



Net Nanny 6.5

User Guide

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Net Nanny User Guide
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Welcome to Net Nanny

Welcome to Net Nanny™, the most comprehensive and easily adaptable Internet filtering software available today. Net Nanny comes preset to protect you from objectionable and inappropriate content. However, because not all users are alike, Net Nanny also allows you to modify the filter settings so you can customize Net Nanny to suit your individual usage needs.

The following resources are available to help you use Net Nanny:

- *Net Nanny User Guide* (PDF format) is available from the Net Nanny Help menu. It provides:
 - Step-by-step instruction
 - Net Nanny category list with descriptions
 - Glossary and FAQ (Frequently Asked Questions)
- *ContentCleanup User Guide* (PDF format)
Note: ContentCleanup is available only with the Net Nanny Home Suite.
- An online help system is available from the Net Nanny Help menu. It provides step-by-step instruction and Web-based reporting.
- Customer Support is provided at 1-800-485-4008 for questions and technical assistance. Customer Support is available Monday through Friday, 8 a.m. to 5 p.m., Mountain Time. Web-based Customer Support is available any time at www.netnanny.com/support or by email at support@contentwatch.com.

Documentation Conventions

A trademark symbol (®,™, etc.) denotes a ContentWatch™ trademark. An asterisk (*) denotes a third-party trademark.



System Requirements and Key Features

This section describes the prerequisites that must be met for Net Nanny™ to work properly. It also describes some of the key features.

System Requirements

- Microsoft® Windows® 7/Vista/XP (32-bit and 64-bit)
- 128 MB RAM minimum, 256 MB recommended
- 80 MB hard drive space
- Minimum screen resolution of 800x600
- Internet connection

Key Features


- User-friendly interface
- Fast client-based filtering
- Filtering of encrypted (SSL) web sites
- Filtering of secure proxy sites
- Blocking of local host proxy applications
- PC game management using ESRB™ ratings
- Remote user management
- Keyword blocking (user-defined)
- Post blocking (block forum posts, blog posts, image uploads)
- Client and Web IM monitoring and alerting
- Profanity masking
- Web and client based graphic reports
- Social network profile reporting
- Customizable “Safe Site List” capability (whitelist)
- Alerts for IM predator and cyberbully behavior
- Email notifications
- Easy user creation with age-based profiles
- Instant override and override request options
- Detection and removal of unwanted content from your computer (Net Nanny Home Suite only)

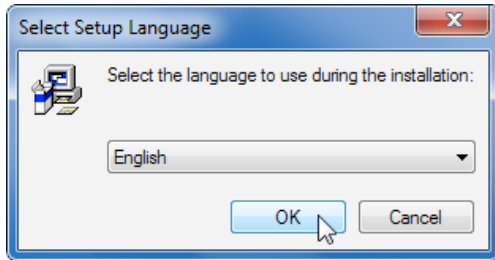


Installing Net Nanny

Important: You must be connected to the Internet to install Net Nanny™.

To install Net Nanny:

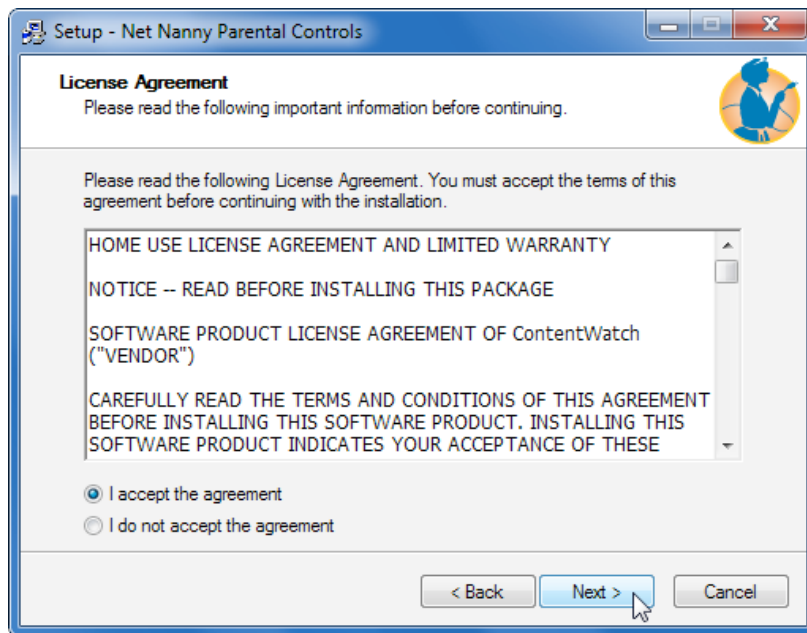
1. Double-click the Net Nanny Installer icon  to launch the installation.
2. From the drop-down menu, select the language you prefer to use during setup and installation, then click **OK**.



3. When the Net Nanny Setup Wizard launches, close all other applications before continuing with the installation (as recommended), then click **Next** to continue.



4. Carefully review the License Agreement, select **I accept the agreement**, then click **Next** to continue.



5. Type in your registration number, then click **Next** to continue.

If you purchased Net Nanny online or requested a trialware number, the registration number was sent to you via email. If you purchased Net Nanny in a store, the registration number came with your CD.



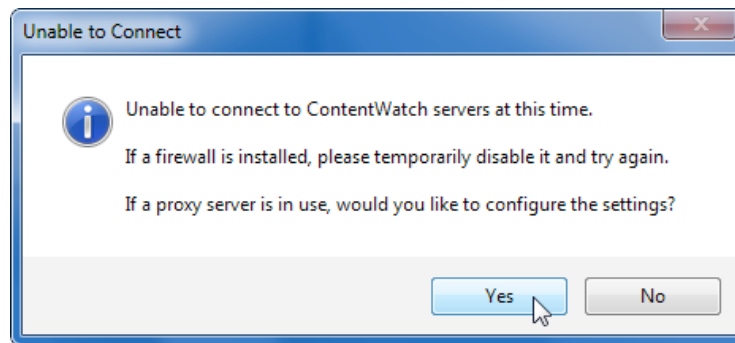
If Net Nanny is unable to contact the ContentWatch registration server, a message displays reminding you to verify that your firewall is disabled and asking if you want to configure proxy server settings.

You can attempt to connect to ContentWatch via a proxy server provided that the following criteria are met:

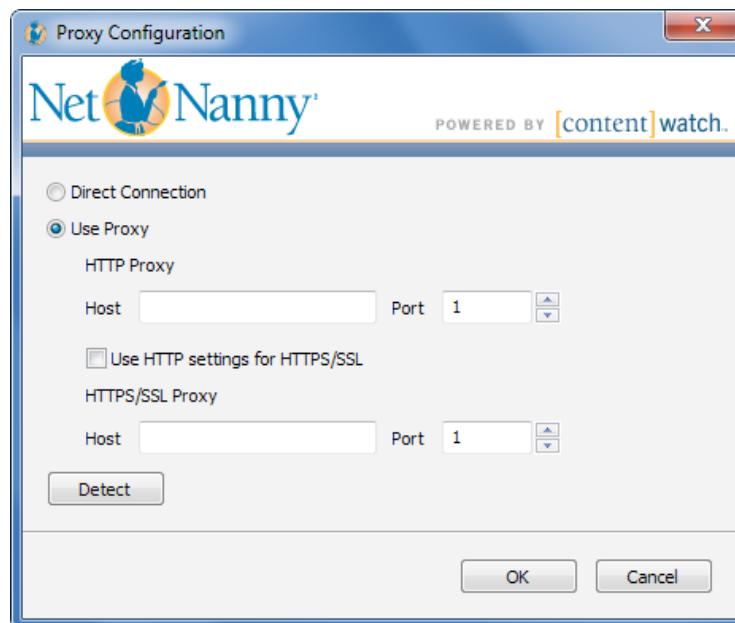
- You have verified that your firewall is disabled.
- You have verified that your Internet connection is working (that is, your computer is able to connect to your Internet Service Provider; for example, you can load your home page).
- Your ISP offers a proxy server as an alternate means of connecting to the Internet.

To configure proxy settings:

- a) Obtain the necessary proxy server information, such as hostname and port number, from your ISP.
- b) At the prompt asking you if you want to configure proxy server settings, click **Yes**.



- c) In the Proxy Configuration screen, provide proxy server information as specified by your ISP, then click **OK**.



6. (Conditional) If you are installing and registering Net Nanny for the first time, skip to Step 8.

7. (Conditional) If you purchased multiple Net Nanny licenses and are now installing an additional instance of the Net Nanny client, or if you only have one license and you are reinstalling Net Nanny, do the following:
 - a. Type the email address and password you used to initially register Net Nanny.



The image shows a screenshot of the 'Net Nanny Parental Controls Registration' window. The window has a blue title bar and a header area with the Net Nanny logo and the text 'POWERED BY [content] watch.'. The main area is light gray and contains the text 'Please provide the following information:'. Below this text are two input fields: 'Email Address:' and 'Password:'. There is a blue link 'Forgot Password?' below the password field. At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

- b. Click **Next**.
 - c. Skip to Step 11.
8. Type your email address, then click **Next** to continue.



The image shows a screenshot of the 'Net Nanny Parental Controls Registration' window, similar to the one above. The 'Email Address:' input field is highlighted with a blue border, indicating it is the active field for input. The other elements, including the header, the 'Please provide the following information:' text, the 'Password:' field, the 'Forgot Password?' link, and the bottom buttons ('< Back', 'Next >', 'Cancel'), are the same as in the previous screenshot.

9. Assign the password you want to use for the Net Nanny administrator account, then click **Next** to continue.

Passwords are case sensitive and are limited to between 3 and 13 characters in length. Alpha and numeric characters can be combined.



The screenshot shows a window titled "Net Nanny Parental Controls Registration". At the top left is the Net Nanny logo, and at the top right it says "POWERED BY [content]watch.". The main area has the heading "Please provide the following information:". Below this, there are two labels: "Password:" and "Confirm Password:", each followed by a text input field. At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

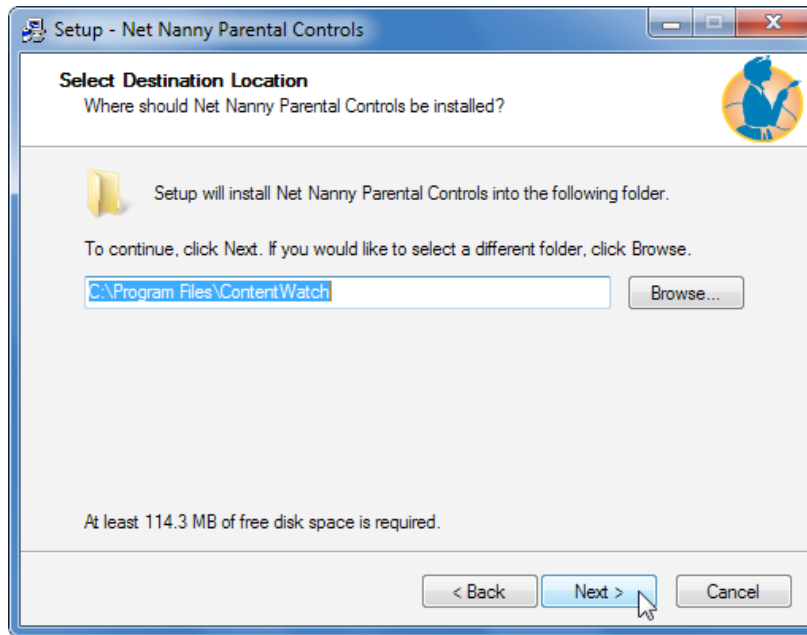
10. Select a secret question, provide an answer, then click **Finish**.

If you ever forget your password, Net Nanny prompts you with the secret question you chose. You must enter the correct answer before Net Nanny allows you to change the administrator account password.

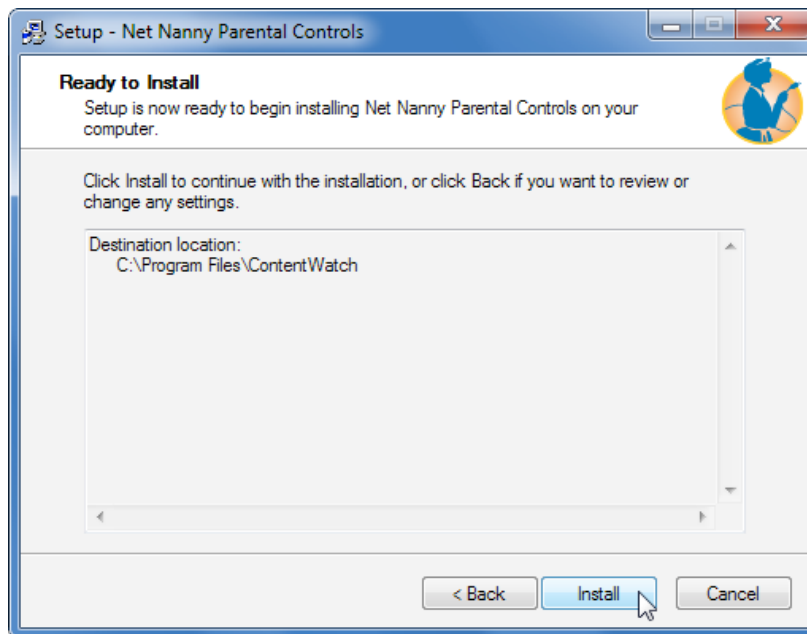


The screenshot shows the same "Net Nanny Parental Controls Registration" window. The heading "Please provide the following information:" is still present. Below it, the "Secret Question:" label is followed by a dropdown menu showing "What is the name of a childhood pet?". Below that, the "Answer:" label is followed by a text input field. Underneath the answer field, it says "This is used if you forget your password". At the bottom are the same three buttons: "< Back", "Next >", and "Cancel".

11. Accept the default destination folder for the Net Nanny installation (or click **Browse** to select an alternate installation folder), then click **Next**.



12. Click **Install**.

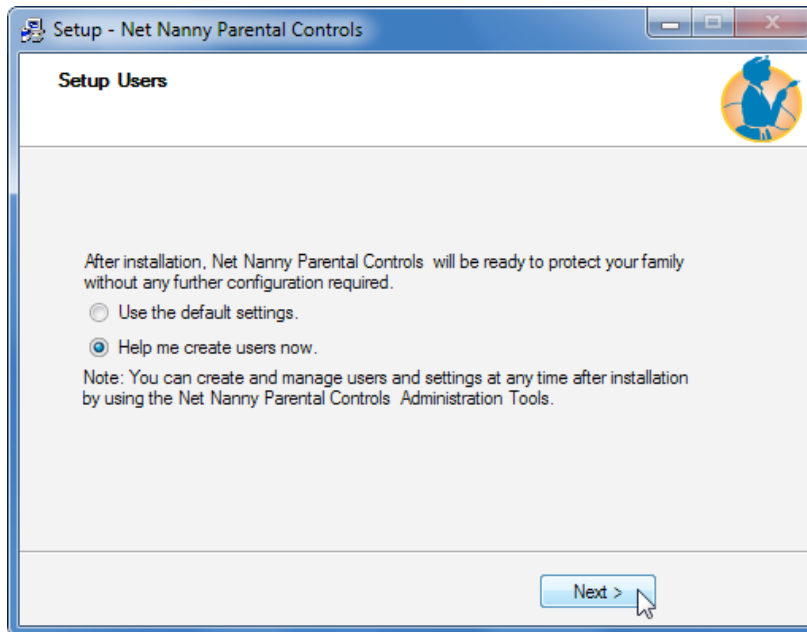


13. Do one of the following:

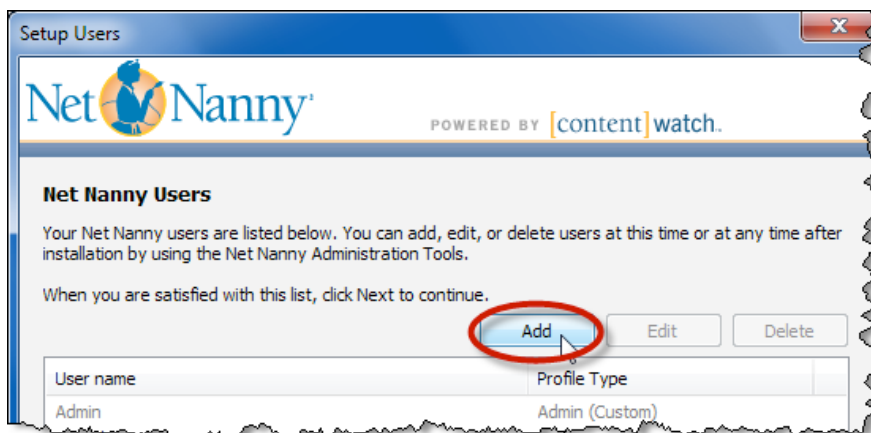
- To set up one or more user accounts now, select **Help me create users now**, then continue with step 14.
- Select **Use the default settings**, then skip to step 15.

14. (Conditional) If you chose to set up users, follow these steps:

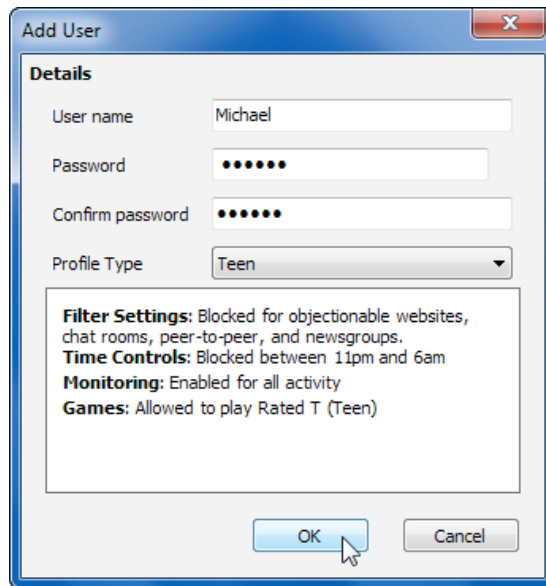
- a. Make sure **Help me create users now** is selected, then click **Next**.



- b. Click **Add**.



- c. Type a username and password, then type the password again to confirm it.
- d. Select a profile type based on the user's age, then click **OK**.



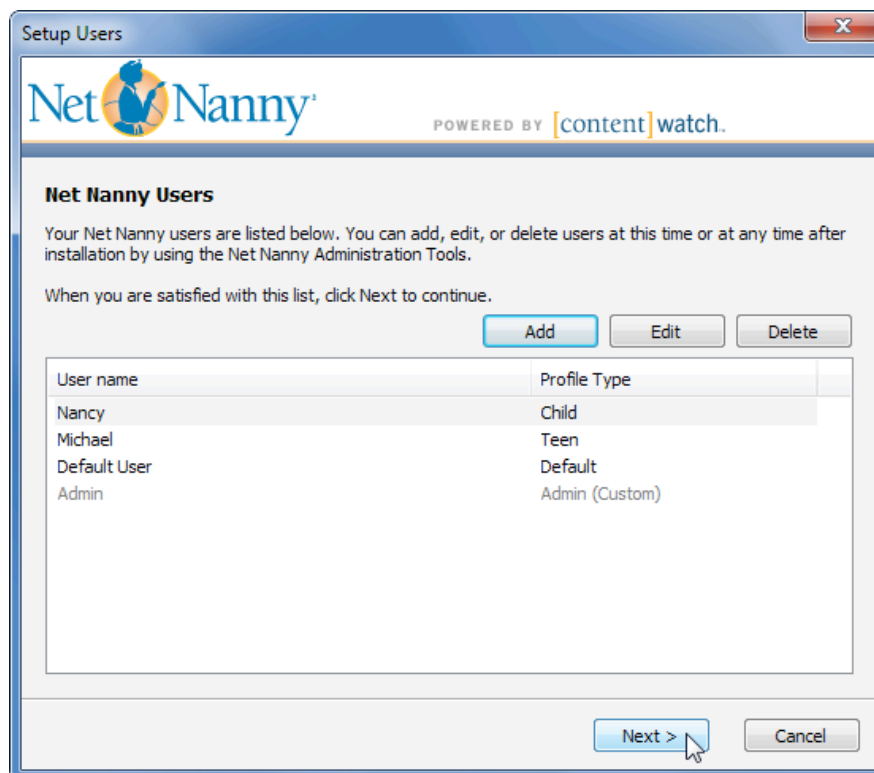
The 'Add User' dialog box is shown with the following details:

- User name:** Michael
- Password:** [masked with dots]
- Confirm password:** [masked with dots]
- Profile Type:** Teen

Filter Settings: Blocked for objectionable websites, chat rooms, peer-to-peer, and newsgroups.
Time Controls: Blocked between 11pm and 6am
Monitoring: Enabled for all activity
Games: Allowed to play Rated T (Teen)

Buttons: OK, Cancel

- e. Repeat steps 14b-14d until all of your users have been created, then click **Next**.



The 'Setup Users' window displays the Net Nanny logo and the text 'POWERED BY [content]watch.' Below this, it says 'Net Nanny Users' and provides instructions: 'Your Net Nanny users are listed below. You can add, edit, or delete users at this time or at any time after installation by using the Net Nanny Administration Tools. When you are satisfied with this list, click Next to continue.'

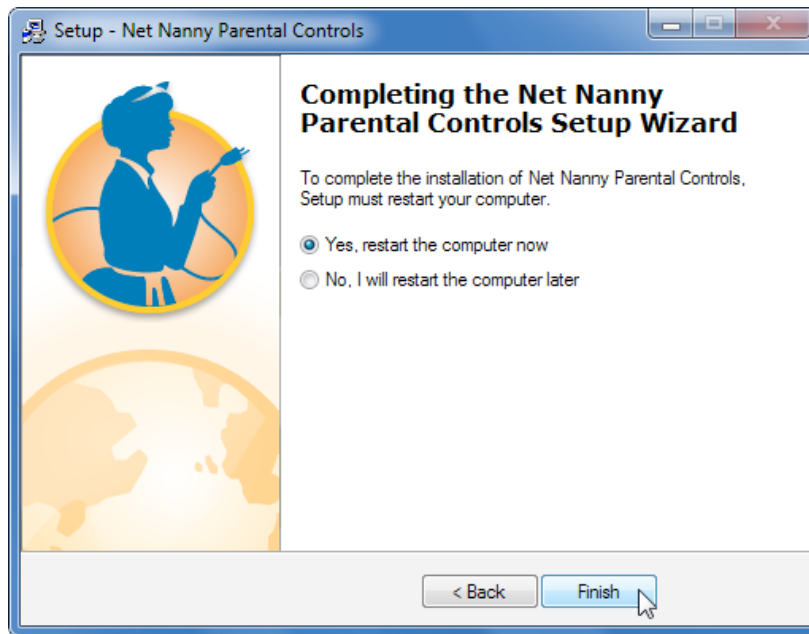
Buttons: Add, Edit, Delete

User name	Profile Type
Nancy	Child
Michael	Teen
Default User	Default
Admin	Admin (Custom)


Buttons: Next >, Cancel

15. Click **Finish** to restart your computer and complete the Net Nanny installation and setup.

Warning: Although you have the option to restart your computer later, Net Nanny will not begin protecting your computer until after you have restarted.



Your computer automatically shuts down and restarts.

After your computer restarts, a Net Nanny icon  appears in the system tray at the bottom of your Windows desktop.



The Net Nanny Systray Icon

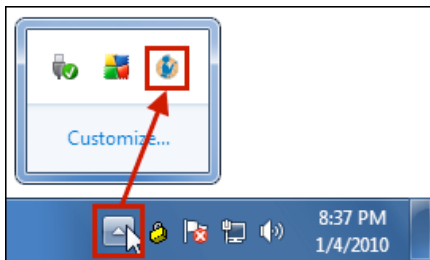
The Net Nanny™ icon  in the Windows system tray gives you quick right-click access to the following:

- Admin Tools
- Login or Logout user
- Refresh profiles
- Remote management
- Extend time (when time controls are enabled)
- Change password
- Help
- Enable or disable Net Nanny
- Check for updates
- About

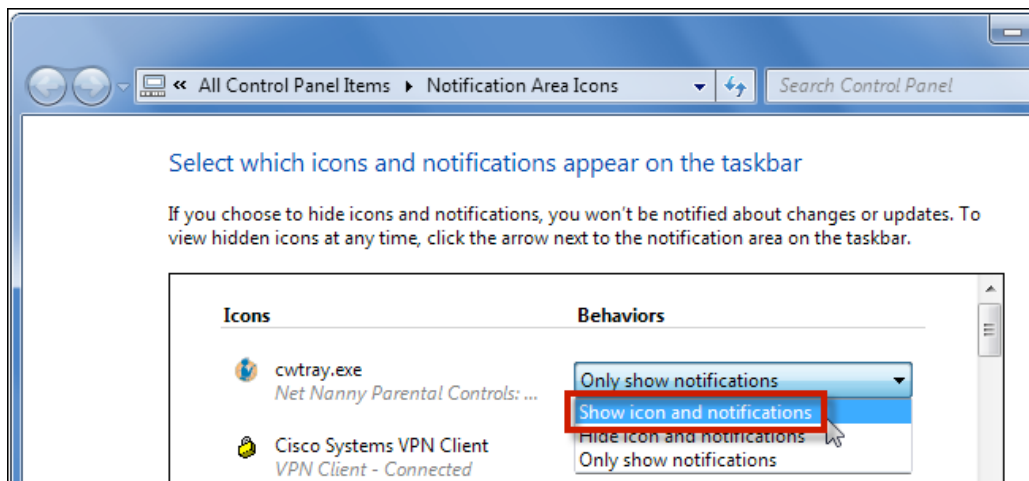
Net Nanny systray icon  

If you would like to prevent users from accessing Net Nanny features using the systray icon, you can select to temporarily remove the icon from the system tray.

Note to Windows 7 users: After installing Net Nanny, Windows 7 automatically places the Net Nanny systray icon in the hidden icons group. To access the Net Nanny icon, click the hidden icons expander button to the left of the system tray.



You can move the Net Nanny icon to the main system tray area by clicking **Customize** in the hidden icons group box, locating the *cwtray.exe* item in the icons and notifications settings list, and choosing to “Show icon and notifications” for that item.

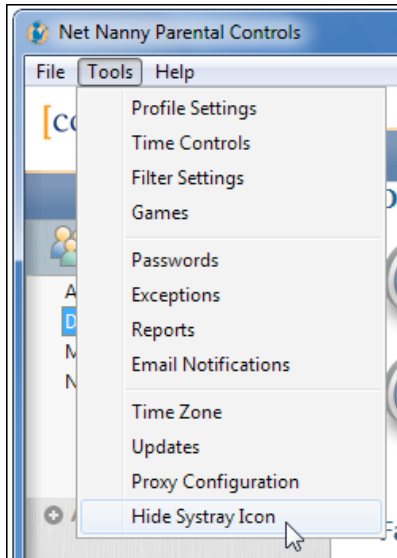


Removing and Displaying the Net Nanny Systray Icon

To remove or display the Net Nanny systray icon:

1. Click **Start > Programs > ContentWatch > Net Nanny**.
2. Log in to Admin Tools with an administrator name and password.
3. From the Tools menu, select **Hide Systray Icon** to remove or display the Net Nanny icon.

If a check mark appears to the left of the **Hide Systray Icon** option, the Net Nanny systray icon is removed from the system tray. Conversely, if there is no check mark, the Net Nanny systray icon is displayed.






Signing In to Net Nanny

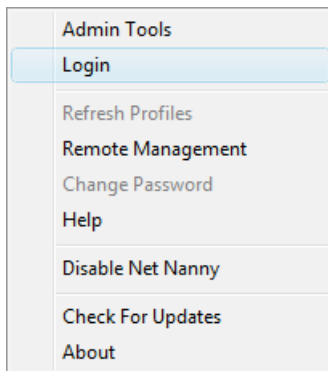
Net Nanny™ is automatically installed with a default user. This means that all users are able to access the Internet and instant messaging as one Net Nanny user, using the default user's settings. The default user provides ease-of-use; however, it does not separately monitor each user's Internet usage, and filters are unilaterally applied to all users.

You can create separate user profiles for each person who uses the computer. Individual users must sign in to their Net Nanny accounts before they are able to use the Internet for browsing or instant messaging. This allows Net Nanny to monitor each user's Internet usage and block content on a per-user basis.

You must sign in to Net Nanny before you can access the Internet or instant messaging. If you do not sign in manually, you are prompted to sign in when you attempt to use the Internet.

To sign in manually:

1. Right-click the Net Nanny icon  in the system tray at the bottom of your Windows desktop, then select **Login** from the quick menu.



Note: If you do not see the Net Nanny icon in the system tray, the icon may be removed. For instructions on displaying the icon, see [Removing and Displaying the Net Nanny Systray Icon](#) on page 19.

2. Select your username from the drop-down menu, enter your password, then click **OK**.

If you don't know your password, ask the administrator.

Note: Bullets appear as you type your password to protect it from being viewed.




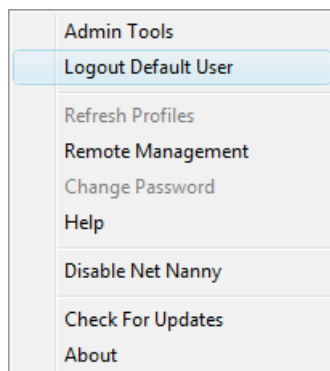
You are now signed in as a user. Launch your Internet browser and proceed with regular Internet activity. For information about the possible block and warning messages you might receive, see [Block and Warning Responses](#) on page 49.

When you finish your Internet or instant messaging session, we recommend you sign out of Net Nanny.

Warning: If you leave your computer without signing out of Net Nanny, other users have access to the Internet under your sign-in name and also to your Web and instant message privileges. Besides continuing to log Internet usage time under your name, Net Nanny also continues to log Web and instant message activity under your name. However, if Inactive User Logout is enabled, you are automatically logged out according to the time settings configured by the administrator.

To sign out of Net Nanny:

1. Right-click the Net Nanny icon  located at the bottom of your Windows desktop.
2. Select **Logout <username>** from the quick menu.



Note: If you shut down your computer without signing out, your session automatically ends. You must sign in again when the computer restarts.



Updating Net Nanny with Online Updates

Online updates allow you to update Net Nanny™ with the latest software updates. There are three methods for receiving update notifications for Net Nanny: Manual (default), Automatic, and Password Protected.

Manual Updates

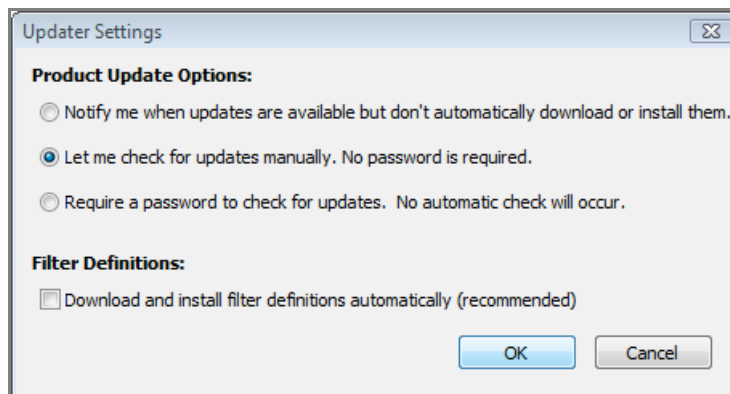
To configure Net Nanny for manual updates:

1. Sign in to Net Nanny's Admin Tools.

For instructions on how to do this, see [Opening the Net Nanny Admin Tools](#) on page 30.


2. From the Tools menu, select **Updates**.

The following dialog window appears:



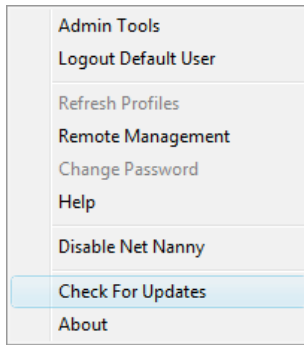
3. In the Updater Settings dialog, select **Let me check for updates manually** or **Require a password to check for updates**, depending on whether you want to require a password for a user to check for updates, then click **OK**.
4. Close the Admin Tools.

To manually update Net Nanny:

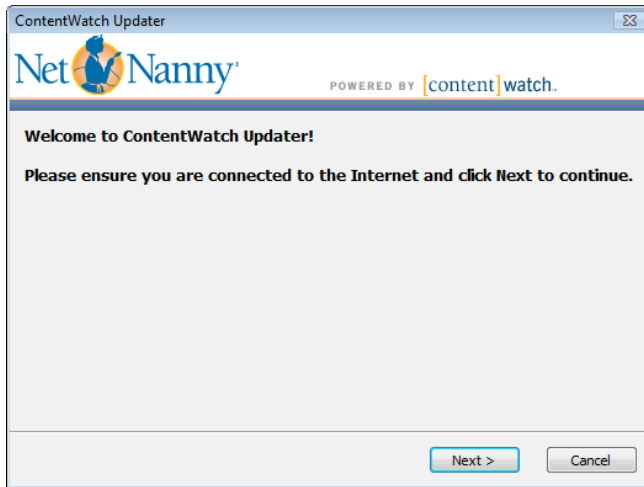
1. Right-click the Net Nanny icon  in the system tray.

Note: If you do not see the Net Nanny icon in the system tray, the icon may have been removed. For instructions on displaying the icon, see [Removing and Displaying the Net Nanny Systray Icon](#) on page 19.

2. Select **Check For Updates** from the quick menu.



3. At the ContentWatch Updater screen, click **Next**.



If there are no new updates, Net Nanny indicates that none are available.

If Net Nanny updates are available, a wizard appears and steps you through the process of downloading and installing the updates. If you choose to download and install the updates, you may be asked to restart your computer for the changes to take effect.

Automatic Update Notification

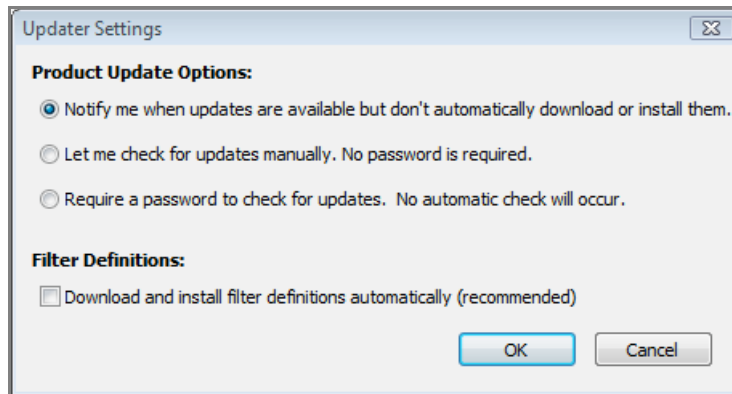
To configure Net Nanny to automatically notify you when a new update is available:

1. Sign in to the Net Nanny Admin Tools.

For instructions on how to do this, see [Opening the Net Nanny Admin Tools](#) on page 30.

2. From the Tools menu, select **Updates**.

The following dialog window appears:



3. In the Updater Settings dialog window, select **Notify me when updates are available but don't automatically download or install them**, then click **OK**.

Net Nanny is now configured to notify you when updates are available.

Password-Protected Updates

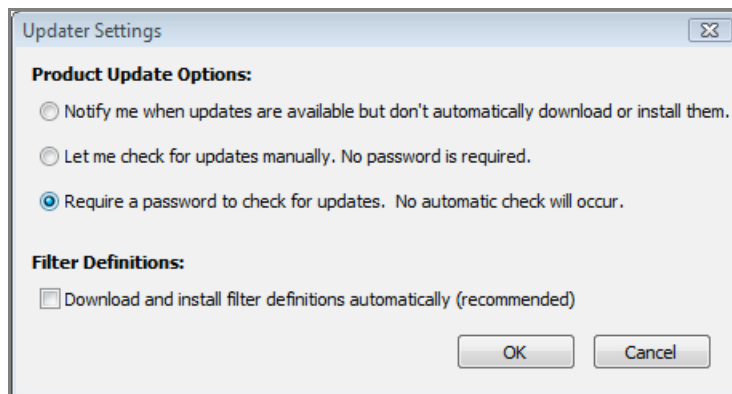
To require an administrative password in order to check for Net Nanny updates:

1. Sign in to the Net Nanny Admin Tools.

For instructions on how to do this, see [Opening the Net Nanny Admin Tools](#) on page 30.

2. From the Tools menu, select **Updates**.

The following dialog window appears:



3. Select **Require a password to check for updates**, then click **OK**.
4. Close the Admin Tools.

Net Nanny is now configured to prompt for a Net Nanny administrator password whenever a user attempts to manually update the software.

Installing Filter Definitions

A filter definition determines how content is recognized and matched against filters. Automatically downloading and installing filter definitions ensures that Net Nanny is always kept current with the latest definition files.

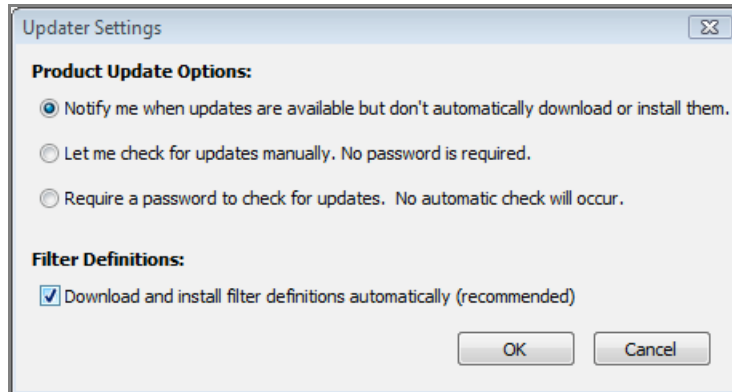
To set the filter definitions to update automatically:

1. Sign in to the Net Nanny Admin Tools.

For instructions on how to do this, see [Opening the Net Nanny Admin Tools](#) on page 30.

2. From the Tools menu, select **Updates**.

The following dialog window appears:




3. In the Updater Settings dialog, select **Download and install filter definitions automatically**, then click **OK**.

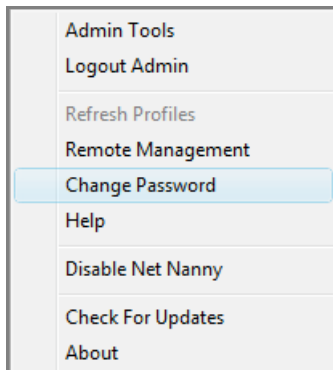


Changing User Passwords

If permitted in their Net Nanny profile settings, users can quickly change their own Net Nanny™ login passwords.

To change a password:

1. Make sure you are logged in to Net Nanny with your own username.
2. Right-click the Net Nanny icon  in the system tray.
3. Select **Change Password** from the quick menu.




4. Type the old password and the new password in the appropriate fields, retype the new password to confirm it, then click **OK**.



Disabling Net Nanny

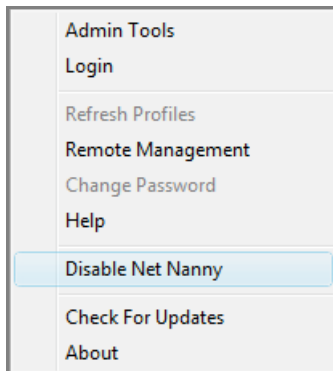
There may be times when you want to temporarily disable Net Nanny™—for example, you might want to temporarily allow access to the Internet without blocking any content. Rather than temporarily changing the current user's policies, you could temporarily disable Net Nanny.

To temporarily disable Net Nanny

1. Right-click the Net Nanny icon  in the system tray.

Note: If you do not see the Net Nanny icon in the system tray, the icon may be hidden. For instructions on displaying the icon, see [Removing and Displaying the Net Nanny Systray Icon](#) on page 19.

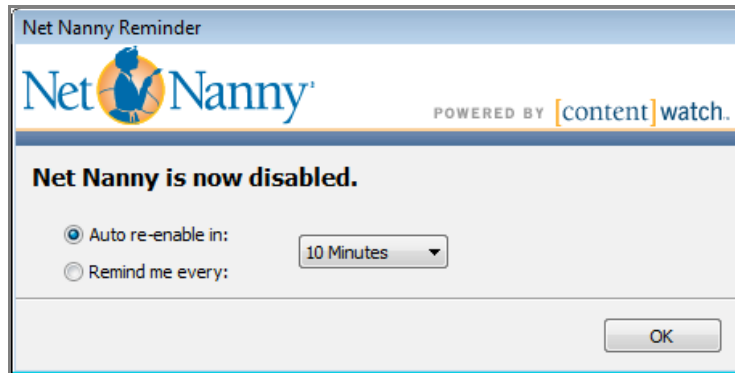
2. Select **Disable Net Nanny** from the quick menu.




3. Type the administrator's password, then click **OK**.



4. Choose to have the client automatically re-enable itself or remind you that it is disabled after a certain amount of time has passed.

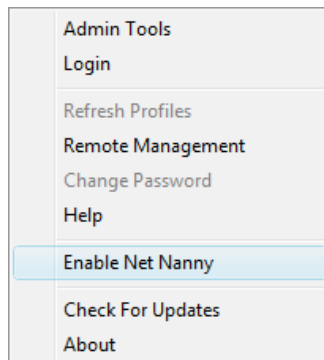


5. From the drop-down list, select the amount of time until the client re-enables itself or reminds you that it is disabled, then click **OK**.

Net Nanny is now disabled. Notice that the Net Nanny systray icon changes  to indicate a disabled status.

To re-enable Net Nanny:

1. Right-click the Net Nanny icon in the system tray.
2. Select **Enable Net Nanny** from the quick menu.






Introduction to the Net Nanny Local Admin Tools

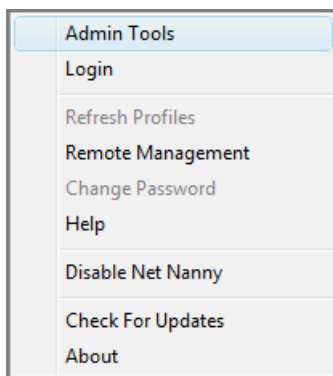
You must have an administrator account to open Net Nanny™ Admin Tools. Within these tools, you can customize user profiles, define filter settings, and monitor user activity.

Opening the Net Nanny Admin Tools

To open the Net Nanny Admin Tools:

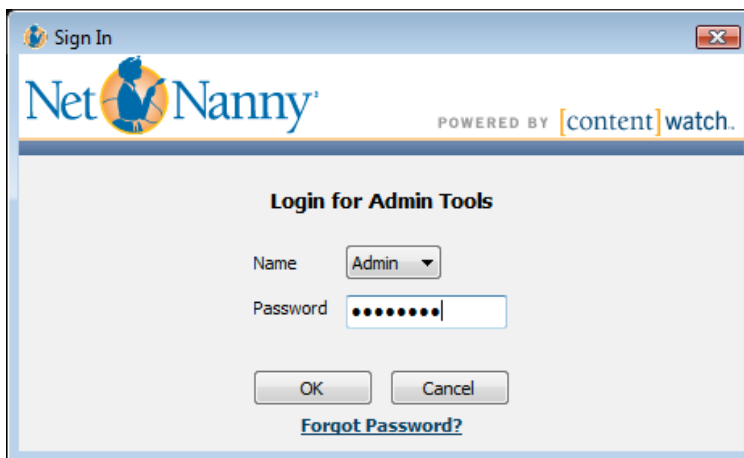
1. Right-click the Net Nanny icon  in the system tray at the bottom of your Windows desktop, then select **Admin Tools** from the quick menu.

Note: If you do not see the Net Nanny icon in the system tray, the icon may be hidden. For instructions on displaying the icon, see [Removing and Displaying the Net Nanny Systray Icon](#) on page 19.



You can also click **Start > Programs > ContentWatch > Net Nanny** or, if you are the user who installed Net Nanny, you can double-click the Net Nanny icon on the desktop.

2. Select your administrator name from the drop-down menu, type your password, then click **OK**.



Bullets appear as you type your password to protect it from being viewed.

Note: If you cannot remember your administrator password, click **Forgot Password?** Your Web browser launches and takes you to the ContentWatch Web site, where you are asked to enter the email address you specified when installing Net Nanny. An email is then sent to this address with a link to a Web page that asks you the secret question you entered when you installed Net Nanny. Correctly type the secret answer, and you are then allowed to change your password for this account.

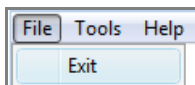
Once you have logged in, the Net Nanny Admin Tools window appears:



Important: We recommend that you do not leave the Net Nanny Admin Tools open if you walk away from your computer, because other users would have full access to all the program's administrator settings.

Closing the Net Nanny Admin Tools

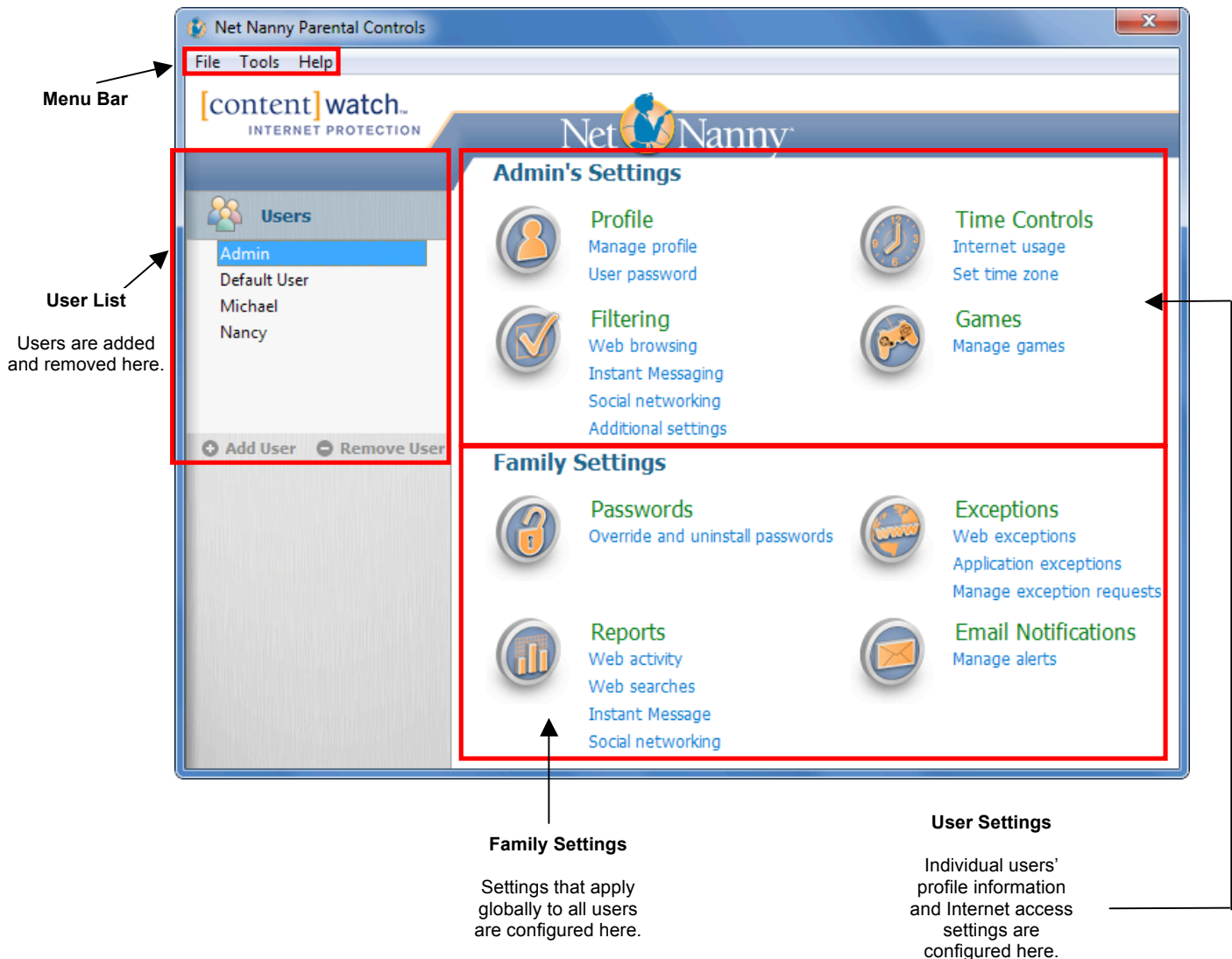
To close the Net Nanny Admin Tools, click **File > Exit**.



Note: Closing the Net Nanny Admin Tools does not disable Net Nanny. User accounts, profiles, and content filters are still active.

Overview of the Net Nanny Admin Tools Interface

The following is an overview of the layout of the Net Nanny Admin Tools interface. Details about how to use the Admin Tools to configure specific settings are provided in subsequent sections of this user guide.

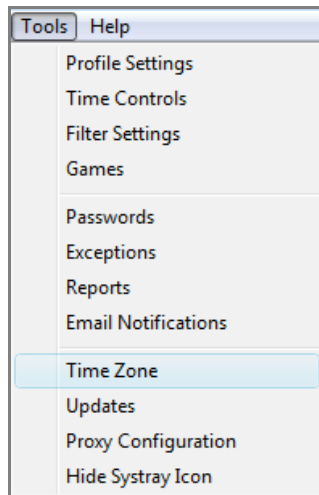




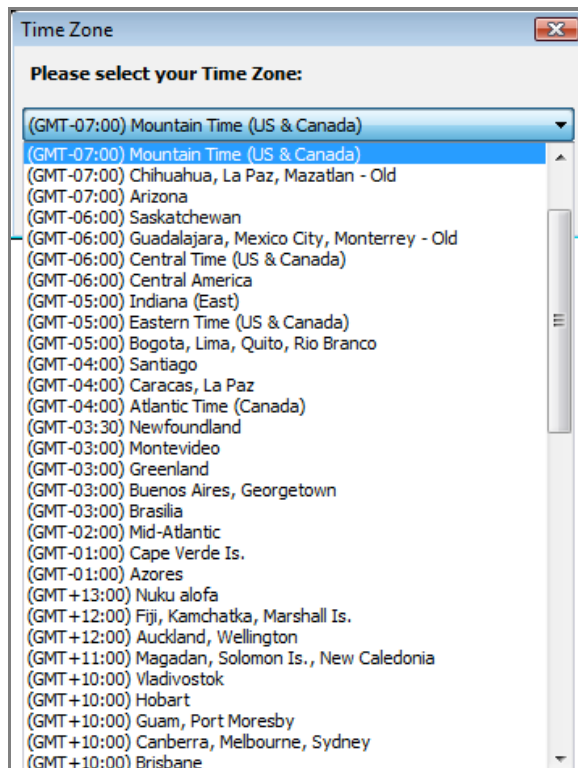
Setting the Time Zone

To ensure that the Net Nanny™ time-related features (such as Time Controls and Reports) work correctly, you must specify your time zone. To set the time zone:

1. Sign in to the Admin Tools.
2. From the Tools menu, select **Time Zone**, or select **Set time zone** in the Admin's Settings section of the Net Nanny Admin Tools interface.



The Time Zone dialog appears.



3. From the drop-down list, select your time zone, then click **OK**.



Managing User Profiles

A user profile is an account created for a system user. The user profile can be used to apply custom filters to individual users and to track each user's Internet usage.

Net Nanny™ is automatically installed with a default user profile. This means that all users are able to access the Internet and instant messaging as one Net Nanny user, using the default user's settings. The default user profile provides ease-of-use; however, it does not separately monitor each user's Internet usage, and filters are unilaterally applied to all users.

You can also create separate user profiles for each person who uses the computer so that individual users must sign in to their own Net Nanny accounts before they are able to use the Internet for browsing or instant messaging. This allows Net Nanny to monitor each user's Internet activities and block content on a per-user basis. Individual profiles should each have a unique password so users cannot log in to other user accounts.

You can use both a default user and individual user profiles. However, it is recommended that you use either one or the other, depending on whether you want all restrictions to apply equally to all users (default user) or you want to be able to monitor each user's individual activities (individual user profiles). If you use individual user profiles, it is also recommended that you delete the default user profile so that users cannot use the default profile to circumvent individual user monitoring.

Using a Default User Profile

The default user profile that is created when you install Net Nanny makes it possible for all users to log in automatically using a single profile. This is useful when you want the same restrictions to apply to all users. The default user profile provides the functionality that was delivered by Default Mode in previous versions of Net Nanny.

The default user is set to use auto client login. This means that when a user accesses the Internet, they are logged in automatically as the default user. If the default user is the only user profile, all users will have the same restrictions.

If the default user profile is used together with individual user profiles, consider the following:

- The default user should be the most restricted user. Otherwise, a user with more restrictions than the default user can log in as default to circumvent some restrictions.
- For a user to log in with a different user profile, that user must log out, then log in again with the desired user profile.

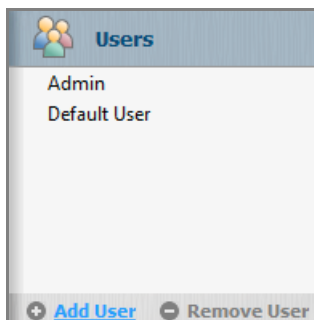
Reports for the default user do not show who is specifically responsible for the Internet activities reported.

Creating Individual User Profiles

Net Nanny allows you to duplicate settings from existing user profiles to create new user profiles. When you duplicate a user profile, the filter settings and time controls for the selected profile are applied to the new profile.

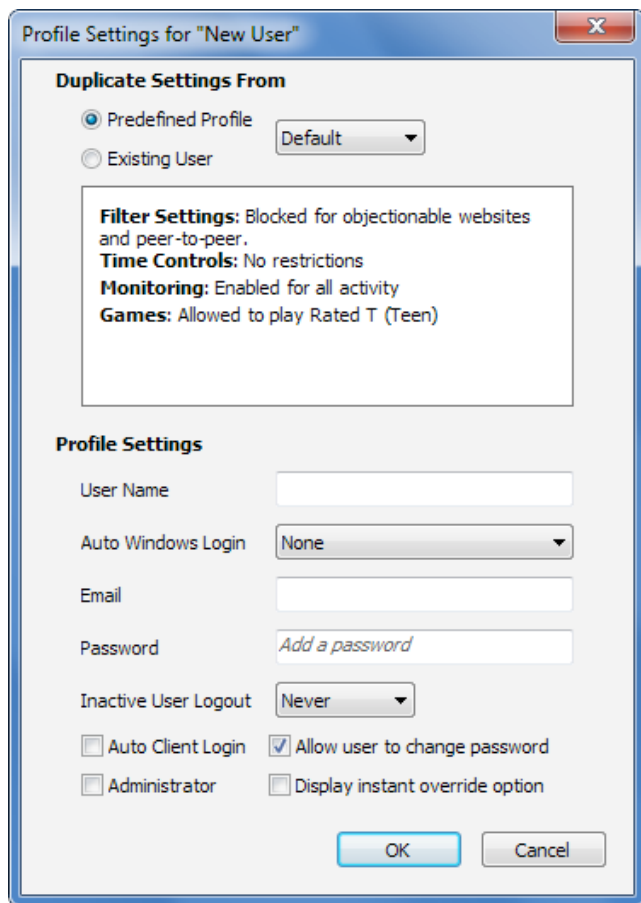
To create a new user profile based on an existing profile:

1. Sign in to the Admin Tools.
2. Under the Users list, click **Add User**.

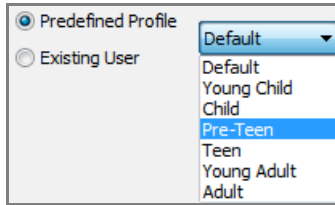


For a detailed description of the options in the Add User dialog, see [User Profile Options](#) on page 36.

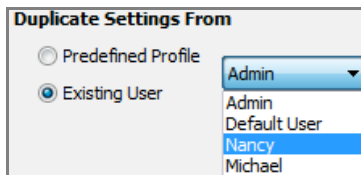
3. Choose whether to create the new user based on a predefined age profile or on the profile of an existing user.



To base the new user on a predefined age profile, select **Predefined Profile**, then select the desired age profile from the drop-down list.



To base the new user on an existing user, select **Existing User**, then select the desired user profile from the drop-down list.



4. Complete the user information under Profile Settings, then click **OK**.

For a description of the options in the Add User dialog, see [User Profile Options](#).

After you create the user profile, you can define the filter settings and time controls for the user. For more information, see [Managing Filter Settings](#) on page 40 and [Managing Time Controls](#) on page 57.

5. Repeat this procedure for each user you want to create.

User Profile Options

The following table outlines the user profile options:

Field	Description
User Name	The name the user enters to sign in to Net Nanny. Usernames must be between 2 and 20 characters in length.
Auto Windows Login	Enables Net Nanny to employ a user's Windows login credentials to automatically log in to his or her personal Net Nanny profile for Internet access. From the Auto Windows Login drop-down list, select the Windows account you want to associate with the user's Net Nanny profile. Once this association has been made, the user only has to log in to Windows and will not be prompted to log in to Net Nanny separately. Please be aware that this association is not automatically synchronized to other computers in your household. If a family member has Windows accounts on multiple computers, you must configure the Auto Windows Login option for that user on each computer. Note: If you set up a user's Net Nanny profile to have the same name as the user's Windows account, and you selected the Auto Windows Login option in the Net Nanny Remote Management tool on the Web, Net Nanny attempts to create an association between the Windows account and the Net Nanny profile upon the first login attempt. For example, if the Auto Windows Login option is selected in Remote Management and the username "JohnD" exists in the Net Nanny user list, a user who logs in to Windows as "JohnD" is automatically logged in to Net Nanny without having to specify a Net Nanny username and password the first time he or she logs in to the computer. Important: We recommend that filter settings for password-free profiles be more restrictive than user profiles that require passwords.

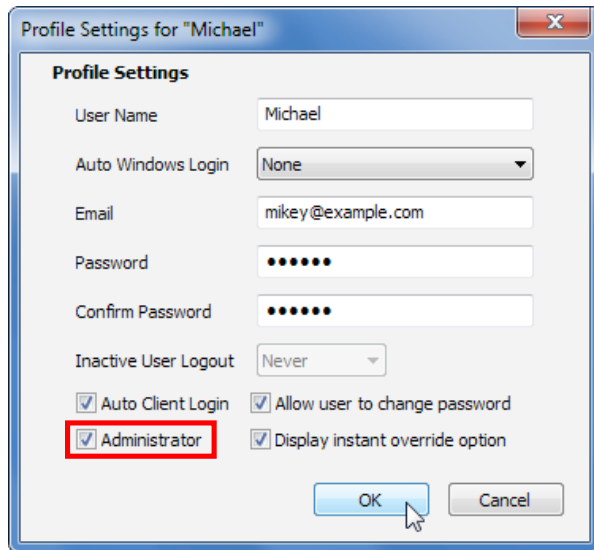
Field	Description
Email	<p>User's email address.</p> <p>This field is required only if the user is an administrator.</p>
Password	User's password.
Confirm Password	This field appears after you type a password in the Password field. Retype the password to confirm that it is typed correctly in the Password field.
Inactive User Logout	<p>Designates an inactivity threshold after which the user is automatically logged out.</p> <p>If you select Never, Net Nanny does not automatically log out the user.</p>
Auto Client Login	<p>Enables Net Nanny to remember the profile's username and password and to automatically log in to Net Nanny using this profile whenever a user attempts to access Internet content.</p> <p>When this option is selected, users need to log in to Net Nanny only once. Thereafter, Net Nanny no longer prompts for login credentials when users attempt to access Internet content, even if the computer is rebooted. Net Nanny continues to remember the username and password until someone manually logs off the Net Nanny profile.</p> <p>Note: Use the Auto Client Login option when you want to monitor and manage Internet activity for a single computer rather than specific users. For example, suppose you have a computer in your living room and you want to use the same Net Nanny filter settings, time controls, etc., to control Internet access for anyone who uses that computer. Create a Net Nanny profile named "Living Room," configure profile settings as desired, and then enable the Auto Client Login option so that users automatically log in to Net Nanny when they start that computer and try to access the Internet.</p>
Administrator	<p>Gives the user administrative privileges.</p> <p>Users with administrative privileges can change passwords, profile settings, and filters; receive email notifications; and access reporting and remote management.</p>
Allow user to change password	Allows the user to change his or her own Net Nanny login password by right-clicking on the Net Nanny systray icon.
Display instant override option	Enables the user to override blocked categories with the override password. The user must enter the override password before Net Nanny displays the blocked content.

Assigning Administrative Privileges to a User Profile

The primary administrator account is created during installation. This administrator profile is permanent and cannot be changed; however, you can assign administrative privileges to other users.

To assign administrative privileges to an existing user profile:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user, then click **Manage Profile**.
3. Select the **Administrator** option to give administrative privileges to this user.



4. Click **OK** to save the changes.

Modifying an Existing User Profile

There may be circumstances when you need to change existing user profiles. For example, you may want to change the user password, update a user's email address, etc.

To modify an existing user profile:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user, then click **Manage Profile**.
3. Modify the user's profile settings, then click **OK** to save your changes.

Changing Passwords

Net Nanny allows administrators to change user passwords without having to provide the user's current password. Passwords prevent unauthorized users from logging in to a user profile that is less restrictive than their own. For example, if you do not assign passwords, there is nothing to prevent a child from logging in to an older sibling's or parent's less restrictive user profile. Likewise, without a password, a user can log in to another user's profile to prevent Internet activity from being reported against his or her own user profile.

To change a user's password:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user, then click **Manage Profile**.
3. Type the new password and confirm.

Passwords are case sensitive and must be between 3 and 13 characters in length. Numbers and letters can be combined.

4. When finished, click **OK** to save your changes.

If you forget the primary administrator password, you can do any of the following:

- If you have more than one administrator account, another administrator can change your password for you by logging in to Admin Tools, selecting the user from the User List, then changing the password in the Profile Settings dialog.
- On the Admin Tools login screen, click **Forgot Password**. Your Web browser launches and takes you to the ContentWatch™ Web site where you are asked to enter the email address you specified when installing Net Nanny. An email is then sent to this address containing a link to a Web page that asks you the secret question you entered when you installed Net Nanny. Type the secret answer and you are then allowed to change your password for this account.
- Select **Remote Management** from the system tray icon and, in the Web page that appears, click **Forgot Password**. You are prompted to enter the email address you specified when installing Net Nanny. An email is then sent to this address containing a link to a Web page that asks you the secret question you entered when you installed Net Nanny. When you type the secret answer, you are then allowed to change your password for this account.
- Email a **Password Request** to info@contentwatch.com or call Customer Support at **1-800-485-4008**. You must provide the following information to change the primary administrator password:
 - Registration key
 - Email address (where to send password)
 - Secret question and answer

Deleting a User Profile

Net Nanny allows users with administrator rights to delete existing user profiles.

Warning: This action cannot be undone. Deleting a user also permanently deletes the user's activity data. The user's Internet and instant messaging activities no longer appear in reports. If a user profile is accidentally deleted, it cannot be restored. If you want to restore the account, you must create it again.

To delete an existing user profile:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user, then click **Remove User**.
3. Click **OK** to confirm the deletion.

You cannot delete a user who has Admin privileges. Before you can delete an Admin, you must deselect the **Admin** check box for that user.



Managing Filter Settings

Filter settings are used to control Internet activity (Web browsing), instant messaging (Yahoo!, AOL, MSN, QQ, Google Talk, MySpace IM), Internet chat, newsgroups, and peer-to-peer access. These services can be individually allowed or blocked for each user in the User List. Additionally, you can use filter settings to control whether a user's profile is captured when logging on to a social networking site (such as Facebook, Twitter, YouTube, and so on).

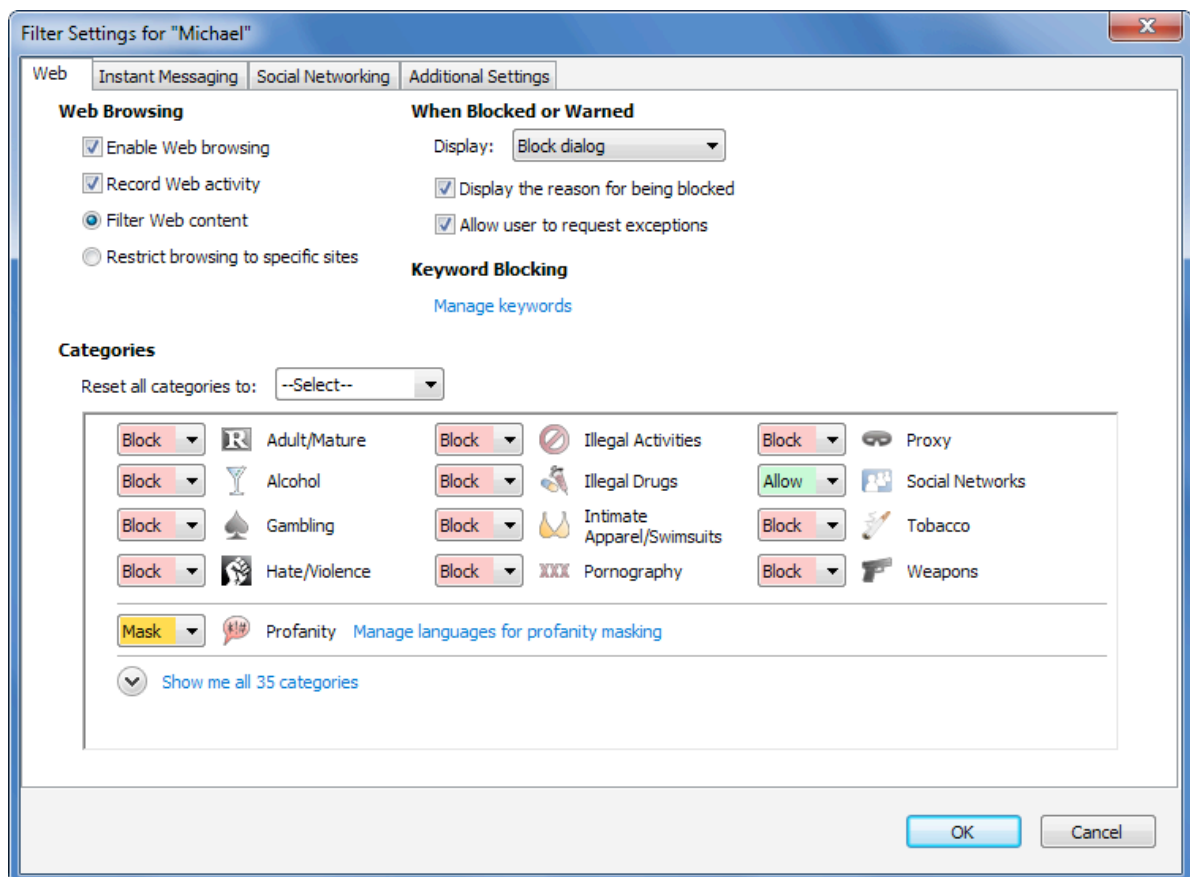
If the **Display Instant Override Option** setting is selected in the Profile Settings dialog, the user can override blocked categories with the override password. The user must enter the override password before Net Nanny™ displays the blocked content.

Note: The override password is created during installation and can be changed in the Passwords dialog.

To open the filter settings:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.

The Filter Settings window for the selected user appears.



The Filter Settings window contains four tabs:

Web: Provides settings that let you enable or disable Web browsing, record all activity on the Web, and choose whether to filter Web content or allow access to only specified Web sites. If you choose to filter

Web content, you can specify the access level allowed for a variety of different types of content. This tab also lets you configure the message that appears when a site is blocked.

Instant Messaging: Provides settings that enable you to control instant messaging. For example, you can select which IM programs are allowed, whether activity is recorded, and the types of instant messaging content that are monitored.

Social Networking: Provides settings that enable profile reporting for popular social networking sites.

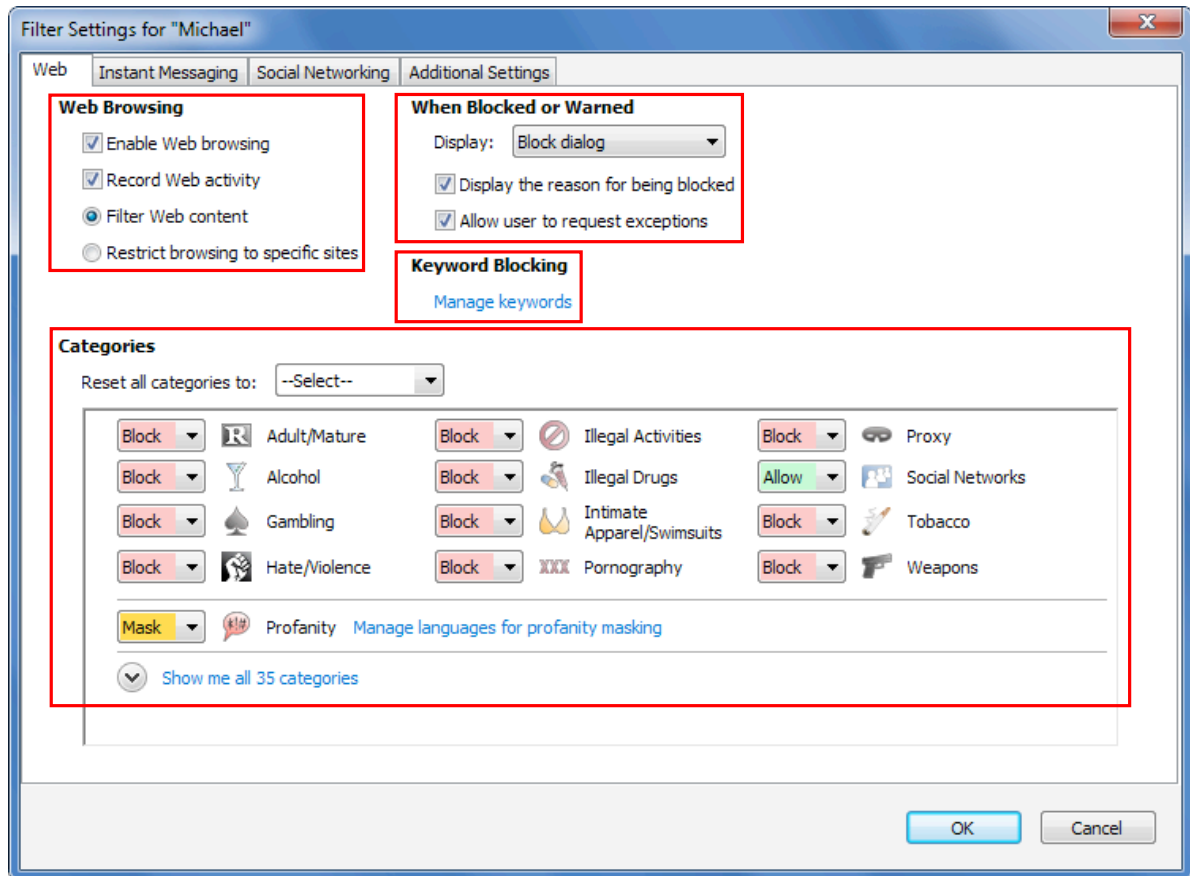
Additional Settings: Provides advanced settings that give you additional control over Web activity, such as whether access is allowed to chat groups, newsgroups, or peer-to-peer networking sites. You can also block forum and blog posts, block Internet access for 64-bit applications, and specify whether to filter content from secure Web sites (HTTPS).

The following sections provide information about each of these tabs.

Defining Web Settings

To access the Web tab:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. If the Web tab is not already selected, click **Web**.



The Web tab is divided into four sections:

Web Browsing: Select Web browsing settings.

When Blocked or Warned: Configure the way Net Nanny responds when a Web site is blocked or triggers a warning.

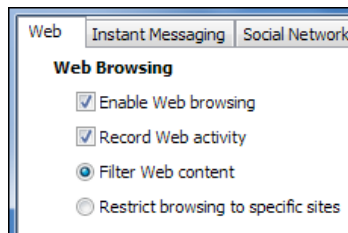
Keyword Blocking: Specify objectionable words or phrases that you want to block users from viewing on the Web. When Net Nanny detects any of these words or phrases on a Web page, it blocks users from viewing that page.

Categories: Filter Web content or allow access only to specified sites, depending on your Web browsing settings. If you choose to filter content, this section provides filters where you can set the access level for a variety of types of content. If you choose to allow access to specified sites, this section lets you set the sites that can be accessed.

Configuring Web Browsing Settings

The Web tab is divided into four sections. The first section contains Web browsing settings. To set the Web browsing settings:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile.
3. Click **Filtering**.
4. If the Web tab is not already selected, click **Web**.
5. Locate the Web Browsing section of the Web tab.



6. To allow users to browse the Web, select **Enable Web browsing**.

If **Enable Web browsing** is not selected, the user cannot access the Web.

7. If you want Web activity to be recorded so you can monitor it, select **Record Web activity**.
8. Select whether to filter Web content or allow access only to specified sites.

If you select **Filter Web content**, you can configure the access level for a variety of types of Web content. See [Defining User Filter Settings](#) for more information.

If you select **Restrict browsing to specific sites**, you can configure which sites the user is allowed to browse. See [Specifying Allowed Web Sites](#) on page 47.

9. Click **OK** to save your settings.

Defining User Filter Settings

Filter settings determine the level of access users have to the predefined Internet content categories. User access to these sites can be set to the following:

Allow: Provides access without restriction. No message is displayed and the user is allowed access to the requested page. The action is logged (if logging is enabled for this user).

Warn: Provides access but warns the user of the types of content about to be viewed and lists the category types that caused the warning. A warning message is displayed and the user can choose to view the requested page. The action is logged (if logging is enabled for this user).

Block: Prompts the user that the Web site is being blocked and lists the category types that have blocked it. The requested page does not open unless the user has the privilege to override the block and does so. The action is logged (if logging is enabled for this user). **Note:** For message examples and descriptions, see [Block and Warning Responses](#) on page 49.

To define a user's filter settings:

1. Locate the Web Browsing section of the Web tab.
2. Select **Filter Web content**.

The Web content filter Categories appear.

Note: By default, only the most commonly blocked content categories are displayed. To display the full list of available content categories, click **Show me all 35 categories**.

Categories

Reset all categories to: --Select--

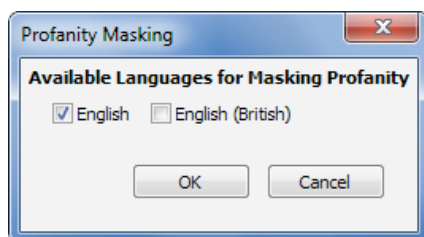
Block	Adult/Mature	Block	Illegal Activities	Block	Proxy
Block	Alcohol	Block	Illegal Drugs	Allow	Social Networks
Block	Gambling	Block	Intimate Apparel/Swimsuits	Block	Tobacco
Block	Hate/Violence	Block	Pornography	Block	Weapons
Mask	Profanity	Manage languages for profanity masking			

[Show me all 35 categories](#)

The following categories are blocked by default:

- Adult/Mature
- Alcohol
- Gambling
- Hate/Violence
- Illegal Activities
- Illegal Drugs
- Intimate Apparel/Swimsuits
- Pornography
- Profanity
- Proxy
- Tobacco
- Weapons

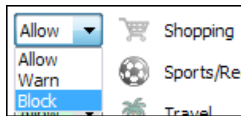
All other categories are set to **Allow**, except for Profanity. The Profanity category is set to **Mask** by default to replace objectionable words on filtered Web pages with random characters, leaving all remaining content intact. Net Nanny supports masking both US and British profanity. To specify the versions of English you want to filter, click **Manage languages for profanity masking**, select or deselect versions of English as desired, then click **OK**.



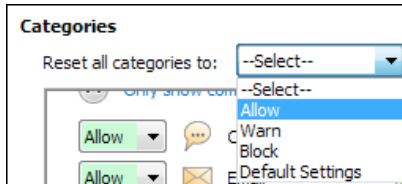
For a listing of Net Nanny categories and descriptions, see [Content Categories](#) on page 45.

3. Do one of the following:

- Select **Allow**, **Warn**, or **Block** from the drop-down list for each content category whose setting you want to change.



- Select a setting from the **Reset All Categories To** drop-down list, then click **OK** to change all content categories to the same setting.














4. When finished, click **OK** to apply your settings.














Content Categories










To help you filter Internet content, Net Nanny provides a list of predefined content categories. You can choose to **Allow**, **Warn**, or **Block** URLs that fall within these categories.

Note: For information on defining filter settings, see [Defining User Filter Settings](#) on page 42.

The following table outlines the Net Nanny predefined content categories:

Category	Description
 Adult/ Mature	Contains subject matter intended for mature audiences, such as obscene or vulgar language and adult instant message rooms. These sites could be considered R-rated.
 Alcohol	Contains subject matter that deals with manufacturing, distributing, or obtaining alcohol.
 Chat Sites	Provides access to chat services.
 Email	Provides access to email services and applications.
 Employment/ Career	Allows the posting of jobs or resumes. Provides information on compensation in specific fields or regions. Posts information about jobs and job openings.
 Family Resources	Provides family counseling, family safety tips, parenting information and tips, and family planning.
 Financial/ Stocks	Provides information about finances, financial planning, insurance, stock tickers, and stock reports. Allows the sale and purchase of stock. Includes banks and credit unions and credit rating and reporting sites.
 Gambling	Allows a person to wager money on online games with the expectation of winning money or prizes. Contains links to other gambling sites or provides information on gambling strategies or tactics.
 Games	Provides access to online or downloadable games, discussions about games, or information about game cheats.
 Government	Provides information specific to local, state, or federal government organizations or agencies, including political party sites and specific, official political sites. Sites ending in .gov.
 Hate/ Violence	Promotes or depicts violence against persons, animals, property, or nations. Singles out groups for violence based on race, religion, or creed.
 Health/ Medicine	Provides information on mental or physical health issues. Allows the online purchase of prescription medications.

 Illegal Activities	Provides information about the manufacture, alteration, or sales of weapons, explosives, and explosive devices. Promotes or depicts disorderly conduct .
 Illegal Drugs	Contains subject matter that deals with manufacturing, distributing, or obtaining illegal drugs or other controlled substances. Depicts drug paraphernalia and/or includes methods for obtaining or manufacturing them. Does not include sites that provide information on prescription medications except those sites that describe how to obtain them.
 Image/ Video Search	Allows the user to search for images or videos, including Google Images and YouTube.
 Intimate Apparel/ Swimsuits	Displays models wearing underwear, lingerie, or other suggestive or see-through attire, including swimsuits.
 Kids	Contains subject matter intended for children, including entertainment, education, crisis counseling, and kid-friendly communities.
 Music/ Entertainment	Provides access to free downloadable or for-pay online music and video files such as MP3, WAV, MPG, and AVI. Sells music or videos or is dedicated to the music or entertainment industry. Provides information on TV programs and programming, including movie review sites.
 News	Provides live, recorded, or written reports or editorials about current events.
 Other	Sites that do not fit into any of the existing Net Nanny categories.
 Personals/ Dating	Contains personal ads, personal info pages, and personal portals.
XXX Pornography	Contains subject matter that is meant to sexually arouse the viewer. May show models or real people that are engaged in erotic behavior intended to cause sexual excitement. May describe sexually explicit activities or contain sexually explicit material including images, movies, or text. Sites could be considered X-rated.
 Profanity	Contains profanity or hurtful language. Set this category to Mask to replace the objectionable words on the filtered Web page with random characters, leaving all remaining content intact.
 Proxy	Allows users to anonymously surf the Internet, either for the purpose of maintaining online privacy or bypassing content filtering software.
 Reference	Contains instructional material, tutorials, or how-to pages.
 Religious	Provides information on specific religions or religious beliefs. Includes regional religious organizational sites and sites built to promote religious groups, activities, and membership.

 Schools/Colleges	Contains information dealing with colleges, schools, seminars, or courses. Sites that end in .edu.
 Search Engines/Portals	Provides mechanisms for searching the Internet by specific words or phrases and displays the results as either links or images. Allows a user to customize the look or content and is geared to providing a "starting" place on the Internet.
 Shopping	Provides access to online malls, catalogs, or auctions, including classified ads. Includes department store sites, retail store sites, or sites that have coupons for free or discounted items.
 Social Networks	Sites related to online communities or social networks.
 Sports/Recreation	Promotes, advertises, reports on, or is associated with sports teams, individuals, or organizations. Includes sites that are involved with fantasy sports and organizations whose main focus is to report on amateur, college, or professional sports.
 Tobacco	Intended for the sale or consumption of tobacco.
 Travel	Provides information on travel, such as destination descriptions, ticketing, and reservations. Includes airline, bus, or train company sites and car rental sites.
 Weapons	Intended for selling or providing information about using firearms, swords, knives, and other weapons.
 Work Related	Allows an organization to add URLs for sites that are used by the organization in the course of doing business. It may initially be blank.

Note: When Net Nanny is enabled and the **Pornography** content category is set to **Block**, it enforces a “safe search” for many popular search engines. Currently, Net Nanny can force a safe search for popular search engines, such as: Yahoo!, Google, AltaVista*, DogPile*, Lycos*, AllTheWeb*, Bing, and Ask. To bypass the safe search, you must temporarily disable Net Nanny via its system tray icon’s right-click menu or set the Pornography content category to **Allow**.

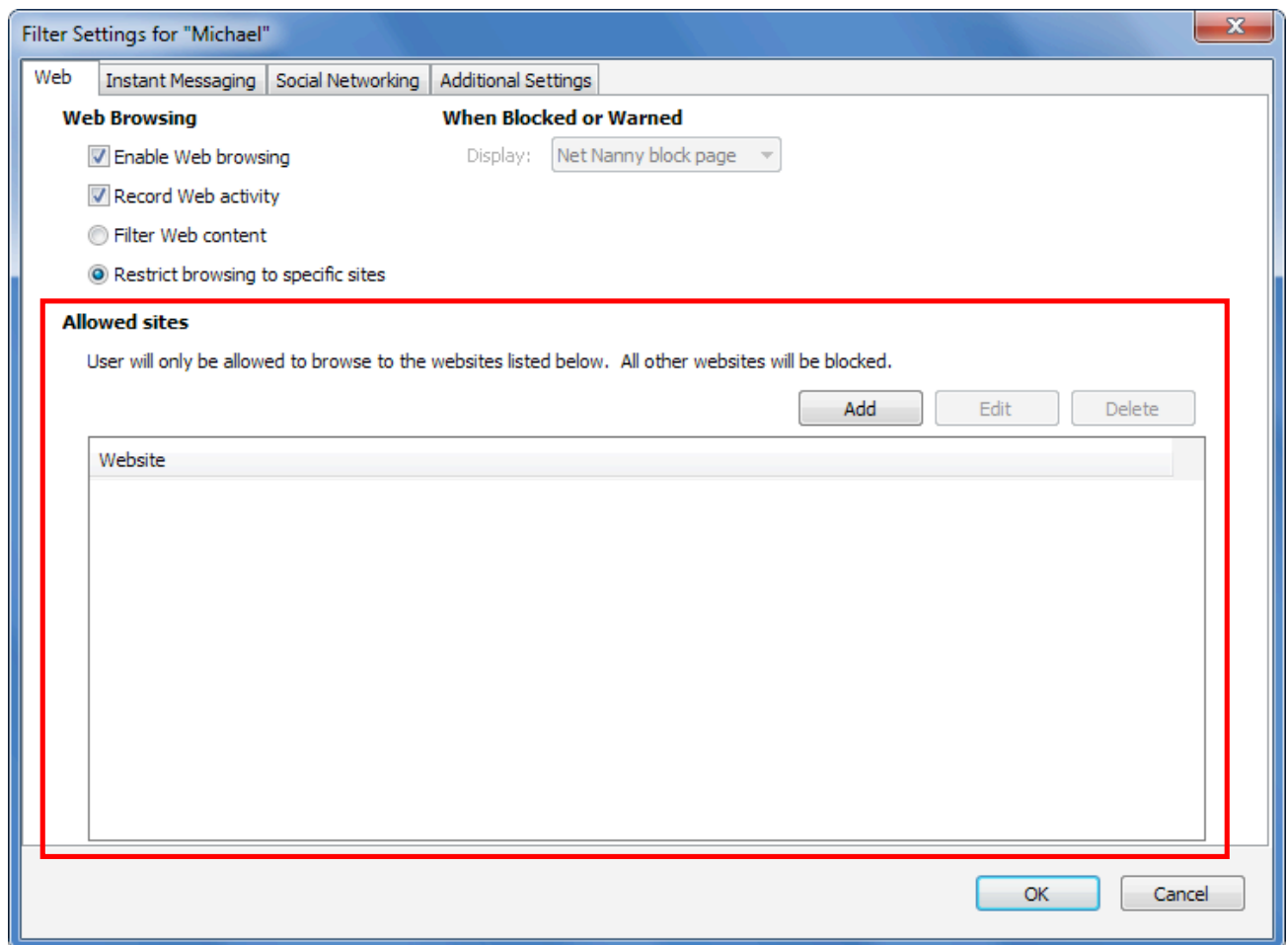
Specifying Allowed Web Sites

If you select **Restrict browsing to specific sites**, the user is only allowed to browse to the sites listed. This is sometimes referred to as whitelist mode. You must have at least one site in the list of allowed sites. If no sites are listed, the user will not be able to access any Web sites.

To add a Web site to the list of allowed sites:

1. Locate the Web Browsing section of the Web tab.
2. Select **Restrict browsing to specific sites**.

The Allowed Sites section containing the Web site list appears in tab's dialog.



3. Click **Add**.
A blank, editable line appears in the Allowed Sites list.
4. Type the URL for the site you want to allow.
5. Repeat steps 3 and 4 for each site you want to add.
6. Click **OK** to save your changes.

After you have added sites to the list, you can select a site and click **Edit** to change the URL. You can also select a site and click **Delete** to remove it from the Allowed Sites list.

Block and Warning Responses

When you define a user's filter settings, you determine what level of access that user has to predefined Internet content categories. User access to these sites can be set to **Allow**, **Warn**, or **Block**.

If a user attempts to access a site that falls under a content category that is set to **Warn** or **Block**, Net Nanny can respond in one of four ways:

- Display a block or warning dialog
- Display a Web page saying access to the site is forbidden
- Display a block or warning Web page
- Redirect a user to a different Web site

Displaying Block and Warning Dialogs

To configure Net Nanny to display block or warning dialogs:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. In the When Blocked or Warned section on the Web tab, select **Block Dialog** from the Display drop-down list.



When Blocked or Warned

Display: Block dialog

☒ Display the reason for being blocked

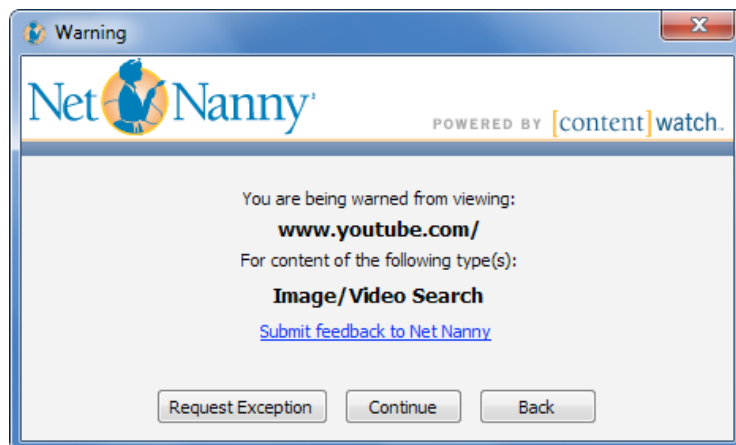
☒ Allow user to request exceptions

4. If you want to display the content category (or categories) that caused the block or warning response, select **Display the reason for being blocked**.
5. If you want to allow the user to request that the page not be blocked in the future, select **Allow user to request exceptions**.
6. Click **OK**.

Following are examples of the Block and Warning dialogs Net Nanny displays when users access sites with a warning or blocked status.

Warning Messages

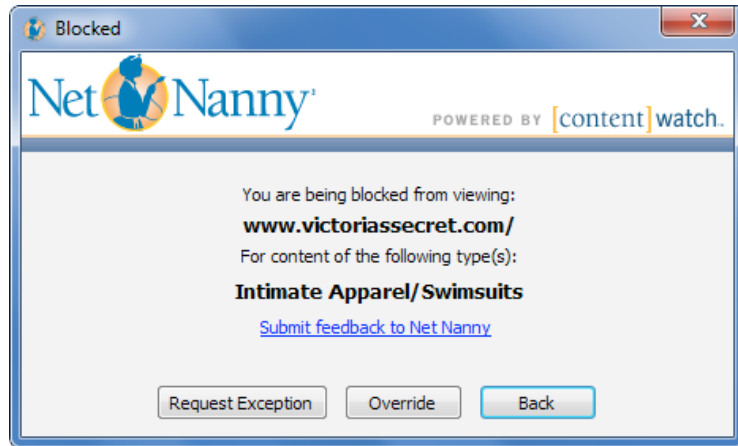
When a user attempts to connect to a site with a warning status, Net Nanny notifies the user:



The user can click **Continue** to view the requested page or **Back** to return to the previous Web page. If enabled, the user can click **Request Exception** to request that the administrator allow access to this site. Any of these actions is reported if reporting is enabled. For more information, see [Enabling Local Reporting](#) on page 70.

Block Messages

When a user attempts to connect to a site with a blocked status, Net Nanny notifies the user:



The requested Web page does not open. The user can click **Back** to return to the previous Web page. If enabled, the user can click **Request Exception** to request that the administrator allow access to this site. Also note the “Submit feedback to Net Nanny” link. Clicking this link takes the user to an Accuracy Feedback page on the Net Nanny Web site which provides a form the user can complete and submit to ContentWatch if they feel the filtered Web site is incorrectly categorized.

If a user has override privileges, Net Nanny allows the user to override blocked content. The user can click **Override** to enter the override password and view the requested Web site. For some Web sites, the user might need to enter the override password more than once to view the content.

Note: To give a user override privileges, you must select the **Display Instant Override Messages** option in the user’s Profile Settings. For more information, see [Creating Individual User Profiles](#) on page 35.

Any of these actions is reported if reporting is enabled. For more information, see [Enabling Local Reporting](#) on page 70.

Block or Warning Messages with Request Exception Option

You can use Net Nanny to submit an exception request or display a blocked Web page.

Submitting an Exception Request

If a user has request exception privileges, Net Nanny lets the user submit requests to Net Nanny administrators to unblock or recategorize specific Web pages or entire Web sites that fall under a blocked or warning category.

To submit an Exception Request, the user must perform the following in the Blocked or Warning dialog:

1. Click **Request Exception** to display the exception or override request dialog.
2. From the **I think it should be** drop-down list, select a suggested action (for example, allow the content or assign it to a new category).
3. Click **Send Request** to submit the request to a queue in the Net Nanny Admin Tools, where a Net Nanny administrator can choose to accept or reject the request.

For information on how Net Nanny administrators can process exception requests, see [Processing User Exception Requests](#) on page 69.

Note: It is also possible to click **Apply Now** (instead of **Send Request**) to immediately unblock or recategorize the Web page or Web site. To apply the exception immediately, specify an administrative username and password when prompted. The filter settings are immediately updated for the user currently logged in to Net Nanny. The next time the user visits the Web page or Web site, the new settings are in effect.

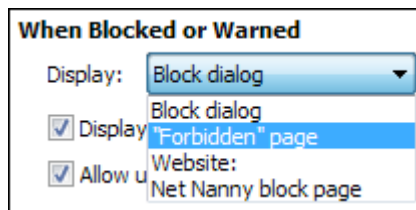
To give a user exception request privileges, you must select the **Allow user to request exceptions** option in the user's profile settings. For more information, see [Creating Individual User Profiles](#) on page 35.

The action is reported if activity reporting is enabled. For more information, see [Enabling Local Reporting](#) on page 70.

Displaying a Blocked Web Page

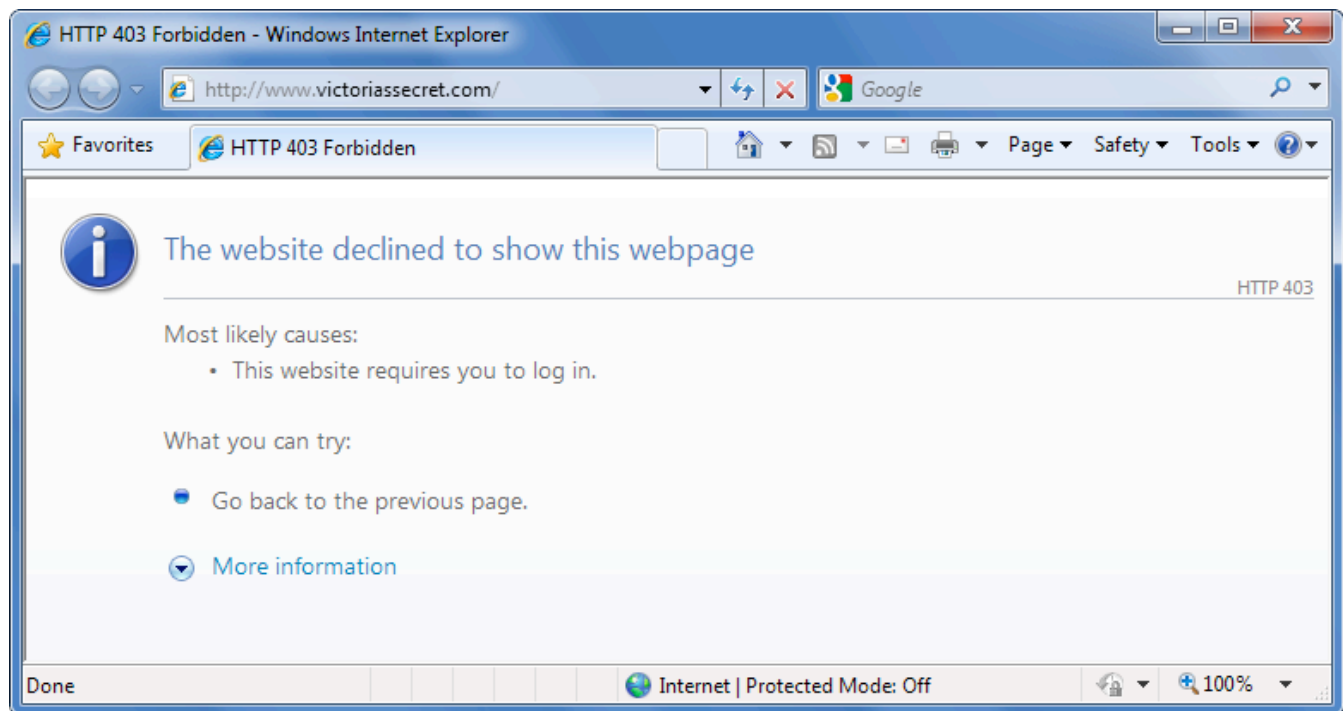
To configure Net Nanny to display a generic "HTTP 403 Forbidden" Web page when a user is blocked from viewing a Web site:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. In the When Blocked or Warned section on the Web tab, select **"Forbidden" page** from the **Display** drop-down list.



4. Click **OK**.

Following is an example of the "HTTP 403 Forbidden" Web page that is displayed:



Redirecting a User to a Different Web Site

To configure Net Nanny to redirect users to a Web site you specify:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. In the When Blocked or Warned section on the Web tab, select **Website** from the **Display** drop-down list.



When Blocked or Warned

Display: Website: ▼

www.netnanny.com

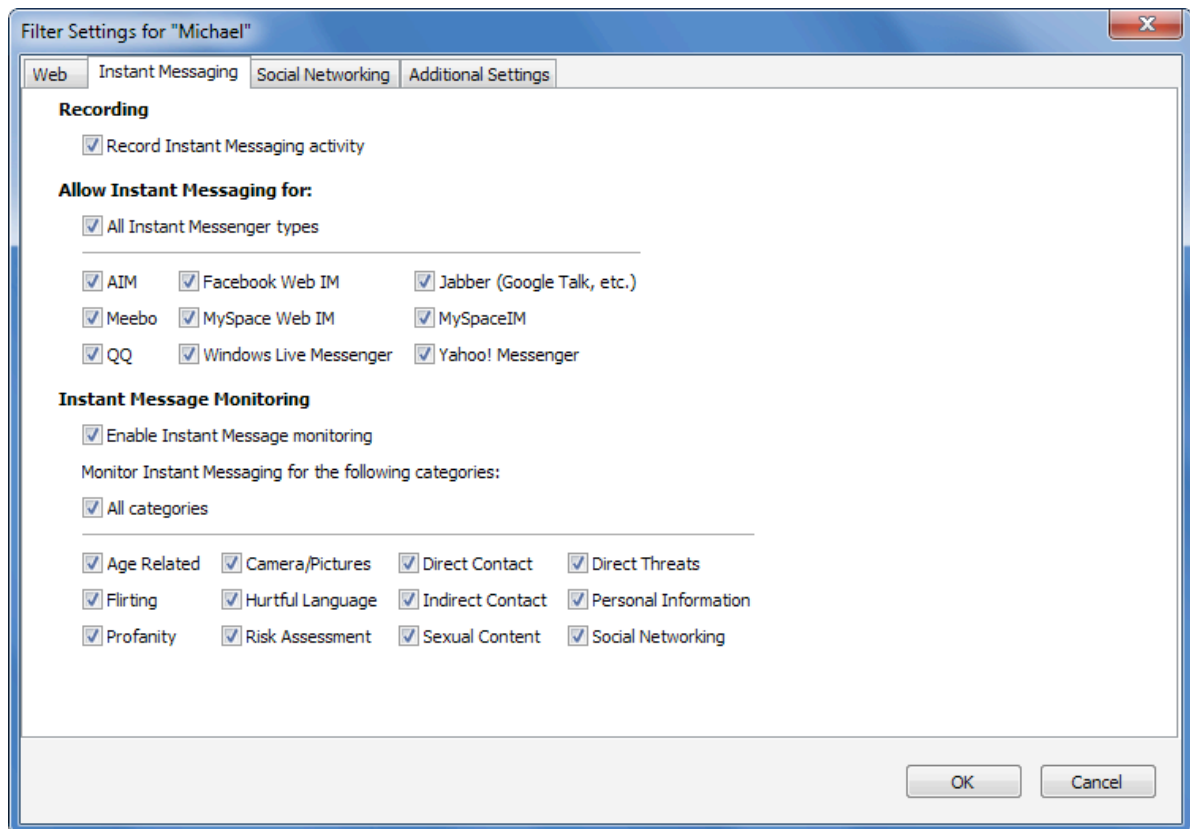
4. In the accompanying field, type the URL of the Web site where you want to redirect the user.
5. Click **OK**.

Configuring Filter Settings for Instant Messaging

The Instant Messaging tab contains a number of settings that help you control and monitor a user's instant messaging activities. You can choose to record instant messages, choose which instant messenger types to allow, and choose what types of instant messaging content to monitor.

To configure Net Nanny to monitor instant messaging:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. Click the **Instant Messaging** tab.



Filter Settings for "Michael"

Web Instant Messaging Social Networking Additional Settings

Recording

☒ Record Instant Messaging activity

Allow Instant Messaging for:

☒ All Instant Messenger types

☒ AIM ☒ Facebook Web IM ☒ Jabber (Google Talk, etc.)

☒ Meebo ☒ MySpace Web IM ☒ MySpaceIM

☒ QQ ☒ Windows Live Messenger ☒ Yahoo! Messenger

Instant Message Monitoring

☒ Enable Instant Message monitoring

Monitor Instant Messaging for the following categories:

☒ All categories

☒ Age Related ☒ Camera/Pictures ☒ Direct Contact ☒ Direct Threats

☒ Flirting ☒ Hurtful Language ☒ Indirect Contact ☒ Personal Information

☒ Profanity ☒ Risk Assessment ☒ Sexual Content ☒ Social Networking

OK Cancel

4. If you want to keep a record of all instant messages, select **Record Instant Messaging activity**.
5. If you do not want to restrict the instant messaging programs the user is allowed to use, select **All Instant Messenger types**.

Or, you can limit the instant messaging programs the user can use by deselecting **All Instant Messenger types** and selecting only the instant messaging types you want to allow.

6. If you want to monitor instant messages for specific types of content, select **Enable Instant Message Monitoring**, then select the content categories you want to monitor.

To monitor all content categories, select **All categories**.

Or, select only those categories you want to monitor from the following available categories:

Category	Description
Age Related	Messages for discussions that include age-related questions and preferences, such as "Am I too old for you?"
Camera/Pictures	All messages for conversations that include trading or viewing of pictures or Web camera images, such as "Can I see your pix?"
Direct Contact	Conversations that include physical location or whereabouts, such as "Lets meet at my house."
Direct Threats	Messages for threats or descriptions of physical harm.
Flirting	Conversations that include flirtatious behavior, such as kissing or statements like "You're sexy."
Hurtful Language	Conversations that contain mean or cruel language, including racial slurs or statements such as "You're ugly," or "You're stupid."
Indirect Contact	Conversations that include alternative contact information, such as email address, phone number, IM contact names, etc.
Personal Information	Messages for personal information, such as age, sex, or location.
Profanity	Messages that contain expletives or other offensive language, such as cursing or insults.
Risk Assessment	Conversations that include questions or messages about risky behavior, such as "Are you home alone?"
Sexual Content	Conversation that include suggestive or sexually explicit content, such as references to sexual acts or body parts.
Social Networking	Conversations that include links to personal Web sites or social networking profiles, such as "Visit www.myspace.com/MyName ."

Configuring Filter Settings for Social Networking

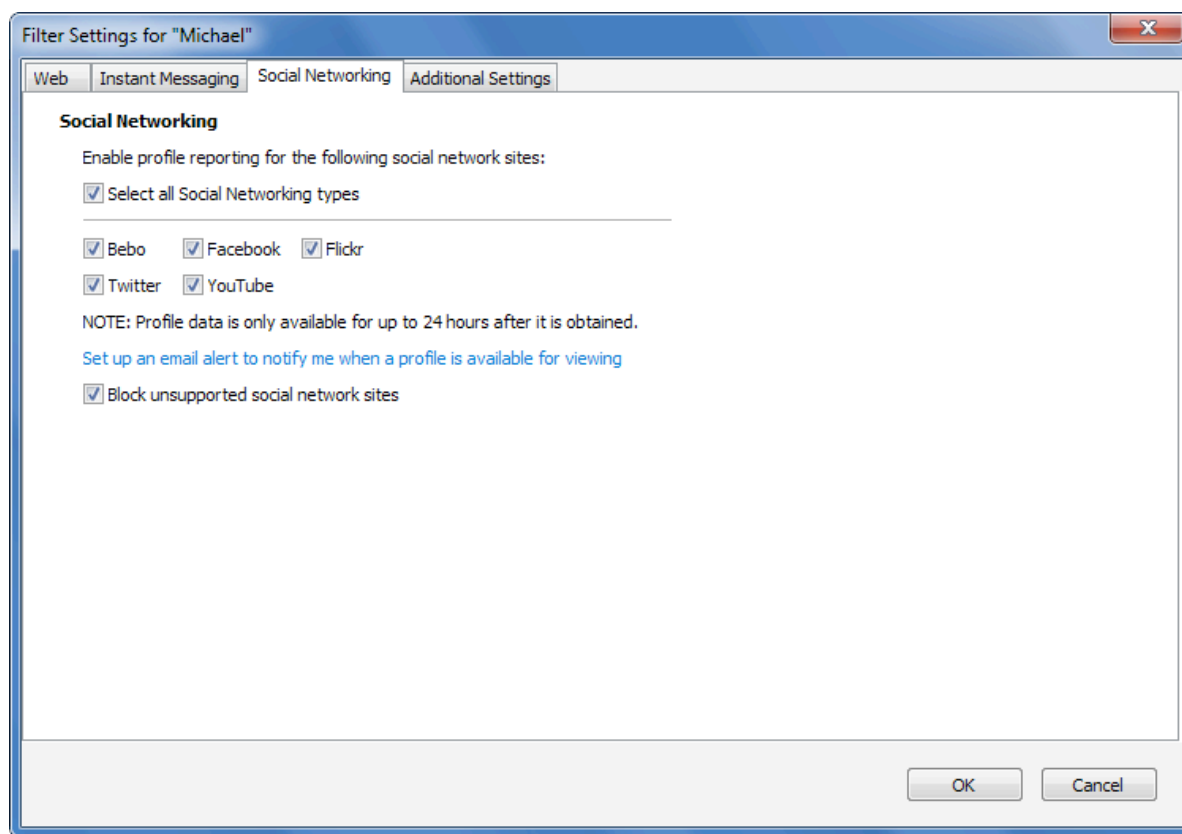
Net Nanny lets you capture the social networking profiles of users who log in to social networking Web sites such as Facebook, Twitter, YouTube, and so on. Capturing these profiles enables you to see how users are representing themselves on the social network.

For example, a parent may want to make sure that their child isn't posting inappropriate pictures to Facebook. Net Nanny's social networking report shows the pictures that the child has posted to their profile. The parent may also want to know who the child's Facebook or other social network friends are. The social networking report allows the parent to see the child's friends and their public profile pictures.

The type and amount of social networking profile information that Net Nanny captures depends on the social networking site and how much information the user has provided in the profile.

If profile reporting is enabled, Net Nanny captures profile information when the user logs in to the social networking site.

When a user logs in to their social network account, Net Nanny requires the user to authorize Net Nanny to run in the context of the user's account on that site. If the user chooses not to authorize Net Nanny, access to the site is denied.



To configure Net Nanny to capture profile information for social networking sites:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. Click the **Social Networking** tab.
4. If you want to capture user profiles for all supported social networking sites, select **Select all Social Networking types**.

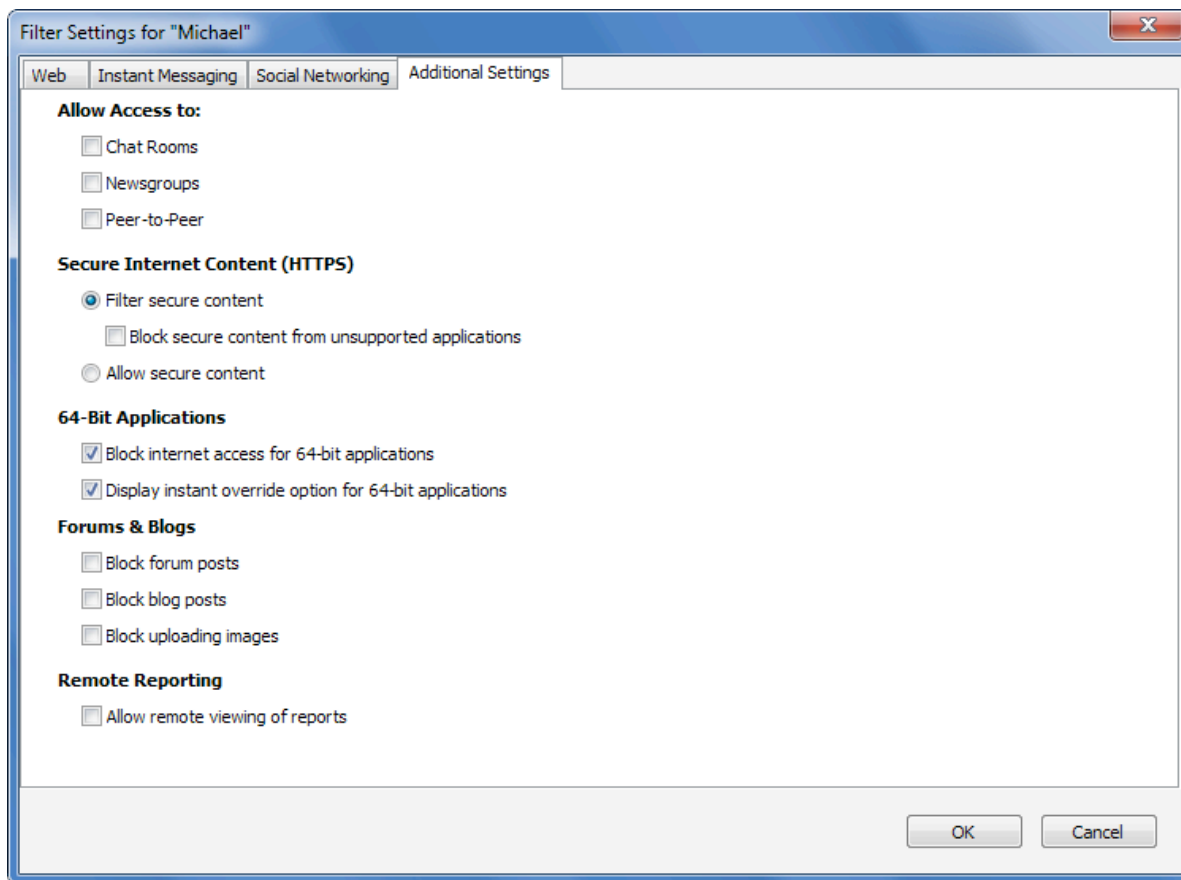
Or, you can limit which profiles Net Nanny captures by deselecting **Select all Social Networking types** and selecting only the social networking sites you are concerned about.

Note that when you capture a profile, you have up to 24 hours to view its associated report before the report's data is deleted. This restriction, which is required by the "terms of use" agreements of certain social networking sites, has no effect if a user logs in to their social networking site account more than once during a 24-hour period. In other words, each time a user logs in to their account, the 24-hour countdown is restarted.

5. To configure Net Nanny to send you an email when a social networking profile report has been created for a user, click the **Set up an email alert to notify me when a profile is available for viewing** link, then create a Social Networking email notification that is triggered when new profile data becomes available. For more information on configuring email notifications, see [Configuring Email Notifications](#) on page 79.
6. To prevent users from logging in to social networking sites for which Net Nanny cannot capture user profiles, select **Block unsupported social network sites**.

Configuring Additional Settings

Net Nanny lets you control users' access to chat rooms, newsgroups, and peer-to-peer services. You can also choose how to handle content from secure Web pages (those pages that use the HTTPS protocol), control Internet access for 64-bit applications, block posts to blogs and forums, and control the viewing of remote reports. These items can be individually allowed or blocked for each user in the User List.



To manage a user's additional settings:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. Click the **Additional Settings** tab.

4. Under Allow Access To, select the services you want the user to be able to access.

Service Category	Target Services
Chat Rooms	Chat clients or Web-based chat rooms that use the IRC (Internet Relay Chat) protocol
Newsgroups	NNTP (standard newsgroups)
Peer-To-Peer	Gnutella, BitTorrent*, Kazaa*, eMule*, and eDonkey*

5. Under Secure Internet Content (HTTPS), select either **Filter Secure Content** or **Allow secure content**.
If you select **Filter Secure Content**, you can also choose to **Block secure content from unsupported applications**.

Unsupported applications include applications whose SSL implementation Net Nanny does not support. Currently, the only SSL applications that Net Nanny supports are browsers. If a user selects the **Block secure content from unsupported applications** setting, Net Nanny blocks any SSL application that is not supported, including non-browser applications such as QuickBooks and others.

Enabling this setting might cause unintended side effects with some of your applications.

6. Under 64-bit Applications, choose whether to **Block Internet access for 64-bit applications**.

At present, Net Nanny cannot analyze or filter traffic from 64-bit applications, including 64-bit browsers. Therefore, if you are running 64-bit applications on a 64-bit version of Windows, your only option is to have Net Nanny either allow or block Internet access for all your 64-bit applications.

If you decide to block Internet access for 64-bit applications, you can select the option **Display instant override option for 64-bit applications**, which enables you enter the Net Nanny administrator password to bypass the block dialog.

7. Under Forums and Blogs, you can control whether users are allowed to add text entries on forum and blog Web sites, and whether they can upload pictures to these sites. The available options are **Block forum posts**, **Block blog posts**, and **Block uploading images**.
8. Under Remote Reporting, you can choose to **Allow remote viewing of reports** on the Net Nanny Remote Administration Web site.
9. When finished, click **OK** to apply your settings.



Managing Time Controls

Time Controls allow you to manage the time of day and the amount of time that each user spends on the Internet. Each day of the week is divided into 30-minute time intervals that can be set to allow (green) or block (red) Internet access.

Time Controls for "Michael"

Time Zone
Your current time zone is (GMT-07:00) Mountain Time (US & Canada) [Change your time zone setting](#)

Time Allowance
☒ Allow hours per

Time Schedule

	Midnight	1:00am	2:00am	3:00am	4:00am	5:00am	6:00am	7:00am	8:00am	9:00am	10:00am	11:00am	Noon	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm	9:00pm	10:00pm	11:00pm
Sunday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	
Monday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	
Tuesday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	
Wednesday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	
Thursday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	
Friday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	
Saturday	Red	Red	Red	Red	Red	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Red	

☐ Allow ☐ Block

The time controls show either a 12-hour clock (shown above) or a 24-hour clock, depending on your Windows settings. To change the way the time displays, change your Windows time settings.

By default, Internet access is allowed at all times. If you define a Time Control for a user, the restriction applies to all Internet activity such as Internet surfing, instant messaging, newsgroups, peer-to-peer, and network gaming.

Note: To ensure that Time Controls are enforced at the times you expect, verify that you have configured Net Nanny™ with the correct time zone for your location. For instructions on setting the time zone in the Net Nanny Admin Tools, see [Setting the Time Zone](#) on page 33.

Defining Time Controls

To define user Time Controls:

1. Sign in to the Admin Tools.
2. Select a user profile from the User List, then click **Time Controls**.
3. In the Time Schedule grid, click-and-drag to apply the control to a specific time frame.

If you click-and-drag over a green space, that space changes to red. Likewise, clicking-and-dragging over a red space changes the space to green. A red space indicates Internet access is *not* allowed during the corresponding time of day, while a green space indicates that Internet access is allowed.
4. To apply blanket settings, do one of the following:
 - Click **Reset All to Allow** to remove all “Block” time controls and allow Internet access at all times.
 - Click **Reset All to Block** to completely block Internet access.
5. To limit the total number of hours a user can spend on the Internet over a given period, regardless of the controls that have been specified in the time grid, do the following:
 - a. Under Time Allowance, select **Allow**.
 - b. In the field to the right of the **Allow** check box, specify the number of hours the user is allowed to access the Internet.
 - c. From the **Hours Per** drop-down menu, select the period (Day or Week) that the specified amount of hours applies to.
6. When finished, click **OK** to apply your changes.

Enforcing Time Controls

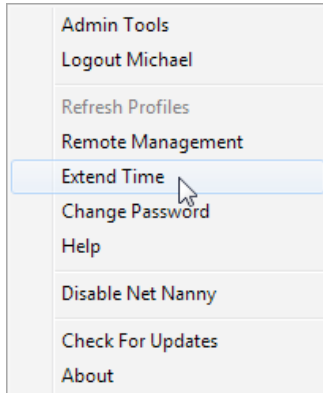
When a time control is in effect, Net Nanny displays a message when the user attempts to access the Internet.

If a user has override privileges, two options are available for overriding the time control. The user can:

- Click **Override** and enter the override password to override the blocked connection.



- Right-click the Net Nanny systray icon and select **Extend Time**. (Note that this option is only available if the **Time Allowance** setting is enabled for the user.)



The password used to override time restrictions is the same password used to override a blocked Web site.

Note: To give a user override privileges, you must select the **Display instant override option** setting in the user's Profile Settings. For more information, see [Creating Individual User Profiles](#) on page 35.

If the user overrides the time control, Internet access is allowed for the duration of that browser session. If the browser is closed, the user must override the blocked connection again when attempting to access the Internet during a restricted time.

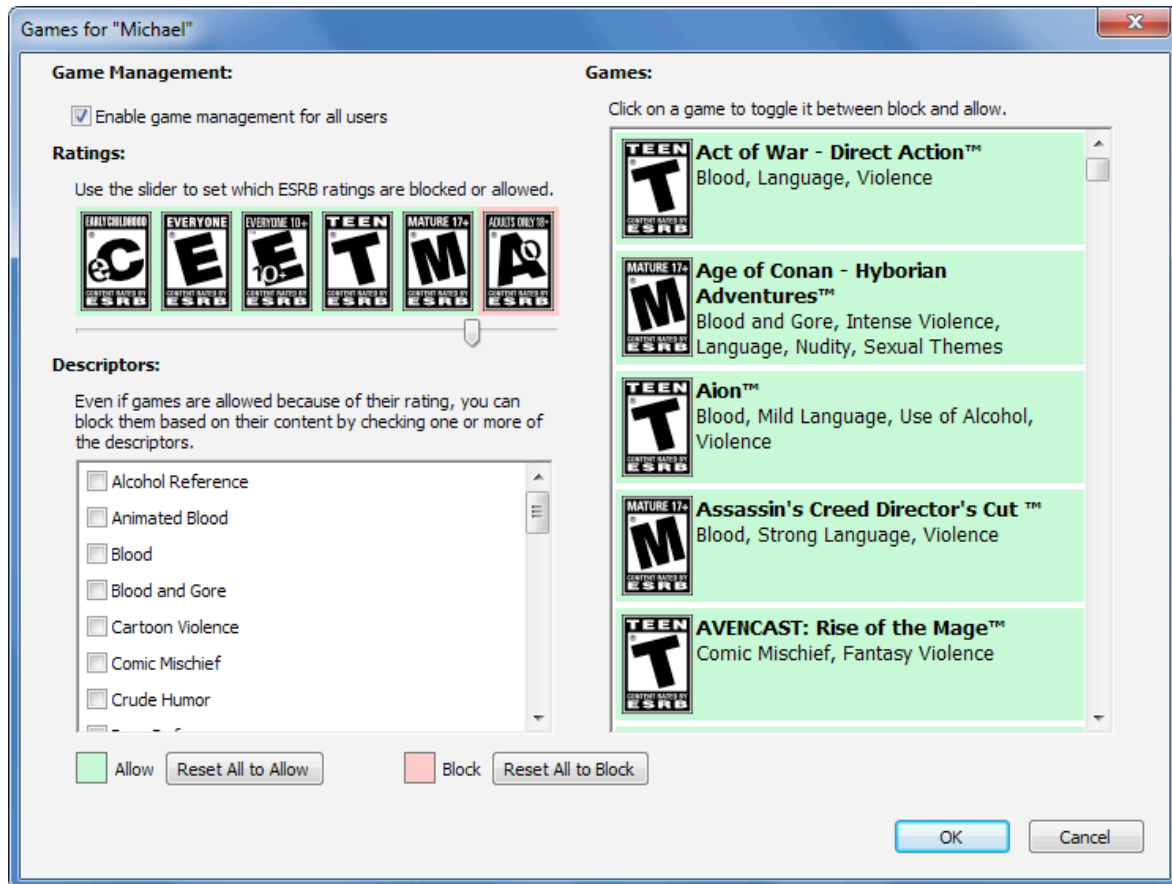


Managing Games

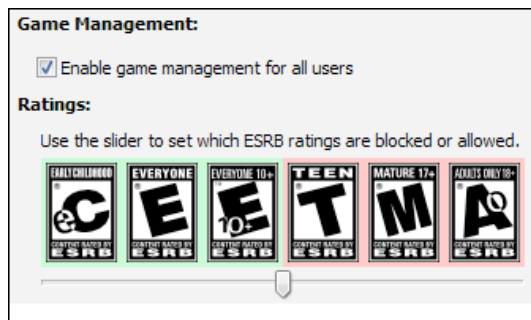
Net Nanny™ can block access to games with certain ratings or that contain elements that you do not approve of.

1. Sign in to the Admin Tools.
2. Select a user profile from the User List, then click **Games**.

The Games screen for the chosen user opens:



3. To determine which game ratings are allowed and not allowed, verify that the **Enable game management for all users option is selected**, then move the **Ratings** slider to the right or the left.



Allowed ratings show in green, and disallowed ratings are red.

4. To block games that contain certain types of content, select the unapproved content descriptors from the **Descriptors** list.

Descriptors:






Even if games are allowed because of their rating, you can block them based on their content by checking one or more of the descriptors.

- ☒ Drug Reference
- ☐ Edutainment
- ☐ Fantasy Violence
- ☐ Informational
- ☒ Intense Violence
- ☒ Language
- ☐ Lyrics
- ☒ Mature Humor
- ☐ Mild Language
- ☐ Mild Violence

5. To allow or disallow any of the games in the **Games** list, click a game title to toggle between blocked (red) and allowed (green).

Games:

Click on a game to toggle it between block and allow.

	Act of War - Direct Action™ Blood, Language, Violence
	Age of Conan - Hyborian Adventures™ Blood and Gore, Intense Violence, Language, Nudity, Sexual Themes
	Assassin's Creed Director's Cut (DX 10)™ Blood, Strong Language, Violence
	Assassin's Creed Director's Cut (DX 9)™ Blood, Strong Language, Violence
	AVENCAST: Rise of the Mage™ Comic Mischief, Fantasy Violence

6. If you prefer, you can block or allow all games in the list by clicking **Reset All to Allow** or **Reset All to Block**.
7. Click **OK** when you have finished specifying your games settings.

Note: In addition to the games listed here, Net Nanny can often discover other games that users attempt to play. If a game is discovered that is not on the default list, the new game is added to the list and is blocked or allowed based on the game's current ESRB and descriptor settings.

Note: If a user has override privileges and chooses to override a game block, the game must be restarted before it can be played.



Managing System Passwords

The override password is used to override blocked content. Any user or administrator with override privileges must enter the override password to override blocked content.

The uninstall password is required to uninstall Net Nanny™.

Changing the Override Password

There is only one override password. Therefore, if the administrator changes the override password, it is changed for everyone with override privileges.

To change the override password:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Passwords**.
3. Under Block Override, type and confirm the new password.

The screenshot shows a 'Passwords' dialog box with two main sections. The 'Block Override' section is highlighted with a red rectangle and contains two password fields, each with six dots. The 'Uninstall' section contains a password field with the text 'Change password' and a link 'Remove uninstall password'. At the bottom are 'OK' and 'Cancel' buttons.

Passwords are case sensitive and must be between 3 and 13 characters in length. Numbers and letters can be combined.

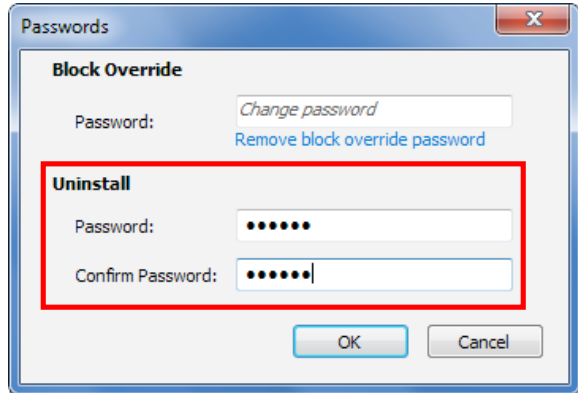
4. Click **OK** to save your changes.

Important: After you change the override password, you must distribute the new password to all users who have override privileges.

Changing the Uninstall Password

To change the uninstall password:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Passwords**.
3. Under Uninstall, type and confirm the new password.



Passwords are case sensitive and must be between 3 and 13 characters in length. Numbers and letters can be combined.

4. Click **OK** to save your changes.



Working with Exceptions

Exceptions enable you to allow or block access to Web sites and applications that would normally be blocked or allowed. For example, if you have configured news sites to be blocked but want to allow access to CNN, you can create an exception that allows users to visit the CNN Web site.

Creating Web Address Exceptions

When a user enters a URL address in the browser, Net Nanny™ processes the requested page to determine which content categories it belongs to. However, the administrator can bypass this default process by manually allowing or blocking a specific site, or the administrator can assign a URL to a predefined content category so the filter settings (Allow, Warn, or Block) for that category are then applied to the Web site.

Note: See [Content Categories](#) on page 45 for a list of the predefined content categories.

To illustrate this point, let's consider the following example:

Many Web sites contain educational articles that deal with the problems caused by pornography (and which, therefore, contain some adult content). Net Nanny might block this site as Pornography. After going to the site and examining the content, you might determine it is not pornography and may wish to allow this site.

Let's assume you want to categorize the URL *www.contentwatch.com* under Family Resources. In the **Website** field, type the URL **www.contentwatch.com**. From the **Action** drop-down list, select **Family Resources**.

Note: To be sure that this site is allowed under Family Resources, the administrator must go to Filter Settings under each user's settings and make sure that Family Resources is set to **Allow**.

The screenshot shows the 'Exceptions' dialog box with the 'Web' tab selected. The 'Requests (0)' tab is also visible. The table contains one entry: 'contentwatch.com' in the 'Website' column and 'Family Resources' in the 'Action' column. The 'Add', 'Edit', and 'Delete' buttons are located above the table. The 'OK' and 'Cancel' buttons are at the bottom right of the dialog box.

The site is now categorized as a Family Resources site and access is allowed.

You can use an asterisk (*) as a wildcard when creating exceptions. The asterisk represents one or more characters. For example, if you create *.google.* as an exception, it would match all of the following Web sites:

- http://www.google.com
- http://images.google.com
- http://www.google.net
- http://video.google.com/foo/bar

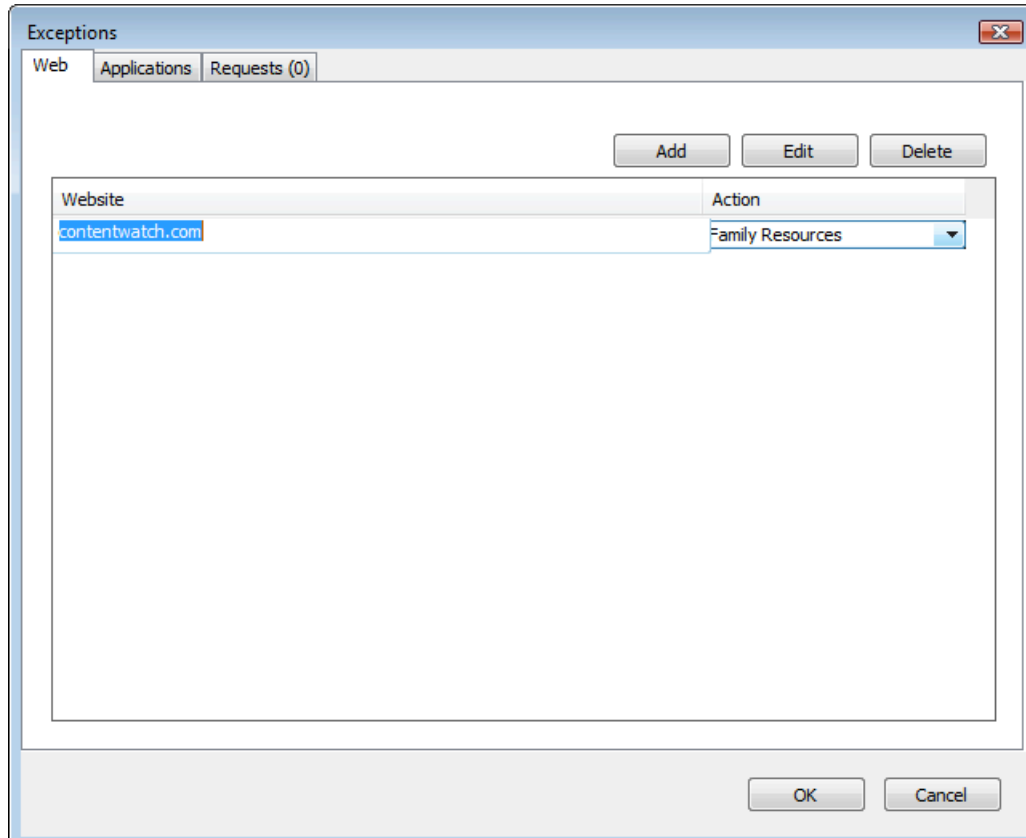
Likewise, *playboy* matches any URL that contains the word 'playboy' anywhere in the URL, including:

- http://www.**playboy**.com
- http://www.**playboy**.com/stories/page1.html
- http://www.somesite.com/pics/**playboy**/pic1.jpg
- http://www.somesite.com/pictures/show.cgi?image_source=**playboy**&img_number=123

Warning: If an administrator creates a Web exception, Net Nanny will no longer analyze or filter that Web site. This means that if the site content changes, Net Nanny cannot determine its category. Therefore, use this feature with care.

To create an exception for a Web address:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Exceptions**.
3. Click the Web tab.
4. Click **Add**.
5. In the **Website** field, type the URL you want to override.



Note: You can copy the URL from the browser and paste it in the **Website** field for accuracy.

6. From the **Action** drop-down menu, you can do any of the following:
 - Select **Allow** to always allow the site.
 - Select **Block** to always block the site.
 - Select a content category to apply to the site.

Note: The content category's Filter Settings apply to the site.

The URL is added to the list with its availability or category listed under Action.

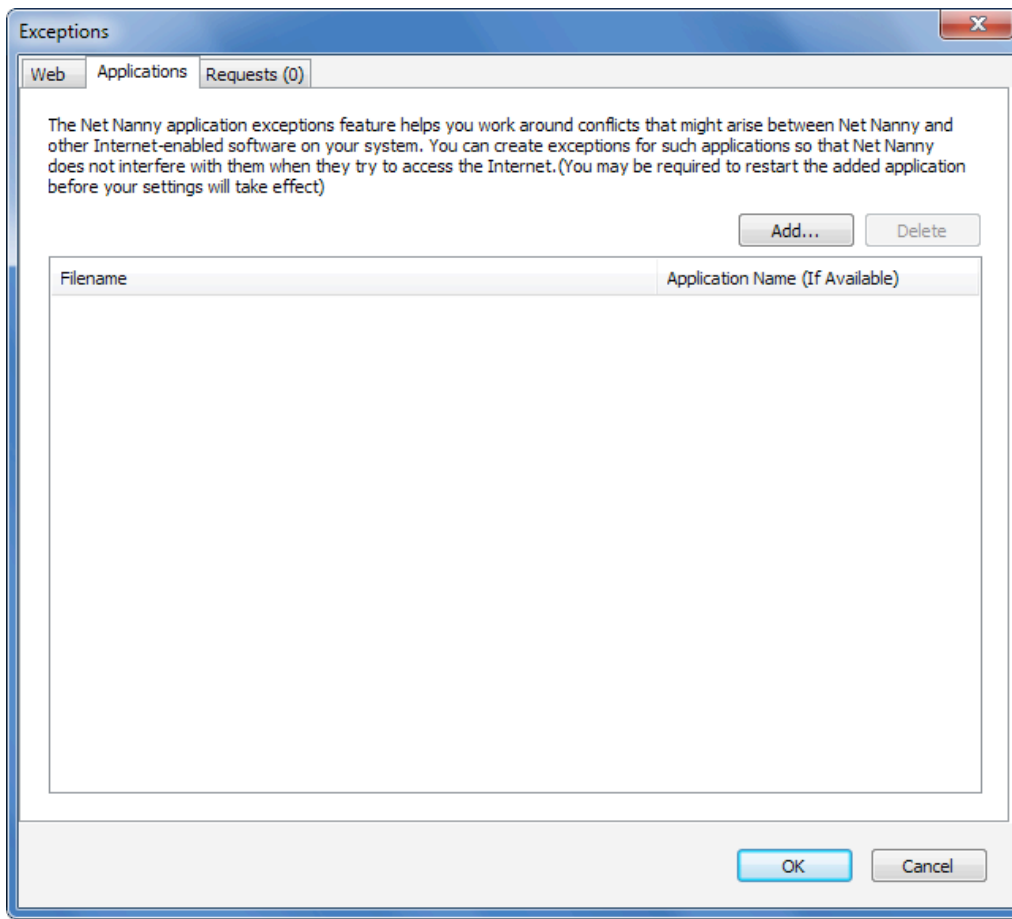
7. Click **OK** to close the Exceptions window.

Creating Application Exceptions

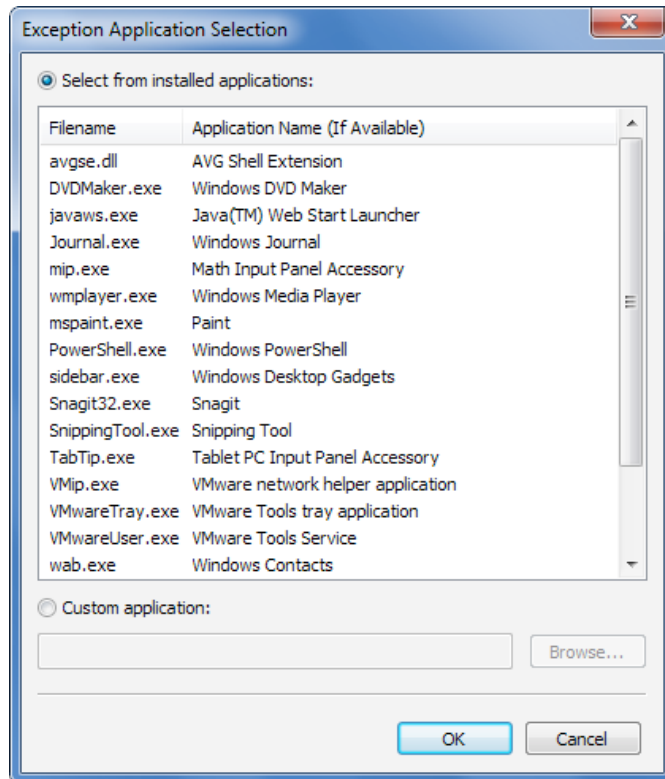
The Net Nanny application exceptions feature helps you work around conflicts that might arise between Net Nanny and other Internet-enabled software on your system. For example, Net Nanny might block some applications that require Internet access, such as personal finance software. You can create exceptions for such applications so that Net Nanny does not interfere with them when they try to access the Internet.

To create an exception for an application:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Exceptions**.
3. Click the Applications tab.



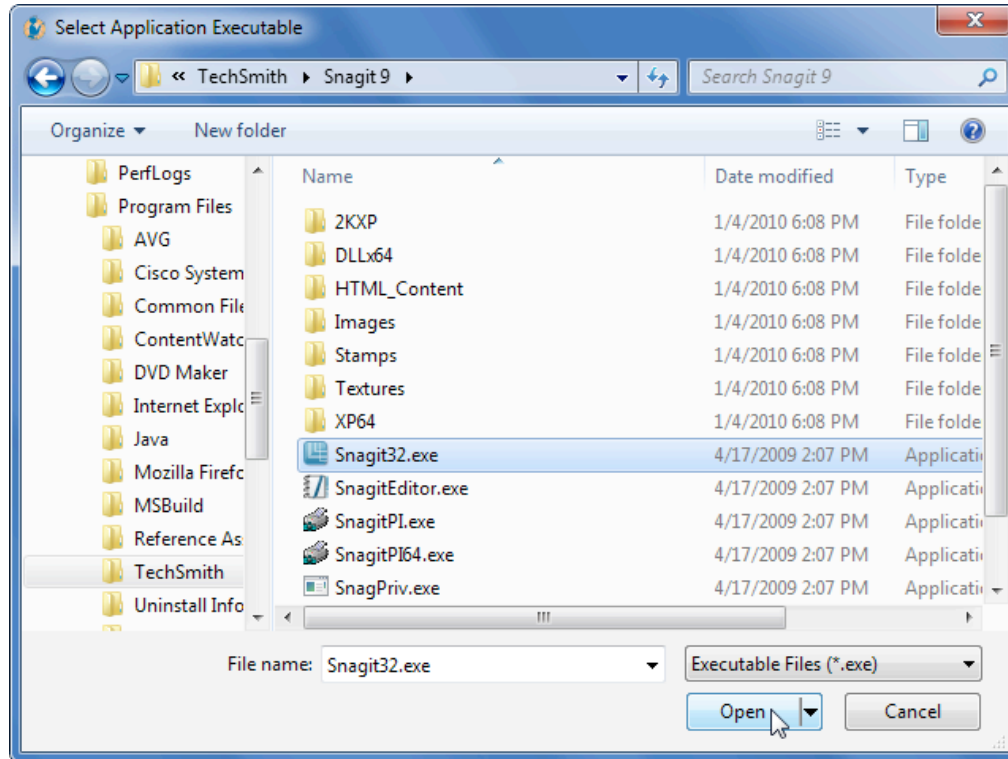
4. Click **Add**.
5. Choose one of the following methods to select the exception application:
Method 1: Select the application from a list of registered executables.
 - a. Click **Select from installed applications**.
 - b. Select the desired executable, then click **OK**.



The selected executable is added immediately to the application exceptions list.

Method 2: Manually browse to the application executable.

- a. Select **Custom application**.
- b. Click **Browse**.
- c. Browse to the location of the application's executable file (*filename.exe*) on your computer's hard drive.
- d. Select the file, then click **Open**.



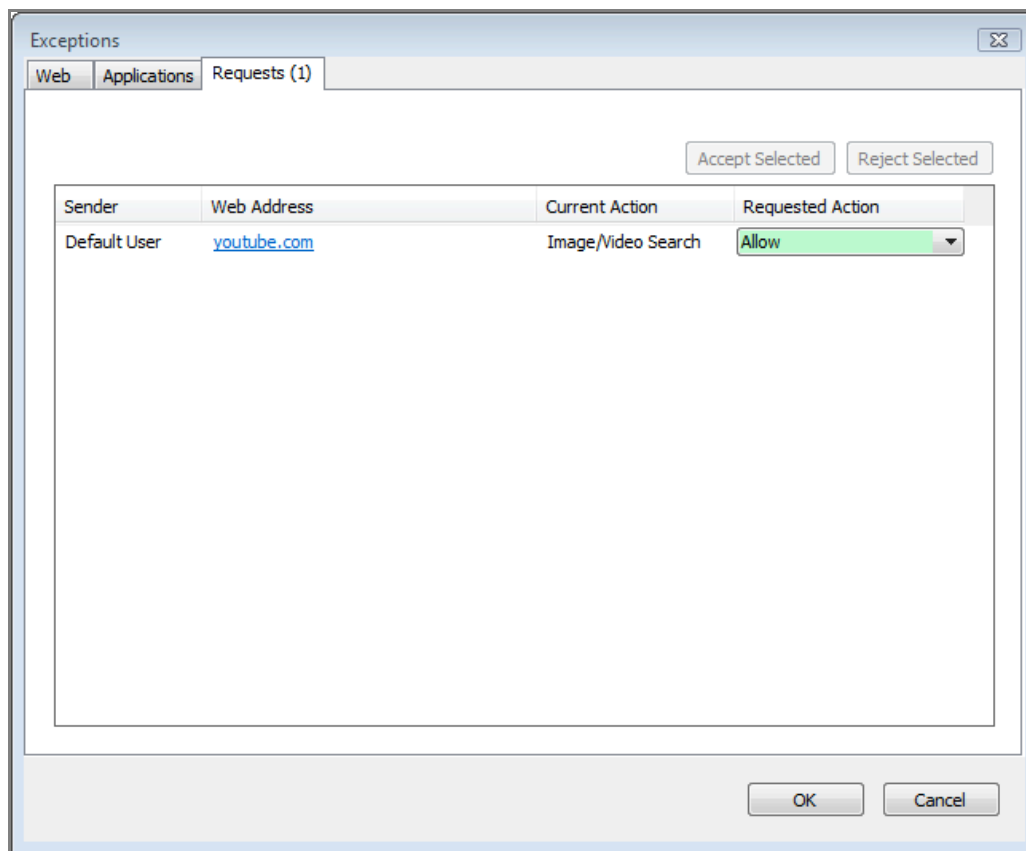
- e. When the executable's name appears in the **Custom application** field, click **OK** to add the application to the exceptions list.
6. (Optional) Remove an application's exception.
- a. From the application exceptions list, select the exception you want to remove.
 - b. Click **Delete**.
7. When you finish adding and removing application exceptions, click **OK** to close the Exceptions screen.

Processing User Exception Requests

Users who have been granted exception request privileges can submit requests to Net Nanny administrators to unblock or recategorize specific Web pages or entire Web sites that fall under a blocked or warning category. An administrator can review these requests in the Net Nanny Admin Tools (on the Requests tab of the Exceptions window) and decide on a case-by-case basis which requests to accept or reject.

To process users' exception requests:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Exceptions**.
3. Click the **Requests** tab.



4. Review the details of requests in the list.

You can click the hyperlinks in the Web Address column to open requested Web sites in a browser and review their content. Also, before accepting a request, you can change the action or category the user has requested by selecting a different option from the appropriate **Requested Action** drop-down menu.

5. Click the request.
6. Click **Accept Selected** or **Reject Selected**, then click **OK**.



Generating Usage Reports

Two different reporting options are provided with Net Nanny™:

- Local, reports are located on the computer where Net Nanny is installed. You can view these reports to see Internet activity on the local computer.
- Web-based reports are available from the ContentWatch™ Web site. Web reports give the administrator the ability to check the content that is viewed on all computers where Net Nanny is installed.

Enabling Local Reporting

Net Nanny can report Internet usage for the entire system or for individual users. It retains activity data on the local computer for up to 30 days. To view individual user reports, reporting must be enabled for each user. To enable the reporting options for a user:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. On the Web tab, select **Record Web activity**.
4. On the Instant Messaging tab, select **Record Instant Messaging activity**.
5. Click **OK** to save your changes.

Accessing Local Reporting

Net Nanny provides comprehensive local reporting for Web activity, instant messaging, and social networking. Each chart has drill-down capability to view transaction detail. Local reports are accessible to the administrator on the computer where Net Nanny is installed.

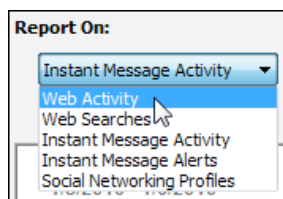
Accessing Local Web Activity Reports

Local Web reports display Web activity for administrators and users on the local system. You must generate local Web reports on the computer where Net Nanny is installed.

Important: To view individual user reports, the **Record Web activity** option must be selected in the user's Filter Settings menu. Also, you must have the Adobe® Flash® Player installed to view the reports. You can download it from <http://get.adobe.com/flashplayer>.

To access local Web activity reports:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Reports**.
3. From the **Report On** drop-down list, select **Web Activity**.



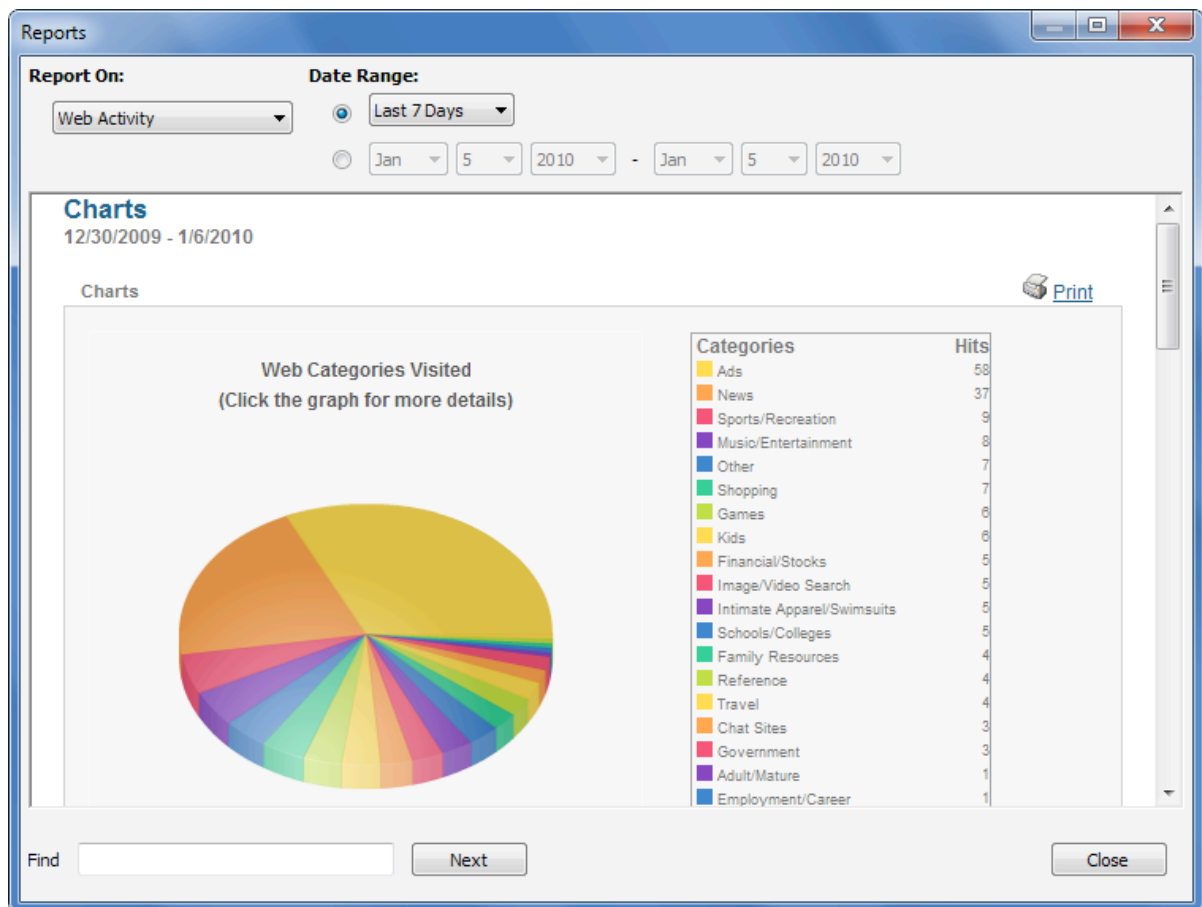
4. In the **Date Range** selector, select a pre-configured date range or specify a custom date range, then click **OK**.



The image shows a 'Date Range' selector interface. It has a radio button for 'Today' and a dropdown menu. The dropdown menu is open, showing options: 'Today', 'Last 7 Days', 'Last 14 Days', and 'Last 30 Days'. A mouse cursor is pointing at 'Last 7 Days'. To the right of the dropdown are date input fields: '2010', '-', 'Jan', '5', '2010'.

Net Nanny displays report graphs with drill-down capability for the following categories:

- Web Activity
- Web Searches
- Instant Message Activity
- Instant Message Alerts
- Social Networking Profiles



5. To drill down into the report data, such as activity by user and URLs visited, left-click a graphic element or a link in the report.

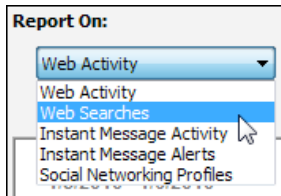
Accessing Web Search Reports

Web search reports allow the administrator to view Web searches users have performed.

Important: To view individual user reports, the **Record Web activity** option must be selected in the user's Filter Settings menu. Also, you must have the Adobe Flash Player installed to view the reports. You can download it from <http://get.adobe.com/flashplayer>.

To access local instant message reports:

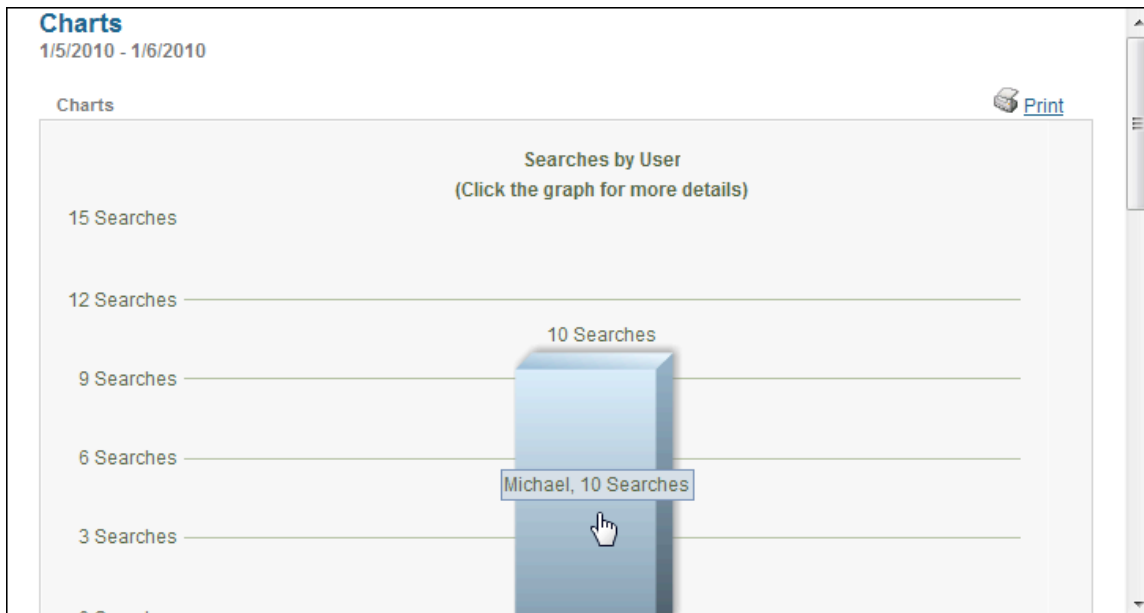
1. Sign in to the Admin Tools.
2. Click **Reports**.
3. From the **Report On** drop-down list, select **Web Searches**.



4. In the **Date Range** selector, select a pre-configured date range or specify a custom date range, then click **OK**.



A graph of Web searches performed within the selected time range is displayed.



- To drill-down to the details of the search activity, click the graph.

The exact search terms that were used to perform the search are displayed, along with the type of search, the search engine used, categories associated with the search terms, and the time the search was performed.

Charts ▶ Michael Print

Search Terms	Type	Search Engine	Action	Categories	Time of Search
laptops	Web	Google	Allow	Search Engines/Portals, Shopping	1/5/2010 5:37:30 PM
desktops	Web	Google	Allow	Search Engines/Portals, Shopping	1/5/2010 5:37:38 PM
bay of pigs	Web	Google	Allow	Search Engines/Portals	1/5/2010 5:37:49 PM
American Revolution	Web	Google	Allow	Search Engines/Portals	1/5/2010 5:38:05 PM
laptops	Web	Google	Allow	Search Engines/Portals, Shopping	1/5/2010 5:46:45 PM
laptops	Web	Google	Allow	Search Engines/Portals, Shopping	1/5/2010 5:47:07 PM
Andy Griffith	Web	Bing	Allow	Music/Entertainment, Search Engines/Portals, Shopping	1/5/2010 5:49:20 PM
ipod	Web	Bing	Allow	Music/Entertainment, Search Engines/Portals, Shopping	1/5/2010 5:51:10 PM
enva	Web	Bing	Allow	Reference, Music/Entertainment, Search Engines/Portals, Shopping	1/5/2010 5:51:17 PM
tolkien	Web	Bing	Allow	Search Engines/Portals, Shopping	1/5/2010 5:51:30 PM

- To view the results of the search as they would appear to the user, click a search term. The results are displayed in a Web browser.

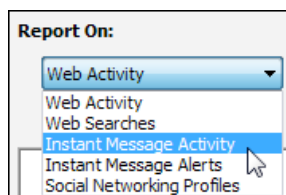
Accessing Local Instant Message Reports

Instant message reports allow the administrator to view the content as well as the time spent on instant messaging activities for administrators and users on the local system. You can also view a list of instant messaging alerts sent when a user's messages contain questionable content.

Important: To view individual user reports, the **Record Web activity** option must be selected in the user's Filter Settings menu. Also, you must have the Adobe Flash Player installed to view the reports. You can download it from <http://get.adobe.com/flashplayer>.

To access local instant message reports:

- Sign in to the Admin Tools.
- Click **Reports**.
- From the **Report On** drop-down list, select **Instant Message Activity** or **Instant Message Alerts**.



4. In the **Date Range** selector, select a preconfigured date range or specify a custom date range, then click **OK**.

Date Range:

☒ Today
☐ Today
☐ Last 7 Days
☐ Last 14 Days
☐ Last 30 Days

2010 - Jan 5 2010


When you view the instant messaging report, the following information is available:

- **Alerts:** Shows the number of alerts and provides a link to more details.

**Alerts** [There are 2 conversations flagged for potentially objectionable content. Click here for more details](#)

Click the link for a detailed list of alerts. This is also the report you see if you choose to report on **Instant Message Alerts**.

Alerts

[Charts](#) ▶ [Alerts](#)  [Print](#)

[Delete Selected](#)

<input type="checkbox"/>	User name	Protocol	Timestamp	Categories
<input type="checkbox"/>	Admin	MySpaceIM	7/30/2008 11:11:22 AM	Social Networking
<input type="checkbox"/>	Admin	Windows Live Messenger	7/30/2008 11:12:31 AM	Indirect Contact, Flirting
<input type="checkbox"/>	Default User	Windows Live Messenger	7/30/2008 11:27:07 AM	Flirting, Risk Assessment

Click an alert for a detailed report about that alert.

Default User
7/30/2008 11:27:07 AM - 7/30/2008 11:27:29 AM

[Charts](#) ▶ [Alerts](#) ▶ [Default User](#)  [Print](#)

srades@live.com
Are your parents home?
DON't be an idiot

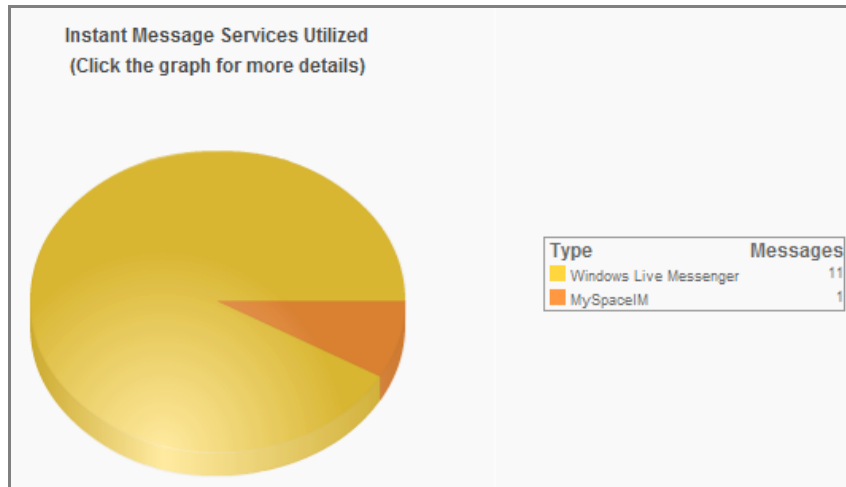
scoo@live.com
how old are you
ASL

[Click here to view the entire conversation](#)

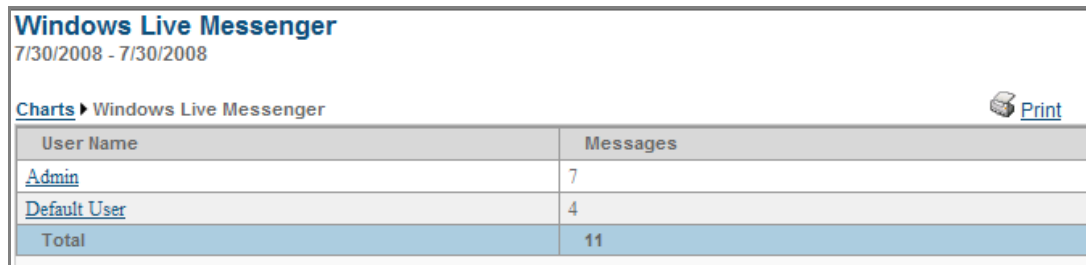
**Alerts:**
Flirting
Conversation that include flirtatious behavior (i.e. Kissing, "your sexy!")
Risk Assessment
Conversation that include questions or messages about risky behavior (i.e. "Are you home alone?")

Click the link at the bottom to view the entire conversation.

- **Instant Message Services Utilized:** Shows which instant messaging services have been used.

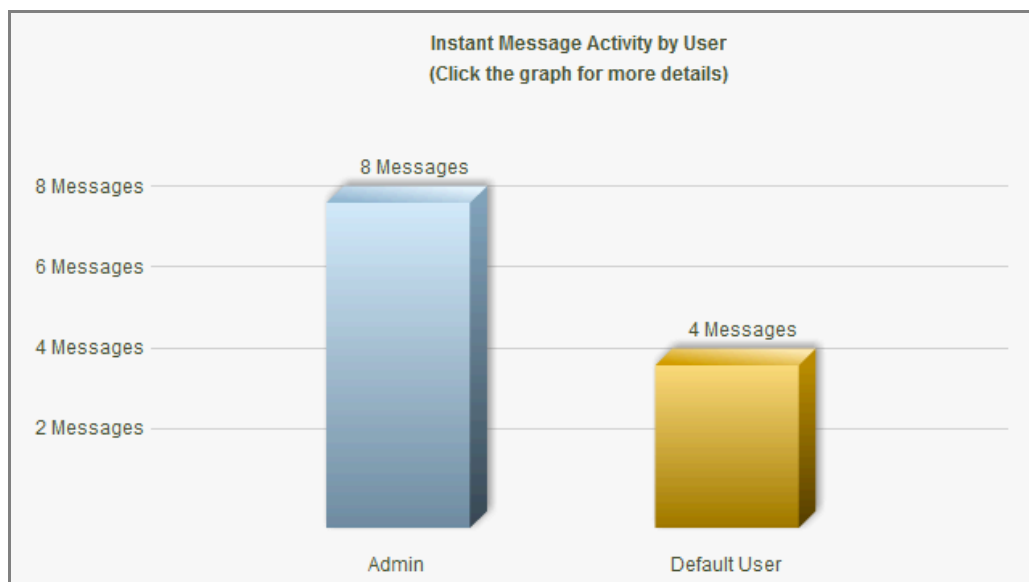


Click a service for additional details.



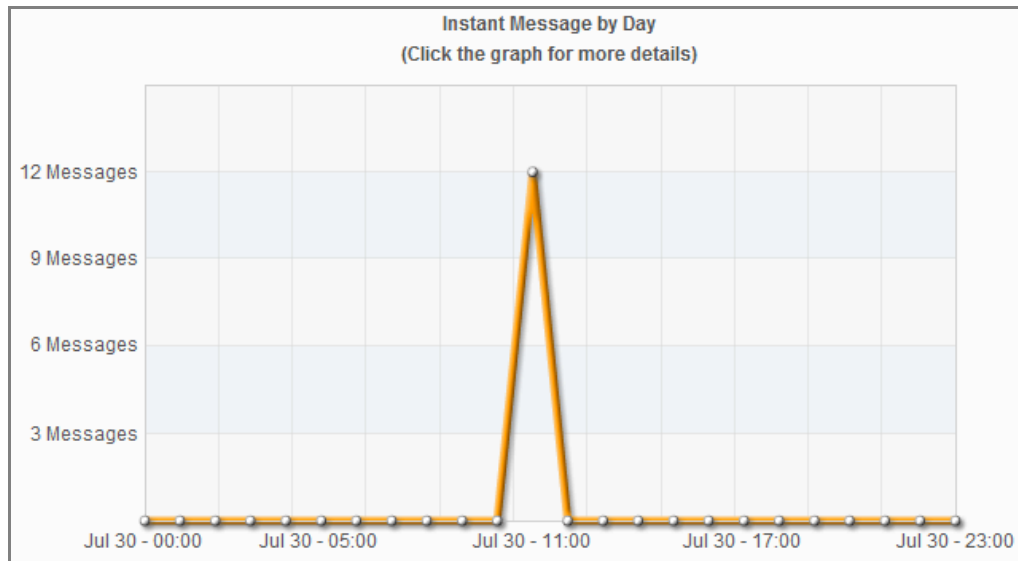
Click a user for more details about that user's IM use, including message content.

- **Instant Message Activity by User:** Shows how many instant messages have been sent or received by each user.



Click on the graph for more details about the protocols used by each user and the content of messages.

- **Instant Message by Day:** Shows how many messages have been sent or received daily by all users.



Click on the graph for a more detailed report.

Time Summary
7/30/2008 - 7/30/2008

[Charts](#) ▶ Time Summary [Print](#)

User Name	Messages
Admin	8
Default User	4
Total	12

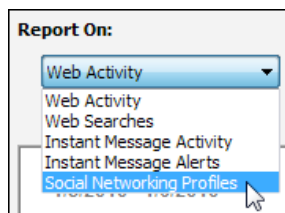
Continue to drill down for information about each user and the content of messages.

Accessing Social Networking Reports

The social networking report shows the social networking profiles that users have set up or logged in to, and provides a link to the profiles so you can review them.

To access the social networking report:

1. Sign in to the Admin Tools.
2. Click **Reports**.
3. From the **Report On** drop-down list, select **Social Networking Profiles**.

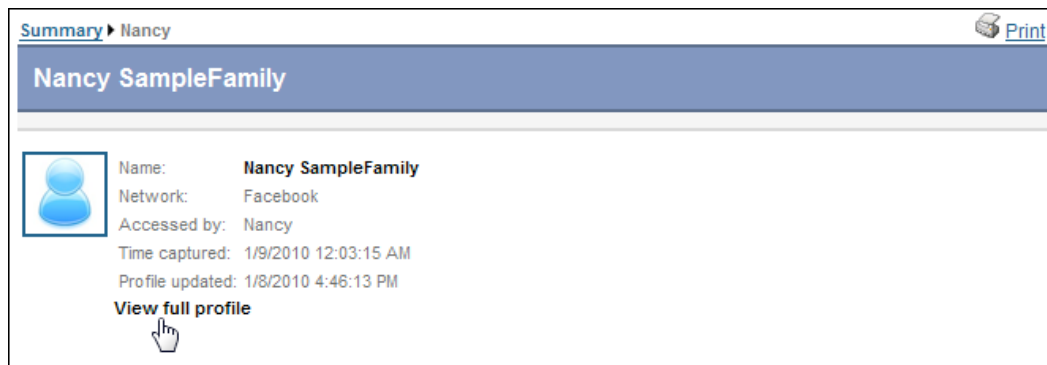


4. Click the name of the user whose social networking profile you want to view.

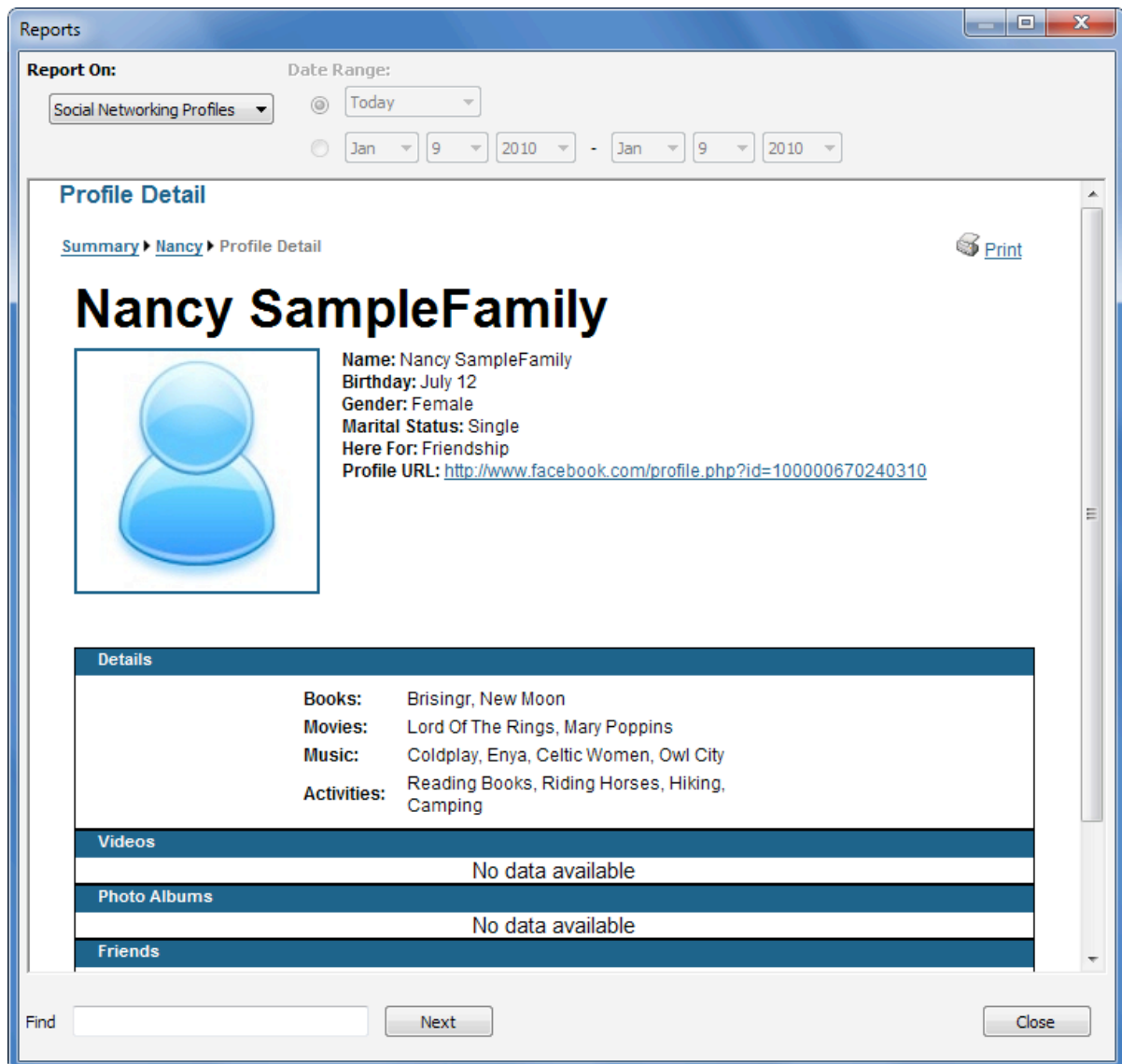
Summary

User Name	# of Social Networking Profiles
Nancy	1

A high-level overview of the user's social networking profile is displayed. To view the full details of the profile, click **View full profile**.



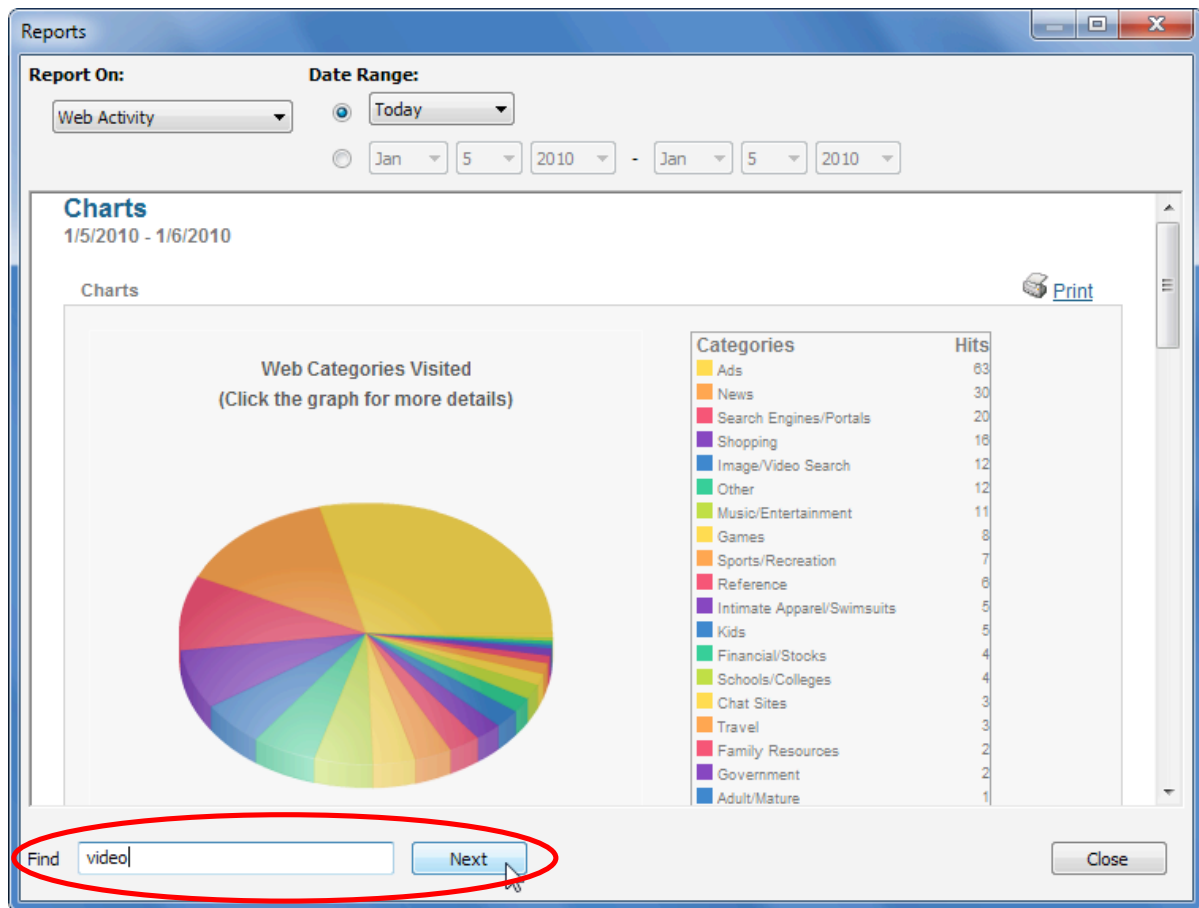
A detailed view of the profile is displayed. To exit the report, click **Close**.



Searching within Reports

Reports can contain a great deal of data. To help you find specific information, you can search within a report:

1. Sign in to the Admin Tools.
2. Click **Reports**.
3. From the **Report On** drop-down list, select the type of service for the report you want to search.
4. In the **Date Range** selector, select a preconfigured date range or specify a custom date range, then click **OK**.
5. In the **Find** box at the bottom of the report window, type the information you want to search for, then click **Next**.



The first instance of the search string is highlighted.

6. Click **Next** to move through each instance of the search string in the report.

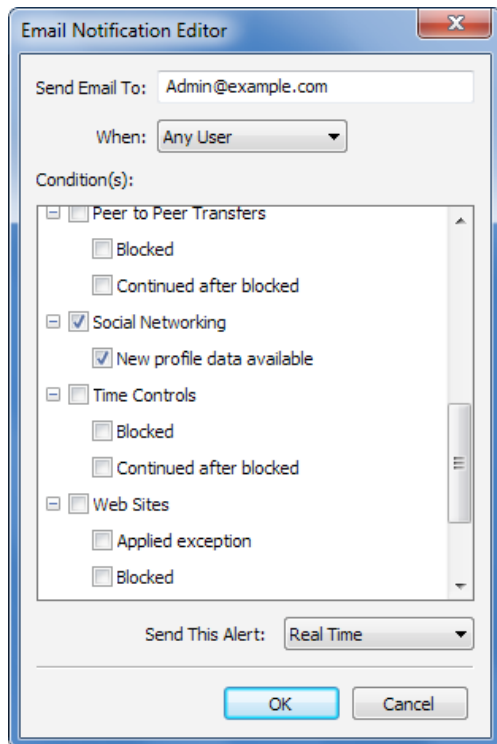


Configuring Email Notifications

Email notifications can be sent to the administrator or other users to provide alerts about various user activities. These alerts can be configured to be sent in real time or at specified intervals.

To configure email notifications:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Email Notifications**.
3. Click **Add** to add a new email notification, or click **Edit** to change an existing notification.
4. In the **Send Email To** field, type the email address where you want to send notification messages.




5. From the **When** drop-down list, select the user that you want to receive notification messages about:
 - To receive notification for a specific user's activity, select the desired user profile.
 - To receive notification for all users, select **Any User**.
6. Choose the conditions for when you want a notification sent, such as when the user is blocked or warned, if the user overrides a block or requests an exception, if an instant message contains questionable content, or if a user's social networking profile is changed. You can select multiple options.
7. From the **Send This Alert** drop-down list, select how often you want notifications to be sent. The available options are **Real Time**, **Hourly**, **Daily**, and **Weekly**.
8. Click **OK**.
9. Repeat Steps 3 through 8 for each notification you want to add to the Notification List.
10. To remove a notification, select the notification from the Notification List, then click **Delete**.
11. When finished, click **OK**.



Using Net Nanny Remote Management

Remote Management gives the administrator the ability to view and change nearly all administrative settings from any computer with an Internet connection and a browser. This allows the administrator to remotely disable or enable access to specific Net Nanny™ categories and services or even deny all Internet access.

Profile changes are usually updated within one minute. You can manually refresh profiles by right-clicking the Net Nanny icon  in the system tray, then clicking **Refresh Profiles**. Changes made in remote management are reflected in Net Nanny under User and Family Settings.

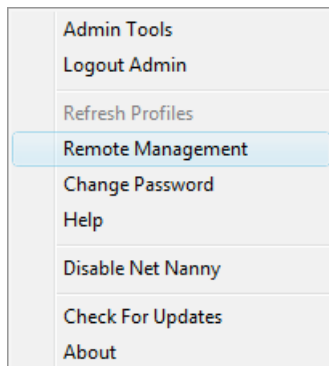
Note: Net Nanny Remote Management is available only with a Premium license of Net Nanny.

Accessing Remote Management

Remote Management provides the administrator with access to nearly all administrative functions in Net Nanny from any computer with an Internet connection and a browser.

To access Remote Management:

1. Select an access method:
 - **Local access method:** Right-click the Net Nanny icon  in the system tray at the bottom of your Windows desktop, then select **Remote Management** from the quick menu.



- **Internet access method:** In a Web browser, go to manage.netnanny.com.

2. Complete the sign-in information, then click **Login**.

3. Select a user from the Users list to change or manage the settings for, then choose which settings or services you want to access from the menu across the top of the screen.



Select user.

Choose settings or services to access.

Changing Account Settings

Account settings such as your family name, block override, and install and uninstall passwords can be changed through Remote Management.

To change account settings through Remote Management:


1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.


2. Under Parental Controls, click **Settings**.

On the Settings page, you can change the Family Display Name; the Block Override, or Uninstall Passwords; the Client Updates method; the Time Zone; or the display status of the Net Nanny system tray icon.

The screenshot shows the 'Parental Controls' interface with a sub-tab 'Settings' highlighted. The page title is 'Settings for "Family"'. It contains several sections: 'Family' with a 'Display Name' field set to 'Family'; 'Block Override' with 'Password' and 'Confirm Password' fields, both masked with dots; 'Uninstall' with 'Password' and 'Confirm Password' fields, also masked; 'Client Updates' with a 'Check for updates' dropdown set to 'Manually' and an unchecked checkbox for 'Download and install filter definitions automatically (recommended)'; 'Time Zone' with a 'Check for updates' dropdown set to '(-07:00 GMT) Mountain Time (US & Canada)'; and 'Client Icon' with an unchecked checkbox for 'Hide Icon' and a note '(Remove Icon from System Tray)'. At the bottom is a 'Save Changes' button with a mouse cursor pointing at it.

The **Client Updates** option allows you to select the delivery method for Net Nanny client software updates. If you select **Manually**, updates are downloaded only when you right-click the Net Nanny icon  in your system tray, then click **Check for Updates**. If you choose **Automatically**, the client automatically checks for and notifies you of any available updates when you connect to the Internet. If you select **Password Required**, a Net Nanny administrator must enter his or her password to manually check for client software updates.

3. When finished, click **Save Changes** to apply your settings.

Profile changes are usually updated on the client within one minute. You can also manually refresh profiles by logging in to the computer where Net Nanny is installed, right-clicking the Net Nanny icon  in the system tray, then clicking **Refresh Profiles**. Changes made in Remote Management are reflected in Net Nanny under User and Family Settings.

Configuring Email Notifications

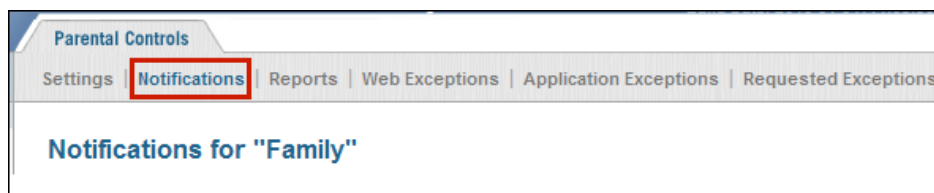
Email notifications can be sent to the administrator or other users to provide alerts about various user activities. These alerts can be configured to be sent in real time or at specified intervals.

To set or change email notifications through Remote Management:

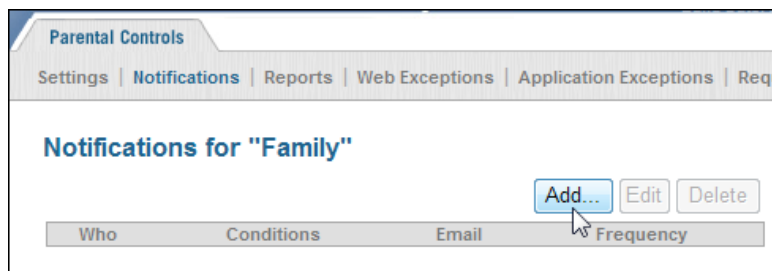
1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Under Parental Controls, click **Notifications**.

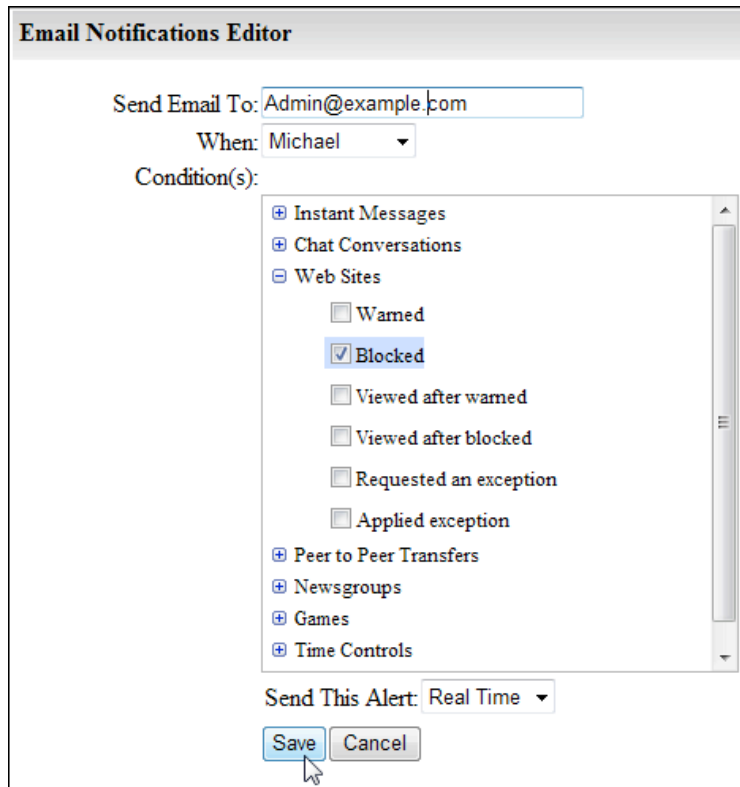


3. To create a new email notification, click **Add**.



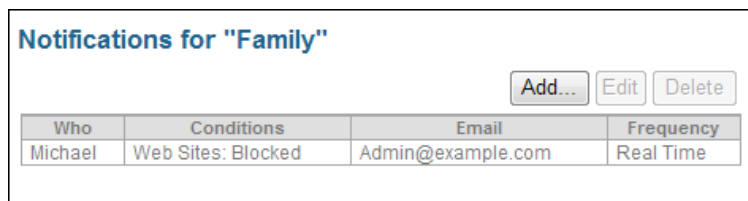
4. In the **Send Email To** field, type the email address where you want to send notification messages.
5. From the **When** drop-down list, select the user you want to receive notification messages about. To receive notification for a specific user's activity, select the user profile.
6. In the Conditions list, select the criteria for sending notifications. You can select multiple options.
7. From the **Send This Alert** drop-down list, select how often you want notifications to be sent. The available options are **Real Time**, **Hourly**, **Daily**, and **Weekly**.

8. Click **Save** to add the notification to the Notifications list.




The 'Email Notifications Editor' dialog box is shown. It has a title bar 'Email Notifications Editor'. Inside, there is a text field 'Send Email To:' with the value 'Admin@example.com'. Below it is a dropdown menu 'When:' with the value 'Michael'. Below that is a section 'Condition(s):' containing a list of categories with expandable sub-items. The categories are: Instant Messages, Chat Conversations, Web Sites (expanded), Peer to Peer Transfers, Newsgroups, Games, and Time Controls. Under 'Web Sites', the sub-items are: Warned, Blocked (checked), Viewed after warned, Viewed after blocked, Requested an exception, and Applied exception. At the bottom, there is a dropdown menu 'Send This Alert:' with the value 'Real Time'. Below that are two buttons: 'Save' and 'Cancel'. A mouse cursor is pointing at the 'Save' button.

9. Repeat Steps 3-8 for each notification you want to add to the Notifications list.



The 'Notifications for "Family"' window is shown. It has a title bar 'Notifications for "Family"'. Below the title bar are three buttons: 'Add...', 'Edit', and 'Delete'. Below the buttons is a table with the following data:

Who	Conditions	Email	Frequency
Michael	Web Sites: Blocked	Admin@example.com	Real Time

Profile changes are usually updated on the client within one minute. You can also manually refresh profiles by logging in to the computer where Net Nanny is installed, right-clicking the Net Nanny icon  in the system tray, then clicking **Refresh Profiles**. Changes made in Remote Management are reflected in Net Nanny under User and Family Settings.

Viewing Family-Level Reports

Reports can be viewed for Internet activity, instant messaging, or social networking. Accessing Remote Management reports on the family level gives the administrator an overview of how the family as a whole is spending time on the Internet.

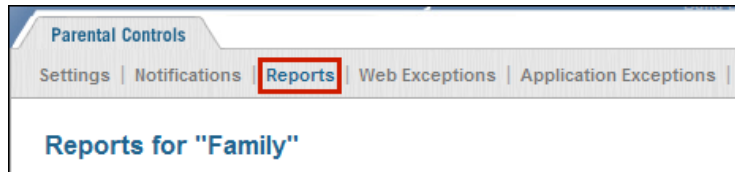
Important: ContentWatch™ servers store up to 14 days of activity data. Local reports can provide data for up to 30 days of Web and instant messaging activity.

To view family-level reports:

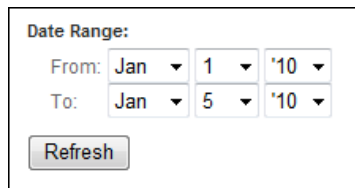
1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Under Parental Controls, click **Reports**.

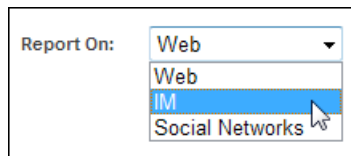


3. Select the report **Date Range**.

A form titled 'Date Range:' with two rows of date pickers. The first row is labeled 'From:' and shows 'Jan', '1', and ''10'. The second row is labeled 'To:' and shows 'Jan', '5', and ''10'. Below the date pickers is a 'Refresh' button.

Note: There can be a slight delay (usually fewer than 10 minutes) between user activity and the time that an action is reported on the Web-based reports.

4. Select **Enable Web Browsing**, **IM**, or **Social Networks** to generate a report for the selected service.

A screenshot of a dropdown menu labeled 'Report On:'. The menu is open, showing four options: 'Web', 'Web', 'IM', and 'Social Networks'. The 'IM' option is highlighted with a blue background and a mouse cursor is pointing at it.

5. Click **Refresh** to get the latest report.

Configuring Web Exceptions

Exceptions can be set or changed to allow, block, or categorize a specific URL with Remote Management. If an address is set to **Allow**, the user sees no message and the site is displayed on screen. If a site is set to **Block**, a block message appears. Depending on the user settings made by the administrator, the user may be able to override this block with a password. The administrator may also select a category to define a specific URL. Net Nanny is then set to allow, warn, or block the user according to filter settings.

To configure Web exceptions through Remote Management:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Under Parental Controls, click **Web Exceptions**.



3. In the **Add Web Exception** field, type a specific URL.
4. From the **Action** drop-down menu, select an action or category.
5. Click **Save Changes** to complete the exception.

A screenshot of the 'Web Exceptions for "Family"' configuration page. At the top, the title 'Web Exceptions for "Family"' is displayed. Below the title, there is a form with two fields: 'Add Web Exception:' with a text input containing 'cnn.com', and 'Action:' with a dropdown menu showing 'News'. Below the form, there is a table with three columns: 'Web Address', 'Action', and 'Delete'. The table contains one row with 'contentwatch.com' in the 'Web Address' column, 'Family Resources' in the 'Action' column, and a checkbox in the 'Delete' column. Below the table, there is a 'Save Changes' button.

Web Address	Action	Delete
contentwatch.com	Family Resources	<input type="checkbox"/>

Configuring Application Exceptions

The Net Nanny application exception feature helps you work around conflicts that might arise between Net Nanny and other Internet-enabled software on your system. For example, Net Nanny may block some applications that require Internet access, such as online games or financial software. You can create exceptions for such applications so that Net Nanny does not interfere with them when they try to access the Internet.

To create an exception for an application through Remote Management:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Under Parental Controls, click **Application Exceptions**.



3. Choose a method for locating the application executable you want to create an exception for:

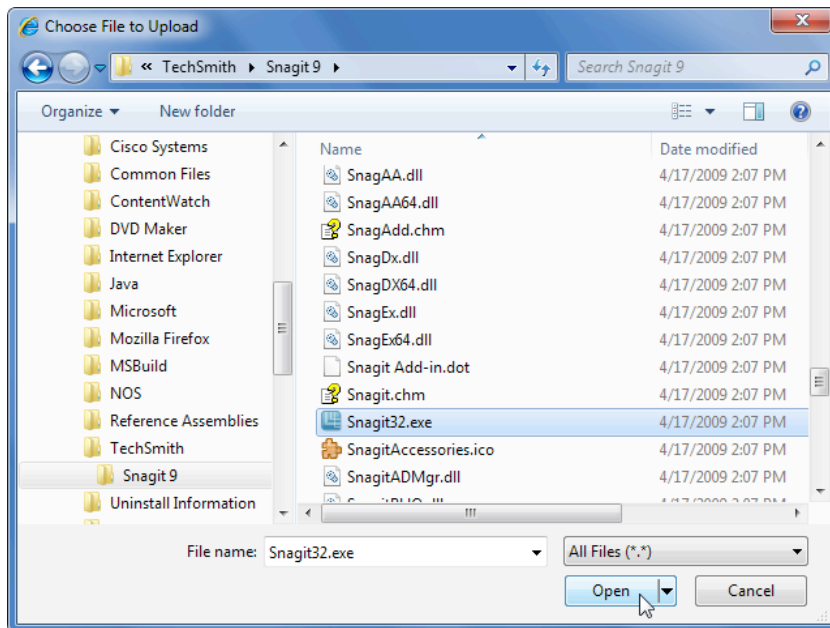
Method 1: Browse to the application executable.

- a. Select the **By Browsing** option, then click **Browse**.

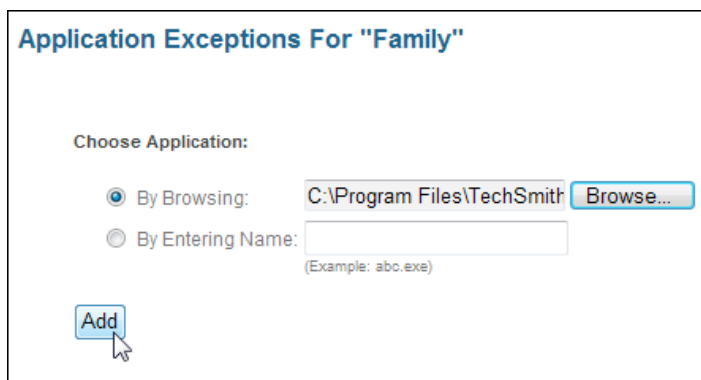
A screenshot of the 'Choose Application' section within the 'Application Exceptions For "Family"' page. It features two radio button options: 'By Browsing:' (which is selected) and 'By Entering Name:'. The 'By Browsing:' option is followed by a text input field and a 'Browse...' button. The 'By Entering Name:' option is followed by a text input field with a placeholder '(Example: abc.exe)' below it.

- b. Browse to the location of the application's executable file (*filename.exe*) on your computer's hard drive.

- c. Select the file, then click **Open**.

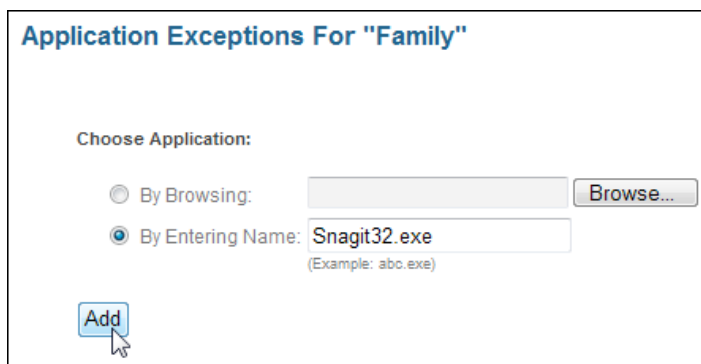


- d. When the executable's full filename (including the local path to the file) appears in the **By Browsing** field, click **Add** to add the application to the exceptions list.



Method 2: Enter the filename of the application's executable file.

- Select the **By Entering Name** option.
- In the accompanying field, type the exact filename of the application's executable file.
- Click **Add** to add the application to the exceptions list.



4. To remove an application's exception, do the following:
 - a. In the application exceptions list, select the executable's **Delete** check box.
 - b. Click **Delete Selected**.



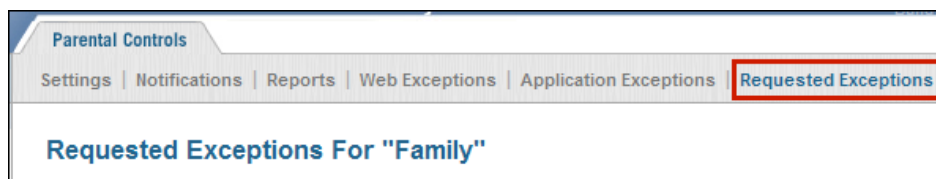
Processing User Exception Requests

Users who have been granted exception request privileges can submit requests to Net Nanny administrators to unblock or recategorize specific Web pages or entire Web sites that fall under a blocked or warning category. An administrator can review these requests in Remote Management and decide on a case-by-case basis which requests to accept or reject.

To process users' exception requests:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.
2. Under Parental Controls, click **Requested Exceptions**.



3. Review the list of requests, such as who sent the requests, which Web addresses they are making the requests about, and what actions they are proposing.



You can click the hyperlinks in the Web Address column to open requested Web sites in a browser and review their content. Also, before accepting a request, you can change the action or category the user has requested by selecting a different option from the appropriate **Requested Action** drop-down list.

4. To process a request, do the following:
- a. Click the request's **Select** check box.

Requested Exceptions For "Family"

Select	Sender	Web Address	Current Action	Requested Action
<input checked="" type="checkbox"/>	Michael	budweiser.com	Alcohol	Alcohol ▼
<input type="checkbox"/>	Michael	youtube.com	Social Networks	Allow ▼
<input type="checkbox"/>	Michael	www.health.com/health	Health/Medicine	Allow ▼

- b. Click **Accept Selected** or **Reject Selected**.
The new settings take effect immediately.

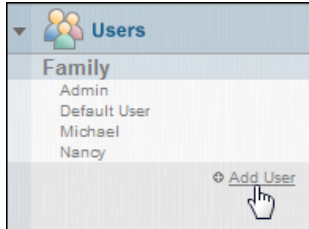
Adding and Removing Users

To add a user in Remote Management:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Click **Add User**.



3. Under **Duplicate Settings From**, either select **Predefined Profiles** and choose a Net Nanny profile (**Default**, **Child**, **Teen**, **Adult**, etc.) from the drop-down menu, or select **Existing User** and choose a user from the drop-down menu.

4. Complete the user profile information (user name, email address, password, etc.), then click **Add**.

For a description of the options in the Add User screen, see [User Profile Options](#) on page 92.

After you create the user profile, you can define the filter settings and time controls for the user. For more information, see [Filter Settings](#) on page 94 and [Time Controls](#) on page 98.

User Profile Options

The following table outlines the user profile options in the Add User screen in Remote Management:

Field	Description
User Name	<p>Name the user selects to sign in to Net Nanny.</p> <p>Username must be between 2 and 20 characters in length.</p>
Email Address	<p>User's email address.</p> <p>This field is required only if the user is an administrator.</p>
Password	<p>Password the user enters to sign in to Net Nanny.</p> <p>Passwords must be between 3 and 13 characters in length. Passwords are case sensitive. Numbers and alpha characters can be combined.</p> <p>Passwords are required only for administrators. If you prefer not to have a password for a user, or if a user is too young to type in a password, leave the password field blank.</p> <p>Note: We recommend you keep a list of passwords and the corresponding user names in a safe place for reference. However, the administrator can change a password for any user, at any time, which eliminates the fear of losing or forgetting passwords for access.</p>
Inactive User Logout	<p>Designates an inactivity threshold after which the user is automatically logged out.</p> <p>If you select Never, Net Nanny does not automatically log out the user.</p>
Auto Client Login	<p>Enables Net Nanny to remember the profile's username and password and to automatically log in using this profile whenever a user attempts to access Internet content.</p> <p>When this option is selected, you need to log in to Net Nanny only once. Thereafter, Net Nanny no longer prompts for login credentials when users attempt to access Internet content, even if the computer is rebooted. Net Nanny continues to remember the username and password until someone manually logs off the Net Nanny profile.</p> <p>Note: The Auto Client Login option is useful when you want to monitor and manage Internet activity for a single computer rather than specific users. For example, if you have a computer in your living room and you want to use the same Net Nanny filter settings, time controls, etc., to control Internet access for anyone who uses that computer. You can create a Net Nanny profile named "Living Room," configure profile settings as desired, then enable the Auto Client Login option so that users are automatically logged in to Net Nanny whenever they start that computer and try to access the Internet.</p>
Administrator	<p>Gives the user administrative privileges.</p> <p>Users with administrative privileges can change passwords, profile settings, and filters; receive email notifications; and access reporting and remote management.</p>
Display instant override option	<p>Lets the user override blocked content. If selected, Net Nanny prompts the user for the override password when it blocks Internet content. (For an example of this message, see Block and Warning Responses on page 49.)</p> <p>Important: The user must enter the override password before Net Nanny displays the blocked content. The override password is created during installation and can be changed at any time through the Passwords dialog.</p>

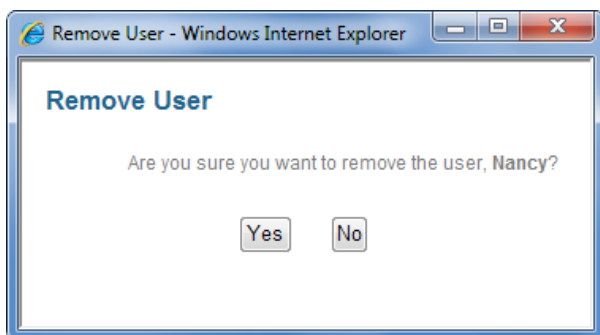
Field	Description
	If you do not select this option, Net Nanny displays a block message when the user tries to access blocked Internet content.
Auto Windows Login	Automatically logs this user in when Windows starts.
Allow user to change password	Lets the user change the password used for logging in.

To remove a user from Remote Management:

1. Access Remote Management.
For details on [Accessing Remote Management](#), see page 80.
2. From the Users list, select the user you want to remove.
3. Click **Remove User**.



4. Click **Yes** to confirm you want to remove the user.



Note: You cannot delete a user who is currently logged in to Remote Management.

Filter Settings

With Remote Management, the administrator can change all filter settings from a location other than his or her local computer. Categories can be set to allow, warn, or block. Additionally, the Profanity category can be set to **Mask**. Access can be allowed or denied for Web, peer-to-peer, newsgroups, or instant messaging. Activity reporting for Web, instant messaging, and remote reporting can be turned on or off.

Web Filter Settings

To modify Web filter settings:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Select a user from the **Users** list.

The Web Settings page opens.

Family
Admin
Default User
Michael
Nancy
Add User Remove User

Web Settings For "Michael"

Web Browsing

- ☒ Enable Web Browsing
- ☒ Record Web Activity
- ☒ Filter Web Content
- ☐ Restrict browsing to specific sites

When Blocked or Warned
Display: **Block Dialog**
☒ Display the reason for being blocked
☒ Allow user to request exceptions

Category Settings
Set all categories to: **Select...**

Block	Adult/Mature	Block	Illegal Activities	Block	Proxy
Block	Alcohol	Block	Illegal Drugs	Allow	Social Networks
Block	Gambling	Block	Intimate Apparel/Swimsuits	Block	Tobacco
Block	Hate/Violence	Block	Pornography	Block	Weapons
Mask	Profanity	Manage languages for profanity masking			

Show me all 35 categories

Save Changes

3. To allow users to browse the Web, select **Enable Web browsing**.

If **Enable Web browsing** is not selected, the user cannot access the Web.

4. If you want Web activity to be recorded so you can monitor it, select **Record Web Activity**.

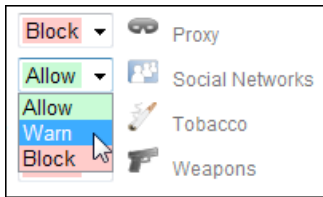
5. Select whether to filter Web content or to only allow access to specified sites.

If you select **Filter Web content**, you can configure the access level for a variety of types of Web content. See [Specifying Allowed Web Sites](#) on page 47 for more information.


If you select **Restrict browsing to specific sites**, you can configure which sites the user is allowed to browse. See [Specifying Allowed Web Sites](#) on page 47.

6. If you selected **Filter Web content**, do one of the following:

- Select **Allow**, **Warn**, or **Block** (or **Mask** for the Profanity category) from the drop-down list for each content category whose setting you want to change:



- Select a setting from the **Set All Categories To** drop-down list to change all content categories to the same setting.
7. If you selected **Restrict browsing to specific sites**, configure which sites the user is allowed to browse. See [Specifying Allowed Web Sites](#) on page 47.
8. In the **When Blocked or Warned** section, specify how you want Net Nanny to respond when a user is blocked or warned.
9. When finished, click **Save Changes** to apply your settings.

Profile changes are usually updated on the client within one minute. You can also manually refresh profiles by logging in to the computer where Net Nanny is installed, right-clicking the Net Nanny icon  in the system tray, then clicking **Refresh Profiles**. Changes made in Remote Management are reflected in Net Nanny under User and Family Settings.

IM Settings

The Instant Messaging screen contains a number of settings that help you control and monitor a user's instant messaging activities. You can choose to record instant messages, choose which instant messenger types to allow, and what types of instant messaging content to monitor.

To configure Net Nanny to filter instant messaging:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Select a user from the **Users** list.
3. Click **IM Settings**.

IM Settings For "Michael"

Recording
☒ Record Instant Messaging Activity

Allow Instant Messaging for:
☒ All Instant Messenger types

☒ AIM ☒ Jabber (Google Talk, etc.) ☒ MySpaceIM
☒ QQ ☒ Windows Live Messenger ☒ Yahoo! Messenger

Instant Message Monitoring
☒ Enable Instant Message Monitoring

Monitor Instant Messaging for the following categories:
☒ All categories

☒ Age Related ☒ Camera/Pictures ☒ Direct Contact ☒ Direct Threats
☒ Flirting ☒ Hurtful Language ☒ Indirect Contact ☒ Personal Information
☒ Profanity ☒ Risk Assessment ☒ Sexual Content ☒ Social Networking

Save Changes

4. If you want to keep a record of all instant messages, select **Record Instant Messaging Activity**.
5. If you do not want to restrict the instant messaging programs the user is allowed to use, select **All Instant Messenger types**.

Or, you can limit the instant messaging programs the user can use by deselecting **All Instant Messenger types** and selecting only the instant messaging types you want to allow.

6. If you want to monitor instant messages for specific types of content, select **Enable Instant Message Monitoring**, then select the content categories you want to monitor.

To monitor all content categories, select **All categories**, or select only those categories you want to monitor.

7. When finished, click **Save Changes** to apply your settings.

Additional Settings

Net Nanny lets you control users' access to chat rooms, newsgroups, and peer-to-peer services. You can also enable social networking profile reporting, and choose how to handle content from secure Web pages (those pages that use the HTTPS protocol). These services can be individually allowed or blocked for each user in the User List.

To manage a user's additional settings:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Select a user from the **Users** list.
3. Click **Additional Settings**.

Additional Settings For "Michael"

Allow Access To:
☐ Chat Rooms
☐ Newsgroups
☐ Peer-to-Peer

Secure Internet Content (HTTPS)
☒ Filter secure content
☐ Block secure content from unsupported applications
☐ Allow secure content

Social Networking
Enable profile reporting for the following social network sites:
☒ Facebook [Set up an email alert to notify me when a profile is available for viewing](#)
NOTE: Profile data can only be stored for up to 24 hours after it is obtained
☒ Block unsupported social network sites

64-bit applications
☒ Block 64 bit Applications
☒ Display instant override option for 64-bit applications

Remote Reporting
☐ Allow Remote Viewing of Reports

4. Under **Allow Access To**, select the services you want the user to be able to access.

Service Category	Target Services
Chat Rooms	Chat clients or Web-based chat rooms that use the IRC (Internet Relay Chat) protocol
Newsgroups	NNTP (standard newsgroups)
Peer-to-Peer	Gnutella, BitTorrent*, Kazaa*, eMule*, and eDonkey*

5. Under **Secure Internet Content (HTTPS)**, select either **Filter Secure Content** or **Allow secure content**.

If you select **Filter Secure Content**, you can also choose to **Block secure content from unsupported applications**.

Unsupported applications include applications whose SSL implementation Net Nanny does not support. Currently, the only SSL applications that Net Nanny supports are browsers. If a user selects the **Block secure content from unsupported applications** setting, Net Nanny blocks any SSL application that is not supported, including non-browser applications such as QuickBooks and others.

Enabling this setting might cause unintended side effects with some of your applications.

6. Under **Social Networking**, select whether to enable or disable social networking profile reporting.

If profile reporting is enabled, Net Nanny captures profile information when the user logs in to the social networking site.

When a user logs into their social network account, Net Nanny requires that user to authorize Net Nanny to run in the context of the user's account on that site. If the user chooses not to authorize Net Nanny, access to the site is denied.

7. Under **64-bit applications**, choose whether to **Block 64-bit applications**.

At present, Net Nanny cannot analyze or filter traffic from 64-bit applications, including 64-bit browsers. Therefore, if you are running 64-bit applications on a 64-bit version of Windows, your only option is to have Net Nanny either allow or block Internet access for all your 64-bit applications.

If you decide to block Internet access for 64-bit applications, you can select the option **Display instant override option for 64-bit applications**, which enables you enter the Net Nanny administrator password to bypass the block dialog.

8. If you want reports to be accessible on the Web, click **Allow Remote Viewing of Reports** under Remote Reporting.
9. When finished, click **Save Changes** to apply your settings.

Time Controls

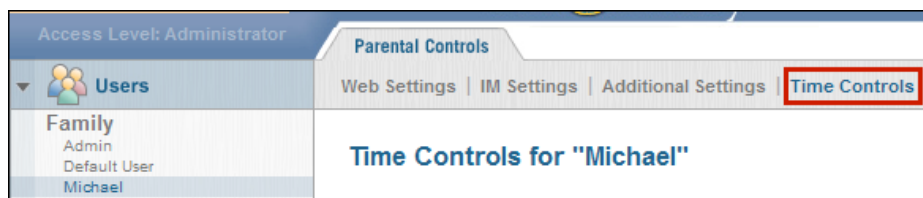
Remote Management gives the administrator the ability to control when Internet access is allowed or blocked. Internet access can be managed for specific days or times of day. Also, the administrator can impose a time allowance on the total amount of hours that users are allowed to access the Internet per day or week.

To configure time controls:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Select a user from the **Users** list, then click **Time Controls**.



The Time Controls screen opens:

Time Controls for "Michael"

Time Zone:
(-07:00 GMT) Mountain Time (US & Canada) ▼

Time Allowance:
☐ Enabled 0 Hours/ Day ▼

Time Schedule:

	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sunday	Block	Block	Block	Block	Block	Block	Block	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow
Monday	Block	Block	Block	Block	Block	Block	Block	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow
Tuesday	Block	Block	Block	Block	Block	Block	Block	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow
Wednesday	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow
Thursday	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow
Friday	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow
Saturday	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow	Allow


☐ Allow ☐ Block

3. If needed, select the correct time zone from the **Time Zone** drop-down list.
4. To limit the total number of hours a user can spend on the Internet per day or week:
 - a. Under Time Allowance, select **Enabled**.
 - b. In the field to the right of the **Enabled** check box, specify the amount of hours the user is allowed to access the Internet.
 - c. From the **Hours** drop-down menu, select the period (Day or Week) that the specified amount of hours applies to.
5. In the Time Schedule grid, click-and-drag to apply the control to a specific time frame.

If you click-and-drag over a green space, that space changes to red. Likewise, clicking-and-dragging over a red space changes the space to green. A red space indicates Internet access is not allowed during the corresponding time of day, while a green space indicates that Internet access is allowed.

To apply blanket settings:

- Click **Reset All to Blocked** to completely block Internet access.
 - Click **Reset All to Allowed** to remove all time controls and allow Internet access at all times.
6. When finished, click **Save Changes** to apply your settings.

Profile changes are usually updated on the client within one minute. You can also manually refresh profiles by logging on to the computer where Net Nanny is installed, right-clicking the Net Nanny icon  in the system tray, then clicking **Refresh Profiles**. Changes made in Remote Management are reflected in Net Nanny under User and Family Settings.

Profile Settings

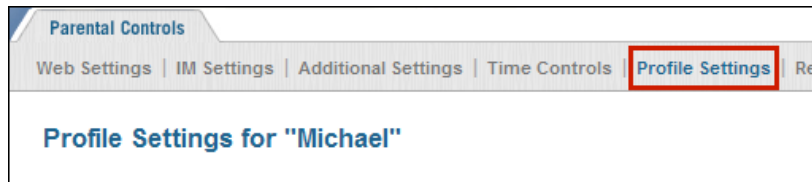
Remote Management allows the administrator to change all user profile settings (such as email address, password, and user display name).

To modify user profile settings:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Select a user from the **Users** list.
3. Click **Profile Settings**.



The user's profile settings are displayed.

A screenshot of the "Profile Settings for 'Michael'" form. It contains the following fields and options:

- Display Name: Text box containing "Michael"
- Email: Text box containing "mikey@example.com"
- Password: Password box with 12 dots
- Confirm Password: Password box with 12 dots
- Inactive User Logout: Drop-down menu showing "Never"
- Auto Client Login: Check box (checked)
- Administrator: Check box (checked)
- Display instant override option: Check box (checked)
- Auto Windows Login: Check box (unchecked)
- Allow user to change password: Check box (checked)
- Save Changes: Button at the bottom


4. To assign a different display name to the user, type it in the **Display Name** field.
5. To change the user's email address, type a new address in the **Email** field.
6. To change the user's password, type a new password and confirm it.
7. From the **Inactive User Logout** drop-down list, select whether or not to automatically log out the user after a certain period of inactivity.
8. Select the **Auto Client Login** check box if you want Net Nanny to remember the profile's user name and password and to automatically log in to Net Nanny using this profile whenever a user attempts to access Internet content.

For more information on this option, see [User Profile Options](#) on page 36.

9. Select the **Administrator** check box if you want to give the user administrative privileges.
10. Select the **Display instant override option** check box if you want to give the user override privileges.
11. Select the **Auto Windows Login** check box if you want Net Nanny to employ a user's Windows login credentials to automatically log in to his or her personal Net Nanny profile for Internet access.

For more information on this option, see [User Profile Options](#) on page 36.

12. Select **Allow user to change password** if you want the user to be able to change his or her own login password.
13. When finished, click **Save Changes** to apply your settings.

Profile changes are usually updated on the client within one minute. You can also manually refresh profiles by logging on to the computer where Net Nanny is installed, right-clicking the Net Nanny icon  in the system tray, then clicking **Refresh Profiles**. Changes made in Remote Management are reflected in Net Nanny under User and Family Settings.

Reports (User Level)

Reports can be viewed for Internet activity, instant messaging, or social networking activity. Accessing Remote Management reports on the user level allows the administrator to access information about each computer where Net Nanny is installed.

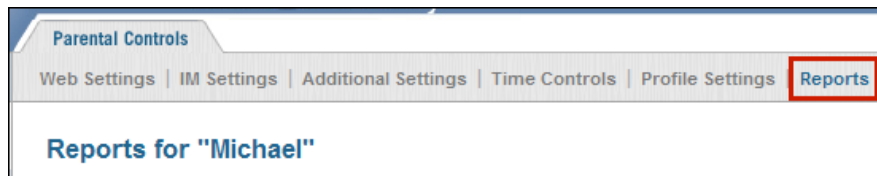
Important: ContentWatch servers store up to 14 days of activity data. Local reports can provide data on up to 30 days of Web and instant messaging activity.

To view user-level reports:

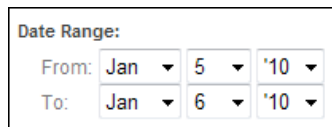
1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 80.

2. Select a user in the Users list, then click **Reports**.

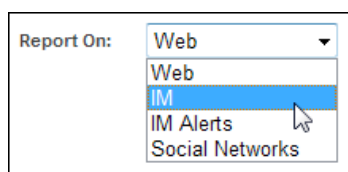


3. Select the report **Date Range**.

A form titled 'Date Range:'. It contains two rows of date pickers. The first row is labeled 'From:' and has three dropdown menus showing 'Jan', '5', and ''10'. The second row is labeled 'To:' and has three dropdown menus showing 'Jan', '6', and ''10'.

Note: There can be a slight delay (usually fewer than 10 minutes) between user activity and the time that an action is reported on the Web-based reports.

4. Select **Web**, **IM**, **IM Alerts**, or **Social Networks** to generate a Web, instant messaging, or social networking profile report.

A screenshot of a dropdown menu. The label 'Report On:' is to the left of the dropdown. The dropdown is open, showing a list of options: 'Web', 'Web', 'IM' (which is highlighted with a blue background), 'IM Alerts', and 'Social Networks'. A mouse cursor is pointing at the 'IM' option.

5. Select the type of chart you want to show in the report.



6. Click **Refresh** to get the latest report.



Glossary

Administrative Privileges: Rights that give a user the same level of access as an administrator.

Administrator: Person who is responsible for setting up and maintaining a group of users. Duties of the administrator include installing Net Nanny™, setting up and managing user profiles, and assigning passwords and privileges.

Application: Software, program, or tool used on a computer, such as a word processor, game, or email program.

Browser: Application that lets you navigate and view pages on the Web. Mozilla Firefox and Internet Explorer are the two most common.

Client-Based Filtering: Filtering that is performed from an individual computer. Filtering software and a list of categorized sites are stored on an individual computer, which makes filtering more flexible for the user making decisions about acceptable content. Aside from restricting Internet access to certain Web sites, many client-based filters also offer controls for other Internet services.

Default Settings: Settings that a program is preset to select (usually the recommended settings) if you do not specify other options.

Drilling Down: Moving from a summary of information to more detailed data. To progress through a series of reports addressing more detail at each level.

Filtering: Controlling access to a Web page request by analyzing the incoming and outgoing requests and letting them pass, or stopping them based on settings selected within Net Nanny.

Guest Profile: A single, generic, limited profile set up for visitors and friends to use.

Hacker: Slang term for an individual who tries to gain unauthorized access to computer systems.

Help: Online documentation. Many programs come with the instructional manual, or a portion of the manual, integrated into the program. If you encounter a problem or forget a command while running the program, you can access the help documentation by selecting Help from the menu bar, then clicking a topic.

Icon: A small picture that represents an object or program.

Instant Messaging: Typed, real-time communication. You can communicate live with one or more people via the Internet. It's like a telephone party line, except you type instead of talk.

Internet: Countless networks of computers that are connected together across the world allowing millions of people to share information. Components of the Internet include the World Wide Web, newsgroups, chat rooms, and email.


Log: Program or system that enters a record into a log file or report file.

Peer-to-Peer: Type of network that exists on the Internet which allows users to have access to other users' files residing on their hard disks, including most file-sharing systems. Net Nanny currently blocks peer-to-peer activity only on the Gnutella network.

Portable User Profiles: Allows a user to install the filter on more than one computer and have settings transferred automatically. This is very useful for multiple-computer households or in a situation where a computer breaks down or is outdated and needs to be replaced.

Remote Management: Capability of accessing files, devices, and other resources not connected directly to your workstation. In the case of Net Nanny, reviewing report results and managing user profiles can be performed from any computer having Internet access.

Screen Name: Identifier that consists of a sequence of one or more alpha or numeric characters that uniquely identifies a person.

Shortcut Menu: Pop-up menu that appears by right-clicking an object. When left-clicking once or right-clicking the Net Nanny icon  in the system tray located on the task bar, the same pop-up menu is displayed.

System Tray: Located on the Windows task bar (usually at the bottom of the desktop, next to the clock). Contains miniature icons for easy access to system functions such as fax, printer, modem, volume, etc.

Task bar: System bar located at the bottom of the computer screen. Home base for the Start button, system clock, system tray, etc.

Transaction Detail: Activity information based on report results.

URL: (Universal Resource Locator) Internet address that shows the specific path to a site or a document online. The URL for a Web page looks like this: http://www.domain_name/folder_name/file_name.

User ID: Identifier that distinguishes a specific user in a program. Also called a screen name.

User Profile: Program settings that are specific to an individual user.

World Wide Web: (WWW) The visual component of the Internet. Created with HTML language, Web pages can include text, pictures, sound clips, video, links for downloading software, and much more. The Web is only one component of the Internet, although the terms are often (and mistakenly) interchanged.

Web-Based Reporting: Reports that compile Web and instant message activity for a Net Nanny family and are accessible from any computer with Internet access (when enabled by the administrator).



Frequently Asked Questions (FAQ)

Can I be notified at work when my kids are trying to view inappropriate sites?

As the administrator, you can specify an email address where you want to receive notices. You can set each profile to send a notice for any or all of the following:

- When a user receives a warn message
- When a user receives a blocked message
- When a user overrides a block

Sign in to the Net Nanny Admin Tools. Under Family Settings, click **Email Notifications**. In the **Send Email To** field, type the email address where you want to receive notifications. Configure the types of notifications you want to receive, then click **OK**.

Can I make changes to my child's profiles from work?

Net Nanny gives you the unique ability to remotely manage all of your Net Nanny profiles and settings. Use your administrator email and password to sign in to the manage.netnanny.com Web site, then make the desired changes to the user profile settings.

Can my children disable Net Nanny software?

We have gone to great lengths to make sure that Net Nanny is difficult to bypass. A password is required to uninstall or make any alterations to settings.

Do I have to change my ISP account to use Net Nanny?

No, Net Nanny functions with most ISPs. Because Net Nanny is installed on your computer, it doesn't conflict with anything your ISP is doing.

Does Net Nanny work with personal firewalls?

Net Nanny is compatible with most popular, commercially available firewall software. Call Customer Support (1-800-485-4008) if you are having problems.

How do I change the override password?

Log in to the Net Nanny Admin Tools. Under Family Settings, click **Passwords**; then under Block Override, type a new password and click **OK** to save your changes.

I can see the name of the site my children went to, but it doesn't really tell me what kind of site it is.

Net Nanny online reports allow you to drill down into the details of each individual user to view their Internet transactions. The actual URL names that appear on the reports are live links that allow you to open and view each site.

I have more than one computer--can I use the same settings on all of them?

Yes, Net Nanny is very portable that way. By using the same registration number during installation, the original settings follow you to each computer. This is also very useful when a computer needs to be replaced. When prompted, enter your email address and password. Net Nanny retrieves all your account information.

If I want another person to be an administrator too, how do I do that?

Net Nanny allows you to assign as many administrators as you need. Sign in to the Net Nanny Admin Tools and select the user you want to assign administrative privileges to. Click **Profile Settings**, select the Administrator check box, then click **OK**. After a user is assigned to be an administrator, he or she can open Net Nanny, view reports, and remotely manage profiles.

What if I forget my administrator password?

If you forget the primary administrator password, you must do one of the following:

- If you have more than one administrator account, another administrator can change your password for you by logging in to Admin Tools, selecting your user profile from the **Users** list, and changing the password in the **Profile Settings** dialog.
- At the Admin Tools login, click **Forgot Password**. Your Web browser launches and takes you to the ContentWatch™ Web site where you are asked to enter the email address you specified when installing Net Nanny. An email is then sent to this address containing a link to a Web page that asks you the secret question you entered when you installed Net Nanny. When you type the secret answer, you are then allowed to change your password for this account.
- Select **Remote Management** from the system tray icon menu and, in the Web page that appears, click **Forgot Password**. You are prompted to enter the email address you specified when installing Net Nanny. An email is then sent to this address containing a link to a Web page that asks you the secret question you entered when you installed Net Nanny. When you type the secret answer, you are then allowed to change your password for this account.
- Send a password request to info@contentwatch.com or call Customer Support at 1-800-485-4008. You must provide the following information to change the primary administrator password:
 - Administrator name
 - Registration key
 - Account name
 - Email address (where to send password)
 - Secret question and answer



Open Code License Text

PCRE License Text

Regular expression support is provided by the PCRE library package, which is open source software written by Phillip Hazel and copyright is by the University of Cambridge, England.
<ftp://ftp.csx.cam.ac.uk/pub/software/programming/pcre/>

SOAP License Text

This product includes software developed by the Apache Software Foundation.
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OpenSSL License Text

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit.
<http://www.openssl.org>