

Troubleshooting Uninstall from a Windows Computer

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Applies to: Insights and Premium Members

Child's device: Windows laptop or computer

Parent's app: Android or iOS

Excludes: School owned or managed Windows computers

Troubleshooting Uninstalling 'Connect from a Windows Computer

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

Remove the Windows Computer 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 Windows computer
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 Windows confirmation window, tap REMOVE
Family Zone will erase the Windows data from the Device

You can close the Family Zone app.

Uninstall Connect

On your Child's Windows computer:



1. Open the Start menu
2. Type Add or remove programs and press Enter
3. Type *Mobile Zone* in the Search this list box
4. Click the Mobile Zone app
5. Click Uninstall
6. Click Uninstall at the pop-up window
7. Click Yes at the User Account pop-up window
8. Click Yes at the Question pop-up window
9. Click OK at the Info pop-up window

Power off and restart the Windows computer to clear currently open activity.

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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