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# 2018

Safe on Social Guide to

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# Snapchat



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# Your Guide to being Safe on Social



## Snapchat and its features

Snapchat is currently the most popular messaging app amongst teens and is now creeping into the business world.

Short video “Snaps” is what makes this media sharing and chat app visual, spontaneous and engaging. By default the text, photos and videos that are sent via Snapchat vanish seconds after they are viewed. Snapchat was designed as a “right now” experience, and many users assumed that their Snaps would not last any longer than a few seconds – they were wrong. You can easily save Snapchat Snaps, without the sender’s knowledge.

Snapchat runs on iPhone, iPad, iPod Touch and Android.

Snapchat allows you to share both photos and videos on Snapchat these are referred to as “Snaps.” Each time you take a Snap, you choose how long your followers can view it for, from 1 to 10 seconds maximum.

Most often, Snaps are about sharing a moment and aren’t captured with a screenshot. When they are, Snapchat is set up to notify you, but people have found workarounds for that, including third-party apps that capture Snaps.

The most popular Snap saving apps are:

- SnapBox
- Snapchat Saver
- SnapCrack
- SaveMySnaps
- SnapSafe
- SnapSave
- Casper

Always use Snapchat with this risk to your privacy front of mind, do not share a snap unless you are comfortable with the whole world potentially seeing it.

“Stories” is a Snapchat feature that lets you join videos and photos together to form a Snapchat story. These stories stay available for 24 hours. Once you create a Snap, Snapchat gives you the option to start a Story with it so you can add more Snaps and tell a bigger Story.

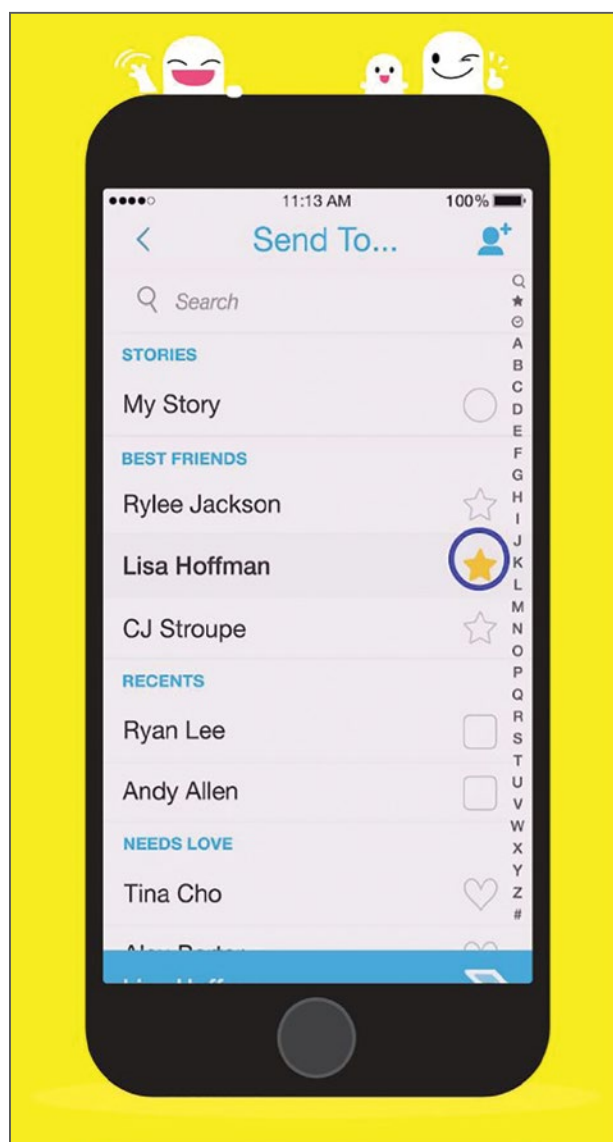
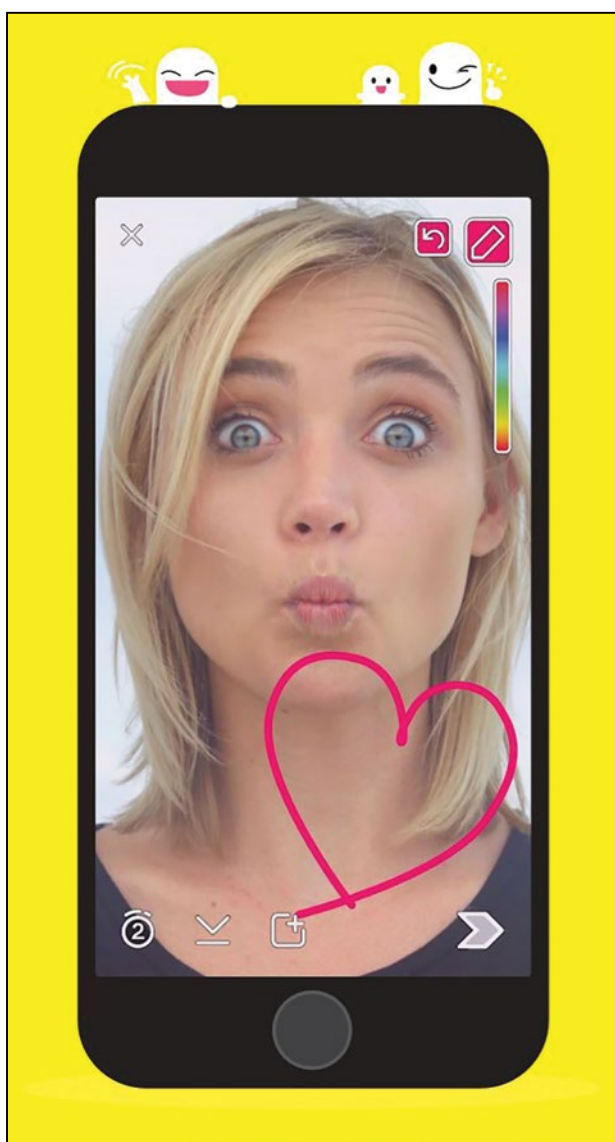
Swipe Snapchat’s main camera screen to the right and you can search your Friends list for

someone to chat with. You can swipe a friend's name to the right to get into a chat with that friend. Like photos and videos, chats disappear quickly as well. Once both parties have left the chat, the messages are gone.

Snapchat provides some filters that you can access by swiping right on a Snap preview to personalise the look of your Snaps. Geofilters are also available here; they are special design overlays that are available at specific locations or events around the world.

Snapchat's payment feature is called Snapcash, it is not available to users under 18 and is not available in Australia and New Zealand.....yet. Just another reason age restrictions are so important. Parents should follow what is happening with Snapcash so no one "borrows" their debit card to pay someone back or receive money via Snapchat.

Snapchat partnered with Square, Inc., to enable users to link their Snapchat and debit card accounts to be able to make "peer-to- peer" payments. Snapchat claims it is very secure. However, we are glad it is not available here yet!





## Things to consider

Both Self respect and respecting others goes a long way to making us safer on social media.

Positive or negative social media experiences are very dependent on how the app, site or service is used.

Be sure that you are connected only to real friends as you are inviting these people into your life.

Friends may have a bit of fun and joke around, but most people treat their friends well. If you are a parent, it is always good to have a chat with your children about respect, kindness and how they are using Snapchat.



## Snapchat and sexting

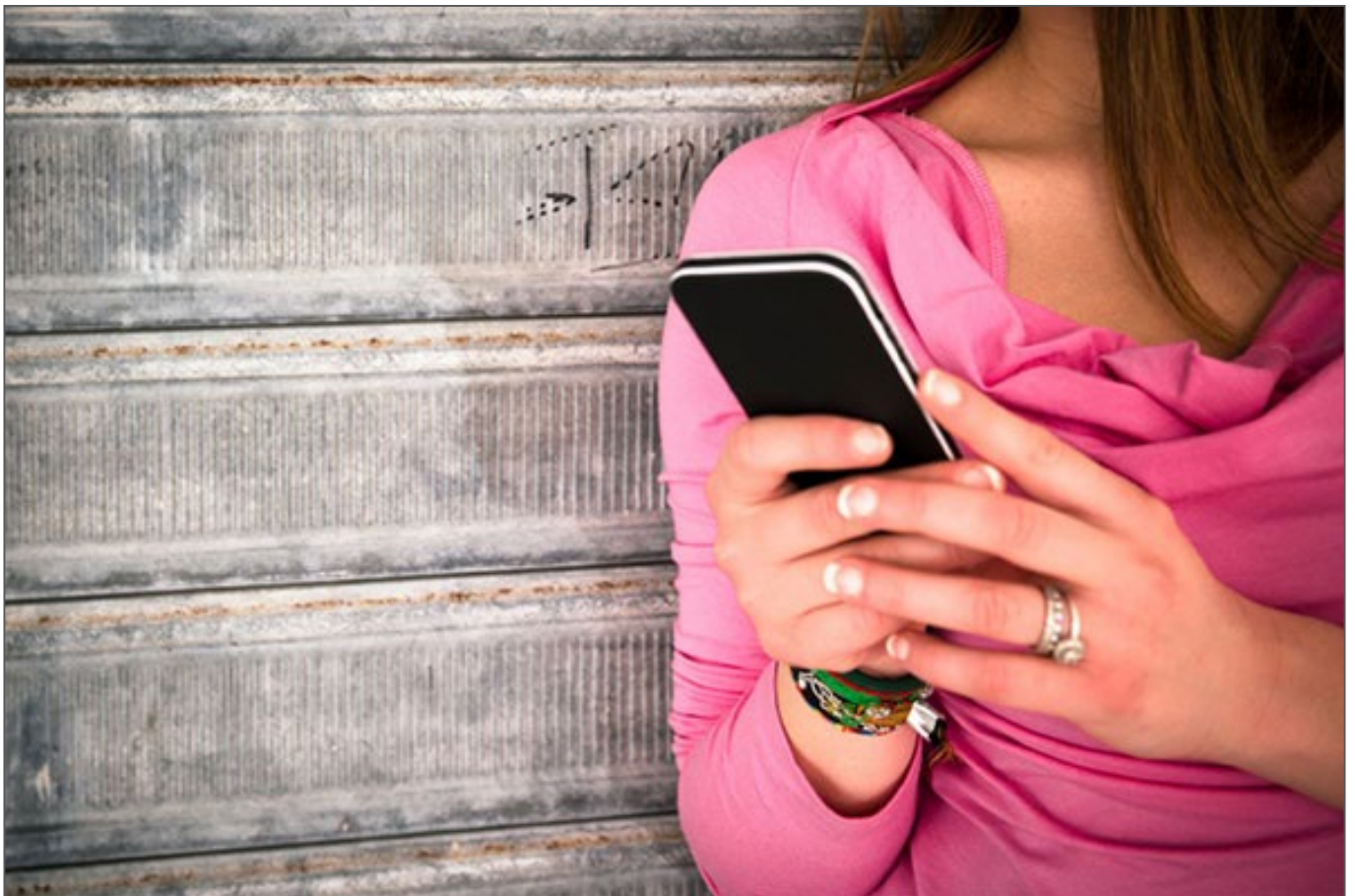
When Snapchat first emerged news coverage fairly predictably associated disappearing photos sent between teenagers on phones with “sexting.” Many assume Snapchat’s most popular feature is that messages dissolve within seconds of being shared.

It is also assumed that this encourages people to share sexy images without worrying too much about the possible repercussions.

Because photos and videos go away and aren’t on display anywhere, there isn’t the reputation anxiety or image-curation fatigue people feel when using other social media apps or sites.

This also adds a false sense of security. Images can be saved as screenshots or captured with another phone or a third-party app that we mentioned above.

100% safe sharing doesn’t exist with Snapchat and saved, or screenshot Snaps are often used in revenge porn.



## Why age restrictions matter

Age restrictions are crucial on apps such as Snapchat and should not be ignored. Letting a child under the recommended age of 13 years use Snapchat is potentially dangerous.

The age restriction is set at a minimum age of 13, to comply with the United States of America's Children's Online Privacy Protection Act (COPPA).

When you download the Snapchat app it asks for your date of birth – if your birthday shows that you are under the age of 13yrs, it will not let you use it.

Please do not let children lie about their age, there are reasons why the age restrictions are set at a minimum age of 13yrs that should be respected.

A digital footprint cannot be erased and the fact that they are lying about their age might do them a disservice later in life, if you think about this scenario.

If a child ends up in court on a minor offence, for example, the Judge might ask them if they are an honest person. If they respond with “yes” he may have access to all of their Digital Footprint records in the future and easily catch them lying.

We never know how this information may be used in the future, so best to be truthful and respect age restrictions.





# Bullying and harassment on Snapchat, what to do

Bullying and harassment happen on Snapchat like on most social media.


Here are the first steps of what to do or how to help if you or someone you know is being bullied or harassed on Snapchat.

- Take screenshots or save the snaps that include the bullying and harassing content from Snapchat.
- Don't retaliate as bullies are always looking for a reaction so don't give them the satisfaction, always remember that silence is the loudest scream.
- Unfriend and block the person.
- Make sure you tell a trusted friend, parent, family member, teacher or someone else that can help you.
- If you feel that you are in immediate physical danger, call the police.

Bullying on Snapchat may be a crime under Australian Law when it involves using the Internet in a threatening or harassing way, stalking, encouraging suicide or promoting violence.

## If the victim of bullying and harassment is a child:

In Australia, we are very lucky to have The Office of The Children's e-Safety Commissioner. The Office provides Australians access to a complaints system to assist children who experience serious cyber-bullying. You will find more information and their contact details at the back of this guide.



Australian Government  
Office of the Children's eSafety Commissioner

### Quick guide to the Office of the Children's eSafety Commissioner

#### What we do

At the Office of the Children's eSafety Commissioner (the Office) we:

- deal with complaints about serious cyberbullying material affecting Australian children (under the age of 18)
- investigate offensive or illegal online content, such as child sexual abuse material
- provide online safety education and training, and undertake research.

#### How we handle complaints

The Office works with social media services to quickly remove serious cyberbullying material.

The material generally needs to have been reported to the social media service first. The social media service has 48 hours to remove the material. If the material is not removed, it can be reported to the Office.

We also work with schools, parents and others (such as police and the person responsible for the material) to address the underlying behaviour and any ongoing bullying.

#### What type of complaints can we act on

The Office can act on complaints about cyberbullying material that seriously threatens, intimidates, harasses or humiliates an Australian child.

We assess seriousness by looking at the circumstances of the child and the material itself.

We take into account any vulnerabilities of the child, and their relationship with the person posting the material.

We also look at the language used, the number of potential views and the sensitivity of the material.

#### What types of complaints have we acted on

- Serious name calling and nasty comments—for example, comments that incite suicide, outing, or sexually threatening language.
- Fake accounts or impersonations.
- Offensive or upsetting pictures or videos.
- Hacking of social media accounts (potentially due to password sharing).
- Hate pages.

#### Who can complain

Complaints can be made by a child, their parent or another responsible person the child has authorised to make the complaint for them.

### How to report cyberbullying material



- 1 Report the cyberbullying material to the social media service
- 2 Collect evidence — copy URLs or take screenshots of the material  
If the content is not removed within 48 hours...
- 3 Report it to [www.esafety.gov.au/cyberbullying-complaint](http://www.esafety.gov.au/cyberbullying-complaint)
- 4 Block the person and talk to someone you trust

If you are in immediate danger, call Triple Zero (000).  
If you need to talk to someone, visit Kids Helpline online or call them on 1800 55 1800, 24 hours a day, seven days a week.

A cyberbullying complaint can be made at [www.esafety.gov.au/reportcyberbullying](http://www.esafety.gov.au/reportcyberbullying)

## If the victim of bullying and harassment is an adult:

If someone is threatening you, stalking, intimidating, or harassing you, you may be able to apply to your local court for an intervention order to keep them from contacting you any further.

If you want to talk to someone in confidence, please contact:

**Beyond Blue:** [www.beyondblue.org.au](http://www.beyondblue.org.au) - Phone: 1300 22 46 36

**Lifeline:** [www.lifeline.org.au](http://www.lifeline.org.au) - Phone: 13 11 14

## What to do if you are being harassed, bullied or threatened through Snapchat:

### 1. Take screenshots

Always remember to take screenshots or save the Snaps in case you need them to prove that they were harassing or bullying you before you block them in case you need the proof for legal purposes.

### 2. Block Them

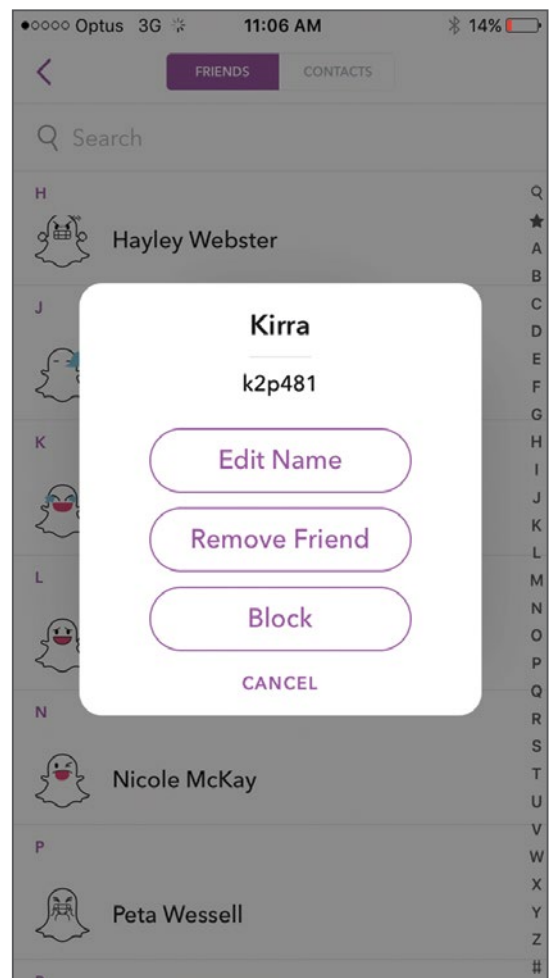
If someone's harassing, bullying or threatening you, and you want to stop them from being able to send you Snaps, simply follow these steps:

#### To block a user:

1. Go to your profile by tapping the ghost on the camera screen.
2. Tap on "my friends".
3. Find the person's name in the list and tap it
4. You will see a little gear icon to the right of the person's name tap on the gear and a screen will pop up that will give you the option to block or delete that user.
5. Report Inappropriate Posts.

You can report other people's inappropriate Snaps directly to Snapchat via [safety@snapchat.com](mailto:safety@snapchat.com) or by going to [Snapchat.com](http://Snapchat.com) and clicking on Support.

In the unlikely event you encounter anything that appears to be illegal or dangerous, or if you have reason to believe someone is at risk of harm or self-harm, contact your local police or dial 000 in Australia.



## How to delete an account

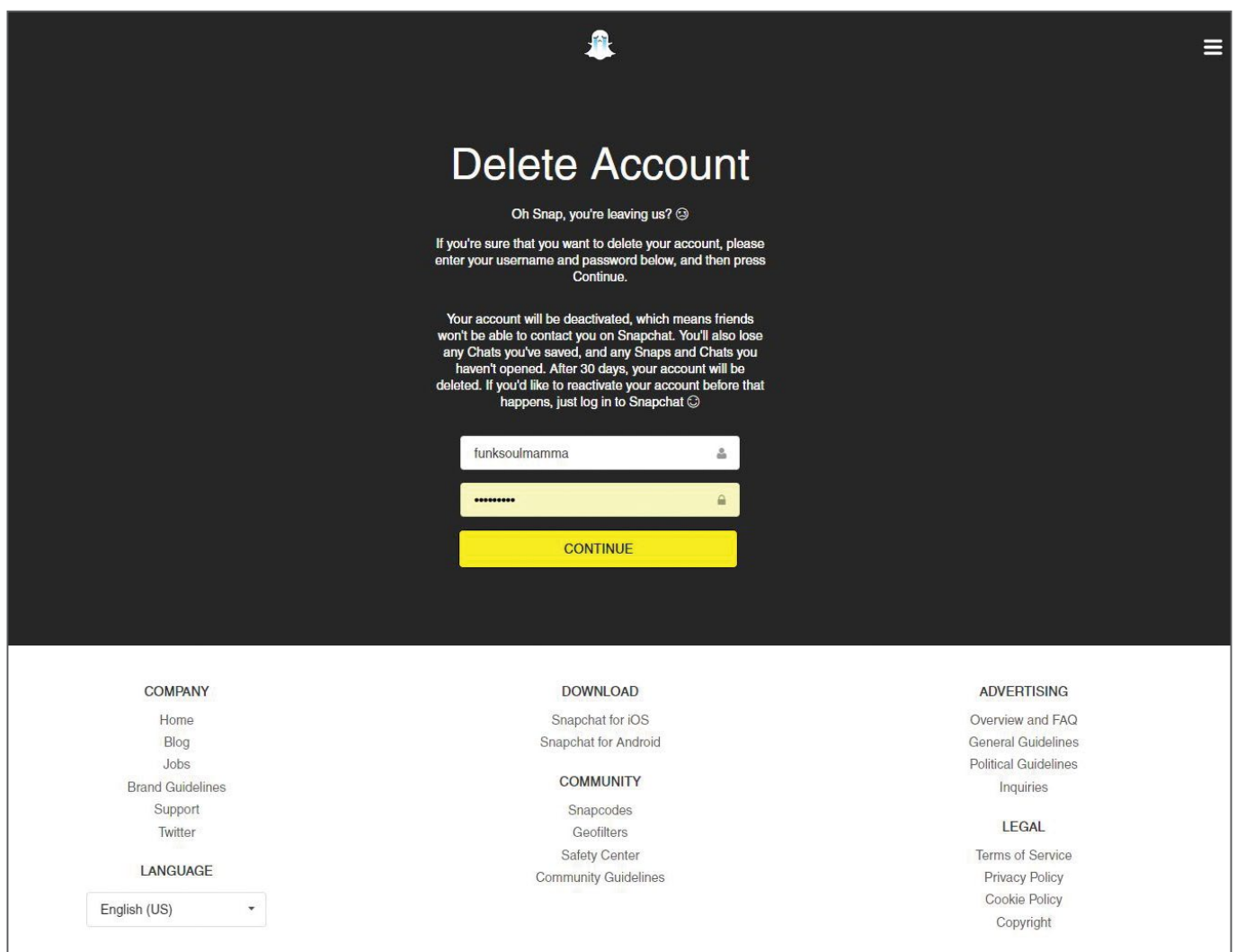
If you are having second thoughts about Snapchat and decide it is not for you or your child, you can delete the account as long as you have the username and password by going to:


[https://accounts.snapchat.com/accounts/delete\\_account](https://accounts.snapchat.com/accounts/delete_account)

If your child will not give you their username and password and you want to delete their account, you can do so by submitting a deletion request.

You can download the form here:

[www.snapchat.com/static\\_files/deletion\\_request.pdf](http://www.snapchat.com/static_files/deletion_request.pdf)





# Delete Account

Oh Snap, you're leaving us? 😞

If you're sure that you want to delete your account, please enter your username and password below, and then press Continue.

Your account will be deactivated, which means friends won't be able to contact you on Snapchat. You'll also lose any Chats you've saved, and any Snaps and Chats you haven't opened. After 30 days, your account will be deleted. If you'd like to reactivate your account before that happens, just log in to Snapchat 😊

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## Passwords

Setting a strong password on your Snapchat profile is the very first thing you should do. You are the first line of defense when it comes to securing your online life, and strong passwords are your best friend.

Here are our top tips when it comes to passwords:

Always use a strong alphanumeric password using upper and lower case letters and numbers for example lI0v3D0g2 instead of ilovedogs.

Do not use the same password for your Snapchat account as you use for your bank account.

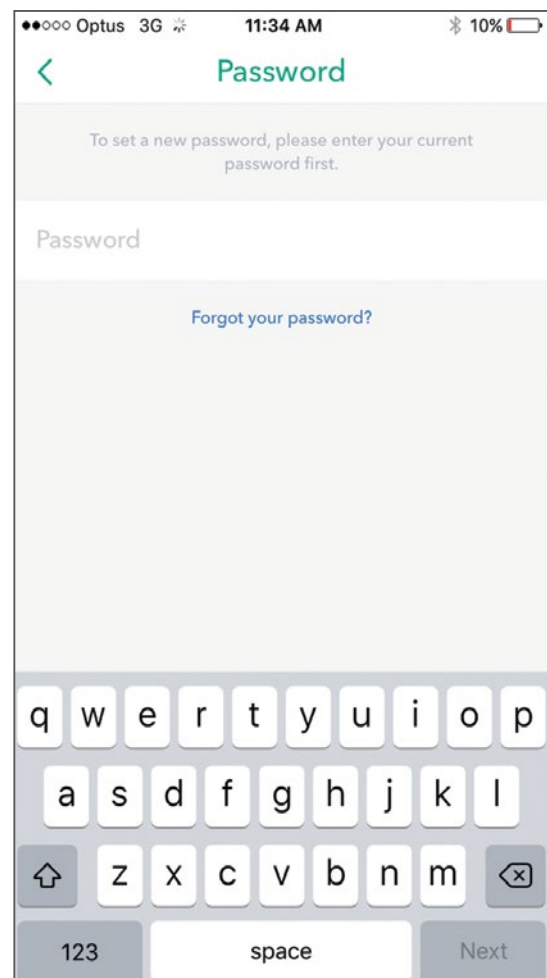
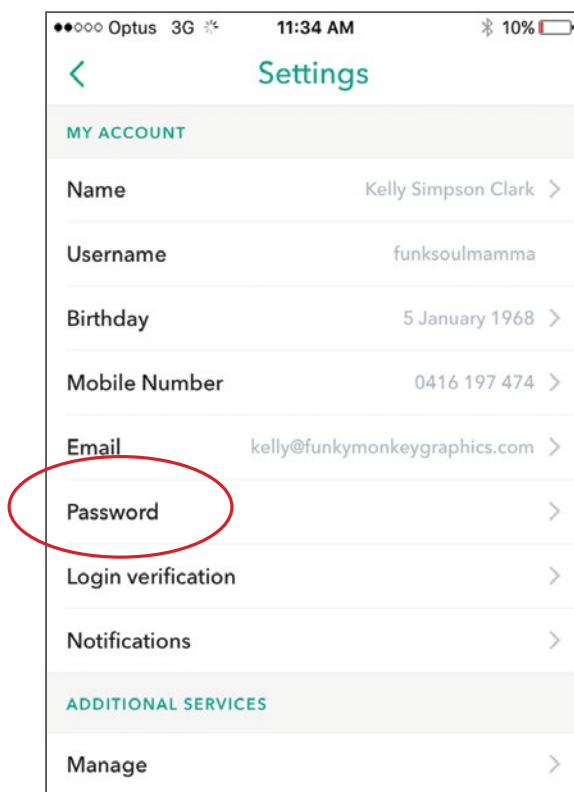
Never share your password with anyone.

Change your password regularly and always change it immediately if one of your friends is hacked, as that makes you immediately vulnerable.

We recommend that you change your password right now! And at least, every three months from now on.

To change your password follow these steps:

1. Go to your home page on Snapchat.
2. Tap on the wheel in the top right-hand corner.
3. Scroll down to My Password and tap.
4. Enter your old password.
5. Change your password.





## Privacy settings

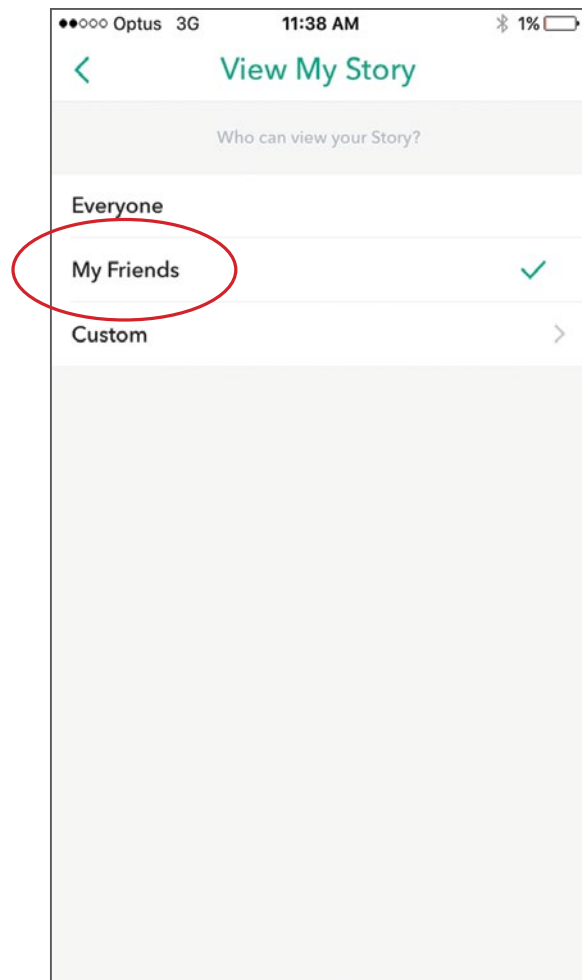
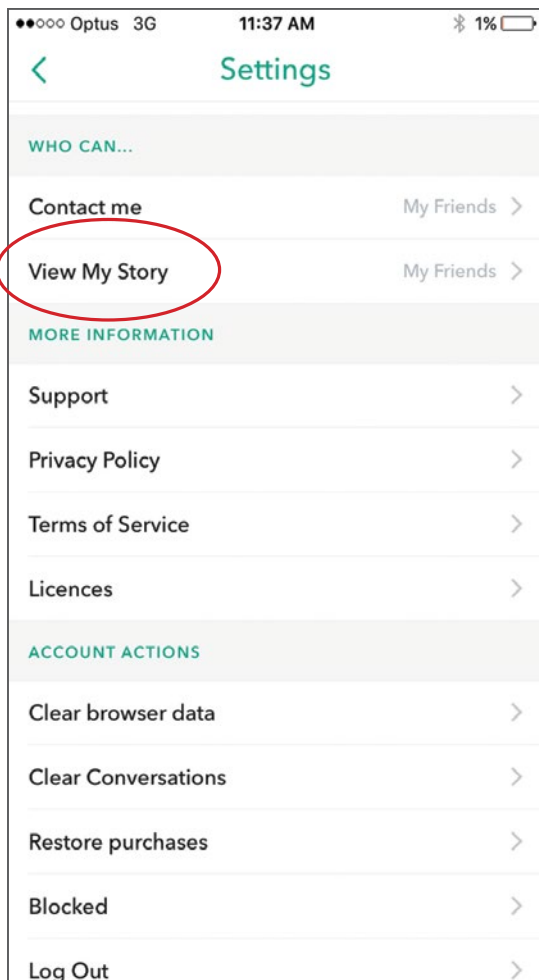
Snapchat's privacy settings are basic, but there are some settings that can help more than others. The "who can" settings are very important when setting up your Snapchat. If you don't want just anybody sending you Snaps, make sure you're using the default setting only to accept incoming snaps from "My Friends".

### Here's how to adjust your settings:

1. Tap the ghost icon at the top of the camera screen to access your profile.
2. Tap the gear icon in the upper-right corner to access the settings menu.
3. Go to "Who Can Send me Snaps," be sure it says "My Friends" not "Everyone". That way, only people you've friended on Snapchat can send you a snap.

Screen capture is possible. Snapchat doesn't support saving the Snaps you receive, but smartphone operating systems do allow users to take screenshots – capture what's on the phone's screen and save it on your phone – and there are third-party apps that we mentioned above that can also copy Snaps.

It's also possible to take a picture of the screen or record a video snap with another phone camera. So remember never to snap photos that are illegal or sexual as they could get you in trouble now or in the future.

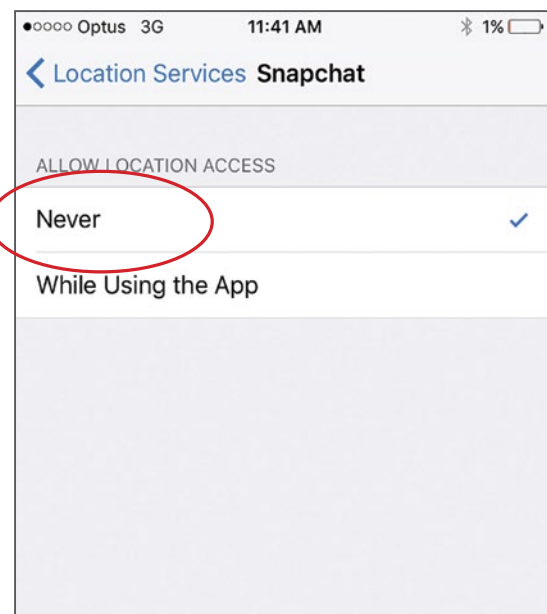
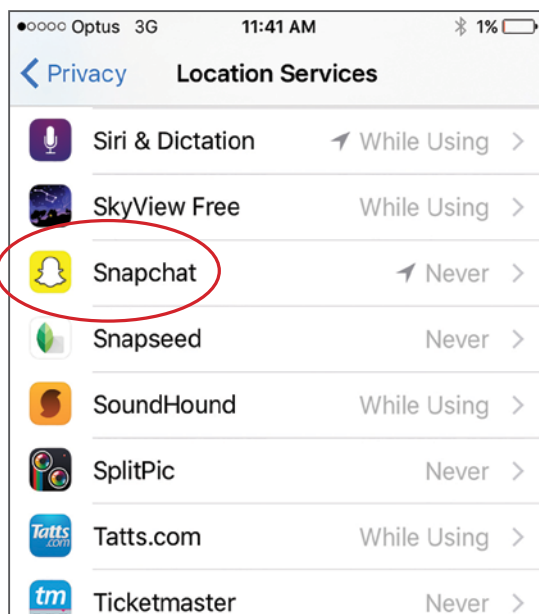
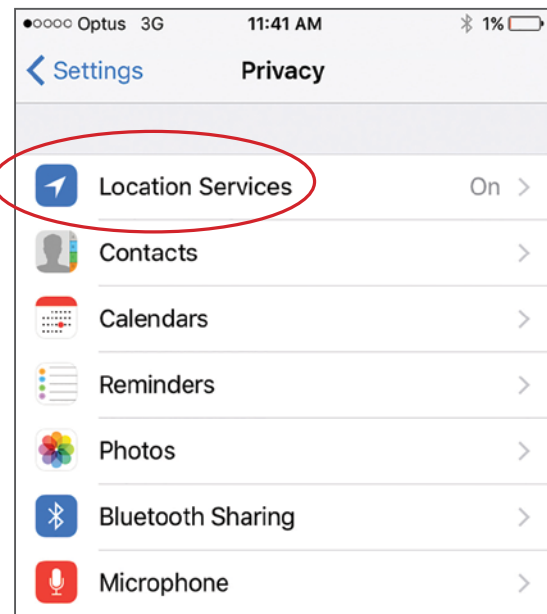


## Location Services

Snapchat is a service mostly designed for “real life” friends that you can connect with through your phone using their mobile number – or if you know their exact username, but there are still ways to find people you don't know. By searching other apps where they may have their username listed in their bio (like Instagram) or using the “Add Nearby” feature, which locates people using Snapchat based on your physical location.

To turn location services off:

1. Tap on the Settings Icon on the home screen of your phone
2. Scroll down and tap on Privacy
3. Go to location services
4. Tap on location services
5. This will then open up all of your applications, and you can select Snapchat
6. Tap on the Snapchat icon and tap on “never.”

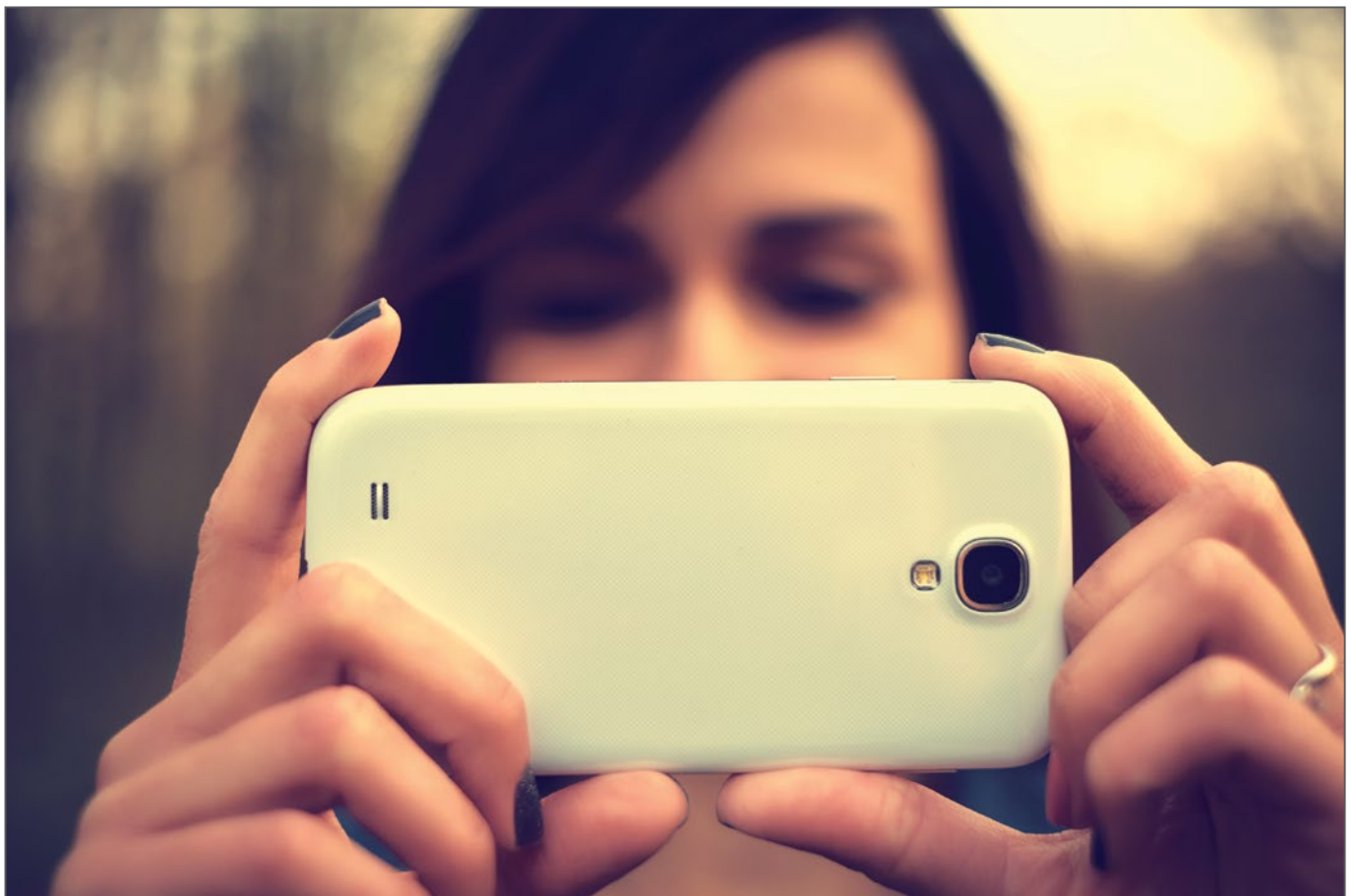


## Don't "snap" without your subjects permission

To record someone on via Snapchat the possibly capturing an embarrassing moment without permission is considered rude.

If someone shared a photo of you asleep on a train or a bus with your mouth hanging open snoring, you probably would have an issue with that.

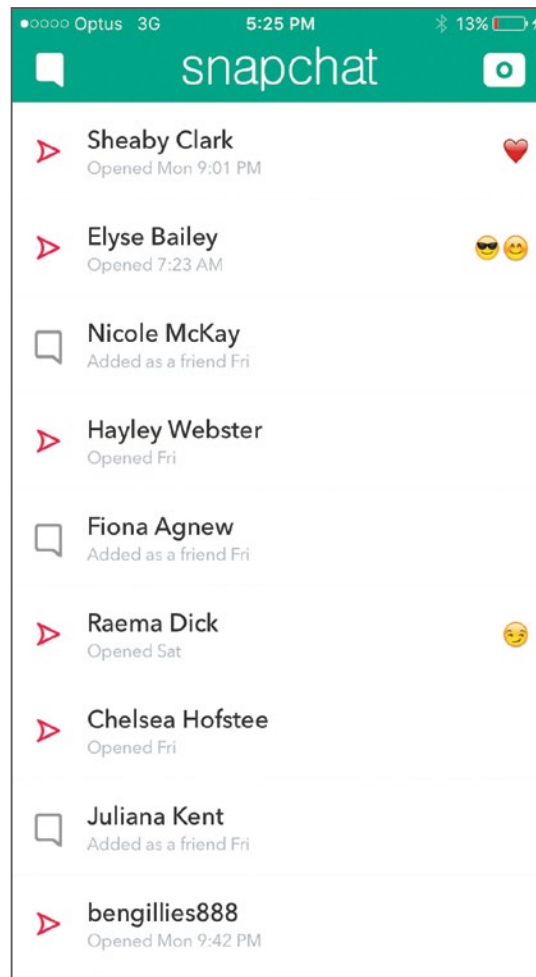
This and worse is the kind of behavior people want to avoid on Snapchat. Always ask if you can Snapchat them first.



## Read receipts

Snapchat lets you know your message has been opened and – usually – if it has been captured and saved by the recipient.

We say “usually” because it doesn’t work 100% of the time and there are easy workarounds, especially with the amount of 3rd party apps now available to capture Snaps.





## NEVER post your home address

Keep private information private. Don't share your home address or other sensitive information online. Do not share Snaps that may include details of passports; driver's licenses or any other form identification.

You also need to be very aware of what may be in the background of you Snap and what can be identifiable. Always remember that Snapchat is a public forum and whatever you share is just a screenshot and a crop tool away from being shared as someone else's image.



## Managing your personal brand

Always remember that your Snaps do represent you and may continue to do so well into the future.

Your digital footprint can never be fully erased. Always consider that what you post now may affect your personal brand or your reputation at some stage in years to come.

If you think it might hurt your relationships, upset your grandmother or impact your ability to get or hold down a job don't post it.





[www.safeonsocialmedia.com.au](http://www.safeonsocialmedia.com.au)