See a List of Red Alerts

Applies to: Insights and Premium Members

Parent's app: iOS or Android

Article type: Fundamental steps

Red Alerts Listed in Snapshots

Parents can access a list of Red Alerts from the weekly Snapshots reports. The Snapshots store the last 28 days of activity. The list includes Red Alerts fixed or ignored (cleared) by Parents.

On a Parent's phone or tablet:

1. In **Snapshots**, tap **SHOW ALL**
2. Go to the bottom and tap **VIEW ALL RED FLAGS**
3. Tap on an **EVENT**
4. Note the **Date**, **Device**, and **User**

The MAC Address can be used to troubleshoot BYOD Devices or Devices connected to the filtered Family WiFi on the Family Zone Box (Australia and New Zealand).