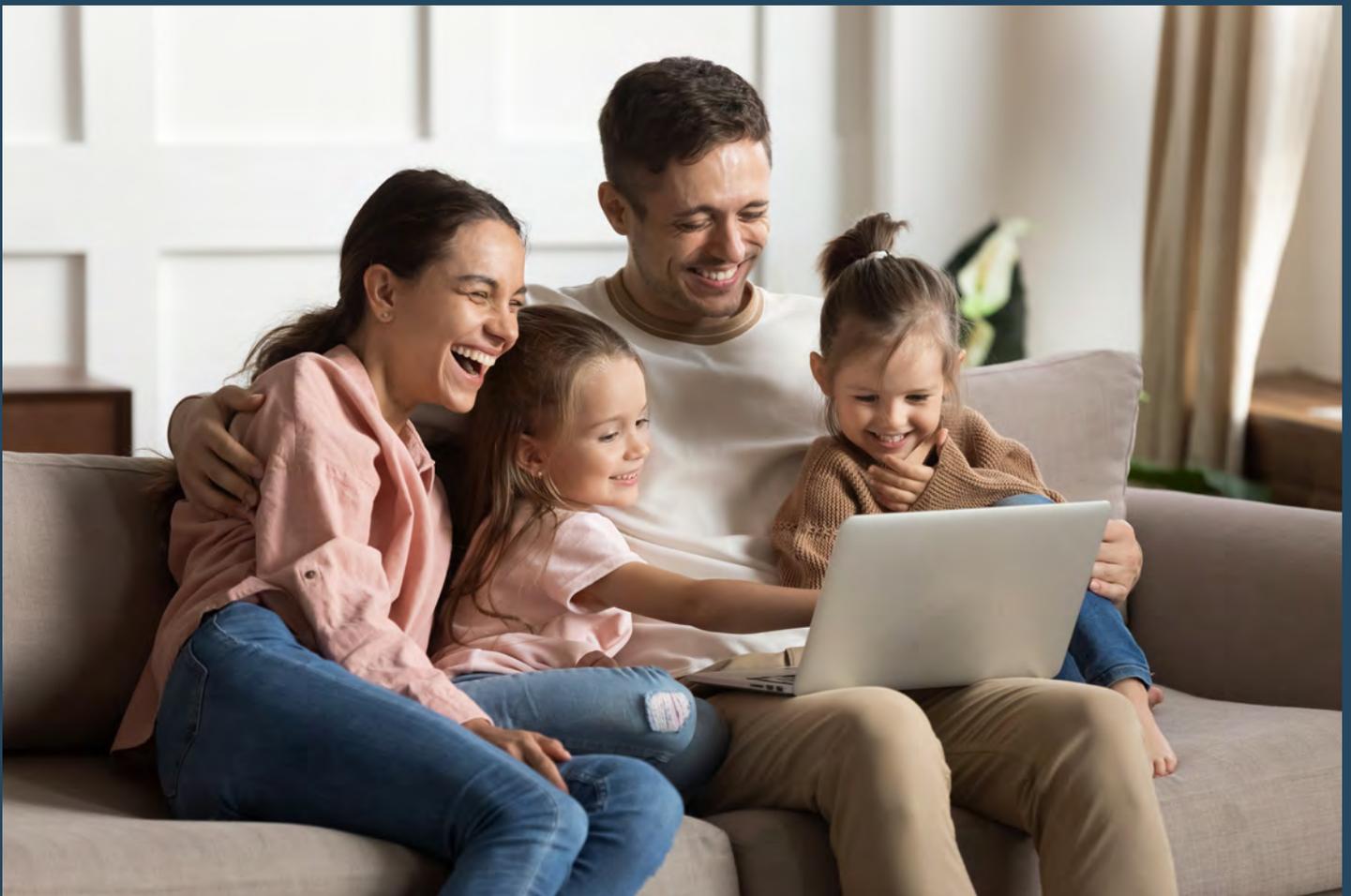




National Association
of Attorneys General

PARENTAL CONTROL SERIES

Keeping Children Safe Online





Introduction

The Internet is part of many children's daily lives and, because of COVID-19, their time spent online may be increasing. Kids are:

- Streaming TV and movies
- Using social media platforms
- Communicating through cell phones and computers
- Accessing other entertaining and educational content

Risks

While the Internet provides a lot of benefits for children, it also contains content inappropriate for minors. Additionally, it can give children the ability to buy content, products, or apps without a parent or guardian's permission. Worst of all, is the risk that children will be exposed to cyberbullying or contacted by harmful predators.

Tools to Protect

Fortunately, tech companies have responded to these dangers by providing parental control tools which allow parents and guardians to set appropriate limitations on their children's online activities. Parents are also encouraged to speak with their children to discuss issues of concern.

Parental Control Series

The NAGTRI Center for Consumer Protection (CCP) is publishing a series of tips for parents to access these parental controls. The installments, which are being periodically released, include tips on:

1. [Streaming services](#)
Released August 7, 2020
 - Including Amazon Prime, AppleTV, Disney+, Hulu, Netflix, and YouTube.
2. [Social media](#)
Released September 15, 2020
 - Including Facebook, Instagram, Snapchat, TikTok, Tumblr, and Twitter.
3. Mobile devices (Coming soon)
4. Video game consoles (Coming soon)
5. [More installments to come!](#)

The CCP does not endorse the use of any of the products, platforms, or services highlighted in this series. If you decide to allow your children to be online and choose to use parental controls, talk to your kids about why you are using them—to keep them safe online and help them establish reasonable usage limits. Be aware that the parental control tips provided herein are not 100% foolproof. Kids can undo parental controls and directions on how to get around them can easily be found on the Internet. We recommend you monitor your kids' Internet usage, look for signs that they may be bypassing controls you have set up, and research parental controls to stay current on how they may be disabled or avoided.

We hope this series helps you keep your kids safe online!

The NAGTRI Center for Consumer Protection



PHOTOS COURTESY SHUTTERSTOCK



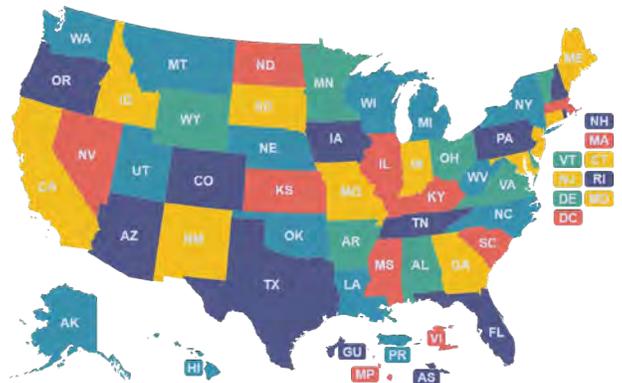
The National Association of Attorneys General (NAAG) serves as the national forum for attorneys general and their staff to collaboratively and effectively address issues important to their work and provides resources to support the work of the offices of attorneys general in protecting the Rule of Law and the United States Constitution.



ConsumerResources.org is a hub of consumer protection information and resources from state and territory attorneys general.

The website features links to consumer protection resources for each attorney general office and federal enforcement agencies. Consumer complaints can also be filed with most attorneys general through the links on the website.

In addition, the website offers educational materials on a variety of consumer topics to help consumers to stay informed on important issues. Topics covered include common scams, education, finances and money, healthcare, internet and privacy, and travel.



Consumer Protection is one of the most important ways attorneys general serve citizens. Find your state and territory attorney general and file a consumer complaint through www.ConsumerResources.org.



ConsumerResources.org

Parental Controls for Streaming Services

Tips to enable controls on major streaming services



amazon prime

hulu

apple tv

NETFLIX

Disney+

YouTube



amazon prime

Amazon Prime allows account holders to **create up to six individual user profiles**—including **Kids profiles**. When using a Kids profile, purchases are disabled and only content with a maturity rating of 12-and-under will be accessible.

To **create a profile for your child**, log into the Prime Video website and complete the following:

- On the Prime Video homepage, go to the **Who's Watching?** drop-down menu and select **Add New**.
- Enter the name for the profile.
- Toggle the button next to **Kid's profile?** to turn on the Kids Profile feature.
- Click **Save Changes** to confirm the new profile.

Amazon Prime also allows you to **set a PIN to password-protect content that you do not want your child to have access to**. If your child attempts to bypass their Kids profile by logging into an adult's profile, this can prevent them from viewing age-inappropriate content.

To **set your PIN**, log into your account on your computer and complete the following:

- Select **Hello [your name] Account and Lists** at the top of your screen.
- Choose **Your Account** from the drop-down menu.
- Scroll down to **Digital Content and Devices** and choose **Video Settings**.
- Select **Parental Controls**. Enter your new PIN and save.
- **To use your new PIN to set viewing restrictions** for your child, scroll down further and select the ratings categories you would like to restrict (i.e. R or TV-MA).
- In this section, you will also have the option to apply these restrictions only to specific devices registered with your Amazon Prime account, such as your family's television or your child's smartphone.

Once these restrictions are set, anyone wishing to stream restricted content will be required to enter the PIN prior to viewing.



To set [parental controls](#) and purchase restrictions for your child on Apple TV, you must create a four-digit PIN. Once created, this PIN will be required to access the restrictions settings in your account.

To create the PIN:

- Turn on your Apple TV device and select **Settings** at the bottom of the main screen.
- Select **General** and then choose **Restrictions**.
- Enter your new four-digit PIN and click **OK**.
- On the **Restrictions** page, you can now turn on the following features:
 - **Restrict**: Makes the PIN required for purchases, rentals, or apps
 - **Allow**: Will remove the PIN-protection from purchases, rentals, or apps
 - **Block**: Allows you to block specific content or apps
 - **Show**: Allows you to un-block specific content or apps

You will also have the option to make restrictions based on the app or content type:

- iTunes Store: You can choose to **Restrict**, **Allow**, or **Block** purchases or rentals on the iTunes Store.
- Movies, TV Shows, and Apps: You can filter or block content based on age or maturity ratings.
- Music: Choose **Clean** to filter out music or podcasts with explicit content.
- Siri: Choose the **Hide** feature to filter out mature language.
- Multiplayer Games and Screen Recording: Select **Yes** or **No** to allow/disallow these features.

If you have Netflix, Hulu, Amazon Prime, or other streaming apps installed on your Apple TV, you will need to set parental controls using those individual accounts.



Disney Plus will allow you **to create a unique profile for your child**. To do so, log in and choose your profile. You must create a profile for yourself before completing the following steps.

- Select your profile, and then choose **Edit Profiles**. Then click **Add Profile**.
- Enter a name for the new profile and an image for the profile icon.
- Select **Kids Profile** to turn on viewing restrictions. If **Kids Profile** is toggled on, your child will only be able to use their profile to access content rated G, TV-Y, TV-Y7/Y7-FV, or TV-G.
- Save the page to confirm your changes.

Disney Plus does not allow users to set a PIN to password-protect content or other profiles. There is currently no mechanism to prevent your child from accessing your Disney Plus profile to view restricted content.

hulu

Hulu allows parents **to create individual profiles** for their children and adjust their **content restrictions**. Up to six individual profiles may be created.

To create a profile for your child, log into Hulu on the web and complete the following.

- On the **Who's Watching?** screen, click the **+** to add a profile.
- Enter the name of your child.
- To restrict content, you can turn on the **Kids** feature to make only kid-friendly movies and TV shows viewable.
- You also can choose to leave the **Kids** feature off and enter your child's age instead. If your child is under the age of 13, they will not be able to watch any R-rated or TV-MA content.
- To save the new profile, click **Create Profile**.

There is currently no way to prevent your child from logging into your profile to view restricted content.



NETFLIX

Netflix allows subscribers to create up to five unique profiles within one Netflix account. Parents can use this feature to create profiles for their children and then set [viewing restrictions](#) for those profiles.

To create a profile for your child, log into Netflix on the web.

- On the [Who's Watching?](#) screen, select [Add Profile](#) on the far right. If you have already created five profiles, this option will not appear.
- Enter the name of your child and click [Continue](#).
- Navigate to [Manage Profiles](#) by clicking the pencil icon on the account. The drop-down labeled [Allowed TV Shows and Movies](#) will allow you to select from four general viewing restriction settings:
 - [For Little Kids Only](#): G-rated content only
 - [For Older Kids and Below](#): PG and G-rated content only
 - [For Teens and Below](#): PG-13, PG, and G-rated content only
 - [All Maturity Levels](#): No restrictions
- You can complete this process for each of your children's profiles.

You may also **set parental controls by allowing specific content maturity levels only**. To do so, log into your profile (not your child's).

- Click your icon in the top right of your screen and choose [Account](#). Scroll to the [Profile and Parental Controls](#) section.
- In this section, click the drop-down arrow next to your child's profile. Select [Viewing Restrictions](#) and click [Change](#).
- You will be prompted to re-enter your password.
- Select the maturity level that you want to allow for your child's viewing (i.e. PG) and click [Save](#).

You can also **prevent your child from viewing specific titles** in the Netflix catalog.

- Click your icon in the top right of your screen and choose [Account](#). Scroll to the [Profile and Parental Controls](#) section.
- In this section, click the drop-down arrow next to your child's profile. Select [Viewing Restrictions](#) and click [Change](#).
- You will be prompted to re-enter your password.
- Select [Title Restrictions](#) and enter the name of any TV show or film that you want to prevent your child from viewing. Click [Save](#).

If you have these parental controls engaged, you may also wish to **prevent your child from bypassing these controls** by choosing your profile when they access Netflix. Netflix allows you to create a PIN that must be entered every time your profile is selected. To make your account PIN-protected, log into Netflix and select your profile.

- Click your icon in the top right of your screen and choose [Account](#). Scroll to the [Profile and Parental Controls](#) section.
- In this section, click the drop-down arrow next to your child's profile. Select [Viewing Restrictions](#) and click [Change](#).
- You will be prompted to re-enter your password.
- Click the checkbox next to [Require a PIN](#) and enter a 4-digit PIN that your child will not be able to guess. Click [Save](#).
- These parental controls should prevent your child from viewing content that is not age appropriate. However, you can always check your child's profile viewing history by completing the following:
 - Click your icon in the top right of your screen and choose [Account](#). Scroll to the [Settings](#) section.
 - Choose [Recent Device Streaming Activity](#). Here, you should be able to view what has been streamed from your account's profiles and on which devices.



[YouTube Kids](#) is an app designed to provide a safer and more contained environment for kids on YouTube. **Parents can create up to eight profiles for their children on YouTube Kids** and approve content, set screen time limits, track what their kids are watching, and [more](#). YouTube Kids content can be viewed without signing in or creating an account, but if your child has their own devices you can also set up a YouTube Kids account for them. The age groups to choose from are **Preschool** (kids 4 and under), **Younger** (kids 8 and under), or **Older** (kids 8 to 12).



To set up a YouTube Kids account for your child, you must first have Google's [Family Link](#) app installed.

- To create a YouTube Kids account for your child, open the Family Link app and select **Create +** on the home screen.
- Follow the prompts to set up your child's YouTube Kids account.
- To adjust the content settings for your child's account, select your child's account on the Family Link home screen.
- Open Settings and select **Manage Settings**.
- Choose **More** and then **YouTube Kids**.
- You can now toggle on/off your child's ability to search for videos and select a content level based on their age.

To sign into YouTube, users must have a Google account that meets the minimum age requirement of 13 years old. YouTube videos can be viewed without signing in, with the exception of videos that require age verification.

Parental Controls for Social Media

Tips to enable controls on major social media platforms



facebook

TikTok

 **Instagram**

tumblr

 **Snapchat**

twitter 

facebook

Facebook is a social networking platform that allows users to post updates, upload photos and videos, send messages to friends, join groups for specific interests, and more. To **adjust your child's [privacy settings](#) and personal information**:

- Log into their account and navigate to your child's profile. Choose **About** near the top of the page, then select **Contact and Basic Info**.
- Add, change, or remove the information that you would like to edit, such as your child's family relationships and location.
- To adjust who can view this personal information, set the privacy setting to **Public**, **Friends**, or **Only Me**. Click **Save** at the bottom of the page to confirm your changes.
- Some of your child's information will be visible to all Facebook users, **regardless of privacy settings**. These include your child's profile photo, cover photo, name, and gender.

To adjust who can view posts and photos tagging your child:

- Log into their account, click the down arrow in the top-right corner of the Facebook screen, and select **Settings & Privacy**. Then select **Timeline & Tagging**.
- Click the **Edit** button next to **Who can see posts you're tagged in on your timeline?**
- Select the audience of people who can view this content on your child's timeline (ex: **Friends, Everyone, Only Me, etc.**).
- By turning on **Timeline Review**, your child will be prompted to manually approve any posts or photos they are tagged in before they appear on your child's timeline.
- Click **Save** to confirm your changes.
- You can also navigate to specific photos and posts that your child has been tagged in and choose to hide them from your child's timeline.



When your child posts their own **photos and status updates**, they can select the audience for these posts individually.

To adjust who can view a specific post or photo of your child's, navigate to the post or photo and click the audience selector beneath your child's name. If the post is set to **Public**, you can adjust the content to be visible to **Friends** or **Only Me**.

To adjust the privacy settings of your child's photo albums, go to your child's profile and click **Photos** and then **Albums**. Select an album and then choose **Edit Album**. Look for the audience selector above the **Save** button and make sure the album privacy is not set to **Public**. Click **Save** to confirm your changes.

Note: The minimum age to use this platform is 13. If you know of a user under the age of 13 who has created an account using a false date of birth, you can report their account [here](#).



Instagram is a photo and video sharing platform that allows users to post their own photos and videos and view and comment on the photos and videos of others. Instagram's [privacy settings](#) allow users to make accounts fully private, limit who can view their content, and more.

To set your child's account to private mode:

- Log into your child's account, navigate to their profile, and click the gear icon.
- Scroll down to **Privacy and Security** and select **Account Privacy**.
- Tap next to **Private Account** to make your child's account private.
- After their account is private, they will need to manually approve all followers. Only their followers will be able to view Instagram posts and stories.

Instagram Stories are photos/videos that your child can upload that are visible only for 24-hours. **To set restrictions on who can interact with your child's story**, navigate to your child's account settings, scroll down to **Privacy and Security** and select **Story Controls**.

- To hide your child's stories from specific users, click **Hide Story From**. Then select from the list of your child's followers who you would like to block from viewing their stories.
- To prevent your child's Instagram stories from being shared by their followers, make sure that the button next to **Allow Sharing** is unchecked.

Instagram also allows users to **prevent their followers from making offensive comments** on posts.

- To automatically ensure that offensive comments made on your child's photos or videos are hidden, navigate to your child's account settings, scroll down to **Privacy and Security** and select **Comment Controls**.
- Make sure that the button next to **Hide Offensive Comments** is checked.
- In this section, you can also choose to prevent specific users from commenting on your child's posts. Click on **Block Comments From** to choose from a list of your child's followers from whom to block comments.

Note: The minimum age to use this platform is 13. The accounts of users under the age of 13 can be reported [here](#).

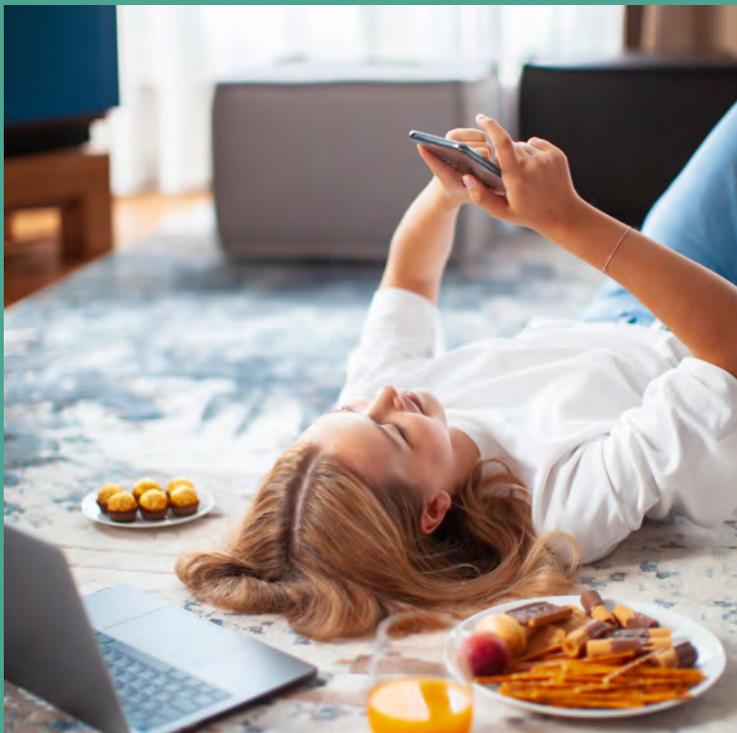
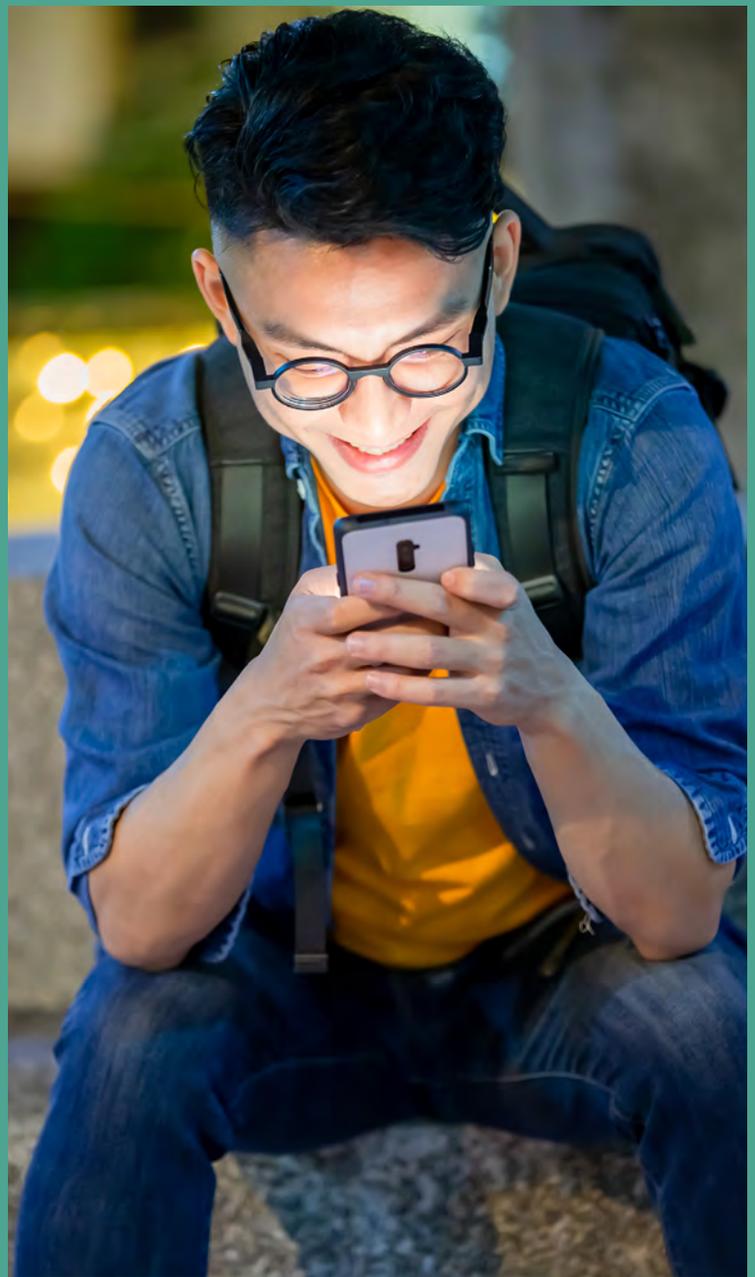


Snapchat

Snapchat is a platform that allows users to share pictures and videos with friends that disappear after being viewed by the recipient.

To adjust your child's [privacy settings](#):

- Log into their account via the Snapchat app, navigate to your child's profile, and click the gear icon.
- Scroll down to “**Who Can...**” In this section you can adjust who can:
 - **Contact Me:** Choose who can send Snapchats and messages directly to your child.
 - **Send Me Notifications:** Choose whether your child can receive notifications from everyone or Snapchat friends only.
 - **View My Story:** Choose who can view your child's Snapchat story. Specific users can also be blocked from viewing stories by selecting **Custom**.
 - **View My Location:** Choose who can view your child's location on the Snapchat map.



- In general, your child's posts, location, and other content can be restricted to two groups: **My Friends** and **Everyone**. If **Everyone** is selected for **Who Can...Contact Me**, any Snapchat user will be able to send messages and photos to your child.

Note: The minimum age to use this platform is 13. Accounts of underage users can be reported by emailing support@snapchat.com and providing details of the account.

TikTok

TikTok is a video-sharing platform that allows users to create and upload short-form videos.

To make your child's TikTok account [private](#):

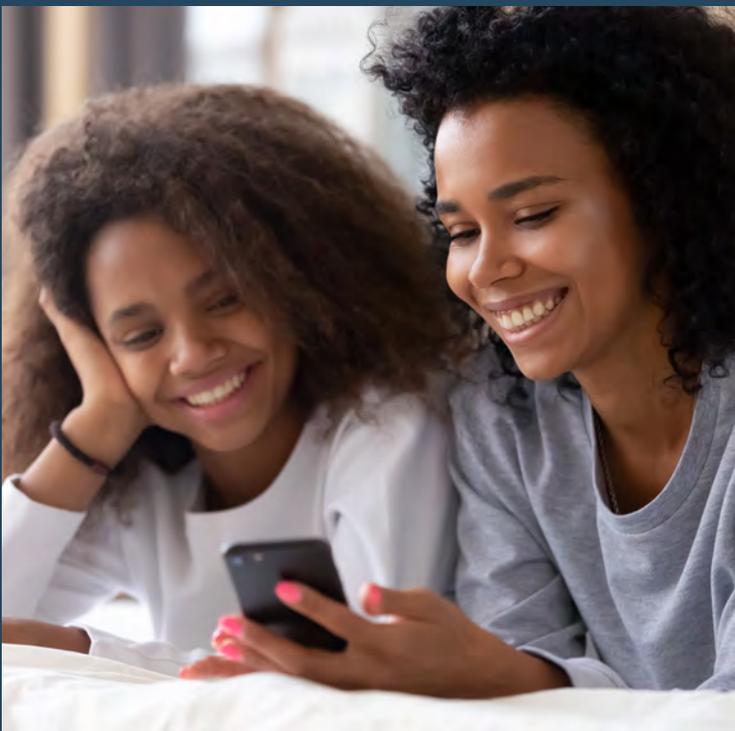
- Log into your child's account, navigate to their profile, and select the **Settings** icon. The settings icon is a gray box with three dots.
- Under **Privacy & Safety**, turn on **Private Account**.
- Your child's videos will now only be viewable by your child's followers and they will only be able to receive messages sent by their followers. Any potential followers will need to send your child a **Follow** request before they can view your child's content.
- If your child's account is not set to private, any TikTok user will be able to view your child's videos and send them messages.
- Under **Privacy and Safety**, you can also manage who can comment on your child's videos. Select **Who Can Send Me Comments** to choose from **Everyone**, **Friends**, or **Off**.



To adjust what information is visible on your child's profile:

- Log into their account, navigate to your child's profile and select **Edit Profile**.
- From here, you can edit, add, or remove your child's profile information, including their age, address, and phone number.
- Certain information, such as your child's profile photo, username, and biography will be visible to all TikTok users regardless of your child's privacy settings. Check these items to ensure that they do not contain revealing information.

Note: The minimum age to use this platform is 13. Those under the age of 18 must have parental consent before signing up. Accounts of users under the age of 13 can be reported by emailing privacy@tiktok.com. More information for parents can be found [here](#).





tumblr

Tumblr is a blogging platform that members can use to create blog posts, upload art, photos, and videos, and more. Users can change their [privacy settings](#) to make their blog posts private or hide their activity from others.

To hide your child's account activity from other users:

- Log into their account, click **Settings** at the top of the Tumblr dashboard and then **Privacy**.
- Turn off **Let others see that you're active**. Now other Tumblr users will not be able to see when your child is active on their account.

Users can also **prevent their blogs from being visible** in search results on Tumblr and on the web.

- To hide your child's blog from Tumblr search results, navigate to **Settings** and select **Visibility**. Turn on **Hide [your child's blog name] from search results**.

- To hide your child's blog on the web, navigate to **Settings** and select **Visibility**. Turn on **Hide [your child's blog name]**. Your child's blog will now only be viewable by other Tumblr users when they are logged into Tumblr. Non-Tumblr users or Tumblr users who are not logged in will not be able to view your child's blog, even if they have a direct URL link to your child's blog.
- To prevent Tumblr users from searching for your child's blog using your child's email address, navigate to **Settings** and turn off **Let others find you by email**.

Note: The minimum age to use this platform is 13. Users must be 18 years old or older to view content that has been flagged as explicit. To report violations of tumblr's restrictions click [here](#).



Twitter is a platform that allows users to create short 280-character posts called Tweets, upload photos and videos, reply to other users' tweets, message other users, and more.

To adjust your child's privacy and safety settings:

- Log into their Twitter account and navigate to **Privacy & Safety Settings**.
- Choose **Protect My Tweets** and click **Save** at the bottom of the page. You will be prompted to re-enter your child's password to confirm any changes. After doing so, only followers of your child will be able to view their Tweets, and any user wishing to follow your child must submit a **Follow** request that will need to be approved by your child.
- It is Twitter's default setting to **hide Tweets that may contain sensitive media**, but this setting can be disabled. To ensure that your child's account blocks sensitive media, navigate to **Privacy & Safety Settings**. In the **Tweet Media** section, ensure that the **Display media that may contain sensitive content** box is unchecked. Click **Save** to confirm the changes.

To adjust the personal information that is visible on your child's profile:

- Navigate to their profile and select **Edit Profile**.
- On this page, you can edit your child's name, biography, profile image, location, and other personal information.
- To hide your child's location, simply delete the information listed in the **Location Field**.
- You can also choose to set your child's birth date, phone number, and email address to private.
- After making any changes to your child's profile information, select **Save** at the bottom of the page to confirm these changes.

Note: The minimum age to use this platform is 13. The accounts of those under the age of 13 can be reported [here](#).