

## How can I stop gambling online?

There are a few strategies you can consider to help you make accessing remote gambling more difficult. Keep in mind that physical barriers may only be part of the solution and you may need to explore the reasons why your gambling has become a problem in the first place.

### Things you can do:

- Consider downloading software that will block or manage your access to gambling sites
- Move your computer into a communal area in the home where you are in view of others
- Ask your mobile phone or interactive TV provider to limit or block access to gambling services
- Consider self-exclusion from the sites you use

GamCare offers advice, information and practical help over the phone and online for problem gamblers, their family members and friends. GamCare also offers counselling throughout Great Britain.

GamCare counselling is designed to help you explore situations relevant to your gambling in a safe environment over time. GamCare counselling is free of charge and is available face to face or online.

To find out more about what support you might need, talk to one of GamCare's specially trained Advisers. They'll listen, they won't judge you and your conversation is completely confidential. The National Gambling Helpline, operated by GamCare, is open seven days a week, from 8am - midnight.

**Call free on:  
0808 8020 133  
[www.gamcare.org.uk](http://www.gamcare.org.uk)**

#### Other support agencies:

**Gam-Anon**  
Support for friends and families affected by problem gambling.  
[www.gamanon.org.uk](http://www.gamanon.org.uk)

**Gamblers Anonymous**  
A support fellowship for problem gamblers.  
[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

**Gordon Moody Association**  
A residential treatment centre for problem gamblers.  
[www.gordonmoody.org.uk](http://www.gordonmoody.org.uk)

**Citizens Advice**  
Free, independent and confidential advice and information.  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**National Debtline**  
Free, independent and confidential advice on money and debt problems.  
0808 808 4000  
[www.nationaldebtline.org](http://www.nationaldebtline.org)

**Family Lives**  
Support and information for parents.  
0808 800 2222  
[www.familylives.org.uk](http://www.familylives.org.uk)

**Relate**  
Relationship counselling and advice for couples.  
0300 100 1234  
[www.relate.org.uk](http://www.relate.org.uk)

**Samaritans**  
Confidential, emotional support for anyone in crisis.  
116 123  
[www.samaritans.org.uk](http://www.samaritans.org.uk)

**Youth Access**  
Information about counselling for children and young people.  
020 8772 9900  
[www.youthaccess.org.uk](http://www.youthaccess.org.uk)

Visit the GamCare Forum for peer support at [www.gamcare.org.uk/forum](http://www.gamcare.org.uk/forum)

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# Online gambling

A guide to finding support and either limiting or preventing access to online gambling



**National Gambling Helpline**  
Call free: 0808 8020 133  
[www.gamcare.org.uk](http://www.gamcare.org.uk)



# Is online gambling getting in the way of the life you want to live?

Online or remote gambling refers to any form of gambling accessed through the internet, using a smartphone, tablet or wireless handset or through interactive TV. While any form of gambling comes with a risk, easy access to gambling remotely may cause additional difficulties.

Callers to the National Gambling Helpline, operated by GamCare, who have a problem with online or remote gambling often reflect on the following:

- Loss of a sense of reality regarding time and money spent gambling
- The speed at which they have lost money and the ability to chase losses immediately
- Difficulty in avoiding access and exposure to remote gambling opportunities
- That they didn't fully understand how gambling remotely worked or were overwhelmed by the speed

*"The problem for me was that I started so well. I was winning to start with and thought I was a pro. Then I started to lose and got scared...I was chasing my losses...I really enjoyed it in the early days, always secretly believing that I could make money out of it on a long term basis. I am currently in debt and have to stop before it gets further out of control."*

**- Online gambler**

## Self-exclusion

Self-exclusion is a process when you can ask a gambling operator to exclude you from gambling with them for a set length of time – usually between six months and five years.

If you have difficulty staying away from a particular site, try self-excluding while you seek additional help. Self-exclusion on its own might not be enough, but it can support you in your recovery.

If you wish to close your account with one or more operators and do not want to have the opportunity to re-open it, contact these companies directly and ask to exclude yourself. Be clear that you have a gambling problem and do not wish to carry on. You should not need to renew the exclusion if it expires, but it is best to check.

If you don't want to visit the website again, visit the Remote Gambling Association (RGA) website at [www.rga.eu.com](http://www.rga.eu.com) for a list of RGA members and their contact details for self-exclusion.

Asking to be excluded can be daunting. If you would like to talk to someone about this, you can speak to one of our trained Advisers on the National Gambling Helpline, Freephone **0808 8020 133** or via web chat at [www.gamcare.org.uk](http://www.gamcare.org.uk).

## Blocking software

Blocking software is a computer programme that limits access to web sites or other services available over the internet.

Specific gambling blocking software is designed to block access to gambling websites.

Some examples for Windows and Android phones:

- GamBlock - see [www.gamblock.com](http://www.gamblock.com)
- BetFilter - see [www.betfilter.com](http://www.betfilter.com)

## Protecting minors

Parents and guardians should limit the likelihood that children will be able to gamble remotely. Underage gambling is illegal, and young people are particularly at risk of developing problems when they gamble.

### What you can do:

- Use parental controls on your home computer to restrict access to gambling websites
- Consider installing content 'filtering' software such as NetNanny ([www.netnanny.com](http://www.netnanny.com))
- If you have a gambling account, be sure to protect your passwords and do not leave the computer unattended while you are logged on
- Do not leave your credit cards, debit cards or PIN where a child may find them

If you are concerned your child may be gambling remotely, try to talk with them calmly, and try to understand their reasons for wanting to gamble.

Keep in mind that they may not be ready to talk or may be in denial of the problem. Contact the National Gambling Helpline if you would like support or advice - our service can be accessed over the phone on **0808 8020 133** or online via our NetLine at [www.gamcare.org.uk](http://www.gamcare.org.uk)

GamCare also provides an online Forum and Chatrooms for people who are suffering through their own or someone else's gambling problems to come together to share advice and support. For more information visit [www.gamcare.org.uk](http://www.gamcare.org.uk)

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