

Troubleshooting Cannot Update an App on My Child's Device

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Applies to: Premium Members with Android or Apple iOS devices

I can't update an app on my Child's device

If app installs are not permitted for your child then they won't be able to access the App Store to update their apps. In order to get apps updated, you'll need to allow temporary or permanent access to install apps. Use one or more of these solutions.

- Temporarily turn off filtering on your child's device
 - [How to Temporarily Turn Off Filtering a Child's iOS Device?](#)
 - [How to Temporarily Turn Off Filtering a Child's Android?](#)
- Borrow the device with your Parent profile to allow access to the app store temporarily (don't forget to end the borrow after the apps are updated)
 - [How to Setup Device Borrowing PINS in the iOS app?](#)
 - [How to Setup Device Borrowing PINS in the Android App?](#)
- Permanently change the settings for installing apps
 - [How to Allow App Removal or Installation on a Child's iOS Device?](#)
 - [How to Allow App Removal or Installation on a Child's iOS Device?](#)

If you don't have the device you can permit app installs temporarily (permit and then block), remember it takes a few minutes for the change to happen on the device.

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

