

Troubleshooting Connect for Laptops Block Page

Last Modified on 2021-10-08

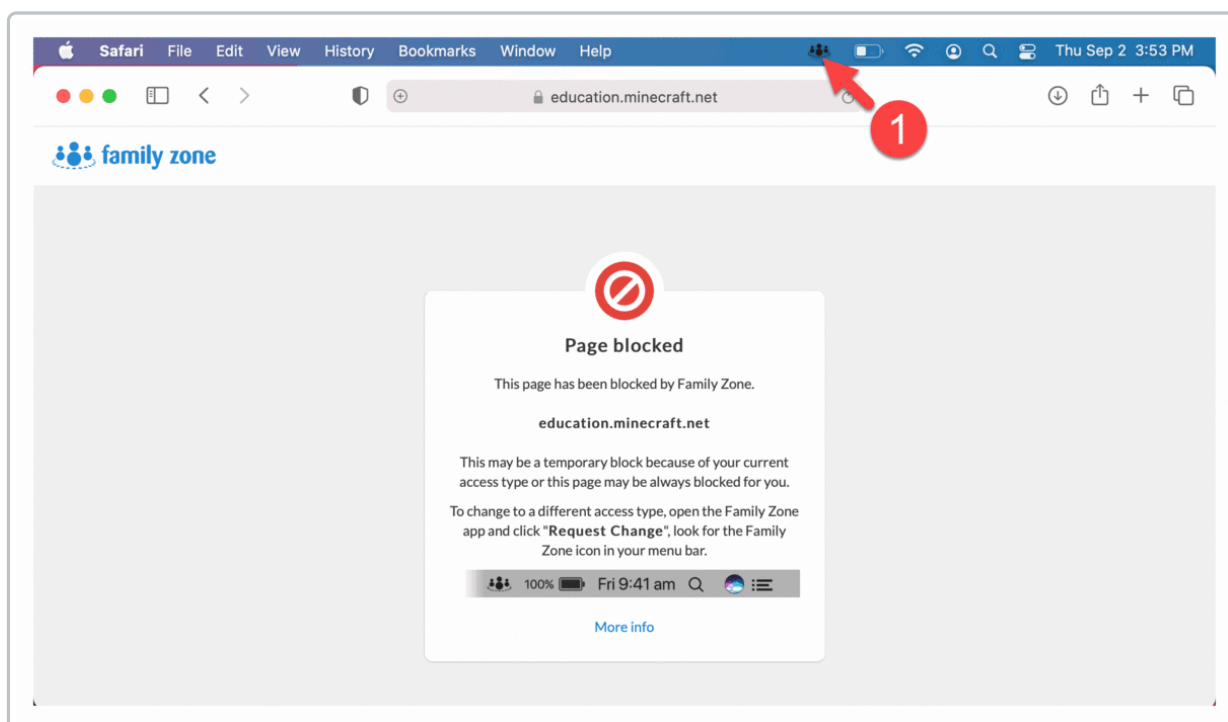
Applies to: Premium Members

Child's devices: MacOS, Windows, or Chromebooks

Allow Your Child to Access a Blocked Website

Connect for Laptops will display a block message in your Child's web browser if they are trying to access a blocked category during the current daily Routine time (Study, School, Play or Sleep). As a Parent, you can use the Connect menu to allow access to the blocked website.

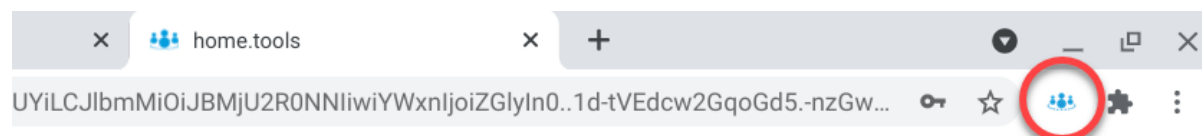
From your Child's Windows or MacOS laptop or computer:



1. Click on the **Connect** icon
Windows Taskbar (usually at the bottom of the screen)

Apple Mac Menu Bar (top of the screen)

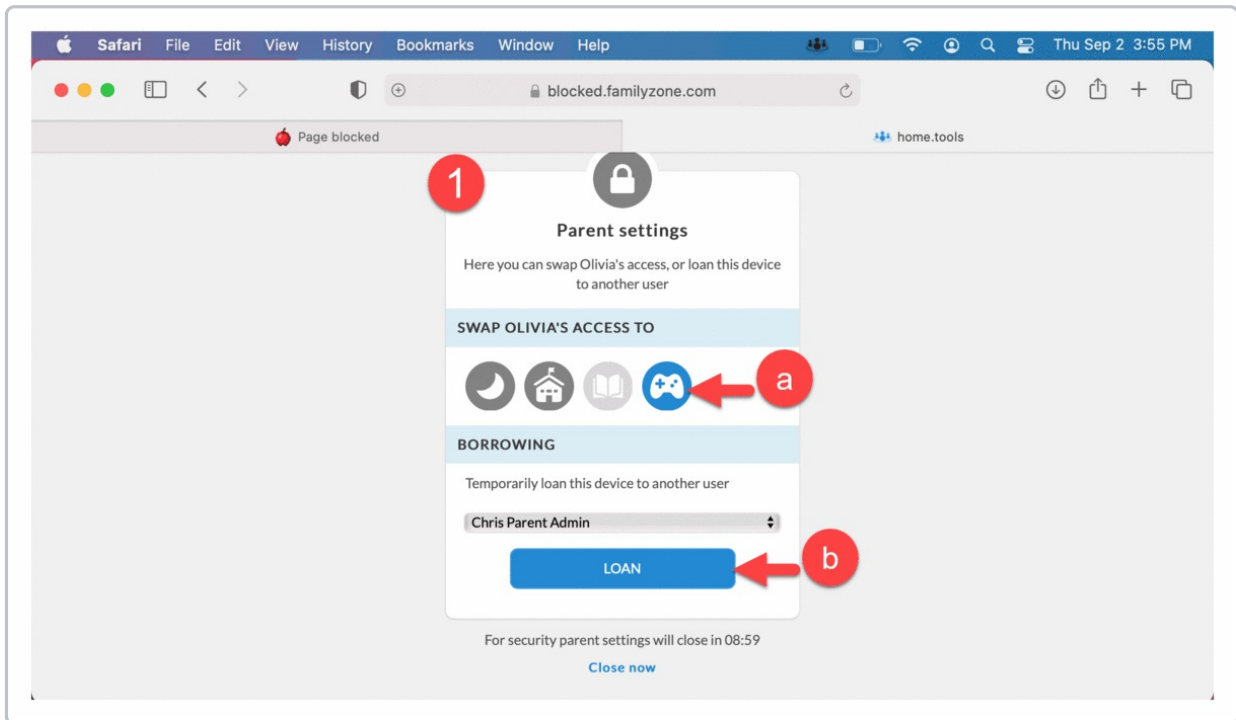
Chromebook - Chrome extension (in browser)



2. Click **REQUEST A CHANGE**
3. Click **Parent settings**
4. Enter your **Parent PIN**

Click NEXT

Change the Routine or the User



1. In **Parent settings**, choose one of the overrides

a. **Swap your Child's access**, click **Play** if they would normally have access to this type of website

The advantage is filtering remains active for other risky web content

b. With *your name visible*, click **LOAN** if this website content would always be blocked in your Child's age group

Be careful, because your all filtering will be turned off while they are using your Parent account

2. Choose the amount of time to allow access to the blocked website

3. Click **OK**

4. At the Parent Settings window, click **Close Now**

Note

Parents may not be able to override access settings to computers owned or managed by the School during the School access time. A School's duty of care obligations and IT policies can vary by school. Check with your School IT if the computer is managed by the school.

iOS and Android Block Pages

If the website has been blocked in a web browser on your Child's iOS or Android phone, use similar steps from their Connect App.

- [Parent Allows a Blocked Web Page on a Child's device](#)

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 <https://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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