

## Online Safety Resource

# Supporting young people online

Information and advice  
for parents  
and carers



## The internet – an inspiring and positive place

The internet is an amazing resource which enables children and young people to connect, communicate and be creative in a number of different ways, on a range of devices. However, the internet is always changing, and being able to keep up to date with your children's use of technology can be a challenge. You may sometimes feel that your child has better technical skills than you do, however children and young people still need advice and protection when it comes to managing their lives online. Issues that your child may encounter on the internet will vary depending on their age and online activities. We have grouped potential online risks into these 4 categories.



### Conduct:

Children need to be aware of the impact that their online activity can have on both themselves and other people, and the digital footprint that they create on the internet. It's easy to feel anonymous online and it's important that children are aware of who is able to view, and potentially share, the information that they may have posted. When using the internet, it's important to keep personal information safe and not share it with strangers. Encourage your child to be respectful and responsible when communicating with others online, and to consider how what they share may reflect on them. Discuss with your child the importance of reporting inappropriate conversations, messages, images and behaviours and how this can be done.



### Content:

Some online content is not suitable for children and may be hurtful or harmful. This is true for content accessed and viewed via social networks, online games, blogs and websites. It's important for children to consider the reliability of online material and be aware that it might not be true or written with a bias. Children may need your help as they begin to assess content in this way. There can be legal consequences for using or downloading copyrighted content, without seeking the author's permission.



### Contact:

It is important for children to realise that new friends made online may not be who they say they are and that once a friend is added to an online account, you may be sharing your personal information with them. Regularly reviewing friends lists and removing unwanted contacts is a useful step. Privacy settings online may also allow you to customise the information that each friend is able to access. If you have concerns that your child is, or has been, the subject of inappropriate sexual contact or approach by another person, it's vital that you report it to the police via the Child Exploitation and Online Protection Centre ([www.ceop.police.uk](http://www.ceop.police.uk)). If your child is bullied online, this can also be reported online and offline. Reinforce with your child the importance of telling a trusted adult straight away if someone is bullying them or making them feel uncomfortable, or if one of their friends is being bullied online.



### Commercialism:

Young people's privacy and enjoyment online can sometimes be affected by advertising and marketing schemes, which can also mean inadvertently spending money online, for example within apps. Encourage your child to keep their personal information private, learn how to block both pop ups and spam emails, turn off in-app purchasing on devices where possible, and use a family email address when filling in online forms. Make your child aware of scams that may seek to gain access to their accounts, and advise them to be wary in following links or opening attachments in emails that appear to be from organisations such as banks and service providers.

There are real advantages in maintaining an open dialogue with your child about their internet use. Not sure where to begin? These conversation starter suggestions can help.

**1** Ask your children to tell you about the sites they like to visit and what they enjoy doing online.

**2** Ask them about how they stay safe online. What tips do they have for you, and where did they learn them? What is OK and not OK to share?

**3** Ask them if they know where to go for help, where to find the safety advice, privacy settings and how to report or block on the services they use.

**4** Encourage them to help someone! Perhaps they can show you how to do something better online or they might have a friend who would benefit from their help and support.

**5** Think about how you each use the internet. What more could you do to use the internet together? Are there activities that you could enjoy as a family?

## What can I do right now?

- ☐ Maintain an open dialogue with your child and encourage them to talk to you about their internet use: for example who they're talking to, services they're using, and any issues they may be experiencing.
- ☐ Create a family agreement to establish your children's boundaries, and your expectations, when on the internet. A template agreement can be found at [www.childnet.com/have-a-conversation](http://www.childnet.com/have-a-conversation)
- ☐ Give your child strategies to deal with any online content that they are not comfortable with – such as turning off the screen, telling an adult they trust and using online reporting facilities.
- ☐ Consider using filtering software to block unwanted content. In addition to filtering, remember that discussion with your child, and involvement in their internet use, are both effective ways to educate them about the internet.
- ☐ Encourage your child to 'think before you post.' Online actions can impact not only yourself but the lives of others. Content posted privately online can be publicly shared by others, and may remain online forever.
- ☐ Understand the law. Some online behaviour may break the law, for example when downloading or sharing content with others. Be able to recommend legal services.
- ☐ Familiarise yourself with the privacy settings and reporting features available on popular sites, services and apps.
- ☐ If your child is being bullied online, save all available evidence and know where to report the incident, for example to the school, service provider, or the police if the law has been broken.
- ☐ Familiarise yourself with the age ratings for games and apps which can help to indicate the level and suitability of the content. Also see if online reviews are available from other parents as these may be helpful.
- ☐ Set up a family email address that your children can use when signing up to new games and websites online.
- ☐ Encourage your child to use nicknames (where possible) instead of their full name online, to protect their personal information, and create strong passwords for every account.

Sign up to our Childnet newsletter at [www.childnet.com](http://www.childnet.com).

Help make sure that your children know how to stay safe online, by using our SMART Rules for primary aged children, or 6 Tips for Teens.

### SMART Rules for primary aged children:

**S Safe:** Keep your personal information safe. When chatting or posting online don't give away things like your full name, password or home address. Remember personal information can be seen in images and videos you share too.

**M Meet:** Do not meet up with someone you only know online, even a friend of a friend, as they are still a stranger. If someone you only know online ever asks you to meet up, for personal information or for photos/ videos of you then tell an adult straight away and report them together on [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

**A Accepting:** Think carefully before you click on or open something online (e.g. links, adverts, friend requests, photos) and do not accept something if you are unsure who the person is or what they've sent you.

**R Reliable:** You cannot trust everything you see online as some things can be out of date, inaccurate or not entirely true. Always compare 3 websites, check in books and talk to someone about what you find online.

**T Tell:** Tell a trusted adult if something or someone ever makes you feel upset, worried or confused. You could talk to a teacher, parent, carer or a helpline like **Childline 0800 11 11**.

**Heart:** Remember to always be smart with a heart by being kind and respectful to others online. Make the internet a better place by helping your friends if they are worried or upset by anything that happens online.

### 6 Tips for Teens:

**1 Protect your online reputation:** use the tools provided by online services to manage your digital footprints and 'think before you post.' Content posted online can last forever and could be shared publicly by anyone.

**2 Know where to find help:** understand how to report to service providers and use blocking and deleting tools. If something happens that upsets you online, it's never too late to tell someone.

**3 Don't give in to pressure:** if you lose your inhibitions you've lost control; once you've pressed send you can't take it back.

**4 Respect the law:** use reliable services and know how to legally access the music, film and TV you want.

**5 Acknowledge your sources:** use trustworthy content and remember to give credit when using other people's work/ ideas.

**6 Be a critical thinker:** not everything or everyone is trustworthy; think carefully about what you see and experience on sites, social media and apps.



Co-financed by the European Union  
Connecting Europe Facility



# Parents and Carers

## Key Online Safety Resources



Childnet have a dedicated area to support parents and carers with information on key topics, advice and activities to share with your child.

[childnet.com/parents-and-carers](https://childnet.com/parents-and-carers)

### Childnet Resource Hub

Choose resources for 'parents and carers' to see leaflets, resources and activities to do with your child.

[childnet.com/resources](https://childnet.com/resources)



Advice on key online issues, tips, guides and blogs from partners: Childnet, SWGfL and the IWF.

[saferinternet.org.uk](https://saferinternet.org.uk)

### Safer Internet Day

Join the celebrations for Safer Internet Day every February! We provide free tips, advice, videos, quizzes and more.

[saferinternetday.org.uk](https://saferinternetday.org.uk)

### Reviews and tools

#### The Family Gaming Database

shares research and advice on thousands of video games, including content warnings and PEGI ratings.

[taminggaming.com](https://taminggaming.com)

**Common Sense Media** provides expert reviews, advice and age-appropriate recommendations on games, apps, films and more. Users can access up to three free reviews per month.

[commonsensemedia.org](https://commonsensemedia.org)

**Parental controls and privacy settings** described step-by-step alongside support on a range of online safety topics.

[internetmatters.org](https://internetmatters.org)

**Want to stay up to date?** Sign up for the Childnet newsletter to hear about our latest advice on the most popular apps, new blogs and more.

[childnet.com/signup](https://childnet.com/signup)

## Making a report

For advice on the reporting tools for popular games, apps and social media platforms visit [childnet.com/how-to-report](https://childnet.com/how-to-report) for more information.

**Report Harmful Content** is a national reporting centre offering advice and links to industry reporting tools. It also provides support by reviewing outcomes after a report has been made on a platform or app.

[reportharmfulcontent.com](https://reportharmfulcontent.com)

Report suspected online child sexual abuse or grooming to your child's school/local police. If necessary, contact the **Child Exploitation and Online Protection command (CEOP)**.

[ceop.police.uk](https://ceop.police.uk)

Report online child sexual abuse images and videos with the **Internet Watch Foundation's** anonymous reporting tool.

[iwf.org.uk](https://iwf.org.uk)

Information on hate crime and advice on how to report it in England, Wales and Northern Ireland.

[report-it.org.uk](https://report-it.org.uk)

National reporting centre for fraud and cybercrime in England, Wales and Northern Ireland.

[actionfraud.police.uk](https://actionfraud.police.uk)

For Scotland, reports can be made to Police Scotland: [scotland.police.uk/contact-us](https://scotland.police.uk/contact-us).

## Get help and support

There are lots of organisations who work to support families and children. Visit [childnet.com/get-help](https://childnet.com/get-help) if you're worried about an online concern.

**NSPCC**

0808 800 5000  
[nspcc.org.uk](https://nspcc.org.uk)

Free support and advice for adults concerned about the safety or wellbeing of a child.

**family lives**

0808 800 2222  
[familylives.org.uk](https://familylives.org.uk)

Free support and advice on any aspect of parenting and family life.

**YOUNGmINDS**  
fighting for young people's mental health

0808 802 5544  
[youngminds.org.uk](https://youngminds.org.uk)

Free support and advice on how to support young people's mental health and wellbeing.

## Helplines for children & young people

**childline**

0800 11 11  
[childline.org.uk](https://childline.org.uk)

Providing help and support for under 18s.

**THE MIX**

0808 808 4994  
[themix.org.uk](https://themix.org.uk)

Providing help and support for 13-25 year olds.



@childnet



@childnetinternational



Childnet

# How to create an environment for kids to talk

internet  
matters.org

## 1 Talk early and often

- Talk with children from an early age to make it easier to maintain good communication
- Have bitesized conversations that are relevant to them



## 2 Choose the right time

- Choose to talk when you are due to spend some time together, like over a meal or during their bedtime routine
- Bring digital experience into normal, everyday conversations

## 3 Open up and share too

- Model the behaviour you want them to show by sharing about your day
- Be open and encouraging to make them feel supported



## 4 Create a safe space for your child

- Ask open-ended questions
- Ensure that your child feels listened to rather than cornered
- When they start talking, hold off with questions and really listen
- Be prepared, calm and patient with them



# What to talk about

## Online reputation

- Understanding how online activity creates a 'digital footprint' that lasts forever
- Being a good digital citizen e.g. treating people like you would face to face
- Thinking before posting

## Critical thinking

- Making them aware that some people hide behind fake profiles
- Being critical about what they see online as not everything is true
- Agreeing digital boundaries to allow them freedom to make informed decisions

## Resolving online issues

- Tools and strategies to deal with issues they may face online such as cyberbullying or seeing inappropriate content
- Where & how to report an issue – encouraging them to speak to an adult



## Personal safety

- Keeping info private on devices and apps they use with privacy settings
- What a secure social media profile looks like
- Create strong passwords for every online account

## Best of the net

- What they enjoy most about their favourite apps or sites
- The coolest sites and apps among their group of friends
- Talking about things online you can enjoy together and ways to stay involved in their digital world

## Free tools to promote conversations

### Digital Matters

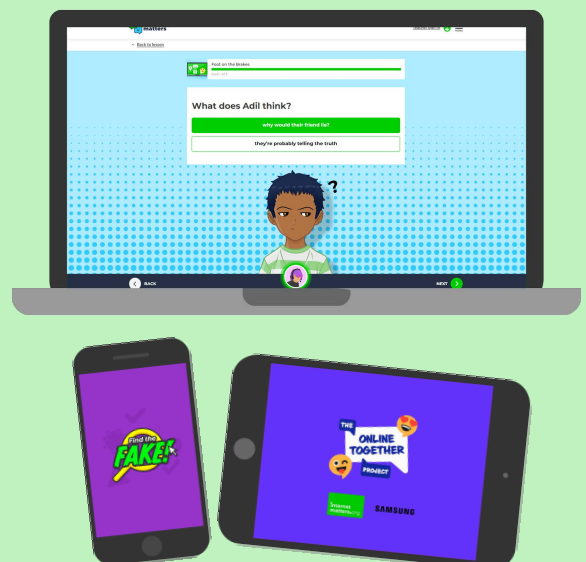
Use the Once Upon Online storytelling activities to discuss how children can get help and from where, along with how to manage different aspects of their online lives.

### The Online Together Project

This interactive quiz provides guidance on how to talk about tough issues like gender stereotypes and online safety.

### Find the Fake

Discuss what misinformation online looks like and what children can do to make sure they think critically about what they see online.



# What we have agreed about our online life

We have decided that *(add your names)*:



1. We agree that we want to use our phones and the internet safely
2. When we eat together phones and online activities will be off
3. I can play my games after school for  minutes and at weekends for  minutes
4. At night my phone will be charging in another room while I sleep
5. We agree to be kind to other people online and move away from anything that upsets us



Below are our agreements for social media and our devices

We've agreed on some rules about social media. We don't like:

- Messages that are rude, upsetting or make people sad
- Photos or videos that are not OK for children or teenagers because they make us less safe or let other people see things that are private to us.
- **It is not OK to send these.**



## I/We promise to do these things:

- Get help from [ ] [name of parent / carer] to add friends at first
- I'll only talk to close friends I know now or my family
- I won't share photos that are inappropriate (describe)
- We all understand that social media apps have age limits and rules
- We all understand how important it is to be private and [ ]  
will set up a social media account for [ ]
- We agree to be kind to other people on social media and help our friends

.....

6. If I feel upset about anything I see, I can tell [ ]

I know how to block or restrict people if they are nasty or I can ask [ ]

[ ] to help.

.....

## Devices

- Which devices are we allowed to use and when? [ ]
- Who will check regularly to see that the privacy and security settings are OK? [ ]
- What do we do if we are asked to click on something?  
(Like don't click 'accept' before checking with an adult) [ ]
- When is it OK to download files, games or apps? [ ]
- When is it OK to buy things in games? [ ]

**We will talk about our agreement  
to see how it is working.**

[enter agreed amount of time]



# Snapchat

## Privacy & safety checklist



### How do I report a problem?

Snapchat encourages self-expression but wants users to use the app safely and enjoyably. Snapchat doesn't tolerate Snaps that share:

- Pornography or nudity involving people under the age of 18
- Invasions of privacy or impersonation of others
- Threats, harassment or bullying of others
- Encouragement of self-harm



Snapchat may remove these types of content and suspend accounts, prohibiting them from using Snapchat in the future. For more information, see Snapchat's Community Guidelines: <https://support.snapchat.com/en-GB/a/guidelines>

Snapchat's reporting functions are the same across all devices. Mobile and tablet users can find all the reporting routes by tapping on your **Profile icon** on the Camera screen, tapping the **Gear icon**, scrolling down to Support and selecting **I Have a Safety Concern**. To report on desktop, visit: <https://support.snapchat.com/en-GB/i-need-help>



### How do I find all my friends?

#### Finding & adding friends

- Tap your **Profile** on the top left of the Camera screen
- Tap the **Add Friends icon**
- You can add friends by username, from your device's contacts, by Snapcode, or with the **Quick Add** feature. To add Friends from your contacts, you will need to verify your phone number. Once verified, all of your phone contacts with Snapchat accounts will be displayed, along with Friends who don't have Snapchat, who you can invite via SMS
- To add a Friend who has already added you, tap **Add Friends**, find the **Added Me** section, locate their username, then tap the **Accept icon**

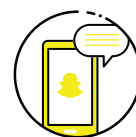
If you don't want friends to find you through your phone number:

- Tap your **Profile icon** from the top left of the Camera screen. Then tap the **Gear icon** in the top right corner
- Tap **Mobile Number**
- Deselect **Let others find me using my mobile number**

## What is Snapchat?

Snapchat is a visual messaging social media app. Users can take photos, record videos, add text or drawings and send them to Friends. These Snaps will disappear after the recipient views it, or within 24 hours (for a Story). Once all recipients have viewed a Snap, it will be automatically deleted from Snapchat's servers. Opened Snaps typically cannot be retrieved from Snapchat's servers by anyone, for any reason.

## Age restrictions



Snapchat is not intended for children under the age of 13. Users between the ages of 13-17 should have permission from a parent or legal guardian to use the app. A Snapchat account can be deleted by going to [https://accounts.snapchat.com/accounts/delete\\_account](https://accounts.snapchat.com/accounts/delete_account) and entering the username and password. If Snapchat identifies that a user is under 13, they will terminate their account.

**Note:** If you forget your password, you can submit a password reset request to Snapchat at: [https://accounts.snapchat.com/accounts/password\\_reset\\_request](https://accounts.snapchat.com/accounts/password_reset_request)



- To report a specific Snap or Story, press and hold on the content, then tap **Report Snap**
- To report a specific account, open your friend's list, press and hold on the user's name, tap **Manage Friendship** and tap **Report**

## What else can I do on Snapchat?

### Stories

Stories is a feature that lets you share photos and videos to your feed that can be viewed for 24 hours.

Depending on your privacy settings, the photos and videos added to your Story can be viewed by just your Friends (the default setting), all users, or by a customised group.

### Search and Spotlight

Snapchat also offers news and entertainment via the **Search** feature as well as the **Spotlight** page. As well as seeing your Friends' stories, you can explore channels from established publishers who curate their own content.

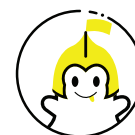
The **Spotlight** page highlights a continuous reel of videos that may be of interest.



The **Search** feature highlights influencers, shows, lenses and places that may be of interest.

### Video & Text Chat

Like Snaps, **Chats** are cleared when a recipient leaves the Chat screen. In Chat, however, users have the option to save messages they'd like to keep. If you save a message, your Friend can see that you saved it – as indicated by a dark grey background behind the message.



**Note:** To clear a conversation, click on **Chat**. Then tap the **Three dots icon** in the top right corner and tap **Manage Chats**. Tap the **X** next to a name to clear the conversation.

### Memories

**Memories** is a personal collection of the Snaps and Stories you save. Memories can be used to create new Stories and Snaps. Users can also choose to store certain Memories in the password-protected **My Eyes Only** section that will need to be setup.

## How do I block & delete?

### Blocking & deleting friends

Blocking someone means they will be prevented from sending you Snaps and Chats as well as viewing your Stories. Deleting someone means they will no longer be on your Friends list, but they may still see your Snaps and Stories depending on your privacy settings.

To block or delete a contact:

- In the **Friends** screen, tap and hold on the username you want to block or delete
- Tap the **Gear icon** next to their name, and tap **Manage Friendship**
- Select **Block** to prevent them sending Snaps and Chats or viewing your Stories
- Select **Remove Friend** to remove them from your Friends list
- To block someone who isn't in your Friends list, open a chat with them by swiping on their name on the Chat screen. Tap the button in the top left corner to view their profile and select **Block**



### My Eyes Only

You can move pictures to this folder within your Memories. It is PIN-protected so that, even if your phone is stolen or your account hacked, no one can access those Snaps without your PIN.

If you've never used My Eyes Only before, you will need to do a quick setup to choose your passcode. Learn more about My Eyes Only: <https://help.snapchat.com/hc/en-us/sections/5689784880532-Using-My-Eyes-Only>

### My AI

**My AI chatbot** can be accessed in **Chat** and is available for users to ask questions and have conversations. Only users with a Snapchat+ subscription can remove **My AI** from their Chat list. If you are experiencing problems, tap the **Gear Icon**, scroll down to **I Need Help** and select **My AI** for answers to common queries. To report a Chat:

- Press and hold on the Chat response and tap **Report**
- Explain why you are reporting it
- Tap **Submit**

### Location Settings

Snapchat enables users to show their location to Friends and present their avatar within the Snap Map (a digital map that highlights all other Friends who have enabled this feature). Location settings can be adjusted by tapping on your **Profile icon**, tapping the **Gear icon**, scrolling down to **Privacy Controls** and tapping on **See My Location**. Users are then able to set their profile to the following features:

- **Ghost Mode:** Friends cannot see your location
- **My Friends:** All Friends can see your location
- **My Friends, Except:** The option to exclude specific Friends from seeing your location
- **Only These Friends:** The option to only send to specific Friends



To unblock a user:

- Tap your **Profile** at the top of the Camera screen. Then, tap the **Gear icon** and scroll down to **Privacy Controls** or **Account Actions (for Android)** and tap **Blocked**. You will see a list of users you have blocked. Tap the **X** next to their name to unblock them
- Depending on your privacy settings, you may need to re-add each other as Friends to send each other Snaps and Chats



## How can I stay in control?

### Changing your privacy settings

By default, only users you add to your Friends list can send you Snaps.

If someone who isn't your Friend tries to send you a Snap, you'll receive a notification that they added you. You will only receive the Snap if you add them to your Friends list.

To change who can send you Snaps and see your Stories:

- Tap your **Profile** in the top left of the camera screen to access your profile. Then tap the **Gear icon** in the top right corner of the screen and scroll down to the **Privacy Controls** section
- For Snaps, tap **Contact Me** and choose either:
- **Friends** - Only your Friends are able to send you Snaps
  - **Friends and Contacts** - Only your Friends and Contacts are able to send you Snaps

For Stories, tap **View My Story** and choose either:

- **Everyone** - This allows anyone to view your Story (even strangers)
- **My Friends** - Only your Friends are able to view your Story
- **Custom** - Choose which Friends can see your Stories

## Where can I go for further support?

Snapchat Safety Centre: [snapchat.com/safety](https://snapchat.com/safety)

Snapchat Support: [support.snapchat.com](https://support.snapchat.com)

Latest changes on Snapchat blog: [snapchat-blog.com](https://snapchat-blog.com)

### Professionals Online Safety Helpline:

[saferinternet.org.uk/professionals-online-safety-helpline](https://saferinternet.org.uk/professionals-online-safety-helpline)

### UK Safer Internet Centre:

[saferinternet.org.uk](https://saferinternet.org.uk)

### Report Harmful Content:

[reportharmfulcontent.com](https://reportharmfulcontent.com)

### SWGfL:

[swgfl.org.uk](https://swgfl.org.uk)



This leaflet was created by SWGfL as part of the UK Safer Internet Centre in collaboration with Snapchat. Pick up a copy of this checklist along with other online safety materials on the SWGfL Store: [swgflstore.com](https://swgflstore.com)



## Privacy & Safety Checklist

### Supporting community and wellbeing



TikTok does not allow content that promotes, glorifies, or normalises harmful content, however it does support people who choose to share their personal experiences to raise awareness or help others who might be struggling and looking for support among the community.

To help users do this safely, TikTok provides wellbeing guides ([tiktok.com/safety/en-gb/well-being-guide](https://tiktok.com/safety/en-gb/well-being-guide)) to support people who choose to share their personal experiences on the platform, developed with the guidance of independent experts.

**Redirecting Users** - when someone searches for words or phrases relating to sensitive issues they are directed to local support resources such as Samaritans or BEAT helpline.

**Warning Users** - when a user searches content that some may find distressing, for example 'scary make-up', the results page will be covered, requiring individuals to opt-in to see content.

### Control your comment section



You have the power to decide whether you want to allow comments on videos from everyone, followers only, or restrict them altogether. Using profile settings, you can **filter all comments** to prevent certain keywords, or pre-approve any comment that appears on your video.

### Gifting on TikTok

You must be 18+ to access Gifting features on TikTok. Users having problems with any virtual currency should contact TikTok using this form: [tiktok.com/legal/report/transaction](https://tiktok.com/legal/report/transaction)



### Limit the content you see

If you don't like a video, you can simply long-press on that video and tap **Not Interested** to see less of that sort of content in the future. Users have greater control over their algorithm by being able to use **Keyword Filtering** along with the ability to refresh their algorithm as if they were a new user. TikTok have also introduced 'Content Levels' to rank content based on thematic maturity.

## What is TikTok?

TikTok is an online entertainment platform. After downloading the TikTok app, you can start creating your own videos or watch content created by other users. Creating and editing videos is simple, with different effects, filters, and stickers to choose from.

## Age restrictions

TikTok is only for users aged 13 and over, with TikTok actively removing underage accounts. You can report underage users in-app, by emailing [privacy@tiktok.com](mailto:privacy@tiktok.com) or completing an online form [tiktok.com/legal/report/privacy](https://tiktok.com/legal/report/privacy)

Accounts for users **under 16** are set to **Private by Default**. Only someone the user approves can view or comment on their videos. They cannot Direct Message, their accounts are not suggested to others, and their videos cannot be downloaded.

For 16-17s other features have enhanced privacy settings, with many features set to **'Off by default'** unless the user actively decides to enable it.

Users under 18 are not able to Livestream and do not have the ability to access Gifting features.

### Set your messaging preferences



For users 16-17, 'Direct Messaging' is off by default but can be changed to allow Friends – those who follow you and you follow back, to message users. Direct Messages are off by default for under 16s.

You can unfollow or block a user to stop them from sending a direct message or disable messaging entirely from your privacy settings.

### Set your video to private

If you've already uploaded the video: Tap the three dots, tap **Privacy settings** and select **Only me**

If you're about to post a video you can choose who can watch it: **Only Me, Friends or Everyone** and you can choose whether comments are allowed. The **Everyone** option is not available to under 16 accounts.

TikTok also works with the **Professionals Online Safety Helpline (0344 381 4772 or [helpline@saferinternet.org.uk](mailto:helpline@saferinternet.org.uk))**, a free and independent helpline for teachers and other professionals working with children in the UK.

If you're a professional working with children and you come across content that you do not think should be on TikTok, in addition to the above methods you can call or email the Helpline. The team will then report the content directly to TikTok's Trust and Safety team.

### Blocking users on TikTok

You can also block a user so they won't be able to view your videos or interact with you through direct messages, comments, follows, or likes.

- Go to the profile of the account you want to report
- Tap the **arrow** icon
- Tap **block** and follow the steps in the app

Users can also **bulk report**, delete or block up to 100 comments or accounts at once by long-pressing on a comment or tapping the pencil icon in the upper-left corner to open a window of further options.



Parents or caregivers that enable Family Pairing receive advice for parents, which are available on the **Guardian's Guide** section of **TikTok's Safety Centre** - [tiktok.com/safety](https://tiktok.com/safety)

## How do I report a problem?

If you feel someone is harassing you or otherwise being inappropriate, you can report them or a specific video to TikTok's dedicated moderation team in the app. You can also report via the web form - [tiktok.com/legal/report/feedback](https://tiktok.com/legal/report/feedback)

To report a specific user:

- Access the user's profile
- Tap on the **arrow** in the top-right corner
- An option saying **report** will come up
- Follow the on-screen instructions



To report a specific video:

- **Hold** your finger on the video
- Tap **report** and follow the on-screen instructions



## Managing your wellbeing on TikTok

Under 18 accounts are set to private by default with 16-17 accounts having the option to be more Public in their privacy settings. A private account allows you to approve or deny followers and restrict your uploaded content to followers only. To make an account Private:

- Tap on the profile tab
- Go to the **three-line** menu in the top-right corner
- Tap on **Settings and Privacy**
- Select **Privacy**
- Then toggle **Private account**



TikTok also provides a number of wellbeing features found in **Settings and Privacy** to support with experience. Some of these features include:

- Screen Time limits and prompts
- Screen Time dashboard with weekly notifications of usage
- Filtering keywords to restrict content
- Sleep reminders
- Muted notifications for teen accounts at nighttime



- Restricted mode to limit content that may not be appropriate
- Additional digital wellbeing tips

You can help keep your identity secure by not including any personal information, such as name, address, phone number or age in your public profile, although this information can be used in your settings to support with security e.g., to enable two-factor authentication.

## What about parental controls?

The **Family Pairing** feature allows parents to customise their teen's safety settings based on their individual needs. It allows a parent to link their TikTok account to their teen's and set controls. As well as wellbeing tools, some of the features include:

- **Screen Time Management:** Control how long your teen can spend on TikTok each day
- **Restricted Mode and Keyword Filtering:** Limit the appearance of content that may not be appropriate for them
- **Direct Messages:** Restrict who can send messages to the connected account, or turn off direct messaging completely
- **Search:** Decide whether teens are able to proactively search for content

## Additional information and support

You can find TikTok's policies, tools and resources in the Safety Centre: [tiktok.com/en/safety](https://tiktok.com/en/safety)

You can also look at TikTok's safety videos to learn more: [@tiktoktips](https://tiktok.com/@tiktoktips)

**Professionals Online Safety Helpline:**

[saferinternet.org.uk/professionals-online-safety-helpline](https://saferinternet.org.uk/professionals-online-safety-helpline)

**UK Safer Internet Centre:**

[saferinternet.org.uk](https://saferinternet.org.uk)

**Report Harmful Content:**

[reportharmfulcontent.com](https://reportharmfulcontent.com)

**SWGfL:**

[swgfl.org.uk](https://swgfl.org.uk)



This leaflet was created by SWGfL as part of the UK Safer Internet Centre in collaboration with TikTok. Pick up a copy of this checklist along with other online safety materials on the SWGfL Store: [swgflstore.com](https://swgflstore.com)





## Generative AI

Giving parents and carers everything they need to know about online issues, including insights and experiences direct from young people.


### What is generative AI?

AI systems are designed to complete tasks and solve problems that in the past would have needed human thinking. Generative AI (genAI) allows us to ask AI to create things for us, such as photos, music, emails, and recipes. GenAI is able to work with and process vast amounts of information to complete the task it is set. GenAI can be found on many different platforms, apps and websites.



### Where are young people using genAI for?

- Asking questions
- Studying and revision
- Getting advice
- Planning
- Coding
- Being creative through art or music
- For ideas and inspiration
- Drafting messages and emails
- Analysing data



One of our youth board members loves to use GenAI to answer random questions that pop into their head

### What do young people like about genAI?

- Easy to use
- Can be accessed on many platforms
- Explains and breaks down complex information
- Offers them a different way to learn
- Can create a range of things
- Gives freedom to ask questions without judgement from another person

### What are young people's concerns about genAI?


- How much they can trust the information it provides
- It can be used to create scams, deepfakes or nude images
- Being falsely accused of using genAI in their school work
- Concern about bias in some information that genAI provides
- Using genAI might limit their own skills and creativity
- Other young people using it to write their homework or essays and taking the credit
- Replacing human connections and interactions

### What strategies do young people use to keep themselves safe when using genAI?

Lots of young people we speak to are aware of some of the challenges of using genAI and are already finding ways to keep themselves safe. For example:

- Fact checking information they received from genAI using other sources
- Being aware that content they see online may be created by genAI and how this could impact what they see
- Using clues like unusual language in text, and strange shadows or glitches in pictures and videos
- Actively looking at other people's opinions in the comments to see if it is reliable
- Not clicking on any links in messages they suspect to be sent by genAI
- Looking for genAI labels on content they view

### Key term explainer: Deepfakes



A deepfake uses genAI to create images or videos that show something that never happened. For example, a real person saying something that they never said, often very realistically. These can be created to bully and harass people and can include pornographic images. Celebrities are often the victims of deepfake images and videos.



## How can you help?

### Talk

- Talk to your child about genAI. Ask if they are using it or would like to. Discuss how they may be using it and the positives of using AI but also make them aware of how they can use it safely
- Talk about the difference between talking with GenAI and people. Remind your child that genAI cannot experience emotions, empathise or understand the nuances of a situation, so there's always a place for talking to a person, whether that is a trusted adult or a medical professional
- Remind your child that genAI tools may collect data they enter, so they should think carefully about what they are sharing with it

### Research

- Research the age rating for genAI platforms your child wishes to use
- Be aware of any policies your child's school has for genAI and support your child to follow them
- Be aware that genAI technology is developing rapidly and work together to help keep your child up to date with signs that something has been created using genAI

### Support

- Remind your child that genAI can be a useful tool to help inspire them or to start a task, but they should also use their own ideas in anything they create
- Young people tell us they may turn to genAI to learn about a topic without judgement, so do remind your child that they can always reach out to you or other trusted adults for support
- Help your child understand that not all the content they see online will be true and how they can check information they see using different sources
- Help your child to report any content that worries or upsets them



"I have experienced many teen girls crying because boyfriends dumped them with AI. At 17/18, young love is important, and it's not right to get dumped in that way. I have really pushed up some of my emails using AI, for emailing CEOs but I would never dump a partner. Social interactions need to be protected." Anna, 17

## Talking about GenAI with your family

Top tip - Try to keep the conversation positive but if something concerning does come up please visit our [help page for parents and carers](#).

### Explore

Have you heard of generative AI or genAI?  
What do you think genAI does?  
What do people use genAI for?  
Would you like to use genAI?  
Have you ever used genAI? If so, which ones?

### Discuss

How do you think genAI works?  
What do you think about genAI?  
Do you trust genAI?  
How could we test how trustworthy genAI is?

### Examine

What would you use genAI for?  
Is there anything you would not use genAI for? Why?  
What are people better than genAI at?





A **Beyond** ACADEMY  
SCHOOLS TRUST

Fort Pitt Grammar School, Fort Pitt Hill, Chatham, Kent ME4 6TJ  
+44 (0)1634 842359 | [office@fortpitt.co.uk](mailto:office@fortpitt.co.uk) | [Headteacher: Ms Salena Hirons](#)