



## How do I block & delete?

### Blocking & deleting friends

Blocking someone means they will be prevented from sending you Snaps and Chats as well as viewing your Stories. Deleting someone means they will no longer be on your Friends list, but they may still see your Snaps and Stories depending on your privacy settings.

To block or delete a contact:

- In the **Friends** screen, tap and hold on the username you want to block or delete
- Tap the **Gear icon** next to their name, and tap **Manage Friendship**
- Select **Block** to prevent them sending Snaps and Chats or viewing your Stories
- Select **Remove Friend** to remove them from your Friends list
- To block someone who isn't in your Friends list, open a chat with them by swiping on their name on the Chat screen. Tap the button in the top left corner to view their profile and select **Block**



To unblock a user:

- Tap your **Profile** at the top of the Camera screen. Then, tap the **Gear icon** and scroll down to **Privacy Controls or Account Actions (for Android)** and tap **Blocked**. You will see a list of users you have blocked. Tap the **X** next to their name to unblock them
- Depending on your privacy settings, you may need to re-add each other as Friends to send each other Snaps and Chats



## How can I stay in control?

### Changing your privacy settings

By default, only users you add to your Friends list can send you Snaps.

If someone who isn't your Friend tries to send you a Snap, you'll receive a notification that they added you. You will only receive the Snap if you add them to your Friends list.



To change who can send you Snaps and see your Stories:

- Tap your **Profile** in the top left of the camera screen to access your profile. Then tap the **Gear icon** in the top right corner of the screen and scroll down to the **Privacy Controls** section
- For Snaps, tap **Contact Me** and choose either:
  - **Friends** - Only your Friends are able to send you Snaps
  - **Friends and Contacts** - Only your Friends and Contacts are able to send you Snaps

For Stories, tap **View My Story** and choose either:

- **Everyone** - This allows anyone to view your Story (even strangers)
- **My Friends** - Only your Friends are able to view your Story
- **Custom** - Choose which Friends can see your Stories



## My Eyes Only

You can move pictures to this folder within your Memories. It is PIN-protected so that, even if your phone is stolen or your account hacked, no one can access those Snaps without your PIN.

If you've never used My Eyes Only before, you will need to do a quick setup to choose your passcode. Learn more about My Eyes Only: <https://help.snapchat.com/hc/en-us/sections/5689784880532-Using-My-Eyes-Only>

## My AI

**My AI chatbot** can be accessed in **Chat** and is available for users to ask questions and have conversations. Only users with a Snapchat+ subscription can remove **My AI** from their Chat list. If you are experiencing problems, tap the **Gear Icon**, scroll down to **I Need Help** and select **My AI** for answers to common queries. To report a Chat:

- Press and hold on the Chat response and tap **Report**
- Explain why you are reporting it
- Tap **Submit**



## Where can I go for further support?

Snapchat Safety Centre: [snapchat.com/safety](https://snapchat.com/safety)

Snapchat Support: [support.snapchat.com](https://support.snapchat.com)

Latest changes on Snapchat blog: [snapchat-blog.com](https://snapchat-blog.com)

**Professionals Online Safety Helpline:**  
[saferinternet.org.uk/professionals-online-safety-helpline](https://saferinternet.org.uk/professionals-online-safety-helpline)

**UK Safer Internet Centre:**  
[saferinternet.org.uk](https://saferinternet.org.uk)

**Report Harmful Content:**  
[reportharmfulcontent.com](https://reportharmfulcontent.com)

**SWGfL:**  
[swgfl.org.uk](https://swgfl.org.uk)

This leaflet was created by SWGfL as part of the UK Safer Internet Centre in collaboration with Snapchat. Pick up a copy of this checklist along with other online safety materials on the SWGfL Store: [swgflstore.com](https://swgflstore.com)



# Snapchat

Privacy & safety checklist



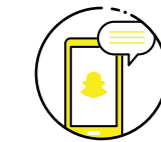
## What is Snapchat?

Snapchat is a visual messaging social media app. Users can take photos, record videos, add text or drawings and send them to Friends. These Snaps will disappear after the recipient views it, or within 24 hours (for a Story). Once all recipients have viewed a Snap, it will be automatically deleted from Snapchat's servers. Opened Snaps typically cannot be retrieved from Snapchat's servers by anyone, for any reason.

## Age restrictions

Snapchat is not intended for children under the age of 13. Users between the ages of 13-17 should have permission from a parent or legal guardian to use the app. A Snapchat account can be deleted by going to [https://accounts.snapchat.com/accounts/delete\\_account](https://accounts.snapchat.com/accounts/delete_account) and entering the username and password. If Snapchat identifies that a user is under 13, they will terminate their 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](https://accounts.snapchat.com/accounts/password_reset_request)



## How do I find all my friends?

### Finding & adding friends

- Tap your **Profile** on the top left of the Camera screen
- Tap the **Add Friends icon**
- You can add friends by username, from your device's contacts, by Snapcode, or with the **Quick Add** feature. To add Friends from your contacts, you will need 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 a Friend who has already added you, tap **Add Friends**, find the **Added Me** section, locate their username, then tap the **Accept icon**

If you don't want friends to find you through your phone number:

- Tap your **Profile icon** from the top left of the Camera screen. Then tap the **Gear icon** in the top right corner
- Tap **Mobile Number**
- Deselect **Let others find me using my mobile number**



## How do I report a problem?

Snapchat encourages self-expression but wants users to use the app safely and enjoyably. Snapchat doesn't tolerate Snaps that share:

- Pornography or nudity involving people under the age of 18
- Invasions of privacy or impersonation of others
- Threats, harassment or bullying of others
- Encouragement of self-harm



Snapchat may remove these types of content and suspend accounts, prohibiting them from using Snapchat in the future. For more information, see Snapchat's Community Guidelines: <https://support.snapchat.com/en-GB/a/guidelines>

Snapchat's reporting functions are the same across all devices. Mobile and tablet users can find all the reporting routes by tapping on your **Profile icon** on the Camera screen, tapping the **Gear icon**, scrolling down to Support and selecting **I Have a Safety Concern**. To report on desktop, visit: <https://support.snachat.com/en-GB/i-need-help>



- To report a specific Snap or Story, press and hold on the content, then tap **Report Snap**
- To report a specific account, open your friend's list, press and hold on the user's name, tap **Manage Friendship** and tap **Report**

## What else can I do on Snapchat?

### Stories

Stories is a feature that lets you share photos and videos to your feed that can be viewed for 24 hours.

Depending on your privacy settings, the photos and videos added to your Story can be viewed by just your Friends (the default setting), all users, or by a customised group.

### Search and Spotlight

Snapchat also offers news and entertainment via the **Search** feature as well as the **Spotlight** page. As well as seeing your Friends' stories, you can explore channels from established publishers who curate their own content.

The **Spotlight** page highlights a continuous reel of videos that may be of interest.



The **Search** feature highlights influencers, shows, lenses and places that may be of interest.

### Video & Text Chat

Like Snaps, **Chats** are cleared when a recipient leaves the Chat screen. In Chat, however, users have the option to save messages they'd like to keep. If you save a message, your Friend can see that you saved it – as indicated by a dark grey background behind the message.

**Note:** To clear a conversation, click on **Chat**. Then tap the **Three dots icon** in the top right corner and tap **Manage Chats**. Tap the **X** next to a name to clear the conversation.

### Memories

**Memories** is a personal collection of the Snaps and Stories you save. Memories can be used to create new Stories and Snaps. Users can also choose to store certain Memories in the password-protected **My Eyes Only** section that will need to be setup.



## Location Settings

Snapchat enables users to show their location to Friends and present their avatar within the Snap Map (a digital map that highlights all other Friends who have enabled this feature). Location settings can be adjusted by tapping on your **Profile icon**, tapping the **Gear icon**, scrolling down to **Privacy Controls** and tapping on **See My Location**. Users are then able to set their profile to the following features:

- **Ghost Mode:** Friends cannot see your location
- **My Friends:** All Friends can see your location
- **My Friends, Except:** The option to exclude specific Friends from seeing your location
- **Only These Friends:** The option to only send to specific Friends

