Setting up Parental Controls for the first time

There are two ways to set up BT Parental Controls. It only takes 5-10 minutes.
Setting up a new Hub
When you set up your new Hub, you'll be guided through the installation. During the installation you'll be given the option to set up BT Parental Controls. Just follow the instructions.
Existing customer with a BT Hub
You can get BT Parental Controls by accessing them through your My BT account.

1. Log in or sign up to My BT with your BT ID
2. Scroll down to and click on the **Manage your extras** button

3. Scroll to the 'BT Parental Controls' section and click the **Manage BT Parental Controls** link
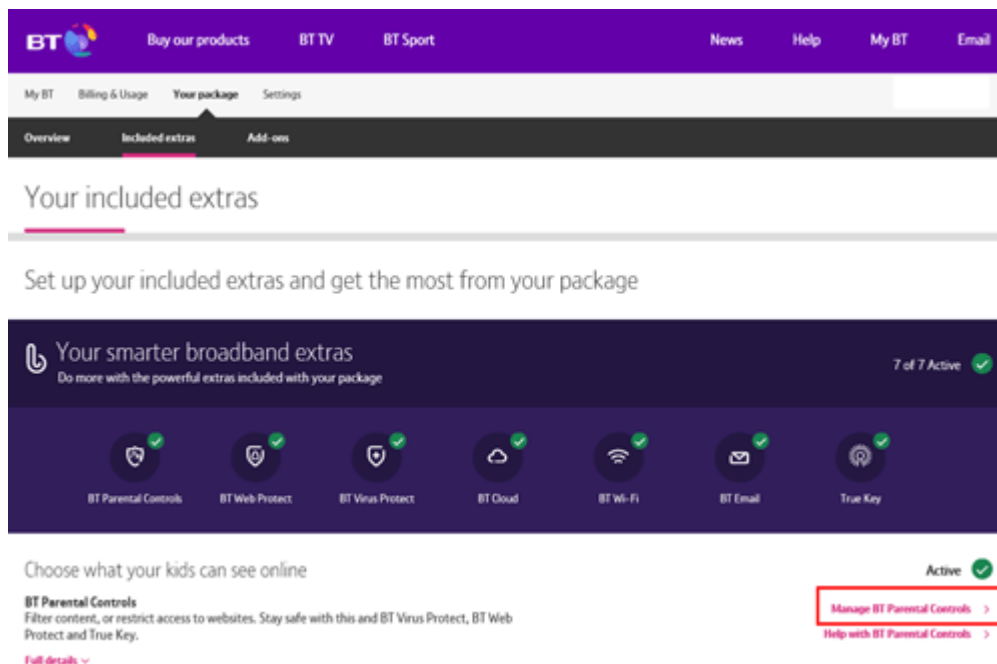
4. Activation will take place automatically and you'll be put on the 'Light Filter'. It'll take about a minute to complete the set up
5. You'll then receive a confirmation screen and your filters will be live within two hours

Non-BT hub or router

It's preferable that you use a BT Hub. However, if you don't have one, you can still use BT Parental Controls, but you must make sure that you are using BT DNS settings. You may need to check the instructions that came with your router for how to do this.

Check your DNS settings

How can I tell if my BT Parental Controls are active?
To check if your BT Parental Controls are active:

1. Log in to your My BT account
2. Scroll down to and click on the **Manage your extras** button
3. On the My Security management page, if the slider in the 'BT Parental Controls' panel is set to 'On', BT Parental Controls are active. Just click on the slider to quickly switch BT Parental Controls on or off

Any changes you make can take up to two hours to take effect. If two hours have passed and BT Parental Controls are still not active, then try rebooting your Hub.
How to reboot your Hub

How long after I have set up the filters will the BT Parental Controls take effect?
Once you have set up the filters, it will take up to two hours for your filters to activate. However, you can still log in and customise any of your BT Parental Control settings during this time.

I've rebooted, restarted or reset my BT Hub. Do I need to set up BT Parental Controls again?
No, your BT Parental Controls settings are linked with your account. So if you reboot, restart or reset your hub, all of your settings will still be there.

Changing filter levels
These are the three predefined filter levels on BT Parental Controls (Light, Moderate and Strict). You can customise your filters to suit your needs but the screen below shows which categories are blocked for each of the predefined filter levels.

Category	Light	Moderate	Strict
Pornography	🚫	🚫	🚫
Obscene and tasteless	🚫	🚫	🚫
Hate and self-harm	🚫	🚫	🚫
Drugs	🚫	🚫	🚫
Alcohol and tobacco	🚫	🚫	🚫
Dating	🚫	🚫	🚫
Nudity		🚫	🚫
Weapons and violence		🚫	🚫
Gambling		🚫	🚫
Social networking		🚫	🚫
Fashion and beauty			🚫
File sharing			🚫
Games			🚫
Media streaming			🚫
Sex education		Personalise only	
Search engines		Personalise only	

1. Log in to My BT with your BT ID
2. Scroll down to and click on the **Manage your extras** button followed by clicking on **Manage BT Parental Controls**

3. Select 'Manage Settings' under BT Parental Controls and choose the **Change filter levels** tab

4. You can select from the three pre-defined filter levels - 'Strict', 'Moderate' and 'Light'. Just move the slider to the filter level you want and select **Save changes**. You'll see a list of what categories will be blocked by that filter setting
5. You can then customise this filter level even further by moving the slider to **Custom**. Just select or de-select any blocking category you want to change

6. To make the changes, click **Save Changes** at the bottom of the section
7. Your new filter level will be active within 10 minutes

What are the blocking categories on Parental Controls?
This table shows the different blocking categories you can select within Parental Controls and what types of websites they block. For example, online gambling sites are for adults over the age of 18. BT Parental Controls allow you to restrict and block access to gambling sites. You just need to change your filter level to block the gambling category.

Blocking category	Description
Pornography	This category will block sites that contain explicit sexual content. This includes adult products such as sex toys and videos, adult and escort services, strip clubs, erotic stories and descriptions of sexual acts.
Drugs	This category will block sites that give information on illegal drugs or misuse of prescription drugs.
Alcohol & Tobacco	This category will block sites that promote or sell alcohol or tobacco related products or services.
Hate and Self-harm	This category will block sites that promote or encourage self-harm or self-injury. The category also includes sites that encourage the oppression of people or groups based on their race, religion, gender, age, disability, sexual orientation or nationality.
Nudity	This category will block sites that contain full or partial nudity. The content blocked will not necessarily be of a sexual nature. This will include sites where the main purpose is to advertise or sell lingerie, intimate apparel, or swimwear.
Weapons and Violence	This category will block sites that encourage suicide or depict, sell, review or describe guns and weapons. This

	could be for sport or sites that contain images or text depicting or advocating physical assault against humans, animals, or institutions. Sites where the content is of a gruesome nature will be blocked.
Gambling	This category will block sites that offer or are related to online gambling, lottery, casinos and betting agencies involving chance.
Dating	This category will block sites that promote networking for interpersonal relationships such as dating and marriage. This includes sites used for match-making, online dating, spousal introduction and escort services.
Social Networking	This category will block social networking sites used for friendship, dating, professional reasons and other various topics. It will also block sites used for online chat, like chat rooms and instant messenger sites.
File Sharing	This category will block sites used to illegally distribute software or copyrighted materials such as movies, music, software cracks, illicit serial numbers, illegal license key generators and sites used as a direct exchange of files between users.
Games	This category will block sites relating to computer games, online games or other games. This also includes sites that provide information about game producers, or how to obtain cheat codes. This will include blocking access to online multiplayer gaming servers and online app stores.

Media Streaming	This category will block sites that deliver streaming content, such as Internet radio, Internet TV or music. It will also block sites that provide live or archived media downloads. Fan sites or an official site run by musicians, bands, or record labels will also be blocked.
Obscene and Tasteless	This category will block sites that may be offensive or tasteless such as bathroom humour, or gruesome or even frightening content such as shocking depictions of blood or wounds, or cruel treatment of animals. It also blocks sites which offer advice on how to commit illegal or criminal activities, or to avoid detection. These can include how to commit murder, build bombs, pick locks, etc. Sites with information about illegal manipulation of electronic devices, hacking, fraud and illegal distribution of software will be blocked.
Fashion and Beauty	This category will block sites that relate to the advertising and discussion of fashion, jewellery, glamour, beauty, modelling, cosmetics or related products or services. This will also include sites where the main content contains fashion and beauty product reviews, comparisons, and general consumer information.
Homework	'Homework time' provides an additional layer of protection over and above day-to-day filters. This can be set to turn off/on according to the times customers specify. Homework time will block social networking, gaming and cheating sites in addition to the usual controls.
Search Engines and Portals	'Search Engines and Portals' will block sites where the main purpose is to enable the searching of the web, newsgroups,

	images, directories and other online content. Includes portal and directory sites such as white/yellow pages.
Sex Education	This category is intended to prevent very young children from being exposed to sites that have a significant focus on subjects that might come up in a sex education programme. Parents should carefully consider the possible adverse effects from denying children of an appropriate age access to information on these issues.