How to use the Connect app to manage Fortnite access

Applies to: Premium Members

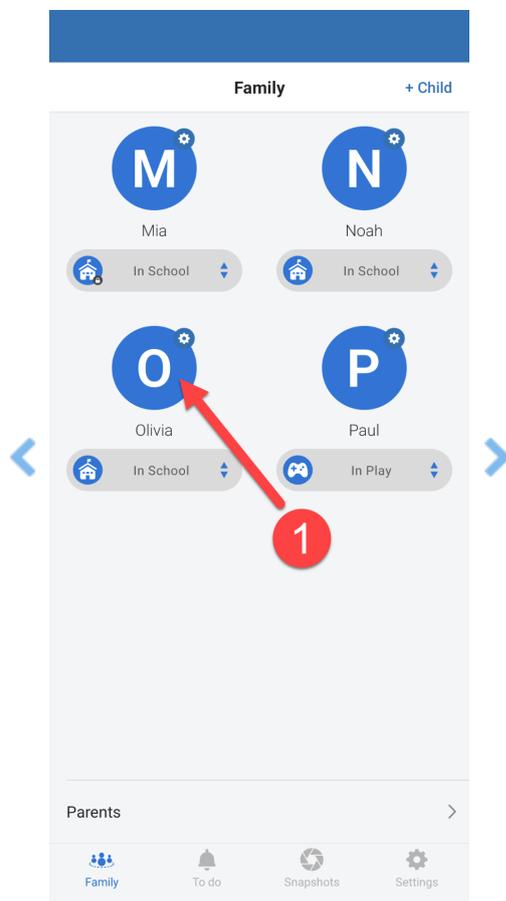*Parent's app: Android and iOS*

What is Fortnite?

Fortnite is a multiplayer third-person shooter video game in which up to 100 players compete to be the last person or team standing. You can compete solo or as part of a team of up to four people. Exploring the island, gathering weapons, constructing fortresses, and engaging in battle with other players are ways to advance in the game. Purchases can be made to access the full game or obtain extra weapons. Players communicate with one another via voice chat or online messaging. Fortnite Battle Royale is a free version of the Fortnite game that can be played on Windows, macOS, PlayStation, Xbox, Nintendo Switch, Android, and iOS devices.

See the Fortnite App Rating

The Family Zone Connect App gives parents a quick reference guide to popular apps and games, such as Fortnite. 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**
4. Tap on **Fortnite**
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 Fortnite Game Review provides more detail about Fortnite, including:

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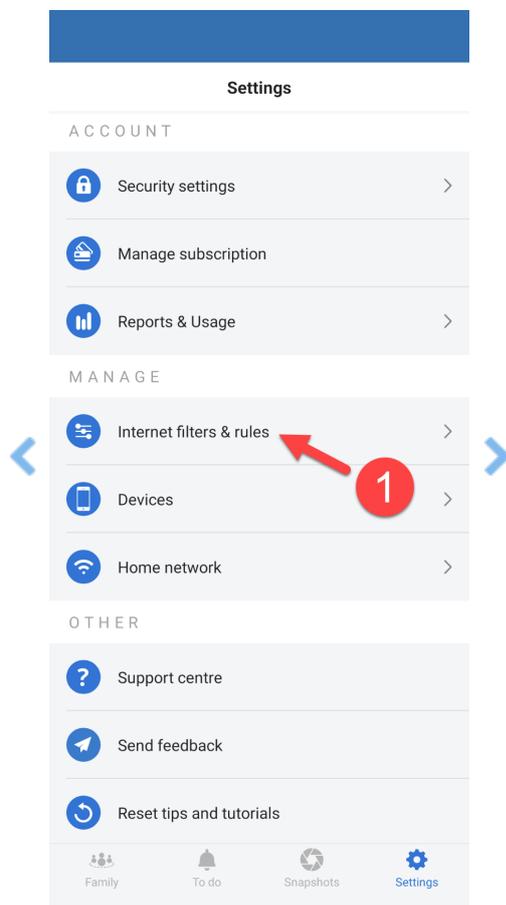- how to increase your child's privacy and online safety.

Manage Fortnite Access

Websites and online traffic for Fortnite 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.

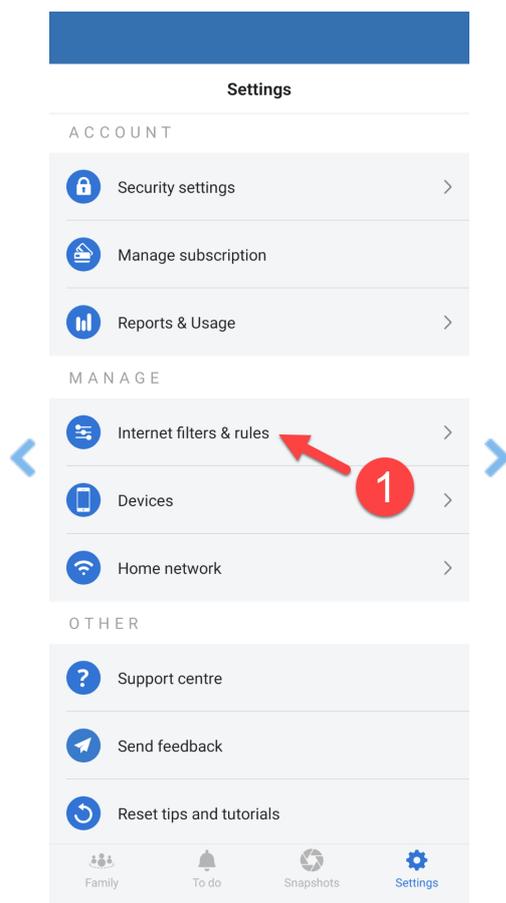Using the Connect app on your phone or tablet:

> **Note:** Repeat these steps to control Fortnite 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 game**s
5. Move down to Search
6. Type Fortnite in the Search
7. Tap on one or more **Routine** times (Play, School, Study, Sleep)
   Blue allows access to Fortnite during the daily **Routine** time
   Red blocks access to Fortnite during the daily **Routine** time

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

Block Fortnite

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

> **Note:** Repeat these steps to restrict Fortnite 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 *Fortnite* in the Search
8. Tap on one or more **Routine** times (Play, School, Study, Sleep)
9. Red blocks access to Fortnite during the daily **Routine** time

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

Troubleshoot Fortnite Access

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

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

1. First check to see if your child should be allowed access to Fortnite by looking at Internet Filters & Rules for your child. Customize the Default Filters if Fortnite 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 Fortnite website www.epicgames.com/fortnite
A Family Zone Block Page will be displayed if Fortnite is blocked. If Fortnite is not blocked, Customize Filtering Rules to block Fortnite.

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 Fortnite.

5. Check to ensure the correct owner is assigned to the device, See or Change a Device Owner to ensure Fortnite 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 Fortnite 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