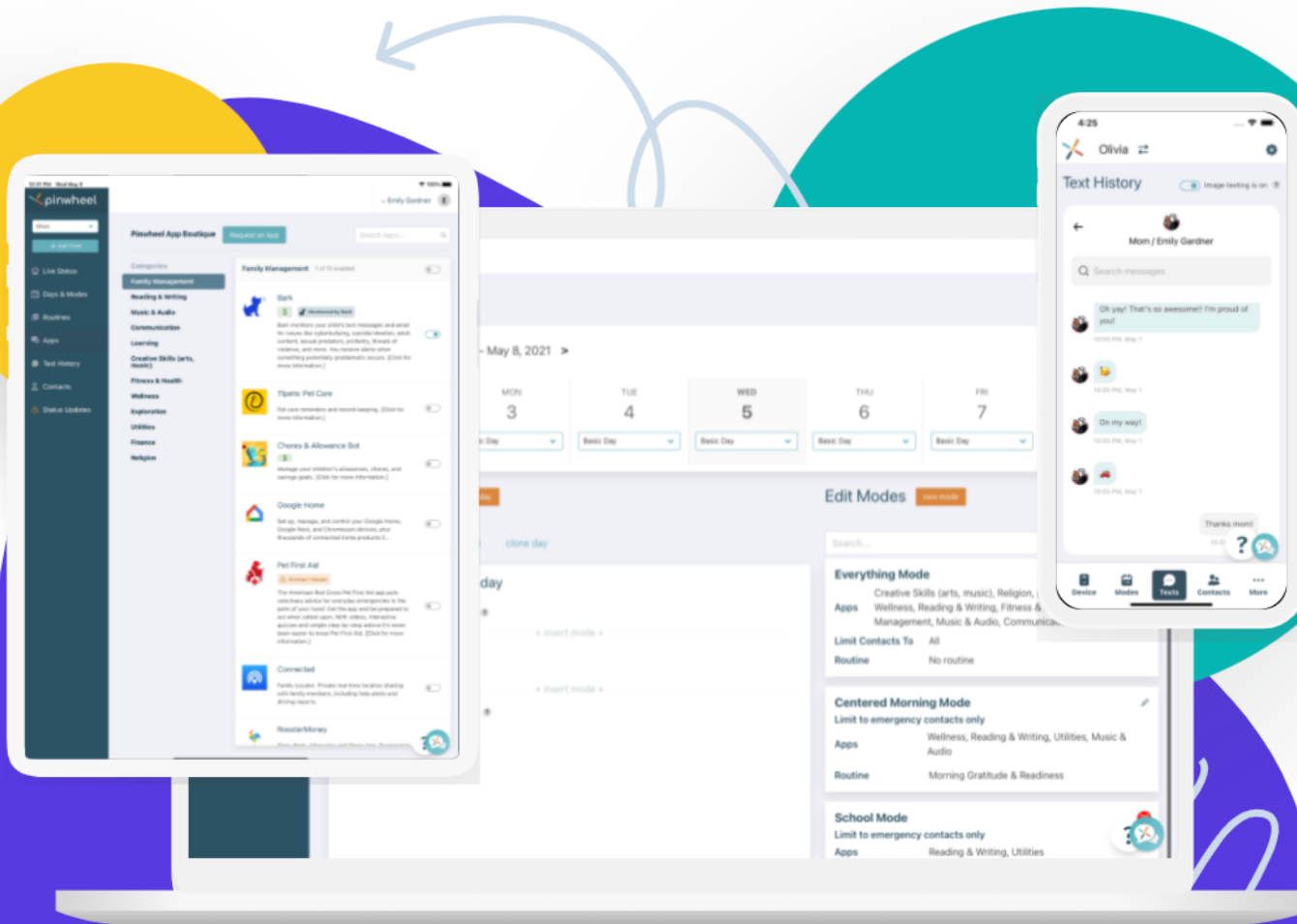




# PINWHEEL SET UP GUIDE

THE COMPREHENSIVE GUIDE TO  
PINWHEEL PHONES, THE CAREGIVER  
PORTAL, AND MORE





# Greetings from Pinwheel!

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This guide is designed to serve as a tool to help you get started on your journey with Pinwheel while doing our best to give you only the information you need to get going.

We hope you find it useful and if you have any thoughts as you are going through it, feel free to contact us with feedback.

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# CREATING A CAREGIVER PORTAL ACCOUNT

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# Creating a Caregiver Portal Account

*While everything in pinwheel can be managed from the parent app on your device, our recommendation for initial setup is to use a desktop for the best experience.*

## Step 1

To begin visit [Caregiver.Pinwheel.com](https://Caregiver.Pinwheel.com) which will take you to the screen on the left of this page. **Click Sign Up.**

## Step 2

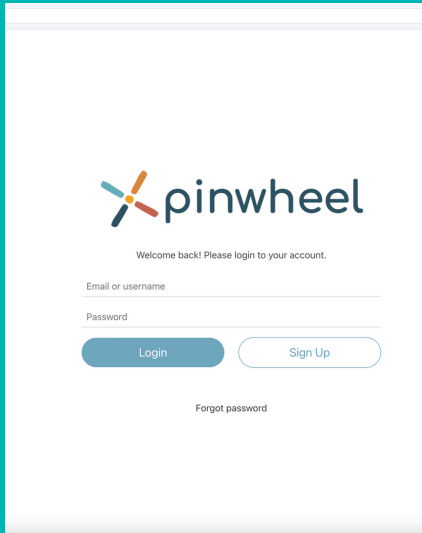
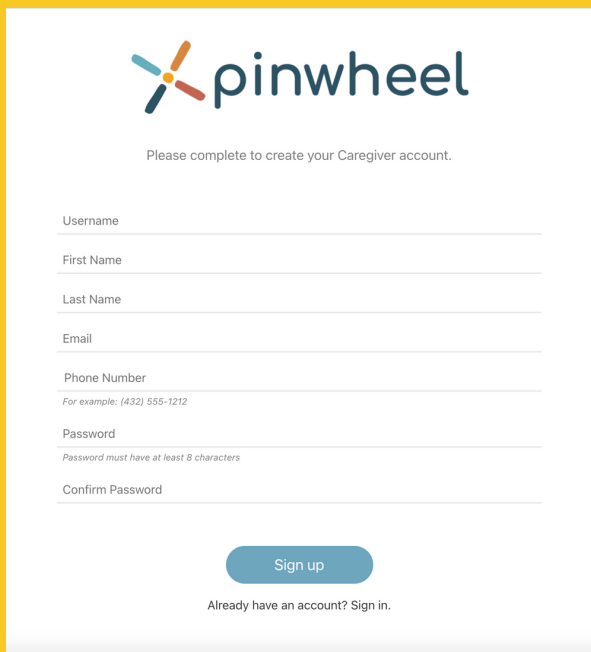
You will then be greeted by this screen and asked to fill in your information.

It is important that you have regular access to the email and phone number you submit.

Please note:

- You want to use YOUR email.
- Your phone number is used to add your contact as an initial emergency contact.
- You are able to use both your email or username as a login.

When finished, **Click Sign Up.**

A screenshot of the Pinwheel login page. At the top is the Pinwheel logo, which consists of a stylized 'X' made of four colored lines (blue, orange, green, and red) followed by the word 'pinwheel' in a dark blue sans-serif font. Below the logo is the text 'Welcome back! Please login to your account.' followed by two input fields: 'Email or username' and 'Password'. Below these fields are two buttons: a blue 'Login' button and a white 'Sign Up' button with a blue border. At the bottom is a link that says 'Forgot password'.A screenshot of the Pinwheel caregiver account creation page. At the top is the Pinwheel logo. Below it is the text 'Please complete to create your Caregiver account.' followed by several input fields: 'Username', 'First Name', 'Last Name', 'Email', 'Phone Number' (with a note 'For example: (432) 555-1212'), 'Password' (with a note 'Password must have at least 8 characters'), and 'Confirm Password'. At the bottom is a blue 'Sign up' button and a link that says 'Already have an account? Sign in.'



### Step 3

A code will be sent to the email you signed up with and you will be asked to input that 6 digit code on the next screen.

#### **Click Confirm.**

Sometimes this email gets stuck in **Spam** or **All Mail** depending on the email set up.

**Congrats! You have created the caregiver account of your caregiver portal. This is what you will use to log in to access the caregiver portal on desktop or the Caregiver app.**

### Step 4

Now - You will be taken to the screen where we will create the first child account.

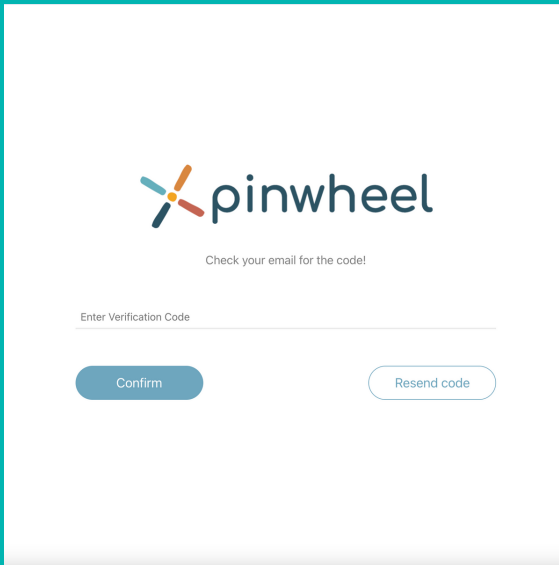
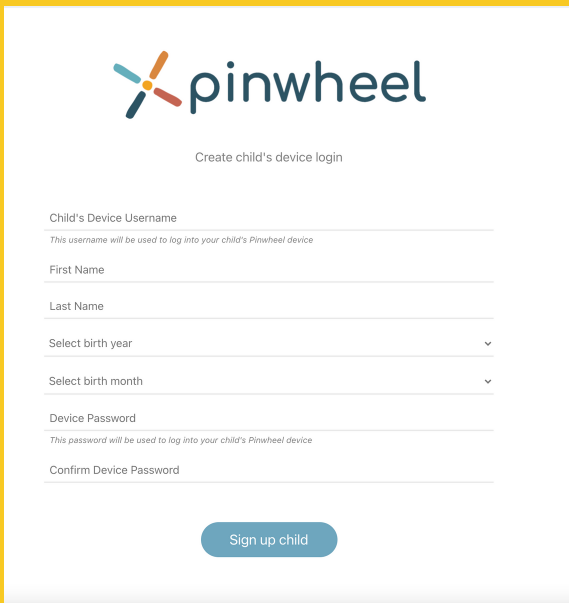
*(If you were not, you can go ahead and add a child account by pressing the **Add Child** button located in the top left corner of the screen.)*

**You will put in the requested info.**

*(For the username - Please only use numbers and letters - no spaces or special characters.)*

#### **Click Sign Up Child.**

*It is important to note that the child username and password you choose will be what is used to log in to the actual Pinwheel Phone when you are ready. If you are setting up more than one child with a pinwheel device make sure this information is unique to each child account.*

A screenshot of the Pinwheel verification screen. At the top is the Pinwheel logo, which consists of a stylized 'X' made of four colored lines (blue, orange, green, and red) followed by the word 'pinwheel' in a lowercase, sans-serif font. Below the logo is the text 'Check your email for the code!'. Underneath that is a text input field labeled 'Enter Verification Code'. At the bottom of the screen are two buttons: a blue button labeled 'Confirm' and a light blue button labeled 'Resend code'.A screenshot of the Pinwheel child creation screen. At the top is the Pinwheel logo. Below it is the text 'Create child's device login'. The screen contains several form fields: 'Child's Device Username' with a subtext 'This username will be used to log into your child's Pinwheel device', 'First Name', 'Last Name', 'Select birth year' with a dropdown arrow, 'Select birth month' with a dropdown arrow, 'Device Password' with a subtext 'This password will be used to log into your child's Pinwheel device', and 'Confirm Device Password'. At the bottom is a blue button labeled 'Sign up child'.

## Congrats!

You have now created both your parent account and your child account for the caregiver portal.

You will now be placed into the caregiver portal.

If you are setting up caregiver portal accounts for multiple children, feel free to click **Add Child** In the top left corner and repeat **Step 4** as necessary.





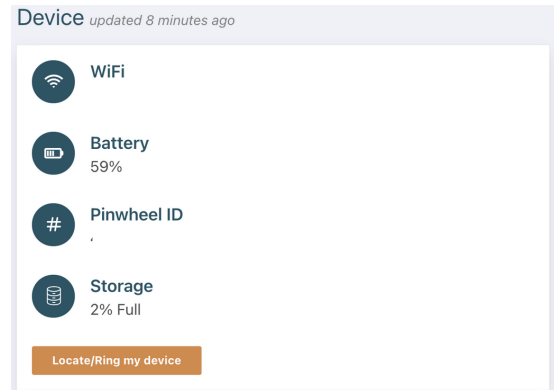
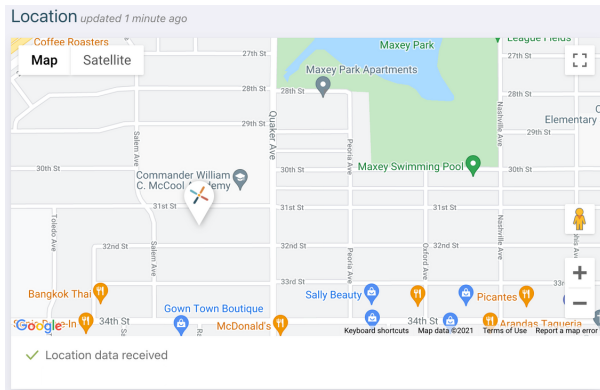
# **CUSTOMIZING YOUR CAREGIVER PORTAL**

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# Customizing Your Caregiver Portal

Let's explore the dashboard in the Caregiver Portal!



The **location map** shows the current location of the Pinwheel device, and updates every few minutes as long as your child is connected to Wi-Fi or has cell service.

You can also see the last 20 locations in the **history** section right below it.

The **device panel** gives you a quick overview of what's going on with your kid's Pinwheel.

You can see their battery life, the **Pinwheel ID** (which you'll provide to customer care, if you have extra questions), and how much storage is available on the device.

## Let's start customizing your kid's phone!

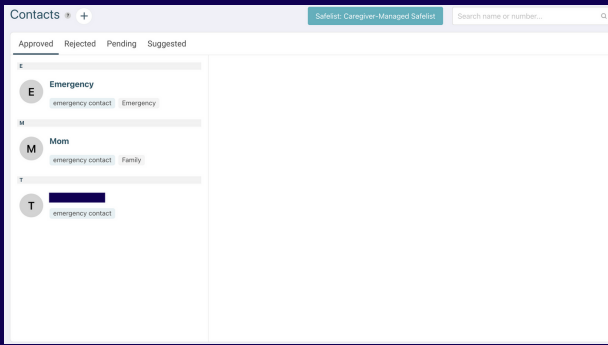
You are able to explore the options in any order. But to get the best results we recommend the following order for set up

- **Contacts**
- **Phone History**
- **Routines**
- **Days and Modes**
- **Apps**





# Customizing Contacts



The contacts page looks much like the one pictured here.

Two ways to add contacts to your child's phone:

1. You add the contacts to the child's phone from the caregiver portal.
2. Once your child has their phone, they can make requests from their phone which gets sent to the caregiver portal for approval.

## Contacts Tabs

You might notice the tabs in the top left corner as well as the + Tab above them.

### Contacts ? +

Approved Rejected Pending Suggested

### The + Tab

The + Tab is how you add a contact to the phone from the caregiver portal. We recommend adding yourself and other important emergency contacts.

### The Approved Tab

The Approved Tab means that your kid can contact these contacts, because they have been approved.

### The Rejected Tab

The Rejected Tab means that your kid requested this contact from their device, and you chose to block the number.

### The Pending Tab

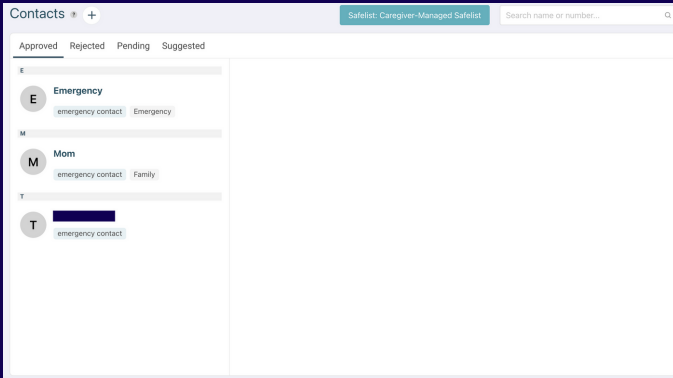
The Pending Tab means your kid is waiting for you to approve or reject the contact.

## Contact Info

You can click on any approved contact to see and customize the photo, name, phone number, status (rejected/approved), and if it's an emergency contact.

You can also assign a contact to a Group. You might create groups like family, schoolmates, and teachers, for example.

# Customizing Phone History



In the phone history tab you can view your kid's call and text history. More info is below.

By default, image texting on your child's phone is turned off. By clicking the toggle in the top right corner of the Phone History page, you can trigger this feature off or on as needed.

The Phone History page looks much like the one pictured here.

☐ Image texting is off ?

☒ Image texting is on ?

## Text And Call History

You switch between the text and call history pages by using the tabs in the top left corner.

### Phone History ?

Text History

Call History

### Text History

Text History provides the ability for you to see all the text messages sent and received from every contact. Even if they have been deleted on the device itself.

### Call History

Call History provides a record of the inbound and outbound calls of the phone including the time spent on the call.

## Approved / Needs Review

You will notice two tabs under text and call history, labeled Approved and Needs Review

approved

needs review

### The Approved Tab

The Approved Tab means the contact had already been approved therefore the conversations show up there.

### The Needs Review Tab

The Needs Review Tab means texts have been sent to your child, but the number it came from is not on the approved list of contacts, therefore they have not seen it yet.

*(This is where verification/short codes will appear.)*

# Customizing Routines

**Routines** provide a list of tasks that show up on your child's phone as a checklist for your child to complete.

Below is an example of the pre-set **Ready For The Day** checklist you will find in the caregiver portal.

## Routines ?

Anytime Routines

Morning Routines

Ready for the Day ...

[+ Add Routine](#)

Afternoon/Evening Routines

Ready for the Day [delete routine](#)

- Check Weather
- Pick out Clothes
- Brush Teeth
- Wash Face
- Comb Hair
- Get Dressed
- Get everything ready to leave: backpack, lunch, shoes, coat, whatever you need for today!
- Eat Breakfast

click to add task, or hit enter

You have the choice to customize the **Ready For The Day** routine or create an entirely new routine custom to your family's needs. To build a new routine, follow these steps:

**Step 1** - Click on the arrow next to one of the dropdown categories you see on the left of the screen. This will make it easy to find later.

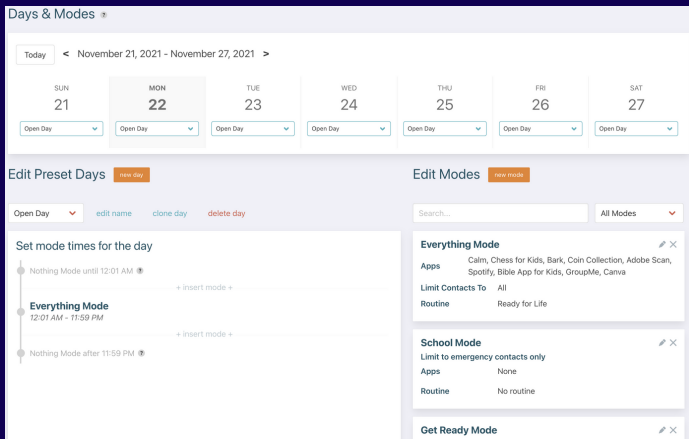
**Step 2** - Click **Add Routine** and give the new routine a name.

**Step 3** - Click the **Click To Add Task** text and build out your list.

**Step 4** - When you have finished your list, you are done! The routines you put together are automatically saved, but you'll need to add them to a mode before you see them in action.

**Pro-Tip: Order matters to these routines as well. You can drag and drop the tasks so your kid can view them in the order of your choosing by clicking and holding the square with 4 dots.**

# Customizing Days & Modes



The Days And Modes page looks much like the one pictured here.

Days and Modes is a highlight feature of pinwheel that allows you customize when selected contacts and apps will be available on your kid's phone, as well as which routines appear when.

## Let's Talk About Modes

**Modes** decide what's available inside that mode. It is common that the phone will transition through multiple modes inside a single day. We have some preset modes for you such as **school**, **everything**, and **get ready** mode which you are free to change as needed.

However, you are able to set up your own mode. Here's How!

This is a great opportunity to spend time with your kid. You can go through the list of apps and contacts together to talk about what's appropriate during each day and why!

## How To Build A Mode

**Step 1** - From the **Days And Modes** page - next to where it says - **Edit Modes** on the right side of the screen, You will press the **New Mode** button.

**Step 2** - You will see a popup like the one to the right asking you to fill in the information to define what the mode will do. Fill in the information.

The definitions of each of these are below.

**Name of mode** - is what the mode should be called. For example, we used **Get Ready** for our name.

**Limit to emergency contacts only** - This checkbox determines if your child can contact only emergency contacts during the mode. Think: school mode, where your child is at school and needs to focus.

**Apps** - These are all the apps that will be available in the mode. You select apps individually to be allowed. If you select an app here that is not enabled, it will be enabled automatically.



# How To Build A Mode – Continued

**Limit Contacts To** - In the **Contacts** tab, you can assign contacts to groups, these groups are then assigned in this section of the mode to determine who can be contacted.

*For example: if you want your kids teachers to be able to text him during school time, but not his friends, you can set a group "Friends" and a group "Teachers" and only allow "Teachers" in school mode. Emergency contacts are always allowed to be contacted, even if not in a group.*

**Routine** - This sets routines to the device. You can only select one routine per mode due to the display limitations of the device.

**Mode Category** - This is just a pointer to when the mode will likely be used. It helps with scheduling later.

**A well built mode will end up looking something like this:**

The screenshot shows a form for creating a mode named "Afterschool". The form includes the following sections:

- Limit to emergency contacts only:** A checkbox that is currently unchecked.
- Apps:** A list of selected apps: Bark, Kindle, K-LOVE, Piano by Yousician - Learn to play pia..., Chess for Kids, Headspace, and Greenlight. Each app has a small 'x' icon to remove it. There is a dropdown arrow on the right.
- Limit Contacts To:** A list of selected contact groups: Emergency and Family. Each group has a small 'x' icon to remove it. There is a dropdown arrow on the right.
- Routine:** A dropdown menu showing "Ready for Life". There is a dropdown arrow on the right.
- Mode Category:** A dropdown menu showing "Afternoon Modes". There is a dropdown arrow on the right.

At the bottom of the form, there are two buttons: "create mode" (orange) and "cancel" (red text).

**Congrats on having built your first mode!**

**We encourage you to repeat this process as many times as you need to suit your needs.**

# Let's Talk About Days

After you have created the modes you want to have, it is time to move onto the Days feature. Days are where you utilize each mode to structure your child's day. Once again, you will see, we have some preset days that you are welcome to customize. However, making your own is fine too!

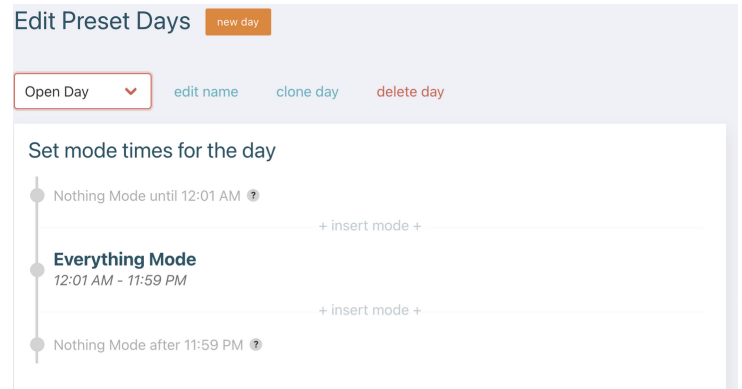
## How To Set Up A Day

**Step 1** - Beside **Edit Preset Days**, Click the **New Day** Button.

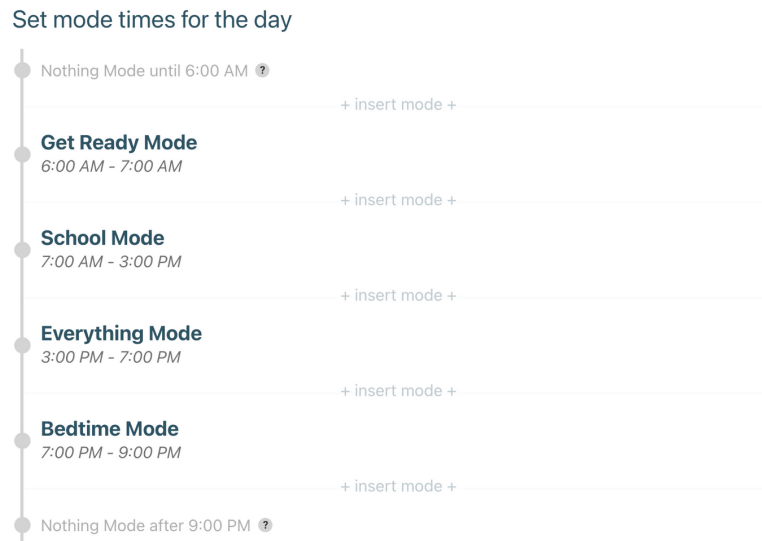
**Step 2** - You will be asked to give the **Day** a name such as **School Day**

**Step 3** - You will then click **Insert Mode** and be prompted to select which mode you would like to schedule for what time of day.

**Step 4** - Once you have set this up, please repeat it to add as many modes as needed. Typically 2-4.



**A well built day will end up looking something like this:**



**Pro-Tip:** If you want the phone to just be open all day, every day, go ahead and create your own "Everything Mode" going from 12:01AM to 11:59PM. (It can't be a 24 hour option because the way Android does things, there has to be 1 minute of nothing mode.)

### What Is Nothing Mode?

If you do not have a mode defined at a certain section of time the phone goes into what is called "Nothing Mode". Nothing mode just means they can't use any apps and only can contact emergency contacts.

# Let's Talk About Schedules

Once we've created some **Modes** and put them into **Days**, we can finally attach those days to our schedule. On the top of the **Days And Modes** page, you will see a weekly calendar with different drop downs of **Days** below them. Simply put, you can change what created day is available on each calendar day. You can see an example of that below.

Days & Modes ⓘ

Today < November 21, 2021 - November 27, 2021 >

SUN 21	MON 22	TUE 23	WED 24	THU 25	FRI 26	SAT 27
Open Day ▼	Open Day ▼	Weekend Day ✓ Open Day School Day	Open Day ▼	Open Day ▼	Open Day ▼	Open Day ▼

Don't worry, you don't have to put every day into each individual actual day. You will be asked if you want that day set for for every Monday or every Sunday etc.

×

**Would you like Weekend Day to apply for all Tuesdays?**

Yes, apply for all Tuesdays

No, apply only for November 23rd, 2021

We recommend setting your school days to Monday through Friday and making your weekend days Saturday and Sunday, But it's up to you and what fits your family! These settings are not permanent. You can select a day just for the specific date if you click the lower option on the prompt.

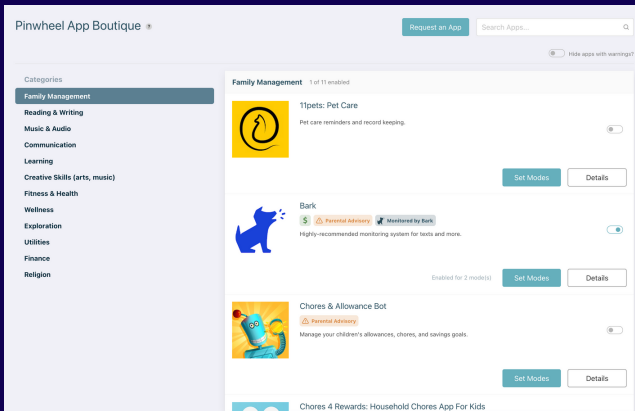
For example: if your child's birthday is on September 8th then you can set a "**Birthday Day**" or simply use your **Open Day** on that specific day without affecting any days in the future. You are able to scroll through the schedule to see what settings you have set.

## Final Things To Note

Once you have assigned modes to days and then scheduled all of it - Congrats!! you have setup days and modes for the device! If you've changed a mode in the middle of your kiddo using the phone, they'll need to reload the device to get the update. The reload instructions are below.

*Swipe left to the apps screen, Open The Pinwheel Settings App, Press Reload Pinwheel  
Once reloaded, they'll be able to see their current mode and all of the modes coming in the device timeline.*

# Customizing Apps

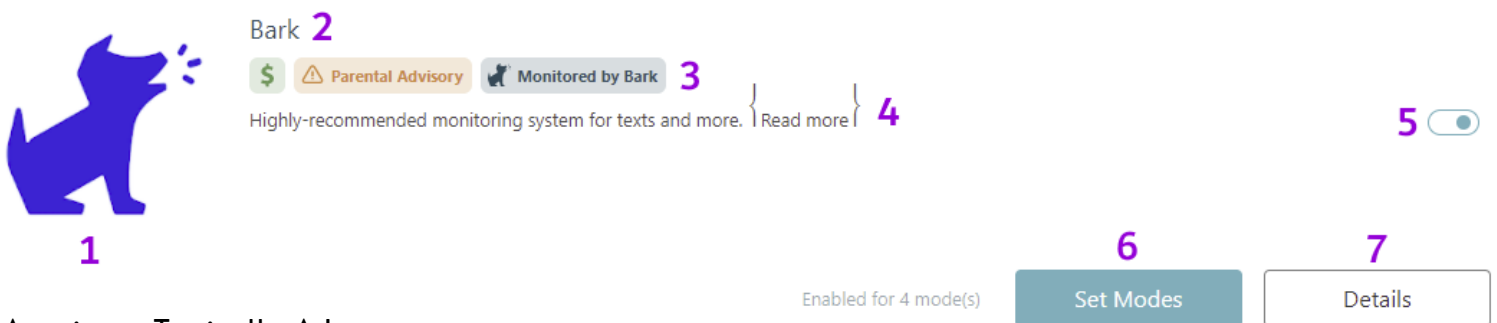


The App Boutique is where Caregivers can go to enable apps and attach them to the various modes. It is different than an app store, because rather than having as many apps as possible, Pinwheel staff curates these apps based on our board of therapist's criteria. There are still plenty available however that you and your child are bound to enjoy!

The Apps page looks much like the one pictured here.

## Let's Talk About Apps

You will notice a selection of categories to the left, with the apps available in that category featured on the right. The categories are to help you locate apps, for example in Music & Audio you can find apps like Pandora, Spotify Kids, and Apple Music to name a few. When you look on the right, the apps selected will show you this relevant info.



1 - App icon. Typically A Logo.

2 - App name.

3 - App labels. Informs parents whether apps have loopholes, monetization opportunities, or risks.

4 - Quick description. These are the quick summaries of what each app is, so you can quickly read them and continue browsing.

5 - App enable/disable switch. Pressing this opens a prompt to select which modes you want the app enabled on, then enables it.

6 - Set Modes button. Pressing this opens a prompt to select which modes you want the app enabled on, then enables it. Woah, déjà vu.

7 - Details button. Pressing this opens an entire detail panel, displaying the full summary of the app, what the labels are referring to (Including warnings about loopholes, and possible dangerous content) and what modes the app is enabled on.



# Let's Talk About Apps – Continued

If you want to ensure your child has no apps with any possible warnings, please toggle the **Hide apps with warnings?** option in the top right of the apps page.

 Hide apps with warnings?

If you choose to allow an app, click the **toggle button**. You can even set the mode so the app is only available at certain times. Of course, if you no longer want an app, just click the toggle button again.

If you enable the app on the apps page, you do not have to go back into the days and mode page to add it. It is automatically done for you.



Not Allowed



Allowed

*When you add a new app, remember that your child will have to reload pinwheel from the Pinwheel Settings app icon in your kid's phone for the app to appear.*

## Congrats!

If you have completed these steps, you know everything you need about the caregiver portal!

You are ready to get cell service set up on your Pinwheel Phone in preparation in giving the device to your child to enjoy!





# SETTING UP CELL SERVICE ON PINWHEEL

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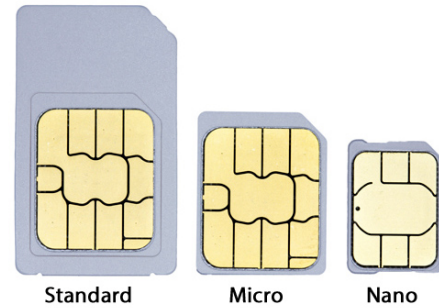
# Setting Up Cell Service On Pinwheel

Here's what you will need to get cell service set up!

## A Physical Sim Card

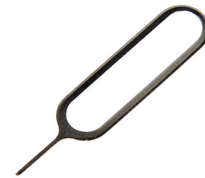
(**Nano Size** - From a compatible provider)

*Provided in the Pinwheel phone box **Only If** you requested a **Mint SIM** from us at checkout.*



## A SIM Card Ejector Tool

(Provided in the pinwheel phone box)



## Before We Get Started...

It may sound foreign - However, every mobile phone out today contains a SIM card that merely retains and establishes the cellular connection and phone number of the device.

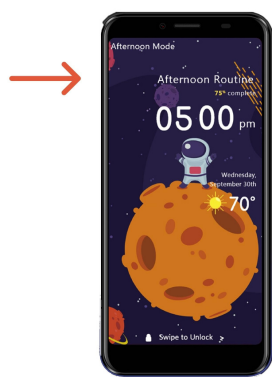
In order to get your cellular service up and running, an activated SIM card will need to be inserted into the Pinwheel phone.

Make sure you are using a Nano SIM, any size larger will not work. If you are unsure if your Sim Card is activated, please contact your cellular provider. This is something Pinwheel is unable to answer.

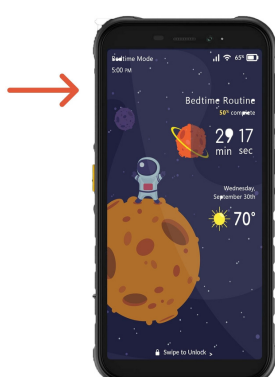
Your cellular provider can also provide steps on activating your SIM Card.

# Assuming you have an activated SIM card, let us begin!

# Setting Up Cell Service – Continued



Pinwheel Slim



Pinwheel Rugged



Pinwheel Plus

**Step 1** - Using the SIM card ejector tool, find the tiny hole on the top left side of your device and press into it, this will unlock a **SIM Tray** in which the **SIM Card** will be placed.

If you are using a **Rugged Model**, you'll need to find the "TF/SIM CARD" cut out on the top left side, use the **SIM card ejector tool** back as a hook to pull the tray out.

The tray you pull out will look something like this depending on the phone model.



Pinwheel Slim



Pinwheel Rugged



Pinwheel Plus

**Step 2** - You are going to want to locate the slot that says **SIM 1** or **Slot 1** (Red arrows to help locate) and place your **SIM card** into that slot of the tray. Then push your tray back into the device.

**Step 3 - Congrats!** You have now set up cellular with Pinwheel!



# SETTING UP YOUR CHILD'S PINWHEEL DEVICE AFTER IT'S RECEIVED

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# Setting Up Your Pinwheel Device

**We're excited to help get you started with your new Pinwheel device!**  
**Please refer to the following steps to get going with your new Pinwheel Phone.**

## Make sure the phone is fully charged

Many devices will come with a lower charge than the device is capable of when manufactured and shipped. Make sure your phone is charged to 100% when unboxing and before getting started.

## Setup Your Data Plan

We have partnered with **Mint Mobile** to make this step super easy but you are welcome to use a data plan from your existing carrier. Please refer to your mobile carrier (**Verizon, T-Mobile, etc.**), to setup your device with your existing service.

**Mint Mobile activation steps are listed below for your convenience:**

1. Download the Mint Mobile App for iOS or Android
2. "Activate your SIM Card" by typing in the activation code (ACT CODE: included on the card in your Pinwheel package)
3. Fill out the information upon request through the Mint Mobile setup process. It will assign a phone number to the ZIP code you enter

## Insert The Sim Card

All phones come equipped with either an electronic or physical SIM card to connect with a mobile carrier. Pinwheel phones are built on Android and rely on a physical card in the device. This is typically provided by your cellular provider in-store.

**Step 1** - Remove the Sim Card Tray

**Step 2** - Place the SIM card back in the slot for SIM 1

**Step 3** - Push the tray back into the slot

*(Please allow a moment for the SIM card to connect to the carrier network)*

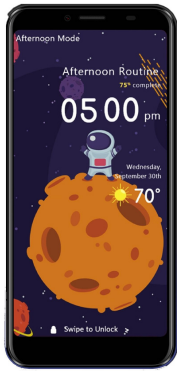
For advanced instructions on how to do this, please see our **Setting Up Cell Service On Pinwheel** guide – found on Page 18 of this document.

# Continued On Next Page



# Turn On Your Pinwheel Phone

The power button can be found where the red arrows indicate for each model.



Pinwheel Slim



Pinwheel Rugged



Pinwheel Plus

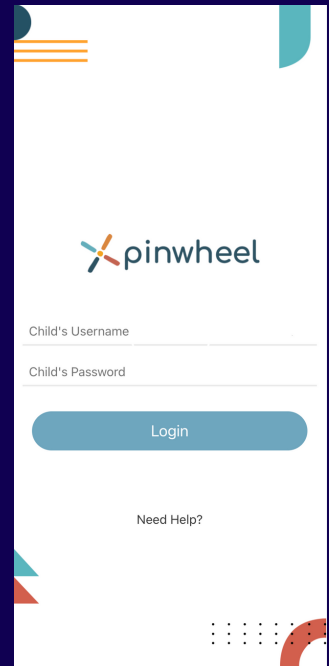
## Login To The Phone

You should be greeted by a screen that looks quite similar to the Caregiver App login.

If you have not set up your caregiver portal yet, please go [here](#) to do so. (Incorporate a link to CGP set up [here](#))

From here, you will login with the child's username and password you created when adding the child account to your caregiver portal.

Remember to check the option Remember Me when logging into the phone.



## Connect The Phone To Wifi – Optional But Recommended

You may want your phone to prioritize using a wi-fi network rather than the phone's data plan. You should know that pinwheel phones DO NOT have wifi texting capabilities and MUST have a SIM Card installed to be able to text through SMS. Here are the instructions on how to set up WIFI.

**Step 1** - Swipe down from the top of the phone.

**Step 2** - Tap and HOLD the WiFi icon in the top left.

**Step 3** - Find your WiFi Network, press it.

**Step 4** - Type in your password then press "Connect"

**Step 5** - All Done!

# Continued On Next Page



## Ensure Pinwheel Has Permission To Run

This allows the phone to run the pinwheel software without interference and provides frictionless experience for you and your child.

### Follow These Steps to Do This

**Step 1** - Swipe Left Until You Reach The Apps Screen

**Step 2** - Locate The App Called Pinwheel Settings and open it

**Step 3** - Scroll Down To Find The System Option, click it and select accessibility

**Step 4** - Under Installed Services Or Downloaded Services you will find Pinwheel, You want to make sure Pinwheel reads On / Allow

**Step 5** - You have now enabled Device Security!

**Congrats!** Your child's phone is ready to use!

Apps (If selected in caregiver) will begin to download soon if they haven't already.  
You are now ready to hand the phone to your child and let them enjoy it!

# Congratulations on having set up your Pinwheel Device!

To be safe, we want to provide you with answers to our top FAQ's we get from customers.

## Why are the settings in my caregiver portal not showing on the phone?

Anytime you make a change on the caregiver portal, you may have to press the **Reload Pinwheel** button found in the pinwheel settings app. Think of it like a refresh on your computer's browser!

## The phone isn't getting service / messages are blocked etc. Why?

One of the special things about pinwheel is we specialize in building great technology and software to support it. Because of this, we refer to mobile providers to do what they specialize in, which is providing great cellular service. If you are experiencing an issue with your phone's service, it is likely something you should speak to your cellular provider about.

## What should I do if I am having issues with the phone?

The first thing you should do is press the **Reload Pinwheel** button in the pinwheel settings app. If you are still having problems, please reach out to our Customer Care team. The chat bubble on our website is the most popular option. However, you can always text them at **(888) 903-7977**.

Pro-Tip: Save that number as a contact in your phone, so you can text them if you need help on the go.