

## How To Recover A Hacked Twitter Account

What you do after being hacked depends on two things: whether you can gain control of your account and what crisis communications plan your business has in place. Below are a few steps to help you react appropriately.

### Try Resetting Your Password

If your account has been hacked and you're unable to log in, request a password reset immediately at [https://twitter.com/account/begin\\_password\\_reset](https://twitter.com/account/begin_password_reset).

If you're still unable to login after the reset, secure your account again by submitting a support request at <https://support.twitter.com/forms>.

Select "**hacked account**" from the list of options, and be sure to use the email address you associate with the hacked Twitter account. Additional information and instructions will be sent to that email address. You'll also need to include both your username and the date you last had access to your account.

If you're able to login, immediately change your password and make sure that the email address associated with your account is secure. If necessary, you may need to change your email address or update its password.

### Respond Where You Can

If you're unable to regain control of your account, find another outlet where you can update your fans or customers about why your Twitter account is unavailable.

### Protect Your Twitter Password

Offense remains the best defense. To keep your account safe from hackers, use a strong and unique password.

#### Do

- Create unique passwords at least 10 characters long (the longer, the better).
- Use a mix of uppercase letters, lowercase letters, numbers, and symbols.

- Use a different password for each website you visit.
- Keep your password in a safe place.

### **Don't**

- Use personal information in your password, such as phone numbers, birthdays, etc.
- Use common words, such as “password.”
- Use sequences, such as “abcd1234,” or keyboard sequences, such as “qwerty.”
- Reuse passwords across websites — your Twitter password should be unique to Twitter.