

Parental controls guide

Now TV guide

Parental Controls information

Type of guide

Entertainment & Search engines

Features and Benefits

NOW TV's Broadband Buddy allows you to control what websites your family can access. It also helps protect you from websites that try to collect your private information without your knowledge, and sites that might harm your computer or other devices.

What specific content can I restrict?

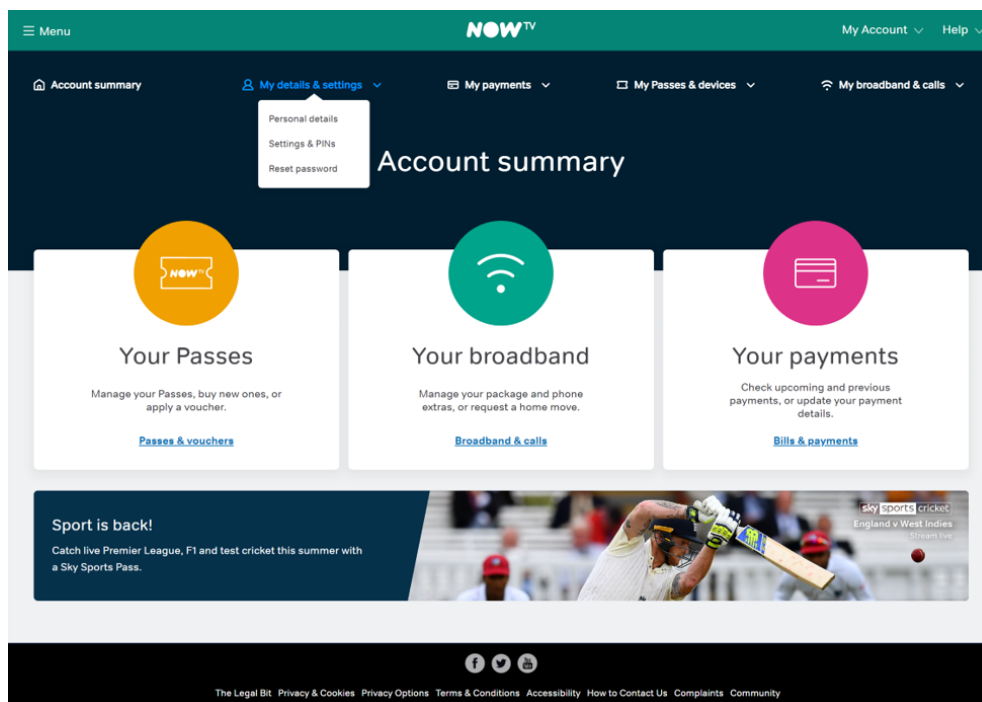


What do I need?

Broadband Buddy is available to all NOW Broadband and NOW TV Combo customers at no extra cost. It's not available with any other broadband providers, and you won't be protected by Broadband Buddy if you change to another provider.

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To get started, simply choose an age rating to suit the people who'll be using broadband in your home. This automatically creates the appropriate internet security settings for all of your devices. Go to nowtv.com, under 'My details & settings', click 'Settings & PINs'



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Here you can turn on a Parental PIN and or turn on Broadband Buddy.

The screenshot shows the 'Settings & PINs' page in the NOW TV account interface. At the top, there is a navigation bar with 'Menu', 'NOW TV', 'My Account', and 'Help'. Below this is a sub-navigation bar with 'Account summary', 'My details & settings', 'My payments', 'My Passes & devices', and 'My broadband & calls'. The main content area is titled 'Settings & PINs' and features a lock icon. It contains three toggle switches, all currently set to 'OFF':

- Parental PIN:** Your Parental PIN is OFF. A message above states: "We can see that you've got a Kids Pass but don't have Parental PIN switched on. If you've got kids in the house, we recommend turning on Parental PIN." Below the toggle is a blue checkmark icon.
- Payment PIN:** Your Payment PIN is OFF. Below the toggle is a blue checkmark icon.
- Broadband Buddy:** Broadband Buddy is OFF. Below the toggle is a blue checkmark icon.

Below these toggles is a 'Security details' section with a 'Password' field (masked with dots) and a 'Reset password' button. On the right side of the page, there is an 'FAQs' section with three expandable items:

- Why do I need a Payment PIN?
- Why am I being asked to enter my Parental PIN when I've got it turned off?
- I don't have kids. Can I turn off Parental PIN?

The footer contains social media icons for Facebook, Twitter, and YouTube, along with a list of links: 'The Legal Bit', 'Privacy & Cookies', 'Privacy Options', 'Terms & Conditions', 'Accessibility', 'How to Contact Us', 'Complaints', and 'Community'.

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Broadband Buddy Here you can choose the age rating for your family.


The screenshot shows the 'Broadband Buddy' settings page. On the left is a dark sidebar with a lock icon and the text 'Parental controls Keep your family safe with parental controls.' The main content area has a green header with 'NOW TV' and navigation links for 'Menu', 'My Account', 'Help', and a search icon. Below the header, there's a 'Back' link and the title 'Broadband Buddy'. A message states: 'Stay in control of which websites can be viewed in your home. Please allow 15 minutes for your changes to take effect.' The 'Select age rating' section lists four options, each with a dropdown arrow: 'PG Suitable for kids with parental guidance' (Selected), '13 Suitable for teens and older', '18 Suitable for adults only', and 'Custom settings'. On the right, there is an 'FAQs' section with five expandable questions.

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Broadband Buddy Here you can set a browsing time, block or allow websites or turn of Broadband Buddy.

Grown up browsing time

 **Set browsing time**
Currently on from 22:00 to 06:30

✓

Block & allow websites




 **Manage websites**
You have 2 blocked websites

✓

Want to turn off Broadband Buddy?

We recommend you keep Broadband Buddy turned on to block malware and phishing sites. If you really want to turn off Broadband Buddy you can use the button below.

Turn OFF

[The Legal Bit](#) [Privacy & Cookies](#) [Privacy Options](#) [Terms & Conditions](#) [Accessibility](#) [How to Contact Us](#) [Complaints](#) [Community](#)