At National Online Safety, we believe in empowering parents, carers and trusted adults with the information to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many apps which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

What Parents & Carers Need to Know about

THE METAVERSE

AGE RATING

Varies per metaverse platform

'Metaverse' is a relatively new term to many, however the concept has been around for some time. Videogames, for example, use many aspects of the metaverse; avatars, digital currency, mini-games, and open communication. A metaverse can also take many forms; Fortnite can be seen as a metaverse, as is Roblox. Put simply, a metaverse is an online environment where people interact, play games and express themselves. Away from traditional videogames, there are newer and more 'dedicated' metaverses such as Decentraland, The Sandbox and Somnium Space which are akin to Second Life.

WHAT ARE THE RISKS?

UNSAFE AREAS

Many metaverse platforms feature little to no moderation. This is due to the decentralised nature of the metaverse - as there is no one company overseeing the platform, users can create and build with freedom. This can be a minefield for younger users as adult material or sensitive topics can feature on a parcel of land seen by everyone.

VOICE COMMUNICATION

The freedom found within creation is also found in communication. Most metaverses use proximity VOIP communication (Voice Over Internet Protocol) and users can approach any other user to start a conversation. It is necessary for avatars to be quite close to another in order to talk and once they are, anything can be said. While a chat box can be moderated, voice chat cannot.

ANONYMITY

As with almost every other form of online interactions, anonymity features heavily within the metaverse. The concept for the metaverse is to live any type of life digitally. This could mean that 'bad actors' (those with malicious intent) can take advantage of others with ease. Reporting and monitoring these users is becoming easier on the more popular platforms, but others struggle to police these situations.

VIRTUAL REALITY

Not all metaverse platforms are VR enabled, in fact less than 10% feature VR interactivity. However, it's always worth monitoring the amount of time younger users spend in virtual reality. A VR metaverse differs greatly to VR gaming in user interaction. Approaching each other in a VR metaverse attempts to represent 'reality' and can result in a greater impact if experiences are negative.

PSYCHOLOGICAL IMPACT

Whether in virtual reality or not, interactions and experiences in the metaverse can often carry more weight because they mimic 'real life'. Oftentimes, due to the freedom in avatar creation, younger users may open themselves up to bullying, prejudice or an unrealistic idea of reality. For instance, female-orientated avatars may find themselves targeted by bullies or inappropriate users.

Advice for Parents & Carers

TRY IT OUT FIRST

This may sound like an obvious tip, but by entering the metaverse and exploring on your own, you'll be able to see what your child might. You can explore the busier areas and even the quiet sections to see what users are building or advertising. You'll also learn first-hand how users communicate with each other. Many metaverse platforms will feature an entry area which showcases the busiest areas. Check them all out and see what's happening.

LEARN ABOUT NFTS, WALLETS AND CRYPTO

With the metaverse comes Web3 technologies such as NFTs, cryptocurrency and wallets in which to store them. If you have a crypto wallet, do not connect it to your child's metaverse. One simple click could result in loss of cryptocurrency. If you are unsure what these technologies are, try to research them as these terms will appear in the metaverse.

CREATE AN AVATAR TOGETHER

If you decide on allowing your child into the metaverse, set up their initial avatar together. This way you can ensure the avatar is age-appropriate and keeps their identity private. You can also advise on aspects which may result in attracting bullies or unwanted attention. It will also allow you to see which avatar items cost money, and talk to your child about in-game spending.

START WITH THE FAMILIAR

There are already metaverse experiences with children in mind; explain to your child what a metaverse is and have them recognise similarities between those and games like Roblox, Fortnite and Minecraft. Unfortunately, there is no 'child safe' metaverse option as yet, though Epic Games and LEGO are currently developing a family safe metaverse.

Meet Our Expert

Daniel Lipscombe is a father to two girls, aged 14 and 12. Before Dan began his Web3 metaverse journey, he worked as a videogame journalist and author for a decade; reviewing games, talking to creators and writing about videogame trends. Dan has also written fifteen guide books about Fornite, Minecraft, Roblox, Apex Legends and Valorant for HarperCollins and Bonnier Books.

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What Parents & Carers Need to Know about DISCORD

AGE RATING 13+

Servers and channels marked as 'NSFW' require users to be 18 or older to join.

Discord is a free app which allows users to communicate in real time via text, video or voice chat. Available on desktop and mobile devices, it was originally designed to help gamers cooperate – but has evolved into a more general networking platform for a range of online communities, discussing topics like TV series, music, Web3 and more. Discord is organised around closed groups, referred to as 'servers'. To join a server, users must be invited or provided with a unique link. It's a space for users to interact with friends, meet others with shared interests and collaborate privately online — but it's also a place where young people can be exposed to risks if the right precautions aren't taken.

WHAT ARE THE RISKS?

CYBERBULLYING

Discord's easy accessibility and connectivity, unfortunately, makes it an ideal place for cyberbullying to occur – especially as audio and video streams disappear once they've ended, meaning that bullying could take place without leaving any evidence. Closed groups can also be created, giving young people the opportunity to exclude their peers or send cruel messages without adult oversight.

DIFFICULT TO MODERATE

Like many private communication apps, Discord's real-time messaging can be difficult to control. The system enables content moderation through each individual server – so different groups can set their own rules for what's acceptable, and some groups may not monitor for unsuitable content. Anything that happens in an audio or video stream is also virtually untraceable once the stream has concluded.

INAPPROPRIATE CONTENT

Discord mainly hosts private groups, making it easier for unsuitable or explicit content to be shared on channels. Pornography, racism and inappropriate language can be found in some groups. Server owners are required to add an age-restriction gate to channels where 18+ content is being shared – but this solution isn't foolproof, as the platform doesn't always verify users' ages when they sign up.

ACCESSIBLE TO PREDATORS

On many chat platforms, users can lie about their age or true identity – and Discord is no exception. Predators have attempted to abuse the platform by using it to contact and communicate with underage users – by initially chatting with a child on an age-appropriate channel, for example. While Discord *has* improved its safety settings, some users will still try to bypass them for malicious reasons.

CRIMINAL ACTIVITY

Discord *does* have strict Terms of Service and Community Guidelines to protect its users – but, sadly, not everyone adheres to them. Criminal activity including grooming, hate speech, harassment, exploitative content, doxxing and extremist or violent material have all been found on Discord servers over the last two years. In 2020, Discord received almost 27,000 reports of illegal activity on the platform.

Advice for Parents & Carers

REVIEW SAFETY SETTINGS

Discord has a series of safety settings, enabling users to choose who can direct message them or send them friend requests. Your child's experience on Discord will be much safer if the app's privacy and safety settings are configured to only allow messages or friend requests from server members. This will minimise the chances of potential predators from outside the group contacting them.

EXPLAIN AGE FILTERING

While Discord requires users to be at least 13 to sign up, many servers geared towards older users are flagged as NSFW (not safe for work), which indicates they probably contain material that's inappropriate for children. It can be easy to click through settings without properly reviewing them, so ensure your child understands why age filtering is important and that it's there to protect them.

SCREEN OUT EXPLICIT CONTENT

In the privacy and safety settings, Discord users are offered the ability to filter direct messages for inappropriate content: a setting that should be enabled if your child uses the platform. Discord automatically tries to flag *images* that are explicit, but the setting must be manually enabled for text. If a young user is sent explicit content in a direct message, Discord will scan and (if necessary) delete it.

MONITOR ONLINE ACTIVITY

It's wise to regularly review your child's activity on Discord. This can include checking their safety settings to ensure they're correctly enabled, talking about which servers they've joined and reviewing some of their friends and direct messages. Ask if anything has made them feel uncomfortable or unsafe. Things can change quickly online, so plan routine check-ins and follow up frequently.

DISCUSS GOOD ONLINE BEHAVIOUR

The anonymity offered by the internet often leads people to communicate more openly online and behave differently than they would at school or home. It's crucial to bear in mind, though, that every internet user is still a real person. Talk to your child about the severe and lasting consequences that cyberbullying or exchanging inappropriate material online can have in the real world.

HAVE CANDID CONVERSATIONS

It can sometimes be awkward to discuss topics like grooming, pornography, racism or explicit content with your child – but it's important to ensure they're aware of the harms these things can pose. Talking openly about these subjects is a great way to help your child feel more comfortable about coming to you if they experience an unwanted encounter on Discord (or anywhere else online).

Meet Our Expert

Coral Cripps is a Canadian-born, London-based tech journalist at gmw3.com: a website specialising in all things Web3, gaming and XR (extended reality). With a focus on brands and culture, she researches and writes about the ways that our current innovations — including the metaverse and Web3 — are impacting people, places and things.

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