Procedures for Archiving Social Media Accounts of OSD Components

Washington Headquarters Services Records, Privacy and Declassification Division (RPDD)

OSD Records And Information Management Program (OSD/RIM) Updated 18 Jan 17

Archiving Social Media Accounts and Pages

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References:

44 USC Chapters 31-33 - Records management by agency heads; general duties

36 CFR 1220-1236 Subchapter B—Records Management

NARA Bulletin 2014-02 Guidance on managing social media records

DoD Guidance on Transition and Archiving of Official Social Media Accounts

DoD 8550. DoD Internet Services and Internet-Based Capabilities

DoD Directive 5015.2, "DoD Records Management Program,"

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MEMORANDUM FOR SECRETARIES OF THE MILITARY DEPARTMENTS
CHAIRMAN OF THE JOINT CHIEFS OF STAFF
UNDER SECRETARIES OF DEFENSE
DEPUTY CHIEF MANAGEMENT OFFICER
CHIEF OF THE NATIONAL GUARD BUREAU
GENERAL COUNSEL OF THE DEPARTMENT OF DEFENSE
DIRECTOR, COST ASSESSMENT AND PROGRAM EVALUATION
INSPECTOR GENERAL OF THE DEPARTMENT OF DEFENSE
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DEPARTMENT OF DEFENSE CHIEF INFORMATION OFFICER
ASSISTANT SECRETARY OF DEFENSE FOR LEGISLATIVE
    AFFAIRS
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    AFFAIRS
DIRECTOR OF NET ASSESSMENT
DIRECTORS OF THE DEFENSE AGENCIES
DIRECTORS OF THE DOD FIELD ACTIVITIES

Subject: Guidance on Transition and Archiving of Official Social Media Accounts

Pursuant to guidance issued by the White House on disposition of official social media accounts at the end of the current Administration (see White House Memo, Disposition of Official Social Media Accounts, October 31, 2016), this memo provides guidance regarding the transition and archiving of all official social media accounts across DoD, including accounts run by or for Presidential appointees confirmed by the Senate and other political appointees.

Official social media accounts include all accounts created and managed using federal government resources, including time, manpower, and funds, to communicate the work of the Department. Official accounts can be institutional (e.g., @SecDef) or individual (e.g., @DASDJohnson). This guidance applies to any official account maintained on a non-governmental platform, including, but not limited to, Twitter and Facebook.

Because official accounts have been created and maintained using federal resources, their content is considered to be the property of the federal government. Employees therefore may not retain official accounts or access to any official accounts in a personal capacity after departing the government or the government position associated with the account, as applicable.

Instead, official accounts must either be: 1) transferred to the next Administration or 2) closed. Retention and disposition of the records associated with the accounts should be managed in accordance with the appropriate DoD Component records schedule. Components should work with their records managers to ensure proper compliance.
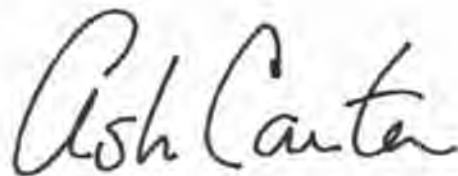
Given the options listed above, the following are examples of how the Office of the Secretary of Defense plans to transition official institutional and individual accounts:

- Official Institutional Account (accounts denominated only with an official position title): Within 30 days after the departure of the official associated with the institutional account, content posted to the account during the departing official's tenure must be managed and preserved in accordance with the proper records schedule. For example, content posted on the Secretary of Defense's Twitter account, @SecDef, will be managed in accordance with File Series 200 of DoD Administrative Instruction 15, Volume II. Components should follow the most pertinent records schedule, in consultation with their records manager, given that not every Component currently has a records schedule specific to social media records. This is to ensure that if the new Administration chooses not to use the previously established official presence, the records are nonetheless preserved appropriately. On the final day of activity for the account, @SecDef will post its final messages and the password and login information will be provided to the designated point of contact for use by the next Administration. If the new Administration makes clear BEFORE the account holder's final day of service that it does not want to use the official institutional account, the account should be closed no later than January 20, 2017, and the associated records managed in accordance with the proper records schedule.

- Official Individual Account (accounts including a personal name or identifier): Within 30 days after the departure of the official associated with the official individual account (e.g. Twitter account @DASDJohnson), all content posted to the account during the departing official's tenure must be managed and preserved in accordance with the proper records schedule. On the final day of activity for the account, @DASDJohnson issues its final tweets and the account is closed.

The National Archives and Records Administration (NARA) outlines how social media records should be captured and managed in compliance with federal records management laws, regulations, and policies (see: NARA Bulletin 2014-02: Guidance on Managing Social Media Records, October 25, 2013, https://www.archives.gov/records-mgmt/bulletins/2014/2014-02.html; NARA, Documenting Your Public Service, 2016, https://www.archives.gov/records-mgmt/publications/documenting-your-public-service.html; NARA White Paper on Best Practices for the Capture of Social Media Records, May 2013, https://www.archives.gov/files/records-mgmt/resources/socialmediacapture.pdf; and DoD Instruction 5015.02, DoD Records Management Program, February 24, 2015, http://www.dtic.mil/whs/directives/corres/pdf/501502p.pdf). Components should work with their records managers, and DoD will provide a point of contact in the Office of the Chief Information Officer to coordinate with the Components' records managers to ensure compliance.

Ash Carter

Archiving Social Media Accounts and Pages

To Download your Twitter Archive

1. Go to your account settings by clicking on the **profile icon** at the top right of the page and selecting **Settings** from the drop-down menu.

2. Click **Request your archive**.

3. When your download is ready, we'll send an email with a download link to the confirmed email address associated with your Twitter account.

4. Once you receive the email, click the **Go now** button to log in to your Twitter account and download a .zip file of your Twitter archive.

5. Unzip the file and click **index.html** to view your archive in the browser of your choice.

   Please note: It may take a few days for us to prepare the download of your Twitter archive

Accessing your Twitter Data

Reviewing your Twitter data can give you insights into the type of information stored for your account. It provides an easy way for you to view details about your account, and to make changes as you see fit.

What type of information is available to me?

The **Your Twitter data** account setting provides you with a snapshot of your Twitter account information, including the following:

Account history: Information about the history of your account, such as when and where it was created, and information about the contact information you've provided Twitter.

Device history: Information about the devices you have used to access your Twitter account.

Login history: Information about when and where you've logged in to your Twitter account. If you see login activity from an app you don't recognize or that looks suspicious, you can go to the Apps tab in your settings to revoke its access to your Twitter account. *The IP location shown is the approximate location of the IP address you used to access Twitter, and it may be different from your physical location.*

Other data: From the **Your Twitter data** setting, you can also access additional information about your account, including the contacts imported from your address book, your entire Tweet history, the apps you have given access to your Twitter account, the Twitter accounts you've muted, and the Twitter accounts you've blocked. You can find directions for requesting your Twitter archive in this article.

Where can I find my Twitter data?

Archiving Social Media Accounts and Pages

1. You can access your account's data by logging in to your account on the web:
2. Log in at twitter.com.
3. Click your profile icon in the top right navigation bar.
4. Select Settings from the drop-down menu.
5. From the menu on the left, click Your Twitter data.
6. Enter your password and click Confirm.

To Download your Linkedin Archive

You can initiate a download of your LinkedIn data from your Privacy & Settings page. For more details on what data is included in each archive, see the table below.

To request a download of your data:
1. Move your cursor over your profile photo at the top right of your homepage and select **Privacy & Settings**.

2. Select the **Account** tab at the top of the page. Under **Basics**, click **Change** next to **getting an archive of your data**.
   - You may be prompted to sign in.

3. This will take you to the Request your data archive page.

Within minutes, you'll receive an email with a link where you can download certain categories of personal information we have for you, including your messages, connections, and contacts. This is information that's fastest to compile.

Within 24 hours, we'll send you a second email with a link where you can download your full archive, including your activity and account history.

Important notes:

- You should only download your data from a personal computer and not a public computer.
- This feature is currently not available on mobile.
- You'll only receive the categories of information that are applicable to your account and activities on LinkedIn. For example, if you don't have certifications listed on your profile, you won't receive a Certifications file.
- If you close your account, you will no longer have access to your LinkedIn information from our site. For more information, you can check out what happens after you close your account.

Archiving Social Media Accounts and Pages

To Download your Linkedin Slideshare Archive

To save a file:

1. Go to the SlideView page of the document or presentation you want to download.
2. Click the Save link in the bottom left.

Notes:

- If the Save link isn't highlighted, either the author has disabled downloading or you've reached your daily limit for downloading. You can try contacting the author directly through a Private Message to get the file.
- You can't download videos that have been uploaded to SlideShare.

To view a saved file:

- You can see a list of your previously saved files under Saved Files.

Note: If you've saved presentations to your desktop, they'll appear on your computer's local storage and not your mobile device. To access saved presentations on your mobile device, you'll need to save the presentation from your mobile device first.

To Download your Google Archive (Google+) and YouTube Videos
You can access and download your Google data—whether to import it to another service or just to create your own copy. Simply:

1. On your computer, visit the Download your Data page on your Google Account page or google search "Google-Takout"

2. In the "Personal Infor & Privacy Tab" click the link to "Manage your Google activity"

3. Choose the products you want to download the data for, then click **next**.

4. Choose your file type and delivery method, then click Create archive.

5. Files will be archived as a .zip file

   NOTE: You must be signed into your Google Account in order to access data.

Archiving Social Media Accounts and Pages

To Download your Intragram Archive

NOTE: Account must be made Public in order to retrieve your latest posts

1. Open Web browser

2. Open Instagram account and keep open while transferring data

3. Open www.instaport.me in a new tab. This will redirect you to www.vibbi.com and the login portal to Instaport

4. Enter your Instagram username or URL. Enter your Instagram username or URL in the window that appears in the middle of the page under the caption "Get Started"

5. Tap "Continue," This will bring you to your personal Instaport home page

6. Tap "Download All Posts," This is a black button that appears on the right hand side of the page.
   - You cannot select a section of photos at a time.
   - Downloading all posts will not duplicate photos or videos previously uploaded or saved on Instaport.

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Archiving Social Media Accounts and Pages

To Download your Flickr Archive

1. Log in to Flickr

2. Click the Camera Roll tab on the left side of the page.
   - The Camera Roll can be sorted by the date the pictures were taken or by Flickr's Magic View feature, which attempts to recognize and sort the images based on basic subjects like architecture, people, food and so on

3. Once sorted, click the "Select All" button at the top of each batch until you have collected the batch you want to grab

4. A box will appear at the bottom of the browser window with a Download button.

5. Click the Download icon, and Flickr will create a compressed .zip file containing all the selected images at their full resolution.

6. Save files where appropriate.

To Download your Facebook Pages

How can I download my information from Facebook?

You can download your information from your <u>settings</u>. To download your information:

1. Click ▾ at the top right of any Facebook page and select **Settings**
2. Click **Download a copy of your Facebook data** at the bottom of General Account Settings
3. Click **Start My Archive**

Because this download contains your profile information, you should keep it secure and be careful when storing, sending or uploading it to any other services.
Learn more about <u>what info is included in your download</u>.

Accessing Your Facebook Data

What categories of my Facebook data are available to me?
These are the categories of Facebook data that are available to you either in your activity log or your downloaded data, or in both places. We have provided a short explanation of what each data category is and where you can find it. We store different categories of data for different time periods, so you may not find all of your data since you joined Facebook. You will not find information or content that you have deleted because this is deleted from Facebook servers.

Archiving Social Media Accounts and Pages

Remember, most of your Facebook data is available to you simply by logging into your account (ex: all of your messages and chats are available in your inbox.) Also note that the categories of data that we receive, collect, and save may change over time. When this happens, this list will be updated.

What info is available?	What is it?	Where can I find it?
About Me	Information you added to the **About** section of your Timeline like relationships, work, education, where you live and more. It includes any updates or changes you made in the past and what is currently in the **About** section of your Timeline.	Activity Log Downloaded Info
Account Status History	The dates when your account was reactivated, deactivated, disabled or deleted.	Downloaded Info
Active Sessions	All stored active sessions, including date, time, device, IP address, machine cookie and browser information.	Downloaded Info
Ads Clicked	Dates, times and titles of ads clicked (limited retention period).	Downloaded Info
Address	Your current address or any past addresses you had on your account.	Downloaded Info
Ad Topics	A list of topics that you may be targeted against based on your stated likes, interests and other data you put in your Timeline.	Downloaded Info

Archiving Social Media Accounts and Pages

Alternate Name	Any alternate names you have on your account (ex: a maiden name or a nickname).	Downloaded Info
Apps	All of the apps you have added.	Downloaded Info
Birthday Visibility	How your birthday appears on your Timeline.	Downloaded Info
Chat	A history of the conversations you've had on Facebook Chat (a complete history is available directly from your messages inbox).	Downloaded Info
Check-ins	The places you've checked into.	Activity Log Downloaded Info
Connections	The people who have liked your Page or Place, RSVPed to your event, installed your app or checked in to your advertised place within 24 hours of viewing or clicking on an ad or Sponsored Story.	Activity Log
Credit Cards	If you make purchases on Facebook (ex: in apps) and have given Facebook your credit card number.	[Account Settings](#)
Currency	Your preferred currency on Facebook. If you use Facebook Payments, this will be used to display prices and charge your credit cards.	Downloaded Info

Archiving Social Media Accounts and Pages

Current City	The city you added to the **About** section of your Timeline.	Downloaded Info
Date of Birth	The date you added to Birthday in the **About** section of your Timeline.	Downloaded Info
Deleted Friends	People you've removed as friends.	Downloaded Info
Education	Any information you added to Education field in the About section of your Timeline.	Downloaded Info
Emails	Email addresses added to your account (even those you may have removed).	Downloaded Info
Events	Events you've joined or been invited to.	Activity Log Downloaded Info
Facial Recognition Data	A unique number based on a comparison of the photos you're tagged in. We use this data to help others tag you in photos.	Downloaded Info
Family	Friends you've indicated are family members.	Downloaded Info
Favorite Quotes	Information you've added to the Favorite Quotes section	Downloaded

Archiving Social Media Accounts and Pages

	of the **About** section of your Timeline.	Info
Followers	A list of people who follow you.	Downloaded Info
Following	A list of people you follow.	Activity Log
Friend Requests	Pending sent and received friend requests.	Downloaded Info
Friends	A list of your friends.	Downloaded Info
Gender	The gender you added to the **About** section of your Timeline.	Downloaded Info
Groups	A list of groups you belong to on Facebook.	Downloaded Info
Hidden from News Feed	Any friends, apps or pages you've hidden from your News Feed.	Downloaded Info
Hometown	The place you added to hometown in the **About** section of your Timeline.	Downloaded Info
IP Addresses	A list of IP addresses where you've logged into your Facebook account (won't include all historical IP addresses	Downloaded

	as they are deleted according to a retention schedule).	Info
Last Location	The last location associated with an update.	Activity Log
Likes on Others' Posts	Posts, photos or other content you've liked.	Activity Log
Likes on Your Posts from others	Likes on your own posts, photos or other content.	Activity Log
Likes on Other Sites	Likes you've made on sites off of Facebook.	Activity Log
Linked Accounts	A list of the accounts you've linked to your Facebook account	[Account Settings](#)
Locale	The language you've selected to use Facebook in.	Downloaded Info
Logins	IP address, date and time associated with logins to your Facebook account.	Downloaded Info
Logouts	IP address, date and time associated with logouts from your Facebook account.	Downloaded Info

Archiving Social Media Accounts and Pages

Messages	Messages you've sent and received on Facebook. Note, if you've deleted a message it won't be included in your download as it has been deleted from your account.	Downloaded Info
Name	The name on your Facebook account.	Downloaded Info
Name Changes	Any changes you've made to the original name you used when you signed up for Facebook.	Downloaded Info
Networks	Networks (affiliations with schools or workplaces) that you belong to on Facebook.	Downloaded Info
Notes	Any notes you've written and published to your account.	Activity Log
Notification Settings	A list of all your notification preferences and whether you have email and text enabled or disabled for each.	Downloaded Info
Pages You Admin	A list of pages you admin.	Downloaded Info
Pending Friend Requests	Pending sent and received friend requests.	Downloaded Info
Phone Numbers	Mobile phone numbers you've added to your account, including verified mobile numbers you've added for security purposes.	Downloaded Info

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Photos	Photos you've uploaded to your account.	Downloaded Info
Photos Metadata	Any metadata that is transmitted with your uploaded photos.	Downloaded Info
Physical Tokens	Badges you've added to your account.	Downloaded Info
Pokes	A list of who's poked you and who you've poked. Poke content from our mobile poke app is not included because it's only available for a brief period of time. After the recipient has viewed the content it's permanently deleted from our systems.	Downloaded Info
Political Views	Any information you added to Political Views in the About section of Timeline.	Downloaded Info
Posts by You	Anything you posted to your own Timeline, like photos, videos and status updates.	Activity Log
Posts by Others	Anything posted to your Timeline by someone else, like wall posts or links shared on your Timeline by friends.	Activity Log Downloaded Info
Posts to Others	Anything you posted to someone else's Timeline, like photos, videos and status updates.	Activity Log

Archiving Social Media Accounts and Pages

Privacy Settings	Your privacy settings.	[Privacy Settings](#) Downloaded Info
Recent Activities	Actions you've taken and interactions you've recently had.	Activity Log Downloaded Info
Registration Date	The date you joined Facebook.	Activity Log Downloaded Info
Religious Views	The current information you added to Religious Views in the **About** section of your Timeline.	Downloaded Info
Removed Friends	People you've removed as friends.	Activity Log Downloaded Info
Screen Names	The screen names you've added to your account, and the service they're associated with. You can also see if they're hidden or visible on your account.	Downloaded Info
Searches	Searches you've made on Facebook.	Activity Log
Shares	Content (ex: a news article) you've shared with others on Facebook using the **Share** button or link.	Activity Log

Archiving Social Media Accounts and Pages

Spoken Languages	The languages you added to Spoken Languages in the **About** section of your Timeline.	Downloaded Info
Status Updates	Any status updates you've posted.	Activity Log Downloaded Info
Work	Any current information you've added to Work in the About section of your Timeline.	Downloaded Info
Vanity URL	Your Facebook URL (ex: username or vanity for your account).	Visible in your Timeline URL
Videos	Videos you've posted to your Timeline.	Activity Log Downloaded Info