

# Parental controls guide

# Virgin Media Web Safe



## 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



Self-harm & Suicide



Violence



Crime



Hacking



Pornography

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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)

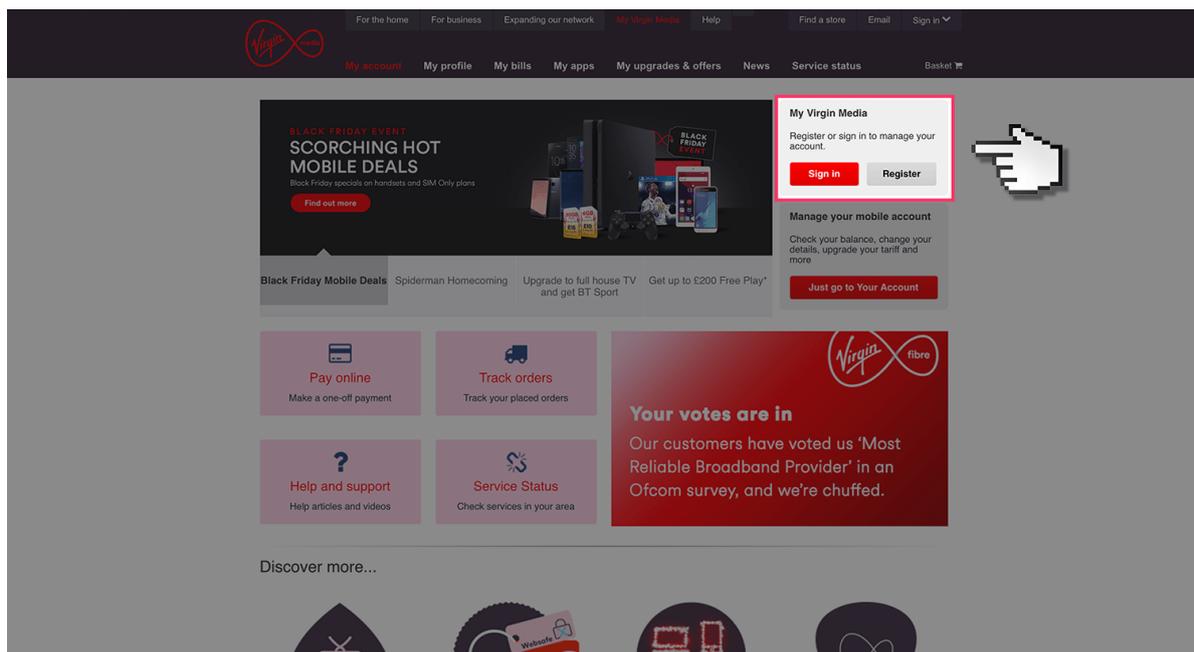
# Virgin Media Web Safe



## Step by step guide

1

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



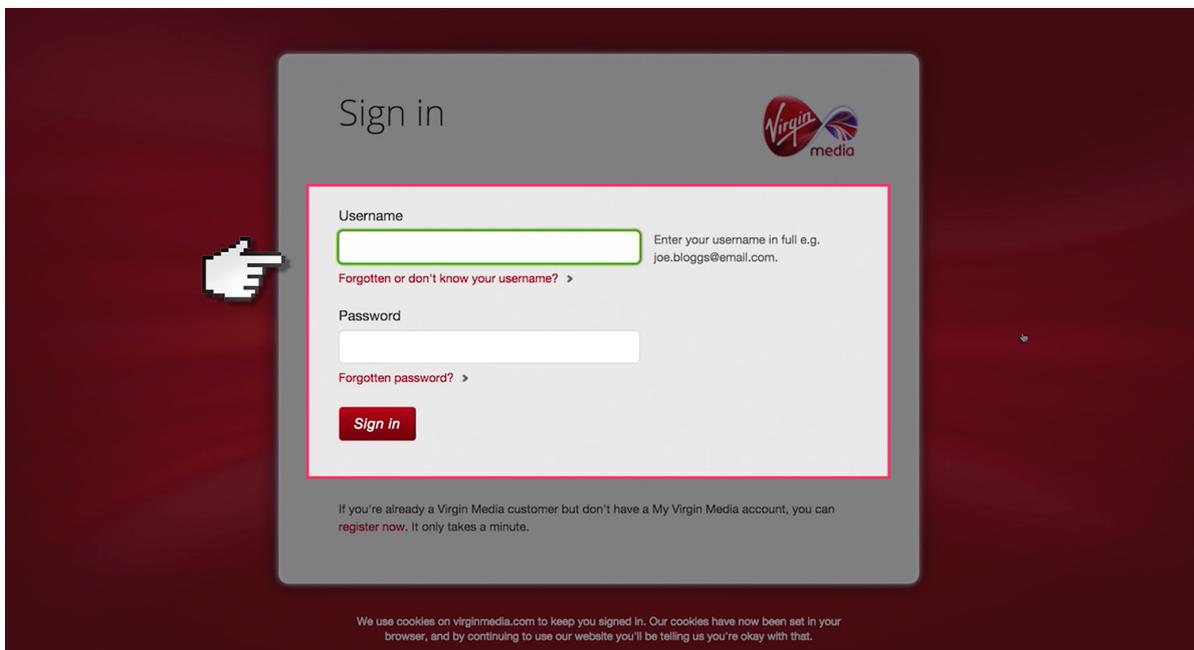
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## Step by step guide

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

A screenshot of the Virgin Media sign-in page. The page has a dark red background. In the center, there is a light gray sign-in box. At the top left of the box is the text "Sign in" and at the top right is the Virgin Media logo. The sign-in form contains two input fields: "Username" and "Password". The "Username" field is highlighted with a green border and has a white hand cursor pointing to 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 form is a red button with the text "Sign in". Below the sign-in box, there is a small text block: "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 footer: "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."

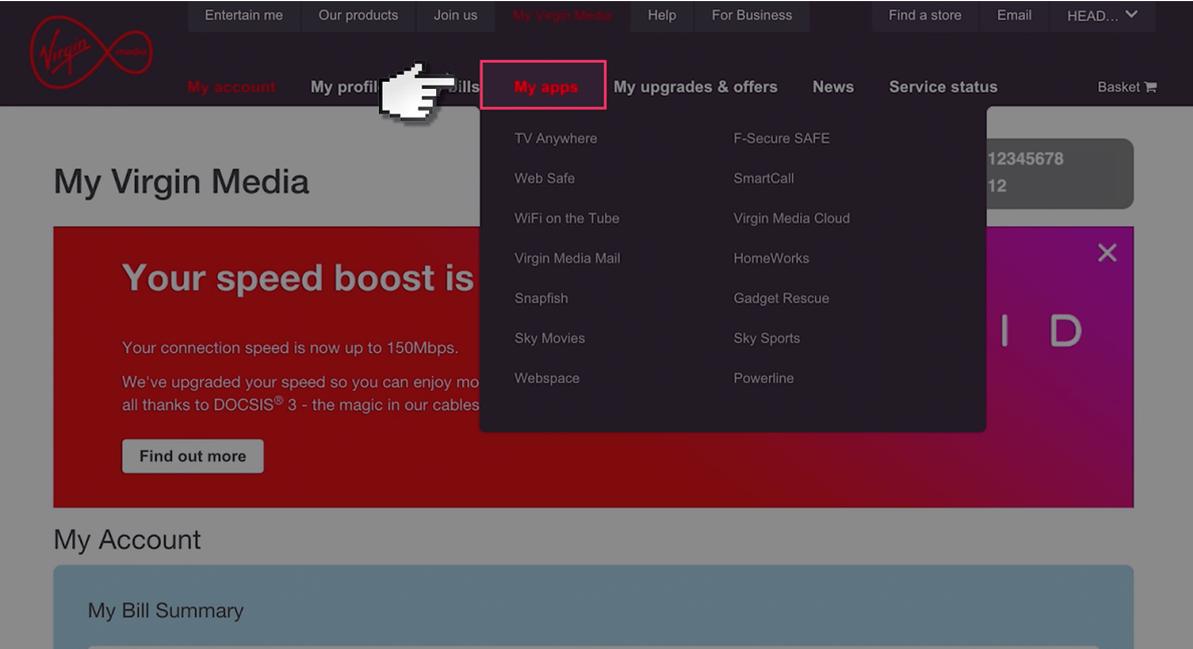
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## Step by step guide

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Once logged in, select 'My apps' tab



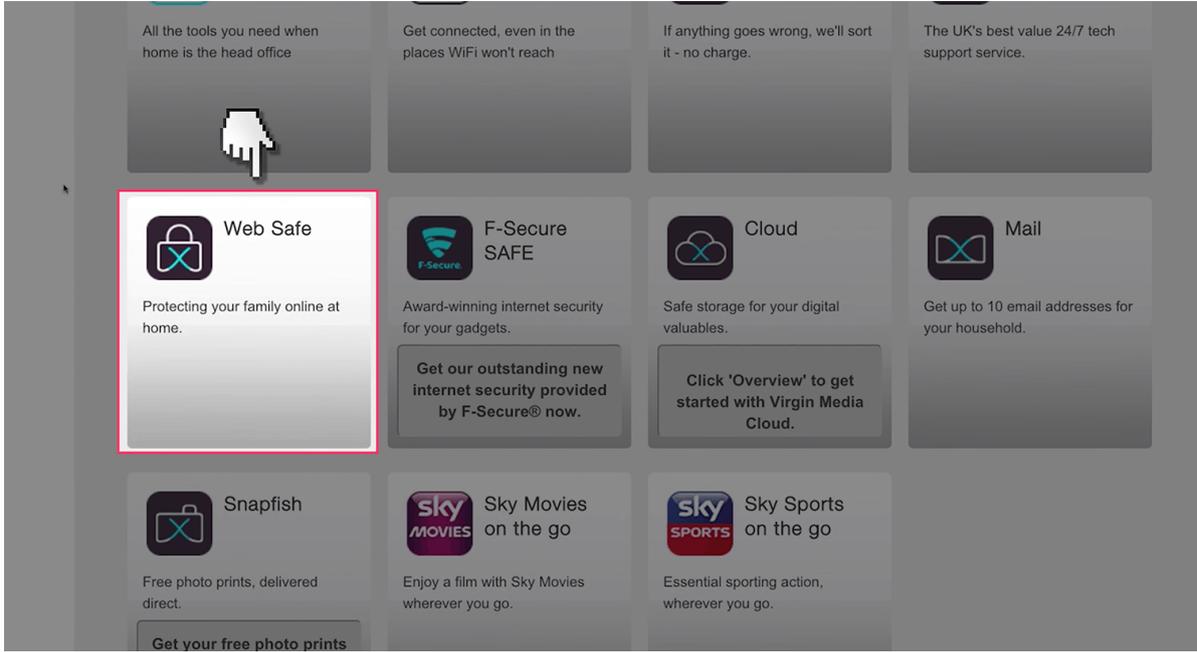
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## Step by step guide

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



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## 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 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



## Step by step guide

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

The screenshot displays the Virgin Media Web Safe activation page. It is divided into several sections:

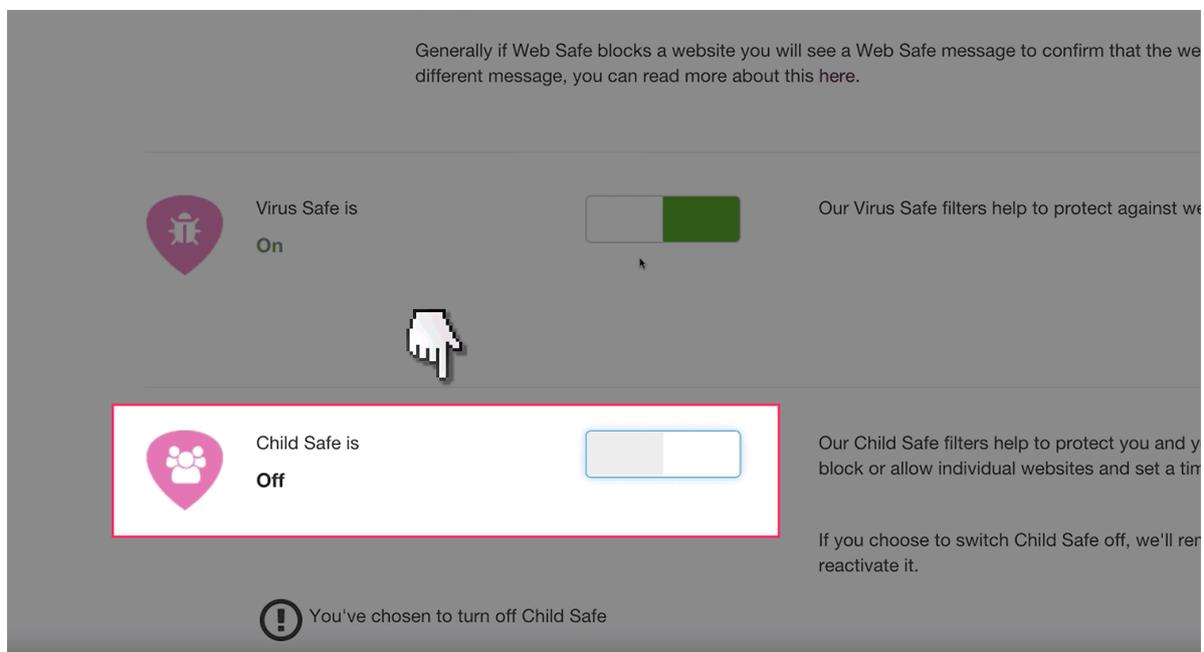
- Summary:** A purple box on the left shows 'Web Safe added' with a 'Remove' link. A grey box on the right shows 'Get F-Secure SAFE'.
- Features:** A central grey box lists benefits: 'Offers complete security confidence when installed on your devices keeping you safe when shopping, banking and browsing online with anti-virus protection, malware and spyware detection features', 'Powered by award-winning security experts F-Secure®', and 'Included at no extra cost for 12 months'.
- Service List:** A right-hand panel lists services: 'Parental controls' (expanded to show 'Web Safe' and 'F-Secure SAFE'), 'Secure online banking', 'Peace of mind when shopping', 'Virus protection', 'Personal details', and 'And more...'. A mouse cursor points to the 'Activate your security' button.
- Confirmation:** A bottom section has two options: 'Web Safe' (checked) and 'F-Secure SAFE' (unchecked). A red 'Activate your security' button is highlighted.
- Footer:** A section titled 'Why do I need online protection?' with a small explanatory text below.

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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.



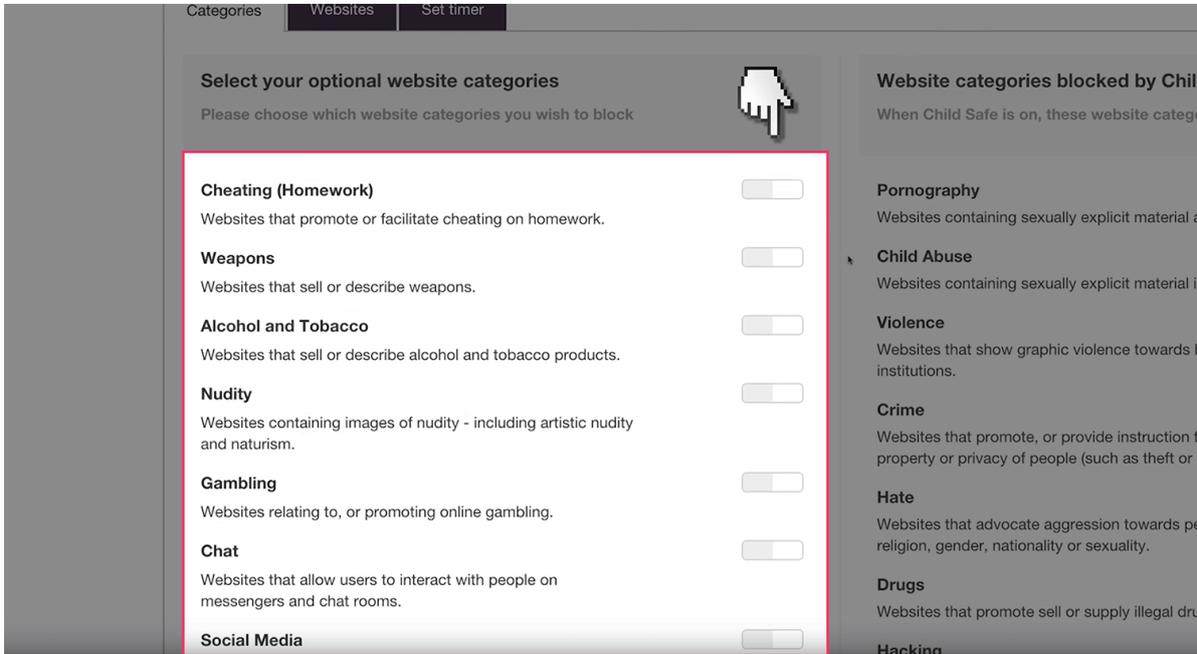
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You then have three options to customise. The first is categories. This allows you to choose the type of content you can restrict. Select each tab you want restricted to on.

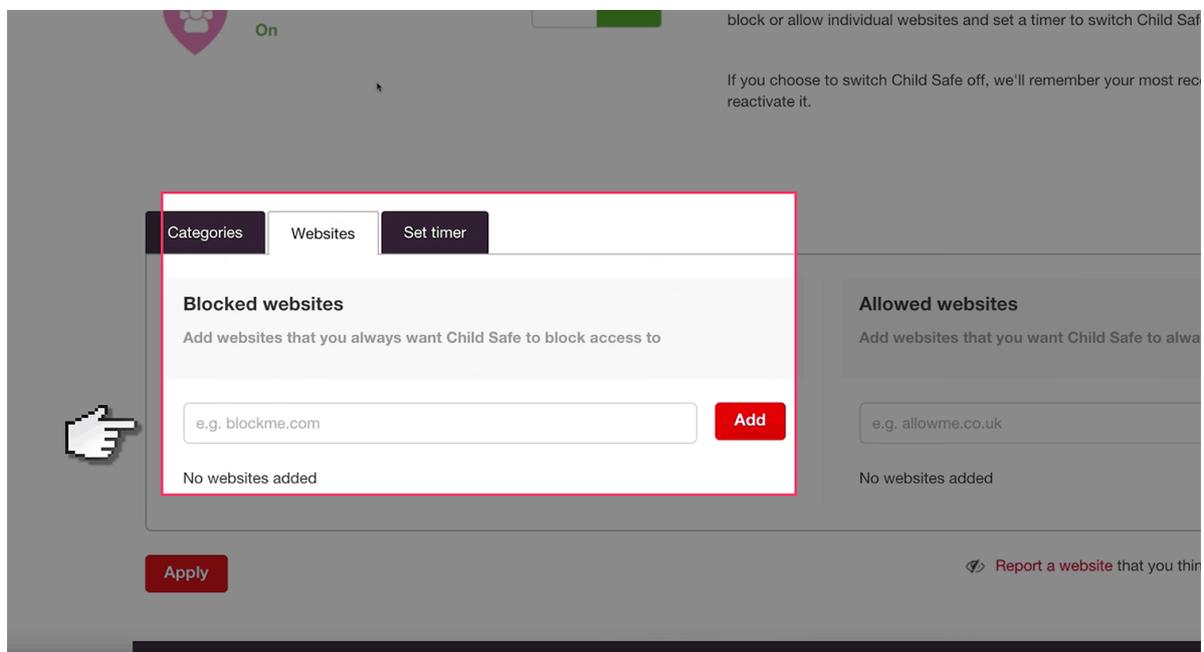


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- 9 Then you can select 'Websites'. This lets you manually add blocked websites you don't want to be accessed.



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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 'Child Safe' settings page. At the top, 'Child Safe is On' is indicated with a green toggle. Below this, there are three tabs: 'Categories', 'Websites', and 'Set timer'. The 'Set timer' tab is active and highlighted with a red box. Inside this tab, there is a text instruction: '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 set to '7 pm', 'and' with a dropdown set to 'Midnight', and 'Duration' set to '5 hours'. A red 'Apply' button is located at the bottom left of the 'Set timer' tab. A hand icon is pointing to the 'Apply' button. To the right of the 'Set timer' tab, there is a link that says 'Report a website that you think should be blocked'.