Ask.fm
eSafety Advice

Ask.fm is a website where people ask and answer questions. It has become popular with young people, and there are an estimated 65 million users across the world. The service allows the possibility for users to ask questions anonymously. This has led to many cases of cyber bullying and inappropriate or obscene questions. All activity on the service is public, and young people frequently share personal information and/or images in their biog or in answers.

1. You have to be 13 years old to use Ask.fm

2. Do not use your real photograph in your profile, or in answers to questions.

3. Do not use any personal information in your biog or answers. For example, remember that everything is public, so don't share your phone number, email address or information about where you are now, or where you will be meeting friends etc. (Note you have to give a valid email address during sign up, but this is not shared.)

4. Users should switch off the ability for people to ask questions anonymously. This is done through the *Privacy* settings.

5. We suggest that users do not connect their Facebook/Twitter accounts or embed the Ask.fm widget into other blogs/websites.

6. If answering questions, do not use video replies.

7. If you receive a question which you think is inappropriate, or is upsetting or unpleasant:
   - Do not answer it.
   - Block the sender. This is done by either visiting their profile (if known) and clicking on the 'block' link at the bottom of the page, or by going to your 'Questions' page and using the 'block' link by the question that is offensive.
   - Tell a trusted adult.
   - Make a report to the website. This can be done by visiting your profile page when not logged in, and clicking on the dropdown arrow to the right of a post, and selecting Report.

8. If you answer a question and later regret it, you can delete the answer by clicking the X button to the right of the post, on your 'Profile' page. The question will then go back into your 'Questions' page where it is hidden from public view.

9. If you have decided that you no longer want to use Ask.fm, you can disable your profile by going to your Settings (when logged in,) choosing 'Profile' and then 'Disable Account' from the bottom of the page.

Please note that following this guidance does not make Ask.fm safe, and there will always be risks associated with its use.

This guidance was created by eSafety Advisers from the Hertfordshire Safeguarding Children Board

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