

## How to Report Suicidal Users on Facebook

We recently announced an innovative partnership with Facebook to offer crisis services via chat so that people in distress can more easily access the support that they need. This is part of our continued effort to expand our online crisis services to reach people where they are.

There are two ways to report a suicidal user to Facebook. You may either report it when you are scrolling on the suicidal user's comment or from the Facebook Help Center.

### Reporting suicidal content while scrolling on the suicidal user's page

- 1) From your newsfeed, click on the user's name to go to their page. When you are on the suicidal user's page, click on the "Report/Mark as Spam" button in the upper right hand of the comment. It will only appear after you scroll over the X.



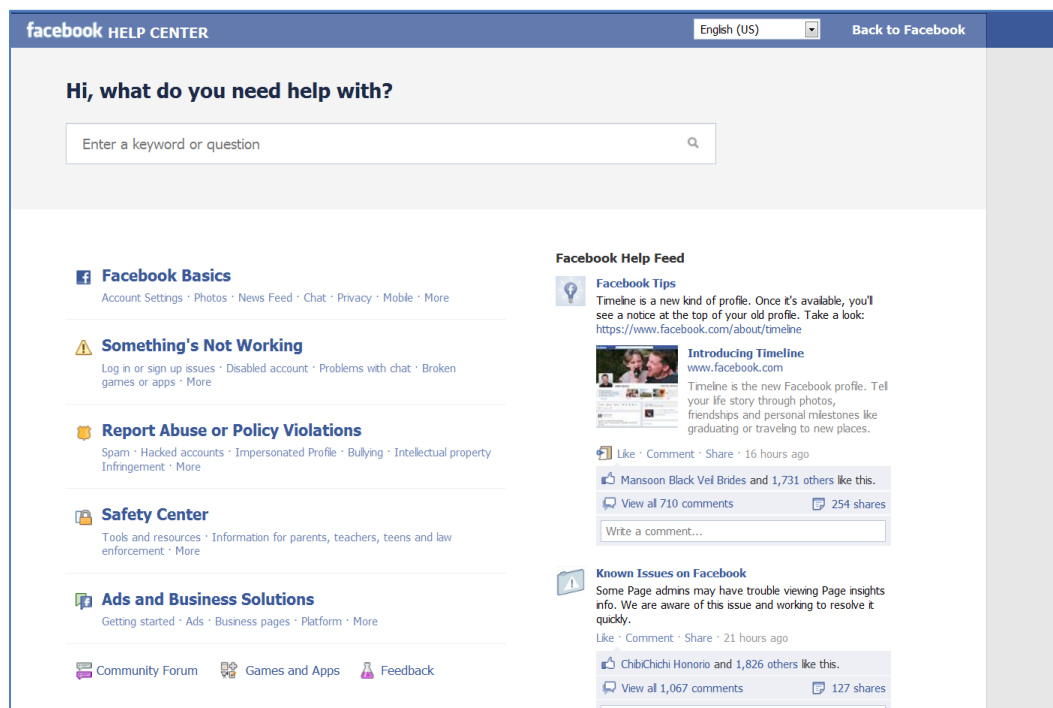
- 2) Click on the X and you will see a message that says, "Thanks for your feedback. You can undo this action or report it as abusive."
- 3) Click the option to report. The following screen will pop-up.



- 4) Check the “Violence or harmful behavior” field and scroll down to “Suicidal Content.” Click continue. Your report will be sent to Facebook and reviewed by the Safety Team, who may send the person who posted the suicidal comment an e-mail encouraging them to call the National Suicide Prevention Lifeline 1-800-273-TALK (8255) or to click on a link to begin a confidential chat session with a crisis worker.

## Reporting suicidal content from the Facebook Help Center

- 1) From any screen, click the downward arrow button which can be found on the upper right hand of the screen. Click on the “Help” option which will take you to Facebook’s help page. The following screen will appear.



- 2) Type the word “suicide” into the search box. The following screen will appear.

The screenshot shows the Facebook Help Center interface. At the top, there is a search bar with the text "Search the Help Center" and a "Back to Facebook" link. Below the search bar, the search results are displayed. The search term is "suicide". The results are categorized under "FAQ Results" and include several links to help articles. The first two links are "How do I help someone who has posted suicidal content on the site?". The third link is "I need to find a suicide hotline for myself or a friend." Below the links, there is a paragraph of text: "Suicide hotlines can provide help if you need it or help you get support for a friend. If you are concerned about a friend, please encourage the person wh...". There are also links for "What is social reporting?" and "How do I help an LGBT person who has posted suicidal content on Facebook?". At the bottom of the results, there is a "Show more..." link.

- 3) Click on the result, “How do I help someone who has posted suicidal content on the site?” An option will appear that says, “To report suicidal content to Facebook, click here.” Click on the “click here” link to report and the following screen will appear.

The screenshot shows the "Report Suicidal Content" form. At the top, there is a heading "Report Suicidal Content". Below the heading, there is a warning: "IMPORTANT: If you have encountered a direct threat of suicide on Facebook, please immediately contact law enforcement or a suicide hotline." The form contains three input fields: "Full name of the person who posted the content:" (with a subtext: "Please include the exact first and last name as it appears on Facebook"), "Web address (URL) leading to his/her profile or search listing:", and "Additional relevant information:". At the bottom right of the form, there are two buttons: "Submit" and "Cancel".

- 4) Complete the form with the full name and web address of the user and click submit. Your report will be sent to Facebook and reviewed by the Safety Team, who may send the person who posted the suicidal comment an e-mail encouraging them to call the National Suicide Prevention Lifeline 1-800-273-TALK (8255) or to click on a link to begin a confidential chat session with a crisis worker.

Note: Please read the [press release](#) for more information about the new service.