

# Parental controls guide

# Sky Mobile

## Parental Controls information

### Type of guide

Broadband & mobile networks

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### Features and Benefits

Parental controls on Sky Mobile is automatically switched on to block 18+ rated website and online content when your child is connected to the Sky Mobile network.

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### What specific content can I restrict?



Innapropriate content

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### What do I need?

To make changes to parental controls settings you will need a Sky ID (username and password) and a credit card

# Sky Mobile

## Step by step guide

1

Go to [sky.com/mobile-account](https://sky.com/mobile-account) and sign in with your Sky ID

**Sign in to Sky**

**sky**

**Sign in**

Email or Username

Password

Forgotten username or password?

Keep me signed in  
(Uncheck if on a shared device)

**Sign in**

[Privacy & Cookies Notice](#)

**New to Sky ID?**

You'll need a Sky ID before you can access some of our services.

If you have signed up for another Sky online service you already have one.

[More about Sky ID](#) **Sign up**

**Sky Go**  
Watch TV on the move in line with your TV subscription

**Sky Apps**  
Free mobile apps for breaking news, latest scores and more

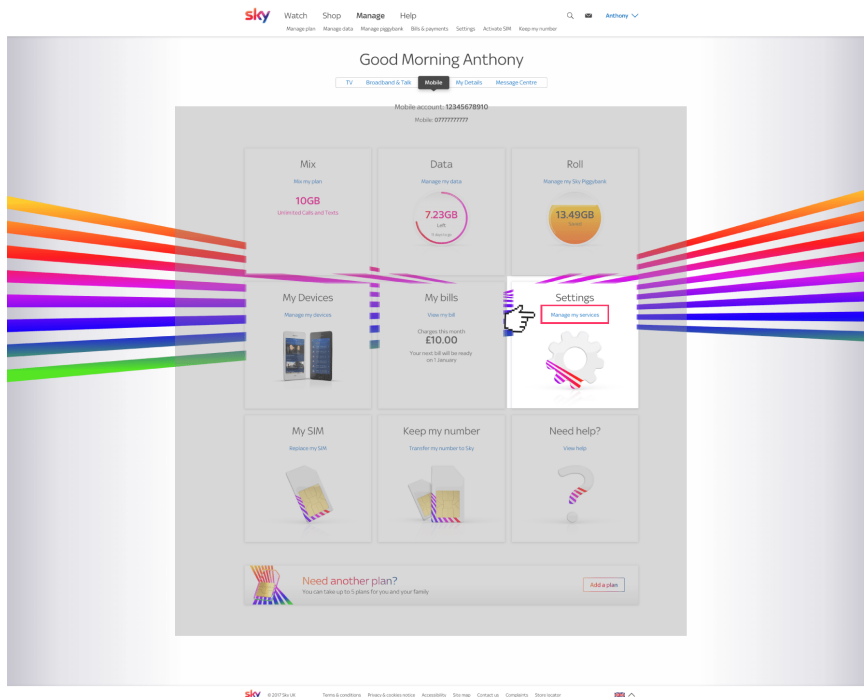
**My Extras**  
Discover more from Sky at no extra cost

# Sky Mobile

## Step by step guide

2

Select 'Manage my Settings' from the options on the page

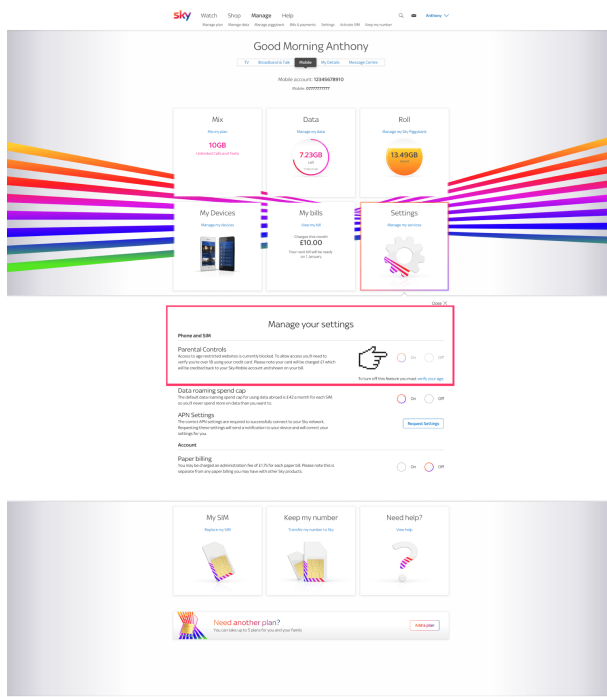


# Sky Mobile

## Step by step guide

3

Scroll down to 'Manage Your Settings' and select on or off to turn the parental controls on and off.



# Sky Mobile

## Step by step guide

4

If you'd like to turn them off, you'll have to verify that you are over 18 by using your credit card.

The screenshot shows the Sky Mobile website interface. At the top, there are navigation links: Watch, Shop, Manage, and Help. Below this, the user's name 'Good Morning Anthony' is displayed, along with account details: 'Mobile account: 1234567890' and 'Mobile: 01234567890'. The main content area is divided into several sections: 'Mix' (10GB), 'Data' (7.23GB), 'Roil' (13.49GB), 'My Devices', 'My bills' (£10.00), and 'Settings'. A red box highlights the 'Settings' section. Below the main content, a 'Verify your age' pop-up form is displayed. The form contains the following text: 'To turn off parental control and allow access to the internet please check you are over 18 by entering your credit card details.' and 'Please enter your credit card details to verify you are 18+'. The form fields include: 'Name on card', 'Log in email', 'Card number (eg 5012345678901234)', 'Expiration date' (MM / YY), and 'Security code' (CVV). A 'Verify age' button is at the bottom of the form. Below the form, there are three sections: 'My SIM', 'Keep my number', and 'Need help?'. At the bottom of the page, there is a 'Need another plan?' section with a 'View plans' button.

# Sky Mobile

## Step by step guide

5

Once this is done, you'll get a message to show that the parental controls have been turned off on your device.

