

Troubleshooting Snapshots Reports

Last Modified on 2021-10-08

Applies to: Insights Members, Premium Members

I'm not getting the Snapshots email

Snapshots weekly summary should be sent to you Sunday evening each week if there is data for that week. There may be a number of reasons you don't get this email:

- **No Data**
If there is no activity on your account you won't get a report. Ensure you have active services such as the Family Zone app installed on a child's device
- **No Tracking**
You may have switched tracking off for your users (User Settings menu)
- **No Reports**
You may have switched reports off for your account (Settings menu)
- **Spam**
Your email may be stuck in your email spam folder. Check there to ensure our emails are set as "not spam"
- **No Email address**
You may have signed up with a mobile number. We need an email address to send the report
- **Unsubscribed**
You may have unsubscribed to an email from us (through an unsubscribe link on our emails)

Restore Snapshots

1. Check Snapshots to see if there is any data
[How Do You See Weekly Snapshots in the iOS App?](#)
[How Do You See Weekly Snapshots in the Android App?](#)
2. Check your user's Activity feed to see if they have generated activity that would cause a safety indicator to be created in the last 7 days
[How Do You See a Child's Recent Activity in the iOS App?](#)
[How Do You See a Child's Recent Activity in the Android App?](#)
3. Check to see if the user is being tracked
[How to Customize the Filtering Rules in the iOS App?](#)
[How to Customize Filters in the Android App?](#)
4. Check to see that you've not turned reports off for your account
[How to Manage Weekly Email Reports in the iOS App?](#)
[How to Manage Weekly Email Reports in the Android App?](#)
5. Update your account with your email address
[Security PIN, Password or Email](#)
[Manage Weekly Email Reports from the iOS App](#)
[Manage Weekly Email Reports from the Android App](#)
6. Check the spam/junk folder of your email, our emails may be being flagged as spam

7. Ensure you flag the email address as known so emails go to your inbox
8. Contact Support to have them investigate, you may have opted out of emails

My child has actions that aren't reflected in Snapshots

This could be because:

- **No Data:**
If there is no activity on your account or for the user
- **No Tracking:**
You may have switched tracking off for your users

Restore Monitoring

- Check your Child's Activity feed to see if they have generated activity that would cause a safety indicator to be created in the last 7 days
[How Do You See a Child's Recent Activity in the iOS App?](#)
[How Do You See a Child's Recent Activity in the Android App?](#)
- On your Child's device, open Chrome, Safari or a web browser and go to the diagnostic page
<http://www.home.tools/>
- If the Device is not monitored, reinstall Connect
[Troubleshooting Reinstall Device Management on iOS Devices](#)
[Troubleshooting Reinstall Device Management on Android Devices](#)
[Troubleshooting Reinstall Family Zone on a MacOS Computer](#)
[Troubleshooting Reinstall Family Zone on a Windows Computer](#)
[Install Connect on a Child's Chromebook](#)

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
-