

The logo for Internet Matters, featuring the text "internet matters.org" in white lowercase letters on a solid green rectangular background.

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# Electronic Arts App Parental Controls

## Controls & settings guide

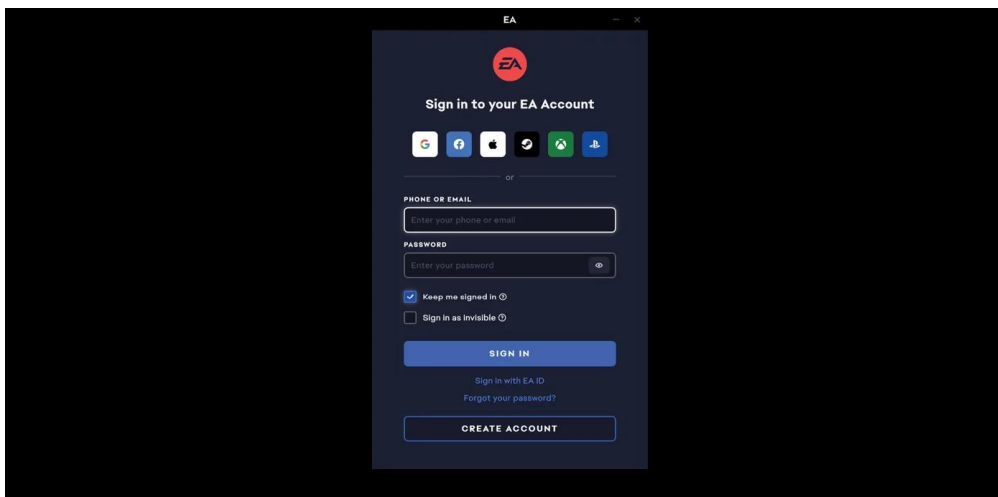
Electronic Arts app parental controls can help you manage your teen's screen time and how much they can spend. Learn how to set up family accounts and more with this guide for PC.

## 1 How to set up a family account

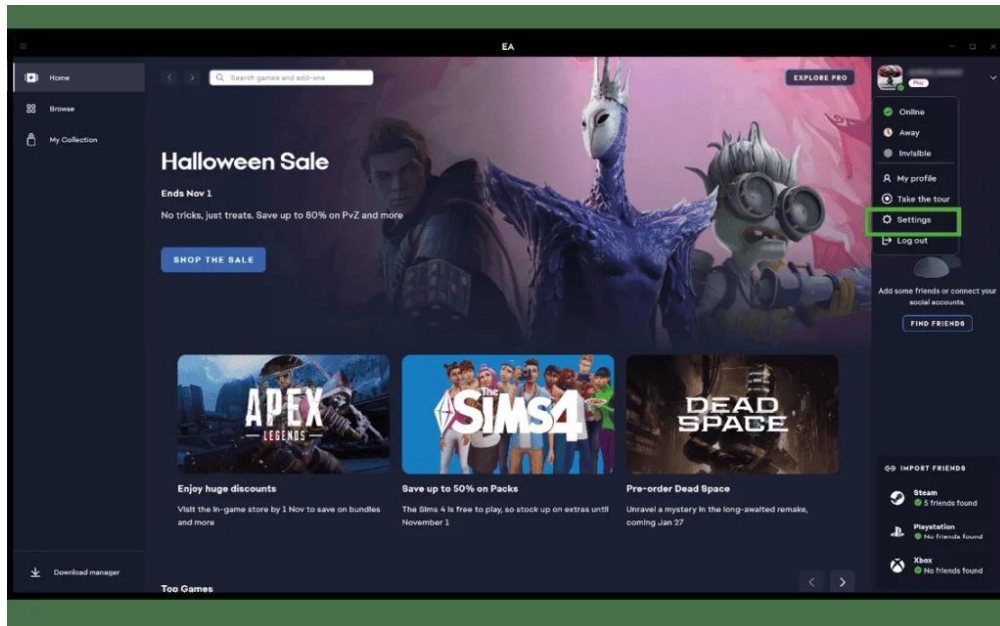
To manage your children's screen time and spending, set up a family account with the Electronic Arts app.

### To set up a family account:

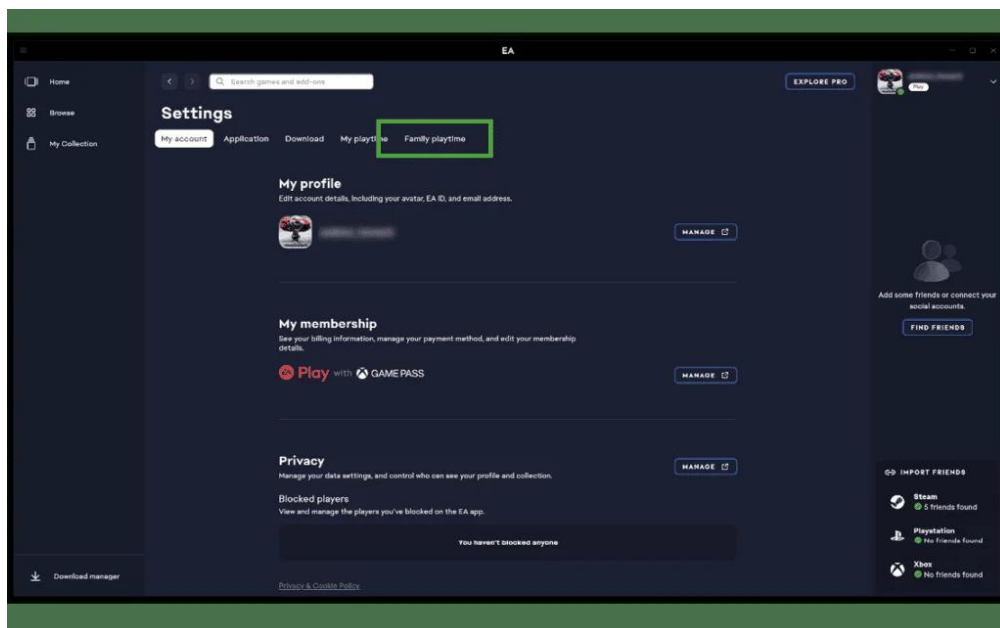
**Step 1** – Create **your own account** on the EA app before creating your children's. Use your own email and a password different from what your children or teens use.



**Step 2** – From the Electronic Arts app **home screen**, click on your **profile** in the top right corner. Click **settings**.



**Step 3** – From here, you can manage your own account. Go to the **Family playtime** tab at the top of the screen to **add users** to your family.



## 2 Set up a child account

The Electronic Arts app gives parents the option to set up child accounts or teen accounts.

EA child accounts do not allow access to online play and requires parental verification. You can monitor their playtime and must add games for them.

## To set up a child account:

**Step 1** – Create a **new account**. Enter your **child's birthday** accurately along with your country. In the United Kingdom, any child under 13 will automatically receive a child account. Click **NEXT**.

**Step 2** – Enter **your EA app account email**. Then, create a **username and password** for your child. Their password should be different from yours. **Confirm** that you give permission and click **CREATE ACCOUNT**.

The image shows two side-by-side screenshots of the EA app's account creation interface for a child. The left screenshot is the 'Create your EA Account' screen, which includes social login options (Google, Facebook, Apple, etc.), a country/region dropdown set to 'United States of America', and a date of birth section with dropdowns for month, day, and year. A green box highlights the date of birth section. Below it is a 'NEXT' button and a link to 'Sign in' if the user already has an account. The right screenshot is the next step, where a parent or guardian must provide their email address, create an EA ID, and set a password. A green box highlights the 'PARENT OR GUARDIAN'S EMAIL ADDRESS' field. Another green box highlights the confirmation checkbox: 'I am the parent or guardian of the child who uses this account, and I confirm that I have read and accept the User Agreement and EA's Privacy and Cookie Policy regarding my child's use of EA's services.' Below this is the 'CREATE ACCOUNT' button.

**Step 3** – Follow the instructions in **your email** to **activate their account**. You can access their account to monitor playtime settings and add games.

When they reach 13, you can upgrade their account to a teen account.

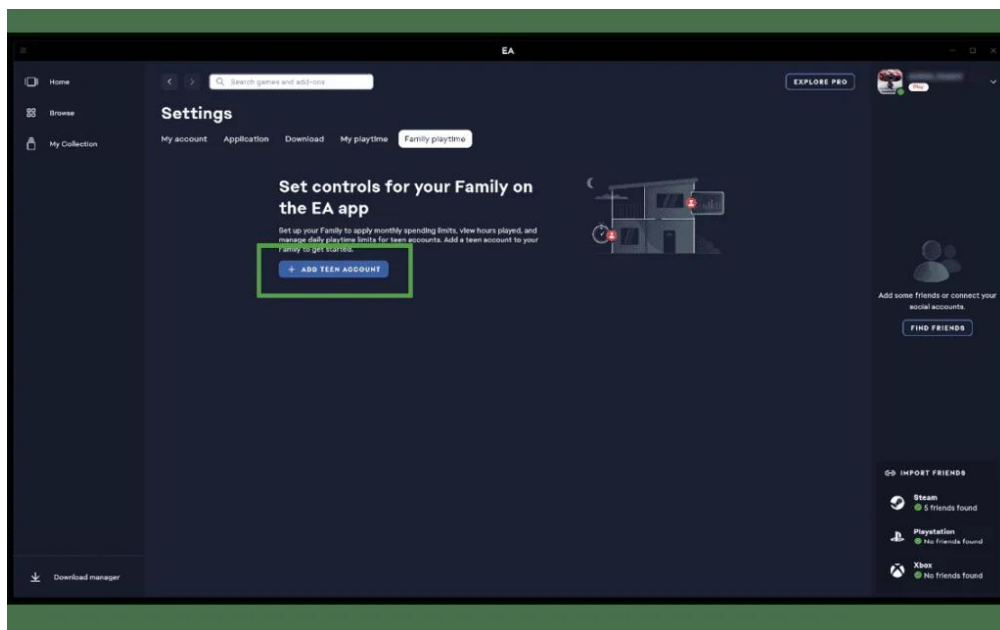
## 3 Where to add a teen account

EA app teen accounts allow online play and do not require parental verification.

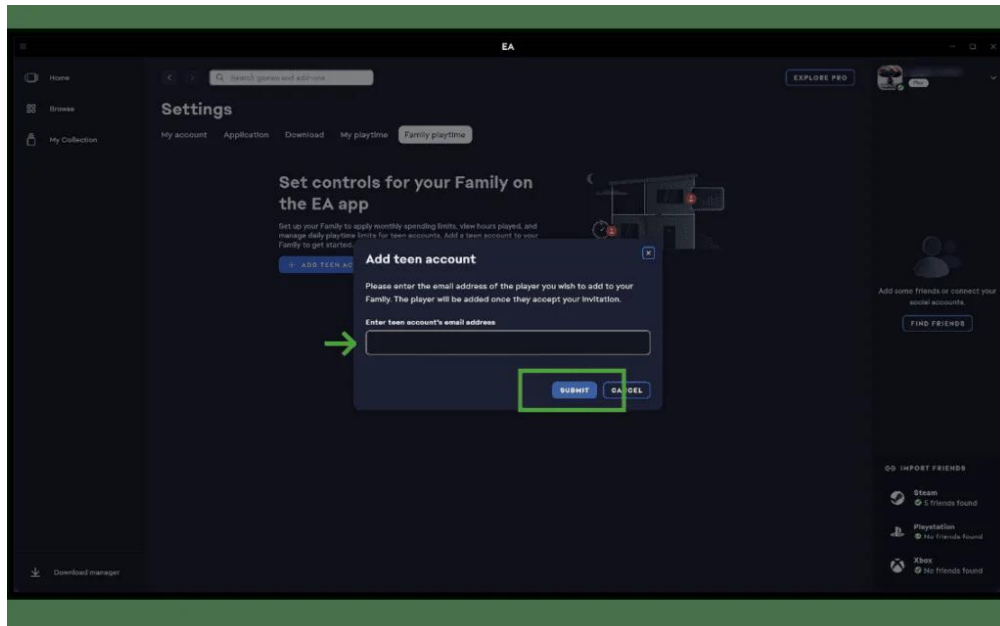
However, you can set spending limits for children aged 13-17 and can manage their screen time.

## To add a teen account:

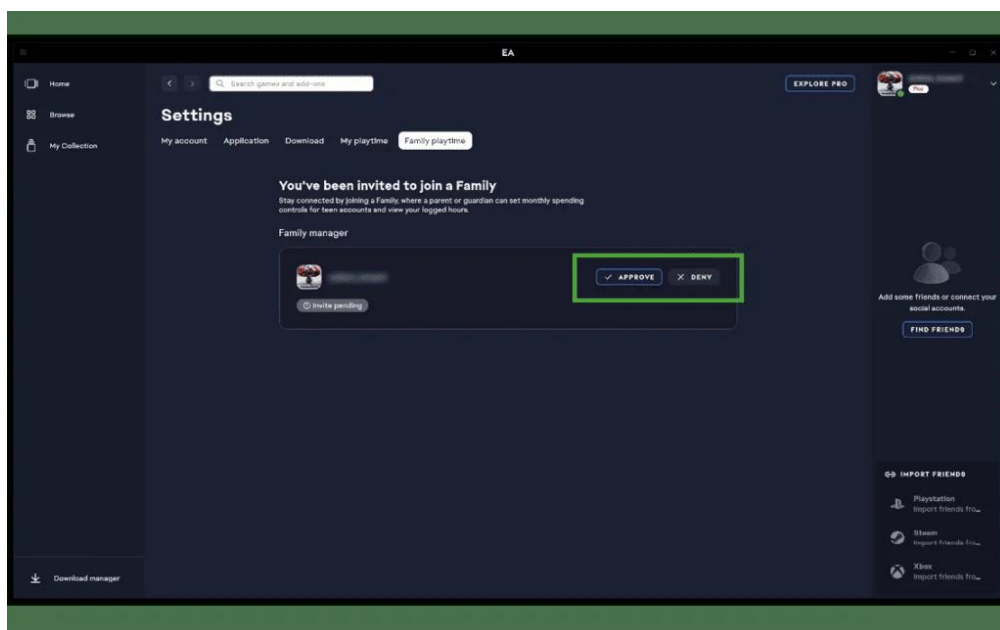
**Step 1** – From your **account settings**, click **Family playtime** and **+ADD TEEN ACCOUNT**.



**Step 2** – If they have not yet created account, do this with them first. Otherwise, enter **their EA app account email** and click **SUBMIT**.



**Step 3** – From **their account**, go to **Family playtime** and click **APPROVE**. You will now be able to monitor their activity from your own account.



## 4

## How to manage screen time with playtime tracking

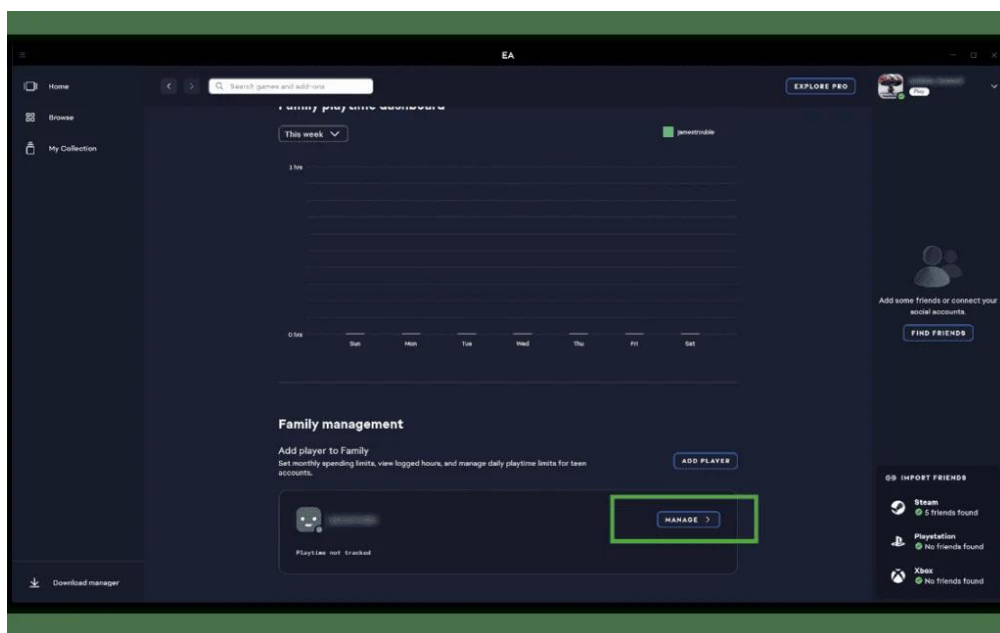
You can help manage your children's screen time by setting limits on the

Electronic Arts app.

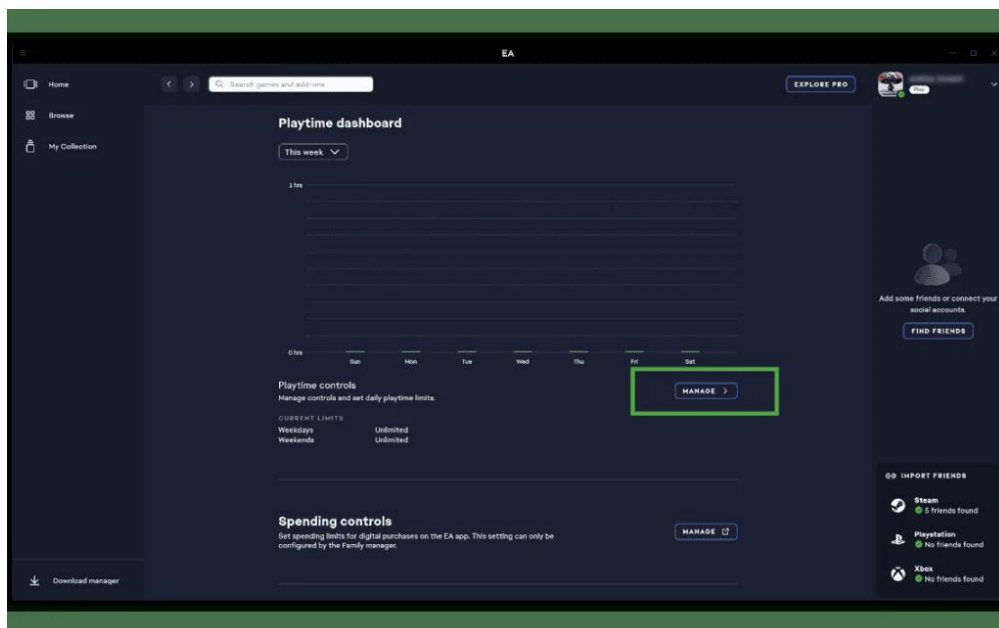
For a child account, login to their account to monitor playtime. For teen accounts, follow the instructions below.

## To track playtime:

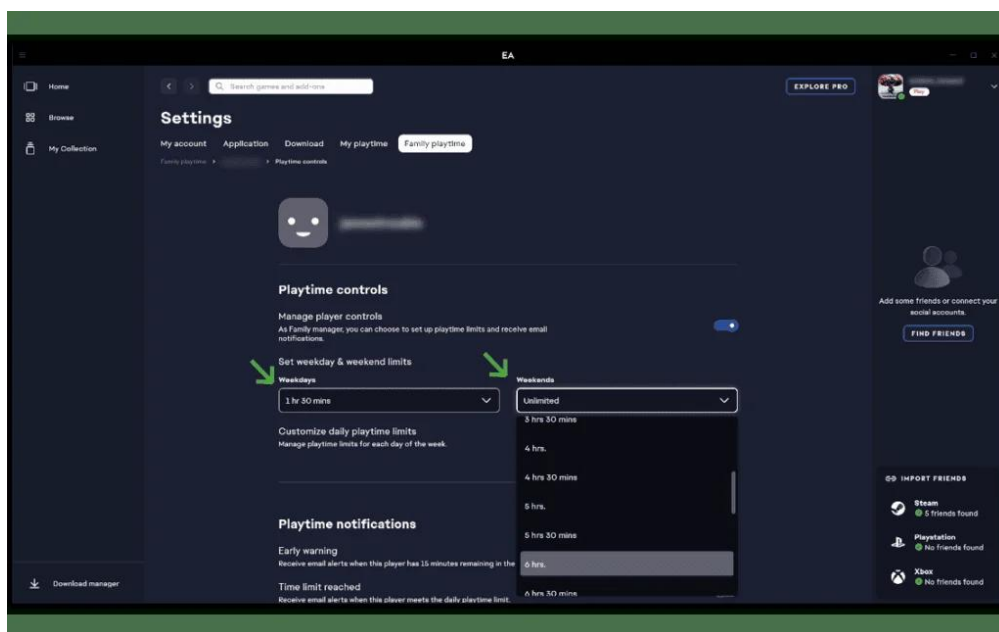
**Step 1** – From **your** account's **Family playtime** screen, scroll down to your teen's account and click **MANAGE**.



**Step 2** – Next to **Enable playtime tracking**, select **ENABLE**. On the **Playtime dashboard**, go to **Playtime controls** and click **MANAGE**.



**Step 3** – Under **Playtime controls**, click the **Manage player controls** toggle to **blue** to turn it on. Then, customise your teen's **weekday and weekend limits** to encourage balanced screen use. This can be the same every day or different depending on the day.



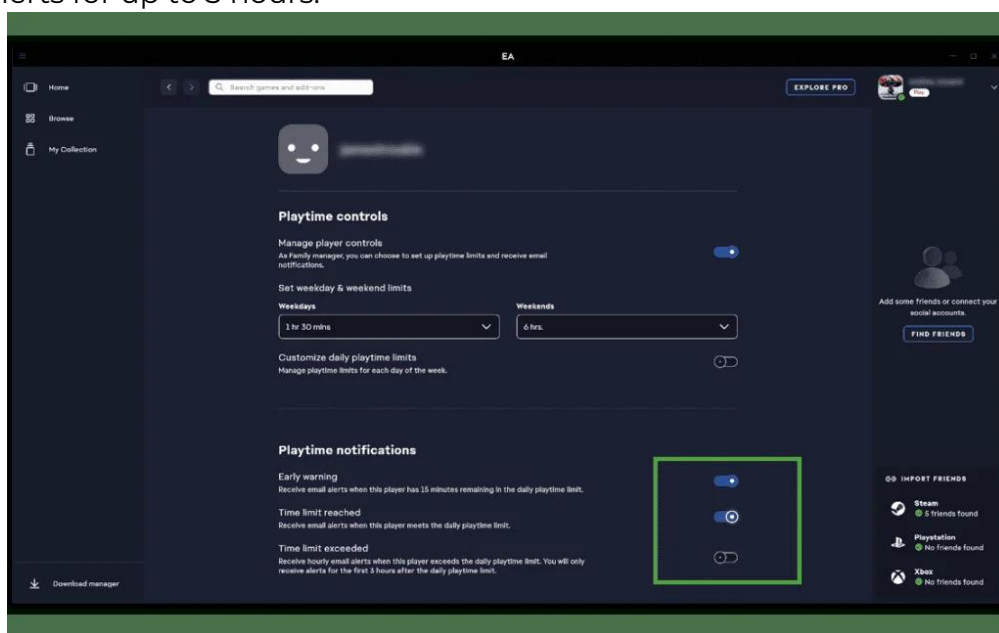
**Step 4** – Scroll down to **Playtime notifications** and click the relevant toggles to **blue** to turn them on.

**Early warning:** You receive email alerts to let you know when your child has 15

minutes left in their time allowance.

**Time limit reached:** You receive email alerts to let you know when your child has reached their time allowance.

**Time limit exceeded:** If your child exceeds the time limit, you will receive hourly email alerts for up to 3 hours.



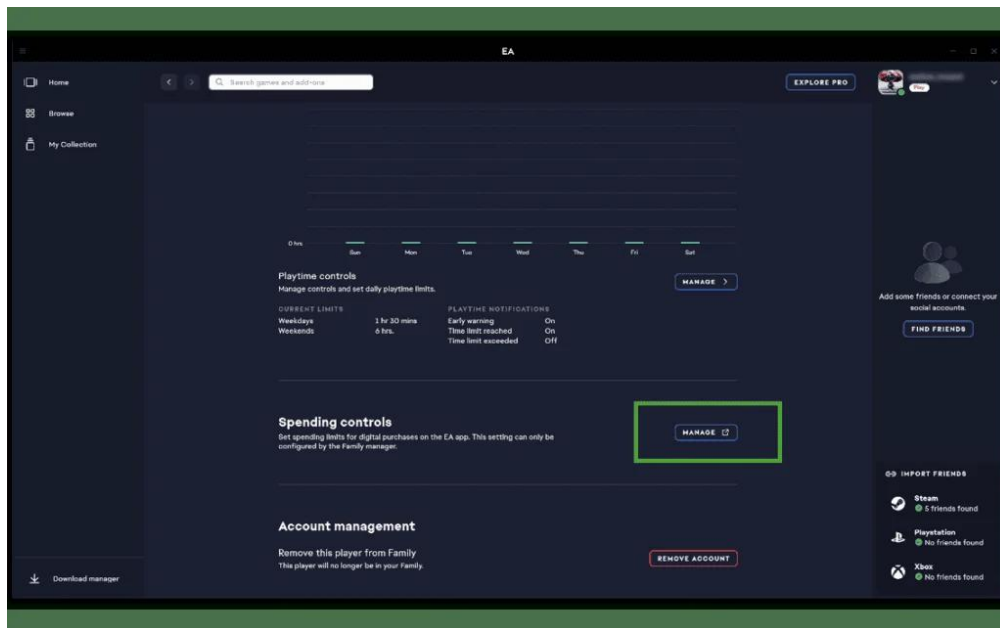
## 5

## How to set spending limits

Child accounts cannot make purchases or access online play. However, EA app teen accounts can. So, set spending limits to help them manage their finances.

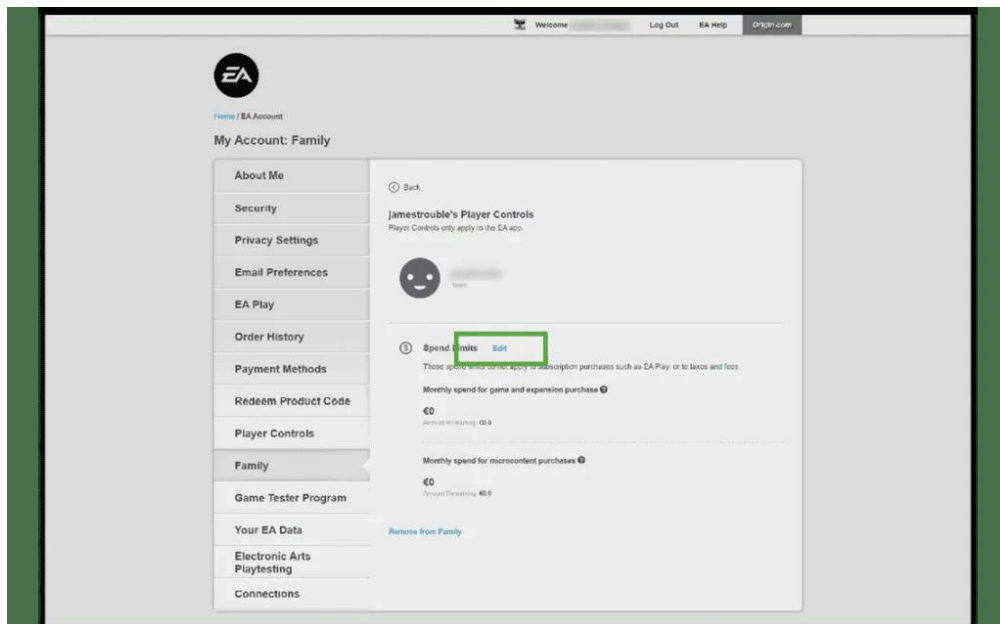
### To set up spending limits:

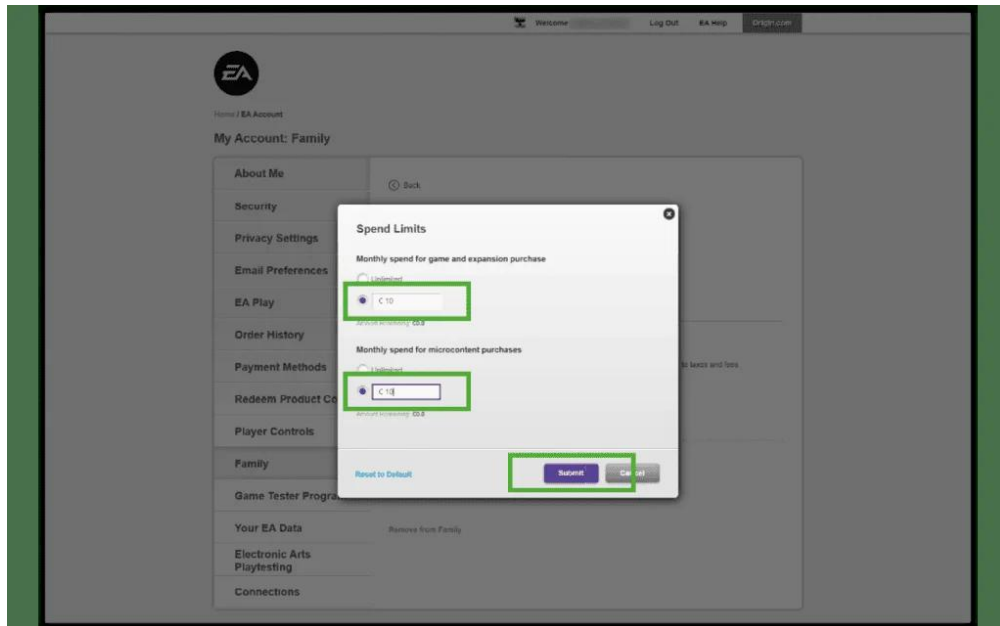
**Step 1** – From **your account**, go to **Family playtime settings** and select **MANAGE** next to your teen's account.



**Step 2** – Scroll down to **Spending controls** and click **MANAGE**, which will open your internet browser.

**Step 3** – Click **MANAGE** by your teen's account. Click **EDIT** and then **set the limits** for 'game and expansion' purchases and to 'microcontent' purchases. Then, click **Submit**.





## 6

## Upgrade a child account to a teen account

Once your child reaches 13 in the United Kingdom, they can hold a teen account with the Electronic Arts app.

### To upgrade their account:

**Step 1** – Since you entered their birthday when creating their child account, they will receive a **notification** every time they login to the EA app. It will let them know they can age up their account.

**Step 2** – **Login to the child's account** to make the change from child to teen. They must have **their own email** to do this. Before letting them use their new teen account, add it to Family playtime to monitor screen time and set spending limits.