

Parental controls guide

TalkTalk HomeSafe guide

Parental Controls information

Type of guide

Broadband & mobile networks

Features and Benefits

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 specific content can I restrict?



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

What do I need?

A TalkTalk account (Username and Password) & HomeSafe

TalkTalk HomeSafe guide

Step by step guide

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.

1



2

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 search 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



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:

xxxxxxxxxxxx

Account number:

xxxxxxxxxxxx

[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](#)

TalkTalk HomeSafe guide



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.

Choose which websites to block and allow

Website categories

Tick the types of websites you want to block.

Unsuitable for under 18s

- Dating ⓘ
- Drugs, Alcohol and Tobacco ⓘ
- Gambling ⓘ
- Pornography ⓘ
- Suicide and Self-Harm ⓘ
- Weapons and Violence ⓘ

Other types of website

- File Sharing Sites ⓘ
- Games ⓘ
- Social Networking ⓘ

Specific websites

Add websites you want to always block or allow.

Example: www.national-lottery.co.uk

	Block	Allow
<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>	<input type="radio"/>	<input type="radio"/>
<input type="text"/>	<input type="radio"/>	<input type="radio"/>

Save changes

Note: It can take up to two minutes for changes to take affect. If you have issues after changing your settings, try [clearing the browser cache](#). Enabling Kids Safe automatically blocks access to proxy websites trying to bypass HomeSafe filtering.

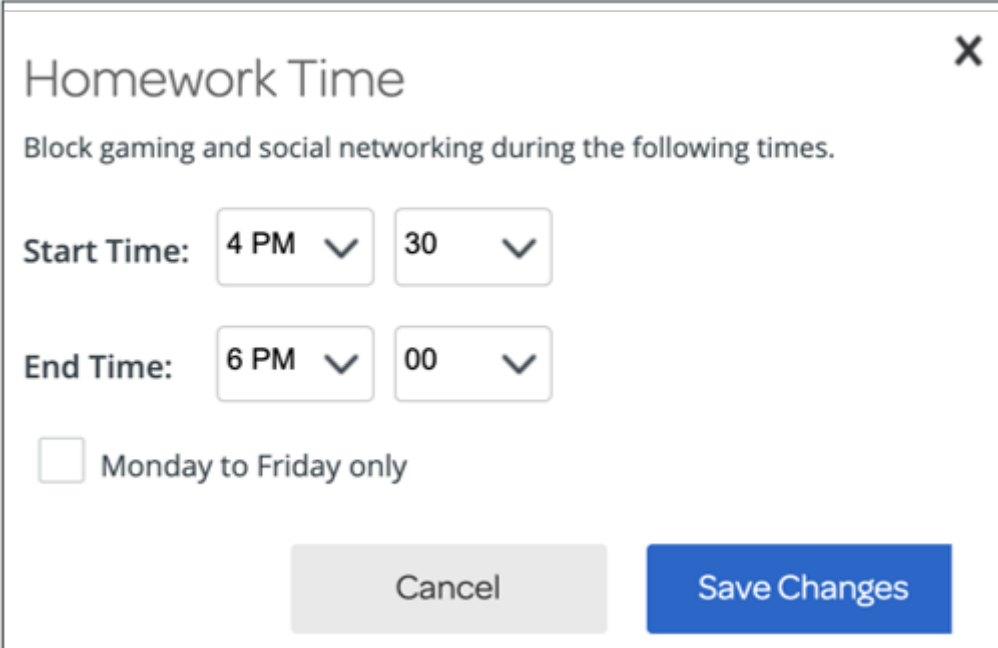
TalkTalk HomeSafe guide

Step by step guide

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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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The screenshot shows a dialog box titled "Homework Time" with a close button (X) in the top right corner. Below the title is the instruction: "Block gaming and social networking during the following times." There are two rows of time selection controls. The first row is labeled "Start Time:" and has two dropdown menus: the first is set to "4 PM" and the second to "30". The second row is labeled "End Time:" and has two dropdown menus: the first is set to "6 PM" and the second to "00". Below these controls is a checkbox labeled "Monday to Friday only" which is currently unchecked. At the bottom of the dialog box are two buttons: a grey "Cancel" button and a blue "Save Changes" button.



Homework Time

Prevent distractions in the after school routine. Set time limits to block gaming websites. [Learn more](#)




On



Off

TalkTalk HomeSafe guide

- 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

TalkTalk HomeSafe guide



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.

