

ScrollOff Portal

Report on the ScrollOff Portal (WP3)

**Digital platform walkthrough,
development rationale & functional
overview**

Delivery: December 2025

Responsible partner: The Hive P.C.



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1. Introduction and purpose of the ScrollOff Portal

The ScrollOff Portal was developed as the core digital output of WP3 and operates as the main practical tool supporting the project's overarching objective: **to equip youth workers with the knowledge, skills, and tools needed to effectively address gender-based hate speech and to support young people in a safe digital environment.**

The partner organization that developed, updated and maintains the ScrollOff Portal is **THE HIVE P.C.**

At the same time, the portal serves as a **protected online space for young people**, offering access to trained youth workers, educational content, and non-invasive interaction mechanisms that respect privacy, anonymity, and safeguarding principles.

By integrating training, peer support, interactive learning, and innovative digital tools into one unified platform, the ScrollOff Portal enhances:

- **Sustainability**, by ensuring long-term access to project results;
- **Transferability**, by allowing use across different countries and youth work contexts;
- **Accessibility**, through multilingual content, intuitive navigation, and inclusive design.

The portal functions both as an **e-learning environment** for youth workers and as a **support and guidance platform** for young people affected by or exposed to gender-based hate speech online.

2. Research and design rationale behind the Portal structure

The structure and functionality of the ScrollOff Portal were informed by **desk research, needs analysis, and partner expertise**, building upon the findings and outputs of earlier work packages, particularly WP2.

2.1 Identified needs

The consortium identified several critical gaps:

- Youth workers often lack **practical, scenario-based training** on gender-based hate speech.
- Existing platforms rarely combine **learning, support, and safe interaction** in one environment.
- Young people require **low-threshold, anonymous access** to trained professionals.
- Digital tools must ensure **privacy, safeguarding, and non-triggering interaction**.

2.2 Pedagogical approach

To address these needs, the partnership adopted:

- **Experiential learning principles**, implemented through role-playing scenarios;
- **Active learning**, allowing users to simulate real-life cases;
- **Supportive digital interaction**, avoiding open chats or public discussions that may escalate harm;
- **Guided reflection**, supported by youth workers and the ScrollOff Bot.

This research led to a **modular portal architecture**, divided into clearly defined sections (S1–S4), each directly linked to the WP3 objectives and activities.

3. General overview of the ScrollOff Portal

The ScrollOff Portal (<https://scrolloff-project.eu/login/index.php>) is a web-based digital platform accessible via standard browsers on desktop and mobile devices.

Its main characteristics include:

- **Secure registration** with the possibility of nickname-based profiles instead of full names.
- **Multilingual content** (English, Greek, Swedish, Czech).
- Embedded and downloadable educational materials in the format of **case-based role-playing scenarios**.
- **Interactive learning environments**.
- **Integrated support mechanisms**.
- **A virtual assistant** (ScrollOff Bot) powered by machine learning.

The portal is structured around four main sections, described below.

4. Portal sections and functionalities

4.1 S1 – Registration & welcome area

Upon entering the ScrollOff Portal, users are invited to create an account.

Account creation process

- Users provide basic information (username, password, role, country, email).
- Users select a nickname, ensuring anonymity.
- No personal data is publicly visible.
- Privacy and data protection comply with GDPR requirements.

After successful registration, users are redirected to the Welcome Page, which includes:

- An introduction to the ScrollOff project
- The aims and values of the portal
- Role-playing scenarios
- Forum and support group
- Link to the project's website

This onboarding process ensures that users understand both the purpose and safe-use principles of the platform.



New account

Username

The password must have at least 8 characters.

Password

Email address

Email (again)

First name

Last name

City/Town



Understanding Youth Needs and Challenges

Collapse all

1 Introduction

Module 1-2

1 Safe Spaces, Strong Voices: Dealing with Online Hate Speech

2 Building Empathy and Awareness

Module 3-4

3 Supporting Victims of Gender-Based Hate Speech and Violence

4 Intervention Techniques for Online Hate Speech

Module 5-6

3 Creating Safe Online Spaces

4 Legal Frameworks and Reporting Mechanisms

Module 7-8



ScrollOff

Global searching is not enabled

Home Page All Courses Forum Support Group Channel Website English (en)

Passive Victims:

- Positive: If Lisa takes action, others may follow her lead, fostering a safer online space. What this means: By speaking up or supporting the victim, Lisa sets an example. Others may gain the confidence to challenge hate speech in the future, leading to a more respectful and inclusive community.
- Neutral: Some acknowledge the issue, but the group remains unchanged. What this means: Lisa's actions may comfort the victim or educate a few people, but if the larger group ignores it, hate speech could still persist in the future.
- Negative: If no one intervenes, the hate speech could escalate, leading to further harm. What this means: The victim may feel increasingly unwelcome and might leave the group. The perpetrator, seeing no consequences, could continue or escalate their behavior, making the online space more toxic.



1:12 Group Chat group community

Hatefe comment?

Hatsie comment?

Who's laughing?

Hateis?

What's backem?

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ScrollOff Helper

S Hello and welcome! 🌟 I'm your ScrollOff Digital Assistant, here to help you with any questions you have, whether in English or Greek, and assist you with your learning.

S

Today

Hello Helper! Could you give me information on the ScrollOff Project?

Delivered

The ScrollOff Project is an EU-funded initiative designed to help youth workers and young people recognize, prevent, and respond to online hate speech. It focuses on gender-based and intersectional discrimination while promoting empathy, inclusion, and safe digital spaces. The project aims to educate youth workers about digital safety, empathy, legal rights, and victim support using real-life examples and role-playing exercises.

S

Type your message...

by Botpress



4.2 S2 – Learning environment

The Learning Environment is the educational core of the ScrollOff Portal and primarily targets youth workers and support group candidates.

Hosted materials

This section includes:

·Role-playing scenarios on gender-based hate speech, online violence, prevention strategies, regulatory frameworks, support mechanisms, online platforms and reporting, and youth workers' support.

- Additional educational resources related to:
 - Gender-based hate speech
 - Online violence
 - Prevention strategies
 - Youth support methodologies

All materials are available:

- In embedded digital format (viewable directly on the portal)
- As downloadable files for offline use

Role-playing scenarios

A key innovation of the portal is the use of role-playing scenarios as training courses.

Characteristics:

- Scenario-based learning reflecting real-life cases
- Decision-making pathways and guided responses
- Focus on empathy-building and ethical judgment
- Designed specifically for youth workers

The role-playing scenarios are available in:

- English
- Greek
- Swedish
- Czech

This multilingual approach significantly increases accessibility and transferability across partner countries.

4.3 S3 – Support group channel

The Support Group Channel operationalises the portal's practical support function.

Youth worker support network

- Trained youth workers are available as representatives
- Young people can:
 - Search for a youth worker
 - Request support
 - Arrange a private session or chat

All interactions are:

- Request-based
- Moderated
- Conducted within safeguarding and ethical frameworks

This section transforms training into real-world application, allowing youth workers to actively support young people dealing with gender-based hate speech.

4.4 S4 – Users' forum

To maintain a safe digital environment, the ScrollOff Forum was designed as an innovative, non-direct communication space.

Key features:

- Users cannot directly message each other
- Interaction takes place through polls
- Users can:
 - Create polls
 - React to others' opinions
 - View aggregated results

This approach:

- Encourages participation without exposure
- Prevents harassment or triggering discussions
- Promotes reflection and collective awareness

The forum supports the development of a sense of community while respecting safety and anonymity.

5. ScrollOff Bot – Virtual Assistant integration

An innovative feature of the ScrollOff Portal is the ScrollOff Bot, a virtual assistant integrated into the platform.

5.1 Purpose and function

The ScrollOff Bot uses machine learning (ML) technologies to:

- Answer questions related to:
 - Role-playing scenarios
 - Gender-based hate speech
 - Project-related topics
- Provide real-time guidance
- Support learning without replacing human interaction

5.2 Educational value

The bot:

- Enhances autonomous learning
- Offers immediate clarification
- Reinforces key concepts
- Supports users during scenario-based training

By combining AI support with human youth workers, the portal achieves a balanced digital support ecosystem.

6. Technical development pathway

The technical development of the ScrollOff Portal followed a step-by-step, iterative approach, aligned with WP3 activities.

6.1 Architecture and system design (WP3.A2)

Partners examined multiple technical architecture options to ensure:

- Scalability
- Reliability
- User-friendliness
- High performance

A mock-up was developed and tested to validate:

- Navigation logic
- Section structure
- User experience (UX)

6.2 Development components (WP3.A3)

Key components included:

- Development of the underlying system
- System reliability, usability, and efficiency testing
- Integration of instructional support tools
- User interface (UI) design
- Visual development of role-playing scenarios

6.3 Testing and piloting (WP3.A4)

During the second transnational meeting in the Czech Republic:

- The final portal was presented to partner staff
- A pilot activity was conducted
- Feedback was collected both on-site and online

6.4 Finalisation and translation (WP3.A5)

Based on feedback:

- Technical and content improvements were implemented
- The portal and all materials were translated into partners' national languages
- Final adjustments ensured accessibility and inclusivity

7. Navigation Guide for users

Once logged in, users can:

- Access the dashboard
- Navigate between sections via the main menu
- Filter and select learning materials
- Engage with role-playing scenarios
- Contact the support group
- Participate in forum polls
- Use the ScrollOff Bot at any point

The intuitive layout ensures that users with varying digital skills can easily benefit from the portal.

8. Contribution to WP objectives and project impact

The ScrollOff Portal directly supports WP3 objectives by:

- Providing a comprehensive training environment
- Enabling practical application through support channels
- Promoting a safe digital community
- Strengthening European cooperation and identity
- Ensuring long-term availability of project results

By integrating education, support, innovation, and safeguarding, the ScrollOff Portal stands as a sustainable, transferable, and impactful digital solution for addressing gender-based hate speech among young people.



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