

WhatsApp FAQs



WhatsApp Help Centre

WhatsApp a messaging and picture sharing app

A person has to be 16+ to sign up for and use WhatsApp. A recent report found that WhatsApp was the most used app for children aged 3-17 for interacting directly via messaging/calling apps or sites.

WhatsApp has a 'Communities' feature which allows users to connect multiple groups together which can mean 1000s of people can be in the one group.

To prevent children being added to groups by people they don't know, change the group settings to 'My contacts except' and use the tick icon to select all contacts. Meaning that only the selected contacts are able to add them to a group. Or at least without first sending an invite.

There is also a map setting which allows users to share their location, even after you've stopped sharing people in that chat will be able to see your last updated location. Some children might benefit from 'Read Receipts' being switched off, this can help to take the pressure off replying to messages.



Managing Harmful Content

Google Accounts For Children

YouTube a video sharing platform

The legal minimum age to have a YouTube account is 13 but you don't need an account to watch videos.

YouTube was the most used online platform for 3-17 year olds (Ofcom 2023), there is a YouTube kids and an adult version.

It is used to watch, create and share videos, this could be anything from videogame themed videos, to music. It can cause problems as it allows children to search for things online without adult supervision which again, may be harmful or upsetting to them. The app also recommends videos based on what you have watched, this can lead to videos which contain adult/inappropriate content.

For example this could be something a child has seen in the news.

Communication can happen via the comments, this can put someone at risk of seeing negative language or being on the receiving end of such language. Subscribing to someone's channel might open up the opportunity for contact from other subscribers.

YouTube has a page on it's commitment to protect users from extremist content - search online for YouTube Policy Violent Extremism. YouTube aims to remove content when it is flagged.

There is a 'Supervised Experience' available on YouTube, with a google account managed under 'family link.