

Install on a Child's Android

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Applies to: Insights and Premium Members with Children using Android phones and tablets

Article type: Fundamental steps

How to Install Family Zone for Children

Install the Connect App on a Parent's Android or iOS device and create a Family Zone account first.

- [Install on a Parent's Android](#)
- [Install on a Parent's iPhone or iPad](#)

After the Parent's account is set up, take the following steps to install the Connect App on your Child's devices. You will need your Parent email and password to complete the following steps.

On the Child's phone or tablet:

1. In Google Play, find and install the **Family Zone Connect** app
Tap **Open**
2. Enter your Parent email and password
Tap **Sign in**
3. Review the Terms of Service and Privacy Policy
Tap **Accept**
4. Tap **Child**
5. Select your **Child's name** from the list


If your Child's name has not been added, go to the upper-right and tap **+ Add**
Enter your Child's First name, Last name, and Date of birth

Next, you will set the Android Device Permissions.

Location Permission

As a Parent, you have the option to turn on Location tracking to find the last known location of your Child's phone or tablet.

Your settings may look slightly different depending on your Child's phone manufacturer and the manufacturer's version of Android. Android 11 (2020) is shown here. (If your Child uses an older version of Android, the Connect App will open the menu. If you need more help with older versions of Android and Location settings, see [Troubleshooting Location on Mobile Devices](#).)

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1. Recommended. At **Track the device location**, tap **Allow**
 2. At Enable device location, tap **OPEN SETTINGS**

3. At the Connect App Info, tap **Permissions**
4. At App Permissions, tap **Location**
5. Tap **Allow all the time**
6. In the upper-left tap the back arrow until you return to the Connect App
7. Tap **Allow**

Continue to the next steps.

Device Admin and VPN Permissions

1. Under Device Administrator, tap **Allow**
2. Tap **Activate this device admin app**
3. Under VPN, tap **Allow**
4. Tap **OK**

Continue to the next steps.

Usage Access and Battery Permissions

1. Under Usage access, tap **Allow**
2. Tap **Next**
3. At Usage access, tap **Connect App**
4. At **Permit usage access**, tap *the toggle* until it is blue (on)
In the upper left, tap the back arrow until you return to the Connect App
5. At **Exclude Family Zone Connect** from battery optimisation, tap **Allow**
6. At Let app always run in the background?, tap **Allow**

Continue to the next steps.

Accessibility Service Permissions

1. At Accessibility service, tap **Allow**
2. Tap **Next**
3. At Accessibility, tap **Connect App**
4. At Allow Connect App to have full control of your device?, tap **Allow**

Continue to the next step.

Download a Certificate Authority

The Connect App adds a certificate authority to secure and monitor your Child's device when it connects to websites.

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1. Under Certificate authority, tap **Allow**
Android 11 (2020) and **Android 10** (2019) - use the steps below
Android 9 (2018) and older - follow the on-screen prompts, then restart your Child's device
 2. At Install CA certificates in Settings, tap **Close**
 3. Open Chrome or a web browser
Go to [home.tools](#) (our secure diagnostic web page)
 4. The diagnostic web page will redirect you to "blocked.familyzone.com"
At Browser certificate, tap **INSTALL**
 5. At your data won't be private, tap **Install anyway**
This allows our system to secure and inspect the websites your Child's device connects to
 6. At Browser certificate, again tap **INSTALL**
 7. At Install CA certificates in Settings, tap **Close**

Install the CA Certificate

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1. In your Android Settings, tap in **Search settings**
 2. Start typing "CA certificate"
Tap on **CA certificate**
 3. At Install a certificate, tap **CA certificate**
 4. At your data won't be private
Tap **Install anyway**
 5. At Recent, tap on the **ca_cert.crt**
A "Certificate successfully installed" message will briefly be displayed
 6. Exit settings and open the **Connect App**
Tap **Done**

Restart the Android

The Connect App is set up.

- Restart your Child's Android phone or tablet

Family Zone Connect will monitor the apps and internet activity. Use your Parent app to keep your Child cyber safe. Your app will send you Alerts and weekly reports with tips from our Online Safety Experts on age appropriate online activity for your Child's age group.

Cyber safety on every device, everywhere

- Overview - [Family Zone Products Guide](#)
- Member Benefits Australia and New Zealand - www.familyzone.com/anz/families/plans
- Member Benefits United States - www.familyzone.com/us/families/plans