# Staying Safe on ASKfm

The Diana Award is working together with ASKfm to help keep its users safe and promote responsible use of the app.

ASKfm is a social network all about users asking each other questions and receiving answers, something you can even do anonymously. It's a place to explore, experiment and discover what people really think. We want to make sure you have the best, safest experience possible so below we've compiled some advice and tips about how to stay safe on ASKfm.

13 Heads up though, you have to be over 13 to use ASKfm!
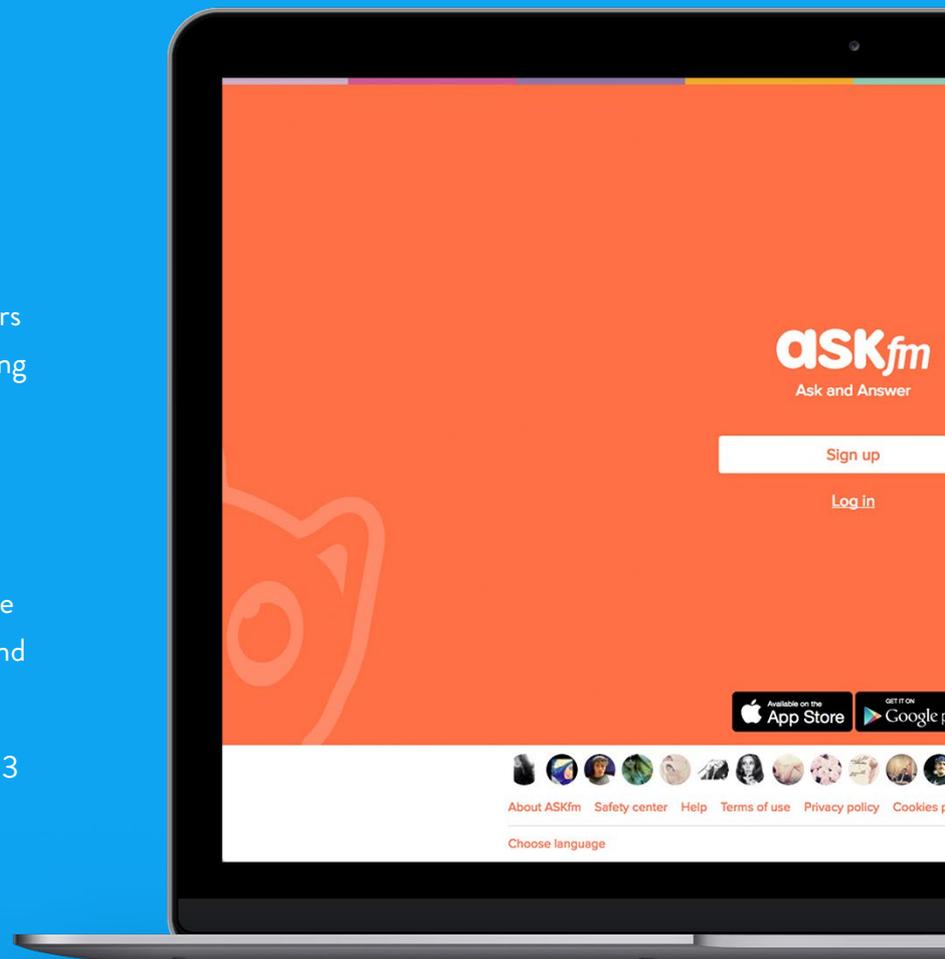
Safety Tools and Features

ASKfm is loaded up with different features that you can use in order to keep safe online and to deal with any issues that may come up.
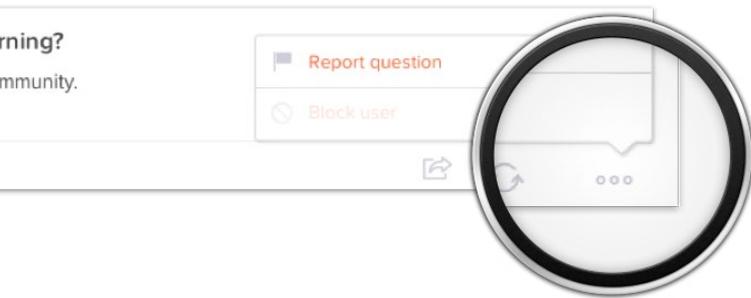
1. Reporting

So what do you do if you see something inappropriate or upsetting? The short, sweet, simple answer is to report it. Reporting posts or users allows ASKfm to see what you've seen and if necessary, take action if it's against the rules of the service. It's really easy to report and completely anonymous, so whoever you report won't know it's you. All you have to do is click the three dots next to the post and select a reason for reporting. It takes a couple of seconds to report and a moderator from ASKfm will personally review the post.

If they agree that the post is inappropriate or against community standards, they'll remove it as soon as possible. The post doesn't have to be aimed at you as an individual for you to report it so you can stand up against bullying no matter who it affects.

You can also report users who continually post abusive content by clicking on the flag on their profile page.

2. Blocking

Blocking can be really effective if someone you don't want to be friends with keeps contacting you. Blocked users won't be able to ask you any more questions or like your answers. All their likes will be removed from your profile. However, because ASKfm is a public site they will still be able to follow you and see the answers you post.

You can block someone in three clicks using the circular symbol on the bottom of the right hand corner on the profile page. You can change your mind at any time and unblock the user in your Privacy Settings (just in case you decide they've learnt their lesson!).

Safety Tools and Features

You can also block a user (anonymous or not) from your inbox of questions. Hover your mouse over the right corner of the question to display the Report or Block button. From there, simply select the Block user option.

The same applies for blocking anonymous users. In this case they will appear as "anonymous" in your block list in the Privacy Settings.
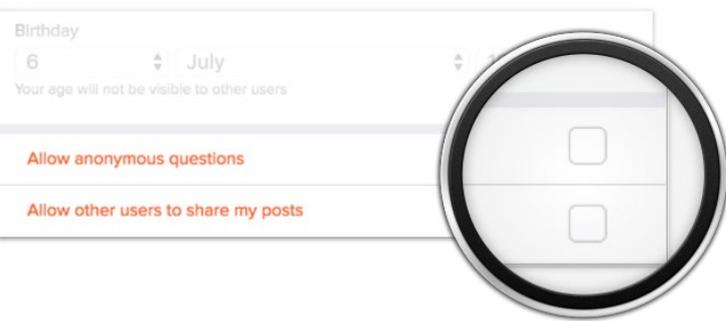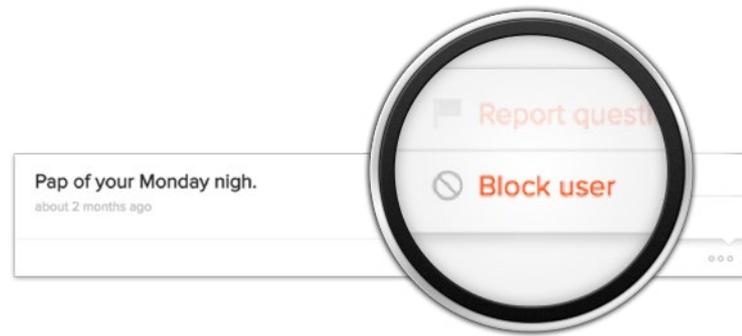

3. Privacy

Privacy Settings are your best tool in making sure that your experience on ASKfm is exactly as you want it. You can find them under the cog icon in the top right of any page once you're logged in. From your privacy settings you can change the setting so you don't receive anonymous questions and you know who's asking you what. You can also choose if you want any answers you give to be shared on other social networks.

It is also important to remember that if you don't answer a question it won't show in your profile. Only you have the right to decide which questions appear on your public profile and your friends don't have to see questions that you aren't comfortable with.

If you have published answers by mistake, they can be deleted from your profile by clicking the X in the top right hand corner of the answer.

You can look out for yourself by making sure your password is safe, so only you can access your account.
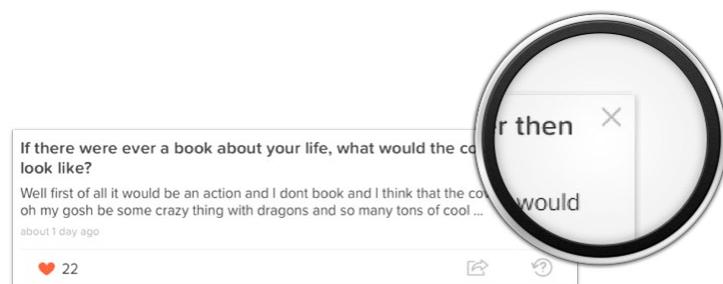
4. FAQs

Knowledge is power right? ASKfm has brought all its key information together in its Frequently Asked Questions within the Support Centre. Whether it's finding out how to reset your password or what to do if your account has been hacked -- you can find out what to do there (support.ask.fm/).

Cyberbullying

If you are being bullied on ASKfm, report and let the company know. You don't deserve this and it's not your fault. Here are some more tips you can use to address bullying:

Don't retaliate

It's perfectly natural to want to, but most of the time it creates a cycle of negativity.

Don't suffer in silence

Try and find a trusted adult or friend that you can talk to and let them know what's going on.

Save and store the evidence

Take screen shots so you can show what's going on, even if the bully deletes it.

Use the tools available

Report inappropriate posts and block users who are repeatedly sending questions which makes you uncomfortable.

Remember that ASKfm are there to help

Your bully may be anonymous to you but by reporting through the app ASKfm can see who it is and will be able to take action.

Support others

If you've ever been bullied, you know how isolating it can be. So when you see others being bullied, show them some support and stand up to the bully on their behalf.

Support

www.antibullyingpro.com/support-centre
provides advice on a range of digital issues for young people

www.youngminds.org.uk/
provides advice on young people's mental health and how to deal with bullying

www.themix.org.uk/
a support service for young people under the age of 25, it offers advice and counselling on a range of issues including cyberbullying

www.mind.org.uk/information-support/tips-for-everyday-living/online-safety-and-support/
offers support and information on a range of online issues including cyberbullying

spunout.ie/life/category/bullying
provides articles dealing with bullying and what to do if you are bullied

Counselling

You can also get in contact with some of the organisations below who can offer counselling.

ChildLine 0800 1111

0800 1111

Offer help and advice about a wide range of issues

ISPCC Childline

1800 66 66 66

is the Irish society for the prevention of cruelty to children and can be reached at www.ispcc.ie

For more tips and advice you can follow us on ASKfm at @AntiBullyingPro or visit our website for more resources: www.antibullyingpro.com/support-centre