

Module 9 of 9 · 0/3 lessons done · Quiz: not taken · 0%

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QUIZ NOT STARTED · pass mark 80%

Family Module 9 · Troubleshooting · about 33 minutes · 3 lessons + 10-question quiz

Troubleshooting and Keeping It Running

When something goes sideways. Fix the most common problems, tune routines that are too noisy or too quiet, and do a monthly check-up.

▶ Open slides

Download the PDF workbook

Exercises work with Grok Bot or any AI assistant. Use non-sensitive information only.
App connections marked "varies" depend on your school, team or provider and are confirmed during setup.

Lessons

Lesson 1 · Common problems and quick fixes (~10 min)

Lesson 2 · Tuning: too noisy or too quiet (~8 min)

Lesson 3 · The monthly family check-up (~7 min)

Module quiz (10 questions, ~8 min)

Send feedback

Lesson 1 · ~10 min

Common problems and quick fixes

You will be able to

- Diagnose the five most common issues
- Know when to ask for help

Most problems come down to a disconnected account, a missing email alert, or a routine that's too vague.

Step by step

1. Nothing arrived? Ask: "Is my calendar and email still connected?" Reconnect through the official sign-in if not.

2. Missing school info? Check that the school app is still emailing you (settings sometimes reset at the start of a term).
3. Wrong kid or wrong team? Remind the assistant who's who.
4. Duplicate events? Remove extra calendar subscriptions so each feed is added once.
5. Still stuck? Email hello@familytimeback.com with what you expected and what happened (no passwords).

Example

The practice alert stopped in October. The team switched apps and emails now come from a new sender. Add it to the Family label and the alert works again.

Checklist

- ☐ I can check connections
- ☐ I know where alerts originate
- ☐ I know how to ask for help

Key points

- Check connections first.

- Then check the source app's emails.
- Describe expected vs. actual when asking for help.

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Mark complete & next: Lesson 2 →

Lesson 2 • ~8 min

Tuning: too noisy or too quiet

You will be able to

- Adjust how often you hear from the assistant
- Set quiet hours

A good routine speaks up when it matters and stays quiet otherwise. If you're ignoring its messages, it's too noisy.

Step by step

1. Count the messages you got last week. Which ones did you act on?
2. Ask the assistant to combine low-priority items into one daily or weekly digest.

3. Set quiet hours (for example, nothing after 9 PM unless it's urgent).
4. Say exactly what counts as urgent: a same-day schedule change, a flight delay, a missed refill.

Example

Twelve pings a day become one 4 PM digest plus urgent alerts only for same-day changes.

Checklist

- ☐ I've counted last week's messages
- ☐ Low-priority items are batched
- ☐ Quiet hours and 'urgent' are defined

Key points

- Batch the routine stuff.
- Define urgent in plain words.
- Quiet hours protect family time.

Lesson 3 • ~7 min

The monthly family check-up

You will be able to

- Run a 10-minute monthly review
- Decide what to add, change or drop

Families change: new seasons, new teams, new schools. A short monthly check keeps routines matched to real life.

Step by step

1. Once a month, ask: "Which routines ran this month and what did they catch?"
2. Drop any routine nobody used.
3. Add one new routine if there's a new pain point.
4. Update kids' teams, teachers and schedules.
5. Review connected accounts and remove unused ones.

Example

In August: drop summer camp reminders, add the new school's Canvas emails, and update the soccer team calendar link.

Checklist

- ☐ I've scheduled a monthly check-up
- ☐ Unused routines are dropped
- ☐ Teams, schools and accounts are current

Key points

- Ten minutes a month.
- Add, change, drop.
- Seasons change; routines should too.

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[Mark complete & next: Quiz →](#)

Troubleshooting and Keeping It Running quiz

10 questions, about 8 minutes. Pass mark 80%. Your best score is saved in this browser.

1. Nothing arrived from a routine. What do you check first?

- ☐ Whether your calendar and email are still connected
- ☐ Delete the routine
- ☐ Buy a new phone
- ☐ Email the school

2. School info stopped coming at the start of a term. Likely cause?

- ☐ The school app's email settings reset or changed
- ☐ The assistant quit

- ☐ A full moon
- ☐ Daylight saving

3. You see duplicate events. What's the fix?

- ☐ Turn off the internet
- ☐ Ignore them
- ☐ Delete the Family calendar
- ☐ Remove extra calendar subscriptions so each feed is added once

4. When asking for help, what should you include?

- ☐ Your credit card

- ☐ What you expected and what actually happened
- ☐ Your password
- ☐ Nothing

5. The team switched apps and alerts stopped. What helps?

- ☐ Add the new sender to your Family label
- ☐ Reinstall your phone
- ☐ Turn off email
- ☐ Quit the team

6. How can you tell a routine is too noisy?

- ☐ You're ignoring its messages
- ☐ You read every message
- ☐ It's quiet at night
- ☐ It sends one digest

7. What's the fix for too many low-priority pings?

- ☐ Turn off all routines
- ☐ Change phones
- ☐ Combine them into one daily or weekly digest
- ☐ More pings

8. What are quiet hours for?

- ☐ Blocking teachers
- ☐ Hiding bills
- ☐ Making the assistant faster
- ☐ Protecting family time, with only urgent items allowed through

9. How long should the monthly check-up take?

- ☐ A full day
- ☐ It's not needed
- ☐ All weekend

☐ About 10 minutes

10. What happens in the monthly check-up?

☐ Reset passwords in chat

☐ Delete everything

☐ Drop unused routines, add one if needed, update teams and schools, review connected accounts

☐ Buy new apps

Check answers

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