



28<sup>th</sup> September 2020

Dear Parents/Carers

It has come to our attention that there may well be inappropriate conversations taking place on the social media platform Snapchat. In particular, this may be occurring through friends of friends, where it is difficult to verify exactly who the person is that children may be having conversations with. May we take this opportunity to remind parents/carers that Snapchat has an age rating of 13+, and therefore should not be used by pupils of Wyken Croft Primary School. If you have older children in your family, there are some safety measures that you can implement to ensure your child is not exposed to any inappropriate content or conversations.

- USE 'GHOST MODE'. We recommend enabling ghost mode, so that your location is no longer visible to anyone on the snap map. To enable this, go onto the Snap Map and tap the cog in the top-right corner. Here, change the setting to Ghost Mode
- TURN OFF 'QUICK ADD'. Quick add helps friends find each other on the app. This is based on mutual friends or if their number is in their phone book. Explain to your child that this feature can open up their profile to strangers. We highly recommend that your child turns off the 'Quick Add' feature. This can be done in the settings.
- RESTRICT STORY VIEWS. Your child can add videos and images to their 'Story' throughout the day which will last for 24 hours. By default, anyone in a user's friends list can see their story. We recommend checking the privacy settings to ensure that this has not been edited. This can simply be done in the app's settings under the 'Who Can View My Story' section. The options to choose from are 'My Friends', 'Everyone' or 'Custom' - we suggest that it is set to 'My Friends'
- REPORTING A STORY, LENS, FILTER, SNAP OR MESSAGE If your child comes across inappropriate Snapchat content, which may be sent directly to them or in another person's story, advise them to report it immediately. This may include an inappropriate lens, filter, message or Snap. To report an offensive lens, they should open the app and select the lens they want to report. An info button will appear above the lens. Click this, followed by the flag icon. This will send a report to Snapchat for further investigation. Reports can also be made on the Snapchat support website: [support.snapchat.com](https://support.snapchat.com).



- HOW TO DELETE A MESSAGE Advise your child never to send any negative messages (or images through gallery in the chat on the app) as screenshots can still be taken. You should also advise your child to screenshot any negative comments that they receive as the sender can also delete them. To delete a message, simply press and hold the sent message and press delete.

The link below is a guide that explains what parents need to know about Snapchat.

<https://www.wykencroft.coventry.sch.uk/s/snapchat-parentsguide.pdf>

Please also visit our E-Safety page on the school website which contains links to other guides and advice on how to stay safe whilst online.

<https://www.wykencroft.coventry.sch.uk/esafety>

Thank you for your support in this matter.

With kind regards



Mrs G. Franklin  
Headteacher

