What Parents & Carers Need to Know about
FACEBOOK MESSENGER

Facebook Messenger is a communication app through which users can exchange messages and send photos, stickers, and video and audio files. Messenger allows both one-to-one and group chats, has a stories feature and – via its latest addition, Rooms – can host a video call with up to 50 people. As of 2021, the app had 35 million users in the UK alone (more than half the population!) among its 1.3 billion users worldwide. Whereas Messenger is integrated into Facebook on desktops and laptops, it has existed as a standalone app for mobile devices since 2011.

AGE RATING 13+

WHAT ARE THE RISKS?

ADDICTIVE NATURE

Messenger's numerous features can encourage children to spend more time on the app – and therefore on their phone, increasing their levels of screen time. It also invokes FOMO (the Fear of Missing out), especially among older children, who will almost certainly have a high proportion of their friends communicating via the app.

LIVE STREAMING

The new Rooms feature lets Messenger users hold video calls with up to 50 people. A young person can join any room they see, but the other people in these rooms don't even necessarily need to be Facebook account holders. This live streaming development heightens risk factors around privacy, security and the possibility of exposure to inappropriate content.

REQUESTS FROM STRANGERS

If the Facebook profile which accompanies their Messenger app is set to public, there's a possibility that young people will receive message requests from individuals they don't know. There have previously been reports of grooming attempts on Facebook, with predators using fake profiles to engage children in conversation.

OVERSHARING PERSONAL INFO

If the app is given access to their device's photo library or location services, young people can unintentionally share sensitive information (private photos, videos, their number or current whereabouts) with people on Messenger who they don't know. Even among friends, shared photos or videos don't always stay private: the recipient(s) could save and re-share them with others.

CYBERBULLYING

Like many communication apps, Messenger can be an avenue for cyberbullies or trolls to target children. This might take the form of harassment, abusive messages or being purposely excluded from (or targeted in) group chats. A 2021 Ofcom report revealed that more than half (55%) of 12–15-year-olds had suffered such negative experiences online in the preceding year.

SECRET CONVERSATIONS

The Secret Conversations function lets Messenger users have encrypted exchanges that no-one else can read. Unlike regular chats on the app, these can only be viewed on the device being used at the time. Messages can also be set to delete once read (although screenshots can be taken), so a child could chat privately with someone without any record of that conversation having taken place.

Advice for Parents & Carers

USE ADDITIONAL SECURITY

Messenger's App Lock feature uses your child's fingerprint or face ID to ensure that nobody else can access their messages without permission. Messenger has also added a variety of optional tools to increase young people's safety on the app, including two-factor authentication, login alerts and filtered message requests.

REPORT INAPPROPRIATE BEHAVIOUR

If your child experiences anything negative on Messenger, you can help them report it. Facebook can then take action such as disabling the offender's account, limiting their ability to send messages or blocking them from contacting your child again. If your child doesn't want to display to others that they're online, they can switch off Active Status in the app's settings.

ADJUST PRIVACY SETTINGS

Make your child's Messenger stories visible only to their friends. Avoid adding your child's phone number (so they can't be found by someone using their number to search for them), and not syncing contacts lets your child choose who to add (or not) individually. Via Settings, you can control who appears in your child's chat list, who goes into the message request folder and who can't contact your child at all.

REVIEW THE CHAT LIST

Some parents regularly check their children's Messenger conversations (to see who they're talking to, rather than what they're talking *about*). While this is certainly safe, it *can* seem intrusive. If approached in a sensible, collaborative way, however, it can help parents and carers to keep an eye on exactly who their child is communicating with.

DISCUSS LIVE STREAMING

Talk with your child about safe and secure video calling. When setting up calls on Messenger Rooms, only invite people who your child knows and trusts. Show them how to lock a room if they don't want other people joining – and how to remove anyone they don't want on the call. Remind them about behaving responsibly during a live stream, even if it's with people they know.

ENCOURAGE SAFE SHARING

Ensure your child knows to send pictures and videos *only* to family and trusted friends, and not to publicly share images which compromise their location (showing a landmark near home or clothing with identifiable logos, like a school or local club crest). Encourage them to pause before sharing anything – if there's a chance it could harm their reputation (or someone else's), don't send it.

Meet Our Expert

Alex Wright is a former Facebook employee and social media expert with more than 15 years' experience in digital media. He has worked with some of the biggest organisations on the planet and has a vast understanding of how social media platforms work and how they engage their audience.

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