

# Snapchat Reporting Guide

Scottish Business Resilience Centre

# Snapchat.

Snapchat is a mobile application for sharing pictures, videos, and messages with friends. Things shared via Snapchat are temporary, and recipients can only view content with a certain timeframe. Snap Maps is also a prominent feature on the app, allowing you see your friends locations and show your own. This feature is off by default, but has still raised privacy and security concerns for many. In 2019, it was discovered that multiple employees at Snapchat used a tool called SnapLion to access user data and spy on people. The tool was originally developed to gather information regarding requests from law enforcement. However, the tool is said to have also been used for illigitamate reasons.

Sometimes users can send and upload harmful or malicious content that doesn't belong on the app. This guide will go over the various ways that users can receive content on Snapchat alongside how to report or block users and the content that they may send.

## **Individual Snaps**

If you receive a snap that you believe to be offensive, malicious or you generally do not like the content of it, you can report it while the image is still open on your screen.

To do this, hold down on your screen and a pop up will appear, as seen below.



After you hit the "Report Snap" button you will see a list of options.



K Report	×
Why are you reporting this Snap?	
I don't want to see Snaps from them	
l just don't like it	
Nudity or sexual content	>
Harassment or hate speech	>
Threatening, violent or concerning	>
They are pretending to be me	>
More options	>

From here, you can choose the best option for why you want to report the snap. After reporting, you will be provided with a prompt to also block the account if you would like to.

# **Stories**

Snapchat Stories can be reported in the same format as individual snaps. Once the Story is open on your screen, follow the above steps for reporting a snap.

# Individual accounts

Accounts on Snapchat can also be reported and blocked.

When you click on the profile image of the account you will be taken to the screen below:

*	т	eam Snap	chat	٩	*	
Saved in Ch	nat	teamsnapc	hat.			
	Photos and vid	leos saved in Cl	nat will appear h	ere.		
Chat Attach	nments					
Links, addre	esses, usernames	and other attac here.	chments saved in	Chat will a	appear	
	Friends with Te	em Snapchat si	nce 1 January 19	70.		
O Se	end a Chat		(	<u>ی</u>	9	9

From here you can press the 3 dots shown at the top right-hand side of the image.

This will provide you with a prompt with the following options:

Report	
Block	
Remove Friend	
Edit Name	
Clear Conversation	
Delete Chats	24 Hours after Viewing
Message Notifications	All Messages
Mute Game and Mini Notifications	
Story Notifications	
Mute Story	
Send Username To	$\mathbf{O}$
Done	

From here, you can choose to report and block the account. If you select the report option, you will be provided with a list of options similar to when reporting snaps or stories: Changing Security and Privacy Settings

K Report	×
Why are you reporting Snapchat?	
They're annoying	
They've been hacked	>
Mean or inappropriate Snaps	
They are pretending to be me	>
Spam account	>

# Changing Security and Privacy Settings

Snapchat has a range of options to tweak users security and privacy settings within the app. The below sections will discuss each of these and explain what they do.

### Reaching the settings page:

When on the home screen which displays all your recent snaps, click your profile (bitmoji) icon located at the top left of the screen. This will take you to your accounts profile. From here click the settings cog at the top right of the screen, this will take you to the settings page.

The following sections of interest can be found on this page:

Settings	
MY ACCOUNT	
Name	
Username	
Birthday	
Mobile Number	
Email	
Password	
Two-Factor Authentication	
Connected Apps	
Notifications	
Bitmoji	
Shazam	
Apps from Snap	
Language	

# Snapchat.

WHO CAN	
Contact Me	My Friends
Use My Cameos Selfie	Everyone
View My Story	Everyone
See Me in Quick Add	
See My Location	
Memories	
Spectacles	
Customise Emojis	
Ads	
Data Saver	
PRIVACY	
Clear Conversation	
Clear Search History	
Clear Top Locations	
Contact Syncing	
Spotlight & Snap Map Snaps	
Permissions	
My Data	

### SNAPCHAT REPORTING GUIDE

# **My Account**

This section can be used to change your accounts password and enable Two-Factor Authentication. After selecting the option, the app will take you through the steps required to apply either of these options. As Snapchat stores data such as personal images, videos & other personal information, it is highly recommended for accounts to enable Two-Factor Authentication.

# Who Can...:

This section is where most privacy settings of the app are located. The first 5 options in this section list how people can reach and view the content that you post on the app. Below will list the different settings and options available:

Contact me (Who can send messages and snaps to you): My friends or Everyone.

Use my Cameos selfie (A saved image that is used in short videos): Everyone, My Friends or Only Me.

View my story (users can upload story's that are viewable by those who are selected from this option rather than a direct snap): Everyone, Friends Only or Custom.

See Me in Quick Add (the section where Snapchat provides users it suggests to add): Yes or No

See My location (Using the Snapmap Service that shows users location which is updated when they have the application open):

✓ My Location	
Your location updates while you have Snapchat open.	
Ghost Mode When this is enabled, your friends can't see your location.	
WHO CAN SEE MY LOCATION	
My Friends	
My Friends, Except	
Only These Friends	~
LOCATION REQUESTS	
Allow Friends to Request My Location You'll see location requests in Chat.	$\checkmark$
SUPPORT	
Suggest a Place	>

A description of the terms used for the options can be found below:

**Everyone:** Anyone who has added your account, even if you have not added them back can view this content.

My friends: Anyone who you have added and they have added you back, or vice versa can view this content.

**Only Me**: Only the account holder can view this content on their device

**Custom:** A custom list of the user's friends can view this content.

### Privacy

This section displays the options for being able to clear data such as conversations as well as being able to request a data download of all the data Snapchat has on your account. These options can be useful to determine what data Snapchat is holding on you as well as delete and clear certain aspects as required.

### Sources

https://support.snapchat.com/en-GB/a/cameos https://www.vice.com/en/article/xwnva7/snapchat-employees-abused-data-access-spy-on-users-snaplion https://www.theverge.com/2017/6/23/15864552/snapchat-snap-map-privacy-threat https://www.snap.com/en-US/privacy/privacy-policy

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# Scottish Business Resilience Centre

Oracle Campus
Blackness Road
Linlithgow
West Lothian
EH49 7LR

- **\** 01786 447 441
- 🛛 enquiries@sbrcentre.co.uk
- www.sbrcentre.co.uk
- ♥ @SBRC\_Scotland

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