Family Zone Software
Parent Overview Guide

What is Family Zone?

- Family Zone is cyber safety software installed on School student computers at Brighton Grammar School (BGS) to provide internet content filtering during school time and works in addition to the existing security measures on the BGS network when at school. FamilyZone provides controls on their learning device to keep our students safe online, and free from distractions regardless where they are located during normal school hours.

- Family Zone provides the option for parents to enable the same software to also manage screen time in your household for before/after school times and weekends if you wish.

- Typical home configuration allows you to define pre-set times to access relevant apps for study, play and bed times appropriate to student's age and your individual arrangements.

What can I expect Family Zone software to do?

- On **BGS school days between 8.15am and 4.00pm**, all School student computers with Family Zone installed will be **blocked from accessing online gaming, movie streaming, social media, and adult content** in line with our Student Acceptable Use ICT Policy.
- Outside of our school hours, the product is inactive - unless you have activated parent controls.

What if I would like to turn off school filtering for a day?

- If you wish to allow online activities that have been blocked by school policy on your son's school laptop in school hours, you can enable a 24-hour parental override for that day via your parent account in Family Zone. Please contact Family Zone if you would like assistance.

How can I check if Family Zone is installed / reinstall it?

- Go to **Add or Remove Programs** on your son's school device. You should see an application called *Mobile Zone* listed if Family Zone is installed.
- To reinstall from home, go to www.familyzone.com/laptop on their device to install.
  Note: during every login on-campus the school network will reinstall Family Zone if missing.
- Any BGS laptops should automatically re-register when the software is installed. To register new devices including mobile phones, iPads etc please contact Family Zone for assistance, or find the How To videos here: www.familyzone.com/brightongrammar

Help & Support

- For all Family Zone queries or issues regarding installation, setup, or issues with accessibility to websites please contact Family Zone Support:
  Phone **1300 398 326** between 8.00am – 8.00pm; or visit **familyzone.com** and use the support chat function, the online resources, or request a call-back at a convenient time.
- For Brighton Grammar queries, please email: techsupport@brightongrammar.vic.edu.au