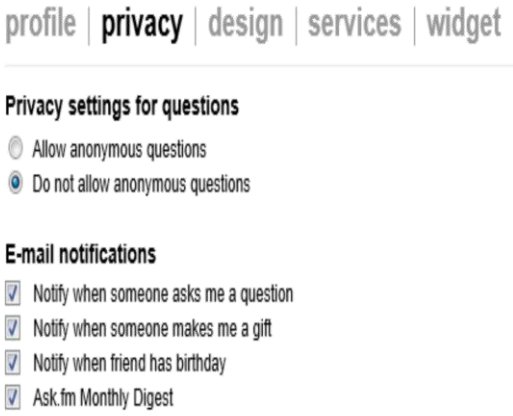
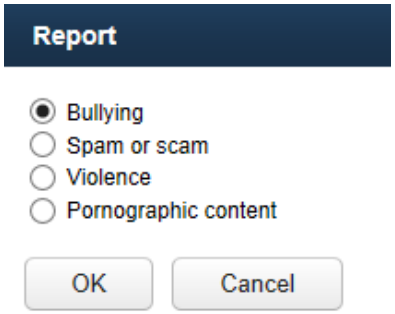
What App!

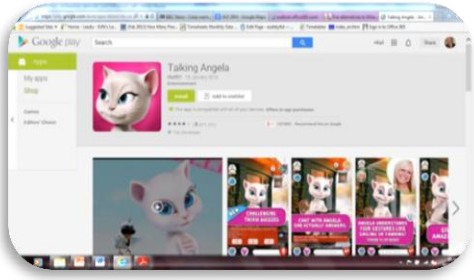
E-Safety information for Parents

- What apps and websites are your kids using?
- How old should they be to use them?
- Are they safe?
- How do you report inappropriate use?
- This guide will help answer these questions.

Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
ask.fm is a social networking service which is based around users asking each other questions. The site is based in Latvia but is growing in popularity in many other countries and there are currently around 80 million registered users. The site can be accessed by simply visiting www.ask.fm and is currently available in 38 languages. To register with ask.fm users must be 13 or over.	Users are able to ask questions anonymously which has led to problems with cyber-bullying and offensive content. The site is clear that asking a question anonymously means that your name is hidden from other users but makes the point that identifying information can be shared with law enforcement if necessary. The site actually provides good information about safety and privacy but there is no requirement to read any of this when signing up.	All content posted onto ask.fm is public and can be seen by anyone who visits the site – they do not need to be a member of the network. It is possible to prevent being asked questions anonymously and users should enable this feature as others are less likely to post offensive content if they can be identified. 1. Click on Settings and then on privacy. 2. Click on do not allow anonymous questions. 	It is possible to report inappropriate content on ask.fm and you do not need to be logged into the site (i.e. a user) to do this. When you move your mouse over any post on someone else's profile, you will see an option to like the post and also a flag which allows you to report the post for one of four reasons.  It is also possible to block or report a user, by scrolling to the top of their profile page and clicking on block but users need to be logged in to do this. Users can also remove any questions from their own profile by clicking on the cross in the top right hand corner of every question and answer.

Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
 Apps such as **Talking Tom** and **Talking Angela** are known as chatbot mobile phone apps. They use artificial intelligence so that it appears to users that the on screen character (in the case of Talking Angela this is a cat) is actually talking to them. Available on all devices.	Initial concerns were centred around the app being associated with a paedophile ring and that there were real people (as opposed to artificial intelligence) communicating with users. This is not the case and the developers of the app (Outfit 7) are very well known. The app also includes aggressive use of "in app purchases". It has also spawned a range of cuddly toys and other merchandise. There are a number of websites and You Tube channels.	The app will ask users for their name, but this is so that it knows how to address them. It will ask for their age, but this is so that it can guide them away from topics or issues that may be inappropriate. Users can have a conversation with the app – it is described as a conversation agent – but the information is carefully protected by the company and is not shared.	Like many apps and social networks, Talking Angela and so on were not designed for children and so you are advised to have a look at it first before allowing children to use it.

What is it?	Issue	Privacy	Reporting
 Moviestarplanet is a social online universe where each player is a movie star. MovieStarPlanet is aimed at children aged between 8 and 15 years. There is no age limit for joining the site.	MovieStarPlanet is free to play, however, players can pay to gain access to extended features and fast-track their rise to fame. There is a chat facility which has been criticised for enabling sexually explicit conversations to take place. Moderation does not appear to be effective. The site sends out negative messages about female dress and body image which can have a damaging effect.	Whilst not asking for email addresses the site allows users to interact easily with each other. Chat is encouraged at every part of the site. Avatars are comic book style and not photographic in nature. There is a statement asking for users to agree to terms and conditions and rules; however there seems not to be any enforcement. A deleted user's content was still available to view.	There is a button to click on content to report bad behaviour

Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
Apps are incredibly useful and many are free, but some may have hidden costs. In-app purchases refer to users being able to buy things when using an app, often with just a single click. Apps are available on iOS and android devices. They are also part of the Google Play store. You need to be 13 or over to register for a Google Play account. You need to be over 18 for an Apple ID. 	There are many recent examples, such as the story of a 5-year-old boy who managed to spend £1,700 on a game on the iPad in less than 15 minutes.	How to disable In-App Purchases on an iPad: 3. Click on settings. 4. Select "general". 5. Select "restrictions". 6. Type in your passcode (if using one), if not you can set this up by switching restrictions on. 7. Make sure that In-App Purchases is switched off. 8. Change the require password time from 15 minutes (which is the default) to immediately. On Google Play: Follow instructions on https://www.google.com/safetycenter/tools/#add-a-password-for-in-app-purchases	To report an issue with your iTunes Store, App Store, Mac App Store, or iBooks Store purchase, follow these steps: • Find the email receipt for your purchase. • Click Report a Problem under the app that is having the issue. • When prompted, enter the Apple ID and password you used to purchase the item then click Report a Problem. • Click Report a Problem next to the item you are having an issue with. • From the Choose Problem dropdown menu, choose the appropriate issue. • Follow the onscreen instructions and, if prompted, type a description of the problem into the text field. • Click Submit to have your issue reviewed. On google: Go to the relevant section on https://www.google.com/safetycenter/tools/

Parent's E-Safety Helpsheet

ICT in South Tyneside

What is it?

Instagram is an app which allows users (there are currently 80 million of them) to share photos with others. A photo is taken with a mobile device and then can have a filter applied in order to improve the image before it is shared. Instagram is currently available for Android and iPhone. Photos can currently be shared immediately to Twitter, Facebook, Foursquare, Tumblr and Flickr but there are plans to make it possible to share with other services in the future.

Instagram requires users to be 13 to register for an account.

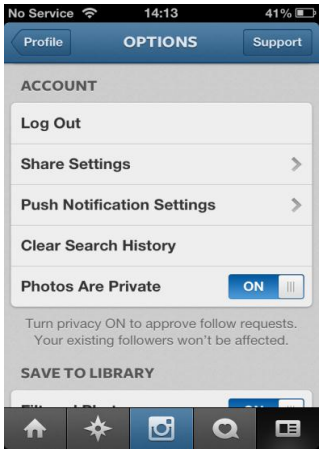
Issue

It is important to know that all photos on Instagram are public by default which means that anyone who is using Instagram or visiting the Instagram website will be able to access them.

Privacy

Setting privacy on an iPhone/Apple device - this will mean that only approved followers will be able to see your photos:

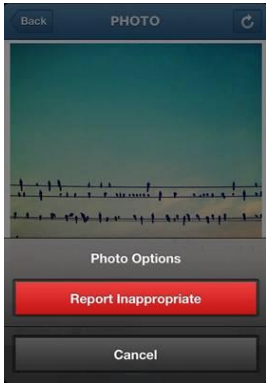
1. Click on the Instagram icon to open the app.
2. Click on the address card icon to open up your profile.
3. Click on the settings icon.
4. Scroll to the "photos are private" option and ensure that privacy is "on". Once you have done this, you will receive a follow request every time a new user wants to see your photos and you will be able to approve or ignore this.



Reporting

If you see something that's not following the Community Guidelines (e.g. nudity, spam, self-harm), you can report a photo or video right from your Instagram app or when you see it on instagram.com:

- Tap ••• (iPhone and Windows Phone) or ⋮ (Android) below the post
- Tap 'Report Inappropriate'
- Select 'why you're reporting the post'
- When you report something, your information isn't shared with the person who posted the photo or video. Keep in mind that the number of times something is reported doesn't determine whether or not it's removed from Instagram.



Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
 This popular app has had a recent update and it is now possible to share video as well as images. Many of the icons and buttons have been re-designed and the whole app has been "tidied-up". **Snapchat** claims to be photo sharing that lives in the moment, unless someone decides to save it. Essentially Snapchat allows users to send images, text and now videos with the promise that they will disappear after a limited amount of time. Like many other applications of this sort, users should be 13 or older to use it. Similar to Snapchat: Keek, Omegle2, Tinder (17+).	Users are able to decide how long a photo will "live" for once it has been sent – this can be anything from 1 to 10 seconds. Snapchat recognise that content can be saved now. Initially many users were enticed by the very ephemeral nature of the app – an image would only stay on the recipient's phone for up to 10 seconds and this could be defined by the sender. Very quickly users realised that it was possible to take a screen-shot of the image which could then be repurposed. There are also several apps (SnapSave, SnapHack) which will take the screen-shot on a users' behalf, so no matter what the timer is set to, the image will be captured and saved as a photo.	• Click on the menu button to access settings • Users are then able to decide who is able to send them snaps • This should be set to MyFriends It is also possible to block other users: • Tap the menu button and then My Friends, click on a friends name and choose Block.	If you are concerned about a person using Snapchat who is under 13, you can report the person by sending an email to support@snapchat.com. Report abuse. If a child receives inappropriate photos or videos or someone's harassing him or her, contact Snapchat via safety@snapchat.com or by going to Snapchat.com and clicking on Support.

Parent's E-Safety Helpsheet

ICT in South Tyneside

What is it?	Issue	Privacy	Reporting
Tumblr is a micro blogging platform and social networking service which allows users to post images, audio, video, comments and text to a webpage/blog. Users can follow others and profiles can be public or private. Tumblr currently has over 150 million users and some research points to it quickly catching up with Facebook. Tumblr can be accessed directly through a website: www.tumblr.com or by using an app which is available for different devices and platforms. Tumblr only requires an email address to join. No age verification is required even though the site contains inappropriate content for minors. Similar to Tumblr: Facebook	Tumblr is very clear about privacy: By default, all sharing through the Services is public, and when you provide content it is published so that anyone can view it. Although they do provide tools, like password protected blogs, that let you publish content privately, you should assume that anything you publish is publicly accessible unless you have explicitly selected otherwise. Tumblr does not filter any content posted by its users and therefore children have access to pornographic images and other explicit material that may be posted by other users.	The password-protected blog is not quite so easy to get hold of! Users need to set up a secondary blog if they want to use the password protection – the primary blog (which is the first blog you set up when signing up for Tumblr) cannot be password protected and is therefore always public unless you choose to make a post private (which means no one can see it except you). To set up a secondary blog with password protection – 1. Click on the blog menu at the top right side of your dashboard. 2. Click on "create new blog". 3. Tick the box next to "Password protect this blog". 4. You can then share the password with those people who you want to be able to access the blog.	Tumblr allows you to make your tumbleblog private. Be sure that your child has these privacy settings in place. Tumblr features a Safe Mode that prevents explicit content from appearing on your dashboard. Note that a blog must be marked as containing adult content before its posts will be hidden. Unmarked content will not be detected. To enable, browse to your Dashboard Settings page and make sure the "Browse tag pages in Safe Mode" option is enabled. See here for more information. Send an email to abuse@tumblr.com including the user's name and screenshots of the harassment message or details of the concern.

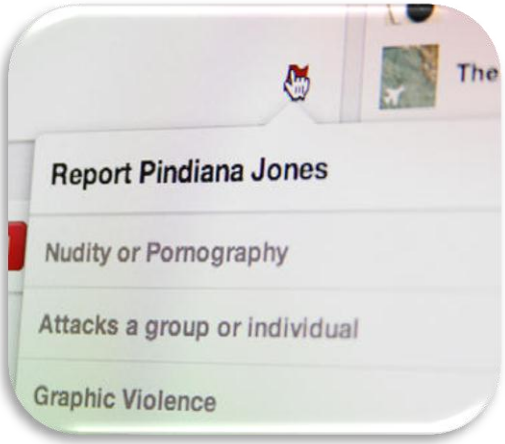
Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
Twitter is a micro blogging social networking service which allows users to send and receive text-based posts (tweets) of up to 140 characters online. It is also possible to use Twitter's Vine app which allows users to embed a six second video into their tweet. Twitter currently has around 500 million users, of which 200 million have an active profile. Twitter can be accessed directly through a website: www.twitter.com or by using an app which is available for different devices and platforms. Twitter accounts are available to users over the age of 13.	It is important to remember that followers can re-tweet protected tweets – so think carefully about who you allow to follow you! Having lots of followers may make you look popular, but is not always the safest way to use Twitter.	It is important to know that twitter is public by default and tweets are searchable unless they are protected by the user – this means that anyone who searches for information on Twitter using an app or website will be able to find tweets. The nature of Twitter means that many users want to share their thoughts, ideas and opinions with the world. However you may wish to control who is able to access the content that you upload and in order to do this, you need to: "Protect your tweets" 1. Go to your profile. 2. Click on the settings icon. 3. Choose "settings". 4. Scroll down to tweet privacy and make sure there is a tick in the box next to "Protect my Tweets". 5. Remember to save changes.	Block or report on the app or website by clicking on ... below the tweet and selecting the correct option.

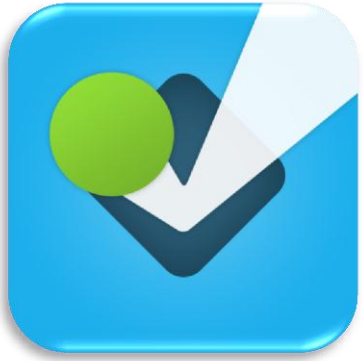
Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
WhatsApp (www.whatsapp.com) is an instant messaging app for Smartphones that allows users to exchange free (depending on data package) text messages to and from other WhatsApp users, locally and worldwide. In addition to text messaging, it is possible to send each other images, video and audio media messages as well as our location using integrated mapping features. WhatsApp employs the mobile number to identify the user, so there is no need to register. The app uses the internet for communication (Wi-Fi, 3G and 4G networks) and it works on all major smartphones. In 2014, WhatsApp was acquired by Facebook Inc. Apps similar to this are : Tango, Kik and Oovoo 	WhatsApp collects all contact information from phones on which it's installed and uploads that information to the company's servers. This is a huge amount of data – effectively a contact list.	By default WhatsApp will set your privacy settings to allow any WhatsApp user to view your last seen, profile photo and status, but users can change these settings. 1. Go to the menu button (for Android devices, it usually is a physical button on the phone and not part of the screen) or to WhatsApp (iPhone or Blackberry) 2. Choose Settings > Account > Privacy 3. There are three levels of privacy for last seen, profile photo and/or status: - Everyone - My Contacts - Nobody. Note that the "Nobody" option will also prevent you from seeing other users' information. The feature to block contacts is located on that same screen.	You can't "report", but you can block numbers making it impossible to send pictures, also you can disable auto-download of pictures in the settings.

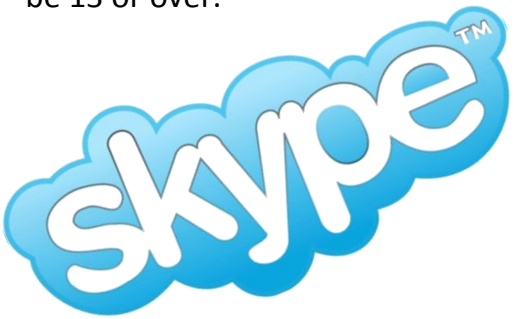
Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
Pinterest is a free website in which users can upload, save, sort and manage images, known as pins, and other media content (e.g. videos and gifs) through collections known as pinboards. Pinterest acts as a personalised media platform, whereby users' content and the content of others can be browsed on the main page. Users can then save individual pins to one of their own boards using the "Pin It" button, with Pinboards typically organized by a central topic or theme. Users can personalise their experience with Pinterest by pinning items, creating boards and interacting with other members. By doing so, the users "pin feed" will display unique, personalised results. Similar to Pinterest: Learnist	Pinterest promotes the flow of information. Pinterest users cannot claim safe harbor status for copyright, and as such are exposed to possible legal action for pinning copyrighted material. Because Pinterest allows user to transfer information, intellectual property rights come to play.	Pinterest has added the option of making boards "secret" so that the user can pin to and view boards that only the user can see when logged into their own account. Pinterest also announced new email settings - users can sign up for notifications when someone re-pins an item, writes a comment, and likes a pin. Now, Pinterest is adding even more email settings that users can adjust, such as weekly recommendations, updates to group boards, and more.	The blocking and reporting feature can be found within the app. 

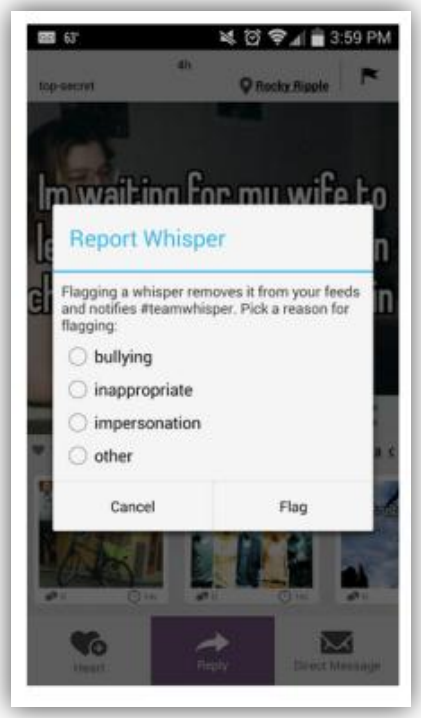
Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
 **Foursquare** is a location-based social networking website for mobile devices such as smartphones. Users "check in" at venues using a mobile website, text messaging or a device-specific application by selecting from a list of venues the application locates nearby. Each check-in awards the user points and sometimes "badges". The user who checks in the most often to a venue becomes the "mayor," and users regularly vie for "mayorships." Users should be 13 or over to use the site.	Marketing - An app update created a new experience for both consumers and merchants as well as create a new revenue generation stream for the company. The new program will allow companies to issue messages to Foursquare users about deals or available products at locations they visit or are near them. Initial concerns were also raised over sites that harvested information about foursquare users being out or away from home.	Foursquare does not passively track users, which means a user has to actively check in to let people know where they are. Foursquare updated its privacy policy which will now display users' full names, as opposed to an initial for a surname. In addition, companies will now be able to view a more detailed overview of visitors who have checked into their businesses throughout the day	When you come across an inappropriate user you can simply report them from the web. To do this, visit the user's profile page, scroll down, and click on "Report this person?" located at the bottom of the right sidebar. You will then be able to specify whether this person is spammy, being inappropriate, cheating, or making bad venues.

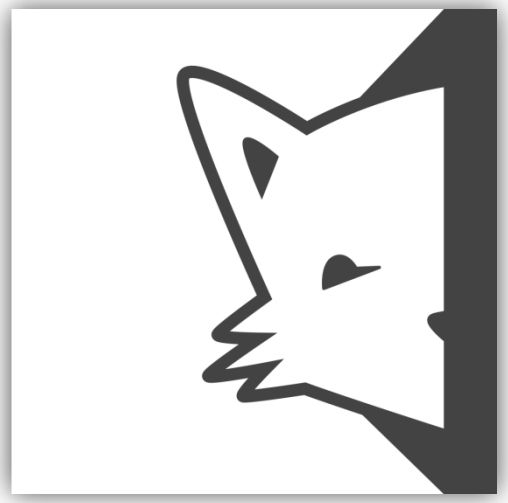
Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
With more than 500 million registered users, **Skype** is the most popular voice communication service in the world. If you use Skype to make PC to PC communication, you pay nothing more than the monthly Internet service, which you would already be paying for. Skype is changing how people communicate with the integration of voice and IM (Instant Messaging) into one application. Talk when you want and type when you want, and switch between the two as you wish, seamlessly. Users need to be 13 or over. 	Calls on Skype are free only if the two (or more) communicating parties are using a PC (or Skype-compatible device) and are using the Skype service over the Internet. If a Skype user wants to call a mobile or landline phone from his PC, then he has to pay cheap rates (much cheaper than traditional telephone or roaming) via bought credit.	There are two different types of computer security concerns to consider when using Skype. First, the possibility that a person may be posing as someone else online, such as a friend or family member, or even a Skype employee, and will ask for personal information, (a password, credit-card or Social Security number, etc.). The second danger to computer security is a privacy issue. Skype will give governmental organizations information on public use if requested. You can change your call settings to only allow calls from people in your contact list. To do this: 1. Go to Tools > Options and select the Calls tab. 2. Check Only allow people in my Contact list to call me and then click Save.	There are no moderators in the chatrooms and not many reminders for children to be safer when using the program. When you receive a notification to add a contact, you have the opportunity to add, ignore or block the person. If you choose to block them, you are presented with an additional option to report the blocked user to Skype. The Skype Name of the blocked person is stored by Skype once they are reported for abuse, but the content, such as IM messages or the contact request itself, is not.

Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
  Whisper is a new social media app which allows users to post snippets of information anonymously to another user or group of users using images from the app and creative fonts. It has been described as being like Facebook, but anonymous. It allows users to respond anonymously to other anonymous 'whispers'. It is a free phone app. The app is rated 17+ so children under that age should not be using it. Similar to Whisper: Secret, Wickr (rated 4+), Confidly, /yik yak..	While Whisper is 100% anonymous, users are still able to comment on or like other Whispers, as well as receive private messages from other users. Users can also share their location with others.	Usage information is automatically collected, that does not identify an individual user, but allows collection of information regarding how users access and use Services ("Usage Data"). For example, the type of device you use, operating system version, the type of web browser you use, your operating system, your Internet Service Provider, your IP address, the pages you view, and the time and duration of your visits to the site. We use this information to analyse trends, administer the site and to enhance and update the Services. When you send or receive messages Whisper may temporarily process and store your messages, log and contact data, and other related information ("Message Data"). They cannot guarantee that the Message Data will be completely deleted, any Message Data that you send is sent at your own risk.	You can report any online harassment or bullying to their support team. If you would like to report a Whisper that is inappropriate and/or in violation of our community guidelines, you can 'flag' it. In order to flag a Whisper, click on the post and then click on the flag icon. Once flagged select the reason. 

Parent's E-Safety Helpsheet

What is it?	Issue	Privacy	Reporting
 **Secret** is another anonymous social media app allowing users to share 'secrets' such as what you are thinking or feeling using words and images with your friends. When you post a 'secret' it is delivered anonymously to the people in your contacts list who are also on Secret - the app uses their email address and/or phone number to find your connections. These people can view, like, and comment on your post. If a friend likes your secret, it will be shared among their friends so secrets can spread. The phone app is free to download and is rated 12+.	When you sign up, the app asks for your email and phone number which allows you to see secrets from friends. The app accesses your contacts list to find out who your friends are but there are no names or profiles displayed on the posts. You can also see how many friends you have on Secret but you won't be able to see their identity. Once you sign up, you have to have at least three friends also on Secret before the app will publish your post, this is to ensure your anonymity.	Privacy is similar to Whisper, all posts are encrypted so that not even the team behind this app know who is posting. The app will have access to your contacts information and may also collect geographical information.	There are community guidelines which users should abide by, any violations are flagged by other users. Repeat violations will result in the user being blocked.

Parent's E-Safety Helpsheet

ICT in South Tyneside

Useful websites:

www.bewebsmart.com

https://www.thinkuknow.co.uk/parents/

www.childnet.com/resources/know-it-all-for-parents

www.nspcc.org.uk

www.bbc.co.uk/webwise

www.vodafone.com/parents

www.kidsmart.org.uk/parents

www.saferinternet.org.uk

www.childline.org.uk

www.o2.co.uk

http://www.geeksquad.co.uk/articles

http://www.microsoft.com/en-gb/security/default.aspx

http://ps-playsafeonline.com/uk/home/

https://www.facebook.com/safety/

www.ictinschools.org

Stay Safe Online

Remember the 5 SMART rules when using the internet and mobile phones.

S **SAFE** – Keep safe by being careful not to give out personal information – such as your full name, email address, phone number, home address, photos or school name – to people you are chatting with online.

M **MEET** – Meeting someone you have only been in touch with online can be dangerous. Only do so with your parents' or carers' permission and even then only when they can be present.

A **ACCEPTING** – Accepting emails, IM messages, or opening files, pictures or texts from people you don't know or trust can lead to problems – they may contain viruses or nasty messages!

R **RELIABLE** – Information you find on the internet may not be true, or someone online may be lying about who they are. Make sure you check information before you believe it.

T **TELL** – Tell your parent, carer or a trusted adult if someone or something makes you feel uncomfortable or worried, or if you or someone you know is being bullied online.

Find out more at Childnet's website …