

Top tips for Xbox 360, Xbox Live and Xbox One

This guide provides some specific advice about setting up parental controls on your Xbox 360 as well as your Xbox One and Xbox Live account. To learn more about safe and responsible gaming read our **How to Stay Safe Guide**.¹

The Basics

The Xbox 360 and Xbox One provide a wide range of exciting activities for young people. These devices have in-built wireless so they can connect to your home internet or other wifi hotspots if you sign up to Xbox LIVE. There are many online functions; for example, playing with people online, browsing the internet, viewing films and TV, purchasing games online, accessing Facebook and Twitter, and chatting to friends via text, voice and video chat.

Both the Xbox 360 and Xbox One have a range of free parental controls. These can be found on the Xbox LIVE account (to cover all of the online services) and on the devices themselves (for offline functions). You need to activate the console parental control settings on the Xbox 360, for example, to prevent your child playing age-restricted games or to set up a Family Timer so that you can restrict how long your children play. Xbox LIVE parental controls are a bit easier; by registering with your child's correct age for their Xbox LIVE account there will be automatic safety settings in place; for example, preventing your child from communicating by video chat, however you can customise these settings if you want. To filter inappropriate content while your children are browsing the web on the Xbox 360 or the Xbox One, you can also speak to your home internet service provider to look at options. For more information, look at our **video guide**.²

Three steps for parents

1. Understand the capabilities of gaming devices and how you as a parent can support your child to be smart and safe in their gaming. To help, read our **How to Stay Safe Guide**.³

2. Find out about the parental controls available – it helps if you are the one to set up the gaming device so you are in control of these. Gaming devices have parental controls to help parents manage their children's gaming; see the advice below for the Xbox 360 and the Xbox One. Find out about **PEGI age ratings** to help you decide which games are appropriate for your child's age.⁴

3. Talk with your child about safe and responsible gaming and agree a set of family rules. Perhaps you could agree rules with your child about how long they are allowed to play for, how they should behave towards other gamers and agree rules about not meeting up with people they have only met online. See our **Family Agreement** for more ideas.⁵ Remember that gaming devices like the Xbox 360 and the Xbox One connect to the internet, so the same advice and rules for keeping safe online apply. It is a good idea to read the **Xbox code of conduct** together so that you are both aware of what is acceptable and not acceptable while playing games.⁶

What is Xbox LIVE?

Xbox LIVE is an optional, subscription based service which uses your broadband internet access to offer online multiplayer gaming, voice, text and video chat, and multimedia downloads such as games, movies, and TV shows. When you install parental controls on a child's Xbox LIVE account, it covers both the Xbox 360 as well as the Xbox One for online features, however you can also add another layer of parental controls on the consoles themselves for offline functions.

¹ UK Safer Internet Centre: <http://tinyurl.com/p26f6nd>

² Video guides to set up parental controls on your hub: <http://tinyurl.com/d6z6y74>

³ UK Safer Internet Centre: <http://tinyurl.com/p26f6nd>

⁴ PEGI ratings: <http://tinyurl.com/da3s8g>

⁵ Childnet's Family Agreement: <http://tinyurl.com/q3tpkm9>

⁶ Xbox code of conduct: <http://tinyurl.com/o9q5pol>

1. Understanding parental controls on the Xbox Live

Registering with Xbox LIVE sets up automatic parental controls

As a parent, you should be the one to set up your Xbox LIVE subscription so that you are in control of your child's account. Parental control options allow you to manage how your child uses their device. **Make sure you register each of your children with their correct age, so that automatic parental control settings are in place.** For example, video chat and profile sharing are blocked automatically for children, however you can change this.

How to find the parental control options on Xbox Live:

You will first need to create your own Xbox Live account to be able to manage your children's accounts. There are three default settings – child, teen and adult, however you can customise this should you wish. See the Xbox explanation of the automatic, or **default online safety and privacy settings that are in place for each user according to their age.**⁷

Should you wish to amend the settings for your child, you can make changes.

- » On your Xbox 360 or Xbox One, sign into Xbox Live as an adult user.
- » Click on **Settings** and then on **Family**.
- » Select the child's account you would like to manage.
- » Go to **Online Safety** and then select **Change Settings** to choose which settings you would like to change.
- » To exit, press the B button on your controller and press **Save and Exit**.

Think about the following options on your child's Xbox LIVE account:

- » **Playing games online with other Xbox LIVE players:** This is automatically allowed for all age groups. You can set up a parental control to prevent this by selecting **Online Gameplay** and then choosing **Block**.
- » **Friends:** As a parent, you must approve all Xbox LIVE friend requests for your children, so it is important to think about who you allow onto this list. 'Friends' would be able to contact your child, for example through voice and text chat, and also would have access to personal information in your child's profile. Look at the '**Default online safety and privacy settings**' to see what is automatically shared with either 'Friends Only' or 'Everyone', and see which functions are 'Blocked'.⁸ You could change any of these default options if you think this would be helpful for your child.

2. Understanding Parental Controls on the Xbox One

Xbox One has parental controls automatically in place for children up to 8 years old. You can block video communication between other players, filter out inappropriate or specific websites and set age limits for games and videos so that your children can only play or watch games that are appropriate to their ages. As children and teens may need differing parental controls, Xbox One allows you to customise parental controls to suit the various needs of your children. This **tutorial video** takes you through the steps of how to do it.⁹

How to find the parental control options on the Xbox One:

To set up parental controls on the Xbox One, you need to make sure that your own adult profile on the Xbox One is **passkey protected**. To do this:

- » Sign-in to your adult profile and go to **Settings**.
- » Click on **sign-in, security & passkey** and create your 6 digit passkey. It is very important that you don't share this passkey with your children, otherwise they may be able to reverse some of the parental controls you've set up.
- » Automatic parental controls are put in place for children up to 8 years old if their child's account has been set up and their correct age given. To set up a child's account, click onto Settings. Scroll to the **family section** and click on **add to family** to link a child's account to a parent's account.
- » To understand what automatic parental controls are put in place on the Xbox One for children up to 8 years old, select their profile tile and look at the **default settings** and their explanations. If you would like to **further customise their parental controls**, click on **Use, but customise**. Here you can control what your child can see and do online. Once you are happy with your settings, you can **press B** on the controllers to save your choices.¹⁰

Consider whether these options would be helpful for your family:

- » **Block video communication:** This stops your child using video communication with other players online.
- » **Block broadcasting gameplay to Twitch TV:** This stops your child being able to show their top scores on gaming websites.
- » **Setting age limits on games and apps (PEGI):** On your child's account, click access to content and apps and assign what age limit you think is suitable for your child, ie. 'appropriate up to age 7'. By default, the age limit you set for your child here is also applied to internet browsing and to the app store.
- » **Web filtering:** You can choose internet filtering to have more control over what your child searches for online. You can only allow sites of general interest, sites that are designed specifically for children or sites that are added only by you.

3. Understanding parental controls on the Xbox 360 console

You can put in place settings on the console to control which games, films and TV can be accessed, how long each family member can use the console and whether or not the family member can access Xbox LIVE. This **tutorial video** explains how to put parental controls in place on the Xbox 360.¹¹

How to find the parental control options:

- » On your Xbox 360, go to **Settings** on the far right hand side on the dash board. Click on **Family**.
- » Select **Content Controls** and select **On**.
- » You can then customise which parental controls you choose to switch on. Choose which parental controls you wish to switch on (see below for advice).
- » Enter a 4-digit PIN called a **Pass Code**. If you haven't already devised a pass code, you will be asked for one before saving the changes to the parental controls. Make sure you don't share this pass code with your children so they are not able to change any of the settings you've just put in place.
- » Select **Save and Exit** to save any changes.

⁷ Xbox safety guidelines: <http://tinyurl.com/k35ljbd>

⁸ Xbox One security: <http://tinyurl.com/obhb3dn>

⁹ Xbox 360 Xbox One tutorial video: <http://tinyurl.com/pf978lh>

¹⁰ Xbox One privacy and online safety: <http://tinyurl.com/mpn8xccc>

¹¹ Xbox 360 tutorial video: <http://tinyurl.com/nablwne>

These parental control options are particularly helpful:

- » **Ratings and Content:** select the PEGI age rating that is appropriate for your child. This ensures your child only plays games that are appropriate for their age. To play games that have a higher age rating you will need to enter the 4-digit pass code.
- » **Xbox LIVE Membership Creation:** this prevents your child creating a new Xbox LIVE account. (Without this setting, children could just create another Xbox LIVE account with an incorrect age to bypass any parental controls on their 'child' Xbox LIVE account).

Consider whether these options would be helpful for your family:

- » **Family Timer:** You can select this option to set up a Family Timer which allows you to decide for how long the console can be used on a daily or weekly basis. There are notifications to warn the player that their time is running out, and then when the time expires the console shuts down and can't be used again until the timer resets the next day or week. You can prevent this by entering the pass code.
- » **Xbox LIVE Access:** You can select this option to prevent anyone connecting to Xbox LIVE from this Xbox 360.

4. Know what to do about inappropriate contact

With Xbox LIVE you can chat to and message your Xbox LIVE friends and with upgraded membership you can also video chat with Video Kinect, play games with friends online and socialise on Facebook and Twitter.

To begin a conversation with your child about what they could do if someone behaves in a negative way towards them, you could talk to your child about their own conduct and the behaviour they should expect from other users by looking at the **Xbox LIVE Code of Conduct** together.¹² If a player behaves poorly on games, there are consequences and Microsoft has introduced a **new reputation system** on the Xbox One that rewards good players and punishes those who behave badly.¹³ Those who receive positive feedback from others will be rewarded with a green colour and a good reputation. However those who constantly receive negative reports or who are often blocked by others for not respecting the Code of Conduct will receive a red colour and will only be paired with other players with an equally low reputation score.

It would be good to read the **enforcement rules** with your child as well.¹⁴ There are several steps you can take if someone has behaved inappropriately towards your child. For more information, read the **Xbox Live abuse page**¹⁵. You should decide the appropriate action to take in the particular circumstance.

- » **Mute the player:** From the Xbox Dashboard, open the player's profile (select **Guide** then **Friends** and then select the player) and select **Mute**. You will no longer hear them in the game, but they will still hear you. To hear them again, open their profile and select **Unmute**.
- » **Block communications with the player:** From the Xbox Dashboard, open a message from the player and then select **Block Communications**. The player will not be able to send you any messages until you send them one first.
- » **Avoid the player:** From the Xbox Dashboard, open the player's profile (select **Guide** then **Friends** and then select the player) and then select **Submit Player Review**. Select **Avoid This Player**. Select a reason and specific reason why you want to avoid the player.

- » **Report the player:** If you feel that an Xbox LIVE player has violated the **Xbox LIVE Code of Conduct** you can file a complaint against that player (Note: File a player review if they haven't violated the code but you want to avoid them). From the Xbox Dashboard, open the player's profile (select **Guide** then **Friends** and then select the player) and then select **File a Complaint**. Select the reasons why you are filing the complaint. Note that filing a complaint doesn't mute, block or help you avoid a player, so you should also take the above three steps to prevent the person communicating with you.
- » **File a complaint from within the game:** Some games have a complaint option. Refer to the documentation that came with the game. You can also see the **Xbox Support pages** on filing complaints and controlling communications.¹⁶
- » If you suspect that your child is or has been the subject of an inappropriate sexual contact or approach by another person you should report this to Child Exploitation and Online Protection Centre at **www.ceop.police.uk** in the UK, or internationally at **www.virtualglobaltaskforce.com**.
- » **Report an inappropriate picture taken by a Kinect sensor:** If you see an inappropriate picture, you should report it to the website that is hosting that picture. If that doesn't work or if no action is taken, you can click the Report Abuse link on the Kinect Share website. If you provide the link of the image, Kinect will investigate it.¹⁷

Further Information

Childnet's gaming leaflet, **www.childnet.com/resources/online-gaming-an-introduction-for-parents**, offers advice about gaming, covering consoles and web games and apps.

Further Childnet resources can be found here:
www.childnet.com/resources.

To find out more about internet safety, see Childnet's hub for parents and the hot topic section:
www.childnet.com/parents-and-carers/hot-topics.

Video games trade body UKIE offers advice about how to play games safely and sensibly **www.askaboutgames.com**.

Visit the Pan European Game Information website
www.pegi.info to find out more about age ratings.

Check out the Xbox LIVE family site:
www.xbox.com/en-GB/Live/Family.



¹² Xbox code of conduct: <http://tinyurl.com/o9q5pol>

¹³ Xbox reputation system: <http://tinyurl.com/poom38s>

¹⁴ Xbox enforcement rules: <http://tinyurl.com/m8d824d>

¹⁵ Xbox Live abuse: <http://tinyurl.com/pag4mer>

¹⁶ Xbox support: <http://tinyurl.com/pag4mer>

¹⁷ Kinect share abuse button: <http://tinyurl.com/qeo4ggy>