

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

## Social Media

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

### Facebook



#### Reporting Tools

If you feel that you are being targeted on Facebook, you can report it on the site using the **ellipsis (...)** <sup>...</sup> in the corner of any post. Use the **Social Reporting** feature to get help from a parent, teacher, or trusted friend without reporting the person directly.

Remember to take evidence and block abusive users by clicking the **ellipsis (...)** <sup>...</sup> on the front of their Timeline and selecting **block**. Blocking someone means they will no longer be able to contact you on Facebook.

#### What if someone has my log in details?

If you think your account has been hacked or taken over, you should visit <https://www.facebook.com/hacked> to secure your account. Facebook will ask you to change your password and review recent login activity. By doing this it will allow you to log back into your account to regain control.

Following regaining control, it is important you check and change your privacy settings if necessary. Facebook's privacy settings help you control who can see your stuff on Facebook and how you connect with other people.


Check your privacy settings: Click on the **ellipsis (...)** <sup>...</sup> at the bottom of your cover photo and select **Timeline Settings** then **Privacy**.

### Snapchat



## How do I block and delete?

Blocking someone means they will be prevented from sending you Snaps and Chats and viewing your Stories. Deleting someone means they will no longer be on your Friends list, but they may still see your Snaps and Stories. This depends 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 is not 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**.

## How do I report a problem?

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**, and scrolling down to **Support**.

## What if someone has my log in details?

If you have noticed **suspicious behaviour** with your Snapchat account then your account may have been **compromised** and you should **change your password as soon as possible**.

Important  **Never give your Snapchat account details to anyone, as it could compromise your account and information.**

### Here are the steps you need to take.

- **Choose a strong password.**
- **Verify your email address and mobile number.**
- **Set up two-factor authentication.** Snapchat encourage you to activate **login verification**, also known as two-factor authentication. This is an optional feature that keeps your Snapchat account more secure.
- **Forget unrecognised linked devices.** When you forget a linked device, you will be logged out on that device and any new log-in will require two-factor authentication, if you have it enabled.

## TikTok



## How to stay safe on TikTok?

Choosing to make your account private allows you to approve or deny followers and restrict your uploaded content to followers only.

How to make your account private:

- Tap on the **profile tab**.
- Go to the **three-dot** menu in the top-right corner.
- Tap on **Privacy and safety**
- Then tap **Private account**.

### **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 moderation team.

To report a specific user:

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

To report a specific video:

- Tap the **share** icon.
- Tap **report** and follow the on-screen instructions.

### **How do I block a user?**

You can also block a user, so they will not 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 **settings** icon.
- Tap the **block** and follow the steps in the app.

### **What about parental controls?**

Parents can use **Digital Wellbeing** to help manage their child's experience on TikTok. **Screen Time Management** allows you to select how much time you would like your child to spend on TikTok and, once enabled, **Restricted Mode** will limit content that may not be appropriate for all audiences.

- Go to the user's **profile** and tap the **settings** icon in the top right-hand corner.

- Tap **Digital wellbeing** and then **Screen Time Management** (to manage time spent on app) or **Restricted Mode** (for age-appropriate content) following the on screen-instructions.

**Note:** Both features are password protected.

### **What if someone has my log in details?**

1. **Change your password:** Changing your password will log out all other users who may have accessed your account. If you cannot change your password, contact the Support Team by going to your **Profile** tab, tapping on the **Settings** icon, and selecting **Privacy and Settings > Send Feedback**.
2. **Check your account info:** Go to your **Profile** tab, tap on the **Settings** icon, and tap **Manage My Account** to verify if the information in your account is correct.

### **How to keep your account safe**

A few tips:



1. Never trust any 3rd-party websites that promise to give away free likes, fans, crowns, coins, or other incentives as they may be able to take your login info.
2. Select a secure password that contains at least one number and special character.

## **Instagram**





### **How do I block someone?**

When you block someone, they cannot see your profile or posts. To block or unblock someone:



- Go to their profile by finding them in your followers list or by searching for their name or username.
- Tap their username to open their profile and then tap  (Android) or  (Apple/Windows) in the top right-hand corner.
- Tap Block User.

### **How do I report content?**

If you see something that is not following Instagram's Community Guidelines (ex: nudity or self-harm), you can report a photo or video right from the Instagram app.

1. Tap  (iPhone & Windows Phone) or  (Android) below the post
2. Tap Report Inappropriate
3. Select why you are reporting the post.

If you want to report someone that is impersonating you or someone you know, you can do that right from the Instagram app.

1. Go to their profile by finding them in your followers list or by searching for their name or username.
2. Tap their username to open their profile and then tap  (iOS) and  (Android).
3. Tap Report Inappropriate.
4. Select "I believe this account violates Instagram's community guidelines" to report an account.