



Age Appropriate Internet
For Aussie Kids

My Child
My Values

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My Values.com.au

My Child My Values - Filterpak Version 7.7 User Manual

S4F Inc.

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Version 7.7.02



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My Child My Values - FilterPak 7.7

Understanding Your Product

The My Child My Values-FilterPak is an Internet content filter that blocks access to websites based on what categories a user profile has selected versus what the individual web site is being blocked for. The FilterPak requires that a user is logged on before they can access the Internet. More importantly anyone using the FilterPak must also have an account.

Pre-Installation Suggestions

- It is recommended that the user save any documents that the user currently has opened and close all other programs active on the Desktop before continuing because the FilterPak will need to restart the computer post installation.
- It is recommended that the user install the FilterPak after installing virus protection, VPN clients, ISP software, or firewall software as installing any of these after installing the FilterPak may cause problems that require the reinstallation of the FilterPak.
- If the user is using Windows 2000 please make sure the user is using Service Pack 3 or later as earlier versions presented major conflicts with the FilterPak.
- You must be connected to the Internet to activate this product.



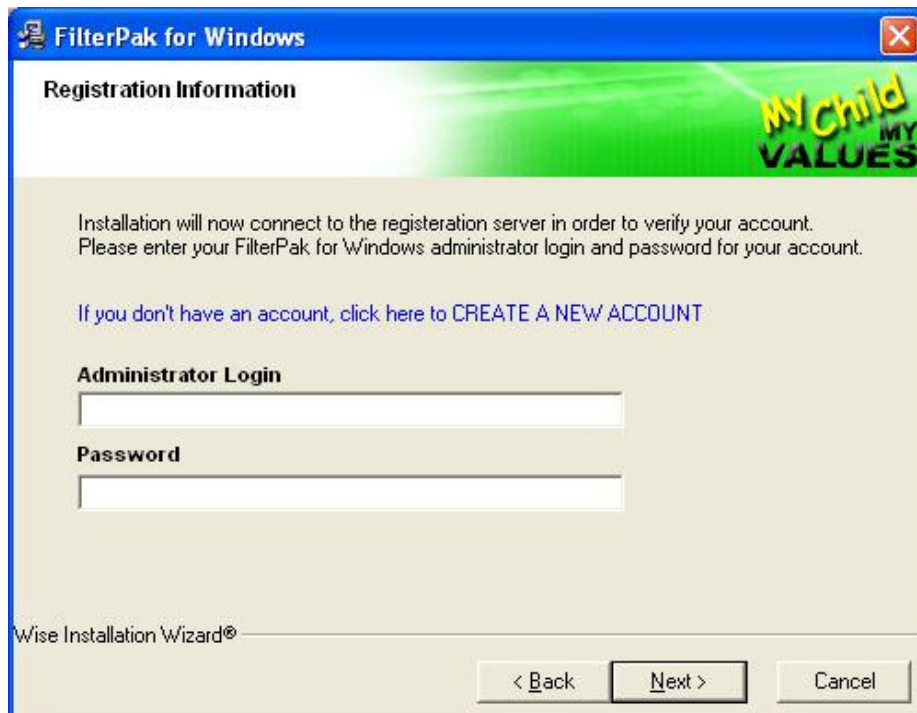
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Installation



1. The first window that will appear is a general information window pertaining to your installation. Click 'Next >'

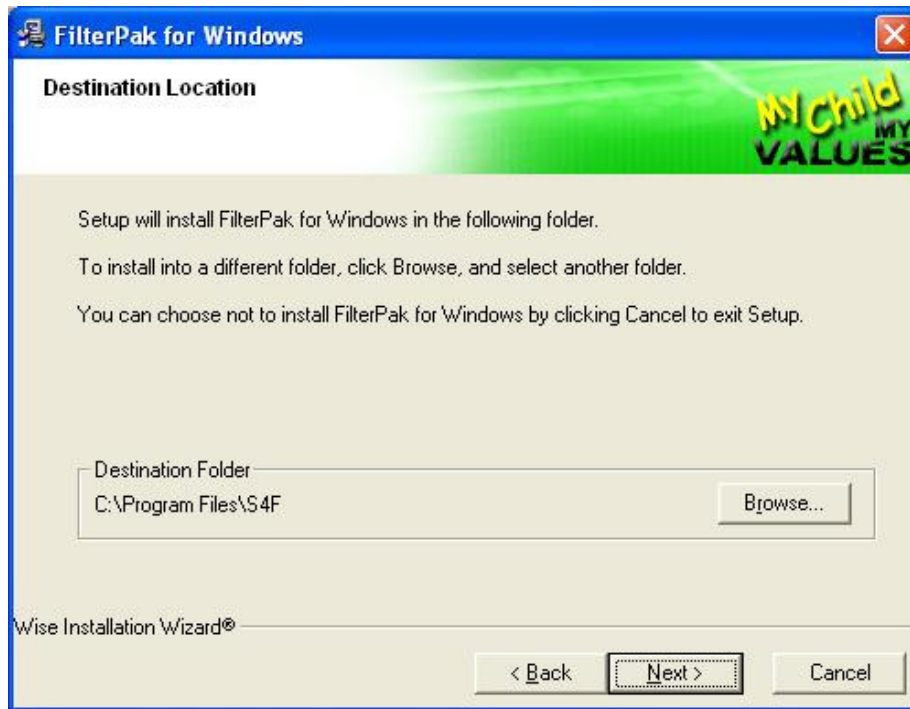




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2. The installer will then ask for the Administrator Login and Password. If you don't have an account click the link labeled 'If you don't have an account, click here to CREATE A NEW ACCOUNT'. If you do have an account just click 'Next>'

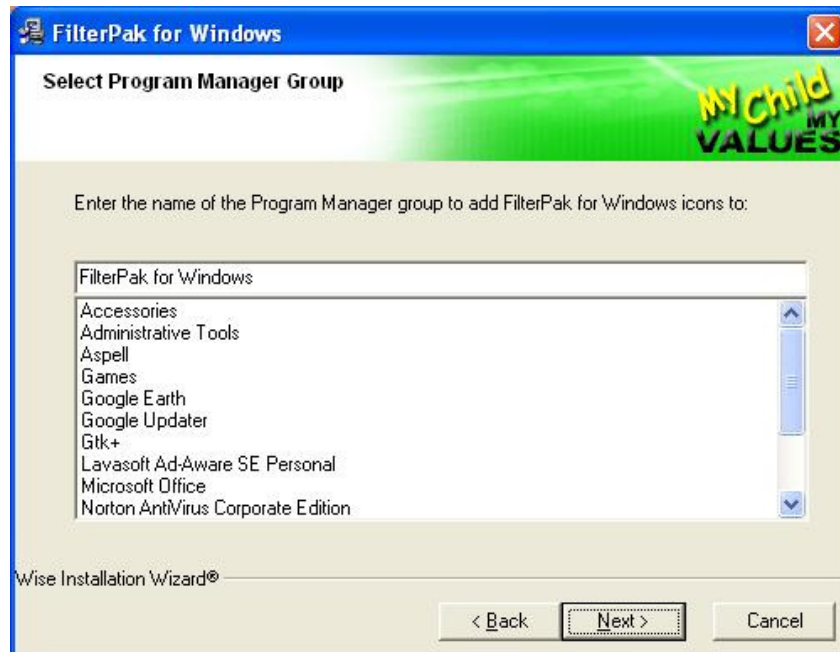


3. The installer will then ask for a destination file folder to install to. It is strongly recommended that the default folder be left in place. Click 'Next'

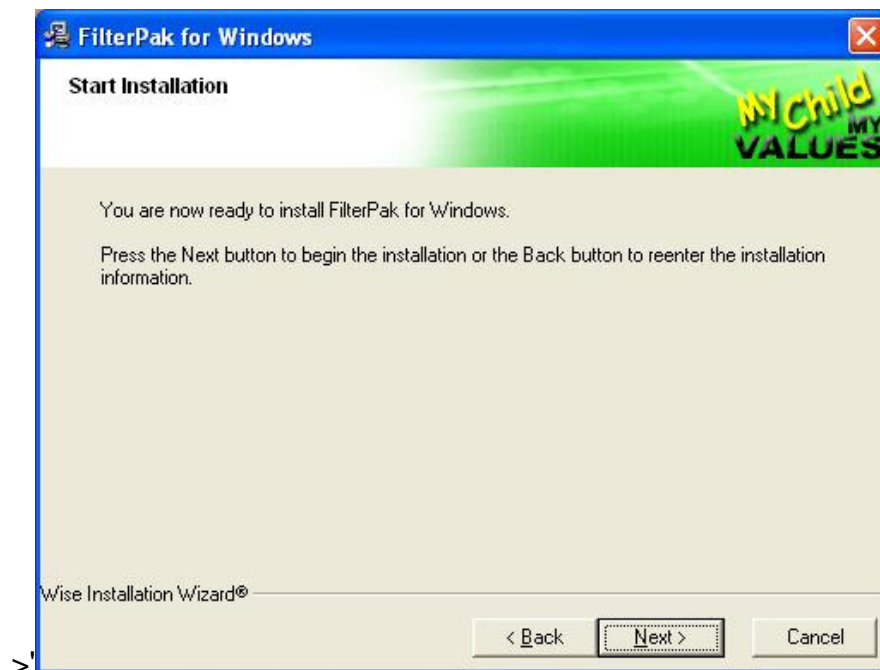


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4. The install will then ask for the name of the program manager group that the filterpak should be added to. It is strongly recommended that the default value be left in the box. Click 'Next'



5. The installer will then give the user one more chance to back out of the installation or go back to change information. If the user wishes to go ahead with the install click 'Next >'

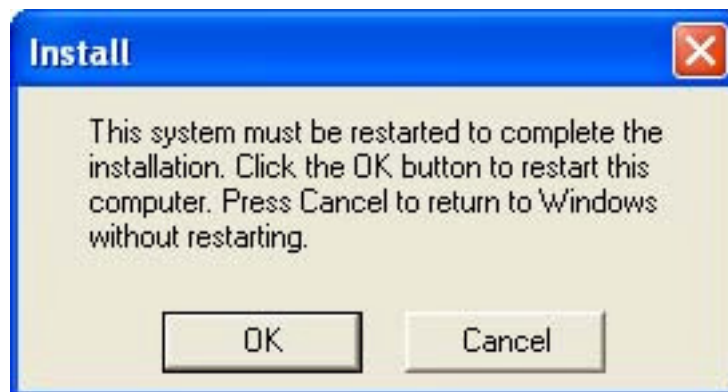


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6. The installer will begin installing showing the progress via a progress bar. When the installation is finished it will state that it has finished installing FilterPak for Windows Successfully. Click 'Finish >'



7. A small box will then pop up requesting a restart of the pc. It is highly recommended that the user clicks 'OK' as the FilterPak install touches many areas related to the Windows System which could effect other running programs..



Uninstalling

There are two different paths to uninstall.

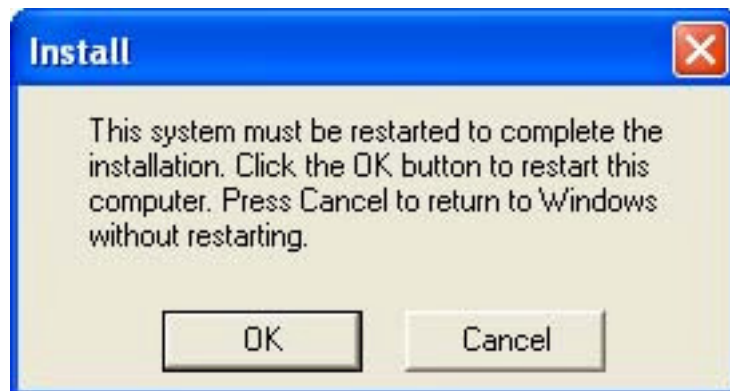
The preferred method is to Log into the Administration section and select 'Maintenance'. From there select "Uninstall".

The second method is to go to 'Add/Remove Programs' in the 'Control Panel', select the program 'Filterpak for Windows' and click 'Change/Remove'.

The uninstall window will come up and ask for the administrative password. Enter it and click 'OK'

Both methods will lead to the following procedure. .

1.



2. A small box will then pop up requesting a restart of the pc. It is highly recommended that the user clicks 'OK' as the FilterPak uninstall touches many areas related to the Windows System which could effect other running programs.



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User Login

There are two places where a user can login to access the Internet. There is the pop-up box that will pop up whenever an Internet browser is launched and there is the Filtering Preferences section, which can be accessed by opening the Filtering Preferences program and clicking on the users menu option.

- To select a user to login just click the arrow next to the name in the combination box and then click on the name in the list.
- Put the password in for the user and click the login button. It is important to note that in the Preferences window when this is done it will then display the words '**user logout**' with a logout button. Do not hit this button unless intending to log out as the user.
- If logging out please feel free to do so, or logout by right clicking on the S4F icon in the lower right corner of the screen and then selecting logout.
- Finally there is the option to save the password when the user logs in so the user will not have to login again. Simply check the checkbox labeled '**Save Password**' and then resume logging in.



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Site Review

The Site Review section on the FilterPak contains a single small form.

- The first text box asks for the fully qualified URL that the user believes needs changed in our system. The best way to do this is to copy the URL from the Internet browser itself to eliminate human error from typing it manually.
- Next just select whether the user wishes the site to be blocked or unblocked.
- In the last text box type in the code as it appears in the image to the left of it.
- Finally, click the button labeled '**Submit This Site**'.

It should be noted that the websites are not automatically blocked or unblocked by the request. The requests go into a file where they are then subjected to human site review. A decision is then made based on our guidelines versus the content of the web page or base domain of that page.



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Administration Login

Filtering Preferences

File Help

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- About
- User
- Site Review
- Administration**

Administration Login

To enter the administrative area, please enter your administrator password:

Account:

Password:

Login

[Forgot password?](#)

Ready

This is the section where the administrator can log into the admin console
[Please note that the name in the account cannot be changed from this screen]. The administrator then only needs to enter the correct password and then click login.



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The screenshot shows a web application window titled "Filtering Preferences" with a blue header bar. Below the header is a menu bar with "File" and "Help". On the left is a sidebar with a green header "MY Child MY VALUES" and a list of menu items: "About", "User", "Site Review", and "Administration" (which is expanded with a plus sign). The main content area has a title "Forgot Password" in a grey box. Below this, a text block explains: "This page will allow you to retrieve your Master Account Password which lets you into the Administrative area. To begin, enter your Master Account Name in the field below and click 'Continue'." Below the text is a label "Master Account Name:" followed by a text input field. A "Continue" button is centered below the input field. At the bottom of the window, a status bar shows "Ready" on the left and "LOGGED IN john1" on the right.

The '**Forgot password**' link will take the administrator to a basic form that asks for the answer to a question that the administrator set up at the time of registration. If the answer is right then the password will then be emailed to the address listed in the account section.

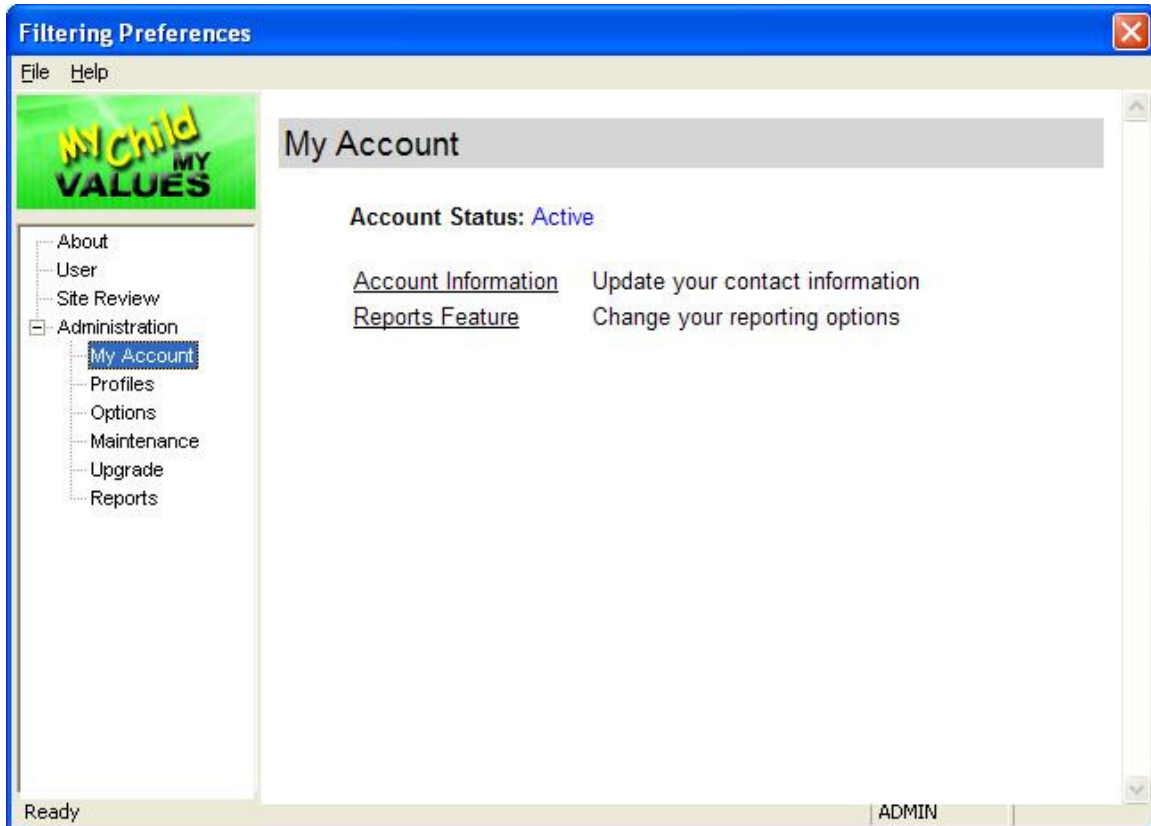
Once the administrator is logged in they will see a page titled '**Administration Logout**' with a logout button. The administrator should also see five options under the Administration menu option. Do not click the logout button unless the administrator wants to logout.



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My Account



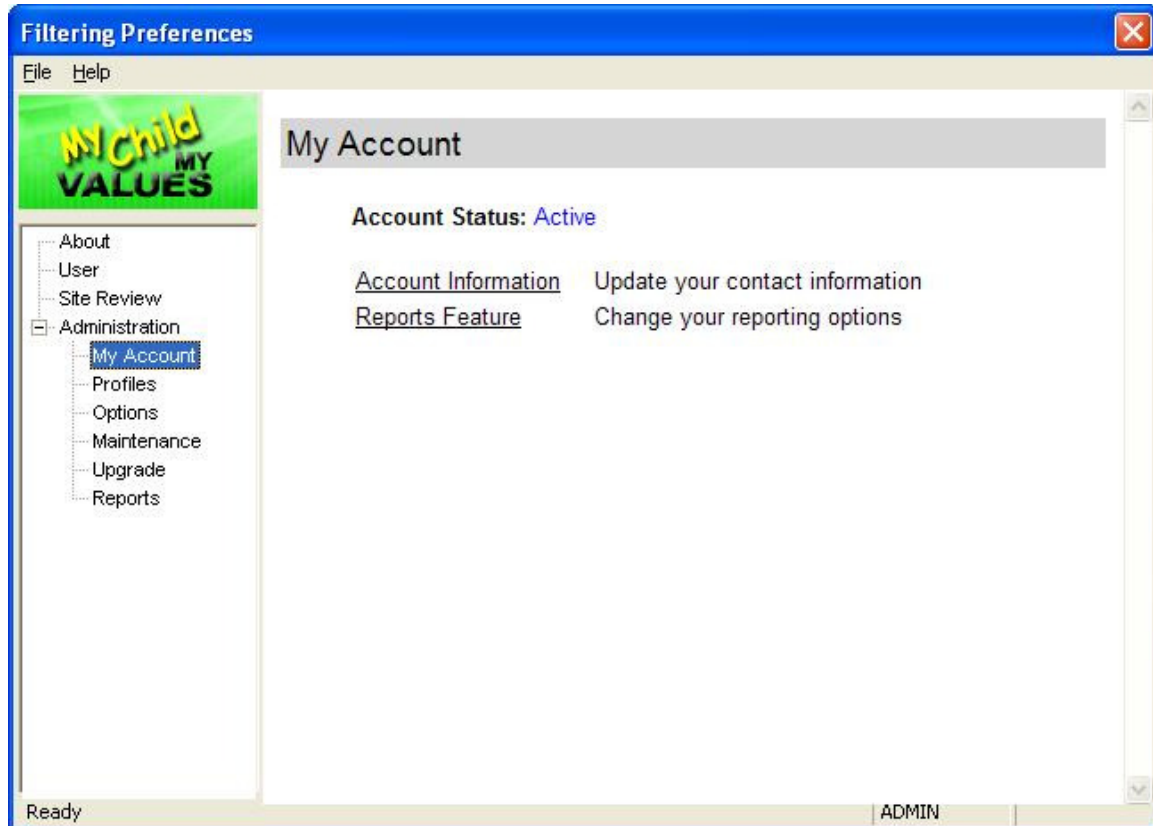
From this screen the administrator can go to a screen to update account information, their billing information, and their reports preference.



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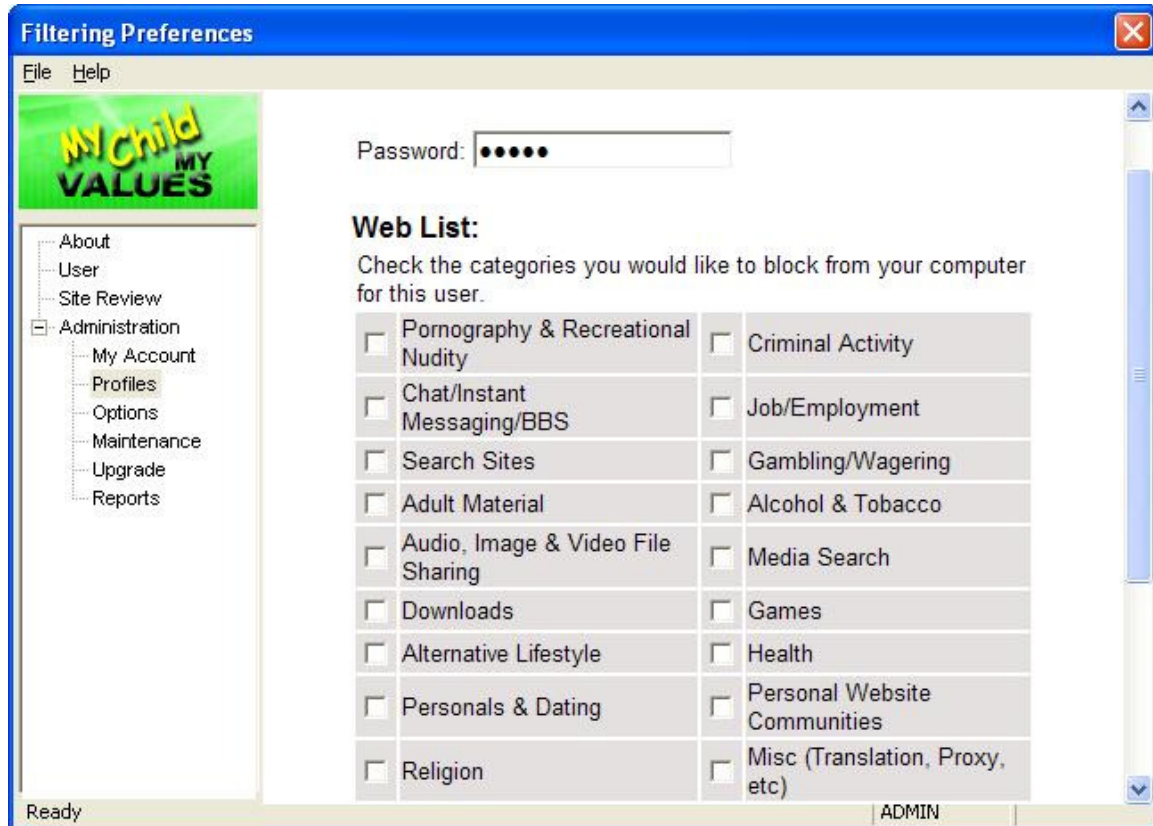
Account Information



Under Account Information the administrator can view all the current contact information. To change any information presented on that page click the link labeled '**Click here to update your account information.**' The administrator will then be able to edit any of the information present and submit changes or simply cancel.



Profiles



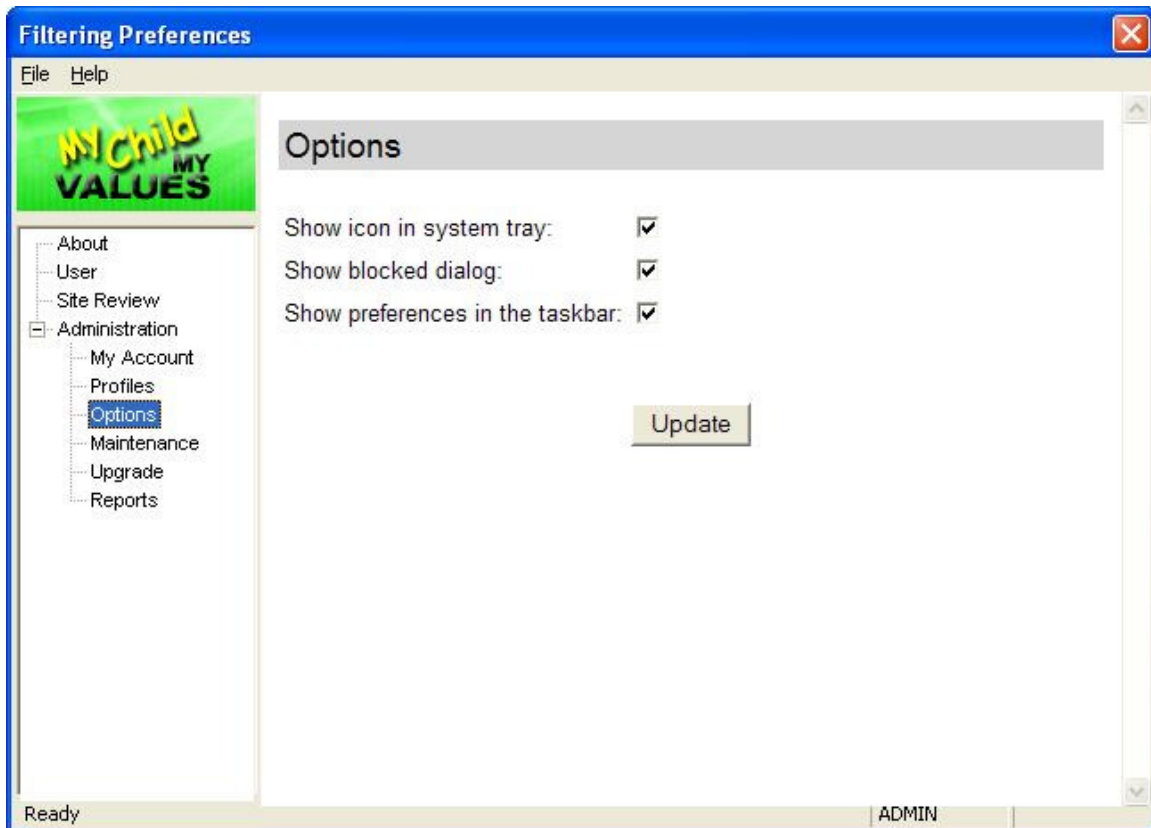
This section allows the administrator to create/edit/remove a user at will. **'Edit'** and **'add'** user take the user to the next section. Clicking **'remove'** will remove the user and refresh the current window. It should be noted that the account must have **at least one** user to function. Without the user the PC user will be unable to reach the Internet. Once the administrator has selected add or edit, a new window will open which will allow the administrator to set the user password and the categories for which the user will be restricted. For a complete list with explanations, please read Filtering Categories at the end of this manual.



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Options



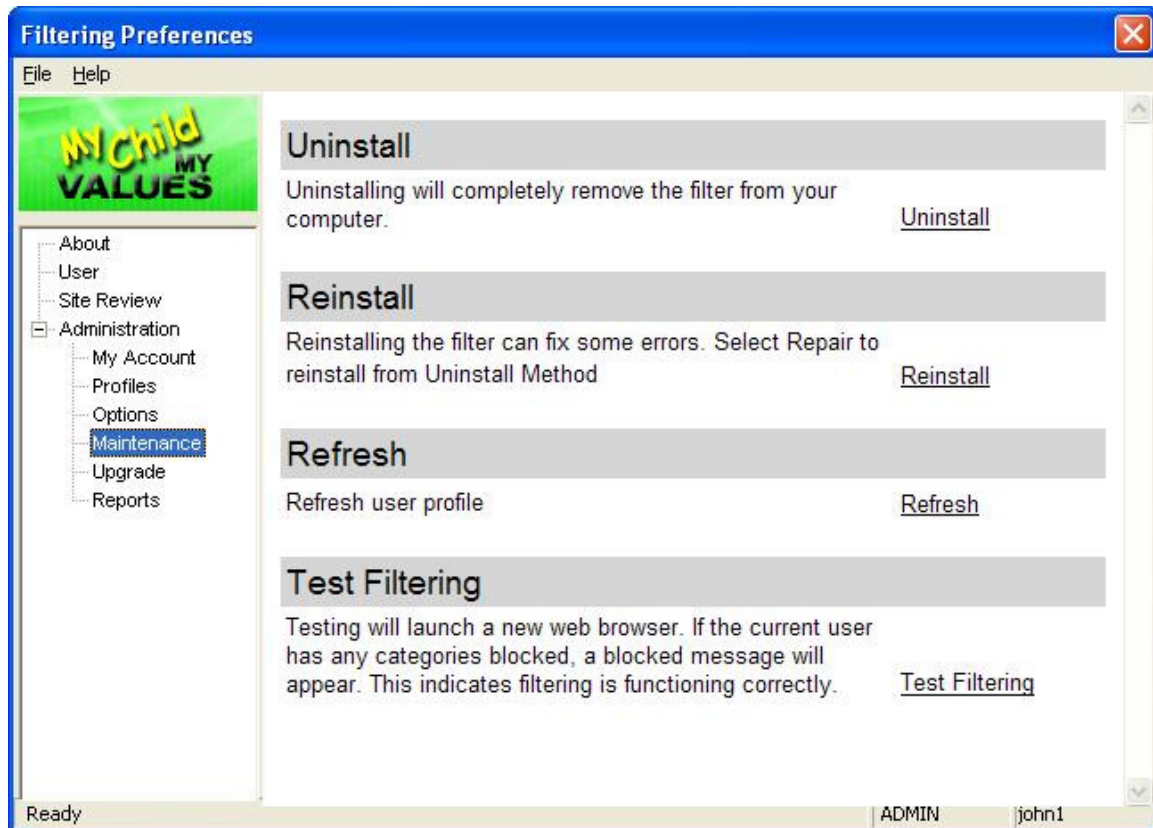
This section allows the administrator to make changes that hide visible aspects of the FilterPak and set dial-up settings.



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Maintenance



This section has three options.

The first option is uninstall, which will start the uninstall process.

The second option is reinstall, which will start a reinstall process.

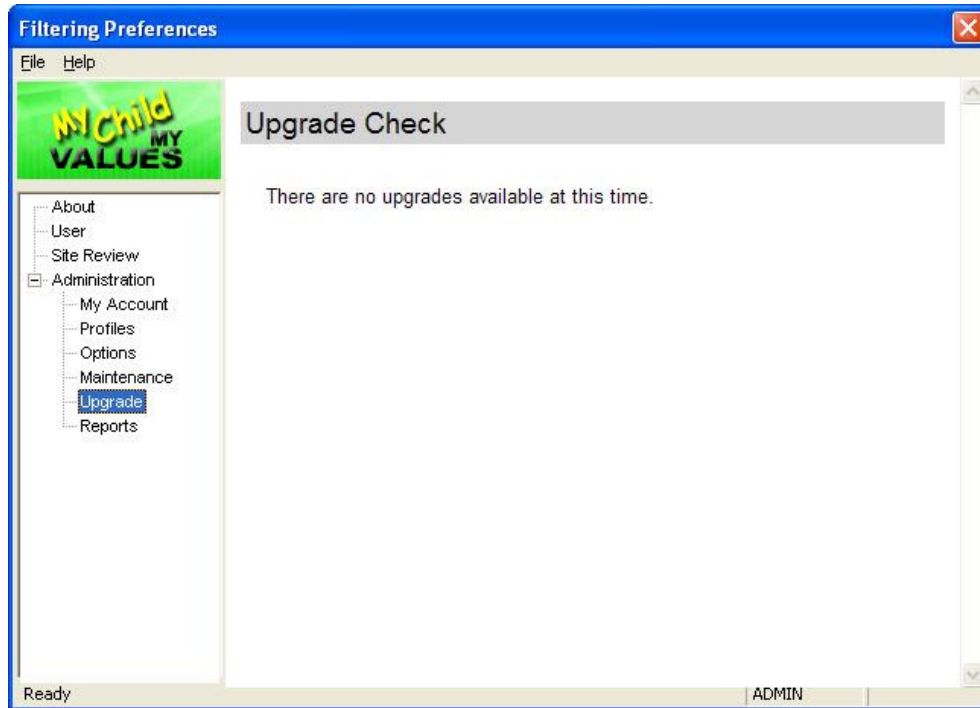
The third option is test filtering, which will open a web browser and open a test website that is set up to test the filtering capabilities of the current machine/profile.



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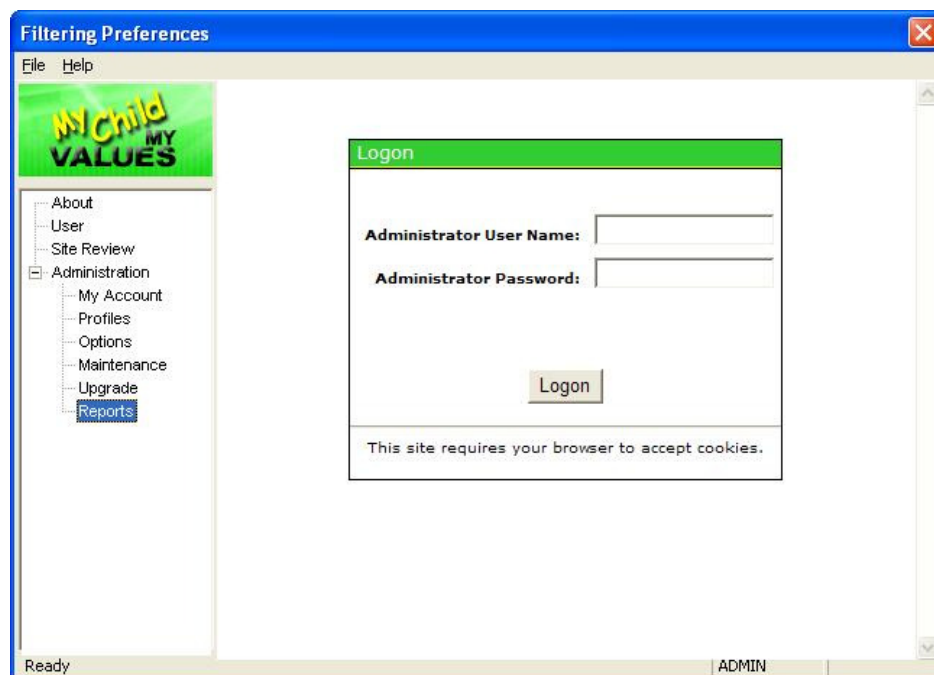
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Upgrade



This section, as a default, should display '**There are no upgrades available at this time.**' If there are any new upgrades they will be listed in this section.

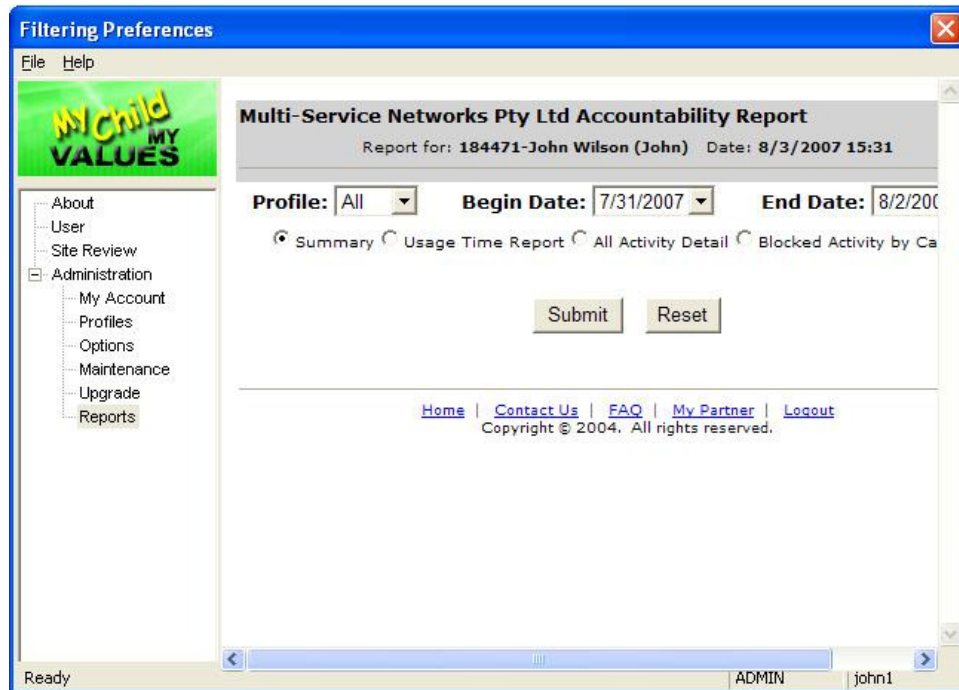
Reports Login





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This section allows the user to login to the reports server. To log in the user will need the Admin Username and Admin password. These are the same values used to install, uninstall, and log into the administration section.

Troubleshooting

The following sections are for basic troubleshooting only. The content for these sections is a culmination of issues encountered and resolved by our technical staff.

Password Problems

First, the user needs to identify which interface is the source of the difficulty.

There are five places where a password is asked for in the FilterPak program:

The Administrative password will be needed when:

1. A user tries to enter the **Administration Section** of the **Filtering Preferences**
2. A user tries to uninstall the FilterPak
3. A user tries to override a blocked website



The user profile password will be needed when:

1. A user tries to access the Internet without first logging on.
2. A user has entered the **User** section of the **Filtering Preferences**

If the password problem is with a user profile, do the following:

- Make sure that the user is not trying to enter the administrator password or the password for another user profile.
- If this is not the case please check to make sure that **CAPLOCK** is turned off.
- If the password is still incorrect have the administrator login to the **Administration** section of the **Filtering Preferences** and change the password to the desired password. Even if it's the same password the change will still take effect.
- If this problem persists try restarting the computer.
- If after restarting the problem is still occurring please call or write technical support.

If the password problem is with the administration login do the following:

- Make sure that the user is not trying to enter a user profile password.
- If this is not the case please check to make sure that **CAPLOCK** is turned off.
- If the password is still incorrect open the Filtering Preferences and go to administration login. Click on the link that says '**forgot Password**'. A new window will appear asking the user to answer a security question. If the answer is correct then an email will be sent to the email address listed in the Account Info section.
- If the password is unattainable please contact technical support for further assistance.

Issues Changing Profiles

If changes have been made to a profile and the changes are not yet evident do the following:

- Log out of administration if not already done.
- Go to the **Maintenance** section.
- Click the link labeled '**Refresh**'.
- Try logging into the effected profile. If the changes are still not reflected please restart the PC.
- If this does not work please contact technical support.



Over Blocking

If the blocked dialogue box is not enabled please do so. To diagnose the source of over blocking do the following:

- Please ensure that the user profile experiencing the over blocking is logged in.
- Open the Internet browser of the using the correct user profile and attempt to open a website that is getting blocked.
- Once the blocked dialog box pops up open the **Details** section.
- If the URL in the box does not match the URL in the web browser then the problem can be equated to ad-ware, spy-ware, or some other 3rd party application on the PC in question.
- If the URL does match then look to see what categories the URL is being blocked for. If the website does not fit the description of the category(s) then the site should be submitted to site review.
- If the over blocking incident does not fit the above criteria please call technical support

Unfiltered Access

If it is suspected that the filtering is not working try the following to test it:

- Open the **Filtering Preferences**.
- Log into the **Administration Console**.
- Click on the **Maintenance** menu option.
- Click on the **Test Filtering** menu option
- If no blocked dialog box shows or if anything other than a '**Page cannot be displayed**' message pops up then the user is not currently filtering. In this case it would be recommended that the account administrator call technical support.
- If a blocked dialog box does pop up go to the details section and examine the part of the window that describes the categories that the site is being blocked for.
- If those categories look accurate, then the problem might reside in the actual websites that the user is trying to visit, which would mean that we have yet to review them.
- If those categories do not look correct then the user should have the administrator of the account log in and fix the user profile.



Complete Shutdown of Access

This problem does not mean that the computer is broken or that Internet access has been permanently lost.

If it seems that it is neither of the following problems please contact technical support.

The first possibility is that a software firewall on the PC is not allowing the FilterPak to connect to our servers. This scenario is especially common when during installation or during the reboot after the program filter7.exe is denied access to the Internet either by automatic rules or by human error on the user's part. This blocking of the program filterpakwin77.exe is reversible by doing the following:

- Open the **firewall's control program** and find a section that refers to '**program allow lists**'.
- If this section cannot be found or if the user has any trouble with the firewall program at all, it is recommended that the user read all supplied documentation for the firewall or call the technical support listed for the firewall. **It is unlikely that the FilterPak support team will have the documentation necessary to guide the user through this process.**
- If the administrator feels that all immediate options have been exhausted the FilterPak can be uninstalled temporarily until information is obtained.

The second problem that could be occurring is that the account administrator has accidentally skipped the registration portion of the install. When this happens, after the PC restart, a user login prompt will come up with the username "no user set".

This problem can be fixed by doing the following:

- Click **cancel** in this login box and open the **Filtering Preferences Program**.
- Bring up the **Administration Login** section and click the link labeled '**Change Filtering Account**'.
- Enter the **master account name** given to the administrator via email after the creation of the account and clicks continue. If the administrator does not have this information and cannot recall the master account name, it is recommended that they contact technical support.
- If the name chosen shows up in the box labeled '**Account:**' then that accounts information is now on that PC and the user should now be able to access the Internet.



Filtering Categories

Below is a list of the built-in categories and their descriptions.

Adult Material - Websites and/or applications intended for an adult audience or content that is not specifically designed for viewing pornography, but may serve as a gateway to such material. This category also contains websites that are considered crude and/or tasteless.

Alcohol and Tobacco - Content that advocates or promotes the production or recreational use of alcoholic beverages or tobacco.

Alternative Lifestyle - Non-pornographic content that provides information on or caters to homosexual, bisexual, and other alternative lifestyles

Audio, Image and Video Filesharing - Peer-to-peer file sharing websites or websites, which allow the download of P2P clients such as KaZaa.

Chat / Instant Messaging / BBS - Websites for online chatting, message posting (as in forums), voice transmission and websites that allow the downloading of software supporting such activities.

Criminal Activity - Includes, but is not limited to hacking or cracking, hate speech, illegal drug promotion, illegal weapons, and crime instructions.

Downloads - Anything that enables the downloading of software, updates, patches, etc.

Gambling / Wagering - Any content providing online wagering and sites devoted exclusively to promoting or gambling activities.

Gaming - Any content that facilitates internet gaming or provides information referring back to games, such as strategy guides and walkthroughs.

Health - Any content pertaining to the well-being of a living body.

Job / Employment - Any content that provides job listings and/or other information related to employment, such as resume posting or interviewing tips.

Media Search - This category includes image, video, and audio searches. Examples include Google Images, Google Video, and photo-sharing websites such as Photobucket or Imageshack. Access to pornography can be prevalent if this category is not selected.



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Misc (Translation, proxy, etc.) - Language translation and proxy websites. These can be used to bypass filtering.

News, Sports, and Entertainment - News, sports, entertainment, travel and financial news. Selection of this category would be appropriate in a workplace situation where time-wasting is a problem.

Personal Website Communities - Sites where web space is offered for free, such as Geocities, Tripod, Angelfire, and others. Any URL categorized as such is not guaranteed to have individual web pages categorized, but sometimes we will categorize them on request. However, most content that is generally considered inappropriate is against the terms of service of such free web hosts.

Personals and Dating - Online dating websites, or websites that list information from people wishing to socialize.

Pornography and Recreational Nudity - Any content containing bare female breasts or genitalia in a photo, drawing, or other graphical representation. Recreational nudity includes naturism, streaking, and other unclothed or see-through clothing activities.

Religion - Content about the reverence of a supernatural power regarded as creator and governor of the universe or a set of beliefs, values, and practices based on the teachings of a spiritual leader.

Search - Websites that search or index any portion of the internet.

Swimsuit / Lingerie - Content that includes photos or drawings of models wearing swimsuits, lingerie, underwear, or other highly revealing attire.

Shopping - Websites whose specific purpose is selling items to retail customers over the Internet. The shopping category is targeted to retailers who target the general public. This does not include business-to-business selling or target market selling.

Weapons and Violence - Content pertaining to an instrument of attack or defense in combat such as firearms, explosives, or swords/knives. Also content pertaining to any physical force exerted for the purpose of violating, damaging, or abusing.

Web-based E-mail - Sites that offer free e-mail accounts accessible via a web browser.