

Troubleshooting Child is Not the Device Owner

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Applies to: Insights Members, Premium Members

Your Child isn't listed as the Device Owner

1. From your Child's computer, mobile device or gaming device
In a web browser, go to the diagnostic page, <http://www.home.tools/>
Also, [See Who is Using a Device Connected to the Box \(Australia and New Zealand\)](#)
2. From the Parent's app, check your Child's name is matched to the device
[See or Change a Device Owner](#)
3. If the device status is not monitored, reinstall the Android or iOS app on your Child's phone or tablet
[Troubleshooting Reinstall Device Management on an Apple iOS Device](#)
[Troubleshooting Reinstall Device Management on Android Devices](#)
[Troubleshooting Reinstall Family Zone on a Windows Computer](#)
[Troubleshooting Reinstall Family Zone on a MacOS Computer](#)
[Install on a Child's Chromebook](#)
4. Change the Device Owner from your Parent app
[See or Change a Device Owner](#)
Then, restart your Child's device to stop any running software or apps

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
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