



## **O2 Mobile Parental Controls**

### **Controls & settings guide**

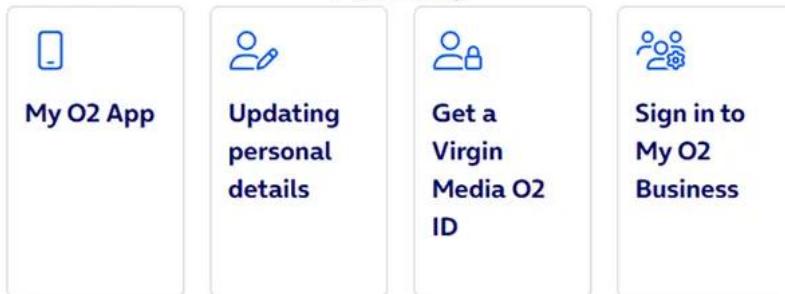
O2's parental controls let you block adult content when the device is using the mobile network out of the home (the default is 18+). Additionally, you can also allow access to sites classified as suitable for under 12s.

## 1 Sign into My O2

[Click here to sign into My O2.](#)

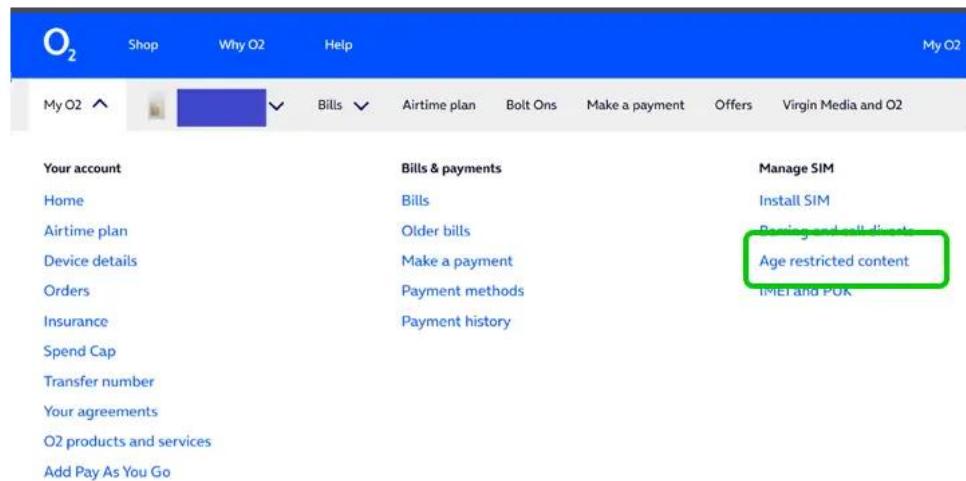


### More help



## 2 Select 'Age restricted content'

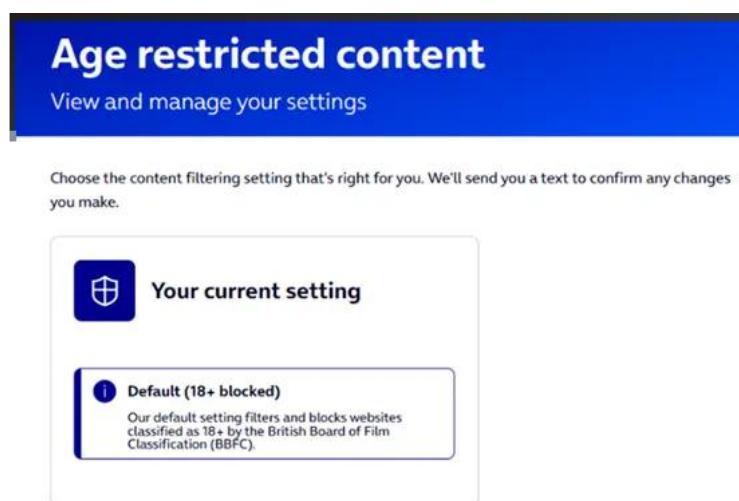
Click on **My O2** in the top left of your screen. Under **Manage SIM**, select **Age-restricted content**.



The screenshot shows the O2 'My O2' account management interface. The top navigation bar includes links for 'Shop', 'Why O2', 'Help', 'My O2', 'Bills', 'Airtime plan', 'Bolt Ons', 'Make a payment', 'Offers', and 'Virgin Media and O2'. Below this, there are two columns of links: 'Your account' (Home, Airtime plan, Device details, Orders, Insurance, Spend Cap, Transfer number, Your agreements, O2 products and services, Add Pay As You Go) and 'Bills & payments' (Bills, Older bills, Make a payment, Payment methods, Payment history). On the right, there are links for 'Manage SIM' (Install SIM, Prepaid SIMs, SIM card), 'SIM card', and 'Age restricted content'. The 'Age restricted content' link is highlighted with a green box.

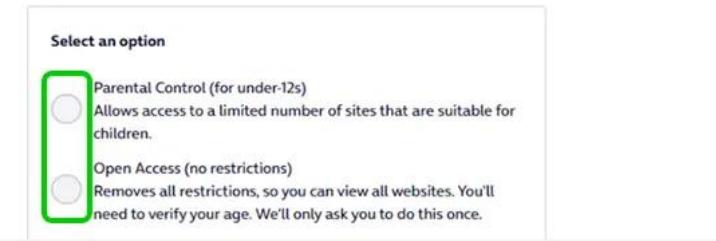
## 3 Customise content restrictions

Your child's O2 mobile network automatically restricts adult content. You can add stricter controls or remove them completely here.



The screenshot shows the 'Age restricted content' settings page. The title is 'Age restricted content' with the sub-instruction 'View and manage your settings'. Below this, a message says 'Choose the content filtering setting that's right for you. We'll send you a text to confirm any changes you make.' A box titled 'Your current setting' shows 'Default (18+ blocked)' with the note 'Our default setting filters and blocks websites classified as 18+ by the British Board of Film Classification (BBFC).'. Below this, a section titled 'Select an option' shows two choices: 'Parental Control (for under-12s)' (selected, highlighted with a green box) and 'Open Access (no restrictions)'.

To change your setting, select the right one for you.



The screenshot shows the 'Select an option' dropdown menu. It contains two options: 'Parental Control (for under-12s)' (selected, highlighted with a green box) and 'Open Access (no restrictions)'. The 'Parental Control' option is described as 'Allows access to a limited number of sites that are suitable for children.' and the 'Open Access' option is described as 'Removes all restrictions, so you can view all websites. You'll need to verify your age. We'll only ask you to do this once.'

## 4 Alternative setup options

If you struggle to login to My O2 and change the restriction levels that way, you can also visit an O2 store with a valid photo ID or by calling 61818 from the phone you are setting restrictions on.