

Blackout Education FAQs

What does the app do?

Blackout is an app that blocks access to unrequired apps on a device, during school hours. Messaging (iOS Messenger, Android SMS), settings, calendar, contacts and Apple Maps/Google Maps are still accessible. All apps downloaded from the App Store or Play Store are inaccessible. This regulates access to non-approved applications, browsers, and camera functionality within defined parameters, reducing risks of overexposure to social media and its dangerous effects such as cyberbullying, the spread of inappropriate content and distraction.

How does the app block?

When a device with the Blackout app installed enters a controlled zone, Blackout automatically restricts access. When the control zone is exited, restrictions are lifted without any action required from the student.

For example, if your school has a Blocking schedule of 8am - 4pm on weekdays and you have Blackout downloaded and set up with the correct authentication code then at 8am Mon-Fri Blackout will restrict phone functionality automatically, and then after 4pm the phone will continue to function as normal.*

*Blocking times can be customised by the school

Does the software access any personal or private information on my device, such as location?

Blackout does not access personal or private information stored on your device, this includes app usage and browser history. Blackout education does not require your location, and we do not ask students for their location permission. The Blackout app asks for location only for our Fleet customers who use bluetooth methods of blocking, this is mentioned in the app's privacy policy.

The Blackout education app will not ask students for their location.

Can we detect what apps are on a student's phone or how a student is using their phone?

Blackout does not track or monitor a student's phone usage. Its sole purpose is to block non-critical apps during school hours to create a focused learning environment.

What if I need to contact my child at school?

SMS messages and traditional phone calls remain functional while Blackout is active, ensuring communication is always possible.

How does Blackout work with parental controls?

Blackout complements default system parental controls on iOS & Android, as it prevents deletion of the Blackout app. We recommend setting up parental controls alongside Blackout for enhanced device management.

iOS: <https://support.apple.com/en-gb/105121>

Google Pixel: <https://support.google.com/pixelphone/answer/9055704?hl=en-GB>

Samsung: <https://www.samsung.com/us/support/answer/ANS10002400/>

Is social media always bad?

Blackout is designed to address the overuse and abuse of smart devices and social media, particularly in educational settings. The app helps educate students on responsible device use while maintaining their ability to stay connected within a school environment.

Why do students need to have it?

Your school has chosen Blackout to help regulate smartphone usage, enhancing student well-being, productivity, and peer engagement. It addresses issues like social media addiction and cyberbullying, anxiety, depression, promoting responsible device usage.

Why are only apps, browsers, and the camera blocked? Why not traditional phone and SMS?

Traditional phone calls and SMS remain accessible for emergency communication. This accessibility is also mandated by the Telecommunications Act.

What if I disable the app?

Disabling the app will be reported to the administrator. Attempting to delete the app will also notify the administrator, and reinstallation will require a new authentication code. Parental controls on iOS and Android devices work alongside Blackout to prevent unauthorised deletion.

Will Blackout affect me when I'm not at school?

No, Blackout is designed to function only during designated times.

Will Blackout work on all smartphones?

Blackout will operate on devices that run Android 11+ and iOS 16+