



How to use Twitter

A practical reference guide

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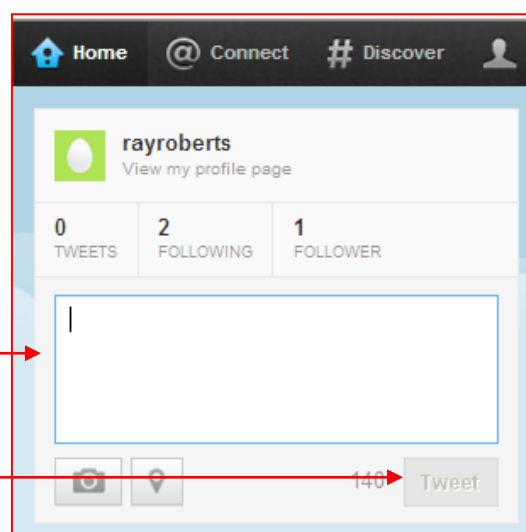
Tweeting is easy.

After registering with Twitter you can begin to post Tweets immediately.

On your Home page you will see the Tweet box where you type your Tweet (maximum 140 characters).

Click the tweet button to post your Tweet.

The rest of this guide explains the 'more to it than that'



What is Twitter?

Twitter is an information network made up of 140-character (maximum) messages called Tweets. It's an easy way to discover the latest news related to subjects you care about.

**You can use Twitter on your Computer,
Tablet or Mobile Phone.**
(Internet access required)

How is it useful?

Twitter contains information you will find valuable. Messages (*Tweets*) from users you choose to follow will show up on your home page for you to read. It's like being delivered a newspaper whose headlines you'll always find interesting – you can discover news as it's happening, learn more about topics that are important to you, and get the inside scoop in real time. Getting the message out to members and developing campaign opportunities is lightening fast.

How to start using Twitter:

If you remember one thing after signing up to Twitter, it should be this: **reading Tweets and discovering new information whenever you check in on your Twitter timeline is where you'll find the most value on Twitter.** Some people find it useful to contribute their own Tweets, but the real magic of Twitter lies in absorbing real-time information that matters to you.

SECURITY

Keeping your account secure

(This information is from the Twitter website)

Safe Tweeting: The Basics

We want Twitter to be a safe and open community. This help page provides some information and tips to help you practice safe Tweeting and keep your account secure. Here are some basics:

- Use a strong password.
- Watch out for suspicious links, and always make sure you're on Twitter.com before you enter your login information.
- Don't give your username and password out to untrusted third-parties, especially those promising to get you followers or make you money.
- Make sure your computer and operating system is up-to-date with the most recent patches, upgrades, and anti-virus software.

Twitter is working to improve their responses to security threats, but user accounts and computers can sometimes become compromised by phishing, hacks, or viruses. If you think your account has been compromised, please visit the Twitter help page for compromised accounts to find out how to fix it quickly!

You can help protect your account by following some easy precautions, discussed below.

Use a Strong and Unique Password

When you set up your account, be sure to choose a strong password (*at least 10 characters that include upper and lower case characters, numbers, and symbols*). You should always use a unique password for each website you use; that way, if one account gets compromised, the rest are safe.

Also, please use a secure and private email address to associate with your Twitter account. If you forget your password, you'll be able to get instructions for resetting it emailed to that address.

I. Two essential password rules:

The following two rules are the bare minimum that you should follow while creating a password.

Rule 1 – Password Length: Stick with passwords that are at least 8 characters in length. The more characters in the password the better, as the time taken to crack the password by an attacker will be longer. 10 characters or longer are best.

Rule 2 – Password Complexity: Passwords should contain at least one character from each of the following group.

1. Lower case alphabets
2. Upper case alphabets
3. Numbers
4. Special Characters

Use a Password Manager. Strong passwords are hard to remember. So, as part of creating a strong password you need a reliable and trustworthy way of remembering the strong password. Using a password management tool to store passwords should really become a habit. Anytime you create a password, note it down on a password manager tool, that will encrypt the password and store it safe for you.

Password Dragon is one such free, easy and secure password manager that works on Windows, Linux and Mac. This can also be launched from the USB drive. There are lots of free password manager tools available, choose the one that best suits your taste and use it.

<http://www.passworddragon.com/>

<https://support.twitter.com/>

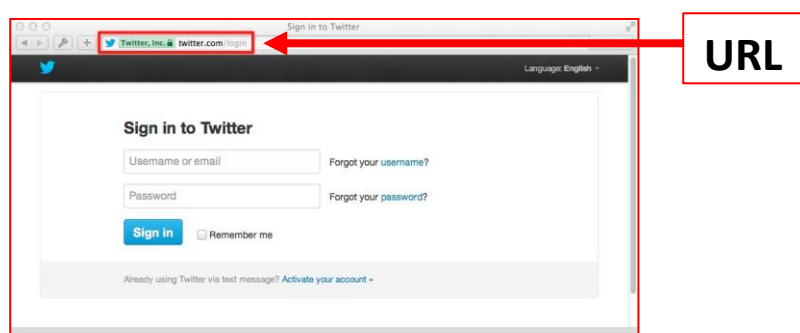
The Merseyside Trade Union Education Unit

Always Check that You're at Twitter.com Before Logging In

Phishing is when someone tries to trick you into giving up your username and password, usually so they can send out spam to all your followers from your account. Often, they'll try to trick you with a link that goes to a fake login page.

Be wary of weird links in DMs (Direct Messages): Be cautious when clicking on odd links in DMs. Even if the link came from a friend, it's possible that their account was compromised and the URL was actually sent out by a spammer.

Make sure you're on Twitter.com before logging in: Whenever you are prompted to enter your Twitter password, just take a quick look at the URL and make sure you're actually on Twitter.com.



You can find the URL in the address bar of your browser. Twitter domains will always have the <http://twitter.com/> as the base domain. Here are some examples of Twitter login pages:

- <https://twitter.com/>
- <https://twitter.com/login>

Phishing websites will often look just like Twitter's login page, but will actually be a website that is not Twitter. Here are some examples of URLs that are **NOT** Twitter pages:

- <http://twitter.example.com>
- <http://twitter.photobucket.example.com>
- <http://twitter.com@example.com>

If you think you may have been phished, change your password as soon as possible and visit the twitter help page for compromised accounts.

Log in directly at Twitter.com if you're unsure: If you're ever uncertain of a website, just type Twitter.com into your browser bar, hit enter, and log in directly from our homepage.

Twitter Won't Contact You Asking for your Password

Twitter will never ask you to provide your password via email, direct message, or @reply.

Twitter will never ask you to download something or sign-in to a non-Twitter website. Never open an attachment or install any software from an email that claims to be from Twitter; it's not.

If Twitter suspect your account has been phished or hacked, they may reset your password to prevent the hacker from misusing your account. In this case, they'll email you a link to where you can reset your password. Again, this link will always be on the **<http://twitter.com/>** website, and they will never ask you to provide your password via email, direct message, or @reply.

Tip: If you're getting password reset emails you didn't request, you might consider verifying a phone with your account to prevent other users from mistakenly typing your username into the password reset form. Twitter always asks for phone number confirmation before they send any user-requested password reset emails.

Evaluating Links on Twitter

Lots of links are shared on Twitter, and many are posted with URL shorteners. URL shorteners, like **bit.ly** or **TinyURL**, create unique, shortened links that redirect to your longer link so it can be more easily shared. URL shorteners can also obscure the end domain, making it difficult to tell where the link goes to.

In general, please use caution when clicking on links. If you click on a link and find yourself unexpectedly on a page that resembles the Twitter login page, don't give up your username and password! Just type in Twitter.com into your browser bar and log in directly from the Twitter homepage.

Keep your Computer and Browser Up-to-date and Virus-free

Keep your browser and Operating System updated with the most current versions and patches; patches are often released to address particular security threats. Be sure to also scan your computer regularly for viruses, spyware, and adware.

If you're using a public computer, like at a library or school, make sure you always sign out of Twitter when you're done (there's a "Sign Out" link in the upper right of the site).

Select Third-party Applications with Care

There are lots of third-party programs and applications you can use with your Twitter accounts. These applications are built on the Twitter platform by external developers and allow you to do an array of neat things with your account. However, you should be cautious before giving up control of your account to someone else.

There are two ways to grant an application access to your account. The first is a secure protocol called **OAuth**. This is our recommended connection method and doesn't require you to give out your username and password. The other way to connect requires you to give your Twitter username and password and is called Basic Authentication. You can find out more about OAuth and Basic Authentication on the Twitter 'Connecting to Third-Party Application' help page.

You should be particularly cautious when you're asked to give your username and password to an application or website. When you give your username and password to someone else, they have complete control of your account and can lock you out or take actions that cause your account to be suspended. Be wary of any application that promises to make you money or get you followers. If it sounds too good to be true, it probably is!

Some legitimate applications do ask for your username and password. These include installed applications you use for tweeting from your desktop or mobile phone. Just be sure to research applications thoroughly before providing account access.

Revoke access for any third-party application that you don't recognize by visiting the Applications tab (**Apps**) in Account Settings on your twitter home page.

Basic Twitter Terms You Must Know

When you've [created a Twitter account](#), the next step is to understand the corresponding jargon that comes alongside your seamless operation of the platform.

Posting and reading messages on your Twitter timeline is easy, but not knowing the top basic terms below will have you feeling lost. Here are the basic terms to help you ease into the micro-blogging universe smoothly.

Tweet

The message you post and send out to your followers is called a 'tweet'. You can also use this word as a verb, as with 'tweeting a message'. Twitter has limited the length of tweets to under 140 characters, so the best tweets are those that are concise and direct to the point. Also, tweets are on a public domain, so they are searchable.

Follower

A follower is a Twitter user who has subscribed to your account so he or she can see all your posts and updates on your own page. Generally, if you 'follow' another user, that user follows you back. This is not symmetrical, however, as that user may also choose not to follow back.

The more followers you have, the wider audience your tweets will get and the greater influence you will likely have in the micro-blogging community.

Retweet

Also used as either a noun or a verb, a retweet simply is a sharing of your original post by another user in his or her own page.

Some retweet manually by typing 'RT @username' before adding comments to the post. The 'username' is the original source of the post.

A retweet is used when a user thinks that your post is interesting or entertaining enough to share with his or her own followers.

Unfollow

You don't want this to happen to you on Twitter. Used as a verb, 'unfollow' happens when one of your followers decides he or she doesn't want to be updated with your posts anymore and gets out of your network.

Usual reasons for being unfollowed include poor Twitter Etiquette, uninteresting or crass posts, too much spamming, and basically, too much 'noise'.

Mention

To communicate with another Twitter user, you can either send a direct message (privately) or mention the user in your public post so others can also see.

To mention, simply insert an '@' sign before the username. For example, '@CaptainCook I agree with what you're saying!' Using the mention automatically drives the tweet into the '@Mentions' section of the targets Twitter account.

DM (See next Page)

Short for "direct message", the DM is a tweet-like message that is sent privately and can only be seen by the sender and the receiver. You can only send a DM to somebody who is following you. The limit for DMs is still under 140 characters.

Hashtag (see page 18 also)

A hashtag is a keyword or phrase that is preceded by a pound (#) sign, as with [#improvesmysmartquota](#) or [#BEInformed](#). Anybody who clicks the hashtag will be led to a page that lists all Twitter users who have applied the hashtag in their own posts.

Engagement

When you 'engage' with another user, you are making conversation on Twitterverse with a string of responses and exchanges.

Engagement is important to keeping Twitter followers because it shows that you are human and are capable of having meaningful online connections. Businesses often make engagement a priority in their Twitter marketing strategies to reach out to clients and their target markets.

Feed

A 'feed' is a list of updates or tweets that are constantly being updated. They are usually arranged in chronological order, with the most recently updated ones at the top for easier viewing.

Your home page, for instance, is a feed of tweets of accounts you follow; your own profile page presents a feed of your own tweets, while the search results on Twitter shows a feed of tweets that contain the word/s you are searching for.

URL Shortener

Sometimes, aside from posts, you will want to share URLs or websites to your followers. Because tweets are limited to under 140 characters, online marketers have thought of a way to shorten URLs into clickable tags that will allow your posts to be within length restrictions, i.e. URLs that start with bit.ly, [tinyurl](https://tinyurl.com) or ow.ly.

A [URL shortener](#) creates the micro version of the address that automatically transfers anybody who clicks it to the longer address of the page you want to share.

Trend

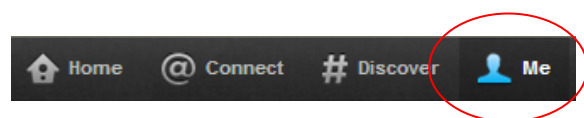
When a hashtag is particularly popular on Twitter, it becomes a trend or a trending topic. The Twitter homepage presents a list of the most popular hashtags at a certain time. Your homepage also shows a list of trends at the left side, although these trends are tailored according to who you are following.

Composing and Sending A Direct Message (DM)

In order to send a DM to another user, that person must be following you. You cannot send a direct message to a user who isn't part of your network. Conversely, you can also only receive a DM from users your follow.

Take note that, like posts, a DM has to be under 140 characters. Otherwise, split your messages so they don't appear broken when the other user gets them.

If your recipient is a follower, all you need to do is select the Direct Message link at the right corner of your Twitter profile and then choose the person you want to send a message to from a drop-down menu. Type your message in and then hit Send to send the message.



Click here to get to your profile page



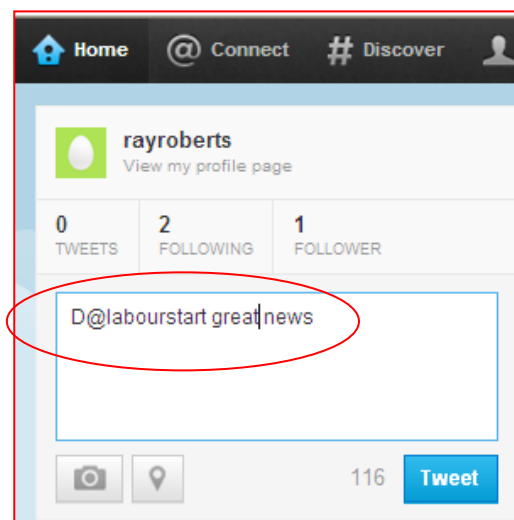
On your profile page you will find the Direct Message (DM) tool here

Another option to send would be to visit your recipient's own Twitter profile and click the Direct Message tab on his or her own page. Type your message in and then click Send.


A DM is different from a @Mention in that it is private; only you and your recipient can see it. A @Mention is posted in the public domain and may be accessed by anybody from both your and your recipient's network.

The Shortcut

You can send a direct message quicker by typing 'D+username+message' on your timeline. For example, you can type in 'D Chris Let's meet up later' and this message goes directly to the recipient's DM messages box.




How Do You Know When You Have A Direct Message?

When the 'Me icon'  has a blue glow under it, it means that somebody has sent you a direct message.

Just click the icon and the list of DMs sent to you appears. Select the specific DM you want to read. To reply to it, simply click the username of the sender to open the conversation thread and type your response in the text box that appears at the bottom of the page. Hit send.



Deleting a Direct Message

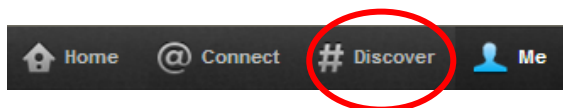
If you're accessing your Twitter account via a computer, you may delete a DM by visiting the icon that resembles a person  and selecting Direct Messages from the drop-down menu.

A pop-up window will appear showing your DM history. Select the conversation you want to delete by hovering your mouse over it so a trash can icon appears. Click the icon.

A message confirming your decision to delete will then appear. Click Delete Message.

When a DM has been deleted, it disappears from both your and your recipient's history and inbox. Conversely, if you think there is something missing from your own DM history list, check with the user other in the DM if he or she has deleted it from his or her list.

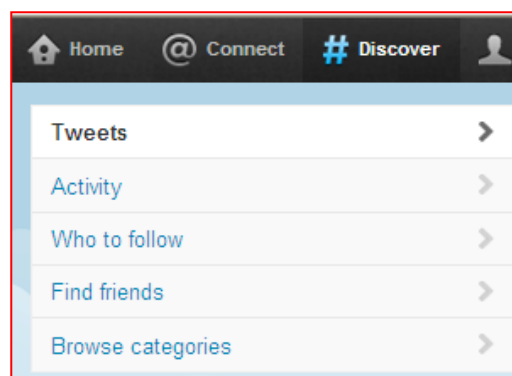
Using the Discover tab



The Discover tab brings together new sources of information for you to follow on Twitter. Read on to learn how to use each element of the Discover tab: Tweets, Activity, Who to Follow, Find Friends, and Browse Categories.

Tweets

The Tweets tab within Discover reveals Tweets that are breaking on Twitter amongst the people you follow and those they follow. Tweets are a collection of topics that people like you are talking about – not all Tweets will have made it into Trends, but we hope all of the Tweets you see are interesting to you. Some may even help you learn something new!



Activity

The **Activity** tab is where you can discover what the people you care about are engaging with on Twitter. Activity shows the latest Favourites, Retweets, and Follows made by the people you follow on Twitter – all in one place.

Who to Follow

Twitter can help you find accounts to follow by directly recommending new accounts that may be of interest to you, based on the accounts you're already following. We suggest some accounts for you on the Discover page.

Find Friends

The **Find Friends** tab under Discover allows you to follow friends and colleagues with a simple contact import from your email address book.

Browse Categories

The **Browse categories** tab under the Discover section includes lists of engaging and well-liked accounts on Twitter, organized by common interests. These suggestions represent just a small sample of all of the great users and content you can follow on Twitter, but can be a great place to get started.

Using Twitter Search



To search for Tweets containing a keyword or hashtag:

1. Enter your search query into the **search box** at the top of the page.
2. Toggle between viewing **People** and **Tweets** results by clicking the menu on the left side of your page.
3. When viewing Tweets, choose to view **Top** or **All** results by clicking the options at the top of your search results timeline. (You can also choose to see results about a given topic from only the accounts you follow by selecting **People you follow**.)

To search for Tweets mentioning a user:

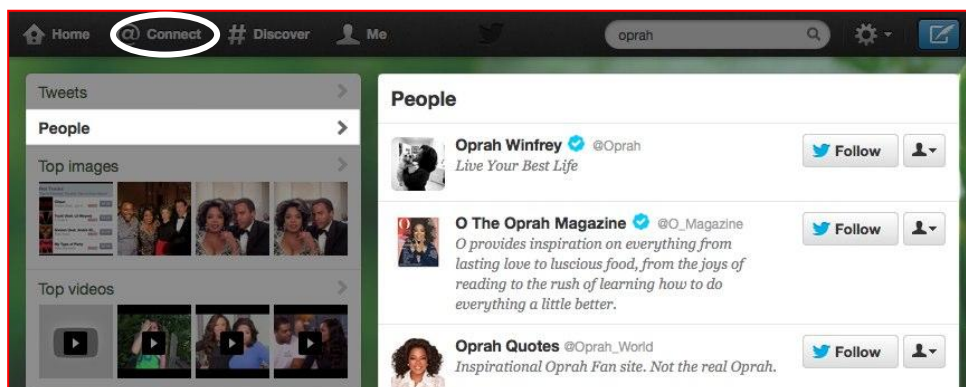
1. Enter the user's **username**, preceded by the **@** symbol, into the **search box** at the top of the page.
2. **Tweets** results display Tweets mentioning the username; **People** results display accounts matching that username. Toggle between the two on the left side of the page.

To search for people or accounts to follow:

Finding people on Twitter

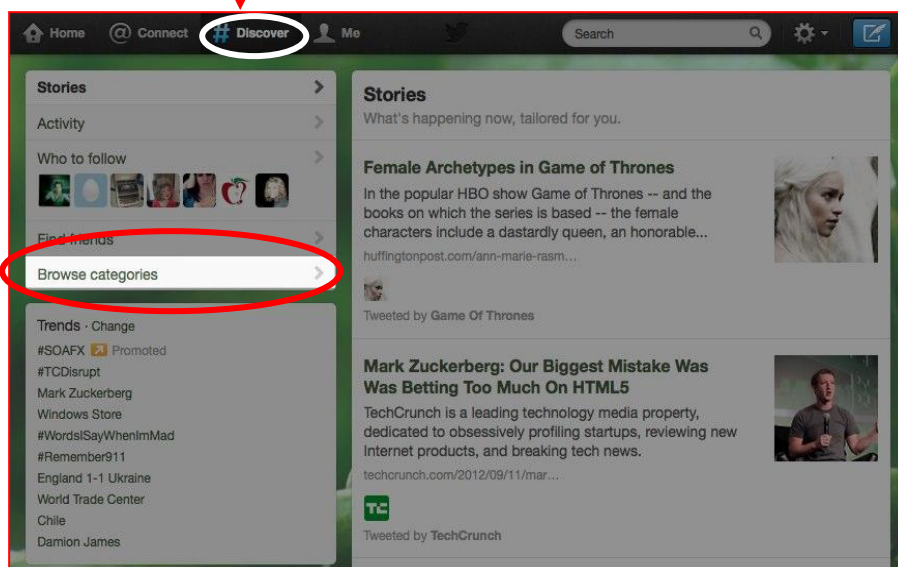
How to find people by name:

1. Type the person's name into the **search box** at the top of your Twitter homepage.
2. Results for your search will show up under the **People** tab on the search results page.
3. You can also search by typing the person's name into the search box on the **Connect** page.



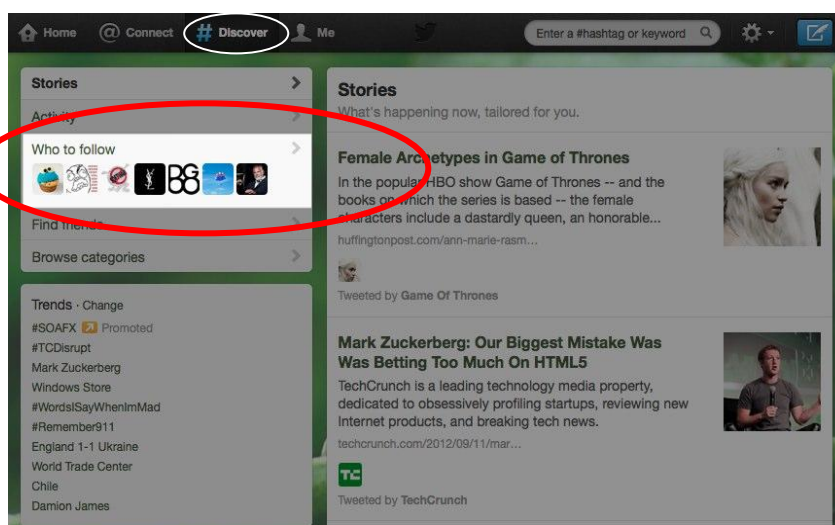
How to browse accounts by interest:

1. From the **Discover** page, click **Browse categories**.
2. Click on any interesting category. You'll be shown a list of accounts you may want to follow.
3. You can also browse by interest using the **search box** at the top of the Browse categories page. Type in a topic (like "news" or "basketball") or a descriptive phrase (such as "ballet dancer" or "actor") and you'll see a list of account results for that search term.



How to browse Twitter's suggestions:

1. On the **Discover** page, click on **Who to follow**.
2. Browse suggestions we've generated for you based on who we think you might find interesting.
3. Click **Follow** to follow any user, or click their username to learn more about them.



Tips:

- If you see a hashtag (#) in someone's Tweet, clicking it will perform a search for Tweets containing that exact hashtag.
- Searching from your Connect tab defaults to people search results (it will show you accounts); searching from your Discover tab defaults to Tweet results for your query. You can switch between the two at any time by clicking the menu on the left side of the page.

Twitter Etiquette

Twitter has evolved from being a mere social networking platform to share interesting tidbits and make friends into a venue for businesses to promote brands, establish thought leadership in various industries, make important policy announcements and a vital campaigning tool for trade unions.

However, with around 500 million tweets being sent out worldwide in a day, it is easier to get lost than build a niche. Abiding by the Twitter rules of engagement the moment you create your account will prevent your followers and potential clients from feeling alienated and clicking that 'unfollow' button.

Twitter may be a highly-public domain, but there still are basic rules that you must follow if you want to maximize your micro-blogging experience. The simplest rule is this: be nice and you'll get nice in return.

Here are 5 guidelines to help make your Twitter experience fruitful.

Twitter Etiquette In 5 Steps



1. Cherish your relationships.

When another user retweets your post or @mentions you, thank him or her. This is a great way to get into a conversation and learn more about your followers. Engagement, or getting into a conversation, is the core of the Twitter experience. If you want to earn the respect and endorsement of your followers (and get more followers), you should interact — and nicely.

If you think saying 'thank you' is too patronizing, you can return the favour and retweet one of their posts.

For example: 'RT @username Time is gold — I certainly agree!'



2. Learn how hashtags really work. (see page 18 also)

Hashtags, or the keywords that begin with the # sign and drive trends, are there to encourage participation among users and to create a community where like-minded people can share thoughts and discuss specific topics, i.e.

#USElections or #MSL. Use them wisely.

Peppering your tweets with too many hashtags is not only defeating the purpose of a hashtag but also very annoying to see. Expect to get unfollowed when you do this.

Another trend on hashtag use is to succeed the # sign with a sentiment, not necessarily a real hashtag that gathers into a thread, as with #imsotiredtoday or #iwishitwerefriiday. They can be amusing to your close group of friends, but your other followers might find these pretentious and self-serving. Use them sparingly if you have to.



3. You are what you tweet.

Be mindful of what you post because anything you place on your timeline will be accessed by all of your followers and seen by their own followers.

You might have been in an embarrassing situation at the office and found the photo nice to share with friends. However, do note that it will also reach a horde of strangers and possibly your boss, who might not appreciate what you have made public.

Posting inappropriate photos and using explicit language is also a big NO.

You also don't have to post a blow-by-blow account of what you did since you woke up in the morning, what you ate, where you went, etc. This can be very annoying for followers who would like to see only valuable information shared on their timelines. Before you know it, they could already be blocking your tweets. Resist the urge to over-tweet.



4. Know your audience.

When you post a tweet, you are doing it not just for yourself but also for the benefit of your followers. That said, be mindful of the types of content you get out and ensure that they are valuable and relevant to your readers. Speak to your followers.

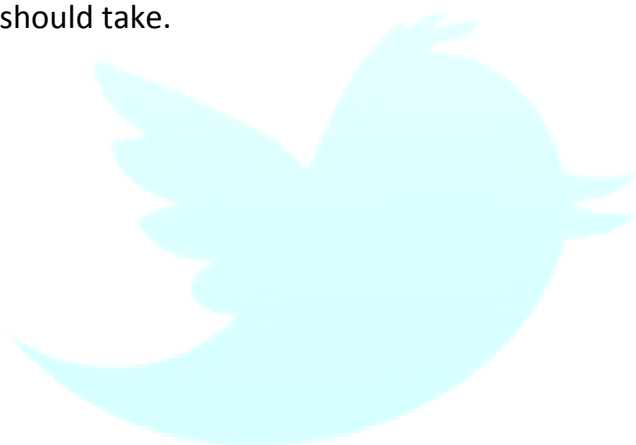


5. When in doubt, have common sense prevail.

Don't post anything you wouldn't try to defend face to face. If you're unsure, don't post it online, or just send it privately via a direct message. Better yet, protect your tweets so they don't go public.

Bear in mind, though, that by protecting your tweets you have a greater responsibility to the users who are actually subscribed to see your posts. So make them count.

Overall, Twitter is a platform for communication and information-sharing. While you have all the liberty in the world to post whatever you like, whenever you like, you have an unspoken responsibility to share only what is relevant, interesting, or valuable. If you want to expand your Twitter following, this is the route you should take.



What is the Difference Between @Replies and @Mentions?

 [Vanessa Doctor](#) June 23, 2012

While Twitter is designed for people all over the world to consume real-time information easily off each other, it is also a platform that encourages interaction and conversation among its users.

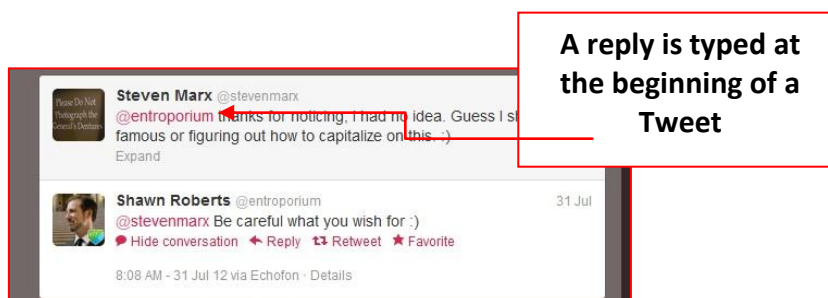
Replies and Mentions are two ways for Twitter users to exchange ideas.

How are Replies and Mentions Different?

A reply is a response in the form of a post to another user, usually to answer a question or in reaction to an idea that has been posted. To reply, type in the '@' sign followed by the username, i.e. @username and then follow with your message.

Remember to keep your reply to under 140 characters. The @reply will appear in the public area of your timeline for your network to see.

Here's an example.



A mention is not necessarily a direct response to another user and is mostly applied as an FYI (For Your Information). It is placed anywhere in the body of the tweet, not at the beginning, i.e. It's a great day today @username.

Replies can be considered mentions, so it's easy to interchange them. The main difference is their purpose and their delivery.

Any tweet that contains your username, whether it's a @reply or a @mention, will appear in your Mentions Tab on the Connect page. If you mention more than one username in your Tweet, these people will all see the Tweet in their own Mentions tabs.



How Do I Know Which Tweet Has Received A Reply?

You might have sent several tweets and want to know who among your network replied to whatever tweet.

To find out, click on the tweet itself and it will automatically display the Tweet other users have replied to. You'll also see other content related to the tweet. When you @Reply to a tweet, Twitter also maintains the thread and you (or someone else who views a response) can then view the entire thread too.



The Power of a Mention

When there is an ongoing tweet chat, an existing member of the chat community can endorse additional members of the conversation by mentioning them publicly.

One popular tweet chat is [FollowFriday](#), which is an international online event where Twitter users get to recommend other interesting users to their own networks.

For example: [#FollowFriday](#) I endorse @username1, @username2, @username3
You can also use @mentions to show support for a product, person or event.
For example: Thanks @brand1 and @brand2 for making @event a success! Everybody, you should try their products. They really work!



Naturally, @mentions are prone to marketing abuse and some companies have overused the micro-blogging community to expose their offerings. Spamming your timeline with all sorts of endorsements or recommendations will likely get you **unfollowed** or banned in violation of Twitter Etiquette guidelines.




Always Remember!



You will not see other users' mentions when you visit their profile pages. You can search for the tweets mentioning them in the Search Box. Type in '@username' and the results will be displayed.



Other users will only see the @replies in their timelines if they are followers of BOTH the sender and the recipient of the reply. Otherwise, these will not appear in the timeline.

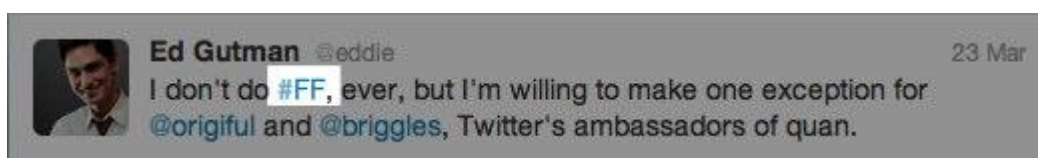
-  Users with **protected tweets** can only send **@replies** to their own followers.
-  If someone sends you a **@reply** and you are not following him or her, the message automatically goes to the Mentions Tab. They will not appear on your timeline.
-  All **@replies** are ended by an 'in reply to @username'. If the tweet does not show it, it is classified as an **@mention**.

Of course, if you're not comfortable with having other people see your conversation with another Twitter user, you can always opt to send a Direct Message or a DM.

Using hashtags to categorize Tweets by keyword:

- People use the hashtag symbol # before a relevant keyword or phrase (no spaces) in their Tweet to categorize those Tweets and help them show more easily in Twitter Search.
- Clicking on a hashtagged word in any message shows you all other Tweets marked with that keyword.
- Hashtags can occur anywhere in the Tweet – at the beginning, middle, or end.
- Hashtagged words that become very popular are often Trending Topics.

Example: In the Tweet below, @eddie included the hashtag #FF. Users created this as shorthand for "Follow Friday," a weekly tradition where users recommend people that others should follow on Twitter. You'll see this on Fridays.



Using hashtags correctly:

- If you Tweet with a hashtag on a public account, anyone who does a search for that hashtag may find your Tweet
- Don't #spam #with #hashtags. Don't over-tag a single Tweet. (Best practices recommend using no more than 2 hashtags per Tweet.)
- Use hashtags only on Tweets relevant to the topic.

About public and protected Tweets

What is the difference between public and protected Tweets?

- When you sign up for Twitter, you have the option to keep your Tweets public (the default account setting) or to protect your Tweets.
- Accounts with protected Tweets require manual approval of each and every person who may view that account's Tweets.

Who can see my Tweets?

- **Public Tweets** (the default setting) are visible to anyone, whether or not they have a Twitter account.
- **Protected Tweets** may only be visible to your approved Twitter followers.



Note: If you at one time had public Tweets, those Tweets will always be public and searchable, even after you change your settings to protected; Only Tweets made **after** updating your settings will be protected. Also, unprotecting your Tweets will cause any previously protected Tweets to be made public.

Why would I protect my Tweets?

If you want to control who sees your updates, you may choose to protect your Tweets. You can always change your mind and make them public later.

When you protect your Tweets, the following restrictions are put in place:

- People will have to request to follow you; each follow request will need approval.
- Your Tweets will only be visible to users you've approved.
- Other users will not be able to retweet your Tweets.
- Protected Tweets will not appear in Twitter search or Google search.
- @Replies you send to people who aren't following you will not be seen by those users (because you have not given them permission to see your Tweets).
- You cannot share permanent links to your Tweets with anyone other than your approved followers.

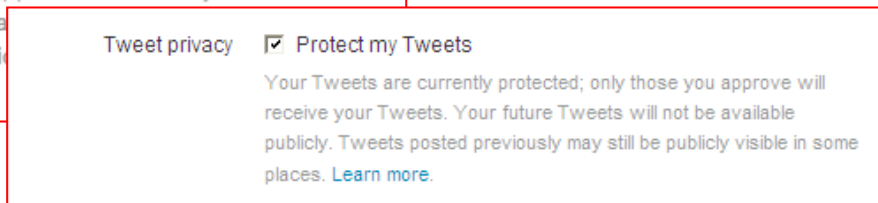
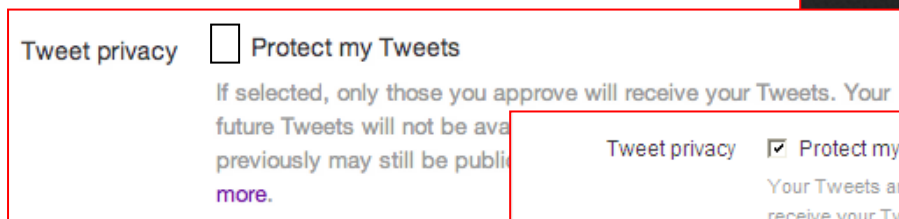
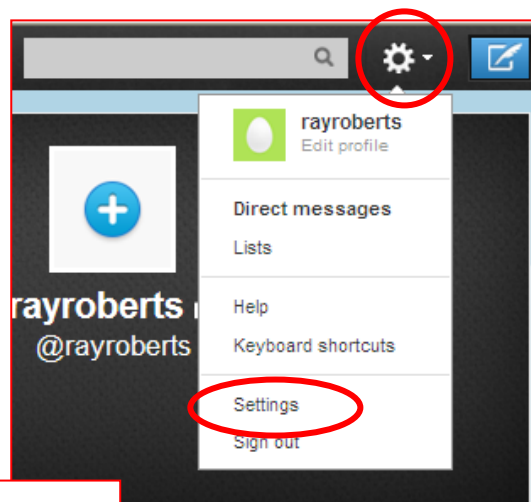
Note: [t.co](#) links, even those shared via DM (Direct Messages), are neither protected nor public. **Anyone with the link will be able to view the content.**

Protecting and unprotecting your Tweets

When you sign up for Twitter, you can choose to keep your Tweets public or protect your Tweets. Read more about the difference between public and protected Tweets [here](#).

How to protect your Tweets:

1. Go to your account settings by clicking on the **gear icon** at the top right of the page and selecting **Settings** from the drop down menu.
2. Scroll down to the **Tweet privacy** section and check the box next to **Protect my Tweets**.
3. Click the blue **Save** button at the bottom of the page. You will be prompted to enter your password to confirm the change.



Note: When you navigate to your homepage after protecting your Tweets, you'll see a notice reminding you that your Tweets are now protected. The **Protect my Tweets** box will appear as checked in your account settings.

How to unprotect your Tweets:

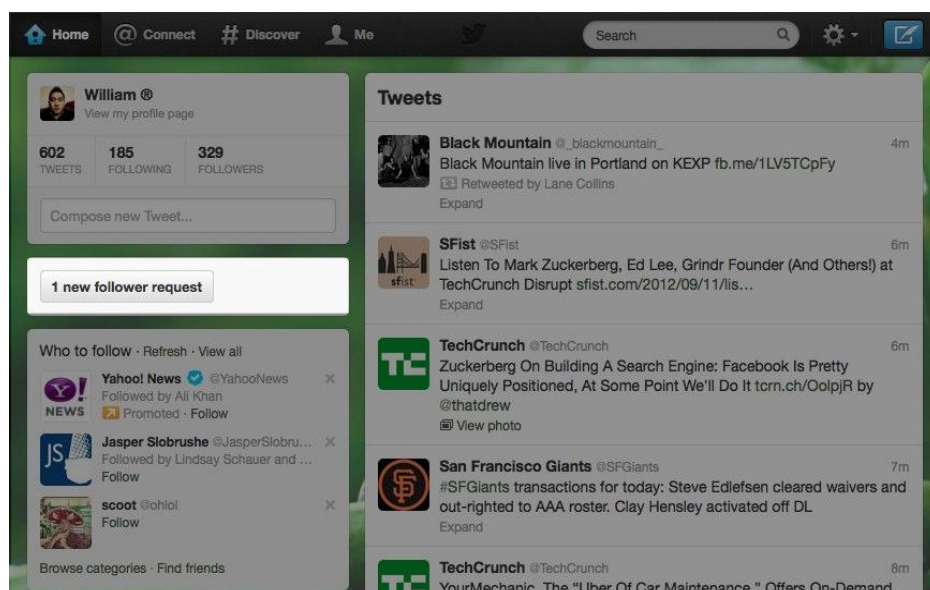
- You can always make your Tweets public by unchecking the **Tweet privacy** option (shown above) in your account settings and then saving your changes.
- Be sure to review your pending follower requests before making your Tweets public. Any requests left pending will not be accepted automatically. If left pending, those users will need to follow you again.
- Please know that unprotecting your Tweets will cause any previously protected Tweets to be made public.

Approving or denying follower requests

To approve or deny a follower request on the web:

1. **Sign in** to your Twitter account.
2. Look for the **follower request notification** on the left side of your homepage.
3. **Click** the notification, and choose to either approve or deny the follower request.

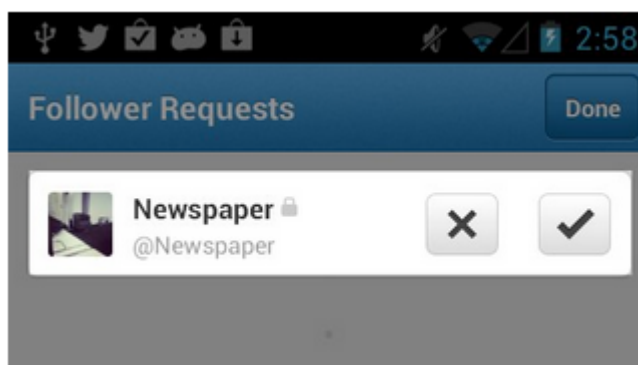
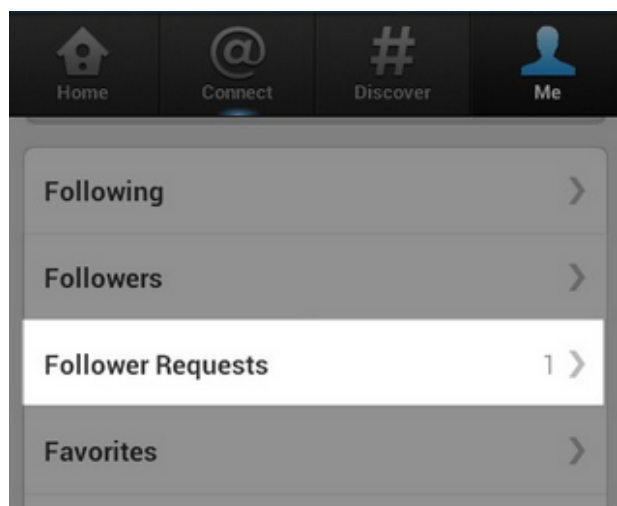
Note: Accounts with public Tweets will never be asked to approve a follower request.



To approve or deny follower requests on an official app:

1. Under the **Me** tab, scroll towards the middle to find **Follower Requests**.
2. On the next screen you have the option to approve or deny individual requests or to accept all pending requests.

Note: Approving follow requests can also be done on mobile.twitter.com.



If you don't see a follower request notification on your homepage:

- You may have public Tweets. Protect your Tweets in order to control who follows you. You can do this in your account settings.
- Users with public Tweets do not have the option to approve followers. If you previously had protected Tweets, any pending follower requests will not be accepted automatically. Those users will need to follow you again.
- You may not have any follower requests. When there are zero requests, the notification message disappears completely from your homepage.
- If you received an email notifying you of a new follower pending approval, but do not see that request in your pending requests, it's likely that the user decided to cancel the request after sending it.

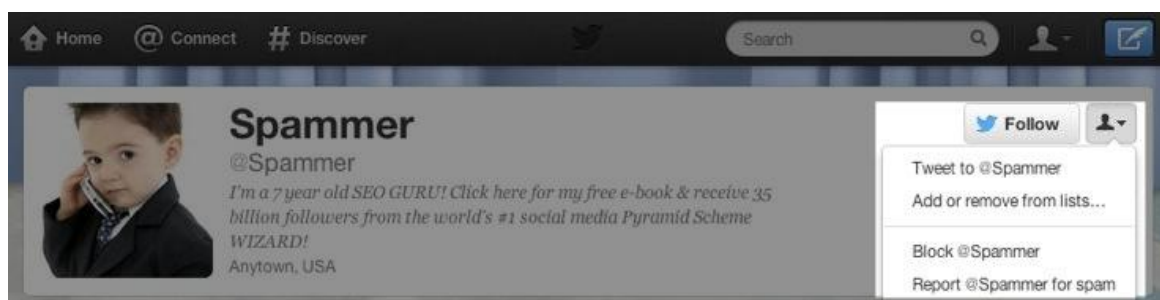
How to remove followers:

- The only way to remove a follower is to block them.

Blocking people on Twitter

To block a Twitter user:

1. **Log in** to your Twitter account.
2. **Go to the profile page** of the person you wish to block.
3. **Click the person icon** on their profile page. This brings up a drop-down actions menu.
4. Select **Block** from the options listed.



Blocked users cannot:

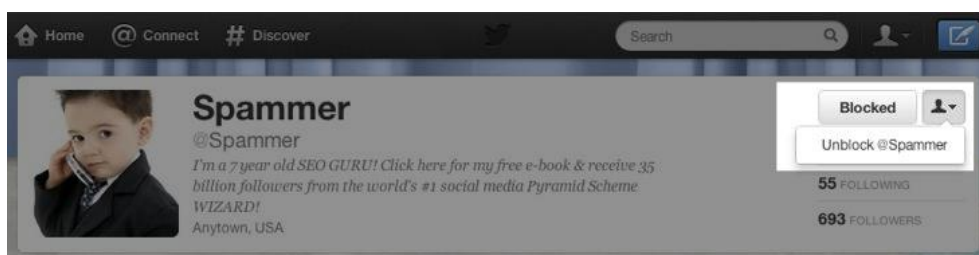
- Add your Twitter account to their lists.
- Have their @replies or mentions show in your mentions tab (although these Tweets may still appear in search).
- Follow you.
- See your profile picture on their profile page or in their timeline.

Privacy note: If your Tweets are public (i.e., not protected), they will still be visible on your public profile page to anyone, regardless of whether they have a Twitter account or not.

We **do not** send notification to a user when you block them, but because they will no longer be able to follow you, they may notice that they've been blocked.

To unblock a Twitter user:

1. Visit the blocked account's profile on Twitter.
2. Click **Unblock** from the blocked user's dropdown menu.



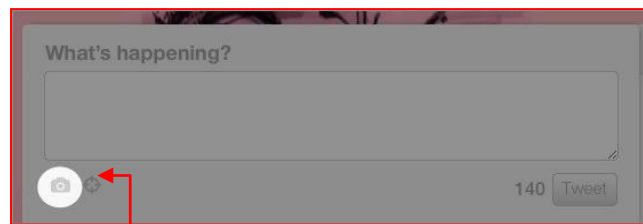
Unfollowing and reporting accounts as spam:

In addition to blocking users, you can also unfollow users or report accounts as spam. Please read those help pages for more information on unfollowing and reporting spam.

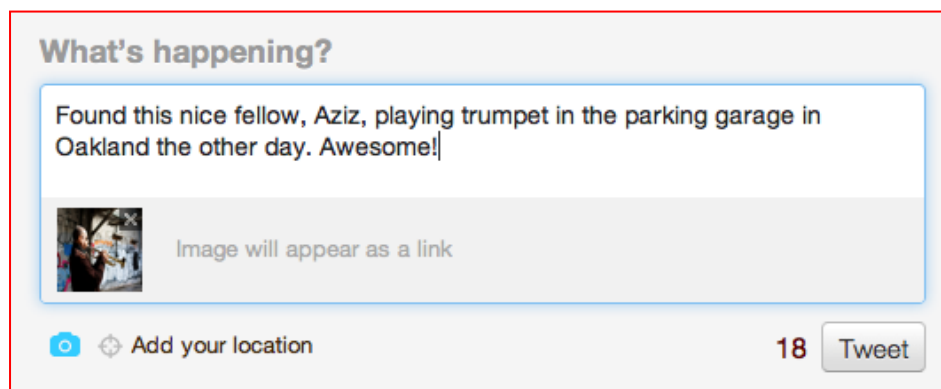
Posting photos on Twitter

How to include a picture in your Tweet:

1. Begin a new Tweet on twitter.com.
2. Click on the **camera icon**.
3. **Locate the image** you want to upload on your computer when prompted.
4. After you select an image, you'll see the image thumbnail and the camera icon highlighted in blue at the bottom of the Tweet box.
5. Your character count will update to include the image's shortened URL. Type your message and click **Tweet**.
6. If you selected the wrong image or no longer wish to share that image, just **click the x** in the thumbnail or next to the filename to delete the current image.



Please note: In some browsers, you may see the name of the file instead of the thumbnail.



Frequently asked questions:

How large can my image be?

- You're welcome to upload any image that is 3MB or smaller.
- We'll scale the image for you to fit into the media display on your expanded Tweet.

What type of file can I upload?

- We accept .gif, .jpeg, and .png files.
- We DO NOT accept .bmp, .tiff, and animated .gif files.

How many images can I upload in one Tweet?

Twitter allows users to upload one image per Tweet. Additionally we'll only display one image from third-party apps, though you're welcome to include as many links to third-party app photos in a Tweet as you like.

How do I delete an image?

You can delete an image by deleting the Tweet containing this image. Once a Tweet is deleted, the image will be unavailable. It may still be cached (*stored as a backup*) in some browsers and servers, but the image will no longer be available from Twitter.

Will Twitter continue to support other third-party photo services?

Yes. You'll be able to view images hosted by most third-party image providers indefinitely. All photos uploaded from Twitter for iPhone, Twitter for Android, Twitter for iPad and twitter.com will be hosted by pic.twitter.com.

What's the deal with protected Tweets?

Protected Tweets will work the same way with images as they do with text-only Tweets; you won't be able to see images from accounts with protected Tweets unless you're following the account.

Can you comment on an image?

Yes, you can do this by replying to the Tweet containing the image.

Are you going to have galleries of my images?

Yes. You can view individual users' galleries on their profile pages.

Will all images appear in search?

Unless your Tweets are protected, there is always a chance that your image will appear in search results. If you have protected Tweets, your images should never show up in search results. Deleted images will not show up in search results.

If I protect my Tweets, what happens to my images?

- Images previously shared by you when your account was public will be replaced by an error page.
- Your images will still be viewable by your followers.
- If you don't want anyone to see your images on Twitter, you should delete the Tweets containing these images.

Twitter lingo - GLOSSARY

See "Hashtags" Read "What are Hashtags?" page 18

@

The @ sign is used to call out usernames in Tweets, like this: Hello @Twitter! When a username is preceded by the @ sign, it becomes a link to a Twitter profile. See also Replies and Mentions.

Activity

Lives in the "Connect" tab. Activity is a real-time dashboard to view what the people you're following are up to on Twitter. You can view Tweets they've favorited and discover other good content on Twitter.

Algorithm

A computational procedure for solving a problem in a finite number of steps. Used frequently on Twitter to determine most popular Tweets and trends.

API

An Application Programming Interface. Contains all Twitter data and is used to build applications that access Twitter much like our website does.

Application (Third-Party)

A third-party application is a product created by a company other than Twitter that's used to access Tweets and other Twitter data.

Avatar

See Profile Picture.

Bio

A short personal description of 160 characters or fewer used to define who you are on Twitter.

Blocking

To block someone on Twitter means they will be unable to follow you or add you to their lists, and we will not deliver their mentions to your mentions tab.

Bug

A bug is an internal error in our site code and functionality. We find and fix them all the time (nobody's perfect). If you see one, point it out to @support by sending us a message. See also Known Issue.

Buttons

Twitter buttons are available in the Resources tab of your account, and are used to link to Twitter from other webpages.

Cache

A collection of stored data on your computer containing information that may be required in the future and can be accessed rapidly.

Connect

The Connect tab lets you view interactions, mentions, recent follows and Retweets. Using the Connect tab you're able to view who has favorited or retweeted your Tweets, who has recently followed you, and all of your @replies and @mentions.

Connections

The Applications tab in your Twitter settings shows all third-party websites and applications to which you've granted access your public Twitter profile. Revoke access at any time

Deactivation

A way to remove your profile from Twitter. Information from deactivated profiles remains in our system for 30 days.

Developers

Engineers who don't work for Twitter, but who use Twitter's open-source API to build third-party applications.

Direct Message

Also called a DM and most recently called simply a "message," these Tweets are private between the sender and recipient. Tweets sent over SMS become DMs when they begin with "d username" to specify who the message is for.

Discover

The Discover tab is where you'd find top Tweets, Who to Follow, Activity, Find Friends, and Browse Categories. The Discover tab is all about, you guessed it, discovering new and engaging things to do on Twitter!

DM

See Direct Message.

Email Notifications

Preferences set by Twitter users to regulate notifications via email about events on your account, such as new followers and new direct messages.

Favorite

To favorite a Tweet means to mark it as one of your favorites by clicking the yellow star next to the message. You can also favorite via SMS.

FF

#FF stands for "Follow Friday." Twitter users often suggest who others should follow on Fridays by tweeting with the hashtag #FF.

Follow

To follow someone on Twitter is to subscribe to their Tweets or updates on the site.

Follow Count

The numbers that reflect how many people you follow, and how many people follow you. Found on your Twitter Profile.

Follower

A follower is another Twitter user who has followed you.

Following

Your following number reflects the quantity of other Twitter users you have chosen to follow on the site.

Geolocation / Geotagging

The use of location data in Tweets to tell us where you are in real time. Is also called "Tweet With Your Location."

GFF (Get Followers Fast)

Sites that promise to get you more followers if you provide your username and password. After signing up, these sites send spam from your account. Don't use them.

Hacked

See Hacking.

Hacking

Gaining unauthorized access to an account via phishing, password guessing, or session stealing. Usually this is followed by unauthorized posts from the account. Users often use the word "hacking" for many things that are not hacking

Handle

A user's "Twitter handle" is the username they have selected and the accompanying URL, like so: <http://twitter.com/username>.

Hashtag

The # symbol is used to mark keywords or topics in a Tweet. It was created organically by Twitter users.

Help Ticket

A request for help filed to our Support team via links in relevant articles on support.twitter.com. Also called simply a "ticket" or a "support ticket."

Home

A real-time list of Tweets from those you follow. It appears on your Twitter home page.

HT or h/t

Usually means "hat tip." A way of acknowledging the person who originally shared the content being tweeted, such as a link to an article or video.

Impersonation

To pretend to be someone on the internet that you are not. Impersonation that is intended to deceive is prohibited under the Twitter Rules. Parody accounts are allowed.

Interactions

A timeline in the Connect tab displaying all ways other users have interacted with your account, like adding you to a list, sending you a @reply, marking one of your Tweets as a Favorite, retweeting one of your Tweets.

Known Issue

An error within the Twitter site that their engineers know about and are currently working to fix.

Listed

To be included in another Twitter user's list. Listed numbers and details appear in the statistics section of your profile.

Lists

Curated groups of other Twitter users. Used to tie specific individuals into a group on your Twitter account.

Log In

The act of signing in to one's Twitter account on www.twitter.com or any third party application. <https://twitter.com/login>

Mention

Mentioning another user in your Tweet by including the @ sign followed directly by their username is called a "mention". Also refers to Tweets in which your username was included.

MMS

Multimedia Messaging Service (MMS), often called picture messaging, allows you to send media like audio or photos from your phone.

Mobile Web

Twitter's website tailored to fit your mobile device. Visit it at mobile.twitter.com

MT

Similar to RT, an abbreviation for "Modified Tweet." Placed before the retweeted text when users manually retweet a message with modifications, for example shortening a Tweet.

Name

A name that can be different from your username and is used to locate you on Twitter. Must be 20-characters or fewer.

OAuth

A method to allow a user to grant a 3rd party access to their account without giving up their password.

OH

"OH" most often means "overheard" in Tweets. Used as a way to quote funny things people overhear

Over Capacity Page

Users sometimes refer to this page as the "Fail Whale" page. The "Twitter is over capacity" message and a whale image shows up when our site is having trouble keeping up with traffic.

Parody

To spoof or to make fun of something in jest. Twitter users are allowed to create parody Twitter accounts, as well as commentary and fan accounts.

Phishing

Tricking a user to give up their username and password. This can happen by sending the user to fake login page, a page promising to get you more followers, or just simply asking for the username and password via a DM or email.

Profile

A Twitter page displaying information about a user, as well as all the Tweets they have posted from their account.

Profile Picture

The personal image uploaded to your Twitter profile in the Settings tab of your account.

Promoted Tweets

Tweets that selected businesses have paid to promote at the top of search results on Twitter.

Protected/Private Accounts

Twitter accounts are public by default. Choosing to protect your account means that your Tweets will only be seen by approved followers and will not appear in search.

Query

A search performed to retrieve information from a database.

Reply

A Tweet posted in reply to another user's message, usually posted by clicking the "reply" button next to their Tweet in your timeline. Always begins with @username

Reactivation

The act of bringing a deactivated account back to life on Twitter. It's alive!!

Retweet (noun)

A Tweet by another user, forwarded to you by someone you follow. Often used to spread news or share valuable findings on Twitter.

Retweet (verb)

To retweet, retweeting, retweeted. The act of forwarding another user's Tweet to all of your followers.

RLRT

"Real Life Retweet" is another way of saying OH ("overheard"). Used to quote something a person said in "real life."

Robot (Something's Not Working Error)

An error message when something on our site is not working. (Hint: try refreshing the page to make him go away.)

RSS Feed

Most commonly expanded as Really Simple Syndication. A family of web feed formats used to publish frequently updated works—such as blog entries or news headlines—in a standardized format.

RT

Abbreviated version of "retweet." Placed before the retweeted text when users manually retweet a message. See also Retweet.

Screencast

A digital recording (video) of a computer screen's output.

Screenshot

An image captured on your computer or phone displaying your screen's output. Often used to share information with Twitter support agents while troubleshooting.

Search (Integrated Search)

A box on your Twitter homepage that allows you to search all public Tweets for keywords, usernames, hashtags, or subject. Searches can also be performed at search.twitter.com.

Short Code

A five-digit phone number used to send and receive Tweets via text message.

Sleep Time

Hours in which all mobile Twitter updates will cease to be delivered to your phone. Can be set up through your Settings tab.

SMS

Short Message Service (SMS) is most commonly known as text messaging. Most messages are a maximum of 140 characters.

Spam

Unwanted messaging or following on Twitter. We work hard to eliminate it.

Suspended

The act of being prevented from using Twitter due to breach of our Terms of Service.

Text Commands

When using Twitter via SMS, these commands allow you to access most Twitter features with simple text keywords.

Third-Party Application

A third-party application is a product created by a company other than Twitter and used to access Tweets and other Twitter data.

Timeline

A real-time list of Tweets on Twitter. See also Home Timeline.

Timestamp

A note displaying when a Tweet was posted to Twitter. Can be found in grey text directly below any Tweet. Is also a link to that Tweet's own URL

TL

Short for "Timeline." See also Timeline and Home Timeline.

Top Tweets

Tweets determined by a Twitter algorithm to be the most popular or resonant on Twitter at any given time.

Trends

A subject algorithmically determined to be one of the most popular on Twitter at the moment.

Tweet (verb)

Tweet, tweeting, tweeted. The act of posting a message, often called a "Tweet", on Twitter

Tweet (noun)

A message posted via Twitter containing 140 characters or fewer

Tweet Button

A button anyone can add to their website. Clicking this button allows Twitter users to post a Tweet with a link to that site.

Tweeter

An account holder on Twitter who posts and reads Tweets. Also known as Twitterers

Twitter

An information network made up of 140-character messages from all over the world.

Twitterer

An account holder on Twitter who posts and reads Tweets. Also known as "Twitter user".

Unfollow

To cease following another Twitter user. Their Tweets no longer show up in your home timeline.

URL

A Uniform Resource Locator (URL) is a web address that points to a unique page on the internet.

URL Shortener

URL shorteners are used to turn long URLs into shorter URLs. Shortening services can be found online.

Username

Also known as a Twitter handle. Must be unique and contain fewer than 15 characters. Is used to identify you on Twitter for replies and mentions.

Verification

A process whereby a user's Twitter account is stamped to show that a legitimate source is authoring the account's Tweets. Sometimes used for accounts who experience identity confusion on Twitter.

White-listed

A type of account that is allowed to go beyond the restrictions imposed by Twitter. This could be follower limits, posts, API access, etc.

Who to Follow

Who to Follow can be found in the Discover tab. Here, you should see a few recommendations of **accounts we think you might find interesting**. These are based on the types of accounts you're already following and who those people follow.

Having Trouble?

Check out Twitter's trouble shooting section

<https://support.twitter.com/groups/55-troubleshooting#> for solutions to common problems.

The Twitter Rules (taken from the Twitter website)

Twitter's goal is to provide a service that allows you to discover and receive content from sources that interest you as well as to share your content with others. They respect the ownership of the content that users share and each user is responsible for the content he or she provides. Because of these principles, Twitter do not actively monitor user's content and will not censor user content, except in limited circumstances described below.

Content Boundaries and Use of Twitter

In order to provide the Twitter service and the ability to communicate and stay connected with others, there are some limitations on the type of content that can be published with Twitter. These limitations comply with legal requirements and make Twitter a better experience for all. Twitter may need to change these rules from time to time and reserve the right to do so. Please check back here to see the latest.

- **Impersonation:** You may not impersonate others through the Twitter service in a manner that does or is intended to mislead, confuse, or deceive others
- **Trademark:** Twitter reserve the right to reclaim user names on behalf of businesses or individuals that hold legal claim or trademark on those user names. Accounts using business names and/or logos to mislead others will be permanently suspended.
- **Privacy:** You may not publish or post other people's private and confidential information, such as credit card numbers, street address or Social Security/National Identity numbers, without their express authorization and permission.
- **Violence and Threats:** You may not publish or post direct, specific threats of violence against others.
- **Copyright:** Twitter will respond to clear and complete notices of alleged copyright infringement. Their copyright procedures are set forth in the Terms of Service.
- **Unlawful Use:** You may not use the Twitter service for any unlawful purposes or in furtherance of illegal activities. International users agree to comply with all local laws regarding online conduct and acceptable content.
- **Misuse of Twitter Badges:** You may not use a Verified Account badge or Promoted Products badge unless it is provided by Twitter. Accounts using these badges as part of profile photos, header photos, background images, or in a way that falsely implies affiliation with Twitter will be suspended.

Spam and Abuse

Twitter strives to protect its users from spam and abuse. Technical abuse and user abuse is not tolerated on Twitter.com, and will result in permanent suspension. Any accounts engaging in the activities specified below are subject to permanent suspension.

- **Serial Accounts:** You may not create serial accounts for disruptive or abusive purposes, or with overlapping use cases. Mass account creation may result in suspension of all related accounts. Please note that any violation of the Twitter Rules is cause for permanent suspension of all accounts.
- **Username Squatting:** You may not engage in username squatting. Accounts that are inactive for more than 6 months may also be removed without further notice. Some of the factors that Twitter take into account when determining what conduct is considered to be username squatting are:
 - the number of accounts created
 - creating accounts for the purpose of preventing others from using those account names
 - creating accounts for the purpose of selling those accounts
 - using feeds of third-party content to update and maintain accounts under the names of those third parties
- **Invitation spam:** You may not use Twitter.com's address book contact import to send repeat, mass invitations.
- **Selling user names:** You may not buy or sell Twitter usernames.
- **Malware/Phishing:** You may not publish or link to malicious content intended to damage or disrupt another user's browser or computer or to compromise a user's privacy.
- **Spam:** You may not use the Twitter service for the purpose of spamming anyone. What constitutes "spamming" will evolve as Twitter responds to new tricks and tactics by spammers. Some of the factors that they take into account when determining what conduct is considered to be spamming are:
 - If you have followed a large amount of users in a short amount of time;
 - If you have followed and unfollowed people in a short time period, particularly by automated means (aggressive follower churn);
 - If you repeatedly follow and unfollow people, whether to build followers or to garner more attention for your profile;
 - If you have a small number of followers compared to the amount of people you are following;
 - If your updates consist mainly of links, and not personal updates;
 - If you post misleading links;
 - If a large number of people are blocking you;
 - The number of spam complaints that have been filed against you;
 - If you post duplicate content over multiple accounts or multiple duplicate updates on one account;
 - If you post multiple unrelated updates to a topic using #;
 - If you post multiple unrelated updates to a trending or popular topic;
 - If you send large numbers of duplicate @replies or mentions;
 - If you send large numbers of unsolicited @replies or mentions in an attempt to spam a service or link;

- If you add a large number of unrelated users to lists in an attempt to spam a service or link;
- If you repeatedly post other users' Tweets as your own;
- If you have attempted to "sell" followers, particularly through tactics considered aggressive following or follower churn;
- Creating or purchasing accounts in order to gain followers;
- Using or promoting third-party sites that claim to get you more followers (such as follower trains, sites promising "more followers fast," or any other site that offers to automatically add followers to your account);
- If you create false or misleading Points of Interest;
- If you create Points of Interest to namesquat or spam.
- **Pornography:** You may not use obscene or pornographic images in either your profile photo, header photo, or user background.

Your account may be suspended for Terms of Service violations if any of the above is true. Please see the Twitter help pages on 'Following Best Practice's and 'Automation Rules and Best Practices' for a more detailed discussion of how the Rules apply to those particular account behaviors. Accounts created to replace suspended accounts will be permanently suspended.

Accounts engaging in any of these behaviors may be investigated for abuse. Accounts under investigation may be removed from Search for quality. Twitter reserves the right to immediately terminate your account without further notice in the event that, in its judgment, you violate these Rules or the Terms of Service.

MERSEYSIDE Trade
Union
Education
Unit

