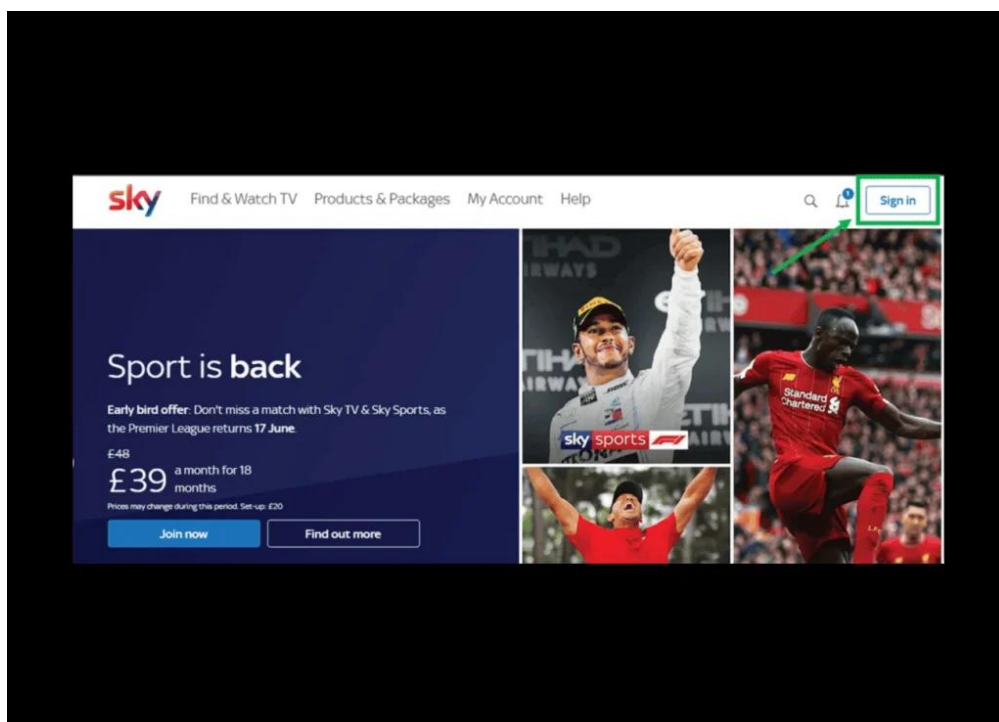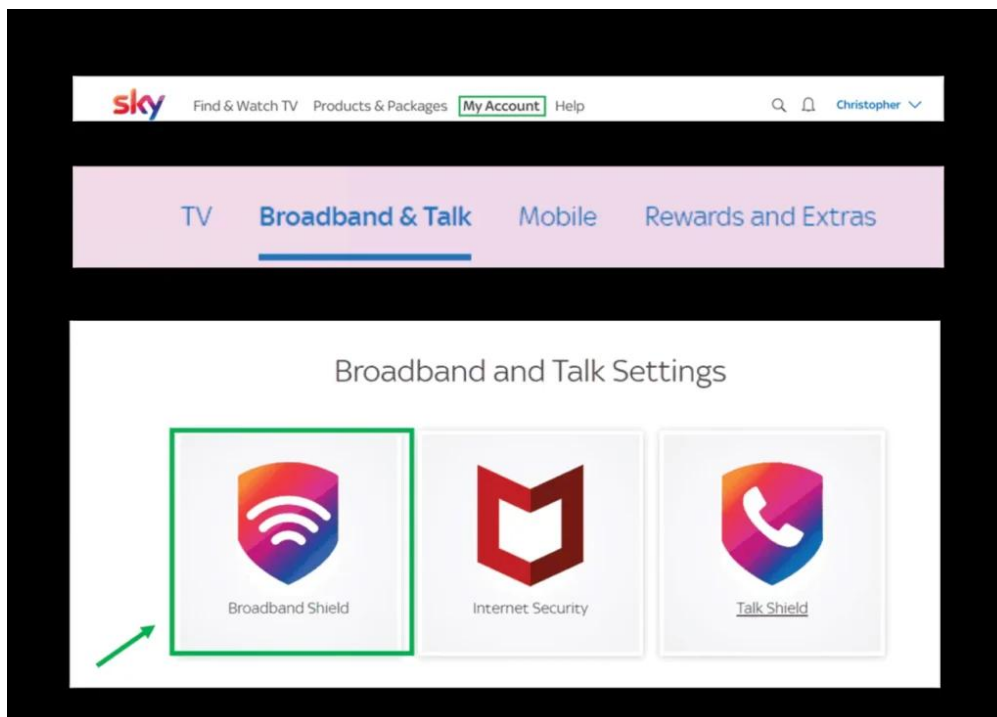# Sky Broadband Shield Guide
Controls & settings guide

Sky Broadband Shield offers malware protection and parental control settings to restrict content during certain times. Once set, it will protect any device connected to your broadband.

1 How to get started

Step 1 – Go to Sky.com, log into your account using your **Sky ID** (username) and password.
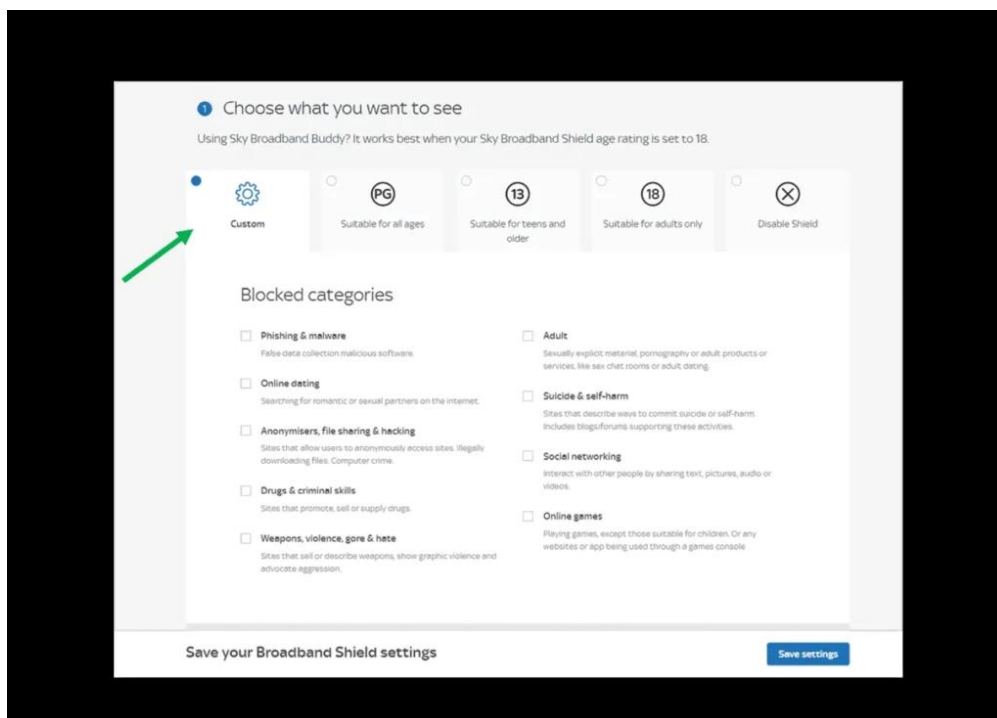

Step 2 – Get to your Broadband Shield settings by going to **My Account**. Next, click the **Broadband & Talk** option.

Step 3 – Scroll down and click on the **Broadband Shield** option.

Here you will see the settings to apply for each **Custom**, **PG**, **13**, **Adults** and you can also **Disable Shield**.
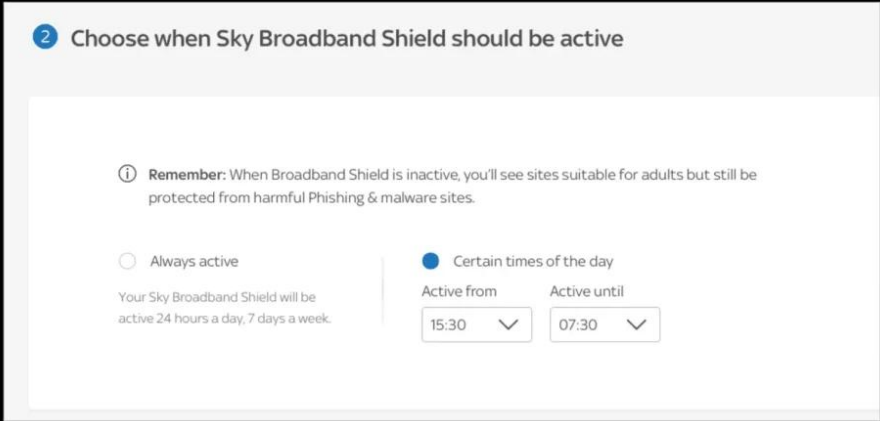
2 Choose when Sky Broadband Shield should be active

Scroll down until you reach this section then choose whether you want the Shield to be '**Always active**' or you can choose to set it at certain times of the day.

Please note, when the Broadband shield is inactive, you'll see sites suitable for adults but will still be protected from phishing and malware sites.
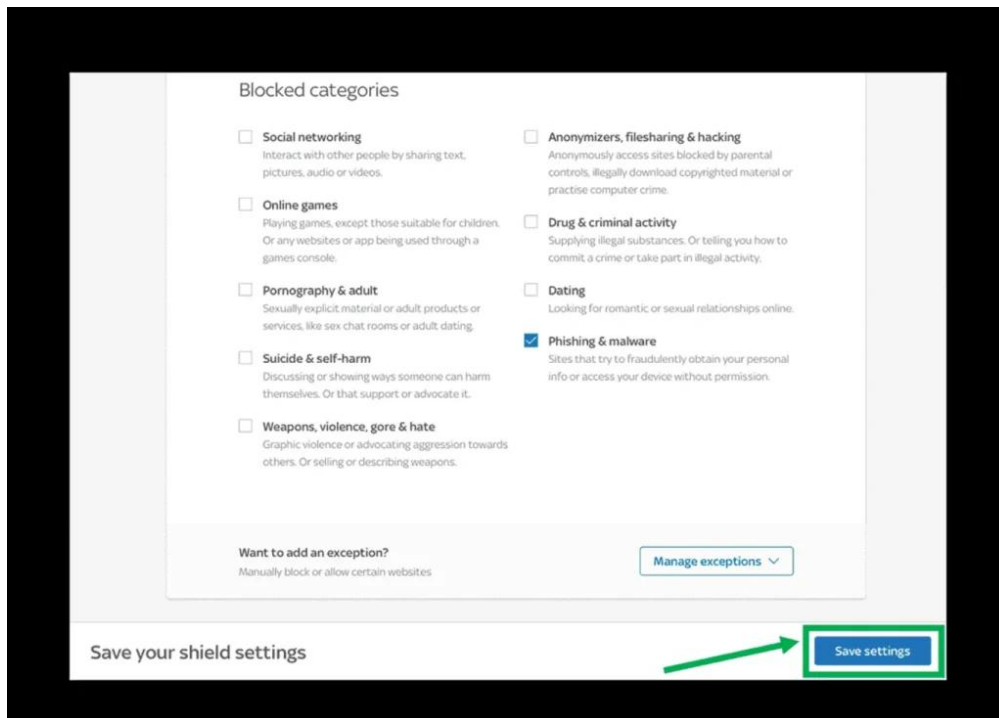

3 How to choose what you want a specific age group to see

Choose whichever category you want to restrict and click **Save settings**.

You can select more than one category.

Please note: Some categories are automatically blocked for the PG and 13 age groups, but you can manage exceptions.
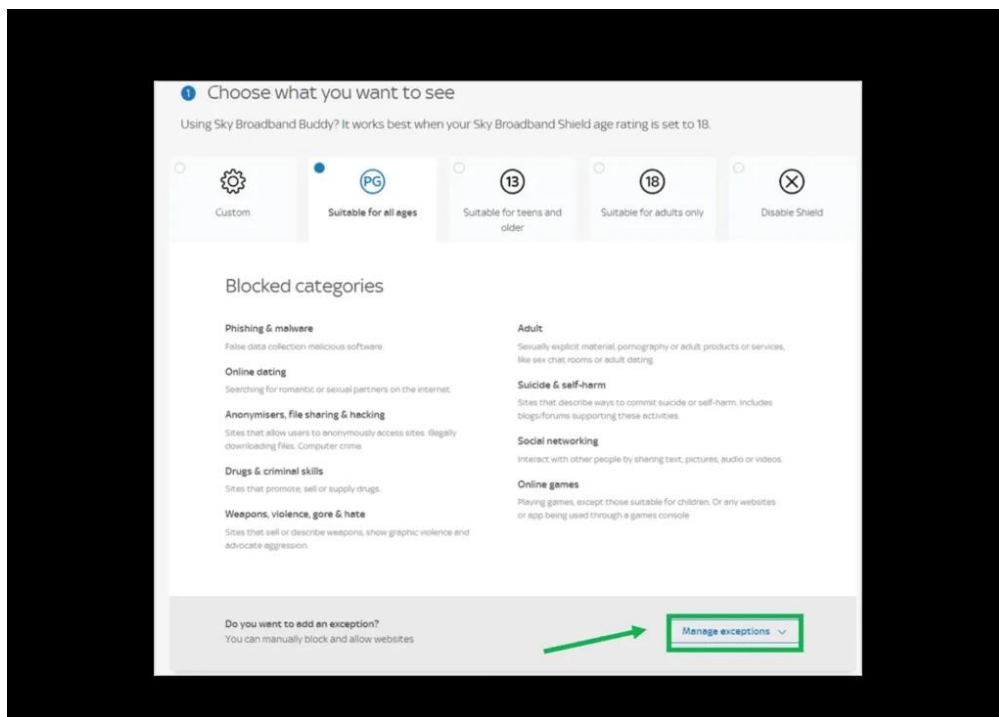
4 How to manage exceptions

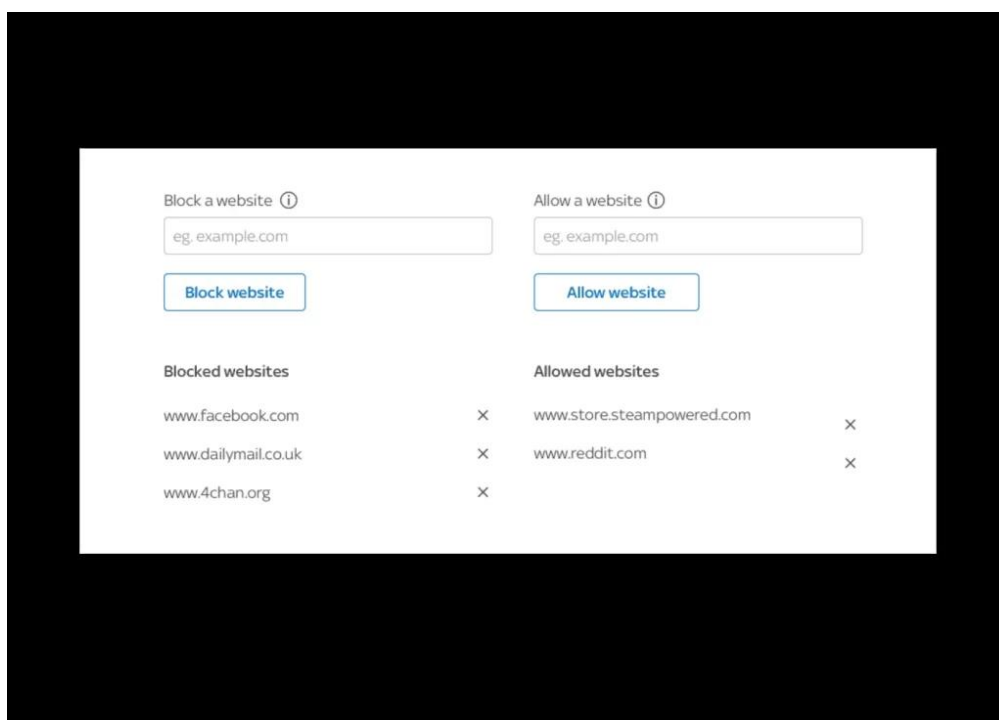You can allow or block a site your child visits.

To block a website:

Under your chosen age category, click **Manage exceptions**, enter the website you want to block then click **Block website** and click **Save settings**.

To allow a website:

Enter the website you want to allow then click **Allow website** and click **Save settings**.

5 **How to disable Shield**

Click the **Disabled Shield** option, then click **save settings**.

Please note: You can disable the Broadband Shield, however, you won't be protected from sites that try to fraudulently obtain your personal info or access your account without permission.

Choose 18 and Sky will block harmful phishing and malware sites but you will see everything else.