

Red Alert: Family Zone App removed

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Your Child's iPhone or iPad is not running Connect. Family Zone has detected all or part of the Connect App has been removed.

Applies to

Insights and Premium Members

Child's Device

- iOS 13 (2019)
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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 iPhone or iPad

Insights and Premium Members should reinstall Connect on their Child's iOS Device.

- [Troubleshooting Reinstate Device Management on iOS Devices](#)
- Restart your **Child's Device** after the reinstall
- Open **Safari** or a web browser on their iPhone or iPad
- Go to the <http://home.tools> diagnostic page
 - Refresh the page
 - You will see a message that the Device is filtered

Your Child does this to get into unsafe online activities

Not sure how to have the conversation? Uninstalling the Connect App and removing content filtering may be a defiant act. Your Child may not understand how risky their online activities really are. Get some help from our Online Safety Experts.

- www.familyzone.com/anz/families/blog/how-to-talk-esafety-with-your-kids

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](#)
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