

Reset a Lost Password

Last Modified on 2021-11-30

Applies to: Insights Members and Premium Members

Parent's app: Android or iOS

Forgotten Password

If you lost your Password, you can reset it from the Connect App using your email.

Reset a Lost Password

On a Parent's phone or tablet:



1. Tap **I already have an account**
2. Under Password, tap **Forgot password?**
3. Verify *your email* is correct and tap **Reset**
4. Tap **OK**

Continue to [Set a New Password](#)

Family Zone will email you a link to reset your password.

Set a New Password

On a Parent's phone or tablet:



1. In the **Password Reset** email, tap **click here**
2. Enter *your new password twice*
Use letters and numbers
Passwords are case sensitive, no spaces
Tap **SUBMIT**
3. At the **Return to sign in**, reopen the **Connect App**
Sign in with *your new password*

What is the difference between a password and a PIN?

Password

Parents use a password to add, edit or remove details about the Family members. The password are needed to make changes to billing and subscriptions. Passwords are used to turn off tracking, remove devices from

the Family, and uninstall Family Zone from a Child's device.

PIN (Personal Identification Number)

A Parent uses their PIN to authorize changes such as changing Sleep time to Play or Study time. Parents have the option to also set a PIN for a Child. The PIN is used to borrow a phone, tablet or computer with the access level set by the Parent.

Fingerprint ID and Face ID (biometric) Logins

The "biometric login" is used by a Parent to prevent a Child from opening the Connect app on a Parent's phone. Biometric data is stored on a phone or tablet and cannot be accessed by Family Zone.
