

Troubleshooting Calendars and Routines

Last Modified on 2021-11-23

Applies to: Insights or Premium Members in Australia and New Zealand

Please note: Does not apply to US Members

My Child's Routine is changing at the wrong times

Routine changes are completed based on the time zone set for the user in your online account. If you've moved or are in a different location for a holiday then you'll need to update the time zone for all the users in your account to ensure the user's routine changes occur at the correct time.

- Change the Child's or Parent's time zone
 - [Change a Child's Details](#)
 - [Change a Parent's Details](#)

My Child's Calendar is all Rest Days

In Australia and New Zealand only: Sometimes your Child's Calendar resets when you Opt-out of the ANZ School Community

- Remove your Child from the Family
 - [Remove a Child or Parent](#)
- Then, create a new account for them
 - [Add a Child](#)

My child is being managed by the wrong school

In Australia and New Zealand only: When your Child changes Schools, a Parent needs to update the link

- Remove the existing School and add the new School
 - [How to Unlink Your Child from a School in the Android App?](#)
 - [How to Add or Edit Your Child's School in the Android App?](#)

 - [How to Unlink Your Child from a School in the iOS App?](#)
 - [How to Add or Edit Your Child's School in the iOS App?](#)

My Child is on school holidays but the Routine isn't set to Rest Days

If your child isn't linked to a school or isn't linked to a partner school you'll need to manage school holidays yourself, this can be done through our calendars functionality in your online account or through the Family Zone app installed on a parent's device.

- Add in school holidays manually
 - [Change a Calendar Day or Daily Routine](#)

Steps to resolve if your child is linked to a School Community in Australia and New Zealand:

1. Contact the school to find out why they've not put the school holidays in
2. Add in school holidays manually (see above)

Tip: Your Child's Calendar is supplied by the School if they have "School days set by School Name" next to their name.

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

We are here to help. Sign in to your **Connect App** as a Parent. Go to **Settings > Support center**

If you don't have the **Connect App**

- Get into a live chat from our website 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
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