What is it?

ooVoo is a video chat app. It lets you make video calls, voice calls and send texts to friends and family. To register with the site, you can set up an account with ooVoo or sign up using an existing Facebook account. It is available to download for free and is compatible with many devices including Amazon Fire Phone, Android Smartphone, Android Tablet, iPad, iPhone, iPod touch, Mac, Windows Phone and PC.

It allows users to communicate with their friends and family via a group video chat with up to 12 people - a great way to see people that may live far away. Like other video chat services, it is particularly popular with young people who have hearing impairments as it allows them to chat with others face-to-face.

Privacy settings let you decide if you want to just talk to your friends or with people you don't know.

Does ooVoo have any age restrictions?

Like lots of popular sites, apps and games, ooVoo's Terms of Service say it is for over 13s only. This minimum age is down to American privacy legislation, which states that websites collecting information from children must get permission from their parents. Many popular websites set over-13 age limits so they don't have to comply with this legislation.

If under 13s use ooVoo in the UK, it's a violation of the site's terms and conditions but it's not illegal.

Facebook, YouTube, Instagram and many other services also have a minimum user age of 13, often advising parental guidance up to 18.

Should I be concerned about ooVoo?

Like many other sites and apps, ooVoo is used by both adults and children. This means that children can be directly contacted by an adult they don't know.

Furthermore, activity on services such as ooVoo is often adult in nature. Users may be on ooVoo to start up sexual conversation or activity on camera with other users.

Ultimately the decision as to whether or not a child under 13 is on ooVoo and similar sites lies with the child's parent or carer.

CEOP recommends that sites such as ooVoo should only be used by young people aged over 13, who have set their privacy settings to only allow contact with people they know and trust in the real world. See below for detailed instructions for choosing privacy settings.

Talking to your child about ooVoo

If you do choose to allow your child to use ooVoo, make sure you have ongoing conversations with them about how they are using this and other services. Ask them what it is they like about the service, and if they think there are any risks, and show them that you are listening to what they tell you. Give them clear, age-appropriate advice on what the risks might be, and explain how they can use privacy settings to stay safe while they are having fun on the service.

Stay involved as your child uses the site, and make sure you know who they are interacting with online.
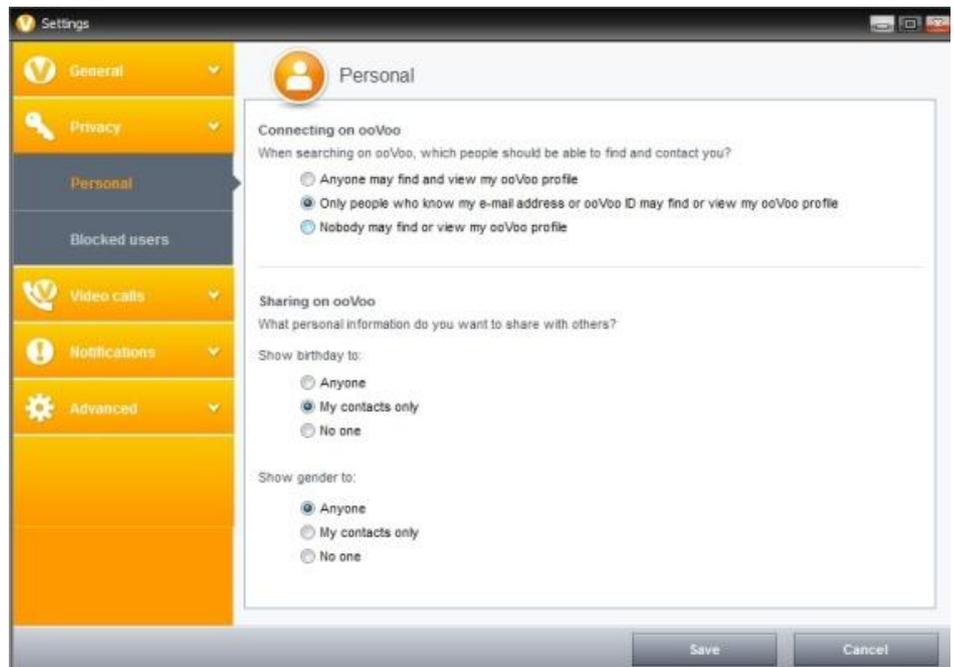
Make sure your child knows that they can always come to you for help. Tell them that if anything ever happens that worries them, it is not their fault, and they should tell you so that you can help them.

For more advice on how to keep your child safe online, and age-appropriate ways to talk to them about this visit CEOP's Parents and Carers website, at www.thinkuknow.co.uk/parents.

How do privacy settings work on ooVoo?

PC/Mac

The privacy settings can be found by clicking **ooVoo>Settings>Privacy** (PC) or **ooVoo>preferences>privacy** (Mac) in the main user interface. There are three options for determining who can find you on ooVoo. The default privacy setting is for anyone to be able to find and view a registered user's ooVoo profile. The second option is for only those who know your e-mail address or ooVoo ID to be able to find you. The third option is to make yourself unsearchable to everybody. Other privacy options are limited to displaying birthday and the gender of a user.

Android

The privacy settings can be found by tapping the drawer icon from your **Friends** screen in the corner. Then tap on **Privacy & Security**.

iOS

iOS users should tap your profile photo and then tap **settings>privacy & security.**

How do I know who is friends with me on ooVoo?

ooVoo allows you to see who is on your friends list in the main interface. This is separated into those friends who are online and those friends who are offline.

Sit down with your child and together look at their friends lists. Ask the following questions: How do you know them? How often do you speak to them? And what do you tell them about yourself? Suggest that if they don't know them in the real world, they should remove them. It's far safer to only be friends online with people they know and trust in the real world.

If they still wish to be friends with people they don't know, advise them to limit what they share with them. They should never share personal information which identifies them, or any images and videos that they wouldn't share with you.

How do I report a user to ooVoo?

PC

To report a user, click on the small arrow next to their name in your friends list and a menu list will appear. Click **more** at the bottom of this list and then click on **report abuse**. You will be asked to give a reason for your report: 'Sexual Harassment', 'Hate speech, threats, bullying or violence', or 'This person may harm themselves'.

Mac

Hold the Ctrl key and click the mouse pad. In the list which appears, click on **report abuse and follow the steps above.**

Mobile device

You can report via a mobile device using the ooVoo website at http://support.oovoo.com/ics/support/KBAnswer.asp?questionID=1356&hitOffset=92+16+8+5&docID=5156.

How do I block someone on ooVoo?

It is possible to block a user from contacting you on ooVoo. This will make you 'appear offline' to them on their contact list. They will not be able to contact you and they won't know that you have blocked them.

PC and Mac

Click on the small arrow next to their name in your friends list and a menu list will appear. Click **more** at the bottom of this list and then click on **block contact**.

iOS

Swipe right on a friends name in your contact list and tap **Block**. Tap **Block and Remove** to remove them from your friend list.

Android

Tap and hold on a contact and it will highlight red.

To block a person, tap the Block icon and then tap **Block**. They will not be able to contact you again. Select the **Block and Remove** option to remove them from your friend list.

Is ooVoo free?

ooVoo is free to use for video calls and send text messages. Therehere is also 'paid-for' version called ooVoo Premium which removes advertising from the service.

How can I disable my ooVoo account?

Once you have registered for an account with ooVoo there is no way to delete your account permanently. However, you are able to make yourself 'unsearchable' by other users who wish to find you.

PC and Mac

In order to make yourself unsearchable, go to **ooVoo>settings>privacy** (PC) or **ooVoo>Preferences> Privacy** (Mac) and change the search profile setting to "No one". You will then need to go to **ooVoo>settings>Notifications** and uncheck the boxes to receive e-mails. Finally, you should uninstall ooVoo from your computer.

iOS and Android

Tap on your Display Name and type "closed". Then tap on your profile photo and tap **Settings**. Tap **Privacy & Security** and change your search preferences to **No one.** Finally, tap on your profile photo again and remove your photo. You can then delete the ooVoo app from your device.

For more information, advice and support with keeping your child safe online, visit the CEOP parents and carers website - www.thinkuknow.co.uk/parents.