View Installed Apps

Last Modified on 2021-10-06

Applies to: Insights and Premium Members

Parent's app: iOS or Android

Article type: Optional steps

Apps Insights

As Parents, we often don't know the apps our Child's generation uses. The Connect App provides Parents with a quick reference to the popular apps, especially helping Parents identify apps not appropriate for your Child's age group.

From a Parent's phone or tablet:

1. In **Family**, tap on *your Child's icon*
2. Go down the screen
3. Tap on **Apps**
4. Tap on an **App** you want to know more about
5. Read the **Cyber Expert Advice**
   Go down to **Known Risks**
6. Tap **+ 10 more**
   Your web browser will open with detailed Cyber Expert recommendations

New apps are available every day. If you find an app needs to be reviewed, tap the **REQUEST REVIEW** button (see below) or use our online chat. You can reach our online chat from **Settings > Support centre > Chat with us online > GO**.

Review Cyber Expert Advice

Applies to: Premium Members

The Cyber Expert App reviews contain a range of details about the risks Parents should know, what your Child should consider when using the app, and often how to improve the privacy or cyber safety if you feel your Child can continue using the app.

After the Cyber Expert details open in your web browser:

1. *Read* a summary explanation of the app
2. *Listen* to the Cyber Expert talk about the app
3. *See more* detailed ratings of the risks
   Read what parents need to know beneath the ratings
4. In **What users need to know**, tap the **plus (+)** to find issues to discuss with your Child
5. In **How tos**, tap the plus (+) to see the settings you can change to make the app less risky if you allow your Child to continue using it

Request an App Review

Applies to: Premium Members

New apps are available every day. If you find an app you are concerned about, let us know.

1. Tap on *the app you are concerned about*
2. Tap the **REQUEST REVIEW** button
   A new email will open with the app name and operating system
   Add your comments (optional)
   Send the email

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