venmo

Best Practices Guide

FOR ATHLETES

Created for you...

... to help you have a safe and positive experience on Venmo.

We know that security and privacy matter to you. That's why we've created this Best Practices Playbook. This guide will help you safeguard your account, manage your privacy, and help you report unwanted interactions.

Whether you're splitting the dinner bill with friends, shopping for everyday essentials, or managing your finances, we want you to feel confident and protected. Here's everything you need to know to help protect and manage your account and escalate as needed on Venmo.

What This Guide Will Cover

This Venmo Best Practices Guide is designed to help you:

- Create a strong password

- Set up multi-factor authentication (MFA) for extra protection

- Customize your privacy settings and friends list

- Report harassment or impersonation

Contents page

CREATING A STRONG PASSWORD

First things first, create a strong, unique password for your account that even your most clever friend couldn't guess. This is your first defense to keeping your account secure.
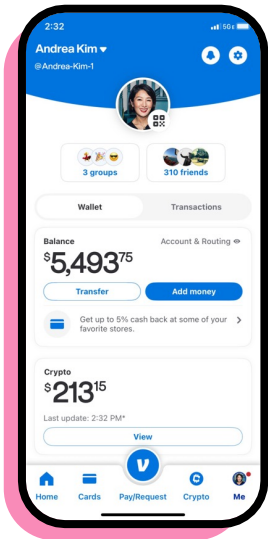
Hot tips for creating your password:

- Make sure it's between 8 and 20 characters long

- Use a mix of letters, numbers, and symbols like (!@#$%)

- Never reuse passwords from other sites or share your password

- Avoid using easily guessable information – so no birthdays, pet names, or "Venmo123"

TURN ON MULTI-FACTOR AUTHENTICATION

Here's an opportunity for some extra credit. Multi-factor authentication (MFA) is like a secret handshake only you and your Venmo account know, adding an extra layer of security between your account and any bad actors.
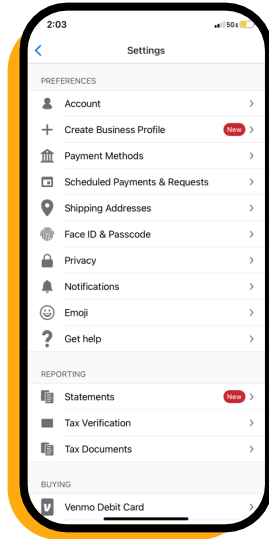
On Venmo, you can set up a Passcode and/or use biometrics like Face ID to make your account more secure. When you set up a Passcode, you will enter it every time you open the app and may need to enter it when sending payments.

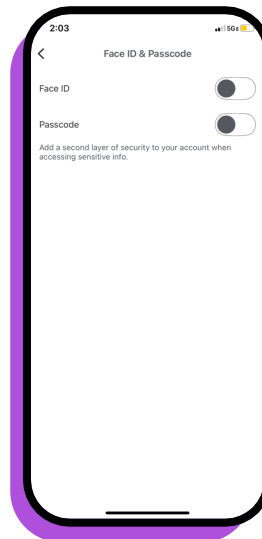**Follow these steps to add another layer of security:**

STEP 1

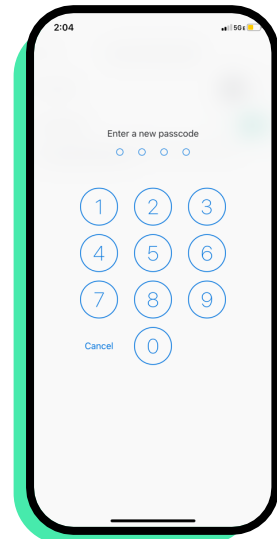Go to the Me tab and tap the Settings gear icon at the top of your screen

STEP 2

Select Face ID & Passcode (iOS) or Passcode code & biometric unlock (Android)

STEP 3

Tap the toggle to enable or disable the Passcode feature
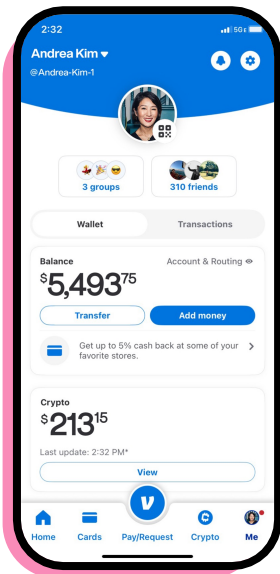
STEP 4

Create and confirm your passcode

Note: you must have Face ID, Touch ID, or Fingerprint enabled in your general device settings in order to use those features on Venmo.
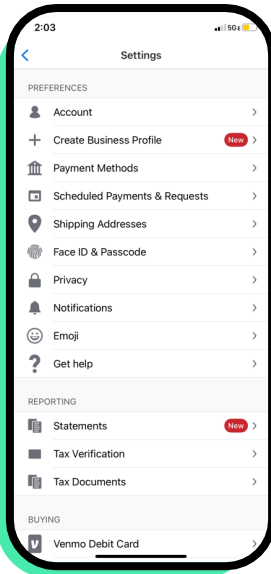
CONTROL YOUR PRIVACY SETTINGS

Venmo is all about connecting with your friends and having fun sharing your latest purchases or travel adventures, but we totally understand you want to decide who gets to see your Venmo payments. In the app, you can choose if you want everyone, friends, or only you and the recipient to see your payments.

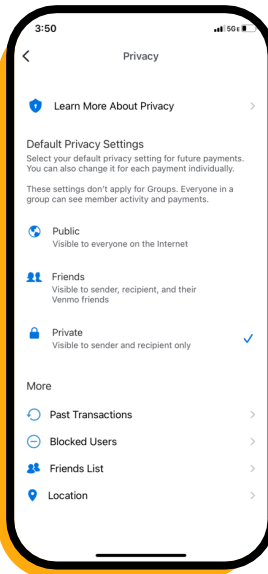**Here's how to adjust your payment privacy settings:**

STEP 1

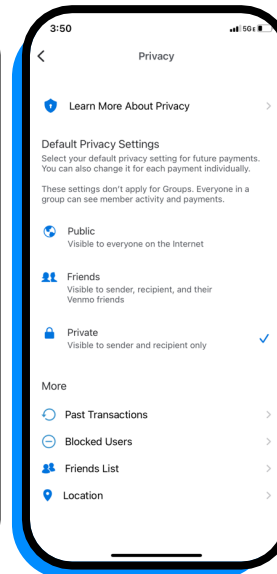Go to the Me tab and tap the Settings gear icon at the top of your screen
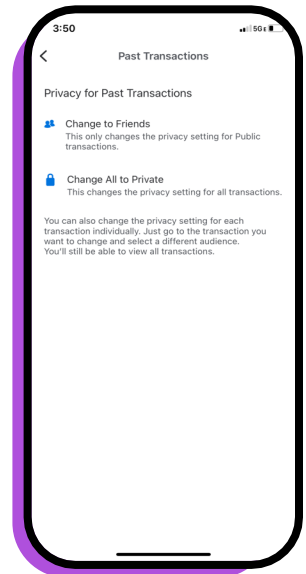
STEP 2

Tap Privacy

STEP 3

Under Default Privacy Settings, choose between public, friends, or private.

STEP 4

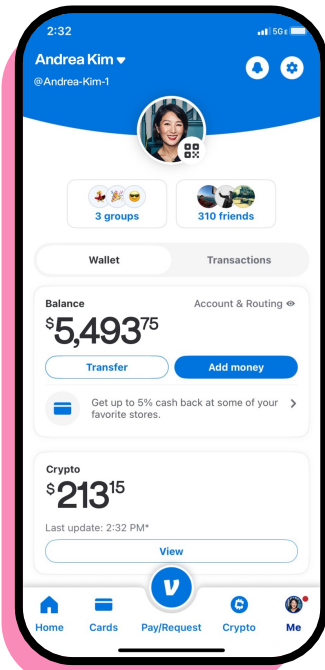You can tap Past Transactions to change your privacy setting

STEP 5

Choose if you want your past transactions to be seen by friends or just you
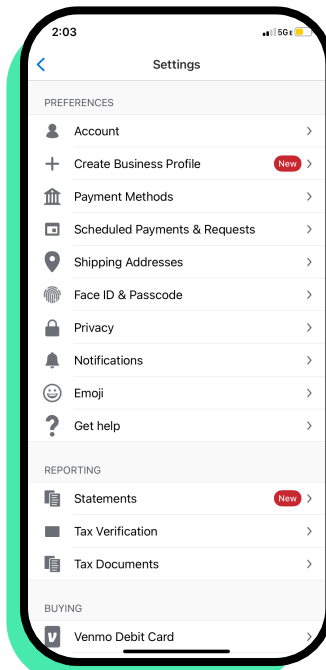
MANAGE YOUR FRIENDS LIST PRIVACY

Now that you've selected your payment privacy, it's time to choose who can see your list of friends on Venmo. You can decide who is in your circle – everyone, your friends, or only you.
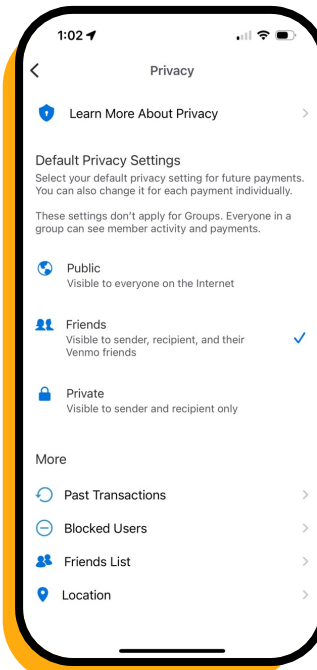
Here's how to do it:

STEP 1

Go to the Me tab and tap the Settings gear icon at the top of your screen
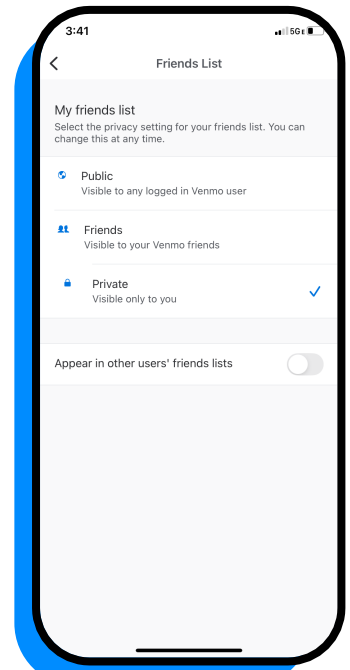
STEP 2

Tap Privacy

STEP 3

Tap Friends List in the More section

STEP 4

Choose your privacy setting – public, friends, or private.

You can also tap the toggle to decide whether you want to be visible in other users' friends lists

SCRUTINIZE PAYMENTS & REQUESTS

At this stage, we hope you're feeling like a Venmo pro – you've added extra security to your account and updated your privacy settings to choose how you want to interact with your friends and family.

Now here's the deal – every once in a while, you may get a Venmo payment or request that makes you scratch your head. Is it legit? Is this someone you know?

Here are some tips to help you avoid getting tripped up:

• Pause before you hit send: Make sure you are sending money to the right account – double check their profile and handle.

• Use Venmo QR codes: Easily find the Venmo profile you're trying to pay with our QR codes.

• Look out for red flags: Pay attention to Scam Alerts that alert users before they send money if something is a potential scam.

• Something feels off? Get help: If you get a request that seems weird, decline the request and report it to ncaahotline@paypal.com. We'll handle it from there.

REPORT HARASMENT & BULLYING

We want Venmo to be a fun, safe place to share payments and connect with one another, but we understand there can be times when bad actors misuse our platform.

If you experience harassment, abusive content, or simply unwanted interactions on Venmo, you can reach out to our dedicated hotline for student-athletes to report it right away and get support immediately.

Reach out to: ncaahotline@paypal.com

Our team can handle:

- Blocking another user who is bothering you

- Reporting another user who is sending you unwanted payments or requests

- Investigating another user who is pretending to be you

- Enrolling you in enhanced monitoring of your account to help mitigate an influx of payments or requests during your season

Quick References

Thanks for staying with us until the end!

We hope this playbook helps you have a fun and safe experience on Venmo.

If you ever need support, don't hesitate to reach out to our student-athlete hotline at **ncaahotline@paypal.com**