

# Troubleshooting MacOS Standard User for Laptops

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*Applies to: Premium Members*

*Child's device: Mac OS laptop or computer*

## A Standard User for Your Child

Parents need to set up a separate Mac user account on a laptop before installing the Family Zone for Laptops application. The child's account is set up without administrator privileges.

1. Click on the Apple icon in the upper left corner of your Mac's screen
2. Select System Preferences from the drop-down menu
3. Click on Users & Groups
4. Click the lock in the lower left corner to make changes
5. Type your administrator password
6. Click Unlock
7. Click the Add user account button (it looks like a plus, underneath the list of user accounts)
8. Set the new user's account type as Standard.
9. Enter a full name for the user, an account name, and password
10. When you're finished, click Create User

## 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

