Sky Go Safety

Controls & settings guide

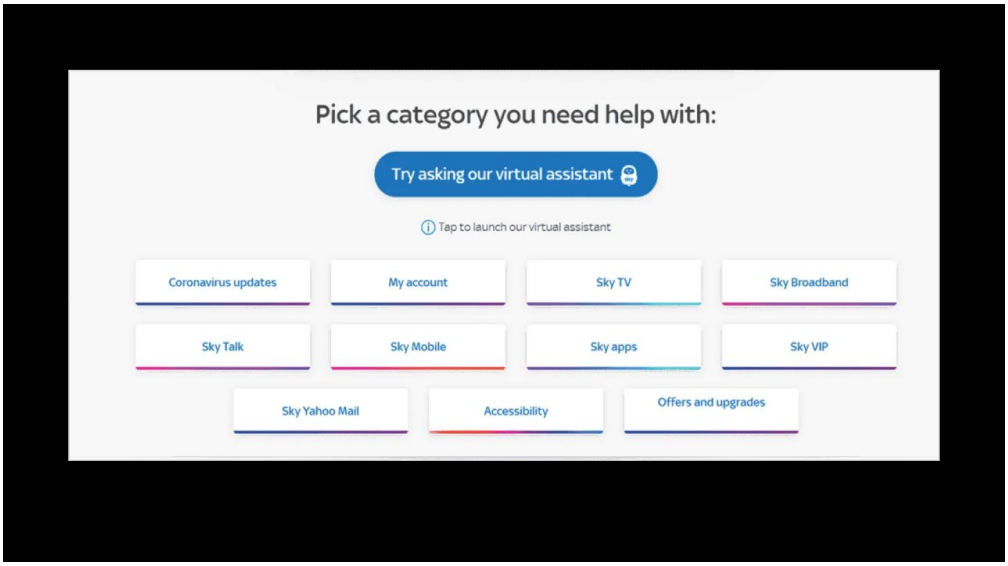
Sky Go and Sky Go Extra allows you to use pin-protected parental controls that are separate to any that apply to your Sky TV subscriptions. Its features include an age rating filter to make sure your children cannot access inappropriate content.

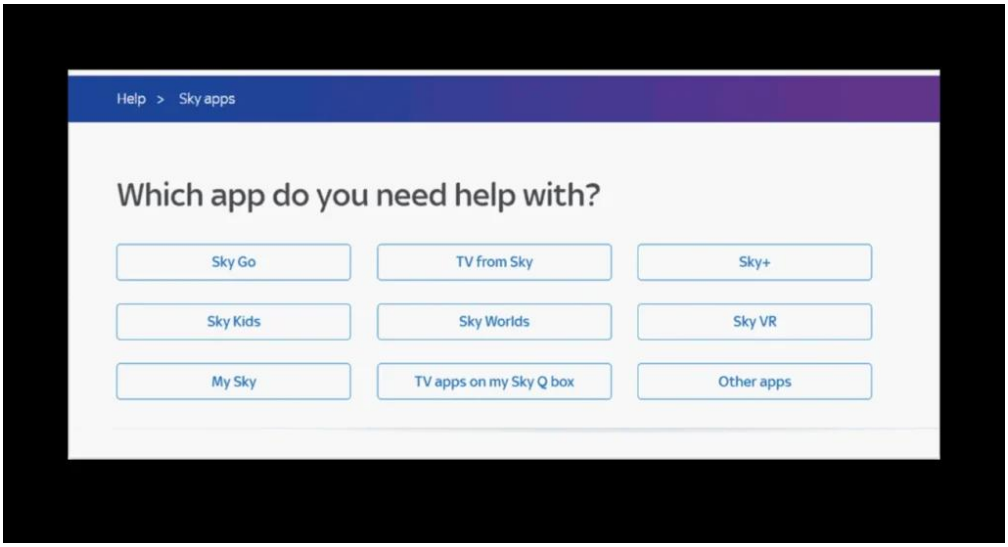
1 How to set a PIN

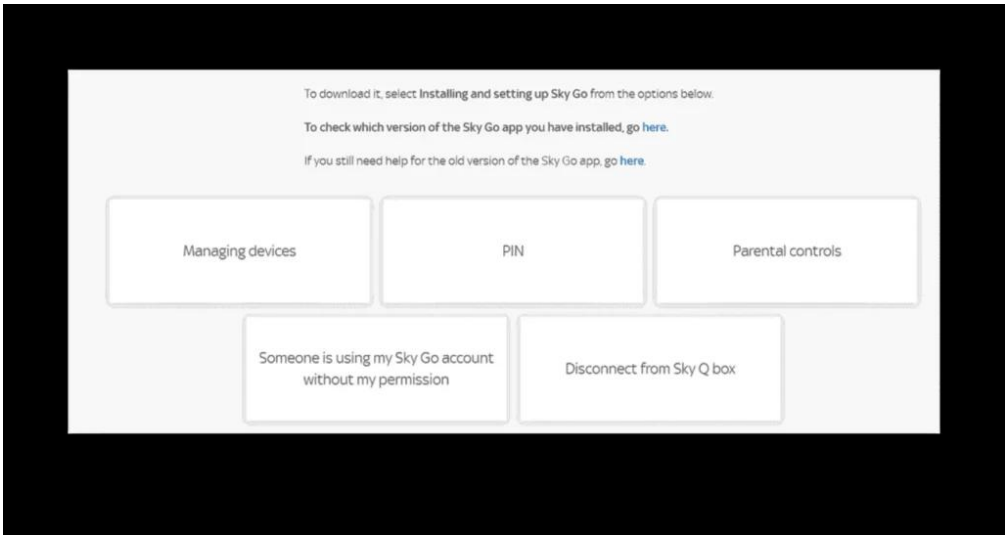
Step 1 – While on your browser go to sky.com/help and click sign in.

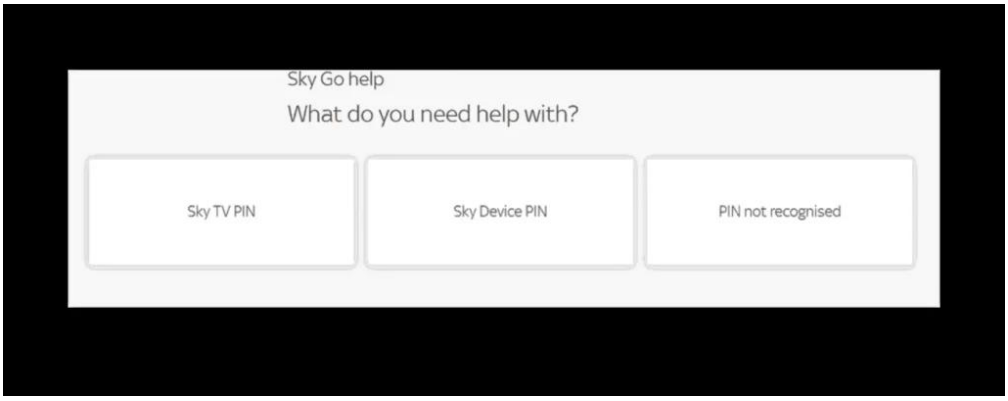
Step 2 – Click **'Sky apps' > 'Sky Go' > 'Managing devices and settings'** then click **'PIN'**.

Step 3 – Choose if you want to set a Sky TV or Sky Device PIN then follow the instructions.









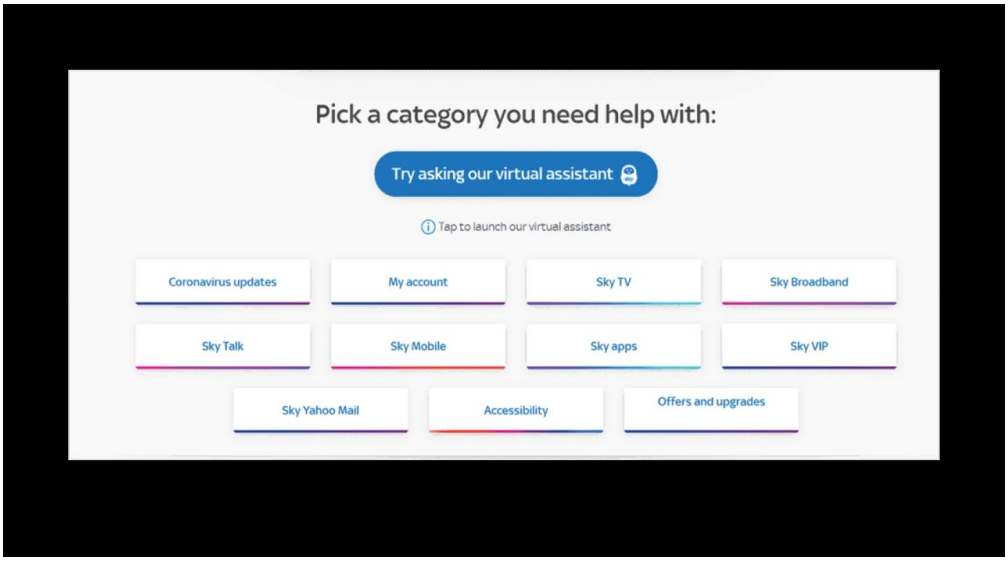
2 Where to set parental controls

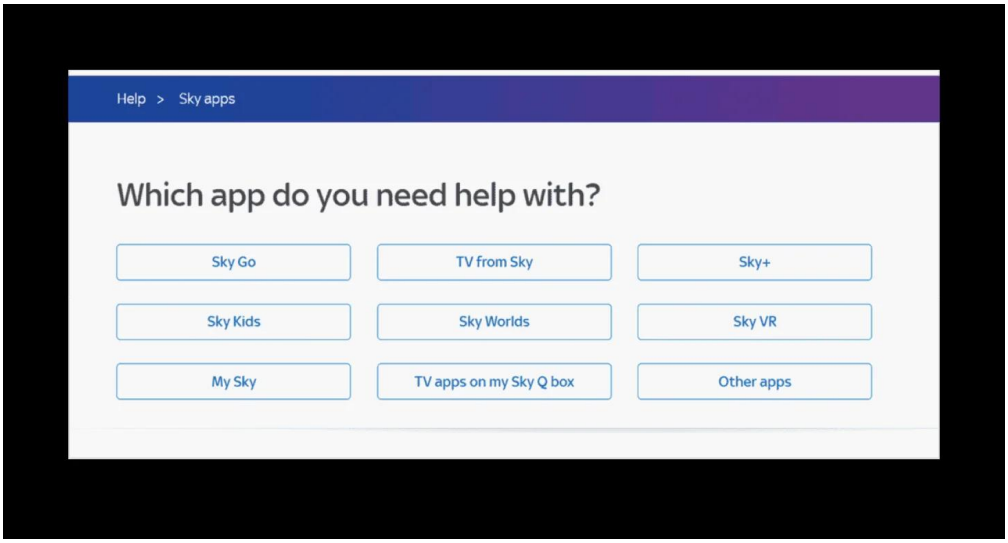
Step 1 – While on your browser go to go.sky.com and click sign in, click **'Sky apps',** click **'Sky Go'.**

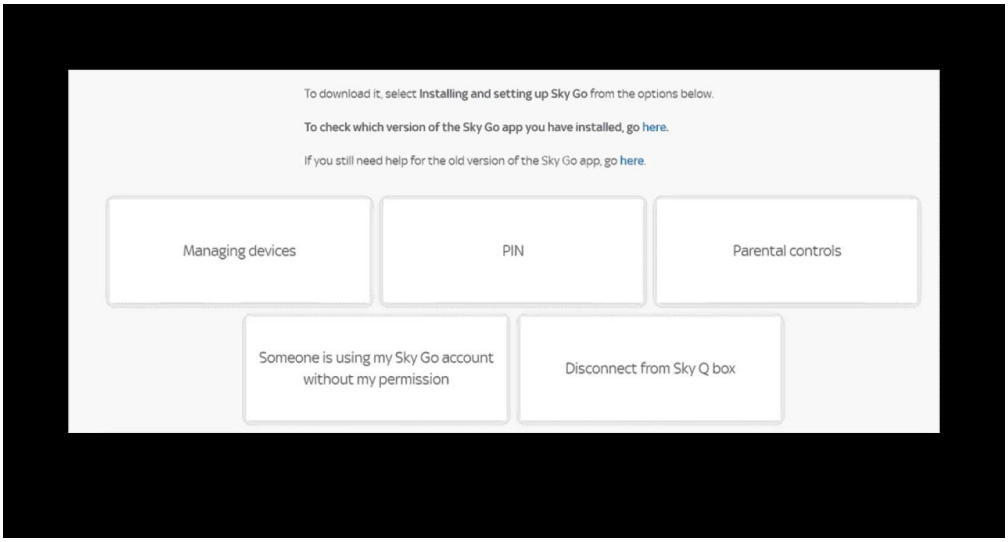
Step 2 – Click **'Managing devices and settings'.** Here you can choose a selection of settings. For this step, click **'Parental controls'.**

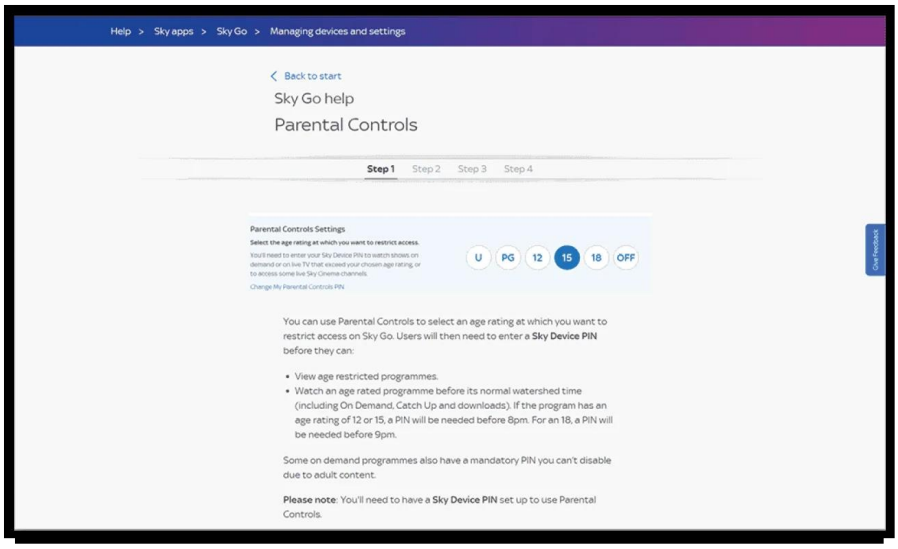
Step 3 – Select the age rating at which you want to restrict access on Sky Go, then click **'Next step'**.

Step 4 – Then, sign in your account using you SkyiD, or you click **'Next step'** without doing so.


Pick a category you need help with:
Try asking our virtual assistant
Tap to launch our virtual assistant
Coronavirus updates
My account
Sky TV
Sky Broadband
Sky Talk
Sky Mobile
Sky apps
Sky VIP
Sky Yahoo Mail
Accessibility
Offers and upgrades


Help > Sky apps
Which app do you need help with?
Sky Go
TV from Sky
Sky+
Sky Kids
Sky Worlds
Sky VR
My Sky
TV apps on my Sky Q box
Other apps


To download it, select Installing and setting up Sky Go from the options below.
To check which version of the Sky Go app you have installed, go here.
If you still need help for the old version of the Sky Go app, go here.
Managing devices
PIN
Parental controls
Someone is using my Sky Go account without my permission
Disconnect from Sky Q box



3 Where to turn Parental Controls ON:

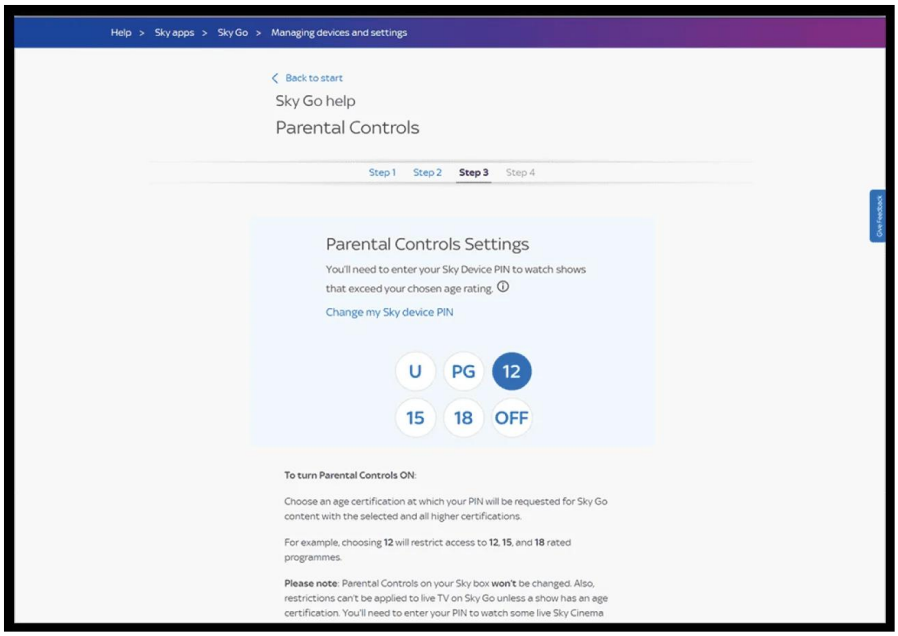
Choose an age certification at which your PIN will be requested for Sky Go content.

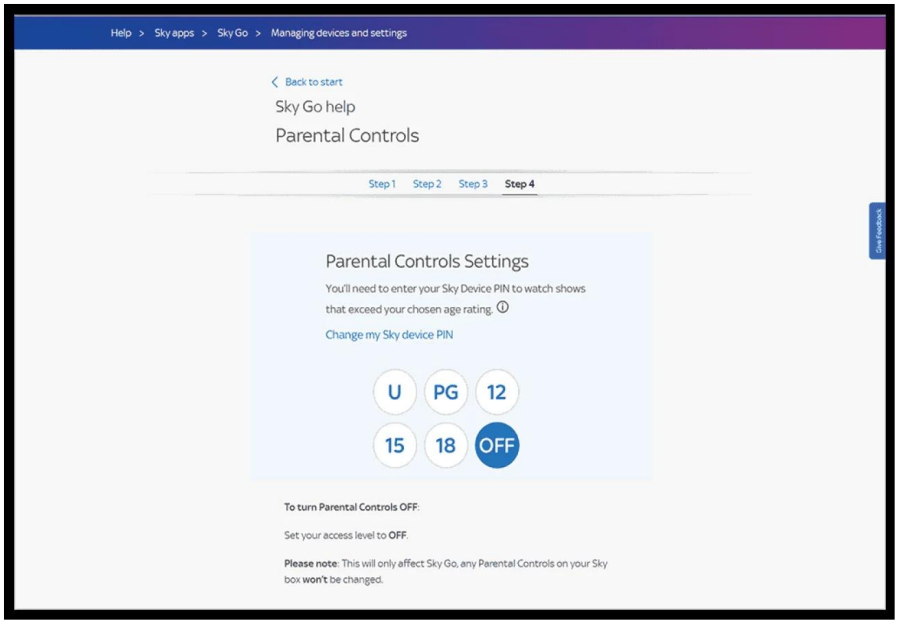
For example, choosing **12** will restrict access to **12**, **15**, and **18** rated programmes.

To turn parental controls off:

Set your access level to **OFF**.

Please note: This will only affect Sky Go, any Parental Controls on your Sky box won't be changed.


Help > Sky apps > Sky Go > Managing devices and settings
Back to start
Sky Go help
Parental Controls
Step 1 Step 2 Step 3 Step 4
Parental Controls Settings
You'll need to enter your Sky Device PIN to watch shows that exceed your chosen age rating.
Change my Sky device PIN
U PG 12
15 18 OFF
To turn Parental Controls ON:
Choose an age certification at which your PIN will be requested for Sky Go content with the selected and all higher certifications.
For example, choosing 12 will restrict access to 12, 15, and 18 rated programmes.
Please note: Parental Controls on your Sky box won't be changed. Also, restrictions can't be applied to live TV on Sky Go unless a show has an age certification. You'll need to enter your PIN to watch some live Sky Cinema


Help > Sky apps > Sky Go > Managing devices and settings
Back to start
Sky Go help
Parental Controls
Step 1 Step 2 Step 3 Step 4
Parental Controls Settings
You'll need to enter your Sky Device PIN to watch shows that exceed your chosen age rating.
Change my Sky device PIN
U PG 12
15 18 OFF
To turn Parental Controls OFF:
Set your access level to OFF.
Please note: This will only affect Sky Go, any Parental Controls on your Sky box won't be changed.