How to...

activate Vodafone Content Control on your child's mobile

Vodafone provides tools to help prevent access to age-sensitive content and services, such as those rated 18, which are particular to local laws or codes of conduct in individual countries. Below is an example based on Vodafone UK's parental content control solution.

Vodafone UK was the first mobile network operator to launch Web filtering Parental Controls – called Content Control – in 2005.

Parents should always check which controls are in place when purchasing a mobile handset for their child.

With Vodafone Content Control activated, the user receives a splash screen if a website they try to access is classified as 18 and above.

To change the Content Control, users must be over the age of 18, have the approval of the Vodafone account holder (if they are not the registered user) and, if necessary, provide proof of age.

If the user has a Vodafone online account, they can check if Content Control is activated even if they do not have the phone to hand. In this tutorial, we show you how a Vodafone account holder can check the Content Control setting in this way.

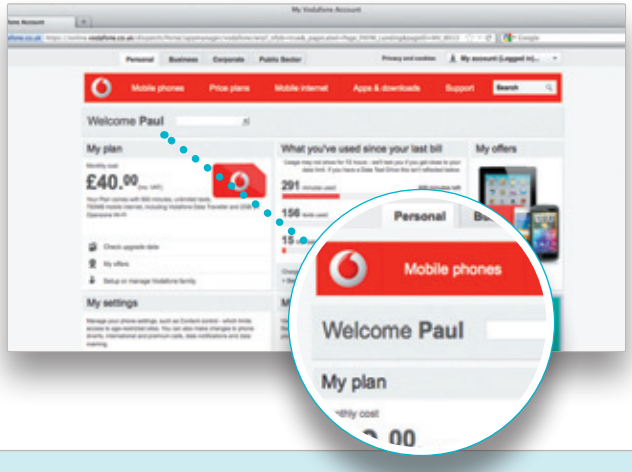
Step 1

Getting a Vodafone online account

If you have a Vodafone mobile pre-pay or post-pay contract, you can set up an online account to manage a number of settings. Simply go to **www.vodafone.co.uk** and click on 'Log in to My Account', which will provide you with the option to 'Register for My Account'.

During registration you will need the mobile phone to hand as you will receive a security password to complete the registration, linking the SIM and number to that account.

It will also help if you have an existing email account to support forgotten passwords etc.



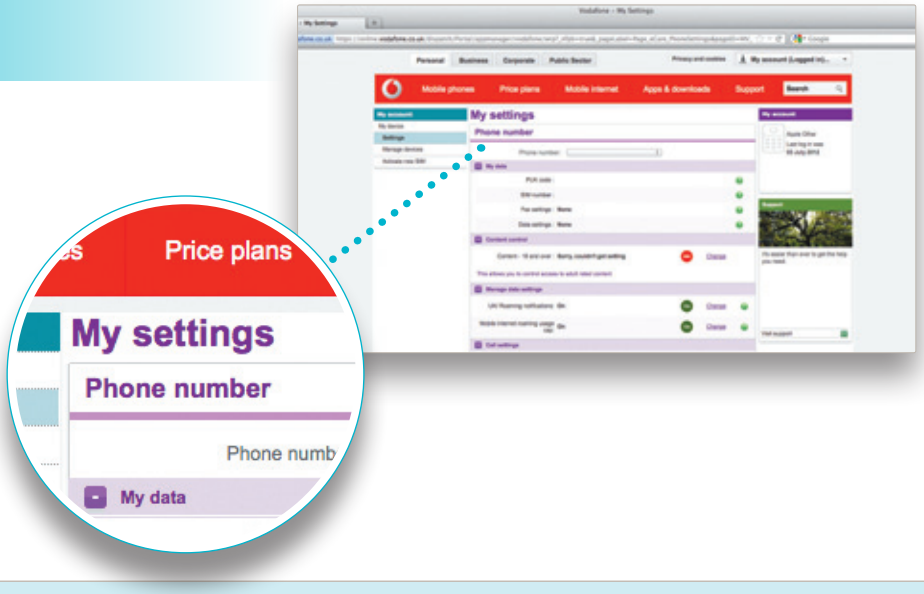
Step 2

Checking 'My Settings'

Once you have an online account, you can manage various areas of your Vodafone account including your tariff plan, extras, TopUp on pre-pay, call barring and Content Control.

You'll find the Content Control setting under the 'My Settings' section.

Click here to see the current setting on your child's mobile phone.



Step 3

Content Control setting

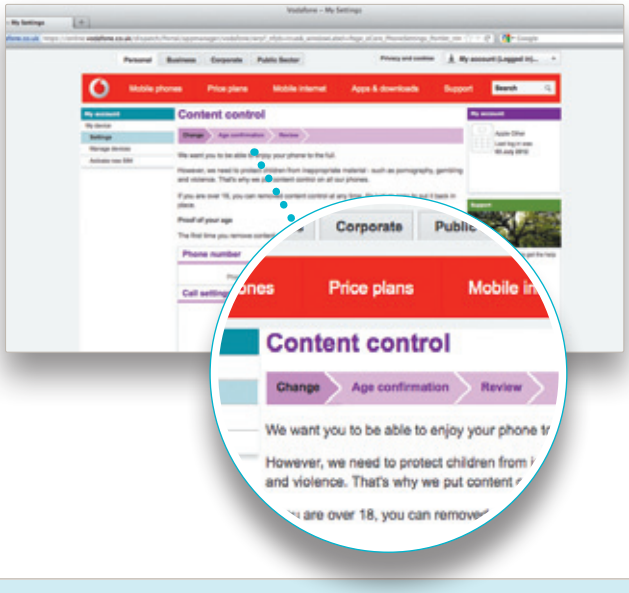
If the Content Control setting is off, you can request for it to be activated.

The setting will change the next time the handset/SIM is used to access the internet.

As with PCs, you might need to switch some devices off and on and also clear the memory cache.

You can get support at 'Phones and Devices' on the Vodafone Support pages at **www.vodafone.co.uk**

If you would like the Content Control bar to be lifted, you will be required to verify your age.



Step 4

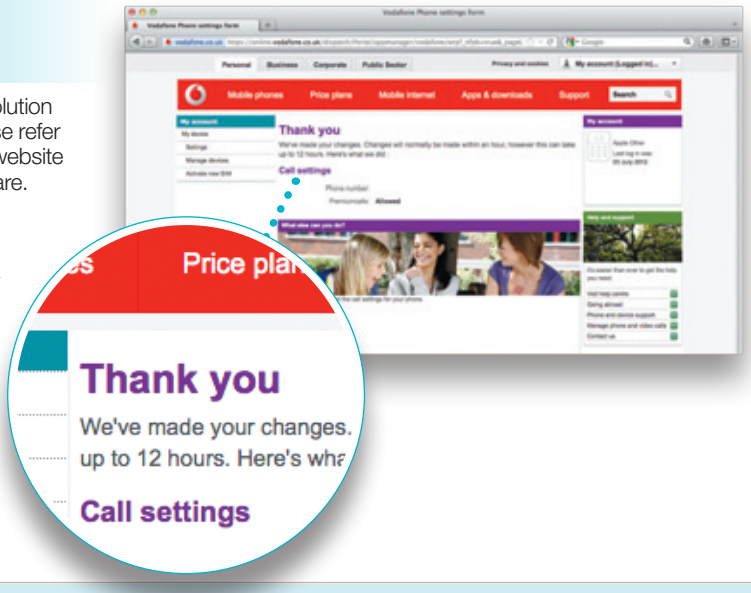
Confirmation

Any changes made to the settings will appear on a confirmation screen and be sent to your email address.

If you are the account holder but you do not have access to an online account, you can also check the settings via Customer Care (191 from a Vodafone phone) or at a Vodafone Shop.

For your local market solution outside of the UK, please refer to your local Vodafone website or contact Customer Care.

If you're in the UK, visit the Support section at **www.vodafone.co.uk**



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