



Net Nanny User Guide

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Net Nanny User Guide
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Welcome to Net Nanny

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

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

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

Documentation Conventions

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



System Requirements and Key Features

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

System Requirements

- Microsoft* Windows* 2000/XP/Vista (32-bit only)
- 25 MB hard drive space
- Minimum screen resolution of 800x600
- Internet connection

Key Features


- User-friendly interface
- Fast client-based filtering
- Filtering of encrypted (SSL) web sites
- Filtering of secure proxy sites
- PC game management using ESRB™ ratings
- Remote user management
- Web and client based graphic reports
- Social network profile reporting
- Customizable “Safe Site List” capability (whitelist)
- Alerts for IM predator and cyberbully behavior
- Email notifications
- Easy user creation with age-based profiles
- Instant override and override request options
- Detection and removal of unwanted content from your computer

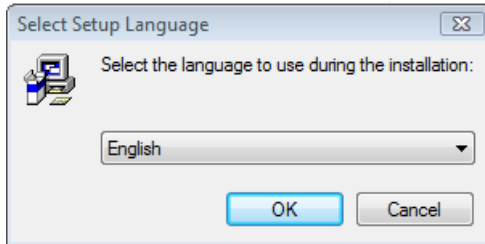


Installing Net Nanny

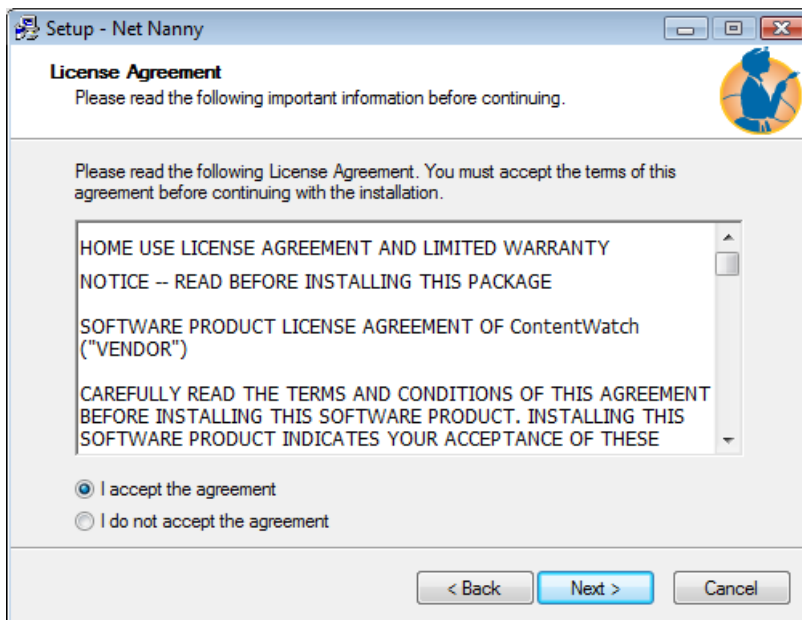
Important: You must have an Internet connection to install Net Nanny™. If you have a dial-up connection, you should connect to the Internet before installing.

To install Net Nanny:

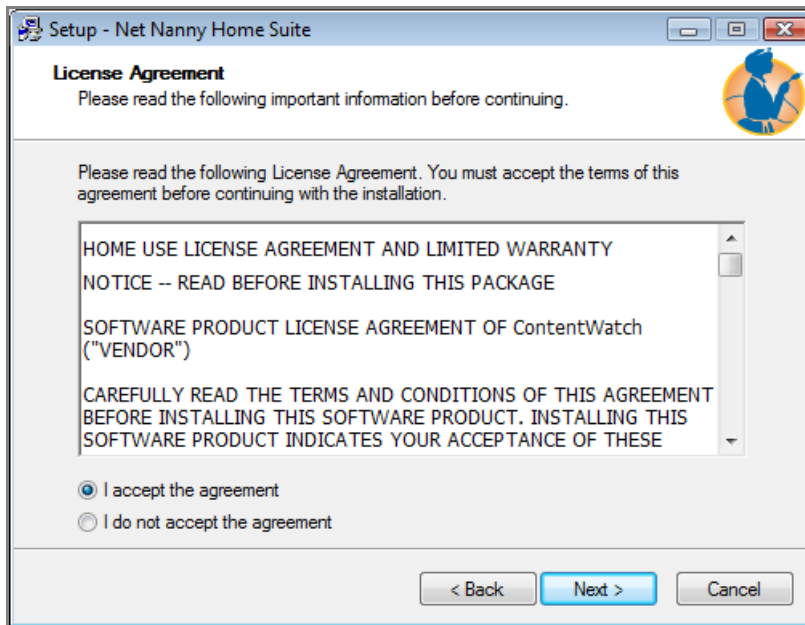
1. Double-click the Net Nanny icon  to launch the installation.
2. From the drop-down menu, select the language you prefer to use during setup and installation, then click **OK**.



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



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



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

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



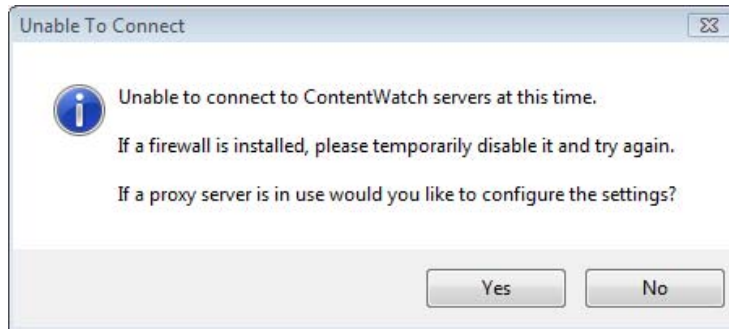
If Net Nanny is unable to contact the ContentWatch registration server, a message displays reminding you to verify that your firewall is disabled and asking if you want to configure proxy server settings.

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

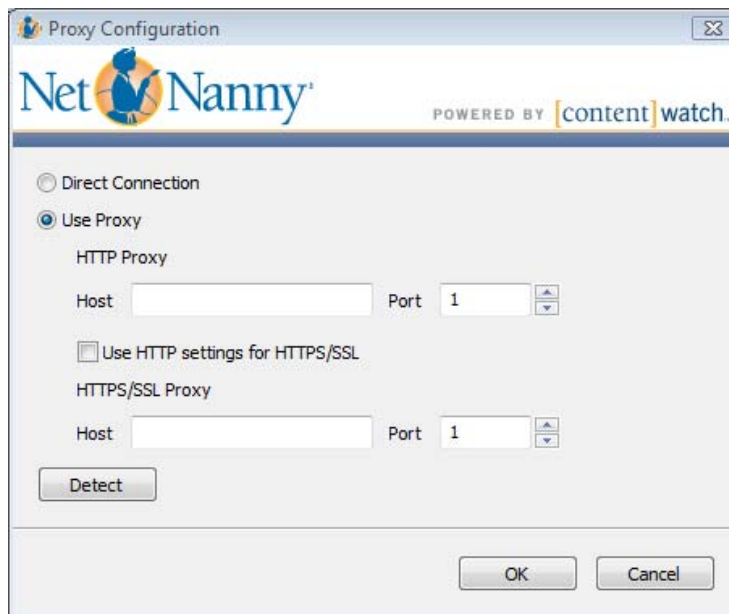
- You have verified that your firewall is disabled.
- You have verified that your Internet connection is working (that is, your computer is able to connect to your Internet Service Provider; for example, you can load your home page).
- Your ISP offers a proxy server as an alternate means of connecting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

To configure proxy settings:

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



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



6. (Conditional) If you are installing and registering Net Nanny for the first time, skip to Step 9.

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



Net Nanny Registration

Net Nanny POWERED BY [content]watch.

Please provide the following information:

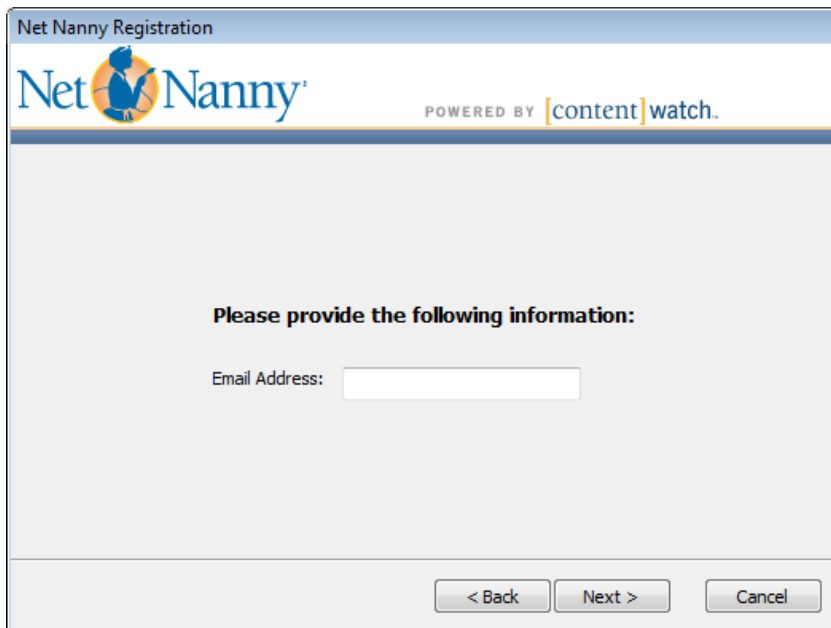
Email Address:

Password:

[Forgot Password?](#)

< Back Next > Cancel

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



Net Nanny Registration

Net Nanny POWERED BY [content]watch.

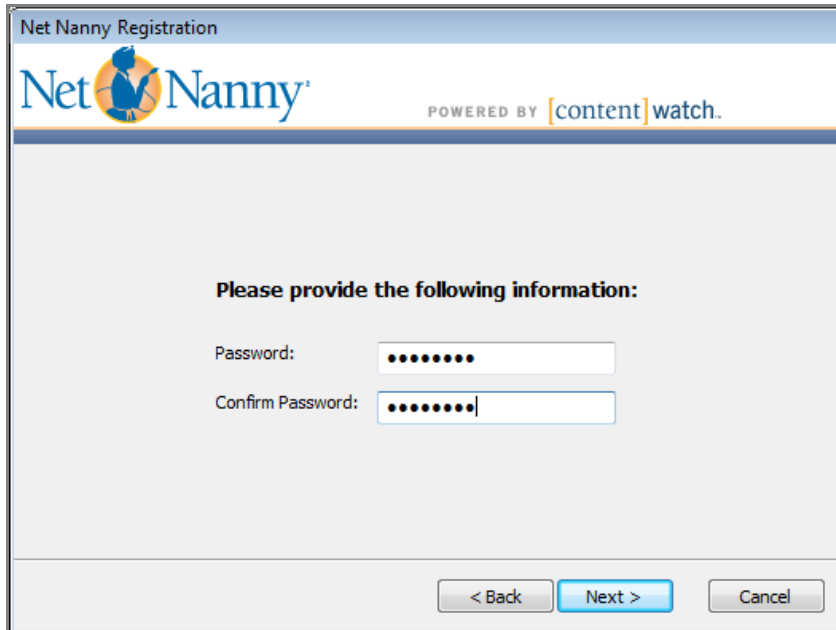
Please provide the following information:

Email Address:

< Back Next > Cancel

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

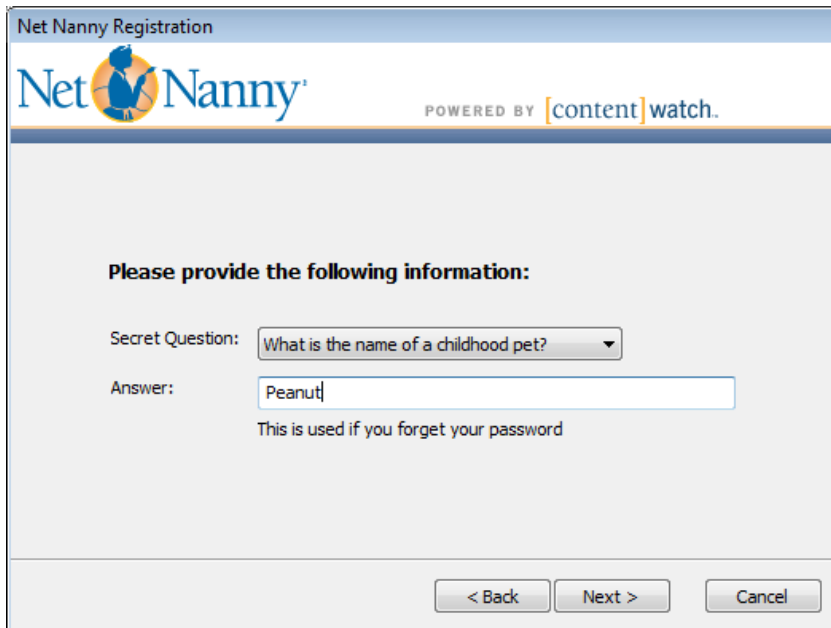
Passwords are not case sensitive and are limited to between 3 and 13 characters in length. Alpha and numeric characters can be combined.



The screenshot shows a registration window titled "Net Nanny Registration" with the Net Nanny logo and "POWERED BY [content]watch." The main heading is "Please provide the following information:". Below this, there are two input fields: "Password:" and "Confirm Password:", both containing seven dots. At the bottom, there are three buttons: "< Back", "Next >" (highlighted in blue), and "Cancel".

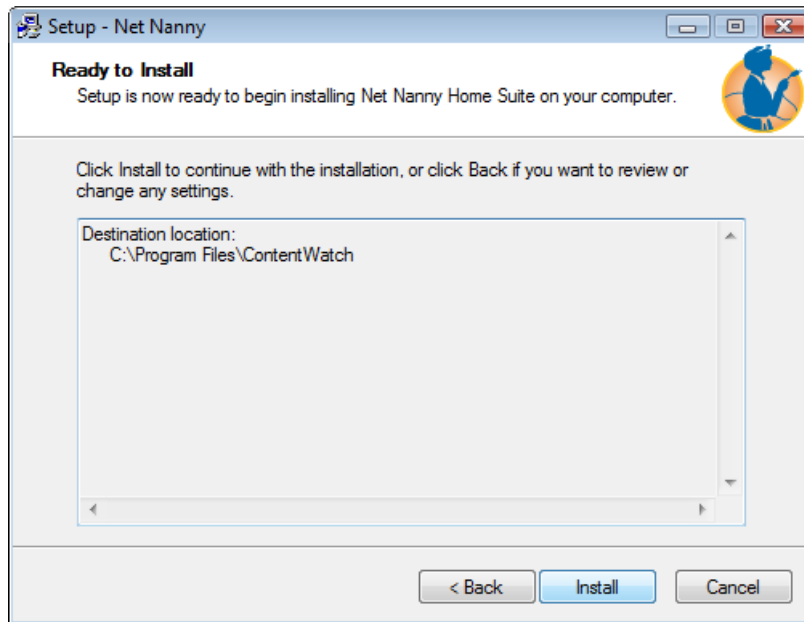
- Select a secret question, provide an answer, then click **Finish**.

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



The screenshot shows a registration window titled "Net Nanny Registration" with the Net Nanny logo and "POWERED BY [content]watch." The main heading is "Please provide the following information:". Below this, there is a "Secret Question:" dropdown menu with the text "What is the name of a childhood pet?". Below that is an "Answer:" text box containing the word "Peanut". A note below the answer box reads "This is used if you forget your password". At the bottom, there are three buttons: "< Back", "Next >" (highlighted in blue), and "Cancel".

11. Select a destination where you want to install Net Nanny, then click **Install**.



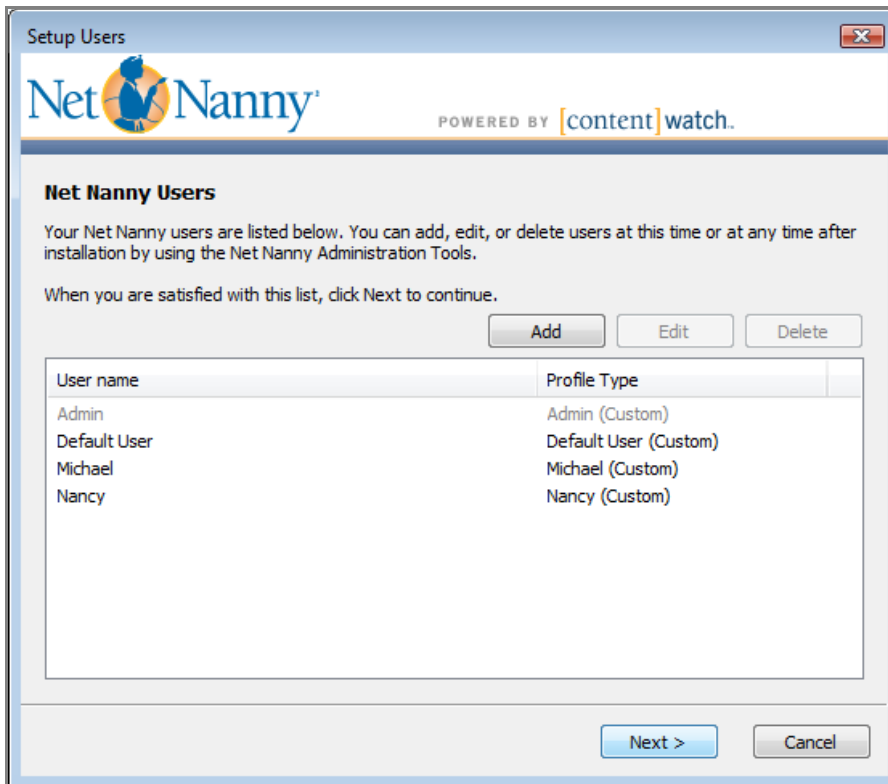
12. Click **Install**.

13. Do one of the following:

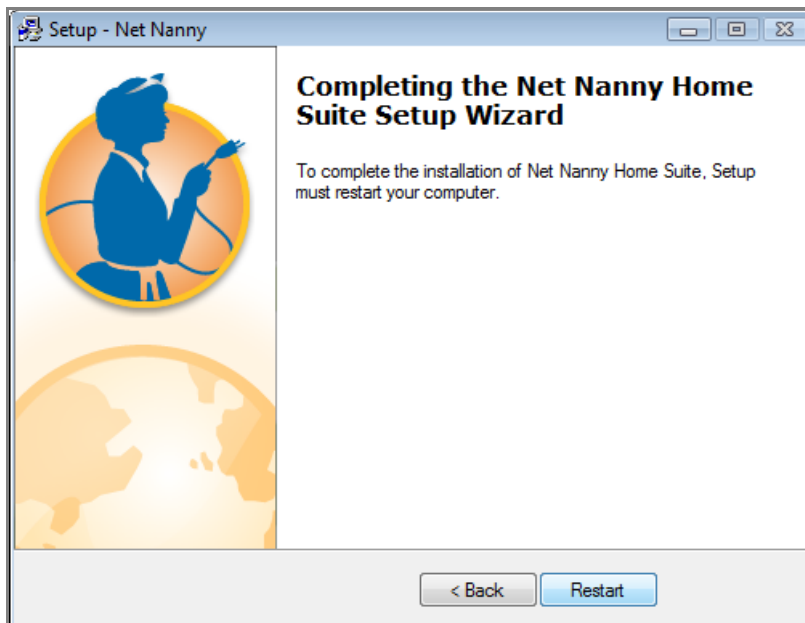
- To set up one or more user accounts now, select **Help me create users now**, then continue with step 14.
- Select **Use the default settings**, then skip to step 1515.

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


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



- b. Click **Add**.
 - c. Type a username and password, then type the password again to confirm it.
 - d. Select a profile type for the user based on the user's age, then click **OK**.
 - e. Repeat steps 14b-14d until all of your users have been created, then click **Next**.
15. Click **Restart** to complete the Net Nanny installation and setup.



Your computer automatically shuts down and restarts.

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



The Net Nanny Systray Icon

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

- Admin Tools
- Login or Logout user
- Refresh profiles
- Remote management
- Change password
- Help
- Enable or disable Net Nanny
- Check for updates
- About



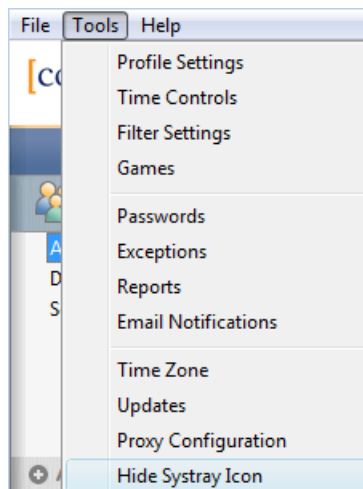
If you would like to prevent users from accessing Net Nanny features using the systray icon, you can select to hide the icon.

Hiding and Displaying the Net Nanny Systray Icon

To hide or display the Net Nanny systray icon:

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

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





Signing In to Net Nanny


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

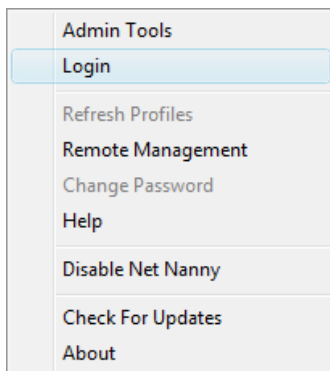
You can create separate user profiles for each person who uses the computer. Individual users must sign in to their Net Nanny accounts before they are able to use the Internet for browsing or instant messaging. This allows Net Nanny to monitor each user's Internet usage and block content on a per-user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

Note: To create user profiles, the administrator must first log in to the Net Nanny Admin Tools, select the **Users** option under User Login Type, then create individual user profiles for each user on the system. For more information, see [Defining User Profiles](#) on page 31.

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

To sign in manually:

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



Note: If you do not see the Net Nanny icon in the system tray, the icon may be hidden. For instructions on displaying the icon, see [Hiding and Displaying the Net Nanny Systray Icon](#) on page 16.

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

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

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




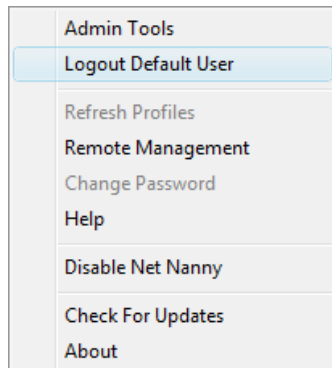
You are now signed in as a user. Launch your Internet browser and proceed with regular Internet activity. For information about the possible block and warning messages you might receive, see [Block and Warning Responses](#) on page 42.

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

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

To sign out of Net Nanny:

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



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



Updating Net Nanny with Online Updates

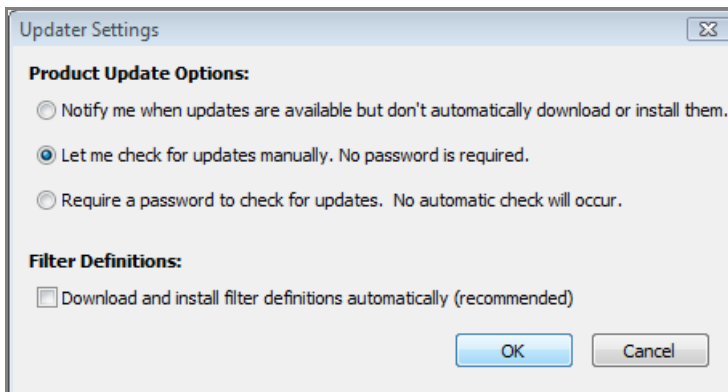
Online updates allow you to update Net Nanny™ with the latest software updates. There are three methods for updating Net Nanny: Manual (default), Automatic, and Password Protected.


Manual Updates

To manually update Net Nanny:

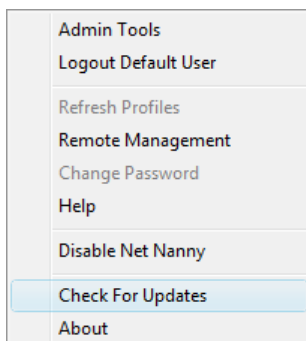
1. Make sure Net Nanny is configured to perform manual updates.
 - a. Sign in to Net Nanny's Admin Tools.
For instructions on how to do this, see [Opening the Net Nanny Admin Tools](#) on page 26.
 - b. From the Tools menu, select **Updates**.

The following dialog window appears:

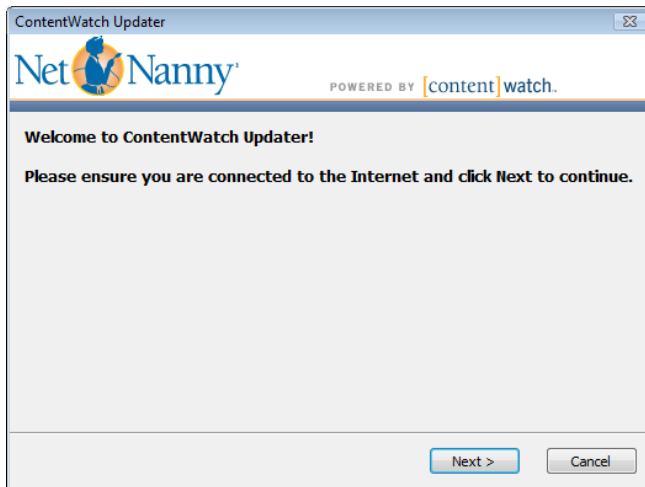


- c. In the Updater Settings dialog, select **Let me check for updates manually** or **Require a password to check for updates**, depending on whether you want to require a password for a user to check for updates, then click **OK**.
 - d. Close the Admin Tools.
2. Right-click the Net Nanny icon  in the system tray.

Note: If you do not see the Net Nanny icon in the system tray, the icon may be hidden. For instructions on displaying the icon, see [Hiding and Displaying the Net Nanny Systray Icon](#) on page 16.
3. Select **Check For Updates** from the quick menu.



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



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

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

Note: When Net Nanny is in Manual Update Mode, it displays a notification in the system tray when an online update becomes available. You can simply click on this notification to initiate the update process.

Automatic Update Notification

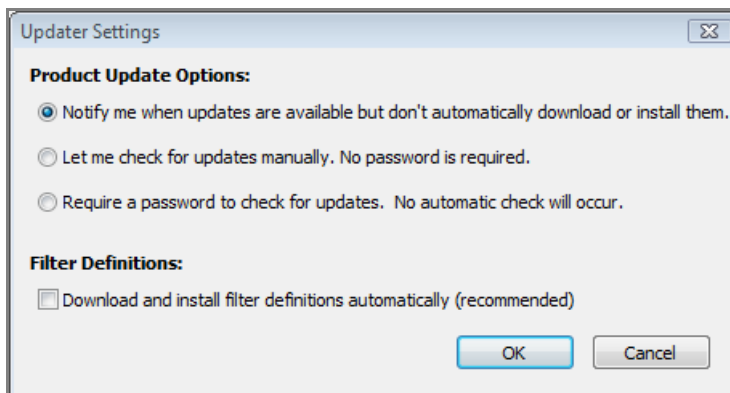
To configure Net Nanny to automatically notify you when a new update is available:

1. Sign in to the Net Nanny Admin Tools.

For instructions on how to do this, see [Opening the Net Nanny Admin Tools](#) on page 26.

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

The following dialog window appears:



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

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

Password-Protected Updates

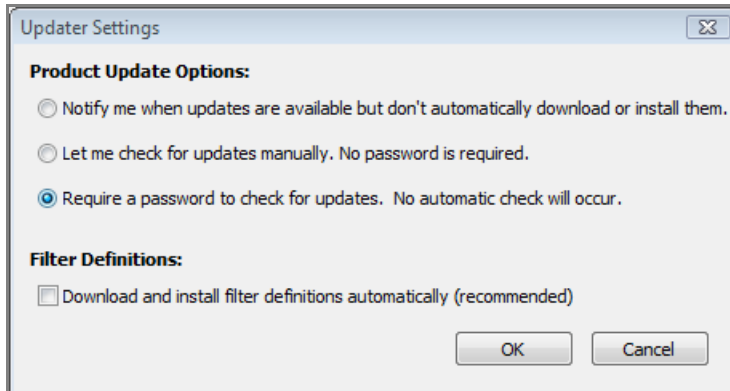
To require an administrative password in order to update Net Nanny:

1. Sign in to the Net Nanny Admin Tools.

For instructions on how to do this, see [Opening the Net Nanny Admin Tools](#) on page 26.

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

The following dialog window appears:



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

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

Installing Filter Definitions

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

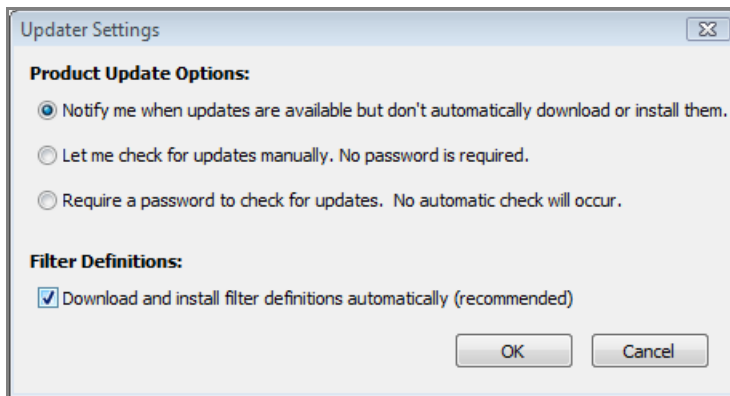
To set the filter definitions to update automatically:

1. Sign in to the Net Nanny Admin Tools.

For instructions on how to do this, see [Opening the Net Nanny Admin Tools](#) on page 26.

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

The following dialog window appears:




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

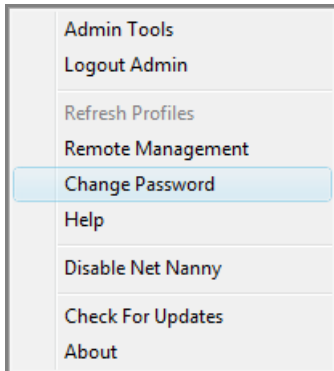


Changing User Passwords

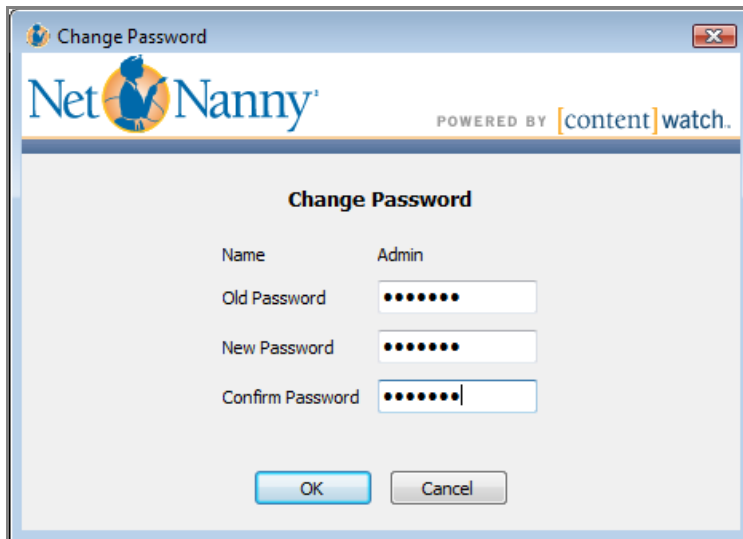
Users can quickly change their own Net Nanny™ login passwords.

To change a password:

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



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






Disabling Net Nanny

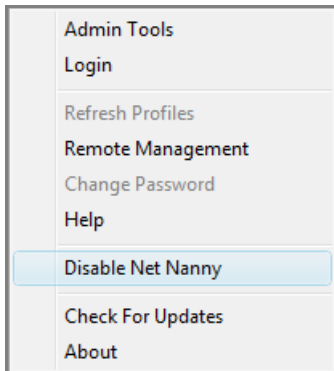
There may be times when you want to temporarily disable Net Nanny™--for example, you might want to temporarily allow access to the Internet without blocking any content. Rather than temporarily changing the current user's policies, you could temporarily disable Net Nanny.

To temporarily disable Net Nanny

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

Note: If you do not see the Net Nanny icon in the system tray, the icon may be hidden. For instructions on displaying the icon, see [Hiding and Displaying the Net Nanny Systray Icon](#) on page 16.

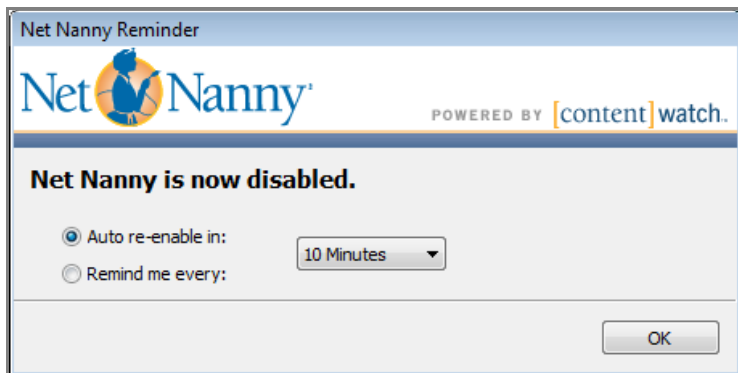
2. Select **Disable Net Nanny** from the quick menu.



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



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

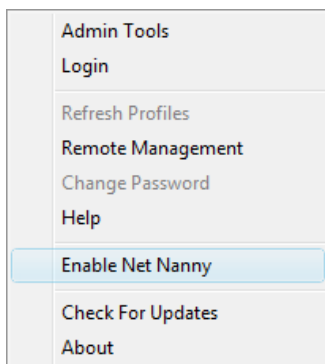


5. From the drop-down list, select the amount of time until the client re-enables itself or reminds you that it is disabled, then click **OK**.

Net Nanny is now disabled.

To re-enable Net Nanny:

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






Introduction to the Net Nanny Local Admin Tools

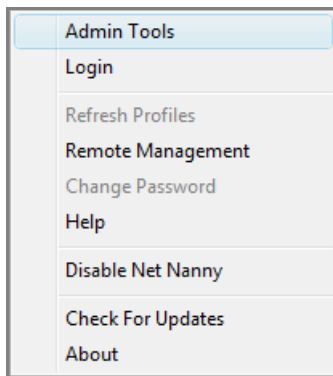
You must have an administrator account to open Net Nanny™ Admin Tools. Within these tools, you can customize user profiles, define filter settings, and monitor user activity.

Opening the Net Nanny Admin Tools

To open the Net Nanny Admin Tools:

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

Note: If you do not see the Net Nanny icon in the system tray, the icon may be hidden. For instructions on displaying the icon, see [Hiding and Displaying the Net Nanny Systray Icon](#) on page 16.



You can alternatively click **Start > Programs > ContentWatch > Net Nanny > Net Nanny**.

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



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

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

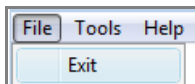
Once you have logged in, the Net Nanny Admin Tools window appears:



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

Closing the Net Nanny Admin Tools

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



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

Overview of the Net Nanny Admin Tools Interface

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

The screenshot shows the Net Nanny Admin Tools interface. At the top, there is a window title bar for 'Net Nanny' and a menu bar with 'File', 'Tools', and 'Help'. Below the menu bar is a header with the 'content watch' logo and 'Net Nanny' branding. The main interface is divided into three main sections:

- Users:** A sidebar on the left containing a 'Users' list with 'Admin' and 'Default User'. Below the list are 'Add User' and 'Remove User' buttons. An arrow points to this section with the label 'User List' and the text 'Users are added and removed here.'
- Admin's Settings:** A central panel containing four categories of settings: 'Profile' (Manage profile settings), 'Time Controls' (Internet usage, Set time zone), 'Filtering' (Web browsing, Instant Messaging, Additional settings), and 'Games' (Manage games). An arrow points to this section with the label 'User Settings' and the text 'Individual users' profile information and Internet access settings are configured here.'
- Family Settings:** A bottom panel containing four categories of settings: 'Passwords' (Override and uninstall passwords), 'Exceptions' (Web exceptions, Application exceptions, Manage exception requests), 'Reports' (Web activity, Instant Message activity, Instant Message alerts, Social networking profiles), and 'Email Notifications' (Manage alerts). An arrow points to this section with the label 'Family Settings' and the text 'Settings that apply globally to all users are configured here.'

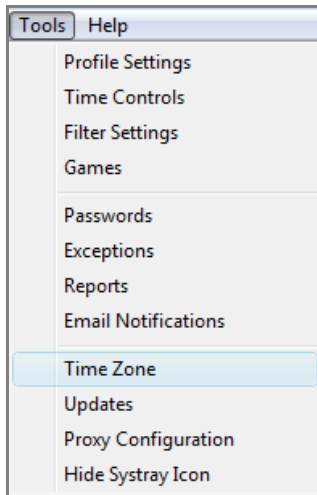
Annotations include a red box around the window title bar labeled 'Menu Bar', and red boxes around the 'Admin's Settings' and 'Family Settings' sections.



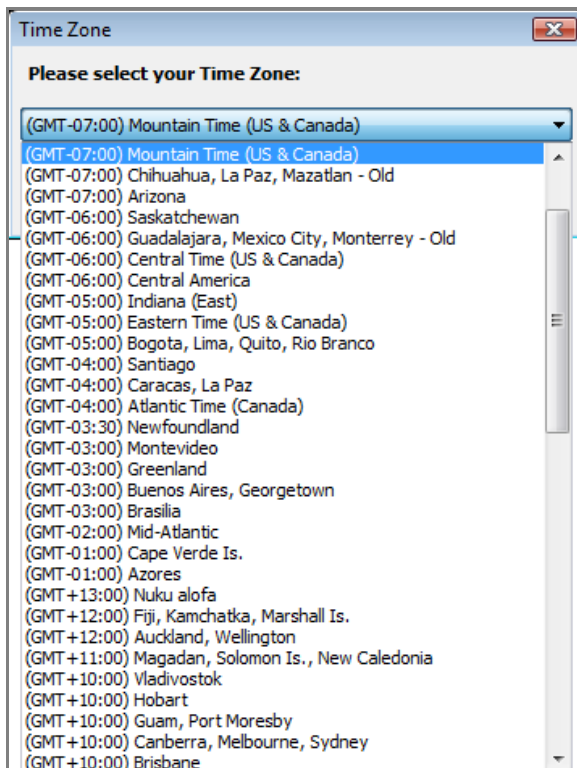
Setting the Time Zone

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

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



The Time Zone dialog appears.



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



Managing User Profiles

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

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

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

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

Using a Default User Profile

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

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

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

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

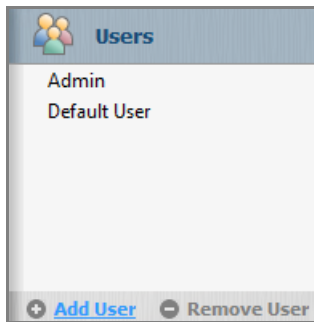
Reports for the default user do not show who is specifically responsible for the Internet activities reported.

Creating Individual User Profiles

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

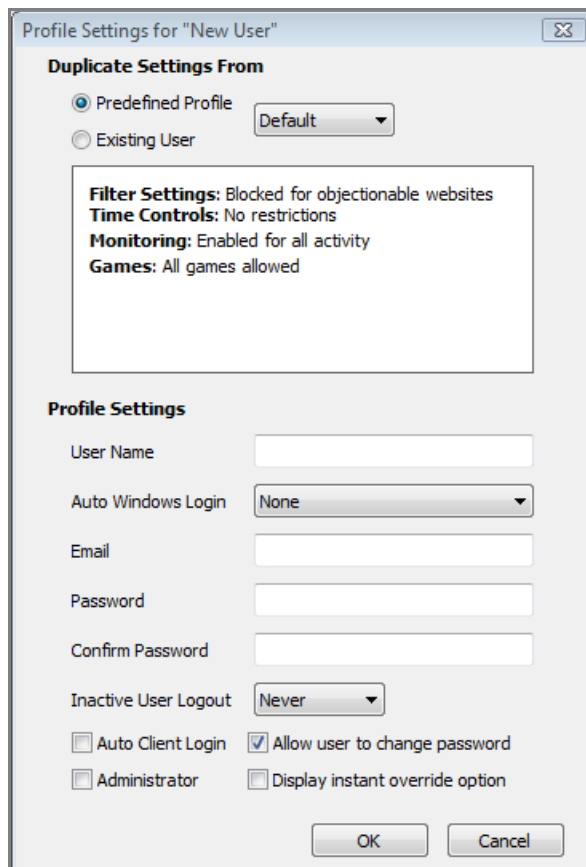
To create a new user profile based on an existing profile:

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



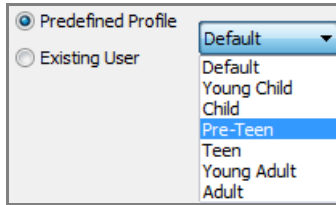
For a detailed description of the options in the Add User dialog, see [User Profile Options](#).

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

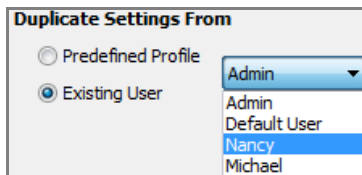
A screenshot of the 'Profile Settings for "New User"' dialog box. The dialog has a title bar with a close button. It is divided into several sections:

- Duplicate Settings From:** Two radio buttons are present: 'Predefined Profile' (selected) and 'Existing User'. A dropdown menu next to 'Predefined Profile' is set to 'Default'.
- Summary:** A box containing:
 - Filter Settings:** Blocked for objectionable websites
 - Time Controls:** No restrictions
 - Monitoring:** Enabled for all activity
 - Games:** All games allowed
- Profile Settings:** A series of input fields and dropdown menus:
 - User Name: [text input]
 - Auto Windows Login: [dropdown menu, set to 'None']
 - Email: [text input]
 - Password: [text input]
 - Confirm Password: [text input]
 - Inactive User Logout: [dropdown menu, set to 'Never']
 - Auto Client Login: [checkbox, unchecked]
 - Allow user to change password: [checkbox, checked]
 - Administrator: [checkbox, unchecked]
 - Display instant override option: [checkbox, unchecked]
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

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



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



From the **Duplicate Settings From** drop-down menu, select **Factory User**.

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

For a description of the options in the Add User dialog, see [User Profile Options](#)**Error! Bookmark not defined..Error! Bookmark not defined.**

After you create the user profile, you can define the filter settings and time controls for the user. For more information, see [Managing Filter Settings](#) on page 36 and [Managing Time Controls](#) on page 52.

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

User Profile Options

The following table outlines the user profile options:

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

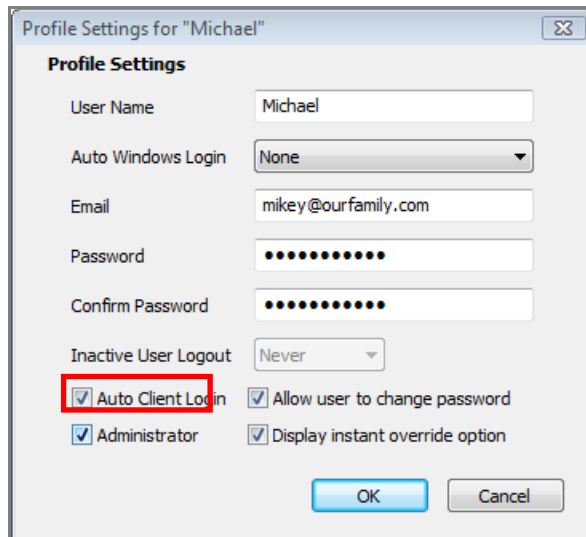
Field	Description
Email	User's email address. This field is required only if the user is an administrator.
Password	User's Password
Confirm Password	Retype the password to confirm that it is typed correctly in the Password field.
Inactive User Logout	Designates an inactivity threshold after which the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

Assigning Administrative Privileges to a User Profile

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

To assign administrative privileges to an existing user profile:

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



The screenshot shows a dialog box titled "Profile Settings for 'Michael'". It contains several fields and checkboxes. The "Administrator" checkbox is checked and highlighted with a red box. Other fields include "User Name" (Michael), "Auto Windows Login" (None), "Email" (mikey@ourfamily.com), "Password" (masked with dots), "Confirm Password" (masked with dots), and "Inactive User Logout" (Never). There are also checkboxes for "Auto Client Login", "Allow user to change password", and "Display instant override option". The "OK" and "Cancel" buttons are at the bottom.

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

Modifying an Existing User Profile

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

To modify an existing user profile:

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

Changing Passwords

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

To change a user's password:

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

3. Type the new password and confirm.

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

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

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

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

Deleting a User Profile

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

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

To delete an existing user profile:

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

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



Managing Filter Settings

Filter settings are used to control Internet activity (Web browsing), instant messaging (Yahoo!, AOL, MSN, QQ, Google Talk, MySpace IM), Internet chat, newsgroups, and peer-to-peer access. These services can be individually allowed or blocked for each user in the User List.

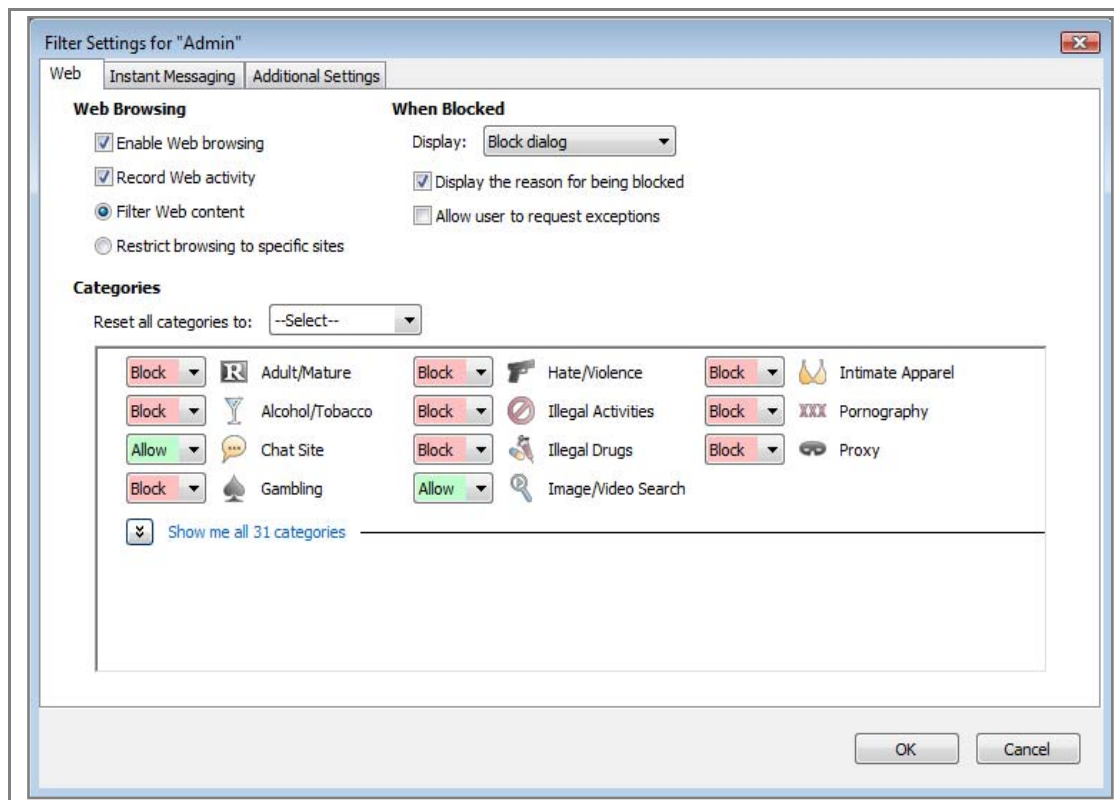
If the **Override Blocked Messages** option is selected in the User Profile Settings dialog, the user can override blocked categories with the override password. The user must enter the override password before Net Nanny™ displays the blocked content.

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

To open the filter settings:

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

The Filter Settings window for the selected user appears



The Filter Settings window contains three tabs:

Web: Provides settings that let you enable or disable Web browsing, record all activity on the Web, and choose whether to filter Web content or allow access to only specified Web sites. If you choose to filter Web content, you can specify the access level allowed for a variety of different types of content. This tab also lets you configure the message that appears when a site is blocked.

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

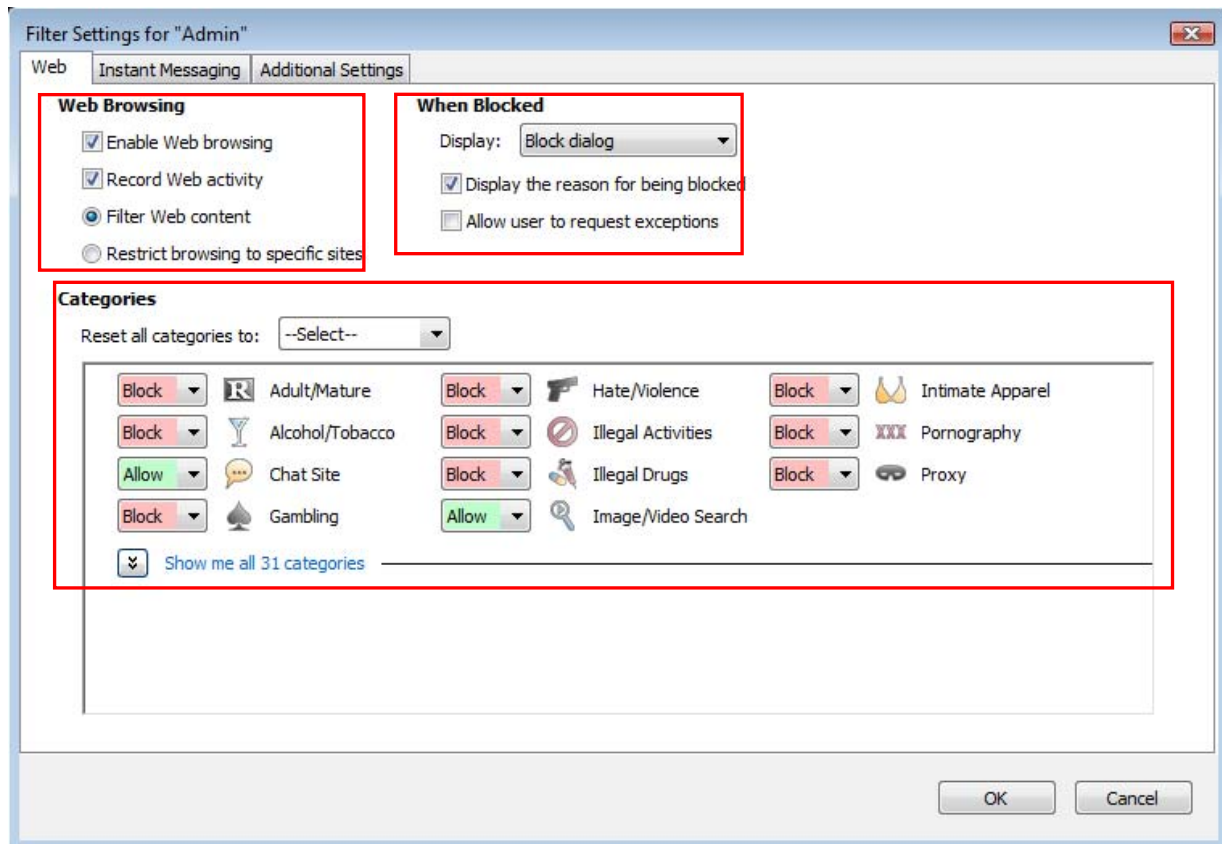
Additional Settings: Provides advanced settings that give you additional control over Web activity, such as whether access is allowed to chat groups, newsgroups, or peer-to-peer networking sites. You can also enable Facebook* profile reporting and specify whether to filter content from secure Web sites (HTTPS).

The following sections provide information about each of these tabs.

Defining Web Settings

To access the Web tab:

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



The Web tab is divided into three sections:

Web Browsing: Select Web browsing settings.

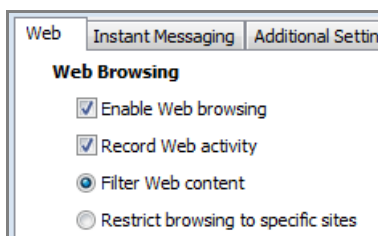
When Blocked: Configure the way Net Nanny responds when a Web site is blocked.

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

Configuring Web Browsing Settings

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

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



6. To allow users to browse the Web, select **Enable Web browsing**.
If **Enable Web browsing** is not selected, the user cannot access the Web.
7. If you want Web activity to be recorded so you can monitor it, select **Record Web activity**.
8. Select whether to filter Web content or allow access only to specified sites.
If you select **Filter Web content**, you can configure the access level for a variety of types of Web content. See *Defining User Filter Settings* on page 38 for more information.
If you select **Restrict browsing to specific sites**, you can configure which sites the user is allowed to browse. See *Specifying Allowed Web Sites* on page 42.
9. Click **OK** to save your settings.

Defining User Filter Settings

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

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

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

Block: Prompts the user that the Web site is being blocked and lists the category types that have blocked it. The requested page does not open unless the user has the privilege to override the block and does so. The action is logged (if logging is enabled for this user).

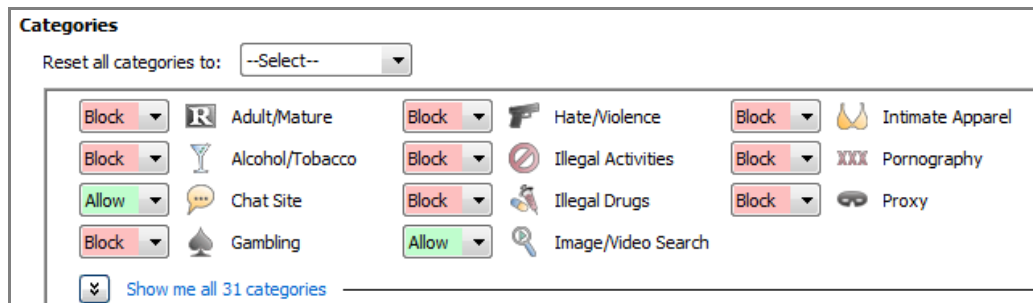
Note: For message examples and descriptions, see [Block and Warning Responses](#) on page 42.

To define a user's filter settings:

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

The Web content filter Categories appear.

Note: By default, only the most commonly blocked content categories are displayed. To display the full list of available content categories, click **Show me all 31 categories**.

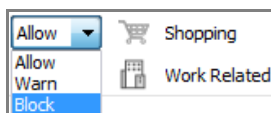


The following categories are blocked by default:

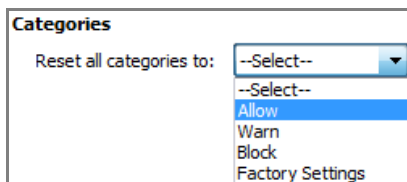
- Adult/Mature
- Alcohol/Tobacco
- Gambling
- Hate/Violence
- Illegal Activities
- Illegal Drugs
- Intimate Apparel
- Pornography
- Proxy

All other categories are set to **Allow**. For a listing of Net Nanny categories and descriptions, see [Content Categories](#) on page 40.

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



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

















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

Content Categories

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

Note: For information on defining filter settings, see [Defining User Filter Settings](#) on page 38.

The following table outlines the Net Nanny predefined content categories:

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

Category**Description**

distributing, or obtaining illegal drugs or other controlled substances. Depicts drug paraphernalia and/or includes methods for obtaining or manufacturing them. Does not include sites that provide information on prescription medications except those sites that describe how to obtain them.



Image/Video Search Allow the user to search for images or videos, including Google Images and YouTube.



Instructional Contains instructional material, tutorials, or how-to pages.



Intimate Apparel Displays models wearing underwear, lingerie, or other suggestive or see-through attire, including swimsuits.



Kids Contains subject matter intended for children, including entertainment, education, crisis counseling, and kid-friendly communities.



Music/Entertainment Provides access to free downloadable or for-pay online music and video files such as MP3, WAV, MPG, and AVI. Sells music or videos or is dedicated to the music or entertainment industry. Provides information on TV programs and programming, including movie review sites.



News Provides live, recorded, or written reports or editorials about current events.



Other Sites that do not fit into any of the existing Net Nanny categories.



Personals Contains personal ads, personal info pages, and personal portals.

XXX Pornography Contains subject matter that is meant to sexually arouse the viewer. May show models or real people that are engaged in erotic behavior intended to cause sexual excitement. May describe sexually explicit activities or contain sexually explicit material including images, movies, or text. Sites could be considered X-rated.



Proxy Allows users to anonymously surf the Internet, either for the purpose of maintaining online privacy or bypassing content filtering software.



Religious Provides information on specific religions or religious beliefs. Includes regional religious organizational sites and sites built to promote religious groups, activities, and membership.



Schools/Colleges Contains information dealing with colleges, schools, seminars, or courses. Sites that end in .edu.



Search Engines/Portals Provides mechanisms for searching the Internet by specific words or phrases and displays the results as either links or images. Allows a user to customize the look or content and is geared to providing a "starting" place on the Internet.



Shopping Provides access to online malls, catalogs, or auctions, including classified ads. Includes department store sites, retail store sites, or sites that have coupons for free or discounted items.



Sports Promotes, advertises, reports on, or is associated with sports

Category**Description**

teams, individuals, or organizations. Includes sites that are involved with fantasy sports and organizations whose main focus is to report on amateur, college, or professional sports.



Travel Provides information on travel, such as destination descriptions, ticketing, and reservations. Includes airline, bus, or train company sites and car rental sites.



Work Related Allows an organization to add URLs for sites that are used by the organization in the course of doing business. It may initially be blank.

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

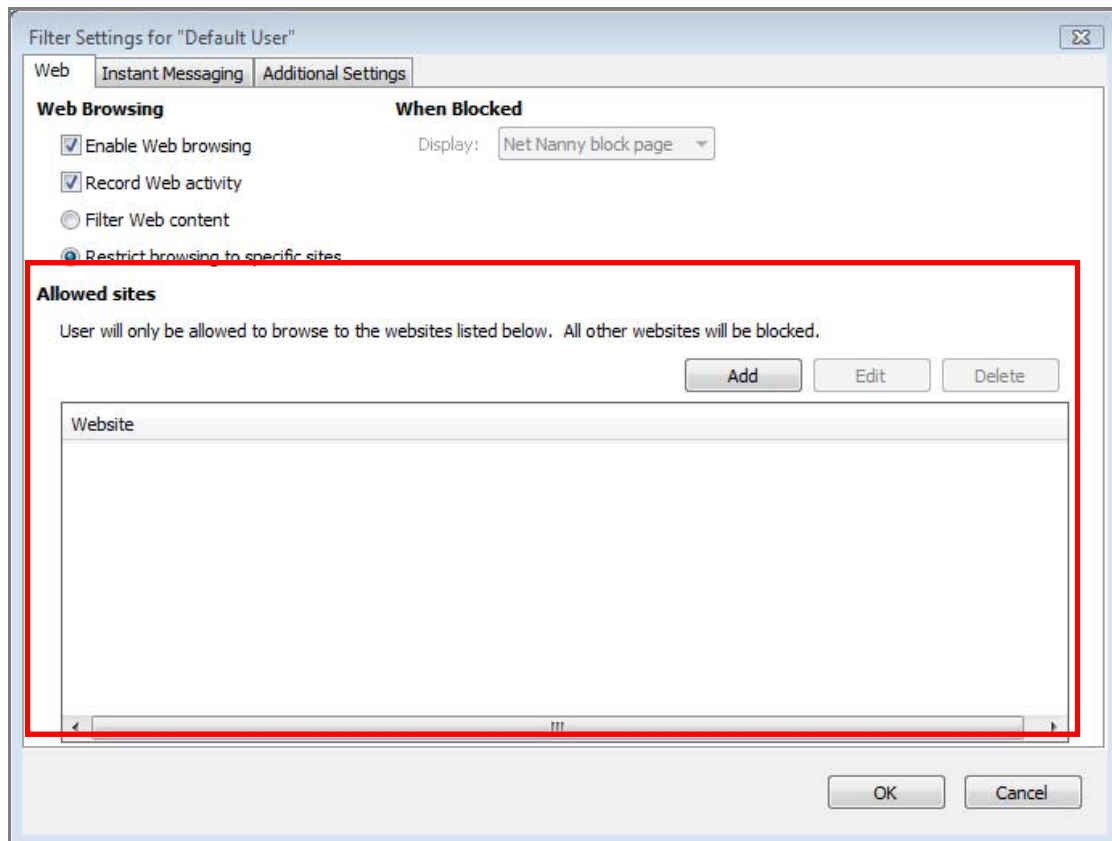
Specifying Allowed Web Sites

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

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

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

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



3. Click **Add**.

A blank, editable line appears in the Allowed Sites list.

4. Type the URL for the site you want to allow.
5. Repeat steps 2 and 34 for each site you want to add.
6. Click **OK** to save your changes.

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

Block and Warning Responses

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

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

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

Displaying Block and Warning Dialogs

To configure Net Nanny to display block or warning dialogs:

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



When Blocked

Display:

Display the reason for being blocked

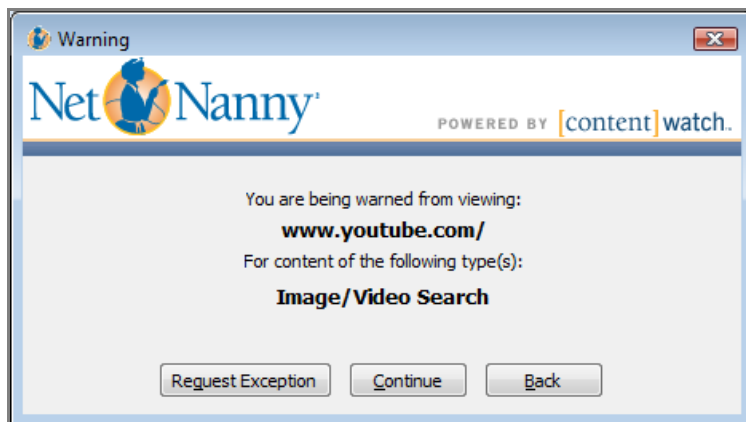
Allow user to request exceptions

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

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

Warning Messages

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



The user can click **Continue** to view the requested page or **Back** to return to the previous Web site. If enabled, the user can click **Request Exception** to request that the administrator allow access to this site. Any of these actions is reported if reporting is enabled. For more information, see [Enabling Local Reporting](#) on page 64.

Block Messages

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



The requested Web site does not open. The user can click **Back** to return to the previous Web site. If enabled, the user can click **Request Exception** to request that the administrator allow access to this site.

If a user has override privileges, Net Nanny allows the user to override blocked content.

The user can click **Override** to enter the override password and view the requested Web site. For some Web sites, the user might need to enter the override password more than once to view the content.

Note: To give a user override privileges, you must select the **Display Instant Override Messages** option in the user's Profile Settings. For more information, see [Defining User Profiles](#) on page 31.

Any of these actions is reported if reporting is enabled. For more information, see [Enabling Local Reporting](#) on page 64.

Block or Warning Messages with Request Exception Option

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

Submitting an Exception Request

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

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

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

For information on how Net Nanny administrators can process exception requests, see

Processing User Exception Requests on page 63.

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

To give a user exception request privileges, you must select the **Allow user to request exceptions** option in the user's profile settings. For more information, see [Defining User Profiles](#) on page 31.

The action is reported if activity reporting is enabled. For more information, see [Enabling Local Reporting](#) on page 64

Displaying a Blocked Web Page

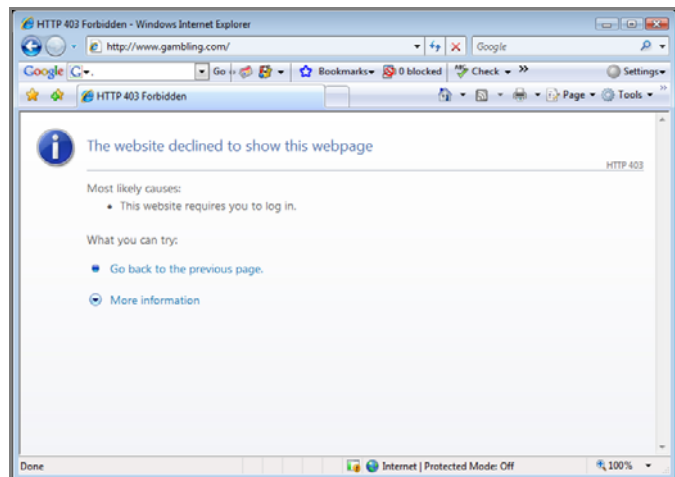
To configure Net Nanny to display a generic "HTTP 403 Forbidden" Web page when a user is blocked from viewing a Web site:

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



4. Click **OK**.

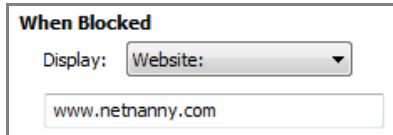
Following is an example of the "HTTP 403 Forbidden" Web page that is displayed:



Redirecting a User to a Different Web Site

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

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



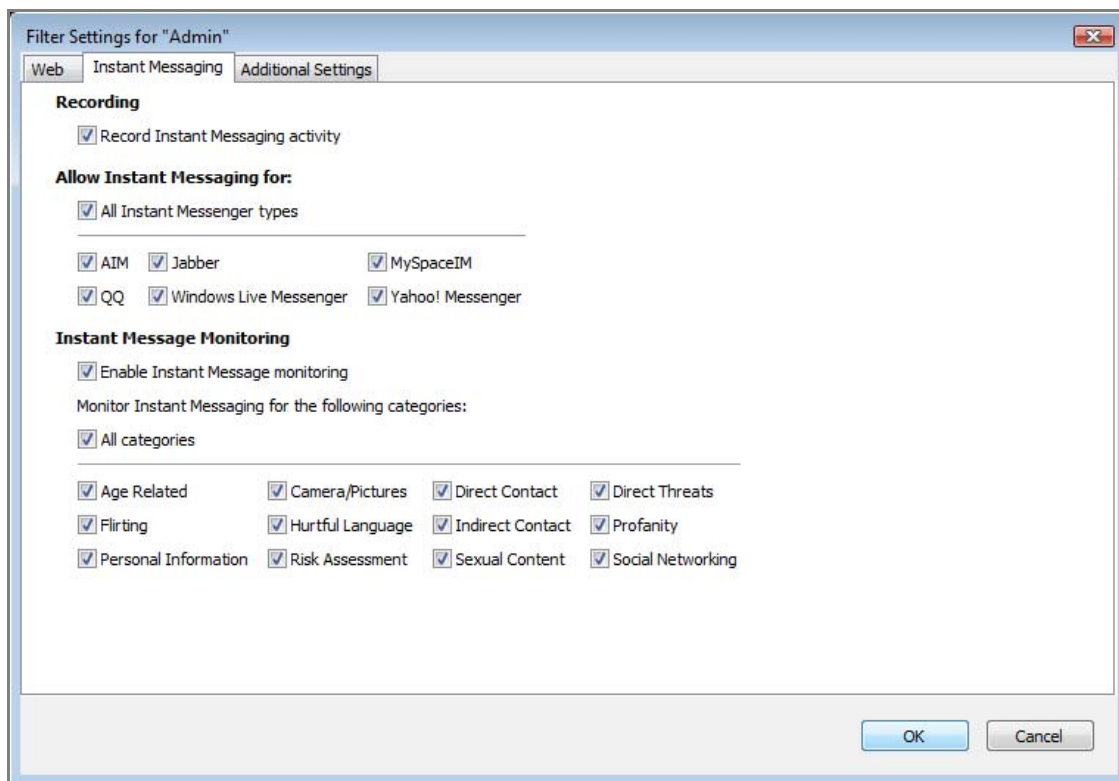
4. In the accompanying field, type the URL of the Web site where you want to redirect the user.
5. Click **OK**.

Configuring Filter Settings for Instant Messaging

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

To configure Net Nanny to monitor instant messaging:

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



4. If you want to keep a record of all instant messages, select **Record Instant Messaging activity**.

5. If you do not want to restrict the instant messaging programs the user is allowed to use, select **Select all Instant Messenger types**.

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

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

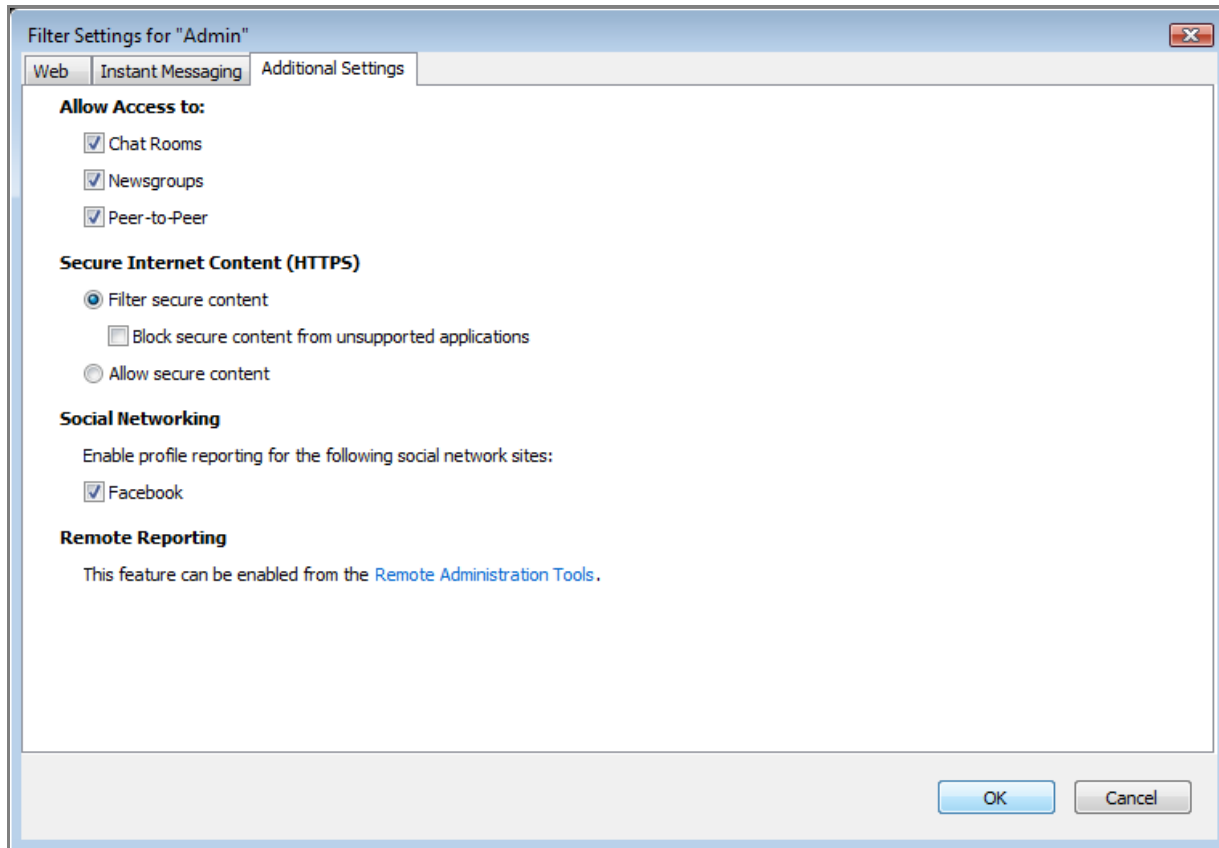
To monitor all content categories, select **All categories**.

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

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

Configuring Additional Settings

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



To manage a user's additional settings:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filter Settings**.
3. Click the **Additional Settings** tab.
4. Under Allow Access To, select the services you want the user to be able to access.

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

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

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

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

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

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

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

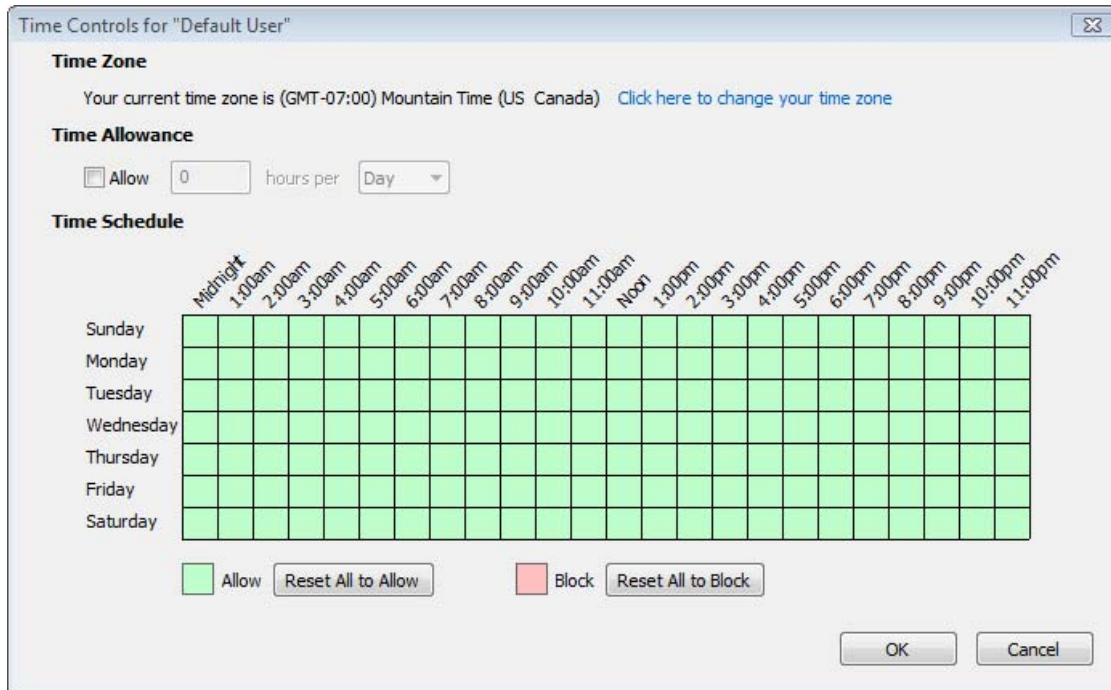
When a user logs in to his or her social network account, Net Nanny attempts to install its application to the user's account. This requires that user to authorize Net Nanny to run in the context of the user's account on that site. If the user chooses not to authorize Net Nanny, access to the site is denied.

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



Managing Time Controls

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



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

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

Note: To ensure that Time Controls are enforced at the times you expect, verify that you have configured Net Nanny™ with the correct time zone for your location. For instructions on setting the time zone in the Net Nanny Admin Tools, see [Setting the Time Zone](#) on page 29.

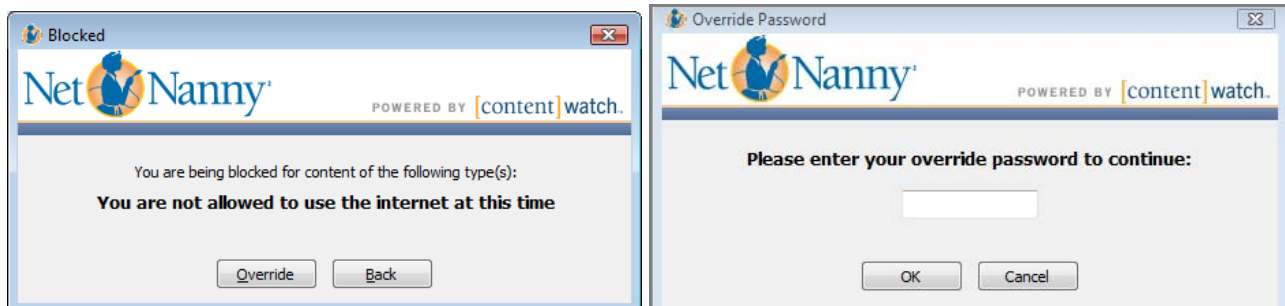
Defining Time Controls

To define user Time Controls:

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

Enforcing Time Controls

When a time control is in effect, Net Nanny displays a message when the user attempts to access the Internet. If a user has override privileges, the user can click **Override** and enter the override password to override the blocked connection. The password used to override time restrictions is the same password used to override a blocked Web site.



Note: To give a user override privileges, you must select the **Override Blocked Messages** option in the user's Profile Settings. For more information, see [Defining User Profiles](#) on page 31. If the user overrides the time control, Internet access is allowed for the next 30-minute block, after which the user must again override the blocked connection to maintain Internet access.

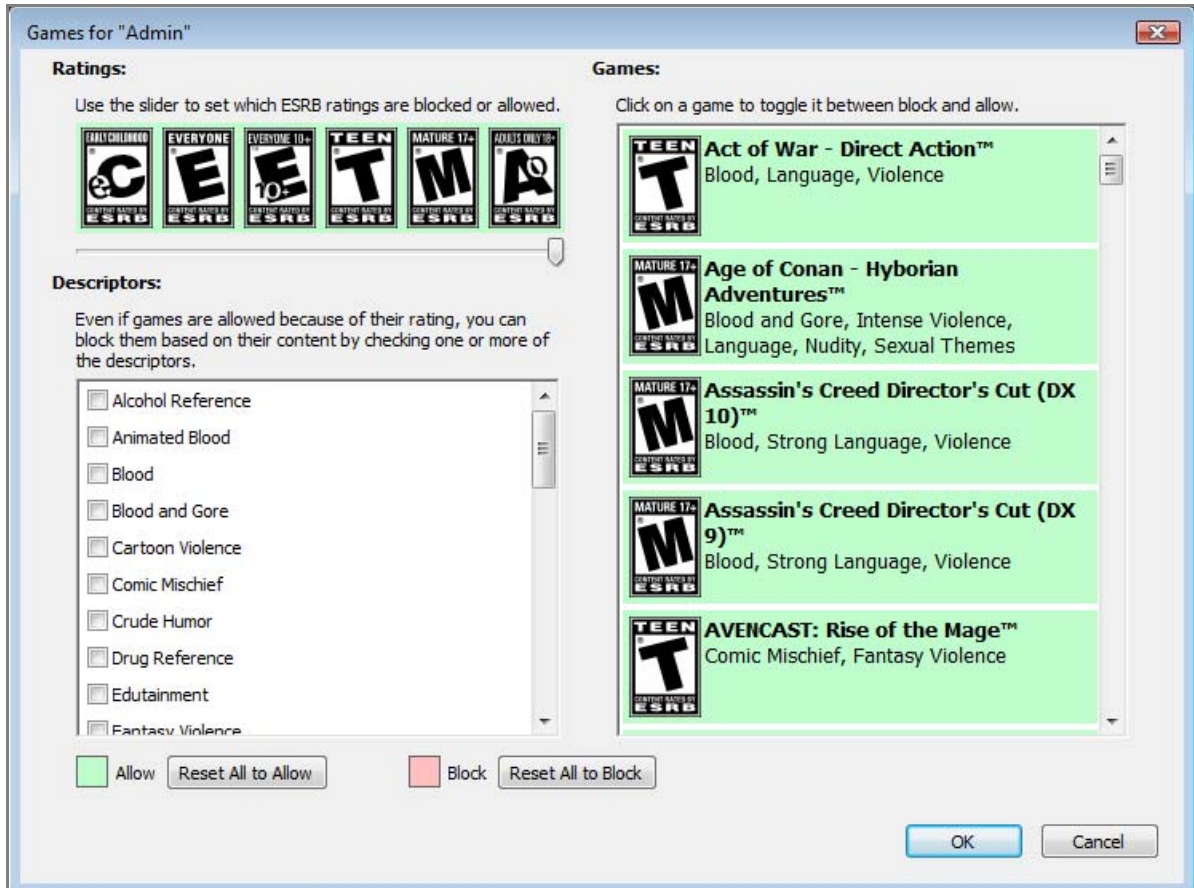


Managing Games

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

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

The Games screen for the chosen user opens:

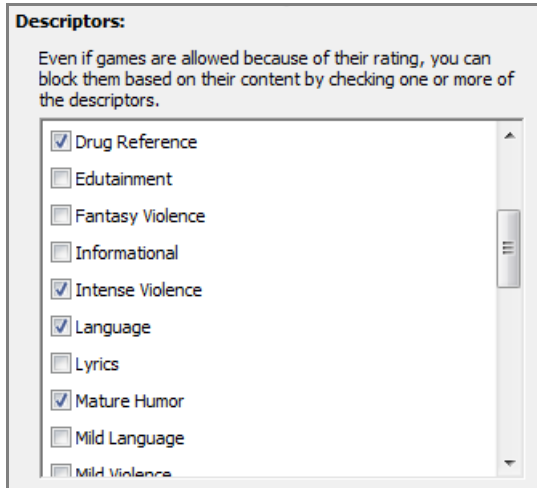


3. To determine which game ratings are allowed and not allowed, move the **Ratings** slider to the right or the left.

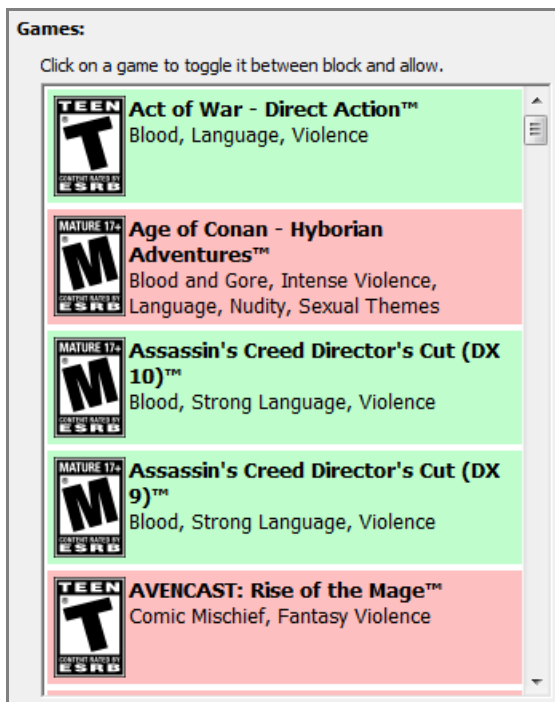


Allowed ratings show in green, and disallowed ratings are red.

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



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



The **Games** list contains many popular games that are rated Teen or above. Games that have ratings that are blocked in the **Ratings** settings are automatically blocked. However, you can block or allow individual titles from the list.

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



Managing System Passwords

During installation, the administrator creates override and uninstall passwords.

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

The uninstall password is required to uninstall Net Nanny™.

Changing the Override Password

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

To change the override password:

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

The screenshot shows a dialog box titled "Passwords" with a close button in the top right corner. It contains two sections: "Block Override" and "Uninstall". The "Block Override" section is highlighted with a red rectangular box. It has two input fields: "Password:" and "Confirm Password:", both containing ten black dots. The "Uninstall" section has two input fields: "Password:" and "Confirm Password:", also containing ten black dots. At the bottom of the dialog are "OK" and "Cancel" buttons.

Passwords are not case sensitive and must be between 3 and 13 characters in length. Numbers and letters can be combined.

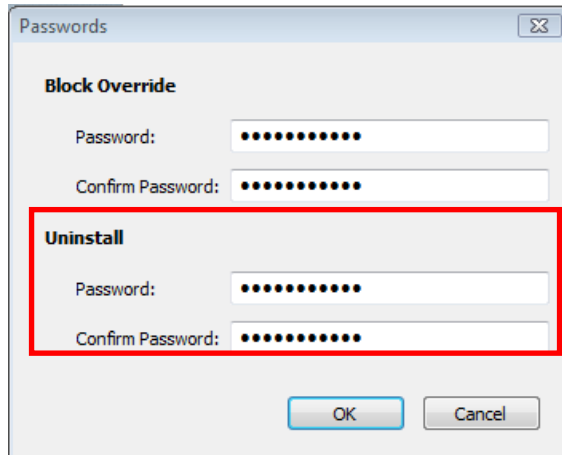
4. Click **OK** to save your changes.

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

Changing the Uninstall Password

To change the uninstall password:

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



The screenshot shows a dialog box titled "Passwords" with a close button in the top right corner. It contains two sections: "Block Override" and "Uninstall". Each section has a "Password:" field and a "Confirm Password:" field, both filled with ten black dots. The "Uninstall" section is highlighted with a red rectangular border. At the bottom of the dialog are "OK" and "Cancel" buttons.

Passwords are not case sensitive and must be between 3 and 13 characters in length. Numbers and letters can be combined.

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



Working with Exceptions

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

Creating Web Address Exceptions

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

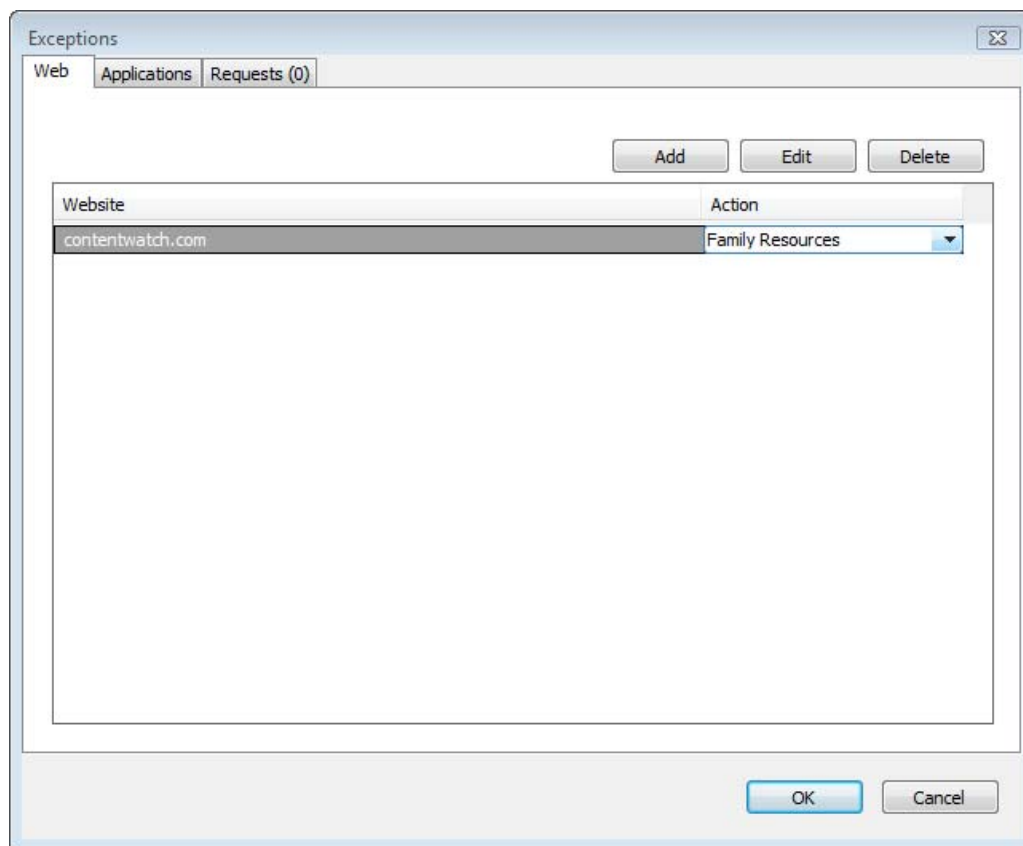
Note: See [Content Categories](#) on page 40 for a list of the predefined content categories.

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

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

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

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



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

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

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

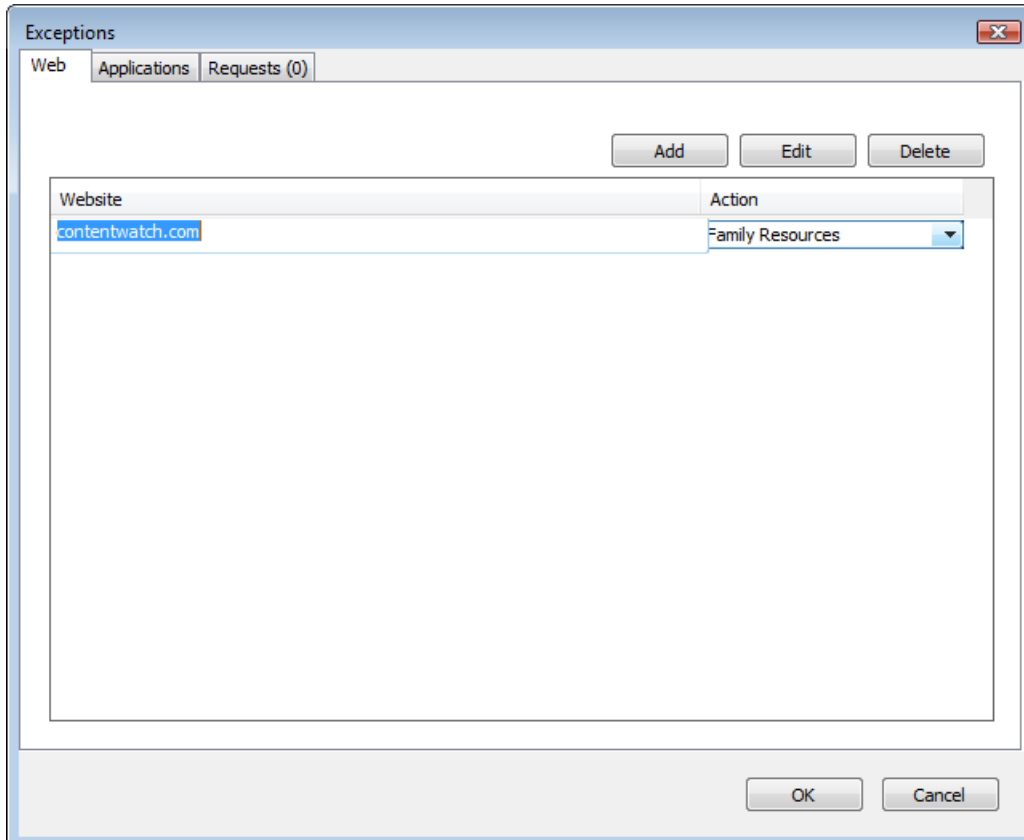
Likewise, *playboy* matches any URL that contains the word 'playboy' anywhere in the URL, including:

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

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

To create an exception for a Web address:

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



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

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

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

7. Click **OK**.

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

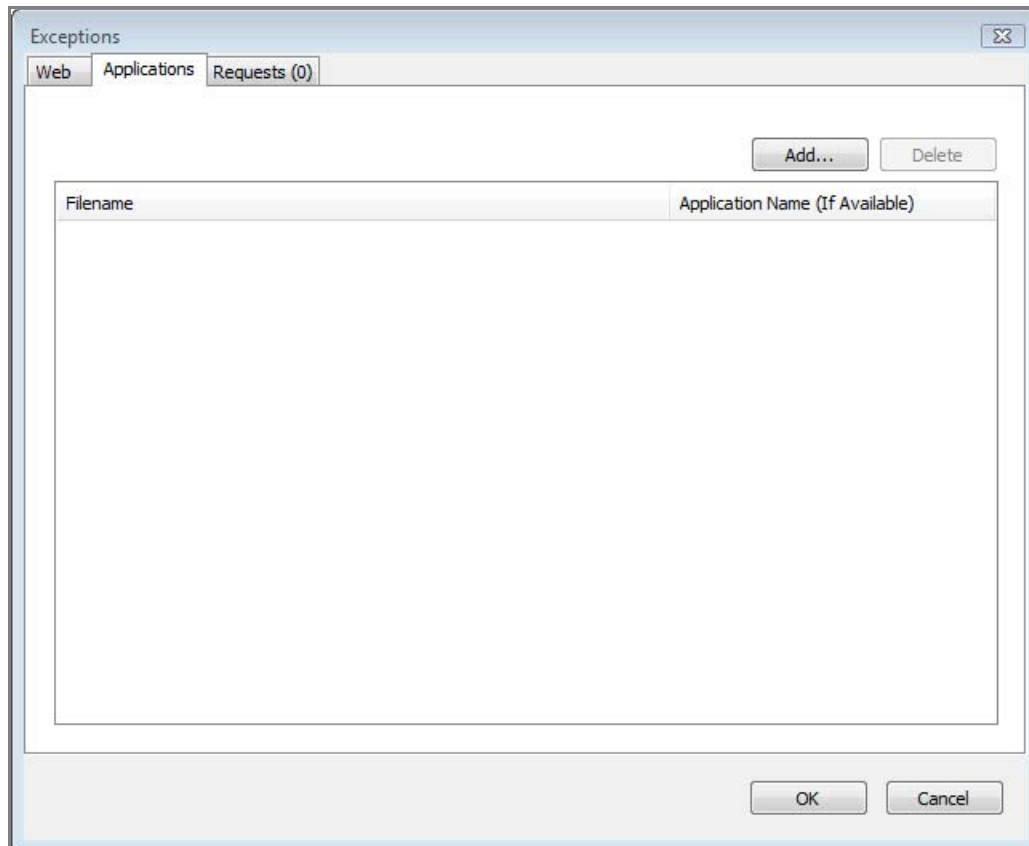
8. Click **OK** to close the Exceptions window.

Creating Application Exceptions

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

To create an exception for an application:

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



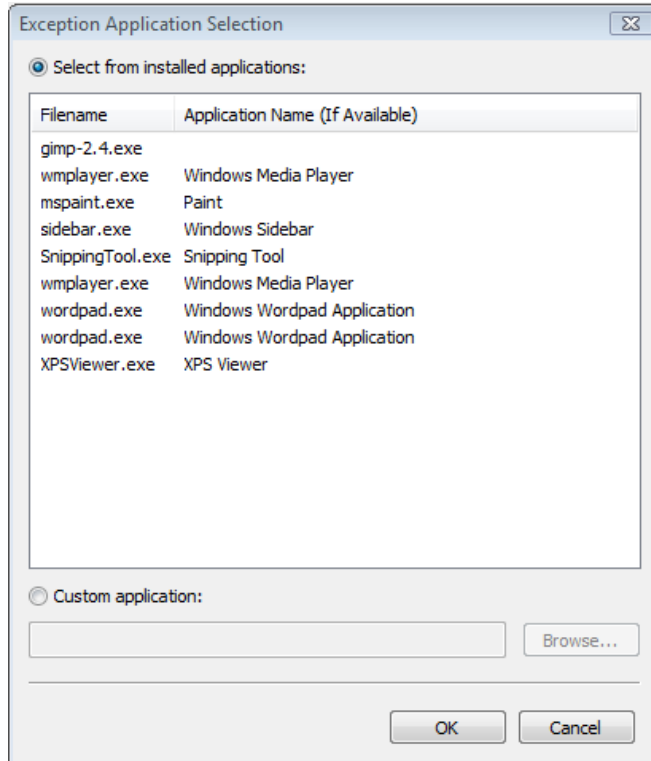
4. Click **Add**.

5. Choose one of the following methods to select the exception application:

Method 1: Select the application from a list of registered executables.

- a. Click **Select from installed applications**.
- b. Select the desired executable, then click **OK**.

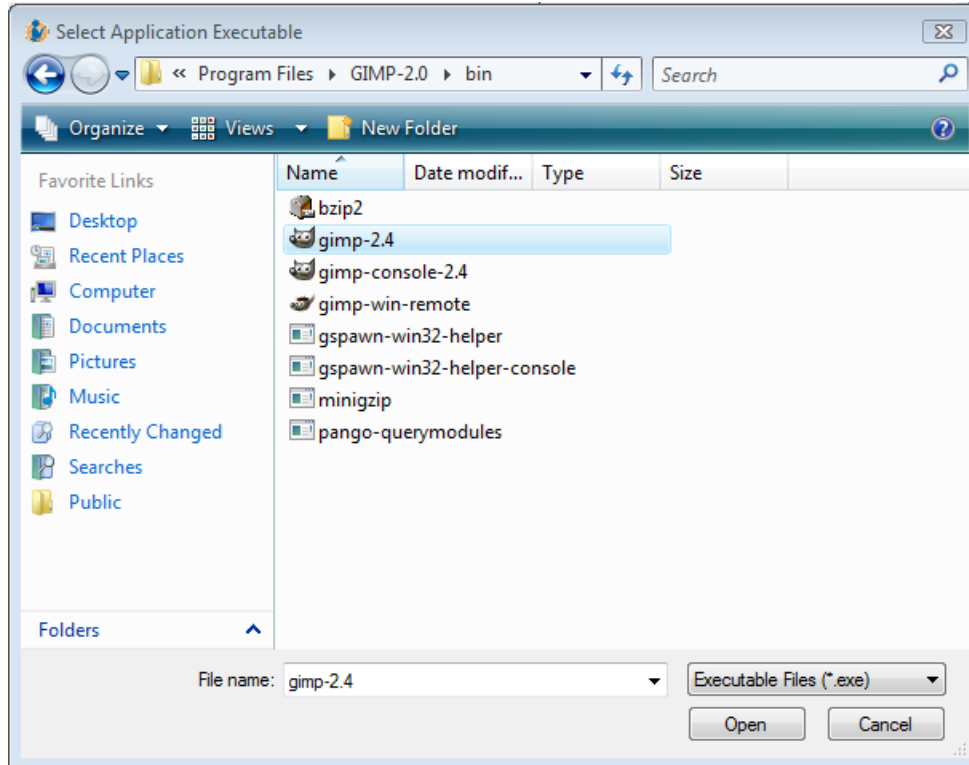
Tip: You can select multiple executables at once by holding down the Ctrl key (to select nonadjacent items) or the Shift key (to select blocks of items), then clicking the desired executables.



The selected executables are added immediately to the application exceptions list.

Method 2: Manually browse to the application executable.

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



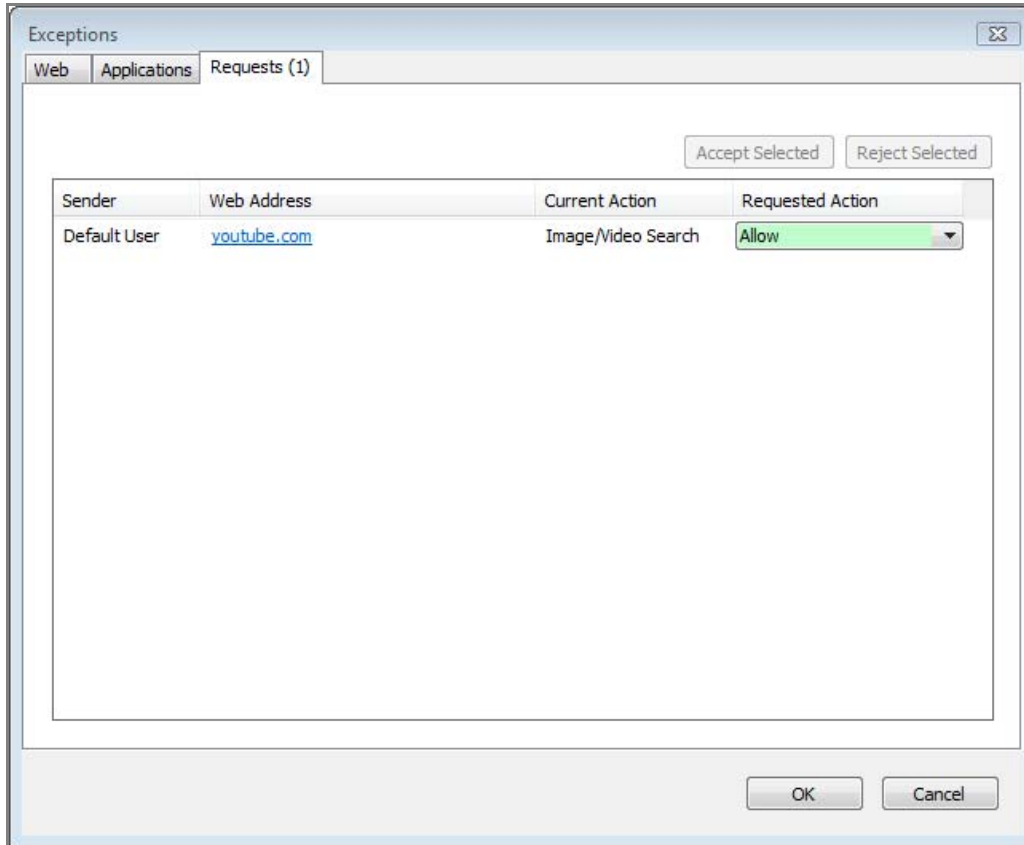
- e. When the executable's name appears in the **Application** field, click **OK** to add the application to the exceptions list.
6. (Optional) Remove an application's exception.
- a. From the application exceptions list, select the exception you want to remove.
 - b. Click **Delete**.
7. When you finish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

Processing User Exception Requests

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

To process users' exception requests:

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



4. Review the details of requests in the list.
You can click the hyperlinks in the Web Address column to open requested Web sites in a browser and review their content. Also, before accepting a request, you can change the action or category the user has requested by selecting a different option from the appropriate **Requested Action** drop-down menu.
5. Click the request.
6. Click **Accept Selected** or **Reject Selected**, then click **OK**.



Generating Usage Reports

Two different reporting options are provided with Net Nanny™:

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

Enabling Local Reporting

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

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

Accessing Local Reporting

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

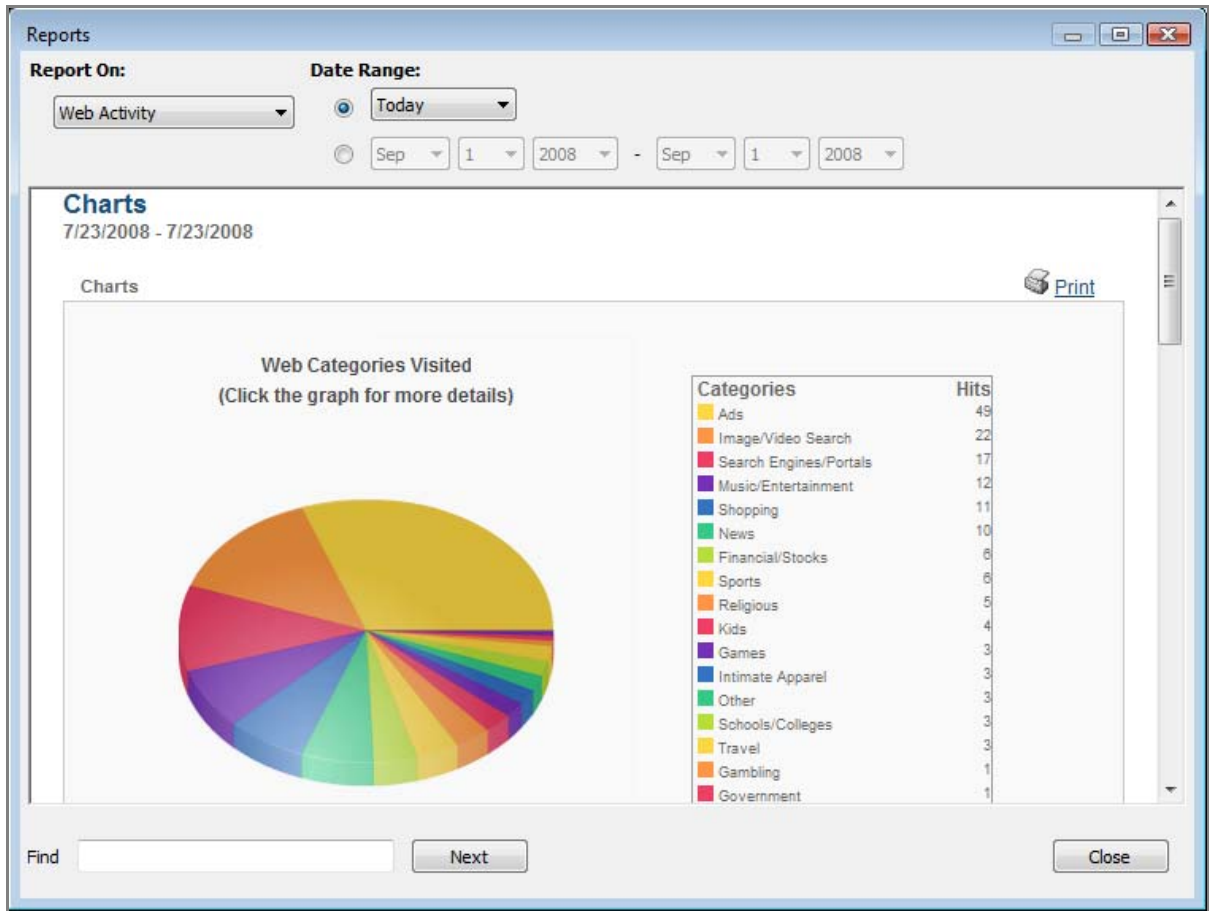
Accessing Local Web Activity Reports

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

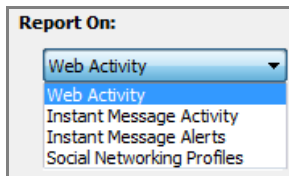
Important: To view individual user reports, the **Record Web activity** option must be selected in the user's Filter Settings menu. Also, you must have the Macromedia* Flash* Player installed to view the reports. You can download it from www.macromedia.com.

To access local Web activity reports:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Reports**.



3. From the **Report On** drop-down list, select **Web Activity**.



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



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

- Web Time Summary
- Web Time Summary by Day
- Web Categories Visited
- Web Filter Actions

5. Select a user, date range, Web category, or filter action to generate charts with report transaction detail.

6. To view additional report data, such as URLs, left-click a specific graph.

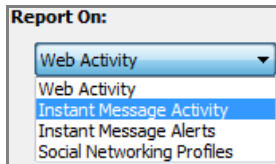
Accessing Local Instant Message Reports

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

Important: To view individual user reports, the **Record Web activity** option must be selected in the user's Filter Settings menu. Also, you must have the Macromedia Flash Player installed to view the reports. You can download it from www.macromedia.com.

To access local instant message reports:

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



Report On:

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

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



Date Range:

- Today
- Last 7 Days
- Last 14 Days
- Last 30 Days

2008 - Sep 1, 2008

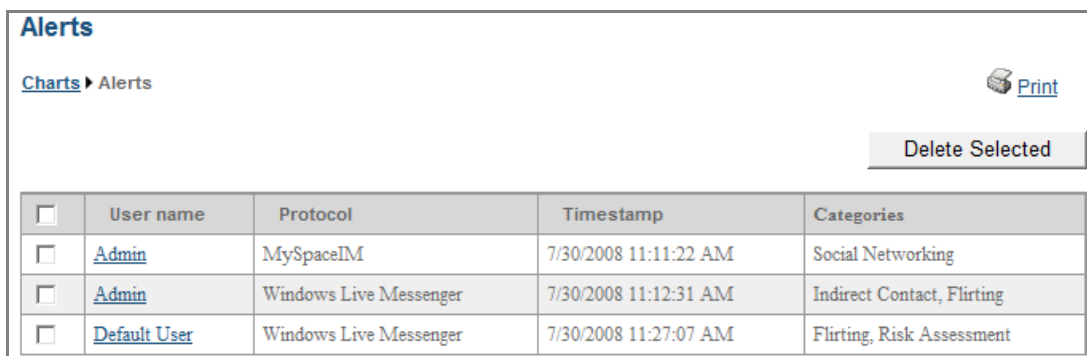
When you view the instant messaging report, the following information is available:

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




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

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



Alerts

[Charts](#) ▶ Alerts  [Print](#)

[Delete Selected](#)

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

Click an alert for a detailed report about that alert.

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

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

srades@live.com

Are your parents home?
DOn't be an idiot

scoo@live.com

how old are you
ASL

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

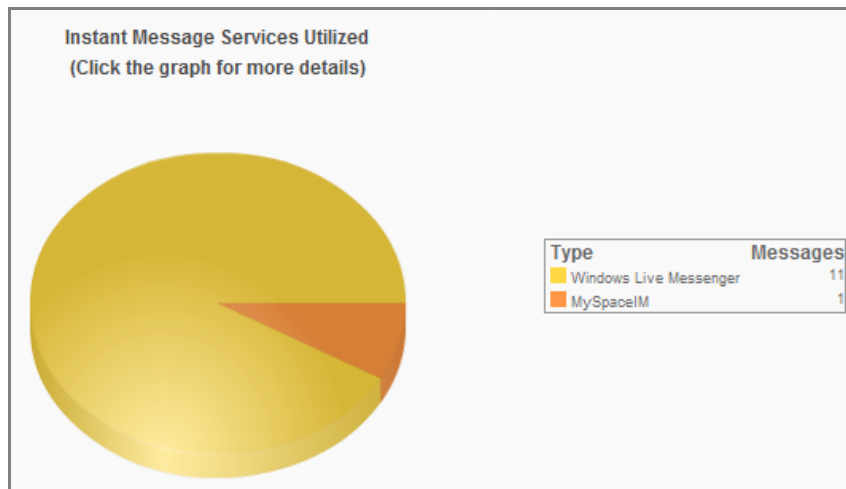
 **Alerts:**

Flirting
Conversation that include flirtatious behavior (i.e. Kissing, "your sexy!")

Risk Assessment
Conversation that include questions or messages about risky behavior (i.e. "Are you home alone?")

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

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



Click a service for additional details.

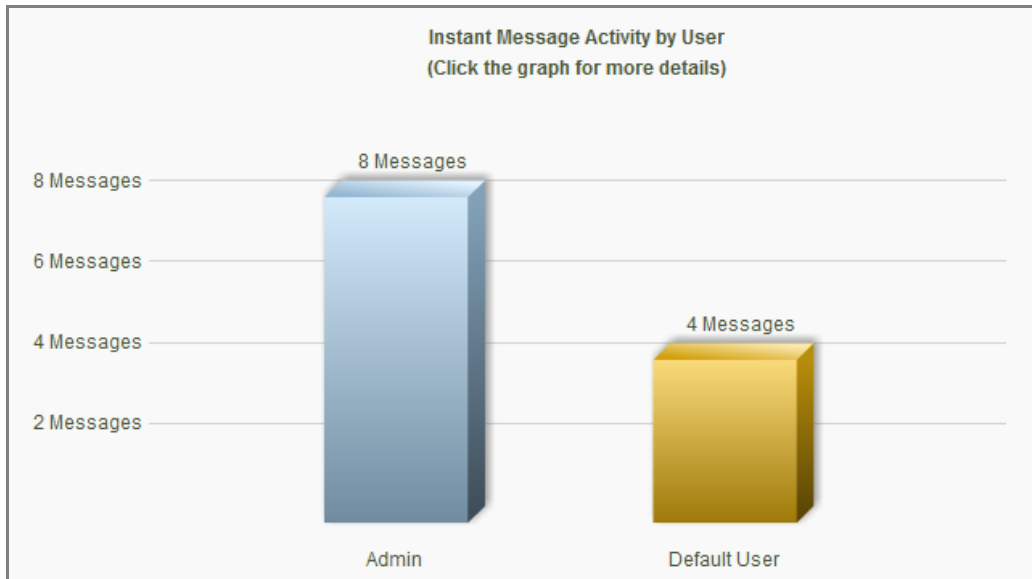
Windows Live Messenger
7/30/2008 - 7/30/2008

[Charts](#) ▶ Windows Live Messenger Print

User Name	Messages
Admin	7
Default User	4
Total	11

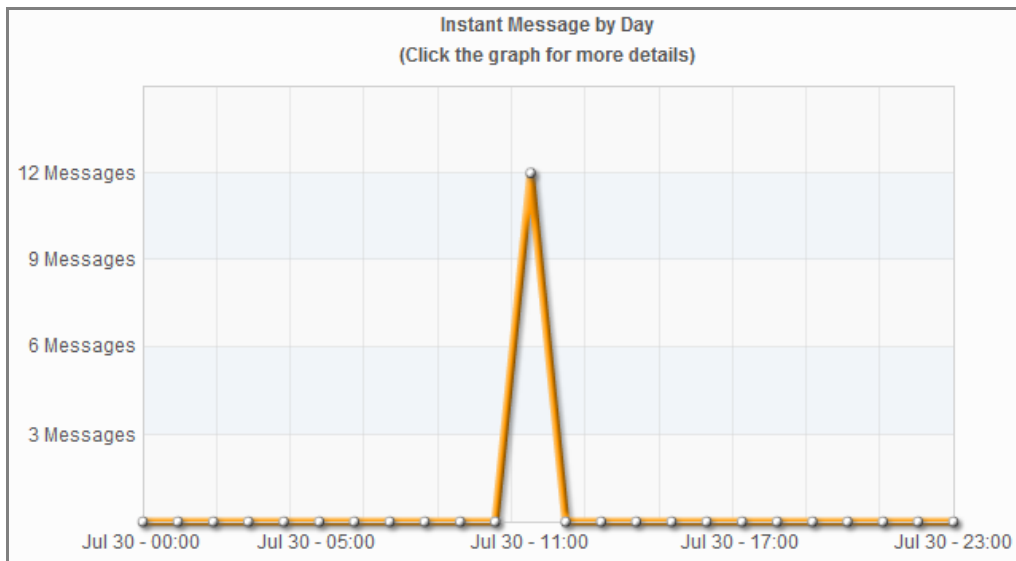
Click a user for more details about that user's IM use, including message content.

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



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

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



Click on the graph for a more detailed report.

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

Charts ▶ Time Summary Print

User Name	Messages
Admin	8
Default User	4
Total	12

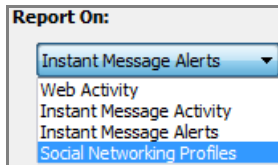
Continue to drill down for information about each user and the content of messages.

Accessing Social Networking Reports

The social networking report shows the social networking profiles that the user has set up and provides a link to the profile so you can review it.

To access the social networking report:

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



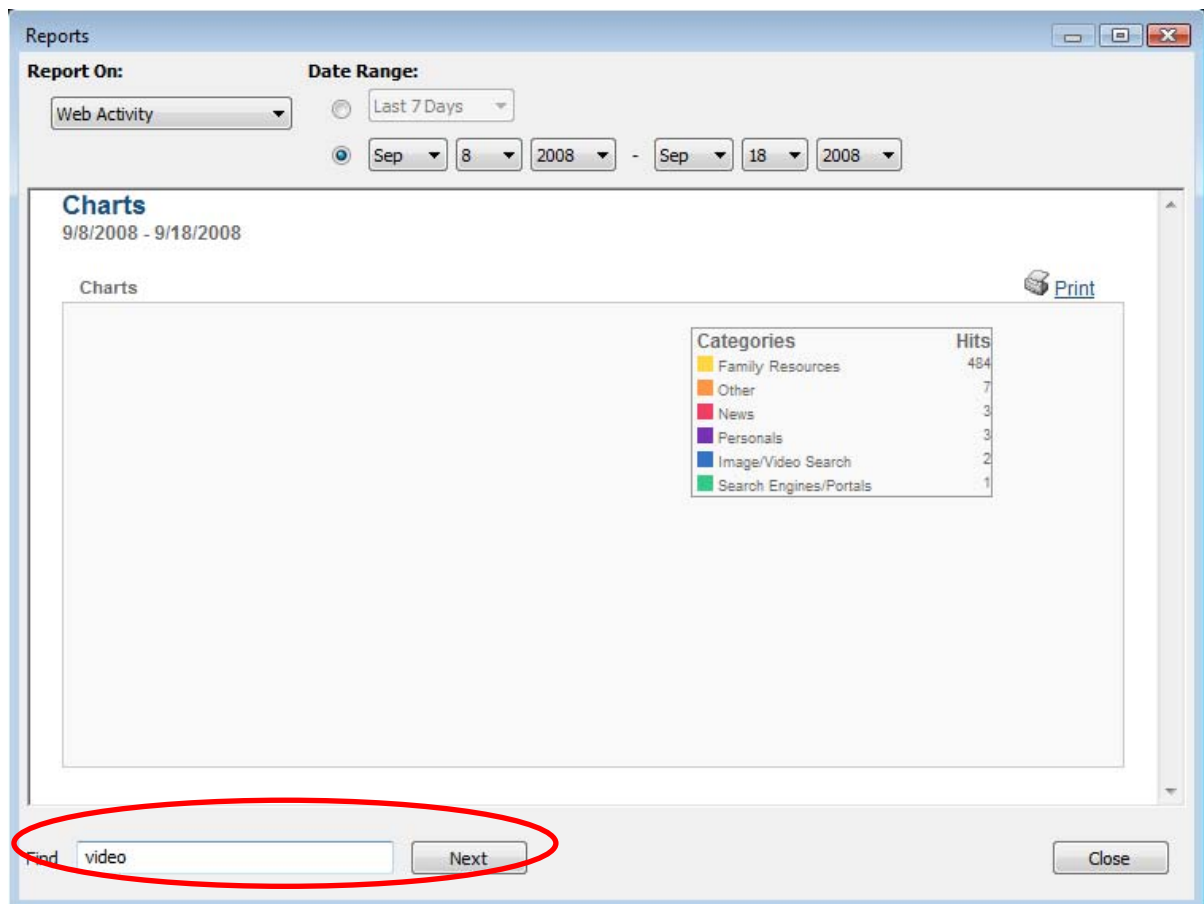
4. In the **Date Range** selector, select a preconfigured date range or specify a custom date range, then click **OK**.



Searching within Reports

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

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



The first instance of the search string is highlighted.

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



Configuring Email Notifications

Email notifications can be sent to the administrator or other users to provide alerts about users who are blocked or warned or who override blocks.

To configure email notifications:

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


The screenshot shows the 'Email Notification Editor' dialog box. It features a 'Send Email To:' text input field, a 'When:' dropdown menu currently set to 'Any User', and a 'Condition(s):' section. This section is divided into two expandable categories: 'Web Sites' and 'Instant Messages'. Under 'Web Sites', there are five unchecked checkboxes: 'Warned', 'Blocked', 'Viewed after warned', 'Viewed after blocked', and 'Requests an exception'. Under 'Instant Messages', there is one unchecked checkbox: 'Questionable Content'. The dialog box concludes with 'OK' and 'Cancel' buttons at the bottom.

5. From the **When** drop-down list, select the user that you want to receive notification messages about:
 - To receive notification for a specific user's activity, select the desired user profile.
 - To receive notification for all users, select **All Users**.
6. Choose the conditions for when you want a notification sent, such as when the user is blocked or warned, if the user overrides a block or requests an exception, or if an instant message contains questionable content. You can select multiple options.
7. Click **OK**.
8. Repeat Steps 3 through 7 for each notification you want to add to the Notification List.
9. To remove a notification, select the notification from the Notification List, then click **Delete**.
10. When finished, click **OK**.



Using Net Nanny Remote Management

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

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

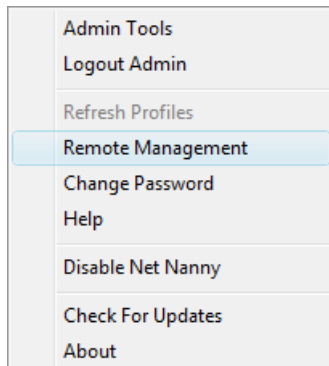
Note: Net Nanny Remote Management is available only with a Premium license of Net Nanny.

Accessing Remote Management

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

To access Remote Management:

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



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

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



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



Select user.

Choose settings or services to access.

Changing Account Settings

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

To change account settings through Remote Management:

1. Access Remote Management.


For details on [Accessing Remote Management](#), see page 72.

2. Select your family name at the top of the Users list.




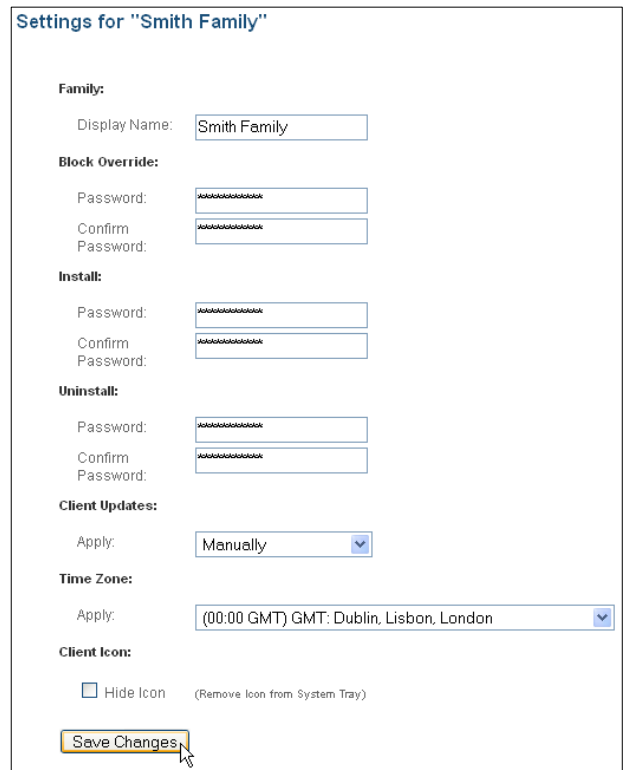
3. Change the Family Display Name; the Block Override, Install, or Uninstall Passwords; the Client Updates method; the Time Zone; or the display status of the Net Nanny system tray icon.

The install password can be used in place of the administrator's password to install Net Nanny as an existing user. The install password is provided so the administrator can allow other family members to install Net Nanny without giving them the administrator password. The install password is used only during installation as an existing user.

The **Client Updates** option allows you to select the delivery method for Net Nanny client software updates. If you select **Manually**, updates are downloaded only when you right-click the Net Nanny icon  in your system tray, then click **Check for Updates**. If you choose **Automatically**, the client automatically downloads, but does not install, any available updates when you connect to the Internet. If you select **Password Required**, a Net Nanny administrator must enter his or her password to manually download and install client software updates.

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

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

A screenshot of the 'Settings for "Smith Family"' configuration page. The page is organized into sections: 'Family' with a 'Display Name' field containing 'Smith Family'; 'Block Override' with 'Password' and 'Confirm Password' fields; 'Install' with 'Password' and 'Confirm Password' fields; 'Uninstall' with 'Password' and 'Confirm Password' fields; 'Client Updates' with an 'Apply' dropdown menu set to 'Manually'; 'Time Zone' with an 'Apply' dropdown menu set to '(00:00 GMT) GMT: Dublin, Lisbon, London'; and 'Client Icon' with a 'Hide Icon' checkbox and the text '(Remove Icon from System Tray)'. At the bottom, there is a 'Save Changes' button with a mouse cursor pointing to it.

Configuring Email Notifications

Email notifications can be sent to the administrator or other users to provide alerts about users who have been blocked or warned or who have chosen to override blocks.

To set or change email notifications through Remote Management:

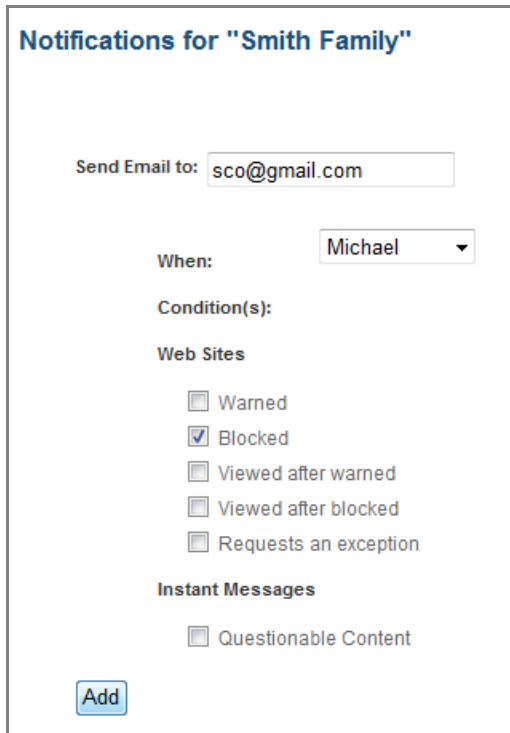
1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

2. Select your family name at the top of the Users list, then click **Notifications**.




3. Type the email address where you want to send notification messages.
4. Select the user you want to receive notification messages about.
To receive notification for a specific user's activity, select the user profile.
5. Select if you want a notification sent when the user is warned or blocked, if the user views a site after being warned or blocked, if the user requests an exception, or if the user has any instant messages that were flagged for containing questionable content.
You can select multiple options.
6. Click **Add** to save the notification to the Notification List.

A screenshot of the 'Notifications for "Smith Family"' configuration form. It features a 'Send Email to:' field with the value 'sco@gmail.com'. Below this is a 'When:' dropdown menu set to 'Michael'. The 'Condition(s):' section is divided into 'Web Sites' and 'Instant Messages'. Under 'Web Sites', there are five checkboxes: 'Warned' (unchecked), 'Blocked' (checked), 'Viewed after warned' (unchecked), 'Viewed after blocked' (unchecked), and 'Requests an exception' (unchecked). Under 'Instant Messages', there is one checkbox: 'Questionable Content' (unchecked). An 'Add' button is located at the bottom left of the form.

7. Repeat Steps 3-6 for each notification you want to add to the Current Notifications list.

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

Current Notifications:						
Email When	Blocked	Warned	Block Overridden	Request Exception	Email to	Delete
Admin	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sco@gmail.com	<input type="checkbox"/>

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

Viewing Family-Level Reports

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

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

To view family-level reports:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

2. Select your family name at the top of the Users list.
3. Click **Reports**.



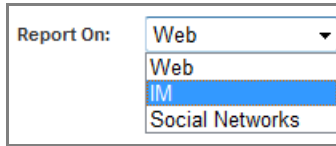
The screenshot shows the Net Nanny interface. On the left, there is a 'Users' section with a dropdown arrow and a list of users including 'Smith Family' and 'Admin'. On the right, there is a navigation menu with tabs: 'Settings', 'Notifications', 'Reports', 'Web Exceptions', 'Application Exceptions', and 'Requested Exceptions'. The 'Reports' tab is circled in red. Below the navigation menu, the main content area displays 'Settings for "Smith Family"'. There is also an 'Add User' button in the bottom right of the left sidebar.

4. Select the report **Date Range**.

Date Range:			
From:	Jul	24	
	'08		
To:	Jul	25	
	'08		

Note: There can be a delay (up to 24 hours) between user activity and the time that an action is reported on the Web-based reports.

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



Report On: Web
Web
IM
Social Networks

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

Configuring Web Exceptions

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

To configure Web exceptions through Remote Management:

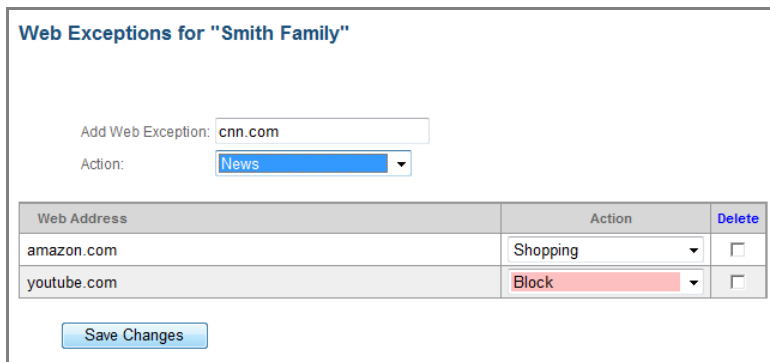
1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

2. Select your family name at the top of the Users list.
3. Click **Web Exceptions**.



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



Web Exceptions for "Smith Family"

Add Web Exception:

Action: News

Web Address	Action	Delete
amazon.com	Shopping	<input type="checkbox"/>
youtube.com	Block	<input type="checkbox"/>

Save Changes

Configuring Application Exceptions

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

To create an exception for an application through Remote Management:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

2. Select your family name at the top of the Users list.
3. Click **Application Exceptions**.



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

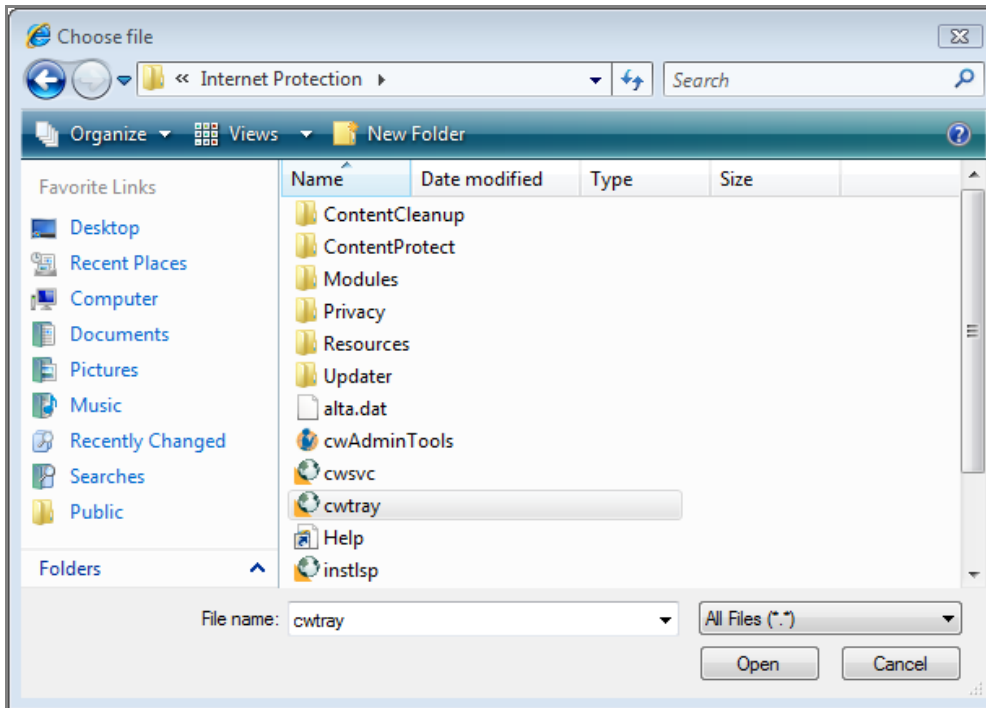
Method 1: Browse to the application executable.

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

A screenshot of the 'Application Exceptions For "Smith Family"' form. The form has a title 'Application Exceptions For "Smith Family"'. Below the title, there is a section 'Choose Application:' with two radio button options: 'By Browsing:' and 'By Entering Name:'. The 'By Browsing:' option is selected. To the right of the 'By Browsing:' option is a text input field and a 'Browse...' button. Below the 'By Entering Name:' option is a text input field with the example '(Example: abc.exe)'. At the bottom left of the form is an 'Add' button.

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

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



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

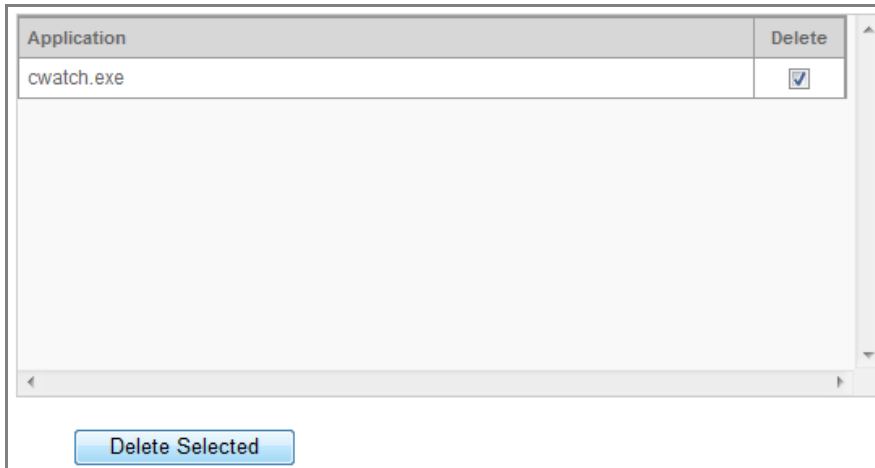


Method 2: Enter the filename of the application's executable file.

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



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



Processing User Exception Requests

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

To process users' exception requests:

1. Access Remote Management.
 - For details on [Accessing Remote Management](#), see page 72.
2. Select your family name at the top of the Users list.
3. Click **Requested Exceptions**.



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

Requested Exceptions For "Smith Family"

Select	Sender	Web Address	Current Action	Requested Action
<input type="checkbox"/>	Default User	youtube.com	Web Exceptions	Allow
<input type="checkbox"/>	Default User	www.health.com/health	Alcohol/Tobacco	Allow
<input type="checkbox"/>	Default User	budweiser.com	Alcohol/Tobacco	Alcohol/Tobacco

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

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

Requested Exceptions For "Smith Family"

Select	Sender	Web Address	Current Action	Requested Action
<input type="checkbox"/>	Default User	youtube.com	Web Exceptions	Allow
<input type="checkbox"/>	Default User	www.health.com/health	Alcohol/Tobacco	Allow
<input type="checkbox"/>	Default User	budweiser.com	Alcohol/Tobacco	Alcohol/Tobacco

- b. Click **Accept Selected** or **Reject Selected**.

The new settings take effect immediately.

Adding and Removing Users

To add a user in Remote Management:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

2. Click **Add User**.



3. Enter the administrator password.

- From the **Duplicate Settings From** drop-down menu, select **Default** or select another profile that best fits the user you are adding.

Add User

Duplicate Settings From

Predefined Profiles Default ▾

Existing User

Filter Settings: Blocked for objectionable websites.
 Time Controls: No restrictions.
 Monitoring: Enabled for all activities.
 Games: All games allowed.

Profile Settings

User Name:

Email:

Password:

Confirm Password:

Inactive User Logout Never ▾

Auto Client Login Allow user to change password

Administrator Display instant override option

Auto Windows Login

- Complete the user profile information (user name, email, password, etc.), then click **OK**.

For a description of the options in the Add User screen, see [User Profile Options](#) on page 82.

After you create the user profile, you can define the filter settings and time controls for the user. For more information, see [Filter Settings](#) on page 84 and [Time Controls](#) on page 88.

User Profile Options

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

Field	Description
User Name	Name the user selects to sign in to Net Nanny. Usernames must be between 2 and 20 characters in length.
Email	User's email address. This field is required only if the user is an administrator.
Password	Password the user enters to sign in to Net Nanny. Passwords must be between 3 and 13 characters in length. Passwords are case sensitive. Numbers and alpha characters can be combined. Passwords are required only for administrators. If you prefer not to have a password for a user, or if a user is too young to type in a password, leave the password field blank.

Field	Description
	<p>Note: We recommend you keep a list of passwords and the corresponding user names in a safe place for reference. However, the administrator can change a password for any user, at any time, which eliminates the fear of losing or forgetting passwords for access.</p>
Inactive User Logout	<p>Designates an inactivity threshold after which the user is automatically logged out.</p> <p>If you select Never, Net Nanny does not automatically log out the user.</p>
Auto Client Login	<p>Enables Net Nanny to remember the profile's username and password and to automatically log in using this profile whenever a user attempts to access Internet content.</p> <p>When this option is selected, you need to log in to Net Nanny only once. Thereafter, Net Nanny no longer prompts for login credentials when users attempt to access Internet content, even if the computer is rebooted. Net Nanny continues to remember the username and password until someone manually logs off the Net Nanny profile.</p> <p>Note: The Auto Client Login option is useful when you want to monitor and manage Internet activity for a single computer rather than specific users. For example, if you have a computer in your living room and you want to use the same Net Nanny filter settings, time controls, etc., to control Internet access for anyone who uses that computer. You can create a Net Nanny profile named "Living Room," configure profile settings as desired, then enable the Auto Client Login option so that users are automatically logged in to Net Nanny whenever they start that computer and try to access the Internet.</p>
Administrator	<p>Gives the user administrative privileges.</p> <p>Users with administrative privileges can change passwords, profile settings, and filters; receive email notifications; and access reporting and remote management.</p>
Display instant override option	<p>Lets the user override blocked content. If selected, Net Nanny prompts the user for the override password when it blocks Internet content. (For an example of this message, see Block and Warning Responses on pages 42.)</p> <p>Important: The user must enter the override password before Net Nanny displays the blocked content. The override password is created during installation and can be changed at any time through the Passwords dialog.</p> <p>If you do not select this option, Net Nanny displays a block message when the user tries to access blocked Internet content.</p>
Auto Windows Login	<p>Automatically logs this user in when Windows starts.</p>
Allow user to change password	<p>Lets the user change the password used for logging in.</p>

To remove a user from Remote Management:

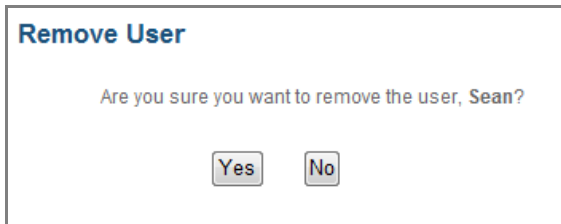
1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

2. From the Users list, select the user you want to remove.
3. Click **Remove User**.



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



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

Filter Settings

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

Web Filter Settings

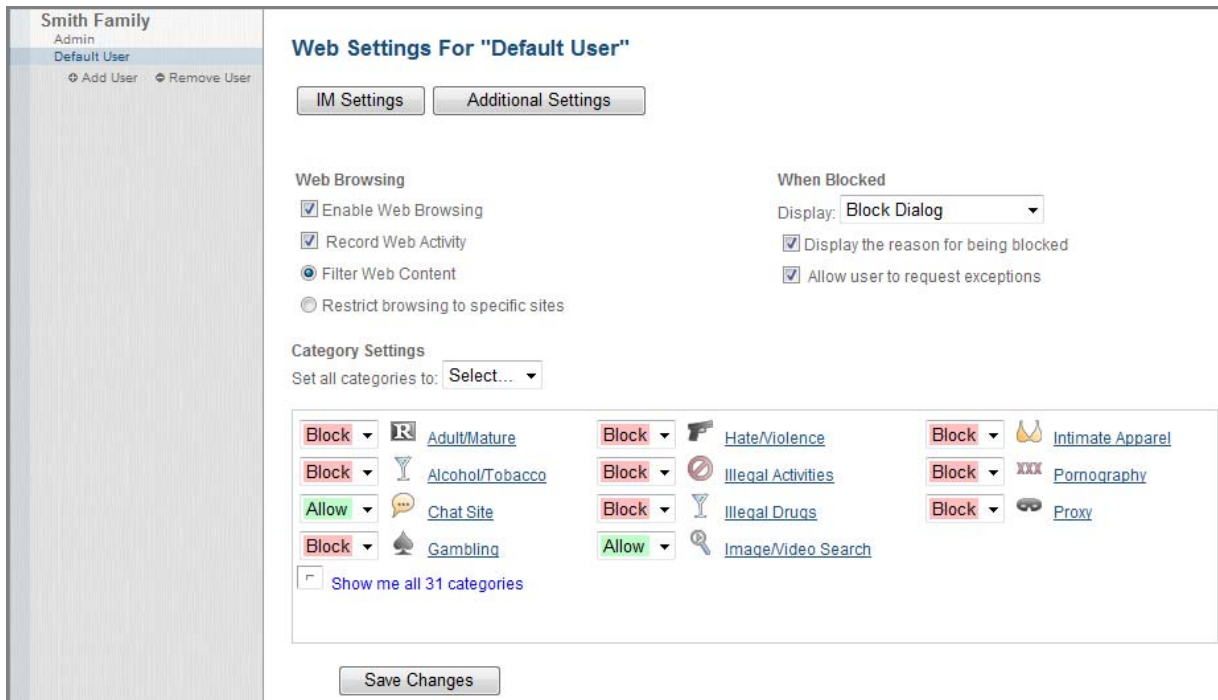
To modify Web filter settings:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

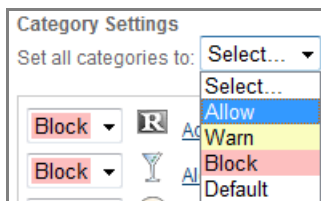
2. Select a user from the **Users** list.

The **Web Settings** page opens.




3. To allow users to browse the Web, select **Enable Web browsing**.
If **Enable Web browsing** is not selected, the user cannot access the Web.
4. If you want Web activity to be recorded so you can monitor it, select **Record Web Activity**.
5. Select whether to filter Web content or to only allow access to specified sites.
If you select **Filter Web content**, you can configure the access level for a variety of types of Web content. See *Specifying Allowed Web Sites* on page 38 for more information.
If you select **Restrict browsing to specific sites**, you can configure which sites the user is allowed to browse. See *Specifying Allowed Web Sites* on page 42.
6. If you selected **Filter Web content**, do one of the following:

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



- Select a setting from the Set All Categories To drop-down list to change all content categories to the same setting.
7. If you selected **Restrict browsing to specific sites**, configure which sites the user is allowed to browse. See *Specifying Allowed Web Sites* on page 42.
 8. In the When Blocked section, specify how you want Net Nanny to respond when a user is blocked or warned.
 9. When finished, click **Save Changes** to apply your settings.

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

IM Settings

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

To configure Net Nanny to filter instant messaging:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

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

The screenshot shows the 'IM Settings For "Default User"' configuration window. It is divided into several sections:

- Recording:** A checkbox labeled 'Record Instant Messaging Activity' is checked.
- Allow Instant Messaging for:** A checkbox labeled 'All Instant Messenger types' is checked.
- Instant Messenger Types:** A grid of checkboxes for various messengers: AIM, Yahoo! Messenger, QQ, Windows Live Messenger, Jabber, and MySpaceIM. All are currently unchecked.
- Instant Message Monitoring:** A checkbox labeled 'Enable Instant Message Monitoring' is unchecked.
- Monitor Instant Messaging for the following categories:** A checkbox labeled 'All categories' is checked.
- Content Categories:** A grid of checkboxes for specific content types: Age Related, Camera/Pictures, Direct Contact, Direct Threats, Flirting, Hurtful Language, Indirect Contact, Personal Information, Profanity, Risk Assessment, Sexual Content, and Social Networking. All are checked.
- Save Changes:** A blue button at the bottom.

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

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

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

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

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

Additional Settings

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

To manage a user's additional settings:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

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

Additional Settings For "Default User"

Allow Access To:

- Chat Rooms
- Newsgroups
- Peer-to-Peer

Secure Internet Content (HTTPS)

- Filter secure content
 - Block secure content from unsupported applications
- Allow secure content

Social Networking

Enable profile reporting for the following social network sites:

- Facebook

Remote Reporting

- Allow Remote Viewing of Reports

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

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

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

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

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

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

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

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

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

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

Time Controls

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

To configure time controls:

1. Access Remote Management.
For details on [Accessing Remote Management](#), see page 72.
2. Select a user from the **Users** list, then click **Time Controls**.




The Time Controls screen opens:

The screenshot shows the 'Time Controls for "Default User"' interface. At the top, there is a link 'Switch to 24 hour time display'. Below this is the 'Time Allowance' section, which includes an 'Enable' checkbox, a text input field, and a dropdown menu for 'Hours / Day'. A 'Save Changes' button is located below. The 'Time Schedule' section includes a 'Day' dropdown menu, an 'All Day' checkbox, 'Start Time' and 'End Time' dropdown menus, and an 'Internet Access' dropdown menu currently set to 'Allowed'. There are 'Save Changes', 'Reset All to Blocked', and 'Reset All to Allowed' buttons. At the bottom, there are two 24-hour grids for AM and PM, with a 'Selected Time Zone' section showing 'Mountain Time (US & Canada) (-07:00 GMT)' and an 'Edit Time Zone' link.

3. To limit the total number of hours a user can spend on the Internet per day or week:
 - a. Under Time Allowance, select **Enable**.
 - b. In the field to the right of the **Enable** check box, specify the amount of hours the user is allowed to access the Internet.
 - c. From the **Hours** drop-down menu, select the period (Day or Week) that the specified amount of hours applies to.
4. To set controls for specific days and times of day:
 - a. From the **Day** drop-down list, select the days for which you want to set time controls.
 - b. Define the **Start Time** and **End Time** for the time control.
Select **All Day** to automatically select the entire day.
 - c. From the **Internet Access** drop-down list, select whether Internet access is **Allowed** or **Blocked** during this time frame.
Remember that a red rectangle indicates Internet access is *not* allowed during the corresponding time of day. A green rectangle indicates that Internet access is allowed then.
 - d. To apply blanket settings:
 - Click **Reset All to Blocked** to completely block Internet access.
 - Click **Reset All to Allowed** to remove all time controls and allow Internet access at all times.

5. When finished, click **Save Changes** to apply your settings.
6. Click **Edit Time Zone** to change the selected time zone.
7. When finished, click **Save Changes** to apply your settings.

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

Profile Settings

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

To modify user profile settings:

1. Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

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



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


For more information on this option, see [User Profile Options](#) on page 32.

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

For more information on this option, see [User Profile Options](#) on page 32

12. Select **Allow user to change password** if you want the user to be able to change his or her own login password.

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

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

Reports (User Level)

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

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

To view user-level reports:

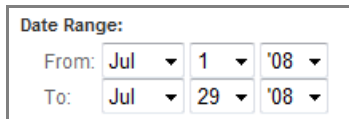
- Access Remote Management.

For details on [Accessing Remote Management](#), see page 72.

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

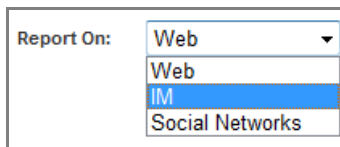


- Select the report **Date Range**.

A screenshot of the 'Date Range' selection form. It has two rows: 'From:' and 'To:'. Each row has three dropdown menus for month, day, and year. The 'From:' row is set to 'Jul', '1', and ''08'. The 'To:' row is set to 'Jul', '29', and ''08'.

Note: There can be a delay (up to 24 hours) between user activity and the time that an action is reported on the Web-based reports.

- Select **Web**, **IM**, or **Social Networks** to generate a Web or instant messaging report.

A screenshot of the 'Report On:' dropdown menu. The menu is open, showing three options: 'Web', 'IM', and 'Social Networks'. The 'IM' option is currently selected and highlighted in blue.

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



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



Glossary

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

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

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

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

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

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

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

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

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

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

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

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

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

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


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

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

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

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

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

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

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

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

Transaction Detail: Activity information based on report results.

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

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

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

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

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



Frequently Asked Questions (FAQ)

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

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

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

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

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

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

Can my children disable Net Nanny software?

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

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

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

Does Net Nanny work with personal firewalls?

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

How do I change the override password?

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

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

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

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

Yes, Net Nanny is very portable that way. By importing existing accounts during installation, the original settings follow you to each computer. This is also very useful when a computer needs to be replaced. During installation, select **Existing User**, then click **Next**. When prompted, enter your email address and password. Net Nanny imports all your account information.

I have problems starting Yahoo! Messenger after installing Net Nanny. What do I do?

In Yahoo! Messenger, open the Preferences section and select the Connection category. Make sure that connection is set to **Firewall with no proxies**. You should then be able to connect.

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

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

What if I forget my administrator password?

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

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



Open Code License Text

PCRE License Text

Regular expression support is provided by the PCRE library package, which is open source software written by Phillip Hazel and copyright is by the University of Cambridge, England.
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