Managing abusive people online

Sometimes we can come across other people online who just want us to have a bad time. Some of these people we might know and some of them we might not. If you are having a bad time online because of the way someone is behaving towards us, there are things we can do to keep ourselves a little safer. It's not a magic wand that will instantly make us feel better, but it might help us to manage these horrible people

Don't Respond

This can be a really difficult thing to do, but we feel it's quite important. Some people online want to know that their behaviour has upset you . No matter what they say, try not to react.—it's what they want you to do. Sometimes people might try to bait us into saying things we don't mean so they can report us—sounds weird but it does happen!

Save a copy

Most of us know how to take a screenshot and this is a very handy feature if someone is being abusive. It doesn't matter if it's WhatsApp or Snapchat, saving a copy of what they say means you could show someone what is happening—their name, or number, as well as the date and time, will be there. It can be a bit more difficult in video games, but why not get the chat to run through your TV speakers and record a video of what they say. But make sure you show someone!

Report

Every single online service—from games to YouTube—have a report function so you can anonymously report other users if you feel they are breaking the rules. This includes being mean and horrible. The app will then look at what they have done and take some action. They may not tell you what they have done but every report is dealt with and can include the other user losing features such as chatting or even, in some cases, getting banned from the service for a time.

Block

Blocking does what it says on the tin—they can't talk to you, play games with you or see your profile. You can unblock people if you wanted to later but it can sometimes be a great way to stop the abuse, no matter who it is! If you don't know how to block people, try checking out the help or support section on the app or just do a quick Google search.

Talk

This is the most important one and probably the hardest thing to do. Talking to someone about what is happening online might make you feel better and there are loads of different people you could talk to. Parents, Carers, Teachers, Grandparents, even telling your friends means they can help you feel you are not alone. **You are never on your own**. We think talking to a trusted adult is by far the best thing to do but why not try a service like Kooth.com or give Childline a ring?