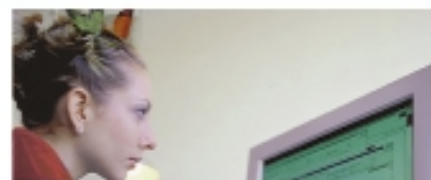


# made Safe Child



## User Guide

[www.madesafe.com](http://www.madesafe.com)

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## 1 01 Welcome

Congratulations on your recent purchase of madeSafe Child. madeSafe Child is an Internet content filtering product designed to protect your family from the dangers of the Internet. Advances in computer and telecommunications technology that allow children to use and explore a much wider spectrum of knowledge and communication, also leave them exposed to inappropriate material or even worse, vulnerable to computer-sex offenders. This product gives you as a parent, a range of powerful and easy-to-use tools that will give you the guidance and peace of mind to let your child surf the Internet with confidence.

Included with madeSafe Child is a comprehensive User Guide, as well as our award-winning Privacy Guide. We recommend that you take the time to read these documents carefully.

- » **User Guide**
- » **The Essential Privacy Guide**

We want you to get the most from the software, as well as provide many of the answers to your most important questions. And finally, but most importantly, a child has the right to privacy and as a parent it is your responsibility to protect that right. MadeSafe Child is an important first step in that duty of care.



## 1 02 How to install & register the software

- » 1. You will need to be online to install and register your madeSafe software.
- » 2. Insert the CD in the CD-ROM drive in your computer. If you have acquired madeSafe Child from a digital download, locate the icon of the file you downloaded on your PC.
- » 3. Follow the instructions on each screen of the Installation program.

## 1 03 System Requirements

Please ensure that your computer has the following minimum specification:

- » Microsoft Windows 95/98/Me/NT/2000/XP
- » Minimum 486 Processor
- » Minimum 16 MB RAM
- » Minimum 50 MB hard disk space
- » Web Browser (preferably IE4/Netscape 4 or above)
- » An Internet Account
- » CD-ROM

## 1 04 How to get technical support

If a problem arises with your madeSafe product, please refer to the troubleshooting section of this guide. If you still have difficulties:

- » You can e-mail free us at [support@makesafe.com](mailto:support@makesafe.com)
- » Through the Help button within madeSafe's Companion interface
- » Visit our web site at [www.makesafe.com](http://www.makesafe.com) to download a copy of the User Guide
- » Contact our helpline on 0906 614 0997\*

Free e-mail support is available to registered madeSafe users in the United Kingdom between the hours of 9:00 AM-5:00 PM Monday to Friday. Please allow 24 hours for a response, although we do our best to respond in less time.

\* Helpline calls are charged at 50 pence per minute

## Configuring madeSafe Child

Having successfully installed madeSafe Child you will now be required to follow the 3-step, colour-coded sequence within madeSafe Child's player interface. They are as follows:

### Step 1

1. Once you have successfully installed your software, the left hand window within the player interface entitled Parent Settings will be outlined in Red. Some of the boxes within Settings will be ticked to give you selected filtering by default. Enhance or disable the Parent Settings as required.

2. Enter your Password. It should be not less than eight characters. Then enter it again to confirm. The left-hand window is now enabled.

### Step 2

1. Having established any additional keywords or web sites the middle window entitled Parent Additions will now be highlighted in Amber. This enables you to add key words or phrases as required.

2. The Allowed Web Sites, facility allows you to add websites that you do not require blocking.

### Step 3

1. The right-hand window of madeSafe Child's player interface entitled Activity log is your way of establishing what web sites they have visited and whether they have tried to access unauthorised web sites. This will be outlined in Green when you first view the player interface so that you are aware of this valuable and discreet facility.

Now that you have successfully installed and configured madeSafe Child you have given the red Stop light to the dangers of the Internet. From now on it's just a case of watching over your child's online activities and exploring some of the additional features (2.02).



Parent Settings



Parent Additions



Activity Log

## 02 madeSafe Child Player Interface

### Parent Settings

Parent Settings (coloured Red) is designed to enable you to customise madeSafe Child to reflect your family's priorities. There are ten settings and whilst configuring your software (2-01) we have activated five features to ensure a default level of protection for you and your child. The ten settings are as follows:

#### Block Pop-ups

Many web sites, including some significant household names use pop-ups to highlight offers, products or services. Less scrupulous sites and in particular pornographic web sites will trigger multiple pop-ups which are difficult to get rid of. So they may as a consequence be subjected to images that are wholly inappropriate.

#### Block Chat rooms

Chat rooms are a great way for children to communicate with other children. Unfortunately, the anonymity of these environments can attract paedophiles intent on befriending and exploiting children. It is very important that your child follows point two of the Privacy Code and never does anything to reveal their identity to anyone other than those that are known to you. Get your child to follow the simple tips and always get them to share any dialogue that they feel uncomfortable with. Teach them to use the Panic Button if they feel uncomfortable or unsafe. This will sound an audio alarm and take screen shots of the PC screen which may assist you in establishing if your child is in danger

#### Block Newsgroups

These are interest groups that form around a hobby, cause or activity. A Newsgroup (sometimes called a Usenet) is a virtual memo board where messages, images and attachments are available in open forum. Some are public, free-to-all areas, others are private and require some kind of registration.

#### Disable Blocker

This effectively disables madeSafe Child. As a parent This will free you from the constraints that may be appropriate for your children but not for yourself.

#### Disable Keyword filtering

This disables the keyword filtering feature.

#### Start when Windows starts

madeSafe Child will automatically activate when Windows starts.

#### Window always on top

This will place the madeSafe Child player interface in the foreground of any window or application that may be running at the time.



#### Run in Stealth Mode

This feature disables the Shield symbol when an Objectionable web site or keyword is found. Instead, Windows will display the default page error message. This feature is sometimes less intimidating to a child and yet allows you as a parent to discreetly monitor your child's activities.

#### Enable Community

This automatically updates your web site database with any objectionable or inappropriate web sites. Because of madeSafe Child's extensive and active user base this provides a valuable extra layer of protection

#### Enable Time Controls

Click on the Show Time Controls button at the bottom of the Activity Log window (coloured Green) on the right-hand side of the Child player interface. This will enable you to set the day and time that you require madeSafe Child to be operational. These two windows allow you to add keywords or web sites to reflect your family's requirements in terms and content and protection.

### Parent Additions

These two windows allow you to add keywords or web sites to reflect your family's requirements in terms and content and protection.

#### Blocked keywords

As a child gets older you may wish to broaden their range of Internet access.

#### Allowed Web Sites

This allows you to authorise web sites, often filtered out because of a word when taken out of context seems offence or inappropriate.

#### Blocked Sites

Again, there may be web sites you feel as a parent is inappropriate and this enables you to add them as you feel fit.

### Activity Log

This monitors all online activity including web sites and web-based chat rooms. By knowing the date, time, user and web address you can discreetly watch over your family's activities.



### Panic Button technology



This unique piece of technology allows your child to take control of a situation whilst online and also alert you as a parent as to potential danger. There are three parts to this technology. All happen automatically and are designed to give your child a simple way of dealing with a situation that they feel challenged by.

#### » Panic Button

When the child clicks the panic button in the desktop tool bar, madeSafe automatically take the PC offline and initiates both an audio alert and a screen capture.

#### » Audio Alarm

This gives you an audible sound so that if a parent or carer is in the vicinity they can come the the childs assistance.

#### » Evidence Capture

In order to help better understand the circumstances surrounding the child's use of the panic button, madeSafe does a screen capture of the last screen they viewed. This could give you useful information about the chat room dialogue or inappropriate content.

### Age-banded "Safe Surfing" facility

Whilst it is important that a child feels free to browse the internet freely, parents may choose to select one of the three age-banded categories to provide a more structured approach. We have selected some of the very best children's websites to help you, many with a broad range of content and commitment to online child safety.

#### » 0-7 Years old

During your installation makesafe will automatically load the 3 balloon icon on the desktop.

#### » 7-12 Years old

We have selected a number of websites, many based around curriculum guidelines. These are automatically loaded into Favourites.

#### » 12-16 Years old

This list includes some of the more mature websites. They include news, current affairs, careers and content more appropriate to this age group.



## 04 Learning the Privacy Code

The Privacy Code is designed to give your child a protective framework within which they can use the Internet. By configuring madeSafe Child you have established the parental controls to make this as discreet and effective as possible.

Once you have configured madeSafe take time-out to read the Quick Parent Guide. And to get a better understanding the wider topic of PC Privacy take a look at The Essential Guide to PC Privacy. Both include straightforward guidance, useful tips and links to some of the very best web sites.

Encourage your Child to follow the Privacy Code, share their experiences and monitor their activities.

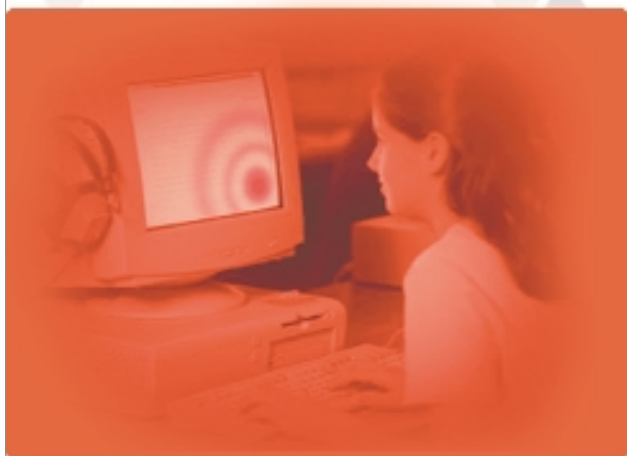
Stop, Think & Go is a memorable and simple code designed to enforce a more holistic approach to parental control. You as a parent are part of that code and your child should see that their privacy and safety is very important to you.

**By installing and configuring madeSafe Child you have taken that all - important first step towards protecting your children from the dangers of the Internet.**

The **STOP** part of the code is **installation**. By determining the settings that matter you as a parent, you should see this as the **THINK** part. Taking the time to ensure they are surfing web sites that are age and content appropriate. By logging their activities and making good use of the timer you enable your child to **GO** learn and have fun.

Why not get them to put the Quick Guide for Children (it's designed to be an A4 poster) in a prominent place next to the family PC. And why not get them to sticker the PC with madeSafe's high-impact chrome logo.

And finally, teach your children that ultimately, if they ever feel uncomfortable or unsafe whilst they are online, they have the control. Make them feel that they can come to you to share the good and the bad. And to use the panic button technology whenever they feel uneasy.



Teach your children to click the panic button if they feel unsafe !

## 05 Quick Guide for Parents

Whilst it is very important that your child follows the Privacy Code, it will only be truly effective if they see you as a partner in that process. Here is a Privacy Code for parents with some useful tips and guidance. Remember, the importance of child privacy goes well beyond the PC. However, see it as an important first step or valuable addition to your privacy regime.

### 1. Ensure the family PC is in a central location where everyone has access.

- » Teach them to double-click the Stop icon if they feel unsafe
- » Display the Privacy Code Poster (02 06) close to the family PC to reinforce the message

### 2. As a parent, I will work with our child to implement the Privacy Code and talk to them about the importance of privacy.

- » Load the Safe Surf web sites into favourites
- » Report objectionable web sites or chat rooms to your ISP

### 3. Always be discreet about how you monitor a child's activities on the PC. They must be free to explore, learn, communicate and have fun.

- » Check the log of accessed or unauthorised web sites on a regular basis
- » Add keywords and web sites to Child to stay one step ahead
- » Set the Timer to ensure they are only online when you think it's appropriate
- » Why not subscribe to Protection Updates for the ultimate in protection

### 4. Find out where else your child may have access to a PC and whether there are adequate safeguards in place. Schools, libraries or a friend's house are all possibilities. Check that they have the same protection for your child.

- » Why not pass on a copy of the Privacy Code where it is not implemented

### 5. Remember, the PC is only one means by which children are approached.

- » If they have any contact or interaction with an adult you do not know, check them out personally.

### 6. As a child gets older and matures they push the limits of the protection you have given them. And whilst you can't stop a child's natural curiosity, you must teach them to tell you when they get into situations that make them feel uncomfortable or threatened.

- » That's why the Privacy Code is a great way to start building that relationship.

### 7. And finally, as a parent or carer stay informed and always be alert.

There are some outstanding organisations who offer excellent advice, resource and up-to-date information. Here is a small selection of UK and US web sites, many with their own advice, tips and resource:

<http://news.bbc/1/hi/technology/2231407.stm>

Entitled 'Safe Surfing for Kids,' as you would expect from the BBC it includes the very latest in advice and news.

[www.nspcc.com](http://www.nspcc.com)

Probably one of the most well-known charitable organisations fighting cruelty and abuse of children. It's a web site worth visiting just to understand the wider issues.

[www.wisekids.org.uk](http://www.wisekids.org.uk)

Wise Kids is a new initiative (October 2002) whose aim it is to work with communities, youth organisations, local education authorities and schools throughout Wales to raise awareness of positive and safe Internet use. A good resource site.

[www.links4kids.co.uk](http://www.links4kids.co.uk)

A great web site to add to your age-band selection of favourites. There are lots of categories including Parents, Teachers Resource, Educational, Kid and Teen Sites.

[www.pin.org.uk](http://www.pin.org.uk)

The Parents Information Network is an independent service helping parents to support their children's learning through the use of computers, software and the Internet. As well as offering a wide range of advice it operates an excellent evaluation service, including Internet content filtering documents.

[www.icra.org](http://www.icra.org)

An independent, non-profit organisation that provides a rating system for web site content, as well as some excellent advice.

[www.ftc.gov/kidsprivacy](http://www.ftc.gov/kidsprivacy)

This US government web site has some of the most comprehensive available online, with fun imagery and categories which include Parents, Kids and Teachers.

[www.fbi.gov](http://www.fbi.gov)

The impressive site talks frankly about the issues from an United States perspective. Take a look at the Parents Guide to Internet Safety as well as the Innocent Images National Initiative (INI) and Crimes Against Children (CAC) Program.



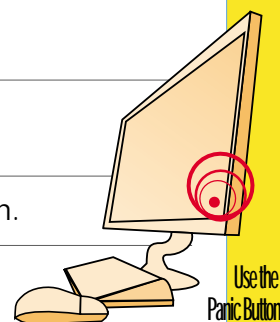
## 2 06 Quick Guide For Children

please cut off and place near computer where it is easily seen.

# Internet Safety Guide



- 1 If I see anything that I don't understand or I am asked to do something that makes me uncomfortable, I will tell my parents or an adult.  
*Tip: Why not click the Stop icon on your desktop if you feel unsafe.*
- 2 I will NEVER tell anyone personal things about me or my family Name, address, age, sex, telephone number, school or club I go to.  
*Tip: Always use a nickname rather than your real name online*
- 3 I will not arrange to meet people I meet on the Internet unless I have my parent's permission.
- 4 I will not send pictures of me or my family without my parent's permission.
- 5 If I receive an e-mail from someone I do not know I will not open it.  
*Tip: Get an adult to ensure you have good anti-virus software loaded*
- 6 I will always ask an adult permission to go online.  
*Tip: Get an adult to set the Timer in madeSafe Child in advance.*
- 7 I will not buy or order anything on the Internet unless I have an adult's permission.
- 8 I will not leave my laptop unattended outside the home.  
*Tip: Leave it with an adult.*
- 9 I will not use bad language on the Internet. I will be polite, courteous and respect other people's privacy.  
*Tip: If others use bad language on the Internet tell an adult.*
- 10 Wherever I use a PC I will always THINK of the consequences of my actions and if ever in doubt talk to an adult



[www.madesafe.com](http://www.madesafe.com)

## 3 01 Troubleshooting

Solarsoft is committed to excellent service and support. Our aim is to provide you with all necessary professional assistance in the use of our madeSafe software and services. Before e-mailing us for assistance, please read the following pages.

Symptom	Probable Causes	Solution
I don't know the password?	The default password is enabled	The default password is <i>Password</i>
A site is displayed that I think is objectionable.	URL not in database	Add the URL to your blocked site database
Some sites that are OK, will not open	Block pop-ups enabled	Disable the block pop-ups check box.
I cannot find the evidence image. Where is it?	Desktop cluttered with icons	On the desktop icon named <i>Panic Log</i>
I know the kids have used the internet but there is no log file?	Security has been breached	Change the Master password immediately
I set-up madeSafe Child and all objectionable sites are showing.	Wrong button clicked	Enter madeSafe Child again and click "Hide Child" not "Exit Child"
I am trying to teach my child about sex education, but madeSafe Child blocks the site.	Key words are filtered	Either enter your password to allow access or disable keyword filtering
<b>madeSafe Child does not seem to work with AOL</b>		<b>Use an alternative browser as AOL is a proprietary interface</b>
I don't want my child to know that I have an internet filter installed, is there a way of stopping the shield being displayed?		Yes simply check the box labelled "Run in stealth mode"

## Explaining the terminology

There is huge range of terminology in computing. Here are some terms used in the sphere of PC privacy and security:

### ■ ■ Encryption

A security technique to prevent access to information by converting it to cipher text (scrambled, unreadable text). The cipher text must then be decoded by the Internet user before it can be read. Encryption can be used to secure everything from sensitive computer files to the transmission of financial data across the Internet to calls made on digital cellular telephones madeSafe uses symmetric encryption, used by governments and an algorithm called Blowfish which remains unbroken and totally secure.

### ■ ■ Chat rooms

These virtual areas provide a text based communication medium, often based around a theme, community or for more general discussion. Although many chat rooms are monitored, the anonymity of this environment can attract paedophiles or bring your child into contact with others that you may feel inappropriate. This is where protecting the child's identity is of paramount importance.

### ■ ■ Cookies

A small piece of information which a web server can store through your web browser onto your hard drive disk, and later read back from your browser. Web sites collect this information from you based on a utility referred to as a Cookie. Cookie programs can collect information on where you have been on the Net. They are built-in automatically to both Netscape Navigator and Microsoft's Internet Explorer, but maybe disabled. The information they collect is stored on your hard drive. Whenever you visit a site more than once, that site accesses your cookie file to see what you viewed before in order to know more about what you are interested in.

### ■ ■ Firewall

A security process which programs one computer system to control the flow of information between the Internet and other Intranet computers. The computer system barrier prevents outsiders from accessing an enterprise's internal network: the internal network, then, accesses the Internet indirectly through the firewall system.

### ■ ■ Hacker

Someone who gains unauthorised access to your PC often over the Internet or via a network.

### ■ ■ Newsgroups

These are interest groups who form around a hobby, cause or activity. A Newsgroup (sometimes called a Usenet) is a virtual memo board where messages, images and attachments are available in open forum. Some are public, free-to-all areas, others are private and require some kind of registration.

### ■ ■ PGP

Stands for 'Pretty Good Privacy.' A public-private key cryptography system which comprises of two keys; one is a public key that you disseminate to anyone who you want to receive a message. The other is a private key that you use to decrypt messages that you receive. Recent breaches have brought into question this well publicised implementation

### ■ ■ PKI (Public Key Infrastructure)

A widely available certificate system for obtaining an entity's public key with a high level of certainty that you have the "right" key and that it has not been revoked.

### ■ ■ Pop-ups

Many web sites, including some significant household names use pop-ups to highlight offers, products or services. Less scrupulous sites and in particular pornographic web sites will trigger multiple pop-ups which are difficult to get rid off. So they may as a consequence be subjected to images that are wholly inappropriate.

### ■ ■ Spyware

Spyware is a programme that appears on the hard disk from the internet and secretly gathers information about the user without their knowledge.

### ■ ■ Trojans

Seemingly benign or harmless programs that actually attack computer systems - hence their name.

### ■ ■ Virus

A program designed to attack computer systems via the Internet. There are many types (see Trojans and Worms) but they usually spread rapidly online causing significant disruption and inconvenience.

### ■ ■ Worms

Worms are malicious programs that spread themselves automatically over the Internet. Recently well publicised worm virus's like Code Red and Nimda, aimed at company servers, have caused millions of pounds of damage in clean up costs and loss of business.

## Other madeSafe software Products and services

PC privacy and security is a way of thinking rather than a process or policy. You will never be completely free from threat or harm, but you can dramatically reduce the probability of being a victim. Data is a very fragile medium, we rely so much on its availability and integrity, that when it's lost, damaged or compromised it can often have dire and unforeseen consequences.

madeSafe is designed to provide a fully functional response to every eventuality along the axis of risk. For example, the theft of a laptop is not simply about the security of the data, but also the financial loss and staying operational post this unfortunate event. This is where madeSafe's unique blend of products and services comes into its own.

For more information or to buy any of the madeSafe's extensive range of products and services why not visit [www.madesafe.com](http://www.madesafe.com). Alternatively, madeSafe is available through most UK retailers or computer resellers.

**Visit:** [www.madeSafe.com](http://www.madeSafe.com)

Call: +44 (0) 870 872 8210

Email: [sales@madeSafe.com](mailto:sales@madeSafe.com)

### Solarsoft Ltd.

Phillips House, Station Road, Hook, Hampshire,  
United Kingdom. RG27 9HD

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## Home Edition

### Essential Data Protection and Privacy for your Family

Let madeSafe™ Home protect your family's confidential information in three easy steps. Select, Encrypt and Hide.



## Business Edition

### Essential Data Protection and Security for your Business

madeSafe™ Business gives you three user licenses in one product and works with all traditional anti-virus and firewall products, enabling you to offer extended Cellular secure access and add other colleagues or wider workgroups. In fact, totally scalable security, company-wide.



## Mobile Edition

### Essential Data Protection and Privacy for your Laptop

Let madeSafe™ Mobile protect your confidential information in three easy steps. Select, Encrypt and Hide. It's unique Cellular structure and back-up features give you complete peace of mind. Don't travel without it!



## Vault™ Personal Edition

### The Ultimate in Secure Online Storage

For the ultimate in PC privacy use madeSafe to encrypt and remotely store your most confidential information beyond the reach of hackers and those intent on unauthorised access. Secure back-up has never been easier!



## Disclaimer

Solarsoft Ltd does not claim that madeSafe software will guarantee the safety of your child. madeSafe Child is a tool designed to help you and your child decide what online content or communications you deem appropriate. It also seeks to alert parents to wider PC privacy issues so that they can take a more informed view on parental control. See madeSafe Child as providing that all important first building block in establishing a caring and shared learning experience.

## Notice

This software is intended for the use by the original purchaser only. Lawful users of this software are hereby licensed only to read the software on the enclosed CD from their medium into the memory of a computer solely for the purpose of executing it. Selling or otherwise distributing this software is a violation of the law.

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