WEB FIGHTER

A GUIDE FOR YOUTH

Save the Children

GOETHE INSTITUT

INTRODUCTION

This is a guide developed by youth, for youth in Sri Lanka, India and Pakistan during a series of Digital Hangout sessions organized by Save the Children and Goethe-Institut.

This guide will give youth the essential tips to be safe online.

This guide is divided into 4 chapters:

1. Know the issue

2. It's not your fault

3. Be safe online

4. What to do if something happens

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CHAPTER 1
KNOW THE ISSUE

Rishi, Age 18, India

" It's hard to define and classify it, and society in general is confused as to what Online Violence is. When we can classify it, we can further pinpoint what is right and wrong about it. "

Basmah, Age 19, Pakistan

" In my opinion, cyber violence is an online behavior that constitutes or resorts on an individuals or groups wellbeing whether physical, psychological or emotional. "

Ramana, Age 18, India

" I think even if we try to define, it wont last very long. In this evolving world, when you list out, the things today, tomorrow there will be new things, and this may hurt people further and harm the ethics of it. "

The following are some examples of Online Violence...

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1. Cyber Stalking

When someone uses the internet to systematically and repeatedly harass, threaten or intimidate someone - through email, social media or chat rooms.
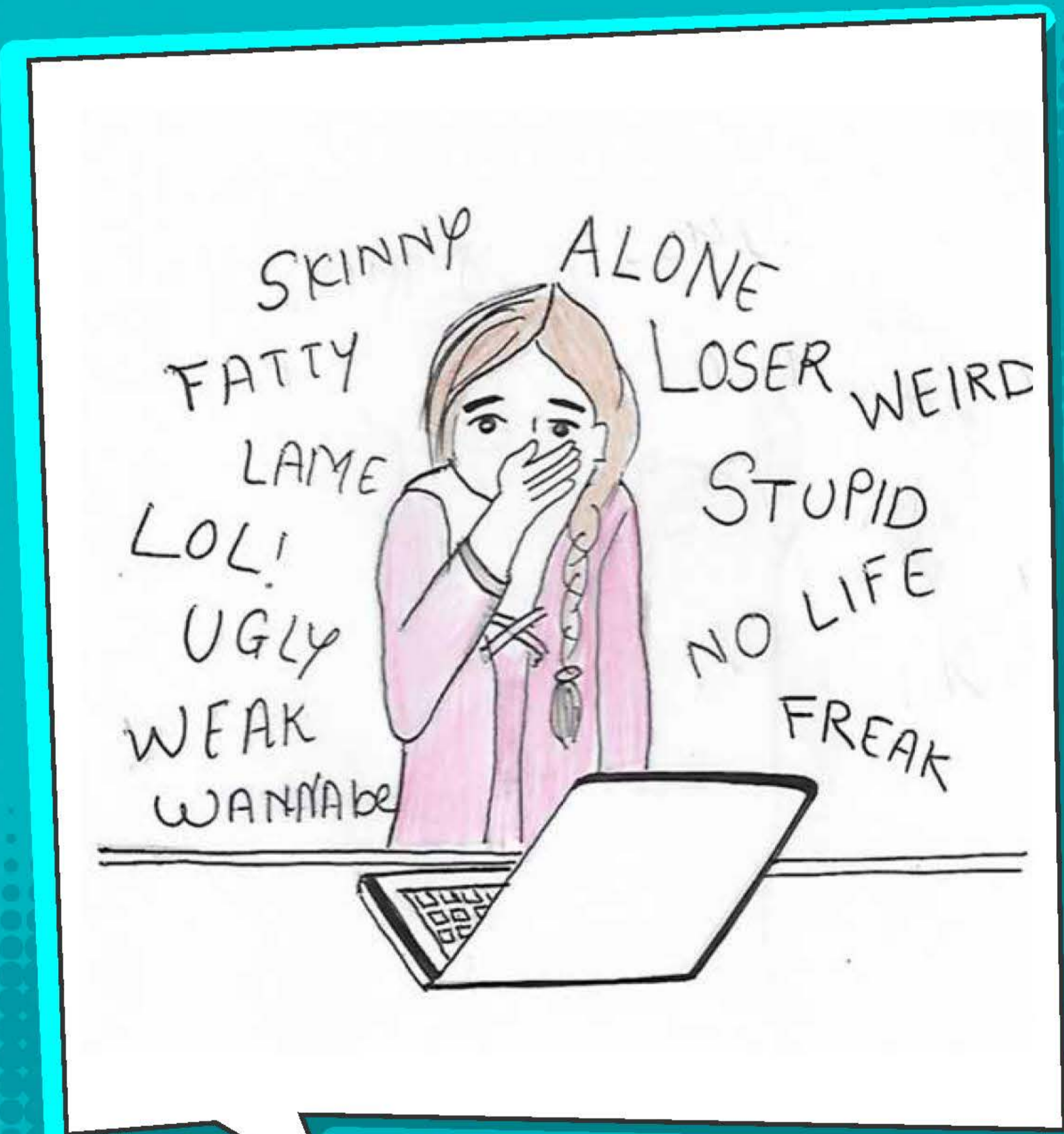

Raj, Age 19, India

2. Cyber Bullying / Trolling

When someone makes unsolicited comments in an online community that are random or controversial, in order to provoke emotion. They overwhelm the target by questioning, threatening and insulting the person's social media account in order to silence, discredit or humiliate them.
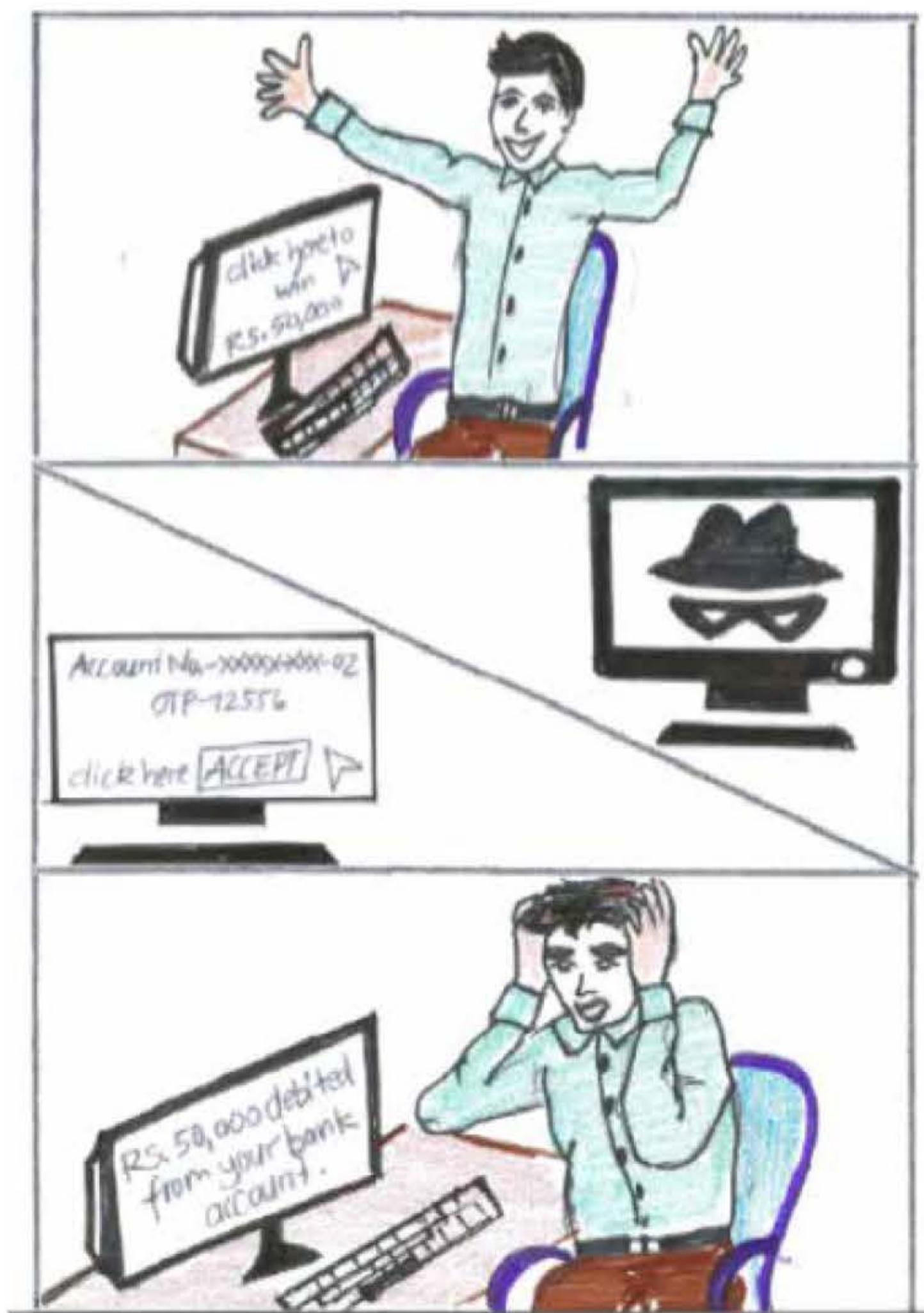

Ayushi, Age 19, India

Be kind online!

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3. Identity Theft / Online Impersonation

When someone uses the name or persona of someone online without their consent with the intent to harm, intimidate, defraud or threaten the person. It is considered an infringement to a person's identity.
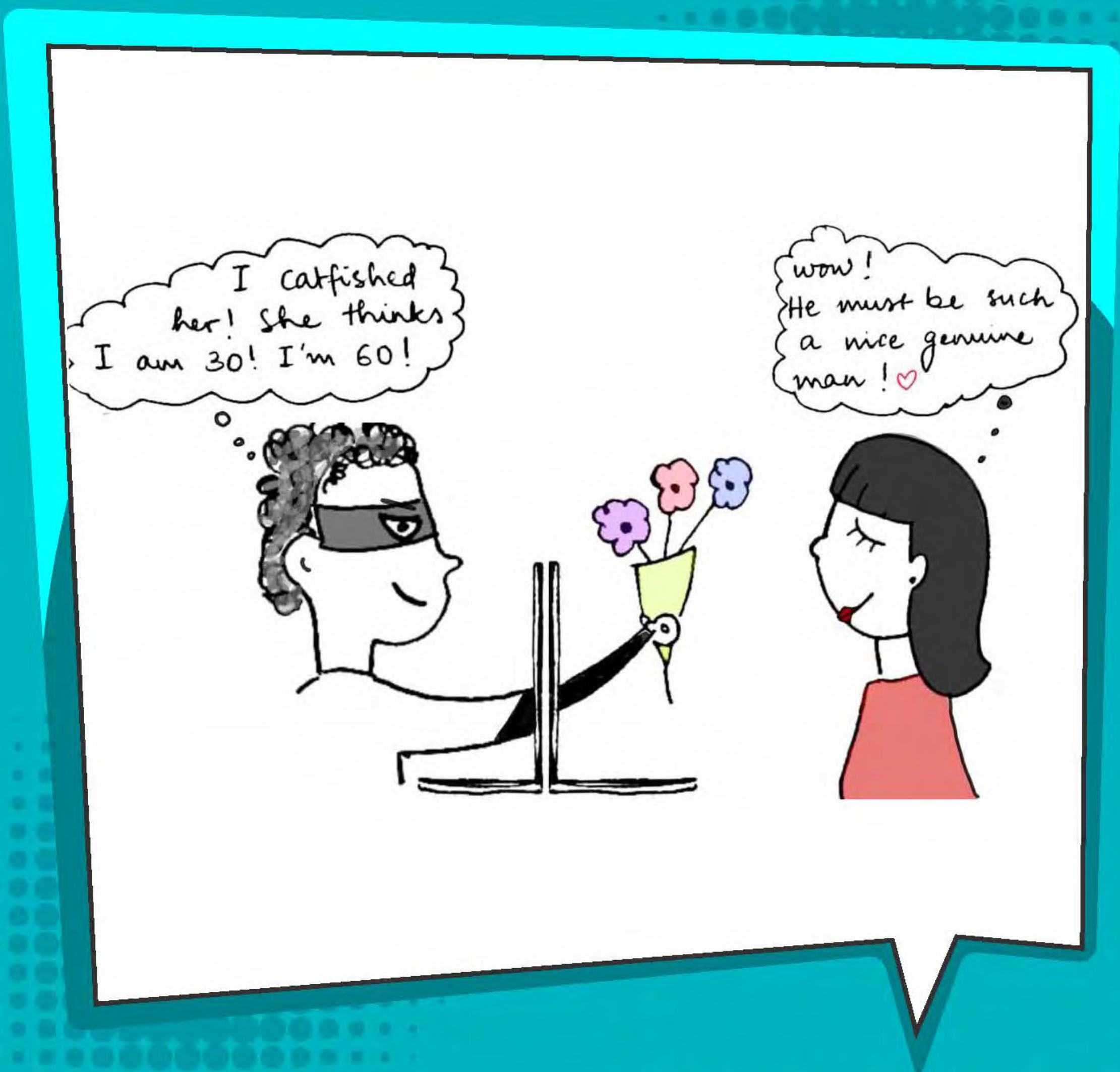

Raj, Age 19, India

4. Catfishing

When someone on the internet creates a fictitious identity for the purposes of starting a relationship, blackmail, humiliation or harassment.

Dishana, Age 20, India

Never give out personal information & don't leave yourself exposed!

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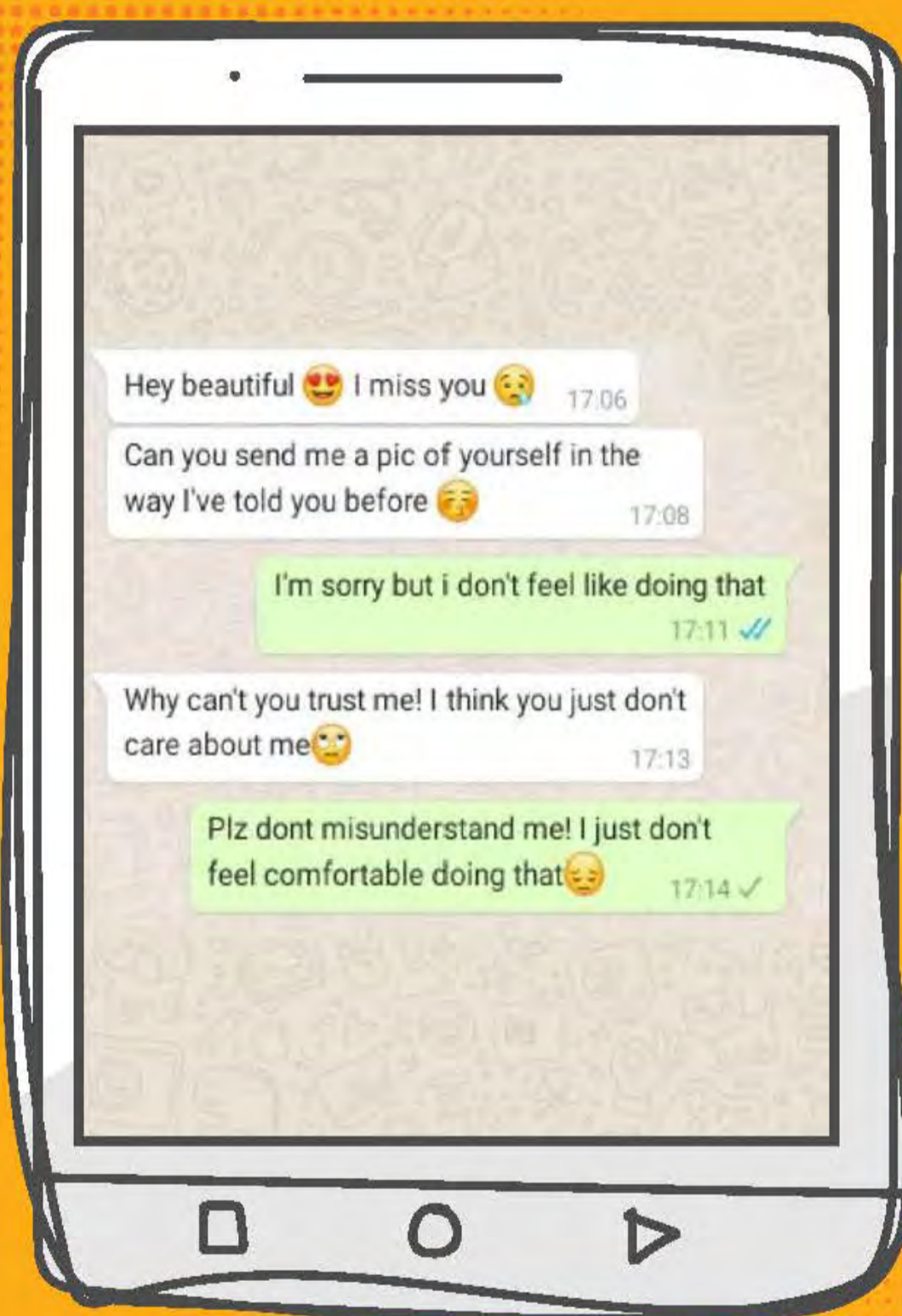
5. Sexual Abuse / Sexual Harassment / Exploitation

This refers to nonconsensual pornography and the act of distributing private, sexually explicit images or videos without the person's consent

DO NOT SURRENDER!
No means No!

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6. Gaming Related Issues

There are many risks when it comes to gaming online, especially for children. These range from being subjected to cyberbullying, privacy issues, malware, webcam worries, access of personal data, hidden fees and phishing. Youth also can get addicted to online gaming that cause them great emotional and psychosocial harm.

Raj, Age 19, India

Gaming

> So many teens are addicted to winning that they often spend money to get ahead in the game. I think its more psychological than financial, they are so immersed in the game if they lose they break keyboards, hurt themselves, injure themselves, shout and loses sleep which is not healthy.

Ashfaaq, Age 17, Sri Lanka

> Challenge games are life threatening, they ask you to do things that are harmful and lead to your death. They threaten you that if you don't do it you will be killed and that they have an eye on us.

Ayushi, Age 19, India

> Children commonly give their credit card details and other personal information out in games like Fortnite. As a result, there is a risk of hackers stealing their financial information. Children can also be subjected to phishing.

Furqan, Age 18, Pakistan

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CHAPTER 2
IT'S NOT YOUR FAULT

Guys something has happen…

I blocked his account but he messages me from another account

I need help!

Honestly, you should have seen it coming

Your Insta account is public and you post pictures with short clothes. Of course it'll tempt people. You asked for it.

What? You think it's my fault?

Please don't say such hateful things!

Quit being an attention seeker!

You are such a drama queen

Guys! What's going on!

Sara, why are you crying?

One of my followers is sending me inappropriate pictures of himself and harassing me for mine.

They both think that I am to be blamed.

That's not right! How can you blame her for all this?

But first things first, block all his accounts and make your account private.

You should also report it to relevant authorities. And remember IT IS NOT YOUR FAULT!

I don't know how to thank you! I'll do this right away.

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Tips if you face online violence.

Stay calm and don't panic (both as a victim and as a helper)

Don't pressurize the victim - give him/her space if he/she is unwilling to open up (as a helper)

Talk to somebody- be it a friend/ relative/ parents, etc (as a 'victim') Don't stay silent- seek help

If possible don't delete any evidence like messages, emails, pictures, etc

Report ALWAYS- No abuse is small enough to be ignored- seek help from authorities

Don't be ignorant (as a helper)- Make the victim feel safe and comfortable

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Raj, Age 19, India

> If anyone is experiencing Victim Blaming, the following things can be done:
>
> 1. Assure yourself that you are the VICTIM and it was not your fault!
>
> 2. Speak out all the negative thoughts and detoxify your mind
>
> 3. Take professional advice

Gauri, Age 18, India

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2 — IT'S NOT YOUR FAULT

On a final note...

Even with growing awareness about women's rights and safety, sometimes we fail to identify the root cause of certain criminal activities. There needs to be an enhanced focus on the mindset of criminal and not how the victim could have avoided the situation. Very often in the case of molestation-related crimes, the society and even the legal system find faults in the victim instead of penalizing the wrongdoer for the act. It is extremely important to create a society where women can step out without fear and they do not need protection or support from male family members.

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CHAPTER 3
BE SAFE ONLINE

1. Treat others the way we want to be treated. We must always be respectful to people we deal with through phones, computer, and technology.

> " People think it's online and anonymous, so they don't care if it will hurt another person's feelings or not. But often people do get hurt by things that are said. Anonmyity is the main reason people think it's ok to do it. "

Dishana, Age 20, India

> " We must respect others, irrespective of their race, gender, color and sexual orientation. No matter whether we meet them online or offline. Everybody is unique. We can surely make a difference by being understanding and non-judgmental towards everyone. "
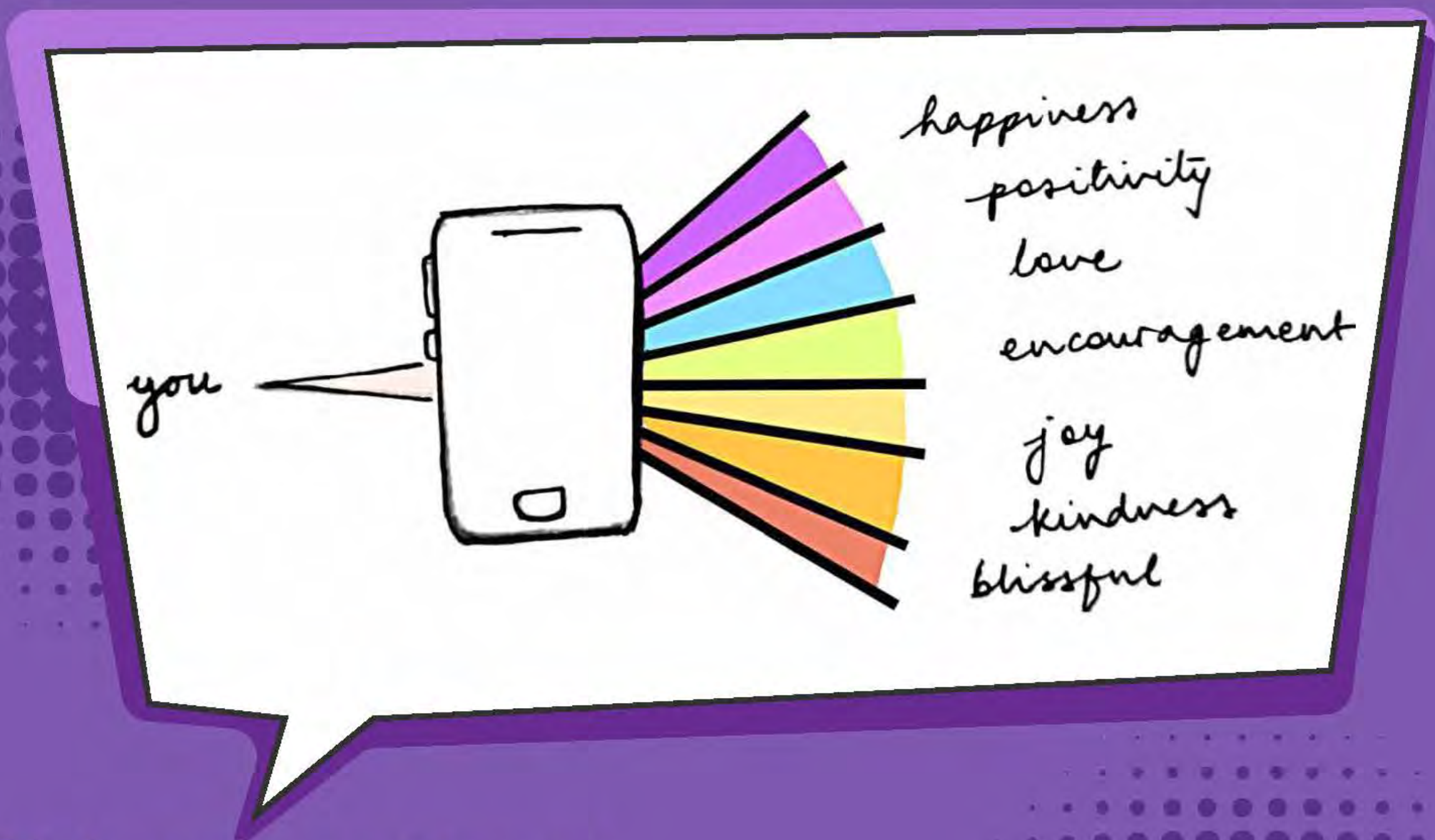
Januki, Age 18, Sri Lanka

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2. We can promote positive ideas online- we can promote positive messages/vibes online-ultimately it will be all positive.

Dishana, Age 20, India

"Some Instagram meme accounts may post harsh content and make fun of people's emotions. Unfollow these accounts if you feel uncomfortable"

Shamla, Age 18, Sri Lanka

"Social media is a very powerful tool as millions of people are actively using it every day. As teenagers, when we use any social media, we can try to be kind to everyone we interact with. We can share positive messages or quotes, give advice or complements and uplift people."
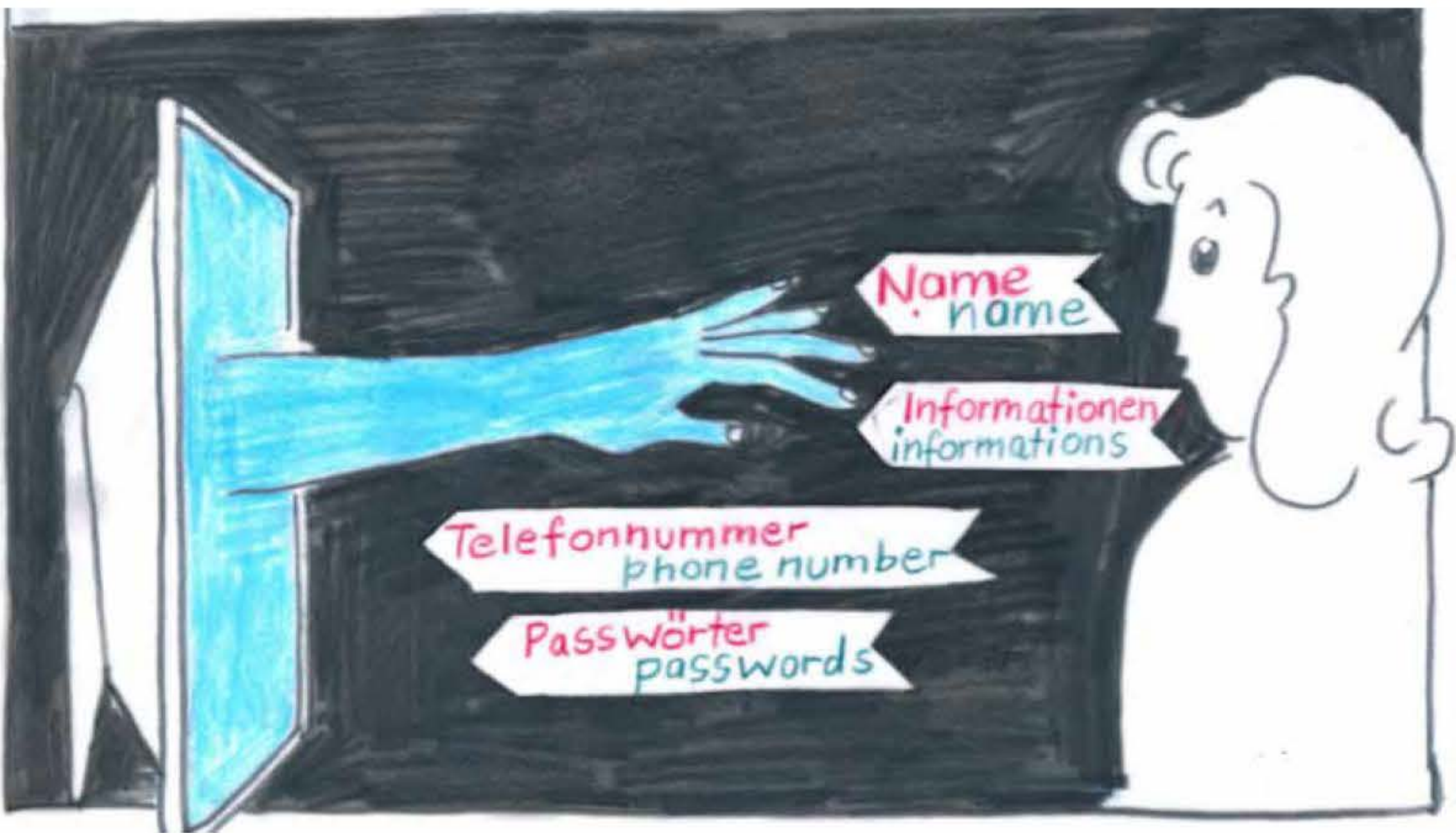
Basmah, Age 19, Pakistan

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3. We should think before we post and share our thoughts, photos, videos and information.
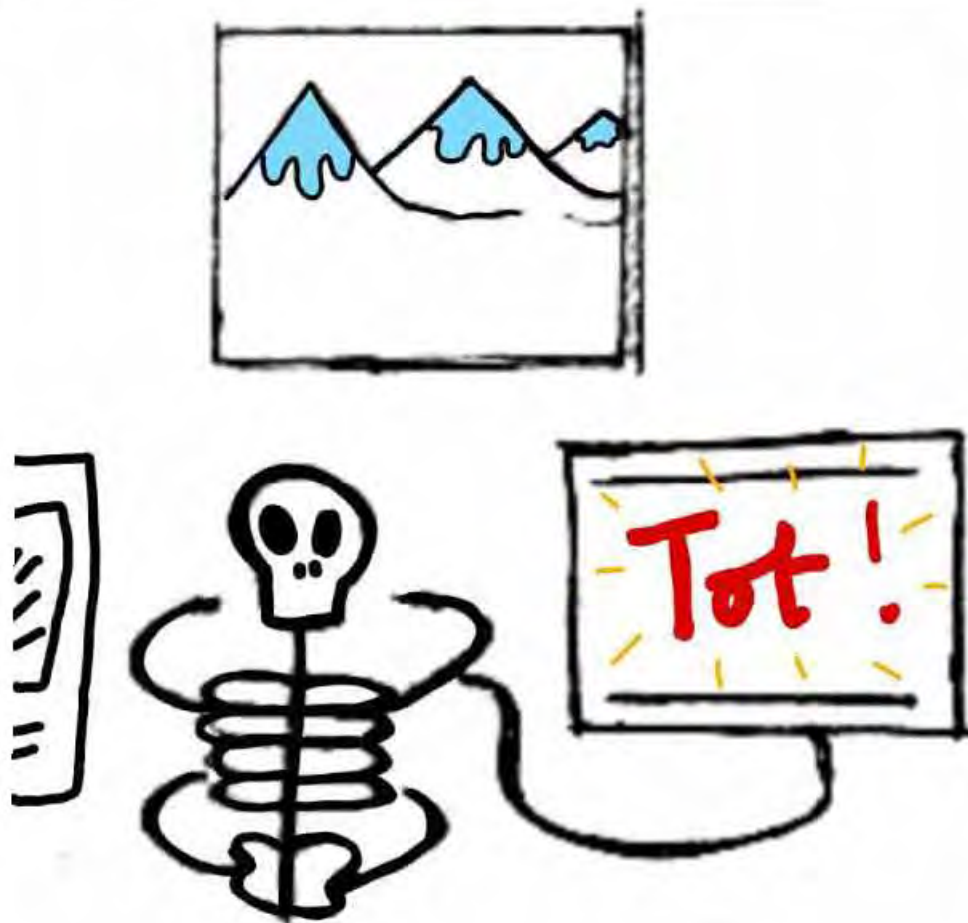
Dishana, Age 20, India

Anything we share online, even with friends, can be online forever and hard to delete.

" I feel that everyone has their own limitations. For me, posting certain things can violate my rights, but for others it might not. Therefore, we should never post content about other people without their consent. "

Ayushi, Age 19, India

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4. Control the time we spend using the internet.
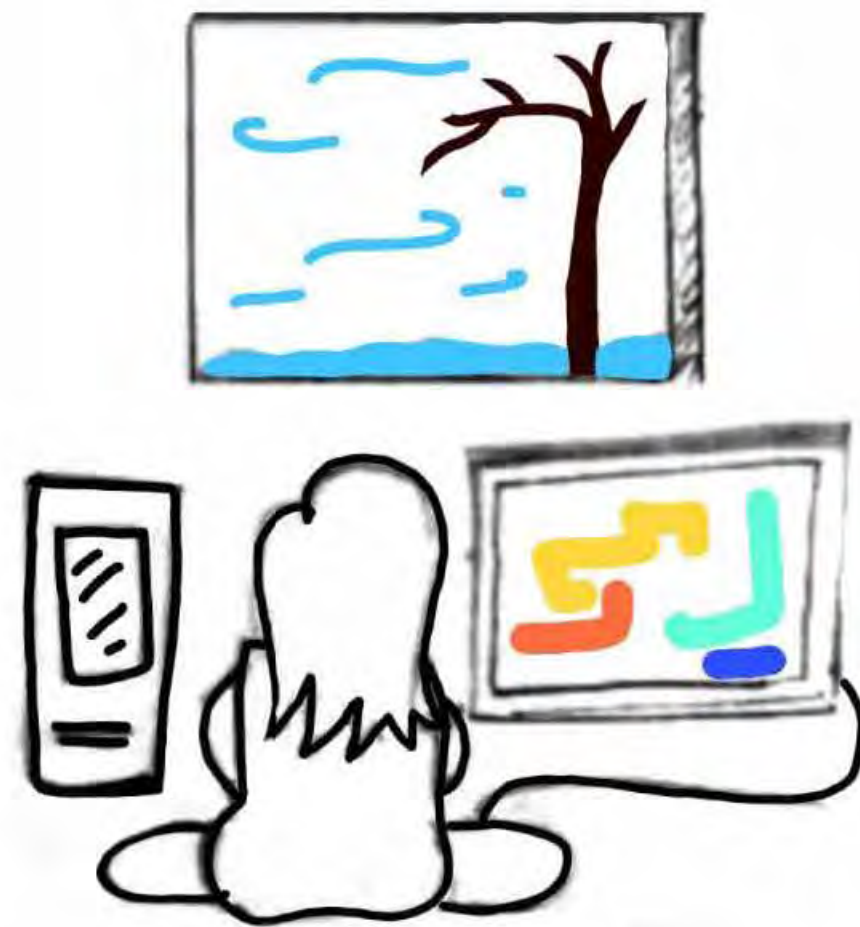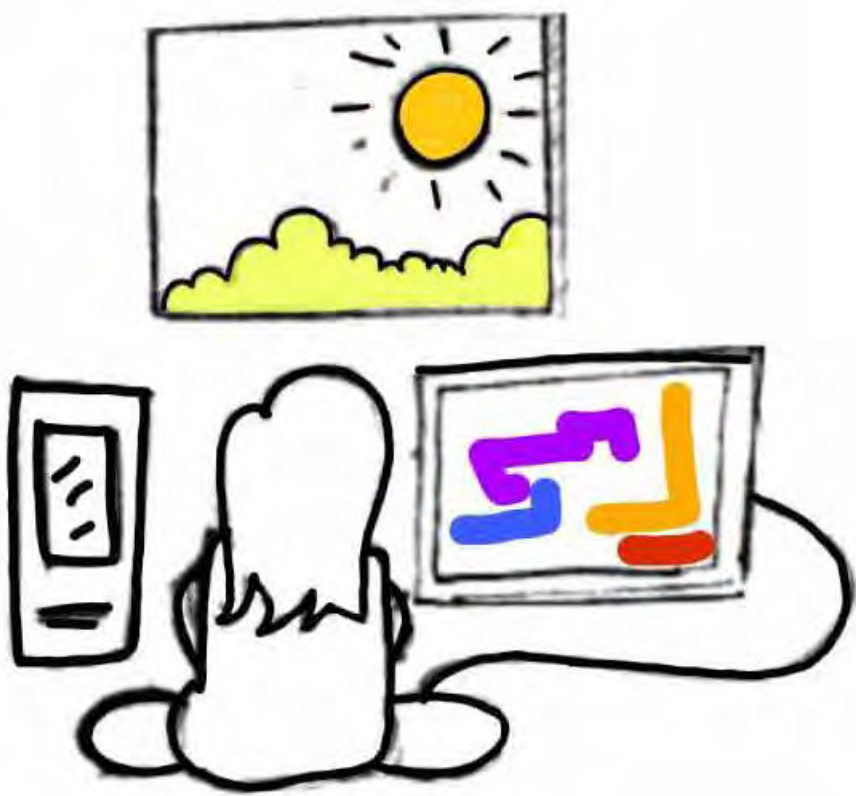
Dishana, Age 20, India

> We need to be responsible when it comes to staying online. Time is precious, so taking breaks from social media is a must. Or else, we might lose out on valuable time which could have been better spent.

Upasana, Age 20, India

5. We can use private settings in our social media accounts.

"As a result of people's desperate desire to be followed by many, we maintain public social media accounts. Yet, we are not comfortable with unknown people getting to know personal details about us. Therefore, we should feel comfortable to make our accounts private. If you decide to have your account public, know the possible consequences too."
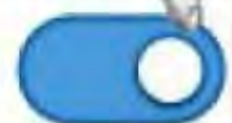
Shamla, Age 18, Sri Lanka

Change Privacy

Public Account

Anyone will be able to see your photos and videos on Instagram. You will no longer need to approve followers.

Private Account

When your account is private, only people you approve can see your photos and videos.
Your existing followers won't be affected.

Raj, Age 19, India

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6. On social media, we should only add people that we know really well.

Upasana, Age 20, India

> Only add people we know.
> 1. Your privacy/safety is more important than having followers.
> 2. You may not even know the real people who are following you.
> 3. People think when you are on social media they can expand their social circle and the number of followers do not depict your value.
> 4. Do not expose yourself for likes.
> 5. You must have a limit for your followers. More followers= more comments. These comments can affect ones reputation.

Kritika, Age 21, India

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7. We can block or discontinue communication with people, pages, or companies that make us feel uncomfortable.

> If there are people or pages that make us feel afraid, hurt, or uncomfortable, the internet can help us get away from them. We just have to look for the "block" option in emails and social networking sites.

Shamla, Age 18, Sri Lanka

> Even if we block someone, they can easily create a fake account and come back to us, so we have to stay very vigilant.

Dishana,
Age 20, India

I will trick another person by pretending to be someone else! Then I can threaten them ...

Dishana, Age 20, India

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8. **We should create passwords that are difficult to crack & always sign out.**

> ✴ Put 2-step verification on all your social media accounts.
>
> ✴ Make a strong and long password.
>
> ✴ Never share your passwords with anyone.

Ashfaaq, Age 17, Sri Lanka

> If you ever open your account on someone else's phone, laptop or a public PC then always remember to sign out and not to save your information on that device.

Raj, Age 19, India

9. **Don't befriend people you don't know. Remember that not everyone online is who they say they are.**

> ✴ To be safe online only follow your friends and family members.
>
> ✴ Never accept any follow/friend request from strangers.
>
> ✴ Know who you follow and interact with online. If you feel like someone is acting suspiciously then report their account.
>
> ✴ If someone is bothering you or invading your privacy then block their account.

Kritika, Age 21, India

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10. Don't meet up with people in real life who you've only met online.

> If you meet someone online and go on to meet them in real life then be very careful. You do not know what someone's long-term intentions are, even if they appear genuine in the short-term.

Osadhi, Age 17, Sri Lanka

Basmah, Age 19, Pakistan

11. Do not download, install or accept anything on your computer without being sure what it is.

> " Learn about website cookies and targeted advertisements. We just accept cookies without knowing what they are. They can sometimes extract personal data from the computer without you knowing. "

Yukta, Age 20, India

Raj, Age 19, India

11. Do not download, install or accept anything on your computer without being sure what it is.

Raj, Age 19, India

"Even when browsing websites, the cautionary measure from the bottom of the website says it's using cookies, and it asks us to choose or dismiss and asks us to use cache data and the privacy data of our device. In my recommendation, I feel like we should always delete cookies or cache to prevent the use of our private data."

12. If you see something online that makes you feel uncomfortable, unsafe or worried: leave the website, read up on it or/and tell a trusted adult.

"If I was in a scary situation, the first thing I would do is tell my parents about it. And then, I will deactivate my social media accounts. Depending on the gravity of the situation, I will inform the local authorities of the incident that happened to me."

Saumya, Age 18, India

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CHAPTER 4
WHAT TO DO IF SOMETHING HAPPENS!

> "If I were in this situation, the first thing I would do is tell my parents – both of them, and then I would deactivate the accounts and depending on the gravity of the situation I would inform the police."

Saumya, Age 18, India

> "I feel like my immediate action would be to take down all my details from that site so that they can't access those details further and then I may go to the police and ask them for help to track the contacts and find out who the person who did this is."

Ayushi, Age 19, India

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"Oh no! I can't access my account."

"It must've been hacked."

"What is that and what can I do?"

"Hacking is when a person gains access to your accounts and restricted information without permission."

What should I do now? I am sure it has been hacked.

We should report it. Then tell your friends your account got hacked. Spread the message and tell them to ignore any messages they get from your account.

Ok I will do it right away.

It is easy to change the password of any social media account through Gmail. So, we should secure our Gmail accounts more than our social media account because both are interconnected to each other.

I can enable two-step verification to secure my Gmail account and now I should change the password of my account through Gmail.

Yes and in addition to warning your contacts not to click on suspicious messages that may have been sent using your account, you should flag the message as scam to the social media site and delete them from your profile page when you gain access to the account. Deal with the situation calmly and see what happens.

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What to do if your personal information/image/video is released online.

If you're ever in a situation where your personal information gets compromised, first of all you should block all your accounts.

Make sure your friends and family know that you have no longer control over your accounts.

In serious cases complain to higher authorities. For example, in Pakistan we could present such a case to FBR.

Here are some ways how you can keep your personal information secure

Pick unique, strong passwords.

Lie when asked to share your security password.

Avoid clicking on links in emails.

Log out of websites properly.

Keep your Antivirus and Malware protection up to date.

Use two-factor authentication.

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WHAT TO DO IF SOMETHING HAPPENS!

How to report your complaint to the police.

You can send your complaints through SMS and voice calls. Moreover, complaints are also received online as well as through emails.

Now, using modern means of communication like SMS, Call, Email and Web, you can register the complaint against these problems in an online database accessible to both the higher ranked police officials to take necessary action and to the complainant for further follow-up of the application through tracking. This not only makes the process paper-less and environment friendly but retrieval of the records is also quite easy for police officials.

A complaint can be registered by Calling 8787(In Pakistan), sending an SMS or an email and also through website. A public-friendly pool of IT oriented young men and women receive complaints at Police Complaint Centre and forward the complaint to the officer of the rank of not less than DSP. An SMS with name and details of the officer concerned is sent to the complainant also. Police officers of the respective region are bound to provide feedback within eight hours of the filing of the complaint.

Complaint Centre takes follow-up from the complainant by calling them and ensures that they are contacted by the officer concerned. Follow-up on complaints is also regularly checked in system and "not-responding" officers are called to respond on the issue. After complete investigation of the issue, the officer concerned submits their report through online system. The complainant is asked if they are satisfied with it. If the answer is "No", the level of investigation is upgraded to a higher ranked officer. The process continues and the complaint is not disposed-off until the complainant is satisfied.

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WHAT TO DO IF SOMETHING HAPPENS!

How to report your complaint to the cyber crime hotline.

Start your complaint by stating your issue, name, address and contact number.

Collect and keep evidence

Even though you may not be asked to provide evidence when you first report the cybercrime, it is very important to keep any evidence you may have related to your complaint. Keep items in a safe location in the event you are requested to provide them for investigative or prosecutive evidence. Evidence may include, but is not limited to, the following:

* Certified or other mail receipts
* Threat images/videos/messages
* Screenshots of the conversation
* Text messages
* Log files, if available, with date, time and time zone
* Social media messages

After providing with all the evidences the officer will take your statement and statement of an eye witness (if there is any). Then your complaint will be registered and you'll be contacted later if more information is needed.

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IN SRI LANKA

Tell an Adult-
Parents, Older sibling,
Teacher, school
counselor.

"1929" APP

Child Helpline Sri Lanka

ChildLine Sri Lanka
1929

POLICE

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WHAT TO DO IF SOMETHING HAPPENS!

IN INDIA

Tell an Adult- Parents, Older sibling, Teacher, school counselor.

Cyber Cell

Child Helpline INDIA

CHILDLINE 1098

POLICE

Central Social Welfare Board -Police Helpline
1091/ 1291, (011) 23317004

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IN PAKISTAN

Tell an Adult-
Parents, Older sibling,
Teacher, school
counselor.

POLICE

Cyber helpline

080039393
Everyday (9:00 am to 5:00 pm)

Digital Rights Foundation's Cyber Harassment Helpline is Pakistan's first dedicated, toll-free Helpline for victims of online harassment and violence. The Helpline will provide a free, safe and confidential service. The Helpline aims to provide legal advice, digital security support, psychological counselling and a referral system to victims of online harassment. The Helpline will provide a judgment-free, private and gender-sensitive environment for all its callers

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4 — WHAT TO DO IF SOMETHING HAPPENS!

Role of parents against cyber bullying.

Parents should be aware of their children's activities, especially if they are teenagers.

Parents should spend more time with their children in order to connect with them; they shouldn't distance themselves.

They should teach their children from a young age that it's ok to share information and that there is nothing to be ashamed about.

They can put a ban on excessive use of internet.

They should educate their child never to give any personal information to a stranger.

They shouldn't let their children use internet alone especially kids.

Always use privacy settings.

Don't forget to install antivirus; it protects your computer from outside attacks.

Teach them what to do if they are a victim.

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How to talk with an adult/parent.

Many youngsters feel uncomfortable talking directly about cyber bullying with their parents or adults. So, If they can't talk to their parents directly, they can try explaining the situation to them through text or online messages.

If they still feel unable to message their parents or adults then they can talk to their close friends about the situation, and those friends can talk to the parents.

If they have no idea that how to tell their parents about cyber bullying then they can also consult with their teachers first, and get their support or assistance in talking about the situation with their parents.

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Hello dad, I was thinking of telling you about the situation I have been in for the past week.

Hello son, yes sure. What is the problem?

I have shared my personal information with an unknown person and now he is blackmailing me. I'm really sorry about it. It was my mistake and now I have no idea what to do.

No problem. We will sort it out together. we can reach out to the Cyber helpline. I will discuss this issue with them and we will solve this problem, don't worry.

Hi John, I've having a problem online and I'd like to ask you for some help if that's ok?

Hi dude, what happened? Are you fine?

Yes I am fine but last week I shared my information with an unknown person and now that person is blackmailing me. I want to tell to my dad but I feel uncomfortable about it. Can you talk about it with my dad?

Oh my God! Sure dude, I will talk about it with your dad. Let me know if you need any help.

Thanks dude.

You're welcome!

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Mother one of my followers has sent me a nude photo and he is asking for mine. Please don't scold me. I don't know what to do.

Oh no darling why would I scold you? It's not your fault. Don't panic I'm with you. It's good you told me. I hope you didn't do anything that bully forced you to do.

No I didn't reply further

Good. Now take screen shots of the chat and keep it with you. We will need them if some legal action has to be taken.

Ok I did as you said.

Now let us block that account and report it.

Ok mother I did it.

Now there's nothing to worry child. As you have blocked that account, that person cannot find your account. But be aware they could text you again creating another account.

Yes. Mother I should be aware. I also have to be careful and not accept follow requests from strangers.

Yes, always be careful on social media and don't share things about your private life.

Yes, I can understand how cruel it is.

Bullying happened when I was a child too. It happened in school, at home and everywhere in society. But now people can use social media as a platform to bully people more easily.

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Tips for Parents

Parents must be more engaged, and made aware of what their kids are going online.

There is a difference between prying in their lives and being kept in the loop.

Kids must be educated about the dangers online. They should be encouraged to speak out.

Never let your child meet someone they have just met online. But, if you can't help the situation, then either tag along or ask your child to bring along some of their friends.

Make sure they meet in a public place. Also parents need to keep a check on any abnormal behavioral changes in their children.

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A message to adults

" I think prohibiting children from the internet is not the right way to go, children need awareness about social media & mobiles. If you want to teach a child to ride a bicycle, first give him a bicycle with trainer wheels. Parents should be open with their children, mentor and teach them what is right & wrong. I also believe online safety should be thought in school. Right now only a few councilors speak to us about it. "

Ramana, Age 17, India
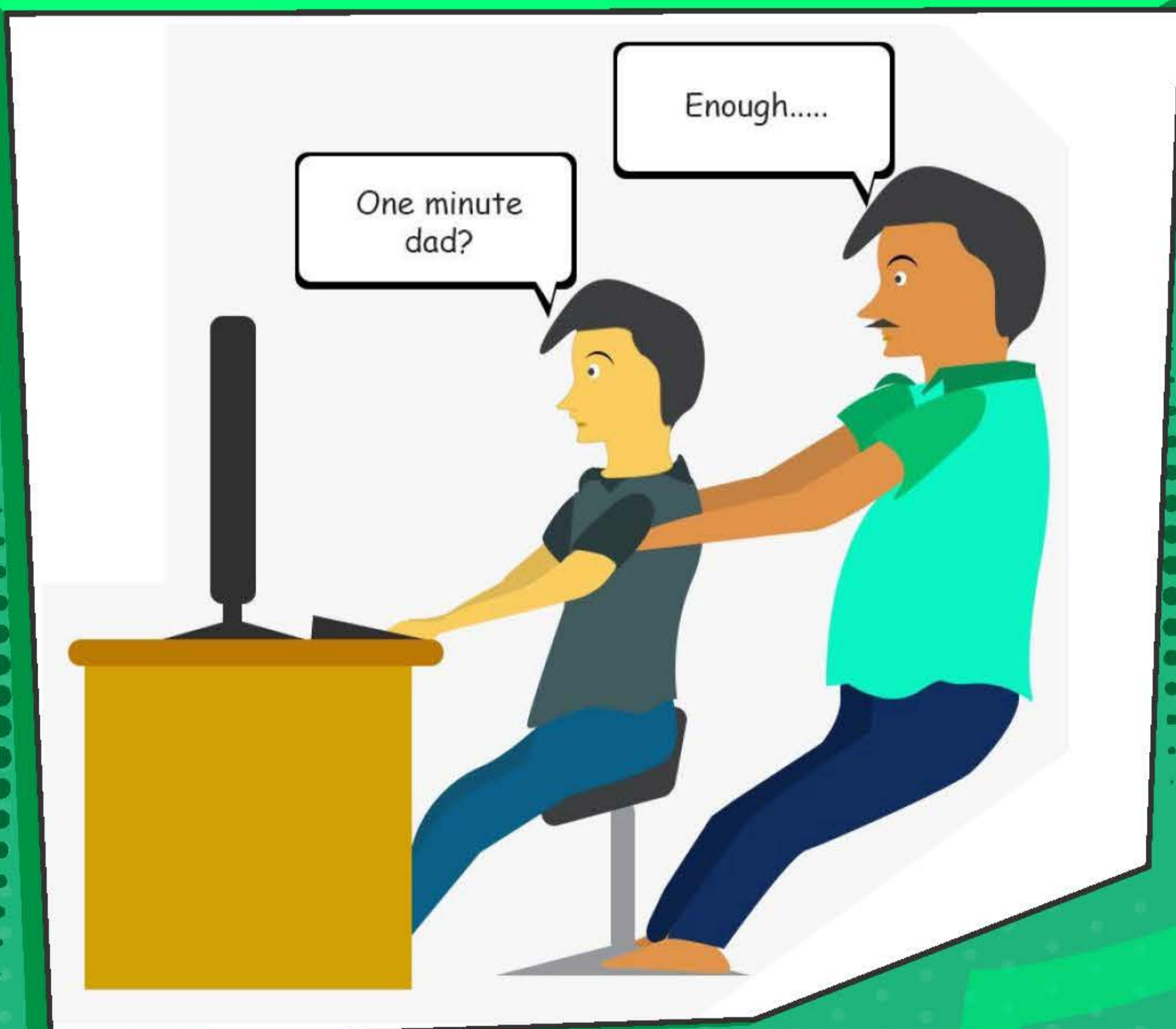
Oshadhi, Age 17, Sri Lanka

📢 **Last but not least,
Remember...**

Often one becomes so involved in the "Online World" that one forgets about the real world and becomes anti-social, which leads to lonliness and solitude. Immediate action is extreamely important in such cases. Self-control is the best way to overcome this situation involving in hobbies, sports, meeting friends/relatives will surely help.

Online addiction brings solitude.

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**Last but not least,
Remember...**

Ayushi, Age 19, India

**Open the door to the
real happiness**

> The number of followers you have does not make you better than anyone else. Don't let it overpower your real world. Instead focus on the real world and instead of capturing the moments, live them!!

Ayushi, Age 19, India

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Please note all the content in this Web Fighter Guide was developed by youth aged 16-21 from Sri Lanka, India and Pakistan. Therefore the content in this guide may or may not represent the views of Save the Children or Goethe-Institut.

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