

WHAT CAN I DO?

Our trained support advisors offer practical, emotional and legal support.

1. RECORD EVIDENCE

Screen grab this as soon as it happens

2. BLOCK THEM

& Report to administrator

3. EMAIL

help@cybersmile.org

To be allocated a trained support advisor.

EMOTIONAL
SUPPORT

PRACTICAL
SUPPORT

LEGAL
SUPPORT

If you receive serious repeated abuse and threats then you should contact your local police department, who will be able to advise you how to proceed

help@cybersmile.org



cybersmilefoundation



cybersmileofficial



cybersmile



@cybersmilehq



@thecybersmilefoundation



THE CYBERSMILE FOUNDATION

help@cybersmile.org

CYBERBULLYING : SAFE GUARDING YOUR YOUNG FAMILY

DEALING WITH AN INCIDENT

If an incident occurs, approach the situation carefully and calmly. Try not to overreact as this may cause your child to back off and deter them from confiding in you again.

TAKE FIVE

Get your child away from the computer for a while.

STAY PRIVATE.

Watch some TV, make yourselves a snack, or just get out for some fresh air. This will give both of you time to calm down and get some perspective. Assess the threat to your child as objectively as you can. Children regularly fall out and arguments are not themselves a sign of cyberbullying. Talk calmly with your child and find out exactly what you are dealing with.

REASSURE

If there is a problem, reassure your child that you are on their side and work with them to deal with it.

RESOLVE ISSUES:

Encourage your child to find a way to resolve issues themselves, with your support, before you step in and take over. The last thing they want is more drama or conflict so work with them to find solutions.

KEEPING A RECORD WILL HELP YOU PROVE YOUR CASE SHOULD YOU NEED TO TAKE FURTHER STEPS.

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TAKE CONTROL

STAYING A STEP AHEAD

We must learn with our children how to use the internet responsibly and safely. This can be a challenge for parents who are unfamiliar with the sites and devices their children use. Get involved! Visit www.cybersmile.org to learn more

PARENTAL CONTROLS

Set up parental controls and separate user accounts with restrictions on all your family computers. By tailoring your security settings on your children's accounts to suit their age and ability, you can control what they are exposed to

HELP SECURE PERSONAL INFORMATION.

All computer operating systems, such as Windows 8, have parental controls that allow you to restrict access to violent or adult content, for example. Security systems like Norton also have useful applications to help parents. Learn more about Technical options on our Technical Advice page

STAY IN CONTROL

When your children first start exploring the internet they'll get tips from school friends and teachers about sites available for fun, games and education. This is the time to start introducing them to privacy settings and passwords. You can assign these settings yourself if your children are very young; this is best practice for young children as you can easily see who they have been in contact with

THE EARLY YEARS:

As soon as children begin to read and write they are able to communicate over the internet, so this is the time parents need to be setting ground rules and teaching their children about

A TRUSTING RELATIONSHIP:

It will also help to build trust and confidence between you both, so that, if issues do occur, they can be dealt with together. Building this relationship now will make all the difference as

FOCUS ON THE POSITIVE:

Introduce a reward system, whereby time spent on learning activities is rewarded with free-touse internet time, for socialising and gaming,

“EEK! HOW DO WE BUILD TRUST?”

how they can stay safe online. Working with your child at an early age will help them develop a responsible attitude to the internet and avoid problems in the future

your child grows and becomes more independent. Many young victims of cyberbullying suffer alone because they feel that their parents do not understand the problem.

etc. There are lots of great sites for younger children that have interactive games and puzzles focused on educational outcomes

SAFE GUARDING

FAMILY INTERNET POLICY

Talk with your children about how you plan to safeguard them against cyberbullying and create a policy or agreement between you. This approach is proving popular with many parents, particularly in the US where cyberbullying prevention is far ahead of Europe, and many states have passed laws to tackle online harassment

MONITORING AND SUPERVISION

Establish locations in your home where you will allow your children to use their computers. This will help you to familiarise yourself with the sites your child is interested in and who they are talking to

TOP TIPS

- If you have a shared home computer, make sure it is somewhere you have easy and constant access to.
- If your children use portable devices such as iPods or smart phones to access the internet, ensure they are used where you can monitor their activities.
- When you've decided on your "Family Internet Rules" or similar, write them up and display somewhere visible in your house

NEED SOME IDEAS?

- Some questions to get your family talking...
- When and where can computers be used?
 - What should you not pass on to others?
 - What is good 'netiquette'?
 - Who is in charge of passwords and security?
 - Who do you go to if cyberbullying happens?