

Parental controls guide

Sky Go guide

Parental Controls information

Type of guide

Entertainment & Search engines

Features and Benefits

Sky Go allows you to use pin-protected parental controls that are separate to any that apply to your Sky TV subscriptions. Its features include an age rating filter, making sure your children can only access appropriate content.

What specific content can I restrict?



Inappropriate content

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.

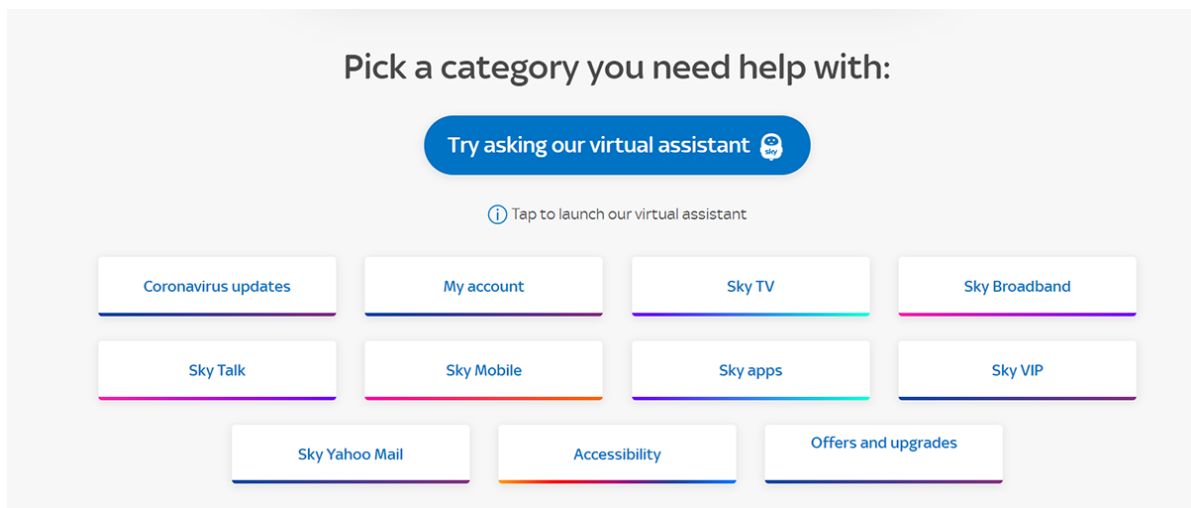
Sky Go guide

Step by step guide

1

Set a pin While on your browser go to go.sky.com and click sign in, click 'Sky apps', click 'Sky Go', click 'Managing devices and settings' then click 'PIN'. Then choose if you want to set a Sky TV or Sky Device PIN then follow the instructions.

1



2

Which app do you need help with?

- Sky Go
- TV from Sky
- Sky+
- Sky Kids
- Sky Worlds
- Sky VR
- My Sky
- TV apps on my Sky Q box
- Other apps

3

To download it, select **Installing and setting up Sky Go** from the options below.

To check which version of the Sky Go app you have installed, go [here](#).

If you still need help for the old version of the Sky Go app, go [here](#).

Managing devices

PIN

Parental controls

Someone is using my Sky Go account
without my permission

Disconnect from Sky Q box

4

Sky Go help

What do you need help with?

Sky TV PIN

Sky Device PIN

PIN not recognised

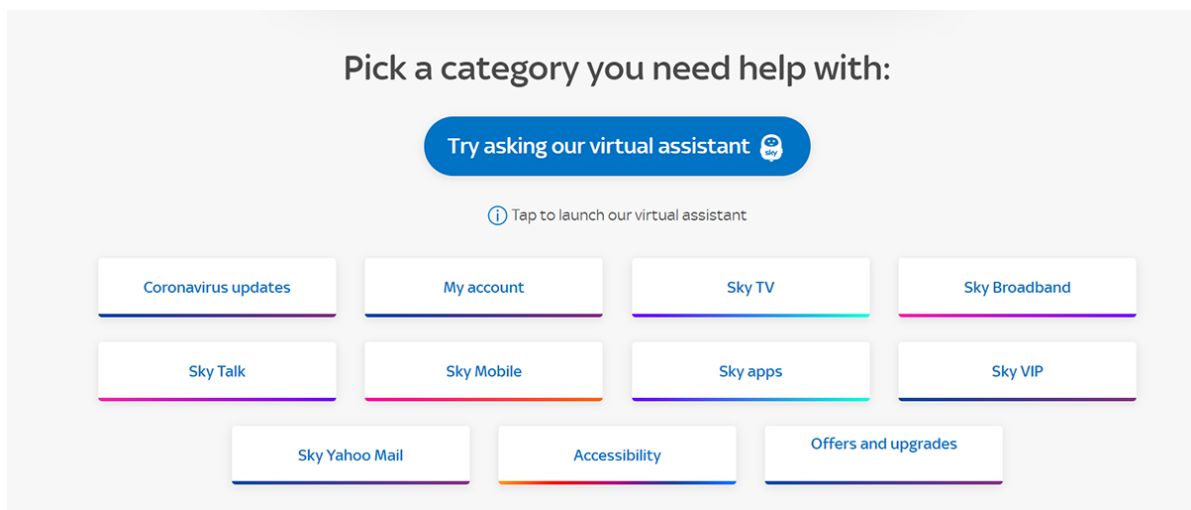
Sky Go guide

Step by step guide


2

Set parental controls While on your browser go to go.sky.com and click sign in, click 'Sky apps', click 'Sky Go'.

1



Pick a category you need help with:

Try asking our virtual assistant 

Tap to launch our virtual assistant

Coronavirus updates	My account	Sky TV	Sky Broadband
Sky Talk	Sky Mobile	Sky apps	Sky VIP
Sky Yahoo Mail	Accessibility	Offers and upgrades	

2

Which app do you need help with?

[Sky Go](#)

[TV from Sky](#)

[Sky+](#)

[Sky Kids](#)

[Sky Worlds](#)

[Sky VR](#)

[My Sky](#)

[TV apps on my Sky Q box](#)

[Other apps](#)

Sky Go guide



Click 'Managing devices and settings'. Here you can choose a selection of settings. For this step, click 'Parental controls'.

To download it, select [Installing and setting up Sky Go](#) from the options below.

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Managing devices	PIN	Parental controls
Someone is using my Sky Go account without my permission	Disconnect from Sky Q box	

Sky Go guide



Select the age rating at which you want to restrict access on Sky Go, then click 'Next step'. Then, sign in your account using you SkyiD, or you click 'Next step' without doing so.

Help > Sky apps > Sky Go > Managing devices and settings

[Back to start](#)

Sky Go help

Parental Controls

Step 1 Step 2 Step 3 Step 4

Parental Controls Settings

Select the age rating at which you want to restrict access.

You'll need to enter your Sky Device PIN to watch shows on demand or on live TV that exceed your chosen age rating, or to access some live Sky Cinema channels.

[Change My Parental Controls PIN](#)

U PG 12 15 18 OFF

You can use Parental Controls to select an age rating at which you want to restrict access on Sky Go. Users will then need to enter a **Sky Device PIN** before they can:

- View age restricted programmes.
- Watch an age rated programme before its normal watershed time (including On Demand, Catch Up and downloads). If the program has an age rating of 12 or 15, a PIN will be needed before 8pm. For an 18, a PIN will be needed before 9pm.

Some on demand programmes also have a mandatory PIN you can't disable due to adult content.

Please note: You'll need to have a **Sky Device PIN** set up to use Parental Controls.

[Give Feedback](#)

Sky Go guide



To turn Parental Controls ON: Choose an age certification at which your PIN will be requested for Sky Go content. For example, choosing 12 will restrict access to 12, 15, and 18 rated programmes.

Sky Go guide



To turn Parental Controls OFF: Set your access level to OFF.
Please note: This will only affect Sky Go, any Parental Controls on your Sky box won't be changed.

Help > Sky apps > Sky Go > Managing devices and settings

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Sky Go help

Parental Controls

Step 1 Step 2 Step 3 **Step 4**

Parental Controls Settings

You'll need to enter your Sky Device PIN to watch shows that exceed your chosen age rating. ⓘ

[Change my Sky device PIN](#)

U PG 12

15 18 **OFF**

To turn Parental Controls OFF:
Set your access level to **OFF**.

Please note: This will only affect Sky Go, any Parental Controls on your Sky box **won't** be changed.