



## What is Xbox Live?

Xbox Live is an online gaming service created and operated by Microsoft which sees more than one billion multiplayer matches played each month. Gamers can connect their Xbox console and Windows 10 PCs, tablets and phones to Xbox Live to download and play free games. They can also play games with others and chat either as a party or in private conversations.

## What does it look like?



## Main Concerns for Parents



### Cyberbullying

On Xbox Live you can play games, interact, chat and more with friends. When your child plays a game online against others, there is the potential that their fellow gamers abuse or harass them or use bullying tactics to win games.

### Inappropriate content

If your child plays with older children they may encounter swearing or be involved in discussions on subjects they don't understand or find disturbing. Many online games also include adult themes, such as war and death, swearing and sexual content that won't be suitable for every child.

### Encourages violence

Although some believe online multiplayer gaming is a great example of teamwork and communication there are others that think video games can encourage violence and conflict.

### It can be expensive

Xbox Live is free to join, although gamers can purchase downloadable games, movies and music through the service. But the 'Gold' membership option opens up many features and grants gamers multiplayer access – pricing starts at £5.99 a month. Not forgetting the data costs involved.

### Stranger interaction

According to Ofcom, a quarter of 12-15-year-olds have played games online with one or more people they have not met in person. In the UK in 2017, a man was jailed for grooming young boy through his Xbox Live before sexually assaulting him.

### It's addictive

Children are becoming aggressive, rude and uncooperative because of their addiction to computer games, according to the British Association of Anger Management. It warns that youngsters often withdraw from family life and interaction with friends, but many parents ignore the problem in order to avoid confrontations.

# Xbox Live: Tips for Parents

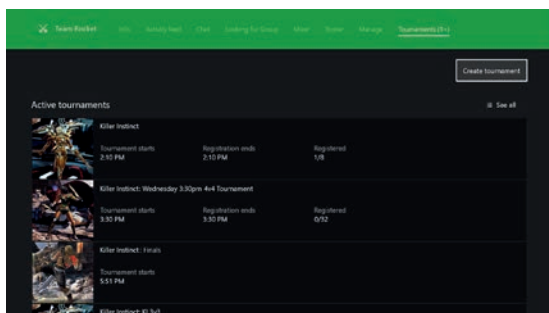


## Join in the fun

One of the best ways to find out what your child is getting up to is to play with them. Not only will you forge a greater understanding of what they are up to and how the device or game they are using works, but they will probably enjoy the game play and be more open about their hobby.

## Set up a child account

Create a Microsoft Account for you and your child. If you already have an Xbox 360 account, an Outlook.com account or a Hotmail.com account, you already have a Microsoft Account ready to go. You can visit the Microsoft Family Centre to add a child's profile to your account. That way you can change kids' settings and keep an eye on their online activity. If the date of birth on a Microsoft account shows that someone is under 18 years old, Xbox is required to request parental consent to use Xbox Live.



## Use Parental Controls

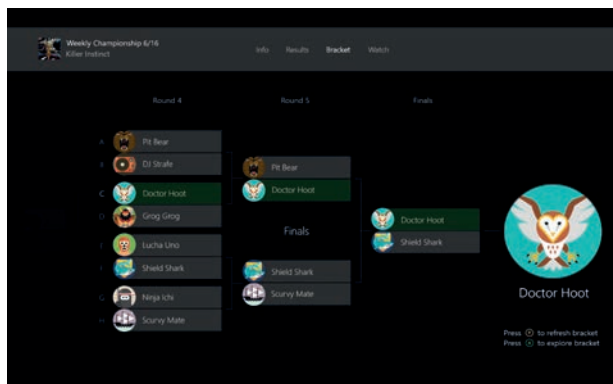
With parental controls you can manage the games, movies and TV shows family members can play and view on the Xbox console, limit the amount of time per day or per week that family members can spend using the console and control whether family members can access Xbox Live.

## Control apps access

Some Xbox Live apps may request to use the camera on the Xbox and Xbox settings give you control over which apps can use it. To block most apps from using the camera, on the Xbox open the guide, select Setting > All settings > Account > Privacy & online safety > App privacy > Camera. Turn off 'Camera on'.

## Understand Xbox Live Parties

An Xbox Live party lets you invite up to seven people to communicate online while watching films or playing games. They aim to help gamers group up, have voice chats and move smoothly in and out of games together. Gamers can also keep conversations going while members of their party play different game.



## Be wary in online chats

Discuss with your kids about being careful not to share any personal information in private chats, especially when they don't really know to whom they are talking to. Explain to children that even if they frequently talk to someone through a game, this person is still a stranger and should not be trusted with personal details. If your child is going to use the multi-player option of the game unsupervised, be aware that they may come across adults and bad language.

## Look out for bullying

Some players can be abusive towards others and try to exclude them from the game. This is an upsetting experience for children, so it is important to show that they can trust you and that you understand. Take interest in the

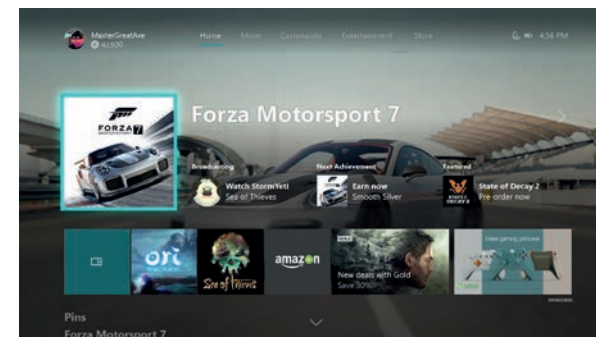
contact that young people have with others online and report any suspicious activity immediately.

## Report abuse

If you believe that an Xbox LIVE player has violated the Xbox LIVE Code of Conduct, you can file a complaint against that player. To do so, open the player's profile, select File Complaint, and choose the specific reason for the complaint.

## Learn how to block people

Xbox Live gives you some control over your communication with other players on the online service. You can mute and unmute players at any time during online games, even if they aren't on your friend list. You can also block all communication from a player who sends you a message on Xbox Live.



## Set time limits

Use the Family Timer to limit the amount of time your family can use your console on a daily or weekly basis. Family members can see how much time remains by pressing the Guide button on the Xbox controller. When the time expires, the console shuts down and can't be used again until the Family Timer automatically resets the next day or week.