

# PREVENTING NETSANITY SOFTWARE REMOVAL, TAMPERING, & ENFORCING VPN FOR APPLE IOS

A NETSANITY SOLUTION GUIDE

FOR APPLE IOS 10+ WITH TOUCH ID & FACE ID



# GUIDE GOALS & CONTENTS

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3. Restrict What? VPN & VPN enforcement explained
4. Show you how to prevent your child or teen from removing Netsanity from their Apple device.
5. Show you how to keep the Apple passcode to yourself.
6. Show you how to enforce bedtime routines & how to implement Touch ID and Face ID to enforce passcodes and allow use at schools and elsewhere
7. Prevent them from doing other parent-level functions on the device.
8. Netsanity's Take
9. Help & resources

# INTRODUCTION

Thank you for taking time to read this guide! You are taking an important step in protecting your child from the dangers of the internet by reducing the screen time children are accustomed to now.

This guide is meant for current Netsanity customers who have children with Apple devices and who want stricter options than the Netsanity default settings.

While not overly technical, for new users to Apple iOS or folks unfamiliar with specific features, this guide may seem technical. Take your time, follow the steps, and try them! We are here to help parents be successful!

Remember, the more you learn, the more you know and the more confident you are in managing the right balance between access to great technology and protection for your kids!

Thanks again, and we hope you get value from our guide!

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# DEFINITIONS & TERMS

- VPN (Virtual Private Network) How Netsanity Filters Content – [more info here](#).
- **Netsanity Device Profile** – a profile that Netsanity installs on the device to create a way for the device to communicate to our servers and allow parents to manage the device
- **Touch ID/FACE ID** – Apple’s fingerprint reader (or for iPhone X – Face Recognition) - can be used to unlock the screen
- **Passcode** – the apple passcode is used to protect the device from being tampered with and change settings. It is also used to unlock the screen when locked
- **Parental Dashboard** – <https://my.netsanity.net> – where you manage your users and devices
- **timeblocker** – the Netsanity scheduler which restricts internet access on a schedule. Can be used with screenlock option, below
- **screenlock option** - (part of Timeout) – a way that the parent can send a remote command to lock the screen immediately or on a schedule

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# VPN & VPN ENFORCEMENT EXPLAINED

- VPN is how a Netsanity Apple mobile device connects to our cloud and provides internet content filtering. We block adult content, for example, using our VPN.
- Our VPN uses strong security to ensure that all network content between your child's Apple device and Netsanity is encrypted, private, and secure.
- Netsanity has (2) versions of VPN. Legacy and Enhanced. Legacy VPN only sends website requests while Enhanced encrypts all traffic to our servers. All new customers get the Enhanced VPN as standard.
- Our VPN automatically turns on when needed and goes off when not needed. This is by design and what is referred to as "on-demand".
- Often, the VPN icon may NOT be displayed in the title bar, especially when no or little internet activity takes place.
- Next, we show you the various settings of VPN settings, as well as describe how and where to enforce those.

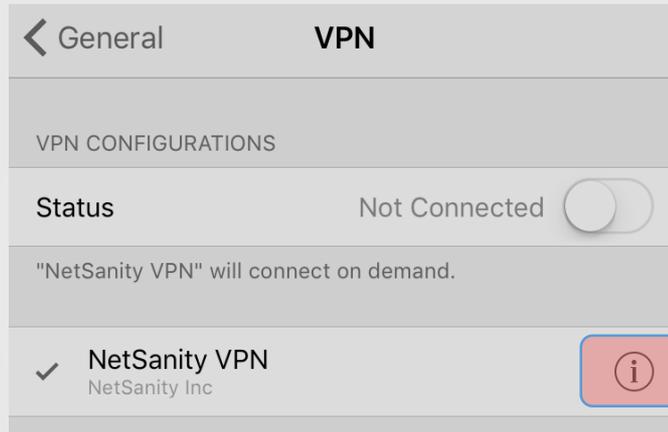
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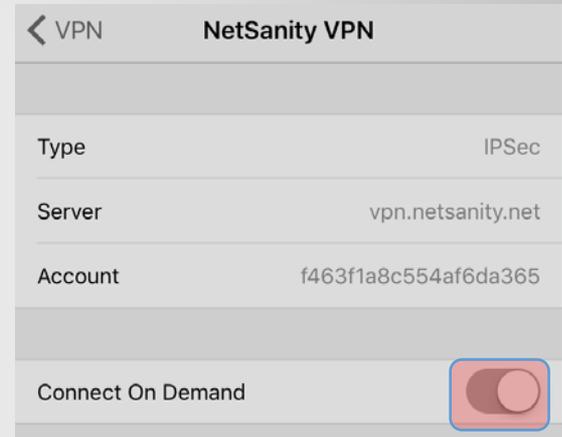
# LOCATIONS - VPN SETTINGS ON DEVICE



1 - Main Settings Screen



2 - Settings>General>VPN



3 - On Demand Circle

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# VPN ENFORCEMENT – CHILD TAMPERING

- There are (2) main locations where children will attempt to “disable” the VPN.
  - The first one is on the main screen where the VPN Toggle exists. (screenshot 1) By swiping that to the left (off), the VPN disappears. However, the VPN will automatically come on immediately on the next internet request so doing this **DOES NOT disable** the VPN from protection
  - The second option is to disable the “On Demand” option in the settings. (Screenshots 2 & 3). With Netsanity’s new VPN auto-enforcement, our proprietary software will detect that this has been disabled. **Once detected, it will start a procedure, all automatically and without a parents intervention, of re-installing the VPN profile and re-launching the VPN.** In most cases, this process will happen within 5 – 10 seconds. Since the VPN cannot be disabled nor removed, the child will continue to be protected.

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# VPN FAQ

- Q: Can Netsanity prevent the “VPN” icon from appearing on the device?
  - No. We are not Apple and there is no way for anyone except Apple to prevent that icon from not being there. It is important as it tells you if the device is connected correctly and filtering
- Q: What is the main differences between Enhanced and Legacy VPN?
  - Enhanced VPN connects faster and stays on longer. It also works better for some international users. Drawbacks are slightly reduced battery life and being blocked by some media streaming apps, like Netflix. New users get Enhanced VPN by default.
  - Legacy allows the use of Netflix, and similar services. The battery life will be slightly longer. Internet is provided by your local WiFi or wireless carrier. Drawbacks are compatibility with newer routers or hotspots, and less stable connectivity.
- Q: Why does the VPN icon seem to go off and disappear!?
  - That is what is supposed to happen. The VPN only connects if the device needs to access the internet. It will be off much more in the Legacy state vs the Enhanced state.
- Q: How come VPN sometimes spin and not connect?
  - There are many reasons for that and sometimes the network Wi-Fi or data is poor and will not connect. You can temporarily turn VPN (on-demand) to off position to have it recycle or see if you can resolve the network issue. **You can also Pause the Netsanity VPN if needed for troubleshooting.**
- Q: Can the child delete the VPN?
  - No. If they were to delete it, it would simply be reinstalled automatically with Netsanity’s auto-enforcement. This will happen within 10 seconds in most cases.

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# PREVENTING NETSANITY REMOVAL

Netsanity installs a special, secure, MDM profile which is part of Apple's iOS. This is the only secure connection between the device and Netsanity. Without a MDM profile, no Netsanity protection exists.

If removed, the parent WILL be notified, however there is no way to remotely install a MDM profile, which means that a parent will need to have physical access to child's Apple device again to re-install.

There is one practical way to prevent a child from removing any Management Profile, including Netsanity's, and that is described below...

- First, The parent enters an Apple passcode and does not provide it to the child. This prevents the removal of the profile and many other things that a child can do.

Continue with this guide, to learn what is needed for this option to be feasible.

# PREVENTING NETSANITY REMOVAL - 2

## Before You Begin, you must have

- Apple iOS 10 or higher
- An Apple mobile device with Touch or FACE ID (fingerprint sensor/iPhone X) Touch ID will work better and be more consistent

\*\*CANNOT be used with older iPads or iPhones without Touch ID

# PREVENTING NETSANITY REMOVAL - 3

## Setup Steps

The parent must perform some initial steps to ensure that the Apple device(s) are activated properly and set up to take advantage of these maximum restrictions.

- First, create a passcode that **only you**, the parent know. If the child has already created a passcode, obtain this and use it to create a new one that only you know. It can be 4 – 6 digits or alphanumeric.
- For Touch ID, enroll at least two (2) of your child's fingerprints.
- Once you have created the fingerprints, or setup FACE ID for your child, navigate to the following screens to ensure your settings are correct:
  - Settings>Touch or FACE ID & Passcode (enter your new passcode)
  - Under "USE TOUCH / FACE ID FOR:" make sure that iPhone or iPad Unlock is checked (green)

# USAGE - BEDTIME & SCHOOL ROUTINE

**Example: Child has bedtime set for 10PM. During weekdays, they get up at 6am for school.**

Parent goal: compliance during bedtime – no internet, iMessage, no chat, games, etc., but still give the child access to their Apple device at school.

1. Choose **screenlock** option in Timeout Preferences on the Netsanity dashboard
2. Set **timeblocker** to start at 10PM and end at 6am
3. At 10PM Netsanity will wirelessly send a series of new restrictions to the device.
4. At 10PM the following restrictions will activate on the device
  - a) The screen will lock
  - b) The camera will be disabled
  - c) All internet is disabled

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# USAGE - BEDTIME & SCHOOL ROUTINE <sup>(B)</sup>

- During the period of the timeout (10PM – 6AM) the child can unlock the screen with their fingerprint or facial recognition. However Netsanity will re-lock the screen every 1 – 3 seconds.
- At this point, during bedtime, the Apple mobile device is virtually shut down.

If your child had previously set an alarm to go off in the morning or has been playing music in the background, that will still function. Also, emergency calls out and all incoming calls, (iPhone Only) are still possible.

- At 6am, Netsanity will send a new set of commands, removing the overnight restrictions. The child can now unlock the screen with the TOUCH/FACE ID and the screen will NOT re-lock as before!

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# FREQUENTLY ASKED QUESTIONS

Q: Can my child remove the Netsanity restrictions profile if I follow this guide?

A: No. The child cannot remove it since they do not know the Apple passcode that was set by you.

Q: Can they text or play Minecraft at bedtime?

A: No. If you optionally used the **screen**lock option, texting, iMessaging, random outbound calling, FaceTime, and non-internet gaming, i.e. Minecraft is not possible, since the screen will continue to re-lock

Q: What if my child's device does not have TOUCH or FACE ID?

A: The device must support Touch / FACE ID to be able to be taken to school, or used daily. Otherwise there is no way for them to unlock the device without a passcode, which they do not know. If they have the passcode and remove Netsanity, the parent will get a notification email and will need to re-enroll the device again and discuss with child so as to avoid it in the future.

Q: What if the battery gets drained or it reboots?

A: If the child restarts the device or battery forces a shutdown, upon restarting, the child must enter the passcode which they do not have. If that parent is not there, the only option is to give them that passcode or remotely clear it. **You can clear the passcode remotely from your parental dashboard under devices > Info.**

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# NETSANITY'S TAKE

This guide is a way for parents to have options and learn what can be possible with Apple devices. While many things are possible, many are not.

If you have and love Apple devices like we do, you need to take some extra steps to ensure compliance and best practices for your children.

We at Netsanity all have kids, and all understand the pressure on both sides that come with parental controls, good practices, and the constant push & pull of society.

Use your best judgement, take some time to understand what powerful tool you have in Netsanity – and use it! We are always here helping you and thousands of parents around the world!

Thank you for your time!

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# HELP & RESOURCES

- Phone Number +1 704 207-0777 (premium subscribers)
- Website <https://support.netsanity.net> (all subscribers)
- Chat on <https://my.netsanity.net> (premium subscribers)
- Email [helpdesk@netsanity.net](mailto:helpdesk@netsanity.net) (premium subscribers)
- Videos on YouTube <https://youtube.com/netsanitymobile>