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Fact sheet

# FACEBOOK
# (For parents)

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## What is Facebook?

Facebook is a free social networking site that allows users to create profiles, upload, share and view photos and videos and send messages. The site allows users who have common interests to interact, create and manage events and live chat with their online contacts, or 'Friends'. Facebook is restricted to users aged 13-years-old and above, however some users may lie about their age to join.

## What devices can access Facebook?

Facebook can be accessed on any device that has an internet connection such as mobile phones, tablets and computers. It can be accessed via the Facebook website or through one of two apps, the generic Facebook app which includes all of Facebook's features except private messaging, and Facebook's 'Messenger' app which is used for private messaging.

## Who can young people interact with when on Facebook?

Facebook users have the ability to interact with a wide range of individuals. Through Facebook's news feed users have the ability to interact in public conversations, with people who are not Friends.

## What are the potential challenges with Facebook?

As with any form of social media, there are some challenges that young people may face when using Facebook. These can include online grooming (when an adult makes online contact with someone under the age of 16 with the intention of engaging in a sexual relationship) or cyberbullying and harassment. Other challenges include privacy concerns, such as revealing too much personal information on Facebook, reputation management or falling victim to scams shared through social networking sites.

## What are the recommended privacy settings?

By maintaining strong privacy settings, users can limit the amount of information shared with strangers. When setting up privacy features on Facebook there are three options:

- Public - any Facebook user to can view personal content and interact with your child.
- Friends of Friends - allows Friends and their Friends to view and interact with your child and their content.

- Friends - only accepted Friends can see your content in the first instance. The Friends option is the safest way to ensure that you are sharing information with people you know and trust, but should not be considered as 100 per cent private.

There is also the ability to change the privacy options for individual posts.

## How do you manage Facebook privacy settings?

It may be easier to change privacy settings on a computer rather than a mobile device. To manage your privacy on Facebook (on a computer), access the privacy settings by clicking on the downward facing arrow in the upper right-hand side of the page and select 'Settings'. In the left hand column, click on 'Privacy'.

To access these settings on a mobile device select the 'More' tab. Scroll down to the Help & Settings section and select 'Account Settings' and then 'Privacy'.



Here you can change a number of settings:

### Restricting who can see a timeline (wall)

Under the 'Who can see my stuff?' section, you can manage who is able to access your timeline. Next to 'Who can see your future posts?', click on 'Edit' to ensure that 'Friends' is selected.

### Restricting who can contact me

Under the 'Who can contact me?' section, you can manage who is able to send you Facebook requests. Next to 'Who can contact me?', click on the 'Who can send you friend requests?' and select the appropriate setting.
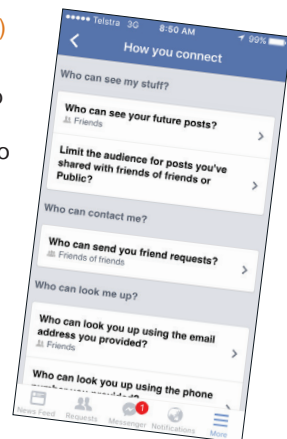
## What is YouTube?

YouTube is a free, user-generated video sharing website that allows users to watch, create and upload their own videos to share with others. YouTube has over a billion users. Anyone is able access the videos on the service online however users must create an account to upload and share their own content. The site is moderated by users who can flag inappropriate content. YouTube reviews the content and if it violates their community guidelines the content is removed, or age restrictions are put in place.

## How are young people using YouTube?

Young people use YouTube to watch, create and upload videos. It is used to socialise, interact, learn, share and watch content. Popular types of videos include music, pranks, parodies, and 'how to videos'. YouTube is the second largest search engine in the world and can be used as the starting point for research or learning about a particular topic.

## What are the age restrictions for YouTube?

Users are required to be 13-years-old to use the site. Users under 13-years-old are recommended to use YouTube Kids. Age restrictions are difficult for YouTube to monitor as age is only verified when users create an account, however it is not necessary to have an account to use the service. YouTube rrestricts videos it has deemed inappropriate for people under 18-years-old by requiring users to sign in to an age verified account before they are able to access restricted content.

## Is it free?

It is free to view and upload videos on YouTube but there is a paid version of the service, known as YouTube Red. YouTube Red gives subscribers access to ad free viewing as well as enabling them to watch television shows and movies. This service is available in America and will soon be expanded to other countries. You must be 18 years or older to use this service and you also need a Google account with a valid payment method.

## What does subscribing to someone's YouTube channel mean?

Subscribing to a channel means that a user is interested in the videos that another user is posting and would like to be notified when new videos are uploaded to the channels they follow. This is very similar to 'friending' or 'following' on other types of social media. A channel can be run by an individual, organisation or business and can consist of any type of video content.

## What is the difference between a YouTube account, username and channel?

When a YouTube account is created, users are able log into YouTube and get a username and a channel (a username is often the same as a channel name). A username is used to comment on videos and a channel is used to upload video content. There can be multiple channels under a single YouTube account.

## What are some of the potential issues with YouTube?

YouTube consists of user-generated content. Videos found on the site don't always have age appropriate classifications. The site relies on users to monitor and report inappropriate content. Users do not need to create an account to use the site so it is difficult to manage or regulate underage users. YouTube users may be exposed to bullying and harassment on the site however there are steps people can take to minimise this risk.

## What are the recommended settings on YouTube?

As YouTube users do not have to have a personally identifiable account to use the site, the privacy settings are somewhat limited.

Privacy settings can be created on user accounts and the videos that are uploaded. Videos have three setting options; public, private or unlisted. It is recommended that young people set their videos to private or unlisted.

## What are the recommended settings on YouTube? (continued)

- **Public** - anyone is able to search and view your videos
- **Private** - only people you allow can search for and watch your videos
- **Unlisted** - only people that you send the link to can view your videos.

Commenting on videos is set as a default option, however this can be disabled.

## How do I turn on restricted mode?

You can enable restricted mode to filter inappropriate content on the browser on your computer/device. YouTube uses age-restrictions, community flagging, and other indicators to recognise and filter inappropriate content. While it is not 100 per cent accurate, it can be useful as a parental control. We recommend that this is used in conjunction with conversations with your child about what is and isn't appropriate viewing.

To turn on restricted mode you must be logged into a YouTube account. Restricted mode can be locked and removed with a YouTube account username and password. Once enabled, restricted mode will remain on regardless of whether you are logged in or not, or if another person is logged into a different YouTube account.
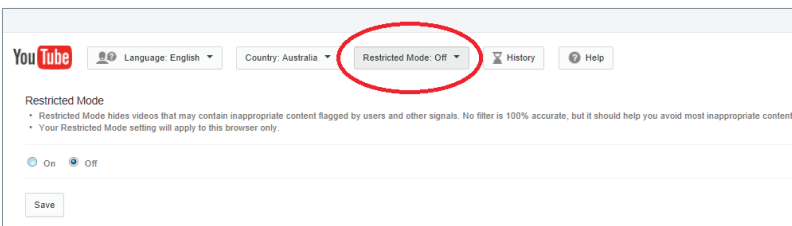


## How do I delete my child's YouTube channel?

After talking with your child about the responsible use of YouTube and your family's rules around technology, you may think it's appropriate to delete a YouTube channel. If an account is deleted, any content on that account will be deleted and unable to be recovered. Be aware that you cannot delete a channel on a mobile device.

You can delete a channel by:

- Signing into the account you want to delete
- In the top right, click your account > **YouTube settings**
- Under '**Account settings**', select '**Overview**'
- Under the channel's name, select '**Advanced**'
- At the bottom, select '**Delete channel**'.

## How do I deal with and report abuse or inappropriate content on YouTube?

Abusive or inappropriate content can be reported via the flagging or reporting tool on YouTube. If your child has received a serious violent threat, contact your local police.

It is recommended that comments are disabled on videos to avoid abuse and being exposed to inappropriate language or offensive content. Comments can be disabled by connecting to your YouTube account, selecting a video in 'Video Manager' and unchecking 'Allow comments' in the settings options.
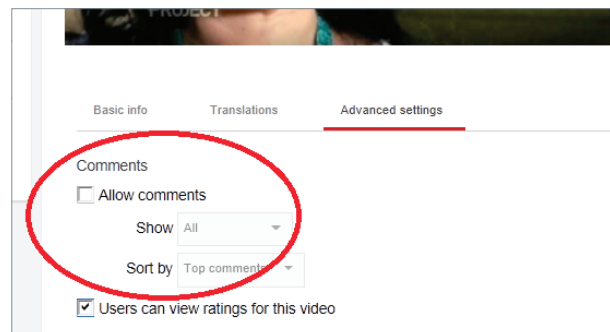


Users can also be blocked, so they cannot see or leave comments on uploaded content.

For more information, visit
www.support.google.com/youtube

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## What is Twitter?

Twitter is a free social media application that allows its users to communicate through the exchange of short, quick and frequent messages. Users can send content known as a 'Tweet' which may contain photos, videos, links and up to 140 characters of text. These messages are posted to a profile, sent to followers, and are searchable via Twitter search.

Users have a personal profile, called a twitter handle, which is like an email address and records all your Tweets.

## What are the privacy settings on Twitter?

Accounts on Twitter can either be public or protected with access given only to those you approve as followers. Be aware that using hashtags, tags and replies on Twitter will not compromise your privacy settings if your account is set to private. These Tweets will only appear to approved followers and not the general public.

## What is the age restriction for Twitter?

Twitter is restricted to users aged 13 and above, however there is no age verification process so it is possible that some users may be underage. If Twitter becomes aware that a person under 13 has provided personal information to the site, Twitter will review the information and take steps to remove the information or account.

## What is a hashtag?

A hashtag or '#' is a symbol used before a keyword or phrase that is included in a Tweet to categorise it and link it to other content of a similar nature. This is used to easily search online content and identify trending topics. If a keyword or phrase is searched on Twitter, all public Tweets with that hashtag will appear in the search results.

#nowiknow

## What is tagging?

If a user is tagged, it means they are referenced in a Tweet by using '@' followed by their username, for example @ThinkUKnow_Aus. This reference (Twitter handle) will link their profile to the tweet and the user will receive a notification that they have been tagged. Tagging is generally used to have conversations or ensure someone is aware of what is being discussed. If your Tweets are protected, users who do not follow you will not see your mentions.

## What are replies?

A user will often reply to a Tweet if they are tagged in it. A reply will begin with '@username' to direct the message at a particular person.

## What does 'following' someone on Twitter mean?

Following someone means you have chosen to subscribe to a see a user's Twitter content. This means when the person you follow posts something new, it will appear on your homepage which is an area that shows all the content posted by those you follow.

## What is direct messaging?

Direct messages are private messages between Twitter users that can only be viewed by those involved in the conversation. Direct messaging can be started with anyone who follows you.

## How are young people using Twitter?

Young people use Twitter to have conversations, share images, links and videos with other users. Twitter gives users the option to contact anyone who has an account by tagging them in the content, so young people may be able to interact with organisations, celebrities and strangers, as well as friends.

## What are the potential problems with Twitter?

Any application when used incorrectly has the potential to cause harm. It is important that you openly communicate with your child about how they may be using an application and the legal and ethical ramifications of inappropriate use. They also need to be aware of the challenges of communicating with people they don't know online. Conversations through direct messages cannot be moderated by others, so your child should be discouraged from direct messaging anyone they do not know.

Twitter is a public forum and young people should remember that whatever they post on a public account can be seen by anyone so they need to think before they post. A Tweet cannot be edited once it is sent but it can be deleted. However, someone may have already saved a copy of the Tweet and shared it with others.

If location settings are not disabled, a user's location can automatically appear on their Tweets. If location settings are activated on a Twitter mobile application, the user's location will be shared for every Tweet that is sent.

## How do you turn off location settings?

Below the Tweet composer box, select the location or location mark to open a dropdown list and select 'Remove' or 'Turn off location'. This setting will be saved so the location will no longer automatically appear.

## How do you delete a Twitter account?

To delete a Twitter account, log into the account you wish to deactivate. Access the settings by clicking on the cog wheel on the top right-hand side of the account. From the bottom of the 'Settings' menu select 'Deactivate my account'. On the next page that appears, select the 'Deactivate' button.

## How do you block someone on Twitter?

You can block people by selecting their profile and clicking the gear icon on the right-hand side and select 'Block'.

## How do you report on Twitter?

Users can report Tweets which are considered to be abusive or harassing, threatening violence, involve self-harm or reveal your private information such as your address or phone number. If you want to report a Tweet click on the '...' icon on the bottom right-hand corner of the Tweet, select 'Report' and complete the form. Keep as much evidence as you can about the complaint, such as screenshots.

The Office of the e-Safety Commissioner has a range of powers to assist in the removal of material involving people under the age of 18 if they are unsatisfied with how a social media service has dealt with their complaint. For more information, visit www.esafety.gov.au.

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## What is Snapchat?

Snapchat is an application which is free to download on iOS and Android devices that allows users to send images and videos ('snaps') to each other. Snaps can be viewed for up to 10 seconds before they 'dissolve'.

Operating the app requires use of the device's data plan or a wireless internet connection. Images can be drawn on using a whiteboard-style tool and can be given a caption. Snapchat also gives users the ability to put special effect filters and emojis over images or videos to create different looks or themes.

## What is the age restriction for Snapchat?

The age classification for Snapchat is 13 years and over, although much of the content may be inappropriate for that age group. If children under the age of 13 sign up for an account they are given access to 'SnapKidz' which is a limited version of the app where users are not able to send images to other users. It is important to note that these classifications are set by the app's creator and are not overseen by an independent body.

## How are kids using Snapchat?

Snapchat is used by many young people to connect with their friends and to send photos to each other. However, Snapchat can be used for inappropriate purposes and it is important to sit down with your child and explain to them that it is not okay to share images that are rude, offensive or sexualised.

## Should I be worried if my child is using Snapchat?

Any application when used incorrectly has the potential to cause harm. It is important that you communicate openly with your child about how they may be using an application and the legal and ethical ramifications of inappropriate use. Children and young people also need to be aware of the risks of communicating with people they don't know via any mobile application.

## Does an image really delete on Snapchat?

There are many ways an image can be saved, even on Snapchat. iOS and Android devices have a feature which allows the device to take a photo of what is on the screen (screencapture). Snapchat notifies the sender if an image they have sent has been captured, however there are also other ways images can be saved without the sender being notified, so it is important to encourage children to think before they send a snap.

## What are the privacy settings on Snapchat?

Snapchat has limited privacy settings so it is important to monitor your child's usage of the application. One privacy setting that is available is the ability to restrict who can send your child photos or videos, 'snaps'. This can be enabled by going into the Settings menu, select 'Who can send me snaps', then select 'My friends'. This will ensure that only users in your child's contact list can send images.
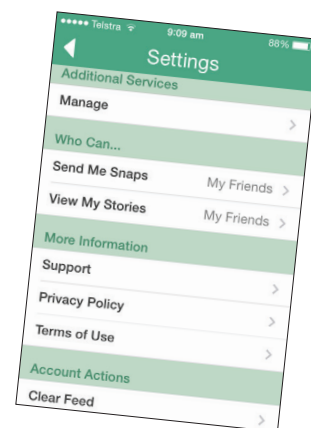
It is important to read the Snapchat privacy policy as it provides information about how the images and videos are stored and used. Users need to be aware that Snapchat has the right to reproduce, modify and republish photos and videos, and save them to the Snapchat servers, particularly in relation to the 'Live Story' feature.

## Is Snapchat a 'safe sexting' application?

It is important to know that there is no such thing as 'safe sexting' and Snapchat is no exception. Young people need to be aware that as soon as they send an image they have lost control over where it ends up. Sending sexually explicit images of someone under the age of 18, with or without their permission, could be an offence under State and Commonwealth legislation.

## What are the potential problems with Snapchat?

Sharing images that are rude, offensive or sexualised can see young charged under State and Commonwealth legislation which carries serious legal consequences. Ethically, young people need to be aware of the impact that their online behaviour has on their reputation and others.

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Fact sheet
# SNAPCHAT
# (For parents)

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Sexting is commonly defined as the sharing of sexualised or naked images via the internet or mobile phone, this includes mobile applications like Snapchat. Children and young people need to realise that as soon as that image is sent they have lost control of it. It is possible that images shared privately between people on social networking services could end up elsewhere online. Taking, sending and saving these sorts of images can also constitute child pornography offences and can have long term legal ramifications on a child's future.

If these images become public, the child in the image can be subject to bullying and cyberbullying. This may happen face-to-face at school or even online with people posting and sharing the image on social networking sites or through instant messenger applications. It is important that parents and carers are aware of the issues associated with various apps and websites so that they can openly communicate with their child about safe and responsible use.

## How do I delete my child's Snapchat account?

After talking with your child about the ethical use of Snapchat and your family's rules around technology, you may feel it's appropriate to delete the Snapchat account.

Open discussions are vital in ensuring your child understands their responsibilities when using technology. Removing technology from your child when they have used it inappropriately is not the best response as it may lead the child to access technology through other means making it more difficult to monitor, supervise or support them if something goes wrong.

However, in some cases it is necessary for a parent to delete an account. To do this, you need to go to https://support.snapchat.com/delete-account and enter your child's account username and password. If you do not have your child's password you can submit a deletion request to Snapchat.
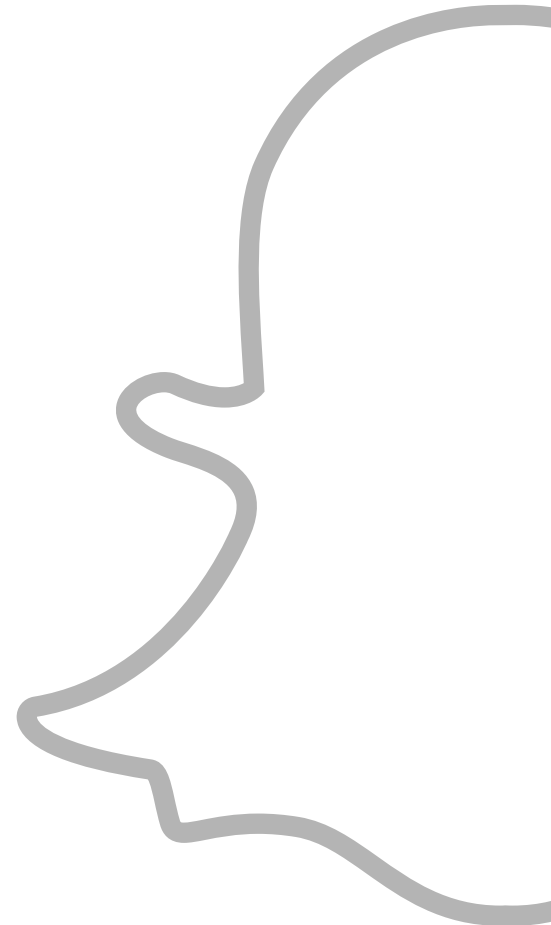
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## What is Minecraft?

Minecraft is a video game where players are given a 3D world to create and adapt as they see fit. It is popular with primary school-aged children, but is played by millions of people of all ages from all over the world. It's like a huge virtual sandbox in which players use a variety of tools to gather resources from the environment and use them to build structures and craft tools. Players can create weapons and armour to fight monsters and interact with other players.

## What devices can Minecraft be played on?

The original version of Minecraft is available for Windows, Mac, and Linux computers. A console version is available on the PS3, PS4, PS Vita, Xbox 360, and Xbox One. There is a condensed 'pocket edition' of Minecraft for phones and tablets running Android, iOS and Windows Phone.

## How do children interact with other players?

Players can interact with others players in several ways when playing Minecraft. While you can play offline and play on your own, players can also join small private servers where a group of friends play cooperatively online, or huge servers with thousands of players from all over the world.

To play Minecraft you need a username, and players select their own username to identify them in the game. If you want to restrict your interaction with others, it's important players know their friends usernames, and vice versa, so they know who they are playing against.

## What are the benefits of playing Minecraft?

When played alone, Minecraft is a game that enhances creativity and problem-solving skills. It can help children with their reading, writing, maths, and basic geometry. Played online with others, it can encourage teamwork and improve social skills.

## What are the potential problems with Minecraft?

As with any online environment, children playing Minecraft online may be exposed to undesirable content or malicious individuals. Players can message each other privately or participate in a public chat with all other players connected to the same server. (A server is like a 'room' in which the game is played in, so only the people allowed into the room can play and everyone within that room can see what everyone else is doing.)

Bullying, swearing and rudeness are not uncommon in online gaming and, because servers in Minecraft can be hosted by anyone, there's no guarantee that server administrators will moderate the chat or stop negative behaviour when a complaint is made. Online gaming may also be an environment in which young people are exposed to inappropriate content or unwanted contact from adults for exploitative purposes.

## Can I restrict who my child plays Minecraft with?

If your child plays on a server administered by someone who you don't know, then you have no control over who your child plays with. Some servers may have hundreds or even thousands of players on them.

If your child wants to play online with their friends we recommend they play on a server administered by a trusted adult, such as a parent. Whitelisting mode (where only players on the approved list, the 'whitelist', can access the server)
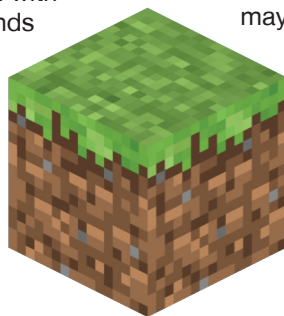
should be turned on and configured to ensure that only your child and their friends are provided with access to the server that they play on.

Advice on how to configure a private server, or how to purchase hosting through a third-party, can be found at minecraft.net.

## Disabling the chat function

Chat can be disabled in multiplayer mode by selecting Options > Multiplayer Settings and clicking on the chat button to toggle it between 'Shown', 'Hidden', and 'Commands Only'.

By setting the chat function to hidden, your child will not be able to see private messages or the public chat.

## Disabling multiplayer mode

In single player mode, a user does not interact with other users of the game; however, you can still access the multiplayer mode and enable online play with others. The ability to access this multiplayer mode cannot be disabled.

## Downloading 'mods'

Mods are user-created files which modify the game by adding new features or changing existing features. Mods are not inherently dangerous; however some malicious users attach viruses and other malware to the mod files they post online. If your child wants to download mods for Minecraft, we recommend that they only download them from reputable websites and that the files are scanned by up-to-date anti-virus software.

## What can I do if another player is harassing my child?

Server administrators are able to control which players are given access to multiplayer servers. You should contact the server administrator for the specific server that your child plays on and report the abuse to them. However, it is up to the server administrator to determine what action should be

taken. While some servers have strict rules and codes of conduct for players, others may operate with no rules.

If you are unhappy at the response from the administrator you should consider having your child move to another server with more strictly enforced rules, or hosting your own server for your child and their friends to play on privately.

## More information

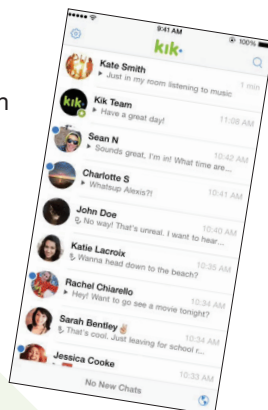The Minecraft website (minecraft.net) contains further information on the game and links to further resources.





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## What is Kik Messenger?

Kik Messenger (Kik) is a free smartphone messenger application that allows users to send texts, pictures, videos and sketches. Kik uses a wireless connection or mobile data to send and receive messages.

## What is the age restriction for Kik?

The age classification for Kik is 13-years-old, however young people between 13-17 years need to obtain parental permission before using Kik. If your child is using Kik and they are under 13, you can submit a deactivation request to have the account closed through the Kik website. This should occur in conjunction with an open discussion with your child about why this action is being taken. It is important to know that these age classifications are set by the apps creator and are not overseen by an independent body.

## What are the potential problems with Kik?

Kik is a popular application amongst young people of all ages. Issues arise when this app is used to transmit messages that are menacing, harassing or offensive. In some cases this can see young people in breach of State and Commonwealth legislation. Ethically, young people need to be aware that the messages they send can have a significant impact on other people.

As Kik also has the capability for users to share images, it is important that your child is aware of the legal and ethical ramifications of sharing sexualised, provocative and nude images.

It is extremely important that parents and carers are aware of the issues associated with various apps and websites so they can openly communicate with their child about their safe and responsible usage of Kik.

## How can I limit who can contact my child on Kik?

There is a feature on Kik called 'New Chats' which separates messages sent to your child by random users, from people in their contacts list.

It's a good idea for your child to disable notifications from this feature before they start using Kik to prevent them from communicating with people they don't know. To do so, select Settings > Notifications and turn off Notify for New People. This will hide any messages sent to your child from people who aren't on their contact list.

## How can I block someone on my child's Kik account?

It is really important that children know how to block and report on every social networking site or app that they might use. To block a user in Kik select Settings > Privacy > Block List, click the + to select the username of the person you want to block and select Yes or Block to confirm. This will make sure that all messages from this user will be hidden.

**Note:** A user will not be notified when they have been blocked.

## How can my child delete a user on Kik?

We recommend that you monitor your child's use of Kik and be aware of who they are communicating with. This might mean going through your child's contact list together to identify who they are talking to. It is important to ensure that their contacts are people whom your child has met in real life, trust and are safe to communicate with on a regular basis.

To delete a contact on Kik, select the Talk icon to see their contacts. Select the person you wish to delete, swipe or press and hold and select Delete or Remove From List.

## How do I delete my child's Kik account?

After talking with your child about the ethical use of Kik and your family's rules around technology, you may think it's appropriate to delete the Kik account.

To delete a Kik account you require your child's username and password. To delete the account select Settings > Your Account > Reset Kik Messenger. You then need to delete the Kik application from your child's device. Ask a friend with Kik to send a message to your child's old account and within a few days your child will receive an email (sent to the email address used to sign up for the account) from Kik saying you have

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# KIK MESSENGER (For parents)

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unread messages. At the bottom of this email will be a deactivation link – click on this and shortly after your account will be deleted.

**Note:** If your child logs into their Kik account before you have clicked on the deactivation link the request will be cancelled and the account will remain active.

Open and supportive discussions around technology usage are vital in ensuring your child understands their responsibilities when using technology. Simply removing the technology is not the best response as your child may then hide their use, making it more difficult for you to support them.

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Fact sheet
# INSTAGRAM
# (For parents)

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## What is Instagram?

Instagram is a photo-sharing app which allows users to take photos and videos, apply filters and share these with either followers or the general public. Users are able to 'like' and comment on photos as well as send these images directly to individuals through a private messaging option. Private messaging is accessed by the inbox symbol at the top right corner of the home page.
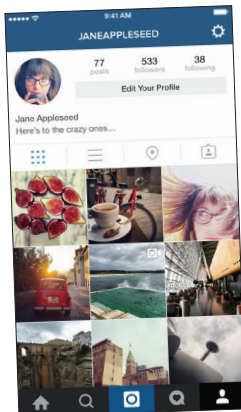
## What is the age classification for Instagram?

Instagram users must be 13 years or older. This service is owned by Facebook and usually links to a Facebook account where a user's age can also be verified. There may be content on Instagram, which is confronting, graphic or not appropriate for children and younger teens.

## How are young people using Instagram?

Instagram is being used by young people to share photos, occasions and situations with their friends. The ability to like and comment on photos provides a useful communication function for young people as they explore and express their personality.

## Should I be worried if my child is using Instagram?

Any application when used incorrectly, has the potential to cause harm. It is important that you openly communicate with your child about how they may be using an application and the legal and ethical ramifications of inappropriate use. They also need to be aware the dangers of communicating with people they don't know via any mobile application.

## Who can see my child's photos on Instagram?

An Instagram account can be made visible to the public, or to approved followers only. Account settings can be changed through the Instagram app on a mobile device by selecting the 'Profile' option on the lower right-hand side of the screen. Click 'Options' (signified by three dots), under 'Account' ensure 'Private Account' is in the 'On' position. It is important to note that even if an account is private, content shared on Instagram can easily be posted to a linked Facebook account which means Facebook friends can also see the post.
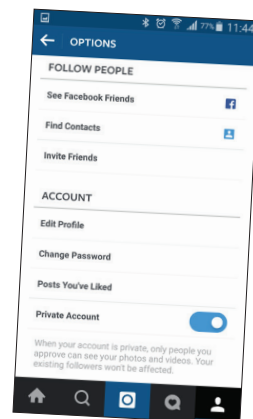
## What could be revealed through an image?

There is a lot of information which can be revealed through a photo when it is shared online, in particular your location. This is revealed through a process called 'geotagging'. Geotagging is when the GPS coordinates of where an image was taken or a post was made, are stored within that post. This means that people may be able to find out location specifics such as where your child lives, works, or goes to school.

## How to limit sharing location information?

It is important to turn off the location function for the camera on your child's mobile device, especially if they are using social media apps such as Instagram. For most devices, you can find where to do this in the 'Settings' menu. If you are unsure how to do this on your child's device, you can look up the device's user guide online.

It is also best to avoid using the Photo Map function on Instagram as this will pinpoint where photos have been taken on a map, potentially showing others the locations where your child spends much of their time. It is important to maintain open lines of communication between yourself and your child and discuss safe privacy settings.

## What are the potential problems with Instagram?

Potential problems faced when using Instagram include the sharing of private information through photos, such as a home address or where a child goes to school. Your child may post a photo and receive negative comments
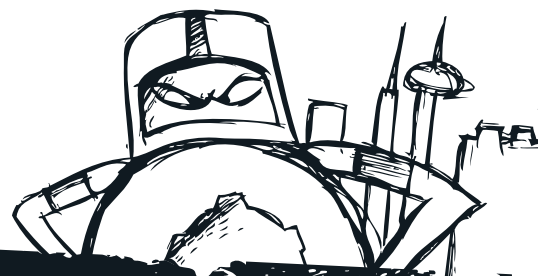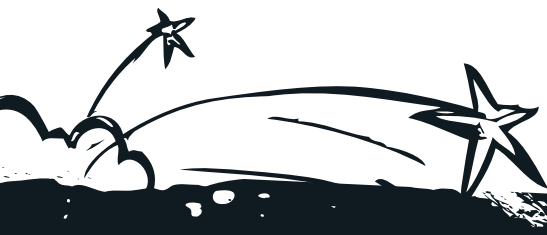
from other users or have their images shared without their permission. They may also be exposed to photos which are rude, offensive or upsetting to them. It's important you and your child know how to block and report inappropriate users on Instagram.

You can block users via the Instagram app on your mobile device. Open the profile page of the offensive user and select the Further Options icon on the upper right-hand side of the screen. Select the Block User option and when prompted by the dialog box, select Yes, I'm sure.

If you child experiences cyberbullying report it to the social media platform in first instance. If it hasn't been removed in 48 hours, you can report it on the Office of the Children's e-safety Commissioner's eSafety hotline (eSafety.gov.au).
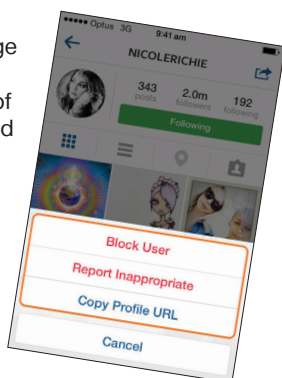
## How can I delete my child's account?

If after talking with your child about the ethical use of Instagram and your family's rules around technology, you may think it's appropriate to delete the Instagram account.

To delete an Instagram account log into the account at instagram.com, click the account username in the top right and select Edit Profile, click I'd like to delete my account in the bottom right.

**Note:** Accounts can not be reactivated and photos may be lost.

Open and supportive discussions around technology usage are vital in ensuring your child understands their responsibilities when using technology. Simply removing the technology is not the best response as it could potentially make your child hide their usage where there are fewer opportunities for you to support them.

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Fact sheet
# FACEBOOK
# (For parents)

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## Restricting who can see your email address and mobile number

Under the 'Who can look me up' section, you can manage who can see your email address and phone number if you have provided one.

Next to 'Who can look you up using the email address you've provided?', click on 'Edit' and select either 'Friends' or 'Friends of Friends'. Click on 'Edit' next to 'Who can look you up using the phone number you provided?' and select either 'Friends' or 'Friends of Friends'.

## Restricting a Facebook profile being searchable

Under to 'Who can look me up' section, you can manage if your Facebook page will show up in search engine searches such as Google. The 'Do you want other search engines to link to you timeline?' option should be set to 'no' and can be switched to 'yes' by sharing your timeline with everyone.

## How do you block offensive users?

You can block offensive users on Facebook by selecting the 'Block' option on their timeline, or by accessing the Blocking page through Facebook's Account Settings.

To block a user, access their profile and select the 'More' option (signified by three dots) next to the 'Message' option on or under the person's cover photo. In the menu which appears, select the 'Block' option.

A dialog box will appear which provides options for dealing with the offensive user. This box will have different options depending on whether this person is already your friend. Select the 'Block' option to block the user.

Blocking a user will stop them from seeing your posts, tagging you, inviting you to events or groups, messaging you and adding you as a friend. If you are already friends, blocking a user will also unfriend him/her.

If you wish to report inappropriate content to Facebook you will need to do this before you block the user.
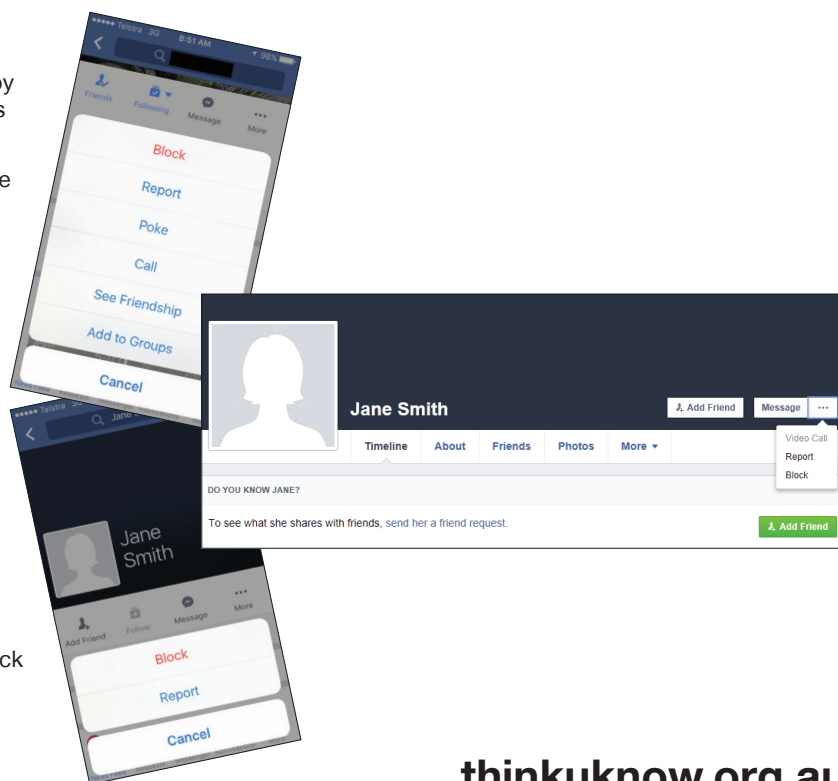
## How do you report users or fake profiles?

To report a user or a fake profile on Facebook, access the profile's timeline and select the 'More' option (signified by three dots) next to the 'Message' option on or under the person's cover photo. In the menu which appears, select the 'Report' option.

In the corresponding dialog box, select 'Report this account' and then select the reason you wish to report the account. Follow the prompts to finalise your report.

## More information

For more information, visit www.facebook.com/help

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