

Beat the Cyberbullies

If you are a victim of cyberbullying, what can you do?

- Don't keep it to yourself, **you are not alone!**
- Tell an adult you know and trust. It is difficult to solve this type of problem on your own.

Remember: It **isn't** your fault you are being bullied.

Tell the company that provides your MSN account, internet access or mobile phone about the problems you are having. They have systems in place to take action.

Call the police – visit www.kent.police.uk to find the telephone number of your local police station. Alternatively call **01622 690690** (the number for non-urgent calls).

Keep any messages from cyberbullies. The police and the company providing your mobile phone or internet access might be able to find clues in the messages as to who is doing the bullying. **Don't try and solve this on your own** – we can help.

What kind of information should be saved

From email:

- email address of the cyberbully
- dates and times the bullying is received
- copies of any relevant emails (including email headers showing the full email address of the person sending the message)

From websites, messaging sites and chatrooms:

- URL (web address)
- nickname of the cyberbully
- email address of the cyberbully
- date and time the bullying message was sent
- email address of the cyberbully
- screen-shot from the chatroom (see **top tips** below to find out how to do this)

Report it - email

Contact the person providing your email account (for example Yahoo, Btinternet, Google). Their support team can track the person sending the email if you forward it to them (make sure you include the full header which gives the address of the person sending it). (Please see **top tips** below to find out how to do this)

Report it – chatroom bullying

Contact the company providing the chatroom and give them all the details you have saved (listed above) about the person doing the bullying. You can also use the **Ignore** button to stop all conversation with that person.

Protect yourself

Never arrange to meet with someone you have met online unless your parents go with you.

If you have experienced cyberbullying, you may need to consider setting up a new account and delete all your existing accounts. However, if you are working with the police or the companies giving you phone or internet access to sort out the problem, they may advise to keep your account(s) active so that bullies can be caught. You will be advised what to do.

Tactics – children and young people

If you experience bullying:

- never reply or respond to the bully
- tell someone what is going on
- keep records of the bullying so that it can be investigated
- get a new account(s)

Tactics – parents

- Place your child's computer in an open area of your home.
- Use software that can help – for example McAfee Parental Controls filter both Instant Messaging and chatrooms.
- Keep communication open with your children about their online activities.

Tactics – schools

- Make sure anti-bullying policies including text messaging, mobile phone use and online bullying.
- Educate everyone involved in working with children and young people about the problem of cyberbullying.
- Make sure parents know who to contact at the school if a problem does arise.
- Encourage involvement in positive and safe online communities (for example www.iearn.org a schools based project bringing young people around the world together in a safe and educational environment).

Top tips

How do I take a screen-shot

A screen shot is an image of your screen and captures everything you can see at that moment. Press **PrintScreen/SysRq** on your keyboard and everything you are looking at on your screen will be saved. Open a new word processing document (or any other software that will accept images) and select **Paste** from the edit menu. Make a note of the date, location, email address and nickname of the bully on the document and save the file.

How do I report cyber-bullying from a Hotmail account?

Sign in to Hotmail and select the **Mail** tab.

Select the email you suspect is abusive (a question mark is included on all email from unknown senders).

Click the **Junk** option and select from either **Report** or **Report and Block** sender. Then follow the instructions given.

How do I make sure full email headers are included from the bully's email when forwarding examples of abuse?

For example, once you are signed in to Hotmail, select **Options** and then **Mail** then **Junk Email Protection** from the left-hand panel.

Then select **Mail Display** settings and under **Message Headers** select **Full**. Click **OK**. You will now be able to forward mail with full headers displayed. This will help the police and the service providers identify the people responsible.

For more information on keeping safe visit:

www.thinkuknow.co.uk

www.kent.police.uk



**Kent
Police**