How to report scams on digital platforms
Guide produced by DIGI | May 2024

This guide produced by DIGI is intended for educational purposes and to help Australians quickly identify reporting channels for scams on each of the services listed.

This document is not a completely comprehensive guide and it should be used as a complement to, not a replacement for, the up to date information presented in the Help Centres and information pages of each of these individual platforms and services.

This document is not a reporting form. You will need to follow the instructions to report the content directly on the service listed.

This guide has been produced by the Digital Industry Group Inc. (DIGI). DIGI is a non-profit industry association for companies that invest in online safety, privacy, cyber security and a thriving Australian digital economy. Reporting channels for relevant DIGI members are included in this document.

Scams are economic crimes run by criminals who are often organised and sophisticated in their tactics. Scam activity has a significant social and economic impact on Australians. Through its annual Targeting Scams report series, the ACCC has recorded high volumes of reports of scams to its Scamwatch service, and high levels of financial losses incurred by Australians.[1]

If you spot what you think is a scam online, you should report the content or account to the service on which it occurs. Relevant DIGI members are committed to providing a quick and simple route for users to report possible scams that their dedicated teams can review and action. Reporting potential scams can help prevent future attempts and protect others. Together, we can make Australia a harder target for the criminals that run scam operations.

For more information on how to spot a scam and support available if you think you've been subject to a scam, check out the resources from Scamwatch and the National Anti-Scam Centre. We also encourage you to read the policies and Help Centre articles for the services you use for more information, as well as helpful account security tips.

How to use this document

Under each subheading, you will find instructions on how to report a scam on that service. You will also find steps on how to recover your account if it has been compromised and how to check what devices are logged in to your account (which helps you identify if there is a device you do not recognise accessing the account so you can take steps to recover and secure it).

There are hyperlinks to a range of guides on member services. You can read through the full document, or jump to a service using the table of contents on page one of this guide. Some key terms in this guide have been outlined below.

Term	Meaning
Scam	When scams manifest online, they are generally an invitation, request, notice or offer by a person with the intention of deceiving another person to obtain a financial benefit or cause a financial loss.
Phishing scam	Criminals communicate with people to encourage them to provide personal information in a way that may lead to them being defrauded.

[1] ACCC, *Targeting scams: reports on scams activity*,
https://www.accc.gov.au/about-us/publications/serial-publications/targeting-scams-reports-on-scams-activity

Logged-in devices	Devices (such as a phone or computer) that are being used to access your account on a service.
Account recovery	Getting back into an account to which you've lost access.

How to report scams on digital platforms guide

NB: The information for each service may be presented a little differently. Each of these services is unique and the information has been structured for its products and the people who use them.

How to report scams to Apple

- For information on phishing, phoney support calls or other scams, please see Apple's guide here. This includes a range of helpful information, including:
  - If you receive a suspicious email or SMS text message that looks like it's supposed to be from Apple, please email it to reportphishing@apple.com
  - If you receive a suspicious FaceTime call or link to a FaceTime call in Messages or Mail, please email a screenshot of the call information or link to reportfacetimefraud@apple.com
- If you think your Apple ID has been compromised, please see Apple's guide here.

How to report scams to Discord

Discord's policies prohibit users from engaging in activities that fraudulently generate a profit at the expense of others. We encourage users to report violations of our Terms of Service and Community Guidelines. More information on how to report violations can be found here.

- To report a Discord message, select the Message you wish to report. On mobile, hold down on the Message, and on desktop, "right-click". Select "Report Message".
  - If the violation happened in a Discord server you can also reach out to the server's moderators, who may be able to respond immediately and help resolve your concerns. Discord users also always have the ability to block any users that they don't want to interact with anymore.
- To report a Discord user profile: Select the User Profile you wish to report by clicking on the three dot menu. Select "Report User Profile". Select the specific elements of the profile you are reporting – you can report multiple aspects of a profile at once.

Additional reading:
Protecting Against Scams on Discord

How to recover a Discord account

Contact Discord Support. For hacked accounts in particular, contact Discord via this web form.

How to check your Discord account for 'logged in devices'
Within Discord's User Settings, users can select "Devices" to view all of the devices through which an account has been logged in. Users can then log out of each device individually or log out of all devices. We also suggest that "[i]f you see an entry you don't recognise, log out of that device and change your Discord account password immediately."

How to report scams to Google

Accounts

- Google provides in-product support, generally accessible by clicking on the 3 dots that look like this: ⋮ . Those dots often link to the relevant part of Google's online help centre at https://support.google.com/. For example:
  - Google (including Gmail) account recovery issues are outlined here.
  - Business profile issues are outlined here.
- Google also enables people to flag content in-product for review against Google's content policies. This process is again generally accessible by clicking on the 3 dots that look like this: ⋮ .
- Anyone can submit a legal removal request via the form that is accessible via g.co/legal. Once someone submits a request through the relevant form, a specialised support team will assess their issue and offer assistance.

How to check your Google account for 'logged in devices'
- You can see computers, phones, and other devices where you are or were signed in to your Google Account recently.
- You can check google.com/devices to make sure no one else has signed in to your account.
- Go to your Google Account.
- On the left navigation panel, select Security.
- On the Your devices panel, select Manage all devices.
- You'll see devices where you're currently signed in to your Google Account or have been in the last few weeks. For more details, select a device or a session.
- Devices or sessions where you're signed out will have a "Signed out" indication.
- If multiple sessions appear for the same device type, they might all be on one device or multiple devices. Review their details, and if you're not sure all the sessions are from your devices, sign out on them.

Third-party websites

- If you believe you've encountered a page designed to look like another page in an attempt to steal users' personal information, please complete this form to report the page to the Google Safe Browsing team.

Ads

- To report a Google Ad, complete the report an ad form.
- You'll receive an email confirmation after you've submitted the form.
- Your report will be reviewed, and if appropriate, action will be taken on the ad.

YouTube

How to report a YouTube video
- Open the YouTube app
- Go to the video that you want to report
- At the top of the video, tap Settings Report
- Select the reason that best fits the violation in the video
- Tap Report
- Note: To check the status of a video you report, on a computer, visit Report history. Learn more about Report history.

How to report an ad on YouTube
1. Click 'More' or 'Info' on the ad.
2. Select Report ad.
3. You can also fill out this form.

How to check your YouTube (Google) account for 'logged-in devices'
- You can see computers, phones, and other devices where you are or were signed in to your Google Account recently.
- You can check google.com/devices to make sure no one else has signed in to your account.
- Go to your Google Account.
- On the left navigation panel, select Security.
- On the *Your devices* panel, select Manage all devices.
- You'll see devices where you're currently signed in to your Google Account or have been in the last few weeks. For more details, select a device or a session.
- Devices or sessions where you're signed out will have a "Signed out" indication.
- If multiple sessions appear for the same device type, they might all be on one device or multiple devices. Review their details, and if you're not sure all the sessions are from your devices, sign out on them.

How to report scams to Meta

For further information on Meta's policies, tools, educational resources and how to access support, also visit the Meta Anti-Scams Hub.

How to report an ad to Meta when you see it

- In your feed, click ••• next to the ad that you want to report.
- Click Report ad and then follow the on-screen instructions.

How to report an ad to Meta after you see it
- Go to the Meta Ad Library. In the Search ads box, enter keywords that are related to the ad or the advertiser name. Then tap the enter key.

- Scroll to find the ad that you want to report and click ••• next to it.
- Choose Report ad and then follow the on-screen instructions.
- More information at is available at this guide: How to report an ad

How to recover a hacked Meta account
- Report a hacked account or impersonation issue on [Facebook](#)
- Report and resolve [Instagram](#) access issues
- Recover or protect a [WhatsApp](#) account

How to check your Meta account for 'logged in devices'
- Log into [Accounts Center](#) using your Meta account information.
- Click 'Password and security' on the left.
- Click 'Where you're logged in'.
- Select your Meta account.

## Facebook

How to report content on Facebook
- The best way to report content on Facebook is by using the Report link near the content itself.
- More information on how to report different types of Facebook content at [Report something](#)

Facebook Marketplace

How to report a seller scam on Facebook Marketplace:

- From your Feed, in the left menu, click 🏠 Marketplace.
- In the left menu, click Buying.
- Click the listing of the seller you want to report as a scam.
- Click the name of the seller.
- Click ⬚ , then click Report seller.
- Click Scam, then follow the on-screen instructions to submit your report.
- More information at [Facebook Help Centre](#)

How to report a report a buyer scam on Facebook Marketplace:

- From your Feed, in the left menu, click 🏠 Marketplace.
- Click Your account.
- Click Your listings.
- Click a listing that the buyer purchased.
- Click the message between you and the buyer. If you can't find the message, click See more.
- Click ⬚ , then click Report buyer.
- Click Scam, then follow the on-screen instructions to submit your report.
- More information at [Facebook Help Centre](#)

How to report a Facebook Marketplace listing as a scam:

- From your Feed, in the left menu, click 🏠 Marketplace.
- Click the listing that you want to report as a scam.
- Below the listing title, click ⬚ .

- Click Report listing, then click Scam.
- Follow the on-screen instructions to submit your report.
- More information at [Facebook Help Centre](#)

How to recover your Facebook account if you can't log in.
- Go to the Find your account page at [facebook.com/login/identify](#) and follow the instructions. Make sure that you use a computer or mobile phone that you have previously used to log in to your Facebook account.
- Search for the account that you want to recover. You can search for your account by name, email address or phone number.
- Follow the on-screen steps to reset the password for your account.
- More information at [Recover your Facebook account if you can't log in.](#)

How to recover your Facebook account if you can't access the email address or mobile number on it
- You may be able to get back into your Facebook account by using an alternative email address or mobile phone number listed on your account.
- If you don't know what alternative information you have:
  - Using a computer or mobile phone that you have previously used to log in to your Facebook account, go to [facebook.com/login/identify](#) and follow the instructions.
- More information at [Recover your account if you can't access the email address or mobile number on the account](#)

Instagram

How to report a post
- The best way to report on Instagram is by using the Report link near the content itself.
- You can also [report a post or profile on Instagram](#).
- More information on how to do this for different types on Instagram content at the guide [how to report things](#)

How to recover an Instagram account
- If you're having trouble with logging in to your Instagram account, you can learn how to do things such as [recover your Instagram password](#), confirm your identity at '[I can't login](#)'.

How to check an Instagram account for 'logged-in devices'
- Click ☰ More in the bottom left, then click Settings ⚙ .
- Tap Accounts Centre, then tap Password and security.
- Tap 'Where you're logged in' to view your recent login activity for accounts in this Accounts Centre.
- More information at [View your login history](#).

WhatsApp

How to report a contact on WhatsApp
- Open the chat with the contact you want to report.
- Tap the three dots, then 'More > Report'.
  - Check the box if you would like to also block the user and delete messages in the chat.
- Tap Report.
- More information at [How to block a report contacts](#).

How to report a group on WhatsApp
- Open the group you want to report.
- Tap the three dots, then More > Report.
  - Check the box if you would also like to exit the group and delete the chat.
- Tap Report.
- More information at [How to block a report contacts](#).

How to recover a WhatsApp account
- If your WhatsApp account was stolen, sign into WhatsApp with your phone number and re-register by entering the 6-digit code you receive via SMS or phonecall.
- Once you've re-registered your WhatsApp account using the 6-digit code, the individual using your account is automatically logged out of your account.
- WhatsApp can only be registered with one phone number at a time.
- More information at [How to recover your account.](#)

How to report scams to Microsoft

Accounts

How to recover a hacked or compromised Microsoft account
- Please follow the steps at [How to recover a hacked or compromised Microsoft account](#).

How to check a Microsoft account for 'logged in devices'
- Go to [account.microsoft.com/devices](#) and sign in
- More information at - [Manage devices used with your Microsoft account](#)

Ads
- To report a low quality or infringing ad on a Microsoft property or on the Microsoft Advertising Network, please fill out the form: [Report a concern](#)

Third party websites
- To report an unsafe site involving phishing, malware, or other threats, please fill out this form - [Microsoft Security Intelligence](#)

- If you have a concern regarding a site on Bing Search, you can also fill out this form to request that the site to be removed from the Bing index Report a site of concern to Bing

Files

- Microsoft security researchers analyse suspicious files to determine if they are threats, unwanted applications, or normal files.
- Submit files you think are malware or files that you believe have been incorrectly classified as malware.
- Please submit with this form Submit a file for malware analysis - Microsoft Security Intelligence.

LinkedIn

How to report a LinkedIn post
- Click the 'More' icon in the right corner of the post on your LinkedIn homepage.
- Click 'Report this post'.
- Select the applicable reason from the 'Why are you reporting this' pop-up window and follow the on-screen instructions.
- Click Submit to proceed with reporting the post, or Back to review your options.
- Find more information at this LinkedIn help guide about reporting inappropriate content, messages, or safety concerns.

How to report a LinkedIn conversation
- Click the 'Messaging' icon at the top of your LinkedIn homepage.
- Select the message from the list on the left rail.
- Click the 'More' icon in the top right of your conversation thread and select 'Report this conversation'.
- Select the applicable reason from the 'Why are you reporting this?' menu and follow the on-screen instructions.
- Click Submit to proceed with reporting the conversation, or Back to review your options.
- Find more information at the LinkedIn Guide: Report inappropriate content, messages, or safety concerns.

How to report a LinkedIn ad
- Click the 'More' icon on the right side of the ad you want to report.
- For text ads that appear at the top of LinkedIn.com pages, select 'Ad Options', and select the reason from the 'Why are you reporting this?' menu.
- For text ads that appear under Promoted on the right side of LinkedIn.com pages, select Ad Options, and select the ad you want to report from the Select ad to see options dialog.
- Select 'Hide' or Report this ad' from the dropdown menu.
- Click Report this ad.
- Select the reason from the 'Why are you reporting this' menu and follow the on-screen instructions.
- Click Submit to proceed with reporting the ad, or Back to review your options.
- More information at Report Inappropriate and Offensive Ads | LinkedIn Help

How to report a fake profile on LinkedIn

- Click the 'More' icon on the member's profile.
- Click 'Report or block'.
- Select 'Report content on profile' on the 'What do you want to do?' pop-up window.
- Select 'Profile information' on the 'What content on this profile are you reporting?' pop-up window.
- Select 'Suspicious, spam, or fake' on the 'Why are you reporting the profile information on this profile?' pop-up window.
- Select 'Fake account' in the 'How is this suspicious, spam, or fake?' pop-up window.
- Click Submit to proceed or Back to review your options.
- More information at Report fake profiles | LinkedIn Help

How to report compromised LinkedIn accounts
- If you can't access your account with your login information and notice changes being made to your account or if you suspect that someone else has access to your account, immediately submit a Reporting Account Access Issue form as soon as possible. Be sure to include the URL for your profile if you have it.
- If you suspect that the account of one of your connections on LinkedIn was compromised, navigate to the profile of the member in question.
- Click the 'More…' button below the member's profile picture and select Report or block from the list.
- Select 'Report content on profile; in the pop-up window.
- Select Profile Information in the pop-up window.
- Select 'Suspicious, spam or fake' in the Why are you reporting the profile information in this profile? pop-up window.
- Select 'Hacked account' in the 'How is this suspicious, spam or fake?' pop-up window.
- More information at Report a compromised account | LinkedIn Help

How to recover a LinkedIn account
To regain account access, please follow the steps below:
- Click on Forgot password on the Sign-in screen.
- Enter the email address or phone number currently associated with your account and click on 'Next'.
- In the following screen you'll be asked to enter a verification code sent to your email.
- Since you don't have access to this email account, click on 'Can't access this email?'
- If you have more than one email address or phone number associated with your account, you may be prompted to select one to receive a verification code. If you do not have access to any of them, click on 'Don't have access to any of these?'
- Scan the QR code displayed on your screen.
- Enter the new email address you want associated with your account. You may also provide a link to your Linkedin profile (optional).
- Next, LinkedIn will ask to verify your identity by providing an image of a valid government issued ID. After you submit the image, LinkedIn will process your information and contact you for further assistance.
- More information is available at this LinkedIn Help guide: No access to email address

How to check your LinkedIn account for 'logged in devices'
- To view your sessions click the 'Me' icon at top of your LinkedIn homepage.
- Select Settings & Privacy from the dropdown.

- Under the Sign in & security section on the left rail, click the arrow next to 'Where you're signed in'.
- More information at [Active sessions (linkedin.com)](#)

How to report scams to Snapchat

How to report content in Chat

- Hold down on the Chat text that you want to report
- Tap 'Report'
- Tap 'Other'
- Tap 'It's spam'
- Provide any additional details and then tap 'Submit'
- More information at [How to report](#)

How to report content in Stories

- Hold down on the Story that you want to report
- Tap 'Report Snap'
- Tap 'False information or deceptive practices'
- Tap 'Fraud, scams or other deceptive practices'
- Provide any additional details and then tap 'Submit'
- More information at [How to report](#)

How to report content in Discover

- Hold down on the Tile that you want to report
- Tap 'Report tile'
- Tap 'False information or deceptive practices'
- Tap 'Fraud, scams or other deceptive practices'
- Provide any additional details and then tap 'Submit'
- More information at [How to report](#)

To report content in Spotlight

- Hold down on the Snap that you want to report
- Tap 'Report Snap'
- Tap 'False information or deceptive practices'
- Tap 'Fraud, scams or other deceptive practices'
- Provide any additional details and then tap 'Submit'
- More information at [How to report](#)

How to report an ad to Snapchat

- Hold down on the ad that you want to report
- Tap 'Report ad'
- Tap 'It is promoting fraudulent information'
- Provide any additional details and then tap 'Submit'

How to report an account

- Tap on the profile icon to navigate to the profile screen
- Tap the '**...**' icon in the top right corner
- Tap 'Manage Friendship'
- Tap "Report account"
- Tap 'They're posting inappropriate content'
- Tap 'False information or deceptive practices'
- Tap 'Fraud, scams or other deceptive practices'
- Provide any additional details and then tap 'Submit'
- More information at How to report

How to recover a Snapchat account

- Go to the Snapchat Support page.
- Select 'I think my account was compromised'
- Follow the steps for changing or resetting your password
- If you cannot get back into your account, submit a request through the page
- For more information see this Snap article.

How to check your Snapchat account for 'logged in devices'

- To view or manage the devices and browsers where you're currently signed into Snapchat, navigate to accounts.snapchat.com and log in
- Select 'Session Management' to see all the devices and browsers currently signed into your account
- Select 'Log Out' next to the device(s) or browser(s) you want to sign out of
- Confirm that you want to sign out of Snapchat on the selected device(s) or browser(s)
- For more information see this Snap article.

How to report scams to TikTok

How to report a TikTok video
- Go to the video and tap the **Share** button on the side of the video or press and hold on the video.
- Tap **Report** and select a reason. If prompted to select a subtopic, select the appropriate one for your report.
- Report it under "Frauds and Scams".
- Tap **Submit**.
- More information at Report a video.

How to recover a TikTok account
- In the TikTok app on the login screen, tap Use phone/email/username.
- Select Email/Username.
- Tap Forgot password? to reset your password.
- Choose to reset password with your phone number or email.
- More information at Forgot my password

How to check a TikTok account for 'logged in devices'

- Go to "Privacy and safety".
- Tap "Manage my account".
- Tap "Security".
- Tap "Your Devices" to manage your logged devices.

How to report scams to Twitch

How to report content or user profiles on Twitch
- Logged-in Twitch users can submit a report about potentially problematic content, including scams, by clicking on the three vertical dots icon, which is shown in the bottom right below the video player on the channel page; on the bottom right of a clip, highlight or past broadcast; or on the bottom right when you click on a username to report.
- An option to "Report Live Stream" or "Report [username]" will appear for the user to enter our reporting interface.
- The interface prompts the user to select the most relevant category for the violation (which includes an option for 'Scam').
- Alternatively, a user can search for the appropriate reporting reason.
- Before submitting the report, an open text field allows users to submit additional text evidence if desired.
- More information on how to on how to file a report available on Twitch's Help Center

How to recover a Twitch account
- Guidance on what to do if you believe someone has inappropriately accessed your account can be found here.
- Users can also use the account recovery tool.

How to check a Twitch account for 'logged in devices'
- All users must be logged in to stream, participate in Twitch chat, or send whispers.
- Check Connected Devices in account settings for a list of devices that have logged into your account, and to sign out everywhere
- More information on account settings on Twitch's Help Center.

How to report scams on X

How to report a post
- Select Report Post from the icon.
- Select It's suspicious or spam.
- Select the option that best tells us how the Post is suspicious or spreading spam.
- Submit your report.

How to check an X account for 'logged in devices'
- Sign in to your account.
- From your Settings and privacy, go to the Apps and sessions section of your account settings.
- Below 'Sessions', all of the active login sessions connected to your account will be displayed.
- You can see the location and time of login.

How to report scams to Yahoo

Accounts

How to recover a Yahoo account
- Go to help.yahoo.com and click 'I forgot my password"
- For difficult cases, customer support: 1-800-320-9335

How to check a Yahoo account for logged-in devices
- Go to account center and look for 'connected devices'
- More information can be found at Yahoo recent devices

Ads

- Click on the three vertical dots on the ad to provide feedback

Email

- Click "report spam" button in your inbox
- Or fill out the form - Received spam emails or messages