



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**.

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Custom	Suitable for all ages	Suitable	for teer older	ns and	Suitable for adults only	Disable Shi
Blocked	d categories					
Phishing False data	Philphing & malware False data: collection melicious softwares Online dating Searching for romancia or sexual partners: on the internet. Anonymisers, file sharing & hacking Sites that allow uses to anonymously across sites. Hegistry downloading files. Computer crime. Drugs & criminal skills Sites that allow roupply drugs. Weapons, violence, gore & hate Sites that allo or describe weapon, shore graphic violence and			Adult Serwally explicit material, pornography or adult products or services, like set chat sooms or adult dating.		
Online d			Suicide & self-harm Sites that describe ways to commit succes or self-harm Includes blags/forums supporting these activities. Social networking			
Anonym Sites that download						
🗌 Drugs & i				Interact with other people by sharing text, pictures, audio or videos.		
Weapon Sites that			Online games Playing games, except those suitable for children. Or any websites or app being used through a games console			

² Choose when Sky Broadband Shield should be active

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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.

2 Choose when Sky Broadba	and Shield should be active							
Remember: When Broadband protected from harmful Phish Always active	 Remember: When Broadband Shield is inactive, you'll see sites suitable for adults but still be protected from harmful Phishing & malware sites. Always active Certain times of the day 							
Your Sky Broadband Shield will be active 24 hours a day 7 days a week.	Active from Active until							



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**.



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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.

Custom Suitable for all ages Suitable for teens & older Suitable for adults only Disable Shield Broadband Shield disabled Image: Shield disabled <t< th=""><th>්</th><th>⁰ هو</th><th>ِ (13)</th><th>َ (18)</th><th>• 😞</th></t<>	්	⁰ هو	ِ (13)	َ (18)	• 😞
all ages teens & older adults only Broadband Shield disabled (1) Remember: You won't be protected from sites that try to fraudulently obtain your personal info or access your device without your permission. Choose 18 and we'll only block harmful Phishing & malware sites and you'll see everything else.	Custom	Suitable	for Suitable fo	r Suitable for	Disable Shield
	(j	 Remember: You won't I access your device with Choose 18 and we'll only 	e protected from sites that t out your permission. / block harmful Phishing & ma	ry to fraudulently obtain yo	ur personal info or verything else.