

# Net Nanny 5

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Child Safety Software for the Internet

## USER GUIDE

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## **Net Nanny User Guide**

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# Introducing Net Nanny 5

*Protect your children and your privacy online*

For any adult who needs to monitor, restrict, or control their computers' access to the Internet, Net Nanny, the world's leading open parental control software, provides you with the broadest set of Internet safety tools available today. Our award-winning software gives you control over what comes in and goes out of your home through your Internet connection, while respecting your personal values and beliefs.

Net Nanny 5 is easier to install and configure than any similar product. Net Nanny gives non-technical users powerful tools to enforce their own policies about what they believe to be appropriate use of the Internet.

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## Key Features Of Net Nanny 5

Net Nanny includes the following new, improved, and classic features:

### **Default 'Start-Up' User**

A default 'start-up' user can be set to automatically authenticate once the family PC is re-started. The 'start-up' user is not required to remember a password in order to safely access the Internet.

### **Blocks Cookies**

Allows cookie blocking on a per user basis, minimizing your exposure to Internet advertisers or others who want to collect information about you and your family.

### **Emailed activity reports**

Review an emailed summary report of Internet activity daily or weekly at your convenience.

### **Blocks most Pop-up and Pop-under windows**

Prevents most pop-up and pop-under browser windows from appearing.

### **Blocks Internet-enabled applications**

Includes a database of popular Instant Messaging applications, File Trading applications (including FTP), and games. Each user is allowed only to access those applications that meet your values.

### **Minimizes PC time tampering**

Synchronizes with an Internet atomic clock ensuring Net Nanny time limits are not circumvented. Net Nanny does not prevent tampering; it monitors and notifies you if tampering is detected.

### **Discretely monitors users**

Monitors users unobtrusively while documenting their activities in the activity log.

### **Blocks Web Sites**

Includes an expanded database of known inappropriate web sites that you can view and edit. You choose what's best for each family member while ensuring freedom of speech.

### **Restricts Internet access**

Lets you set time restrictions for every day of the week with both a daily limit and blackout periods of no Internet access.

### **Logs Internet Activity**

View a comprehensive activity log that lists web sites, IRC Chat rooms, and newsgroups visited, applications blocked, violations of user account restrictions and more.

### **Filters Web Content**

Protects your family from new, modified, or dynamically generated web pages not yet added to the inappropriate web site database, by checking the content of these pages for known inappropriate keywords or phrases.

### **Blocks, filters, and monitors newsgroups**

Monitors newsgroup postings and blocks offensive language. You can also block all newsgroups.

### **Blocks, records, filters and monitors IRC Chat Sessions**

Monitors IRC chat sessions (mIRC, IRC Toons, Birch, Pirc), blocks offensive language, and records both sides of an IRC chat conversation. You can also block all IRC Chat. (Net Nanny does not filter instant messengers or web-based chat programs.)

### **Protects confidential information**

Gives you the choice to block outgoing personal information like credit card numbers or the name of your child's sports team.

### **Email content filtering**

Blocks offensive language and personal information in both incoming and outgoing non-encrypted email (Microsoft Outlook Express, Netscape Communicator Mail and most POP3 mail clients only).



## For Customers Upgrading From A Previous Version

Net Nanny 5 includes a number of new features and improvements to existing functionality. For experienced Net Nanny 4 users, you will find many of these changes came directly from customer feedback.

The following table highlights the features of both Net Nanny 5 and Net Nanny 4.x. After reviewing the information in the table, you will be familiar with the differences between these two versions of the software.

	Net Nanny 5	Net Nanny 4.x
<b>System requirements:</b>		
Memory	32MB	32MB
Disk Space	50MB	50MB
Browsers Supported	IE, Netscape	IE, Netscape
Platforms Supported	98/Me/NT4/2K/XP	95/98/Me/NT4/2K/XP
<b>Security Features</b>		
Stealth capabilities	Yes	No
Uninstall Prevention	Yes	Yes
Anti-tampering/product security features	Yes	No
Control Internet access on a per application basis	Yes	No
<b>Privacy and Content Protection</b>		
Confidential Information blocking	Yes	Yes
Cookie Blocking	Yes	No
Block popup and popunder ads	Yes	No
Block Internet-enabled games	Yes	No
Block file sharing of music, videos, and images	Yes	No
Block online chat including instant messengers	Yes	No
Ability to specify which applications a child can use	Yes	No
Filter new, modified or dynamically generated web pages	Yes	No
Filter incoming and outgoing email content	Yes	Yes
Block I.P. Addresses	Yes	Yes
Block Search Engines	Yes	Yes
Specific Websites Permitted	Yes	Yes
URL List-based Filtering	Yes	Yes
URL List Online Update	Yes	Yes
Automatic URL list updates	Yes	Yes
Restricted lists viewable	Yes	Yes
Restricted lists editable	Yes	Yes
Black-out periods for restricted Internet	Yes	Yes
Allows limitation of total time online	Yes	No
<b>Ease-of-use, reporting and help features</b>		
Wizard to help customer configure the product quickly	Yes	Yes
Tutorials to help users with common tasks	Yes	No
E-mail Support	Yes	Yes
Easily viewed summary of Internet activity	Yes	No
Email notification	Yes	No
Visited Website Log	Yes	Yes
Ability to easily adjust level of reporting to user	Yes	No
<b>Other features</b>		
Multiple User support	Yes	Yes
Default startup user	Yes	Yes (4.2)

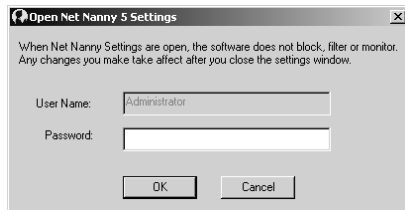
## How Net Nanny has changed

With the addition of new features and improved functionality, some areas of the software you already know as a Net Nanny 4.x user have changed. Review the information listed below to learn about these differences.

To preview the changes described in this section, you will need to know how to open the Net Nanny Settings window:

### To open Net Nanny Settings

You can open the Net Nanny Settings screen in two ways. Both ways require the administrator password.

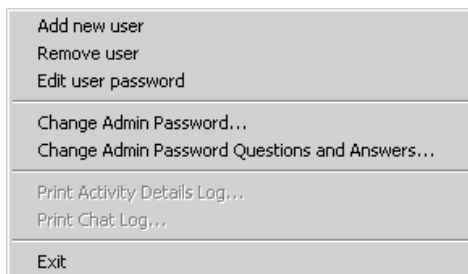


- **Start menu:** To open Net Nanny Settings from the Start menu, choose Start, choose Programs, choose Net Nanny 5, and choose Net Nanny Settings. You will be prompted to type your administrator password. (This is the recommended method.)
- **System Tray menu:** To open Net Nanny Settings from the system tray menu, right-click on the Net Nanny icon and from the menu choose Net Nanny Settings. You will be prompted to type your administrator password.

**Important:** While the Net Nanny Settings window is open, any changes you make to system settings or user settings will not take effect until you close the Net Nanny Settings window.

## Changes to menus in the Net Nanny Settings window

To make using the menu commands even faster, the names of several commands on the File menu of the Net Nanny Settings window have been updated to more accurately describe their functions.



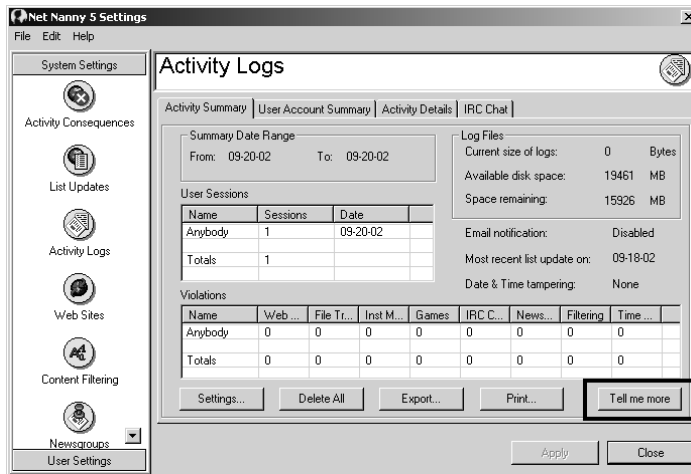
### To view these changes

1. Open Net Nanny settings from the Start menu.
2. Choose the File menu.

## New 'Tell me more' buttons with context-specific information

To get you information you need faster; contextual online Help has been added to many screens. When you click the Tell me more button, one Help topic opens, which is specific to the screen you are looking at.

**Note:** As always, you can press **F1** at any time to open the main online Help, which includes step-by-step procedures for all the tasks you can complete within Net Nanny Settings.

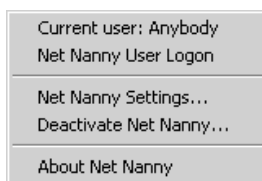


### To view these changes

3. Open Net Nanny settings from the Start menu.
4. On the Activity Summary tab within the Activity Logs window, notice the Tell me more button in the lower right corner of the tab.
5. Click the Tell me more button to display the online Help topic for this tab.

## Changes to the Net Nanny menu (system tray)

The switch user command and the log off command have both been removed from the system tray menu. Now, simply choosing one command, Net Nanny User Logon, opens the Net Nanny User Logon window where you can log on, log off, switch users, start or stop the new Internet session timer.



### To view these changes

1. Right-click on the Net Nanny icon in the system tray.
2. On the menu, notice the available commands.
3. Click the Net Nanny User Logon command.

## New product icon

The product icon consisting of a yellow circle containing a blue 'N' has been replaced.

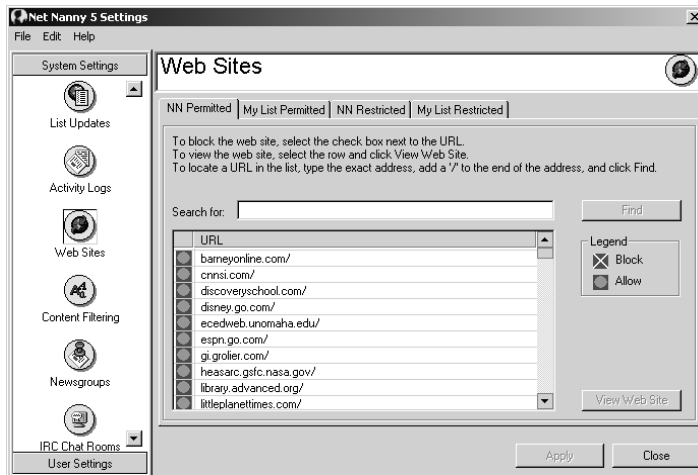


### To view these changes

1. From the Start menu, choose Programs.
2. Choose Nanny 5.

## Lists of web sites easier to understand

Color-coded icons and a legend have been added to each list in the Net Nanny database to aid you in knowing at a glance the status of a web site or other type of web content at a glance. These icons are also used on all the new lists included in the new version.

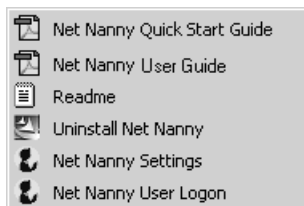


### To view these changes

1. Open Net Nanny Settings from the Start menu.
2. From the list of system setting icons, click the Web Sites icon. The new color-coded icons appear on the NN Permitted and NN Restricted tabs.

## Start menu additions

The Start menu has been expanded and now includes a command to open Net Nanny Settings. You now have two methods for opening the settings window, the Start menu or the system tray menu. In addition, the command to open the Net Nanny User logon window also appears on both the Start menu and the system tray menu.

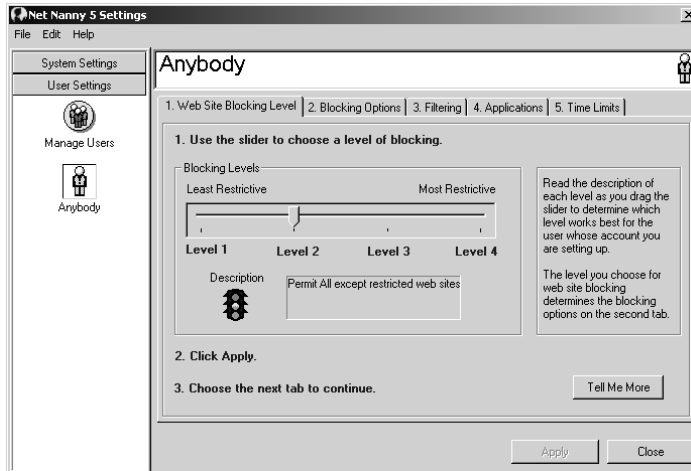


**To view these changes**

1. From the Start menu, choose Programs.
2. Choose Net Nanny 5.

**Wizard-like screens for choosing user settings**

The screens for choosing different settings for a user account have been updated to include more integrated information on-screen and shortcut buttons to related system settings for easy configuration. When you click a shortcut button, the system displays the corresponding system setting.

**To view these changes**

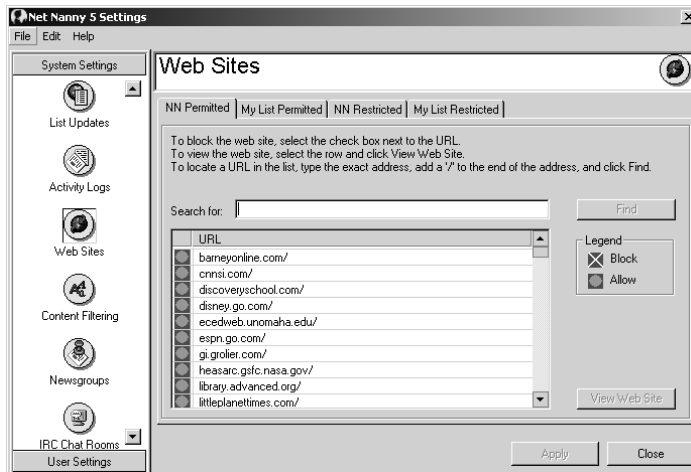
1. Open Net Nanny Settings from the Start menu.
2. Click the User Settings button.
3. If you chose the Anybody account when you installed and configured the software, an icon representing that account appears in the left pane of the window.
4. Single-click the Anybody icon. The five tabs of user permissions and restrictions display.
5. Explore the tabs by clicking them. When you see a short cut button (identified by the label "Go to...") try clicking it.

**Can Go and Can't Go lists renamed**

The names of the lists of URLs included with the software have been changed to more easily differentiate between the two lists.

Old Name	New Name
NN Can Go	NN Permitted
Custom Can Go	My List Permitted
NN Can't Go	NN Restricted
Custom Can't Go	My List Restricted

**Important:** You can choose to apply only one type of web site/URL list to a user account: restricted web sites or permitted web sites. You cannot choose both types of lists for one user account, and you cannot mix and match. This has not changed from version 4.x.

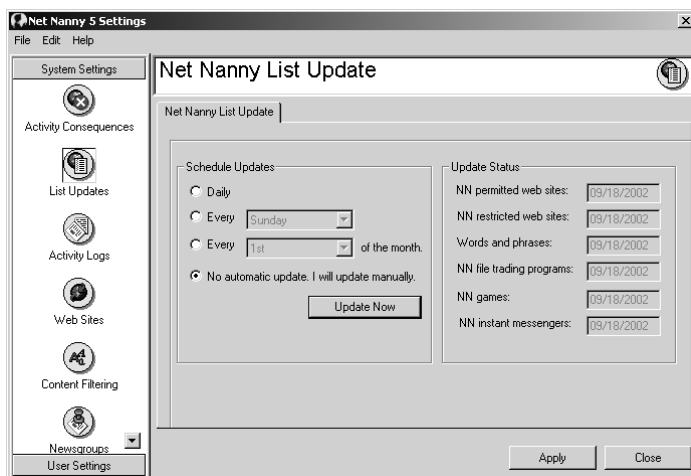


#### To view these changes

1. Open Net Nanny Settings from the Start menu.
2. Select the Web Sites icon to open the Web sites screen.

## List Updates

The functionality of updating lists has been expanded to not only include the Net Nanny lists of restricted and permitted web sites, but also the words and phrases list (keywords) and three new lists introduced in this release for managing Internet-enabled applications (file sharing, games, and instant messengers).



**To view these changes**

1. Open Net Nanny Settings from the Start menu.
2. Select the List Updates icon to open the List Updates screen.

## Net Nanny Essentials

### Types of web site content filtered by Net Nanny

Read the information in this section to learn about the types of web site content blocked by Net Nanny. At this time, Net Nanny provides blocking lists of URLs as well as other blocking and filtering capabilities that comply with the following category criteria:

**Sexual Explicitness:** Any electronic data, picture, or text depicting anyone or anything involved in explicit sexual acts and or lewd and lascivious behavior, including: masturbation, oral sex, copulation, pedophilia, intimacy involving nude or partially nude people in heterosexual, bisexual, or homosexual encounters, soft and hard core pornography, sadomasochism, bestiality, child pornography, nudity or erotic behavior intended to cause sexual excitement. Sexual explicitness filtering also includes web pages and e-mail addresses of persons known to have displayed questionable behavior in the presence of children online.

**Hate:** Any electronic data, picture, or text that elevates intense hostility, intolerance, and aversion for one group over another's race, religion, gender, or sexual orientation. Includes hate speech, intolerant jokes or slurs that advocate anti-Semitism, sexism, violence or harm against a person or group.

**Violence:** Any electronic data, picture or text that depicts, describes or educates on the use of graphic violence, gore, torture, mutilation, physical destruction or exertion of physical force so as to injure or abuse oneself, other people, animals, or institutions through violent treatment or procedure.

**Crime:** Any electronic data, picture or text that promotes or advocates an act or a commission of an act that is forbidden by U.S. law such as weapons and explosive making, scams and schemes designed to extort monies, material designed to educate on illegal activities for use of unlawful activity making the offender liable for punishment by that law.

**Drugs:** Any electronic data, picture, or text depicting or promoting illegal drug use or substance abuse for illegal purposes. Sites blocked include those related to the preparation, manufacture, selling, purchasing, encouragement, or promotion of illegal drug use. Sites not blocked under this category include those pertaining to legal drugs appropriately prescribed for medical treatment.

### What is the administrator account?

When you install Net Nanny, the setup program creates the administrator account and prompts you to provide a password. Net Nanny requires that one person in your household be designated as the administrator of the Net Nanny software. The administrator account has full control over and is responsible for the Net Nanny software and settings.

You should access Net Nanny Settings when you need to perform such tasks as:

- Adding user accounts and defining their permissions (only the administrator can set permissions for other users)
- Choosing the settings for Net Nanny
- Reviewing the logs of a user's activity on the Internet
- Turning Net Nanny off and on
- Uninstalling (removing) Net Nanny from the computer

### Editing the administrator account

Unlike standard user accounts, there are no restrictions associated with the administrator account. When you are using the administrator password you are in effect a "super user." The password for the account is chosen during the installation process and can be changed at any time. If you forget the administrator password, Net Nanny will authenticate you as the administrator by requiring correct answers to questions specified during installation, and then prompt you to choose a new password.

### To change your administrator password

You can change your administrator password at any time. This is done from the File menu of the Net Nanny Settings window.

1. Open Net Nanny Settings from the Start menu.
2. From the Net Nanny Settings window, select the File menu.
3. Select Change Admin Password. The Change Administrator Password window opens.

4. Type in the old password.
5. Type in the new password. (It must be 4-8 characters in length.)
6. Retype the new password to confirm it.
7. Click Change. A confirmation message appears.
8. Click Yes if you want to also change your challenge questions; otherwise, click No.

### To change the questions and answers Net Nanny uses to identify me as the administrator

You can at any time change your administrator challenge questions. You can do this as part of changing your password or without changing your password.

1. From the Net Nanny Settings window, select the File menu.
2. From the menu, choose Change Admin Password Questions and Answers.
3. On the Change Admin Password Questions and Answers window, make the necessary changes.

**Note:** The questions and answers are not case-sensitive and the answers must be one word in length.

4. Click Change.

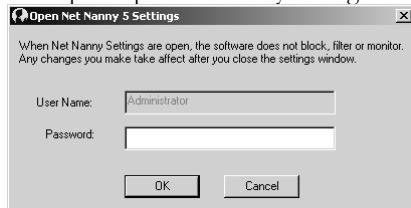


## Forgetting your administrator password

There may come a time when you forget your administrator password and need help remembering it so that you can continue using Net Nanny.

### To identify yourself as the administrator and choose a new password

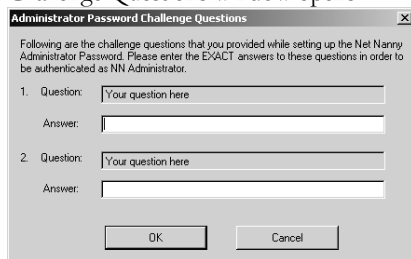
1. Attempt to open Net Nanny Settings from the Start menu.



2. If you type the incorrect password, the Administrator Password Error window appears.



3. Click Forgot Password on the Administrator Password Error window, and the Administrator Password Challenge Questions window opens.



4. On the Administrator Password Challenge Questions window, type the answers to the challenge questions. Your answers authenticate you as the designated Net Nanny administrator.
5. Click OK. The New Administrator Password opens.



6. On the New Administrator Password window, type a new password 4-8 characters in length and then type it again to confirm it.
7. Click OK and you are able to continue working as the administrator.

## Using the administrator account to access the Internet

If you are the designated Net Nanny administrator, you can at any time use the administrator account to access the Internet. To do this, deactivate Net Nanny and then access the Web in your usual way.

When you use the administrator account in this way, Net Nanny does not block any Internet content. When you are finished on the Internet and have logged off the administrator account, you will want to clear the cache of your Internet browser. The cache is the location on your hard disk where web pages and files (such as graphics) are stored as you view them. This speeds up the display of pages you frequently visit or have already seen, because your Internet browser can open them from your hard disk instead of from the Web.

Any web pages you accessed using the administrator account should be deleted. Even when you set Net Nanny to shut down a browser when a user requests a restricted page, the user may see part of the page during shutdown if it's a page you have visited. For example, you might visit various sites on the Web to verify that the content is inappropriate for your children. The browser retains the verified pages in its cache (a temporary storage area in memory or on disk that holds the most recently downloaded web pages) and will display them even if Net Nanny is set to restrict that web site.

### To clear your temporary Internet files in Internet Explorer

1. Launch the Internet Explorer browser.
2. Start with a blank page by typing "about:blank" (without the quotation marks) in the Address box, and then press Enter on your keyboard.
3. Click Tools.
4. Click Internet Options.
5. Under Temporary Internet Files, click the Delete Files button.
6. Click OK.

### To clear your temporary Internet files in Netscape Navigator

1. Launch Netscape Navigator.
2. Click Edit.
3. Click Preferences.
4. Click Clear History.

## Using the administrator account to contact support

Net Nanny provides free web-based and e-mail-based support to registered customers through its web site [www.netnanny.com](http://www.netnanny.com). When contacting support online, it is best that you do so with Net Nanny in **deactivated** state.

If you leave Net Nanny activated it may filter important information you are sending to support such as error messages, example URLs or your contact information. If this type of information is masked, it is extremely difficult to assist you.

## Personalizing Net Nanny Settings

*Using system settings and user settings to meet your needs*

In this section you will cover the following topics:

- Types of system settings
- Types of user settings
- Adding a new user account
- Controlling access to Web content
- Specifying consequences of user actions
- Limiting online activities
- Safeguarding your privacy online

### Types Of System Settings

The Net Nanny Settings window includes three groups of system settings.

- The first group consists of **settings that apply to individual user accounts** (those accounts you have created and chosen permissions and restrictions for).
- The second group consists of **settings that globally apply to all users**, no matter what other specific permissions and restrictions you choose.
- The third group consists of **settings related to maintaining the system** and are not related to the user settings.








#### Opening the Net Nanny Settings window

To open Net Nanny Settings from the Start menu, choose Start, choose Programs, choose Net Nanny 5, and choose Net Nanny Settings. You will be prompted to type your administrator password.

**Important:** While the Net Nanny Settings window is open, any changes you make to system settings or user settings will not take effect until you close the Net Nanny Settings window.



## Settings that apply to configured user accounts

When these settings are configured you can choose to assign them to a specific user. To be effective, you must configure the settings and assign the settings to one or more user accounts. If you forget to do one or the other, you may be disappointed when Net Nanny does not perform as you expect.

Name	Description
 Content Filtering	You can choose to enable objectionable keywords and phrases to be masked whenever they appear in inbound or outbound online content (plain text emails, IRC chat conversations, web pages, and newsgroup postings. You can also choose to halt the download of a page if it contains more than 1 occurrence of a keyword or phrase. This filtering of web-based content only takes affect when assigned to a specific user account.
 Internet Applications	You can choose to restrict or allow users to participate in online activities such as playing Internet-based games, chatting, or sharing files (music, video, images). By default, all the applications listed on the Net Nanny lists for file trading, instant messaging, and online games are blocked if you assign this restriction to a specific user account. If you want to allow a user access to one or more of these blocked applications, you must edit the Net Nanny lists accordingly. Blocking only takes affect when this restriction is assigned to a specific user account.
 IRC Chat Rooms	You can choose to block or allow IRC Chat conversations for a specific user account. If you choose to allow IRC chat, you can also then filter the conversation for objectionable keywords and phrases and monitor it (by recording both sides of the conversation). This is only possible when you assign a IRC chat restriction or permission to a specific user account.
 Newsgroups	You can choose to block or allow newsgroup postings for a specific user account. If you choose to allow newsgroup postings, you can also then filter the postings for objectionable keywords and phrases. This is only possible when you choose to permit or block newsgroup postings for a specific user account.
 Permitted Applications	You can choose to exclude specific applications installed on your computer from being blocked by Net Nanny (Only takes affect when assigned to a specific user account.
 Rating Systems	You can choose to enabled one of two additional web site rating systems as another tool for filtering online content. After you enable a filter and choose its settings you must then assign rating system filtering to one or more user accounts. Filtering only takes affect when assigned to a specific user account.
 Web Sites	You can choose to restrict or allow users to access to content on web pages. By default, all the URLs (web page addresses) listed on the Net Nanny list of restricted web sites are blocked if you assign the restricted list to a specific user account. If you want to allow a user access to one or more of these blocked web pages, you must edit the Net Nanny lists accordingly. Blocking only takes affect when this restriction is assigned to a specific user account.




## Settings that apply to all users

When either of the following two settings is enabled, it automatically applies to all users. It is not necessary to assign either of them specifically to one or more user accounts.

Name	Description
 Activity Consequences	When enabled, this global system setting applies to every user and determines the responses Net Nanny makes when a user attempts to go out the boundaries specified in his or her user account.
 Personal Information	When enabled, this global system setting applies to every user and masks any confidential information the user types in any outbound content sent from the PC.

## Settings that apply to maintaining the system

These settings help you maintain the security and effectiveness of the system. These settings are not assigned to user accounts.

Name	Description
 Time Tampering	When enabled, this global system setting applies to every user and ensures that the date and time within Net Nanny remains synchronized with an external Internet-based atomic clock, even if the local date and time on the PC are changed.
 List updates	When enabled, the software automatically checks for updates to the Net Nanny database installed on your PC.
 Activity Logs	When enabled, user activity is logged in a log file that you can view online, print, or export to another software application such as Microsoft Excel. URLs (good or bad) can be easily submitted to Net Nanny for inclusion in the Net Nanny lists.

Net Nanny uses accounts assigned to those who use your computer to control their access to the Internet. The account includes the type of Internet access allowed for the user assigned to the account. The account created during installation is the administrator account. With the administrator account, you can change any of the settings in net Nanny and create additional user accounts.

You can create up to 12 user accounts. You can personalize the settings of any account to provide the exact level of protection needed for children, teenagers, and adults.

## Types Of User Settings

Just as there are several types of system settings (refer to the information in the previous section), there are several types of user settings.

- Settings that apply to the user account
- Settings that permit or block access

User accounts consist of the user's name, and an optional password for accessing the Internet. You can edit these settings using the Edit User tab within the Manage Users screen in the Net Nanny Settings. User permissions and restrictions consist of those settings you specify to manage a user's activities online.

### Viewing current user permissions and restrictions for all users

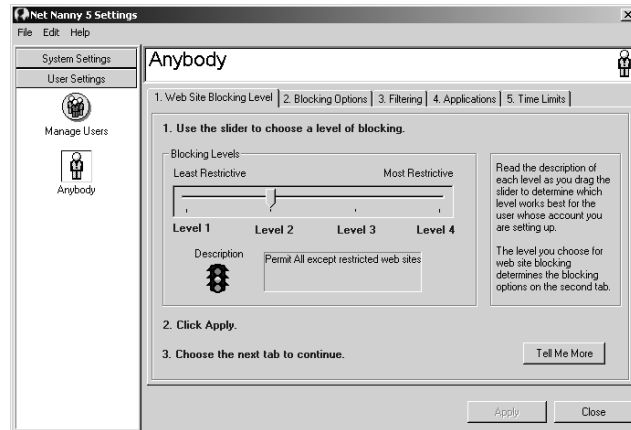
You can easily view a summary of all the user accounts currently setup and their corresponding permissions and restrictions. This information is contained in the User Account Summary tab within the system setting Activity Logs (the second tab from the left). If you want to change the settings for a specific user, you can select that user in the table and click Edit User.

### Default permissions and restrictions for all user accounts

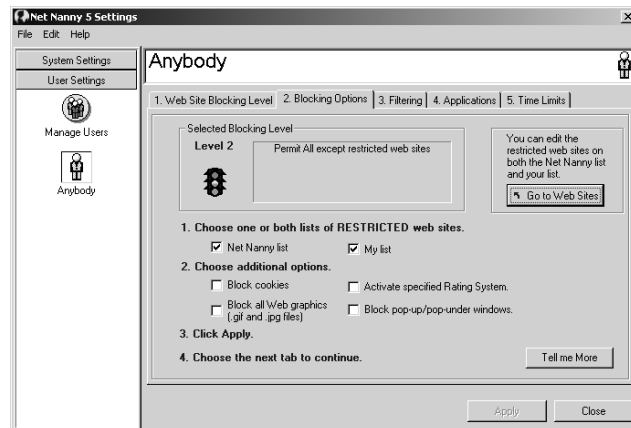
When you choose the Anybody account during the initial configuration of the software, the following user account settings are pre-configured for you:

**Tab 1: Blocking Level**

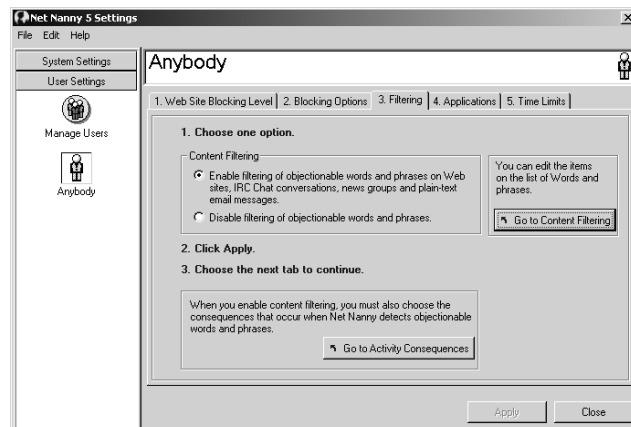
Level 2-Block all web sites listed on the Net Nanny list of restricted web sites is selected

**Tab 2: Blocking Options**

- Block all web sites listed on the Net Nanny list of restricted web sites is selected
- Block all web sites listed on My List of restricted web sites is selected.
- Block cookies is not selected
- Block graphics is not selected
- Activate specified rating system is not selected
- Block pop-up and pop-under windows is not selected

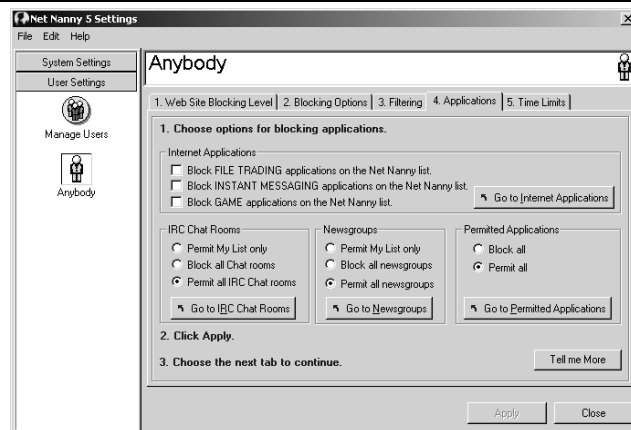
**Tab 3: Filtering**

Filtering of objectionable words and phrases on web sites, in IRC Chat conversations, in newsgroup postings, and plain text (non-encrypted) email is enabled.

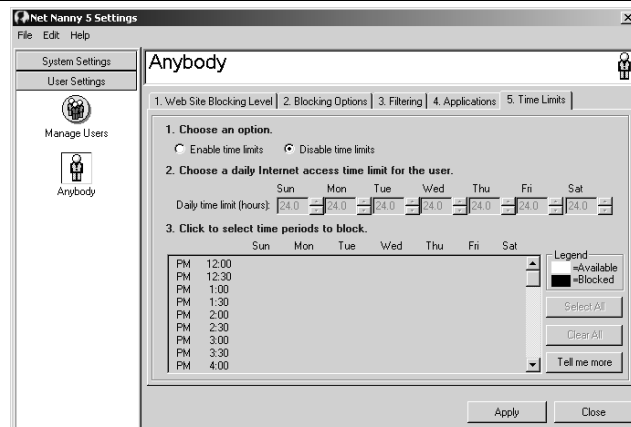


**Tab 4: Applications**

- Blocking file trading applications is not selected
- Blocking online games is not selected
- Blocking instant messengers is not selected
- All IRC Chat rooms permitted is selected
- All Newsgroups permitted is selected
- All Permitted applications is selected

**Tab 5: Time Limits**

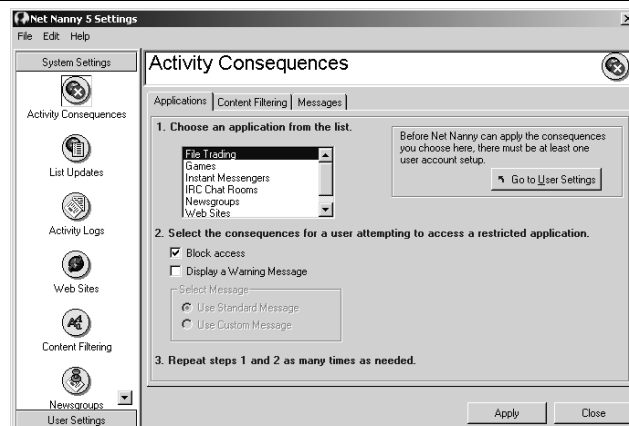
Disable time limits is selected



In addition, the following two global user settings (which apply to all users if selected or if not selected, apply to no users) are selected.

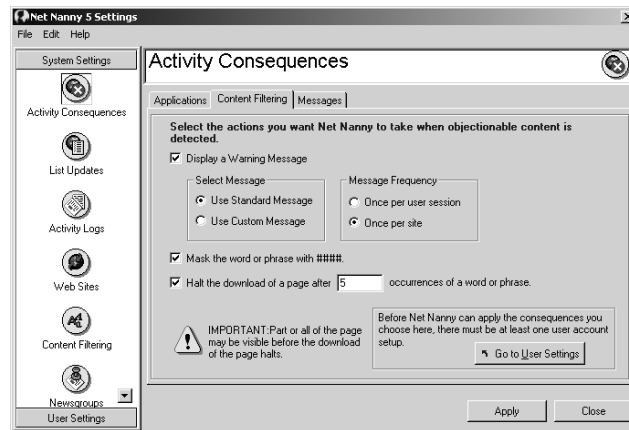
**Activity Consequences Tab: Applications**

Access is blocked to all restricted applications (file trading, instant messengers, games, IRC Chat rooms, newsgroups, and web sites) is selected.

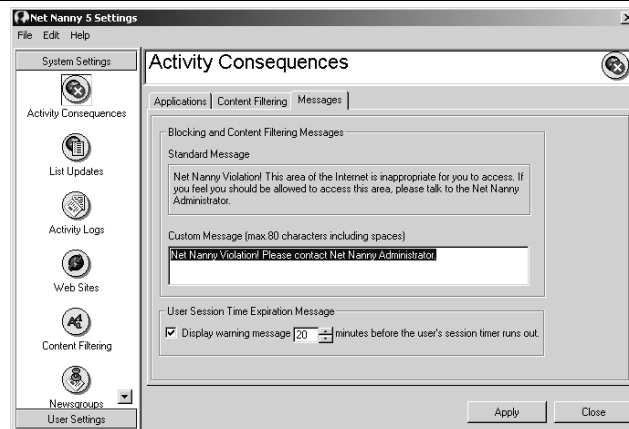


**Activity Consequences Tab: Content Filtering**

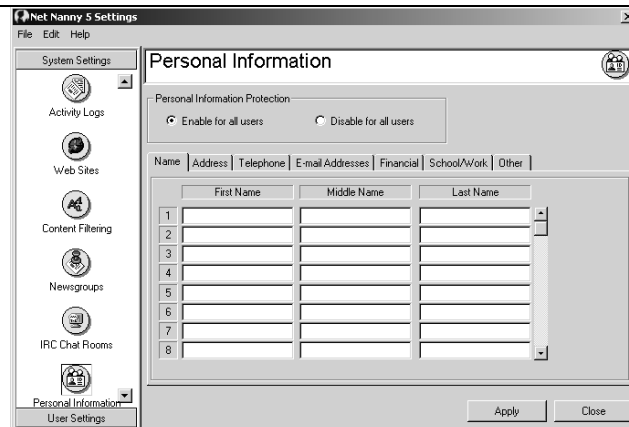
- Display a warning message (standard message, once per site) is selected.
- Mask the word or phrase with ##### is selected.
- Halt the download of a page after 5 occurrences of the word or phrase is selected.

**Activity Consequences Tab: Messages**

Display warning message 20 minutes before user's session timer runs out is selected.

**Personal Information**

Enable for all users is selected.





## Editing or deleting an existing user account

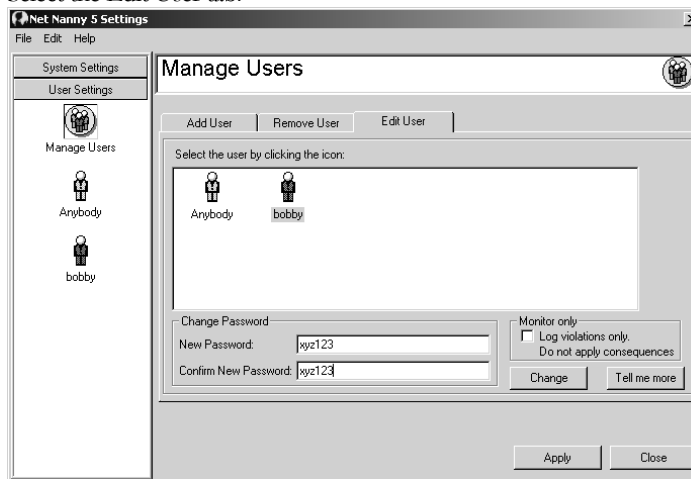
You can make changes to the permissions and restrictions assigned to any user account, including the Anybody account. You can also change the password if there is one and change the status of monitoring for the user from unobtrusive to obtrusive. If needed, you can delete the entire user account.

### To edit permissions and restrictions

1. Open Net Nanny Settings from the Start menu.
2. Choose User Settings to open the Manage Users window.
3. With a single-click, choose a user account from those listed.
4. Using the information on the 5 tabs of settings, make changes as needed.
5. Click Apply to save your changes.

### To edit the password or status of monitoring

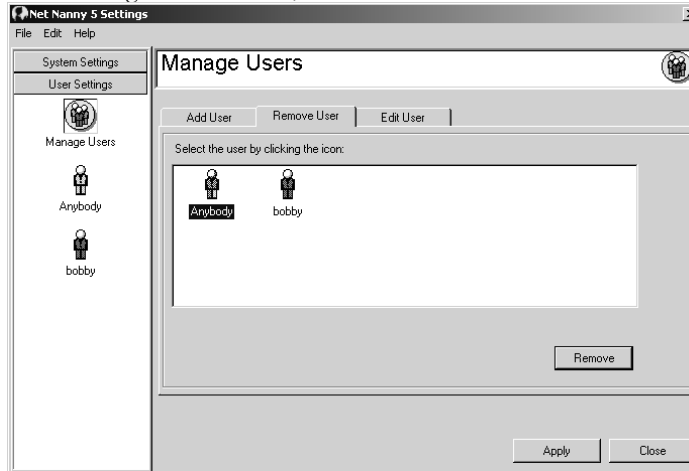
1. Open Net Nanny Settings from the Start menu.
2. Choose User Settings to open the Manage Users window.
3. Select the Edit User tab.



4. With a single-click, choose a user account from those listed.
5. Make the necessary changes.
6. Click Apply to save the changes.

### To delete a user account

1. Within the Net Nanny Settings window, select the User Settings button in the left pane with a single click.
2. In the Manage Users window, choose the Remove User tab.



3. Locate and select the user account (including the Anybody user account) you want to delete.
4. Click Remove.
5. Click OK on the confirmation message box to confirm the removal.

## Adding A New User Account

If you choose to use personalized user accounts, you can customize up to 11 different accounts (along with the Anybody account or 12 if you choose to not have an Anybody account) with each account requiring the user assigned to that account to type in a user name and password whenever he or she wants to access the Internet from the computer where Net Nanny is installed. You can create several different configurations of user accounts, depending on your needs. Some examples include:

- One account for everyone in the family to share
- One account for all the adults to share and one account for all the children to share
- One account for all the adults to share, one account for older children to share, one account for younger children to share
- Individual accounts for each member of the family (no sharing)

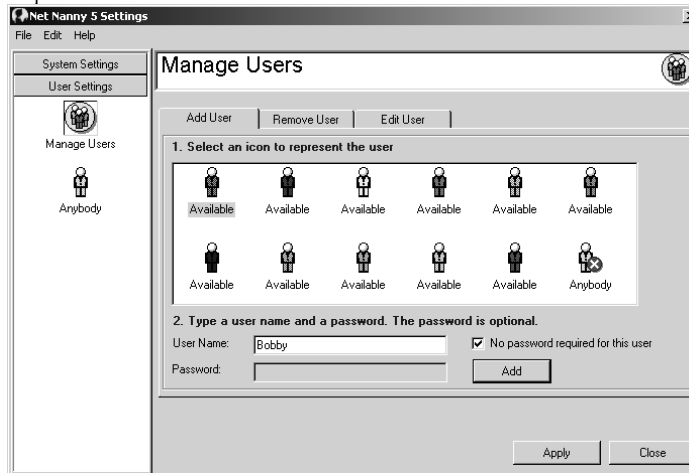
When you add a new user account, the account is pre-configured with the same settings as the default Anybody user account to save you time in choosing settings. You can edit the default settings as needed and choose new ones.

**Important:** If you choose to have no user accounts, Net Nanny is essentially deactivated and provides no filtering, blocking or monitoring.

### To add a new account

1. Open Net Nanny Settings from the Start menu.
2. Choose the User Settings button to open the Manage Users screen.

3. On the Add User tab, single click a colored icon to represent the user account.
4. Type a user name.
5. Optionally, type a password to require the user to enter a password every time he or she accesses the Web. If you prefer to not require a password, leave the Password text box blank and select the 'No password required for this user' check box.



6. Click Add.

The next step is to choose permissions and restrictions and apply them to the new user account.

## Choosing Age Appropriate User Restrictions

The permissions you select for a user account tell Net Nanny what Internet content you want to block or allow for a specific person. The following table shows the **suggested settings you might choose** for different Net Nanny users.

	Adults	Teens	Young children
<b>Web Sites</b>	Level 2-block all web sites on the restricted list(s)	Level 2-block all web sites on the restricted list(s)	Level 3-allow only those web sites listed on the permitted list(s)
<b>Keyword Content Filtering</b>	Enable list	Enable list	Enable list
<b>File sharing</b>	Permit all	Block all file sharing programs on the restricted list	Block all file sharing programs on the restricted list
<b>Instant Messengers</b>	Permit all	Block all instant messaging programs on the restricted list	Block all instant messaging programs on the restricted list
<b>Games</b>	Permit all	Block all games on the restricted list	Block all games on the restricted list
<b>Newsgroups</b>	Block no newsgroups	Allow only those newsgroups on My list of permitted newsgroups	Block all newsgroups
<b>IRC Chat rooms</b>	Block no IRC Chat rooms	Allow only those IRC Chat rooms on My list of permitted newsgroups	Block all IRC chat rooms
<b>Permitted Applications</b>	Allow applications on the permitted list	Allow applications on the permitted list	Block applications on the permitted list

### To choose settings for the user account

1. Within the Manage Users screen, select the icon in the left pane with a single click to display the 5 tabs of users settings you can choose from for this account.
2. Complete the information on each tab.

**Important:** You can choose to apply only one type of web site/URL list to a user account: restricted web sites or permitted web sites. You cannot choose both types of lists for one user account, and you cannot mix and match.

#### Correct



Choose the Net Nanny list of **restricted** web sites and combine that with your personal list of **restricted** web sites (My List Restricted).

#### Incorrect

Choose the Net Nanny list of **restricted** web sites and combine that with your personal list of **permitted** web sites (My List Permitted).

### To edit global settings for all users

1. Open Net Nanny Settings from the Start menu.
2. From the left pane of the Net Nanny Settings window, choose one of the following:

Click this	To
 Activity Consequences	Open the settings for choosing consequences when a user goes out of bounds. The selections you make apply to all users.
 Personal Information	Open the settings where you can enter confidential information you want to protect from being sent from your computer. The selections you make apply to all users.

3. Complete the information for the setting you chose.
4. Click Apply to save your changes. The changes do not take affect until you close the Net Nanny Settings window.

## Controlling Access To Web Content

Net Nanny includes several tools for blocking and filtering web sites. You can use the list of web sites provided by Net Nanny to specify which web sites a user account cannot access and which web sites can be accessed. You can create your own lists and use them alone or in combination with the Net Nanny lists. You can use a keyword content filtering feature and you can apply third-party rating systems to limit access to web sites.

## Net Nanny's database of lists

Net Nanny ships with a database containing several types of lists. These are:

- List of URLs that are restricted (you can allow or exempt URLs in the list)
- List of URLs that are permitted (you can restrict or exempt URLs in the list)
- List of online games that are restricted (you can allow or exempt games in the list)
- List of instant messenger applications that are restricted (you can allow or exempt applications in the list)
- List of file sharing programs that are restricted (you can allow or exempt programs in the list)
- List of keywords that are objectionable (You can add and delete keywords from the list)

Additions to these lists are provided to you through a list update from the Web that you can set up to occur automatically according to a schedule of your choosing or manually whenever you want to initiate the update.

Besides the lists shipped with Net Nanny, you can create several lists of your own:

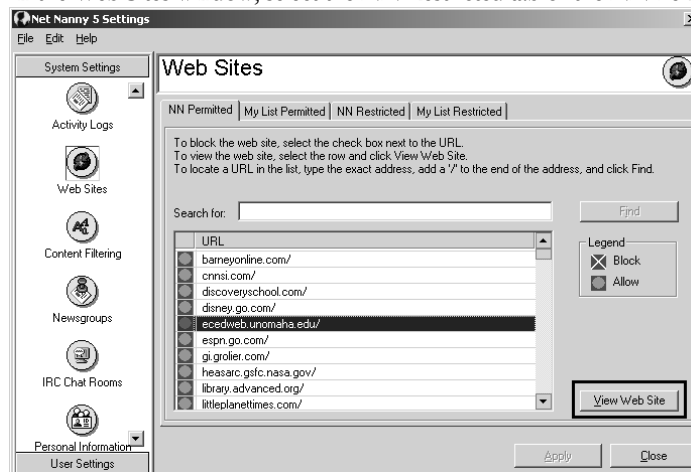
- List of URLs that are restricted (My list of restricted URLs)
- List of URLs that are permitted (My list of permitted URLs)
- List of newsgroups that are permitted (My list of permitted newsgroups)
- List of IRC Chat rooms that are permitted (My list of permitted IRC Chat rooms)
- List of software applications on my PC that are exempt from Net Nanny (My list of permitted applications)

## Viewing web site URLs

The full Net Nanny list of restricted web sites can be viewed at any time.

### To view the list

1. Within Net Nanny Settings, select the Web Sites icon in the left pane with a single click.
2. In the Web Sites window, select the NN Restricted tab or the NN Permitted tab.



3. To view a web site, select it in the list and click View Web Site.

**Note:** Any entry in the list with a wildcard symbol (\*) cannot be viewed as that entry applies to more than one web site.

## Creating your own lists of permitted web sites

You can add web site URLs you want to allow users to access to your own list of permitted web sites. This list can then be assigned to specific users.

**Important:** You can choose to apply only one type of web site/URL list to a user account: restricted web sites or permitted web sites. You cannot choose both types of lists for one user account, and you cannot mix and match.

### Correct

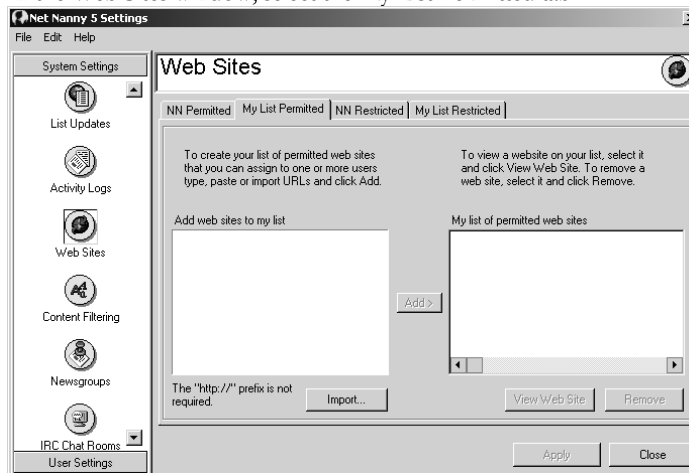
Choose the Net Nanny list of **restricted** web sites and combine that with your personal list of **restricted** web sites (My List Restricted).

### Incorrect

Choose the Net Nanny list of **restricted** web sites and combine that with your personal list of **permitted** web sites (My List Permitted).

### To create your list of permitted web sites

1. Within the Net Nanny Settings window, select the Web Sites icon in the left pane with a single click.
2. In the Web Sites window, select the My List Permitted tab.



3. Type a URL in the box on the left.
4. Click Add.
5. Repeat steps 3 and 4 for additional URLs.
6. Click Apply to save the changes.

## Creating your own lists of restricted web sites

You can add web site URLs you want users restricted from to your own list of restricted web sites. This list can then be assigned to specific users.

**Important:** You can choose to apply only one type of web site/URL list to a user account: restricted web sites or permitted web sites. You cannot choose both types of lists for one user account, and you cannot mix and match.

### Correct

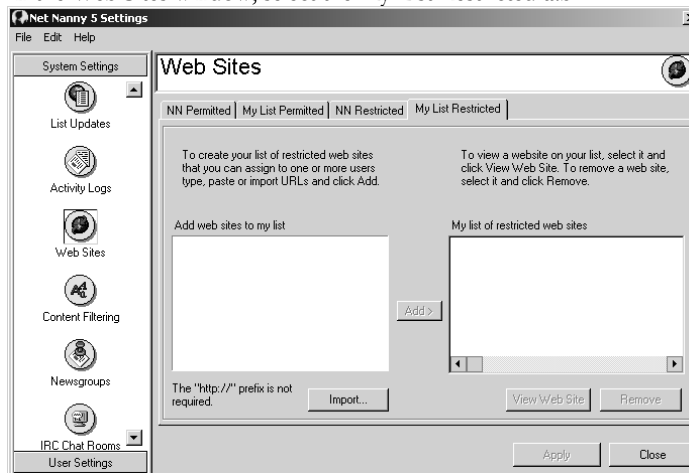
Choose the Net Nanny list of **restricted** web sites and combine that with your personal list of **restricted** web sites (My List Restricted).

### Incorrect

Choose the Net Nanny list of **restricted** web sites and combine that with your personal list of **permitted** web sites (My List Permitted).

### To create my list of restricted web sites

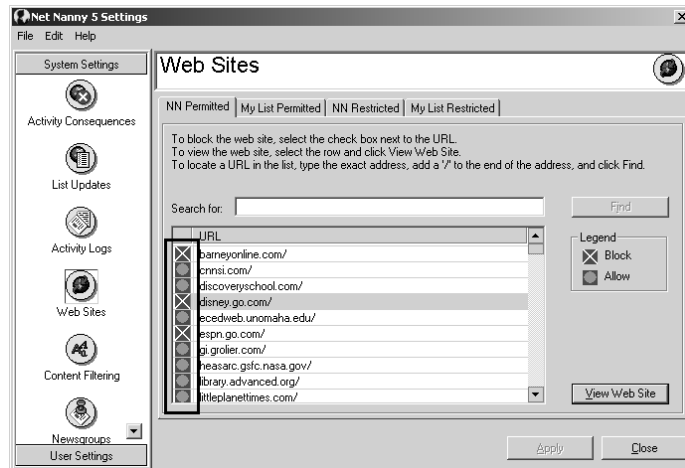
1. Within the Net Nanny Settings window, select the Web Sites icon in the left pane with a single click.
2. In the Web Sites window, select the My List Restricted tab.



3. Type a URL in the box on the left.
4. Click Add.
5. Repeat steps 3 and 4 for additional URLs.
6. Click Apply to save the changes.

## Making exceptions to the Web Site URL lists

If there is a web site on the Net Nanny Restricted list of web sites (which by default are blocked) that you feel should not be blocked, you can easily make that web site exempt from blocking. The same is true for web sites that are allowed (those on the Net Nanny Permitted list).



### To identify exceptions to the Net Nanny list of restricted web sites

1. Within the Net Nanny Settings window, select the Web Sites icon in the left pane with a single click.
2. In the Web Sites window, select the NN Restricted tab.
3. Locate the URL you want to allow in the list and click the icon to the left of the URL. The icon changes from a red x (block) to a green circle (allow).

### To identify exceptions to the Net Nanny list of allowed web sites

1. Within the Net Nanny Settings window, select the Web Sites icon in the left pane with a single click.
2. In the Web Sites window, select the NN Permitted tab if not already selected.
3. Locate the URL you want to block in the list and click the icon to the left of the URL. The icon changes from a green circle (allow) to a red x (block).

## Keywords And Pattern Matching

With the Net Nanny keyword filter enabled for a user, you can filter words and phrases leaving the computer where Net Nanny is installed as well as those coming in through web sites, IRC Chat rooms, newsgroups, and non-encrypted email applications. Net Nanny looks for both exact and close matches to the keywords in the content filtering list. Close matches can occur as wildcards are used as part of the different keywords in the list.

The Words and Phrases list is a list of natural language (e.g., English) words and phrases that may be inappropriate for children to use or view. When the Words and Phrases list is applied to a user's profile, any word on the list will appear on the recipient computer screen, masked by a series of pound signs (#####). Net Nanny searches for words in all combinations of upper- and lower-case letters. You can also enter special characters when you customize the Words and Phrases lists for your own use, such as addresses.

For example, a user might seek [www.unacceptablecontent.com](http://www.unacceptablecontent.com), and you might want to block the user from accessing this site. If the user is technically sophisticated enough to determine the IP address of the hosting server for [www.unacceptablecontent.com](http://www.unacceptablecontent.com), you can block that user if you add the IP address to the your list of restricted web sites (My List Restricted) and the Words and Phrases list, activate the list for that user's profile, and turn on masking. The Words and Phrases List will mask words and phrases in non-encrypted e-mail.



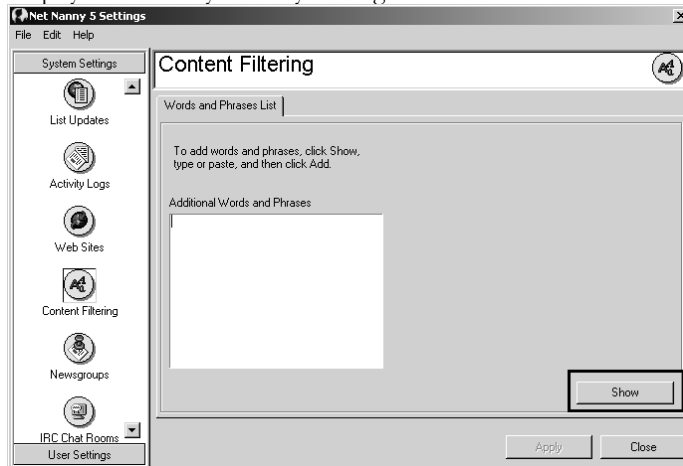
**Note:** You can direct Net Nanny to mask multiple forms of the same word by using the star, or wild card character (\*). Enter this character by holding shift and pressing 8 on most keyboards.

So, for example, consider “guggle” to be a word. Suppose that you want Net Nanny to mask the words “guggle”, “guggles”, “guggling”, “gugglation”, “www.gugglis.com”, and so on. Simply enter \*guggl\* in the Words and Phrases list. Make sure to include the two asterisks (\*). Net Nanny will search all outgoing and incoming content for all forms of “guggle” and mask each one of them. Be careful not to include words that will generate a violation in the wrong context. The word “breast” for example, can be used in a recipe as “chicken breast.”

**Important:** The keyword masking is very powerful and must be used carefully. If you add words that are too generic to the list, Net Nanny may not perform as you expect, as it may mask more than you want. Always choose very specific words that are very objectionable and that appear on web sites your family visits regularly when adding words to the list.

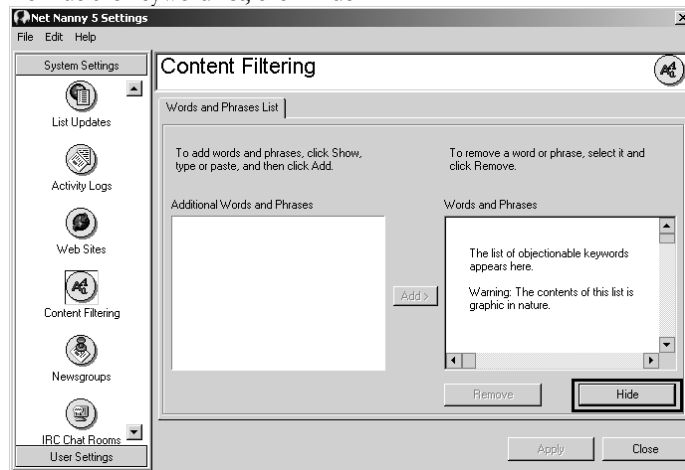
### To edit the keywords in the Words and Phrases list

1. Within the Net Nanny Settings window, select the Content Filtering icon in the left pane with a single click.
2. Display the list of keywords by clicking the Show button.



3. In the Additional Words and Phrases box, type a word or a phrase. Including a wildcard (\*) at the end of the word or phrase is recommended.
4. Click Add. The item appears in the list on the right.
5. To remove an item, do the following:
  - Select it in the Words and Phrases list on the right.
  - Click Remove.

- To hide the keyword list, click Hide.



**Note:** Testing has shown that large lists (over 500 entries) of keywords can cause some computers, especially slower models, to suffer performance degradation when running Net Nanny.

## Using Web Site rating systems

Net Nanny includes two rating systems for web sites; one from the Internet Content Rating Association (ICRA filter) and one from SafeSurf (SafeSurf Rating Standard). Both are voluntary rating systems and only one can be applied at a time. When you choose to activate a rating system (ICRA or SafeSurf) in Net Nanny, users can access web sites that fall within the levels you specify as acceptable for categories such as violence, sex, drugs, etc.

**Important:** A limitation of these rating systems is that each web site owner is responsible for incorporating the rating codes into their sites. More and more sites do feature rating systems (look for the SafeSurf and ICRA logos). It is not, however, mandatory for a site to include ratings. Much of the World Wide Web is still un-rated. Net Nanny does not apply your rating system preferences to un-rated web sites. Another limitation is that the choice of rating level for a web page is left to the interpretation of the web site owner. Web masters independently choose how to apply the ratings, to apply them inconsistently, or to ignore them altogether. When web masters and coalitions work together, the degree of protection is quite high.

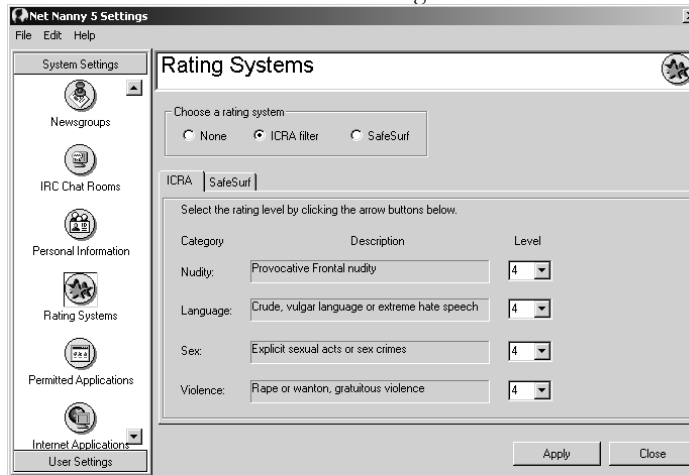
### To use rating systems as an additional method to filter web site content

- Within the Net Nanny Settings window, select the Rating Systems icon in the left pane with a single click.
- In the Rating Systems window, enable one of the two rating systems.
- Specify the settings for the enabled rating system.
- Click Apply to save the changes.

### To configure ICRA settings

- Open Net Nanny Settings from the Start menu.
- Select the Rating System icon.

3. Select the ICRA tab from individual setting tabs.



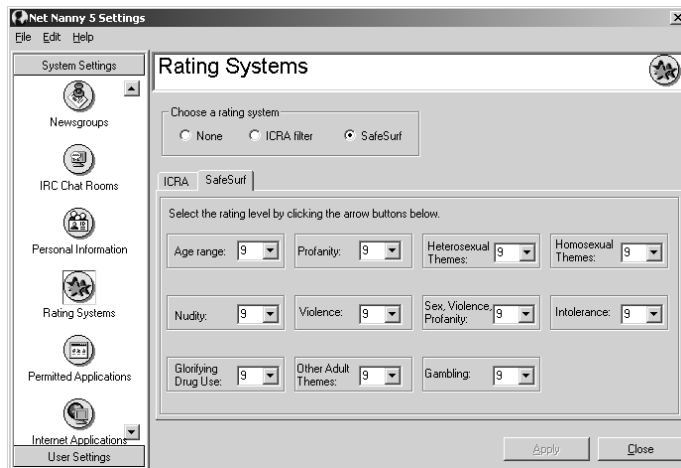
4. For each category (Nudity, Language, Sex, and Violence), select the level at which you want Net Nanny to begin blocking web sites. ICRA settings range from 0 (lowest – no offensive material) to 4 (highest – most offensive).
5. Click Apply to save the settings.

### SafeSurf

SafeSurf, developed with input from thousands of parents and Internet users, is a voluntary rating system designed to protect children from exposure to offensive material. Visit [www.safesurf.com](http://www.safesurf.com) for more information.

### To configure SafeSurf settings

1. Open Net Nanny Settings from the Start menu.
2. Select the Ratings System icon.
3. Select the SafeSurf tab.



4. For each category, select the level at which you want Net Nanny to begin blocking web sites. SafeSurf settings range from 0 (no rating) to 9 (highest – most offensive). Setting SafeSurf to 0 (zero) will block access to a specific category (when sites contain the rating).
5. Click Apply to save the settings.

## Specifying Consequences Of User Actions

When one of the users of the computer where Net Nanny is installed performs an action that is out-of-bounds, Net Nanny applies a specific response to the violation. You can choose from several responses (or consequences) depending on the type of action a user takes and whether that user's access has been restricted. These responses are:

- Block access to the material
- Display a warning message within the web browser
- Shut down the web browser
- Halt the download of a web page after a number of occurrences of word or phrase appearing on the page

## Types of user violations

You decide how Net Nanny should handle any user violations that it detects.

User violations occur under the following circumstances:

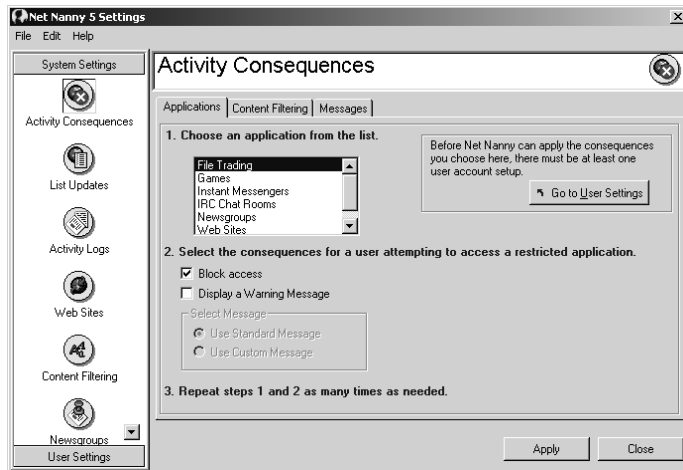
- A user attempts to access a web site that is not on the Net Nanny Permitted list, but has permission to go only to web sites on a Permitted list (Net Nanny Permitted list or My Permitted list).
- A user attempts to access a web site that is on the Net Nanny Restricted list, but has permission to go anywhere but the web sites on a restricted list (Net Nanny Restricted list or My Restricted list).
- A user attempts to access a web site, but has no permission to visit any web sites.
- A user selects a web site whose rating does not meet the settings you have specified for the rating system, when a rating system is selected (ICRA or SafeSurf) and activated for the user.
- A user attempts to access a newsgroup that is not on the My list of Permitted Newsgroups list when the user has permission to access newsgroups on the My list of Permitted Newsgroups list only.
- A user attempts to access a newsgroup but has no permission to access any newsgroup.
- A user attempts to access a chat room that is not on the My List of Permitted IRC Chat Rooms list, but only has permission to access chat rooms on the My List of Permitted IRC Chat Rooms list.
- A user attempts to access an IRC chat room but has no permission to access any chat room.
- A user attempts to access an Internet-enabled application on one of the three Net Nanny lists of restricted applications (instant messengers, file sharing, or games) but has no permission to access those applications.
- A user attempts to access the Internet outside of the allowed times you specified for the user.
- The user views a web site, newsgroup posting, e-mail or IRC chat conversation that contains a word or phrase that is on the Words and Phrases list that is active for the user.
- The user attempts to use a forbidden word or phrase in an IRC chat room, a newsgroup posting, a search engine, or an e-mail message when the Words and Phrases list is active for the user.

## Choosing consequences for attempting to access restricted online activities

Available responses you can specify for undesirable applications or web sites are to block access and/or to display a warning message. (A default message supplied by Net Nanny or one you create.) In addition, you can shutdown the web browser if access to a restricted web site is attempted.

### To choose a response

1. Within the Net Nanny Settings window, select the Activity Consequences icon in the left pane with a single click.
2. On the Applications tab of the Activity Consequences window, follow the instructions to choose responses for all 5 types of applications (file trading, games, instant messengers, IRC Chat rooms, and newsgroups) as well as web sites.



3. Click Apply to save the changes.

## Choosing consequences for viewing or typing objectionable words or phrases

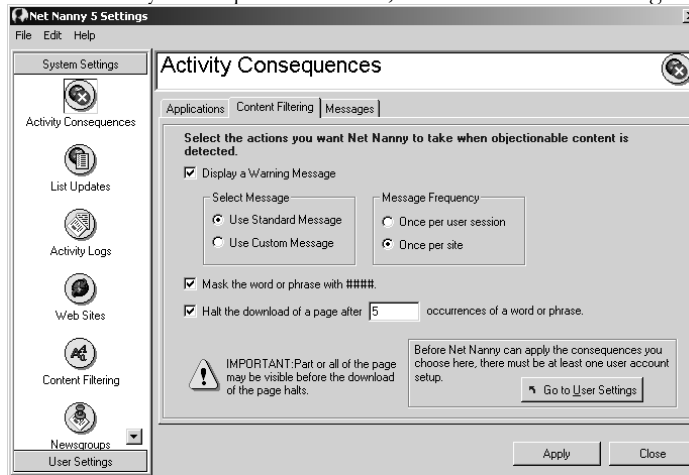
Responses you can specify if a user attempts to view or type objectionable words or phrases on a web page, in an IRC Chat room, within a newsgroup, or email are to:

- Display a warning message (a default message supplied by Net Nanny or one you create),
- Mask the word or phrase with the # symbol,
- Or halt the download of a web page after an undesirable word or phrase appears 1 or more times on that page.

### To choose a response

1. Within the Net Nanny Settings window, select the Activity Consequences icon in the left pane with a single click.

2. On the Activity Consequences window, select the Content Filtering tab.



3. On the Content Filtering tab, choose from the available responses.
4. Click Apply to save the changes.

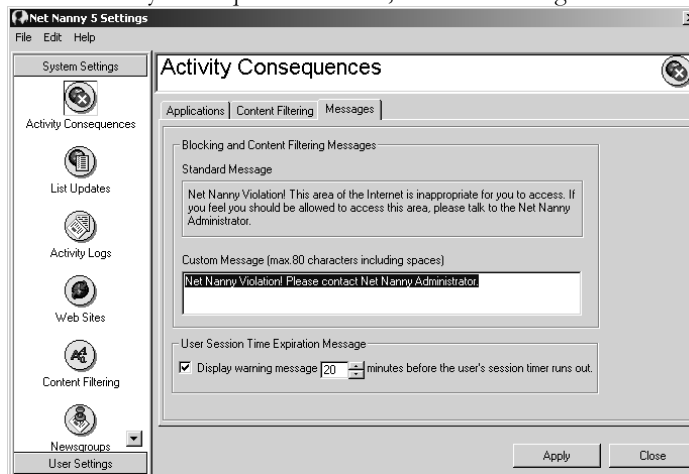
## Specifying user violation warning messages

Each time a user violation occurs, you can have Net Nanny display a standard message or to display a personalized message that you create. The same message will be displayed to all users.

If you create a personalized message and have chosen to display a message as a consequence for a user attempting to access restricted content, Net Nanny displays that message to all users.

### To specify a message

1. Within the Net Nanny Settings window, select the Activity Consequences icon in the left pane with a single click.
2. On the Activity Consequences window, select the Messages tab.



3. On the Messages tab, type your personalized message in the Custom Message box.
4. Click Apply to save the changes.

## Limiting Online Activities

With features in Net Nanny, you can restrict online chat (including AIM, IRC Chat, and instant messengers from Yahoo! and Microsoft), the playing of online games and file sharing.

### Real-time chat

Chatting that occurs in real-time includes instant messengers and IRC Chat. You can block access to popular instant messengers and Net Nanny provides tools that let you decide; to allow access to all IRC Chat rooms, no IRC Chat rooms or a subset of all available IRC Chat rooms. You can also use keyword filtering for incoming and outgoing IRC chat conversations, and you can record IRC Chat conversations.

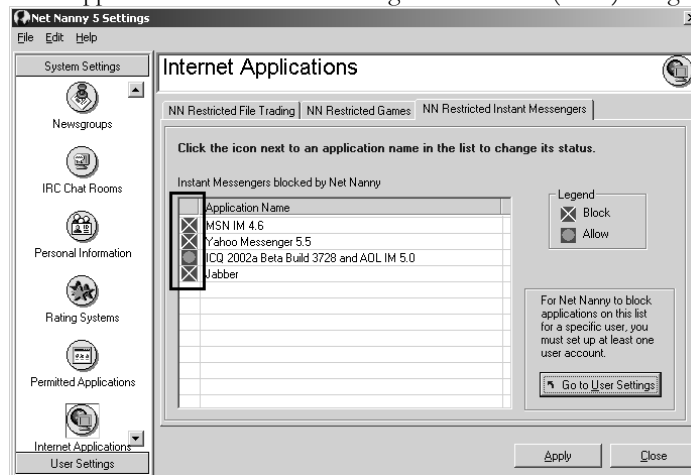
### Instant messengers

Net Nanny includes a set of instant messaging applications that are blocked if you decide to apply a restriction to a specific user account. You can view this list at anytime and make exceptions to the applications on the list (allow them rather than block them).

Blocking an instant messenger application does not stop the user from opening or running the application. It only prevents the application from making a connection to the Internet. Because of this, some applications may freeze or crash when Net Nanny prevents it from connecting to the Internet.

#### To view or make an exception to the list of blocked instant messengers

1. Within the Net Nanny Settings window, select the Internet Applications icon in the left pane with a single click.
2. In the Internet Applications window, select the Instant Messenger tab.
3. To make an exception and allow users to access one of the applications on the lists, click the icon to the left of the application name. The icon changes from a red x (block) to a green circle (allow).



4. Click Apply to save the changes.

**Note:** Any changes you make to the list do not have any affect if you have not chosen to block instant messengers for a specific user account.

## IRC Chat rooms

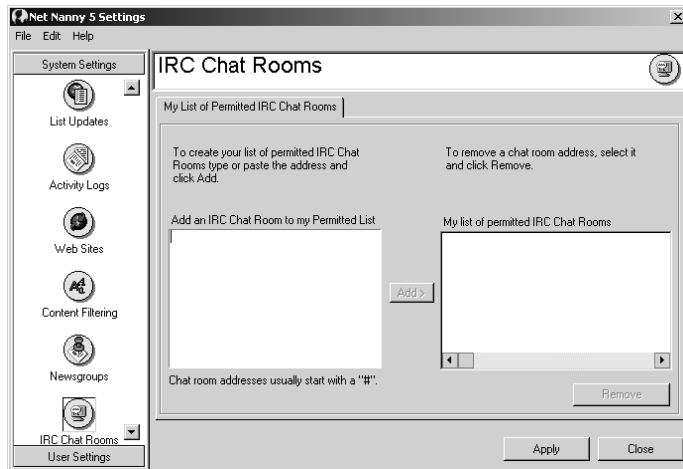
IRC Chat rooms allow users to hold conversations by typing text back and forth much like instant messengers. Chat rooms on IRC each have names, and you can track those names. Users can only visit the IRC chat rooms you choose.

The IRC chat room list consists of names of rooms you allow users to visit. When you add the name of an IRC chat room to the list and apply the list to a user's profile, the user can visit those rooms but cannot visit any IRC chat room not on the list.

To add IRC chat room names to this list by cutting and pasting from another source, please note that each IRC chat room name must be on a separate line.

### To create your list of permitted IRC chat rooms

1. Within the Net Nanny Settings window, choose the IRC Chat Rooms icon in the left pane with a single click.



2. In the IRC Chat Rooms window, type the name of a chat room in the list on the left.
3. Click Add. The chat room name appears in the list on the right.
4. Repeat steps 1 and 2 as needed.
5. Click Apply to save the changes.

**Note:** Any changes you make to the list do not have any affect if you have not chosen to permit IRC chat rooms for a specific user account.

## Newsgroups

Newsgroups are on-line discussion groups that do not occur in real-time. Instead, one person posts a message and later, other people post responses. On the Internet, there are literally thousands of newsgroups covering every conceivable interest. To view and post messages to a newsgroup, you need a news reader, a program that runs on your computer and connects you to a news server on the Internet.

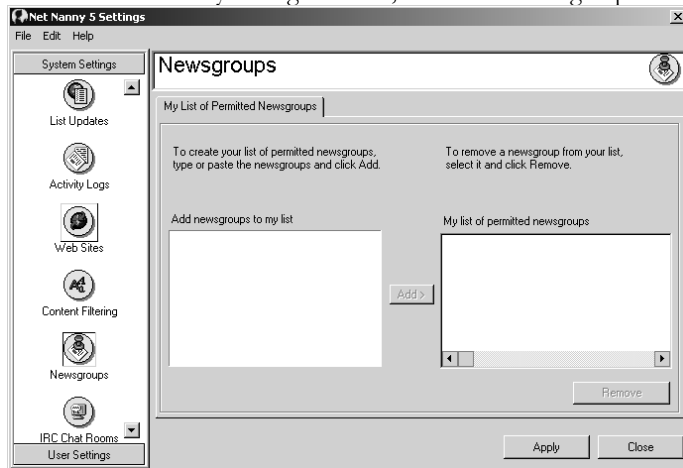
You control what newsgroups users can access. Net Nanny provides tools that let you decide to allow access to all or a subset of newsgroups, or to block all newsgroups.

**Note:** You should verify each of the newsgroups that you wish to add to the list. The name of a newsgroup must be exact and spelled correctly. For example, seattle.eats may be the name of the actual newsgroup but if you type seattle.eat, Net Nanny will not catch the error.



### To create your list of permitted newsgroups

1. Within the Net Nanny Settings window, choose the Newsgroups icon in the left pane with a single click.



2. In the Newsgroups window, type the name of a newsgroup in the list on the left.
3. Click Add. The newsgroup name appears in the list on the right.
4. Repeat steps 1 and 2 as needed.
5. Click Apply to save the changes.

**Note:** Any changes you make to the list do not have any affect if you have not chosen to permit newsgroups for a specific user account.

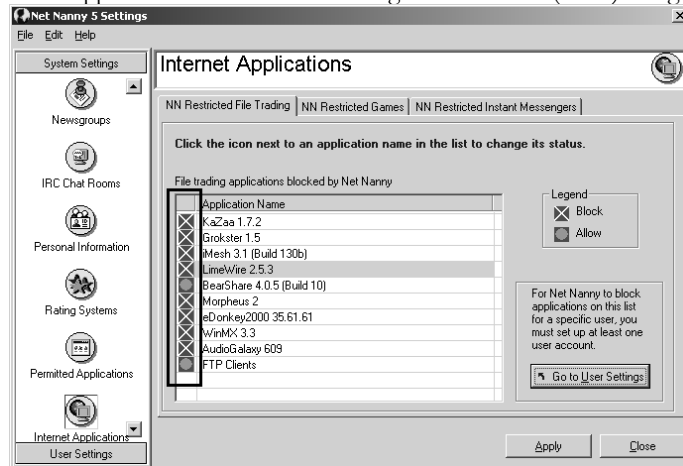
### File sharing of music, images, and videos

Blocking a file sharing application does not stop the user from opening or running the application. It only prevents the application from making a connection to the Internet. Because of this, the application may freeze or crash when Net Nanny prevents it from connecting to the Internet.

Net Nanny includes a set of file sharing applications that are blocked if you decide to apply a restriction to a specific user account. You can view this list at anytime and make exceptions to the applications on the list (allow them rather than block them).

**To view or make an exception to the list of blocked file sharing applications**

1. Within the Net Nanny Settings window, select the Internet Applications icon in the left pane with a single click.
2. In the Internet Applications window, select the File Trading tab.
3. To make an exception and allow users to access one of the applications on the lists, click the icon to the left of the application name. The icon changes from a red x (block) to a green circle (allow).



4. Click Apply to save the changes.

**Note:** Any changes you make to the list do not have any affect if you have not chosen to block file sharing applications for a specific user account.

**Online game playing**

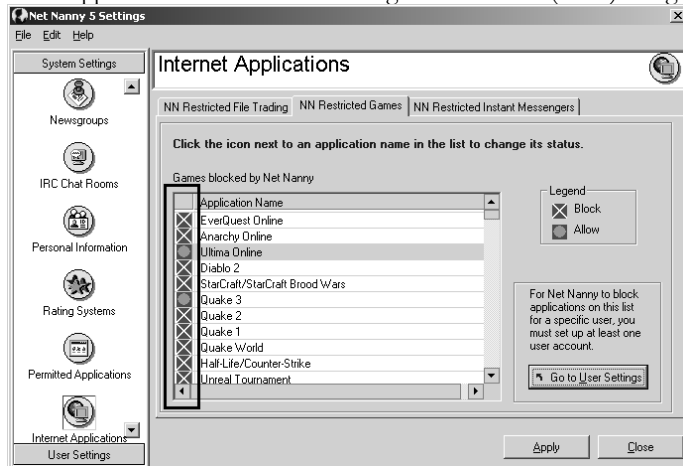
Blocking a game application does not stop the user from opening or running the application. It only prevents the application from making a connection to the Internet. Because of this, the application may freeze or crash when Net Nanny prevents it from connecting to the Internet.

Net Nanny includes a set of game applications that are blocked if you decide to apply a restriction to a specific user account. You can view this list at anytime and make exceptions to the applications on the list (allow them rather than block them).

**To view or make an exception to the list of blocked games**

1. Within the Net Nanny Settings window, select the Internet Applications icon in the left pane with a single click.
2. In the Internet Applications window, select the Game tab.

- To make an exception and allow users to access one of the applications on the list, click the icon to the left of the application name. The icon changes from a red x (block) to a green circle (allow).



- Click Apply to save the changes.

**Note:** Any changes you make to the list do not have any affect if you have not chosen to block games for a specific user account.

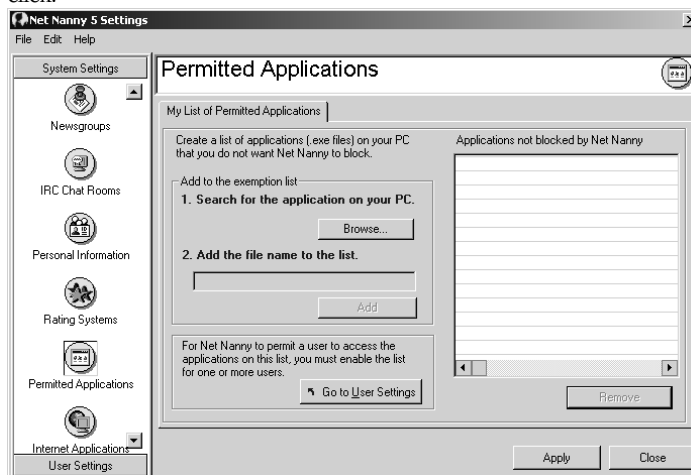
## Ensuring certain applications are not blocked by Net Nanny

As new versions of Internet-enabled applications become available and you purchase them, be aware that these new software programs have not been tested with Net Nanny. Only those applications listed in the Internet Applications lists have been tested. To ensure that Net Nanny does not block these newer programs, you can add them to a list of applications that Net Nanny ignores. A good rule of thumb is to add any application to this list that is conflicting with Net Nanny.

In addition, if you have any Internet-enabled applications installed on your computer that start up automatically when Windows starts, and you do not want Net Nanny to attempt to block or filter them, you can add them to this list.

### To add a permitted Internet-based application

- Within the Net Nanny Settings window, select the Permitted Applications icon in the left pane with a single click.



2. In the Permitted Applications window, follow the steps to add an application to the list of applications not blocked by Net Nanny.
3. Click Apply to save the changes.

**Note:** Any changes you make to the list do not have any affect if you have not chosen to enable the list of permitted applications for a specific user account.

## Safeguarding Your Privacy Online

With Net Nanny, you can choose to protect confidential information from leaving your computer intentionally or inadvertently, and block cookies and pop-up/pop-under browser windows, which may be used to identify users to advertisers or other organizations. Net Nanny scans outbound content leaving your computer and looks for data from Personal Information. If it detects personal data, it masks the characters and allows transmission of the content only after Net Nanny modifies it.

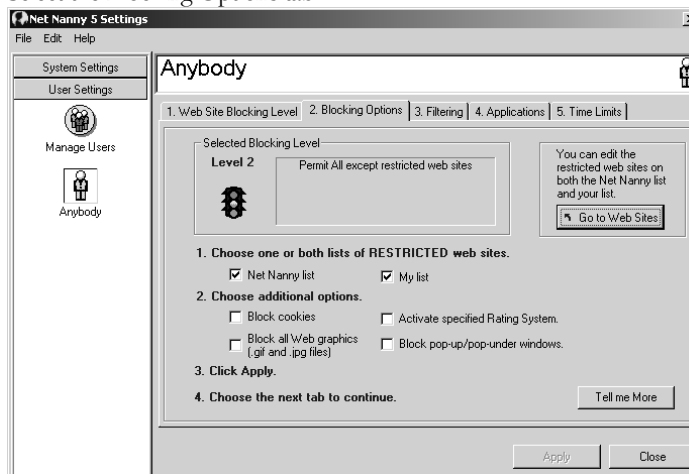
### Blocking browser cookies

**Important:** By choosing this option for a user, cookies will be blocked; including those a user may want or need access to. Some financial institutions, banks and businesses require cookies in order for you to access them. Use this feature carefully or you may get unexpected results.

This feature applies to an individual user. It does not take affect until you choose it for a specific user account. Depending on which blocking level you choose for an individual user, you can specify to block cookies as part of that user's restrictions.

#### To block cookies

1. Within the Net Nanny Settings window, select the User Settings button in the left pane with a single click.
2. In the Manage Users window, single-click a user icon.
3. Select the Blocking Options tab.



4. If the option is available, select Block cookies.
5. Click Apply to save the changes.

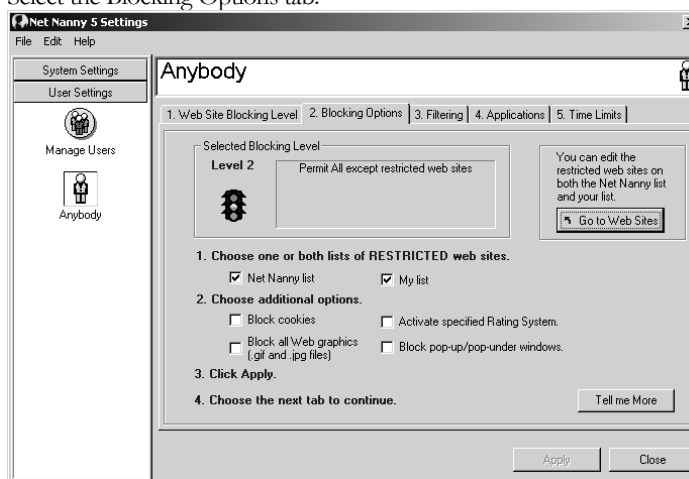
## Blocking most Internet advertising pop-up windows

You can block most pop-up and pop-under windows with Net Nanny.

**Important:** By choosing this option for a user, most pop-up and pop-under windows will be blocked, including those a user may want or need access to. Use this feature carefully or you may get unexpected results.

### To block pop-ups

1. Within the Net Nanny Settings window, select the User Settings button in the left pane with a single click.
2. In the Manage Users window, single-click a user icon.
3. Select the Blocking Options tab.



4. If the option is available, select Block pop-up/pop-under windows.
5. Click Apply to save the changes.

## Protecting your confidential information

When you enter your personal information into Net Nanny, any attempt to send that information from your computer will be masked. As long as Net Nanny is turned on and Personal Information is activated, the information cannot leave your computer through the Web, newsgroups, chat rooms, or e-mail in the programs that Net Nanny filters.

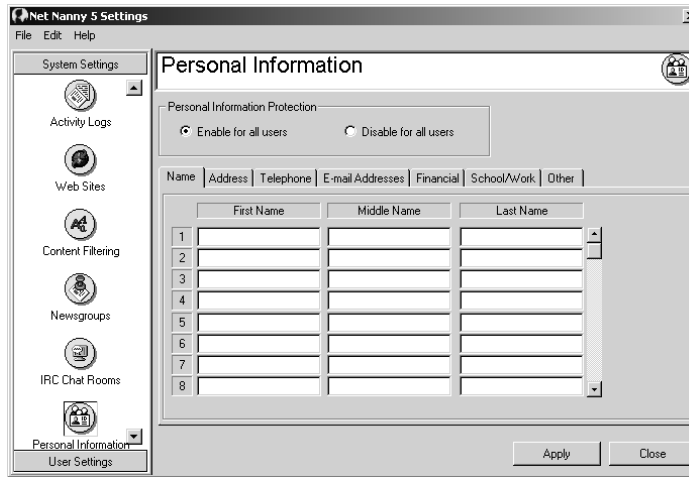
**Activation applies to ALL users other than the administrator, including the Anybody account.** The information you can manage with this feature includes names, addresses, phone numbers, credit card and bank account numbers, e-mail addresses and other personal information that you specify.

Net Nanny scans outbound communications leaving your computer and looks for data from Personal Information. If it detects personal data, it masks the characters and allows transmission of the message only after Net Nanny modifies it.

**Important:** If you choose to mask your email address and or your telephone number and you submit a request for technical support, we will not be able to contact you, as we will receive the mask characters (####) instead of your contact information. To get around this problem, either log on as the administrator or deactivate Net Nanny when you submit your technical support request.

### To enable or disable personal information

1. Select System Settings from the icons bar.
2. Select the Personal Information icon.



3. Select one of the following:
  - Enable for all users to turn on this feature for all users. Net Nanny protects the personal information you enter here.
  - Disable for all users to turn off this feature for all users. Net Nanny does not protect any personal information you enter here.

**Note:** This setting does not apply to the administrator. If you are logged on as the administrator and want to make a purchase, fill in a form, or send an e-mail message that contains personal information, you do not need to temporarily disable the Personal Information protection feature of Net Nanny or temporarily deactivate Net Nanny.

### Names

You can enter up to 26 names. Keep in mind that Net Nanny cannot read language context. If you type the state name of “Virginia” frequently and wish to have it blocked as the name of someone in your household, every mention of the state will be masked with pound sign symbols (#####).

Net Nanny checks for many combinations of these names and block them – in any combination – from leaving your computer. First and last, last-comma-first, and other common combinations will all be masked as soon as you enter data in (and activate) Personal Information. The masking applies in any context you mention the name. So, if someone in the household’s Personal Information record is named “John Adams” and someone in the household is trying to e-mail information on early American democracy that mentions John Adams the second President, the name will be masked with pound signs.

**Note:** If the information is in a file attached to the e-mail, it will pass unmasked – Net Nanny does not scan file attachments.

### To enter your family members’ names

1. Select the Name tab.
2. Type names in the text boxes provided.
3. Click Apply to save the settings.

You will need to enter at a minimum, the first and last name for each user in order for Net Nanny's filters to function properly. Net Nanny can filter for last name only, but this can be unreliable, especially if the last name entered shows up in other contexts—for example, “snow” might be a surname as well as something mentioned frequently in other contexts. “Other information” will block exact phrases. So, if someone in the household uses an unusual combination of words or has a specific series of titles associated with the rest of their name, enter that combination of data in “Other.”

Add all family names including nicknames. Include names of family pets, mother's maiden name, and names of grandparents. If you have enough space, include the names of your children's friends.

### Addresses

You can enter up to 8 addresses. If you enter your address, 123 Oak Street, for example, to e-mail to someone else, the e-mail message will contain pound signs (#####) rather than your street address.

#### To enter your home address

1. Select the Address tab.
2. Type information in the text boxes provided.
3. Click Apply to save the settings.

**Recommendation:** Include address for family relatives in the same city. Include city and state nicknames and abbreviations; for example, Los Angeles can be “LA” or “L.A.” This way, when Net Nanny scans for your data, it will find it if this is how it has been entered in an outbound message. Net Nanny will scan for your data in multiple combinations – you do not need to enter 123 Oak, 123 Oak St, 123 Oak Street, and other exhaustive combinations in the Address section. Enter your data as completely as possible and Net Nanny will take care of masking combinations and sub-combinations of that data.

### Telephone numbers

You can enter up to 6 telephone numbers. If you enter your telephone number (206-555-1212), for example, and someone tries to e-mail your phone number to someone else, the e-mail message will contain ###-###-#### instead of your number. Include phone numbers for your household, other family households, cell phone numbers, pager numbers, and children's phone numbers. You may also want to include your neighbor's phone numbers.

#### To enter your family's phone numbers

1. Select the Telephone tab.
2. Type information in the text boxes provided.
3. Click Apply to save the settings.

### E-mail addresses

**Important:** Use this feature with caution as you may get unexpected results. Net Nanny will filter out any e-mail addresses you include on this list. If you are having trouble sending or receiving e-mail, you may want to remove your address from this list. If you are trying to report problems with your e-mail to Net Nanny, be sure to deactivate Net Nanny before accessing our support web site.

#### To enter your family's e-mail addresses

1. Select the E-mail tab.
2. Click in a line and type the e-mail address. Enter one e-mail address per line.
3. Click Apply to save the settings.

### Financial information

You can enter up to 10 credit card numbers and up to 10 bank account numbers. If you enter your credit card information and someone tries to use it to make an online purchase, pound signs appear (#####-#####-#####) rather than your card number.

#### To enter your family's financial information

1. Select the Financial tab.
2. For each credit card, type the numbers for each segment. You can enter up to 10 credit card numbers.
3. For each Bank/Financial account, type one account number per line. You can enter up to 10 bank account numbers.
4. Click Apply to save the settings.

**Note:** Different credit card accounts are numerated differently, so the credit card information fields can accommodate up to 5 characters each.

### School and work names

You can enter up to 10 school/team names and up to 10 employer/work names. If you enter the name of your child's school and someone tries to type it in an IRC chat session, the chat message will contain pound signs (#####) rather than the actual school name.

#### To enter your family's work and school names

1. Select the School/Work tab.
2. Type the Schools/Team Names, one per line. You can enter up to 10 names.
3. Type the Employer/Workplace Names, one per line. You can enter up to 10 names.
4. Click Apply save the settings.

### Other information

You can enter up to 30 lines of additional information. For example, if you enter your Social Security Number in this section of Personal Information, and someone tries to e-mail your number to someone else, pound signs (###-##-####) appear rather than your number.

#### To enter other family information

1. Select the Other tab.
2. Click in the line and type the information, for example a Social Security Number.
3. Click Apply to save the settings.



## Using Net Nanny

*Accessing the Web, monitoring activities, maintaining your system*

This section covers the following topics:

- Logging on and logging off
- Turning Net nanny off and on
- Monitoring online activity
- Managing your system

### Logging On And Logging Off

Users log onto the Internet by typing in their assigned username and password (optional for some users) from their user account in the Net Nanny User Logon window. Users can log on from the Start menu or the system tray menu.

#### To log on from the Start menu

1. Click Start, choose Programs, choose Net Nanny 5, and choose Net Nanny User Logon. The Net Nanny User Logon window opens.



2. To log off the current user, if any, click Log Off.
3. Choose your name from those listed in the Current User box.
4. Click Log On.
5. If prompted, type your assigned password in the Password box.
6. Click OK.
7. Access the Internet in your usual manner.

**To log off**

1. Open the Net Nanny User Logon window as described above.
2. Ensure your name is selected as the current user.
3. Click Log Off.

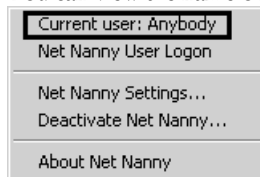
**Determining which account you are currently using**

There are three ways to identify the current user who is logged onto Net Nanny.

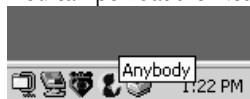
- You can open the Net Nanny User Logon window as described previously.



- You can view the name of the current user at the top of the system tray menu.



- You can point at the Net Nanny icon in the system tray for a moment and a tool tip displays.

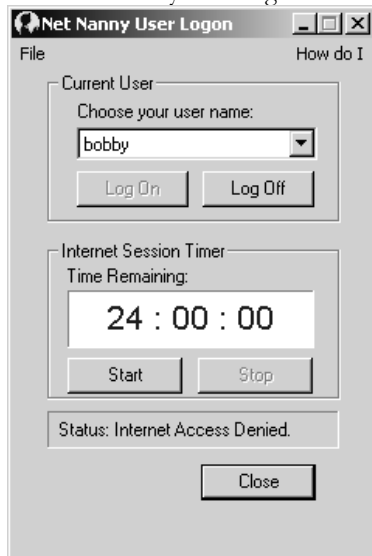
**Using the Internet session timer**

A user, whose user account has been setup with a daily time limit restriction, can manage their allotted time using the Start and Stop buttons on the Net Nanny User Logon window. The buttons are available only to users during non-blocked times of the day (if time periods have been blacked out by the administrator) and who have time remaining from their daily time limit (if one has been set by the administrator.) The timer portion of the user logon window only appears when a user has time limits.

**Important:** If a user has time limits, that user must start the timer every time to use access the Internet.

**To use the session timer**

1. If the Net Nanny 5 User Logon window is not already visible on the desktop, right-click on the system tray icon to display the menu.
2. Select Net Nanny User Logon.



3. On the logon window, do one of the following:
  - To start the session timer, click Start.
  - To stop the session timer, click Stop.

**To add time to an expired session**

1. If the Net Nanny User Logon window is not already visible on the desktop, right-click on the system tray icon to display the menu and select Net Nanny User Logon.
2. On the logon window, select the File menu.
3. From the File menu, choose Extend Session Time.



4. In the Extend User Time window, type the number of minutes.
5. Enter the administrator password.
6. Click OK. The time display updates.

The user can then re-start the session timer by clicking the Start button.

## Turning Net Nanny Off And On

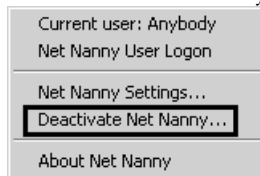
For Net Nanny to work, it must be turned on. Occasionally users may need to access the Web without the protection Net Nanny provides. At these times, the administrator can turn off Net Nanny.

Net Nanny provides free web-based and e-mail-based support to registered customers through its web site [www.netnanny.com](http://www.netnanny.com). When contacting support online, it is best that you do so with Net Nanny in **deactivated** state.

If you leave Net Nanny activated it may filter important information you are sending to support such as error messages, example URLs or your contact information. If this type of information is masked, it is extremely difficult to assist you.

### To activate or deactivate Net Nanny

1. In the system tray, right-click on the Net Nanny icon.
2. Select Activate Net Nanny or Deactivate Net Nanny.



3. When prompted, type the administrator password.
4. Click OK.

## Monitoring Online Activity

Net Nanny gives you several tools to monitor the Internet activity of users including a summary report (Activity Summary) you can personalize for a specific user or category of activity that can be emailed to you, a detailed report (Activity Details) of all Internet activity (permitted and restricted), a detailed report of restricted activity attempts by users, and a detailed report (IRC Chat report) of IRC Chat activity including the actual contents of the chat conversation.

Net Nanny has several options that when used together can effectively monitor one or more users unobtrusively. These options include choosing to setup the Activity Summary report to monitor a specific user; and choosing user restrictions that are not enforced by Net Nanny but are rather written to the activity logs without the user's knowledge.

### Working with the Activity Summary report

The Activity Summary report includes the following information:

Type	Description
Summary date range	The start and end dates of the information included in the report.
User sessions	Net Nanny calculates user sessions by the number of session starts and stops (via the session timer). Excessive sessions for a particular user may indicate a user attempting to circumvent Net Nanny. Only applies if you have setup at least one user with time limits.
Violations	The number of violations for each user, in each Internet content area. You can customize this display and choose to show only specific users and specific categories.
Log files	Indicates the size of the Net Nanny log files (reports) and calculates the space remaining on your hard disk.
Email notification	Indicates if you have chosen to turn on email notification.
Most recent list	View at a glance when your database of lists was last updated. The more current the date,

update	the more protection offered by Net Nanny.
Date & time tampering	Indicates if the system has detected any tampering. Tampering is defined as a 2 hour or more variance between the PC clock and the Internet atomic clock..

### Customizing by user and content category

You can personalize what information appears in the list of violations on the Activity Summary report by choosing specific users and/or specific categories.

#### To personalize the report

1. Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
2. On the Activity Summary tab of the Activity Logs window, click Settings.
3. In the Activity Summary Settings window, select the Violations Summary tab.
4. On the tab, add and remove the users accounts and the categories as needed.
5. Click OK to close the window.
6. On the Activity Summary tab, click Apply to save the changes.

### Notification by email

You can specify Net Nanny to send you a daily or weekly copy of the Activity Summary report to two different email accounts. Email is always sent the following day. For example, yesterday's daily report is sent today, when the first person logs onto Net Nanny. Likewise, Monday's report is sent Tuesday when the first person logs onto Net Nanny.

#### To setup email notification

1. Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
2. On the Activity Summary tab of the Activity Logs window, click Settings.
3. On the Email tab, follow the steps.
4. Click OK to close the window.
5. On the Activity Summary tab, click Apply to save the changes.

### Printing, exporting or deleting data

When you delete the Activity Summary report, you also delete the Activity Details log.

#### To print, export or delete the Activity Summary

1. Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
2. On the Activity Summary tab do one or more of the following:

Click this	To do this
Delete All	To clear all the information in the Activity Summary and all the data in the Activity Details.
Export	To export the data to another application, such as Microsoft Excel.
Print	To print the Activity Summary report to your printer. The printed report has the same format as the emailed version of the report.

## Working with the Activity Details report

The Activity Details report includes the following information:

Type	Description
Number (No.)	Each entry in the log is assigned a unique number to identify it.
Date	The date the activity occurred.
Time	The time the activity occurred.
User	The name of the user account that performed the activity.
Violation	The category in which the violation occurred.
Pattern	If a pattern match triggered a violation, the specific pattern appears here.
Activity	Other details such as the URL the user went to.

### Activity Details Settings

You can choose to log all activity or only user violations.

#### To choose the report detail

1. Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
2. In the Activity Logs window, select the Activity Details tab.
3. On the Activity Details tab, click Settings.
4. In the Activity Log Settings window, choose the level of logging.
5. Click OK to close the window.
6. On the Activity Details tab, click Apply to save the changes.

### Viewing web sites listed in the Activity Details

You can view web sites, both permitted or restricted, directly from the report.

#### To view web sites

1. Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
2. In the Activity Logs window, select the Activity Details tab.
3. Select a row in the table.
4. In the Go box, ensure “View selected web site” is selected.
5. Click Go. Your browser launches.
6. Close the browser to return to the report.

### Adding web sites to your restricted or permitted lists

You can add a web site directly to your list of allowed or blocked web sites from the log.

#### To add web sites to your list

1. Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
2. In the Activity Logs window, select the Activity Details tab.
3. Select a row in the table.
4. In the Go box, choose “Add to My Permitted List” or “Add to My restricted list.”
5. Click Go.

### Submitting web sites for inclusion in the Net Nanny database

You can help improve the Net Nanny list of restricted web sites and the list of permitted web sites by submitting web sites you find to Net Nanny. You can do this directly from your Activity Details report.

#### To submit a web site

1. Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
2. In the Activity Logs window, select the Activity Details tab.
3. Select a row in the table.
4. In the Go box, choose “Send to Net Nanny.”
5. Click Go.

### Printing, exporting or deleting data

When you delete the Activity Details log, you also delete the Activity Summary report.

#### To print, export or delete the Activity Details log

1. Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
2. In the Activity Logs window, select the Activity Details tab.
3. On the Activity Details tab do one or more of the following:

Click this	To do this
Delete All	To clear all the information in the Activity Summary and all the data in the Activity Details.
Export	To export the data to another application, such as Microsoft Excel.
Print	To print the Activity Details report to your printer.

### Managing the IRC Chat report

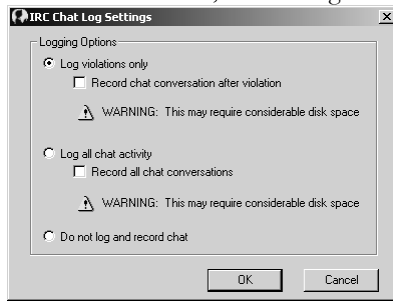
The IRC Chat report includes the following information:

Type	Description
Number (No.)	Each entry in the log is assigned a unique number to identify it.
Date	The date the activity occurred.
Time	The time the activity occurred.
User	The name of the user account that performed the activity.
Violation	The category in which the violation occurred.
Pattern	If a pattern match triggered a violation, the specific pattern appears here.
Activity	The name of the chat room accessed by the user.

#### To choose the report detail

1. Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
2. In the Activity Logs window, select the IRC Chat tab.

- On the IRC Chat tab, click Settings.



- In the IRC Chat Log Settings window, choose the level of logging.
- Optionally, choose to record the chat conversations.
- Click OK to close the window.
- On the IRC Chat tab, click Apply to save the changes.

#### To print, export, or delete the IRC Chat log

- Within the Net Nanny Settings window, select the Activity Logs icon in the left pane with a single click.
- In the Activity Logs window, select the IRC Chat tab.
- On the IRC Chat tab do one or more of the following:

Click this	To do this
Delete All	Clear all the information in the IRC Chat report and any recording conversations.
Export	Export the data to another application, such as Microsoft Excel.
Print	Print the IRC Chat report including any recorded conversations to your printer.

### Unobtrusively monitoring a user account

When you setup user restrictions, you can assign as many restrictions to a specific user account as you want and then have Net Nanny monitor (not enforce) those restrictions. This enables you to monitor a user's activity without Net Nanny notifying the user when one of the user's actions is a violation of their user account restrictions.

This is most effective when you set up the user account to have no password required and no time limits.

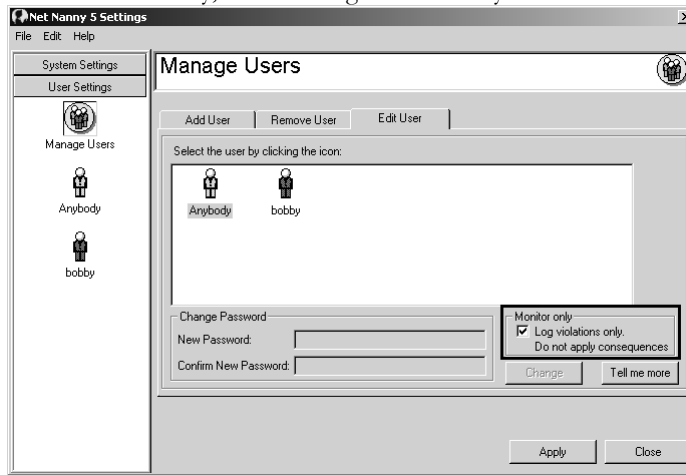
**Important:** If you choose time limits for a user, that user must always start and stop the session timer even if you choose the option to unobtrusively monitor the user account.

#### To monitor a user account setup with user restrictions

- Within the Net Nanny Settings window, select the User Settings button in the left pane with a single click.
- In the Manage Users window, select the Edit User tab.
- On the Edit User tab, select the icon representing the user with a single click.



- Under Monitor Only, select the Log violations only check box.



- Click Apply to save the changes.

## Maintaining Your System

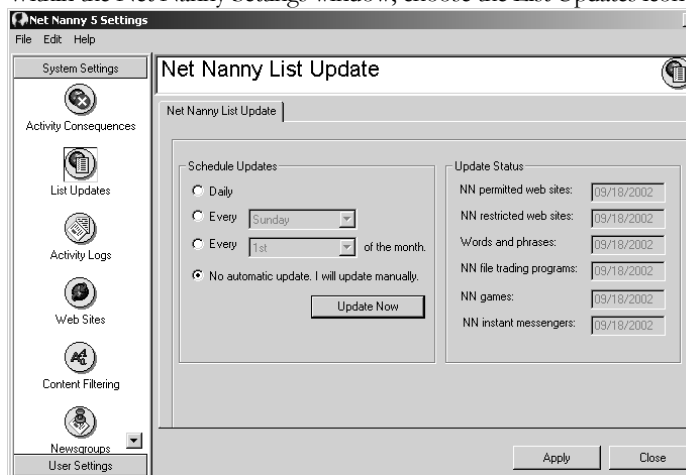
It takes very little time on your part to keep Net Nanny running smoothly after you have configured the user accounts and the system settings to best meet your needs. Once you have completed this section, you will be able to specify when you want your Net Nanny lists updated, minimize time tampering on your PC by savvy users who want to circumvent any time limits you have set up for them, and you will be able to delete the log files.

### Keeping the list database current

The Net Nanny software installed on your PC depends on current information to protect your users. Net Nanny makes this information available through database list updates. Using your Internet connection, Net Nanny downloads list updates to your computer. If the computer is not used on the days selected, the list will update the next time you log on the computer or will update the next scheduled day. While the update is downloading from the Internet, the Net Nanny icon in the system tray flashes, indicating the download is in progress. Users and administrators may continue to access the Internet during this download; however, performance may be slower than normal.

#### To update the Net Nanny lists

- Within the Net Nanny Settings window, choose the List Updates icon in the left pane with a single click.



2. Under Schedule Updates, choose one of the four options.
3. To view the dates of the list updates, review the information under Update Status.
4. Click Apply to save the changes.

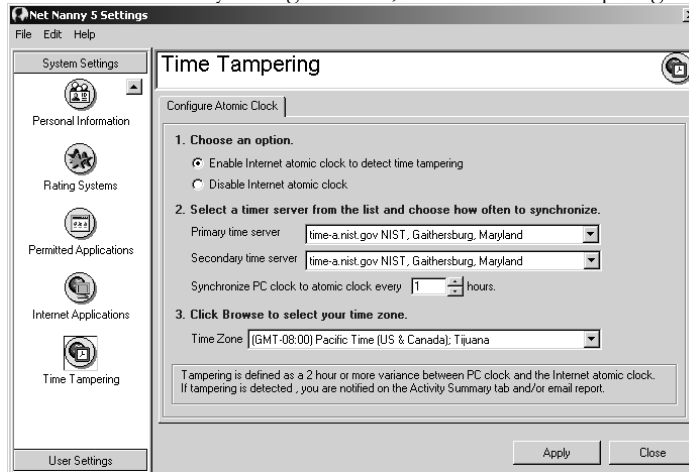
## Minimizing PC time tampering

You can discourage users from tampering with the date and time of your PC by activating an Internet atomic clock. Tampering is defined as a 2-hour or more variance between the PC clock and the Internet atomic clock. If tampering is detected, you are notified on the Activity Summary tab and/or email report.

**Important:** Net Nanny does not prevent time tampering. Net Nanny notifies you when time tampering is detected.

### To minimize time tampering

1. Within the Net Nanny Settings window, select the Time Tampering icon in the left pane with a single click.



2. In the Time Tampering window, follow the steps to configure the atomic clock. Adjust the “Synchronize PC clock to atomic clock every “X” hours”. This may be adjusted from 1 to 12 hours. This will allow Net Nanny to automatically synchronize to the atomic clock.
3. Click Apply to save the changes.

## Managing hard disk space

You can delete the Activity Details log file, which also deletes the summary of the information, at any time. As a safeguard, Net Nanny will automatically delete the log file when it contains 9999 records. If you decide to record IRC Chat conversations, the IRC Chat log can grow in size very quickly and you will need to delete it regularly.

All information in the Activity Summary, Activity Details, and IRC Chat logs can be exported for use in another application (for example Microsoft Excel) or saved for future reference. You can also print the files if you prefer a paper record.

From time to time, the large volume of files created to log chat transcripts may begin to interfere with efficient operation of your computer. You may want to move these files from your computer to disks, and erase them from your computer's memory in order to save memory space.

- Navigate to the folder where the files reside by launching Windows Explorer. The folder will typically be called C:\Program Files\Net Nanny\Logs.
- If you cannot find the folder: select Find from your Start Menu, enter Net Nanny\Logs, and click Search.
- Select the files you want to keep record of, and drag them to the A: drive in Windows Explorer, or whatever drive you use for removable media. Make sure you have a disk in your drive.

#### To delete the Activity Summary and Activity Details

**Important:** Deleting one log deletes the other log. The summary is based on information in the details. If you delete one, the other deletes automatically.

1. Open Net Nanny Settings from the Start menu.
2. In the system settings, click the Activity Logs icon.
3. In the Activity Logs window, do one of the following:
  - On the Activity Summary tab, click Delete.
  - On the Activity Details tab, click Delete.

You can also delete the chat log as described below.

#### To delete the IRC Chat log

1. Open Net Nanny Settings from the Start menu.
2. In the system settings, click the Activity Logs icon.
3. Choose the IRC Chat tab.
4. Click Delete.



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