



KidzPAN

not just an app, a smarter parenting ally

HELP & SUPPORT

KidzPAN Child App

Frequently Asked Questions

Answers to the questions parents ask most often after installing KidzPAN Child — checking the setup worked, fixing problems, and understanding what the app collects.



AUDIENCE

Parents & guardians

PLATFORM

Android

QUESTIONS

20

DOCUMENT

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Frequently Asked Questions

20 answers, grouped into 4 sections.

How to use this document

These are the questions parents ask most often once KidzPAN Child is installed on a child's phone. Each answer stands on its own — jump to the section you need.

If you have not installed the app yet, start with the companion document **KidzPAN Child App — Installation & Setup Guide**, which walks through the whole process screen by screen and includes a reference table for every permission KidzPAN asks for.

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Still stuck after reading this?

Contact KidzPAN support through the parent app or the support page on the KidzPAN website. Please include the phone brand and model, its Android version, and what you were doing when the problem appeared — it lets us help you far more quickly.

After you finish setup

Confirming the installation worked, and what happens from here.



How do I know the setup worked?

Four things should be true once you tap **Finish** on the child's phone:

**The child dashboard opens**

KidzPAN Child starts on the child's greeting screen, not the setup wizard.

**The device shows in the parent app**

The phone appears under the child's profile as connected.

**Screen time is counting**

After a few minutes of normal use, activity begins to appear.

**A test rule takes effect**

Set a short limit from the parent app and confirm the phone honours it.



Do I need to do anything else on my child's phone?

No. Setup is a one-off. Everything after this — screen-time limits, blocked apps, tasks, milestones and location — is managed from the KidzPAN Parent app on your own phone.

You should only need to touch the child's phone again if a permission gets switched off, which the parent app will flag.



Will my child see that KidzPAN is installed?

Yes, and deliberately so. KidzPAN Child stays visible in the app list with its own name and icon. It does not hide itself or run disguised as something else.

Before any data is collected, the app shows the child a disclosure screen listing exactly what is gathered and who can see it.

When something isn't working

The problems parents hit most often during and just after installation.



KidzPAN Child doesn't appear when I search the Play Store.

Check that the phone is signed in to a Google account and connected to the internet. The app needs a reasonably recent version of Android; on very old devices the listing is hidden entirely.

You can also open the direct store link from the KidzPAN website instead of searching.



The setup wizard shows a red message and won't continue.

That permission hasn't been granted yet. Tap the button on that screen again, complete the toggle in Android Settings, then press **Back** until KidzPAN reappears.

Wait for the **green confirmation** before moving on — it is the wizard telling you the permission actually registered.



I can't find the KidzPAN entry in Android Settings.

Menu names vary between phone brands. Use the search box at the top of Settings and type the permission name — *notification access*, *accessibility*, *device admin* or *usage access*. That finds it on any Android phone.



Sign-in fails with my email and password.

Confirm you are using the **parent** account rather than a child profile, and that the account was activated from the confirmation email.

Use **Forgot Password?** on the sign-in screen to reset it if needed.

Q My child's profile is missing from the Select Child list.

The profile has to exist before you link the device. Add the child in the KidzPAN Parent app or on the website first, then sign out and back in on the child's phone.

Q Monitoring stopped working after a day or two.

Almost always battery optimisation. The phone has put KidzPAN to sleep to save power, which pauses monitoring and screen-time limits without warning.

In **Settings > Battery**, set KidzPAN Child to **Don't optimise** or **Allow background activity**, and check the Accessibility service is still switched on.

Q Setup finished, but the parent app doesn't show the device.

Make sure the phone was online when *Device successfully registered and connected!* appeared at the end of setup.

Open KidzPAN Child on the phone, wait a minute, then refresh the parent app.

Q A rule stopped working after a system update.

Android updates occasionally reset app permissions. Open KidzPAN Child on the child's phone — it re-checks its permissions on launch and will walk you back through anything that is missing.

Q What exactly does KidzPAN collect from my child's phone?

Four categories, all disclosed on screen before collection begins:

Apps installed and time used

Websites visited and search terms

Device location, including background

Notification alerts

Each one maps to a specific Android permission you granted during setup. The installation guide has a reference table showing which permission powers which feature.

Q Who can see that information?

Only the parent or guardian who set up the device, in their own KidzPAN account. It is not visible to other KidzPAN users, and it is not shared with third parties.

Q Is my child's data sold or used for advertising?

No. As stated on the Accessibility consent screen inside the app, this information is **never sold and never used for advertising**.

Q Does KidzPAN run hidden or under another name?

No. It is a monitoring app and it is designed to be visible about it. The icon stays on the child's phone under the KidzPAN name, and the app does not disguise itself.

Q Should I tell my child they're being monitored?

Yes — and the app is built on that assumption. Parental controls work best alongside a conversation, not instead of one.

Children who understand the reason for the limits are far less likely to try to work around them. The disclosure screens shown during setup are a natural place to start that conversation.



Should my child know the parent account password?

No. You sign in once, on the child's phone, during setup — after that the credentials are not needed on the device again.

Treat the password the way you would treat a banking password: type it where the child cannot see, don't save it in the phone's browser, and change it if you think it has been seen.



Can I change or withdraw a permission later?

Yes. Every permission can be reviewed or withdrawn at any time from **Android Settings** on the child's phone.

Withdrawing one does not delete the child profile or its history, but the matching control stops working immediately and the parent app will report the device as partially configured.



How do I remove KidzPAN from my child's phone?

Because Device Admin is active, the app cannot simply be uninstalled. First deactivate **KidzPan Child** under **Settings > Password & security > System security > Device admin apps**, then uninstall it as normal.

You can also remove the device from the child's profile in the parent app.



Does removing the app delete my child's history?

Uninstalling stops all collection on that device immediately. Previously recorded activity remains in your parent account until you delete the child profile there.

Getting more help

Where to go when this document does not cover it.

Contact support

If a step does not match what you see on screen, or a problem persists after trying the answers in this document, get in touch. Support is available through the KidzPAN Parent app and from the support page on the KidzPAN website.

What to include when you contact us

The more of this you can tell us, the faster we can help:

**Phone brand and model**

For example "OPPO Reno8".

**Android version**

Settings > About device.

**Where it went wrong**

The step number from the setup guide, if it happened during installation.

**What you saw**

The exact on-screen message, or a photo of it.

Related documents

**KidzPAN Child App — Installation & Setup Guide**

The full screen-by-screen walkthrough, plus a reference table for every permission.

36 steps