tap "Done" afterwards.







i. Allow all permissions on the list and click "Continue".



j. Installation and setup on your child's device is complete.

Tap "Open Norton Browser" and you can start monitoring your child's online activities.







3.3 Installing iOS version

a. If your child is using iOS device, select "iPhone or iPad" and click "Next".

0		0
	Choose Your Child's Device Select the device your child uses	
Android Phone or Tablet		0
iPhone or iPad Please keep Child2's device handy ar	d follow the download instructions.	۲
Windows		0
Send an email link to your o	hild's device to download the Norton Family app	0

b. Now you can **use your child's device**, go to App Store and download **Norton Family**. Click **"Next"**.

Create Profile	Choose Device	Download
0		0
	Install Norton Family on Child's iOS device	
	Download the app from the App Store	
	From Child ti (03 device, go to the App Store, and search "Norton Family Panetal Control" to install manually.	
	or	
	Open the camera on Child I device, then download the app by capturing this code.	
	Click Next after installing Norton Family on Child's device and complete the setup.	
Back		Next





c. Open Norton Family on your child's device after installation.
Please read the Terms & Conditions after opening the app.
Tick "Norton License..." and "Norton Mobile..." and "Protecting Family's...".
Then, tap "Continue" to proceed.



d. Log into the same Norton account used by parent.







e. Select the child profile you created previously.



f. Tap "Install VPN" to install VPN function which keeps your child safe from inappropriate websites.

Install VPN	
Norton Family uses an on-device VPN to keep you safe from in-appropriate websites as per your house rules. When VPN is running, you will see an icon in status bar.	
Restricted website visits will be stored in Norton servers and reported to parents.	
Install VPN	





g. Tap "Install Profile" to install a profile which enables enhanced monitoring.



h. Browser will open automatically. Tap "Allow" to allow download of profile.







i. Open **Settings** app when the message below pops up.



j. Tap "General".



k. Open "Profiles & Device Management".

Settings	General		
Background App Ref	resh		>
Date & Time			>
Keyboard			>
Language & Region			>
Dictionary			>
iTunes Wi-Fi Sync			>
VPN		Connected	>
Profiles & Device Ma	nagement	2	>





I. Select "Enrollment Profile" and tap "Install".

mantec Corporation	>
Install Profile	Install
Enrollment Profile Symantec Corporation	
Symantec Corporation	
Enrolls this device in Symantec Cloud	Security
Device Enrolment Challenge	
	Install Profile Install Profile Enrollment Profile Symantec Corporation Symantec Corporation Verified ✓ Enrolls this device in Symantec Cloud Device Enrolment Challenge

m. Tap **"Install"**.

Installing Profile	
Enrollment Profile Symantee Corporation	
Signed by Symantec Corporation	
Description Enrolls this device in Symantec Cloud Security	
Contains Device Enrolment Challenge	
More Details	
Remove Downloaded Profile	
Install	
Cancel	





n. Tap "Install".

Cancel	Warning	Install
MOBILE DEVICE N	IANAGEMENT	
Installing this pr "https://nfmdm to remotely mar	ofile will allow the adı .symantec.com/ioson nage your iPhone.	ministrator at e/MDM.aspx″
The administrat apps and add/re	or may collect persor emove accounts and	nal data, list restrictions on

o. Tap "Trust".



p. Tap "Done".







q. Go back to Norton Family, tap "Continue".



r. Tap "Open Norton Browser".







s. Open Settings app and tap "Screen Time".

	Settings	
X	Screen Time	>

t. Tap "Content & Privacy Restrictions".



u. Tap "Allowed apps".







v. Disable "Safari".

K Bac	k Allowed Apps	
	Mail	
0	Safari	\bigcirc
	FaceTime	
۵	Camera	
3	Siri & Dictation	
-	Wallet	
n	AirDrop	
\bigcirc	CarPlay	

w. Go back to **"Content & Privacy Restrictions"** and tap **"itunes & App Store Purchases".** Then tap **"Delting Apps"**.

STORE PURCHASES & RE-DOWNLOA	ws.
Installing Apps	Allow >
Deleting Apps	Allow >
In-app Purchases	Allow >
REQUIRE PASSWORD	
Always Require	
Don't Require	1
Require a password for additional pur purchase with gcfung1986@gmail.co	chases after making a m from the iTunes, Book

x. Select "Don't Allow" to prevent your child from deleting Norton Family.

Back	Deleting Apps	
Allow		
Don't Allow		~





y. Go back to **"Content & Privacy Restrictions"** and tap **"Content Restrictions"**. Then select the **age range** of your child.

K Back	Apps	
D		
Don't Allow App	5	
4+ 9+		
12+		~
17+		
Allow All Apps		

z. Installation and setup on your child's device is complete, you can start monitoring your child's online activities.





4. How to manage your child's device (on parent's device)

After setting up your child's device, you can start monitoring his/her online activities.

4.1 Windows version

a. There is no installation needed if you are using Windows PC. Log onto <u>my.norton.com</u> and you can see that you are **"Monitoring x kid(s)"** now. Then click **"View Activity"** to start monitoring.



b. Your child's profile created previously will be shown here.

You can now set up your house rules and check your child's online activities.







4.2 Android version

Open Norton Family parental control (Parent Mode).

Your child's profile created previously will be shown here.

You can now set up your house rules and check your child's online activities.



4.3 iOS version

Open Norton Family for Parents.

Your child's profile created previously will be shown here.

You can now set up your house rules and check your child's online activities.







5. Uninstalling from Child's device

5.1 Uninstalling Windows version

a. Tap "Start" and click "Control Panel".



b. Click "Uninstall a program" after opening the control panel.

djust your computer's settings	View by: Category 🔻
System and Security Review your computer's status Back up your computer Find and fix problems	User Accounts Change account type Appearance and Personalization
Network and Internet View network status and tasks Choose homegroup and sharing options	Change the theme Change desktop background Adjust screen resolution
Hardware and Sound View devices and printers Add a device Connect to a projector Adjust commonly used mobility settings	Clock, Language, and Region Change keyboards or other input methods Ease of Access Let Windows suggest settings Optimize visual display
Programs Uninstall a program Get programs	





c. Find Norton Family on the list.

Click "Uninstall/Change".

Uninstall or change a program To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.				
Organize 🔻 Uninstall/Change					•
Name	Publisher	Installed On	Size	Version	
🕄 Norton Family	Symantec Corporation	9/23/2019		3.7.3.55	
Microsoft OneDrive	Microsoft Corporation	9/16/2019	138 MB	19.152.0801.0008	
🖢 Mozilla Firefox 69.0 (x86 zh-TW)	Mozilla	9/10/2019	178 MB	69.0	
Intel® PROSet/Wireless Software	Intel Corporation	9/3/2019	361 MB	21.20.1	
Microsoft Visual C++ 2017 Redistributable (x64) - 14.1	Microsoft Corporation	9/3/2019	25.3 MB	14.11.25325.0	
🔂 Mozilla Maintenance Service	Mozilla	9/2/2019	302 KB	68.0.1	
💿 Google Chrome	Google LLC	8/30/2019		76.0.3809.132	
🕑 Crestron AirMedia	Crestron Electronics, Inc.	8/9/2019	10.1 MB	3.5.1.128	
🕑 Lenovo System Update	Lenovo	6/25/2019	29.2 MB	5.07.0084	
3.0/3.1 eXtensible Host Controller Driver 3.0/3.1 eXtensible Host Controller Driver	Intel Corporation	4/23/2019	18.4 MB	5.0.4.43	
🕼 iTunes	Apple Inc.	4/11/2019	397 MB	12.9.4.102	
🗇 Apple Mobile Device Support	Apple Inc.	4/11/2019	29.5 MB	12.2.0.15	
🛃 Apple Application Support (32-bit)	Apple Inc.	4/11/2019	130 MB	7.4	
🛃 Apple Application Support (64-bit)	Apple Inc.	4/11/2019	147 MB	7.4	
C SHAREit	SHAREit Technologies Co.Ltd	2/26/2019	23.3 MB	4.0.6.177	
🖗 Microsoft Silverlight	Microsoft Corporation	2/14/2019	199 MB	5.1.50918.0	
😹 Intel® Management Engine Components	Intel Corporation	1/29/2019	148 MB	1847.12.0.1183	

d. Log into the **same Norton account** to start the uninstall process.

NORT	ON™ FAMILY Uninstall	—	\times
	Sign In		
	Email Address		
	Password		
	Having Trouble Signing In? Sign In		





e. The window below will open automatically. Click **"Next"** to proceed.

NORTON [™] FAMILY Uninstall	$- \times$
Norton Family Removing Product	
You have requested that a Norton product be uninstalled. After the product is removed, you may nee to restart your computer.	đ
Cancel	Next

f. Please wait until the uninstall process completes.







g. Norton Family has been uninstalled.

Click "Restart" to complete the uninstall process.

KINORTON™ FAMILY	Uninstall		$- \times $
	Norton Family Norton Family Client Uninstalle	d	
To complete this p	rocess, please restart your computer.		
		Restart Later	Restart





5.2 Uninstalling Android version

a. Touch and hold the Norton Family parental control app, then tap "Uninstall".



b. Tap **"OK"**.

Norton Family	
Do you want to uninstall	this app?
Cancel	ОК

c. A notification will pop up as children cannot uninstall the app themselves. Parents can tap **"Manage device admin apps"** to proceed.

Ininetal	lling Norton Family unsuccessful
ormista	ining Norton Family disuccessful.
Can't unit	nstall active device admin app
	Manage device admin apps





d. Tap "Deactivate".

< 👪 De	vice Administration	+
Nee	d to uninstall Norton Fa	mily?
To uninstall it as a Devic this accoun credentials.	Norton Family, you must first dea e Administrator. If you are the par , you can do this by providing you	ctivate rent of ır Norton
	Deactivate	
_	_	_
	Cancel	

e. Log into the **same Norton account** to complete the uninstall process.

👪 Norton Fa	mily	\times
	Sign in	
Password		
	I have read and agree to the Privacy Policy	
	Sign In	
н	aving Trouble Signing In?	
	Cancel	
		_





f. The uninstall process is complete.







5.3 Uninstalling iOS version

a. Open Settings app and tap "Screen Time".

	Settings	
X	Screen Time	>

b. Tap "Content & Privacy Restrictions".

< Se	ttings	Screen Time	
SCRE	EEN TIME	Today	at 3:27 PM
lph	one		>
2ŀ	n 9m	O th 47m above	average
Gam 43m	es	Productivity 19m	Other 18m
0	Downtim Schedule	e time away from the screen.	3
Z	App Limi Set time i	ts mits for apps.	>
0	Always A Choose a	llowed ops you want at all times.	3
0	Content Block inag	& Privacy Restrictions propriate content.	

c. Tap "Allowed apps".







d. Enable "Safari".



e. Go back to **"Content & Privacy Restrictions"** and tap **"itunes & App Store Purchases".** Then tap **"Delting Apps"**.

Kack iTunes & App Store Purchases		
	c	
STORE PORCHASES & RE-DOWNLOAD	5	
Installing Apps	Allow >	
Deleting Apps	Don't Allow >	
In-app Purchases	Allow >	
REQUIRE PASSWORD		
Always Require		
Don't Require	~	
Require a password for additional purch purchase with gcfung1986@gmail.com or App Store.	nases after making a from the iTunes, Book	

f. Select "Allow".

K Back	Deleting Apps
Allow	×
Don't Allow	





g. Go back to **"Content & Privacy Restrictions"** and tap **"Content Restrictions".** Then tap **"Allow All Apps"**.

Back	Apps	
Don't Allow App	e	
4+	5	
9+		
12+		
17+		
Allow All Apps		×

h. Go to Home page.

Touch and hold the **Norton Family** app until it jiggles.

Then tap \bigotimes in the top left-hand corner of the app.



i. Tap **"Delete"** and the uninstall process is complete.







6. Child Profile Deletion (on parent's device)

After removing Norton Family from your child's device, you can delete his/her profile.

6.1 Windows version

a. If you (parent) are using Windows PC, log into <u>my.norton.com</u> with the **Norton account** you created previously. Then click **"Set Up Family"**.

View and manage all of your Nor features.	ton	Set up Device Security	Get updates and offers
		Secure multiple PCs, Macs, smartphones, and tablets. Award-winning Norton protection is included in your subscription.	Sign up now and we'll email you new product updates, special offers, and security newsletters.
		GET STARTED	SIGN UP
Download			
errati e Device Security	Password Manager	NOT 121 OF Parental Controls	
Nor strue Device Security	Password Manager	eor ar ue Parental Controls	

b. Choose the **child profile** you want to remove. Then click **"View Profile"**.

Family				1	Hep
O Arti	. CM4	Const .	 Ass Crite		
Look Child (Deriver(1)	Add Device			L Vier Stella Supervice	•





c. Click "Delete (your child's name)'s Profile".

Child	PIN 😡		Emergency	Contacts
- for	* * * *	/ Ldt	0	C Manage
ersonal Information (Recommended)				
id personal information that you do not want your	child to share on the Internet.			
hild's Devices				

d. Click "Delete Profile" and the deletion is complete.







6.2 Android version

a. If you (parent) are using Android device, open **Norton Family parental control**. Choose the **child profile** you want to remove.



b. Tap the child icon at the top right corner.







c. Tap "Remove (your child's name)".

< 👪 Child	+
INFO	
Change profile picture	
Name Child	
DEVICES	
iPhone	
ACCOUNT	
Remove Child	

d. Tap **"OK"** and the deletion is complete.

Remove child	I
This will remove the	e child from your
Norton account, inc	cluding their profile
settings and all the	ir activity history.
Are you sure you wa	ant to remove this
child from Norton F	Family?





6.3 iOS version

a. If you (parent) are using iOS device, open **Norton Family for Parents**. Choose the **child profile** you want to remove.



b. Browser will open automatically. Tap the **"View Profile"** to proceed.

Done	🔒 my.norton.com	C
	n' 🔶 mstongator'	≡
• Ch	ild	≡
Lock C	hild's Devices(1)	
Add	Device	
View Pr	ofile	
Supervision		





c. Tap "Delete (your child's name)'s Profile".



d. Tap "Delete Profile" and the deletion is complete.

Delete Profile	×
Deleting Child's profile will stop al monitoring of Child, removes asso all of the activity history.	I protection and ociated settings and
Do you still want to delete Child's	profile?
Delete Profile	2
Cancel	