**Keeping my child safe on SnapChat – NSPCC**

**What is Snapchat?**

Snapchat is a popular messaging app that allows you to send images and videos to other users. These are known as ‘Snaps’. One of Snapchat’s unique selling points is that messages are normally only available for a short period of time and can only be viewed once.

**What age-rating is Snapchat?**

The platform is rated 13+.

**How does Snapchat work?**

The platform mainly operates as a messaging app where users can communicate with each other using videos and images. However, there are also other features available including private chat, games, and voice notes. You can also create short videos that can be posted to a public feed.

Tips to help keep your child safe on Snapchat

**1. Make sure they sign up with the correct age**

Set up your child’s Snapchat account together to make sure they sign up with correct age. This will automatically enable settings that help to limit unwanted contact from adults and access to certain features.

**2. Talk to them about how to feel good on social media**

Children and young people can face lots of different pressures online. Use Childline’s advice about [How to feel good on social media](https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/feeling-good-on-social-media/) to help give them the tools to manage their wellbeing online.

**3. Set rules around friends**

Before your child starts using the app, talk to them about who they can be friends with on the app. Tell them to come to you if they receive a friend request from someone they don’t know.

**4. Know where to report**

There is a chance that your child could come across inappropriate or upsetting content on Snapchat. If this happens, you should report it to the platform. To report a Snap or a story, press and hold on it, then select ‘Report Snap’.

**5. Talk about what is ok / not ok to share**

Ensure that your child knows what personal and private information is, and what is, and is not, appropriate to share online.

**6. Explore the safety features**

Read below about the 10 safety features that are available, like privacy settings and ‘Snapchat Family Centre’.

What safety features are available on Snapchat?

**Family centre**

Snapchat’s new family centre gives you an overview of your child’s activity on the app. By linking your account to your child's, you can see a list of their friends and who they have contacted in the last seven days – but not the content of those messages. Family centre also gives you access to a confidential reporting service that allows you to report any concerns directly to Snapchat’s Trust and Safety team.

**Ghost mode**

Enabling this will stop other users from seeing your child’s location. To edit location settings, go to the cog button in the right-hand corner of the screen. Then enable ‘Ghost mode’ and select ‘until switched off’ to make sure it stays enabled.

**Limit contact from adult users**

Snapchat has introduced restrictions to help limit unwanted contact from adults. Adults will not be allowed to add young people who are 17 and under unless they have a certain number of friends in common. This won’t stop all contact from adults, but it will help to limit it.

**Privacy settings**

There are different privacy settings available that will help to limit who can see your child’s account and contact them. Who can contact me – This lets you manage who can contact your child. Who can view my story – Here you can block specific people from viewing their story. To explore the different privacy settings available, select the cog in the right-hand side of the screen and select ‘Privacy’.

**Default chat functions**

By default, you can’t chat to someone on Snapchat unless you are friends. Make sure to speak to your child about who they accept friend requests from.

**Reporting**

To report another user, press and hold on their Snapchat ID, select ‘More’ and ‘Report’. Visit our [reporting online safety concerns](https://www.nspcc.org.uk/keeping-children-safe/online-safety/online-reporting/report-remove/) advice page or contact the NSPCC Helpline for more support.