



## Support for Parents at Waverley College

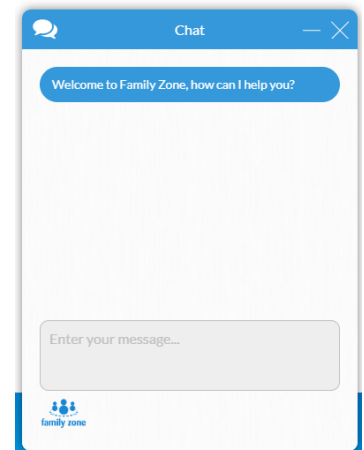
Getting the help you need when you need it.

We understand that sometimes technology can be challenging; we're here and ready to help you whenever and however we can.

We encourage you to contact our friendly tech support team if and when you have any questions or need to better understand how to use and configure your Family Zone app.

### NEW Family Zone Live Chat

Family Zone's Live Chat tool is quick and convenient, with real people ready to answer in real time. Access our online chat service via the [Family Zone website](#)



### Family Zone Parent Phone Support: 1300 398 326 (8am - 8pm)

OR

### Family Zone Parent Email Support:

Our easy to use online form will help you get the right support when you need it (select the drop down option "*I'm an existing customer and I need some help*") from: <https://www.familyzone.com/anz/families/contact-us>

### When can I ask for help?

- If the technology isn't working as expected
- If you're not sure how to make changes to the app settings
- If you'd like to know how to do something new on the app
- If you've got questions about how the Family Zone app impacts your kids

### NEW Family Zone Parent Cyber Safety Hub

A new informative and always evolving Cyber Safety resources for families:

- Latest advice from Cyber experts including app reviews
- Parent guides to help you with your child's online development
- Valuable resources to engage your child about their online behaviours

<https://waverley.cybersafetyhub.com.au>