



THE PARENT'S GUIDE

Safeinest, start to finish.

Everything you need to set up Safeinest on your phone and your child's iPhone: pairing, the one-time setup on their phone, setting the limits, staying in touch, and what to do when something is not working.

It also tells you, plainly, what an iPhone will not let any parental-control app do. We would rather you knew that here than found it out at ten o'clock at night.

What is inside

- | | |
|-------------------------|-----------------------------|
| 01 Before you start | 08 Making the rules stick |
| 02 Install and sign in | 09 Staying in touch |
| 03 Pair their phone | 10 Where they are |
| 04 Setup on their phone | 11 What Safeinest tells you |
| 05 App categories | 12 When something is wrong |
| 06 The Limits tab | 13 What iPhone allows |
| 07 Bedtime, honestly | 14 Help, and UK helplines |

The two apps, and four things to know first.

Safeinest is two apps. **Safeinest** goes on your phone. **Safeinest Kids** goes on your child's iPhone. You link the two once, and after that you set every rule from your own phone. Your child never has to hand theirs over again.

You will need both phones next to you for about fifteen minutes. Both need to be iPhones, and both need to be online. Android is not supported yet.

Four things to know before you spend an evening on this

1. Safeinest cannot read your child's messages

No app installed on your child's iPhone can read another app's messages — iMessage, WhatsApp, Snapchat or anything else. Apple does not allow it. So Safeinest does not offer it, and there is no safety-alerts screen in the parent app on iPhone.

2. It cannot show how long each app was used

Apple keeps those figures on your child's own device. No parental-control app can put "Games: 1h 40m" on your phone. Safeinest never sees which apps your child opens.

3. Time-based rules start at the next check-in, not on the dot

Bedtime, school hours and timed blocks are worked out by your child's own phone, because only that phone knows what its clock says. Safeinest does not yet run a clock of its own in the background, so a bedtime begins the next time Safeinest Kids checks in — when it is opened, or when a rule change from you reaches it. It also stays on until the next check-in in the morning. There is a whole page on this later, and what to do about it.

4. Enforcement is cooperative, not absolute

Safeinest works through Apple Screen Time. Screen Time can be switched off in the phone's own Settings. Safeinest applies your rules and reports back — it cannot force the controls to stay on. A Screen Time passcode that only you know is what makes them stick, and if your child does switch Screen Time off, Safeinest tells you.

Points 1, 2 and 4 are Apple's rules, and every parental-control app on the App Store lives with them. Point 3 is ours: iPhone does offer a way to run a schedule, and we have not built it yet. Page 07 says exactly what that means for your evening.

02 • INSTALL AND SIGN IN

Install the apps and create your account.

Safeinest is in beta at the moment, so you install both apps through Apple's free TestFlight app, using the invite links we email you. They are free to use during the beta.

- 01 On your iPhone, install Apple's free **TestFlight** app if you do not have it. Do the same on your child's iPhone.
- 02 Open the invite link for **Safeinest** on your phone and tap **Install**.
- 03 Open the invite link for **Safeinest Kids** on your child's phone and tap **Install**. Like any App Store install, TestFlight uses the Apple ID already signed in on that phone.
- 04 Open Safeinest on your phone. On the sign-in screen, tap **Create one** to make a new account.
- 05 Type your email and a password of at least 8 characters, then tap **Create account**.
- 06 Next time, the same screen says **Welcome back** — just tap **Sign in**.

Other ways to sign in

The same screen offers **Sign in with Apple**, which is the quickest and most private option on an iPhone, and **Continue with Google**.

If you would rather not have a password at all, tap **Sign in with an email code**, then **Email me a login code**. We email you a 6-digit code; type it in and tap **Verify code**. **Use password instead** takes you back.

Your child never makes a Safeinest account and never gives us an email address. The Kids app is linked to you by a pairing code, and nothing else.

The four tabs in your app

- **Home** — a short summary and a way into the other tabs.
- **Devices** — your children, their phones, pairing codes, chat, location and requests.
- **Limits** — every rule you set.
- **Settings** — your account, notifications, and what your child calls you.

There is no Alerts tab on iPhone. That tab only appears in a build that can read messages, and no iPhone build can.

03 • PAIRING

Add your child and pair their phone.

Pairing links your child's phone to your account. You add the child first, then create a single-use code and enter it on their phone. It takes a couple of minutes.

- 01 In your app, open the **Devices** tab and tap **Add child**.
- 02 Type a name or a nickname, choose their **Age** (1 to 17), and pick an icon if you like. Tap **Add**. The name is stored encrypted, and we ask for an age, never a date of birth.
- 03 On that child's card, tap **Pairing code**. A QR code and an 8-character code appear. The code is single use and expires after about 10 minutes.
- 04 On your child's phone, open **Safeinest Kids** and tap **Scan QR code**. The first time, iPhone asks to use the camera — tap **Allow**, or the scanner stays black. Then point their camera at your screen.
- 05 If the camera will not co-operate, tap **Enter code instead** on their phone, type the code, and tap **Connect**.
- 06 Their phone says **Connected to your family**. Pull down to refresh the Devices tab on your phone and the new phone appears.

The two statuses on a child's card

Beside their name is how that child is overall. **Protected** is the everyday one. **Request pending** in gold means your child is waiting on you. **Not heard from today** in gold means their phone has been quiet since yesterday. **Needs attention** in red means nothing at all for two days — nearly always a phone that has been off, see page 11. **Not paired** means no phone is linked yet, and **Disconnected** in red means a phone was unlinked.

On the phone's own row underneath is what that one phone is doing, and when it was last seen ("Seen 3h ago"): **Setup** while the setup is unfinished, **Protected** when it is applying your rules, **Resting** while apps are paused, **Not heard from**, and **Disconnected**.

Under those is **Setup health (child phone)** — Screen Time access, apps covered, app categories set up, notifications allowed. It is the same checklist their phone shows, mirrored here so you never have to pick their phone up to check.

Later, on the same card

Edit name changes the name you see, at any time. Their phone stays linked and nothing is lost.

Link another phone makes a fresh pairing code, for a second device or a replacement.

Remove child, under the line at the bottom, deletes that child and everything attached to them. It asks you to confirm, and it cannot be undone.

Turn on protection.

This is the only part that happens on your child's phone, and you only do it once. On the Kids app home screen there is a short list under **Setup**. Work down it.

- 01 Find **Screen Time access** and tap **Turn on**. Approve Apple's request when it appears. The status should change to **Allowed**. Without this, nothing else can work.
- 02 Tap **Choose** next to **Apps covered**. Tick the apps Safeinest should be able to pause, then tap Done. This is the list that Block now, bedtime and timers act on — if it is empty, those controls have nothing to pause.
- 03 Open the **App categories** card and work through the six kinds of app. This has a page of its own, next.
- 04 Tap **Choose** next to **Always allowed**, the card with a star beside it. A short reminder appears — tap **Open Apple's list**, tick the few single apps that should keep working through a pause (Phone and Maps, for instance), then tap Done. Single apps here, not whole kinds.
- 05 When Safeinest Kids first opened it asked to send notifications. If that was refused, **Setup health** shows **Notifications allowed** — **Fix** in red, and the prompt does not come back. Put it right in the phone's own **Settings**: tap **Notifications**, tap **Safeinest Kids**, and switch **Allow Notifications** on. Without it your messages arrive silently.
- 06 Check the row that reads **Apps are active** or **Apps are resting**, and the **Setup health** card underneath. Green ticks all the way down means you are finished.

Two things worth knowing here

While a pause is running, the **Choose** buttons are greyed out and the app says why. Re-picking the covered list mid-pause would empty it, which would end the pause. Lift the block from your phone first if you need to change the list.

Always allowed apps are subtracted from every pause. If your child adds apps to that list, Safeinest tells you — iPhone gives no app a way to lock the choice.

One hole Apple leaves open

If you pause a whole *category*, an always-allowed app inside that category is paused too. Apple gives no way to make a hole in a category block. To keep an app usable, pause the other apps individually instead of the whole kind.

The six kinds — a one-time setup.

When you pause **Games** or **Video** from your phone, your child's phone has to know which of its apps count as games or video. Apple keeps that a secret from every app, so you tell Safeinest once, on your child's phone. After that, the category buttons on your phone just work.

On the Kids app home screen, the **App categories** card shows a progress bar and how far you have got — **0 of 6 done**, then **1 of 6**, and so on. The button says **Set up categories**, then **Continue setup**, then **All 6 done** — **tap to change**. Tap it and the app walks you through one kind per screen.

- 01** Each screen names one kind — **Step 3 of 6, Video** — and says exactly what to tick.
- 02** Tap **Open Apple's list**. Apple's own chooser appears. It always shows every app and every category, and it cannot be filtered; that is how iPhone works and no app can change it.
- 03** Tick only what that screen asked for, then tap Done. You are moved on to the next kind still to do.
- 04** **Skip for now** moves past a kind. **See all six kinds** shows the whole list, so you can change one later.

The six kinds, and what to tick

Social media	The <i>Social Networking</i> row, or Instagram, Snapchat and TikTok one by one.
Games	The <i>Games</i> row, or Roblox, Minecraft and the rest one by one.
Video	YouTube, Netflix, Disney+ and anything else used to watch programmes and clips.
Entertainment	The <i>Entertainment</i> row, or Spotify, Apple Music, Audible and Wattpad one by one.
Web browsers	Safari, Chrome and anything else used to browse the web.
Messaging	WhatsApp, Messages and anything else used to send messages to people.

Tick the row, not the apps, where you can

Ticking a whole row — *Games*, *Social Networking*, *Entertainment* — keeps covering apps installed *later*. Ticking apps one by one does not.

Video, web browsers and messaging have no honest row in Apple's list, so the app names apps for those three instead.

"1 thing ticked" after ticking the Games row is right — a whole row counts as one thing.

A kind with nothing ticked blocks nothing

Pause Games on your phone when Games was never set up on theirs, and no game stops. Their phone says **A limit is on, but not applied yet**, and your Devices tab shows **App categories set up** as, say, 4 of 6.

Set the rules.

Every rule lives in the **Limits** tab of your app. If you have more than one child, pick the child at the top first — each child has their own limits.

There is no Save button

Every control on this screen saves itself the moment you move it. Under the child's name the screen says **Changes apply straight away — nothing to save.** While a change is travelling it says **Saving...**, and if it failed it says so in red and puts the switch back. If you are looking for a "Save limits" button, there isn't one.

What is on the screen, top to bottom

- **Focus modes** — one tap for **Homework · 2h**, **Dinner · 1h** or **Sleep · until 7am**. While one is running the card says so and offers **End**.
- **Block now** — pauses everything you cover, straight away. Switch it off to release.
- **Timed block** — 30 min, 1 hour, 2 hours or 5 hours. The card counts down and offers **Clear timer**.
- **Bedtime lock** — a switch, then **From** and **Until**. It starts at 21:00 to 07:00. Times that cross midnight are fine.
- **Blocked categories** — tap any of Social media, Games, Video, Entertainment, Web browsers, Messaging. A gold chip means that kind is paused.
- **School hours** — a switch, From and Until (08:00 to 15:00 to start with), the days of the week, and which kinds of app pause during class.
- **Live location** — off by default, per child.
- **Lock app removal** — see page 08.

How quickly a change reaches their phone

Block now, focus sessions, clearing a block and approved extra time usually reach your child's phone within seconds, even with the Kids app closed, because we send their phone a silent message.

That message is a nudge, not a promise. iPhone can delay it or drop it; a phone that is off or has no signal normally gets it when it is next in touch. And there is one case where it never arrives: if Safeinest Kids has been swiped away in the app switcher, iPhone will not start it again for a silent message.

So if a change does not seem to have landed, ask your child to open Safeinest Kids. It fetches and applies your latest rules as it opens, and re-checks every 15 seconds while it is open.

Bedtime, **school hours** and **timed blocks** are different again, because they depend on the time of day. See the next page.

Once a pause has been applied it stays applied — through app-switching, a force-quit and a restart — because iOS is holding it, not the app.

Bedtime and school hours, and how they really run.

This is the page most worth reading twice, because it is where a parent is most likely to feel let down at ten o'clock at night.

Safeinest does not run a background timer yet

Bedtime, school hours and timed blocks depend on the clock on your child's phone, so that phone works them out — and only while Safeinest Kids is running, or has just been woken by a change from you. iPhone does offer a way to run a schedule in the background. We have not built it yet, and would rather tell you than let you find out.

So a bedtime is applied when their phone next *checks in*: when Safeinest Kids is opened, or when a rule change from you reaches it. If the app has not been opened all evening, bedtime may not begin until it is.

The same is true at the other end, and this one surprises people. Nothing lifts a finished bedtime by itself — the rest stays on until that phone checks in again, which can be hours. Opening Safeinest Kids clears it in seconds, and so does flipping any switch in your Limits tab.

Once a rest is applied it holds: force-quitting the app or restarting the phone does not lift it, because iOS is holding the block, not Safeinest.

What actually makes bedtime dependable

- 01 Set an iOS **Screen Time passcode** on your child's phone that they do not know. This is the single biggest thing you can do, and page 08 walks through it.
- 02 Get into the habit of the Kids app being opened in the evening. A message from you does it — open the chat on their card and say goodnight, and their phone checks in.
- 03 Or tap the **Sleep · until 7am** focus preset, or **Block now**, when you want the phone down *now*. Those go out as a silent message and usually reach a closed phone within seconds, without waiting for a check-in — unless the Kids app has been swiped away, which is the one case iPhone will not wake.

What your child sees

When apps are resting, tapping one shows Apple's own block screen instead of the app opening. iPhone does not let any app restyle that screen, so it is Apple's wording, not ours.

Inside Safeinest Kids, the **Time** tab shows a **Sleep time** card — “Tonight your apps rest from 21:00 to 07:00”, and during a timed block a large countdown.

The Screen Time passcode, and app removal.

No iPhone app can stop itself being deleted

Safeinest included. The **Lock app removal** switch in your Limits tab records your wish and shows your child a **Locked by your family** card with an **Ask to remove** button — a polite nudge, not a hard lock. The thing that genuinely prevents deletion is a setting inside iOS, protected by a passcode only you know.

Set the Screen Time passcode

Do this on your child's iPhone, with them not watching. It works best if their phone is in your Apple Family with you as the organiser.

- 01 Open **Settings** and tap **Screen Time**.
- 02 If Screen Time is not on, turn it on. Tap **Use Screen Time Passcode** and set a 4-digit code your child does not know. Make it different from the code that unlocks the phone.
- 03 Tap **Content & Privacy Restrictions** and switch it on.
- 04 Tap **App Store, Media, Web & Games** — on older versions of iOS it is called **iTunes & App Store Purchases** or **App Store, Media & Purchases**. Then tap **Deleting Apps** and choose **Don't Allow**.
- 05 Keep that passcode private. It is the passcode, not the app, that stops Screen Time being switched off and apps being deleted.

If your child asks to disconnect

Your child cannot unlink their own phone. The Kids app offers **Ask my family to disconnect** — or **Ask Mum to disconnect**, if you have set what they call you. Tapping it sends you a notification and an email, and nothing else. The button then reads **Asked your family** for a few hours, so a bored thumb cannot bury you in requests.

On your phone, on their device row

That phone's row says **This phone asked to remove Safeinest**. Two buttons sit underneath it.

Allow opens a 24-hour window in which that phone may disconnect itself. Be clear about what that means: for those 24 hours your **Lock app removal** switch goes off, so the app can be deleted as well as unlinked, and you will see it off in your Limits tab. If the window passes unused, Safeinest switches the lock back on by itself and tells you.

Keep locked leaves everything as it is.

You can also unlink a phone yourself at any time, with the bin icon on the device row (**Remove phone**) — without touching their phone.

Messages, calls, SOS and extra time.

Safeinest Kids is never blocked by Safeinest. Whatever else is paused, your child can still reach you, and you them. That is deliberate: this is a lifeline, not another app to police.

Family chat

On your phone: **Devices** tab, then the speech-bubble icon on your child's card. On theirs: the **Family** tab.

Both phones get a notification when the other writes. The message text is never put in the notification — only that one arrived. Messages show **Sent** and then **Seen**.

There are one-tap replies on both sides for when typing is too slow.

Voice calls

The phone icon at the top of the chat rings your child inside Safeinest, and they can ring you. Both phones show a proper ringing screen. The first call asks each phone for the microphone — tap **Allow**, or the call connects with no sound.

The audio is encrypted end to end, and we never record a call. On many mobile networks the two phones cannot reach each other directly, so the encrypted audio is passed through a relay server to connect at all. The relay cannot listen to it.

There is no call log in either app, and no screen anywhere that lists who rang whom. Our server holds only the short record it needs to set a call up, and never builds it into a history for anyone to read.

Family SOS

Your child's home screen has a **Family SOS** button. Before it sends anything it asks "Tell your family it is urgent?" and says plainly: this does **not** call the police, ambulance or fire brigade — if you are in danger, call 999.

When they confirm, every parent phone gets an urgent notification and a line is written into the family chat, so it is not lost if a notification is missed. Their latest position is sent too, if live location is on.

Extra time, on request

Your child taps **Extra time?**, chooses a reason (Homework, Family, Important, Other) and 15, 30 or 60 minutes, then **Send request**.

A gold banner appears on their card in your **Devices** tab with **Approve** and **Not now**. Approving lifts every limit for exactly the minutes asked for, usually on their phone within seconds. While it runs, your **Limits** tab shows **Free time on** with an **End now** button.

In **Settings**, **What your child calls you** lets you choose Mum, Dad, Nan or anything you type. Their phone then says "Blocked now by Mum" rather than "by your family".

Live location and safe zones.

Live location is **off by default**, for every child, and you switch it on one child at a time. That is a deliberate privacy default, not an oversight.

- 01 In the **Limits** tab, choose the child and switch on **Live location**. It saves itself.
- 02 The next time Safeinest Kids runs on their phone it asks to use location. Tap **Allow** — choose **Always Allow** if it is offered, or the position only refreshes while the app is open.
- 03 Back on your phone, tap the pin icon on that child's card in the **Devices** tab.
- 04 You see how long ago the phone was seen, roughly how accurate the position is, and an **Open in Maps** button.

Safe zones

On the same screen, under **Safe zones**, tap **Add a zone at the child's spot** and give the place a name — School, Home, Nan's. It puts a 150-metre circle around wherever their phone is at that moment, so add a zone while they are there.

You are told when your child arrives at or leaves a zone. Tap the bin beside a zone to remove it. Safe zones need live location switched on for that child.

What we keep, and what we do not

Only the latest position is stored, and it is encrypted. There is no history of everywhere your child has been, and no way to ask for one.

Switching **Live location** back off stops the sharing and clears the stored position.

Your child can turn location off in their own phone's Settings, and iOS reminds them from time to time that an app is using it. If they do, the updates stop — and the “last seen” time tells you how fresh the map is.

11 • WHAT SAFEINEST TELLS YOU

The six things we will interrupt you for.

Safeinest cannot see inside your child's apps, so it watches its own protection instead, and speaks up when that weakens. These arrive as notifications on your phone.

- **Screen Time turned off** — their phone switched Screen Time off, so your limits are not being applied.
- **App list changed** — the list of apps Safeinest can pause on their phone got smaller.
- **More apps set to always allowed** — apps were added to the always-allowed list, so those stay open even at bedtime.
- **Phone disconnected** — that phone was unlinked. Its card turns red and says **Disconnected by your child**.
- **Removal request** — your child asked to remove the app, and it is waiting for your Allow or Keep locked.
- **Nothing from [name]'s phone** — we have not heard from it for two days. That is the same thing as the red **Needs attention** chip beside their name.

The honest shape of these

The last three — a phone disconnected, a removal request, and a phone gone quiet — reach you by email as well as by notification, so a muted phone does not lose them.

The first five need the Kids app to have run and reported. A phone that is switched off, or that has had the app deleted, cannot report anything — so it shows up as the two-day quiet alert instead. That is the alert that covers deletion.

Two days of quiet usually means nothing more than a phone that has been off or an app nobody has opened. It is worth a look, not a panic.

There is no scrollable history of alerts on iPhone. They arrive as notifications, and the Devices tab shows the current state.

If notifications are not arriving on your phone

Open the **Settings** tab in your app and look at **Push status**. It should say **Registered OK**. If it does not, tap **Try again**, and check that notifications are allowed for Safeinest in the phone's own Settings.

When something is not working.

I blocked a category and nothing happened

Almost always the one-time **App categories** setup on their phone: a kind with nothing ticked blocks nothing. Check **App categories set up** on their card in your Devices tab — if it says 4 of 6, two kinds are empty.

No limits are applying at all

Check three things on their phone in Safeinest Kids: **Screen Time access** reads **Allowed**, at least one app is ticked under **Apps covered**, and the phone was seen recently in your Devices tab. Opening Safeinest Kids makes it fetch and apply your latest rules.

The pairing code does not work

Codes are single use and last about 10 minutes. Tap **Pairing code** again for a fresh one, and check both phones are online. A code never contains 0, O, 1 or l, so anything that looks like one of those is a different character.

Bedtime did not start last night, or is still on this morning

Both are the same thing: the window takes hold, and lets go, at the next check-in from their phone — see page 07. Ask your child to open Safeinest Kids, or flip any switch in your Limits tab, and it catches up in seconds.

Setup health says Notifications allowed — Fix

The prompt on their phone was refused, and iPhone only asks once. Open their **Settings > Notifications > Safeinest Kids**, and switch **Allow Notifications** on.

Screen Time keeps getting switched off

That is the cooperative limit, and the answer is the Screen Time passcode on page 08. Without it, anyone holding the phone can switch the controls off in Settings.

I need to pair a phone again, or move to a new one

You do it from your phone: **Devices** tab, the bin icon on the device row to unlink the old phone, then **Pairing code** or **Link another phone** for a fresh code.

Still stuck? Email hello@safeinest.com with a short description of what you were doing and what happened. A real person reads it.

What an iPhone will and will not allow.

All of it in one place, so you can decide whether Safeinest is right for your family before you build your evening around it.

What Safeinest does do

- Pause whole kinds of app, or everything you cover, from your phone.
- A bedtime window, school hours, timed blocks and one-tap focus sessions.
- Block now, and approved extra time, usually reaching a closed phone within seconds.
- A two-way family chat and voice calls that keep working while everything else is paused.
- A Family SOS button, and extra-time requests you approve with one tap.
- Opt-in live location with safe zones.
- Alerts when its own protection weakens, and when a phone goes quiet.

What no iPhone app can do

- **Read your child's messages, browsing or photos.** Apple does not allow it. Safeinest does not try, and never claims to.
- **Show how long each app was used.** Those figures stay on your child's device.
- **Stop itself being deleted.** A Screen Time passcode is the only thing that genuinely prevents it.
- **Keep Screen Time switched on.** Safeinest reports when it is switched off; it cannot refuse.
- **Lock the covered-app list or the always-allowed list.** Safeinest watches those and tells you when they change.

What Safeinest cannot do yet — our gap, not Apple's

Run bedtime and school hours on a schedule. iPhone does offer a way to do this, and we have not built it. Until we do, those windows start — and end — at the next check-in from your child's phone. Page 07 explains what that means in practice.

And one thing we choose not to do

We build no history you could scroll: no record of where your child has been, no call log, no list of the apps they open. We think a child is owed a private life, and Safeinest is built around that. We store an age rather than a birthday, a nickname rather than a legal name, and the sensitive things — the name, your messages, the latest position — are encrypted.

If you are worried about your child.

Safeinest is a tool for managing a phone. It is not a safeguarding service, and it will not tell you when your child is struggling. These people will help, and they are free.

In an emergency

999 — police, ambulance, fire. If someone is in immediate danger, call this first. The Family SOS button in Safeinest Kids alerts you, not the emergency services, and the app says so before it sends anything.

For you, as a parent

NSPCC helpline — 0808 800 5000. Free advice for adults worried about a child, whatever the worry. You do not need to be certain before you ring.

For your child

Childline — 0800 1111. Free and confidential, for anyone under 19, any time of day. It does not show up on the phone bill. It is worth telling your child this number exists.

Getting help with the app

Email hello@safeinest.com. Tell us which phone, what you tapped and what happened. The most up-to-date version of this guide is always at safeinest.com/guide — if this PDF and that page ever disagree, the page is right.

Safeinest is made in the UK, and built around UK GDPR and the ICO's Children's Code.

Set the rules. Stay close.