

# Parental controls guide

# Plusnet SafeGuard

## 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?



Sex education



Social Networking



Online games



Pornography & Adult



Gambling



Criminal activity



Media streaming



Filesharing & Hacking



Hate & intolerance



Dating



Obscene and tasteless

---

### What do I need?

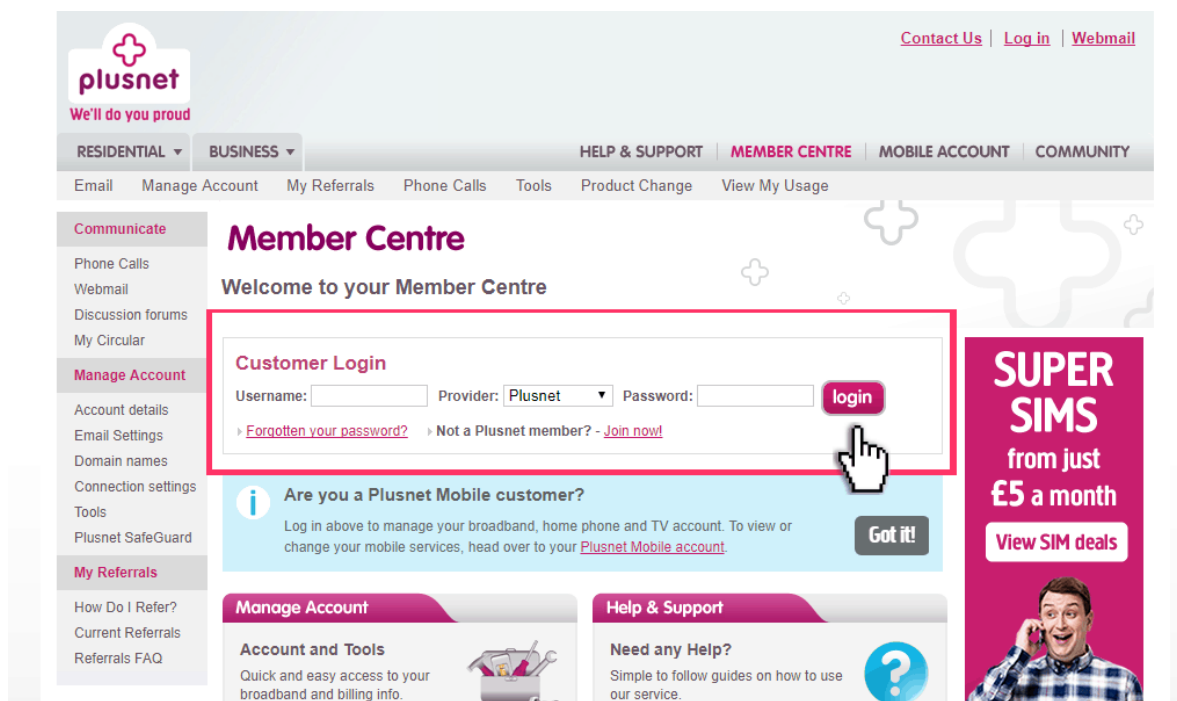
A Plusnet account and broadband subscription

# Plusnet SafeGuard

## Step by step guide

1

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 website. 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 this is a navigation bar with "RESIDENTIAL" and "BUSINESS" dropdown menus, 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".

The main content area is titled "Member Centre" and "Welcome to your Member Centre". A red box highlights the "Customer Login" section, which contains a form with fields for "Username:", "Provider:" (set to "Plusnet"), and "Password:", followed by a "login" button. Below the form are links for "Forgotten your password?" and "Not a Plusnet member? - Join now!". A hand cursor icon is positioned over the "login" button.

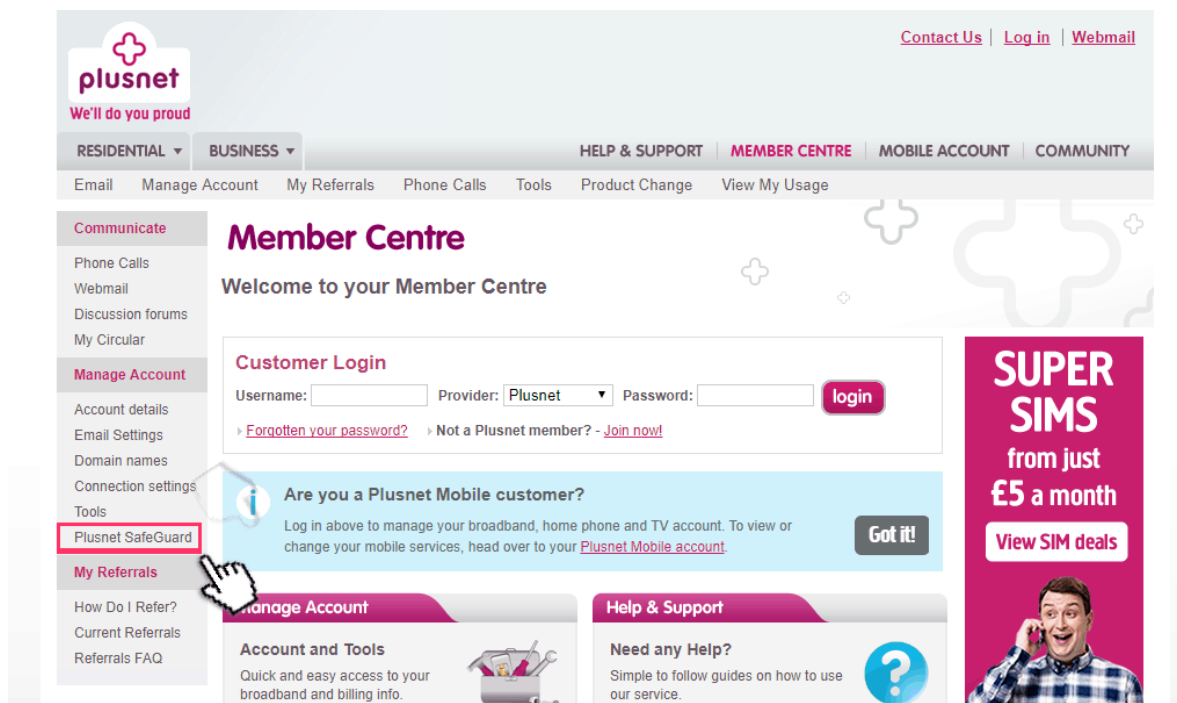
Below the login form is a blue information box titled "Are you a Plusnet Mobile customer?" with a "Got it!" button. At the bottom, there are three sections: "Manage Account" (Account and Tools), "Help & Support" (Need any Help?), and a promotional banner for "SUPER SIMS from just £5 a month" with a "View SIM deals" button and an image of a man on a phone.

# Plusnet SafeGuard

## Step by step guide

2

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



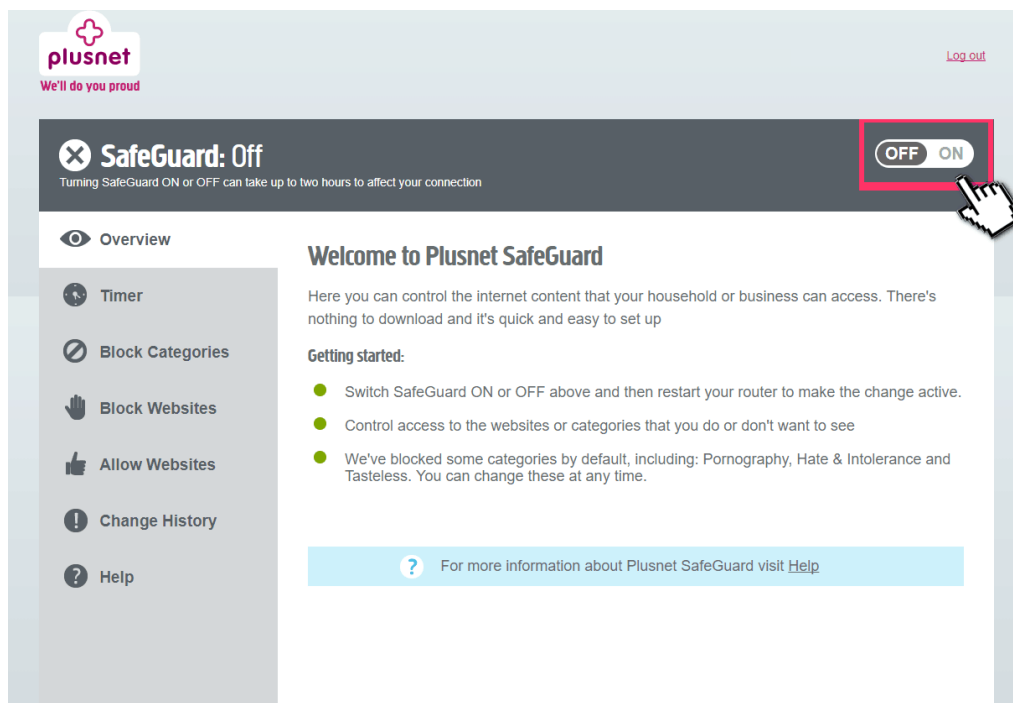
The screenshot shows the Plusnet Member Centre interface. At the top left is the Plusnet logo with the tagline 'We'll do you proud'. To the right are links for 'Contact Us', 'Log in', and 'Webmail'. Below the logo is a navigation bar with 'RESIDENTIAL' and 'BUSINESS' tabs, and links for 'HELP & SUPPORT', '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 categories: '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' section with fields for 'Username', 'Provider' (set to 'Plusnet'), and 'Password', and a 'login' button. Below the login section is a blue box asking 'Are you a Plusnet Mobile customer?' with a 'Got it!' button. At the bottom, there are three sections: '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.

# Plusnet SafeGuard

## Step by step guide

3

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



**plusnet**  
We'll do you proud

Log out

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

Overview

Timer

Block Categories

Block Websites

Allow Websites

Change History

Help

### Welcome to Plusnet SafeGuard

Here you can control the internet content that your household or business can access. There's nothing to download and it's quick and easy to set up

**Getting started:**

- Switch SafeGuard ON or OFF above and then restart your router to make the change active.
- Control access to the websites or categories that you do or don't want to see
- We've blocked some categories by default, including: Pornography, Hate & Intolerance and Tasteless. You can change these at any time.

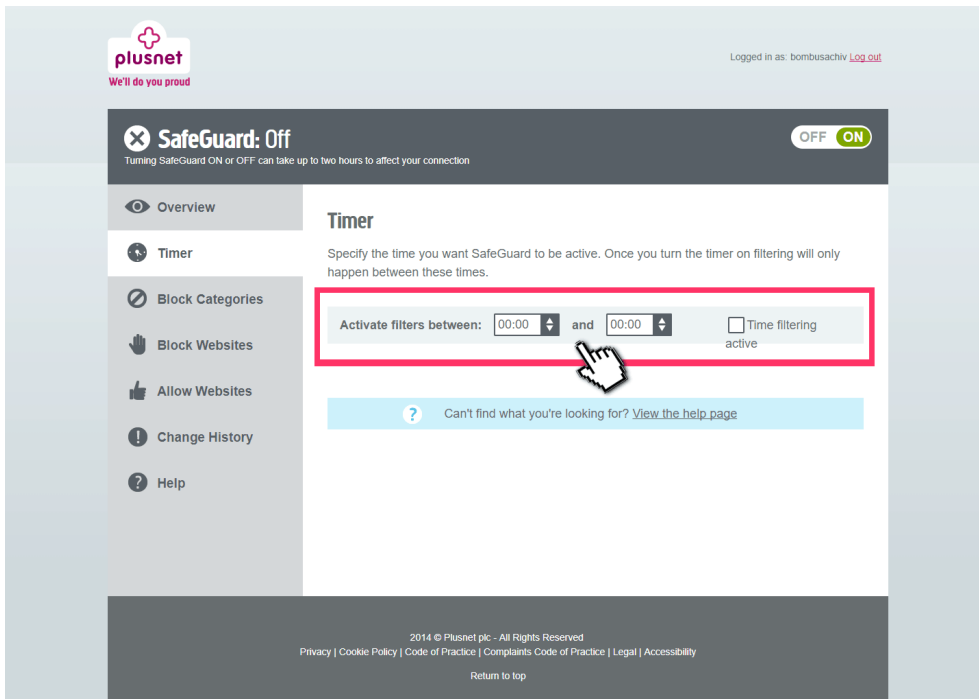
For more information about Plusnet SafeGuard visit [Help](#)

# Plusnet SafeGuard

## Step by step guide

4

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 interface. 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: bombusactiv [Log out](#)". Below this is a dark grey header for "SafeGuard: Off" with a toggle switch set to "ON". A sub-header indicates "Turning SafeGuard ON or OFF can take up to two hours to affect your connection".

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, a red box highlights the "Activate filters between:" section, which contains two time selection dropdown menus (both set to "00:00"), the word "and", and a checkbox labeled "Time filtering active" which is currently unchecked. A mouse cursor is positioned over the second dropdown menu.

At the bottom of the main content area, there is a light blue bar with a question mark icon and the text: "Can't find what you're looking for? [View the help page](#)".

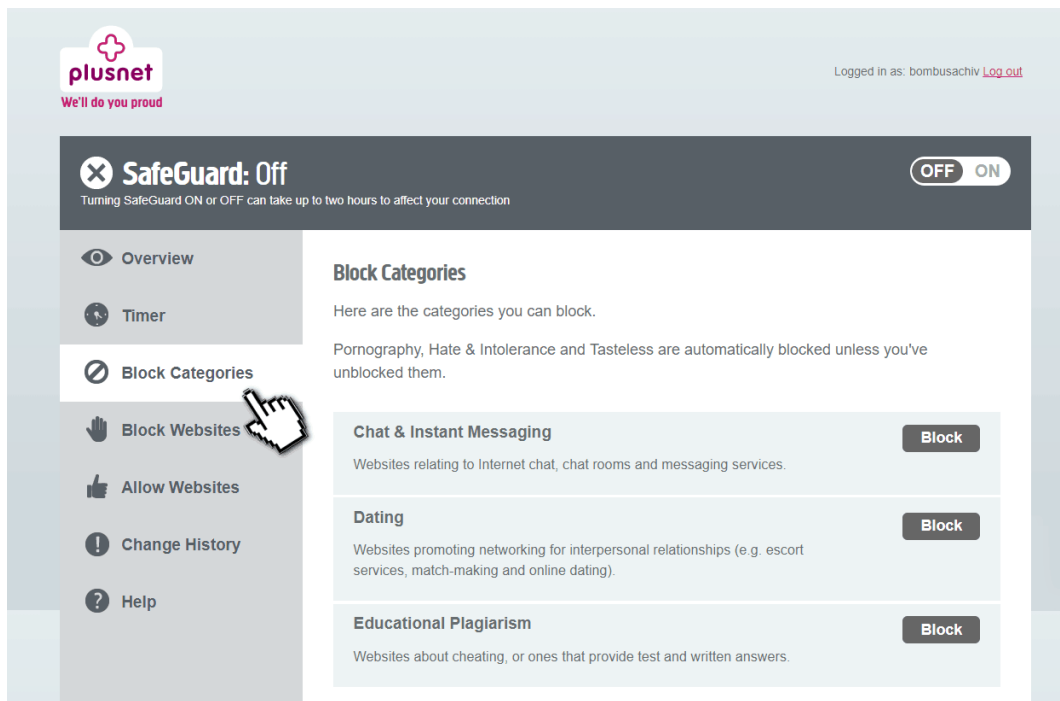
The footer contains copyright information: "2014 © Plusnet plc - All Rights Reserved" and links for "Privacy | Cookie Policy | Code of Practice | Complaints Code of Practice | Legal | Accessibility", along with a "Return to top" link.

# Plusnet SafeGuard

## Step by step guide

5

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 sidebar menu with the following items: Overview, Timer, Block Categories (highlighted with a mouse cursor), Block Websites, Allow Websites, Change History, and 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 category cards, each with a "Block" button:

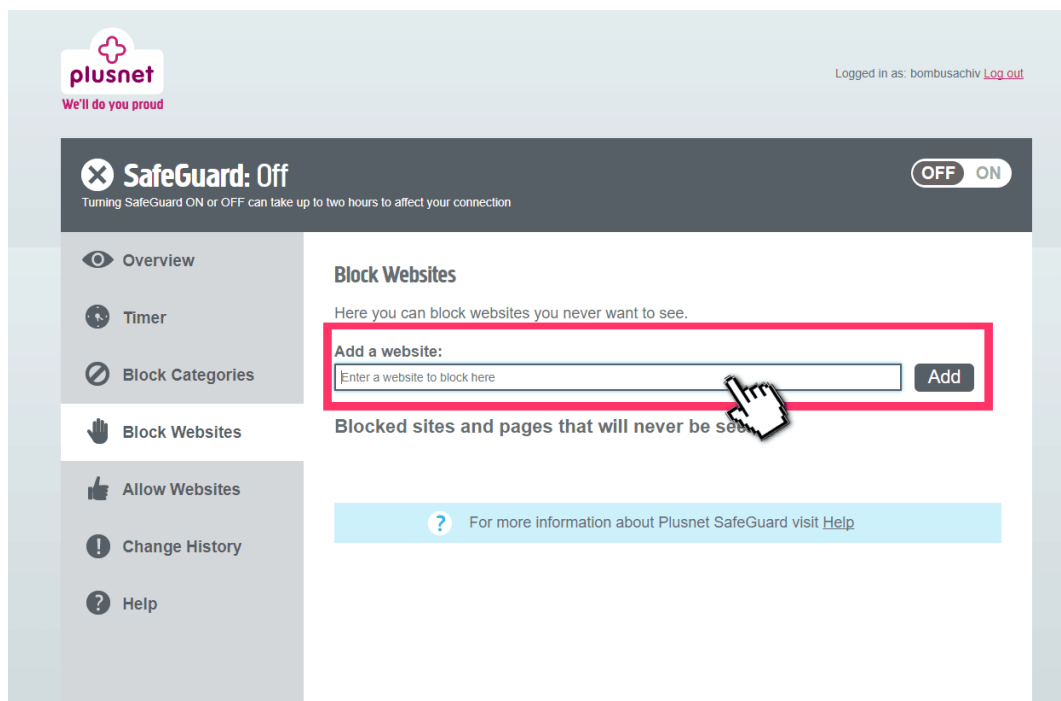
- Chat & Instant Messaging**: Websites relating to Internet chat, chat rooms and messaging services.
- Dating**: Websites promoting networking for interpersonal relationships (e.g. escort services, match-making and online dating).
- Educational Plagiarism**: Websites about cheating, or ones that provide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

# Plusnet SafeGuard

## Step by step guide

6

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



plusnet  
We'll do you proud

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

- Overview
- Timer
- Block Categories
- Block Websites**
- Allow Websites
- Change History
- Help

### Block Websites

Here you can block websites you never want to see.

**Add a website:**  
 **Add**

Blocked sites and pages that will never be seen

[?](#) For more information about Plusnet SafeGuard visit [Help](#)

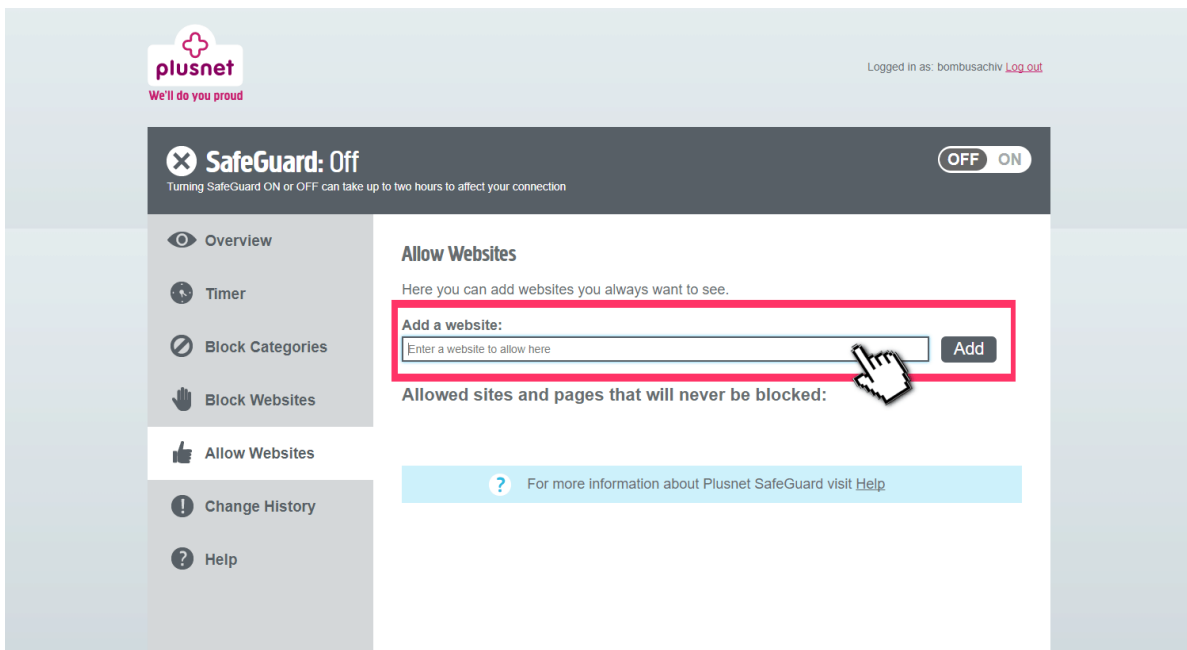


# Plusnet SafeGuard

## Step by step guide

7

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



plusnet  
We'll do you proud

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

- Overview
- Timer
- Block Categories
- Block Websites
- Allow Websites**
- Change History
- Help

### Allow Websites

Here you can add websites you always want to see.

**Add a website:**  
 **Add**

Allowed sites and pages that will never be blocked:

[?](#) For more information about Plusnet SafeGuard visit [Help](#)

# Plusnet SafeGuard

## Step by step guide

8

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