

Troubleshooting Family, Devices or Snapshots are Blank

Last Modified on 2021-10-08

Applies to: Insights and Premium Members

Parent's app: iOS

My Family and Snapshots screens are blank

On your iPhone or iPad:

1. Go to the bottom of **Settings**
2. Tap **Sign out**
3. Sign back in with your *Parent email* and *password*

Alternatively, force quit your Connect App and reopen the Connect App. The steps vary by the age of your iOS device. See, <https://support.apple.com/en-us/HT201330>

A blank screen most often happens when a Parent has changed the Parent password or email from a separate Parent device. Without the new password, the security will not allow the Family, Devices or Snapshots data to be sent to the original iPhone or iPad. It can also happen when the Parent has not used the Connect App in a long time and new versions have been released since the last sign in.

The original Parent sign in remains unchanged on the iPhone or iPad. The new password or email is verified and can updated upon reopening the Connect App.

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

