

# **Parental controls guide**

# Sky Broadband guide

## Parental Controls information

### Type of guide

Broadband & mobile networks

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### Features and Benefits

Sky Broadband shield allows you to choose which websites can be seen in your home on all devices connected to Sky Broadband. By default, all new Sky broadband customers will have this filter switched on.

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### What specific content can I restrict?



### What do I need?

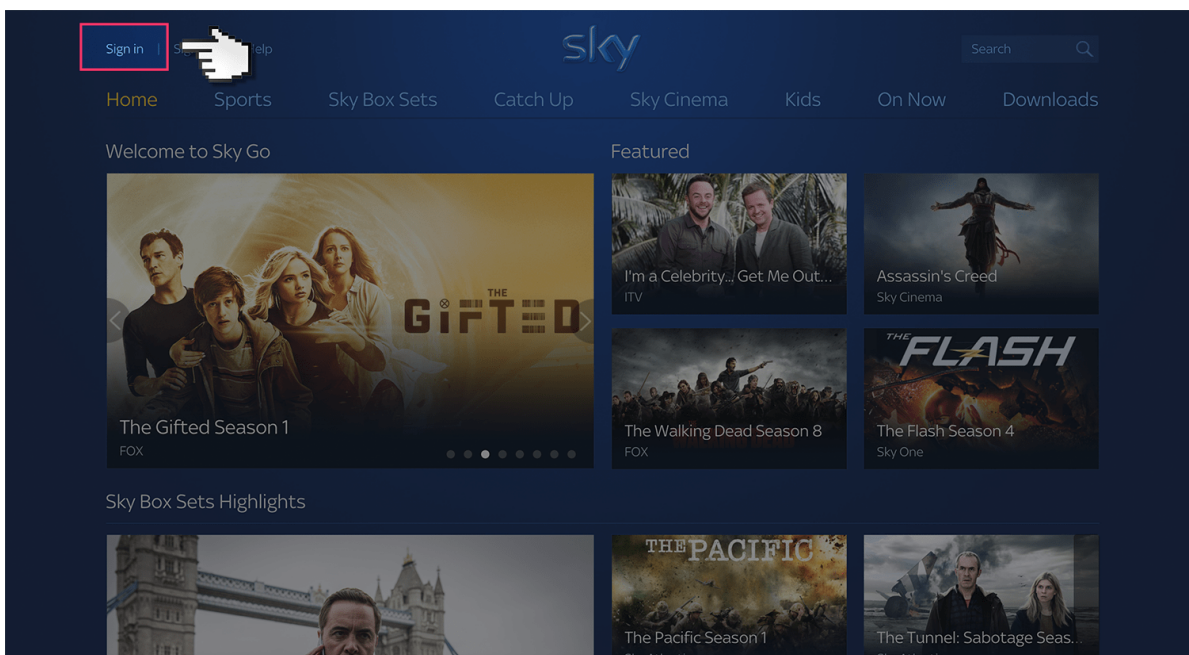
A Sky ID (Username and Password) - If you haven't signed up, you will need a contact email address and your Sky account number or your account direct debit details.

# Sky Broadband guide

## Step by step guide

1

Go to Sky.com, hover over the 'My Sky' tab and select 'Broadband Shield'.



# Sky Broadband guide

## Step by step guide

2

Log in to your Sky account using your Sky ID and Password. If you haven't got an account click the 'Sign up' button.

Sign in to Sky

**sky**

Sign in

Email or Username

Password

Forgotten username or password?

Remember my username

[Privacy & Cookies Notice](#)

Sign in

New to Sky iD?

You'll need a Sky iD before you can access some of our services.

If you have signed up for another Sky online service you already have one.

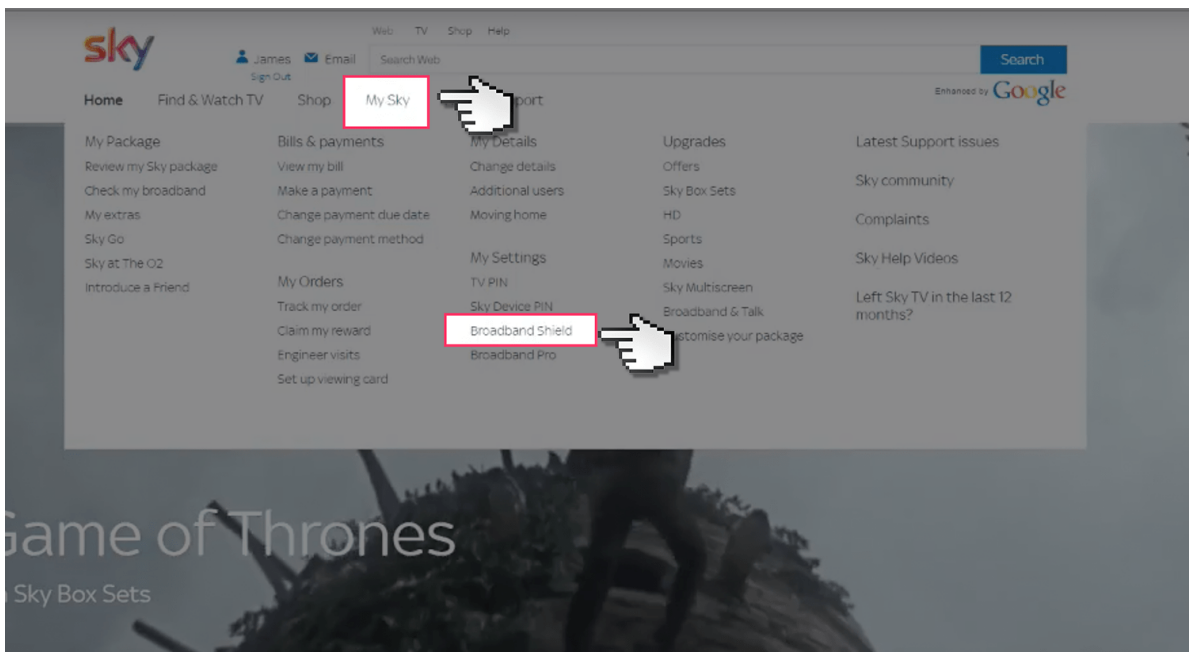
[More about Sky iD](#) Sign up

# Sky Broadband guide

## Step by step guide

3

Select the 'My Sky' tab at the top and choose 'Broadband Shield'.

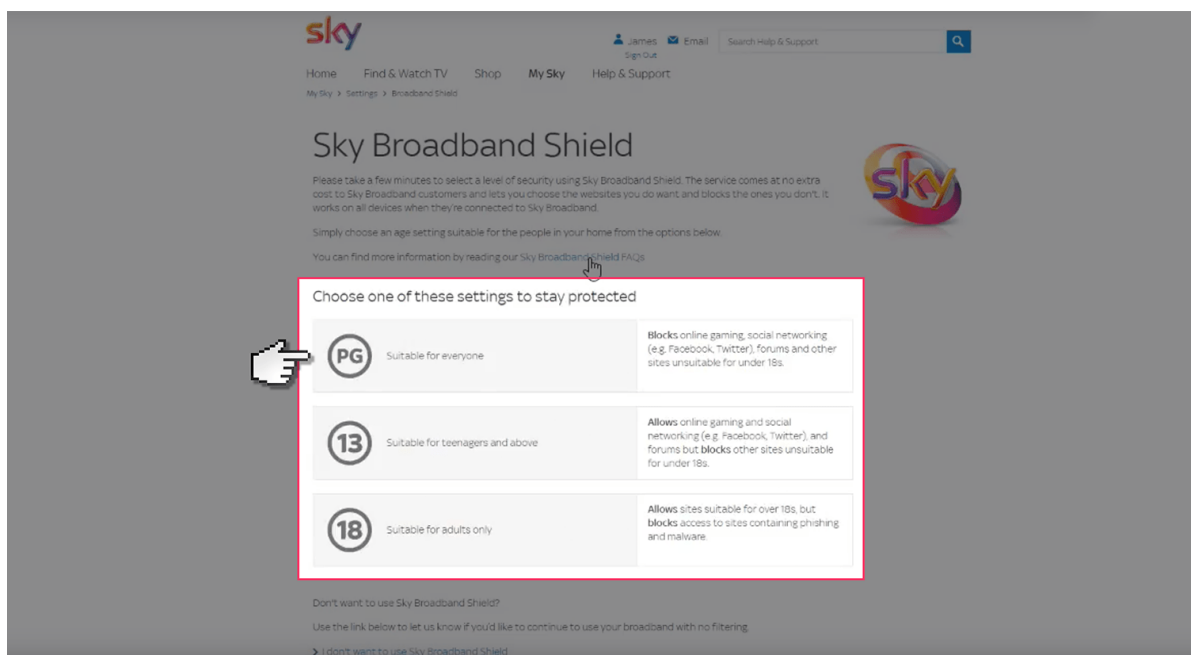


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## Step by step guide

4

Then select the age group you want to be restricted too. You can choose between simple age categories; PG 13 and 18 or customise protection into your own categories. There is also a Watershed feature that allows you to apply different settings at different times of the day.



The screenshot shows the Sky Broadband Shield settings page. The page title is "Sky Broadband Shield". Below the title, there is a paragraph explaining the service: "Please take a few minutes to select a level of security using Sky Broadband Shield. The service comes at no extra cost to Sky Broadband customers and lets you choose the websites you do want and blocks the ones you don't. It works on all devices when they're connected to Sky Broadband." Below this, there is a section titled "Choose one of these settings to stay protected" which contains three options:

Age Group	Description	Restrictions
PG	Suitable for everyone	Blocks online gaming, social networking (e.g. Facebook, Twitter), forums and other sites unsuitable for under 18s.
13	Suitable for teenagers and above	Allows online gaming and social networking (e.g. Facebook, Twitter), and forums but blocks other sites unsuitable for under 18s.
18	Suitable for adults only	Allows sites suitable for over 18s, but blocks access to sites containing phishing and malware.

Below the table, there is a link: "Don't want to use Sky Broadband Shield? Use the link below to let us know if you'd like to continue to use your broadband with no filtering." and a button: "I don't want to use Sky Broadband Shield".