

Troubleshooting Uninstall from a Chromebook

Last Modified on 2021-10-08

Applies to: Insights and Premium Members

Parent's app: Android or iOS

Child's device: Chromebook

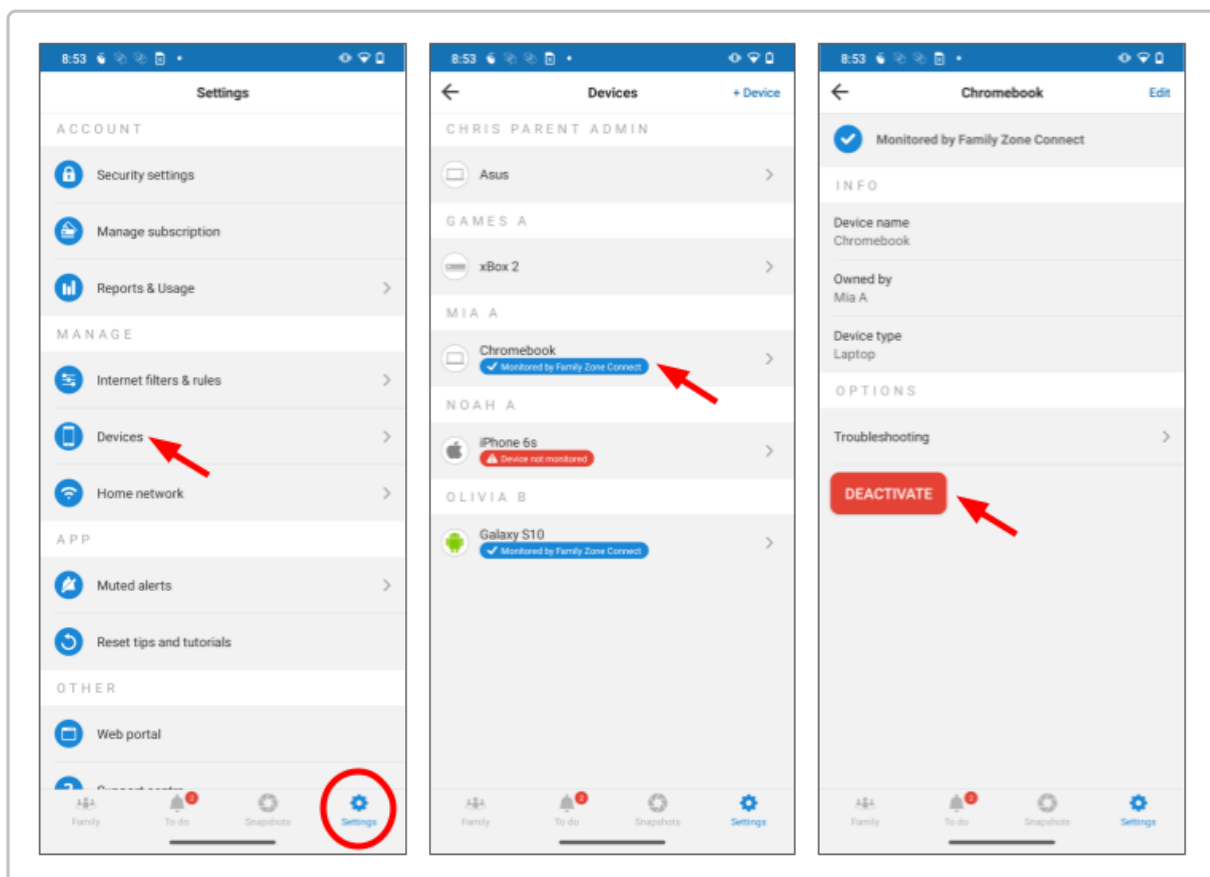
Excludes: School owned or managed Chromebooks

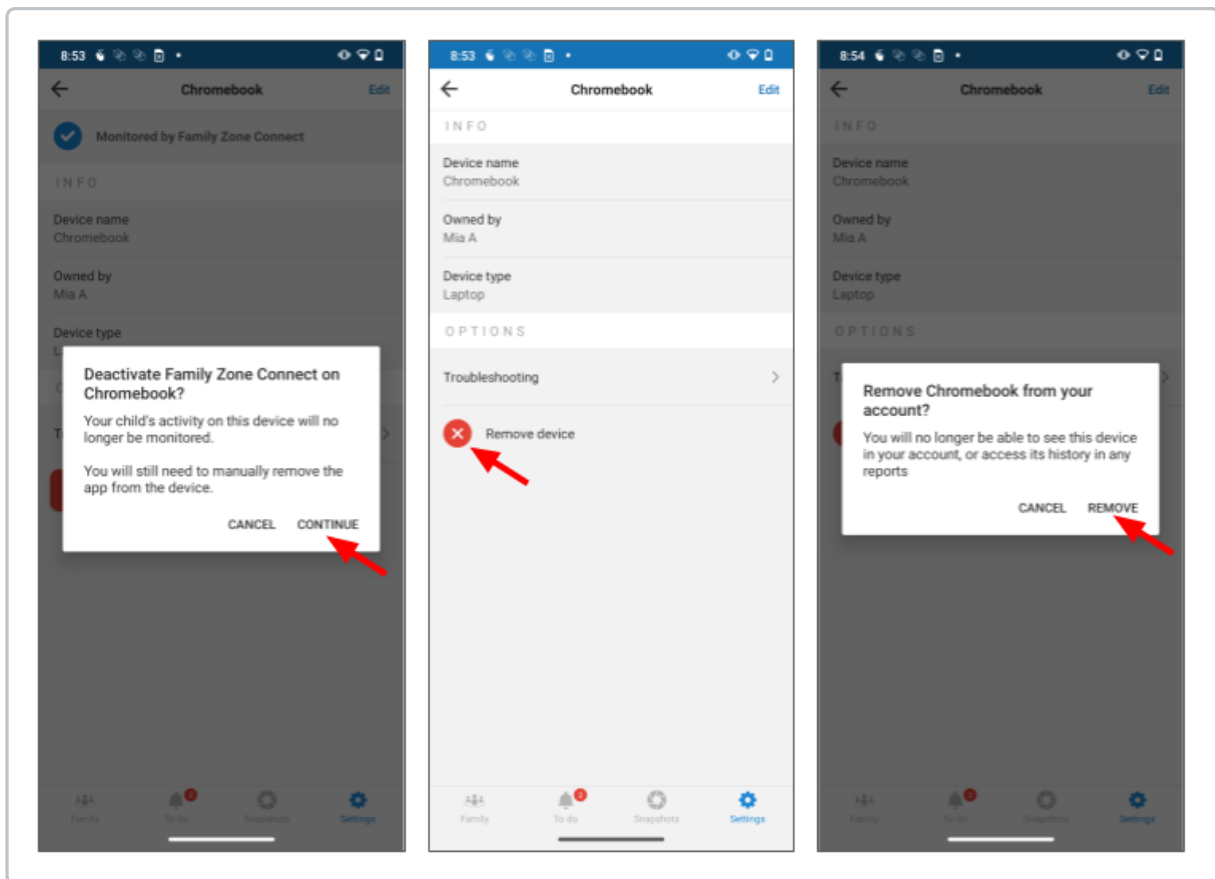
Troubleshooting Uninstalling Family Zone from a Chromebook

A Parent may want to remove Family Zone from a Chromebook because the device is no longer needed. A Parent must first remove the Device from the Family to prevent the uninstall showing up as an unauthorized attempt to remove the Chrome extension.

Remove the Chromebook from Devices

On a Parent's Android or iOS Device:



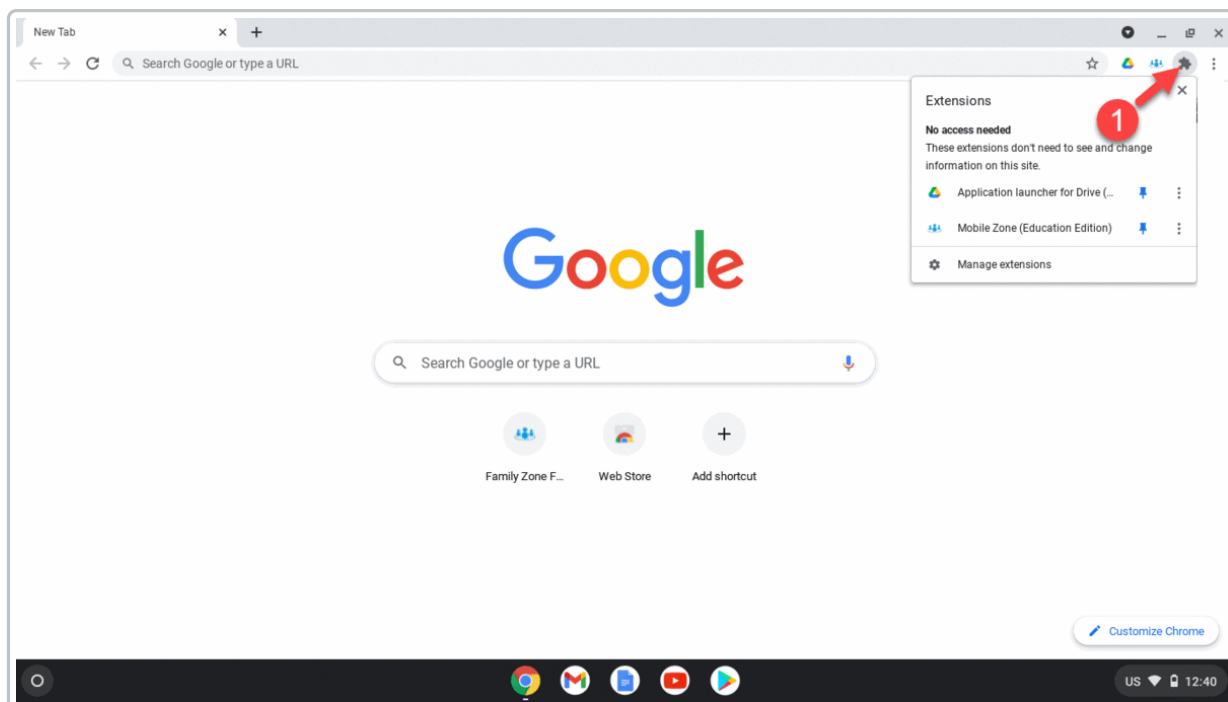


1. Sign in to Family Zone as a Parent
2. In Settings, tap Devices
3. Tap on the Chromebook
4. Tap DEACTIVATE
5. At the Deactivate confirmation window, tap CONTINUE
This turns off Family Zone, but remembers the Device if you reinstall Family Zone
6. Tap Remove device
7. At the Remove Chromebook confirmation windows, tap REMOVE
Family Zone will erase the Chromebook data from the Devices

You can close the Family Zone app.

Uninstall the Chrome Extension

On your Child's Chromebook:



1. In the Chrome browser, click the small puzzle icon
 2. Click Manage extensions
 3. At Family Zone, tap Remove
 4. At the Remove Family Zone confirmation window, tap Remove
 5. Close the browser window
- Power off and restart the Chromebook to clear currently open activity

You are done if you are keeping this Chromebook. If this Chromebook is going to another Family or is going to be recycled, we recommend you take the optional steps below.

Optional Factory Reset of a Chromebook

Google provides tools to clear all of your Child's data off of the Chromebook.

Sign out of the ChromeOS in your Google Account or your Child's Google Account to remove your ownership data.

- <https://support.google.com/accounts/answer/3067630>

Erase all data and go back to a Factory Reset with the Google Powerwash function.

- <https://support.google.com/chromebook/answer/183084>

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
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