

# My young person doesn't have an email address. What should I do?



MOMO is a very safe and positive use of the internet but sometimes you'll want to use it with a child who doesn't have an email address to sign up for an account with.

Having an account is good as it enables children keep a record of their views, reset their password if they forget it and for the app to deliver them notifications.

If they don't have a personal email address then it needn't be a problem. Here's what you can do.

## Ask them if they have a school email address

Many children in both primary and secondary schools are given a school email address. If they can remember their address then they can use it to sign up to MOMO.

## Help them sign up for an email address

Use your judgement as to what is appropriate, and keep the child's foster carer informed. These are some options:

- Ghostmail ([ghostmail.com](http://ghostmail.com)). Takes 30 seconds to sign-up. Its available for absolutely anyone to use, permission free, but we'd still suggest that you or a carer give consent. Very secure.
- Gmail ([mail.google.com](http://mail.google.com)) and Yahoo ([uk.mail.yahoo.com](http://uk.mail.yahoo.com)). Available for all 13-18 year olds. No permission required. Takes 1-2 minutes to sign-up.
- Outlook ([signup.live.com](http://signup.live.com)). Available for under 13s where they have your's or a carer's permission. Slightly longer sign-up process (2-4mins) and you'll need to enter yours or the young person's phone number to receive an authentication SMS.

For some children it may be appropriate for the foster carer (or even the social worker) to control access to the email address by holding the child's email password.

## Use a foster carer's email

For younger children or young people who have restricted use of the internet it may also be appropriate to use a foster carer's email address to sign up to MOMO with. You and the foster carer will be the best judge of when and what is most appropriate here.

## Children not in foster care

If you are working with a child where the parent/s hold sole legal responsibility for them (e.g. you want to use the child protection conference scenario) then depending on the age of the child who does not have an email address then we recommend discussing setting them up with one with a parent.



## None of the above?

In the unlikely circumstance that you consider none of the above options to be suitable or you run into a situation where none of them can be used then let us know and we'll do our best to help. Contact us at [support@mindofmyown.org.uk](mailto:support@mindofmyown.org.uk).