

# An introduction to Twitter

Find out about the Twitter social media platform, what it's used for, and how to safely create and enjoy a Twitter account of your own.

## What is Twitter?

Twitter is one of the world's largest and most widely used social media apps. Users share their thoughts with their followers via small snippets of text called **tweets**.

Tweets can:

- have a maximum of 280 characters
- consist of text, photos or short videos.

## How to access Twitter

Twitter can be used:

- on a desktop or laptop computer
- by typing **https://twitter.com** into your web browser
- on mobile devices including phones and tablets
- by installing an official app.

## How Twitter works

When a Twitter user posts a tweet:

- It can be seen by other users who follow that person.
- The tweet will appear on each follower's **Timeline**, also known as a **feed**
- Users can just read the tweet, or interact with it.



Text, photos and images are shared on Twitter as a 'tweet'



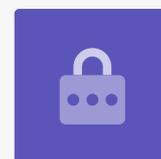
Tweets appear in a user's Timeline, or 'feed'

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Users interact with tweets by:

- **Liking:** giving the tweet a thumbs up
- **Replying:** Commenting on someone's tweet
- **Retweeting:** Sharing the tweet with their own followers
- **Quoting:** Sharing a tweet and adding their own commentary
- **Sharing:** Sharing a tweet outside of the Twitter platform.

Only download apps to your mobile device from either the official App Store for Apple devices, or the Google Play Store for Android devices. Before you download an app, check its authenticity by looking at the app's publisher, the star rating given to the app by others, and reviews written by the app's users.



## The Timeline

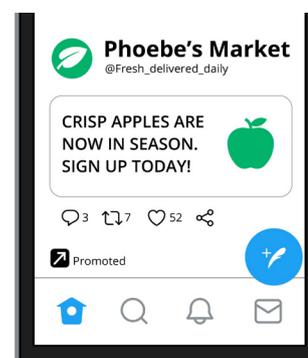
Tweets from Twitter users you follow appear on your **Home** screen in the **Timeline**. You'll also see content related to the interests you nominated when you signed up to Twitter.

Some of this content may include ads, which Twitter uses to make money. If the ads aren't relevant to your interests, you can find out how to personalise them later in this tip sheet.

## Following and Followers

When you sign up to Twitter, you will choose some areas of interest, and then some user accounts that you may wish to **Follow**.

Other Twitter users can follow you too, and will see your tweets on their Timeline. These are your **Followers**.



Your Twitter feed will include ads that should be tailored to your interests

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## The Home screen icons

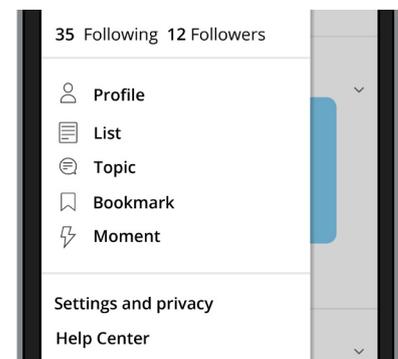
The four main icons on the Twitter Home screen allow you to access:

- **The Home screen**, where you'll find your Timeline
- **The Search function**, so you can find new content and users by keywords or by trending topics
- **Notifications**, so you can see messages from Twitter about users who have interacted with your tweets
- **Messages**, so you can communicate with other users via private messages.

## The Profile menu

The profile menu is in the top-left corner of the screen. It looks like three stacked horizontal lines. It shows:

- How many users are following you
- How many users you are following
- Links to your profile and personal information
- A link to the **Help Center**
- A link to **Settings and Privacy**.



The Profile menu contains information about your account, and some useful links

## How to create a Twitter account

Creating a Twitter account is similar across different mobile devices, although some of the steps may vary slightly. You can also create an account on a desktop or laptop computer. Let's learn how to safely create a Twitter account of your very own, using a mobile device.

### Getting started

To download the Twitter app, use the App store if you have an Apple device, or the Google Play Store if you're on Android.

Type **Twitter** into the **Search field** and select the official Twitter app from the search results.

To access Twitter from a desktop or laptop computer, type **https://twitter.com** into the **Search bar** in your web browser, and press **Enter**.

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## Create your account

After the Twitter app is installed, find it on your Home screen and tap to open it.

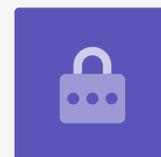
You will be asked for the following information:

- Name
- Email address or phone number
- Date of birth

Enter the details, and tap **Next**.

You don't have to enter your actual date of birth or full name into these fields if you're not comfortable. You can add only your first name and a made-up date of birth when registering for a Twitter account.

**Remember, you should always check the app's developer, its reviews and any feedback other people have on an app before downloading it to your device.**



## Customising your experience

Twitter will offer to customise your experience by allowing the app to track your internet search history.

This isn't required to sign up to Twitter, so we recommend turning this option off by tapping the switch or selecting **No**. You can change this later in the **Account Settings** menu.

## Registering your account

Now tap **Create account** if you're using an Apple device, and **Sign up** if you're using an Android device.

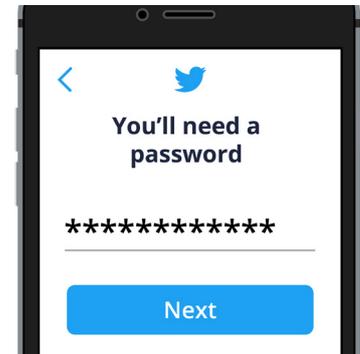
Twitter will send a unique code to your nominated email address or phone number. Enter it into the field on the screen, and tap **Next**.

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## Creating a password for your Twitter account

Choose a strong password that is easy for you to remember but difficult for others to guess. Strong passwords include:

- uppercase and lowercase letters
- numbers
- symbols or punctuation.



Your password should be easy to remember, but hard for others to guess

## Adding a profile photo

Twitter allows you to skip all of the steps from this point, but it's a good idea to customise your new profile so that you see content you're interested in.

Start by adding profile photo. You can use:

- a photo that's already saved to your device
- the device's camera to take a new photos
- a photo that isn't you, but anything you feel represents your personality.

**If you use the camera, you'll be prompted to give Twitter access to your camera and microphone on your device. This is so that the photo can be shared with Twitter, so it's safe to do. You can change this access in Settings and Privacy later.**



## Let Twitter know about your interests

Twitter asks about the genres, hobbies or categories that interest you. This helps Twitter tailor the content and users it recommends to you.

Scroll through the list and tap on what interests you. You can also search for specific categories.

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## Find people to follow

Twitter now shows you a curated list of Twitter users whom you can choose to Follow. To explore this list, Tap **Find people to follow**.

## Following people you already know

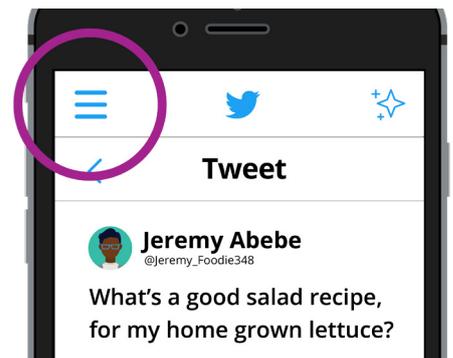
The **Find friends** works if you to give Twitter access to the **Contacts list** on your device. If you're comfortable with this, tap **Get started** and then tap **Sync contacts**.

If you don't want to give Twitter access to your contacts, skip this step and find people to follow based on their Twitter username.

## Controlling your Twitter privacy settings

You can use the privacy settings to protect your personal information. Here's how to get started:

1. The **Menu icon** is always visible in the top-left corner of the screen, and looks like three stacked horizontal lines. Tap the icon to access your settings
2. When the main menu opens, towards the bottom, you'll see a menu item called **Settings and privacy**. Tap on it, then tap **Privacy and safety** to see some options.



You can access privacy settings by tapping the main menu icon

Some of the main **Privacy and safety** settings include:

### Protect your tweets

Turn this feature on by tapping the switch. Your tweets will be visible only to Twitter users who follow you.

You also get to approve or deny each new user who wants to follow you.

### Photo tagging

If someone tags you, you will see the @ symbol followed by your Twitter username. For example, **@BeConnected**.

With the Photo tagging option, you can:

- Turn photo tagging off altogether

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- Allow anyone on Twitter to tag you
- Allow only people you follow to tag you.

## Discoverability and contacts

This controls how other Twitter users find you on Twitter. There are two options, switched on by default:

- Let others find you by your email
- Let others find you by your phone number

If you want, you can tap the switch or checkbox next to each option so that it changes colour and turns off.



You can block or mute tweets that are offensive or don't interest you

## Muting and blocking accounts

Sometimes on Twitter you may come across content that offends you. You may also come across recommended content that doesn't interest you. You can **Block** or **Mute** this.

- **Muting** means that you will no longer see a user's content
- **Blocking** means you will no longer see a user's content and they won't be able to view your profile or content

Users aren't notified when you choose to block or mute them.

## Location services

The **Precise location** option is off by default, but you can turn it on if you want to share your location with Twitter. Because Twitter can use your location to target you with advertising, it's a good idea to leave this option as **Disabled**.

## Personalisation and data

You can control how Twitter targets you with advertising by using the options in this menu.

- **Personalised ads.** Twitter shows ads based on your Twitter activity and your internet search history
- **Personalise based on your inferred identity.** Twitter uses your information to guess what ads to show you
- **Personalise based on places you've been.** Twitter targets ads and content based on your current whereabouts.

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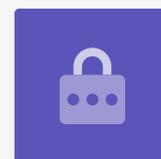
## Twitter Help Center

If you get lost, Twitter has its own help centre. To access it, tap the menu in the top-left corner of the screen.

The Help Center has information on:

- Using Twitter
- Managing your Twitter account
- Safety and security
- Rules and policies of using Twitter.

**It's safest to turn each of the Personalisation and data options off by tapping the switch or checkbox next to each.**



There are also videos, pro tips and articles on how to get the most from using Twitter.

## Posting a tweet

Learn how to post a tweet, and about the different types of content you can post. Remember, this course uses a mobile device to use Twitter but the steps are similar on a computer.

### Creating a new tweet

A post on Twitter is called a **tweet**. Tweets can be up to 280 characters long, including spaces and punctuation.

To create a new tweet:

- Start on the **Home screen**
- Tap the **Tweet icon** in the bottom-right
- The new tweet screen appears
- Tap the **What's happening?** field to make the keyboard appear
- Type your tweet.

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Before you post your tweet, you can add other content, such as:

- A photo or video that is saved on your device
- A **GIF**, which is a snippet of a video
- A poll, where you ask s for feedback on a question with two possible answers
- A live audio recording
- Your location.

If you want to mention another Twitter user in your tweet, type the @ symbol followed by their Twitter username, without any spaces in between.

Now tap the **Everyone can reply** text to set who can reply to your tweet:

- **Everyone**: any other Twitter user in the world can reply (this is the default)
- **People you follow**: only people whom you follow can reply
- **Only people you mention**: only people you have mentioned in your tweet can reply.

Finally, carefully check the text and any photos or videos in your tweet and then tap **Tweet** in the top-right of the screen.

Your tweet is live as soon as you tap **Tweet**. People will be able to read it, watch any videos and comment on it instantly.

## Deleting tweets

You may tweet by accident, or notice an error too late. To delete a tweet:

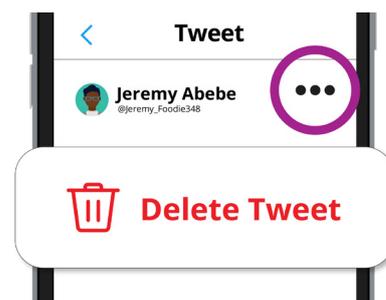
- Navigate to your **Profile** page
- Locate the tweet you wish to delete
- Tap the three horizontal dots next to the tweet
- Tap **Delete Tweet**.

## Direct Messages

You can send a **Direct Message** to another Twitter user, which only they can see.

To send a Direct Message:

- Tap the **Envelope icon** in the bottom-right of screen
- Enter someone's Twitter username



If you've made a mistake in your tweet, you can delete it

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- Type your message in the **Start a message** field
- Tap the **Send** icon (the right-pointing arrow).

**Fleets** are tweets that are only visible for 24 hours. To post a Fleet from an Apple device, tap the **Add** icon in the top-right of the screen. On an Android device, tap the **+** symbol with your profile picture.

Then choose the content you want to post as a Fleet:

- **Text:** Type a message
- **Camera roll or Gallery:** Share photos and videos from your mobile device
- **Capture:** Use your device's camera to take a photo
- **Video:** Use your device's camera to take video.

Compose your Fleet the same way you would compose a tweet, then tap the **Fleet button** in the top-right corner to post it. Fleets can only be seen by users who follow your Twitter account.

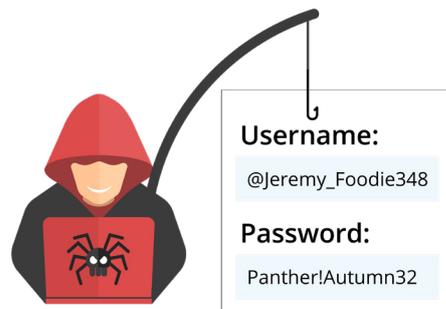
## How to protect yourself against common Twitter scams

### Phishing scams

A phishing scam is any scam that aims to fool people into disclosing personal and private information, such as passwords, bank details, tax file numbers or any other details.

These scams often work by tricking you into clicking or tapping on a link that takes you to a page that looks like the Twitter sign-in page.

If you enter your username and password, it will then be recorded by the scammer.



Beware of phishing scams that seek to trick you into providing personal information

### Protecting yourself against phishing scams

You can remain alert to potential scams by:

- Being wary of links that people send you
- Not clicking on links from people or companies you don't know.

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If you have clicked on a link, check that the web page you're looking at is legitimate by checking the URL, or address, in the address bar

Twitter's legitimate web address is <https://twitter.com>, whereas a bogus web page is likely to have a different URL.

If the address looks bogus, exit your web browser by closing it.

## **Money-making scams**

Some scammers set up a fake Twitter account to pose as someone you know, then share a story of hardship and ask for money to help.

Or scammers might say you've won a competition and need to send personal details in order to claim your prize.

## **Protecting yourself against money-making scams**

If it seems too good to be true, it often is. If you've 'won' a competition you didn't enter, then it is likely a scam. Don't respond to the message, and report the user to Twitter.

If a Twitter user claiming to be someone you know contacts you requesting money, just call or email your friend to check.

## **Viruses and spyware**

Scammers sometimes send messages with links to click on. These can look like legitimate companies or people you may know.

If you click on one of these links, viruses and spyware could be installed on your device.

## **Protecting yourself against viruses and spyware**

Reputable businesses and organisations will never send you a link to click on via a message or email.

If the message is from a friend, call or email them to check if it is legitimate.

And make sure your device or computer has the latest antivirus software installed to help protect you from attack.