

Troubleshooting Device Owners and Device Sharing

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Applies to: Premium Members

My device won't return to its original owner

The device is recommended to be loaned to the temporary owner for 60 minutes if completed without an access request or for the duration set when approving an access request.

Steps to resolve:

- Reboot your Child's device
- Parents use their Connect app to see a list of Devices and owners
 - [Change a Device Owner in the iOS App](#)
 - [Change a Device Owner in the Android App](#)
- On your Child's device, open a web browser and go to the diagnostic page to see the current Device Owner's name
 - <http://home.tools>
- Disconnect your Child's device from the internet by turning *on* flight mode and then turning *off* flight mode
- On the Child's device, open the Family Zone app,
then **hold and drag-down** to refresh the app status

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 <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

