



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:

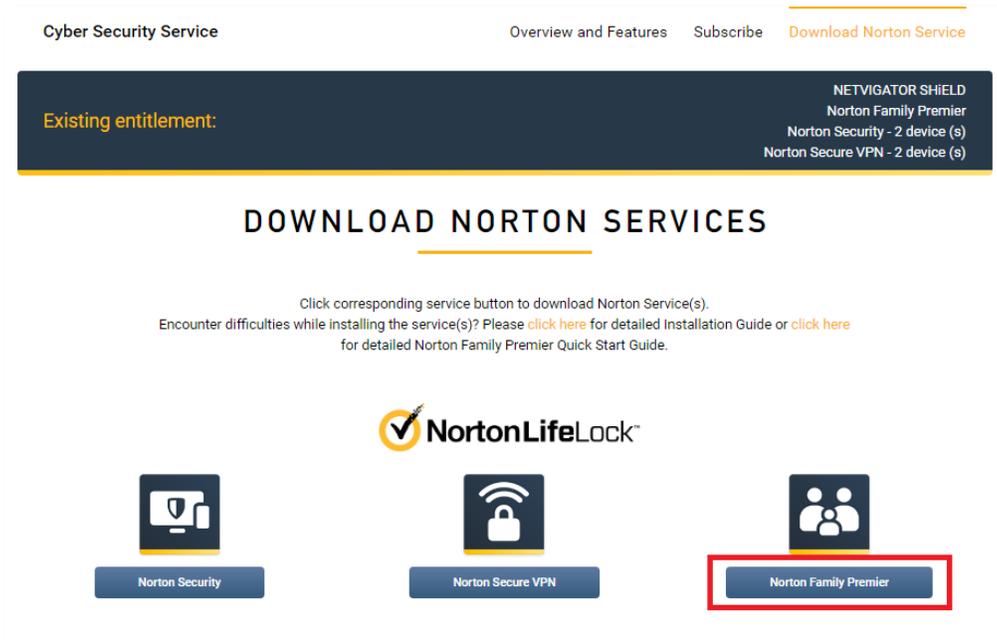
Installation time depends on your device's specifications.
User interface may differ, depending on version.

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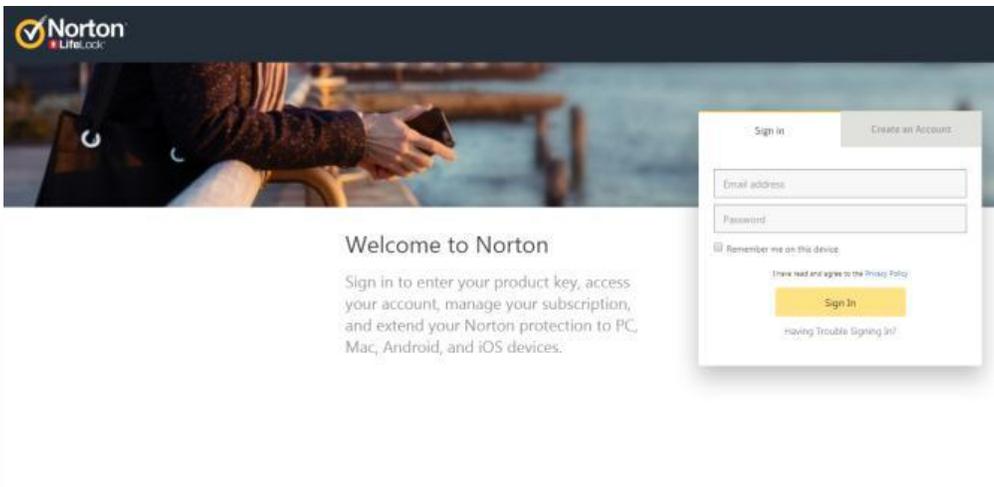
1. Setting up Norton Account

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



The screenshot shows the 'Download Norton Services' page. At the top, there are navigation links: 'Cyber Security Service', 'Overview and Features', 'Subscribe', and 'Download Norton Service'. A dark blue banner displays 'Existing entitlement:' followed by 'NETVIGATOR SHIELD', 'Norton Family Premier', 'Norton Security - 2 device (s)', and 'Norton Secure VPN - 2 device (s)'. The main heading is 'DOWNLOAD NORTON SERVICES'. Below it, instructions state: 'Click corresponding service button to download Norton Service(s). Encounter difficulties while installing the service(s)? Please [click here](#) for detailed Installation Guide or [click here](#) for detailed Norton Family Premier Quick Start Guide.' Three service buttons are shown: 'Norton Security', 'Norton Secure VPN', and 'Norton Family Premier'. The 'Norton Family Premier' button is highlighted with a red rectangular border.

b. Log into Norton via your **Norton account**.
If you do not have a Norton account, click **“Create an Account”** to create one.



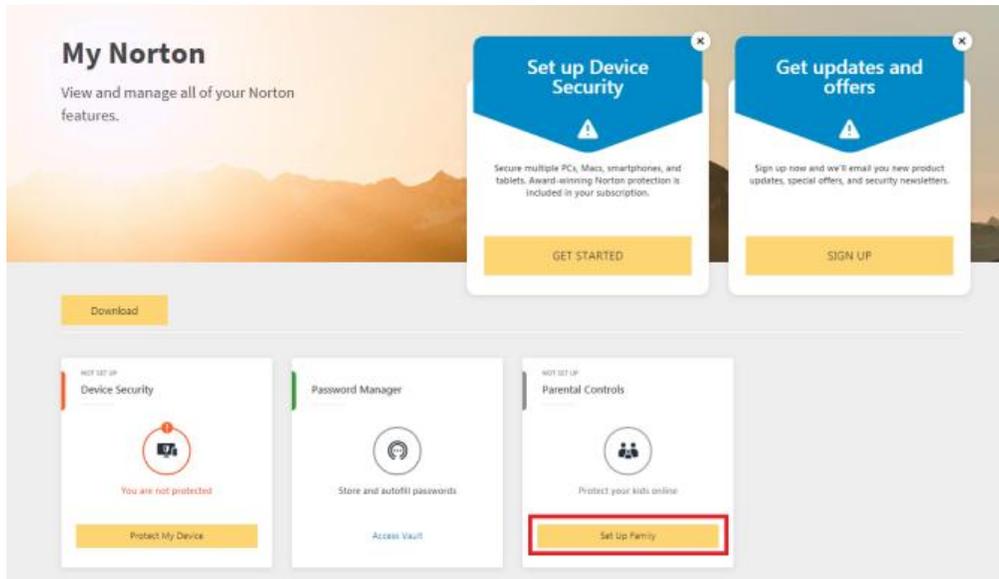
The screenshot shows the Norton login page. The top left features the Norton LifeLock logo. The background image shows a person's hands holding a smartphone. The main heading is 'Welcome to Norton'. Below it, the text reads: 'Sign in to enter your product key, access your account, manage your subscription, and extend your Norton protection to PC, Mac, Android, and iOS devices.' On the right side, there is a login form with two tabs: 'Sign in' (active) and 'Create an Account'. The form includes fields for 'Email address' and 'Password', a checkbox for 'Remember me on this device', a link for 'I have read and agree to the Privacy Policy', a yellow 'Sign In' button, and a link for 'Having Trouble Signing In?'.

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

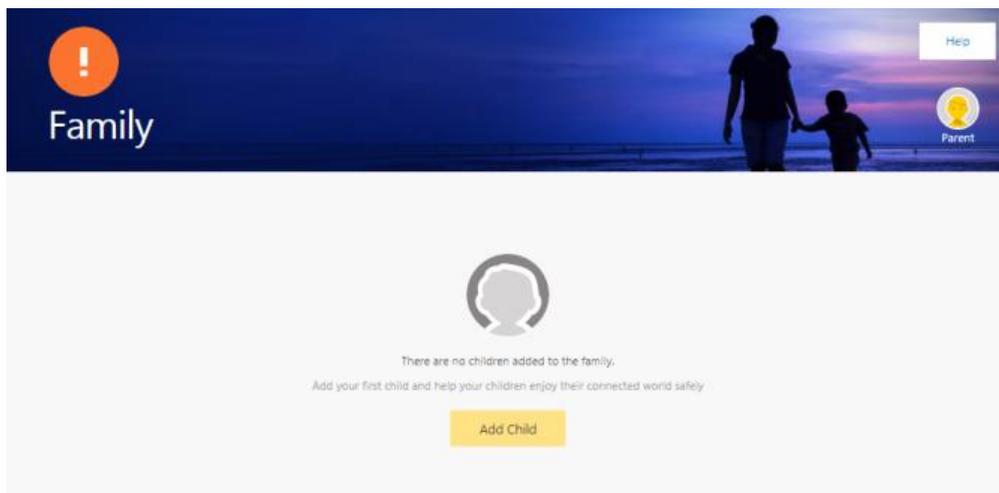
Before monitoring your child's device, you have to create a profile for them.

2.1 Windows version

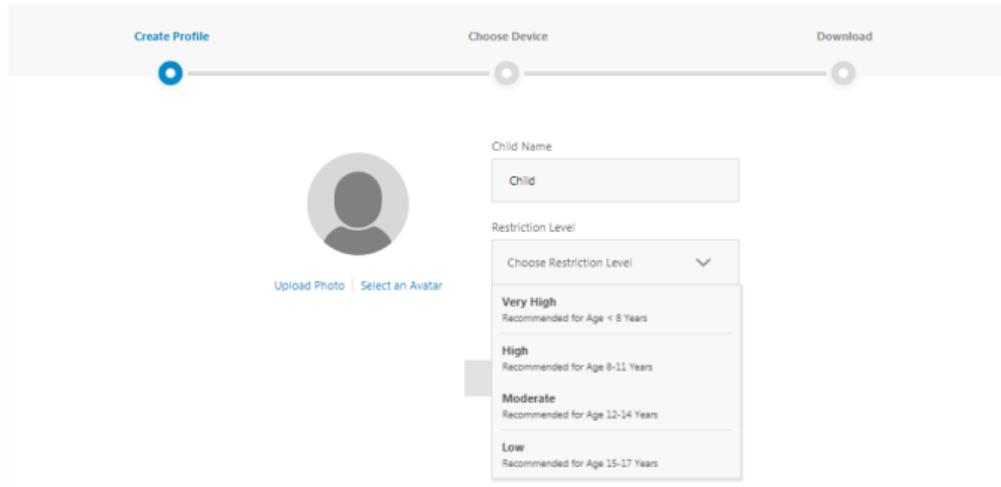
a. If you (parent) are using Windows PC, log into my.norton.com with the **Norton account** you created previously. Then click **“Set Up Family”** to start the set up.



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.



The screenshot shows the 'Create Profile' step of a three-step process. The progress bar at the top indicates the current step. The main area contains a profile creation form with the following elements:

- Child Name:** A text input field containing the word 'Child'.
- Restriction Level:** A dropdown menu with the following options:
 - Very High:** Recommended for Age < 8 Years
 - High:** Recommended for Age 8-11 Years
 - Moderate:** Recommended for Age 12-14 Years
 - Low:** Recommended for Age 15-17 Years
- Avatar:** A circular placeholder with the text 'Upload Photo | Select an Avatar' below it.

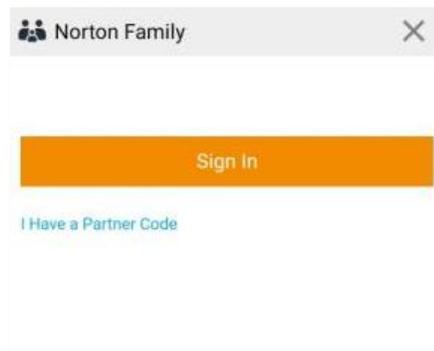
2.2 Android version

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.

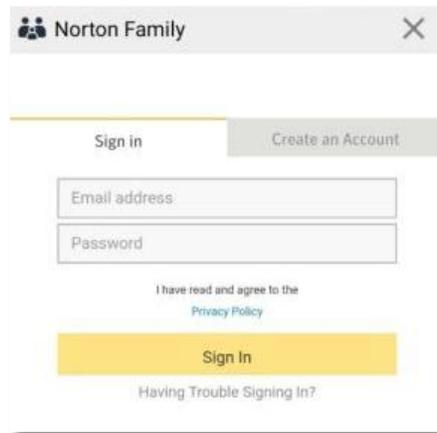
Tick **“I agree to the ...”** and **“I have read and acknowledge...”** and **“I agree to the Protecting...”**. Then, tap **“Continue”** to proceed.



b. Tap **“Sign In”**.

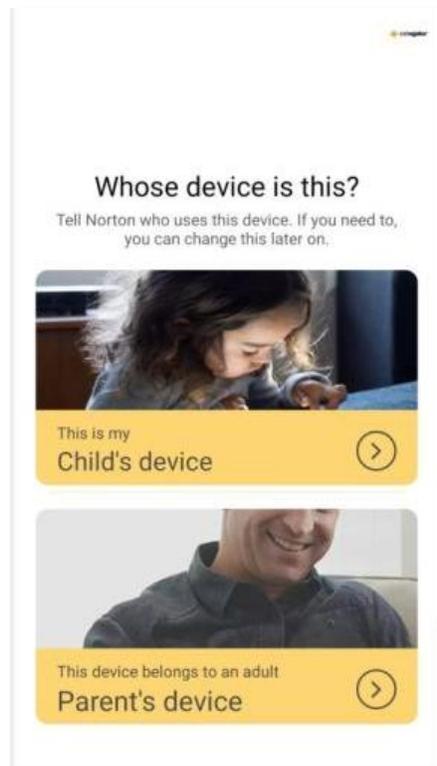


c. Log into the **same Norton account** used by parent.



The screenshot shows a web browser window titled "Norton Family". At the top, there are two tabs: "Sign in" (active) and "Create an Account". Below the tabs are two input fields: "Email address" and "Password". Underneath the password field is a checkbox labeled "I have read and agree to the Privacy Policy". A yellow "Sign In" button is centered below the checkbox. At the bottom, there is a link that says "Having Trouble Signing In?".

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

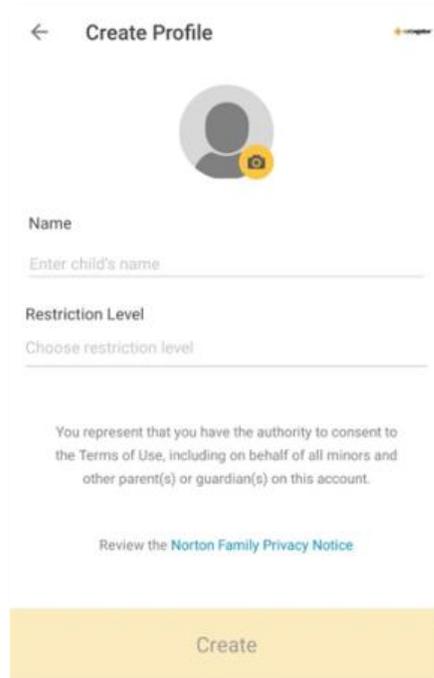


The screenshot shows a mobile app screen with the heading "Whose device is this?". Below the heading is the text: "Tell Norton who uses this device. If you need to, you can change this later on." There are two selection options, each with a photo and a yellow button with a right arrow. The first option shows a child looking at a phone, with the text "This is my Child's device". The second option shows a smiling man, with the text "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.



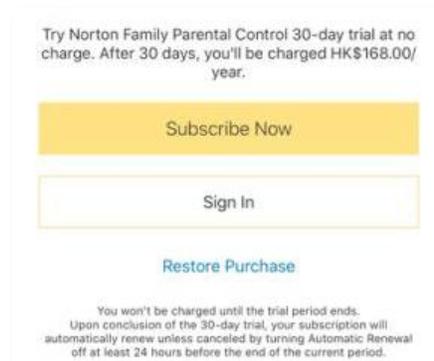
g. Please refer to **3. Installation on child's device** for the following:

2.3 iOS version

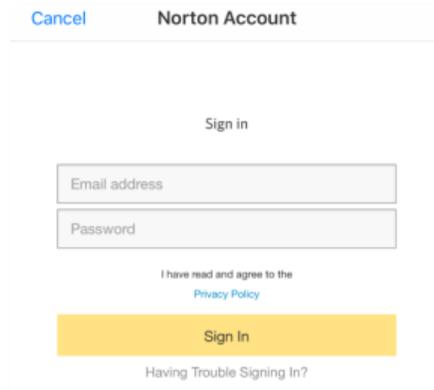
- a. If you (parent) are using iOS device, download **Norton Family for Parents** from App Store. Please read the **Terms & Conditions** after opening the app. Tick **“Norton License...”** and **“Norton Global...”** and **“Children’s Data...”**. Then, tap **“Continue”** to proceed.



- b. Tap **“Sign In”**.



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

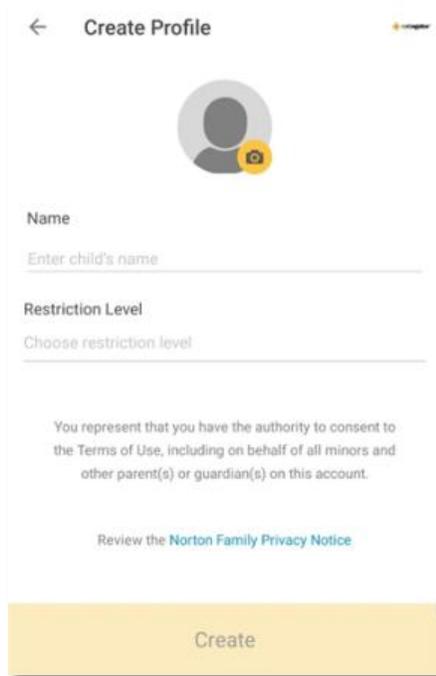


The screenshot shows the 'Norton Account' sign-in interface. At the top left is a 'Cancel' link. The title is 'Norton Account'. Below the title is the text 'Sign in'. There are two input fields: 'Email address' and 'Password'. Below the password field is the text 'I have read and agree to the [Privacy Policy](#)'. At the bottom is a yellow 'Sign In' button. Below the button is the text '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.



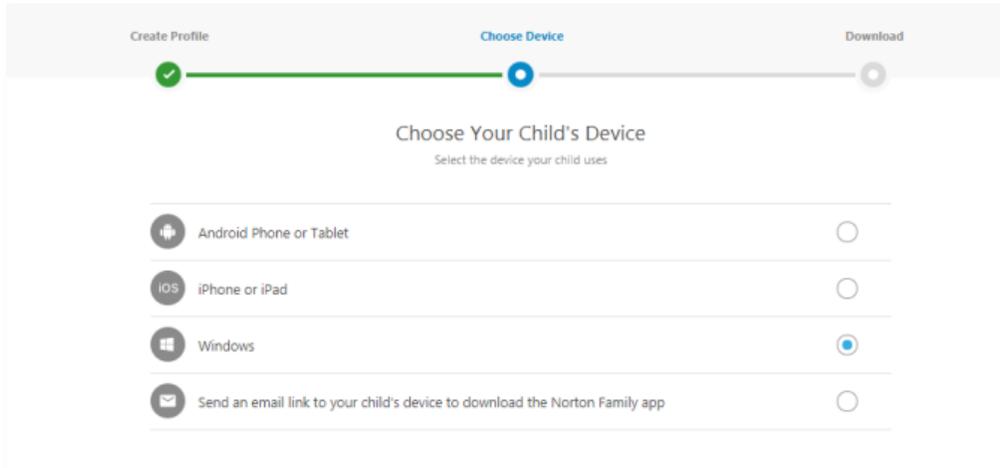
f. Please refer to **3. Installation & Setup on child's device** for the following:

3. Installation on child's device

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

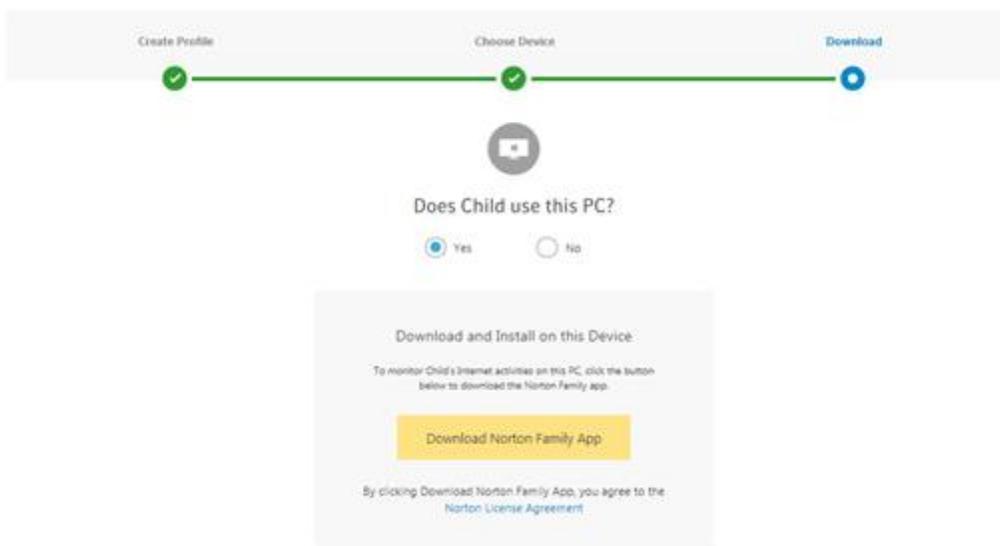
3.1.1 Downloading on the same Windows PC

a. If your child is using Windows PC, select **“Windows”** and click **“Next”**.



The screenshot shows a progress bar at the top with three steps: 'Create Profile' (completed with a green checkmark), 'Choose Device' (current step with a blue circle), and 'Download' (pending with a grey circle). Below the progress bar, the heading 'Choose Your Child's Device' is followed by the instruction 'Select the device your child uses'. There are four options listed with radio buttons: 'Android Phone or Tablet', 'iPhone or iPad', 'Windows' (which is selected with a blue dot), and 'Send an email link to your child's device to download the Norton Family app'.

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**.



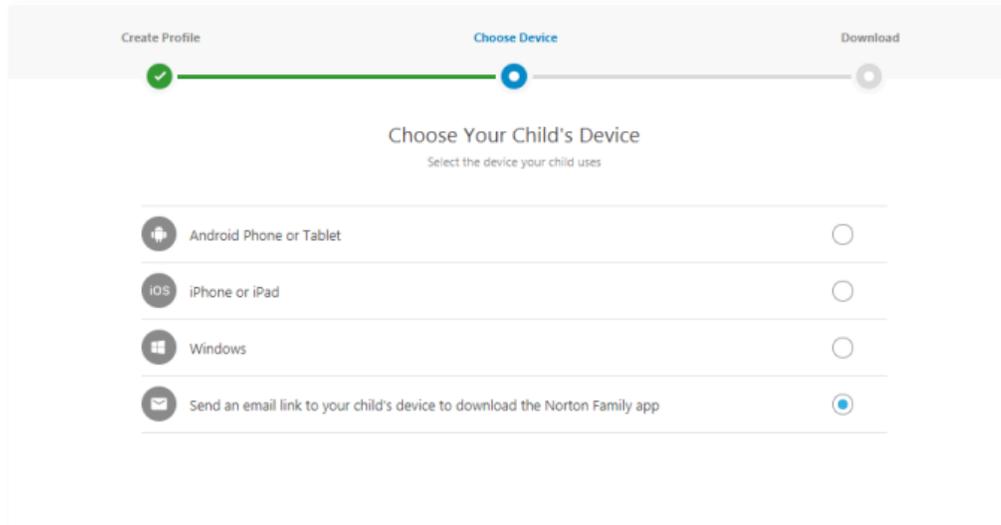
The screenshot shows the progress bar with 'Create Profile' and 'Choose Device' completed (green checkmarks), and 'Download' pending (blue circle). The main heading is 'Does Child use this PC?' with two radio button options: 'Yes' (selected with a blue dot) and 'No'. Below this is a box titled 'Download and Install on this Device' with the text 'To monitor Child's Internet activities on this PC, click the button below to download the Norton Family app.' and a yellow button labeled 'Download Norton Family App'. At the bottom of the box, it says 'By clicking Download Norton Family App, you agree to the Norton License Agreement'.

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

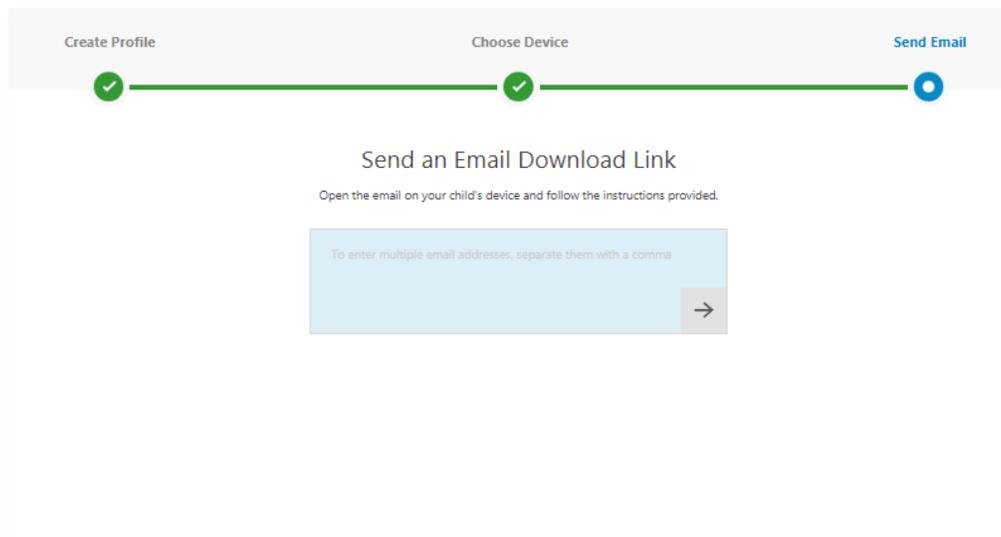
3.1.2 Downloading on another Windows PC

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”**.



b. Type your **child's email address** and click **“->”**.



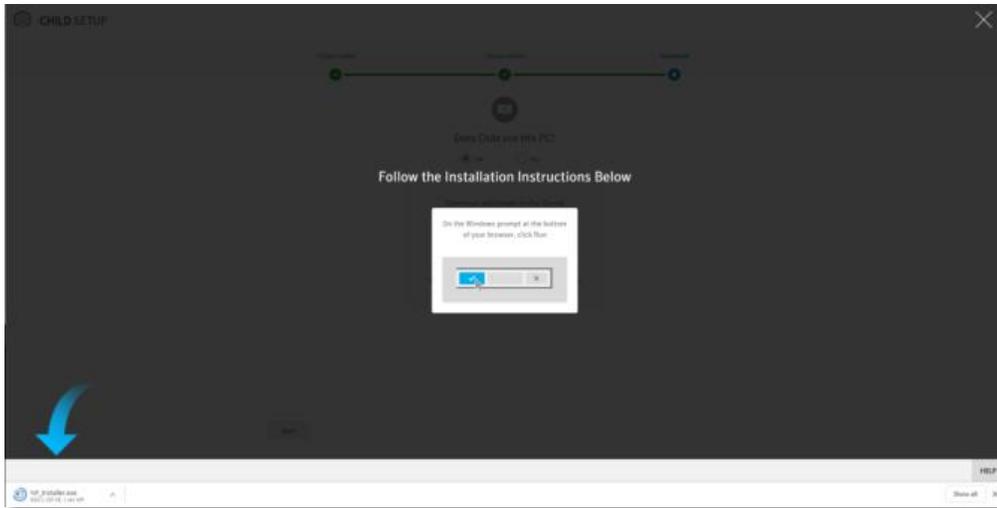
c. Your child will receive an email containing a download link.
Click the **link** to start the downloading process.



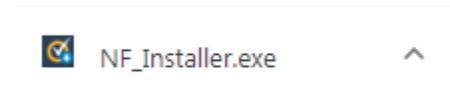
d. Please refer to **3.1.3 Installation & Setup** for the following:

3.1.3 Installation & Setup

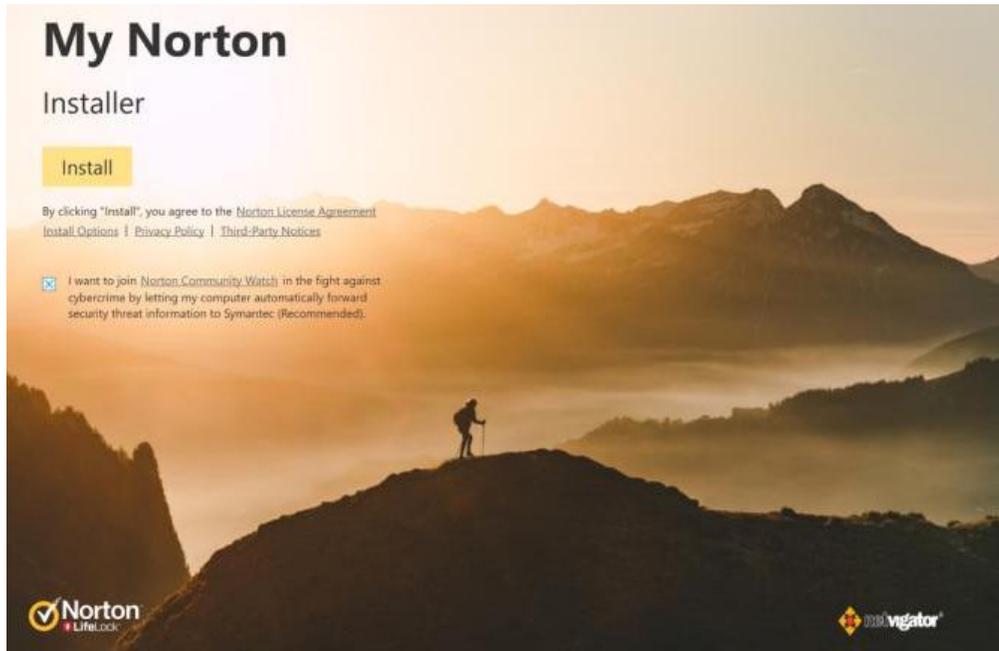
a. The downloading process will start automatically.



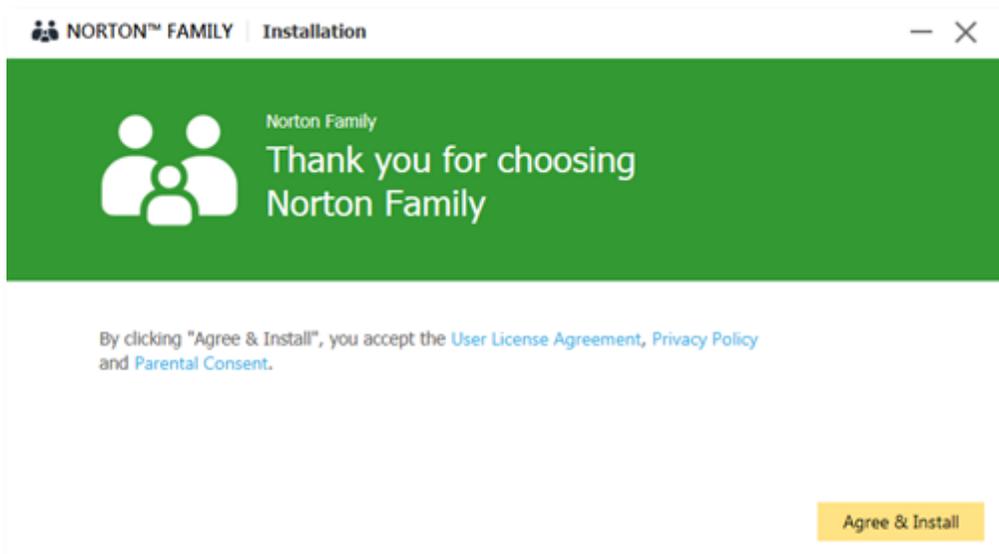
b. Click **“.exe file”** at the bottom of your browser.
The .exe file will open automatically when downloading is complete.



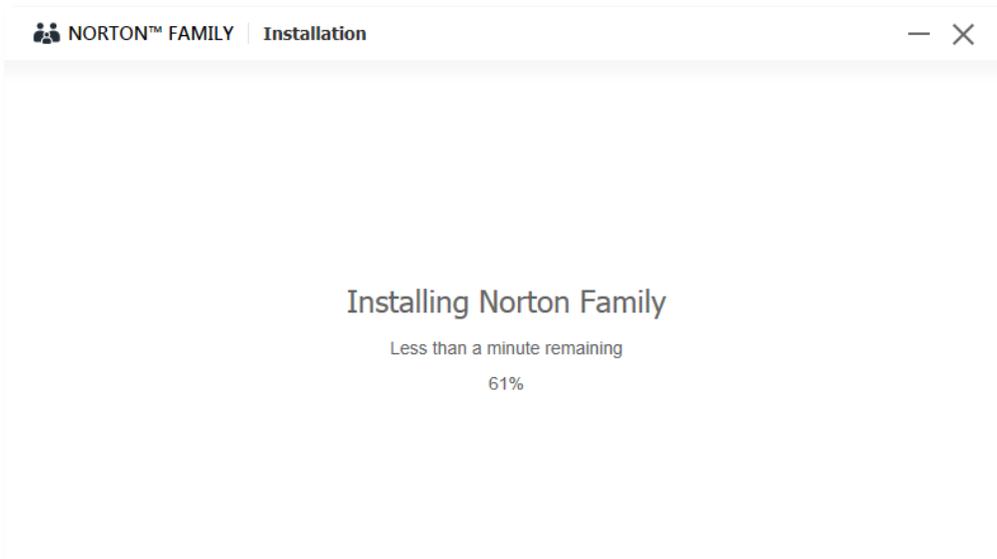
c. Click **“Install”** when the window below pops up.



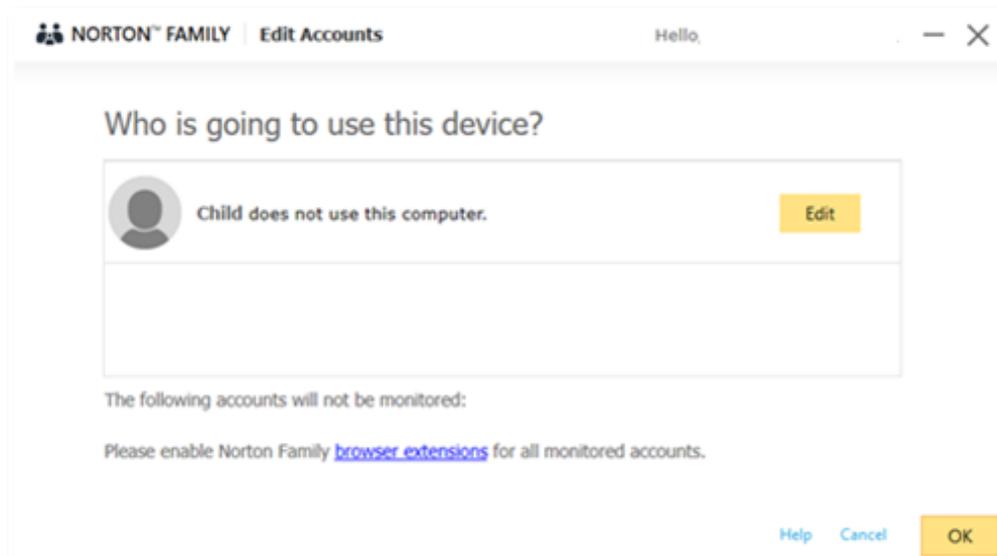
d. The window below will open automatically.
Click **“Agree & Install”**.



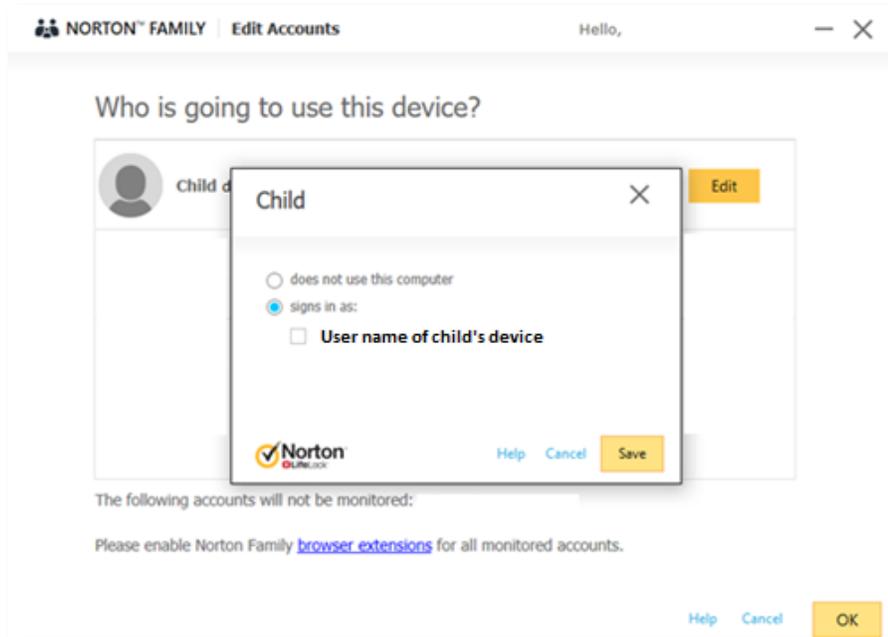
e. Please wait until installation completes.



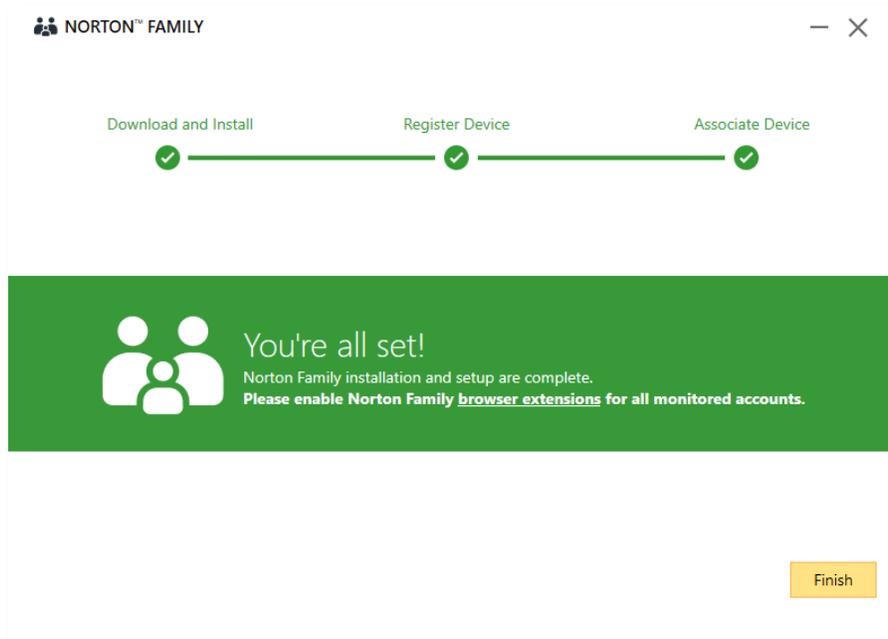
f. Choose your child's device and click "Edit".



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

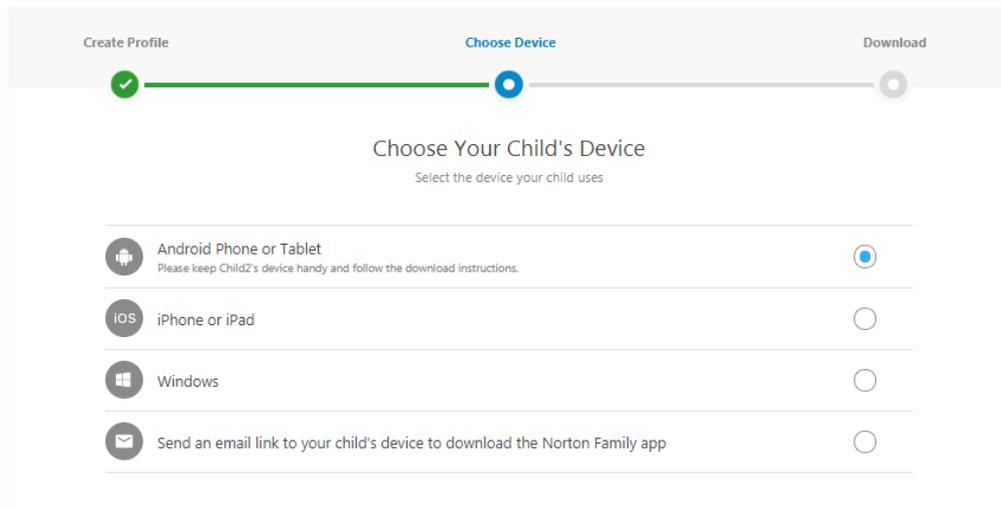


h. Installation complete. Click **“Finish”**.



3.2 Installing Android version

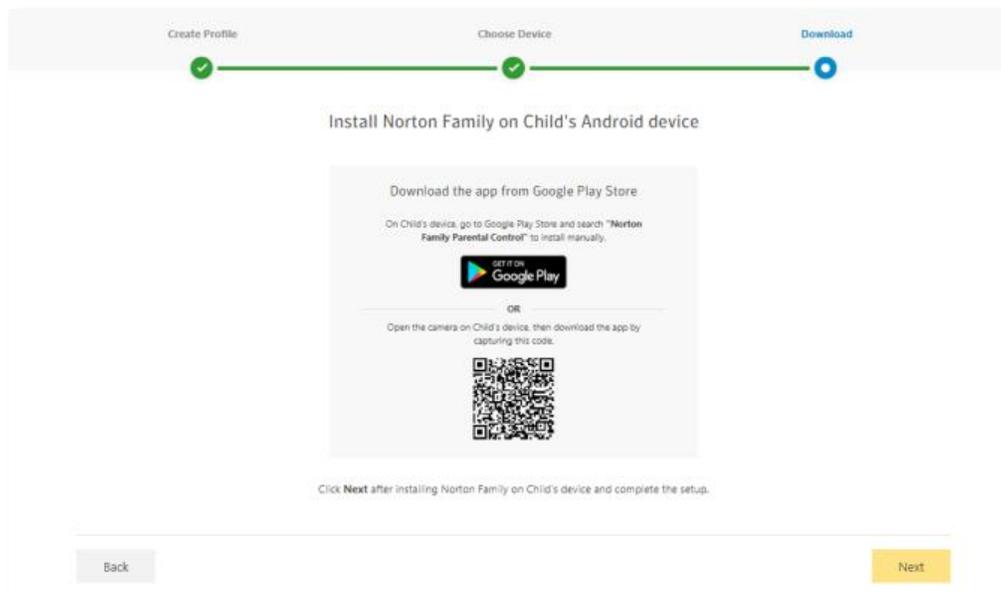
a. If your child is using Android device, select **“Android Phone or Tablet”** and click **“Next”**.



The screenshot shows a progress bar at the top with three steps: 'Create Profile' (completed with a green checkmark), 'Choose Device' (active with a blue circle), and 'Download' (pending with a grey circle). Below the progress bar, the title 'Choose Your Child's Device' is centered, followed by the instruction 'Select the device your child uses'. There are four radio button options listed:

- Android Phone or Tablet**
Please keep Child's device handy and follow the download instructions.
- iPhone or iPad**
- Windows**
- Send an email link to your child's device to download the Norton Family app**

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

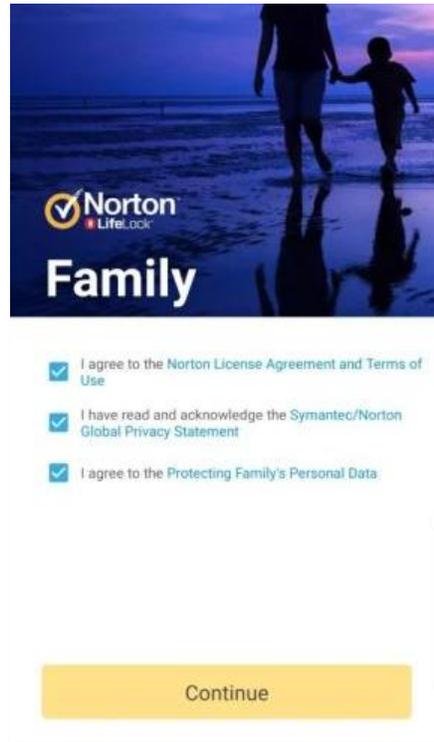


The screenshot shows the progress bar with 'Create Profile' and 'Choose Device' completed (green checkmarks), and 'Download' active (blue circle). The main heading is 'Install Norton Family on Child's Android device'. The instructions are:

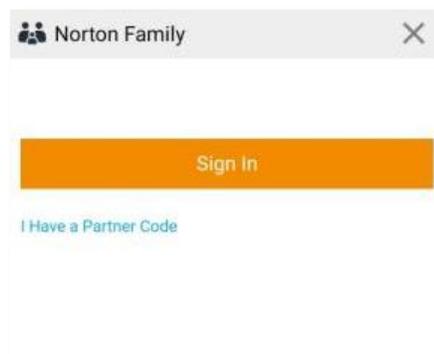
- Download the app from Google Play Store**
On Child's device, go to Google Play Store and search "Norton Family Parental Control" to install manually.

Below this is a 'GET IT ON Google Play' button. An 'OR' separator follows, with the instruction: 'Open the camera on Child's device, then download the app by capturing this code.' Below this is a QR code. At the bottom, it says 'Click **Next** after installing Norton Family on Child's device and complete the setup.' There are 'Back' and 'Next' buttons at the bottom of the screen.

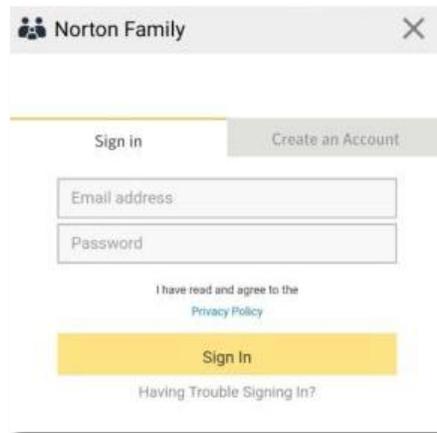
c. Open **Norton Family** parental control on your child's device after installation.
Please read the **Terms & Conditions** after opening the app.
Tick **"I agree to the ..."** and **"I have read and acknowledge..."** and **"I agree to the Protecting..."**.
Then, tap **"Continue"** to proceed.



d. Tap **"Sign In"**.

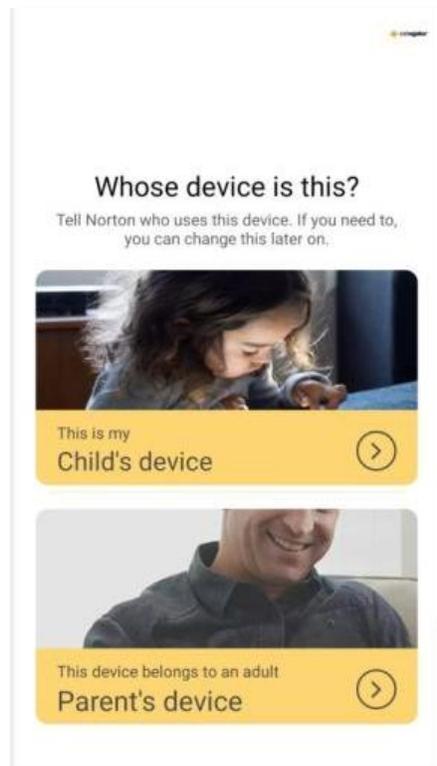


e. Log into the **same Norton account** used by parent.



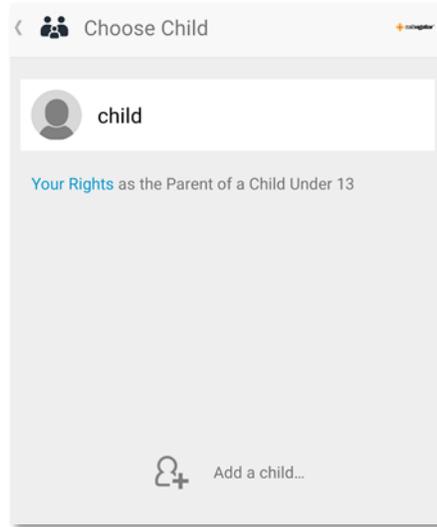
The screenshot shows the 'Norton Family' sign-in interface. At the top, there is a header with the Norton Family logo and a close button. Below the header, there are two tabs: 'Sign in' (active) and 'Create an Account'. Under the 'Sign in' tab, there are two input fields: 'Email address' and 'Password'. Below the input fields, there is a checkbox labeled 'I have read and agree to the Privacy Policy'. At the bottom, there is a yellow 'Sign In' button and a link for 'Having Trouble Signing In?'.

f. Tap **“This is my Child’s device”**.

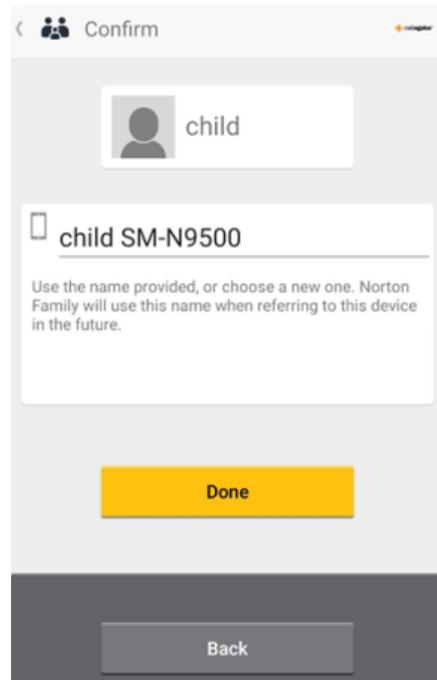


The screenshot shows a screen titled 'Whose device is this?' with the subtitle 'Tell Norton who uses this device. If you need to, you can change this later on.' There are two options presented as cards with images and text. The first card shows a child looking at a phone and is labeled 'This is my Child's device'. The second card shows a smiling man and is labeled 'This device belongs to an adult Parent's device'. Both cards have a right-pointing arrow icon.

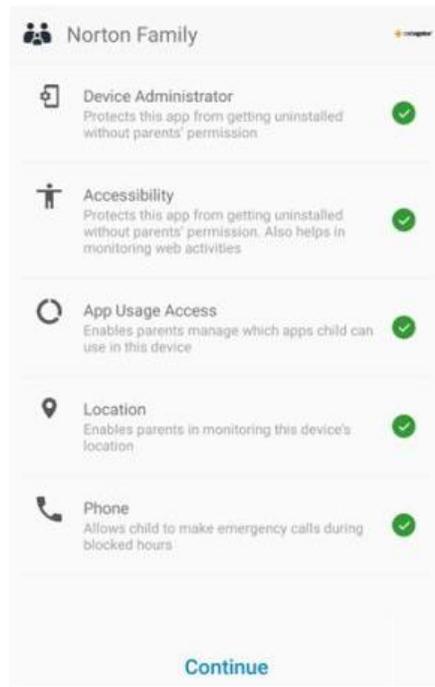
g. Select the child profile you created previously.



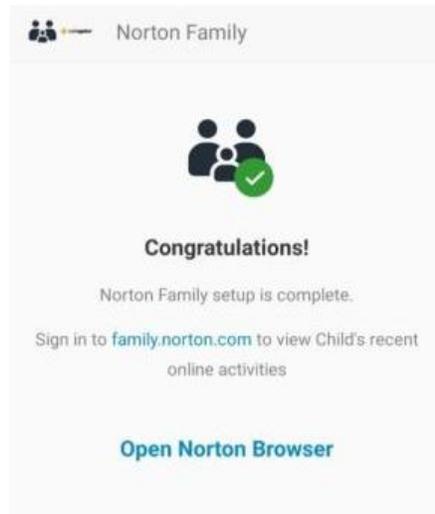
h. Set a name for your child's device and tap "Done" afterwards.



i. Allow all permissions on the list and click **“Continue”**.

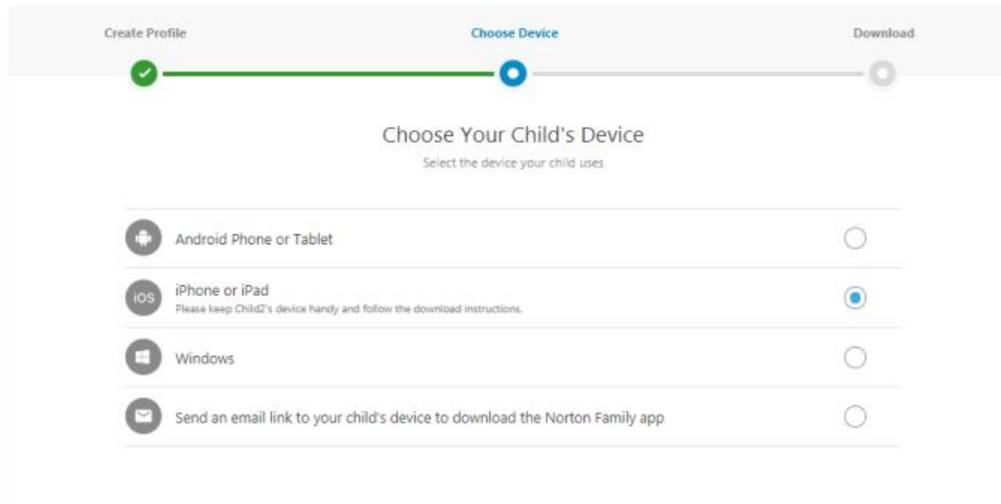


j. Installation and setup on your child's device is complete.
Tap **“Open Norton Browser”** and you can start monitoring your child's online activities.

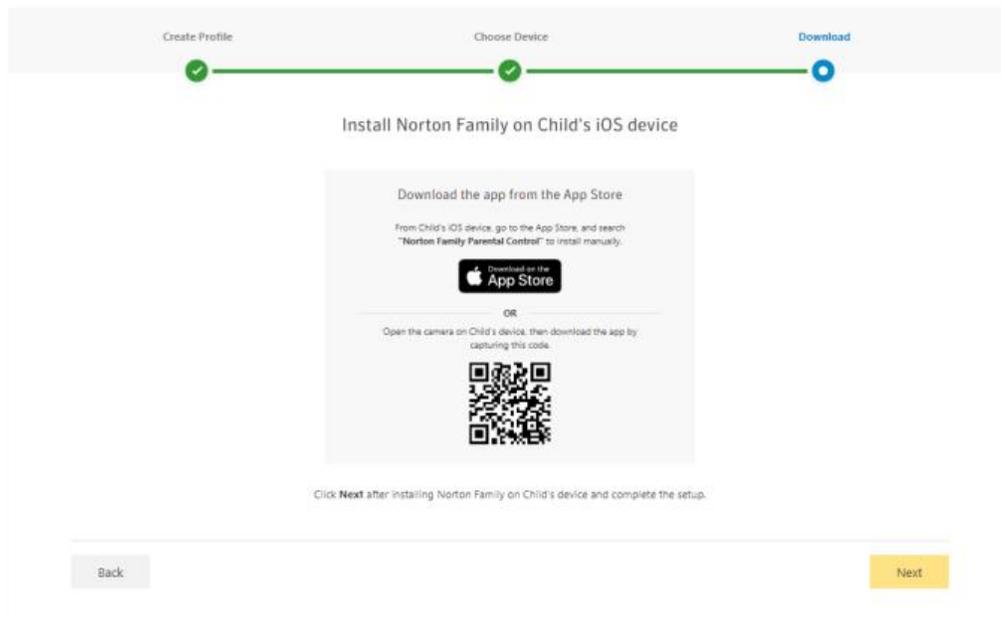


3.3 Installing iOS version

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



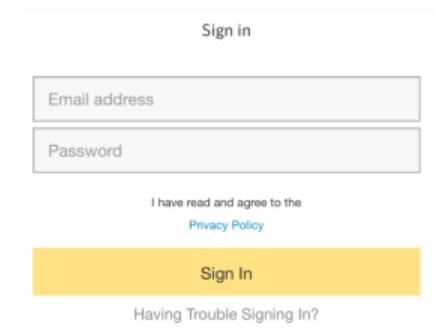
b. Now you can **use your child's device**, go to App Store and download **Norton Family**. Click “Next”.



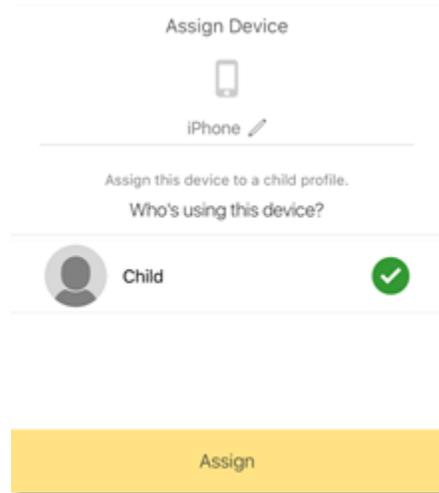
- c. Open **Norton Family** on your child's device after installation.
Please read the **Terms & Conditions** after opening the app.
Tick "**Norton License...**" and "**Norton Mobile...**" and "**Protecting Family's...**".
Then, tap "**Continue**" to proceed.



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



e. Select the child profile you created previously.



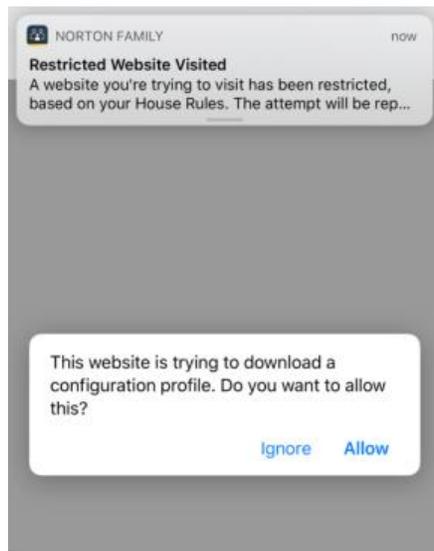
f. Tap **“Install VPN”** to install VPN function which keeps your child safe from inappropriate websites.



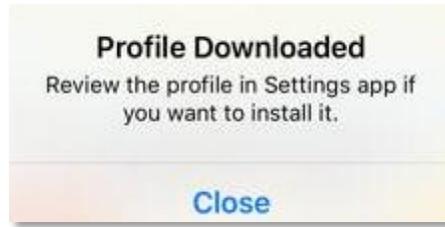
g. Tap **“Install Profile”** to install a profile which enables enhanced monitoring.



h. Browser will open automatically. Tap **“Allow”** to allow download of profile.



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



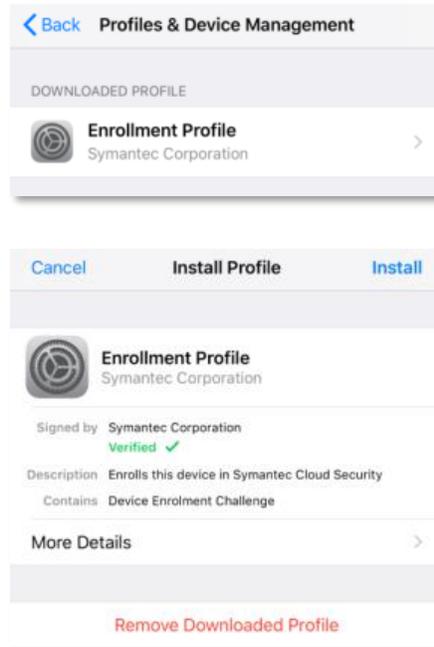
j. Tap **General**.



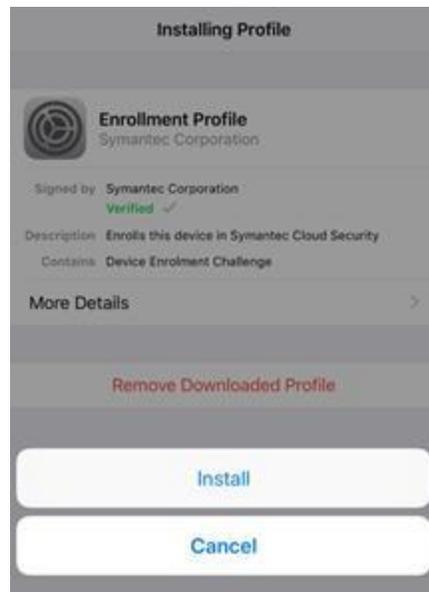
k. Open **Profiles & Device Management**.



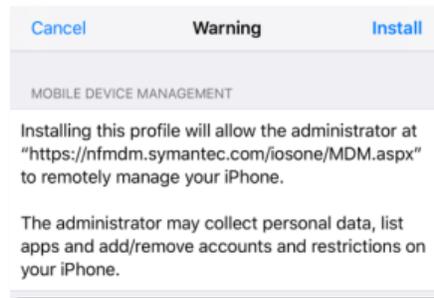
l. Select “Enrollment Profile” and tap “Install”.



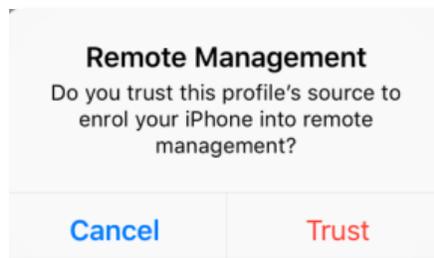
m. Tap “Install”.



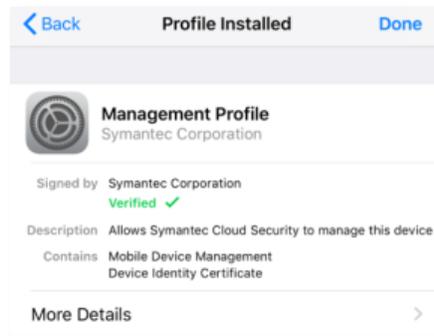
n. Tap “Install”.



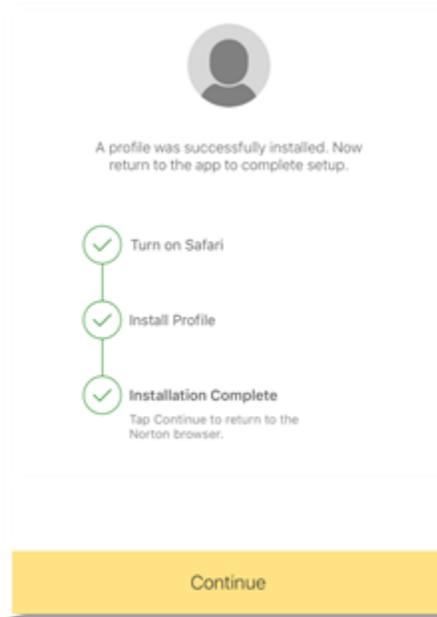
o. Tap “Trust”.



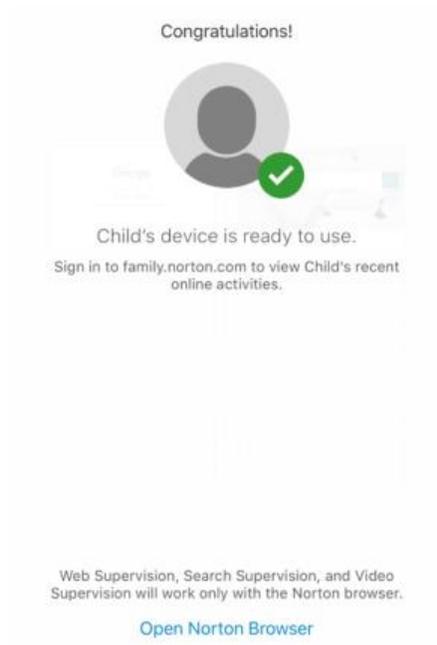
p. Tap “Done”.



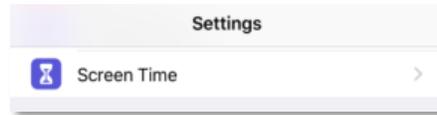
q. Go back to **Norton Family**, tap **“Continue”**.



r. Tap **“Open Norton Browser”**.



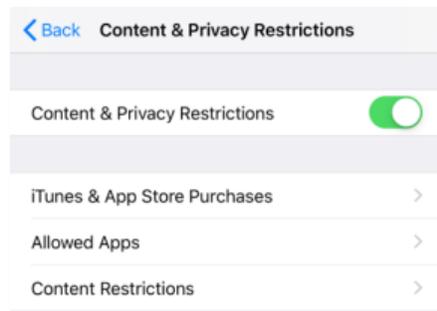
s. Open **Settings** app and tap **“Screen Time”**.



t. Tap **“Content & Privacy Restrictions”**.



u. Tap **“Allowed apps”**.



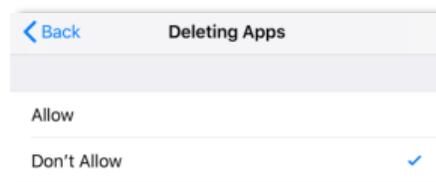
v. Disable “Safari”.



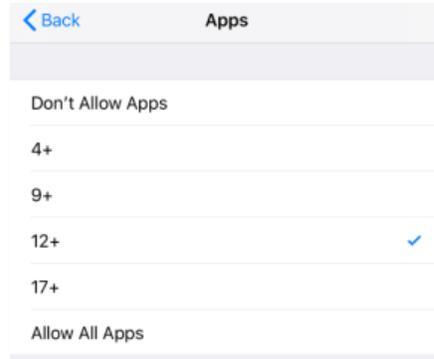
w. Go back to “Content & Privacy Restrictions” and tap “iTunes & App Store Purchases”. Then tap “Deleting Apps”.



x. Select “Don’t Allow” to prevent your child from deleting Norton Family.



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



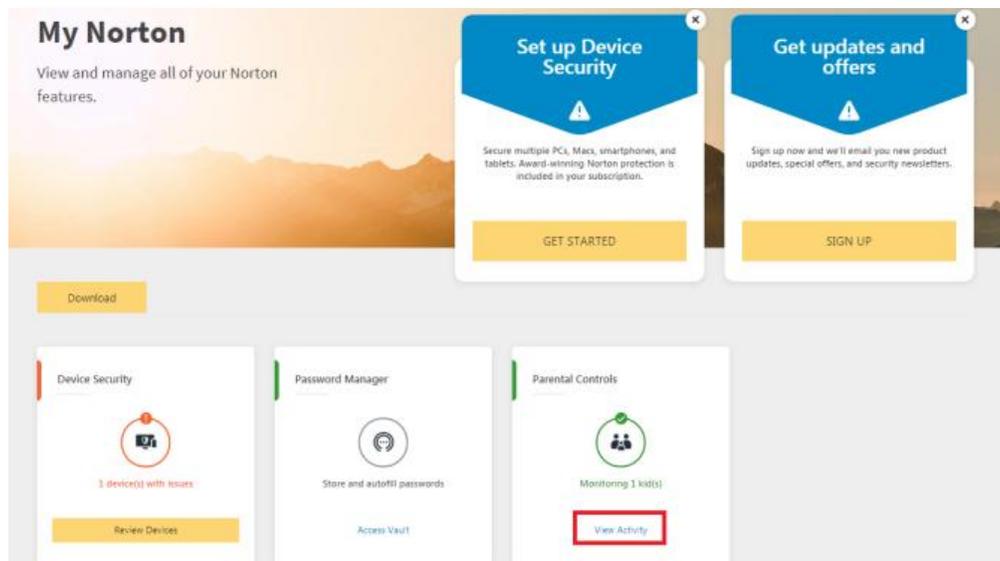
z. Installation and setup on your child’s device is complete, you can start monitoring your child’s online activities.

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

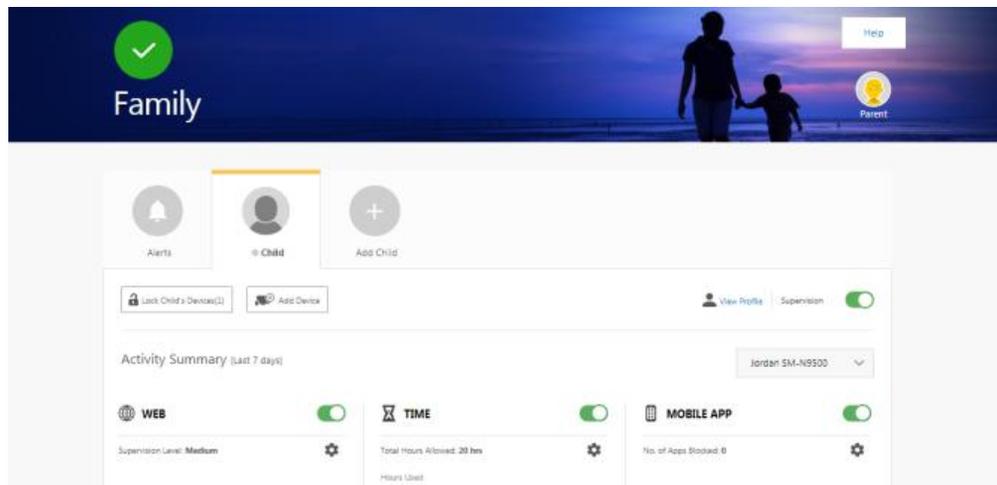
After setting up your child's device, you can start monitoring his/her online activities.

4.1 Windows version

a. There is no installation needed if you are using Windows PC. Log onto my.norton.com 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**.

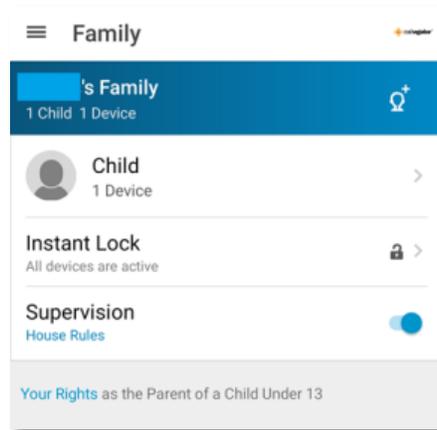


4.2 Android version

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**.

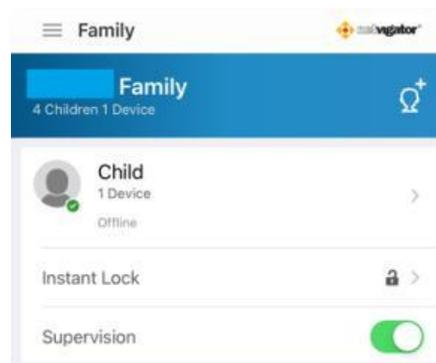


4.3 iOS version

Open **Norton Family for Parents**.

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

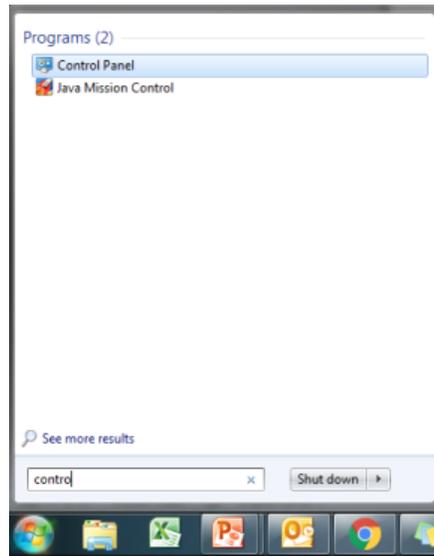
You can **now set up your house rules** and **check your child's online activities**.



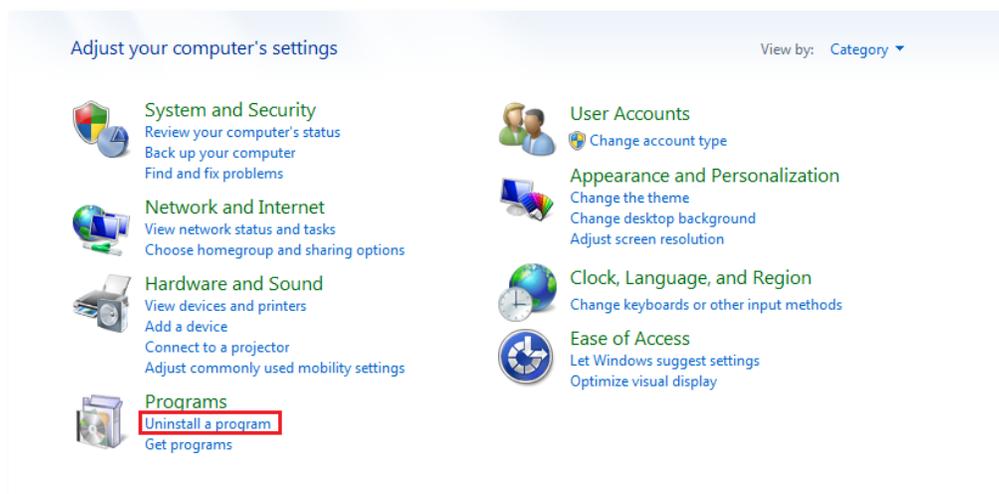
5. Uninstalling from Child's device

5.1 Uninstalling Windows version

a. Tap “Start” and click “Control Panel”.



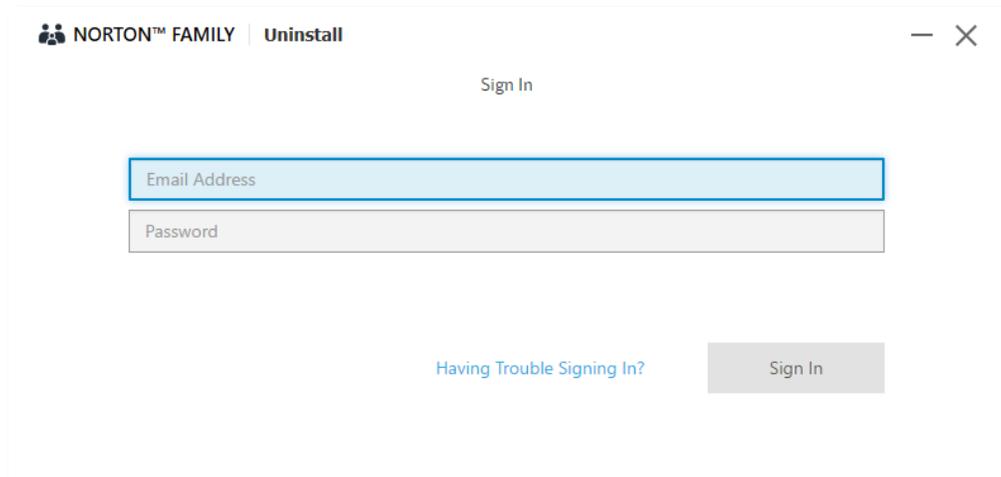
b. Click “Uninstall a program” after opening the control panel.



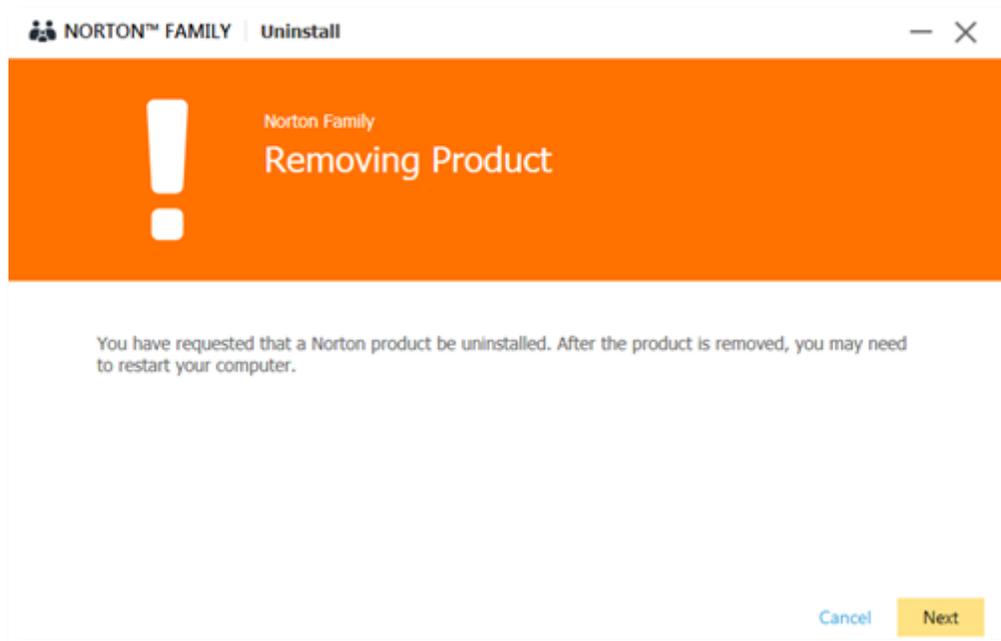
c. Find **Norton Family** on the list.
Click **“Uninstall/Change”**.



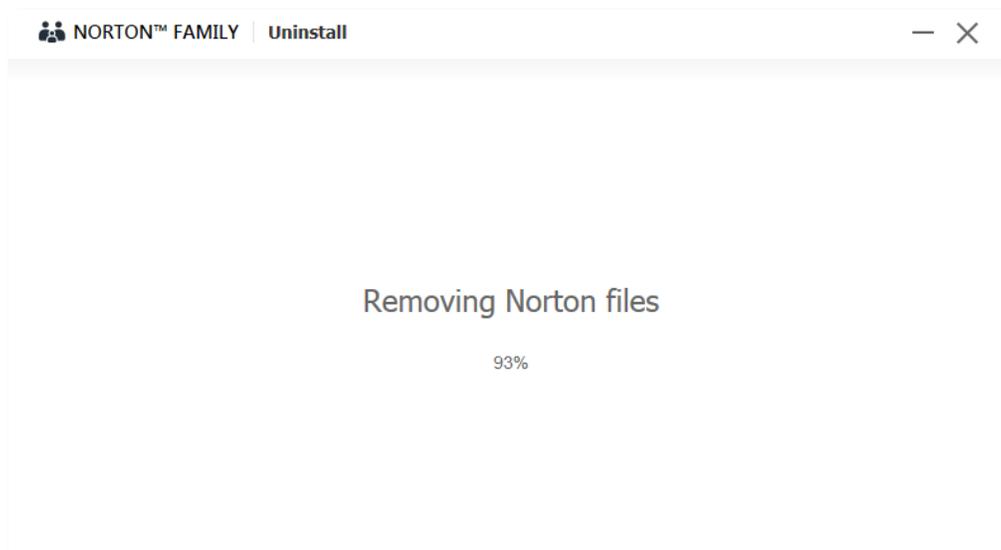
d. Log into the **same Norton account** to start the uninstall process.



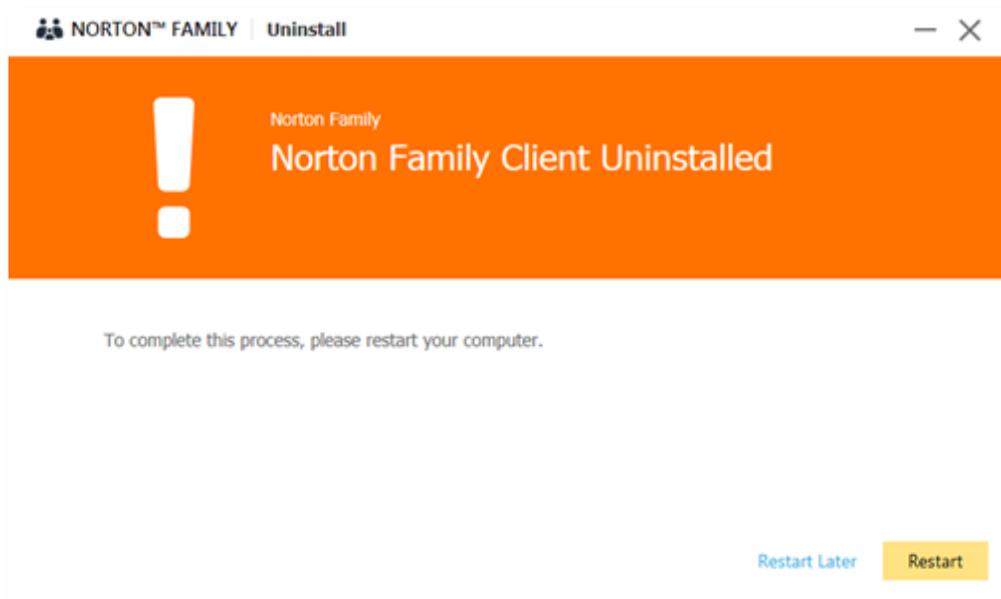
e. The window below will open automatically.
Click **“Next”** to proceed.



f. Please wait until the uninstall process completes.

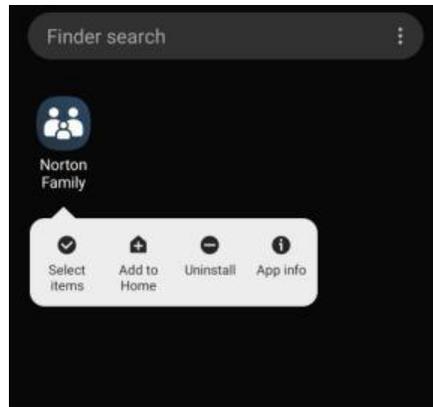


g. Norton Family has been uninstalled.
Click **Restart** to complete the uninstall process.

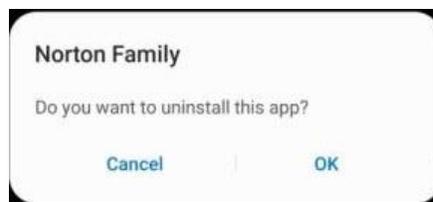


5.2 Uninstalling Android version

a. Touch and hold the **Norton Family** parental control app, then tap **“Uninstall”**.



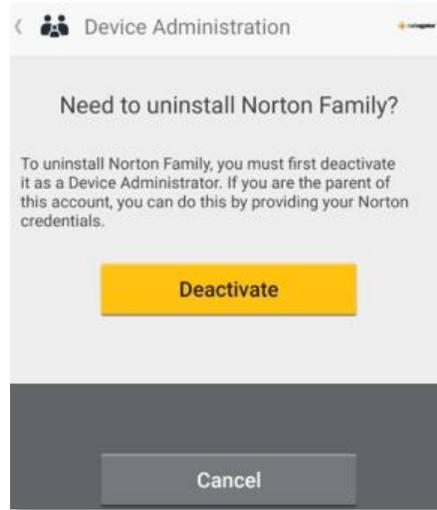
b. Tap **“OK”**.



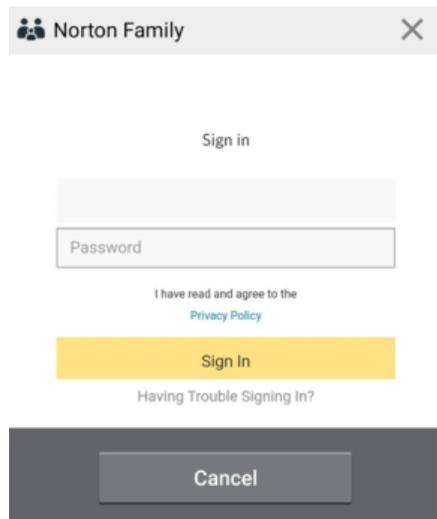
c. A notification will pop up as children cannot uninstall the app themselves. Parents can tap **“Manage device admin apps”** to proceed.



d. Tap “Deactivate”.

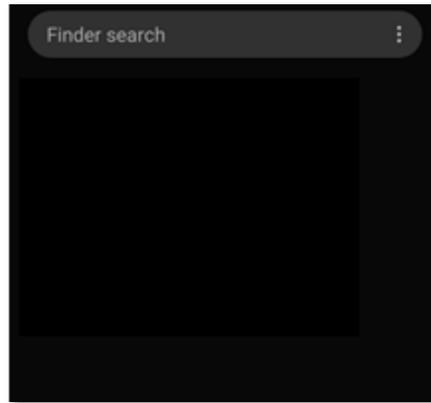


e. Log into the **same Norton account** to complete the uninstall process.



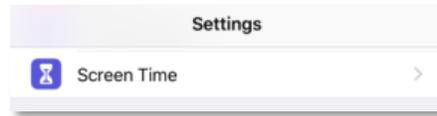


f. The uninstall process is complete.



5.3 Uninstalling iOS version

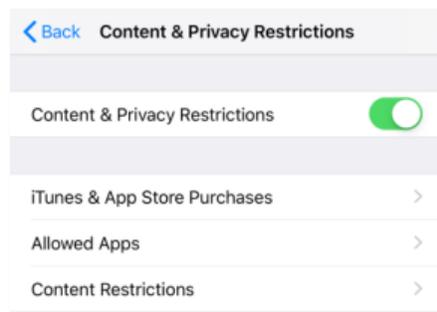
a. Open **Settings** app and tap **“Screen Time”**.



b. Tap **“Content & Privacy Restrictions”**.



c. Tap **“Allowed apps”**.



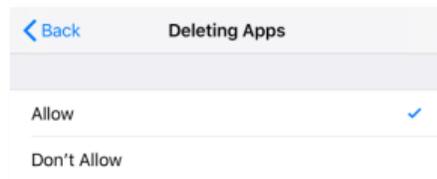
d. Enable “Safari”.



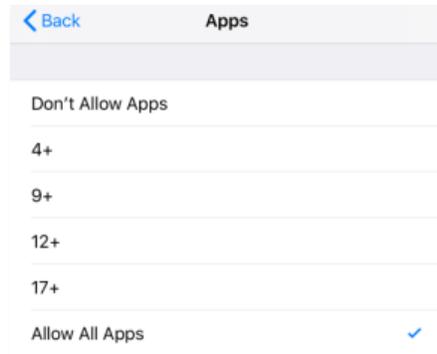
e. Go back to “Content & Privacy Restrictions” and tap “iTunes & App Store Purchases”. Then tap “Deleting Apps”.



f. Select “Allow”.



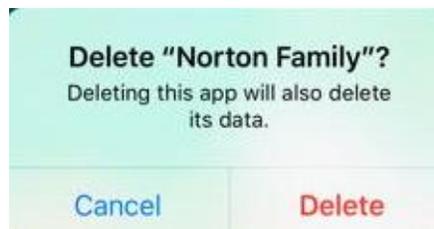
g. Go back to “Content & Privacy Restrictions” and tap “Content Restrictions”.
Then tap “Allow All Apps”.



h. Go to Home page.
Touch and hold the **Norton Family** app until it jiggles.
Then tap  in the top left-hand corner of the app.



i. Tap “Delete” and the uninstall process is complete.

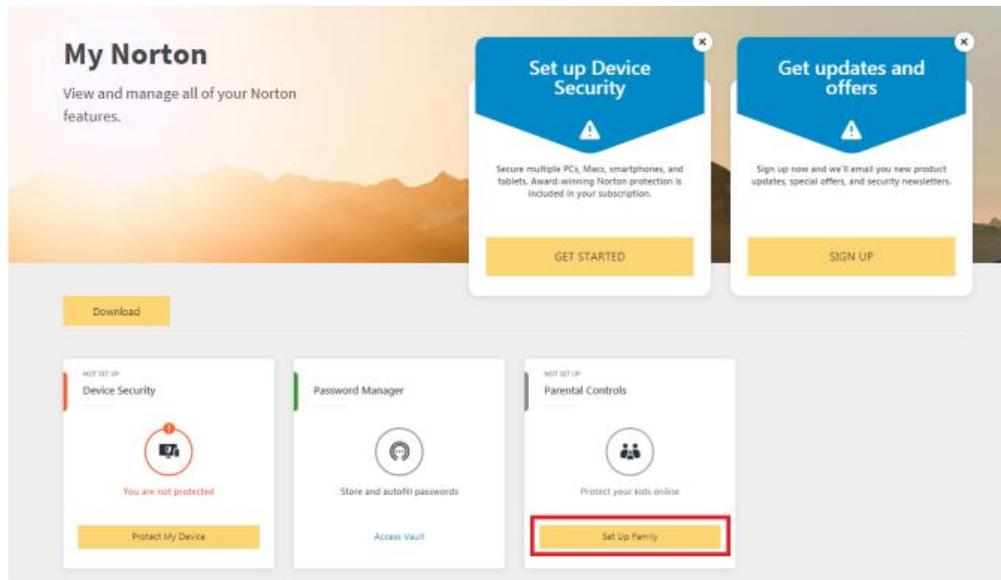


6. Child Profile Deletion (on parent's device)

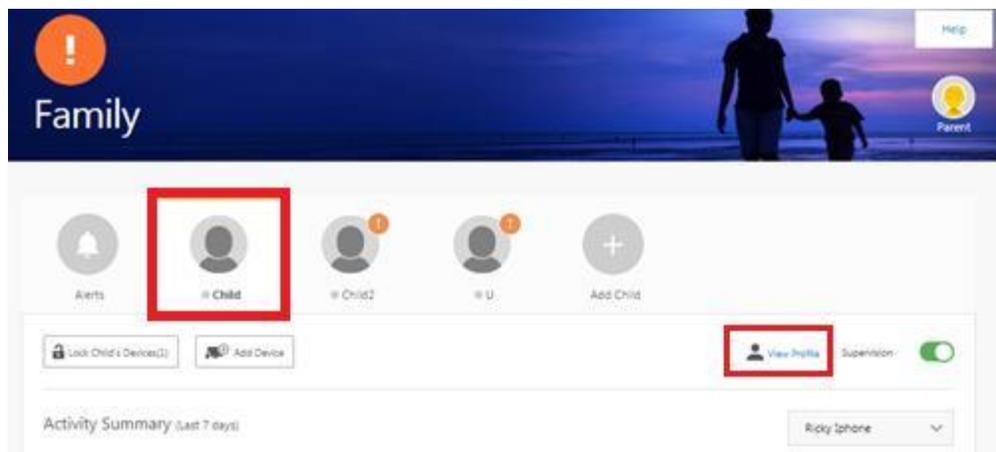
After removing Norton Family from your child's device, you can delete his/her profile.

6.1 Windows version

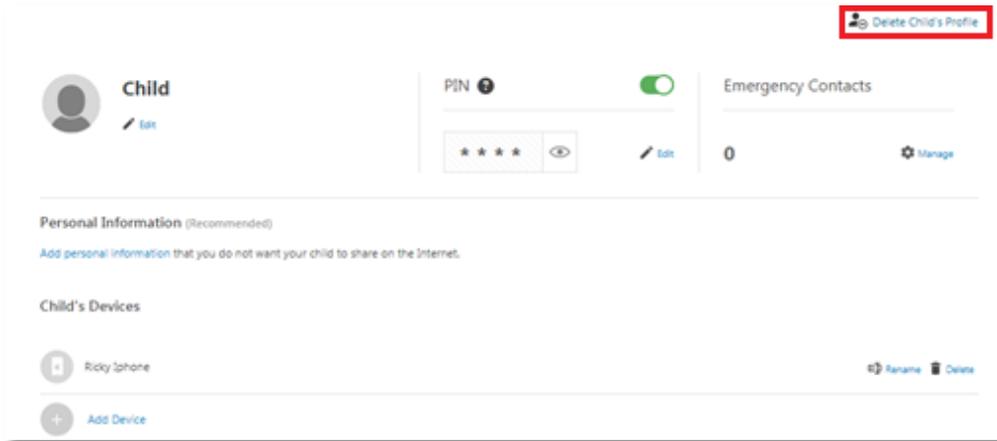
a. If you (parent) are using Windows PC, log into my.norton.com with the **Norton account** you created previously. Then click **"Set Up Family"**.



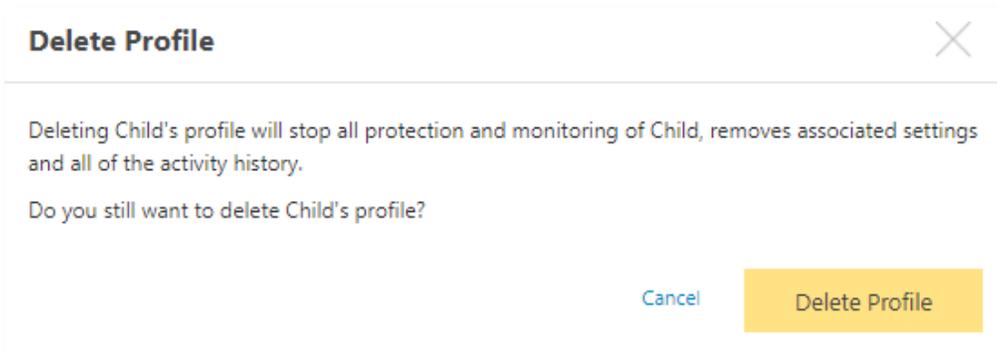
b. Choose the **child profile** you want to remove. Then click **"View Profile"**.



c. Click **“Delete (your child’s name)’s Profile”**.

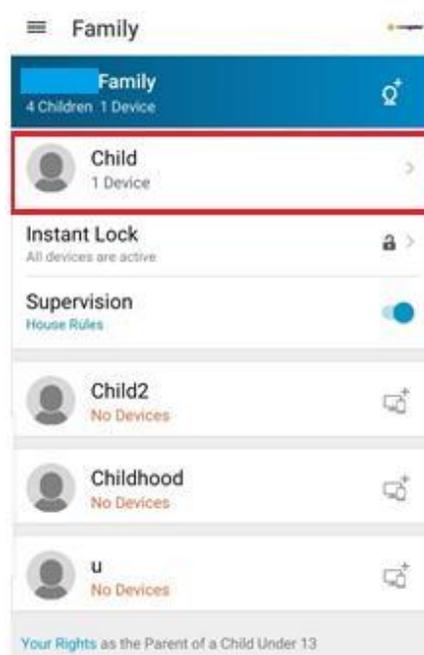


d. Click **“Delete Profile”** and the deletion is complete.

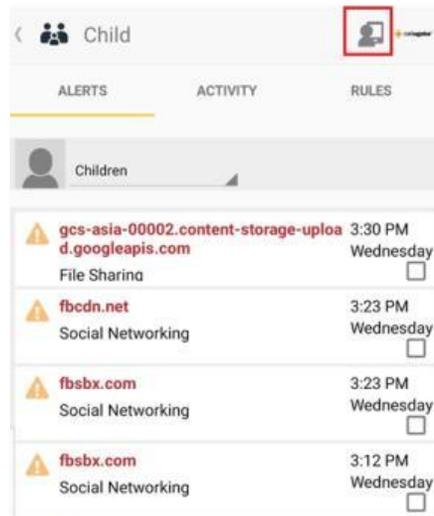


6.2 Android version

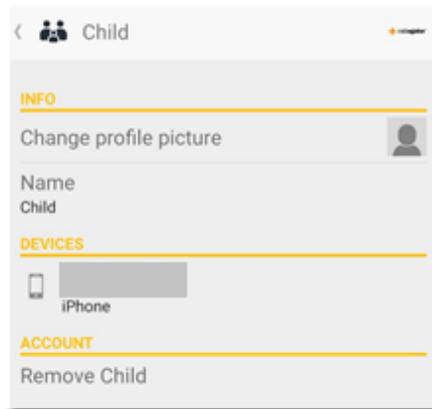
a. If you (parent) are using Android device, open **Norton Family parental control**. Choose the **child profile** you want to remove.



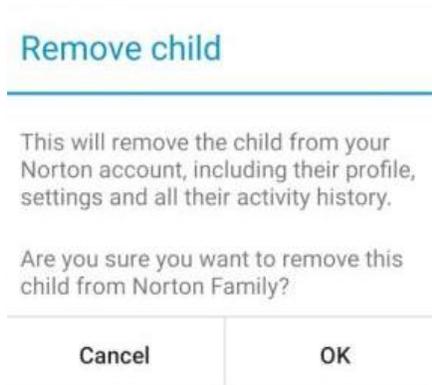
b. Tap the **child icon** at the top right corner.



c. Tap **“Remove (your child’s name)”**.

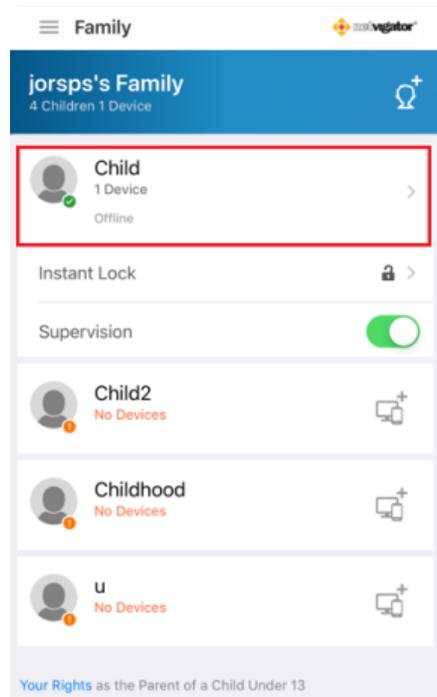


d. Tap **“OK”** and the deletion is complete.

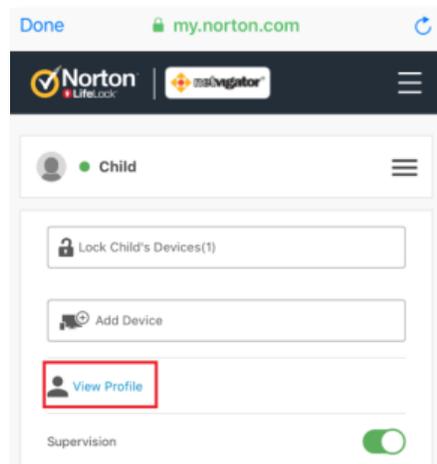


6.3 iOS version

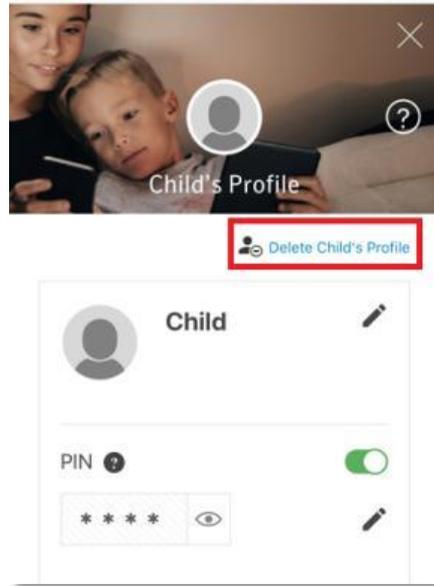
- a. If you (parent) are using iOS device, open **Norton Family for Parents**.
Choose the **child profile** you want to remove.



- b. Browser will open automatically.
Tap the **“View Profile”** to proceed.



c. Tap **“Delete (your child’s name)’s Profile”**.



d. Tap **“Delete Profile”** and the deletion is complete.

