

Talk Talk

If you have broadband with Talk Talk you might not be able to run certain features / software (e.g. team Viewer Support, MS Teams, etc) as they are blocked by a firewall called homesafe scam protection.

<https://community.talktalk.co.uk/t5/Articles/How-to-turn-off-homesafe/ta-p/2205184>

How to turn off homesafe


HomeSafe® protects your whole home online over every device connected to your TalkTalk broadband.

To keep you safe online we strongly recommend you keep Homesafe switched on, however, should you need to switch it off for any reason, follow the steps below.

1. Log into [My Account](#)
2. Select **My services** from the menu bar
3. Select **View HomeSafe settings**
4. Here it will show you what is currently turned on/off
5. Choose your area's to switch off next to any of the three options. For Kids Safe, you'll see a prompt asking if you're sure you want to switch it off. Simply click the blue button (Turn Kidsafe OFF) to confirm, and allow a few minutes for your changes to take effect

Kidsafe



 Are you sure you want to turn Kidsafe Off ?

If you're having problems accessing specific websites, try customising your settings?

Customise settings

Turn KidSafe Off

Here is a summary of what each category does:

- [Kids Safe](#) offers nine categories of websites, allowing you to easily block some or all of them. When you activate Kids Safe, you'll see prompts to help you decide which categories to block
- [Homework Time](#) gives you the option to block sites such as gaming websites that commonly distract your children. The default settings will block the websites between 16:30 hrs and 18:00 hrs or you can set your own time period anytime between Monday to Friday or 7 days a week
- [Virus Alerts](#) ensure that every computer or device connected to your TalkTalk broadband can be better protected. This is thanks to the warning system, which lets you know when a website you're trying to access is infected with a virus and advises you not to continue

Having trouble switching HomeSafe off? for further help visit [HomeSafe Troubleshooting](#)

Other ways to contact TALK TALK

You can also ring TalkTalk Customer Service for disabling scam protection: 0345 172 0088

We also recommend to create a Twitter account and send their customer service a tweet to #TalkTalk