

Canceling your Family Zone Subscription to move to Qustodio

Last Modified on 2022-11-23

This article is for users who are moving from Family Zone to Qustodio.

Important

Family Zone Box users who want to use the Box with Qustodio should not cancel their accounts. Instead, follow the setup instructions in our guide to [Using the Family Zone Box with Qustodio](#).

It's easy to cancel your Family Zone account, but it is **important to do each of the steps in order without skipping ahead**. If you don't do the steps in order, you may be unable to uninstall Family Zone Connect from your children's devices, or start your new Qustodio subscription.

What do I need to do?

- If you have an **Insights** subscription, follow the instructions for the type of device you use to manage your children's devices ([Android](#), [Apple](#) or [Web Browser \(Portal\)](#)).
- If you have a **Premium** subscription and pay through **Google Play**, follow the instructions for [Android devices](#).
- If you have a **Premium** subscription and pay through the **Apple Store**, follow the instructions for [Apple devices](#).
- If you purchased a **Premium** subscription and don't pay for it using either Google Play or the Apple Store, or purchased it through a website, follow the instructions for [Web Browser \(Portal\)](#).

How do I tell if I have a Premium or Insights subscription?

If you pay a monthly or annual subscription fee for Family Zone, you have a Premium subscription. If you do not pay a subscription fee, you have an Insights subscription.

Another way to tell is to open the Connect app or WebPortal, sign in as a parent, and then select **Settings > Manage Subscription**. If you see an option to *Upgrade Family Zone to Premium*, you have an Insights subscription. If you see details of an active paid subscription, you have a Premium subscription.

Android Devices

[Canceling your Premium Subscription from Android](#)

1. **Open the Connect App** on the phone or tablet you use to manage your family's devices.
2. Tap **Settings > Devices**.
3. **For each of your family's devices**, tap on the device and tap **Deactivate > Continue**.
4. When you have deactivated all devices, go back to the **Settings** page.
5. Tap **Manage subscription**. The Google Play Subscriptions page will open.
6. Tap **Family Zone Connect**.
7. Tap **Cancel subscription**.
8. Select a reason and tap **Continue**.
9. Tap **Cancel subscription**.
10. When you see "Canceled" close **Google Play**.
11. **Uninstall Connect** from your **children's devices** and any shared family devices.
12. Uninstall Connect from your own devices.

Canceling your Insights Subscription from Android

1. Open the Connect App and tap **Settings > Devices**.
2. **For each of your family's devices**, tap on the device and tap **Deactivate > Continue**.
3. **Uninstall Connect** from your **children's devices** and any shared family devices.
4. Uninstall Connect from your devices.

Apple Devices

Canceling your Premium Subscription from iOS

1. **Open the Connect App** on the iPhone or iPad you use to manage your family's devices.
2. Tap **Settings > Devices**.
3. Tap **Manage subscription**. The *Edit Subscriptions* page will open.
4. Tap **Family Zone Connect**.
5. Tap **Cancel Subscription**.
6. Tap **Confirm** to *Confirm Cancellation*.

7. Go back to the **Settings** page and tap **Devices**.
8. **For each of your family's devices**, tap on the device and tap **Deactivate > Yes**.
9. When you have deactivated all devices, go back to the **Settings** page.
10. Tap '**Delete my account**' to remove your personal data from our systems.
11. **Uninstall Connect** from your **children's devices** and any shared family devices.
12. Uninstall Connect from your own devices.

Canceling your Insights Subscription from iOS

1. **Open the Connect App** on the iPhone or iPad you use to manage your family's devices
2. Tap **Settings > Devices**.
3. **For each of your family's devices**, tap on the device and tap **Deactivate > Yes**.
4. When you have deactivated all devices, go back to the **Settings** page.
5. Tap **Delete my account**.
6. **Uninstall Connect** from your children's devices and any shared family devices.
7. Uninstall Connect from your own devices.

Web Browser (Portal)

Canceling your Premium Subscription from the Web

1. Open a web browser and go to <https://portal.familyzone.com>
2. **Sign in** with your email and password.
3. Go to **Settings > Devices**.
4. **For each of your family's devices**, select the device and select **Remove Protection > Yes > Disable**.
5. When you have deactivated all devices, **select your name** at the top-right of the window.
6. Select **My services**. It may take a few seconds for your subscription details to load.
7. Select **Change Plan**.
8. Scroll down and select **Cancel Premium**.
9. Select **Confirm**.

10. Scroll down and select **Cancel Insights**.
11. Select **Confirm**.
12. **Uninstall Connect** from your **children's devices** and any shared family devices.
13. Uninstall Connect from your own devices.

Canceling your Insights Subscription from the Web

1. Open a web browser and go to <https://portal.familyzone.com>.
 2. **Sign in** with your email and password.
 3. Go to **Settings > Devices**.
 4. **For each of your family's devices**, select the device and select **Remove Protection > Yes > Disable**.
 5. When you have deactivated all devices, **select your name** at the top-right of the window.
 6. Select **My services**.
 7. Select **Cancel Insights**.
 8. Select **Confirm**.
 9. **Uninstall Connect** from your **children's devices** and any shared family devices
 10. Uninstall Connect from your own devices.
-