

CIK Central Parental Control Instructions

Table of Contents

I. What kind of Parental Control Policy can be set up by parents?.....	1
II. How to Apply the Parent Control Policy online?	1
III. Policy Instructions:.....	3
1). "Suspend Internet Temporarily"	3
2). "Watch Video Only"	4
3). "Visit Websites Only"	4
4). "Limit Internet Speed"	4
IV. How to manage the Parental Control Policy Online?	4
1). After Policy has been set up	4
2). Activate the Policy before the start time on schedule	4
3). Turn off the current Policy.....	5
4). Reset the schedule of a Policy	6
5). Deactivate a Policy.....	7

FAQ for CIK Internet Customers to Setup Parental Control Policy from CIK's Website.

***Customer must use CIK Cable Internet Service before customer can use the Parental Control**

Policy to manage the Internet access Mode at Home. * Current FTTB &FTTN customers cannot use this feature yet which will be developed later. For FTTB & FTTN customers, you may use our client Parental control feature by renting one of our latest AC Mesh Router.

I. What kind of Parental Control Policy can be set up by parents?

Customers can set up 4 kinds of Parent Control Policy :

- 1). Suspend Internet Temporarily.**
- 2). Watch Videos Only.**
- 3). Visit Websites Only.**
- 4). Limit your Home Internet Speed.**

II. How to Apply the Parent Control Policy online?

Customer can use their own Laptop/PC/Cell Phone/IPAD... Log-in to CIK's Parental Control Webpage:

<https://www.ciktel.com/customercare/parentcontrol/Login> to add, activate, turn on/off and edit the configuration as needed.

Keep your Children Safe
with advanced parental control



Parental Control

Username:

CIK122364148

Password:

Login

Logging in this website requires a Username and a Password.

The website Log-in Username and Password has been sent in previous email. If a customer forgets the Username and Password, customer can call CIK Customer Care Department, CIK will re-send the email to customer's Email Address.

1. After Log-in, customer can add the Parent Control Policy as needed.

1). Select your Language .

customer can change Language from Here

English

- English
- 中文简体
- 中文繁体
- Français

Edit Parental Control Service

customer need select "policy" button.

Policy Service Plan

Current Policy

Policy Name	Frequency	Start Time	End Time	Status	Action
No data available in table					

Policy List

Policy Name	Frequency	Start Time	End Time	Status	Action 1	Action 2

2). Add the Policy as needed, then click “Add Policy” to take effect.

Current Policy					
Policy Name	Frequency	Start Time	End Time	Status	Action

Policy List						
Policy Name	Frequency	Start Time	End Time	Status	Action 1	Action 2

Add Policy set up the start time and end time for each policy.

Policy Name

- Limit Internet Speed
- Suspend Internet Temporarily
- Visit Web Only
- Watch Video Only

↑
Add the policy one by one

Start Time

End Time

↓

Add Policy

↑

after set up the start time and end time, click "Add Policy" to take effect.

After the Policy has been added, customer will find it under “Policy List”.

English ▾

Edit Parental Control Service

Policy Service Plan

Current Policy					
Policy Name	Frequency	Start Time	End Time	Status	Action
No data available in table					

Policy List						
Policy Name	Frequency	Start Time	End Time	Status	Action 1	Action 2
Limit Internet Speed	Daily	15:15	16:15	Active	Edit	Turn On
Suspend Internet Temporarily	Daily	08:30	12:00	Active	Edit	Turn On
Visit Web Only	Daily	14:30	15:00	Active	Edit	Turn On
Watch Video Only	Daily	20:30	22:00	Active	Edit	Turn On

Add Policy

Policy Name

Start Time

End Time

Add Policy



III. Policy Instructions:

1). “Suspend Internet Temporarily”

By choosing this Policy, customer can **block all the Internet Access** at your CIK home network. It includes Internet/VOIP Phone/IPTV/WIFI..., Internet will stop working when the policy is activated. If customer is using VOIP Phone Service, the “911” Service by the VOIP Phone will be impacted as well.

After the policy has been activated, anyone at home when opening a website, will be re-directed to CIK's Parent Control website:

Keep your Children Safe
with advanced parental control



Parental Control

Username:

User Name is Required

Password:

Password is Required

Login

2). “Watch Video Only”

By choosing this Policy, anyone who is using CIK Internet can watch online Videos only, . Other website, such as: www.yahoo.com; www.google.com; www.51.ca... cannot be opened.

3). “Visit Websites Only”

By choosing this Policy, anyone is who using CIK Internet can visit **regular Websites only** . Other Video websites, such as: www.Youtube.com; www.Netflix.com ... Cannot be opened.

4). “Limit Internet Speed”

By choosing this Policy, the Internet speed on the **CIK Network will be dropped to 512Kb only** . It can only support the basic network services, Such as : VOIP Phone, Smart Home Devices..., but watching online Videos/ or using an IPTV Box or Gaming might not work properly.

IV. How to manage the Parental Control Policy Online?

1). After Policy has been set up

After the schedule of each Policy has been set up, the Policy will be activated automatically by the schedule on a daily basis.

2). Activate the Policy before the start time on schedule

If customer wants to activate the Policy before the start time on schedule, customer just needs to click the “ Turn On” button under “Policy List”,

Then the selected Policy will be turned on right away.

For example:

Customer wants to turn on the “Suspend Internet Temporarily” at 8AM, but start time of the policy is 8:30AM. Customer just needs to click “Turn On” Button of “Suspend Internet Temporarily”, and the system will display a pop-up notice with “Set Policy Success! “ , then the policy will be turned on right away.

Edit Parental Control Service

Policy Service Plan

Current Policy					
Policy Name	Frequency	Start Time	End Time	Status	Action
No data available in table					

Policy List							
Policy Name	Frequency	Start Time	End Time	Status	Action 1	Action 2	
Limit Internet Speed	Daily	15:15	16:15	Active	Edit	Turn On	
Suspend Internet Temporarily	Daily	08:30	12:00	Active	Edit	Turn On	
Visit Web Only	Daily	14:30	15:00	Active	Edit	Turn On	
Watch Video Only	Daily	20:30	22:00	Active	Edit	Turn On	

After that, customer will find "Suspend Internet Temporarily" has been added under "Current Policy."

Edit Parental Control Service

Policy Service Plan

Set Policy Success!

Current Policy					
Policy Name	Frequency	Start Time	End Time	Status	Action
Suspend Internet Temporarily		08:30	12:00	Active	Turn Off

Policy List							
Policy Name	Frequency	Start Time	End Time	Status	Action 1	Action 2	
Limit Internet Speed	Daily	15:15	16:15	Active	Edit	Turn On	
Suspend Internet Temporarily	Daily	08:30	12:00	Active	Edit	Turn On	
Visit Web Only	Daily	14:30	15:00	Active	Edit	Turn On	
Watch Video Only	Daily	20:30	22:00	Active	Edit	Turn On	

3). Turn off the current Policy

If the customer wants to turn off the current Policy before the end time , customer can click "Turn Off" under "Current Policy" .

Then the current Policy will be turned off right away.

For example:

Customer wants to turn off the "Suspend Internet Temporarily" at 10AM, but end time of the policy is 12:00AM. Customer just needs to click the

"Turn Off" Button under "Current Policy", and the system will display a pop-up notice with ""Set Policy Success!" , then the policy will be turned off right away.

Edit Parental Control Service

Policy Service Plan

Current Policy					
Policy Name	Frequency	Start Time	End Time	Status	Action
Suspend Internet Temporarily		08:30	12:00	Active	Turn Off

Policy List						
Policy Name	Frequency	Start Time	End Time	Status	Action 1	Action 2
Limit Internet Speed	Daily	15:15	16:15	Active	Edit	Turn On
Suspend Internet Temporarily	Daily	08:30	12:00	Active	Edit	Turn On
Visit Web Only	Daily	14:30	15:00	Active	Edit	Turn On
Watch Video Only	Daily	20:30	22:00	Active	Edit	Turn On

After that, customer will find "Suspend Internet Temporarily" has been removed under "Current Policy".

Edit Parental Control Service

Policy Service Plan

Current Policy					
Policy Name	Frequency	Start Time	End Time	Status	Action
No data available in table					

Policy List						
Policy Name	Frequency	Start Time	End Time	Status	Action 1	Action 2
Limit Internet Speed	Daily	15:15	16:15	Active	Edit	Turn On
Suspend Internet Temporarily	Daily	08:30	12:00	Active	Edit	Turn On
Visit Web Only	Daily	14:30	15:00	Active	Edit	Turn On
Watch Video Only	Daily	20:30	22:00	Active	Edit	Turn On

4). Reset the schedule of a Policy

If customer wants to reset the schedule of a Policy, customer can click "Edit" under "Policy List".

For example, if customer wants to change the scheduled time of "Limit Internet Speed", customer can click "Edit" Button of the current policy.

Policy

Policy Name: Limit Internet Speed

Start Time: 15:15

End Time: 16:15

Status: Active

Update

after changed the "Start Time" and "End Time" , customer need click "Update" to take effect on it.

Policy Name	Frequency	Start Time	End Time	Status	Action 1	Action 2
Limit Internet Speed	Daily	15:15	16:15	Active	Edit	Turn On
Suspend Internet Temporarily	Daily	08:30	12:00	Active	Edit	Turn On
Visit Web Only	Daily	14:30	15:00	Active	Edit	Turn On
Watch Video Only	Daily	20:30	22:00	Active	Edit	Turn On

5). Deactivate a Policy

If customer wants to deactivate a Policy, customer just need click "Edit" button under "Policy List", select "Deactivated" under "Status", then click "Update". Then the Policy will be turned off right away.

Policy

Policy Name: Limit Internet Speed

Start Time: 15:15

End Time: 16:15

Status: **Deactivated**

Update

after the policy has been Deactivated, the ploicy will be disabled permanently, until customer change the status to :Active , then it will be enabled again.

No data available in table

Policy List

Policy Name	Frequency	Start Time	End Time	Status	Action 1	Action 2
Limit Internet Speed	Daily	15:15	16:15	Active	Edit	Turn On
Suspend Internet Temporarily	Daily	08:30	12:00	Active	Edit	Turn On
Visit Web Only	Daily	14:30	15:00	Active	Edit	Turn On
Watch Video Only	Daily	20:30	22:00	Active	Edit	Turn On

If you have any questions about the settings or features of Parental Control, Please contact CIK Tech Support Line: 416-848-1517, select "Technical Support".