HOW TO STAY SAFE
Internet-enabled devices

Internet enabled devices, such as tablets and some media players, provide a variety of interesting activities and great education opportunities for young people. However, it is important to be aware of what these devices can do and how you can talk with your child to help them to use this technology in safe and positive way.

Three steps for parents:

1. **Understand the capabilities of the iPod Touch, iPad and other tablets and media-players – these devices can access the internet.** If you are buying a device and want to find out more about internet access and available safety tools, why not print our Shopper's Checklist[1] and ask these questions in the shop?

2. **Understand the potential risks and how you as a parent can support your child to be smart and safe.** The same advice that you give your child about keeping safe online applies to internet-connected devices. To help with this, read the FAQs below. For information about parental controls available see our iPad[2] or iPod Touch[3] tips.

3. **Talk with your child about using their device safely and responsibly and agree a set of family rules.** Perhaps you could agree rules with your child about not meeting up with people they have only met online, how much they are allowed to spend on apps, what websites it's okay and not okay to visit, and whether their phone should be switched off at night. See our Family Agreement[4] for more ideas. Remember that devices like the iPad and iPod Touch connect to the internet, so the same advice and rules for keeping safe online apply.

FAQs: Your questions answered

Internet access

How can I help my child stay safe when accessing the internet on their device?

Many devices, such as tablets (eg. iPad[5]) and internet-enabled media players (eg. iPod Touch[6]), connect to the internet to enable a wide range of functions. The same advice that you give your child about keeping safe online applies to these devices, so talk to your child about the SMART rules[7].

These devices can be easy for young children to use, but this does not necessarily mean they're ready to use them. It is worth bearing in mind that children, especially younger children, can be upset and distressed if they come across age-inappropriate material. Parental controls can be a real help and may be particularly important for younger children. For older teens it can also

[1] http://www.saferinternet.org.uk/advice-and-resources/a-parents-guide/internet-enabled-devices/shoppers-checklist/

[2] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPad.pdf

[3] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPod_Touch.pdf

[4] http://www.digizen.org/digicentral/family-agreement.aspx

[5] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPad.pdf

[6] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPod_Touch.pdf

[7] http://www.kidsmart.org.uk/beingsmart/

be a help, but it may be more appropriate to talk about dealing with peer pressure to share and watch content that is inappropriate rather than just simply blocking access to YouTube, for example.

There are several options to help limit internet capability on these devices, so it is worth considering what would help. However, remember that filtering is only part of the solution and it is important to talk with your child about how they use the internet on their device and make sure they know what to do and that they can turn to you if they get into any difficulty.

1. The iPad and iPod Touch connect to wifi networks, such as your home internet or a wireless hotspot in a coffee shop or library. You can speak to your home internet service provider to see if they have options for filtering the internet for devices connecting to your home internet. For example, TalkTalk customers can activate HomeSafe[8] to help filter the internet on all connected devices using the home wifi.

2. With an iPad, you can also sign up for a 3G contract so that you can access the internet anywhere. Speak to the mobile operator you have a contract with to see if they have any options for filtering the internet.

3. Some apps can help filter out age inappropriate content or help restrict some functions; have a look in the app store.

4. Some devices may have options for restricting the internet. For example, it is possible to switch off the Safari browser on the iPad or iPod Touch to prevent these devices from being used to surf the web (see iPad tips[9] and iPod Touch tips[10])

How can my child access music, films and TV using their device?

Young people love to use tablets and internet-enabled media players to watch TV and videos and listen to music. Just like going to the cinema or buying a CD, age ratings still apply even if you are watching a film or listening to music on a tablet or media player. However, as there is potentially unrestricted access to content online it can be harder to ensure that young people only access material that is appropriate for their age. This is particularly true for sites where people can upload their own videos: YouTube is hugely popular with young people, but it may contain some content which may not be age appropriate. Talk to your child about how they use their device to access this content and explore whether any restrictions would be appropriate for your child.

What should I do if my child has seen something inappropriate?

Don't overreact if your child tells you about something they have seen. It is great they have turned to you as a trusted adult. You might feel shocked and an-gry but by dealing with it calmly your child will know they can turn to you again.

If you come across illegal content, such as images of child abuse, you can report this to the Internet Watch Foundation at **www.iwf.org.uk** in the UK, and find details of other national hotlines at **www.inhope.org**.

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http://sales.talktalk.co.uk/product/homesafe

9
http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPad.pdf

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http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPod_Touch.pdf

Communication

What are the ways this device can be used to communicate with people?

While they don't allow texting and calling in the same way as phones, these devices do provide a wide range of communication channels – instant messaging apps, social networking, video calling, chatting to other players in games and emailing to name a few. It is a good idea to chat to your child to understand how they use their device to communicate.

As these devices can be used to go online, many users will access social networking sites like Facebook. Safe social networking should be part of the conversation you have with your child, covering topics such as privacy settings, what's okay and not okay to post, as well as how to block and report. See our Social Networking Leaflet[11] for more advice.

Encourage your child to think about how they communicate; like other information posted online, content can be copied, edited or passed on to other people. Once it is sent you have lost control of it. Ensure that your child thinks about their responsibilities not to pass on information that might be hurtful or illegal.

The most popular apps with young people are games, and as part of their functionality, these offer an opportunity for communication. Many such games are for users to play alone, but many app games allow you to play against other players and make online friends that you don't know in real life, with integrated chat rooms so you can chat to other gamers while you play. For example, UNO for iPad and iPod Touch encourages you to "make new friends" over the internet. (See the app review from Common Sense[12]). Playing such games can be fun, but it is important to ensure children know how to stay safe, by keeping personal information private and not agreeing to meet up with someone they have only met in this way. Talk to your child – are they chatting to strangers while they play games? Ensure that the content of the chat is appropriate and discuss what they should do if someone makes them feel uncomfortable. On some devices you can restrict the ability to take part in multiplayer games (see iPad tips[13] and iPod Touch tips[14]).

What should I do about unwanted contact? What does my child need to know in order to stay safe?

Help your child communicate safely

Because of the interactivity of these devices, the same advice that you give your child about keeping safe online also applies. Speak to your child about the importance of not giving anyone any personal information, such as their phone number, school or address, or meeting up with anyone they don't know in real life. Encourage your child to tell you if anything makes them uncomfortable or upset. Make sure that they know how to report unwelcome contact, and how to make use of safety tools such as blocking and privacy settings.

What to do about unwanted contact

While many young people experience the internet and internet-enabled technologies as a positive and integral part of their life, online communication channels can be used in incidences of cyberbullying. There is no single solution to the problem of cyberbullying, but there are steps that you can take to help prevent cyberbullying and support your child if they are experiencing

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[11] http://www.childnet.com/downloads/blog_safety.pdf

[12] http://www.commonsensemedia.org/mobile-app-reviews/uno

[13] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPad.pdf

[14] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPod_Touch.pdf

cyberbullying. Read our advice for parents and carers on page 5 of the Cyberbullying leaflet[15] and talk to your child, using the seven key messages for children and young people as a starting point.

Ensure your child knows how to block contacts on Facebook or any other communication channels they use, and knows how to make reports to any service they use.

If you suspect that your child is or has been the subject of an inappropriate sexual contact or approach by another person you should report this to Child Exploitation and Online Protection Centre at **www.ceop.police.uk** in the UK, and internationally at **www.virtualglobaltaskforce.com**.

Apps

What are apps?

Apps are small, specialised software programmes which can be downloaded to a device to carry out a particular function. For example there are specific apps to play Scrabble, to go on Facebook, to check train times or to learn Spanish! Young people particularly like apps for playing games.

How do I know which apps are appropriate/ suitable for my child?

Apps can be downloaded in an app store either on the device or online. Many apps are free, but as some apps cost money and others may contain content that you don't think is appropriate for your child, you could use your details to register and then decide together which apps to download. As they get older you may prefer to talk to them about the apps they are using but give them the responsibility to download apps themselves.

Familiarise yourself with the online app websites so you know what apps are out there, and perhaps you can recommend your child some fun apps! There are also apps which are tools for parents that can help filter out age inappropriate content or help restrict some of the device's functions.

- iPad App Store[16]
- iPod Touch App Store[17]
- Blackberry App World[18]
- Android Market[19]

It is worth checking the age ratings on apps, where available. However, you should be aware that app developers provide these age ratings and they are not generally independently rated. You can also look at app reviews online. For example, Common Sense Media provide age ratings and reviews for many apps[20], relying on developmental criteria to determine what content is appropriate for which ages.

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[15] http://www.digizen.org/downloads/cyberbullyingOverview.pdf

[16] http://www.apple.com/ipad/from-the-app-store/

[17] http://www.apple.com/ipodtouch/from-the-app-store/

[18] http://uk.blackberry.com/services/appworld/

[19] https://market.android.com/

[20] http://www.commonsensemedia.org/app-reviews

It is possible for apps to contain viruses and some devices are more prone to malicious apps. These devices run on an operating system (much like a computer), the three main ones are Google Android, Apple iOS and BlackBerry. Apple approve every app that gets to their store (for iPhones, iPads and iPods) so there is some degree of quality control. Android and BlackBerry tablets use software that allows developers to produce and upload any app. It is always worth reading reviews of the app on the relevant app store to check that other users have not had problems with it.

If you need to report an inappropriate app (it may be a scam app, or contain illegal or inappropriate content), please use the following links:

- Android Market apps[21]
- iPhone apps[22]
- BlackBerry apps[23]

Protecting personal information

How can I help my child protect personal information they may have stored on their device?

A lot of personal information can be stored on these devices, such as photos, videos and email and Facebook logins. Some people also store bank details, usernames and passwords. Using a password, or PIN, to secure your device is a great way of keeping all of this information safe.

Young people can find it helpful to have a PIN to lock their device to prevent friends logging into their social networking sites and changing their page, often called "fraping". Remember to treat your PIN like a toothbrush – don't share it!

How can my child share their location on their device? What do I need to know to help them stay safe?

Location services allow applications such as maps and social networks to pinpoint your location. While it might be helpful to know where you are on a map to navigate your way home, it is important to be careful when sharing such information with other people. For example, Facebook allows users to update their status with their location. While this is turned off for younger users, it is worth noting that many young people do not register with the correct age and so need to choose not to disclose their location. Additionally, social networking apps like FourSquare, Google Latitude or Gowalla use the device's GPS to share location.

Speak to older children about the potential consequences of sharing their location and help them to think very carefully about what they share. With younger children you could have a family agreement about not sharing location at all, or perhaps you could use parental control tools to prevent them sharing their location at all (see iPad tips[24] or iPod Touch[25] tips for example).

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[21] http://support.google.com/androidmarket/bin/request.py?hl=en&contact_type=takedown

[22] http://support.apple.com/kb/ht1933

[23] http://www.blackberry.com/technicalsupport/index.do?ft=generic

[24] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPad.pdf

[25] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPod_Touch.pdf

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Responsible use

How can I help my child understand the implications of passing on information that may be hurtful or illegal?

These devices, particularly portable media players which may be in your child's pocket all day, make it easy to quickly pass on information and react spontaneously. This can be great fun for your child as they chat with their friends using instant messaging, but it can also pose problems. Teachers have found that photos and messages can spread across a school rapidly; all it takes is for one person to forward a photo or message to their friends, and for these people to then pass on to their friends and so on, for something to spread round an entire school. If this photo or message contains something hurtful or private, this can be deeply distressing for the young person involved. It is worth talking to your child about the responsibility they have to not pass on information that they don't think they should be sharing. As was seen in the case of the 2011 riots in the UK, sending messages that incite a crime can place young people in a position where they face legal punishment.

How can I help my child to use their device's camera in a responsible way?

Young people enjoy taking photos and videos of their friends and the things they get up to. Devices like the iPad and iPod Touch have in-built cameras, so it is important for young people to use this function positively and sensibly. You should encourage your children to ask the permission of friends before posting their pictures on a social networking site. Remind them that taking photos or videos which upset others is a form of bullying.

Remind your child that if they send an image to someone it can be shared online; if they wouldn't want a parent, grandparent or teacher seeing the image, they shouldn't be sending it. Some young people send inappropriate photographs of themselves (which is often called sexting) and there have been cases where these photos have been posted online or sent around a school. As a conversation starter about this topic, you could have a chat with your child about online reputation (see the UK Safer Internet Centre advice about online reputation[26]).For more information and advice on sexting see Connect Safely, a US based organisation, who have some tips to prevent sexting[27].

If you do not feel that the camera function is appropriate for your child it is possible to block its use on some devices (see iPad tips[28] and iPod Touch tips[29]).

What should I do if I think my child is spending too much time on their device?

Young people can often feel they need to be regularly communicating to keep up with their friendships - and with friends, games, music and films at their fingertips 24 hours a day it is easy to see how young people can become 'hooked' on their devices.

It is useful to have a family agreement about how your child uses their device, for example, agreeing rules about devices being switched off at night, or perhaps limiting the hours allowed on it as you might do for television. Remember that you need to

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[26] http://www.saferinternet.org.uk/advice-and-resources/online-reputation

[27] http://www.connectsafely.org/Safety-Tips/tips-to-prevent-sexting.html

[28] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPad.pdf

[29] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPod_Touch.pdf

model good behaviour, and if you decide that devices must be off at mealtimes, the same rules also need to apply to you! It is helpful for young people to understand that they are in control of when they reply to friends and that time away from their device is okay.

Costs

Your child may inadvertently run up a bill by buying apps and making in-app purchases. While many apps are free, young people do often pay for apps, which commonly cost around 99p to £2.99, though can cost more. In-app purchases are not always obvious to young people; you may have downloaded a free game app, but then to upgrade to the next level you are asked to make an "in-app purchase".

In the news: Boy, 4, runs up £100 bill playing 'free' Smurfs app on mum's iPad[30]

Talk about the cost of apps and in-app purchases and decide spending limits together. For younger children, you could have a family agreement about only downloading apps together. On some devices it is possible to block in-app purchases and downloading apps (see iPad tips[31] and iPod Touch tips[32]), if you feel this is more appropriate for your child's age.

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[30] http://www.metro.co.uk/tech/882327-boy-4-runs-up-100-bill-playing-free-smurfs-app-on-mums-ipad#ixzz1fC03ybiX

[31] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPad.pdf

[32] http://www.saferinternet.org.uk/downloads/resources/ParentTechBriefing/tech/Parent_tech_briefing__iPod_Touch.pdf