PlayStation Network

au.playstation.com/psn/

The PlayStation®Network is an interactive environment for PlayStation 3, PlayStation Vita and PSP. On the PlayStation Network you can play online games, chat to friends and family around the world and surf the web. It also gives you access to entertainment content such as downloadable games, catch up TV, movie and music services and more.

Who can access the site?

Anyone can create a PlayStation® Network account. Children under 18 may only hold a Sub Account, which must be associated with a PlayStation® Network Master Account held by a parent or legal guardian. When you create a PlayStation® Network account, you join the Sony® Entertainment Network.

To learn how to set up a PlayStation® Network Master Account and then a Sub Account for your PlayStation 3 you can visit PlayStation® Network's Signing-up for Playstation® Network page. You can also learn how to sign up your PlayStation® Vita to the PlayStation® Network.

By creating an account, you agree to comply with PlayStation® Network's Terms of Use.

How can I protect my information?

Online ID

When you create a Master (over the age of 18) or Sub Account (under the age of 18), you may choose an Online ID. Your Online ID is your public nickname while you are using PlayStation Network and may be visible to all PlayStation Network users. Other users can send you messages or chat if they enter your Online ID into the message/chat feature (listed under Friends). If you accept other users as your Friends in PlayStation Network, they can see what you are accessing on your console at any time.

Above is an example of the PlayStation sign-in ID screen

Your online activity, including your Online ID and public statements, may be recorded and distributed outside PlayStation Network by Sony, or by other users. It is recommended you don't include any information which could be used to identify you in your Online ID or other public statements.
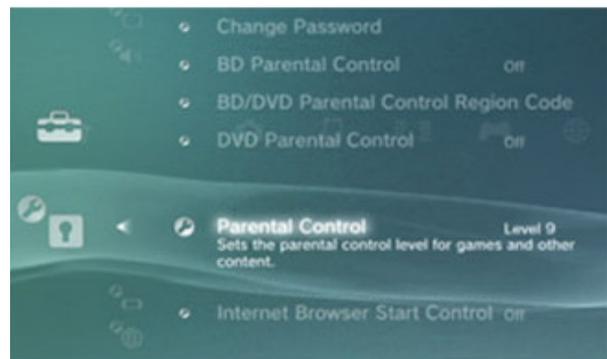
Parental controls

If you hold a Master account that is associated with a Sub Account the PlayStation Network has Parental Controls to help you manage the Sub Account holder's online activities.

Content Restrictions

When a Sub Account is set up for a child on the PlayStation Network you will be asked to confirm their date of birth. Children with Sub Accounts will not be able to purchase content (games, comics and videos) from the PlayStation Store or play any PlayStation 3 format software that is rated above their registered age. However, once content has been downloaded from the PlayStation store to a PlayStation Vita, PlayStation Portable, or PlayStation 3, children may be able to access the content if the parental controls level on the PlayStation Vita, PSP or PlayStation 3 is not set.

More information is available at PlayStation's About Ratings and Parental Controls page.

Above is an example of PlayStation Network's Parental Controls

Chat

By default, the chat feature on a sub account is set to Block. This means sub account holders are not able to participate in text or voice/video chat with other PlayStation Network users. However, they still can send and receive Message Box messages and chat invitations from other PlayStation Network users.

Internet Access

Internet access can be switched off by the Master Account.

Adjusting Parental Controls

If you hold a Master Account you can adjust the parental controls for a Sub Account. To do this you can:

1. Log into PlayStation Network

2. Follow the links to PlayStation Network, Account Management, Sub Account Management and Parental Control

3. Adjust your settings.

How can I report cyberbullying or abuse?

If you believe a player has violated Playstation Network's Code of Conduct, there are several ways you can report it:

• PlayStation.com.au online support—To report through Playsation.com.au online support, you can:

  1. Log into your PlayStation Network account

2. Navigate to the grief reporting page

3. Complete the forms.

- Directly from your PlayStation 3 XrossMediaBar (XMB)—To report directly from your Playstation 3 XrossMediaBar, you can:

  1. Log into your PlayStation Network account on your PS3

  2. Navigate to the Friends icon in the XMB menu

  3. Navigate down to your Message Box

  4. Click on the received message and press Triangle for options.

  5. Scroll down to Grief Report

  6. Select a reason for the report.

- Report within the Game—Please refer to the games manual for more information.

Blocking a User

You can add people to your block list (which prevents them from sending further messages) by selecting the 'Add to Block List' option.

More information is available at PlayStation Network's Grief Reporting page.

To learn how to block a user on the PlayStation Vita visit the PlayStation Vita User's Guide.

Above is an example of how to report cyberbullying or abuse through PlayStation's online support

Are there ways to spend money on the PlayStation Network?

The PlayStation Network is free to join and use. This excludes broadband costs. For a fee, you can purchase content via the online PlayStation Store. Payments can be made with a credit card, debit card and PlayStation Network Card (available at retailers across Australia). More information is available at the PlayStation Store.

Spending Limits

A Master Account holder can set a monthly limit spending limit for a Sub Account to spend per month (if the Master Account's wallet has sufficient funds).

The default value is set to '$0.00' meaning the Sub Account cannot purchase any items.
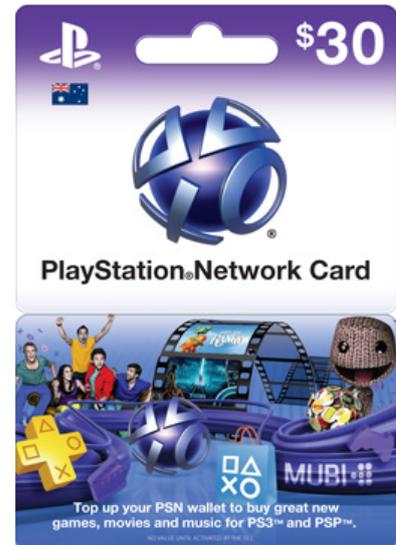
Above is an example of a prepaid PlayStation Network card

Where can I get more information?

You can visit au.playstation.com/psn/ for more information, including:

- PlayStation's Play Safe Online website

- PlayStation Network's Terms of Use

- PlayStation Network's About Ratings and Parental Controls page

- Signing-up for PlayStation Network page

- PlayStation Network's Code of Conduct

- PlayStation Network's Grief Reporting page

- The PlayStation Store

- PlayStation Network Support

You can also find links to this information at www.cybersafetyhelp.gov.au/easyguide/playstation_network