

# Getting advice and guidance if something goes wrong online



<https://www.saferinternet.org.uk/blog/keeping-children-happy-and-safe-online-during-covid-19>

As children & young people spend more time online there is also an increase in the chances they will see something online which isn't intended for them. Whether this is fake news, impersonation, or mean comments, there are lots of places you can go to for help and advice on how to report this behaviour. Together as a family you can also help prepare your children and build their critical thinking skills.

## Making a report

[reportharmfulcontent.com](https://www.reportharmfulcontent.com) is a website designed to help you report anything which you believe shouldn't be online. There's guidance about how to report different types of content as well as help with the next steps you can take if your report isn't actioned by the site or service you have made it on.

## Speaking to someone

**For young people** - depending on the age of your child there are a range of places they can go to for help. For younger children they can [call Childline](#) for help and support, and for older children [The Mix](#) offer free and practical advice.

**For parents and carers** - [The O2 and NSPCC helpline](#) can help you with any questions or concerns you may have about keeping your child safe online. They can provide you with advice and help to troubleshoot any problems your family may be facing.

**For educators or professionals** - The [Professionals Online Safety Helpline](#) will continue to operate Monday to Friday 10:00am – 4:00pm. This helpline can assist with any online safety issues or concerns any professional working with children and young people may have. For help and support, please email [helpline@saferinternet.org.uk](mailto:helpline@saferinternet.org.uk)

## Making the most of the internet as a family

### Creating a family agreement

A [family agreement](#) is a great way to start a conversation with your whole family about how you all use the internet. As you have everyone at home, it's a fantastic way to set boundaries and discuss how you are all going to use technology during this time. Where is tech going to be used in your home? How are you going to share it and what times of the day can different family members have access? It's also a great way to discuss how to behave online and talk about what happens if something upsets or worries your child.

### Having a conversation

As a parent or carer, the best tool to support your child in leading a happy and safe life online is open conversation. Our [Parents' Guide](#) gives advice on how to begin these discussions, how to work together as a family to support your child online, and how to handle difficult conversations or situations.

### Topic specific advice for parents and carers

From livestreaming and parental controls, to grooming, the Childnet International website has advice for parents and carers on a [range of topics](#).