FREQUENTLY ASKED QUESTIONS

WHAT IS TAG?

TAG, an acronym for Technology Awareness Group, is a global organization founded in 2009 by the Vaad Le'Tohar Hamachna – a coalition of Rabbanim lead by Rav Matisyahu Solomon and the Skulener Rebbe. TAG was established in light of concerns raised at the Kinus Klal Yisroel, about the hazardous nature of modern technology and specifically the internet.

WHAT DOES TAG DO?

TAG's mission is to keep the public informed of the precarious nature of the internet and modern technology. Additionally, TAG provides guidance and assistance to the public via the TAG support hotline, local TAG Centers, marketing, consulting, outreach, public events, seminars, training, and filter drives.

TAG operates globally with 36 locations and over 300 volunteers worldwide.

The TAG Hotline is staffed by volunteers 20 hours a day, answering calls and informing the public in regard to the internet and filter related queries.

TAG volunteers install and configure many different filters, on numerous devices and operating systems. TAG volunteers also provide filter related purchasing advice and respond to complex queries via phone or email.

TAG offers physical removal of FM radio capabilities for some MP3 players; and WiFi removal from cameras, laptops, computers and other devices. TAG can also remove or disable video recording features on select camera models.

In order to stay up-to-date and help safeguard the public, TAG volunteers spend many hours researching new filter methods and testing the latest devices and software.

TAG
MOBILE
TECHNOLOGY AWARENESS GROUP

ARE TAG SERVICES FREE?

All TAG services are free. If paid filter solutions are necessary, payments are made directly to the filter company, and TAG does not receive a percentagezor profit from any fees paid.

IS TAG A FILTER?

TAG is not a filter, TAG utilizes many different tools and services to help protect and secure your device. TAG will customize your filter configuration for maximum device usability and protection.

WHAT IF I'M UNHAPPY WITH THE FILTER?

Our dedicated team of volunteers will do everything possible to resolve any issues you may encounter. TAG will liaise with the filter provider on your behalf, to ensure that all problems are resolved quickly.

MUST I VISIT A TAG CENTER TO ADJUST MY FILTER?

Most adjustments can easily be arranged over the phone. Always call your local TAG Center or online.

ANYTHING ELSE I NEED TO KNOW?

To ease the process, when calling or visiting TAG for the first time, please have the following

information (if applicable) to hand:

- Name and model of your device. (for example, Android Nexus 6P)
- Device password.
- Payment details. (credit card, PayPal etc.)
- Google/iCloud/Apple ID account information. (email address and password)
- Ensure your device has sufficient free space.

DOES TAG ACCESS MY PRIVATE INFORMATION?

TAG does not log any client data or network traffic; this is managed by the filter companies and subject to their respective terms and policies. When troubleshooting filter issues, volunteers receive temporary access to several hours of data logs, these logs only include web addresses visited and date/time.