

crisp & tiscali.

Control Panel

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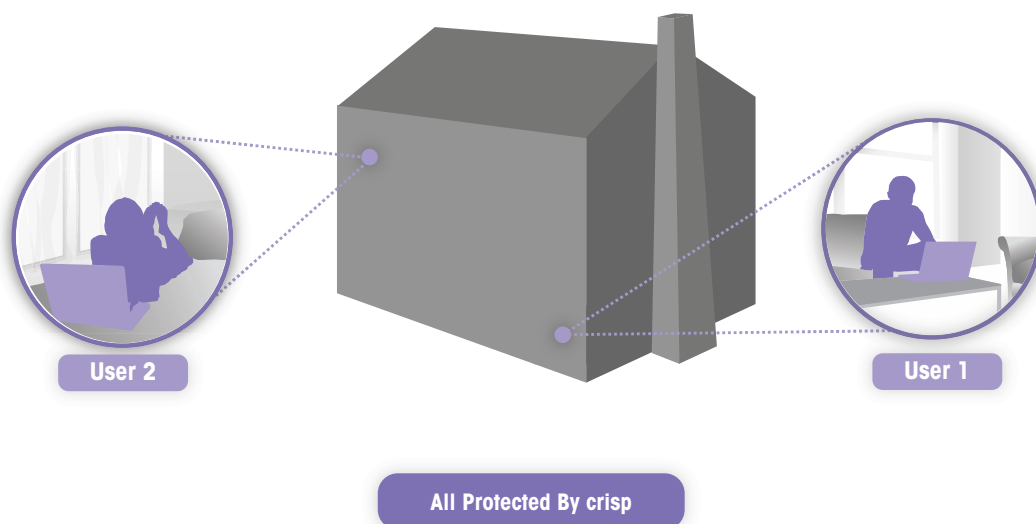
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Protecting your family

Your household computers

You can register and use a single Crisp Thinking account to protect all the computers in your household.

You can access this household account on any computer with an Internet connection and an internet browser. So even when you are away from home you can log in and check the Control Panel should you receive an email or text message alert.



If you own several computers all you need to do is install the Crisp client software, using your Crisp account details (email address and password), on each of the computers you want to monitor. This process binds or ties any instant messaging activity on those computers to your account.

Other people's computers

Your child is only protected when using computers on which the Crisp client software is installed.

Control Panel description

Operation

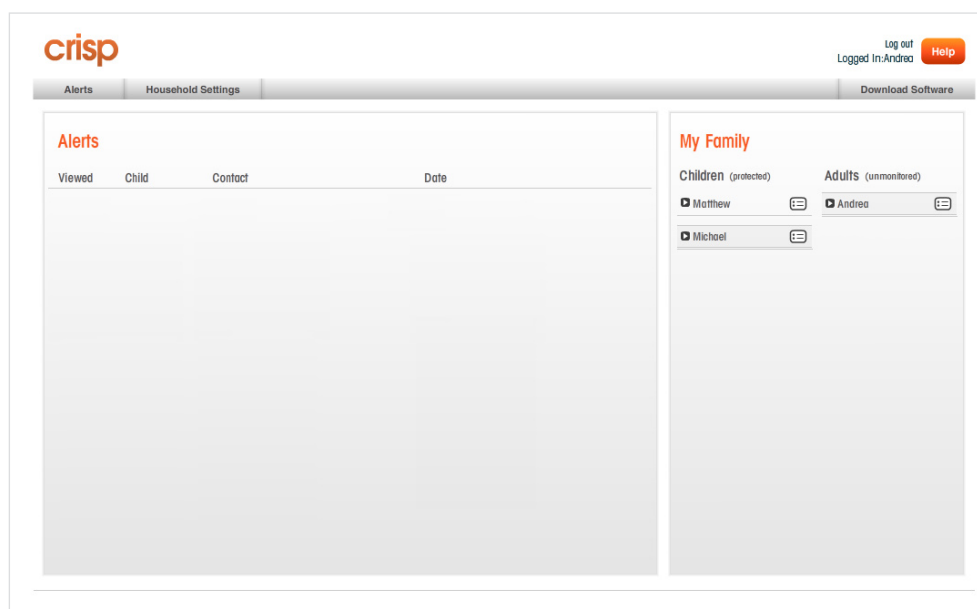
The Control Panel is a Crisp software programme that runs in an internet browser window on your computer. It communicates with Crisp databases via the Internet, to receive suspicious relationship alerts, and to transmit back to the databases any user or account setting changes you make.

Note: Adobe Flash Player is required to run the Control Panel. If your computer does not have Flash Player installed you will be asked to install it the first time you try to log into the Control Panel.

Any instant messaging activity on your computer is automatically detected and transmitted to a Crisp central database via the Internet. Detection and transmission is independent of the Control Panel, and is controlled by a separate Crisp client software programme installed on your computer.

Control Panel screen

What you see in your Control Panel depends on the instant messaging (IM) activity on any computer on which you have installed the Crisp client software, and is described later in the guide. The example screen below shows no alerts, one adult, and two IM accounts; each one assigned to a child.



Control Panel tasks

You can perform these tasks in the Control Panel:

- View alerts
- View and change household settings
- Change users' settings
- Assign IM accounts to new users
- Re-assign IM accounts
- Delete accounts or users (except your household account)

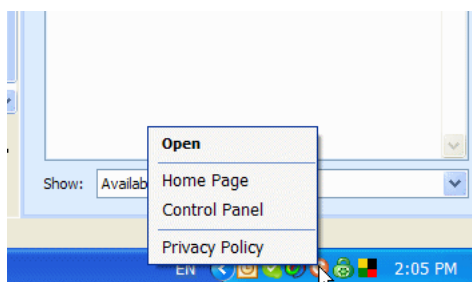
Each task is described in detail in this section.

Access and log into the Control Panel

To access and log into the Crisp Control Panel:

1 Access the Control Panel in one of these ways:

- On the taskbar at the bottom of your computer screen, right-click the Crisp icon , and then click **Control Panel** on the menu;




- In your internet browser click a link in Favourites that you previously setup;
- In your internet browser go to <https://tiscali.crispthinking.com/controlpanel>;
- In your internet browser go to <http://tiscali.crispthinking.com>, and then click the **Login** tab.

The following screen is displayed.

The Control Panel remembers your email address from the time you registered or the last time you logged in.

- 2 Type your password (and email address if needed) in the boxes provided, and then click **Login**.

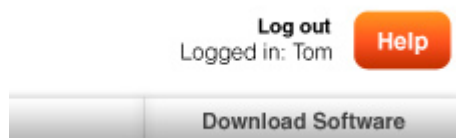
If you can't remember your password, check your emails for the welcome message or click the **Forgotten your password** link on the screen and follow the on-screen instructions.

Note: Make sure the padlock icon  is displayed in your browser indicating that your connection to Crisp is secure.

Log out of the Control Panel

To log out of the Control Panel:

In the top right-hand corner of the Control Panel screen, click **Log out**.



Checking your alerts: three things to remember

- 1** Crisp will only alert you when a suspicious relationship is detected. Hopefully this will not happen to you very regularly, but when you do receive an alert it will require your attention.
- 2** If there is a suspicious relationship, the chances of the system finding it are very high indeed. Crisp goes a very long way towards making the Internet safe again.
- 3** Just occasionally, the system might alert you to a conversation that is seemingly harmless. There may be some factors that have triggered an alert that you may find are actually an innocent relationship. We endeavour to keep this to a minimum, but when in doubt, would prefer to alert you and maintain the highest level of protection.

This last point is important, but it doesn't mean that Crisp isn't doing its job. Imagine there are 100 relationships taking place and Crisp flags up just two of them. That means 98 have rightly been allowed to go on as normal, unhindered in any way by the protection system. When the two alerts are examined, it turns out that one relationship is dangerous – a real threat to a young person – while the other is identified as a false alarm. That means the system has done its job (passing the harmless relationships and picking out the one bad apple) in 99 out of 100 cases. The odd false alarm is a small price to pay for that sort of security.

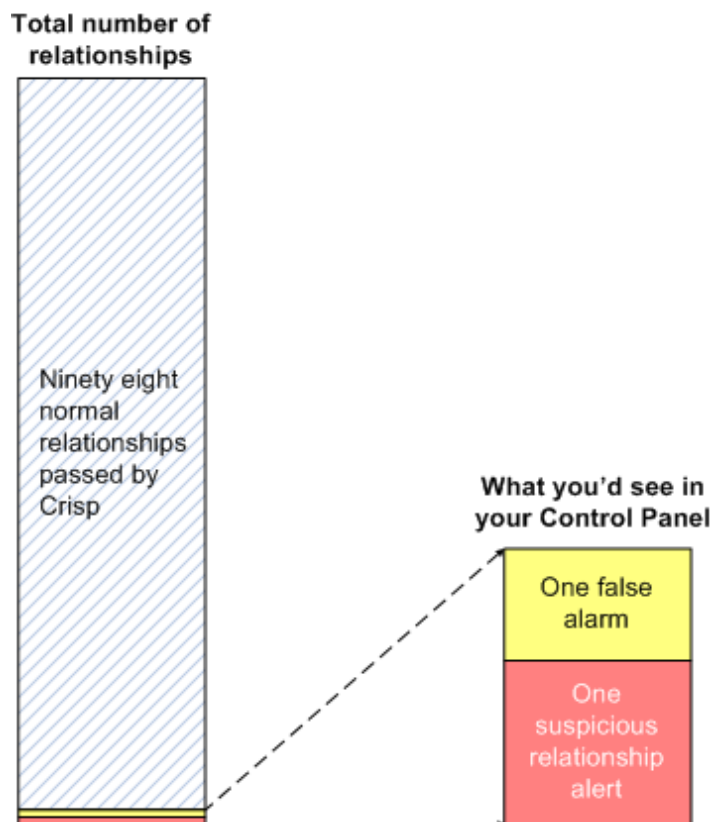


Figure 1 Number of normal relationships vs. Number of alerts

View and deal with alerts

To view and deal with alerts:

- 1 Log into the Control Panel as described in [Access and log into the Control Panel on page 5](#). The Alerts list is displayed by default.

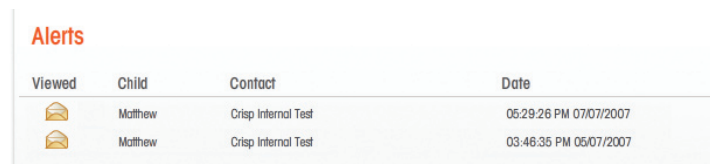
If you are already logged in and the alerts list is not displayed, click the **Alerts** tab. A screen similar to this is displayed.





The Alerts window displays a table with the following data:

Viewed	Child	Contact	Date
	Matthew	Crisp Internal Test	05:29:26 PM 07/07/2007
	Matthew	Crisp Internal Test	03:48:35 PM 05/07/2007

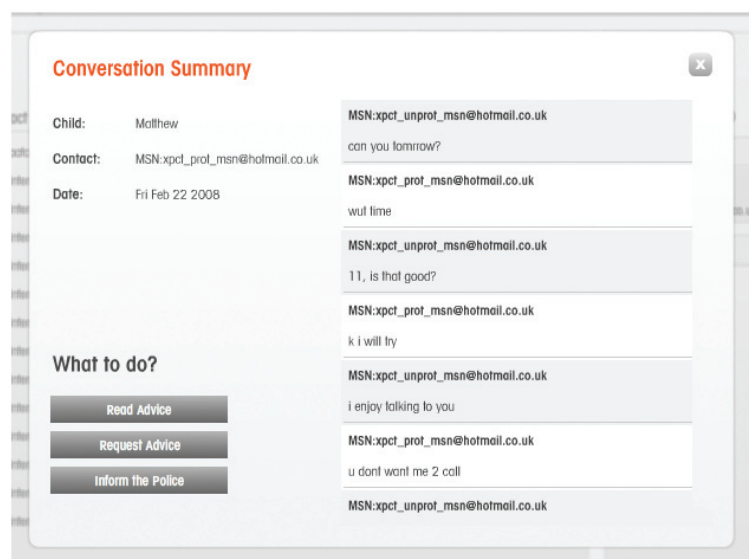
Note: Unread alerts appear as shown above. Alerts which you have read are displayed as shown below.



The Alerts window displays a table with the following data:

Viewed	Child	Contact	Date
	Matthew	Crisp Internal Test	05:29:26 PM 07/07/2007
	Matthew	Crisp Internal Test	03:48:35 PM 05/07/2007

- 2 Click any line in the Alerts window to see the details of that particular conversation. A screen similar to this is displayed.



The Conversation Summary window displays the following information:

Child: Matthew
Contact: MSN:xpct_prot_msn@hotmail.co.uk
Date: Fri Feb 22 2008

What to do?

- Read Advice
- Request Advice
- Inform the Police


The conversation history shows the following messages:

- MSN:xpct_unprot_msn@hotmail.co.uk: can you tomorrow?
- MSN:xpct_prot_msn@hotmail.co.uk: wut time
- MSN:xpct_unprot_msn@hotmail.co.uk: 11, is that good?
- MSN:xpct_prot_msn@hotmail.co.uk: k i will try
- MSN:xpct_unprot_msn@hotmail.co.uk: i enjoy talking to you
- MSN:xpct_prot_msn@hotmail.co.uk: u dont want me 2 call
- MSN:xpct_unprot_msn@hotmail.co.uk:

Notes: You only see those portions of a conversation that appear to be suspicious in some way.

If this is the first time you have received an alert you might want to seek advice from the online help using one of the **What to do?** buttons, before you take any action.

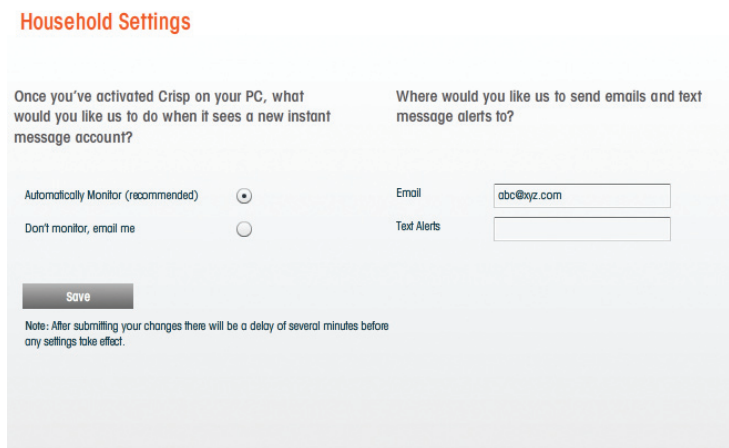
3 At this point you can:

- Click the cross icon  to close the message
- Use the scroll bar to see all parts of the conversation
- Click a What to do? button to seek advice before deciding what to do.

View and change household settings

To view and change household settings:

- 1 Log into the Control Panel as described in [Access and log into the Control Panel on page 5](#).
- 2 Click the **Household Settings** tab. The current settings for your system are displayed. If you are happy with the settings navigate away from this screen or log out of the Control Panel now.



- 3 Change any of the settings if required.

You can:

- Change the email address for alert messages. This address can be different from your log in email address.
- Add or change a mobile phone number for SMS alert messages.
- Change the way new IM accounts are handled.

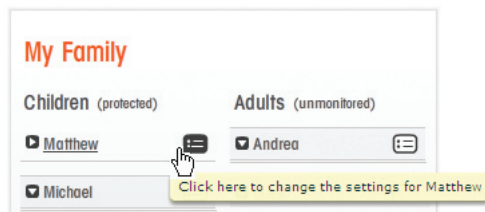
If you choose the 'Don't monitor, email me' option, any new IM accounts detected by Crisp are listed under 'Adults' in the My Family window ready for you to decide whether or not to monitor them. An email indicating that a new IM account has been detected is sent to you.

- 4 Click **Submit** to register your changes.

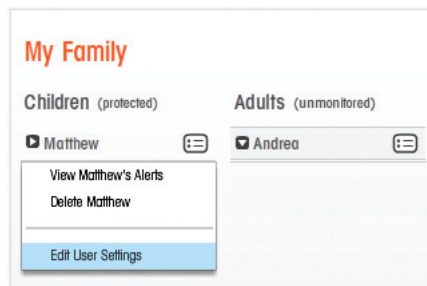
Change a user's settings

To edit a user's settings:

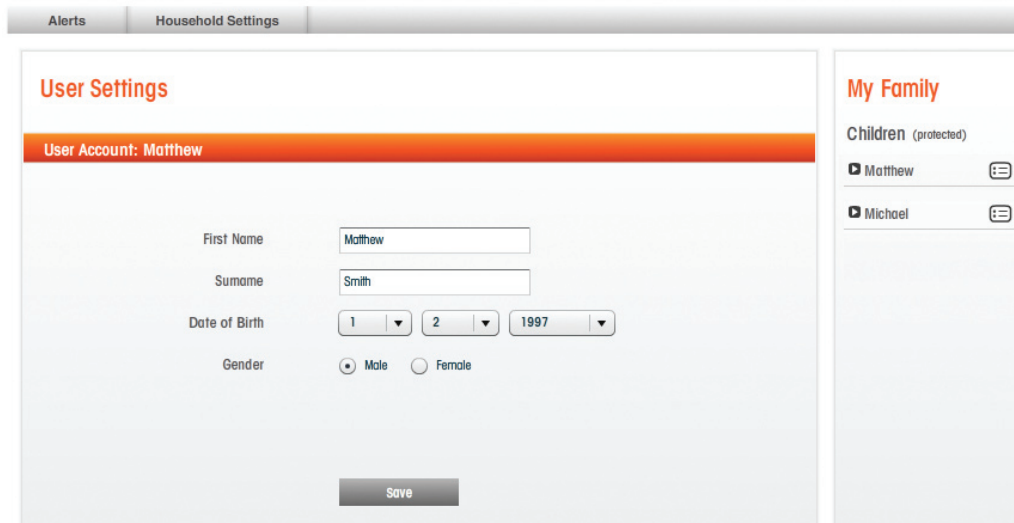
- 1 Log into the Control Panel as described in [Access and log into the Control Panel on page 5](#).
- 2 Under the My Family section select the user menu associated with the user settings you want to change.



- 3 Click on the **Edit User Settings** option at the bottom of the drop down menu that is displayed



- 4 The **User Settings** box for that user should now appear on the left of the screen.



- 5 Change or review the settings.
- 6 Click Save to record any changes.

Assign a new Instant Messenger account

New instant messaging (IM) accounts are automatically listed at the bottom of the **My Family** window as soon as Crisp detects new IM activity on your computer.

You can:

- Assign a new account to a new user (adult or child)
- Assign a new account to an existing user (adult or child)
- Assign more than one account to a user
- Delete a new account

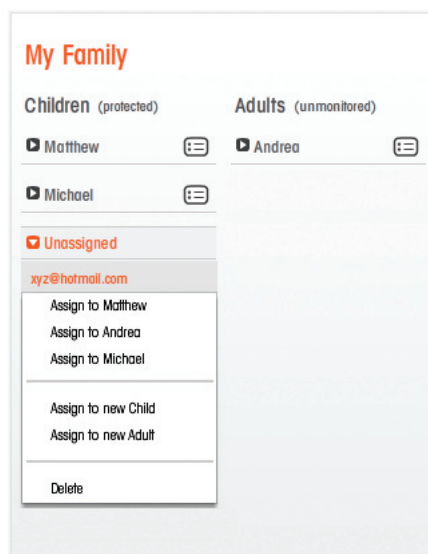
To assign a new account:

- 1 Log into the Control Panel as described in [Access and log into the Control Panel on page 5](#).

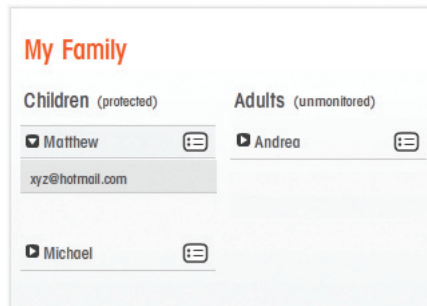
New chat handles appear in the control panel awaiting assignment to a user. The new handle will appear as Unassigned.



- 2 On selecting the new chat handle you will be presented with options to assign to a current user, assign to a new Child or assign to a new Adult. Assigning a handle to an Adult will automatically un-monitor this account.



- 3 To assign to a current user click on the user name in the drop down menu. In this example selecting Matthew will assign to this user.



- 4 If you do not want to monitor the new chat handle assign to an Adults user. In this example we assign to Andrea and the new handle is now un-monitored.



- 5 If the new chat handle is for a Child or Adult user already created select Assign to new Child or Assign to new Adult from the drop down menu
- 6 You will be prompted to add the details of your new user

The screenshot shows a "Create New User" form. It has a title bar with the text "Create New User". The form contains the following fields:

- First Name: Text input field with "Mark" entered.
- Surname: Text input field with "Steer" entered.
- Date of Birth: Three dropdown menus showing "25", "2", and "1968".
- Gender: Radio buttons for "Male" (selected) and "Female".

At the bottom of the form are two buttons: "Create User" and "Cancel".

- 7 In this example the handle has now been allocated to the new Adult user Mark.



Delete an Instant Messenger account

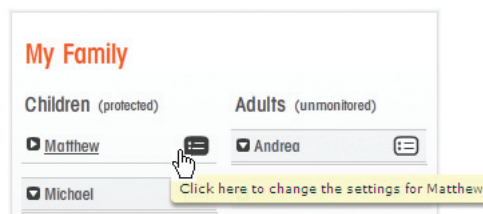
To ensure your Control Panel remains clutter free, you can delete Instant Messenger chat handles that are no longer in use.

You might wish to do this when a friend of your children has temporarily accessed their Instant Messenger (IM) account on your computer, or one of your children has stopped using your computer.

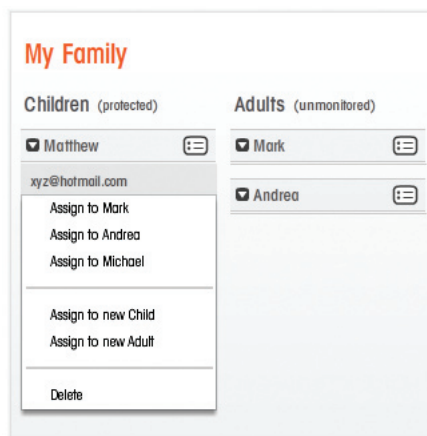
Note: If a deleted chat handle is used again on your computer it re-appears under the **Unassigned** heading in My Family.

To delete an account:

- 1 Log into the Control Panel as described in [Access and log into the Control Panel on page 5](#). Users and accounts are listed the My Family window.



- 2 To delete a chat handle, click the handle and a drop down menu appears. Click on the **Delete** option to delete the handle.



Note: In the example the handle xyz@hotmail.com would be deleted.

- 3 Click **Delete XYZ** from the menu to delete a user, or **Delete** to delete an account.

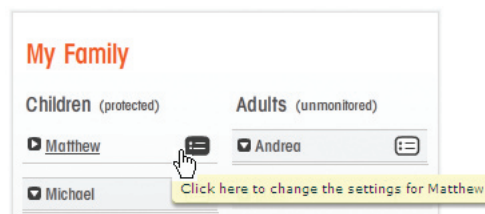
Delete a User account

To ensure your Control Panel remains clutter free, you can delete Instant Messenger chat handles that are no longer in use.

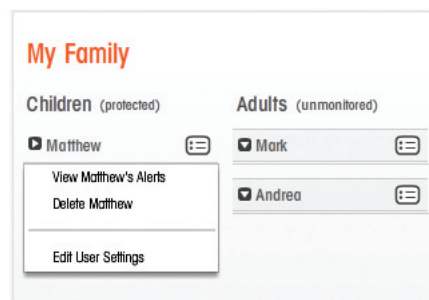
You might wish to do this when a friend of your children has temporarily accessed their Instant Messenger (IM) account on your computer, or one of your children has stopped using your computer.

To delete a User account:

- 1 Log into the Control Panel as described in [Access and log into the Control Panel on page 5](#) Users and accounts are listed in the **My Family** window.
- 2 To delete an account, click the drop down menu icon which appears to the right of the user name. A drop down menu appears. Click on the **Delete** option to delete the user account.



Note: In the example the user Matthew would be deleted from the Control Panel.



- 3 Click **Delete XYZ** from the menu to delete a user, or **Delete** to delete an account.

Accidental deletion of a user account

Don't worry.

If you accidentally delete an instant messaging account it re-appears under the **Unassigned** heading the next time it's used on your computer.

If you accidentally delete a user, all of that user's accounts are also deleted. However, you can recreate the user when one or more of the user's accounts re-appears under the **Unassigned** heading.

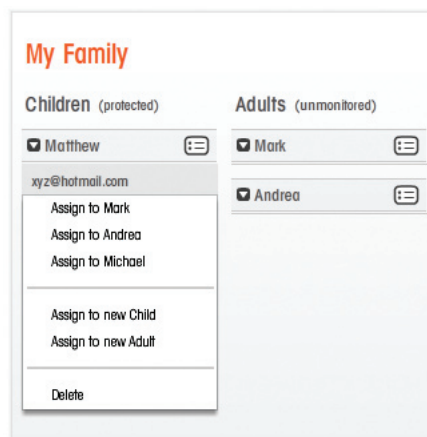
Re-assign an account

You can re-assign an account to:

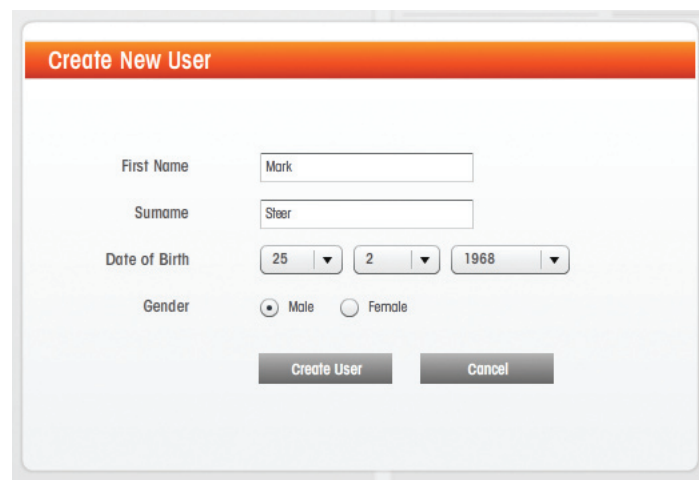
- An existing user (adult or child)
- A new user (adult or child)

To re-assign an account:

- 1 Log into the Control Panel as described in [Access and log into the Control Panel on page 5](#). Users and accounts are listed in the **My Family** window.
- 2 Click the handle you want to re-assign and a drop down menu is displayed.



- 3 Click the **Assign to** option to assign the account as follows.
 - If you click the option to assign to an existing person the change occurs immediately and no further action is required.
 - If you click the option to assign to a new child or adult the following screen is displayed.

The screenshot shows a 'Create New User' form. It has a title bar 'Create New User' in orange. The form contains the following fields: 'First Name' with the value 'Mark', 'Surname' with the value 'Steer', 'Date of Birth' with dropdowns for '25', '2', and '1968', and 'Gender' with radio buttons for 'Male' (selected) and 'Female'. At the bottom, there are two buttons: 'Create User' and 'Cancel'.

- 4 Enter you new user's details.
- 5 Click **Create User**. The new user appears in the **My Family** window with the assigned account listed directly below.

Right-click menu

Many of you will be familiar with the right-click function on your mouse that is used to display context sensitive menus. Right-click menu options play no part in the normal operation of the Control Panel.

If you right-click in the Control Panel area the following menu is displayed.



This allows you to:

- Alter Adobe Flash Player settings (advanced users only)
- Print the displayed page
- View information about Adobe Flash Player

Note: Adobe Flash Player is a software programme on your computer that enables the Control Panel to operate in your internet browser.

Frequently asked questions

Can I monitor my grandchildren on my computer?

Yes. Simply register with Crisp and load the Crisp client software. From then on as soon as your grandchildren use their instant messaging accounts on your computer, their activity is reported to Crisp and their IM account will appear in your Crisp Control Panel.

Can I monitor the activities of foster children in my care?

Yes. Simply register with Crisp and load the Crisp client software. From then on as soon as any of the children in your care use their instant messaging accounts on your computer, their activity is reported to Crisp and their IM account will appear in your Crisp Control Panel.

Support

If you have problems when using the Control Panel and you can't find the answer in this document email support@crisphinking.com.

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