

# Uninstalling Family Zone Connect to move to Qustodio

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

and the Chrome Browser


## Important

Unless you are a Family Zone Box user, you should [follow these instructions to cancel your account](#) before uninstalling Family Zone Connect from your family's devices. Family Zone Box users who want to use the Box with Qustodio should follow the setup instructions in our guide to [Using the Family Zone Box with Qustodio](#).



After canceling your account, you can easily remove Family Zone Connect from your family's devices. You should uninstall Connect from your family's devices before removing the parent app from your own devices.

- [Android](#)
- [Chrome and Chromebook](#)
- [iPhones and iPads](#)
- [Macs](#)
- [Windows](#)

## Uninstalling Connect from Android devices

1. Ensure you have canceled your account and deactivated monitoring of your family's devices.
2. **Swipe down** from the top of your screen to pull down the **Quick Settings** menu.
3. Tap the **gear icon**  to open **Settings**.
4. Tap **Apps**.
5. Tap the **search field** at the top right of the screen and enter **Connect**, or scroll down the alphabetical list until you find the Connect app.
6. Tap on the **Connect app**.
7. Tap **Uninstall**.
8. Tap **OK** to confirm you want to uninstall the app.
9. Restart the device,

## Uninstalling Connect from Chromebooks and the Chrome Browser

1. Ensure you have canceled your account and deactivated monitoring of your family's devices.
2. Open **Chrome**.
3. Select the **puzzle piece icon**  to open **Extensions**.
4. Locate **Connect for Chrome - Community** and select **More**  .
5. Select **Remove from Chrome**.
6. Select **Remove**.
7. Restart the device.

## Uninstalling Connect from iPhones & iPads

These steps will work for most, but not all iPhones and iPads. Apple provides more detailed instructions explaining how to remove apps from [iPhones](#) and [iPads](#), including older versions of these devices.

1. Ensure you have canceled your account and deactivated monitoring of your family's devices.
2. Go to the **Home** screen by swiping up from the bottom of the screen or pressing the Home button.
3. **Swipe left** past all your Home Screen pages to get to the **App Library**.
4. Tap the **search field** at the top of the screen and **enter *Connect***, or scroll down the alphabetical list until you find the Connect app.
5. **Touch and hold** the app in the App Library, tap **Delete App**, then tap **Delete**.
6. Restart the device.

## Uninstalling Connect from Mac Devices

These steps will work for most, but not all, Apple macOS devices. Apple provides more detailed instructions explaining how to [remove apps from Macs](#).

1. Ensure you have canceled your account and deactivated monitoring of your family's devices.

2. Open **Finder > Applications** and locate **FamilyZone**.
3. Open *FamilyZoneConnect* or *MobileZoneAgent*.
4. **Double-click Uninstall.**  
*If you're asked for a user name and password, enter the name and password of an administrator account on your Mac. This may be the name and password that you use to log in to your Mac.*
5. Select **Yes**.
6. Select **Next**. The uninstaller will run, which may take several seconds.
7. Select **OK**.
8. Restart the device.

## Uninstalling Connect from Windows Devices

These steps will work for most, but not all, Windows 10 and Windows 11 devices. Microsoft provides more detailed instructions explaining how to remove programs from [Windows 7](#), [Windows 10](#) and [Windows 11](#) devices.

1. Ensure you have canceled your account and deactivated monitoring of your family's devices.
  2. Open your **Control Panel**:
    1. **Windows 7**: Open the Start menu. On the right pane, select Control Panel.
    2. **Windows 10 & 11**: In your taskbar search box, type Control Panel and select it from the results.
  3. Select **Programs > Programs and Features**.
  4. **Scroll down** the alphabetical list until you find **Connect**.
  5. **Right-click on Connect** and select **Uninstall/Change**.  
*If you're asked for a user name and password, enter the name and password of a Windows administrator account. This may be the name and password that you use to log in to the computer.*
  6. Select **OK** to allow the app to make changes on your device.
  7. Select **Yes**. The uninstaller will run, which may take several seconds.
  8. Select **OK**.
  9. Restart the device.
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