

Virgin Media Web Safe

Controls & Settings guide

Virgin Media Web Safe allows you to restrict certain types of websites on all devices connected to your home broadband. These are two settings – Virus Safe and Child Safe. For customers joining from 16 May 2018, the Child Safe setting is switched on by default.



What do I need?

A Virgin Media account (email address/Password) If you haven't signed up, you will need the account holder name, postcode and account number (which is found at the top of your bill)

Restrictions you can apply



Drugs & Criminal Skills



File Sharing & Hacking



Inappropriate content



Pornography & Adult

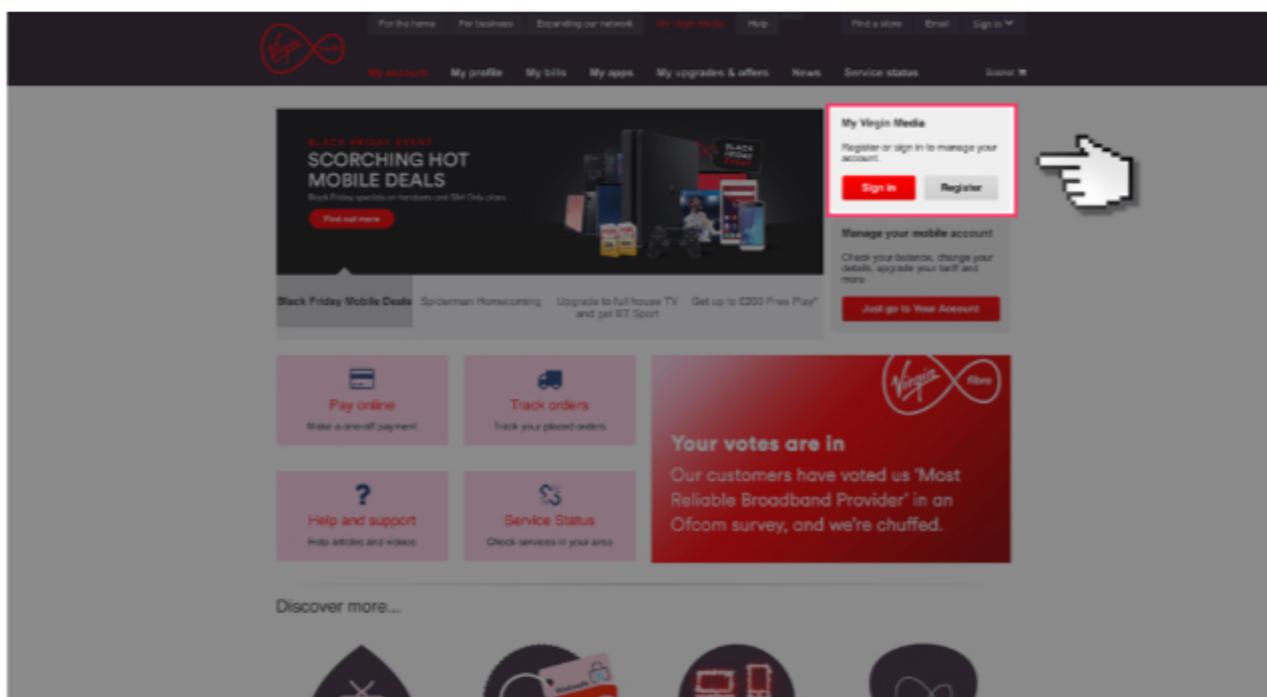


Weapons & Violence,

Gore & Hate

Step by Step instructions

1. Go to **My Virgin Media**  and select Sign in in the top corner.



2. Log in to your Virgin Media account using your email address and password.

Sign in

Virgin media

Username

Enter your username in full e.g. joe.bloggs@email.com.

Forgotten or don't know your username? >

Password

Forgotten password? >

Sign in

If you're already a Virgin Media customer but don't have a My Virgin Media account, you can register now. It only takes a minute.

We use cookies on virginmedia.com to keep you signed in. Our cookies have now been set in your browser, and by continuing to use our website you'll be telling us you're okay with that.

3. Once logged in, select 'My apps' tab'.

Entertain me Our products Join us My Virgin Media Help For Business Find a store Email HEAD... ▾

My account My profile My apps My upgrades & offers News Service status Basket

My Virgin Media

Your speed boost is

Your connection speed is now up to 150Mbps.

We've upgraded your speed so you can enjoy more all thanks to DOCSIS® 3 - the magic in our cables

Find out more

My Account

My Bill Summary

TV Anywhere F-Secure SAFE

Web Safe SmartCall

WiFi on the Tube Virgin Media Cloud

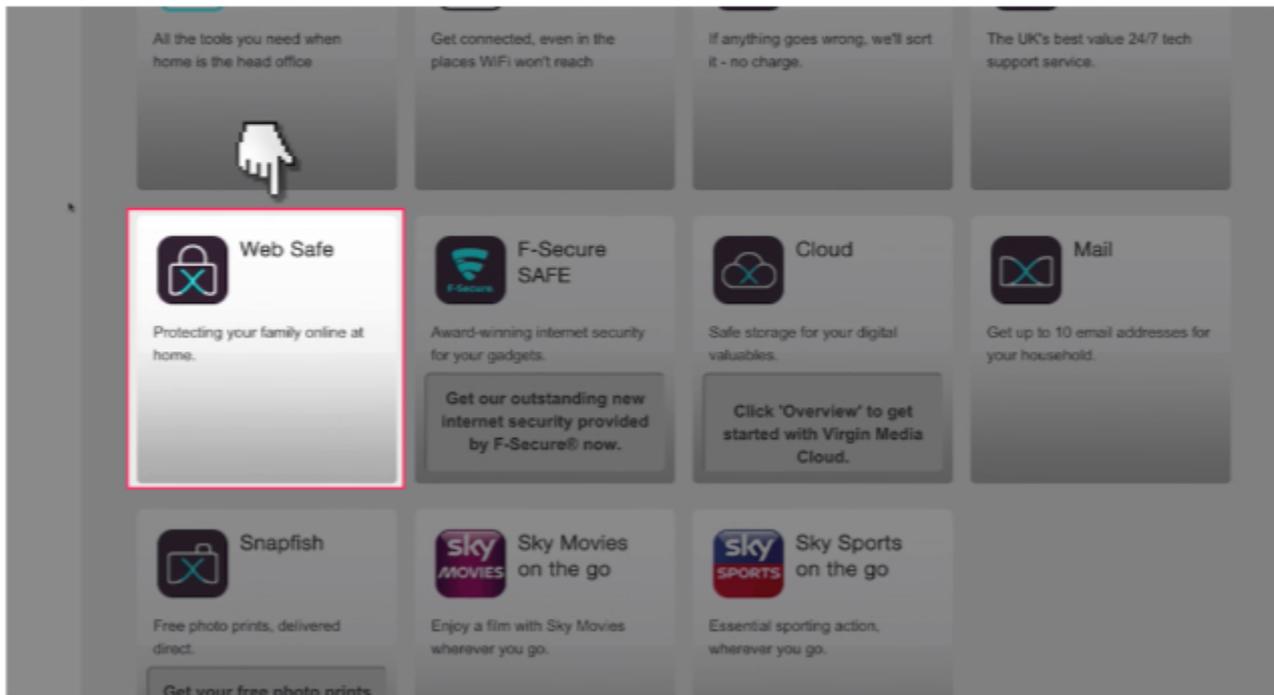
Virgin Media Mail HomeWorks

Snapfish Gadget Rescue

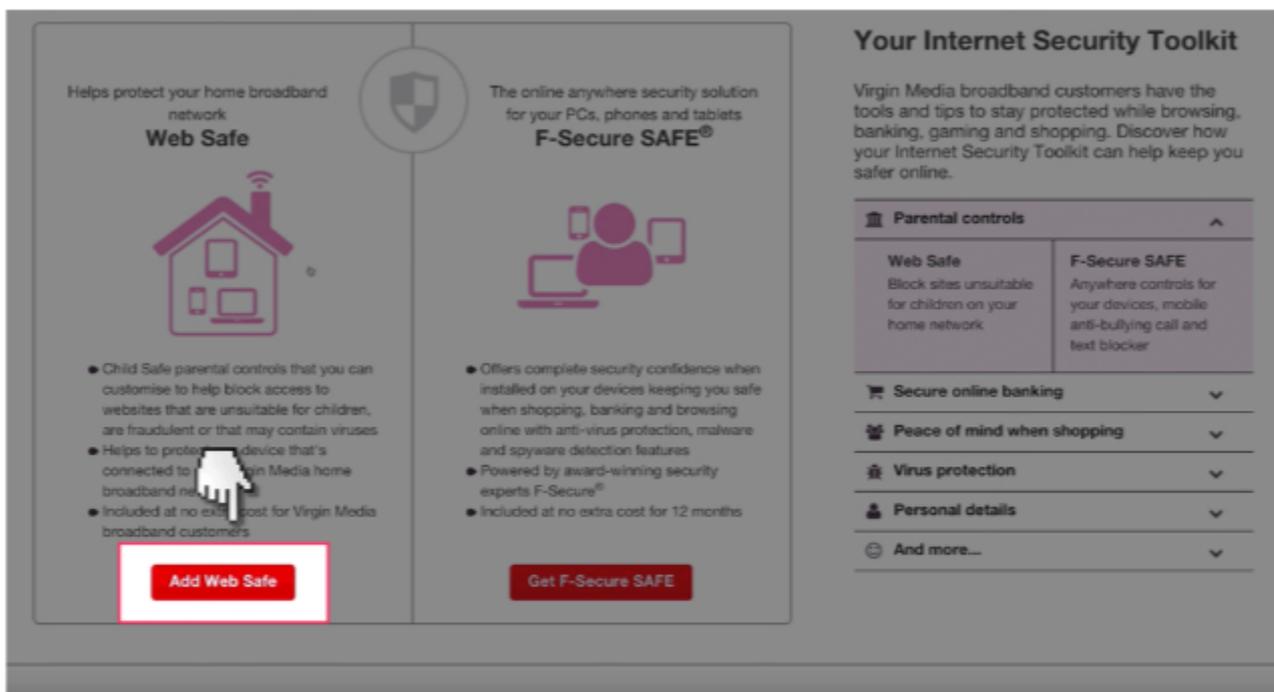
Sky Movies Sky Sports

Webspaces Powerline

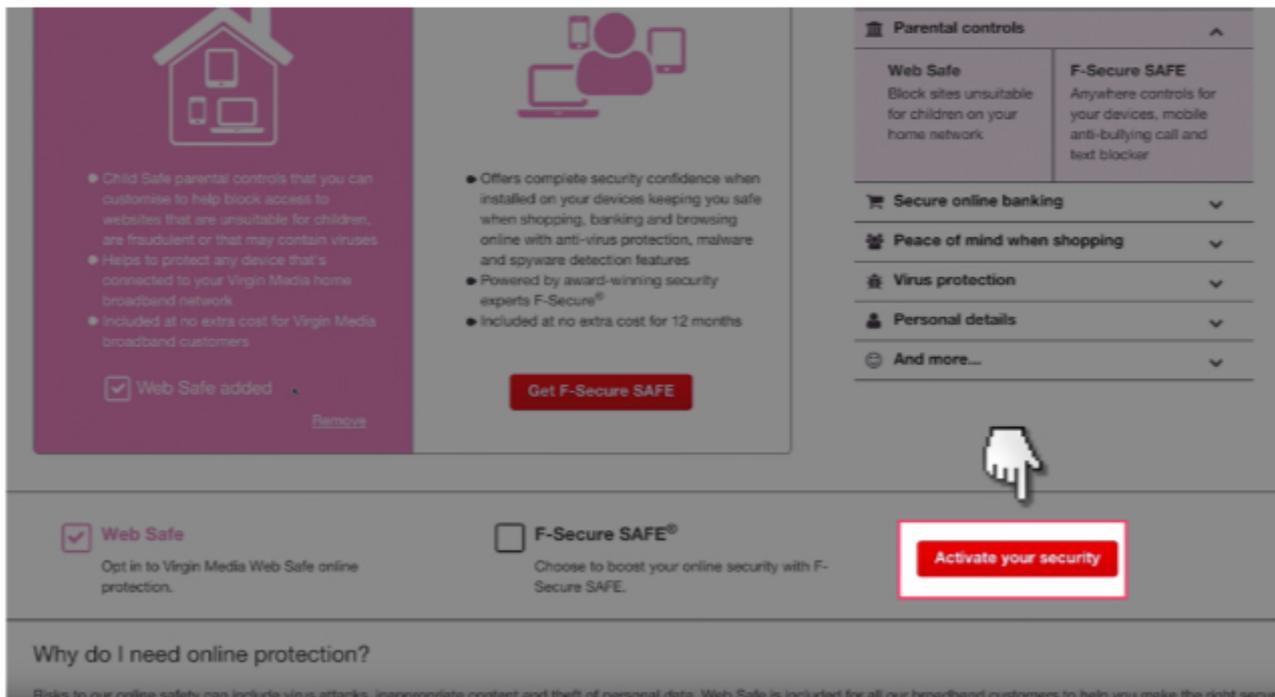
4. Scroll down and select the 'Web Safe' tile and choose 'overview'.



5. Press the 'Add web safe' button.



6. Then press 'Activate your security' to get the web safe working.



Child Safe parental controls that you can customise to help block access to websites that are unsuitable for children, are fraudulent or that may contain viruses

- Helps to protect any device that's connected to your Virgin Media home broadband network
- Included at no extra cost for Virgin Media broadband customers

Web Safe added [Remove](#)

Offers complete security confidence when installed on your devices keeping you safe when shopping, banking and browsing online with anti-virus protection, malware and spyware detection features

- Powered by award-winning security experts F-Secure®
- Included at no extra cost for 12 months

[Get F-Secure SAFE](#)

Parental controls

Web Safe Block sites unsuitable for children on your home network	F-Secure SAFE Anywhere controls for your devices, mobile anti-bullying call and text blocker
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Secure online banking

Peace of mind when shopping

Virus protection

Personal details

And more...

Web Safe
Opt in to Virgin Media Web Safe online protection.

F-Secure SAFE®
Choose to boost your online security with F-Secure SAFE.

[Activate your security](#)

Why do I need online protection?

Risks to our online safety can include virus attacks, inappropriate content and theft of personal data. Web Safe is included for all our broadband customers to help you make the right security

7. Select the 'Child Safe' tab to on. Please note that this will be turned on by default.

Generally if Web Safe blocks a website you will see a Web Safe message to confirm that the we different message, you can read more about this here.

Virus Safe is **On**

Our Virus Safe filters help to protect against w

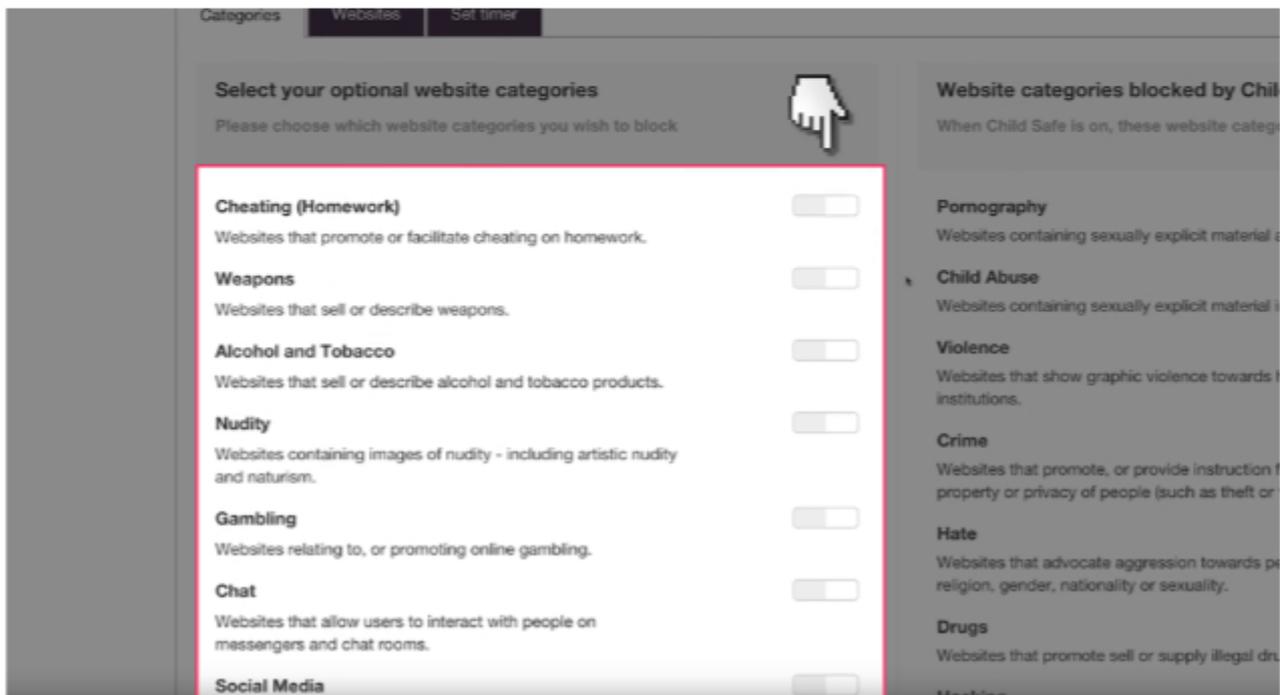
Child Safe is **Off**

Our Child Safe filters help to protect you and y block or allow individual websites and set a tir

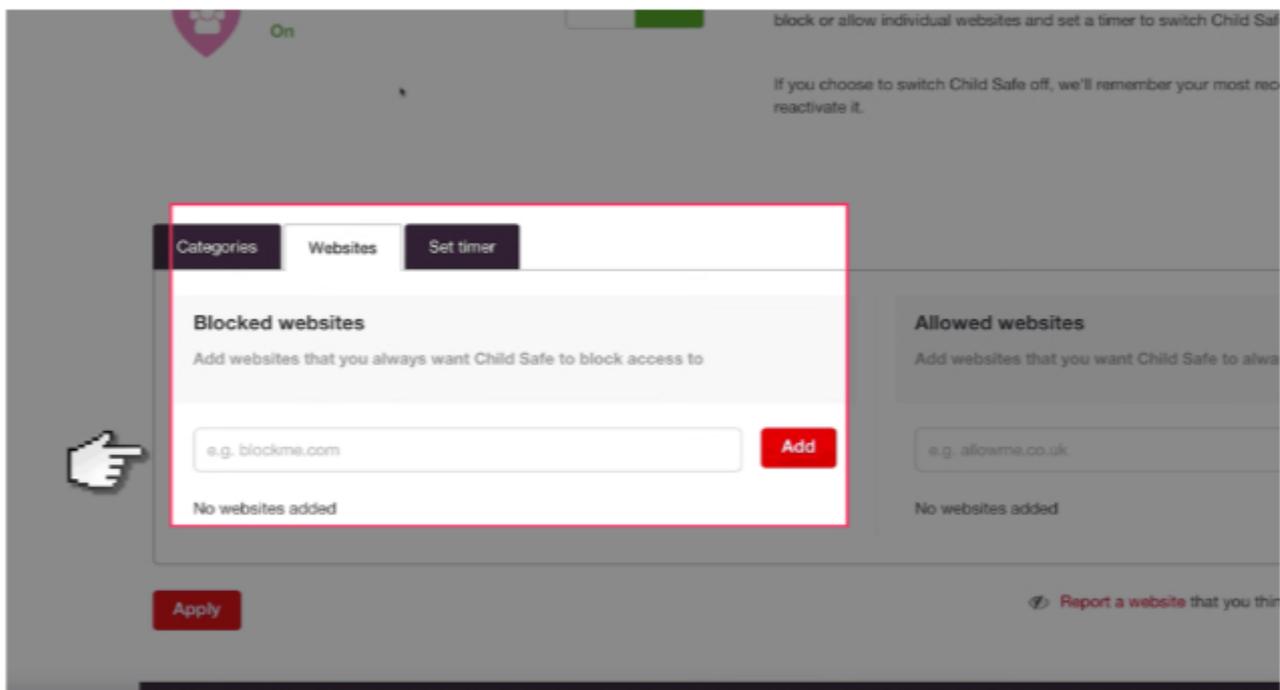
If you choose to switch Child Safe off, we'll rer reactivate it.

! You've chosen to turn off Child Safe

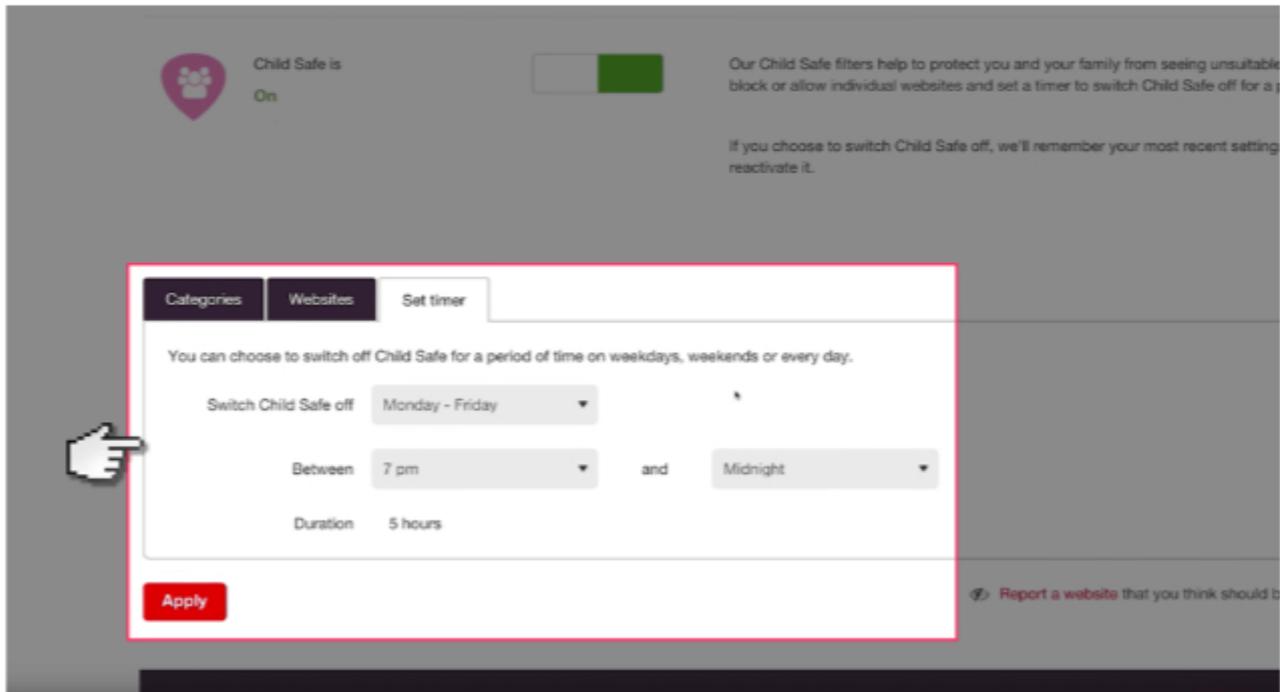
8. You then have three options to customise. The first is categories. This allows you to choose the type of content you can restrict. Select each tab you want restricted to on.



9. Then you can select 'Websites'. This lets you manually add blocked websites you don't want to be accessed.



10. And finally, you can add timing restrictions. Allowing children to only use the internet at certain times of the day.



The screenshot shows the 'Child Safe' settings page. At the top, there is a toggle switch for 'Child Safe is On' which is currently turned on. Below this, there are three tabs: 'Categories', 'Websites', and 'Set timer'. The 'Set timer' tab is selected and highlighted with a red border. A hand icon points to the 'Set timer' tab. The 'Set timer' section contains the following options:

- Switch Child Safe off: Monday - Friday
- Between: 7 pm and Midnight
- Duration: 5 hours

At the bottom of the 'Set timer' section, there is a red 'Apply' button. To the right of the 'Apply' button, there is a link that says 'Report a website that you think should be blocked'.