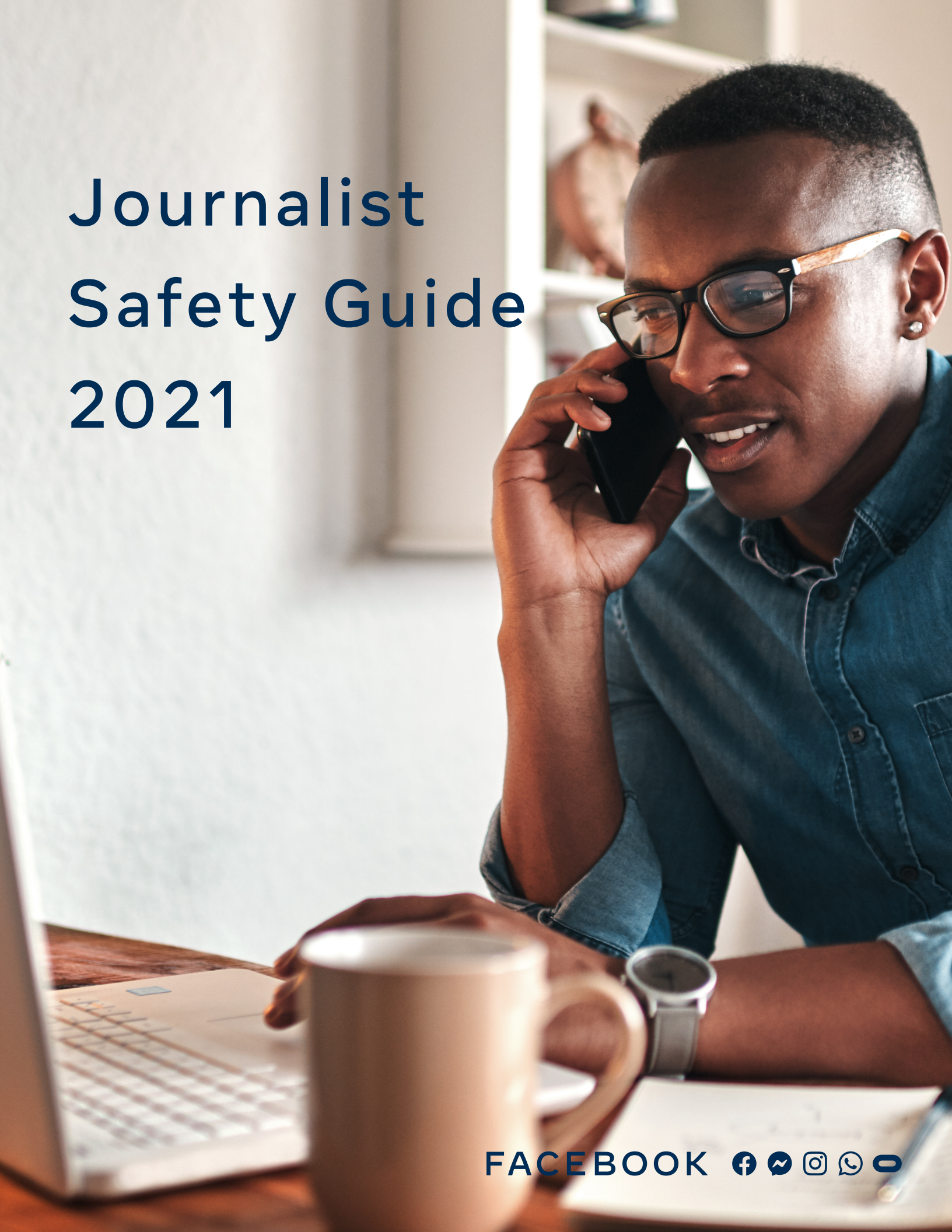


Journalist Safety Guide 2021



JOURNALIST SAFETY GUIDE 2021

Journalists are using Facebook, Instagram and WhatsApp in innovative ways to do their jobs, tell stories and connect directly with people. We want to make sure your information and accounts are secure so that you can stay safe online and protect your sources and contacts.

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Facebook

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01

PROTECT YOUR PASSWORD

Your Facebook password should be unique, safe, and never shared with anyone or anywhere.

Key information to avoid includes anything that's personally identifiable, like your name, phone number, birthdate and mailing address. One tip is to use a password manager that will save your passwords securely, as well as generate strong passwords for all of your accounts.

02

GET ALERTS ABOUT UNRECOGNIZED DEVICES

- Use login alerts to get notifications any time someone attempts to get access to your account from a new or unrecognized device.
- Turn on alerts about unrecognized logins by visiting the [Security and Login section \(fb.me/safety-security\)](https://fb.me/safety-security), under Settings. When alerts are turned on, you'll receive an email or notification any time someone logs into your account from an unrecognized device or browser.

03

TURN ON TWO-FACTOR AUTHENTICATION

- [Two-factor authentication \(fb.me/safety-2fa\)](https://fb.me/safety-2fa) (such as Duo Mobile or Google Authenticator) is an extra layer of security for your account. This can be found in the [Security and Login section \(fb.me/safety-security\)](https://fb.me/safety-security) under Settings. When you turn on two-factor authentication, you will enter a special security code each time you try to access your Facebook account from a new computer, phone or browser.
- Here are options for retrieving your special security code:
 - Use Code Generator if you have the Facebook app on your smartphone or tablet.
 - If you are using the latest version of Chrome or Opera, register a physical security key to your account so that you'll simply use a small hardware device that fits in the USB drive of your computer. Security keys can be purchased through companies like Yubico, and the keys support the open Universal 2nd Factor (U2F) standard hosted by the FIDO Alliance.
 - Facebook can also send you a text message (SMS; charges may apply) with a login code each time you need one.
 - You can also get 10 recovery codes to print or write down. Save them in a safe place for when you need them, or share with a highly trusted friend or colleague as a backup option.



04

USE CHECKUP TOOLS FROM FACEBOOK

You can use Facebook's [Security Checkup](https://fb.me/safety-securitycheckup) fb.me/safety-securitycheckup

- Get alerts when someone tries logging into your account from an unrecognized computer or mobile device.
- Learn how to protect your password.
- Enable two-factor authentication, an optional feature that adds more security to your Facebook account.

Use [Privacy Checkup](https://fb.me/safety-privacycheckup) (fb.me/safety-privacycheckup) to make sure only the people you trust can see your information and posts, because sometimes you want to share publicly, and sometimes only with friends.

You can review who can see your posts and information from your profile, like your phone number and email address. It also shows you your settings for apps that you've logged into using Facebook. You can use Privacy Checkup to review and adjust your privacy settings to help make sure that you are sharing your stories with the people you want to see them.

05

MANAGE YOUR PRESENCE ON PROFILES AND PAGES

You can be as public or as private as you want to be with your audience on Facebook. Here's advice on how to manage what you post:

Profile:

- a. Use the Audience Selector tool to manage who can see your posts. You can choose to share with everyone, just your friends or even a customized audience. When you create a customized audience, you can selectively share with specific people.
- b. Control who sees what you post by updating Settings in the Timeline and Tagging tab. You can approve or dismiss tags that friends add to your posts. Once you approve a tag, the person tagged and their friends may see your post. Tag review can be found in Settings under "Timeline and Tagging."



- c. Use Timeline review to decide whether posts you're tagged in appear on your Timeline. When people you're not friends with tag you in a post, they automatically go to Timeline review. If you'd also like to review tags by friends, you can turn on Timeline review for tags from anyone. Timeline review can be found in Settings under “Timeline and Tagging.”
- d. Manage how your profile appears to other people by using the “View As” tool. Simply go to your profile, click “View As” and see what your profile looks like to the public or to a specific person.

Page:

- a. Whether you are a social media editor, a journalist using a Page to reach your readers or viewers, or a Page moderator, there are multiple options to keep your Page safe. Selecting and assigning the right admin roles will help you manage your page without compromising passwords. Each person will log into their own personal account and work on the Page from there. It's important to assign Page roles accordingly because not everyone needs to have complete admin control over a page; some people only need editorial or advertiser responsibilities.
- b. Ensure Page admins use real accounts and have two-factor authentication turned on so they don't lose access to their accounts. Facebook removes fake and impersonating accounts when we become aware of them.
- c. Use Page moderation and filter tools, which are found under Page settings, to proactively moderate comments and posts by visitors. These tools will also block words and turn on the profanity filter for your Page. Don't forget to filter different variations of banned words. You can add periods or spaces in between and hashtags. For example, to filter out the word “gun,” also include “g.u.n.,” “#gun,” and “g u n.” While you can't disable comments on your Page's posts, you can hide or delete individual comments. When you hide a comment, the person who posted it will not know that it was hidden.
- d. You can choose to ban people who continually publish spam on your Page. You can remove the ban at any time. When you ban someone from your Page, they'll still be able to share content from your Page to other places on Facebook, but they'll no longer be able to publish to your Page, like or comment on your Page's posts, message your Page, or like your Page.
- e. If you want someone in a different location to broadcast live from your Facebook Page, consider giving them the “Live Contributor” role. This will give them the ability to go Live, but will limit access to other features on your Page.
- f. Facebook also allows you to delete any comments you wish to remove from your profile or Page, whether or not they're against our community standards.



06

CONTROL YOUR LOCATION IN POSTS

Facebook gives you the option to include a location in your posts.

Facebook does not share location by default but it's always a good idea to update or turn off your phone's location services before posting from sensitive areas. You can update your location settings on your Android or iOS device.

07

PROTECT YOUR COMMUNICATION

Use messaging services like WhatsApp and Facebook Messenger for private communications with sources.

- WhatsApp offers end-to-end encryption by default for every message you send and call you make. When end-to-end encrypted, your messages and calls are secured so only you and the person you're communicating with can access them, and nobody in between, not even WhatsApp. For added protection, every message you send has its own unique lock and key. All of this happens automatically: there's no need to turn on settings or set up special secret chats to secure your messages. You can also show security notifications to receive notifications when a contact's security code has changed.
- You can send messages with end-to-end encryption within Messenger using your iOS or Android device. These 'secret conversations' are intended just for you and the other person. In Messenger, start a new conversation and tap either the switch with the padlock on Android or the word 'Secret' on iPhone to start a secret conversation with someone. Remember, you will need to follow these steps for each conversation partner.

Journalists can also use Facebook with the Tor browser to help conceal their IP address so Facebook, advertisers, local phone networks, and ISPs won't see where you're logging in from.

This further protects the security of their location and connection to Facebook. Access Facebook using the Tor browser at <https://facebookcorewwi.onion/>. Facebook also provides support for Tor on Android through the Orbot proxy app, which you can download from Google Play.



08

BLOCK HARASSMENT

When you block someone they will no longer be able to do things such as tag you or see things you post on your Timeline. If you are friends, blocking will also unfriend them.

To block someone on Desktop:

- Click at the top right of any Facebook page
- Click Privacy Shortcuts
- Click How do I stop someone from bothering me?
- Enter the name of the person you want to block and click Block
- Select the specific person you want to block from the list that appears and click Block again.

09

REPORT ABUSIVE CONTENT AND IMPERSONATION

The best way to report abusive content, spam, or impersonation on Facebook is by using the “Report” link that appears near the content itself. We will review the report and take appropriate action.

Here are some examples of how you can report content to us:

To report a comment on Facebook:

- a. In the top right, click the down arrow
- b. Select Report post

To report a message on Messenger on desktop::

- a. Open the message you’d like to report
- b. Click the Options gear in the top right
- c. Click Report or Block and follow the on-screen instructions

To report impersonation:

- a. Go to the impersonated profile
- b. Click on the “...” next to “Message” on the cover photo
- c. Select Report

To see instructions for all types of content, go to [facebook.com/report](https://www.facebook.com/report).

Contact law enforcement if you feel threatened.

To report harassment to law enforcement, take screen shots and copy URL links of any unwanted attention before blocking the harasser. After blocking someone, their prior engagement with you will no longer be visible.



10

PROTECT YOURSELF AGAINST BULLYING

Things you can do on Facebook

Facebook offers these tools to help you deal with bullying and harassment. Depending on the seriousness of the situation:

- a. [Unfriend \(fb.me/safety-unfriendpeople\)](https://fb.me/safety-unfriendpeople) the person. Only your Facebook friends can contact you through Facebook chat or post on your timeline.
- b. [Block \(fb.me/safety-blockpeople\)](https://fb.me/safety-blockpeople) the person. This will prevent the person from adding you as a friend and viewing things you share on your timeline.
- c. [Report \(fb.me/safety-reportpeople\)](https://fb.me/safety-reportpeople) the person or any abusive things they post.

If someone is bothering you in messages on Facebook, [learn more about what you can do \(fb.me/safety-botheringme\)](https://fb.me/safety-botheringme).

Additional Tips

The best protection against bullying is to learn how to recognize it and how to stop it. Here are some tips:

- Don't retaliate. Most bullies are looking for a reaction, so don't give them one.
- Don't keep it a secret. Reach out to someone you trust, who can give you the help and support you need.
- Document and save. If someone has posted something you don't like, you can print or take a screenshot of it in case you need to share it with someone you trust later.

If you feel you're in immediate danger, contact your local authorities.

Visit Facebook's [Bullying Prevention Hub \(facebook.com/safety/bullying\)](https://facebook.com/safety/bullying) for more information, tools and resources.



11

KNOW WHAT TO DO IF YOU'RE HACKED

If you think your account has been hacked or taken over, you'll want to secure it as soon as possible.

Having two-factor authentication enabled will help to prevent this.

If you can log into your account, we recommend [changing your password \(fb.me/safety-changepassword\)](https://fb.me/safety-changepassword).

Check the contact information stored on your account to make sure it is correct and has not been altered. If you can't get into your account, we can help you secure your account by requiring you to change your password and review recent login activity. Or you can visit facebook.com/hacked.

12

MESSENGER

- **Report bad activity:**

If you see something that goes against our [Community Standards, \(facebook.com/communitystandards\)](https://facebook.com/communitystandards) please let us know. Learn how to [give feedback on or report a conversation in Messenger. \(fb.me/safety-reportconversation\)](https://fb.me/safety-reportconversation)

- **Report accounts that are pretending to be you or someone else:**

Accounts that pretend to be you or someone else aren't allowed in Messenger. Learn how to [report someone that's pretending to be you or someone else. \(fb.me/safety-reportimpersonator\)](https://fb.me/safety-reportimpersonator)

- **Control your privacy:**

You can control your privacy in Messenger by choosing who can see your active status, choosing your Story audience, using secret conversations and more. Learn how to [control your privacy in Messenger. \(fb.me/safety-messengerprivacy\)](https://fb.me/safety-messengerprivacy)

- **Control who can reach your Chat list:**

If someone who you're not connected with on Facebook sends you a message, you'll receive a [message request.\(fb.me/safety-messagerequest\)](https://fb.me/safety-messagerequest) Keep in mind that replying to a message request connects you with the sender and reveals any content they sent you. Learn how to [control who can start a new chat with you in Messenger. \(fb.me/safety-controlchats\)](https://fb.me/safety-controlchats)

- **Block, hide or mute people that you don't want to hear from:**

You can control Messenger notifications for all of your conversations.

Learn how to [block,\(fb.me/safety-messengerblock\)](https://fb.me/safety-messengerblock) [ignore \(fb.me/safety-messengerignore\)](https://fb.me/safety-messengerignore)or [mute \(fb.me/safety-messengermute\)](https://fb.me/safety-messengermute) people in Messenger.



JOURNALIST REGISTRATION

Any journalist working in an editorial capacity for a news organization that is a [registered news Page on Facebook \(fb.me/NewsRegistration\)](https://fb.me/NewsRegistration) is encouraged to register as a journalist using their personal Facebook account.

By registering, journalists will get stronger security features that further protect their information and online presence on Facebook against harassment and potential hacking threats. In the future, registered journalists may also be eligible for news-specific products and features built especially for editorial functions.

Registration is voluntary, and will first be available to journalists located in the United States, Mexico, Brazil, and the Philippines (available for English, Spanish, and Portuguese accounts only). We plan to expand registration to more countries and languages in the coming months

Requirements

We encourage you to register as a journalist if you meet all of the following criteria:

- a. You work for a news organization that is a [registered news Page on Facebook \(fb.me/NewsRegistration\)](https://fb.me/NewsRegistration)
- b. You have a professional email associated with the news organization's website, for example name@publisher.com
- c. You live in the United States, Mexico, Brazil, or the Philippines

Freelance Journalists

Freelance journalists are able to register by providing links to five (5) bylines that list them as an author or contributor to a news story, or by providing a link to their biography in the staff directory page of a publisher that is registered as a news Page on Facebook. At least one (1) article submitted must have been published within 365 days from the date of submission. The rest of your submitted stories can be more than 365 days old.

How to Register

If you meet all of the criteria mentioned above, [begin the registration process \(facebook.com/journalist_registration/opt-in\)](https://facebook.com/journalist_registration/opt-in).



14

HOW TO STAY SAFE IN GROUPS

There are several settings that you can use if you are a Facebook Group admin to keep your community and you safe:

Use Admin Support

- a. Admin Support can help you to resolve an issue that you may be facing in your community. This could be bugs you experience in your group or other issues you come across. This tool provides you with 1:1 support through in-product chat with responses in 24 hours or less.
- b. To access support, go to your group then to the Admin Tools section. You will find a support option below the Group Insights section, called “Get Facebook Support”. From there, you can report a problem, ask a question, provide feedback or track existing tickets you've submitted.

Manage your group’s privacy settings

- a. The privacy settings of your group (Public/Private) tell you who can see your group's content and its members. In a Private group, only members can see who's in the group and what they post. In a Public group, anyone can see who's in the group and what they post, including non-members.
- b. Your privacy settings can be found in your Group’s admin tools under “Privacy”
- c. Here’s an overview of what Private and Public each mean for your members and other Facebook users:

	Public	Private
Who can see what members post, comment and share in the group?	Anyone	Current Members
Who can see the list of members in the group?	People on Facebook	Current Members
Who can see who the admins and moderators are?	People on Facebook	Current Members



Moderating comments

- a. Turn off comments
If a conversation starts to go south, turn off comments right away and follow up in the comments to explain why you turned them off.
- b. Mute members
If a member is consistently breaking the rules or causing conflict in your community, you can mute them and their posts for certain time periods. You can follow up with them directly to let them know that they've been muted and why.
- c. Remove and note
If all else fails, removing someone can be the answer. If someone consistently breaks the rules or if they're just not a fit for the community. Remove them and take note. It is helpful to make a note in the Admin Activity Log and encourage your team to do the same, so everyone can be on the same page.

15

FACEBOOK RESOURCE REVIEW

Facebook Resource Review:

[Security Checkup \(fb.me/safety-securitycheckup\)](https://fb.me/safety-securitycheckup)

[Privacy Checkup \(fb.me/safety-privacycheckup\)](https://fb.me/safety-privacycheckup)

[Security and Login \(fb.me/safety-security\)](https://fb.me/safety-security)

[Two-factor Authentication \(fb.me/safety-2fa\)](https://fb.me/safety-2fa)

[Changing Passwords \(fb.me/safety-changepassword\)](https://fb.me/safety-changepassword)

[Report Messenger Conversation \(fb.me/safety-reportconversation\)](https://fb.me/safety-reportconversation)

[Registered News Page on Facebook \(fb.me/NewsRegistration\)](https://fb.me/NewsRegistration)

[Registration Journalist on Facebook \(facebook.com/journalist_registration/opt-in\)](https://facebook.com/journalist_registration/opt-in)



Instagram

- 01 Enable Two-Factor Authentication
- 02 Control Your Privacy Settings
- 03 Comment moderation
- 04 Reporting abuse, bullying, harassment or impersonation
- 05 Instagram Resource Review



01

ENABLE TWO-FACTOR AUTHENTICATION

Two-factor authentication is a security feature. If you set up two-factor authentication, you'll be asked to enter a special login code or confirm your login attempt each time someone tries accessing Instagram from a device we don't recognize. There are several two-factor authentication methods you can use with your Instagram account. To get started with two-factor authentication, choose one of the options below:

Text message (SMS) login codes from your mobile phone.

- a. Tap your profile picture in the bottom right of the app to go to your profile.
- b. Tap the menu button in the top right, then tap Settings.
- c. Tap Security, then tap Two-Factor Authentication.
- d. Tap Get Started.
- e. Toggle the switch next to Text Message.
- f. If your account doesn't have a confirmed phone number, you'll be asked to enter one. After entering the phone number, tap Next.
- g. Keep in mind that you must have a confirmed telephone number for your Instagram account to use text messages (SMS) two-factor authentication. When you enter a telephone number to turn on two-factor authentication, it becomes the confirmed number for your account.

A third-party authentication app (such as Duo Mobile or Google Authenticator) can be used to generate login codes that help us confirm it's you when you log in from a new device for the first time.

To use a third-party authentication app for login codes:

- a. Tap your profile picture in the bottom right of the app to go to your profile.
- b. Tap the menu button in the top right, then tap Settings.
- c. Tap Security, then tap Two-Factor Authentication.
- d. Tap Get Started.
- e. Toggle the switch next to Authentication App, then follow the on-screen instructions.
- f. Enter the confirmation code from the third-party authentication app to complete the process.



02

CONTROL YOUR PRIVACY SETTINGS

By default, each Instagram account is visible to the entire community. Switching to a private account allows you to control who sees your content.

With a private account, you can also remove followers without blocking them. Setting your account to private is simple – navigate to the “Settings” gear from your profile page, and toggle “Private Account” to the “on” position. From there, you will need to approve every follow request moving forward.

03

COMMENT MODERATION

Comments are where the majority of conversation happens on Instagram, so it’s important for you to feel comfortable with the comments on your posts.

Comments that don’t go against our Community Guidelines, but may be inappropriate, offensive, bullying or spam are automatically filtered out or may be hidden from content you share on Instagram. On top of that, there are three ways you can moderate the comments on your posts.

- Filter comments based on chosen keywords
 - a. You can turn on a keyword filter to hide comments that contain specific words, phrases, numbers or emojis that you’d like to avoid. These filters will be active until you remove them.
 1. Tap your profile picture in the bottom right of the app to go to your profile.
 2. Tap the menu button in the top right, then tap Settings.
 3. Tap Privacy, then tap Comments.
 4. Toggle the switch next to Manual Filter to turn it on.
 5. Enter specific words, phrases, numbers or emojis in the text box to filter out comments.
- Delete comments on a post: If you see a comment you don’t want on your post, you can delete it by swiping left and tapping the trash icon.
- If you want to disable all comments on a post, tap “Advanced Settings” before you post, and toggle “Turn Off Commenting” to the “On” position. Want to turn off commenting on an older post? Change the status of comments on any post, at any time, by tapping the “...” menu after you’ve posted.



04

REPORTING ABUSE, BULLYING, HARASSMENT OR IMPERSONATION:

We want to ensure all content on Instagram is lawful and follows our [Community Guidelines \(fb.me/instagram-communityguidelines\)](https://www.facebook.com/instagram-communityguidelines).

If you see something questionable or a post you believe violates our guidelines, report it! Here's how:

- To report a comment, swipe to the left and tap the arrow.
- To report a specific post or an account, tap the “...” menu and then “Report.”
- Or, you can also fill out this [form \(fb.me/instagram-reportbullying\)](https://www.facebook.com/instagram-reportbullying) online and the Instagram review team will determine if the comment, post or account should be taken down.

Lastly, if you believe someone is impersonating you or someone you know on Instagram, [fill out this form \(fb.me/instagram-reportimpersonation\)](https://www.facebook.com/instagram-reportimpersonation).

05

INSTAGRAM RESOURCE REVIEW:

[Tips for Staying Safe on Instagram \(fb.me/instagram-safetytips\)](https://www.facebook.com/instagram-safetytips)

[Two-factor Authentication \(help.instagram.com/843785199163974\)](https://help.instagram.com/843785199163974)

[Reporting Bullying \(fb.me/instagram-reportbullying\)](https://www.facebook.com/instagram-reportbullying)

[Reporting Impersonation \(fb.me/instagram-reportimpersonation\)](https://www.facebook.com/instagram-reportimpersonation)



WhatsApp

- 01 Control Your Privacy Settings
- 02 Enable Two-Step Verification
- 03 Request Account Info
- 04 Turn off Read Receipts
- 05 Block and Reporting Unwanted Users
- 06 Clear Messages Inside a Chat
- 07 Leave a Group
- 08 Delete and Report Spam
- 09 Identifying Suspicious Links
- 10 Whatsapp Resource Review



01

CONTROL YOUR PRIVACY SETTINGS

Given the personal nature of private messaging, your privacy and security are important to us, which is why we built end-to-end encryption (<https://www.whatsapp.com/security/>) into our app.

We've also developed additional features that can help you stay safe on WhatsApp.

02

ENABLE TWO-STEP VERIFICATION

Set your profile photo, last seen, and about, to be seen by everyone, contacts only, or no one.

Android

How to change your privacy settings

- a. By default, WhatsApp sets your privacy settings to allow:
 - Any user to see your last seen, profile photo, about information, and read receipts
 - Your contacts to see your status updates
 - Any users to add you to groups
- b. Change privacy settings:
 - Android: Tap [More options \(fb.me/whatsapp-moreoptions\)](https://fb.me/whatsapp-moreoptions) > Settings > Account > Privacy.
- c. You can change who can:
 - See your Last Seen
 - See your Profile Photo
 - See your About information
 - See your Status updates
 - See Read Receipts
 - Add you to Groups



Note:

- If you don't share your last seen, you won't be able to see other users' last seen.
- If you turn off read receipts, you won't be able to see read receipts from other users. Read receipts are always sent for group chats.
- If a contact has turned off read receipts, you won't be able to see if they've viewed your status updates.
- There's no way to change that you can see when you're online or typing.

iPhone

Configuring your privacy settings

By default, WhatsApp sets your privacy settings to allow:

- Any WhatsApp user to see your [read receipts \(fb.me/whatsapp-readreceipts\)](https://fb.me/whatsapp-readreceipts), [last seen \(fb.me/safety-whatsapp-lastseen\)](https://fb.me/safety-whatsapp-lastseen), [about \(fb.me/whatsapp-about\)](https://fb.me/whatsapp-about) and [profile photo. \(fb.me/safety-whatsapp-photo\)](https://fb.me/safety-whatsapp-photo)
- Your contacts to see your [status updates. \(fb.me/safety-whatsapp-status\)](https://fb.me/safety-whatsapp-status)

To change these settings, simply go to WhatsApp > Settings > Account > Privacy.

Note:

- If you don't share your last seen, you won't be able to see other people's last seen.
- There is no way to hide when you are online or typing.
- If you turn off read receipts, you won't be able to see read receipts from other people. Read receipts are always sent for group chats.
- If a contact has disabled read receipts, you will not be able to see that they have viewed your status update.



REQUEST ACCOUNT INFO

Get a report of your WhatsApp account information and settings.

How to request your account information

- a. The request account information feature allows you to submit a request for and export a report of your WhatsApp account information and settings. The report won't include your messages. If you want to access your messages other than in the app, you can export your chat history instead.
- b. Please note, this feature isn't available on WhatsApp Web and Desktop.



Request report

Your report will typically be available three days after the date you requested it. You can refer to the Ready by date while waiting for your report.

1. Go to WhatsApp Settings > Account > Request account info.
2. Tap Request report. The screen will update to state Request sent.

Note:

- Once you request a report, you can't undo or cancel your pending request.
- If you change your phone number or delete your account, your pending request will be voided and you'll have to request another report.

Download and export report

When the report is available to download, you'll receive a WhatsApp notification on your phone, stating "Your account info report is now available". The Request account info screen in WhatsApp will tell you the amount of time you have to download the report before it's deleted from our servers. Because this report contains your information, you should be careful about storing, sending, or uploading it to any other services.

1. Go to WhatsApp Settings > Account > Request account info.
2. Tap Download report. A ZIP file will be downloaded to your phone, which includes HTML and JSON files.
3. Once the file is downloaded, tap Export report > EXPORT or Export Report. You'll be unable to view the downloaded report within WhatsApp.
4. In the share tray that appears, tap the external app you want to export your report to. For example, you can email a copy of the report to yourself.

After you download the report to your phone, you'll have the option to permanently delete the downloaded copy from your phone by tapping Delete report > DELETE or Delete Report on the Request account info screen. Deleting the report won't delete any of your WhatsApp account data.

Related resources

- How to request your account information on KaiOS
- How to export your chat history on: Android | iPhone

04

TURN OFF READ RECEIPTS

Choose if someone can see if you've read their message.

Android

How to check read receipts

- a. Check marks will appear next to each message you send. Here's what each one indicates:



- ✓ The message was successfully sent.
 - ✓✓ The message was successfully delivered to the recipient's phone.
 - ✓✓ The recipient has read your message.
- b. In a group chat, the second check mark appears when all participants in the group have received your message. Two blue check marks appear when all participants in the group have read your message.

Message info

For any message that you send, you'll be able to see a message info screen, displaying the details of when your message was delivered, read, or played by the recipient.

To see the message info screen:

1. Open an individual or group chat.
2. Tap and hold your sent message.
3. Tap ⓘ Alternatively, you might have to tap [More options](#) ⋮ > Info. (b.me/whatsapp-moreoptions)

The message info screen shows:

- a. Delivered
 - Your message is delivered to your recipient's phone, but the recipient hasn't seen it.
- b. Read or Seen
 - The recipient has read your message or seen your picture, audio file or video.
 - The recipient has seen your voice message, but hasn't yet played it.
- c. Played
 - The recipient has played your voice message.

Note:

- When a participant leaves a group, the Message info screen will still show the original information with all participants, including the participant who left the group.

Missing read receipts

If you don't see two blue check marks next to your sent message:

- a. You or your recipient might have disabled read receipts in the [privacy settings](#). (fb.me/whatsapp-privacy)
- b. The recipient might have blocked you.
- c. The recipient's phone might be off.
- d. The recipient might not have opened your conversation.
- e. You or the recipient might be experiencing connection issues.

Turn off read receipts

To turn off your read receipts, tap [More options](#) (fb.me/whatsapp-moreoptions) > Settings > Account > Privacy and turn off Read receipts.

Note:

- This won't disable the read receipts for group chats or play receipts for voice messages. There's no way to turn those settings off.



iPhone

How to check read receipts

- a. Check marks are displayed next to each message you send. Here's what each one indicates:
 1. ✓ The message was successfully sent.
 2. ✓✓ The message was successfully delivered to the recipient's phone.
 3. ✓✓ The recipient has read your message.
- b. In a group chat, the second check mark will appear when all participants in the group have received your message. Two blue check marks will appear when all participants in the group have read your message.

Message info

For any message that you send, you'll be able to see a message info screen, displaying the details of when your message was delivered, read, or played by the recipient.

To see the message info screen:

1. Open an individual or group chat.
2. Swipe the message from right to left.
3. Alternatively, tap and hold your sent message and choose Info from the menu.

The Message Info screen shows:

- a. Delivered
 - Your message has been delivered to your recipient's phone, but the recipient hasn't seen it.
- b. Read or Seen
 - The recipient has read your message or seen your picture, audio file, or video.
 - The recipient has seen your voice message, but hasn't played it.
- c. Played
 - The recipient has played your voice message.

Note:

- When a participant leaves a group, the message info screen will still show the original information with all participants, including the participant who left the group.

Missing read receipts

If you don't see two blue check marks next to your sent message:

- You or your recipient might have disabled read receipts in the [privacy settings](https://fb.me/whatsapp-privacy).
- The recipient might have blocked you.
- The recipient's phone might be off.



- The recipient might not have opened your conversation.
- You or the recipient might be experiencing connection issues.

Turn off read receipts

To turn off your read receipts, go to Settings > Account > Privacy and disable Read Receipts.

Note:

- This won't disable the read receipts for group chats or play receipts for voice messages. There's no way to turn those settings off.

05

AND REPORTING UNWANTED USERS

Stop someone from contacting you directly from a chat.

Android

How to block and unblock a contact -- You can stop receiving messages, calls, and status updates from certain contacts by blocking them.

- a. Block a contact
 1. Open WhatsApp, tap More options > Settings.
 2. Tap Account > Privacy > Blocked contacts.
 3. Tap Add.
 4. Search for or select the contact you want to block.
- b. Here are a couple alternative options for blocking a contact:
 1. Open a chat with the contact, then tap More options > More > Block > BLOCK or REPORT AND BLOCK, which will report and block the number.
 2. Open a chat with the contact, then tap the name of the contact > Block > BLOCK.
- c. Block an unknown phone number
 1. Open the WhatsApp chat with the unknown phone number.
 2. Tap BLOCK.
 3. Tap BLOCK or REPORT AND BLOCK, which will report and block the number.

Note:

- Messages, calls, and status updates sent by a blocked contact won't show up on your phone and will never be delivered to you.



- Your last seen, online, status updates, and any changes made to your profile photo will no longer be visible to contacts you've blocked.
- Blocking a contact won't remove them from your contacts list, nor will it remove you from the list on the contact's phone. To delete a contact, you must delete the contact from your phone's address book.
- If you're concerned about whether a blocked contact will know you're blocking them, please read this article.

e. Unblock a contact

1. In WhatsApp, tap More options > Settings.
2. Tap Account > Privacy > Blocked contacts.
3. Tap the contact you want to unblock.
4. Tap Unblock {contact}. You and the contact will now be able to send and receive messages, calls, and status updates.
5. Alternatively, you can search for the contact you blocked > tap and hold the contact > tap Unblock {contact}.

Note:

- If you unblock a contact, you won't receive any messages, calls, or status updates the contact sent you during the time they were blocked.
- If you unblock a contact or phone number that wasn't previously saved in your phone's address book, you won't be able to restore that contact or phone number to your device.

iPhone

How to block and unblock contacts

You can stop receiving messages, calls and status updates from certain contacts by blocking them.

a. Block a contact

1. Open WhatsApp Settings > Account > Privacy > Blocked > Add New....
2. Find the contact you want to block, then tap the contact.

b. Here are a couple of alternative options for blocking a contact:

1. Open the chat with the contact, then tap the contact's name > Block Contact > Block or Report Contact > Report and Block, which will report and block the number.
2. Swipe left the chat with the contact in your Chats tab, then tap More > Contact Info > Block Contact > Block or Report Contact > Report and Block, which will report and block the number.

c. Block an unknown phone number

1. To block an unknown phone number, you have a couple options:
 - If this is the first time you've been contacted by that phone number, you can open the chat and tap Block > Block.
2. Open the chat with the unknown phone number, then tap the phone number > Block Contact > Block or Report and Block, which will report and block the number.



Note:

- Messages, calls, and status updates sent by a blocked contact won't show up on your phone and will never be delivered to you.
 - Your last seen, online, status updates, and any changes made to your profile photo will no longer be visible to contacts you've blocked.
 - Blocking a contact won't remove them from your contacts list, nor will it remove you from the list on the contact's phone. To delete a contact, you must delete the contact from your phone's address book.
 - If you're concerned whether a blocked contact will know if you're blocking them, please read this article.
- e. Unblock a contact
1. Tap Settings > Account > Privacy > Blocked.
 2. Swipe left on the contact's name.
 3. Alternatively, tap Edit > the red minus sign icon.
 4. Tap Unblock.
- f. Here are a couple of alternative options for unblocking a contact:
1. Open the chat with the contact, then tap the contact's name > Unblock Contact.
 2. Swipe left the chat with the contact in your Chats tab, then tap More > Contact Info > Unblock Contact.
 3. Note: If you unblock a contact, you won't receive any messages, calls, and status updates the contact sent you during the time they were blocked.




06

CLEAR MESSAGES INSIDE A CHAT


Delete all messages inside an individual or group chat, or all chats at once.

Android

How to delete chats

- a. Delete an individual chat
1. In the Chats tab, tap and hold the individual chat you want to delete.
 2. Tap Delete > DELETE 
- b. Delete a group chat
1. To delete a group chat, you first need to exit the group.
 2. In the Chats tab, tap and hold the group chat you want to delete.
 3. Tap [More options \(fb.me/whatsapp-moreoptions\)](https://fb.me/whatsapp-moreoptions)  > Exit group > EXIT.
 4. Tap and hold the group chat again, then tap Delete > DELETE. 



- c. Delete all chats at once
 1. In the Chats tab, tap [More options \(fb.me/whatsapp-moreoptions\)](https://fb.me/whatsapp-moreoptions)  > Settings > Chats > Chat history.
 2. Tap Delete all chats.
 3. Individual chats and status updates will be deleted from your Chats tab. However, group chats will still be visible in your Chats tab, and you'll still be part of them unless you exit them.

iPhone

How to delete chats

- a. Delete an individual chat
 1. In the Chats tab, swipe left on the chat you want to delete.
 2. Tap More > Delete Chat > Delete Chat.
 3. Alternatively, tap Edit in the top corner of the Chats tab > Select the chat you wish to delete > Tap Delete > Delete Chat.
- b. Delete a group chat
 1. To delete a group chat, you first need to exit the group:
 2. In the Chats tab, swipe left on the group chat you want to delete.
 3. Tap More > Exit group > Exit group.
 4. Swipe left on the group chat > tap Delete Group > Delete Group.
- c. Delete all chats at once
 1. Go to WhatsApp Settings > Chats > Delete All Chats.
 2. Enter your phone number > tap Delete All Chats.
 3. Individual chats will be deleted from your Chats tab. However, group chats will still be visible in your Chats tab, and you'll still be part of them unless you exit them.



LEAVE A GROUP

Exit the group at any time.

Android

How to exit and delete groups

- a. Exit a group -- If you exit a group, you'll be removed from the group. However, you'll still see the group in your CHATS tab and be able to read the chat history. If you're the only group admin and you exit a group, a participant is chosen at random to become the new admin.
To exit a group:



1. Open the WhatsApp group chat, then tap the group subject.
2. Alternatively, tap and hold the group in the CHATS tab.
3. Tap Exit group > EXIT.

Delete a group -- After you exit a group, you have the option to delete the group. When you delete the group, you'll no longer see the group in your CHATS tab and the chat history will be erased.

To delete a group after exiting a group:

1. Open the WhatsApp group chat, then tap the group subject.
2. Alternatively, tap and hold the group in the CHATS tab.
3. Tap Delete group > DELETE.
4. If you don't want to delete the group media from your phone, make sure Delete media in this chat or Delete media in these chats is unchecked.

iPhone

How to exit and delete groups

- a. Exit a group: If you exit a group, you'll be removed from the group. However, you'll still see the group in your Chats tab and be able to read the chat history. If you're the only group admin and you exit a group, a participant is chosen at random to become the new admin.

To exit a group:

1. Open the WhatsApp group chat, then tap the group subject.
2. Alternatively, swipe the group to the left in the Chats tab. Then tap More.
3. Tap Exit Group > Exit Group.

- b. Delete a group: After you exit a group, you have the option to delete the group. When you delete the group, you'll no longer see the group in your Chats tab and the chat history will be erased. To delete a group after exiting a group:

1. Open the WhatsApp group chat, then tap the group subject.
2. Alternatively, swipe the group to the left in the Chats tab. Then tap More.
3. Tap Delete Group > Delete Group.



08

DELETE AND REPORT SPAM

Report spam from inside the app

Staying safe on WhatsApp

The safety and security of you and your messages matter to us. We want you to know about the tools and features we've designed to help you stay safe while using WhatsApp. We also provide some links to other resources that can help you generally stay safe online.

Our Terms of Service

One way we help you stay safe on WhatsApp is through our Terms of Service. Our Terms of Service set forth the activities on WhatsApp that are prohibited. For instance, submitting content (in the status, profile photos or messages) that's illegal, obscene, defamatory, threatening, intimidating, harassing, hateful, racially, or ethnically offensive, or instigates or encourages conduct that would be illegal, or otherwise inappropriate violates our Terms of Service. We'll ban a user if we believe that user is violating our Terms of Service.

For more information about examples of activities that violate our Terms of Service, please review the “Acceptable Use of Our Services” section of our [Terms of Service](https://www.whatsapp.com/legal/terms-of-service). ([whatsapp.com/legal/terms-of-service](https://www.whatsapp.com/legal/terms-of-service))

Tools

On WhatsApp, we've created some basic controls that you can adjust as you see fit to help you protect yourself:

- Control who sees your information : You can set your last seen, profile photo and/or status to the following options:
 - a. Everyone: Your last seen, profile photo and/or status will be available to all WhatsApp users.
 - b. My Contacts: Your last seen, profile photo and/or status will be available to your contacts from your address book only.
 - c. Nobody: Your last seen, profile photo and/or status won't be available to anyone.
 - d. If you turn off Read receipts, you won't send read receipts. You also won't be able to see other users' read receipts.
 - e. Note: Read Receipts are always sent for group chats, even if you turn off the option in your privacy settings.



Control what you see and with whom you interact

- You can block specific contacts from interacting with you via WhatsApp. For more information on how to block/unblock a contact and to learn what happens when you block a contact, please review [these articles \(fb.me/whatsapp-blocking\)](https://fb.me/whatsapp-blocking)

Control what you share

- You can also decide what to share with your contacts on WhatsApp, and we encourage you to think carefully before you decide to share something. Ask yourself: would you want others to see what you've sent?
- Please be advised that we don't retain messages after they've been delivered, in the ordinary course of providing our service. Once a message is delivered over WhatsApp, to help ensure the safety, confidentiality and security of the messages you send we don't store the message.
- However, when you share a chat, photo, video, file or voice message with someone else on WhatsApp, they'll have a copy of these messages. They'll have the ability to re-share these messages with others on and off WhatsApp.
- WhatsApp also has a location feature that you can use to share your then-current location via a WhatsApp message. You should only share your location with people you trust.

Advanced safety and security features

- Report issues to WhatsApp
- You can send reports to WhatsApp by contacting us from inside the app.
- a. On Android: Simply go to WhatsApp > tap [More options \(fb.me/whatsapp-moreoptions\)](https://fb.me/whatsapp-moreoptions) > Settings > Help > Contact us.
- b. On iPhone: Simply go to WhatsApp > Settings > Help > Contact Us.
- Please provide as much information as possible.
- Important: If you feel that you or someone else is in emotional or physical danger, please contact your local law enforcement authorities. They're better able to help in these cases.
- We encourage you to report problematic content to us. Please keep in mind that to help ensure the safety, confidentiality and security of your messages, we generally don't have the contents of messages available to us, which limits our ability to verify the report and take action.
- When needed, you can take a screenshot of the content and share it, along with any available contact info, with appropriate law enforcement authorities.



Report

- When you receive a message from an unknown number for the first time, you'll have the option to report the number directly inside the chat.
- You can also report a contact or a group from their profile information using the following steps:
 1. Open the chat.
 2. Tap on the contact or group name to open their profile information.
 3. Scroll to the bottom and tap Report contact or Report group.
- Once reported, WhatsApp receives the most recent messages sent to you by a reported user or group, as well as information on your recent interactions with the reported user.

Banning

- We may ban accounts if we believe the account activity is in violation of our Terms of Service. Per our [Terms of Service \(whatsapp.com/legal/terms-of-service\)](https://www.whatsapp.com/legal/terms-of-service), we may retain the right to ban you without notification. Please be aware that a user report of conduct in violation of our Terms of Service won't necessarily result in us banning the user or otherwise taking action against the user.
- Please review the “Acceptable Use of Our Services” section of our [Terms of Service \(whatsapp.com/legal/terms-of-service\)](https://www.whatsapp.com/legal/terms-of-service) carefully to learn more about the appropriate uses of WhatsApp and the activities that violate our Terms of Service.

Spam and Hoaxes

- We work diligently to reduce any spam messages that come through our system. Creating a safe space for users to communicate with one another is a priority. However, just like regular SMS or phone calls, it's possible for other WhatsApp users who have your phone number to contact you. So, we want to help you identify and handle spam and hoax messages.
- Spam and hoax messages may or may not come from one of your contacts. These types of messages spread false information and are designed to deceive you and prompt you to act in a certain way. If a message looks suspicious or sounds too good to be true, don't tap on it, share it or forward it.
- Watch out for messages that:
 - a. Include misspellings or grammatical mistakes
 - b. Ask you to tap on a link
 - c. Ask you to share your personal information (like credit card and bank account numbers, birthdate, passwords, etc.)
 - d. Ask you to forward the message



- e. Ask you to click on a link to “activate” a new feature
- f. Say that you have to pay to use WhatsApp (WhatsApp is a free app. We will never ask you to pay to use WhatsApp and you don't have to do anything to use WhatsApp for free.)

What to do

- If you're receiving the message from an unknown number, you'll be given the option to report the number to WhatsApp directly from the app.
- If you've received spam from a contact, delete the message and don't click on any links or provide personal information. Tell the contact that the message they sent includes spam and point them to this WhatsApp safety page.
- You can also send reports to WhatsApp by contacting us from inside the app.

Additional resources

- If you feel you or anyone else is in immediate danger, please contact your local emergency services.
- If you receive content from someone who wishes to hurt themselves, and you're concerned for their safety, please contact your local emergency services or a [suicide prevention hotline](https://www.facebook.com/whatsapp-safety-suicide). ([fb.me/whatsapp-safety-suicide](https://www.facebook.com/whatsapp-safety-suicide))
- If you receive or encounter content indicating abuse or exploitation of a child, please contact the [National Center for Missing and Exploited Children \(NCMEC\)](https://www.missingkids.org/home). ([missingkids.org/home](https://www.missingkids.org/home))

09

IDENTIFYING SUSPICIOUS LINKS

Suspicious links

- For some links you receive in a chat, you may see a suspicious link indicator.
- This indicator may appear when a link contains a combination of characters that is considered unusual. Spammers may use these character combinations to trick you into tapping on links that appear to go to a legitimate website, but actually take you to a malicious site.
- Here is an example of a suspicious link: <https://whatsapp.com/free-tickets>
 - a. Note: The first character looks like the letter "w" but is instead the character "ẉ", which means a spammer may have tricked you into visiting a website that wasn't actually related to WhatsApp.



- When receiving links, carefully review the content of the message. If a link is marked suspicious, you can tap the link and a pop-up message will appear, highlighting the unusual characters within the link. Then you can choose to open the link or go back to the chat.
- WhatsApp automatically performs checks to determine if a link is suspicious. To protect your privacy, these checks take place entirely on your device, and because of end-to-end encryption, WhatsApp can't see the content of your messages.

RESOURCES:

<https://www.whatsapp.com/safety>
<https://www.whatsapp.com/security>



WHATSAPP RESOURCE REVIEW

Suspicious links

[End-to-end Encryption \(whatsapp.com/security\)](https://www.whatsapp.com/security)
[Privacy Settings \(fb.me/whatsapp-privacy\)](https://fb.me/whatsapp-privacy)
[Blocking People and Accounts \(fb.me/whatsapp-blocking\)](https://fb.me/whatsapp-blocking)
[More on Safety \(whatsapp.com/safety\)](https://www.whatsapp.com/safety)
[More on Security \(whatsapp.com/security\)](https://www.whatsapp.com/security)

FACEBOOK

