

KIK'S GUIDE FOR PARENTS

Welcome to Kik – the first smartphone messenger with a built-in browser that lets you connect on your terms. We're super excited that the Kik community is growing so quickly. We know that parents may have questions about our app and how it works before they give their teens the OK to use Kik, and we're here to help.

Our goal with this guide is to provide parents with information about our app, as well as helpful hints to make sure you and your teen have the best possible experience on Kik.



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What is Kik?

Kik is a smartphone messenger application that's available for most iPhone (and iPod), Android (including Kindle Fire), and Windows Phone 7 devices. (Check out this [FAQ](#) for more information about the phones we support.) Your teen may also be using Kik on their Symbian-based or BlackBerry 4.6-7 phone, however, as of May, 2014, it's no longer possible to download or register new accounts on these devices.

Kik Messenger lets you send text, pictures, videos, sketches, and more – all within the Kik app! Kik uses your existing Wi-Fi connection or data plan to send and receive messages.

You'll find everything you need to know about Kik on our [website](#) and our [Help Center](#).

How old does my teen need to be to use Kik?

Teens between 13 and 18 years old need to have permission from their parent or legal guardian before they create a Kik account and start using Kik.

If you're the parent or legal guardian of a teen that's using Kik without your permission, and you want to have your teen's account deactivated, please check the "[How can I deactivate my teen's account](#)" section of this guide.

Children under the age of 13 are prohibited from having a Kik account, by the Kik [Terms of Service](#). If your child is under 13 and has created a Kik account, please submit a deactivation request to Kik by emailing support@kik.com with the subject line 'Parent Inquiry'. A member of the Kik Support Team will send you a deactivation request form, which can be returned to Kik for processing.



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If Kik obtains knowledge that a user is under the age of 13, it's our policy to deactivate their account and delete their personal information.

For more details on eligibility and age, you can check out our [Terms of Service](#).

What does Kik cost? Does my teen need a data plan?

Kik is free to download and free to use. When you download or use Kik, data fees may be charged by your Internet access or wireless provider.

TIPS

- To avoid fees that might be charged by your wireless provider, make sure Wi-Fi is enabled on your teen's smartphone.
- Find out how much data is covered by your teen's data plan, and how much your teen typically uses every month.

How are Kik accounts created?

After downloading and installing Kik from an authorized app store or website, users choose a username, a display name (first and last name) and a password, and provide an email address to create their account. Users also have the option to enter their phone number.

TIPS

- Check out our '[How do I get the Kik app?](#)' FAQ for a full list of authorized app stores and websites where you can get Kik.
- It's really important for your teen to use a valid and accessible email address when registering their account. This will help to make sure they're able to



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receive important emails from us (like a link to reset their password) when they need them.

- For more information about how to keep your teen's Kik account private, check out '[How can I manage who is able to talk to my teen on Kik?](#)' on our [Help Center](#).
- For details on what information we collect, and how it may be used, please see our [Privacy Policy](#).

Should I use Kik with my teen?

Yes! Kik is for anyone over the age of 13, who uses a smartphone. It's the smartphone messenger that lets you connect on your terms.

Kik for iPhone, iPod and Android-based devices also includes a built-in browser that lets you explore and share Kik-optimized mobile webpages and anything on the mobile web. You can use the Kik browser to find and share fun videos, sketches, and pictures, play games and more.

Kik also provides message status notifications, letting you know if your message has been sent and delivered, when it has been read, and when the other person is typing.



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How can I manage who is able to talk to my teen on Kik?

Kik has been designed to give users full control over who can send messages to them, and we provide lots of tools to help you.

Passwords

As a parent or guardian, you can make permission for your teen to use Kik conditional on your teen giving you access to their account. This will give you the ability to control who can send messages to your teen.

We recommend that you and your teen agree on the password to be used for your teen's Kik account, so you can access it anytime.

The password on a Kik account can be changed from within the app by going to Settings > Your Account, or by going to [Kik's Password Change Site](#) in any web browser and entering the email address used to set up the account.

For more information on how to change a password, you can check our [FAQ](#) on the Kik [Help Center](#).

Username

Unlike many other smartphone instant messengers, which are based on a user's phone number, Kik uses usernames to identify our users. Your teen's unique username is their identity on Kik.

If your teen hasn't registered their Kik account yet, ask them to choose a username that's hard to guess. The best usernames include a combination of letters, numbers, and some special characters (periods, or underscores), and ideally shouldn't be your teen's first and last name.



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By using a username instead of a phone number, your teen's personal information (like their phone number and email address) is not shared by Kik. In addition, only people that your teen chooses to share their username with (either directly or by turning on the optional [Address Book Matching](#) feature outlined below) are able to contact them on Kik.

If your teen is an active user of other social apps and sites, they might choose to share their username on those sites to connect with their followers there. Remind your teen that posting their username somewhere like Twitter, or Instagram, will make it publicly available. This means that people they don't know will be able to send messages to them.

New People

The 'New People' feature puts messages from people your teen hasn't talked to before in a separate section, and turns off notifications for those messages. If your teen doesn't want to see inbound messages from people they don't know, they don't have to. In messages from new people, the profile pictures are blurred, and so are pictures or content messages they may have sent. Your teen can block and report someone new right from the messages that have been sent to them. You may want to review messages from new people with your teen, so you can decide together which new users they want to talk with.

Here's [information](#) about how the 'New People' feature works.

Address Book Matching

The Kik app includes an optional Address Book Matching feature that users can turn on to help find their friends on Kik. The feature works by checking for accounts in Kik that match an email address or phone number stored in the user's address book (on their smartphone). If we find a match, we'll notify both users with a Kik message.



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Choosing not to turn on the optional Address Book Matching feature will mean that only users who your teen chooses to share their exact username with will be able to send messages to them.

Blocking Users

Kik's 'Block' feature allows users to block all contact with another user, without revealing to the other user that they've been blocked.

This [FAQ](#) from the Kik [Help Center](#) explains how to block someone on Kik.

Blocking someone on your teen's smartphone, tablet or iPod means that messages from the blocked user will be hidden, and all conversations with this person will be deleted from your teen's Kik app. The blocked user's name will no longer appear in your teen's list of contacts in Kik.

Can I see messages my teen has sent or received?

If you have access to your teen's smartphone or iPod, you'll be able to view up to the last 1000 messages for each conversation (depending on how old the conversation is and which version of the app is being used.) There isn't a way to view your teen's conversations on another supported smartphone.

Using Kik is similar to making a phone call – we may have a record of messages being sent and received, but we never see or save the text of the messages between our users so we're not able to provide parents with access to their teen's messages.

If you'd like to monitor the messages your teen sends and receives through Kik, it's best to ask your teen not to delete conversations, and to provide you with access to their smartphone or iPod.



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TIP

Check out the "[Is it possible to save Kik messages?](#)" section of this guide for more details about available message history.

Is it possible to save Kik messages?

Recent messages for each Kik conversation are saved on your teen's smartphone (right in the app).

On your teen's iPod or iPhone with the latest version of Kik:

- For conversations they've had in the last 48 hrs, you'll see the last 1000 messages.
- For older conversations, you'll see the last 500 messages.

On your teen's Android with the latest version of Kik:

- For conversations they've had in the last 48 hrs, you'll see the last 600 messages.
- For older conversations, you'll see the last 200 messages.

If your teen is using an earlier version of Kik, or using the app on a Windows Phone 7, Symbian, or BlackBerry, you'll be able to see the last 100 messages for each conversation.

Although the option to save conversations or individual messages isn't part of the Kik app, it may be possible for users to use built-in features of their smartphone operating systems to take a picture of parts of the conversation and save it. This is called taking a 'screenshot' or 'screen-capture'. It's also possible to use a second device to take a picture of a conversation as it appears on the screen.



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Users may also be able to save pictures that they receive via the Kik app, to the picture gallery on their smartphone or iPod.

How can I deactivate my teen's account?

Deactivating your teen's account means it will no longer be searchable within Kik and the account will be deleted from the Kik contacts lists of all the people your teen has talked to.

To deactivate your teen's Kik account, you'll need access to the email address registered to their account. Information on how to deactivate your teen's account is available [here](#).

If you would like to deactivate your teen's Kik account, but aren't able to get access to your teen's email account, you can submit a deactivation request to Kik by emailing support@kik.com with the subject line 'Parent Inquiry'. A member of the Kik Support Team will send you a deactivation request form, which can be returned to Kik for processing.

How can I prevent my teen from using Kik?

With access to your teen's iPod, iPhone or Android phone, you can uninstall Kik and use the device's built-in parental control settings to restrict the ability to install applications. On iPod and iPhone, these are called restrictions, and on Android, these are called filters.

For more information about enabling restrictions on iPod and iPhone, see this [article](#) from the Apple support center.



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For more information about enabling filters on Android, check out this [article](#) from the Google Play help center.

Passwords

You can also limit your teen's ability to access Kik by managing their password for their Kik account. For more information on how to change the password on your teen's Kik account, you can check out this [FAQ](#) in our [Help Center](#).

What can I do if my teen has received an unwanted or inappropriate message?

We understand that our Kik users need to feel safe and respected when they use our services and we take the safety of our users very seriously. Unfortunately inappropriate behavior is a risk with any kind of communication platform. We've designed Kik to give users full control over who can send messages to them. Here are some steps you can take:

What you can do immediately:

Tell your teen not to respond to the message. Responding might encourage further messages.

If your teen received the message from someone they've talked to before, you can block the unwanted user by following these steps:

1. In the Kik app, tap **Settings** (the button looks like a cog)
2. Select **Privacy**
3. Select **Block List**
4. Tap the + icon to add a user to the Block List
5. Select the person to block
6. Tap **Yes** or **Block** to confirm your choice



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The user will now be blocked. Blocking the unwanted user will mean:

- your teen will no longer be able to see messages from the blocked user,
- all previous conversations with the blocked user will be automatically deleted from your teen's Kik app, and
- the blocked user's name will no longer appear in your teen's list of contacts in Kik.

If your teen received the message from someone new, and is using the latest version of Kik on their iPhone, iPod, or Android, you can block them right from the conversation. Tap the red **Ignore** button, then **Block**.

What you can do to help us address the situation:

If you believe the message your teen has received is illegal, please contact your local law enforcement agency and report the incident, if you haven't already done so, and ask them to send an email to support@kik.com with the subject line "Law Enforcement Inquiry" for more information on obtaining user information from Kik. Kik will work with law enforcement where appropriate and to the extent required by law to ensure the safety of all our Kik users.

If you believe the message your teen has received violates our Acceptable Use Policy (which you can find in section 3.4. of our [Terms of Service](#)), you can report the user to us by going to our [Help Center](#) and sending us a message through the [form](#) provided.

What can I do if my teen has been sending inappropriate messages?

It's the responsibility of parents and guardians to make sure their teens comply with our Acceptable Use Policy (which you can find in section 3.4. of our [Terms of](#)



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[Service](#)), as well as the applicable laws. Teens should be aware that sending or receiving sexually explicit images of a minor (even if they are self-portraits and even if they are sent to and/or from another minor) is illegal in Canada, the US, and many other countries. Ask them to delete any images they may have saved, and inform the others involved about the serious criminal consequences of possessing or distributing sexually explicit images of a minor.

If you feel it's appropriate or necessary, you can refer to the "[How can I deactivate my teen's account?](#)" section of this guide. You can also contact your local law enforcement. If they need to contact Kik, you can direct them to Kik's [Guide for Law Enforcement](#) for information on how we can work with them to help address the situation.

Helpful Resources

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| Kik's Website | http://kik.com |
| Kik's Help Center | http://help.kik.com |
| Kik's Password Reset Website | http://help.kik.com/entries/24375502 |
| Kik's Terms of Service | http://kik.com/legal |
| Kik's Privacy Policy | http://kik.com/privacy |
| Family Online Safety Institute | http://fosi.org |
| A Platform for Good | http://aplatformforgood.org |

