

Troubleshooting Uninstalling Connect from a Child's Android

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Applies to: Insights and Premium Members

Parent app: Apple iOS or Android

Child's device: Android phone or tablet

Article type: Advanced options

Remove the Android from the Family Devices

Parents may want to uninstall Family Zone before selling a device or when a Child has grown into an adult. A Parent uses their app to remove the Device from the Family Monitoring. Then, the Parent or Child can uninstall the Connect up on the Child's Android.

From a Parent's iOS or Android phone or tablet:



1. After you sign in as a Parent, go to **Settings > Devices**
2. Tap on the **Android device**
3. Tap **DEACTIVATE**
4. At the "Deactivate Family Zone ..." confirmation, tap **Yes, remove**

Continue the next steps on your Child's Android phone or tablet.

Uninstall the Connect App

The Connect App cannot be uninstalled without alerting Parents if the Device is still attached to the Family. The app will prevent a Child from using the uninstall function until the Parent removes the Device in their app.

On the Child's Android phone or tablet:



1. Open **Search Apps > Settings**
You can search for **Settings** or find **Settings** alphabetically lower down the screen
2. Tap **Apps & notifications**
3. Tap **See all __ apps**
4. Tap the **Connect App**
5. Tap **Uninstall**
6. At "Do you want to uninstall this app?", tap **OK**
7. **Restart** your Child's Android to close out any open activities

The web content monitoring is turned off. Parents will not receive any notifications if the device has been removed from the Family in the Parent's app.
