Boooooh · App guide

Safety, notifications and help

Block and report people, posts, groups and stores; what happens after a report; privacy tools; manage notifications; get help from the help center and Linework support.

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English

Online
docs.linework.app

APP GUIDE · SAFETY

Safety, notifications and help

You decide who can reach you. Blocking is instant and silent, reports are anonymous and reviewed by the Linework team, and the most serious content is hidden as soon as it's reported.

Block

Cut someone off

They can't see you, write to you or call you, and they aren't told.

Report

Tell Linework

Report posts, comments, stories, people, groups, products, stores and ads. The person doesn't know who reported them.

Privacy

Choose your audience

Private account, audience of each post and story, disappearing messages and locked chats.

Help

Answers and support

A help center by topic, a form to report a problem with screenshots, and support by email.

Block someone

From their profile (…), from the chat info or from a group member: **Block**. They can no longer see your profile, posts and stories, message you or call you, and they are not notified. Unblock them from their profile or Menu → Settings → **Blocked Users**.

- Blocking also removes the follow in both directions: you stop following each other.
- If you unblock someone, the follows don't come back by themselves: either of you can follow again.
- Blocked people aren't suggested to you, and you aren't suggested to them.
- Use it for anyone who bothers you, even if they haven't broken any rule. If they have, report them too.

Report

What	Where
A post, comment or story	… → **Report**, then choose the reason.
A person or a group	Profile … or chat info → **Report**.
A product or a store	… on the product or store → **Report**.
An ad	… on the ad → **Report ad** (or **Hide ad**).

Reasons include child sexual abuse or exploitation, terrorism, suicide or self-harm, nudity, violence, weapons, drugs, hate speech, harassment, scams, false information, spam and intellectual property. Content reported for **child abuse, terrorism or self-harm is hidden right away** until it is reviewed.

> If someone is in immediate danger, call your local emergency number first.

What happens after a report

Step	What happens
Priority	Every report gets a severity from its reason. The most serious ones (child safety, terrorism, self-harm) are reviewed first.
Content hidden	For those three reasons the post, story or comment disappears for everyone at once, until a moderator restores or removes it.
Account suspended	When you report a post, story, comment or profile, the author's account can be suspended straight away: they can't use the app and their content is hidden while the Linework team reviews the case.
Review	A moderator either restores the account and its content or confirms the suspension.

To prevent abuse, a report suspends an account only if it comes from an account with a profile photo and a verified email, created at least 3 days ago, and each account can trigger at most 3 suspensions a day. If a moderator finds a report was false, its author's reports no longer suspend anyone (they are still reviewed). Report only what really breaks the rules.

> If your own account was suspended after a report, the app shows **ACCOUNT SUSPENDED**. If you think it's a mistake, write to support@linework.app from your account's email: you can sign in again as soon as the review is finished.

Privacy tools

- **Private account** and **Follow requests**, audience of posts and stories, read receipts: see Settings.
- **Disappearing messages** and **Lock chat**: see Chat.
- The Spiral map only shows places that authors chose to add, rounded to about 1 km.
- The app lock (Face ID, Touch ID or PIN) keeps your chats and wallet safe if someone else picks up your phone: see Account.

Notifications

Tap the bell in Spiral, Chat or Bloop. Tabs: All, Spiral, Bloop and payments. **Mark all as read**, swipe to delete. When one person liked or commented on several of your posts, the notifications are grouped with **+N**: tap the row to expand it and open each post, tap again to close it. Push notifications cover

likes, comments, mentions, shares, followers and requests, messages and calls, lives starting, orders, store offers you accepted and wallet movements. Choose the Spiral ones in Settings → **Notification Preferences**.

- **Announcements**: official announcements from Linework are at the top of the **All** and **Spiral** tabs, in the **Announcements** section (for now labelled "Comunicati" in every language), with a dot until you read them. Tap one to read the full text; tapping the push notification opens it directly. The latest 30 are kept. For now in the app only.
- Too many notifications from Spiral? Keep only the types you care about, for example comments and mentions, and turn off likes.
- Store promotions arrive only if you turned on **Offers from stores you follow**, at most 2 a day: see Offers from stores.
- To stop all push notifications from Linework, turn them off for the app in your phone's settings.

Family: accounts of minors

A parent can link their account to their child's account to protect them. The link is set up on the web app, at web.linework.app/family (also from **Settings** → **Family**).

1. On your account open **Family** → **Link a child**, enter your child's date of birth, confirm the declaration and tap **Create the code**.
2. Together with your child, on their device, open the same page, choose **I'm the child** and enter the code (it is valid for a few minutes).
3. The Linework team checks the request before the link becomes active.

- Once the link is active, the parent decides who can write to the child (**Contact requests**, **Approved contacts**) and can read the child's chats; every time the parent opens them it is written in the **Access log**, which the child can see.
- Accounts of minors don't appear in search and suggestions, can't use payments and don't see LineNews, in the app and in the web app.
- If the person who linked the account is not their parent, the child can tap **This is not my parent**: the link is suspended and checked by the team. The parent can end it with **End the link**.

Get help

- **LineAI**: ask the assistant how to do something (see LineAI).
- **Help center**: Menu → **FAQs**, by topic (account, Spiral, stories, live, chat, Bloop, wallet, network and ads, safety).
- **Report a problem**: Menu → **Report a problem**, describe it (up to 2,000 characters) and attach up to **5 files**: screenshots, screen recordings or PDFs. You get a **ticket number** (for example `LW-000123`) on screen and by email; the team answers by email, and you can reply to that email to add details.
- Email: support@linework.app.
- **Terms of Service** and **Privacy Policy**: in the Menu, or on linework.app.

Tip: when you report a problem, say what you were doing, what you expected and what happened instead, and add a screenshot. It helps us fix it faster.

Good to know

Will the person know I blocked or reported them? No. Blocking sends no notice, and the reported person never sees who reported them.

What's the difference between blocking and reporting? Blocking protects you right away from one person. Reporting tells Linework that something breaks the rules, so it can be removed for everyone. You can do both.

What if I report something by mistake? Your account isn't penalized, but if moderators judge a report false, your future reports no longer suspend accounts straight away. Choose the reason carefully.

Why did a post disappear from my feed? It may have been reported for one of the most serious reasons and hidden while it's reviewed, or its author's account may be suspended.