



# Learn about AT&T Internet Parental Controls

AT&T Internet Parental Controls helps protect your children while they surf, game, or study on the Internet.

## DETAILED INFORMATION

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## About Internet Parental Controls

AT&T Internet Parental Controls is easy to use and it's free to all AT&T U-verse and DSL Internet customers. You don't need even need additional equipment.

Review these common questions and answers to learn more about Parental Controls.

### How do Parental Controls work?

AT&T Internet Parental Controls allows you to control the level of Web access for up to 10 children. You can customize Parental Controls to include child-specific settings for Web pages, chat rooms, online time limits, and more. Additionally, you can generate Web browsing history for each child by running a usage report.

### What do I need to get started?

Here's all you need:

- A registered att.net Internet account U-verse or DSL Internet account: Parental Controls software is tied to your AT&T Web Portal account, including your child's username and password, secret question, and whatever restrictions you have set for your children.
- A PC or laptop with Windows 2000, Windows XP, Windows Vista (32 & 64 bit), or Windows 7 (32 & 64 bit)
- Microsoft Internet Explorer versions 6.0+ or Mozilla Firefox versions 2.0 or 3.0+

**Note:** AT&T Internet Parental Controls does not currently support Windows 8 or Windows 10. Parental Controls is not currently available for Mac computers.

At this time, this product is not available in Spanish. However, it will block inappropriate websites that are written in Spanish.

### What is the difference between Quick Setup and Custom Setup?

Quick Setup provides a default setting with a higher level of protection. Custom Setup allows you to manually select the level of protection and restrictions for your children.

### How do I sign into Parental Controls?

After you complete software installation, each family member will be prompted to log in. This prevents children from being able to access the computer under your username and password.

### Can I manage my children's settings from any PC computer or laptop?

Yes. Using our simple Web interface, you can view your child's Web browsing history, accept or reject their requests, and change settings on their accounts from any Internet-connected computer.

### Can I access the Parental Control Manager via the Microsoft System Tray?

Yes. You can easily log on, log off, and gain access to the Parental Control Manager. Just select the icon in your Microsoft System Tray, located at the bottom-right corner of your computer screen.

### Do I need to log out after I am finished with an Internet session?

As a parent, you must log out of Parental Controls when you're finished with an Internet session. If you forget to log out after 30 minutes of inactivity, Parental Controls automatically logs you out.

### Who do I contact if Parental Controls does not appear to be working correctly?

You can refer to our customer support website for tips, [chat](#) with an AT&T representative, or [call us](#) for technical assistance.

### How can I protect my children on the Web?

- Do not allow your child access to an Internet account without adult supervision.
- Ask your child which sites he or she visits and why.
- Establish a family computer area. Set up the computer in a commonly shared area in your home so you can monitor your child's online activities.
- Check your computer's Internet Browser History file to see which sites your child has accessed.
- Set limits. Determine how much and what type of time your child spends online.
- Do not allow your child to give out a credit card number while he or she is online or using email.
- Do not allow your child to give out his or her personal information without your approval.
- Make sure your child tells you immediately if they encounter any material that makes them feel uncomfortable or unsafe.