

Turn Off Online Safety Expert Advice

Last Modified on 2022-05-02

Applies to: Premium Members

Parent's app: iOS or Android

Resetting the Online Safety Expert's advice

A parent may want to turn off or reset the Online Safety Expert recommendations, because the filtering and blocking settings are too strict.

Online Safety Experts provide guidance on the appropriate apps and web activities for your child's age group. Your child's school may be working with an Online Safety Expert. If you are not working with a school's Online Safety Expert, you get our Family Zone Online Safety Experts' ratings and reviews.

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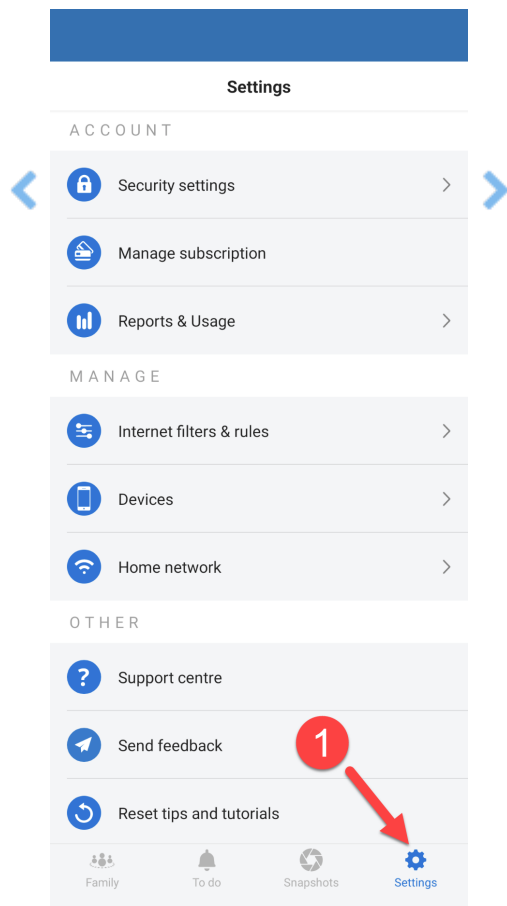
Careful!

Turning the Online Safety Expert on or off will clear all your customizations for the whole family.

If you moved your Child to a different Age Profile, added Internet filters & rules, changed a Calendar or daily Routine -- turning the Online Safety Expert on or off will replace your settings with default settings.

If you are linked to a School, turning off the Online Safety Expert advice will also reset the Calendar of School Days and Rest Days (vacation days and holidays) supplied by your School.

On a parent's phone or tablet:



1. Tap **Settings**
2. Tap **Internet filters & rules**
3. At **Online Safety Expert Advice**, tap the toggle
Gray is off
Blue is on
4. At the "Stop using expert advice?" confirmation, tap **STOP ADVICE**
When the toggle is gray, the Online Safety Expert advice is turned off for *all Age Profiles*.
If you want to remove your customizations and reset to the default Online Safety Expert advice, tap the toggle until it is blue to turn it on.

All the monitored devices in your family will update with the settings within two minutes of connecting to the internet. You will still be able to see reports.

Disabling the Online Safety Expert Advice will allow all family members under 18 years old to access all activities except the highest risk during the default Play, Study, and School times.