

Setting up Parental Controls on the Hub Two

(DESCRIPTION)

A woman, Heather, in a pink Plusnet Help T-shirt standing in front of a pink background. On screen to the right is an image of the Hub Two with the words Hub Two Setup underneath and a small Plusnet logo in the bottom right corner.

(SPEECH)

Hi, I'm Heather and welcome to Plusnet Help.

The internet is a great place, you can pretty much do anything you want, whenever you want. But that's a double-edged sword.

For example, kids having 24-hour access isn't the best. Luckily for you, you have a Hub Two from Plusnet.

(DESCRIPTION)

Picture of the Hub Two showing a large green circle and a black wired connection at the back left side.

Followed by a picture of a young child hiding under their bed covers at night, with the light from their laptop or device shining through.

(SPEECH)

HEATHER: So now when they go to bed to read, you can make sure they aren't secretly on their tablet watching YouTube.

Let's give you control like it's 1984.

(DESCRIPTION)

A screen capture of a desktop browser. In the search bar "192.168.1.254" is typed to load up the Hub Two manager page. The page shows 8 pink boxes labelled Status, Wireless, My devices, Help, Hub light control, Broadband performance test, Restart the hub and Advanced settings.

When Advanced settings is selected where this page shows 9 pink boxes labelled Broadband, Wireless, Firewall, My network, Technical log, Access control, IPv6, System and Back to home page.

Once Access Control is chosen, to enter the admin password.

(SPEECH)

HEATHER: First, make sure you're connected to your home Wi-Fi. Go to your browser and type in 192.168.1.254. This will load up the Hub manager. In the bottom right, select "Advanced settings". Then choose "Access Control" along the bottom. At this point, you'll be prompted for your admin password.

(DESCRIPTION)

Shot of the back of the Hub Two and Heather sliding the card containing the admin password details at the back of the Hub.

(SPEECH)

HEATHER: This can be found on the handy card on the back of your Hub.

(DESCRIPTION)

Screen capture of the password being entered followed by pressing "Submit".

The Access control page displayed is split into three sections Schedules, Pause and Groups. Schedules is selected to show it can block access to individual devices between set times of the day and different days.

(SPEECH)

HEATHER: Once you've entered the password, press "Submit" and you'll now be able to fully manage which devices can connect to the internet, and when. This page is split into three sections, shown at the top. Schedules, Pause and Groups. Each does as you'd expect. Let's start with "Schedules". This can block access to individual devices between set times of the day on different days.

(DESCRIPTION)

Heather explains that a schedule can be created in this example if no cartoons on the tablet after 7pm during the week, then it will easily be done.

(SPEECH)

HEATHER: This will do all the heavy lifting for you. So, if the house rules are 'no cartoons on the tablet after 7pm during the week', we can set that schedule.

(DESCRIPTION)

Screen capture of a list of devices currently (pink icon) or previously (grey icon) connected to your router. So to make sure you have selected the right device will require some testing from your end. The hub tries to assign the correct icon depending on the device type, mobile, tablet or computer.

(SPEECH)

HEATHER: Just choose "Select device" and you'll find a list of devices that are either currently connected to your router, shown with a pink icon, or have been connected in the past, shown by a grey icon. You might have to do a bit of testing to confirm which is the right device. The Hub will attempt assign each device an icon based on what it thinks it is, so a phone, tablet or computer icon. If you want, you can rename these to make it easier in future.

(DESCRIPTION)

Screen capture being back at the Hub manager home screen where My device is chosen and at the bottom is the same list as seen in the earlier page.

The device name is changed to Kids Tablet. In the Access control page this is easily found, and "Set" is pressed. The options of "Start time" or "End time" can be chosen, the days, followed by the plus button to store it and "Save" to confirm everything.

(SPEECH)

HEATHER: To do this, go back to your hub manager Home Screen, choose "My Devices" and at the bottom you have that same list of devices connected to your Hub as seen on the earlier page. Select one, and you'll get a new screen that lets you change the device name. So, we can call this "Kids Tablet". So now, when we go back to the Access control page, we can find our renamed device. Choose it and press "Set". Now it's as simple as choosing your scheduled times by pressing on the "Start time" or "End time" boxes. Picking the days you need. Then press the little plus button on the right to store it. Lastly press "Save" to confirm everything.

(DESCRIPTION)

Heather has walked through an example of scheduling on a device.

(SPEECH)

HEATHER: You've now set your first schedule to block access to a device. Feels good, doesn't it?

(DESCRIPTION)

Screen capture in Access control page to stop for some time, the Blocked button is unselected for that schedule which is indefinitely paused. The schedule can be deleted if no longer needed by clicking the cross, and then Save to confirm the changes.

(SPEECH)

HEATHER: If you ever want to stop it for a time, unselect the "Blocked" button next to that schedule and it will pause it indefinitely. If you think you'll never need that schedule again, the cross to the right will remove it entirely. Don't forget to press "Save" each time, to make sure your changes stick.

(DESCRIPTION)

Heather gives a useful quick tip to add devices to a group that will follow the same rules, instead of adding individually they can be added into a group instead.

(SPEECH)

HEATHER: Here's a tip. If there's a bunch of the same devices that need to follow the same rules, you don't need to add them individually. Instead, we just create a group.

(DESCRIPTION)

Screen capture in Access control page the “Groups” tab is selected and the new group name “Kids computers” is entered. Option “Select a device” is chosen and the Kids tablet is selected and set. The plus icon on the right is selected and Kids iPhone and PS5 are also added. Save is pressed to confirm the changes.

New devices can be added by following the same steps. Or the whole group can be deleted by choosing the cross icon next to the relevant group.

Quick demo to see what devices are in a particular group when the arrow icon on the right is pressed.

Back at the “Schedules” tab when “Select group” is pressed the new group “Kids computers” now appears.

It’s the same as before to set the schedule, the time and days are being set and then saved.

The “Pause” tab is selected and is used to block connections for an hour or maybe until 9pm for example. Either for individual devices or groups created.

(SPEECH)

HEATHER: Select the “Groups” tab at the top. Make a name, let’s pick, ‘kids computers’, and like before, press “select device”. Set it and press the plus icon to the right to add more devices. Do this for as many devices on your network as you want. When you’re done, make sure to press “Save”. You’ll see it appear as its own group below. You can always add new devices to it, by following the same steps, or delete the whole group by choosing the cross icon. You can also easily see what devices are in any group by pressing the arrow icon on the right. When we go back to the “Schedules” tab, we can press “Select group” and our newly made group appears. The rest is just the same as before for setting a schedule. Finally, we have the “Pause” tab. This is even more straight forward. If you just want to block connections for an hour, or maybe only until 9pm for example, you can do that here. Again, it can be for individual devices or any groups you’ve created.

(DESCRIPTION)

HEATHER on screen to camera confirming how you’ve now got control over your home network. For more information are available at plus.net/help.

(SPEECH)

HEATHER: Sorted. You can now flex your complete control over your home network. If you’d like more information you can see our other hub videos, and guides over at plus.net/help.