Parental Frequently Asked Questions

Q: Data Protection, can other people get access to the data generated by CyberSentinel?
A: Nobody else, not even CyberSentinel has access to the data captured and shown in your web console. All screen captures are securely stored on our dedicated servers. However, it is up to you to ensure you Account ID and Password are kept completely confidential.

Q: Is it easy to install?
A: Yes, you do it all from our website. First you create your online account, then you download and install the CyberSentinel program onto each PC you want to protect. Lastly, you configure the level of e-Safety protection you want and log on to the web-based Console every now and again to check your children are using the internet safely.

Q: How do I look at my child's activity?
A: You can access CyberSentinel and change e-Safety settings from anywhere in the world with an internet connection. You don't have to be at your child's PC or Laptop - which is a great help if their PC is in their bedroom or they take it with them to school.

Q: Can children change CyberSentinel's settings or disable it?
A: No, the only way the configuration can be changed is via the web-based Console, which requires your unique Account ID and Password, so keep them safe. If your child is a determined hacker and does manage to break or uninstall it, you will be informed by an email message.

Q: What if I have more than one PC?
A: Your licence allows you to install CyberSentinel on up to five PCs or laptops per household.

Q: Can I have different restrictions for my different children?
A: Yes, CyberSentinel automatically recognises each child individually – either by the computer they use or by their logon. This will allow you to set different levels of e-Safety protection depending on their age, gender and maturity. This follows advice from Professor Tanya Byron about setting boundaries based on each individual child.

Q: Is the acronyms library updated with the latest 'lingo'?
A: Yes, we work closely with Schools / Local Authorities and e-Safety websites to update this library on a regular basis.

Q: Will CyberSentinel monitor what my partner and I do online?
A: No, you can make CyberSentinel apply just to your children, not to you or anyone else.

Q: What happens when my licence expires?
A: You will receive an e-mail remainder around 4 weeks prior to expiry. You will receive further e-mails up until the date of expiry. You will then have 30 days to renew at a cost of £25 (or €30 / US$39 for international customers) per annum.

Q: It all sounds a bit 'Big Brother' to me, like I'm spying on my children?
A: This is a genuine concern that applies to any monitoring software. However, CyberSentinel addresses this important issue in a number of ways. Firstly, children do have rights, but what's most important is their right to be protected by you. CyberSentinel provides this but maximises their freedom within safe boundaries set by you. Secondly, openness is important. We strongly recommend that you run CyberSentinel in 'visible mode' and talk to your children first, so there's nothing sneaky about what you're doing. And thirdly, CyberSentinel only tells you if there's a potential problem. If your child stays safe, then you can assure them you won't be looking into everything they do – or looking over their shoulder every five minutes. CyberSentinel helps everyone.