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1. Introduction

1.1. What is Qustodio?

This user manual contains comprehensive user documentation for the Qustodio application. Qustodio makes Internet safety and device management simple for families, schools and SMBs. It provides multiple layers of protection and control for everything users do online and offline, whether they use a desktop computer, a laptop, a tablet, or a mobile phone. It can be used at home, at school, at work, or anywhere else. There is no hardware required, no complicated setup. Qustodio’s simple web-based dashboard reports all information from each user or device protected. Qustodio’s technology is so powerful, it collects in real-time data from all devices where it is installed and enforces the rules set immediately across all devices.

Qustodio comes in three different packages, adapted to the specific needs of each type of user:

- **Qustodio for Family** is designed for today’s busy parents. It provides parents with the information they need at a glance and helps them set healthy time limits, block questionable sites, and keep their kids safe.

- **Qustodio for Schools** is a multi-user, multi-device solution that provides the tools to manage and protect students and devices in today’s classroom. At school or on the move, Qustodio protects students’ usage of devices.

- **Qustodio for Business** is designed to improve productivity at work, by showing how users in the organization use devices and Internet resources. It helps users identify and resolve potential issues and helps eliminate time wasting or inappropriate use of resources.

1.2. Features and benefits

Qustodio offers the following features and benefits:

- **“Smart” web filters**: Qustodio protects users from unsafe harmful sites that can slip past ordinary monitors. Qustodio uses hybrid technology to ensure the maximum protection available.

- **Social monitoring**: Qustodio monitors online social activity. It shows whom users are friends with and what type of content is being shared.
Access controls: Qustodio’s simple controls can be used to customize each user’s Internet experience. Qustodio can be used to block specific sites, set healthy time limits, limit access to certain days or times of day, and enable “safe search” to block harmful sites from search results.

App monitoring: Qustodio shows which apps are being used, and when and for how long.

Location tracking: Qustodio’s location monitoring tracks users’ location in real-time.

Calls & text messages monitoring and blocking: Qustodio monitors phone calls and SMS messages and offers the option to block all contacts or specific ones. It also shows how much time was spent on calls and the number of texts exchanged.

Multiple users & devices: Qustodio lets administrators create multiple accounts so they can customize each monitored user’s rules on as many devices as necessary.

Web-based dashboard: Qustodio’s dashboard can be accessed from anywhere: at the office, on the road, or halfway across the world. The only thing needed is an Internet connection.

Activity reports: Qustodio’s activity reports show exactly what each monitored user is doing. The info is presented in clear, easy-to-read charts and graphs.

Danger alerts: Qustodio monitors all questionable activities on the web and can send alerts if users visit potentially harmful sites. It also sends daily and weekly summary reports of activities by email.

Panic alerts: Qustodio allows you to set up a Panic Button on Android smartphones. When enabled, users can send emergency alerts with location information from their smartphones to a list of trusted contacts.
2. Installing Qustodio

2.1. Requirements

- **Basics**

To use Qustodio and set it up to protect devices, an Internet connection and a valid email address are required.

- **Supported Operating Systems**

Qustodio protects devices with the following operating systems:

- Windows XP (Home Edition SP2, Professional SP2, Professional x64 Edition SP1)
- Windows Vista (x86 and x64, all editions)
- Windows 7 (x86 and x64, all editions)
- Windows 8 (x32 and x64, all editions)
- Windows 10 (x86 and x64, all editions)
- Android 2.4 onwards
- iOS 7 onwards
- Mac 10.6 onwards

- **Hardware Requirements for Win/Mac**

Recommended hardware requirements for Qustodio are as follows:

- CPU 1.8 GHz or faster
- 1024 MB or more of RAM memory
- 1.6 GB or more of free hard disk space
2.2. Create an account at Qustodio

You can register for a Qustodio account directly on the website. Go to www.qustodio.com/get-started. The following is displayed:

- If you do not have an activation code:
  - Enter the name of the user in the Name field.
  - Enter a valid email address in the Email address field.
  - Re-enter the email address in the Repeat email address.
  - Enter a password for your account with Qustodio in the Password field.
  - Click Create an account.

- If you have an activation code:
  - Click the Do you have an activation code? link. This should display text boxes to enter the activation code as shown.
- Enter the activation code in the boxes and click Next. The following page is displayed.

- Enter the name of the user in the **Name** field.
- Enter a valid email address in the **Email address** field.
- Re-enter the email address in the **Repeat email address**.
- Enter a password for your account with Qustodio in the **Password** field.
- Click **Create an account**.
2.3. Download and install Qustodio on your devices

2.3.1. Downloading the Qustodio installation file

To install Qustodio on your devices, you will need the latest installation file. To make sure you are installing the latest available version of Qustodio, always download the installation file from the Qustodio website directly.

1. Log into the device you want to protect and visit http://www.qustodio.com/
2. You can choose between the three different packages available: Family, Schools, or Business, in the header of the website.
3. For each package, you will find the option Downloads.
4. Select the type of device you want to monitor and protect. You will then be automatically directed to the corresponding download site or the download will start automatically.

2.3.2. Installing Qustodio on a Windows device

Once the Qustodio installation file is downloaded on the Windows device you want to protect, you can run the installation. For this:

1. Double-click the Qustodio installer.
2. In the first dialog window, select the language used for the installation process on the top right corner. Click the combo box to roll down the language menu and select the desired language.
3. The dialog also provides a link to the full wording of the Qustodio end-user license agreement. To confirm that you have read, understood, and accept the agreement, click **Accept and Install**. If you do not agree with the license agreement, press the Cancel button, and the installation process will be immediately terminated.

4. Qustodio will then download the latest components available.
5. Once the components are downloaded, the following page is displayed:

- If you do not have a Qustodio account

1. Select I don't have a Qustodio account option and click Next. The following page is displayed.

- Enter your name in the Name field.
- Enter your email address in the Email address field.
- Re-enter your email address in the Verify email address field.
- Enter the password you want to use for your account at Qustodio in the **Password** field.

Re-enter the password in the **Verify password** field.

2. Click **Next**. The following page is displayed.

![Select number of users](image)

Select the number of users/children using this Windows device.

3. Click **Next**. The following page is displayed.

![Enter user name](image)

4. Enter the name of the users and click **Next**. The following page is displayed.
- For each user, please select the year of birth from the **Birth year** dropdown list.

- Select the **Gender** (Boy/Girl) and click the image to select the required **Avatar**.

5. Click **Next**. The following page is displayed.

By default, the name of the device is displayed in the **Device Name** field but you can modify it by entering the name you want to use to make it easier to identify the device. This dialog window also offers the option to hide Qustodio on the device.

6. Click **Next**. The following page is displayed.
Here you can associate each user profile created in Qustodio with its corresponding user account on the computer. For this, simply select the user account from the dropdown list. To add a new user account on the computer, click Add new.

7. Click Next. The Welcome screen is displayed. You can click Next until the following screen is displayed.

8. Click Go to my Family Portal. The following Login page is displayed.
You can now login using the registered Email address and Password.

Remember:
- Family users access their Portal via https://family.qustodio.com/.
- Professional users access their Portal via https://manage.qustodio.com/.

- **If you have a Qustodio account**
- Select I already have a Qustodio account and click Next.
- Enter the email address you used to register at Qustodio in the **Email address** field.

- Enter your password to authenticate in the **Password** field.

- Click **Next**. The following page is displayed.

By default, the name of the device is displayed in the **Device Name** field but you can modify it by entering the name you want to use to make it easier to identify the device. This dialog window also offers the option to hide Qustodio on the device.

- Click **Next**. The following page is displayed.
Select the account for the user using this device from the dropdown list. To add a new user account on the computer, click **Add new**.

- Click **Next**. The Welcome screen is displayed. You can click **Next** until the following screen is displayed.

- Click **Go to my Family or Management Portal**. The following Login page is displayed.
You can now login your Portal using the registered Email address and Password.

Remember:

- Family users access their Portal via https://family.qustodio.com/.
- Professional users access their Portal via https://manage.qustodio.com/.

**Adding a New User Account on the Computer**

To add a new user account on your computer, click **Add new**.

- Enter the name of the user in the **Name** field.
- Enter the password for the account in the Password field.

- Click Save. The account is displayed in the dropdown list as shown.

2.3.3. Installing Qustodio on Mac

Once the Qustodio installation file is downloaded on the Mac device you want to protect, you can run the installation.

For this:

1. Double-click the Qustodio.dmg file to mount it.

2. Double-click the Qustodio.pkg file. The Qustodio will be launched.

3. In the first dialog window, click Continue.

4. The second dialog provides a link to the full wording of the Qustodio end-user license agreement. To confirm that you have read, understood, and accept the agreement, click Continue, and Agree. If you do not agree with the license agreement click Continue and Disagree or simply close the window, and the installation process will be immediately terminated.
5. Click **Install**.

6. A warning message is displayed. Click **OK**.
7. The following page is displayed:

- **If you do not have a Qustodio account**

  1. Select **I don't have a Qustodio account** option and click **Next**. The following page is displayed.

     - Enter your name in the **Name** field.
     - Enter your email address in the **Email address** field.
     - Re-enter your email address in the **Verify email address** field.
- Enter the password you want to use for your account at Qustodio in the **Password** field.

  Re-enter the password in the **Verify password** field.

2. Click **Next**. The following page is displayed.

![Select the number of users/children using this device.](image)

3. Click **Next**. The following page is displayed.
4. Enter the name of the users and click **Next**. The following page is displayed:

- For each user, please select the year of birth from the **Birth year** dropdown list.
- Select the **Gender** (Boy/Girl) and click the image to select the required **Avatar**.

5. Click **Next**. The following page is displayed.

By default, the name of the device is displayed in the **Device Name** field but you can modify it by entering the name you want to use you want to use to make it easier to identify the device. This dialog window also offers the option to hide Qustodio on the device.
6. Click **Next**. The following page is displayed.

Here you can associate each user profile created in Qustodio with its corresponding user account on the computer. For this, simply select the user account from the dropdown list. To add a new user account on the computer, click **Add new**.

7. Click **Next**. The Welcome screen is displayed. You can click **Next** until the following screen is displayed.

8. Click **Go to my Family Portal**. The following Login page is displayed.
You can now login using the registered Email address and Password.

Remember:
- Family users access their Portal via https://family.qustodio.com/.
- Professional users access their Portal via https://manage.qustodio.com/.

- **In the case you have a Qustodio account**

  - Select **I already have a Qustodio account** and click **Next**.
- Enter the email address you used to register at Qustodio in the **Email address** field.

- Enter your password to authenticate in the **Password** field.

- Click **Next**. The following page is displayed.

By default, the name of the device is displayed in the **Device Name** field but you can modify it by entering the name you want to use to make it easier to identify the device. This dialog window also offers the option to hide Qustodio on the device.

- Click **Next**. The following page is displayed.
Select the account for the user using this device from the dropdown list. To add a new user account on the computer, click **Add new**.

- Click **Next**. The Welcome screen is displayed. You can click **Next** until the following screen is displayed.

- Click **Go to my Family or Management Portal**. The following Login page is displayed.
You can now login your Portal using the registered Email address and Password. Remember:
- Family users access their Portal via https://family.qustodio.com/.
- Professional users access their Portal via https://manage.qustodio.com/.

- **Adding a new user account on the computer**

To add a new user account on your computer, click **Add new**.

- Enter the name of the user in the **Name** field.
- Enter the password for the account in the **Password** field.
- Click **Save**. The account is displayed in the dropdown list as shown.

### 2.3.4. Installing Qustodio on Android

- **If you have a Qustodio account**
  - Open the Google Play App and Search for Qustodio.
- Tap **Qustodio**.

- Tap **Install**.

- Review the Permissions. You must accept these permissions to use the app. Click **Accept & download**.
- Tap **Allow automatic updating**.
- Open the Qustodio app.
- Tap **Activate** to activate the device administrator.
- Tap **I have an account**.
- Enter your email address and password.

- Enter a name for the device.

- Review the Success! screen and tap Finish.
If you do not have a Qustodio account

- Open the Google Play App and Search for Qustodio.

- Tap Qustodio.

- Tap Install.
- Review the Permissions. You must accept these permissions to use the app. Click Accept & download.

- Tap Allow automatic updating.

- Open the Qustodio app.

- Tap Activate to activate the device administrator.

- Tap I'm new to Qustodio.
- Enter your name and then, the email address you will use twice.

- Enter your chosen **Password**. In order to help you remember it, you have to enter it twice but make sure you keep this safe, as you will need it later to configure the account.
- Enter a name for the device or use the name provided automatically.
- Enter the name of your child, year of birth and gender.
- Select an Avatar.

- Review the Success! screen and tap **Finish**.
2.3.5. Installing Qustodio on iOS

- If you have a Qustodio account
  - Open the App Store on the device and Search for Qustodio.
  - Tap the **FREE button**.

  - Tap **Install**.
- Open the Qustodio app.
- Tap I have an account.
- Enter your email address and password.
- Enter a name for the device.

- Select the user for this device.
- Review the Qustodio Success! screen and tap **Read iOS Setup Guide**.

- Read the iOS Setup Guide article and close the window when finished.
If you do not have a Qustodio account

- Open the App Store on the device and Search for Qustodio.
- Tap the **FREE** button.

- Tap **Install**.

- Open the Qustodio app on the device.
- Tap I’m new to Qustodio.

- Enter your name and email address twice.

- Enter a password for your Qustodio account twice.
- Enter a name for the device.
- Select New user.

- Enter the Child Info as requested and tap Next.
- Choose an avatar for this child by tapping directly on one of the avatars proposed.

- When prompted to allow Qustodio to use the current location, click OK.
- Review the Qustodio Success! screen and tap **Read iOS Setup Guide**.

- Read the iOS Setup Guide article and close the window when finished.

### 2.3.6. Installing Qustodio on Kindle

- **If you have a Qustodio account**

  - On the home screen of the device, tap on Apps.
- Tap **Store**.

- Search for Quustodio.
- Click on Qustodio and then on Download.

- Go back to your apps and tap the Qustodio app.
- Tap Activate to activate Qustodio as device administrator.

- Tap I have an account.
- Enter your email address and password.

- Enter a name for the device.
- Select an existing user for this device or create a new one.

- Review the Success! screen and tap **Finish**.
- On the Qustodio settings screen, tap on Close.

- On the home screen of the device, tap on Apps.

- If you're new to Qustodio
- Tap **Store**.

- Search for Qustodio.
- Click on Qustodio and then on Download.

- Go back to your apps and tap the Qustodio app.
- Tap Activate to activate Qustodio as device administrator.

- Tap I'm new to Qustodio and enter your name and then, the email address you will use twice.
- Enter your chosen **Password** twice.

- Enter a name for the device or use the name provided automatically.
- Enter the name of your child, year of birth and gender.

- Select an Avatar.
- Review the Success! screen and tap Finish.
2.4. Account confirmation

Once you've successfully registered with Qustodio, the email address associated with the account must be verified. You can do this by clicking the **Confirm Your Account** link available in the confirmation message sent by Qustodio to your email address.

![Image of the confirmation email](image)

This success message is displayed upon confirmation.
3. Managing Qustodio: the online dashboard

Qustodio's online dashboard is where you should go to monitor how users are using devices and Internet resources. Here, you can also define and change rules for each user. The dashboard is accessible from any device with Internet access. You do not need to have Qustodio installed on a device to access the dashboard.

3.1. Accessing the dashboard

- **For Families**

  Go to [https://family.qustodio.com/](https://family.qustodio.com/). The following page is displayed.

- Enter a valid email address in the **Email address** field.

- Enter the password in the **Password** field.

- Click **Log in**.
- **For Business & Schools**

- Go to [https://manage.qustodio.com/](https://manage.qustodio.com/). The following page is displayed.

![Login Page](image)

- Enter a valid email address in the **Email address** field.

- Enter the password in the **Password** field.

- Click **Log in**.

---

### 3.2. General overview

#### 3.2.1. Activity summary

The Activity Summary section provides an overview of the activities performed by each user. They are represented in the form of a pie chart and the time spent on each of the activity is shown as percentage.

The Activity Summary tab provides the following information:

- **Search Activity** – Displays key search keywords used by the user (in Google, Yahoo, Bing etc.).

- **App Usage** - Displays the applications used as well as active time for each application.

- **Web Activity** - Displays the list of websites visited along with the time spent on each website.
- **Social Activity** - Displays information about Facebook, Twitter and Yahoo Messenger activity, as well as Calls and Text Messages.

- **Devices Used** – Displays information about the devices that have been used by the user and the current status of the device (online/offline).
3.2.2. Social activity

The Social Activity tab monitors and reports the activity of the user on Facebook, Twitter, Yahoo Messenger, as well as information on calls and text messages sent and received.

For Facebook data to be displayed in this tab, this feature must be turned on and the user has to login into Facebook from a device that is protected by Qustodio at least once. When the user logs into Facebook the first time after activating Social Monitoring by Qustodio, the following page is displayed. The user must click the Okay button to enter into their Facebook account at this point. Qustodio will then start monitoring social activity.

3.2.3. Web activity

The Web activity tab displays the list of websites visited by the user. When a website is selected, the information about the website, the visit summary and the navigation history is displayed. The calendar allows you to choose to view the activity for the current day (Today) or for the last 7, 15 or 30 days.
Website info

Enables users to search the world's information, including webpages, images, and videos. Offers unique features and search technology.

- Popularity: Top site
- Trustworthiness: Excellent
- Child safety: Excellent

Visit summary

First visit: Today
Last visit: Today
Time spent: 23 minutes
View pages: 693

Navigation history

1:14 PM
Visited pages:
http://bianxin.google.com/pagedetail?id=r231405694-01
d04;0.0

1:10 PM
Visited pages:
http://mail.google.com/mail/u/0?ui=2&ik=033b05c19151&id=0897
daf63upNC=lg/WN9FLbs7sxU...

By: DELL-PC
3.2.4. Activity timeline

The Activity Timeline tab displays the list of activities performed by the user along with the device used and the time spent by the user on the activities. The Activity Timeline tab comprises the following sections:

- **All activity** – Displays all web and app activities performed by the user on the device along with the time spent on each activity.

- **Questionable activity** – Displays the list of activities that Qustodio has classified as potentially unsafe.

- **Web activity** – Displays the web activity performed by the user.

- **Applications** – Displays the list of applications used.

- **Calls and SMS** - Displays the list of calls and text messages sent and received.

- **Location updates** – Displays the last and previous locations of the device being monitored according to settings.
3.2.5. Rules

The Rules tab allows you to define settings for the following:

- **Web browsing rules** – Allows you to limit or monitor the type of websites users can access, as well as the results they receive from search engines.

- **Time usage limits** - Allows you to limit or monitor the amount of time users can use the device or access the Internet. You can select the time blocks you would like to restrict and/or set a total time allowance per day.

- **Application rules** - Allows you to limit a supervised user from accessing certain applications or to set time limits for each specific application. Applications only appear in the list if they have been used at least once.

- **Social monitoring** - Allows you to activate Advanced Facebook Monitoring. This feature allows you to directly connect to a supervised user's account on Facebook in order to monitor social activity with greater detail.

- **Calls and SMS** - Allows you to monitor and block phone calls and SMS text messages. Currently only Android devices can be monitored or blocked. Calls and messaging details appear in the Activity Timeline and Social Activity tabs.

- **Location** - Allows you to track the locations of your mobile devices on a map. New location updates appear in the Activity Timeline tab.

- **Panic Button** – Allows you to set up a Panic Button on Android smartphones. When enabled, users can send emergency alerts with location information from their smartphones to a list of trusted contacts.
4. Setup and configuration

4.1. Default Qustodio configuration

When a new profile is created, Qustodio’s default settings are automatically applied. To view the default configuration, click the Rules tab.

- **Web browsing rules**

  By default the following options are enabled:

  - Potentially unsafe Website Categories are blocked
  
  - Websites that have not been categorized by Qustodio are not blocked
  
  - Safe search is enforced
  
  - No website exceptions are enforced
Web browsing rules

This page contains settings that allow you to limit or monitor the type of websites users can access, as well as the types of results they receive from search engines.

Website categories

Use this setting to allow or restrict a user’s access to specific website categories, or to receive alerts when the user accesses a site in a specific category.

Enable website category restrictions  YES

- Educational
- Government
- Entertainment
- Search Portal
- News
- Sports
- Business
- Health
- Technology
- Games
- Travel
- Religion
- Shopping
- Employment
- Webmail
- Forums
- Social Network
- Chat
- File Sharing
- Gambling
- Loopholes
- Violence
- Weapons
- Profanity

Website exceptions

Use this setting to override other access settings for specific websites you wish to monitor, block, or allow.

Add website exception

example: google.com  Allow  Add

Domain

No domain exceptions

Uncategorized websites

Use this setting to specify whether Qustodio should allow or block access to websites that cannot be categorized. Selecting "NO" ensures that no potentially harmful sites can be accessed.

Allow unknown websites  YES

Safe Search

Use this setting to specify whether Qustodio should limit search results to eliminate potentially harmful content.

Enforce Safe Search  YES
**Time usage limits**

Click the **Time usage limits** tab. The following page is displayed:

- **Enable per device time limits**: NO

**Usage schedule**

If you wish to limit a user's access to certain days or times of day, enable the schedule setting to set an access schedule.

- **Enable schedule**: NO

**Time allowance**

Use the settings below to set a daily limit on the hours a user is allowed to spend using the device. Once this person uses their daily quota, they will be restricted further access as specified.

- **Weekday allowance**: NO, 02:00 hours per day
- **Weekend allowance**: NO, 02:00 hours per day

**Device lock type**

Use this setting to specify what happens when a user reaches his or her device access limit.

- **Lock navigation**: YES
- **Lock device**: NO
- **Alert me**: NO

By default, all time limits are disabled.
- Application rules

Click the **Applications rules** tab. The following page is displayed:

![Application rules tab](image)

By default, the Application controls are disabled.

- Social monitoring

Click the **Social monitoring** tab. The following page is displayed:

![Social monitoring tab](image)

By default, the Advanced Facebook monitoring feature is disabled.
- **Calls and SMS**

Click the **Calls and SMS** tab. The following page is displayed:

```
Calls and SMS Text Messages Monitoring
Use this feature to enable Calls and Messages monitoring on your Android mobile devices.

Enable Calls and SMS Text Message Monitoring

Blocking Rules
Use this feature to set rules for blocking calls and SMS texts.

- Block all incoming calls
- Block all outgoing calls
- Block all incoming SMS text messages
- Allow or Block an Individual Number
```

By default, the Calls and SMS Text Message Monitoring feature is enabled and all Blocking Rules are OFF.

- **Location**

Click the **Location** tab. The following page is displayed:

```
Location Monitoring
Use this feature to track the location of your mobile devices with Qustodio.

Enable Location Monitoring for Mobile Devices

Check mobile devices for new location every

Tip: You can save battery by checking less frequently.

Monitored Mobile Devices
```

By default, the location monitoring feature is enabled and geolocation is refreshed every hour.
Panic Button

Click the **Panic Button** tab. The following page is displayed:

This screen allows you to set up a Panic Button on Android smartphones associated to this profile. When enabled, users can send emergency alerts with location information from their smartphones to a list of trusted contacts.

**Panic Button**

Enabling this feature adds a Panic Button to the home screen of the Qustodio app for Android. When this button is activated, alerts with location information will be sent from this user's device by SMS text message or by email to a trusted contact list. Note that these SMS messages may have a cost depending on your carrier.

**Important Disclaimer:** Qustodio cannot be used to replace any service provided by police, ambulance, or fire department. **QUSTODIO WILL NOT CONTACT ANY EMERGENCY SERVICES ON YOUR BEHALF.**

Enable Panic Button

**How it works**

- Make sure you have the Qustodio app installed on this user's Android phone.
- Enable Panic Button and add a list of up to 4 trusted contacts for emergencies.
- Teach this user how to find and use the Panic Button inside the Qustodio app.

Need more info? For detailed information on how this feature works, including how to activate or deactivate a panic alert, please check our in-depth help guide here.

By default, the Panic Button feature is disabled.
4.2. Updating the rules

Rules are updated across all device connected to the Internet every 30 minutes. To force an immediate update, you can do the following on desktop computers on which Qustodio is not hidden:

- Click the icon in the app tray. The following menu pops up.

  ![Menu](image)

  - Click **Update now**.

4.3. Qustodio features

4.3.1. Web filtering

The Web Filtering page comprises settings that allow you to limit or monitor the type of websites that users can access as well as the types of results they receive from search engines.

- **Block and/or monitor website categories**

  **Blocking Website Categories**

  This option blocks the navigation to websites that form part of the selected category.

  To modify website categories:

  - Log into Qustodio, and click the **Rules** tab. This takes you to the Web browsing page.
- Set the “Enable website category restrictions” option to Yes.

- Click the category to be blocked from the **Website categories** section. This will display the dropdown list.

  ![Dropdown List](image)

  - Select **Block website’s category** to block the category.

### Monitoring Website Categories

This option allows users to access the category, but sends an email alert when the category is accessed.

To monitor the website categories:

- Click the category to be monitored from the **Website categories** section. This will display the following dropdown.

  ![Dropdown List](image)

  - Select **Monitor website’s category** to monitor the category.
How to add website exceptions: blocking specific websites

This option allows you to block or monitor specific websites and takes preference over the category settings. You can also set exceptions to allow sites that belong to a blocked category. Note that Qustodio considers the domain or URL globally and it is not currently possible to block subdomains (e.g., you can block abc.com but you cannot block abc.com/news)

- After logging into Qustodio, click the Rules tab. This takes you to the Web browsing page.

- Enter the URL of the website in the Add website exception field.

- Select the appropriate action from the dropdown list adjacent to the Add website exception field.

- Click Add.

- The website is added to the Domain exceptions section.

You can then modify the rule for a domain by clicking directly on the name of that domain, or remove completely the exception by clicking on the cross next to the name.
### Blocking uncategorized websites

This option allows you to block access to websites that Qustodio is not able to categorize, to ensure that no potentially harmful websites can be accessed.

- After logging into Qustodio, click the **Rules** tab. This takes you to the Web browsing page.

- Toggle the **Allow unknown websites** option to **No** in the Uncategorized websites section.
- **Enforce safe search**

  This option enables you to specify whether Qustodio should limit search results to eliminate potentially harmful content.

  - After logging into Qustodio, click the **Rules** tab. This takes you to the Web browsing rules page.

  - In the Safe Search section, set the **Enforce Safe Search** option to **Yes**.

- **Monitoring incognito browsing**

  On Windows and Mac, Qustodio monitors and filters incognito browsing just as well as regular browsing and there is no special setting to activate for this to happen.

  On Android, when a user opens a browsing tab in incognito mode, the browsing activity is hidden from Qustodio. Since Qustodio cannot monitor any webpages that are in Incognito mode, a feature is available in Qustodio that blocks Incognito browsing on Android. Note however that this feature is still experimental.

  To block incognito browsing on Android using Qustodio you have two options:

  - On the device, click on Qustodio and after logging in, go to **Configure this Device > Device Settings**. Toggle the option to **Yes** in the Block Incognito Browsing section.
In your Family Portal, click on **Settings > Devices > Edit device options**. The following screen is shown:
Click on **Android Device Settings**. The following screen is shown:

![Android Device Settings](image)

Toggle the option to **Yes** in the Block Incognito Browsing section.

**Once this option is set, what happens if Qustodio detects incognito browsing?**

- On the device, if Qustodio detects that the user is browsing the Internet in incognito, it completely blocks the use of the web browser. To unlock the device, the administrator of the Qustodio account must enter the Qustodio password.

- In the Family Portal, the administrator of the Qustodio account will see a red notification in Settings as shown:
In **Settings > Devices**, notifications are shown to inform the account administrator that a device has been locked due to incognito detection.

It is possible to filter the list of devices using the dropdown in the top right corner of the frame, to quickly identify which ones have been locked, as they are marked in **Devices with Alerts** as shown below:

To unblock the web browser and allow the user to return to normal use, click on **Unblock browser**. The following confirmation message is shown:
4.3.2. Access times

This page contains settings that enable you to limit or monitor the time a user can spend on a device or on the Internet. You can select the time blocks to restrict and/or set total a time allowance per day. Five minutes before time is up, Qustodio will show a notification on Windows and Mac computers, if the user is not doing any activity in full screen.

- Setting a time schedule for internet and/or computer use

This option allows you to limit the user from accessing the device/Internet during certain time or days.

- Go to Rules > Time Usage Limits. The following page is displayed.

- In the Usage Schedule section, toggle the Enable schedule option to Yes.
- Select/deselect the time blocks to restrict/allow access.

- Allowed hours
- Restricted hours

- **Set a time limit per day of Internet and/or computer use**

This option enables you to set daily limits for the user to access the device or Internet.

- Go to **Rules > Time Usage Limits**.

- In the Time allowance section, toggle the Weekday allowance and Weekend allowance to **Yes**.

You can select the number of hours per day by clicking the ➧ and ➦ buttons.

- **Time’s up email alerts**

This option enables to receive notifications when the time limit is reached.
- Go to Rules > Time Usage Limits.

- In the Device lock type section, toggle the Alert me option to Yes.

![Device lock type](image)

This sends notifications to the account admin when the time limit is reached.

- **Set different time limits for each device**

This option enables you to set time limits for each device to be used.

- Go to Rules > Time Usage Limits.

- Toggle the Enable per device time limits option to Yes. This enables you to monitor and set time limits for each device.

![Enable per device time limits](image)

You can now click the required device tab to set specific time limits.

4.3.3. **App controls**

This option enables you to restrict users from accessing certain applications or to set time limits for each application.

- **Allow/block an application**
- Go to Rules > Application Rules. The following page is displayed:

![Application Rules Page]

- In the Application Controls section, toggle the Enable application controls option to Yes. This displays the list of applications that are being accessed by the user. Please note that applications will only appear once they’ve been used at least once by the user.

![Application Controls List]

- To block an application, toggle the Allow application option of the corresponding application to No.
- To allow a blocked application, toggle the **Allow application** option of the blocked application to **Yes**.

- **Setting a time limit for each app**

- Go to **Rules > Application Rules**.

- In the Application Controls section, toggle the **Enable application controls** option to **Yes**. The list of applications that have been used at least once on the device is displayed.

- Move the cursor over the **icon. A dropdown is displayed.**

- Click the **Set a time limit for this app** dropdown list.
- Click the **click to set time limit** link corresponding to the day. A field to enter the time limit is displayed.

Set the number of hours by clicking the ⬆️ the ⬇️ buttons.

Click **Close**. This activates the time limit for the application.

**4.3.4. Social monitoring**

Social Monitoring with Qustodio includes Facebook, Twitter and Yahoo Messenger activities.
Monitor Facebook activities

- Go to Rules > Social Monitoring. The following page is displayed.

- Toggle the Enable Advanced Facebook Monitoring option to Yes.

Monitor other social networks

Qustodio automatically monitors Twitter and Yahoo Messenger. In addition, although it does not specifically monitor other social networks, it provides a list of apps used and sites visited and the time spent on each website and apps in Activity Timeline.

4.3.5. Calls and text messages

This option enables you to monitor and/or block the calls made and received and the text messages sent and received on Android devices. Calls and messaging details appear in the Activity Timeline and Social Activity tabs.

- Go to Rules > Calls and SMS. The following page is displayed:
- In the Calls and SMS Text Messages Monitoring section, toggle the **Enable Calls and SMS Text Message Monitoring** option to **Yes**. The Android devices being monitored will be displayed and all Blocking Rules options will appear as shown below. The different options are to block all incoming calls, all outgoing calls, all incoming text messages or set a specific rule for an individual phone number.
You can then click the View activity timeline link to view the calls and SMS updates for the user. Blocked calls and messages will also appear in the activity timeline.

On the device:

- **Incoming Calls & SMS**: There is no notification to the user when a blocked incoming call or SMS is received. The SMS or call is intercepted by Qustodio and any notifications about the call or SMS will be deleted. However, it is important to note that the caller may still be able to leave a voice message. Information about the call or SMS will be reported on the Activity Timeline.

- **Outgoing SMS**: Outgoing SMS messages cannot be restricted. The only way to restrict outgoing SMS messages is to block the SMS app completely in “Application Rules.” Information about the SMS will be reported on the Activity Timeline.

- **Outgoing calls**: When a user tries to make an outgoing call they will see a block screen letting them know that calls have been restricted, as shown below. Information about the call will be reported on the Activity Timeline.
4.3.6. Device location

This option enables you to track the location of Android devices on a map. Location updates are displayed in the Activity Timeline tab.

- Go to Rules > Location. The following page is displayed:

- In the Location section, toggle the Enable Location Monitoring for Mobile Devices to Yes.

This displays the Check mobile devices for new location every field, where you can define the interval to check the new location.
4.3.1. Panic Button

This option allows you to set up a Panic Button on Android smartphones. When enabled, users can send emergency alerts with location information from their smartphones to a list of trusted contacts.

Settings in the Portal

- Go to the Qustodio Portal and then to Rules > Panic Button. The following page is displayed:

![Settings page]

- In the Panic Button section, toggle the Enable Panic Button to Yes. The following box appears:

> Trusted contacts

Add trusted contact

![Add trusted contact button]
By default, the administrator of the Qustodio account is automatically set as a trusted contact for all users associated. This cannot be changed.

- To add up to 3 new trusted contacts, click Add trusted contact. The following is displayed:

- Fill in the name and contact details and click Add. Repeat this process to add other trusted contacts. Note that when you add a new trusted contact, that contact will receive either an email or an SMS message on your behalf, asking them to confirm that they are willing to be a trusted contact for your Qustodio account as shown below. Once a trusted contact is added for one Qustodio profile, they won’t have to confirm again for you to add them to another profile.
**Settings on the Phone**

- Go to the Phone and tap the **Qustodio app**. A series of screens explaining how the Panic Button works are shown. Please read them carefully and tap the **SOS bubble**.

This displays a message confirming that you want to activate the Panic Button. Choose the option **Don’t ask again**, and click on **Turn on**. Qustodio will activate the Panic Mode and send an alert to all trusted contacts. You will receive an alert by email.

- Once the Panic Button is activated, all trusted contacts for the user receive an “I need help” message with a link to a page with the user’s latest location. This link remains active until the Panic mode is canceled. The user’s location will be updated every 5 minutes as long as it is on. In the Qustodio Portal, location and calls activity updates will also be reported during the Panic mode, even if these features are turned off in the family portal.

**Cancel the Panic Mode**

- On the phone, to turn off the Panic Mode, click again on the **SOS bubble** on the home screen of the Qustodio app.

- In the Portal, to turn off the Panic Mode, go to **Rules > Panic Button**. At the bottom of the screen, next to the device, you can turn off the Panic Mode.
4.4. User profiles

4.4.1. Adding new users

You can add new users to be monitored by Qustodio. For this:

- Go to Settings > Children’s Accounts and click Add Profile. The following page is displayed:

Note: Professional users can go to Settings > Supervised users’ accounts and click Add a new user to create a new profile.

- Enter the first name of the user in the First Name field.

- Select the required Avatar.

- Click Save. The following page is displayed:

Now install Qustodio on each of the devices you want to monitor for this profile

You can now select the type of device that will be monitored for this profile. Proceed to install Qustodio to start monitoring.
4.4.2. Modifying an existing user

This option allows you to modify a user's details such as the display name and avatar.

- Go to Settings > Children/User accounts. The following page is displayed:

![Edit profile page]

- Click Edit profile corresponding to the user that you want to modify. The following page is displayed:

![Edit profile page for Daniel]

Modify the required details and click Save.

4.4.3. Removing a user

To remove a user:

- Go to Settings > Children/User accounts. The following page is displayed:
- Click **Remove user** for the user that you want to remove. The following confirmation window is shown:

- Click **Yes, I'm sure** to remove the user. This cannot be undone.

4.5. **Devices**

4.5.1. **Adding a new device**

This option allows you to add new devices to be monitored.

- Go to **Settings > Devices**. The following page is displayed:
- Click the **Download Qustodio** link. The following page is displayed:

**Install Qustodio on each device you’d like to manage**

- Click to select the appropriate Qustodio version and go through the installation steps.

Once Qustodio is installed on your new device, the device appears in Settings > Devices.

**4.5.2. Modifying the settings of an existing device**

To modify the settings of an existing device:

- Go to **Settings > Devices**.

- Click **Edit device options** for the device that you would like to modify. The following page is displayed:
- Modify the required details and click **Save**.

- **Hide Qustodio on a device**

To hide Qustodio from the devices where it is installed, follow these steps:

- Go to **Settings > Devices**.

- Click **Edit device options** for the device that you want to modify.

- Check the **Hide Qustodio on this device** checkbox. This hides the Qustodio from the device.
- Protect individual users on a device with an individual Qustodio profile for each user

This option enables you protect individual users on a device with specific Qustodio profile.

- Go to Settings > Devices.
- Click Edit device options.
- Click the dropdown list to select the profile.

- Select the required profile and click Save to assign the profile to the user.

- Protect all users on a device with a single Qustodio profile

This option allows you to protect all users on a device with a single profile.

- Go to Settings > Devices.
- Click Edit device options.
- Click Click to assign a profile link corresponding to All Device Accounts field to select the profile.

- This disables all the other profiles as shown.

- Click Save.
- **Set individual profiles for some users while protecting the rest with a default profile**

This option allows you to assign a default profile for some users while using individual profiles for others.

- Go to **Settings > Devices**.

- Click **Edit device options**.

- Click **Click to assign a profile** link corresponding to **All Device Accounts** field to select the profile.

![Profile Selection](image)

- This disables all the other profiles as shown.

![Profile Selection](image)

- Click any user you want to protect with a specific profile.

![Profile Selection](image)

- The following popup message is displayed:

![Popup Message](image)

- Click **Ok**. You can then choose the profile as shown:
- Select the profile that you wish to apply and click **Save**.

### 4.5.3. Removing a device

- **Disable Qustodio temporarily**

You can disable Qustodio temporarily from your mobile device or desktop. If Qustodio is disabled, it does not protect or monitor the device.

*On Windows and Mac*

- Click the ⚙ tray icon.

- Click **Disable temporarily**. The following window is displayed:
- Enter the registered email address in the **Email address** field.

- Enter the password in the **Password** field.

- Click **Next**. The following window is displayed.

- Select the duration in the dropdown list during which you wish to disable Qustodio from monitoring the device and click **OK**.
**On an Android Device**

- Open the Qustodio app on the device. The following page is displayed:

- Enter the password in the **Your password** field.

- Click **Login**. The following page is displayed:
- Click **Disable protection**. The following page is displayed:

![Disable Qustodio](image)

- To disable Qustodio for a certain period, tap **For a period of time**. The following page is displayed.

![Disable Qustodio](image)

- Tap to specify the number of hours you want to disable Qustodio and tap **Finish**.
- To disable Qustodio only until next boot, tap **Until I turn it on again**. The following page is displayed:

![](image)

- Click **Close**.

- Click **Close**.

**Completely remove Qustodio**

To completely remove Qustodio on a device:

- Go to **Settings > Devices**. The following page is displayed.

- Click **Remove device** for the device you want to remove. The following confirmation screen is displayed:

![](image)

- Click **Yes, I'm sure** to remove the device.
4.6. Account settings

4.6.1. Changing your account info

- Go to Settings > Your Account. The following page is displayed.

  - Modify the required details and click **Save Settings**.

4.6.2. Changing your email address

To change your email address:

- Go to **Settings > Your Account**.

- Click **Change** corresponding to the Email address field. The following popup window is displayed.

  - Enter the new email address in the **New Email** field.

  - Re-enter the email address in the **Confirm new email** field.
- Click Request Change.

4.6.3. Changing your password

To change your password:

- Go to Settings > Your Account. The following page is displayed.

- Click Change corresponding to the Password field. The following screen is displayed:

![Create a new password dialog]

- Enter the new password in the New Password field.

- Re-enter the password in the Confirm Password field.

- Click Change password.

4.6.4. Language selection

To change the language of your Family or Management portal:

- Go to Settings > Your Account.

- Click the Language dropdown list to select the required change.

- Click Save Settings.

4.6.5. Time zone & country

To change the time zone / country of your Family or Management portal:

- Go to Settings > Your Account.
- Click the **Timezone/Country** dropdown list to select the required timezone.

- Click **Save Settings**.

### 4.6.6. Email notifications

The Email notifications option allows you to define which reports you will receive.

- Go to **Settings > Notifications**. The following page is displayed.

- Toggle the Daily and/or Weekly summary option to **Yes / No**, to receive daily/weekly notifications.

To unsubscribe from other email notifications (newsletter, special offers, platform maintenance, etc.), send us an email to unsubscribe@qustodio.com.
5. Uninstalling Qustodio

5.1. Remove Qustodio from your devices

5.1.1. Uninstalling Qustodio from a Windows PC

- Go to Your Family Portal and to Settings > Devices and remove the device from there.
- On the computer, go to Start > Control Panel > Uninstall a Program.
- Double-click Qustodio from the list or select Qustodio and click Uninstall.

5.1.2. Uninstalling Qustodio from a Mac

- Go to Your Family Portal and to Settings > Devices and remove the device from there.
- Go to [http://www.qustodio.com/download](http://www.qustodio.com/download) to download Qustodio for Mac.
- Double-click the .dmg file to mount it.
- The Uninstaller application Uninstaller.app can be found in the Qustodio disk image.
- Double-click the Uninstaller.app and follow the instructions.

5.1.3. Uninstalling Qustodio from an Android device

To remove Qustodio from an Android device, please follow these steps:

- Go to your Family Portal and then go to Settings > Devices and remove the device from there.
- On the device, go to Settings > Security > Device administrators and remove Qustodio as a device administrator.
- On the device, go to Settings > Apps and click on Qustodio and on Uninstall.
5.1.4. Uninstalling Qustodio from an iOS device

To remove Qustodio from an iOS device:

- Hold the Qustodio icon for a few seconds, until it starts shaking, and then click on the cross to remove it.

- If you have set restrictions on the device, go to **Settings > General > Restrictions** and click on Disable Restrictions.

5.1.5. Uninstalling Qustodio from a Kindle

To remove Qustodio from a Kindle, please follow these steps:

- Go to your Family Portal and then go to **Settings > Devices** and remove the device from there.

- On the device, go to **Settings > Security > Device administrators** and remove Qustodio as a device administrator.

- On the device, go to **Settings > Apps** and click on Qustodio and on Uninstall.

5.2. Closing your account

To close your account, please contact us directly at support@qustodio.com.
6. Technical support

6.1. Troubleshooting

Please read these tips if you experience issues with Qustodio.

- A common cause of issues with Qustodio is an interference with security suites, anti-malware, antivirus, firewalls, system optimization softwares, or other parental controls. If you’re using such program, and are experiencing issues with Qustodio, please restart your computer, temporarily disable these software, and then re-download and re-install Qustodio.

- On Android, to avoid any issues, we recommend to activate Qustodio as "device administrator". Also, we recommend increasing security by clicking on Qustodio on the Android device, then on Configure this device, and then Device Settings. Then please turn “ON" the first Qustodio setting.

- On iOS, we recommend setting up proper restrictions, by following these steps:
  - Go to Settings > General > Restrictions
  - Enable restrictions > Create a Passcode
  - Disable Safari and Deleting Apps
  - Delete any other browser applications such as Chrome, Opera, etc.

6.2. Frequently asked questions

- How is Qustodio for iOS different than for Android and Desktop PCs?

Qustodio for iOS is a bit different than Qustodio for Android, Mac & Windows. It comes as a safe browser, meaning that it will only protect and monitor web activity done through the application itself. **The user must use the Qustodio safe browser to browse the web, or Qustodio won’t be able to pick up any activity.** With Qustodio for iOS, you can monitor web navigation, set restrictions on which websites can be accessed, set time limits for web navigation, and monitor geolocation. All other Qustodio features are not yet supported on iOS devices.
Errors in site classifications

Qustodio analyzes the content of each page each time it is visited. It then decides if the content is unsafe or suspicious, according to the rules you have set, and applies a category to that page. This process is continuously tested and improved, but can still result in errors sometimes, unfortunately. To quickly fix an issue of this type, you can add the site as a "web exception" in your Family Portal in Rules > Web browsing rules.

If you find sites that are incorrectly categorized please email support@qustodio.com with the detail of the site, the classification reported and the suggested category.

6.3. Contact support

To contact our Support Team, please go to www.qustodio.com/help and click the Get Help button, or send us an email directly to support@qustodio.com.