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Internet Safety School

Helping your Family Stay Safe in a Digital World

Parents' Pack

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General Internet Safety Advice for Parents

Get involved in your child's online life	For many of today's young people there is no distinction between the online and offline worlds. Young people use the internet to socialise and grow and, just as you guide and support them offline, you should be there for them online too. Talk to them about what they're doing; they are more likely to approach you when they need support if they know you understand.
Watch CEOP's Thinkuknow films	CEOP's excellent Thinkuknow programme has films and advice for children from 5-16 yrs. Your child may have seen these at school, but they can also be a good way for you to find out more about what young people do online and some of the potential risks. Visit *http://thinkuknow.co.uk* to find out more.
Keep up-to-date with your child's development online	Be inquisitive and interested in the new gadgets and sites that your child is using. It's important that you and your child learn together to ensure that neither of you get left behind.
Set boundaries in the online world just as you do in the real world	Think about what your child might see and share, who they talk to and how long they spend online. It is important to regularly review any boundaries and adjust them as your child's use of technology develops. Encourage the safe use of internet connected devices in shared rooms in the house—like the lounge—so your child learns that being online can be a social, not just solitary, activity.
Know what connects to the internet and how	Even TV and radios can connect to the internet today. Your child will use all sorts of devices and gadgets; make sure you're aware which ones can connect to the internet, like their phone or games console. Find out how they are accessing the internet; is it through your connection or a neighbour's wi-fi? The connection type they use may affect whether your safety settings are being applied.
Consider the use of parental controls on all devices that link to the internet	Parental controls are not just about locking and blocking, they are a tool to help you set appropriate boundaries as your child grows and develops. They are not the answer to your child's online safety, but they are a good start and are not as difficult to install as you may think. Remember to think about every internet-connected device including TV, satellite/cable/Freeview boxes, laptops, tablets, music players, e-readers, games consoles and mobile phones.
Emphasise that not everyone is who they say they are	Make sure your child knows never to meet up with someone they only know online. However realistic online profile appears, people may not be who they say they are. Make sure your child understands that they should never meet with anyone they only know online without a trusted adult to accompany them.
Know what to do if something goes wrong	Just as in the offline world, you want to help your child when they need it. Make sure you know in advance how to report a problem.

Useful resources for parents and carers:

- CEOP: Report abuse and get advice: **http://ceop.police.uk/safety-centre/**
- Microsoft Family Safety: **http://windows.microsoft.com/en-gb/windows/set-up-family**
- Apple Parental Controls:
  - iOS (iPhone, iPad, iPod) **http://support.apple.com/kb/HT4213**
  - Mac OSX (laptop, desktop) **http://support.apple.com/kb/ht2900**
- Google Safety Advice: **www.google.co.uk/goodtoknow/familysafety/tools**
- Ofcom advice on mobile phone safety: **www.bit.ly/issmobile**
- Thinkuknow: **www.thinkuknow.co.uk/parents/**
- Childnet: **www.childnet.com**

And for your children, if they would like someone else to talk to

- Childline: **www.childline.org.uk** *or* **call free to 0800 1111**

How to Setup Parental Control Software
for your computer operating system

Windows 10

Adding parental controls to Windows 10 is extremely easy to do and brings many new and improved features to help keep your family safe:

- set a web restriction level, filter adult content from search engines and block file downloads
- set time limits
- block access to games based on age-ratings
- block access to Windows Store
- block specific applications

How to do it

Open **Settings**, then choose **Accounts**, then select **Family & other users**. From this screen you can add accounts for family members and manage their settings online.

Windows 8 and 8.1

The parental controls in Windows 8 are simple to set up and provide solid features to help control and monitor child computer use:

How to do it

First, log in to an administrator account. Go to Settings › Change PC Settings › Accounts › Add an Account. Click the Add a Child's Account link. Follow the set up process. You can also configure the child's account by going to the Family Safety website. If your child accesses more than one PC, you may wish to create an online Microsoft account for them so the parental control settings will be automatically applied on every PC they use. If your child is too young to remember a password you may prefer to set up a picture password so they can sign in using their favourite photo instead.

Windows 7 and Windows Vista

Windows 7 and Windows Vista have reasonable built-in parental controls that allow you to:

- Create a 'Standard' user account for each of your children
- apply content blocking, access management and other safety settings to each account individually
- set specific time limits for when and how long children are allowed to log on to the PC
- block access to specific games based on age-rating and allow or block specific programs
- use the built-in web filter to limit the types of site that your child can access, restrict file downloading and block or allow specific websites
- set up activity reports to gather information about individuals' computer usage

How to do it

First, log in as an administrator. If you only have one user account on the computer this will already be an administrator account. Go to Start › Control Panel › click on 'Add or remove user accounts'. Click on the 'Create new user account' link, enter a name for the first child account and make sure that 'Standard user' is checked before clicking the 'Create account' button.

Now click on the icon for the new account you have just created and then on the 'Set up Parental Controls' link on the left. Click on the user account icon again and put a check next to where it says 'On, enforce current settings'. Now you will be able to customise specific settings.

Click on Time Limit to block or allow your account holder from using the computer at certain times of day. Click on Games to specify whether the user is allowed to play games at all and, if so, whether to block certain games by their

age rating or specific games by title. Click on 'Allow and block specific programs' to limit which applications the user can run.

You have two further options on this screen. If you put a check next to 'Activity Reporting' the administrator account will be able to access logs and information about the child's computer usage. You may also click on 'Windows Vista Web Filter' to block or allow internet content and downloads. Windows 7 users can add similar functionality by downloading the free Windows Live Essentials pack.

Note: in both Windows 7 and Windows Vista, the administrator account must be password protected for the parental controls to be effective. Make sure your user account has a password by going to Go to Start › Control Panel › User Accounts and Family Safety › Change your Password, and ensure your children have no access to this password.

Windows XP

Windows XP has very few parental control features and Microsoft ceased all support for the operating system in 2014. As a result, a Windows XP computer is extremely vulnerable to security risks and viruses, and offers virtually no protection to your data and computer users. We **strongly recommend** you upgrade your operating system to a newer version. A computer running an unsupported, outdated operating system like Windows XP is no longer safe for use in a family home.

Mac OSX

Apple includes a capable parental control component in its OSX operating system that allows you to:

- manage computer use by imposing weekday and weekend time limits
- allow only certain programs to be used and set up internet content filters
- restrict Mail and iChat contacts to an approved list
- view logs of your child's computer activity

How to do it
As with Windows, you need to create individual user accounts for each child before you can apply these settings. Go to Apple › System Preferences › Accounts, click on the plus ('+') sign (bottom, left) and fill out the account holder's details, making sure that you select 'Standard' from the New Account dropdown menu at the top. When you're finished, click Done, then put a tick next to 'Enable parental controls' in the Accounts dialogue and click the Open Parental Controls button. Now highlight the new account and use the tabs along the top of the dialogue (System, Content, Mail & iChat, Time Limits and Logs) to set up each element of the parental controls as required.

Chrome OS

You'll need to set up individual accounts for each child, known as a 'Supervised User':

How to do it
Log into the Chromebook as the Admin account (the one you used when setting up the device) and add additional users by clicking the Add Users button in the bottom left corner of the screen. Open Chrome, then go to chrome.com/manage, and sign in with your admin account. Select Manage and set permissions for each child account (referred to as 'Supervised Users'). From here you can also view their browsing history and respond to requests to unblock specific websites. To restrict access to websites, select All of the web or Only specified sites under "Allow". It's also a good idea to force enable Safe Search from the manager as well.

ISPs and Internet Security Packages

For added peace of mind you may wish to check with your broadband internet service provider (ISP) who may offer security software as part of your package, often including a parental control element.

Similarly, if you're looking for a complete security package for your home computer that includes anti-virus protection, spam filtering, firewall, anti-spyware and backup facilities in one package, you will find that many security suites also contain a set of useful parental control features. Kaspersky Total Security (£69.99), McAfee Total Protection (£74.99 for up to 3 computers) and Norton Family Premier (£29.99). All include a parental control component as part of their overall approach to computer safety. Check websites for details and look for special offers and discounts.

In most instances though, especially when running a newer operating systems like Windows 10 or Mac OSX, the built-in controls are sufficient for most families.

Dedicated parental control software

If you require advanced features, then you may wish to consider a dedicated parental control package. We recommend:

- McAfee Family Protection (£30.99 or often free from your broadband provider)
- Net Nanny ($39.99 a year for one PC, available for both Mac and PC)

In addition to the features mentioned, dedicated parental control software sometimes includes a selection of advanced options such as remote management, which allows parental control of one PC from another over the internet or your home network, and email reports, both of which can help you to keep an eye on your children even when at work or away from home.

Some parental controls, including Net Nanny, offer extended monitoring tools that allow you to check on your child's social networking activity, providing reports on friend lists, pictures posted and personal information used. They can even check on their instant messaging conversations.

The main benefit of dedicated, paid for parental controls is that the web content filter is usually kept up to date, often on a daily basis, helping to maintain a safe environment for children to surf in.

Mobile Phones and Tablets

Each operating system offers different levels of protection and the ways to apply parental or family safety controls differ on each device. Start with an online search for advice direct from the manufacturer of the device (e.g. Apple, HTC, Samsung etc.) or visit a retail outlet to ask for help.

You can also contact your mobile operator (e.g. Vodafone, O2, Tesco Mobile etc.) and ask them to apply restrictions to any device that connects to the internet via their cellular network. Visit **www.bit.ly/issmobile** to find guidance for your mobile operator.

Mobile apps like Screen Time Parental Control and Funamo offer additional features including the ability to set limits on the time spent on mobile devices and to remote monitor texting and calling activity.

Minimum Age to Use Sites or Hold an Account

Site or App	Minimum Age (years)
Amazon	18
Badoo	18
Chatroulette	18 (although no account needed)
Club Penguin	None (aimed at 6 to 14)
Ello	13
Ebay	18
Facebook	13
Flickr	13
Foursquare	13
Google	13
Google Wallet	18
Habbo	13
Instagram	13
LinkedIn	13
LoveFilm	18
MySpace	14
Netflix	18
Omegle	13 (with parental permission until 18)
Pinterest	13
Skype	13
Snapchat	13 (under 17s must have parental permission, under 13s get the SnapKidz service)
Spotify	13
Twitter	13
Vine	17+ rating
WeChat	13
WhatsApp	16
Yik Yak	18 (17 with consent)
YouTube	13 (viewing blocks apply to age-classified videos only)

Note: All terms of use are subject to change by the service provider. To confirm the latest information, view the Terms of Use / User Agreement on the site your child wishes to join. To find these, search for the words 'Terms' on the site you wish to explore.

Your Family Action Plan

Checklist of Things You Should Do

☐ **Secure your WiFi and Broadband Router:**
- Change your router's admin password (needed to modify settings on the router)
- Change the WiFi Security Code (needed to connect devices to your home wireless network)

☐ **Make a note of all the Internet-connected devices in your home. Use the box below for this:**

> You may be surprised how many devices you have! Think about laptops, tablets, PCs, Macs, games consoles, SmartTVs, satellite/cable receivers, Blu-Ray/DVD players, media streamers (TiVo, Roku, Squeezebox etc.), eReaders (Kindle, Nook etc.), mobile phones, music/media players (iPod, Archos etc.). You can also log in to your WiFi router to see which devices are currently connected through your wireless network.

☐ **Work through the list above, setting up parental controls on each device as appropriate.** Remember to also update any wireless devices with the new WiFi Security Code you created in step 1 above.

   ☐ Add individual user accounts to PCs and Macs

   ☐ Setup Family Safety on PCs and Macs

   ☐ Enable Restrictions on iPads, iPods and iPhones

   ☐ Switch on Family Safety on all games consoles (fixed and portable)

   ☐ Ensure children's mobile phones have suitable protection enabled

   ☐ Enable Family Safety or Parental Control settings on any other devices

IMPORTANT: Be sure to test each device after configuring it to verify that the controls are working correctly. For example, add a website (e.g. www.youtube.com) to the blocked list then check it is blocked when you log in using the child's account.

☐ **Have a Family Chat**
Get your family together to explain what changes you have put in place and agree how you will review the settings. After a few days it may help to show your child the tracking logs that you can view so they understand the information you can see about their online activity. Ask them how the new system is working for them and what they'd like to see changed. Remember, you're in charge so don't feel pressured to make changes that could compromise your child's safety.

☐ **Review for Success**
Don't forget to regularly review the Parental Controls and update the settings as your child learns and grows in confidence. In the early days a weekly chat (perhaps with a suitable reward for good behaviour!) may help instil the changes and give both you and your child confidence that the agreed approach is working.

   ☐ Make a note on your family calendar to review how things are working in a month's time

   ☐ Remember to continually encourage and reward the right behaviour

   ☐ Give yourself a pat on the back, knowing you are helping keep your family safe, both online and offline ☺