ConnectSafely

QUICK-GUIDE TO
Snapchat Reporting

Snapchat has an in-app reporting feature that allows anyone on Snapchat to flag and report concerning or inappropriate content that might violate their Community Guidelines and Terms of Service. There are many questions and misconceptions about reporting, and this guide will help answer those questions and debunk top myths.

Why is it important to report? Snapchat is a community, and we're all in this together. Reporting inappropriate or dangerous content helps protect everyone on the platform.

What kind of content isn't allowed on Snapchat? Snapchat prohibits harassment, bullying, hate speech, impersonation, threats, criminal activity and other harms. Read through Snapchat's easy to understand Community Guidelines and its Terms of Service to familiarize yourself with what's not allowed.

How do I make a report? To report, press and hold on a Snap or Story and select the flag or report icon.

Will the person know I reported them? No. All reports are strictly confidential. Snapchat will never tell the person being reported who reported them. Depending on the nature of the report, Snapchat may need to inform law enforcement, but thankfully this isn't common. If you encounter anything that appears to be illegal or dangerous, or if you have reason to believe someone is at risk of harm or self-harm, immediately contact local law enforcement and report it to Snapchat. (See sidebar, next page, for additional resources.)

What happens after I submit a report? Someone on Snapchat's Trust & Safety Team reviews all reports. If they find the content violates Snapchat's Community Guidelines, they may remove the content or suspend the account. Only if necessary will they reach out to law enforcement.

Parents Ask:
What are the Best Ways to Stay Safe on Snapchat?

Snapchat is primarily for communicating with close friends and family, and its privacy settings are on by default for all features, such as location-sharing and user profiles. The app only allows two friends to contact each other if they both accept their friend requests, and also limits the size of group conversations. It's important to talk to your kids about who their contacts are and make sure they're people they actually know in real life. You should also get familiar with the app's privacy and security settings, and make sure your kids understand them too. For example, set privacy settings to "Friends Only," which means only their approved contacts can see what they share. Remind your kids that they should speak to a trusted adult when they see something that concerns them, and avoid meeting up with people they don't actually know in real life.

Will Snapchat tell me what happened on something I've reported? Although they will review all reports, Snapchat does not let you know the outcome. They do provide statistics on reported content in their Transparency Report. In the second half of 2019, Snapchat took action against 3,788,227 pieces of content worldwide, or roughly .012% of total Story postings.

More Ways to Stay Safe on Snapchat

Privacy settings: Snapchat's privacy settings are essential to understand. The default "My Friends" setting allows people on your Friends list to contact you directly or view your Stories and location (if enabled). We recommend most people, especially anyone under 18, use this most restrictive setting instead of "Everyone." See more on Snapchat's privacy options.

Blocking or removing: When you remove someone from your Friends list, they won't be able to view any of your private Stories, but they'll still be able to view any content you have set to public. Depending on your privacy settings, they may also be able to Chat or Snap you. When you block a friend, they won't be able to view your Story, send you Snaps, or send you Chats.
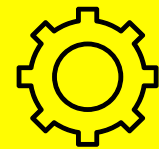
Need Additional Support?

Crisis Text Line provides additional support and resources to Snapchatters in the US. Text KIND to 741741 to chat with a live, trained crisis counselor. This service is free and available 24/7.

CyberTipline from the National Center for Missing & Exploited Kids receives reports of suspected online exploitation of children, including online enticement of children and child sexual abuse images, and works closely with law enforcement and tech companies. CyberTipline.org or 1-800-THE-LOST.

For more info about reporting, visit Snapchat.com/safety

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About ConnectSafely

ConnectSafely is a Silicon Valley, California-based nonprofit organization dedicated to educating users of connected technology about safety, privacy and security. We publish research-based safety tips, parents' guidebooks, advice, news and commentary on all aspects of tech use and policy.