

KinderSmart – Best Practices

The KinderSmart Virginia application  is easy to download to either iPhone or Android smartphones. We recommend you follow these steps when using KinderSmart on your smartphone:

- A** Ensure your smartphone is password protected.
- B** Ensure your smartphone is configured to regularly check for software updates and has the latest updates from Android or Apple installed.
- C** Perform regular checks for KinderSmart Virginia software updates available in the Google Play or Apple App stores.
- D** Be sure to enable *Location Services* on your smartphone. KinderSmart requires an internet connection in order to function correctly.
- E** If your smartphone is lost or stolen, contact the KinderSystems Support Center immediately at 1-888-211-6884 to unregister your device and number.

- F** If you are selling your smartphone or giving it to someone else, contact the KinderSystems Support Center at 1-888-211-6884 immediately and unregister your device.

Note: Your smartphone will remain registered to the Provider KinderConnect until the KinderSystems Support Center unregisters the device ID. Performing a factory reset or uninstalling KinderSmart will not unregister a device from KinderConnect.