

How to use the Connect app to manage WhatsApp Messenger access

Last Modified on 2022-06-20

Applies to: Premium Members

Parent's app: Android and iOS

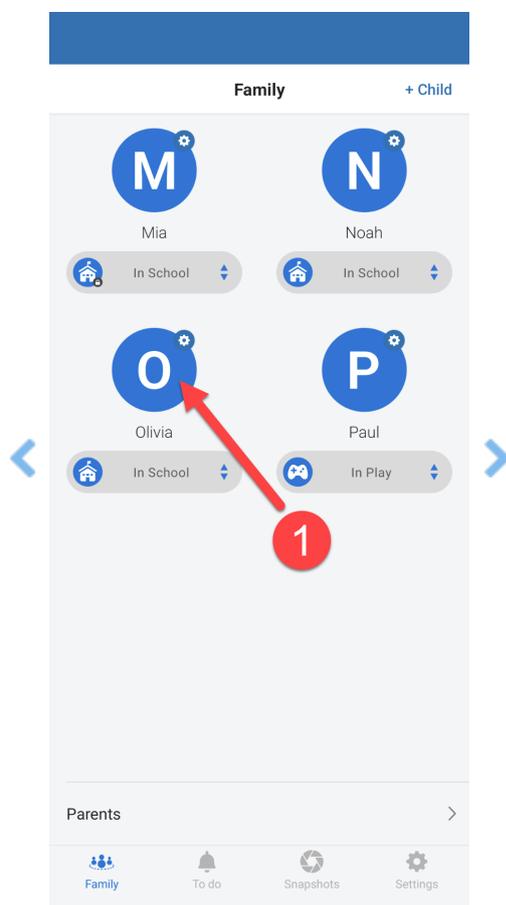
What is WhatsApp?

WhatsApp is a very popular free messaging app owned by Facebook. The app allows users to send text and voice messages, make voice and video calls, share images, videos, documents, and user locations. To sign up for WhatsApp, a user requires a phone number that can receive phone calls and SMS messages and the app requires WiFi or mobile phone data connection. WhatsApp can be used on Android and iOS and Windows and macOS using a web app connected to the mobile app.

See the WhatsApp App Rating

The Family Zone Connect App gives parents a quick reference guide to popular apps and games, such as WhatsApp. 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

In this article

- Customize the default filters
- Block WhatsApp
- I've blocked WhatsApp but my child can still use it
- My issue still isn't resolved, what do I do next?

2. Move down the screen
3. Tap on **Apps**
4. Tap on **WhatsApp**
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 WhatsApp App Review](#) provides more detail about WhatsApp, including:

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

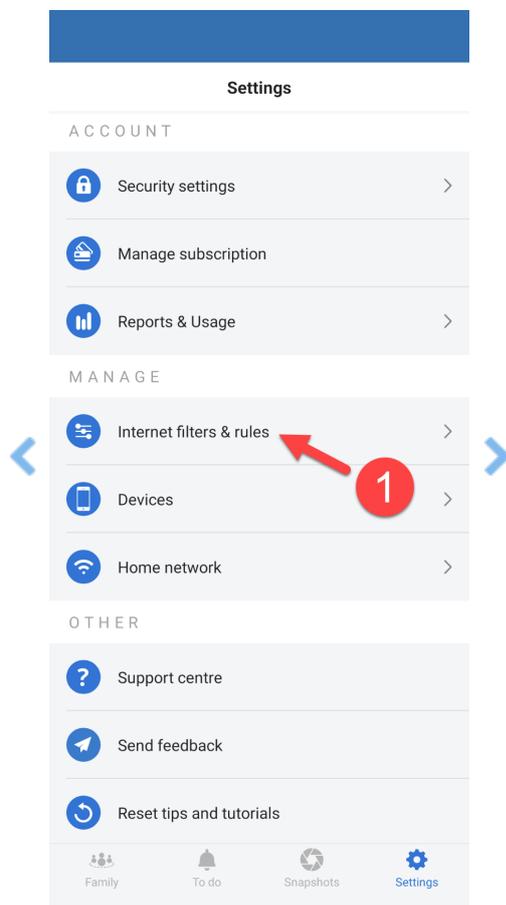
Manage WhatsApp Access

Websites and online traffic for WhatsApp 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:



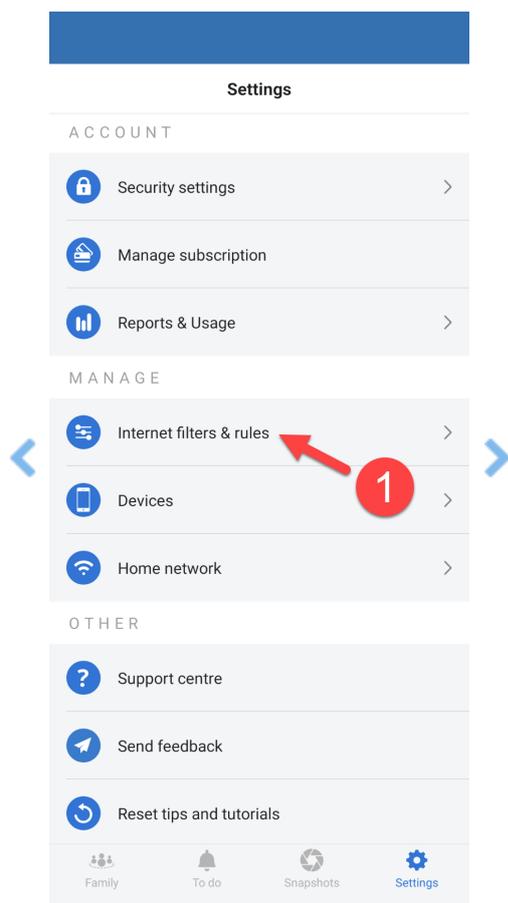
Note: Repeat these steps to control WhatsApp access for children in different age profiles.

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 WhatsApp in the Search
7. Tap on one or more **Routine** times (Play, School, Study, Sleep)
Blue allows access to WhatsApp during the daily **Routine** time
Red blocks access to WhatsApp during the daily **Routine** time

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

Block WhatsApp

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



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

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

Troubleshoot WhatsApp Access

I've blocked WhatsApp but my child can still use it

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

1. First check to see if your child should be allowed access to WhatsApp by looking at [Internet Filters & Rules](#) for your child. [Customize the Default Filters](#) if WhatsApp 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 WhatsApp website www.whatsapp.com. A Family Zone Block Page will be displayed if WhatsApp is blocked. If WhatsApp is not blocked, [Customize Filtering Rules](#) to block WhatsApp.
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 WhatsApp.
5. Check to ensure the correct owner is assigned to the device, [See or Change a Device Owner](#) to ensure WhatsApp 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 WhatsApp 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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