



Let's Tackle Online Hate Together



Make sure you know how to report content on any sites or apps that you use. Don't be afraid to report any hateful posts that you see.



Don't respond to the people positing hate: sometimes an ongoing conflict is exactly what they want. Instead, report, block and unfollow them.



Set a positive example through your own online behaviour. Before you post or share anything, ask yourself if you would say it to someone offline.



Show support for online campaigns against hate and 'like' posts that you see promoting positive messages. You could leave an encouraging comment, too!



If you see upsetting messages online, talk to your friends and family about them. Maybe take a break from the app or site you saw them on.



Remember that you have the power to shape your online world. Engage with posts or accounts that inspire kindness and connection, and block or unfollow the ones that don't.

ONLINE FAIR PLAY

The Dos and Don'ts of Online Conduct

Alongside individual skill, impressive teamwork and some truly epic matches, one of the most enjoyable things about this summer's European football championships has been the sense of sportsmanship and fair play. Players have competed fiercely, but they've (mostly) remembered that they're representing their country – and that bad behaviour, dangerous play or outright cheating tends to last in people's memories for a long time after tournaments are over. The same is true of how we act online – one error of judgement or loss of control might only take a second, but can have results that are difficult to forget. Instead, just like the heroes of the Euros, we should aim for people to see us and feel proud and inspired. So, in a five-a-side line-up (with five "dos" and five "don'ts"), here are our top tips for playing fair online.



FAIR PLAY

1 Organise your defence

Use strong passwords to protect your personal information, accounts and data. A trusted adult, like a teacher or a relative, can help you choose one that's easy for you to remember but hard for anyone else to guess.



2 Keep possession

Only share personal information online with people you know well, like friends and family. A trusted adult will be able to help you change your online privacy settings so strangers can't find things out about you.



3 Use teamwork

Before you use a device for the first time or download a new app, always check with a trusted adult. They'll be able to check if it's safe for you to use and make sure the privacy settings are right for you.



4 Be respectful

Treat people online like you would treat them in real life. Remember your manners and be polite and kind in your posts, comments and messages.



5 Catch attackers offside

If someone is trying to bully you online, a trusted adult can help you to gather evidence and report that person to the authorities. You should also tell a trusted adult if you see anything online that makes you feel worried, upset, frightened or sad.



FOUL PLAY

1 Don't ignore possible danger

Never accept a friend request from a stranger. If somebody you don't know tries to contact you online, tell a trusted adult straight away.



2 Don't lose control & retaliate

Although it can be tempting, it's best not to respond if someone attempts to bully you online or sends you hurtful messages. Tell a trusted adult what happened, and then block the person from contacting you again in future.



3 Don't hurt people deliberately

It's important to behave online just like you would in real life. Don't post anything that can make you look like a bad person, because the things we put online can stay there for a long time.



4 Don't cheat your way to victory

Don't copy another person's work that you found online or pretend that it's yours. This is called plagiarism and can get you into a lot of trouble.



5 Don't play for extra time

It can be easy to spend too much time online. Instead, take a break to go outside for some fresh air and exercise. Not using your device just before bed will also help you get a good night's sleep so you can be fresh and focused the next day.





TikTok is a video-sharing social media app which lets people create, view and download looping 15-second clips. Typically, these are videos of users lip-syncing and dancing to popular songs or soundbites (often for comic purposes), enhanced with filters, effects and text. Designed with young people in mind, TikTok skyrocketed in popularity in 2019 and has featured near the top of download charts ever since. It now has around 800 million active users worldwide.



What Parents & Carers Need to Know About

TIKTOK

AGE-INAPPROPRIATE CONTENT

Most videos appearing on a child's feed are light-hearted and amusing. However, some clips have been reported for featuring drug and alcohol abuse, the meses of suicide and self-harm, or young teens acting in a sexually suggestive way. The sheer volume of uploads is impossible to moderate entirely – so it is possible for a child to be exposed to explicit and age-inappropriate content.



EXPLICIT SONGS

TikTok primarily revolves around videos of users lip-syncing and dancing to music. Inevitably, some featured songs will contain explicit or suggestive lyrics. Given the app's young user-base, there is a risk that children may view older users' videos and want to imitate any explicit language or suggestive actions.



TIKTOK FAME

The app has created its own celebrities: Charli D'Amelio and Lil Nas X, for example, were catapulted to fame by exposure on TikTok – leading to many more teens attempting to go viral and become "TikTok famous". While most aspiring stars hoping to be 'the next big thing' will find it difficult, setbacks may in turn prompt them to go to even more drastic lengths to get noticed.



HAZARDOUS VISIBILITY

Connecting with others is simple on TikTok – including commenting on and reacting to users' videos, following their profile and downloading their content. The majority of these interactions are harmless, but – because of its abundance of teen users – TikTok has experienced problems with predators contacting young people.



ADDICTIVE NATURE

Like all social media, TikTok is designed to be addictive. It can be hugely entertaining – but that also makes it hard to put down. As well as the punchy nature of the short video format, the app's ability to keep you intrigued about what's coming next mean it's easy for a 5-minute visit to turn into a 45-minute stay.



IN-APP PURCHASES

There's an in-app option to purchase 'TikTok coins', which are then converted into digital rewards for sending to content creators that a user likes. Prices range from 99p to an eye-watering £99 bundle. Buying coins is now restricted to over-18s – but TikTok doesn't require users to verify their age on sign up, so a young person could easily access this feature if they were determined to.



Advice for Parents & Carers

TALK ABOUT ONLINE CONTENT

Assuming your child is above TikTok's age limit, talk to them about what they've viewed on the app. Ask their opinion on what's appropriate and what isn't. Explain why they shouldn't give out personal details or upload videos which reveal information like their school or home address. In the long run, teaching them to think critically about what they see on TikTok could help them to become social-media savvy.



MAINTAIN PRIVACY SETTINGS

In early 2021, TikTok changed the default setting for all under 16s' accounts to 'private'. Keeping it that way is the safest solution: it means only users who your child approves can watch their videos. The 'Stitch' (which lets users splice clips from other people's videos into their own) and 'Duet' (where you build on another user's content by recording your own video alongside their original) features are now only available to over 16s. This might clash with your child's ambitions of social media stardom, but it will fortify their account against predators.



LEARN ABOUT REPORTING AND BLOCKING

With the correct privacy settings applied, TikTok is a relatively safe space. However, in case something does slip through, make sure your child knows how to recognise and report inappropriate content and get them to come to you about anything upsetting that they've seen. TikTok allows users to report anyone breaching its guidelines, while you can also block individual users through their profile.



ENABLE FAMILY SAFETY MODE

'Family Safety Mode' lets parents and carers link their own TikTok account to their child's. Through your mobile, you can control your child's safety settings remotely – including limiting screen time, managing their ability to exchange messages (and with whom) and blocking a lot of age-inappropriate content. TikTok refreshed its Safety Centre in May 2021, providing new resources for parents and carers to support online safety among families. These resources can be found on their website.



USE RESTRICTED MODE

In the app's 'Digital Wellbeing' section, you can filter out inappropriate content (specific content creators or hashtags, for instance) using 'Restricted Mode'. This can then be locked with a PIN. You should note, though, that the algorithm moderating content isn't totally dependable – so it's wise to stay aware of what your child is watching.



MODERATE SCREEN TIME

As entertaining as TikTok is, you can help your child to manage their time on it in the 'Digital Wellbeing' section. Under 'Screen Time Management', you can limit the daily permitted time on the app (in increments ranging from 40 minutes to two hours). This preference can also be locked behind a PIN. That way, your child can get their regular dose of TikTok without wasting the whole day.



Meet our expert

Parven 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.





What Parents & Carers Need to Know About WHATSAPP

16+
in UK & EU;
12+ rest of
world.

WhatsApp is the world's most popular messaging service, with around two billion users exchanging texts, photos, videos and documents, and making voice and video calls. The app offers end-to-end encryption, meaning messages can only be read by the sender and the recipient(s). Not even WhatsApp can read them. Updates to its privacy policy in 2021 reportedly caused millions of users to leave the app. But the new policy was widely misinterpreted: it only related to WhatsApp's business features, not to personal messages.

'Prize' Scams

WhatsApp users occasionally receive messages from unauthorised third parties or fraudsters pretending to offer prizes – encouraging recipients to click a link to win. A common scam involves a warning that someone's WhatsApp subscription has run out: aiming to dupe them into disclosing payment details. Other scams include instructions to forward a message to earn a gift or reward.

Enabling Fake News

WhatsApp has unfortunately been linked to accelerating the spread of dangerous rumours. In India, some outbreaks of mob violence were reported to have been sparked by false allegations 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.

Connections with Strangers

To start a WhatsApp chat, you need the mobile number of the person you want to message (they also need to have the app). WhatsApp can also access the address book on someone's device and recognise which of their contacts use WhatsApp. If your child has given their mobile number to somebody they don't know, that person could then use it to get in touch via WhatsApp.

Ephemeral Messaging

By enabling the 'disappearing messages' option in a chat, users can send messages that will vanish from WhatsApp after seven days. Parents may want to take note of this new feature, which makes monitoring what children are talking about on the app problematic. Equally, if someone sends your child an inappropriate message, once it has disappeared there is no way to prove any wrongdoing.

'Only Admins' and Cyberbullying

Group chats 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.

Live 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." Indeed, it is a useful method for a child to let loved ones know they are safe. But if your child is in a chat with people they don't know, it means they will be exposing their location to them, too.

Advice for Parents & Carers

Report Potential Scams

Advise your child not to 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 will be given the option to report that number as spam. They can also report a contact or a group as spam by tapping on the contact or group name to open their profile and scrolling down to 'report spam'.

Create a Safe Profile

Even though someone would need your child's phone number to add them as a contact, as an extra precaution it's worth altering your young one'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 their profile is protected.

Use Location Features Sparingly

If your child needs to use 'live location' to show you or their friends where they are, advise them to share their location only for as long as they need to. WhatsApp gives 'live location' options of 15 minutes, one hour or eight hours. However, your child can manually choose to stop sharing their position at any time.

Fact-Check Messages

You can now fact-check messages that have been forwarded at least five times in WhatsApp, 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 accurate or not. It's a good way to encourage young people to question things they see online.

Explain about Blocking

If your child receives spam or offensive messages, calls or files from a contact, they should block them. 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 – they would also need to be deleted from the device's address book. The option to block someone is on their contact info screen.

Leave a Group

If your child is part of a group chat that makes them feel uncomfortable, or has been added to a group that they no longer want to be part of, show them how to use the group's 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.

Delete Accidental Messages

If your child has posted a message in the wrong chat or sent a message that they immediately regret, they can delete it. Tap and hold on the message, choose 'delete' and then 'delete for everyone.' WhatsApp allows seven minutes to delete a message after it's sent – but it's important to remember that recipients may have seen (and taken a screenshot of) a message before it was deleted.

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

SC 1828 <https://www.nos.co.uk/parents/2021/08/number-of-monthly-active-whatsapp-users-set-to-reach-2-billion-by-the-end-of-2021>, <https://www.dailymail.co.uk/technology/article-6259141/more-popular-global-mobile-messaging-app.html>, <https://www.whatsapp.com/faq/en/iphone/2021/08/whatsapp-updates-latest-india-boycott-forward-messages-app-downloads-are-46000.html>, <https://www.whatsapp.com/faq/en/android/2021/08/whatsapp-updates-latest-india-boycott-forward-messages-app-downloads-are-46000.html>



What Parents & Carers Need to Know about

SNAPCHAT

Age Rating
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, SnapMap and Spotlight features. This could allow strangers to gain their trust for sinister purposes.



Inappropriate Content

Some videos and posts on Snapchat are not suitable for children. The hashtags used to organise content are determined by the poster, so an innocent search term could 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.

Damage to Confidence

Snapchat's signature filters and lenses are a popular way for users to enhance their 'selfie game'. Although many are designed to entertain or amuse, the 'beautify' filters on photos can set unrealistic body-image expectations and create feelings of inadequacy. Continually comparing themselves unfavourably against other Snapchat users could threaten a child's confidence or sense of self-worth.

Compulsion and Excessive Use

Many users spend vast amounts of time trying to become a Snap Star. Snapchat is offering a share of \$1 million, and the chance of online fame, to users who create and share the best videos. Children are therefore becoming obsessed with producing appealing content. The Spotlight feature's endless scroll of videos makes it easy for children to pass hours watching content, slowly getting addicted to the app.

Sexting

Sexting continues to be a risk associated with Snapchat. The app's 'disappearing messages' feature makes it easy for young people (teens in particular) to share explicit images on impulse. While these pictures do disappear – and the sender is notified if it has been screenshots first – users have found alternative methods to save images, such as taking pictures with a separate device.



Advice for Parents & Carers



Turn off Quick Add

The Quick Add feature 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).

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 up encourages users to delete connections with users they rarely communicate with to maintain their online safety and privacy.

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 explicit images, they should tell a trusted adult straight away.

Keep Profiles Private

Profiles are private by default, but children may want to make them public to gain more followers. You may wish to customise the settings so that your child's Stories can only be viewed by people they know well in real life. In SnapMaps, enabling 'Ghost Mode' (again via settings) prevents your child's location being seen; it also nullifies SnapMap 'status', which visibly displays a user's exact location for as long as they stay there.

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).

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's: 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.



National Online Safety
#WakeUpWednesday



Facebook is an online social media platform that has over 2 billion users across the globe. It was initially for university students but soon expanded out and since 2006, anyone over the age of 13 is able to join the platform. It is available on all devices from your desktop and laptop computer to smartphones and tablets. Users can add photos and videos, update their status, interact with others and catch up with the latest news. Despite requiring users to be over 13, there are no age verification measures and children can easily create an account. It's therefore important that parents familiarise themselves with the main features of the platform to ensure their young ones remain safe if and when they use it.



What parents need to know about FACEBOOK



ADDICTIVE NATURE

Facebook can be hugely addictive as it offers a physiological high and a quick reward cycle which comes from the likes and comments on shared posts. Communication is so instant now that teenagers are always checking, and it can sometimes feel like self-worth. This keeps children going back, encouraging them to post things and also increases the Fear Of Missing Out (FOMO) that is commonplace today. On the flip side, because of the way teenagers interact these days through Facebook and Facebook Messenger, they can seem addicted even when they're not.

CYBERBULLYING

Around a quarter of children have experienced online abuse, according to Ofcom's 2019 'Online Nation' report. Figures show that 23% have been cyberbullied, 39% subjected to abusive language and a fifth have been trolled. On Facebook, teenagers can receive communication in a number of ways, from private messages in Messenger to public comments on profiles, pages and posts to pages or groups set up just to torment a victim. Exclusion from pages or groups to cause the victim to feel left out has also been seen.

FUTURE IMPACT

Regardless of age, anything that's posted on Facebook, or other social media platforms, develops a personal brand and leaves a digital footprint that is there forever. It can be difficult to explain the consequences but many universities (and employers) look at Facebook before making a decision on accepting people. It is therefore wise to always think twice before posting anything online you wouldn't want people to hear or see offline.

STRANGERS/FAKE PROFILES

Generally, people are who they say they are online. That said, much like the real world, Facebook isn't free of malicious users and children have received friend requests from people they don't know, including individuals who may look to take advantage of young and impressionable children.

OVERSHARING

Facebook encourages you to share "what's on your mind" but children need to be aware of what they're revealing about themselves online. Facebook allows users to share their location, create live videos and much more. Some photos can be traced using file data, too, so it's important to keep a tight group and share only with people you know.

INAPPROPRIATE ADS

While Facebook is getting ever stricter on the content of ads and who they are targeted to, there is still the chance that children could be subject to ads during their experience on the platform. This could be innocuous but is worth bearing in mind when using the app.

LIVE STREAMING

Facebook Live provides users with the ability to stream video live-time to their friends and followers or watch other people's broadcasts live. During the video, people can react and comment and it's difficult to moderate the content given everything happens in real-time. This could mean your child is exposed to inappropriate material or worse still, could be cajoled into doing something online by others which they wouldn't normally do.

PRIVATE MESSAGING

Facebook Messenger is closely linked to your Facebook profile and provides the ability to share private messages away from friends and family. It is therefore important that parents ask their children who they are communicating with and ensure that the only people they are exchanging messages with are people that they also know in real life.



Safety Tips For Parents



MAKE PROFILES PRIVATE

Within the settings of a Facebook account, you can choose whether a profile is public or private. Make sure that your child's setting is switched to private. This way they will only be able to interact with friends and people they know within the platform.

LEAD BY EXAMPLE

Show your children how and why you use Facebook. This will help to demonstrate that it can be used safely when used in an appropriate manner and help to reduce the risk of them encountering harmful content.

SHARE DEVICES

Depending on the age of your children, it's worth considering letting them use Facebook from a general family iPad or laptop. This allows them to use it without being constantly connected everywhere they go and may give you more reassurance around what they are doing on the app.

REPORT VIOLATIONS

On Facebook you're able to hide people or groups and report things that are harmful. Make sure you spend some time to show your children how this works and why it's important to do so before they start spending serious time on the platform.

RESPECT BOUNDARIES

As with anything, there are potential risks and dangers on Facebook but once you've talked about the ideas of safety on the platform, give children some space. Trust them to make smart choices but always be open to talking about social media.

CHECK-IN

Once they've had some time to use the platform, don't be afraid to check in and see if there's anything on Facebook they'd like to discuss. This isn't always easy but being open with your children is the best way to deal with any issues head on.

Meet our expert

Alex Wright is a former Facebook employee and social media expert with over 15 years' experience working in digital media. He has worked with some of the biggest organisations in the world and has a wealth of knowledge in understanding how social media platforms work and how they engage their audience.



SOURCES: <https://www.facebook.com>, <https://www.independent.co.uk/life-style/social-media-addiction-young-children-under-five-youtube-instagram-a8953411.html>, <https://www.independent.co.uk/life-style/health-and-families/cyberbullying-social-media-children-online-abuse-facebook-research-ofcom-ico-a8936366.html>, <https://thriveglobal.com/stories/how-social-media-affects-our-ability-to-communicate/>, <https://www.care.com/c/en-gb/stories/4275/5-dangers-of-social-media-to-discuss-with-you/>



Facebook Messenger is a communication and chat application which is part of the wider Facebook platform and has been a standalone app on mobile devices since 2011. Through Messenger, users can exchange messages and send photos, videos, stickers, gifs, audio files and play games. It allows both one-to-one conversations and group chats, has a 'stories' feature and provides the ability to set up a video call session with up to 50 people at a time through its latest update, Messenger Rooms. That's why we've created this guide to help parents and carers understand exactly what Facebook Messenger is all about.



What parents need to know about FACEBOOK MESSENGER



ADDICTIVE NATURE

Whereas Messenger is integrated into Facebook itself on a desktop or laptop, it is a separate app on mobile phones. It is similar in many ways to other messaging platforms with the added bonus of being able to upload stories, make live video calls and have group chats, beyond just standard text messaging. All of this can encourage children to spend more time on the app and on their phone, contributing towards increased levels of screen time.



REQUESTS FROM STRANGERS

Messenger cannot work without creating a Facebook account first. From here, if your child sets their profile to public, there is a chance that children may receive message requests from people they don't know. There have been reports of online grooming on Facebook and some people use fake profiles to reach out to children they don't know to try and encourage them to engage in conversation.



SECRET CONVERSATIONS

Messenger has a function called 'Secret Conversations' which means that your child can have encrypted end-to-end conversations with another user. Unlike regular chat on Messenger, these messages can only be viewed on the device being used and are not transferred to anywhere else where Messenger is logged in. Messages can also be set to delete after a time, although screenshots can still be taken. This means your child could engage in a private conversation with someone, who may look to take advantage of them, but leave no record of any previous messages.



LIVE STREAMING RISKS



Through its latest feature, Messenger Rooms, Facebook now offers the ability to hold live video calls with up to 50 different users. Although video calls aren't new on Messenger, this latest addition pushes the 'live streaming' element of the app, which is also linked to WhatsApp and Instagram, and doesn't necessarily require a Messenger account. This can heighten the risk factors around privacy, security and being exposed to explicit or inappropriate content from other users with little, to no, prior warning.

OVERSHARING PERSONAL INFORMATION

Messenger can be an easy way for children to overshare personal or sensitive information with people they don't know. If Messenger is granted access to their photo library, links a phone number to the account or enables location settings, children can potentially share their private photos, videos, mobile number and even their current location with others.

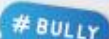


TARGETED ADS & DATA SCRAPING

Facebook uses algorithms to understand how users interact with their platform and also what they're interested in. Messenger is not immune to this, and data shared - even between your child's friends - can be used to target children with advertisements around topics such as health, fitness, beauty, celebrities or something else which might not always be age-appropriate.



CYBERBULLYING RISKS



Like many other social media platforms or messaging apps, Messenger can be an avenue for cyberbullies or trolls to target children through online abuse or sending nasty private messages. This might be in the shape of harassment from others or being purposely excluded from or targeted in group chats.



Safety Tips for Parents & Carers

REPORT INAPPROPRIATE BEHAVIOUR

If your child experiences anything negative on Messenger or is sent content from someone which makes them feel uncomfortable, they should speak to you about it and report it directly to Facebook. Users can also be blocked from messaging your child further and if your child doesn't want to display to others that they are online, they can switch off their active status from the settings.



KEEP YOUR PROFILE & STORIES PRIVATE

You can setup your child's profile on Facebook so that only friends can contact them. Similarly, on Messenger, parents can make their child's 'stories' feature only visible to their friends list. Not adding a phone number also means that your child can't be found by searching for their personal number. This helps to keep their account more secure and less likely to be found by people they don't know.



SHARE THEIR MESSENGER ACCOUNT

Some parents insist on checking their children's messages regularly, to see who they are talking to, rather than what they're talking about. This can seem intrusive, but when approached in a sensible, collaborative way, it can help you to keep an eye on who your child is communicating with and help to reduce the chances of misuse.



DISCUSS LIVE STREAMING RISKS

Speak to your child about how to use video calls safely and securely. Make sure that when setting up video calls on Messenger Rooms, invites are only sent to friends and family that your child knows and only allow people into the 'room' who they trust. Discuss how they should behave and that they should act responsibly during a live stream, even if it is with people they know.



EXPLAIN THE DANGERS

Give examples of how Messenger has been used by other users pretending to be someone else to get information that they may do harm with. Tell your children that whilst Messenger is a great way for people to communicate and have fun, not everyone is who they claim to be and that they shouldn't accept messages from people they don't know and shouldn't share any private information, such as pictures, videos or their location, with strangers.



Meet our expert

Alex Wright is a former Facebook employee and social media expert with over 15 years' experience working in digital media. He has worked with some of the biggest organisations in the world and has a wealth of knowledge in understanding how social media platforms work and how they engage their audience.



SOURCES: <https://www.facebook.com/help/messenger-app/>
<https://www.androidcentral.com/how-make-facebook-messenger-secure-possible>

What parents need to know about INSTAGRAM

AGE RESTRICTION
13+
Anyone over the age of 13 can create an account

Instagram is a hugely popular social networking app with over 1 billion users worldwide. The app, which is accessible on iOS and Android devices, allows users to upload images and videos to their feed, create interactive 'stories', exchange private messages or search, explore and follow other accounts they like. Images and videos can be transformed with an array of filters to edit the shot before sharing and anyone with an account can see others' online 'galleries' if their account is not private. To make posts easier to find, users can include searchable hashtags and captions to their uploads. That's why we've created this guide to help parents and carers understand exactly what Instagram is about.

LOCATION

#HASHTAG

HOOKED ON SCROLLING

Many social media platforms, Instagram included, have been designed in a way to keep us engaged on them for as long as possible. Behavioural economist, Nir Eyal, calls this the 'Hook Model' and the Instagram feed is a great example of this. Children and adults may find themselves scrolling to try and get a dopamine release. Scrolling may become addictive and it can be difficult to stop until children find that 'something' they are looking for, quickly losing track of time as they get deeper into their Instagram feed.

SLIDING INTO DMS

Direct messages (or DMs) on Instagram allow users to share posts, images, videos, voice messages and calls between each other privately (or in a private group). Even if your child's account is set to private, anybody has the option to message them and send them content. If the person is not on your child's friends list, the message will still be sent to their inbox but the user has to accept their request to see the message.

INFLUENCER CULTURE

Influencers are sometimes paid thousands of pounds to promote a product, service, app and much more on social media. When celebrities or influencers post such an advert, they should add a disclaimer somewhere in the post which states that they have been paid for it. Commonly, this is well-hidden in the hashtags or in the comments of their post, making it unclear that their photo/video is actually an advert. This can be very misleading to young people who may be influenced into buying/wanting something promoted by somebody they admire, creating a false sense of reality and potentially affecting their mental health and wellbeing.

IMPACT ON WELLBEING

In a report by the RSPH, Instagram was ranked the worst for young people's mental health. Using filters on photos on Instagram can set unrealistic expectations and create feelings of inadequacy. Children may strive for more 'likes' by using realistically edited photos. Judging themselves against other users on the app might threaten their confidence or self-worth. In early 2019, Instagram banned images of self-harm and suicide, following the suicide of 14-year-old Molly Russell, who had reportedly been looking at such material on the platform. They since extended the ban to include drawings, cartoons and memes.

LIVE STREAMING TO STRANGERS

Live streaming on Instagram allows users to connect with friends and followers in real-time and comment on videos during broadcast. If your child's account is private, only their approved followers can see their story. It's important to note they may have accepted a friend request from someone they don't know, which means they could be live streaming to strangers. Children also risk sharing content they later regret, which could be re-shared online for years to come. Public accounts allow anybody to view, so we suggest your child blocks followers they don't know. In early 2019, data gathered by the NSPCC found that sex offenders were grooming children on Instagram more than on any other online platform.

IN-APP PAYMENTS

Instagram allows payments for products directly through the app. It operates under the same rules as Facebook Payments, which state that if you are under the age of 18, you can only use this feature with the involvement of a parent or guardian.

EXPOSING LOCATION

Public locations can be added to a user's photos/videos and also to their stories. While this may seem like a good idea at the time, it can expose the location of your child. This is particularly more of a risk if it is on their story, as it is real time. A photo which includes landmarks in the area, their school uniform, street name, house and even tagging in the location of the photo uploaded to Instagram can expose the child's location, making it easy to locate them. If their account is public, anyone can access their account and see their location.

HIJACKED HASHTAGS

Hashtags are an integral part of how Instagram works, but they can come with risks. One person may use a seemingly innocent hashtag with one particular thing in mind, and before you know it hundreds of people could be using the same hashtag for something inappropriate or dangerous that your child shouldn't be exposed to.

IGTV

Instagram TV (IGTV) works similar to YouTube. Users can watch videos from favourite accounts on the platform or create their own channel and post their own videos. It's important to note anyone can create an Instagram TV channel and doesn't have to be friends with a person to follow an account and watch their videos. In 2018 Instagram apologised and removed some of its TV content which featured sexually suggestive imagery of children. As the feature may encourage spending more time using the app, it's important to set time limits to avoid children's sleep or education being disturbed.

@MENTION

Top Tips for Parents & Carers

RESTRICT DIRECT MESSAGES

If your child receives a message from somebody they do not know, encourage them not to accept their message request and 'block' this person; this is the only way to stop them messaging your child again. Children can also 'tap and hold' the individual message to report it directly to Instagram as well as reporting the account itself.

LOOK OUT FOR #ADS

In 2019, the UK's Competition and Markets Authority launched an investigation into celebrities who were posting adverts on social media and not declaring that they were paid for. Influencers must clearly state that they have been paid for their posts, for example using a hashtag like #ad or #sponsored. Teach your child to look out for the signs of a paid post/advert and discuss with them that not everything they see from celebrities is their personal choice and opinion.

MANAGE NEGATIVE INTERACTIONS

If your child is receiving unwanted or negative comments, they can block that account so that they can't interact with them. This stops them seeing and commenting on their posts, stories and live broadcasts. In addition, your child can instantly delete unwanted comments from their posts, turn them off completely and control who can tag and mention them in comments, captions or stories, from everyone, only people they follow, or no one at all.

MANAGE DIGITAL WELLBEING

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. In addition, once users have caught up with all the previous posts since they last logged on, they'll receive a 'You've completely caught up' message. Both 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.

PROTECT PERSONAL INFORMATION

Your child may unknowingly give away personal information on their profile or in their live streams. Talk to them about what their personal information is and make sure that they do not disclose anything, including their location, to anyone during a livestream, comment, direct message or any other tool for communication on the platform, even to their friends.

USE A PRIVATE ACCOUNT

By default, any image or video your child uploads to Instagram is visible to anyone. A private account means that you have to approve a request if somebody wants to follow you and only people you approve will see your posts and videos. Children should also use a secure password and enable a two-factor authentication to add an extra layer of security to their account.

FILTER INAPPROPRIATE COMMENTS

Instagram has an 'anti-bullying' filter, which hides comments relating to a person's appearance or character, as well as threats to a person's wellbeing or health. The filter will also alert Instagram to repeated problems so that they can take action against the user if necessary. This is an automatic filter, which should always be enabled. Children can also report abusive behaviour or inappropriate/offensive material directly to Instagram from the app. This includes posts, comments and accounts.

TURN OFF SHARING

Even though this feature will not stop people from taking screenshots, it will stop others being able to directly share photos and videos from a story as a message to another user. This feature can be turned off in the settings. We also recommend turning off the feature which automatically shares photos and videos from a story to a Facebook account.

REMOVE PAYMENT METHODS

If you are 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 will also help prevent unauthorised purchases. This can be added in the payment settings tab.

DON'T FORGET TO BE VIGILANT & TALK TO YOUR CHILD ABOUT THEIR ONLINE ACTIVITIES!

Meet our expert

Parven 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 of working in the social media arena and is the founder of Kids N Clicks, a web resource helping parents and children thrive in a digital world.



NEW FOR 2020 INSTAGRAM REELS

Instagram Reels is the latest update from Instagram that gives users the ability to record and edit 15-second multi-clip videos with audio, effects, and new creative tools. It is the app's answer to TikTok and can be accessed via the Stories feature. Reels can be shared with friends and family, however, if your child has a public account, it could be shared wider via 'Explore' and viewed by millions of strangers online.

NOS National Online Safety
#WakeUpWednesday



What you need to know about... TROLLING & ONLINE ABUSE



What is it?

'Trolling & Online Abuse'

Trolling is a form of cyberaggression. It involves the sending of malicious, abusive or derogatory messages by one user (a 'troll') to another user online with the intention of upsetting or harassing them or damaging their reputation. It is often anonymous and does not meet the definition of bullying yet might develop into online bullying. Trolls will often goad others until they react. They enjoy putting people down and causing discord, starting arguments or being inflammatory – stirring things up for their own entertainment. Trolling may take the form of a one-off offensive comment, hate speech or even threats made online.

Know the Risks

May cause distress

Children can be particularly vulnerable to online trolling and online abuse. Receiving offensive comments for no reason can cause young people distress and increase feelings of anxiety and worry.

Impact on wellbeing

Trolling which is targeted and persistent can have a huge impact on children's mental health and wellbeing. It can lead to low self-esteem and create feelings of worthlessness and dissatisfaction, potentially affecting how children see and feel about themselves.

Could damage reputation

Online trolling can be humiliating for the victim and can negatively impact on how they are perceived online or on social media. Trolls might goad children into reacting or saying something they might regret and then sharing those comments widely to purposely paint them in a negative light.

May affect home and school life

Children who constantly receive hateful and spiteful messages online can become isolated and withdraw from daily life. They may become depressed, angry or unable to sleep at night. Their school performance may suffer and it may impact on their behaviour at home.

Safety Tips

Have open dialogue

It is vital to have conversations with young people about the hate speech, anger and prejudice that are all around them and explore what resilience they may have. Keep the dialogue always open so that young people have trusted adults to turn to.

Discuss online behaviour

Discuss what is acceptable behaviour online and what is inappropriate, unacceptable or against the law. Warn against reacting even more aggressively towards online trolls, reminding them that their digital footprint will outlast the current problem.

Implement privacy settings

Make sure that children are only using age-appropriate apps. Make their profiles private so that only friends and family can interact with them online and turn off comments if you're concerned about what other people might say.

Teach critical thinking

Help young people to spot trolls or when people are 'stirring it' on social media. Talk to them about people who might dare them to do risky things or encourage them to post negative comments online so that they recognise them and don't become an online troll themselves.

Further Support

Report to platform

Understand the tools available on the platform where trolling is taking place and whether or not it is moderated. Check out the community guidelines to see if the behaviour contravenes them and then if so, report it, block, unfriend or unfollow the sender where possible.

Collect evidence

Always try to screenshot or take a photo of the negative posts or comments made online. Report the incident to your child's school, police or local authority who will be able to investigate further.

Seek professional advice

If your child has experienced negative effects on their mental health and wellbeing due to trolling online, ask for additional support from your school's local safeguarding officer or seek professional help from charities who will be able to offer further advice and guidance.

Seek support from friends

Friends can be supportive to one another and can be encouraged to flock to post positive messages when someone is targeted. Ask your child's friends for support – like-minded people can act together positively and they may help to build their confidence and self-esteem.

Our Expert Adrienne Katz



Adrienne Katz is an award-winning cyberbullying expert with extensive experience of working with schools and education providers to deliver training in online safety. She is the founder and leader of the annual national Cybersurvey, providing one of the richest databases of young people's views on digital life in the UK and has previously worked on government level projects funded by the Home Office and The Princess Diana Memorial Fund.

How to Set up PARENTAL CONTROLS

for PRIVACY iPhone

The privacy settings on your child's Apple device give you control over the information stored on it. This allows you to select which apps can access features and information on your child's device: for example, you might wish to block a social networking app from connecting to the camera reel, or specify which apps can use the device's location data.

How to make changes to privacy settings

You can block certain apps from obtaining information from your child's device. You can also prevent your child (or anyone other than you) from altering these settings.

1 Open 'Settings'

2 Tap 'Screen Time'

3 Tap 'Content & Privacy Restrictions'

4 Scroll to 'Privacy'

5 Choose the settings you wish to restrict

6 After you've made any changes, select 'Use Screen Time Passcode' to lock your changes with a PIN

How to prevent changes to other settings/features

You can also stop changes being made to the iPhone's other settings or features by anyone but you. For example, you can prevent your child from altering their passcode, accounts or mobile data settings.

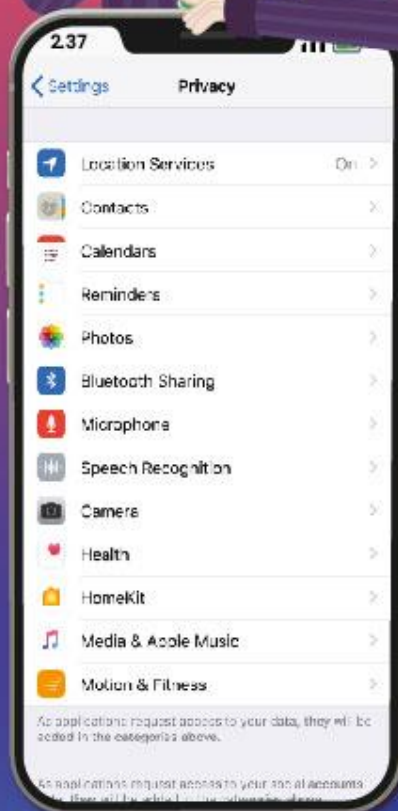
1 Open 'Settings'

2 Tap 'Screen Time'

3 Tap 'Content & Privacy Restrictions'

4 Scroll to 'Allow Changes'

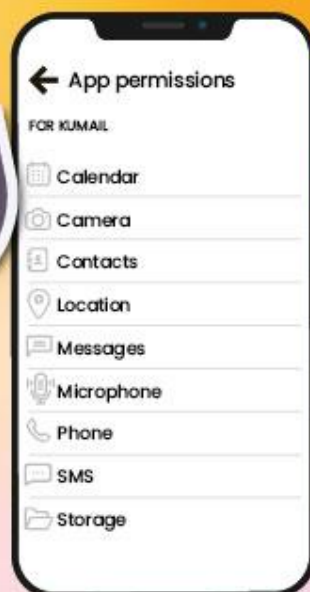
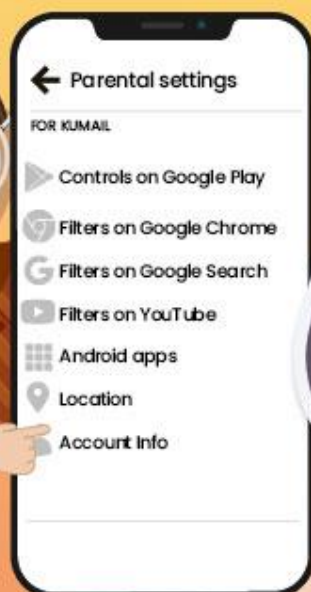
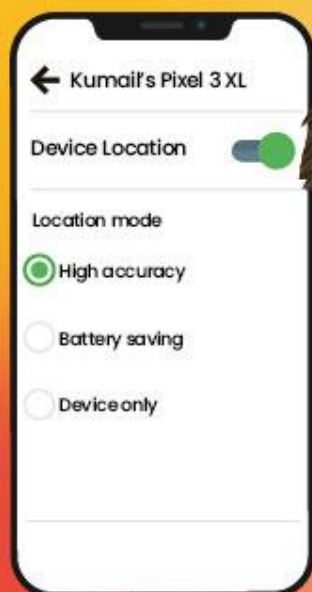
5 Select 'Allow' or 'Don't Allow' on the settings for which you wish to enable or disable changes



How to Set up PARENTAL CONTROLS

for PRIVACY Android Phone

The settings on an Android device allow you to set certain rules to help safeguard your child's privacy when they are using it. For example, you can turn off location services to keep their whereabouts private; prevent third-party apps and sites from viewing their information; and stop apps from accessing other functions of the phone (like the camera or microphone, for example). We've produced step-by-step guides on how to tighten up an Android phone's privacy settings.



How to manage location services

- 1 Open the Google Family Link app
- 2 Select your child's account
- 3 On the 'Settings' card, tap 'Manage'
- 4 Tap 'Location'
- 5 On the card with the correct device's name, tap 'Settings'
- 6 Tap 'Location Settings'
- 7 Turn 'Device location' to off
- 8 To reactivate location services in future, repeat these steps and turn 'Device location' back on

How to control access for third-party apps and sites

- 1 Sign in to your Google Families account
- 2 Under 'Members', select your child's name
- 3 Select 'Account info' and then 'More'
- 4 Select 'Third-party apps with account access'
- 5 Turn 'Allow third-party apps to access XX account' to off by toggling the switch

How to manage app permissions

- 1 Open the Google Family Link app
 - 2 Select your child's account
 - 3 On the 'Device' card, tap 'Settings'
 - 4 Tap 'App permissions' then choose a permission
 - 5 Below your child's device, switch the permission off
- Alternatively, you can manage permissions for individual apps. Repeat steps 1 and 2, then ...
- 3 On the 'Apps installed' card, tap 'More'
 - 4 On the 'Allowed' list, tap the app you want to change the permissions for
 - 5 Tap 'App permissions'
 - 6 Switch the permission off



Source: <https://families.google.com/familylink/>

12 Top Tips TO SUPPORT MENTAL WELLBEING THROUGH NATURE Online and Offline

'Nature' is a superb choice as the theme of this year's Mental Health Awareness Week, as there's clear evidence that getting access to nature is excellent for our mental health. With Covid-19 restrictions beginning to ease, it's the perfect time of year to rediscover the natural world and give ourselves a calming, uplifting treat. You don't have to drag the family on a four-hour hike, either – just 10 minutes each day in the garden, in the local park or your nearest green space could really help. Here are 12 suggestions for ways you can benefit from nature ... both online and off.

ONLINE

1 Give something back to nature

A swift internet search should bring up details of any local conservation projects you could volunteer for, or litter-picking events that you could enrol the family in. It doesn't have to be a long-term commitment: most schemes are grateful for every bit of help!

2 Tranquil streams

Search your preferred music player for some soothing natural sounds. A few minutes' gentle audio of rainfall, ocean waves or birdsong are all great ways of unwinding at the end of the day to get you ready for an excellent night's sleep.

3 Give geocaching a go

If you've not heard of it, geocaching is a modern twist on the traditional treasure hunt. Participants look for items hidden in outdoor locations, using a GPS-enabled device like a mobile phone or tablet. We'd recommend that an adult accompanies young adventurers!

4 Share what you see

While you're out exploring nature, take a photo or video of anything you find that inspires you. Not only will it be a nice memory for you to look back on, but you could also share it safely on social media and maybe motivate others to engage with the natural world!

5 Watch the stars

Looking at the night sky can be incredibly calming. There are some comprehensive stargazing websites and apps to help you locate and recognise different stars. It can take 20 minutes or so before you can see stars fully in the dark, even on clear nights, so allow your eyes time to adjust.

6 Wildlife on the web

A Google search will bring up lots of sites that stream webcam footage of nature. From seals to barn owls, rabbits to badgers, you can get an intimate, heart-warming view of all kinds of animal communities from inside the comfort of your own home.

OFFLINE

1 Ditch the phone

Now the weather's improving, go for a walk in a green space nearby. If you're already familiar with your chosen route, you could always leave your phone at home to be completely free of the usual distractions and notifications.

2 Put down some roots

Planting flowers, shrubs, herbs or vegetables can be extremely rewarding. Not only does it help us to connect with nature – it also provides an ongoing project to draw pleasure from. If your home doesn't have a garden, no problem: a window box will do the job just as well!

3 A different kind of tweet

Most gardens in the UK attract a wonderful variety of birds, and just watching them for a few minutes can be immensely therapeutic. There are some excellent apps and sites to help you name any species you don't already know or even play a game: identifying bird song, like bird song bingo!

4 Feed your feathered friends

Hang a bird feeder where you can easily see it from a window. Then enjoy the feelgood factor of satisfied avian visitors perching where you can see them. For something more advanced, you could try building a nesting box to fix onto a fence or under a window sill.

5 Park your worries

If you're lucky enough to live within easy travelling distance of a park, you'd benefit from using it. Whether it's to play ball games, get on your bike, walk the dog or just get some fresh air into your lungs, the potential bonuses for mental health are enormous.

6 Art and soul

Younger children will enjoy drawing or painting animals or nature scenes, or writing a poem or song lyrics about nature. For extra art or crafting fun, you could collect natural materials – leaves, feathers, tree bark or seeds, for example – to use in your creations.

Meet Our Expert

Anna Bateman is passionate about placing prevention at the heart of every school, integrating mental wellbeing within the curriculum, school culture and systems. She is also a member of the advisory group for the Department for Education, advising them on their mental health green paper.



NOS National
Online
Safety®
#WakeUpWednesday

7 Top Tips for Supporting Children to

EXPRESS THEMSELVES SAFELY ONLINE

The past year has left many children feeling uncertain and worried. So Children's Mental Health Week 2021 has adopted the theme of 'express yourself'. It's not necessarily about being the best – but instead encouraging young people to relish the joy of being 'in the moment' and loving what they do. So whether they're into music, art, photography, film, drama or dance, here are our top tips for helping your child to express themselves safely online.

1 Celebrate their Identity

Celebrating who children are and reminding them of their uniqueness has a huge impact on their confidence and self-esteem. This week, remind them of what you love about them. You could revisit some photos and videos on your phone or computer of special times you've shared. Chat about the importance of finding time to do what they love: underline that it's an important part of who they are.

2 Support Their Interests

Some children seem to know instinctively what interests them and what they enjoy doing; others can be less decisive about hobbies. Spend some time this week sharing their interests and doing something connected to it together. You could make a short Lego film to post on your Instagram, a vlog about baking that you share with relatives, or just play with them on their favourite video game.

3 Enable Emotional Expression

Children sometimes need help in articulating how they're feeling and in beginning to understand how to manage their emotions. A safe, healthy way for your child to explore their feelings is to let them conduct an activity – like listening to a story, or creating some art – and discuss with them afterwards how it made them feel. There are lots of stories available on YouTube, while Audible is streaming children's audiobooks free of charge while schools are closed. YouTube also has a plethora of fun art tutorials (if you log in on an adult's account, remember to adjust your settings first to block inappropriate content and stop potentially unsuitable material auto-playing).

4 Let Them Stay Connected

The online world is a fantastic space for staying in contact with those who we can't be with right now. Young people are often very comfortable using social media to express themselves and stay connected by sharing their ideas, thoughts and feelings with friends. But bear in mind that most social media platforms require a child to be at least 13 before they should access it (WhatsApp is 16). Remind your child that, while it's OK to express who we are on social media, they should still always think before posting – and that their self-worth is never measured by their number of likes, friends or followers.

5 Coach 'Safe Sharing'

As part of expressing themselves, your child may want to share something online that they've created – like a funny video, a sketch, a meme or a dance. If they're too young to have their own social media, you could use your own account to share it with selected people you trust. Emphasise the importance of only sharing content with people that your child knows well, like family and friends. This type of conversation is also useful for introducing young people to the risks and challenges that can come when expressing ourselves to a wider online audience of strangers.

Meet Our Expert

Anna Bateman is passionate about placing prevention at the heart of every school, integrating mental wellbeing within the curriculum, school culture and systems. She is also a member of the advisory group for the Department for Education, advising them on their mental health green paper.



About Children's Mental Health Week

Around three children in every primary school class has a mental health problem. Many more struggle with challenges from bullying to bereavement. Now in its seventh year, Children's Mental Health Week shines a spotlight on the importance of young people's mental health – and it's never seemed more relevant than it does in 2021.

Find out more at www.childrensmentalhealthweek.org.uk

Online Safety Tips FOR CHILDREN WITH NEW DEVICES

The current generation are the first children to grow up in a world where digital devices are the norm. Recent studies have found that 88% of British 12-year-olds have a smartphone. Four out of ten 6-year-olds own a tablet. And almost two-thirds (64%) of children aged 8-11 use a games console. It's now rare to find a child who doesn't regularly use internet-enabled technology. Each new device means exciting new corners of the digital world to explore – and, unfortunately, new risks to be aware of.

We've put together our top tips to help you guide your children in enjoying new digital devices safely and responsibly.

1. ALWAYS SET A PASSWORD



If your child's new device has a password protection feature, use it! It'll help to keep their private information safe and will deny others access to their device without permission. Your children's passwords should be something memorable to them – but something which other people can't guess (it's also a good idea for parents to write it down in case it gets forgotten!).

2. SET UP PARENTAL CONTROLS



This really is an essential when your child gets a new device, so they're protected from the outset. Most phones, tablets and consoles allow you to customise their settings to determine which games your child can play, how they can communicate (and who with), what content they can access and so on. It will give you peace of mind that they can't unintentionally do something they shouldn't.

3. PAY ATTENTION TO AGE RATINGS



One of the first things children want to do with a new device is play games and explore apps. Before they download anything or install a new console game, check its age rating. Many popular games and apps have content that's not suitable for younger ages. The safest long-term solution is to adjust the device's settings so they can only download and use games and apps appropriate for their age.

4. KEEP NUMBERS AND DEVICES PRIVATE



Make sure your child understands that they should never share their phone number with someone they don't know or accept a friend request from them. They should also appreciate that it's a good idea to mainly keep their device out of sight, never lend it to a stranger, and never put it down somewhere that other people could steal it or take it to use without asking.

5. HAVE 'THE MONEY' CONVERSATION



Before your children start using their new device in earnest, talk to them about in-app purchases and other ways that money might be spent through their device. Once they understand, you might want to agree on a spending limit and reassure them that they can come to you if they're uncertain, or if they have made a purchase by accident.

6. DISCOURAGE DEVICE DEPENDENCY



Of course, children who've just got a new device will naturally want to spend as much time on it as possible. But whether they're zapping bad guys, watching videos or connecting with friends, it's easy for them to get attached very quickly. Gently remind them that having family time, going outdoors and getting some exercise are fun, too. And the device will still be there when they get back.

7. EXPLAIN SECURE WIFI NETWORKS



Your home WiFi is protected by a password that only your family knows, whereas public networks (like those in coffee shops, for example) can be accessed by anyone. It's important that your child grasps this difference because, if they're using a portable device on an unsecured network, then a hacker could access their personal information without them even knowing.

8. LIMIT SCREEN TIME



Using a device for too long, especially just before bed, can interfere with a child's sleep quality and reduce their concentration and overall enthusiasm. It might be helpful to agree on certain times of day when they don't use their device. Most devices' settings let you set a screen-time limit, helping your child to stay fresh and focused so they can perform well at school.

9. ONLY PAIR WITH KNOWN BLUETOOTH DEVICES



Your child may want to connect to another device via Bluetooth, so they can listen to music wirelessly or share pictures and videos with nearby friends. But if they use Bluetooth to link with a device that they don't know, they're at risk of a stranger being able to see their personal information or having someone transmit a virus onto their device.

10. TURN LOCATION SETTINGS OFF



It's safest to disable the device's location services (if it's a portable device) so your child doesn't inadvertently make other people aware of where they are. You can usually do this via the device's privacy control settings. Turning location settings off not only means your child's whereabouts can't be tracked by others, it also significantly extends battery life.

11. STAY AWARE OF THE SURROUNDINGS



It's common to see adults not looking where they're going while engrossed in their phone. Children are even more easily distracted. In some cases, young people have been hit by cars or cyclists because they were staring at their device and lost track of where they were. Remind your child that screens and walking don't mix. If they need to use their device, they should stop in a safe place first.

12. BE THERE IF THEY NEED TO TALK



Even when you've made a device as secure as you can, there's still a possibility of your child seeing something that bothers them, or someone they don't know attempting to contact them. If this happens, listen to their concerns, empathise and reassure them. Once they've explained what happened, you can decide if you should take further action like blocking or reporting another user.



 National
Online
Safety®
#WakeUpWednesday



14 WAYS TO BE KIND ONLINE

Showing kindness online can mean so much to someone else. It is a choice we can all make that helps others, puts people's needs before our own and which can generate feelings of empathy and compassion. Small gestures can have a large impact and often one act of kindness can lead to more, making the world a happier and more positive place. That's why we've created this guide to suggest a few simple 'acts of kindness online' that can benefit people's mental health, support their wellbeing and encourage a more positive approach to engaging online.

1. BE POSITIVE

Post about things that make you happy and that you're thankful for. It could brighten up someone else's day.

2. OFFER TO HELP

Sometimes a friend or family member might post a question online or ask for help with something they can't do themselves. If you know the answer or are able to offer help, provide support and send a response. Something that may be easy for you might be difficult for someone else.

3. SHOW APPRECIATION TO OTHERS

If somebody you know has done something good or shown kindness themselves, thank them for it. It costs nothing and showing them that you appreciate it means so much.

4. SHARE FUNNY VIDEOS OR IMAGES WITH FRIENDS & FAMILY

We often come across funny videos or images online that make us laugh and then we move on. If you found it funny, your friends and family might too. It could help someone smile who may be having a bad day.

5. LIKE, LOVE & CELEBRATE

If somebody posts something that you like on social media, like it, love it or celebrate it! It's a small gesture but could mean a lot.

6. VIDEO CALL YOUR FRIENDS & FAMILY

It can be easy to be consumed by daily routine. Using apps like Zoom, FaceTime or WhatsApp are great for connecting with others far away and shows you're thinking of them even though you can't physically meet them in person.

7. TELL SOMEONE YOU'RE THINKING OF THEM

We can't always tell how people are feeling online and just dropping somebody a message to ask if they're ok or that you're thinking of them could literally make their day.

8. SHARE POSITIVE POSTS

If you see something online that inspires you, share it with people you know. An inspirational quote, a beautiful photo or a motivational video can lift spirits, improve self-esteem and help make people feel better about themselves.

9. HOST AN ONLINE QUIZ

Video conferencing apps are a great way to get friends and family together. If you know someone who is feeling lonely, host an online quiz and invite them to join in. It could really cheer them up.

10. THINK BEFORE YOU COMMENT

Sometimes thinking before you act can be just as significant as acting in the first place. Showing thought before you comment could stop you posting something hurtful, offensive or negative. It's always better to post positively or post nothing at all.

11. BE COMPASSIONATE & UNDERSTANDING

Being empathetic towards others and their situation is often an act of kindness and selflessness that gets overlooked. If you notice someone who is upset, drop them a message and offer to listen.

12. CONNECT FRIENDS & FAMILY WITH SIMILAR INTERESTS

You may know two people amongst your friends and family who you trust and know well who have similar interests and likes. Introducing them can be a great way for them to make new friends but remember to always ask their permission first.

13. RECOMMEND SOMETHING YOU ENJOY DOING TO OTHERS

If you enjoy doing something online, such as playing a game, or if you've found a great learning resource, share it with others. Even if you've watched a good film, letting others know can be an act of generosity that brings them excitement or pleasure at a time when they might need it the most.

14. PRAISE OTHERS FOR THEIR ACHIEVEMENTS

Sometimes your friends or family might post something online that they're proud to have done. It might be an exam they've passed, learning a new skill or just completing a task. Either way, it's always kind to recognise hard work and effort through praise and celebration.

Meet our expert

This guide has been written by Anna Bateman. Anna is passionate about placing prevention at the heart of every school, integrating mental wellbeing within the curriculum, school culture and systems. She is also a member of the advisory group for the Department for Education, advising them on their mental health green paper.

