

Setting up ScamRanger on your iPhone (iOS)

After you have activated ScamRanger (with a code or subscription), you will be guided through a short setup process:

1. Welcome

You'll see a welcome screen confirming your access has been enabled through your trusted organization.

Select **Continue**

2. Explore ScamRanger features

A quick overview of what ScamRanger's capabilities

- Scan a message – Check a message for scam signs
- Verified messages – View flagged messages
- Trusted contacts – Notify trusted contacts of risky messages
- Stay informed – Explore scam news and tips

Select **Continue**

3. Turn on scam awareness

You will be shown three steps: enabling message filtering, SMS reporting, and turning on notifications.

Select **Begin**

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Step 1: Enable message filtering

ScamRanger needs permission to filter messages from unknown senders.

- Select **Open Settings**
- Search for and select **Messages**
- Scroll to **Unknown Senders** and select **Filter Unknown Senders** (toggle on)
- Select **Text Message Filtering** and then **ScamRanger**

You can choose to set this up later or to skip this step. If you encounter a problem, you can reach out to us from [here](#) too.

Step 2: Enable SMS reporting

This allows you to report suspicious SMS messages to ScamRanger

- Select **Open Settings**
- Scroll to the bottom and select **SMS/Call Reporting**
- Find and select **ScamRanger** and then **Enable** in the confirmation

Step 3: Turn on notifications

This keeps you informed with alerts for:

- Suspicious messages
- Trusted contact updates
- Scam awareness tips

Select **Allow notifications**

You will then be asked to confirm this action. Select **Allow** when prompted.

You are set. Start exploring ScamRanger's features to stay one step ahead of scams. Earn points, unlock badges, complete missions, and build your scam awareness skills.

Select **Try it out** or **Scan a message** to check your first message.

Scanning a message

- From the home screen, select **Scan message**
- Select where the message came from (e.g., SMS, Mail, WhatsApp, Messenger, etc.)
- Copy and paste the message text or upload a screenshot of the message.
 - Include the full message content, including the subject line (if available). Do not include any additional visual elements such as logos or branding, as these may affect scan accuracy (see how to do this below)
- Select **Scan**

ScamRanger will analyze the message and display a warning level (e.g., High warning) and identify the most likely scam category (e.g., Gift card scam). It will also provide recommended next steps for you to take.

How to submit a screenshot

- Take a screenshot of the message and save it to your Photos.

- On the Scan message screen, select **Upload** and choose the screenshot from your Photos.
- Once the screenshot is attached, select **Scan** to analyze the message.

How to copy and paste a message for analysis

- On the Scan message screen, select where the message came from
- Paste the copied text into the text field and select **Scan** to analyze it.

Automatic message filtering and reporting

On your iPhone, filtered messages will appear in the Spam folder. We recommend checking this folder regularly to make sure you don't miss any messages from unknown senders that may have been filtered accidentally.

Reporting the Message to ScamRanger

If a message was filtered into your Spam folder, you can report it to see why it was flagged:

- On your iPhone, within messages, go to **Spam folder**
- **Click on the message** you want to report (long click)
- Select **More**
- Select **Report Message** at the bottom of the screen

- You will receive a push notification. **Open** it to view the scan result in the ScamRanger app.

Trusted contacts

Adding 'Trusted contacts'

In order to add someone as a contact they also need to have ScamRanger installed and activated. Once both of you have completed this, follow these instructions.

- Go to **Settings** in your ScamRanger App and select **Trusted contacts**
- Select **My trusted contacts** and click **Add**
- Provide a nickname for this contact and their ScamRanger activation code.

The trusted contact activation code can be found in their ScamRanger app in the **Settings** on the top right corner of the screen.

Accepting trusted contact request

A person who asks someone to be their trusted contact is called a **Protected contact**. If someone adds you as their **Trusted contact**, you'll receive a notification on your device, provided ScamRanger is installed and activated on your phone. You can then review and approve the request.

After you accept the request from a **Protected contact** you will be able to manage them in the **Settings**. In addition, you will be able to view the

verified messages under **Results** and filter results for you and your trusted contacts.

Removing trusted and protected contacts

Removing trusted contacts

- To remove a trusted contact, go to **My trusted contacts** and select the contact you wish to remove
- **Swipe left**, and select **Delete**

Removing protected contacts

- To remove a protected contact, go to **My protected contacts** and select the contact you wish to remove
- **Swipe left**, and select **Delete**

Contacts will be notified when you delete them.

Troubleshooting

SMS filtering is not working

This usually means message filtering permission isn't enabled.

- Open **Settings** on your phone
- Go to **Messages**
- Scroll to **Unknown Senders** and make sure **Filter Unknown Senders** is enabled (toggle on)
- Select **Text Message Filtering** and confirm **ScamRanger** is selected

Notifications are missing

This usually means notifications are disabled. To fix it:

- On your iPhone, open **Settings**
- Select **Apps** and find **ScamRanger**
- Select **Notifications** and make sure they're turned on

Permissions were accidentally disabled

If you accidentally turned off permissions ScamRanger needs for message filtering, SMS reporting, notifications or scanning (e.g., camera and photos), you can re-enable it anytime:

- On your iPhone, open **Settings**
- Select **Apps** and find **ScamRanger**
- Re-enable the permissions you disabled
- For filtering permissions, open **Settings** on your iPhone
- Select **Messages**
- Scroll to **Unknown Senders** and select **Filter Unknown Senders** (toggle on)
- Select **Text Message Filtering** and then select **ScamRanger**

How do I contact support?

You can reach support directly from the app:

- From ScamRanger app go to **Settings**
- Select **Get help** and then **Contact us**
- Fill out the form to submit your request

If you need support during the onboarding, go to our website:

<https://scamranger.ai/contact-us>

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