abacus

BELSIZE PRIMARY SCHOOL

How to keep your child safe online

Child safety on ▶ YouTube Kids

What's the problem?

The YouTube Kids app automatically filters out most inappropriate content. But no automated system is perfect, so it may not catch everything.

Videos that look like they're child-friendly can include violent or disturbing content. They might be suggested videos or appear in search results.

4 steps to take to help keep your child safe

If you don't already have YouTube Kids, it takes you through parental controls when you set it up. Make sure to set yourself up as a parent and then add child accounts, following the steps on YouTube. Set it up on desktop or download the app.

Once you're set up, follow the steps below.

1. Set parental controls to help protect your child from seeing inappropriate content

You can:

> Set content settings so your child only sees videos intended for certain ages (4 and under, 5 to 7, and 8 to 12), or so they only see videos you approve – you choose this during the setup process

> Turn search off so your child can only see recommended, curated videos under each category in the home screen and can't search for videos

To **turn off search**:

> Tap the 'Lock' icon in the bottom corner of any page

> Enter your custom passcode (or complete the multiplication problem)

> Select 'Settings', and select your child's profile and enter your parent account password

> Switch 'Allow searching' to off

2. Block videos or channels that you don't want your child to watch

From the home screen:

> Tap the 3 dots ('more') next to the video

> Tap 'Block this video'

> Enter the numbers on the screen, or your custom passcode

From the watch page:

> Tap the 3 dots ('more') at the top of the video

> Tap 'Block'

> Tap 'Block this video only' – or choose 'Block entire channel' to block the channel associated with the video

> Tap 'Block' again, then enter the numbers you see written on the screen, or your custom passcode

3. Report inappropriate content

> Tap the 3 dots ('more') in the upper corner of the video you want to report

> Tap 'Report'

> Select the reason for reporting the video (inappropriate visuals, inappropriate audio, or other)

Make sure your child knows how to do this too.

4. Set a timer to limit time on the app

> Tap the lock icon in the bottom corner of any page

> Enter the numbers that appear or your custom passcode

> Select 'Timer'

> Use the slider bar or the '-' and '+' icons to set a time limit

> Tap 'Start timer'

The app will then lock once the timer finishes.

Keep your child safe on Instagram

What's the problem?

> There have been a number of media stories about bullying on Instagram, and children seeing harmful images and advice about weight loss, self-harm and suicide

Children can feel pressurised to look a certain way – for example, feeling like they should look like other users who share weight-loss content

> Leaked research from owner Facebook (now Meta) suggests Instagram can increase the rate of anxiety and depression in teenagers, and make body image issues worse for teenage girls especially

If your child has a public account, they can share their 'reels' (a feature where users share short videos with effects and music) on Instagram's 'Explore' page, meaning strangers could watch and comment

It can be used for online 'grooming' – gangs use it to recruit children, and strangers can use it to contact your child and ask them for naked pictures, or to send photos to your child

The **minimum age** to have an account is **13**, but it's easy to pretend to be older to sign up.

7 ways to help your child use Instagram safely

1. Set their profile to 'private' to limit what strangers can see

New Instagram accounts created by children under 16 will automatically be set to 'private' (from July 2021), but existing accounts will have been set to 'public' by default. Encourage your child to keep their profile 'private' so that only people who they approve will be able to 'follow' them and see content they share, including 'stories' and 'reels'. Anyone can send them a photo or video directly, though.

To set an account to 'private', go to 'Settings' (tap the person icon in the bottom-right of the app home screen, then tap the 3 lines in the top-right and choose 'Settings'), then go to 'Privacy' and turn on 'Private account'.

Even with a private account, any user can still request to send them a photo or video directly.

Tell your child to only approve 'Follow requests' or view 'Message requests' from people they know and trust in real life.

2. Restrict harmful comments and interactions on your child's posts

Open 'Settings', go to 'Privacy', and then 'Comments'. Here, your child can:

> Block specific people from interacting with their posts (under 'Block comments from')

Also in 'Privacy', under 'Hidden words', you/your child can:

› Automatically hide comments that might be offensive (under 'Hide Comments')

› Hide other comments and messages they don't want to see by creating a custom list of words, phrases and emojis (under 'Manage list')

3. Make sure your child knows about restricting, blocking and reporting

Restricting is a feature designed to protect children against bullying. If they restrict someone, that user won't be able to see when your child is online or if they've read their messages, other people won't see their comments on your child's posts, and your child won't be notified about comments or messages from them. Your child can choose to view the user's comments, and approve or delete them.

To **restrict** someone:

› Swipe to the left (iPhone) or tap and hold (Android) on a comment they've left on your child's post, tap the exclamation mark, and then 'Restrict'; or

› Go to the user's profile, tap the 3 dots in the top-right, then choose 'Restrict'

Young people are often reluctant to block others, so reassure your child that **blocking and reporting is anonymous**.

› To **block** an account, tap the 3 dots at the top-right of the user's profile, then choose 'Block'

› To **report a photo in a feed**, tap the 3 dots icon at the top of the post, then tap 'Report'

› To **report a comment**, swipe left over the comment (iPhone), or tap and hold on the comment (Android). Tap the exclamation mark, tap 'Report this comment', choose whether it's spam or inappropriate, and then select a reason why

› To **report an abusive photo, video or message that your child has received directly**, open the conversation, tap and hold the abusive message, then tap 'Report'. Choose a reason for reporting the message, then tap 'Submit report'

› To **report a profile**, tap the 3 dots in the top-right of the user's profile, then tap 'Report'. Follow the on-screen instructions and choose a reason for reporting the profile

4. Remind your child to be careful about what they share and with who

It's easy for others to screenshot messages or images and share them outside of the original poster's control. So remind your child to think carefully about what they share. Before they share anything, tell your child to ask themselves: "would I be happy for other people to see this?"

In particular, make sure your child knows that taking, sharing or viewing naked or sexually-explicit pictures of themselves or another child (anyone under 18) is illegal. They should ignore any pressure from others to share nude or semi-nude pictures of themselves.

5. Consider setting up supervision

Instagram now allows parents to supervise their children from their own account. You can set this up by going to 'Settings' on your or your child's account, then selecting 'Supervision' > 'Create invitation'.

You and your child must both consent to using supervision before you can access any of the features.

Once you've enabled supervision, you can:

> See who your child follows, and who follows them

> Monitor how much time your child is spending on Instagram

> Set time limits for your child's Instagram use (see section 6 below)

> Receive notifications if your child reports a post or an account

Supervision features require the latest version of the Instagram app for iPhone and Android.

6. Think about setting a daily limit on use

Agree a time limit together. Then tap the person icon in the bottom-right of the app home screen, before choosing the 3 lines in the top-right of the screen. Tap 'Your activity', then select 'Time spent', then 'Set daily time limit'.

Alternatively, if you have supervision set up (see section 5 above), you can select your child's account from the 'Supervision' area and select 'Manage time limits' to:

> Set a daily time limit (choose 'Daily time limit'). Once this time limit has been reached, your child will not be able to use Instagram until the following day

> Schedule breaks (choose 'Scheduled breaks'). You can select specific days and times for a scheduled break, where your child will not be able to access Instagram on any device

7. Tell the school about any bullying or grooming concerns you have

It isn't always easy to spot signs of cyberbullying- it can happen all the time which makes it different from other forms of bullying.

Be alert to the following signs:

> Changes in your child's behaviour

> Your child is upset especially after using the internet

> They are unwilling to talk about their online activities

> You notice many new phone numbers, texts or e-mail addresses show up on their device

> Your child doesn't want to go to school/avoids meeting friends

> They avoid formerly enjoyable social situations

> Your child has difficulty sleeping and low self-esteem

Signs children may be being targeted by a gang, or groomed for other reasons, can include: having new and unexplained possessions, changes in friendship groups, behaviour and mood, and unexplained injuries

Keep your child safe on Snapchat

Snapchat is an app for sending photos and videos (known as 'Snaps'), and text messages. The 'Stories' feature lets users share photos or videos with all their contacts at once.

Snaps disappear after being opened, usually within seconds. Stories disappear after 24 hours. Images and messages aren't automatically saved on phones.

The **minimum age** to use Snapchat is **13**, but it's easy to sign up if you're younger.

What's the problem?

> There's a risk of seeing sexual content, and of bullying

> Your child's location could be shared automatically with their contacts, which could put them in danger if they have strangers as 'friends' on the app. A new 'Meet Up' feature allows people to get directions to another user's location, if they're sharing their location

> There's a risk of children being 'groomed' by strangers into sharing pictures and information about themselves. Gangs also use apps to groom and recruit children

4 steps to help your child use Snapchat safely

1. Tell your child to only use it with real friends

Anyone could pretend to be a child or teenager online, so encourage your child not to talk to people they don't know in real life. Encourage them not to share information such as what school they go to or where they live with people they don't know offline.

2. Use privacy settings

By default, only 'friends' your child has added on Snapchat can contact them directly and see their story or location, so encourage your child to keep those default settings.

To check and change the settings:

> Tap the person icon in the top-left of Snapchat, then the cog in the top-right

> Scroll down to the 'Privacy Control' section and tap the relevant options (e.g. 'Contact Me' and 'View My Story')

> Under 'See My Location', enable 'Ghost Map' to turn location sharing off

> Under 'See Me In Quick Add' you can stop your child's profile from being suggested to strangers as a potential 'friend'

3. Talk to your child about image sharing and being careful about what they share

Even though images disappear in Snapchat, they can be screenshotted and then shared – outside of the original sender's control.

So, remind your child to think carefully about the images they share, and with whom. Before they share anything, tell them to ask: "Would I be happy for other people to see this?"

In particular, make sure your child knows the risks of **taking, sharing or viewing naked or sexually explicit pictures of themselves or another child, either voluntarily or if asked to by someone else**.

This is known as 'sharing nudes and semi-nudes' or 'sexting' and is illegal, even when the person doing it is a child. It can also be distressing for a child to have their image shared more widely, or to see an inappropriate image that someone else has shared.

4. Make sure your child knows how to use reporting and blocking functions

> To **report** a Snap or Story, press and hold on it, tap 'Report Snap', then explain the problem

> To **remove** or **block** a friend, swipe to the right to go to the 'Chat' screen, then tap and hold on the person's name. Tap 'Manage Friendship', then choose 'Remove Friend' or 'Block'

What can I do about online bullying?

> Encourage your child to talk to you if someone says something upsetting or hurtful to them

> Look for signs they may be being bullied, like being afraid or reluctant to go to school, feeling nervous, losing confidence or becoming distressed and withdrawn, or losing sleep

> Tell our school about any bullying your child experiences

There are also a few ways you can save images and messages as evidence:

> Use another device to, quickly, take a photo of the image or message (this is the only way you can save the image without other people knowing)

> Tap on the message, quickly, to save it (other people will know, from the grey background)

> Take a screenshot, quickly (the person who shared it will get a notification)

> Change your 'delete' settings to save messages for 24 hours – swipe to the right to go to the 'Chats' screen, tap and hold a friend's name, then 'Chat Settings' > 'Delete Chats...' > '24 Hours after Viewing'

What can I do if I think my child is being targeted by a gang?

Share your concerns with our school immediately. You can also contact the NSPCC for advice – call 0808 800 5000 or email help@nspcc.org.uk.

Be alert to changes in your child – such as having new unexplained possessions, changing friendship groups, behaviour and mood changes, or unexplained injuries.
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Keep your child safe on WhatsApp

What are the risks?

Bullying, particularly in group chats

Seeing content of a sexual nature, or showing violence and hatred

Settings that allow messages to disappear after 24 hours or 7 days. This could make it harder to track bullying, and your child might share things they wouldn't otherwise because it'll disappear

Sharing their live location, particularly with people they don't know in person

Spam or hoax messages

Being exposed to strangers through group chats

WhatsApp says the **minimum age** to use it is **16**, but younger children can still use it easily.

6 steps to help your child use WhatsApp safely

1. Keep their personal information and location private

By default, WhatsApp shows profile photos, status and when you last used it to all users.

Encourage your child to only share this information with their contacts, and be careful about who they talk to on the app, as anyone could pretend to be a child online.

To check and change these settings:

On an **iPhone**, open settings in WhatsApp (the cog icon), then Account > Privacy. Tap the setting you want to change, then choose who it should be visible to

On **Android**, tap the 3 dots in the top-right of the home screen, then > Settings > Account > Privacy. Tap the setting you want to change, then choose who it should be visible to

WhatsApp also has a feature that you can use to share your 'live location' with others. Tell your child to keep this turned off, or to only share their location with people they trust.

To check this:

On an **iPhone**, go to phone Settings (the cog icon) > WhatsApp > Location, and tap to change if you need to

On **Android**, go to privacy settings as above, then scroll down to 'Live location', and tap to change if you need to

2. Remind your child to be careful about what they share

It's easy to forward messages, photos and videos to others on WhatsApp. Even if your child sets a message to automatically disappear or deletes it after sharing it, the person they send it to could still screenshot it, forward it to someone else, or save it.

So before they share anything, tell them to ask themselves: "Would I want others to see what I'm about to send?"

3. Remind your child they can leave group chats

If they see something they're not comfortable with in a group chat, or are in a chat with someone they don't know and are uncomfortable with, they should leave the group. To do this:

> On an **iPhone**, go into the group chat, tap the group subject, then > Exit group > Exit group

> On **Android**, go into the group chat, tap the group subject, then > Exit group > Exit

4. Make sure your child knows how to report and block people

When they first receive a message from an unknown number, they'll have the option to report it.

If someone in your child's contacts is upsetting them or making them uncomfortable, they can report or block them at any point (WhatsApp won't tell the user they've been blocked/reported).

To do this:

> On an **iPhone**, open settings in WhatsApp, go to Account > Privacy > Blocked > Add New..., then find the contact they want to block, and tap the contact

> On **Android**, tap the 3 dots icon, then Settings, then tap Account > Privacy > Blocked contacts, tap the icon in the top right showing a person and a plus sign, search for the contact they want to block, then tap the contact to block them

To report issues like offensive or abusive content or spam:

> On an **iPhone**, open the chat with the user you want to report, tap the contact then then tap Report Contact > Report And Block

> On **Android**, open the chat with the user you want to report, then tap the 3 dots icon, then > More > Report

5. Encourage your child to watch out for spam and hoax messages

These can appear to come from contacts, as well as people they don't know. Tell your child to watch out for messages that:

> Ask them to tap on a link, or specifically to click on a link to activate a new feature

> Ask them to share personal information like bank account details, date of birth or passwords

> Ask them to forward the message

> Say they have to pay to use WhatsApp

Have spelling or grammar errors

6. Tell our school about any bullying they experience

Look for signs they your child may be being bullied, like being afraid or reluctant to go to school, feeling nervous, losing confidence or becoming distressed and withdrawn, or losing sleep.

Keep your child safe on TikTok

What is it?

A video-sharing app that's very popular with children and teenagers. You lip-sync to music or do comedy sketches, and can add effects to your videos. You can also gain followers ('fans') and watch other people's videos.

The age recommendation is **13 and above**, but it's easy for younger children to sign up too.

What are the main things to watch out for?

> Sexual lyrics and swearing in songs

> Content about eating disorders (known as 'pro-ana') and bullying

> 'Challenges' that users take part in that are potentially dangerous

> Emojis that are seen as sexually suggestive, like the aubergine

Under-16s can't send or receive private messages. But once users have made contact, like through comments on videos, they could still switch to another app like Snapchat to chat privately and swap images and videos.

7 steps to keep your child safe

1. Use family pairing (also known as family safety mode)

This feature lets parents control some settings on their child's account from their own phone (there's more on which features below).

You'll need to download TikTok and link your account to your child's. Once you've created a profile:

> Go to your profile (bottom right)

> Tap the 3-line icon in the top right

> Tap Settings and privacy > Family Pairing > Parent

> Follow the same steps on your child's phone but choose 'Teen', then scan the QR code with your camera to link your accounts.

2. Keep their account set to private and limit profile information

Accounts for users aged 13 to 15 will be set to private by default. This means that only approved 'followers' can see your child's videos.

Even with a private account though, anyone can see your child's profile information. Tell them not to share personal information publicly, like their full name or where they go to school. Plus, encourage your child to only accept 'fan' requests from people they know and trust.

To check your child's account is private, on their phone, simply go to your child's profile > the 3-line icon > Settings and Privacy > Privacy > check 'Private Account' is turned on.

If you have family pairing set up, you check this using family pairing.

3. Set age limits so your child doesn't see inappropriate content

You can do this through the family pairing settings. You can also use family pairing to turn off search on your child's account.

If you're not using family pairing, on your child's phone go to their profile > the 3-line icon > Settings and privacy > Digital Wellbeing > Restricted mode > follow the steps in the app.

4. Consider setting a time limit on use

TikTok can be hard to put down – help your child rein in their use with a time limit.

You can do this through the family pairing settings, or on your child's phone. Go to the Digital wellbeing section > Daily screen time > follow the steps in the app.

5. Restrict in-app purchases to block spending

On **iPhones**, if you already have Screen Time turned on, go to Settings > Content and Privacy Restrictions > enter your passcode if asked > turn on Content and Privacy > tap iTunes and App Store Purchases > In-app Purchases > set to Don't Allow.

If you don't already have Screen Time turned on, go to Settings > Screen Time > tap to turn it on > choose whether it's your device or your child's device > follow the steps to set up a passcode. Then just follow the steps above to block in-app purchases.

On **Android**, open Play Store, tap on your profile icon in the top right > scroll to Settings > Authentication > Require Authentication for purchases > Select 'For all purchases through Google Play on this device'..

Keep an eye on your bank statements to check your child isn't getting round the controls.

6. Check settings on interactions like duets, direct messages and comments

Duets are where users reply to one person's video with another, and then share it. The videos appear together, side by side. This feature has now been turned off for users under 16, and set to friends only by default for users aged 16 and over.

Your child can also change settings for comments on their videos via the Privacy section, and for users aged 16 and over, change settings for who can send them direct messages and duet with them.

If you have family pairing set up, you can do the same through the family pairing settings.

7. Make sure your child knows how to report content and users

Filters aren't perfect, so make sure your child knows how to report harmful or upsetting content or users. Make sure you both know the rules too – TikTok bans sexually explicit content, bullying, graphic content, "pro-anorexia" content, and hate speech.

To **report a user**, go to their profile > tap '...' in the top right > Report > follow the instructions.

To **delete a fan**, your child should go to their own Profile > Followers > tap the 3-dot icon next to the follower they want to remove > tap 'Remove this follower'

To **block users** altogether, go to their profile > ... > Block > follow the steps in the app.

You can report specific content through the video, comment or message itself.

> To **report a message**: open it, tap ... > Report > follow the steps in the app

Keep your child safe on Fortnite

> Fortnite is an online video game where players compete to be the last person standing in a post-apocalyptic world. The most popular version is **Fortnite: Battle Royale**, which sees up to 100 players pitted against each other to stay alive on an island. Players can build and demolish structures, and collect weapons, supplies and armour to help them along the way

> Players shoot each other using a range of lethal weapons, but the brightly-coloured, cartoon-style graphics and lack of bloodshed mean it doesn't feel too gory or graphic

> The age recommendation to play is **12 and above** – but you don't have to provide your age when creating an account, so younger children can still use it easily

> Fortnite: Battle Royale **is free to download** on PC/Mac, Xbox, PlayStation, Nintendo Switch, Android and iOS devices (Apple phones and tablets)

What are the concerns?

You may have seen news reports or heard concerns raised about:

> **Communication between players:** they can talk to each other via messaging or a headset and microphone. Children could speak to strangers or be at risk of cyber-bullying

> **In-app purchases:** children can build up large bills on their parents' accounts by buying cosmetic items, like outfits for their character, and better-looking weapons ('skins')

> **The game's addictive nature:** there have been stories of children staying up all night to play, and falling asleep in lessons. Some people say this is down to the communal feel of the game – you can play with your friends – and because it's different every time you play

3 steps to take to keep your child safe

1. Use the parental controls on your gaming device

> Most devices allow you to **set time limits** on game play, **set age limits** for content, and **restrict in-app purchases.** Go to the website below for links to detailed instructions on your child's device – it covers PlayStation, Xbox, Apple and Android phones, and Nintendo Switch:

  - [Ask About Games](#) - *www.askaboutgames.com/advice/parental-controls*

> Battles in Fortnite last around 20 minutes, so make use of this natural stopping point when limiting your child's screen time. Set a limit in terms of matches rather than hours and minutes, or set time limits in 20-minute increments

2. Turn off the voice chat feature

Speak to your child to make sure they understand how to use this feature safely. Encourage them to follow the steps below if they meet someone who is offensive or inappropriate in the game.

To **disable the in-game voice chat function:**

> Select the menu icon, then 'Settings'

> Select the 'audio' tab (it's represented by a speaker icon)

> Tap the arrows next to 'voice chat'

To **'mute' individual players**:

> Pause the game

> Hover over the player you wish to mute and select the mute button (a loudspeaker icon)

3. Make sure your child knows how to report inappropriate behaviour

To **report** players who make your child feel uncomfortable:

> Select the menu icon, then 'Reporting/feedback'

> On the 'Feedback type' tab, select 'Report player'

> Select the reason you want to report the player

> On the 'Select player' tab, select the name of the player you want to report

> On the 'Submit' tab, select 'Accept' to send the report

> Select 'Send report'

What else can I do?

> Download and play the game to help you understand it

> Take a look at the other parental controls explained on the Epic Games website: https://bit.ly/2o3YnaC

> Talk to your child about what they're doing online, and make sure they know they can talk to you about anything that has upset them. See more guidance from the NSPCC on how to do this here: https://bit.ly/1HpjYgO

> Check your bank statements and gaming system account balance regularly for in-app purchases you're not happy with, and to make sure your child isn't getting around any passwords you've set up

Keep your child safe on YouTube

What's the problem?

> Videos that look like they're child-friendly can include violent or disturbing content, and it's difficult for YouTube to catch all of these videos before children see them

> Inappropriate videos may be suggested videos, or appear in search results

> Adults may use YouTube to contact children and 'groom' them into sharing explicit pictures or videos of themselves

> Children might see videos with extremist content

> Children can share personal information, e.g. the street they live on or their school, which could put them in danger

5 steps to take

1. Turn on 'restricted mode' to help hide videos that may have inappropriate content

On the **website**:

> Click on the icon in the top-right corner that represents your YouTube account

> At the bottom, click 'Restricted Mode'

> In the top-right box that appears, click 'Activate restricted mode' to turn on

In the **iPhone** and **iPad app**:

> In the top right, tap your profile picture

> Tap 'Settings' > 'General'

> Turn 'Restricted Mode' on or off

In the **Android app**:

> In the top right, tap your profile picture

> Tap 'Settings' > 'General'

> Turn 'Restricted mode' on or off

2. Keep autoplay turned off and manage recommendations

Autoplay is turned off by default for users aged 13 to 17.

To check autoplay is off, check the 'Autoplay' toggle in a video page and make sure it's toggled to off. Depending on your device, this may show in the top right of the screen, or below the video.

You can also use the 'Don't recommend channel' option to remove channels from your recommendations. To do this:

Click the 3 dots next to a video's title

Select 'Don't recommend channel'

3. Tell your child not to share any personal information in videos or comments

This is anything that could identify them or give away their location, like the name of the street they live on, their school name or their school uniform.

4. Check for comments on videos your child uploads

YouTube disables comments on videos of children, but videos can be missed – so do still regularly check for comments made on any videos your child shares.

Look out for comments asking for more specific videos or personal information.

5. Flag inappropriate videos and comments to YouTube

Use the 'flagging feature' to prompt YouTube staff to check content and decide whether to block or restrict it in line with its community guidelines:

On the page with the video, tap the 3 dots ('more') icon next to a video or comment

Select 'Report' (this is a flag icon in Android and iPhone and iPad apps)

Select the reason for flagging, and provide any extra details you think will help YouTube staff

Keep your child safe on Minecraft

What is it?

A game where children explore an online world. They can use 'building blocks' to customise the world and create new parts to it.

What potential risks should I be aware of?

Minecraft can be a good way for children to be creative and try out new things, but there are some risks you should be aware of too.

> **Inappropriate content**: there may be violent content, or content that might not be age-appropriate for your child. For example, some users recreated the TV show 'Squid Game' (rated 15) in Minecraft, meaning other users could see its violent contents without watching the show

> **Contact**: strangers might try to talk to your child. This could be harmless, but some adults could use platforms like Minecraft to try to make contact with children, build relationships with them and later cause them harm

> **In-game purchases**: users can use 'Minecoins' to make purchases in the game. These are bought through the app store on the user's device

> **Bullying and griefing**: 'griefing' is where someone intentionally ruins the game for others

6 steps to keep your child safe

1. Limit in-game communication and content for your child (e.g. to friends only)

Xbox

First, set up a family group under your Microsoft account: https://help.minecraft.net/hc/en-us/articles/4408968616077-How-to-Manage-Parental-Consent-Family-Settings-and-Realms-Multiplayer-Access-for-a-Child-Account

Then, go to your child's account profile:

Select the 'Privacy' tab

Choose who can communicate with them on Xbox Live (e.g. everybody, friends, or block altogether)

PlayStation (PS)

First, set up accounts for your family members – make sure adults have either 'family manager' or 'guardian' status, and create a 'child' account for your child: https://www.playstation.com/en-gb/get-help/help-library/my-account/parental-controls/family-management/

Then, restrict chat and messaging features:

On **PS4:** https://manuals.playstation.net/document/en/ps4/basic/kidsnetwork.html

On **PS5:** https://www.playstation.com/en-gb/support/account/ps5-parental-controls-spending-limits/#restrict

Nintendo

First, set up a family group and create a 'child' account: https://www.nintendo.co.uk/Support/Nintendo-Switch/How-to-Add-Members-to-a-Family-Group-1406409.html.

Note: a simple way to restrict communications is through the Nintendo Switch Parental Controls app – see how to link your Nintendo Switch console to the app: https://www.nintendo.co.uk/Support/Nintendo-Switch/How-to-Link-a-Nintendo-Switch-Console-to-the-Nintendo-Switch-Parental-Controls-App-1494767.html

Then, in the app, set restrictions under 'Parental Controls' – choose from preset restrictions by age or 'custom settings': https://www.nintendo.co.uk/Support/Nintendo-Switch/How-to-Set-Up-or-Adjust-Nintendo-Switch-Parental-Controls-1494771.html

2. Tell your child to be careful about talking to people they don't know

Anyone can pretend to be a child online, so they should be careful about what they share. Tell them not to share personal information like their phone number or what school they go to.

3. Make sure your child knows how to mute or block players

See how to do this on:

> **Xbox**: https://support.xbox.com/en-GB/help/friends-social-activity/friends-groups/block-or-mute-other-player

> **PlayStation**: https://www.playstation.com/en-gb/support/account/block-players-psn/

> **Nintendo**: https://www.nintendo.co.uk/Support/Nintendo-Switch/How-to-Block-Users-You-Have-Played-With-Online-1661030.html

4. Set spending limits or require approval for purchases

See how to do this on:

> **Xbox**: https://support.microsoft.com/en-us/account-billing/spending-limits-in-family-safety-f30d6801-165d-9f86-3fe7-063245c0449b

> **PS4**: https://www.playstation.com/en-gb/support/account/ps4-parental-controls-and-spending-limits/#spend

> **PS5**: https://www.playstation.com/en-gb/support/account/ps5-parental-controls-spending-limits/#limit

> **Nintendo**: https://www.nintendo.co.uk/Support/Nintendo-Switch/How-to-Set-Nintendo-eShop-Restrictions-1406403.html

5. Talk regularly with your child about what they're doing online

Make this more of an ongoing conversation – this means they're more likely to talk to you if something goes wrong or upsets them.

See tips from the NSPCC on talking to your child about online safety: https://www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety/

6. Tell our school about any bullying your child experiences

If it involves other children in our school, we can follow our anti-bullying procedures. And even if it doesn't, knowing about it will help us to look out for your child.

Twitch

Twitch is a website where users can watch videos and live streams of other users (known as 'broadcasters'), typically playing computer games. They can also live stream themselves.

The minimum age to use it is **13**, but it's easy to sign up if you're younger.

What's the problem?

> Live streaming makes it harder to censor what people share or what language they use, so your child could be exposed to bullying content, or content that's inappropriate for their age

> The chat function means strangers could talk to your child. Twitch is one of the main platforms used to 'groom' children (where an adult builds a relationship with a child to manipulate, exploit and abuse them)

5 steps to help keep your child safe on Twitch

1. Find out what your child is watching

Try watching together at first, or find out what channels they're watching and research them yourself. This will help you see whether what they're watching is age appropriate.

2. Encourage your child to only talk to people they know

Anyone could pretend to be a child or teenager online, so encourage your child not to talk privately to people they don't know in real life. If they do talk to people they don't know, for example in group chats, tell them not to give out information that could identify them, such as their school name or the name of the street you live on.

3. Restrict content in chat

This will make it less likely that your child will see inappropriate content, though no filter is perfect.

In the chat box, click on the cog icon to open chat settings. Toggle 'Enable filtering in chat' to turn on filters. You can also set individual filters, for example for discrimination.

These settings will apply to other channels too.

4. Block private messages from strangers

Your child can block private messages (known as 'whispers') from strangers. To do this:

> On the website, click on the profile picture in the top right-hand corner and select 'Settings'

> Go to 'Security and privacy'

> Go to 'Privacy'

> Tick 'Block Whispers from Strangers'

5. Make sure your child knows how to report and block people

Twitch's community guidelines ban behaviour like threats of violence, hateful conduct and harassment, spam, and sexual content. Knowing how to report or block people breaking these rules will help your child and others stay safe.

Report content from a broadcaster

On the website, in the bottom right below the video player, click the 3-dot icon > click 'Report Live Stream' > follow the instructions and give a description of the issue.

If you want to report other attributes of the user, e.g. their username or avatar, select 'Report Something Else'.

On mobile, the 3-dot icon is in the top right corner. Choose 'Report' > select the report reason > type a description in the description field > tap 'Send'.

Report and block users from chat

On the website, click on a user's name in a chat > click the 3 dot icon > 'Report' (or 'Block') > fill in the report form.

On mobile, tap on the username > select 'Report' (or 'Block') from the menu > select why you're reporting them > type in a report reason > tap 'Send'.

Report and block users from whispers

On the website, click the cog button in the top right of the whisper window, and then select the most appropriate option from 'Block user' or 'Report user'.

On mobile, tap the cog wheel next to the username you want to report or block from inside the whisper screen > select 'Report' or 'Block'. If you're reporting, you can then choose the appropriate reason.

What else can I do?

> Encourage your child to talk to you if someone says something upsetting or hurtful to them, or if they see something they find upsetting

> Look for signs they may be being bullied, like being afraid or reluctant to go to school, feeling nervous, losing confidence or becoming distressed and withdrawn, or losing sleep

> Tell our school about **any** bullying your child experiences

Keep your child safe on Roblox

What is it?

An online game-creating system where you can create and publish games, and play other users' games.

What potential risks are there?

Roblox can be a fun way for children to be creative and work together, but there are some potential risks you should be aware of.

> **Inappropriate content**: Roblox's user-generated content isn't rigorously age-rated like other platforms. Roblox does have an curated list of games that are suitable for children under 13 (see step 2 below)

> **Contact**: strangers might try to talk to your child. This could be harmless, but some adults could use platforms like Roblox to make contact with children to build relationships with them and later cause them harm

> **Bullying and griefing**: 'griefing' is where someone intentionally ruins the game for others

> **In-game purchases**: the game is free to play, but users can buy upgrades using the game's currency known as 'Robux'

7 steps to keep your child safe

1. Set a parent PIN so you have control of the safety settings

Go to 'Settings':

- o In **browser**, this is a gear icon in the upper-right corner
- o On **mobile**, tap the 3 dots icon for 'More'

Select the 'Parental Controls' tab

Toggle to turn PIN 'On'

Create and confirm your new PIN

2. Filter content by setting date of birth and account restrictions

Your child's date of birth will enable 'privacy mode' if they're under 13. This will prevent them sharing personal information like their address or phone number, and filter out inappropriate language or other unsafe content.

To do this, go to 'Settings' (as explained above), then:

Select the 'Account Info' tab

Enter your child's date of birth

Select 'Save'

Limit the games that your child can play to those that Roblox has verified as age-appropriate, using account restrictions. This will also stop other users sending messages to your child. Under 'Parental Controls' in 'Settings':

> Go to 'Account Restrictions'
> Toggle button to turn restrictions 'On'

3. Set controls on interactions

Change settings to control who can chat to your child or send them messages.

To do this, go to 'Settings' (as above), then:

> Select the 'Privacy' tab
> Adjust the 'Contact Settings' and 'Other Settings'
   o For children under 13, you can choose either 'Friends' or 'No one'
   o There are additional options for children aged 13 and older

4. Tell your child to be careful about talking to people they don't know

Anyone can pretend to be a child online, so they should be careful about what they share and who they accept 'Friend Requests' from.

Roblox will automatically stop children under 13 sharing personal information, but it would be possible to make contact on Roblox and then move the conversation to another platform.

5. Set monthly spend restrictions to limit spending

Go to 'Settings' (as above), then:

> Select 'Parental Controls'
> Toggle the 'Monthly Spend Restriction' option to 'On'
> Enter the monthly limit you want to set. The default is 0

6. Make sure your child knows how to report and block users

Roblox explains how to do this:

https://en.help.roblox.com/hc/en-us/articles/203312410-How-to-Report-Rule-Violations

https://en.help.roblox.com/hc/en-us/articles/203314270-How-to-Block-Another-User

7. Talk regularly with your child about what they're doing online

Make it more of an ongoing conversation – that way, they're more likely to tell you if something goes wrong or upsets them.

See tips from the NSPCC on talking to your child about online safety:
https://www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety/

8. Tell our school about any bullying your child experiences

If it involves other children in our school, we can follow our anti-bullying procedures. And even if it doesn't, knowing about it will help us to look out for your child.

Loot boxes and skins betting

What are they?

Loot boxes: a feature of online games where players pay to get unknown rewards, like items or modifications for their character. It's similar to gambling, because most of the time you don't know what you're going to get before you pay. One example is FIFA player packs, where you buy a 'pack' of players, but don't know who you're going to get when you make the purchase.

Skins betting: where people use 'skins' as betting currency ('skins' are extra items in online games that e.g. upgrade a weapon or character into a better one). You can earn real money if you win. People usually do this through specific websites that let you use skins to bet.

What's the problem?

> Some children say they end up chasing a win with loot boxes, like gamblers do

> Skins betting is a backdoor way for children to gamble underage

> Gambling can be addictive, like drugs or alcohol, with a severe impact on emotional health and wellbeing

> Teens have reported spending hundreds of pounds in a year on loot boxes, and losing skins worth thousands through gambling

3 steps you can take

1. Make sure your child knows the risks

Your child might not realise they could lose hundreds or thousands of pounds. They might not understand the risk of addiction or that, in general, it's illegal to gamble when you're under 18.

Explain that websites which guarantee wins or have offers that seem too good to be true are using these as a way to entice you in. Ultimately, behind these promotions is a business looking to make money.

Explain how loot boxes are also like gambling as you take a risk for the chance of a reward.

Tell them they should report skins gambling websites to the Gambling Commission: https://bit.ly/2JnBtm7

2. Set limits on in-game spending to control how much your child can spend

This will also help you stop them from spending a lot of money without realising it.

Please note: when following the instructions below, the exact steps you need to take may be a little different depending on the device and software version you're using.

On **Xbox**, go into your family settings and choose a child account. Select Privacy & online safety > Xbox privacy > View details & customise > Buy & download and then select 'On' in the 'Ask a parent' box.

To learn more about how to set up a family account with 'child' profiles for your children, see this page: https://bit.ly/2pnrPZI

On **Android** devices, open the Play Store and go to your profile by tapping the profile icon in the top right. Then, select Settings > Authentication > Require authentication for purchases > choose your preferred setting and follow the on-screen instructions.

On **Apple** devices, go into Settings > Screen Time > Content and Privacy Restrictions (enter your passcode if asked) > iTunes & App Store Purchases > In-app Purchases > set to 'Don't allow'.

On **PlayStation**:

> Go to Settings > Parental Controls/Family Management > Family Management

> Select the user you want to set a spending limit for

> Select 'Applications/Devices/Network Features' under the 'Parental Controls' section

> Select 'Monthly Spending Limit' and press X

You'll need to set up accounts for family members, with adult and child accounts, and make sure you and other adults have family manager or parent/guardian status. Read more about how to do this here: https://bit.ly/2Wk3Jer

3. Know the signs of problematic activity

Look out for signs, like if your child:

> Is short of money or has unexplained sources of money

> Becomes secretive or starts lying

> Loses interest in school and other hobbies, as well as in their health and appearance

> Has mood swings if they're not able to access games or devices

Speak to our school if you're concerned about your child, and seek support from organisations like BigDeal (https://www.bigdeal.org.uk) and the Gambling Commission.

Your child's screen time

Know the risks, and what you can do to keep your child safe.

What's the problem?

Spending time online and on devices can be a positive thing. But, high levels of screen time can put your child more at risk of:

> Being bullied online

> Abuse and grooming (when someone builds a relationship with a child to exploit or abuse them)

> Seeing inappropriate content

> Not getting enough sleep and exercise

4 steps you can take to protect your child

1) Set parental controls on devices

Use parental controls to restrict access to in-app purchases and explicit or age-rated content, and, on some devices, how long they can spend on the device.

You'll likely need to set a password. Make sure it's different from the password used to access the device, and that your child doesn't know it.

Parental controls are usually located under 'Settings'. See below for more detailed instructions for different devices.

2) Agree rules on screen time

There are mixed views on 'safe' screen time, but you could agree some limits to stop screen time interfering with your child's sleep or family activities:

> Make a plan together, and stick to it. You could set media-free times and zones, like during meals or in bedrooms

> Try to avoid screens an hour before bedtime

> Model the behaviour you want to see – which may mean no screen time for you at the times agreed with your child. Children are more likely to learn from example

> Try to minimise snacking during screen time

Turn not using screens into a game, using apps like Forest, where not using devices is rewarded

3) Talk to your child about staying safe online

Tell them:

To be aware that anyone can pretend to be a child online

> If they talk to people they don't know, not to give away personal information – like what street they live on or where they go to school, or to share their location with them. To say no to any requests they get for images or videos, and stop talking to the other person if they are asked for these things

> To set their profiles to private, to limit what others can see

> To be 'share aware' – think carefully about what they share and with whom. Once it's out there, they've got no control over what the other person does with it. Remember, it's illegal to take, share or view sexual images of under-18s, full stop

> If they see something that upsets them, or someone bullies them, to tell an adult they trust

Don't feel confident starting a conversation with your child about what they're up to online? Read this advice from the NSPCC: https://www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety/

4) Encourage off-screen activities

Help your child get active for the recommended 60 minutes a day:

> See www.nhs.uk/change4life/activities for free ideas for activities and games

> Try an app that's designed to get children active – see the examples at www.internetmatters.org/resources/apps-guide/apps-to-help-kids-get-active/

10 tips to stay safe online

Not sure what advice to give your child? Our pointers have got you covered.

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1. Be careful about talking to people you don't know and trust in real life – anyone can pretend to be a child online. If you do talk to people you don't know, don't give away personal information – such as what street you live on or where you go to school, or share your location with them. Say no to any requests they send you for images or videos of yourself, and stop talking to them

2. Set your profiles to private, to limit what others can see

3. Think carefully about what you share and with who. Once you've shared an image, you've no control over what the other person does with it. Remember, it's **illegal** to take, share or view sexual images of under-18s, full stop

4. Be mindful of your digital footprint. What you post online now could come back to bite you later, like when applying for jobs, college or university

5. If you see something upsetting, or someone bullies you, tell an adult you trust. Report it too

6. When reading news online, ask yourself what the source is, when it was published, and whether it could be a hoax or made up. Read beyond the headline too

7. Remember, people try to make their lives look more exciting and interesting online. There's a lot people can do with photo editing to make their photos look better. So don't assume everything you see is a true-to-life representation

8. Watch out for hoaxes and scams, like messages you're meant to forward on or that ask you for payment details or your password

9. Take any content that seems to glamourise gang lifestyles with a very large pinch of salt – it's not as glamourous as it looks. Be wary of schemes promising easy cash for receiving and transferring money too, they're almost definitely criminal activity

10. Watch out for loot boxes or other parts of games where you pay money to take a chance on getting a reward – you can get sucked into spending lots of money on them

Don't feel confident starting a conversation with your child about what they're up to online? Read this advice from the NSPCC: https://www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety