

FAQ



What does this mean for Emmanuel Christian Community School?

Family Zone's Mobile Zone app will be automatically downloaded to your child's school device when your child attempts to access the school network. This ensures we can protect the device on any network during school hours, and gives you the option to protect and manage their online activity on this device outside of school hours.

The school's internet filtering policies will be applied to your child's device during school hours.

If you do not have a Family Zone account –

You will shortly receive an email from Family Zone inviting you to activate your account. This account allows you to extend protection of the device to after-school hours, if you wish to do so. To extend protection beyond school hours and on other devices in your home, simply follow the instructions in your activation email. See the '*Added benefits*' section below for more information.

If you currently have a Family Zone account -

We won't send you an activation email. However, we encourage you to log into your [Family Zone account](#) and check your out-of-school routines and protection settings, such as 'Study Time', 'Sleep Time' and acceptable apps. Without these routines set, your child's device will adopt Family Zone's default protection settings for your child's age for outside of school hours.

For more information, like what to do if your child is home sick from school - click [here](#)

Why are we using Family Zone?

When we give children access to the internet, we hand them a free pass to a vast world of information & entertainment (much of it intended for adults) and an invitation to interact with billions of strangers. Expecting young students to safely navigate that world, establish their own limits and make uniformly good choices is not just unrealistic, it is irresponsible.

We are dedicated to ensuring we allow our students access to all the educational benefits of the internet while supporting them to stay safe, responsible and on-task. Family Zone helps us to achieve this goal. The [following video](#) has leading cyber experts explain why it is important to provide filtering and protection on your children's devices.



What is Mobile Zone?

Mobile Zone is an app (software) that is downloaded to your children's devices (smartphones, tablets and/or laptops) to protect, manage and monitor their online activity, no matter where they are or what network they connect to.

You can manage your children's internet settings and access - anywhere, anytime - online via your Family Zone account.

Added benefits - Mobile Zone: Premium Family Pack

Protection for your children's devices at home

Your family is entitled to a Mobile Zone Premium Family Pack to protect your children's other devices at home. There is no cost to families.

The Premium Family Pack contains Mobile Zone apps to protect up to three children and six devices; laptops, mobiles or tablets. Once the Mobile Zone app is installed on a device, you can manage your children's internet settings and access - anywhere, anytime - online via your Family Zone account.

If you have more than three children or six devices, you can purchase an [Extension Pack](#) from the [Family Zone Shop](#).

Authority to be contacted by Family Zone

To streamline the process of creating accounts for school families, we have provided your name, email address, children's names and birthdates to Family Zone. If you don't wish to participate, please respond to this email.

Please note, if you decide to opt-out, your child's device will be filtered by our school's internet policy during school time ONLY. It will not be protected outside of school hours.

Please be assured that the school and Family Zone take your privacy and security seriously. For more information see - [Privacy and Customer Detail & Security Policy](#)

Next steps and more help

If you are new to Family Zone -

Keep an eye out for the Family Zone account activation email. When you click "Complete Setup" in that email, a 'Sign up Wizard' will launch and walk you through step-by-step the account activation process.

If you're already using Family Zone -

There is nothing you need to do. However, now is a great time for you to login to your [Family Zone account](#) and review your settings (eg. your child's 'Sleep Time' setting). If you can't remember your password, click on the forgot password link and follow the [reset password process](#).

If at any point you need further assistance, please contact Family Zone's friendly [Support Team here](#) or refer to the schools [Cyber Safety Hub](#)