

# SingNet Family Protection - User Management and Guide

## Account Summary

**McAfee**

**Account Summary**

Click below to configure users and features.

	Web Blocking	Instant Messaging	Time Limits	Email Blocking	Social Networking	Program Blocking	Usage Reporting	Instant Alerts
McAfee12*	✓	✓					✓	✓
johnnyteen	✓	✓		✓	✓	✓	✓	✓
littletimmy	✓	✓	✓	✓	✓	✓	✓	✓
Mick1989	✓	✓					✓	

\* = Administrator User

[Add A New User](#) [Change Admin Password](#) [Get Uninstall Code](#)

## Adding A New User

Family Protection allows you to create multiple users and apply different settings to each user. To prevent tampering, all Family Protection settings are stored on our secure servers. To add a user, click the “Add a New User” button on the first page of the Account Summary section. Once on the second page, fill in the “New Username,” “New Password” and “Confirm Password” blanks. The username you create must be unique. When finished, click “Add User.”

## Edit User: Changing a User's Password

In the account summary box, click on the user's name. On the next screen, type in the new password and confirmation in the “change password for” area. Click “change password” when finished.

## Edit User: Removing a User

Click the “Delete User” button beneath “Delete This Username.” Once you delete this username, the person using it will no longer be able to use Family Protection and all settings relating to this username will be deleted.

## Changing Your Administrator Password

Family Protection includes several places in which your administrator password is required. Your administrator password is critical to Family Protection functioning efficiently. To increase security, the administrator will have an administrator password to change the settings of each account as well as a separate user password for accessing the Internet. To change your password, click the “Change Admin Password” button on the Account Summary page. Once on the second page, type in your new password and confirmation in the appropriate boxes under “Change Your Administrator Password.”

## Changing Your Security Question

The security question is used to verify your identity as the administrator when contacting support should you forget your administrator password. To change your question, type in your question and answer in the appropriate boxes under “Change Your Security Question.” Click “Save Settings” when finished.

## Forgotten Passwords

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If you forget your password, click on forget password and an email will be sent to the administrator account.

## Uninstalling Family Protection

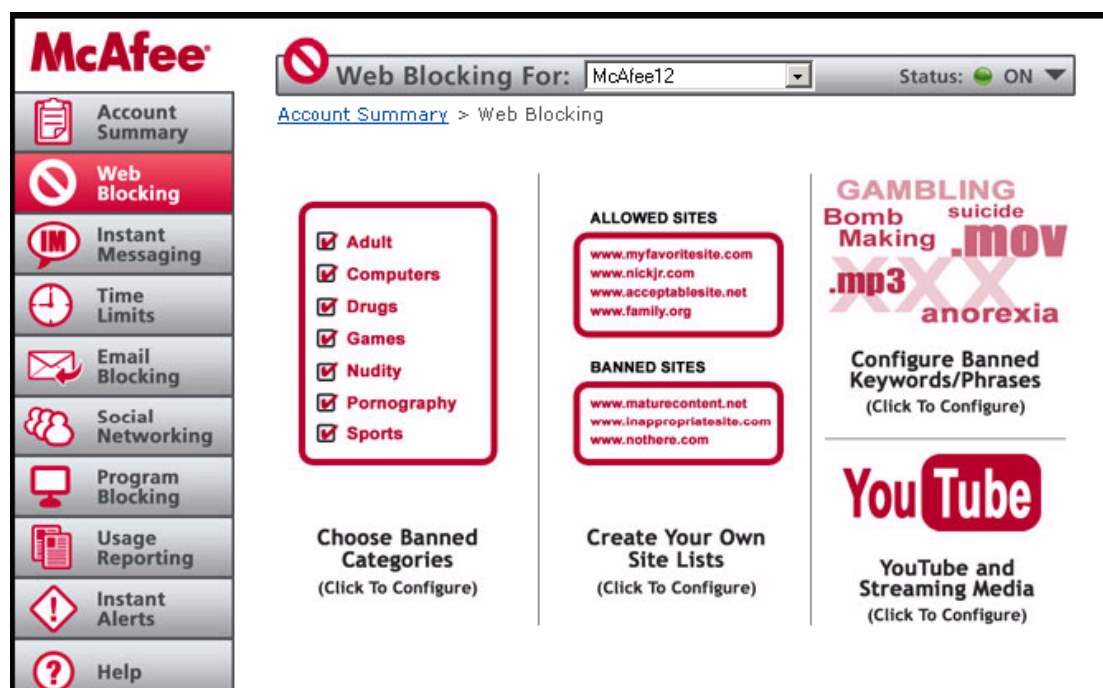
When removing Family Protection you will be asked for your administrator username and password, which will be verified by our servers. For added security, you may need an uninstall code to remove Family Protection. In this case, you will need your administrator username and password and separate uninstall code.

## McAfee Family Protection | Web Blocking

### Category Based

This feature allows you to block up to 35 categories. By clicking on the category names you will see a description of the kind of content that will be blocked. Simply identify the category you wish to ban, click the “banned” column next to it and a check mark will appear indicating a blocked category. Once your categories are chosen, click “save settings.” If a category is selected as “banned,” and a user tries to access it, Family Protection will automatically log it and alert the program’s contact person.

For instance, if mum has banned adult only sites and 14 year-old Kristin attempts to access one, mum will automatically be alerted via e-mail.



### Custom Site Lists

This feature empowers you to the next level by allowing you to customise web blocking by listing sites you wish to allow or deny access to.

**Banning A Website:** To ban a specific site, simply click the “Ban Site” button and type the URL into the “Site Address” box then click “Add Site.”

**Allowing A Website:** To allow a specific site click the “Allow Site” button and type the URL into the “Site Address” box then click “Add Site.”

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**Removing Websites:** Simply highlight the URL that appears in either the Banned or Allowed Websites box and click "Remove Selected From Allowed/Banned." You can select multiple sites to remove by holding down the CTRL key and clicking multiple sites.

## Keyword Based

This function can be very effective if used correctly and is a powerful tool in providing safe access to Internet search engines. Family Protection includes several dictionaries of both profanity and sexually suggestive words that can automatically be banned by clicking the two top boxes within this feature.

If the words in our dictionary appear in the URL, that site will be blocked.

To add custom words to the word/phrase dictionary, type your word/phrase in the "Add an entry to custom keyword list" box and click "Add Keyword."

## A Note of Caution:

When adding your own words to the dictionary, this program can get very restrictive very quickly. For instance, if you block the word "soft" then Family Protection will also block out any derivative of the word "soft," including websites that use the word "software" or "softball." The program is built this way to be as fail safe as possible for our users and requires the person with administrative rights to carefully choose customised blocked words and phrases. We advise you use terms that are at least four letters long.

## McAfee Family Protection | Instant Messaging

### Blocking IM:

Simply check which messenger box you wish to block. Family Protection can log and block conversations that use AOL, ICQ, MSN or Yahoo instant messenger. The administrator can choose to block individual users without blocking the entire family by using the user pull down menu located at the top of the page and highlighting the user's name and customising the screen. Click "save settings" before exiting.

### Monitoring IM Conversations:

By simply clicking "Record Instant Messenger Conversations," Family Protection stores all IM conversations. Click "save settings" before exiting. To access the recorded IM conversations, simply right click on the Family Protection Tray icon and click on "View usage logs." Family Protection also works with programs that can monitor multiple IM programs such as Trillian.

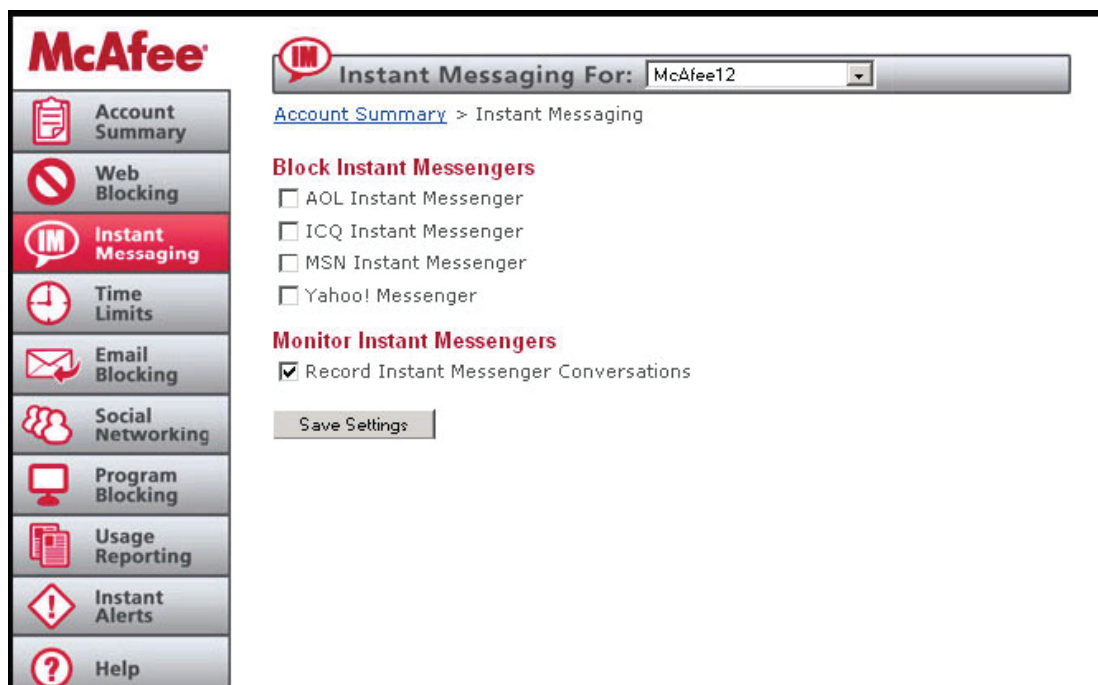
## McFee Family Protection | Time Limits

Family Protection Time Limit feature provides two different ways to manage the time individuals spend online — through allowing scheduled Internet usage times and limiting the total amount of time spent online.

### Schedule Internet Usage Times

This section of Time Limits allows you to configure certain times of day in which Internet access is restricted.

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To configure restricted time periods, click “Schedule Internet Usage Times.” Select a specific user by pulling down the user bar at the top of the page and highlighting the user’s name. Select your current time zone by using the pull down time zone bar. Be sure of the time zone you select. If the time zone is not accurate, Time Limits will not block the times you’ve specified.

On the green matrix, choose the day of the week and the time of day and click on the boxes of time (1/2 hour increments) you wish to block. The blocked times will be highlighted in red. Anything green indicates times in which the Internet can be used. You can also click, hold and drag your mouse to block out several hours. To release time increments, re-click on the red block of time and it will return to green. Click “Save Settings” once you’ve decided on the times you wish to block.

## Safety Note:

Family Protection checks time based on the time on our servers. Therefore, if teenage Josh attempts to go into his computer and change the time settings to circumvent the time limits mum has set, the Family Protection server will still block him according to your time zone.

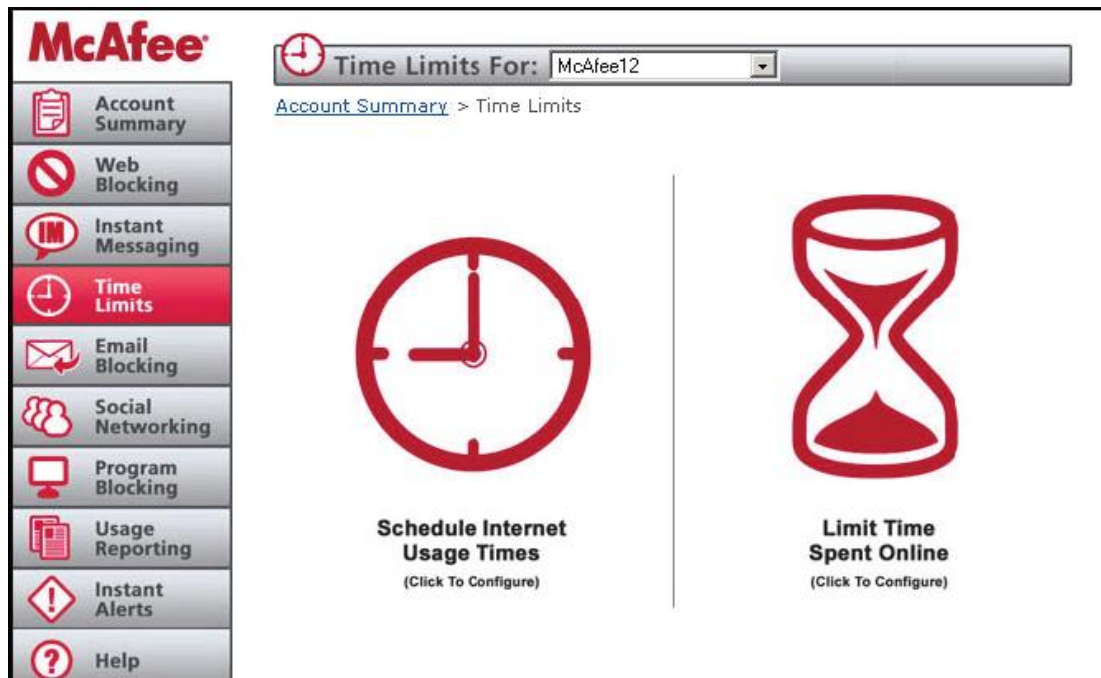
## McAfee Family Protection | Time Limits

### Limit Time Spent Online

This section of Time Limits allows you to manage the amount of time that a Family Protection user may spend online per day. For example, when 14 year-old Kristin is allowed one hour of online time a day but is only allowed to get online from the time she gets off the school bus until dinnertime, mum or dad can call out that window of time with this function.

To configure daily time limits, click “Limit Time Spent Online” and specify usage hours. Click “Save Settings” once you’ve decided upon your times.

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## Temporary Time Extensions

If you would like to grant a Family Protection user a temporary extension to their time limit for one day, it's easy:

- Right click the Family Protection Tray Icon, select Time Control, and choose "Extend remaining time." The Family Protection user must be logged in for this option to be available. You will be prompted for your administrator password.
- This extension will only be valid for one day. The next day, the normal time limit will resume.

## McAfee Family Protection | Email Blocking

### Email Blocking

Family Protection helps you manage exactly who/what comes into your home via email. Family Protection email blocking will also log the email addresses of mail sent and mail received. This is a very stringent management system but very effective in keeping your home free of unsafe email content.

#### Note:

Accounts not setup as an Approved Email Account will not be able to be checked when Email Blocking is turned on. The Email Blocking feature will remove all email not from an approved contact. Once removed, the email cannot be recovered.

### Managing Email Contacts

Family Protection allows you to manage exactly whom your child can send email to and who is allowed to send email to your child. Click "Manage the approved contact list," Next, use the pull down bar at the top of the page to highlight the user's name. Next, enter the approved person's name and email address in the "Approve A New Contact" box. Click "Add Contact" to add this contact. You can remove names at anytime by clicking the "Remove selected email address" indicated below the large white box that houses approved email contacts.

## McAfee Family Protection | Social Networking



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## Social Networking

Social networks such as MySpace, Facebook and Xanga provide a virtual community for people interested in common subjects to connect or just to “hang out” together. The network grows as members contact friends of other members. In some cases, social networks serve as a vehicle for meeting in person. These functions can be red flags for parents who want to understand their children’s online relationships. Family Protection helps you do that.

Family Protection helps monitor personal information that users post on social networking sites such as phone number, address and geographical location. Family Protection also monitors profanity and sexually explicit terms posted on social networking sites. Therefore, if teenager Josh posts a message with profanity in it for his friends on his MySpace page, mom or dad will also get to view that message in the usage logs.

Or, if 14 year-old Kristin is chatting with a friend on her Facebook page, and mentions her school’s name while discussing the upcoming football game, Family Protection will automatically record it on the usage logs.

### Safety Note:

While Family Protection does not block the information from being posted, it will show up in the usage logs so that mom or dad can use the incident to further discuss online safety with their children and request to have the information removed.

## Monitoring for Personal Information

To call out personal information for Family Protection to track and record, fill in the appropriate blanks under “Record the Following Personal Information.” To add more information, click the “Add More Personal Information” button.

Here, a parent can add additional phone numbers, addresses or key phrases by using the pull down menu under “Add a New Entry.” The information will appear in the “Record the Following Personal Information” box.

**McAfee**

**Social Networking For:** McAfee12

[Account Summary](#) > Social Networking

Family Protection can track any personal information posted from this computer to social networking sites such as MySpace, Facebook, and Xanga.

**Record The Following Personal Information**

Street Address: (1356 Main Street)

Home Phone: (5556451234)

Cell Phone: (5556454321)

School Name: (Woodview Middle School)

[Add More Personal Information](#)

**Record Web Posts Containing**

☐ Profanity

☐ Sexually Suggestive Terms

[Save Settings](#)

### Safety Note:

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Even if a phone number gets posted to a social networking site under multiple configurations in an attempt to circumvent detection, Family Protection is able to catch and record the post.

## Monitoring for Explicit Terms

To record postings that include profanity and sexually explicit terms used on social networking sites, check the boxes under, "Record Web Postings Containing." Once checked, click "Save Settings."

## McAfee Family Protection | Program Blocking

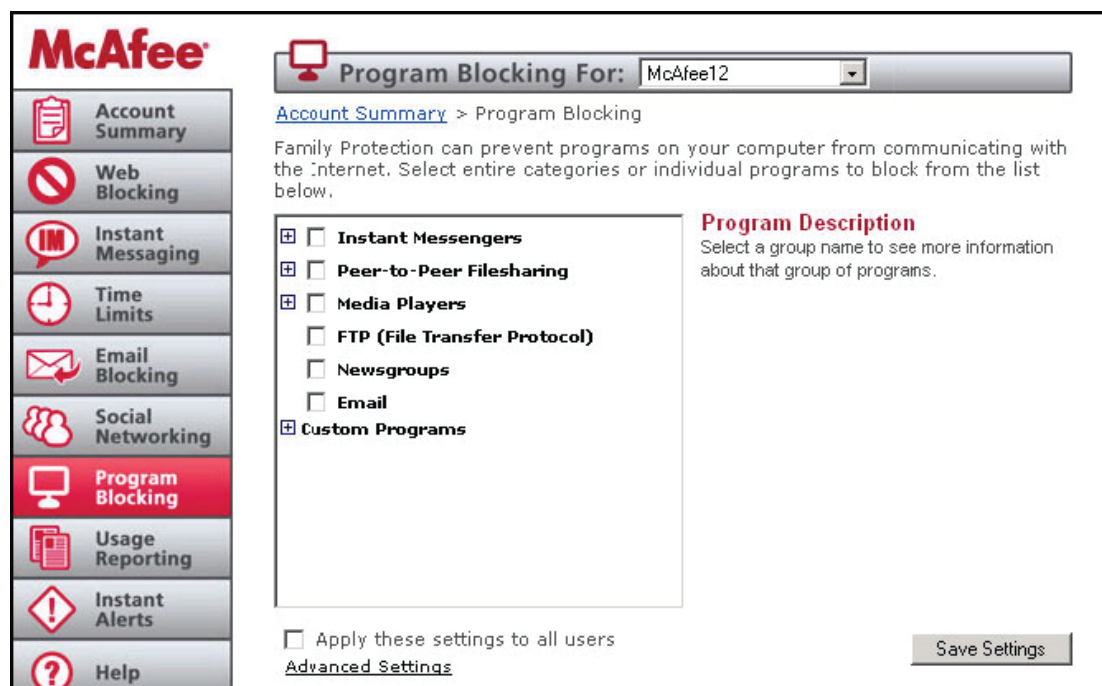
### Program Blocking

Program Blocking allows you to select types of programs you want to block from communicating from your computer to the Internet. Programs such as instant messengers, certain computer games, media players, newsgroups, email, FTP, although widely used, can be potential vehicles for receiving inappropriate, illegal or even dangerous content over the Internet. Using this feature allows you to manage your privacy and safety while ensuring that no illegal activity (like music swapping) occurs.

Family Protection allows you to select entire categories to block or individual programs. If what you want to block is not in the default list, you can add an application to block.

### Program Descriptions

When you click each individual category in the list box, the "Information" section to the right of the list box changes out with a brief description of each category.



### Block Custom Programs

The Custom Programs section of the scroll down list shows programs from your own computer that you can block. To add a new program to this list, right click the Family Protection Tray Icon and select "Block a Program." You will see a list of programs that are currently on your computer, which includes programs accessed by your computer. Highlight the application you want to block and click, "Block" and the application will be added to your custom list of blocked programs.

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## McAfee Family Protection | Usage Reporting

### Usage Reporting

Family Protection usage reporting is like having a report card on Internet activity at your fingertips. It logs a detailed report on a user's online activity including email addresses sent and received, websites visited, IM conversations and other applications used online (based on your set preferences).

### Choosing What Is Logged

To choose the user you want to log, use the top pull down bar "usage reporting for" and highlight the user. From there, Family Protection allows you to choose what information is logged. Simply click the box of the online activity you want recorded: website visits, instant messenger conversations, programs used online. To turn logging on or off, run your cursor over the "status" button at top of the page and choose "on" or "off." If logging is turned off no activity will be recorded.

## McAfee Family Protection | Instant Alerts

### Instant Alerts

Perhaps the only thing better than deciding to purchase a filtering software program is the first time that program actually communicates to you personally when a user attempts to access any inappropriate content. Fast and efficient, Family Protection will send you instant notifications via email and/or text message.

To choose the user you want alerts for, use the top pull down bar "instant alerts for" and highlight the user.

To turn Instant Alerts on or off, run your cursor over the "status" button at the top of the page and choose "on" or "off." If status is turned to "off," no alerts will be sent.

### Alert Sensitivity

Family Protection allows you to choose the sensitivity of the monitoring that you want. The higher the sensitivity, the more alerts you will receive based upon the amount of restricted content a user accesses within a set period of time.

Simply go to the "Alert Sensitivity" pull down bar and choose your level of sensitivity: Less Sensitive, Normal, Very Sensitive. If you find you are being alerted too often or not enough, you can change the setting.

### Alert Types

You can choose your alert method by using the pull down menu "alert method" in the lower part of the page. You can schedule alerts to be delivered during certain time periods and, you can setup multiple alerts to go to multiple locations at the same time.

Email Message: Enter the recipient's "Email Address" and the "Recipient Name" then click the "Add Alert" button. The email address will appear in the "Alerts that will be sent" box.



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The screenshot shows the McAfee SingNet Family Protection User Management interface. On the left is a vertical navigation menu with icons and labels: Account Summary, Web Blocking, Instant Messaging, Time Limits, Email Blocking, Social Networking, Program Blocking, Usage Reporting, Instant Alerts (highlighted with a red background), and Help. The main content area is titled 'Instant Alerts For: McAfee12' with a status indicator 'Status: ON'. Below this is a breadcrumb link 'Account Summary > Instant Alerts'. The 'Alert Sensitivity' is set to 'Less Sensitive'. A section titled 'Alerts that will be sent' contains an empty box. Below this is the 'Add a new alert' section, which includes fields for 'Alert method:' (set to 'E-mail Message'), 'Recipient Name:', and 'Email Address:'. An 'Add Alert' button is located at the bottom right of this section.

## How To Schedule Alerts

To schedule an alert, click the clock icon next to the specific alert in the “Alerts To Send” box. A new screen will be displayed with the schedule. On the green matrix, choose the day of the week and the time of day and click on the boxes of time (1/2 hour increments) you do not want to be alerted. You can also click, hold and drag your mouse to block out several hours at a time.

To release time increments, re-click on the red blocks of time and they will return to green. Green blocks represent times when an alert will be sent and red indicates times when the alert will not be sent. Once you have specified a schedule, click “Save Settings” to save the schedule.