

# Twitter Reporting Guide

Scottish Business Resilience Centre

# Twitter.

Twitter is a website and mobile app for sharing news and media. Tweets from users you follow are presented in chronological order, making it useful for following and discussing the content. Tweets are limited to 280 characters, keeping discussion simple but also sometimes preventing the user from getting the full story. Twitter has been involved in a number of controversies, particularly around former US President Trump, who was very active on the site. He made many controversial tweets over the period of several years, taking advantage of Twitter's reluctance to ban a sitting president, to spread intolerance and disinformation. The site was the first of many social media platforms to ban him.

As with any social media platform, there are bad actors who may try to spread hatred and disinformation. There are ways to prevent this, primarily through reporting and blocking offending accounts. Below you will find a series of steps you can follow in order to create a safer and more honest online environment for yourself and all of us!

**Note:** Please be aware that these screenshots may not appear the same on different devices!

#### **Reporting and Blocking**

#### Tweets

To report a tweet, click the three dots in the top right corner of the tweet:



Then, from the dropdown menu, select 'Report Tweet':



Once you have selected that you wish to report the tweet, you can select which of these statements best describes the problem with the tweet. Select one of these options, and your report is complete.

← Report an issue
Help us understand the problem. What is going on with this Tweet?
I'm not interested in this Tweet
It's suspicious or spam
It displays a sensitive photo or video
It's abusive or harmful
It expresses intentions of self-harm or suicide
Learn more about reporting violations of our rules.



## Accounts

To report a Twitter account, select the icon with three dots at the top of their profile:



OR



Then select 'Report [account handle]' at the bottom of the dropdown menu:



Now select which description bests fits the issue you are reporting the account for:

<ul> <li>Report an issue</li> </ul>
Help us understand the problem. What issue with @Twitter are you reporting?
I'm not interested in this account
It's suspicious or spam
It appears their account has been hacked
They're pretending to be me or someone else
Their Tweets are abusive or hateful
Their profile info and/or images include abusive or hateful content
They're expressing intentions of self-harm or suicide
Learn more about reporting violations of our rules.

#### Messages

To report a direct message in Twitter from a desktop device, hover over the message with your cursor, and then select the 'three dots' icon to the right of the message:



Then, select 'Report message' from the menu:



If you are using a mobile device, hold down on the message that you want to report until a menu pops up, and then select 'Report message' from that menu. Once you have selected 'Report message', choose which of the following descriptions fit your issue with the message best:

	It's spam
	It's abusive or harmful
)C	ort the account that has sent you a mess

To report the account that has sent you a message, select the 'i' icon in the top right corner of your direct messages:



Then, from the menu, select 'Report [account handle]'. If you are reporting a group conversation, this option will say 'Report conversation'.

Notifications
Mute conversation
Black of
Report conversation
Leave conversation

OR

You will then have to select the most fitting description for why you are reporting the account or conversation – the same as if you were reporting a single message.

#### **Trends**

To report a trend, either in the 'What's happening' section of your homepage or in the 'Explore' page, select the three dots in the top right corner of the trend:



Then, from the dropdown menu, select the best-fitting description of your issue with the trend:



#### Privacy

To manage your account's privacy settings from the desktop, from the left-hand menu select "More":



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Then "Settings and privacy" from the pop-up menu.



From the settings menu, select "Privacy and safety"

Settings	
Your account	>
Security and account access	>
Privacy and safety	>
Notifications	>
Accessibility, display, and languages	>
Additional resources	>

This gives the user access to a wide-range of privacy controls.

# **Direct Messages**

From the Privacy and safety menu, select "Direct Messages".

Your Twitter activity			
-893	Audience and tagging Manage what information you allow other people on Twitter to see.	>	
	Your Tweets Manage the information associated with your Tweets.	>	
	Content you see Decide what you see on Twitter based on your preferences like Topics and interests	>	
	Mute and block Manage the accounts, words, and notifications that you've muted or blocked.	>	
	Direct Messages Manage who can message you directly.	>	
	Discoverability and contacts Control your discoverability settings and manage contacts you've imported.	>	

#### This gives you three tick-box options;

"Allow message requests from everyone" Enable this to allow any account to send you a message request, rather than just accounts that you follow. This could be preferable for business accounts, but may not be for personal accounts.

"Allow message requests from everyone"	Enable this to allow any account to send you a message request, rather than just accounts that you follow. This could be preferable for business accounts, but may not be for personal accounts.
"Filter low-quality messages"	Enable this to allow Twitter to automatically detect and filter spam or low-quality message requests. These will be sent to a different inbox, which the user can still access. Note that disabling this does not prevent Twitter from seeing the contents of your messages.
"Show read receipts"	Enable this to allow people to see when you have opened their messages.

#### Direct Messages

Manage who can m	essage you directly.
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Allow message requests from everyone

Let people who you don't follow send you message requests and add you to group conversations. To reply to their messages, you need to accept the request. Learn more

Filter low-quality messages Hide message requests that have been detected as being potentially spam or low-quality. These will be sent to a separate inbox at the bottom of your message requests. You can still access them

#### Show read receipts

## Audience and tagging

From the Privacy and safety menu, select "Audience and tagging".

Your	Twitter activity	
	Audience and tagging Manage what information ou allow other people on Twitter to see.	
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This gives you two options. To hide your Tweets and some account information from accounts who do not follow you, enable "Protect your Tweets";

<ul> <li>Audience and tagging</li> </ul>	
Manage what information you allow other people on Twitter to see.	
Protect your Tweets When selected, your Tweets and other account information are only visible to people who folk you. Learn more	
Photo tagging Anyone can tag you	

Then select "Protect" from the pop-up.



To manage being tagged in photos, select "Photo tagging".

<ul> <li>Audience and tagging</li> </ul>	
Janage what information you allow other people on Twitter to see.	
Protect your Tweets When selected, your Tweets and other account information are only visible to peopl ou. Learn more	le who follow
Photo tagging Anyone can tag you	

#### Disable "Photo tagging" to allow no one to tag you.

Photo tagging	
Photo tagging Illow people to tag you in their photos and receive notifications when they do so.	

With "Photo tagging" enabled, you can also allow only people you follow to tag you.

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#### Location information

To prevent location information being shared with your Tweets, select "Your Tweets" from the Privacy and safety menu.



Then select "Add location information to your Tweets"



Ensure "Add location information to your Tweets" is disabled. You can also choose to remove all location information from your previous Tweets.



# **Sensitive Content**

To prevent sensitive content being shown in your feed, select "Content you see" from the Privacy and safety menu.

Privac	y and safety	
	rhat information you see and share on Twitter.	
Your 1	l'witter activity	
225	Audience and tagging Manage what information you allow other people on Twitter to see.	
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Disable the "Display media that may contain sensitive content" option.

#### Content you see

Decide what you see on Twitter based on your preferences like Topics and interests

Display media that may contain sensitive content	
Торіся	
Interests	
Explore settings	
Search settings	

To prevent sensitive content being shown in your search results, select "Search settings"

<ul> <li>Content you see</li> </ul>	
Decide what you see on Twitter based on your preferences like Topics and interests	
Display media that may contain sensitive content	
Topics	
Interests	
Explore settings	
Search settings	

Then, enable "Hide sensitive content" and "Remove blocked and muted accounts" to prevent these being shown in your search results.

× Search settings
Hide sensitive content This prevents Tweets with potentially sensitive content from displaying in your search results. Learn more
Remove blocked and muted accounts Use this to eliminate search results from accounts you've blocked or muted. Learn more

#### Discoverability

To manage your discoverability settings, select "Discoverability and contacts" from the Privacy and safety menu

Privacy and safety		
Manage w	hat information you see and share on Twitter.	
Your 1	witter activity	
2 <u>6</u> 65	Audience and tagging Manage what information you allow other people on Twitter to see.	
Ø	Your Tweets Manage the information associated with your Tweets.	
	Content you see Decide what you see on Twitter based on your preferences like Topics and interests	
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With this menu you can allow people to find your twitter account using your email address and/or mobile number.

<ul> <li>Discoverability and contacts</li> </ul>	
Control your discoverability settings and manage contacts you've imported.	
Discoverability	
Decide whether people who have your email address or phone number can find and connec you on Twitter.	ct with
Let people who have your email address find you on Twitter Let people who have your email address find and connect with you on Twitter. Learn more	0
Let people who have your phone number find you on Twitter	0

#### **Downloading Your Data**

Under GDPR, you are entitled to view all data an organisation stores about you if you request it. To download the data Twitter stores about you, select "Your account" from the settings menu

Settings	
Your account	>
Security and account access	>
Privacy and safety	>
Notifications	>
Accessibility, display, and languages	>
Additional resources	>

Select "Download an archive of your data", and confirm your password.

Your /	Account	
See inforn account d	nation about your account, download an archive of your data, or learn about your eactivation options	
	Account information See your account information like your phone number and email address.	
	Change your password Change your password at any time.	
*	Download an archive of your data Get insights into the type of informatic stored for your account.	
	TweetDeck's Team Invite anyone to Tweet from this account using TweetDeck's Teams.	
Ś	Deactivate your account Find out how you can deactivate your account.	



#### Select "Request archive".



Twitter will begin preparing a folder containing all of your data, notifying you by email when this is ready to download. This may take several hours.

#### Sources

https://twitter.com/en/privacy

https://www.nytimes.com/2021/01/16/technology/twitterdonald-trump-jack-dorsey.html

https://www.nbcnews.com/tech/tech-news/twitterpermanently-bans-president-donald-trump-n1253588

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