Virgin Media Web Safe

Controls & Settings guide

Virgin Media Web Safe allows you to restrict certain types of websites on all devices connected to your home broadband. These are two settings – Virus Safe and Child Safe. For customers joining from 16 May 2018, the Child Safe setting is switched on by default.
What do I need?

A Virgin Media account (email address/Password) If you haven’t signed up, you will need the account holder name, postcode and account number (which is found at the top of your bill)

Restrictions you can apply

- Drugs & Criminal Skills
- File Sharing & Hacking
- Inappropriate content
- Pornography & Adult
- Weapons & Violence,
- Gore & Hate
Step by Step instructions

1. Go to My Virgin Media and select Sign in in the top corner.
2. Log in to your Virgin Media account using your email address and password.

3. Once logged in, select ‘My apps’ tab.
4. Scroll down and select the ‘Web Safe’ tile and choose ‘overview’.

5. Press the ‘Add web safe’ button.
6. Then press ‘Activate your security’ to get the web safe working.

7. Select the ‘Child Safe’ tab to on. Please note that this will be turned on by default.
8. You then have three options to customise. The first is categories. This allows you to choose the type of content you can restrict. Select each tab you want restricted to on.

9. Then you can select ‘Websites’. This lets you manually add blocked websites you don’t want to be accessed.
10. And finally, you can add timing restrictions. Allowing children to only use the internet at certain times of the day.