

Parent and Carer Online Safety Resources

Be aware. Connect with care. Supporting young people online.



If my child uses social media...

If you decide to let your child, use social media, here are some of the things you should discuss with them.

Friends and relationships

With younger children, talk about what it means to be a good friend online, how they would deal with disagreements or what they would do if one of their friends was mean to them. Remind them that they should treat their friends online as they would offline and vice versa.

With older children, talk about what a healthy relationship looks like, including the importance of trust and consent. Remind them of their right to feel respected, happy and safe in all of their relationships. They should never feel scared, controlled or forced into doing things that they don't want to do.

Whatever their age, it can be really tempting to accept as many friend requests or follows as possible, as this makes you feel popular. But remember, they could be anyone. Do they really want them seeing your pictures, videos or comments?

Share with care

Once they've put something online it can be copied, shared or edited, and it could turn up somewhere they wouldn't want it to be. Remind them that it's not OK for someone is pressurising them into sharing things online when they don't want to,

Most social networks let you limit what you share to friends or followers. It's always a good idea to only let friends they know, and trust see their stuff. Make sure they learn how to use privacy settings and how to block people who are bothering them.

Know how to report and get help

It's important that children and young people always know where to go if they come across something that worries them or makes them feel uncomfortable online. Make sure they know that you would never blame them for anything that might happen online.

Most social media services will have a reporting system. So, if someone's shared an embarrassing picture or someone is being mean, they can report this any site or app they use by visiting their 'safety' pages.

Make sure they know that they can always report to CEOP if they are worried about sexual abuse online. Or if they are worried about something else, they can call a helpline, like Childline.

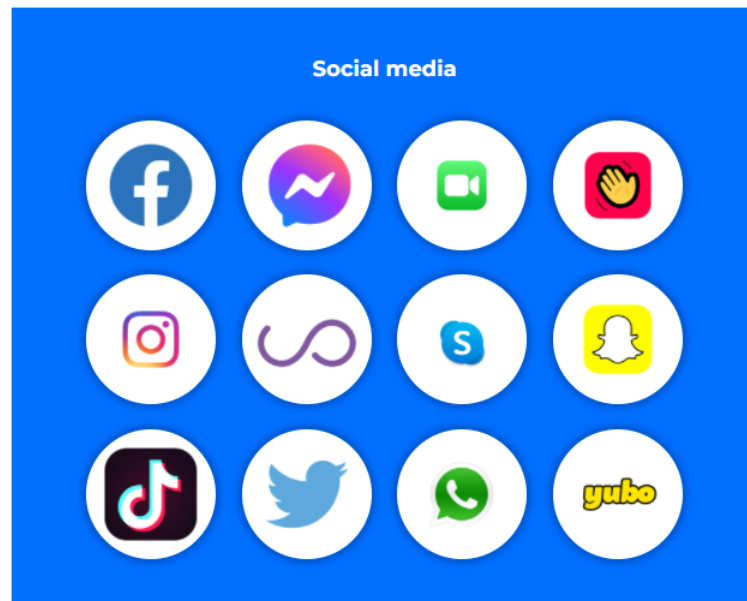
Make an agreement

Come to an agreement you are both comfortable with about how they can use social media. This should include how they choose their friends, the things they can post, and how often they can use it. You should also agree how to supervise their online activity. Some parents and carers become friends or decide to follow their child's social media account. Others agree to regular checks where they go through the social media account with their child.

Social Media Privacy How-to Guides

You can find all the latest social media apps and how you as a parent can support your child to activate the safety features built within at

<https://www.internetmatters.org/resources/social-media-advice-hub/>



Shop smart and safe

<https://foundation.mozilla.org/en/privacynotincluded/>

Online reviews for games and apps

<https://www.common sensemedia.org/>

Online safety advice and help for parents

<https://www.childnet.com/parents-and-carers/>

<https://www.thinkuknow.co.uk/parents/ask-the-awkward/>

<https://www.thinkuknow.co.uk/globalassets/asktheawkward-parents--carers-help-sheets.pdf>

<https://www.childrenscommissioner.gov.uk/report/talking-to-your-child-about-online-sexual-harassment-a-guide-for-parents/>

Family Digital Toolkit and agreement

<https://www.internetmatters.org/digital-family-toolkit/>

<https://www.childnet.com/resources/family-agreement/>



Limit the content you see

If you don't like a video, you can simply long-press on that video and tap **Not Interested** to see less of that sort of video in the future.

Set your messaging preferences

For users over 16, only your Friends – those who follow you and you follow back – can send you a private message.

You can unfollow or block a user to stop them from sending a direct message or disable messaging entirely from your privacy settings.

Set your video to private

If you've already uploaded the video: **Tap the three dots, tap Privacy settings and select Only me**

If you're about to post a video you can choose who can watch it: **Only me, Friends or Everyone** and you can choose whether comments are allowed.

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. To make your account private:

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

You can keep your identity secure by not including any personal information, such as name, address, phone number or age in your profile.

Users can also manage their experience through the **Digital Wellbeing** tool in their settings, using 'Screen Time Management' and 'Restricted Mode', to limit the type and amount of content viewable.

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 dedicated moderation team in the app. You can also report via the web form - [tiktok.com/legal/report/feedback](https://www.tiktok.com/legal/report/feedback)

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:

- **Hold** your finger on the video
- Tap **report** and follow the on-screen instructions

TikTok also works with the **Professional Online Safety Helpline (0344 381 4772 or helpline@saferinternet.org.uk)** If you're a professional working with children and you come across content that you do not think should be on TikTok, you can call or email POSH. The team will then report the content directly to TikTok's Trust and Safety to take action.

Supporting community and wellbeing

TikTok does not allow content that promotes, glorifies, or normalises harmful content, however it does support people who choose to share their personal experiences to raise awareness, help others who might be struggling and looking for support among the community.

To help users do this safely, TikTok provides well-being guides ([tiktok.com/safety/en-gb/well-being-guide](https://www.tiktok.com/safety/en-gb/well-being-guide)) to support people who choose to share their personal experiences on the platform, developed with the guidance of independent experts.

Redirecting Users - when someone searches for words or phrases relating to sensitive issues they are directed to local support resources such as Samaritans or BEAT helpline.

Warning Users - when a user searches content that some may find distressing, for example 'scary make-up', the results page will be covered, requiring individuals to opt-in to see content.

What about parental controls?

The **Family Pairing** feature allows parents to customise their teen's safety settings based on their individual needs. It allows a parent to link their TikTok account to their teen's and set controls including:

- **Screen Time Management:** Control how long your teen can spend on TikTok each day.
- **Restricted Mode:** Limit the appearance of content that may not be appropriate for them.
- **Direct Messages:** Restrict who can send messages to the connected account, or turn off direct messaging completely.
- **Search:** Decide whether teens are able to proactively search for content

Parents or caregivers that enable Family Pairing receive advice for parents, which are also available on the Guardian's Guide section of TikTok's Safety Centre - [tiktok.com/safety](https://www.tiktok.com/safety)

Blocking users on TikTok

You can also block a user so they won't 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 **block** and follow the steps in the app

Users can also **bulk report**, delete or block up to 100 comments or accounts at once by long-pressing on a comment or tapping the pencil icon in the upper-left corner to open a window of further options.

Control your comment section

You have the power to decide whether you want to allow comments on videos from everyone, followers only, or restrict them altogether. Using profile settings, you can filter all comments to prevent certain keywords, or pre-approve any comment that appears on your video.



<https://www.tiktok.com/safety/en/guardians-guide/>



For more information <https://www.youtube.com/kids/>

Parent Allow listing feature <https://youtu.be/eVYsgC7-6ZM>



Parent Supervised Experience

For more information

https://support.google.com/youtube/answer/10314074?hl=en&ref_topic=10314939

<https://youtu.be/nhgvtv3FLSc>

Parental Controls for Echo



<https://www.internetmatters.org/resources/smart-speakers-set-up-safe-guide/>

How do I stop explicit songs from playing on my Echo device?

- In the Alexa app, tap the three, horizontal bars in the upper left corner.
- Tap Settings.
- Tap Music & Podcasts, and enable the Explicit Language Filter. Therefore, whether you're using Amazon Music, Spotify, iHeart Music, or another service, Alexa will obey that service's "block explicit music" filter.

How do I prevent my child from ordering 1,000 pizzas from the Echo?

You can require a pin or disable voice ordering altogether.

- Set a pin, tap the three, horizontal lines in the upper, left corner.
- Tap Settings.
- Tap Account Settings and then Voice Purchasing. There you can set a 4-digit purchase code. Or you can toggle off Purchase by Voice altogether

How do I erase my voice history on Echo? (A great privacy step)

- In the Alexa app, tap the three, horizontal bars in the upper left corner.
- Tap Settings.
- Tap Alexa Privacy, and be prepared to be a little freaked out at how much data is collected, but you can also delete your voice history whenever you want. Just say, "Alexa, delete everything I said today."
- The Alexa Privacy Hub informs you how the Echo is built with your privacy in mind and the controls you have over your privacy (but don't believe it -> we all know Amazon is a data collector). After visiting the Alexa Privacy Hub, scroll down until you see, "Alexa Privacy Settings," where you can delete EVERYTHING that's been collected on the device.

In-app purchasing controls

Turn off in-app purchases if you can:

iPhone - Settings. Tap Screen Time > Content & Privacy Restrictions. Then, turn the Content & Privacy Restrictions on. Tap iTunes & App Store Purchases > In-app Purchases > Don't Allow


There's no way to disable in-app purchases on an Android device altogether, but you can set the device to require authentication before a purchase is made:

- Google Play app and Tap Menu > Settings. Tap Require authentication for purchases. This allows you to choose from three options: either
- For all purchases through Google Play on this device
- Every 30 minutes
- Never

Setting up Parental Controls for:

Smartphones and other devices


Select the device from the dropdown list



VIEW ALL

Entertainment & Search engines


Select the device from the dropdown list



VIEW ALL

Broadband & mobile networks


Select the device from the dropdown list



VIEW ALL

Social media

Select the device from the dropdown list




VIEW ALL

Gaming console

Select the device from the dropdown list

Select the device



VIEW ALL

<https://www.internetmatters.org/parental-controls/>

BBC Own It app

<https://www.internetmatters.org/parental-controls/smartphones-and-other-devices/bbc-own-it-app-and-keyboard-guide/#keyboard>

Google Family Link

<https://support.google.com/families/answer/7101025?hl=en>

[Google Family Link - parent's set up guide | Internet Matters](#)

Windows Family

<https://support.microsoft.com/en-us/account-billing/getting-started-with-microsoft-family-safety-b6280c9d-38d7-82ff-0e4f-a6cb7e659344>

Apple Family

Set up family sharing <https://support.apple.com/en-gb/HT201088>

Screen Time <https://support.apple.com/en-gb/HT208982>

Reporting channels



<https://www.ceop.police.uk/ceop-reporting/>

Child Exploitation Online Protection

Report inappropriate conduct to protect children from abuse



<https://www.iwf.org.uk/report>

Internet Watch Foundation

Report online child sexual abuse imagery



<https://reportharmfulcontent.com/?lang=en>

Report Harmful Content

Report lawful but awful content – threats, impersonation, bullying and harassment, self-harm or suicide content, online abuse, violent content, unwanted sexual advances, or pornographic content