



## Australian Parent & Family Guide

Autumn 2009

A blue rounded rectangular button containing the Myspace logo icon and the text "myspace.com safety & security".

myspace.com safety & security

[myspace.com/safetyaustralia](http://myspace.com/safetyaustralia)

24 Hour email address: [parentcare@myspace.com](mailto:parentcare@myspace.com)

Additional Information: [myspace.com/parentcare](http://myspace.com/parentcare)

# MySpace Safety – Parent & Family Guide

## CONTENTS

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A. Introduction .....	1
B. About MySpace .....	1
C. An Overview of MySpace & How to Create a MySpace Account .....	2
D. How to Contact MySpace.com .....	13
E. How Your Teens are Using MySpace .....	13
F. How to Discuss Your Teen’s MySpace Profile .....	13
G. Using MySpace as a Family .....	14
H. Protecting Your Teens Online .....	14
I. How to Remove a False Profile .....	16
J. How to Remove Your Teen’s MySpace Profile .....	16
K. Cyberbullying & Threats .....	18
L. Concerned Teachers .....	19
M. School Forums and Moderators .....	20
N. School Police Liaison Officers .....	22
O. What Information Is On MySpace? .....	22
P. Community and Collaboration .....	23
Q. Conclusion .....	23

# MySpace Safety – Parent & Family Guide

## A. INTRODUCTION

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MySpace is committed to working with Australian parents and families to provide a safer and more secure environment for all users of the MySpace website. Pursuant to this goal, we have designed this Parent and Family Guide especially for you, as parents, to use when talking with your teens about how to be safe online and on MySpace. The Guide provides you with information on how to address MySpace-related issues that may arise as a result of teens using MySpace and how to contact MySpace with questions or concerns that relate to your teens' use of the site. We also take this opportunity to show you the numerous ways in which families can use MySpace, ways you and your family can begin to talk about the Internet, and the positive activities our members have been engaging on our site.

This Guide and its contents are intended only for the use of parents and families. Please be assured that in addition to this Guide for parents and families, MySpace is working to address the concerns of other groups or individuals, including teachers and students, in distinct ways, some of which are also described in this Guide.

MySpace reserves the right to make any changes to the policies and procedures described in this Guide as may be necessary from time to time.

## B. ABOUT MYSPACE

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MySpace, a Fox Interactive Media company, is one of the world's leading lifestyle portals for connecting with friends, discovering popular culture, and making a positive impact on the world. By integrating web profiles, blogs, instant messaging, email, music streaming, music videos, photo galleries, classified listings, events, groups, school and university communities, and member forums, MySpace has created a connected community. Although most of these features can be found on other large portals, it is the tight and seamless integration of these tools that has led to MySpace's dramatic growth. MySpace is one of the most widely-used and highly regarded sites of its kind and is committed to providing the highest quality member experience. MySpace will continue to innovate with new features that allow its members to express their creativity and share their experiences. MySpace's international network includes localised community sites in Australia, the United States, the United Kingdom, Japan, France, Germany, Ireland, Spain, Italy, Mexico, Canada, New Zealand, Latin America, Austria, Switzerland, Netherlands and Sweden.

MySpace allows users to set up their own profile pages, which can include lists of their favourite musicians, books and movies, photos of themselves and others, and links to pages within and outside the MySpace environment. Creating a profile is one of the first things a new user does when getting started on MySpace. Personalising profiles and choosing the background, music and name gives users the opportunity to create their own space on the Internet. There are many third party features, such as applications and polls, which are commonly seen on many of the younger users' profiles, "deep-linked" images (images that originate on other websites), and other content that can be used in conjunction with a MySpace profile but that is not administered or hosted by MySpace.

MySpace does not charge its users to set up their profiles or establish an account and is unable to independently verify users' identities. It is therefore possible for a user to establish a false identity or name on MySpace, and the true identity of an account creator may not be known by MySpace. Nonetheless, MySpace is committed to assisting with investigations that involve misuse of the website or violations of its policies to the fullest extent, consistent with applicable laws and its privacy policies.

# MySpace Safety – Parent & Family Guide

Members are expected to post information and content in compliance with the MySpace Terms of Use. MySpace posts a Privacy Policy and Terms of Use Agreement which are accessible from every page on its site. Taken together, these policies establish rules concerning the type of material and activities we permit on our website. For example, these policies prohibit hate speech, nudity, pornography, and violence. MySpace also has a team of employees assigned to enforce these policies and handle user inquiries.

## C. AN OVERVIEW OF MYSPACE & HOW TO CREATE A MYSPACE ACCOUNT

Creating a MySpace Account is fast and easy by following these steps:

1. Get connected to the Internet.
2. Type [myspace.com](http://www.myspace.com) into the address bar of your web browser. The web browser will look like this:



3. The login / sign-up page will look like this:



4. In the "Member Login" box (below) click the light blue "Sign Up!" tab:

# MySpace Safety – Parent & Family Guide

The screenshot shows a dark blue login/sign-up box. At the top, there are two tabs: "Log In" (active) and "Sign Up!". Below the tabs are two input fields: "Email:" and "Password:". Under the "Password:" field is a checkbox labeled "Remember Me" and a yellow "Log In" button. At the bottom of the box is a link that says "Forgot your password?".

5. That will bring you to this screen:

The screenshot shows the MySpace Australia sign-up page. At the top is the MySpace Australia logo with the tagline "a place for friends..". The main content area is titled "Join MySpace Here!" and includes a "login" link for existing members. The sign-up form contains the following fields and options:

- Email Address: [input field]
- Password: [input field]
- Confirm Password: [input field]
- Display Name: [input field]
- First Name: [input field]
- Last Name: [input field]
- Country: [dropdown menu, currently set to Australia]
- State: [dropdown menu, currently set to - Please Select -]
- Post Code: [input field]
- Date Of Birth: [Day, Month, Year dropdown menus]
- Allow others to see when it's my birthday
- Gender:  Female  Male
- Preferred Site & Language: [dropdown menu, currently set to Australia]
- Verification: A CAPTCHA image showing the text "KADFX" and a small input field below it with the instruction: "Please enter the text from the image above: The letters are not case-sensitive. Do not type spaces between the numbers and letters."

At the bottom of the form is a checkbox and the text: "By checking the box, you confirm that: You know MySpace.com is a website operated by MySpace in the U.S., and you consent to the transfer of your personal data to the U.S., where your personal data will be subject to U.S. law and where the level of data protection is different compared to your country. You also agree to the MySpace Terms of Service and Privacy Policy which describe how your personal data will be used." Below this is a blue "Sign Up" button.

On the right side of the page, there are several promotional boxes:

- Musician**: If you are a Musician, Sign up here
- COMEDIAN**: If you are a comedian, Sign up here
- FILMMAKER**: If you are a film maker, Sign up here
- Why Join MySpace?**: A list of features including "Create a Custom Profile", "Upload Pictures", "Share Photo Album", "Send Mail and IM's", "Write Blogs & Comments", and "It's FREE!".
- A privacy notice: "MySpace understands that user privacy is the key to our success. Already a member? Please read our [privacy policy](#)"

# MySpace Safety – Parent & Family Guide

6. On this screen, you need to fill in the information requested:

Join MySpace Here! Already a member? [login](#)

Email Address:

Password:

Confirm Password:

---

Display Name:

First Name:

Last Name:

Country:

State:

Post Code:

---

Date Of Birth:

Allow others to see when it's my birthday

Gender:  Female  Male

Preferred Site & Language:

7. You will then be asked to verify your account by typing the letters and or numbers you see on the screen. It will look like this:

Verification:



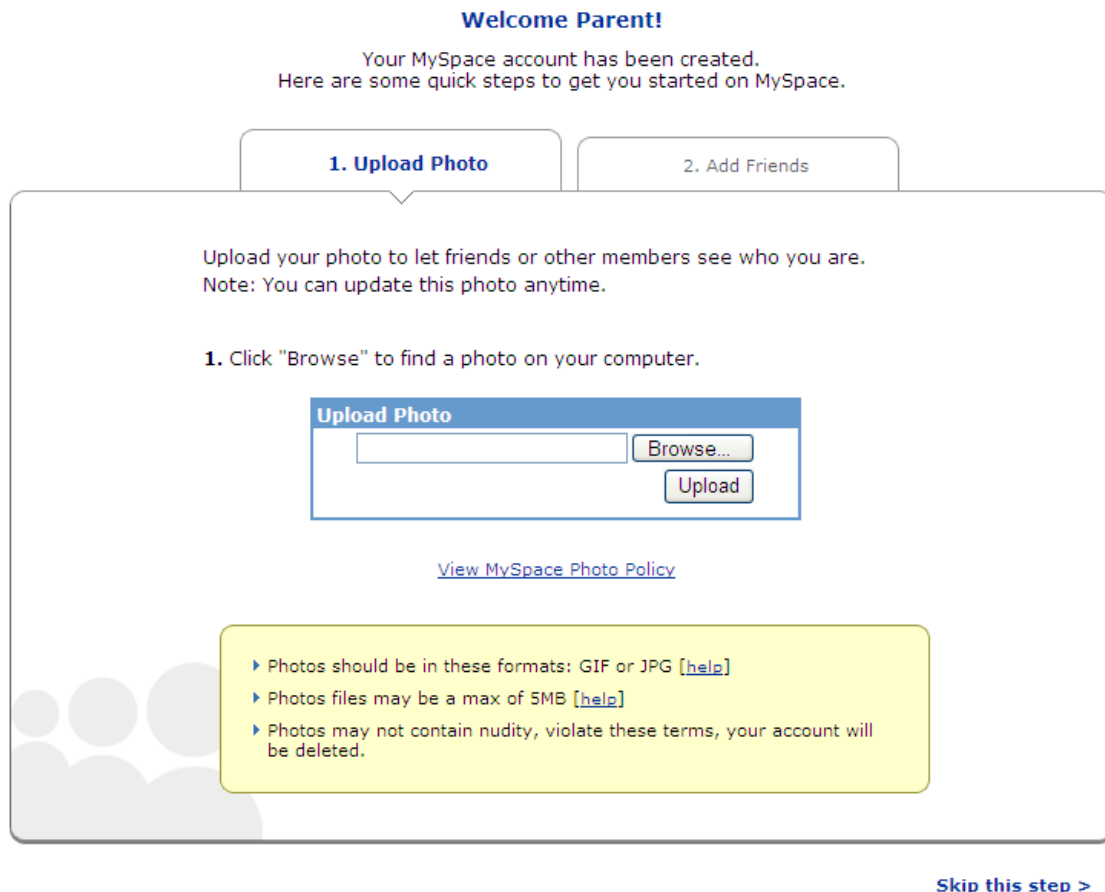
Please enter the text from the image above:  
The letters are not case-sensitive.  
Do not type spaces between the numbers and letters.

**By checking the box, you confirm that:**

You know MySpace.com is a website operated by MySpace in the U.S., and you consent to the transfer of your personal data to the U.S., where your personal data will be subject to U.S. law and where the level of data protection is different compared to your country. You also agree to the MySpace [Terms of Service](#) and [Privacy Policy](#) which describe how your personal data will be used.

# MySpace Safety – Parent & Family Guide

8. Once you enter the verification code, you have the option to test a User ID which will be explained in more detail further along. Once you click the “Sign Up” button, you will be told that you can add pictures to your account. Please read the safety tips. MySpace is a public place and you should be careful about what you post online. The screen to add your photo looks like this:



To add pictures or photos click the “Browse” button and locate the pictures saved on your computer. Select photos you want to add and click the “Upload” button.

You can choose to skip this step, and add photos or pictures later, by clicking on “Skip this step” at the bottom right of the screen.

# MySpace Safety – Parent & Family Guide

9. Now you can choose to email your friends, who do not have MySpace accounts, at their personal email addresses, tell them you joined MySpace and invite them to sign up too.

1. Upload Photo      2. Invite Friends

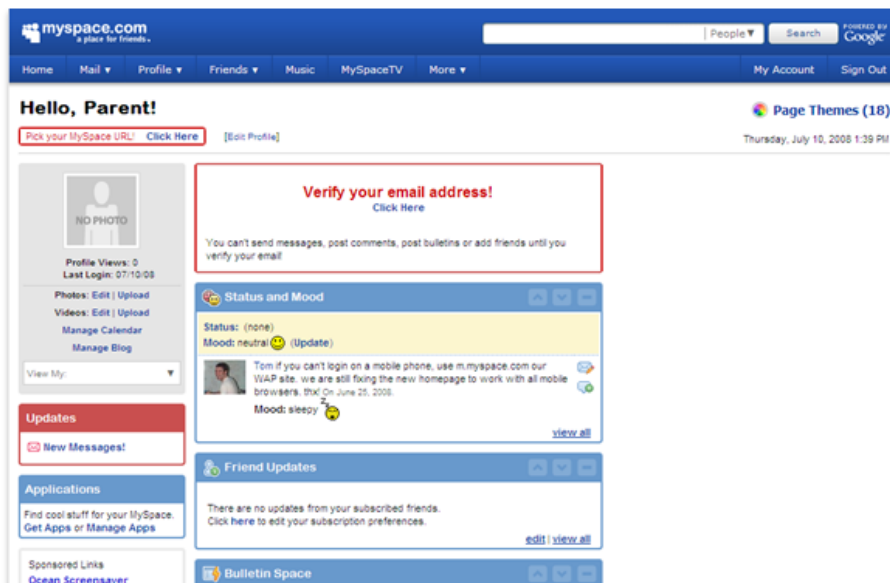
Now start adding friends to your space by inviting them to join. When your friends join you'll automatically be connected to their friends - it's a great way to meet interesting new and interesting people!

**Subject:** Parent invites you to MySpace  
**From:** parent@parentdemo.org  
**To:** friends@email.com

Send Invitation

[Start using MySpace >](#)

10. You will now see your MySpace homepage. There are a number of prompts in red on the page. For example, you must verify your email address and you may select your MySpace URL. URL stands for Uniform Resource Locator. Your MySpace URL appears in the address bar of your web browser and will look similar to myspace.com/tom. The part of the URL you will be selecting follows the '/'; e.g. myspace.com/YOUR URL.



# MySpace Safety – Parent & Family Guide

When you click the link in the red box to verify your email address the following screen will appear:

**Verify your email address.**

Why verify? Email verification helps MySpace.com provide a fun and safe experience for everyone. Until you verify your email address, some of your actions on MySpace.com will be limited.

Check your welcome email for the verification link. If you didn't receive this message or accidentally deleted it, request another verification email below.

If you have problems receiving email from MySpace.com at your current email address or accidentally provided the wrong email address, change your address below. A verification email will be sent to your new address automatically.

---

**Your current email address is: pgmyspacedemo@gmail.com**

<input type="button" value="Request Verification Email"/>	<input type="button" value="Contact Customer Service"/>
---	---

You will receive an email at your current email address that will contain the verification link.

If you are having trouble receiving emails at your current email address, please contact Customer Service.

[Return to Home.](#)

Please be sure to check your email inbox for the verification email from MySpace and verify your email address via the link provided. If you do not verify your email address, your actions on MySpace will be limited. A valid email address helps us protect you better when using MySpace and provides another important tool to law enforcement.

The next step is to pick your URL. When you click in the red box to choose your URL, the following screen will appear:

Your Display Name is: **Parent**

You can change your Display Name as often as you want, just like you always have.

But now we have a new MYSACE NAME/URL feature. Each user can pick a unique MySpace Name. It will become your own custom URL. THIS DOES NOT AFFECT YOUR DISPLAY NAME. You'll still be able to change the name that appears on your MySpace profile whenever you want. But you won't be able to change your MYSACE NAME/URL once you pick it, so be careful!

**NOTE: You cannot change your MySpace Name once you pick it, so make sure you pick something you're willing to live with!**

After you enter your MySpace Name, we'll tell you about the Real Name feature.

**Pick your MySpace Name/URL:**  
http://www.myspace.com/

**Confirm your MySpace Name/URL:**  
http://www.myspace.com/

# MySpace Safety – Parent & Family Guide

Read the instructions and choose your URL carefully, as you can never change it. Please do not use any copyrighted materials, like “Harry Potter”, or the names of famous people or bands, like “Bill Clinton” or the “Beatles”, in your URL as this is a violation of our Terms of Use and could lead to account deletion. Other than that, your URL can be anything and will look similar to:

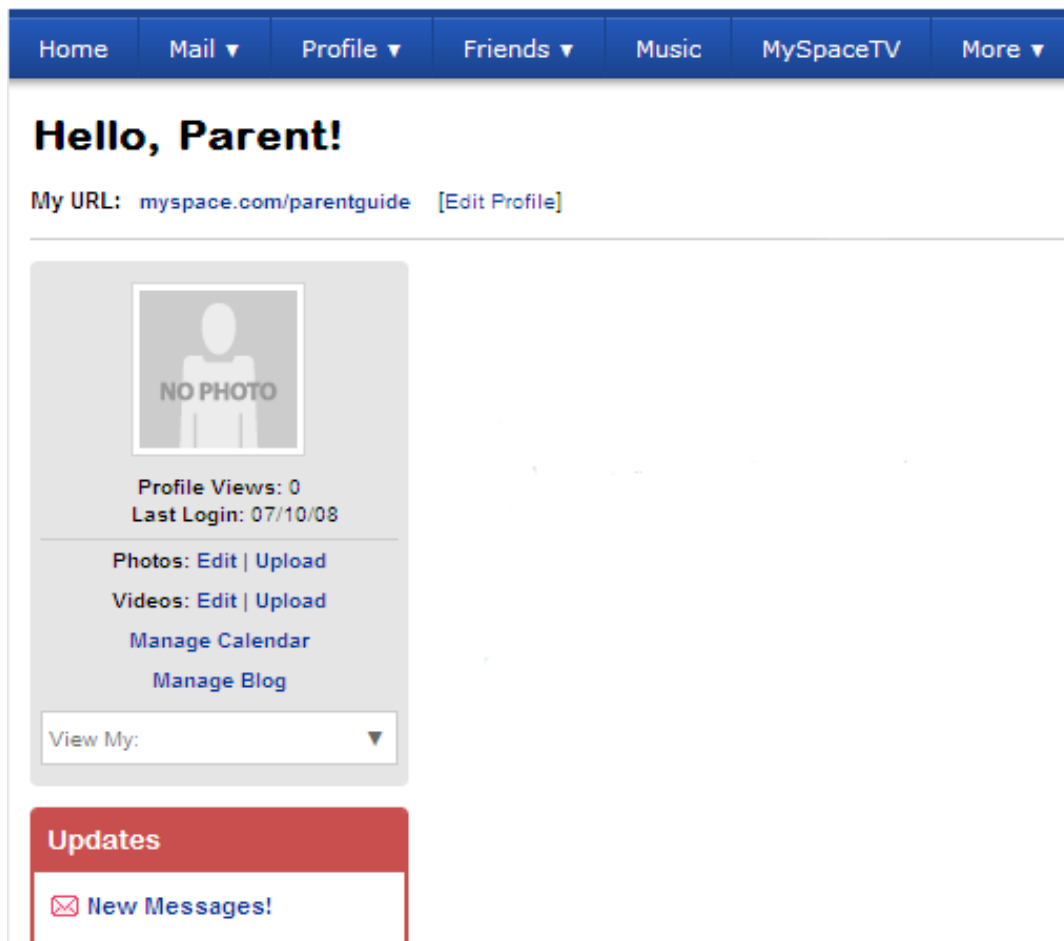
**Example**

I chose:  
[www.myspace.com/tom](http://www.myspace.com/tom)

My MySpace Name is "Tom"  
and my MySpace URL  
reflects that.



Now you are ready to make changes to your profile by accessing different parts of this next box, which is located on the top left of your profile screen and looks similar to this:

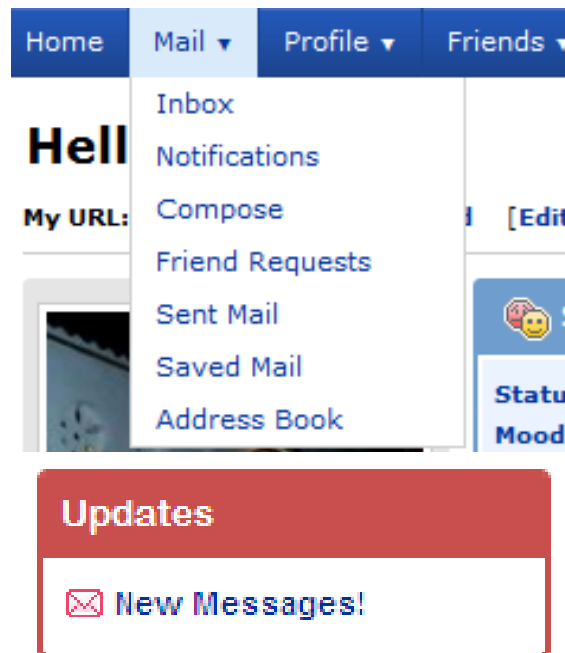


The screenshot shows a MySpace profile page with a navigation menu at the top: Home, Mail, Profile, Friends, Music, MySpaceTV, and More. The main content area starts with a greeting "Hello, Parent!" and a "My URL: [myspace.com/parentguide](http://myspace.com/parentguide) [Edit Profile]" link. Below this is a profile summary box containing a "NO PHOTO" placeholder, "Profile Views: 0", "Last Login: 07/10/08", and links for "Photos: Edit | Upload", "Videos: Edit | Upload", "Manage Calendar", and "Manage Blog". At the bottom of this box is a "View My:" dropdown menu. Below the profile summary is a red "Updates" section with a "New Messages!" notification.

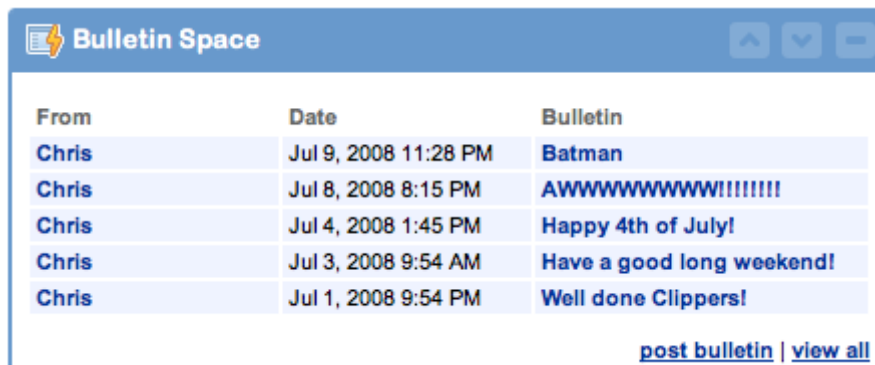
On the top level navigation menu you can place your mouse cursor over the Mail menu to see your Mail options. From here you can compose a new message, check your Friend Requests, view your Sent and Saved mail, and edit your Address Book. Friend Requests are the way MySpace users ask other MySpace users to be their MySpace friends.

# MySpace Safety – Parent & Family Guide

The Mail menu looks like:



From your homepage you can also view your friend's bulletins. Bulletins are a quick way to post a message that all of your friends can read. Your bulletin area looks like this:



Another fun way friends can keep in touch is to update their MySpace Status. In your Status and Mood area you can both update your status and mood as well as view your friends' updates:



# MySpace Safety – Parent & Family Guide

Your homepage also offers you the option to view your Friend Updates. If you subscribe to your friends' updates, and their privacy settings allow it, you can be notified when they update their profile:



Congratulations, now you are ready to get started and use MySpace. Please note that your teen may have special settings on his or her account that you do not automatically have on yours. For example, users under 18 are automatically assigned a private profile, which means, among other things, that only individuals who know their last name or email address can contact them or view their profile.

You can use MySpace in the following ways:

## BROWSE

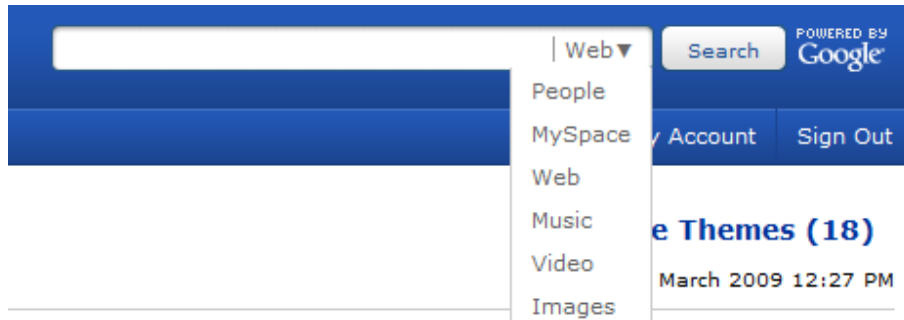
The Browse feature allows MySpace users to browse for other users with specific interests. No user can browse for other users who are under 16.

A screenshot of the 'Browse Users' search filter interface. It has two tabs: 'Basic' (selected) and 'Advanced'. Under 'Basic', there are radio buttons for 'Full Network' (selected) and 'My Friends'. A dropdown menu shows 'Browse For: Men'. Below that, 'between ages:' is set to '18' and '35'. The 'who are:' section has checkboxes for 'Single' (checked), 'In a Relationship' (checked), 'Married' (checked), 'Divorced' (unchecked), 'Engaged' (unchecked), and 'Swinger' (unchecked). The 'and are here for:' section has checkboxes for 'Dating' (unchecked), 'Networking' (checked), 'Relationships' (unchecked), and 'Friends' (checked). The 'located within:' section has a dropdown for 'Australia', 'Postal Code: 100' and 'miles from 2000'. The 'photos:' section has checkboxes for 'Show only users who have photos' (checked) and 'Show name and photo only' (checked). The 'Sort Results By:' dropdown is set to 'Last Login'. An 'Update' button is at the bottom.

# MySpace Safety – Parent & Family Guide

## SEARCH

The Search feature allows MySpace users to find someone they know by entering their first and last name, display name, email address, etc. You can look for your teens, cousins, siblings, colleagues and old friends by entering in their information in this section.



## INVITE

The Invite feature allows users to add their friends from the physical world to join MySpace and become their “Friends” on MySpace.

### Find & Invite your Friends to MySpace

Find Your Friends on MySpace    **Invite Your Friends to MySpace**    View Sent Invitations

**Invite your friends to become your MySpace friends**

Your friend will automatically be added to your friends list when they join!


**Enter email addresses:**

**Subject:** Chris invites you to MySpace  
**From:** donkeybells  
**To:** enter email addresses  
(Separate multiple emails with comma)

Show my full name in this invitation:  
**Chris White**


**Send Invitation**

OR

 **Send a Custom Invitation Link**

Send friends your custom invitation link by copy and pasting it into your own email application. When your friend joins, you will automatically be connected:

<http://www.myspace.com/reloc.cfm?c=2&id=4152967a-fa1d-44fb-a623-cd5ecb0926c8>



# MySpace Safety – Parent & Family Guide

Users under 18 can block all users over 18 from contacting them, or from viewing their profile. Alternately, users over 18 can block all users under 18 from contacting them, or from viewing their profile.

## MAIL

This is the typical Mail Centre page where users access their MySpace email, friend requests and other messages.

**Mail Center**  
**Inbox**

Date:	From:	Status:	Subject:
17 Feb 2009, 02:58 PM	MySpace 	Read	<a href="#">Welcome MySpacer!</a>
17 Feb 2009, 02:58 PM	Tom 	Unread	<a href="#">Welcome To MySpace!</a>

## BLOGS

A blog, a combination of “web log”, is a written expression of thoughts on a web site. MySpace users can post blogs on their MySpace pages.

**myspace.com**  
Australia. Status: (none) Mood: (none) (Update)

Home Mail Profile Friends Music Video More My Account

**Most Popular Blog Posts - Updated Daily**  
Total Blogs: 215,992,005  
Blog Today: 365,049

Search Blogs [Search]

**MySpace Blog**  
Blog Home  
My Subscriptions  
My Readers  
My Preferred List

**Blog Categories**  
All Categories  
Art and Photography  
Automotive  
Blogging  
Dreams and the Supernatural  
Fashion, Style, Shopping  
Food and Restaurants  
Friends  
Games  
Goals, Plans, Hopes  
Jobs, Work, Careers  
Life  
Movies, TV, Celebrities

**Movies, TV, Celebrities**  
Listing 1-10 of 202 1 2 3 4 5 >> of 21 Next >

- The Mr. and Mrs. Thang, a la Brady  
01 Mar 2009, 02:30 AM  
Posted by linda
- TEEN VOGUE PIX!!!! W-O-W!!  
01 Mar 2009, 02:55 AM  
Posted by The Official Twilight Lounge
- Possible FRIDAY THE 13TH DVD artwork revealed?  
01 Mar 2009, 01:28 AM  
Posted by FRIDAY THE 13TH
- Access Hollywood shows deleted scenes!!!!  
01 Mar 2009, 03:08 AM

# MySpace Safety – Parent & Family Guide

## EVENTS

Events is a section where users post upcoming events and invite people to attend. Events on MySpace can be designated as 18+.

## D. HOW TO CONTACT MYSPACE.COM

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MySpace is committed to addressing any problems that parents may have regarding the site as soon as possible once these concerns are brought to our attention.

MySpace has created an e-mail address for the exclusive use of parents at: [parentcare@myspace.com](mailto:parentcare@myspace.com). This email address should be used only by parents who are trying to contact MySpace about an issue related to their child's use of MySpace. Messages received from individuals other than a parent, or that relate to other matters, will be re-routed to another function in Customer Care. For other contacts at MySpace, go to [myspace.com](http://myspace.com) and click on the "Contact MySpace" link at the bottom of the page, or go directly to:

<http://www.myspace.com/index.cfm?fuseaction=misc.contact>

## E. HOW YOUR TEENS ARE USING MYSPACE

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Your teens are using MySpace to connect with friends and find others that share similar interests. They are using MySpace to express themselves, their thoughts, ideas, creativity, and opinions on politics, art, music and life. They do this through blogs, choosing the colours and design of their MySpace page, the music, movies and books that are listed as their favourites, the original or favourite art or photography they display on their page, and the way they describe themselves in the "About Me" section of their profile. They may be discovering and showcasing all their various talents, such as filmmaking, comedy or music, by sharing their accomplishments on areas of the site, and they are learning about new musicians and artists in the same way. They may be joining support groups for divorce or eating disorders or depression, and helping each other through the difficult and tumultuous times teens often encounter. And your teens are being exposed to different cultures and countries as MySpace continues launching throughout the world.

MySpace works with numerous non-profits and non-governmental organisations to further the cause of Internet safety. Some of these are Bravehearts ([bravehearts.org.au](http://bravehearts.org.au)), the Alannah & Madeline Foundation ([amf.org.au](http://amf.org.au)), Kids Help Line ([kidshelp.com.au](http://kidshelp.com.au)), Smart Online Safe Offline ([soso.org.au](http://soso.org.au)), ConnectSafely ([connectsafely.org](http://connectsafely.org)) and iKeepSafe ([ikeepSAFE.org](http://ikeepSAFE.org))

## F. HOW TO DISCUSS YOUR TEEN'S MYSPACE PROFILE

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Now that you know a little more about how your teens are using MySpace, you can begin a discussion with them about their profiles and their use of the site. Remember, MySpace is only for persons aged 13 and older. Ask them what kind of information they have posted online. Ask them to show you what their MySpace page looks like and how they created it. Have them tell you about their top friends. Ask them to take you through what they typically do on MySpace, whether it is search for new music or message with friends from camp. These are the same questions you ask when they come home from school – just applied to a different space.

# MySpace Safety – Parent & Family Guide

While you're talking with them about their MySpace profile, you can remind them that the same rules apply in the online world as do in the offline world. For example, you tell them not to talk to strangers when they leave the house. That holds true online. You tell them not to open the door of the house to anyone they don't know. That also holds true online. The rules which you have taught them to apply in the physical world to keep them safe translate easily to the online space, and your teens need your guidance, your rules and your discipline while they navigate both the physical and online worlds.

Here are some simple rules for Internet Safety to share with your teen:

- Don't forget that MySpace profiles and forums are public spaces. Don't post anything you wouldn't want the world to know (such as your last name, phone number, home address, IM screens name, or specific whereabouts). Avoid posting anything that would make it easy for a stranger to find you, such as where you hang out every day after school or your school name and location.
- People aren't always who they say they are. Be careful about adding strangers to your friends list. It's fun to connect with new MySpace friends from all over the world, but avoid meeting people in person whom you do not fully know. Be careful of adding your friends' friends to your own list. If you must meet someone, do it in a public place and bring a friend or trusted adult.
- Harassment, hate speech and inappropriate content should be reported. If you feel someone's behaviour is inappropriate, react. Talk with a trusted adult, or report it to MySpace or the authorities.
- Don't post anything that would embarrass you later. Think twice before posting a photo or information about you that you wouldn't want a potential boss, teacher or a family member to see!
- Don't lie about your age. MySpace diligently protects its users of varying ages. When you lie about your age you circumvent these safety measures and MySpace must take action on your profile upon discovering the misrepresentation. Additionally, do not try and access content or areas that are inappropriate for your age group.

Please remember that your role is critical when it comes to communicating and enforcing these rules. Your children should not be on MySpace if they are under the age of 13, however you can always begin a dialogue regarding Internet safety regardless of age.

## G. USING MYSPACE AS A FAMILY

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The numerous features of MySpace, which allow old friends to re-connect and share stories and pictures about their lives, makes it perfect for families to use for the same purposes. You and your immediate and extended family can easily share pictures of each other and stories of family events on MySpace, as well as plan calendars for the next reunion. MySpace Bulletins are excellent for reminding each other about upcoming birthdays or events.

## H. PROTECTING YOUR TEENS ONLINE

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### UNDERAGE USERS

The MySpace policy allows individuals who are 13 years of age and older to register for the site. While younger individuals attempt to register under false dates of birth, MySpace endeavours to identify and remove such underage users. MySpace deletes thousands of profiles per week for age misrepresentation.

# MySpace Safety – Parent & Family Guide

Parents can help MySpace enforce its age restrictions. If you have children who are under the age of 13 and have MySpace accounts, please email the web addresses/ URL of their profiles to [parentcare@myspace.com](mailto:parentcare@myspace.com) so that we may remove them from MySpace. Please be sure to include the following in the email:

- The web address of the child's profile (see Section J below on how to obtain the web address);
- Your relationship to the child;
- The actual age of the child; and
- Your contact information.

Additionally, you can visit the ParentCare page through our Parents section at [myspace.com/safetyaustralia](http://myspace.com/safetyaustralia). Once at the ParentCare page simply click on the "ParentCare Contact Page" link and follow the prompts.

## SITE WIDE SAFETY INFRASTRUCTURE

MySpace utilises numerous techniques to increase the safety of all of its users, and especially that of its younger users. This safety infrastructure makes it all the more important that your teens use their correct age when joining MySpace.

At MySpace we have attempted to build into the website protections that are appropriate to the age of our younger users. The youngest users on MySpace have the strictest built in safety protections. All 13 to 17 year old profiles are automatically set to private upon signup. By default, only individuals who know either the last name or email address of a 13 to 15 year old member can add that member as a friend. In other words, the only people who can contact your teens online must already know who they are offline, and this is true regardless of the age of the individual contacting your 13 to 15 year old. Additionally, the only individuals who can even see profiles of 13 to 15 year olds are individuals on the "Friend" list; all 13 to 15 year olds' profiles are private. Additionally, all users under the age of 18 can block all users over the age of 18 from contacting them or viewing their profile, and vice versa. As users grow we provide them with some additional freedoms, for example 16/17 year olds have the option of turning some of these settings 'off'.

## SOFTWARE

In addition to the safety infrastructure explained above, MySpace has developed a free tool called ParentCare to help you as parents determine whether your teen has a MySpace profile, and the age, username, and hometown your teen is using. See [myspace.com/parentcare](http://myspace.com/parentcare) for more details and to download the program.

Our goal is to empower you as parents to engage in conversations with your teens about Internet safety and this software tool is another step in our continued commitment to developing safety and security programs for our online community.

Once this software is installed on your computer, it will identify the profiles of anyone who has signed onto MySpace using that computer, and will provide you with the corresponding username, age, and hometown. Any changes to the member's username, age, and hometown on MySpace, regardless of where the user logs in, will be recorded by the software so long as the home computer was on when the changes were made.

MySpace is always looking for new and better ways to ensure a safe user environment and the ParentCare software is an important step to empower parents and initiate conversations about online safety.

## CONTENT

MySpace expects its users to strictly adhere to its Terms of Use, and can delete user accounts for uploading inappropriate videos or images, or taking part in hate speech or harassment. MySpace makes every effort to review all images, profiles and videos hosted on our site, as well as other areas when inappropriate content is suspected. We also rely on our users to report any content, contact, spam or area of the site that violate our

# MySpace Safety – Parent & Family Guide

Terms of Use or is inappropriate in any way. We take these reports very seriously and take appropriate action. Please encourage your teens to report any and all activity to MySpace that they feel should be reviewed.

## I. HOW TO REMOVE A FALSE PROFILE

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If your teen discovers that a false MySpace account has been created with their likeness and/or identity, we will remove the profile in question following our Imposer Profile removal process. Please have your teen contact us through the “Contact MySpace” link on the bottom of every page on MySpace, so that we may begin this process.

## J. HOW TO REMOVE YOUR TEEN’S MYSPACE PROFILE

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We at MySpace are committed to helping parents with any inquiries they have regarding their teen’s profile on MySpace.

If you would like to remove your teen’s MySpace profile, or have concerns that your teen has not reflected his/her appropriate age, please visit us online so that we may assist you.

Please go the MySpace Safety site at [myspace.com/safetyaustralia](https://myspace.com/safetyaustralia) or click on Safety Tips at the bottom of every MySpace page. Please click on “Report Abuse” on the safety page and follow the on-screen directions. Alternatively, you can visit the ParentCare site at [myspace.com/parentcare](https://myspace.com/parentcare) and click the ‘ParentCare Contact’ link.

# MySpace Safety – Parent & Family Guide

If you decide to continue on via the ParentCare Contact link, you will be directed to the following page:

## MYSAPCE PARENTCARE

MySpace Safety

### Welcome to MySpace ParentCare!

MySpace is committed to helping parents with inquiries they have regarding their teen's profile on MySpace. Please choose from one of the following:

- o If you wish to contact the ParentCare Team at MySpace to lock the age on your teen's profile, to delete your teen's profile, or have any other questions about your teen's profile, please select one of the two forms of contact below. You may contact us via email or telephone.
- o If you would like more information about **Tips for Parents** and other parent-related information, please [click here](#).

**PLEASE NOTE:** We will need the web address (or Friend ID#) of your teen's MySpace profile. This information is important because it is the only way we can assist you in your inquiry. Please include this information in your email to us or have it ready when you call.

To find the web address/URL or Friend ID:

1. Go to your teen's MySpace profile page
2. Look in the address bar on the top of your internet browser and you will see an address that begins with "http://" or "www". That is the web address or URL.
3. Look for the number at the end of the web address after "friendid=". That is the Friend ID.

#### For example

The Web address is <http://profile.myspace.com/index.cfm?fuseaction=user.viewprofile&friendid=6221>

The URL is: <http://www.myspace.com/tom>

The Friend ID is: 6221

Please contact us by filling in the form below the "Contact ParentCare by Email" icon highlighted in orange. If you prefer to contact us by phone, please click on the "Contact ParentCare by Phone" icon and then fill in the form below that will appear.

Contact ParentCare  
By Email

Contact ParentCare  
By Phone

**You are emailing Customer Service**  
**Please enter/verify the following information:**

Your Name:

Your Email:

Message:

(Please be as detailed as possible up to 1500 characters)

We will email you back to get additional details about your issue and rectify the situation via email.

If you contact us via phone, you will also need to fill out information. We will send you an email that contains a contact phone number and a unique code for you to use when contacting us. We will then assist you with the problem via phone.

# MySpace Safety – Parent & Family Guide

Complete the form below. You will receive an email with the ParentCare toll free number and an access code, which expires in 72 hours. The ParentCare Team is available from 6 am to 6 pm PST 7 days a week. If possible, please have your teen's web address, URL, or friend ID available when you call.

This form is to be used only for the purpose of assisting Parents with their teen's MySpace profile. Please note that MySpace reserves the right to provide all information submitted to local and / or Federal Law enforcement agencies.

If you have issues not related to your teen's profile, [click here](#).

Your Name:  (required)

Valid Email:  (required)

Phone Number:  (optional)

Web Address:  (optional)

For Example: <http://www.myspace.com/xxxxxxx>

Verification:



Please enter the text from the image above:  
The letters are not case-sensitive.  
Do not type spaces between the numbers and letters.

Your IP address will be logged for security and identification purposes.

## K. CYBERBULLYING & THREATS

Cyberbullying, which can be defined as sending or posting “cruel, vicious, and sometimes threatening content” on the Internet, is an issue that MySpace takes seriously. MySpace’s Terms of Use specifically prohibit cyberbullying and other similar conduct and MySpace attempts to respond quickly to any instances of such conduct that it discovers.

If your teen is a victim of cyberbullying on MySpace, please instruct him or her to do the following:

- Click “Report Abuse”, located on the bottom of any MySpace page that contains user-generated content;
- Select “Cyberbullying” in the dropdown menu;
- Add further relevant material in the ‘Additional Information’ field;
- Complete the security code ‘Captcha’;
- Click the ‘Submit’ button; and
- Follow any and all subsequent directions.

He or she can also do this by clicking any “Report Abuse” link featured throughout the site. Upon receiving this report, MySpace will investigate and take appropriate action.

# MySpace Safety – Parent & Family Guide

MySpace considers cyberbullying a serious issue. Appropriate remedial action taken by MySpace in response to cyberbullying includes, but is not limited to, recommending that the user blocks the cyberbully from contacting them, and permanently removing the account of the cyberbully.

It is usually best for those teens who are the subjects of cyberbullying to contact MySpace themselves in order to expedite a resolution. Additionally, in case more information is needed from the teen, such as copies of the messages sent by the cyberbully, as well as links to the profile in question, it is easier to gather this information directly from the teen. Teens who are victims of cyberbullying should consider that deleting harassing messages may impact on the ability for MySpace or other authorities to investigate a complaint.

Parents can report cyberbullying to [parentcare@myspace.com](mailto:parentcare@myspace.com). Keep in mind that it will be helpful to our staff in rectifying the problem if you have the following information when contacting us:

- The MySpace.com web address or URL of the victim of the cyberbullying;
- The MySpace web address or URL of the alleged cyberbully;
- Copies of messages and/or other forms of communication sent by the cyberbully to the victim;
- Your relationship to both (or one) individual(s) involved; and
- Your contact information.

Most of the above is information you will need to get from your teen when s/he approaches you. Without it, it will be difficult for MySpace to address the complaint.

We also encourage you to work with the teens involved in order to resolve the issue. We at MySpace cannot meet with the teens in question to discuss the situation. As a parent who may know the teens in question and can actually meet with them if necessary, your assistance in matters of cyberbullying can often help better resolve the situation. Another resource at your disposal is the educational community. You may want to contact your teen's school administration for assistance.

If you hear about any kind of physical threats posted on MySpace, please gather as much information as possible on the threat and contact your local law enforcement agency immediately, so they can take appropriate action, including contacting MySpace.

The information you gather should include as many of the following items as possible:

- The method of transmission of the threat (such as a bulletin, blog or private message);
- A print-out copy of the web page that shows where the threat is posted; and
- The web address of the threat (see Section I above on locating a web address).

You should also copy, paste and send links to where the threats are posted in an email to [parentcare@myspace.com](mailto:parentcare@myspace.com). Please also be sure to include your contact information.

## L. CONCERNED TEACHERS

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As parents, you may be contacted by the educational community regarding MySpace. Please inform teachers that they can contact MySpace with questions and concerns by clicking on "Contact MySpace", located at the bottom of every MySpace page, and following the directions. They can also visit the Teachers section at [myspace.com/safetyaustralia](http://myspace.com/safetyaustralia).

MySpace produces a Schools Guide for the educational community tailored to their specific needs. We also have a team dedicated to resolving any issues or concerns of the educational community.

# MySpace Safety – Parent & Family Guide

Teachers can request this Guide by sending an email from a school email address to [schoolcare@myspace.com](mailto:schoolcare@myspace.com) that includes their name and title and the address and telephone number of the school where they are employed.

You may also, of course, contact us at [parentcare@myspace.com](mailto:parentcare@myspace.com) at your discretion with whatever issues are brought to you by concerned teachers, and we will attempt to address these issues to the best of our ability.

MySpace links to the following other helpful resources on Internet safety in the 'Safety Tips' section:

## IN AUSTRALIA

- The Alannah and Madeline Foundation: [amf.org.au](http://amf.org.au)
- Kids Help Line: [kidshelp.com.au](http://kidshelp.com.au)
- Safe Online, Safe Offline: [soso.org.au](http://soso.org.au)
- Cybersmart Kids: [cybersmartkids.com.au](http://cybersmartkids.com.au)
- Bravehearts: [bravehearts.org.au/internetsafety.ews](http://bravehearts.org.au/internetsafety.ews)

## INTERNATIONAL PARTNERS

- Net Family News: [netfamilynews.org](http://netfamilynews.org)
- Safe Kids: [safekids.com](http://safekids.com)
- Wired Safety: [wiredsafety.org](http://wiredsafety.org)
- NetSmartz: [netsmartz411.org](http://netsmartz411.org)
- Wired Kids: [wiredkids.org](http://wiredkids.org)
- MySpace MyKids: [myspacemykids.com](http://myspacemykids.com)
- Safe Families: [safefamilies.org](http://safefamilies.org)
- Enough is Enough: [enough.org](http://enough.org)
- Connect Safely: [connectsafely.org](http://connectsafely.org)
- iKeepSafe: [ikeepsafe.org](http://ikeepsafe.org)

## M. SCHOOL FORUMS AND MODERATORS

MySpace has created school forums for most high schools and tertiary institutions in Australia. MySpace users gain access to these forums when they list their schools on MySpace.com.



The High School forums are deliberately divided into two different forums, one for Current Students and one for former students or 'Alumni'. Alumni cannot view the Current Student forum. In this manner, older alumni are separated from younger, current students.

# MySpace Safety – Parent & Family Guide

Each school forum has a bulletin board. There is one bulletin board for Current Students and a separate bulletin board for Alumni. These bulletin boards allow each group to post electronic messages that only their respective group can see. Alumni cannot post on, or view, the Current Student bulletin board.

Students who post information on their schools' forums can apply to be moderators for those forums. MySpace looks at each student's application and MySpace profile, and selects one user to be the moderator for the Current Students, and one user to be the moderator for the Alumni, for each school.

Within a forum, a moderator can delete posts and ban users from posting any further messages. Moderators can also approve or delete images. All moderators have direct contact to a MySpace employee, and can contact this employee if they see profiles that need to be deleted, or have any issues that they feel need to be raised with MySpace.

Students in the forum who are not moderators can also contact MySpace with concerns. MySpace takes the moderator role very seriously, and as such we provide a way for user to inform us if there is an issue with a moderator or the forum in general. There is a "Report Your Moderator" link under the moderator image in the School forum. Users can report their moderators to MySpace by clicking on the link and following directions.

Additionally, like all profiles on MySpace, school forums are reviewed by the MySpace staff when complaints are received.

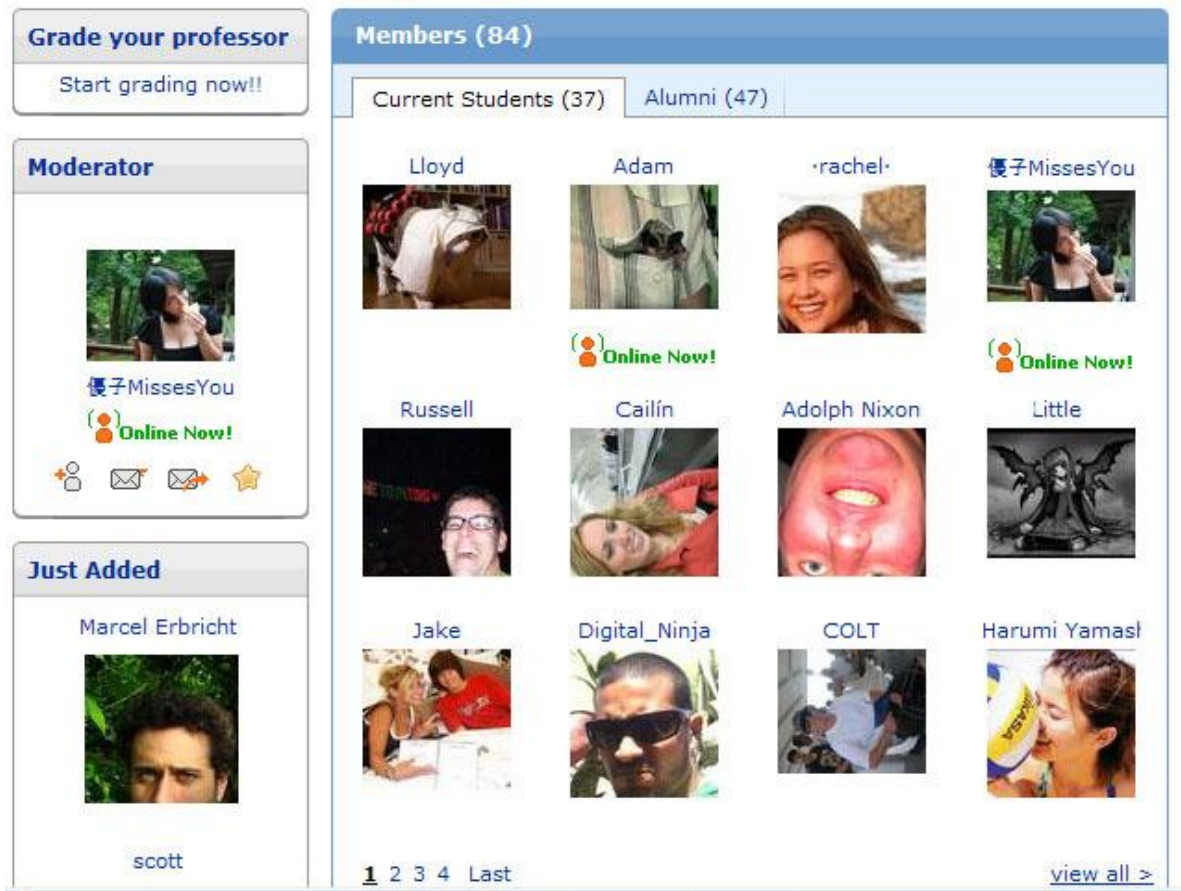
Just like the rest of the site, the schools section has built in safety features to protect your teen. For example, users over the age of 18 cannot use the schools area to search for current high school students or certain younger graduation years. In this way we maintain the schools section in an age appropriate fashion.

To search for your school, please note that MySpace's school search section can be found here:

<http://collect.myspace.com/index.cfm?fuseaction=schools.main>

# MySpace Safety – Parent & Family Guide

A typical school forum looks like the following:



## N. SCHOOL POLICE LIAISON OFFICERS

School police liaison officers, or law enforcement officers that work with schools, can obtain a copy of the MySpace Law Enforcement Guide by sending a request to [aulawenforcement@myspace.com](mailto:aulawenforcement@myspace.com). Please have them send the email from a work email address so we can email the Guide to that address. The Law Enforcement Guide helps school police liaison officers obtain information from MySpace using valid legal processes, and to work with MySpace on security and safety issues.

## O. WHAT INFORMATION IS ON MYSPACE?

### PUBLIC INFORMATION

MySpace users may choose whether to make the majority of their profile information publicly viewable and available, or keep it private and limited to the friends of their choosing. (As a reminder, 13-17 year old members are automatically set to private.) For public profiles, the publicly available information can include journal entries (unless the profile owner has elected to make the specific entry "private"), images, user comments, friend lists and profile information such as display name, headline, music, movies, books and all other public sections on a MySpace profile. The "friend list" reveals very little about the individual friends other than a photo and screen

# MySpace Safety – Parent & Family Guide

name. If the friends' profiles are private that is basically the only information accessible at all by looking at the "friend list". If the profiles are public, then the above information is also available by clicking on the photo and navigating the individual profile page of each friend. If a MySpace user maximises their privacy settings the default accessible information is a photo, screen name, headline or status/mood, gender and URL. All other information in the profile can be either public or private at the individual user's discretion.

If you need to make an electronic copy of the public components of the profile in question, you should save the web page(s) and files on your computer. While viewing the profile in question, click your browser's "File" menu tab (in the upper left-hand corner), then drop down to and click "Save As". Make sure you do the same for all journal entries and the image gallery.

## P. COMMUNITY AND COLLABORATION

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MySpace collaborates with state and federal law enforcement on issues involving child pornography, missing or runaway children, or other relevant matters. MySpace has created a 24-hour hotline for law enforcement, as well as a guide to aid law enforcement in their investigations.

MySpace enlist the help of the community and organisations such as the Australian Federal Police and State and Territory Police, the Australian Communications and Media Authority, the National Association for

Prevention of Child Abuse and Neglect and more to achieve these goals.

## Q. CONCLUSION

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Internet safety is an important topic in our advancing technological world, particularly when it involves children. We at MySpace are available to assist families and parents in furthering this important goal. We hope this Guide has provided insight into the functioning of MySpace, and illuminated the many ways in which you and your family can contact us with any questions or concerns that arise.