

ISU Online Protection Program - Protecting Skaters from Online Abuse

Are you a Skater competing at ISU Events?

Have you been getting abusive comments on your social media?

No athlete should have to deal with online hate.

That's why the ISU has teamed up with Arwen.ai, using technology to help protect athletes from online harassment.

What can the ISU Online Protection Program do for you?

There are two options:

Monitoring: Your Instagram, X, Tik Tok and Facebook accounts are checked for serious abuse. Harmful comments can then be flagged, reported, and investigated if needed.

Auto-moderation: Available for Instagram, TikTok, X, YouTube, and Facebook. Abusive or toxic comments are instantly hidden before anyone can see them.

Both services work in 30 languages.

How to join:

If you're receiving online hate or harassment, you can ask to join the ISU Online Protection Program at any time during the 2025/26 season using this [link](#).

Once you apply:

The ISU team will review your request.

You'll be told if you're added and how to start.

You can stop the moderation or monitoring whenever you like.

FAQ:

Q: Will this service cost me anything?

A: The service is funded by the ISU and is free of charge for athletes who are selected to participate.

Q: Do I have to do anything after I have sent my request?

A: For your accounts to be monitored, you don't need to do anything. For your accounts to be moderated, you will need to follow some simple instructions accessible through a link that will be provided to you once you have been accepted for moderation. You will never be asked for your passwords.

Q. How long will it take to set up the monitoring or moderating service?

A. Once your name has been approved, it will take around 5 working days to implement the monitoring service.

For the moderation service, once you have followed the steps to allow the moderation, the service will be live the next business day.

Q: Will the ISU be able to access my accounts if I allow the moderation?

A: No, the ISU and Arwen.ai will have no access to your accounts. Arwen.ai hides publicly available harmful comments in near real time but doesn't have access to direct messages, doesn't reply to people and does not alter your content. Your privacy is respected at all times.

Q: Will the ISU or Arwen.ai see the comments that are hidden in my moderated accounts?

A: For moderated accounts, the ISU will receive anonymized statistics about the number and type of comments removed. In addition, the ISU and Arwen.ai will be able to view the hidden comments, however any comments quoted in reports, or other such documents will be anonymized.

Q: If my accounts are monitored, what happens if I receive threats or serious abuse?

A: If threats or serious abuse are detected, the ISU will be informed and will review the comments to decide whether there should be any further investigation or action.

Q: How do I stop the moderation or monitoring of my accounts?

A: To stop the moderation or monitoring of your accounts send a request asking to leave the program [here](#). It will take up to 3 working days to stop the moderation or monitoring.