





## TWO STEP VERIFICATION & BIOMETRICS

**Two step verification (2SV)** or **two factor authentication (2FA)** are ways to add extra protection to accounts. Both mean that something extra is needed, in addition to username and password, to get into an account.

This is usually an SMS sent to your phone (which means only the person holding the phone can access the account) but there can be other methods.

### 2SV/2FA can:

- Alert you to attempts made to access the account.
- Prevent certain activities happening, e.g. payments being made.
- Help to build evidence against an abuser.

**Never share the codes sent as part of 2FA/2SV with anyone as this will allow abusers access into your accounts.**

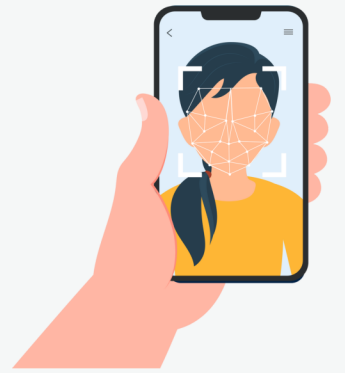


To set up two factor authentication, go to your device Settings and select 'Security' or 'Sign In & Security', then follow the prompts.

### Biometrics

Biometrics means using parts of your body to identify yourself. Some devices offer the option to set up biometric security features.

Examples of this includes fingerprint access, facial recognition and voice recognition. These are mostly used instead of, or with, a passcode, to unlock your device.



### Finger print and face recognition

While convenient, fingerprint and face recognition can be a problem in a domestic abuse situation. An abuser could use the victim's fingerprint to unlock the device while the victim is asleep or unconscious.

For this reason, if fingerprint ID is used to unlock the device, it is not recommended that it also be used to access apps such as email and banking – passwords offer greater security.

Face recognition can usually be set to allow recognition of a face only if the eyes are open. This feature is called **Require Attention for Face ID on iPhone**, and **Require Open Eyes on Android**. If a victim wants to use face recognition, these options should be switched on to ensure they need to be awake to unlock the device. It would be wise to test how well this works in practice. If face recognition is available, but the requirement for eyes to be open is not, it would be best not to use face recognition to unlock the device.





# BLOCKING ACCOUNTS AND REPORTING ABUSE

If you are experiencing abuse online, it can be hard to know what to do for the best.

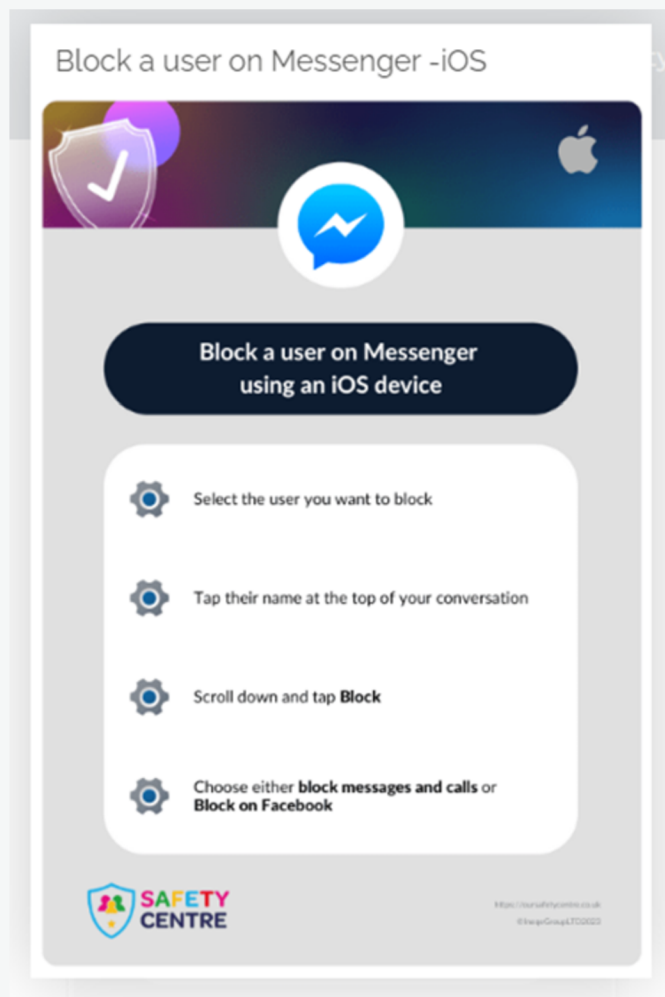
However, **there is lots of support available online**, and many steps you can take to protect yourself without involving the police.

**If you believe a crime may have been committed, and you decide that you want to report to the police, talk to your support worker about the best way for you to do this.**

## How to report harmful content & block accounts

To report harmful content or block accounts, we recommend using [Home Page - The Online Safety Centre \(oursafetycentre.co.uk\)](https://oursafetycentre.co.uk)

With this website you can search for the platform you need help with, and view visual guides or videos which will explain the steps you need to take. There are guides for Apple Phones, Android Phones, and Desktop devices.



Another useful website is [Report Harmful Content - We Help You Remove Content](https://www.report-harmful-content.com).

If you have already asked a platform to take down harmful content, and they have not responded within **48 hours**, this site can help you get harmful content removed e.g, revenge porn. It also provides useful guides about when to report to the police.

It can help with the following types of harmful content:

- Threats
- Impersonation
- Bullying & Harassment
- Self-harm or Suicide
- Online Abuse
- Violent Content
- Unwanted Sexual Advances
- Pornographic Content





# CHOOSING AND USING PASSWORDS

## Top tips

- ✓ Choose strong passwords
- ✓ Change passwords regularly
- ✓ Don't use the same passwords for multiple accounts
- ✓ Don't share accounts



## Choosing strong passwords

### DO

- Use a minimum of 12 characters
- Use special characters, letters & numbers
- Use upper and lower case
- Keep it random



## Choosing strong passwords

### DON'T

- Use names, birthdays or house numbers
- Use easily recognised sequences
- Use common words or phrases



## 3 ways to create a strong password

- 1 **Use three random words** and change some of the letters into numbers or special characters – for example E could become 3 or i could become !
- 2 **Use a shortened sentence**  
e.g. My favourite aunt's name is Susan and she makes great trifle  
Becomes: MfaniSasmgt  
Add some numbers or special characters to make it even stronger.
- 3 **Use Auto Generation**  
Use an online Random Password Generator, or allow your device to auto generate a strong password for you. These passwords are hard to remember, which is why they are strong – so use a password manager to store them.

In domestic abuse situations it is best not to write passwords down, because of the risk that the abuser might find them.

## You should change your password:

- Any time you have shared your device or account with someone else
- After a break up
- Any time you see suspicious activity on your account
- Any time you forget it, or get locked out of your account



Avoid re-using passwords, or just changing one or two letters or numbers. Changes like these are easy to guess, especially for someone who knows you well.

Think twice before sharing accounts. You may trust someone now, but how easy will it be to stop sharing in future? If you choose to share as a one time thing, make sure you change your password afterwards.

## Priority accounts

Some accounts are more important than others. You should always make sure that your email account and your bank accounts have strong, unique passwords. This is because if someone successfully hacks into your email, they can reset all your other accounts. And if someone hacks into your bank, they can take your money.

