



WHATSAPP GUIDE



WhatsApp is a free messaging app. It allows users to send text and voice messages, make voice and video calls, and share images, documents, user locations, and other media. You must be aged 16+ to use WhatsApp in the UK & EU, and 13+ in the rest of the world.

01

Messages & Calls

You can send messages to individuals from your phone contacts, or start group messages with 3 or more (up to 256) participants. Messages from users not in your contact list are sent as requests which you can choose to read or block. Users can make voice calls with one or more contacts.

02

File Sharing

Users can share photos, videos and voice messages with their contacts. By default, photos and videos are automatically downloaded to the user's camera roll.

03

Other Media

As well as photos, videos and voice messages, users can also share documents, other people's contact details and location. Users can share their current location, or their live location, which tracks their exact location for 15 minutes, 1 hour or 8 hours. Live Location can be stopped at any time.

04

Scam Messages

Occasionally, users may receive unsolicited messages from unknown contacts. These will often contain a link to a malicious website, or instructions to forward the message to their contacts to prevent being charged for their WhatsApp use.

05

Cyberbullying

Users can block and/or report contacts who are unpleasant or make them feel uncomfortable. Users can also leave group chats where the conversation is inappropriate or upsetting.

06

Concerns

Potentially inappropriate content could be automatically downloaded to your phone. Group chats increase potential for cyberbullying. Scam messages can lead to malicious content and/or data breaches. Location settings can reveal exact location of users.

Getting Help:

If social media has left you feeling depressed and anxious, or you have experienced any form of cyberbullying, you can talk to someone at ChildLine, a free confidential 24/7 helpline for children and young people. You can call 0800 1111 or chat online at www.childline.org.uk (ChildLine is run by the NSPCC.)

