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Sky Broadband Guide

Controls & settings guide

Sky Broadband Shield offers malware protection and parental control settings to restrict content during certain times across all connected devices. WiFi Max also lets you set profiles and downtimes.

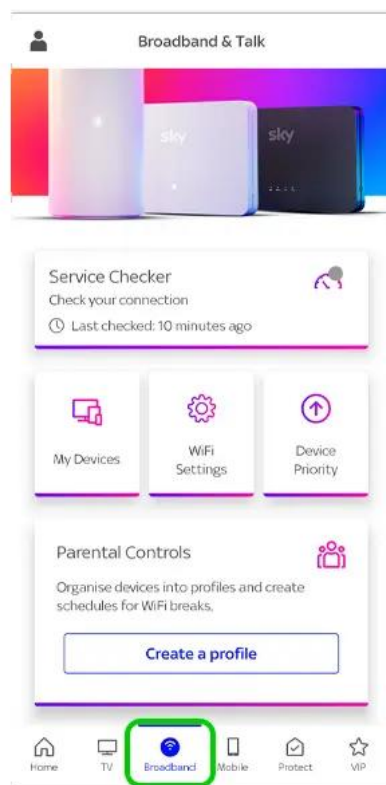
1 Setting up parental controls

Sky broadband comes automatically equipped with Broadband Shield, which lets you set restrictions for web content. You can also pay for the WiFi Max add-on, which lets you set profiles for your family members to pause WiFi on chosen devices at specific times a day.

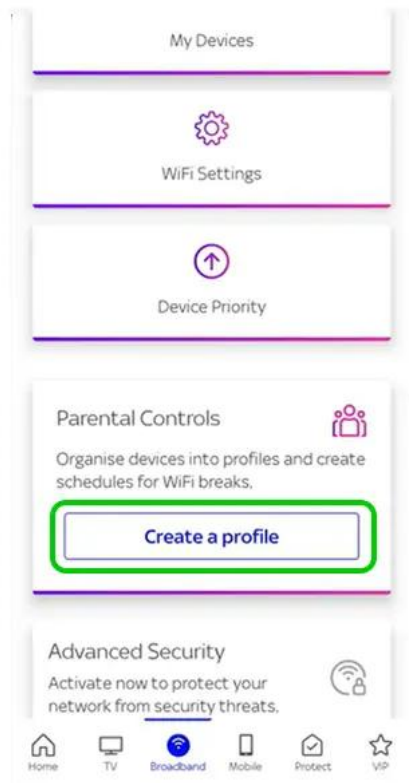
Your Broadband Shield will filter out certain content automatically and you can see further below how to customise content restrictions.

To set up parental controls on WiFi Max:

Step 1 – Login to your **My Sky app** with the ID your broadband is connected to. Select **Broadband** at the bottom of the screen.



Step 2 – Scroll down to **Parental Controls** and tap **Create a profile** > **Create your first profile**.



Step 3 – Choose a **name and avatar** for the profile (e.g. 'Kids' or your child's name). Tap **Next**.

< Create A Profile ×

Set up a profile

This could be for you, your kids, a room, or any other group of devices.

Profile name
Enter profile name

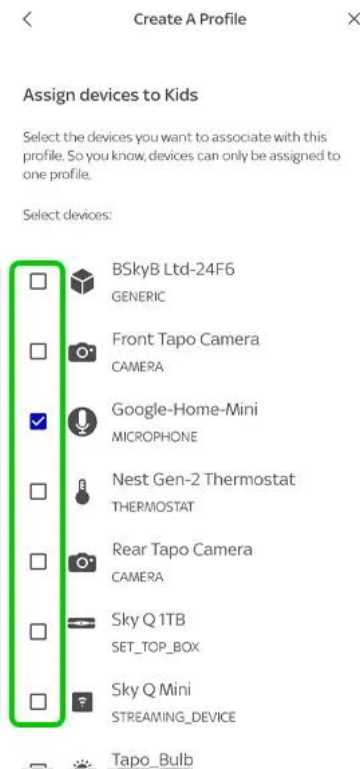
Personalise your profile

You can change this at any time.



Next

Step 4 – Select the **devices** you want connected to that profile. These are the devices you can add WiFi downtimes to.

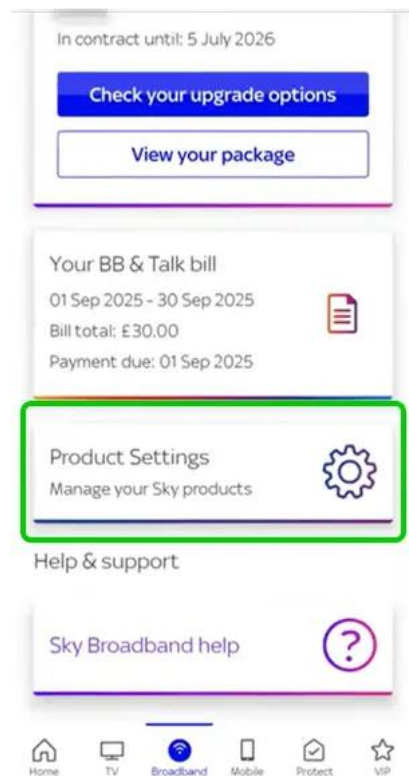


2 How to restrict web content

With Sky Broadband Shield, you can set custom or standard content restrictions across web services. This means that any device connected to your WiFi will benefit from these restrictions.

To customise content restrictions:

Step 1 – From the **Broadband** tab in your My Sky app, scroll down and tap **Product Settings**.



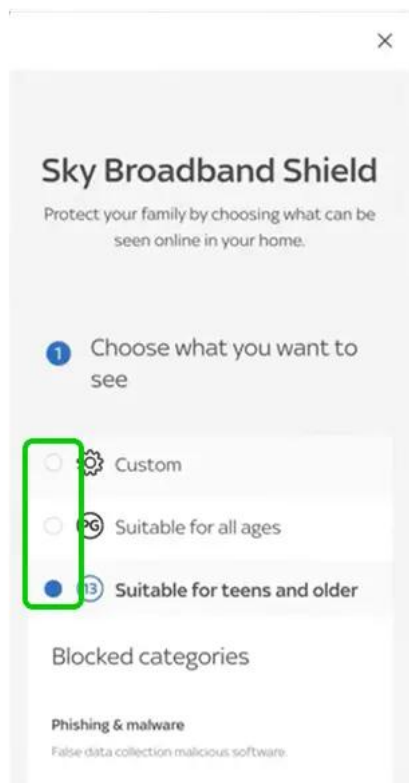
Step 2 – Select **Broadband Shield** and choose a content **category**.

Custom: You can decide which content you want to block.

Suitable for all ages: Any content which is not suitable for everyone will be blocked.

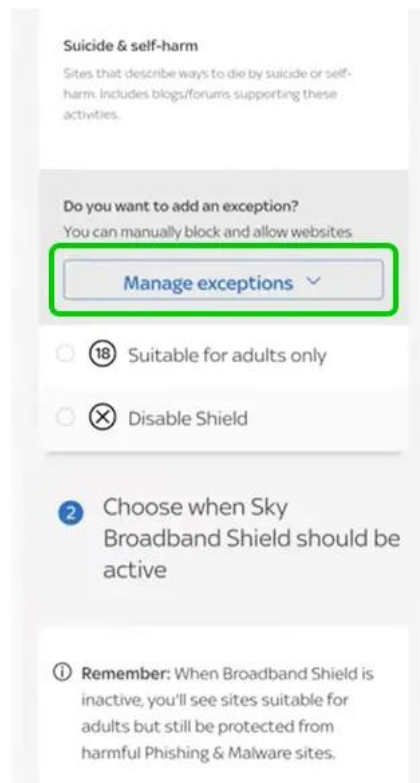
Suitable for teens and older: Content which is not suitable for teens will be blocked, but content unsuitable for younger children will be visible.

Suitable for adults only: Only content which is suitable for adults will be blocked. Content not suitable for younger children or teens will still be visible.



Step 3 – If applicable, tap **Manage exceptions** to add websites which fall into a restricted category but which you're still happy for you family to access.

For example, if you block 'Online games', there might be specific sites with online games that you're okay with your child accessing. Add this to the exception list.



3 How to set downtimes

With Sky Broadband Shield, you can customise when your content restrictions are active. However, to set downtimes where a device cannot connect to WiFi, you need to add WiFi Max to your broadband. [See how to add WiFi Max to your broadband.](#)

To set active times on Broadband Shield:

Step 1 – Access **Broadband Shield** under **Product Settings** in your My Sky app. You can also access these settings at [Sky.com](#).

Step 2 – Scroll down to **Choose when Sky Broadband Shield should be active**.

Suicide & self-harm
Sites that describe ways to die by suicide or self-harm. Includes blogs/forums supporting these activities.

Do you want to add an exception?
You can manually block and allow websites

[Manage exceptions](#) ▾

☐ 18 Suitable for adults only

☐ ⓧ Disable Shield

2 Choose when Sky Broadband Shield should be active

① **Remember:** When Broadband Shield is inactive, you'll see sites suitable for adults but still be protected from harmful Phishing & Malware sites.

Step 3 – Choose **Always Active** to keep content restrictions in place at all times.

Or customise times when you want it active. This might be helpful if you don't want it active when your child is at school. Just remember to customise it if they're home during school holidays or if they're poorly.

2 Choose when Sky Broadband Shield should be active

① **Remember:** When Broadband Shield is inactive, you'll see sites suitable for adults but still be protected from harmful Phishing & malware sites.

☒ **Always active**

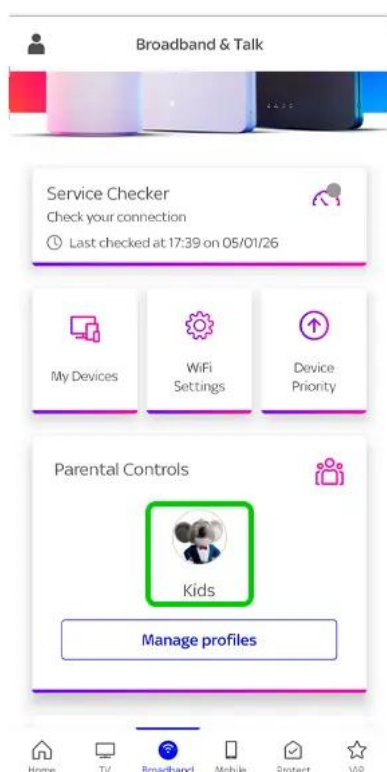
Your Sky Broadband Shield will be active 24 hours a day, 7 days a week.

☐ Certain times of the day

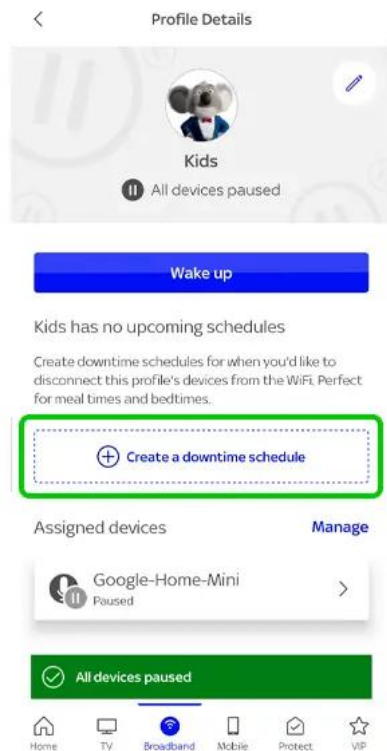
Active from: 15:30 ▾ Active until: 07:30 ▾

To set downtimes with WiFi Max:

Step 1 – From the **Broadband** menu in your My Sky app, select the **profile** you wish to set downtimes for.



Step 2 – Select **Create a downtime schedule**.



Step 3 – Tap **Create your first schedule** and choose a **name and icon** for the schedule. Tap **Next**.

< Create a Downtime Schedule ×

Name your schedule

This could be a recurring routine. Like dinner, study, homework, or bedtime.

Schedule name

After 8 Pause

Personalise your schedule

Choose an icon for your schedule. You can change this at any time.









Next

Step 4 – Select the **days and times** you'd like downtime to start and end. Tap **Create schedule**.

<
Create a Downtime Schedule
X

Set a schedule for After 8 Pause

Select the days of the week and time range when you don't want the profile to have access to the internet.

Select the days of the week

Mo

Tu

We

Th

Fr

Sa

Su

Select a time range

II
Pause access at:

20:00

▶
Resume access at:

08:00

Create schedule

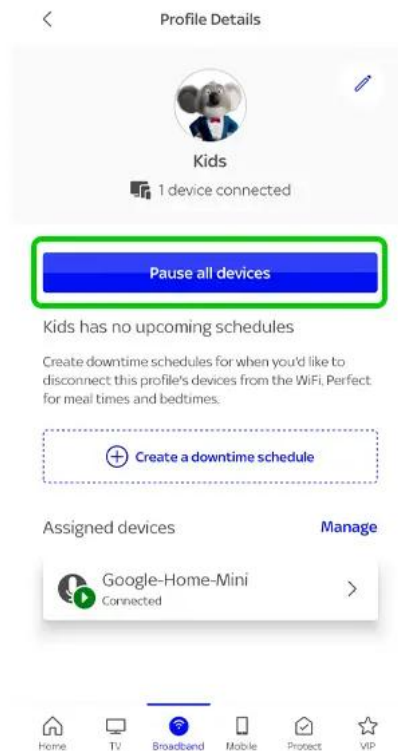
4 Pausing WiFi access on devices

If you'd prefer to not have a downtime schedule, you can also pause devices within a profile using WiFi Max.

To pause devices:

Step 1 – From the **Broadband** menu in your My Sky app, tap the **profile** you want to pause WiFi access for.

Step 2 – Tap **Pause all devices**.



Step 3 – Choose **how long** you'd like to pause devices for or select **Until I wake it up** and tap **Pause devices**.

< Pause Devices X

Pause all of Kids's devices

Choose how long you would like to pause Kids's devices for. You can wake them up at any time.

☒ Until I wake it up

☐ 30 Minutes

☐ 1 Hour

☐ 2 Hours

☐ Set a custom timer

00 hours 00 minutes Set

Pause devices

Step 4 – If you choose to manually turn the pause off, **repeat Step 1** and tap **Wake up**.

