TalkTalk Homesafe

Controls & Settings guide

HomeSafe protects your family's devices when they're using your TalkTalk broadband. It alerts you when a site contains a virus and blocks sites you select as inappropriate.

What do I need?

A TalkTalk account (Username and Password) & HomeSafe

Restrictions you can apply

Drugs & Criminal Skills

File Sharing & Hacking

Gambling

Inappropriate content

Online games

Pornography & Adult

Privacy and identity theft

Social networking

Suicide & Self-harm

Weapons & Violence, Gore & Hate

Step by Step instructions

These steps were replicated as an existing HomeSafe customer.

Get Started

Enable Kid Safe
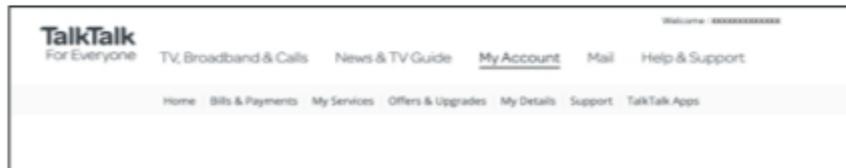
Homework Time

Scam Protection

Virus Alerts

1. Get Started

Go to '**My Account** ☑ ' and log in with your Username and Password. If you haven't got an account click the 'Register' button.

From the HomeSafe page, you can select the filters and change your settings to suit your family needs.

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TalkTalk
For Everyone

TV, Broadband & Calls   News & TV Guide   My Account   Mail   Help & Support

Home   Bills & Payments   My Services   Offers & Upgrades   My Details   Support   TalkTalk Apps

Welcome ████████████

HomeSafe®

HomeSafe protects your family's devices when they're using your TalkTalk broadband. It alerts you when a site contains a virus, and blocks sites you select as inappropriate.

Kids Safe

Help protect children from potentially harmful website content like suicide, drugs, weapons and pornography. Learn more

( ) On   ( ) Off

Choose which websites to block and allow ▼

Scam Protection

We filter websites identified as being misused by scammers. We've already added a few, but you can report new websites being used by scammers by completing a Scam Report here. Turning on Scam Protection will switch on "Safe Search" to remove explicit content from your search results. Learn more

( ) On   (•) Off

Homework Time

Prevent distractions in the after school routine. Set time limits to block gaming websites. Learn more

( ) On   (•) Off

Virus Alerts

Check and block websites infected with viruses before they reach your front door. Learn more

(•) On   ( ) Off

Internet matters.org

Keep your kids safe online

Visit online safety experts, to get the best from the web for you and your family. Learn more

Phone number:
████████████

Account number:
████████████

Help & support:

Find out more about HomeSafe®
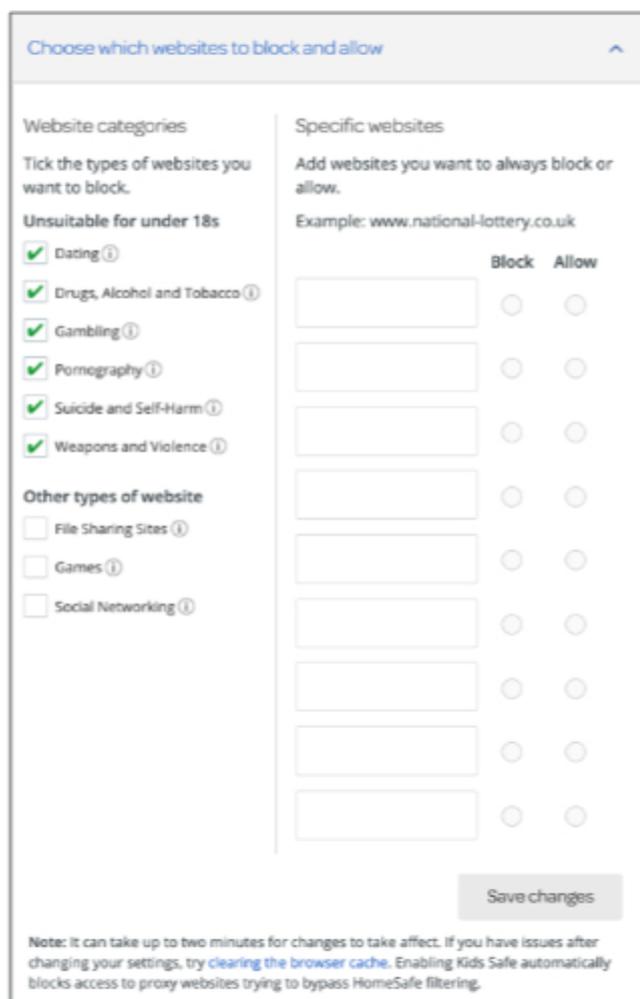Broadband and security
Ask the TalkTalk community

Nuisance call reporting

Receiving nuisance or scam calls? We offer a free service to report these phone numbers.

Find out more

Super Safe Boost

Award-winning security software that provides total online protection in and out of the home for up to 10 devices, for only £3 per month.

Find out more

2. Enable Kid Safe – Kid Safe helps protect your children from accessing potentially harmful content like suicide, drugs, weapon, etc.

To Enable Kid Safe:

– Choose which website you want to block and allow, then tap/click Allow.

– Next, tap/click Save changes.

3. Enable Homework Time – Homework Time prevents distractions by using time limits.

To enable Homework Time:

– Set a start and end time when you want to block gaming and social networking then tap/click Save Changes.

– Next, tap/click Off – this will prevent school distractions in the after school routine.

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Homework Time

✕

Block gaming and social networking during the following times.

Start Time: | 4 PM ⌄ | 30 ⌄

End Time: | 6 PM ⌄ | 00 ⌄

☐ Monday to Friday only

[Cancel] [Save Changes]

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Homework Time

Prevent distractions in the after school routine. Set time limits to block gaming websites. Learn more

○ On   ◉ Off

4. **Enable Scam Protection – Scam Protection filters websites identified as being misused by scammers.**

To enable Scam Protection:

– Simply tap/click On. As well as filtering scam websites, enabling this feature on will switch on "Safe Search" which will remove explicit content.

Scam Protection

We filter websites identified as being misused by scammers. We've already added a few, but you can report new websites being used by scammers by completing a Scam Report here. Turning on Scam Protection will switch on "Safe Search" to remove explicit content from your search results. Learn more

(●) On   ( ) Off

5. **Enable Virus Alerts – Virus Alerts checks and blocks websites infected with viruses before you click onto them.**

To enable Virus Alerts:

– Simply tap/click On.

Virus Alerts

Check and block websites infected with viruses before they reach your front door. Learn more

(●) On   ( ) Off