USI Guide to Cyberbullying

think

BEFORE YOU

type

USI

Union of Students in Ireland
Aontas na Mac Léinn in Éirinn

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USI is the national representative body for over 250,000 students in third level education in Ireland. We are a membership organisation – our members are our affiliated Students' Unions around Ireland, North and South.

USI fights to protect and strives to enhance the student experience.

Partners

headstrong
The National Centre for Youth Mental Health

nYci
national youth council of ireland
COMHAIRLE NÁISIÚNTA NA NÓG

REACH OUT.com

SPUNOUT.ie

Heads up.ie

STUDENT
NORTHERN IRELAND
NUS USI
MOVEMENT
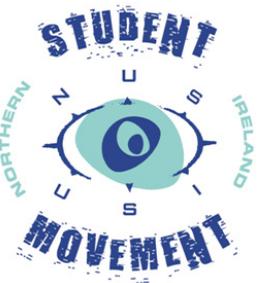
The easy access to powerful communication tools such as social networking websites, video and photograph sharing sites means that, all over the world, people are saying new things to new audiences. This, sometimes anonymous, instant and far reaching communication capabilities has brought a new dimension known as cyber-bullying. In just a few clicks, an embarrassing photo or nasty post can be shared all over a site for a whole college to see.

Definition
Cyberbullying refers to bullying which is carried out using the internet, mobile phone or other technological devices.

Examples of cyberbullying

Cyberbullying can take many forms. It can take the form of exclusion, defamation, intimidation, or impersonation. Below are some examples:

- Sending offensive or threatening messages, emails, photos or video clips.
- Putting up nasty posts or pictures on a message boards, social network sites, website or chat rooms.
- Saying hurtful things in a chat room.
- Pretending to be someone else on a social media site.
- Accessing someone's accounts to make trouble for them.
- Hacking into your online accounts.

Most cyberbullying occurs when we lose sight of the consequences. Some people don't think that sending messages which they see as "just messing" or "joking" is bullying, and don't understand how it can hurt someone. In the most extreme cases, cyberbullying can contribute to feelings of suicide and self-harm. As well as this, some of us don't appreciate that posting online is a form of publishing. We need to remember that we are all content creators when we update our status or send a tweet.

THINK ABOUT IT

The internet can be an anonymous, instant and far-reaching communications tool – a perfect match for bullies seeking to inflict maximum emotional damage. So the next time you're posting content online, liking a status, commenting on a photo, think about the lasting effect it can have on others around us.

Mind yourself online

- Set your profile to "private" so that you can control who has easy access to your information.
- Use discretion when putting pictures (or any content for that matter) on your profile. Your friends might think that picture of you acting silly at the party last night is hilarious, but how will your parents or a potential employer react?
- Don't add people as "friends" unless you know them in real life. Just remember that these people have open access to all of your posted content and information.
- You may be held responsible for inappropriate content on your profile that is in violation of the Terms of Service or Acceptable Use Policies of the Internet Service Provider or website(s) you use. For example here is the Terms of Service for Facebook https://www.facebook.com/legal/terms.
- Never give out your passwords – always keep your passwords and PIN numbers to yourself, and make a habit of logging out of your email/Facebook page if you're using a public computer, including those on campus or in halls of residence.
- Use Netiquette – be polite to other people online. Think about what you're saying and whether it might be hurtful or embarrass them in public, even if it's funny.
- Be careful about where you "check in". If your account is not set on private and a previous check in 'at home' along with a post that you are heading away for the weekend with friends, can be useful for burglars, they know your address and they know the house is empty.
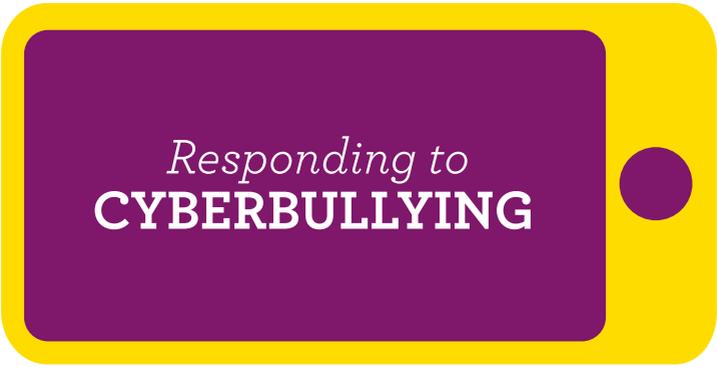
Responding to **CYBERBULLYING**

If you are being cyberbullied or know someone that is and don't know what to do, below are some tips that can help you:

- **Block** - Block cyberbullies from contacting you, you don't need to put up with someone harassing you. Most websites and software programs have the ability for you to block certain users.
- **Don't reply and go offline** - even though you might really want to, don't react and reply to messages from someone who's bullying you. If you feel like it's invading every part of your life, remember you can turn off your computer and your phone anytime. If they get a response it feeds into the problem and often makes things worse.
- **Talk to someone** – if it's bothering you, don't keep it to yourself. Talk to someone about it whether it's a roommate, class mate lecturer or Student Union officer.
- **Save evidence and inform the Gardaí/PSNI**– Record all instances of cyberbullying. E.g. Print out Facebook messages and emails, save text messages, and capture screen shots when cyberbullying occurs. If the messages are ever threatening or affecting your life in a serious way, tell the Gardaí/PSNI.
- **Report it to the platform administrator** - Abuse on social networking sites or through text messaging needs to be reported to the websites and mobile phone service providers. Even if you don't know who the cyberbully is, contact the content provider of the site where the cyberbullying is occurring and make a report.

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DON'T BE A BYSTANDER

"Liking a page, following an account or sharing a video is not enough..."
- **SpunOut ambassador.**

What can you do?

- Intervene in any conversation if you believe someone is being victimised. Intervene can be a simple as reporting bullying behaviour, this could be private message or a phone call, Don't be the bystander.
- Report the person/comment/photo.
- Provide support to the person being bullied and include list of support services. Information on supports is available at the end of the guide.
- Stand up to the bully, because no reaction is often interpreted by the bully as approval or encouragement.
- If you see bullying behaviour online, put yourself in that situation, what would you want someone to do to help? If you do intervene, be mindful not to engage in behaviour that is offensive to either the victim or the bully.

www.usi.ie/cyberbullying

Reporting to
SERVICE PROVIDERS

Video and Photo Sharing sites
If a photo or video that you feel violates your privacy is posted on a website, you should contact the up-loader directly using the sites message function. Sometimes they aren't aware that you feel uncomfortable with the posting of the content.
If you can't contact the up-loader or they refuse to remove the content in question, you should notify the website owners of your concerns. If the content is illegal or goes against their terms and conditions, they will remove it from the site within a reasonable amount of time.

Report content on YouTube:
http://support.google.com/youtube/bin/request.py?contact_type=abuse)
Report content on Flickr:
http://www.flickr.com/report_abuse.gne

Social Networking sites
The first thing you should do if you are having issues with content on a social networking website is report the matter to the website owners. You can use the website reporting tools to do this, for example you can click report photo to an offensive photo on Facebook.

Facebook
www.facebook.com/help

Twitter
https://support.twitter.com/groups/33-report-abuse-or-%20policy-violations

If you are experiencing difficulties with other Social Networking Sites not listed above, you should contact the site administrators directly for advice and assistance.

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Internet Chat

Windows messenger Live/Hotmail
You can report any illegal or inappropriate behaviour, such as harassment or threats, on MSN Messenger by notifying Microsoft using the form on this webpage:
https://support.live.com/eform.aspx?productKey=wlmessengerabuse&ct=eformts

Skype
http://support.skype.com
Yahoo Messenger
http://help.yahoo.com/l/us/yahoo/abuse/
If you are experiencing difficulties with other operators not listed above, you should contact your operator directly for advice and assistance.

Internet Service Providers

If you are experiencing bullying or harassment through a social networking service (SNS) and you are encountering difficulty in reporting this behaviour, your internet service provider may be able to assist you in providing information on how and where you can report such abuse.
Please remember that bullying or harassment occurring on an SNS is a matter for that SNS abuse team. In the first instance it should be reported to them using their online complaint facility (usually a "report abuse" button that appears on the profile display or a link at the bottom of the page).

Mobile Phones

O2 Customer Care:
1909 (Bill paying customers) 1747 (prepay) 1850 601 747 (from a landline)
Block It is a free service provided by O2 which allows young people to block unwanted texts, pictures or videos from specific mobile phone numbers. The programme is so easy to use. Just text BLOCK IT START to 50216 to register. (Not available in Northern Ireland)

Vodafone Customer Care:
1907 (Bill paying customers), 1850 20 87 87 (Ready to Go)

3 Customer Service:
From your 3 mobile 333, from other phones 083 333 3333

Meteor Customer Care:
1905 (Pay Later and Pay As You Go customers)

For NI students
02 Customer Care
http://bit.ly/VJC4ln
202 (Pay monthly) 0844 809 0202 (from a landline)
4445 (PAYG) 0844 809 0222 (from a landline)

Vodafone Customer Care
http://bit.ly/ZWcUMr
191 (Pay monthly) 0870 070 0191 (from a landline)
191 (PAYG) 0870 077 6655 (from a landline)

3 Customer Care
http://bit.ly/XrXBup
333 (pay monthly) 0843 373 3333 (from a landline)
444 (PAYG) 0843 373 4444
T-Mobile
http://support.t-mobile.co.uk/help-and-support/
index?page=home&cat=NUISANCE_CALLS
150 (pay monthly and PAYG) 0845 412 5000 (from a landline)

Virgin Mobile Customer Care
http://bit.ly/ZfhKmV
789 (Pay monthly and PAYG) 0845 650 4500 (from a landline)

Orange Customer Care
http://studio.orange.co.uk/safety/mobile/156/160.html
150 (Pay monthly) 0797 310 0150 (from a landline)
450 (PAYG) 0797 310 0450 (from a landline)

Useful Websites

For more information on cyber-bullying or supports available to you, please visit:

www.usi.ie/cyberbullying
www.webwise.ie
www.spunout.ie
www.reachout.com
www.headsup.ie FREEText 'HEADSUP' to 50424
www.headstrong.ie
www.jigsaw.ie
www.pleaseTalk.org
www.letsomeoneknow.ie
www.barnardos.ie/teenhelp
www.watchyourspace.ie
www.websafety.youth.ie
http://www.bullying.co.uk
http://www.cybersmile.org

If you feel you need to speak with someone, call one of the numbers below:

Samaritans 1850 60 90 90 or email jo@samaritans.org
Console 1800 201 890
Aware 1890 303 302
Pieta House 01 601 0000
1Life 1800 247 100 Text the word HELP to 51444
Carecall 0800 389 5362
Lifeline 0808 808 8000
Samaritans 0845 790 9090

USI Mental Health Directory available here:

http://issuu.com/theusi/docs/mental_health_directory

*Sites
&
Resources*

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TOGETHER *we're* STRONGER

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