Parental controls guide
Parental Controls information

Type of guide
Broadband & mobile networks

Features and Benefits
Parental controls on Sky Mobile is automatically switched on to block 18+ rated website and online content when your child is connected to the Sky Mobile network on their Apple or Android device.

What specific content can I restrict?

Inappropriate content

What do I need?
To make changes to parental controls settings, you will need a Sky ID (username and password) and a credit card
Step by step guide

1. Go to sky.com/mobile-account and sign in with your Sky ID. You can create a Sky ID with an email address that hasn’t been previously used.
Select ‘Manage my Settings’ from the options on the page.
Step by step guide

3. Scroll down to ‘Manage Your Settings’ and select on or off to turn the parental controls on and off.
If you’d like to turn them off, you’ll have to verify that you are over 18 by using your credit card.
Once this is done, you’ll get a message to show that the parental controls have been turned off on your device. To manage other features like time limits, you must be connected to broadband and use the Sky Broadband Buddy.