

Our guide to parental controls and tools to help keep children safe online

by Vicky Prior, Editor of Vodafone Digital Parenting website, vodafone.com/parents



Protecting your child online might sometimes feel like a long and complicated journey. It's no longer just a case of setting parental controls on your family computer – you also need to think about their smartphone, tablet, games console and other devices, both at home and outside the house. While parental controls on your broadband connection will help to protect them at home, they will need protection if they use public wifi or log on from their phone or tablet at a friend's or relative's house.

In the next eight pages we'll guide you through various parental controls and other online tools available to help your family have a safer and more private online experience.

Although parental controls and other online tools are very useful you should bear in mind that they might not always be 100% effective. Furthermore, tech-savvy kids are increasingly adept at finding their way round them. So it's important that you also continue to have regular conversations with your child about what they do online and set your own family rules. Agreed boundaries go a long way in the digital world.

You can find more detailed guides for some of the tools mentioned in this section on the Vodafone Digital Parenting website. bit.ly/VFdigitalparenting

Parental controls on your computer's operating system



Both Windows and Mac OS X have built-in parental controls so that you can do things like restrict your child's web access, set time limits and block specific programs

WINDOWS

Using Microsoft Family on your device, you can manage when your child can log into their account and which programs are appropriate for them to use. The controls also filter web content and provide reports of your child's computer and web-browsing activity. To activate them on your device, follow the steps below and then use Microsoft's Family Safety website to manage the boundaries.

Windows 8.1, Windows RT 8.1

1. Make sure that your child has been set up with their own user account.
2. Select Is this a Child's Account?
3. Decide if you would like your child to have an email address and follow the instructions accordingly.
4. You'll then be able to manage their account from Microsoft's Family Safety website.

bit.ly/MicrosoftFamilySafety

Windows 10

1. Add a child to your family through the Accounts functionality.
2. Click Add a Family Member. Select Add a Child.

3. Assign the child an email address.
4. Manage the settings for your children on the Family Safety website. bit.ly/windows_safety

MAC OS X

You can block specific apps, websites and messages, set time limits and deny access to the built-in camera on your family computer. To enable parental controls:

1. In System Preferences, click Parental Controls and then select the lock icon.
2. Enter your administrator name and password, select a user (you'll need to set your child up with their own user profile if they haven't already got one), then click Enable Parental Controls.
3. To set restrictions, follow the same process then click the relevant tabs along the top -- Apps, Web, People, Time Limits and Other (eg use of the built-in camera).

bit.ly/OSX_controls

Safety controls on search engines

BING

1. Click the gear icon in the top right.
 2. Go to Settings/General.
 3. Choose either Strict, Moderate or Off for SafeSearch.
- bing.com

GOOGLE

1. Click Settings in the bottom right, then Search Settings.
 2. Tick the Turn on SafeSearch box on the next screen.
 3. To lock SafeSearch, you'll need to sign in to your Google/Gmail account and follow the instructions.
- google.com

YAHOO

1. Sign in to your Yahoo account.
 2. Enter a search term in the search box then click Search.
 3. From the search results, hover over the gear icon then click Preferences.
- yahoo.co.uk

TOP TIP

You can access privacy and safety settings using the gear icon in many search engines and social media apps.



Parental controls in your web browser

INTERNET EXPLORER

Windows 7 and Vista

1. Click the gear icon in the top right of your browser window and select Internet options.
 2. Select the Content tab, then click Enable in the Content Advisor section.
 3. Next, choose from the list of categories you'd like to block (eg Language, Nudity, Violence) and adjust the slider to choose the level of restriction.
 4. You can also go into the Approved Sites tab to allow specific websites.
 5. Finally, select the General tab to set up an administrator password so no-one else can change the settings.
- bit.ly/IEcontentadvisor

Windows 8 and above

The content advisor functionality is embedded in the Microsoft Family settings.

bit.ly/windows_safety

CHROME

A Supervised User account lets you block websites you don't want your child to use and to see the pages they've visited.

1. In the top right of your browser window, click the Chrome menu icon, then click Settings.
 2. Under Users, click Add Person and choose a picture and name for the new user.
 3. Tick Control to create a supervised account, then click Add. You'll receive an email which will help you set up restrictions and review the new user's browsing history.
- bit.ly/chrome_controls

Third party parental controls

You might decide to turn to a dedicated parental control solution to help you block inappropriate content – some are free and others you'll need to pay for. If you already have a security suite on your computer, check whether it includes parental controls.



NET NANNY
bit.ly/NNcontrols



NORTON FAMILY
bit.ly/nortonfamily



MCAFFEE FAMILY PROTECTION
bit.ly/mcafee_controls

Safety and privacy controls on social networks

The main social network providers offer lots of tools and resources to help younger users have a safer and more private online experience. Be aware that each of them stipulates that users should be at least 13 years old



FACEBOOK

Facebook's privacy settings let users control who sees their posts and timeline.

1. Click or tap Account at the top of any page and select Privacy Settings in the drop-down menu for further instructions.
 2. To block another user, select the gear icon to the right of their timeline, then select Report/Block.
 3. To report abusive or offensive content, click or tap Report near the post, timeline or page.
- bit.ly/FB_security

INSTAGRAM

Users can set their posts to private.

1. Go to the user's profile by selecting the person icon.
 2. Then choose the gear icon (iOS) or the three dots icon (Android) and turn on the Private Account setting.
 3. You can also block and remove followers by tapping their user name, then the three dots icon and selecting Block User.
- bit.ly/IG_tips4parents

TOP TIP

On many platforms you can access safety and privacy controls via the three dots icon.



 **SNAPCHAT**

Snapchat has two privacy settings: one for who can send you child Snaps and another for who can view their Stories.

1. To change these privacy settings, tap the gear icon in the top right of the Profile screen to access Settings.
2. To change Who Can Send Me Snaps within Settings, tap Send Me Snaps and choose either Everyone or My Friends.
3. To change Who Can View My Stories within Settings, tap View My Story and select either Everyone, My Friends or Custom.
4. Any changes will be saved when you press the back button.

bit.ly/SC_privacy

 **TWITTER**

Users can protect their tweets so they are only visible to the Twitter followers they have approved. How you do it depends on the device that you're using.

1. On a computer, go to Security and Privacy Settings and scroll down to the Tweet Privacy section. Tick the box next to Protect My Tweets and click the blue Save button.
2. On a smartphone, go to Me and select the gear icon (iOS) or the overflow icon (Android). Select Settings and choose the account you'd like to edit. For iOS devices, go to Protect My Tweets and tap On. For Android devices, go to Other and tick the Tweet privacy box.

bit.ly/TW_help

TOP TIP

Encourage your child to use strong passwords – a combination of upper case and lower case letters, symbols and numbers.

Safe mode on video websites

 **YOUTUBE**

1. To set up YouTube's Restricted Mode on a computer, scroll to the bottom of any page, click the drop-down menu in the Safety section and select On. If you'd like Restricted Mode to be enabled for anyone using your browser, don't forget to lock it.
2. To set up Restricted Mode on a smartphone, expand the menu in the top left and tap the gear icon (iOS) or Menu, then Settings and General (Android). Next, select Restricted Mode Filtering and choose between Strict or Don't Filter (iOS) or under Restricted Mode, tick the box to enable it (Android).

bit.ly/YT_safety

Blocking unsuitable TV, film and radio content

How can you avoid your primary schooler watching an episode of *Breaking Bad* while you're out of the room? The main providers offer parental controls to block inappropriate programmes and films.

 **BBC iPLAYER**

The Parental Guidance Lock lets you control which BBC content your child can access. If a programme has been flagged with parental guidance (for violence, sex or strong language), it will feature a clear label and a G symbol. On a computer, mobile and tablet device you'll see a red bar containing the G symbol on the

programme page. When you press play on a G-rated programme on your mobile, tablet or computer, you will have the option to set up parental guidance.

On a computer

1. To set your PIN, hit the Play button and if you're over 16 select Confirm, then Continue.
2. When prompted, turn on Lock and enter a four digit PIN and press Play.

On a mobile or tablet

1. To set your PIN, hit the Play button and select the option Set Up Parental Guidance.
2. When prompted, confirm you are over 16, enter a four digit PIN, set a secret answer to aid password recovery and press Activate.
3. Each time you watch something that isn't suitable for kids, you'll be asked to enter your PIN again. If your family uses more than one device or web browser to watch BBC iPlayer, you'll need to set a PIN for each.

bit.ly/iplayer_lock

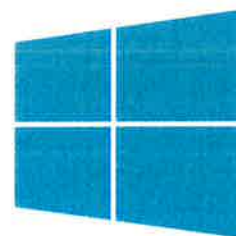
 **NETFLIX**

There are four maturity levels in Netflix parental controls: Little Kids, Older Kids, Teens and Adults. In each case parents can set up a dedicated profile in which only TV series and films that are suitable for the specified age range will appear.

1. To activate parental controls, log in to your Netflix account on a computer, go to Your Account then select Manage Profiles.
2. Set up a separate profile for your child, click Edit, then change the parental control setting in the drop-down menu.
3. It can take up to eight hours for changes to parental controls to take effect – if you sign out of your account and back in again, this may speed up the process.
4. Be aware that you can't lock these settings – your child can switch to another profile and use that.

bit.ly/NF_controls

Parental controls on your child's devices



Smartphones and tablets

On a smartphone, tablet or games console, you can use parental controls to manage a range of functions, including access to websites, app stores and apps, as well as location services and in-app purchases

ANDROID™

1. To set up a restricted user account on an Android smartphone or tablet, go to Settings and select Users in the Device section.
2. Tap Add User or Profile, then select Restricted Profile and enter the passcode.
3. Tap the round icon next to New Profile to change the name of the profile, then tap OK.
4. Go through the list of features your child can access and, using the toggle buttons, choose whether you'd like them on or off.

android.com

IOS

1. To enable restrictions on your child's iPhone or iPad, tap Settings, General, Enable Restrictions and enter a passcode.
2. Decide which features you're happy for your child to access and, using the toggle buttons, turn the rest off.

bit.ly/iOS_support

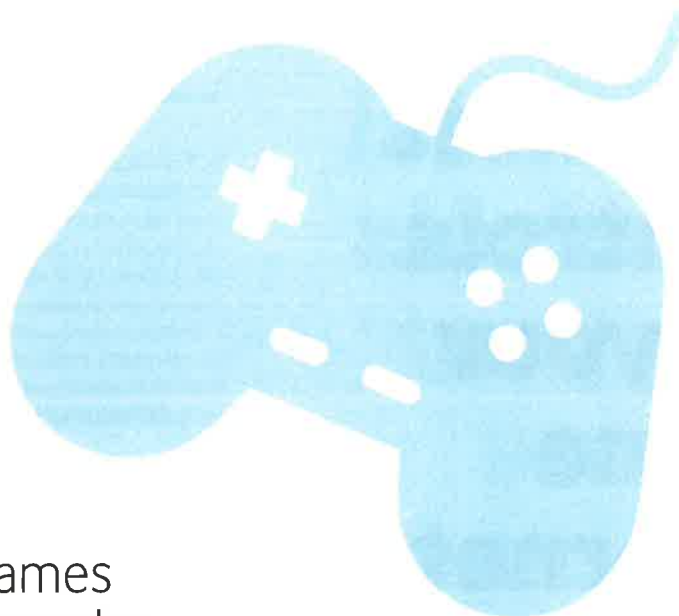
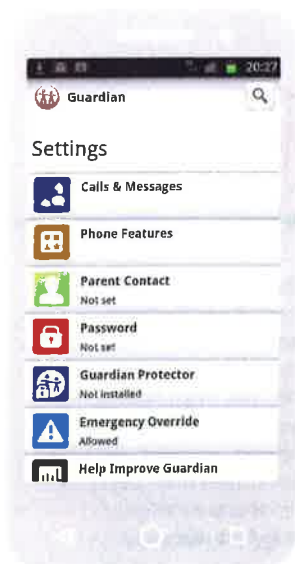
WINDOWS PHONE

1. Go to the Windows Phone website and select My Family.
2. Sign in using your own Microsoft account (if you don't have an account, you can create one).
3. Click Get Started on the My Family set-up page, and then click Go to add your child's name.
4. Enter the Microsoft account your child uses to sign in on their phone.
5. To change the app download settings, click your child's name on the My Family homepage, click Change Settings and choose from the options provided.

bit.ly/WinPhone_support

TOP TIP

You can set up parental controls for app stores on your child's device to prevent them from purchasing or downloading apps inappropriate for their age.
bit.ly/GP_controls
bit.ly/App_store_controls



How can Vodafone help?

Vodafone Guardian helps to protect your child from inappropriate calls, messages and online content. Simply download the free app from Google Play and customise the various settings. You'll be asked to enter a parent contact number so that you receive a text if Vodafone Guardian is deactivated and when an emergency call is made.

Vodafone Content Control helps to prevent young people from accessing inappropriate content and services, such as violent games, adult content and gambling websites.

Go to the Vodafone website to log in to or register your online account and turn on Content Control. Please note, it works only on the Vodafone network and not on wifi.

vodafone.co.uk

Games consoles

Many children and teenagers enjoy playing on games consoles. As well as being fun, some experts say gaming helps to improve their reflexes and keep their brains active. But it also has its risks. Young people sometimes spend too long in front of the screen or access inappropriate content. And if they take part in multiplayer gaming they might be contacted by strangers.

If your child is a keen gamer, you'll be pleased to know that the main games consoles include parental controls to help you manage which games they play, how long they can play for and whether they can play against other people. For example, safety features on Xbox One let you

restrict games, apps and films by age rating. And on PlayStation 4 (PS4) you can also disable video and voice chat.

For more information and step-by-step guides to setting up parental controls for gaming, go to your search engine and type in the name of your child's games console (eg "PlayStation", "Nintendo", "Wii" or "Xbox") + "parental controls UK".

TOP TIP

If you're worried that a stranger has contacted your child and acted inappropriately towards them, turn to page 45 for advice on how to report it to the police and other authorities.

TOP TIP

Not all public wifi (eg in cafes) has web filters so you'll need to make sure you protect your child's mobile devices when they leave the house. However, you can be sure that access is safe in locations that display the Friendly WiFi symbol.



Parental controls on your home internet

Did you know that many internet service providers in the UK offer free parental controls? If you're a BT, Sky, TalkTalk or Virgin Media customer, you can decide which kind of online content your family can access. As you have to choose to switch on these controls, here's a quick overview of each one and links to more information



BT Parental Controls come free with any BT broadband package. There are three pre-set filters, plus the option to create your own and even set filters for certain times. As well as safeguarding any device connected to your BT Hub at home, BT Parental Controls work at BT wifi hotspots (eg in cafes).
bit.ly/BTParentalControls



Virgin Media's Web Safe works on any device that is connected to its home network. Provided free in broadband packages, it includes Child Safe, which helps to block websites unsuitable for younger users, and Virus Safe, which blocks websites that may have viruses and other security issues.
bit.ly/VM_security



Sky Broadband Shield works on all devices connected to your Sky home broadband and comes at no extra cost. You can choose between three age categories (PG, 13 and 18) or customise the protection according to your needs. The Watershed feature lets you set tighter controls at specific times of the day, when your child might be online.
bit.ly/skybroadbandshield



Parental controls are available to anyone with a Vodafone Broadband service and protect all devices connected to your home network. Once you've opted in, the controls prevent access to inappropriate online content, such as violence and gambling, as well as to websites that could pose security threats.
bit.ly/VF_safety



HomeSafe is free to all TalkTalk customers and lets you customise filtering preferences from nine different categories and block individual websites. The Homework Time tool restricts access to content that might distract children during core homework hours.
bit.ly/TTprotect_your_family

internetmatters.org

INTERNET MATTERS

Launched in 2014, Internet Matters provides advice for parents about online safety and a range of other issues relating to digital technology.
internetmatters.org

Report online concerns

If something does go wrong online, you need to know what action you can take. As with any concerns you might have about your child, you'll have your own way of talking about it with them and dealing with it. For more serious digital issues, you might also feel that you need to report it.

Here we give you an overview of the main ways you can report inappropriate (eg bullying) and potentially illegal online content. While reporting content to an online service provider doesn't guarantee it will be removed, many of them take safety and security very seriously so they will investigate and take the appropriate action.

It's worth bearing in mind that making a formal report could help improve the experience for all users of that service and may also help to protect other young people from worry and harm. If you sense that your child or another child is in immediate danger, call 999 or contact your local police.

REPORT YOUR CONCERNS TO 10 OF THE MAIN ONLINE SERVICE PROVIDERS

Ask FM

If your child comes across inappropriate content on Ask.fm, click the flag next to the post and select the reason why it's inappropriate. safety.ask.fm

Disney Club Penguin

To report a mean or inappropriate player, just click on their Penguin avatar and then the M icon. This action will alert the dedicated moderating team, who will then investigate and take action where necessary. bit.ly/CPsafety

Facebook

Facebook has tools for reporting inappropriate behaviour, including suspected grooming, on every piece of content. bit.ly/FB_report

Google

If you've set up Google Safe Search but your child is still able to access inappropriate content, you can report it to Google for investigation. bit.ly/google_report

Instagram

To report a post, tap the three dots below it, then select Report Inappropriate and follow the instructions. There's more information at Instagram's Privacy and Safety Center, which you can access via its Help Center. bit.ly/IGhelpcenter

Moshi Monsters

To report an inappropriate pinboard message and remove it from public view, click the X or M button on the message. bit.ly/MM_help

PlayStation

You can report unwelcome messages via the XMB menu. Under Friends, select the message on PS3, or highlight the message you'd like to report on PS4. Press the Triangle button, and select Grief Report on PS3, or Submit Grief Report on PS4. bit.ly/PS_Grief_Reporting

Twitter

To report an abusive post, click or tap the three dots next to the tweet, select Report and choose It's

Abusive or Harmful. To report a user's profile, click or tap the gear icon on their profile and follow the same process. In both cases, you'll be asked to provide more information. bit.ly/TW_help

Vodafone

To report inappropriate content or conduct related to your child's Vodafone mobile, click on Contact Us at the bottom of the Vodafone website to see your options. bit.ly/VFsupport

YouTube

If you think a video violates YouTube's Community Guidelines, you can flag it by clicking on the More button below the video player, then highlighting and clicking the Report button in the drop-down menu. You'll then need to click on the reason for flagging the video and provide further details. bit.ly/YT_flagging

REPORT YOUR CONCERNS TO THE POLICE AND OTHER AUTHORITIES

National Crime Agency, CEOP Command

CEOP is the child protection section of the National Crime Agency. If someone has acted inappropriately towards your child or another young person online (eg engaged in sexual chat or insisted on meeting up), you should report them directly to CEOP. bit.ly/CEOP_report

Internet Watch Foundation

If anyone in your family comes across online child sexual abuse or criminally obscene adult imagery, notify the Internet Watch Foundation. Reports are confidential and can be made anonymously. Click Report Criminal Content Here and follow the on-screen instructions. iwf.org.uk

ParentPort

To report something you've seen on TV, online, in a film, in an advert, in a video game or in a magazine that is unsuitable for children, go to Make a Complaint. Select an option and follow the instructions. parentport.org.uk

theparentzone

THE PARENT ZONE

The Parent Zone can help with any parents' dilemmas and queries, including those about technology. theparentzone.co.uk



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