Only download the apps for your phone from authorized stores (App Store on iOS and Google Play on Android).

If you are downloading the app on your computer, use the WhatsApp Web official version.

According to WhatsApp, once a user's messages are delivered, they are deleted from WhatsApp servers. This includes chats, photos, videos, voice messages, and files. Messages can still be stored on each individual's device and need to be backed up. Ensure you keep any and all messages related to a scam or attempted scam.

WhatsApp fraud is when a scammer pretends to be a victim’s friend or family then asks them for financial help. Usually the criminals state they have an emergency and need urgent financial help. Typically the scammers pretend to be in a hurry and need immediate help. Always call from your phone, not on the app, and confirm the situation with your friend or family member. Always get verbal confirmation from a different platform.

If the scammer doesn't want to have a phone call then don't give them anything.

Never give your verification code to anyone. Criminals can use this to gain access to your account then scam your friends and family. This is called WhatsApp hijacking.

The scammer conveys a sense of urgency and tries to convince you or pressures you to pay quickly (this is almost always the case).

The cybercriminal sends you a message from an unknown number (only occurs if the criminal has not hijacked someone’s WhatsApp account).

The scammer informs you that their number has changed and almost immediately starts talking about money (once again, this only occurs if the criminal has not hijacked someone’s WhatsApp account).

The fraudster’s messages are written in poor English, as often the fraudster’s native language is not English or they are not well educated.

The criminal does not want to be called, they won’t pick up the phone.

The fraudster asks you to transfer money to an unknown account or uses an app that does not show account numbers at all (such as PayPal or Venmo).
FRAUD? What to look for or do to ensure it is not a WhatsApp fraud connection.

- **New number**? If you receive a message from someone who is asking for money, first check whether the number is correct. If one of your friends or family suddenly has a new number and asks you for money, you should find this very suspicious. Pause for a moment and check out the language and communication style of the message. Does it sound different? If so, there is a fair chance you are dealing with a WhatsApp scam.
- **Call them!** Try to call the number of the person asking for money. If it is a scammer, they won't likely answer. If they are saying they are someone you know, call them from your regular phone, not in the WhatsApp.
- **Be calm.** Don't let the scammer pressure you. Think logically and keep calm.
- **Confirm Identity.** If you are suspicious, ask the scammer a question only your friend or acquaintance would know the answer to.
- **Secure your voicemail.** Use a unique and unpredictable code that only you would know.
- **Treat your verification code like your SSN.** If someone asks you to send a verification code, never send it without question.
- **Set up "2-Factor Authentication."** Once this is setup, if installing WhatsApp on a new device, WhatsApp will request the 6-digit code you have set as well as the verification they send you. This will make account hijacking much more difficult to achieve.

MANAGING YOUR WHATSAPP ACCOUNT

Your WhatsApp account information can be public. Manage and edit your account to display and share minimal information about yourself.

Follow the steps below to ensure you are not allowing everyone to see information like your profile picture or status:

Touch the settings icon at the bottom right of your screen.

- **Under Account**, set security notifications, setup two-step verification, change your number or delete your account
- **Under Privacy**, set who can see or access your information turn off your live location sharing.
- **Under Chats** backup or export chats, choose to archive chats.
- **Under Notifications**, choose what you are notified about.
ACCOUNT INFORMATION

Security Notifications

Your chats and calls are private
End-to-end encryption keeps your personal messages and calls between you and the people you choose. Not even WhatsApp can read or listen to them. This includes your:
- Text and voice messages
- Audio and video calls
- Photos, videos and documents
- Location sharing
- Status updates

Learn More

Show Security Notifications on This Phone
Get notified when your security code changes for a contact’s phone number.

Enable security notifications to notify you when your security code changes for a contact’s phone number.

Account

Security Notifications
Two-Step Verification
Change Number

Request Account Info
Delete My Account

Two-Step Verification

Create a PIN for extra security. Use the PIN to access your account.

Turn On

Cancel Two-Step Verification Next

RECOMMENDED
Enable two-step verification to prevent others from logging into your account.

Delete My Account

WARNING: Deleting your account will delete your account info and your message history on the device.

Change Number

Use Change Number to migrate your account info, groups and settings from your current phone number to a new phone number. You can’t undo this change.

To proceed, confirm that your new number can receive SMS or calls and tap Next to verify that number.

EFFECTIVE: JUNE 2023
PRIVACY SETTINGS

Check your privacy settings by doing a Privacy Checkup.

Turn Live Location to None to prevent sharing your current location.

Turn on or off read receipts. Read receipts are always on for group chats.

Under Last seen, Profile photo, About, Groups, and Status, set your privacy to either Nobody, Everyone, or My Contacts.

Block Contacts – Block individuals or contacts from your friends list if you no longer want them to see your activities, posts, profile photo, and other account information.

Screen Lock - require face ID to unlock WhatsApp.
**DISAPPEARING MESSAGES**

Messages can be set to automatically disappear after 24 hours, 7 days or 90 days. Members of the chat can see this option turned on. Does not affect existing chats.

**BACKUP CHATS**

Backup chats to save them to iCloud - data is not stored on WhatsApp servers so if you get a new device you must backup your data to transfer. Set Auto backup in this area.

Individual or group chats can be exported to be saved outside the app.
USEFUL LINKS

Safe Search Kids
https://www.safesearchkids.com/

Microsoft Safety & Security

OnGuard Online
https://www.consumer.ftc.gov/features/feature-0038-onguardonline

WhatsApp Help
https://faq.whatsapp.com/?lang=en