

Plusnet SafeGuard guide

Plusnet SafeGuard guide

Parental Controls information

Type of guide

Broadband & mobile networks

Features and Benefits

Plusnet SafeGuard allows you to restrict access to inappropriate content on certain websites on all your devices that are connected to the Plusnet broadband connection.

What specific content can I restrict?



Cyberbullying



Drugs & Criminal Skills



Inappropriate content



Online games



Phishing & Malware Infected Sites



Pornography & Adult



Suicide & Self-harm



Weapons & Violence, Gore & Hate

What do I need?

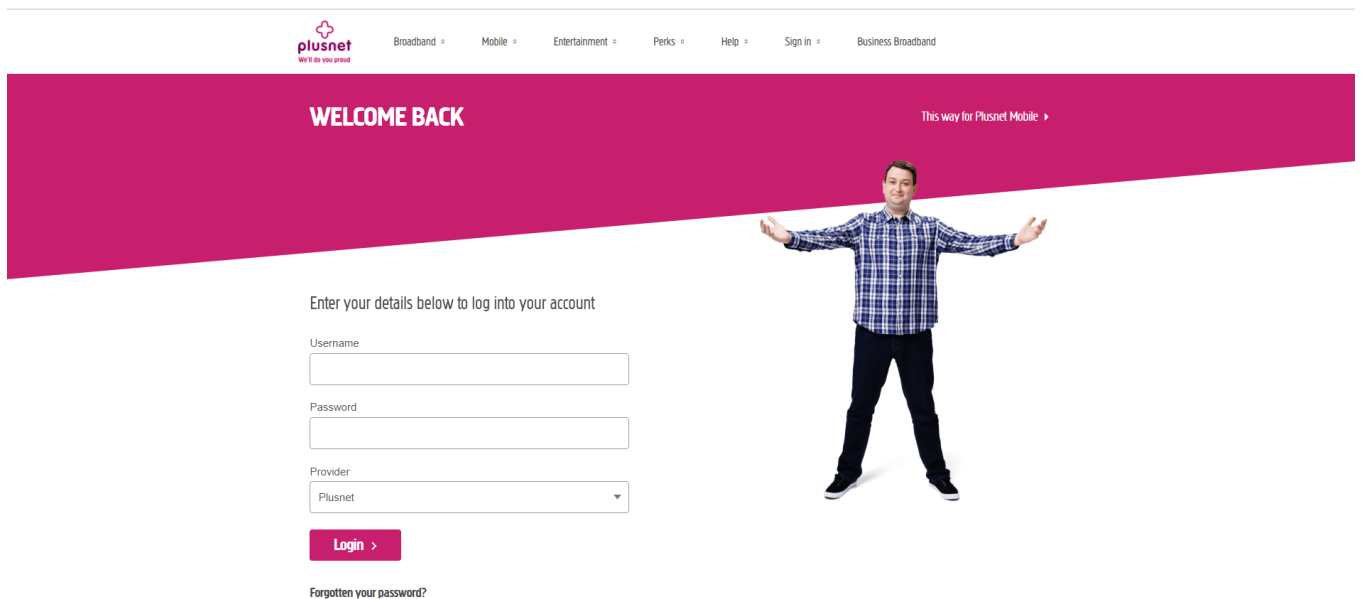
A Plusnet account and broadband subscription

Plusnet SafeGuard guide

Step by step guide

1

Go to plus.net and log in to your Plusnet account with the username and password you created when you signed up for Plusnet - you'll find it in any email Plusnet has sent you.



The screenshot shows the Plusnet website's login page. At the top, there is a navigation menu with links for Broadband, Mobile, Entertainment, Perks, Help, Sign in, and Business Broadband. Below the navigation is a large pink banner with the text "WELCOME BACK" on the left and "This way for Plusnet Mobile" on the right. In the center of the banner is a man in a plaid shirt and dark pants with his arms outstretched. Below the banner, there is a login form with the heading "Enter your details below to log into your account". The form includes fields for Username, Password, and a dropdown menu for Provider (set to Plusnet). A pink "Login" button is located below the form, and a link for "Forgotten your password?" is at the bottom left.

plusnet
We'll do you proud

Broadband ▾ Mobile ▾ Entertainment ▾ Perks ▾ Help ▾ Sign in ▾ Business Broadband

WELCOME BACK [This way for Plusnet Mobile ▸](#)

Enter your details below to log into your account

Username

Password

Provider
Plusnet ▾

[Login ▸](#)

[Forgotten your password?](#)

Plusnet SafeGuard guide

Step by step guide

2

Once you have logged in select 'Broadband' from the top navigation and then select 'Safeguard' from the 'Help and Settings' section at the bottom.

The screenshot shows the Plusnet website interface. At the top, the Plusnet logo is on the left, and navigation links for Broadband, Mobile, Entertainment, Perks, Help, Sign in, and Business Broadband are on the right. Below this is a secondary navigation bar with icons for Home, Manage Account, Billing, My Perks, Offers and Upgrades, Broadband (highlighted with a red box), Phone, Add-ons, Refer a friend, and Logout. The main content area is titled 'Broadband' and features a 'Your broadband service' box with details: Product: Unlimited (Contracted), Estimated Download Range: 1 - 3Mbps, Estimated Upload Range: 1Mbps, Minimum Guaranteed Speed: 0.4Mbps, and Current Line Speed (Download): 1.2Mbps. A 'Change your broadband package' button is below this. To the right is a 'Need help with something?' section with links for Broadband speeds, Help & support, Setup your email, Webmail, Service status, The Plusnet community, and How to contact us. At the bottom, there are two columns: 'Help and settings' and 'Account information'. In the 'Help and settings' column, the 'Safeguard' link is highlighted with a red box. Other links in this column include Connection Details, Broadband Firewall, Configure Static IP, Auto Login, and Broadband Troubleshooter. The 'Account information' column includes Order Tracker, Upgrade Account, and Starter Pack.

plusnet
We're so you proud

Broadband ▾ Mobile ▾ Entertainment ▾ Perks ▾ Help ▾ Sign in ▾ Business Broadband

Home Manage Account Billing My Perks Offers and Upgrades **Broadband** Phone Add-ons Refer a friend Logout ▾

Broadband

Your broadband service

- Product: Unlimited (Contracted)
- Estimated Download Range: 1 - 3Mbps
- Estimated Upload Range: 1Mbps
- Minimum Guaranteed Speed: 0.4Mbps
- Current Line Speed (Download): 1.2Mbps

[Change your broadband package >](#)

Need help with something?

- [Broadband speeds](#)
Find out how high-speed broadband works
- [Help & support](#)
Guides and FAQs for all our services
- [Setup your email](#)
Step by step guides for our email service
- [Webmail](#)
Check your email from anywhere in the world
- [Service status](#)
Check for known service issues
- [The Plusnet community](#)
Read the latest blogs and chat to other customers on our community forums
- [How to contact us](#)
Contact details for our Sales & Support Teams

Help and settings

- [Connection Details >](#)
- [Broadband Firewall >](#)
- [Configure Static IP >](#)
- [Safeguard >](#)
- [Auto Login >](#)
- [Broadband Troubleshooter >](#)

Account information

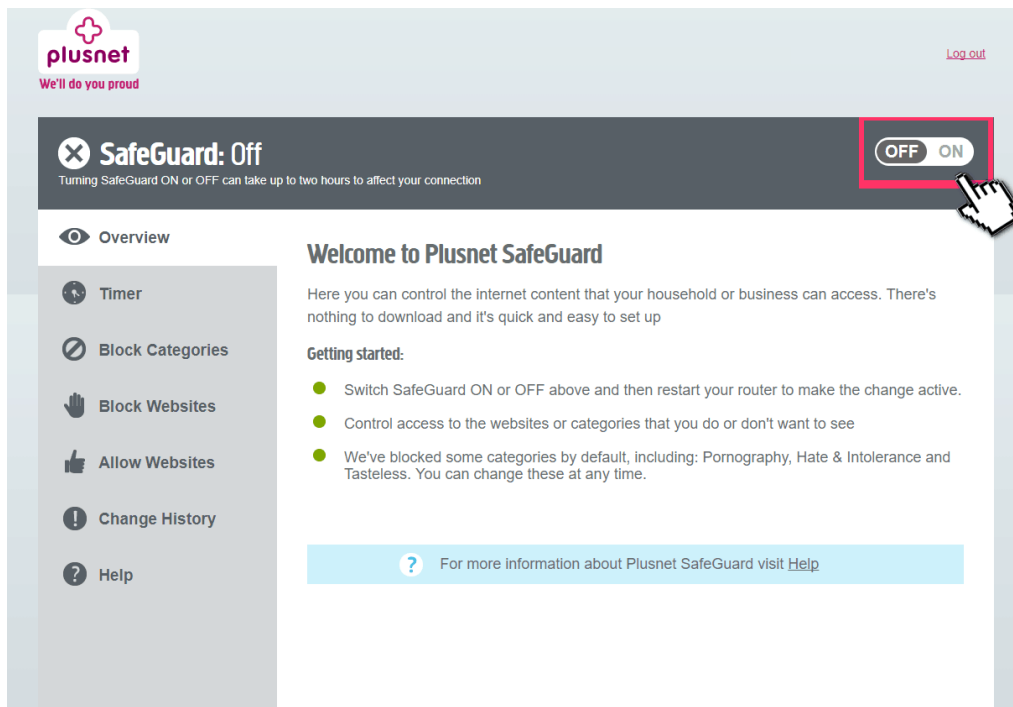
- [Order Tracker >](#)
- [Upgrade Account >](#)
- [Starter Pack >](#)

Plusnet SafeGuard guide

Step by step guide

3

On the SafeGuard overview page, switch click the ON/OFF button at the top of the screen to switch on the filter.

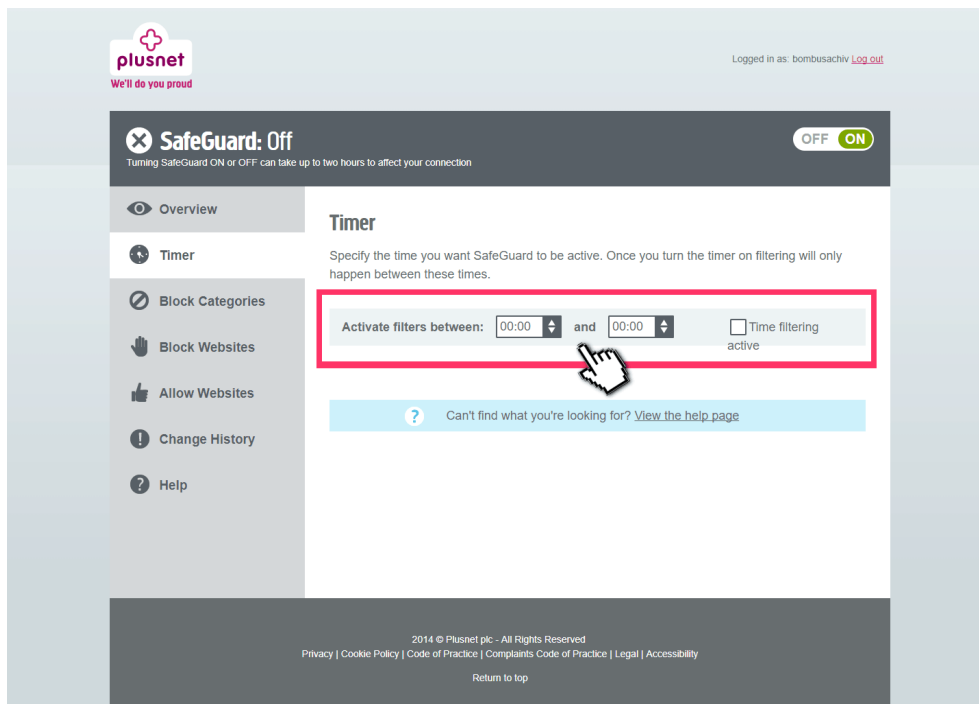


Plusnet SafeGuard guide

Step by step guide

4

Specify the time you want the controls to be active and the filter will only work between these times.



The screenshot shows the Plusnet SafeGuard interface. At the top left is the Plusnet logo with the tagline "We'll do you proud". At the top right, it says "Logged in as: bombusachiv [Log out](#)". Below this is a dark header bar with "SafeGuard: Off" and a toggle switch set to "ON". A sub-header indicates "Turning SafeGuard ON or OFF can take up to two hours to affect your connection".

The main content area is titled "Timer" and includes the instruction: "Specify the time you want SafeGuard to be active. Once you turn the timer on filtering will only happen between these times." Below this, a red box highlights the "Activate filters between:" section, which contains two time selection dropdown menus (both currently set to "00:00"), the word "and", and a checkbox labeled "Time filtering active". A mouse cursor is pointing at the second dropdown menu.

At the bottom of the main content area, there is a light blue bar with a question mark icon and the text: "Can't find what you're looking for? [View the help page](#)".

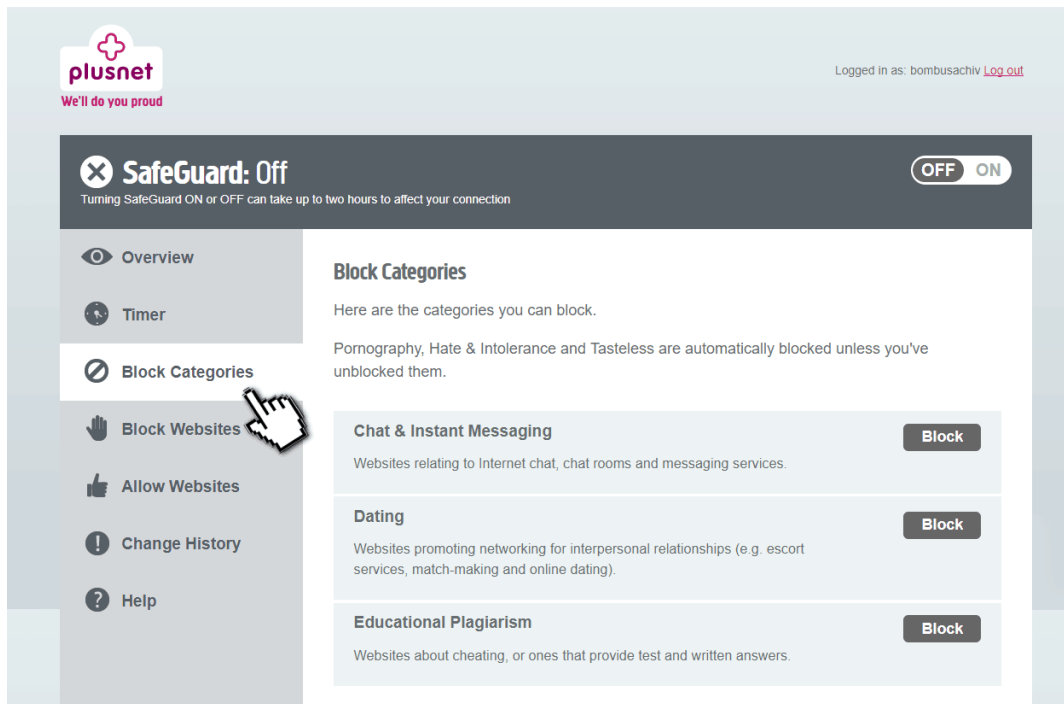
The footer contains copyright information: "2014 © Plusnet plc - All Rights Reserved" and links for "Privacy | Cookie Policy | Code of Practice | Complaints Code of Practice | Legal | Accessibility", along with a "Return to top" link.

Plusnet SafeGuard guide

Step by step guide

5

Click on 'Block categories' and click on 'block' to apply the filter category.



The screenshot shows the Plusnet SafeGuard control panel. At the top left is the Plusnet logo with the tagline "We'll do you proud". At the top right, it says "Logged in as: bombusachiv [Log out](#)". Below the logo is a dark grey header bar with a close icon, the text "SafeGuard: Off", and a toggle switch set to "OFF". A note below the header states: "Turning SafeGuard ON or OFF can take up to two hours to affect your connection".

On the left is a sidebar menu with the following items: "Overview", "Timer", "Block Categories" (highlighted with a mouse cursor), "Block Websites", "Allow Websites", "Change History", and "Help".

The main content area is titled "Block Categories" and contains the following text: "Here are the categories you can block. Pornography, Hate & Intolerance and Tasteless are automatically blocked unless you've unblocked them." Below this are three category cards, each with a "Block" button:

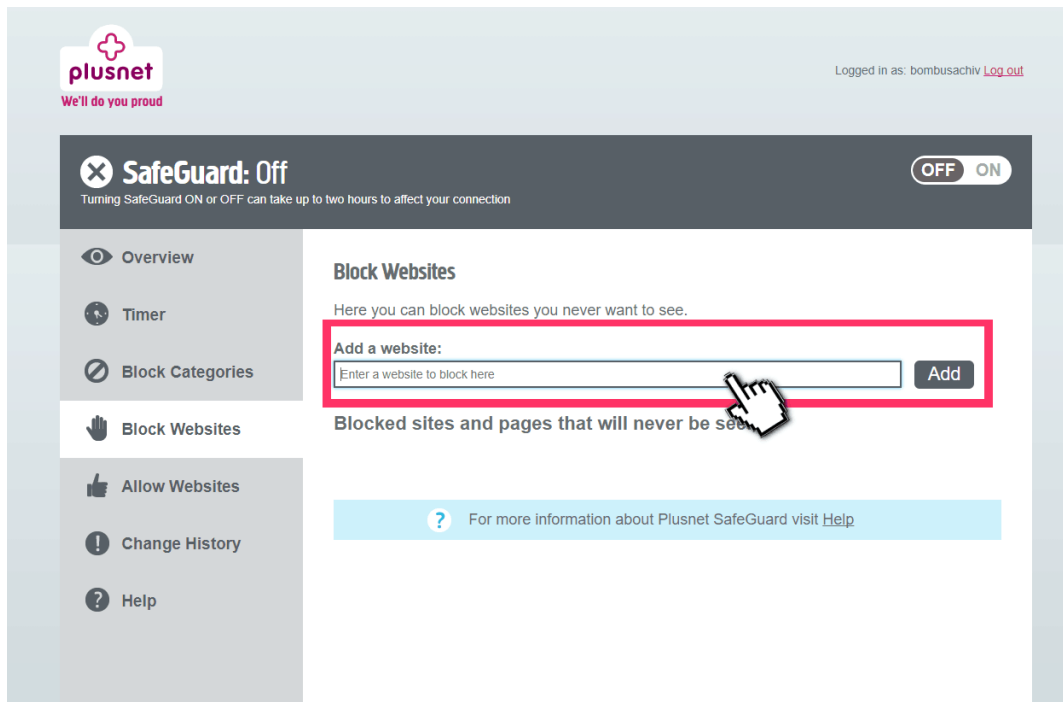
- Chat & Instant Messaging**: Websites relating to Internet chat, chat rooms and messaging services.
- Dating**: Websites promoting networking for interpersonal relationships (e.g. escort services, match-making and online dating).
- Educational Plagiarism**: Websites about cheating, or ones that provide test and written answers.

Plusnet SafeGuard guide

Step by step guide

6

Select 'Block sites' to enter a list of specific sites that you wish to block.



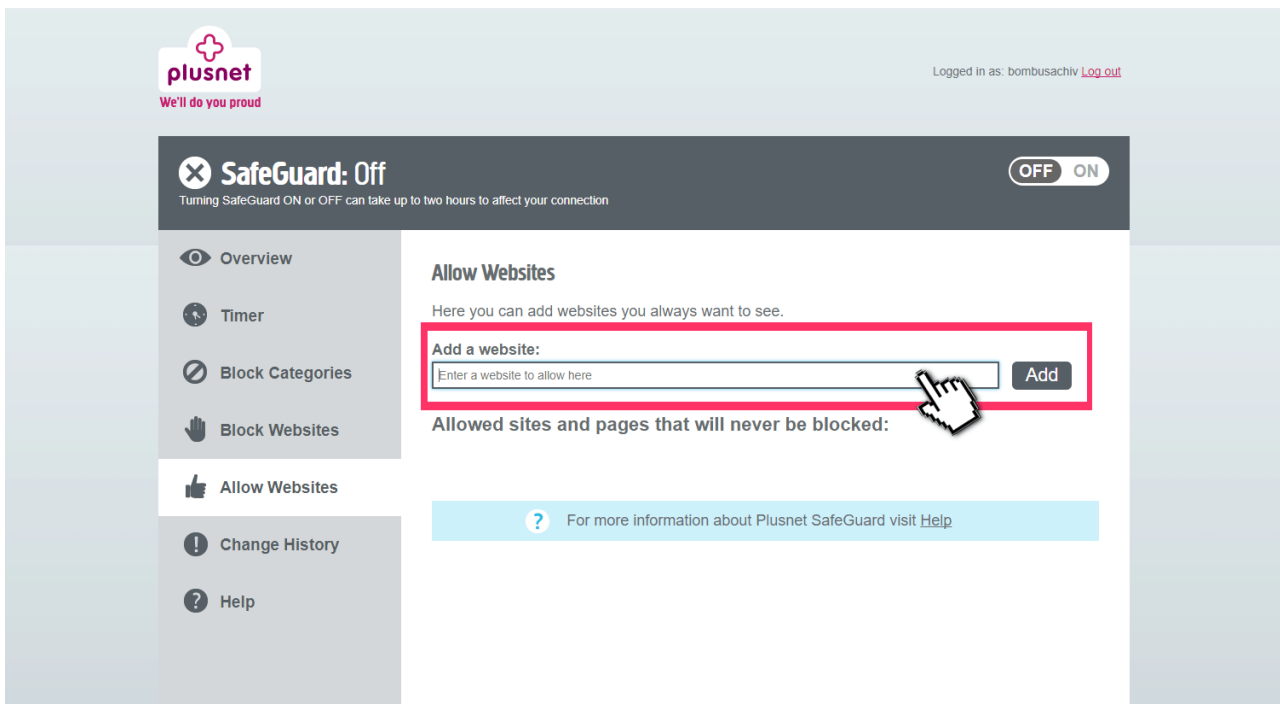
The screenshot shows the Plusnet SafeGuard control panel. At the top left is the Plusnet logo with the tagline 'We'll do you proud'. On the top right, it says 'Logged in as: bombusachiv [Log out](#)'. Below the logo is a dark grey header bar with 'SafeGuard: Off' and a toggle switch set to 'OFF'. A note below the header says 'Turning SafeGuard ON or OFF can take up to two hours to affect your connection'. On the left is a sidebar menu with options: Overview, Timer, Block Categories, Block Websites (highlighted with a hand icon), Allow Websites, Change History, and Help. The main content area is titled 'Block Websites' and contains the text 'Here you can block websites you never want to see.' Below this is a form with the label 'Add a website:' and a text input field containing the placeholder 'Enter a website to block here'. An 'Add' button is to the right of the input field. A red rectangular box highlights the input field and the 'Add' button, with a hand cursor pointing at the 'Add' button. Below the form is the text 'Blocked sites and pages that will never be seen'. At the bottom, there is a light blue banner with a question mark icon and the text 'For more information about Plusnet SafeGuard visit [Help](#)'.

Plusnet SafeGuard guide

Step by step guide

7

Select 'Allow Websites' to enter a list of specific sites that you'd like to allow.



The screenshot shows the Plusnet SafeGuard control panel. At the top left is the Plusnet logo with the tagline 'We'll do you proud'. At the top right, it says 'Logged in as: bombusachiv [Log out](#)'. Below this is a dark grey header bar with a close icon, the text 'SafeGuard: Off', and a toggle switch set to 'OFF'. A note below the header states: 'Turning SafeGuard ON or OFF can take up to two hours to affect your connection'. On the left is a sidebar menu with options: Overview, Timer, Block Categories, Block Websites, Allow Websites (highlighted), Change History, and Help. The main content area is titled 'Allow Websites' and contains the text 'Here you can add websites you always want to see.' Below this is a form with the label 'Add a website:' and a text input field containing the placeholder 'Enter a website to allow here'. A red rectangular box highlights the input field and the 'Add' button. A hand cursor icon is positioned over the 'Add' button. Below the form is the text 'Allowed sites and pages that will never be blocked:'. At the bottom of the main content area is a light blue bar with a question mark icon and the text 'For more information about Plusnet SafeGuard visit [Help](#)'.

Plusnet SafeGuard guide

Step by step guide

8

Restart your router by turning it off and then on. Plusnet SafeGuard should be activated once it has restarted.