

Parental controls guide

BT Broadband guide

Parental Controls information

Type of guide

Broadband & mobile networks

Features and Benefits

BT Parental Controls allows you to restrict certain types of websites on all devices connected to the BT Smart Hub and when connected to a UK BT Wi-Fi hotspot using a BT ID. There are a range of filters to choose from to block content and usage.

What specific content can I restrict?



Alcohol & Tobacco



Dating



Downloading file sharing



Drugs & Criminal Skills



Fashion & Beauty



File Sharing & Hacking



Gambling



Innapropriate content



Media streaming



Obscene & Tasteless



Online games



Pornography & Adult



Search engines



Sex education



Social networking



Suicide & Self-harm



Weapons & Violence, Gore & Hate

What do I need?

A My BT account (BT ID and Password) If you haven't signed up, you will need a contact email address and your BT account number (found at the top of your bill)

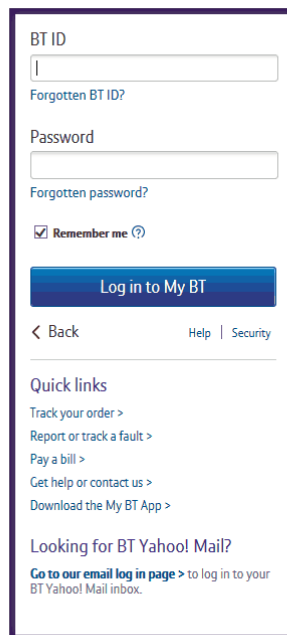
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Step by step guide

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Go to MyBT and log in using your BT ID and Password. If you haven't got an account click the 'Sign up' button.



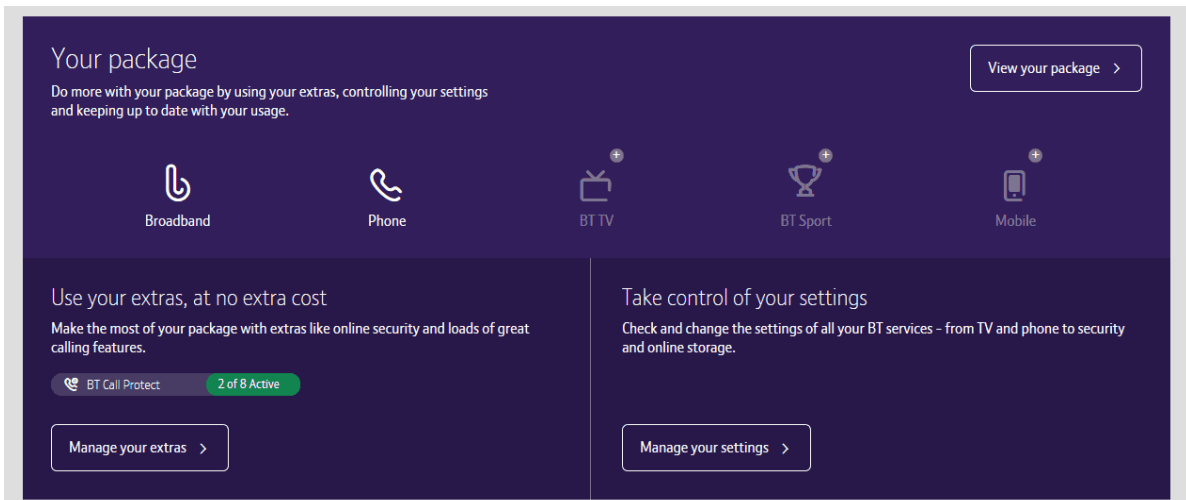
The screenshot shows the MyBT login interface. At the top, there is a 'BT ID' label above a text input field. Below the input field is a link for 'Forgotten BT ID?'. The next section is for 'Password' with another text input field and a link for 'Forgotten password?'. A checkbox labeled 'Remember me' with a question mark icon is checked. A blue button labeled 'Log in to My BT' is positioned below the password field. At the bottom of the login section, there are links for '< Back', 'Help', and 'Security'. Below this is a 'Quick links' section with several links: 'Track your order >', 'Report or track a fault >', 'Pay a bill >', 'Get help or contact us >', and 'Download the My BT App >'. The final section is 'Looking for BT Yahoo! Mail?' with a link: 'Go to our email log in page > to log in to your BT Yahoo! Mail inbox.'

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Scroll down to 'Use your extras, at no extra cost' and click 'Manage your extras'




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Then click 'Setup BT Parental Controls'

Choose what your kids can see online

Inactive 

BT Parental Controls

Filter content, or restrict access to websites. Stay safe with this and BT Virus Protect, BT Web Protect and True Key.

[Setup BT Parental Controls](#) >

[Help with BT Parental Controls](#) >

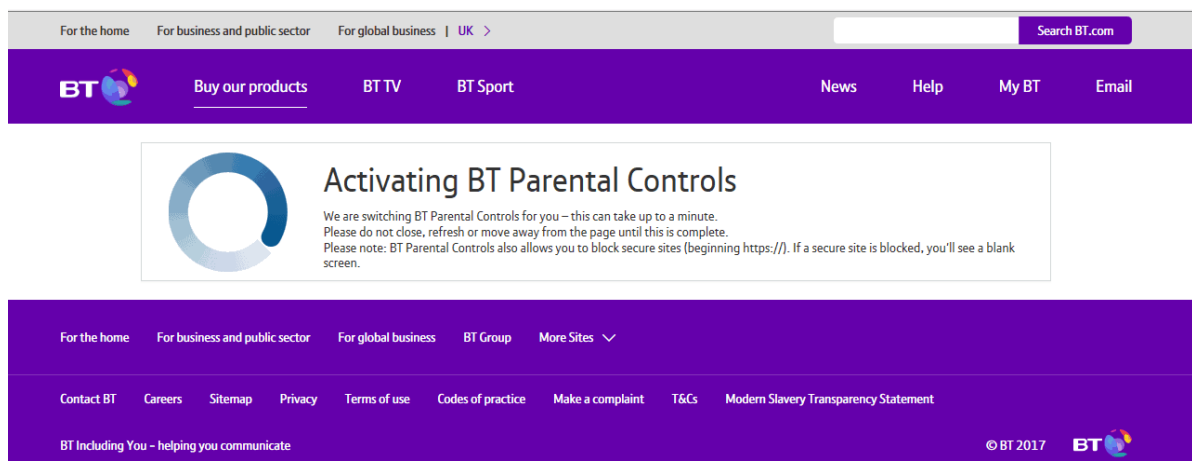
[Full details](#) v

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You will then see a page telling you that BT are activating your Parental Controls. You will be activated with the 'light' filter setting. Setup may take up to 2 hours.



The screenshot shows the BT website's navigation bar with links for 'For the home', 'For business and public sector', 'For global business', and 'UK'. A search bar is visible on the right. The main navigation menu includes 'Buy our products', 'BT TV', 'BT Sport', 'News', 'Help', 'My BT', and 'Email'. The central content area features a notification titled 'Activating BT Parental Controls' with a circular progress indicator. The notification text states: 'We are switching BT Parental Controls for you – this can take up to a minute. Please do not close, refresh or move away from the page until this is complete. Please note: BT Parental Controls also allows you to block secure sites (beginning https://). If a secure site is blocked, you'll see a blank screen.' The footer contains links for 'Contact BT', 'Careers', 'Sitemap', 'Privacy', 'Terms of use', 'Codes of practice', 'Make a complaint', 'T&Cs', and 'Modern Slavery Transparency Statement'. The footer also includes the text 'BT Including You - helping you communicate', the copyright notice '© BT 2017', and the BT logo.

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Once activated, you will then be able to change your filter level to suit your family. You can choose from a range of filters such as Strict, Moderate and Light. There is also the ability to block individual categories or sites, plus Homework Time setting that can block social media, gaming and homework cheat sites at certain times.

My Security Settings

Stay safe online in one easy to manage place

Complete! Your Light filters will be live within the next 2 hours. If you want it sooner, simply restart your Hub.

BT Parental Controls On

Allowed Websites: 0
Blocked Websites: 0
Time Settings: Off
Current filter level: Light

[Manage Settings](#)

Change filter levels Manage allowed & blocked sites Set filter times

Select a filter level below. Choose one of the pre-set levels or select Custom to create your own filter level.

Light Moderate Strict Custom

| | | | |
|---|---|--|--|
| <input checked="" type="checkbox"/> Pornography | <input checked="" type="checkbox"/> Obscene and Tasteless | <input checked="" type="checkbox"/> Hate and Self-harm | <input checked="" type="checkbox"/> Drugs |
| <input checked="" type="checkbox"/> Alcohol and Tobacco | <input checked="" type="checkbox"/> Dating | <input checked="" type="checkbox"/> Nudity | <input checked="" type="checkbox"/> Weapons and Violence |
| <input checked="" type="checkbox"/> Gambling | <input checked="" type="checkbox"/> Social Networking | <input checked="" type="checkbox"/> Fashion and Beauty | <input checked="" type="checkbox"/> File Sharing |
| <input checked="" type="checkbox"/> Games | <input checked="" type="checkbox"/> Media Streaming | <input checked="" type="checkbox"/> Search Engines | <input checked="" type="checkbox"/> Sex Education |