

Parental Control

Awake



Bitdefender®

User's Guide

Parental Control

Bitdefender Parental Control *User's Guide*

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1. Introduction

Bitdefender Parental Control helps you keep track of what your children are doing on their computers or mobile devices and to change the Bitdefender Parental Control settings, even when you are not at home. All you need is a computer with Internet access and a web browser.

Bitdefender Parental Control offers a discreet way to check what your children are doing online, without being intrusive.

In this way, you can always find out exactly what websites they have visited, what applications they have used or their present location.

You can configure Bitdefender Parental Control to block:

- inappropriate web pages.
- Internet access, for specific periods of time (such as when it's time for lessons).
- instant messages sent by IM contacts other than those allowed.
- applications like games, chat, file sharing programs or others.
- received sms messages or phone numbers.

Even when you are not at home, you can still check on your children's activities and change the Bitdefender Parental Control settings using MyBitdefender.

2. Getting started

2.1. System requirements

You may install Bitdefender Parental Control only on computers running the following operating systems:

- Windows XP with Service Pack 3 (32-bit)
- Windows Vista (32-bit) with Service Pack 2
- Windows Vista (64-bit) with Service Pack 1
- Windows 7 (32-bit and 64 bit)

Before installation, make sure that your computer meets the minimum system requirements:

- 800 MHz processor
- 1 GB of RAM
- 800 MB available free hard disk space

To access your Bitdefender Parental Control online account, you can use one of the following web browsers:

- Internet Explorer 7+
- Google Chrome
- Firefox 3.6+
- Opera 9+
- Safari

Bitdefender Parental Control works on any mobile device running Android 2.3 and up.

2.2. Downloading Bitdefender Parental Control

To download Bitdefender Parental Control on your child's computer or mobile device, follow these steps:

1. On any device with Internet access, open a web browser and go to:
<https://my.bitdefender.com>
2. Log in to your account using your user name and password.
3. In the Services panel, click **Assistance for parents** to access the Bitdefender Parental Control dashboard.
4. Click **Add child** on the left-side menu.
5. Set your child's age by selecting the **Profile** tab corresponding to the **Age** option. Setting the age of the child will automatically load settings considered appropriate for that age category, based on child development standards.

6. Select the **Devices** tab.
7. Click **Add Device** to add Bitdefender Parental Control to your child's computer or mobile device.
8. Select the installation package for the PC (.exe) or the installation package for the mobile device (.apk). For the mobile device, you can also scan the provided QR Code.

2.3. Installing Bitdefender Parental Control on the computer

To install Bitdefender Parental Control on your child's computer, follow these steps:

1. Double-click the installer file to launch the setup wizard and click **Install**.
2. Please read the End User License Agreement and select **Agree and Continue**.
3. The installation path is displayed in this window. Optionally, you can select a different path by clicking the **Change** button.
4. Click **Install** to begin the installation.
5. Link your device to your MyBitdefender account. If you do not have an account, choose to create a new account using the corresponding button.

2.4. Installing Bitdefender Parental Control on the mobile device

To install Bitdefender Parental Control on your child's mobile device, use the installation package for the mobile device (apk).

To use Bitdefender Parental Control, you must link your device to a MyBitdefender account by logging in to the account from the app. If you do not have an account, choose to create a new account using the corresponding button.


To link your device to a MyBitdefender account, follow these steps:

1. Enter your MyBitdefender user name and password. Optionally, you may also enter a name for your device. If you link more than one device to your account, this will help you identify the devices more easily.
2. Tap **Sign-in**.
3. You will be prompted to give the application administrator rights on the device. Tap **Accept** to finish the installation.

2.5. Connecting with another MyBitdefender account

There are two ways to unlink your device from the current MyBitdefender account:

- From a computer:

1. Right-click the Bitdefender Parental Control icon in the system tray  and choose **Registration**.
 2. Enter your MyBitdefender password and click **Sign-out** to unlink your account.
 3. To use another MyBitdefender account, enter the user name and password in the corresponding fields.
- From a mobile device:
 1. Remove Bitdefender Parental Control from the Device Administrators:
 - a. Access the **Settings** area on your mobile device.
 - b. Tap **Location and security**.
 - c. Access **Select device administrators**.
 2. Log out of the current account from Bitdefender Parental Control and then log in to the new account.

2.6. Removing Bitdefender Parental Control

There are two ways to remove Bitdefender Parental Control:

- From a computer:
 1. To repair or remove Bitdefender Parental Control, follow the path from the Windows start menu: **Start** → **All Programs** → **Bitdefender Parental Control** → **Repair or Remove**.
 2. A new window will appear.

Select the action you want to perform:

 - ▶ **Repair** - to re-install all program components.
 - ▶ **Remove** - to remove all installed components.
- From a mobile device:
 1. Remove Bitdefender Parental Control from the Device Administrators:
 - a. Access the **Settings** area on your mobile device.
 - b. Tap **Location and security**.
 - c. Access **Select device administrators**.
 2. Remove Bitdefender Parental Control from your mobile device.

3. Bitdefender Parental Control dashboard

Bitdefender Parental Control enables you to control the access to the Internet and to specific applications for your children. At the same time, allows you to monitor their Facebook account activity and track their present location.

With Bitdefender Parental Control you have the option to access your files from MyBitdefender account on any computer or mobile device connected to the Internet.

Access your online account:


- On any device with Internet access, open a web browser and go to:

<https://my.bitdefender.com>

Log in to your account using your user name and password.


In the Services panel, click **Assistance for parents** to access the Bitdefender Parental Control dashboard.

- From Bitdefender Parental Control interface on the computer:

Right-click the Bitdefender Parental Control icon in the system tray  and choose **Manage Accounts**.

Bitdefender Parental Control dashboard is where you can directly manage the product panels.


Each module panel contains the following elements:

- The name of the module.
- A status message.
- The icon of the module.
- A button  that lets you perform important tasks related to the module.

4. Web control

Web control helps you block websites with inappropriate content and set time restrictions on Internet access.

To configure Web control for a specific user account:

1. Go to the **Web** tab.
2. Click  on the **Web** panel to access the **Web Activity** window.
3. Use the switch to turn on **Web Activity**.

4.1. Blocking a website

To block access to a website, follow these steps:

1. Click the **Blacklist** button.
2. Enter the website in the corresponding field.
3. Click **Add**. The website will be added to the list of blocked websites. If you change your mind, click the corresponding **Remove** button.

4.2. Keywords control

Keywords control helps you block users' access to instant messages and web pages that contain specific words. Using Keywords control you can prevent your children from seeing inappropriate words or phrases when they are online. Furthermore, you can ensure they will not be giving out personal information (such as the home address or phone number) to people they met on the Internet.

To configure Keywords control for a specific user account, follow these steps:

Click the **Keywords** button.

1. Enter the keyword in the corresponding field.
2. Click **Add**. If you change your mind, click the corresponding **Remove** button.

4.3. Category filter

The Category filter dynamically filters access to websites based on their content. When you set the age of your child, the filter is automatically configured to block website categories considered inappropriate for your child's age. This configuration is suitable in most cases.

If you want more control over the Internet content your child is exposed to, you can choose the specific website categories to be blocked by the Category filter.

To configure in detail the Category filter settings for a specific user account, follow these steps:

1. Click the **Categories** button.
2. You can check what web categories are automatically blocked / restricted for the currently selected age group. If you are not satisfied with the default settings, you can configure them as needed.
3. Click **Save**.

4.4. Restricting Internet access by time

You can specify when your child is allowed to access the Internet using the **Web Schedule** options in the **Web Activity** window.


To configure in detail the Internet access for a specific user account, follow these steps:

1. Click the **Schedule** button.
2. Select from the grid the time intervals during which Internet access is blocked.
3. Click **OK**.

5. Application control

The Application control helps you to block any application from running. Games, media and messaging software, as well as other categories of software and malware can be blocked this way.

To configure Application control for a specific user account, follow these steps:

1. Go to the **Applications** tab.
2. Click  on the **Applications** panel to access the **Application Activity** window.
3. Use the switch to turn on **Application Activity**.
4. Click the **Blacklist** button.
5. Click **Add** to add the application to the **White list Applications** or **Black list Applications**.

6. Facebook activity

Bitdefender Parental Control monitors your child's Facebook account and reports the main activities taking place.

It also checks the links received from other Facebook users who target the account privacy settings.

The monitored elements of the online account include:

- the number of friends
- comments of the child or his friends on his photos or posts
- messages
- wall posts
- uploaded photos and videos
- account privacy settings

7. Remote geolocation

View the device's current location on Google Maps. The location is refreshed every 5 seconds, so you can track it if it is on the move.

The accuracy of the location depends on how Bitdefender is able to determine it:

- If the GPS is enabled on the device, its location can be pinpointed to within a couple of meters as long it is in the range of GPS satellites (i.e. not inside a building).
- If the device is indoors, its location can be determined to within tens of meters if Wi-Fi is enabled and there are wireless networks available in its range.
- Otherwise, the location will be determined using only information from the mobile network, which can offer an accuracy no better than several hundred meters.

8. Instant Messaging control


The Instant Messaging (IM) control allows you to specify the IM contacts your children are allowed to chat with or block access to instant messages that contain specific words.



Note

The IM Control is only available for Yahoo! Messenger and Windows Live (MSN) Messenger.

To configure Instant Messaging control for a specific user account, follow these steps:

1. Go to the **Instant Messaging** tab.
2. Click  on the **Instant Messaging** panel to access the **Instant Messaging Activity** window.
3. Use the switch to turn on **Instant Messaging Activity**.


Restrict the **Instant Messaging** access using one of the available options:

- **Blacklist** button to enter an instant messaging ID.
- **Keywords** button to block access to instant messages that contain specific words.

9. Text messages control


The Text messages control helps you to stop receiving text messages from a phone number.

To block text messages received from a phone number, follow these steps:

1. Go to the **SMS** tab.
2. Click  on the **SMS** panel to access the **SMS Activity** window.
3. Use the switch to turn on **SMS Activity**.
4. Click the **Blacklist** button.
5. Click **Add** to add a phone number in the corresponding field.

10. Phone numbers control


The Phone numbers control helps you to stop receiving calls from a phone number. To block calls received from a phone number, follow these steps:

1. Go to the **Call** tab.
2. Click  on the **Call** panel to access the **Call Activity** window.
3. Use the switch to turn on **Call Activity**.
4. Click the **Blacklist** button.
5. Click **Add** to add a phone number in the corresponding field.


11. Configuring e-mail notifications

Bitdefender helps you keep track of what your children are doing on the computer. By default, when Bitdefender Parental Control is enabled, your children's activities are logged. In this way, you can always find out exactly what websites they have visited, what applications they have used or what activities have been blocked by Bitdefender Parental Control.

To receive e-mail notifications:

1. Access the Bitdefender Parental Control dashboard from your MyBitdefender account.
2. Click the **General Settings** icon  on the top right corner.
3. Enter the e-mail address where the e-mail notifications are to be sent.
4. Click the button next to **Update** to adjust the frequency: daily, weekly or monthly.

12. Getting help

To contact us from the product interface, right-click the Bitdefender Parental Control icon in the system tray  and choose **Send feedback**.

Use the link to open a web page in your browser where you can report a bug in the product or send us your feedback on the program features. We rely on your feedback in our constant quest to improve our products.

Several online resources are available to help you solve any problems or questions.

- Bitdefender Support Center: <http://www.bitdefender.com/help>
- Bitdefender Support Forum: <http://forum.bitdefender.com>
- the Malware City computer security portal: <http://www.malwarecity.com>

You can also use your favorite search engine to find out more information about computer security, the Bitdefender products and the company.

12.1. Bitdefender Support Center

The Bitdefender Support Center is an online repository of information about the Bitdefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the Bitdefender support and development teams, along with more general articles about virus prevention, the management of Bitdefender solutions with detailed explanations, and many other articles.

The Bitdefender Support Center is open to the public and freely searchable. The extensive information it contains is yet another means of providing Bitdefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from Bitdefender clients eventually find their way into the Bitdefender Support Center, as bugfix reports, workaround cheatsheets or informational articles to supplement product help files.

The Bitdefender Support Center is available any time at <http://www.bitdefender.com/help>.

12.2. Bitdefender Support Forum

The Bitdefender Support Forum provides Bitdefender users with an easy way to get help and to help others.

If your Bitdefender product does not operate well, if it cannot remove specific viruses from your computer or if you have questions about the way it works, post your problem or question on the forum.

Bitdefender support technicians monitor the forum for new posts in order to assist you. You may also get an answer or a solution from a more experienced Bitdefender user.

Before posting your problem or question, please search the forum for a similar or related topic.

The Bitdefender Support Forum is available at <http://forum.bitdefender.com>, in 5 different languages: English, German, French, Spanish and Romanian. Click the **Home & Home Office Protection** link to access the section dedicated to consumer products.

12.3. Malware City Portal

The Malware City portal is a rich source of computer security information. Here you can learn about the various threats your computer is exposed to when connected to the Internet (malware, phishing, spam, cyber-criminals). A useful dictionary helps you understand the computer security terms that you are not familiar with.

New articles are posted regularly to keep you up-to-date with the latest threats discovered, the current security trends and other information on the computer security industry.

The Malware City web page is <http://www.malwarecity.com>.