

# OUTRAGED

FOOTBALL TACKLES DISCRIMINATION

## ONLINE ABUSE – PROTECTING ACCOUNTS

### Platform-provided tools to prevent abusive behaviour on social media

The anonymity of the Internet has led to a deterioration of respectful behaviour: false, hateful, racist, violent and other forms of harmful language have unfortunately gained a widespread presence. Especially Social Media platforms, combining global relevance and reach with complete anonymity, have become the center of activities.

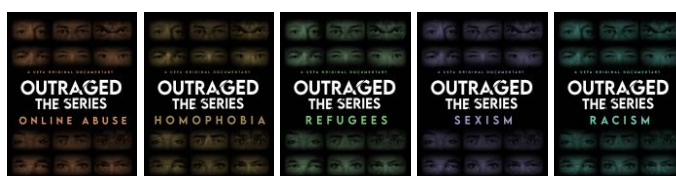
You can take action to protect yourself online, and this document aims to provide information and instructions to do so.

In order to limit the amount of abusive behavior and protect individuals, various platforms have implemented functionalities and measures to actively monitor and limit the appearance of such hateful comments: Facebook, Instagram and TikTok offer extensive options for setting up a blocklist of terms in any language, automatically blocking comments (on Instagram also private messages) containing these keywords on these profiles. Please note, all tools that are described below can only be managed with individual access to the profiles that are concerned.

Based on the experience of monitoring abusive behavior online, a list of keywords has been created, which may be used as guidance in terms of words that could be blocked from appearing on social media profiles.

Please note: This list obviously includes racist, discriminatory, harsh and offensive content. Apologies for the language that is displayed.

The list may be accessed via this [link](#).



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### 1. FACEBOOK

Up to 1,000 keywords (e.g. words, phrases or emojis) can be set to be blocked from comments on the managed page(s). This provides the possibility to not allow unwanted, hateful, or discriminatory comments on the managed profile(s). Facebook will also automatically hide variations of the entered keywords like common misspellings, plurals, abbreviations and words that use numbers or symbols (e.g. if the word "tree" is entered, variations of that word, such as: TREE, t.r.e.e., tr33, tree and #tree will be blocked, too). In addition to that, Facebook's own [profanity filter](#) may be activated to block a predetermined list of words.

Please note: The instructions described below might differ, based on the way of accessing Facebook. For an explanation on how to access the settings via (mobile-) app, see "Further Help" below.

#### Classic Pages

1. From your News Feed, click **Pages** in the left menu.
2. Go to your Page, then click **Settings** in the left menu.
3. From General, click **Page moderation** (you can also activate the **profanity filter** in the General overview).
4. Add **keywords** that you want to block:
  - o To add words or phrases: Type the words or phrases separated by commas, then click Add.
  - a. To add an emoji: Click 😊, select the emoji that you want to block, then click Add.
  - b. To add a list of keywords: Click Upload from .CSV, then follow the instructions to upload your file.
5. Click **Save**.

#### [Further Help on Classic Pages](#)

#### New Pages

1. Click your **profile photo** in the top right.
2. Select the **Page** you want to use.
3. Click your **Page photo** in the top right, then click **Settings and privacy**.
4. Click **Settings**, then in the left menu, click **Privacy**.
5. In the left menu, click **Public posts**.
6. In the Moderation section, go to **Hide comments containing certain words from your Page**, then click **Edit** (you can also activate the **profanity filter** in the Moderation section).
7. Add **keywords** that you want to block (same procedure as for the "Classic Pages")
8. Click **Save**.

#### [Further Help on New Pages](#)




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### Profiles

1. At the top of Facebook, click .
2. Select **Settings & privacy**, then click **Settings**.
3. In the left menu, click **Profile and tagging**.
  - If you have [Facebook access to a Page in the new Pages experience](#): From your profile, follow the steps above, click **Privacy**, then click **Profile and tagging**.
4. Below **Profile**, select **Hide comments containing certain words from your profile**.
5. Add **keywords** that you want to block (same procedure as for the “Classic Pages”).
6. Click **Save**.

[Further Help on Profiles](#)



### Further help:

Desktop: [https://www.facebook.com/help/131671940241729/?helpref=uf\\_share](https://www.facebook.com/help/131671940241729/?helpref=uf_share)

iPhone: [https://www.facebook.com/help/131671940241729/?cms\\_platform=iphone-app](https://www.facebook.com/help/131671940241729/?cms_platform=iphone-app)

Android: [https://www.facebook.com/help/131671940241729/?cms\\_platform=android-app](https://www.facebook.com/help/131671940241729/?cms_platform=android-app)

Moreover you can report **private messages** containing abusive behaviour using the following steps:

1. In the top right of your Facebook account, click .
2. Open the **conversation** that you want to report.
3. At the top, click the **person or chat's name** or .
4. Click **Something's wrong**.
5. Select a **category** to help us understand what's wrong, and then click **Send feedback**.
6. Click **Done**.

[Further Help on reporting private messages](#)

### Further help:

App: <https://www.facebook.com/help/1709360766019559>



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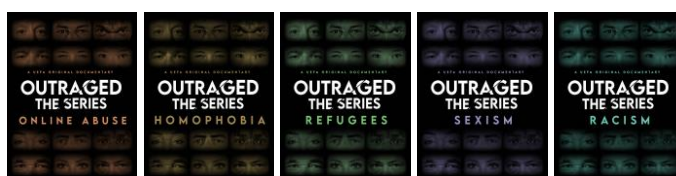
### 2. INSTAGRAM

There are two ways to hide potentially offensive comments and message requests that are not wanted to be received on Instagram:

Content that doesn't go against Instagram's [Community Guidelines](#), but may be inappropriate, disrespectful or offensive can be hidden from comments and message requests using the hidden words settings - similar to Facebook's profanity filter. Furthermore, a custom list of words can be created that includes phrases, numbers and emojis that shall not be exposed on the managed profile.

Instagram app for Android and iPhone

1. Tap  or your profile picture in the bottom right to go to your profile.
2. Tap  in the top right, then tap  Settings.
3. Tap Privacy, then tap Hidden words.
  - a. Below **Offensive words and phrases**, you can turn on Instagram's profanity filter:
    - i. Tap  next to **Hide comments** to turn it off (on by default).
    - ii. Tap  next to **Advanced comment filtering** to turn it on (more possibly offensive words and phrases included).
    - iii. Tap  next to **Hide message requests** to turn it on.
  - b. Below **Custom words and phrases**, you can:
    - i. Tap **Manage list**, then enter **keywords, phrases, numbers or emojis** that you don't want to see in the text box. Note: Separate each entry by a comma.
    - ii. Tap  next to **Hide comments** to turn your custom word list on for comments.
    - iii. Tap  next to **Hide message requests** to turn your custom word list on for message requests.




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Instagram.com from a desktop device

1. Click your **profile picture** in the top right-hand corner, then click  **Settings**.
2. Click **Privacy and security** on the left.
3. Click **Edit comment settings** below **Comments**.
  - a. Click  next to **Use Default Keywords** (profanity filter). Your change will be saved automatically.
  - b. Enter **keywords, phrases, numbers or emojis** that you want to hide in the text box. Tap **Submit** to save the list. Note: Separate each entry by a comma.

*Please note that you can only manage the hidden message requests setting from the **Instagram app** for **Android** and **iPhone**.*

[Further Help on hiding comments](#)

Instagram also offers **app-users** the option to report **private messages** through the following steps:

1. Open the **conversation** in the Instagram app.
2. Tap and hold the **individual message** that you'd like to report.
3. Tap **Report**.
4. Select a **reason** for why you're reporting the message and then tap **Submit report**.

[Further Help on reporting private messages](#)



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### 3. TIKTOK

TikTok also offers two options to hide offensive comments. Please note that these options are **only possible to enable via app** and not from a desktop device.

Filter spam and offensive comments through TikToks own filter:

1. Tap  Profile in the bottom right.
2. Tap the 3-line icon  in the top right to go to your settings.
3. Tap Settings and Privacy .
4. Tap Privacy, then tap Comments.
5. Below Comment filters, tap to the right of Filter spam and offensive comments to turn on or off.

Filter comments with keywords:

1. Tap  Profile in the bottom right.
2. Tap the 3-line icon  in the top right to go to your settings.
3. Tap Settings and Privacy .
4. Tap Privacy, then tap Comments.
5. Below Comment filters, tap to the right of Filter keywords to turn on or off.
6. Tap Add keywords and enter keywords to filter.

[Further Help on hiding comments](#)

TikTok also offers a reporting process for unwanted private messages:

1. Tap **Inbox** in the bottom right next to Profile.
2. Tap on the direct message.
3. Tap the 3-dot icon in the top right.
4. Select **Report** and follow the instructions provided.

[Further help on reporting private messages](#)

