



**Verizon Family Protection
Powered by McAfee**

User Guide

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CHAPTER 1

Welcome to Verizon Family Protection Powered by McAfee User Guide

This guide describes how to set up Family Protection, so that you can protect your children while they browse the web and chat online. As administrator, you create individual accounts for each child in your family. With Family Protection you can:

- Monitor and block programs, websites, instant messaging, social networking sites and emails
- Create unique security settings for each family member
- Limit time spent on the web
- View usage logs
- Receive instant alerts if a family member tries to access inappropriate content

If you experience any issues while setting up your software, please contact Verizon Support (<http://verizon.mcafee.com>).

CHAPTER 2

Setting up Family Protection

Protect your children while they browse the web and chat online, so that you can have peace of mind. As administrator, you create unique security settings that are age-appropriate for each child in your family.

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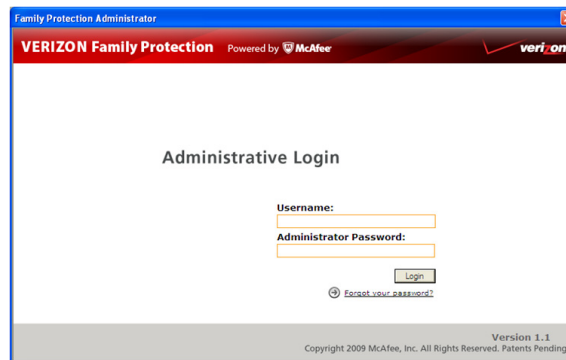
Activating your software

We'll ask you to activate Family Protection immediately after you install it for the first time. When you activate, you create a Family Protection administrator account. Family Protection allows only one administrator account, and the user name that you choose for the account cannot be changed.

Note: After you activate Family Protection, you do not have to activate it again if you install it on another computer.

Activate your software

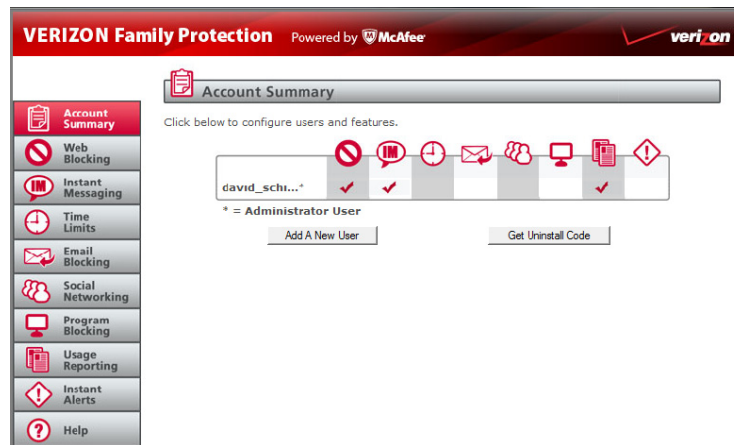
- 1 In the **Username** field, type your email address. This is your administrator user name.
- 2 In the **Administrator Password** field, type your administrator password, and then click **Login**.



Tip: It's a good idea to memorize your user name and password, or keep them in a safe place.

Managing your family's protection

To protect all your family members when they are online, create an account for each member with unique, age-appropriate settings. You can create, edit and remove accounts from the Account Summary page.



Protect your family

Family Protection allows you to create an account for each member of your family.

- 1 Open the Account Summary page.
How?
On the left menu, click the **Account Summary** tab.
- 2 Click **Add a New User**.
- 3 In the **New Username** field, type the name of the family member you want to protect. Each name must be unique.
- 4 In the **New Password** field, type the family member's password, then retype the new password in the **Confirm Password** field.
- 5 Click **Add User**.

Change a family member's password

If you change your mind about a family member's password, or if you think it's been compromised, you can change the password at any time.

- 1 Open the Account Summary page.
How?
On the left menu, click the **Account Summary** tab.
- 2 Click the family member's name.
- 3 In the **New Password** field, type the family member's password, then retype the new password in the **Confirm Password** field.
- 4 Click **Change password**.

Remove a family member's account

You can remove a family member's account at any time.

- 1 Open the Account Summary page.
How?
On the left menu, click the **Account Summary** tab.
- 2 Click the family member's name.
- 3 Click **Delete User**.

Note: When you remove a family member's account, all Family Protection settings for this family member will be lost. To restore the user's protection settings, you must create another account.

Retrieve your administrator password

If you forget your administrator password, you can ask Verizon to send it to the email address you used to create your administrator account.

- 1 Open your Family Protection software.
- 2 In the administrator logon screen, click **Forgot your password?**

Log on to Family Protection

- 1 Double-click the Family Protection icon on the taskbar.
- 2 Type your administrator user name and password.
- 3 Click **Login**.

Remove Family Protection

If you want to remove your Family Protection software from your PC, you will be asked for your administrator user name and password. For added security, you may need an uninstall code, along with your administrator user name and password, to remove Family Protection.

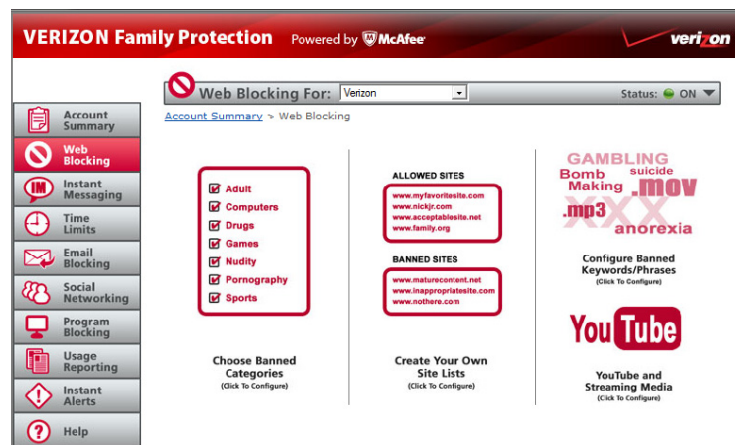
- 1 Open the Account Summary page.
How?
On the left menu, click the **Account Summary** tab.
- 2 Click **Get uninstall code**. Make a note of the uninstall code.
- 3 Click **Done**.
- 4 Close all your programs and disconnect your computer from the Internet.
- 5 Click **Start**, point to **Programs**, point to **McAfee Family Protection**, then click **Uninstall Family Protection**.
- 6 If prompted, click **Allow**.
- 7 Select **Remove**, then click **Next**.
- 8 Type your administrator credentials, then click **Next**.
- 9 Type your uninstall code, then click **Next**.
- 10 Select **Yes, I want to restart my computer now**.
- 11 Click **Finish**.

Note: The uninstall code expires at midnight.

Allowing and blocking websites

You can allow or block websites in four ways:

- Ban a content category
- Create allowed and banned website lists
- Ban keywords and phrases
- Block YouTube and streaming media



Ban a content category

You can block websites belonging to any of 35 content categories. If a family member tries to access a website that has content included in a "banned" category, Family Protection logs it and alerts the administrator.

- 1 Open the Web Blocking page.

How?

On the left menu, click the **Web Blocking** tab.

- 2 At the top of the page, from the **Web Blocking For** drop-down list, select the family member.
- 3 Click **Choose Banned Categories**.
- 4 Click the “banned” column next to each category you want to block.
- 5 Click **Save Settings**.
- 6 In the top right corner of the page, from the **Status** drop-down list, select **ON**.

Tip: To see a description of the each content category, click the category name.

Create allowed and banned website lists

You can customize web blocking by listing sites to which you want to allow or deny access.

- 1 Open the Web Blocking page.
How?
On the left menu, click the **Web Blocking** tab.
- 2 At the top of the page, from the **Web Blocking For** drop-down list, select the family member.
- 3 Click **Create Your Own Site Lists**.
- 4 To ban a specific site, click **Ban Site**, then type the website address in the **Site Address** field.
- 5 To allow a specific site, click **Allow Site** and type the website address in the **Site Address** field.
- 6 Click **Add Site**.
- 7 In the top right corner of the page, from the **Status** drop-down list, select **ON**.

Note: To remove websites from either **Site Address** fields, highlight the website address, then click **Remove Selected From Allowed/Banned**. You can select multiple sites to remove by holding down the CTRL key and clicking multiple sites.

Ban keywords and phrases

You can use keywords and phrases to prevent your family members from viewing certain websites. Family Protection includes dictionaries of profane and sexually suggestive words that are banned automatically. If a word in our dictionaries appears in the website, that site is blocked.

- 1 Open the Web Blocking page.
How?
On the left menu, click the **Web Blocking** tab.
- 2 At the top of the page, from the **Web Blocking For** drop-down list, select the family member.
- 3 Click **Configure Banned Keywords/Phrases**.
- 4 Select **Block Profanity** and/or **Block Sexually Suggestive Words** to block searches and websites that contain words found in Family Protection's built-in dictionaries.
- 5 In the **Add an entry to custom keyword list** field, type your keyword or phrase.
- 6 Click **Add Keyword**.
- 7 In the top right corner of the page, from the **Status** drop-down list, select **ON**.

Important: When you add your own words to the Family Protection dictionary, the software can become very restrictive. For example, if you block the word "soft" then Family Protection will also block out websites using any derivative of the word "soft," including websites that use words like "software" or "softball." The program is designed this way to be as secure as possible, and requires the administrator to choose blocked words and phrases carefully. We advise you to use words that are at least four letters long.

Block YouTube and streaming media

Family Protection's unique YouTube filtering technology prevents exposure to objectionable videos, while allowing children to access videos that are appropriate.

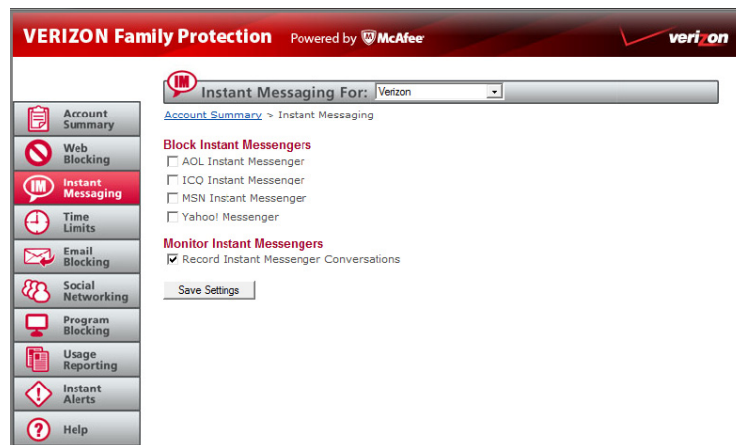
- 1 Open the Web Blocking page.
How?
On the left menu, click the **Web Blocking** tab.

- 2 At the top of the page, from the **Web Blocking For** drop-down list, select the family member.
- 3 Click **YouTube and Streaming Media**.
- 4 Select one of three YouTube options:
 - Allow All YouTube videos
 - Block YouTube videos with inappropriate content
 - Block all YouTube videos
- 5 In the Block Media Players section, select all media players that you want to block:
 - Windows Media Player
 - Real Player
 - WinAmp
 - iTunes
 - QuickTimes Player
- 6 Click the “**banned**” column next to each category you want to block.
- 7 Click **Save Settings**.
- 8 In the top right corner of the page, from the **Status** drop-down list, select **ON**.

Managing Instant Messaging

Family Protection provides blocking and monitoring features for some of the most commonly used Instant Messaging (IM) programs:

- AOL
- ICQ
- MSN
- Yahoo!



Block Instant Messaging

You can protect your family from potentially inappropriate Instant Messaging contacts.

- 1 Open the Instant Messaging page.
How?
On the left menu, click the **Instant Messaging** tab.
- 2 At the top of the page, from the **Instant Messaging For** drop-down list, select the family member.
- 3 From the **Block Instant Messengers** list, select the Instant Messaging programs you want to block.
- 4 Click **Save Settings**.

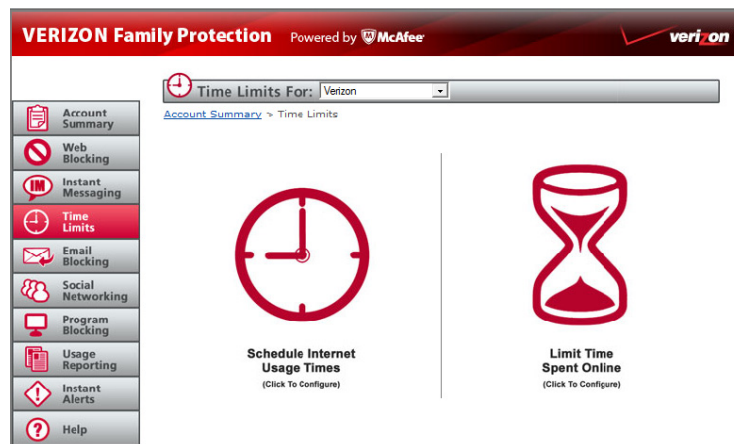
Monitor Instant Messaging

You can monitor your family's Instant Messenger conversations for potentially inappropriate messages.

- 1 Open the Instant Messaging page.
How?
On the left menu, click the **Instant Messaging** tab.
- 2 At the top of the page, from the **Instant Messaging For** drop-down list, select the family member.
- 3 In the **Monitor Instant Messengers** section, select **Record Instant Messenger Conversations**.
- 4 Click **Save Settings**.

Limiting time spent on the web

You can use Family Protection's Time Limits to manage the time your family spends on the web. Time Limits lets you allow Internet use on a schedule set by you, and limit the total amount of time spent online.



Schedule Internet usage times

You can limit Internet access to certain times of the day.

- 1 Open the Time Limits page.

How?

On the left menu, click the **Time Limits** tab.

- 2 At the top of the page, from the **Time Limits For** drop-down list, select the family member.
- 3 Click **Schedule Internet Usage Times**.
- 4 From the **Time Zone** drop-down list, select your time zone.
- 5 On the green matrix, select the day of the week and the time of day you wish to block by clicking on the time blocks (1/2 hour increments). Click, hold and drag your mouse to block out several hours.
- 6 To unblock time increments, click on the red time block and it will return to green.
- 7 Click **Save Settings**.

Note: Family Protection checks time based on the time on our servers. Therefore, if a family member changes the time zone on your computer, the Family Protection server will still block access according to your time zone.

Limit time spent online

You can manage the amount of time that family members spend online per day. For example, you can specify the time of day they can go online.

- 1 Open the Time Limits page.
How?
On the left menu, click the **Time Limits** tab.
- 2 At the top of the page, from the **Time Limits For** drop-down list, select the family member.
- 3 Click **Limit Time Spent Online**.
- 4 From the **Limit to** drop-down list, select the total amount of time per day you want that family member to have Internet access.
- 5 Click **Save Settings**.

Allow a temporary extension

You can extend a user's Internet access temporarily. For example, if one of your children needs more time online to research a school project, you can extend that child's Internet access for that day only. The child's normal time limit will resume the next day.

- 1 Make sure the family member is logged on.
- 2 Right-click the Family Protection icon on the taskbar.
- 3 Select **Time Control**, and choose **Extend remaining time**.
- 4 Type your administrator password and press **Enter**.

Blocking emails

You can use Family Protection to manage how your family members send and receive email messages. Family Protection Email Blocking also logs the email addresses from incoming and outgoing mail.

You can use Email Blocking to:

- Restrict the email addresses your child sends email from.
- Restrict the email addresses your child sends email to and receives email from.



Add an approved email address

You can specify email addresses that your child can send emails from when Email Blocking is on.

- 1 Open the Email Blocking page.

How?

On the left menu, click the **Email Blocking** tab.

- 2 At the top of the page, from the **Email Blocking For** drop-down list, select the family member.
- 3 Click **Approve Email Accounts**.
- 4 Type the email account you want to allow your child to access and click **Update Email**. You can repeat this to add multiple email addresses.
- 5 To block web-based email services, in the **Web-Based Email Access** section, click **Block access to web-based email services such as Yahoo!, Gmail, and Hotmail**.
- 6 In the top right corner of the page, from the **Status** drop-down list, select **ON**.

Important: When Email Blocking is turned on, you cannot check an email address if it is not an approved email account.

Add an approved email contact

You can specify email addresses that your child can send email to and receive email from when Email Blocking is on.

- 1 Open the Email Blocking page.
- 2 How?
 - On the left menu, click the **Email Blocking** tab.
- 3 At the top of the page, from the **Email Blocking For** drop-down list, select the family member.
- 4 Click **Manage the approved contact list**.
- 5 In the **Approve A New Contact** field, type the name and email address of the person who is allowed to communicate with the family member.
- 6 Click **Add Contact**.
- 7 In the top right corner of the page, from the **Status** drop-down list, select **ON**.

Important: The Email Blocking feature will remove all email not from an approved contact. Once removed, the email cannot be recovered.

Monitoring social networking

Family Protection helps monitor posts that users make on social networking sites for personal information, such as phone numbers, address and geographical location. Family Protection also monitors for profane and sexually explicit terms posted on social networking sites. So, if a user posts a message with profanity in it on their MySpace page, or mentions their high school's name, the administrator can view the message in the usage logs.

Important: Family Protection does not block a user from posting messages that contain potentially inappropriate content.

Monitor for personal information

You can check for personal information in your family member's posts on social networking sites.

- 1 Open the Social Networking page.
 - How?
 - On the left menu, click the **Social Networking** tab.
- 2 At the top of the page, from the **Social Networking For** drop-down list, select the family member.
- 3 Under **Record the Following Personal Information**, type:
 - your street address
 - your home phone number
 - your family member's cell phone number
 - the name of the school your family member attends

- 4 To add more information, click **Add More Personal Information**.
- 5 From the **Add a New Entry** drop-down list, select the type of personal information you want to record, and type that information.
- 6 On the green matrix, select any days of the week and the times of day you do not wish to monitor by clicking on the time blocks (1/2 hour increments). Click, hold, and drag your mouse to block out several hours.
- 7 To unblock time increments, click on the red time block and it will return to green.
- 8 Click **Save Settings**.

Monitor for profanity and sexually explicit terms

You can check for profanity and sexually explicit terms when your family member posts information on social networking sites.

- 1 Open the Social Networking page.
How?
On the left menu, click the **Social Networking** tab.
- 2 At the top of the page, from the **Social Networking For** drop-down list, select the family member.
- 3 Under **Record Web Posts Containing**, select the terms you want to monitor for:
 - **profanity**
 - **sexually explicit terms**
- 4 Click **Save Settings**.

Blocking Programs

When you use Instant Messaging programs, computer games, media players, newsgroups, email, and FTP programs your computer can receive inappropriate, or dangerous content over the Internet. You can use Program Blocking to manage your privacy and safety and ensure that no illegal activity occurs on your computer by selecting the types of programs you want to block your computer from communicating with over the Internet.



Block a category or program

You can block entire program categories, or you can block programs individually.

- 1 Open the Program Blocking page.
 - How?
 - On the left menu, click the **Program Blocking** tab.
- 2 At the top of the page, from the **Program Blocking For** drop-down list, select the family member.
- 3 Click the plus sign to expand the categories, then select the programs you want to block.
- 4 To make these settings apply to everyone who uses your computer, regardless of account name, select **Apply these settings to all users**.
- 5 Click **Advanced Settings**.
- 6 Select the advanced program blocking you want to apply to all computer users:
 - **Block access to these programs when not logged in (applies to all users)**

- **Terminate all Internet activity when logging off**

7 Click **Save Settings**.

Note: When you click a category in the list field, the information section to the right of the list box shows a brief description of each category.

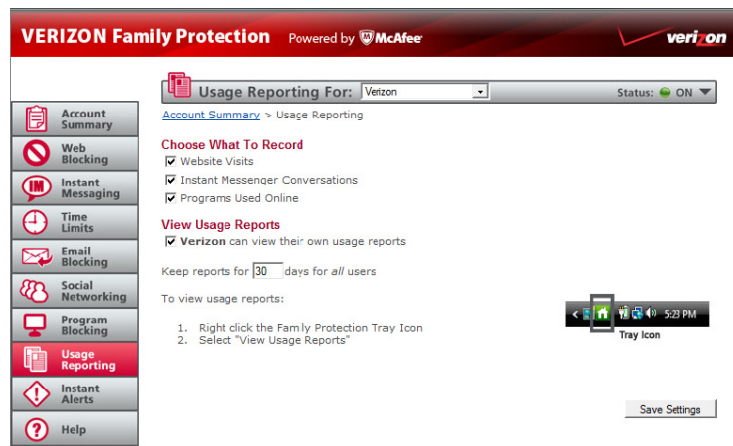
Block a custom program

You can block a program at any time by adding it to the list.

- 1 Open the Program Blocking page.
How?
On the left menu, click the **Program Blocking** tab.
- 2 At the top of the page, from the **Program Blocking For** drop-down list, select the family member.
- 3 Click the plus sign to expand the **Custom Programs** category, then select the programs you want to block.
- 4 To add a new program to this list, right-click the Family Protection Icon in the taskbar, and select **Block a Program**.
- 5 Select the program you want to block from the list of programs that have accessed the Internet.
- 6 If you do not see the program you want to block on the list, click **Browse** and navigate to the .exe file for that program. Select the program you want to block, and click **Block**.
- 7 Click **Save Settings**.

Customizing usage reports

You can check the Family Protection usage logs to see what your family members are doing online. The logs contain a detailed report on each family member's online activity, such as websites visited, Instant Messenger conversations and programs used online.



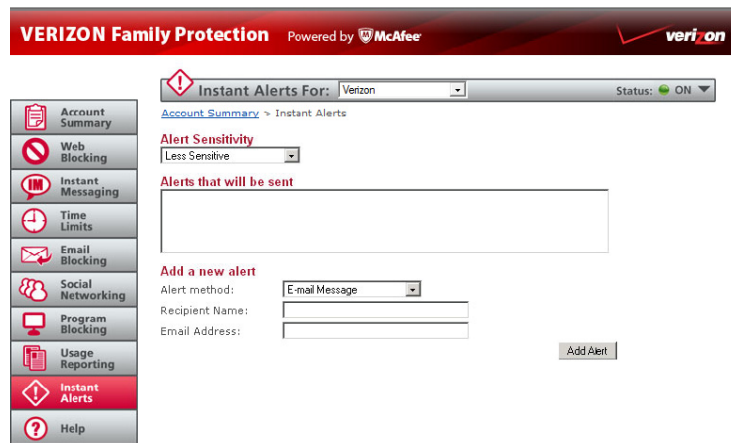
Choose what is logged

- 1 Open the Usage Reporting page.
How?
On the left menu, click the **Usage Reporting** tab.
- 2 At the top of the page, from the **Usage Reporting For** drop-down list, select the family member.
- 3 Select to record:
 - **Website Visits**
 - **Instant Messenger Conversations**
 - **Programs Used Online**
- 4 Select to allow the specified family member to view their usage reports.
- 5 Click **Save Settings**.
- 6 In the top right corner of the page, from the **Status** drop-down list, select **ON**.

Note: To view usage reports, right-click the Family Protection icon in your taskbar and select **View Usage Reports**.

Receiving instant alerts

If a family member tries to access inappropriate content, the administrator receives instant notifications via email. If you use a cell phone that is associated with a US mobile carrier, you can choose to also receive notifications on your cell phone.



Set alert sensitivity

You can decide how sensitive you want the monitoring to be. The higher the sensitivity, the more alerts you receive, based on the amount of restricted content a user accesses within a set period of time.

- 1 Open the Instant Alerts page.
 - How?
 - On the left menu, click the **Instant Alerts** tab.
- 2 At the top of the page, from the **Instant Alerts For** drop-down list, select the family member.
- 3 From the **Alert Sensitivity** drop-down list, select how sensitive you want the monitoring to be:
 - **Less Sensitive**
 - **Normal**
 - **Very Sensitive**
- 4 In the top right corner of the page, from the **Status** drop-down list, select **ON**.

Choose alert types

You can choose to receive alerts by email message and/or text message.

- 1 Open the Instant Alerts page.
How?
On the left menu, click the **Instant Alerts** tab.
- 2 At the top of the page, from the **Instant Alerts For** drop-down list, select the family member.
- 3 In the **Add a new alert** section, select the alert method from the drip-down list.
- 4 If you want to receive alerts by email, type your name in the **Recipient Name** field, then type your email address in the **Email Address** field.
- 5 If you want to receive alerts by text message, from the **Carrier** drop-down list, select your mobile carrier, then enter your name in the **Recipient Name** field. If your carrier is not listed, select **Other**, then type the entire email address to send the alert to.
- 6 Click **Add Alert**.
- 7 In the top right corner of the page, from the **Status** drop-down list, select **ON**.

Schedule alerts

You can decide what time of day you want to receive alerts. You can also set up multiple alerts to go to multiple locations at the same time.

- 1 Open the Instant Alerts page.
How?
On the left menu, click the **Instant Alerts** tab.

- 2** At the top of the page, from the **Instant Alerts For** drop-down list, select the family member.
- 3** In the **Alerts To Send** section, click the clock icon next to the alert you want to schedule.
- 4** On the green matrix, select the day of the week and the time of day you do not want to be alerted by clicking on the time blocks (1/2 hour increments). Click, hold and drag your mouse to block out several hours.
- 5** To unblock time increments, click on the red time block and it will return to green.
- 6** Click **Save Settings**.
- 7** In the top right corner of the page, from the **Status** drop-down list, select **ON**.

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