

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

Tesco Mobile Safety Guide

Controls & settings guide

All Tesco Mobile phones are set to restrict access to adult content, but you can also choose to block access to content suitable for 12+. Content blocking will only work when the device is using the mobile network, not the home WiFi.

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How to turn on Tesco Mobile parental controls

Tesco Mobile parental controls can help enhance your child's online experience by keeping them safe. They can block access to inappropriate content that could be found in social media or gaming apps and sites. By default, content for over-18s is blocked. However, you can further restrict content for under-12s.

To turn on parental controls:

Step 1 – Go to Tesco Mobile's [website](#) and **login** to your account. Select **Manage your details** and **Manage Parental Controls**.

Step 2 – Next to **Parental controls and favourite numbers**, select **Update**. Go to **Security Settings** and enter or set up your **PIN**.

Step 3 – Set up **content restrictions** relevant to the user: under-12s, under-18s or 18+.

Note: to change restrictions to 18+, users must enter a credit card to verify their age.



My settings

Security Settings

If you've been here before, enter the 4 digit PIN you set last time. If this is your first time here, enter a memorable 4 digit PIN now. If you can't remember your PIN, please [call us](#).

Pin number

Current status
Content for under 18s

Change to
Please select!

Change

Stop calls from premium rate numbers

Add

Stop texts from premium rate services

Add

Stop texts to and from adult content premium services

Add

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