Troubleshooting Uninstall from a macOS Computer

Last Modified on 2022-03-03

Applies to: Insights and Premium Members with a Child using a Mac computer

Requires: Family Zone app on the Parent's Android or iOS Device

Excludes: School owned or managed macOS computers

Uninstalling Connect from a macOS Computer

A Parent may want to remove Family Zone from a Mac laptop or 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 the macOS agent.

Remove the macOS Computer from Devices

On a Parent's iPhone, iPad or Android phone or tablet:

After you sign into Family Zone Connect as a Parent

1. In Settings, tap Devices
2. Tap the Mac laptop or computer
3. Tap DEACTIVATE
4. At the Deactivate confirmation message, tap Yes, remove
5. Tap Remove device
   If the button does not work, tap the left arrow at the top of your screen to force the data to sync immediately
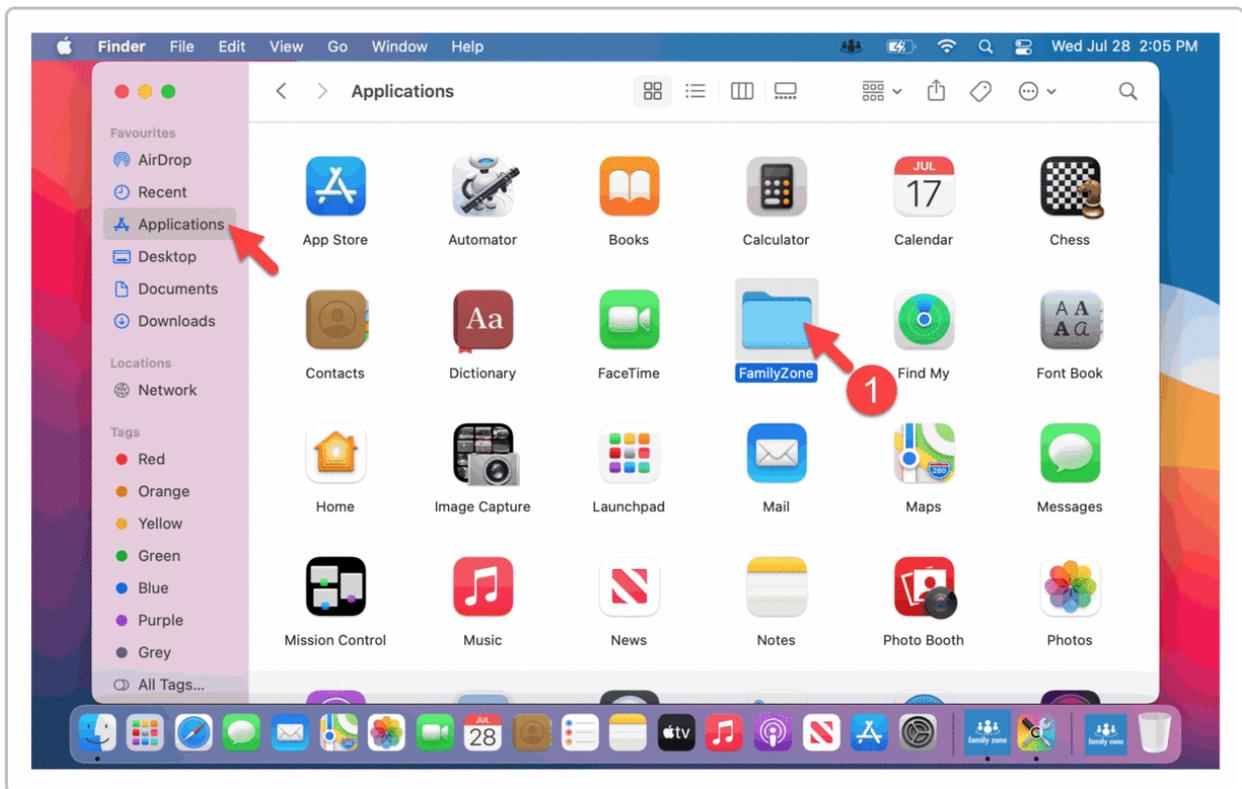   Tap again on this Mac and tap Remove device
6. At the confirmation, tap Remove

You've released this laptop or computer from Family Zone.

Uninstall Connect

On your Child's macOS computer:

1. Open Applications > FamilyZone
2. Open MobileZoneAgent or FamilyZoneConnect
3. Double-click Uninstall
4. Enter the Admin name and password
   Click OK
5. At the confirmation, click Yes
6. Click Next
7. When the uninstall is done, click OK
   Close all open windows
   Restart the computer

The macOS computer will no longer show up in the Family Devices and is no longer monitored.

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