Knowledge builders for the tech part of parenting

Instagram

Instagram is a free photo and video sharing app available on iPhone and Android. People can upload photos or videos to our service and share them with their followers or with a select group of friends. They can also view, comment and like posts shared by their friends on Instagram. Anyone 13 and older can create an account by registering an email address and selecting a username.

LEARNING ABOUT INSTAGRAM

1   How do I report a child under the age of 13 on Instagram?

Instagram requires everyone to be at least 13 years old before they can create an account (in some jurisdictions, this age limit may be higher). Accounts that represent someone under the age of 13 must clearly state in the account's bio that the account is managed by a parent or manager. If your child is younger than 13 and has an account that isn't managed by you or a manager, you can show them how to delete their account.

If you'd like to report an account belonging to someone under 13 or if you believe someone is impersonating your child who's under 13, please fill out this form (help.instagram.com/contact/723586364339719). We will delete the account if we can't verify the account is managed by someone over 13 years old.

2   Can I have access to my teen's Instagram account?

We appreciate your concern for your child's use of our app, but unfortunately we can't give you access to the account or take any action on the account at your request. We're generally forbidden by privacy laws against giving unauthorized access to someone who isn't an account holder.

Please note that all users ages 13 and older are considered authorized account holders and are included in the scope of this policy.

Instagram requires everyone to be at least 13 years old before they create an account (in some areas, the age limit may be higher). You can learn more about how to report underage accounts.

If you are concerned about your teen on Instagram, learn more from "A Parent's Guide to Instagram". This guide was developed by Instagram with the help of safety and parenting organizations around the world.

3   How can I get an image of my child removed from Instagram?

Instagram removes posts that don't follow our Terms of Use, based on laws in specific jurisdictions.

If you have an Instagram account, you can report a post from within the app or fill out the contact form.
Keep in mind that people own the rights to all images they've taken and shared with Instagram. If there's no violation of our Community Guidelines or Terms, we can't help you directly unless required to do so by law.

4 **Who can see my teen's photos on Instagram?**

Anyone on Instagram can view photos or videos on someone's public profile. However, there are several ways your teen can make their account more private.

5 **How do I remove followers?**

If your teen has set their photos and videos to private, they can only be seen by their followers. If they have followers they don't want to see their content, they can delete those followers.

**6** **How do I turn Instagram location services on or off for my iPhone?**

To turn location services on or off:
1. Leave the Instagram app and go to your phone's Settings.
2. Tap Privacy, then tap Location Services.
3. Scroll down and tap Instagram.
4. Select Never or While Using the App to choose location access.

Instagram's default setting for location is off, but you can turn location on whenever you post a photo. You'll choose whether or not to allow Instagram access to your location.

7 **How do I restrict or unrestrict someone on Instagram?**

To restrict or unrestrict someone, log into the Instagram app for Android or iPhone and then follow the instructions below.
1. Tap their username from their Feed or story post, or tap 🔍 and search their username to go to their profile.
2. Tap ••• (iPhone) or ⋮ (Android) in the top right.
3. Select Restrict, then tap Restrict Account or Unrestrict.

If you restrict someone:

- They won't be able to see when you're online or if you've read their messages.
- Their new comments on your posts will only be visible to that person, and you can choose to see the comment by tapping See Comment. If you want others to be able to see their comment, you can tap Approve, then tap Approve to confirm, or you can delete it or ignore it.
- You won't receive any notifications for future comments from that person.

**8** **How do I manage my privacy on Instagram?**

We work hard to keep Instagram a safe and enjoyable place for everyone. Please take a minute to read through these tips about the tools we've built and the best practices we've defined to help you stay safe on Instagram:

- If someone is sharing photos or videos that make you uncomfortable, you can unfollow or block them. You can also report something that you feel violates our Community Guidelines right from the app.
- Make sure you know whether your account is public or private. When you set your posts to private, anyone who wants to see your posts, followers or following list will have to send you a follow request first.
- If someone is bullying you, reach out to a trusted family member or teacher for help. You can also remove a comment from a photo you've shared and report bullying and harassment through the Help Center.
- Make sure you're comfortable letting the photos and videos you share represent who you are to a wide audience, such as relatives, employers and people you've never met.
- Never agree to do something or share anything that makes you uncomfortable.

To learn more about safety on Instagram, visit: https://wellbeing.instagram.com/safety.

## 9 How do I restrict someone through **Direct?**

To restrict someone through Direct:

1. Tap ⊘ in the top right and tap the chat with the person you want to restrict.
2. Tap the person's name at the top right of your chat.
3. Tap Restrict at the bottom.

There are multiple ways to restrict, visit the Instagram Help Center for the different options.

10 How do I **report** someone's Instagram story?

If you see someone's story and think it goes against Instagram's Community Guidelines, you can report it:

1. Open the story.
2. Tap ⋯ (iPhone) or ⋮ (Android) at the bottom of the photo or video you'd like to report.
3. Tap Report, then follow the on-screen instructions.

Keep in mind that your report is anonymous, except if you're reporting an intellectual property infringement. The account you reported won't see who reported them.

11 How do I change my **password** on Instagram?

If you're logged out of your account and can't remember your password, you can request to reset it from the login screen.

If you're able to log into your account and know your current password, you can change it from your Settings:

1. Tap ⚇ or your profile picture in the bottom right to go to your profile.
2. Tap ☰ in the top right, then tap ✿ Settings.
3. Tap Security, then tap Password.
4. Enter your current password and then enter your new password.
5. Tap Save or ✓ in the top right.

Tip: To create a strong password, use a combination of at least 6 numbers, letters and punctuation marks (like ! and %).

12 How can I or my teen report **abusive behavior** or **inappropriate/offensive material** on Instagram?

We ask that all people follow our Community Guidelines and Terms of Use. If your teen encounters someone on Instagram who's not following these guidelines or Terms, they can report that person's posts directly from Instagram.

People can report abusive behavior or posts with our built-in reporting. This includes nude photos, abuse and excessive spam. Reporting is totally anonymous. No information about the reporter is sent to the person whose account or photo has been reported.

To report a photo:
Tap ⋯ (iPhone) or ⋮ (Android) above the photo you'd like to report and then tap Report.

To report a comment:
Tap below the image, swipe left (iPhone) or tap (Android) on the comment you'd like to report, tap ! and then choose Report This Comment or Block.

Please also talk to your kids and educate them about internet safety. If they're experiencing abuse from other people on Instagram, ask them to use blocking and our privacy settings.

13 How do I report **harassment or bullying?**

If an account is established with the intent of bullying or harassing another person or if a photo or comment is intended to bully or harass someone, please report it. You can also learn what to do if you think someone is pretending to be you or someone else on Instagram.

Once you've reported the abuse, consider blocking the person.

Learn how to report other accounts or posts that don't follow our Community Guidelines.

14 How do I **mute** someone on Instagram?

To mute someone, log into the Instagram app for Android or iPhone and then follow the instructions below.
If you don't want to see someone's posts in your feed, you can mute them:

1. Go to their profile by tapping 🔍 at the top (iPhone) or at the bottom (Android).
2. Type their name into the search at the top and select their profile when it appears.
3. Tap Following below their profile info.
4. Tap Mute.
5. Tap ⬤ next to Posts.

15 How do I **block or unblock** someone on Instagram?

To block or unblock someone:

1. Tap their username to go to their profile.
2. Tap ⋯ (iPhone/computer) or ⋮ (Android) in the top right.
3. Tap Block/Unblock (iPhone/Android) or Block/Unblock this user (computer).
4. Tap Block/Unblock again to confirm.

People aren't notified when you block them. Learn more about blocking people.

Note: After you block someone, their likes and comments will be removed from your photos and videos. Unblocking someone won't restore their previous likes and comments. You can delete their comments from your posts. You can also block multiple people from your comments.

We're always working to improve Instagram's tools and features, so please use these topics as guides and check the Help Center for the most up-to-date information.

For additional safety tools and features, visit www.facebook.com/help/instagram