

ONLINE SAFETY: A GUIDE

If you are concerned about your immediate safety, contact your college tutor, call the Students' Unions' Advice Service on 01223 746999 or CUSU on 01223 333313, or phone the police in an emergency. You can also contact the Welfare and Rights Officer on welfare@cusu.cam.ac.uk or on Facebook if you want to speak to a sabbatical officer.

Social Media

You do not want people to be able to find any personal information about you online, or to be able to send you harassment.

- Make sure that your address (uni or home) and phone number are not online - you can do this by googling your name and seeing what information comes up
- Set your Facebook/Instagram/Twitter security settings to the most private - so make your Instagram and Twitter private accounts (this is reversible!) and make sure only people you are friends with can see your posts on Facebook
- Change your Facebook/Instagram/Twitter name and profile picture so that you can't be identified (e.g. John Smith might use his middle name on Facebook and be John Andrew, or split his name to be Jo Hn)
 - Your profile picture can be seen by everyone so you can change it to something non-identifiable (like a cute picture of your cat) if you don't want your picture used
- Block and report anyone who has said anything harassing or discriminatory (and screenshot what they have said first so that you can report it - see 'Reporting' below)
- You can adjust your settings on Facebook so you no longer receive message requests:



The screenshot shows the 'How You Connect' section of Facebook privacy settings. It contains four rows, each with a question and a dropdown menu:

Question	Setting
Who can look up your timeline by name?	Friends
Who can look you up using the email address or phone number you provided?	Friends
Who can send you friend requests? [?]	Friends of Friends
Who can send you Facebook messages?	Friends

At the bottom left is a 'Learn more' link, and at the bottom right is a 'Done' button.

Under Settings - Privacy Settings - Set all of these to only 'Friends'

- Deactivate your social media accounts so that no one can find you – this is reversible so you can reactivate it after things have died down
 - To deactivate your Facebook account (https://www.facebook.com/help/250563911970368?helpref=hc_global_nav):
 - Click  at the top right of any Facebook page.
 - Click Settings, then click Your Facebook Information in the left column.
 - Click Deactivation and Deletion.
 - Choose Deactivate Account, then click Continue to Account Deactivation and follow the instructions to confirm.

Don't answer media requests – Sky News etc. do not deserve your time or energy

Blocking

- You can block people on Facebook, Twitter and Instagram – for instructions see here: <http://home.bt.com/tech-gadgets/internet/social-media/block-someone-on-facebook-twitter-instagram-11364020943978>
- You can also block email addresses on Hermes (and there's a similar process for blocking emails on most email providers – Gmail: <https://support.google.com/mail/answer/8151?co=GENIE.Platform%3DDesktop&hl=en> / Hotmail: <https://smallbusiness.chron.com/block-hotmail-contacts-39839.html>):
 - Select Settings from the Application bar
 - Then Mail Processing - then Blocks
 - Enter the address you want to block and select the Add Block button.
- If you are worried about people physically coming into your college, speak to your tutor or senior tutor as soon as possible – they can put extra security measures in place

Email

- Make sure your personal email address isn't online for anyone to find – you can check this by just googling your email
- You can block people from contacting you on Hermes and other email addresses (see above 'Blocking')
- You can up your security settings on Hermes so that only people who you have emailed before can email you (the rest will go to spam) – find out how to here: <https://help.uis.cam.ac.uk/service/email/hermes/hermes-faq/using-hermes/e6>

- You can request a new CRSID if needed – contact the UIS (University Information Services) on servicedesk@uis.cam.ac.uk / 01223 332999

Print Media

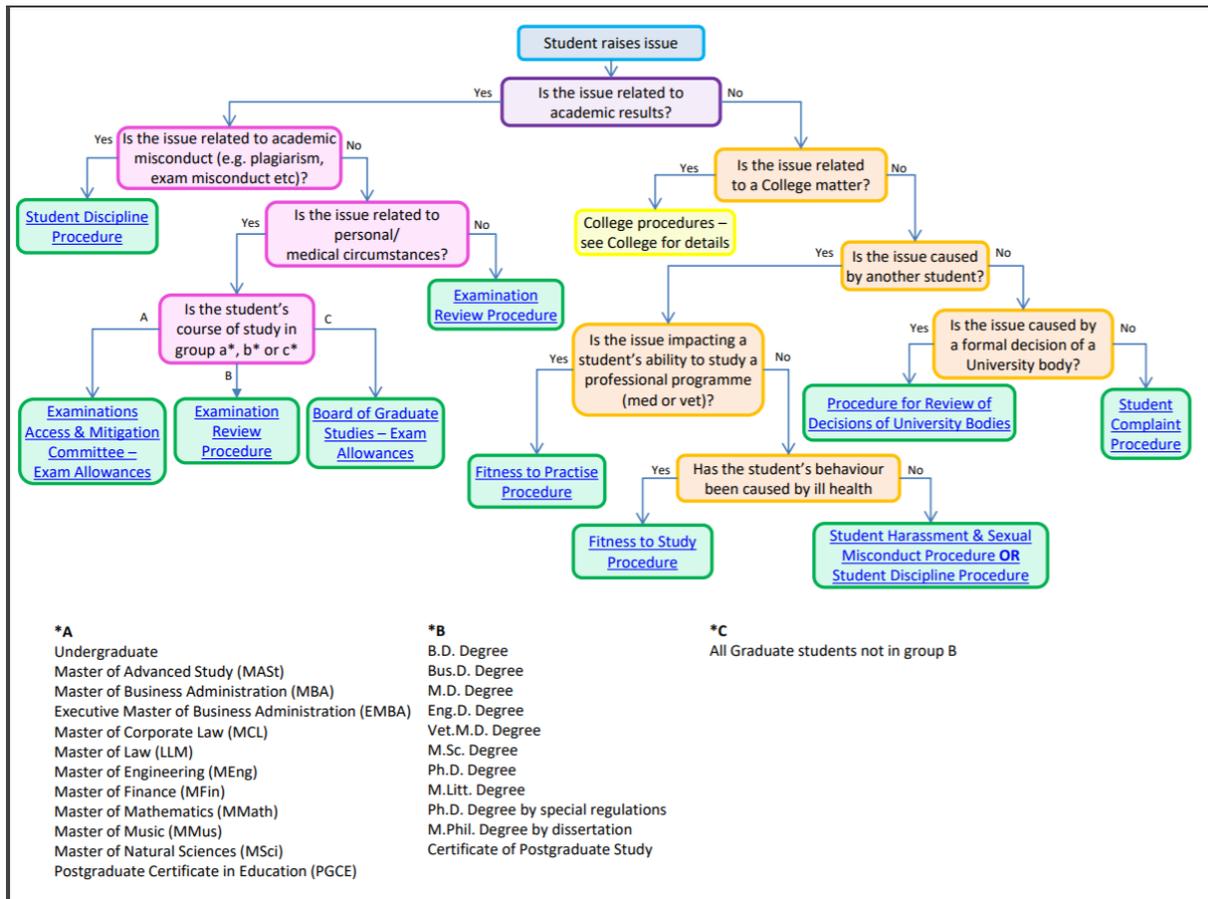
If your name appears in the print media, contact the Students' Union comms team as soon as possible – they have the experience to be able to protect you and help you navigate the situation – press@cusu.cam.ac.uk

- Remember that you do not have to respond to requests from journalists, and that often the safest thing to do is to wait for it to blow over
- If you do want to speak to journalists, make sure you have someone supporting you from CUSU (email press@cusu.cam.ac.uk or call 01223 333313)
- The University Comms Team may get in touch, but remember that their priority is the “reputation” of the university, not the safety of their students – so treat them with caution
- If someone in print or online media has published something about you that is untrue, you can make sure they issue a correction – again, the CUSU Comms team are the best people to help you do this and they can even get in contact with them for you

Reporting

You have a few different options if you want to report any harassment (and remember, online harassment is illegal, and bullying is against the University's rules) – but for a more comprehensive run-down of your options, contact the Students' Unions' Advice Service (Tel: 01223 746999 / Email: advice@studentadvice.cam.ac.uk) who are completely independent from the University and know all about the different procedures, and can support you throughout making a complaint. The Office of Student Conduct, Complaints and Appeals (OSCCA) deal with complaints within the University, and you can find their website here: <https://www.studentcomplaints.admin.cam.ac.uk/>.

- You can use your college disciplinary procedure – the first thing to do for this is to contact your tutor or Director of Studies. It's most useful in the case that the people you're complaining about are in your college, but can be used in other situations too
- You can use the University disciplinary procedure – this will probably be the Student Disciplinary Procedure if it is about another student's behavior
- You can choose to contact the police (101 for non-emergencies, or <http://www.cambs.police.uk/information-and-services/Contact/>) – this is especially useful if the people harassing you are not from this university, and online harassment is illegal



Flowchart from the Office of Student Conduct, Complaints and Appeals (OSCCA)

Taking care of yourself

This is an incredibly stressful thing to happen, and it's very understandable to struggle. Make sure that you surround yourself with friends or family who can take care of you, and be kind to yourself. It's always ok to miss meetings, lectures and supervisions, and always, always ok to ask for help.

- Contact your tutor to find out what pastoral support they can give you
- All students are entitled to free counselling at the University Counselling Service (based at the Student Services Centre on the New Museums site) – find out more at <https://www.counselling.cam.ac.uk/>, or fill in the pre-counselling form at <https://forms.counselling.cam.ac.uk/titanium/Hwc/Main/Menu>
- The University also employs a Sexual Assault and Harassment Advisor, who provides emotional and practical support to anyone who has been raped, sexually assaulted, or harassed, recently or in the past. You do not have to report your experience to access support from the SAHA. You can find out more at <https://www.counselling.cam.ac.uk/sexual-assault-and-harassment-advisor>, fill in the form at <http://forms.counselling.cam.ac.uk/titanium/wcmenu.aspx>, or contact via email at sexual.assault.advisor@admin.cam.ac.uk
- Many colleges have their own counselling provisions – talk to your college nurse or tutor for more information

- Contact the Students' Unions Advice Service for independent support and signposting - Tel: 01223 746999 / Email: advice@studentadvice.cam.ac.uk
- Phone NHS 111, option 2 if you are in a mental health emergency

Affecting your studies?

- You can absolutely email your supervisors/teachers to let them know that you will be missing work - and if you don't feel comfortable doing that then your Tutor or DoS can do it on your behalf
- If anything that's happened is affecting your studies in the run up to exams you can apply for mitigating circumstances - this is best to do as far as possible in advance and can be done by contacting the Students' Unions Advice Service (Tel: 01223 746999 / Email: advice@studentadvice.cam.ac.uk)
 - You may be able to move the location of your exam, get extra time or have a note put on your exam to notify your examiner that you may have mitigating circumstances