

Parental controls guide

Virgin Media Web Safe



Parental Controls information

Type of guide

Broadband & Mobile networks

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.

What specific content can I restrict?



Drugs



Self-harm & Suicide



Violence



Crime



Hacking



Pornography

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)

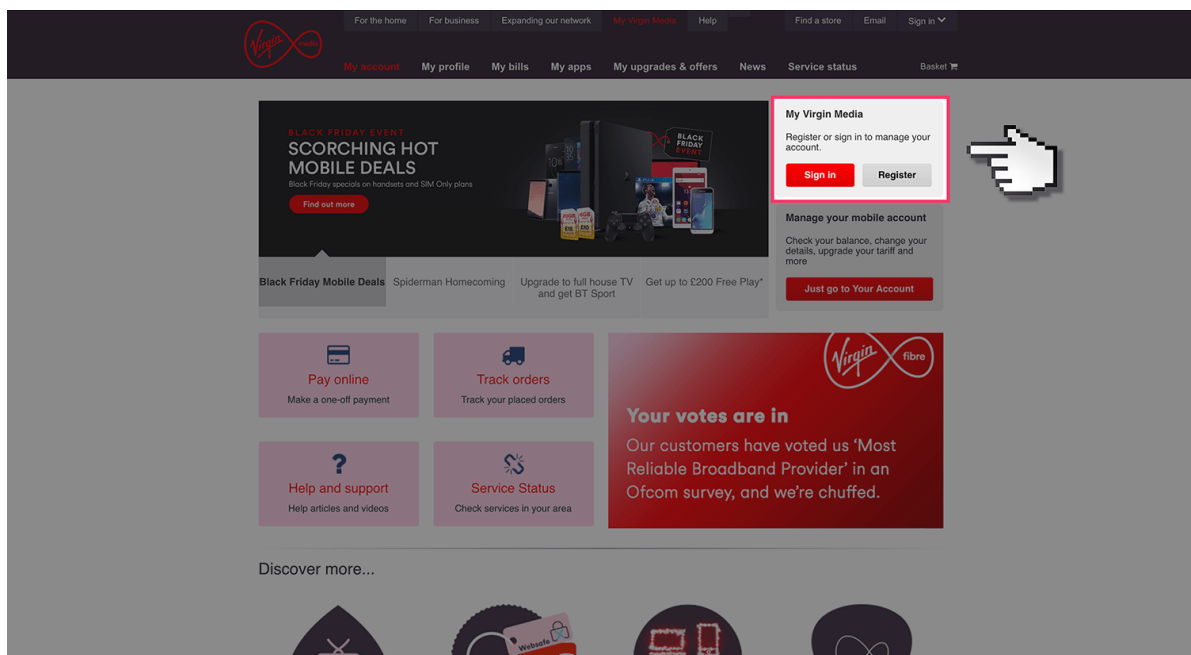
Virgin Media Web Safe



Step by step guide

1

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



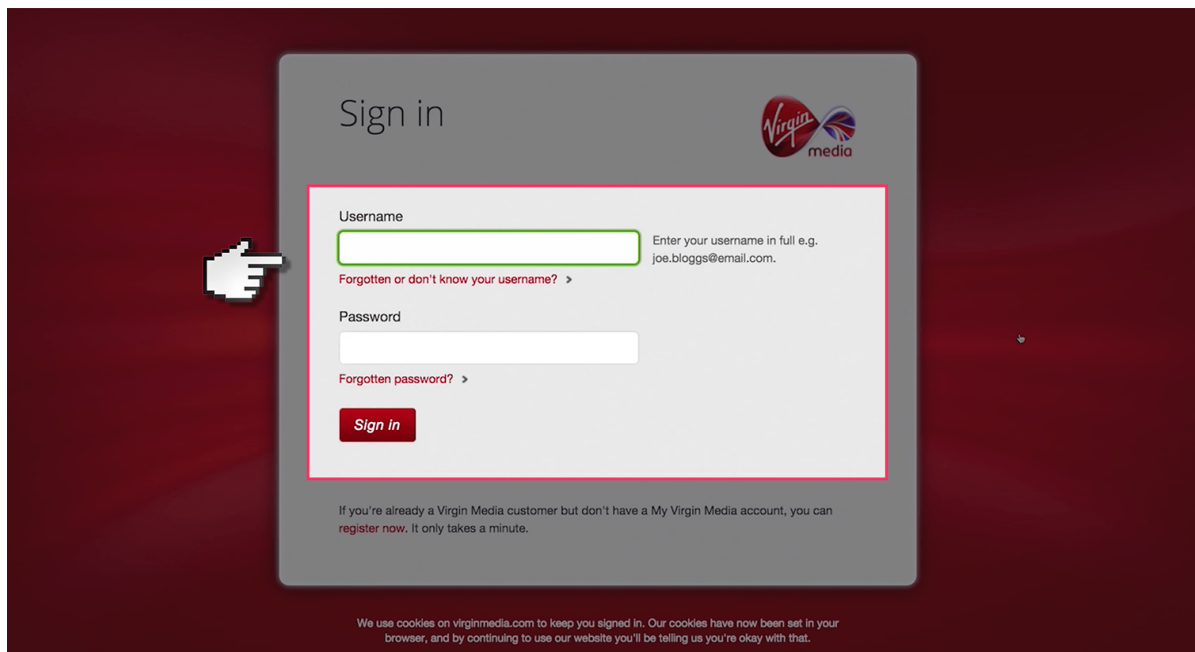
Virgin Media Web Safe



Step by step guide

2

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

A screenshot of the Virgin Media website's sign-in page. The page has a dark red background. In the center is a light gray box titled "Sign in" with the Virgin Media logo in the top right corner. Inside this box, there are two input fields: "Username" and "Password". The "Username" field is highlighted with a green border and has a green cursor icon pointing at it. To the right of the "Username" field, there is a small text prompt: "Enter your username in full e.g. joe.bloggs@email.com." Below the "Username" field is a link that says "Forgotten or don't know your username? >". Below the "Password" field is a link that says "Forgotten password? >". At the bottom of the sign-in box is a red button with the text "Sign in". Below the sign-in box, there is a line of text: "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." At the very bottom of the page, there is a small line of text: "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."

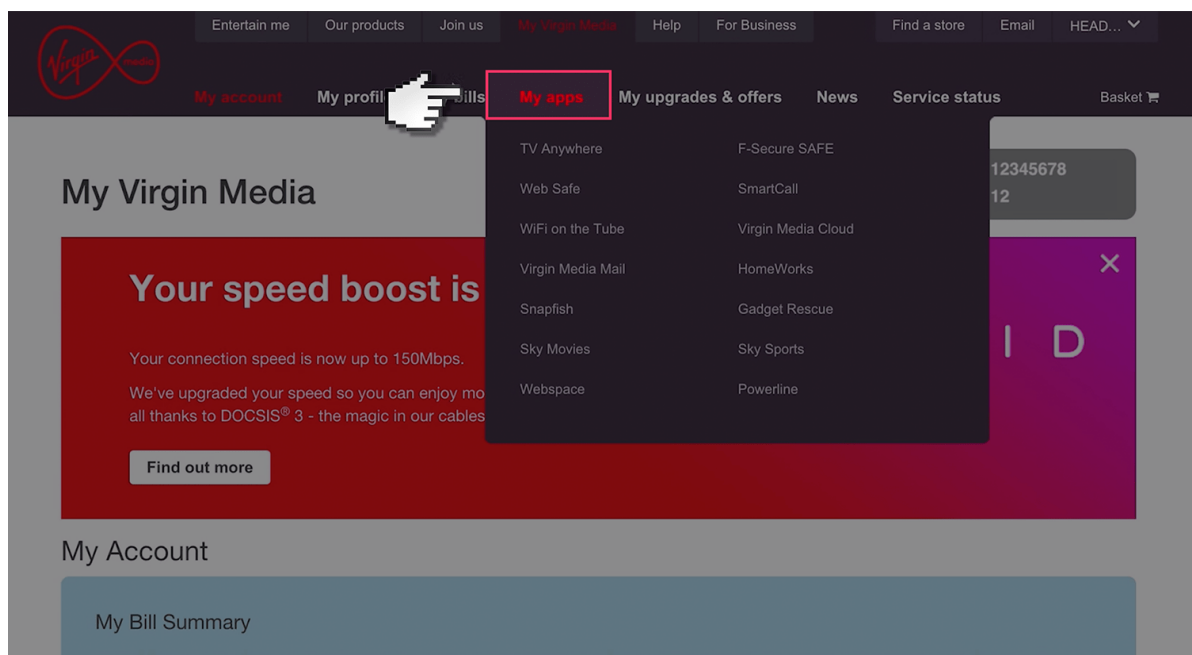
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Step by step guide

3

Once logged in, select 'My apps' tab



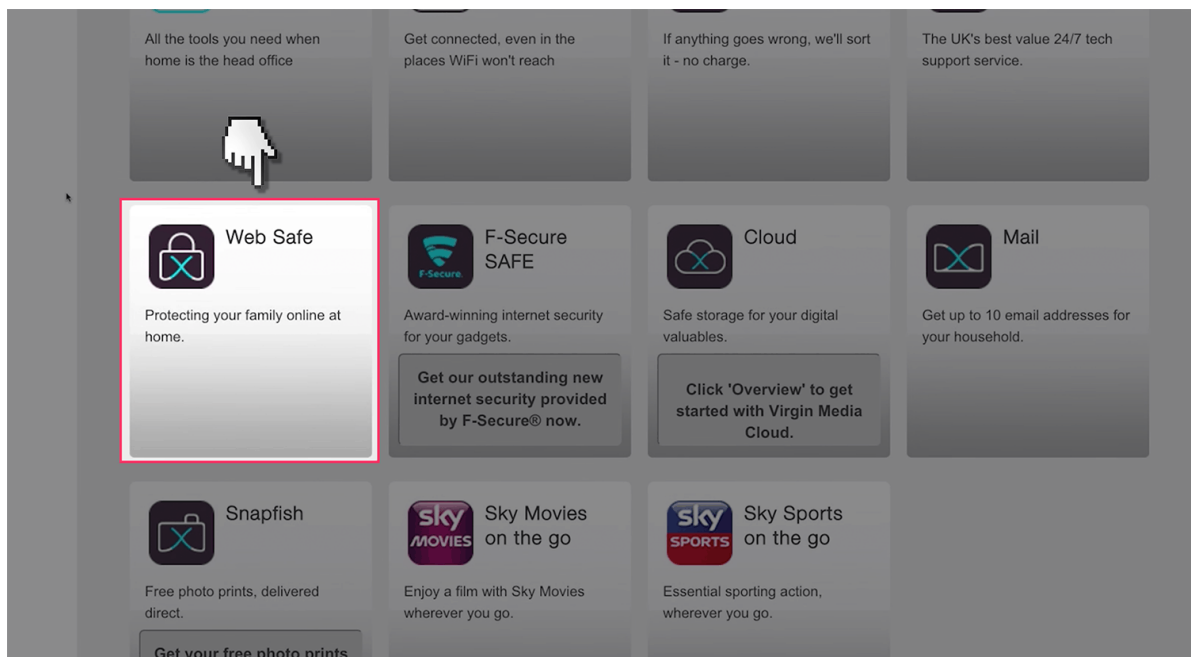
Virgin Media Web Safe



Step by step guide

4

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



Virgin Media Web Safe




Step by step guide

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 any 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.

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

Virgin Media Web Safe



Step by step guide

6

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

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](#)

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

Web Safe
Block sites unsuitable for children on your home network

F-Secure SAFE
Anywhere controls for your devices, mobile anti-bullying call and text blocker

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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Step by step guide

7

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



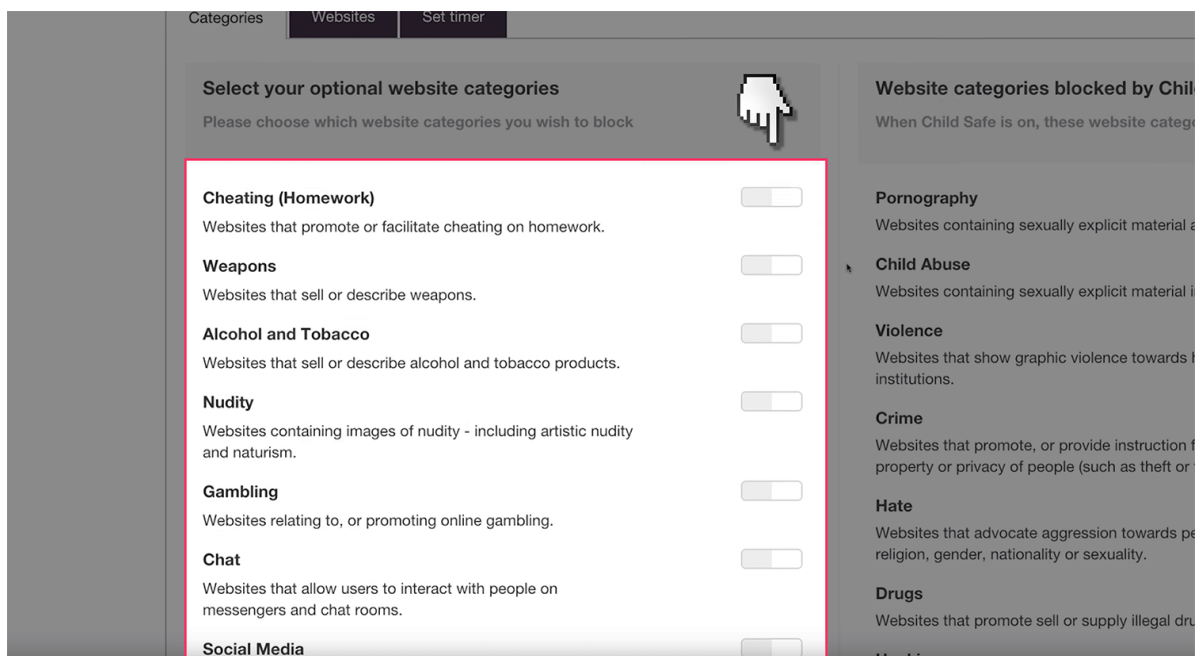
Virgin Media Web Safe



Step by step guide

8

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.



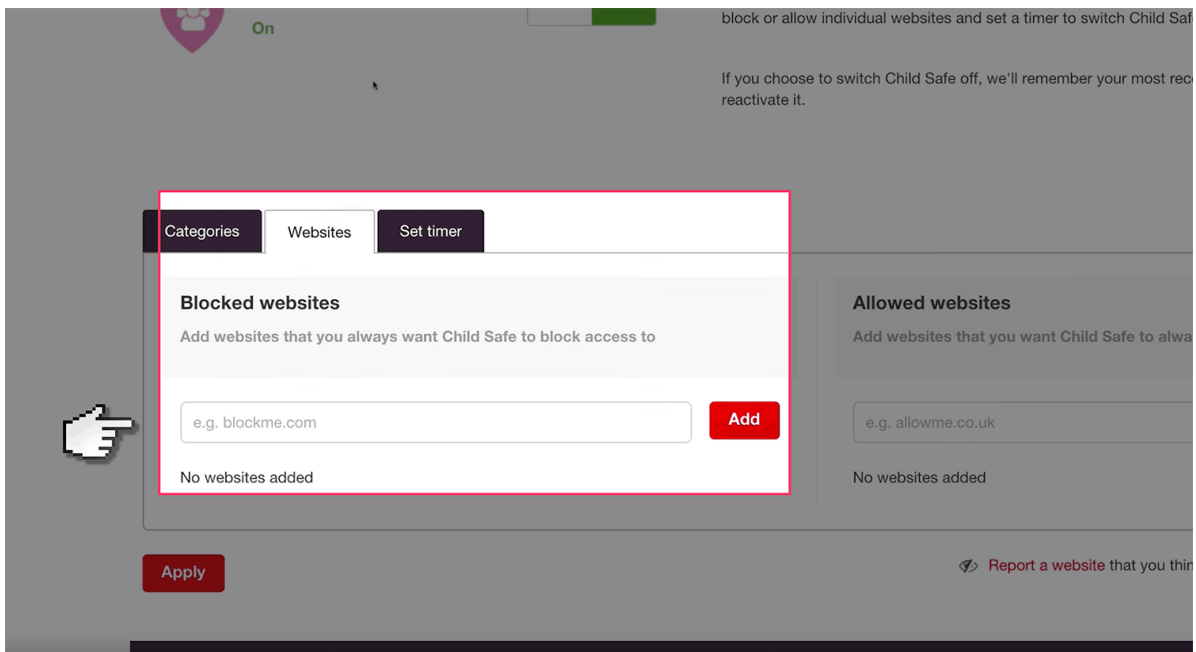
Virgin Media Web Safe



Step by step guide

9

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



Virgin Media Web Safe



Step by step guide

10

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' which is currently 'On'. Below this, there is a section for 'Set timer' which is highlighted with a red box. Inside this box, there are three tabs: 'Categories', 'Websites', and 'Set timer'. The 'Set timer' tab is selected. Below the tabs, there is a text box that says 'You can choose to switch off Child Safe for a period of time on weekdays, weekends or every day.' Below this, there are three rows of settings: 'Switch Child Safe off' with a dropdown menu set to 'Monday - Friday', 'Between' with a dropdown menu set to '7 pm', and 'Duration' with a dropdown menu set to '5 hours'. A red 'Apply' button is at the bottom left of the red box. To the right of the red box, there is a link that says 'Report a website that you think should be blocked'.

Child Safe is **On**

Our Child Safe filters help to protect you and your family from seeing unsuitable content. You can block or allow individual websites and set a timer to switch Child Safe off for a period of time.

If you choose to switch Child Safe off, we'll remember your most recent settings and reactivate it.

Categories **Websites** **Set timer**

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

Switch Child Safe off **Monday - Friday**

Between **7 pm** and **Midnight**

Duration **5 hours**

Apply

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