Troubleshooting Automatic Updates to Age Profiles

Applies to: Premium Members

Parent app: Android or iOS

Article type: Advanced options

Manage Age Profiles

Parents can manually place their Child in a younger or older age group for content monitoring. A Parent may want to have the Age Profiles set to update with the School year instead of a Child's birthday. Or, a Child's age group can be manually changed by the Parent at all times.

Any changes made in this menu are applied to all monitored accounts.

On a Parent's phone or tablet:

1. In Chrome, Safari or a web browser, go to portal.familyzone.com
   Sign in with *your Parent email and password*
2. Select the **menu icon > Settings > Family Settings**
3. Go to the bottom of **Family Settings**
4. Under **AUTO PROFILE UPDATES**, tap the *selector*
5. Tap on one
   Automatically based on birthdays
   Change automatically based on school term dates *(see below)*
   I'll change profiles manually
6. If you are done, tap **SAVE** and close the browser

Close the browser. Family Zone will adjust your Child's monitoring to match the Age Profile settings you have selected.

Set Age to Match School Terms

If you selected to Change automatically based on school dates, you can set the beginning and end of the school year.

1. Select **Change automatically based on school term dates**
2. In **... start month** or **... cut-off month**, tap on a month
3. Select a *month*
4. After you are done, tap **SAVE** and close the browser

Age Profiles

Family Zone uses age groups created by our Cyber Experts:

- Kids (0-8 years old)
- Children (9-12 years old)
- Juniors (Junior High & Middle School, 13-15 years old)
- Seniors (Senior High School, 16-17 years old)
- Young Adults (18-21 years old)
- Adults (21+ years old)

By default the age is determined by the birthdate. Parents can use the advanced settings to set the age profile manually or by the school year.

Filtering Type Comparison

Family Zone's default settings are designed to fit most Children as they grow up. As your Child matures they are ready to access a wider range of online content. Premium Members can adjust the filtering to fit their Child. Use this comparison to choose the best changes to help your Child.

1. Internet filters & rules
*Optional steps for **all** children in the Age profile*

Turn on and off access to online content based on the Routine type for each Child. For example, 2 children in the same age group start Play time an hour apart. As each Child's Play time starts, the web content is allowed or blocked based on these filters and rules.

2. Routines
Optional steps per Child

Set time of day for Play, Study, School, and Sleep time per child. For example, a Parent can allow a Child to have more access to the Internet by increasing or adding the Play hours. Edit the weekday School Day or the weekend Rest Day schedule.

3. Age profile
Advanced option per Child

Use predefined cyber safety age groups with recommended cyber safety settings. The Child's birthdate sets the Age profile. A Parent has the option to move a Child to a more restrictive (younger) profile or less restrictive (older) profile. Advanced options are available to override the automatic updates to the next age group on a Child's birthday.

My issue still isn't resolved, what do I do next?

We are here to help. Sign in to your **Connect App** as a Parent. Go to **Settings > Support center**

If you don't have the **Connect App**

- Get into a live chat from our website https://www.familyzone.com/

- Request a call back or send us a message
  From Australia and New Zealand
  From the United States

Have details available to help us troubleshoot your problem:

- Account email
- Child's name
- Devices impacted
- Time of the issue
- Description of the issue