

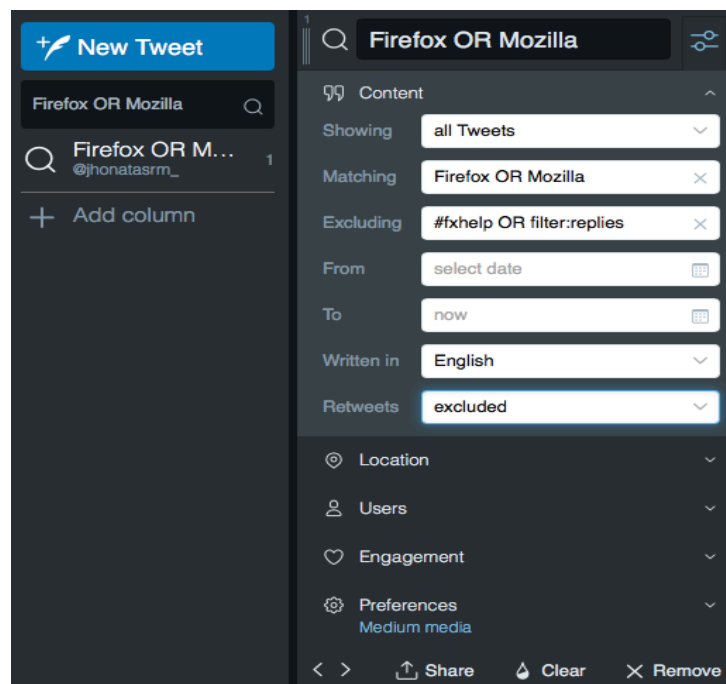
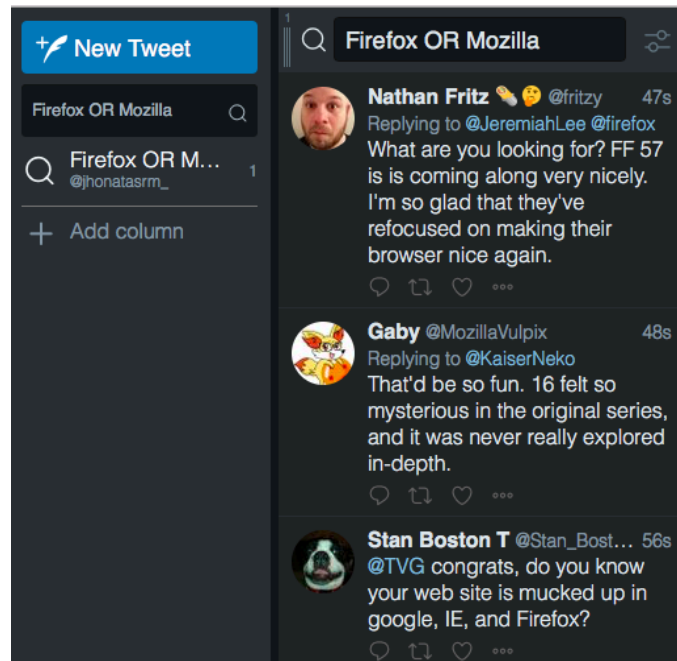
<4/5/2018 this will be added to the knowledge base>

1. Configuring TweetDeck

1. Go to <http://tweetdeck.twitter.com/> and login with your Twitter account
2. In the upper-left corner of the page click **Search Twitter**, paste the following query and press Enter:Firefox

OR Mozilla exclude:nativeretweets exclude:retweets -#fxhelp -OR -filter:replies

A new dashboard will be created with our recommended settings.

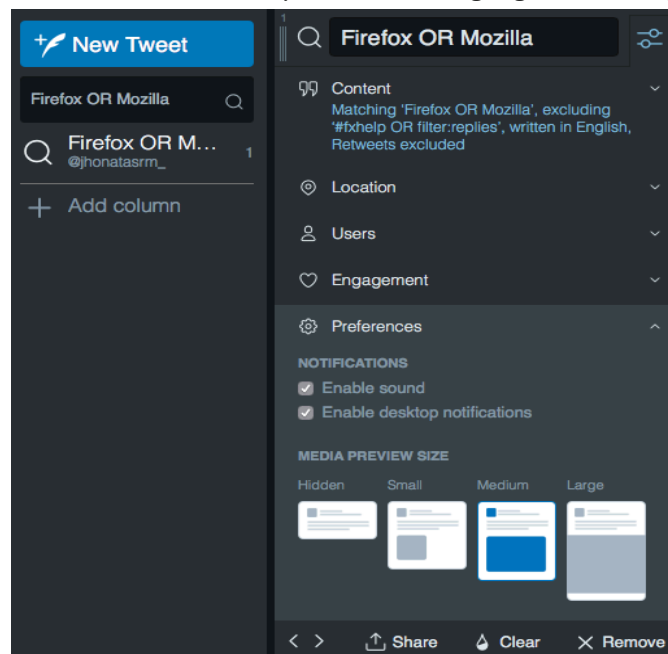


5. Click the  button at the upper-right corner of the newly created dashboard to customize it, then click the arrow at the far left next to Content to expand the content section.

6. In the field **Excluding** insert **#fxhelp OR filter:replies** that filter will eliminate from your search tweets containing **#fxhelp** previously answered by a contributor to the AoA.

7. You can select the range dates of the tweets that you want to answer using **From** and **To** (We recommend not to answer very old questions)

Click on the **Content** tab and set **Written in** option to the language of tweets you would like to see



10. In **Preferences** you can choose to receive notifications for each new tweet that matches your content filters.

1.1 [Video] Configuring TweetDeck

You can see step by step instructions in video here: <https://www.screencast.com/t/rcWKKdEH>

2. How to ignore a user

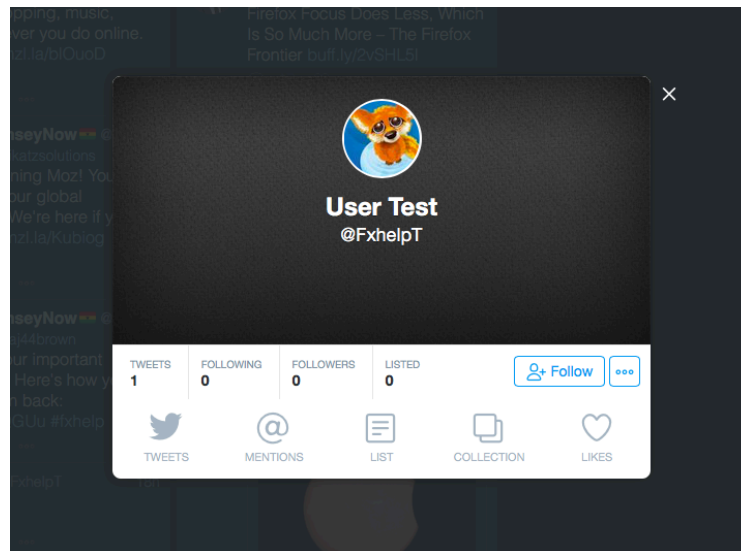
Sometimes a user is not very happy with our replies or behaves poorly when responding. You can use the mute feature to not see their tweets in order to avoid future problems.

Mute is a feature that allows you to remove an account's Tweets from your timeline without unfollowing or blocking that account. Muted accounts will not know that you've muted them and you can [unmute](#) them at any time.

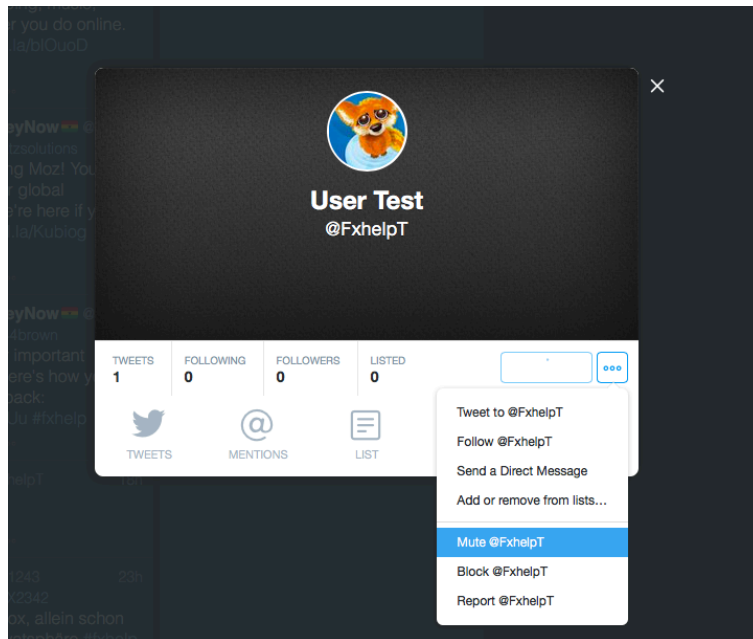
Assuming you are logged in the TweetDeck, you can see the following environment:



1. Click on the username and you can see the following window



2. Click on the button
3. And select **Mute @username**



2.1 [Video] How to ignore user

How to ignore a user: <https://www.screencast.com/t/cxIEe1Cp2xn>

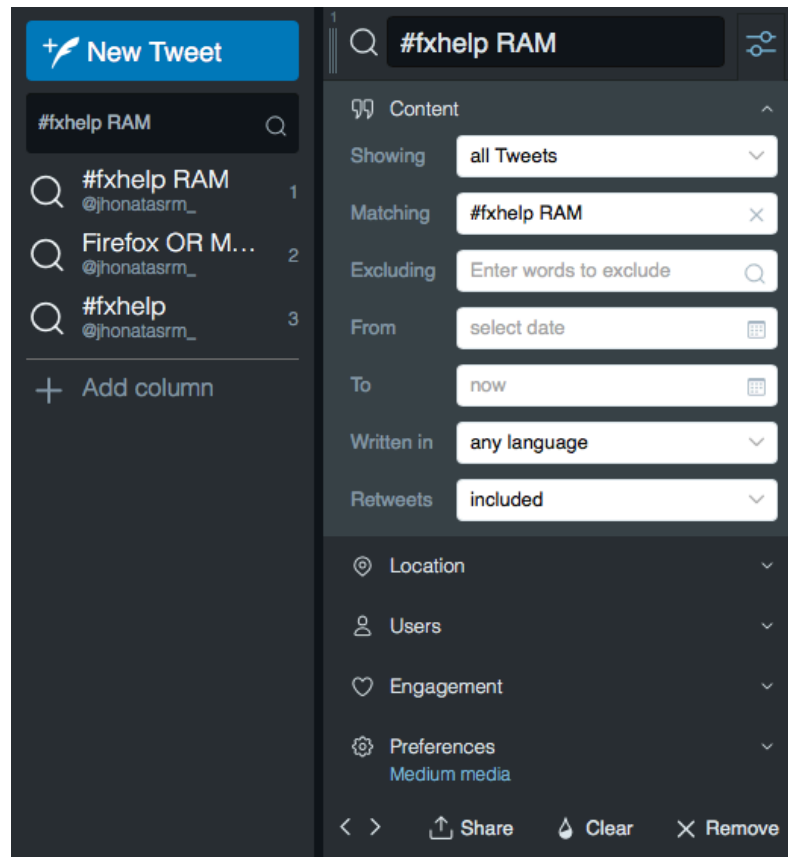
3. Get old answers from AoA

To help users we can use the answers already used, based on similar issues responded to before.

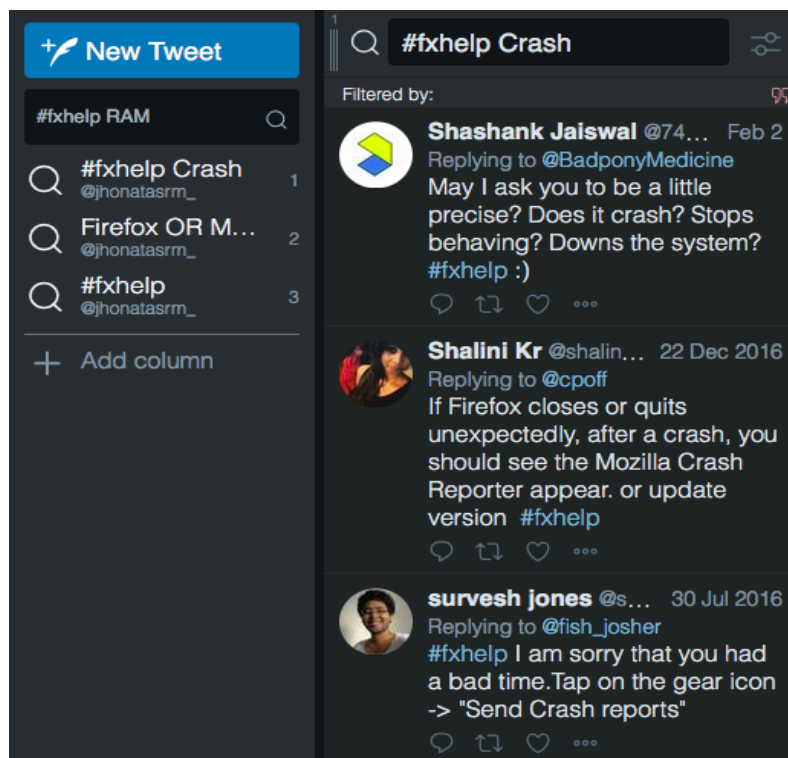
1. In the upper-left corner of the page click **Search Twitter**
2. Search for **#fxhelp RAM** (or other queries like #fxhelp crash)
3. When you press enter, a new column will be created with your search.

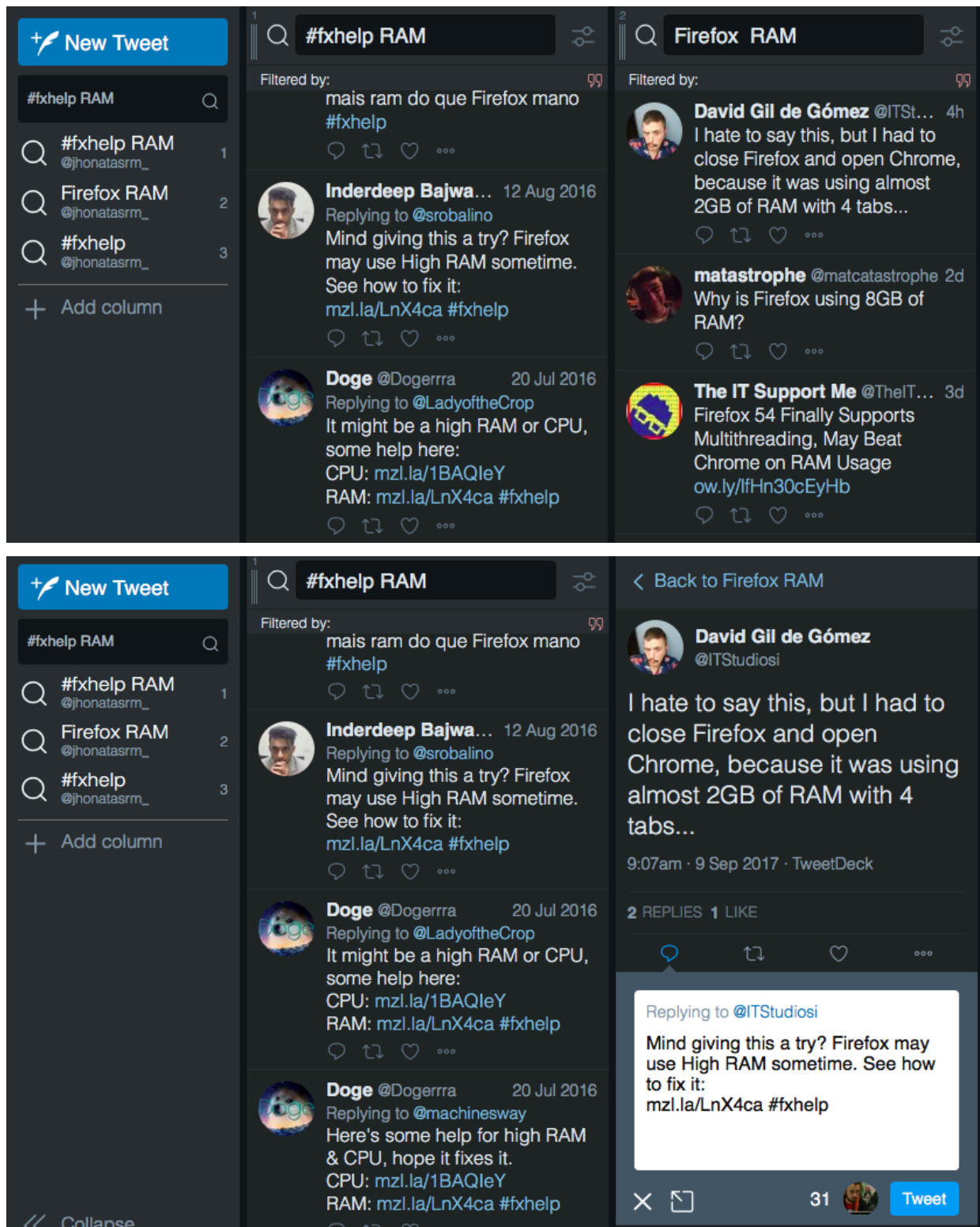


4. Click the button next to the search bar



5. Select your language in **Written in**.
6. If you want, you can just type in other searches like **#fxhelp Crash**





PS.: Remember to customize your responses, it's very important for people to feel like they're getting help from a person, rather than copy-pasted info :)

3.1 [Video] Get old answers from AoA

Get old answers from AoA: <https://www.screencast.com/t/q9aIKq9nQv>

Different Language Searches are included in the Social Support Documentation.

1. **Congratulations, you have completed your set up, now please continue back to the guidelines for more tips and how to get help. <3 guigs [Click here to Go back to finish](#)**