

**Ask.fm is a social networking service which is based around users asking each other questions.** The site is located in Latvia but is growing in popularity in many other countries and there are currently around 56 million registered users. The site can be accessed by simply visiting ask.fm and is currently available in 31 languages.

### Users are able to ask questions anonymously which has led to problems with cyberbullying and offensive content.

The site is clear that asking a question anonymously means that your name is hidden from other users but makes the point that identifying information can be shared with law enforcement if necessary.



The site actually provides good information about safety and privacy but there is no requirement to read any of this when signing up. There's an official app for both Android and Apple devices.

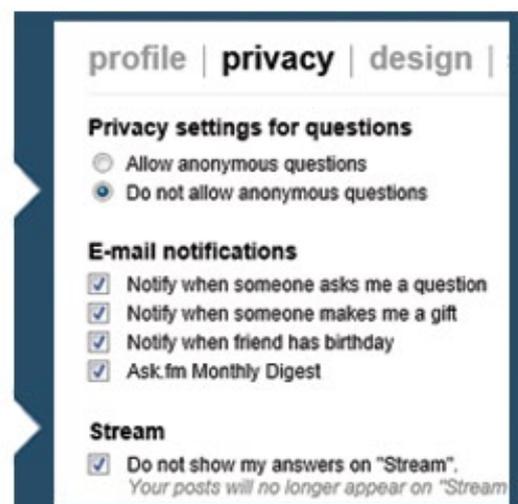
## How to turn off anonymous posts

It is important to know that all content posted onto ask.fm is public and can be seen by anyone who visits the site – they do not need to be a member of the network.

It is possible to prevent being asked questions anonymously and users should enable this feature as others are less likely to post offensive content if they can be identified. Click on **Settings** and then on **Privacy**. Click on **Do not allow anonymous questions**.

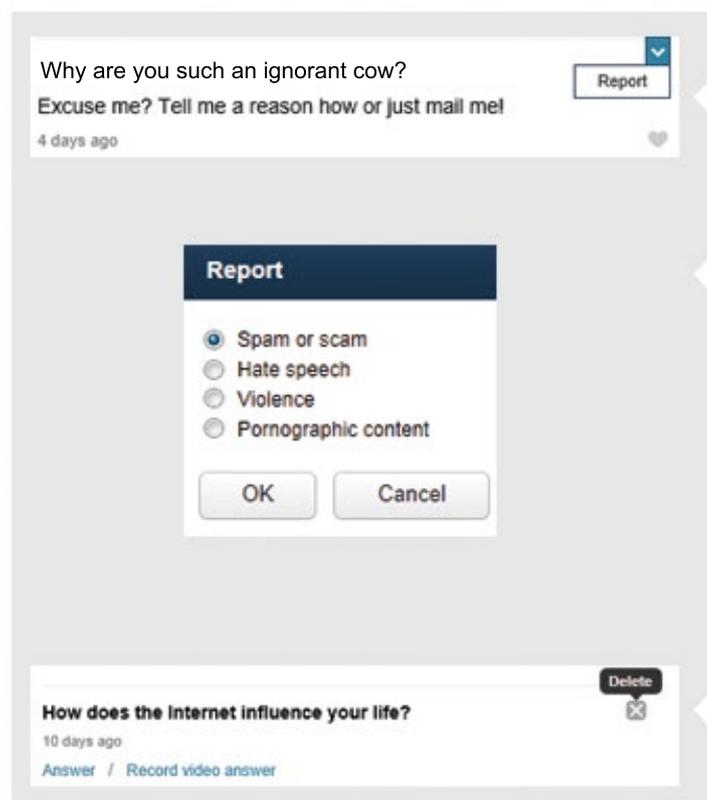


Clicking on **Do not show my answers on "Stream"** will prevent posts from appearing on the stream which updates in real time showing the latest posts.



## How to report a problem

Despite press reports to the contrary, it is possible to report inappropriate content on ask.fm and you do not need to be logged into the site (i.e. a user) to do this.



When you move your mouse over any post on someone else's profile, you will see an option to like the post and also a drop down arrow which allows you to report the post for one of four reasons:

- Spam or Scam;
- Hate Speech;
- Violence;
- Pornographic Content.

It is also possible to block other users, by scrolling to the bottom of their profile page and clicking on **Block** but users need to be logged in to do this.

Users can also remove any questions from their own profile by clicking on the cross in the top right hand corner of every question and answer.

Created in collaboration with 

## Professionals Online Safety Helpline

The Safer Internet Centre has been funded by the European Commission to provide a Helpline for professionals who work with children and young people in the UK, specifically tackling the area of e-safety. We provide support with all aspects of digital and online issues. The Helpline aims to resolve issues professionals face about themselves, such as protecting professional identity and reputation, as well as young people in relation to online safety.

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