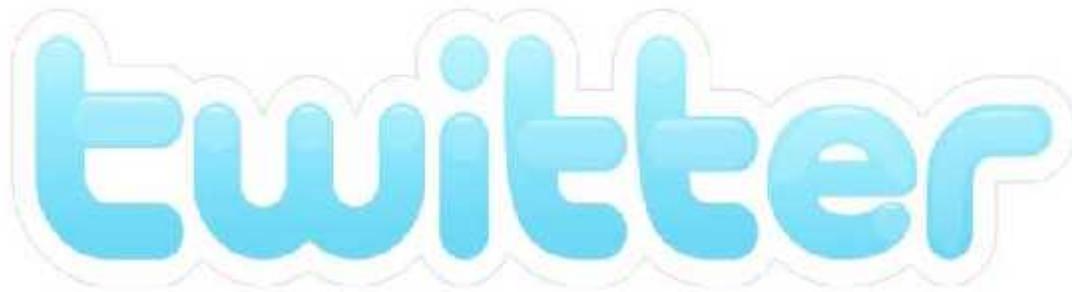


National KE-CIRT/CC Information Security Tip of the Week

Twitter Abusive Content



Twitter Abusive Content

Social media companies have made strives to improve their content and platform to be more consumer friendly and to incorporate the needs and rights of their global subscribers. The popularity growth in use of Social media has made it a very powerful tool that needs to be monitored and governed to protect the security and rights of the users and non-users.

To provide an environment where people can feel free to express themselves Twitter has put in place these measures for the following topics;

-  How to report directly from a Tweet or profile.
-  Reporting sensitive media.
-  Report a child sexual exploitation issue.
-  Reporting Twitter Ads.
-  Reporting Spam on Twitter.

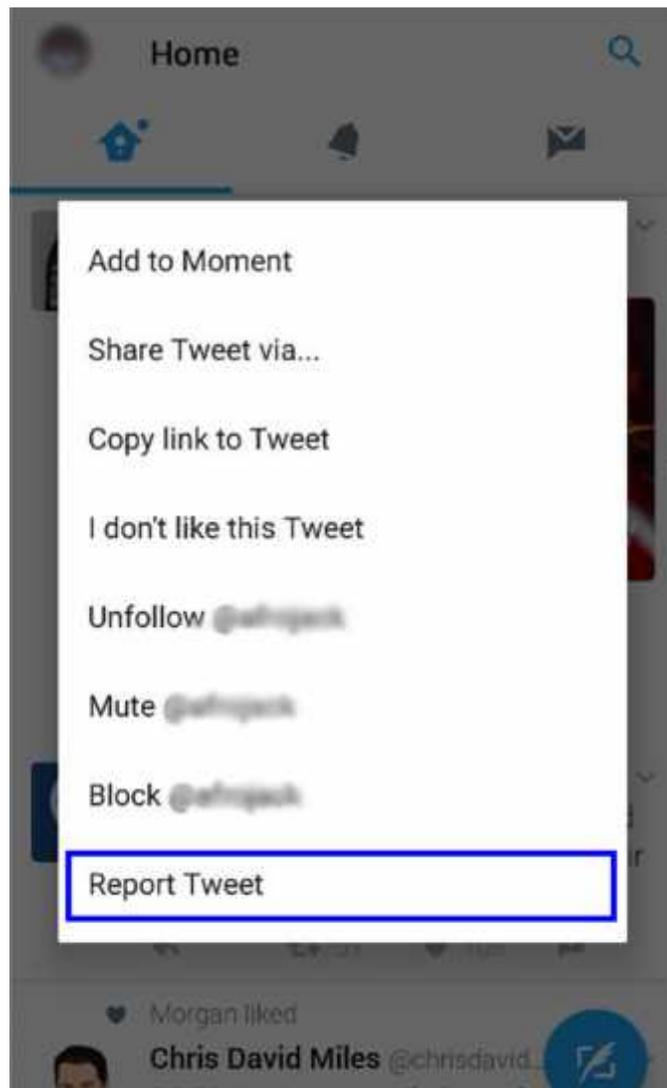


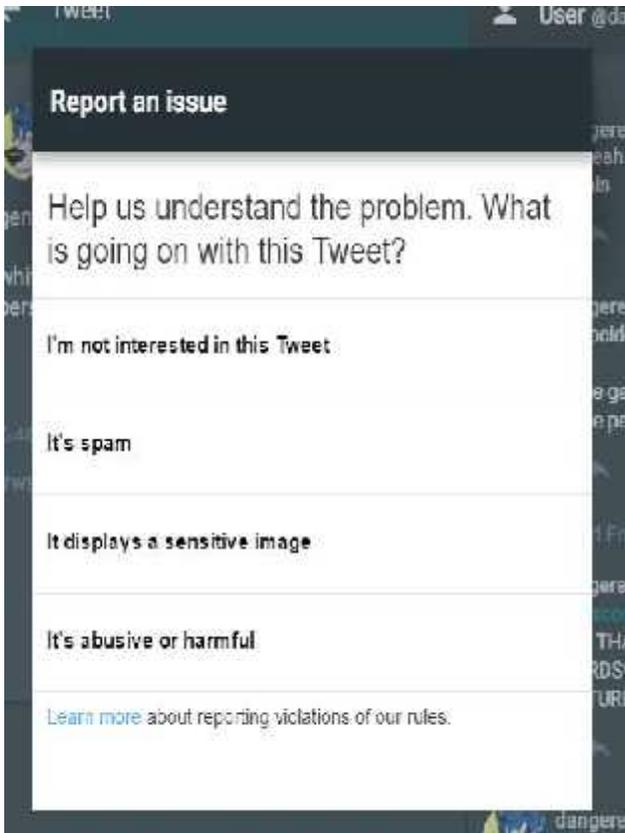
How to report directly from a Tweet or profile

You can also report individual Tweets that are in violation of the Twitter Rules or their Terms of Service.

How to report a Tweet:

1. Navigate to the Tweet you'd like to report.
2. Click or tap the **more** icon  on web, or the  icon on the Twitter for iOS or Twitter for Android app.
3. Select **Report Tweet**.





Reporting sensitive media in Tweets

Follow these instructions to report media:

1. Navigate to the Tweet you'd like to report.
2. Click or tap the **more** icon  on web, or the  icon on the Twitter for iOS or Twitter for Android app.
3. Select **Report**.
4. Select **It displays a sensitive [image/video/media]**.
5. Next we'll provide recommendations for additional actions you can take to improve your Twitter experience.

Report a child sexual exploitation issue

Twitter has a link where an individual can submit their complaint of a child sexual exploitation by filling a form. Below is the link and its visual representation:

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



Report a child sexual exploitation issue.

Please fill out all the fields below so we can review your report.

For more information, please see our [child sexual exploitation policy page](#).

Where are you seeing
this incident? Twitter
 Vine

Reporting Twitter Ads

Twitter Ads are paid promotions that brands use to amplify messages, target potential customers, and grow their follower bases.

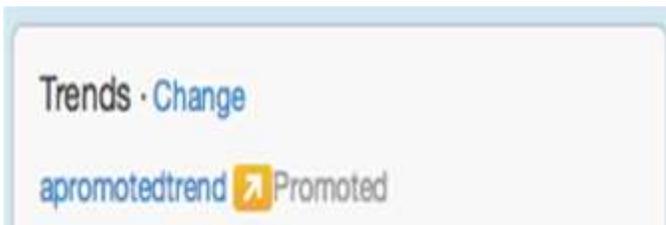
Twitter Ads are identified by a yellow pill listing the name of the advertiser and designating the content as an ad. The pill is purple for certain political advertisers.

Twitter Ads are not the same as a Tweet from an account for a brand or business, or a Tweet that includes “ad” or “sponsored” in the Tweet text. For more information, please see:

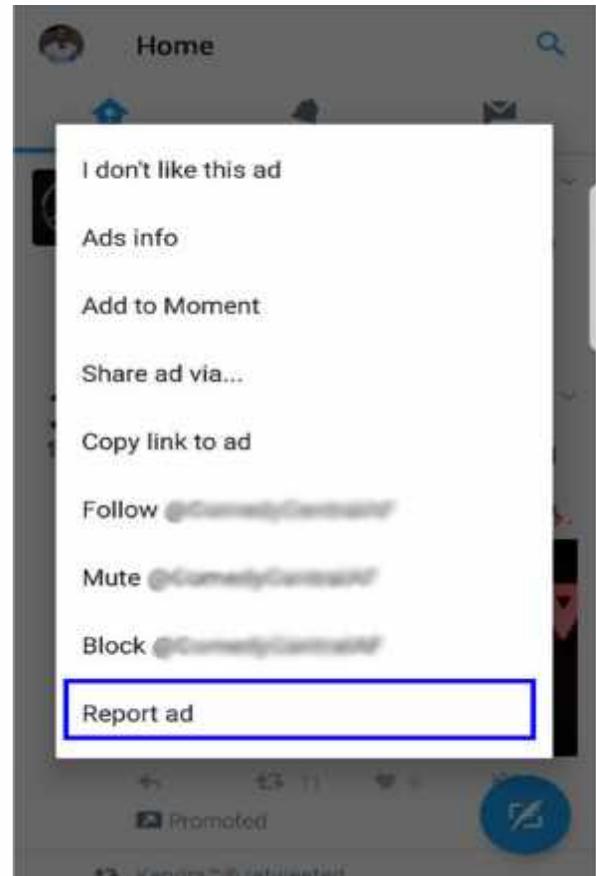
What are Promoted Tweets?



What are Promoted Trends?



What are Promoted Accounts?



How to report a sponsored ad:

1. Navigate to the sponsored ad tweet you'd like to report.
2. Click or tap the **more** icon  on web, or the  icon on the Twitter for iOS or Twitter for Android app.
3. Select **Report ad**.

Reporting spam on Twitter

Spam can be generally described as unsolicited, repeated actions that negatively impact other users.

This includes many forms of automated account interactions and behaviors as well as attempts to mislead or deceive users.

Here are some common tactics that spam accounts often use:

- Posting harmful links (including links to phishing or malware sites)
- Aggressive following behavior (mass following and mass unfollowing for attention)
- Abusing the reply or mention functions to post unwanted messages to users
- Creating multiple accounts (either manually or using automated tools)
- Posting repeatedly to trending topics to try to grab attention
- Repeatedly posting duplicate updates
- Posting links with unrelated tweets

How to report a profile for spamming

1. Visit the spam account's profile.
2. Click or tap the **more** icon  on web, or the  icon on the Twitter for iOS or Twitter for Android app.
3. Select **its spam** from the menu.
4. Select they're posting spam to submit your report.

Always remember that all content reported to Twitter remains private and confidential thus promoting a better environment to protect whistle blowers.

Have the above security tips in mind when securing your computer system. Report any cybercrime incident/activity to incidents@kecirt.go.ke. www.ke-cirt.go.ke

