Health & Safety on
Twitter

Making Twitter a safe place for conversation

Twitter's purpose is to serve the public conversation, and that starts with keeping people safe. We've made changes over the past year to combat abuse, spam and other things that distract and detract from your experience on the platform.

50%

Of abusive content that's enforced is now surfaced proactively.
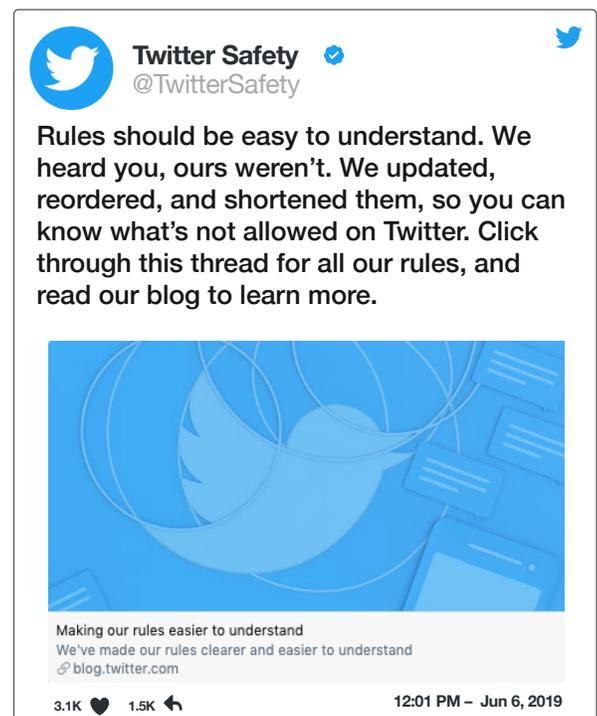
45%

Increase in accounts suspended for creating new accounts post-suspension.

3X

More abusive accounts suspended within 24 hours of reporting.

2.5X

More Tweets containing private information removed.

Twitter Safety
@TwitterSafety

Rules should be easy to understand. We heard you, ours weren't. We updated, reordered, and shortened them, so you can know what's not allowed on Twitter. Click through this thread for all our rules, and read our blog to learn more.

Making our rules easier to understand
We've made our rules clearer and easier to understand
🔗 blog.twitter.com

3.1K ♥   1.5K ↩   12:01 PM – Jun 6, 2019

Updated rules & policies

- Read our updated **rules**
- Read our updated **policy** around hateful conduct

Stay up-to-date on Health and Safety

Follow **@TwitterSafety** & **@TwitterSupport** and check out our **Help Center** for more information

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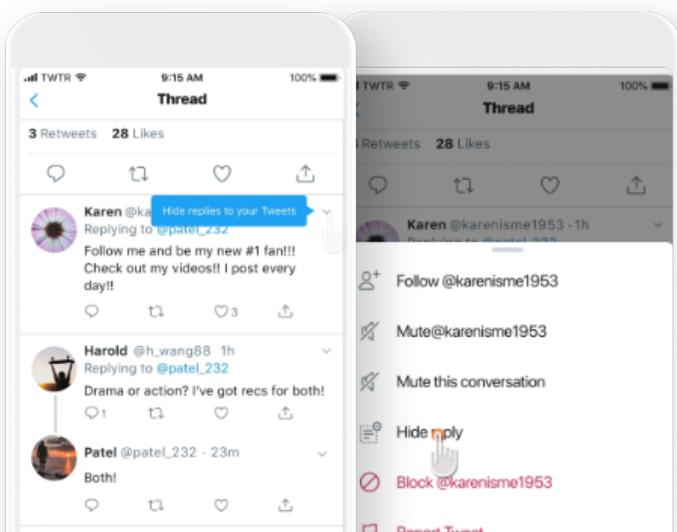
Take control of your Twitter experience

Block

Block is a feature that helps you control how you interact with other accounts on Twitter. It helps users restrict specific accounts from contacting them, seeing their Tweets, and following them.

Mute

You can mute specific accounts, words, phrases, usernames, emojis or hashtags.

Report

Tap the arrow ⌄ icon on the top-right corner of any Tweet to report it. Tap the ⦿ icon on any user's profile to report that account.

Mute Conversations

To mute notifications from a specific conversation, click the ⌄ in the top-right corner of a Tweet within that conversation and select "Mute this conversation."

Hide replies to conversations you start on Twitter

Account security tips

- Use a strong password
- Use login verification (2FA)
- Require email and phone number to request a password reset
- Be cautious of suspicious links and always make sure you're on twitter.com before you enter your login information (Clicking links in your email or DMs can lead to getting hacked)

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Conversation Settings

We're giving people a new way to have conversations on Twitter. Our newest settings let you take control of the narrative by choosing who can reply to your Tweets and join the discussion.

Choose who can reply

In the composer, tap to open a menu that offers three options for who can reply to your Tweet. You can choose between allowing everyone, just the people you follow, or only people you mention to reply.
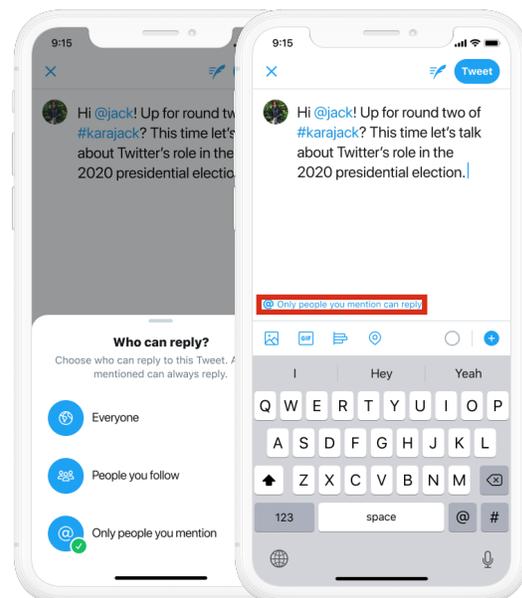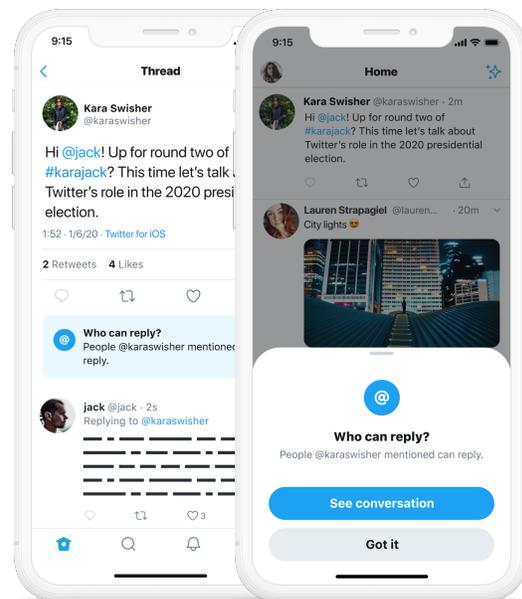
Transparent conversation signals

You'll always know what type of conversation you're viewing and whether or not you can reply.

Product Benefits

Conversation Settings allow you to have a private conversation in public, without interruption, and to engage with the audience of your choice.

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Reporting violations of our rules and policies

You can report an individual Tweet or Direct Message or report an account for potential violations, including: spam, abusive or harmful content, or impersonation. For other types of issues, you can file a report in the Help Center: help.twitter.com/forms

How to file a report in the Help Center

1. Using this link, choose the most appropriate form to submit a ticket for your issue.

2. Filing a ticket will generate a Case Number, which will be sent to the email address associated with your report.

3. Send your Case Number to your Partner Manager at Twitter, who can escalate the ticket to the Twitter Service team.

4. Your Partner Manager will stay in touch as the Twitter Service Team works to resolve your case.

Quick links

- Hacked accounts or login issues (request a password reset)

- Abuse and harassment (report harassment, threats, spam directed at you or others)

- Private information (information at belongs to you, someone you legally represent, or know)

- Impersonation (an account is pretending to be you, your brand, or organization)

- Copyright and trademark issues

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