



## User guide for new members

**Welcome!** This user guide is designed to ensure our members have properly installed the program and know how to fully utilize the service. Covenant Eyes has many features that will enhance your experience of using the Internet with integrity.

### Successful download and installation:

- If you have installed Covenant Eyes you will see a blue '**CE**' icon next to the time and date on a PC desktop, or an '**eye**' on the desktop of a Mac. If you don't see the blue CE or the eye, but you have downloaded the program, you likely need to install it.
- **To install on a PC**, double-click on the Covenant Eyes file called CovenantEyes.exe and then click Run. Follow the directions on the pop-up screens to finish the installation.
- **For a Mac**, double-click on the file called CovenantEyesMac.dmg, which should be located on your desktop. Follow directions in the pop-up screens to finish the installation.
- If you need help please visit 'Help and Support' on our website or call our free customer support at 877-479-1119 opt 1.
- There will be a red '**X**' through the blue '**CE**' until you open an Internet browser. If you have Covenant Eyes set to log in automatically the red X will disappear after you connect to the Internet. If you log in manually, the red X will disappear after you log in to Covenant Eyes. If you open an Internet browser a screen will pop up requiring you to log in to CE.

**Additional features:** Once enrolled you may download Covenant Eyes onto additional computers for FREE. To do this, visit [www.covenanteyes.com](http://www.covenanteyes.com) and go to Download Center and click on Current Members. You will need your username and password.

- Covenant Eyes may be set to automatic or manual login. When set on manual login and you are away from your desk and logged out, your computer cannot be used for Internet access by anyone who is not registered with Covenant Eyes. This helps protect your integrity.

### If You Are Using a Laptop or Wireless Connection

When using a **wireless** connection, especially at Internet cafes or hotels, you must configure Covenant Eyes to enable secure hotspots. **When using a PC, follow these steps:** 1. Right click on the CE icon in your system tray. 2. Click on Configure. 3. Click on Enable Secure Hotspots (Wireless/Hotel). **If you are using a Mac**, double click on the CE Eye, click on Preferences, and then check Enable Secure Hotspots.

When you Enable Secure Hotspots you will notice that the red 'X' remains over the CE icon for about four 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.

### For MAC users:

Visit our **Member Center** on our website to make sure your reports have the correct time stamps. Once you've logged in, go to the list of options next to **Username Settings**. At the bottom is "**Adjust Time Zone Settings**." Click on it to bring up a list of questions. Answer these so the time stamps on your Accountability Report are correct. If you do not change this, your report will reflect Greenwich Mean Time, which is the time in London, England.

### 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 (forward or back) 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, southern Brazil and Chile are located in the southern hemisphere.
- After you have answered the above questions, click the Update Time Zone button.

Great! Your time zone is set for your reports.

### Help Your Accountability Partner Get Started.

Your Accountability Partner(s) is a very important part to using Covenant Eyes effectively. When you signed up, you provided the name and email address of your Accountability Partner(s). Within 24 hours of your sign-up, Covenant Eyes sends an email to the email address you provided. Your partner must follow its instructions to create a username and password in order to receive reports by email and to view reports anytime at our Member Center (<https://secure.cvnt.net/member>).

- A few days after signing up, ask them if they have received the email and registered with Covenant Eyes as your Accountability Partner. If they have not yet registered, gently ask them to do so. If they need help, have them call customer support at: 877-479-1119 opt 1. Your help in this area is greatly appreciated.
- Occasionally, the Accountability Partner emails are captured by spam filters. If the email ends up in their junk mail ask them to take it out and follow the email's instructions.
- You may also ask them to add these two email addresses to their email address book: [reports@covenanteyes.com](mailto:reports@covenanteyes.com) and [support@cvnt.net](mailto:support@cvnt.net). Adding these addresses will insure an email spam filter will not discard reports from Covenant Eyes. If your partner(s) missed the first email, we will send it again in a couple of days.

In the rare instance your partner still does not receive the email, call our tech support at **877-479-1119 and choose Option 1**. Our **free tech support** is available (Eastern Standard Time, United States) 8 a.m. to 11 p.m. Monday through Friday and 10 a.m. to 4 p.m. Saturdays.

### Use the Member Center

Please visit [www.covenanteyes.com](http://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.

This will bring up a page where you enter your username and password. Then click the Login button. The next page is the **Member Center** where you will find options that will help you use Covenant Eyes to its fullest. Here, you or your accountability partner may view **Reports** and **Detailed Browsing Logs**.

**For general questions** about Covenant Eyes click on **Help & Support** at [www.covenanteyes.com](http://www.covenanteyes.com). Here you will find **Frequently Asked Questions**, **How To Use Covenant Eyes**, and other features.

If you have an issue with Covenant Eyes that is not addressed on the website, please call **877-479-1119 and choose Option 1**. **Thank you for allowing us to serve you.**

**Would you help us? Individuals, families, and organizations of all types need to know about the danger of Internet pornography and how Covenant Eyes can help. Please request brochures and pass them along to friends, family, and church and business leaders in your area. email: [resources@covenanteyes.com](mailto:resources@covenanteyes.com) and request some today. We are grateful for your help.**