

Parental controls guide

Plusnet SafeGuard guide

Parental Controls information

Type of guide

Broadband & mobile networks

Features and Benefits

Plusnet SafeGuard allows you to restrict access to inappropriate content on certain websites on all your devices that are connected to the Plusnet broadband connection.

What specific content can I restrict?



What do I need?

A Plusnet account and broadband subscription

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Step by step guide

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Go to plus.net and log into your Plusnet account with the username and password you created when you signed up for Plusnet – the same username and password for the Member Centre.

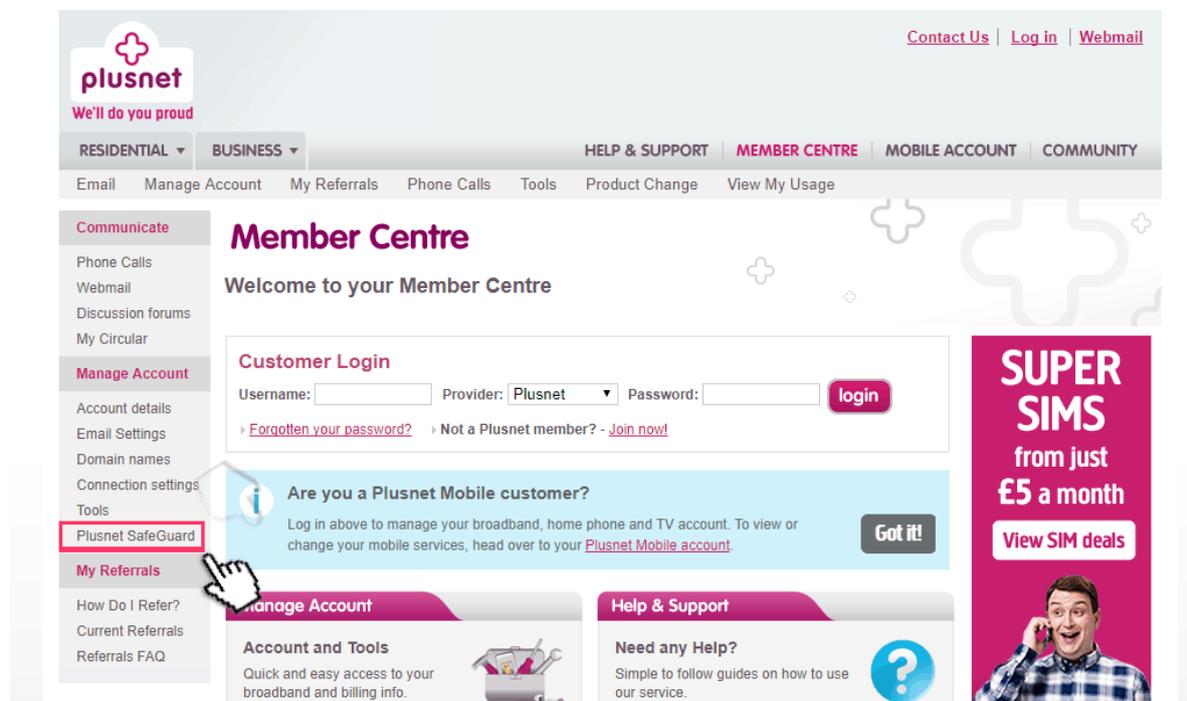
The screenshot shows the Plusnet Member Centre interface. At the top, there is a navigation bar with the Plusnet logo and the tagline 'We'll do you proud'. Below this, there are tabs for 'RESIDENTIAL' and 'BUSINESS', and a main menu with 'HELP & SUPPORT', 'MEMBER CENTRE', 'MOBILE ACCOUNT', and 'COMMUNITY'. The 'MEMBER CENTRE' section is highlighted, showing a 'Customer Login' form with fields for 'Username', 'Provider' (set to 'Plusnet'), and 'Password', and a 'login' button. A red box highlights the login form, and a hand cursor points to the 'login' button. Below the login form is a section for mobile customers and a 'Manage Account' section. A sidebar on the left contains navigation links for 'Communicate', 'Manage Account', and 'My Referrals'. A promotional banner for 'SUPER SIMS' is visible on the right.

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Once you have logged in select 'Plusnet SafeGuard' from the options on the left-hand side of the page.



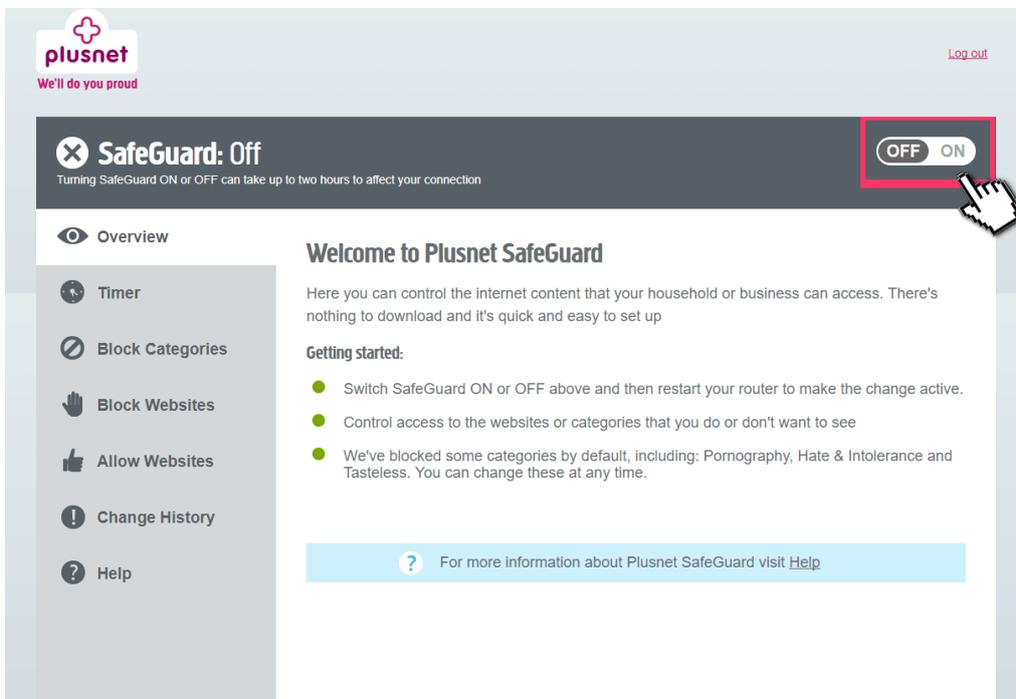
The screenshot shows the Plusnet Member Centre interface. At the top left is the Plusnet logo with the tagline 'We'll do you proud'. To the right are links for 'Contact Us', 'Log in', and 'Webmail'. Below the logo is a navigation bar with 'RESIDENTIAL' and 'BUSINESS' tabs, and links for 'HELP & SUPPORT', 'MEMBER CENTRE', 'MOBILE ACCOUNT', and 'COMMUNITY'. A secondary navigation bar includes 'Email', 'Manage Account', 'My Referrals', 'Phone Calls', 'Tools', 'Product Change', and 'View My Usage'. On the left is a vertical menu with sections: 'Communicate' (Phone Calls, Webmail, Discussion forums, My Circular), 'Manage Account' (Account details, Email Settings, Domain names, Connection settings, Tools, Plusnet SafeGuard), and 'My Referrals' (How Do I Refer?, Current Referrals, Referrals FAQ). The 'Plusnet SafeGuard' option is highlighted with a red box and a mouse cursor. The main content area is titled 'Member Centre' and 'Welcome to your Member Centre'. It features a 'Customer Login' form with fields for 'Username', 'Provider' (set to Plusnet), and 'Password', and a 'login' button. Below the login form is a blue banner asking 'Are you a Plusnet Mobile customer?' with a 'Got it!' button. At the bottom, there are three tiles: 'Manage Account' (Account and Tools), 'Help & Support' (Need any Help?), and a promotional banner for 'SUPER SIMS from just £5 a month' with a 'View SIM deals' button and an image of a man on a phone.

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On the SafeGuard overview page, switch click the ON/OFF button at the top of the screen to switch on the filter.

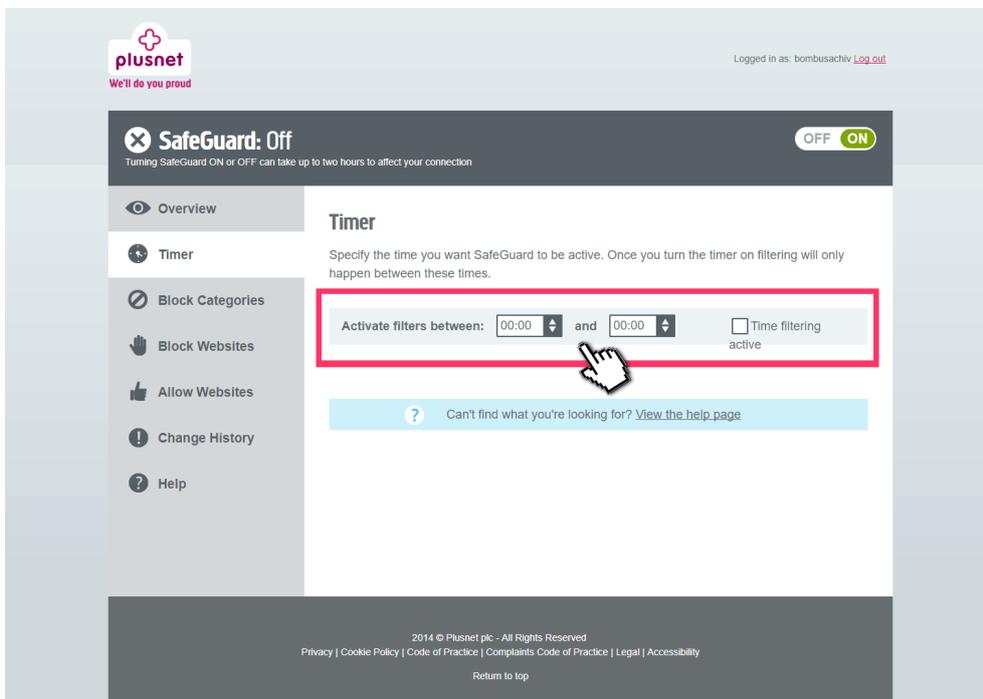


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Specify the time you want the controls to be active and the filter will only work between these times.



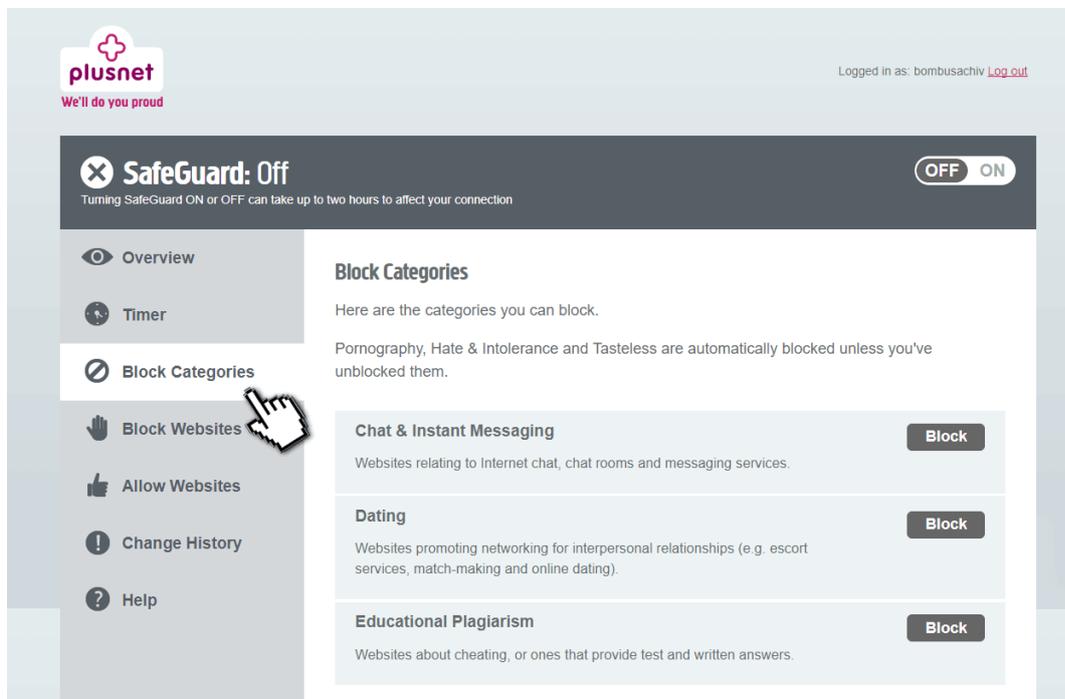
The screenshot shows the Plusnet SafeGuard interface. At the top left is the Plusnet logo with the tagline "We'll do you proud". At the top right, it says "Logged in as: bombusactiv [Log out](#)". Below this is a dark grey header bar with "SafeGuard: Off" and a toggle switch set to "ON". A sub-header "Timer" is visible. The main content area has a left sidebar with navigation options: Overview, Timer, Block Categories, Block Websites, Allow Websites, Change History, and Help. The "Timer" section contains the text: "Specify the time you want SafeGuard to be active. Once you turn the timer on filtering will only happen between these times." Below this is a form field "Activate filters between:" with two time pickers, both set to "00:00", and an "and" separator. To the right of the form is a checkbox labeled "Time filtering active" which is currently unchecked. A red rectangle highlights the form field area, and a mouse cursor is pointing at the second time picker. Below the form is a light blue help bar with a question mark icon and the text "Can't find what you're looking for? [View the help page](#)". At the bottom of the page, there is a footer with copyright information: "2014 © Plusnet plc - All Rights Reserved" and links for "Privacy | Cookie Policy | Code of Practice | Complaints Code of Practice | Legal | Accessibility", along with a "Return to top" link.

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Click on 'Block categories and click on 'block' to apply the filter category.



The screenshot shows the Plusnet SafeGuard interface. At the top left is the Plusnet logo with the tagline "We'll do you proud". At the top right, it says "Logged in as: bombusachiv [Log out](#)". Below the logo is a dark grey bar with "SafeGuard: Off" and a toggle switch set to "OFF". A note below says "Turning SafeGuard ON or OFF can take up to two hours to affect your connection".

On the left is a navigation menu with the following items:

- Overview
- Timer
- Block Categories** (highlighted with a mouse cursor)
- Block Websites
- Allow Websites
- Change History
- Help

The main content area is titled "Block Categories" and contains the following text:

Here are the categories you can block.

Pornography, Hate & Intolerance and Tasteless are automatically blocked unless you've unblocked them.

There are three categories listed, each with a "Block" button:

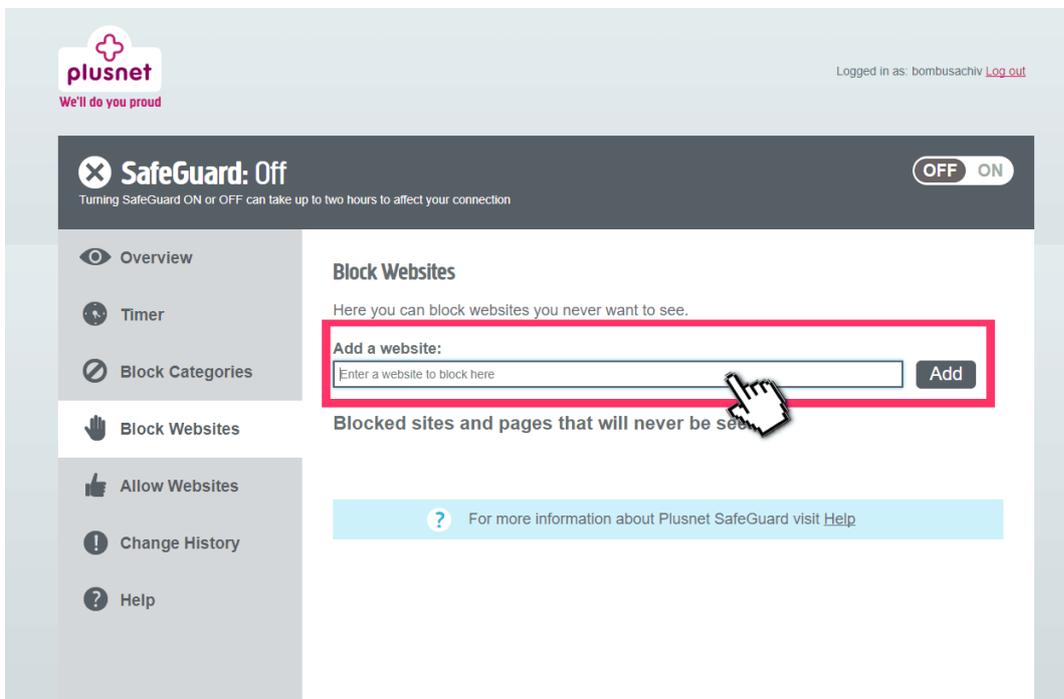
- Chat & Instant Messaging**: Websites relating to Internet chat, chat rooms and messaging services.
- Dating**: Websites promoting networking for interpersonal relationships (e.g. escort services, match-making and online dating).
- Educational Plagiarism**: Websites about cheating, or ones that provide test and written answers.

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Select 'Block sites' to enter a list of specific sites that you wish to block.



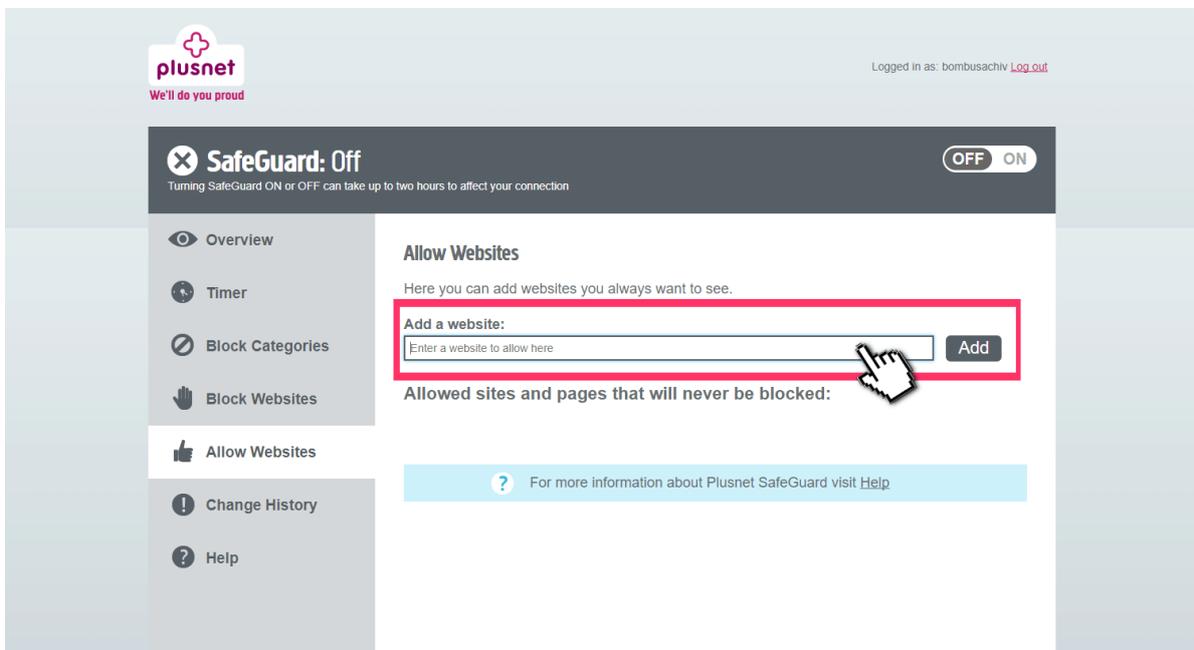
The screenshot shows the Plusnet SafeGuard web interface. At the top left is the Plusnet logo with the tagline 'We'll do you proud'. At the top right, it says 'Logged in as: bombusachiv [Log out](#)'. Below the logo is a dark grey bar with 'SafeGuard: Off' and a toggle switch set to 'OFF'. A note below this bar states: 'Turning SafeGuard ON or OFF can take up to two hours to affect your connection'. On the left is a sidebar menu with options: Overview, Timer, Block Categories, Block Websites (highlighted), Allow Websites, Change History, and Help. The main content area is titled 'Block Websites' and contains the text: 'Here you can block websites you never want to see.' Below this is a form with the label 'Add a website:' and a text input field containing the placeholder 'Enter a website to block here'. An 'Add' button is to the right of the input field. A red rectangular box highlights the input field and the 'Add' button, with a mouse cursor pointing at the 'Add' button. Below the form, it says 'Blocked sites and pages that will never be seen'. At the bottom, there is a light blue banner with a question mark icon and the text: 'For more information about Plusnet SafeGuard visit [Help](#)'.

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Select 'Allow Websites' to enter a list of specific sites that you'd like to allow.



The screenshot shows the Plusnet SafeGuard control panel. At the top left is the Plusnet logo with the tagline 'We'll do you proud'. On the top right, it says 'Logged in as: bombusachiv [Log out](#)'. Below the logo is a dark grey bar with 'SafeGuard: Off' and a toggle switch set to 'OFF'. A note below this bar states: 'Turning SafeGuard ON or OFF can take up to two hours to affect your connection'. On the left is a sidebar menu with options: Overview, Timer, Block Categories, Block Websites, Allow Websites (highlighted), Change History, and Help. The main content area is titled 'Allow Websites' and contains the text 'Here you can add websites you always want to see.' Below this is a form with the label 'Add a website:' and a text input field containing the placeholder 'Enter a website to allow here'. To the right of the input field is an 'Add' button. A red rectangular box highlights the input field and the 'Add' button, with a hand cursor icon pointing at the 'Add' button. Below the form is the heading 'Allowed sites and pages that will never be blocked:'. At the bottom of the main content area is a light blue banner with a question mark icon and the text 'For more information about Plusnet SafeGuard visit [Help](#)'.

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Restart your router by turning it off and then on. Plusnet SafeGuard should be activated once it has restarted.