

## To deactivate your account;

- Log in to X on a computer
- Click on **More** icon [...] in the menu on the left and select **Settings and privacy**
- From the **Your account** tab select **Deactivate your account**
- Read the account deactivation information
- Once you are happy, click **deactivate**
- Enter your password for the account when prompted to verify that you want to deactivate your account

If you're having trouble managing your X account, check out these tips for managing common issues before choosing to delete your X account.

- Help with missing posts: [help.x.com/en/using-x/missing-posts](https://help.x.com/en/using-x/missing-posts)
- Common following issues: [help.x.com/en/using-x/common-following-issues](https://help.x.com/en/using-x/common-following-issues)
- What to do about suspicious Direct Messages and potential account compromise: [help.x.com/en/safety-and-security/x-account-compromised](https://help.x.com/en/safety-and-security/x-account-compromised)



## How can I report something?

### How to report posts:

If someone has posted something that may violate the X Rules, ([help.x.com/en/rules-and-policies/x-rules](https://help.x.com/en/rules-and-policies/x-rules)) you can report individual posts by:

- Clicking on the three dots [...] beside a post
- Select **Report** from the drop-down menu
- Choose what type of report and follow the steps provided



### How to report profiles for violations:

- Open the profile you'd like to report
- Select the three dots [...] on the profile
- Select **Report** and then select the type of issue you'd like to report
- Select the specific policy violation type you'd like to report
- Once you've submitted your report, X will provide recommendations for additional actions you can take to improve your X experience

Full details on reporting violations of the X Rules are available here:

[help.x.com/en/rules-and-policies/x-report-violation](https://help.x.com/en/rules-and-policies/x-report-violation)

Further details on how to report specific types of violations are available here: [help.x.com/en/rules-and-policies/x-report-violation#violations](https://help.x.com/en/rules-and-policies/x-report-violation#violations)



## How do I protect my privacy?

### Privacy

X has developed helpful resources on how to control your privacy on X. We suggest you familiarise yourself with the range settings and tools available to control your privacy preferences.

When you set up an X account it is automatically set to **Public**, this means that anyone can see your posts, even if they don't follow you or have an X account. You can **Protect** your posts, which means anyone who doesn't follow you would need to follow you and be accepted as a follower, before seeing your posts.

To check if your account is public or private take these steps:

- Login to X
- Click on **More**, then **Settings and privacy** in the left hand menu. On the mobile app, this is named **Settings and support**
- Scroll down to the **Privacy and safety** section. If you want to be private, click on **Audience, media and tagging** and then tick **protect your posts**. If you want your account to be public, make sure it is unticked

In this section you can also choose who you want to be able to tag you in photos. In the **Privacy and safety** section, you can also select **Content you see** to manage your sensitive media settings.

### Who Can See My Posts?

If you have chosen to protect your posts, only the people that follow you can see them. If you have chosen not to, anyone can view your posts, unless you have blocked them.



## Where can I go for further support?

**X Help Centre:** [help.x.com/en](https://help.x.com/en)

**X Safety & Security:** [help.x.com/en/safety-and-security](https://help.x.com/en/safety-and-security)

**X Rules & Policies:** [help.x.com/en/rules-and-policies](https://help.x.com/en/rules-and-policies)

**Privacy on X:** [privacy.x.com](https://privacy.x.com)

**UK Safer Internet Centre:** Website: [saferinternet.org.uk](https://saferinternet.org.uk)

Email: [enquiries@saferinternet.org.uk](mailto:enquiries@saferinternet.org.uk)

**SWGfL:** [swgfl.org.uk](https://swgfl.org.uk)

**Professionals Online Safety Helpline:** Phone: 0344 381 4772

Email: [helpline@saferinternet.org.uk](mailto:helpline@saferinternet.org.uk)

**Report Harmful Content:** [reportharmfulcontent.com](https://reportharmfulcontent.com)

**Childnet:** [childnet.com](https://childnet.com)

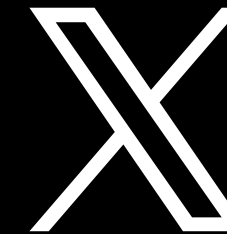
**Internet Watch Foundation:** [iwf.org.uk](https://iwf.org.uk)

**Childline:** Website: [childline.org.uk](https://childline.org.uk) Phone: 0800 1111

**Report abuse or grooming to CEOP:** [ceop.police.uk/ceop-reporting](https://ceop.police.uk/ceop-reporting)

This guide relates to using X on a desktop and mobile.

Pick up a copy of this checklist along with other Online Safety materials on the SWGfL Store: [swgflstore.com](https://swgflstore.com) or download a checklist from the SWGfL website: [swgfl.org.uk/resources/checklists/](https://swgfl.org.uk/resources/checklists/)



## Privacy & Security Checklist

## What is X?

X is a real-time information network powered by people all around the world that lets them share and discover what's happening now.

### With X, you can:

- Post content for the world to see and join public conversations
- Stay up to date on breaking news and follow your interests
- Stay better informed with extra context from Community Notes
- Go live with Spaces for audio or stream live video
- Communicate privately with Direct Messages
- Subscribe to X Premium to expand your reach, get a blue checkmark, and more
- Earn a living creating exclusive content for your paid subscribers and share in the ad revenue generated in replies to your posts
- Create and join Communities around topics and interests, from sports to music to technology
- Upload and watch videos up to 3 hours in length
- Write and read long-form posts like essays and blogs
- Connect directly with your customers to help your business grow



## Who can follow me?

### My Followers

If you have chosen to **Protect your posts** you will receive a notification when someone has requested to follow you. This allows you to choose whether to 'accept' or 'decline' their follow request. If you have chosen not to protect your posts, anyone can follow you (unless you have previously blocked them) and you will receive a notification informing that they have started following you.

### Profile labels on X:

X applies visual identity signals like labels and checkmarks on account profiles to provide more context and help distinguish between different types of accounts.

**Blue checkmark** - The blue checkmark means that an account has an active subscription to X Premium. ([help.x.com/en/using-x/x-premium](https://help.x.com/en/using-x/x-premium)) These accounts may represent an individual or an organisation.

**Gold checkmark and square profile picture** - The gold checkmark and square profile picture indicates that the account is an official Verified Organisation ([help.x.com/en/using-x/verified-organizations](https://help.x.com/en/using-x/verified-organizations)) account on X.

**Grey checkmark** - The grey checkmark indicates that an account represents a government/multilateral organisation or official.

**Affiliation badges** - Affiliation badges indicate that an account is connected to an organisation on X. The affiliation badge contains the profile photo of a Verified Organisation and is applied to all the affiliates of that organisation. Affiliated accounts can also have checkmarks depending on the type of account.



## How do I unfollow or delete content?

### Unfollowing

If you no longer wish to follow someone, you can unfollow them by going to their X profile, Click the **[following]** button and you will automatically 'unfollow'. If you still want to follow someone but don't want to see their posts; click this icon [⋮] on their profile, next to their profile picture and select **Mute**. You can 'un-mute' at any time.

If you don't think unfollowing them is enough, you can also **Block a user**. Click the same icon [⋮] on their page and select **Block**. This means that the user will no longer be able to follow or message you.

It is good practice to occasionally look through your followers and have a spring clean. If you no longer know someone or don't want them seeing your posts, then we recommend removing them. Alternatively, if they are promoting harmful content, it's advised that you **Report** and **Block** the profile.

### Deleting Content

If you would like to delete a post you created, all you need to do is click on the three dots [⋮] in the top right-hand corner of the post and click **Delete**. This works for any posts or re-posts. If you have 'liked' something but didn't want to, click the heart icon again to 'un-like'.



## How do I deactivate my account?

### Deactivating your X account

Deactivating your X account is the first step to deleting your account permanently. Deactivation initiates a 30-day window that gives you space to decide if you'd like to reactivate your account. If you do not access your account within the 30-day deactivation period, your account is deleted and your username will no longer be associated with your account.

Deactivating your X account means your username (or 'handle') and public profile will not be viewable on x.com, X for iOS or X for Android.

### Deleting your X account

After your 30-day deactivation window, your X account is permanently deleted. When you don't log into your account during the 30-day window, it lets X know you want to permanently delete your X account. Once your account is deleted, your account is no longer available in X systems. You won't be able to reactivate your previous account, and you won't have access to any old posts.

Once your account is deleted after the 30-day deactivation window, your username will be available for registration by other X accounts.



### Top things to know before deactivating your account

Here are a few things to keep in mind if you've decided to deactivate or delete your X account:

- Deleting your X account won't delete your information from search engines like Google or Bing because X doesn't control those sites. There are steps you can take if you contact the search engine: [help.x.com/en/safety-and-security/remove-x-profile-from-google-search](https://help.x.com/en/safety-and-security/remove-x-profile-from-google-search)
- When you deactivate your X account, mentions of your account's username in other's posts will still exist. However, it will no longer link to your profile as your profile will no longer be available. If you would like the content to be reviewed under the X Rules, you may file a ticket here: [help.x.com/en/forms](https://help.x.com/en/forms)
- You don't have to delete your account to change the username or email associated with your X account. Go to **Account information** to update that anytime: [x.com/settings/your\\_twitter\\_data/account](https://x.com/settings/your_twitter_data/account)
- Logging into your account within the 30-day deactivation window easily restores your account
- If you want to download your X data, you'll need to request it before you deactivate your account. Deactivating your account does not remove data from X systems: [help.x.com/en/managing-your-account/how-to-download-your-x-archive](https://help.x.com/en/managing-your-account/how-to-download-your-x-archive)
- X may retain some information on your deactivated account to ensure the safety and security of its platform and people using X. More information can be found here: [help.x.com/en/rules-and-policies/data-processing-legal-bases](https://help.x.com/en/rules-and-policies/data-processing-legal-bases)

