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# Counter Social

*Release 1.0*

**Counter Social**

**Feb 18, 2023**



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**CounterSocial** is a next-gen social network system built to counter threats found on traditional mainstream platforms including bots, trolls, disinformation campaigns, and foreign influence operations. Launched in 2017 by an American patriot/hacktivist named ‘The Jester’ (aka th3j35t3r or JSR CUL<sup>3301</sup>), it is the first social network to take an active, zero-tolerance stance against adversarial nations engaged in influence operations by blocking the IP ranges of abusive countries, TOR nodes, VPNs, and proxies.

No Bots | No Trolls | No Advertising | No Misinformation | No Abuse

Sign up now at <https://counter.social>

<p><b>Attention:</b> Not finding answers in this guide? Need help? Write a post and include the <b>#help</b> hashtag for support from the community. Have something to add? Tag any post with <b>#UserGuideUpdate</b> to submit ideas.</p>
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## **ACKNOWLEDGMENTS**

Sincere gratitude and thanks to @CJLavoie, @Amyfb, @Bluesbaby, @Janet, @Minholkin, @Kel, @MrGoat, @Re-alDDGlover, and others for volunteering their time, expertise, and wisdom for the creation of this guide, as well as to the entire CoSo community for their enthusiastic support. Most of all, thanks to The Jester for building the sandbox that brought us together.





## TABLE OF CONTENTS

### 2.1 Transparency

Last Updated: November 14, 2022.

#### 2.1.1 Who is The Jester?

The Jester (aka th3j35t3r or JSR CUL) is a prolific hacktivist and cyber minuteman on a mission to fix social media. After watching our communication systems become corrupted by disinformation, division, foreign influence, and propaganda campaigns, he shifted his focus from the destruction of threats to the creation of a platform designed to counter them. In 2017, he launched CounterSocial. The Jester is listed as one of TIME Magazine's Most Influential People Online, and his laptop is exhibited in the International Spy Museum in Washington, DC. His alleged escapades are documented in articles and programs by NBC, Homeland Security Today, Gizmodo, Newsweek, Tech Insider, the Larry King Show, and others. Some may have noticed his cameo role in the USA Network TV show *Mr. Robot*.

[Click here](#) to learn more.

### 2.1.2 Abuse Policy



CounterSocial (CoSo) takes a zero-tolerance stance to hostile nations, bot accounts, [trolls](#), provocateurs, and abuse. This includes users participating in [cyberbullying](#), [astroturfing](#), gaslighting, baiting, [sealioning](#), and dis/misinformation campaigns. Hate speech and harassment is also prohibited. While CoSo will block obvious offenders, tools are provided to mute/block any user or filter any keyword that you find offensive or unwanted in your personal view.

### 2.1.3 Privacy, Security & Encryption

CoSo is a security-focused platform with advanced features to protect your privacy. There are no friend-finding tools that scan your contacts, push notifications that track your location, or spammers crawling your feeds to datamine demographic data. CoSo does not ask for or store any personal data on its servers besides the email address used to create your account. All payments are handled by a professional 3rd party payments processor and payment card details are not seen by CounterSocial or stored on CounterSocial infrastructure. By default, privacy settings for new accounts cannot be indexed by search engines, spiders, crawlers and archivers or made available outside of the CounterSocial domain unless changed in your account's preferences and settings. Direct messages (DMs) are at-rest encrypted and in addition can be set to auto scrub (both sides of a conversation, from all devices involved).

### 2.1.4 The Team

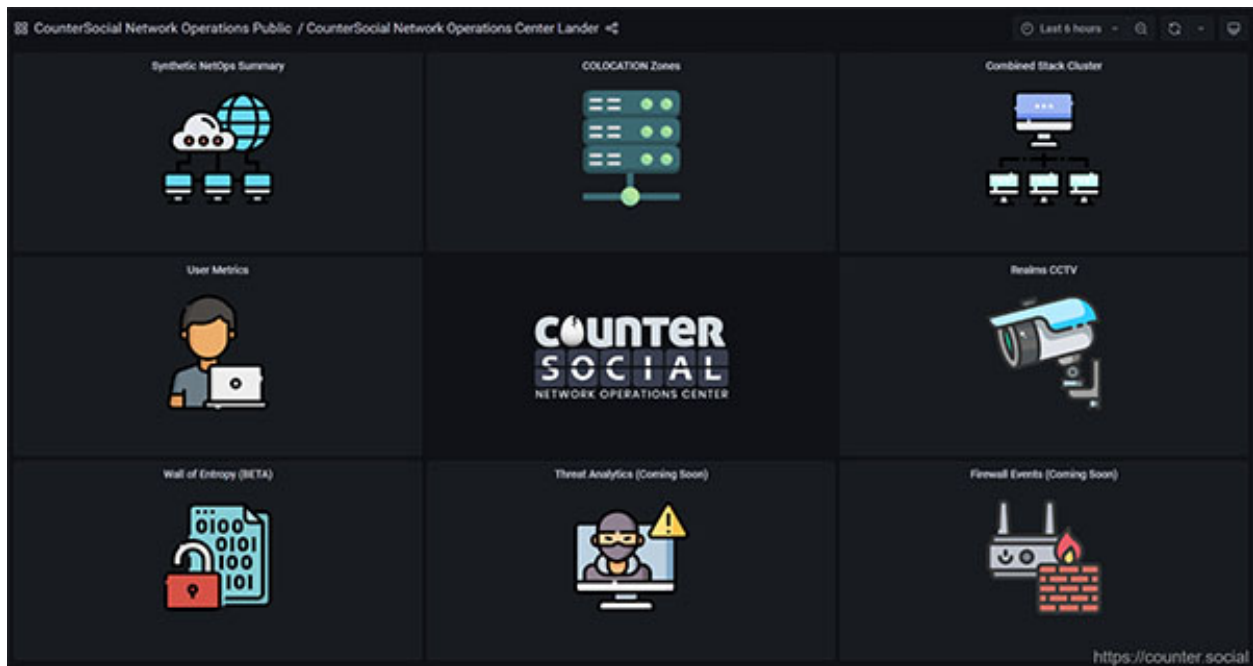
CounterSocial is operated and managed solely by The Jester. There are no executives, board of directors, or employees. The CoSo community self-moderates through a unique structure that surfaces troll, bot, and abuse sightings, escalates support issues, and empowers every user to contribute to the health and safety of the overall platform.

### 2.1.5 Funding

CounterSocial is funded by The Jester and supplemented by the community through a PRO subscription, a premium that unlocks additional features and functionality. The platform also accepts private donations through Donorbox, Patreon, and direct Bitcoin transfers. These funds pay for the server, bandwidth, and software needed to keep CoSo running. Funding progress toward the monthly goal is displayed through the meter in the platform's navigation column. There are no investors, stakeholders, or venture capital initiatives funding this project. This means there are no ads, and your data is not for sale.

CoSo is 100% community funded. [Click here](#) to offer your support.

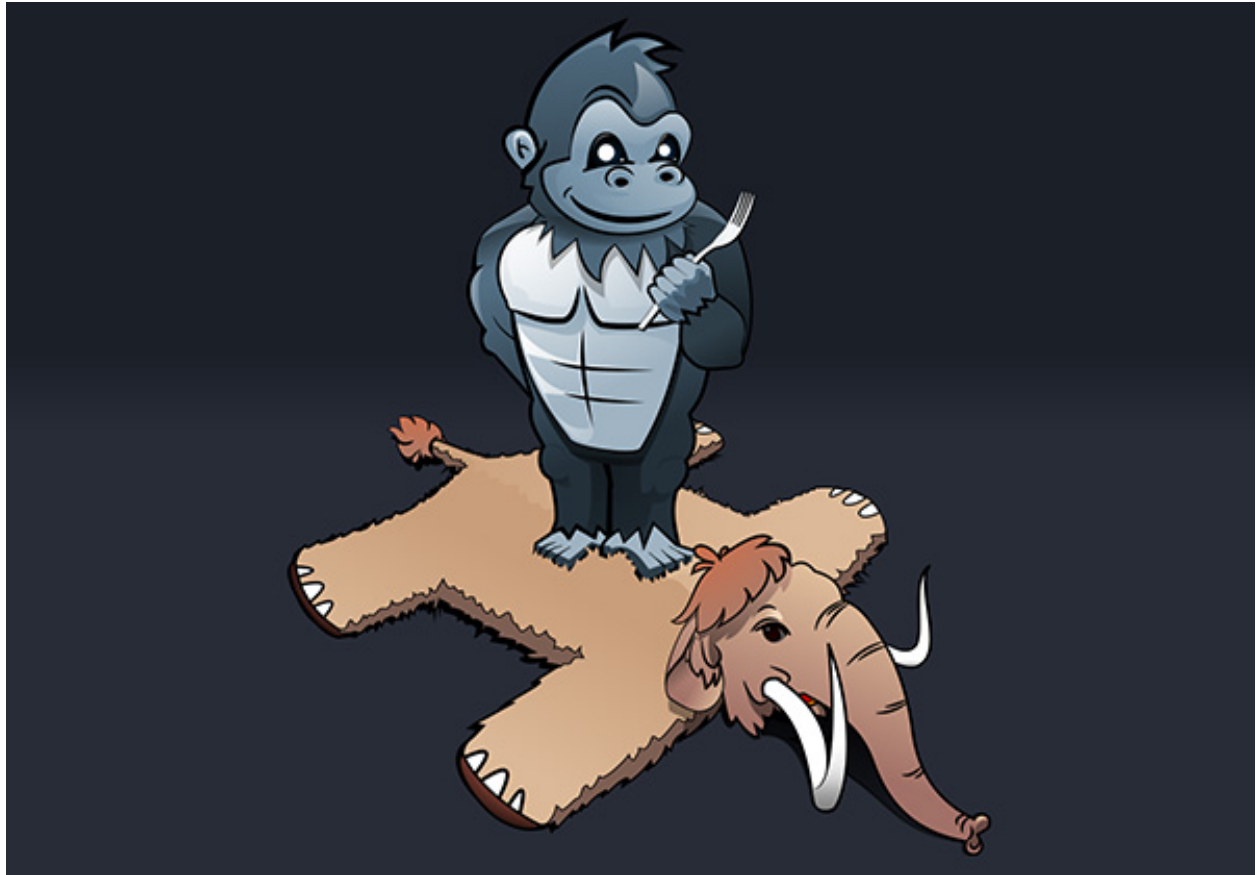
### 2.1.6 System Metrics



CounterSocial developed several custom dashboards to provide transparency and offer an at-a-glance view of system performance, user trends, and new member evolution. CoSo constantly monitors the internet ecosystem to mitigate threats to our community. The Jester has developed real-time tools to show us the threats CoSo encounters as they occur. CoSo Realtime Threat Dashboard shows who is trying to hack and/or infiltrate CoSo, by country of origin, hostname, and username. You can read more about the strategy at <https://counter.social/faqs.html>

[Click here](#) to launch the Netops Dashboard. You can also access it at any time by clicking on the “Network Status” link in the desktop version’s right-side Navigation column. The four-square tile icon on the left will open a flyout menu with the Home dashboard icon. Select that to access the Networks Operation Center.

## 2.1.7 Relationship to Mastodon



CounterSocial is a hard fork of the Mastodon network under the Free Software Foundation (FSF) Affero General Public License (AGPL). At this time, we are an independent instance separated from the Mastodon federation. CoSo has its own Terms of Service and additional features installed on separate servers to supplement Mastodon software with proprietary security and resources for the health and safety of the community.

Read [The Short History of CounterSocial and Mastodon](#) for more info.

## 2.1.8 Licenses & Policies

Licensing: <https://counter.social/license.html>

Terms of Service: <https://counter.social/terms.html>

Privacy Policy: <https://counter.social/privacy.html>

DMCA Policy: <https://counter.social/dmca.html>

GDPR Policy: <https://counter.social/gdpr.html>

CCPA Policy: <https://counter.social/ccpa.html>

**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.

## 2.2 Getting Started

Last Updated: February 18, 2023

### 2.2.1 Requirements

CounterSocial is accessible using all modern web browsers or via the official CounterSocial (CoSo) mobile apps for iPhone and Android devices. iPad users can access the platform via the device's web browser. The platform is currently unavailable to users located in Russia, China, Iran, Syria, and North Korea, as well as those arriving via certain VPN, TOR, or proxy addresses.( [Why?](#) )

**Please whitelist Counter.Social with ad blockers, shields, or VPN tunnels through your browser or device.**

Stable	Known Issues	Unavailable
<ul style="list-style-type: none"> <li>✓ CHROME</li> <li>✓ BRAVE</li> <li>✓ EDGE</li> <li>✓ CHROMIUM</li> <li>✓ SAFARI</li> <li>✓ OPERA</li> </ul>	<ul style="list-style-type: none"> <li>! FIREFOX</li> <li>! FIREFOX VR</li> <li>! IOS IPAD APP (COMING SOON)</li> </ul>	<ul style="list-style-type: none"> <li>✗ VPNS</li> <li>✗ ADBLOCKERS</li> <li>✗ TOR NODES</li> <li>✗ PROXIES</li> </ul>
<b>MOBILE DEVICES:</b> <ul style="list-style-type: none"> <li>✓ IPHONE APP</li> <li>✓ ANDROID APP</li> </ul>		<b>GEOLOCATION BLOCKING:</b> <div style="display: flex; align-items: center; gap: 10px;">       </div>

### 2.2.2 Creating Your Account

**To sign up for a free account visit:**

Desktop/Browser Version: <https://counter.social>

Mobile App Downloads: [iPhone](#) or [Android](#)

Your username is fixed and cannot be changed following account activation. This is a security feature to prevent bots and trolls from manipulating the platform. The **ONLY** way to change your username is to delete your account and create another. Note that once an account is deleted, all traces of the account are permanently removed and cannot be recovered, even by the administrator. The username cannot be reused as a security precaution to prevent others hijacking your name and posing as you.

**Attention:** Following sign-up, you will receive an email from CounterSocial with instructions on activating your account. If you cannot locate that email, you may request a duplicate confirmation email by clicking “Didn’t receive confirmation instructions?” below the login field.

### 2.2.3 Choose Your Default Layout

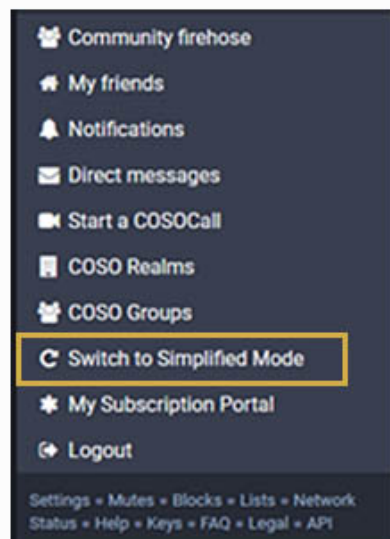
We understand that everyone uses social media in different ways and for different reasons, so we have added the ability to switch to different layouts. If you are looking for a similar user experience to what you are used to on other platforms, you can switch to a simplified, single-column layout at any time or stay with the default, advanced multi-column mode.



To switch from Advanced to Simplified mode, locate the link in the right-column navigation section and select “Switch to Simplified Mode.” You will find the link to switch back to Advance Mode in a similar location in the new layout.

In the navigation column on the right side of the page...

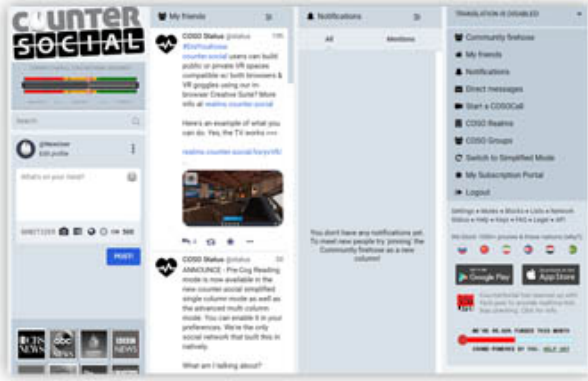
Click on **Simplified** or **Advanced** mode to change your default layout



## 2.2.4 Choose Your Theme

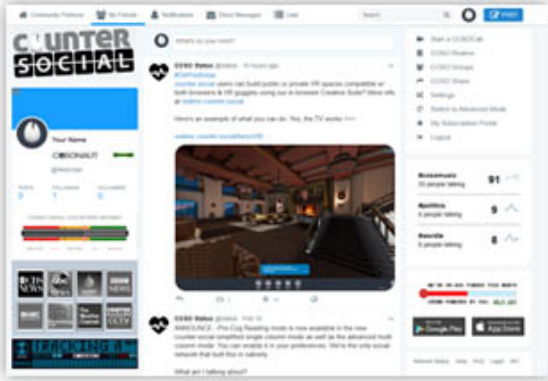
Two site themes are available for both desktop and official mobile app users. If you are using the advanced layout, you'll find this setting by clicking on "Edit Profile" link below your screen name and navigating to the "Preferences" section. For simplified mode users, click on the "settings" link found on the right side of the page and click on the "Appearance" tab. Remember to click the "Save Changes" button or check mark icon at the bottom of the page to activate your selection.

### SWITCH TO LIGHT MODE



**ADVANCED LAYOUT**  
EDIT PROFILE → PREFERENCES

Site theme  
 CounterSocial (Light)



**SIMPLIFIED LAYOUT**  
SETTINGS → APPEARANCE

Enable dark theme ☐

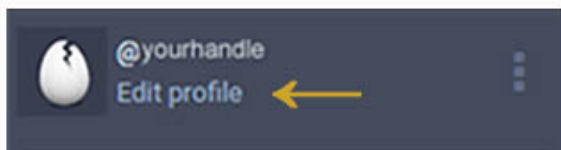
## 2.2.5 Set Up Your Profile

You can find all preferences and settings by clicking on the "Edit Profile" link at the top of your profile page (Advanced Layout) or through the "Settings" link found in the right-side navigation column (Simplified Layout). There is also an "Edit Profile" button found on the top of your profile page in both modes. You can access your profile page by clicking on your Display Name.

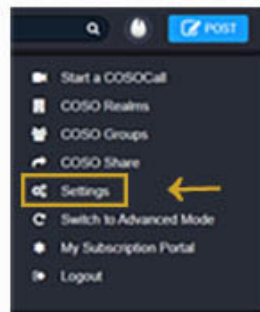


## ACCESS YOUR SETTINGS

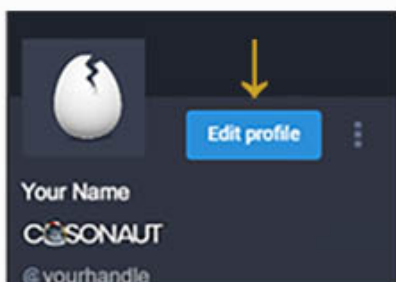
### ADVANCED LAYOUT UNDER YOUR SCREEN NAME



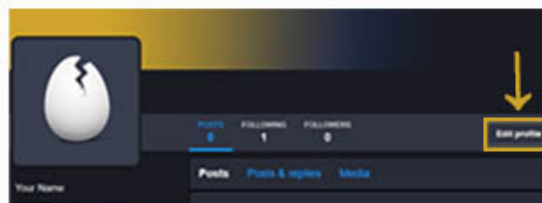
### SIMPLIFIED LAYOUT RIGHT-SIDE NAVIGATION COLUMN



### CLICK ON YOUR SCREEN NAME ANYWHERE ON COSO TO OPEN YOUR PROFILE PAGE



### FROM YOUR PROFILE PAGE



**Note:** Remember to scroll to the bottom of the page and click the “Save Changes” or Check Mark icon after making any changes.

## Display Name

While your @handle is fixed and unchangeable, you may update your Display Name at any time. The character limit is 24. In the example below, JSR CUL<sup>33°1</sup> is the Display Name and @th3j35t3r is the handle or “screen name.”



Other than badges and a blue check to denote PRO members, CounterSocial does not grant special status or symbols to individual accounts. Users are free to include symbols in their Display Names and the emoji library is available to all users. You can include country flags, check marks (of any color!;-)) or other symbols as your imagination dictates.

### How to Add an Emoji to Your Display Name

1. On the main Coso page, navigate to the Post Box.
2. Click on the Insert emoji symbol in the upper right corner of the Post Box to reveal the list of system and custom emojis.



3. Scroll through the emoji and find something snazzy.
4. Tap to enter one (or more) emoji into the text area.
5. Copy the symbol(s) and go immediately to “Edit Profile”.
6. Click “yes” if a pop up asks if you want to Leave site? and continue to the Edit profile area.
7. Paste the symbol(s) in the “Display Name” and/or “Bio” fields.
8. Scroll down and click “Save Changes” before returning to CounterSocial.

## **Bio**

Write a short description of yourself to display on top of your profile page. The character limit is 500. Feel free to include hashtags that define your professions, interests, or group memberships so others can find you when those terms are searched.

## **Avatar**

Your avatar is the photo or image that appears on top of your profile and next to your post. The default for new users is an egg. Uncrack it now in “Edit Profile” by uploading a PNG, GIF, or JPG image no larger than 2MB in size. Your image will be resized to 85x85 pixels. Square images are preferred.

## **Header**

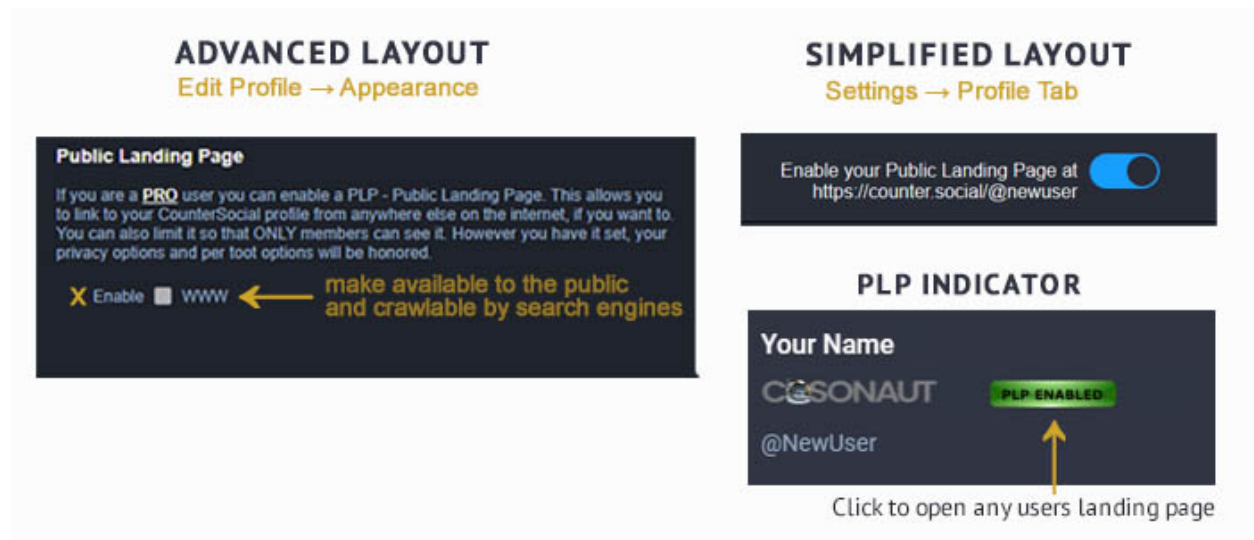
Your header image is the banner that appears on top of your profile page when your screen name or display name is clicked. Please upload a PNG, GIF, or JPG no larger than 2MB. This image will be rescaled to 1500x500px.

## **2.2.6 Configuring Your Preferences**

After you have set up your personal profile, use the field below the profile image uploader to set up the following preferences:

### **Public Landing Page (PLP)**

Your CoSo profile is private by default. This means that your profile and posts cannot be indexed by search engines, and cannot be crawled by spiders or archiving services.



All users can enable their public landing page to allow their profile and posts to be viewed and shared outside of CoSo. To enable PLP, navigate to Edit Profile → Appearance. Your public share link will be visible below the settings box. Once PLP is enabled, a badge will appear on your profile page to launch your PLP while also letting other users know you are open to having your content shared with the world.

## Lock Account

Check the “Lock account” box to make your profile unviewable to all CoSo users except those you have accepted as friends. If this box is checked, you will need to manually approve all friend requests. Follow requests will appear on your profile page. To approve, click the three dots to the right of your Display Name for a flyout menu and choose Follow Requests to see who is asking. You can click through to their profiles before choosing to accept or reject the request. No harm no foul, follower counts are not worth a hill of beans here.

## Automatic Direct Message Scrubber (ADMS)

PRO users can enable ADMS to automatically scrub any direct message YOU SENT after 24 hours. You can also enable this feature for any direct message SENT TO YOU by a 3rd party, permanently removing both sides of the conversation from all devices. Once deleted, they can not be recovered (not even by CoSo Admins).

To activate ADMS, navigate to your settings and find the option in the Preferences section (Advanced Layout Users) or the General section (Simplified Layout users).

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**Note:** You can exclude messages from being scrubbed by typing “/noscrub” (without quotes) anywhere in the post. This will turn the feature off for only the intended message.

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### **Directory Listing (Coming Soon)**

While the Directory is currently in development, select this box to be included in a searchable index of Counter.Social users when it launches. If you have included hashtags in your bio, your profile will be listed in each respective hashtag group.

### **Custom Profile Fields**

CoSo allows you to display up to 4 items in a table at the top of your bio. You can use these fields to display your location, pronouns, website/social links, or labels.

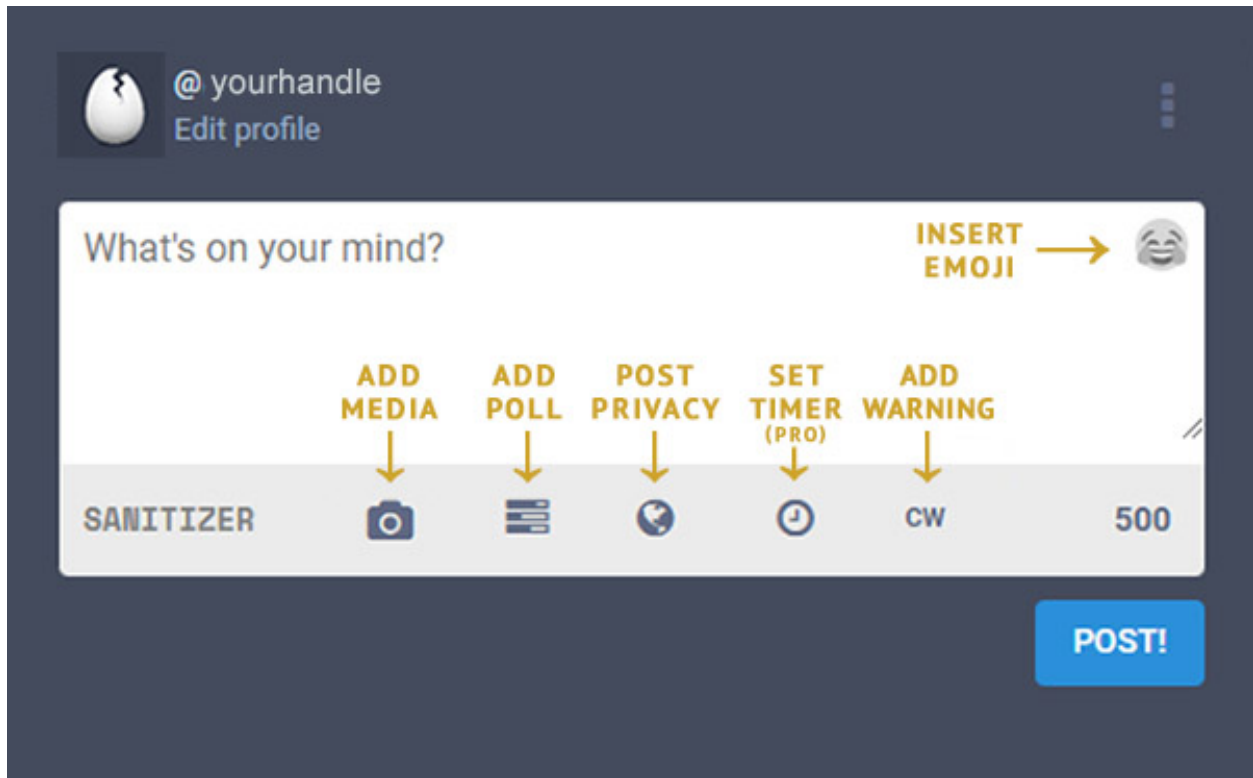
If including links to websites that you control, a verification method is provided which will result in a green check next the links at the top of your profile. Currently, this feature is only available for sites that allow you to embed HTML code.

<b>Attention:</b> Need help? Write a post and include the #help hashtag for support from the community.
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## **2.3 Posting Content - Advanced**

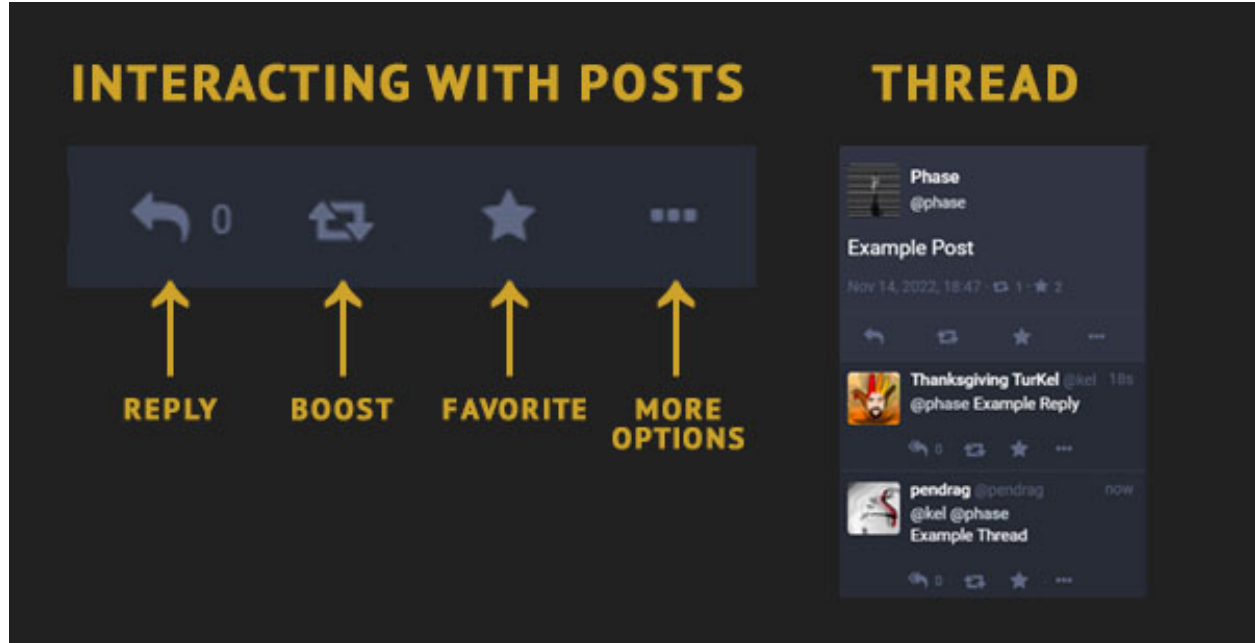
Last Updated: February 18, 2023

### 2.3.1 The Post Box



The Post Box is in the left column on the desktop version or by pressing the blue pencil icon on the bottom right corner of your mobile device. The default character limit for text posts is 500 characters and you can include links, hashtags, polls, content warnings, and emojis. PRO users can adjust privacy preferences at the post level, as well as set an expiration date for a post to expire and self-destruct.

### 2.3.2 Responding to a Post



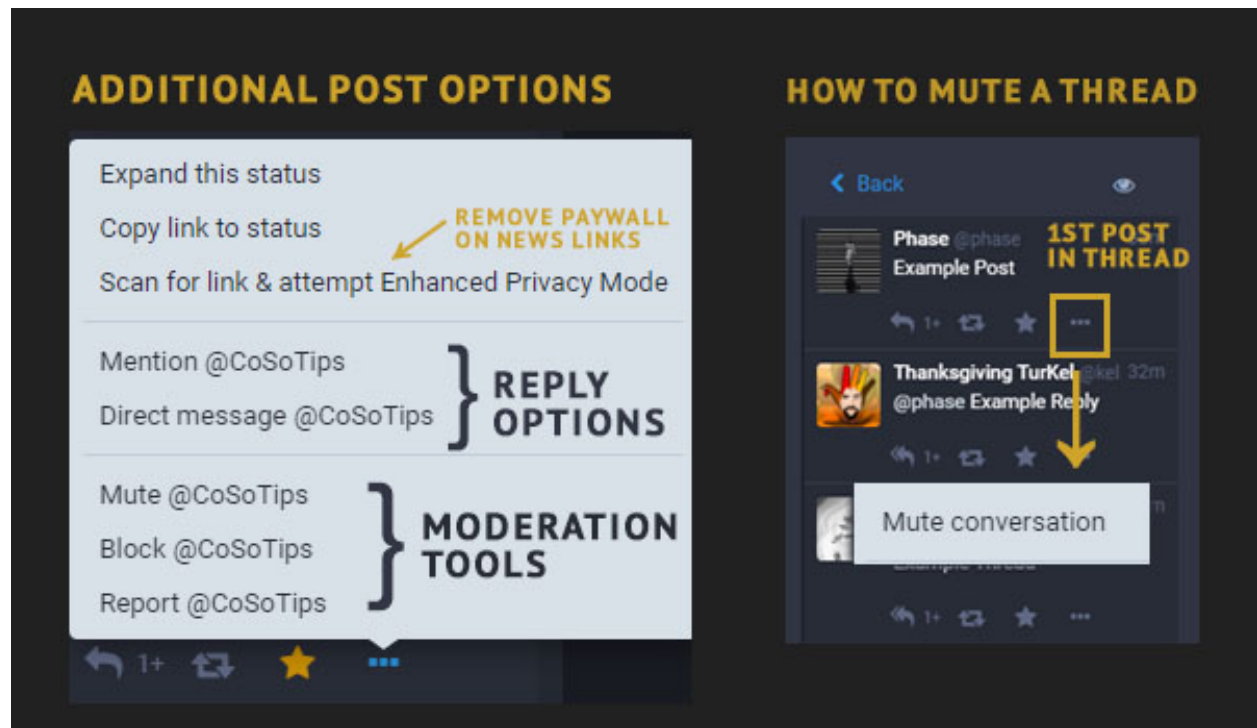
To **REPLY** to a post, click the left arrow at the bottom of the original post. Doing so will automatically open the post box to the left where you can type your reply. The @handle of the author of the post you are responding to will be pre-populated in the post box. If you are a PRO user, you can lock your response to the original post, and all subsequent replies in the thread after yours will also be locked. A locked post cannot be unlocked by another user's reply. (see **PRIVACY SETTINGS** below)

The **BOOST** is the double-headed square arrow, and it mimics the other platforms' "Retweet" or "Share" buttons for existing posts. Boosts are only shown to your followers, and do not post to the Firehose.

The **FAVORITE** star is your way to acknowledge that you read the post. It means different things to different users, and the total number of favorites is not prioritized here. A record of your previous favorites is not viewable to either yourself or others through a separate list. The three dots at the bottom right of the post open to a flyout menu with additional response options. Of note, "Expand Status" will open the post in context of the thread in which it appears, if it is a reply to another post. This expanded status will open to the right in a new column. "Report" is another option on this menu and is your means of flagging a post that violates the TOS.

To **THREAD** a series of posts to communicate a longer message, simply **REPLY** to your preceding post.

Additional options can be found by clicking the three dots at the bottom of any post, including a option to mute any threads you are included in but no longer want to be notified of new responses. You can also access moderation tools including the Mute, Block, and Report funtions.



### 2.3.3 Links & Link Sanitizer

CounterSocial (CoSo) doesn't track its users, but even better than that - we don't let 3rd parties track you either. All outbound links are automatically sanitized to remove any embedded tracking parameters. Be sure to include any links at the *end* of your post, to prevent any other post text from being inadvertently trimmed by this feature. In the case where this impacts your link's functionality, type `/nosanitize` anywhere in your post to turn off this feature. The most common case for this is time-stamped YouTube videos.

Once posted, the platform will automatically preview the content linked including news headlines, article card images, and/or functional media players such as YouTube, Bandcamp, Soundcloud, and Spotify, if such a preview is available. These link previews are generated the first time your link is clicked or the next time you refresh your feed.

### 2.3.4 Hashtags

To make your posts more searchable and discoverable by other users, add a hashtag by prepending a keyword with the pound (#) symbol. As you type, you will see suggested hashtags already in use below the post box. CounterSocial is hashtag-driven with many users configuring their feeds to display only desired hashtags and keywords, or by using filters to omit this content from their views.

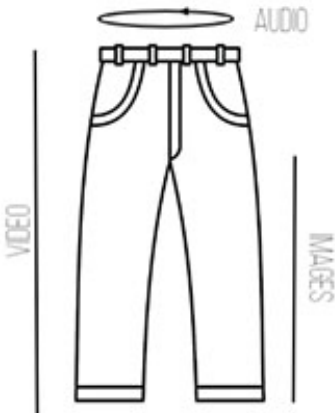
[Click Here](#) for a list of the most commonly used hashtags.

### 2.3.5 Attaching Media & Files

Click on the camera icon to attach photos, animated GIFs, or videos to your post. On the desktop version, you can also drag-and-drop the media file to the post box to auto-upload. PRO accounts can share other file types with CoSo's internal CounterShare file sharing service.

#### Sharing Image & Video Files

WILL THESE FIT?

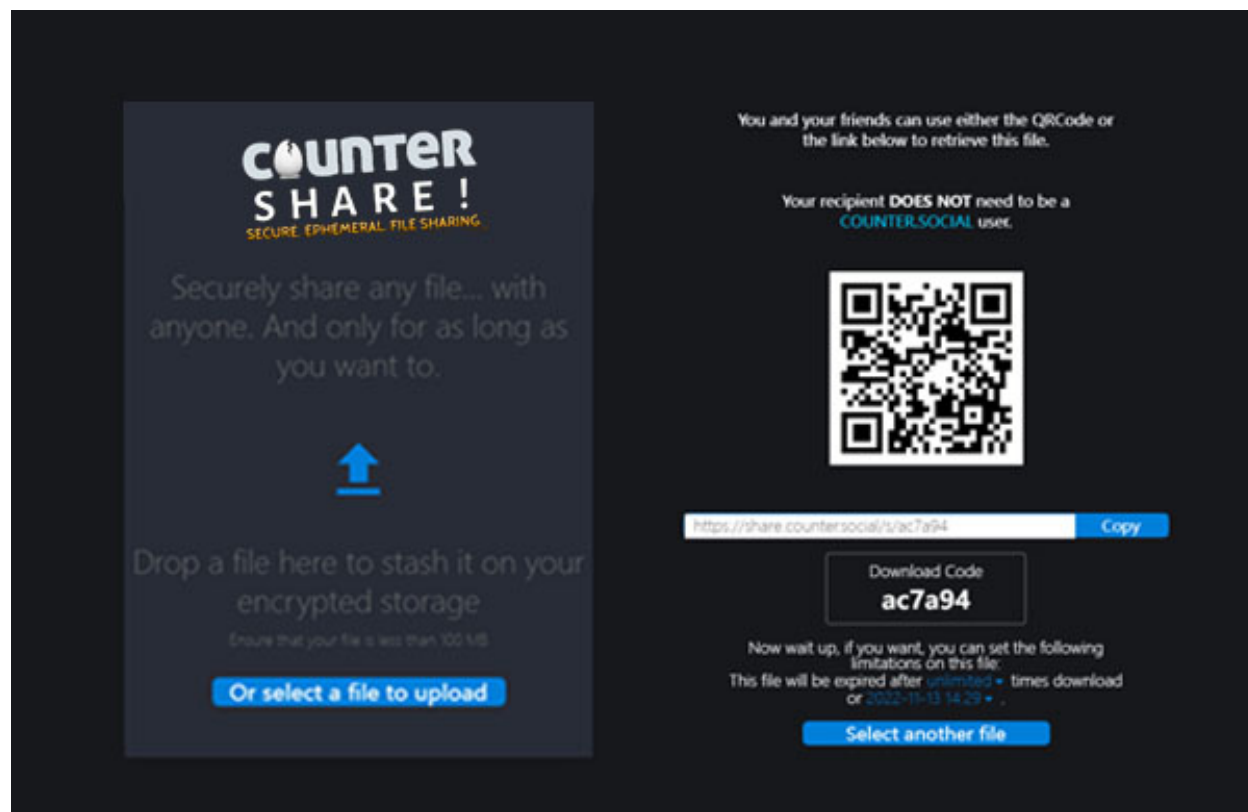


<b>IMAGES</b> PNG,JPG,GIF 4 PER POST @ 1.6MP 8MB MAX	<b>VIDEO</b> MP4,M4V,MOV,WEBM TRANSCODED TO H.264 MP4 40MB MAX 1300KBPS 60FPS	<b>AUDIO</b> MP3,OGG,WAV,FLAC OPUS,AAC,M4A,3GP 40MB MAX MP3 192KBPS	<b>#COSOTIPS</b> WE CAN HELP
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Type	Files Accepted	Max Size
Images	PNG, JPG, GIF	8mb
Video	MP4, M4V, MOV, WEBM	<1min; 40mb
Audio	MP3, OGG, WAV, FLAC, OPUS, AAC, M4A, 3GP	40MB Max

**Note:** To protect your privacy, CounterSocial automatically scrubs all meta-data from your media files including photo orientation. If you upload an image and it is not oriented correctly, use the delete & redraft option to edit your post. Make a minor edit to the original image file, save it, and re-upload to correct the issue.

## Sharing Non-Supported File Types



PRO users can utilize *CounterShare*, CoSo’s integrated, secure, ephemeral 500TB file sharing solution. It’s at-rest encrypted, and your files can be time-limited or restricted to a specific download count. Files can be shared with ANYONE (whether a PRO user or not). You can access file sharing by visiting <https://share.counter.social>, or by clicking on the CounterShare graphic at the bottom of your right-side Navigation column.

## Editing Media

Once attached, hover over the image thumbnail and click the “Change Preview” link to adjust the image preview. Please add a text description for the visually impaired by clicking on the photo where it says “Describe for the visually impaired”. The description will appear for users accessing CoSo via a screen reader or other similar technology.

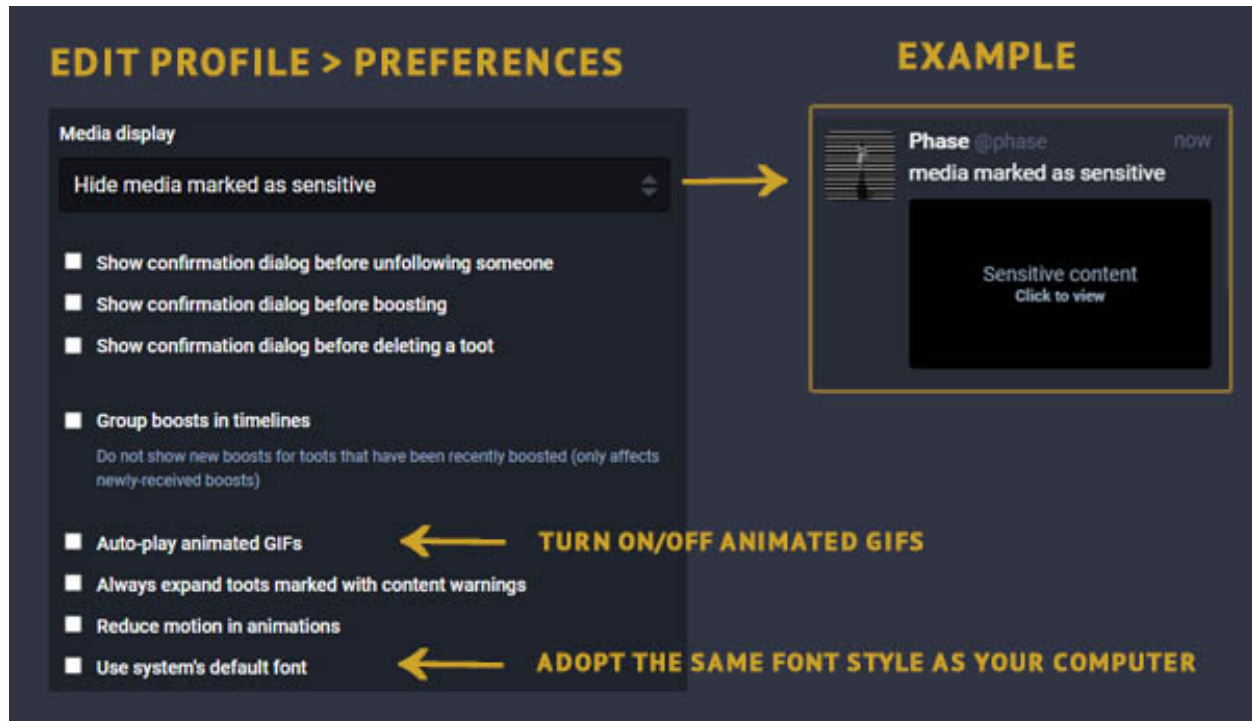
If your image, GIF, or video is not safe for work , contains mature, adult or graphic content, or may negatively impact those with post traumatic stress disorder or photosensitivity issues, please click on the eye icon to mark your media as sensitive. To add a content warning to your post, click on the “CW” icon (doing so will also mask any photographs)

**Warning:** CounterSocial is committed to providing NO SAFE HAVEN for Child Sex Abuse Material. All uploaded images are hashed and compared against NCMEC databases of known CSAM hashes at our infrastructure edge.



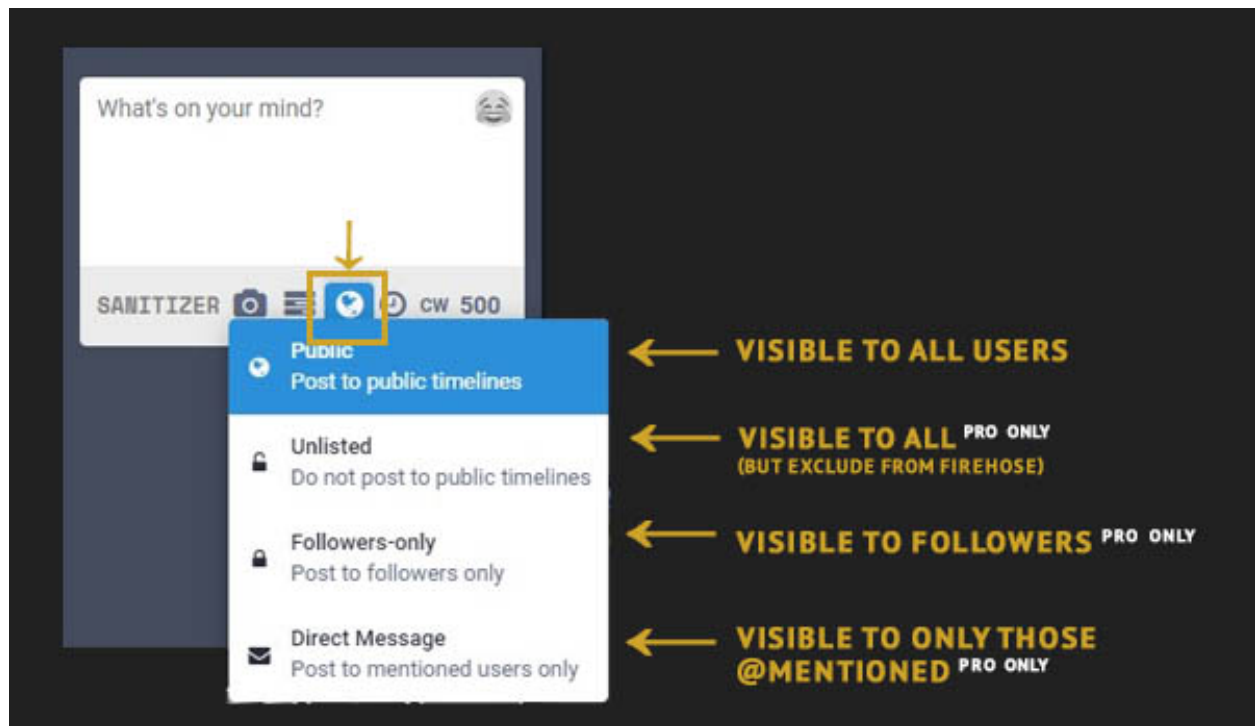
## Setting Your Media Preferences

Navigate to Edit Profile → Preferences and scroll to the Media Display section to configure defaults for how you want media to display in your personal feeds. You can automatically hide all media marked as “sensitive,” choose if animated GIFs auto-play or even reduce their motion.



## 2.3.6 Post Privacy Settings

Once you have configured your post, PRO users can set the privacy at the post draft level, including unlisted, private, and direct message posting. PRO users can also visit Edit Profile → Preferences to set the default privacy level for all future posts.



**Public** - Posts appear in the community firehose, your friend's timelines, and on your profile page. If your [Public Landing Page](#) is enabled, these posts are visible to the general public and are indexed by search engines. This is the default setting for regular users.

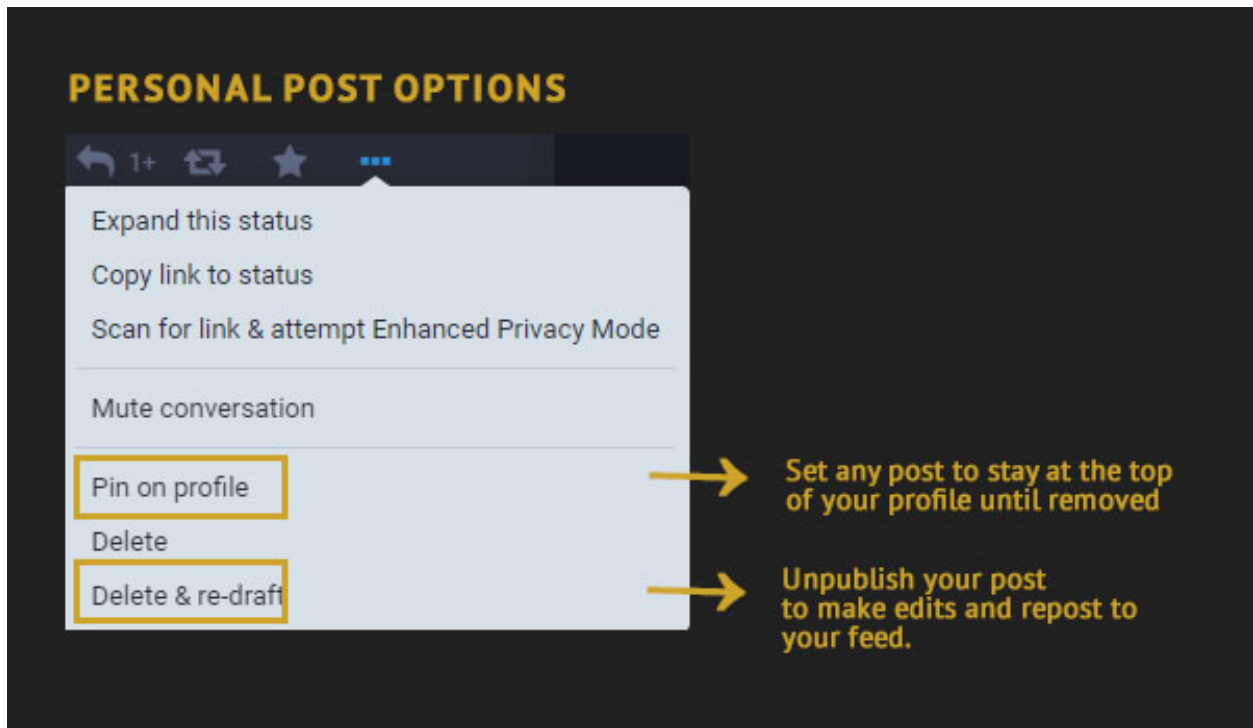
**Unlisted (PRO Feature)** - Same as Public posts, but posts do not appear in the community firehose. This setting is most commonly used to make public posts visible on your Public Landing Page without entering them on the primary community feed.

**Followers-Only (PRO Feature)** - Visible only to users that follow you and anyone mentioned in the post. These posts cannot be boosted, except by yourself.

**Direct Message (PRO Feature)** - Visible to only the user(s) mentioned (@) in the post. The recipient will receive a notification. All DMs are encrypted and cannot be accessed by any other party, including The Jester, unless they are mentioned. Initiating a DM is a PRO feature, which helps eliminate DM spam, scams, and phishing attempts. Recipients of DMs do not need to be a PRO account. If you are a regular user and wish to have a private conversation with a PRO user, simply ask them to initiate the DM from their side.

### 2.3.7 Editing Existing Posts

Rejoice! A version of the “edit” button has arrived. After posting, if you need to make changes to your post, click the three dots in the bottom right corner and select “Delete & Redraft” to make changes and repost. Keep in mind, all boosts and favorites will be reset (deleted), and any original replies will not be linked to the new version. For instructions on editing a photo to change its orientation, see the [Editing Media](#) section, above.



You can also delete the post completely, or select “Pin on Profile” to make it stay at the top of your profile page. You may have up to 5 pinned posts on your profile.

**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.

## 2.4 Posting Content - Simplified

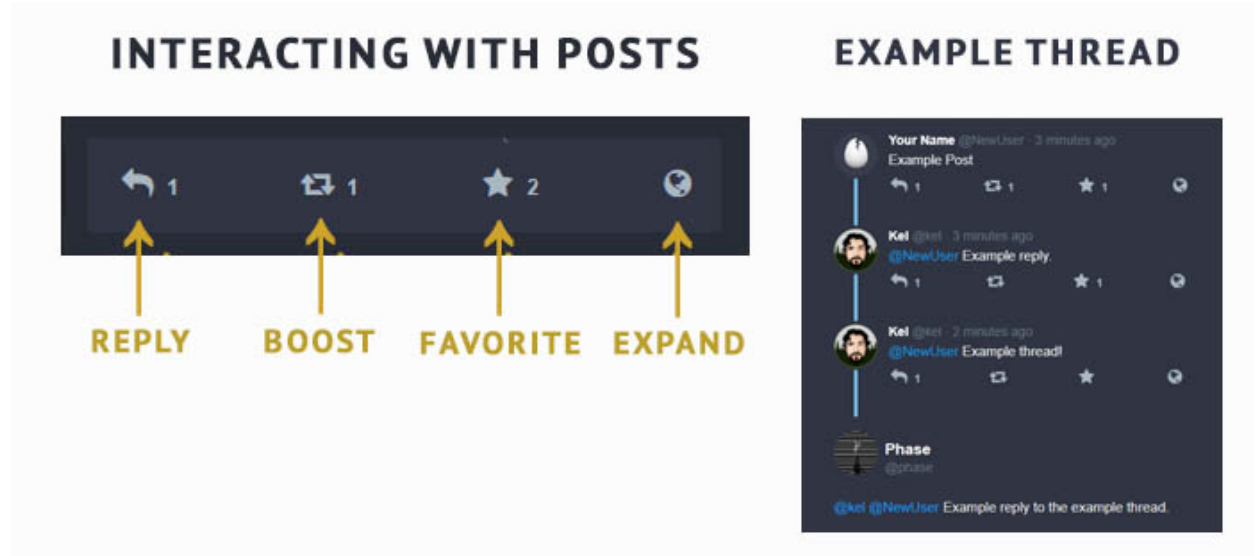
Last Updated: February 18, 2023

### The Post Box

If you have adopted the Simplified layout, click on the blue “post” button found at the top corner of the page. This will launch a pop-up window to compose your post.

The default character limit for text posts is 500 characters and you can include links, hashtags, polls, content warnings, and emojis. PRO users can adjust privacy preferences at the post level.

### 2.4.1 Responding to a Post



To **REPLY** to a post, click the left arrow at the bottom of the original post. Doing so will automatically open the post box where you can type your reply. The @handle of the author of the post you are responding to will be pre-populated. If you are a PRO user, you can lock your response to the original post, and all subsequent replies in the thread after yours will also be locked. A locked post cannot be unlocked by another user's reply. (see **PRIVACY SETTINGS** below)

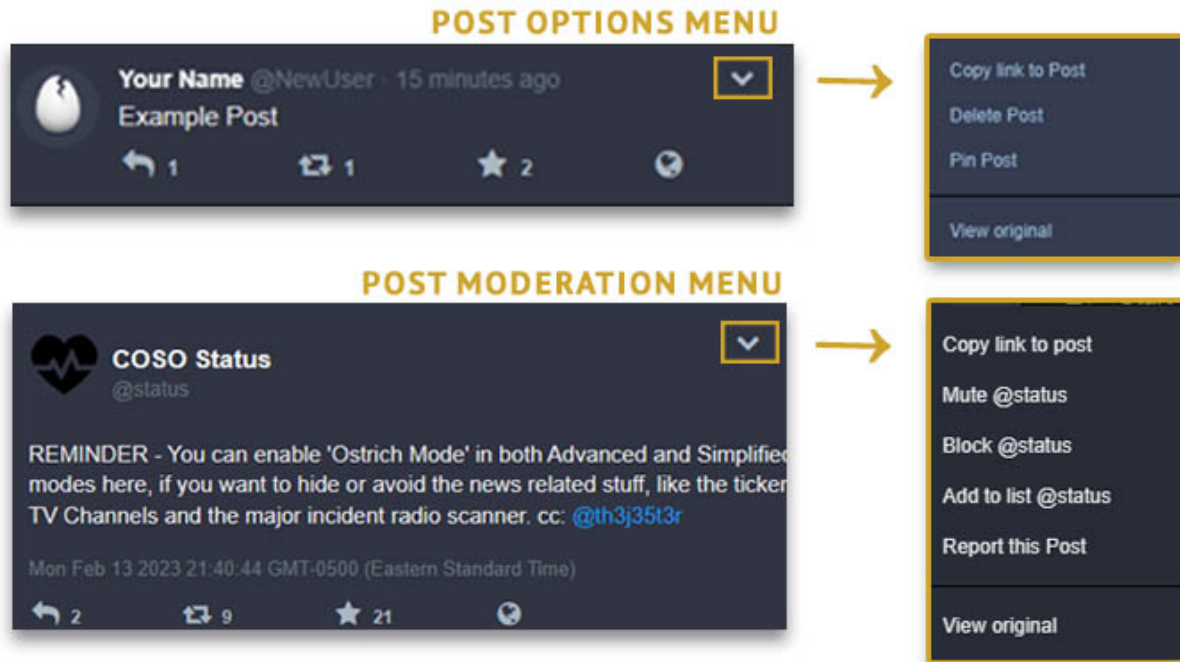
The **BOOST** is the double-headed square arrow, and it mimics the other platforms' "Retweet" or "Share" buttons for existing posts. Boosts are only shown to your followers, and do not appear in the Community Firehouse.

The **FAVORITE** star is your way to acknowledge that you read the post. It means different things to different users, and the total number of favorites is not prioritized here. A record of your previous favorites is not viewable to either yourself or others through a separate list.

The **WORLD** icon allows you to open and expand the post to view the full thread of replies or to add your own. "Report" is another option on this menu and is your means of flagging a post that violates the TOS.

To **THREAD** a series of posts to communicate a longer message, simply **REPLY** to your preceding post.

Additional options can be found by clicking the arrow icon found in the top right corner of any post, including a option to mute any threads you are included in but no longer want to be notified of new responses. You can also use this menu to "pin" one of your own posts to the top of your feed and/or access moderation tools for other accounts including Mute, Block, and Report funtions.



### 2.4.2 Links & Link Sanitizer

CounterSocial (CoSo) doesn't track its users, but even better than that - we don't let 3rd parties track you either. All outbound links are automatically sanitized to remove any embedded tracking parameters. Be sure to include any links at the *end* of your post, to prevent any other post text from being inadvertently trimmed by this feature. In the case where this impacts your link's functionality, type /nosanitize anywhere in your post to turn off this feature. The most common case for this is time-stamped YouTube videos.

Once posted, the platform will automatically preview the content linked including news headlines, article card images, and/or functional media players such as YouTube, Bandcamp, Soundcloud, and Spotify, if such a preview is available. These link previews are generated the first time your link is clicked or the next time you refresh your feed.

### 2.4.3 Hashtags

To make your posts more searchable and discoverable by other users, add a hashtag by prepending a keyword with the pound (#) symbol. As you type, you will see suggested hashtags already in use below the post box. CounterSocial is hashtag-driven with many users configuring their feeds to display only desired hashtags and keywords, or by using filters to omit this content from their views.

[Click Here](#) for a list of the most commonly used hashtags.

## 2.4.4 Attaching Media & Files

Click on the camera icon to attach photos, animated GIFs, or videos to your post. On the desktop version, you can also drag-and-drop the media file to the post box to auto-upload. PRO accounts can share other file types with CoSo's internal CounterShare file sharing service.

### Sharing Image & Video Files

# WILL THESE FIT?



**IMAGES**  
PNG,JPG,GIF  
4 PER POST @ 1.6MP  
8MB MAX

**VIDEO**  
MP4,M4V,MOV,WEBM  
TRANSCODED TO H.264 MP4  
40MB MAX 1300KBPS 60FPS

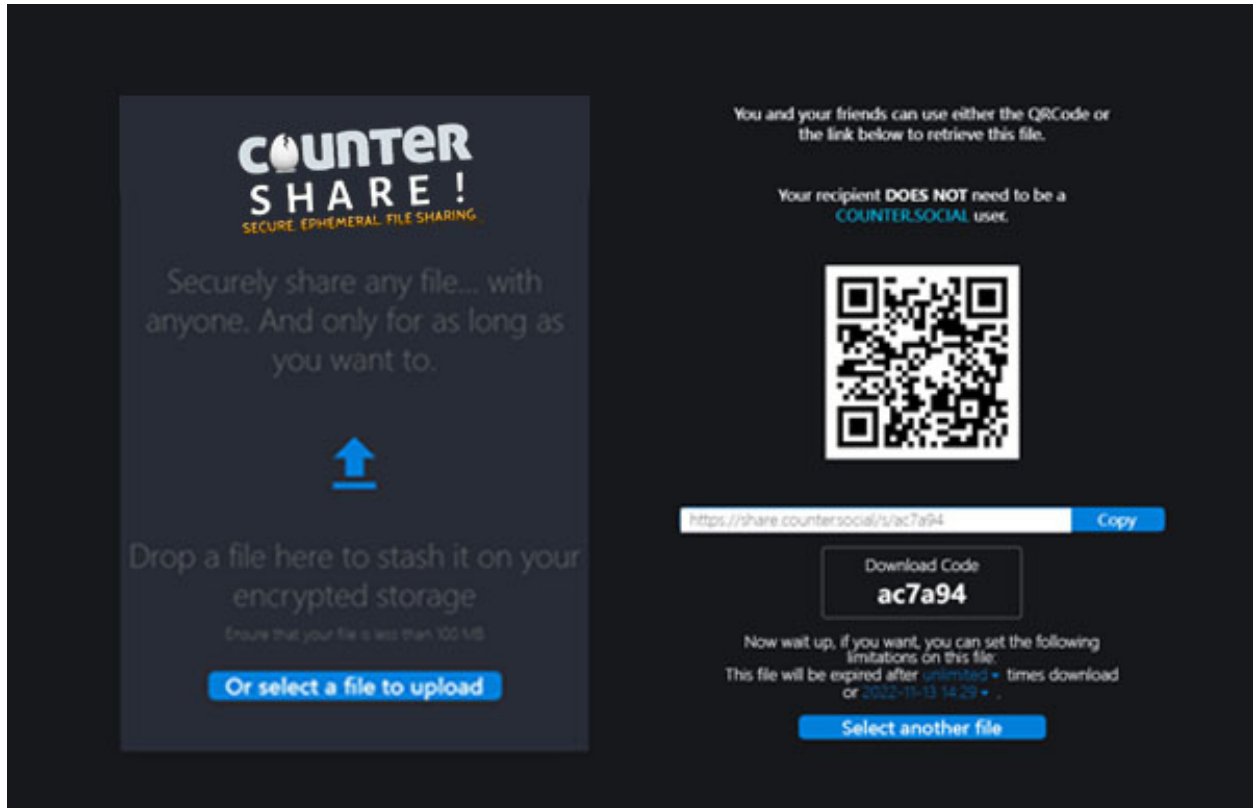
**AUDIO**  
MP3,OGG,WAV,FLAC  
OPUS,AAC,M4A,3GP  
40MB MAX MP3 192KBPS

**#COSOTIPS**  
WE  
CAN  
HELP

Type	Files Accepted	Max Size
Images	PNG, JPG, GIF	8mb
Video	MP4, M4V, MOV, WEBM	<1min; 40mb
Audio	MP3, OGG, WAV, FLAC, OPUS, AAC, M4A, 3GP	40MB Max

**Note:** To protect your privacy, CounterSocial automatically scrubs all meta-data from your media files including photo orientation. If you upload an image and it is not oriented correctly, use the delete & redraft option to edit your post. Make a minor edit to the original image file, save it, and re-upload to correct the issue.

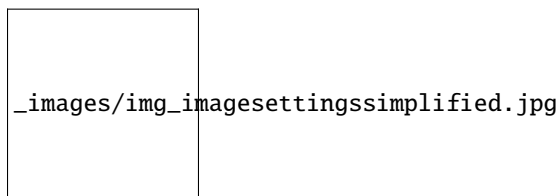
## Sharing Non-Supported File Types



PRO users can utilize *CounterShare*, CoSo’s integrated, secure, ephemeral 500TB file sharing solution. It’s at-rest encrypted, and your files can be time-limited or restricted to a specific download count. Files can be shared with ANYONE (whether a PRO user or not). You can access file sharing by visiting <https://share.counter.social>, or by clicking on the CoSo share link found in the right-side navigation menu.

## Editing Media

Once your media file is attached to your post, click the pencil icon to add a caption or text description for the visually impaired. The description will appear for users accessing CoSo via a screen reader or other similar technology.



If your image, GIF, or video is not safe for work, contains mature, adult or graphic content, or may negatively impact those with post traumatic stress disorder or photosensitivity issues, please click on the eye icon to mark your media as sensitive. To add a content warning to your post, click on the “CW” icon (doing so will also mask any photographs)

**Warning:** CounterSocial is committed to providing NO SAFE HAVEN for Child Sex Abuse Material. All uploaded images are hashed and compared against NCMEC databases of known CSAM hashes at our infrastructure edge.

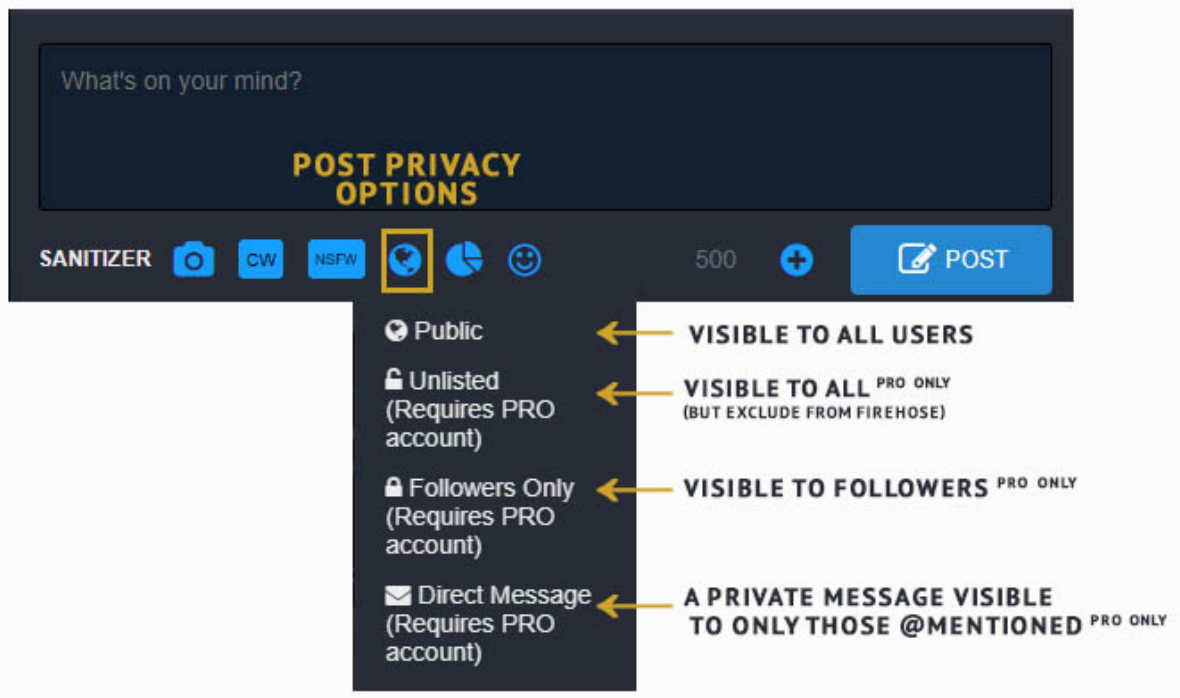


## Setting Your Media Preferences

Navigate to the Media tab inside your settings to configure the defaults for how you want media to display in your personal feeds. You can automatically hide all media marked as “sensitive,” choose if animated GIFs auto-play or even reduce their motion.

### 2.4.5 Post Privacy Settings

Once you have configured your post, PRO users can set the privacy at the post draft level, including unlisted, private, and direct message posting. PRO users can also visit Edit Profile → Preferences to set the default privacy level for all future posts.



**Public** - Posts appear in the community firehose, your friend’s timelines, and on your profile page. If your [Public Landing Page](#) is enabled, these posts are visible to the general public and are indexed by search engines. This is the default setting for regular users.

**Unlisted (PRO Feature)** - Same as Public posts, but posts do not appear in the community firehose. This setting is most commonly used to make public posts visible on your Public Landing Page without entering them on the primary community feed.

**Followers-Only (PRO Feature)** - Visible only to users that follow you and anyone mentioned in the post. These posts cannot be boosted, except by yourself.

**Direct Message (PRO Feature)** - Visible to only the user(s) mentioned (@) in the post. The recipient will receive a notification. All DMs are encrypted and cannot be accessed by any other party, including The Jester, unless they are mentioned. Initiating a DM is a PRO feature, which helps eliminate DM spam, scams, and phishing attempts. Recipients of DMs do not need to be a PRO account. If you are a regular user and wish to have a private conversation with a PRO user, simply ask them to initiate the DM from their side.

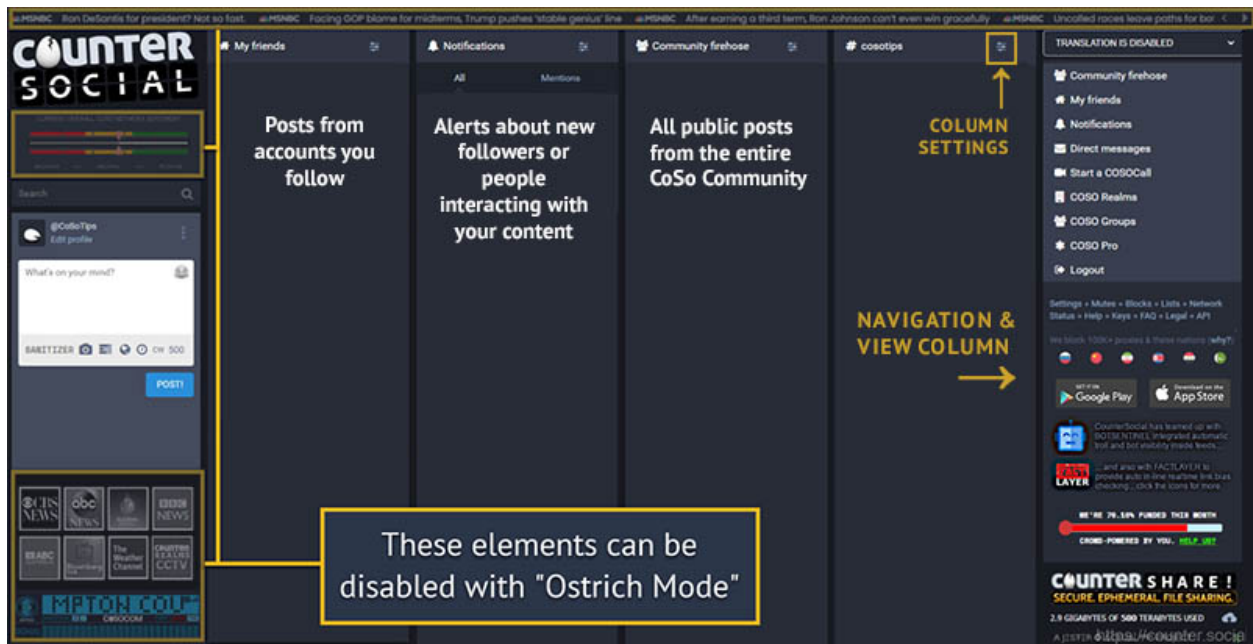


**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.

## 2.5 Browsing & Curation - Advanced

Last Updated: February 18, 2023

### 2.5.1 The Advanced Desktop Layout



CounterSocial's (CoSo) layout presents various content organized in a series of columns. You can have as many or as few columns as you wish and configure each column's settings to your liking. When you first sign up, focus your attention on the "Community Firehose" column. This column includes everyone's public posts and is a great place to start. If you have questions, simply create a post and include the #help hashtag and a member of the community will guide you.

For an expanded, in-depth overview of the desktop layout, visit a CoSo user's [article published on OnlySky Media](#).

**Tip:** For a minimal desktop layout, visit Edit Profile > Preferences to enable "Ostrich Mode". This mode will remove the "extras" including the news ticker, CoSoCom emergency radio scanner, and live news station feeds. If you prefer, you can also resize your browser window. By narrowing the browser window display, you can force a one-column mobile-responsive layout.

## 2.5.2 Navigation + View Column

When you click on any profile name, hashtag, or post, contents will automatically override the navigation column on the right-hand side of your screen. Doing so will give you an expanded view of various contents, including threads, post replies, hashtag feeds, and full user profiles. When you are done, click the “Back” button at the top to return home to the navigation column. You can reset this column at any time by clicking the G and S keys simultaneously, or by clicking the CounterSocial logo at the far left.

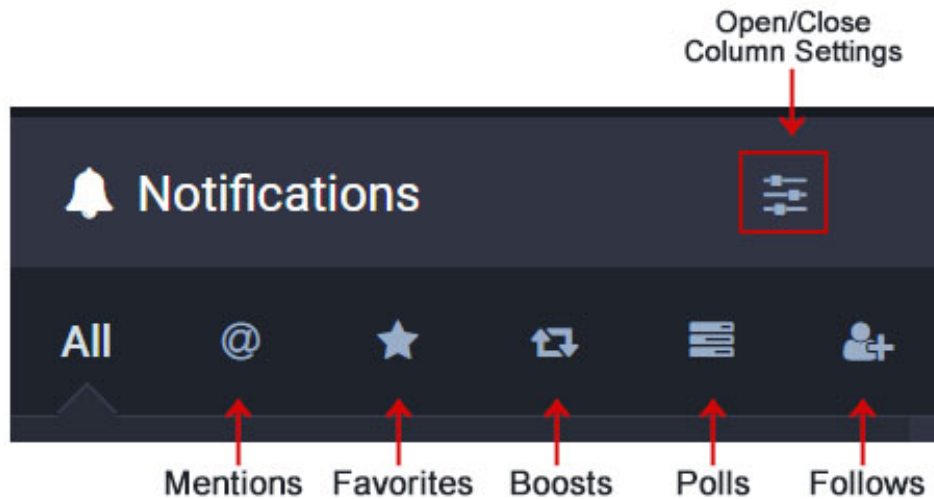
## 2.5.3 Search

The search bar is located between the CounterSocial logo and the post box on the left side of the page or in the navigation row at the top of mobile device apps. Enter your query and hit the Enter/Return key on your keyboard to search. On mobile devices, click the “Return” button and then click “Done” after typing your query to close your keyboard. The top 10 results are limited to People and Hashtags and will appear below the search bar. Full post search is not available. Clicking on any result will open in the last “view” column on the right side of the page or as a single column on mobile devices.

## 2.5.4 Notifications

The Notification column is identified with a bell icon and the word Notifications. To configure your notification settings, click the mixer icon in the top right corner of the column. From here, you can set options for your Quick Filter bar, turn on/off prompts for desktop notifications if your browser offers this function. This feature is disabled on mobile devices by default.

The header also includes some icons for filtering the type of notifications that appear in the column.



**All** - This is the default view and this shows every one of the new messages to your @handle, replies to, favorites and boosts of your posts.

**Mentions** - The ampersand symbol (@) shows posts wherein your @handle was specifically included. This could be replies or new messages calling for your attention.

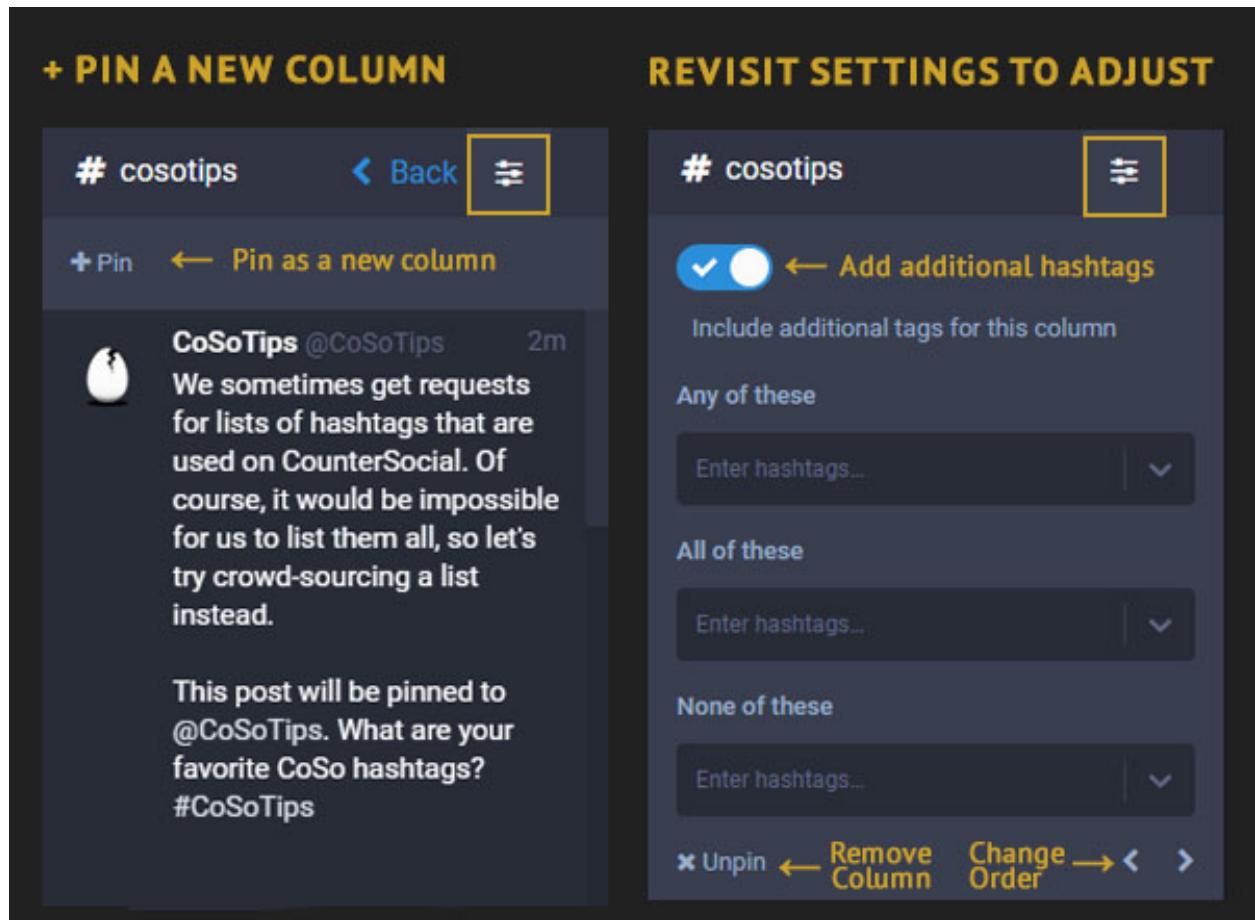
**Favorites** - The star icon filters notifications of people that have favorited your posts. It is similar to the “Like” button seen on other platforms, however there is no counting of the number of times a post has been marked as a favorite. This is not a competitive sport.

**Boosts** - The double headed square arrow BOOSTS an existing post. This mimics other platforms' "Retweet" or "Share" buttons. Like the star, no counting takes place. Please note that, by design, there is no way to "Quote post."

**New Followers** - Click the person to see a list of all the people who are following you.

**Poll Reactions** - Polls in which you voted, as well as new polls started by your friends will show up here.

## 2.5.5 Add or Remove Columns



Are there topics that you want to see all the time? Desktop users can "pin" hashtags in a new column, effectively allowing you to curate a custom feed unique to your interests. The ability to add or remove columns to your mobile app layout is not available.

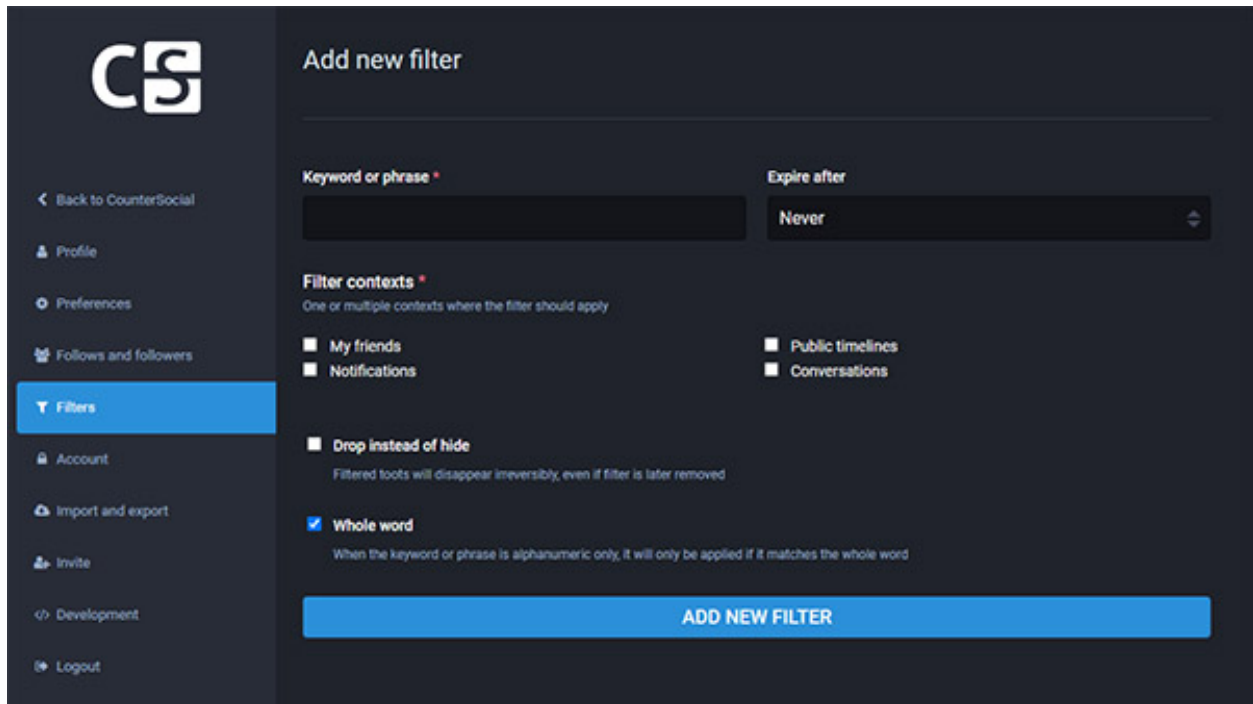
1. Use the Search box to find any hashtag or click any hashtag within a post to open it in a new column.
2. Click on the settings icon located in the top right of the column
3. Click on the "+Pin" link to add it to your layout.
4. Once pinned, you can revisit the column settings to add additional hashtags or omit keywords from the results.
5. Use the < > buttons to reorder the column in your layout left or right.
6. To remove a column, revisit the column settings and select "Unpin."

You can repeat these steps to also pin Lists, Groups, or even your DMs.

**Tip:** Is the firehose too much for you? You can unpin it! If you unpin any of the initial columns such as the Community Firehose, Notifications, or Friends, you can find links in the right-column Navigation to open and repin.

---

## 2.5.6 Content Filters

The screenshot shows the 'Add new filter' page in Counter Social. On the left is a dark sidebar with the CS logo and a list of navigation links: 'Back to CounterSocial', 'Profile', 'Preferences', 'Follows and followers', 'Filters' (highlighted in blue), 'Account', 'Import and export', 'Invite', 'Development', and 'Logout'. The main content area has a dark background. At the top, it says 'Add new filter'. Below this is a form with two input fields: 'Keyword or phrase' and 'Expire after' (set to 'Never'). Underneath is a section for 'Filter contexts' with checkboxes for 'My friends', 'Notifications', 'Public timelines', and 'Conversations'. There is also a checkbox for 'Drop instead of hide' with a sub-note: 'Filtered tools will disappear irreversibly, even if filter is later removed'. A checked checkbox for 'Whole word' has a sub-note: 'When the keyword or phrase is alphanumeric only, it will only be applied if it matches the whole word'. At the bottom of the form is a large blue button labeled 'ADD NEW FILTER'.

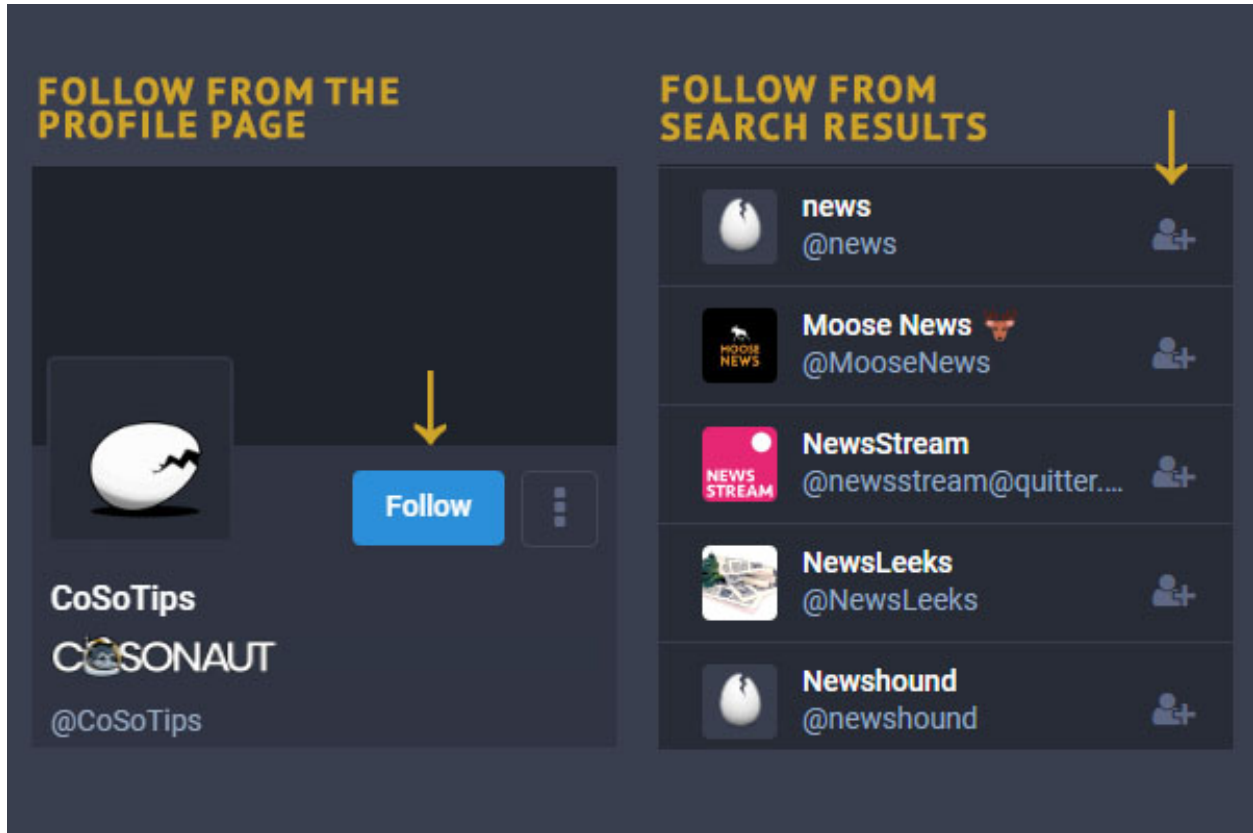
If there are topics that you'd prefer not to see, desktop users can filter terms to mute them or drop them completely from your feeds.

1. Click on the “Edit Profile” link at the top of your profile page or above the Post box to visit your settings.
2. Navigate to the “Filters” section.
3. Click “Add New Filter”
4. Follow the prompts to add your keyword or phrase, expiration date, and select which columns you would like the filter to be applied.
5. Click “Add New Filter” to save.

**Tip:** You can also uncheck “whole word” to catch more items with your filters. For example, if you used partial word filtering on “vote,” you wouldn’t see posts about people expressing how devoted (de->VOTE<-ed?) they are to #catsofcoso.

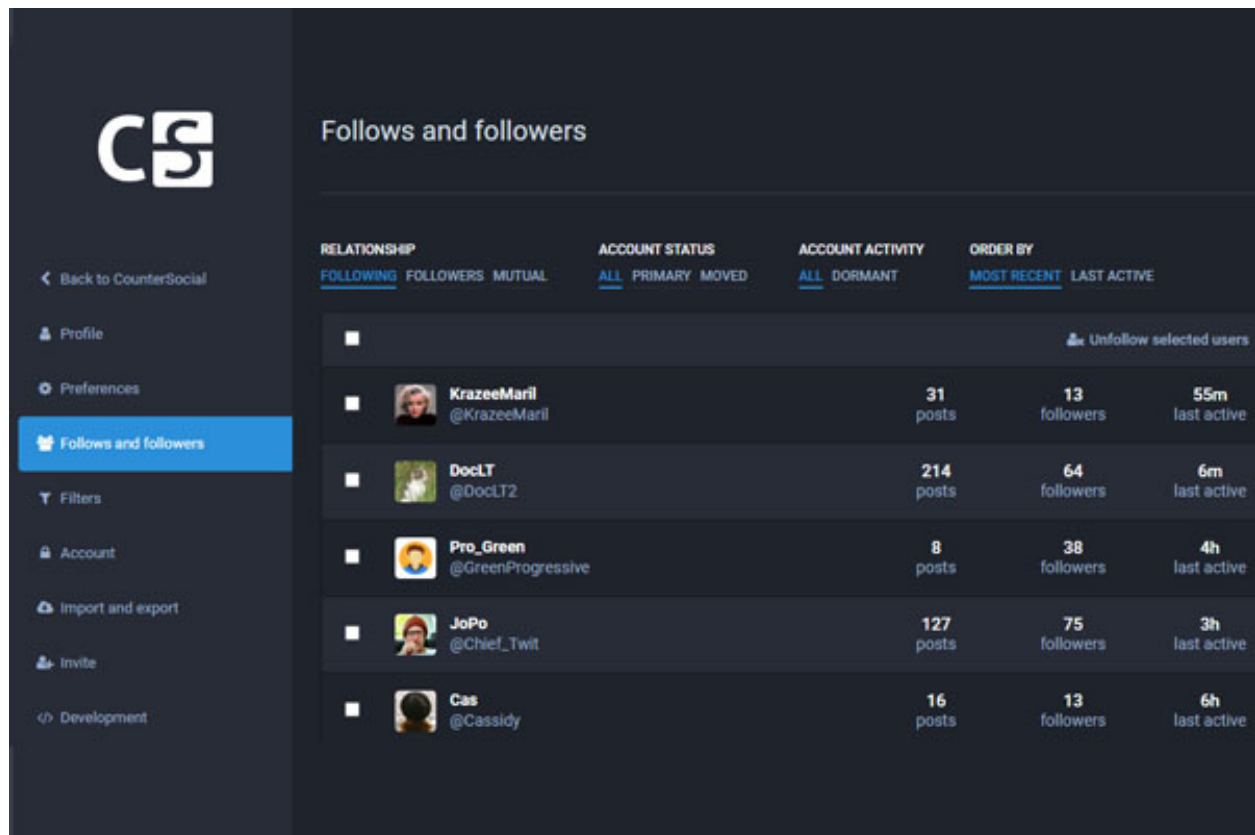
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## 2.5.7 Following Users



Click on any username to open their profile in the View column. The “Follow” button is located at the top of their profile adjacent to their avatar. If a user’s account is locked, they will be prompted to approve or deny your request before their posts appear in your Friends feed. If a user has blocked you, the “Follow” button will be light gray and will not respond when you select it. You also will see a “profile unavailable” message where posts would be.

You can also find users to follow by searching for your favorite keywords and clicking the “Follow” icon next to their name in the search results.



Visit your preferences and navigate to the “Follows and Followers” section to view mutual friendships, unfollow dormant accounts, or see your most active friends.

## 2.5.8 Lists

While hashtags allow you to curate custom feeds based on your favorite topics, Lists enable you to curate feeds from your favorite follows. Examples include a list of industry experts covering a field of interest, your favorite news accounts, or a fun group of close friends. Once a list has been created, you can return to your “Lists” section to open it in a new column and +Pin it to your desktop layout.

### OPEN THE LISTS TOOL

### GIVE YOUR LIST A TITLE CLICK + TO ADD

### ADD USERS TO LISTS

1. Open the list
2. Open column settings
3. Click "Edit list" to add users

1. Visit a users profile
2. Click 3 dots to open profile menu
3. Select "Add or remove from Lists"

1. Click the "Lists" link found in the right-side Navigation column or mobile app menu.
2. Enter a title for your new list, then click the "+" icon on the right to "Add List".
3. Then select the title just created to open the list in the far right column and open the slider icon to the top right.
4. Select "Edit list" and add @names of people you follow.
5. You can also add people you follow to lists by navigating to their profile, clicking the three dots, and selecting "Add or Remove from List" from the pull-down options.



## 2.5.9 Mute & Block Users

On CounterSocial, you are encouraged to mute or block people without hesitation if they are annoying you for any reason. Click the three dots at the bottom on any post and select Mute or Block.

When Muting, all Notifications from that user are hidden. If you uncheck “Hide Notifications from this user”, any interactions (Likes, Boosts, Comments) still appear in your Notifications column.

When Blocking, the blocked account disappears entirely from your experience. You will not see messages from them, and they will no longer see you. To unmute or unblock followers, visit the “Mutes” or “Blocks” links found in the right-column Navigation or mobile app menu.

## 2.5.10 Reporting Abuse

CounterSocial has a zero-tolerance policy towards trolling and community abuse of any kind. This includes spam, hate speech, harassment, gaslighting, sealioning, dis/misinformation campaigns or using the reply or DM features to consistently deliver a negative experience for users. There is no deliberation or appeals process. Reported trolls are “splatted,” often in minutes.

To report content for moderation, click the three dots in the bottom right corner of the concerning post and select the “Report @username” option. You can also report a user by clicking the three dots found on the top right side of their profile page. **Abusing this feature is also cause for moderation.** If the offending content is simply a case of differing opinions without malice, please use the “Mute” or “Block” options instead.

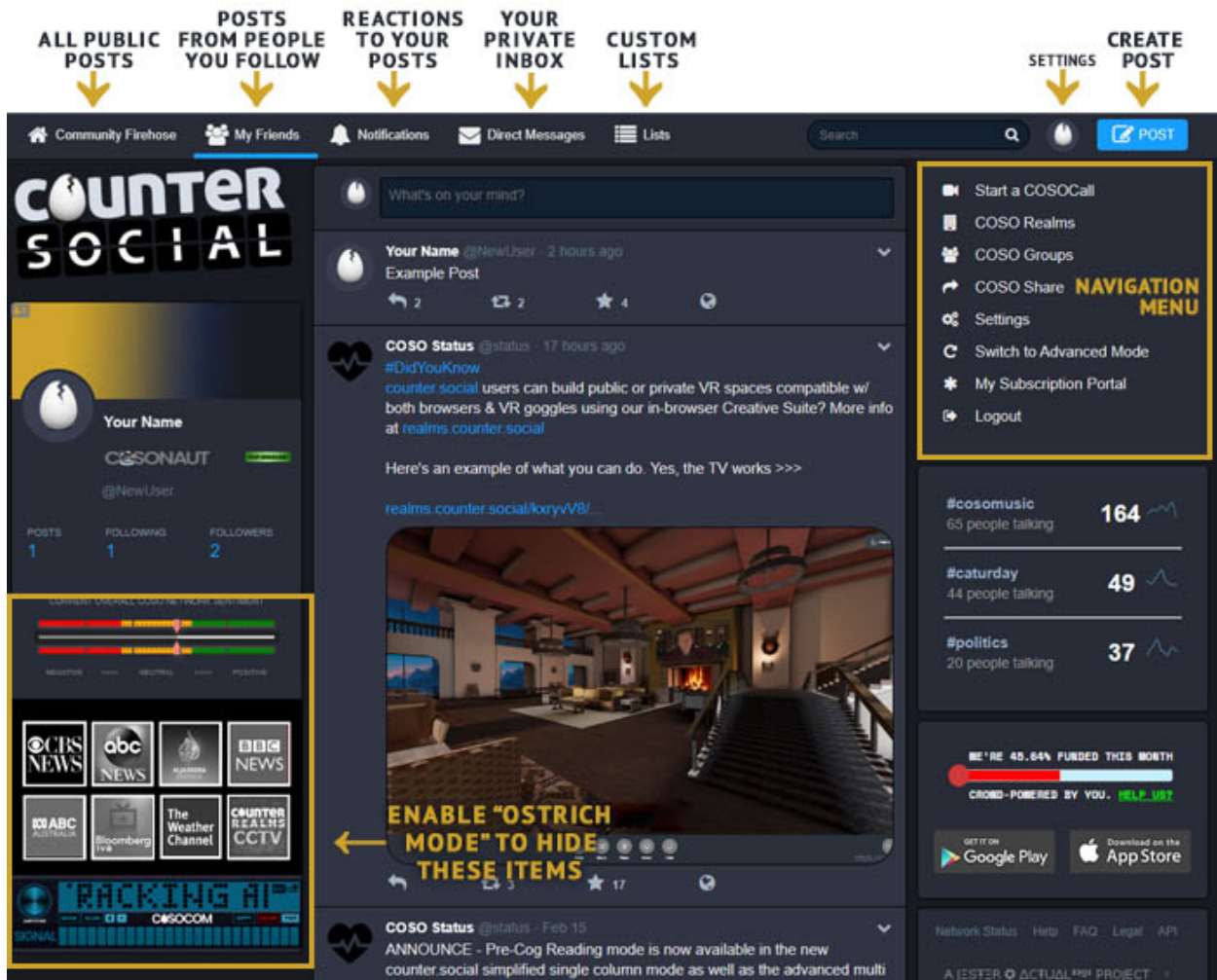
**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.

## 2.6 Browsing & Curation - Simplified

Last Updated: February 18, 2023



## 2.6.1 The Simplified Layout



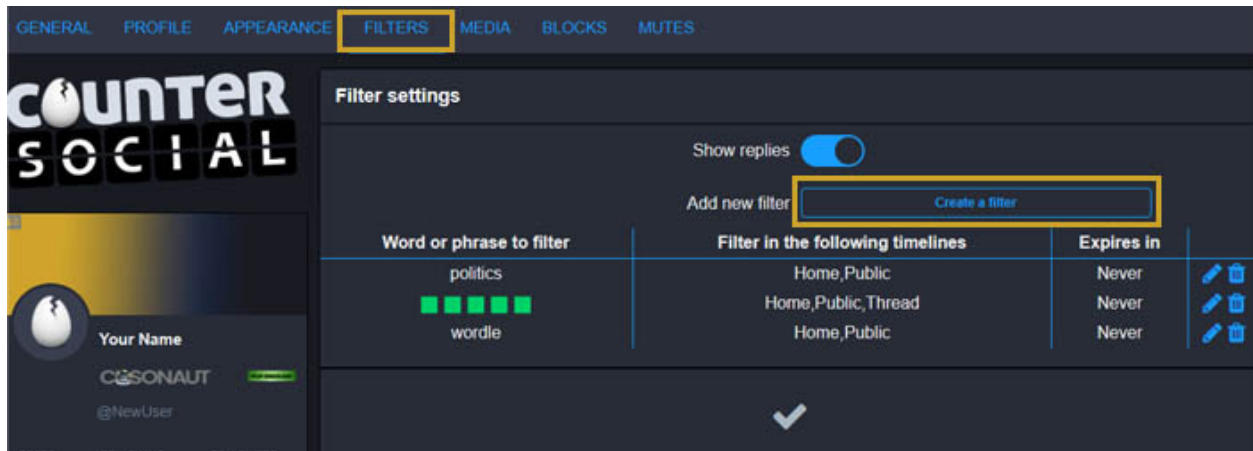
CounterSocial’s (CoSo) Simplified mode organizes your feeds into a one-column layout with a navaigation across the top to toggle between your various feeds. When you first sign up, focus your attention on the “Community Firehose” column. This column includes everyone’s public posts and is a great place to catch your barings. If you have questions, simply create a post and include the #help hashtag and a member of the community will guide you.

**Tip:** For an even more minimal experience, visit your settings and enable “Ostrich Mode”. This mode will remove the “extras” including the news ticker, CoSoCom emergency radio scanner, and live news station feeds.

## 2.6.2 Search

The search bar is located at the top of the page to the left of your avatar image. Look for the magnifying glass icon. Enter your query and hit the Enter/Return key on your keyboard to search. On mobile devices, click the “Return” button and then click “Done” after typing your query to close your keyboard. Results will appear on a new page and are limited to People and Hashtags. Tabs at the top will allow you to toggle between the two.

## 2.6.3 Content Filters

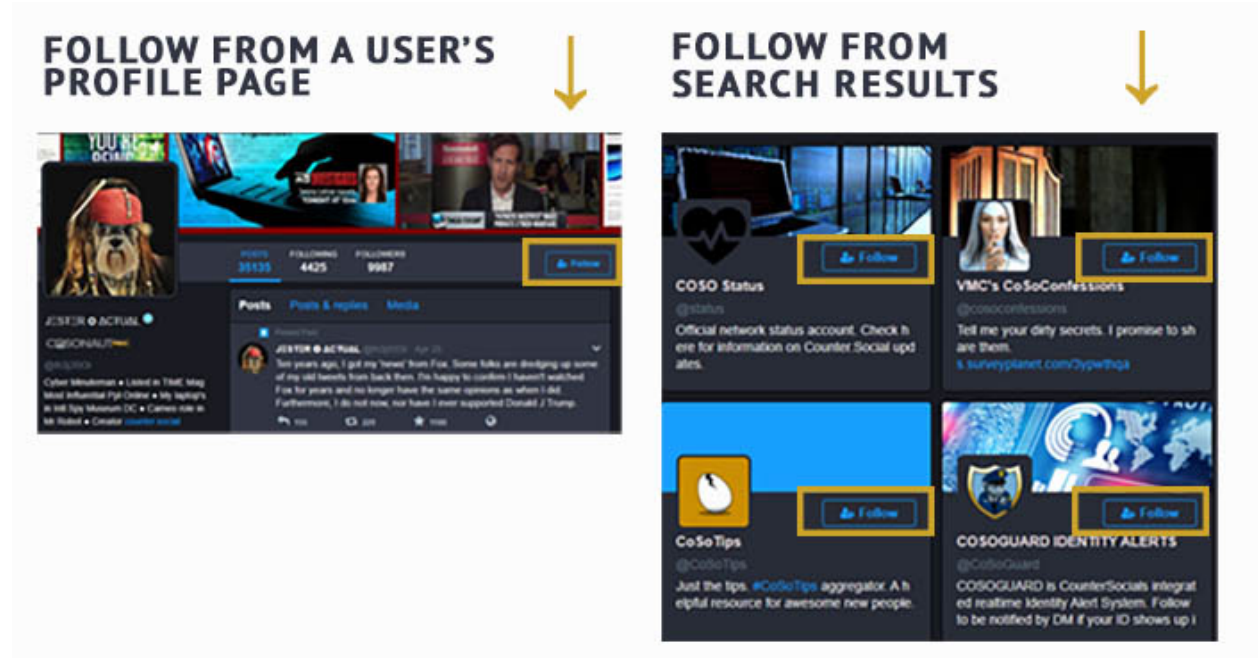


If there are topics that you’d prefer not to see, desktop users can filter terms to mute them or drop them completely from your feeds.

1. Visit your settings via the link in the navigation menu or using the pull-down under your avatar image in the top bar.
2. Navigate to the “Filters” section.
3. Click “Add New Filter”
4. Follow the prompts to add your keyword or phrase, expiration date, and select which feeds you would like the filter to be applied.
5. Click “Add New Filter” to save.

**Tip:** You can also uncheck “whole word” to catch more items with your filters. For example, if you used partial word filtering on “vote,” you wouldn’t see posts about people expressing how devoted (de->VOTE<-ed?) they are to the #catsofcoso hashtag.

## 2.6.4 Following Users



Click on any username to open their profile in a new window. The “Follow” button is located at the top of their profile adjacent to their avatar. If a user’s account is locked, they will be prompted to approve or deny your request before their posts appear in your Friends feed. If a user has blocked you, the “Follow” button will be inoperable. You also will see a “profile unavailable” message where posts would be.

You can find users to follow by searching for your favorite keywords and clicking the “Follow” icon next to their name in the search results.

## 2.6.5 Lists

While hashtags allow you to curate custom feeds based on your favorite topics, Lists enable you to curate feeds from your favorite follows. Examples include a list of subject matter experts, your favorite news accounts, or a fun group of close friends. Once a list has been created, you can return to your “Lists” section view the feed for just those accounts.

1. Click the “Lists” link found in the navigation bar at the top of the page.
2. Click the plus “+” icon to create a new list and give it an appropriate title.
3. Once saved, the list will be added to the sub-navigation just above the page.
4. The list will not populate until you add at least one account. Use the search bar to find the first addition. Locate any one of their posts and use the pull-down arrow and select “Add [username] to List.” Repeat this step to add more.
5. Revisit the Lists section and you will now see your populated list with additional settings to add/remove accounts.

### 2.6.6 Mute & Block Users

On CounterSocial, you are encouraged to mute or block people without hesitation if they are annoying you for any reason. Click the three dots at the bottom on any post and select Mute or Block.

When Muting, all Notifications from that user are hidden. If you uncheck “Hide Notifications from this user”, any interactions (Likes, Boosts, Comments) still appear in your Notifications column.

When Blocking, the blocked account disappears entirely from your experience. You will not see messages from them, and they will no longer see you. To unmute or unblock followers, visit the “Mutes” or “Blocks” links found in your profile settings.

### 2.6.7 Reporting Abuse

CounterSocial has a zero-tolerance policy towards trolling and community abuse of any kind. This includes spam, hate speech, harassment, gaslighting, sealioning, dis/misinformation campaigns or using the reply or DM features to consistently deliver a negative experience for users. There is no deliberation or appeals process. Reported trolls are “splatted,” often in minutes.

To report content for moderation, click the down arrow icon found on the top right corner of any posts and select the “Report @username” option. **Abusing this feature is also cause for moderation.** If the offending content is simply a case of differing opinions without malice, please use the “Mute” or “Block” options instead.

**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.

## 2.7 Accessibility Features

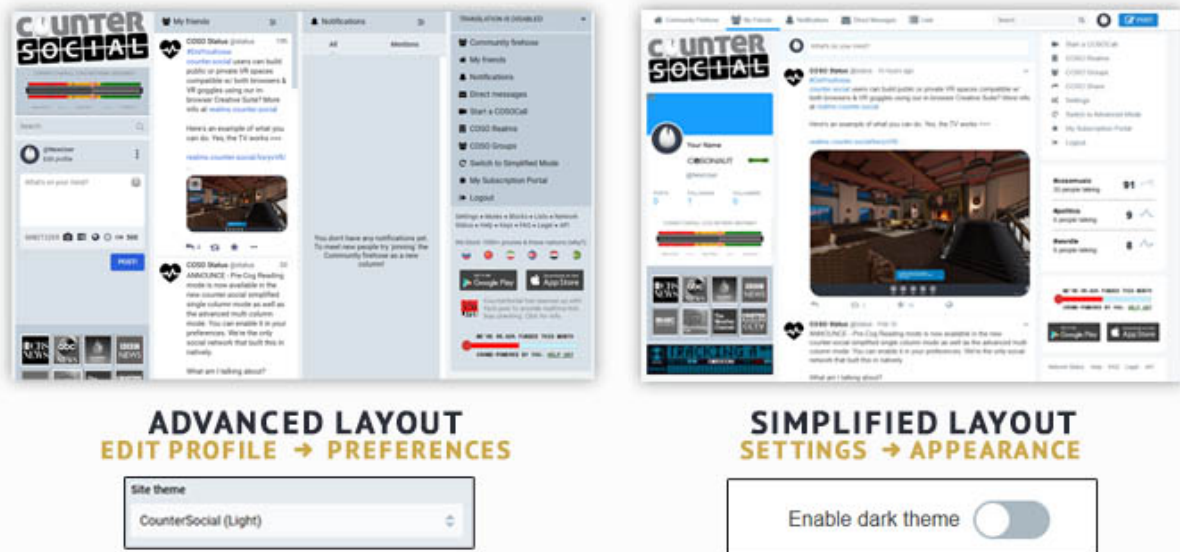
Last Updated: February 18, 2023

The community is aware that many CounterSocial features are not accessible to some users, and we are committed to making improvements as fast as resources allow. While we work to evolve the platform to accommodate all who wish to participate, below are some features that may help in the meantime.

### 2.7.1 Light/Dark Mode

Two site themes are available for both desktop and official mobile app users. To toggle between a light or dark style, click on *Edit Profile* -> *Preferences* and find the *Site Theme* section near the bottom of the page. Remember to click the “Save Changes” button to activate your selection for a light mode or dark mode experience.

## SWITCH TO LIGHT MODE



### 2.7.2 PreCog Reading Mode (Beta)

CounterSocial is the FIRST Social Network to build in optional native real-time support for 'PreCog Reading Mode'. It's a technique where our technology figures out the first few significant letters in each word and bolds them, making it easier for some readers, especially neurodivergent readers, to glide through text and stay focused.

**Example:**

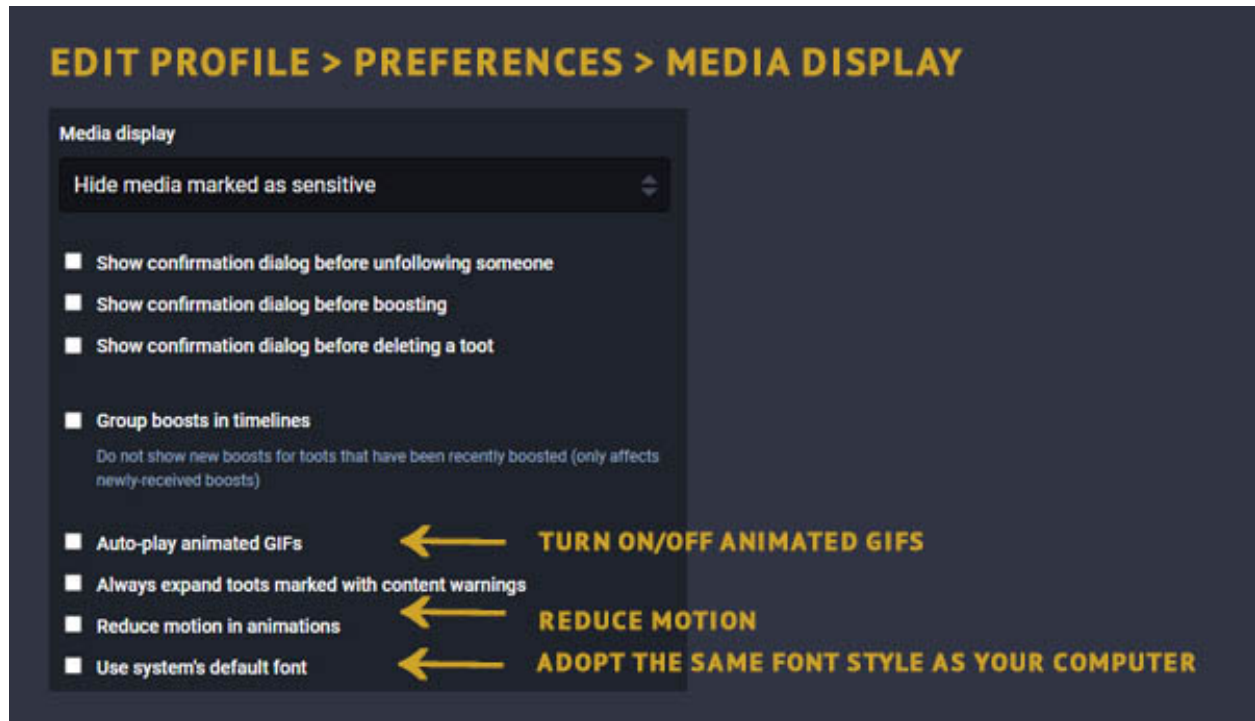
**PreCog reading is a method of facilitating the reading process by guiding the eyes through text with artificial fixation points. As a result, the reader is only focusing on the highlighted initial letters and lets the brain center complete the word.**

To activate PreCog reading mode, navigate to your Preferences section and check the box found under the Real-time PreCog Reading Mode section. Remember to scroll to the bottom of the page afterward to Save your change. When you return to our homepage, all new posts made by yourself and others will start to appear in PreCog reading mode.

**Attention:** For now, you may need to re-enable PreCog on your desktop each time you first log in for the day. In the app, once activated, PreCog will remain in effect until you log out or manually turn it off.



## 2.7.3 Adjusting Media



### Font Size

Would you like to adjust the font size on CounterSocial to make it easier to read? Currently, CoSo does not have a built-in font resizer, but here are some tips to adjust them in other ways:

1. Visit the Media Settings section in your preferences on CoSo and enable “Adopt System Font.” This will force CoSo to use your computer’s font settings. Once enabled, Windows PC users can increase the font size by visiting Window’s Settings > Accessibility > Text Size. This is independent of an overall visual scaling under Settings > Display > Scale. Mac users can access this through System Preferences > Display.
2. You can also zoom in and out of your screen by pressing the CTRL +/- keys or by visiting the View -> Zoom section of your browser’s settings.
3. If you are more technologically inclined, a more DIY approach is the inclusion of a browser extension and adding your own CSS overrides.
4. By resizing your browser width to as narrow as it can go, you can force CoSo to adopt a one-column format, which some prefer.

Mix-and-match any of the options above to improve your experience. If you discover any additional tricks, draft a post and use the #CoSoTips hashtag to let others in the community know!

## Animated GIF Motion Control

CounterSocial offers custom settings to help manage the GIFs that appear on your dashboard, a feature especially useful for users with photosensitivity issues. In your preferences section under the heading Media display, you can adjust how GIFs perform, including turning off auto-play or automatically reducing motion. Remember to save your changes when you select these functions.

**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.

## 2.8 PRO Features

Last Updated: November 14, 2022.

### 2.8.1 PRO vs Basic Subscriptions

CounterSocial is 100% community-funded, primarily through a PRO subscription that unlocks additional tools and features. A PRO subscription is not required to participate and enjoy the core CoSo experience. However, at about the price of a fancy cup of coffee per month, the increased privacy, security, zero spam, and ad-free experience is well worth the price to keep the servers running every month. For now, PRO subscriptions are charged monthly and cannot be paid in advance or gifted to other users.

### 2.8.2 How to Upgrade to PRO

CoSoPro subscriptions are processed through an established and secure 3rd-party payments processor and are managed through the [PRO Subscription Portal](#). Once signed-up, CounterSocial verifies your status using the email address you have provided.

1. Visit the [PRO Subscription Portal](#) or navigate to the CoSoPro link in the right-column navigation menu.
2. Click the neon green “Upgrade Me” button.
3. It is important that you use the SAME email you used to sign up for CoSo to sign up for the PRO Portal so CoSo can verify your status. There is no retrieval system to locate the email address you used to sign up. A page will open asking you to acknowledge this requirement.
4. Click on “Continue to Payment” to be redirected to our 3rd party payment gateway.
5. Follow the prompts and continue to activate your subscription. U.S. citizens or legal residents of the U.S. can add an extra layer of privacy, not just for your CoSo subscription for any online transactions with Privacy.com, a virtual card that can mask your name, address, and credit card information.
6. Keep your username and password in a safe place.

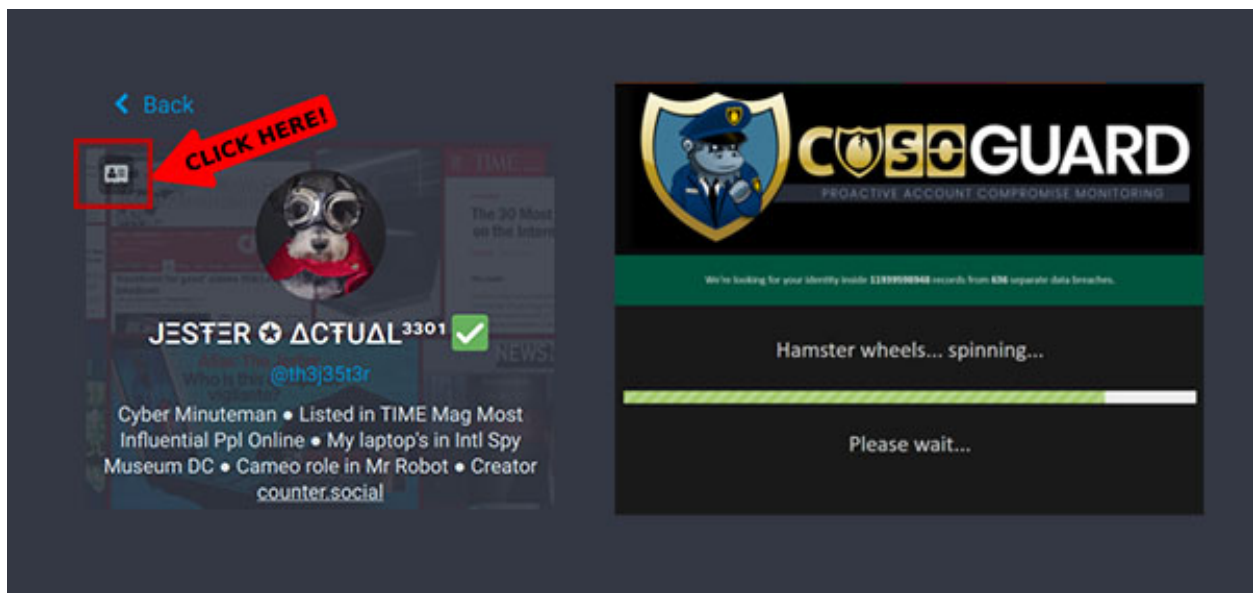
**Thank you for going PRO**

**Attention:** After your subscription is complete, return to Counter.Social and log out. Once you log back in, the platform will check your status and activate your PRO features. In some cases, this can take a few minutes and require you to reset your browser's cookies or refresh your cache.

### 2.8.3 How to Get Help with Your PRO Account

You can return to the [PRO Subscription Portal](#) to manage your account, update billing info, or cancel your subscription at any time. If you have problems accessing the portal, please use the password reset reminder located below the login field. For help with any other issues related to your PRO subscription, please email [payments\(@\)counter.social](mailto:payments(@)counter.social).

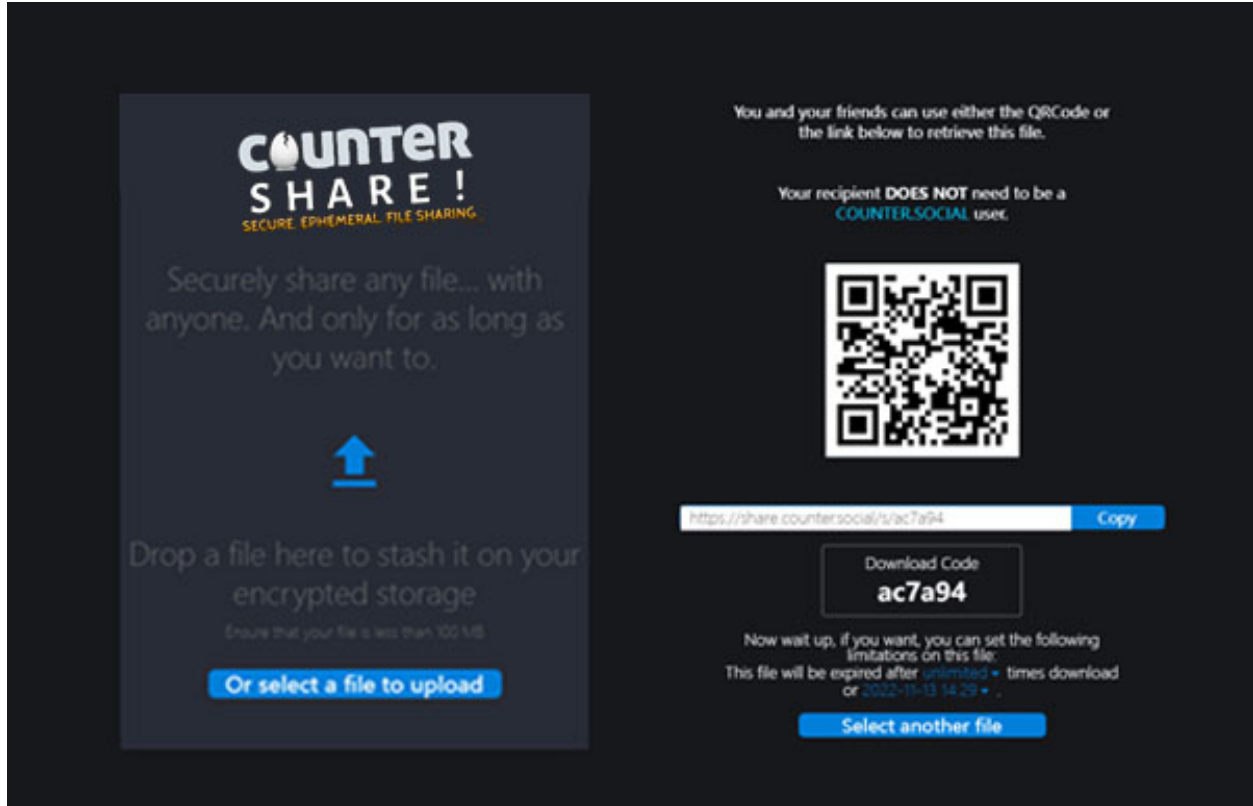
### 2.8.4 CoSoGuard



CounterSocial has integrated automatic and one-click on-demand identity theft alerts. COSOGuard is checking the open and dark web all day and night. If your identity is caught up in a breach - you'll know! PRO users can access their breach reports any time by clicking on the ID icon in the top left corner of their personal profile. Follow @CoSoGuard to be notified via DM anytime a new breach is identified.



## 2.8.5 CounterShare

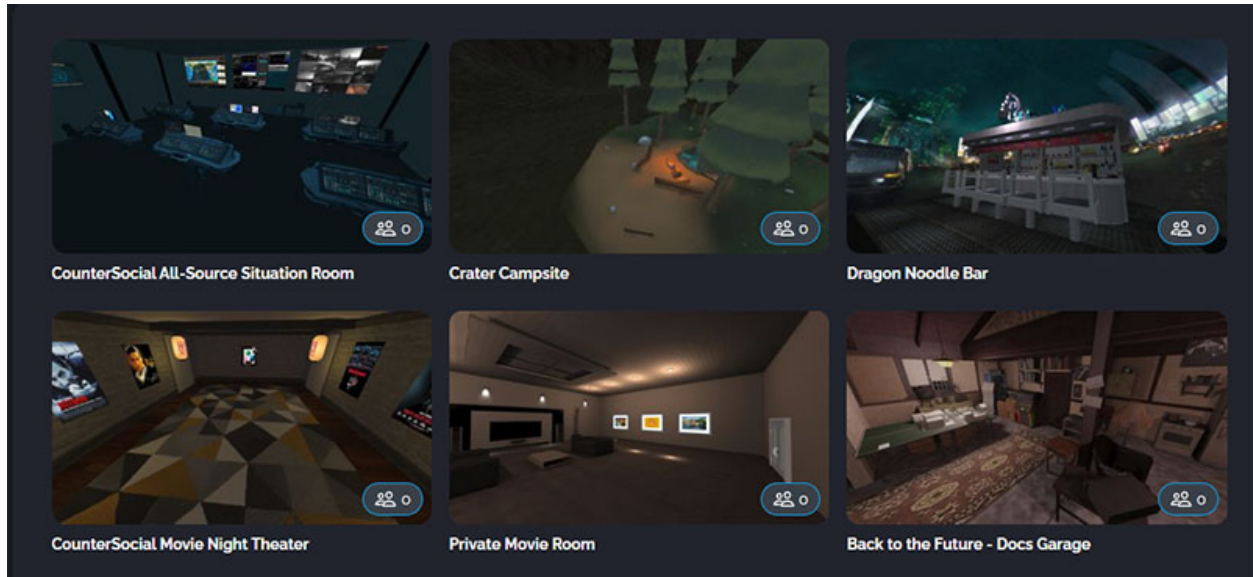


PRO users can utilize *CounterShare*, CoSo's integrated, secure, ephemeral 500TB file sharing solution. It's at-rest encrypted, and your files can be time-limited or restricted to a specific download count. Files can be shared with ANYONE (whether a PRO user or not). You can access file sharing by visiting <https://share.counter.social>, or by clicking on the CounterShare graphic at the bottom of your right-side Navigation column.

## 2.8.6 CoSo Groups

COSO Groups (Beta) is a PRO feature that allows our users to create their own communities. Groups or channels can be public or private. OTR Encryption can be enabled for private messages or conversations. PRO users can access Groups via the CoSoGroups link in the right-side Navigation column. You can also pin your group directory as a new column in your desktop layout.

## 2.8.7 CoSoRealms

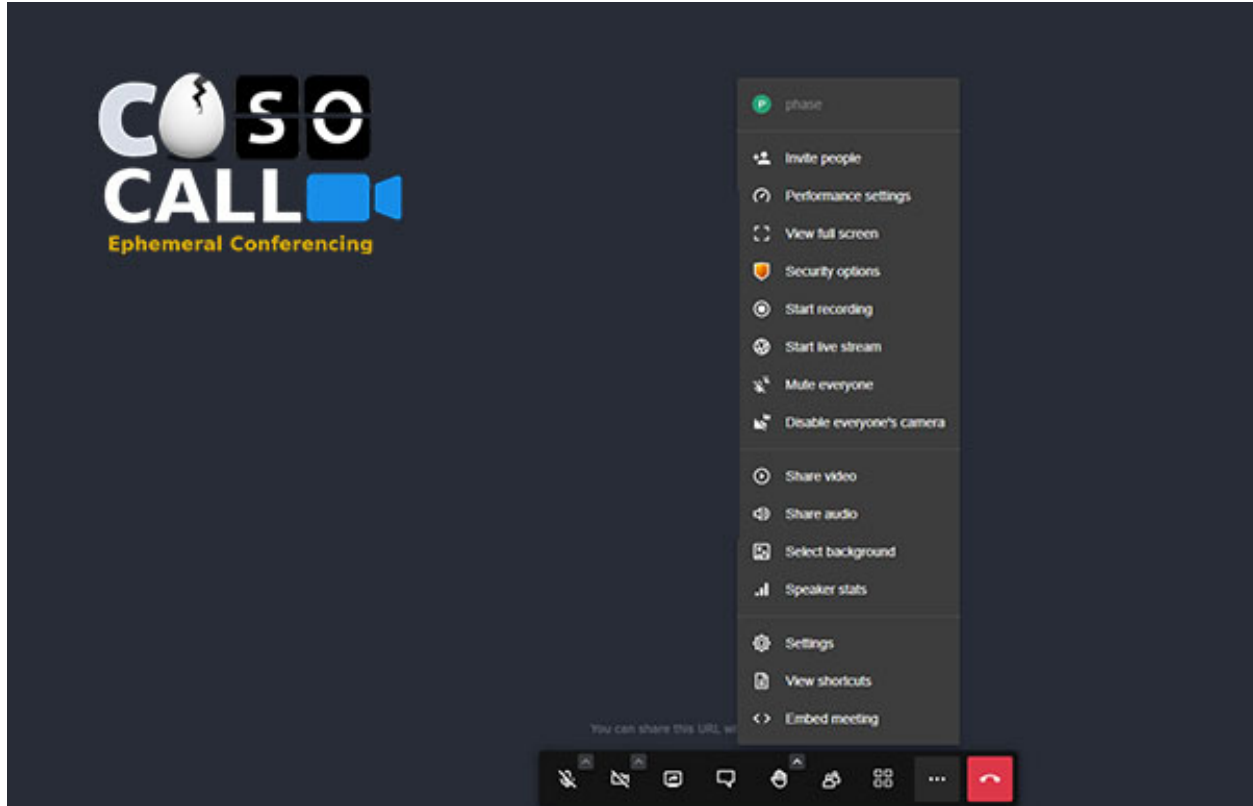


COSO Realms is a virtual collaboration platform available to CounterSocial PRO members that runs in your browser. With Realms you can create your own 3D virtual reality spaces with a single click and invite others to join using a URL. No installation, VR headset, or special app required. PRO users can access Realms at <https://realms.counter.social> or through the link found in the right-side Navigation column.

[Click here](#) to access the CoSoRealm's User Guide.

**Attention:** Safari web browser and all iOS devices (iPhone and iPad) are not supported. To access Realms, we recommend using Chrome, Brave, or Edge browsers at this time. Please allow 1-2 minutes for the platform to authenticate your PRO subscription when you log in for the first time.

### 2.8.8 CoSoCall



COSOCall is a secure, ephemeral video-conference service that can be initiated with ONE-CLICK by CounterSocial PRO users. Each conference is 100% encrypted, password protectable, and freely shareable to ANYONE on the internet whether they are a member of CoSo or not.

PRO users can launch a video or audio conference call at any time by clicking on the “Start a COSOCall” link found in the right-column Navigation menu. Once initiated, click on the three dots [...] in the bottom menu to configure settings, invite others, and/or embed the meeting.

### 2.8.9 Exploding Posts

Have something you want to share with the community, but don’t want to keep it online for the rest of your CoSoLife? PRO users can now set your post to ‘self-detonate’ by clicking on the timer icon at the bottom of the post box. It doesn’t matter if you are insuring yourself against stalkers and harassers or you just like to keep a tight ship when it comes to your online footprint.

**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.

## 2.9 Promoting CoSo

Last Updated: November 14, 2022.

### 2.9.1 Welcoming New Users

If you are a new user, by the time you finish reading this, your notifications column may have already filled up with messages. No, these are not bots. These are existing members of the community making sure you feel welcome. This “welcome wagon” not only serves the purpose of onboarding new users and breaking the ice on making new friends but also helps crowdsource the review of all new accounts for the use of hate speech in usernames, profile photos, and imagery.

While the custom has become a proud tradition and testament to the community’s commitment to fostering a healthier online space, longtime CoSo users should keep in mind that new users are just arriving and need time to acclimate. Keep it short, friendly, and genuine.

**Here are some example greetings to help you find your own voice:**

“Hi! Welcome.”

“Welcome to CoSo. If you need help, ask away. Everyone’s friendly.”

“Welcome. Visit @CoSoTips for the user guide and FAQs. Use the (#)help hashtag in a post if you need support”

### 2.9.2 Promoting Your Account on Other Sites

Have you joined us from another platform, but aren’t quite sure how to tell your people where you’ve gone? If so, we have just the thing for you! Download the social media banners to use on Twitter, Facebook, Instagram, or any other social media sites that accept profile photos and headers. If you would like to post a link to your profile on CoSo, activate your [Public Landing Page](#) (PRO feature) in your preferences to receive your unique profile link.

**Social Media Banners + Avatars**



**Download Profile Picture:** <https://share.counter.social/s/11ea40>

**Download Header:** <https://share.counter.social/s/d582f0>

## 2.9.3 Media Assets

For the CounterSocial media kit visit: <https://counter.social/mediakit.html>

## 2.9.4 Press Requests

For interviews or feature requests please email **Press(@)counter.social** and include your name, publication, and links to previously published stories for consideration.

**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.

## 2.10 Troubleshooting

Last Updated: November 14, 2022.

### 2.10.1 Common Technical Issues

The majority of technical issues can be traced to the following causes:

1. You have AdBlockers or Shields installed on your browser that are blocking CounterSocial from functioning properly. Be sure to whitelist Counter.Social with any blocking add-ons that you may be using.
2. You are using a VPN tunnel, TOR node, or proxy to access the site.
3. You have an old version of CounterSocial stored in your browser's cache or cookies. Clear your cookies and press Shift + F5 (PC) or CMD + R (Mac) to refresh your browser cache.
4. You are on an unsupported browser or device. [Click Here](#) for a list of requirements for using CounterSocial.

### 2.10.2 Help & Support

Have questions or need help? Create a post and include the #help hastag to get support from the community. In the case they are unable to resolve your issue, it will be escalated up to someone that can. You can also follow @CoSoTips for additional tips and tricks, or use the #CoSoTips hashtag to share some of your own.

### 2.10.3 FAQs

**Is there a way to switch CounterSocial to a light background?**

**A:** Yes, dark and light themes are available for both desktop and official mobile app users. [Click here](#) for information about site themeing options.

**The Desktop version is too busy for me? Is there a way to turn off features?**

**A:** We understand that CoSo on the desktop can be overwhelming. Go to Edit Profile > Preferences and enable Ostrich Mode to remove the MSNBC news ticker, COSOTV channel selector, COSOCOM radio scanner, Network Sentiment Meter, and Trending Hashtags. Note: We are aware of a bug that causes some users to lose Ostrich Mode after logging out of CounterSocial. If this happens, simply revisit your preferences to reactivate this feature.

### **Where are the GIFS?**

**A:** CounterSocial does not have a built-in GIF search engine. To post GIFs, save them from your favorite GIF dealer and upload them the same as you would any image or video. Tenor.com, Giphy.com, and Google Image Search are just a few of the many resources for animated content. [Click here](#) to learn more about supported file types and instructions on attaching media and files to your posts.

### **When I upload an image, it's upside down or on its side. How do I fix this?**

**A:** To protect your privacy, CounterSocial automatically scrubs all meta-data from your media files including photo orientation. If you upload an image and it is not oriented correctly, use the delete & redraft option to edit your post. Make a minor edit to the original image file, save it, and re-upload to correct the issue.

### **What is SANITIZER and why don't some of my links work?**

**A:** Sanitizer is a core CounterSocial security feature and serves two purposes. First, it strips all personally identifiable tags from posted URLs. Second, it removes all metadata from uploaded media. If you'd like to post a URL and preserve the original link tags, add the term **"nosanitize"** (without quote) anywhere in the post to turn off the sanitizer. The most common use case is time-stamped youtube links.

### **Is there a way to import or auto-follow friends from Twitter or my phone contacts?**

**A:** No. CounterSocial will never scan your phone contacts or data-mine your followers from other platforms.

### **Help! I've accidentally unpinned the Community Firehose. How do I get it back?**

**A:** Click on the CounterSocial in the upper-left corner of the page to reset your layout. Next, click on the “Community Firehose” link in the navigation column. To re-pin it to your layout, open the settings icon at the top of the column and select “+Pin.”

**When I try to publish my post, the post button doesn’t work. What am I doing wrong?**

**A:** There are multiple issues that cause this problem.

1. You have exceeded the maximum character count of 500. 2. Your post may contain special characters that resemble programming code that hackers use to exploit systems. Check for odd punctuation combinations such as brackets [], currency symbols \$, and/or quotations “” and, if found, make some adjustments. 3. CounterSocial may be experiencing intermittent issues. If the solutions above are not the issue, refresh the page to try again.

**When I upload my image/video/gif, it doesn’t attach to the post. What’s the problem?**

**A:** It’s likely you are uploading media over the maximum allowable sizes of 8MB for images and 40MB for audio/video, or are uploading an unsupported file type. [Click Here](#) to learn more about sharing image and video files.

**I am missing columns or features from the Desktop version. Where are they?**

**A:** CoSo is optimized to fit the device or screen resolution specified in your computer’s display settings. In the case where the resolution is low or you are on a small screen, the layout will automatically drop non-essential items to fit core elements in the space. This may include items such as your avatar and “edit profile” link, the CounterShare button in the Navigation column, or the News broadcast and CoSoCom players on the bottom left. To check if this the case, hold down the CTRL/CMD key while pressing - (minus) to zoom out or + (plus) to zoom back in. This is a temporary issue while CoSo evolves to be responsive on all screens and devices.

**I am having problems with my PRO subscription. How do I get help?**

**A:** You can manage most issues including billing updates, renewals, and/or cancellations through the [PRO Account Portal](#). For your security and privacy, all PRO subscriptions are handled by a separate payment processor. While your email address links your PRO account to CoSo, it is possible to have different passwords. If you are having access issues, use the “Forgot Password” link below the login fields in the PRO Subscription Portal. For all other issues, please email [payments@counter.social](mailto:payments@counter.social) and allow 24 hours for a reply.

**Where do I find Keyboard Shortcuts?**

**A:** On a desktop browser, press the question mark (?) key. If you are on a mobile device, swipe left.

**How does the algorithm work here?**

**A:** It's actually very simple. There isn't one.

**There is a strange audio emanating from CounterSocial that sounds like an emergency scanner and I don't know where it's coming from. Help!**

**A:** This sound is likely coming from CoSoCom, CounterSocial's emergency broadcast scanner located at the bottom left corner of the desktop version. On rare occasions, it is set to "play" when you load the page for the first time. If this happens to you, simply click the blue circle on the display (it resembles a "stop" button) to turn it off.

**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.

## 2.11 Popular Hashtags

Last Updated: November 14, 2022

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**Note:** Special thanks to @RealDDGlover for 5 years of curating, maintaining, and hosting CounterSocial's hashtag list before this resource was created.

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While the CoSo Directory is in development, here is a list of popular hashtags used on CounterSocial. Why are hashtags so important here? Mostly because there's no algorithm manipulating your feeds at CoSo. Hashtags allow those with similar interests to find your stuff, but they're also a considerate way to help others filter it out.

CounterSocial (CoSo) was originally an instance on the Mastodon network where multiple communities shared a central "Community Firehose." During this time, CoSo users would often prepend hashtags with #CoSo to differentiate between our community and others. You will find these hashtags are still popular and in use today.

Related: [How To Pin Hashtags To a Column](#) | [How To Filter Hashtags From Your Feeds](#)

**News & Politics**



News	Politics	ScienceNews
Breaking	Political	TechNews
BreakingNews	CoSoIndependents	Business
WorldNews	CoSoLiberals	CoSoGoodNews
Canpoli	CoSoConservatives	GoodNews
Brexit	IndependentsOfCoSo	CoSoPoliticalTheory
Ukraine	Midterms	PostCardsToVoters
NAFO	Election	ConstructiveDialogue

## Art & Entertainment

CoSoArt / Art	CoSoMusic / Music	CoSoBooks / Books
CoSoPhotography / Photography	NewMusicFriday	CoSoBookClub
CoSoComics / Comics	EarwormThursday	CoSoReaders
StreetArt	PlayTheBlues	CoSoHaiku
FantasyArt	CoSoClassical	MicroFiction
AIArt	CoSoMovies / Movies	PipePoem
CoSoDesign / Design	MovieNight	SixWordStory
ScienceFiction	CoSoFilm / Film	CoSoPoetry / Poetry
SciFi	CoSoHorror / Horror	CoSoQuotes / Quotes
Tolkien	CoSoAnime / Anime	

## Gaming Community

CoSoGaming	MMORPG	Boardgames
Gaming	RPG	Wordle
CoSoGamers	TTRPG	Twitch
Gamers	DnD	Streamer
Gamer	Tabletop	Twitchstreamer
RetroGaming	TabletopGames	CSI

## Science & Academia

CoSoScience	Physics	Space
ScienceNews	History	SpaceNews
CoSoWeather	OnThisDay	SpaceWeather
WeatherAlert	OpenCarryBooks	NASA
HurricaneTips	Genealogy	FutureNews
ClimateChange	Botany	TeacherAppreciation
CoSoEnvironment	CoSoPhilosophy	TeachersOfCoSo

## Technology & Security

CoSoSec	TechNews	OSINT
InfoSec	CoSoTech	RUMINT
InfoSecFail	IoT	NatSec
Programming	Privacy	Breach

## Sports

CoSoSports	CoSoBaseball	CoSoHockey
GameNight	MLB	CoSoPuck
NFL	FantasyBaseball	WorldCup

**CoSo Creators**

WritingCommunity	CoSoArtists	ContentCreator
WritersofCoSo	ArtistsOnCoSo	Creators
WritingTips	Artist	Streamer
CoSoWriters / Writers	CoSoMusicians	TwitchStreamer
CoSoAuthors / Authors	CoSoCasting	CoSoCoders
CoSoEditors / Editors	GraphicDesign	SQLFamiy
Journalist	Illustrator	Programming
IndieAuthor	DigitalArtist	
Copyeditor	Photographers	
NaNoWriMo	CoSoPhotographers	

**CoSo Connection**

Introductions	CoSoCannucks	CoSoLove
MeetTheNauts	CoSoBrits	CoSoMeetUp
KeepCoSoWeird	QueerCoSo	CoSoAfterDark
CoSoFam	TransgenderCoSo	CoSoEyeCandy
CoSoNaut	LGBTQ	CoSoConfessions
CoSoNerds	CoSoPride	AskVMC
TwitterRefugee	NonBinaryCoSo	KinkyCoSo
Twexit	PolyAmCoSo	CoMingle

**Health & Wellness**

CoSoMedical	Disability	CoSoAA
Fitness	ChronicIllness	KeepingOn
Covid19	FuckCancer	SuicidePrevention
CoSoCovid	NeuroDiversity	CoSoGratitude

**Home & Lifestyle**

Parenting	Gardening	CoSoGardens
CoSoCuties	CoSoGardening	CoSoOrchids
CoSoDIY	Homesteading	

**Food, Drink & Livations**

CoSoFood	CoSoPub	Coffee
CoSoRecipes	CoSoCocktails	CoffeeClub
FoodPorn	HappyHour	CaffeineClub
CoSoCooks	CoSoTokers	MugsOfCoSo

**Humor**

CoSoHumor	CoSoMemes	CoSoJokes
DadJokes	memes	jokes

### Pets & Animals

PetsOfCoSo	AnimalsUpForAdoption	nudibranch / nudipix
DogsOfCoSo	PetAdoption	FishOfCoSo
CoSoDogs	BirdsOfCoSo	GoatsOfCoSo
CatsOfCoso	CoSoBirds	HorsesOfCoSo
CoSoCaturday	birbs	SnakesOfCoSo

### Travel & Leisure

RoadTrip	CosoCars	BikersOfCoSo
TravelPorn		

### Holidays & Occasions

CoSoParty	Spooktober	CoSoWeddings
CoSoBirthday	Christmas	CoSoEngagements
CoSoAnniversary	CoSoSecretSanta	CoSoBingo
CoSoMemories	Hanukkah	

### Fundraising

CoSoMarketplace	CoSoFundraiser	PayItForward
CoSoMutualAid	CoSoFundraising	CoSoMayday
CoSoSolutions	MissionPro	MissionPatreon

**Attention:** Need help? Write a post and include the #help hashtag for support from the community.

## 2.12 Developer Resources

Last Updated: November 14, 2022.

### 2.12.1 Policy on BOTs & Automation

CounterSocial has a strict policy against bots or automation scripts designed to manipulate the platform, distribute spam, datamine, or manipulate followers. However, special projects that are designed to positively enhance the CoSo experience are considered.

### 2.12.2 API & SDK

**API access is currently unavailable without prior approval. Please email [developers@counter.social](mailto:developers@counter.social) for consideration.**

For information about CounterSocial's API and SDK resources please visit: <https://counter.social/apidocs/client/intro/index.html>

**Attention:** Have questions or need help? Follow @CoSoTips or tag any post with #help to get support from the community.