



YOUR VOICE

PROTECTED BY CANDOR TRUST & SAFETY

PARENT GUIDE

Digital Safety Starts Together

How to set up your family, verify your consent, and understand the safety systems protecting your teen — in about ten minutes.



Understand the flow

Two phones, one family code, ten minutes



Verify with confidence

Your ID is checked, then destroyed



Know the protections

What guards your teen after setup

NOTHING GETS PAST US.

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BEFORE YOU BEGIN

What makes Your Voice different

Most social platforms ask a new user to check a box claiming their age, and that is the last anyone hears of it. Your Voice works the other way around: a teen cannot have an account here unless a verified adult approves it — from the adult's own phone, with the adult's own cryptographic signature, after proving they are actually an adult with a government-issued ID.

Just as important is what we don't take from you along the way. Your teen's exact birthday never leaves their phone. Your ID photo is destroyed the instant it is checked — it never reaches this platform's servers at all. And nobody in your family ever creates a password that could be stolen from a database, because there is no password database.

What you'll need

- Two phones — yours and your teen's. Each person completes their part on their own device.
- Your driver's license (or another government ID with a barcode on the back) for the adult-verification step.
- Pen and paper for your recovery phrase — you'll see why below.
- About ten minutes together.

■ The one thing you must not skip

During setup, each of you receives a recovery phrase — a list of words that is the only way back into an account if the phone is lost or the PIN is forgotten. Write it on paper and keep it somewhere safe. Because Your Voice never stores your keys or passwords, we cannot reset or recover an account for you — that limitation is a direct consequence of the privacy protections, and the paper backup is the trade.



STEP BY STEP · PART 1

Set up your family — the parent's part

- 1 Open Your Voice and accept the terms**
On your phone, open the Your Voice app or sign-up page. Read and accept the Terms of Service and Privacy Policy — the privacy summary in this guide covers the highlights, but the full text is there.
- 2 Choose your username**
3–30 characters: letters, numbers, and underscores. This is your public name on the platform.
- 3 Write down your recovery phrase**
The app shows you a list of words. Copy them onto paper, in order, and store the paper somewhere safe — a drawer, a safe, anywhere that isn't a screenshot. This phrase IS your account.
- 4 Set your PIN**
The PIN locks your identity on this device. You'll use it each time you return.
- 5 Choose “I’m a Parent”**
The app creates your family session and shows a 6-character family code — big letters and numbers, easy to read aloud.
- 6 Share the code with your teen**
Read it to them, text it, or let them scan it — whatever works. The code expires after 24 hours, so there's no rush, but no leaving it for next week either. Your screen now says it's waiting — it updates by itself the moment your teen joins.

■ Adding a grandparent or co-parent (optional)

A second trusted adult — a grandparent, a co-parent — can be part of the approval. On their phone, they set up their own identity the same way (steps 1–4), choose the trusted-adult option, and enter the same family code. Their signature attaches to the approval before you finish yours. More adults watching is the point of this platform, so this is encouraged, never required.



STEP BY STEP · PART 2

Your teen joins — on their phone

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Same setup, their device

Your teen opens Your Voice on their phone and does exactly what you did: accepts the terms, picks a username, writes down their own recovery phrase, sets their own PIN.

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Choose “I’m a Teen” and enter the family code

They type in the 6-character code from your screen.

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Enter their date of birth

Your Voice is for ages 13 to 17. Younger, and the app will say it can't continue; 18 or older, and it points them to the adult platform instead.

■ What happens with your teen's birthday

The exact date never leaves their phone. On the device, it is converted into what cryptographers call a commitment — a scrambled mathematical fingerprint that lets the platform verify “this person is in the 13–17 range” without ever learning, storing, or being able to reconstruct the actual date. Your family knows your teen's birthday. The platform provably does not.

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They wait — you approve

Their screen says “Waiting for your parent...” and your screen changes at the same moment: it now shows their username and age, and asks whether you approve this account. Part 3 is yours.



STEP BY STEP · PART 3

Prove you're an adult, then sign

This is the step that makes Your Voice's promise real. Anyone can tap a button claiming to be a parent — so before your approval counts, the platform confirms an adult is giving it.

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Review the approval card

Check the username and age on your screen — make sure it's your teen. Tap Approve & Sign.

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Read the verification notice

A screen explains — before anything happens — exactly what the ID check does and does not do. The same promises are printed in the box below. Verification cannot begin until you've acknowledged it.

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Photograph the barcode side of your ID

Flip your driver's license to the back — the side with the barcode — and take a clear photo. Good light, barcode filling the frame. If it can't be read, you just try again with a fresh photo.

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Verified — your consent is signed

In about a second, the check completes, the photo is destroyed, and your phone signs the consent record with your key. Your teen's screen moves forward on its own — they're in. Your app now becomes your Parents Portal.

■ What happens with your ID — the exact promises

- Only your date of birth is read from the barcode, to answer one question: 18 or over.
- The photo is destroyed the moment verification completes. It is processed in memory, never written to storage, and never transmitted to Your Voice's servers — it goes from your phone to a dedicated verification service and ceases to exist.
- All that is kept is a signed yes-or-no with a timestamp. No name, no birth date, no license number, no image.
- The verification is cryptographically signed, and the signing key is published on Candor's public Trust & Safety page — so the record can be independently checked by anyone, forever, without trusting us.



AFTER SETUP

The safety systems protecting your teen

Verified-adult consent — for every account

No teen account exists on Your Voice without an ID-verified adult's signed approval. This isn't a checkbox policy — it is enforced by the platform's servers, which refuse any approval that doesn't carry a valid verification. It applies to every new family, including yours.

Screening designed to catch adults posing as minors

Every account's activity passes through a safety gateway built for one scenario above all: an adult pretending to be a teen. Accounts showing those signals are frozen and held for human review before their content reaches anyone. And the system “fails safe” — if a safety check can't run for any reason, the platform blocks rather than shrugs.

Layered content protection

Alongside the identity screening, content moves through multiple protective layers watching for grooming patterns, threats, exploitation attempts, and harmful material — before it spreads, not after.

Your Parents Portal

After setup, your app becomes a portal: you can see your teen's account standing and receive safety alerts that need a parent's eyes. You approved the account; you stay in the loop.

No password to steal

Nobody in your family has a password stored on our servers, because identity lives in cryptographic keys that never leave your devices. There is no password list to breach. (The flip side: guard those paper recovery phrases.)

A consent record that can be proven

Your approval isn't a database row someone could quietly edit — it's a signed record that can be cryptographically verified. If it ever matters — to you, to a school, to a court — the proof exists and checks out independently.



QUESTIONS PARENTS ASK

FAQ & troubleshooting

The barcode won't scan — what do I do?

Use the back of the license (the barcode side, not the photo side), bright light, no glare, barcode large in the frame. Every retry is safe — each attempt gets a fresh verification code, and failed photos are destroyed just like successful ones.

Who sees my ID photo?

Nobody — not even us. It travels from your phone to a dedicated verification service, is read by software in memory, and is destroyed in the same second. Your Voice's servers never receive it, and no human ever views it.

Why do you need my ID at all?

Because without it, anyone — including another minor — could tap “I'm the parent.” Regulators call this verifiable parental consent; we'd call it the difference between a promise and a proof. We built the check so it costs you one photograph and costs your privacy nothing.

What if a phone is lost, or someone forgets their PIN?

The paper recovery phrase restores the account on a new device. Without it, the account cannot be recovered by anyone — including us. That is the honest price of a platform that never holds your keys.

The family code expired or got lost.

Codes last 24 hours. Just tap “I'm a Parent” again for a fresh one — nothing is lost.

My child is under 13, or my teen is turning 18.

Under 13, Your Voice will not open an account — that's the law and our line. At 18, it's time to graduate to the adult platform.

Can a second adult be added later?

Yes — the Parents Portal supports adding a trusted adult after setup, and removing one if family circumstances change. Every addition and removal is signed and recorded.

Can I withdraw my consent?

Yes. Contact support through the app or website and the account is closed, with your teen's personal data deleted. What remains is the verifiable record that consent was given and later withdrawn — protection for your family and ours.

■ Need help?

Support is available through the Your Voice app and at the platform website. For the cryptographic details behind the verification system — including the published signing key — visit Candor's public Trust & Safety page.

