

The logo for Internet Matters, featuring the text "internet matters.org" in white lowercase letters on a solid green rectangular background.

internet
matters.org

TalkTalk

For Everyone

Talktalk Homesafe Guide

Controls & settings guide

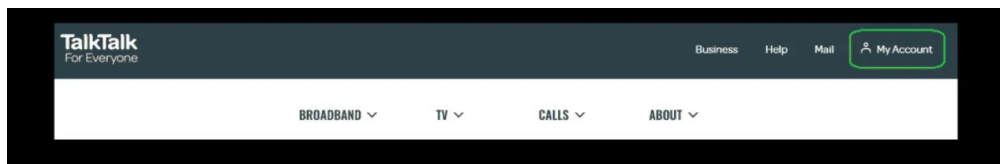
HomeSafe protects your family's devices when they're using your TalkTalk broadband. It alerts you when a site contains a virus and blocks sites you select as inappropriate.

1 How to set up TalkTalk HomeSafe

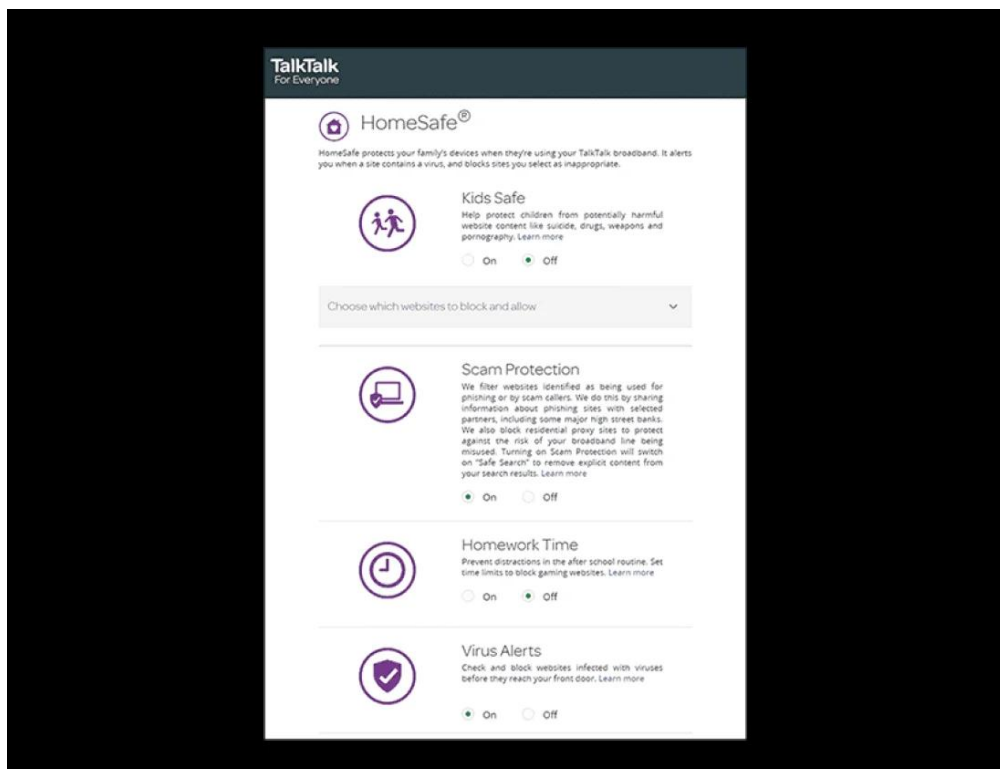
HomeSafe parental controls can enhance your family's online safety and protect their personal information.

To set up TalkTalk HomeSafe:

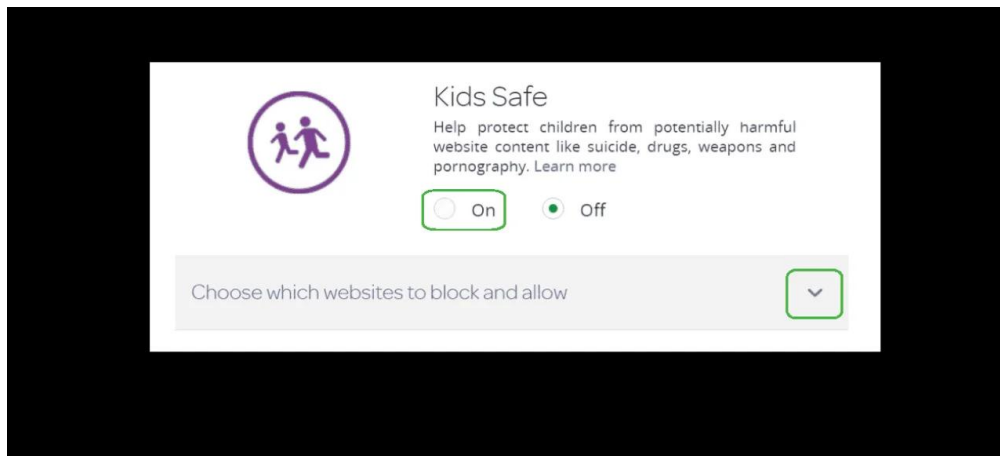
Step 1 – Go to [My Account](#) and log in with your username and password. If you haven't got an account, click the **Register** tab.



Step 2 – Select **My Security Settings** from the navigation menu. Go to **HomeSafe settings**.



Step 3 – From the **HomeSafe** page, click the **On** switch. Green means it is active. You can then select the filters and change your settings to suit your family's needs.

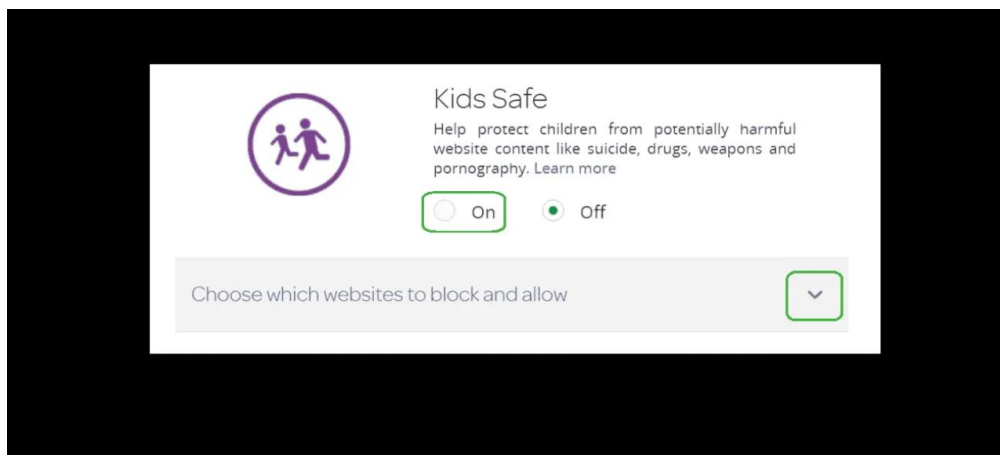


2 How to enable Kids Safe

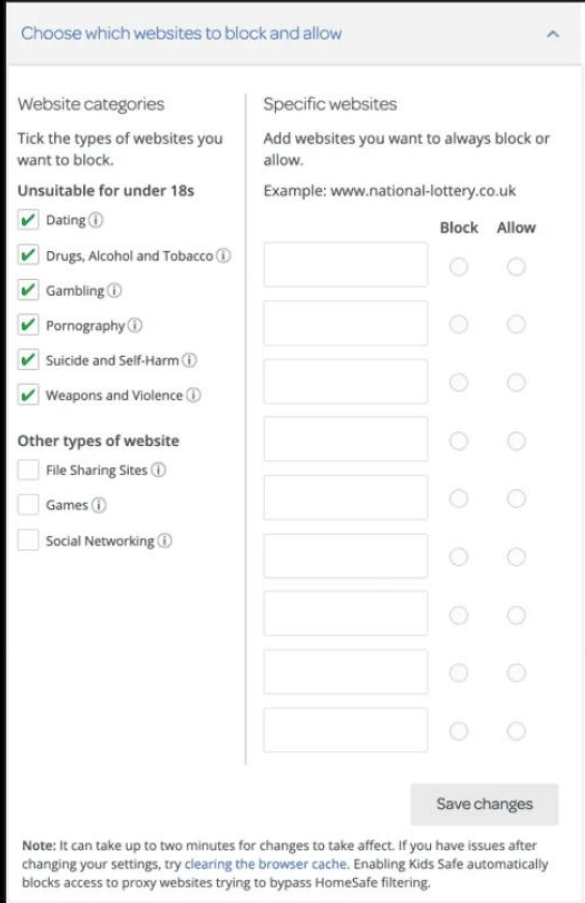
Kids Safe helps protect your children from accessing potentially harmful and inappropriate content.

To enable Kids Safe:

Step 1 – On the **HomeSafe** page, tick **On** under the **Kids Safe** section.



Step 2 – Add which website content you would like to block and which websites you would like to allow. Click **Save changes**.



Choose which websites to block and allow

Website categories
Tick the types of websites you want to block.

Unsuitable for under 18s

- ☒ Dating ⓘ
- ☒ Drugs, Alcohol and Tobacco ⓘ
- ☒ Gambling ⓘ
- ☒ Pornography ⓘ
- ☒ Suicide and Self-Harm ⓘ
- ☒ Weapons and Violence ⓘ

Other types of website

- ☐ File Sharing Sites ⓘ
- ☐ Games ⓘ
- ☐ Social Networking ⓘ

Specific websites
Add websites you want to always block or allow.
Example: www.national-lottery.co.uk

	Block	Allow
	☐	☐
	☐	☐
	☐	☐
	☐	☐
	☐	☐
	☐	☐
	☐	☐

Save changes

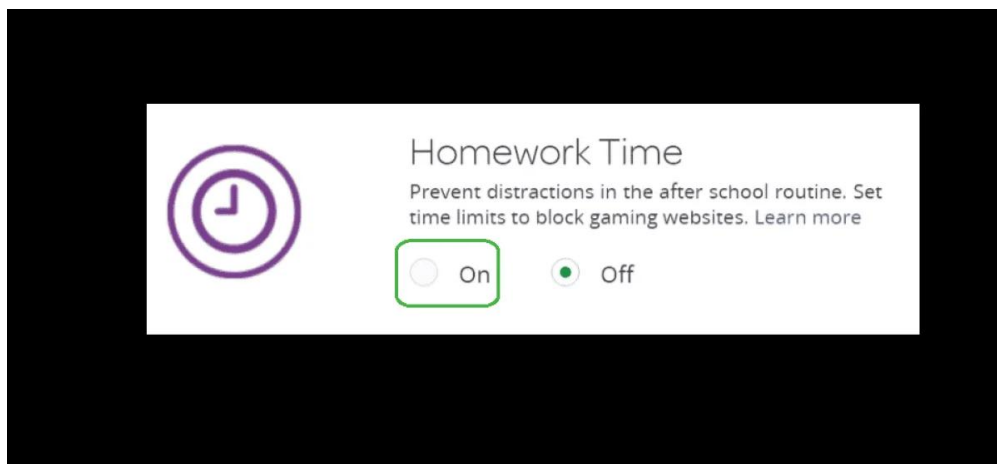
Note: It can take up to two minutes for changes to take affect. If you have issues after changing your settings, try clearing the browser cache. Enabling Kids Safe automatically blocks access to proxy websites trying to bypass HomeSafe filtering.

3 Where to set up Homework Time

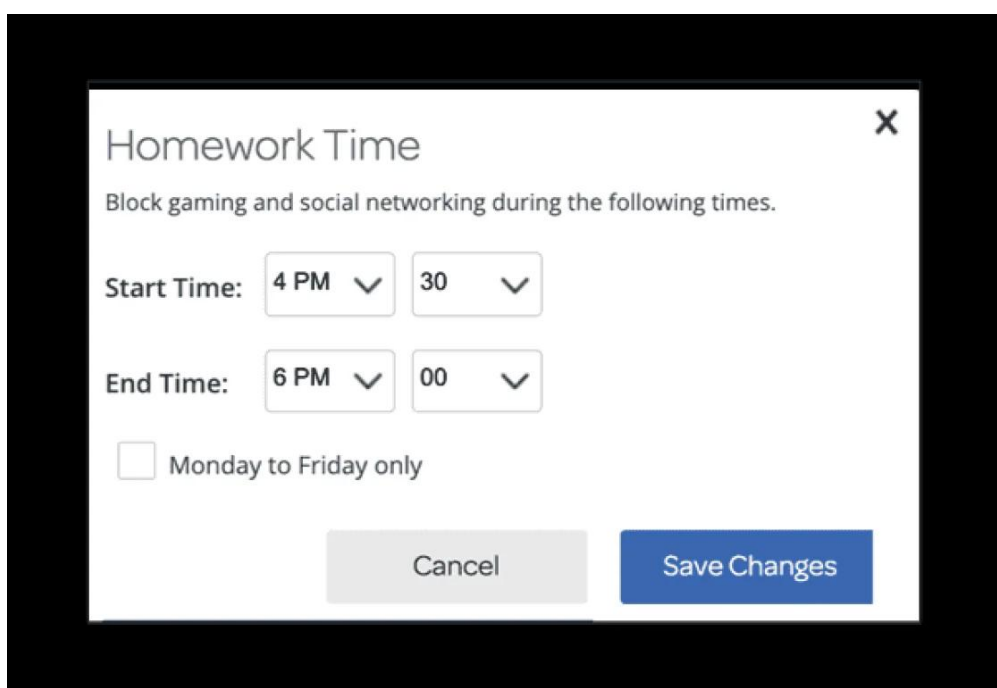
Homework Time prevents distractions by setting time limits that block certain social media and video game sites.

To enable Homework Time:

Step 1 – Go to your HomeSafe page, scroll to Homework Time and turn it On.



Step 2 – Set a start and end time for when you want to block video gaming and social media sites. Click Save Changes.



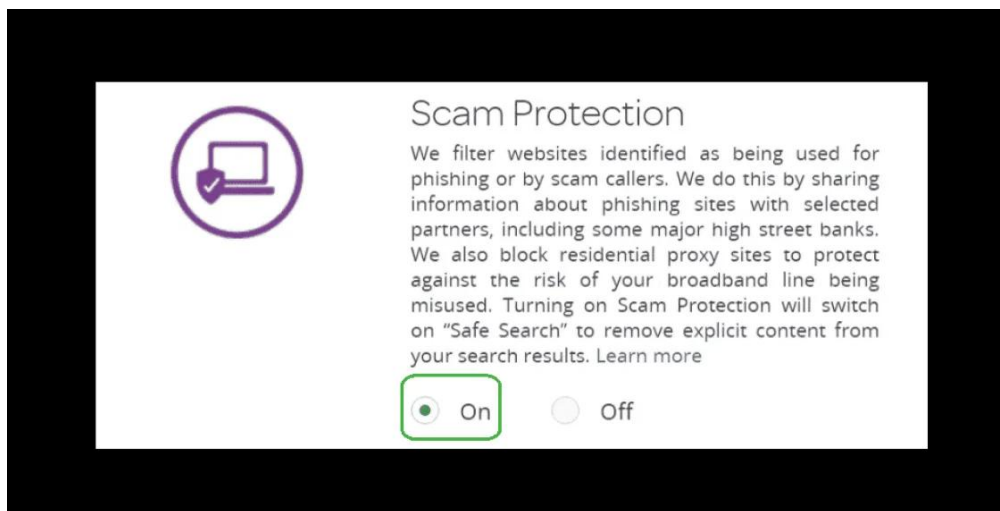
4 Scam Protection

Scam Protection filters websites misused by scammers to keep your family safe.

To enable Scam Protection:

Step 1 – Go to your HomeSafe page, scroll to Scam Protection and tick the box next to On.

Note: enabling this feature also switches on “Safe Search” which will remove explicit content.



5 How to turn on Virus Alerts

Virus Alerts checks and blocks websites infected with viruses before you click onto them to keep your personal information safe.

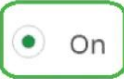
To enable Virus Alerts:

Go to your HomeSafe page, scroll down to Virus Alerts and tick the box next to On.



Virus Alerts

Check and block websites infected with viruses before they reach your front door. [Learn more](#)



On



Off