



ChildLine
0800 1111

NOS National Online Safety

YOUNGmINDS

THE MIX

CLICK CEOP
Internet Safety

Young people want to have friends and followers

Young people are able to connect with people that have similar interests

At National Online Safety we believe in empowering parents, carers and educators with the information they need to hold on conversations about online safety with their children, should they feel it needed. Please visit nationalonlinesafety.com for further guides, hints and tips for adults.

part of our Social Media & Live Streaming Series

NOS Social Media & Live Streaming

Brought to you by
NOS National Online Safety
www.nationalonlinesafety.com

What you need to know about... FRIENDS & FOLLOWERS

What are they?

'Friends & Followers'

What makes social media actually 'social' are the connections users make with other users on the platform. Every social networking site handles these connections differently, calling them 'connections', 'friends' and 'followers', amongst others. Having friends and followers is how we find out what other people say and do. Your friends and followers are much more likely to see your online content than those outside of your network, which is why it's important to be mindful of who you connect with and what you share. On some platforms, if two accounts follow each other, this may allow additional communication channels such as private messaging.

Ellie-May
FRIENDS
28 Followers

Oscar
FRIENDS
147 Followers

Kumail
FRIENDS
63 Followers

Jada
FRIENDS
56 Followers

Amelia
FRIENDS
45 Followers

Know the Risks

Access to private information

This may include your child's home address, school, date of birth, names of siblings or other relations, as well as seeing photos that inadvertently contain sensitive information. This is completely harmless information for genuine friends or family but could cause issues in the hands of a criminal.

Catfishing

'Catfishing' is the common name given to an individual posing as someone else on social media. They do this to try and befriend typically young and vulnerable people who they look to then take advantage of. Unfortunately, there are many examples of this happening across the world that have had real-life consequences.

Online bullying

Once a connection is made on social media, there is the potential to send private messages between individuals. It is difficult for social networks and other users to see what is being said between accounts. This provides an opportunity for bullies to victimise individuals and can create a dangerous spiral of online activity.

Safety Tips

Check privacy settings

Platforms such as Facebook allow users to modify their privacy settings, which means people who are not friends can't see all your profile information. It's also possible to hide this information for some or all of your connections. Always make sure your child's accounts are set to private.

Talk about strangers

Make sure children understand that they should only connect with people that they know or can completely trust. They should be wary of anyone messaging them frequently who they don't know in real life or have never spoken to or actually seen online. Catfish will stick to text-based messaging only, to keep their identity secret.

Delete old connections

Children should be mindful that everything they share will probably exist online forever and that they shouldn't share anything that gives too much information away. Every now and again, they should delete old connections that they no longer spend time with. Old accounts can easily be hacked, exposing personal information to strangers.

Further Support

Encourage an open dialogue

It's really important that your children know that they can speak to someone about anything they're not sure of online. It's crucial that they know they won't be judged or told off for anything they've done. It's far more important to know if they're in danger or worried about something.

Seek additional guidance

If your child wants to spend a lot of time online and is displaying compulsive or addictive behaviour, is negative, struggles with schoolwork and reduces real-life interactions or has frequent changes in mood, they could be experiencing negative interactions online. Speak to them and seek support from their school or your local safeguarding team if you think your child has been affected.

Our Expert

Emma Davis

Emma Davis is a cyber security expert and former ICT teacher. She delivers cyber awareness training to organisations nationally and has extensive knowledge and experience of managing how children access services and apps online.

www.nationalonlinesafety.com Twitter - @natonlinesafety Facebook - /NationalOnlineSafety Instagram - @nationalonlinesafety

Users of this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 10.09.2020

Young people often feel more accepted / included online

Young people feel more confident sharing their "voice" online



ChildLine
0800 1111

NOS National
Online
Safety

YOUNG MINDS

THE MIX

CLICK CEOP
Internet Safety

At National Online Safety, we believe in empowering parents, carers and trusted adults with the information to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many apps which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

What Parents & Carers Need to Know about

WHATSAPP

UK AND EUROPE
16+
13+ REST OF THE WORLD

WhatsApp is the world's most popular messaging service, with around two billion users exchanging texts, photos, videos and documents, as well as making voice and video calls. Its end-to-end encryption means messages can only be viewed by the sender and any recipients: not even WhatsApp can read them. Updates to its privacy policy in 2021 (involving sharing data with parent company Facebook) caused millions to leave the app, but the new policy was widely misinterpreted – it only related to WhatsApp's business features, not to personal messages.

WHAT ARE THE RISKS?

SCAMS

Fraudsters occasionally send WhatsApp messages pretending to offer prizes – encouraging the user to click on a link to win. Other common scams involve warning someone that their WhatsApp subscription has run out (aiming to dupe them into disclosing payment details) or impersonating a friend or relative and asking for money to be transferred to help with an emergency.

DISAPPEARING MESSAGES

Users can set WhatsApp messages to disappear in 24 hours, 7 days or 90 days by default. Photos and videos can also be instructed to disappear after the recipient has viewed them. These files can't be saved or forwarded – so if your child was sent an inappropriate message, it would be difficult to prove any wrongdoing. However, the receiver can take a screenshot and save that as evidence.

ENABLING FAKE NEWS

WhatsApp has unfortunately been linked to accelerating the spread of dangerous rumours. In India in 2018, some outbreaks of mob violence appear to have been sparked by false allegations being shared on the app. WhatsApp itself took steps to prevent its users circulating hazardous theories and speculation in the early weeks of the Covid-19 pandemic.

POTENTIAL CYBERBULLYING

Group chat and video calls are great for connecting with multiple people in WhatsApp, but there is always the potential for someone's feelings to be hurt by an unkind comment or joke. The 'only admins' feature gives the admin(s) of a group control over who can send messages. They can, for example, block people from posting in a chat, which could make a child feel excluded and upset.

CONTACT FROM STRANGERS

To start a WhatsApp chat, you only need the mobile number of the person you want to message (the other person also needs to have the app). WhatsApp can access the address book on someone's device and recognise which of their contacts also use the app. So if your child has ever given their phone number to someone they don't know, that person could use it to contact them via WhatsApp.

LOCATION SHARING

The 'live location' feature lets users share their current whereabouts, allowing friends to see their movements. WhatsApp describes it as a simple and secure way to let people know where you are. It is a useful method for a young person to let loved ones know they're safe – but if they used it in a chat with people they don't know, they would be exposing their location to them, too.

Advice for Parents & Carers

CLICK HERE

CREATE A SAFE PROFILE

Even though someone would need a child's phone number to add them as a contact, it's also worth altering a young person's profile settings to restrict who can see their photo and status. The options are 'everyone', 'my contacts' and 'nobody' – choosing one of the latter two ensures that your child's profile is better protected.

EXPLAIN ABOUT BLOCKING

If your child receives spam or offensive messages, calls or files from a contact, they should block them using 'settings' in the chat. Communication from a blocked contact won't show up on their device and stays undelivered. Blocking someone does not remove them from your child's contact list – so they also need to be deleted from the address book.

REPORT POTENTIAL SCAMS

Young people shouldn't engage with any message that looks suspicious or too good to be true. When your child receives a message from an unknown number for the first time, they'll be given the option to report it as spam. If the sender claims to be a friend or relative, call that person on their usual number to verify if they're who they say they are, or if it's someone trying to trick your child.

LEAVE A GROUP

If your child is in a group chat that is making them feel uncomfortable, or has been added to a group that they don't want to be part of, they can use WhatsApp's group settings to leave. If someone exits a group, the admin can add them back in once, if they leave a second time, it is permanent.

THINK ABOUT LOCATION

If your child needs to use the 'live location' function to show you or one of their friends where they are, advise them to share their location only for as long as they need to. WhatsApp gives a range of 'live location' options, and your child should manually stop sharing their position as soon as it is no longer needed.

DELETE ACCIDENTAL MESSAGES

If your child posts a message they want to delete, WhatsApp allows the user seven minutes to erase a message. Tap and hold on the message, choose 'delete' and then 'delete for everyone'. However, it's important to remember that recipients may have seen (and taken a screenshot of) a message before it was deleted.

CHECK THE FACTS

You can now fact-check WhatsApp messages that have been forwarded at least five times, by double-tapping the magnifying glass icon to the right of the message. From there, your child can launch a Google search and decide for themselves whether the message was true or not.

Meet Our Expert

Parveen Kaur is a social media expert and digital media consultant who is passionate about improving digital literacy for parents and children. She has extensive experience in the social media arena and is the founder of Kids N Clicks: a web resource that helps parents and children thrive in a digital world.



NOS National
Online
Safety
#WakeUpWednesday

www.nationalonlinesafety.com

[@natonlinesafety](https://twitter.com/natonlinesafety)

[/NationalOnlineSafety](https://facebook.com/NationalOnlineSafety)

[@nationalonlinesafety](https://instagram.com/nationalonlinesafety)

Users of this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 02.03.2022

At National Online Safety, we believe in empowering parents, carers and trusted adults with the information to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many apps which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

What Parents & Carers Need to Know about

FACEBOOK MESSENGER

AGE RATING
13+

Facebook Messenger is a communication app through which users can exchange messages and send photos, stickers, and video and audio files. Messenger allows both one-to-one and group chats, has a stories feature and – via its latest addition, Rooms – can host a video call with up to 50 people. As of 2021, the app had 35 million users in the UK alone (more than half the population!) among its 1.3 billion users worldwide.

Whereas Messenger is integrated into Facebook on desktops and laptops, it has existed as a standalone app for mobile devices since 2011.

WHAT ARE THE RISKS?

ADDICTIVE NATURE

Messenger's numerous features can encourage children to spend more time on the app – and therefore on their phone, increasing their levels of screen time. It also invokes FOMO (the Fear of Missing Out), especially among older children, who will almost certainly have a high proportion of their friends communicating via the app.

LIVE STREAMING

The new Rooms feature lets Messenger users hold video calls with up to 50 people. A young person can join any room they see, but the other people in these rooms don't even necessarily need to be Facebook account holders. This live streaming development heightens risk factors around privacy, security and the possibility of exposure to inappropriate content.

REQUESTS FROM STRANGERS

If the Facebook profile which accompanies their Messenger app is set to public, there's a possibility that young people will receive message requests from individuals they don't know. There have previously been reports of grooming attempts on Facebook, with predators using fake profiles to engage children in conversation.

OVERSHARING PERSONAL INFO

If the app is given access to their device's photo library or location services, young people can unintentionally share sensitive information (private photos, videos, their number, etc.). Avoid oversharing with people on Messenger who they don't know. Even among friends, shared photos or videos don't always stay private: the recipient(s) could save and re-share them with others.

CYBERBULLYING

Like many communication apps, Messenger can be an avenue for cyberbullies or trolls to target children. This might take the form of harassment, abusive messages or being purposely excluded from (or targeted in) group chats. A 2021 Ofcom report revealed that more than half (55%) of 12- to 17-year-olds had suffered such negative experiences online in the preceding year.

SECRET CONVERSATIONS

The Secret Conversations function lets Messenger users have encrypted exchanges that no-one else can read. Unlike regular chats on the app, these can only be viewed on the device being used at the time. Messages can also be set to delete once read (although screenshots can be taken), so a child could chat privately with someone without any record of that conversation having taken place.

Advice for Parents & Carers

USE ADDITIONAL SECURITY

Messenger's App Lock feature uses your child's fingerprint or face ID to ensure that nobody else can access their messages without permission. Messenger has also added a variety of optional tools to increase young people's safety on the app, including two-factor authentication, login alerts and filtered message requests.

REPORT INAPPROPRIATE BEHAVIOUR

If your child experiences anything negative on Messenger, you can help them report it. Facebook can then take action such as disabling the offender's account, limiting their ability to send messages or blocking them from contacting your child again. If your child doesn't want to display to others that they're online, they can switch off Active Status in the app's settings.

ADJUST PRIVACY SETTINGS

Make your child's Messenger stories visible only to their friends, or restrict who can see their phone number, so they can't be found by someone using their number to search for them), and not syncing contacts lets your child choose who to add (or not) individually. Via Settings, you can control who appears in your child's chat list, who goes into the message request folder and who can't contact your child at all.

REVIEW THE CHAT LIST

Some parents regularly check their children's Messenger conversations (to see who they're talking to, rather than what they're talking about). While this is certainly safe, it can seem intrusive. If approached in a sensible, collaborative way, however, it can help parents and carers to keep an eye on exactly who their child is communicating with.

DISCUSS LIVE STREAMING

Talk with your child about safe and secure video calling. When setting up calls on Messenger Rooms, only invite people who your child knows and trusts. Show them how to lock a room if they don't want other people joining – and how to remove anyone they don't want on the call. Remind them about behaving responsibly during a live stream, even if it's with people they know.

ENCOURAGE SAFE SHARING

Ensure your child knows to send pictures and videos only to family and trusted friends, and not to publicly share images which compromise their location (showing a landmark near home or clothing with identifiable logos, like a school or local club crest). Encourage them to pause before sharing anything – if there's a chance it could harm their reputation (or someone else's), don't send it.

Meet Our Expert

Alex Wright is a former Facebook employee and social media expert with more than 15 years' experience in digital media. He has worked with some of the biggest organisations on the planet and has a vast understanding of how social media platforms work and how they engage their audience.



NOS National
Online
Safety
#WakeUpWednesday

www.nationalonlinesafety.com

[@natonlinesafety](https://twitter.com/natonlinesafety)

[/NationalOnlineSafety](https://facebook.com/NationalOnlineSafety)

[@nationalonlinesafety](https://instagram.com/nationalonlinesafety)

Users of this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 13.04.2022



ChildLine
0800 1111

NOS
National Online Safety

YOUNG MINDS

THE MIX

CLICK CEOP
Internet Safety

At National Online Safety, we believe in empowering parents, carers and trusted adults with the information to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many issues which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guidance, hints and tips for adults.

What Parents & Carers Need to Know about

SNAPCHAT

AGE RESTRICTION
13+

Snapchat is a photo- and video-sharing app which also allows users to chat with friends via text or audio. Users can share images and videos with specific friends, or through a 'story' (documenting the previous 24 hours) visible to their entire friend list. Snapchat usage rose during the pandemic, with many young people utilising it to connect with their peers. The app continues to develop features to engage an even larger audience and emulate current trends, rivaling platforms such as TikTok and Instagram.

CONNECTING WITH STRANGERS

Even if your child only connects on the app with people they know, they may still receive friend requests from strangers. Snapchat's links with apps such as Wink and Hoop have increased this possibility. Accepting a request means that children are then disclosing personal information through the Story, Spotlight and Spotlight features. This could allow predators to gain their trust for sinister purposes.

EXCESSIVE USE

There are many features that are attractive to users and keep them excited about the app. Snap streaks encourage users to send snaps daily. Spotlight Challenges give users the chance to obtain money and online fame, and the Spotlight feature's scroll of videos makes it easy for children to spend hours watching content.

INAPPROPRIATE CONTENT

Some videos and posts on Snapchat are not suitable for children. The hashtags used to group content are determined by the poster, so an innocent search term can still yield age-inappropriate results. The app's Discover function lets users swipe through snippets of news stories and trending articles that often include adult content. There is currently no way to turn off this feature.

TURN OFF QUICK ADD

The Quick Add function helps people find each other on the app. This function works based on mutual friends or whether someone's number is in your child's contacts list. Explain to your child that this feature could potentially make their profile visible to strangers. We recommend that your child turns off Quick Add, which can be done in the settings (accessed via the cog icon).

CHAT ABOUT CONTENT

Talk to your child about what is and isn't wise to share on Snapchat (e.g. don't post explicit images or videos, or display identifiable details like their school uniform). Remind them that once something is online, the creator loses control over where it might end up – and who with. Additionally, Snapchat's 'Spotlight' feature has a #challenge like TikTok: it's vital that your child understands the potentially harmful consequences of taking part in these challenges.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.



CHOOSE GOOD CONNECTIONS

Snapchat has recently announced that it is rolling out a new safety feature: users will receive notifications reminding them of the importance of maintaining connections with people they actually know well, as opposed to strangers. This 'friend check' encourages users to make connections with users they rarely communicate with, to maintain their online safety and privacy.

KEEP ACCOUNTS PRIVATE

Profiles are private by default, but children may make them public to gain more followers. Your child can send Snaps directly to friends, but Snaps are visible to everyone they have added, unless they change the settings. If they use SnapMaps, their location is visible unless 'Ghost Mode' is enabled (again via settings). It's prudent to emphasise the importance of not adding people they don't know in real life. This is particularly important with the addition of My Places, which allows other Snapchatters to see the places your child regularly visits and checks in. Additionally, it's important to be cautious about Shared Stories as this allows people who are not on your contact list access to the post.

TALK ABOUT SEXTING

It may feel like an awkward conversation (and one that young people can be reluctant to have) but it is important to talk openly and non-judgementally about sexting. Discuss the legal implications of sending, receiving or sharing explicit images, as well as the possible emotional impact. Emphasise that your child should never feel pressured into sexting – and that if they receive unwanted or explicit images, they should tell a trusted adult straight away.

BE READY TO BLOCK AND REPORT

If a stranger does connect with your child on Snapchat and begins to make them feel uncomfortable through bullying, pressure to send explicit images or by sending explicit images to them, your child can select the three dots on that person's profile and choose report or block. There are options to state why they are reporting that user (annoying or malicious messages, spam, or masquerading as someone else, for example).

NOS
National Online Safety
#WakeUpWednesday



www.nationalonlinesafety.com



@natonlinesafety



/NationalOnlineSafety



@nationalonlinesafety

Users of this guide do so at their own discretion. No liability is entered into. Amended: 04.07.2022

At National Online Safety, we believe in empowering parents, carers and trusted adults with the information to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many issues which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guidance, hints and tips for adults.

What Parents & Carers Need to Know about

INSTAGRAM

AGE RATING
13+

Instagram is one of the most popular social media platforms in the world, with over 1 billion users worldwide. The platform allows users to upload images and videos to their feed, create interactive 'stories', share live videos, exchange private messages or search, explore and follow other accounts they like – whilst at the same time continuously updating and adding new features to meet the needs of its users.

WHAT ARE THE RISKS?

ADDICTION

Many social media platforms are designed in a way to keep us engaged on them for as long as possible. There's a desire to scroll often/more in case we've missed something important or a fear of missing out. Instagram is different and young people can easily lose track of time by aimlessly scrolling and watching videos posted by friends, acquaintances, influencers or even strangers.

PRODUCT TAGGING

Product tags allow users (particularly influencers who are sponsored to advertise products) to tag a product or business in their post. This tag takes viewers, regardless of age, directly to the product detail page on the shop where the item can be purchased and where children may be encouraged by influencers to purchase products they don't necessarily need.

EXCLUSION AND OSTRACISM

Young people are highly sensitive to ostracism. Feeling excluded can come in many forms such as: not receiving many 'likes', not being tagged, being unfriended, having a photo untagged, or not receiving a comment or reply to a message. Being excluded online can hurt just as much as being excluded offline – with children potentially suffering lower moods, lower self-esteem, feeling as if they don't belong or undervalued.

PUBLIC ACCOUNTS

Product tagging on Instagram only works on public accounts. If your child wants to share their clothing style, make-up etc and tag items in a post then they may be tempted to change their settings to public, which can leave their profile visible to strangers.

Buy Milk

Advice for Parents & Carers

HAVE OPEN DIALOGUE

Talk to your child about live videos and the risks involved and how they can do it safely with family and friends. Talk to them about ensuring they have safety settings on so only followers can view them live, and maybe help them prepare what they would say when they go live.

FAMILIARISE YOURSELF

Instagram is one social media app which has its safety features available to parents in a user-friendly manner. The document provides examples of conversation starters, managing privacy, managing comments, blocking and restricting and can be found on the Instagram website/community-parents.

MANAGE LIKE COUNTS

Due to the impact on mental wellbeing, Instagram has allowed users to change the focus of their experience online away from how many likes a post has by hiding the like counts. Users can hide like counts on all the posts in their feed as well as hiding the like counts on their own posts. This means others can't see how many likes you get. This can be done by going into settings > notifications > posts > likes > off.

REMOVE PAYMENT METHODS

If you're happy for your child to have a card associated with their Instagram account, we suggest adding a PIN which needs to be entered before making a payment. This can be added in the payment settings tab and will also help prevent unauthorised purchases.

FOLLOW INFLUENCERS

Following influencers will allow you to monitor what they're sharing as well as being able to discuss anything which you deem inappropriate. Talk to your child about who they follow and help them develop critical thinking skills about what the influencer is trying to do. For example, are they trying to sell a product by promoting it?

USE MODERATORS

Instagram has launched 'live moderators' on Instagram live where creators can assign a moderator and give them the power to report comments, remove viewers and turn off comments for a viewer. It's recommended to keep devices in common spaces so that you are aware if they do go live or watch live streaming.

BE VIGILANT AND REASSURE

Talk to your child about the use of filters. While they can be fun to use they don't represent the real them. If you find your child continuously using a filter, ask them why and reassure them that they are beautiful without it to build up their feelings of self-worth. Discuss the fact that many images online are filtered and not everyone looks 'picture perfect' in real life, which can also lead to feelings of self-worth.

BALANCE YOUR TIME

Instagram now has an in-built activity dashboard that allows users to monitor and control how much time they spend on the app. Users can add a 'daily reminder' to set a limit on how much time they want to spend on Instagram, prompting them to consider if it's been too long with a 'take a break' message. There's also the option to turn off notifications for a period of time. These features can help you have a conversation with your child about how much time they are spending on the app and to set healthy time limits.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant at DCyberAware. She has developed and implemented anti-bullying and cyber safety workshops and policies for schools in Australia and the UK. Claire has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviours of young people in the UK, USA and Australia.



NOS
National Online Safety
#WakeUpWednesday



www.nationalonlinesafety.com



@natonlinesafety



/NationalOnlineSafety



@nationalonlinesafety

Users of this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 17.08.2022

Users of this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 18.05.2022