Red Alert: Android Usage Access Permissions Have Not Been Granted

Last Modified on 2021-09-30

The Connect App needs permission to see which apps your Child is accessing on their Android and when. The permissions do not allow Connect to see the data inside the apps.

Applies to

Insights and Premium Members

Child's Device

- Android

Parent Notifications

- To do in Connect App
- Connect App pop-up notification
- Email

Excludes: Devices in the home only using the filtered Family WiFi on the Family Zone Box in Australia and New Zealand

Your next steps

You have your Child's Device

On your Child's Android phone or tablet:

1. In the **Connect App, Tap to fix**
2. Tap **Allow**
3. In **Usage access**, tap **Connect App**
4. Beside **Permit usage access**, tap the *toggle* (blue is on)
5. Tap **Done**
6. When you see *your Child's name,* restart their Android

Your Child does this to access risky activities

Kids and teens don't always understand how the activities in an app can be dangerous. Have a conversation with your child about online safety. Not sure how to start the conversation? Our Cyber Experts have a few ideas:

- www.familyzone.com/anz/families/blog/cyber-safety-conversation-starters

You no longer own the Device

Remove the Device from your Family:

- [Remove a Device](#)

You want to clear the Alert from your To Dos

Ignore the current Alert in To Do to erase it forever

- [Ignore a To Do](#)

You want to or don't want to get email and notifications

Use these steps to change your email notifications:

- [Manage Email Alerts and Reports](#)

You can change the notification settings on your own Android or iOS device:

- [Allow Notifications](#)

My issue still isn't resolved, what do I do next?

We are here to help. Login to your Family Zone app as a Parent. Go to Settings > Support center.

- Connect with us for a live chat from our website https://www.familyzone.com/

- Request a call back or send us a message
  From [Australia and New Zealand](#)
  From the [United States](#)

Have details available to help us troubleshoot your problem:

- Account email
- Child's name
- Devices impacted
- Time of the issue
- Description of the issue