

Accountability User Guide

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The Covenant Eyes program offers Accountability or Filtering or use both services together.

Contact us:

- **Get technical support**
- **Update billing or credit card info**
- **Add Accountability or Filtering**
- **Request Covenant Eyes Flyers**

Have your account number or username available when you call, if possible.

Monday through Friday, 8 a.m. to midnight
Saturday, 10 a.m. to 6 p.m. (Eastern Time, US)
877-479-1119 for call within the USA
989-720-8000 for calls outside the USA
Email: support@covenanteyes.com

Welcome!

This user guide will help you make the most of the Covenant Eyes Accountability service.

Compatible Operating Systems

The Covenant Eyes Accountability Software is compatible with Windows XP and higher, Mac OS X 10.4 Tiger and higher, and Windows Mobile 6 Standard and Professional.

Install on Extra Computers for Free

Once you've signed up, you may install Covenant Eyes onto additional computers, cell phones and PDAs for free. To do this, visit www.covenanteyes.com, go to Download Center and click on Current Members. You will need your username and password to install the software.

Multiple computer users

With Covenant Eyes on a computer, all computer users must be signed in to Covenant Eyes to use the Internet.

While multiple people can share a single Covenant Eyes username and password, all that activity will be combined on a single Accountability Report.

That report will be confusing to your Accountability Partners, because they will not be able to tell who is responsible for which Internet activity.

To prevent others' activity from showing up on your Accountability Report, remember to sign out of Covenant Eyes at the end of your time online.

If more people use that computer, they will need to sign in to Covenant Eyes to use the Internet. By signing in with their own Covenant Eyes usernames, their activity will be represented on their own Accountability Reports.

Wireless Hotspots

When using a wireless connection, especially at cafes, hotels, and airports, you must enable secure hotspots in Covenant Eyes. Here's how.

Using a **Windows** computer, right-click on the CE icon next to your desktop clock. Then click on Configure. Click on Enable Secure Hotspots (Wireless/Hotel). Click the OK button.

If you are using a **Mac**, click on the CE Eye in top menu bar, click on Preferences, and then check Enable Secure Hotspots.

When you Enable Secure Hotspots:

In Windows, you will notice that the red 'X' remains over the CE icon for a few web pages. Don't worry, Covenant Eyes is still tracking your use of the Internet, but we have delayed the login to our server to allow you to gain access to the Internet.

Use the Member Center

Please visit www.covenanteyes.com. You will find lots of helpful information on our website, but take a moment and click the Member Center login in the top right corner of the website. On the login, enter your username and password, and then click the Login button. Here, you or your accountability partner may view Accountability Reports, Detailed Browsing Logs, and customize report options.

Set your time zone

To make sure your Accountability Reports show the correct time for activity, log in to the CE Member Center. Go to the list of options below Username Details. The second choice is, "Set Time Zone", click on it to bring up a list of questions. Answer these and save your changes.

If you do not change this, your report will reflect Greenwich Mean Time.

Time Zone Setting Questions:

- What is your Time Zone? If unsure, click on the link to find your time zone.
- Do you observe Daylight Savings Time? You do, if you have to adjust your clocks by an hour twice a year.
- What hemisphere are you in? Do you live north or south of the Equator? For example, North America, Europe, North Africa and most of Asia are located in the northern hemisphere and Australia and Chile are located in the southern hemisphere.
- After you have answered the above questions, [click the Update Time Zone button](#).
Your time zone is now set for your reports.

Restricted Users

Covenant Eyes has the ability to make users on your account restricted. This means they will not be able to generate an uninstall code to remove Covenant Eyes from the computer. To make a user on your account restricted, please call the Customer Support number at the top of this document.

Help Your Accountability Partner Get Started

Your Accountability Partner(s) is a very important part of using Covenant Eyes effectively. Shortly after you sign-up, Covenant Eyes sends an email to your partner at the email address you provided. Your partner must follow its instructions to create a username and password in order to receive reports via email and to view reports anytime at our Member Center.

There is no cost to be an Accountability Partner.

- Ask your partner if they have received our partner invitation email and registered with Covenant Eyes. If they have not yet registered, ask them to do so. If they need help, they may call customer support at 877-479-1119, select Option 2, then Option 3.
- Occasionally, partner invitation emails are captured by spam filters. Ask your partner to look in the junk mail for the message.
- You may also ask them to add these two email addresses to their email address book: reports@covenanteyes.com and support@covenanteyes.com. Adding these addresses will ensure an email spam filter will not discard reports from Covenant Eyes.
- In the rare instance your partner still does not receive the email, call our tech support at 877-479-1119 and choose Option 2, then Option 3. Our free tech support is available (Eastern Time, United States) 8 a.m. to midnight Monday through Friday and 10 a.m. to 6 p.m. Saturdays.

Helpful links

Click one of the following links for helpful articles, videos and other resources.

[Tips to using Covenant Eyes](#)

[What is the Panic Button?](#)

[Help & Support Articles](#)

[Windows Mobile 6 Cell Phones & PDAs](#)

[Uninstalling vs Cancelling your Account – Windows](#)

[Uninstalling vs Cancelling your Account - Mac](#)

[Tutorials](#)

Filter User Guide

Welcome!

This user guide is designed to help you make the most of the Covenant Eyes Filtering service.

Compatible Operating Systems

The Covenant Eyes Filter is compatible with Windows XP and higher. The Filter is not yet compatible with Mac computers.

Getting Started

The Covenant Eyes Filter allows a wide range of filtering of the Internet from very restrictive to fairly unrestricted browsing.

Filter settings are established for each username, not for each computer. That means the settings for 8-year-old Tommy follow him on every computer that has Covenant Eyes 4.1 or higher installed, even if the filter settings for Mom and Dad are different.

Log In

Visit www.covenanteyes.com. In the upper right corner of this homepage, click on "Member Center." Then enter your Covenant Eyes username and password and click Login.

Configure the Filter

The Filter Guardian for the account controls the filter settings for all filter users.

Halfway down the Member Center page is a category called Filter Settings. The clickable links take you to separate pages where you may configure the filter for each user.

Step 1: Time Controls

First click on Time Controls. On the next page, select the username(s) you wish to configure and then click Continue.

General Options

Configure Days – For each user, you can decide when they may use the Internet. You can allow everyday to be the same; you may decide to allow weekend use to be different from weekday use; or you can even make each day different.

Time Zone - Because Covenant Eyes is used around the world, the default is Greenwich Mean Time. You will need to set your Time Zone.

Hemisphere - Do you live north or south of the Equator? For example, North America, Europe, North Africa, and most

of Asia are located in the northern hemisphere and Australia, southern Brazil, and Chile are in the southern hemisphere.

Do you observe Daylight Savings? - You do if you have to adjust your clocks by an hour twice a year.

Total Weekly Time Limit - You may leave this blank for no time limits, or you can enter the number of minutes each week that the user may have access to the Internet.

Daily Time Limit - You may establish the number of minutes each day the user may have Internet access.

Hours of Internet Access - Filter Guardians may establish the hours of the day when Internet access is allowed. Click on the time chart for each day. A half-hour portion of the day turns from green to red. Green times of the day allow Internet access. Making portions of the bar red will deny Internet access for that time of the day.

Note: To save settings, you must click Save All Changes.

Step 2: General Settings and Overrides

When you click on General Settings and Overrides you will see a page that will allow you to establish the sensitivity of the Covenant Eyes Filter and even define specifically which websites will be allowed or blocked.

General Options

Allow Automatic Overrides

Filter Guardians decide which users may override the filter. Click the Allow Automatic Overrides box if you want to allow a user to override the filter. When granted this privilege, the user can decide which sites (among those sites that would normally be blocked at that user's sensitivity setting) to block or allow.

A username that is not permitted filter overrides must receive permission from the Filter Guardian who may override a blocked website. To permit the user to view the blocked website, the Filter Guardian will have to enter their username and password after following the directions under Overriding the Filter (near the end of this document).

Filter sensitivity

A bar that graduates from green (More Sensitive or more restrictive) to red (Less Sensitive or less restrictive) will allow you to choose how much the filter will block for each username. The mid-point default setting will typically work well for teens. Even at its least sensitive setting, the Filter will still block pornography.

Filter Type

1. Normal Filtering - restricts browsing based on Covenant Eyes scoring, plus any individual addresses that you choose to block or allow. You may enter web addresses to Always Block or Always Allow in the appropriate list.

2. Restricted Filtering - blocks all websites, except the Covenant Eyes website and any allowed by the Filter Guardian.

Restrict Browsing to Only – In this box, type the web address you wish to allow a user to view online, then click add. Repeat for each address. The user will only be allowed to visit the list of websites you provide. For instance, you can enter the domain names of websites that a young child may visit, such as lego.com, Disney.go.com and nick.com. When you type in the domain name, the user will be able to view any page on this website.

Remember to click **Save All Changes**.

Step 3: Protocol Blocking

Click on Protocol Blocking to block certain types of Internet Activity, such as filesharing or IM.

Here is a list of quick definitions to help you know if you want to block specific protocols:

FTP: File Transfer Protocol is used to transfer data from one computer to another over the Internet or through a network.

NNTP: This protocol is used for managing the notes posted on newsgroups.

P2P: Peer to Peer filesharing that allows direct access to files from one another's hard drives.

Overriding the Filter From Your Desktop

In addition to our web-based filter controls, Filter Guardians may follow these steps to manage a user who does not have override privileges.

1. Right click on the CE icon next to the time and date on your desktop.

2. Click on Filter History and Settings.

3. Click on History to reveal icons for sites that have been Allowed or Blocked.

Allowed Websites You Wish to Block

1. To block a website that was Allowed by the filter, click on the Allowed icon. This will bring up a list of websites.

2. Click on the website you wish to block. Once you click on the address, the screen to the right will list websites that include that domain name.

3. Click on the web address in the box on the right to highlight the address.

4. Then click on the red X.

a. If a user is not granted override privileges a box will pop up. The Filter Guardian may enter their username and password in the pop up box to grant the override.

b. If the user is granted override privileges, the Covenant Eyes Filter Override screen will pop up and allow several choices. The user may allow or block the website permanently or temporarily. If the user creates a temporary allow or block, it will only be in effect until you logout of Covenant Eyes.

Blocked Websites You Wish to Allow

1. Double click on the Blocked icon under History. This will bring up a list of websites that have been blocked by the filter.

2. Click on the website you wish to allow. Once you click on the address, the screen to the right will list websites that include that domain name.

3. Click on the web address in the box on the right to highlight the address.

4. Then click on the green check mark.

a. If a user is not granted override privileges a box will pop up. The Filter Guardian may enter their username and password in the pop up box to grant the override.

b. If the user is granted override privileges, the Covenant Eyes Filter Override screen will pop up and allow several choices. The user may allow or block the website permanently or temporarily. If the user creates a temporary allow or block, it will only be in effect as long as the user is logged into Covenant Eyes. These temporary websites are erased each time the user logs out.

Override URL

You'll find this feature in the center of the pop-up box when you click on the green check mark or the red X. Notice the slider bar underneath the URL or the web address selected.

While allowing or blocking a webpage or URL, you may choose to block all URLs from a domain.

For example, while browsing you may receive a pop up or view a URL that is listed as `divingsharks.com/photos=?/dorselfin`. If you not only want to block this URL but everything from `divingsharks.com`, move the slider to the left until you are left with the website's domain name, which would be `divingsharks.com`. Click OK at the bottom of the screen and the CE Filter will block all URLs from `divingsharks.com`.

Overrides - Double click on this icon to reveal the Allowed or Blocked icons. Double click on either icon to reveal the websites that are always allowed or blocked for the username.

Temporary Overrides – After setting up the temporary Allowed or Blocked websites, the user can view these websites during the same session. Please note that these temporary websites are erased each time the user logs out from Covenant Eyes.