



What is The PlayStation Network?

The PlayStation Network (PSN) is an online gaming and media content distribution service owned and operated by Sony Network Entertainment International. Users have access to games (instantly downloadable), TV, video, movies, music and much more.

What does it look like?



Main Concerns for Parents



Cyberbullying

On the PlayStation Network you can play games, interact, chat and more with friends. When your child plays a game online against others, there is the potential that their fellow gamers abuse or harass them or use bullying tactics to win games.

Inappropriate content

If your child plays with older children they may encounter swearing or be involved in discussions on subjects they don't understand or find disturbing. Many online games also include adult themes, such as war and death, swearing and sexual content that won't be suitable for every child.

Encourages violence

Although many believe that gaming can teach us about working as a team or being a good loser and many video games encourage players to use their imaginations to create brand new worlds and characters, some are concerned that games can encourage violence and conflict.

Cyber theft

In 2017 a hacker group claimed it had breached Sony's PlayStation Network and stolen information, including usernames, names and emails. In 2011, following a cyberattack the personal details from approximately 77 million accounts were compromised and prevented users of PlayStation 3 and PlayStation Portable consoles from accessing the service.

Stranger interaction

According to Ofcom, a quarter of 12-15-year-olds have played games online with one or more people they have not met in person. There is a concern that people may make sexually implied or explicit comments or encourage other users to commit inappropriate or illegal acts in-game or the real world.

It's addictive

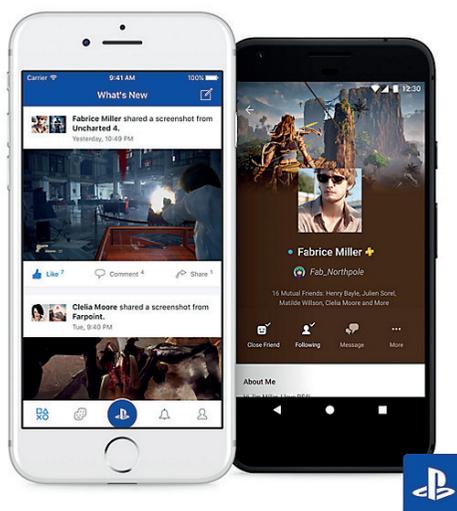
Children are becoming aggressive, rude and uncooperative because of their addiction to computer games, according to the British Association of Anger Management. It warns that youngsters often withdraw from family life and interaction with friends, but many parents ignore the problem in order to avoid confrontations.



[help-library/my-account/parental-controls/how-to-file-a-complaint-against-another-playstation-network-user/](#).

Block a player

If a player is annoying your child but you don't think they're breaking the PSN Community Code of Conduct, you can block them so they can't contact your child directly. They will not be able to send a friend request, follow, send invitations for parties, game sessions or watching broadcasts see your child's friends list.



Be prepared to join in the fun

One of the best ways to find out what your child is getting up to is to play with them. Not only will you forge a greater understanding of what they are up to and how the device or game they are using works, but they will probably enjoy the gameplay and be more open about their hobby.

How to set up an account

You can create new PlayStation Network accounts on a PlayStation 4 or by accessing the Sony Account Creation page online. You can then set up accounts for your family members - a 'Family' can consist of up to seven PSN accounts (including yourself) or 15 local users.

Using Family Manager

Using Family Manager, a parent or guardian can then customise parental controls for each individual account. Parents can set limitations on things such as online access, age ratings, spending limits and what content is suitable for them to play or watch.

Check privacy

You can limit how visible your child is to other users on PlayStation Network and who they receive communications from using 'Privacy Settings'. There are options for customising messages, friend requests, voice and video chat invitations.

Report a player

The PSN uses human moderators who will only take action against users who don't stick to the Community Code of Conduct, so think carefully before reporting someone. For information on reporting inappropriate content and users, visit <https://www.playstation.com/en-gb/get-help/>

Behave responsibly

Users who violate the Terms of Service and User Agreement may have their PlayStation Network access restricted by having their PlayStation accounts and/or consoles suspended or banned. Offenders can include players who kill off their own team off in a multi-player network game.



Choose who can follow your child

It is possible to follow someone's account and see the content they share, including trophies, screenshots and videos. You don't need to be Friends with someone to be able to follow them, although users can choose not to be followed in their privacy settings. Go to Settings > Account Management > Privacy Settings. Enter Sign-In Information. Go to Friends | Connections > Players Who Can Follow You. Select Anyone or Friends Only then click Confirm.

Be wary in online chats

Discuss with your kids about being careful not to share any personal information in private chats, especially when they don't really know to whom they are talking to. Explain to children that even if they frequently talk to someone through a game, this person is still a stranger and should not be trusted with personal details. If your child is going to use the multi-player option of a game unsupervised, be aware that they may come across adults and bad language. Restrict their communication with other players as well as viewing user generated content.

Look out for bullying

Some players can be abusive towards others and try to exclude them from the game. This is an upsetting experience for children, so it is important to show that they can trust you and that you understand. Take interest in the contact that young people have with others online and report any suspicious activity immediately.



Sources: <https://www.playstation.com>