

Troubleshooting Notification with No To Do

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Applies to: Insights and Premium Members

I have a notification but there is no To do in my app

To dos are created when email or push notifications are sent out and should be visible in the Family Zone app installed on a parent's device. Any user with parent access on the account can action To dos, if you've got a notification but there is no To do, it likely means either:

1. Another user with Parent access has closed the To do
 - [Parent Accounts Guide](#)
 - [Users and Parent Access Guide](#)
 2. The To do is more than one day old and the To do cleared at midnight
 - [To Do Function Guide](#)
 3. If you are at all concerned, check your Child's Activity
 - [See Recent Activity](#)
 - [See a List of Red Alerts](#)
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