When Things Go Wrong – A Guide to Keeping Safe Online.

Games Consoles

In this guide you will find instructions for what you need to do if you encounter any issues when playing games online. These are very rare occasions but knowing the steps you need to take can limit the damage caused.

Xbox

https://support.xbox.com/en-GB/help/family-online-safety/browse

Reporting Tools

Report a player's behaviour or content.

To report a player who has behaved in an inappropriate way or posted inappropriate content:

1. Press the **Xbox** button on your controller to open the guide, go to **People**, and then do one of the following to find the player you wish to report:
    - If the player is a friend, select **Friends**, and then select their gamertag.
    - If the player is not a friend, select **Recently played with**, or select **Find someone** and enter the player's gamertag to search. Once you find the player, select their gamertag.
2. From the player's profile, select **Report or block**, and then select **Report**.
3. Select one of the following reasons for the report:
    - **Player name or gamertag**: The player's name or gamertag is inappropriate.
    - **Cheating**: The player used unauthorised modifications or attempted to gain an unfair advantage in multiplayer gaming.
    - **Player picture**: The player's gamerpic is inappropriate.
    - **Voice communication**: The player used inappropriate, abusive, or threatening language in voice communications.
    - **Unsporting behaviour**: The player did not show good sportsmanship.
    - **Quitting early**: The player frequently quit multiplayer games to avoid losing.

4. Select **Add comment** to provide more information. When finished, select **Report**.

Report a player's message.

To report someone who has sent you an inappropriate text or voice message:

1. Press the **Xbox** button on your controller to bring up the guide. Go to **Parties & chats**, and then **Chats** or **Message requests**.
2. Select the gamerpic of the player for whom you wish to report, select **More**, and then select **Report**.
3. Select the reason for the report (see list of reasons in the preceding section).
4. Select **Add comment** to provide more information if desired. When finished, select **Report**.

Messages in Club chat can be reported to either a Club admin or to Xbox. If the message does not belong in the Club, select **Club admin**. If the message violates the Code of Conduct, select **Xbox Live Policy & Enforcement Team**.

To report an inappropriate Looking for Group message:

1. Press the **Xbox** button on your controller to open the guide, go to **People**, select **Clubs**, and then select the club that has the LFG.
2. Select **Chat**, select the post you wish to report, and then press the **A** button .
3. Select if you would like to report this to the **Club admin** or the **Xbox Live Policy & Enforcement Team**.
4. Select **Add comment** to provide more information. When finished, select **Report**.

How to mute or block other players on Xbox Series X/S, Xbox One, and Xbox 360

If you do not want to hear or be contacted by specific players, you can mute them or block their communications with you.

Mute

If another player engages in abusive or inappropriate in-game or chat voice communications, you can mute that player. This prevents them from speaking to you in-game or in a chat session.

1. Press the **Xbox** button on your controller to open the guide.
2. Select **People**, and then select the gamertag of the player you want to mute.

Note If the player is not on your friends list, select **Recent players** or **Find someone** and enter the player's gamertag to search.

3. From the player's profile, select **Mute**.

To unmute a player, follow the same steps to get to the player's profile, and then select **Unmute**.

Block another player.

Blocking another player prevents you from receiving that player's messages, game invites, and party invites. It also prevents the player from seeing your online activity and removes them from your friends list, if they were on it.

1. Press the **Xbox** button on your controller to open the guide.
2. Select **People**, and then select the gamertag of the player you want to block.

Note If the player is not on your friends list, select **Recent players** or **Find someone** and enter the player's gamertag to search.

3. From the player's profile, select **Report or Block**, and then select **Block**.

To unblock a player, follow the same steps to get to the player's profile, and then select **Unblock**.

Block another player's messages.

You can also block a player after receiving an offensive or inappropriate message.

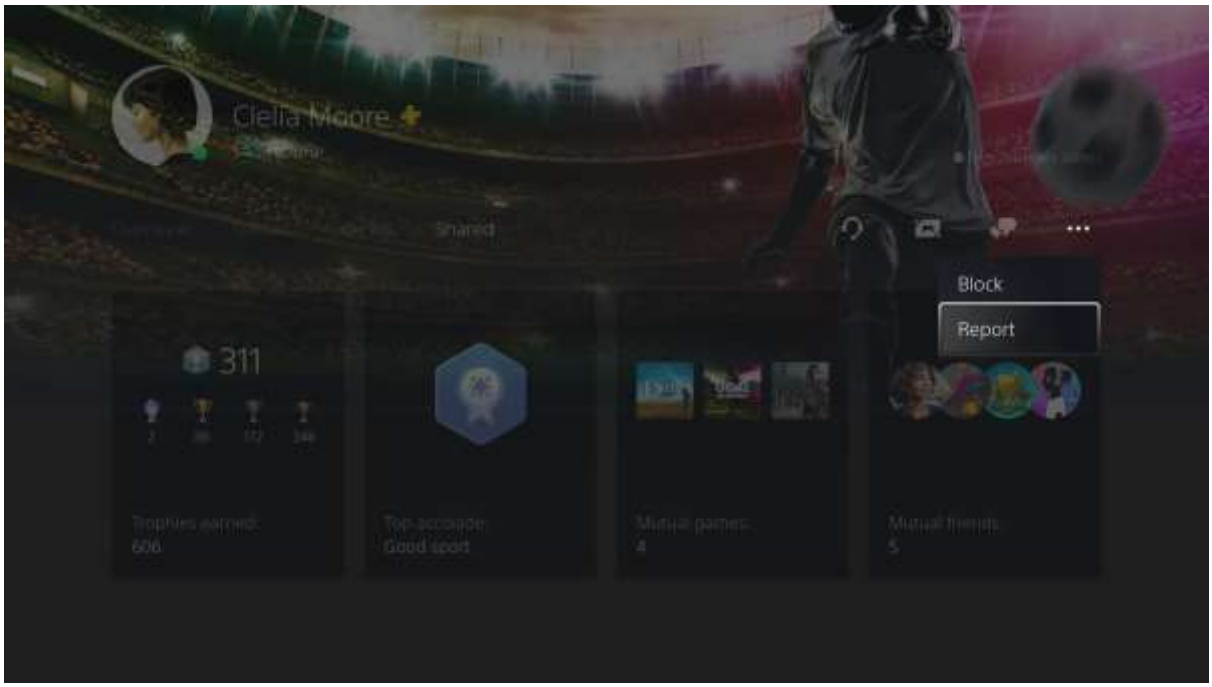
1. Press the **Xbox** button on your controller to open the guide, and then go to **Parties & chats** > **Message requests**.
2. Select the conversation that contains the player you want to block.
3. Select **More** > **View profile** > **Report or block** > **Block**.

PlayStation

How to report on a PlayStation console

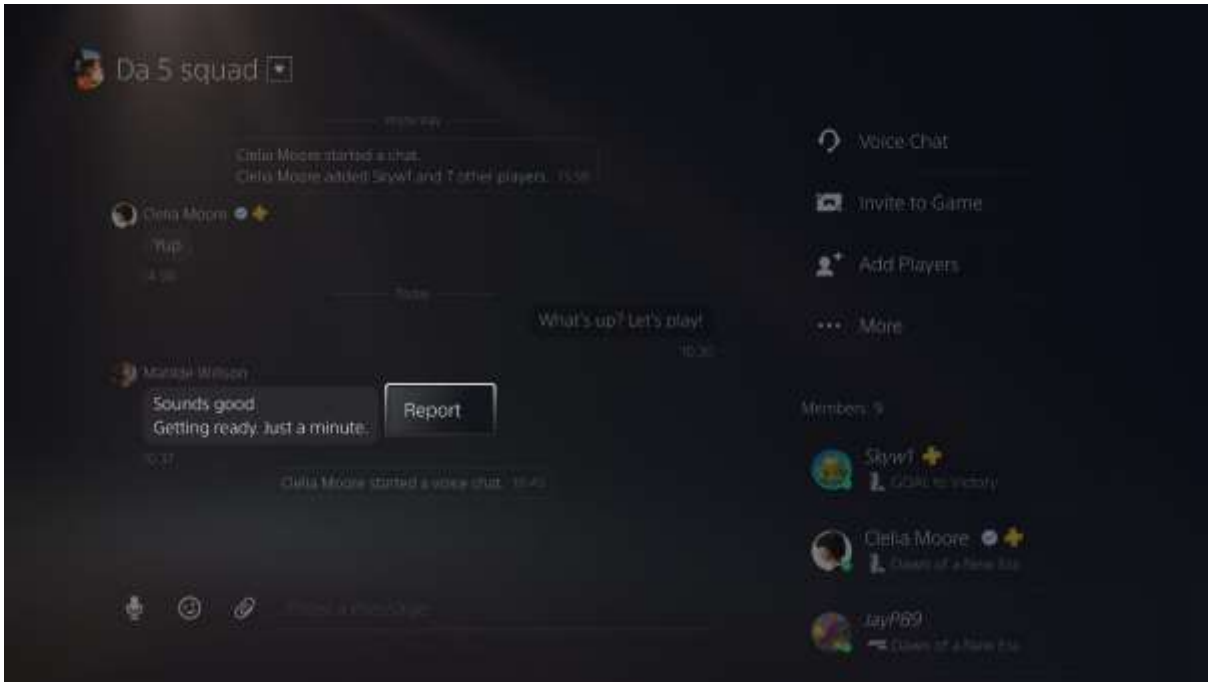
Report a piece of content or profile.

- Select **More** > **Report** and the reason for your report.



Report an offensive comment or message.

- Highlight the message, press the options button, and then select **Report**.



Report a conversation over voice chat.

1. Press the PS button to go to the control centre > select the voice-chat card where the conversation took place.
2. Select **More** > **Report** and follow the on-screen instructions. You will be able to report a 20-second clip of the last 5 minutes of talking.
3. When prompted to select the player causing offence, select **I am Unsure** if you do not know who was talking at the time.

The voice chat feature does not actively monitor or record your conversations. It is strictly reserved for reporting online abuse or harassment.

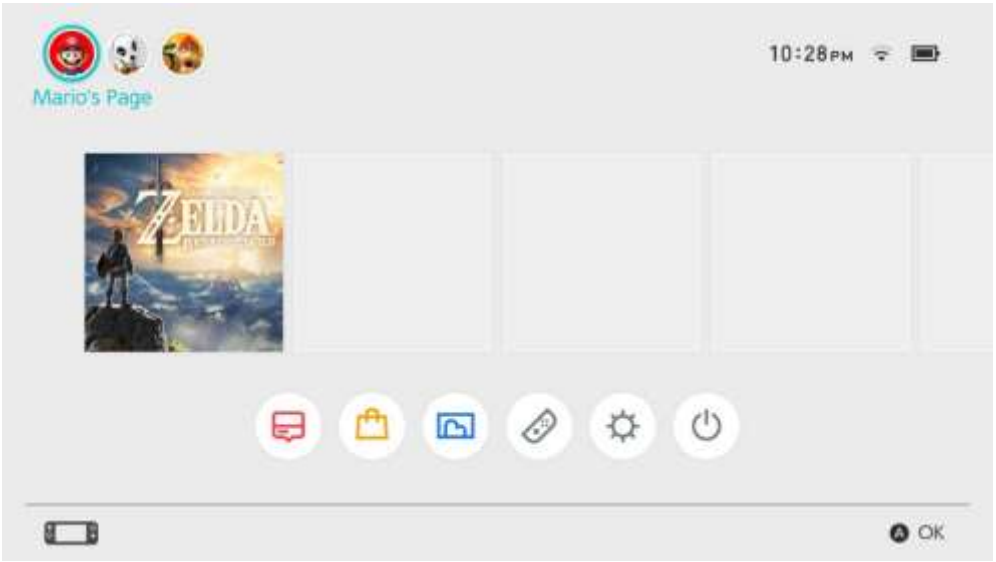
How to block a person.

1. Press the PS button to go to the control centre, then select Game Base.
2. Select a friend from the list or select a party, and then select the player from the members list.
3. On the players profile, select **More** and then **Block.**

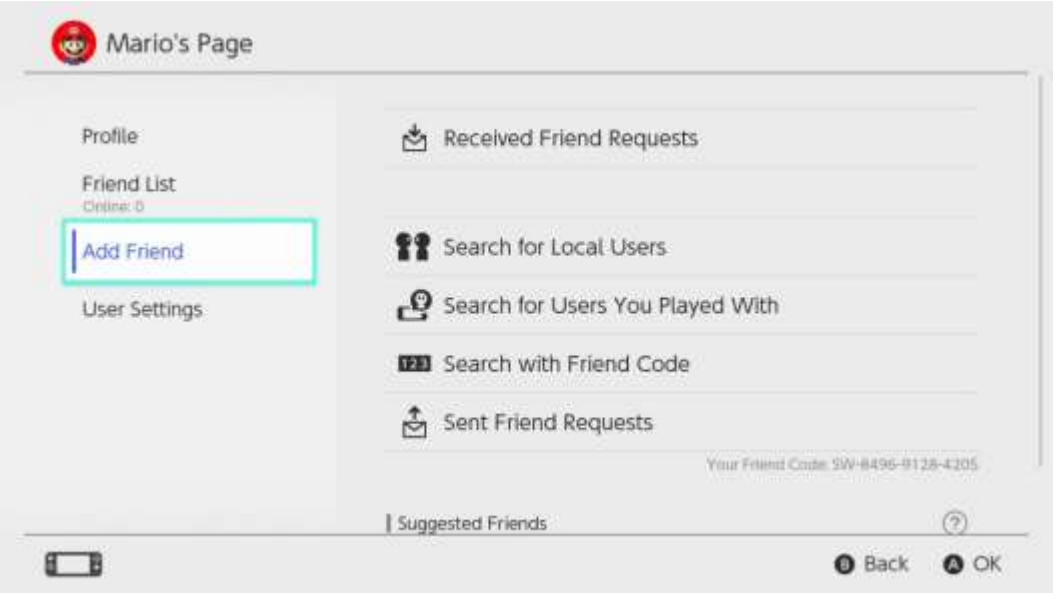
Nintendo Switch

How do I block a player?

Select your **user icon** (user page) on the HOME Menu, then select "Add Friend".



From this screen, select "Search for Users You've Played With" to view a list of users you have matched with. Browse this list to find the appropriate user.



If you are unsure which listed user you want to block, you can select users to find out what software you played together and when.

Once you have identified the appropriate user, select "Block", then select "Block" again to confirm.

Blocked users cannot send you friend requests, and you will not be matched with them in games.