Sky Broadband Shield

Controls & Settings guide

Sky Broadband Shield is a free online protection tool designed by Sky to help make the internet a safer place for your whole family and offers the following features – malware protection and parental controls.
What do I need?
A Sky ID (Username and Password) - If you haven't signed up, you will need a contact email address and your Sky account number or your account direct debit details.

Restrictions you can apply

- Drugs & Criminal Skills
- File Sharing & Hacking
- Inappropriate content
- Online games
- Phishing & Malware
- Pornography & Adult
- Infected Sites
- Privacy and identity theft
- Social networking
- Weapons & Violence,
- Gore & Hate
Step by Step instructions

1. Go to Sky.com, log into your account using your Sky ID (username) and password

2. Get to your Broadband Shield settings by going to My Account.
   Next, click the Broadband & Talk option.

   Scroll down and click on the Broadband Shield option.

   Here you will see the settings to apply for each Custom, PG, 13, Adults and you can also Disable Shield.
Choose what you want to see

Using Sky Broadband Buddy? It works best when your Sky Broadband Shield age rating is set to 10.

- **Custom**
- **PG** Suitable for all ages
- **13** Suitable for teens and older
- **18** Suitable for adults only
- **Disable Shield**

**Blocked categories**

- **Dharching & malware**
  Fellows malware and malicious software.

- **Online dating**
  Searching for romantic or sexual partners on the internet.

- **Anonymisers, file sharing & hacking**
  Software that allow users to anonymously access sites, illegally downloading files, computer crime.

- **Drugs & criminal skills**
  Software that promote, sell or supply drugs.

- **Weapons, violence, gore & hate**
  Software that sell or describe weapons, show graphic violence and advocate aggression.

- **Adult**
  Sexually explicit material, pornography or adult products or services, like sex chat rooms or adult dating.

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

- **Social networking**
  Interact with other people by sharing text, pictures, audio or videos.

- **Online games**
  Playing games, except those suitable for children. Or any websites or app being used through a games console.

Save your Broadband Shield settings

[Save settings]
3. Choose when Sky Broadband Shield should be active

Scroll down until you reach this section then choose whether you want the Shield to be ‘Always active’ or you can choose to set it at certain times of the day.

Please note, when the Broadband shield is inactive, you’ll see sites suitable for adults but will still be protected from phishing and malware sites.

2 Choose when Sky Broadband Shield should be active

- **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

4. **Choose what you want a specific age group to see**

Choose whichever category you want to restrict and click Save settings.

You can select more than one category.

Please note: Some categories are automatically blocked for the PG and 13 age groups, but you can manage exceptions.

![Blocked categories](image)

**Save your shield settings**

5. **Manage exceptions**

You can allow or block a site your child visits.

**To block a website:**

Under your chosen age category, click Manage exceptions, enter the website you want to block then click Block website and click Save settings.

**To allow a website:**

Enter the website you want to allow then click Allow website and click Save settings.
Choose what you want to see

Using Sky Broadband Buddy? It works best when your Sky Broadband Shield age rating is set to 18.

- Custom
- PG: Suitable for all ages
- 13: Suitable for teens and older
- 18: Suitable for adults only
- Disable Shield

Blocked categories
- Phishing & malware
- Online dating
- Anonymisers, file sharing & hacking
- Drugs & criminal skills
- Weapons, violence, gore & hate
- Adult
- Suicide & self-harm
- Social networking
- Online games

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

Manage exceptions

Block a website:
- eg.example.com

Block website

Allowed websites:
- www.store.steampowered.com
- www.reddit.com

Blocked websites:
- www.facebook.com
- www.dailymail.co.uk
- www.4chan.org
6. **Disable Shield**

Click the Disabled Shield option, then click save settings.

Please note: You can disable the Broadband Shield, however, you won’t be protected from sites that try to fraudulently obtain your personal info or access your account without permission.

Choose 18 and Sky will block harmful phishing and malware sites but you will see everything else.

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**Broadband Shield disabled**

1. **Remember**: You won’t be protected from sites that try to fraudulently obtain your personal info or access your device without your permission.

Choose 18 and we’ll only block harmful phishing & malware sites and you’ll see everything else.