

# Keeping Muslims Safe Online



**Tackling Hate and Bigotry**

**A Facebook and Faith Associates Partnership**



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# Welcome to our Guide



## Safeguarding Manager

The open nature of the online world gives us the opportunity to connect and share ideas. It should always be a safe place to express ourselves, but some people take advantage of this openness to push their hatred and prejudices against Muslims.

The 'Keeping Muslims Safe Online' guide has been produced in partnership with Facebook to empower you, as a Muslim user on the platform, with the tools, resources and knowledge to identify and deal with harmful content and keep you and your friends safe.

Faith Associates is here to provide management support, training and advice on safety & security to Mosques, Madrassahs, Imams, Muslim youth and Muslim women.

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Faith Associates – Empowering Communities, Building Standards

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[info@faithassociates.co.uk](mailto:info@faithassociates.co.uk)



[www.faithassociates.co.uk/safety](http://www.faithassociates.co.uk/safety)





Social Media gives us the power to stay connected with friends & family and be part of global communities sharing ideas that help shape today's world. It allows us the opportunity to project messages of peace and goodwill beyond the walls of our faith institutions and local communities and reach people we may never have encountered otherwise.



Despite all the good that we all share online; some people still want to use Facebook to spread their hate and bigotry. Sometimes, this hate manifests as anti-Muslim hatred, far right extremism and content inspired by terrorist organisations. These all can have serious impacts on our society – be it locally, nationally or globally.



Faith Associates and Facebook have teamed up to produce this guide to help you know the risks that exist and show you the tools and resources available to keep you and your families safe online. This guide is the first step at looking to stay safe on Facebook in the partnership between Faith Associates and Facebook.



# Identifying the risks

The global Muslim community is part of the 2 billion active, informed and engaged Facebook community members who contribute to rich conversations and share pictures and videos.

As Muslim users, it is important to understand the risks that exist and the best way to deal with them. Islamophobia, anti-Muslim hatred, far right extremism and terrorist inspired violent extremist content all manifest themselves online and can have a detrimental effect on confidence and mental wellbeing.

## Key points:

- Anti-Muslim hatred has risen a lot in the last few years with many recorded incidents taking place online.
- A 2016 research study into Islamophobia examined 100 Facebook pages, posts and comments and saw over 500 instances of anti-Muslim hate speech.
- Far right groups and their sympathisers use social media to target and promote violence and hatred towards Muslims .
- Terrorist recruiters and sympathisers are increasingly using social media to push their disgusting propaganda and attract people to commit violent atrocities at home and abroad.
- Facebook's Community Operations team works around the clock to investigate reports by Facebook users of extremists using the social media network and removing terror-related material and looking to close related accounts that these people use.
- It is crucial that we work together to eradicate hatred and bigotry from our Facebook communities to keep it a safe place for all of us to interact and share our ideas, pictures and videos.





# Help from Facebook

Facebook has a set of **Community Standards** that show what type of content should be reported and removed. For more information on these standards, visit [facebook.com/communitystandards](https://facebook.com/communitystandards)

When you see hateful and harmful posts online, it is important to know Facebook has made several tools and resources available as well as tools to empower people to protect themselves.

## Protecting your account

Don't use your Facebook password anywhere else online, and never share your password. You should be the only one who knows it. Avoid using personally identifiable information that can be easily discovered such as your name, phone number, birthdate, mailing address, etc. Your password should be difficult to guess.

- You can find the following tools in the **Security and Login** section of your **Settings** to make your profile more secure.
- Get **alerts** about unrecognised logins if your account is being logged into from a new device.

Use **two-factor authentication** as an extra layer of security, by entering a code, as well as your password, on new devices. There are 3 different ways you can retrieve your special security code:



**1.** We'll send you a text message (*SMS - note: charges may apply*) with a login code each time you need one.



**2.** You can use Code Generator if you have the Facebook app on your smartphone or tablet.



**3.** You can get 10 codes to print, write down, or save for when you need them.

# Protecting your Information

The following tools can help you further customise your privacy:

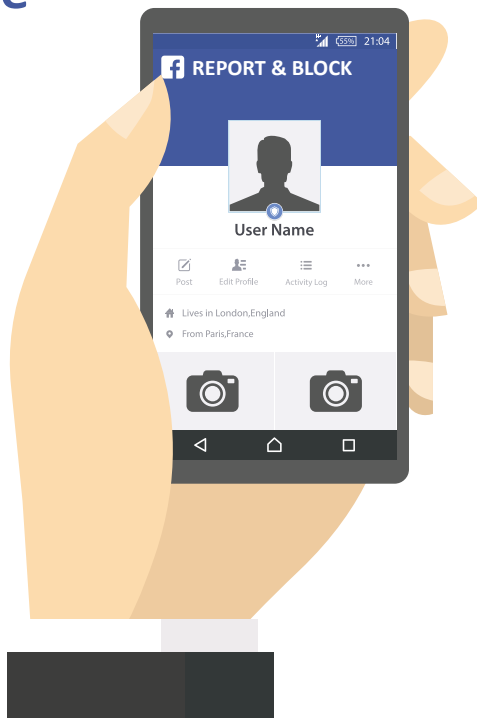
Take the **Privacy Checkup** to make sure you are only sharing information and posts with the people you want.

- On your computer, you can organise groups of friends using lists. This will help control who can see what you share on Facebook.
- Visit the **Privacy Section** under **Settings** to see who can see your posts, who can contact you, and who can look you up.

Review activity on your Facebook profile by viewing your **Activity Log**, or if you're on a computer, see what others see when they visit your profile, by selecting **View As**, to the right side of your cover photo.

## Responding to Abuse

Facebook's Community Standards aim to find the right balance between giving people a place to express themselves and promoting a welcoming and safe community for everyone. Here's what to do if you notice abusive behavior from anyone on your profile or page.



# Examples of Hate Speech



All muslims are terrorists



Photo/Video



Feeling/Activity



All Muslims are vile and something should be done to them



Photo/Video



Feeling/Activity



If Non-Muslims insult Islam, attack them!



Photo/Video



Feeling/Activity



There are too many Mosques here, I am going to attack them one by one



Photo/Video



Feeling/Activity



# Report content

The best way to report abusive content or spam on Facebook is by using the Report link that appears near the content itself. We will review the report and take appropriate action. Facebook is always working to optimise our reporting flows, for this reason, they are often updated. Please check **facebook.com/report** for the most up to date information on how to report comments or messages.

Embed

Turn on notifications for this post

Show in tab

Report post

# Document abuse

If you plan to report harassment to the police, take screen shots of any unwanted attention before blocking the harasser. After blocking someone, their prior engagement with you will no longer be visible.

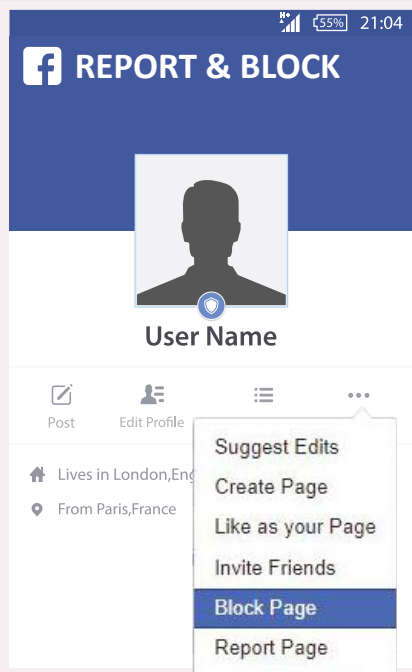
Blocking someone will prevent them from friending you or starting conversations with you. They will not be able to see things you post on your timeline.

To block someone: Click on the “...” to the right of their name on their Facebook profile, scroll to the bottom of the menu, and select “Block”.

- Or, go to your Settings, click “Blocking” and enter the name of the user you would like to block.
- Users will not be notified when you block them.

# Contact the police

Contact the police if you feel threatened.



# Knowing your Audience

## Friending

Facebook is a global community that lets you connect with people from all over the world. Facebook takes authenticity very seriously and wants to make sure people are represented as they are in the real world. It is important that you only friend people you know and trust. Facebook gives you the ability to restrict access to your friends list if you think they are at risk of being targeted by someone harmful. To learn more about friending and connecting on Facebook, visit [fb.me/FriendRequests](https://fb.me/FriendRequests)

## Unfriending

Facebook lets you anonymously unfriend someone by going to their profile and selecting unfriend. To learn more about removing friends, visit [fb.me/Unfriending](https://fb.me/Unfriending)

## Control who you see

Facebook allows you to control exactly who sees what on your profile and who you share things with. The Privacy Basics ([facebook.com/Basics](https://facebook.com/Basics)) and Privacy Checkup ([fb.me/PrivacyCheckup](https://fb.me/PrivacyCheckup)) tools talk you through the steps to control the information you share on your Facebook profile. The Audience Selector tools help you control who sees what you share.

Use the **Custom Option** to be as specific as you want to be about who you're sharing your content with. When you post to another person's timeline, that person can control what audience can view the post. To learn more about selecting audiences, visit [fb.me/AudienceSelector](https://fb.me/AudienceSelector)



# Additional Facebook Resources



HELP CENTRE: Here you can find additional information and resources - such as on harassment or nonconsensual sharing of intimate images.

**[facebook.com/help](https://facebook.com/help)**



SAFETY CENTRE: Helpful tips and tools about staying safe online, and what to do when you see threatening or abusive content.

**[facebook.com/safety](https://facebook.com/safety)**



SAFETY PAGE: You will find updates and developments on online safety, both by Facebook and our partners around the world.

**[facebook.com/fbsafety](https://facebook.com/fbsafety)**



CHECK UPS: Facebook have created tools, such as a 'Privacy Check-up' and the 'View As' tool, so you can understand your privacy settings and control your safety as easily as possible.



# Staying Positive



One of the most effective ways of tackling hateful and harmful content on Facebook is to tackle it directly. Don't forget to make posts of words pictures and videos that are encouraging, inspiring and show the incredibly positive contributions Facebook users are making to their communities.



Every Facebook post gives you the option to Like, Share and Comment. Be sure to interact with positive content you come across to help support the user and tackle hatred.



If you see someone being targeted for being a Muslim, don't be a bystander. Send them supportive messages and share your good news stories of how we contribute to society to help dispels the myths and lies of far right and anti-Muslim voices.



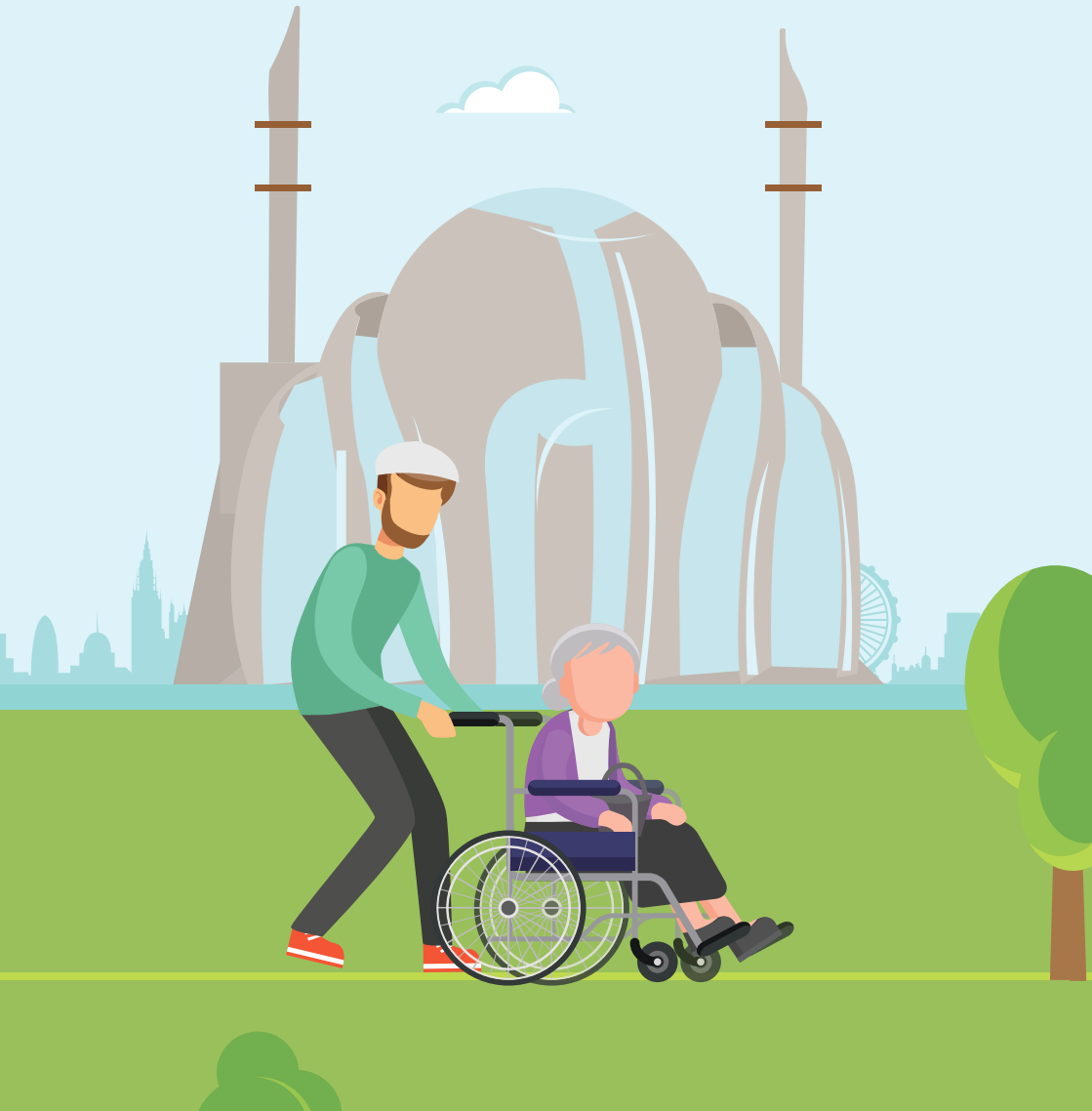
If you see someone sharing terrorist content and encouraging others to join extremist groups, report them and then make or share posts that show true Islamic messages of peace, mercy and tolerance.

# Working Together is Key



Never deal with hate and bigotry on your own. If you feel overwhelmed by what you are seeing online, talk to people you trust like your family and friends and remember to always report it to Facebook. There are also specialist organisations that can help you.

Faith Associates works to help build resilience in people and institutions. We are on hand to give no obligation advice to Mosques, Islamic Centres and Imams.



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