

15th November 2023

Dear Parents / Carers,

Following our E-Safety work with the children in School I am pleased to provide a special E-Safety flyer for you.

We have carried out a survey of the children in Key Stage 2 to explore their understanding of E-Safety and also to provide a picture of their online life out of School including which apps they use and what they do online.

In line with the National picture many children in School are using apps which have age ratings well above their age including 44% using WhatsApp which has an age restriction of 16+ and similar numbers playing Fortnite which has an age restriction of 12+.

If you choose to let your child use an app which has an age rating above your child's age I would strongly suggest that to safeguard your child you should check that their privacy settings are set and regularly monitor their usage of the app particularly checking that any contacts and messages are appropriate and safe.

While these apps have many positives they also have potential dangers for children which is why they have been age rated as they have.

I would advise checking your child's phone and tablet regularly as children may download and use apps without your knowledge or consent.

This flyer provides parental guides for the common apps used by the children and I have also included information about how to enable parental settings on both Apple and Android devices.

I have also included information about some common issues encountered by the children including how you can help them deal with upsetting content and how you can support them to set boundaries around their gaming and time spent online.

If there are any other apps or E-Safety issues that you have particular concerns about please contact School and I will endeavour to provide information via the Friday Flyer.

Should you have specific concerns about E-Safety related to your child please feel free to contact your child's class teacher who will be happy to provide advice and support.

It is my hope that this flyer will provide you with information which you will find helpful and useful in supporting your child when online.

Mr. A. Wheatley,  
Headteacher



At National Online Safety, we believe in empowering parents, carers and trusted adults with the information to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many apps which we believe trusted adults should be aware of. Please visit [www.nationalonlinesafety.com](http://www.nationalonlinesafety.com) for further guides, hints and tips for adults.

# What Parents & Carers Need to Know about WHATSAPP

**AGE RESTRICTION 16+**  
In UK and Europe: rest of the world 13+

With more than two billion active users exchanging texts, photos, videos and documents, as well as making voice and video calls, WhatsApp is the world's most popular messaging service. Its end-to-end encryption only allows messages to be viewed by the sender and any recipients: not even WhatsApp itself can read them. This privacy issue has been in the spotlight recently, as the UK's Online Safety Bill proposes to end such encryption on private messaging; WhatsApp is unwilling to do so and has reportedly considered withdrawing its service in the UK should this legislation go ahead.

**WHAT ARE THE RISKS?**

**EVOLVING SCAMS**  
WhatsApp's popularity makes it a lucrative hunting ground for scammers. Recent examples include posing as the target's child, requesting a money transfer because of a spurious 'emergency'. Plus a scam where fraudsters trigger a verification message by attempting to log in to your account, then (posing as WhatsApp) call or text to ask you to repeat the code back to them, giving them access.

**CONTACT FROM STRANGERS**  
To start a chat, someone only needs the mobile number of the WhatsApp user that they want to message. If your child has ever given their number out to someone they don't know, that person could then contact them via WhatsApp. It's also possible that your child might be added to a group chat (by one of their friends, for example) containing other people that they don't know.

**FAKE NEWS**  
WhatsApp's connectivity and ease of use allows news to be shared rapidly – whether it's true or not. To combat the spread of misinformation, messages forwarded more than five times on the app now display a "Forwarded many times" label and a double arrow icon. This makes users aware that the message they've just received is far from an original... and might not be entirely factual, either.

**VIEW ONCE CONTENT**  
The facility to send images or messages that can only be viewed once has led to some WhatsApp users sharing inappropriate images or abusive texts, knowing that the recipient can't re-open them later to use as evidence of misconduct. People used to be able to screenshot this 'disappearing' content – but a recently added WhatsApp feature now blocks this, citing increased privacy.

**CHAT LOCK**  
Another new option allows users to store certain messages or chats in a separate 'locked chats' folder, saved behind a passcode, fingerprint or face ID authentication. The risk here is that this function creates the potential for young people to hide conversations and content that they suspect their parents wouldn't approve of (such as age-inappropriate material).

**VISIBLE LOCATION**  
WhatsApp's 'live location' feature lets users share their current whereabouts, which can be helpful for friends meeting up or parents checking that their child's safely on the way home, for example. However, anyone in your child's contacts list or in a mutual group chat can also track their location – potentially letting strangers identify a child's home address or journeys that they make regularly.

## Advice for Parents & Carers ...TYPING...

**EMPHASISE CAUTION**  
Encourage your child to treat unexpected messages with caution: get them to consider, for example, whether the message sounds like something a friend or relative would really send them. Make sure they know never to share personal details over WhatsApp, and to be wary of clicking on any links in messages. Setting up two-step verification adds a further layer of protection to their WhatsApp account.

**THINKING BEFORE SHARING**  
Help your child to understand why it's important to stop and think before posting or forwarding something on WhatsApp. It's easy – and all too common – for content to then be shared more widely (even publicly on social media). Encourage your child to consider how an ill-judged message might damage their reputation or upset a friend who sent something to them in confidence.

**ADJUST THE SETTINGS**  
It's wise to change your child's WhatsApp settings (go to 'Privacy', then 'Groups') to specify which of their contacts can add them to group chats without needing approval; you can give permission to 'My Contacts' or 'My Contacts Except...'. Additionally, if your child needs to use 'live location', emphasise that they should enable this function for only as long as they need – and then turn it off.

**CHAT ABOUT PRIVACY**  
Some parents like to check in with their child about how they're using WhatsApp, explaining that it will help to keep them safe. If you spot a 'locked chats' folder, you might want to talk about the sort of chats that are in there, who they're with and why your child wants to keep them hidden. Also, if your child has sent any 'view once' content, you could discuss their reasons for using this feature.

**Meet Our Expert**  
Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.

**...HEY OSCAR...**

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## What Parents & Carers Need to Know about

# SNAPCHAT

AGE RESTRICTION  
**13+**



### WHAT ARE THE RISKS?

Snapchat is an instant messaging app which allows users to send images, videos and texts to people in their friends list. One of Snapchat's unique features is that pictures and messages 'disappear' 24 hours after they've been viewed; however, this content isn't as temporary as many believe - with some users saving screenshots or using another device to take a photo of their screen. This year, Snapchat added 'My AI': a customisable chatbot with which people can chat and share secrets, as well as asking for advice and suggestions of places to visit.

### CONNECTING WITH STRANGERS

Even if your child only connects with people they know, they may still get friend requests from strangers. The Quick Add option lets users befriend people the app recommends - but these 'friends' are merely a username, which could have anyone behind it. Accepting such requests reveals children's personal information through the Story, SnapMap and Spotlight features, potentially putting them at risk from predators.

### EXCESSIVE USE

Snapchat works hard on user engagement, with features like streaks (messaging the same person every day to build up a high score). Spotlight Challenges tempt users into spending time producing content in search of cash prizes and online fame, while it's easy for children to pass hours watching Spotlight's endless scroll of videos.

### INAPPROPRIATE CONTENT

Some videos and posts on Snapchat aren't suitable for children. The hashtags used to group content are determined by the poster, so even an innocent search term could still yield age-inappropriate results. The app's 'disappearing messages' feature also makes it easy for young people (teens in particular) to share explicit images on impulse - so sexting continues to be a risk associated with Snapchat.

### ARTIFICIAL INTELLIGENCE

My AI is Snapchat's new chatbot, which replies to questions in a human-like manner. However, the software is still in its infancy and has significant drawbacks, such as biased, incorrect or misleading responses. There have already been numerous reports of young users turning to AI for medical help and diagnoses, which could be inaccurate and therefore potentially dangerous.

### ONLINE PRESSURES

Although many of Snapchat's filters are designed to entertain or amuse, the 'beautify' effects on photos can set unrealistic body-image expectations - creating feelings of inadequacy if a young person compares themselves unfavourably with other users. Snapchat now also has 'priority' notifications (which still get displayed even if a device is in 'do not disturb' mode), increasing the pressure on users to log back in and interact.

### VISIBLE LOCATION

Snap Map highlights a device's exact position on a virtual map which is visible to other users. There are options to restrict who can see this information: all friends, only you (Ghost Mode) or selected friends. Snapchat also has real-time location sharing, which is intended as a buddy system to ensure friends have reached home safely - but which could also be used to track a young person for more sinister reasons.

## Advice for Parents & Carers

### TURN OFF QUICK ADD

The Quick Add feature helps people find each other on the app. This function works based on mutual friends or whether someone's number is in your child's contacts list. Explain to your child that this could potentially make their profile visible to strangers. We recommend that your child turns off Quick Add, which can be done in the settings (accessed via the cog icon).



### CHOOSE GOOD CONNECTIONS

In 2021, Snapchat rolled out a new safety feature: users can now receive notifications reminding them of the importance of maintaining connections with people they actually know well, as opposed to strangers. This 'Friend Check Up' encourages users to delete connections with users that they rarely communicate with, to maintain their online safety and privacy.



### DISCUSS AI

Although My AI's responses can often give the impression that it's a real person, it's essential that young people remember this certainly isn't the case. Encourage your child to think critically about My AI's replies to their questions: are they accurate and reliable? Remind them that My AI shouldn't replace chatting with their real friends, and that it's always better to talk to an actual person in relation to medical matters.



### CHAT ABOUT CONTENT

It may feel like an awkward conversation (and one that young people can be reluctant to have) but it's important to talk openly and non-judgementally about sexting. Remind your child that once something's online, the creator loses control over where it ends up - and who else sees it. Likewise, it's vital that children understand that some challenges which become popular on the platform may have potentially harmful consequences.



### KEEP ACCOUNTS PRIVATE

Profiles are private by default, but children may make them public to gain more followers. Snap Stories are visible to everyone your child adds, unless they change the settings. On SnapMaps, their location is visible unless Ghost Mode is enabled (again via settings). It's safest not to add people your child doesn't know in real life - especially since the addition of My Places, which allows other Snapchat users to see where your child regularly visits and checks in.



### BE READY TO BLOCK AND REPORT

If a stranger does connect with your child on Snapchat and begins to make them feel uncomfortable through bullying, pressure to send explicit images or by sending sexual images to them, your child can select the three dots on that person's profile and report or block them. There are options to state why they're reporting that user (annoying or malicious messages, spam, or masquerading as someone else, for example).



### Meet Our Expert

Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.



Sources: <https://help.snapchat.com/en-gb/articles/50559636692-What-is-My-AI-on-Snapchat-and-how-do-I-use-it> | <https://www.snap.com/en-gb/privacy-storage-from-photos-and-new-safety-enhancements> | <https://help.snapchat.com/en-gb/articles/702204146844>



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## What Parents & Carers Need to Know about

# YOUTUBE

YouTube is a video-sharing social media platform that allows billions of people around the world to watch, share and upload their own videos with a vast range of content – including sport, entertainment, education and lots more. It's a superb space for people to consume content that they're interested in. As a result, this astronomically popular platform has had a huge social impact: influencing online culture on a global scale and creating new celebrities.

### INAPPROPRIATE CONTENT

YouTube is free and can be accessed via numerous devices, even without creating a YouTube account. Some content is flagged as 'age-restricted' (requiring the user to be logged into an account with a verified age of 18), but children can still view some mildly inappropriate material. This can include profanity and violence, which some young users may find upsetting.

### CONNECT WITH STRANGERS

YouTube is a social media platform which allows people to interact with other (usually unknown) users. Account holders can leave comments on any video they have access to, as well as messaging other users directly. Connecting with strangers online, of course, can potentially lead to children being exposed to adult language, to cyberbullying and even to encountering online predators.

### SUGGESTED CONTENT

YouTube recommends videos related to what the user has previously watched on their account, aiming to provide content that will interest them. This is intended to be helpful but can also lead to binge-watching and the risk of screen addiction, especially if 'auto-play' is activated. Users without an account are shown popular videos from the last 24 hours, which might not always be suitable for children.

### HIGH VISIBILITY

Content creators can also be put at risk – especially young ones who try to make their online presence as visible as possible. Creating and uploading content exposes children to potential harassment and toxicity from the comments section, along with the possibility of direct messaging from strangers. Videos posted publicly can be watched by anyone in the world.

### TRENDS AND CHALLENGES

YouTube is teeming with trends, challenges and memes that are fun to watch and join in with. Children often find these immensely entertaining and might want to try them out. Most challenges tend to be safe, but many others may harm children through either watching or copying. The painful 'salt and ice challenge', which can cause injuries very quickly, is just one of many such examples.

### SNEAKY SCAMMERS

Popular YouTube channels regularly have scammers posing as a well-known influencer in the comments section, attempting to lure users into clicking on their phishing links. Scammers impersonate YouTubers by adopting their names and profile images, and sometimes offer cash gifts or 'get rich quick' schemes. Children may not realise that these users are not who they claim to be.

## Advice for Parents & Carers

### APPLY RESTRICTED MODE

Restricted Mode is an optional setting that prevents YouTube from showing inappropriate content (such as drug and alcohol abuse, graphic violence and sexual situations) to underage viewers. To prevent your child from chancing across age-inappropriate content on the platform, we would recommend enabling Restricted Mode on each device that your child uses to access YouTube.



### TRY GOOGLE FAMILY

Creating a Google Family account allows you to monitor what your child is watching, uploading and sharing with other users. It will also display their recently watched videos, searches and recommended videos. In general, a Google Family account gives you an oversight of how your child is using sites like YouTube and helps you ensure they are only accessing appropriate content.



### CHECK PRIVACY SETTINGS

YouTube gives users the option of uploading videos as 'private' or 'unlisted' – so they could be shared exclusively with family and friends, for example. Comments on videos can also be disabled and channels that your child is subscribed to can be hidden. If your child is only uploading videos that are protected as 'private', they are far less likely to receive direct messages from strangers.



### CHECK OTHER PLATFORMS

Influential content creators usually have other social media accounts which they encourage their fans to follow. Having an open discussion about this with your child makes it easier to find out how else they might be following a particular creator online. It also opens up avenues for you to check out that creator's other channels to see what type of content your child is being exposed to.



### MONITOR ENGAGEMENT

YouTube is the online viewing platform of choice for billions of people, many of them children. Younger children will watch different content to older ones, of course, and react to content differently. You may want to keep an eye on how your child interacts with content on YouTube – and, if applicable, with content creators – to understand the types of videos they are interested in.



### LIMIT SPENDING

Although YouTube is free, it does offer some in-app purchases: users can rent and buy TV shows and movies to watch, for example. If you're not comfortable with your child purchasing content online, limit their access to your bank cards and online payment methods. Many parents have discovered to their cost that a child happily devouring a paid-for series quickly leads to an unexpected bill!



### Meet Our Expert

Clare Godwin (a.k.a. Lunawolf) has worked as an editor and journalist in the gaming industry since 2015, providing websites with event coverage, reviews and gaming guides. She is the owner of Lunawolf Gaming and is currently working on various gaming-related projects including game development and writing non-fiction books.



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## What Parents & Carers Need to Know about

# ROBLOX



Roblox is one of the most popular video games on the market. By 2020, the game's makers were claiming that more than half of children in the USA play it. As a 'sandbox' title, Roblox offers a huge amount of creative freedom; it lets players create their own gaming experiences with the Roblox Studio to build custom levels and games, which can then be shared with other players online. Roblox fosters creative thinking and enjoys a robust online community of fans.

### WHAT ARE THE RISKS?

#### CONTACT WITH STRANGERS

Roblox encourages players to communicate online (including a group chat facility). This could expose children to risks such as scammers, online predators, harassment, griefers and more. The in-game chat has some filters, but isn't perfect: players can still send harmful messages to others – such as general hostility – while predators can reach out to children directly.

#### ONLINE DATERS

These are also called 'ODers' and are quite common in Roblox. An ODer is an individual who joins a game with the intention of finding someone to date online – and eventually meet in person. Such online dating is against the Roblox community guidelines, but this usually doesn't deter ODers. Some player-built Roblox game worlds have even been designed with online dating specifically in mind.

#### PUBLIC SERVERS

Roblox has private or VIP servers which allow people to play exclusively with their friends, but this costs money. Most Roblox players will instead be on public servers that anyone can join. Servers can host games which focus on all kinds of aspects, including direct player interaction. Some games and servers, therefore, will put children more at risk of contact from strangers than others.

#### IN-APP PURCHASES

Roblox is actually free to download and play, but bear in mind that there are some hidden costs. Players are encouraged to make purchases in the game, for example, using real money. People can also buy extra Robux (the in-game currency) to spend on cosmetic items in the game, and some private or VIP servers also have a cost.

## Advice for Parents & Carers

#### SET PARENTAL CONTROLS

Roblox comes with several parental control options, which are explained well on the game's official website. It's essential to enter the correct date of birth for your child, as that allows Roblox to automatically apply the appropriate chat filters. The game also allows parents and carers to set monthly spending restrictions and monitor their child's account.

#### DISABLE PRIVATE MESSAGING

Roblox's private messaging function raises the risk of children being contacted by people they may not want to speak with – potentially leading to bullying, harassment, toxicity and scam attempts. The game allows you to disable messages from anyone who hasn't been added as a friend on your child's account.

#### PRIVATE SERVERS

If your child has genuine friends who they play Roblox online with, paying for a private or VIP server decreases the risk of contact from strangers. Even then, however, some players could invite other people – who might not necessarily be child friendly – into the private server. If your child is a Roblox fan, it's important to talk with them regularly about who they are playing the game with.

#### MONITOR SPENDING

If they don't understand they're using real money, it's easy for children to accidentally spend a sizeable amount in the game. Using parental controls to place limits on their spending will help avoid any nasty financial surprises. Ensuring that you have two-factor authentication on your payment accounts also makes it harder for your child to spend money inadvertently.

#### DEALING WITH STRANGERS

At some point in their development, your child will need to learn how to deal with strangers online. Show them how to block and report any users who are upsetting them or asking uncomfortable questions. Talking to them about what's OK to discuss – and what they should never tell a stranger online – will help them understand how to communicate with others safely in the digital world.

#### Meet Our Expert

Clare Godwin (a.k.a. Lunawolf) has worked as an editor and journalist in the gaming industry since 2015, providing websites with event coverage, reviews and gaming guides. She is the owner of Lunawolf Gaming and is currently working on various gaming-related projects including game development and writing non-fiction books.



Sources: <https://www.theweekmag.com/2020/07/21/21333431/roblox-over-half-of-us-kids-playing-virtual-parties-for-trinity>  
<https://corp.roblox.com/parents/>



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## What Parents & Carers Need to Know about

# FORTNITE

CHAPTER  
**4**

AGE RESTRICTION  
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**12**

Fortnite may be something of a veteran in gaming terms (having launched back in 2017), but it remains massively popular – with more than 250 million people playing online every month. That's partially due to the competitive nature of its player-vs-player combat, its pop culture crossovers and its constantly shifting map. Significant updates are rolled out with each new version of the game – known as 'chapters' – and within these sit shorter 'seasons', which bring more subtle changes. The latest iteration, Chapter 4 Season 2, adds a cyberpunk-themed city and anime-style areas, for example, along with new weapons and characters.

### WHAT ARE THE RISKS?

#### ALWAYS ONLINE

There's no single-player offline mode in Fortnite: it can only be played online. Internet access can sometimes be an issue when you're out and about (both in terms of connectivity and using up data), so you may find that dedicated young Fortnite players are often less enthusiastic about trips away of a certain length – such as days out and holidays – than you might have expected.

#### IN-GAME COSTS

Fortnite is free to download and play, but it does offer various additional purchases – cosmetic skins, rare weapons and so on – which don't really impact on gameplay, but can cost quite a significant amount. These items are bought with game's currency, V-Bucks – which can be earned through playing, but are also often purchased from the game's store for real-world money.

#### POP CULTURE REFERENCES

Part of Fortnite's appeal is its ongoing crossovers with other popular franchises, ranging from movies and TV shows like *The Walking Dead* to comic book characters including Batman to other games such as *Street Fighter*. This means you could find your child asking questions about the creature from *Alien* or who Geralt from *The Witcher* is a little sooner than you'd possibly anticipated.

#### CROSSPLAY AND PARTY CHAT

Fortnite is popular with vast numbers of gamers – of various ages. Crossplay lets friends play with and against each other, regardless of whether they're on an Xbox, PlayStation or PC – while party chat allows them to communicate during the game. This chat feature can also, therefore, put youngsters at risk of hearing inappropriate language from older players in the heat of virtual combat.

#### VIRTUAL VIOLENCE

At its core, there's no avoiding that Fortnite is about shooting other players to eliminate them. That said, there's no blood or gore; the violence is generally rendered in a cartoonish style, and there are frequent comical touches to lighten the mood (fishing mini-games, for example). The machine guns, shotguns and other weapons often look and behave realistically, however, so discretion is advised.

#### FREQUENT UPDATES

The game's developers release content in 'seasons' that usually run for around ten weeks. Each fresh update sees items added to the in-game store, changes to the environment's map and a different over-arching theme (such as 'medieval', 'pirates' or 'party'). These regular renewals help to hold players' interest – but also give young gamers plenty of reasons to keep returning to their screens.

## Advice for Parents & Carers

#### MATCH GAMING TIMES

Younger players tend to want to play Fortnite alongside their friends. With this in mind, it could be worth speaking to the parents and carers of your child's social group and trying to coordinate their gaming around certain hours of the day. Safety in numbers is obviously a factor here, but it will also help your child feel that they're getting adequate opportunity to socialise with their friends online.

#### SET SPENDING LIMITS

Fortnite's rotating store is a not-so-subtle mechanism for coaxing players into splashing out on those sought-after items before they disappear again for weeks. This could potentially lead to surprise outlays on your card if your child is tempted into an impulse purchase. You could consider setting up a prepaid card for them to use – or ensuring that any online purchases require adult authorisation.

#### USE UPDATES AS REWARDS

Fortnite's seasonal updates are free – but each also brings the option of a 'battle pass', unlocking exclusive rewards for playing the game and completing set challenges. The passes cost around £8 (and are available as part of larger bundles) and can be an effective reward to young Fortnite fans for good behaviour or academic performance, or as an incentive for chores like tidying their room.

#### BE WARY OF SCAMS

The immense popularity of Fortnite with more trusting younger audiences means that there's no shortage of scammers looking to fraudulently obtain passwords and other personal data through techniques like phishing. As the developers point out on many of Fortnite's loading screens, they never ask for a player's account password outside of the game: make sure your child knows this.

#### ENJOY FORTNITE TOGETHER

Fortnite also offers split-screen gameplay, meaning that two people can play simultaneously via the same TV or computer. That's ideal for siblings or when your child's friends visit – but it also offers you an opportunity to spend time doing something fun with your child, while also being able to make sure they're playing the game safely. Who knows, you might even teach them a thing or two!

#### Meet Our Expert

Lloyd Coombes is Editor in Chief of gaming and reports site *GDReactor* and has worked in the gaming media for around four years. A long-time gamer, he is also a parent and therefore a keen advocate of online safety. Writing mainly about tech and fitness, his articles have been published on influential sites including *IGN* and *Technradar*.



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## What Parents & Carers Need to Know about

# TIKTOK

AGE RESTRICTION  
**13+**

(certain features are restricted to over-18s only)

TikTok is a free social media platform that lets users create, share and watch short videos ranging anywhere from 15 seconds to 10 minutes in duration. The app gained notoriety for its viral dances, trends and celebrity cameos and can be a creative, fun platform for teens to enjoy. Now available in 75 languages, it has more than a billion active users worldwide (as of spring 2022) and is most popular with the under-18 age bracket. In fact, a 2022 Ofcom report found TikTok to be the most-used social media platform for posting content, particularly among young people aged 12 to 17.

### WHAT ARE THE RISKS?

#### AGE-INAPPROPRIATE CONTENT

While TikTok's "Following" feed only displays videos from users someone follows, "For You" is a stream of clips based on their previously watched content. Most videos on a child's "For You" feed will therefore be light-hearted and amusing, but it could potentially surface something unsuitable. TikTok's guidelines prohibit the sharing of illegal or inappropriate content, but the sheer volume of uploads mean they aren't manually monitored and vetted.

18  
CENSORED

#### DANGEROUS CHALLENGES

Due to TikTok's immense popularity, some young people have unfortunately been influenced by videos challenging them to perform harmful, criminal or even deadly acts. One extreme example was the 'blackout' trend, which encouraged users to hold their breath until they passed out from a lack of oxygen. It led to two families filing lawsuits against TikTok over the tragic deaths of their children.

#### CONTACT WITH STRANGERS

With around 1.1 billion users globally, the potential for contact with strangers on TikTok is high – especially as accounts created by over-18s (or youngsters using a false date of birth) are set to public by default. This not only means that someone's profile is visible to everyone else on the app; it also lets their videos be suggested to others and enables anyone to comment on them or download them.

#### IN-APP SPENDING

TikTok is free, but users have the option to buy TikTok coins, which can be used to purchase emojis in the app. These emojis are then sent as rewards (retaining their monetary value) to other users for videos they've created. Coin bundles range from £9.99 to an eye-watering £99; TikTok's policy is that they can't be bought by under-18s, but it's possible to bypass this with a fake birthdate.

#### ADDICTIVE NATURE

TikTok can be addictive, especially for young people; compulsive repeated use can interfere with sleep patterns and be a distraction from other activities. The platform recently introduced default usage time limits of 60 and 100 minutes for new members under 18 (in the UK, children with TikTok average 102 minutes per day on the app), but these restrictions can easily be removed in the settings.

#### TIKTOK NOW

Introduced in late 2022, the 'TikTok Now' feature lets users post a daily video or photo at the exact same time as their friends. Users receive a synchronised notification at a random time of day, giving them three minutes to take a video or real-time photo. This addition can not only be a distraction to young people but could lead to them inadvertently sharing private content such as their location.

## Advice for Parents & Carers

#### ENABLE FAMILY PAIRING

Family Pairing allows parents to link their TikTok account with their child's and control their settings remotely. Parents can then, for example, turn on Restricted Mode (reducing the chances of a child seeing inappropriate content); set screen time limits; and manage their child's ability to send messages (and to whom). Children can't alter these settings without parental approval.

#### MAKE ACCOUNTS PRIVATE

Although under-18s will have their TikTok account set to private by default, bypassing this setting is relatively easy. However, parents have the ability to manually set their child's account to private – meaning that their videos won't be visible to strangers and they won't be able to exchange messages with people who aren't on their friends list.

#### LIMIT IN-APP SPENDING

If your child is using an iPhone or Android device to access TikTok, you can alter the settings to prevent them from making in-app purchases. We'd recommend that you enable this feature, as it's quite easy for a young person – without realising what they're doing – to spend a significant amount of real money buying TikTok coins so they can unlock more features of the app.

#### DISCUSS THE DANGERS

If your child wants to use TikTok and you're happy for them to do so, it's crucial to talk about the potential risks in this type of app. For example, ensure they understand not to share any identifying personal information – and that they realise they could be exposed to inappropriate content. Thinking critically about what they see on TikTok can help children become generally more social media savvy.

#### READ THE SIGNS

If you're concerned that your child might be spending too much time on TikTok, or that they've been emotionally affected by something inappropriate or upsetting that they've seen, it's important to know how to spot the possible signs: increased irritability and a lack of concentration are potential red flags, as are failing to complete homework or regularly not eating meals.

#### Meet Our Expert

Carly Page is an experienced technology journalist with a track record of more than 10 years in the industry. Previously the editor of tech tabloid The Inquirer, Carly is now a freelance technology journalist, editor and consultant.

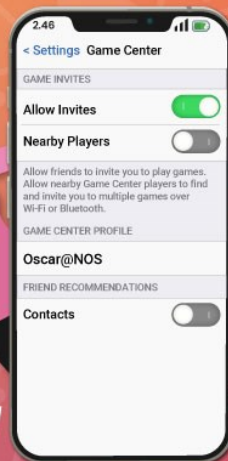


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# How to Set up PARENTAL CONTROLS for APPS iPhone

Apple devices come with built-in apps already available: Mail, FaceTime and Safari, for example. However, you can choose which apps and features appear on your child's device and which ones don't. You can also manipulate the features in Game Centre to enhance your child's safety and privacy when playing games, as well as blocking iTunes or App Store purchases if you wish.



## How to Restrict Built-in Apps/Features

- 1 Open Settings
- 2 Tap Screen Time
- 3 Tap Content & Privacy Restrictions
- 4 Tap Allowed Apps (you may need to toggle this to 'on' at the top)
- 5 Enable or disable the apps you wish to appear (or disappear) on your child's device

## How to Restrict Game Centre

- 1 Open Settings
- 2 Tap Screen Time
- 3 Tap Content & Privacy Restrictions
- 4 Tap Content Restrictions (you may need to switch the toggle at the top to the 'on' position)
- 5 Scroll down to Game Centre
- 6 Choose between Allow, Don't Allow, or Allow with Friends Only in the settings for each feature

## How to Restrict iTunes & App Store Purchases

- 1 Open Settings
- 2 Tap Screen Time
- 3 Tap Content & Privacy Restrictions
- 4 Tap iTunes & App Store Purchases
- 5 Select Allow or Don't Allow for each feature (you can also lock these settings with a password)

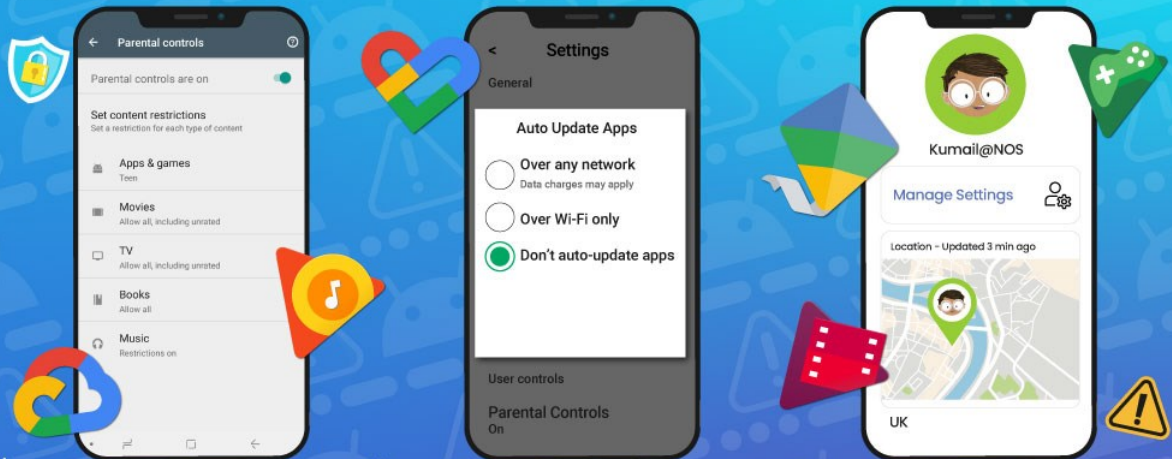




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# How to Set up PARENTAL CONTROLS for APPS on an Android Phone

On Android phones, restricting access to particular apps usually requires going onto Google Play. From there, it's fairly easy to navigate your way through the settings to manage the parental controls and authentications relating to any apps on the device. These features can prevent your child from downloading or buying anything unsuitable for their age. Updated versions of apps or games that your child has already installed may occasionally contain something inappropriate, so we've explained how to stop those, too.



## How to Block App Downloads (This Also Disables In-app Purchases):

- 1 Open Google Play Store
- 2 Tap the profile icon in the top right
- 3 Tap Settings
- 4 Scroll down to the Family section and tap Parental controls
- 5 Toggle 'Parental controls are off' to 'Parental controls are on'
- 6 Create a PIN and tap OK
- 7 Confirm your PIN and tap OK again
- 8 Tap Apps & Games
- 9 Set the age limit you wish to set
- 10 Tap Save to apply your changes

## How to Stop Auto-updates

- 1 Open Google Play Store
- 2 Tap the profile icon in the top right
- 3 Tap Settings
- 4 Tap Auto-Update Apps
- 5 Select 'Don't auto-update apps' and then tap Done

## Restricting Apps Through Google Family Link

- 1 Open Google Play Family Link for parents
- 2 Tap the three horizontal lines in the top left
- 3 Select your child's account
- 4 Tap Manage
- 5 Tap Controls on Google Play
- 6 Tap Apps & Games
- 7 Select the age limit you wish to set





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# SUPPORTING CHILDREN TO DEAL WITH UPSETTING CONTENT

## A Guide for Parents and Carers

Raising children in the digital age seems to be getting tougher, with the world currently experiencing so many uncertainties. From climate change to the war in Ukraine and the conflict in Israel, right now children across the globe can scarcely go online without being exposed to unsettling stories, images and ideas. Reassuring a concerned child can be difficult, especially when bad news feels omnipresent. We've put together some advice to help you in discussing upsetting events with young ones.

### FIND OUT WHAT YOUR CHILD KNOWS 1

There are many ways that children are exposed to upsetting content in the media, both online and offline. Before swamping your child with information, find out what they know already. Show them you're interested in what they have to say, practice active listening and try to gauge how much your child has been impacted by what they've seen.



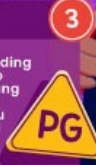
### RIGHT TIME, RIGHT PLACE 2

Starting a conversation about upsetting content probably isn't the best idea when your child is studying for an exam or about to go to bed. Choose a time when they're relaxed and open to talking, to make sure you have their full attention. Remember, these conversations can become emotional, so choose somewhere your child feels safe and comfortable.



### KEEP IT AGE APPROPRIATE 3

With younger children, try and keep the conversation more general and avoid leading questions and complex detail. You can go slightly deeper into the specifics with young teenagers but keep monitoring their emotional response. With older teens, you can be more open about the realities and consequences of what's happening – but again, do stay aware of their emotional state.



### EMPHASISE HOPE 4

Upsetting content can make anyone feel angry, scared, sad or overwhelmed. Try to find stories of hope, generosity and strength related to the content you're discussing. Children often feel reassured when they know they can do something to help, so encourage your child's sense of control through activities which make them feel they're positively impacting the events they're concerned about.



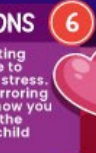
### MONITOR REACTIONS 5

All children react differently, of course, and young people might not directly say that they're scared, angry, anxious, confused or uncomfortable. Emotional reactions are natural when discussing upsetting topics, so take note of your child's body language and reactions. Allow them to express their feelings in a non-judgmental space and try to stay mindful of how they might be feeling.



### CONSIDER YOUR OWN EMOTIONS 6

It's not only young people who find upsetting news difficult to process: adults also have to deal with strong emotions in moments of stress. Children develop coping strategies by mirroring those around them, so staying on top of how you appear to be regulating your emotion on the outside is important for supporting your child through worrying times.



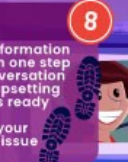
### SET LIMITS 7

Managing screen-time and content can be difficult even in normal circumstances, but especially in unusual or stressful periods (at the start of the pandemic, for example). It's virtually impossible to keep children away from upsetting content completely, but it's important to try to limit exposure by using parental controls, talking about the dangers of harmful content and enforcing screen-time limits.



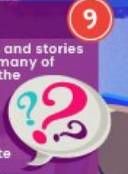
### TAKE THINGS SLOWLY 8

Try not to overwhelm your child with information all at once; instead, take the discussion one step at a time. You could make the first conversation a simple introduction to a potentially upsetting subject and then wait until your child is ready to talk again. Opening the door to the conversation and demonstrating that your child can talk to you about this type of issue is a vital first step.



### ENCOURAGE QUESTIONS 9

Online, troubling images, posts, videos and stories are shared across multiple platforms, many of which your child might access. Even if the content is actually inappropriate, encourage your child to discuss what they saw instead of being angry at them for seeing it. Children are still learning that not everything online is accurate – you want to be their ultimate source of information, not their device.



### FIND A BALANCE 10

There's often a tremendous compulsion to stay right up to date with events. Our phones frequently send us push notifications urging us to read the latest article or view the most recent video on social media. It's essential to remind your child that it's healthy to take regular breaks, and to focus on positive events instead of 'doomscrolling' and risking becoming overwhelmed by bad news.



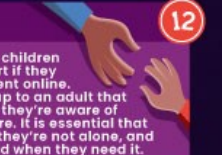
### BUILD RESILIENCE 11

News has never been more accessible. While our instinct may be to shield children from upsetting stories, it's important that they're equipped with the tools to manage this content when they are exposed to it. Talk about upsetting content more generally with your child and emphasise that they can always tell you or a trusted adult if something they see makes them feel uneasy.



### IDENTIFY HELP 12

It's hugely important that children know where to find support if they encounter upsetting content online. Encourage them to open up to an adult that they trust, and make sure they're aware of who their trusted adults are. It's essential that children understand that they're not alone, and that help is available if and when they need it.



### Meet Our Expert

Cayley Jorgensen is the director of FaceUp South Africa, which is a reporting system that is currently being used by schools and companies to fight bullying around the world. FaceUp helps give a voice to bystanders by encouraging them to speak up and get the help they not only want but need.



Source: <https://www.bbc.com/news/health-1047935> | <https://www.charitynavigator.org/supporting-you-child-with-upsetting-content/> | <https://www.unicef.org/press-releases/10-ways-to-talk-your-child-about-conflict-and-war>





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# Top Tips for SETTING BOUNDARIES AROUND GAMING

If your child loves video games, then you'll probably be aware that how long they spend gaming – and what they're actually playing – can occasionally become a source of concern or conflict. The UK's trade body for interactive entertainment, Ukie, has recently launched a campaign to promote safer and more responsible gaming among young people – with parents and carers helping by setting sensible and fair boundaries. Our guide has tips on key areas where you could agree some healthy ground rules for your child's gaming activity.

## PROMOTE SAFER GAME CHOICES

Deciding which online games are OK – and which should be avoided – is tricky. Some titles allow children to cooperate or compete with strangers, which creates potential risks. Watching your child play online for a while could provide more insight into a particular game, while the parental controls on most consoles allow you to limit who can chat to your child or send them friend requests. Remind your child of the hazards around strangers online when you discuss this boundary with them.

## ENCOURAGE REGULAR BREAKS

Help your child understand the need to take regular breaks, playing in shorter bursts rather than marathon sessions. Bear in mind that some games (such as role-playing games) require time investment from the player, while others (online team games, for example) can't be stopped or paused at a moment's notice. A quick break every hour or so is good practice, and you could suggest some things to do in these breaks, such as having a drink of water or getting some fresh air.

## AGREE SPENDING LIMITS

There's no doubt that gaming can be expensive, and younger players often don't realise how much paying for digital items and subscriptions can add up to. Many young gamers love to buy new skins or upgrades for their character, so you could settle on a fixed amount that your child is allowed to spend on in-game items each week or month. This sort of boundary will not only help your child to manage their expectations but will also make you more aware of the price of these items.

## DISCUSS AGE RATINGS

Children often ignore the age ratings on games – or are unaware they even exist. If you're happy with your child playing a particular game even though it's rated above their age, then establish that as a boundary, emphasise that you've made an exception, and talk about what age ratings mean and why they're important. You could add context to this boundary by browsing games' boxes together while shopping, discussing why some games might have earned certain age ratings.



## FACTOR IN FRIENDS

If your child is a keen video gamer, the chances are that they'll have other gamers among their social circle, too. When friends visit, do they instantly dash to their console or computer? You could put boundaries in place before their guests arrive by agreeing on a length of gaming time. Bear in mind, though, that they may try to extend this once they're together. Try coming up with activities or challenges for them during screen breaks – if they join in, they earn a little extra time on their game.

## ENJOY GAMING TOGETHER

Setting time aside to play video games together can be an enjoyable bonding exercise. Undeniably, some young gamers may be less enthusiastic about a parent or carer joining in, but it can be a productive way of encouraging them to share their hobby with you. Setting goals or tasks might be useful: if they love Minecraft, choose something to build together; if Fortnite's their favourite, ask to try out some of the fun game modes, like Prop Hunt, which don't require high skill levels.

## TALK ABOUT EMOTIONS

Help your child to monitor their emotions as they play. Discuss what is (and isn't) an acceptable level of competitiveness to show while gaming. Are they allowed to trash talk other players, for example? Can they notice when they get angry if they lose? Do they think these emotions are healthy? Some games can provoke anger, but others can bring joy, humour and the thrill of overcoming a challenge. Try to steer your child towards games that tend to produce these more positive feelings.

## BE PREPARED FOR TROLLS

A frequent problem when gaming online is other players who are deliberately troublesome. Make sure your child knows how to report and block someone who makes their experience a negative one. Between you, decide if or how they should deal with these online trolls. Talk about where your child's boundaries are in terms of what they think is acceptable: what behaviour by other users is merely frustrating, and what crosses the line to become upsetting or abusive.

## Meet Our Expert

Daniel Upscombe is a writer specialising in technology, video gaming, virtual reality and Web3. He has also written 15 guidebooks for children, covering games such as Fortnite, Apex Legends, Valorant, Roblox and Minecraft. With work published by the likes of PC Gamer, Kotaku, Pocket Gamer and VG247, he has reviewed more than 50 games and products over the past year.



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