

# FACEBOOK SAFETY GUIDE

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# 1. Are there rules about what's allowed and not allowed on Facebook?

Yes. Facebook wants people to feel safe when on their platform and has developed a set of *Community Standards* to assist with that goal. These policies outline what type of sharing is allowed on Facebook, and the type of content that may be reported and requested to be removed. The Community Standards include:

## Helping to keep users safe

Facebook removes content, disables accounts, and works with law enforcement when they receive reports of genuine risk of physical harm or direct threats to public safety.

## Encouraging respectful behavior

People use Facebook to share their experiences and to raise awareness about issues that are important to them. This means that users may encounter opinions that are different from theirs and can lead to important conversations about difficult topics. To help balance the needs, safety, and interests of a diverse community, however, Facebook may remove certain kinds of sensitive content or limit the audience that sees it.

## **Keeping accounts and personal information secure**

Facebook works hard to help keep accounts secure and protect personal information. Users may not publish the personal information of others without their consent.

## **Protecting intellectual property**

Facebook is a place for sharing the things that are important to its users. However, before sharing content on Facebook, users need to be sure they have the right to do so. Facebook asks that users respect copyrights, trademarks, and other legal rights.

*Learn more about Facebook's Community Standards.*

## **2. What should I do if I see something on Facebook that I believe violates their Community Standards?**

If you see something on Facebook that you believe violates Facebook Community Standards, *please* notify Facebook's dedicated team working around the world to review things such reports to help make sure Facebook remains safe.

The best way to report abusive content is by using the **Report** link that appears near the content itself. Here are some examples of the content you can report to Facebook:

- Profiles
- Posts
- Posts on Your Timeline
- Photos and Videos
- Messages
- Pages
- Groups
- Ads
- Events
- Questions
- Comments

When reporting, be as specific as possible. For instance, if someone is posting abusive content on their Profile, report the individual abusive post, photo, or video, not the entire Profile.

### 3. What should I do if someone is harassing me on Facebook?

Facebook offers these tools to help deal with bullying and harassment. Depending on the seriousness of the situation:

- *Unfriend* — Only your Facebook friends can contact you through Facebook chat or post messages on your Timeline.
- *Block* — This prevents the person from starting chats and messages with you, adding you as a friend, and viewing things you share on your Timeline.
- *Report* the person or any abusive things they post.

### 4. How can I stop someone from contacting me?

The best way to stop a person from bothering you on Facebook is to *block* them. Other ways to limit someone's ability to contact you include:

- *Unfriending them.* Only your friends can post on your Timeline. You can also *change your settings* to prevent anyone from posting on your Timeline.

- Filtering your messages. *Adjust your filters preference* to control what types of messages arrive in your inbox.

## 5. How do I block someone Facebook?

To block someone:

1. Click  in the upper-right corner of your homepage and select **How do I stop someone from bothering me?**
2. Enter the name or email address of the person you want to block and click **Block**.
3. If you entered a name, select the specific person you want to block from the list that appears.

People will not be notified when you block them.

If you can't find someone using this method, try going to the person's profile and selecting **Block** from the  menu on their cover photo. If you still can't find the person you want to block, it's possible that this person no longer uses Facebook or has restricted their settings. Keep in mind that you can always *control the who is in the audience* of your posts.

## 6. What happens when I block someone?

You can block someone to unfriend them and prevent them from starting conversations with you or seeing things you post on your profile. People you block can no longer:

- See things you post on your profile
- Tag you
- Invite you to events or groups
- Start a conversation with you
- Add you as a friend
- 

Blocking is reciprocal, so you also won't be able to do things like start a conversation with them or add them as a friend. Keep in mind that blocking someone may not prevent all communications or interactions, such as in apps or groups, and only affects your experience on Facebook, not elsewhere on the web.

*Note: Removing a block will not restore the friend connection. If you block a friend and then remove that person from your block list, you'll need to send them a new friend request.*

## 7. After I block someone, can I see anything about that person?

Yes. Blocking allows you to prevent many interactions with someone on Facebook, but you may still encounter content they've shared. Here's what you might see:

- **Messages:** Your message history with someone you've blocked will stay in your inbox. If the blocked person is ever included in a conversation with a group of friends, you may be able to see the messages. Remember, you can leave a conversation that you don't want to be part of, or delete a conversation that you don't like.
- **Mutual friend stories:** There's a chance that you'll see stories about the blocked person through mutual friends. For example, if the blocked person tags a mutual friend in a photo, you might see this story on your friend's Timeline.
- **Photos:** You might see photos or tags of the blocked person added by other people.
- **Groups:** Someone you've blocked won't be able to add you to a group, but you'll be able to see groups that the blocked person created or is a member of.
- **Events:** Someone you've blocked won't be able to invite you to an event, but you'll be

able to see events to which both you and the blocked person are invited.

- **Games and apps:** Since games and apps are run by outside developers, the Facebook block won't apply to them. So you could see someone you blocked while you're playing a game (e.g.: in the game's chat room).

## 8. If I block someone, will they be notified?

No, the person won't be notified that they've been blocked.

## 9. What if I can't find the person I want to block?

If you're having trouble finding the person you want to block, you can also block someone by submitting their email address:

1. Click from anywhere in Facebook and select **Settings**.
2. Click **Blocking** on the left.
3. Enter the email address of the person you want to block in the Block Users field and click **Block**.

If the email address you submit is associated with an account, that person will be blocked.

Besides blocking, there are other ways to control who can see things you post on your Timeline. Learn more about your [Privacy Settings](#).

## 10. How do I unblock someone on Facebook?

To unblock someone:

1. Click  in the upper-right corner of your homepage and select **How do I stop someone from bothering me?**
2. Click **View All Blocked Users**.
3. Click **Unblock** next to the name of the person you want to unblock.  
Note: This will not automatically add the person back to your friends list. *If you want to become friends with this person again, send them a new friend request.*

## 11. How do I report and abusive message?

To report an abusive message:

1. Open the abusive message
  2. Click **\* Options** in the top right
  3. Click **Report Spam or Abuse**
- ### 12. How do I change my filter preferences for my messages?

To change your filter preferences from your computer:

1. Go to your messages inbox
  2. In the upper-left corner of your messages, click **Other**
  3. Click **Edit Preferences**
  4. Select *Basic or Strict filtering*
  5. Click **Save**
- Keep in mind, anyone on Facebook can send you a message. Messages that are filtered out of your inbox will appear in your *Other folder*.

## 13. For messages, what's the difference between Basic and Strict filtering?

### *Basic Filtering*

If you select Basic Filtering, you'll see mostly messages from friends and people you may know (e.g.: friends of friends) in your inbox. Typically, messages from other people will go to *your Other folder*, and you won't receive a notification about them.

### *Strict Filtering*

If you select Strict Filtering, you'll see mostly messages from friends in your inbox. Some

messages from people you want to hear from may go to your Other folder.

Whichever filter you choose, you may sometimes get messages in your inbox from people you're not connected to. Some examples of when these messages may go to your inbox are:

- A friend of a friend includes you in a message along with some of your mutual friends
- A member of a group you're in messages you or includes you in a message
- A friend who isn't on Facebook uses your contact info to send you a message from the Messenger app

## 14. What is the “Other” folder in my messages?

Your *Other folder* is where you'll find messages that have been filtered out of your inbox. You can [change your filter preferences](#) directly from your inbox.

To get to your Other folder:

1. Click  **Messages** from your Facebook homepage
2. Click **Other** in the top left  
You can move a message to your inbox by replying to it, or by opening the message and selecting **Move to Inbox** from the **\* Actions** menu.

## 15. How do I unfriend or remove a friend?

To unfriend someone:

1. Go to that person's profile
  2. Hover over the **Friends** button at the top of their profile
  3. Select **Unfriend**
- Note: If you choose to unfriend someone, you'll be removed from that person's friends list as well. [If you want to be friends with this person again, send a new friend request.](#)

## 16. What happens after I click report?

A member of Facebook's support team will review your report, usually within 48 hours, and determine whether it violates *Facebook Community Standards*. You can always check the status of your report in the *Support Inbox*. Facebook updates you there once they've reviewed it.

## **17. What if there's not an option for the type abuse that I want to report?**

Choosing a report type helps Facebook triage the reports. No matter what option you choose, Facebook still reviews all content for any violation of Community Standards. Try and choose the option that makes the most sense for your report, even if it isn't perfect.

## **18. Are my reports kept confidential?**

Facebook lets the person whose content has been reported know that a report has been made, but they never let the person know who reported them. In some cases, for example when a message conversation is between just two people or a back-and-forth on a comment thread, the person who was reported may be able to guess or make assumptions about who reported them.

## **19. Someone is harassing me across various functions on Facebook (photos, comments, private messages, etc.). Do I still need to report each instance separately?**

Right now the best way to ensure that Facebook investigates the abuse is to report each instance separately.

If an account has been set up to impersonate you or if an entire Page, Group, or Event has been set up to harass you, you can report the whole account, Page, Group, or Event instead of each individual piece of content.

## **20. Is there another way to report someone on Facebook (not through the content report links)?**

Facebook has a *form* in their Help Center for people who don't have a Facebook account to report

content and for people to report content that they can not see.

They also have *forms* in their Help Center for special report types like accounts of children under the age of 13 and suicidal content.

## 21. Will Facebook notify me when they have dealt with my report?

Yes. You can always check the status of your report in the *Support Inbox* and Facebook notifies and updates you there once they've reviewed it.

## 22. How does Facebook take action against harassment?

If something violates their *Community Standards*, Facebook removes it from the platform and warns the person who has posted it. Facebook may also temporarily block the person from using some features on the platform (e.g.: sending messages, tagging things, uploading photos). If the abuse continues, Facebook may increase the amount of time that they're blocked from using features or, in

some cases, remove their accounts altogether. Learn more about their blocking system [here](#).

## **23. In the report review process, does Facebook give priority to certain types of abuse?**

Facebook reviews everything that's reported to ensure that it complies with their [Community Standards](#). They prioritize reports of imminent harm, including threats of people hurting themselves or others.

## **24. I reported content to Facebook, but I feel that my case wasn't handled adequately. What steps can I take now?**

If you feel like your case wasn't handled adequately, you can report it again. If a mistake was made and Facebook reverses its decision, they will update you in the [Support Inbox](#).

Sometimes there's content that Facebook doesn't remove because they can't confirm that it goes

against their Community Standards. They understand that this content may still be disagreeable, disturbing, or make someone feel unsafe. In those cases Facebook offers tools for you to control your interaction with the person posting abusive content like *unfriending*, *unfollowing*, and *blocking*.

## 25. What happens if Facebook says the content that I reported doesn't violate their Community Standards?

Sometimes there's content that Facebook doesn't remove because they were unable to confirm that it's against their Community Standards. They understand that this content may still be disagreeable, disturbing, or make someone feel unsafe. In those cases Facebook recommends you control your interaction with the person posting abusive content by *unfriending*, *unfollowing*, or *blocking*. Facebook also offer tools to help you control your own Profile if the abuse is happening there. You can decide *who can post to your Timeline* and when *posts that you're tagged in* are displayed.

## 26. Can I report abuse if I don't have a Facebook account?

Yes. Anyone can report abuse on Facebook to Facebook. There are some cases though, like name-calling and impersonation, where having the person being targeted report the content is helpful in providing additional context.

If you don't have a Facebook account, you can report a violation of Facebook Terms with [this form](#). You will be asked to indicate the type of abuse, which may include:

- My account is hacked
- Someone is pretending to be me
- Someone is using my email address for their Facebook account
- Someone is using my photos or my child's photos without my permission
- Something on Facebook violates my rights
- I found an underage child on Facebook
- Someone is threatening to share things I want to keep private
- Other abuse or harassment

## 27. What can I do to increase the privacy and security of my account?

You can use your *Privacy Settings* to control who gets to see your posts and timeline. To get to your privacy settings, click Account at the top of any page and select Privacy Settings in the dropdown menu that appears. From there, you can specify privacy for a specific message or post, and control how much information you share.

Facebook also offers a number of *security features* that help keep your personal information private, including remote logout, secure browsing, log-in approvals and more. You can find these features in your Account Settings page, in the *Account Security* section.

## 28. What resources does Facebook offer for victims of harassment?

Facebook partners with safety organizations around the world and offers resources to Facebook users. Below are two examples:

- The National Network to End Domestic Violence's "[\*Privacy and Safety on Facebook: A Guide for Survivors\*](#)"
- The Cyber Civil Rights Initiative's [\*Help Center article\*](#) on non-consensual sharing of intimate photos.

