

What is Snapchat?



Snapchat is a photo messaging app with a twist. Users can take photos, record videos, add text and drawings and send them to people. These 'Snaps' aren't saved by default so it feels like socialising without leaving a trail behind you. 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 for people over the age of 13. It 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. If a child is under the age of 13 and has created a Snapchat account the account can be deleted by going to 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

How do I find all my friends?



Finding and Adding Friends

Tap the ghost on the camera screen.

- To add a friend who has added you, tap 'Added me', locate their username in the list, then tap the plus icon (+) next to their name.
- To add friends from your device's contact list, tap the address book icon (👤) (you may 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 friends who aren't in your list of contacts, tap the 'Add Friend' icon (➕) and type in their Snapchat username. Tap the plus icon (+) to add them as a friend.

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'.
- Unlink 'Allow my friends to find me' to unlink your phone number.

How do I report a problem?



Snapchat is about sharing moments and having fun. They encourage self-expression but respect their users need for this to be balanced against being able to use the app safely and enjoyably. They don't tolerate 'Snaps' that share:

- Pornography, Nudity or sexually suggestive involving people under the age of 18
- Young People (under 18s) engaged in activities physically dangerous and harmful
- Invasions of privacy or impersonation
- Threats, Harassment or Bullying
- Self-Harm

Snapchat may remove this type of content, suspend accounts sending it and prohibit them from using Snapchat in the future.

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 follow the links below for reporting:

- Inappropriate Content: <https://support.snapchat.com/co/inappropriate>
- Harassment: <https://support.snapchat.com/co/harassment>
- Impersonation: <https://support.snapchat.com/co/impersonation>
- Another Abuse of Safety issue: <https://support.snapchat.com/co/other-abuse>

What else can I do on Snapchat?



Geofilters

This is a fun way to share where you are through filter overlays. They are specific to neighbourhoods and their unique designs will change from place-to-place, so require your devices location settings 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.

Video Chat

When you and a friend are both present in Chat, the yellow icon will turn blue. Press and hold the blue 'Here' icon to immediately start video chatting. When your friend presses and holds the blue 'Here' icon on their screen at the same time you do, you'll immediately be in a two-way video chat.

Stories

'My Stories' string Snaps together to create a narrative that lasts for 24 hours. Depending on their privacy settings, the photos and videos added to a Story can be viewed by either all Snapchatters, just the user's friends, or a customized group.

Our Stories

'Our Stories' are a stream of user submitted Snaps from various locations and events. Users who have their location services on at the same event location will be given the option to contribute Snaps to the Our Story. The end result is a Story told from a community perspective with lots of different points view.

What is Twitter?



Twitter is a social networking site with over 288 million users!

The big appeal with Twitter is how rapid and quick the tweets come in, meaning there is nearly always something new to read: you can track hundreds of interesting tweeters, and read their content with a glance, even celebrities and public figures.

One of the big differences from the other major social networking sites is, you only have 140 characters to use per tweet, this means you have to choose your words very carefully, or just tweet and tweet ... it also promotes focused and clever use of language making tweets interesting and easy to read, as well as challenging to write.

Twitter is a popular public platform used by many to express themselves, share stories, pictures and articles on the net. It can be a place people can find support, friends, jokes and much more.

Unfortunately like anything, it is not always used for good and that's why we have devised this checklist to help you stay safe!

Unfollow or Delete Content?



Unfollowing

If you no longer wish to follow someone you can unfollow them by going to their Twitter profile, click the 'Following' button and you will automatically 'unfollow'. If you still want to follow someone but don't want to see their tweets, click the gear icon (⚙️) on their profile and select 'Mute', you can 'un-mute' at any time.

If you don't think unfollowing them is enough you can also **Block a user**.

Click the gear icon (⚙️) on their page and select 'Block'. This means that the user will no longer be able to follow or message you.

It's good practice to occasionally look through your followers and have a spring clean. If you no longer know someone or don't want them seeing your tweets, then it's good to remove them - it's easy to forget who's following you.

Deleting Content

If you would like to delete a post you created, all you need to do is click on the '***' next to the favourite star (★) on the post and click delete. This works for any tweet or re-tweet. If you have **Favorited** something but didn't want to, you just have to click the (★) again to un-favourite.

Deactivate my account?



Deactivating Your Account

Before you deactivate your account you should know, Twitter keeps your data for 30 days, after which it will be permanently deleted. You can re-activate your account in this 30 day period just by logging in. If you want to have a Twitter account after 30 days of de-activating your account you will have to start from scratch.

To deactivate your account:

- Log in to Twitter
- Click on the your small profile picture (top corner) and select **Settings**
- Scroll down to the bottom of the page and click **Deactivate account**
- Read the account deactivation information
- Select **Okay, fine, deactivate account**
- Enter your password for the account when prompted and verify that you want to deactivate your account