

Sky Go

Controls & Settings guide

Sky Go allows you to use pin-protected parental controls that are separate to any that apply to your Sky TV subscriptions. Its features include an age rating filter, making sure your children can only access appropriate content.



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



Inappropriate content

Step by Step instructions


1. Set a pin


While on your browser go to go.sky.com and click sign in, click 'Sky apps', click 'Sky Go', click 'Managing devices and settings' then click 'PIN'.

Then choose if you want to set a Sky TV or Sky Device PIN then follow the instructions.

1

Pick a category you need help with:

Try asking our virtual assistant 

 Tap to launch our virtual assistant

Coronavirus updates

My account

Sky TV

Sky Broadband

Sky Talk

Sky Mobile

Sky apps

Sky VIP

Sky Yahoo Mail

Accessibility

Offers and upgrades

2

Help > Sky apps

Which app do you need help with?

Sky Go

TV from Sky

Sky+

Sky Kids

Sky Worlds

Sky VR

My Sky

TV apps on my Sky Q box

Other apps

3

To download it, select **Installing and setting up Sky Go** from the options below.

To check which version of the Sky Go app you have installed, go [here](#).

If you still need help for the old version of the Sky Go app, go [here](#).

Managing devices

PIN

Parental controls

Someone is using my Sky Go account
without my permission

Disconnect from Sky Q box

4

Sky Go help

What do you need help with?

Sky TV PIN

Sky Device PIN


PIN not recognised


2. Set parental controls

While on your browser go to go.sky.com and click sign in, click 'Sky apps', click 'Sky Go'.

1

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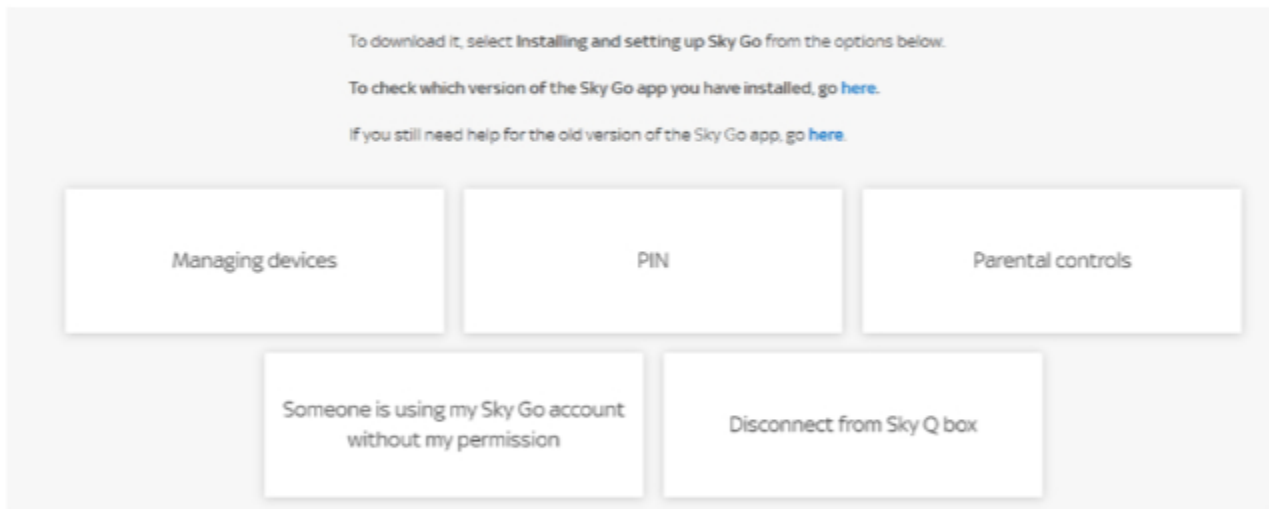
Sky VR

My Sky

TV apps on my Sky Q box

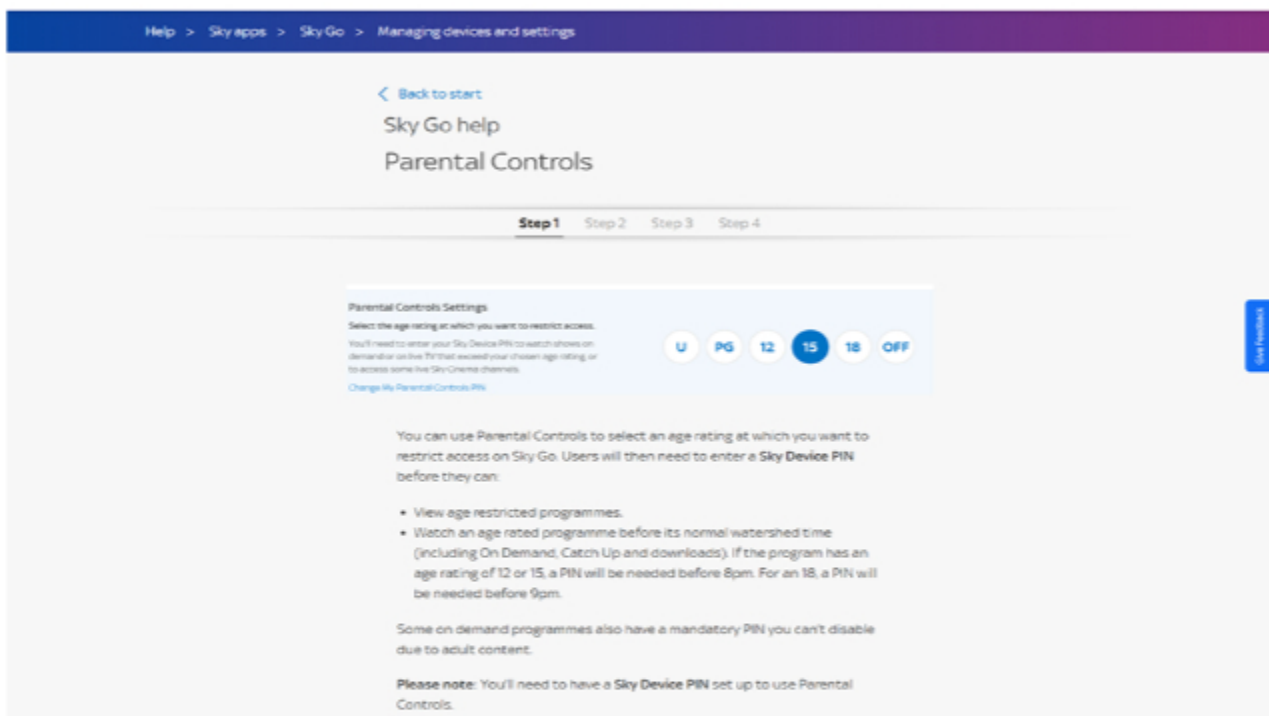
Other apps

3. Click 'Managing devices and settings'. Here you can choose a selection of settings. For this step, click 'Parental controls'.



4. Select the age rating at which you want to restrict access on Sky Go, then click 'Next step'.

Then, sign in your account using you SkyiD, or you click 'Next step' without doing so.



5. To turn Parental Controls ON: Choose an age certification at which your PIN will be requested for Sky Go content.

For example, choosing 12 will restrict access to 12, 15, and 18 rated programmes.

Help > Sky apps > Sky Go > Managing devices and settings

< Back to start

Sky Go help

Parental Controls

Step 1 Step 2 **Step 3** Step 4

Parental Controls Settings

You'll need to enter your Sky Device PIN to watch shows that exceed your chosen age rating. ⓘ

[Change my Sky device PIN](#)

U PG **12**

15 18 OFF

To turn Parental Controls ON:

Choose an age certification at which your PIN will be requested for Sky Go content with the selected and all higher certifications.

For example, choosing 12 will restrict access to 12, 15, and 18 rated programmes.

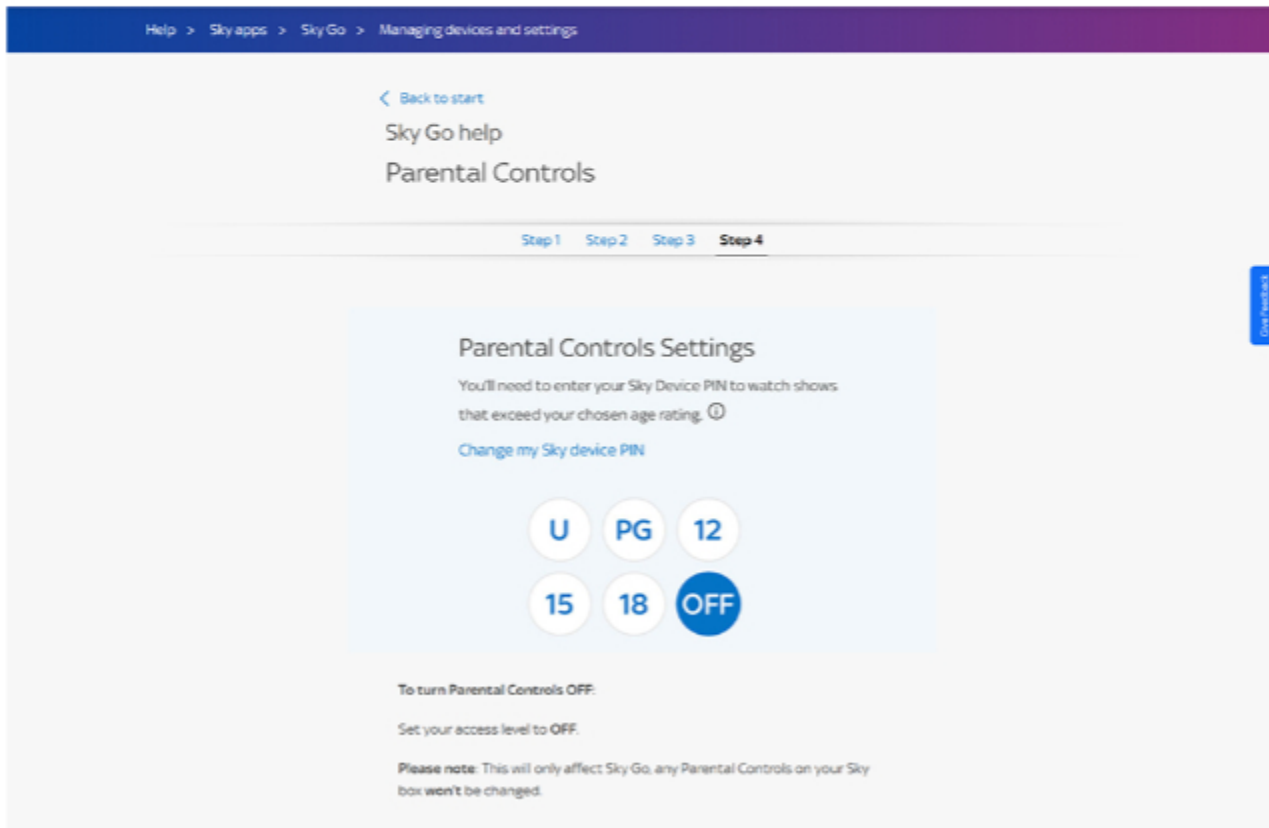
Please note: Parental Controls on your Sky box **won't** be changed. Also, restrictions can't be applied to live TV on Sky Go unless a show has an age certification. You'll need to enter your PIN to watch some live Sky Cinema channels at all times.

Give feedback

6. To turn Parental Controls OFF:

Set your access level to OFF.

Please note: This will only affect Sky Go, any Parental Controls on your Sky box won't be changed.



The screenshot shows the 'Parental Controls Settings' page in the Sky Go app. At the top, there is a navigation bar with the breadcrumb 'Help > Sky apps > Sky Go > Managing devices and settings'. Below this, there are links for '< Back to start', 'Sky Go help', and 'Parental Controls'. A progress indicator shows 'Step 1', 'Step 2', 'Step 3', and 'Step 4' (the current step). The main content area is titled 'Parental Controls Settings' and contains the text: 'You'll need to enter your Sky Device PIN to watch shows that exceed your chosen age rating. ⓘ'. Below this is a link 'Change my Sky device PIN'. There are six circular buttons for age ratings: 'U', 'PG', '12', '15', '18', and 'OFF'. The 'OFF' button is highlighted in blue, indicating it is the selected option. At the bottom, there is a section titled 'To turn Parental Controls OFF:' followed by the instruction 'Set your access level to OFF.' and the same 'Please note' text as in the previous block.

Help > Sky apps > Sky Go > Managing devices and settings

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Parental Controls

Step 1 Step 2 Step 3 **Step 4**

Parental Controls Settings
You'll need to enter your Sky Device PIN to watch shows that exceed your chosen age rating. ⓘ
[Change my Sky device PIN](#)

U PG 12
15 18 **OFF**

To turn Parental Controls OFF:
Set your access level to OFF.
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