PARENTS' GUIDE TO SNAPCHAT

REPORTING HARMFUL CONTENT/ USERS

Reporting content

To report a snap or story, press and hold on it, tap 'report snap', then explain the problem.

Remove or block people

To remove or block a friend, swipe to the right to go to the 'chat' screen, then tap and hold on the person's name. Tap 'manage friendship', the, choose 'remove friend' or 'block'.

Screenshotting

Even though images disappear in Snapchat, they can be screenshotted and then shared– this can be done outside of the sender's control. Remind your child to think carefully about the images and messages they share.

WHAT DO DIFFERENT ICONS MEAN?

Sent Icons

A Snap sent without audio   A Snap sent with audio   A sent Chat

A gray pending icon may appear if someone has not accepted your friend request.

Opened Icons

A friend opened a Snap without audio   A friend opened a Snap with audio   A friend opened a Chat   A friend viewed and received Cash

Received Icons

You have received a Snap or multiple Snaps that all do not contain audio   You have received a Snap or multiple Snaps that contain at least one Snap with audio   You have received a Chat

Viewed Icons

Your Snap sent without sound has been viewed   Your Snap sent with sound has been viewed   Your Chat has been viewed   A Snap or Chat is pending and may have expired
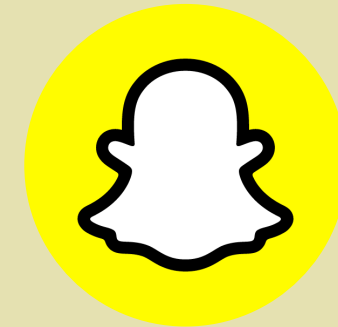
Screenshot Icons

A screenshot has been taken of your Snap without audio   A screenshot has been taken of your Snap with audio   A screenshot has been taken of your Chat

Replay Icons

Your Snap sent without sound has been replayed   Your Snap sent with sound has been replayed

WHAT IS SNAPCHAT AND HOW DOES IT WORK?

Snapchat is an app for sending photos and videos (known as Snaps) and text messages. The 'stories' feature lets users share photos or videos with all their contacts at once.

Snaps disappear after being opened, usually within seconds. Stories disappear after 24 hours. Images and messages aren't automatically saved on phones.

The minimum age to use snapchat is 13 but there is no way of determining the actual age of the user.

Main risks:

- There is a risk of seeing sexual content and bullying
- The user's location could be shared automatically with their contacts

PRIVACY

Only 'friends' your child has added can contact them directly and see their story/ location.

To change the settings if they are not on private:

- Tap the person icon in the top left corner, then the cog in the top right.
- Scroll down to the privacy control section and tap the relevant options
- Under 'see my location' enable 'ghost map' to turn location sharing off
- Under 'see me in quick add', you can stop your child's profile from being suggested to strangers as a potential 'friend'

SAVING MESSAGES/ SNAPS

There are a few ways you can save images and messages as evidence on snapchat:

- Use another device to quickly take a photo of the image or message (this is the only way to save it without other people knowing)
- Tap on the message to save it (the other person will know you have saved it in the chat)
- Take a screenshot (the person who has sent it will get a notification that you have screenshot)
- Change your 'delete' settings to save messages for 24 hours- swipe to the right to go to the 'chats' screen, tap and hold a friend's name, then 'chat' settings> delete chats> 24 hours after viewing.