

# **Parental controls guide**

# Plusnet SafeGuard guide

## Parental Controls information

### Type of guide

Broadband & mobile networks

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### 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.

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### What specific content can I restrict?



Cyberbullying



Drugs & Criminal Skills



Inappropriate content



Online games



Phishing & Malware  
Infected Sites



Pornography & Adult



Suicide & Self-harm



Weapons & Violence, Gore  
& Hate

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### What do I need?

A Plusnet account and broadband subscription

# Plusnet SafeGuard guide



Go to [plus.net](https://plus.net) and log in to your Plusnet account with the username and password you created when you signed up for Plusnet – you'll find it in any email Plusnet has sent you.

[Broadband](#) [Mobile](#) [Entertainment](#) [Perks](#) [Help](#) [Sign in](#) [Business Broadband](#)

**WELCOME BACK** [This way for Plusnet Mobile](#)

Enter your details below to log into your account


Username

Password

Provider

[Login](#)

[Forgotten your password?](#)



# Plusnet SafeGuard guide



Once you have logged in select 'Broadband' from the top navigation and then select 'Safeguard' from the 'Help and Settings' section at the bottom.

The screenshot shows the Plusnet website interface. At the top, the Plusnet logo is on the left, and a navigation bar contains links for Broadband, Mobile, Entertainment, Perks, Help, Sign in, and Business Broadband. Below this is a secondary navigation bar with icons for Home, Manage Account, Billing, My Perks, Offers and Upgrades, Broadband (highlighted with a red box), Phone, Add-ons, Refer a friend, and a Logout link. The main content area is titled 'Broadband' and features a 'Your broadband service' box with details like 'Product: Unlimited (Contracted)', 'Estimated Download Range: 1 - 3Mbps', 'Estimated Upload Range: 1Mbps', 'Minimum Guaranteed Speed: 0.4Mbps', and 'Current Line Speed (Download): 1.2Mbps'. A 'Change your broadband package' button is also present. To the right, a 'Need help with something?' section lists various support options. At the bottom, under 'Help and settings', the 'Safeguard' link is highlighted with a red box.

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Broadband ▾ Mobile ▾ Entertainment ▾ Perks ▾ Help ▾ Sign in ▾ Business Broadband

Home Manage Account Billing My Perks Offers and Upgrades **Broadband** Phone Add-ons Refer a friend Logout ▸

## Broadband

### Your broadband service

- Product: Unlimited (Contracted)
- Estimated Download Range: 1 - 3Mbps
- Estimated Upload Range: 1Mbps
- Minimum Guaranteed Speed: 0.4Mbps
- Current Line Speed (Download): 1.2Mbps

**Change your broadband package** ▸

### Need help with something?

**Broadband speeds**  
Find out how high-speed broadband works

**Help & support**  
Guides and FAQs for all our services

**Setup your email**  
Step by step guides for our email service

**Webmail**  
Check your email from anywhere in the world

**Service status**  
Check for known service issues

**The Plusnet community**  
Read the latest blogs and chat to other customers on our community forums

**How to contact us**  
Contact details for our Sales & Support Teams

### Help and settings

- Connection Details ▸
- Broadband Firewall ▸
- Configure Static IP ▸
- Safeguard ▸**
- Auto Login ▸
- Broadband Troubleshooter ▸

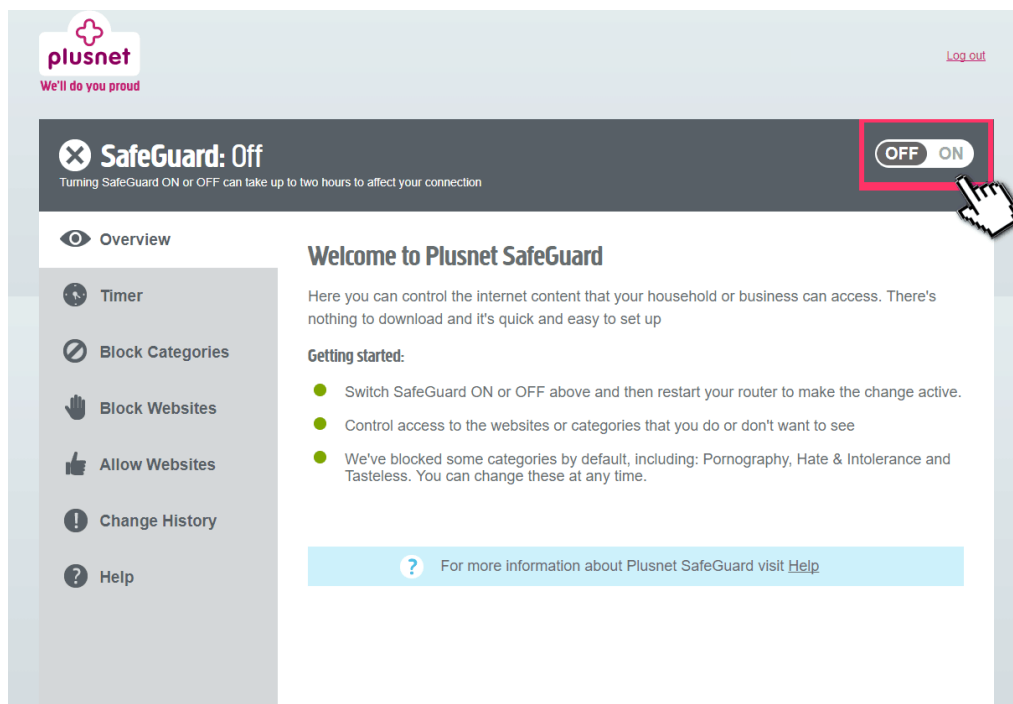
### Account information

- Order Tracker ▸
- Upgrade Account ▸
- Starter Pack ▸

# Plusnet SafeGuard guide



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



# Plusnet SafeGuard guide



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

The screenshot displays 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 shows the user is logged in as "bombusachiv" with a "Log out" link. Below the header is a dark grey bar with "SafeGuard: Off" and a toggle switch set to "ON". A sidebar on the left contains navigation links: Overview, Timer (selected), Block Categories, Block Websites, Allow Websites, Change History, and Help. The main content area is titled "Timer" and includes the instruction: "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 with the text "Activate filters between:" followed by two time input fields, both set to "00:00", separated by the word "and". To the right of the time fields is a checkbox labeled "Time filtering active". A red rectangular box highlights the time selection area, and a hand cursor icon points to the second time field. At the bottom of the page, there is a footer with copyright information: "2014 © Plusnet plc - All Rights Reserved", links to "Privacy | Cookie Policy | Code of Practice | Complaints Code of Practice | Legal | Accessibility", and a "Return to top" link.

# Plusnet SafeGuard guide



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

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Logged in as: bombusachiv [Log out](#)

**SafeGuard: Off** OFF ON  
Turning SafeGuard ON or OFF can take up to two hours to affect your connection

**Block Categories**  
Here are the categories you can block.  
Pornography, Hate & Intolerance and Tasteless are automatically blocked unless you've unblocked them.

Category	Action
<b>Chat &amp; Instant Messaging</b> Websites relating to Internet chat, chat rooms and messaging services.	<b>Block</b>
<b>Dating</b> Websites promoting networking for interpersonal relationships (e.g. escort services, match-making and online dating).	<b>Block</b>
<b>Educational Plagiarism</b> Websites about cheating, or ones that provide test and written answers.	<b>Block</b>

# Plusnet SafeGuard guide



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

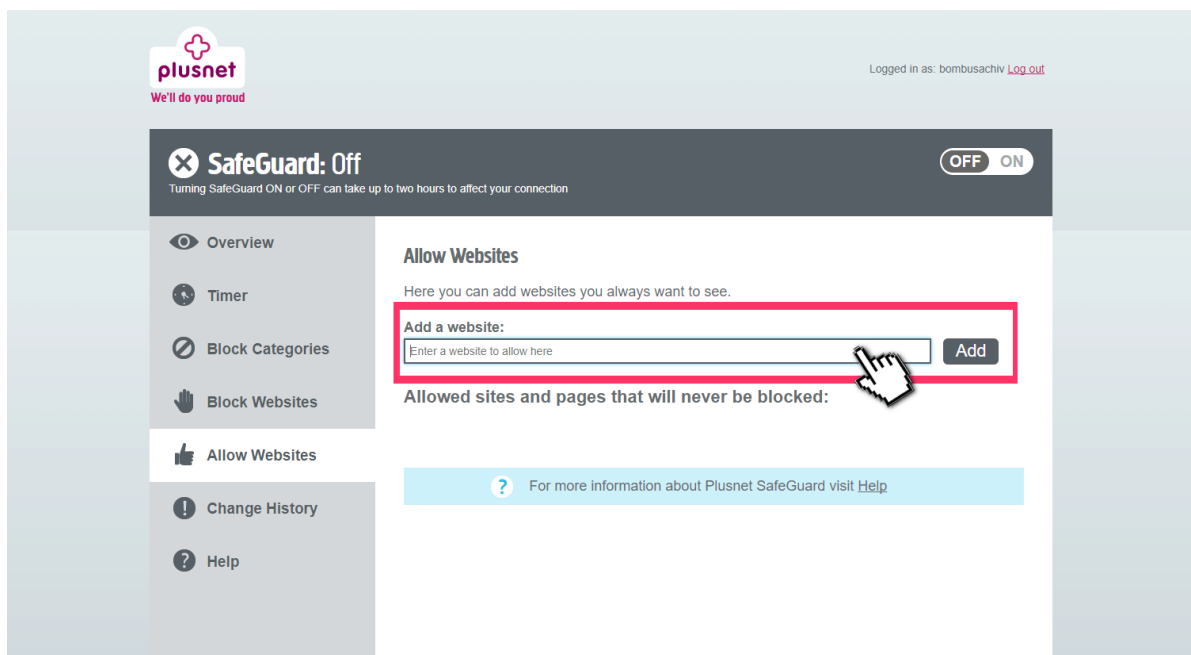
The screenshot displays the Plusnet SafeGuard web interface. At the top left is the Plusnet logo with the tagline 'We'll do you proud'. At the top right, it shows 'Logged in as: bombusachiv' with a 'Log out' link. A dark grey banner across the top indicates 'SafeGuard: Off' with a toggle switch set to 'OFF'. Below this is a sidebar menu with options: Overview, Timer, Block Categories, Block Websites (highlighted with a hand icon), Allow Websites, Change History, and Help. The main content area is titled 'Block Websites' and includes 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 hand cursor pointing at the 'Add' button. Below the form, it says 'Blocked sites and pages that will never be seen'. At the bottom, a light blue banner contains a question mark icon and the text 'For more information about Plusnet SafeGuard visit [Help](#)'.



# Plusnet SafeGuard guide



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



# Plusnet SafeGuard guide



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