


SOS Incident Response Guide

Step-by-step: what to do if something happens to your child online

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First: Stay Calm

Your child came to you. That is the most important thing. Your reaction right now determines whether they come to you again in the future. Do not shout. Listen first.

 **Say this first:** "Thank you for telling me. You did the right thing. You are not in trouble. Let's figure this out together."

Scenario 1 — Inappropriate Messages Received

- 1 Do not delete anything yet — screenshots are evidence
- 2 Take screenshots of all messages including the sender's profile
- 3 Block the sender on the platform
- 4 Report to the platform using the built-in report button
- 5 Report to NCMEC CyberTipline: cybertipline.org
- 6 Check your child is emotionally okay — offer counseling if needed

Scenario 2 — Sextortion

 **Do not pay. Do not send more images. Payment always leads to more demands.**

- 1 Stay calm — reassure your child they are not in trouble
- 2 Screenshot all communications before blocking
- 3 Block on all platforms
- 4 Report to FBI: ic3.gov
- 5 Report to NCMEC: cybertipline.org
- 6 Contact platform for image removal
- 7 Seek professional counseling for your child


Scenario 3 — Child Wants to Meet Someone Online

- 1 Stay calm — keep the conversation open
- 2 Ask to see all conversations with this person
- 3 Contact local law enforcement if you suspect an adult posing as a child
- 4 Do NOT arrange to meet the person yourself

Scenario 4 — Cyberbullying


- 1 Document everything — screenshots with dates
- 2 Report to the platform
- 3 If from a schoolmate — report to school administration
- 4 If threats of violence — contact local police immediately

Emergency Contacts

 **NCMEC (USA)**
1-800-843-5678
cybertipline.org

 **FBI Cyber Crime**
ic3.gov

 **Crisis Text Line**
Text HOME to 741741

 **Turkey BTK**
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ihbar.org.tr

Post-Incident Checklist

- All evidence documented and saved
- Reported to platform and authorities
- All contact from perpetrator blocked
- Child reassured and emotionally supported
- Professional counseling considered
- Device and account security reviewed
- Follow-up conversation scheduled in 1 week