

Troubleshooting User Activity

Last Modified on 2021-10-08

Applies to: Premium Members

I can't see porn or gambling access/blocked in my child's activity feed

If we track your child accessing or being blocked from accessing porn or gambling sites we flag this in their activity feed. This will only occur for sites we know are porn or gambling. If they are servers that could be porn or gambling but we are not sure, it won't show in their activity feed. Also, they may simply not have been to any sites.

Actions to resolve:

- Check the user's usage to see if there are any inappropriate websites, like gambling, violence, or adult content
[Check a Child's Usage](#)
- View a list of Red Alerts
[See a List of Red Alerts](#)
- Check the device to ensure that it's filtering
[Check Device Restrictions](#)

I can't see apps installed on my Child's iOS device

If your child's school has an MDM (Mobile Device Management) profile on their device Family Zone needs to be installed in Filter Only Mode. This means we are unable to provide installed apps.

Actions to resolve:

- From your Child's device, open Chrome, Safari or a web browser and go to the diagnostic page
<http://www.home.tools/>
- Learn more about Filter-Only Mode on iPhones and iPads
[iOS Filter Only and MDM Guide](#)
- Reinstall the software if their Device is not filtered and is not using Filter Only mode
[Troubleshooting Reinstall Device Management on iOS Devices](#)

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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