

# Parental controls guide

# Virgin Media Web Safe guide

## Parental Controls information

### Type of guide

Broadband & mobile networks

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### Features and Benefits

Virgin Media Web Safe allows you to restrict certain types of websites on all devices connected to your home broadband. These are two settings - Virus Safe and Child Safe. For customers joining from 16 May 2018, the Child Safe setting is switched on by default.

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### What specific content can I restrict?



Drugs & Criminal Skills



File Sharing & Hacking



Innapropriate content



Pornography & Adult



Weapons & Violence, Gore & Hate

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### What do I need?

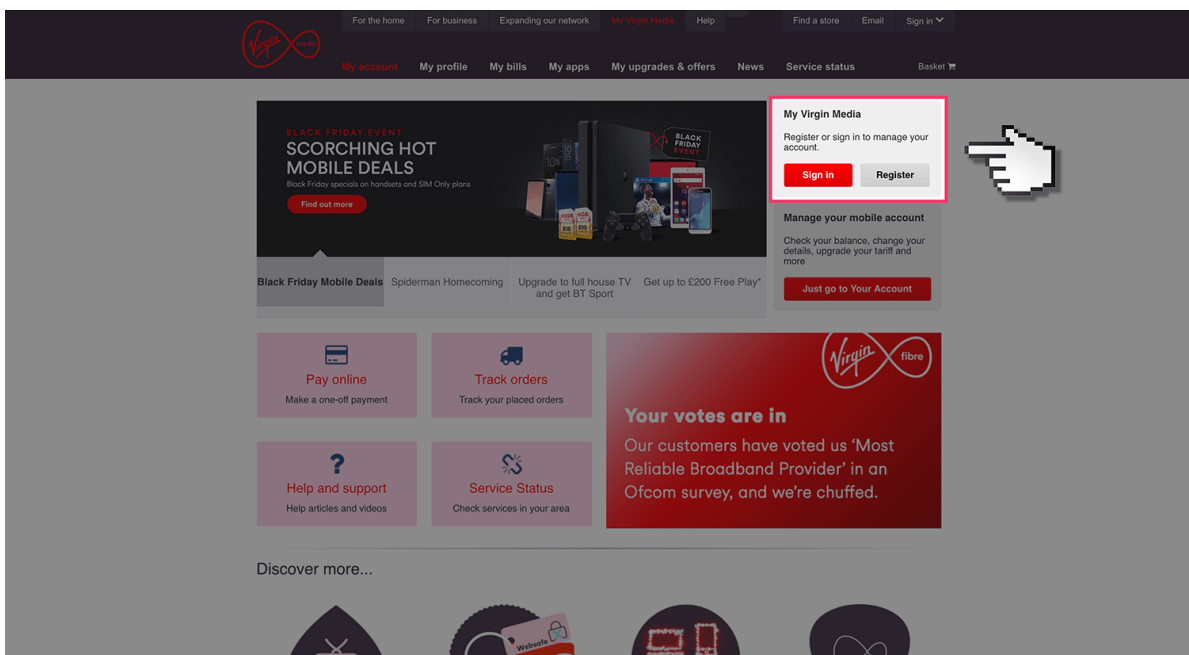
A Virgin Media account (email address/Password) If you haven't signed up, you will need the account holder name, postcode and account number (which is found at the top of your bill)

# Virgin Media Web Safe guide

## Step by step guide

1

Go to My Virgin Media and select Sign in in the top corner.



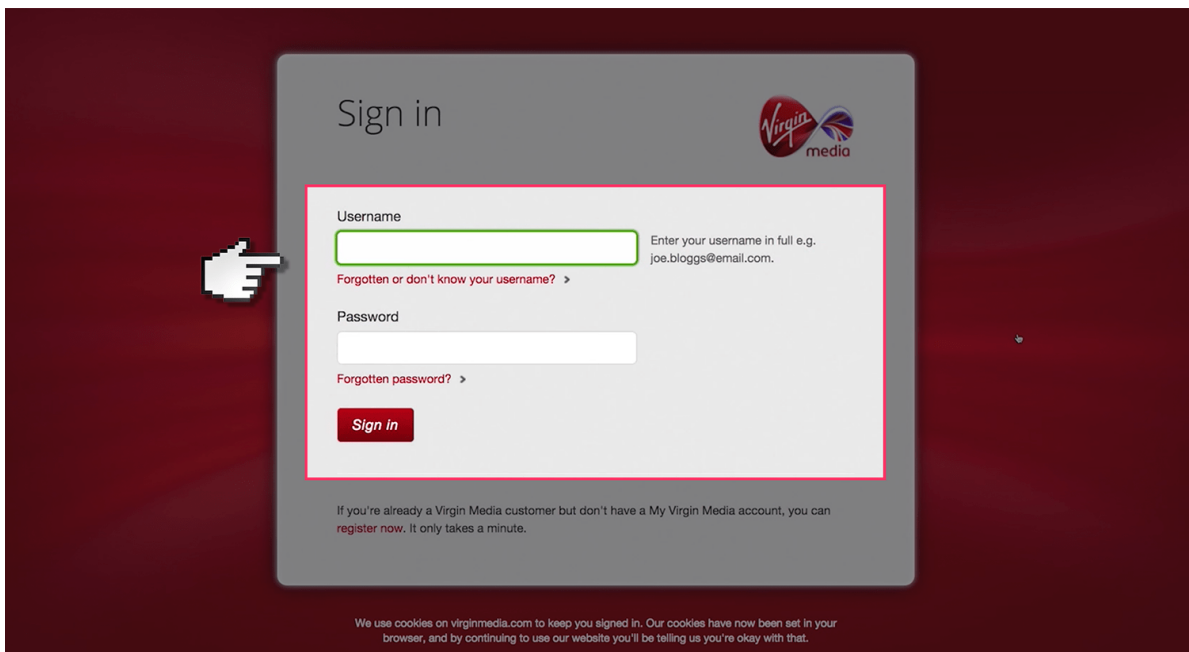
The screenshot shows the Virgin Media website interface. At the top, there is a navigation bar with links for 'For the home', 'For business', 'Expanding our network', 'My Virgin Media', and 'Help'. Below this is a secondary navigation bar with links for 'My account', 'My profile', 'My bills', 'My apps', 'My upgrades & offers', 'News', 'Service status', and 'Basket'. The main content area features a large banner for a 'BLACK FRIDAY EVENT SCORCHING HOT MOBILE DEALS'. To the right of the banner, there is a 'My Virgin Media' section with a red border, containing the text 'Register or sign in to manage your account.' and two buttons: 'Sign in' (highlighted with a red box) and 'Register'. A white hand cursor is pointing at the 'Sign in' button. Below this, there is a 'Manage your mobile account' section with a 'Just go to Your Account' button. The bottom of the page has several service tiles: 'Pay online', 'Track orders', 'Help and support', and 'Service Status'. A red banner at the bottom right says 'Your votes are in' and mentions a survey result. The footer includes a 'Discover more...' link and several circular icons representing different services.

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Log in to your Virgin Media account using your email address and password.



Sign in



Username Enter your username in full e.g. joe.bloggs@email.com.

[Forgotten or don't know your username? >](#)

Password

[Forgotten password? >](#)

[Sign in](#)

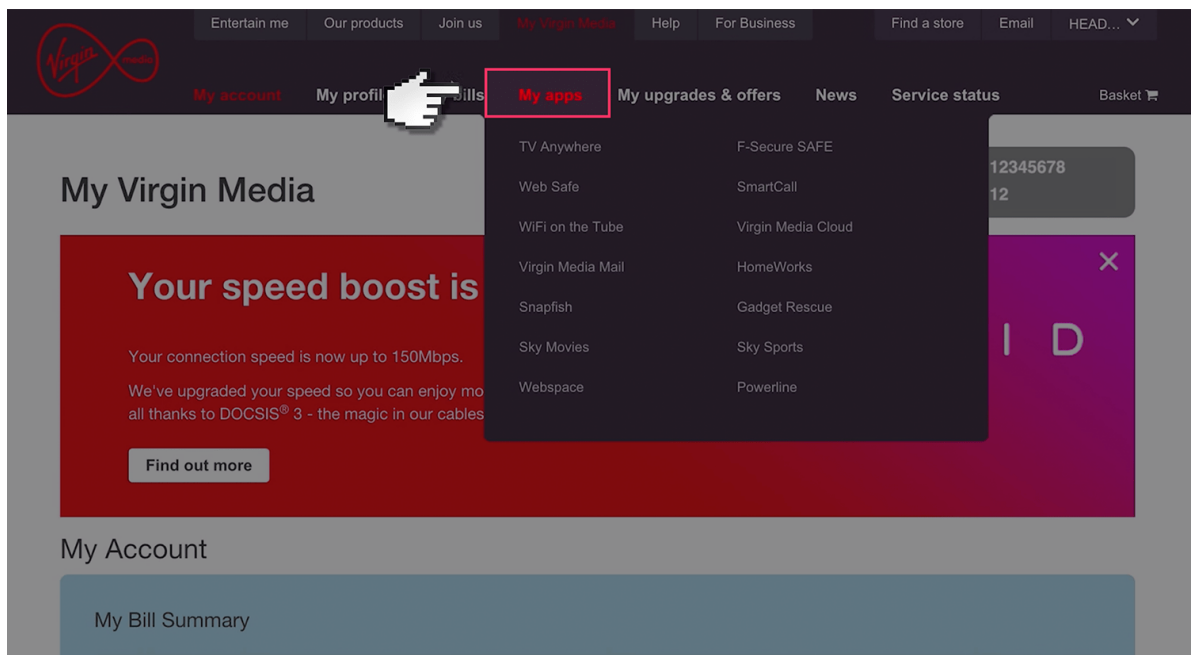
If you're already a Virgin Media customer but don't have a My Virgin Media account, you can register now. It only takes a minute.

We use cookies on virginmedia.com to keep you signed in. Our cookies have now been set in your browser, and by continuing to use our website you'll be telling us you're okay with that.

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- 3 Once logged in, select 'My apps' tab

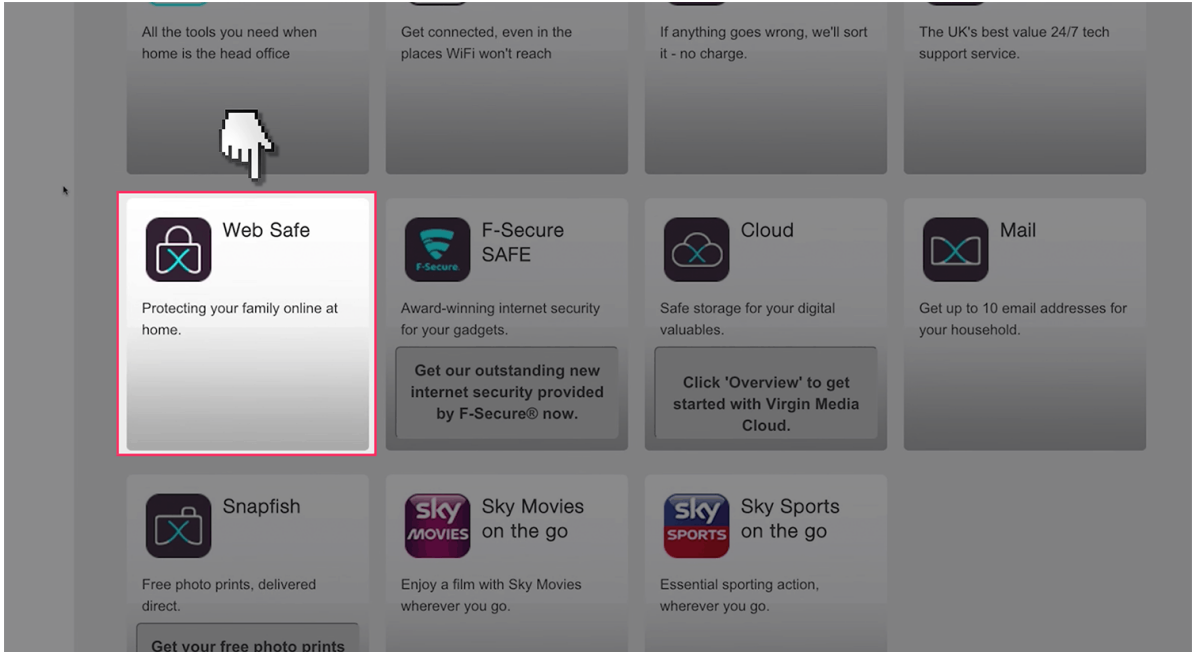


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## Step by step guide



Scroll down and select the 'Web Safe' tile and choose 'overview'



# Virgin Media Web Safe guide

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5 Press the 'Add web safe' button

Helps protect your home broadband network

### Web Safe

- Child Safe parental controls that you can customise to help block access to websites that are unsuitable for children, are fraudulent or that may contain viruses
- Helps to protect the device that's connected to your Virgin Media home broadband network
- Included at no extra cost for Virgin Media broadband customers

**Add Web Safe**

The online anywhere security solution for your PCs, phones and tablets

### F-Secure SAFE®

- Offers complete security confidence when installed on your devices keeping you safe when shopping, banking and browsing online with anti-virus protection, malware and spyware detection features
- Powered by award-winning security experts F-Secure®
- Included at no extra cost for 12 months

**Get F-Secure SAFE**

### Your Internet Security Toolkit

Virgin Media broadband customers have the tools and tips to stay protected while browsing, banking, gaming and shopping. Discover how your Internet Security Toolkit can help keep you safer online.

<b>Parental controls</b> ^	
<b>Web Safe</b> Block sites unsuitable for children on your home network	<b>F-Secure SAFE</b> Anywhere controls for your devices, mobile anti-bullying call and text blocker
<b>Secure online banking</b> v	
<b>Peace of mind when shopping</b> v	
<b>Virus protection</b> v	
<b>Personal details</b> v	
<b>And more...</b> v	

# Virgin Media Web Safe guide

## Step by step guide



Then press 'Activate your security' to get the web safe working.

**Child Safe**

- Child Safe parental controls that you can customise to help block access to websites that are unsuitable for children, are fraudulent or that may contain viruses
- Helps to protect any device that's connected to your Virgin Media home broadband network
- Included at no extra cost for Virgin Media broadband customers

Web Safe added [Remove](#)

**F-Secure SAFE**

- Offers complete security confidence when installed on your devices keeping you safe when shopping, banking and browsing online with anti-virus protection, malware and spyware detection features
- Powered by award-winning security experts F-Secure®
- Included at no extra cost for 12 months

[Get F-Secure SAFE](#)

**Parental controls**

<b>Web Safe</b> Block sites unsuitable for children on your home network	<b>F-Secure SAFE</b> Anywhere controls for your devices, mobile anti-bullying call and text blocker
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- Secure online banking**
- Peace of mind when shopping**
- Virus protection**
- Personal details**
- And more...**

**Web Safe**  
Opt in to Virgin Media Web Safe online protection.

**F-Secure SAFE®**  
Choose to boost your online security with F-Secure SAFE.

[Activate your security](#)

**Why do I need online protection?**

Risks to our online safety can include virus attacks, inappropriate content and theft of personal data. Web Safe is included for all our broadband customers to help you make the right security



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Select the 'Child Safe' tab to on. Please note that this will be turned on by default.

Generally if Web Safe blocks a website you will see a Web Safe message to confirm that the website is safe. If you see a different message, you can read more about this [here](#).

Virus Safe is **On**  Our Virus Safe filters help to protect against websites that contain viruses, spyware, and other harmful programs.

Child Safe is **Off**  Our Child Safe filters help to protect you and your children from inappropriate content. You can block or allow individual websites and set a time limit for internet use.

If you choose to switch Child Safe off, we'll reactivate it.

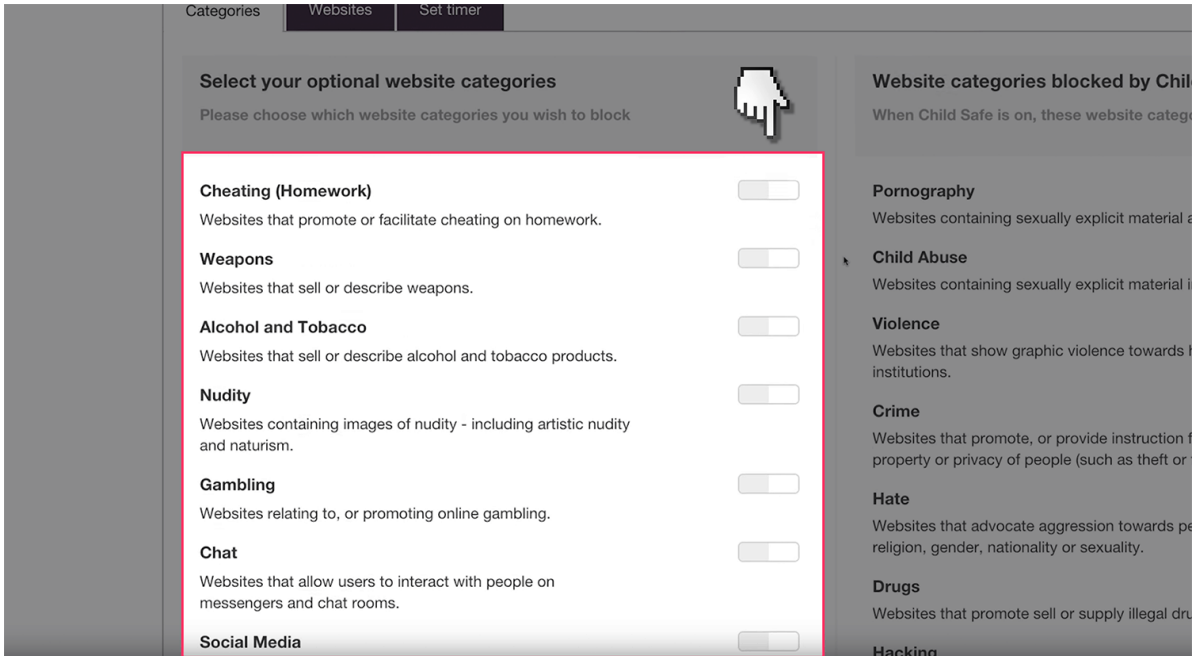
 You've chosen to turn off Child Safe

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You then have three options to customise. The first is categories. This allows you to choose the type of content you can restrict. Select each tab you want restricted to on.

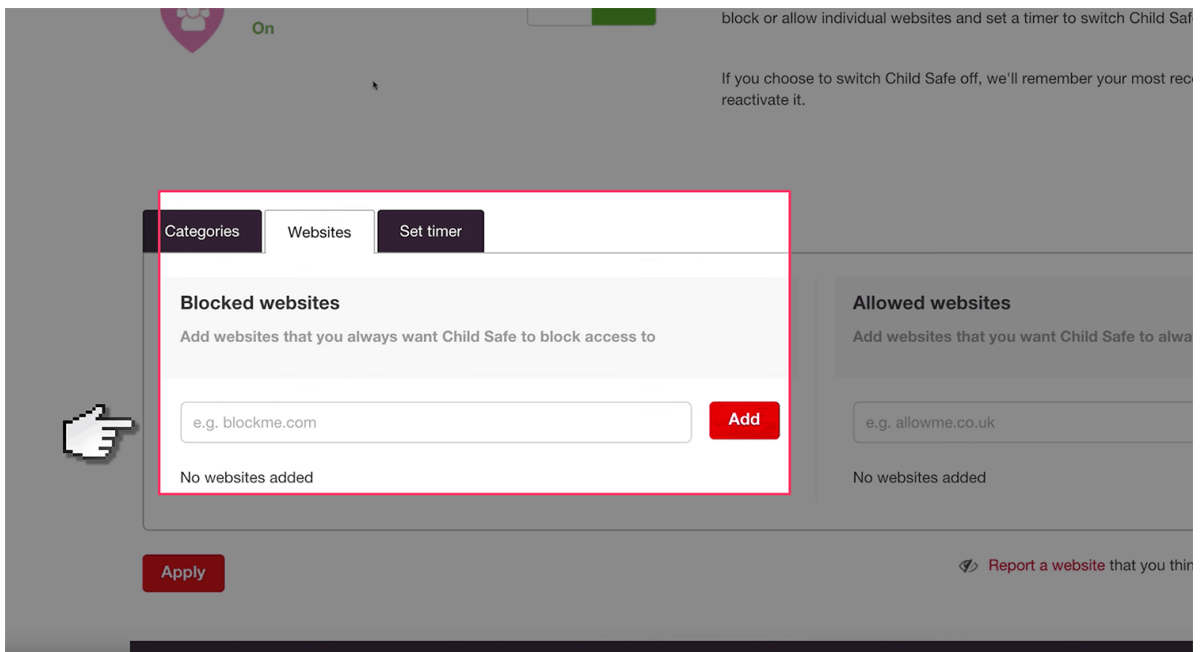


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Then you can select 'Websites'. This lets you manually add blocked websites you don't want to be accessed.

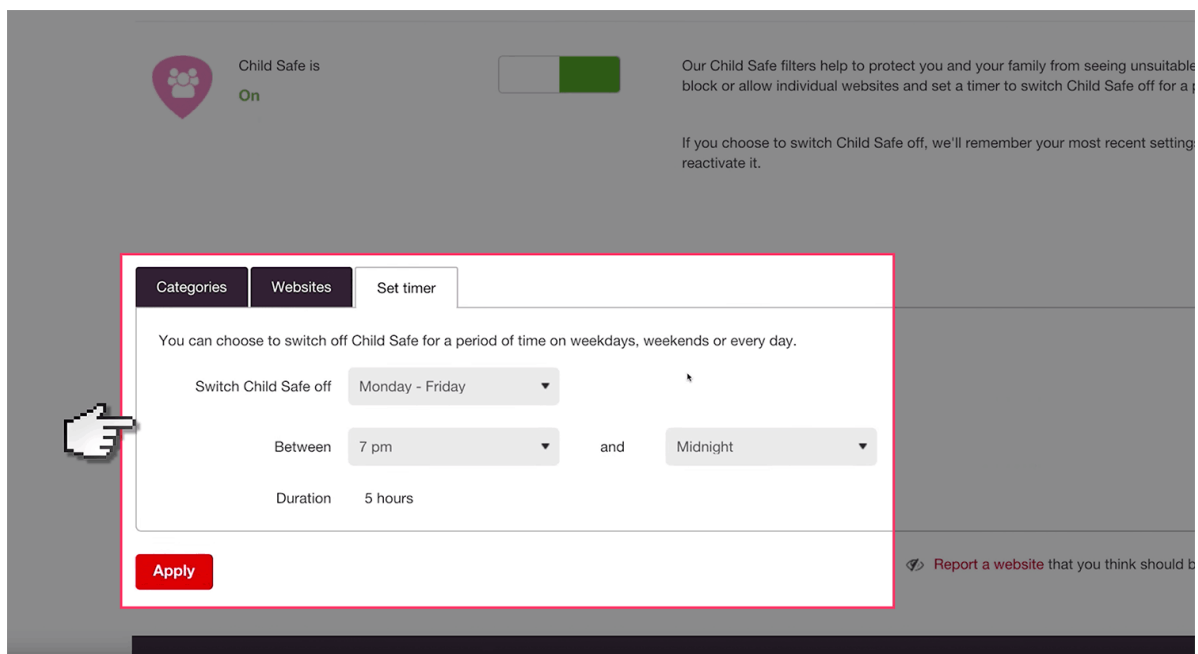


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And finally, you can add timing restrictions. Allowing children to only use the internet at certain times of the day.



The screenshot shows the Virgin Media Web Safe interface. At the top, there is a toggle switch for 'Child Safe is On'. Below this, there are three tabs: 'Categories', 'Websites', and 'Set timer'. The 'Set timer' tab is selected and highlighted with a red border. A hand cursor is pointing at the 'Set timer' tab. The 'Set timer' tab contains the following text and controls:

You can choose to switch off Child Safe for a period of time on weekdays, weekends or every day.

Switch Child Safe off

Between  and

Duration

[Apply](#)

[Report a website that you think should be blocked](#)