

## User Guide

Learn how to set up Family Orbit® iCloud Monitoring Service.

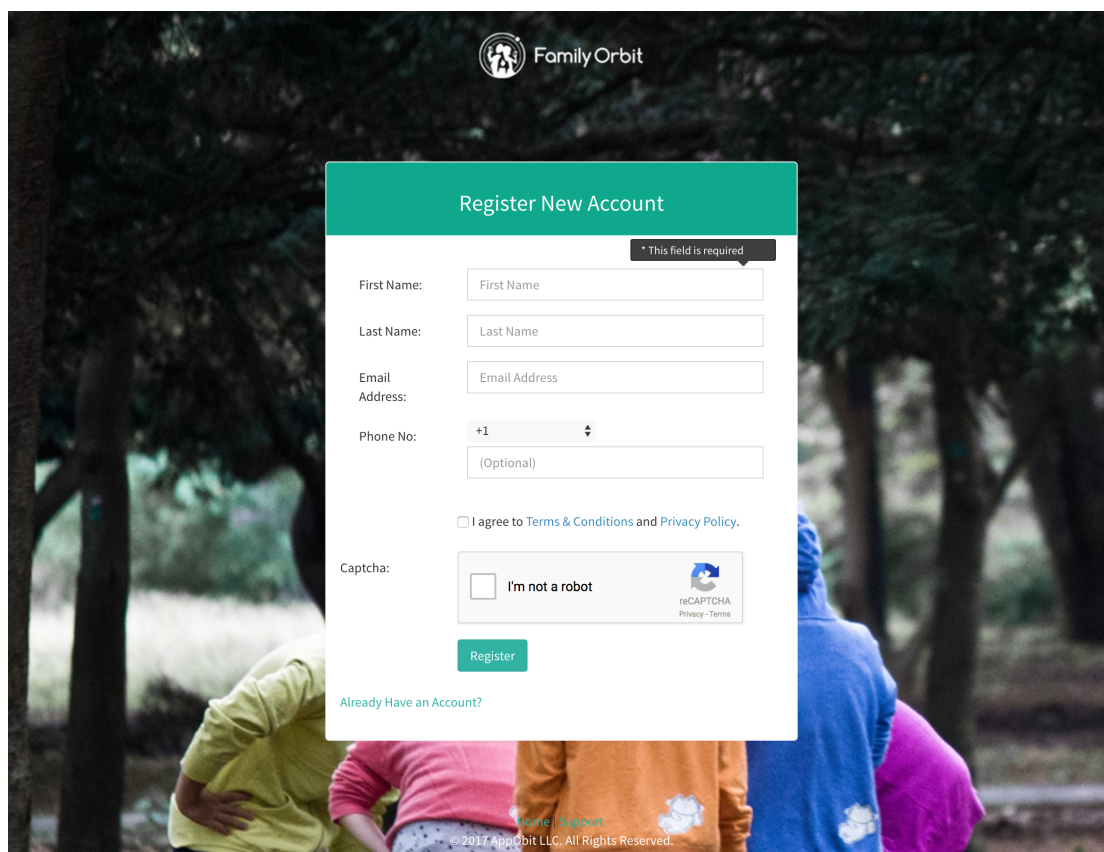
### Sign Up and Add Your Child

If you have not already done so, create an account in the Family Orbit control panel. If you have already signed up using the mobile app version you can use the same login for the control panel.

Open <https://www.familyorbit.com/cp/>

Click on Sign Up

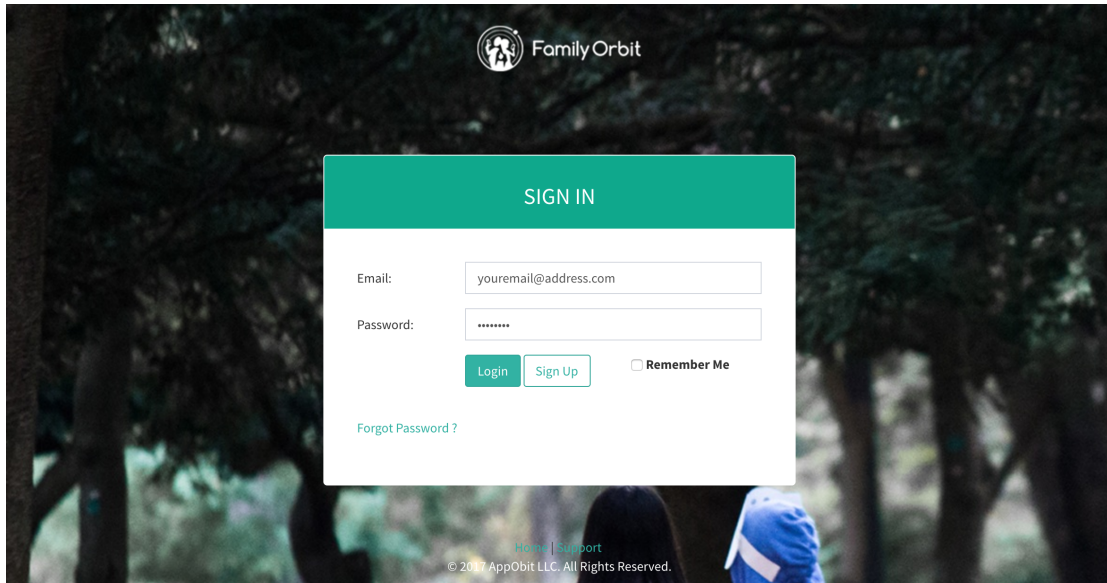
Fill in **your** details.



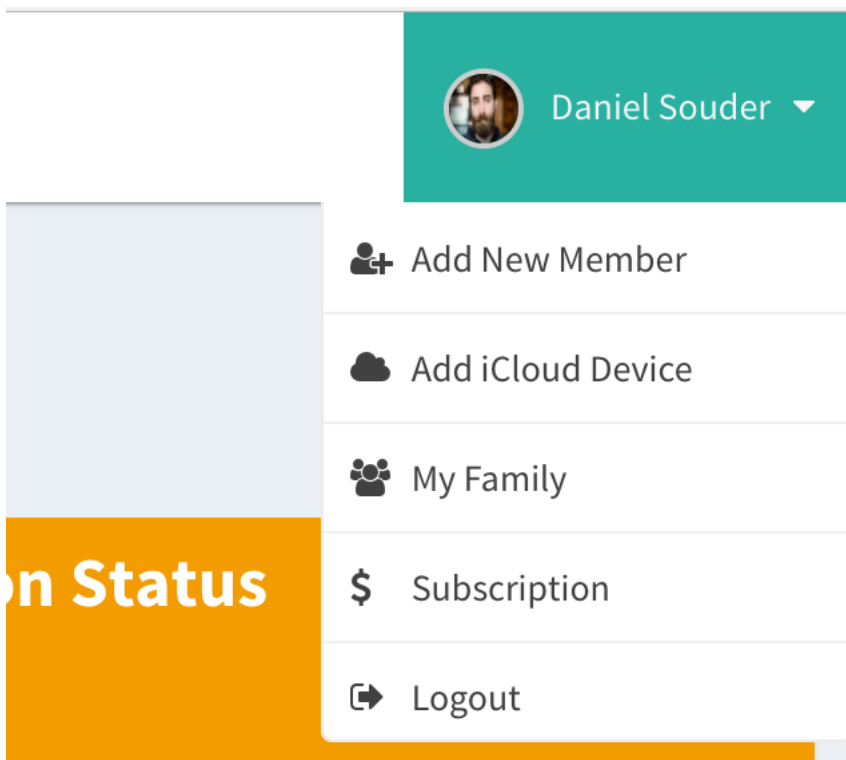
The image shows a screenshot of the Family Orbit website's registration page. The page has a dark background with a photo of children in a park. At the top center is the Family Orbit logo. Below it is a white registration form with a green header that says "Register New Account". The form contains the following fields and elements:

- First Name:** A text input field with a placeholder "First Name". A small black tooltip above the field says "\* This field is required".
- Last Name:** A text input field with a placeholder "Last Name".
- Email Address:** A text input field with a placeholder "Email Address".
- Phone No.:** A dropdown menu showing "+1" and a text input field with a placeholder "(Optional)".
- Agreement:** A checkbox followed by the text "I agree to [Terms & Conditions](#) and [Privacy Policy](#)."
- Captcha:** A checkbox with the text "I'm not a robot" and a reCAPTCHA logo. Below the logo are the words "reCAPTCHA" and "Privacy - Terms".
- Register Button:** A green button with the text "Register".
- Footer:** A link "Already Have an Account?" and a footer with "Home | Support" and "© 2017 Appobit LLC. All Rights Reserved."

After you sign up, you will receive your password at the email address you provide. Use the same details to log in.



Once inside your private dashboard, you need to add the profile of the child you wish to monitor. Tap on the top-right drop down menu and select “Add New Member”.



On this screen enter the details of the child you wish to monitor. You must add a child profile before you can associate an iCloud device with your account.

Please note: the child's email address or phone number is optional.

FamilyOrbit

Dashboard  
GPS Tracker  
Location  
Geo Fence  
Check In Logs  
Panic Alerts  
Speed Alerts  
Photos  
Text Messages  
Call History  
Events  
Address Book  
Web History  
WiFi Networks  
Device Info  
Installed Apps

Add New Member

Fill in the following details:


**First Name:**

**Last Name:**

**Email Address:**

**Phone No:**

**Child Account:**   
You agree that you must be the legal guardian or parent of the child and the child must not be over 17 years of age.

Captcha:  I'm not a robot   
reCAPTCHA  
Privacy - Terms

Save

Home | My Family | My Account | Privacy Policy | Terms & Conditions | Log Out  
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Next you need to set up or verify that iCloud is enabled on the child's iOS device.

## Set up iCloud

For Family Orbit iCloud Monitoring Service to work correctly iCloud backup must be enabled on the phone that you wish to monitor. Follow the steps below:

### Step 1

Go to Settings -> iCloud and log in using your Apple ID and password. If you do not have an Apple ID sign up for one free at:

<https://appleid.apple.com/account>

If you see that an Apple ID is already associated with the iOS device, ask your child to give you the password, or log out and enter your own Apple ID and password.

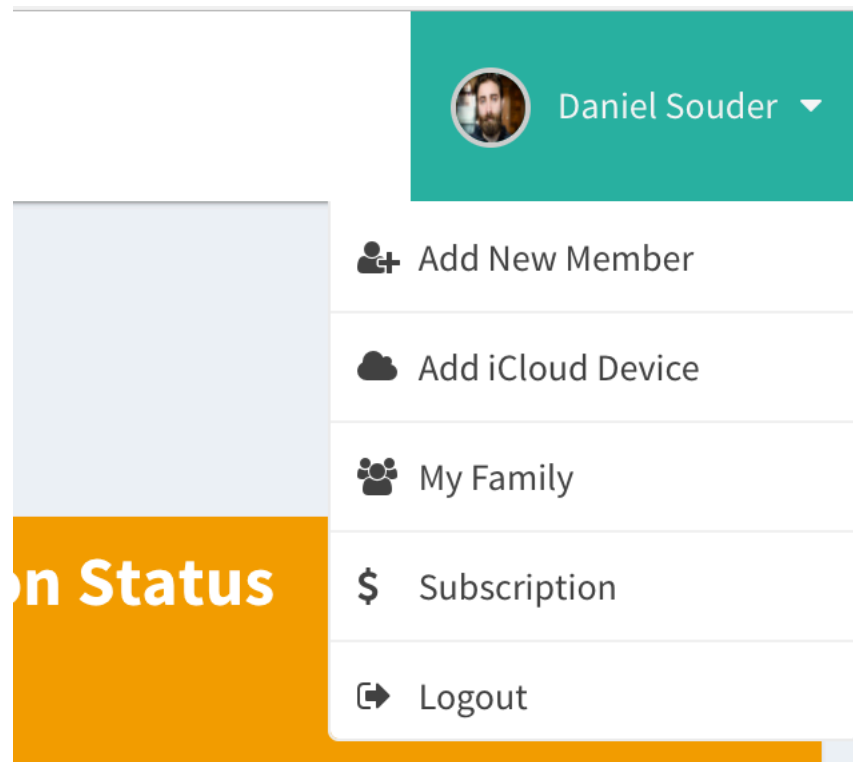
Once the iCloud login is set up on the devices, make sure all the settings are turned on. To track a regular GPS location, Find My iPhone should be on as well. Go to Backup and tap on Backup Now to create an iCloud backup immediately. The iOS will backup your device automatically every day when it is connected to

Wi-Fi, charging and not in use. It may take 24-48 hours for each backup to be visible on your account.

## Step 2

Log into your online control panel at <https://www.familyorbit.com/cp/>

Tap on the top-right drop down menu and select, "Add iCloud Device".



You will see the screen below:



FamilyOrbit

Dashboard  
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Installed Apps

Add iCloud Account

My iCloud Devices

Login Credentials

Child Name  
Suzanne Souder  
[Add New Child](#)

Apple ID  
yourname@icloud.com

Password  
Password for the Apple ID

Next >

Home | My Family | My Account | Privacy Policy | Terms & Conditions | Log Out  
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Here you select the child to associate the iCloud device with. It is our policy that only children under the age of 18 can be monitored with our software service.

Enter the Apple ID and password from Step 1 above (must be the same details you entered in to your child's iOS device). These credentials are encrypted in our database.

Click on Next.

The device selection screen below is shown:

The screenshot shows the FamilyOrbit web application interface. On the left is a dark green sidebar with navigation options: Dashboard, GPS Tracker, Location, Geo Fence, Check In Logs, Panic Alerts, Speed Alerts, Photos, Text Messages, Call History, Events, Address Book, Web History, WiFi Networks, Device Info, and Installed Apps. The main content area is titled 'Add iCloud Account' and contains a form with the instruction 'Please select the device you wish to monitor.' Below this is a table with the following data:

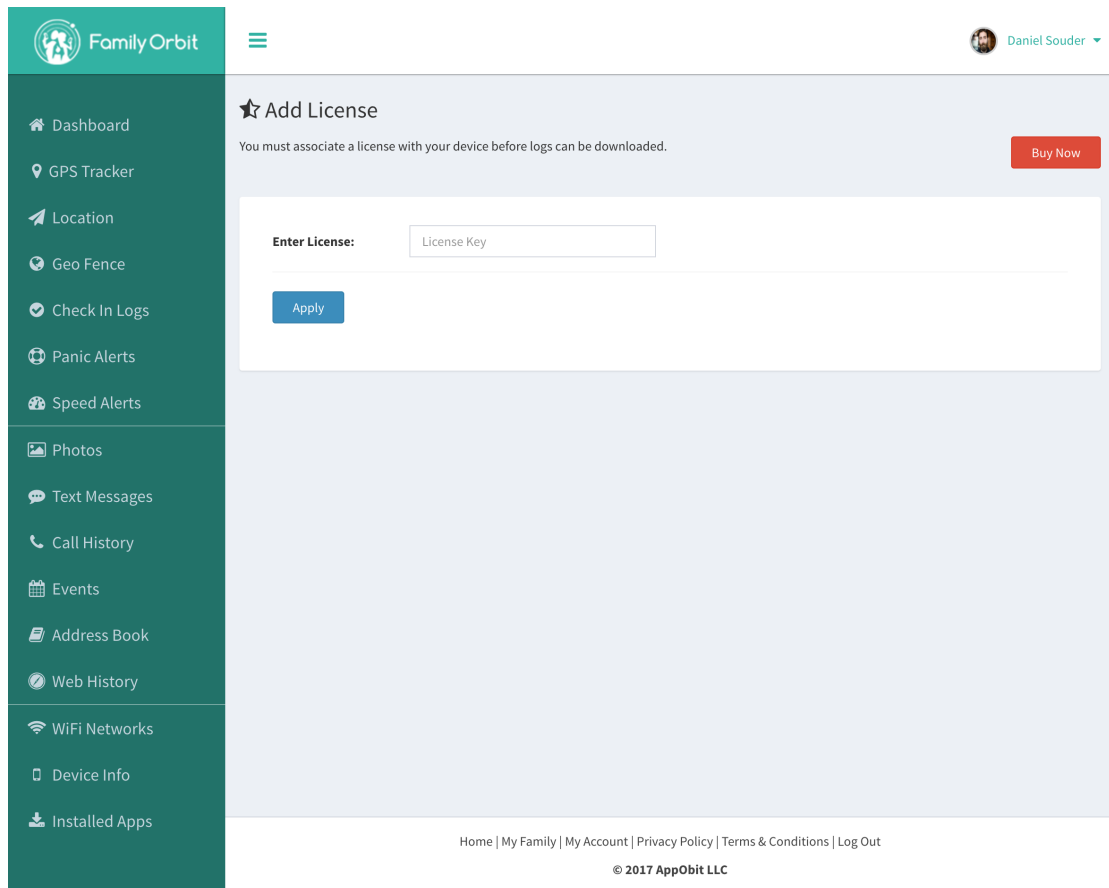
Name	iPhone
iOS Version	10.2
Serial	
Product Type	iPhone7,2
Device Class	iPhone
UDID	

Below the table is a blue button labeled 'Select Device'. At the bottom of the page, there is a footer with links: Home | My Family | My Account | Privacy Policy | Terms & Conditions | Log Out, and a copyright notice: © 2017 AppObit LLC.

If you see no device, you may have entered an incorrect Apple ID or password, or no devices are backed up to your iCloud account yet. Wait a few hours and try again.

If there are multiple devices associated with your Apple ID, they will all be listed. Make sure you choose the one your child uses.



Now you will be prompted to enter the license key.



If you do not have a license, click on Buy Now, to buy one. After purchasing you will receive the license immediately at your email address.

After you have entered the license key, click on the Apply button.


Finally you will see the screen below confirming that everything is set up. You need to wait a couple of hours for the logs to start showing.

FamilyOrbit  Daniel Souder 

Dashboard  
GPS Tracker  
Location  
Geo Fence  
Check In Logs  
Panic Alerts  
Speed Alerts  
Photos  
Text Messages  
Call History  
Events  
Address Book  
Web History  
WiFi Networks  
Device Info  
Installed Apps

### iCloud Devices

[Add New Device](#)

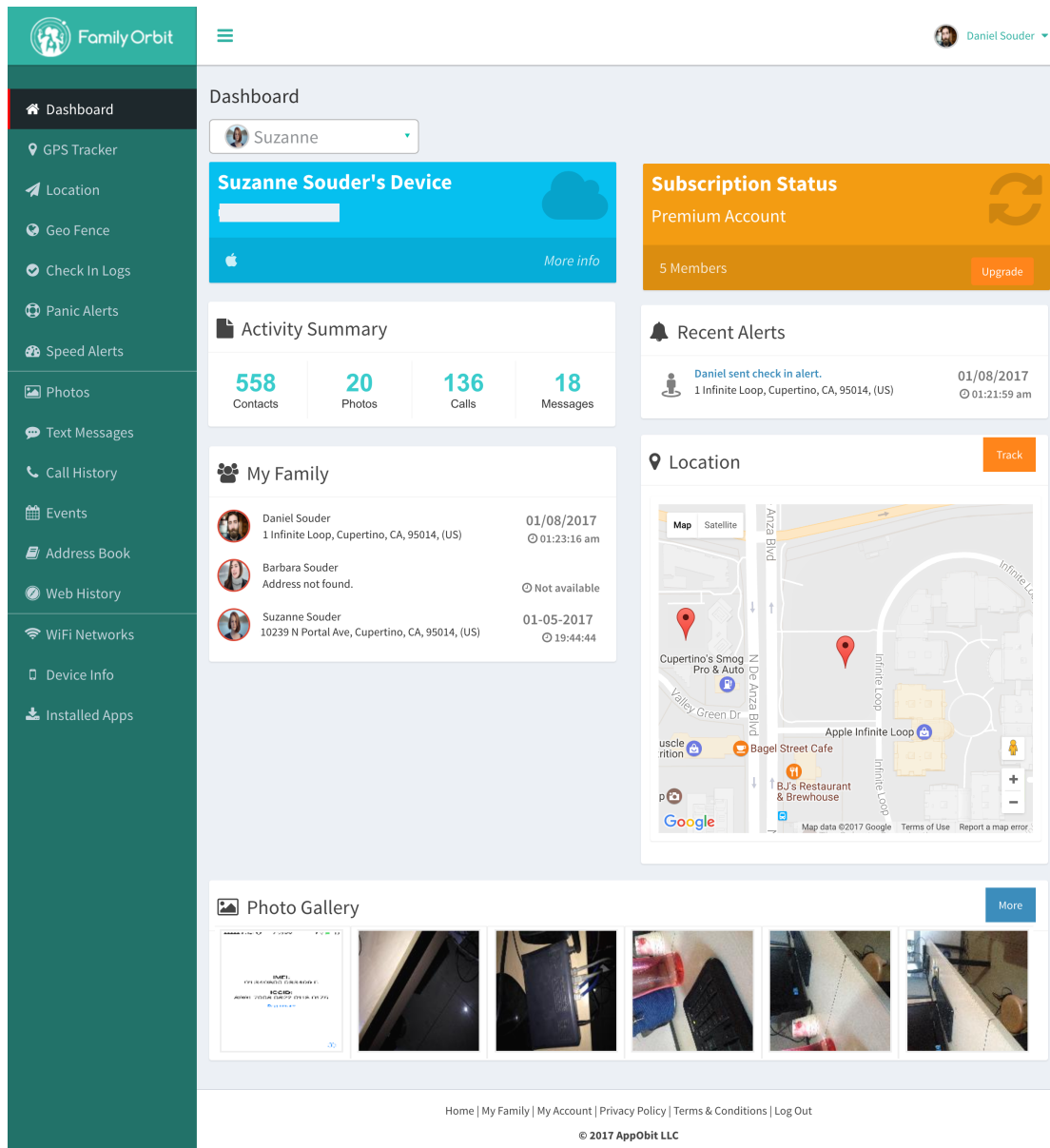
Device Name	Model	iOS Version	Serial #	Type	Child Name	Download Status
Phone	iPhone	10.2		iPhone7,2	Suzanne Souder	Active 

Retriving Data from retina's iPhone. An email notification will be sent to your registered email ID.

[Home](#) | [My Family](#) | [My Account](#) | [Privacy Policy](#) | [Terms & Conditions](#) | [Log Out](#)  
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## View Logs

After you have completed the iCloud monitoring service, all you need to do is log in to your secure panel again and view the logs from your child's phone. After logging in, you will see the Overview screen below.



Select the child whose logs you wish to view from the drop down combo box; the page will refresh to display the logs. Tap on the links on the left to view individual logs such as:

### Photos

View photos from the camera roll that your child has taken on his or her iOS device.

### Address Book

View contacts from the address book of your child's device.

### Websites Visited

View websites visited by your child on the phone's Safari web browser.

### Text Messages

View text messages and iMessages sent or received from your child's phone.

**Call History**

View the call logs of incoming and outgoing calls from your child's phone.

**GPS Location**

The service will report the device location periodically and you can view the historical record in your secure panel.

**Calendar and Reminder**

View the calendar events and appointments added on your child's phone.

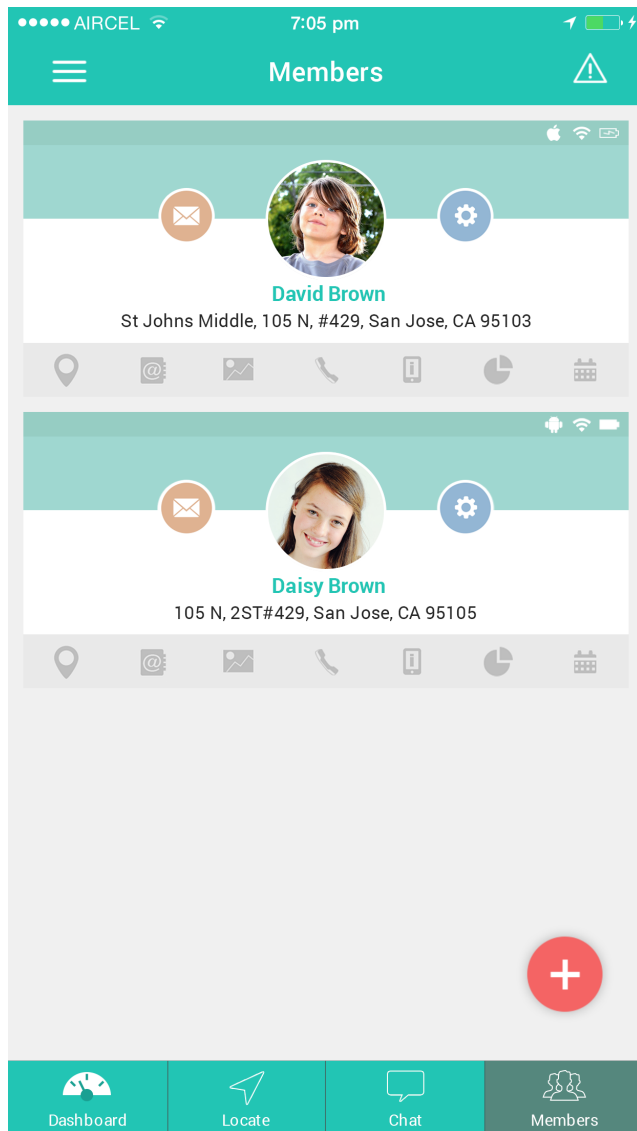
**Bonus: The Mobile App**

The Family Orbit® KIDSafe® certified mobile app allows parents to take the protection of their kids to the next level. Priced at \$60 per annum, the solution is included with every purchase of the iCloud Monitoring Service.

Download the Family Orbit® mobile app on your child's phone from [www.familyorbit.com](http://www.familyorbit.com)

**The Parent App**

Once downloaded on your iPhone or Android smartphone, use the login email address and password to sign in to the interface; the screen below is displayed:



## The Child App

When you add a child profile on your online panel, an invitation code is generated and emailed to you for your child. Use the code to log in to the Family Orbit app on your child's phone. Invitation codes are also displayed in the My Family section.

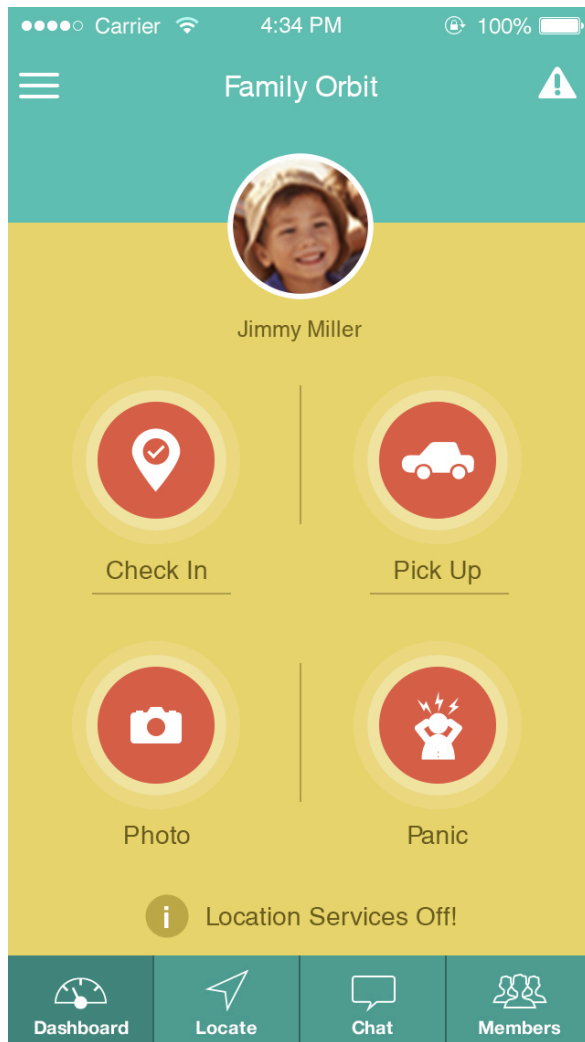


The screenshot displays the FamilyOrbit application interface. On the left is a dark green sidebar menu with the following items: Dashboard, GPS Tracker, Location, Geo Fence, Check In Logs, Panic Alerts, Speed Alerts, Photos, Text Messages, Call History, Events, Address Book, Web History, WiFi Networks, Device Info, and Installed Apps. The top navigation bar features the FamilyOrbit logo, a hamburger menu icon, and the user's name 'Daniel Souder' with a dropdown arrow. The main content area is titled 'My Family' and contains a table of family members. A blue 'Add New Member' button is located in the top right corner of this section.

My Family		
 <b>Daniel Souder</b> (iPhone OS) 08 Jan 17 01:23	 Active	 
 <b>Barbara Souder</b> App Invitation Code: 46886 08 Jan 17 01:20	 Invited	
 <b>Suzanne Souder</b> ♀ Phone App Invitation Code: 19231 08 Jan 17 01:21	 Invited	

At the bottom of the page, there is a footer with the following text: Home | My Family | My Account | Privacy Policy | Terms & Conditions | Log Out  
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After downloading the app on the phone, open it and tap on “I’m a child without an email address.” Then enter the invitation code. The app will prompt for permission to ensure that this is allowed. After that you will see the interface below:



## Troubleshooting

The service will download logs from the iCloud backup two to three times per day. If you see no logs in your account, ensure that you have followed all the above steps and that the Apple ID and password are the right ones for the device.

For the device to create backups to iCloud, it must be connected to Wi-Fi, plugged into a power source, and the screen must be locked. These conditions must be met during your child's sleep time.

It is also possible that your iCloud backup storage is full; review the device iCloud settings to check.

Even when a backup is successfully created from the device, it may take 24 hours or so for the logs to show on your panel. This is due to the architectural design of iCloud which is beyond our control.

Feel free to contact us if you have any queries.

<http://www.familyorbit.com/support.php>

### **Removing Family Orbit® iCloud Monitoring Service**

If you want to stop monitoring your child's phone you can remove it by following below steps.

Log in to your online panel and select the child associated with the iCloud service in the drop down. Now go to the Device Info section from the left menu.

In the box labeled iCloud Information, click on the Manage link.

From the list of iCloud Devices associated with your account, tap on the Delete button on the right to delete the respective device from your system. This will also free the key associated with the device.

### **Policy**

Usage of your Family Orbit® services are subject to the terms and conditions and privacy policy found at the links below:

<http://www.familyorbit.com/privacypolicy.php>

<http://www.familyorbit.com/termsfuse.php>

Under no circumstances should you use this service to gain access to the data of a phone that is not owned by you and used by your underage child. Doing so may be violation of your local laws and regulations. AppObit LLC will cooperate with law enforcers to deal with such actions.