

Troubleshooting No Online Safety Expert Emails

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Applies to: Insights Members, Premium Members

I'm not getting any emails from my Online Safety Expert

Our Online Safety Experts send out many emails, including educational series, app reviews, and monthly newsletters. Each Online Safety Expert has a different approach to communication and a different schedule.

Your Child's school will partner with an Online Safety Expert. Alternatively, if you joined Family Zone independent of a school, we provide the Online Safety Expert recommendations. In addition to advice with your reports, an Online Safety Expert helps set the default Filtering and Daily Routines.

- Check the spam/junk folder of your email, our emails may be being flagged as spam
Ensure you flag the email address as known, so emails go to your inbox
- Check your email address is correct
[Security PIN, Password or Email](#)

I don't have an Online Safety Expert, and I'm not receiving any advice or education

You can enable Online Safety Expert Advice whenever you want.

Online Safety Experts provide guidance on the appropriate apps and web activities for your Child's age group. Your Child's School may be working with a Online Safety Expert. If you are not working with a School's Online Safety Expert, you get our Family Zone Online Safety Experts' ratings and reviews.

Careful!

Turning the Online Safety Expert on or off will clear all your customizations for the whole family.

If you moved your Child to a different Age Profile, added Internet filters & rules, changed a Calendar or daily Routine -- turning the Online Safety Expert on or off will replace your settings with default settings.

If you are linked to a School, turning off the Online Safety Expert advice will also reset the Calendar of School Days and Rest Days (vacation days and holidays) supplied by your School.

- [Turn Off Online Safety Expert Advice](#)

You can test the Online Safety Expert's advice in Snapshots. Tap on a hazardous app or blocked website. Scroll down the screen to see more detail. Go back to Snapshots to view more ratings.

You may also want to get weekly summaries of your Family's internet activity.

- [Manage Email Alerts and Reports](#)

Where do I access Online Safety Expert Advice?

Premium Subscribers and School Community members can see ratings and tips in Recent Activity and when reviewing the installed Apps. Tap on the activity or app with a rating to see a summary. Tap on the links in the summary to see more details.

From a Parent's iOS or Android phone or tablet:

- [See Recent Activity](#)
- [View Installed Apps](#)

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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