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yubo

Yubo Safety Guide

Controls & settings guide

Yubo features a number of safety functions to help your child manage different elements. They can use the reporting function to flag content that breaks community guidelines or upsets them while also limiting who can contact them.

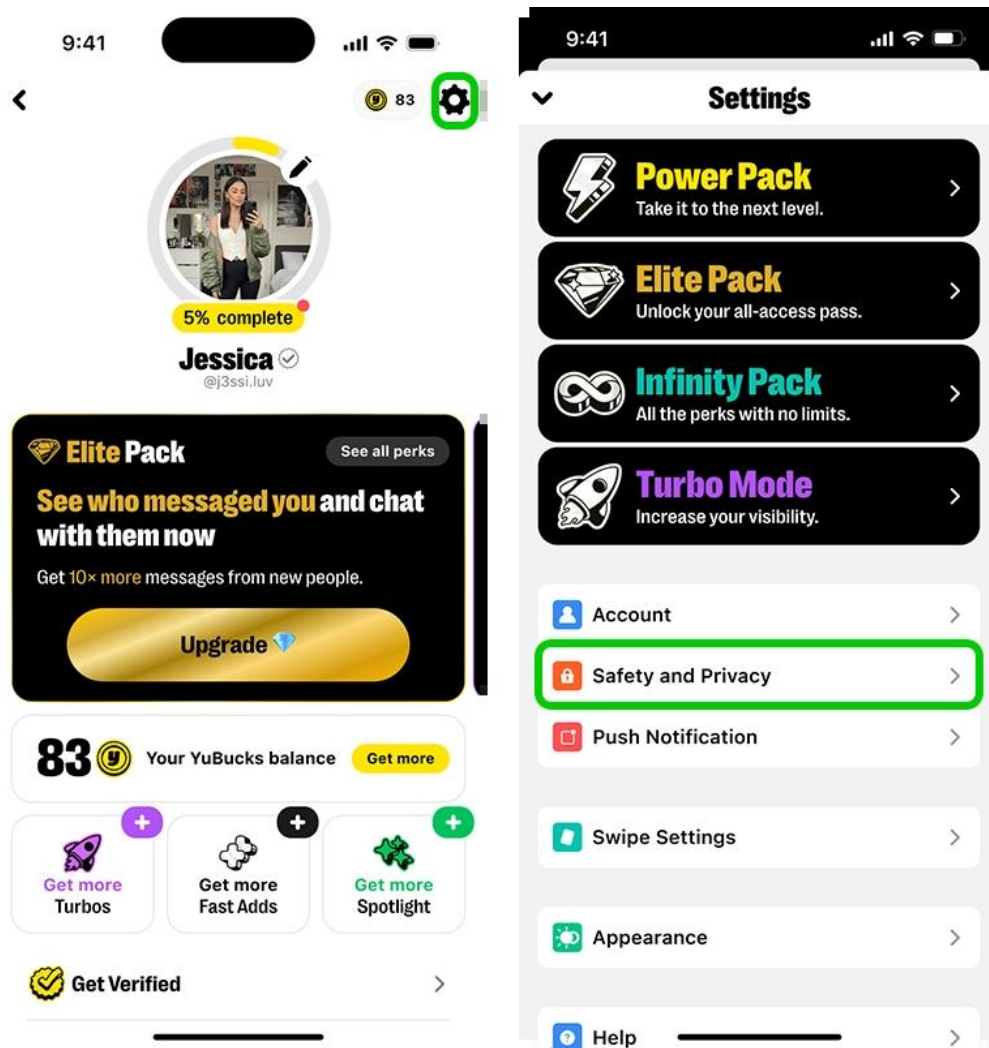
1 How to manage location sharing

To stay safe on Yubo, it's important to review your location options. Because live streaming and connecting with strangers is such a big part of the app, this is important to consider.

To manage your location settings:

Step 1 – Go to your **profile** and click the **gear icon** in the top right corner.

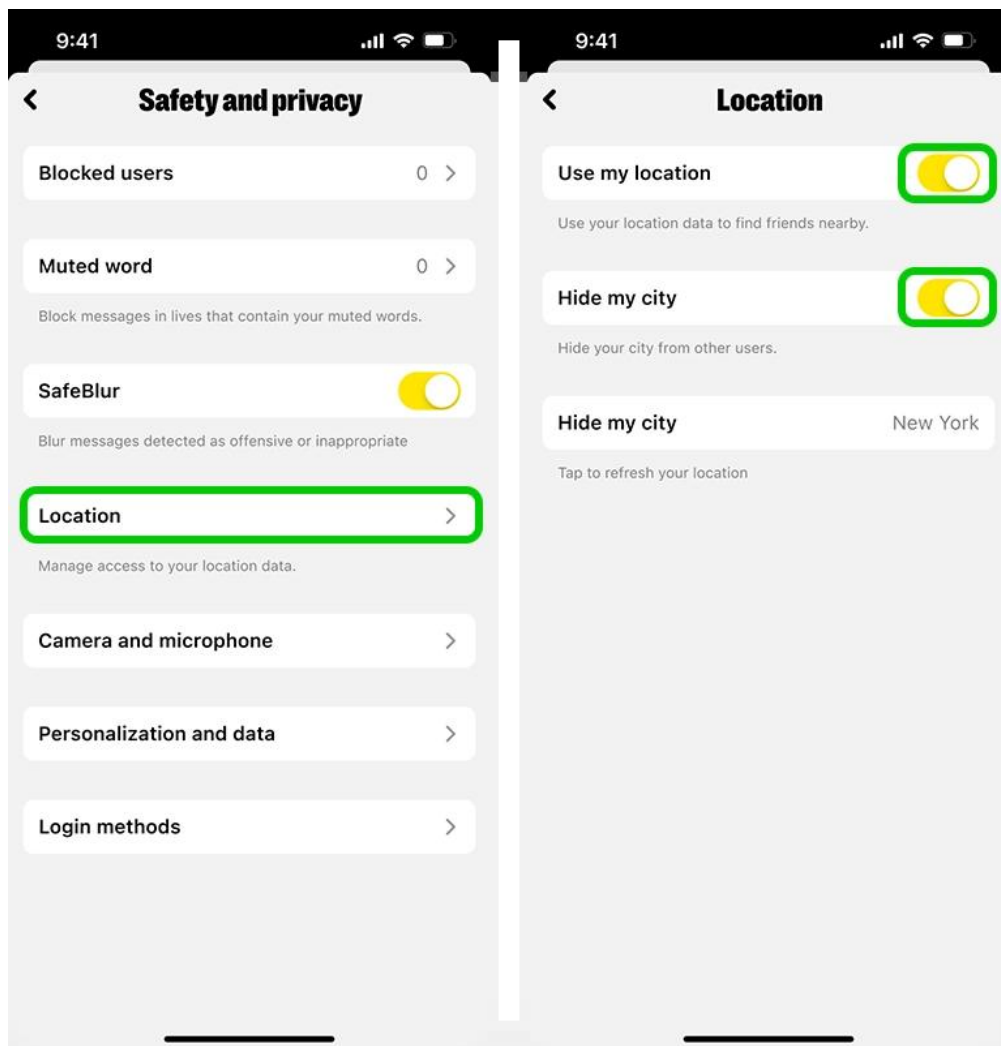
Step 2 – Tap **Safety and privacy**.



Step 3 – Select **Location**.

Step 4 – Tap the **toggle** next to **Use my location**. When it's yellow, that means location sharing is on. Turn this off to keep your location private.

You can also select which city you're in or turn on **Hide my city** for additional safety.



2 Customise Swipe settings

Customising Swipe settings also impact from where you see live streams. Users can customise their preferred gender, age and location for their Yubo friends.

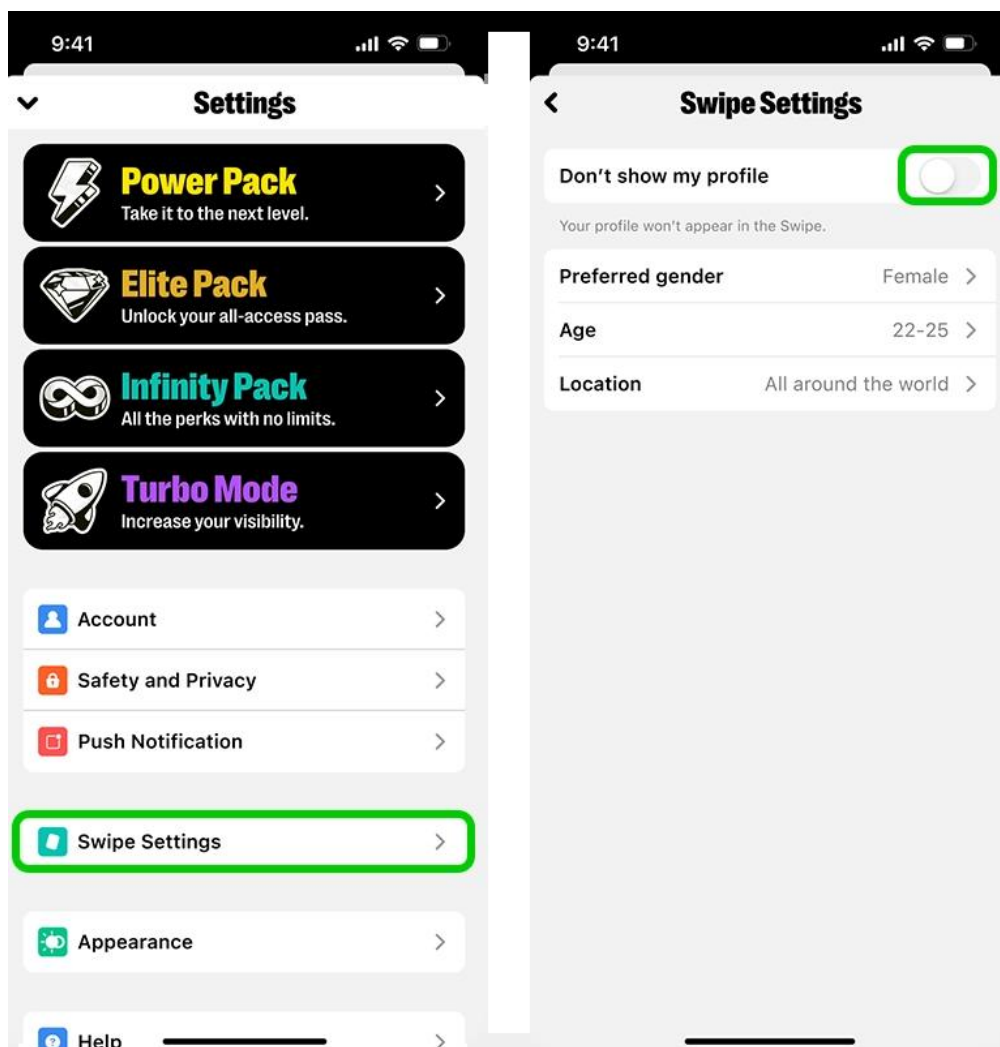
To customise swipe settings:

Step 1 – Go to your **profile** and tap the **gear icon** in the top right corner.

Step 2 – Select **Swipe Settings**.

Step 3 – Tap the **toggle** next to **Don't show my profile** to hide your profile. Yellow means it is on.

You can then tap on gender, age or location to customise those. If teens access these features, they should hide their profile.



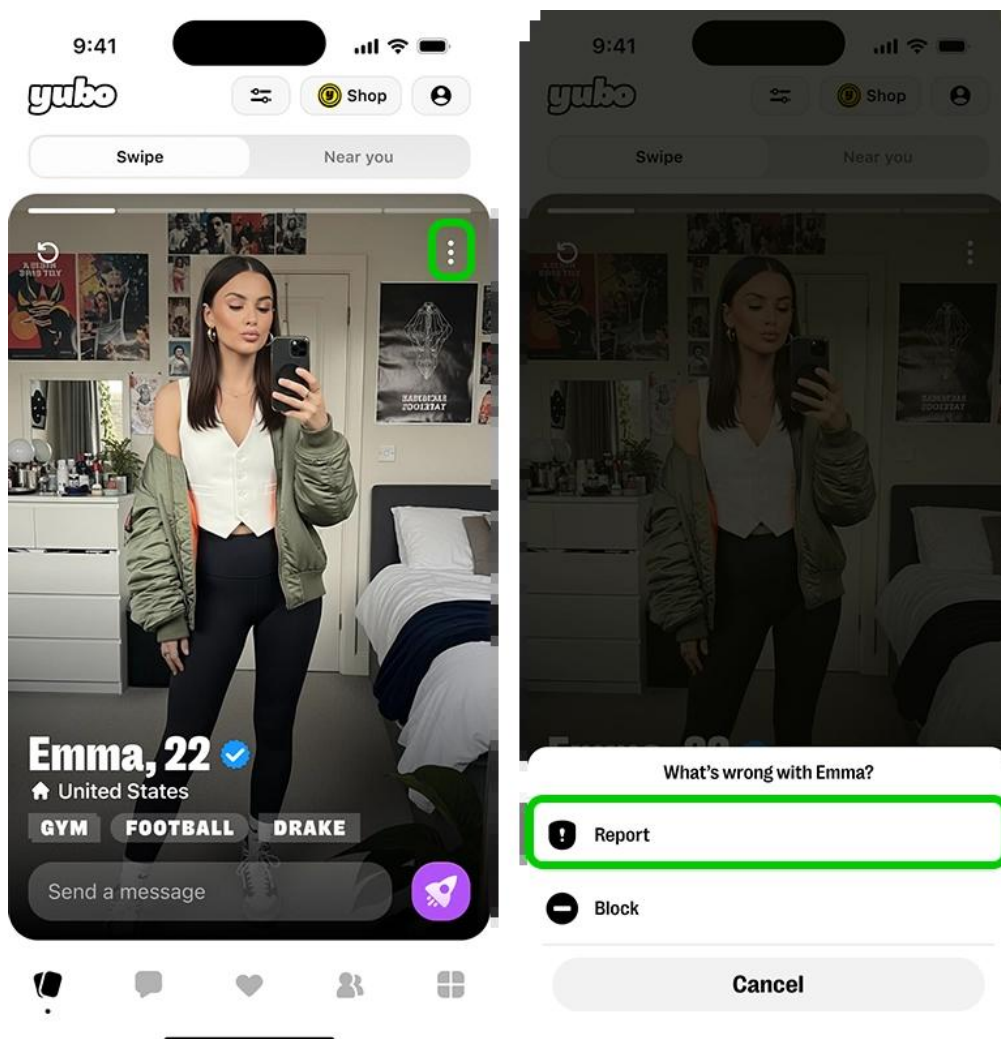
3 How to report users

If a user posts something inappropriate or that goes against Yubo's community guidelines, you can report and block them. This helps keep Yubo safe for all users.

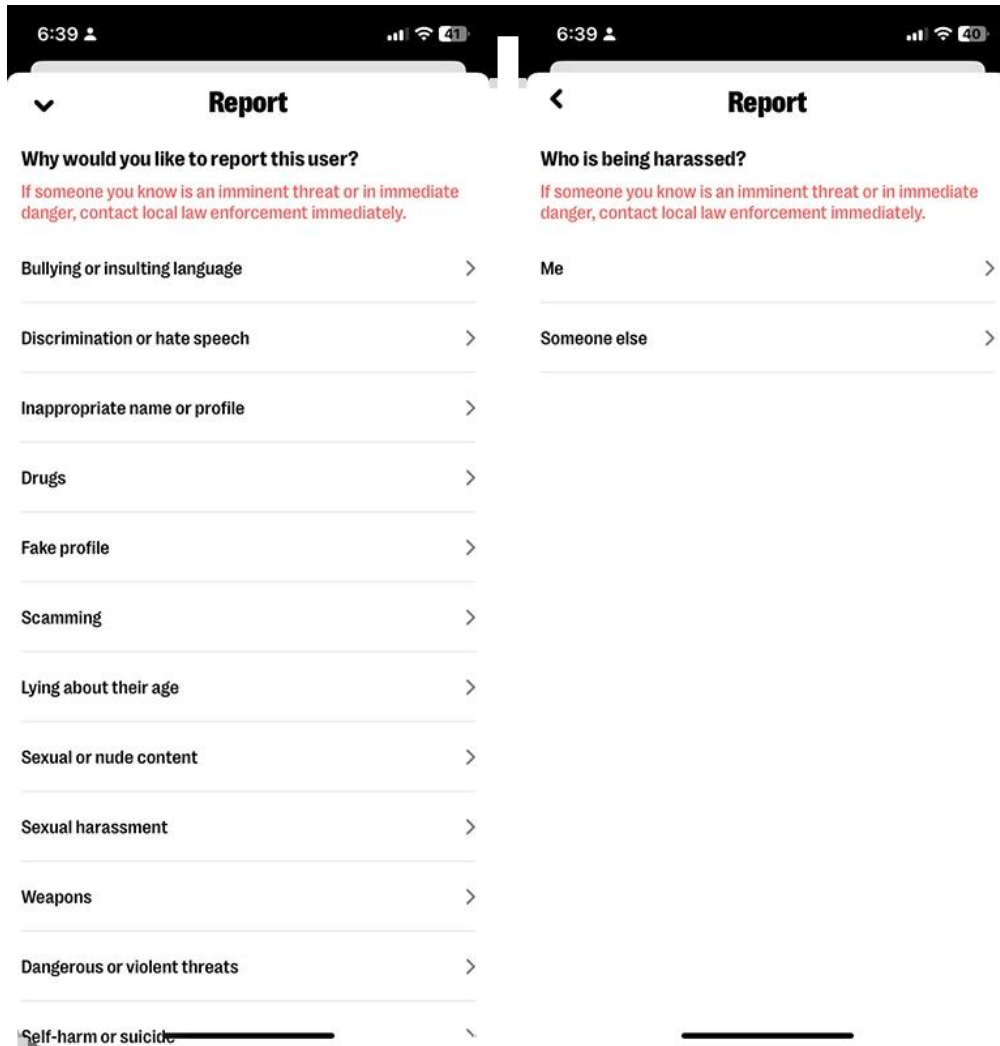
To report a user:

Step 1 – In the top right corner of their image, select the **3 vertical dots**.

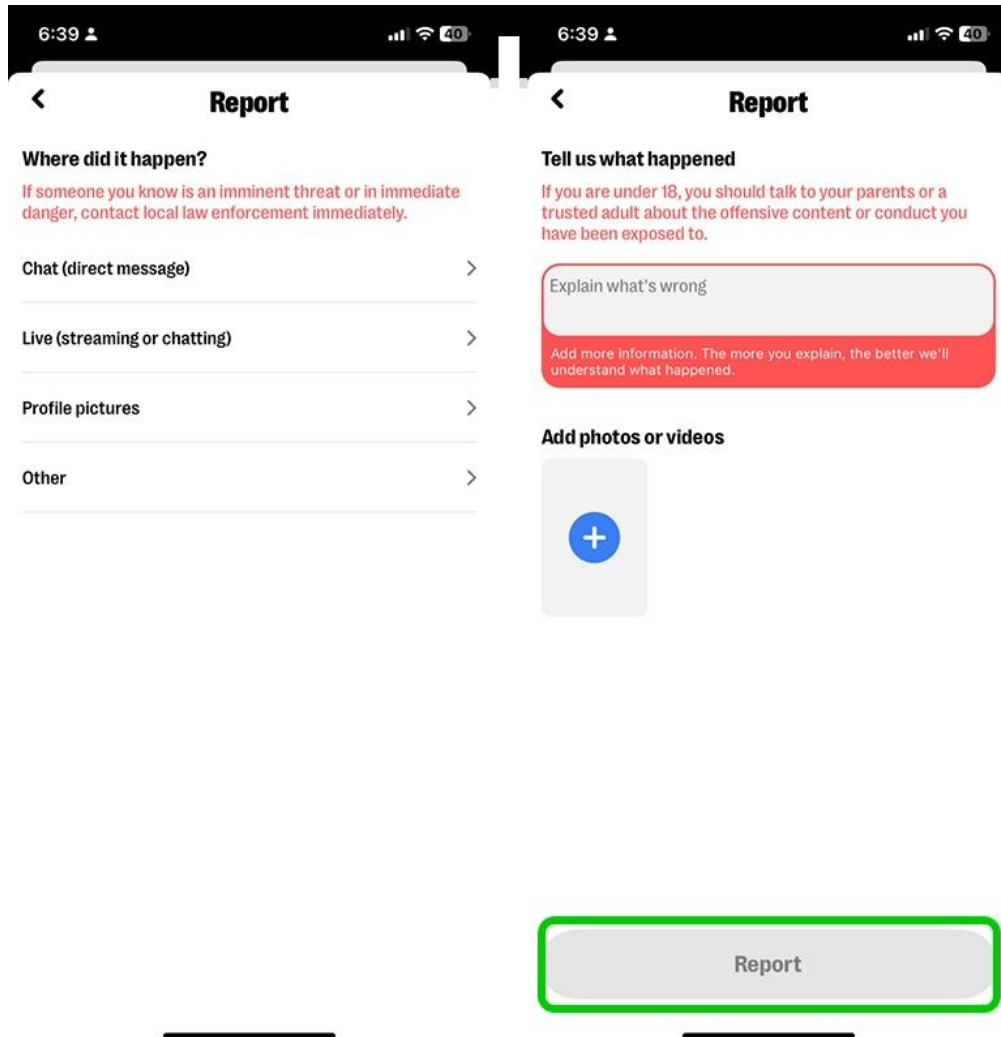
Step 2 – Select **Report**.



Step 3 – Choose the **reason** you wish to report the user, and who is being affected.



Step 4 – Provide **additional information** if applicable and then tap **Report**.



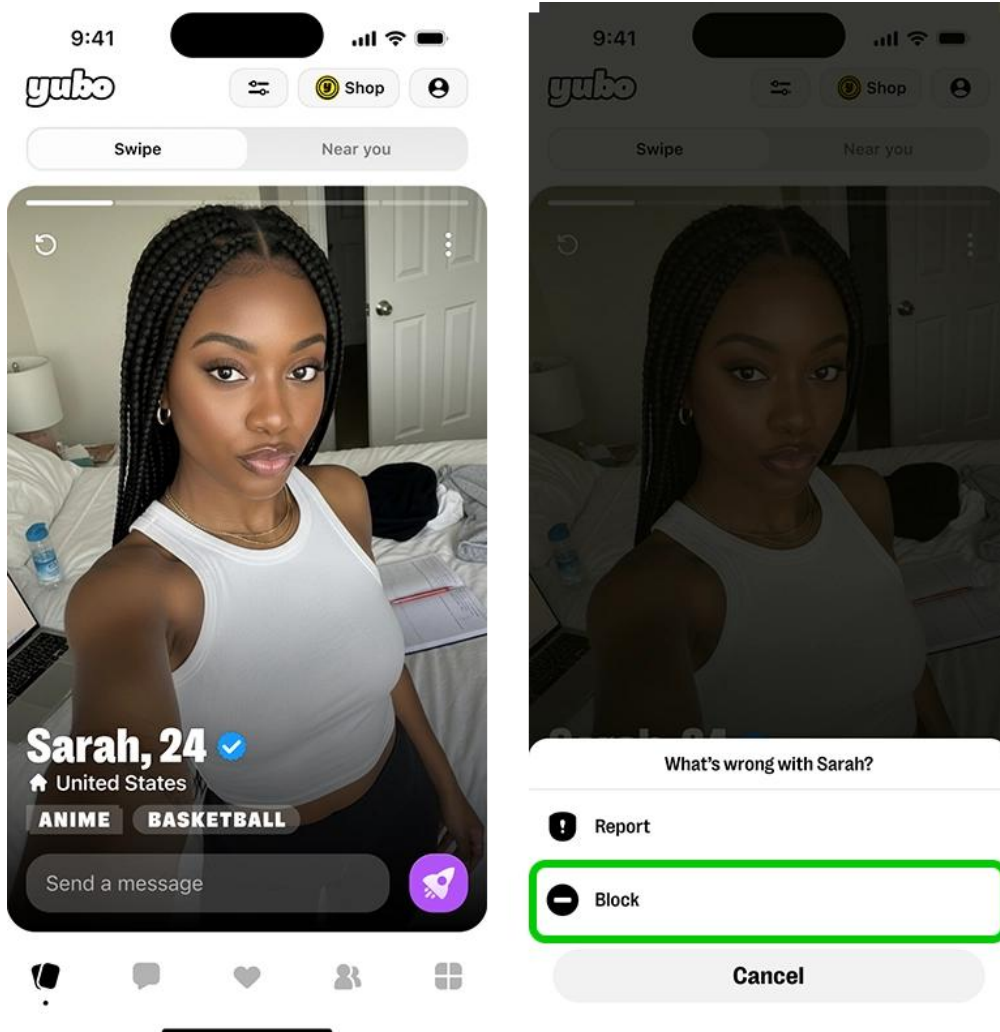
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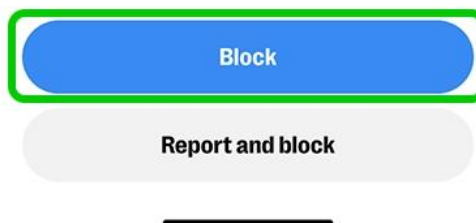
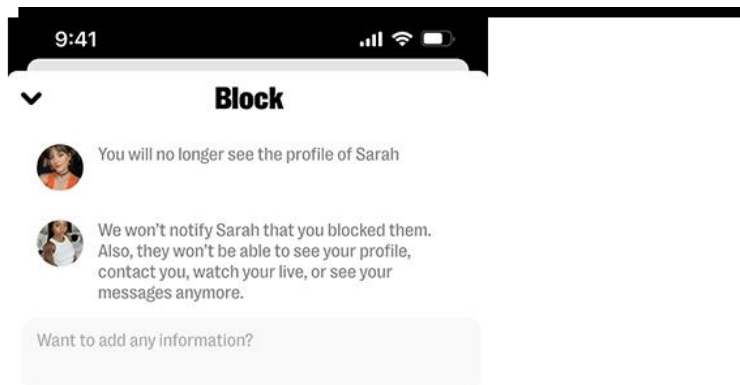
To block a user:

Step 1 – In the top right corner of their image, select the **3 vertical dots**.

Step 2 – Select **Block**.



Step 3 - Provide **additional information** if applicable and then tap **Block**. If the content could harm other users, it's important to select **Report and block** instead.

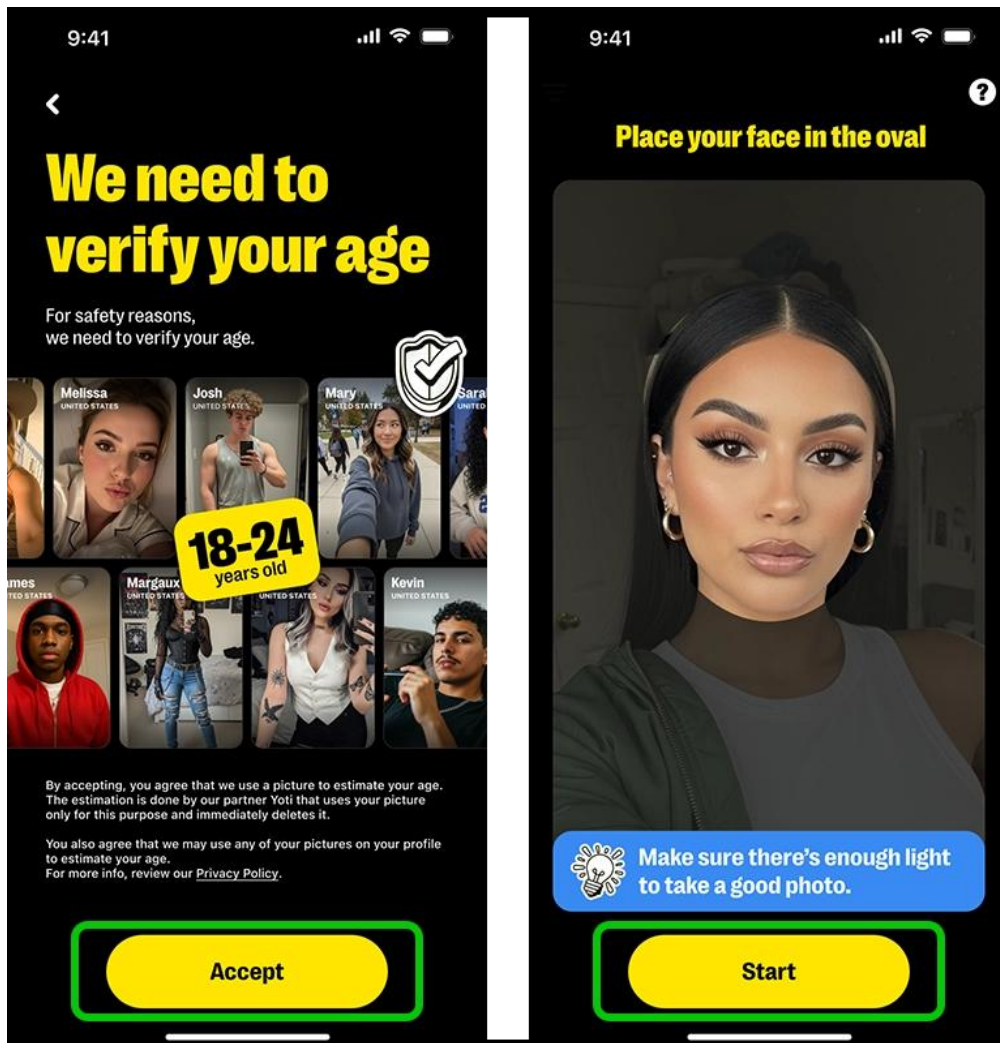


5 Age verification

Age verification on Yubo is robust to help keep young people safe. All users must complete age verification when they sign up or log in for the first time since the requirement was implemented.

To verify your age:

Step 1 – All users first go through facial age estimation. You will be prompted to **take a live image** in the app. Yubo's age assurance technology analyses this image in real-time to estimate your age and compare it to your stated date of birth. Most users successfully verify their age at this step and gain immediate access to the app.



Step 2 – If the facial age estimation is inconclusive, you will first be prompted to verify that you entered your correct date of birth. About 30% of inconclusive cases are resolved at this step.

Step 3 – If age estimation still cannot be completed, you can complete verification by:

Submitting government-issued ID or school ID that shows your birthday and face
Taking a new live image for manual review by Yubo's Safety Specialists

Step 4 – For most users, age verification happens instantly through facial age estimation. If additional verification is needed, Yubo's Safety Specialists will manually review your ID submission, which may take up to 24 hours.

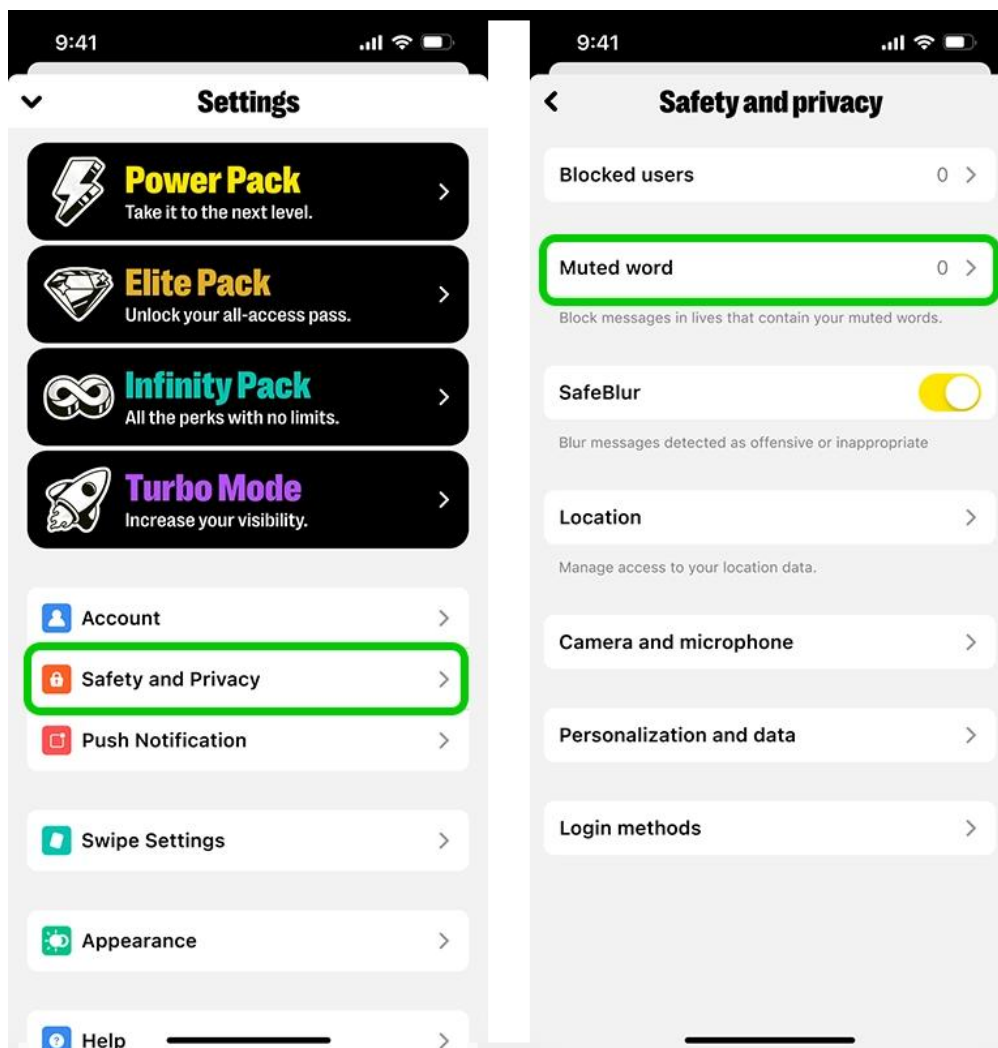
6 Customise muted words

To avoid potential triggers and unwanted topics or content, users can mute certain words.

To mute a word:

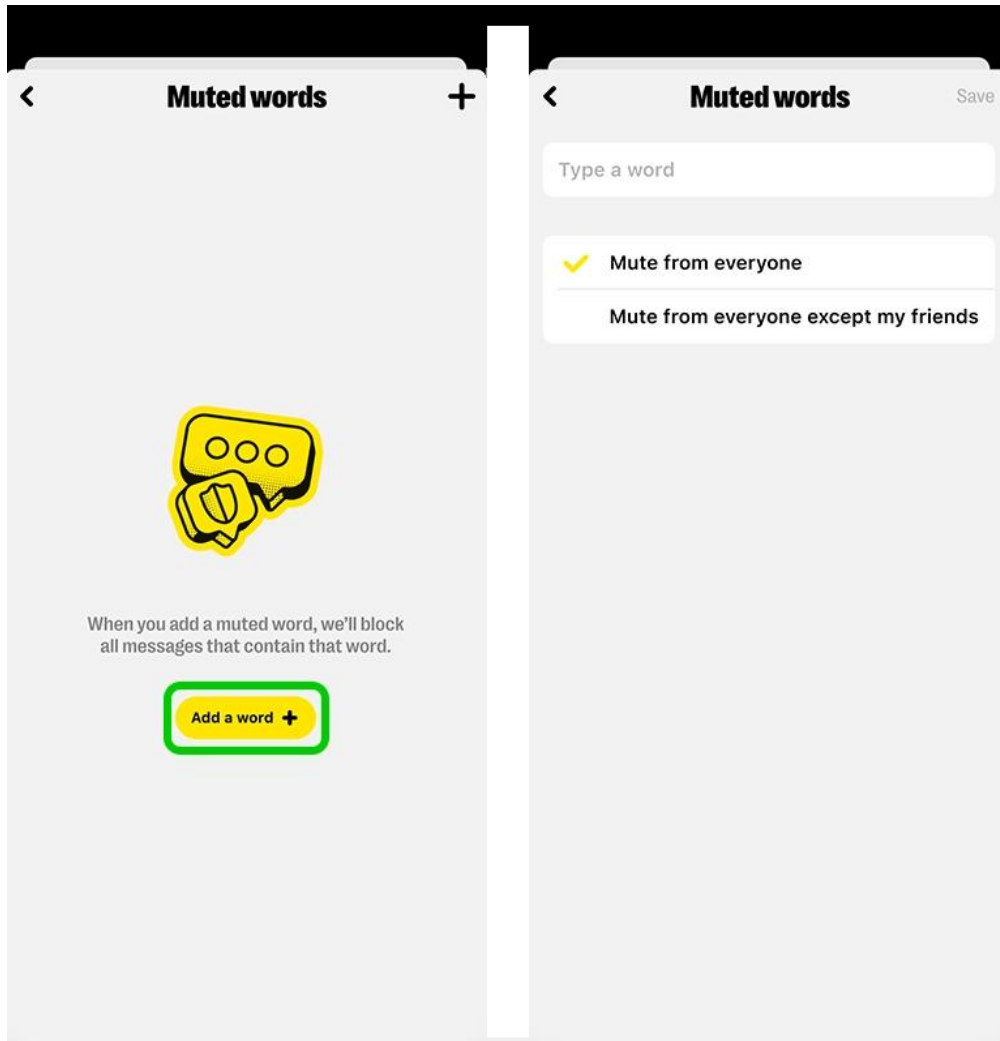
Step 1 – Go to your **Settings** from your profile and select **Safety and privacy**.

Step 2 – Tap **Muted word**.

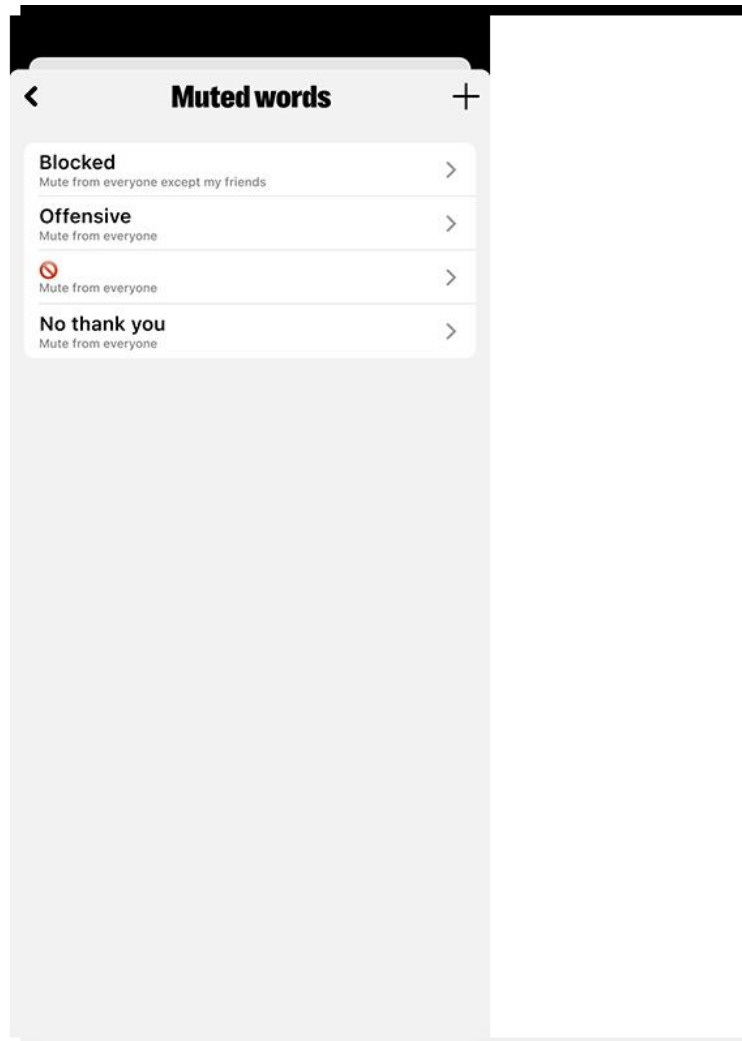


Step 3 – Click **Add a word** and add the words you would like to hide.

Step 4 – Messages containing these words can be blocked from **everyone** or **everyone except friends**.



Step 5 – You can view all the words you have blocked, and who you have muted them from.



7 Filter inappropriate messages

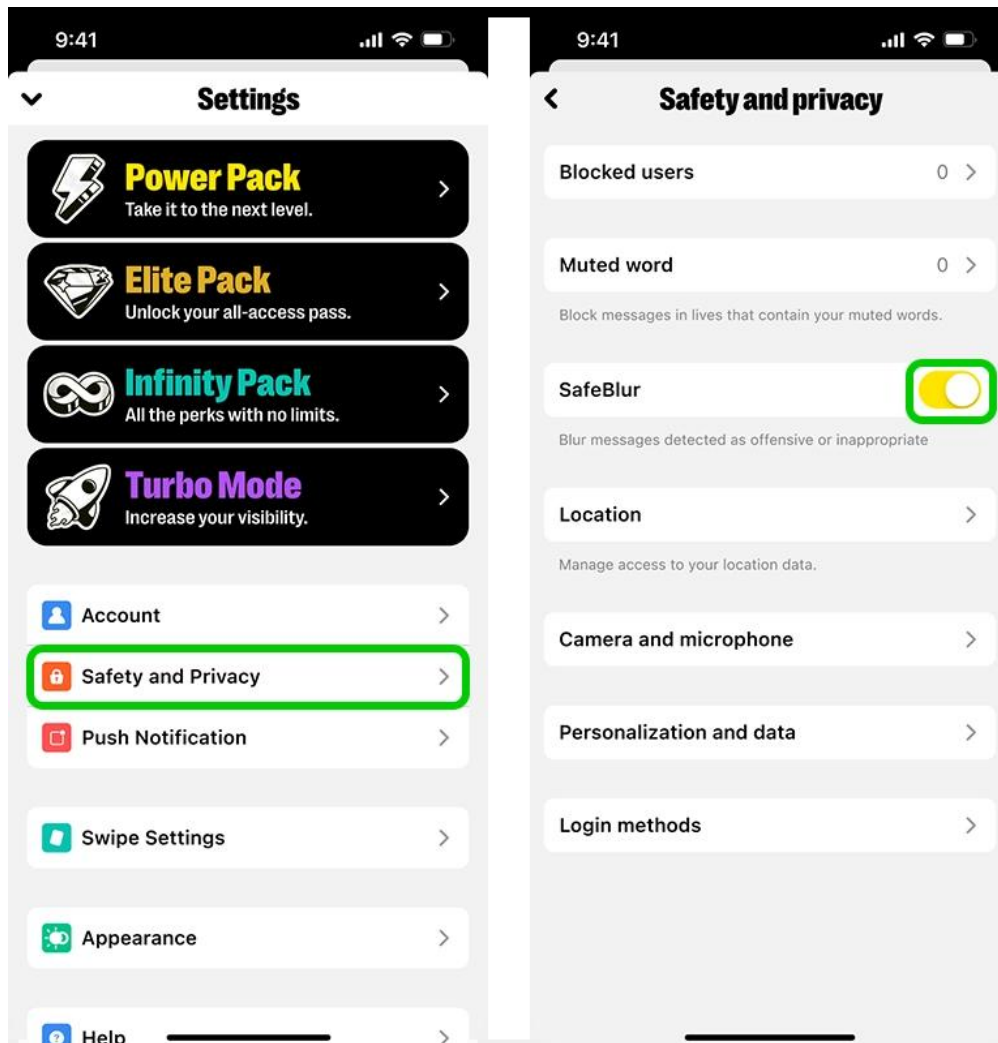
Yubo's in-app message filter protects users from inappropriate messages. Ensure it is turned on for safe use.

To filter inappropriate messages on Yubo:

Step 1 –Go to your **Settings** from your profile. Tap **Safety and privacy**.

Step 2 – Toggle on **SafeBlur**.

This will blur any messages detected as inappropriate.



8 Where to manage app notifications

Reduce distraction and increased screen time by limiting notifications from Yubo.

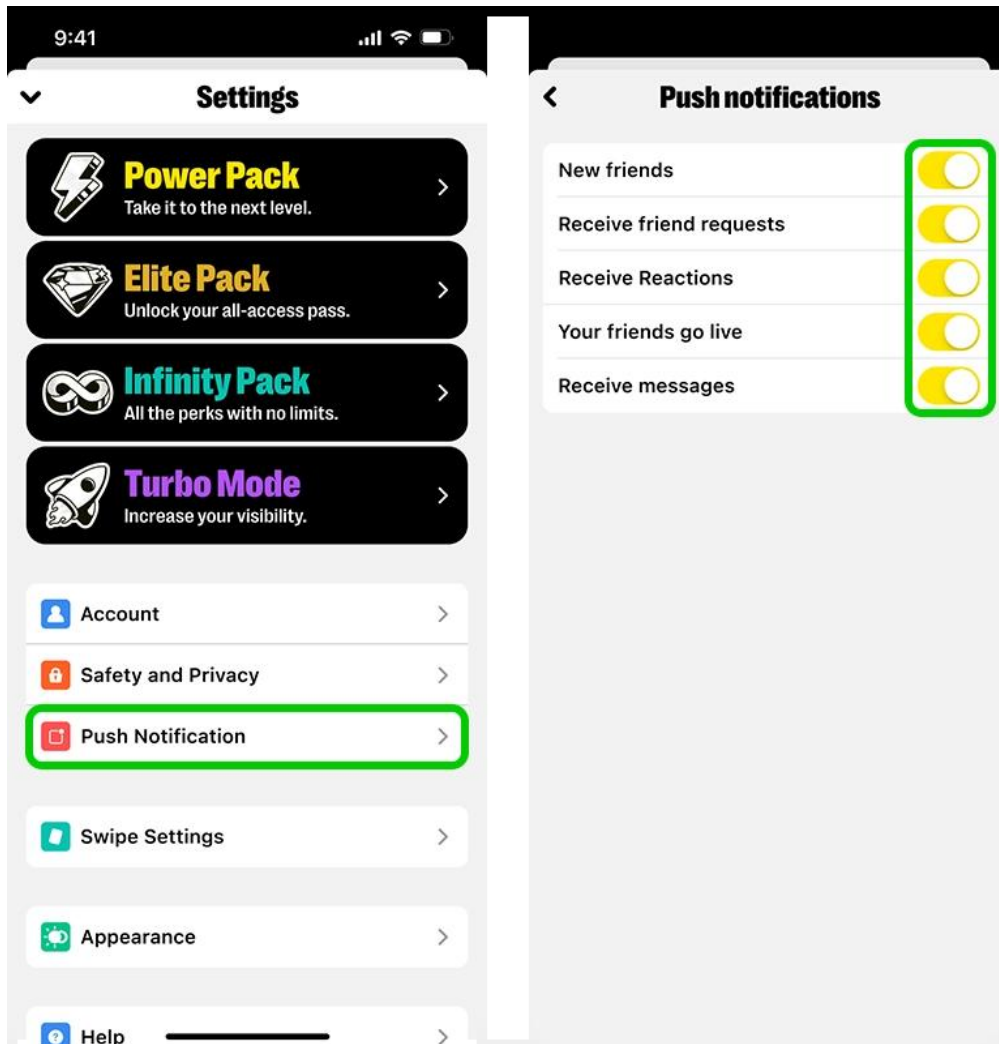
To manage notifications:

Step 1 –Go to **Settings** from your profile via the **gear icon**.

Step 2 – Select **Push notifications**.

Step 3 – Select **toggles** next to all options to turn off push notifications. Yellow means push notifications for that option are on.

This helps ensure limited use of the app.



9 Delete Yubo account

If your child no longer uses Yubo, it's a good idea to completely delete their account to keep them cyber secure.

To delete your Yubo account:

Step 1 – Go to your **Settings** via the **gear icon** on your **profile**.

Step 2 – Scroll to the **bottom of Settings** and tap **Delete account**.

Step 3 – Type **DELETE** and confirm by tapping **DELETE**.

Users cannot recover their account. If you make a new account, your account history (such as verification and bans) follow.

