ROBLOX: A Parent's Guide

What is Roblox?

Roblox is the world's largest interactive social platform. It is a multi-player online gaming platform which allows children to play and create a variety of games in a 3D world. Roblox is free to play and available on all modern smartphones, tablets, desktops, Xbox One, Oculus Rift, and HTC Vive.

What does it look like in the app store?

Main Concerns for Parents

Chatting and friend requests
Whilst the games in Roblox are aimed at 8 to 18-year-olds, there are currently no age restrictions for signing up. This means both adults and young people can play and communicate with each other and send friend requests through the platform. Once a friend request is accepted, this means that they can communicate with each other outside of gameplay.

The Roblox Studio
The Roblox Studio allows users to create their own games and 'worlds' for others to play on the platform. As the games are user generated, it gives users the freedom to potentially include things you do not want your child to be exposed to, for example, weapons, violence and even pornographic content. There are no age restrictions on the games created in the Roblox Studio and Roblox can only rely on people reporting negative/violent content in order to remove the games from the platform.

Robux (online payments)
When a user creates a game, they earn something called 'Robux', which works as a currency within the platform, allowing the purchase of upgrades and memberships. If the created game is of good quality and attracts multiple players and in-game adverts, children have the potential to earn a lot of 'Robux'. Once a user has earned a certain amount of Robux, they can convert this to real cash and withdraw it to a PayPal account. To withdraw money, users need to be over 13, have a PayPal account and have paid for the Roblox premium subscription.

Regularly check what your child is doing

Even though you trust your child, they may not tell you who they have been talking to or what exactly they have been playing on the platform. If you wish, you are able to check your child's history on Roblox, including:

- Their creations, such as games, items, sounds, adverts...etc (You can find this in the develop section when logged in)
- Their private messages they have sent and received (When logged in, open the Chat & Party window in the bottom-right of the page. Click on any of the users which will open a window and show you the chat)
- Their Friends and Followers (You can find this in the friends section when logged in)
- Virtual item purchase and trade history (Find this in the transactions section when logged in).

Blocking and reporting

Roblox has tools in place to make it easy for users to report inappropriate behaviour and block users from making contact. It is important that you and your child know how to block and report users and functions within the platform. Have the discussion with your child to make sure they are confident in knowing what should be reported and how to report something. You can find the red 'Report Abuse' buttons throughout the platform.

What should be reported?

- If a user is being offensive in a chat or private message
- If a user is being offensive when playing a game
- If anyone asks your child for their personal information
- Harassment and cyberbullying
- Impersonation Illegal activity
- Discrimination
- If somebody breaks the Roblox community rules

You can disable in-game chat

Roblox is great for children to play together and chat to each other. However, if you wanted to completely turn off in-game chat for your child (meaning they could not contact anyone including their friends) you can do so by following these steps: When logged in, go to the Account Settings page by clicking on the gear icon at the top right corner of the page, then click Settings. Next, click on the Privacy tab and under 'Who can chat with me in game?' select 'No one' and this will disable in-game chat.'

Enable a 2-step verification

Roblox has a great 2-step verification security feature which we recommend you enable to add an extra layer of security to your child's account. It means that when there is a log in on a new device, users will be asked to enter their username and password followed by a 6-digit security code. This code will be sent to the email address used to set up the account (your child's) so significantly reduces the risk of hacking. To set up the 2-step verification, simply go to the account settings and click on the security tab.

Unlist social media accounts

Make sure your child's social media accounts are not listed in the settings/account info. If they are, advise them to make them private or remove them in their account. This will ensure nobody can find and contact them on their social media platforms outside of Roblox.

Is your child under 13?

Unfortunately, there are hundreds of YouTube videos showing children how to change their age settings on Roblox, so firstly, you should talk to your child to set up some rules/an agreement. There are additional safety features for children under 13, for example having their posts and chats filtered for inappropriate content and behaviour, so It is worth checking that your child has set up their account with the correct age. You can find this in their account settings.

Do not use a real name to sign up

Roblox encourages its users to use a fake name to sign up. This helps to protect your child's identity, but they should be aware that this means they don't know who exactly they are talking to.

Have a discussion with your child about online payments

It is important to talk to your child to make sure they know it is possible to spend real money in the game, as well as Robux. When having the conversation, it may be worth making some promises with them, such as asking your child to let you know if they are prompted to make a payment in the game which could prevent unwanted payments.

Make sure your child only has ONE account

Even if you set up a Roblox account with parental controls for children under 13 years old, they are still able to create multiple accounts on their device (these are often called 'ghost accounts'). This means that your child may set up a 13+ account with less parental settings. We recommend having a discussion with your child about account creation to make sure they do not have accounts you don't know about.

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Check what personal information they share

In the account settings, check that your child is not giving away any personal information in their bio/profile. For example, their full name, phone number or snapchat name. If you see that they have, explain why this is potentially dangerous and remove immediately.