

How to use TalkTalk HomeSafe®

While we're all getting stuff done and enjoying ourselves online, we also need to keep our computers, our data and our families safe.

So every TalkTalk broadband customer gets our HomeSafe web filter included for their home Wi-Fi, protecting any device that's connected. You just activate it and choose your settings in [My Account](#).

For instructions on how to use TalkTalk HomeSafe® please select below for more information. If you would like to read more about HomeSafe®, take a look at our HomeSafe® overview for more information.

What can't HomeSafe do?

Unfortunately, no web filter can be 100% foolproof, so here are a few examples of things that can happen.

- Some videos and images that don't have an accurate description may get through.
- Mobile apps and VPNs may not be recognised and therefore can't be blocked.
- HomeSafe can't detect viruses hidden in files you receive or download to your computer – but you can use SuperSafe to do this.
- HomeSafe uses TalkTalk DNS servers to operate our filters. They can't do their job if you're using a third party DNS server (like OpenDNS or GoogleDNS).

HomeSafe and SuperSafe. What's the difference?

Security features can be a bit confusing. HomeSafe and SuperSafe are two separate tools that fight threats in different areas, and we always recommend you use them together for the best security.

HomeSafe is a family-friendly web filter for your home Wi-Fi, blocking inappropriate content (KidSafe), as well as sites that could harbour malware (Virus Alerts), for any device that's connecting to it. It's free, there's nothing to download, and you just activate it in My Account.

SuperSafe protects a specific device wherever it's online, fighting viruses that try to infect your devices and securing your banking and shopping. It's software you download onto any mobile tablet or computer.