



Advice from Facebook's Safety Centre

Update your account information

We recommend that you periodically review your account information, including your email and password, and make adjustments as needed. [Manage your Account Settings](#) (link)

Protect your account

As always, we recommend that you change your password periodically to stay safe online. If you think your account has been compromised or if someone else has access to it, we recommend resetting your password. To reset your password:

- Click Account at the top of any Facebook page.
- In the dropdown menu that appears, select [Account Settings](#).
- Scroll down to Password, click the "Change" link and follow the instructions.

[Read more about creating a strong password.](#) (link)

Control who sees your information

Use your privacy settings to control who gets to see your posts and Timeline. You can also specify privacy for a specific message or post, and control how much information you share with applications (such as games and quizzes). To get to your privacy settings, click the lock icon in the top-right corner of most pages on Facebook.

[Learn more about using applications safely.](#) (link)

[Manage your Privacy Settings](#) (link)

Unfriending someone

You can remove a connection to a friend that you are no longer comfortable sharing with. If you'd like to remove a friend, navigate to the person's timeline and click the gear icon on the right side of their timeline and select "Unfriend." If you decide later that you'd like to be friends later, you can send them a friend request.

Blocking someone

If you are being harassed by someone or if you just don't want to be visible to them on Facebook, you can block them from your timeline. When you block someone, it breaks all ties you have with them (friendship connections, friend details etc.). The two of you will no longer be able to see each other's timelines or find each other's timelines in search results. To block someone, go to the block list in your [Privacy Settings](#), use the "Report/Block" option under the gear icon on the right side of their timeline, or use the Report link associated with the message in your inbox (or found on any content they post).

Advanced security features

We offer a number of security features that help keep your personal information private, including remote logout, secure browsing, one-time password and more. Find all of these features on your Account Settings page, in the [Account Security](#) section.

Social reporting

Social Reporting is a feature of the reporting tool that helps you resolve issues with posts, timelines or other content on the site. If you are reporting content you don't like, but that doesn't violate the [Facebook Terms](#), we make it easy for you to communicate with the person who posted it. For example, if you are reporting a photo of yourself, you can easily send the person who posted it a message letting them know you don't like it. In most cases, they will take the photo down if you ask.

In cases of bullying or harassment where you don't feel comfortable reaching out to the person directly, you can use social reporting to get help from a parent, teacher or trusted friend. You can share that piece of content and a message about the situation with someone you trust. You also have the option to block the person who posted the content and report it to Facebook so we can take action, if appropriate.

Social Reporting can also be used to help a friend in need. [Click here](#) to learn more about how to report potentially suicidal content as well as find out about other suicide prevention resources on Facebook.

- **Remote Session Management**

Use remote session management to close any Facebook session that you may have left active on any computer or device, such as one at a café or your friend's house.

- **Secure browsing**

We now use secure connections, or HTTPS, by default for all users. This feature is especially useful if you use Facebook from unsecured public networks, such as cafés or libraries.

- **One-time passwords**

One-time passwords also make it safer to use computers at schools, libraries and other public places. Rather than using your regular Facebook password, we can text you a one-time password to use instead. To get one, text "otp" to 32665 on your mobile phone (U.S. only) and you'll receive a password that expires in 20 minutes, which you can only use once. (In order to access this feature, you'll need a mobile phone number for your account.)

More on Facebook security

The [Facebook Security page](#) provides information and updates on what we're doing to help you protect your account, as well as tips and advice on how to avoid threats like viruses, spam, phishing and malware. You can 'like' the [Facebook Security page](#) and make security a regular part of your Facebook experience.

Resources

Facebook safety advisory board

We work with a diverse set of experts and organisations devoted to online safety to bring the best resources to Facebook and advise us on safety issues.

- [Childnet International](#) works with organisations around the world to coordinate efforts and help make the internet a great and safe place for children.
- [Connect Safely](#) offers [social media safety tips](#) for teens and parents, the latest [youth-tech news](#) and many other resources.
- [Family Safety Online Institute](#) works to make the online world safer for kids and families by identifying and promoting best practices, tools and methods in the field of online safety that also respect free expression.
- [WiredSafety](#) is a cyber-neighbourhood watch scheme run entirely by volunteers around the world. Three popular programs are [STOP cyberbullying](#), [Teenangels](#) and [WiredKids](#).

For more information and links to help you be extra safe go to : <https://www.facebook.com/safety/tools/>



Scenarios from Online-safety workshop

Scenario 1

When collecting their children from school Amy criticised Jess about her daughter's behaviour.

Afterwards Jess was so steamed up that she posted an angry message on her Facebook page describing Amy as 'spiteful' and 'childish'.

Amy texted back trying to explain, but this angered Jess further and she ended up sending a series of nasty messages to Amy's Facebook page calling her names and threatening to 'put her in her place' if she messes with her again. Jess's other friends also heard about the argument and texted similar angry comments to Amy.

As a result the friend felt under pressure and got her mother to collect her child from school in case she met Jess. Amy was also 'unfriended' by a couple of Jess's other friends.

This is cyberbullying !

Jess was wrong to use Facebook for something that should have been dealt with face to face or by a phone-call or visit. Facebook is not the place to air personal grievances.

Jess's friends were also involved in bullying for the same reason. Text can be much more frightening than the spoken word and plays on people's insecurities. The most friendly thing they could have done was to suggest that Jess settles her differences with Amy face to face.

Facebook unfriending can be awkward or taken personally, often making it more trouble than it's worth.

Scenario 2

The Friends Facebook administrator places a video on the group's Facebook page. Unfortunately, the video includes pictures of a family that has asked school **not** to display photos or videos of their children. The reason for this is that the children are adopted and the adoptive parents want to avoid contact from the children's family for the children's safety. The family objects to the school who contact the administrator. How could this have been avoided ?

This is about common sense and agreed procedures.

Group administrators connected to schools in any way should be aware of any requests for anonymity. Schools will announce at performances whether videos or photography is allowed. The reason is to protect some people's privacy and security. Group administrators should have a list of acceptable behaviour for members of their group. This will save a lot of misunderstanding and bad feelings.

Scenario 3

Elly posts a description of a wedding reception to all her friends. She describes the people, clothes they wore and how they behaved. It turns out that Viv did not want people to know that her Mum was sick during the meal and that her daughter managed to knock one of the cake stands over.

Be careful not to provide too much information.

Facebook is intended to be a social network, but you don't need to go into every little detail. If you feel the need to share personal details do so in person or over the phone. This also includes your family and friends. Respect their privacy and be aware that some people are more sensitive than others.

Scenario 4

- i) One member of the Facebook group continually posts messages that are trivial and repetitious. Other members say they will not use that Facebook group if this continues.
- ii) Another continually uses phrases like "what an idiot" and "yeah, sure !!" and "Are you serious ?". Other members find this tiresome.

These are not crimes, but just unnecessary behaviour.

The administrator's guidelines should include the fact that i) is the equivalent of spamming and wasteful of people's time and patience. The behaviour in ii) can be referred to generally in the group's guidelines. The person may not realise that talking online can be different to talking face to face and be easily misunderstood. A quiet word with the person (not online !) might do the trick !

Scenario 5

A mother is walking by her son Jonathan while he is on the computer and notices that he keeps hiding the screen when she walks by. Upon further observation, the mother sees that Jonathan is making fun of someone via Facebook. She notices later that he is also doing this to other pupils at his school.

This is cyberbullying!

What else does Jonathan post in secret ?

Support :

- Mum should discuss what she saw in adult way, encouraging openness.
- Inform Jonathan that cyberbullying is a crime.
- Set boundaries for where/when/how he can use Facebook (e.g. with parents in the room).
- Review Facebook security settings.
- Consider blocking Jonathan's access to internet at certain times of day.

Scenario 6

- By mistake the administrator has sent a message to the group saying that "school uniform will be necessary" when they should said "will **not** be necessary". As a result some children arrive at the event in uniform and feel really embarrassed as do the parents !

- **Remember that posting messages online is making a public statement.**
- Make sure you check your text before sending it. (This applies to **all** forms of online communication).
- Imagine if children were asked to bring £20 for the trip when it only costs £2.
- All the more important when predictive text is involved.

Quiz questions from online-safety workshop

1. *Who invented facebook ?*
2. *What is the name of the film that has just been made about the invention of facebook ?*
3. *How many 'likes' are there on facebook every minute ?*
4. *What was facebook called when it was first invented – interlink, facemash or Gotcha ?*
5. *If your name was Alien what would facebook do ?*
6. *If facebook was a country how big would it be second largest, fifth largest, or tenth largest ?*
7. *What percentage of teenagers have a facebook page ?*
8. *How many hacking attempts are there on facebook each day ?*
9. *At the start what was the 'Like' button called 'click here', 'poke' or 'awesome' ?*
10. *Name one country that has banned facebook.*
11. *Why is facebook mostly blue ?*
12. *What percentage of facebook users are fake ?*

Answers

- 1 *Who invented facebook ? The answer is **Mark Zuckerberg.***
- 2 *What is the name of the film that has just been made about the invention of facebook ? The answer is **'The Social Network'***
- 3 *How many 'likes' are there on facebook every minute ? **The answer is 1.8 million.***
- 4 *What was facebook called when it was first invented – interlink, facemash or Gotcha ? **The answer is 'Facemash'.***
- 5 *If your name was Alien what would facebook do ? **Your account would be deleted."***
- 6 *If facebook was a country how big would it be ? **It would be the fifth biggest country."***
- 7 *What percentage of teenagers have a facebook page ? The answer is **58%."***
- 8 *How many hacking attempts are there on facebook each day ? The answer is **600,000."***
- 9 *At the start what was the 'Like' button called 'click here', 'poke' or 'awesome' ? It was called **'Awesome'"***
- 10 *Name one country that has banned facebook. **China, Libya, Iran, North Korea and Syria have all banned facebook."***
- 11 *Why is facebook mostly blue ?" **Because Mark Zuckereberg has a red-green colour blindness."***
- 12 *What percentage of facebook users are fake ? **9% of all facebook users are fakes."***



12 useful rules for Facebook Group Administrators

- 1: There will be no rude words in this group – ever. It also includes any statement that the group administrator thinks inappropriate.
- 2: Do not advertise your business on this group. The group is set up for *(link to your group's policy)*.
- 3: All ideas will be treated with mutual respect. Treat your fellow Facebook group members with that same respect
4. No member should personally attack another member with words that are harmful, threatening or not in-line with our mutual respect policy.
- 5: Please stick to the purpose of this Facebook group. Irrelevant content does not belong here.
- 6: Do not post graphic or disturbing photos, videos and other media in this group. If you are not sure about the content that you want to post, email the group administrator *[insert email]*.
- 7: If someone mentions you by name please respond directly to that person on the same post. If the comment is harmful please report it to the group administrator.
- 8: Think before you post! This is Facebook, one of the biggest sites on the internet – what goes up can never really come down. Respect the privacy of others!
- 9: Do not post too many discussions on the same day.
- 10: It is considered impolite to draw attention to the fact that a group admin or another member has deleted your comment.
- 11: If you are going to comment, we would prefer it if you could try and add valuable discussion to the conversation. Be friendly, be fair and use common sense.
- 12: The Facebook group administrator is entitled to deny entry to any member they choose. They are also allowed to remove members that don't comply with the rules.

