

Online Safety Guide

It's never been more important to make sure you are helping to keep your child safe in the digital world. Our simple guide will help to put you in control and help you and your children understand dangers of **sexting** and **cyberbullying** as they head back to school.

65%

of 8-11 year olds own their own smartphone

75%

of 8-11 year olds have access to a tablet

The explosion in the use of tablets, the ease of touchscreen technology and the thousands of freely available apps means that today's parents need more help than ever.

Get in control of parental controls



If using a smartphone, check adult bar is set



Set parental controls on your home broadband



Control app downloads and purchases



Make the games console safe and secure



Use safety mode on YouTube and Google



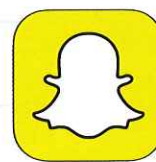
If using social networks, check privacy settings

Managing privacy settings on apps

Despite having minimum age requirements, over **half** of primary school children aged 7 - 11 have profiles on **social networking** sites.



Whatsapp



Snapchat



Instagram

If your child is using these networking sites and respective apps, get up to speed on how they can manage their privacy settings with our "How to guides". Visit internetmatters.org/back-to-school to download them.

Go to internetmatters.org/controls for step-by-step guides

Helping parents keep their children safe online.

internetmatters.org

Get familiar with regular conversations

- ✔ Start a conversation when your children will be more receptive and engaged, such as on the way from or to school
- ✔ Ask them for advice on how to do something online and use this as a conversation starter
- ✔ Make sure they know they can come to you if they're upset by something they've seen online
- ✔ Be sensitive and encourage them when they share their online experiences with you
- ✔ If your child talks about an issue with you, stay calm and listen without judging them

Check they know the rules

- ✔ Don't share personal information like their phone number or email address online
- ✔ Only talk to real life friends or family if they are on sites with a social media element
- ✔ Talk about online grooming and explain that people they meet online might not be who they say they are
- ✔ Tell them to be a good online friend and not to say nasty things even if it's just a joke
- ✔ Use secure and legal sites to download music and games
- ✔ Make sure they check with you before downloading any programs to avoid viruses

Key e-safety issues you may want to discuss



Talking about... **Cyberbullying**

Prevention is always better than the cure when it comes to this issue. Help your child understand the consequences of what they share online and encourage them to be "kind online". If they are the target of cyberbullying, be sure to keep all messages as evidence and block the bullies on social networks. For more advice about cyberbullying visit www.internetmatters.org/issues/cyberbullying



Talking about... **Sexting**

There are many reasons why young people get involved in sexting; exploring sex and relationship or pressure from a partner or friends. Having an open and honest conversation about it can help them understand the implications of sending a nude image and highlight that it is illegal. If your child has sent a nude image and it has been put online; report it to CEOP and contact Childline who can help you get all known copies removed from the internet.

Want more help?

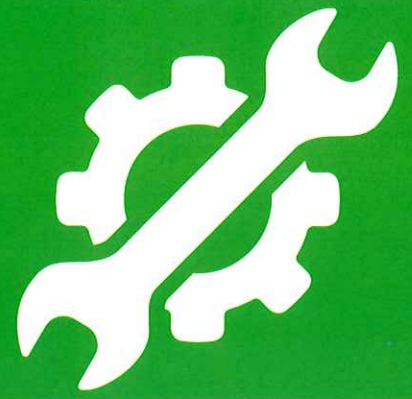
For step to step guides and advice go to www.internetmatters.org

To report an issue around a sexual image of a child visit www.ceop.police.uk/Ceop-Report/

Set Up Safe checklist

We've designed a simple checklist to give you peace of mind regarding your child's safety on the internet.

Set your children's device up before you give it to them so you know they're safe online as soon as they start playing.



Set parental controls on your broadband to prevent your children seeing things they shouldn't

[Visit our step-by-step guides to find out how](#)



Get started



For smart phones check parental controls are also set up on the mobile network



Set up the device safely

13

Use the device setting so you can only download age appropriate apps and games



Disable location services so your child doesn't unintentionally share their location with others



Set up password control or disable in-app purchasing so big bills are not run up accidentally



Download age appropriate apps you're happy for your child to use



Talk about staying safe



If your children are 8-10 years old, download our parent / child Internet Matters app to help you talk about e-safety issues in an interactive way.



Be aware of key issues and how to discuss them with your children so they know how to stay safe online



[Click here to learn about key issues](#)



If your child is using social networking apps check their profile and privacy settings, making sure they are not sharing personal or private information with people they do not know

[Visit our handy social networking how to guides for checking privacy settings](#)



E-safety tips for parents of pre-school children 0-5 Year Olds

81%

of mothers have
uploaded an
image of their
child under 2 to
social media sites

Checklist

✓ Put yourself in control

Make use of the parental controls available on your home broadband and any internet-enabled devices. You can find out how at your broadband provider's website or by visiting internetmatters.org.

✓ Search safely

Use safe search engines such as swiggle.org or kids-search.com. Safe search settings can also be activated on Google and other search engines as well as YouTube. You can find out more at google.co.uk/safetycentre.

✓ Set boundaries

It's never too early to start setting rules about when and for how long your child can use devices and start to introduce the subject of internet safety at the same time. Keep your computer in a communal area, keep other devices out of reach and use passwords so they can't go online without asking you first.

✓ Explore together

Set your homepage to a child-friendly site such as CBeebies and give them a user account which only allows access to sites you've chosen. Explore these different sites together.

✓ Help them learn through games

Games are a great way for young children to explore the internet and learn about the world around them. You can choose safe, fun and educational games free of charge from providers such as Fisher Price or about their favourite characters like Peppa Pig.

Zero to eight: Young children and their internet use
– EU Kids Online (August 2013)

Children can now have a digital footprint before they learn to speak and often before they're even born.

Internet Matters is a free online resource for every parent in the UK. We'll show you the best ways to protect your children online as they grow up – with information, advice and support on all the big e-safety issues.

internet
matters.org

E-safety tips for parents of primary school children 6-10 Year Olds

79% of 7-11 year-olds
said they would tell
their parent or carer
if something worried
them online.



Childnet, Have your Say (2013)

Checklist

Put yourself in control

Make use of the parental controls on your home broadband and any internet-enabled devices. You can find out how at your broadband provider's website or by visiting internetmatters.org.

Search safely

Use safe search engines such as swiggle.org or kids-search.com. Safe search settings can also be activated on Google and other search engines as well as YouTube. You can find out more at google.co.uk/safetycentre.

Agree boundaries

Be clear what your child can and can't do online - where they can use the internet, how much time they can spend online, the sites they can visit and the type of information they can share. Agree with your child when they can have a mobile phone or tablet.

Explore together

The best way to find out what your child is doing online is to ask them to tell you about it. Put the family computer in a communal area so you can see what sites they're visiting and share with them.

Check if it's suitable

The age ratings that come with games, apps, films and social networks are a good guide to whether they're suitable for your child. The minimum age limit is 13 for several social networking sites, including Facebook and Instagram.

Know this stuff matters, but don't know where to turn?

Internet Matters is a free online resource for every parent in the UK. We'll show you the best ways to protect your children online – with information, advice and support on all the big e-safety issues.

**internet
matters.org**

Learn about it:

Teach your child some simple rules

- Make sure your child knows not to share personal information like their phone number or email address online
- Only talk to real life friends or family if they are on sites with a social media element like Moshi Monsters or Club Penguin
- Use privacy settings wherever they exist to keep their information private
- Be a good online friend and don't say nasty things even if it's just a joke
- Use secure and legal sites to download music and games
- Check attachments and pop ups for viruses before they click or download anything
- Use Public Friendly WiFi when they're out and about to filter inappropriate content

Talk about it:

Tips for a meaningful conversation

- Start conversations when your children won't be embarrassed, for example in the car going home from school
- Ask them for advice on how to do something online and use this as a conversation starter
- Make sure they know they can come to you if they're upset by something they've seen online
- Be sensitive and praise them when they share their online experiences with you
- If your child comes to you with an issue, stay calm and listen without judging them
- Talk about online grooming as you would stranger danger and explain that people they meet online might not be who they say they are



Deal with it:

You can find out where to get help and advice on the Take Action page of internetmatters.org, where we include information on how to report problems – and which relevant organisations and agencies to turn to.

On this page, we also provide information on how to deal with any specific issues you may encounter with your child; such as finding inappropriate content and cyberbullying.

Stay safe at secondary school

Exposure to some of these issues increases when children move up to secondary school so make sure your child is prepared – find out more with our pre-teens age guide at internetmatters.org/ageguide10-13

**internet
matters.org**

E-safety tips for Parents of 11-13 Year Olds

57%

of 12-15 year-olds
visit social
networking sites on
their mobile phone.

Checklist

Put yourself in control

Make use of the parental controls on your home broadband and any internet-enabled devices, including your child's mobile phone. You can find out how at your broadband or mobile network provider's website. Find out how to setup safe search in Google by going to google.co.uk/safetycentre.

Agree boundaries

Have a family agreement about where they can use the internet, how much time they can spend online, the sites they can visit and the type of information they can share.

Have a conversation

The best way to find out what your child is doing online is to ask them to tell you about what they do and what sites they like to visit. Discuss with them what they might come across.

Check if it's suitable

The age ratings that come with games, apps, films and social networks are a good guide to whether they're suitable for your child. The minimum age limit is 13 for several social networking sites, including Facebook and Instagram.

Get them clued up about social networking

Talk to children about the benefits and risks of social networking before they join any sites. Let them know that anything they upload, email or message could stay around forever online.

Ofcom Children and Parents: Media Use and Attitudes Report
(October 2013)

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Learn about it:

Teach your child some simple rules

- Make sure your child knows not to share personal information like their phone number or email address online
- Only talk to real life friends or family on social media sites and in chatrooms
- Use privacy settings wherever they exist to keep their information private
- Don't arrange to meet people in real life that they've only talked to online
- Use secure and legal sites to download music and games
- Check attachments and pop ups for viruses before they click or download anything
- Use Public Friendly WiFi when they're out and about to filter inappropriate content
- Don't post things online that they wouldn't want you to see

Talk about it:

Tips for a meaningful conversation

- Ask them for advice on how to do something online and use this as a conversation starter
- Make sure they know they can come to you if they're upset by something they've seen online
- Be sensitive and praise them when they share their online experiences with you
- Make sure they know how to block abusive comments and report content that worries them
- If your child comes to you with an issue, stay calm and listen without judging them
- Tackle peer pressure by explaining that if they are talked into bullying someone online or sending inappropriate images it may get reported to their school or even the police
- Teach them to treat others as they'd like to be treated online and set a good example with your own internet use



Deal with it:

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On this page, we also provide information on how to deal with any specific issues you may encounter with your child; such as cyberbullying, finding inappropriate content, your child's online reputation and online grooming.

Learn more about apps

It can be difficult to stay on top of what apps your child is using and who they are talking to online – find out more about the latest apps at internetmatters.org/apps

**internet
matters.org**

E-safety tips for parents of teenagers 14+ Year Olds

42%

of 9-16 year-olds
accept 'friend'
requests from people
they don't know

Checklist

✓ Adjust controls

Adjust the parental controls on your broadband and internet-enabled devices, depending on your child's age. Your broadband provider can tell you how.

Find out how to setup safe search in Google by going to google.co.uk/safetycentre.

Net Children Go Mobile: The UK Report – EU Kids Online (July 2014)

✓ Keep talking

Stay interested in what they're doing online and discuss what they might have come across. Don't be afraid to tackle difficult subjects like cyberbullying and sexting.

✓ Manage their online reputation

Let them know that anything they upload, email or message could stay online forever. Remind them that they should only post things online that they wouldn't mind you, their teacher or a future employer seeing.

✓ Privacy matters

Make sure they set high privacy settings on social networks. Encourage them to regularly change their passwords and never to share or put online any of their personal details like phone number, address or their school.

✓ Stay safe on the move

Make sure safety and privacy settings are activated on their mobile devices and they aren't sharing private information. Be aware that using public WiFi might not filter inappropriate content, so look for friendly WiFi symbols when you're out and about.

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but don't know where to turn?

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internet
matters.org

Learn about it:

Teach your child some simple rules

- Make sure your child knows how to block abusive comments and report content that worries them
- Teach them to respect others online and think about comments before they post them
- Don't arrange to meet people in real life that they've only talked to online and remind them that some people may not be who they say they are
- Use secure and legal sites to download music and games
- Check attachments and pop ups for viruses before they click or download anything
- When using the internet for homework, make sure they use information appropriately and explain things in their own words rather than copying

Talk about it:

Tips for a meaningful conversation

- Make sure your child knows they can come to you if they're upset by something they've seen online
- Tell them you trust them to do the right thing rather than over monitoring their internet use
- If your child comes to you with an issue, stay calm and listen without judging them and don't threaten to take away their devices
- Tackle peer pressure by explaining that if they're talked into bullying someone online or sending inappropriate images it may get reported to their school or even the police
- Talk to them about how much time they spend online and make sure this is balanced against other activities



Deal with it:

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On this page, we also provide information on how to deal with any specific issues you may encounter with your child; such as cyberbullying, finding inappropriate content, privacy and identity theft, your child's online reputation, online pornography and child grooming.

Learn more about apps

It can be difficult to stay on top of what apps your child is using and who they are talking to online

– find out more about the latest apps at internetmatters.org/apps

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matters.org**