

Parental controls guide



EE broadband

Parental Controls information

Type of guide

Broadband & Mobile networks

Features and Benefits

As part of EE's Home Broadband package, use Norton Family parental control software to monitor a child's devices and set age-appropriate rules for their online activity.

What specific content can I restrict?



Inappropriate content



Social Networking



Search



Location Services



Suicide & Self-Harm



Access requests



Filesharing & Hacking



Screentime



Phishing & Malware
Infected Sites

What do I need?

My EE account username and password and access to device connected to EE Home broadband.



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Step by step guide

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If you're new to EE broadband you'll get the option to download Norton™ Family when you first connect to the internet. Choose I Need Parental Controls to sign up for, and download Norton™ Family to your devices.



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Step by step guide

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If you are an existing EE customer, from a computer connected to EE Home broadband, go to the broadband.ee.co.uk/norton-security

The screenshot shows the EE website's broadband plans page. At the top, there is a navigation bar with 'Personal Business' and 'Contact us', 'Store finder', and 'Coverage checker'. Below this is a teal header with the EE logo, 'MY EE | SHOP | HELP | WHY EE', and a search bar. The main content area features a large banner for 'NORTON PREMIUM ANTIVIRUS SOFTWARE' with the subtext 'Free security for up to 10 devices when you take EE Home Broadband'. The banner includes a 'BACK TO BROADBAND' button and a product image of the Norton Security Premium software box. Below the banner, there are tabs for 'Cell Plans', 'Bright Box 1', 'Bright Box 2', and 'Norton Security Premium'. The 'FEATURES AT A GLANCE' section lists 'Online Protection' (Main keep your devices safe from viruses, spyware, malware and other threats.) and 'PC Backup' (25GB of secure PC cloud backup to store important documents, photos etc.).

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Scroll down to 'Easy to install' section and select Register and Download

EASY TO INSTALL

Your digital life can be complex, so it should be easy to get your stuff protected.

- Just scroll to the bottom of this page. Once you are an EE customer and your Broadband has been activated, come back to this page, scroll down and you will see the words 'Register & Download' at the bottom of the page. Alternatively, just go to [Help](#) and follow our simple step-by-step guide.
- You will need to register with Norton and create an account. This will involve adding your payment details. You won't be charged for the first year's subscription to Norton Security Premium. You will get a half-price discount on the following year's subscription.
- Once you've created an account, Norton Security Premium will be ready to download on the device you used to create an account. To add Norton Security Premium to more devices, simply select 'Add Device'.



REGISTER & DOWNLOAD



WHAT YOU GET

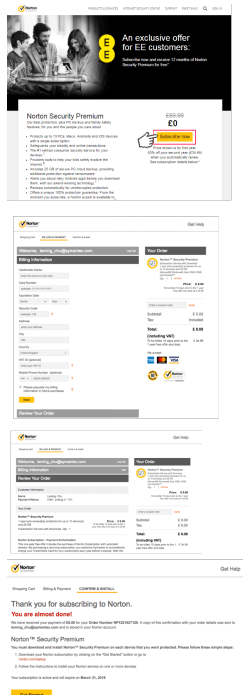


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On this page, select 'subscribe now' and you'll be asked to enter your details to complete the subscription and create your Norton™ Family account.





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Once you've signed up, select 'Agree and Download' to install the software on the current device and select 'Send a Download Link' to send a link to install the software on more devices.

The screenshot shows a web browser window with the Norton Setup page. The browser tabs include 'Your Order Confirmation' and 'Norton - My Subscription'. The address bar shows the URL: https://my.norton.com/onboard/home/index#/agreeAndDownload?_k=8cwh2x. The page title is 'NORTON SETUP'. A progress bar at the top shows three steps: 'Subscribe to Norton' (completed with a green checkmark), 'Agree & Download' (current step with a blue circle), and 'Install Norton' (not started). Below the progress bar, the text reads 'Your Norton Security is ready to download'. There are two main options: 'Install on this Device' and 'Install on Another Device'. Under 'Install on this Device', there is a yellow button labeled 'Agree & Download' with a hand cursor icon pointing to it. Under 'Install on Another Device', there is a yellow button labeled 'Send a Download Link'. Both buttons are highlighted with a red border. At the bottom of the 'Install on this Device' section, it says 'By clicking Agree & Download, you agree to the'.



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Once you have downloaded the software, select 'Identity' to add your children's names to your account (up to 15). You can add and remove a child at any time. Based on their age Norton Family applies pre-defined rules to manage their online use.

