Parental controls guide
Sky Go guide

Parental Controls information

Type of guide

Entertainment & Search engines

Features and Benefits

Sky Go and Sky Go Extra 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 to make sure your children cannot access inappropriate 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.
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

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

Sky Go help
What do you need help with?

Sky TV PIN
Sky Device PIN
PIN not recognised
Set parental controls While on your browser go to go.sky.com and click sign in, click ‘Sky apps’, click ‘Sky Go’.
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
Click ‘Managing devices and settings’. Here you can choose a selection of settings. For this step, click ‘Parental controls’.
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Step by step 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 your SkyID, or you click ‘Next step’ without doing so.
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.
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.