

# Parental controls guide

# EE broadband guide

## Parental Controls information

### Type of guide

Broadband & mobile networks

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### Features and Benefits

As part of EE's Home Broadband package, use Norton Family parental control software to monitor a child's devices and set age-appropriate rules for their online activity.

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### What specific content can I restrict?



Apps Access



Browser Access



Chatting



File Sharing & Hacking



In App purchasing



Innapropriate content

Parental control



Phishing & Malware  
Infected Sites



Pornography & Adult



Search engines



Sharing Data



Sharing location



Social networking



Suicide & Self-harm

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## What do I need?

My EE account username and password and access to device connected to EE Home broadband

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## Step by step guide

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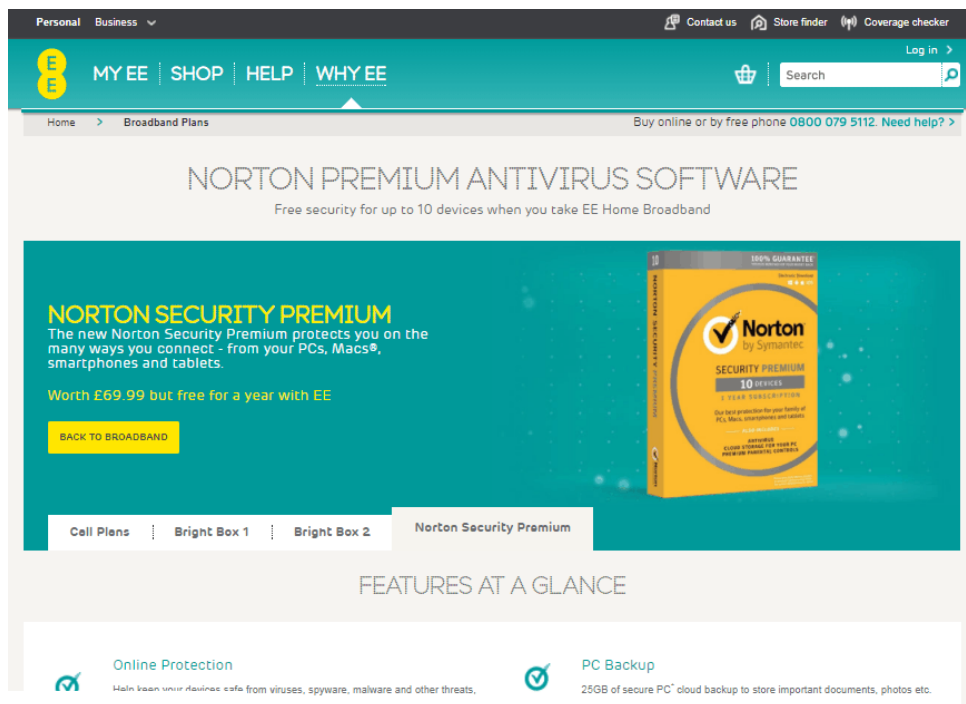
If you're new to EE broadband you'll get the option to download Norton™ Family when you first connect to the internet. Choose I Need Parental Controls to sign up for, and download Norton™ Family to your devices.

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If you are an existing EE customer, from a computer connected to EE Home broadband, go to the [broadband.ee.co.uk/norton-security](http://broadband.ee.co.uk/norton-security)



The screenshot shows the EE website's broadband plans page. At the top, there is a navigation bar with 'Personal Business' and 'Contact us', 'Store finder', and 'Coverage checker'. Below this is a teal header with the EE logo, 'MY EE | SHOP | HELP | WHY EE', and a search bar. The main content area features a large banner for 'NORTON PREMIUM ANTIVIRUS SOFTWARE' with the subtext 'Free security for up to 10 devices when you take EE Home Broadband'. The banner includes a yellow 'BACK TO BROADBAND' button and an image of the Norton Security Premium software box. Below the banner, there are tabs for 'Cell Plans', 'Bright Box 1', 'Bright Box 2', and 'Norton Security Premium'. The 'Norton Security Premium' tab is selected, showing a section titled 'FEATURES AT A GLANCE' with two items: 'Online Protection' (Main keep your devices safe from viruses, spyware, malware and other threats.) and 'PC Backup' (25GB of secure PC cloud backup to store important documents, photos etc.).

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Scroll down to 'Easy to install' section and select Register and Download

### EASY TO INSTALL

Your digital life can be complex, so it should be easy to get your stuff protected.

- Just scroll to the bottom of this page. Once you are an EE customer and your Broadband has been activated, come back to this page, scroll down and you will see the words 'Register & Download' at the bottom of the page. Alternatively, just go to [Help](#) and follow our simple step-by-step guide.
- You will need to register with Norton and create an account. This will involve adding your payment details. You won't be charged for the first year's subscription to Norton Security Premium. You will get a half-price discount on the following year's subscription.
- Once you've created an account, Norton Security Premium will be ready to download on the device you used to create an account. To add Norton Security Premium to more devices, simply select 'Add Device'.



REGISTER & DOWNLOAD



WHAT YOU GET

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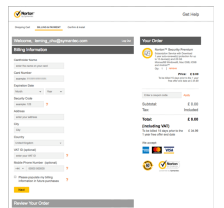
On this page, select 'subscribe now' and you'll be asked to enter your details to complete the subscription and create your Norton™ Family account.



An exclusive offer for EE customers: **£0** for 3 months. Includes Norton Security Premium, 10GB of cloud storage, and 10 months of Norton Family Premium. **Subscribe now**

**Norton Security Premium**  
For just £59.99 (inc. VAT) you get the most powerful security software available. Includes 10GB of cloud storage and 10 months of Norton Family Premium.

- Includes up to 10 PCs, 10 Macs, 10 mobile devices and 10 Smart TVs
- 10GB of cloud storage for photos, videos, music and documents
- 10 months of Norton Family Premium (includes 10 months of Norton Family Premium)
- Includes 24/7 live support from Norton experts
- Includes 10GB of cloud storage for photos, videos, music and documents
- Includes 10 months of Norton Family Premium (includes 10 months of Norton Family Premium)
- Includes 24/7 live support from Norton experts



**Check Out**

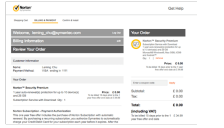
Product: Norton Security Premium  
Price: £59.99 (inc. VAT)

Shipping: £3.99 (inc. VAT)

Subtotal: £63.98 (inc. VAT)

Total: £63.98 (inc. VAT)

**Get Help**



**Check Out**

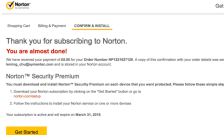
Product: Norton Security Premium  
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Subtotal: £63.98 (inc. VAT)

Total: £63.98 (inc. VAT)

**Get Help**



Thank you for subscribing to Norton.

**You are almost done!**

You will need to create a Norton account to complete your subscription. Please enter your details below.

**Norton™ Security Premium**

1. Account type: **Personal**

2. Account type: **Personal**

3. Account type: **Personal**

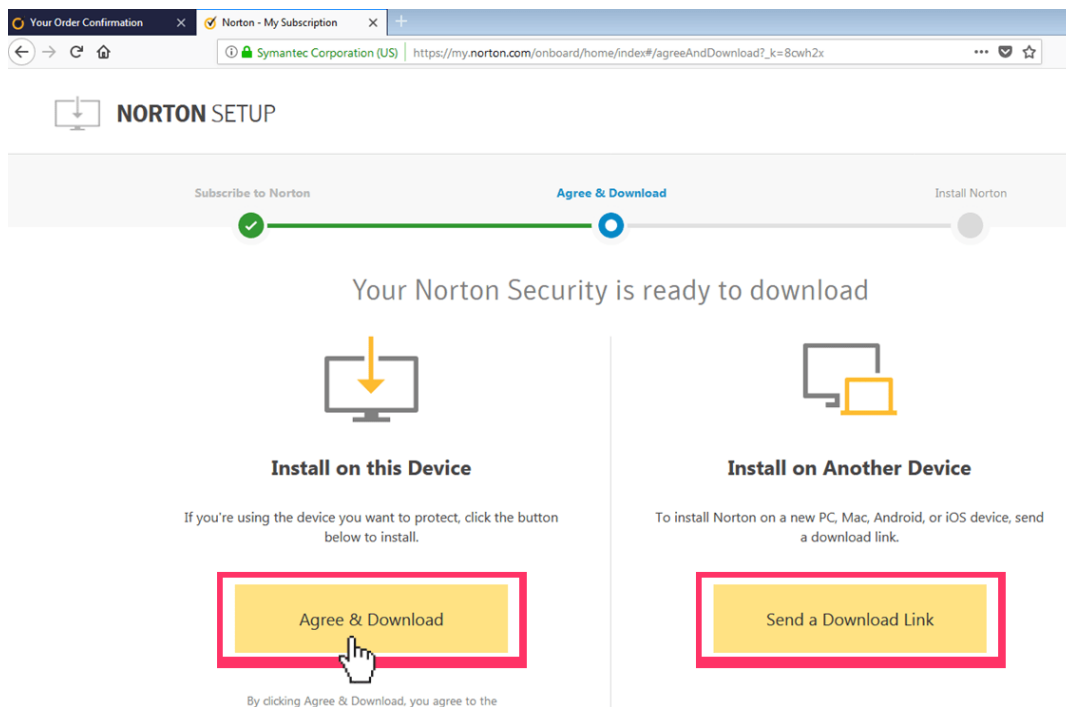
**Get Started**

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Once you've signed up, select 'Agree and Download' to install the software on the current device and select 'Send a Download Link' to send a link to install the software on more devices.



The screenshot shows a web browser window with the URL [https://my.norton.com/onboard/home/index#/agreeAndDownload?\\_k=8cwh2x](https://my.norton.com/onboard/home/index#/agreeAndDownload?_k=8cwh2x). The page title is "NORTON SETUP". A progress bar at the top indicates three steps: "Subscribe to Norton" (completed with a green checkmark), "Agree & Download" (current step with a blue circle), and "Install Norton" (not started with a grey circle). Below the progress bar, the text reads "Your Norton Security is ready to download". There are two main options:

- Install on this Device:** Accompanied by a computer icon with a download arrow. The text says: "If you're using the device you want to protect, click the button below to install." A yellow button labeled "Agree & Download" is highlighted with a red border, and a hand cursor is pointing at it. Below the button, it says: "By clicking Agree & Download, you agree to the".
- Install on Another Device:** Accompanied by a computer icon with a download arrow. The text says: "To install Norton on a new PC, Mac, Android, or iOS device, send a download link." A yellow button labeled "Send a Download Link" is highlighted with a red border.



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Once you have downloaded the software, select 'Identity' to add your children's names to your account (up to 15). You can add and remove a child at any time. Based on their age Norton Family applies pre-defined rules to manage their online use.

