ROBLOX

Parent & Caregiver Guide

Parental Controls










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What is Roblox?

Roblox is an immersive gaming and creation platform. Everyday, millions of people create, play, learn, and connect with each other through online games and other virtual 3D experiences built by a global community of creators.

While Roblox occasionally creates experiences for special events, the majority of all experiences are created by Roblox users using Roblox Studio, our free design tool.

Roblox is free to use, but some enhancements require "Robux," a virtual currency that can be spent to access special features in some experiences, or to buy items such as clothes or accessories for avatars.

People can connect with others in an experience and chat with friends on Roblox. Parents of younger users can use Parental Controls to turn off Roblox's social features and customize their child's content access. Roblox has a Safety and Civility Resource Center with useful advice for parents and caregivers.



Roblox

An immersive gaming and creation platform



Roblox Studio

A free design tool where anyone can create experiences on Roblox



Robux

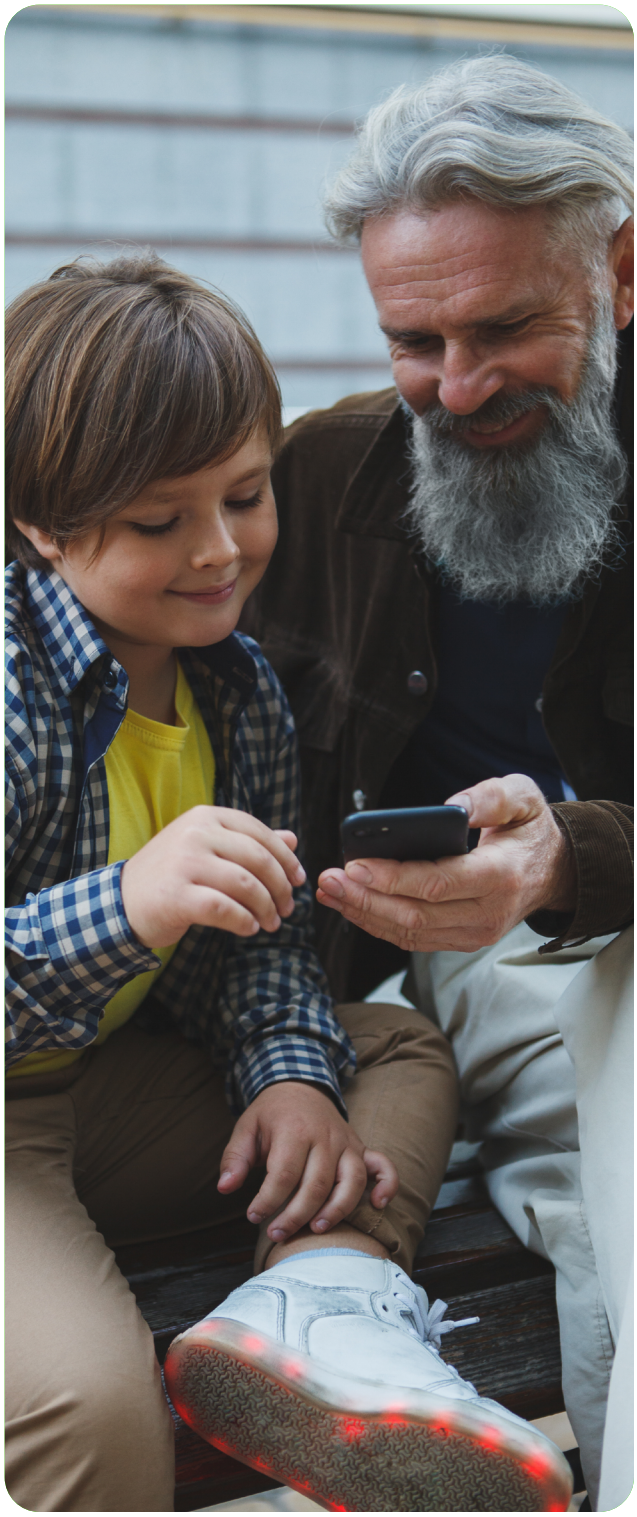
A virtual currency that can be spent to access special features or to buy items such as clothes or accessories for avatars

Getting started with Roblox

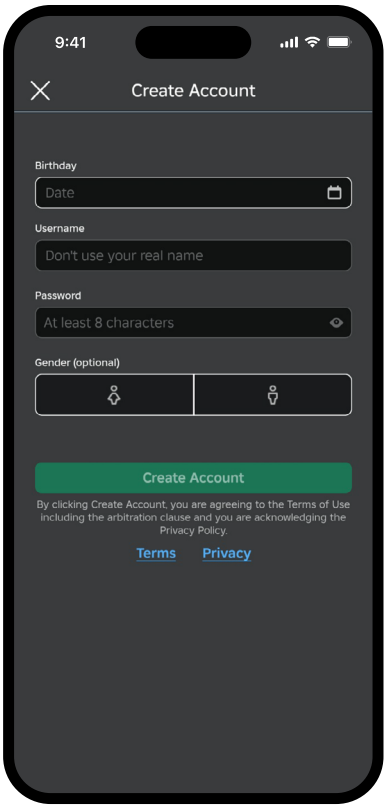
You can get started by linking to your child's account, either with an existing account or by creating a new account.

To link to your child's account, they will need to log in to their account, navigate to Settings > Parental Controls, then select "Add parent" where you can then enter your email address. Once you receive an email, you can follow the steps outlined to verify your age, either by using a government-issued ID or credit card. Once verified, you will be able to connect to their account. See more information in the "Setting up your linked parent account" section below.

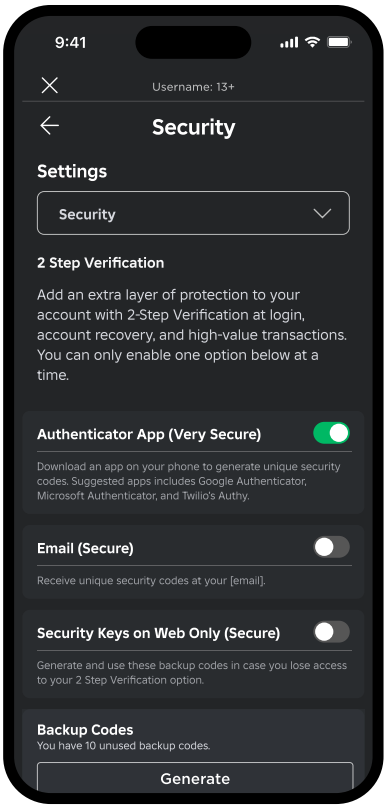
When your child is creating their account, it is important to select their actual birthday to ensure that they have access to the right features and experiences. Your child's birthday won't be visible to others. This information helps us know what content to show your child on Roblox. Additionally, certain features are only available to users above a certain age, such as voice chat. From a linked account with parent privileges, you can visit Settings to review and edit your child's birthday.



We also encourage you to use 2-step verification. 2-step verification is an additional layer of security for your account. This is especially helpful in preventing attackers from getting access into your account in case your password is stolen. See more about enabling 2-step verification here.



New User Account Sign Up Form



Security Settings including 2-Step Verification

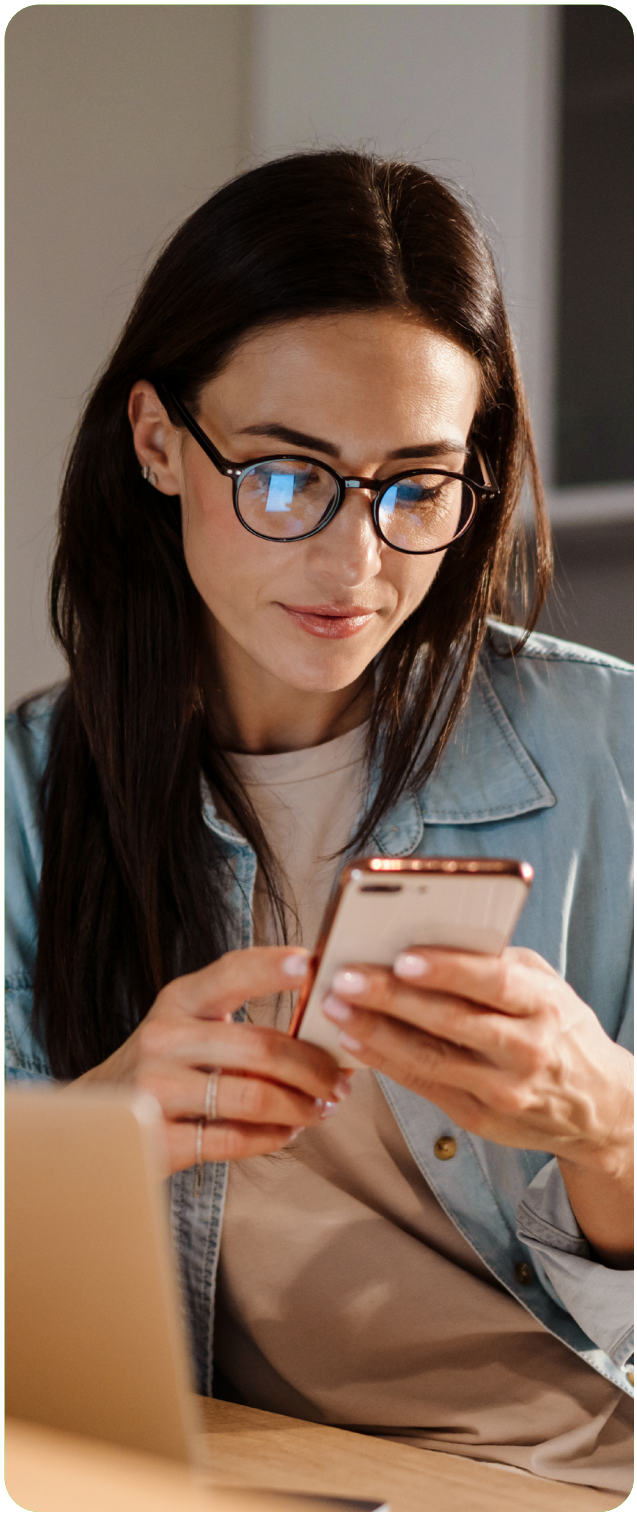
Exploring Roblox for yourself

Roblox offers a fun experience to educate parents and caregivers on how to engage with Roblox, called Getting Started on Roblox. It's one of the millions of unique, user-generated 3D experiences created on Roblox by our global community of creators. This educational, single-player experience lets you practice in a safe place and uncover a magical world.

While in this introductory experience, you can:

- Learn how to control your avatar
- Explore and play in a Roblox game
- Discover the basics so you can learn to play alongside your child

It may be easiest to experience on your phone or games console if you're not used to playing on a tablet or laptop.



Safety on Roblox

Our vision is to reimagine the way people come together – in a world that's safe, civil, and optimistic.

To support this vision, we have content policies, a global moderation team, safety features, and partnerships that bolster the safety of our platform.

Community Standards

Our Community Standards help ensure that everyone feels safe and welcome on our platform. These Standards apply to everyone on Roblox, and we ask that all users respect our Standards and each other at all times. Violating the Standards may result in a removal of access to features or a ban against your child's account(s) and content. We're always learning, so as our community evolves and our platform grows, these Standards may change too.

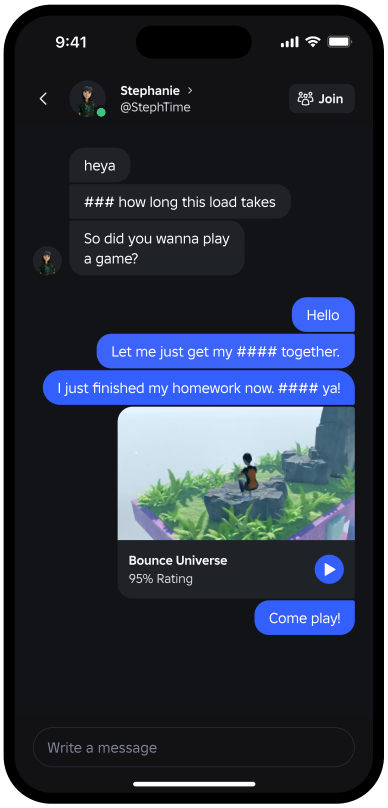
Content moderation

All content that creators use in their experiences are reviewed before going live on the platform. Users ages 13 and older can see and say more words and phrases than those under 13, but inappropriate chats and the sharing of personal information (including phone numbers and addresses) are blocked regardless of age. Links to YouTube channels and some social media platforms can be shared only by users 13 and older.

Our automated systems also prevent the re-uploading of content that we've previously removed or rejected, ensuring that content we've taken down isn't reintroduced to the platform.

Reporting, muting, and blocking

Roblox has a robust reporting process in place to address user reports of Terms of Use and Community Standards violations. Users have the ability to easily mute or block other community members and report inappropriate content or behavior on the Roblox application and our website. Muting stops a user from hearing another user, while blocking prevents the blocked user from reaching out to the reporter through voice or text chat. Reporting allows users to send suspected policy violations to Roblox for review. Roblox also provides users with a direct channel to our Customer Support team to report concerns or other issues.



Example of profanity being blocked from sharing

Supporting well-being

Roblox builds and maintains close relationships with a wide range of organizations to help support wellness and safety, on and off Roblox. We work with these experts to create educational resources for parents, caregivers, and our users to help them navigate the online world safely and confidently. Some great examples include our suite of parent resources co-created with NAMLE (National Association for Media Literacy Education), and our evidence-based research and guidance for families with neurodivergent teens. You can find all these resources here.

We also prioritize helping kids and teens access support for issues affecting them, even if it's not directly Roblox or online related. We host a portal with links to a global network of helplines and support services, which focus on a broad range of topics through our partnership with Throughline. You can access that portal at https://roblox.findahelpline.com.

Well-being

We want everyone to thrive on Roblox, and managing online well-being is an important element of this. Discussions about screen time and the types of activities children engage in are important, as are setting boundaries around your children's use of Roblox and all the platforms they use. Global experts have found that children are more likely to adhere to boundaries if families and children set boundaries together.

Bullying and other negative behavior

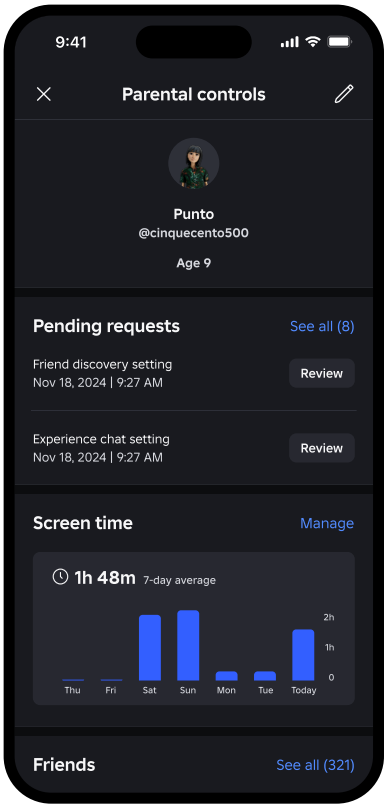
Bullying can happen on Roblox, despite our stringent text filters and policies. Talk to your child about what to watch out for and teach them how to block and report people who break our rules.

Parental Controls

Roblox offers a variety of parental controls to help parents and caregivers manage their child's experience on the platform. Note that you will need an account with parent privileges linked to your child's account to manage this content on behalf of your child.

Setting up your linked parent account

1. Open the Roblox app on your child's device, and make sure they are signed in to their account
2. Go to Settings
3. Go to Parental Controls
4. Select "Add parent" and enter your email address on the screen
5. From the email in your inbox, follow the steps on the screen to either create an account or sign in to an existing account
6. Verify your age in order to link to your child's account. You can either verify with a government issued ID or a credit card.
7. From there, you can stay on the website or go into the app and review your settings to see what controls are in effect for your child's account.
    a. We encourage you to review your child's age to ensure it is correct. If not, you can change it directly from Parental Controls > Edit Profile in your account.
8. You can also view any pending requests from your child within the dashboard in Parental Controls.



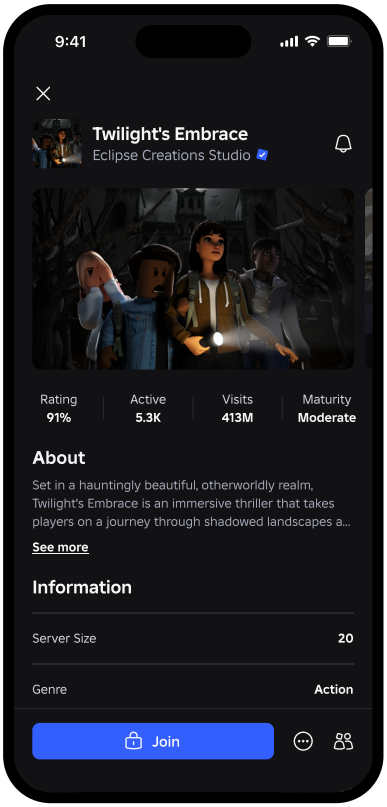
Parental Controls dashboard

Content controls

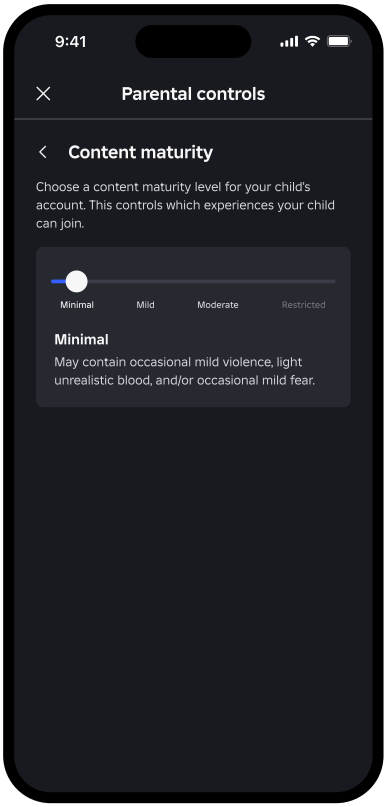
The content maturity settings allow you to control the types of content your child has access to in Roblox experiences.

To adjust your child's setting:

1. Go to Settings
2. Go to Parental Controls
3. Go to Settings You Manage
4. Scroll down and select Content Maturity
5. Adjust the slider bar to the right or left to select the content maturity level that you are comfortable with. A brief description of the type of content will appear below the selected setting. Note that Restricted experiences are only available to 17+ verified users.



Content Maturity Level



Content Maturity Setting in Parental Controls

Content Labels

Our content maturity labels help users and their parents understand what types of content to expect in Roblox experiences. These labels are grounded in child development research and informed by industry standards. Parents can use the content maturity setting in parental controls to restrict their child's access to content based on what makes sense for their family.

Content label descriptions

Minimal
May contain occasional mild violence, light unrealistic blood, and/or occasional mild fear.

Mild
May contain repeated mild violence, heavy unrealistic blood, mild crude humor, and/or repeated mild fear.

Moderate
May contain moderate violence, light realistic blood, moderate crude humor, unplayable gambling content, and/or moderate fear.

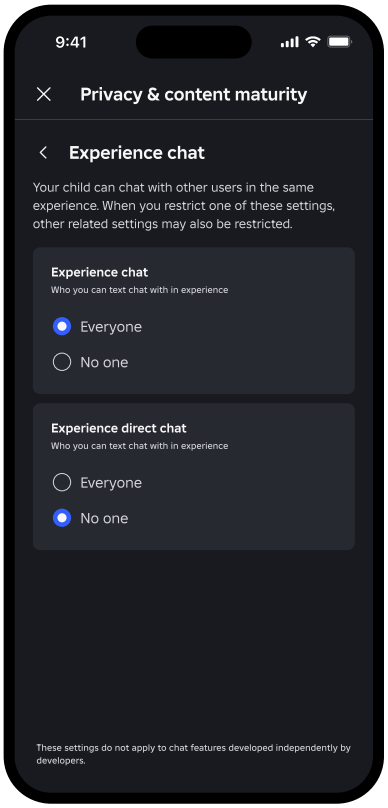
Restricted
May contain strong violence, heavy realistic blood, moderate crude humor, romantic themes, unplayable gambling content, the presence of alcohol, strong language, and/or moderate fear. We allow access to Restricted content only for users who are 17+ age-verified.

Communication controls

Communication controls allow you to determine who your child can chat with on Roblox.

To set these controls:

1. Go to Settings
2. Go to Parental Controls
3. Go to Settings You Manage
4. Go to Communication
5. Select Experience Chat. Experience chat allows your child to chat with others within a specific experience.
6. Select values for each of the settings to determine who can message and text chat with your child. There are two settings to select:
    a. Experience chat - This determines who can text chat with your child inside of an experience. You can find more info on experience chat here. This setting does not apply to chat features developed independently by developers. Choose between Everyone or No one. Users under the age of 13 are automatically set to Everyone.
    b. Experience direct chat - This determines who your child can chat with directly when using the '/w' command inside of an experience server. This setting does not apply to chat features developed independently by developers. Choose between Everyone or No One. Users under the age of 13 are automatically set to No one. They can update it with parent permission.



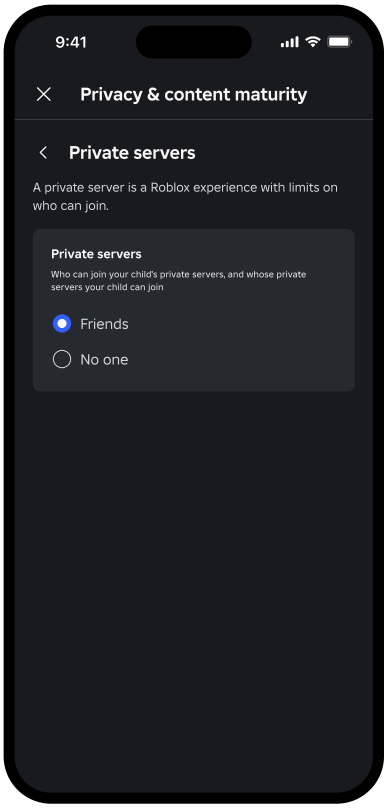
Experience chat setting in Parental Controls

Private servers

A private server is a Roblox experience with limits on who can join.

To set this for your child:

1. Go to Settings
2. Go to Parental Controls
3. Go to Settings You Manage
4. Go to Private Servers
5. Choose between Friends or Off



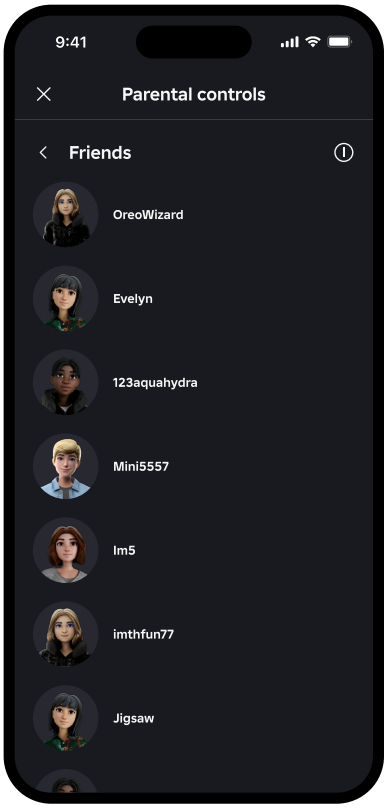
Private servers setting in Parental Controls

Friends list

You can see a list of your child's Roblox friends from within your parent dashboard. Friends are people your child has accepted a friend request from through Roblox.

To view this list:

1. Go to Settings
2. Go to Parental Controls
3. Go to Friends
4. Your child's friends will be displayed as usernames alongside their avatar. You can click on an avatar to see the user's profile.



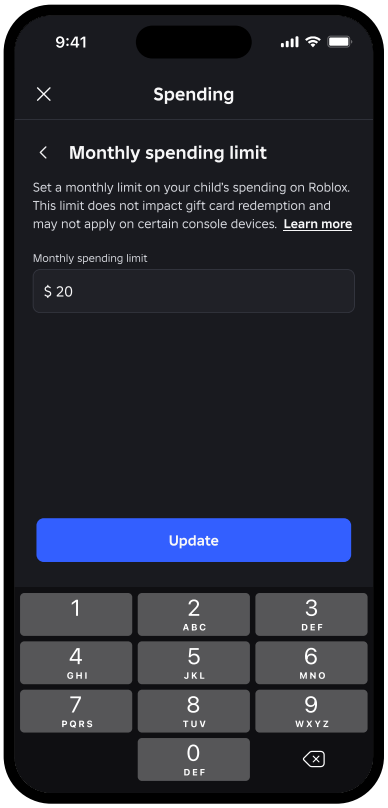
Friends List

Spending controls

You can set a monthly spending limit on how much money your child can spend on Roblox, including Robux or subscriptions to individual experiences. This limit does not impact gift card redemption. You can also choose to enable or disable notifications about your child's spending.

To set spending controls:

1. Go to Settings
2. Go to Parental Controls
3. Go to Settings You Manage
4. Scroll down to select Spending restrictions
5. You can set a monthly spending limit. Regardless of whether the allowed monthly limit is reached, it will reset at the end of the calendar month and not roll over.
6. You can also determine if you want to receive spending notifications. You can choose if you want to be notified for every transaction, for only very high monthly spending, or both. High spend notifications are on by default for all linked parents. This means that you should receive purchase notifications after $100, $250, and $500 of spend in a given month (or the equivalent in local currency). After reaching $500, you should receive purchase notifications for every ten transactions by default.



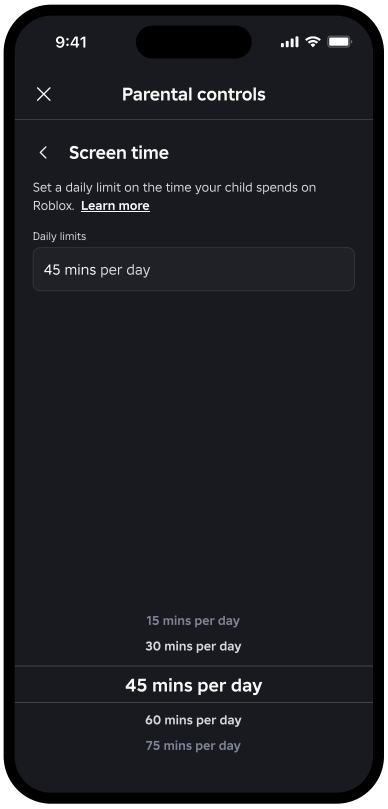
Spending restrictions setting in Parental Controls

Screen time controls

Screen time controls allow you to restrict the amount of time that your child is allowed to spend on Roblox each day. Once they reach their limit, your child will see a message explaining that they have hit their limit, and they will no longer be able to use Roblox for the rest of the day.

To set screen time controls:

1. Go to Settings
2. Go to Parental Controls
3. Click Manage next to the chart at the top of the screen which shows a seven-day average for screen time
4. From there, you can see the existing daily limit or update it to a new value



Screen time setting

Trading and inventory

Inventory visibility

Parents can control who can see their child's inventory, which includes items purchased or traded with other users.

To set inventory visibility:

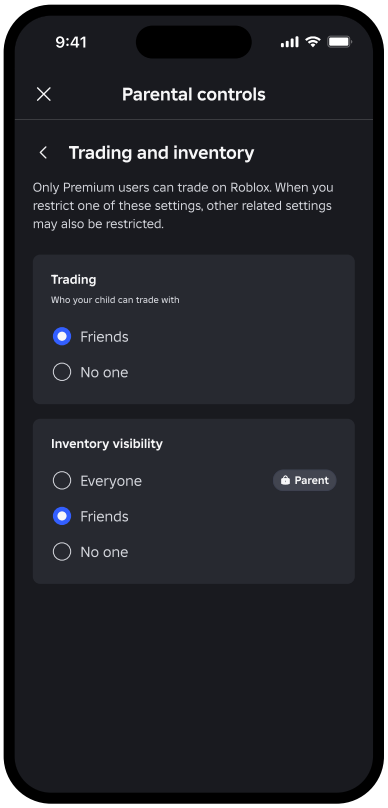
1. Go to Settings
2. Go to Parental Controls
3. Go to Settings You Manage
4. Go to Trading & inventory
5. Select between Everyone, Friends, or Off

Trading (Premium only)

Users with a Premium subscription on Roblox can trade Limited items and Robux with other members.

Parents can disable trading and set limits on who their child can trade with from Parental Controls:

1. Go to Settings
2. Go to Parental Controls
3. Go to Settings You Manage
4. Go to Trading & inventory
5. Select between Friends or Off



Trading and inventory setting in Parental Controls

Age-based feature access policies

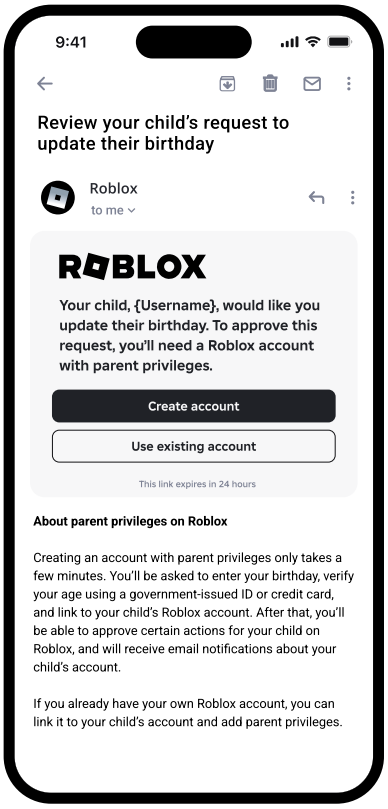
As your child gets older, they can access more features on Roblox. If you and your child haven't previously made changes to your child's settings, they will be updated automatically when they reach certain ages.

With a linked account with parent privileges, you will receive an email prior to each of these birthdays informing you of what additional access they will receive. If you are not comfortable with the increased access, you can work with your child to adjust the settings in their account.

> We encourage you to regularly talk to your child about creating a healthy relationship with media and technology and how to be responsible online.

If the birthday on a child's account is inaccurate, we encourage parents to update their child's birthday from parental controls.

In order for children under the age of 13 to correct the birthday on their own Roblox account, they may need parental consent or ID verification.



Consent to update child's birthday

Passwords and other personal information

It's a good idea to start talking with your children at an early age about the importance of keeping passwords and other personal information private—even from friends. Help your child get into the habit of creating unique passwords with a combination of upper and lower case letters, numbers, and special characters, and updating all passwords regularly. We prohibit children under 13 from sharing any personal information. We encourage parents to talk to their kids about the importance of protecting this information, and reminding them that they should tell you if someone asks for any personal information including their passwords.

More on this at ConnectSafely.org/passwords.

Blocking, reporting, and muting

In addition to our automated moderation, we provide users with options for responding to other users who make them feel uncomfortable. You can work with your child to encourage them to block, report, and/or mute other people when they break the rules.

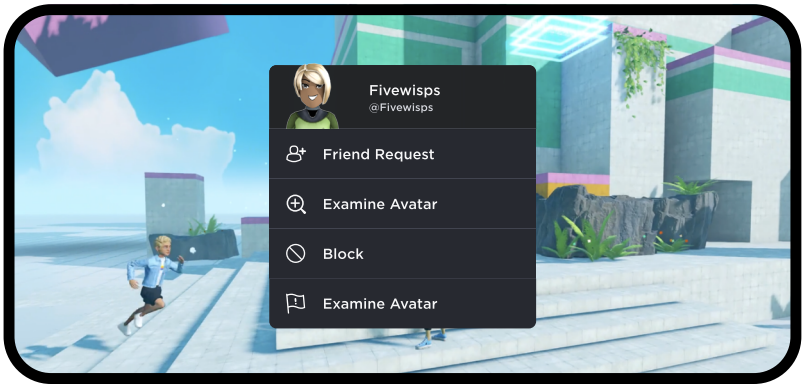
Blocking

Blocking in-experience: (Note: These steps may vary based on the device)

1. Click on the Roblox menu in the upper left side of the screen.
2. Within the People tab, select the Block icon next to the user's name.



Leaderboard

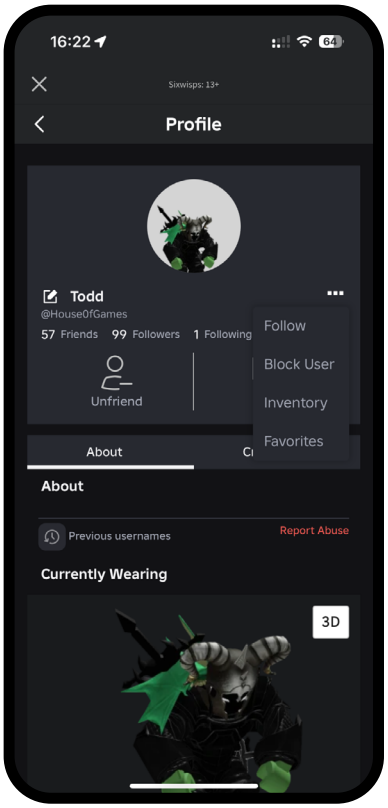


Block user

Blocking on the website or mobile app:

1. Visit the user's profile.
2. Click the three dots in the upper left corner.
3. Select "Block User." You can see a list of people you have blocked under the privacy section in Settings.

Once blocked, the user will not be able to send you friend requests, direct messages, or follow you. Keep in mind that they will also be automatically removed from your Friends list if they were on it. If you wish to unblock a user in the future, you can do it from the Privacy Settings in your account.



Block user

Reporting

The reporting feature is the best way to let us know about rule-breakers and bad content. It sends reports directly to our moderators. We will review the report and, if we find a violation of our policies, we will take appropriate action. However we don't currently provide an update back to the reporter.

When reporting abuse, be sure to report the specific chat, private message, experience or other content that violates Roblox rules. If you only report a user from their profile page, it's harder for our moderators to understand what they did wrong than if you report their behavior in-the-moment.

Reporting in-experience:

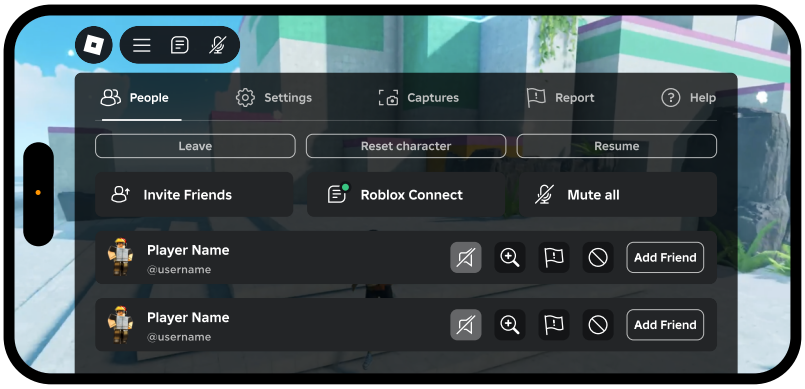
1. Click on the Menu button, located at the upper-left corner of the screen (the Menu icon looks like the Roblox icon).
2. Click the flag icon located next to a person's name or click the Report tab at the top of the menu.
3. Complete the form.



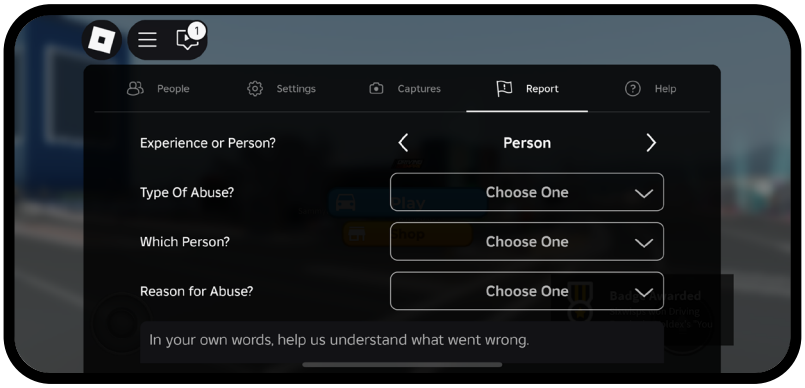
Menu button

Reporting on the website or mobile app:

1. Every user-generated asset has a Report Abuse link that will send a report to Roblox's moderation system. In most cases, this will be found in the bottom of the description box in red lettering or under the menu in the upper left.
2. Complete the form.



Report tab



Report form

Muting

You can mute another user in a voice-enabled experience by clicking the speaker icon that will appear over their avatar's head. You can also mute in text chat by typing "/mute @username". Mutes apply to chat with voice and text chat and will only last while you are in that experience session. Note: 13+ eligible users can opt in to voice chat when visiting voice enabled experiences.

Final thoughts

You don't have to be an expert to help your child stay safe and enjoy Roblox. Even if you think your child is more tech-savvy than you are, you know what makes the most sense for your family since every family is different. We encourage you to use Parental Controls to customize Roblox accordingly.

The guiding principles for most online platforms are similar: teach your child to be respectful of themselves and others, be mindful of what they post, and understand how to use any privacy settings, security tools, or blocking and reporting mechanisms.

We encourage you to try out Roblox with your kids to help you understand the platform and its privacy and security features. As your child matures, keep the lines of communication open and have ongoing conversations about what's appropriate for them in terms of privacy settings, time spent online, and the types of activities they're engaging in.

Talk with your children about their favorite apps and services with genuine interest, not fear. This way, they'll be more likely to come to you when they need help, and you're much more likely to be kept in the loop about the technology they use. Bookmark Roblox's Safety and Civility Resource Center for more useful advice for parents and caregivers.



Glossary

Account: A Roblox Account, which a user must create in order to access certain elements and functionality.

Account linking: This allows you to link your Roblox account to your child's account. This will give you access to parental controls and insights on your child's screen time, friends, spending, and more.

App: The Roblox mobile application.

Appeal: The process by which a user may request a review of Roblox's decision to suspend or terminate a user's account or access to Roblox, or remove UGC or other virtual content pursuant to a user's violation of the Roblox Terms.

Avatar: A body and head combined with clothing and accessories.

Avatar item(s): Individual clothing and accessory items used to outfit avatars that can be purchased inside experiences or in Marketplace. Avatar items can be Limited or Non-Limited (see below). Also known as UGC items, virtual goods, or virtual items.

Classic Clothing: Legacy 2D virtual items consisting of T-shirts, shirts, and pants designed and sold by creators on Roblox.

Content Maturity: The maturity level of an experience.

Content Maturity setting: A feature that controls which experiences your child can join based on the experience's content maturity level. These are:

- Minimal: May contain occasional mild violence and/or light unrealistic blood
- Mild: May contain repeated mild violence, heavy unrealistic blood, mild crude humor, and/or mild fear
- Moderate: May contain moderate violence, light realistic blood, moderate crude humor, unplayable gambling content, and/or moderate fear
- Restricted: May contain strong violence, heavy realistic blood, moderate crude humor, romantic themes, unplayable gambling content, the presence of alcohol, strong language, and/or moderate fear

Creator: Any user who creates, uploads, publishes, generates, or otherwise makes available UGC on Roblox.

Creator Terms: Terms of use applicable to all users who access Roblox. They cover items such as the use of Roblox Studio, the offering of experiences and virtual content, and the use of music.

Developer: A Creator who creates, develops, and publishes an Experience on Roblox.

Experience: Interactive content published on Roblox by developers for the engagement and enjoyment of Users.

Experience Chat: The ability for your child to chat with others while in Roblox experiences. Your child can chat with other users in the same experience. When you restrict this setting, other related settings may also be restricted.

Experience Direct Chat, or Whisper Chat: The ability for your child to chat one-on-one with other users in Roblox experiences. Your child can chat with other users in the same experience. When you restrict this setting, other related settings may also be restricted.

Experience Rules: Custom rules Creators make that govern Experiences and the actions of Users within those Experiences. Experience Rules are created, governed, and administered by the Experience Creator and not by Roblox.

Guardian: A parent or legal guardian of a Minor User.

In-Experience Items: UGC available for acquisition by Users within a given Experience that can only be used within that Experience. In-Experience Items include but are not limited to game passes and special abilities.

Inventory Visibility Setting: This allows you or others on Roblox to see your child's inventory, and for you to control this setting for your child. Inventory is a collection of items that belong to your child on Roblox such as virtual clothes or accessories.

Limited(s): An avatar item with a limited quantity available. Creators determine whether an item is Limited or Non-Limited during the publishing flow in Creator Studio.

Marketplace: The Services marketplace through which Users may shop for and acquire virtual content to dress and accessorize their avatars. This was formerly known as Catalog, Avatar Marketplace, or UGC Marketplace.

Minor: A user who is under the legal age of majority in their jurisdiction or state of residence.

Non-Limited(s): An avatar item with an unlimited quantity available. Creators determine whether an item is Limited or Non-Limited during the publishing flow in Creator Studio.

Privacy Policy: The policy that outlines the types of information that Roblox collects about Users of the Services, how Roblox protects that information, and how that information may be used by Roblox. The Privacy Policy forms part of the User Terms.

Private Server: A private server is a Roblox experience with limits on who can join.

Random Virtual Item: A Virtual Item available in an Experience that may be acquired "randomly" by a User.

Resale: The process by which a Roblox Premium member may resell certain Roblox-created items through the Avatar Shop.

Roblox Premium: A renewing subscription that provides Users with certain additional benefits.

Roblox Studio: A free software tool that allows Creators to create, develop, modify, operate, and publish 3D Experiences, Virtual Content, and other UGC.

Roblox Terms: The terms and conditions that apply to and govern users' and creators' use of Roblox. The Roblox Terms include the User Terms, Creator Terms, Roblox Community Standards, Roblox Privacy & Cookie Policy, regional Supplemental Provisions, and other Additional Terms.

Robux: The official currency of Roblox, which can be used to acquire virtual items or access to certain experiences. Robux are not a substitute for real currency, do not earn interest, and have no equivalent value in real currency.

Screen time: The amount of daily time your child spends on Roblox

Spending limit: This setting will update the monthly limit on the amount your child can spend on Roblox. This limit does not include gift cards. To limit spending on certain console devices, you may need to set a limit directly on the device.

Trade: The process by which Roblox Premium members may exchange certain items with other Roblox Premium members.

Trading setting: This allows you to control if your child is allowed to trade items in their inventory with friends on Roblox.

UGC: Stands for "User Generated Content." UGC is content of any kind or nature, whether material, assets, or otherwise, that users create on Roblox.

User PII: The personally identifiable information of a User.

User Terms: Terms applicable to all Users which provide an overview and the associated rules for things like (i) account creation, (ii) using Robux to make purchases, (iii) trading Virtual Items, and (iv) activities prohibited on the Platform. The User Terms also cover some of the more technical legal terms that govern use of the Services, including intellectual property ownership, online safety, disclaimers and other very important legal terms.

Virtual Items: Any UGC or Roblox created content such as clothing or digital items for use in connection with a User's avatar available for acquisition on the Services.

w/: A command used in the in-experience text chat command line in order to direct chat with another user on Roblox, and intended for a specific 1:1 user communication.