

Troubleshooting iOS 15 iCloud Private Relay

Last Modified on 2021-10-26

Applies to: Insights and Premium Members

Child's devices: iOS 15 (2021) iPhone and iPad

Excludes: iOS 14 (2020) and older iOS Devices

iCloud Private Relay

Apple's iCloud Private Relay service creates privacy on an iOS Device by using anonymous IP addresses. iOS 15 hides information about the iPhone's or iPad's web connections.

Your Child sees Private Relay error messages

Your Child may see pop-up notifications when Private Relay is turned on. Use these steps to ensure your Connect App is updated to work with iOS 15 and the web traffic can be monitored.

On your Child's iPhone or iPad:



1. Go to **iOS Settings** and tap on *your Child's name*
2. Go to **iCloud**
3. Tap **Private Relay**
4. Tap the slider next to **Private Relay** to turn it *off* (gray)

iOS Devices are not connecting to the Family Zone Box

Applies to: Premium Members in Australia and New Zealand only

Device: Family Zone Box in the home

Parent's app: iOS or Android

If your Child is using an iOS 15 Device connected to the Family Zone Box in your home, the Family Zone Box disconnects their Device when Private Relay is turned on. Install the firmware update to allow the Box to manage Private Relay and monitor your Child's iOS 15 Devices.

On a Parent's phone or tablet:

1. In **Settings**, tap **Home network**
2. Look in **Firmware** and tap **Update**
3. At the confirmation message, tap **YES**
4. *Allow 10 minutes* for **The Box** to download, install, and reestablish connections to your **Devices**
Do **not** turn off the power or disconnect your internet service provider's modem during this process

The lights on the front of **The Box** will blink rapidly for 5-10 minutes (depending on your internet speeds and

number of Devices).

Your Child sees a "Cannot connect to server" error

If your Child's School requires Mobile Device Management (MDM) and your Connect App is in Filter Only mode, use the following steps to fix the "Cannot connect to server" error.

On your Child's iPhone or iPad:

1. In Safari, go to <http://www.home.tools/>
If you only see Device is filtered or a Troubleshooting message, you do not have MDM
If you have MDM, you will be asked to download the CA Certificate
2. After you download the certificate, go to **Settings > General > About > Certificate Trust Settings**
3. Under "Enable full trust for root certificates", tap the toggle to enable **Family Zone**
4. *Restart* your **Child's Device** to close out any active web connections

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
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