

Parent support for online apps

Snapchat

Snapchat offers users the ability to share images/videos, which it calls 'snaps'. The snap is shared and then disappears after a few seconds. Snapchat also allows users to share Snapchat Stories: these are snaps that are shared in a sequence across a 24 hour period.

Snapchat provides a reporting function [here](#)

Users are able to block other users.

WhatsApp

WhatsApp is a messaging service where users can share pictures, text or videos. These can be shared with one person or multiple users.

WhatsApp encourages users to report problematic content, however, they advise that they generally do not have the contents of messages available to them. This can limit their ability to verify the report and take action.

Please see instructions on how to report [here](#)

Users are able to block other users [here](#)

Instagram

Instagram is a picture and video sharing app which allows users to share images, make comments and post messages.

Instagram provides a reporting function [here](#)

Users are able to block other users.

Facebook

Facebook is a social network which allows users to create a profile, share images, videos and messages.

Facebook provides a reporting function here:

[Social reporting](#)

This offers users the ability to contact other users directly to ask them to take something down that does not necessarily breach Facebook's terms of service. In some cases the young person may not feel comfortable in contacting the person directly so they can use the report flow to enable another trusted person to help them – e.g. a teacher, friend, parent.

[Public reporting](#)

Users who do not have a Facebook account are able to report directly to Facebook using the link above and completing the form.

Users are able to block other users.

YouTube

YouTube allows users to watch, create and share videos. Users can create their own YouTube account, make playlists and create their own channel.

Users are also able to comment on other users' channels.

YouTube provides a reporting function [here](#)

Users can report an individual video, a channel or a comment on a video. Only account holders can make reports on YouTube.

Google

The “right to be forgotten” ruling allows the public to request the removal of search results that they feel link to outdated or irrelevant information about themselves on a country-by-country basis. Users are able to complete a form to highlight what content they wish to be removed. Users have to specify why the content applies to them and why it is unlawful so the exact URLs relating to the search results need to be referenced. See [here](#)