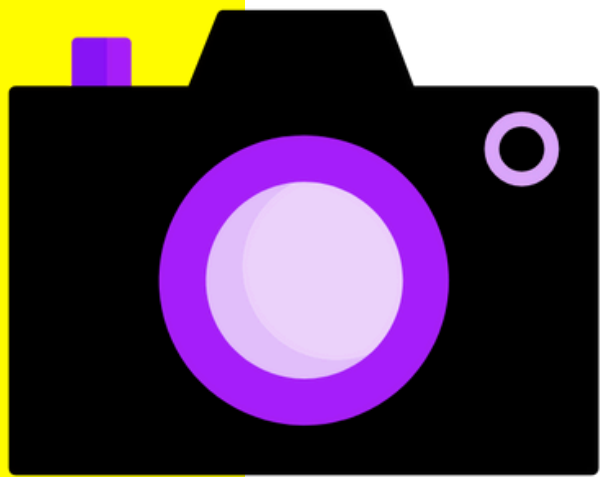


SOMETHING GONE WRONG FOR YOUR TEEN ON SNAPCHAT?



Discuss the situation with your teen and gather evidence of what's happened.

- Don't record 'objectionable' content. Instead, contact Netsafe immediately for advice.
- Remember if you screenshot, the other user might be notified.
- By default Snaps delete after viewing and Chats delete 24 hours after viewing.

Report the situation to Snapchat.

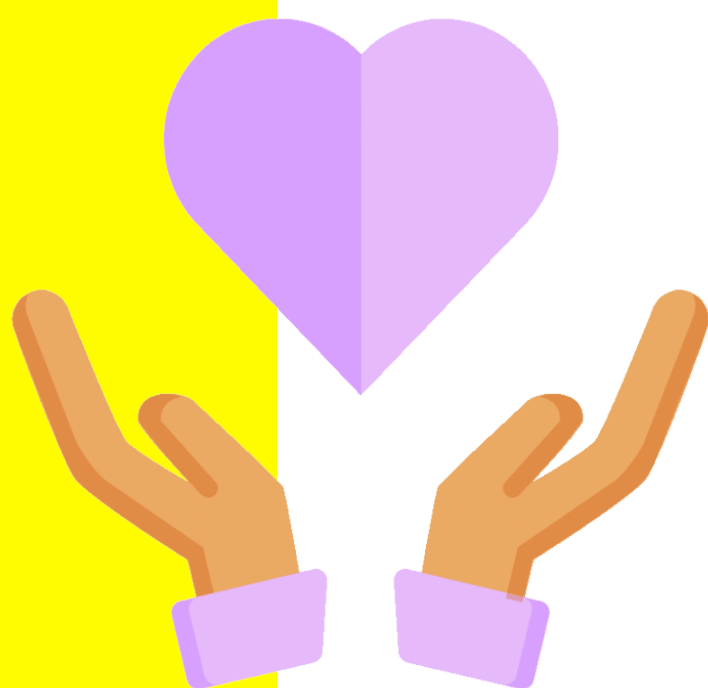
- If you have an account, report Snaps, Chats, content or accounts through the app.
- If not, use the [webform](#).



Help your teen to assess the threat and choose their response:

- If in immediate danger, call 111 and report to police.
- Ignore/Mute/Remove/Block.

Advise your teen to contact Netsafe for advice: about their specific situation, further actions they may be able to take, and available support.



Support your teen to look after their wellbeing/hauora:

- Help them to identify trusted friends to connect with offline.
- Discuss staying safe online and set up [Snapchat's Family Centre](#).
- Explore relevant NZ organisations your teen could reach out to for further support:
 - Contact [Youthline.co.nz](https://www.youthline.co.nz)
 - Text 'Need to talk?' on 1737 for free national counselling.

For more, see [netsafe.org.nz](https://www.netsafe.org.nz)

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