Sky Broadband Guide

Controls & settings guide

Sky Broadband Shield offers malware protection and parental control settings to restrict content during certain times across all connected devices. WiFi Max also lets you set profiles and downtimes.

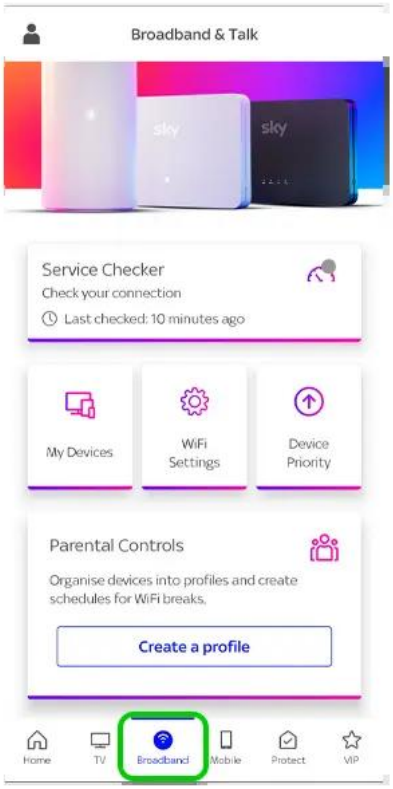
1 Setting up parental controls

Sky broadband comes automatically equipped with Broadband Shield, which lets you set restrictions for web content. You can also pay for the WiFi Max add-on, which lets you set profiles for your family members to pause WiFi on chosen devices at specific times a day.

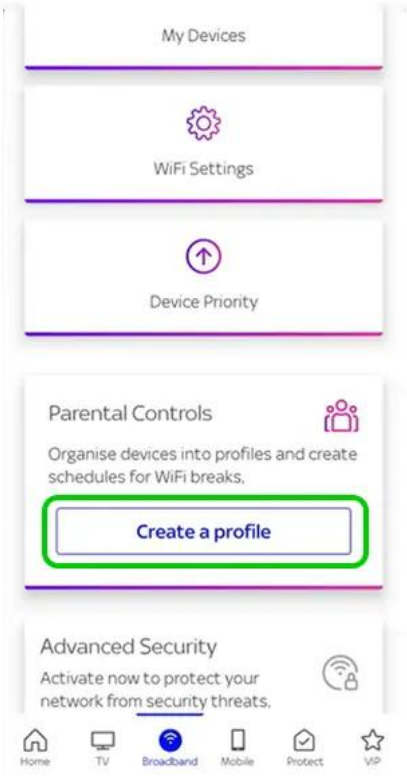
Your Broadband Shield will filter out certain content automatically and you can see further below how to customise content restrictions.

To set up parental controls on WiFi Max:

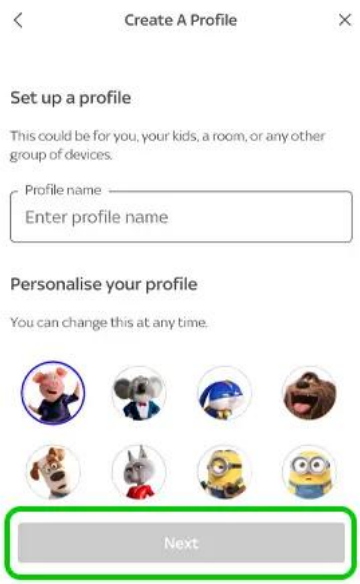
Step 1 – Login to your **My Sky app** with the ID your broadband is connected to. Select **Broadband** at the bottom of the screen.



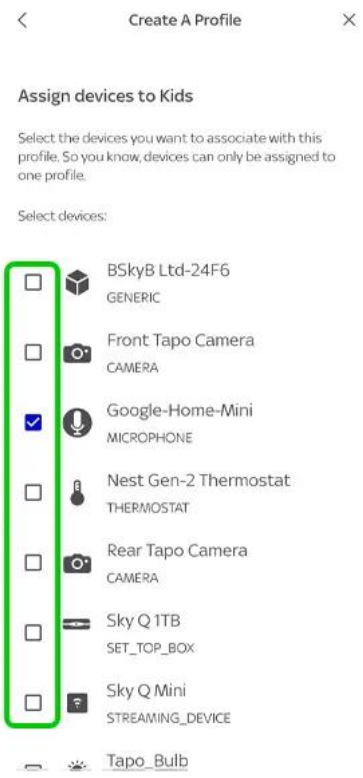
Step 2 – Scroll down to **Parental Controls** and tap **Create a profile** > **Create your first profile**.



Step 3 – Choose a **name and avatar** for the profile (e.g. 'Kids' or your child's name). Tap **Next**.



Step 4 – Select the **devices** you want connected to that profile. These are the devices you can add WiFi downtimes to.

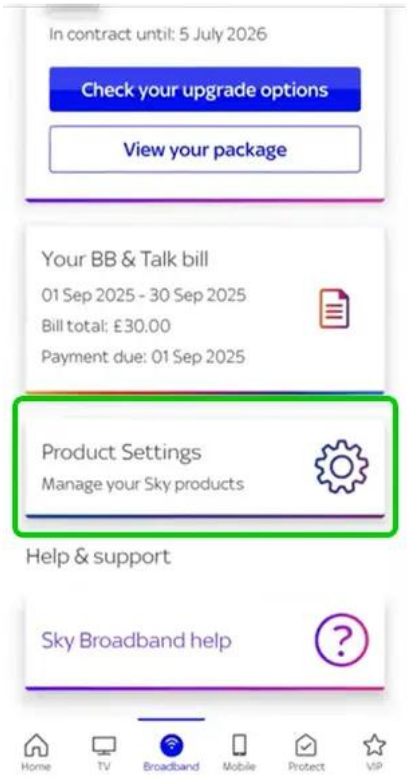


2 How to restrict web content

With Sky Broadband Shield, you can set custom or standard content restrictions across web services. This means that any device connected to your WiFi will benefit from these restrictions.

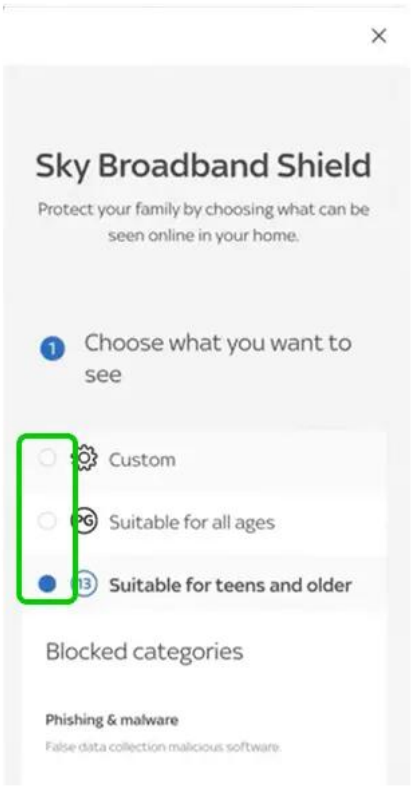
To customise content restrictions:

Step 1 – From the **Broadband** tab in your My Sky app, scroll down and tap **Product Settings**.



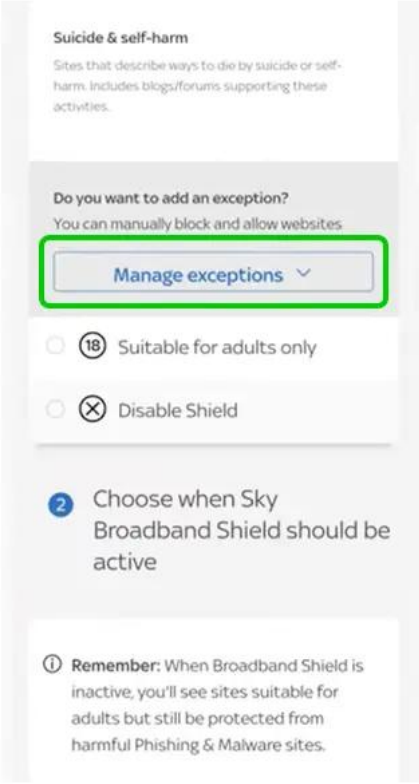
Step 2 – Select **Broadband Shield** and choose a content **category**.

Custom: You can decide which content you want to block.
Suitable for all ages: Any content which is not suitable for everyone will be blocked.
Suitable for teens and older: Content which is not suitable for teens will be blocked, but content unsuitable for younger children will be visible.
Suitable for adults only: Only content which is suitable for adults will be blocked. Content not suitable for younger children or teens will still be visible.



Step 3 – If applicable, tap **Manage exceptions** to add websites which fall into a restricted category but which you're still happy for you family to access.

For example, if you block 'Online games', there might be specific sites with online games that you're okay with your child accessing. Add this to the exception list.



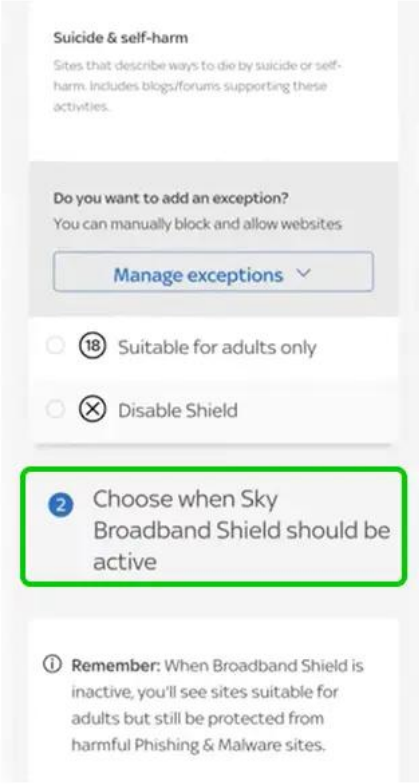
3 How to set downtimes

With Sky Broadband Shield, you can customise when your content restrictions are active. However, to set downtimes where a device cannot connect to WiFi, you need to add WiFi Max to your broadband. See how to add WiFi Max to your broadband.

To set active times on Broadband Shield:

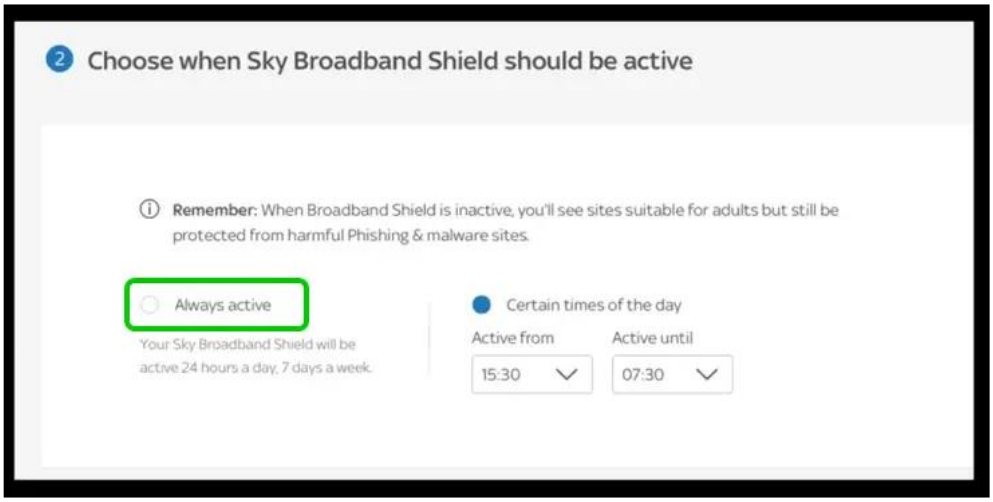
Step 1 – Access **Broadband Shield** under **Product Settings** in your My Sky app. You can also access these settings at Sky.com.

Step 2 – Scroll down to **Choose when Sky Broadband Shield should be active**.



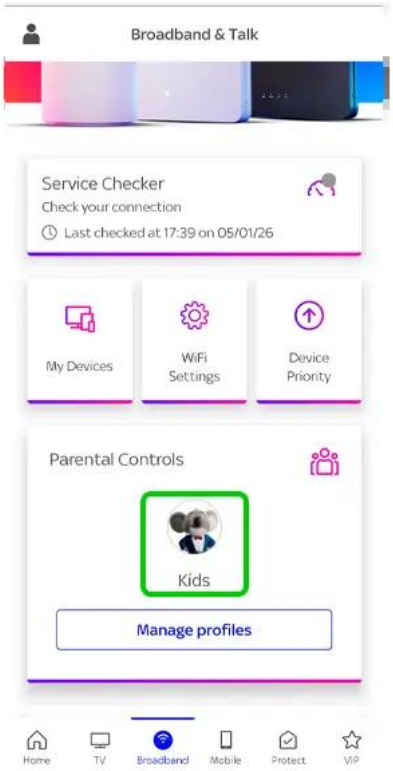
Step 3 – Choose **Always Active** to keep content restrictions in place at all times.

Or customise times when you want it active. This might be helpful if you don't want it active when your child is at school. Just remember to customise it if they're home during school holidays or if they're poorly.

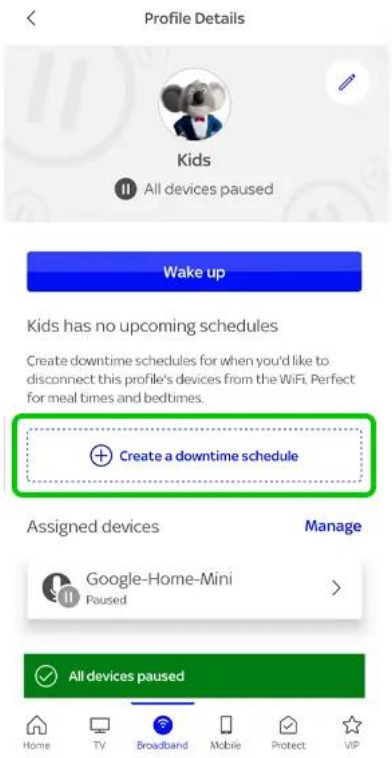


To set downtimes with WiFi Max:

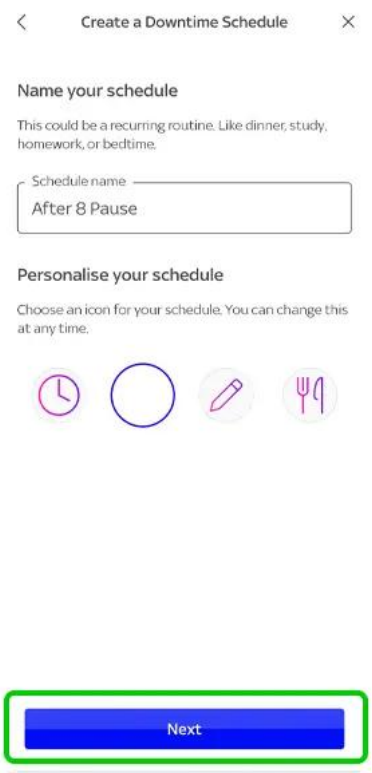
Step 1 – From the **Broadband** menu in your My Sky app, select the **profile** you wish to set downtimes for.



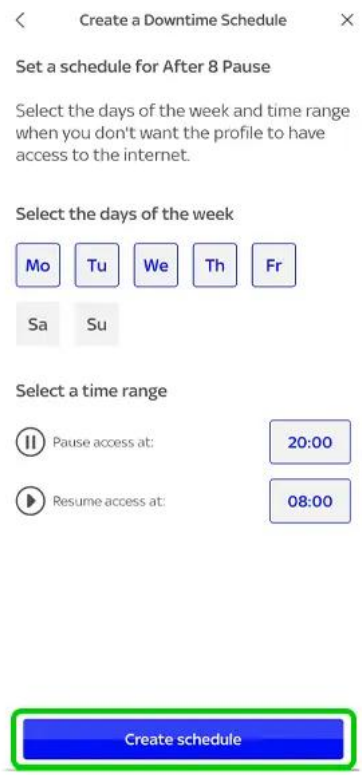
Step 2 – Select **Create a downtime schedule**.



Step 3 – Tap **Create your first schedule** and choose a **name and icon** for the schedule. Tap **Next**.



Step 4 – Select the **days and times** you'd like downtime to start and end. Tap **Create schedule**.



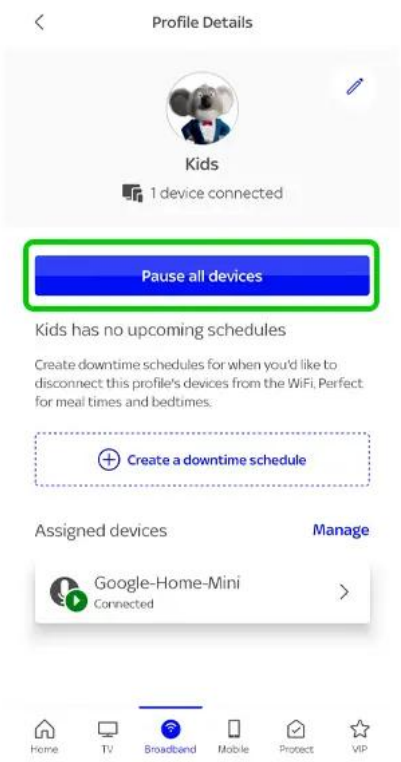
4 Pausing WiFi access on devices

If you'd prefer to not have a downtime schedule, you can also pause devices within a profile using WiFi Max.

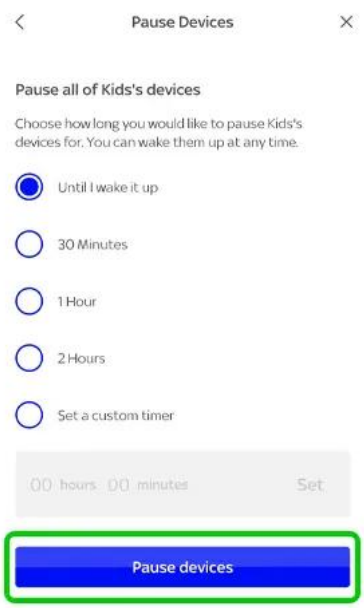
To pause devices:

Step 1 – From the **Broadband** menu in your My Sky app, tap the **profile** you want to pause WiFi access for.

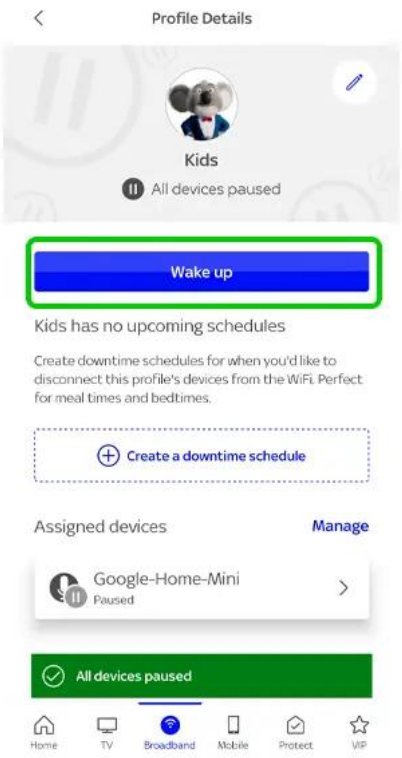
Step 2 – Tap **Pause all devices**.



Step 3 – Choose **how long** you'd like to pause devices for or select **Until I wake it up** and tap **Pause devices**.



Step 4 – If you choose to manually turn the pause off, **repeat Step 1** and tap **Wake up**.


Profile Details
Kids
All devices paused
Wake up
Kids has no upcoming schedules
Create downtime schedules for when you'd like to disconnect this profile's devices from the WiFi. Perfect for meal times and bedtimes.
Create a downtime schedule
Assigned devices
Manage
Google-Home-Mini
Paused
All devices paused
Home
TV
Broadband
Mobile
Protect
VIP