

# Staying Safe Online

2018 QUICK REFERENCE GUIDE



# Online safety is for everyone.

Digital technology is an important part of Kiwis' lives. Most of us use it every day for tasks both big and small. From buying groceries and booking holidays, to tracking our fitness and organising get-togethers, digital tech is a big part of how we get things done.

More than ever, Kiwis are recognising the importance of being safe online, and what it means for them and their families. Netsafe's job is to make it easier for people to be safe online. We do this by providing help and advice for the public, and working with NZ communities, the tech industry and the government.

The 2018 Staying Safe Online Guide has been created with the help of some of New Zealand's favourite tech companies to help everyone enjoy the internet safely.

For more online safety tips and advice, join us online by following @NetsafeNZ on Facebook and Twitter, or by signing up for email updates at [netsafe.org.nz/newsletter](https://netsafe.org.nz/newsletter)

The Netsafe Team



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# ONLINE SAFETY WITH NETSAFE

Netsafe's service is available to everyone in New Zealand to give online safety help and advice - including help with bullying, abuse and harassment. The service is free, confidential and open seven days a week. Get in touch by emailing [help@netsafe.org.nz](mailto:help@netsafe.org.nz), calling 0508 NETSAFE, or by visiting [netsafe.org.nz](https://www.netsafe.org.nz)



## Unwanted contact online

Almost 1/3 of Kiwis have experienced unwanted digital communication in the last year\*.

This includes bullying, abuse and harassment.

There are tools on most websites and apps to help manage unwanted communication, such as reporting and blocking.

There is also an NZ law called the Harmful Digital Communications Act to help people experiencing online abuse and harassment.



## Dealing with bullying or abuse

If you're bullied, harassed or abused online, here's a few steps to think about taking.

Don't reply, report the content, and block and report the person to the platform it's on.

If it's very serious or ongoing, screenshot the content, keep a log of the activity and reach out to talk to someone supportive.


If you need help or advice about what you can do about it, the Netsafe team is available seven days a week on 0508 NETSAFE or by emailing [help@netsafe.org.nz](mailto:help@netsafe.org.nz)



## DID YOU KNOW?

One in five Kiwis say they know little or nothing about keeping themselves safe online.

\*Source: [Netsafe APS survey](#)



More advice:  
[Netsafe.org.nz](https://www.netsafe.org.nz)  
[Netsafe.org.nz/online-bullying](https://www.netsafe.org.nz/online-bullying)  
[Netsafe.org.nz/bullying-abuse-support](https://www.netsafe.org.nz/bullying-abuse-support)



## Keeping kids safe

One of the best ways to help kids navigate online safety challenges is by making an online safety plan.

It's important to make this plan together, so you both understand what to do if something goes wrong or they need help.

Part of your plan should include how to use the block and report features on apps/websites, and who they can get help or advice from.

Learn more about online safety plans [netsafe.org.nz/make-a-plan](https://www.netsafe.org.nz/make-a-plan)



## Quick Guide

A quick guide to the Harmful Digital Communications Act:

- The Act aims to help people targeted online with harmful content.
- Harmful content can be bullying, abuse or harassment.
- The content can be posted publically or sent privately.
- Netsafe has been chosen to provide help with these cases.
- There are criminal penalties for some cases.

For more info visit [netsafe.org.nz/hdc-act](https://www.netsafe.org.nz/hdc-act)

# ONLINE SAFETY WITH NETSAFE

Scammers don't target vulnerable people, they target people who are vulnerable at a point in time. Whether you're in need of money or just in a hurry, there may be a time when you're more susceptible to scams. Here's a few things you can do to help minimise the risks.



## Get scam savvy

Be careful with unexpected contact, like a competition you didn't enter or a random job offer.

Be wary if someone tries to move a deal outside of a trusted trading platform, or asks for payment by gift card or instant money transfer system.

Never give your password to anyone, even trusted organisations.

Learn more at [netsafe.org.nz/common-online-scams](https://netsafe.org.nz/common-online-scams)



## Shop safer online

Use trusted WiFi connections or mobile data to access online accounts and when making payments.

Using a credit card or a respected payment service gives you better protection if something goes wrong.

Don't use instant money transfer systems with people you don't know personally, as these payments can't be traced.

Learn more at [netsafe.org.nz/online-shopping](https://netsafe.org.nz/online-shopping)



## DID YOU KNOW?

A third of Kiwis spend more than 4 hours online every day.

Source: Netsafe APS Survey 2017

### More advice:

[Netsafe.org.nz/advice/security](https://Netsafe.org.nz/advice/security)

[Netsafe.org.nz/advice/scams](https://Netsafe.org.nz/advice/scams)

Follow @NetsafeNZ on Facebook & Twitter



## Double up your security

Two-Factor Authentication (2FA) is an extra layer of security for your online accounts. It's an extra step on top of your password that makes it much harder for others to access your account – even if they've managed to get hold of your password. You should have 2FA on any online account you can.

Learn more at [netsafe.org.nz/2-factor-authentication](https://netsafe.org.nz/2-factor-authentication)



## Quick Guide

Passwords are the key to a vault of personal information. Keep your information safe with a strong password and Two-Factor Authentication.

Here are some tips

- Make your password at least 15 characters' long.
- Use a unique phrase instead of a word.
- Use a different password for each account.
- Don't use personal info that could easily be guessed.
- Change your passwords regularly.
- More at [netsafe.org.nz/passwords](https://netsafe.org.nz/passwords)

# ONLINE SECURITY WITH CERT NZ

CERT NZ works to support businesses, organisations and individuals who are affected (or may be affected) by cyber security incidents. We provide trusted and authoritative information and advice, to help New Zealand better understand and stay resilient to cyber security threats.



## Update your devices

Updates aren't just for adding new features. They also fix problems or security issues that have been found. Installing updates as soon as they are available will keep you protected.

Attackers find devices that aren't updated and could use vulnerabilities to access your system.

Learn more at [cert.govt.nz/cybersmart/update-your-operating-system/](https://cert.govt.nz/cybersmart/update-your-operating-system/)



## Back up your data

Copying your data to a separate location, called a backup, is one of the most important things you can do.

If you're targeted by a cyber attack you may not be able to access or use your computer, phone, or other devices. If you've backed up your data up you won't lose it, regardless of what happens to your device.

Learn more at [cert.govt.nz/backups](https://cert.govt.nz/backups)



## DID YOU KNOW?

New Zealanders reported losing over \$1.1million due to cyber security incidents in the space of 3 months.

Source: [CERT NZ Quarter 3 Report 2017](#)



More advice:  
[cert.govt.nz/simple-steps](https://cert.govt.nz/simple-steps)

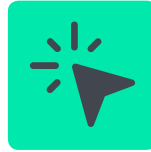


## Use antivirus

Antivirus software can help you detect and remove malware (viruses) from your computer.

Get a legitimate antivirus from a well-known company and run it regularly. Many free versions online are fake and could download malware onto your computer instead of helping you detect and remove it.

Learn more at  
[cert.govt.nz/top-tips](https://cert.govt.nz/top-tips)



## Quick Guide

Some apps are not legitimate and may contain malware (like viruses). Keep your phone safe by checking they're authentic, up-to-date and have the correct permissions.

- Only get apps from official app stores.
- Set your apps to automatically update.
- Check the permissions settings for each app
- Delete any apps you don't use.
- Check your statements for unexpected charges from apps.
- More at [cert.govt.nz/mobile](https://cert.govt.nz/mobile)

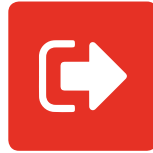
# YOUR SEARCH WITH GOOGLE

Google's mission is to organise the world's information and make it universally accessible and useful. Since the beginning, we've focused on providing the best user experience possible. Whether we're designing a new Internet browser or a new tweak to the look of the homepage, we take great care to ensure that they will ultimately serve you.



## Lock your screen or device

You wouldn't go out for the day and leave your front door wide open, right? The same principle applies to the devices that you use. You should always lock your screen when you finish using your computer, laptop or phone.



## Sign in and out

When using a public computer, make sure that you sign out by clicking your account photo or email address in the top right-hand corner and selecting sign out.



## DID YOU KNOW?

"How to make slime?" was the most Googled how-to search by Kiwis in 2017.

Source: <https://trends.google.com/trends/yis/2017/NZ/>

Helpful link:

[www.google.co.nz/safetycenter](http://www.google.co.nz/safetycenter)

And 37 helpful tools:

[www.google.co.nz/safetycenter/tools](http://www.google.co.nz/safetycenter/tools)



## Gmail security check-up

Make sure your gmail account is secure by following the Gmail security check-up at [myaccount.google.com/secureaccount](http://myaccount.google.com/secureaccount)

The check-up will help you:

- Complete your recovery information
- Check your recent security events
- Check your connected devices
- Check your account permissions



## Quick Guide

SafeSearch helps you manage your search results so they don't include sexually explicit websites and images. SafeSearch gives you the choice of three settings – 'Strict', 'Moderate' or 'None'.

Start your SafeSearch today:

1. Visit the Search Settings page at [www.google.com/preferences](http://www.google.com/preferences)
2. Select the 'Turn on SafeSearch' option
3. Click 'Save' at the bottom of the page



# YOUR SOCIAL LIFE WITH TWITTER

Twitter is what's happening in the world right now. From breaking news in entertainment, sports and politics to everyday interests, if it's happening anywhere, it's happening first on Twitter. Twitter is where the full story unfolds with all the live commentary and live events come to life unlike anywhere else. For more information, visit [about.twitter.com](http://about.twitter.com) or follow @twitter.



## Think before you Tweet

Twitter is a public platform. Remember, once you've posted something on the Internet, it's hard to delete or remove it before someone else sees it. Before you Tweet, think about whether you'd want your mum or granny to see it.

If someone posts something about you that you don't like, consider asking them to delete it. If you post something about someone else and they ask you to remove it, respect their privacy and retain their trust by taking it down.



## Sharing and privacy

If you share your account details and password with someone, they could post content to your Twitter profile without your permission, or change the password and email address so you will be unable to access your account.

Twitter accounts are automatically set to 'Public', which means anyone can see your Tweets. You can 'Protect' your Tweets so that only those who follow you can see them. Click on your profile picture next to the search bar, choose 'settings', 'security and privacy' and then select 'protect my Tweets' to make your Twitter account private.



## DID YOU KNOW?

A request for a year of free chicken nuggets from Wendy's became the most retweeted Tweet in 2017

Source: [https://blog.twitter.com/official/en\\_us/topics/events/2017/-nuggsforcarter-is-now-the-most-retweeted-tweet-of-all-time.html](https://blog.twitter.com/official/en_us/topics/events/2017/-nuggsforcarter-is-now-the-most-retweeted-tweet-of-all-time.html)

More tools:  
[support.twitter.com](https://support.twitter.com)



## Unwanted Tweets

If you are receiving unwanted Tweets, you can mute, block, and report the user by using our reporting tools. Our tools can be found by clicking on the carat in the top right-hand corner of the Tweet on mobile or desktop.

If something has gone beyond the point of a personal conflict and has turned into credible threats, whether online or offline, you should contact your local law enforcement since they are in the best position to assess the threat and assist as necessary. You can read more on our Law Enforcement Guidelines at

<https://support.twitter.com/articles/41949>



## Quick Guide

If you're receiving unwanted Tweets, you can unfollow and block the user.

1. Go to their Twitter profile and click the blue 'following' button to unfollow the user.
2. Click on the settings symbol next to the 'following' button.
3. Click 'block'.
4. To see a list of accounts you have blocked, go to your profile picture, click on 'settings' and choose 'blocked accounts'.



# YOUR SOCIAL LIFE WITH FACEBOOK

People come to Facebook to share their stories, see the world through the eyes of others and connect with friends and family. Our mission is to give people the power to build community and bring the world closer together. We want everyone to feel safe when using Facebook.



## Worried about a post

If you see something on Facebook that doesn't fit with [Community Standards](#), you can [report it](#). Facebook will promptly review your report and let you know their actions through your **Support Inbox**.

To report a post, click in the top right of the post you want to report and choose the option that best describes the issue and follow the on-screen instructions.



## Worried about a person

If someone posts something on Facebook that makes you concerned about their well-being, you can reach out to them directly — and you can also report the post to Facebook. Facebook has teams working around the world, 24/7, who review reports. They prioritise the most serious reports like self-injury and send help and resources to those in distress. For more information visit [facebook.com/safety/wellbeing](https://facebook.com/safety/wellbeing).

For support about how to identify when someone may be in need and how to help, check out our [Help A Friend In Need Guide](#) launched in New Zealand with [Sticks 'n Stones](#).



## DID YOU KNOW?

International Women's Day was the most talked about moment on Facebook in 2017.

Source: <https://newsroom.fb.com/news/2017/12/facebook-2017-year-in-review/>

### More tools and resources:

[facebook.com/safety/bullying](https://facebook.com/safety/bullying)

[facebook.com/safety/tools/safety](https://facebook.com/safety/tools/safety)

[facebook.com/safety/tools/privacy](https://facebook.com/safety/tools/privacy)



## You're in charge!






Use the Privacy Checkup to manage your privacy settings so you know who's seeing what you share. Privacy Checkup will help you review and adjust who sees your posts, who can see personal information on your profile, and which settings you've enabled for apps you've logged into with Facebook. More details here: <http://fb.me/PrivacyCheckup>

Make sure your account is as secure as it can be. Use Security Check Up to review and add more security to your account: [fb.me/securitycheckup](http://fb.me/securitycheckup)



## Quick Guide

When you post on Facebook, you can choose your audience.

-  **Public:** Anyone including people off of Facebook
-  **Friends (+ friends of anyone tagged):** Your Facebook friends. If someone is tagged in the post, then the tagged person and their friends can see it. To change this, click the audience selector next to the post, select  Custom, and uncheck **Friends of those tagged**
-  **Only Me:** Only visible only to you. If you tag someone, they'll be able to see it.
-  **Custom:** Share something with specific people, or hide it from specific people.

facebook

# YOUR SOCIAL LIFE WITH INSTAGRAM

Instagram is an app that lets you capture moments that matter to you and share them with your friends and followers – from the highlights to the everyday. You can share photos, videos, stories or go live. You can engage with your friends and followers by hearting or commenting their posts or sending them a direct message.



## Manage comments on your posts

While comments are often where the fun happens, sometimes they are not kind or welcome. Now you can control the comments you want to see.

- 1 **Turn off comments on any post**, either before you've posted using "Advanced Settings" and selecting "Turn off Commenting" or you can tap the ... menu any time after posting to turn commenting off or back on.
- 2 **Delete and Report Abusive Comments**  
If you see an unwanted comment, simply swipe right on that comment to hide it. You can also report "Abusive Comments" and bio, you can report it by simply swiping right.

- 3 **Custom Keyword Filter** Instagram has created a keyword moderation tool that anyone can use so you can filter out comments containing words you don't want to see. This feature lets you list words you consider offensive, including phrases and emojis, and any comments with these words will be hidden from your posts. You can choose your own list of words or use a default list.
- 4 **Comment Liking**  
Instagram has added the ability to like comments by tapping the heart icon next to any comment. Liking lets you show support and encourages positivity throughout the community.



## DID YOU KNOW?

The top hashtag used on Instagram in 2017 was #love.

Source: <https://instagram-press.com/blog/2017/11/29/instagrams-2017-year-in-review/>



## Helpful links:

[help.instagram.com/](https://help.instagram.com/)

<https://instagram-together.com/>



## If you're worried about a person or post

**If you see a post on Instagram from someone who may be in need of mental health support**, you can report it anonymously. Instagram will send them information with tips about how to get help and some immediate things they can do. You'll also be provided with information on how to offer help and support. Reporting can be found by clicking on the on the top right of a post.

**If you see something on Instagram you think shouldn't be there**, you can report it. The [Community Guidelines](#) govern what content can and cannot be posted on Instagram. Report a post by clicking on the ... that appears at the top of a photo or video or the bottom of a story.



## Quick Guide

By default, anyone can view your profile and posts on Instagram. You can make your account private so only followers you approve can see your posts.

1. Go to your profile
2. Click on ... to access your account settings
4. Turn on **Private Account**



# YOUR VIDEOS

## WITH YOUTUBE

YouTube allows billions of people to discover, watch and share originally-created videos. YouTube provides a forum for people to connect, inform, and inspire others across the globe. From uploading your videos, to personalising your playlists, to finding something new and cool to share with your friends. There's always something happening on YouTube.



### Flag questionable content

If you see content or behaviour that you think violates the [YouTube Community Guidelines](#), you can flag it for review. If a video violates our guidelines, it gets removed from the site.

To report content, simply click **'more'** at the bottom of the video and then select **'report'**.



### YouTube for under 13s

YouTube has created an app especially for kids under 13 called 'YouTube Kids'.

YouTube Kids uses stronger filtering algorithms to keep kids safe. YouTube Kids is designed for kids, but grown-ups are in control. The app can be downloaded from the Google Play Store and iTunes App Store.



### DID YOU KNOW?

People spent 40 million hours watching the top 10 trending videos on YouTube in 2017. That's the equivalent of 4,563 years.

Source: <https://youtube.googleblog.com/>

More tools:

[youtube.com/yt/policyandsafety](https://youtube.com/yt/policyandsafety)



## Use your privacy settings

If you want to make your uploaded videos only visible to your friends go to 'My Videos', click 'Edit', and switch to 'Private'.

The default setting allows anyone with your email address to locate your videos. To disable the setting click the 'Edit Channel' button in your account settings.



## Quick Guide

Restricted Mode on YouTube is an 'opt in' setting that helps screen out potentially objectionable content that you may prefer not to see or don't want others in your family to stumble across while enjoying YouTube.

To switch it on, click on 'Restricted Mode' at the bottom of the page.

# YOUR MARKET PLACE WITH TRADE ME

Trade Me is New Zealand's leading online marketplace and classified advertising platform. Our members can buy, sell, get a job, meet a partner, find a home, sort insurance, and much more. We work hard to make sure Trade Me is a safe and trusted environment 24/7/365. We're always working to protect and promote our consumers.



## Safe buying tips

- Never send money outside New Zealand.
- Never pay money via instant money transfer like Western Union.
- Use Ping, Pay Now or Afterpay to pay for trades to ensure you are covered by Trade Me's Buyer Protection programme: [trademe.co.nz/buyerprotection](https://trademe.co.nz/buyerprotection)
- Always complete your trade using the Trade Me website to get the benefit of our trust and safety tools.
- Check the sellers feedback history and research items before you buy.



## Keeping your account secure

- Don't give others the password to your account.
- If you're using a device you share, log out after using Trade Me.



## DID YOU KNOW?

The most viewed property listing on Trade Me in 2017 was a spaceship style house in Dunedin.

Source: <https://newsroom.trademe.co.nz/articles/property-listings-of-2017/>

More tools:

[Trademe.co.nz/trust-safety](https://trademe.co.nz/trust-safety)



## Trade Me usernames

Your Trade Me username shouldn't be the same as the first part of your email address.

If your email is johndoe123@mail.com, your username shouldn't be johndoe123.

If it is the same, you increase your chance of people trying to scam you with trades outside of Trade Me.



## Reporting content

- If you're the victim of harmful or inappropriate content, please report it to us.
- Every listing has a community watch badge through which you can report a listing to us.
- For help with inappropriate feedback from a trade, check out [trademe.me/feedback](https://trademe.me/feedback)
- Report suspicious emails or account activity to [abuse@trademe.co.nz](mailto:abuse@trademe.co.nz)



Netsafe is New Zealand's independent, non-profit online safety organisation. We help people stay safe online by providing online safety education, advice and support.

## Netsafe helpline

Whether you're dealing with online bullying or harassment, online scams, or you need advice about another online issue, we can help. Our contact centre is open to help you from 8am-8pm Monday to Friday and 9am-5pm on weekends. Our advice is free and confidential.

Call toll-free  
0508 NETSAFE (0508 638 723)

Email  
[help@netsafe.org.nz](mailto:help@netsafe.org.nz)

Fill out a report form  
[netsafe.org.nz/report](https://netsafe.org.nz/report)

## Netsafe online communities

To keep up with the latest in online safety news, trends and advice follow @NetsafeNZ on Facebook and Twitter. You can also stay in touch by signing up to our mailing list at [netsafe.org.nz/newsletter](https://netsafe.org.nz/newsletter)

## Netsafe presentations

We provide presentations about online safety and consultation services for schools, businesses, community groups and other organisations. To find out more visit [netsafe.org.nz/our-work/presentations](https://netsafe.org.nz/our-work/presentations)

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## Netsafe.org.nz

The Netsafe website provides information, advice, how to guides and tips about a range of online issues such as bullying, scams and security. There's information for parents, businesses, educators and young people.