



How and whom to ask for help



A definition

When we face some difficulties on social media, it feels like we have no one to turn to. In this safety resource, we will help you to know how and whom to ask for help.



Why is this important?

Social media are great tools for pedagogical use or communication but can also serve malevolent purposes. No matter your age, gender, or use of social media, you can have unfortunate encounters (cyberbullying, discrimination, harassment, legal issues, mental health struggles, online abuse, etc.). If you prevent yourself with privacy settings, you can still be touched in certain ways. It is very important to talk to someone if it is the case for you and to know whom to ask for help.



Tips and tricks

- ➔ Try to talk to a close and trustworthy relative or friend. It will not resolve your problem but having support and an attentive ear can help you better face your problem. In case you don't have anyone to share your problem with, you can try to reach a helpline on the [FindAHelpline](#) website, for instance.
- ➔ You can go to the police and file a complaint, as social media platforms and the Internet are regulated by law. Screenshot everything to have evidence in case the issue needs to be reported to authorities for legal action.
- ➔ If you are facing issues on social media, you can ask for help directly from the social media platform. For instance, the [Instagram support page](#) can guide you.
- ➔ As a teacher, you need to do prevention for your students. You can tell them that being in a difficult situation on social media can happen for many reasons, but the first thing to do is talk to a trustworthy person, even if you think it will hurt them or they could not do anything. They may feel ashamed to be in their situation, but they are not alone. It happens every day and there are solutions. You can also remind them that they can feel like their problem is not that important, while even a tiny issue on social media can be discussed and make you feel bad, and it is okay.



Useful resources and tools



You can find the Twitter support page [About online abuse](#) on their help centre. It provides you with information on how to report and tips on what to do. You can find other safety and security resources on [Twitter help centre here](#), which can help you with other social media platforms too.



You can find safety and privacy tips and resources on [TikTok “Topics” page](#). There are several topics, such as “Countering hate on TikTok”, “Eating disorders”, or even “Suicide and self-harm”.



The [Instagram safety page](#) is also useful for a lot of topics. It can be safety issues, about how to report accounts, comments in case of intellectual property violation, scams and fraud.



The UK Safer Internet Centre gathers all information on the main and most famous social media platforms, on how to reach for help and whom to contact. Their page is called “[Advice about key social media platforms and apps](#)”.