Sky Go

Controls & Settings guide

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 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

Inappropriate content
Step by Step instructions

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.

2. Pick a category you need help with:

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Try asking our virtual assistant

Try asking 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

Help > Sky apps

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
2. **Set parental controls**

   While on your browser go to [go.sky.com](http://go.sky.com) and click sign in, click ‘Sky apps’, click ‘Sky Go’.
Pick a category you need help with:

Try asking our virtual assistant

1. Coronavirus updates
2. My account
3. Sky TV
4. Sky Broadband
5. Sky Talk
6. Sky Mobile
7. Sky apps
8. Sky VIP
9. Sky Yahoo Mail
10. Accessibility
11. Offers and upgrades

Help > Sky apps

Which app do you need help with?

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- TV from Sky
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- Sky Kids
- Sky Worlds
- Sky VR
- My Sky
- TV apps on my Sky Q box
- Other apps
3. Click ‘Managing devices and settings’. Here you can choose a selection of settings. For this step, click ‘Parental controls’.

4. 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.
5. **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.

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**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

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**To turn Parental Controls ON:**

Choose an age certification at which your PIN will be requested for Sky Go content with the selected and all higher certifications.

For example, choosing 12 will restrict access to 12, 15, and 18 rated programmes.

**Please note:** Parental Controls on your Sky box won't be changed. Also, restrictions can only be applied to live TV on Sky TV unless a show has an age certification. You'll need to enter your PIN to watch some live Sky Cinema channels at all times.
6. **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.

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

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.