

Parental controls guide

BT Broadband guide

Parental Controls information

Type of guide

Broadband & mobile networks

Features and Benefits

BT Parental Controls allows you to restrict certain types of websites on all devices connected to the BT Smart Hub and when connected to a UK BT Wi-Fi hotspot using a BT ID. There are a range of filters to choose from to block content and usage.

What specific content can I restrict?



Alcohol & Tobacco



Dating



Downloading file sharing



Drugs & Criminal Skills



Fashion & Beauty



File Sharing & Hacking



Gambling



Innapropriate content



Media streaming



Obscene & Tasteless



Online games



Pornography & Adult



Search engines



Sex education



Social networking



Suicide & Self-harm



Weapons & Violence, Gore & Hate

What do I need?

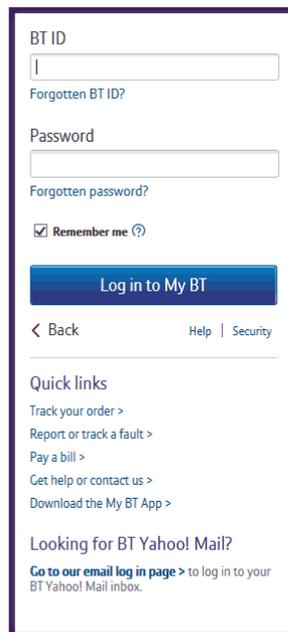
A My BT account (BT ID and Password) If you haven't signed up, you will need a contact email address and your BT account number (found at the top of your bill)

BT Broadband guide

BT Broadband guide



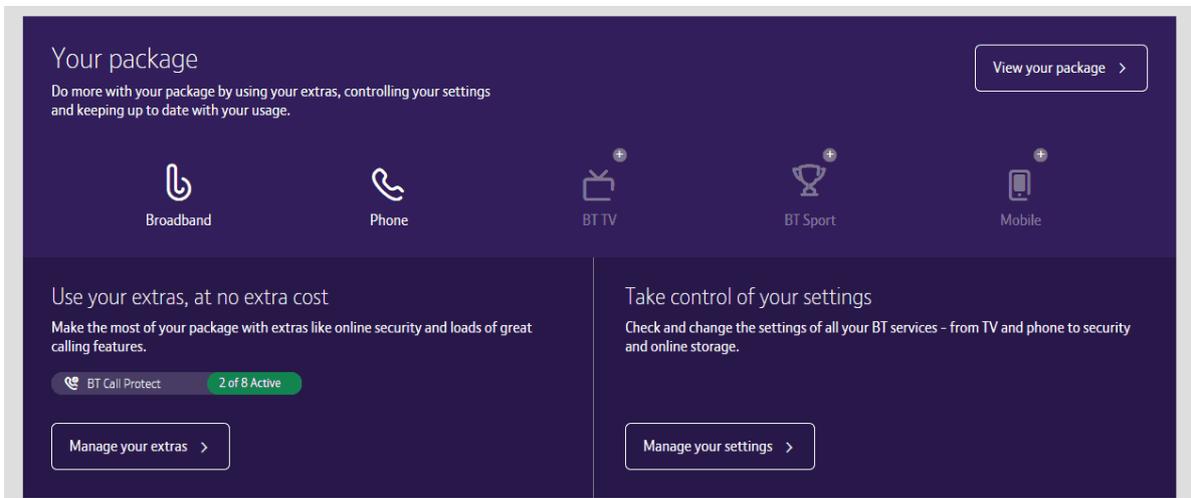
Go to MyBT and log in using your BT ID and Password. If you haven't got an account click the 'Sign up' button.

A screenshot of the MyBT login page. It features a white background with a dark blue border. At the top, it says "BT ID" above a text input field. Below the field is a link "Forgotten BT ID?". Underneath is the "Password" label above another text input field, with a "Forgotten password?" link below it. A "Remember me" checkbox is checked, followed by a question mark icon. A dark blue button with white text "Log in to My BT" is centered. Below the button are links for "< Back" and "Help | Security". A "Quick links" section lists: "Track your order >", "Report or track a fault >", "Pay a bill >", "Get help or contact us >", and "Download the My BT App >". At the bottom, it says "Looking for BT Yahoo! Mail?" and "Go to our email log in page > to log in to your BT Yahoo! Mail inbox."

BT Broadband guide



Scroll down to 'Use your extras, at no extra cost' and click 'Manage your extras'



The screenshot shows a dark purple user interface for managing BT services. At the top left, it says "Your package" with a subtext: "Do more with your package by using your extras, controlling your settings and keeping up to date with your usage." A "View your package >" button is in the top right. Below this are five service icons: Broadband, Phone, BT TV, BT Sport, and Mobile. The main content is split into two columns. The left column is titled "Use your extras, at no extra cost" and includes the text "Make the most of your package with extras like online security and loads of great calling features." It features a "BT Call Protect" indicator showing "2 of 8 Active" and a "Manage your extras >" button. The right column is titled "Take control of your settings" and includes the text "Check and change the settings of all your BT services - from TV and phone to security and online storage." It has a "Manage your settings >" button.

BT Broadband guide



Then click 'Setup BT Parental Controls'

Choose what your kids can see online Inactive 

BT Parental Controls
Filter content, or restrict access to websites. Stay safe with this and BT Virus Protect, BT Web Protect and True Key.

[Full details](#) 

[Setup BT Parental Controls](#) >
[Help with BT Parental Controls](#) >

BT Broadband guide



You will then see a page telling you that BT are activating your Parental Controls. You will be activated with the 'light' filter setting. Setup may take up to 2 hours.

The screenshot shows the BT website's navigation bar with links for 'For the home', 'For business and public sector', 'For global business', and 'UK'. A search bar is present with the text 'Search BT.com'. Below the navigation bar, the BT logo is followed by 'Buy our products', 'BT TV', and 'BT Sport'. Further right are links for 'News', 'Help', 'My BT', and 'Email'. The main content area features a white box with a blue circular progress indicator and the heading 'Activating BT Parental Controls'. The text inside the box reads: 'We are switching BT Parental Controls for you – this can take up to a minute. Please do not close, refresh or move away from the page until this is complete. Please note: BT Parental Controls also allows you to block secure sites (beginning https://). If a secure site is blocked, you'll see a blank screen.' Below this, the footer contains links for 'For the home', 'For business and public sector', 'For global business', 'BT Group', and 'More Sites'. A second row of links includes 'Contact BT', 'Careers', 'Sitemap', 'Privacy', 'Terms of use', 'Codes of practice', 'Make a complaint', 'T&Cs', and 'Modern Slavery Transparency Statement'. The footer also includes the text 'BT Including You - helping you communicate', the copyright notice '© BT 2017', and the BT logo.

BT Broadband guide

Once activated, you will then be able to change your filter level to suit your family. You can choose from a range of filters such as Strict, Moderate and Light. There is also the ability to block individual categories or sites, plus Homework Time setting that can block social media, gaming and homework cheat sites at certain times.

The screenshot shows the 'My Security Settings' page for BT Parental Controls. At the top, it says 'Stay safe online in one easy to manage place'. A green notification bar indicates that 'Your Light filters will be live within the next 2 hours'. Below this, the 'BT Parental Controls' section is shown with a shield icon and a green 'On' toggle. Statistics include: Allowed Websites: 0, Blocked Websites: 0, Time Settings: Off, and Current filter level: Light. A 'Manage Settings' link is visible. The main content area is divided into three tabs: 'Change filter levels', 'Manage allowed & blocked sites', and 'Set filter times'. Under 'Change filter levels', there are four radio button options: Light (selected), Moderate, Strict, and Custom. Below these are 16 categories of content that can be blocked, each with a red 'X' icon and a toggle switch: Pornography, Alcohol and Tobacco, Gambling, Games, Obscene and Tasteless, Dating, Social Networking, Media Streaming, Hate and Self-harm, Nudity, Fashion and Beauty, Search Engines, Drugs, Weapons and Violence, File Sharing, and Sex Education. At the bottom right, there are 'Undo changes' and 'Save changes' buttons.