

# Parental controls guide

# Sky Broadband Shield guide

## Parental Controls information

### Type of guide

Broadband & mobile networks

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### Features and Benefits

Sky Broadband Shield is a set of tools designed by Sky to help make the internet a safer place for your whole family and offers the following features – malware protection and parental controls.

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### What specific content can I restrict?



Drugs & Criminal Skills



File Sharing & Hacking



Inappropriate content



Online games



Phishing & Malware  
Infected Sites



Pornography & Adult



Privacy and identity theft



Social networking



Weapons & Violence, Gore  
& Hate

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### 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 Shield guide



Go to Sky.com, log into your account using your Sky ID (username) and password

The screenshot shows the Sky website homepage. At the top left is the Sky logo. To its right are navigation links: "Find & Watch TV", "Products & Packages", "My Account", and "Help". On the far right of the top navigation bar are icons for search, notifications, and a "Sign in" button, which is highlighted with a green rectangular box. A green arrow points from the left towards the "Sign in" button. Below the navigation bar is a large promotional banner for "Sport is back". The banner features a dark blue background with white text. It includes the text "Sport is back", "Early bird offer: Don't miss a match with Sky TV & Sky Sports, as the Premier League returns 17 June.", and pricing information: "£48" crossed out and "£39" in large font, followed by "a month for 18 months". Below the pricing is a small note: "Prices may change during this period. Set-up: £20". At the bottom of the banner are two buttons: "Join now" and "Find out more". To the right of the banner are three images: a Formula 1 driver celebrating, a Liverpool football player in a red kit, and another football player in a red kit.

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Get to your Broadband Shield settings by going to My Account. Next, click the Broadband & Talk option. Scroll down and click on the Broadband Shield option. Here you will see the settings to apply for each Custom, PG, 13, Adults and you can also Disable Shield.

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[Find & Watch TV](#) [Products & Packages](#) [My Account](#) [Help](#)

[Search](#) [Notifications](#) [Christopher](#) [Dropdown](#)

2

[TV](#) [Broadband & Talk](#) [Mobile](#) [Rewards and Extras](#)

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# Broadband and Talk Settings



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1 Choose what you want to see

Using Sky Broadband Buddy? It works best when your Sky Broadband Shield age rating is set to 18.

Custom  PG Suitable for all ages  13 Suitable for teens and older  18 Suitable for adults only  X Disable Shield

### Blocked categories

<input type="checkbox"/> <b>Phishing &amp; malware</b> False data collection malicious software.	<input type="checkbox"/> <b>Adult</b> Sexually explicit material, pornography or adult products or services, like sex chat rooms or adult dating.
<input type="checkbox"/> <b>Online dating</b> Searching for romantic or sexual partners on the internet.	<input type="checkbox"/> <b>Suicide &amp; self-harm</b> Sites that describe ways to commit suicide or self-harm. Includes blogs/forums supporting these activities.
<input type="checkbox"/> <b>Anonymisers, file sharing &amp; hacking</b> Sites that allow users to anonymously access sites. Illegally downloading files. Computer crime.	<input type="checkbox"/> <b>Social networking</b> Interact with other people by sharing text, pictures, audio or videos.
<input type="checkbox"/> <b>Drugs &amp; criminal skills</b> Sites that promote, sell or supply drugs.	<input type="checkbox"/> <b>Online games</b> Playing games, except those suitable for children. Or any websites or app being used through a games console
<input type="checkbox"/> <b>Weapons, violence, gore &amp; hate</b> Sites that sell or describe weapons, show graphic violence and advocate aggression.	

Save your Broadband Shield settings Save settings

# Sky Broadband Shield guide



Choose when Sky Broadband Shield should be active Scroll down until you reach this section then choose whether you want the Shield to be 'Always active' or you can choose to set it at certain times of the day. Please note, when the Broadband shield is inactive, you'll see sites suitable for adults but will still be protected from phishing and malware sites.

## 2 Choose when Sky Broadband Shield should be active

**Remember:** When Broadband Shield is inactive, you'll see sites suitable for adults but still be protected from harmful Phishing & malware sites.

Always active

Your Sky Broadband Shield will be active 24 hours a day, 7 days a week.

Certain times of the day

Active from

15:30

Active until

07:30

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Choose what you want a specific age group to see Choose whichever category you want to restrict and click Save settings. You can select more than one category. Please note: Some categories are automatically blocked for the PG and 13 age groups, but you can manage exceptions.

Blocked categories

<input type="checkbox"/> <b>Social networking</b> Interact with other people by sharing text, pictures, audio or videos.	<input type="checkbox"/> <b>Anonymizers, filesharing &amp; hacking</b> Anonymously access sites blocked by parental controls, illegally download copyrighted material or practise computer crime.
<input type="checkbox"/> <b>Online games</b> Playing games, except those suitable for children. Or any websites or app being used through a games console.	<input type="checkbox"/> <b>Drug &amp; criminal activity</b> Supplying illegal substances. Or telling you how to commit a crime or take part in illegal activity.
<input type="checkbox"/> <b>Pornography &amp; adult</b> Sexually explicit material or adult products or services, like sex chat rooms or adult dating.	<input type="checkbox"/> <b>Dating</b> Looking for romantic or sexual relationships online.
<input type="checkbox"/> <b>Suicide &amp; self-harm</b> Discussing or showing ways someone can harm themselves. Or that support or advocate it.	<input checked="" type="checkbox"/> <b>Phishing &amp; malware</b> Sites that try to fraudulently obtain your personal info or access your device without permission.
<input type="checkbox"/> <b>Weapons, violence, gore &amp; hate</b> Graphic violence or advocating aggression towards others. Or selling or describing weapons.	

Want to add an exception?  
Manually block or allow certain websites

Manage exceptions ▾

Save your shield settings

Save settings

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**Manage exceptions** You can allow or block a site your child visits. To block a website: Under your chosen age category, click **Manage exceptions**, enter the website you want to block then click **Block website** and click **Save settings**. To allow a website: Enter the website you want to allow then click **Allow website** and click **Save settings**.

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The screenshot shows the 'Choose what you want to see' settings page. At the top, there is a header with a blue information icon and the text 'Choose what you want to see'. Below this is a sub-header: 'Using Sky Broadband Buddy? It works best when your Sky Broadband Shield age rating is set to 18.' There are five radio button options for age ratings: 'Custom' (disabled), 'Suitable for all ages' (selected), 'Suitable for teens and older' (13), 'Suitable for adults only' (18), and 'Disable Shield' (X). Below the age ratings is a section titled 'Blocked categories' with two columns of categories and their descriptions. At the bottom of the page, there is a section titled 'Do you want to add an exception?' with the text 'You can manually block and allow websites'. A green arrow points to a 'Manage exceptions' button with a dropdown arrow, which is highlighted with a green box.

**Choose what you want to see**  
Using Sky Broadband Buddy? It works best when your Sky Broadband Shield age rating is set to 18.

Custom  
 **PG** Suitable for all ages  
 13 Suitable for teens and older  
 18 Suitable for adults only  
 X Disable Shield

**Blocked categories**

**Phishing & malware**  
False data collection malicious software.

**Online dating**  
Searching for romantic or sexual partners on the internet.

**Anonymisers, file sharing & hacking**  
Sites that allow users to anonymously access sites. Illegally downloading files. Computer crime.

**Drugs & criminal skills**  
Sites that promote, sell or supply drugs.

**Weapons, violence, gore & hate**  
Sites that sell or describe weapons, show graphic violence and advocate aggression.

**Adult**  
Sexually explicit material, pornography or adult products or services, like sex chat rooms or adult dating.

**Suicide & self-harm**  
Sites that describe ways to commit suicide or self-harm. Includes blogs/forums supporting these activities.

**Social networking**  
Interact with other people by sharing text, pictures, audio or videos.

**Online games**  
Playing games, except those suitable for children. Or any websites or app being used through a games console.

**Do you want to add an exception?**  
You can manually block and allow websites

[Manage exceptions](#) ▾

Block a website ⓘ

Block website

Allow a website ⓘ

Allow website

Blocked websites

- www.facebook.com ×
- www.dailymail.co.uk ×
- www.4chan.org ×

Allowed websites

- www.store.steampowered.com ×
- www.reddit.com ×

# Sky Broadband Shield guide



Disable Shield Click the Disabled Shield option, then click save settings. Please note: You can disable the Broadband Shield, however, you won't be protected from sites that try to fraudulently obtain your personal info or access your account without permission. Choose 18 and Sky will block harmful phishing and malware sites but you will see everything else.

