INSAFE GOOD PRACTICE GUIDE

Insafe resources on mobile devices

Full report

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About Insafe

Insafe is the European Safer Internet awareness-raising network co-funded by the European Commission. It comprises national awareness centres, helplines and youth panels across the European Union and in Iceland, Norway and Russia. Insafe aims at empowering users to benefit from the positive aspects of the internet whilst avoiding the potential risks. Further information is available at www.saferinternet.org or contact info-insafe@eun.org.

About this report

In November 2012, we published an overview of how the Insafe network supports the needs of teenagers. This report offers an analysis of information recently provided by the Safer Internet Centres (SICs) concerning resources on mobile devices. It shows the large number of high-quality resources on mobile devices available in the network and highlights some innovative practices. It also addresses the fundamental challenges that SICs face in addressing the ever-changing trends of mobile device use by young people.

TABLE OF CONTENTS

INTRODUCTION

With smartphones on the rise and tablets increasingly replacing desktop or laptop PCs[1], the provision of resources promoting a safe and responsible use of these new devices becomes increasingly important. Smartphones, tablets and other mobile devices often work in entirely different ecosystems than more traditional technologies such as PCs. Their "always-on" and "always-connected" nature as well as their very different operating systems and software purchasing processes create exciting new opportunities but also pose significant new challenges for young people and those who support them. Therefore, the new dynamics of using such technology need to be appropriately addressed.
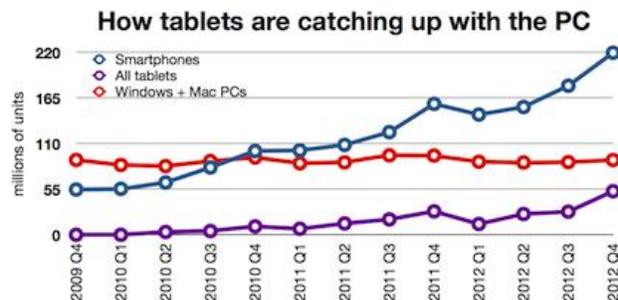
Figure 1: Smartphone, PC and tablet shipments by quarter. Data source: IDC. Accessed on Guardian website, 26th July 2013: http://www.guardian.co.uk/technology/2013/feb/01/tablets-crossing-point-pcs

To survey the current provision of resources within the Insafe network addressing these new challenges, the Safer Internet Centres (SICs) were asked in June 2013 to give an overview of their resources on the topic of mobile devices. The following report looks at some of the key challenges, delivery and validation mechanisms and offers suggestions for future improvements across the entire network. It then identifies individual resources on a country level according to different target groups.

The report demonstrates the large number of high-quality resources on mobile devices and highlights some innovative practices within the network. It also pinpoints the fundamental challenges that SICs face in addressing the ever-changing trends of mobile device use by young people. Accordingly, a key step in improving the provision of resources for young people and those who support them is to understand better how young people use mobile devices and the risks they face. For this purpose Insafe has been working closely with research projects such as the EU funded Net Children Go Mobile project[2], in order to provide a more rigorous framework of reference from which the ongoing work of the SICs can be further improved.

Note: There are now 30 SICs across the EU funded by the EU Safer Internet Programme. A SIC typically comprises four components: an awareness centre to run campaigns; a helpline to provide information, advice and assistance to children; a hotline to allow the public to report illegal content and a youth panel to allow young people to express their views and exchange knowledge and experience.

The participating organisations are listed in _Appendix A_.

The production of this report was funded by the EU Safer Internet Programme.

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[1] http://www.bbc.co.uk/news/business-23251285
[2] http://www.netchildrengomobile.eu/

CHALLENGES

1. Fast-changing technology and trends

The key challenge of providing resources on mobile devices is the fast-changing nature of the topic. This applies primarily to constant updates of mobile software such as operating systems and apps but it also covers the challenge of keeping up-to-date on trends of how young people put mobile devices to use.

Software updates often result in a new interface or new settings, resulting in information that is quickly out of date. Furthermore, the constant stream of entirely new apps highlights the fast-moving trends in how mobile devices are used by young people. With increasingly better hardware and new apps such as Snapchat[3] being released on a constant basis, completely new ways of using mobile devices are conceived. This makes the process of keeping up-to-date a significant and continuous challenge for the SICs. As the German SIC notes: "*it is a fast-moving subject and thus facts that are up-to-date one day are out-dated the next*" which according to the Cypriot SIC means that "*SICs need to be continuously updated on the trends for mobile phone use and develop information and/or resources accordingly.*" The UK SIC concludes that "*we can't be too service-specific or the advice will date too quickly.*"
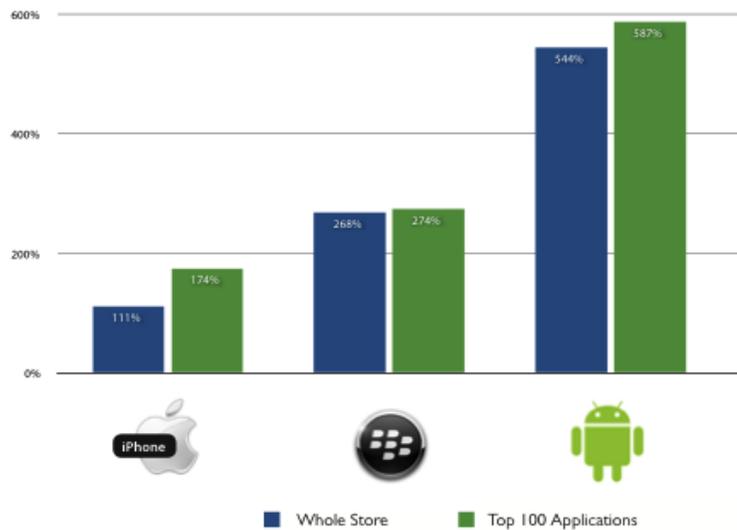

Figure 2: Growth of numbers of apps in iOS, Blackberry and Android app stores, Jan - Dec 2010. Data from Distimo. Accessed 26th July 2013 at: http://techcrunch.com/2011/01/07/distimo-2010-mobile-app-store-boom/

2. Diversity of platforms

Linked to the challenge of keeping abreast of trends in mobile device, another area is highlighted by the SICs: diversity of mobile device operating systems.

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[3] http://www.snapchat.com/

While the market for mobile operating systems is primarily divided between the Android and iOS operating systems which together cover 92.3% of the smartphone market[4], this does not reflect the complexity SICs have to face when providing guidelines for mobile operating systems. This is primarily due to the fragmented nature of the Android operating system which allows for multiple different versions to exist on the market. Many device manufacturers
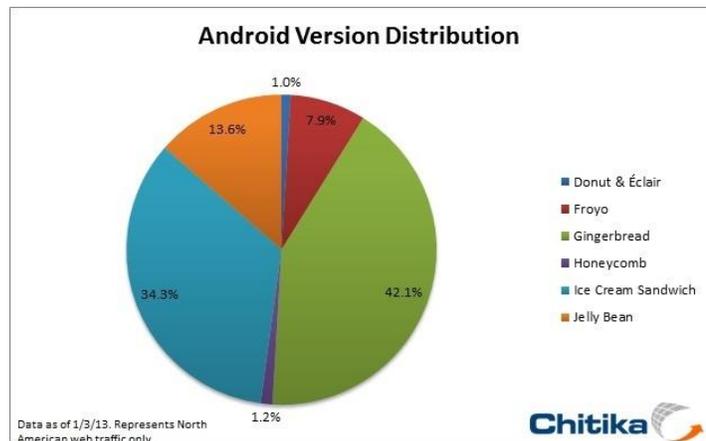

Figure 3: Android OS version distribution as of March 2013. Data from Chitika. Accessed 26th July 2013 at: http://chitika.com/insights/2013/jelly-bean-claims-14-of-android-web-usage-in-six-months

tweak the Android operating system substantially to differentiate themselves from each other. Ultimately, this means that there are as many Android versions as there are mobile device manufacturers. To complicate things further, mobile device manufacturers often only update the operating systems of their newest devices, resulting in different versions of operating systems within the range of devices of a single manufacturer. This complicated environment is highlighted by the Portuguese SIC: "*the Android world is evolving very rapidly and the world of smart phones is more diversified each day.*" The German SIC adds that "*the topic is quite challenging for there are a number of different devices and operating systems and even within the different operating-systems there are crucial differences. So what is correct for the iPhone 5 need not be correct for the latest version.*"

3. Engaging the target audience

A key concern for the SICs is how to effectively engage the target audience for any resources developed around mobile devices. As the Dutch SIC highlights, the "*challenge is to get this information or resource to the target group on a wide scale.*" More specifically, it proves often difficult to reach those who are not actively looking for support: "*people who are looking for information, will find enough, but how to reach those who aren't?*"

Reaching young people is marked as a key challenge. The Icelandic SIC suggests that the resources *"for kids and teenagers need to be attractive, interactive and fun for the target group to be interested in them.*" Furthermore, any resource has to be "*really adapted to the reality of young people. The tools have to be up-to-date and stick to their world*" the Belgian SIC points out. However, parents are also a challenging group to reach with the Icelandic SIC highlighting that parents rarely take the time to read guidance materials unless it's already too late. The Bulgarian SIC therefore argues that while "*print materials may be an option for parents and teachers, the information should be very brief and visual which requires a lot of creativity from the team producing the resource.*"

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[4] http://www.idc.com/getdoc.jsp?containerId=prUS24108913

4. Other challenges

Other challenges highlighted by the SICs relate to the diversity within the target group as well as making resources relevant for school curriculum use. The German SIC highlights that even within the target group of teachers and parents, some are very well informed about the devices and therefore have very specific questions but *"on the other side there are parents and teachers that scarcely have come across these devices and thus are almost afraid of dealing with them."*

The Icelandic SIC suggests that materials developed for teachers need to be designed so that "*they can use them in parallel to other assignments*". Accordingly they have to be linked to the curriculum, otherwise teachers will not make use of them.

However, several SICs point out that most of the above challenges are not necessarily mobile-device specific. They are challenges that SICs face more generally when dealing with online safety issues for young people. The Belgian SIC explains how "*children and teenagers do the same on the internet via their mobile devices as they do via a computer: they go on Facebook, watch little videos, play games.*" Therefore, the French SIC concludes that "*dedicated resources to address these kinds of use often duplicate each other.*"

DELIVERY AND DISSEMINATION

Most SICs use traditional delivery channels to distribute resources on mobile devices, including social media, websites, training sessions, events, and flyers in online or paper format. However, there are a few examples where SICs have found new, potentially very effective, delivery mechanisms.

1. Partnerships

A very unique and effective way of reaching a large number of people was adopted by the Slovenian SIC who partnered with the telecommunications operators to include their advertisement *"Let's encourage safe and responsible use of mobile devices"* on the printed version of the monthly phone bills. According to the Slovenian SIC this provided a reach of around 1 million people and more than 50% of the population between the ages 10 and 75 who actively use a mobile device. Such an approach could easily be expanded by including advertisements also in electronic bills.

The Danish SIC worked with a multitude of partners to deliver its resources. Its partnership with the organisation *School & Parents*[5] allowed for interviews with the chairman of the organisation, highlighting key issues around mobile devices and promoting its guide on mobile devices. The organisation disseminated the information and resources to its members, a key target group for the resources developed. The Danish SIC also developed partnerships with the major telecommunications companies and the telecommunications industry trade organisation, providing further opportunities to make its resources available via their partners' websites.

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[5] http://www.skole-foraeldre.dk/

2. Websites

Many SICs use designated sections on their websites to disseminate information and resources. For example, the Luxembourgian SIC provides pdf downloads, videos and short answers to key questions via its website bee-secure.lu. The material covers information for multiple target groups.

Tipps ⊕

Établir des règles de bonne conduite

Ne pas donner son numéro de téléphone à n'importe qui

Carte prépayée ou abonnement ?

Accès à Internet mobile ?

Accès limité pour les enfants
Malheureusement, pour les téléphones portables, notamment pour les smartphones, les moyens de protection ne sont pas aussi performants que ceux sur ordinateur. Pour la plupart des modèles, il est toutefois possible de protéger l'accès au App Store avec un mot de passe, évitant ainsi que les enfants achètent des applications à l'insu des parents. Généralement, le navigateur Internet ainsi que les services de localisation peuvent eux aussi être désactivés. Lors de l'achat du téléphone, renseignez-vous sur les différentes possibilités de protection des enfants.

Figure 4: Accessed 26th July 2013 at: https://www.bee-secure.lu/fr/themes/mobile

Figure 5: Accessed 26th July 2013 at: http://uk.sheeplive.eu/

The sheeplive.eu website is highlighted by the Slovenian SIC as a key delivery mechanism for mobile device-related resources. The website is available in all EU languages and provides access to a range of online safety-related video materials. Its design and concept addresses the challenge raised by some SICs of offering young people attractive resources that correspond with their surfing habits.

3. Flyers/Posters

Many SICs have developed flyers that they distribute via their website or in printed form at events, workshops, or in schools. The Slovenian SIC has taken this slightly further by distributing its posters on the toilets of popular meeting places of young people such a cinemas, bars and restaurants. Furthermore, its "*Don't type away your life*" poster, which was created as part of the Safer Internet Day Campaign, has been provided to all secondary school libraries and all public libraries with the request to display them during the internet safety month.

Figure 6: Accessed 26th July 2013 at: http://www.safe.si/db/31/3303/eGradiva/ PLAKAT_NE_ZATIPKAJ_SI_ZIVLJENJA/

4. Press

A number of SICs use press releases to disseminate information about mobile devices. This is complemented by providing interviews as well as conducting interviews themselves as highlighted by the Polish SIC who contributes information to articles and offers expert interviews.

TESTING AND DEVELOPMENT

All SICs validate their resources via their youth panels. Youth panels are usually consulted before the launch of new resources and in some cases also when further refining or developing an already existing resource.

A good example of such an approach is illustrated by the German SIC who "*held a meeting with all the youth panellists on the topic asking them what they would regard as crucial aspects of the topic and which, they would say, could be relevant information for their parents and teachers. On this basis the workshop on smartphone and apps was developed and the information for the corresponding website was revised and adapted.*"

Similarly, the Belgian SIC consulted four school classes from different geographical locations to test the concept of a mobile app they were planning to develop for the helplines. After the consultation, they completely reworked their approach as feedback illustrated a lack of interest in such an app.

Many of the SICs also draw on experts to support the resource development. While in Iceland these experts are drawn from the SICs steering and advisory committee, in Germany a partnership has been established with the team of a website focusing solely on safe use of mobile devices (www.handysektor.de) whereby the SIC receives feedback on the resources it develops. The SICs in Spain and Latvia draw on the expertise of the mobile operators they partner with or of media agencies.

A very comprehensive approach covering different methods of validating the resources can be seen by the UK SIC: "*We run focus groups with parents and carers, teachers and professionals and children and young people. We also send out questionnaires […]. We liaise with a range of other professional agencies (for example teaching unions) to ensure that our advice is relevant, current and as user friendly as possible.*"

MEASURING IMPACT

SICs frequently highlight the difficulties in measuring the true impact of their resources. However, many attempt to infer the impact by examining a range of statistics. Following is a list of the key indicators collected by many of the SICs:

- Number of downloads
- Number of views
- Number of clicks
- Number of orders of printed materials
- Number of enquiries about a topic
- Number of enquiries from the media
- Number of likes on social media
- Numbers of training sessions booked
- Number of mentions in the media

While a small number of SICs do not conduct any form of impact measurement, nearly all use web statistics to identify the reach of a resource.

Some SICs such as Slovenia have done an in-depth analysis of the awareness around and use of a specific resource by a target group. The Slovenian SIC worked with the Research Institute for Child Psychology and Pathopsychology in Bratislava[6] to analyse the success of their sheeplive.eu website. The evaluation not only examined the number of views but also whether children had heard of the sheeplive stories. The results were differentiated according to different age groups within the target group. Such an in-depth analysis, however, remains rare amongst the SICs.

In some cases the resource impact is explored via online or offline questionnaires. In particular workshops or events are evaluated using such methods. However, the questionnaires are designed by SIC staff rather than by professional researchers.

RECOMMENDATIONS AND LEASONS LEARNED

The SICs have highlighted some key areas on how the provision and delivery of resources on mobile devices can be improved.

1. Closer links with industry

SICs want to increase the cooperation with telecommunications providers at a national level but also see a role for Insafe to facilitate cooperation between SICs and telecommunications companies by working with the companies operating at an international or European level.

Closer links with telecommunications providers are seen as especially helpful for the development and delivery of resources. As the Latvian SIC points out: *"they have many PR and Media specialists who know the best way to develop material that would get the attention of a target group, they have a name and reputation to increase awareness and they have numerous channels to disseminate the resources or at least information about the resources."*

The Finnish and Dutch SICs suggest that the mobile phone providers should provide every parent buying a phone for their child with a brochure on responsible use of the phone.

However, closer links with industry do not only need to be about telecommunications providers. Rather, SICs point out that it is increasingly important to engage with App developers in order to address issues such as data-mining or in-app sales.

2. More effective resource/knowledge sharing

A suggestion amongst some of the SICs was to expand the scope of the current Insafe exchange platform and resource databank to support a more effective identification of resources for specific target groups and purposes and to highlight best practices between the SICs.

The UK SIC suggests in particular to share information gathered from focus groups: *"if other countries have run focus groups with young people or other audiences, it would be really useful to receive short reports of these sessions (if relevant)."*

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[6] http://www.vudpap.sk/en/

Such information can also be shared via the Insafe-INHOPE group meetings which are highlighted by the Icelandic SIC as a very effective form of improving the work in this area. Such exchanges could be extended for example by a SID campaign on mobile devices (suggested by Slovenian SIC) or even an Insafe-organised Conference on the topic (suggested by French SIC).

3. Insafe resources

Some SICs also call for more resources to be developed at a central level to support the entire network. Insafe should continue its development of tip-sheets and check-lists on key issues on the topic. These were identified as resources that are useful for the entire network.[7] Further work could be done on topics such as location-based services or other more technical aspects of mobile devices. In addition, SICs would like to have regular updates on changes in legislation and key studies on the topic. A few SICs remarked that the development of an app would make more sense at the network level due to the high costs and shared benefits for the entire network. However, the focus or utility of the app would still have to be determined.

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[7] For example, some recent tip-sheets produced by the Insafe coordination team have been translated and re-purposed by a number of SICs, as illustrated here: http://www.saferinternet.org.uk/ufiles/ASK.FM-fact-sheet.pdf.

COUNTRY PROVISION

The survey of SICs shows that 25 out of the 30 SICs provide information or resources on using mobile devices. However, while the remaining five SICs do not provide for resources directly linked to mobile devices, they do have resources that address many of the issues linked to mobile device use such as cyberbullying or privacy. Furthermore, all of these five SICs are currently planning and preparing resources on the topic.

	Children & Teenagers	Parents, Teachers, Trainers & Social Workers:
Austria	A dedicated website www.handywissen.at where children and teenagers can find many resources, teaching materials, FAQs, etc.	Teaching materials: "*Handywissen*"; "*Handy in der Schule*", in German language: http://www.saferinternet.at/broschuerenservice/materialien-fuer-lehrende/ Guidance material for parents: "*Handyratgeber Eltern*"; "*Medien in der Familie*", in German language, the latter also in English and Turkish: http://www.saferinternet.at/broschuerenservice/materialien-fuer-eltern/
Belgium	Child Focus has developed two resources on mobile devices. The first one, aimed at young people between 13 and 15 years of age, is called the Z-card. It has the layout of a smartphone on which you find a lot of tips for a safe and responsible use of the device. This Z-card has been disseminated via a mobile operator, Proximus. It is also available on www.clicksafe.be. The resource is available in French and in Dutch. Child Focus has also developed a prevention spot on sexting for 14-16 years old highlighting that you	Online safety training for parents includes a focus on mobile devices.

	don't have to betray the trust that someone gives to you and that you have to think before you post. It shows the consequences of online actions via mobile phones. The resource is available online in French and in Dutch: http://www.youtube.com/watch?v=LkJ5qcuebVA	
Bulgaria	Android mobile app to allow user-friendly access to the helpline communication channels, suitable for children of all ages, available in Bulgarian here: http://blob.bg/index.php?id=1925	N/A
Cyprus	A leaflet targeting children and teenagers and focusing on mobile bullying with tips on what they can do to be protected. The resource is available in Greek and English and can be viewed at: http://www.cyberethics.info/cyethics1/images/stories/pdf/MOBILE_social_tips_for_kids.pdf Presentations at schools focusing on sexting and cyberbullying using mobile phones. 	The Guidelines for "*Going mobile and Web 3.0*" booklet is an information booklet that provides an overview of the advancement of technology in the last decades. In addition, the booklet is an excellent tool for educators and other relevant stakeholders that are interested in learning about new and future technologies and how these can be used in class to stimulate learning in a more entertaining way. The booklet is available in English (and will be available soon in Greek too) and can be accessed at: http://www.cyberethics.info/cyethics1/images/stories/pdf/guidelines_for_going_mobile_and_web_3.pdf Presentations in schools for parents focusing primarily on cyberbullying and sexting using mobile phones. Using the mobile phone in school, a guide for educators on how to use a mobile phone in classroom teaching. The resource was developed by the Austrian SIC and translated. http://www.saferinternet.at/uploads/tx_simaterials/Using_the_mobile_phone_in_school.pdf
Czech Republic	Rules for the safe use of mobile phones is provided on their website: http://bit.ly/1bWBoOJ	They use the German and Austrian resources to develop the methodology & resources of teachers: http://www.bezpecne-online.cz/viewcategory/3 O2 Guru video tips: http://www.bezpecne-online.cz/video/videa.html

Denmark	N/A	They have developed a mobile phone / smartphone guide along with the telecommunications industry's four major companies (TDC, Telia, Telenor and the company 3) and the telecommunications industry trade organization (TI). The guide is intended for parents of 9-12 year olds and forms the basis for dialogue with the child. The guide provides in plain language support for selecting the type of phone (feature phone or smartphone). In addition, the parents are guided in choosing the right subscription for the child, and increases awareness of the digital universe that the child enters – explaining both opportunities and challenges. The guide also forms the basis for dialogue with the child about positive and safe use of the phone and provides information on where additional information can be found through designated links. The guide is in Danish and several of the Nordic countries have shown interest in translation into their own language, which could be done in cooperation with their national department of the above mentioned telecommunications companies. The guide will be launched at the beginning of September 2013 – both in printed version and online.
Estonia	Online game site "*Nastix*" which includes mini-games and tests about online behaviour, technical support/online services, apps, installation and communication in social networks. These games are suitable for children aged 9-15. See: http://www.targaltinternetis.ee/nastix/	They offer a workshop for children of the age 10-11 to schools. This 45 min interactive lesson with the title "Videos, photos and mobile devices" covers mobile etiquette, technical devices; music and apps, downloading and installation. It is usually delivered a team of project trainers (31 people); 1,5 h lecture programme for teachers, delivered by project trainers. 1,5 h lecture programme for trainers about e-safety, including issues linked to mobile phones. The programme is delivered by Smartly on the Web trainers usually at school. Online materials about mobile device usage and installation of various programmes and apps available via their website www.targaltinternetis.ee/opetaja.
Finland	N/A	N/A
France	Vinz et Lou game Génération connectée: http://www.internetsanscrainte.fr/organiser-un-atelier/7-12-ans-outils Online tips on mobile devices: http://www.internetsanscrainte.fr/le-coin-des-juniors/mes-conseils & http://www.internetsanscrainte.fr/espace-jeunes/conseils	Training for teachers: http://www.internetsanscrainte.fr/formation Lessons plans linked to the serious game episode on mobile phones: http://www.2025exmachina.net/espace-pedagogique/internet-mobile/fiche-info General infos and tips (FAQ format): http://www.internetsanscrainte.fr/s-informer/usages-mobile Parent's space with information on mobile devices on our website:

	Dedicated serious game: http://www.2025exmachina.net/jeu Youth panels videos: http://www.youtube.com/watch?v=BtbTuBego1U 	http://www.internetsanscrainte.fr/s-informer/usages-mobile Specific section in the parent's guide (2 pages): http://www.internetsanscrainte.fr/pdf/docs/ISCparents.pdf
Germany	A dedicated homepage with various subsites on the topic of smartphones and apps. The sites contain information on: What is an app? What different kinds of apps exist, which are the risks that come with apps such as data-skimming, hustling, app-content that could be problematic specifically for young children? Information is also provided via screenshots that explain step by step how the user can protect himself from the listed risks (for the two most common operating systems iOS and Android). The website will be online shortly. Klicksafe works closely with Handysektor who developed a flyer titled "*Apps-to-go*" that provides information for youths about the possible risk of apps. The flyer is available only in German and links to safe websites such as the klicksafe website, http://www.checked4you.de , a website of police consultation and more.	A lesson module "*Nicht ohne mein Handy*" (Engl: "*Not without my mobile*"). This module is comprised of information material for teachers and trainers and also contains ten working sheets that can be used in class with pupils. However, the information is also relevant to parents. The informative part focuses on the question how youths use their mobile phone and which possible problems could occur like indebtedness. Furthermore, the material includes information on which technical possibilities a mobile phone provides, like Bluetooth, internet etc. It then points out the problematic aspects of the use of mobile phones, for example the risks with mobile payment and hidden costs. The material also contains a link to a website which lists apps that are recommendable especially for a young target group. Another extensive part of the information booklet for the module are the different tariffs that exist and the specific pros and cons that go with each of them. The ten working sheets are aimed at a target group from the 7th grade onwards. Teachers can use the sheets in their lessons and thus sensitise their students for the following topics: What hides behind various technical terms like wireless application protocol? Which apps ware useful and which are not? The issue of data protection and the risk of hidden costs and what can be done about them. And last but not least what should be considered when a tariff is chosen. Klicksafe has a cooperation product with Telefónica 02 on the topic of children and mobile phones. The brochure, "Youth protection – children and mobile

		phones" is aimed at parents and covers advice on the safe use of mobile phones, security issues in respect to the integrated camera, security issues in respect to the internet connection, how to deal with mobbing via mobile phones, how to deal with unwanted advertising etc.
Greece	Mobile etiquette flyer for children and teenagers: http://www.saferinternet.gr/index.php?parentobjId=Page15&objId=Category82&p=10 Special flash quiz game for children. They receive a certificate if they successfully complete the quiz. Available on the special webpage with advice for children on mobile phones at: http://www.saferinternet.gr/index.php?parentobjId=Page4 A special webpage with advice for teenagers on mobile phones at: http://www.saferinternet.gr/index.php?objId=Category42&parentobjId=Page3	Powerpoint presentation with for trainers that includes information on mobile devices. Accessible only to registered trainers. A special webpage about mobile phones to be found at our adults' subportal of our website at: http://www.saferinternet.gr/index.php?objId=Category38&parentobjId=Page2 A special section in their webinar "Internet safety" to be found at http://www.saferinternet.gr/index.php?objId=Category260&parentobjId=Page15 Ενημερωτικό Υλικό | **Webinars** Netiquette: κανόνες της ορθής διαδικτυακής συμπεριφοράς — © 2013 Saferinternet.gr Αγοράστε κατάλληλα παιχνίδια για τα παιδιά - το σύστημα PEGI — © 2013 Saferinternet.gr Ασφαλείς διαδικτυακές συναλλαγές — © 2013 Saferinternet.gr Βασικές συμβουλές για την online ασφάλεια - Μέρος Α' — © 2012 Saferinternet.gr Βασικές συμβουλές για την online ασφάλεια - Μέρος Β' — © 2012 Saferinternet.gr Παράνομο περιεχόμενο — © 2013 Saferinternet.gr ◄ 1 | 2 ► Special chapter about mobile phones in their guide for parents / grandparents, to be found at http://www.saferinternet.gr/index.php?parentobjId=Page15 They are planning an A5 guide for the safe use of mobile phones to be launched on SID2014. It will primarily be addressed to adults (teachers, trainers, social workers, parents), but will also be useful for teenagers. This guide will be based
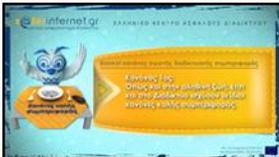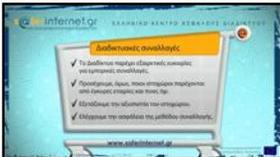
		on the idea of the Italian educational resource "*Educational paths*".
Hungary	Slides about mobile phones in their presentations for school visits. There are 3 versions the presentation: for children, teenagers and adults. The slides are available in Hungarian. They are available on http://webidomar.hu/ website.	Slides about mobile phones in their presentations for school visits. There are 3 versions the presentation: for children, teenagers and adults. The slides are available in Hungarian. They are available on http://webidomar.hu/ website.
Iceland	General information on the topic can be found on the Awareness and Helpline´s web pages (www.saft.is and www.netsvar.is). The issue is addressed in our school visits and peer2peer talks.	A brochure on mobiles that is currently being updated for parents, teachers, etc. and with a special focus on smart phones and tablets should be ready next autumn.
Ireland	Advice on mobile apps on their website.	Advice on mobile apps on their website.
Italy	N/A	N/A
Latvia	A series of 10 educational videos with humorous/sarcastic texts on common issues relating to mobile phones and internet safety, mainly intended to be used in classroom in order to encourage discussions with teens. The videos reflect virtual activities vs real life and in the videos there are ordinary youngsters vs well-known actors: http://www.youtube.com/watch?v=FKbgz4rEQ-I&list=PLD9F80E3971C2A427	Supporting material for the videos for teachers is available, containing 3 questions (and answers to those questions) for each video theme to encourage discussions in the class after teachers together with students have watched each video: http://www.drossinternets.lv/upload/diskusijai_par_drosibu_interneta.pdf

Lithuania	General information for different age groups during Helpline consultations via the internet and by phone.	General information for different age groups during Helpline consultations via the internet and by phone.
Luxembourg	Smartphone Flyer "Cost traps": awareness information about safer smartphone use to avoid fraud and cost traps. Flyer in the appealing shape of a smartphone. Co-production with ULC (Consumer Counselling of Luxembourg), Available in multiple languages. https://www.bee-secure.lu/sites/default/files/BEE%20SECURE%20-%20Smartphone_EN.pdf Website content on mobiles: DE: https://www.bee-secure.lu/de/themen/handy FR: https://www.bee-secure.lu/fr/themes/mobile	The Smartphone Flyer "Cost traps" is also useful for parents and teachers. BEE SECURE is providing training for all target groups which all cover the issue of mobile devices.
Malta	N/A	N/A
Netherlands	Video "*New kids on the web*": http://www.newkidsontheweb.nl/zora-smartphones/ Research "*Hey, what's app?*": http://www.digivaardigdigiveilig.nl/uploads/Hey_whats_app.pdf	Brochure "*My kid and mobile*": http://www.digivaardigdigiveilig.nl/uploads/Mijn_kind_mobiel_def.pdf Brochure "*My teen and mobile*": http://www.digivaardigdigiveilig.nl/uploads/Mijn_puber_mobiel_def.pdf

		They refer to the "*Mijn Kind Online*" website which is very up-to-date with good information for parents and teachers/social workers on mobile devices: http://mijnkindonline.nl/onderwerpen/mobiel
		They also work closely with Vodafone who have developed a webpage for parents with information and tools for their kids mobile devices: http://over.vodafone.nl/duurzaam/kinderen-veilig-verbinden/
Norway	N/A	N/A
Poland	Advice on mobile devices on the www.sieciaki.pl website.	A leaflet about Mobile Apps - developed originally by Austrian Centre, http://www.saferinternet.pl/images/stories/zakup_kontrolowany/zakup_kontrolowany_poradnik.pdf The guidebook "Smart purchase" discusses many safety aspects related to mobile devices, it is available in Polish only, http://bit.ly/13YBnZT
Portugal	A flyer on mobiles phones (in the shape of a mobile phone) with information inside about the safety measures to be taken when using these devices. There is an area for educational games on the Seguranet website (http://www.seguranet.pt/jogo/) only about mobile phone safety. Thirdly, on the SIC Facebook page, a daily tip on Internet and mobile phone safety is provided.	On the Internet Segura Website http://www.seguranet.pt/jogo/ there is a whole area of risks and precautions for mobile phones. What is the device, how it works, risks and precautions to be safe are the key areas covered.

Romania	Online materials such as articles, news, advice on www.sigur.info which was developed for mobile platforms. On the blog of www.sigur.info they have posted 26 articles regarding use of mobile devices. Each one of these articles was disseminated via Facebook and Twitter.	A document with 15 filtering solutions for mobile devices and smartphones to help parents, teachers and other adults who supervise children and teenagers to protect them while using Internet on mobile devices. The document is in Romanian language and can be accessed via this link http://sigur.info/parental-control-pentru-telefon.html
Russia	A brochure "*If You Got Lost - the Web Can Help You!*", covering useful applications for missing children. This particular brochure is targeted at ages 7-12 but can equally be used by parents.	A brochure "*If You Got Lost - the Web Can Help You!*", covering useful applications for missing children. This particular brochure is targeted at ages 7-12 but can equally be used by parents.
Slovakia	An animated series (OVCE.sk) which is freely available on via www.sheeplive.eu. The series covers problems such as mobile addiction, etiquette of mobile communication, privacy, uploading and sharing nude photos and videos, abuse of photos and videos, cyber-stalking, cyber-bullying, happy slapping, vulgar language, grooming, sexting, game addiction, discrimination and racism. The series is available either fully dubbed or with subtitles in 24 languages. It is also adjusted for visually- and hearing-impaired children. 	Methodical booklets for teachers and parents to accompany the animated series OVCE.sk. A book "*Deti v sieti*" ("*Children on the Net*") that explains how to communicate the topic of safer use of the internet and mobile devices to children and talks about specific risks of using internet in mobile devices in more detail. This book is being distributed to schools and is also available for free to download from the web page of the project Zodpovedne.sk. The book is for now only available in Slovak language. Translation to other languages is already planned. Link to download the resources: http://sheeplive.eu/sites/default/files/deti-v-sieti--prirucka_-_tlac_bez_orezovych_znaciek.pdf , http://www.zodpovedne.sk/download/prirucka_ucitelia_a4.pdf They make use of reports and surveys conducted by academic institutions. These focus primarily on the prevention of cybercrimes: Links for download the surveys and reports: http://www.zodpovedne.sk/download/Prieskum_Mediacia_EN.pdf http://www.zodpovedne.sk/download/vyskumna_sprava_en.pdf

| Slovenia | "*Don't type away your life*" video campaign: For the purposes of the national SID 2013 campaign, the NAC in cooperation with popular Slovenian stand-up comedy performer Pižama created 5 short videos (55-65 sec) dealing with the topic of safe and responsible use of mobile devices, especially smartphones. The main target group are young people aged 12 to 18. Accessible via http://www.youtube.com/user/saferinternetsi

Mobile phone screen cleaner "*Don't type away your life*". It is used for dissemination at fairs, conferences, project competitions

Shopping bags "*Don't type away your life*". It is used for dissemination at fairs, conferences, project competitions

Poster "*Don't type away your life*": http://www.safe.si/db/31/3303/eGradiva/PLAKAT_NE_ZATIPKAJ_SI_ZIVLJENJA/

A 90 minute workshop for teenagers: "*Are you smarter than your mobile phone?"* This workshop covers all the important topics of mobile safety: privacy protection on mobile phone, sexting, excessive use, geo-location, etiquette on mobile | Useful tips and information on the following topics can be found on their website www.safe.si: Software for mobile protection, high bills, Harmful content, Mobile bullying, Sexting, Mobile phone addictions, Privacy protection, Location based services, Apps, Child pornography

An online package with lesson plans, PowerPoint presentations and other resources for schools that are dealing with the topic of safe and responsible use of mobile devices. http://www.safe.si/c/1602/Online_paket_SID_2013/

The members of the project E-Education created guidelines and recommendations on how to use mobile phones in schools. This valuable resource was also presented to teachers who attended the SID 2013 central event. Furthermore, it was also included in the online package for schools. http://www.safe.si/uploadi/editor/1358520676Mobilnitelefonivsoli.pdf

ABC of security and privacy on mobile devices, a brochure for users of smart phones focusing mainly on the technical aspects of the safe and responsible usage of these devices. https://www.varninainternetu.si/content/uploads/2013/01/Varnost-in-zasebnost-na-mobilnih-napravah.pdf |

	phone, cyberbullying through mobile phones etc. During the workshop many videos on this topic are shown to the pupils. Part of the workshop is also dedicated to practical activities: pupils take addiction with mobile phone test and participate in an activity "*Help a Friend*", where they are finding solutions to different problematic situations and dilemmas connected to mobile phone use. Facebook test "*Who is smarter: you or your smart phone?*" A fun application for teenagers to check how smart they use their cell phones. Each player has to answer six questions and based upon his/her responses the player is scored and the final result reveals if the player is smarter than his/her cell phone. The player can publish the score on their Facebook profile. https://www.facebook.com/deskamvarno/app_528557617178236	
Spain	Workshops in schools with children and teenagers (from 8 to 18 years old) about the risks of mobile device usage. They update every day their social networks profiles (Facebook, Twitter, Habbo, etc.) with lots of security advice on mobile devices.	Workshops for teachers, trainers, social workers, parents and the police providing them with an overview of the risks of mobile phone use.
Sweden	N/A	N/A
UK	For 3-7 year olds there are "*Smartie the Penguin*" and "*Digiduck's Big Decision*" resources. These focus on a range of online behaviours. The main message of Smartie is to tell someone if anything upsets you online, on any device. Digiduck's Big Decision focuses on being a good friend online - this would also cover being a good friend whilst using mobile devices. These are both available in English and can be found here: http://www.childnet.com/resources/smartie-the-penguin-e-book and http://www.childnet.com/resources/digiducks-big-decision.	There is plenty of information for teachers and professionals to support the use of all the resources for children and teenagers. Most resources are accompanies by lesson plans and presentations and all the information that teachers need. There is also specific advice for teachers relating to social networking and using technology in the classroom - where mobile devices are relevant too. The teachers' links are here: http://www.childnet.com/teachers-and-professionals/for-working-with-young-people/hot-topics , http://www.childnet.com/resources/digiducks-big-decision , http://www.childnet.com/resources/smartie-the-penguin , http://www.childnet.com/resources/know-it-all-for-primary , http://www.childnet.com/resources/know-it-all-secondary-toolkits , http://www.childnet.com/resources/social-networking-a-guide-for-teachers-and-professionals , http://www.childnet.com/resources/teachers-and-technology-

For 8 - 11 year olds there are the SMART rules that cover eSafety topics applicable to mobile devices as well as other technologies. http://www.childnet.com/resources/the-adventures-of-kara-winston-and-the-smart-crew. These are available in English, French and German.

For 11 - 18 year olds there are two secondary toolkits that cover a range of issues which are applicable to mobile devices, such as information relating to sexting, downloading and cyberbullying which can be found here: http://www.childnet.com/resources/know-it-all-secondary-toolkits

There are also "*hot topics*" for young people on the Childnet site that cover further topics such as webcams and video chatting, apps and online reputation: http://www.childnet.com/young-people/secondary/hot-topics.

An online reputation checklist, which also covers the use of mobile devices. http://www.childnet.com/resources/online-reputation-checklist.

checklist

A "*Parents' Guide to Technology*" that specifically covers the use of all mobile devices, and 'hot topics' that can help parents and carers. All parents' and carers' resources can be found here: http://www.childnet.com/resources/a-parents-guide-to-technology , http://www.childnet.com/resources/downloading/home , http://www.childnet.com/resources/young-people-and-social-networking-sites , http://www.childnet.com/resources/online-gaming-an-introduction-for-parents , http://www.childnet.com/parents-and-carers/hot-topics

Smartie the Penguin

An e-safety story for 3 to 7 year olds.

Join in with Daddy Penguin's song and follow the adventures of Smartie and Daddy Penguin as Smartie learns how to be safe on the internet.

← Back to resources

Why not book a Childnet visit?

An expert from the Education Team can provide an inspiring, informative and interactive internet safety presentation for your school or workplace.

APPENDIX A – PARTICIPATING ORGANISATIONS

Country	Organisation
Austria	OIAT - Saferinternet.at
Belgium	Child Focus
Bulgaria	Applied Research and Communications Fund
Cyprus	Cyprus Neuroscience & Technology Institute
The Czech Republic	NCBI (National Safer Internet Centre)
Denmark	The Media Council for Children and Young People
Estonia	Estonian Union for Child Welfare
Finland	Finnish Centre for Media Education and Audiovisual Media
France	Internet Sans Crainte
Germany	Klicksafe
Greece	Safer Internet Hellas
Hungary	International Children's Safety Service
Iceland	SAFT
Ireland	Webwise
Italy	Save the Children
Latvia	Latvian Internet Association
Lithuania	Centre of Information Technologies of Education
Luxembourg	BEE SECURE/Service National de la Jeunesse
Malta	Malta Communications Authority - BeSmartOnline!
The Netherlands	ECP
Norway	Norwegian Media Authority
Poland	Nobody's Children Foundation
Portugal	FCT, DGE - Ministry Education and Science
Romania	Safer Internet RO Sigur.info
Russia	Safer Internet Centre Russia
Slovakia	eSlovensko
Slovenia	Awareness Centre Slovenia, Faculty of Social Sciences
Spain	Protégeles
Sweden	Swedish Media Council
United Kingdom	Childnet International