

Keeping Your Children Safe Online

Useful links

Google family for Android devices

https://safety.google/intl/en_uk/families/



Apple Screen Time for iPads & iPhones

<https://support.apple.com/en-gb/HT201304>



Microsoft Family Safety for Windows devices

<https://support.microsoft.com/en-us/account-billing/getting-started-with-microsoft-family-safety-b6280c9d-38d7-82ff-0e4f-a6cb7e659344>



General Advice for Parents & Carers

<https://saferinternet.org.uk/guide-and-resource/parents-and-carers>



<https://www.nspcc.org.uk/keeping-children-safe/online-safety/parental-controls/>



<https://www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety/>



<https://www.internetmatters.org/parental-controls/>



<https://www.internetmatters.org/resources/guide-to-encourage-kids-to-share-their-digital-lives/>



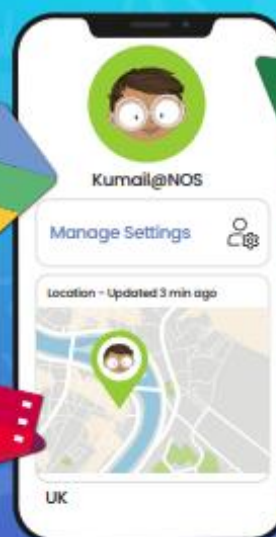
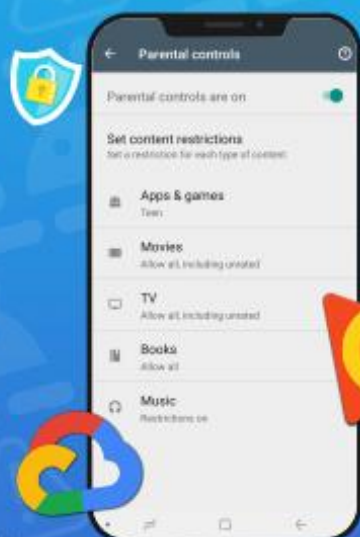
Parental Control Apps

<https://www.tomsguide.com/us/best-parental-control-apps,review-2258.html>



for APPS Android Phone

On Android phones, restricting access to particular apps usually requires going onto Google Play. From there, it's fairly easy to navigate your way through the settings to manage the parental controls and authentications relating to any apps on the device. These features can prevent your child from downloading or buying anything unsuitable for their age. Updated versions of apps or games that your child has already installed may occasionally contain something inappropriate, so we've explained how to stop those, too.



How to Block App Downloads (This Also Disables In-app Purchases):

- 1 Open Google Play Store
- 2 Tap the profile icon in the top right
- 3 Tap Settings
- 4 Scroll down to the Family section and tap Parental controls
- 5 Toggle 'Parental controls are off' to 'Parental controls are on'
- 6 Create a PIN and tap OK
- 7 Confirm your PIN and tap OK again
- 8 Tap Apps & Games
- 9 Set the age limit you wish to set
- 10 Tap Save to apply your changes

How to Stop Auto-updates

- 1 Open Google Play Store
- 2 Tap the profile icon in the top right
- 3 Tap Settings
- 4 Tap Auto-Update Apps
- 5 Select 'Don't auto-update apps' and then tap Done

Restricting Apps Through Google Family Link

- 1 Open Google Play Family Link for parents
- 2 Tap the three horizontal lines in the top left
- 3 Select your child's account
- 4 Tap Manage
- 5 Tap Controls on Google Play
- 6 Tap Apps & Games
- 7 Select the age limit you wish to set



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How to Set up PARENTAL CONTROLS for APPS iPhone

Apple devices come with built-in apps already available: Mail, FaceTime and Safari, for example. However, you can choose which apps and features appear on your child's device and which ones don't. You can also manipulate the features in Game Centre to enhance your child's safety and privacy when playing games, as well as blocking iTunes or App Store purchases if you wish.



How to Restrict Built-in Apps/Features

- 1 Open Settings
- 2 Tap Screen Time
- 3 Tap Content & Privacy Restrictions
- 4 Tap Allowed Apps (you may need to toggle this to 'on' at the top)
- 5 Enable or disable the apps you wish to appear (or disappear) on your child's device

How to Restrict Game Centre

- 1 Open Settings
- 2 Tap Screen Time
- 3 Tap Content & Privacy Restrictions
- 4 Tap Content Restrictions (you may need to switch the toggle at the top to the 'on' position)
- 5 Scroll down to Game Centre
- 6 Choose between Allow, Don't Allow, or Allow with Friends Only in the settings for each feature

How to Restrict iTunes & App Store Purchases

- 1 Open Settings
- 2 Tap Screen Time
- 3 Tap Content & Privacy Restrictions
- 4 Tap iTunes & App Store Purchases
- 5 Select Allow or Don't Allow for each feature (you can also lock these settings with a password)

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12 Smartphone Online Safety Tips FOR CHILDREN WITH NEW DEVICES

The Christmas season has finally arrived and soon many of you will be opening your presents in the hope that Santa has listened to your request for the latest mobile phone or smart device.

Owning a mobile phone can be fun, but it's important to use it safely and responsibly. By following our safety tips below, you can make sure that you set up your phone securely, keep your personal information private and enjoy using your phone in the healthiest way possible.

1 ALWAYS SECURE YOUR PHONE WITH A PASSWORD

This will help to keep your private information safe and won't allow others to access your phone without your permission. Make sure your password is memorable and personal to you but something which other people can't guess, and always share it with your parents just in case you forget it.

2 DISABLE LOCATION SETTINGS

This can usually be done from the device's privacy control settings. Disabling location settings means that your phone can't be tracked by others and strangers can't tell where you are when you're using it. It also helps to save battery.

3 ALWAYS USE A SECURE WIFI NETWORK

When you use your WIFI at home usually it is a secure network that only you and your family know the password to. Public networks, like those in coffee shops, can be accessed by anyone which means that people could potentially hack into your device and access your personal information without you realising.

4 ONLY PAIR WITH BLUETOOTH DEVICES YOU KNOW

A Bluetooth connection with another device means that you can send and receive data wirelessly. For example, you could listen to music wirelessly or receive pictures and videos from your friends. However, pairing your phone with a device you don't know means that you could be sharing personal information with a stranger or could leave your device open to receiving viruses.

5 ONLY USE APPS WHICH YOU ARE OLD ENOUGH TO USE

Before downloading any new apps, always check the age-rating of the app. If you need help, ask your parent or carer to make sure that the app is safe for you to use and never download anything which you are too young for as it may contain things that aren't safe for you to see.

6 BEWARE OF BECOMING ADDICTED TO YOUR PHONE

Your phone can be fun to use and it's easy to become too attached, whether it's keeping in touch with friends, discovering new features or downloading the latest apps. Remember it's always good to talk in person, go out and have fun and get regular exercise. This will keep you fit and healthy and make you appreciate there's more to life than just your mobile phone.

7 LIMIT YOUR SCREEN TIME

Using your phone for too long, particularly in the evenings, can make you feel tired at school, affect your concentration and make you lose interest in other things in life. Only use your phone at certain times of the day and don't use it close to bedtime. You can set a 'screen time limit' via the settings on your phone. This will help you stay fit and healthy and means that you will still be able to focus and perform well at school.

8 THINK OF OTHERS WHEN TAKING PHOTOS

Don't take embarrassing photos of other people on your phone. If other people get access to the photo and share it with more people, it could make that person really upset and treated as a form of bullying. Always be mindful of the photos you take using your camera and who you share them with.

9 MAKE SURE YOUR PARENTS SET UP 'PARENTAL CONTROLS'

This means that you will be able to use your phone safely and securely and won't accidentally do things you shouldn't do. The best time to do this is when you get a new phone or device so that you're protected from the very beginning.

10 ALWAYS TALK TO YOUR PARENTS IF YOU DON'T FEEL SAFE

Sometimes, even though your phone is really secure, you might see something you don't like, or someone might contact you who you don't know. If this happens, always tell your trusted adult like your parents, carers, other adult family members or a teacher, all of whom will be able to support you and advise you on what you should do next.

11 DON'T TEXT AND WALK

This might seem like a strange thing to say but it can be dangerous to stare at your mobile phone whilst walking outside alongside busy roads or bicycle paths. In some cases, children have been knocked over by cars or cyclists because they haven't been aware of their surroundings whilst texting or playing games on their mobile devices.

12 DON'T SHARE YOUR NUMBER OR YOUR DEVICE WITH PEOPLE YOU DON'T KNOW.

Never feel pressured into sharing your phone number with people you don't know and don't lend your phone to strangers or keep it where others could get hold of it. Look after your device and always keep it hidden from sight to avoid it being stolen or broken into.

What Parents & Carers Need to Know about GROUP CHATS

Occurring through messaging apps, on social media and in online games, group chats are among the most popular ways that young people engage with their peers online. Involving, by definition, three or more individuals, these groups allow users to send messages, images and videos to everyone in one place. While they are useful for helping friends, people with shared interests or members of a club to communicate and coordinate activities, they can also leave young people feeling excluded and bullied – as well as providing opportunities for inappropriate content to be shared and viewed.

WHAT ARE THE RISKS?

BULLYING

Unkind comments or images which are purposely aimed at an individual can be shared freely in a group chat – allowing and often encouraging others to join in the bullying behaviour. If this content is shared in a group of their peers (especially a larger group), it serves to amplify the hurt, embarrassment, anxiety and isolation that the victim feels.

EXCLUSION AND ISOLATION

This common issue with group chats can happen in several ways: starting a new group, for instance, but deliberately excluding a certain child. Likewise, the chat may take place on an app which one child doesn't have access to, meaning they can't be involved. A child can also feel isolated when a group chat is used to discuss or share images from an event that everyone else but them attended.

INAPPROPRIATE CONTENT

Some discussions in group chats may include inappropriate words, swearing and unsuitable images or videos. These could be viewed by your child if they are part of that group, whether they actively engage in it or not. Some chat apps have a disappearing message function, so your child may be unable to report something they've seen because it can only be viewed once or for a short time.

SHARING GROUP CONTENT

It's important to remember that – while the content of the chat is private between those in the group – individual users can easily share a message, photo or video with others outside of the group or screenshot what's been posted. The risk of something your child intended as private becoming public (and potentially going viral) is higher if there are people they don't know well in the group.

UNKNOWN MEMBERS

Within larger group chats, it's more likely your child will be communicating with people they don't really know. These strangers may be friends of the host, but not necessarily friendly toward your child. It's wise for young people not to share personal details and stay aware that they have no control over the messages and images they share after they've put them online.

NOTIFICATIONS AND FOMO

A drawback of large group chats is the sheer number of notifications. Every time someone in the group messages, your child's device will be 'pinged' with an alert: potentially, this could mean hundreds of notifications a day. Not only is this highly distracting, but young people's fear of missing out on the latest conversation results in increased screen time as they try to keep up with the chat.

Advice for Parents & Carers

CONSIDER OTHERS' FEELINGS

Group chats are often an arena for young people to gain social status. This could cause them to do or say things on impulse, which could upset others in the group. Encourage your child to consider how other people might feel if they engaged in this behaviour. If your child does upset a member of their group chat, support them to reach out, show empathy and apologise for their mistake.

PRACTISE SAFE SHARING

In any online communication, it's vital for young people to be aware of what they're sharing and who might potentially see it. Discuss the importance of not revealing identifiable details like their address, their school or photos that they wouldn't like to be seen widely. Remind them that once something is shared in a group, they lose control of where it may end up and how it might be used.

GIVE SUPPORT, NOT JUDGEMENT

Remind your child that they can confide in you if they feel bullied or excluded in a group chat, instead of responding to the person who's upset them. Validate their hurt feelings and help to put them back in control by discussing how they'd like to handle the situation. On a related note, you could also empower your child to speak up if they're in a chat where others are being picked on.

AVOID INVITING STRANGERS

Sadly, many individuals online hide their true identity to gain a child's trust – for example, to gather information on them, to exchange inappropriate content or to coax them into doing things they aren't comfortable with. Ensure your child understands why they shouldn't add people they don't know to a group chat – and, especially, to never accept a group chat invitation from a stranger.

BLOCK, REPORT AND LEAVE

If your child is in a chat where inappropriate content is being shared, advise them to block the users sending the material, report them to the host app or platform and exit the group. If any of this content could be putting a minor at risk, contact the police. Emphasise to your child that it's OK for them to simply leave any group chat that they don't feel comfortable being a part of.

SILENCE NOTIFICATIONS

Having a phone or tablet bombarded with notifications from a group chat can be a massive irritation and distraction – especially if it's happening late in the evening. Explain to your child that they can still be part of the group chat, but that it would be healthier for them to turn off or mute the notifications and catch up with the conversation at a time which better suits them.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.



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Suggested Apps and Games For EARLY YEARS



Learning

FISH SCHOOL HD

This app teaches young children (age 2-5) about important things like letters, shapes, numbers and more, all set in a colorful underwater setting with adorable sea creatures. The basic idea has fish and sea creatures forming the shapes of letters, numbers etc that your little one can identify. Developer Chuck Duck Moose has a lineage of creating family friendly apps and games with 21 top-selling apps since 2008. Fish School HD has over 10,000 downloads and offers a rounded package of activities, but many other apps by this developer are highly rated and offer a few twists on the formula. As always it's worth checking a few out to see which best suits your child's interests. Fish School HD is available for free on iOS and Android.

GREEN EGGS AND HAM - DR. SEUSS

The classic Dr. Seuss book has been reworked into an interactive adventure for modern day devices, with an emphasis on encouraging literacy learning in younger children. Within the app, there's a few different options on how to enjoy the story you can read it aloud together, have the app read the book and follow along, or just play the story through automatically. You can even tap on words to hear them individually to practice vocabulary. While the app will set you back £2.79 on Android (£1.99 on iOS) it has an excellent rating and over 10,000 downloads, with many noting how much their young children have enjoyed the story. It speaks volumes about the quality of the work, too, that a book from 1960 can still be read and loved by children some two generations after its initial release.

TOCA LAB: ELEMENTS

Toca Lab is the app of choice in encouraging little scientists to get to grips with elements, our world and how physics and chemistry work. This one might be a little advanced for younger kids and, though it has a PEGI 3 rating, it does recommend ages 8+ in the description. All 118 elements are present in Toca Lab and kids are encouraged to find and test them all. Superimposed with things like Gold, Neon, Hydrogen and more, it gives a better grasp of how everything in our universe is formed. Bear in mind though that it's not meant to be a scientifically accurate account of how elements react, but to build curiosity in young minds. The app is available on iOS and Android for £2.99.

BAREFOOT WORLD ATLAS

What's the next best thing to travelling the world? Well, for kids with access to an iPad or Apple phone, Barefoot World Atlas could be a close second. In this app available only on iOS for £4.99, kids and adults can explore the globe from the comfort of their own homes and learn all about our planet. The app, which is rated 4+, only appears on Apple devices but the sheer amount of information contained in here will keep curious kids busy for hours on end.

SKETCHBOOK - DRAW AND PAINT (AUTODESK SKETCHBOOK ON IOS)

Encouraging artistic ability at an early age can often be invaluable in letting kids' imaginations loose and there are many apps that allow them to unleash that passion. Sketchbook comes highly recommended with over 300,000 reviews. Essentially, the app comprises a blank canvas and a host of "fast and powerful creative sketching tools" like pens, pencils and paint brushes to let those creative juices flow. Sketchbook is rated PEGI 3 so even younger children should be able to get to grips with it. However, it could prove a little too complex for some and the large collection of tools and crisp graphics would suit a larger screen like an iPad, over a mobile phone. Despite this, the ability to simply mess around and doodle, coupled with more advanced accessibility later down the line, should make it a must own for all age ranges. The app is free to download on both Android and iOS.



Just for Fun

LITTLE FRIENDS: CATS & DOGS

If you're looking to introduce pets into the family home but aren't sure about how your children might react, a good way to get your younger ones acquainted with an animal before a big commitment is a game like Little Friends: Cats & Dogs. This Nintendo Switch game tasks players with feeding, playing with and loving their own virtual cat or dog. Much like Nintendo's own 'Isagoraphs of the 90s', Little Friends is a fun way to build up confidence to owning a real animal. While only a 1 player game, Little Friends: Cats & Dogs is suitable for all ages and entirely offline, so there's nothing at all to worry about when they're enjoying it alone.

YOUTUBE KIDS

YouTube Kids takes the popular YouTube format and creates a more specialised environment for children to watch the stuff. While only age range can benefit from YouTube Kids, the 'Preschool' Mode is specifically designed for kids aged 4 and under. According to the app's description, 'Preschool' Mode promotes creativity, playfulness, learning and exploration through its channels. The inclusion of parental controls (limited screen time, video blocking and flagging) and strict ad monitoring by YouTube means the experience is incredibly safe for younger kids. It should be noted that in the app description, YouTube say that some inappropriate content can slip through the cracks, but they're constantly implementing updates to stop them. A hugely popular app, YouTube Kids is available on iOS and Android with well over 100 million downloads.

BBC iPLAYER KIDS

This app is designed for kids and lets them watch all their favourite BBC and CBeebies shows in one place. The simple presentation is super easy to navigate and the app itself is entirely free on both Android and iOS with no adverts whatsoever. BBC iPlayer Kids can download shows to your device's internal storage allowing you to take all the best bits with you when there's no Wi-Fi and multiple profiles mean everybody gets straight to their favourites with minimal fuss. According to the app description, it will ask for your child's name and age to recommend other programmes it thinks they might like.

MARIO KART 8 DELUXE

Mario Kart has been a staple of Nintendo consoles since 1992. It has been a favourite of young and old alike for over 20 years and is always an incredibly fun experience. Now exclusively on the Nintendo Switch with Mario Kart 8, the fun and reflexes may have changed, but the enjoyable core gameplay and challenge have not. Suitable for all ages, Mario Kart can be played alone, online or at home with up to 8 players on one screen. The ability to take the Switch out with you into the world and play whenever you like is a huge advantage over other games and means you can always be sure of some quick entertainment.

ROCKET LEAGUE

The concept behind Rocket League takes teams of jet-powered cars zipping around football-inspired pitches in an attempt to knock a giant, over-sized ball into nets. Rated PEGI 3, the challenge of Rocket League is probably more suited to those 8 and up, but anybody can enjoy the bright colours and fun gameplay. Rocket League is available on Windows PC, Mac, PlayStation, Xbox One and Nintendo Switch at various price points. Be warned though, you can spend money in the game for certain things so be sure you know when your young ones are playing and what they're buying.

Meet our expert

Mark Foster has worked in the gaming industry for 5 years as a writer, editor and presenter. He is the current gaming editor of two of the biggest gaming news sites in the world, IGN and GameSpot. Starting gaming from a young age with his siblings, he has a passion for understanding how games and tech work, but more importantly, how to make them safe and fun.



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Views in this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 30.12.2018

Suggested Apps and Games For 7-11 YEARS

Learning



MAGIC PIANO BY SMILE

While Magic Piano doesn't strictly teach you how to play the piano, it does teach hand-eye coordination and can help spark creativity in young minds. Users can play along to a variety of popular songs on a range of difficulty levels in an attempt to get through the song with as few mistakes as possible, increasing density and reaction times. Free on iOS & Android, the game does contain some ad-in-app purchases, so be sure to check these out before letting younger players unleash their musical side. Magic Piano is PEGI 3 rated but requires slightly more nimble hands to master so older kids will get the most from this.



AZOOMEE

Azoomee houses over 1,000 games, videos and activities for kids of all ages to play, have fun and most importantly, develop their key skills in. The app is award winning, BAFTA nominated, supported by the NSPCC (according to the description on their app page) and comes with a suite of parental controls built in. As well as educational games, activities and kid's favourites for TV shows, the app also has a built-in chat feature where they can talk to their friends safely. A nice little touch is that if you buy a subscription to Azoomee for unlimited premium content for £4.99 a month, a portion of the money raised goes towards supporting the NSPCC. The app is available on iOS, Android and Amazon.



POLY BRIDGE

While Poly Bridge could be easily enjoyed solely as a game, it's actually an incredibly clever way to learn critical thinking and engineering skills in a kid-friendly way. It's set in a colourful, cartoonish world and has extremely simple gameplay. In Poly Bridge, it's your task to get cars, buses, trucks, boats and more safely to their destination by designing bridges that are safe and practical. How these bridges are created is entirely up to you. With over 100 levels, a sandbox mode and almost infinite playability, Poly Bridge is available on PC, Android, iOS and Nintendo Switch at various price points, so be sure to check which is the best option for you.



CROSSWORD PUZZLES (WUBU APPS LTD)

Crossword puzzles might not immediately seem like a learning game for younger kids, but they're incredibly effective at building strong word skills and problem solving. This one by Wubu Apps Limited is exclusive to iOS and constantly changes its roster of daily crosswords and challenges, although there are a whole bunch of apps available out there which do similar things. The app is rated 4+ but would likely be suited to kids a little older as the crosswords are designed for adults as well. As mentioned, Crossword Puzzles is only available on iOS devices and is free to download but does contain in-app purchases.



SCRIBBLENAUTS UNLIMITED

Scribblenauts is a game like few others in that it actively encourages children to use their intuition to solve a variety of puzzles. Armed only with their imagination, players must complete levels by conjuring potentially useful items for main character Maxwell to collect the Starites and achieve his goal. The game helps create strong vocabulary and word association to a fun 2D backdrop. While any version of Scribblenauts is good, Unlimited is the most readily available, being released on Wii U, PC, Nintendo 3DS, iOS and Android devices, PS4, Xbox One and Nintendo Switch.



Just for Fun



SUPER MARIO ODYSSEY

Widely regarded as one of the greatest games Nintendo have ever made, Super Mario Odyssey provides family friendly fun and a challenging environment for kids to learn new skills in a video game. Rated PEGI 3, Odyssey can be enjoyed by almost any age range, even those who are young at heart. The caveat is that the game is only available on Nintendo Switch, so some investment will need to be made, but the console boasts a host of other child-safe titles and the ability to play on the go as well as at home.



NETFLIX

As obvious as it may sound, Netflix's children's section is ideal for keeping young ones and toddlers out of trouble on long journeys or at home. The specific profile for kids allows them to only view content appropriate for younger audiences which lets you and them watch their favourite shows and movies anywhere, at any time. Curated playlists, easy navigation through TV series and movies, and no-frills auto-play means a stress-free guarantee. The only downside to the app is that it requires a Netflix subscription in order to use it but if you're happy to pay the monthly cost, it's an absolute must for any parent.



MINECRAFT

Minecraft is one of those rare, timeless classics that can be enjoyed by every age group. Coming in both a console version and a pocket edition for mobile devices, the sandbox world-building fun in Minecraft can be an amazing place to let your imagination run wild. The game can be played online with friends and supports cross-play meaning that no matter what device everybody has, it can be played together. While the game isn't free, it will undoubtedly provide hours and hours of fun for the whole family so it's worth the investment of a one-time purchase. As one of the most popular games ever released, it inspires critical thinking, problem solving and above all, fun.



LEGO MOVIE MAKER 2

The LEGO Movie Maker 2 app lets users create their own stop-motion movies and upload them for others to watch online. Kids can create a short LEGO movie in whatever genre they like using a range of easy-to-use tools and are able to add in sounds and visual effects to make the videos look super realistic. All movies are moderated before they make it online so you can be sure no sensitive information is uploaded or viewed by third parties. The app is free to download on both iOS and Android devices but does require creation of a LEGO account to upload videos. The only information needed for an account is the country you live in, your email address and date of birth. While it's rated for 4+, kids of 8 and up will get the most out of this one.



ADVENTURES OF POCO ECO: LOST SOUNDS

If something more slow-paced and chilled out is on your radar, Adventures of POCO ECO should be able to scratch that itch. With an emphasis on creating a rich and inviting musical soundscape over hands-on gameplay, the puzzle action is perfect for unwinding young minds, as opposed to challenging them. The single-player game is available on all iOS and Android devices, as well as the Amazon Kindle Store and you can also nab yourself a free copy of the soundtrack with the purchase.

Meet our expert

Mark Foster has worked in the gaming industry for 5 years as a writer, editor and presenter. He is the current gaming editor of two of the biggest gaming news sites in the world, UNUSUAL Gaming and GAMMABLE. Starting gaming from a young age with his siblings, he has a passion for understanding how games and tech work, but more importantly, how to make them safe and fun.



10 Ways You Can SHARE KINDNESS ONLINE

Last year, around one in five young people aged 10–15 in England and Wales admitted experiencing online bullying: most commonly being insulted or sworn at, or having hurtful messages sent about them. To someone who's being bullied, the world can seem like a bleak, negative place – but just one kind word can be a ray of hope: a turning point that brightens their day and refreshes their perspective. That's why 'One Kind Word' is the theme of Anti-Bullying Week 2021. We're supporting this year's event by bringing you ten top tips for beating online bullying by replacing it with kindness.

1 PRAISE WHERE IT'S DUE

Sometimes a friend or relative might post online about something they're proud to have achieved: maybe an exam they've passed, a new skill they've learned or a task they've completed. Celebrate their hard work and determination by being kind enough to praise them for it publicly.

2 REACH OUT

It's not always easy to tell what kind of mood someone is in just from what they post online. Simply dropping somebody a message to say 'hi', to ask if they're OK or to tell them that you're thinking of them could totally make their day.

3 RECOMMEND FUN THINGS

If there's something you enjoy doing online – perhaps you play a particular game, or you've found a really cool site – share it with someone you think will enjoy it. Even recommending a film or TV show you think they'll like can bring a little happiness to someone who really needs it.

4 OFFER TO HELP

Sometimes you might see a friend or family member posting a question online or asking for help with something they can't do themselves. Don't just ignore it – if you can help, get in touch. Something that's difficult for them might be no trouble for you!

5 POST POSITIVELY

Lots of people seem to go online purely to complain about things or be negative. Just because you're communicating online (and not face to face) doesn't mean you can't be positive, though! Post about things that make you happy and that you're thankful for. It could brighten someone else's day.

6 SHOW YOUR APPRECIATION

If somebody that you know has done something positive or shown kindness themselves, go online and thank them with a message or a post. Expressing your gratitude costs nothing and showing someone that you appreciate them will really make them feel good.

7 BE UNDERSTANDING

Showing empathy towards others is an act of online kindness which often gets overlooked. If you notice that someone you know is upset, drop them a message. Sometimes people just need someone else to listen to them and understand their situation.

8 SHARE INSPIRATIONAL POSTS

When you see something online that inspires you or makes you feel happy, share it with people you know. A spot-on quotation, a beautiful photo or an uplifting video can lift someone's spirits and help them to feel better about life.

9 THINK BEFORE COMMENTING

Thinking before we act can be just as important as acting in the first place. Taking a second to consider what you're saying in advance could stop you from posting something negative, hurtful or offensive – even if you don't mean to. It's better to post positively or not post at all.

10 LIKE, LOVE AND ENGAGE

If somebody posts something that you like on social media, don't just scroll past – take the time to like it, love it or leave an appreciative comment! Reacting positively to other people's posts might seem like a small gesture but could mean a lot to them.

Meet Our Expert

Carly Page is an experienced technology journalist with more than 10 years of experience in the industry. Previously the editor of tech tabloid The Inquirer, Carly is now a freelance technology journalist, editor and consultant.



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