

How to use the Connect app to manage Roblox access

Last Modified on 2022-06-07

Applies to: Premium Members

Parent's app: Android and iOS

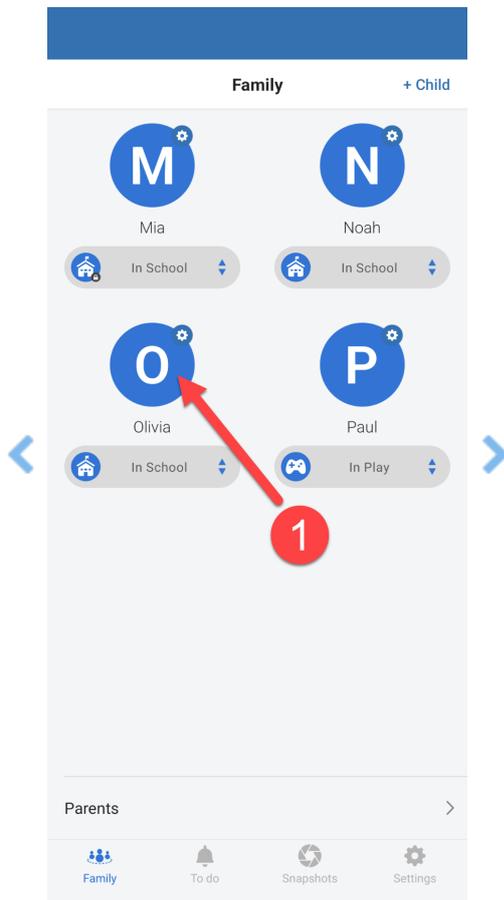
What is Roblox?

Roblox is a game creation platform that allows users to build their own games and play those developed by others. Millions of user-created games and virtual worlds, ranging from typical racing and role-playing games to simulations and obstacle courses, are available on the platform. Players may also purchase, sell, and manufacture virtual objects on Roblox. Roblox can be played on Windows, macOS, Xbox, Android, and iOS devices.

See the Roblox App Rating

The Family Zone Connect App gives parents a quick reference guide to popular apps and games, such as Roblox. Helping parents identify inappropriate apps and games for their child.

Using the Connect app on your phone or tablet:



1. In **Family**, tap on your Child's icon
2. Move down the screen
3. Tap on **Apps**

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I've blocked Roblox but my child can still play it

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

4. Tap on **Roblox**
5. Read the **Online Safety Expert Advice**
6. Move down to **Known Risks**
7. Tap **LEARN MORE**
A web browser will open with detailed Online Safety Expert recommendations

[ySafe's Roblox Game Review](#) provides more detail about Roblox, including:

- dangers you should be aware of
- what your child should consider while playing Roblox, and
- how to increase your child's privacy and online safety.

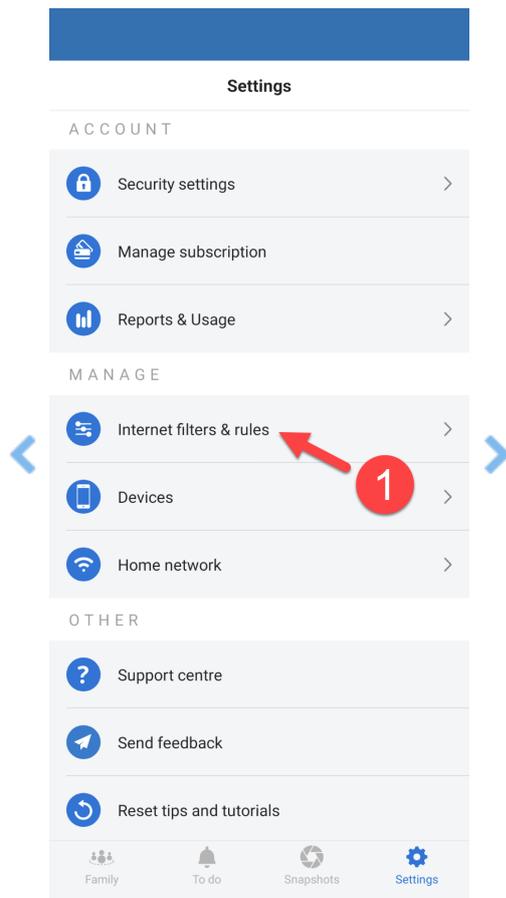
Manage Roblox Access

Websites and online traffic for Roblox are grouped into the Social networks and games categories.

Customize the default filters

When a parent first adds a child to Family Zone, Online Safety Expert advice or filtering for each child's age group is enabled. A parent can customise these suggested settings to meet their child's needs.

Using the Connect app on your phone or tablet:



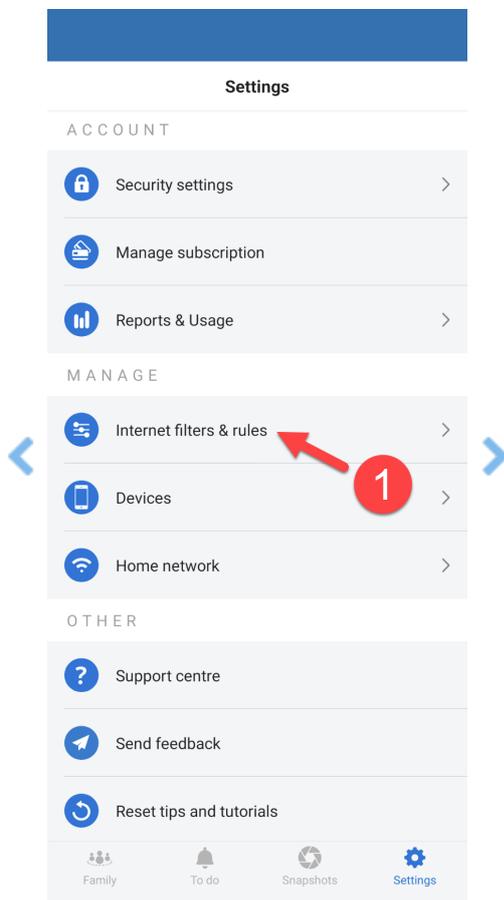
Note: Repeat these steps to control Roblox access for children in different age profiles.

1. In **Settings**, tap **Internet filters & rules**
2. Select your *Child's Age Profile*
3. Tap **Web categories**
4. Select **Social networks and games**
5. Move down to Search
6. Type *Roblox* in the Search
7. Tap on one or more **Routine** times (Play, School, Study, Sleep)
Blue allows access to Roblox during the daily **Routine** time
Red blocks access to Roblox during the daily **Routine** time

Changes made are sent through the internet to your Child's devices within two minutes.

Block Roblox

Parents can block access to Roblox using the Connect app on your phone or tablet:



Note: Repeat these steps to restrict Roblox access for children in different age profiles.

1. In **Settings**, tap **Internet filters & rules**
2. Note the *Child's Age Group*
3. Tap **Kids (0 - 8)**, select another age group as needed
4. Tap **Web categories**
5. Select **Social networks and games**
6. Move down to Search
7. Type *Roblox* in the Search

8. Tap on one or more **Routine** times (Play, School, Study, Sleep)
9. Red blocks access to Roblox during the daily **Routine** time

Within two minutes, your changes are transferred to your child's devices through the internet.

Troubleshoot Roblox access

I've blocked Roblox but my child can still play it

If your child is still playing Roblox after you have blocked it. Follow these instructions until your child's Roblox access is blocked.

1. First check to see if your child should be allowed access to Roblox by looking at [Internet Filters & Rules](#) for your child. [Customize the Default Filters](#) if Roblox is allowed for your child.
2. On the child's phone or tablet, go to <http://www.home.tools> to find out if Family Zone is filtering this device. If the [Device is Not Filtered](#), reinstall [Family Zone Connect](#) onto the child's device
3. Still on your child's device, open a web browser to the Roblox website www.roblox.com
A Family Zone Block Page will be displayed if Roblox is blocked. If Roblox is not blocked, [Customize Filtering Rules](#) to block Roblox.
4. Check the Connect app on a parent device to see if there are any device issues. If Alerts show for your child's device, follow [Check for Alerts by Device](#) to ensure the Family Zone service is working correctly and can block Roblox.
5. Check to ensure the correct owner is assigned to the device, [See or Change a Device Owner](#) to ensure Roblox is blocked for the device user.
6. Check the internet usage for the user to see what is being allowed. [Check Online Usage](#) to ensure Roblox traffic is visible and blocked.

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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