

# Troubleshooting No Email to Parents About App Install

Last Modified on 2021-10-05

*Applies to: Premium Members*

*Parent's app: Apple iOS or Android*

## I'm not getting emails for installed apps

Depending on the time of day you should get an email within 30 - 60 minutes when an app is installed on Android only.

Actions to resolve

1. Check the other, spam and junk folders in your email. Our emails may be in another folder
2. Ensure you add our email address to your address book so emails go to your inbox
3. Check your email address  
[Security PIN, Password or Email](#)
4. Check the "New app installed" is turned on in the email notification settings  
[Manage Email Alerts and Reports](#)
5. Check the user's activity feed to see what apps they might have installed recently  
[Check Online Usage](#)

## Limit Access to iOS Device Features

iOS 13 (2019) and newer:

- The device camera
- For more details, see Apple's article at <https://support.apple.com/en-au/HT201304>

For iOS 12 (2018) and older devices, tap the toggle to allow (blue) or to prevent (gray) access to:

- In-App Purchases
- iTunes
- Explicit iTunes Content
- The device camera

## Limit Access to Android Device Features

For Android phones and tablets, tap the toggle to allow (blue) or prevent (gray) access to:

- Install or uninstall of apps
- The device camera

## 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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