

twittrglitch 2.0

Your step-by-step guide to Twitter problems.



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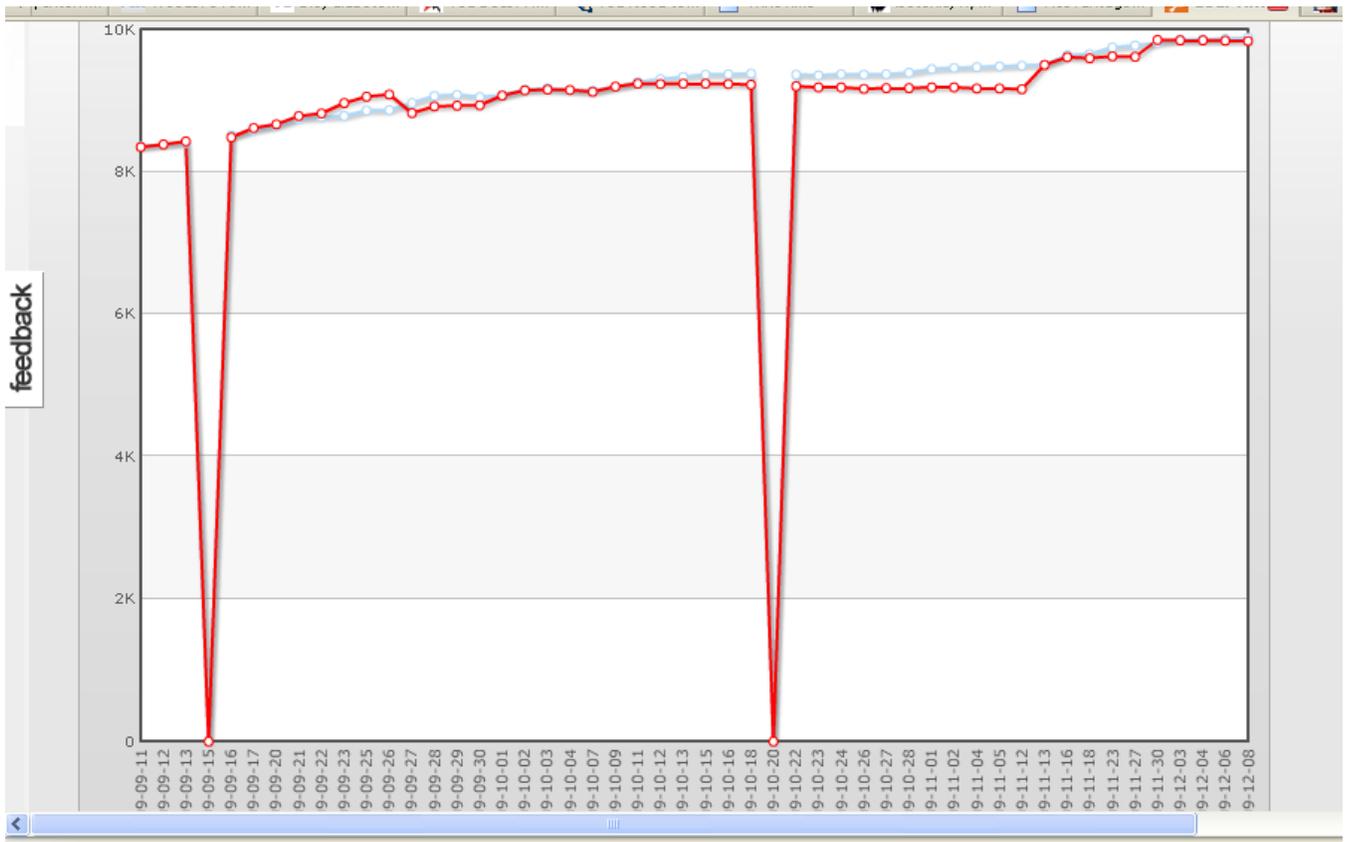
Why I Decided To Write This Guide



On two separate days I awoke to find my Twitter account decimated. My follow count read 0 and my follower account read 0. All the time spent and all the good relationships made – just gone.

And it wasn't too long before that I found someone spamming from my account and before that my profile picture was deleted leaving the brown square for all to see. It was time to figure out how to fix these problems and create a book from it.

So here it is. This is the product of that day. But the story doesn't end there because a real glitch occurred shortly thereafter and my account was deleted again. Here take a look at what ads.twitter.com shows as my graph of followers and people I'm following a month after my glitches:



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Quite dramatic, eh? That's a graphic I pulled straight from ads.twitter.com which shows you a graph of your twitter account over time.

After the 2nd problem, I decided that a fix wasn't enough – I needed to have a system set-up to not only prevent a Twitter glitch, but also to make correcting it much easier. So I've compiled a procedure of not only what to do when a glitch happens, but what to do now that will make recovery so much easier.

First, here are the mistakes I made. These won't happen to you because you're about to read them in 5 seconds. How many other glitches could occur that would be devastating to your business?

MY MISTAKE #1

(Diary entry) September 14th - Today I deleted an old Twitter account I really wasn't using while my current account was open in a different browser. This accidentally deleted both accounts. Don't do this.

I tried logging back in and was asked if I wanted to Restore the account. I followed the instructions and received two e-mails. One said my account was being restored, and the second gave me the password.

I used the password and re-logged in only to find that my 8,972 followers were gone. . Just gone. . .

MY MISTAKE #2

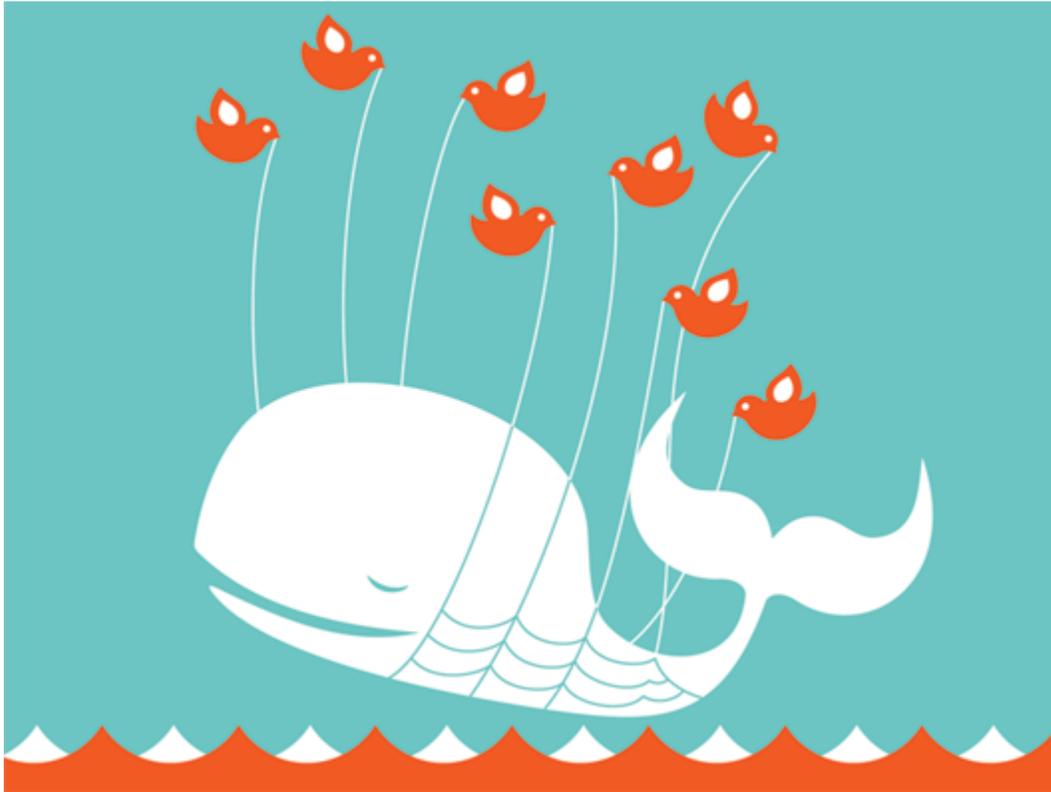
After that I made my second mistake. I panicked and told some of my Twitter friends about my issue. I now had a zero – zero account so my Twitter friends went into action.

They in turn sent out tweets inviting people to come back and re-follow me. This was a mistake because I hadn't first checked to see if I was still able to follow and be followed.

I wasn't able. Another glitch stopped that from working. Now I've lost all my followers and for some reason no one can re-follow me. All the kind-hearted people who went to bat for me - useless. Nothing could be done.

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I knew I'd soon be annoying people if you send out another distress call.



Backup Your Tweets

Sign Up at <http://expottweet.com> or <http://www.backupify.com> and have them back all your tweets and twitter account up. You never know when a Fail Whale is going to ruin your day.

Follow The Right Twitter Accounts

These are the accounts that are constantly updating you on the current scams, hacks, problems, password issues and other Twitter related news. Knowing that a specific message is a spam virus will help make sure you don't click on it.

The folks at Twitter:

I've got a complete list of the people who work at Twitter in my [Twitter Team list](#). You can follow that list so they'll always be handy. I believe there are 160 Twitter employees on that list.

But here are the basics:

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@support is the account you follow to keep up with Twitter's problems.

@spam spits out all that **@safety** spits out plus some additional information about phishing attacks, password issues and retweets of relevant info.

@safety is the account you follow to keep up on all the virus and spam alerts.

Then on to the actual Twitter staff members. . .

@charles is also helpful. Again, his profile looks like he just retweets and puts out links, but he reads his mail.

Auto Follow Keywords

You should have an account with Twollo, Tweetsurge or one of the other auto-follow keyword sites. These sites will automatically start following people who are talking about the key terms in your niche.

They're also a little insurance policy against Twitter problems. Should a glitch occur on Twitter, at least your auto-following services will continue working while you revamp.

Tweet When Twitter Isn't Accessible

Start using services like Seesmic, Tweetdeck, SPNbabble or Twitzap so you can tweet while Twitter is down. Often times a downed Twitter for you, doesn't mean a down Twitter for everyone. Might as well be seen when the lights are out.

If you don't have an account at <http://spnbabble.com>, or one of those other services – go and get one. Link your Twitter account and make some tweets. Then go to your twitter page (type in <http://twitter.com/yourusername>) and see if your tweets show up in your profile.

Then at the first sign of a Twitter problem, open up these other accounts and start Tweeting. You'll likely be able to Tweet during whatever problem you're experiencing.

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Follow Your Followers

Go to Socialoomph.com and register your Twitter account. Make sure to auto follow anyone who follows you. This will help grow your followers more quickly because some people unfollow everyone who's not following them each day. If they've already decided to follow you, why let that slip away solely because you're not following them?

Create an AutoFollow List of Your Friends

Follow Friday is a great way to "thank your followers" for being followers. You can use this nice tool to build a nice database of "friendly" twitter friends. Each week I go through my "mentions" and create a followfriday post which I save in a Notepad document. I now have 500 or so twitter friends listed in this follow Friday document. Use a hashtag when you post them as well. Another piece of insurance.

Create Groups of your most influential twitter friends on GroupTweet. Put anyone in this group that you think would help you should you have a Twitter glitch. Your mom, brother, co-workers, etc. Using Grouptweet.com you can then message all these people at once. You may want to do this with an "alternate twitter account" should you never be able to get back to your original account.

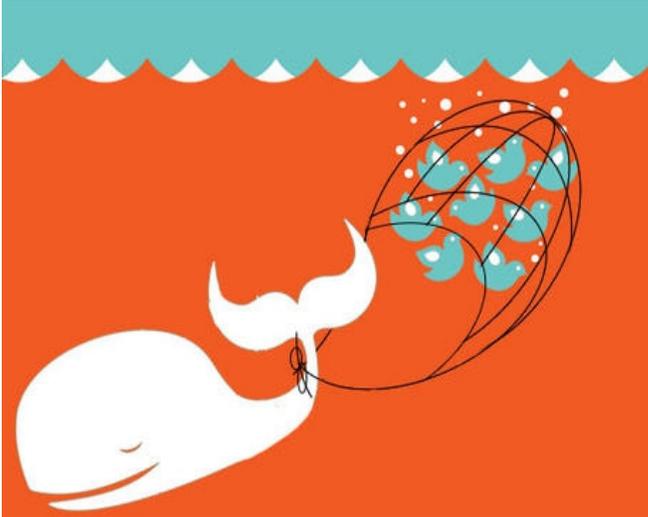
Group tweet allows multiple users to manage an account, which means you can involve friends and family, too.

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DETERMINING THE ACTUAL PROBLEM

(your problem might be different, so let's figure it out)

QUESTION 1 - Can you access Twitter.com?



YES? Skip to Question #2

NO? If your browser can't bring up Twitter, go to status.twitter.com and twitter.com/support and see if there are any public announcements about the problem.

If not, call someone (not your co-workers computer 3 feet away) to see if they can bring

up Twitter. If they can't – watch [Hulu.com](https://www.hulu.com) until Twitter gets the problem fixed. 😊

If they can, restart your computer and try again.

If that doesn't work, you should try bringing up Twitter with a different browser like Firefox, Opera or Chrome.

If that doesn't work, you have an ISP or company firewall problem. Get that fixed and then come back to us. By that I mean if everyone can bring up Twitter.com, but you – then the problem is your computer (which you restarted) or your network/firewall. So go talk to your IT guy, or call your ISP.

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QUESTION 2 - Can you log-in to your Twitter account?

YES? Skip to Question #3

NO? Well first try logging in with your email address. If that doesn't work, use your log-in and a previous password. If you still can't log-in check <http://status.twitter.com> to see if there's any information about current Twitter problems. You can also search for "can't log-in" or "twitter jail" on <http://search.twitter.com> to see if the problem is widespread. (Twitter Jail has become the term people use when they're locked out).

Next, go to the main Twitter page and press the log-in button, there's a password retrieval process you can try, using your e-mail address. Press the button that says "forgot your password?" Follow their instructions. If the password that is retrieved doesn't work, fire off an e-mail to password@twitter.com explaining your issue. Unfortunately, you have to wait for them to reply at that point.

In the meantime. . .

If you already have an SpnBabble , identi.ca, Tweetdeck or Ping.fm account open, and they are still connected to Twitter, you may still be able to tweet through them to your Twitter followers. The only problem this poses is you won't be able to see who's tweeting you back.

BUT YOU CAN USE <http://search.twitter.com> to search for people who put @yourusername in their tweets. It's cumbersome to read comments to you on one site and reply on another, but at least you're not stuck in the woods while Twitter gets the password problem fixed.

Finally, try restarting your computer, or opening Twitter in a different browser to see if that helps. If none of that helps, then contact @support or @Charles (see Appendix for more about Twitter Staff) and put a trouble ticket in at <http://support.twitter.com/> to get help. Unfortunately, a password problem needs to be fixed by Twitter, it's not something you can typically solve yourself.

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QUESTION 3 - Problems That Don't Require Twitter's Help

Someone is Spamming From Your Account?

If someone is spamming from your account (which you can determine on your own) and you need them to stop immediately, go to your Twitter account and click on "Settings" at the top of the page. From there click on "Connections" and revoke access from all of the "Connections" (unless you're absolutely sure they're not the culprit (like Facebook). Then go to Password and change your Password. That will permanently solve that problem. You can now skip to the Prevention section. The Twitter Zendesk would also like to know about this problem, so put a trouble ticket in at <http://support.twitter.com/>.

Your Profile Photo is Missing ?

If your Twitter glitch is your picture is missing, search for #faceless on <http://search.twitter.com> and find out if the problem is widespread. Then go to <http://status.twitter.com> to see if Twitter has any relevant announcements.

If your photo just didn't load, make sure you're loading up a .jpeg, .gif or .png file and make sure that it's a square. It can be no larger than 700k and no smaller than 48k.

If none of that solves the problem, send an e-mail to support@twitter.com

You Can't Tweet The Same Message Twice?

Twitter doesn't allow you to tweet the exact same message twice, if you tweet them around the same time.

You Can Not Follow People?

The first rule of Twitter is you can follow 2,000 people. After that the amount of people you follow is based on the number that is following you. So if you have issues, delete some of the people you're following. <http://twitterfollower.com> is a great site to delete everyone you're following who isn't following you.

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Or be interesting enough that more people follow you.

QUESTION 4 - Problems That Do Require Twitter's Help

If your problem is not one of those, then you need to do this first:

1. You Tweet, or have someone else tweet, a help request to @charles, and @support (see Appendix for more info about them)
2. Put in a trouble ticket at <http://support.twitter.com/> with this information:
 - ü Your username
 - ü The email address associated with your account
 - ü The phone number associated with your account
 - ü The date your account was created
 - ü What is the problem you're having
 - ü (If you are not receiving password reset emails from Twitter, please include a replacement email address which they can associate with your account. Gmail, Yahoo, and Hotmail accounts are guaranteed to work.)

If you've had a Twitter glitch, you can't do that soon enough. They are not super-fast, so do it now and get the ball rolling.

3. Send an e-mail to support@twitter.com with your trouble ticket number. This is like insurance to make sure someone pays attention to you.

This is the only way to fix a password issue and a "not able to follow or be-followed issue". Both of those are problems that you'll need Twitter to fix, not much else you can do about it.

If you've learned anything new, go back to @stop, @charles, and <http://support.twitter.com/> and update what you've learned,

If the Twitter Support has restored your ability to follow and be followed, then you can do the next few things. If that problem hasn't been resolved, you're going to have to wait.

SPECIFIC: Trademark, Logo and Profile Photo Infringements:

No person can claim trademark infringement or other impersonation issue for someone else unless they are being paid to do so. First you need to file a claim

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here: [Support Desk](#) , but you should probably read this first: [Trademark and Infringement Policy](#) .

GETTING BACK TO NORMAL

First Things First

One of the things that's really going to ease your mindset is seeing that other people have had similar problems and they get resolved quickly. There is a forum already set up where people talk about their twitter problems, how to get them resolved and how long it takes at <http://www.getsatisfaction.com/twitter>. This is a great site to supplement what you're learning here – and to keep abreast of new problems.

Go to [Socialloomph](#) , get an account and click the button that says “follow anyone who follows you”. We don't want to lose anyone, so make sure to do that before we really get started. There are lots of other tools at that will help you manage your followers, tweets and organization.

Getting Back To Normal

Twitter has some rules in place about how many people you can follow per day, and how many more people you can follow than be followed. The written rule is you can't follow more than 1,000 people per day, a governor is put on your account at that point stopping you from following more. You don't get banned or “Slapped” for trying, you just won't be able to do so.

So if you had 10,000 followers, this manual is going to take you 10 days to get back where you were, at least. (Unless Twitter helps solve your problem first and completely restores your account).

Before you proceed, make sure you go to [Socialloomph](#) or <http://TwitterFollower.com> or any other place where you may have set your

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account up to "unfollow" people who aren't following you. You can't afford to do this yet so unclick that button – or whatever you have to do to cease that.

If you can tweet from your main account, again make sure that this tweet shows up at the top of your stream everyday “If you tweeted me and I haven’t gotten back to you, sorry. I had a Twitter problem and am fixing it”.

And if you’re part of some Twitter hashtag groups tweet this:

"hey, I didn't mean to stop following you. I got bitten by the Twitter glitch. I hope you'll come follow me again so we can continue chatting #hashtag".

Those are the only tweets you need from your account. That way anyone who comes to your Profile page will see that you're sincere, you need to be re-followed and you're not spammy.

Also RT (RT means ReTweet. So if someone sends you a nice note, hit the Retweet button) anyone that sends you Twitter love, especially if they’re getting help for you.

Then. . .

Set-up an Alternate Twitter Account

Set up a new Twitter account using the same profile picture, I’d suggest getting a new account with a name like “Its_me_yourusername” or something like that. This is the account you’re going to use to contact your twitter friends that you have a problem. You’ve got the main message on your main profile page, so instead of polluting your profile page with help requests, we’re going to do that from this new account. (You can also DM (send a direct message) people, but it’s more cumbersome to retweet a DM)

If your problem is you lost all your followers, use the new account to send out 100’s of messages to your contacts. It might say “@Its_me_danrmorris Hey hey, my @(your main account name) account has a glitch and all my followers disappeared. Can you refollow me and ReTweet this for me?”

Send a 2nd message asking them not to include the link to @Its_me_danrmorris in the ReTweet, only the link to your main account.

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I think this is the best method from a business standpoint. To me it's similar to this, if you're a restaurant who's having sewer problems do you advertise that in the main dining room? No, that's tacky. So don't advertise that on your main page. The restaurant would make private calls to plumbers. I'm suggesting you make private calls to your twitter friends and direct them back to your account.

Then when people come to your profile page, they'll see that you posted a Twitter problem message and they'll likely see where you retweeted the friendly helpful words of your Twitter friends, like "RT @myfriend hey guys @yourusername lost all his followers, he's great so please follow him." New people to your page will not sense "desperation" but will see all the many friends who are coming to your aid.

Now, Finding People Who Know You

<http://search.twitter.com> is a great place to start. First search for your username. This will bring up all the tweets you're mentioned in. Send to them a message from this new account. "Hey, @example, my account was deleted but now it's back. Can you go to @yourusername and re-follow me. Sorry this is such a pain." From this new account, send one of those to everyone you can find. Then search for hashtags that mean something to you, where you'll find more people you know.

Go to your e-mail and Facebook account and contact everyone you know on Twitter (outside of Twitter). Ask if they'll send out a "Follow @yourusername" tweet to their followers. Do all this stuff outside of your account so the world doesn't smell your desperation. See how many people you can get sending out Twitter Love for you. Then on your regular account, thank each of them with a ReTweet.

Go to <http://www.refollow.com> and register with your Twitter account information. Once logged in, it will allow you to search for people on Twitter who had sent you an @yourusername message. It found 789 @myusername messages when I searched. I then was allowed to "select all" and "Follow all" in one fell swoop.

When you first search for these, Refollow.com searches in 100 tweet increments. I had to keep pressing the "more" button to make <http://refollow.com> search even farther back – and eventually found all the people who'd ever tweeted me.

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This is very important, I was able to select 789 people who had sent me a message and follow them all at once. WOW! Now my account is getting back on track.

(I made a short 2:00 minute video about how to do this here:

<http://www.screencast.com/users/tri4time/folders/Jing/media/28ad655d-26fa-4b0b-9953-488714f74ee9>)

Importing Facebook Contacts

Step 1

Go to the Yahoo website and log in to your account. Click "Add" next to Contacts.

Step 2

Click "Import Now" under Popular Tools, then click "Facebook."

Step 3

Type your Facebook username and password. Click "OK" to confirm the account connection, then click "Done."

Step 4

Go to the Twitter website while still logged into Yahoo. Sign in to your account.

Step 5

Click "Discover" at the top of the page. Click "Find Friends."

Step 6

Click "Yahoo," then click "Agree" to confirm that you want to import your contacts from Yahoo.

Step 7

Click "Follow" for each contact you want to follow on Twitter.

Something like 60% of Twitterers will follow you back. So if you've re-followed 1,000 people, in theory, 600 will follow you back automatically.

Go through your Favorites, DM's, Sent DM's and Lists and re-follow all the people in those lists. When my account was deleted, the Favorites, sent file tweets and DM were still intact, hopefully those lists are still there for you.

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See who follows you now. . . including brands

Get yourself an account at friendorfollow.com, wait. . . I made a video on this. It's a screenshare video. You'll be able to see who follows you, what brands follow you and more. Great service.

Go watch the video at <http://BloggingConcentrated.com/friendorfollow>

Also on ads.twitter.com there is a great analytics section that breaks down your followers into location, affinity, common twitterers and more.

On Tweetstats.com and on <http://twittergrader.mokumax.com/>, you can see when your followers are online. . . sometimes very useful.

Manage Twitter.com

Should you desire it, the best services to manage your Twitter environment are:

Hootsuite

ManageFlitter

Pluggio