Cyberlite

Tencent







Your Family's Guide to Safe Gaming





Understanding Your Child's Gaming World

Every game tells two stories: the one happening on the screen, and the one your child is experiencing. If your child is deeply focused on a game, they're usually doing much more than just staring at the screen. They're making decisions, solving problems, creating, and working towards goals. Different games develop different skills, from creativity and teamwork to resilience and problem solving.

The World Behind the Screen

Video games can be played across web, mobile, consoles, and PCs, each with its own goals and way of playing. **Which types of games are you familiar with?**

Puzzle | Sports | Story | Sandbox | Strategy | Adventure

The best way to get to know your child's gaming world is to let them show you. Ask what they enjoy, what they're trying to achieve, and what keeps them motivated to level up. Their "five more minutes" could mean finishing a match, reaching a checkpoint, or helping teammates out.

Try these conversation starters!

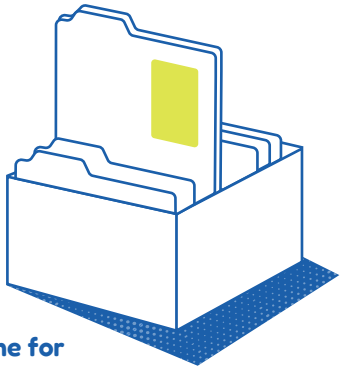
- What's your favourite game right now?
- Can you show me how to play?
- What's the coolest thing you've built, found, or achieved?
- Who do you enjoy playing with the most?
- What level are you stuck on right now?

A family that plays together, stays together!

When your child starts a new game, spend a few minutes exploring it together. What you discover will help you make better decisions about age settings, safety features, and healthy gaming habits.

Make this handbook yours! This handbook gives you the tools to build a gaming safety plan that works for your family. Work through it together, choose what fits your child and your family's needs, and keep the tools you'll use most.

Choose the Right Game for Your Child



The right game for one child may not be the right game for another. Not every game is made for every age, and choosing one that matches your child's age and maturity can help create a more positive gaming experience for them.

Did You Know?

Games have age ratings, just like movies! You can use these as a quick way to check if the content of a game is appropriate for your child.

Age ratings may flag content such as:

- **Violence**
- **Horror or gore**
- **Sexual content or nudity**
- **Strong language**
- **Drug use**

Want to know more? ESRB, PEGI, and app stores all publish rating guidance for parents.

Setting Up Your Child's Account

When you set up your child's gaming account, one important step is entering their correct age. This helps ensure they have an age-appropriate experience. If the platform identifies your child as a minor, you may be asked to give parental consent before certain features are unlocked. Read what you're agreeing to carefully, as these permissions determine what your child can access and who they can play with.

But age settings can't catch everything, especially how other players behave. Treat them as a starting point, then stay involved: review your child's privacy settings, check who they're playing and chatting with, and talk regularly about their experiences online.

Ready-to-Play Safety Setup

The right account setup helps reduce common risks your child may encounter while playing. Use this checklist to help your child start with the right protections in place. Most of these settings can be found in the game's or device's account settings.

For your family plan

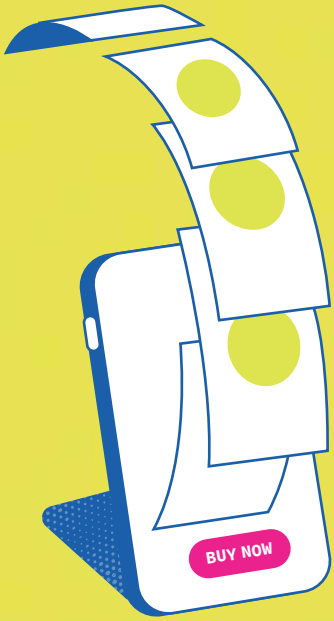
Your child's safety set-up checklist

- [ ] **The right account**
  Use your child's correct age for an age-appropriate gaming experience. Add a strong password and two-step verification where available.
- [ ] **The right people**
  Choose who can find, message, or interact with your child.
- [ ] **The right privacy settings**
  Check your device and game settings to see what the game can access, including the microphone, camera, and contacts.
- [ ] **The right controls**
  Review available controls for chat, game access, purchases, and play time.
- [ ] **Purchase approval**
  Require your approval before money can be spent.
- [ ] **A trusted adult**
  Agree on who your child can go to if something online doesn't feel right.

Ensuring game settings aren't "set-and-forget."

As your child grows, starts new games, or platforms introduce new features, revisit these settings together to make sure they still reflect your family's needs.

Making Informed Choices About Spending In Games



What is in-game currency?

In-game currency is a form of digital value used to access further content in a game. Depending on the game, it may be earned through play, received as a reward, or purchased using real money. Helping children understand where it comes from and how it is used can make it easier for them to consider their choices. Families can also discuss expectations in advance, including when permission is needed and what spending limit feels appropriate.

When money is converted to virtual currency, children may find it harder to connect an in-game price with its real-world value. Try converting in-game prices into real-world equivalents your child already knows, such as a bubble tea, a movie ticket, or a few weeks of pocket money. Putting a familiar price next to a virtual one helps children weigh up what they want and decide when something is worth saving for.

For your family plan

Games and devices often have parental controls and settings to help manage in-game purchases.

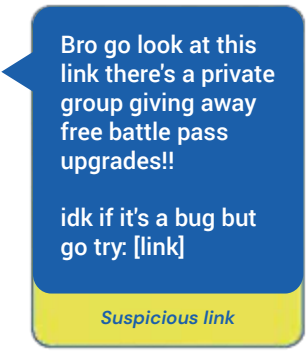
Review the options available for your child's account and set them up based on what works for your family.

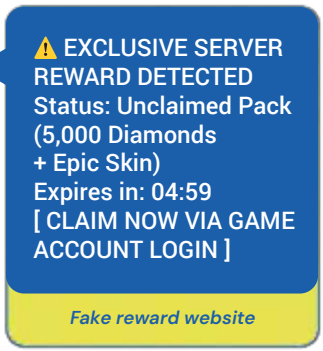
Look for settings related to payment methods, purchase approval, spending limits, and in-game purchases.

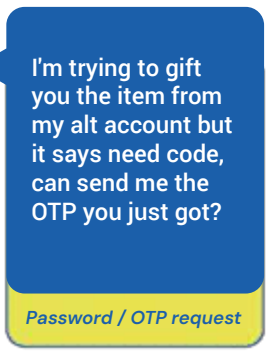
Spotting Online Tricks & Scams

As children play, their gaming accounts can build up things worth protecting, from hours of gameplay to rare collectibles and virtual currency. Because these accounts can hold real value, they may become targets for scammers and bad actors.

When games include communication or social features, scammers may use these channels to approach children - similar tactics can also appear on other online platforms. They may use excitement, urgency or "too good to be true" offers to trick children into clicking dangerous links, revealing passwords or sharing personal information.







For your family plan

STOP before you spend

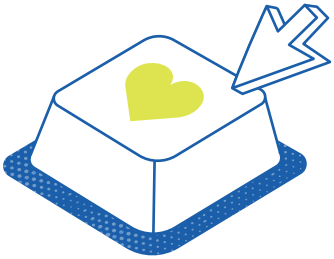
If an offer feels urgent, too good to be true, or asks your child to act quickly, remind them to STOP.

- **S** : Seems too good to be true?
- **T** : Tell a trusted adult.
- **O** : Only use the game's official store.
- **P** : Pause before you pay, especially for random rewards.

Understand loot boxes

These are paid mystery rewards where items are unlocked randomly. Before opening a loot box, talk with your child about the chances of what they could receive and why the item matters to them in their game progression, to help them decide if it's worthwhile.

Keeping Gaming Kind, Fair, and Safe



Gaming is a useful space for children to build **pro-social behaviour**.

Playing with others gives children a chance to practise teamwork and communication, to work cooperatively towards something, and to handle the moments that don't go their way. Learning to lose a round without taking it out on a teammate is its own kind of practice. Over time, that builds resilience and respect, and these are skills that matter just as much outside the game as in it.

Game Rules for Fair Play

Did you know that most games have community guidelines designed to help players have a safe, respectful, and enjoyable time? These guidelines often protect against **harmful behaviours, such as:**

- ⊗ **Mean comments, name-calling, or hurtful messages**
- ⊗ **Leaving someone out on purpose**
- ⊗ **Sharing private info without permission (doxxing)**
- ⊗ **Cheating or unfair play**
- ⊗ **Hate speech, sexual or targeted harassment**
- ⊗ **Making fun of mistakes or losses**

For your family plan

Know what to look for: Cyberbullying in games

Multiplayer games give children the chance to connect and play with others from all over. While most of these interactions are positive, it's helpful to know what to do when one isn't.

If your child has been repeatedly harassed or hurt by another player, show them how to mute, block, and report. Remind your child that they won't get in trouble for using these tools or telling a trusted adult. They're there to help keep gaming fun and safe.

ACTIVITY

Speak Up, Play Kind

CHALLENGE 1

Create a safe space to talk

Go through each scenario with your child and ask, "What would you do first?"

01 A player keeps making annoying comments. You don't want to hear them anymore. **What would you do first?**

02 You blocked someone, but they create another account and contact you again. **What would you do first?**

03 A player sends abusive messages and shares someone's private information. **What would you do first?**

04 Someone keeps sending you unwanted friend requests and messages, even after you've made it clear you don't want to interact. **What would you do first?**

Your Gaming Safety Toolbox

Mute: Turn off their voice chat

Block: Stop them contacting you

Report: Flag rule-breaking behaviour

Tell a trusted adult: Get help when you're worried

CHALLENGE 2

Ask your child: "What kind of player do you want to be?" Complete the Fair Player Card together and help them choose the promises they want to make.

Players can count on me to...

- [ ] Treat others with respect.
- [ ] Say "GG (good game)" whether I win or lose.
- [ ] Stay calm when I'm frustrated.
- [ ] Welcome and encourage new players.
- [ ] Speak up or get help when someone is being treated unfairly.
- [ ] Write your own:

Be a good player, too

It's also important to think about how we treat others while playing. Be gracious when you win, supportive when others struggle, and pause when frustration takes over. A little encouragement can go a long way.

Keeping Online Connections Safe



Most of the players your child meets online are there to enjoy the game, just like them. Occasionally, though, an adult may try to build a friendship with a child for the wrong reasons – this is called **grooming**.

Think about how friendships form in everyday life: you meet someone, get to know them and build trust over time. Grooming can start the same way, through shared interests and regular conversations online that make the person feel familiar. This can make it harder for children to recognise when something isn't quite right.

Talking about online friends matters more than any single rule. Ask about them the way you would ask about school friends: who they are, how they met, what they talk about. Tell your child now, before anything happens, that if someone online ever makes them uncomfortable, they won't get in trouble for telling you.

Warning signs to notice in your child

By staying observant of any sudden shifts in your child's online habits or behaviours, you can better protect them and ensure they always feel comfortable coming to you if something feels off.

- **Your child asks to download messaging apps or other platforms.**
- **They mention receiving gifts, gift cards, upgrades, or in-game items from someone they met online.**
- **They start asking to send personal photos, videos, or information to people they don't know in real life.**
- **They become unusually secretive about who they're chatting with or start hiding their online conversations.**

ACTIVITY

Spot the Signs

The early signs of grooming can be subtle, so teaching children to spot red flags for themselves can build awareness and help prevent the situation from escalating.

Read through the messages below with your child, and talk through what feels normal, what feels uncomfortable, and choose the appropriate action if conversation starts to cross a line.

Message	Keep Chatting	Pause & Think	Leave & Tell
HokkienMeeeeee_65 GG! That was fun!			
milodino12345 Want to team up again tomorrow?			
EastSideBestSide456 Can I have your mobile number?			
BergedilBoy6767 How old are you? What school do you go to?			
meepokisthebest I'll invite you to my private gaming group			
xxxPrataKingxxx Don't tell your parents we're chatting			

Parental guidance on chats

Review chat and friend request settings so they match your child's age and maturity – most games let you restrict communication to friends-only or disable it entirely. Make sure your child knows how to spot red flags and report to a trusted adult when something crosses a boundary.

Reporting Pathways & Support



Knowing who to turn to is an important part of staying safe while gaming. Together with your child, list the trusted adults your child can go to when something online feels worrying, confusing, or unsafe.

Our Family's Trusted Adults

1. _____
2. _____
3. _____

Family Promise
If something goes wrong online, we'll talk first, stay calm, and work it out together.

For your family plan

If something serious happens

If your child experiences serious or ongoing harm, such as cyberbullying, harassment, scams, or grooming, follow these steps:

1. **Tell a trusted adult about the situation.**
2. **Take screenshots of the messages, photos, or videos.**
3. **Block and report the user to the gaming platform.**
4. **If the situation persists or escalates, seek help from authorities.**

Where to Learn More

Your Family's Guide to Safe Gaming
Scan the QR code to discover more information, activities, and webinars at:
cyberlite.org/safe-gaming-with-tencent

Digital for Life Portal
Guide your family towards a safer online experience
www.digitalforlife.gov.sg

Our Family Gaming Safety Plan

Now that you've explored the key parts of safer gaming, use this checklist to build out your Family Gaming Safety Plan, putting the right protections and habits in place as your child grows and their gaming changes.

- [ ] **Set up your child's account safely**
  Use their correct age, review privacy and communication settings, and set up spending controls such as payment approval and spending limits. Teach your child to STOP if an offer feels too good to be true.
- [ ] **Know the safety tools**
  Make sure your child knows how to mute, block, and report if they are cyberbullied, and when to ask for help.
- [ ] **Agree on respectful play**
  Agree on ways to be a supportive teammate and treat others with respect.
- [ ] **Set safe boundaries for online connections**
  Agree what to do if someone asks for something uncomfortable, private, or secret. Teach your child when to leave, tell a trusted adult, and review chat and friend-request settings.
- [ ] **Know where to get further help**
  Know what to do and where to seek help if a serious or ongoing situation needs support beyond your family.

Build Healthy Gaming Habits

Setting healthy gaming habits helps children find a balance between gaming and the other things they need and enjoy each day. Agree on a few simple habits together, track them for 7 days, then use what you learn to build and keep these habits over time.

Weekly Balance Tracker

Balance boost	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Take a movement break: Stand up, stretch, or walk around between gaming sessions.							
Make time to hang out with family or friends.							
Do one offline activity each day (reading, playing outside, drawing, sport, or another activity away from screens).							
Our choice:							
Our choice:							
Our choice:							



Cut out this page and stick it on your fridge or somewhere your family can see it. Use it to check in on your gaming habits throughout the week.


DIGITAL
FOR LIFE
PLAY IT FORWARD