



Twitter

Frequently Asked Questions

Twitter's Help Center: <https://help.twitter.com/>

Creating an Account

To create a Twitter account on the Web:

1. Go to <http://twitter.com> and find the sign-up box, or go directly to <https://twitter.com/signup>.
2. Enter your full name, phone number or email address, date of birth, and a password.
3. Click **Sign up for Twitter**.
4. In order to verify your phone number, we will send you an SMS text message with a code. You may also request a voice call to verify your phone number. Enter the verification code in the box provided. Learn more about having a [phone number associated with your account](#).
5. Once you've clicked **Sign up for Twitter**, you can select a username (unique identifier). Type your own or choose one we've suggested. We'll tell you if the username you want is available.
6. Double-check your name, phone number, password, and username.
7. Click **Create my account**. You may be asked to complete a Captcha to let us know that you're not a robot.

First steps after you've created your account:

1. [Find and follow news sources, friends, more on Twitter](#). After signing up, follow a handful of accounts to create a customized stream of information on your home timeline. [Following](#) means you'll get that user's Tweets on your Twitter home timeline. You can [unfollow](#) anyone at any time.
2. Read our [Getting started with Twitter](#) guide.
3. Learn about [using Twitter](#).

[Click here](#) for more tips: Twitter on your mobile device, Tips for picking a username, and Important information about signing up with an email address.

How to Control Your Twitter Experience

Twitter is a place to share ideas and information, connect with your communities, and see the world around you. In order to protect the very best parts of that experience, they provide tools designed to help you control what you see and what others can see about you, so that you can express yourself on Twitter with confidence.

[Click here](#) to see the full guide with tips on unfollowing, blocking, filtering content, and more.

Logging In

If you do not have access to the email address associated with your chapter's account, you may want to try to [Direct Message](#) the account to see if you can get in touch with the person responsible for its setup. You can request them to change the email to one you have access to and provide you with the full login information so that you are able to access the account. If they need to verify that you are associated with the chapter, they can email ambre@kdp.org.

How to send yourself a password reset via email:

1. From the sign-in page on either twitter.com, mobile.twitter.com, or the Twitter for iOS or Android app, click [Forgot password?](#)
2. Enter your email address, phone number, or Twitter username. If you have multiple accounts associated with your phone number, you cannot use your phone number during this step.
3. Choose the email address where you want to receive the password reset email. If you do not have access to the email, click on **I don't have access to any of these** and follow the instructions.
4. Check your email inbox. Twitter will immediately send a message to your account's email address.
5. Click the reset link in that email.
6. Choose a new password.

Note: The password reset links included in these emails are time-sensitive. If you click the link and it doesn't work, try requesting a new one and use the link as soon as you can.

Deactivating or Reactivating Your Account

How to deactivate your account:

1. Sign in to twitter.com on the Web.
2. Go to your [Account settings](#) and click on **Deactivate my account** at the bottom of the page.
3. Read the account deactivation information. Click **Deactivate @username**.
4. Enter your password when prompted and verify that you want to deactivate your account.

Before you deactivate your account, you should know:

- Twitter only retains your user data for 30 days from the date of deactivation, after which they begin the process of deleting your account from their systems, which can take up to a week, as provided in their [Privacy Policy](#), unless there is a separate arrangement between you and Twitter to extend your deactivation period.
- You may reactivate your account at any time during these 30 days by logging in.
- You do not need to deactivate your account to [change your username](#) or [email address](#); you can change it at any time in your [account settings](#).
- To use a username or email address on another account, you must first change them and then confirm the change prior to deactivation. See the section below on how to make your username or email address available for re-use before deactivating your account.
- They do not control content indexed by search engines like Google or Bing.
- After deactivation, your account should be removed within a few minutes; however, some content may be viewable on twitter.com for a few days.

How to make your username or email address available for re-use before deactivating your account:

- On the web, go to your [Settings](#) page from the drop-down menu under the profile icon.
- In the username field, choose a new username.
- In the email address field, change your email address to a new address you own.
- Confirm the new email address via a link we send to you (very important!)
- Your email and username will now be available to use on a new account if you choose to sign up again during the 30-day deactivation period.
- Proceed with deactivation as listed above.

Note: Twitter changes your settings immediately. However, old links may appear on Google and other search engines because they have cached old content in their search index. Twitter has no control over this, but you can [send search engines a request to take down your information](#).

How to reactivate your account

Note: Accounts are permanently deleted 30 days from the date they were deactivated. *After 30 days, deactivated accounts cannot be reactivated.* If it has been fewer than 30 days, follow the steps below to reactivate your account:

1. Visit twitter.com/login on the web (reactivation is not supported on mobile devices).
2. Enter your account username or email address, and your password.
3. Once you click **Sign in**, your account is reactivated.
4. You'll see your home page if reactivation was successful. Your account data (such as Tweets, followers, favorites, etc.) may take a few minutes to fully restore.