

Family Orbit® for Windows & Mac

User Guide

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Getting Started

Family Orbit® is a parental monitoring software that helps you monitor, protect and safeguard your kids on their computer or smartphone. With Family Orbit, you can:

- Monitor your child's computer usage, such as applications installed and websites visited
- Track the location of the laptop they use at regular intervals
- Take a screenshot of their active desktop screen every minute, like a surveillance camera
- Gain insights and information on their computer
- Use the Android or iOS app to monitor your child's smartphone usage

The usage of this software is subject to the terms and conditions and privacy policy at:

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

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

Installation

You can easily install Family Orbit app on your and your child's computer from the link provided below.

You can access the online panel at <https://www.familyorbit.com/cp>.

Download

Windows

<https://www.familyorbit.net/dl/familyorbit.exe>

macOS

<https://www.familyorbit.net/dl/familyorbit.pkg>

How to Install on Your Child's Computer

Download the software from the link provided above and run the installer. Once the setup is complete, run Family Orbit from the startup menu or launchpad. You will see a screen like below:

Step 1:

The screenshot shows the Family Orbit application interface. At the top, there's a teal header bar with the Family Orbit logo on the left and links for 'About', '?', and 'X' on the right. Below the header, the main area is divided into a left sidebar and a central content pane. The sidebar has four items: 'Welcome' with a home icon, 'Child Profile' with a person icon, 'OS Account' with a computer icon, and 'Ready' with a checkmark icon. The central pane has a blue header that says 'Welcome to Family Orbit' and 'Sign in to your account or Create a free account now'. Below this, there are two tabs: 'Sign In' and 'Create Account'. The 'Sign In' tab is active and shows a form with fields for 'Email Address' (containing 'info@familyorbit.com') and 'Password' (masked with asterisks). There is also a 'Forgot Password' link and a 'Login' button.

If you already have a Family Orbit account, log in with your email address and password. If you do not remember your password, enter the email address and click on Forgot Password to receive a password reset email.

To create a new account, click on the Create Account tab. You will see a screen like below:

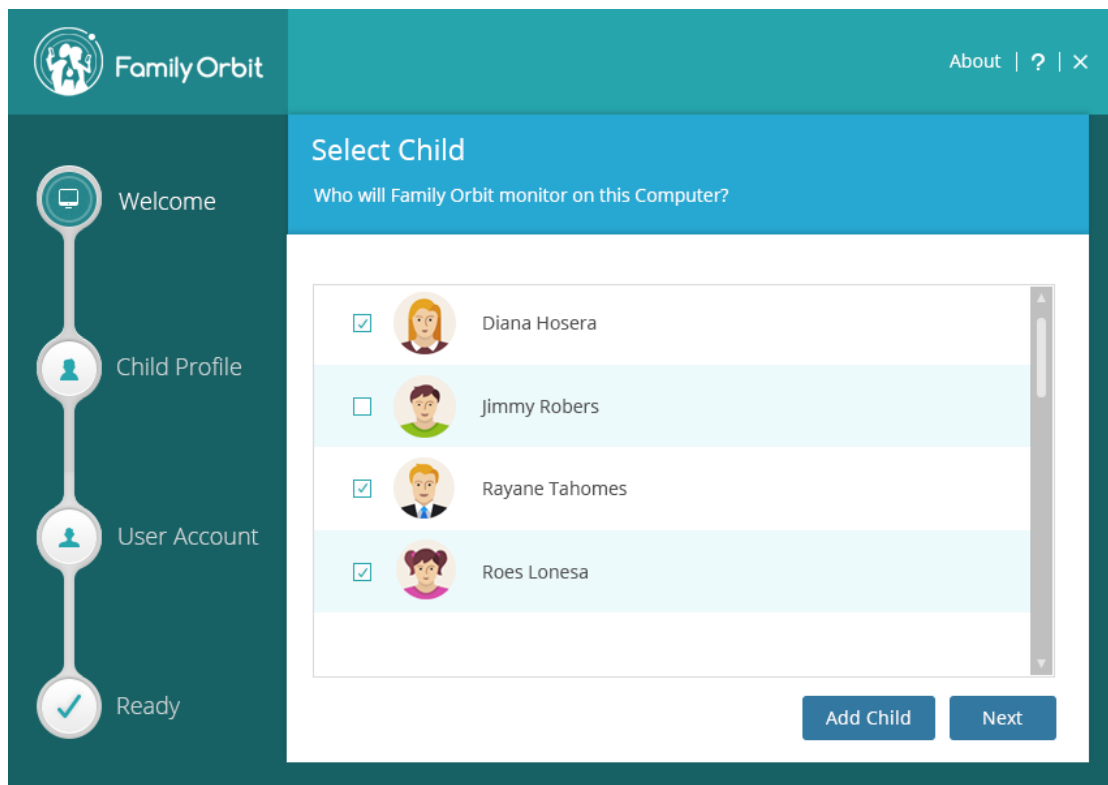
The image shows a web browser window with the Family Orbit website. The header is teal with the Family Orbit logo on the left and links for 'About', '?', and 'X' on the right. A dark teal sidebar on the left contains a vertical menu with four items: 'Welcome' (with a document icon), 'Child Profile' (with a person icon), 'User Account' (with a person icon), and 'Ready' (with a checkmark icon). The main content area has a blue header with the text 'Welcome to Family Orbit' and 'Sign in to your account and Create a free account now'. Below this, there are two buttons: 'Sign In' and 'Create Account'. The 'Create Account' button is highlighted. A form is displayed with the following fields: 'Name:' (with a text input field containing 'info@familyorbit.com'), 'Email Address:' (with a text input field containing '*****'), and a checkbox labeled 'I agree to the Terms & Conditions'. Below the checkbox is a blue button labeled 'Create Account'.

Enter your full name and your email address. Then check the agreement box after reading the terms & conditions and privacy policy. Now, click on the Create Account button.

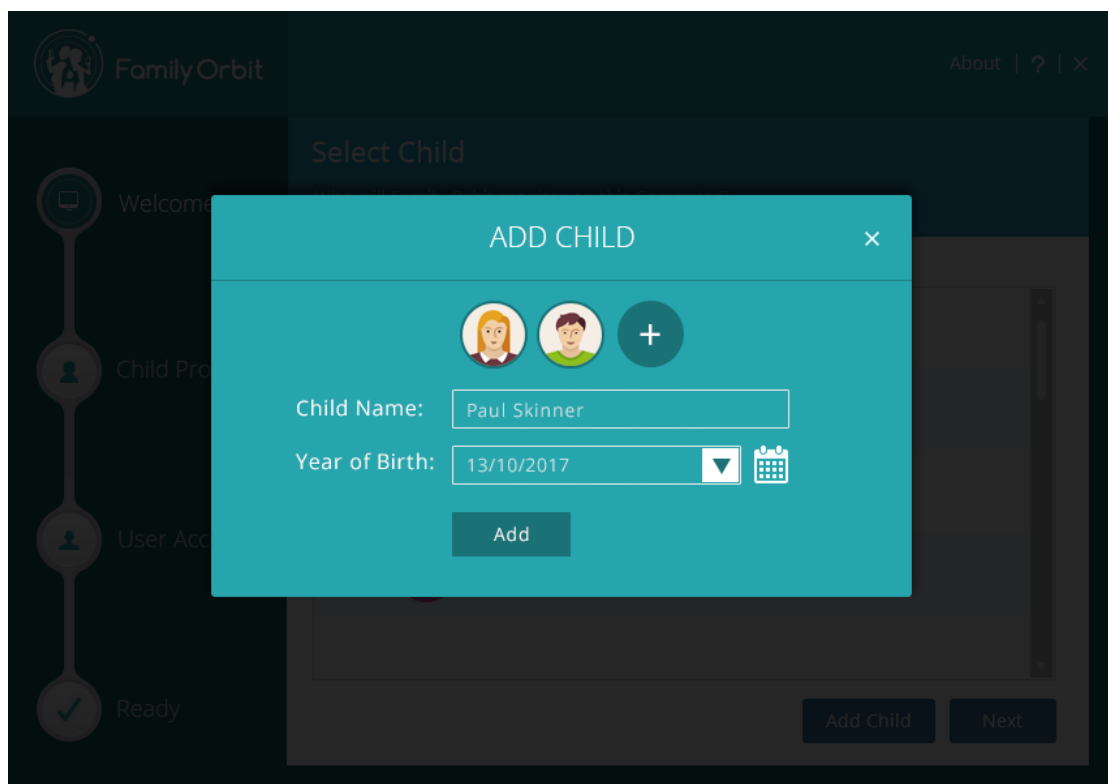
Family Orbit will create your account and send a verification email and your password to your email address. You will need this password to log in to the online panel to view logs.

Now that you have created your account, it's time to setup a small profile of the child you wish to monitor. You will see the next screen, like below:

Step 2



If you have just created an account and have no child profile, you can choose to create a new child profile by clicking on Add Child button. A window like below will appear:

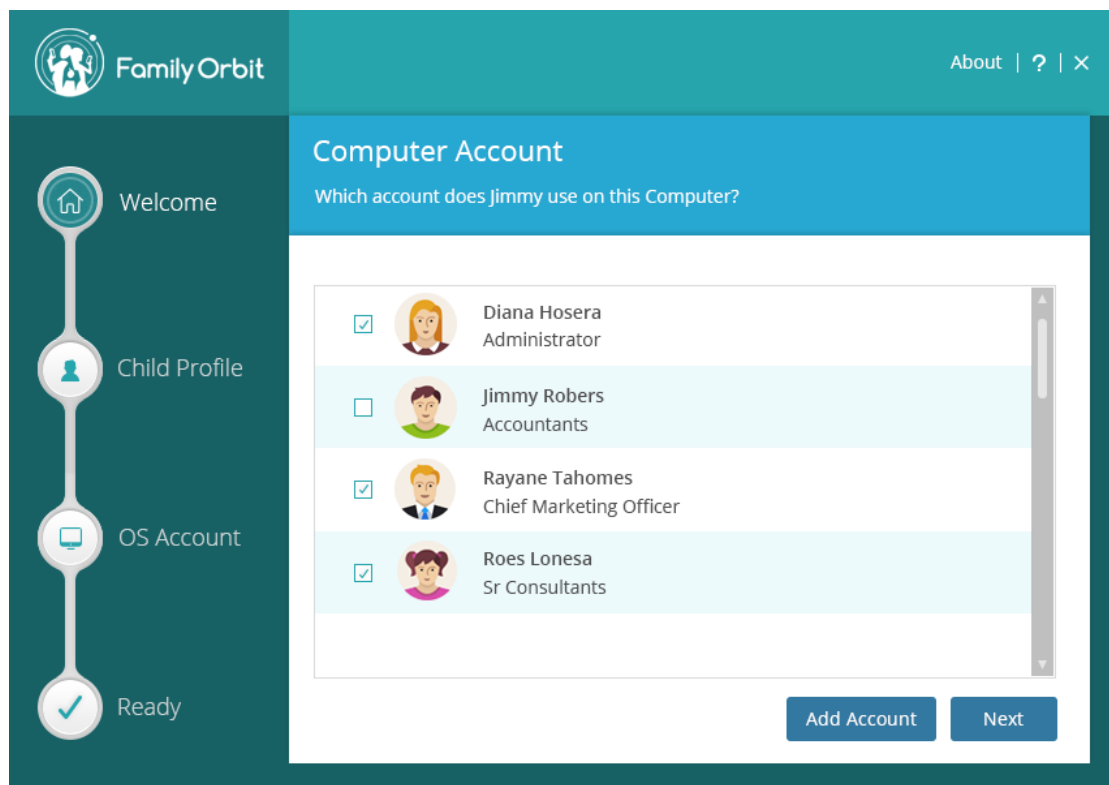


Enter the Child's Name and Year of Birth. If your child is under 13 years of age, you must send us a parental consent form as per federal regulations. Also, you can only monitor a child under 18 years of age as per our terms of usage.

Now you will see the child added in the Select Child screen; tap on the checkbox next to the child's name and click on Next.

Step 3

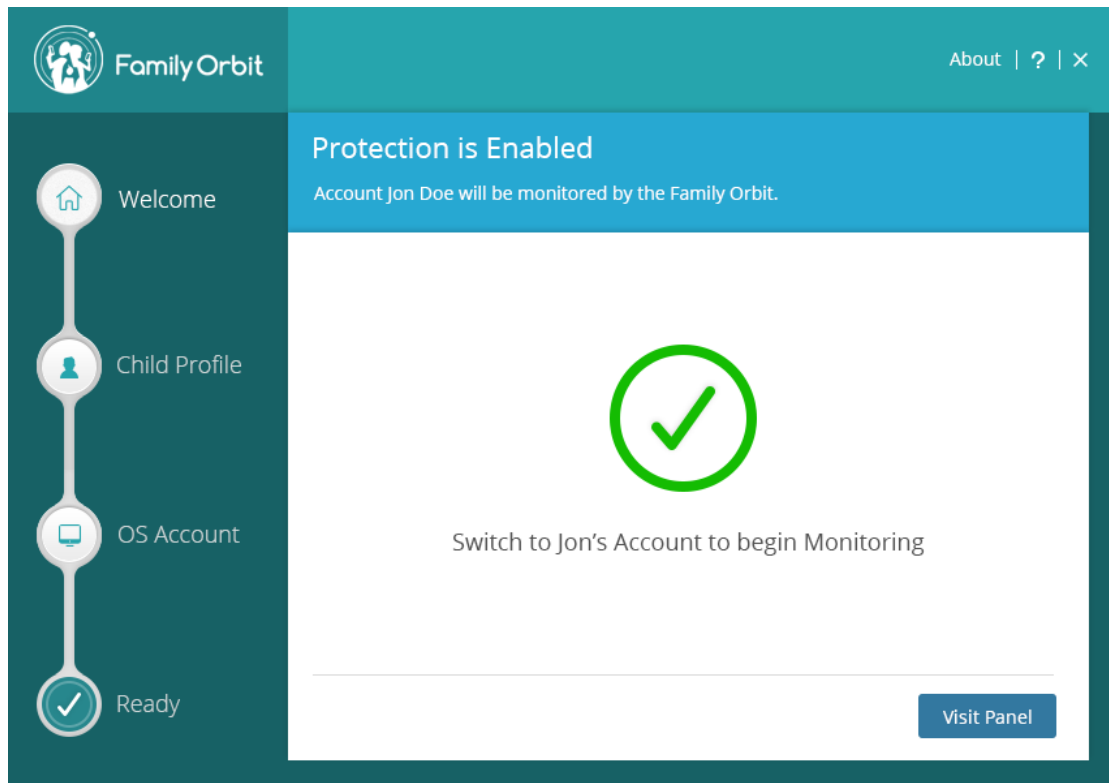
You will see the next screen that lists the computer accounts setup in your device. You can select the user accounts that are used by your child.



Please note that Family Orbit will **only** monitor the computer accounts that you select. After selecting the accounts you wish to monitor, click on Next.

Step 4

Congratulations, Family Orbit is now all setup and ready for monitoring your child's computer activities.

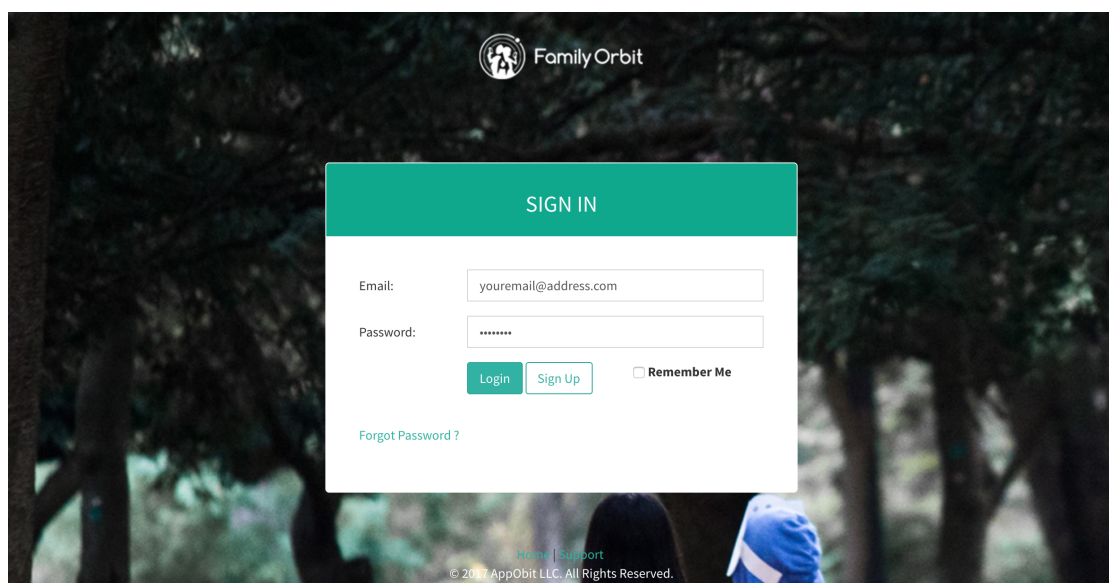


If you are not currently logged in the user account that is used by your child, close the app and log out and log in to your child's account now.

How to view logs?

Within minutes, Family Orbit agent will start capturing the activities and screenshots from the child's computer and upload them to your online account. To view logs, simply open the control panel link:

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



Log in with your email address and password, and you will enter the dashboard. For PC and Mac monitoring, you can view below logs from the left panel:

1. GPS Tracker: View the last location of all your devices.
2. Location History: View the location history of the selected child.
3. Web History: View the websites visited by your child on popular web browsers like Chrome, Safari, Internet Explorer.
4. Media: View the screenshots captured from your child's device every minute.
5. Installed Apps: View the apps your child installs on the computer.
6. Apps Usage: View what apps your child runs and when on the computer.
7. Device Info: View information about device health from here.

How to Uninstall Family Orbit

To uninstall Family Orbit from your computer, please follow the below steps:

Windows

1. Double click on the Family Orbit icon from the system tray bar to open the user interface, you can also launch it from the Startup menu.
2. Once the interface is open, tap on the Logout button from the left panel below your child's name.
3. Now, you will see an Uninstall button in the bottom-right of the welcome window. Tap on it to start the Uninstall wizard.

Mac

1. Open the app from the icon displayed at top-right near the clock. You can also launch the Family Orbit Mac app from the launchpad.
2. Once the interface is open, tap on the Logout button from the left panel below your child's name.
3. Now, you can tap on the Uninstall option from the top Family Orbit file menu.

Product Activation

To enjoy all features of the app without any restrictions, you must upgrade the app to a premium subscription. You can purchase the subscription from the in-app purchase by going to Menu->Premium from within your app or online at <http://www.familyorbit.com/pricing.php>

Once your purchase is complete and you receive the license, please follow the steps below to upgrade your account to premium:

1. Log in to <https://www.familyorbit.com/cp> with your Family Orbit account email address and password.
2. Click on the top-right menu with your name and click on Subscription.
3. Click on the link "If you already have an unused license key, add it here."
4. Enter the license code you received in your mail upon ordering and click on Apply.

Now, your product is activated and ready to use.

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 \$89.95 per annum, the solution is included with every purchase of the PC/Mac monitoring software.

Download the Family Orbit® mobile app on your child's phone:

For iOS:

<https://familyorbit.zendesk.com/hc/en-us/articles/115004152953-Where-can-I-download-Family-Orbit-for-iPhone-devices->

For Android:

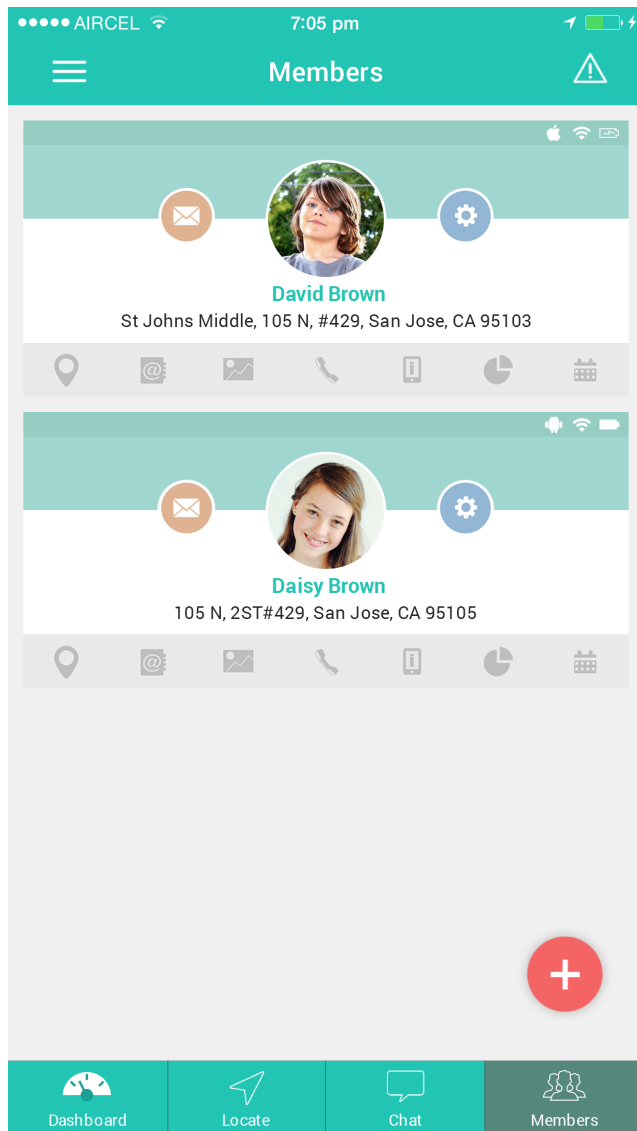
<https://familyorbit.zendesk.com/hc/en-us/articles/360000889674-How-to-download-Family-Orbit-into-Android-phone->

Please refer to the user guide for the specific platform from the below link:

<https://familyorbit.zendesk.com/hc/en-us/articles/115004800814-Where-can-I-find-the-help-guide->

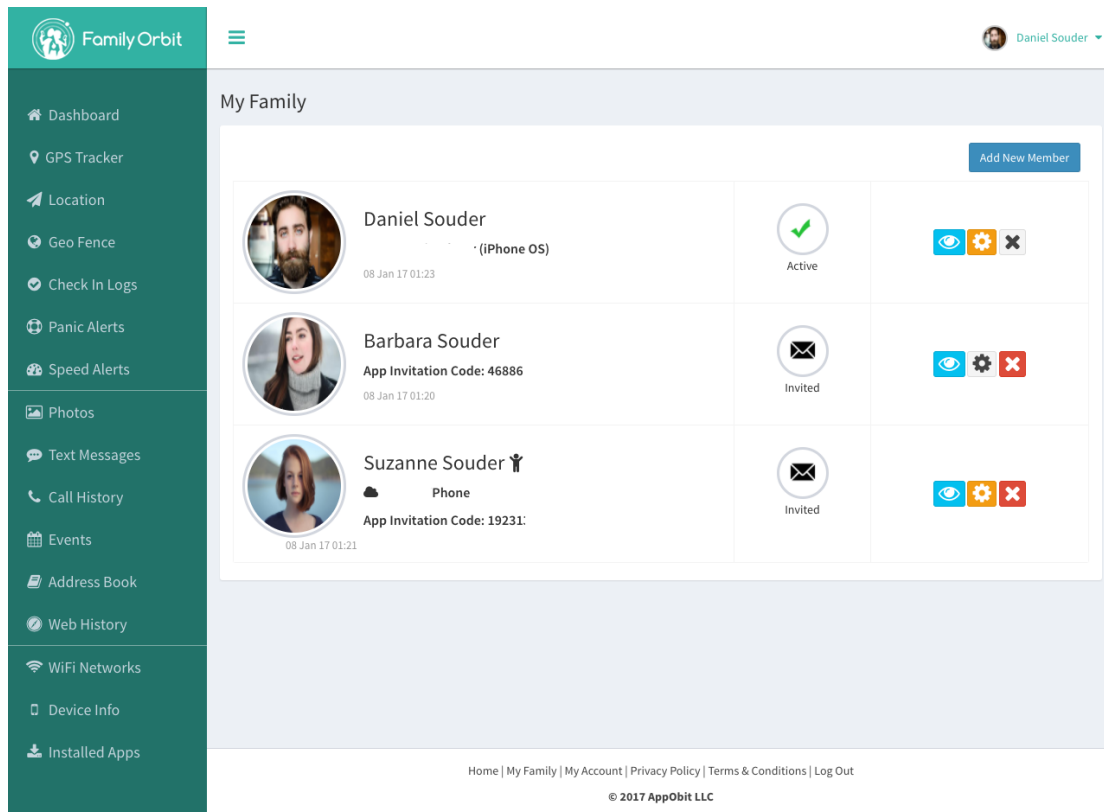
The Parent App

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:

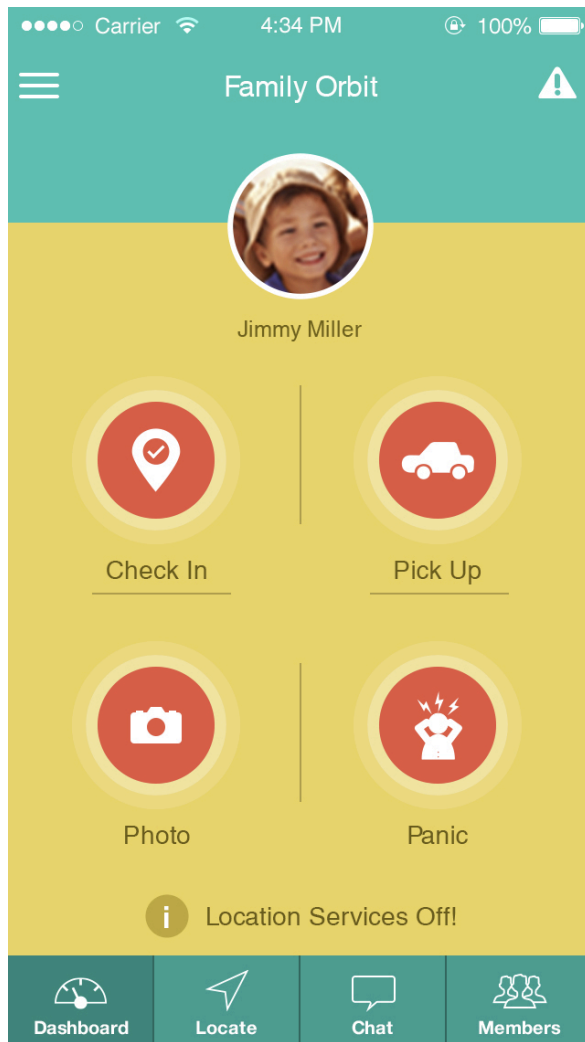


The Child App

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.



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:



Support

If you experience any problems with Family Orbit, or if you have any feedback or suggestions, please write to us at support@familyorbit.com. You can also access the online knowledge base or open a new support ticket using the below links.

FAQ: <https://familyorbit.zendesk.com/hc/en-us>

Request Support: <https://familyorbit.zendesk.com/hc/en-us/requests/new>