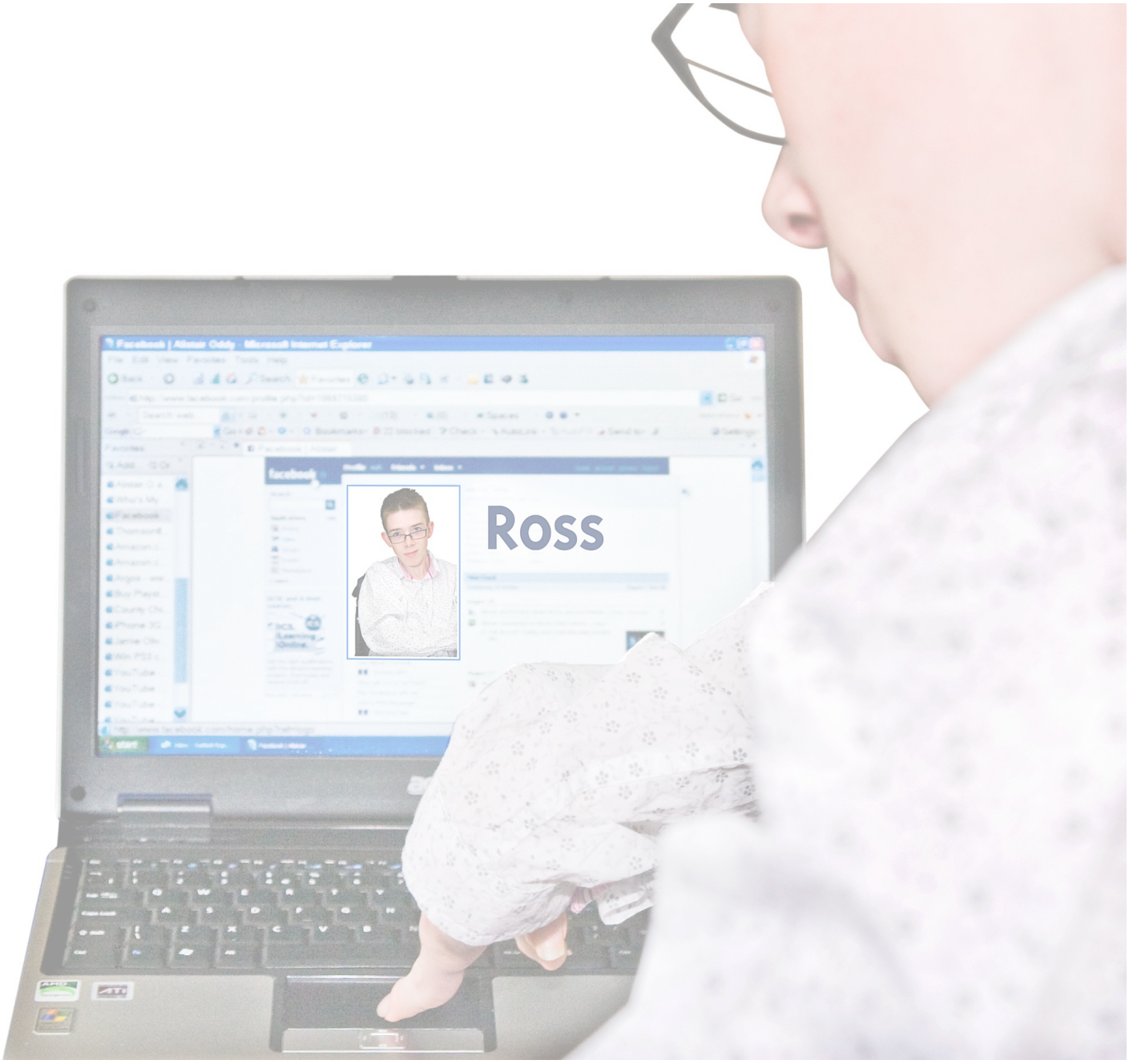


Staying Safe...



..on social media and online



foundation for people with learning disabilities

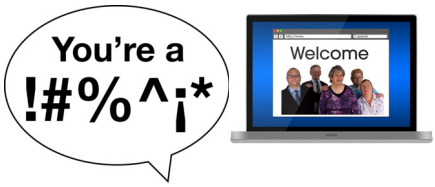




What is this guide about



This booklet is about how to keep safe when you are using social media and the internet.



Some people get called names, are bullied or are taken advantage of when they use the internet.



People do not always know how to keep themselves safe when they are on the internet.



We want people to enjoy using the internet and social media as it is a good way to be in touch with people and find out about things.

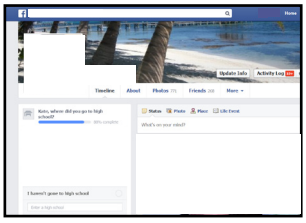


Words in **BOLD** and **CAPITAL** letters are explained at the end of each section.



We have used examples in this guide of how to keep safe on social media using a computer, but the ideas will also work on a phone or tablet.

Contents



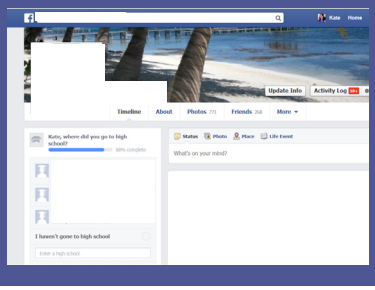
1 Profiles

3 Facebook

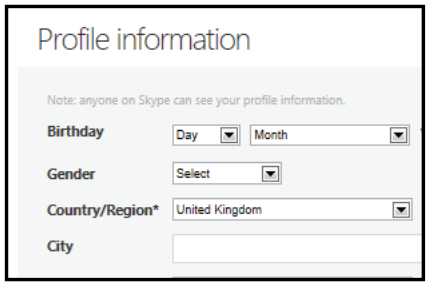
13 Email

20 Skype™

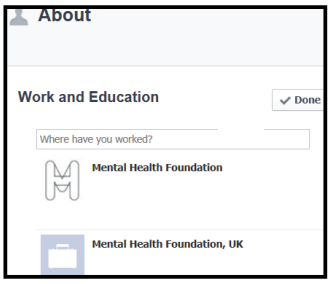
26 Twitter



Profiles



When you join up to some websites on the internet you are asked to write a ‘Profile’.

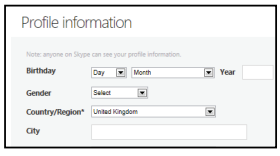


A profile is where you put information about yourself. For example, your name, your age, the town you live in and a photo of yourself.





This page is all about YOU and what you write can be seen by anyone else who has joined this website.





Be careful how much information you put on your profile. You don’t want to tell strangers too much about yourself.

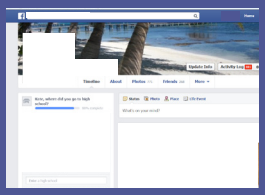
On sites like Facebook and Skype it can be easy for people you don’t know to see your profile. Think carefully about what you put on them and the photos you use.



Useful Tip!

Always write as little as you can on your profile page when you join a website.
You can always add more later once you have got used to how the website works.





How to write a safe profile:



Don't:



Do:



Put information like your date of birth, address or telephone number on your profile.



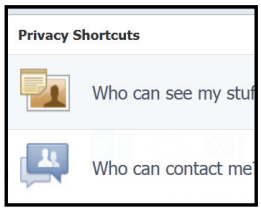
Put pictures of yourself on your profile unless you can choose who can see these.



Don't use your date of birth, pets names or where you live in your password. These are easy to guess.



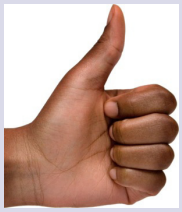
Ask someone who you trust to help you write your profile, if you're not sure what to write.



Find out how to make your profile private so everyone cannot see it.



Keep your password safe and don't tell other people what it is.



Useful Tip!

Use a mixture of numbers and letters in your passwords to make them harder to guess.

How to use Facebook safely



What is Facebook?



Facebook is a free, social networking website that anyone can use.



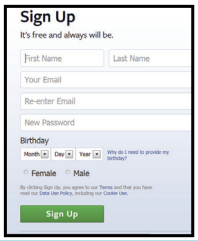
This means it is a website that helps people keep in touch with other people wherever they are.



Why use Facebook?



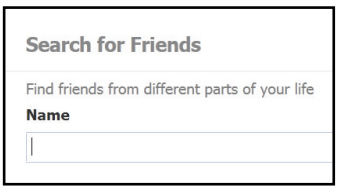
You can use Facebook to send **MESSAGES** to friends and family, share photos and videos and to keep in touch with people.



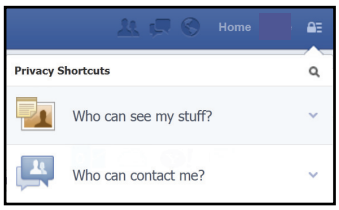
Setting up your profile page on Facebook



Ask a friend who uses Facebook to help you set up your **PROFILE** page (see pages 1 and 2 for advice).



Once you have a profile page you can find friends and post things on Facebook.

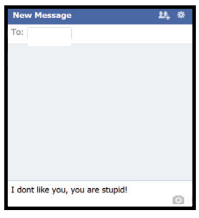


Make sure you learn how to make things private before you start using Facebook.

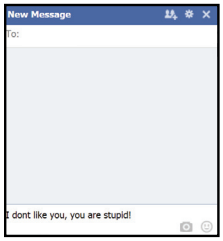


Using Facebook



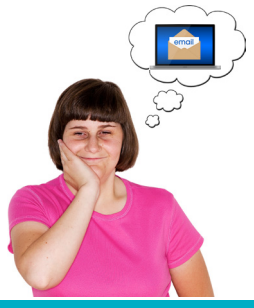


Be careful what messages and photos you put on Facebook.

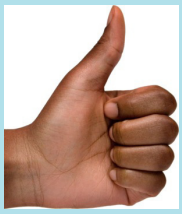




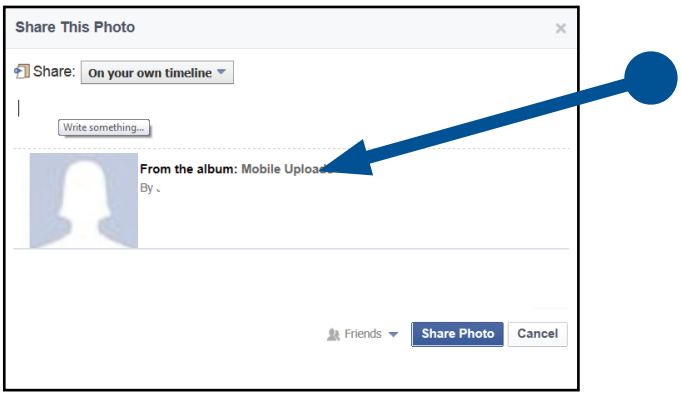
People can get into trouble for the things they write on Facebook if they make other people upset or angry.



Think about what you write and if you are not sure then ask someone what they think before you send it.



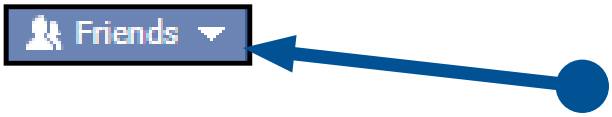
Useful Tip!
How to make what you post on Facebook private



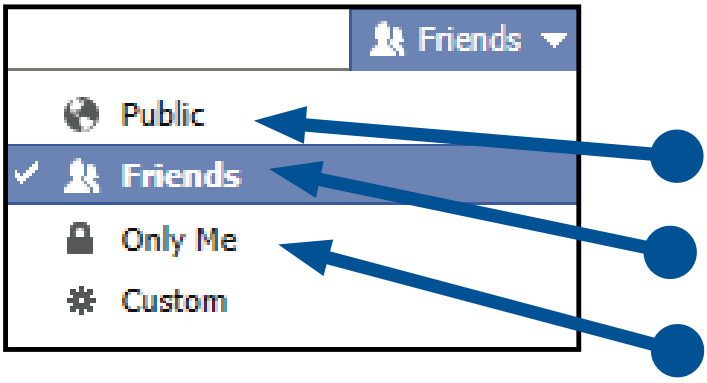
1.
Write what you want to say on Facebook.



2.
Underneath what you have written it should have a button called **'FRIENDS'**.



3.
Click on the downward arrow and a list of choices will come up.

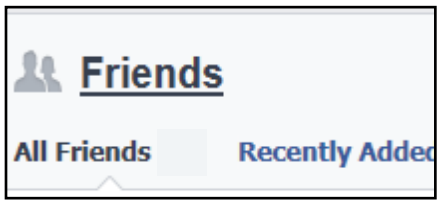


Choose who you want to see what you have written:

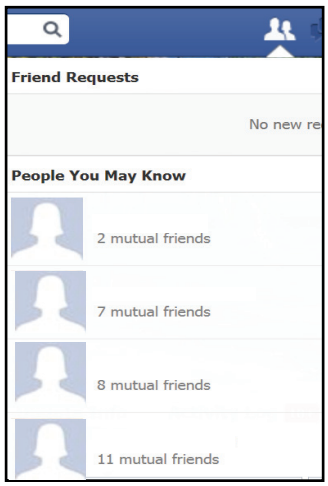
- 'Public' - anyone on Facebook can see it.
- '**FRIENDS**' - only people who you have accepted as '**FRIENDS**' on Facebook will see it.
- 'Only me' - only you will be able to see it.



A good rule is not to post anything you would not want your family or people you work with to see.



Who to have as friends



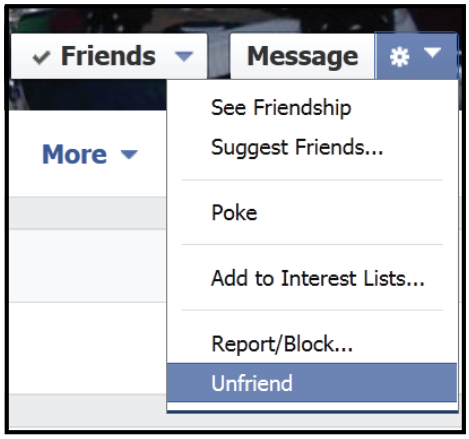
Facebook sometimes suggests '**FRIENDS**' for you.

They call them 'People you may know'.

If you do not know them, do not say yes to these people.



If you are not sure who to trust on Facebook, ask a friend to help you look at people's profiles before you say 'yes' to being '**FRIENDS**' with them.



If someone is treating you badly on Facebook then you can stop them getting in touch with you. This is called 'unfriending' (see how on Page 8).



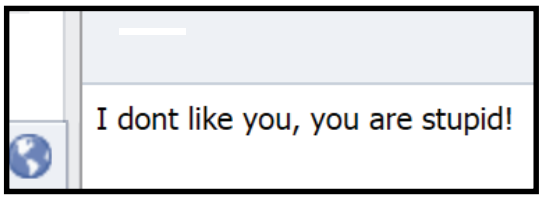
If someone is treating you badly on Facebook, talk to someone you trust for help.



What to do if you have a problem on Facebook



You can tell the police if someone is upsetting you or threatening you because of your learning disability (this is called 'Hate Crime').



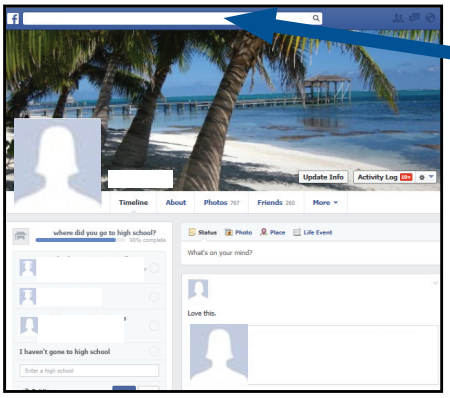
If people do write things that make you feel bad on Facebook, keep these messages so you can show them to someone who can support you to make it stop.



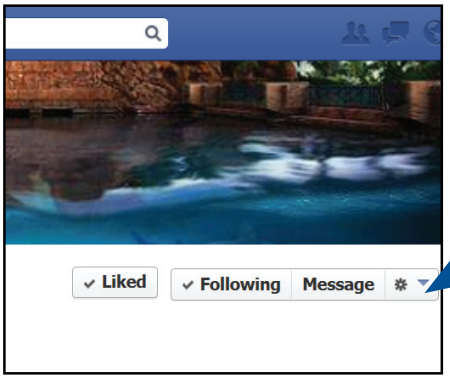
If someone is upsetting you, do not write back with things that can hurt them as this can be used against you.



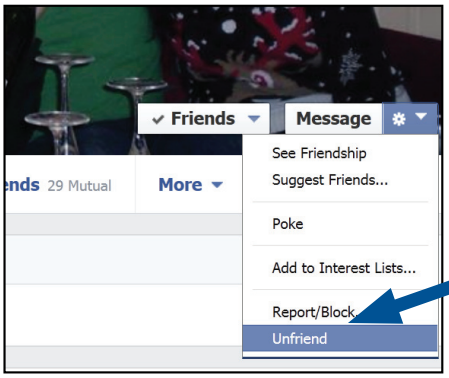
Useful Tip!
How to ‘unfriend’, ‘block’ or ‘report’ someone



Type in the person’s name in the search bar to get to their profile page.



On the page there will be a button called ‘Message’ with an arrow next to it.



Click on the arrow and a list of options will come up on your screen.

Click on ‘unfriend’, or ‘report/block’



A box will come up.

Click on what you want to do:

- ‘Unfriend’ - stops them being able to write on your **TIMELINE** or see what you post on Facebook.
- ‘Block’ - they wont be able to contact you at all.
- ‘Submit a report’ - lets Facebook know that they have been causing you a problem.

Facebook Checklist:



I have not put too much information about me on my profile page (such as my address, email address, telephone number).



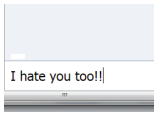
My password is safe and not easy for someone to guess.



I have made my profile and the things I post private so they can only be seen by my Facebook 'FRIENDS'.



I know how to 'unfriend' or block/report someone who is upsetting me.

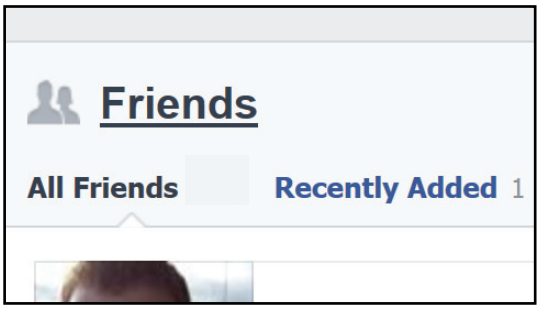


I know not to write unkind or upsetting things about other people on Facebook.



I have someone I can talk to when I am not sure or worried about things on Facebook.

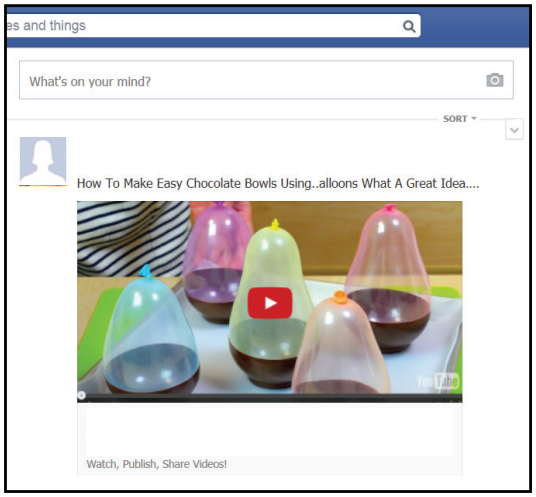
Useful words on Facebook



‘Friend’
A person you know on Facebook and a person who knows you. If you want to see and write on someone else’s Facebook page you have to send them a ‘friend request’.



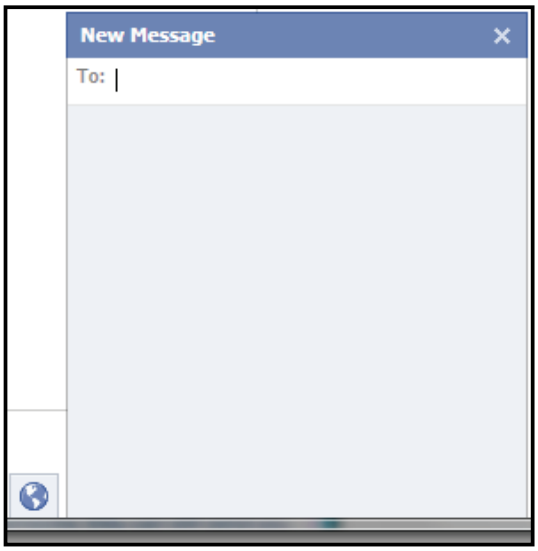
‘Like’
The ‘Like’ button is used to tell people that you like something on Facebook.



‘News feed’
This is a shared space where anything that you or your ‘friends’ do or write will show up.

If you add some new photos or share a video or ‘like’ something, this will go on the news feed so your friends can see it.

For example if you ‘Like’ your favourite band’s Facebook page, news from them will show up on your **News Feed**.



Message

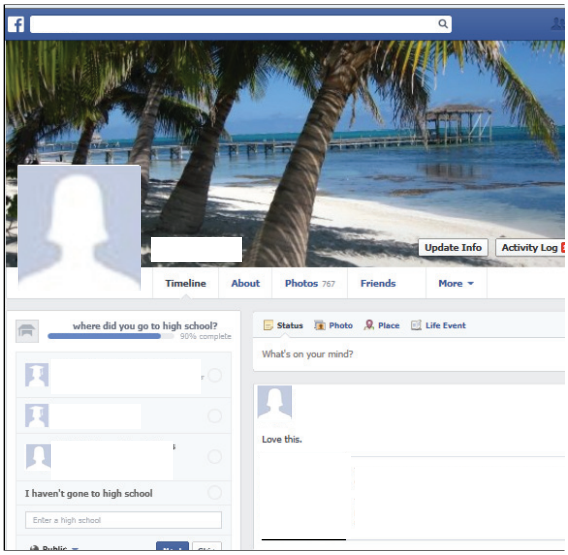
This is a good way to get in touch with people. Only you and they can see the message. It's like an email.

You can also send messages to lots of people at the same time, called 'group messages'.



'Privacy settings'

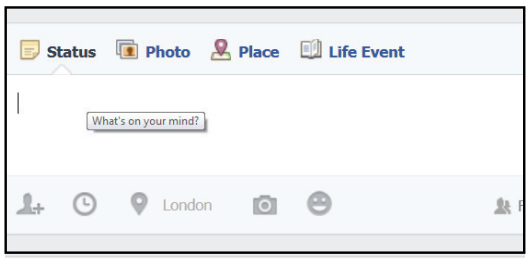
This is where you choose who can see what you put on Facebook. **It is very important.**



'Profile'

Everyone who joins Facebook has a profile.

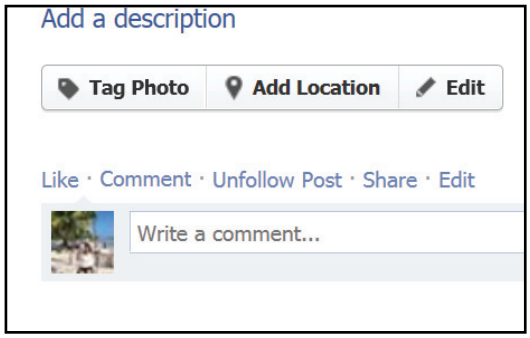
This 'profile' page is like a story about you. Everything you write, photos you post, people you are 'friends' with are all kept.



‘Status’

This is an update where you can say what you have been doing or any news you have.

This is a message that goes out to everyone you are ‘friends’ with. Think carefully about what you write here.



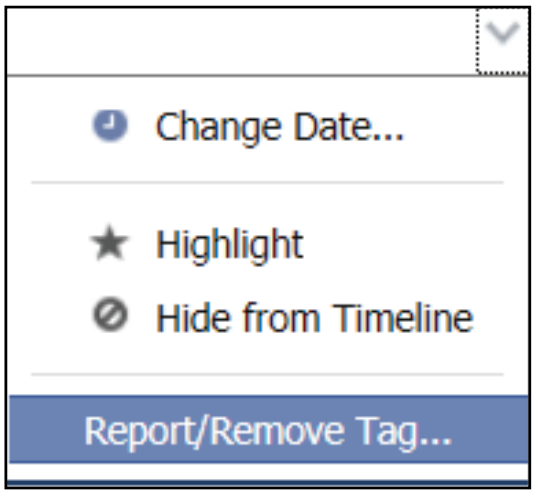
‘Tag’

If you are ‘friends’ with someone on Facebook they can ‘tag’ you in posts or in photos.

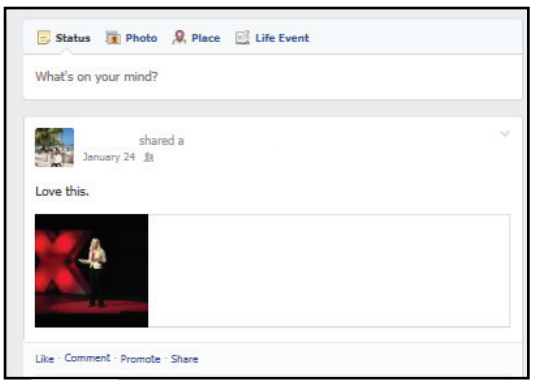
This will show your name and let people link to your profile page.



Facebook will send you a ‘notification’ to tell you if someone ‘tags’ you.



You can ‘untag’ yourself if you don’t want this to show up on your profile page.



‘Timeline’

The ‘timeline’ is your personal space where people can write messages to you, send you pictures, or post things you are interested in. It is on your profile page.



How to use email safely



What are emails



Emails are messages that are sent by computer from one person to another person or to a group of people.



Why use emails



They can help you keep in touch with people you know.



Lots of businesses and places now send emails instead of sending letters - for example, councils, doctors and landlords.



You can send information or important papers to people for free instead of paying to post them.



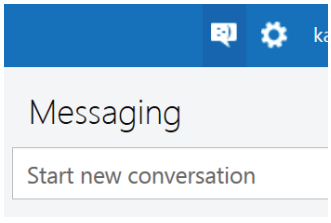
If you buy things on the internet you need an email address so the company can get in touch with you.



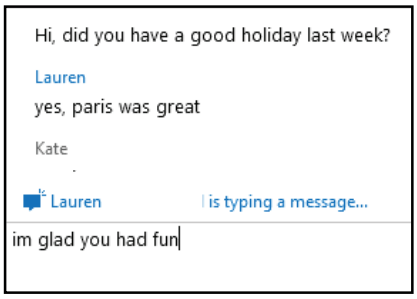
Your emails are saved so you know what you said and when.



Emails can be safer to use than social networking websites as you have to give people your email address before they can get in touch you.



Instant messenger



Instant messenger can be used with emails. This is when you send someone a message and if they are on the internet they can see it and write back to you straight away.



This can be good for keeping in touch with friends, but do not message people you do not know.





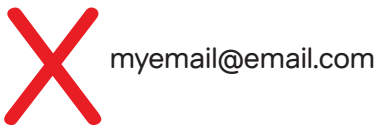
How to keep your emails safe



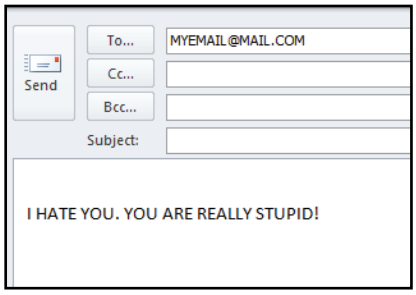
The main rule to keep your email safe is don't open an email or an **ATTACHMENT** if you do not know who it is from.



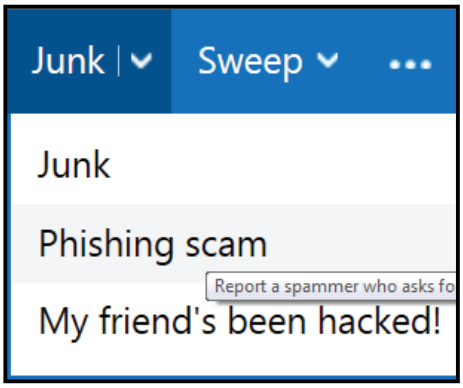
Having a good **ANTI-VIRUS** programme can help stop viruses getting to your computer.



It is also a good idea not to give your email address out to people you do not know well.



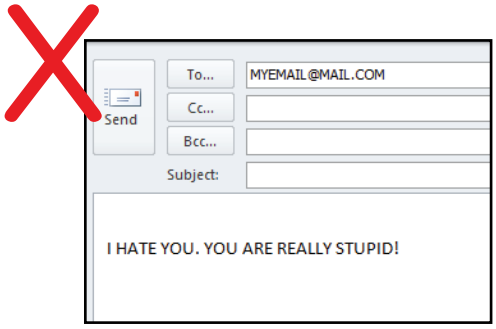
If you are getting unwanted or nasty emails from someone, save them as proof of what has happened.



If people you do not know are asking for personal information about you, you can move these to the '**JUNK**' box to get rid of them.



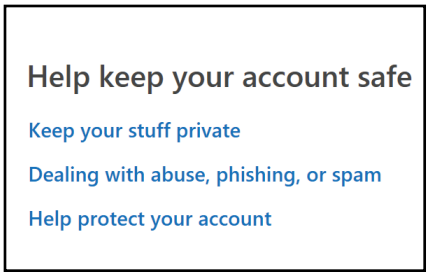
Tell someone you trust if you are getting nasty emails.



Do not write upsetting things back to someone as this may get you into trouble.



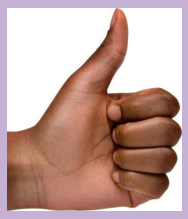
If someone is sending you threats by email then you need to tell the police.



You can also report the person sending the emails to the company who runs your email (for example, Google, Yahoo, Hotmail).



Each email company is different. If you are finding it hard to find out how to report someone or block them, ask a friend to help.





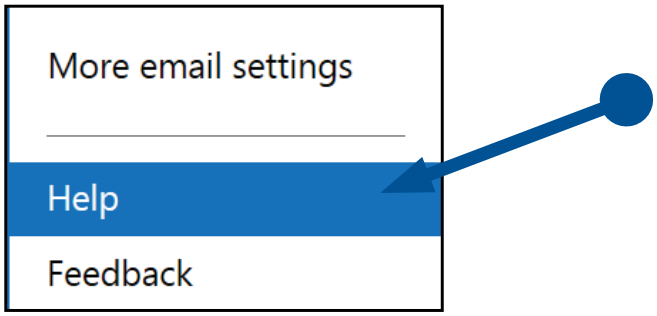
Useful Tip!

How to report people who are sending you upsetting emails



To report someone, look on your email account for a 'help' button.

This will probably be under your 'settings'.



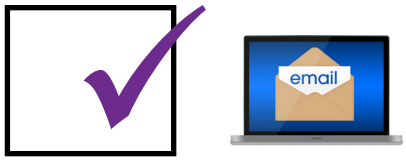
Click on the 'help' button.



Each email company is different but they should have a section about reporting people.



Your email may look different to this. Ask a friend to help you if you cannot find out how to report someone.



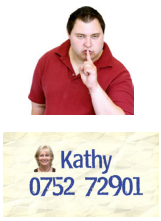
Email Checklist

☐ ✓ 

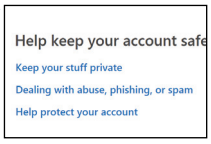
I have a good anti-virus programme on my computer.

☐ ✓ myemail@email.com

I know to only give my email address to people I know and trust.

☐ X 

I know not to reply to emails that are asking me for information about myself.

☐ ✓ 

I know how to block and report emails from people that are nasty or scam emails.

☐ ✓ 

I have someone I can talk to when I am not sure or worried about my emails.





Useful words on email



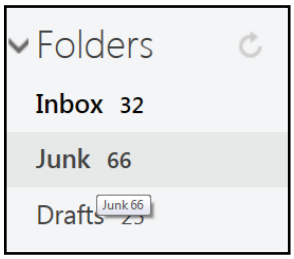
Anti-virus

Anti-virus is a program for your computer which helps it to spot viruses and warns you if you are about to open something that may be a virus.



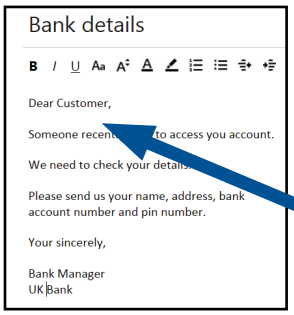
Attachment

This is a document or photo that you want to send to someone else. It goes with an email to the person.



Junk

This is usually a folder in your emails where emails are sent if they look like they may be scams or if the person sending you the email is not in your contact list.





Scam/phishing

A scam is a lie someone has written which tries to get money or information from you.

Some common examples are:

- An email from your bank asking you for information as there is a problem with your account.
- An email saying you have won a big prize in a competition you have not entered.



Virus

This is something that gets into your computer from another computer that stops it working properly.

How to use Skype™ safely



What is Skype™?



Skype™ is a free service that lets people get in touch with each other over the internet.



You can talk to each other (using a microphone to hear each other like on a phone). These are often built into the computer so you won't be able to see them.



You can video call each other (where you can see and hear each other using a web camera and microphone).



Or you can just type messages to each other.



You can pay to do extra things on Skype™ but most people don't need to do this.



Why use Skype™?



Skype™ is free to use so it can save money on telephone calls.



If you use a **WEB CAMERA** you can see your family and friends and they can see you.



This is great if they live a long way away or you can't see each other very often.



How to keep safe on Skype™



Most people use Skype™ safely and don't have any problems.



But it is good to keep your Skype™ profile private.



If someone is being mean to you on Skype™ or is asking you to do things you don't want to do, you should block them from contacting you and report them to Skype™. (See how on page 23).





Using a web camera



Only use **WEB CAMERAS** with good friends and family.



Even if you know someone well, keep your clothes on. Do not take off your clothes when you are on Skype™ with someone.



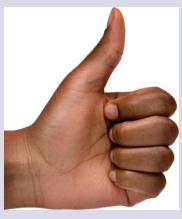
A few people have been photographed after taking their clothes off on Skype™.
Just because you are not in the same room, it doesn't mean they can't take photos of you.



People can then use these photos to threaten people or embarrass them.

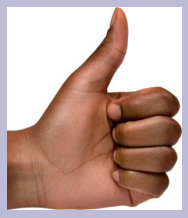


There may also be other people in the room who you can't see, but they can see you.

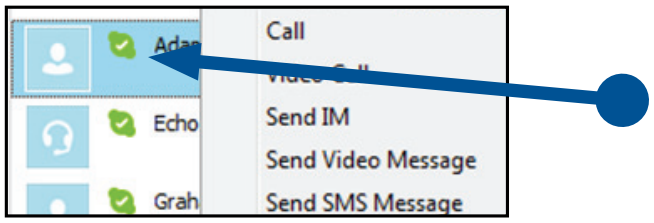


Useful Tip!

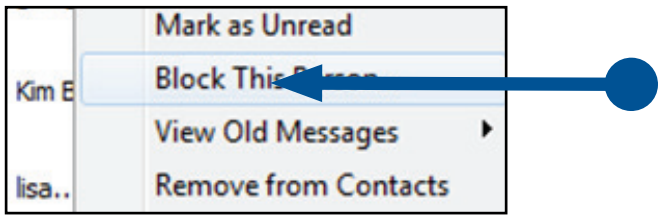
Don't do anything on Skype™ that you would be embarrassed for other people to see, for example your family or people at work.



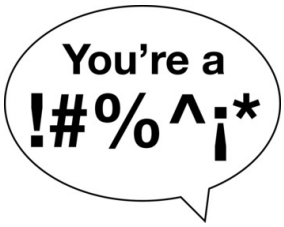
Useful Tip!
How to block someone on Skype™



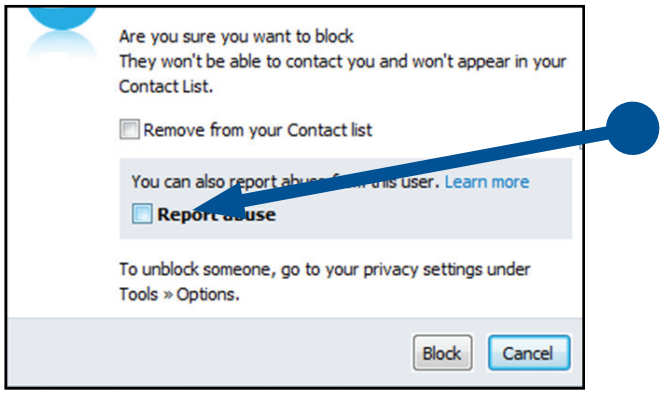
If someone has got in touch with you and you don't want to hear from them again, right-click on their name.



A box appears on the screen with a list of choices, click 'Block this person'.



If this person has said something unkind to you, you can report them to Skype™.



When you have clicked 'Block' an option will come up asking if you would like to 'Report abuse'.



'Reporting abuse' is for serious things, (not for reporting an argument with a friend or when you are annoyed at someone).



If you aren't sure whether to report someone, ask someone you trust to help you.

Skype™ Checklist:

☐ ✗ 

I know not to accept someone I don't know as a Skype™ contact.

☐ ✗ 

I have not put a picture or personal information in my profile.

☐ ✗ 

I know not to use a web camera with people I don't know well.

☐ ✓ 

I know to keep my clothes on when I am using a WEB CAMERA.

☐ ✓ 

I have someone I can talk to when I am not sure or worried about my Skype™ contacts or messages.

Useful words on Skype™



Microphone
A microphone helps you to hear each other on Skype™. Most computers have this built into the computer so you may not be able to see it.



Video call
A video call is when you call someone on Skype™ and you want to be able to see and hear them.



Web Camera
A web camera helps you to see each other on a Skype™ call.

It is usually built into your computer at the top centre of the screen.



Some older computers may not have a built in web camera. You may need to buy a separate camera that you plug into your computer.

The Skype™ logo and Word Marks are trade marks of Skype™ and the Foundation for People with Learning Disabilities is not affiliated, sponsored, authorised or otherwise associated with the Skype™ group of comanies.

How to use Twitter safely



What is Twitter?



Twitter is a website where people can share short messages, pictures or links to other people.



Why use Twitter?



Most people use Twitter to find out what other people or groups are doing.



You do this by '**FOLLOWING**' them.



You do not need to know a person or group to '**FOLLOW**' them.



You can '**FOLLOW**' people who like the same things as you or a well-known person.



You can also '**FOLLOW**' a group that does things you would like to know more about, for example your local advocacy group.



This means you find out what's going on about the things you like or that are important to you.

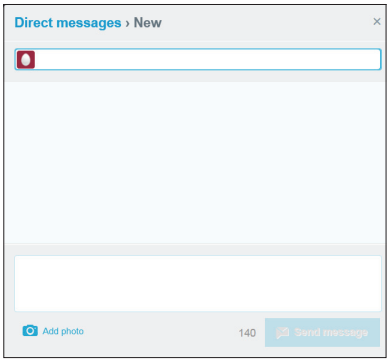


You can also write about things you want other people to know.

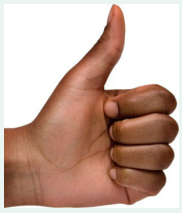


Some people use Twitter to campaign about things they want to change.





You can also read and write private messages to people you '**FOLLOW**' or who '**FOLLOW**' you on Twitter.

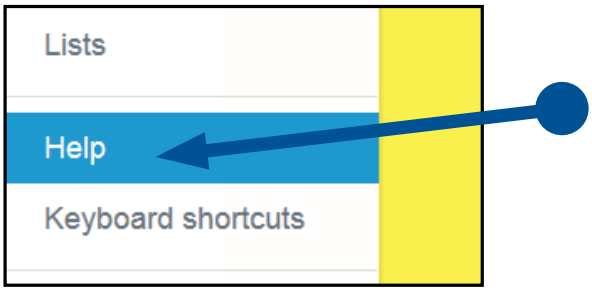


Useful Tip!

How to block or report someone on Twitter



To block or report someone on Twitter go to the top of your Twitter page.
Click on the 'gear' icon (the one that looks like a wheel).

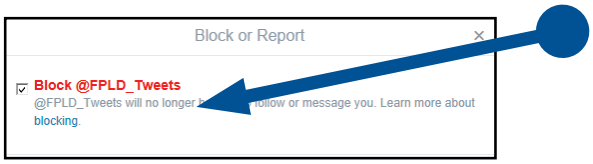


Click on 'Help'.



A page will come up with several boxes. At the bottom of the page is a box titled 'Safety and Security'.

Click on 'online abuse'.



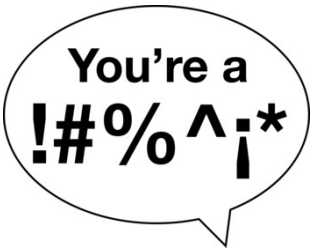
This will tell you how to block or report people and when to do this.



You may need someone to support you with this.



How to use Twitter safely



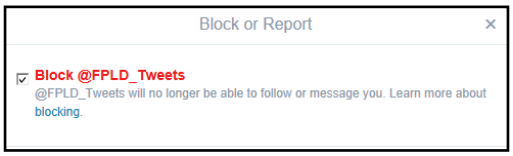
Some people say mean things to each other on Twitter. People who say mean things to other people on Twitter can be called 'trolls'.



It's best to only '**FOLLOW**' people you know and trust in real life or well-known people.



Well known people are likely to be quite safe to '**FOLLOW**' as they are in the public eye and so will want to be nice to people who '**FOLLOW**' them.



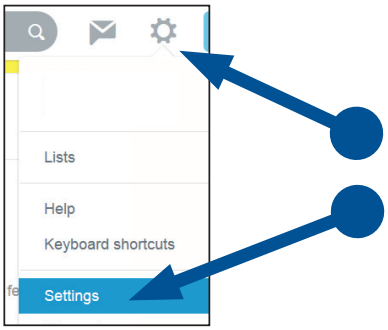
If someone is saying things you don't like on Twitter then you can block or report them.



You can make your **TWEETS** private or public.



When you set up your Twitter page it will usually make your **TWEETS** public. There is an option to make your Twitter account private.



You can find out more about this under the 'Settings' section on Twitter.



Examples of good and bad Tweets



Good ways to use Twitter:



“I went to a great meeting today at our local advocacy group #advocacyisgood”

This is a good **TWEET** as it tells people about something you are interested in.



“I had fun with my friends at the cinema last night”

This is a good **TWEET** as it tells people about what you did AFTER you did it. This is a good way to keep safe on Twitter as it doesn’t let people know where you are at that moment.



Bad ways to use Twitter:



“My boss was really annoying today #Ihatework”.

This is not good as your boss may see this and you may get into trouble.



“I will be away from home all next week on holiday”.

This is not good as it tells people your house will be empty next week. It is best not to tell people things like this on Twitter.

Twitter Checklist:



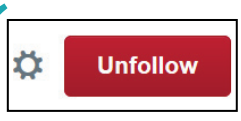
I know not to write unkind messages about people on Twitter.



I know to only write things on Twitter that I would be happy for my family/friends/boss to see.



I know not to let people know where I am or what I am doing until AFTER I have done it.



I know how to 'unfollow' or report someone who is unkind to me.



I know who I will ask for help if something happens on Twitter I don't understand.

Useful words on Twitter



Follow
If you 'follow' someone on Twitter, you will see all the things they write on their Twitter page and get updates from them. They are the people you have chosen to see information from.

Handle
This is the name you use on Twitter so people know who you are. It will start with the '@' symbol. You choose your own handle, it could be your name or something you make up.

For example the Foundation for People with Learning Disabilities uses the handle @FPLD_tweets.

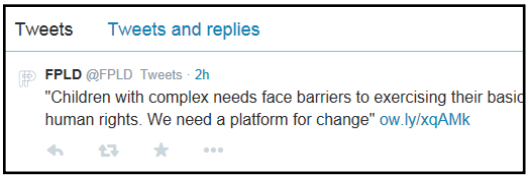
If someone writes your handle in a message, other people will be able to click on this and it will take them to your profile.

Hashtag
This is how messages are linked on Twitter. Sometimes people make up their own hashtags and sometimes groups or organisations decide what these will be.

For example, to talk about something the Foundation had done, we may use #FPLD. Any other Tweets where this hashtag is written will be linked together.



Trending
This is when lots of people are talking about the same issue or thing and they all use the same hashtag. The thing that is talked about the most is called 'trending'. They are usually about things that have happened in the news or programmes that have been on.

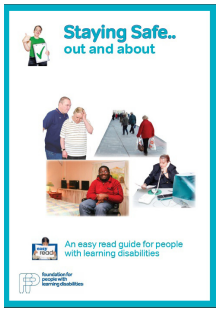


Tweet
This is what messages are called on Twitter. Instead of saying that you sent someone a message, you would say you 'Tweeted' them.

This guide was funded by the Esmée Fairbairn Foundation as part of the Voice and Community project.



Two other resources are also available as part of this project:



‘Keeping safe out and about’



‘We want to be seen!’
Tips and a video for people in the media about how they should show people with learning disabilities in a more positive way.



See our website for more information
www.learningdisabilities.org.uk/hatecrime



This guide was written with the Voice and Community reference group.

made with photosymbols®

foundation for people with learning disabilities

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changing lives