



Parent & Caregiver Guide

Parental Controls



Table of Contents

What is Roblox?	3	Age checks on Roblox	23
Getting started with Roblox	4	What is an age check?	23
Exploring Roblox for yourself	6	Facial age estimation	24
Safety on Roblox	7	Parental Insights for Teens	25
Community Standards	7	Features for Teens	26
Content moderation	7	Trusted Connections	26
Reporting, muting, and blocking	8	Online Status and Visibility	27
Supporting well-being	9	Set online status	28
Well-being	9	Set in-experience visibility	28
Bullying and other negative behavior	9	Share activity updates with friends	28
Parental Controls	10	Do not disturb mode	29
Setting up your linked parent account	10	Set screen time limit for teens and up	30
Content controls	11	Passwords and other personal information	31
Blocked experiences	12	Blocking, reporting, and muting	32
Content labels	13	Blocking	32
Communication controls	14	Reporting	34
Private servers	16	Muting	36
Connections list	17	Final thoughts	37
Spending controls	18	Glossary	38
Set screen time limits for your child	19		
View your child's Top Experiences	20		
Trading and inventory	21		
Inventory visibility	21		
Trading (Premium only)	21		
Age-based feature access policies	22		

What is Roblox?

Roblox is an immersive gaming and creation platform. Everyday, millions of people create, play, learn, and connect with each other through online games and other virtual 3D experiences built by a global community of creators.

While Roblox occasionally creates experiences for special events, the majority of all experiences are created by Roblox users using Roblox Studio, our free design tool.

Roblox is free to use, but some enhancements require “Robux,” a virtual currency that can be spent to access special features in some experiences, or to buy items such as clothes or accessories for avatars.

People can connect with others in an experience and chat with friends on Roblox. Parents of younger users can use Parental Controls to turn off Roblox’s social features and customize their child’s content access. Roblox has a [Safety and Civility Resource Center](#) with useful advice for parents and caregivers.



Roblox

An immersive gaming and creation platform



Roblox Studio

A free design tool where anyone can create experiences on Roblox



Robux

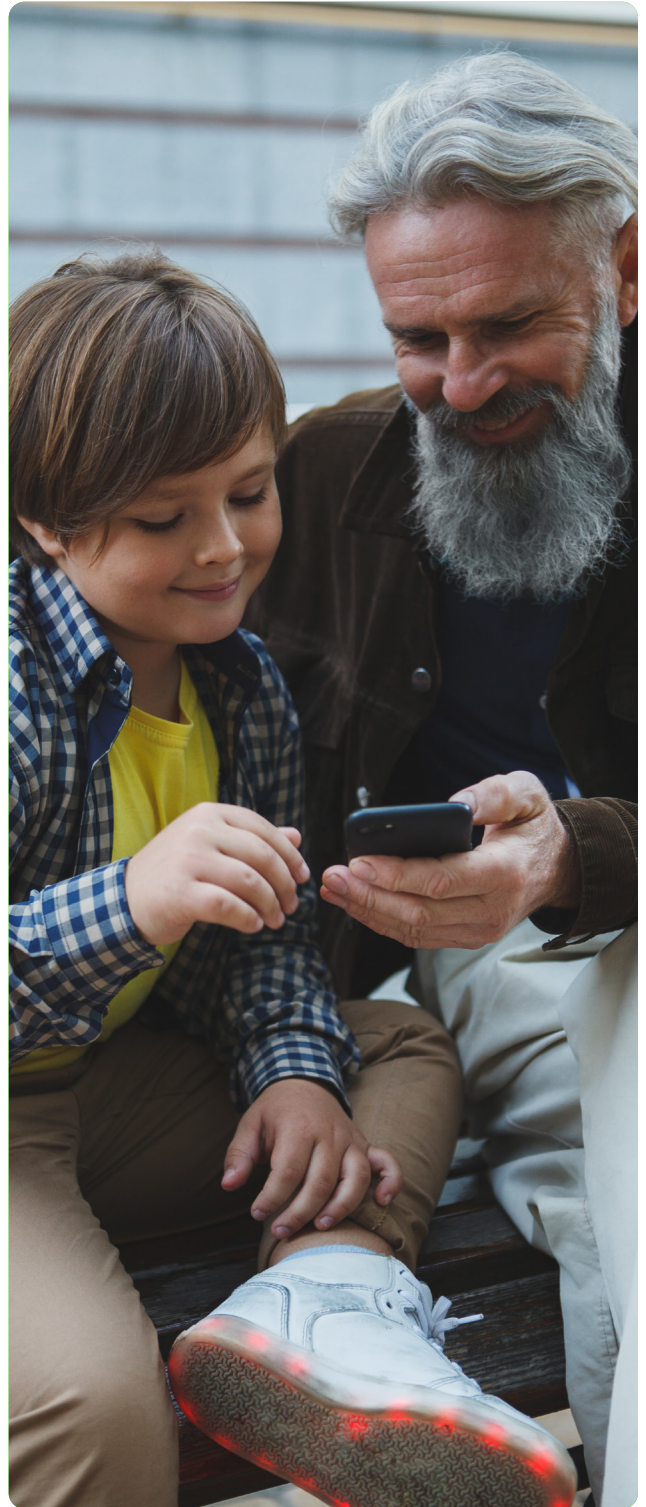
A virtual currency that can be spent to access special features or to buy items such as clothes or accessories for avatars

Getting started with Roblox

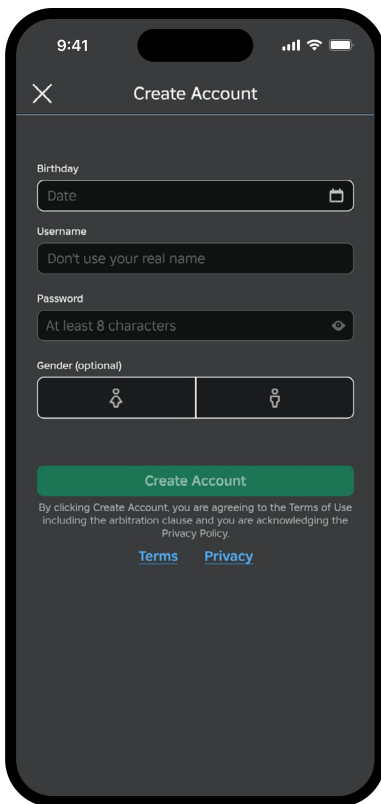
You can get started by linking to your child's account, either with an existing account or by creating a new account.

To link to your child's account, they will need to log in to their account, navigate to Settings > Parental Controls, then select "Add parent" where you can then enter your email address. Once you receive an email, you can follow the steps outlined to verify your age, either by using a government-issued ID or credit card. Once verified, you will be able to connect to their account. See more information in the "Setting up your linked parent account" section below.

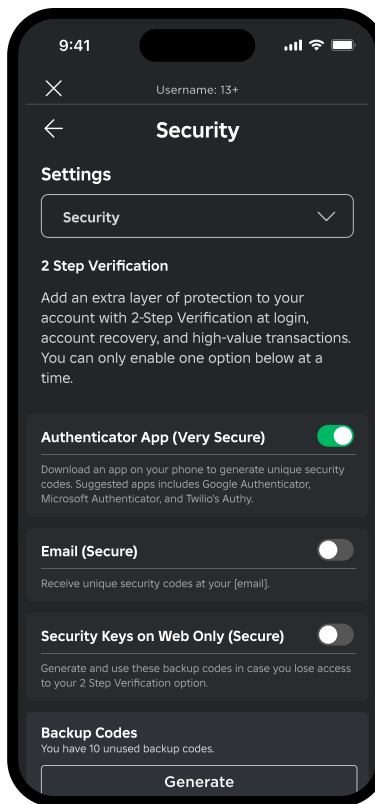
When your child is creating their account, it is important to select their actual birthday to ensure that they have access to the right features and experiences. Your child's birthday won't be visible to others. This information helps us know what content to show your child on Roblox. Additionally, certain features are only available to users above a certain age, such as voice chat. From a linked account with parent privileges, you can visit Settings to review and edit your child's birthday.



We also encourage you to use 2-step verification. 2-step verification is an additional layer of security for your account. This is especially helpful in preventing attackers from getting access into your account in case your password is stolen. See more about enabling 2-step verification [here](#).



New User Account Sign Up Form



Security Settings including 2-Step Verification

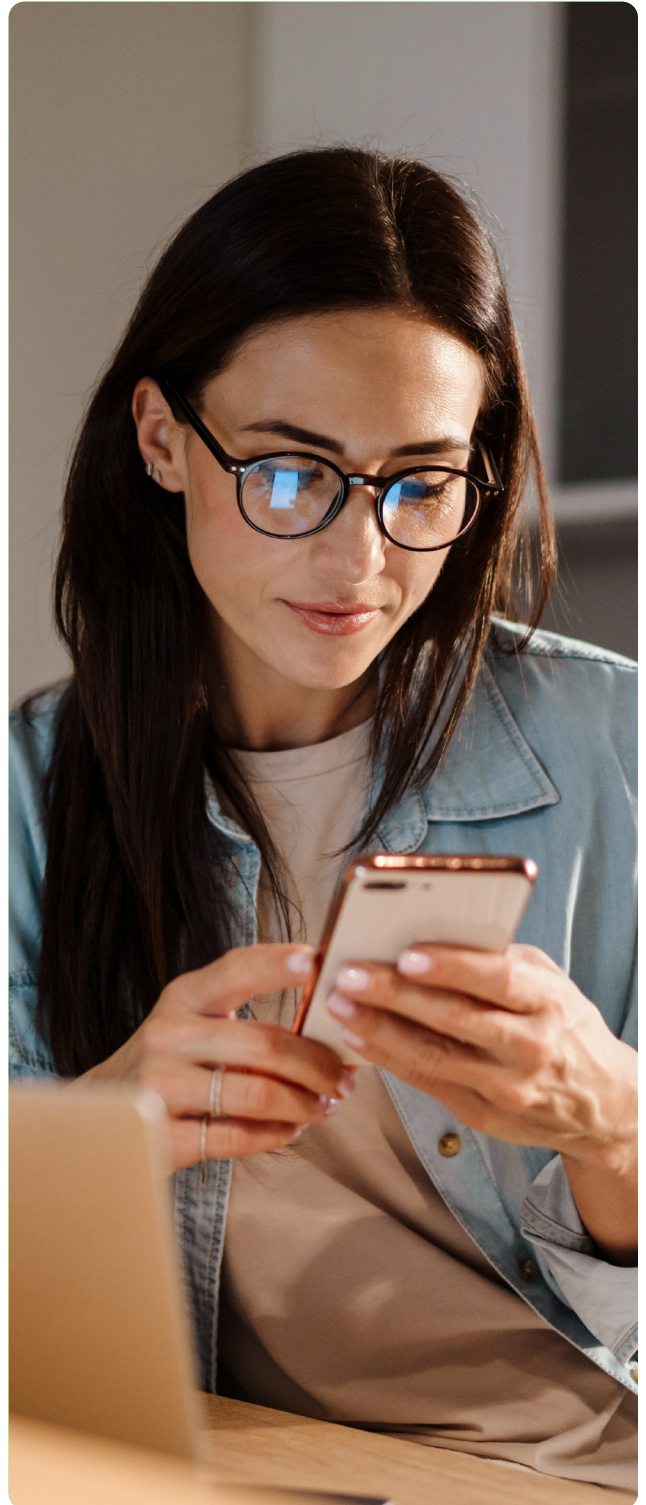
Exploring Roblox for yourself

Roblox offers a fun experience to educate parents and caregivers on how to engage with Roblox, called [Getting Started on Roblox](#). It's one of the millions of unique, user-generated 3D experiences created on Roblox by our global community of creators. This educational, single-player experience lets you practice in a safe place and uncover a magical world.

While in this introductory experience, you can:

- Learn how to control your avatar
- Explore and play in a Roblox game
- Discover the basics so you can learn to play alongside your child

It may be easiest to experience on your phone or games console if you're not used to playing on a tablet or laptop.



Safety on Roblox

Our vision is to reimagine the way people come together – in a world that’s safe, civil, and optimistic.

To support this vision, we have content policies, a global moderation team, safety features, and partnerships that bolster the safety of our platform.

Community Standards

Our [Community Standards](#) help ensure that everyone feels safe and welcome on our platform. These Standards apply to everyone on Roblox, and we ask that all users respect our Standards and each other at all times. Violating the Standards may result in a removal of access to features or a ban against your child’s account(s) and content. We’re always learning, so as our community evolves and our platform grows, these Standards may change too.

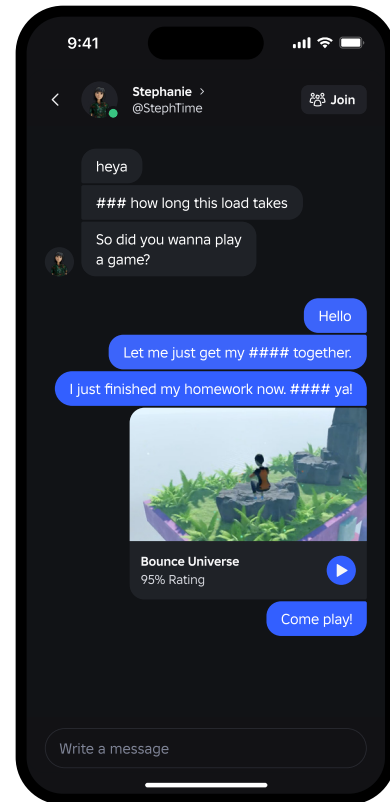
Content moderation

All content that creators use in their experiences are reviewed before going live on the platform. Users ages 13 and older can see and say more words and phrases than those under 13, but inappropriate chats and the sharing of personal information (including phone numbers and addresses) are blocked regardless of age. Links to YouTube channels and some social media platforms can be shared only by users 13 and older.

Our automated systems also prevent the re-uploading of content that we’ve previously removed or rejected, ensuring that content we’ve taken down isn’t reintroduced to the platform.

Reporting, muting, and blocking

Roblox has a robust reporting process in place to address user reports of [Terms of Use](#) and [Community Standards](#) violations. Users have the ability to easily [mute](#) or [block](#) other community members and [report inappropriate content or behavior](#) on the Roblox application and our website. Muting stops a user from hearing another user, while blocking prevents the blocked user from reaching out to the reporter through voice or text chat. Reporting allows users to send suspected policy violations to Roblox for review. Roblox also provides users with a direct channel to our [Customer Support](#) team to report concerns or other issues.



Example of profanity being blocked from sharing

Supporting well-being

Roblox builds and maintains close relationships with a wide range of organizations to help support wellness and safety, on and off Roblox. We work with these experts to create educational resources for parents, caregivers, and our users to help them navigate the online world safely and confidently. Some great examples include our suite of parent resources co-created with NAMLE (National Association for Media Literacy Education), and our evidence-based research and guidance for families with neurodivergent teens. You can find all these resources [here](#).

We also prioritize helping kids and teens access support for issues affecting them, even if it's not directly Roblox or online related. We host a portal with links to a global network of helplines and support services, which focus on a broad range of topics through our partnership with Throughline. You can access that portal at <https://roblox.findahelpline.com>.

Well-being

We want everyone to thrive on Roblox, and managing online well-being is an important element of this. Discussions about screen time and the types of activities children engage in are important, as are setting boundaries around your children's use of Roblox and all the platforms they use. Global experts have found that children are more likely to adhere to boundaries if families and children set boundaries together.

Bullying and other negative behavior

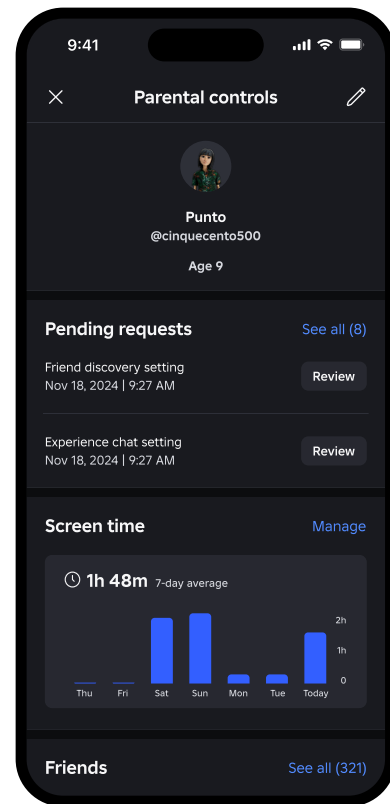
Bullying can happen on Roblox, despite our stringent text filters and policies. Talk to your child about what to watch out for and teach them how to block and report people who break our rules.

Parental Controls

Roblox offers a variety of parental controls to help parents and caregivers manage their child's experience on the platform. You will need a Roblox account linked to your child's account to manage parental controls on behalf of your child.

Setting up your linked parent account

1. Open the Roblox app on your child's device, and make sure they are signed in to their account
2. Go to **Settings**
3. Go to **Parental Controls**
4. Select **"Add parent"** and enter your email address on the screen
5. From the email in your inbox, follow the steps on the screen to either create an account or sign in to an existing account
6. Verify your age in order to link to your child's account. You can either verify with a government issued ID or a credit card.
7. From there, you can stay on the website or go into the app and review your settings to see what controls are in effect for your child's account.
 - a. We encourage you to review your child's age to ensure it is correct. If not, you can change it directly from Parental Controls > Edit Profile in your account.
8. You can also view any pending requests from your child within the dashboard in Parental Controls.



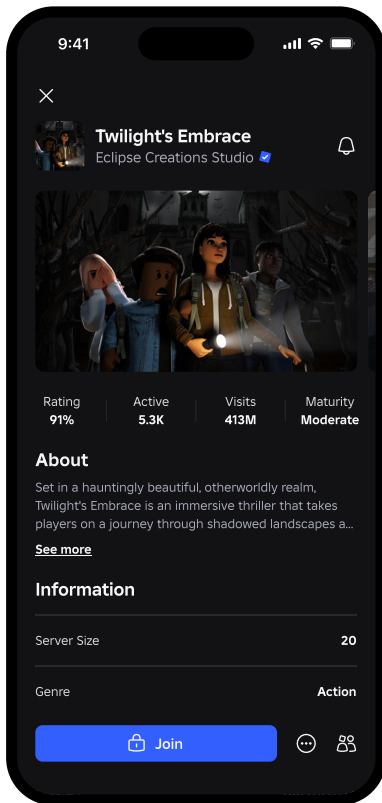
Parental Controls dashboard

Content controls

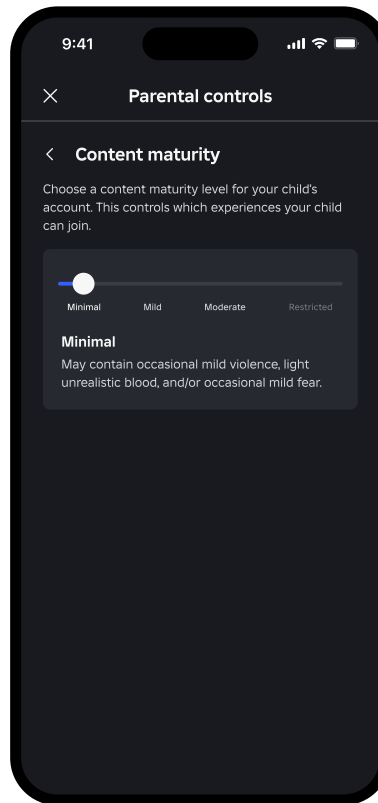
The content maturity settings allow you to control the types of content your child has access to in Roblox experiences.

To adjust your child's setting:

1. Go to **Settings**
2. Go to **Parental Controls**
3. Scroll down to **Settings you manage** and select **Content restrictions**
4. Select **Content maturity**
5. Adjust the slider bar to the right or left to select the content maturity level that you are comfortable with. A brief description of the type of content will appear below the selected setting. Note that Restricted experiences are only available to 17+ verified users.



Content Maturity Level



Content Maturity Setting in Parental Controls

Blocked experiences

Block an experience to prevent your child from accessing it, regardless of its content maturity level. Blocked experiences will still appear in search results.

To block an experience:

1. Go to **Settings**
2. Go to **Parental Controls**
3. Scroll down to **Settings you manage** and select **Content restrictions**
4. Select **Blocked experiences**
5. Click the + icon. In the search bar, type the experience name you want to block.
6. Click **Block** and confirm. To unblock an experience, click **Unblock** and confirm.

Note: If you block an experience while your child is playing, the block will only take effect the next time they enter the experience.

Content labels

Our content maturity labels help users and their parents understand what types of content to expect in Roblox experiences. These labels are grounded in child development research and informed by industry standards. Parents can use the content maturity setting in parental controls to restrict their child's access to content based on what makes sense for their family.

Content label descriptions

Minimal

May contain occasional mild violence, light unrealistic blood, and/or occasional mild fear.

Mild

May contain repeated mild violence, heavy unrealistic blood, mild crude humor, and/or repeated mild fear.

Moderate

May contain moderate violence, light realistic blood, moderate crude humor, unplayable gambling content, and/or moderate fear.

Restricted

May contain strong violence, heavy realistic blood, moderate crude humor, romantic themes, unplayable gambling content, the presence of alcohol, strong language, and/or moderate fear. We allow access to Restricted content only for users who are 17+ age-verified.

Communication controls

Communication controls allow you to determine who your child can chat with on Roblox.

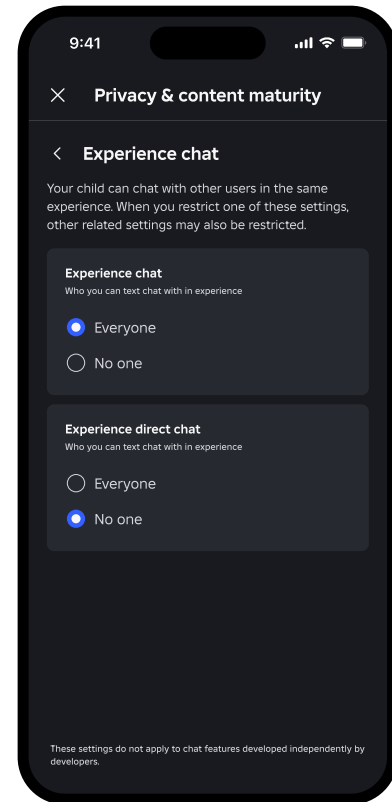
To set these controls for Experience chat:

1. Go to **Settings**
2. Go to **Parental Controls**
3. Scroll down to **Settings you manage** and select **Communication**
4. Select **Experience chat**. Experience chat allows your child to chat with others within a specific experience.
5. Select values for each of the settings to determine who can message and text chat with your child.

There are two settings to select:

- Experience chat** - This determines who can text chat with your child inside of an experience. This setting does not apply to chat features developed independently by developers. Choose between Everyone or No one. Users under the age of 13 are automatically set to Everyone. Learn more in the [Experience chat](#) help article.
- Experience direct chat** - This determines who your child can chat with directly when using the '/w' command inside of an experience server. This setting does not apply to chat features developed independently by developers. Choose between Everyone or No One. Users under the age of 13 are set to No one by default. They can update it with parent permission.

Note: These settings do not apply to chat features developed independently by developers.



Experience chat setting in Parental Controls

To set these controls for Party:

1. Go to **Settings**
2. Go to **Parental Controls**
3. Scroll down to **Settings you manage** and select **Communication**
4. Select **Party**. A Party allows you to group up to join experiences together.
5. Select values for each of the settings to determine who can message and text chat with your child.

There are two settings available:

- a. You have the option to change the Party, Who Can One on One Party with Me setting default from Connections to No one. Selecting Connections limits you to a 1:1 Party (up to two members) and if you select No one you will be unable to participate in any Party.
- b. You also have the option to change the Group Party, Who Can Group Party With Me setting default from Connections to No one. The Connections setting indicates that you can be in a Party with up to six members.

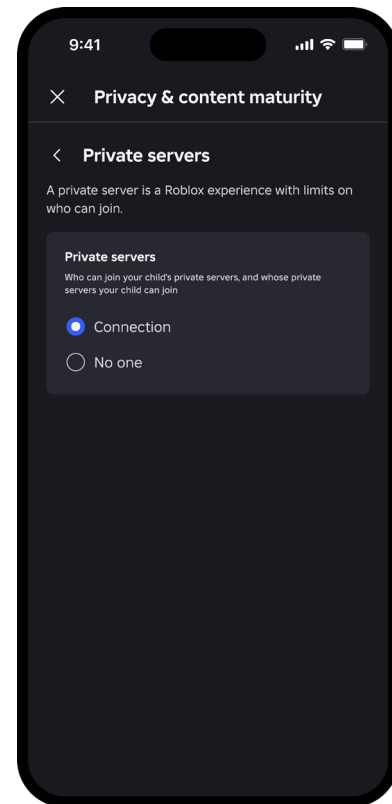
Note: If settings for Party are defaulted to No one then Group Party will also be defaulted to No one.

Private servers

A private server is a Roblox experience with limits on who can join.

To limit who can join your child's private servers, and whose servers they can join:

1. Go to **Settings**
2. Go to **Parental Controls**
3. Scroll down to **Settings you manage** and select **Visibility & private servers**
4. Select **Private Servers**
5. Choose between **Connections** or **Off**



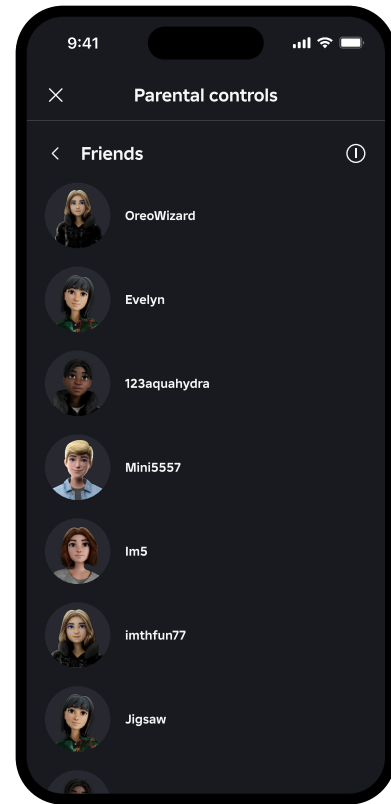
Private servers setting
in Parental Controls

Connections list

You can view, block and report your child's Roblox friends from within your parent dashboard.

To manage your child's friends list:

1. Go to **Settings**
2. Go to **Parental Controls**
3. Scroll down to **Connections** and select **Manage**
4. Your child's friends will be displayed as usernames alongside their avatar. You can click on an avatar to see the user's profile.
5. You can block and report a friend by selecting the three dot menu next to the friend. Select **Block** and confirm to remove the user from your child's friend list.
6. Blocked users will not be able to chat directly with your child or add them as a friend again without your permission. Select **Report** to file a complaint against the user.



Connections list

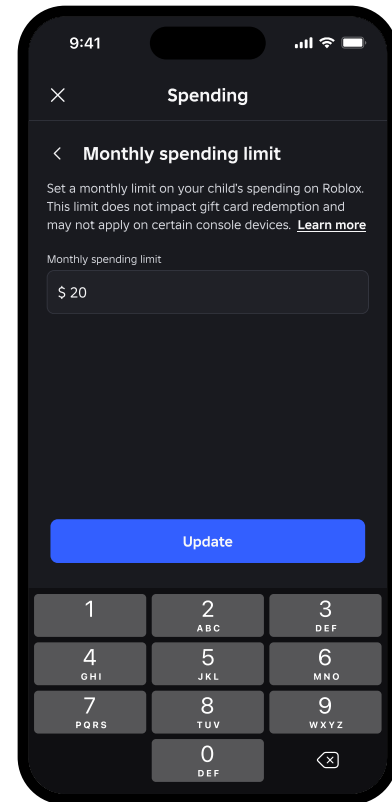
Spending controls

You can set a monthly spending limit on how much money your child can spend on Roblox, including Robux or subscriptions to individual experiences. This limit does not impact gift card redemption. You can also choose to enable or disable notifications about your child's spending.

To set spending controls:

1. Go to **Settings**
2. Go to **Parental Controls**
3. Scroll down to **Settings you manage** and select **Spending restrictions**
4. You can set a monthly spending limit. Regardless of whether the allowed monthly limit is reached, it will reset at the end of the calendar month and not roll over.
6. You can also determine if you want to receive spending notifications. You can choose if you want to be notified for every transaction, for only very high monthly spending, or both. High spend notifications are on by default for all linked parents. This means that you should receive purchase notifications after \$100, \$250, and \$500 of spend in a given month (or the equivalent in local currency). After reaching \$500, you should receive purchase notifications for every ten transactions by default.

Learn more in the [Monthly Spending Limits](#) help article.



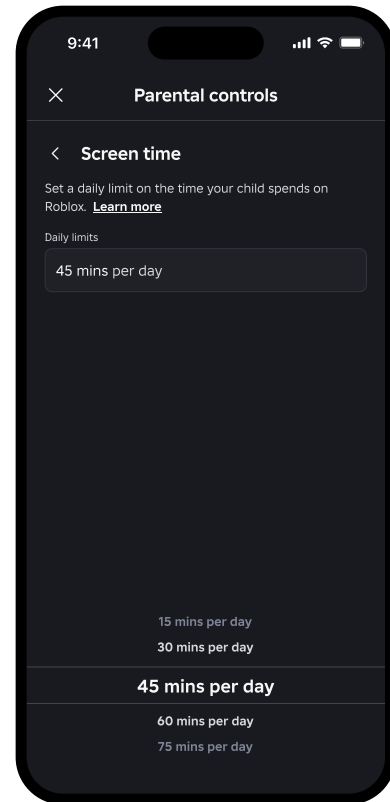
Spending restrictions setting in Parental Controls

Set screen time limits for your child

Screen time limits allow you to restrict the amount of time that your child is allowed to spend on Roblox each day. Once they reach their limit, your child will see a message explaining that they have hit their limit, and they will no longer be able to use Roblox for the rest of the day.

To set screen time controls:

1. Go to **Settings**
 - On desktop: Select the **gear icon** located at the top right
 - On mobile: Select **More** located at the bottom right, and select **Settings** (gear icon)
2. Go to **Parental Controls**. If you have more than one child account linked, select the account you want to update.
3. Scroll down to **Screen time** and select **Manage** next to the chart at the top of the screen, which shows a seven-day average for screen time
4. Go to **Screen time limit**
5. Select a time limit in the **Daily limit** dropdown



Screen time setting

View your child's Top Experiences

You can also view your child's Roblox top 20 experiences played from the last week. The weekly screen time reflected in the screen time graph reflects all time spent on the Roblox platform, while Top Experiences only reflects time spent in specific experiences.

1. Go to **Settings**
 - On desktop: Select the **gear icon** located at the top right
 - On mobile: Select **More** located at the bottom right, and select **Settings** (gear icon)
2. Go to **Parental Controls**. If you have more than one child account linked, select the account you want to update.
3. Scroll down to **Screen time** and click **Manage** next to the chart at the top of the screen, which shows a seven-day average for screen time
4. Select **Top experiences**
5. View the experience, content maturity and play time. Learn how to block experiences in the [Parental Controls Overview](#) help article.

Learn more in the [Managing Screen Time](#) help article. *Experiences that have been removed from Roblox do not appear in the Top experiences section.*

Trading and inventory

Inventory visibility

Parents can control who can see their child's inventory, which includes items purchased or traded with other users.

To set inventory visibility:

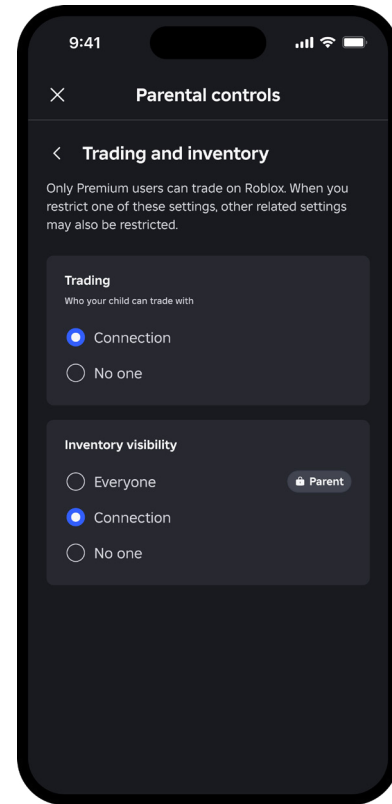
1. Go to **Settings**
2. Go to **Parental Controls**
3. Go to **Settings you manage**
4. Go to **Trading & inventory**
5. Select between **Everyone**, **Connections**, or **Off**

Trading (Premium only)

Users with a Premium subscription on Roblox can trade Limited items and Robux with other members.

Parents can disable trading and set limits on who their child can trade with from Parental Controls:

1. Go to **Settings**
2. Go to **Parental Controls**
3. Go to **Settings you manage**
4. Go to **Trading & inventory**
5. Select between **Connections** or **Off**



Trading and inventory setting in Parental Controls

Age-based feature access policies

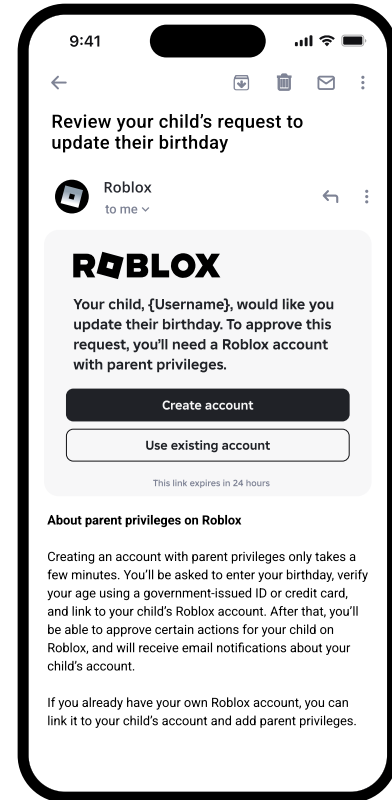
As your child gets older, they can access more features on Roblox. If you and your child haven't previously made changes to your child's settings, they will be updated automatically when they reach certain ages. Learn more about the features that become available as children age up in the [What happens as I get older on Roblox](#) help article.

With a linked account with parent privileges, you will receive an email prior to each of these birthdays informing you of what additional access they will receive. If you are not comfortable with the increased access, you can work with your child to adjust the settings in their account.

We encourage you to regularly talk to your child about creating a healthy relationship with media and technology and how to be responsible online.

If the birthday on a child's account is inaccurate, we encourage parents to update their child's birthday from parental controls.

In order to correct the birthday on an account that signed up as under 13, your child may need parental consent or [ID verification](#).



Consent to update child's birthday

Age checks on Roblox

Roblox is a diverse platform where millions of users of all ages come to create, play, and connect. To ensure a safe and enjoyable environment for everyone, especially our younger users, Roblox employs various age checks across the platform.

What is an age check?

Age check is a process designed to evaluate a user's age. This helps ensure a more customized and safer experience on Roblox and access to age-appropriate content and features. Currently, features like [Trusted Connections](#) utilize age checks. Over time, more features will be added that require age checks.

To successfully complete an age check, users can complete one of the following methods:

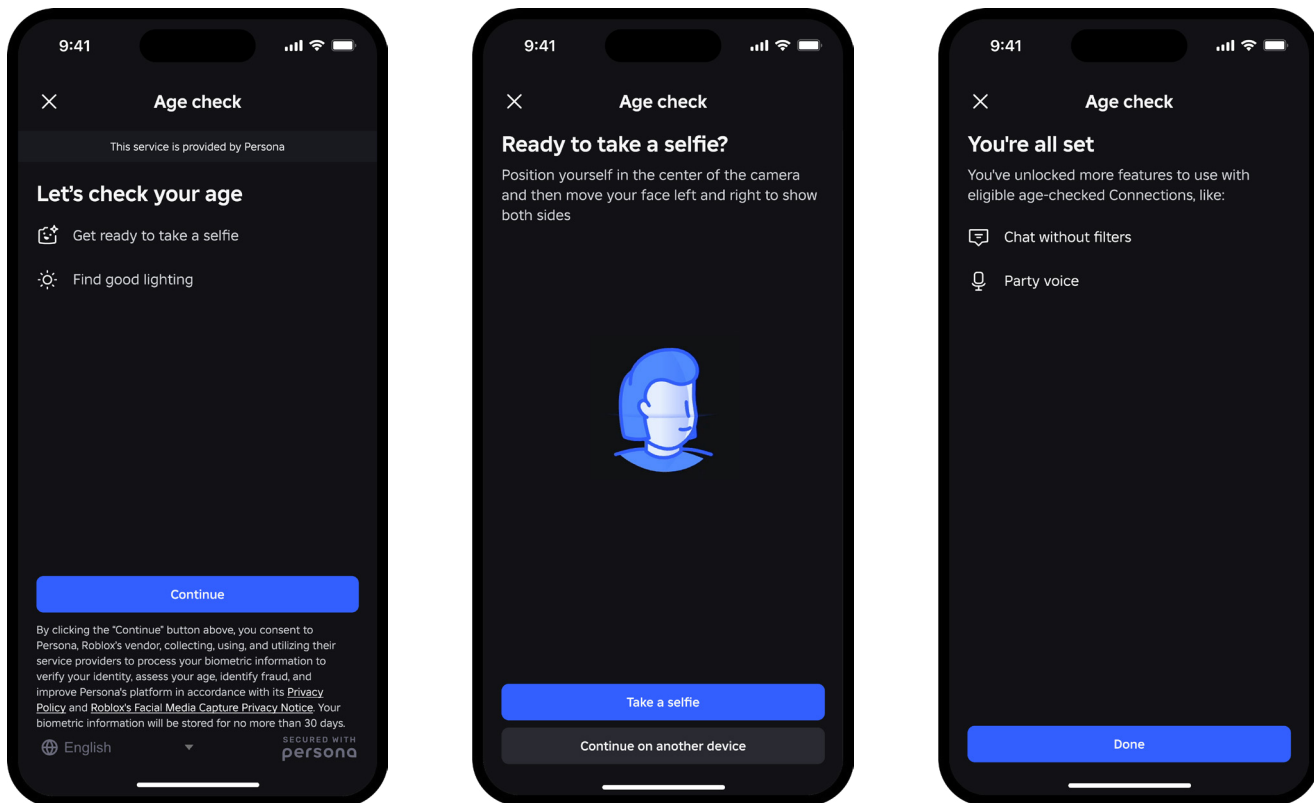
- Facial age estimation
- [ID verification](#)

Facial age estimation and ID verification are available only to users 13 and above.

Facial age estimation

We can estimate your child's age by analyzing a selfie of their face and examining their facial features. Their estimated age helps place them in the appropriate age group (under 13, 13+ and 18+) to customize their experience on Roblox. If they are placed in the under 13 age group based on facial age estimation, certain personal data, including their email and phone number, will be removed from Roblox.

If your child believes their age was incorrectly estimated as under 13, they have 48 hours to [verify their age](#) from the time their facial age estimation was completed. Go to [Settings](#), then **Account Info**, and select **Verify My Age**.



Check your age with a selfie

Parental Insights for Teens

Teens are an important part of the Roblox community. To foster a positive and safe environment, Roblox offers parents of teens the ability to [link their own Roblox account](#) to their teen's. This connection grants parents access to valuable insights and important information about their teen's activity on the platform, including:

- **Connections insights:** View who your teen has connected with, including both their Connections and their [Trusted Connections](#).
- **Screen time insights:** See a breakdown of how much [time your teen spends on Roblox](#) and in which specific experiences.
- **Spending notifications:** Opt in to receive [notifications for every transaction](#) your teen makes on Roblox. You can also choose to receive alerts only for high levels of spending.

Features for Teens

Teens are natural explorers, navigating the online world with a desire for autonomy and freedom. Guided by insights from our community, including our Teen Council, we have a suite of tools that are available to all but are designed specifically to empower teens to confidently manage their digital lives.

These features help them set healthy boundaries—from managing screen time and silencing notifications for better focus, to curating their online presence to feel secure in who can see they are online.

Trusted Connections

What are Trusted Connections?

Trusted Connections, available to all eligible users aged 13 and older, provide a unique environment for users to interact with self-identified trusted individuals. Trusted Connections are a subset of your teen's overall Connections who they know and trust. Just like regular Connections, Trusted Connections are a two-way connection. If either user chooses not to add the other as a Trusted Connection, or removes the other as a Trusted Connection, then neither user will see the other as a Trusted Connection. This feature aims to unlock age-appropriate features with the people you know and trust:

- **Expressive Chat Features:** Guarantee access to features like Party Voice and chat without filters, allowing for more natural and direct communication. Over time, we'll bring your teen new ways to share, communicate, and interact with Trusted Connections.

How does your teen add Trusted Connections?

Your teen will first need to estimate their age to gain access to Trusted Connections.

- **For users 13-17,** your teen can add Trusted Connections by visiting the Connect page from the "+" icon at the top of Home:
 - **Contact Importer:** Easily add age-checked people from their phone's contact list, or accept requests from others who added your teen from their contacts. (Users who are not age-checked will become regular Connections until they complete age estimation.)
 - **QR Code Scan:** Quickly connect by scanning a QR code, or sharing a QR code for their friends to scan. (Users who are not age estimated will become regular Connections until they complete age estimation.)

- **For users 18 and older:**

- If both users in a 1:1 chat are age-checked 18 or older, their conversation will automatically upgrade to expressive chat features including chat without filters and Party Voice. They do not need to add each other as Trusted Connections for this specific feature.
- To add an age-checked user 13-17 as a Trusted Connection, your teen can only do so through select real-life channels like Contact Importer and QR code scanning. This helps ensure these cross-age connections are based on existing real-life relationships.

These methods leverage your teen's real-life connections to establish Trusted Connections on Roblox. We plan to introduce additional ways for age-checked users to add & upgrade Trusted Connections in the near future.

- **For users younger than 13:** At this time, Trusted Connections are not available to users younger than 13 or who haven't checked their age.

How does your teen remove Trusted Connections?

Your teen can tap "Remove Trusted Connection" from the Trusted Connection's profile menu, which will downgrade them to a regular Connection. Your teen can also tap "Remove Connection" to remove them from your teen's Connections entirely. Our standard violation reporting still applies to Trusted Connections and your teen can report a Trusted Connection at any time just like a regular Connection.

Once age-checked, will your teen ever need to re-verify their age?

To maintain access to Trusted Connections and expressive chat features, users may occasionally be prompted to re-verify their age through age estimation or ID verification.

Online Status and Visibility

Your teen can control who sees their online status and what experience they're in. Depending on your child's age and region, options include **connections**, **followers**, **users you follow**, **no one**, or **everyone** on Roblox. Keep in mind that restricting certain settings may also restrict other related visibility settings.

Set online status

Your teen can choose how they want to appear when they're logged into Roblox:

1. Go to **Settings**
 - On desktop: Select the **gear icon** located at the top right
 - On mobile: Select **More** located at the bottom right, and select **Settings** (gear icon)
2. Go to **Privacy & content restrictions**
3. Go to **Visibility & private servers**
4. Go to **Visibility**
5. Select preferred visibility level under **Online Status**. Anyone outside their set preferences will see them as Offline on their Roblox profile or their Connections list.

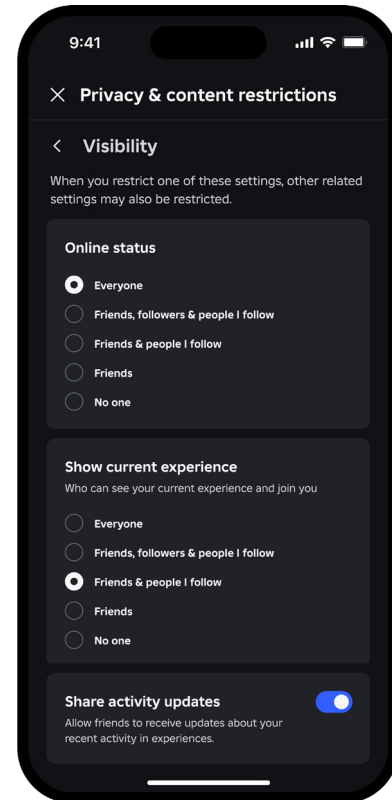
Set in-experience visibility

To choose who sees the experience they're currently playing and who can join them:

1. Go to **Settings**
 - On desktop: Select the **gear icon** located at the top right
 - On mobile: Select **More** located at the bottom right, and select **Settings** (gear icon)
2. Go to **Privacy & content restrictions**
3. Go to **Visibility & private servers**
4. Go to **Visibility**
5. Select preferred visibility level under **Show current experience**. Anyone outside the set preference will not see the experience your teen is playing.

Share activity updates with friends

Your teen can control whether their friends receive updates about their recent in-experience activity by toggling the **Share activity updates** selector on or off.

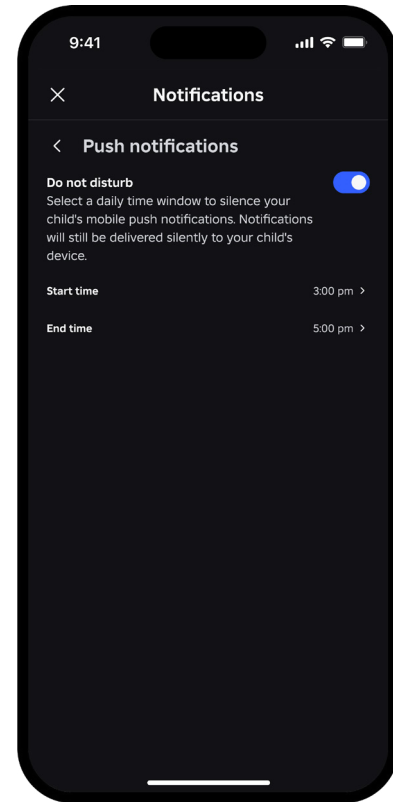


Set the visibility of your online and in-experience status

Do not disturb mode

Do not disturb allows your teen to select a daily time window to silence their mobile push notifications. Notifications will still be delivered silently to their device.

1. Go to [Roblox settings](#)
2. Go to the **Notifications** tab
3. Go to **Push notifications**
4. Enable **Do not disturb** by toggling the selector to ON (blue)
5. Customize a daily time window by selecting the **Start time** and **End time**



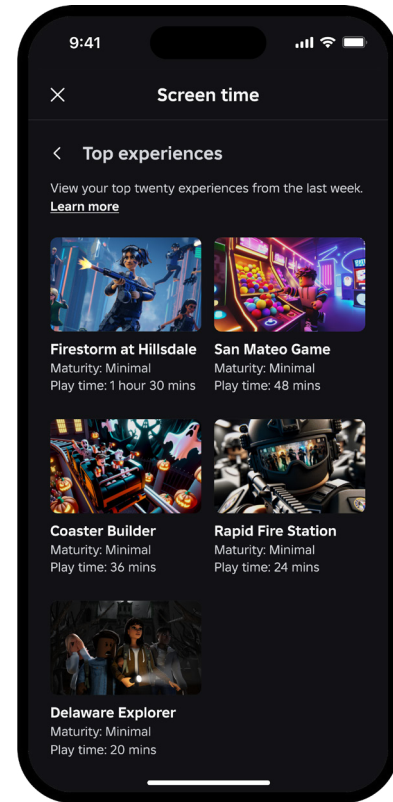
Turn on 'Do not disturb' and set a duration

Set screen time limit for teens and up

If your child is 13 or older, they can set screen time limits and view insights for their Roblox activity.

To set a screen time limit:

1. Go to **Settings**
 - On desktop: Select the **gear icon** located at the top right
 - On mobile: Select **More** located at the bottom right, and select **Settings** (gear icon)
2. Go to **Privacy & content restrictions**
3. Go to **Screen time**
 - Select **Daily limit** and set a screen time limit in the dropdown
 - Select **Top experiences** to view the top 20 experiences played in the last week



View screen time of your child's top 20 experiences

Passwords and other personal information

It's a good idea to start talking with your children at an early age about the importance of keeping passwords and other personal information private—even from friends. Help your child get into the habit of creating unique passwords with a combination of upper and lower case letters, numbers, and special characters, and updating all passwords regularly. We prohibit children under 13 from sharing any personal information. We encourage parents to talk to their kids about the importance of protecting this information, and reminding them that they should tell you if someone asks for any personal information including their passwords.

More on this at [ConnectSafely.org/passwords](https://connectsafely.org/passwords).

Blocking, reporting, and muting

In addition to our automated moderation, we provide users with options for responding to other users who make them feel uncomfortable. You can work with your child to encourage them to block, report, and/or mute other people when they break the rules.

Blocking

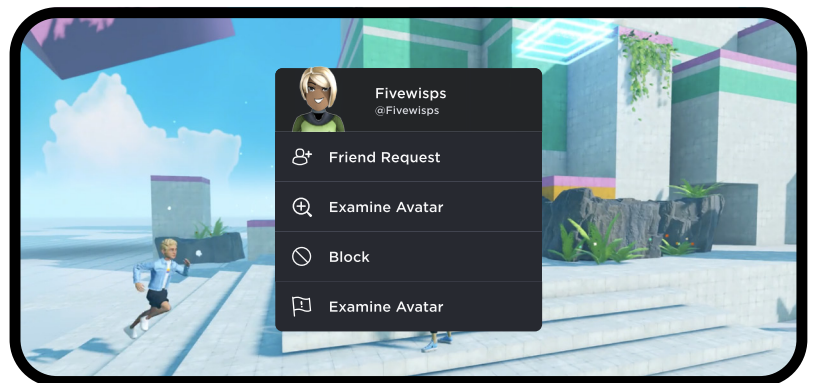
Blocking in-experience:

1. Click on the Roblox menu in the upper left side of the screen.
2. Within the People tab, select the Block icon next to the user's name.

Note: These steps may vary based on the device.



Leaderboard

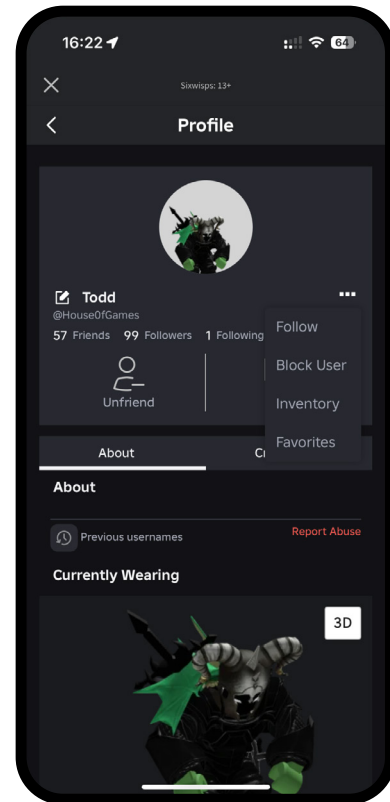


Block user

Blocking on the website or mobile app:

1. Visit the user's profile.
2. Click the three dots in the upper left corner.
3. Select "Block User." You can see a list of people you have blocked under the privacy section in Settings.

Once blocked, the user will not be able to send you friend requests, direct messages, or follow you. Keep in mind that they will also be automatically removed from your Connections list if they were on it. If you wish to unblock a user in the future, you can do it from the Privacy Settings in your account.



Block user

Reporting

The reporting feature is the best way to let us know about rule-breakers and bad content. It sends reports directly to our moderators. We will review the report and, if we find a violation of our policies, we will take appropriate action. However we don't currently provide an update back to the reporter.

When reporting abuse, be sure to report the specific chat, private message, experience, or other content that violates Roblox rules. If you only report a user from their profile page, it's harder for our moderators to understand what they did wrong than if you report their behavior in-the-moment.

Reporting in-experience:

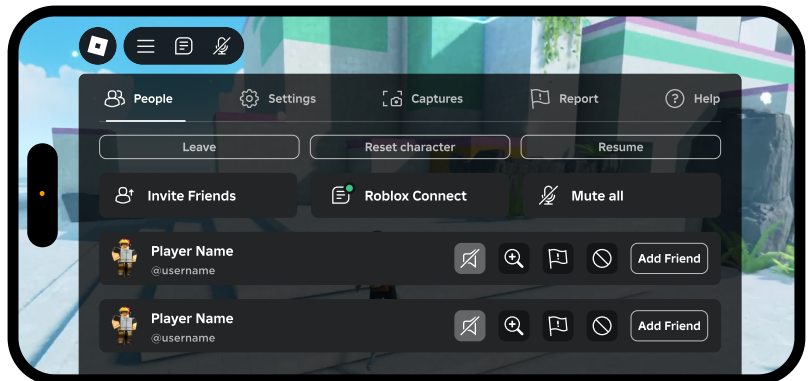
1. Click on the Menu button, located at the upper-left corner of the screen (the Menu icon looks like the Roblox icon).
2. Click the flag icon located next to a person's name or click the Report tab at the top of the menu.
3. Complete the form.



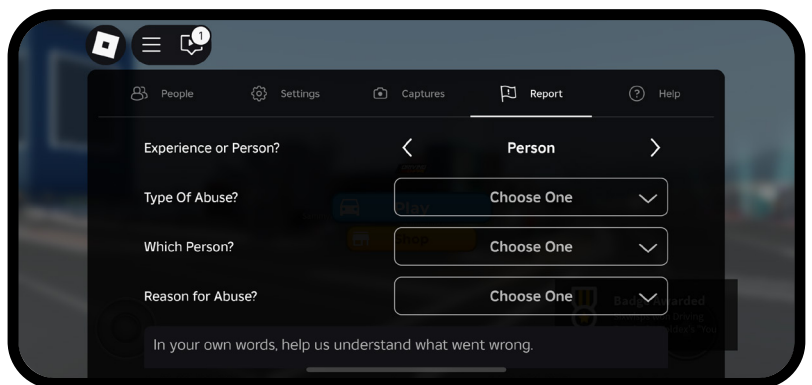
Menu button

Reporting on the website or mobile app:

1. Every user-generated asset has a Report Abuse link that will send a report to Roblox's moderation system. In most cases, this will be found in the bottom of the description box in red lettering or under the menu in the upper left.
2. Complete the form.



Report tab



Report form

Muting

You can mute another user in a voice-enabled experience by clicking the speaker icon that will appear over their avatar's head. You can also mute in text chat by typing `/mute @username`. Mutes apply to chat with voice and text chat and will only last while you are in that experience session.

Note: 13+ eligible users can opt in to voice chat when visiting voice enabled experiences.

Final thoughts

You don't have to be an expert to help your child stay safe and enjoy Roblox. Even if you think your child is more tech-savvy than you are, you know what makes the most sense for your family since every family is different. We encourage you to use Parental Controls to customize Roblox accordingly.

The guiding principles for most online platforms are similar: teach your child to be respectful of themselves and others, be mindful of what they post, and understand how to use any privacy settings, security tools, or blocking and reporting mechanisms.

We encourage you to try out Roblox with your kids to help you understand the platform and its privacy and security features. As your child matures, keep the lines of communication open and have ongoing conversations about what's appropriate for them in terms of privacy settings, time spent online, and the types of activities they're engaging in.

Talk with your children about their favorite apps and services with genuine interest, not fear. This way, they'll be more likely to come to you when they need help, and you're much more likely to be kept in the loop about the technology they use. Bookmark Roblox's Safety and Civility Resource Center for more useful advice for parents and caregivers.



Glossary

Account: A Roblox Account, which a user must create in order to access certain elements and functionality.

Account linking: This allows you to link your Roblox account to your child's account. This will give you access to parental controls and insights on your child's screen time, connections, spending, and more.

App: The Roblox mobile application.

Appeal: The process by which a user may request a review of Roblox's decision to suspend or terminate a user's account or access to Roblox, or remove UGC or other virtual content pursuant to a user's violation of the Roblox Terms.

Avatar: A body and head combined with clothing and accessories.

Avatar item(s): Individual clothing and accessory items used to outfit avatars that can be purchased inside experiences or in Marketplace. Avatar items can be Limited or Non-Limited (see below). Also known as UGC items, virtual goods, or virtual items.

Classic Clothing: Legacy 2D virtual items consisting of T-shirts, shirts, and pants designed and sold by creators on Roblox.

Content Maturity: The maturity level of an experience.

Content Maturity setting: A feature that controls which experiences your child can join based on the experience's content maturity level. These are:

- **Minimal:** May contain occasional mild violence and/or light unrealistic blood
- **Mild:** May contain repeated mild violence, heavy unrealistic blood, mild crude humor, and/or mild fear
- **Moderate:** May contain moderate violence, light realistic blood, moderate crude humor, unplayable gambling content, and/or moderate fear
- **Restricted:** May contain strong violence, heavy realistic blood, moderate crude humor, romantic themes, unplayable gambling content, the presence of alcohol, strong language, and/or moderate fear

Creator: Any user who creates, uploads, publishes, generates, or otherwise makes available UGC on Roblox.

Creator Terms: Terms of use applicable to all users who access Roblox. They cover items such as the use of Roblox Studio, the offering of experiences and virtual content, and the use of music.

Developer: A Creator who creates, develops, and publishes an Experience on Roblox.

Experience: Interactive content published on Roblox by developers for the engagement and enjoyment of Users.

Experience Chat: The ability for your child to chat with others while in Roblox experiences. Your child can chat with other users in the same experience. When you restrict this setting, other related settings may also be restricted.

Experience Direct Chat, or Whisper Chat: The ability for your child to chat one-on-one with other users in Roblox experiences. Your child can chat with other users in the same experience. When you restrict this setting, other related settings may also be restricted.

Experience Rules: Custom rules Creators make that govern Experiences and the actions of Users within those Experiences. Experience Rules are created, governed, and administered by the Experience Creator and not by Roblox.

Guardian: A parent or legal guardian of a Minor User.

In-Experience Items: UGC available for acquisition by Users within a given Experience that can only be used within that Experience. In-Experience Items include but are not limited to game passes and special abilities.

Inventory Visibility Setting: This allows you or others on Roblox to see your child's inventory, and for you to control this setting for your child. Inventory is a collection of items that belong to your child on Roblox such as virtual clothes or accessories.

Limited(s): An avatar item with a limited quantity available. Creators determine whether an item is Limited or Non-Limited during the publishing flow in Creator Studio.

Marketplace: The Services marketplace through which Users may shop for and acquire virtual content to dress and accessorize their avatars. This was formerly known as Catalog, Avatar Marketplace, or UGC Marketplace.

Minor: A user who is under the legal age of majority in their jurisdiction or state of residence.

Non-Limited(s): An avatar item with an unlimited quantity available. Creators determine whether an item is Limited or Non-Limited during the publishing flow in Creator Studio.

Privacy Policy: The policy that outlines the types of information that Roblox collects about Users of the Services, how Roblox protects that information, and how that information may be used by Roblox. The Privacy Policy forms part of the User Terms.

Private Server: A private server is a Roblox experience with limits on who can join.

Random Virtual Item: A Virtual Item available in an Experience that may be acquired “randomly” by a User.

Resale: The process by which a Roblox Premium member may resell certain Roblox-created items through the Avatar Shop.

Roblox Premium: A renewing subscription that provides Users with certain additional benefits.

Roblox Studio: A free software tool that allows Creators to create, develop, modify, operate, and publish 3D Experiences, Virtual Content, and other UGC.

Roblox Terms: The terms and conditions that apply to and govern users’ and creators’ use of Roblox. The Roblox Terms include the User Terms, Creator Terms, Roblox Community Standards, Roblox Privacy & Cookie Policy, regional Supplemental Provisions, and other Additional Terms.

Robux: The official currency of Roblox, which can be used to acquire virtual items or access to certain experiences. Robux are not a substitute for real currency, do not earn interest, and have no equivalent value in real currency.

Screen time: The amount of daily time your child spends on Roblox.

Spending limit: This setting will update the monthly limit on the amount your child can spend on Roblox. This limit does not include gift cards. To limit spending on certain console devices, you may need to set a limit directly on the device.

Trade: The process by which Roblox Premium members may exchange certain items with other Roblox Premium members.

Trading setting: This allows you to control if your child is allowed to trade items in their inventory with friends on Roblox.

UGC: Stands for “User Generated Content.” UGC is content of any kind or nature, whether material, assets, or otherwise, that users create on Roblox.

User PII: The personally identifiable information of a User.

User Terms: Terms applicable to all Users which provide an overview and the associated rules for things like (i) account creation, (ii) using Robux to make purchases, (iii) trading Virtual Items, and (iv) activities prohibited on the Platform. The User Terms also cover some of the more technical legal terms that govern use of the Services, including intellectual property ownership, online safety, disclaimers and other very important legal terms.

Virtual Items: Any UGC or Roblox created content such as clothing or digital items for use in connection with a User's avatar available for acquisition on the Services.

w/: A command used in the in-experience text chat command line in order to direct chat with another user on Roblox, and intended for a specific 1:1 user communication.