



What is cyberbullying?

"Cyberbullying involves the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, that is intended to harm others." –Bill Belsey

How is cyberbullying different from other forms of bullying?

Cyberbullying, like other forms of bullying, is about human relationships, power and control. Those who bully others are trying to establish power and control over others that they perceive to be "weaker" than them. Those who bully want to make victims feel that there is something wrong with them, but victims should know that there is NOTHING wrong with THEM. It is THE BULLIES who have the real problems.

Cyberbullying is different from other forms of bullying in a number of ways. While bullying is something that is often under the radar screen of adults, cyberbullying is even more so as today's youth, a group that I call the "Always on Generation, feel it most often and most intensely". This generation is increasingly communicating in ways that are often unknown by adult and away from their supervision.

Cyberbullying is also different in that it is a particularly cowardly form of bullying. Cyberbullies can more easily hide behind the anonymity that the Internet can provide.

Cyberbullies can communicate their hurtful messages to a very wide audience with remarkable speed.

Cyberbullying does not provide any tangible feedback about the consequences of using information technologies to cyberbully others. Cyberbullies do not have to own their actions, as it is usually very difficult to identify cyberbullies, so they do not fear being punished for their actions.

Cyberbullying is often outside of the legal reach of schools and school boards as this behaviour often happens outside of school on home computers or via mobile phones.

Victims of bullying are often fearful of telling others about being bullied because they fear that the bullying may actually become worse if they tell. Victims of cyberbullying are often also afraid to report to adults about being cyberbullied, as they also fear that adults will over-react and take away their mobile phone, computer and/or Internet access. This is something that is increasingly unthinkable for the "Always On" generation as not being online means not being able to socialize or communicate with their peers, and this fear of exclusion is paramount in the lives of most adolescents and teens.

In most cases, cyberbullies know their victims, but their victims may not know their cyberbullies, the aggressors may or may not bully their victims through physical, verbal, emotional or psychological means that are more easily identified.

With the advent of mobile, wireless Internet access, communications have become more ubiquitous. As a result, Cyberbullying can happen any time and any place and for many children, home is no longer a refuge from negative peer pressure such as bullying.



Some Facts

- 50% of Canadian kids say that they are online most of the time –Mnet Survey, 2001
- Only 16% say they talk to their parents about what they do online –Mnet Survey, 2001
- 25% of young Canadian Internet users say that someone has sent them messages that have said hateful things about others (Source: Young Canadians in a Wired World –Mnet Survey, 2001)
- A 2002 British survey found that one in four youth, aged 11 to 19 has been threatened via their computers or cell phones, including death threats. -NCH -National Children's Home (UK)

Cyberbullying and the law

Some forms of cyberbullying are considered criminal acts. Under the Criminal Code of Canada, it is a crime to communicate repeatedly with someone if your communication causes them to fear for their own safety or the safety of others.

It is also a crime to publish a "defamatory libel", writing something that is designed to insult a person or likely to hurt a person's reputation by exposing him or her to hatred, contempt or ridicule.

A cyberbully may also be violating the Canadian Human Rights Act, if he or she spreads hate or discrimination based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status or disability.

What can be done about cyberbullying?

Awareness and education are the keys to the prevention of cyberbullying!

Take a course, or view a Webinar from www.bullyingcourse.com. Spend some time on the www.cyberbullying.org Web site learning what you can do about cyberbullying. It is often a very hurtful, difficult and time-consuming challenge to deal with the effects of cyberbullying after it has occurred. It can take a lot of time and effort to get Internet Service Providers (ISPs) and Mobile Telecommunications Service Providers (the phone companies who sell you your cell phone and pagers) to respond and deal with your complaints about being cyberbullied.

An ounce of prevention...

Never give out or share personal information numbers (PIN), etc. Personal information includes your name, the names of friends or family, your address, phone number, school name (or team name if you play sports). Personal info also includes pictures of yourself and your e-mail address. Ask permission before sharing any information with a website, a "chat buddy" and even when registering a product purchased for your computer (like a game). Passwords are secret. Never tell anyone your password except your parents or guardian.

Don't believe everything you read Just because someone online tells you that they are 15 doesn't mean they are telling the truth. Even adults can't tell when a male pretends to be a female or a 50 year old pretends to be a 15 year old.

Use Netiquette Be polite to others online just as you would offline. If someone treats you rudely or meanly - do not respond. Online bullies are just like offline ones - they WANT you to answer (don't give them the satisfaction).



Never send a message to others when you are angry Wait until you have had time to calm down and think. Do your best to make sure that your messages are calmly and factually written. You will usually regret sending a "Flame" (angry) to someone else. Once you've sent a message, it is VERY hard to undo the damage that such "flames" can do.

Never open a message from someone you don't know If in doubt about it, ask your parents, guardian or another adult.

If it doesn't look or "feel right", it probably isn't Trust your instincts. While surfing the Internet, if you find something that you don't like, makes you feel uncomfortable or scares you, turn off the computer and tell an adult.

You don't have to be "Always on", Turn off, disconnect, unplug Give yourself a break. Don't stay online or connected too long. Spend time with your family and friends off line. Try a little less virtual reality and a lot more actual reality!

Sign on the dotted line

Create a contract with your parents or guardians. Ask your parents to read the information for them on this Web site, so they will be informed about cyberbullying and Internet safety issues.

Schools and school boards should contact Bullying.org Canada and have them present information sessions for students and parents about cyberbullying and refer them to the www.cyberbullying.ca for more information.

Schools and school boards should update their computer and Internet Acceptable Use Policies (AUPs) to include harassment done with mobile and wireless Internet information technologies. There should be clear and serious consequences for anyone who doesn't follow the AUP that should be signed by both students and parents. The updated AUP should specifically prohibit the use of ICTs for cyberbullying.

If you are the victim of a cyberbully, what can you and your parents do?

Do not keep this to yourself! You are NOT alone! Tell an adult you know and trust! It is very hard to solve such problems on your own.

Inform your Internet, Instant Messaging or mobile phone service provider

Such as MSN for instant messaging:

<http://ca.support.sympatico.msn.com/contactus.aspx?productkey=messenger>

Inform your local police

Don't reply to messages from cyberbullies!!! Even though you may really want to, this is exactly what cyberbullies want. They want to know that they've got you worried and upset. They are trying to mess with your mind and control you, to put fear into you. Don't give them that pleasure.

Do not erase or delete messages from cyberbullies You don't have to read it, but keep it, it is your evidence. Unfortunately you may get similar messages again, perhaps from other accounts. The police and your ISP, and/or your telephone company can use these messages to help you. You might notice certain words or phrases that are also used by people you know.



These messages may reveal certain clues as to who is doing this to you, but don't try and solve this on your own. Tell an adult you know and trust. GET HELP!

What kind of information should be saved?

To report cyberbullying, it's really important to save as much info as you can. The more you have saved, the easier it will be to track down the people bothering you.

Save the following from E-mail:

- E-mail address
- Date and time received
- Copies of any relevant e-mails with full e-mail headers

Save the following from Groups or communities:

- URL of offending MSN Group site
- Nickname of offending person
- E-mail address of offending person
- Date you saw it happen

Save the following from Profiles you see on the web:

- URL of Profile
- Nickname of offending person
- E-mail address of offending person
- Date you viewed this Profile

Save the following from Chatrooms:

- Date and time of chat
- Name and URL of chat room you were in
- Nickname of offending person
- E-mail address of offending person
- Screenshot of chatroom

Report Cyberbullying E-Mail

If you receive e-mail from cyberbullies, you can report it to your ISP with the full headers displayed. The full header shows every stage of an e-mail's journey. Forwarding e-mail with the full header displayed will let the support team track down where it came from.

How to display full headers in E-Mail

Using MSN Hotmail



- Sign in to MSN Hotmail
- Click Options (right-hand side, next to help)
- Click Mail on the left-hand column
- Click Mail Display Settings
- Under Message Headers, select Full

Report Cyberbullying E-Mail (cont'd)

Using MSN Premium or MSN Plus

- Right click on the mail
- On your keyboard, press the Alt and the Return keys
- Click Message Source. The message opens in a new window with all the header information visible
- Copy all the text and paste it into a new message

Using Outlook Express or Outlook:

- Right click on the unopened mail, and click Options
- Under internet headers, copy the full content of the header
- Open the e-mail in question and forward a complete copy of the message, inserting the full message header that you copied

Using a Yahoo Account

- Open the Yahoo account
- Click on Options
- Select Mail Viewing Preferences
- By default, these will be set to briefs
- To view the full headers, click All

What to do if somebody has Stolen your account

If somebody has stolen or "hacked" your account and changed all the login details, you will need to get in touch with a support team to get it back.

Getting your account back on MSN

1) Try and reset your password. You will need to know the answer to your secret question...

- Go to the Passport member centre
- Click I forgot my password
- Sign in and answer the secret question

2) If you think the answer to your secret question has been changed with your password...

- Go to the Passport member centre
- Answer the profile questions
- In the Error Message box Type ACCOUNT STOLEN



- In the Additional Comments box tell them:
 - The time u last signed in successfully
 - A list of all your previous passwords

It is not possible to have your password reset if you supply incorrect information.

The Passport team investigates each case and any attempt to steal passwords is taken very seriously.

How do I report chatroom cyberbullying?

You don't have to put up with abuse in chat, and the companies that run chatrooms don't want abusive people using their service.

- Highlight the chatter's name
- Use the ignore button to stop all conversation with that person
- Take a screenshot of the abuse
- Note the time, date and chatroom name
- Report to the chatroom moderator and service operator
- Speak to a parent or a teacher

It isn't your fault that there are some very strange people in the world.

Don't be ashamed to tell somebody about any disturbing, threatening, weird or frightening behaviour you encounter in chat.

People aren't anonymous online, and with the right info saved, they can be traced by the Police and dealt with.

Protect yourself

Never arrange to meet with someone you have met online unless your parents go with you. If you are meeting them make sure it is in a public place.

You may need to delete your current e-mail accounts, cell phone/pager accounts and set up new ones. If you have persistent cyberbullying problems, it is recommend that you do this as soon as possible, unless you are working with the police and your Telecommunications Provider to keep the account (s) active to try and catch the cyberbully.



How do I take a screenshot of offensive content?

A screenshot is like a photograph of your screen. It captures everything that you can see on your screen at the press of a key and is useful for recording details you might want to report.

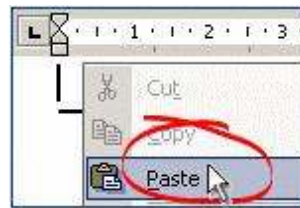
1

Have the information you wish to record open on your screen and press the PrintScn / SysRq key on your keyboard. The image is now saved in a temporary memory.



2

Open a new Word document, right click your mouse and select Paste to insert the screenshot.*



3

Make a note of the date, location, e-mail address, name (nickname or real name) and any other information that you think might be useful and then Save the file.



* The screenshot can be inserted into any program that accepts images.



How do I save an address in Groups?

If someone or something makes you feel uncomfortable it is important to tell someone you trust who can help you to report your experience to the right people. If you encounter potentially illegal or offensive content in MSN Groups or have seen a Group that you believe should be placed behind an adult advisory notice, save the URL and contact the service provider immediately.

1
With the offending Group open, right click your mouse over the address bar in your browser and select Copy.



2
Click here to Contact Us.



3
Under the section Enter the Web address of the Group, right click your mouse in the box and paste the URL. Please ensure that all other information on the form is completed before sending it to the service provider.

A screenshot of a form field. The text 'Enter the Web address of the public profile' is displayed above an empty rectangular input box.



How do I see a person's Passport ID in Groups?

Groups' members are known by their Nicknames, but each of them has a Passport ID that is associated with this Nickname. Passport IDs can be hidden from other members while using MSN Groups.* If you need to report anybody, service providers can take action if they have their nicknames but they can act even faster if they also know their Passport ID.

1

Open the message/s posted by the user you wish to report and click on their nickname.



2

On the Member Information screen copy the Group Name, Nickname, the time they joined and any recent messages that have been posted.



3

Click here to Contact Us to report the member, placing all of the above information in the form provided.



*To hide or unhide your e-mail address from the rest of the Group click Manager Tools or Member Tools on the far left and then Check Your E-Mail Settings. In the page that opens remove the tick from the box under E-mail.



How do I save an address in the member directory?

If someone or something makes you feel uncomfortable it is important to tell someone you trust who can help you to report your experience to the right people. To report potentially illegal or offensive content in the Member Directory, or to report a profile, save the address (URL) and contact the service provider immediately.

1

With the offending Group open, right click your mouse over the address bar in your browser and select Copy.



2

Click here to Contact Us.



3

Under the section Enter the Web address of the public profile, right click your mouse in the box and paste the URL. Please ensure that all other information on the form is completed before sending it to us.

A screenshot of a form field. The text 'Enter the Web address of the public profile' is displayed above an empty rectangular input box.



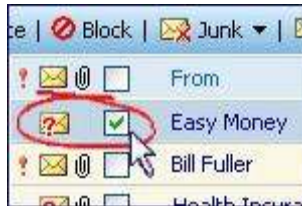
How do I report cyberbullying from a Hotmail account?

You can report cyberbullying messages direct from your e-mail inbox and every report you make will actually improve the intelligent filters that protect your account.

1
Sign in to Hotmail and click on the Mail tab to open the inbox.



2
Select an e-mail you suspect to be an abusive message. Tip - a question mark is placed on all e-mail from unknown senders.



3
Click the Junk option and select from either Report or Report and Block sender, and then simply follow the directions given.





How do I report Hotmail with full headers included?

If you need to report an e-mail to an authority or organisation, then include the full header so that action can be taken.

1

Sign in to Hotmail, click Options (next to help) and select Mail from the left-hand panel, followed by Junk E-Mail Protection.



2

On the following screen select Mail Display settings.



3

Under Message Headers select Full and then click OK. You will now be able to forward mail with full headers displayed.



Speak Out!

You don't need to feel ashamed to ask for help.

Everybody needs help at some point, and nobody expects you to have all the answers.

If you would like to share your experiences with cyberbullying, you can go to www.bullying.org. It is a safe, positive, supportive international community where you can share and find support.

www.bullying.org is a multiple award-winning Web site that was created to help people address the issues of bullying within a safe, positive international community.

www.bullying.org is a supportive community where people can learn that they are NOT alone in being bullied and teased, that being bullied and teased is NOT their fault and that they CAN do something positive about it. People can contribute their personal stories, poems, images, oral stories (audio files), music, animations and movies. **www.bullying.org** also has a "Helpful Resources" section that features a huge listing of articles, books, legislation and policies, research and multimedia resources. **www.bullying.org** also has the world's first and largest online moderated support groups for adults and youth. The Web site receives nearly one million visitors and contributors from around the world each month and is listed as the number one "bullying" referenced Web site in the world. **www.bullying.org** has been chosen for the ChildNet International Award which goes to projects that make the Internet a better place for youth, as well as being a finalist in the Stockholm Challenge Award which has been called the Nobel Prize of the IT (Information Technology) world. **www.bullying.org** has been featured by media around the world including CBC National News anchor Peter Mansbridge, who referred to **www.bullying.org** by stating on air that "It is considered one of the best Web sites in the world for children"

www.cyberbullying.org and www.cyberbullying.ca were the world's first Web sites specifically dedicated to the emerging issue of cyberbullying.

Bullying.org Canada is the creator and facilitator of Canada's National Bullying Awareness and Prevention Week. It usually takes place during the third week in November. See www.bullyingawarenessweek.org for more information.

Consider taking an online course or viewing a Webinar from www.bullyingcourse.com.

For more information, or to have Mr. Belsey present about the issues of bullying and/or cyberbullying to your organization, please contact:

Bill Belsey

President,
Bullying.org

E-mail: help@bullying.org

Phone: 1 403 932-1748

