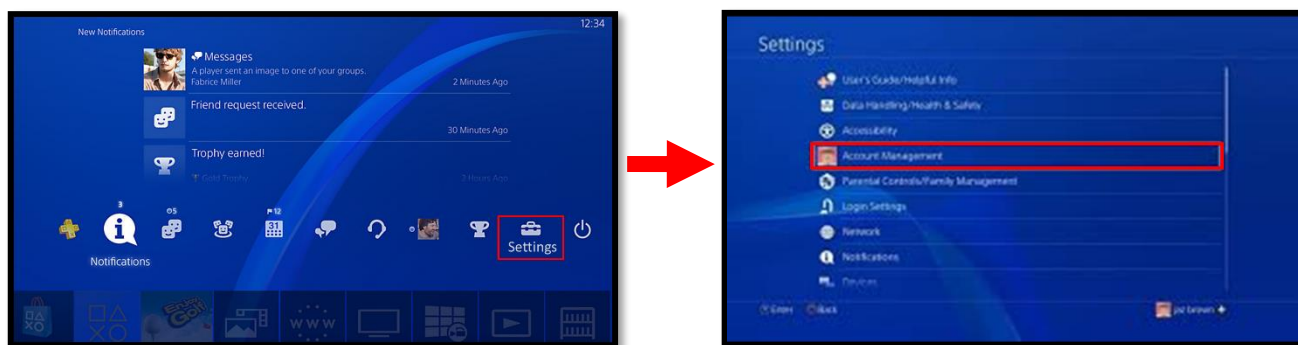


# PLAY STATION

- **Do** use caution when sharing Gameplay when messages, video, audio, and personal data may be available to other users participating in your game experience.
- **Do** select “Friends Only” for all available settings options. Ensure family members take similar precautions with their accounts. Their privacy and share settings can expose your personal data.
- **Do** use parental controls to restrict access to questionable content and features for children using the PS4.
- **Do** refer to privacy policies/user agreements of individual games and third-party applications to see if they use the PS4 camera, and to understand other privacy information.
- **Don’t** forget to update your PS4 system to the latest version of the system software.
- **Don’t** use pictures of yourself for your profile photos. Instead, use avatars or photos of something else. Profile photos are potentially viewable to other users and the public depending on your privacy settings.
- **Don’t** discard or transfer ownership of your PlayStation without using “Initialization.” Initialization sets your PS4 back to factory mode and erases the system data.
- **Don’t** establish connections with individuals you do not know and trust. Understand that not everyone is who they say they are.

PlayStation (PS) allows you to manage a host of settings in order to take ownership of your system security and privacy and determine what information other users can see. You must first access the “Settings” button from the “Dashboard Menu,” highlighted below in red. From there, go to “Account Management.”



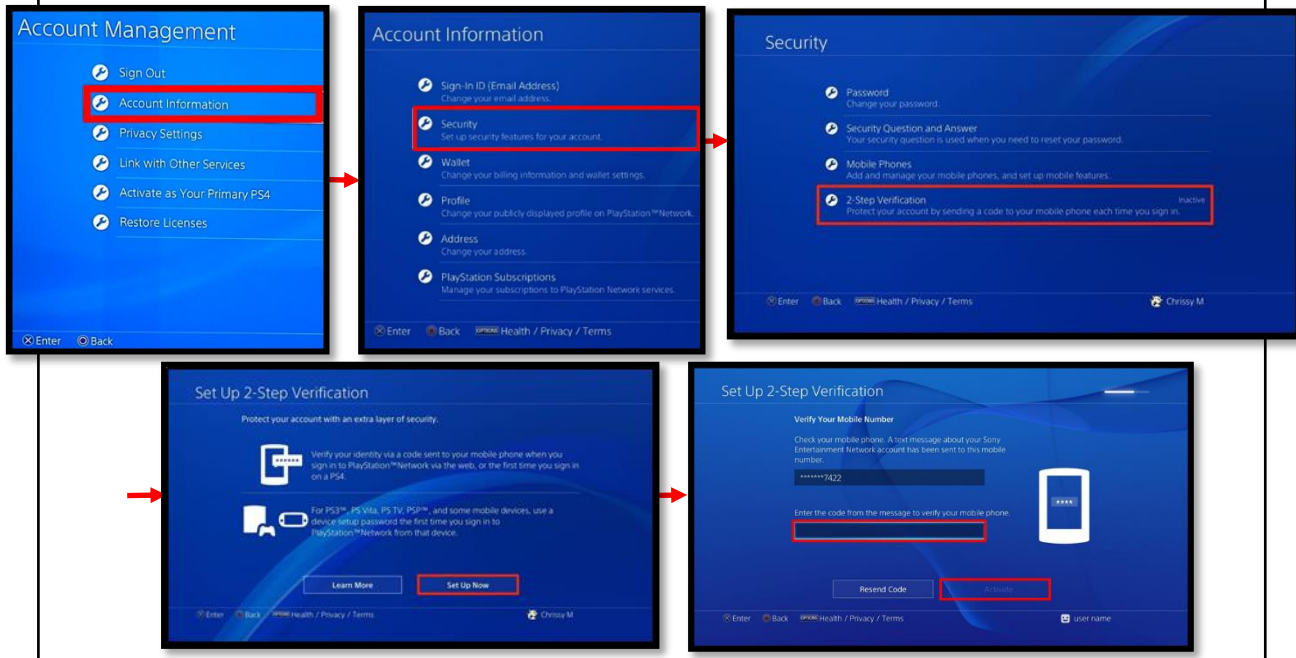
**Two-Factor Authentication:** After you go to “2-Step Verification,” select ACTIVATE to switch on 2-Step Verification. Next, select how the verification will be received; whether, via Authenticator App or Text Message. For user’s that select verification via authenticator app, open an authenticator app on your mobile device and scan the QR code. If the QR code fails, copy and paste the alphanumeric code. You’ll then see a verification code in the app. For users that select verification via text, enter a mobile number or select an existing one. Enter the verification code that was sent to your mobile device. **Recommendation:** Save your backup codes in a secure location. Backup codes allow access to your system when your cell phone is not available; therefore, if the backup codes are compromised, a hacker can use these to circumvent the intended protections of 2-step verification.



# PLAY STATION

## 2-Step Verification

PlayStation's two-factor authentication is an added layer of security to ensure only authorized individuals have access to the system, accounts, and privacy information.



## Privacy Settings

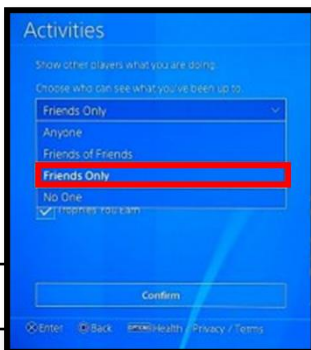
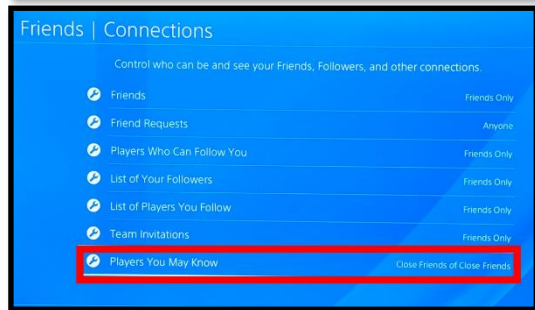
Next, let's take a look at privacy settings. From the "Account Management" screen, select "Privacy Settings" as seen on the right highlighted in red. The "Gaming | Media" subcategory allows you to determine which activities are viewable by others. The "Friends | Connections" subcategory allows you to decide which status of individuals (e.g. friends, followers, etc) can view established connections. The "Personal Info | Messaging" category allows you to choose who can see your real name and who can communicate.



# PLAY STATION

## Privacy Setting Recommendations.

It is recommended that you set your privacy settings to “Friends Only” for most sections, in order to prevent the general public from seeing information pertaining to the user. See “Recommended Privacy Settings” on the privacy settings graphics for “Gaming | Media,” “Friends | Connections,” and the “Personal Info | Messaging” subcategories. It is recommended the primary user and family members be mindful of who they become friends with and connect to on the system. It is important to remember not everyone on your family and friends “Friends List,” should be trusted. Parents, it is important to know not all users have good intentions or are accurately portraying themselves online. For this reason, it is recommended that you review your child’s “friends” periodically. Other users on the system may utilize gaming systems to connect with potential victims or use social engineering against other users. If you do not know someone, it is recommended you not add them to your “Friends List.”



After going through “Gaming | Media,” the “Activities” box shows different setting options you can choose from for privacy. It is recommended you select the “Friends Only” option as shown here to the left, highlighted in red.

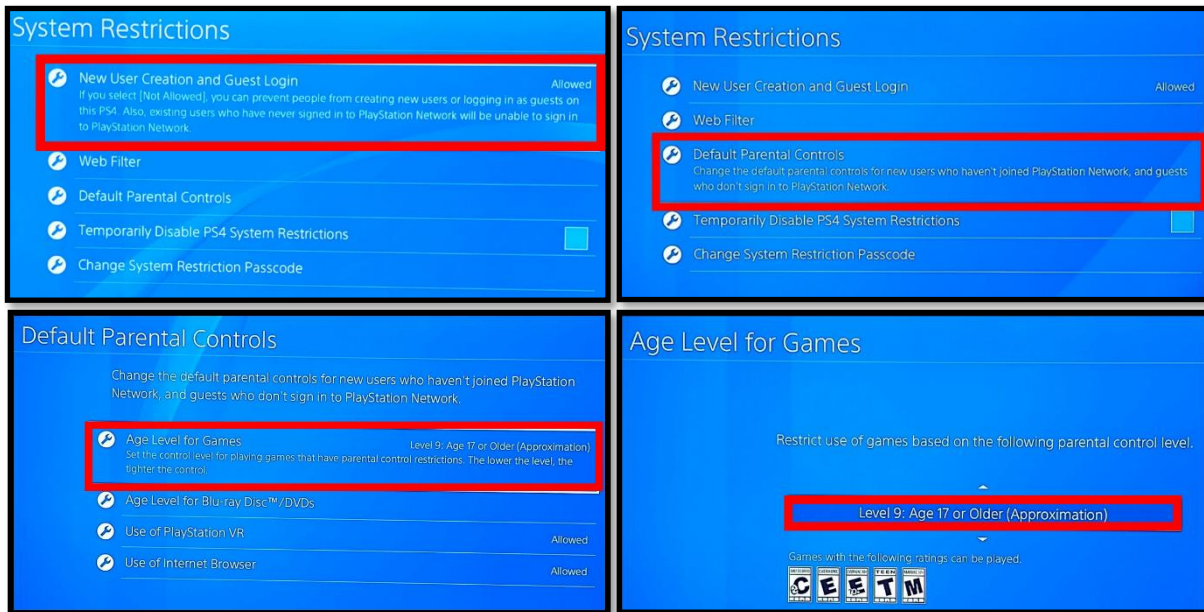
## Parental Controls

PlayStation allows you to manage numerous parental control settings with the ability to limit playing time, restrict user account creation, set maturity levels for games, and change system passcodes. To get to “Parental Controls/Family Management” settings, select the “Settings” tab on the front “Dashboard Menu” and scroll down to “Parental Controls.” The subcategories are “PS4 System Restrictions” and “Family Management.”



# PLAY STATION

From the “System Restrictions” section, you can select “New User Creation and Guest Login” to restrict who can log into the PlayStation and whether guests can access the system. From the “System Restrictions” section, you can click “Default Parental Controls” for the purpose of setting age and maturity restrictions for your users. See the graphics below for the pathways to these features within the settings. It is recommended parents implement the various system restrictions and the age-appropriate parental controls.

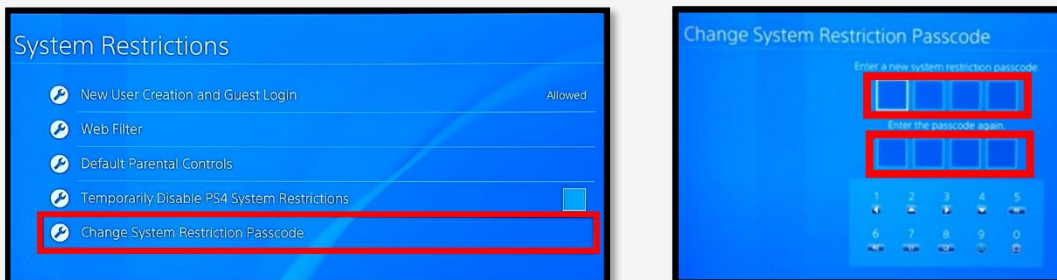


See below for the approximate user ages that match up to the parental control levels available in the user settings.

Age group						
Game parental control level	2	3	4	5	9	10

## Passcode

The PlayStation Passcode is defaulted to “0000.” It is strongly recommended you change the system passcode to enhance the security of your device. To change the passcode, go to the “System Restrictions” section, and select “Change System Restriction Passcode” as illustrated in the bottom left graphic below, highlighted in red. Next, type in a new system restriction passcode. Verify the passcode by entering it a second time.



# PLAY STATION

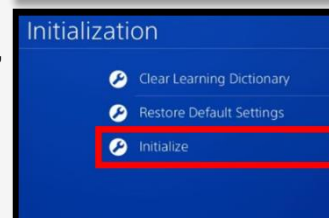
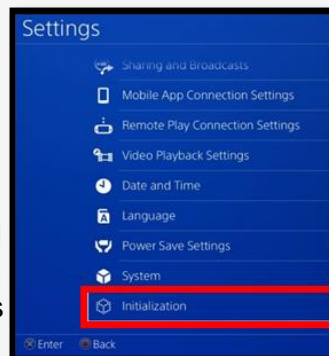
## Family Management

Go to the “Parental Controls/Family Management” section. On the PS, select “Family Management” (as seen on the right, highlighted in red) and click “Set Up Now” (as seen below, highlighted in red). Within the “Family Management” area, parents can identify all the family members that will use the PlayStation system, manage play time limits, and set restrictions for children. A parent, guardian, or family manager can set the parental controls.



## Initialization

Next, it is recommended you use the “Initialization” feature whenever you are discarding or transferring the PlayStation system to another person. Initialization of your PS system restores system settings to default values. It deletes data saved on system storage and deletes all users and their data from the system. This cannot be undone, so make sure you do not perform this action unless absolutely sure. Initialization helps ensure the removal of your privacy information after you are done with the system. In order to “Initialize” the PS, first go to “Settings,” then “Initialization” as seen to the right, highlighted in red. Next, select “Initialize” as illustrated on the bottom right, highlighted in red. Finally, click “Full,” as depicted on the bottom right graphic, highlighted in red. Selecting “Full” completely initializes the system. If the “Quick” feature is selected, the system will not be completely restored to its default settings - some data will still remain on the PS. Be sure you are doing a “Full” initialization.



# PLAY STATION

## Potential System Compromise

**Do you think your account may have been compromised or hacked? Have you noticed any of the following:**

- Unexpected charges from financial institutions tied to your PlayStation accounts.
- Primary email and password have been changed without your authorization.
- Other account behaviors you didn't perform or approve (like following, unfollowing, blocking, etc.)
- Primary console changed to another device without your consent.
- Receive a special character in a private message, immediately followed by the system crashing or frequent glitches.

**If you said “Yes” to any of the above, it is recommended you take the following actions:**

- Change your password immediately and use a stronger, more complex password.
- Enable two-factor verification.
- Notify the financial institutions about fraudulent purchases resulting from the hack.
- Set your “Messages” privacy setting to “Private” and adjust other privacy settings as well.
- Restrict who has access to create new accounts and logins.
- Contact PlayStation Support or the Sony Customer Service line immediately.

If you need to report **Spam/Fake Accounts/Harassment**: Contact the PlayStation Support Site at 1-800-345-7669 or the Sony Customer Service Line.

You can also report that your account has been hacked by going to <https://www.playstation.com/en-us/support>.

If you have additional questions about responding to system compromise, contact <https://twitter.com/AskPlayStation>.

Sony/PlayStation Users recently received a notification like the one on the lower right here. This notification is to let users know that there has been a change in their policy, and they are now allowing users to record party conversations. This does not mean however, according to Sony, that Sony or PlayStation themselves are recording your conversation. These recordings must be initiated by an individual in the “Party” and then submitted for possible violations to Sony. This feature is also only available to PS5 users but can be used in parties where PS4 users are also in attendance.

**Important Message on PlayStation:** you are responsible for all activities on your PlayStation Network, so it's very important you do your best to ensure you are the only person using it.

The PlayStation System is an entertainment system that enables users to enjoy multiplayer online gaming, stream live TV, provides a social and messaging network for friends to connect, allows for video streaming services such as Netflix, Amazon Video, Hulu, YouTube, HBO Now, NBA TV, and more. Each application has its own privacy concerns and is susceptible to being breached or hacked.

### About Party Safety

We want PlayStation Network to be fun for everyone, which is why we have a Community Code of Conduct.

Please be aware that voice chats in parties may be recorded and sent to us by other users. By participating in voice chats, you agree to your voice being recorded.

When behaviors that violate the Community Code of Conduct are reported, PlayStation Safety will review the reports to check if there have been genuine violations.

These recordings will be used only for safety and moderation purposes by PlayStation Safety.