

Plusnet Safeguard

Included with all our broadband packages as part of your [Plusnet Perks](#), Plusnet SafeGuard filters inappropriate web content - so you decide what your household can see.



Switch on and stay in control

Activate SafeGuard when you sign up, or at any time afterwards by visiting your control panel in the Member Centre. Then, just change the settings to the level of protection you need.



Block unsuitable websites & categories

Stop access to a particular website or for greater control, a range of categories (e.g. adult content, gambling and image sharing). So, when everyone's online you won't need to worry about who's seeing what.



Allow access to safe websites

Creating a list of safe websites that your household can view is easy. (E.g. you could put a general block on gambling websites, but still allow access to the National Lottery).

For more details visit our [Plusnet SafeGuard FAQ](#) or check [what Internet safety is](#) to see the kind of cyber threats your children can also be exposed to

What's Plusnet Safeguard?

Plusnet SafeGuard is our online Parental Control tool. If you're worried about what your children can see online, you can use SafeGuard to help prevent access to inappropriate content. This can include sites with adult content, gambling, violence and the threat of cyber bullying through messaging and social media. Check our [Internet safety](#) jargon buster to understand the kind of cyber threats your children can also be exposed to.

Even if you're using SafeGuard, we strongly recommend parents and guardians supervise their children's activities where possible, to ensure they're acting responsibly online and don't over-share information to others. For more details on protecting your family please see our [guide to staying safe online](#) or www.internetmatters.org.

How does it work?

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How does it work?

When you start using Plusnet SafeGuard, we'll make a change in our network that means if you, or someone in your household tries to access content that you've asked to be blocked, you'll be shown a 'blocked' page in your browser.

Will you track what I look at on the Internet?

No, we won't record what you do online. When you or your children use the Internet, we'll check your list of **Allowed** and **Blocked** websites to make sure no inappropriate content is shown.

How do I access the service?

Once your broadband service is ready, you can activate and manage Plusnet SafeGuard via the [Plusnet SafeGuard control panel](#) in the Member Centre. Here you can block specific categories and websites that you don't want to see.

What's my username and password?

It's the same username and password you use to log in to the [Member Centre](#). You'll have chosen these when you joined Plusnet.

- **If you've forgotten your username** take a look at the letter we sent when you first signed up with us. You should find it on there.
- **If it's your password you can't remember** fill out our [forgotten password form](#) and we'll send you details on how to reset it.

How do I turn Plusnet SafeGuard on or off?

Once your broadband service is ready, go to the [Plusnet SafeGuard control panel](#) and click the ON/OFF button at the top of the screen.

Next, switch your router off and on again. After 2 hours, Plusnet SafeGuard will start filtering content.

If you want to switch it off, follow the same steps and after 2 hours you'll be able to browse as normal.

How do I block content or websites?

Plusnet SafeGuard lets you block content in two ways:

- **Category blocking** – this means you can block groups of sites with similar content. **Pornography, Hate & Intolerance** and **Tasteless** categories are blocked as standard but you can change this at any time
- **Website blocking** – you can add a specific website's URL that you want to be blocked, e.g. to block Facebook just click on 'Blocked websites' and enter facebook.com into the address box (you don't need to type 'http' or 'www.' before the address). You can add up to 30 individual websites to your blocklist

How do I allow access to a safe site that's been blocked by SafeGuard?

You can do this by adding the address to your **Allow Websites** list. You might want to do this if:

- you never want a certain site to be blocked
- a website has been blocked under a specific category, but you believe its content is safe
- a specific website address has been incorrectly blocked by the filter and you want to allow access to it

You can have up to 30 allowed websites.

Can I set up Plusnet SafeGuard to filter at specific times?

Yes, Plusnet SafeGuard includes a **Timer** function that means protection is only in place when it needs to be, e.g. on when the kids are awake but off in the evening when you want to go online.

Simply set the times when you want the filters to be active and save your changes, and content will be filtered during these times every day.

Will it work on my mobile phone or tablet?

Yes, as long as your device is connected to your Plusnet router and accesses the Internet through the Wi-Fi connection.

- Websites viewed in the browser will be filtered like they are on your computer or laptop
- Apps that use the web to access blocked content may not work properly

If your device accesses the Internet via a mobile network (3G/4G) SafeGuard won't work.

Can I use Plusnet SafeGuard and Plusnet Protect together?

Yes. They offer different protection. Plusnet SafeGuard only protects over your fibre or broadband connection and doesn't offer the virus or malware protection that [Plusnet Protect](#) does, so it's a good idea to use both.