



Twitter

Reporting Guide

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!

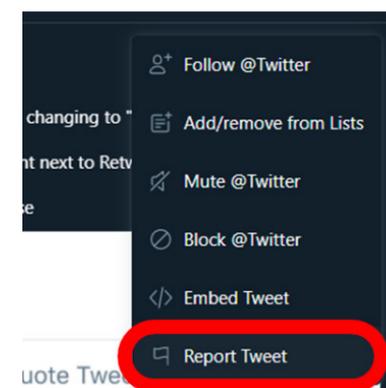
Reporting and Blocking

Tweets

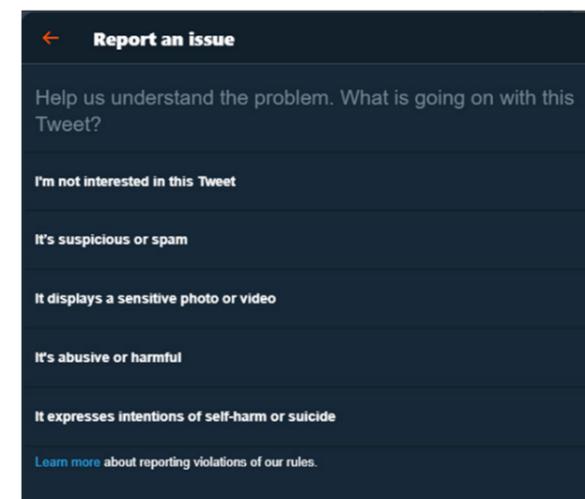
To report a tweet, click the three dots in the top right corner of the tweet:



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.



Accounts

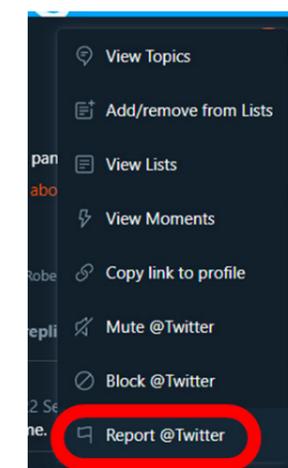
To report a Twitter account, select the icon with three dots at the top of their profile:



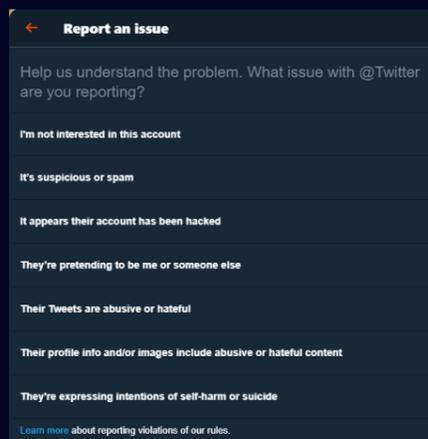
OR



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



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



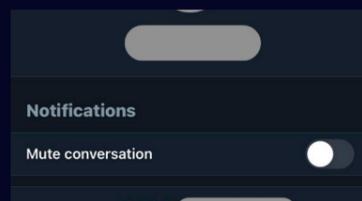
Once you have selected 'Report message', choose which of the following descriptions fit your issue with the message best:



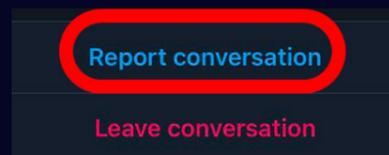
To report the account that has sent you a message, select the 'i' icon in the top right corner of your direct messages:



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



OR



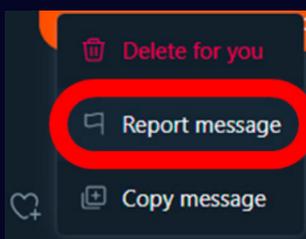
You will then have to select the most fitting description for why you are reporting the account or conversation – the same as if you were reporting a single message.

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:



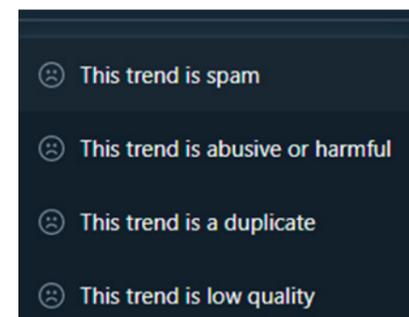
If you are using a mobile device, hold down on the message that you want to report until a menu pops up, and then select 'Report message' from that menu.

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:

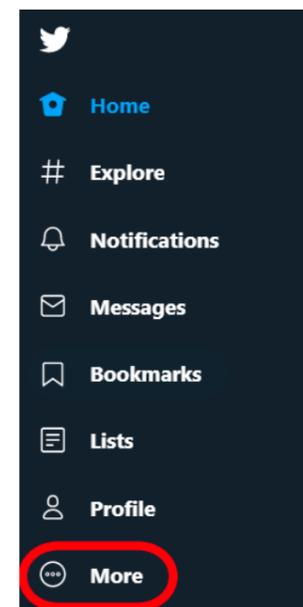


Then, from the dropdown menu, select the best-fitting description of your issue with the trend:

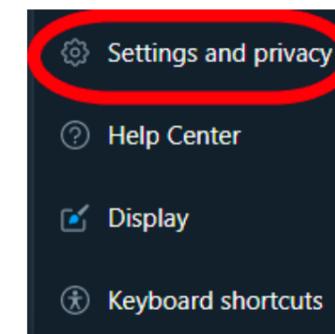


Privacy

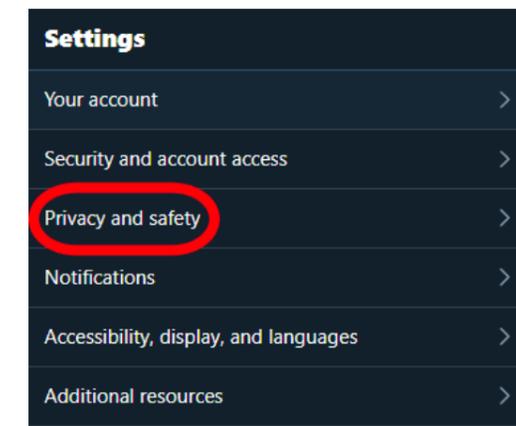
To manage your account's privacy settings from the desktop, from the left-hand menu select "More":



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



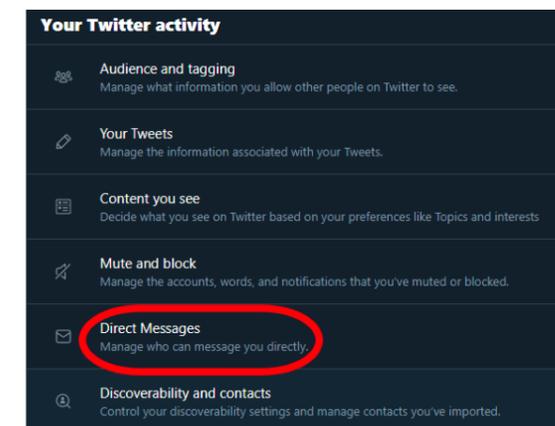
From the settings menu, select "Privacy and safety"



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

Direct Messages

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



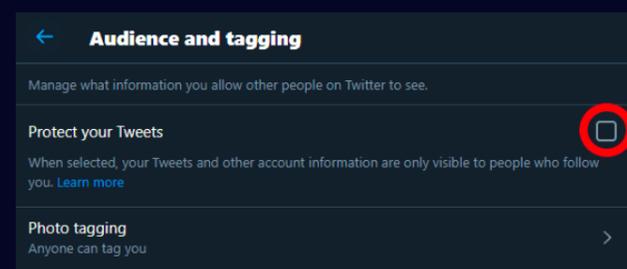
This gives you three tick-box options;

“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.



This gives you two options. To hide your Tweets and some account information from accounts who do not follow you, enable “Protect your Tweets”;



Then select “Protect” from the pop-up.

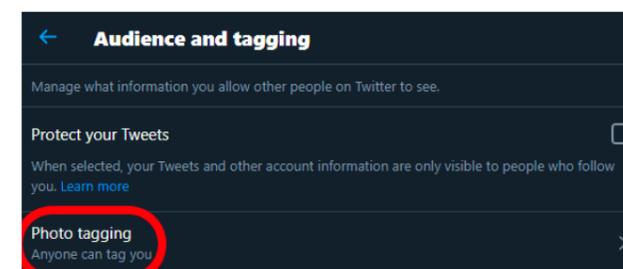


Audience and tagging

From the Privacy and safety menu, select “Audience and tagging”.



To manage being tagged in photos, select “Photo tagging”.



Disable “Photo tagging” to allow no one to tag you.

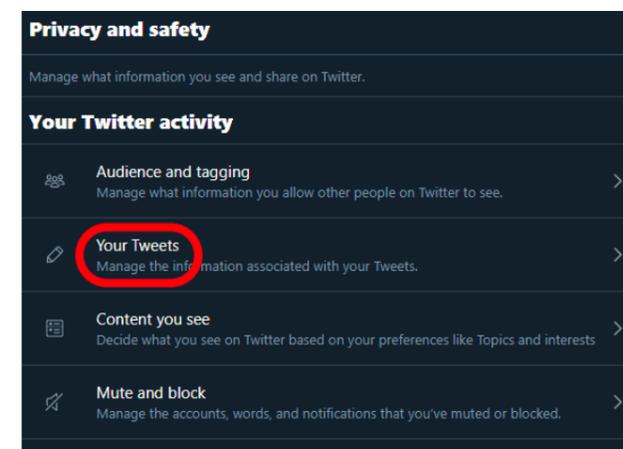


With “Photo tagging” enabled, you can also allow only people you follow to tag you.



Location information

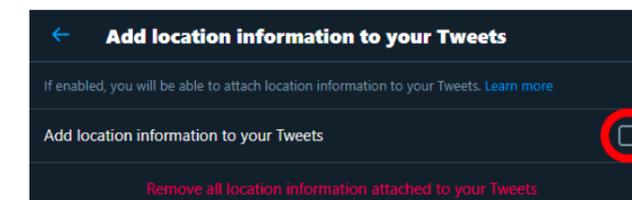
To prevent location information being shared with your Tweets, select “Your Tweets” from the Privacy and safety menu.



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.

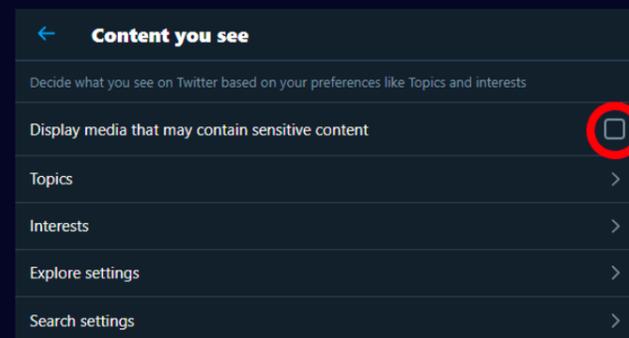


Sensitive Content

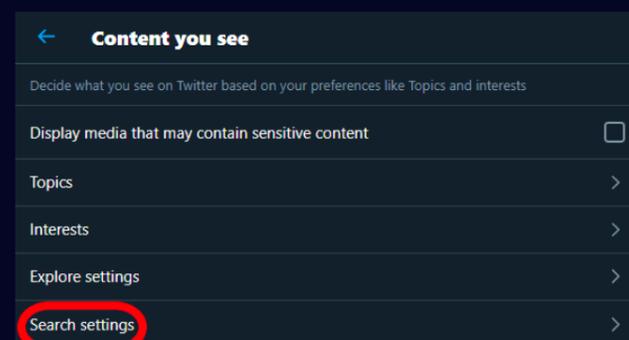
To prevent sensitive content being shown in your feed, select “Content you see” from the Privacy and safety menu.



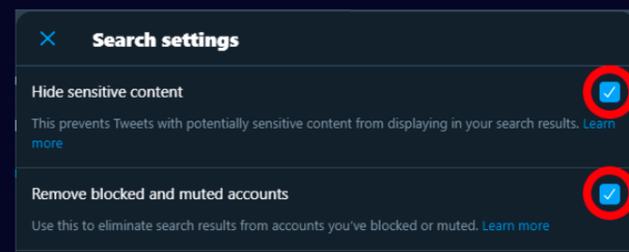
Disable the "Display media that may contain sensitive content" option.



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



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

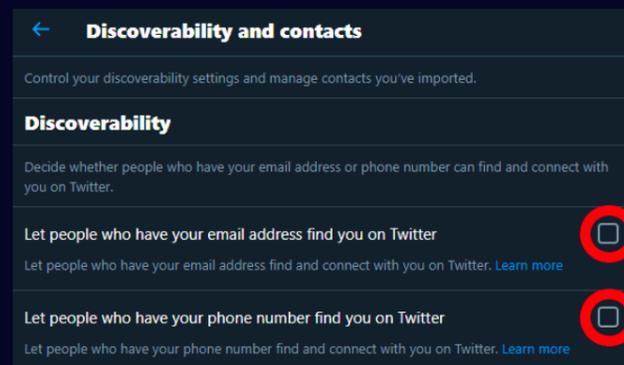


Discoverability

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

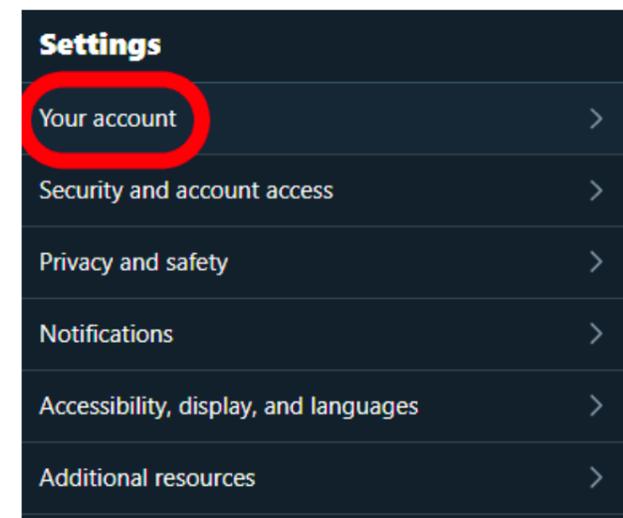


With this menu you can allow people to find your twitter account using your email address and/or mobile number.

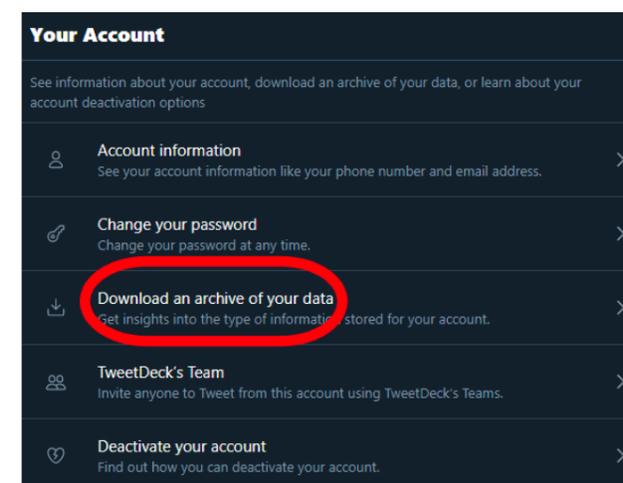


Downloading Your Data

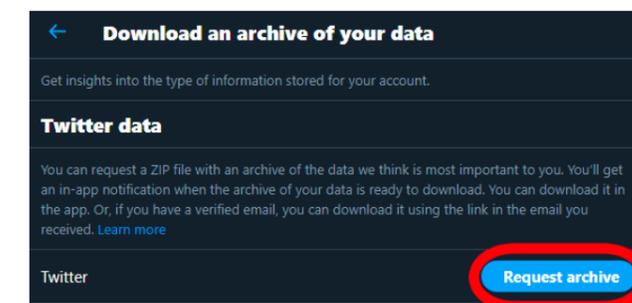
Under GDPR, you are entitled to view all data an organisation stores about you if you request it. To download the data Twitter stores about you, select "Your account" from the settings menu



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



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/twitter-donald-trump-jack-dorsey.html>

<https://www.nbcnews.com/tech/tech-news/twitter-permanently-bans-president-donald-trump-n1253588>



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