

Troubleshooting Links to School Calendar (Australia and New Zealand)

Last Modified on 2021-10-12

Applies to: Insights or Premium Members in Australia and New Zealand

Please note: Does not apply to US Members

My Child's calendar is showing the School Routine on holidays and vacation days

Your Child's School may have chosen to share only Safe Network settings or internet history and not maintain the Calendar.

- Override the School Routine by adding the holiday dates
[Change a Calendar Day or Daily Routine](#)

I removed my Child's School and my Child's calendar is now all Rest Days

When a Parent opts-out of linking their Child to a School, the Calendar may reset. If the Calendar is critical to monitoring your Child's internet activity, you can remove this Child and recreate their account. Any custom Internet rules & filters will remain for your Child's age group.

1. Remove a your Child's account
[Remove a Child or Parent](#)
2. Then, add a new account for your Child
[Add a Child](#)
3. Add your Child's devices to their new account
[See or Change a Device Owner](#)

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 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
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