

Need help with Qustodio?

Our school has partnered with Qustodio to help you keep your child safe online. The Qustodio Parent App provides insights and lets you manage your child's school device and add your child's personal devices.

Qustodio Support Team

Qustodio has a dedicated support team to help you at every stage of your journey. As a personal family tool, only you and the Qustodio Support team can access your account details and rules. This keeps your settings private and ensures you get the fastest, most accurate help with setup or troubleshooting.

When to contact Qustodio

Contact Qustodio directly if you need assistance with:

- ✓ Troubleshooting setup or logging issues
- ✓ Adjusting screen time limits or web filtering rules
- ✓ Understanding alerts or reports in the Parents App



Direct Email Support:
myschool@qustodio.com

Please include your child's school name and your email address, and add as much detail about the issue or problem you are seeking to solve. It is helpful to include screenshots or examples of when the issue occurred.

What are other ways to get help?

Submit a Contact Form: www.qustodio.com/en/help-contact-form
Share your details in the online form, and a specialist will reply via email. Remember to include as much detail as possible; this helps our Support Team with troubleshooting.

Qustodio Help Center: www.qustodio.com/help
Search for answers to common questions, view tutorials, and find troubleshooting tips instantly.

Your school's Online Safety Hub: _____
Browse step-by-step guides to installing Qustodio and solving common issues.

Pro Tip: Bookmark these links and keep this guide handy for quick access to support throughout the school year.

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