



Three Mobile Safety Controls & settings guide

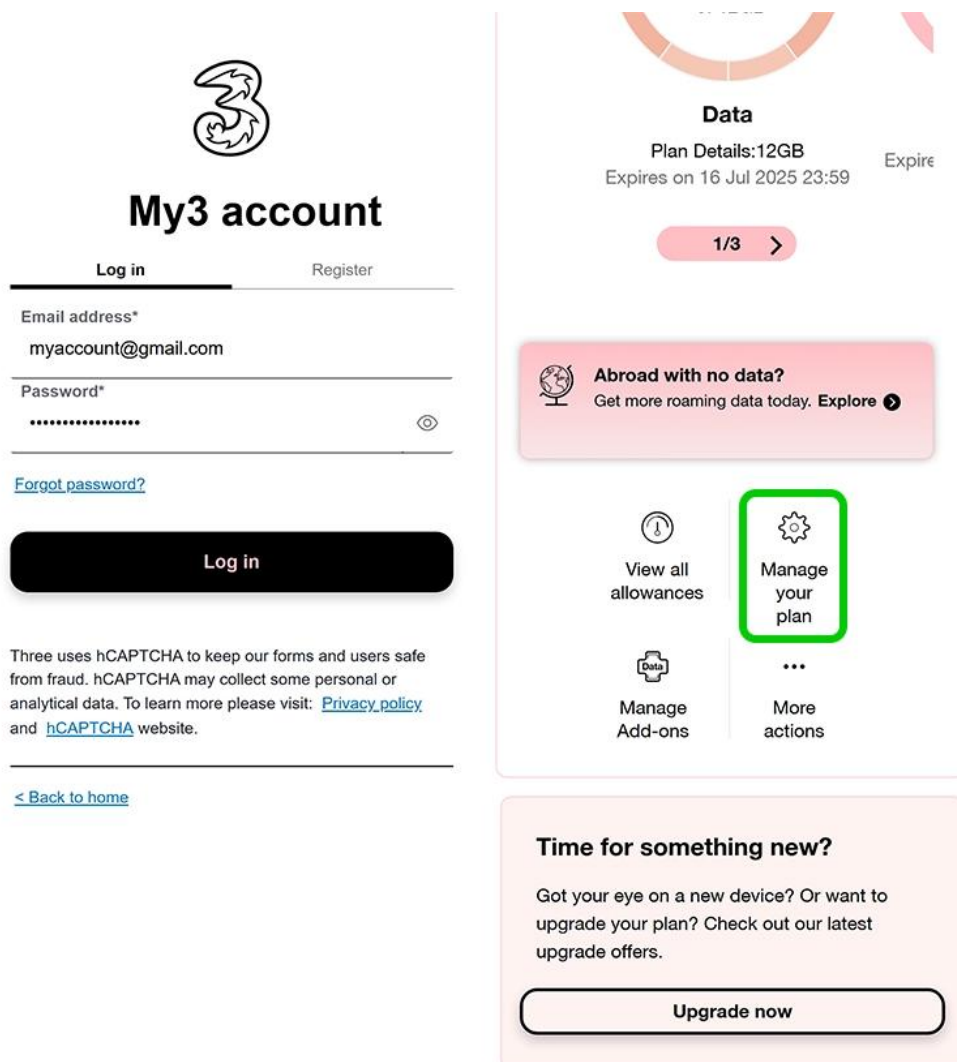
All new Three devices have a default block on adult content. However, if you are over 18 this can be switched off through a verification process using a credit card.

1 Blocking adult content on My3 (web)

Step 1 – Sign in to your account at www.three.co.uk/login.

If you have not already created one, you can register with your email address and link your number here.

Step 2 – Scroll down the page and click on **Manage your plan**.



My3 account

[Log in](#) [Register](#)

Email address*
myaccount@gmail.com

Password*
.....

[Forgot password?](#)

Log in

Three uses hCAPTCHA to keep our forms and users safe from fraud. hCAPTCHA may collect some personal or analytical data. To learn more please visit: [Privacy policy](#) and [hCAPTCHA](#) website.

[< Back to home](#)

Data
Plan Details: 12GB
Expires on 16 Jul 2025 23:59 [Expire](#)

1/3 >

Abroad with no data?
Get more roaming data today. [Explore](#)

[View all allowances](#)

Manage your plan

[Manage Add-ons](#)

[More actions](#)

Time for something new?
Got your eye on a new device? Or want to upgrade your plan? Check out our latest upgrade offers.

Upgrade now

Step 3 – Find the Adult content section and click **Edit**.

Step 4 – Adult content is blocked by default. To enable it, click the toggle to **on**.

Device
Looking for a new device?
[Get an upgrade](#)

Spend Cap
Currently: **Unlimited**
[Edit](#)

Adult content
Blocked
[Edit](#)

Leave Three
[Get a PAC or STAC code](#)



Check coverage and network status

Adult content

An adult content filter blocks access to 18-rated content online, while using mobile data. To change adult content settings, you'll need to be 18 or older – so we may ask for your credit card info, just to verify your age.

Turn the filter on or off using the toggle, then press save changes to continue.

Allow adult content 

If you're the account owner, by allowing adult content you're confirming that the user of this number is over 18. You can change the adult content filter anytime, and we'll send you a confirmation text once it's been updated.

[More about adult content filter](#) 

[Save changes](#)

Step 5 – If you've not already verified your age, you will be asked to make a zero value payment by credit card to ensure you are over 18.



Age verification

To confirm you're over 18, please enter your credit card info. No payment will be taken – this is just to verify your age.

If you don't have a credit card, you'll need to [get in touch](#).

Name as it appears on the card

Card number

Expiry date

Enter card security code
(CVC/CVV)

[What's this?](#)

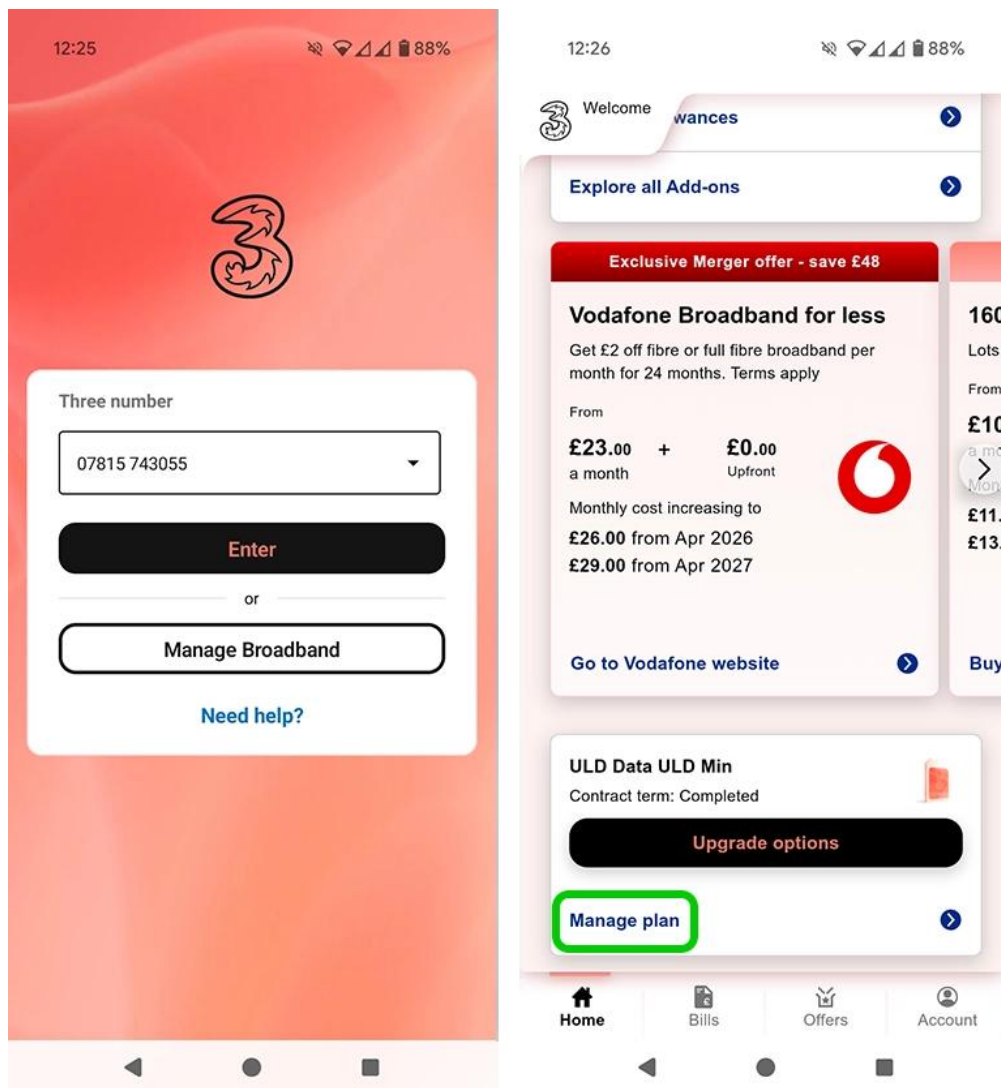
[Close window](#)

2 Blocking adult content on My3 (app)

Step 1 – Open the Three app from your Android phone or iPhone.

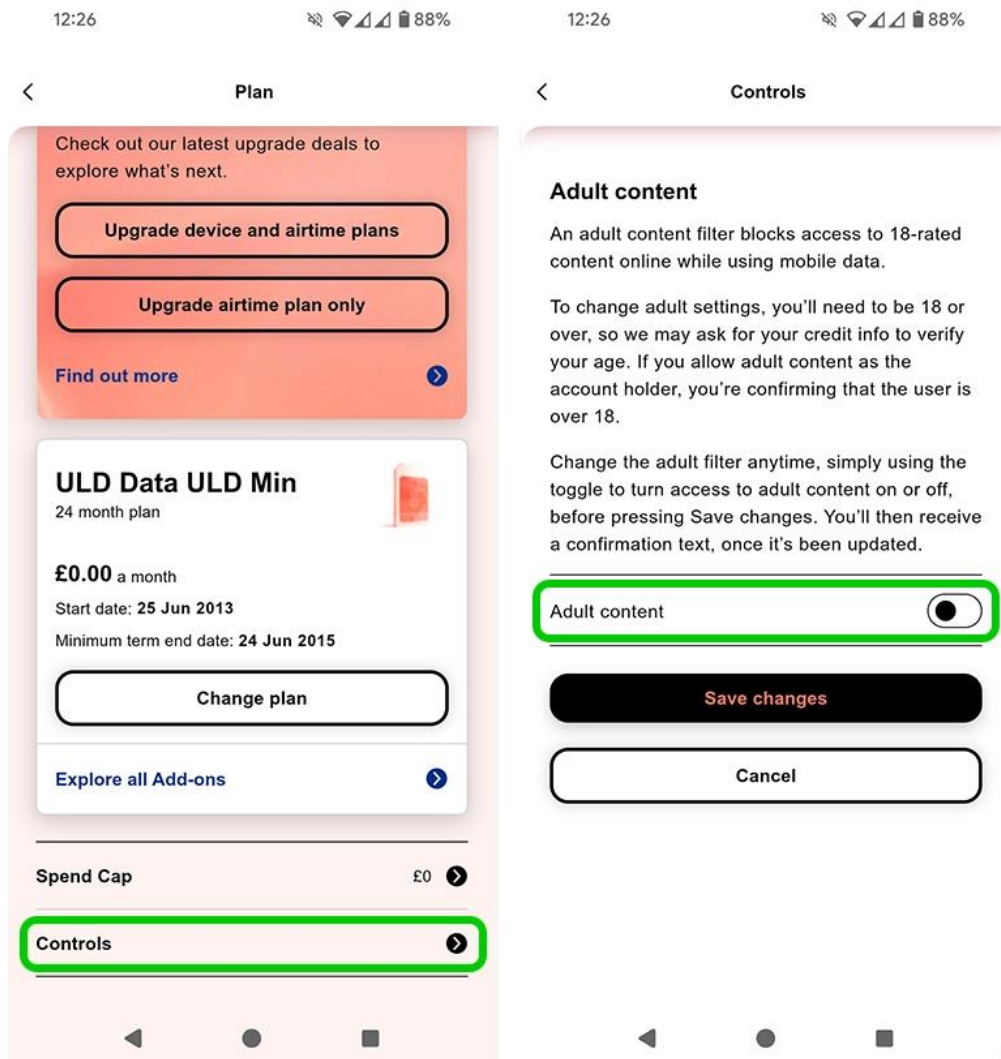
Step 2 – Sign in to your account – you can register if you have not done so already

Step 3 – Scroll down and click on **Manage plan**.



Step 4 – Scroll down and click on **Controls**.

Step 5 – Adult content is blocked by default. To enable it, click the toggle to **on**.



Step 6 – If you've not already verified your age, you will be asked to make a zero value payment by credit card to ensure you are over 18.

12:26 88%

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Age Verification

To confirm you're over 18, please enter your credit card info. No payment will be taken - this is just too verify your age.

i If you don't have a credit card you'll need to get in touch.

[Contact us](#)

Credit card verification

Name as it appears on the card

Enter your Name

Card number

Enter your Card Number

Expiry date

Month

Year

Enter card security code (CVC/CVV)

CSC

[What's this?](#)

Pay now

3 Enabling app access for kids

You can now enable limited My3 and Three app access for children or other users of a plan you pay for. They'll be able to log in and see their remaining allowances, but not change details, upgrade or manage parental settings.

To set this up:

Step 1 – In My3, from the home screen go to **More actions** > **Manage account user**.

Step 2 – In the Three app, from the **Account** tab at the bottom of the screen, go to **Account settings** > **Account users**.