

See a Child's Device Location

Last Modified on 2021-11-24

Applies to: Insights and Premium Members

Parent's app: iOS or Android

Child's device: iOS or Android

Excludes: iOS 12 (2018) and older iPhones and iPads

Your Child's Device Location

Has your Child ever forgotten where they left their phone or tablet? Parents can see the last known Location a personal Android or iOS phone or tablet. Location data is available when a Parent installs the Connect App and allows the Location data to be captured.

Last Known Location

Insights and Premium Members will see the last known Location of a mobile device outside of School.

On a Parent's Android phone or tablet:



1. In **Family**, tap on **your Child's icon**
2. In **LOCATION**, tap on the **map**
3. See the *last known location* of your Child's phone or tablet
Note how long since the phone or tablet was last connected to the internet

The Location of the phone or tablet can be different if the battery is dead, the Device is turned off or the Device is disconnected from the Internet.

Location History

Premium Members get an additional 5 days of Location history outside of School.

On a Parent's Android or iOS phone or tablet:



1. After you complete the steps above, tap **Show History**
2. Tap the < left mark to go to an earlier date
You can review up to 1 week of previous Locations
3. When more than 1 Location is shown, tap the **blue marker**
4. Tap on **zoom** to see street names and landmarks
5. You will see the *time of day* the phone first connected to the internet at that **Location** above the marker
At the bottom of the map, small blue marks will appear in a *timeline* for each time the **Device** connected to a new network

Multiple Phones or Tablets

Occasionally, your Child has more than one Android or iOS Device. This usually happens when a Parent replaces an older or lost Device. Two Devices could appear on the map on the same day. Premium Members can see which Devices are shown on the current day's map.

On a Parent's Android or iOS phone or tablet:



1. At the top-right, tap **Devices**
2. In **TRACKED**, not when the **Devices** were last seen
The most common scenario is only 1 phone or tablet will be listed

Monitoring Options

Parent's can see information about their Child's Android or iOS phones and tablets from the Connect App.

- **Location and Recent Activity** - the last known location of a mobile device and its internet activity
 - **Apps** - a list of the apps installed on iOS and Android mobile devices
 - **Usage** - comparison details of the amount of time spent by type of activity for phones, tablets, and computers
 - **Snapshots** - searchable weekly overview of family members' online activities for phones, tablets, and computers
-