Dear Instagram Team,

I would like to report that I'm being bullied and insulted verbally by [Insert user you want to report]. This is already going on for [insert time, e.g., weeks or months] now.

He also offended some friends of mine, and this has been reported through the standard (general) report button a few times.

In order to end it, I already created three new user accounts, as well as changed my email address.

I would really appreciate if you could take a look at his profile, as well as at the comments he leaves under my photos.

If he doesn't stop, I wonder if you could block him for one day as a first warning. This way he can get another chance afterwards. In case he still continues, a next step could be to block him for three full days. And if this is still not stopping him, please consider blocking him for a longer period of time.

With kind regards,

[Insert your name here]

Resources for social media providers – Ideas and storyline of the video

Name of the group: **"Hackers"**
The students decided that their main target was the social network "Instagram". This platform was chosen, because it was very popular in their class.
They first suggested to create an **email template** that bullied users can access on their profile and email directly to Instagram's support team. From the perspective of a bullied user, the students imagined struggling to find words to explain their situation to a third party (especially one as abstract as the providers of a social network). Therefore, the idea of this template was born. Students were hoping to make it easier for the victims of cyberbullying to ask for help, without them having to explain their situation from scratch. Another issue was arising in the meantime: How do users find out about this available feature?

Reflecting their own online behaviour, the group decided that a **video** presenting and explaining the feature was the best option to create awareness. The group then came together, scripted and recorded a short video with their smartphones. Since the dialogues in the video are in German language, we would like to include a short storyline and some screenshots here. The three main scenes were scripted by the students as follows:

Scene 1 (Outside school on the yard)

A boy enters the school yard and takes a selfie posing in front of his new bike. Before exiting the scene, he uploads the image onto Instagram exclaiming, that he will get a lot of likes for this image.

 - Photos have been removed in order to protect the students' privacy. -

This is overheard by another boy, who immediately opens the app and leaves a nasty comment below the picture. He is obviously enjoying this and smiles before exiting the scene as well. (Off screen: We assume that he continues to make nasty comments during the following weeks).

 - Photos have been removed in order to protect the students' privacy. -

Scene 2 (Inside the school building in a corner of a corridor)

The bullied boy is sitting on a chair in the corner crying. One of his friends is approaching, asking why he is crying. The boy explains the situation, hereby revealing that this has been an ongoing issue with the bully and that this behavior is making him feel very upset.

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The friend is listening patiently and then tells him about this Instagram feature, where he can send an email to the providers asking for help. The bullied boy does not seem convinced at first, but eventually follows his friend to another area of the school building (possibly the computer rooms) to send the email.

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Scene 3 (Seating area inside the school)

Closing in on the bully, who is sitting by himself, the viewer can hear him muttering to himself. He just received an email from the Instagram providers in response to his online behavior. He is audibly reflecting on his actions, concluding that they were hurtful to the other boy.

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In order to make amends the bully seeks out the boy (who is sitting with his friend in another room) and apologizes to him in person. They briefly discuss the events and agree, that cyberbullying is not acceptable.

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