Roblox

Controls & Settings guide

Roblox features a central dashboard to limit the chat functions, add a parental pin and account restrictions (to only access curated content by Roblox). Roblox also has a useful feature called 'Age Visibility' to determine settings for kids are age appropriate.

What do I need?

Your child's Roblox account details and the Roblox game

Restrictions you can apply

Chatting

In App purchasing

Inappropriate content

Online games

Social networking

Step by Step instructions

Learn how to:

[Recover password](#)
[Set an Account PIN](#)
[Turn on Account Restrictions](#)
[Block a user](#)
[Block users in-game](#)
[Report game or user](#)
[Report other content](#)
[Report app chat](#)
[Report a user-created advertisement](#)
[Update Chat & Privacy settings](#)
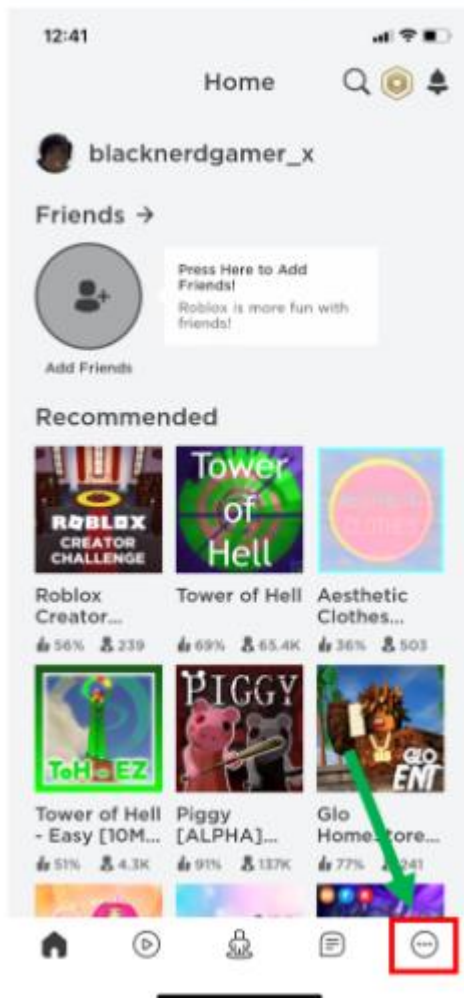[Turn on 2-step verification](#)

Recover password

Log into the account (If you can't log in, try these steps for recovering your password)
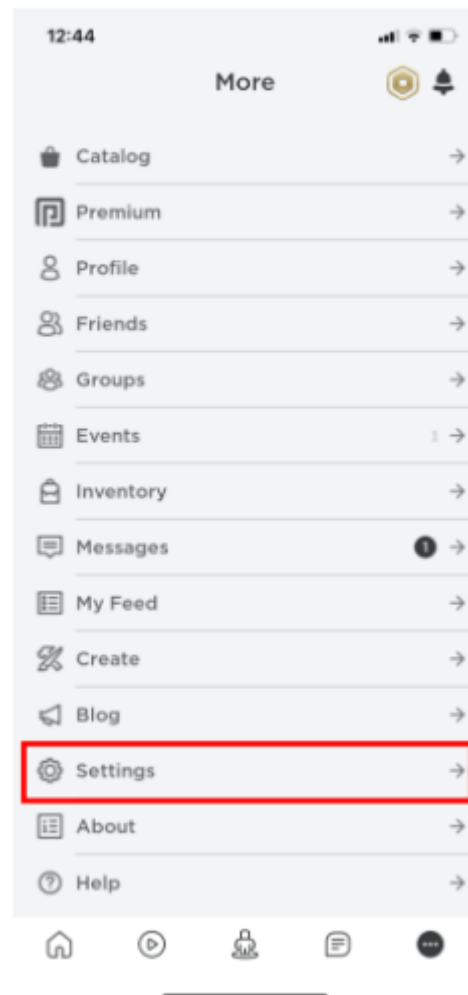
1. Go to Account Settings.

Browser – find the gear icon located at the upper-right corner of the site
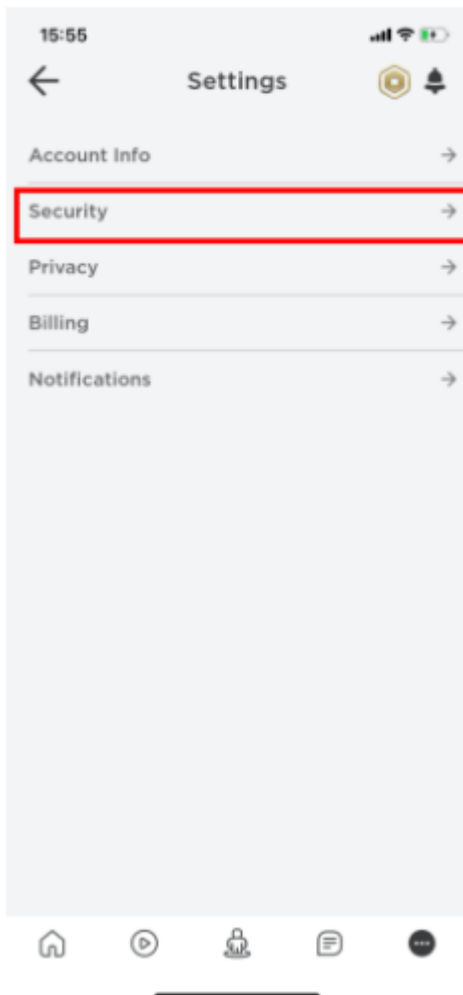Mobile Apps – find the three dots icon for More.
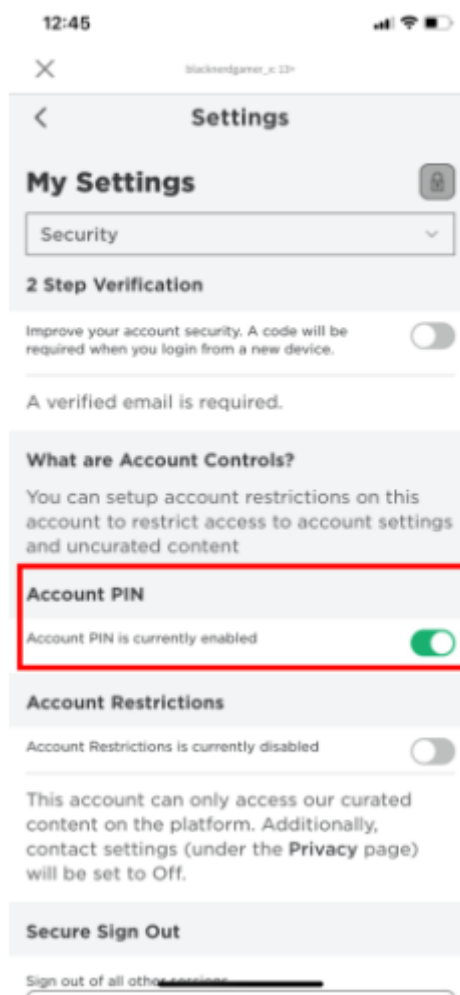
2 **Set an account PIN**

You have the option to add a four-digit Account PIN to lock your settings. Once an Account PIN is added, it will be needed to make any changes to the account settings. This feature protects your password, email address, and privacy settings.

1. Select the Security tab.

2. Select turn Account PIN on.

3. Create and confirm your new Account PIN.

1

15:55		
←	Settings	🔔

Account Info	→
Security	→
Privacy	→
Billing	→
Notifications	→

2

12:45

× blackendgamer_c 13+

‹ **Settings**

My Settings 🔒

Security ⌄

2 Step Verification

Improve your account security. A code will be required when you login from a new device. ⬜

A verified email is required.

What are Account Controls?

You can setup account restrictions on this account to restrict access to account settings and uncurated content

Account PIN

Account PIN is currently enabled 🟢

Account Restrictions

Account Restrictions is currently disabled ⬜

This account can only access our curated content on the platform. Additionally, contact settings (under the **Privacy** page) will be set to Off.

**Secure Sign Out**

Sign out of all other sessions

3

Turn on Account Restrictions

1. Get to the Security tab from Settings.

2. Next to Account Restriction toggle the button to 'on'. The toggle will turn green and the following message will be displayed "Account Restrictions is currently enabled".

If you would like to disable Account Restrictions, simply press the toggle button again.
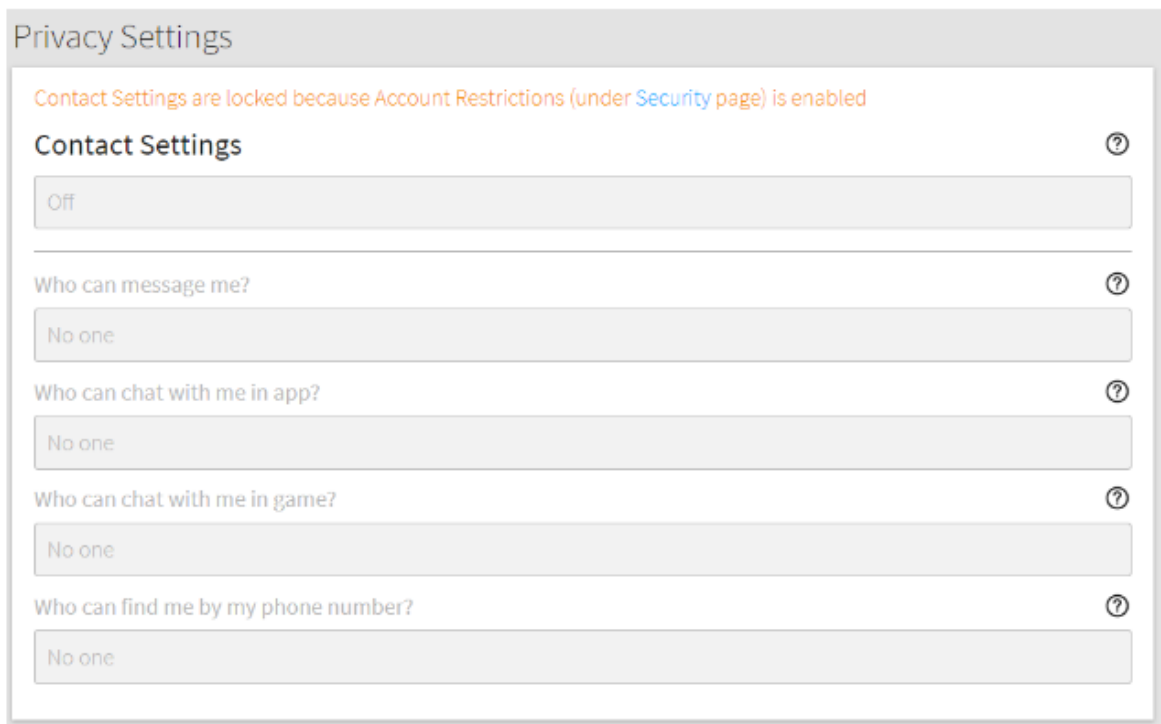
1

2
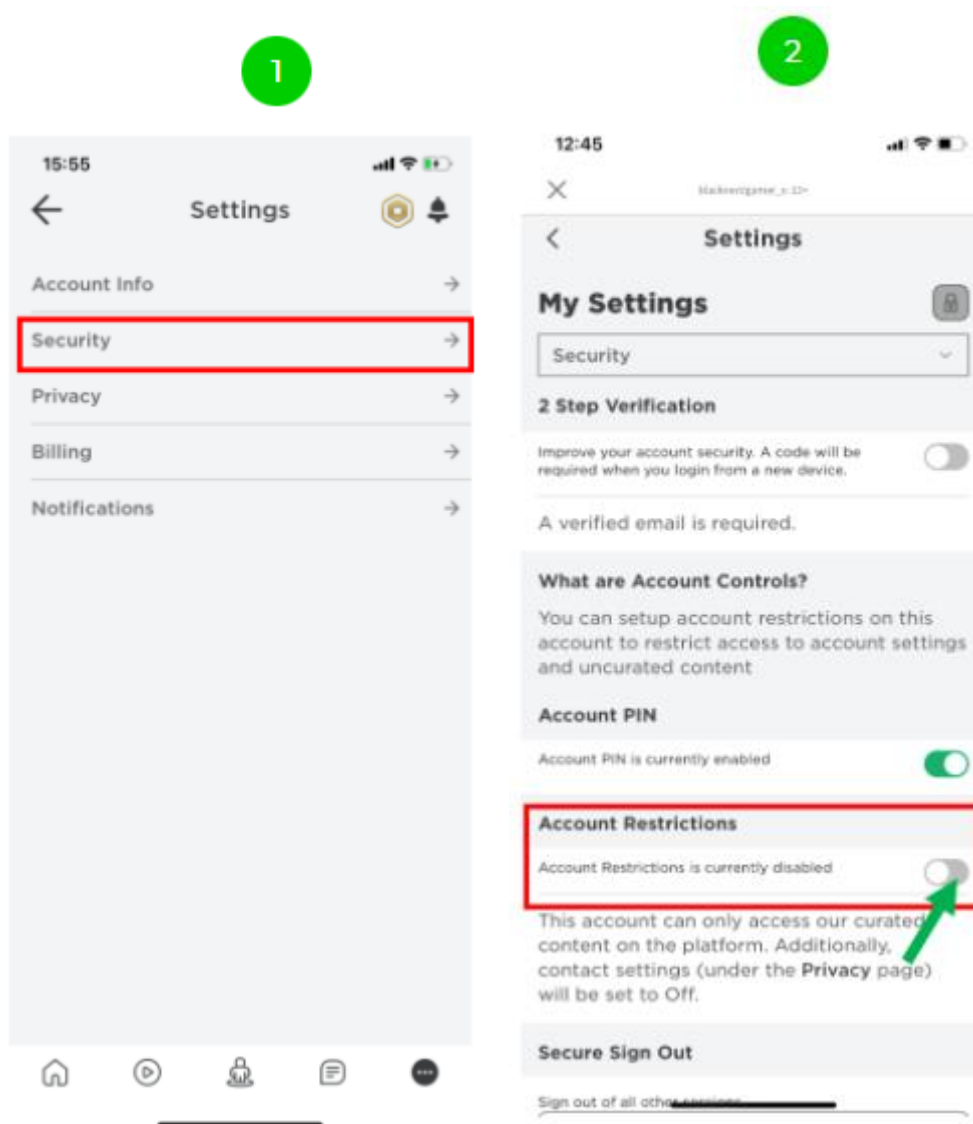
4 What happens when Account Restrictions are enabled?

Enabling Account Restrictions will lock an account's Contact Settings so that no other user can send messages, chat in-app or in-game, or find the account by its phone number.

None of these Contact Settings can be individually adjusted when Account Restrictions are turned on.

Users with Account Restrictions will see a message that the game is unavailable due to account restrictions settings.

1

Privacy Settings

Contact Settings are locked because Account Restrictions (under Security page) is enabled

Contact Settings ⑦

Off

Who can message me? ⑦

No one

Who can chat with me in app? ⑦

No one

Who can chat with me in game? ⑦

No one

Who can find me by my phone number? ⑦

No one

2

The game is unavailable due to account restrictions settings.

5 Block a user

1. Visit the user's profile page.

2. Select the three dots in the upper right corner of the box containing their username and friends/followers information.

3. A menu will pop up, where you can select the option to Block User.
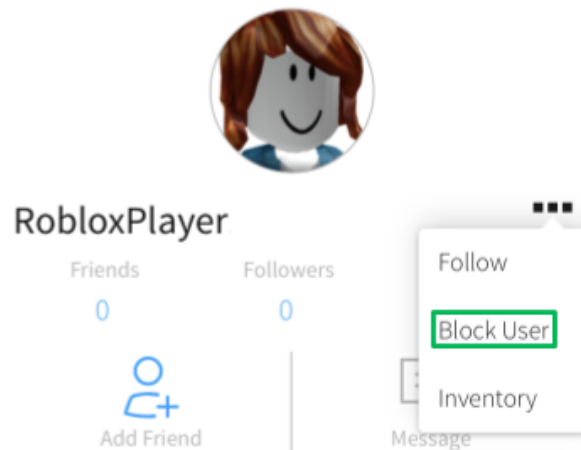
6 Block users in-game

1. Find the user in the leaderboard/player list on the upper-right of the game screen.

2. If this list is not visible, it is likely just closed. To reopen it, select your username in the top-right corner.

Note – the leaderboard may not appear if you are using a small-screened device such a phone, in which case you would need to use the profile page method outlined above.
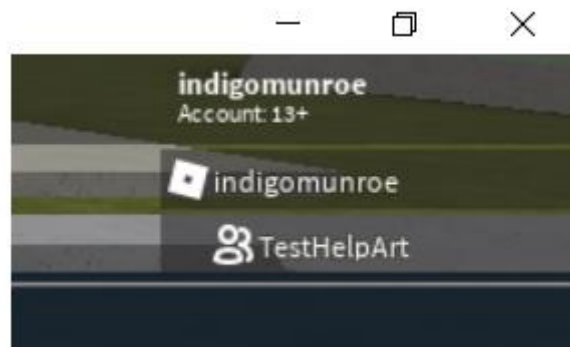
7 Once you have found the name of the user you wish to block inside of the leaderboard, select it and a menu will open up.

8 Select Block User. You can also choose to Unblock them or Report Abuse directly from this menu as well.

Once you have blocked the user, the icon to the left of their name will turn into a circle with a line through it to indicate they have been blocked.
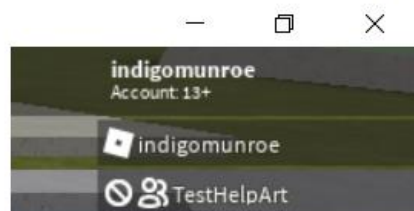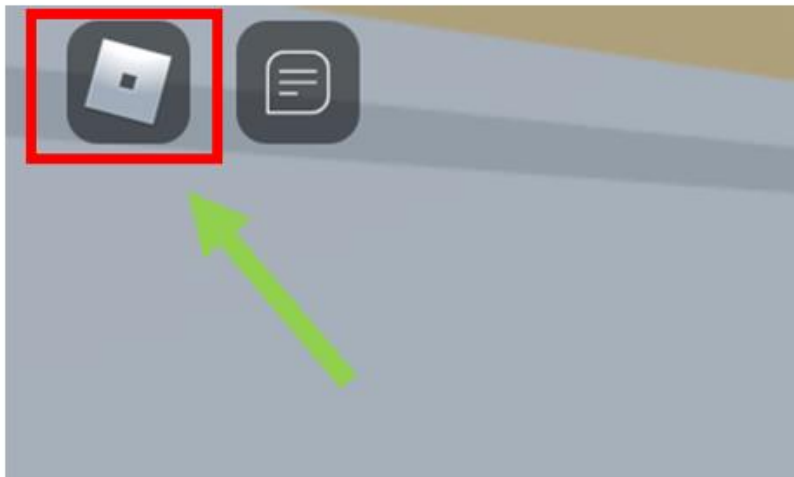
9   Report game or user

Use the Report Abuse feature in a game to report the specific chat or other content that violates Roblox rules. It sends the information directly to our moderators and allows them to see what the other user is doing wrong.

1. Select the Menu button, located at the upper left of the screen.

2. Select the flag icon located next to a user's name, or select the Report tab at the top of the menu.
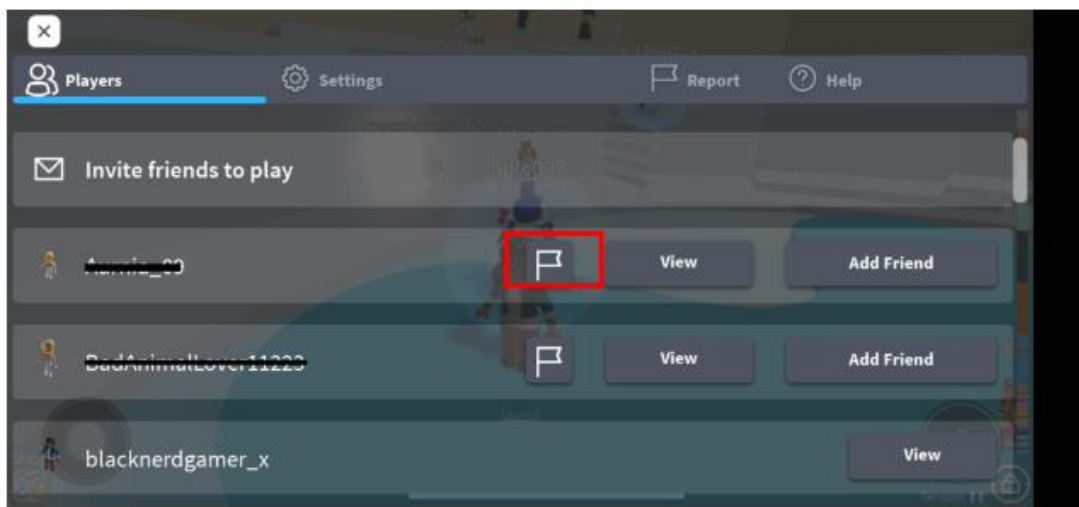
For Game or Player? select the Player tab.

Then select the Which Player pull-down menu, and find the username to report.

Next, select the Type of Abuse pull-down menu, and find the inappropriate action.
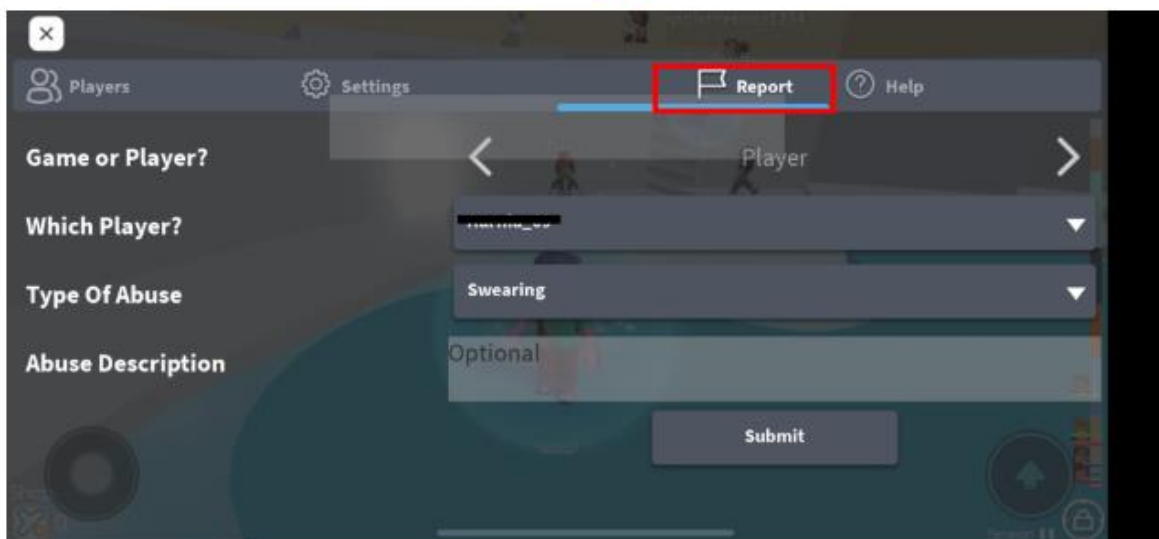
Additional details can be written in the Short Description box.
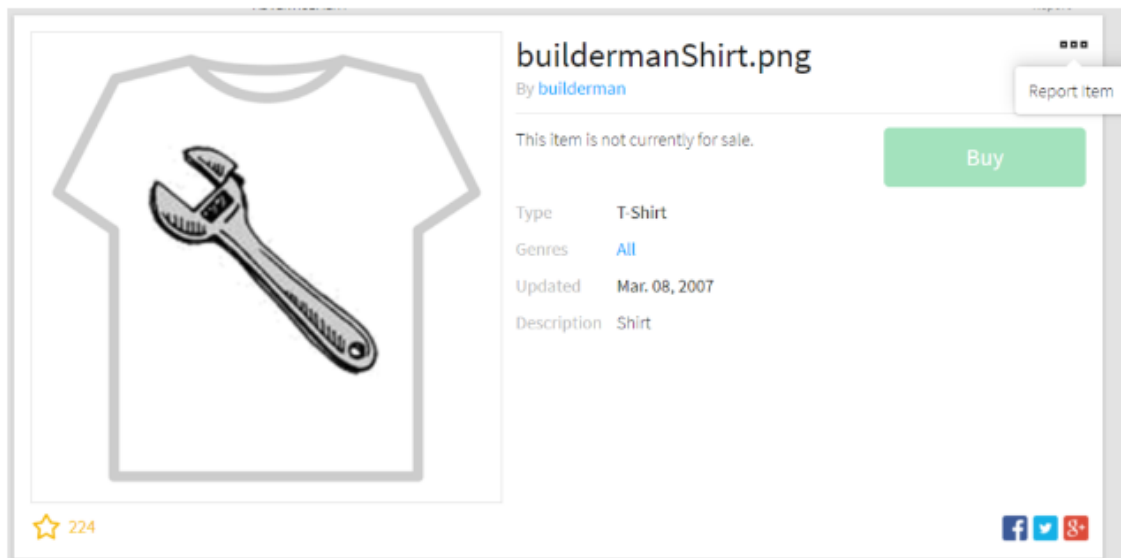
Select Submit.

11 Report other content

To report an item in the catalogue or library (such as a shirt, game pass, or model) that is breaking the rules.

1. Select the three dots button in the top right-hand corner of the item's information box.

2. Select Report item and fill out the form.
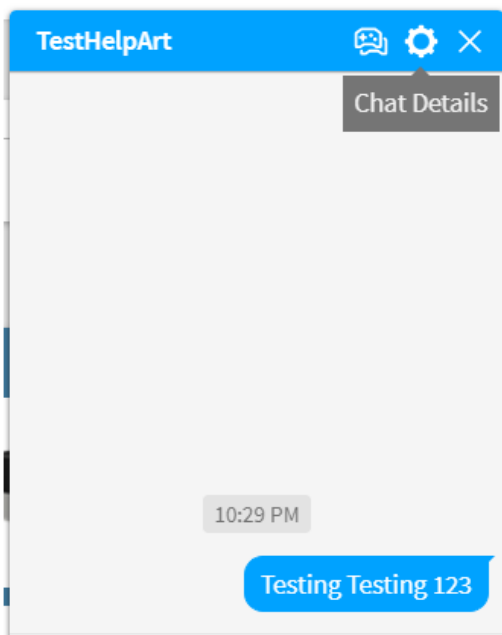

12 Report app chat

To report a chat made by another user in the browser app.

1. Select the gear icon in the top right-hand corner of the chat window to open the Chat Details.

2. Next, select the button next to the user name that looks like the three dots, then Report.

3. Then select the red Report button to continue to the report form then fill it out and select the green 'Report Abuse' button.
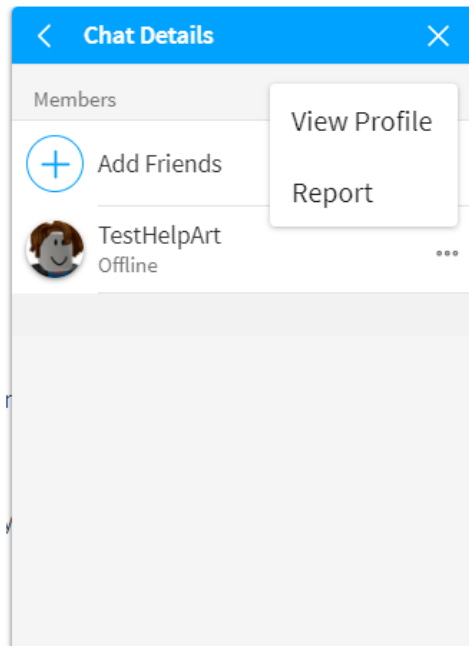
For mobile apps: It's a bit different in the app.

1. Select the gear icon in the top right-hand corner of the screen.
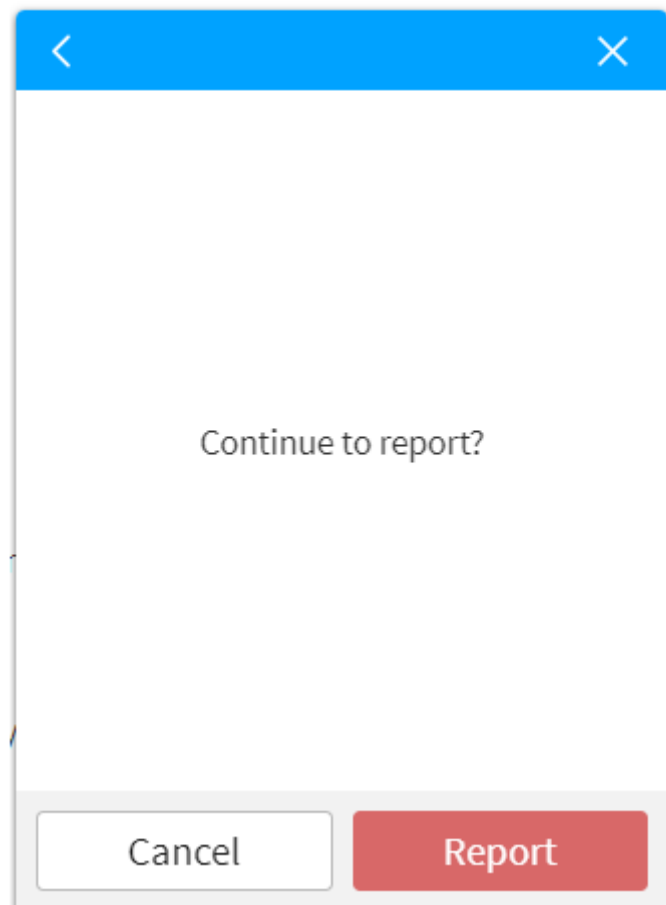
2. Select Report Abuse.

1

TestHelpArt

Chat Details

10:29 PM

Testing Testing 123

2

Chat Details

Members

(+) Add Friends

TestHelpArt
Offline

View Profile

Report

3

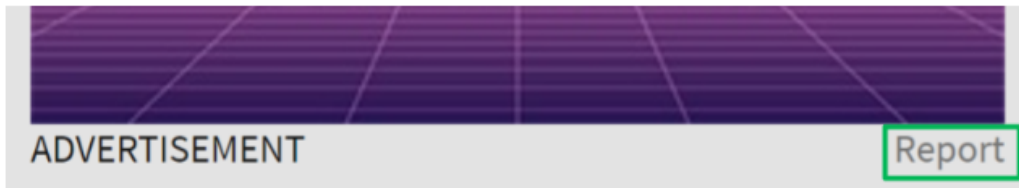Continue to report?

Cancel | Report

13. Report a user-created advertisement

To report an Ad made by another user on the site.

1. Select Report below the right-hand side of the Ad image.

ADVERTISEMENT   Report

14. Update Chat & Privacy settings

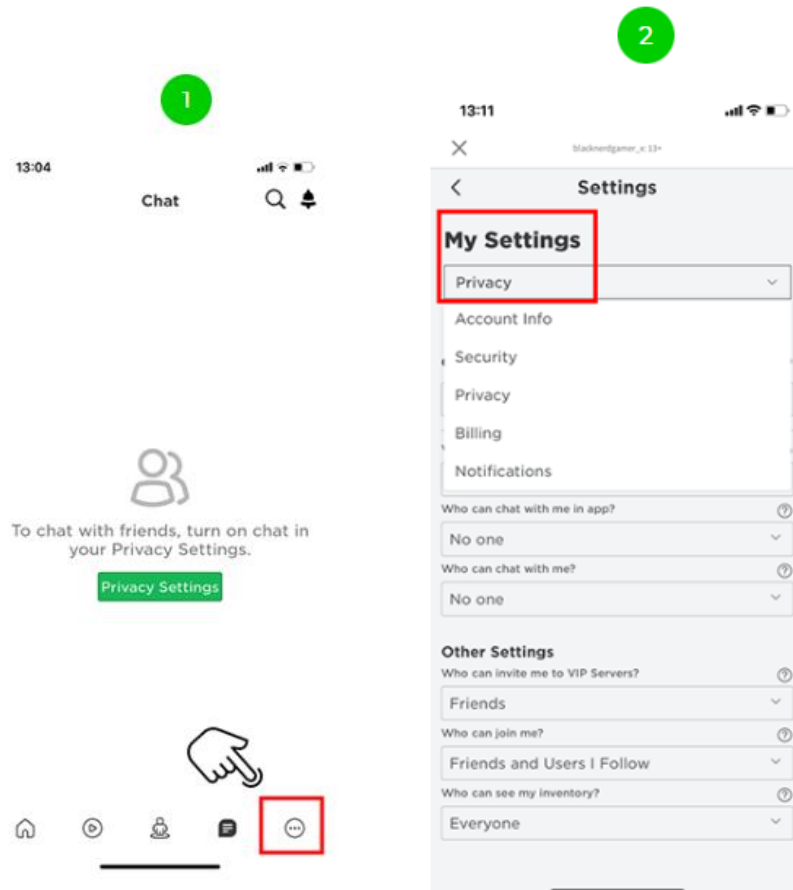1. Log into your account and go to Account Settings.

Browser

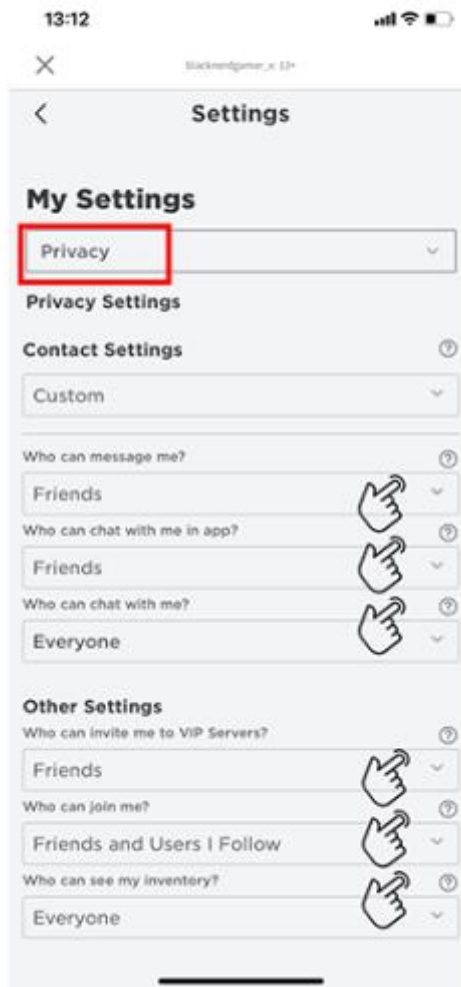2. Find the gear icon located at the upper-right corner of the site

Mobile Apps

2. Find the three dots icon for More

3. Select the Privacy tab then adjust the 'Contact Settings' and 'Other Settings'.

Players age 12 and younger can select either Friends or No one. Players age 13 and older have additional options for privacy settings.

15 Turn on 2-step verification

You must have a verified email to enable this feature.

Log into your account, then go to Account Settings.

– Browser – find the gear icon located at the upper-right corner of the site

– Mobile Apps – find the three dots icon for More

Select the Privacy tab then adjust the 'Contact Settings' and 'Other Settings'.

Select the 'Security tab', then turn Two-Step Verification on.