

# Troubleshooting Password and PIN

Last Modified on 2021-10-08

*Applies to: Insights and Premium Members*

## There are changes on my account that I didn't make

Changes can be made to your account by anyone who has either the PIN number or password of a parent user. Occasionally kids guess the PIN or password of a parent and use that to make changes to their access.

Steps to resolve:

- Update the contact details in the Parent's account  
[Change a Parent's Details](#)
- Change the passwords of all Parents' accounts  
[Security PIN, Password or Email](#)
- Change the PINS on the Parents' accounts  
[Setup Device Borrowing PINS](#)
- Turn on Fingerprint ID or Face ID in your Connect App  
[Troubleshooting Fingerprint or Face ID Logins](#)

## 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
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