IN CASE OF EMERGENCY

DON'T PANIC!

WHAT TO DO IF...

Things will go wrong online. How you respond when they do will make all the difference in the long term.

STOP SPEAK SUPPORT

Cyberbulling affects one in three children. If your child is affected, or if you need support, visit **www.stopspeaksupport.com.**

... Your child has been sexting

KNOW: Sending or receiving sexual images to or from a child is illegal – but context and common sense are important. Schools and police forces have guidance that allows them to consider your child's best interests when dealing with these incidents.

REACT: Stay calm. Your child will be feeling embarrassed and worried, so however tempting it is to get cross, it's important to remain composed and provide reassurance.

RECOVER: Decide who else should be informed and then deal with the practical things that can be done to limit any negative impact. *You can find all the info you need at www.thinkuknow.co.uk*

Visit vodafone.co.uk/ digitalparenting for more.

... Your child has seen inappropriate or upsetting content

KNOW: Children of any age can find things online that upset, confuse or worry them. This can lead to a whole barrage of questions about anything from violent YouTube videos to world news, sex or extremism.

REACT: Take your lead from them: ask them to explain what they've seen. They will have questions, so offer straightforward, honest answers (while being careful not to overwhelm them) to help them deal with whatever has upset them.

RECOVER: Leave the conversation open and reassure your child that they can come back to you if they have further questions or concerns. *See the Digital Parenting online hub for more advice.*

... Your child has been trolling or bullying someone

KNOW: The truth is, most children slip into some bad behaviour at some stage in their growing up. It doesn't mean you've done anything wrong or that they are getting into bad habits. It does mean you need to deal with it firmly and quickly.

REACT: Don't be tempted to step in until you have heard every side of the story. Give your child the chance to explain exactly what has been going on and be ready to listen to how they feel.

RECOVER: Make sure they understand what is and isn't acceptable on and offline, and agree together how they are going to put things right. *For more on bullying, visit the Digital Parenting online hub.*

Parental Controls & Filtering

Understanding parental controls and privacy settings on mobile networks, devices, apps and websites can help you manage what your child sees and does online.

Mobile phones and tablets
The UK's main mobile providers (Vodafone, EE, 02 and Three) automatically block 18+ rated content. But remember, these filters only work when a device is connected via the mobile network, not Wi-Fi. To set up extra controls, go to settings on the device or the App Store and Google Play.

Broadband and Wi-Fi
Broadband providers offer parental controls that allow you to monitor your child's device and set rules about what they do online when they're at home. You can restrict things like inappropriate content, social networking, screen time and location services. Some are automatically applied and some need to be manually set up, so check with your provider.

Search engines
Your web browser lets you control content and search options, including blocking or tracking history, preventing apps being downloaded, and blocking sites containing nudity, violence and inappropriate content. Don't forget to apply suitable settings to all the browsers used on every family computer and device.

Social media
Privacy settings on social networking sites like Snapchat, Twitter and Instagram help you manage what your child sees, who contacts them and how they interact with others. They can also be used to report inappropriate content.

Gaming
You can use parental controls to manage your child's online gaming, as well as who they play and communicate with. Options include time and spending limits, and managing access to content, sites and purchases.