SOCIAL MEDIA SAFETY
SOCIAL MEDIA 101 FOR PTT PLAYERS

- Separate private & public on all of your social accounts
- Set privacy to “Friends Only”
- Change passwords often
- Review your friend requests
- Do NOT accept people you don’t know in the real world
- Do NOT reveal your location (hotel, gym, airport, etc.)
- If issued a credential, never post a photo on social media
YOUR STATUS UPDATES

Do not make or like negative statements about:
Tournaments, tournament services, Universal Tennis, UTR, other players, sponsors or officials

Have an issue? Report through proper channels:
Universal Tennis PTT Representative (email),
On-Site Referee
INSIDE INFORMATION

This applies to YOUR or to OTHER PLAYERS’ INFORMATION:

- Injuries and illnesses
- Emotional health
- Major personal life changes
- Match preparation
- Practice Schedule
- Medical and therapy appointments and procedures
- Schedule changes
CONSEQUENCES

- Breach of safety
- Breach of code of conduct
- Breach of Tennis Anti-corruption Program
- Fines or suspension
REASONS TO BLOCK A FAN

- Spamming
- Abusive/hate language
- Threats
- Offensive messages
- Persistent excessive messages
- Requests for inside information
INSIDE INFORMATION / MATCH FIXING

ALL questionable/corrupt approaches MUST be reported to Tennis Integrity Unit:

confidential@tennisintegrityunit.com

- BEFORE you block or delete the messages
- Refer to TIU app

(Download from Google Play or App Store)
DEALING WITH SPAMMERS - FACEBOOK

Now this is only visible to the person who wrote it and their friends.

Unhide · Delete · Report · Ban Barry

↑  ↑  ↑
DEALING WITH HATERS - FACEBOOK

Now this is only visible to the person who wrote it and their friends.

Unhide · Delete · Report · Ban Pam
DEALING WITH HATERS - TWITTER

REPORTING A TWEET

Fill out the questions as prompted and Twitter will take action as needed.
DEALING WITH HATERS - TWITTER

BLOCKING A USER
DEALING WITH HATERS - TWITTER

FILTER YOUR NOTIFICATIONS

Notifications
Messages

Settings

Notifications

Filter Tweets by

Only people you follow
Limits social engagement notifications to only those from people you follow. Learn more

Quality filter
Improves the quality of Tweets you’ll see. Learn more
See who you’ve muted or blocked.
Mute specific words from your notifications.

Save changes
DEALING WITH HATERS - TWITTER

HOW TO FILTER YOUR NOTIFICATIONS

Only people you follow

- Shows you notifications only from accounts that you follow

Quality filter

- Filters lower-quality content, like duplicate Tweets or content that appears to be automated — does not filter content from people you follow or accounts you’ve recently interacted with
DEALING WITH HATERS - TWITTER

HOW TO FILTER YOUR NOTIFICATIONS

Muting Words:

- You can mute notifications for Tweets you are mentioned in that contain particular words, phrases, usernames, emojis or hashtags

Note: Muting words and hashtags only applies to your notifications. You can still see these Tweets in your timeline and via search.

Notifications

Filter Tweets by

- Only people you follow
- Quality filter

Words you're muting

When you mute words, you won't get any new notifications for Tweets that include them.

See who you've muted or blocked.

Mute specific words from your notifications.

Save changes
DEALING WITH HATERS - INSTAGRAM

HOW TO FILTER THOSE UNWANTED COMMENTS

You have the opportunity to either block the person right away OR you can report the account and go through the steps given.
THREATS, OFFENSIVE & UNWANTED MESSAGES
THREATS & OFFENSIVE MESSAGES

If someone threatens to:

- Injure or kill you
- Or another player or family member

UNWANTED MESSAGES

- Unwanted, unsolicited sexual advances
- Multiple, large volume of messages
- Delusional messages
- Sender threatening self-harm, suicide or harm to others
- Anyone pretending to be you (profile in your name that is not you)
THREATS, OFFENSIVE & UNWANTED MESSAGES

- Do NOT delete the message!
- Do NOT reply!
- Do NOT re-post!

Screenshot the message:

- Mac: Command + SHIFT + 4
- PC: ”PRT SC” button
- iPhone: Home + Power button
THREATS, OFFENSIVE & UNWANTED MESSAGES

If you are receiving any emails, SMS messages, Facebook, Twitter or other social media messages and/or images that you are concerned about, send a copy of the message, screen shot and the URL to: ptt@universaltennis.com or talk to a member of onsite venue staff, ideally the Referee or TD for assistance.

For any betting-related messages, please continue to send to: confidential@tennisintegrityunit.com.

Universal Tennis takes player safety seriously and additionally reports information we receive to the Tennis Integrity Unit as well.
THREATS

If you feel threatened, afraid or unsafe...

ALWAYS report to the local police
MODERATE & ESCALATE
Facebook Content Moderation

Use Page moderation and filter tools, which are found under Page settings, to proactively moderate comments and posts by visitors. You can also block words and turn on the profanity filter for your Page. You can add full stops or spaces in between and hashtags. For example, to filter out the word “cat,” also include “c.a.t.,” “#cat,” and “c a t.” You can hide or delete individual comments. When you hide a comment, the person who posted it will not know that it was hidden.

Ban people who continually spam your Page. You can remove the ban at any time. When you ban someone from your Page, they’ll still be able to share content from your Page to other places on Facebook, but they’ll no longer be able to publish to your Page, like or comment on your posts, or message you.

Facebook also allows you to delete any comments you wish to remove from your profile or Page.
Block Accounts:
When you block an account the person won’t be able to see your profile, posts or stories on Instagram. People aren’t notified when you block them, and you can unblock an account anytime if you choose.

Comment Controls:
You are in control of who can comment on your photos and videos. In the “Comment Controls” section of the app settings, you can choose to: allow comments from everyone, the people you follow and those people’s followers, just the people you follow, or your followers.

Filter Manually:
You can create your own list of words or emojis you don’t want to see in the comments section when you post by going to “Filters” in the Comment Controls section.

Delete Comments:
Delete comments you don’t want to appear on your posts.

Turn Off Comments:
Turn off comments completely on individual posts.
**Mute Accounts:**
Keep posts from certain accounts from showing up in your feed, without having to unfollow them.

**Encouraging Positive Interactions:**
Instagram rolled out a new feature powered by AI that notifies people when their comment may be considered offensive before it’s posted. This intervention gives people a chance to reflect and undo their comment and prevents the recipient from receiving the harmful comment notification.

**Restrict:**
Restrict is a new way to protect your account from unwanted interactions. Once you Restrict someone, comments on your posts from that person will only be visible to that person. You can choose to make a restricted person’s comments visible to others by approving their comments. Restricted people won’t be able to see when you’re active on Instagram or when you’ve read their direct messages.
HARASSMENT & BULLYING

The next few pages of this guide will detail how to report various different types of bullying and harassment, all of which have a different process. Please note that reporting an Account or Page is not the same as reporting a Direct Message that you have received – the steps for that can be found at fb.me/igreportdirectmessages

We do not tolerate harassment on Facebook or Instagram. We want people to feel safe to engage and connect with their community. Our harassment policy applies to both public and private individuals because we want to prevent unwanted or malicious contact on the platform. Context and intent matter, and we allow people to share and re-share posts if it is clear that something was shared in order to condemn or draw attention to harassment. In addition to reporting such behavior and content, we encourage people to use tools available on Facebook to help protect against it.

Facebook and Instagram understand bullying happens in many places and comes in many different forms from making statements degrading someone’s character to posting inappropriate images to threatening someone. Facebook and Instagram do not tolerate bullying on Facebook or Instagram because we want the members of our community to feel safe and respected. We will remove content that purposefully targets private individuals with the intention of degrading or shaming them. We recognise that bullying can be especially harmful to minors, and our policies provide heightened protection for minors because they are more vulnerable and susceptible to online bullying. In certain instances, we require the individual who is the target of bullying to report content to us before removing it.

Facebook’s Community Standards on Harassment can be reviewed: fb.me/communitystandards

Instagram Community Standards can be found: fb.me/igcommunityguidelines
STEPS TO REPORT A FACEBOOK PAGE FOR HARASSMENT:

STEP 1
Go to the Facebook Page you wish to report and tap the three dots next to the "Message" button.

STEP 2
Tap the tab "Find Support or Report Page".

STEP 3
Tap "Harassment" and then who is being harassed such as "It's Me".
STEPS TO REPORT AN INSTAGRAM ACCOUNT THAT IS BULLYING OR HARASSING

STEP 1
Go to the Account you wish to report and tap the three-dots in the top-right corner

STEP 2
On the pop-up menu, tap “Report”

STEP 3
Tap “It’s inappropriate”

STEP 4
Tap “I believe this account violates Instagram’s community guidelines”

STEP 5
Tap “Report Account”

STEP 6
Tap “Posting inappropriate content”

STEP 7
Tap “Harassment or bullying”

STEP 8
You have now reported the account for “bullying or harassment”, we’ll follow up on your report as soon as possible.
REPORT ABUSIVE CONTENT

The best way to report abusive content, spam, or impersonation on Facebook is by using the “Report” link that appears near the content itself. We will review the report and take appropriate action.

To see instructions for all types of content, go to fb.me/report

On Instagram, the best way to report abuse, spam or anything else that you think doesn’t follow our community guidelines is within the app. You can also report via our fb.me/igreportcontent if you don’t have an Instagram account.

When reporting isn’t enough, please report to law enforcement.
Remember - take screenshots and copy URL links of any unwanted attention before blocking the harasser.
QUICK REFERENCES

Hacked Support Help Link:
- fb.me/hacked

Instagram Hacked Account Help Center:
- fb.me/ighackedsupport

Facebook’s Community Standards on Harassment:
- fb.me/communitystandards

Instagram Community Guidelines:
- fb.me/igcommunityguidelines

How to Report Things on Facebook:
- fb.me/report

Report an Impostor Page of a Public Figure:
- fb.me/reportimposterofpublicfigure

Report a Messenger Account for Impersonation:
- fb.me/reportimposterinmessenger