



User guide for new Accountability Partners

Welcome! This user guide is designed to help you be an effective Accountability Partner through Covenant Eyes. Serving as an Accountability Partner is an important part of helping someone escape the temptations of the Internet.

Use the Member Center

Please visit www.covenanteyes.com. You will find a large amount of helpful information on our website. But first take a moment and click the Member Center login at the top right corner of the website. This will bring up a page where you type your username and password. Then click the Login button. The next page is the Member Center where you may view Accountability Reports and Detailed Browsing Logs, change your username details and even upgrade your account. Following is a list of the categories you will see and a quick explanation:

Edit Username Details

If you ever need to change your password, your email address, phone number or other information, you can do it here quickly and easily.

Edit Report Type and Frequency

It is simple to change how often you receive a report or a reminder to view the report online. You may also choose which type of report you receive and customize which portions are included in the report.

These are your Report Type choices:

- **Text Email Report:** This will send a text only report. It is more difficult to read than other report styles.
- **Old Accountability Report (2000):** This is a report style that we have offered since 2000. Every domain name visited is listed by date. Any questionable sites or URLs are listed at the top of the report with the complete address, score and time stamp.
- **Accountability Report (2007, Recommended):** This report style was first released in June 2007 and has since received improvements. In addition to listing questionable sites, it shows when the Internet user is active on the web and other browsing trends. Click this link for a guide to understanding accountability reports: (www.covenanteyes.com/help_and_support/article/?a=178)
- **Email Notification:** Choosing this option will simply send you a reminder to log in to our online Member Center, where you may view reports online.

Customizing the report

After selecting which report you will receive, you can choose which categories on the report to add or delete. Simply check the boxes to select items to appear on the report. You may want to start with our standard settings until you become more familiar with the report's categories. Refer to Understanding Accountability Reports for an explanation of each category (www.covenanteyes.com/help_and_support/article/?a=178). After choosing the type of report and/or the categories that will appear on the report, click Update Report Type and Frequency to apply your selections.

View Accountability Report or Detailed Browsing Log

This portion of the Member Center allows you to view the Accountability Report (New Style 2007 Release), the Detailed Browsing Log and the Old Accountability Report (2000 release). Though we store Internet activity for 30 days, you will find this website initially provides a range of default dates. But you may change those dates in order to review any specific period of Internet activity within the last 30 days. After clicking the bar that reads View a New Accountability Report or Detailed Browsing Log, it will take a few minutes to generate the report you selected. Click the following link for help in understanding the New Style Report (www.covenanteyes.com/help_and_support/article/?a=178).

Upgrade Your Account

We welcome you to join the ranks of Covenant Eyes users. A single username is just \$7.99 per month. For discounts on multiple user accounts for various organizations, businesses or schools, please call us toll free at 877-479-1119 and choose Option 4. For calls outside the United States, dial 989-743-1100.

If you have not received a report by email

- Occasionally, the Accountability Partner emails are captured by spam filters. So please check your email for junk mail and see if Accountability Partner emails are being sent there.
- You may need to add these two email addresses to your email address book: reports@covenanteyes.com and support@cvnt.net. Adding these addresses will insure an email spam filter will not discard reports from Covenant Eyes.

In the rare instance that you still do not receive the email, call 877-479-1119 and choose the option for customer support. For calls outside the United States, dial 989-473-1100. Our free customer support is available 8 a.m. to 11 p.m. Monday through Friday and 10 a.m. to 4 p.m. Saturdays (Eastern Time, United States).

For general questions about Covenant Eyes, click on Help & Support at www.covenanteyes.com where 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 in the United States and 989-473-1100 outside the U.S. and choose the option for customer service. Thank you for allowing us to serve you.

Please help us spread the word

Would you please help us? Individuals, families, and organizations of all types need to know about the dangers of Internet pornography and about Covenant Eyes. Please request brochures and pass them along to friends, family, and organization and business leaders in your area. Email a brochure request to resources@covenanteyes.com. We are grateful for your help.

