Have you been hurt by someone on the internet or on your mobile? Do you need help? Here are some tips from Emilia and Tom!

The Cyberbullying First Aid App — made by young people for young people!
If someone insults you, harasses you or puts you down – that’s bullying. If the same thing happens on the internet, e.g. in social networks like Facebook and Instagram, or through your smartphone with WhatsApps, calls or texts – that’s cyberbullying. Cyberbullying is online bullying.

Cyberbullying attacks can take many different forms. An embarrassing video or photo shared or uploaded without your permission or deliberate exclusion by others. Persistent and cruel messages or insults on your wall or timeline. Or cruel lies about you in a group or chatroom. Cyberbullying often goes hand-in-hand with attacks in the offline world, e.g. at school.
Bullying is often systematic with many people participating in different roles. For example, as well as the victim(s) these include

- **Bullies/haters = Perpetrators**
- **Assistants/supporters = Reinforcers**
- **Bystanders = Spectators**

The perpetrator is usually described as a “bully” or “hater”. The internet makes bullying very easy because the bully can hide his/her identity and does not even have to see first-hand just how wounding the attacks are. There are also people (reinforcers) who actively support the bully and cheer on his/her vicious attacks. Bystanders are spectators who could stop the bullying if they stopped looking away – if they stood up for the victim and showed the bully how horrible his/her actions are. This requires a lot of COURAGE.
You’re not alone

Perhaps you believe that you can solve your problems by yourself. Perhaps you are ashamed of being bullied or frightened of talking about it with your parents because they will give you even more stress or put you under a media ban. Normally, though, it is good to tell someone. In many cases, you will need to an adult to help you deal with or stop the bullying. But if you would prefer to get help anonymously for now, you can contact an advisory helpline in your country: within the European Union, call 116 111 for your national child helpline (www.116111.eu). In Germany, for example, apart from the national helpline Nummer gegen Kummer, you also can turn to the advisory team of young people at www.juuuport.de.

Keep calm

When you read or see something hurtful, it can burn itself into your mind. You feel ill, desperate and unable to think about anything else. But it is important to distract yourself from these thoughts – after all the world is full of beautiful things. Take a walk in the countryside, treat yourself (cinema?), visit friends or watch an uplifting video. Anything that helps you to think about something else and gives you the strength to plan your next steps.
3 Document the attacks

If the bullying doesn’t stop or gets worse, you should grab screenshots and save everything you can in a folder on your mobile or PC. This ensures you have evidence if you decide to go to your parents, teachers, headteacher or the police.

4 Block, report, delete

You can report insults, hate messages and hurtful images directly to the operator of the service where they have been posted. Facebook, WhatsApp, Instagram, YouTube and other networks now allow you to report and block messages, films, photos or people. You can find screenshot tutorials in the app, via search engines or at www.klicksafe.de/service/schule-und-unterricht/leitfaeden/ (German).

But remember to grab the screenshots before asking the operator to delete the insulting comments or content – otherwise you will have no evidence!
Defend yourself

Defend yourself cleverly! It’s OK to let your emotions show at home but try to keep them under control in public. For example, don’t scream – even if you feel like doing so. Don’t start trading insults either because that won’t solve your conflict. Say or write what is hurting you. Be direct and make it completely clear what you want, e.g. “It hurts me that…”, “I’m feeling unhappy because…”, “I want it to stop NOW!” It’s best to get a friend to support you. It’s also important to find out whether there are laws to protect you.

› In Germany, for example, if someone shares photos of you without your permission, this is a breach of your “right to the protection of your image” under § 22 KUG/KunstUrhG.
› Likewise, if someone insults you it could be a “libel” offence (in German law under § 185 StGB).

There are many other possible offences. You can find out about them in the app under Info or at this link:

www.klicksafe.de/cyber-mobbing (German)
You are fine

And don’t forget: nobody has the right to hurt and insult you.
You are great just the way you are!

Get the APP (Android & iOS)

The app (available in German, English, French) contains all the information from this flyer as well as videos and tutorials.
klicksafe is the German Awareness Centre in the CEF Telecom Programme run by the European Union.

klicksafe are:

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