

User Manual

One Safe Portal

Thank you for choosing to stay safe with **One Safe**, the latest service from **One Albania**.

Activation and Login

Once you activate the One Safe service in One store, you will receive an SMS on your contact number containing the following details:

- Username
- Password
- Access link: <https://safe.one.al>

How to log in:

1. Access One Safe portal link.
2. Enter your login credentials:
 - **Username:** Username from the SMS.
 - **Password:** Password from the SMS.
3. Click Sign in to access the portal.



Identifikimi i llogarisë së OneSafe

Emri i përdoruesit

Fjalëkalimi

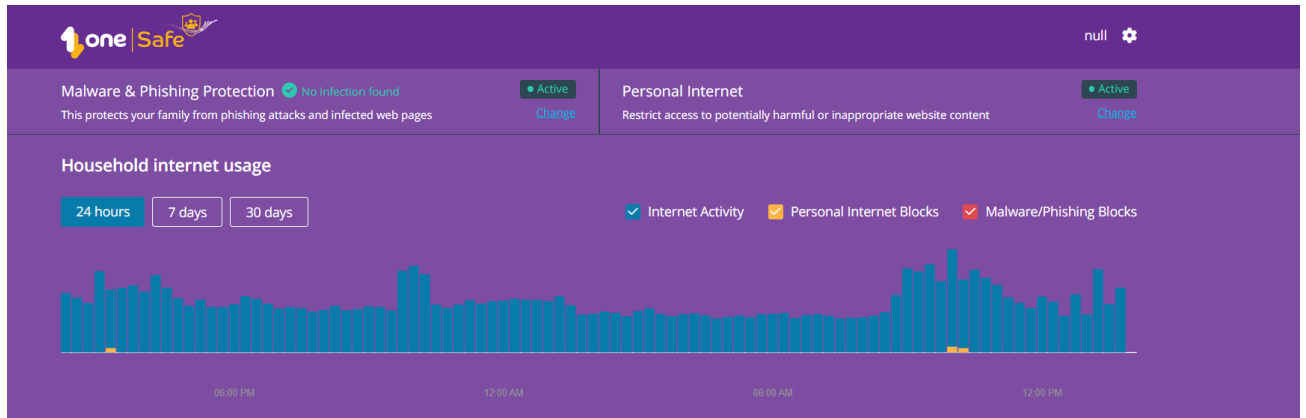


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Main Interface

After logging in, the homepage will display key protection features, such as:

- **Malware & Phishing Protection**
- **Internet Restriction**
- **Monitoring Internet Activity for Your Family**



Profiles Section

Default Profile:

- Provides standard protection for all devices and family members.

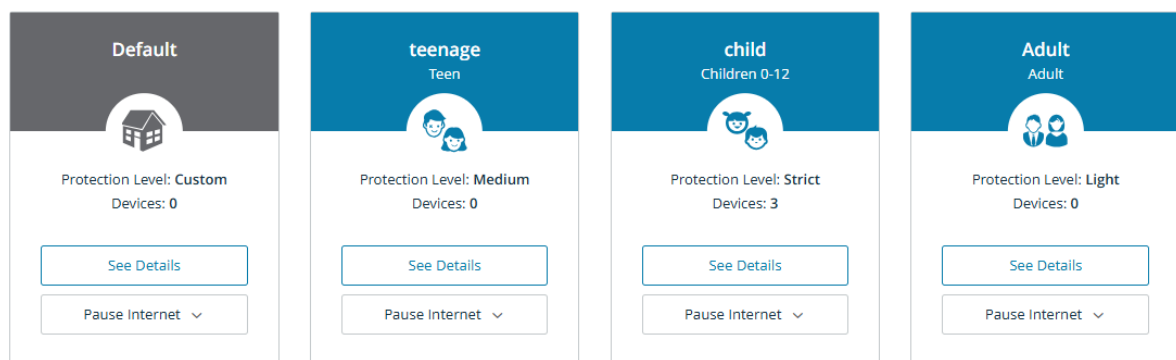
Other Profiles:

- There are three different profiles for different age groups:
 - Children (Strict - Advanced)
 - Teenage (Medium - Standard)
 - Adult (Light - Basic)

Profiles

Have a new computer or mobile device?

[Add Device](#)



If you delete one of predefined profiles, you can add a new one.

Steps:

1. Click **+ Add New Profile**.
2. Fill in the following details:
 - **Profile Name**
 - **Age Group**
3. Click **Create** to save.

CREATE NEW PROFILE

×

Profile Name

Enter Profile Name

Choose age group

☒ Children 0-12

☐ Teen

☐ Adult

Cancel

Create

← Back to Dashboard

Malware & Phishing Protection Active Personal Internet Active

Teen

Adoleshent

Edit

Delete

Internet Pause Settings

Pause Internet

SafeSearch

PROFILE DETAILS

Protection Level Active

Restrict or allow access to websites in the selected content categories for all devices in this profile.

Protection Level

Medium

The list of categories for the Medium level is pre-set, changing it will automatically take you to the Custom level.

Set Categories List

Homework Time

Restrict content that is usually allowed, but not for homework time

Set Homework Time

Internet Off

Turn off Internet access completely for when they shouldn't be online

Set Internet Off Schedule

Block & Allow Lists

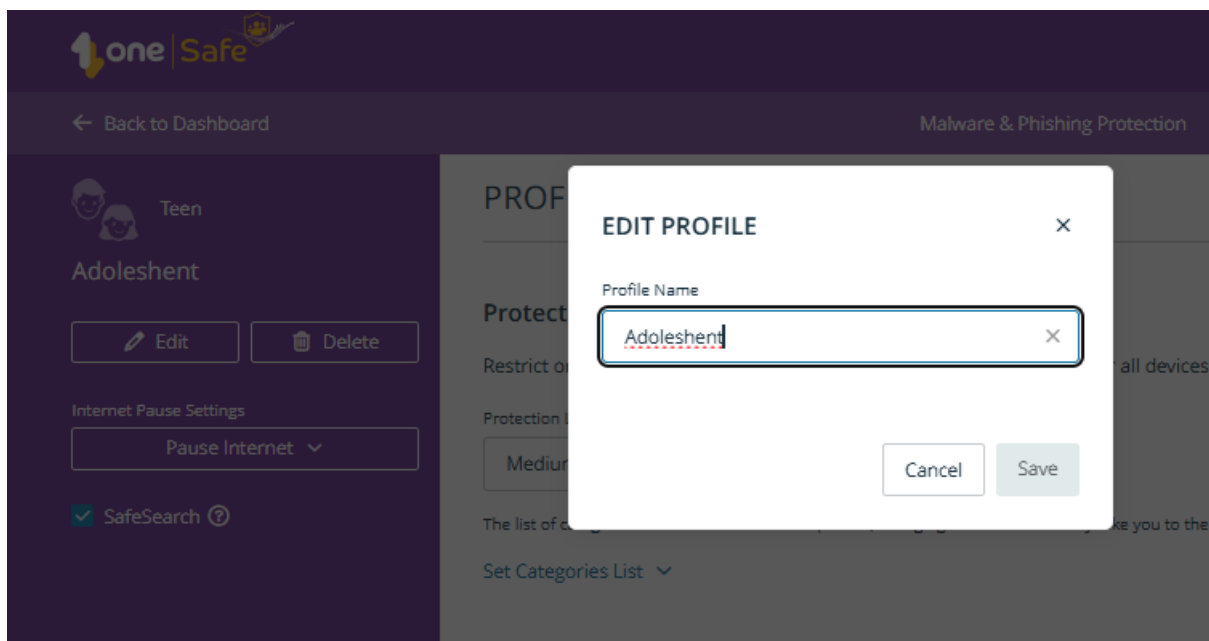
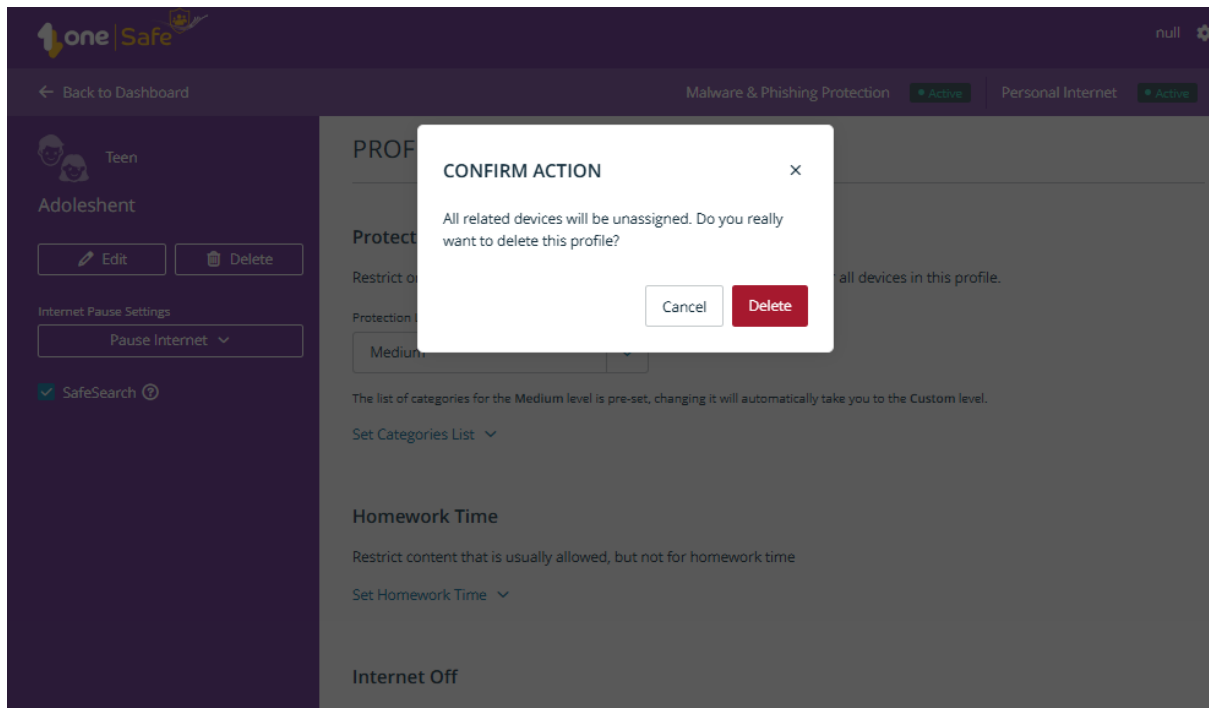
Make lists of specific websites to restrict or allow access for all devices in this profile.

Compose or Edit Lists

Devices

No devices associated with this profile. You can add devices in [Settings](#)

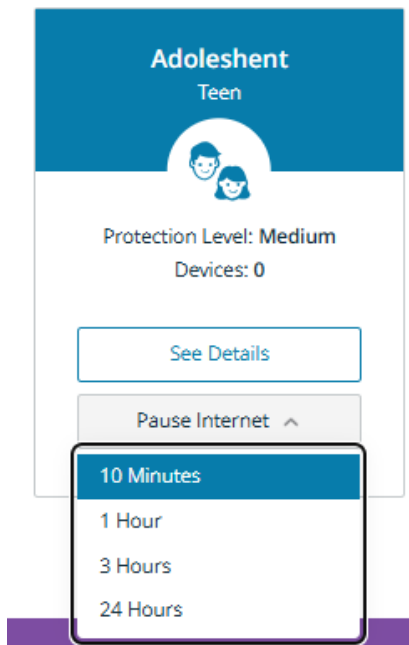
To edit or delete a profile, select the profile and use the **Edit** option (to rename the profile) or **Delete**.



Internet Restriction

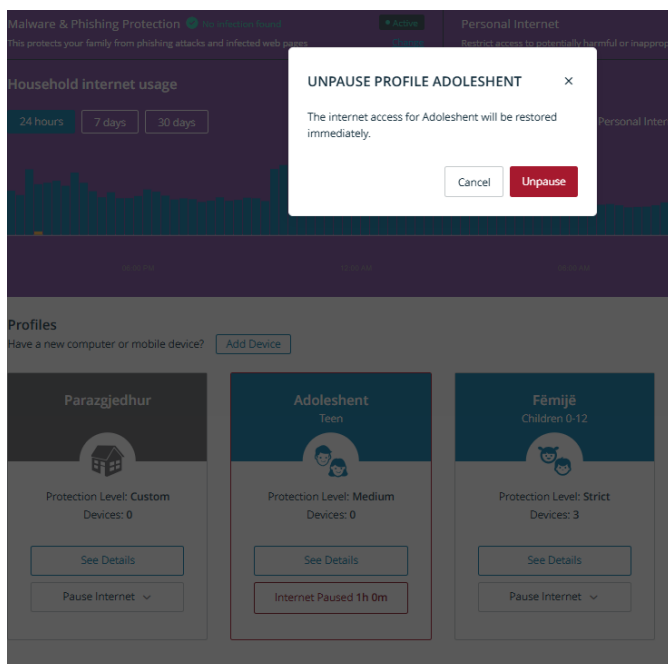
Disabling Internet Access:

- Click **Pause Internet** and select the duration for which the internet will be disabled.



Restoring Internet Access:

- Click on the profile with disabled internet and select **Unpause**.



Website Category Management

Updating Categories:

1. Click See Categories List.
2. Block/allow categories as needed.
3. Click **Save** to apply changes.

The screenshot shows the 'Website Category Management' interface for a profile named 'Adoleshent'. On the left is a purple sidebar with a user icon, the name 'Adoleshent', and buttons for 'Edit' and 'Delete'. Below this are 'Internet Pause Settings' with a 'Pause Internet' dropdown and 'SafeSearch' which is turned on. The main content area is titled 'PROTECTED SITES' and features a 'Protection Level' toggle set to 'On'. Below the toggle is a description: 'Restrict or allow access to websites in the selected content categories for all devices in this profile.' A dropdown menu shows 'Medium' as the selected protection level. A note states: 'The list of categories for the Medium level is pre-set, changing it will automatically take you to the Custom level.' The categories are listed in two columns, each with a dropdown arrow and a status box (Allowed or Blocked). At the bottom are 'Collapse' and 'Save' buttons.

Category	Status
Advertisement	Allowed
Alcohol & Tobacco	Blocked
Anonymizers	Blocked
Arts	Allowed
Chat	Allowed
Computers & Technology	Allowed
Cults	Blocked
Dating	Blocked
Download Sites	Allowed
Education	Allowed
Entertainment	Allowed
Fashion & Beauty	Allowed
File sharing	Blocked
Finance	Allowed
Food & Drink	Allowed
Games	Allowed
Job Search	Allowed
Mature Content	Blocked
Network Errors	Blocked
News	Allowed
Objectionable	Blocked
Online games	Allowed
Parked Domains	Allowed
Politics	Allowed
Pornography/Sexually Explicit	Blocked
Private IP Addresses	Blocked
Religion	Allowed
Restaurants & Dining	Allowed
Search Engines & Portals	Allowed
Sex Education	Allowed

Homework Time:

- Restrict certain web categories during a specific time frame.
- Update the days and schedule, then click **Save**.

Homework Time

Restrict content that is usually allowed, but not for homework time

Start - End

Days ☐ Mon ☐ Tue ☒ Wed ☒ Thu ☐ Fri ☐ Sat ☐ Sun

Current time 02:29 pm

	am	12	1	2	3	4	5	6	7	8	9	10	11	pm	12	1	2	3	4	5	6	7	8	9	10	11
Mon																										
Tue																										
Wed																										
Thu																										
Fri																										
Sat																										
Sun																										

Homework Time Internet Off

From 08:00 am to 10:00 pm on selected days block these categories of websites

Advertisement	Allowed	Job Search	Allowed
Alcohol & Tobacco	Blocked	Mature Content	Allowed
Blocked by Medium protection level		Blocked by Medium protection level	
Anonymizers	Blocked	Network Errors	Allowed
Blocked by Medium protection level		Blocked by Medium protection level	

Internet Disabling:

- Disable the internet at specific times and days for a selected security profile.
- Click **Save** to apply changes.

Internet Off

Turn off Internet access completely for when they shouldn't be online

Start - End

Days ☐ Mon ☒ Tue ☒ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Current time 02:31 pm

	am	12	1	2	3	4	5	6	7	8	9	10	11	pm	12	1	2	3	4	5	6	7	8	9	10	11
Mon																										
Tue																										
Wed																										
Thu																										
Fri																										
Sat																										
Sun																										

Homework Time Internet Off

Collapse ^

Discard

Save

Block & Allow Lists

- To block a website, enter the URL and click **Check**.
- To remove listed websites, click **Remove All**.

Block & Allow Lists

Make lists of specific websites to restrict or allow access for all devices in this profile.

Enter URL you want to Block or Allow

Check

Block List

Remove All

No URL in this list

Allow List

Remove All

No URL in this list

Collapse ^

Device Management

Manually Adding Devices:

1. Click **+ Add Device Manually**.
2. Fill in the following details:
 - Device Name
 - MAC Address
 - Security Profile
3. Click **Add Device**.

Detected Devices:

- All newly detected devices can be assigned to security profiles according to your preferences.

Back to Dashboard

Malware & Phishing Protection Active

Personal Internet Active

Account

Block & Allow Lists

Block Page

Devices

DEVICES

+ Add Device Manually

Manage Devices

Advanced View Refresh

New Devices

0 Requests 8 Discovered

Device Name	Code	Manufacturer	Last Seen	Actions
7a7f98b37be5	—	—	Mar 12, 2025, 2:25 PM	
8e8e20194b82	—	—	Mar 12, 2025, 2:25 PM	
505a6594ecf0	—	AzureWave Technology Inc.	Mar 12, 2025, 2:20 PM	
706655c16039	—	AzureWave Technology Inc.	Mar 12, 2025, 2:15 PM	
0093379f7d29	—	Intel Corporate	Mar 12, 2025, 2:10 PM	
fa2862919b99	—	—	Mar 12, 2025, 1:55 PM	

You can identify a device using 4 character code. Not sure what a 4 character code is? [Click here to learn more](#)

Default

0 Devices

Device Name	Manufacturer/Device	Last Seen	Actions
No Devices Assigned			

Adoleshent

0 Devices

Device Name	Manufacturer/Device	Last Seen	Actions
No Devices Assigned			

Fëmijë

3 Devices

Device Name	Manufacturer/Device	Last Seen	Actions
Test juli	Xiaomi Communications Co...	Mar 12, 2025, 2:25 PM	
I	Apple, Inc.	Mar 12, 2025, 10:35 AM	
Eralda	Apple, Inc.	Mar 4, 2025, 9:05 AM	

DEVICES

Manage Devices

New Devices

ADD DEVICE MANUALLY

×

To add device manually you'll need to enter its MAC address.

Device Name

Enter Device Name

MAC Address

e.g. FF:FF:FF:FF:FF:FF

Profile

Default

Cancel

Add Device

You can identify a device using 4 character code. Not sure what a 4 character code is? [Click here to learn more](#)

Default

Bypass PIN

- The PIN is used to bypass blocked pages and provide protection against malware and phishing.
- It must contain 5 characters (a-z, A-Z, 0-9).

Block Page

Devices

Bypass PIN

Code can be used to bypass block pages generated by this service.

*required

.....

👁

📘 a-z, A-Z, 0-9 only

Use "Bypass PIN" to Click to Continue option

☐ Personal Internet
 ☐ Malware & Phishing Protection

Save

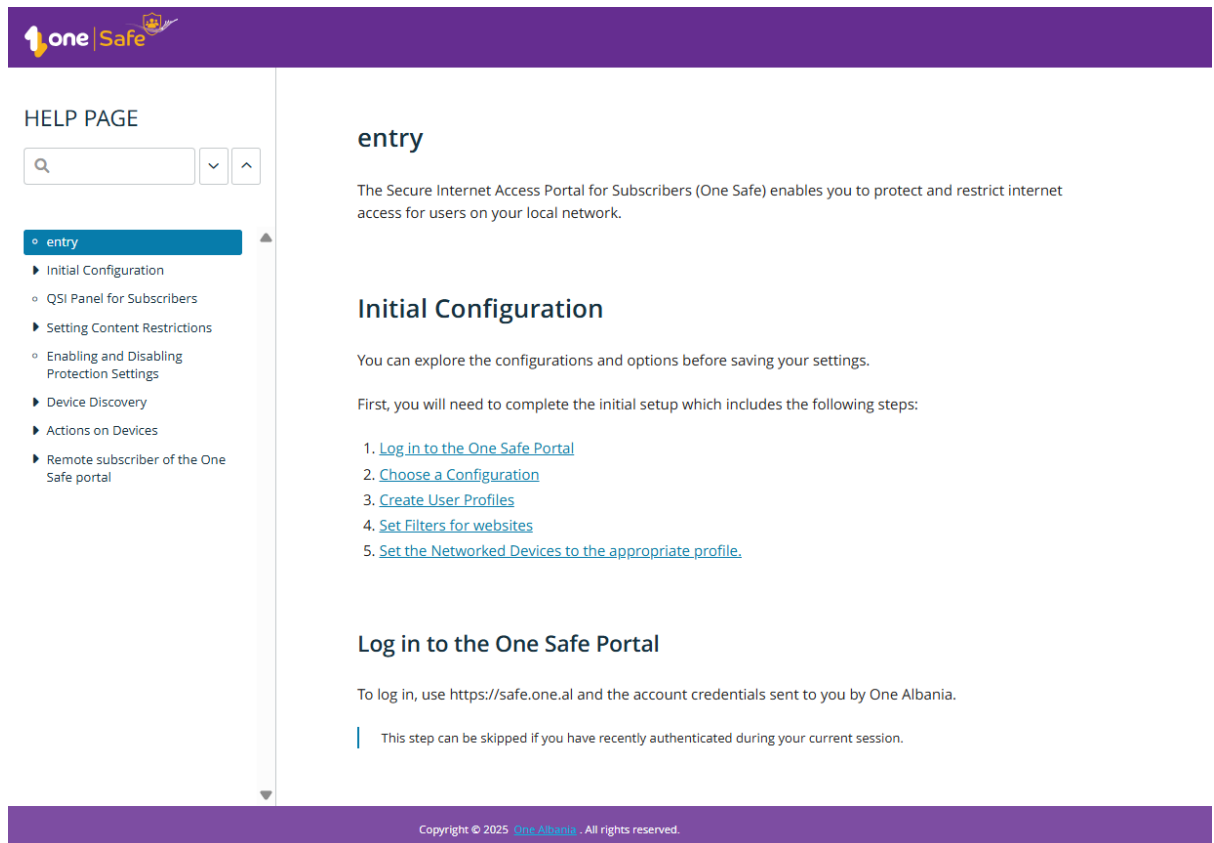
Account Section

- View your **Subscriber ID**.
- Set the **Time Zone** and **Portal Language** (English or Albanian).

The screenshot shows the 'ACCOUNT' page in the One Safe portal. On the left is a purple sidebar with four menu items: 'Account' (selected, with a person icon), 'Block & Allow Lists' (with a lock icon), 'Block Page' (with a person and lock icon), and 'Devices' (with a monitor and phone icon). The main content area is titled 'ACCOUNT' and has a 'General' section. It contains three fields: 'Subscriber ID' with the value '042219821', 'Time Zone' with a dropdown menu showing '(GMT +01:00) Tirane', and 'Language' with a dropdown menu showing 'English'. There is a checkbox for 'Display time in 24 Hour Format (23:59)' which is currently unchecked. A 'Save' button is located at the bottom right of the form.

- For more security information and details on the One Safe portal, visit the **Help Page**.

This screenshot shows the same 'ACCOUNT' page as the previous one, but with an additional user menu overlay in the top right corner. The overlay is a white box with a blue header 'Account' and a list of options: 'Block & Allow Lists', 'Block Page', 'Devices', 'Clear Data', 'Help Page' (with an external link icon), and 'Log out'. The background content of the 'ACCOUNT' page remains the same, including the sidebar and the 'General' settings section.



Clearing History:

- Click Settings > Clear Data.
- Select the elements to delete and click Clear.

