BT: turn off the filter

BT's filter is called Web Protect. You switch it off in the My BT app or on the BT website.

Open the steps for BT ↗

This opens getpa.st in a new tab. It's a free site that keeps each provider's steps up to date. We're not connected to it. Come back here when you're done.

After you switch it off

1. Wait about **10 minutes**. Some providers take a little while to switch the filter off.
2. Turn your **router** off at the plug, wait 30 seconds, then turn it back on.
3. Restart your **TV, box or phone**, then open the app again.

> **Still blocked?** Some sites are blocked by a court order, and switching off the filter doesn't change that. Read more about court-ordered blocks ↗

Using mobile data instead of Wi-Fi? Pick your mobile network.

Revision #2
Created 2026-11-29 20:20:15 UTC by Pixel Tickets
Updated 2026-11-29 20:20:25 UTC by Pixel Tickets