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HOW DO ENABLE PARENTAL CONTROLS OR CONTENT LOCK ON MY MOBILE DEVICE?

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Content Lock helps keep you and your children safe online by blocking 18-rated content.

Content Lock settings

We have three settings - **Strict**, **Moderate** and **Off** - so you can choose exactly what level of security you'd like.

Please note: All new and existing accounts with Content Lock enabled have the Moderate setting applied by default. Content Lock is only activated when you're using our network – not when you're using WiFi.

How the settings work

Moderate – The default setting for new and existing customers. You get access to social networking sites but not 18-rated content in accordance with BBFC (British Board of Film Classification) guidelines or pornography sites.

Off – Full access to the internet with no filter, including 18-rated content.

Strict – The safe setting for children under 12. It filters 18-rated content but also content the BBFC rates higher than 'PG', as well as other content not suitable for younger children including chat, dating and unmoderated social networking sites. Google SafeSearch is now built into our Strict settings so any Google search will not show websites that relate to unsecure, adult content. You can't turn this feature off – you'll need to switch your Content Lock setting to Moderate or Off.

Please note: We're now blocking secure sites for Strict users (sites showing HTTPS in the URL). This means that some webpages you may have been previously able to access will now show as 'Timed out' or 'No response'.

Important information

if you try to access 18-rated content with Content Lock enabled, you'll see a blocking page and you'll need to complete a credit card age check using the online form to view the content

if you're a business user, you may not have the permissions required to change the settings and will need to contact your account manager

Content Lock only works on EE's mobile network – not on WiFi

if you try to change your Content Lock settings, we'll check your credit card details match the name and address on your EE bill. If you're an American Express or Diners card holder, we'll take £2 from your card and refund it straight away. 'Content Lock removed' will show up on your credit card bill

How to check or change your Content Lock settings

My EE

[log in to My EE](#)

go to **Menu** > **Manage device**

choose the Content Lock level you want

By text

text Strict, Moderate or Off to **879**

if you have a 4GEE WiFi device, type 192.168.1.1 into your browser (password / username is admin) and use the SMS message sending feature

Online

from the [EE blocking page](#), you can remove Content Lock using a credit card or by [logging in to My EE](#)

Call us

call us on **1818** from the EE device on which you want to remove or re-apply Content Lock

or call us on **150** (there may be a charge on pay as you go)

4GEE WiFi and tablet customers can call us on **08454 123 662** from any other device

In store

just pop into an [EE store](#) with your photo ID – passport, full driver's licence (photo and paper), EU card or citizen card

Please note: If you want to turn Content Lock off you'll need to complete another credit card age check.

Keeping your family safe

The mobile industry uses the BBFC guidelines to determine what content should be rated 18. If you believe a website or content has been misclassified please email safeguard@ee.co.uk and we'll review it for you.

What about illegal content?

Content that's inappropriate to some may be acceptable to others which is why there's a robust framework in place based on BBFC standards. However, there's a clear distinction between inappropriate and illegal content. If you or your child stumbles across an image or video online which you suspect shows child sexual abuse or other illegal content you can report securely and confidentially to the [Internet Watch Foundation](#).

Messages

If you believe your child is receiving illegal or seriously offensive messages from an adult in a chatroom or on a social networking site, you can report it to the [Child Exploitation and Online Protection Centre](#).

Important information for parents

Be careful if your child is given a second-hand phone or SIM card. It's always best to call 1818 to see if Content Lock is turned On or Off. If you want to apply the Strict setting for an under 12, text the word Strict to 879 from the device you want the setting applied to. If your child is using a device connected by 4GEE WiFi, make sure you apply the correct setting of Content Lock to the 4GEE WiFi. Some content, such as apps and encrypted secure sites may contain adult material that will not be blocked by Content Lock, so it's important to stay aware of your child's internet use. Make sure your computer system has protection against viruses and illegal content. Find out more about protecting your broadband.

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