

# **Parental controls guide**

# All 4



## Parental Controls information

### Type of guide

Entertainment & Search engines

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### Features and Benefits

All 4 Parental Controls allows you to set a PIN on your account to restrict access to content. You can set a PIN on one or two levels: All rated content (16+ years of age only) or 18 rated content only (18+ years of age only). Age ratings are set by the [BBFC](#).

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### What specific content can I restrict?



Inappropriate content

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### What do I need?

A username and password for your All 4 account.

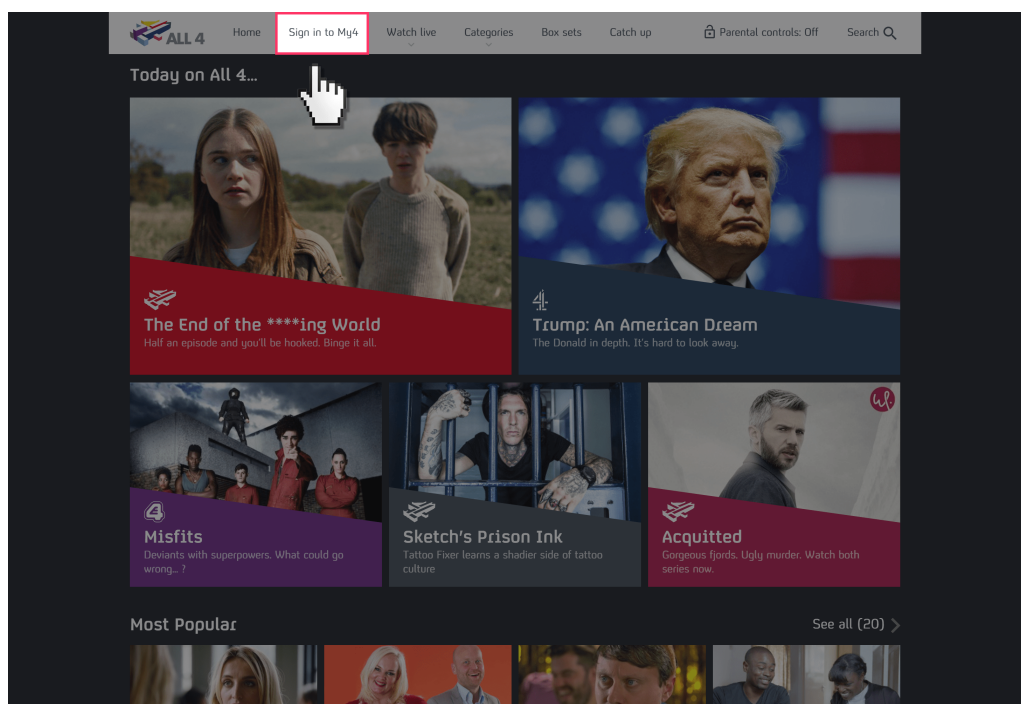
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## Step by step guide

1

Go to [www.channel4.com](http://www.channel4.com) and select “Sign in to My4”.



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## Step by step guide

2

If you have registered an account, then enter your Email address and account Password.

A screenshot of the All 4 website's sign-in page. The page features a navigation bar at the top with links for Home, Sign in to My4, Watch live, Categories, Box sets, Catch up, and a search icon. Below the navigation bar, there are two tabs: 'Sign In' (highlighted with a red box and a mouse cursor) and 'Register'. The main content area is titled 'Sign in with your Channel 4 account' and contains a form with fields for 'Email address' and 'Password'. Below these fields, there is a checkbox for 'Keep me signed in to 4' and a link for 'Forgotten your password?'. To the right of the form, there are three buttons for social media sign-in: Facebook, Google, and Twitter. The footer of the page contains various links including Cookies, Terms and Conditions, Privacy Policy, 4Viewers, Accessibility, Contact Us, Annual Report, 4Corporate, 4Careers, Press, 4Sales, Distribution, and Freedom of Information. The copyright notice at the bottom reads '© Channel Four Television Corporation 2017'.

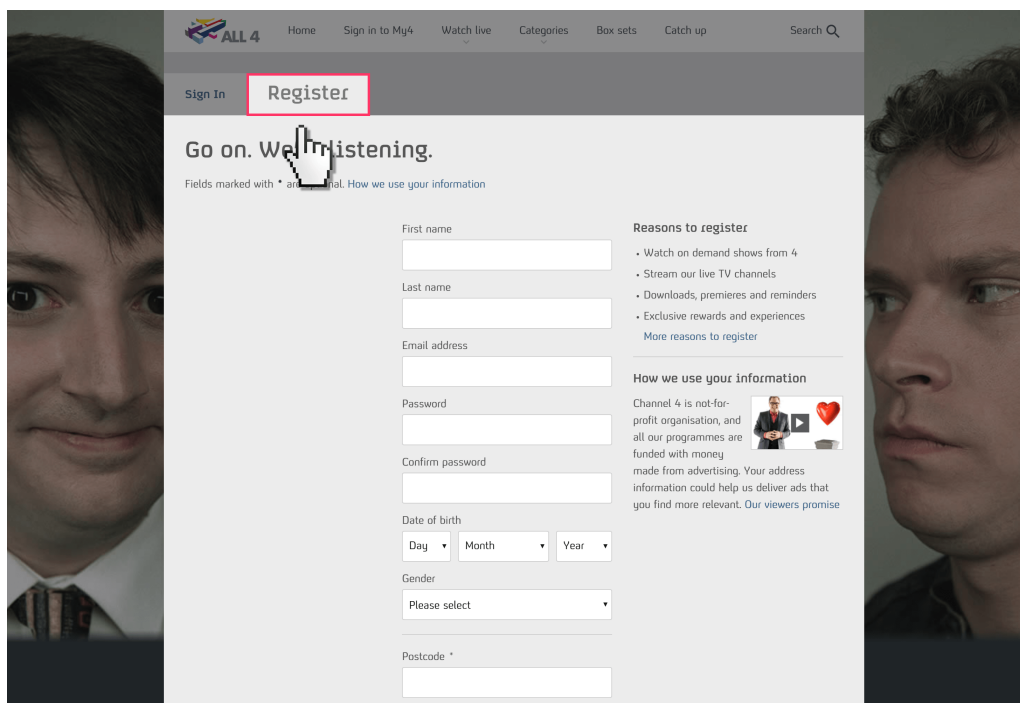
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## Step by step guide

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If you have not registered an account then select “Register” and enter your details to create an account.

A screenshot of the All 4 website's registration page. The page has a dark grey header with the All 4 logo and navigation links: Home, Sign in to My4, Watch live, Categories, Box sets, Catch up, and a search icon. Below the header, there are two buttons: 'Sign In' and 'Register'. The 'Register' button is highlighted with a red rectangular box, and a white mouse cursor icon is pointing at it. The main content area has a light grey background. On the left, it says 'Go on. We're listening.' followed by a note: 'Fields marked with \* are essential. How we use your information'. The registration form consists of several fields: 'First name' and 'Last name' (text inputs), 'Email address' (text input), 'Password' and 'Confirm password' (text inputs), 'Date of birth' (three dropdown menus for Day, Month, and Year), 'Gender' (a dropdown menu with 'Please select' as the current selection), and 'Postcode \*' (text input). On the right side of the form, there are two sections. The first is 'Reasons to register' with a bulleted list: 'Watch on demand shows from 4', 'Stream our live TV channels', 'Downloads, premieres and reminders', and 'Exclusive rewards and experiences', followed by a link 'More reasons to register'. The second section is 'How we use your information' with a paragraph: 'Channel 4 is not-for-profit organisation, and all our programmes are funded with money made from advertising. Your address information could help us deliver ads that you find more relevant. Our viewers promise'. To the right of this paragraph is a small image of a person with a red heart icon.

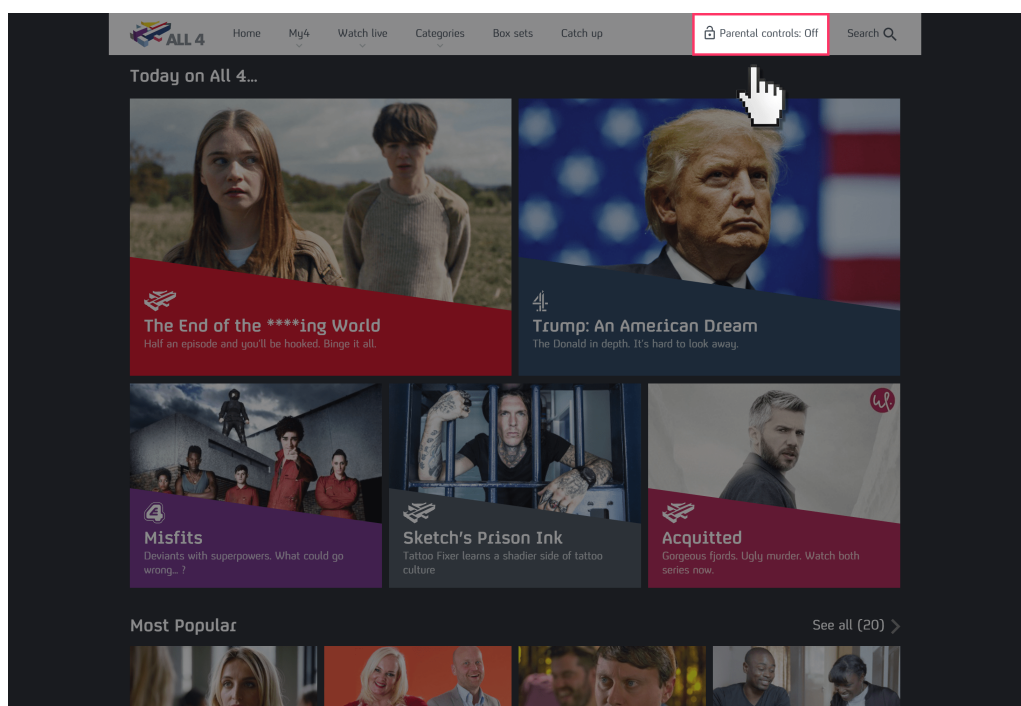


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Once signed in select “Parental Controls”.



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## Step by step guide

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Select to set a PIN for 16+ or 18+ content.

The screenshot shows the 'Parental Controls' section of the All 4 website, specifically the 'Set-up PIN protection' page. The page has a dark header with the All 4 logo and navigation links: Home, My4, Watch live, Categories, Box sets, and Catch up. A search bar is also present. The main content area is titled 'Parental Controls' and 'Set-up PIN protection'. It explains that the PIN can be set for 'All rated content (16+ years of age only)' or '18 rated content only (18+ years of age only)'. Two options are presented: '16 All rated content (16 and 18)' and '18 At 18'. The '16' option is selected. Below the options, there is a section titled '1. Set PIN for' with two radio buttons: '16 All rated content (16+)' (selected) and '18 18 rated content (18+)'. To the right, under '2. Enter PIN', there are four input boxes for a 4-digit PIN, with a note 'Your pin must consist of 4 numbers.' At the bottom, there is a checkbox for 'I confirm that I have read the Terms and Conditions, and that I am 18 years of age or older.' and a large blue button labeled 'Enable PIN Access'. A hand cursor is pointing at the 'Enable PIN Access' button. The bottom of the page mentions 'PIN Protected Content' and states that Channel4.com provides access to content reflecting the broad range of Channel 4's programmes which may be unsuitable for younger viewers.

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## Step by step guide

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Enter a 4-digit PIN that you will need to use to access content above the age rating you have selected.

A screenshot of the All 4 website's 'Parental Controls' section. The page has a dark grey header with the All 4 logo and navigation links: Home, My4, Watch live, Categories, Box sets, Catch up, and a search icon. Below the header is a dark grey bar with the text 'Parental Controls'. Underneath is a section titled 'Set-up PIN protection'. The main content area is light grey and contains instructions for setting a PIN. It explains that the PIN can be set for 'All rated content (16+ years of age only)' or '18 rated content only (18+ years of age only)'. There are two radio button options: '16 All rated content (16 and 18)' (selected) and '18 At 18'. Below these are two columns of text explaining the implications of each choice. Further down, it states that the PIN will be required to view rated content each time you log on to Channel4.com but only once per session. It also mentions that if you share your PIN with anyone else, they will be able to access all content, including 18 rated content. At the bottom of the main content area, there is a section titled '1. Set PIN for' with two radio button options: '16 All rated content (16+)' (selected) and '18 18 rated content (18+)'. Below these is a checkbox for 'I confirm that I have read the Terms and Conditions, and that I am 18 years of age or older.' and a blue button labeled 'Enable PIN Access'. A red box highlights the '2. Enter PIN' section, which says 'Please enter your chosen 4-digit PIN' and 'Your pin must consist of 4 numbers.' Below this is a form with four empty boxes for entering the PIN digits. A hand cursor is pointing at the 'Enable PIN Access' button. At the bottom of the page, there is a section titled 'PIN Protected Content' which states that Channel4.com provides access to content reflecting the broad range of Channel 4's programmes which may be unsuitable for younger viewers.



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Confirm the Terms and Conditions and then Enable PIN Access.

The screenshot shows the 'Parental Controls' section of the All 4 website. The main heading is 'Set-up PIN protection'. Below this, there is a section titled 'Your PIN can be set at one of two levels: All rated content (16+ years of age only) or 18 rated content only (18+ years of age only)'. Two options are presented: '16 All rated content (16 and 18)' and '18 At 18'. Each option has a brief explanation of what it entails. Below these options, there is a section for '1. Set PIN for' with radio buttons for '16 All rated content (16+)' and '18 18 rated content (18+)'. To the right, there is a section for '2. Enter PIN' with four input boxes and a note that the pin must consist of 4 numbers. At the bottom, there is a checkbox labeled 'I confirm that I have read the Terms and Conditions, and that I am 18 years of age or older.' which is highlighted with a red box. Below the checkbox is a blue button labeled 'Enable PIN Access'. A mouse cursor is pointing at the checkbox. The footer of the page mentions 'Protected Content' and states that Channel4.com provides access to content reflecting the broad range of Channel 4's programmes which may be unsuitable for younger viewers.

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You have now enabled your PIN.

A screenshot of the Channel 4 website's Parental Controls section. The page has a dark blue header with the 'ALL 4' logo and navigation links: Home, My4, Watch live, Categories, Box sets, and Catch up. A search bar is on the right. Below the header, a dark blue bar reads 'Parental Controls'. A grey box says 'PIN Confirmed'. The main content area has a 'Thank you' message: 'Your PIN has now been created. If you ever forget your PIN, you will be able to contact our Customer Care Centre to have it reset.' A blue 'Proceed' link is below. The next section is 'PIN Protected Content', explaining that Channel 4.com provides access to content reflecting the broad range of Channel 4's programmes which may be unsuitable for younger viewers. It states: 'In order to help you control access to the content on Channel4.com from your computer, we have provided a PIN (Personal Identification Number) system. This will enable you to set a PIN to prevent anyone viewing the content you choose to restrict access to. You may find this helpful to ensure children and younger viewers in your household can only view content that is appropriate for them.' It also says: 'For more information about PIN Access, please read our Help Section.' At the bottom, it notes: 'Channel 4 is a member of the UK Council for Child Internet Safety.' The UKCIS logo is shown. The footer contains links: Cookies, Terms and Conditions, Privacy Policy, 4Viewers, Accessibility, Contact Us, Annual Report, 4Corporate, 4Careers, Press, 4Sales, Distribution, and Freedom of Information.