



BT Parental Controls: The free and easy way to keep your children safe online

Keep your loved ones safe online with BT Parental Controls, which are free to all BT Broadband customers.



By **Hannah Bouckley**

Last updated: 24 May 2018 - 10.13am



BT knows being able to browse the web safely is important, especially if you have children – and with our free **BT Parental Controls**, [http://www.bt.com/pc/manage/?s_intcid=con_intban_dmedia_content_q4_sec_parcon] we help to keep them safe online.

This network-based filter covers all internet-enabled devices connected via the BT Hub in the home – such as desktop computers, laptops, games consoles, smartphones and tablets. It also keeps you safe online out and about when you use the BT Wi-fi app. Every customer joining BT is given the choice whether or not to activate the **parental controls** [http://www.productsandservices.bt.com/products/manage-broadband-extras/#bt-free-online-protect/?s_intcid=con_intban_dmedia_content_q3_sec_parcon] when setting up their internet connection for the first time. Check out the video below to find out more, then read on to discover how to set them up.

[Read more: How to keep your children safe on social media] [<http://home.bt.com/tech-gadgets/internet/what-does-cyberbullying-mean-advice-for-parents-11364004335610>]



Follow our **quick-activation link** [<http://www.bt.com/pc/manage>] or our step by step guide below.

Step 1: Setting up BT Parental Controls

BT  Log in to My BT Don't have a BT ID? [Sign up](#)

Home to your account plus the latest news, sport and entertainment

[Make BT.com my homepage](#)

BT ID
This is usually your email address

[Forgotten BT ID?](#)

Password

[Forgotten password?](#)

Remember me 

[Log in to My BT](#)

[Back](#) [Help](#) | [Security](#)

Quick links

- [Track your order >](#)
- [Report or track a fault >](#)
- [Pay a bill >](#)
- [Get help or contact us >](#)

Looking for BT Yahoo! Mail?

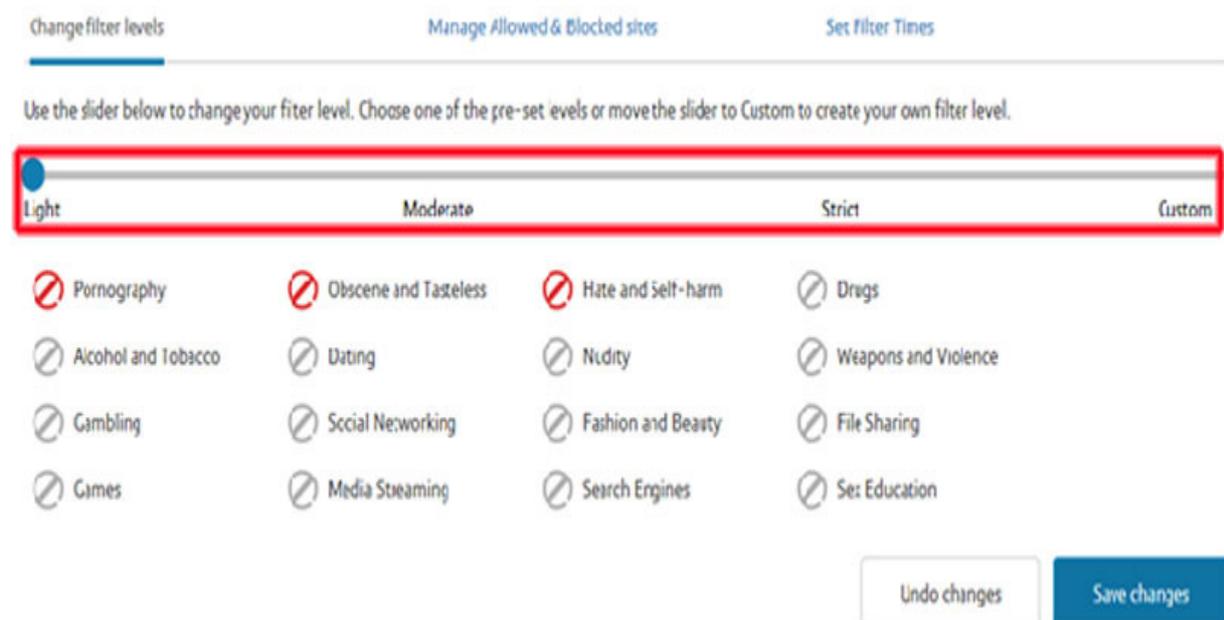
[Go to our email log in page >](#) to log in to your BT Yahoo! Mail inbox.

Log in to My BT [<http://bt.com/mybt>] with your BT ID. Scroll down to the **Your Package** section and click **'Manage your extras.'**

Look for BT Parental Controls and click the **Manage BT Parental Controls** link.

After clicking you will see an activation page telling you that we are activating your Parental Controls, by default you are automatically given the 'Light' filter. A confirmation screen will appear to confirm activation. This may take up to two hours.

Step 2: Changing filter levels



There are three pre-defined filter levels – 'Light,' 'Moderate' and 'Strict,' use the slider to select the filter level you want.

You'll see a list of what categories will be blocked by that filter setting. Customise this even further by selecting **Custom** and selecting each blocking category you want to change.

To make the changes, go to **Save changes** and your new filter level will be active within **10 minutes**.

[Read more: Do you have a smart TV? discover how to make it safe for your children]

[<http://home.bt.com/tech-gadgets/internet/smart-tv-parental-controls-safe-for-children-11364111360240>]

Step 3: Setting filter times

Change filter levels Manage allowed & blocked sites **Set filter times**

Suspend BT Parental Controls
You can set specific times of day when your selected filter level will be off.

Monday-Friday [FROM] [TO] [Reset](#)

Additional security for homework [FROM] as social media, chat and games will be blocked in addition to your selected filter level.

[SELECT DAYS] 00:00 [TO] [Reset](#)

01:00
02:00
03:00

[Undo changes](#) [Save changes](#)

Providing your BT Parental Controls are switched on, your filters are on by default 24 hours a day, 365 days a year. You can also set a period of time when your BT Parental Controls are disabled. During this time, protection against inappropriate content will be disabled on all devices that are connected to your Hub.

Remaining in the Parental Controls section click the **Set filter times** tab.

To turn off filters simply choose the days from the top drop-down menu and then select a start and end time for the filters to go off and reactivate.

After you have selected the days and times, click **Save** and your settings will be saved, you'll see a confirmation message at the top of the page

Step 4: Adding filters for Homework Time

Turn on additional filters to block children from using social networking, gaming and cheating websites when they should be doing homework.

Remaining within the **Set filter times** tab, go to **Additional security for homework time**.

Choose the days from the drop-down and select times for the additional homework filters to start and end.

Click **Save** and you'll see a confirmation message at the top of the page

Step 5: Blocking and allowing websites

Adding websites to your blocked list means that any device connecting to your Home Hub will not be able to access the website, even if the category it is listed under is not blocked.

Adding websites to your allowed list means that anyone connecting will be able to see the

website, even when the category it is listed under is blocked.

Click **Manage allowed & blocked sites** tab.

Under **My Blocked websites** type the address of the website you wish to block in the box starting with **http://**

Do the same with websites you are allowing, using the box starting with **http://** under **My Allowed websites**.

Once entered, click the **+** button at the end to add the website to your blocked list or allowed list. You'll then receive a confirmation message at the top of the page and the address will be shown in your blocked or allowed list (this can take up to 10 minutes)

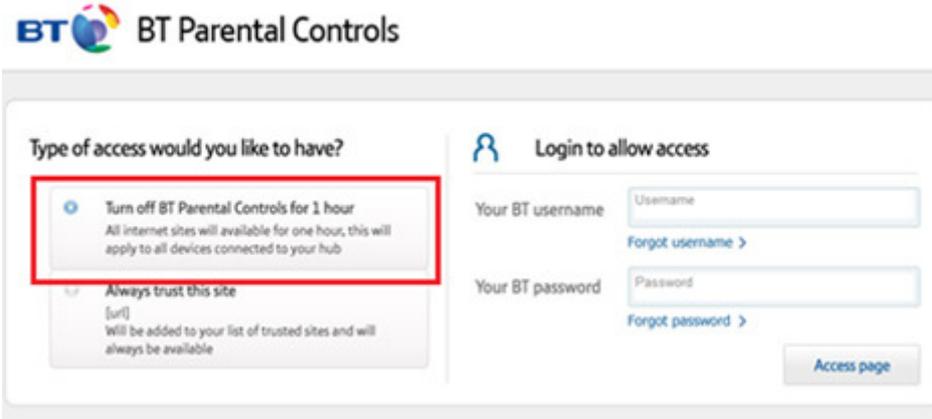
If you want to remove any websites from your lists, simply click the **X** next to the website.

[Read more: 12 tips to stop oversharing online] [<http://home.bt.com/tech-gadgets/internet/internet-matters-tips-stop-oversharing-online-11364120356978>]

Step 6: Overriding a blocked page

There are two simple ways to gain access to a blocked site, either turn off BT Parental Controls for one hour or always trust the specific site. You will need to be the account holder to do this.

a: Turn off BT Parental Controls for one hour

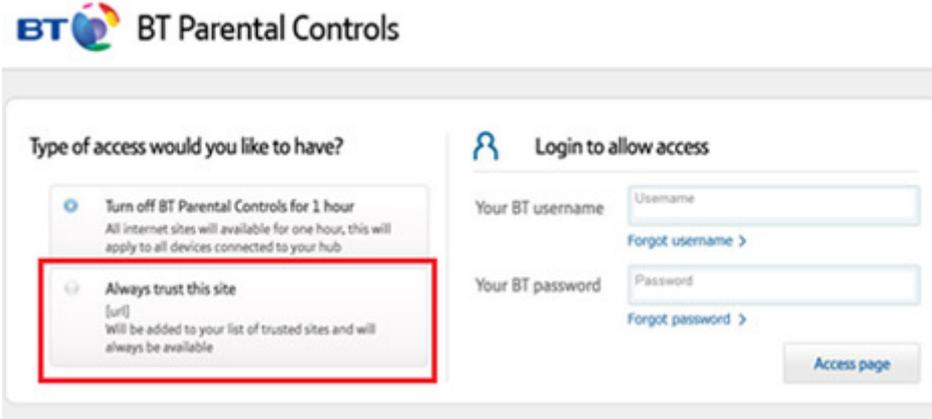


The screenshot shows the BT Parental Controls interface. On the left, under the heading "Type of access would you like to have?", there are two options. The first option, "Turn off BT Parental Controls for 1 hour", is highlighted with a red box. It states: "All internet sites will be available for one hour, this will apply to all devices connected to your hub". The second option is "Always trust this site", which states: "[url] Will be added to your list of trusted sites and will always be available". On the right, under the heading "Login to allow access", there are two input fields: "Your BT username" (with a placeholder "Username") and "Your BT password" (with a placeholder "Password"). Below each field is a "Forgot" link. At the bottom right of the login section is an "Access page" button.

On the blocked page select **Allow access - Turn off BT Parental Controls for one hour** and enter your BT ID log in details. Select the **Access page** link to access the newly unblocked site.

This turns off the filters for one hour, so you will be able to access previously restricted content. It may take an additional 10 minutes for the filters to come back on during an active browsing session

b: Always trust this site



The screenshot shows the BT Parental Controls interface. On the left, under the heading "Type of access would you like to have?", there are two radio button options. The first is "Turn off BT Parental Controls for 1 hour" with a sub-note: "All internet sites will be available for one hour, this will apply to all devices connected to your hub". The second option, "Always trust this site", is highlighted with a red rectangular box. Below it, a sub-note reads: "[url] Will be added to your list of trusted sites and will always be available". On the right, under the heading "Login to allow access", there are input fields for "Your BT username" (containing "Username") and "Your BT password" (containing "Password"). Below each field are links for "Forgot username >" and "Forgot password >". At the bottom right of the login section is a blue button labeled "Access page".

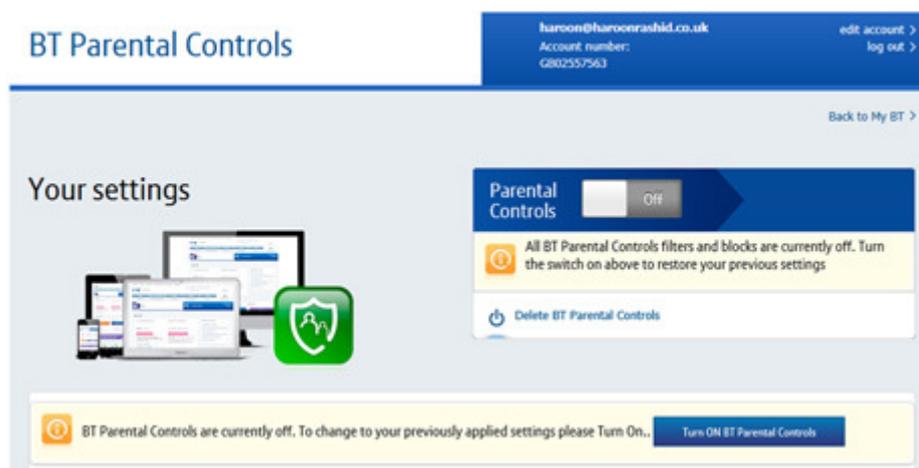
On the blocked page select **Allow access**, click **Always trust this site** and enter your BT ID log in. Select the **Access page** link to permanently unblock the website.

Any device connected to your hub will always be allowed to view this site despite any filter settings applied. If you want block the site again, you can remove it from your allowed list at any time.

[Read more: What does Cyberbullying mean? Advice for parents]

[<http://home.bt.com/tech-gadgets/internet/what-does-cyberbullying-mean-advice-for-parents-11364004335610>]

Step 7: Turning off BT Parental Controls



You can temporarily turn off Parental Controls at any time, without losing your settings.

Remaining within My BT, scroll down to the **Your Package** section and click '**Manage your extras.**'

Look for BT Parental Controls and click **Manage BT Parental Controls**. Turn the slider **Off**.

At any time you can reactivate Parental Controls simply by moving the slider to **On** and any settings you have saved will be restored. **Find out more about BT Parental Controls.**

[https://www.productsandservices.bt.com/products/manage-broadband-extras/#bt-free-online-protect/?s_intcid=con_intban_dmedia_content_q3_sec_parcon]

Activate BT Parental Controls

[https://www.bt.com/pc/manage/?s_intcid=con_intban_dmedia_content_q4_sec_parcon]

[https://www.bt.com/pc/manage/?s_intcid=con_intban_dmedia_content_q4_sec_parcon]