

Troubleshooting Reinstate Device Management on iOS Devices

Last Modified on 2021-12-02

Applies to: Insights and Premium Members

Child's devices: iPhones or iPads

Restore Connect on iOS Devices

Parents will get a Red Alert when a child has tampered with or tried to remove the Connect App. The Connect App cannot be fully deleted from a child's iPhone or iPad unless the app is deactivated by a parent first.

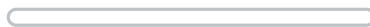
Here's how you can restore Connect to an iOS device.

Restore the Connect App Icon

The most common issue is a child deletes the Connect App icon from their iPhone or iPad. But, deleting the icon does not delete the Connect App!

The missing icon can be a problem for Premium Members, because their child cannot request Play time or access to blocked websites without the Connect App. Use these steps to restore the icon.

On your child's iPhone or iPad:



1. Swipe left until you see the **App Library**
Tap in the *App Library search*
2. Type **Connect**
3. Hold your finger on the **Connect App** icon
Tap **Add to Home Screen**

A parent with a Premium Subscription can use their Connect App as a remote control to allow access.

- [Turn On or Approve a Time Change](#)

However, it's easier if your child uses their Connect App to ask. Their Connect App will copy the information, so a parent only has to approve or ignore the To Do with the request.


- [Ask Your Parent for More Time](#)

Manually Update the Connect App

Another reason a child can stop the Connect App is automatic updates are turned off. Some parents turn the automatic updates off to avoid unexpected mobile data charges or because, as a parent, they want to choose what is updated.

You can manually update the Connect App to get the latest compatibility and privacy updates from Apple.

On your child's iPhone or iPad:

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1. In the **App Store**, search for "**Family Zone Connect**"
Tap **UPDATE**
 2. Or in the What's New screen, tap **UPDATE**
 3. After the Connect App downloads, tap **OPEN**

For more details on updating apps in the App Store

- See, support.apple.com/en-au/HT202180

We recommend you set the App Store to automatically update apps. See Apple's website for information about allowing apps and updates to be downloaded over mobile data.

- See, support.apple.com/en-au/guide/iphone/iph3dfd91de/ios

Reset your Child's Cyber Safety Profile

Excludes: Schools requiring kids to use Connect in [Filter-Only mode](#) and Parent's iOS devices

In October 2021, functionality was added to the Apple iOS Settings to prevent your child from deleting the Connect App on an iPhone or iPad.


If you are receiving Red Alerts that your child's Device was tampered with -- or were a customer before October 2021 -- use these instructions to install a new iOS Profile.

Before you start


- Have your parent PIN, email and password ready
- Have the passcode for your child's iPhone or iPad

Temporarily deactivate the monitoring

On your child's iPhone or iPad:

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1. Tap the **gear icon**
 2. Enter *your 4-digit parent PIN*
 3. Tap **DEACTIVATE**
 4. At **Remove controller?**, tap **OK**

Sign in and setup the new profile

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1. At **Welcome to Family Zone**, tap **I already have an account**
 2. Review the legal documents and tap **Next**
 3. Enter *your parent email and password*
Tap **Sign in**
 4. Tap **Child**

5. Tap on *your child's name*

Download the Profile



1. Tap **NEXT**
2. Tap **DOWNLOAD PROFILE**
3. Tap **Close**
4. Tap **Allow**
Leave the window open and switch to the Apple home screen

Add the Profile in the iOS Settings



1. In the **iOS Settings**, tap **Profile Downloaded**
2. Tap **Install**
3. Enter *the passcode for this iPhone or iPad*
Tap **Next**
Tap **Manage**
4. At **Remote Management**, tap **Trust**
5. At **App Management Change**, tap **Manage**
6. When you see the **VPN & Device Management**, tap **Back**

Restore Location Tracking

Depending on how the Location settings were tampered with, you may see slightly different options. Use these steps to restore the Location tracking.



1. Tap on *the red banner*
2. At **Permissions**, tap **ALLOW**
3. At **Location**, tap **ALLOW**
4. At **Always allow access to location**
 - a. Tap **Allow While Using App** and tap **Change to Always Allow** (you are done)
 - b. Or, tap **Open settings** (continue with the next steps)
5. You will see **Settings > Connect App**
Tap **Location**
6. Tap **Always**
Restart your child's iPhone or iPad

Red Alert Device Management Removed

A notification will be sent to your Connect App when you deactivate and restore your child's Connect App. Open your To do and ignore "Red alert: Device management removed".

- [Ignore the To Do](#)

