

# KeepSafe User Manual v1.0

## Introduction

The KeepSafe model has been designed to provide online protection for young people. It uses a combination of Website registration and lists of allowed or blocked Web addresses (URLs).

The KeepSafe website and browser are prototypes that have been designed to give you an idea of how the full-working system could work. Not all of the functions identified in the model have been incorporated into the prototype and some of the functions that are present may appear a little “clunky”!

The main purpose of the prototype is to allow you to test out the KeepSafe system and to provide valuable feedback for the final development of a working version of the model.

This document will give you an overview of the KeepSafe website and browser and provide the test plans for you to follow before answering the questionnaire.

The limitations of the prototype are indicated as you use it, but it is worth emphasising that tools such as search engines and some internal web links may not activate the checking process.

Whilst the fully-working system will work on most systems, the prototype system requirements are:

- Microsoft XP
- Microsoft Internet Explorer 6+

Your involvement in this project is truly appreciated.

Kind regards

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## KeepSafe prototype website

### Overview

The website provides the means for you to provide specific protection of a young person. Your role is that of a “guardian” for the young person, or “user”, who will be able to browser the Internet in a secure environment that you will have control over.

### Registering/logging in

Before you can set up various user accounts, you will need to go to “my KeepSafe” and register with the KeepSafe website. All you need to provide is a username, password and email address. The email address will be used to send you confirmation of your account details and a password reminder if you request it later on.

Once your account has been set up, you can log in using your registered username and password.

Once you have logged in, a menu screen will be displayed. The menu offers the following working options:

- before you start {opens this document}
- system check
- logout
- user accounts
- KeepSafe browser
- questionnaire

### User accounts

When you first select this option, you will add your first user by entering their name and password in the form and clicking on the “add user” button. The username does not have to be their real name, but it does have to be something you will recognise them by. If you are creating a generic setting for a group of young people, perhaps a whole class, then you will need a username that describes the group, for example “Class 2”.

Once you have added a user, they will appear in the current users table. Alongside the username will be their password (hover over the asterisks to reveal it) and a series of actions:

- create/view/update user's settings
- view/update user's allowed content
- view/update user's blocked content
- delete user

### *User's settings*

This option allows you to create and change individual settings for each “user”.

After creating a user account, you will be able to select from a series of age-based (0+, 7+, 12+, 16+, 18+) preset values. Select the one closest to the user’s age and maturity and the set of values will be displayed for the following categories:

- nudity
- sexual content
- violence
- language
- intolerance
- user-generated content (forums, chat rooms, etc)
- gambling
- drugs and alcohol.

Each category has two values, one for “significance”, or the level of that type of content, and one for “frequency”, or how often that type of content is displayed. These values may be altered using the slider bar. Moving the bar to the left will reduce its value and moving it to the right will increase its value. The relevant description of the value is displayed below each slider.

You can choose to accept the preset values or alter one or more of them as is appropriate to your preferences.

There are two sets of values! The main set concerns normal content accessible by the young person and the second set allows you to vary your preferences based on the context of the content. For example, you may be happy for a “user” to gain access to news articles about drugs and gambling.

When a website or other resource gets registered on the KeepSafe site, the owner of the content may define it as having news, medical or other similar context. When the “user” tries to visit this type of content, the KeepSafe system will check to see whether they have additional context settings.

If you choose not to select any context settings, the *normal* settings will be applied in all cases.

Once you are happy with the values, you can save the settings. You can amend these settings at any time.

Note that if you do not select any settings for a user, their account is set to the most conservative values. This means they can still use the KeepSafe browser, but the content they can access will be limited.

### *User's allowed/blocked lists*

These options allow you to specify Web addresses (URLs) that the user can either always visit or never visit, thus allowing you to accept or block general types of content using the settings and refine the system based on real content. For example, you may allow the user to visit websites that contain forums or chat rooms, but you may choose to block a specific site such as MySpace.

To add a URL to these lists, just type in the address and click on the “add URL” button. Once a URL is in the list, you can remove it using the delete option.

## KeepSafe browser

### Overview

The main function of the browser is to check every request for content with the KeepSafe website before allowing or preventing the user from accessing it. Remember that this is a prototype that has been developed for testing purposes!

### Registering/logging in: *my KeepSafe*

Before browsing can take place, the user must log with the username and password provided when their account was set up. Once they have logged in, the username is displayed in the toolbar as confirmation. This also allows you to monitor that they are logged in using the correct account and settings.

### Browsing

As with most commercial browsers, the Web address or URL is typed into the address field. Clicking on the “go” button or pressing the enter key on your keyboard will activate the browsing process. A message is displayed showing that the browser is checking with the KeepSafe server and one of two things will happen:

- requested URL is “safe”: the content will be displayed
- requested URL is “unsafe: the warning page will be displayed explaining why the content is not safe with the available options including adding the URL to the user's *permanently allowed* list.

An indication of the type of server response is also displayed via a traffic light system on the toolbar.

If the user wishes to have the URL added to their permanently allowed list, they click on a link and a window opens requiring their guardian's username and password to be entered.

## Blocking a URL

If the young person visits a Web page or other content that is unsuitable, it is possible to add the URL to the user's permanently blocked list. Whilst in the full-working system, this is less likely to occur, due to nature of a prototype, this scenario is possible. Therefore, if a young person is using the prototype as part of the user-testing, it is recommended that they are closely supervised.

## Changing the user

Swapping to a different user returns the browser to the log in screen.

## User history

A list of URLs visited by the user can be inspected. This is a simplified version of the reporting that the full-working system will offer.

## User test plan

To help with the evaluation of the KeepSafe system, you need to complete the following FIVE tasks (the timings assume you have a broadband connection. If not, things may take a bit longer!):

- Register and log in [2 minutes]
  - Visit the KeepSafe website (<http://www.xposition.co.uk/keepsafe/>)
  - Create your “guardian” account (my KeepSafe)
  - Log in (my KeepSafe).
  
- Add a user [2 minutes]
  - From your KeepSafe menu, select the *user accounts* option
  - Add a user (username and password) - this can be an imaginary person.
  
- Create user settings [3 minutes]
  - From the *user accounts* screen, select the *create/view/update user's settings* option for the new user
  - Select the 7+ age template
  - Modify the settings if necessary (not by too much)
  - Add context settings if necessary
  - Save the settings.
  
- Add a permanently allowed or blocked URL [1 minute]
  - From the *user accounts* screen, select either *view/update user's allowed content* or the *view/update user's blocked content* option
  - Enter a valid URL into the list.

- Use the KeepSafe browser [10-15 minutes]
  - From your KeepSafe menu, select the *open the KeepSafe browser* option
  - Log in using the username and password for your user (not your guardian login details)
  - Enter the following URL in the address bar:  
<http://www.xposition.co.k/keepsafe/start.asp>
  - Follow the on-screen instructions

Once you feel you have understood how the KeepSafe system works, at least in its prototype form, return to your KeepSafe menu and select the *user-testing questionnaire* option and complete the survey.

This whole process should take around 20-25 minutes but you do not have to do everything in one session. However, the questionnaire does need to be answered before **20th December 2007**.