E-SAFETY

10 tips to stay safe online

Not sure what advice to give your child?

1. You should only talk to people you know and trust in real life – anyone can pretend to be a child online

2. If you do talk to people you don't know, don't give away personal information – like what street you live on or where you go to school, or share your location with them. Say no to any requests they send you for images or videos of yourself, and stop talking to them

3. Set your profiles to private, to limit what others can see

4. Be 'share aware' – think carefully about what you share and with who. Once it's out there, you've got no control over what the other person does with it. Remember, it's **illegal** to take, share or view sexual images of under-18s, full stop

5. Be mindful of your digital footprint. What you post online now could come back to bite you later, like when applying for jobs, college or university

6. If you see something upsetting, or someone bullies you, tell an adult you trust

7. Be aware that people will try to make their lives look more exciting online. There's a lot people can do with photo editing to make their photos look better. So don't assume everything you see is a true to life representation

8. Watch out for hoaxes and scams, like messages you're meant to forward on or that ask you for payment details or your password

9. Take any content that glamorises gang lifestyles with a very large pinch of salt – it's not as glamorous as it looks. Be wary of schemes promising easy cash for receiving and transferring money too, they're almost definitely criminal activity

10. Watch out for loot boxes or other parts of games where you pay money to take a chance on getting a reward – you can get sucked into spending lots of money on them

Don't feel confident starting a conversation with your child about what they're up to online? Read this advice from the NSPCC: https://www.nspcc.org.uk/keeping-children-safe/onlinesafety/talking-child-online-safety

Your child's screen time

If there's a school closure or self-isolation due to coronavirus (COVID-19), your child will likely be spending more time on devices than usual, especially if doing remote learning. Know the risks, and what you can do to keep your child safe.

What's the problem?

Spending time online and on devices can be a positive thing. But, higher screen time can put your child more at risk of:

> Being bullied online

> Abuse and grooming (when someone builds a relationship with a child to exploit or abuse them)

> Seeing inappropriate content

> Not getting enough sleep and exercise

5 steps you can take to protect your child

1) Set parental controls on devices

Use parental controls to restrict access to in-app purchases and explicit or age-rated content, and, on some devices, how long they can spend on the device.

You'll likely need to set a password. Make sure it's different from the password used to access the device, and that your child doesn't know it.

Parental controls are usually located under 'Settings'. See below for more detailed instructions for different devices.

2) Make sure they're doing school work when they should be

Try to keep an eye on what they're up to on devices during school time – make sure they're actually using them for any work they've been set.

Some virus protection software packages include monitoring features, so check to see if yours has this.

You can also buy standalone monitoring apps. See this guide for more:
https://www.internetmatters.org/resources/monitoring-apps-parents-guide/

3) Talk to your child about staying safe online

Tell them:

> They should only talk to people they know and trust in real life – anyone can pretend to be a child online

> If they do talk to people they don't know, don't give away personal information – like what street they live on or where they go to school, or share their location with them. Say no to any requests they get for images or videos, and stop talking to the other person

> Set their profiles to private, to limit what others can see

> Be 'share aware' – think carefully about what they share and with who. Once it's out there, they've got no control over what the other person does with it. Remember, it's illegal to take, share or view sexual images of under-18s, full stop

> If they see something that upsets them, or someone bullies them, tell an adult they trust

Don't feel confident starting a conversation with your child about what they're up to online? Read this advice from the NSPCC: https://www.nspcc.org.uk/keeping-children-safe/onlinesafety/talking-child-online-safety

4) Agree rules on screen time

There's no recommended 'safe' amount of screen time, but you should try to avoid screens an hour before bedtime.

Agree some limits to stop screen time interfering with your child's sleep or family activities:

> Make a plan together, and stick to it. You could set media-free times and zones, like during meals or in bedrooms

> Model the behaviour you want to see – which may mean no screen time for you at the times agreed with your child. Children are more likely to learn from example

> Try to minimise snacking during screen time

> Turn not using screens into a game, using apps like Forest, where not using devices is rewarded

5) Encourage off-screen activities

> Get your child active for the recommended 60 minutes a day:

  • See www.nhs.uk/change4life/activities for free ideas for activities and games

  • Try an app that's designed to get children active – see the examples at www.internetmatters.org/resources/apps-guide/apps-to-help-kids-get-active/

  • Build in screen breaks if they're doing school work at home. 5 to 10 minutes every hour should help. They could take a break to get a drink of water, look out of the window for a few minutes, or do some easy exercises like neck rotations and forward bends

> Develop your child's communication and reading skills with the activities (for 0 to 5 year-olds) recommended here: https://hungrylittleminds.campaign.gov.uk/

How to set parental controls on your devices

Please note: when following the instructions below, the exact steps you need to take may be a little different depending on the device and software version you're using.

Microsoft devices (Windows computers and Xbox)

You'll need to have a family account set up, with 'child' profiles for your children. Learn more here: https://support.microsoft.com/en-us/help/12413

You can't change existing adult accounts to child accounts.

Set screen time limits

> Go to https://account.microsoft.com/family and sign in to your Microsoft account

> Find your child's name and select 'Screen time'

> Switch 'Use one schedule for all devices' to 'On' to use the same schedule for all devices. Or scroll down and switch on screen time for different devices individually if you want to have separate schedules

You can set time ranges for using devices, and how many hours per day, for each day. **Set age limits for apps, games and media Online:**

> Sign in to your Microsoft account, as above, and find your child's name

> Select 'Content restrictions'

> Go to 'Apps, games and media' and switch 'Block inappropriate apps, games and media' to 'On'. Under 'Allow apps and games rated for', select the age limit you want to apply to your child

On Xbox:

> Sign in with an adult account

> Press the Xbox button on the controller to open the guide, and then select System > Settings > Account > Family

> Select the child account you want to put controls on, select 'Access to content', then select the age limit you want to set **Block inappropriate websites Online:**

> Sign in to your account, find your child's name, and select 'Content restrictions'

> Scroll down to 'Web browsing' and switch 'Block inappropriate websites' to 'On'

> To block specific sites, add links to them under 'Always blocked'

> To make it so your children can only access websites you've explicitly allowed, check the box next to 'Only allow these websites' **Xbox:**

> Sign in to an adult account, press the Xbox button and follow the steps to get family settings above

> Select the child account you want to put controls on, then select 'Web filtering'

> Select the dropdown to see the available options, and choose the level of filtering you want **Manage purchases in the Microsoft Store Online:**

> Sign in to your account, as above, find your child's name and select 'Spending'

> Under 'Ask a parent', switch 'Needs adult approval to buy things' to 'On'

Xbox:

> Go into your family settings, as explained above, and choose a child account

> Select Privacy & online safety > Xbox Live privacy > View details & customize > Buy & download and then select 'On' in the 'Ask a parent' box

Read more here: https://support.microsoft.com/en-us/hub/4294457/microsoft-accounthelp#manage-family

---

iPads and iPhones

Set a screen time passcode

> Go to 'Settings' (a grey icon with a circular pattern on the home screen) and tap 'Screen Time'

> Tap 'Continue', then choose whether it's your device or your child's

- If it's your device and you want to stop your child changing your settings, tap 'Use Screen Time Passcode' to create a passcode. Re-enter the passcode to confirm

- If it's your child's device, follow the prompts on the device until you get to 'Parent Passcode' and enter a passcode, then re-enter it to confirm

Block in-app purchases

> Go into Settings > Screen Time > Content and Privacy Restrictions. Enter your passcode if asked

> Tap 'iTunes & App Store Purchases'

> Choose a setting (for example, in-app purchases) and set to 'Don't allow'

Block explicit content and set controls on apps

> Go to Settings > Screen Time > Content & Privacy Restrictions > Content Restrictions

> Choose the settings you want for each feature or setting under 'Allowed Store Content'

Filter website content

This sets restrictions on what websites children can access (e.g. you can limit access to adult content).

> Go to Settings > Screen Time > Content & Privacy Restrictions

> Enter your screen time passcode

> Tap 'Content Restrictions', then 'Web Content'

> Choose 'Unrestricted Access' (access to any website), 'Limit Adult Websites' (to block access to adult content in Safari) or 'Allowed Websites Only' (to set specific websites as 'approved websites' and limit access to only these websites)

Read more here: https://support.apple.com/en-gb/HT201304

Fire Tablet

Set a parental controls password

> Swipe down from the top of the screen, then tap 'Settings' (a cog icon)

> Tap 'Parental Controls'

> Tap the switch next to 'Parental Controls'

> Enter a password, confirm it, then tap 'Finish'

Restrict apps, features and content

> In 'Parental Controls', tap 'Amazon Content and Apps' to choose which content or apps you want to block

> You can set your device so that you can only play videos and Twitch (a live streaming platform), and access WiFi and location services, by entering your parental controls password. Go into 'Password Protection' in 'Parental Controls' to toggle these on

> To block access to Amazon, go to 'Parental Controls' and press 'Amazon Stores (excluding Video)', and tap to block

Block in-app purchases

> Go to the Amazon Appstore on your device

> Select Account > Settings > Parental Controls

> Tap 'Enable Parental Controls', and then enter your account password. Once you've done this, your child won't be able to buy anything in the app without your Amazon password

Restrict available content

> Go Parental Controls > Amazon Content and Apps

> Toggle categories to 'Blocked' to block access to relevant apps and games

Set times when your child can use the tablet

> Go to 'Parental Controls'

> Tap the switch next to 'Set a Curfew', then tap 'Curfew Schedule'

> Set the day and time limits you want

To unlock a device during a curfew, enter your parental controls password.

Read more at https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=201357720 and https://www.laptopmag.com/articles/parental-controls-fire-tablet

See here for more information on settings for specific devices, as they can vary: https://www.amazon.com/gp/help/customer/display.html?nodeId=200127470

Android phones

Set up parental controls

> Open the Play Store app, tap the 3-lines button in the top left > Settings > Parental controls > Toggle Parental controls to on

> Create a PIN. Make sure to choose a PIN your child doesn't already know

You can then choose the highest age rating you want to allow for apps and games, films, TV, books and music. Go into each option and choose the age rating you want.

Restrict purchases

> Open the Play Store and tap the 3-lines button in the top left

> Select Settings > Require authentication for purchases > For all purchases through Google Play on this device

Manage screen time

You'll need to set up Family Link to do this (see this page for more: https://support.google.com/families/answer/7101025?hl=en). Family Link is an app that lets parents set "digital ground rules" for their children.

Then, in the Family Link app, select your child and follow the steps below.

To set a daily limit on a device, on the 'Daily limit' card, tap 'Set up' or 'Edit limits' > follow the instructions on the screen.

To set time limits for specific apps (only for devices running Android Nougat or newer), on the 'Today's activity' card, tap 'Set limits' > next to app you want to limit, tap the sand timer icon > Set limit (an icon with the top half of the sand time filled) > set a daily time limit for the app > tap 'Set'.

To set a bedtime, on the 'Bedtime' card, tap 'Edit schedule', then follow the instructions on the screen to set a bedtime.

PlayStation

You'll need to set up accounts for family members, with adult and child accounts, and make sure you and other adults have family manager or parent/guardian status. Read more about how to do this here: https://www.playstation.com/en-gb/get-help/help-library/my-account/parentalcontrols/family-management/

Set a login passcode and system restriction passcode

A login passcode means that only you can log in to the 'family manager' user on the system.

To do this:

> Go to Settings (this should be shown by a toolbox icon) > Login Settings > Login Passcode Management

> Set a 4-digit passcode using the controller, then re-enter it to confirm

Using a system restriction passcode will prevent your child from changing parental control settings. To do this:

> Go to Settings > Parental Controls/Family Management > PS4 System Restrictions

> Enter the existing system restriction passcode (if you haven't set one before, the default is 0000)

> Select 'Change System Restriction Passcode'

> Enter a new 4-digit passcode using the controller, then re-enter it to confirm

The PlayStation website also explains how to disable new user creation and guest login: https://www.playstation.com/en-gb/get-help/help-library/my-account/parental-controls/ps4parental-controls/

Set spending limits

> Go to Settings > Parental Controls/Family Management > Family Management

> Select the user you want to set a spending limit for

> Select 'Applications/Devices/Network Features' under the 'Parental Controls' section

> Select 'Monthly Spending Limit' and press X

Restrict access to network features

> Go to Settings > Parental Controls/Family Management > Family Management (you may need to enter your account password)

> Select the user you want to set restrictions for

> Select 'Applications/Devices/Network Features' under the 'Parental Controls' section

> Under 'Network Features', you can choose whether to allow a child user to communicate with other players on the PlayStation Network, or view content created by other players

Set age rating levels for games, Blu-ray Discs and DVDs

> Go to Family Management, as above (you may need to enter your account password)

> Select the user you want to set the age level for

> Select 'Applications/Devices/Network Features' and select the content you want to restrict.

Child safety on YouTube

What's the problem?

> Videos that look like they're child-friendly can include violent or disturbing content, and it's difficult for YouTube to catch all of these videos before children see them. They might be suggested videos, or appear in search results

> There's a risk that adults can use YouTube to contact children and 'groom' them into sharing explicit pictures or videos of themselves

> Children can share personal information which could put them in danger, such as which street they live on or their school

---

What safety options are there on YouTube Kids?

The YouTube Kids app automatically filters out most inappropriate content. YouTube explains that it can't manually review all content, and "no automated system is perfect", so it may "miss" some videos.

Set parental controls to help protect your child from seeing inappropriate content

> Tap the 'Lock' icon in the bottom corner of any page, enter your custom passcode (or complete the multiplication problem/read and enter the numbers that appear) and click 'Settings'

> Toggle 'Search' to off, so your child can only see recommended, curated videos under each category on the home screen

> Select 'Timer' and use the slider bar or the '+' and '-' icons to set a time limit for how much time your child spends on the app, then tap 'Start Timer'

You can also **limit the videos, channels and collections your child can watch to ones that you have chosen,** and prevent them from searching for videos:

> Go to 'Settings', select your child's profile and enter your parent account password, then select 'Approved content only'

> Read the 'Getting started' popup, select 'Start', then tap the '+' icon on any collection, channel or video to approve content that you're happy for your child to see

> Select 'Done' in the red box at the bottom of the screen

You can edit the list at any point by tapping 'Manage' under the 'Approved content only' setting'.

Block videos or channels that you don't want your child to watch

> Tap the 3 dots ('more') at the top of the video, tap 'Block' and select 'Block this video' – or choose 'Block this channel' to block the whole channel associated with the video

> Tap 'Block' again, then enter the numbers you see written on the screen, or your custom passcode

Report inappropriate content

> Tap the 3 dots ('more') in the video player, then 'Report'

> Select the reason for reporting the video (inappropriate visuals, inappropriate audio, or other)

Make sure your child knows how to do this too.

What safety options are there on YouTube?

Turn on 'restricted mode' to hide videos that may contain inappropriate content

> On the website: click on the icon in the top-right corner that represents your YouTube account; in the drop-down menu look for 'Restricted Mode'

> In the app: tap 'Settings', then 'Restricted Mode Filtering', and turn it on

Flag inappropriate videos and comments to YouTube

Use the 'flagging feature' to prompt YouTube staff to check content and decide whether to block or restrict it in line with its community guidelines:

> Tap the 3 dots ('more') icon next to a video or comment, select report, and then select the reason for flagging

Turn off autoplay and manage recommendations to help prevent your child from seeing upsetting or disturbing videos by accident

In a video page in a browser, toggle the 'Autoplay' option to off. Depending on your device, this may show in the top right of the screen, or below the video.

From July 2019, YouTube started rolling out a 'Don't recommend channel' option that you can use to remove channels from your recommendations. To do this, click the 3 dots next to the 'Up next' video title, and select 'Don't recommend channel'.

How else can I keep my child safe on YouTube?

> Tell your child not to give out any personal information or anything that can identify them or their location, such as a school uniform, school name or street name

> Talk to them about what videos might not be suitable for them to watch, and encourage them to be careful about what they share

> Regularly check the history of videos they have watched for anything inappropriate, or create a playlist for them

> YouTube says it has disabled comments on videos of children, but do still regularly check for comments made on any videos your child shares. Look out for comments asking for more specific videos or personal information

> Talk to your child about how they could receive nasty or negative comments from other people, and what they should do if this happens.

Keep your child safe on TikTok

What is it?

A video-sharing app that's huge with children and teenagers right now. You lip-sync to music or do comedy sketches, and can add effects to your videos. You can also gain followers ('fans') and watch other people's videos.

The age recommendation is **13 and above**, but it's easy for younger children to sign up too.

What are the concerns?

On the surface, not many (so far). But, there are a few things to watch out for, like:

> User profiles talking about 'trading' or swapping pictures or videos

> Emojis that are seen as sexually suggestive, like the aubergine

> Hashtags, like #tradefortrade, which suggest the user is looking to trade illicit content

> Sexual lyrics and swearing in songs

> Content about eating disorders (known as 'pro-ana')

Users can't share images and videos with TikTok's in-app messaging, but once they've made contact, they can easily switch to another app, like Snapchat, to do this.

7 steps to keep your child safe

1. Set account to private and limit profile information

If your account is public, anyone (even people with no account) can watch your TikTok videos.

Even with a private account, anyone can see your child's profile information. Tell them not to share personal information publicly, like their full name or where they go to school.

Plus, tell your child to only accept 'fan' requests from people they know and trust.

To make the account private, simply go to your child's profile > Settings (the 3 dots in the top right) > Privacy and Safety > turn on 'Private Account'.

2. Use family safety mode

This is a new feature, where parents can control some settings on their child's account (more on which features below) from their own phone.

You'll need to download TikTok and link your account to your child's. Once you've created a profile, go to your profile > Settings > Digital wellbeing > Family safety mode > Choose 'Parent'. Follow the same steps on your child's phone but choose 'Teen', then scan the QR code with your camera to link your accounts.

3. Restrict interactions like direct messages and 'duets'

Duets are where users reply to one person's video with another video and then share it all. The videos appear together, side by side. Having a private account automatically means you can't do duets, and stops people who aren't your friends sending you messages.

If your child's account isn't private, they can restrict these features by going to Settings > Privacy and Safety > 'Who can send me messages' / 'Who can Duet with Me' > set to 'Off' or 'Friends'.

If you have family safety mode set up, you can limit direct messages, or turn them off completely. You do this through the Digital wellbeing section.

4. Set age limits so your child doesn't see inappropriate content

You can do this through family safety mode, in the Digital wellbeing section.

If you're not using family safety mode, on your child's phone go to Settings > Digital wellbeing > Restricted mode > follow the steps in the app.

5. Consider setting a time limit on use

TikTok can be hard to put down – help your child rein in their use with a time limit. You can do this through the Digital wellbeing section in either family safety mode, or on your child's phone. Go to the Digital wellbeing section > Screen time management > follow the steps in the app.

6. Restrict in-app purchases to block spending

On iPhones, if you already have Screen Time turned on, go to Settings > Content and Privacy Restrictions > enter your passcode if asked > turn on Content and Privacy > tap iTunes and App Store Purchases > In-app Purchases > set to Don't Allow.

If you don't already have Screen Time turned on, go to Settings > Screen Time > tap to turn it on > choose whether it's your device or your child's device > follow the steps to set up a passcode. Then just follow the steps above to block in-app purchases.

On Android, open Play Store, tap the menu button in the top left > scroll to Settings > Require Authentication for purchases > Select 'For all purchases through Google Play on this device'. Keep an eye on your bank statements for in-app purchases to make sure your child isn't getting round your parental controls.

7. Make sure your child knows how to report content and users

Filters aren't perfect, so make sure your child knows how to report harmful or upsetting content or users. Make sure you both know the rules too – TikTok bans sexually explicit content, bullying, graphic content, "pro-anorexia" content, and hate speech.

To **report a user**, go to their profile > Settings > Report > follow the steps in the app.

To **delete a fan**, your child should go to their Profile > Followers > tap the follower they want to remove > tap the 3 dots icon > tap Block.

To **block users** altogether, go to their profile > Settings > Block > follow the steps in the app

You report specific content through the video, comment or message itself. To **report a video or message**: open it, then tap Share > Report > follow the steps in the app. To **report a comment**: tap the comment > Report > follow the steps in the app.