

Who we are

The portal siguronline.md was launched by the International Center „La Strada” in January 2013. We believe that the Internet and information and communication technologies can help children and youth explore, learn, and develop. In this context, our mission is to help them navigate safely, protect themselves from any form of online violence, especially sexual abuse and sexual exploitation. The portal is an online communication platform designed to provide information and advice to children in order to encourage them use the Internet responsibly, as well as recommendations to parents and teachers for an open communication with the child about online risks, and safety measures that can be taken to protect them.

Our services

The portal provides, in a very accessible language and format, information on the risks **children and young people** may be exposed to, advice on how to recognize and avoid these risks in order to fully and safely enjoy the benefits of the Internet, useful tools for testing and developing selfprotection skills in the online environment. The portal also provides **parents, educators and other specialists** with recommendations to encourage them take a positive attitude towards the methods for safe navigation of children online and young people as well as data, information and tools to guide them in their mission. Siguronline.md provides confidential individual counseling to anyone interested in online child safety. The portal offers the opportunity to seek help in cases of online abuse and sexual exploitation of children and benefit from specialized protection and assistance, provided by a team of legal and psychological professionals.

What can you find on the portal

Information and advice

How to protect yourself against cyberbullying.

What do you need to know about Internet friendships.

Risky online behavior of children.

Methods of online grooming of children.

How can a parent discuss with a teenager.

The portal also includes:

- Thematic articles.
- Tutorials and video spots.
- Tests.
- Real-life stories
- Column „Questions-Answers” .

Individual counseling on different aspects of children’ safe use of the Internet.

To contact the Siguronline Counselor and solve the problems faced online, you can use:

- Online chat;
- E-mail.

Help – the possibility of online direct referral of cases of online abuse and sexual exploitation to ensure child protection and facilitating access to free legal and psychological assistance.

You can use:

- Online chat;
- E-mail;
- Online reporting option.

Most common questions asked by children

- How do I restore access to my account?
- What can I do when someone stole my personal information and photos?
- What to do if I received a message with pornographic images from an unknown person?
- What to do if I am asked to share pictures of me?
- Can I delete something I posted?
- How do I block the unknown people who enter my profile and write comments to my pictures?
- How can I block people I do not want to communicate with?
- What to do if someone has created a fake profile using my name and picture?
- How can I find out if the friend I communicate with online is trustworthy?
- What can I do if I am being harassed online?

Most common questions asked by parents

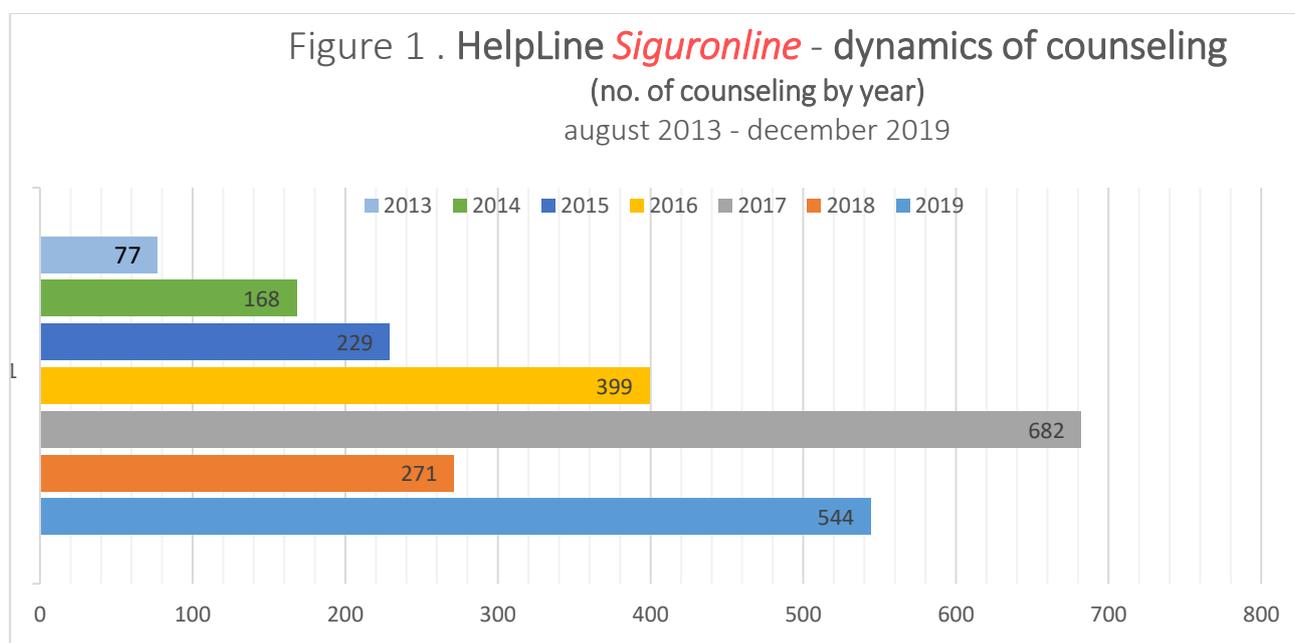
- What actions can I take in order to ensure the safety of my child on the Internet?
- How do I teach my child avoid the risks?
- What can I do to prevent the child from having access to the violent content of cartoons on YouTube?
- How to install Parental Control Application?

In which cases you can write to Siguronline consultant

- You know about a chat conversation between an adult and a child, the adult asking the child to meet in the real life;

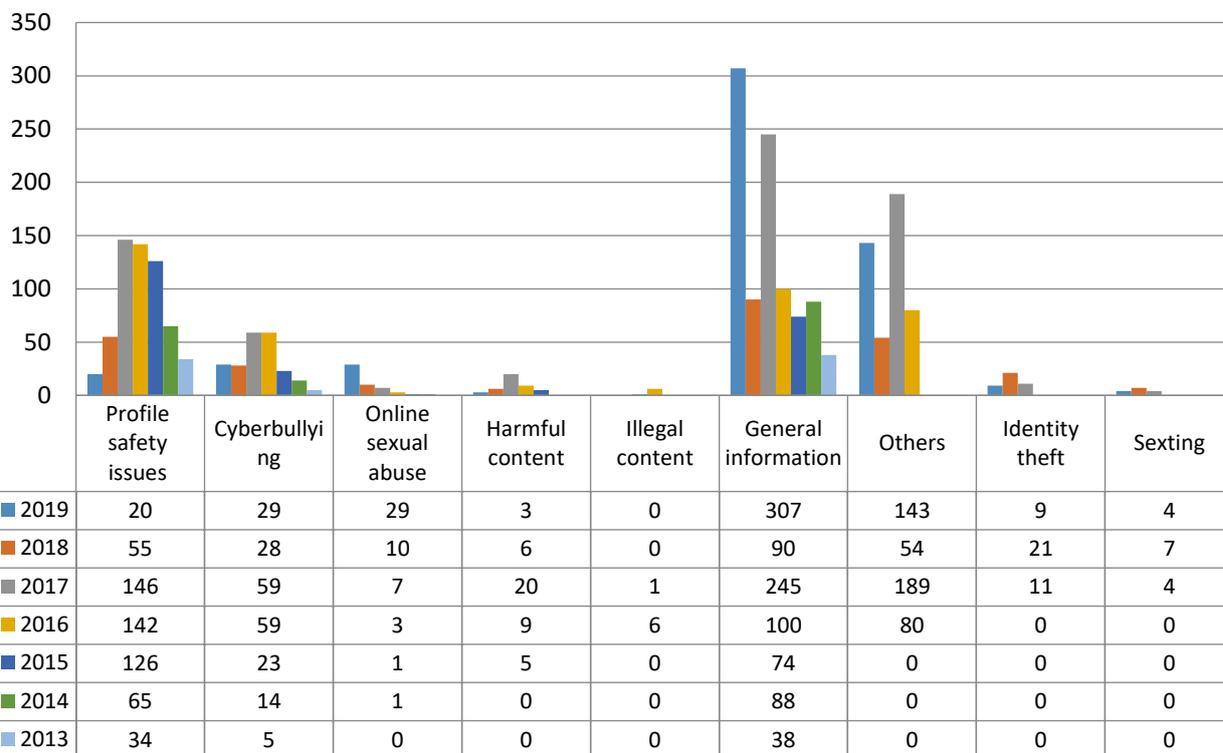
- You know about a chat conversation between an adult and a child, the adult asking the child to have sexual contact with him;
- You know about a chat conversation between an adult and a child, the adult asking the child to send intimate photos of him/her or his/her schoolmates via Internet;
- You know about cases when children share or post intimate photos of him/her or his/her schoolmates via Internet;
- When a child is cyberbullied, receives humiliating messages or is threatened online;
- When child's photos were taken and published without his/her consent.

Facts and figures



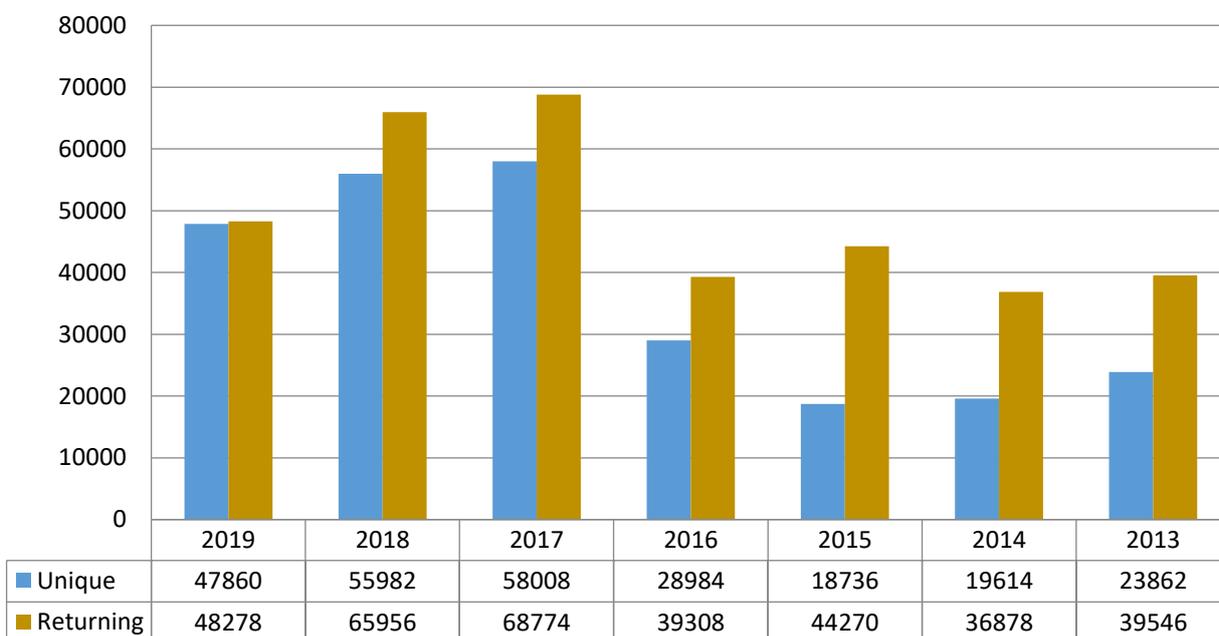
Starting with its launch, the platform siguronline.md has become an useful and trustful tool for a safer online experience of children. The number of beneficiaries is annually increasing. Some of them found out about the platform from their peers and colleagues, the others were informed about the platform by their teachers, other children searched online for solutions, thus getting to know about siguronline.md. In 2019, the number of requests had doubled compared to 2018. There had increased the requests referring to specific of platform and provided services (Figure 1). A little above 62 % of total number of requests are coming from children. Most often, they are asking for general advice to stay safe online. Also, there had increased the number of requests referring to online relations; how to form online relations; which are the benefits of online relations; or how to check an online friend. The number of requests from parents is also increasing. They , usually, want to know more about the contents accessed by children and how to protect them from harmful contents. Also, parents are worried about the online relations of their children that could be dangerous. Teachers more often ask about how to integrate the online safety subject in their classtime lessons.

Figure 2. HelpLine *siguronline* - profile of counseling
(no. of counseling by category and year)
august 2013 - december 2019



The requests referred to prevention have a top position. That means that children ask for advice to avoid online unpleasant or dangerous situations, particularly the ones about online relations. These requests can be divided in 2 categories: *peer to peer relations* and *technical aspects*. For example, in the first category, there are questions as: „What should I do if my online friend asks for a photo of mine?“, in the second category, there are questions as: „How could I block a person that is constantly messaging me, but I refuse the communication?“ Category *Sexual abuse* is referred to reports of threatening and sextortion. Children tell us that they were blackmailed with the publication of intimate pictures that they had sent before to the offender, or with a fake account in order to compromise the reputation. In some cases, photos had already been published, and the account had been created. The category *Others* include the requests from adults victims of online sexual abuse and requests from children that do not refer to online safety. That could be explained that children regularly prefer to have an online chat instead of calling a specialized service. Thus, they consider the discussion would be „really anonymous“.

Figure 3. Siguronline Dynamics of views
(ianuarie 2013 - decembrie 2019)



In 2019, there had been a high number of portal visitors (figure3). The most visitors, as in the last year, had been registered in February, during the campaign dedicated to Safer Internet Day (13% of the total number of accesses). The most popular category keeps being the rubric dedicated to children. The rubric for teachers occupies the second place, and the rubric for parents occupies the 3rd place. The most popular articles are the ones about online relations. This fact and the one that there are a high number of requests concerning this subject, show that children are aware about the importance of online safe behaviours. This category of articles is followed by the ones about technical aspects concerning cybersecurity topic. The increasing number of views of the rubric for teachers is due to the launch of the programme „Intersection. Online Safe Zone” in 2018. The portal siguronline.md keeps being popular among parents. That demonstrates that parents are more and more interested in online child protection methods, as well as the specialists’ guidance.