



# Safe on Social

## Deleting a Musical.ly Account Cheat Sheet

### How to delete a Musical.ly account

This app has considerable concerns around children's safety - for online grooming and pedophilic predators, continued breaches of age restrictions, self-produced pornography and duplicate accounts created by younger users. It's cute, it's fun, some kids have made themselves "famous" from it but this makes it more difficult to deny your child access.

And.....

There is currently no way to actually delete a Musical.ly account.

You can remove particular videos, but there is no specific delete feature available to remove an entire account. If your child has got themselves into trouble online, or has opened several accounts without your authorisation the only response you will find from the creators is:-

*"Musical.ly is currently working on a feature so that users can delete their account using the app function."* Musical.ly

So, what to do when an account needs to go before Musical.ly provides a new version of the app with a delete feature? There are a couple of things.

### If your child is an underage user.

Musical.ly has age restrictions of 13+ years, and they have listed the app on various app stores for 12+. The slight drop in age that shows in the app store, means that the parental controls in the App stores can be enabled and your child prevented from downloading certain apps once controls are set.

### Who is musical.ly intended for?

*"Musical.ly is intended for users age 13 and over. Please do not allow your child under the age of 13 to use our apps."* Musical.ly

This is a direct quote from the developers. Should your child fit the below 13 age range, the best thing to do is to report the account via email to [privacy@musical.ly](mailto:privacy@musical.ly)

Include the age of the child, the user name, email used to sign up, and the password if you know it. You should

have a response within 72 hours.

## Hide your account

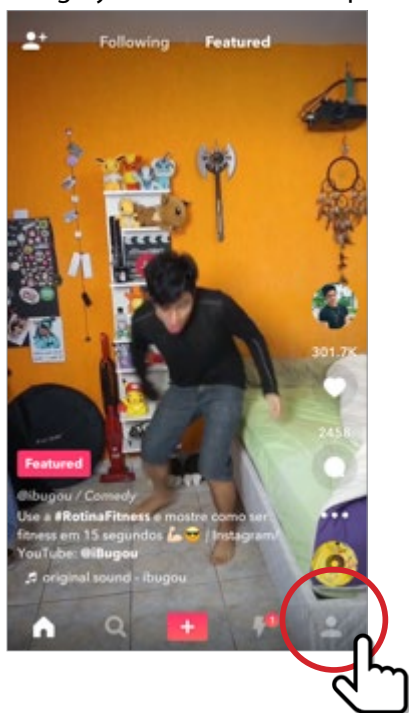
It is admittedly ridiculous that this is the best thing to do to get rid of an account, but the options are limited at this point in time.

Firstly, make the account private and change your profile details. iOS and android for mobile devices have the same screen views on mobile devices.

### How to hide:

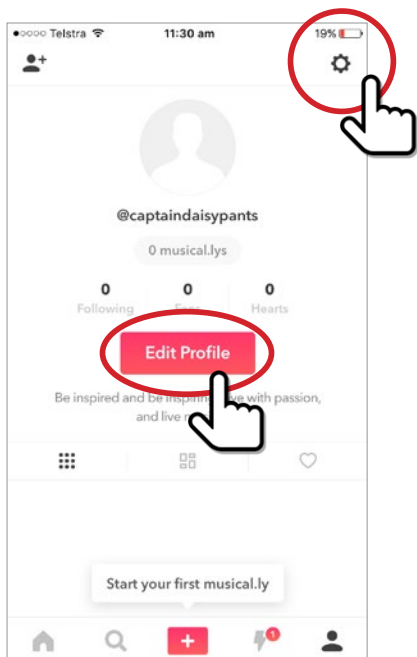
#### Step 1:

Go to your musical.ly account profile. On the main screen in the bottom right corner is a grey head and shoulders icon. Tap the grey head to access the profile.



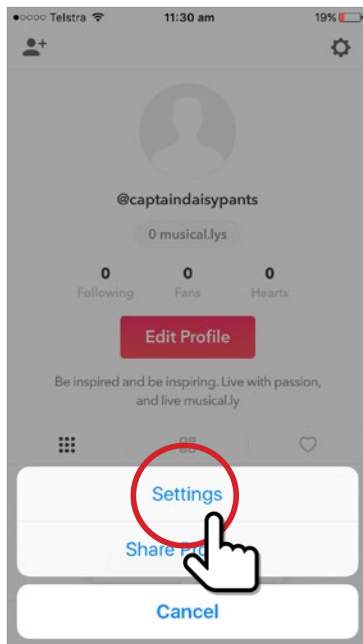
#### Step 2:

You will see a similar screen to the one below. There are two choices to note. The settings wheel in the top right, and the edit profile button.



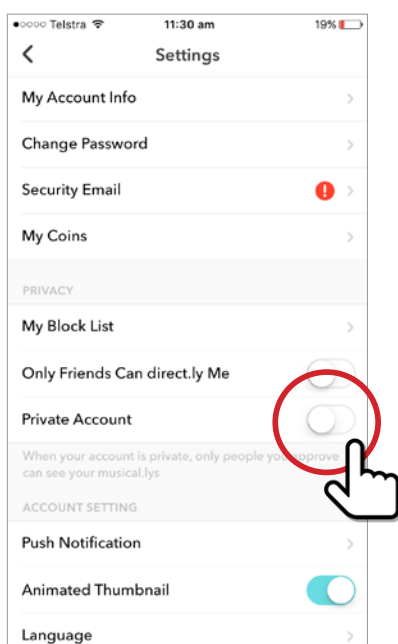
### Step 3:

Tap the settings wheel circled above, and the screen below appears. Continue by tapping the settings option.



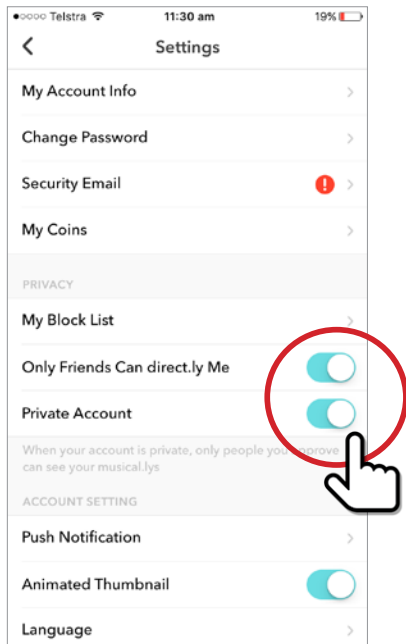
### Step 4:

Scroll down through all the listed options till you see the Privacy section. There are two default on settings here to turn off. Use the "only friends can direct.ly Me" and the "private account button"



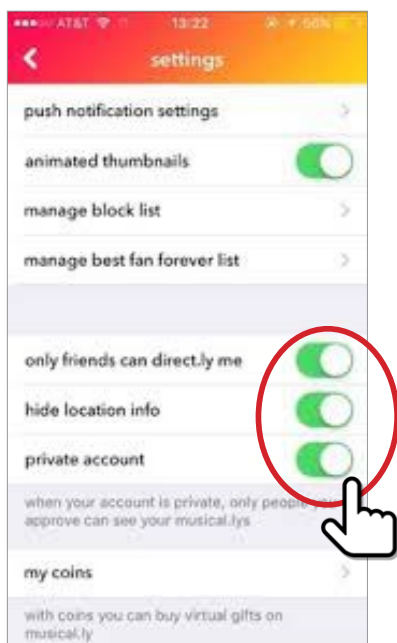
## Step 5:

If both buttons are correctly switched off the screen will resemble the one below.



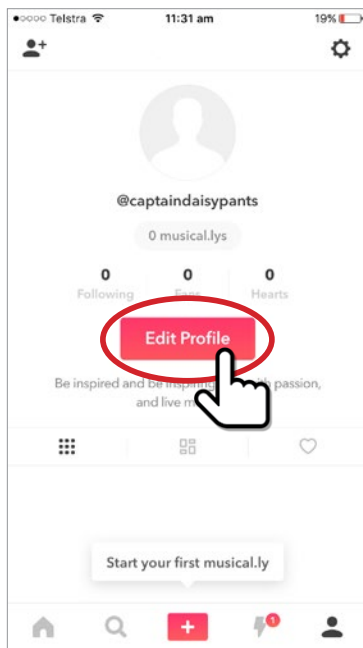
## Note:

An additional screen listing "turn off location services" can be seen depending on the app version you have. There will be three buttons you need to have in the green position. Newer versions of the app do not show this as an option (so turn off the locations services through the settings on your actual device).



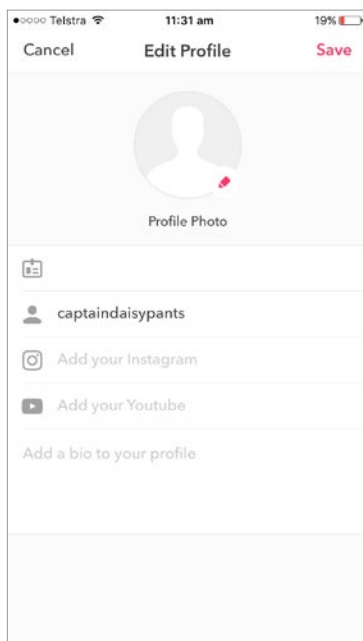
## Step 6:

Now return to your profile page and tap the Edit Profile option.



## Step 7:

You will see a screen similar to this one below



Remove as much information as possible from your profile and its biography section, leaving as many options as possible blank.

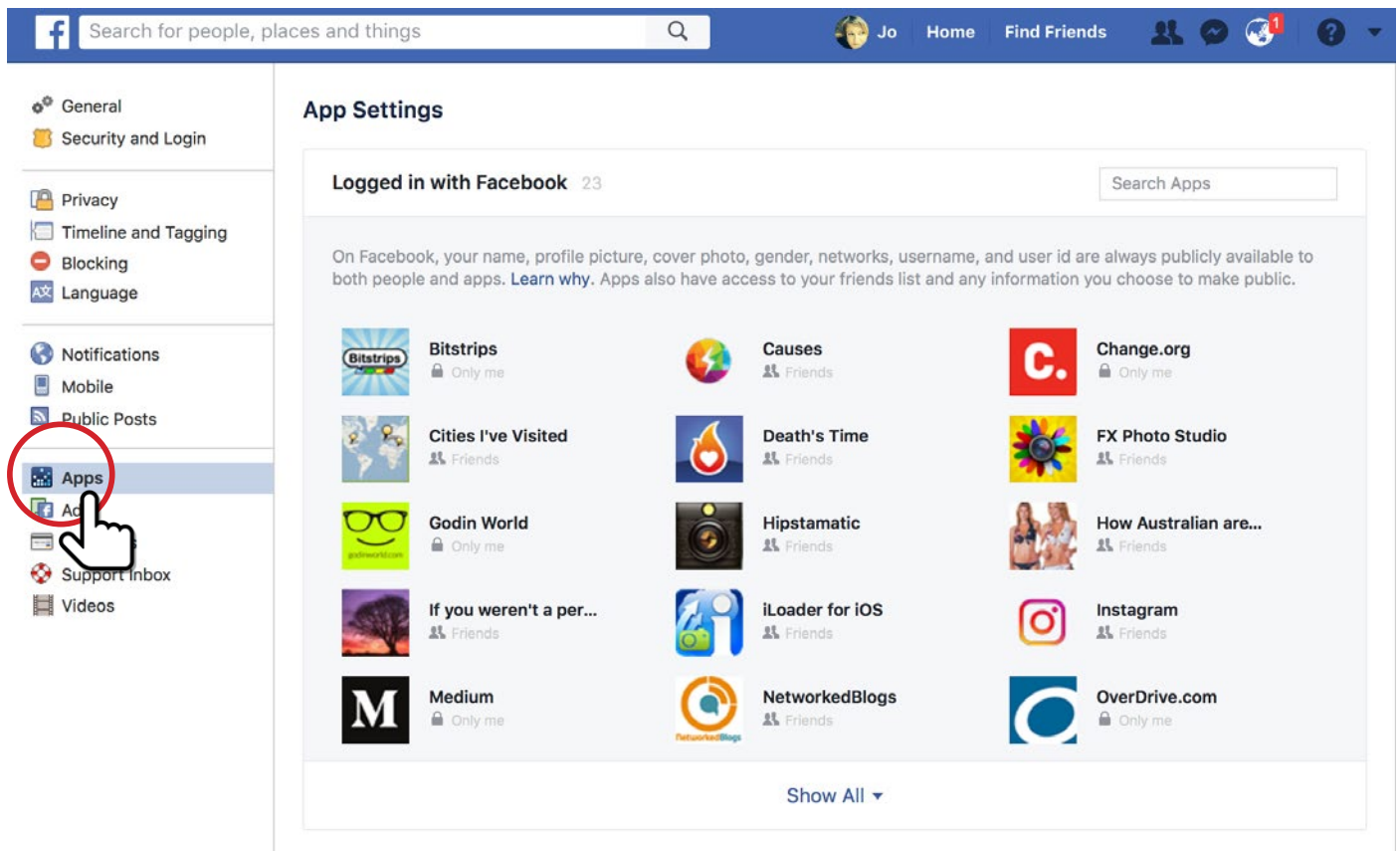
Change your user name to something completely random and unassociated with the current user.

e.g "johnSmith99" "ABCDE123""12567""joeblogs12976789)

Once you have taken these steps, your account will still be there but is essentially hidden.

But – you also need to remove any links set up to other social media accounts (again accounts that possibly breach age restrictions and should be deleted).

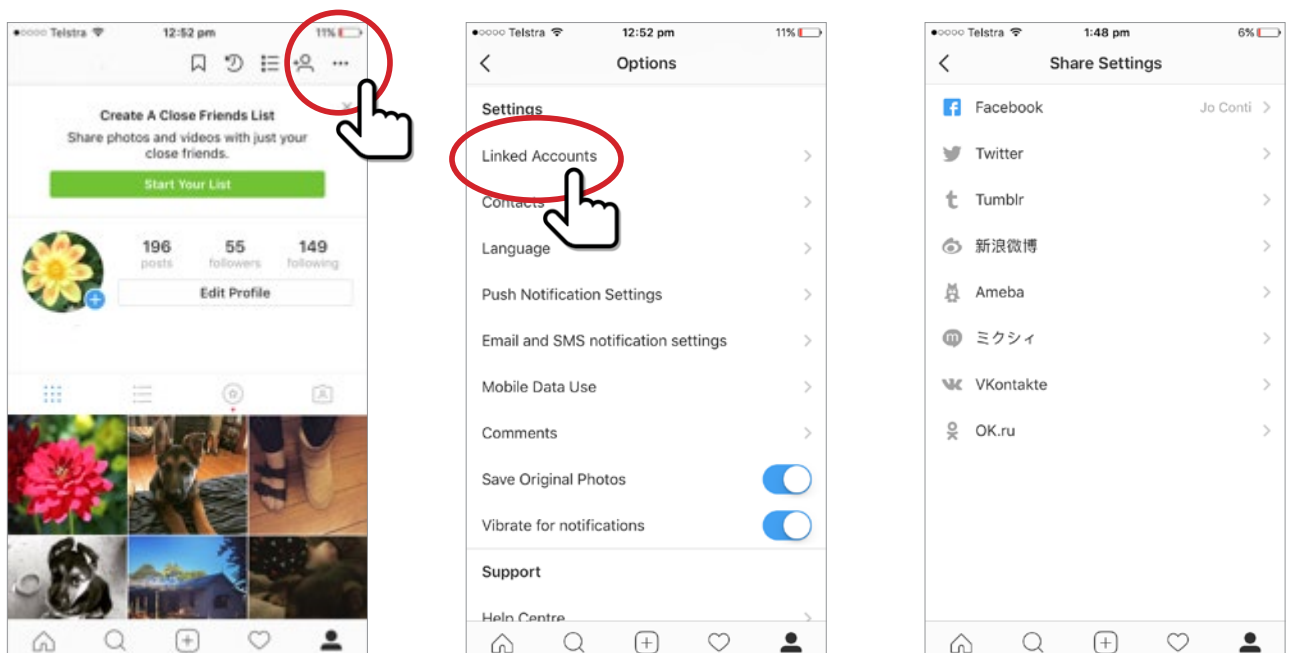
These can be managed through Facebook settings - Apps,



and Instagram – through options and the linked accounts choice on the menu.

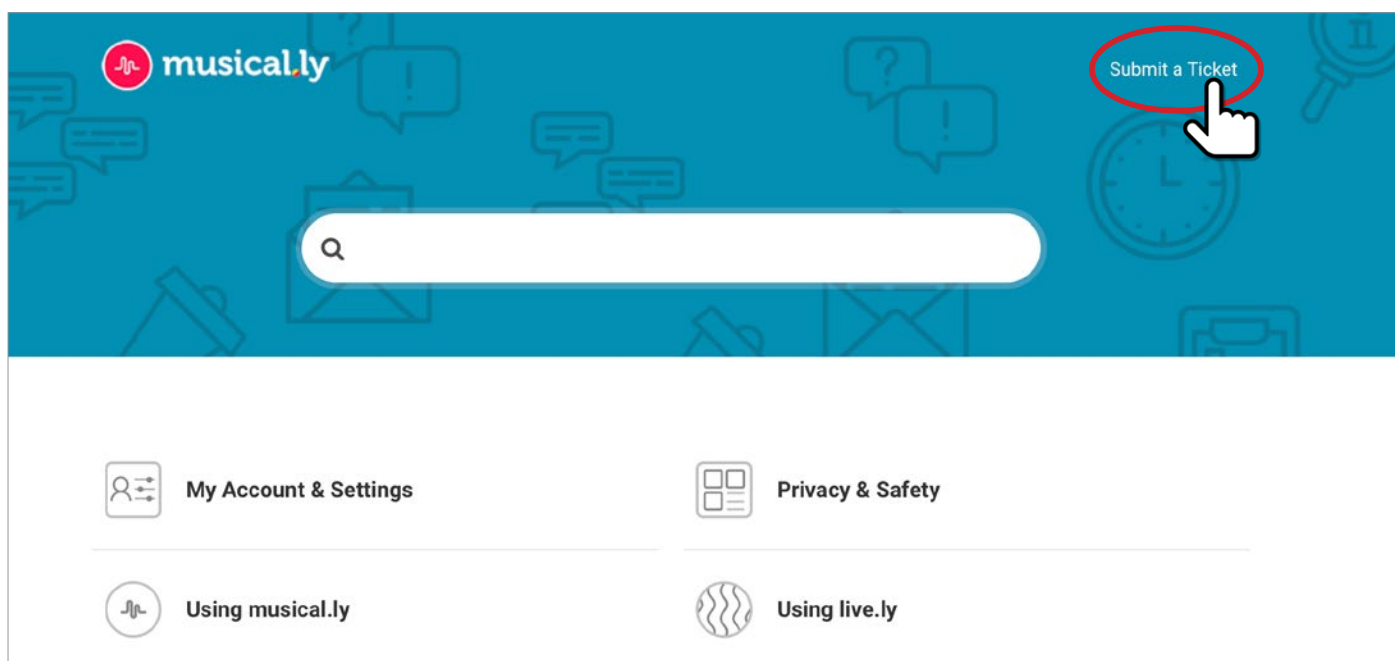
Use the linked accounts feature to shut down access to other social media.

The screen you see will be similar to those below.

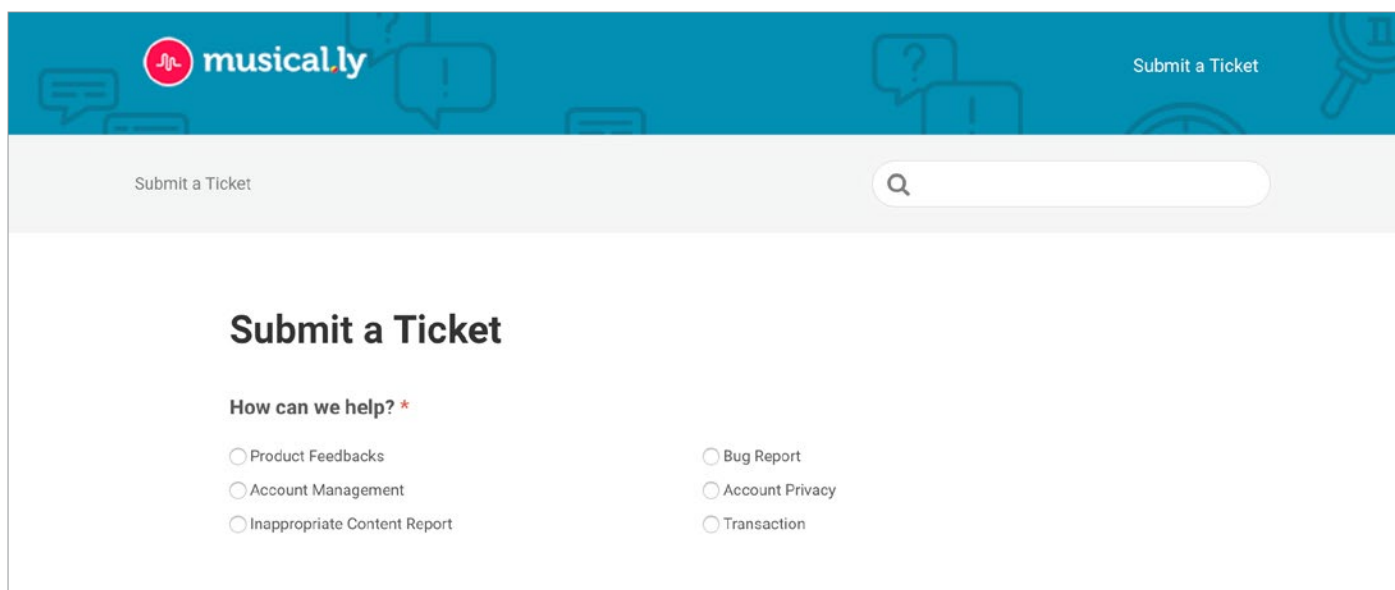


Ensure you consistently report any bullying or suspicious behavior from other users using this URL <https://support.musical.ly>.

Choose the **submit a ticket** function to navigate to the topics listed.



The following areas you can communicate to Musical.ly about are listed. Work your way through these until you find the most appropriate for your circumstances.



We will advise when the app changes to allow a simple form of account deletion.

w: [safeonsocial.com](https://www.safeonsocial.com)  
e: [wecanhelp@safeonsocial.com](mailto:wecanhelp@safeonsocial.com)

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