



Twingly Administration Center User Guide

I. Introduction

The Twingly Administration Center allows administrators to block blogs or single blog posts, view and act upon user abuse. This document contains instructions on how to handle the moderation of blogs or blog posts for the site using Twingly.

The Twingly Administration Center can be found at <http://admin.twingly.com> and used by logging in with the information received from Twingly. Problems and questions can be sent to support@twingly.com.

Start by logging in with your username and password provided by Twingly.

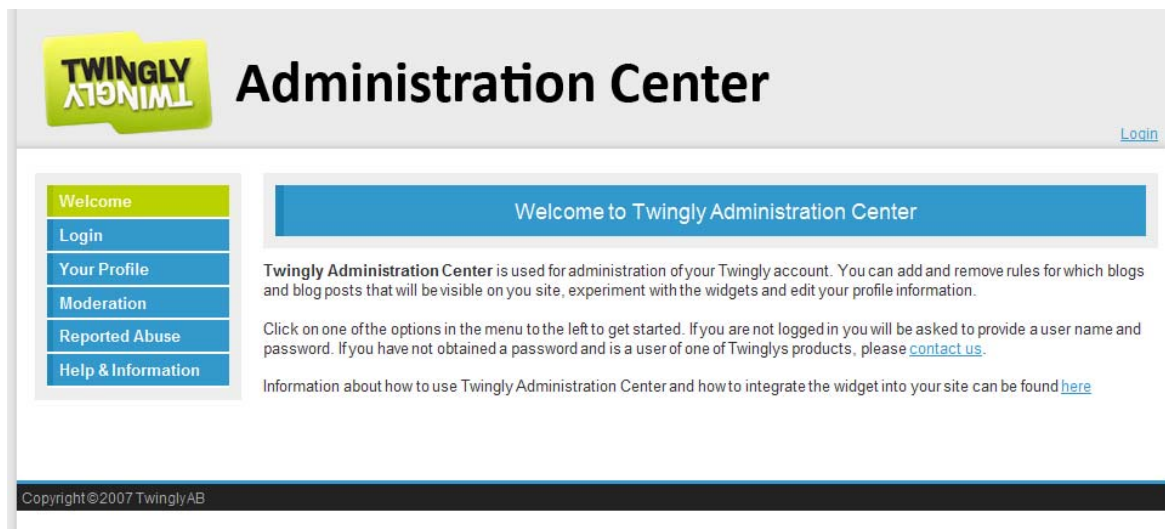


Figure 1: The Twingly Administration Center

II. Best Practices for Moderation

Ideally you would not need to use this interface at all. However, when you start freshly with your Twingly product, it might be very useful to look at the admin center once a day for the first few weeks. This will help you getting an idea of what is going on with blogs linking to your site.

The RSS feeds in the dashboard help you monitor:

Linking Blogs: Subscribe to this RSS to keep track of all new blogs linking to your site!

Unhandled Abuse: Subscribe to this feed in order to see all posts that your readers flag to you via the Twingly box on each article page.

Since **Twingly is designed to stimulate conversations** around your site's content, we suggest that you block blogs or blog posts only in urgent cases.

Exclusions become necessary if someone violates your content rights, if blogs or blog posts are either irrelevant to the article's content, inappropriate or spam. We try to keep our blog index



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as spam-free as possible, so you should not see any spam blogs. However, should this happen, we would be grateful if you drop us a line at support@twingly.com, so that we can ban the blog from the entire index.

Most of our partners integrate the monitoring of linking blog posts into the moderation process of i.e. user comments on your site. Let us know if you need help with this – we have a lot of experience to share!

III. Sections of the Administration Interface

Your Profile

Here you can change your password. If you want to be notified about abuse reports from users by email, here you can add your email address to which you would like to receive these (new abuse reports).

Moderation

The moderation section consists of two different restriction methods. The upper one, “Restricted blogs”, allows the administrator to block entire blogs, and the “Restricted posts” part allows the admin to block specific blog posts.

Restricted blogs

Blogs already added to the restriction list are shown in the upper part of the section, each blog is displayed by its URL or name together with the restriction time and an optional comment.

Adding a restriction to a blog

To add a URL, the button “Add restriction” is used. This button opens a dialog window where a website URL and a comment can be posted (see figure 2). The URL field must be filled in, but the comment section can be left empty. After entering the details, the blocking is submitted by clicking the “Add” button. The added blog is now restricted and appears on top of the list displaying restricted blogs.

1. Click “Add restriction” button
2. Add URL to the blog to be restricted
3. Write comment if needed
4. Click the “Add” button

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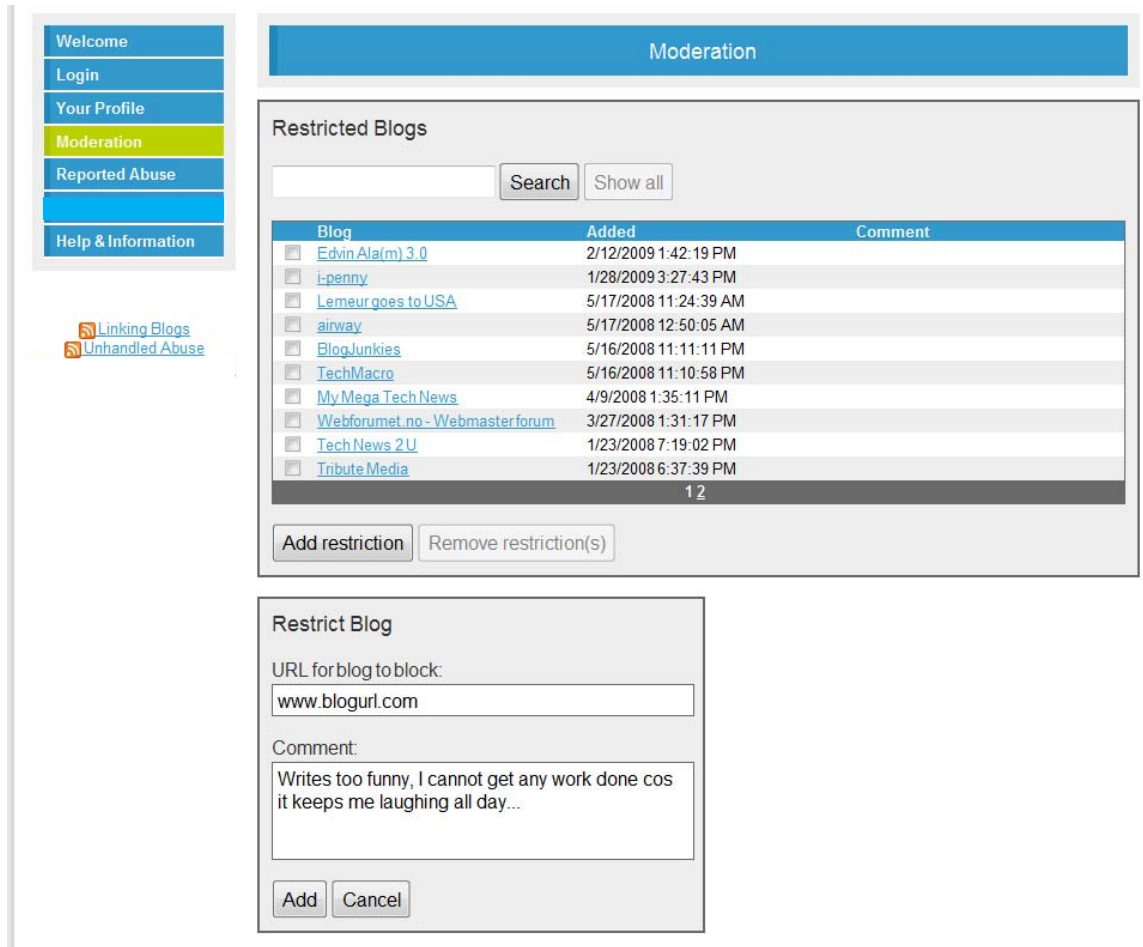


Figure 2: Adding a blog to restriction list.

Removing a restriction from a blog

All restricted blogs can be removed from the list and thereby allowed again. To remove a restriction from a specific blog, the box in front of the URL is checked, as shown in figure 2. After checking the box/boxes, the button “Remove restriction(s)” is clicked, the chosen restriction or restrictions will be removed, and the blog is re-allowed.

1. Check the box before the URL
2. Click the “Remove restriction(s)”

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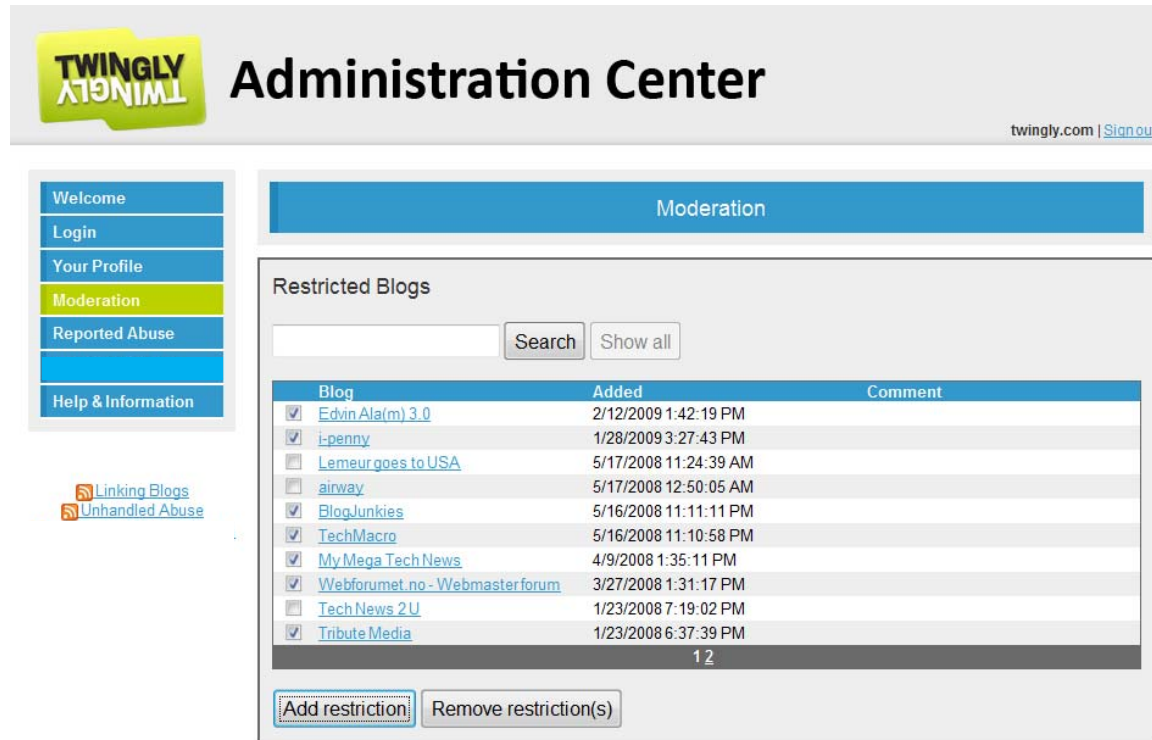


Figure 3: Removing restriction from a blog.

Restricted posts

To avoid blocking a whole blog, but still block a specific blog post, the restricted posts method is used. As with the blog restriction method, posts can be unblocked too.

Proceed the same way as if you would block an entire blog – just use the “Restricted Posts” box.

Reported Abuse

Via the Blogstream box on your articles, your users can report blog posts that they consider either inappropriate, irrelevant or spam. The “Reported Abuse” section allows an administrator to handle user reports. When a user flags a blog post to you, the reported post appears in the “Unhandled User Reports” list (picture in figure 4). The post, and the blog containing the post, can be viewed by clicking the link.

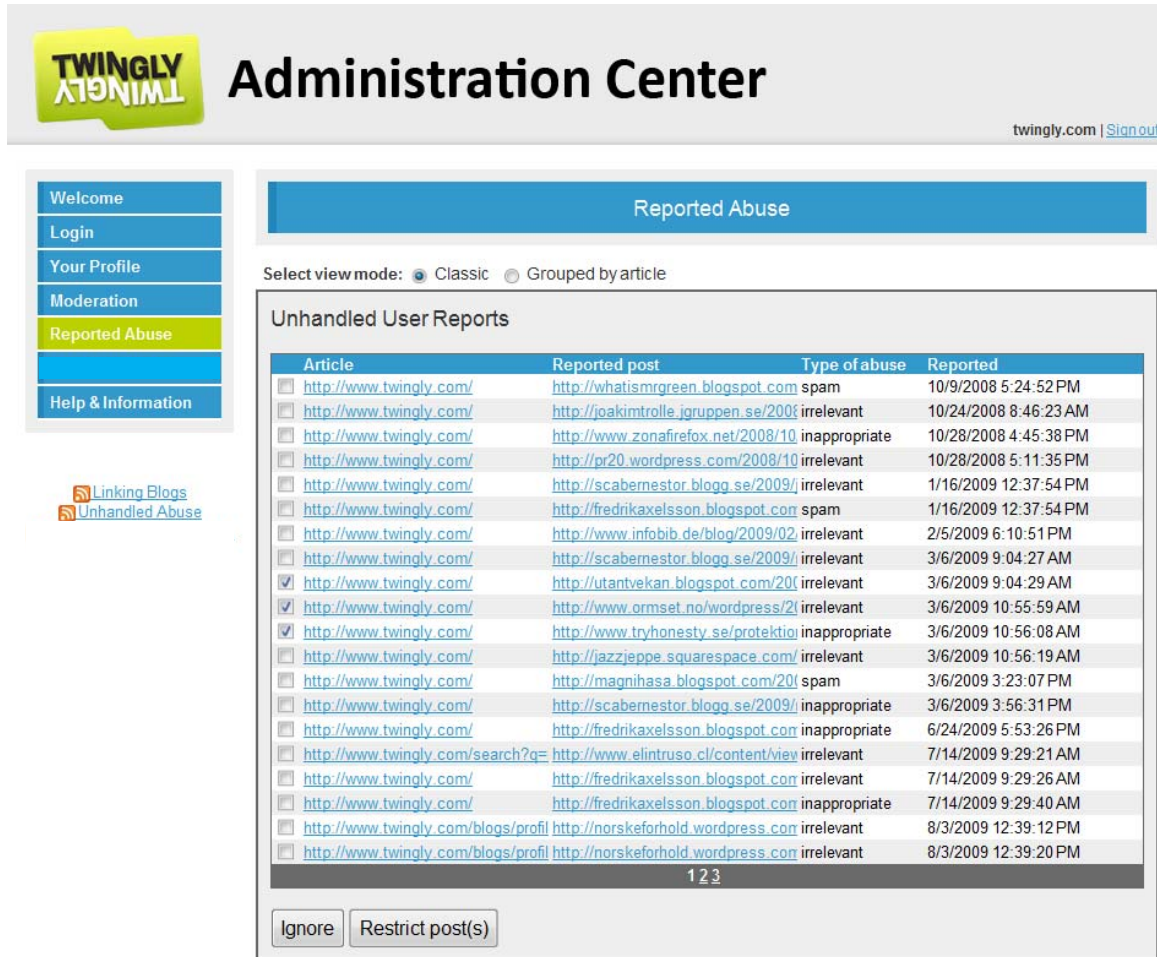
Note: All reported posts in the list are not blocked until an administrator decides whether the complaint is relevant or not, and either blocks it or ignores it.

To ignore the user report, and avoid blocking, the post the box in front of the report link is checked and the “Ignore” button clicked.

To block a specific post in the report list, the box is checked and the “Restrict” button is clicked.

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To block the entire blog containing the reported post, the “Moderation” section described above should be used. Add the blog URL to your list of “Restricted Blogs”.



The screenshot shows the Twingly Administration Center interface. The main heading is "Administration Center" with the Twingly logo. A navigation sidebar on the left includes links for Welcome, Login, Your Profile, Moderation, Reported Abuse (highlighted), and Help & Information. Below the sidebar are links for "Linking Blogs" and "Unhandled Abuse". The main content area is titled "Reported Abuse" and includes a "Select view mode:" option with radio buttons for "Classic" (selected) and "Grouped by article". The "Unhandled User Reports" table is displayed with the following data:

Article	Reported post	Type of abuse	Reported
<input type="checkbox"/> http://www.twingly.com/	http://whatismrgreen.blogspot.com	spam	10/9/2008 5:24:52 PM
<input type="checkbox"/> http://www.twingly.com/	http://joakimtrolle.jgruppen.se/2008/	irrelevant	10/24/2008 8:46:23 AM
<input type="checkbox"/> http://www.twingly.com/	http://www.zonafirefox.net/2008/10/	inappropriate	10/28/2008 4:45:38 PM
<input type="checkbox"/> http://www.twingly.com/	http://pr20.wordpress.com/2008/10/	irrelevant	10/28/2008 5:11:35 PM
<input type="checkbox"/> http://www.twingly.com/	http://scabernestor.blogg.se/2009/	irrelevant	1/16/2009 12:37:54 PM
<input type="checkbox"/> http://www.twingly.com/	http://fredrikaxelsson.blogspot.com	spam	1/16/2009 12:37:54 PM
<input type="checkbox"/> http://www.twingly.com/	http://www.infobib.de/blog/2009/02/	irrelevant	2/5/2009 6:10:51 PM
<input type="checkbox"/> http://www.twingly.com/	http://scabernestor.blogg.se/2009/	irrelevant	3/6/2009 9:04:27 AM
<input checked="" type="checkbox"/> http://www.twingly.com/	http://utantvekan.blogspot.com/20/	irrelevant	3/6/2009 9:04:29 AM
<input checked="" type="checkbox"/> http://www.twingly.com/	http://www.ormset.no/wordpress/2/	irrelevant	3/6/2009 10:55:59 AM
<input checked="" type="checkbox"/> http://www.twingly.com/	http://www.tryhonesty.se/protektion/	inappropriate	3/6/2009 10:56:08 AM
<input type="checkbox"/> http://www.twingly.com/	http://jazzjeppe.squarespace.com/	irrelevant	3/6/2009 10:56:19 AM
<input type="checkbox"/> http://www.twingly.com/	http://magnihasa.blogspot.com/20/	spam	3/6/2009 3:23:07 PM
<input type="checkbox"/> http://www.twingly.com/	http://scabernestor.blogg.se/2009/	inappropriate	3/6/2009 3:56:31 PM
<input type="checkbox"/> http://www.twingly.com/	http://fredrikaxelsson.blogspot.com	inappropriate	6/24/2009 5:53:26 PM
<input type="checkbox"/> http://www.twingly.com/search?q=	http://www.elintruso.cl/content/view	irrelevant	7/14/2009 9:29:21 AM
<input type="checkbox"/> http://www.twingly.com/	http://fredrikaxelsson.blogspot.com	irrelevant	7/14/2009 9:29:26 AM
<input type="checkbox"/> http://www.twingly.com/	http://fredrikaxelsson.blogspot.com	inappropriate	7/14/2009 9:29:40 AM
<input type="checkbox"/> http://www.twingly.com/blogs/profil	http://norskeforhold.wordpress.com	irrelevant	8/3/2009 12:39:12 PM
<input type="checkbox"/> http://www.twingly.com/blogs/profil	http://norskeforhold.wordpress.com	irrelevant	8/3/2009 12:39:20 PM

At the bottom of the table, there are "Ignore" and "Restrict post(s)" buttons, and a page number "1 2 3".

Figure 4: The “Unhandled User Reports” view