

# Now TV Broadband Buddy

## Controls & Settings guide

NOW TV's Broadband Buddy allows you to control what websites your family can access. It also helps protect you from websites that try to collect your private information without your knowledge, and sites that might harm your computer or other devices. See our step-by-step guide to get set up.

## What do I need?

Broadband Buddy is available to all NOW Broadband and NOW TV Combo customers at no extra cost. It's not available with any other broadband providers, and you won't be protected by Broadband Buddy if you change to another provider.

### Restrictions you can apply



Anonymizers



Dating



Drugs & Criminal Skills



File Sharing & Hacking



Inappropriate content



Online games



Phishing & Malware



Pornography & Adult

Infected Sites



Social networking



Suicide & Self-harm



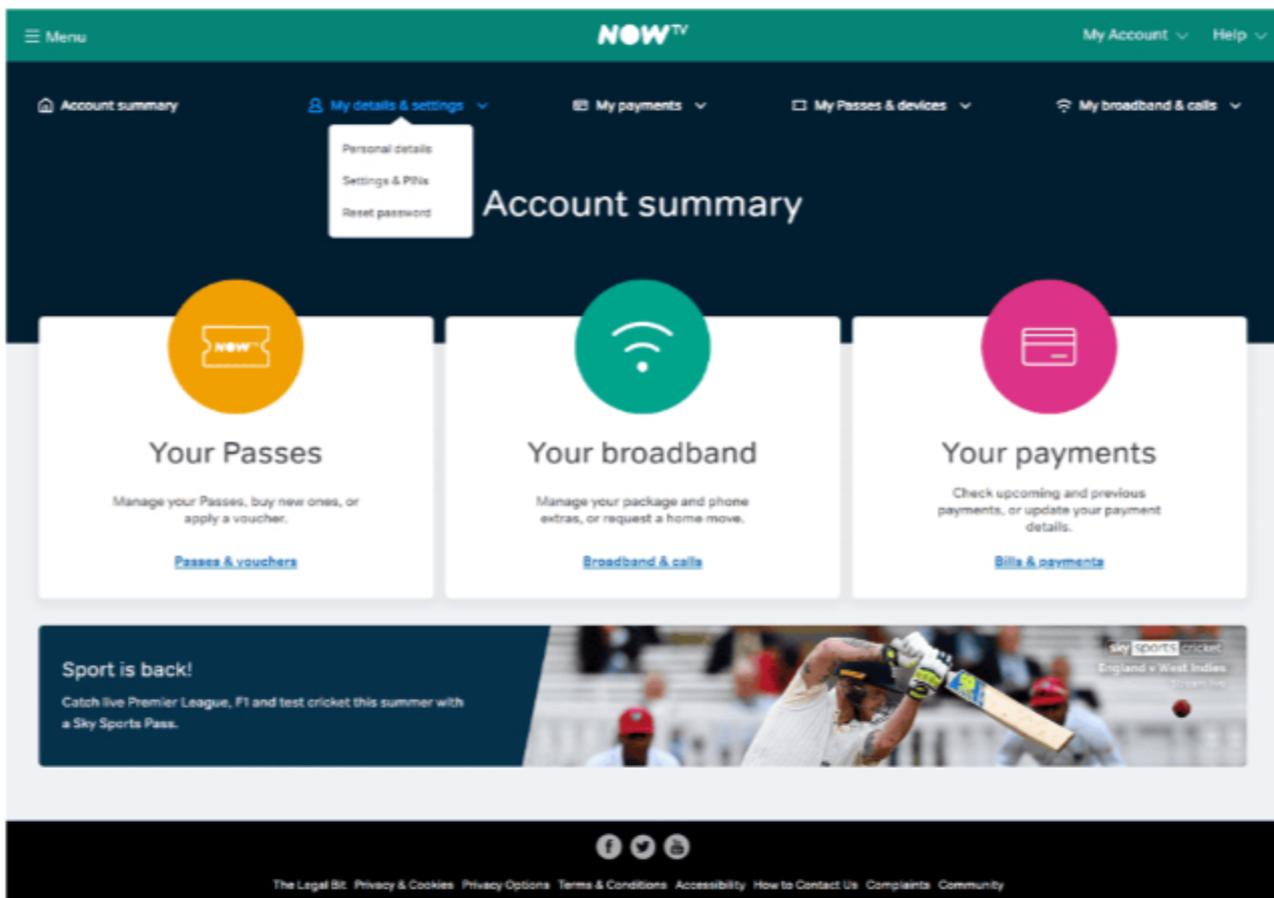
Weapons & Violence,

Gore & Hate

# Step by Step instructions

1. To get started, simply choose an age rating to suit the people who'll be using broadband in your home. This automatically creates the appropriate internet security settings for all of your tablet/mobile phone and other devices.

Go to [nowtv.com](http://nowtv.com) , under 'My details & settings', click 'Settings & PINs'



Menu **NOW TV** My Account Help

Account summary My details & settings My payments My Passes & devices My broadband & calls

Personal details  
Settings & PINs  
Reset password

## Account summary



### Your Passes

Manage your Passes, buy new ones, or apply a voucher.

[Passes & vouchers](#)



### Your broadband

Manage your package and phone extras, or request a home move.

[Broadband & calls](#)



### Your payments

Check upcoming and previous payments, or update your payment details.

[Bills & payments](#)

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sky sports cricket  
England v West Indies  
21 Jun 19

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## 2. Here you can see the control settings to turn on a Parental PIN and/or turn on Broadband Buddy.

The screenshot shows the NOW TV account settings page. The top navigation bar includes 'Menu', 'NOW TV', 'My Account', and 'Help'. Below this is a secondary navigation bar with 'Account summary', 'My details & settings', 'My payments', 'My Passes & devices', and 'My broadband & calls'. The main content area is titled 'Settings & PINs' and features a dark blue sidebar with a lock icon. The main content is divided into several sections: 1. A notification banner: 'Turn on your Parental PIN' with a close button. Text: 'We can see that you've got a Kids Pass but don't have Parental PIN switched on, if you've got kids in the house, we recommend turning on Parental PIN.' 2. 'Parental PIN' section: 'Your Parental PIN is OFF'. Text: 'You'll still need to enter a PIN to watch most live Sky Cinema channels. For more info, see the [Parental PIN help page](#).' 3. 'Payment PIN' section: 'Your Payment PIN is OFF'. 4. 'Broadband Buddy' section: 'Broadband Buddy is OFF'. 5. 'Security details' section: 'Password' field with a 'Reset password' button. To the right of the settings is a 'FAQs' section with three questions: 'Why do I need a Payment PIN?', 'Why am I being asked to enter my Parental PIN when I've got it turned off?', and 'I don't have kids. Can I turn off Parental PIN?'. The footer contains social media icons and a list of links: 'The Legal Bit', 'Privacy & Cookies', 'Privacy Options', 'Terms & Conditions', 'Accessibility', 'How to Contact Us', 'Complaints', and 'Community'.

### 3. Broadband Buddy

Here you can choose the age rating for your family.

The screenshot shows the 'Broadband Buddy' settings page on the NOW TV website. The page is divided into three main sections: a left sidebar, a central content area, and a right sidebar.

**Left Sidebar:** Features a dark blue background with a white padlock icon inside a circle. Below the icon, the text reads 'Parental controls' and 'Keep your family safe with parental controls.'

**Central Content Area:** Has a light gray background. At the top left is a '< Back' link. The main heading is 'Broadband Buddy'. Below it, there are two lines of text: 'Stay in control of which websites can be viewed in your home.' and 'Please allow 15 minutes for your changes to take effect.' The section is titled 'Select age rating' and contains four options, each with a circular icon and a downward arrow:

- PG** (in a green circle) Suitable for kids with parental guidance. The word 'Selected' is written below the text. A green downward arrow is centered below the text.
- 13** (in a blue circle) Suitable for teens and older. A blue downward arrow is centered below the text.
- 18** (in a blue circle) Suitable for adults only. A blue downward arrow is centered below the text.
- Settings icon** (in a blue circle) Custom settings. A blue downward arrow is centered below the text.

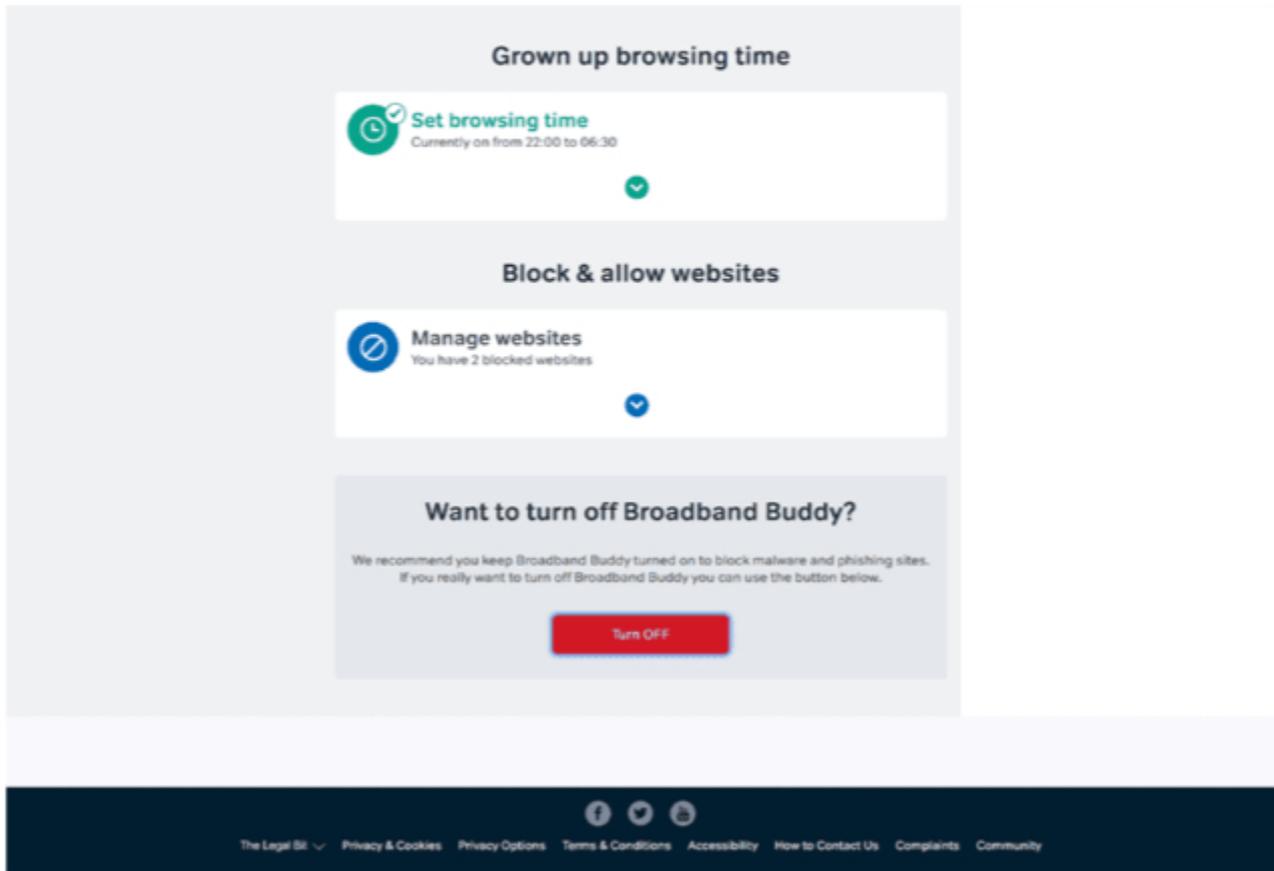
**Right Sidebar:** Has a white background and is titled 'FAQs'. It contains four expandable items, each with a blue downward arrow icon:

- What does Broadband Buddy do?
- Do I have to pay extra to use Broadband Buddy?
- Can I block or allow individual websites?
- What does 'Grown up browsing time' mean?
- What devices does Broadband Buddy work on?

The top navigation bar is green and contains 'Menu', 'NOW TV', 'My Account', 'Help', and a search icon.

## 4. Broadband Buddy

Here you can set a browsing time, block or allow websites or turn off Broadband Buddy.



The screenshot displays the Broadband Buddy settings interface. It is organized into three main sections:

- Grown up browsing time:** This section features a white card with a green clock icon. The text reads "Set browsing time" and "Currently on from 22:00 to 06:30". A green downward arrow is positioned at the bottom right of the card.
- Block & allow websites:** This section features a white card with a blue icon of a crossed-out circle. The text reads "Manage websites" and "You have 2 blocked websites". A blue downward arrow is positioned at the bottom right of the card.
- Want to turn off Broadband Buddy?:** This section is a grey box containing the text: "We recommend you keep Broadband Buddy turned on to block malware and phishing sites. If you really want to turn off Broadband Buddy you can use the button below." Below this text is a prominent red button labeled "Turn OFF".

At the bottom of the page, there is a dark blue footer bar containing social media icons for Facebook, Twitter, and YouTube, followed by a list of links: "The Legal Bit", "Privacy & Cookies", "Privacy Options", "Terms & Conditions", "Accessibility", "How to Contact Us", "Complaints", and "Community".