

Troubleshooting Update Connect for Chrome - Community Extension

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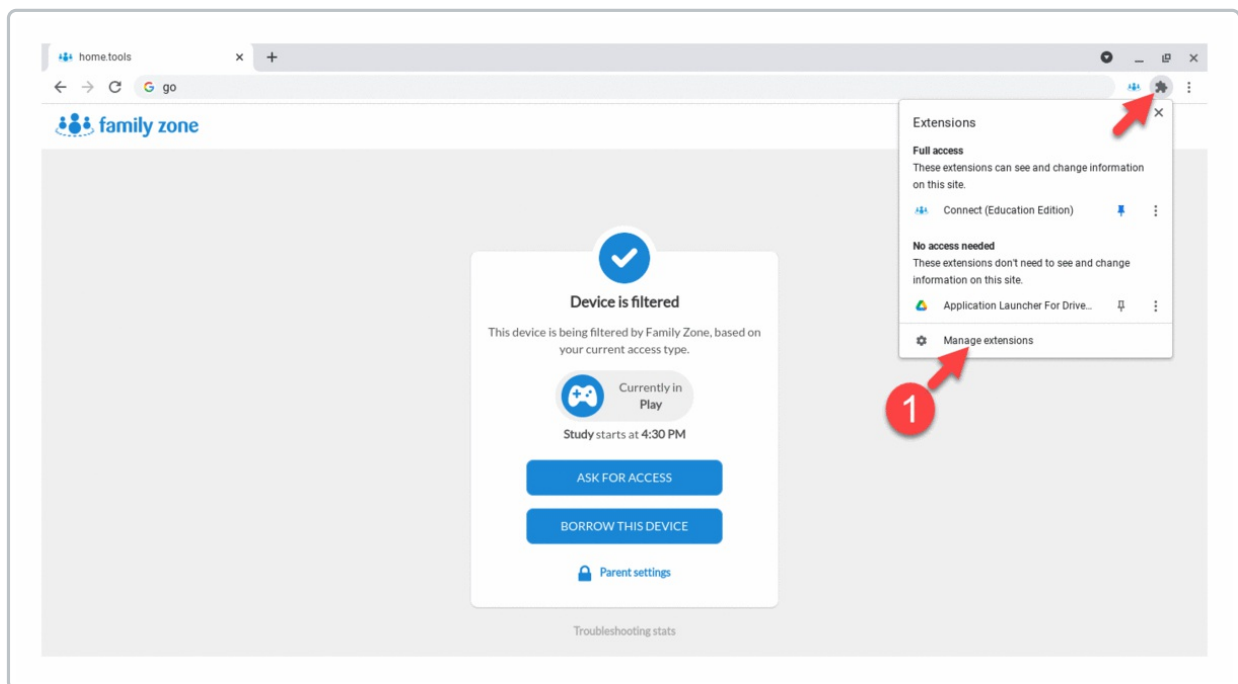
Applies to: Premium Members

Child's devices: Connect for Chrome - Community Extension in Google Chrome on Chromebook

Article type: Advanced options

Manually Update Chrome Extensions

Use these steps to troubleshoot issues with filtering and websites are not showing up in the Recent Activity, Snapshots, and Usage. Parents may need to manually update the Chrome Extension. Google Chrome does not update Extensions automatically for security and compatibility reasons.



1. Open **Google Chrome**
Click the puzzle piece icon and select **Manage extensions**
Or, go to **chrome://extensions**
2. In **Extensions**, click **Developer mode**
3 buttons will be added to the top of the window
3. **Click Update**

Quit or Exit Google Chrome to close out any open activity. Reopen Google Chrome. The updated Family Zone monitoring is applied to web pages accessed inside the Google Chrome Browser.

No Access to Developer Mode

If you cannot access Developer mode, your Child's **Connect for Chrome - Community Extension** may be managed

by your Child's School IT.

1. In Chrome, go to **chrome://management**
2. Contact your School IT with the name displayed in the Extension management

My issue still isn't resolved, what do I do next?

We are here to help. Login to your Family Zone app as a Parent. Go to Settings > Support center.

- Connect with us for 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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