

Social Media Guidelines for Contributors 2016

Social media networks can be great places for people to share opinions and engage with other people. There are, however, some precautions we should all take in order to make our time online safe and secure. Here's a guide on how to do this. There's also a guide to Facebook's privacy settings to help you make sure no one sees that photo of you doing that thing to that statue...

Tips for programme contributors on how to interact with online communities

Contributing to an online conversation can be exciting and rewarding when you connect with people who have a common interest, especially when those people have enjoyed something that you were part of the creation of, like a TV programme. However, other people may use this opportunity to say why they didn't like it too. Being criticised is no one's favourite pastime, so here are a few tips on how best to deal with potential criticism from online communities. The links below offer comprehensive information on the social networks

- 1. Your Privacy Settings:** If you are on Facebook, review your privacy settings so only people you know and trust can see the more private information about your life. See Facebook's FAQs here: <https://www.facebook.com/help/393920637330807>.
Twitter tells you who can read each type of tweet here: <https://support.twitter.com/articles/119138>
Instagram also has its own set of community rules which can be found here: https://help.instagram.com/477434105621119/?ref=hc_fnav
If you decide to get involved in a discussion about a programme you are in, have fun but avoid saying anything you wouldn't say face to face to a stranger.
- 2. Think Twice:** Consider all your comments twice before posting. Reply in haste, regret at leisure. If someone has written something you find hurtful or irritating take time to think through your response, do you really need to respond? A quick retaliation could fuel an argument that might have been avoided. Consider anything you write to be permanent because it's out there even if *you've* deleted it.
- 3. Play by the rules:** All social networks have their own standards, look for 'community guidelines', 'terms' or 'help' – normally found at the bottom of the page. E.g <https://www.facebook.com/terms.php>, <https://twitter.com/tos?lang=en> and https://help.instagram.com/47874558852511/?ref=hc_fnav. If someone else is breaking them, try to avoid a public confrontation and look for the appropriate report procedure on the website.
- 4. Block and ignore:** You can block someone on Facebook, Twitter and Instagram if you find their comments offensive or they're spamming you. Learn how to do so here: <https://www.facebook.com/help/168009843260943>
<https://support.twitter.com/articles/117063>
https://help.instagram.com/426700567389543/?ref=hc_fnav
- 5. If it's gone too far or you don't want them to know you've blocked them:** Here is some further advice from Twitter: <https://support.twitter.com/articles/15794>
- 6. Direct Messaging:** Here's some info about how direct messaging works on Facebook: <http://www.facebook.com/help/?faq=15702>. It's a private message, but bear in mind some people may talk about a private message in, (or copy and paste on) a public forum, despite it being bad etiquette and often against the site's terms of use of the communication tool. It is

also worth noting that if a new user is added into the message at any time they will have access to the full message history. On Twitter only people you follow can direct message you so you can control this too (see Block and Ignore above). On Instagram if you get sent an Instagram Direct message it will pop up as a request, which you can choose to ignore

7. **Contact & Support.** If your query isn't answered here, start at the help section of the platform you're using. Here are the main ones: <http://www.facebook.com/help> <http://support.twitter.com/> and <https://help.instagram.com>. Reputable communities will offer a contact email address or online form for support and issue reporting. Generally this is found on the website footer. If you are worried about something that's escalating in an online community, please contact [*your production company*] for advice.

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Facebook – GUIDE TO ADJUSTING YOUR PRIVACY SETTINGS

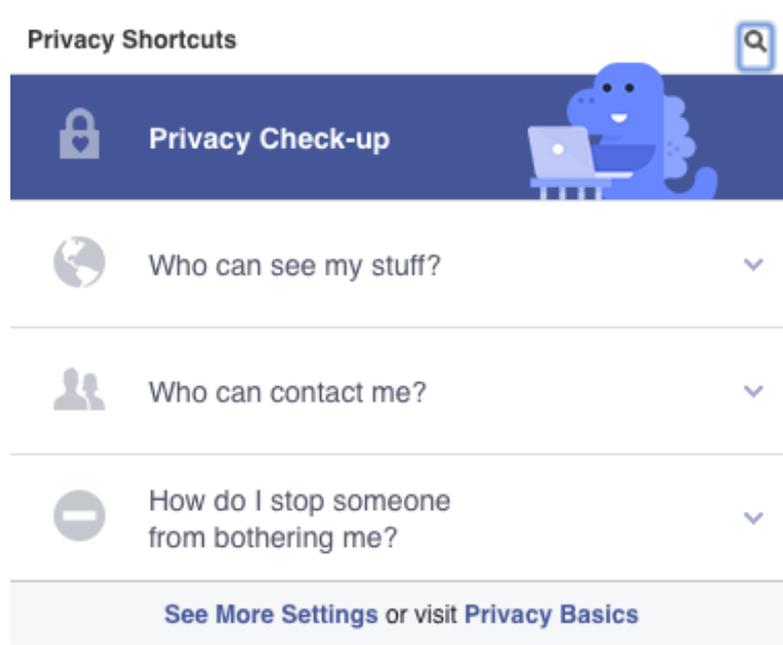


Fig. 1

'Who Can see my stuff?'

To get to your privacy settings, click the Padlock in the top right hand corner and then select 'Privacy Check-up'. underneath "Who do you want to see your next post" - select "Friends" for all categories (see Fig. 2). This will make sure strangers *can't* access your full profile page and all your personal information and that only people you know will be able view and respond to your posts.

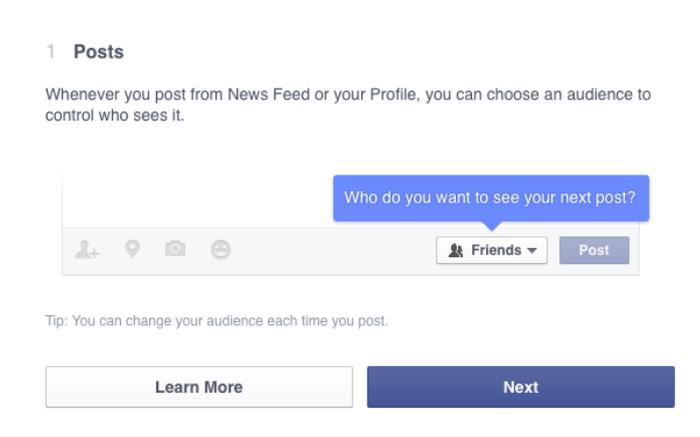


Fig. 2

After clicking next you will be taken to your apps permission page. To ensure any information from apps or games you use is only accessible to you select 'Only Me' or, if you are happy to share app information with others, (for example shopping lists from Amazon) select 'Friends'. On the final page ensure that all your personal information including name, telephone number and e-mail are set to either 'Only Me' or 'Friends'.

Who Can See My Future Posts?

Under ‘Who can see my stuff’ make sure “Friends” is selected under the ‘Who can see my future posts?’ option– this makes sure that everything you post in the future will only be visible to people you know and not the public. If you are unsure what information is available to the public select ‘View As’ under ‘What do people see on my Timeline’ and it will allow you to view your page as if you were someone who wasn’t a Facebook friend and you can then adjust your settings accordingly.

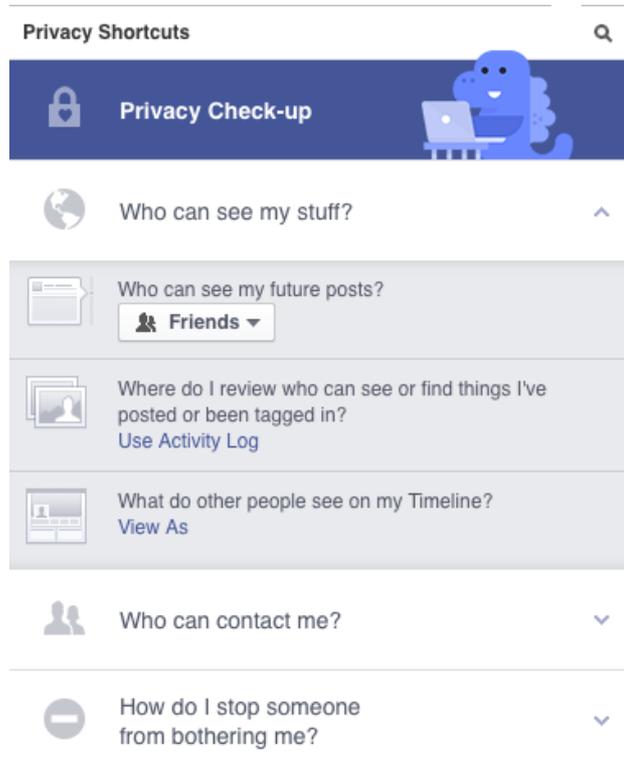


Fig. 3

Who Can Tag Me?

If you would like more control over who can tag you in posts and information that is put out by your friends then select ‘See More Settings’ from the bottom of the privacy menu (Fig. 1), In the Posts section look for the following:

Review all your posts and things you're tagged in

[Use Activity Log](#)

Select ‘Use Activity Log’ to be taken to the timeline menu (Fig. 4). In the top right hand corner next to the magnifying glass click on the settings cog

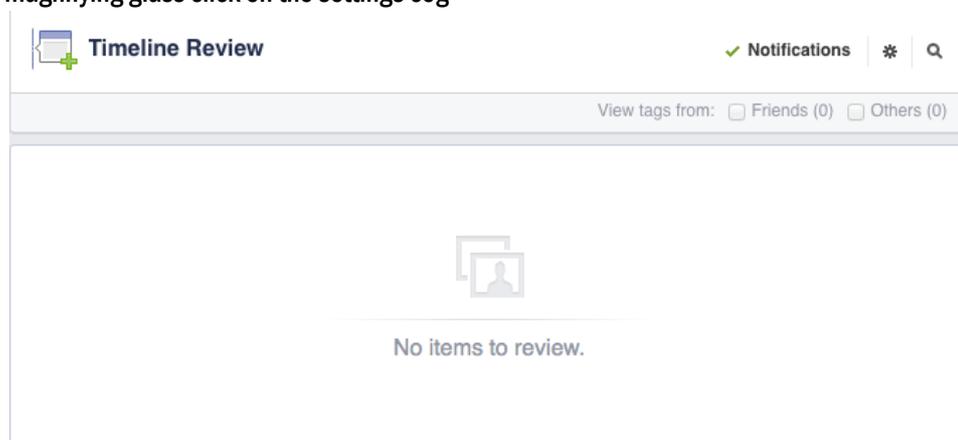


Fig. 4

This option by default is disabled but if you enable it then you will be allowed to review any posts or pictures tagged by others before they appear on your timeline.

Timeline Review ✕

Timeline Review controls whether you have to manually approve posts you're tagged in before they go on your timeline. When you have a post to review, just click [Timeline Review](#) on the left-hand side of your Activity Log.

Disabled ▾

Note: This only controls what's allowed on your timeline. Posts you're tagged in still appear in search, news feed and other places on Facebook



Close

Fig. 5

Who Can Look Me Up?

At the bottom of the privacy settings menu (*Fig. 1*) select 'See More Settings'. At the bottom of this page you will be presented with the information below:

Contact info	Who can look you up using the email address you provided?	Friends	Edit
	Who can look you up using the phone number you provided?	Friends	Edit
	Do you want search engines outside of Facebook to link to your Profile?	No	Edit

To ensure you can only be found by Facebook friends and your details are not listed on any external search engines like Yahoo or Google please ensure that you edit the first two settings and select 'Friends' and for the final setting 'Do you want search engines outside of Facebook to link to your Profile?' select 'No'. If this option is previously listed as 'Yes' this change may not occur instantly but within a few days your profile will be taken off the search engine listings.