

What is Snapchat?

Snapchat is a visual messaging app. Snapchatters can take photos, record videos, add text or drawings and send them to Friends. These Snaps will disappear after viewing, or within 24 hours (for a Story). Once all recipients have viewed a Snap, it will be automatically deleted from Snapchat's servers. Opened Snaps typically cannot be retrieved from Snapchat's servers by anyone, for any reason.

Age Restrictions

Snapchat is not intended for children under the age of 13. 13-17-year olds should have permission from a parent or legal guardian to use the app.

A Snapchat account can be deleted by going to https://accounts.snapchat.com/accounts/delete_account and entering the username and password. If Snapchat learns that a user is under 13, they will terminate their account.



Note: If you forget your password you can submit a password reset request to Snapchat at: https://accounts.snapchat.com/accounts/password_reset_request

How do I find all my friends?

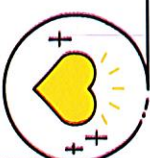
Finding & adding friends

- Tap your **Profile** on the top left of the Camera screen
- Tap the **Add Friends** icon
- You can add friends by username, from your device's contacts, by Snapcode, or with the **Quick Add** feature. To add Friends from your contacts, you will need to verify your phone number. Once verified, all of your phone contacts with Snapchat accounts will be displayed, along with Friends who don't have Snapchat, who you can invite via SMS

• To add a Friend who has already added you, tap **Add Friends**, review the **Added Me** section, locate their username in the list, then tap the **Plus icon** next to their name

If you don't want friends to find you through your phone number:

- Tap your **Profile icon** the top left of the Camera screen. Then tap the **Gear icon** in the top right corner
- Tap **Mobile Number**
- Uncheck **Allow my friends to find me**



How do I report a problem?

Snapchat encourages self-expression, but wants Snapchatters to use the app safely and enjoyably. Snapchat doesn't tolerate Snaps that share:

- Pornography or nudity involving people under the age of 18
- Invasions of privacy or impersonation of others
- Threats, harassment or bullying of others
- Encouragement of self-harm



Snapchat may remove these types of content and suspend accounts, prohibiting them from using Snapchat in the future. For more information, see Snapchat's Community Guidelines:

<https://support.snapchat.com/en-GB/a/guidelines>

Snapchat's reporting functions are the same across all devices. Mobile and tablet users can find all the reporting routes by tapping on your **Profile icon** on the Camera screen, tapping the **Gear icon**, and scrolling down to **Support**. To report on desktop, visit:

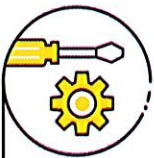
<https://support.snapchat.com/en-GB/i/need-help>

How do I block & delete?

Blocking & deleting Friends

Blocking someone means they will be prevented from sending you Snaps and Chats and viewing your Stories. Deleting someone means they will no longer be on your Friends list, but they may still see your Snaps and Stories. This depends on your privacy settings. To block or delete a contact:

- In the **Friends** screen, tap and hold on the username you want to block or delete
- Tap the **Gear icon** next to their name, and tap **Manage Friendship**
- Select **Block** to prevent them sending Snaps and Chats or viewing your Stories
- Select **Remove Friend** to remove them from your Friends list
- To block someone who isn't in your Friends list, open a chat with them by swiping on their name on the Chat screen. Tap the button in the top left corner to view their profile and select **Block**



To unblock a user:

- Tap your **Profile** at the top of the Camera screen. Then, tap the **Gear icon** and scroll down to **Account Actions** and tap **Blocked**. You will see a list of Snapchatters you have blocked. Tap the **X** next to their name to unblock them
- Depending on your privacy settings, you may need to re-add each other as Friends to send each other Snaps and Chats

How can I stay in control?

Changing your privacy settings

By default, only Snapchatters you add to your Friends list can send you Snaps.

If someone who isn't your Friend tries to send you a Snap, you'll receive a notification that they added you. You will only receive the Snap if you add them to your Friends list.

To change who can send you Snaps and see your Stories:

- Tap your **Profile** in the top left of the camera screen to access your profile. Then tap the **Gear icon** in the top right corner of the screen and scroll down to the **Who Can** section

For Snaps, tap **Contact Me** and choose either:

- **Everyone** - This allows anyone to send you Snaps (even strangers)
 - **My Friends** - Only your Friends are able to send you Snaps
- For Stories, tap **View My Story** and choose either:
- **Everyone** - This allows anyone to view your Story (even strangers)
 - **My Friends** - Only your Friends are able to view your Story
 - **Custom** - Choose which Friends can see your Stories

Note: To clear a conversation, tap your **Profile**. Then tap the **Gear icon** and scroll down to find **Clear Conversations**. Tap the **X** next to a name to clear the conversation.

My Eyes Only

You can move pictures to this folder within your Memories. It is

PIN-protected so that, even if your phone is stolen or your account hacked, no one can access those Snaps without your PIN.

If you've never used My Eyes Only before, you will need to do a quick setup to choose your passcode.

