



Isadora D. <skadinna@gmail.com>

Case# 68359841: I can't log in [ref:00DA000000K0A8.5004A00001H1tj8:ref]2 meddelanden

Twitter Support <support@twitter.com>
Till: "isadora@kde.org" <isadora@kde.org>

2 oktober 2017 21:45



Hello,

The email address used to file this request does not match the email on the account you mentioned.

If you can still access the account through the Twitter app for iOS or Android, you can update your email address and then change your password. Instructions can be found here:
<https://support.twitter.com/articles/15356>.

If you don't have the app for iOS or Android but are still logged in to mobile.twitter.com, or if the account is linked to an app like TweetDeck, Vine, Instagram, etc., we may be able to help. Reply to this email and we'll do our best.

If you're not logged in anywhere else, here are your options:

- File a new support request using the email address associated with the account: <https://support.twitter.com/forms/signin>. If you do so, reply to this email with your new case number. We'll get back to you ASAP.
- If this is an organization or company account, reply to this email and let us know.

Thanks,

Twitter Support

Reference #ref:00DA000000K0A8.5004A00001H1tj8:ref

[Help](#)

Twitter, Inc. [1355 Market Street, Suite 900 San Francisco, CA 94103](#)

Ivana Isadora Devcic <isadora@kde.org>

2 oktober 2017 22:30

Svara: isadora@kde.org

Till: Twitter Support <support@twitter.com>

Hello,

and thanks for the reply!

As mentioned in the report message, I'm writing on behalf of KDE e.V. (<https://ev.kde.org/>) and Plasma Mobile developers (<https://plasma-mobile.org/overview/>).

The @PlasmaMobile account is an organization account - or at least it should be.

However, we have been unable to recover the account credentials, and it's unclear whether the account was registered by someone from our community who is no longer active, or by a third party.

If possible, we would like to regain access to this account, or have it deleted, so that we can register the handle again with an official KDE email address.

Please let us know if any additional information is required to recover the account.

Also, feel free to directly contact the KDE e.V. board at kde-ev-board@kde.org to verify the integrity of this request.

Thanks a lot!

Sincerely,

Ivana Isadora Devcic,
representing the KDE Promo team.

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Ivana Isadora Devcic
Promotion & Marketing, [KDE.org](https://www.kde.org)
[@kdecommunity on Twitter](#) || [KDE on Facebook](#)
[Citerad text är dold]



Isadora D. <skadinna@gmail.com>

Case# 68359841: I can't log in [ref:_00DA0K0A8._5004A1H1tj8:ref]3 meddelanden

support@twitter.com <support@twitter.com>

4 oktober 2017 11:54

Till: "isadora@kde.org" <isadora@kde.org>



Hello,

The account you have reported is currently inactive. We can release this username for your brand's use by transferring the username to a Twitter account that you manage. We can either rename an account you currently have or transfer the username to a new placeholder account that you create.

To proceed with the transfer, simply reply to this email with the username of the account you want renamed with the requested username. This could be an existing Twitter account that you want renamed or a new placeholder account (for example, twitter.com/temp123 or @temp123). Once we receive the username for the existing account you want renamed or placeholder account, we will apply the requested username to it.

- A username transfer only changes the username of your account.
- All the existing content on your existing or placeholder account (followers, Tweets) will remain intact.
- A username change will not affect your existing followers, Direct Messages, or replies. Your followers will simply see a new username next to your picture when you Tweet.
- Since other users will need to mention and message you at your new username, you may find it helpful to post a Tweet to let your followers know that you've selected a new username.

After the transfer, your previous or temporary placeholder username will be released immediately for use by other accounts.

Safety tip: We strongly advise you to use an email address at your company's official domain with your Twitter account. This makes it much easier for us to help you if you should encounter issues with your account in the future. To learn how to change the email address of a Twitter account, see <https://support.twitter.com/articles/15356>.

Thank,

Twitter Support

[Help](#)

Twitter, Inc. [1355 Market Street, Suite 900 San Francisco, CA 94103](#)

ref:_00DA0K0A8._5004A1H1tj8:ref

Ivana Isadora Devcic <isadora@kde.org>
Svara: isadora@kde.org
Till: "support@twitter.com" <support@twitter.com>

4 oktober 2017 12:01

@promo_kde
[Citerad text är dold]
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Ivana Isadora Devcic
Promotion & Marketing, [KDE.org](#)
[@kdecommunity on Twitter](#) || [KDE on Facebook](#)

Ivana Isadora Devcic <isadora@kde.org>
Svara: isadora@kde.org
Till: "support@twitter.com" <support@twitter.com>

23 oktober 2017 12:55

Hello,

any updates on this? It seems that the username still hasn't been transferred.

Is there any additional information that we need to provide? Please let me know.

Thanks!

Best regards,
Ivana Isadora Devcic,
representing the KDE Promo team.
[Citerad text är dold]



Isadora D. <skadinna@gmail.com>

Update on closed case failed: Re: #68359841 I can't log in

1 meddelande

Twitter Support <support@twitter.com>
Till: "isadora@kde.org" <isadora@kde.org>

23 oktober 2017 12:56



Hello,

You tried to update a case that has been closed. Please submit a new case at <http://support.twitter.com/forms>. You can also visit our help center at <http://support.twitter.com> for self-help solutions to common problems.

Thank you!

Twitter Support
<http://support.twitter.com>
@Support

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