

Sky Broadband Shield

Controls & Settings guide

Sky Broadband Shield is a free online protection tool designed by Sky to help make the internet a safer place for your whole family and offers the following features – malware protection and parental controls.



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



Drugs & Criminal Skills



File Sharing & Hacking



Inappropriate content



Online games



Phishing & Malware



Pornography & Adult

Infected Sites



Privacy and identity theft



Social networking

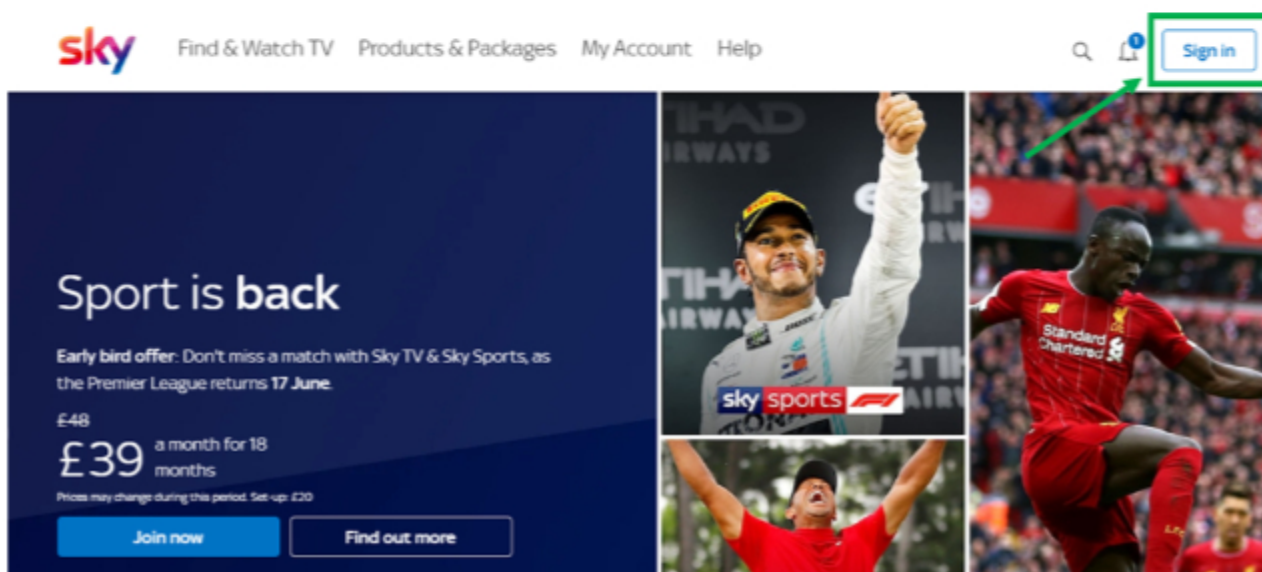


Weapons & Violence,

Gore & Hate

Step by Step instructions

1. Go to Sky.com, log into your account using your Sky ID (username) and password

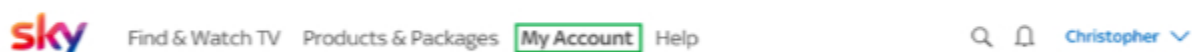


2. Get to your Broadband Shield settings by going to My Account. Next, click the Broadband & Talk option.

Scroll down and click on the Broadband Shield option.

Here you will see the settings to apply for each Custom, PG, 13, Adults and you can also Disable Shield.

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TV

Broadband & Talk

Mobile

Rewards and Extras

3

Broadband and Talk Settings



Broadband Shield



Internet Security








Talk Shield



1 Choose what you want to see

Using Sky Broadband Buddy? It works best when your Sky Broadband Shield age rating is set to 18.

<input checked="" type="radio"/>  Custom	<input type="radio"/>  Suitable for all ages	<input type="radio"/>  Suitable for teens and older	<input type="radio"/>  Suitable for adults only	<input type="radio"/>  Disable Shield
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Blocked categories

- | | |
|---|--|
| <input type="checkbox"/> Phishing & malware
False data collection malicious software. | <input type="checkbox"/> Adult
Sexually explicit material, pornography or adult products or services, like sex chat rooms or adult dating. |
| <input type="checkbox"/> Online dating
Searching for romantic or sexual partners on the internet. | <input type="checkbox"/> Suicide & self-harm
Sites that describe ways to commit suicide or self-harm. Includes blogs/forums supporting these activities. |
| <input type="checkbox"/> Anonymisers, file sharing & hacking
Sites that allow users to anonymously access sites. Illegally downloading files. Computer crime. | <input type="checkbox"/> Social networking
Interact with other people by sharing text, pictures, audio or videos. |
| <input type="checkbox"/> Drugs & criminal skills
Sites that promote, sell or supply drugs. | <input type="checkbox"/> Online games
Playing games, except those suitable for children. Or any websites or app being used through a games console. |
| <input type="checkbox"/> Weapons, violence, gore & hate
Sites that sell or describe weapons, show graphic violence and advocate aggression. | |

Save your Broadband Shield settings

Save settings

3. Choose when Sky Broadband Shield should be active

Scroll down until you reach this section then choose whether you want the Shield to be 'Always active' or you can choose to set it at certain times of the day.

Please note, when the Broadband shield is inactive, you'll see sites suitable for adults but will still be protected from phishing and malware sites.

2 Choose when Sky Broadband Shield should be active

Remember: When Broadband Shield is inactive, you'll see sites suitable for adults but still be protected from harmful Phishing & malware sites.

Always active

Your Sky Broadband Shield will be active 24 hours a day, 7 days a week.

Certain times of the day

Active from

Active until

15:30



07:30



4. Choose what you want a specific age group to see

Choose whichever category you want to restrict and click Save settings.

You can select more than one category.

Please note: Some categories are automatically blocked for the PG and 13 age groups, but you can manage exceptions.

Blocked categories

- Social networking**
Interact with other people by sharing text, pictures, audio or videos.
- Online games**
Playing games, except those suitable for children. Or any websites or app being used through a games console.
- Pornography & adult**
Sexually explicit material or adult products or services, like sex chat rooms or adult dating.
- Suicide & self-harm**
Discussing or showing ways someone can harm themselves. Or that support or advocate it.
- Weapons, violence, gore & hate**
Graphic violence or advocating aggression towards others. Or selling or describing weapons.
- Anonymizers, filesharing & hacking**
Anonymously access sites blocked by parental controls, illegally download copyrighted material or practise computer crime.
- Drug & criminal activity**
Supplying illegal substances. Or telling you how to commit a crime or take part in illegal activity.
- Dating**
Looking for romantic or sexual relationships online.
- Phishing & malware**
Sites that try to fraudulently obtain your personal info or access your device without permission.

Want to add an exception?
Manually block or allow certain websites

Manage exceptions ▾

Save your shield settings

Save settings

5. Manage exceptions

You can allow or block a site your child visits.

To block a website:

Under your chosen age category, click Manage exceptions, enter the website you want to block then click Block website and click Save settings.

To allow a website:

Enter the website you want to allow then click Allow website and click Save settings.

1

1 Choose what you want to see

Using Sky Broadband Buddy? It works best when your Sky Broadband Shield age rating is set to 18.

Custom **Suitable for all ages** **PG** Suitable for teens and older **13** Suitable for adults only **18** Disable Shield **X**

Blocked categories

Phishing & malware

False data collection malicious software.

Online dating

Searching for romantic or sexual partners on the internet.

Anonymisers, file sharing & hacking

Sites that allow users to anonymously access sites. Illegally downloading files. Computer crime.

Drugs & criminal skills

Sites that promote, sell or supply drugs.

Weapons, violence, gore & hate

Sites that sell or describe weapons, show graphic violence and advocate aggression.

Adult

Sexually explicit material, pornography or adult products or services, like sex chat rooms or adult dating.

Suicide & self-harm

Sites that describe ways to commit suicide or self-harm. Includes blogs/forums supporting these activities.

Social networking

Interact with other people by sharing text, pictures, audio or videos.

Online games

Playing games, except those suitable for children. Or any websites or app being used through a games console

Do you want to add an exception?
You can manually block and allow websites

[Manage exceptions](#) ▾

2

Block a website ⓘ

eg. example.com

[Block website](#)

Allow a website ⓘ

eg. example.com

[Allow website](#)

Blocked websites

www.facebook.com

X

www.dailymail.co.uk

X

www.4chan.org

X

Allowed websites

www.store.steampowered.com

X

www.reddit.com

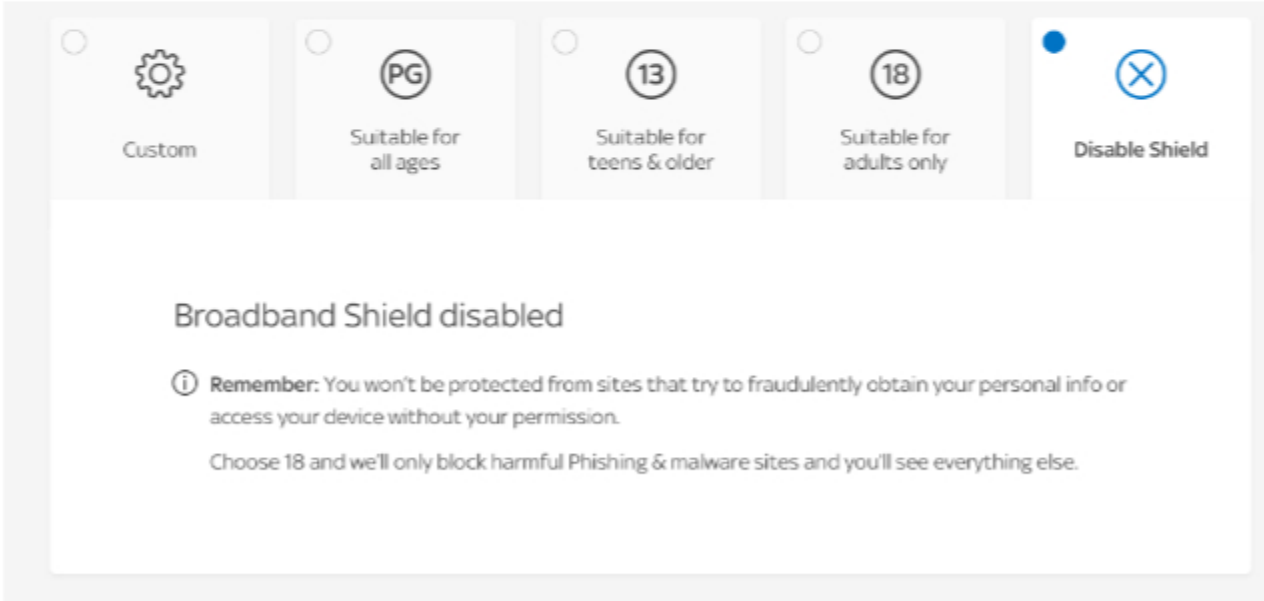
X

6. Disable Shield

Click the Disabled Shield option, then click save settings.

Please note: You can disable the Broadband Shield, however, you won't be protected from sites that try to fraudulently obtain your personal info or access your account without permission.

Choose 18 and Sky will block harmful phishing and malware sites but you will see everything else.



The screenshot shows a settings menu for Broadband Shield with five radio button options. The 'Disable Shield' option is selected, indicated by a blue dot above its radio button. Below the options, a message states 'Broadband Shield disabled' and provides a warning: 'Remember: You won't be protected from sites that try to fraudulently obtain your personal info or access your device without your permission.' It also notes that choosing 18 will only block harmful phishing and malware sites.

Option	Selected
Custom	<input type="radio"/>
Suitable for all ages (PG)	<input type="radio"/>
Suitable for teens & older (13)	<input type="radio"/>
Suitable for adults only (18)	<input type="radio"/>
Disable Shield	<input checked="" type="radio"/>

Broadband Shield disabled

Remember: You won't be protected from sites that try to fraudulently obtain your personal info or access your device without your permission.

Choose 18 and we'll only block harmful Phishing & malware sites and you'll see everything else.