

## How do I Block and Delete?



### Blocking and Deleting friends

Blocking someone on Snapchat means they will be prevented from sending you Snaps, Chats or viewing your Stories. Deleting someone means they will no longer show up on your friends list, but your privacy settings determine whether or not they can still see your Snaps. To block or delete a contact:

- Tap the username you want to block or delete in your 'My Friends' page.
- Tap the gear icon that appears next to their name.
- Select 'Block' to prevent Snaps, Chats or from them viewing your Stories.
- Select 'Remove Friend' to remove them from your friends list.
- To block someone who isn't in your friends list, just swipe on their name on the Chat screen to open a Chat with them. Then tap the button in the top left corner to access their profile, where you can block them.

To unblock a user:


- Tap the ghost at the top of the Camera screen. Then tap the gear icon and scroll down to 'Account Actions' and tap 'Blocked.' You should see a list of Snapchatters who are currently blocked by you. Tap the X next to their name to unblock them.
- Depending on your privacy settings you may need to re-add each other as friends to send Snaps and Chats back and forth.

## How can I stay in control?

### Changing Your Privacy Settings

By default, only Snapchatters you add to your friends list can send you Snaps. If someone who isn't your friend tries to send you a Snap, you'll receive a notification that they added you, but will only receive the Snap when you add them to your friends list.

To change who can send you Snaps and see your stories:


- Tap ghost on the camera screen to access your profile, then tap the gear icon  the upper-right corner of the screen and scroll down to the 'Who Can' section

For Snaps: tap the 'Contact Me' option and choose either:

- 'Everyone' - This allows anyone to send you Snaps (even strangers).
- 'My Friends' - Only your friends are able to send you Snaps.

For Stories: tap the 'View My Story' option and choose either:

- 'Everyone' - This allows anyone to see your Stories (even strangers).
- 'My Friends' - Only your friends are able to send you Snaps.
- 'Custom' - This allows you to choose which friends can see your stories.

**Note:** To clear a conversation, tap ghost, then tap the gear  in the top right hand corner and scroll down to find 'Clear Conversations'.

## Where can I go for further support?

Snapchat Safety Centre: [www.snapchat.com/safety](http://www.snapchat.com/safety)

Snapchat Support: [support.snapchat.com](http://support.snapchat.com)

Latest changes on Snapchat Blog: [snapchat-blog.com](http://snapchat-blog.com)

UK Safer Internet Centre: [www.saferinternet.org.uk](http://www.saferinternet.org.uk)

Professionals Online Safety Helpline: [www.saferinternet.org.uk/helpline](http://www.saferinternet.org.uk/helpline)

Report Child Abuse Images to IWF: [www.iwf.org.uk](http://www.iwf.org.uk)

Report abuse or grooming to CEOP: [ceop.police.uk](http://ceop.police.uk)

Get Connected Helpline: [www.getconnected.org.uk](http://www.getconnected.org.uk)

Pick up a copy of this checklist along with other Online Safety materials on the SWGfL Store: [www.swgflstore.com](http://www.swgflstore.com)



Co-funded  
by the  
European Union



UK Safer  
Internet  
Centre



SWGfL  
Education that Clicks

April 2015

# Snapchat-Checklist

- What is Snapchat?
- How can I stay in control?
- How do I find all my friends?
- How do I block and delete?
- How do I report a problem?
- What else can I do on Snapchat?

Do the  
Check.



## What is Snapchat?



Snapchat is a photo messaging app with a twist. Snapchatters can take photos, record videos, add text and drawings and send them to friends. These 'Snaps' aren't saved by default so it feels more like having an ordinary conversation. Once everyone has viewed a Snap, Snapchat's system is designed to automatically delete it from their servers. Opened Snaps typically cannot be retrieved from Snapchat's servers by anyone, for any reason. Upon registration 'Team Snapchat' will automatically send you a series of 'Snaps' to take you through the basics.

### Age restrictions

Snapchat is not intended for children under the age of 13. Teens aged 13-17 should have permission from a parent or legal guardian to use the app.

A Snapchat account can be deleted by going to [https://accounts.snapchat.com/accounts/delete\\_account](https://accounts.snapchat.com/accounts/delete_account) and entering the child's username and password. If Snapchat obtains knowledge that a user is under the age of 13 they will terminate the account.


**Note:** If you forget your password you can submit a password reset request to Snapchat at: [https://accounts.snapchat.com/accounts/password\\_reset\\_request](https://accounts.snapchat.com/accounts/password_reset_request)

## How do I find all my friends?




### Finding and Adding Friends

Tap the ghost on the camera screen.

- To read, tap the 'Add Friends' icon. From there, you can add friends by username, from your device's address book, by Snapcode, or with the Add Nearby feature. To add friends from your address book, you will be prompted to verify your phone number. Once verified, all of your phone contacts with Snapchat accounts will be displayed, along with friends who don't have Snapchat, who you can invite via SMS.
- To add a friend who has already added you, tap 'Added me', locate their username in the list, then tap the plus icon  next to their name.

If you don't want friends to find you through your phone number:

- Tap ghost on the camera screen, then tap the gear icon  in the upper-right corner.
- Tap 'Mobile Number'.
- Untick 'Allow my friends to find me' to unlink your phone number.

## How do I report a problem?



Snapchat encourages self-expression, but wants Snapchatters to be able to use the app safely and enjoyably. Snapchat doesn't tolerate 'Snaps' that share:

- Pornography or nudity involving people under the age of 18
- Invasions of privacy or impersonation of others
- Threats, harassment or bullying of other people
- Encouragement of self-harm

Snapchat may remove this type of content and suspend accounts that will be prohibited from using Snapchat in the future. For more information, see Snapchat's Community Guidelines at: <https://support.snapchat.com/en-GB/a/guidelines>

Snapchat's reporting functions are the same across all devices. Mobile and tablet users can find all the reporting routes by tapping on the ghost on the camera screen; tapping the gear icon and choosing 'Support'. Desktop users can report a safety concern at: <https://support.snapchat.com/en-GB/i-need-help>

## What else can I do on Snapchat?



### Stories

'Stories' is a feature that lets you string Snaps together to create a narrative that lasts for 24 hours. Depending on your privacy settings, the photos and videos added to a Story can be viewed by all Snapchatters, just your friends, or a customized group.

### Lenses, Filters and Stickers

Filters are a fun way to customize your snaps with overlays like the time or the weather. Geofilters are specific to locations and their unique designs will change from place-to-place, so they require your device's location services to be enabled. Remember, if you add a Geofilter to your Snap or Story, you're publicising your whereabouts to anyone you share it with. Lenses add real-time special effects and sounds to a Snap. Stickers are colorful images and cartoons that give users additional ways to express themselves.

### Discover

Discover allows Snapchatters to explore channels from established publishers who curate their own content. The Discover screen also includes a selection of the day's Live Stories. Live Stories are a stream of Snaps submitted by Snapchatters at various locations and events around the world. Snapchatters who have their location services on at the same event location will be given the option to contribute Snaps to the Live Story. The end result is a Story told from a community perspective with lots of different points view.

### Video and text Chat

Snapchat also allows for video and text chat. Like Snaps, chats are cleared when a recipient leaves the Chat screen. But in Chat, users have the option to save a message they'd like to keep. When you save a chat, your friend can see that you saved it, as indicated by a dark gray background behind the message.

### Memories

Memories is a personal collection of the Snaps and Stories you save. Memories can be used to create new Stories and Snaps. Snapchatters can also choose to store certain Memories in the password-protected "My Eyes Only" section.