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(b)(6) **From:** IIP Social Media Support <IIPSMS@state.gov>
Sent: Wednesday, May 15, 2019 4:31 PM
To: [Redacted]
Cc: [Redacted]
Subject: Re: Crowdtangle Team Member access for Bosnia and Herzegovina

(b)(6) Hello [Redacted]

(b)(6) We would have to add the Instagram account for you. In regards to the adding the influencers, we would need to add that as well. If you could also send a list of influencers and their social media accounts (Twitter, Facebook, etc) I'd be happy to have those added for you as well. Please let me know if you have any additional questions. Have a great day!

(b)(6) [Redacted] Digital Support & Training



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(b)(6) **From:** [Redacted]
Sent: Wednesday, May 15, 2019 9:39 AM
To: [Redacted]
Cc: [Redacted] IIP Social Media Support
Subject: RE: Crowdtangle Team Member access for Bosnia and Herzegovina

(b)(6) [Redacted] - thank you so much. And now worries, I thought I have heard somewhere that that doesn't apply to non-U.S. citizens, but wasn't 100% sure, so thank you again for checking that for us.

I just went to our live display page and I don't have any possibility of changing anything on it. The only option it's giving me is to switch to Dark Interface 😊

Is there a way for someone to guide me through the process of adding the IG to our live display, and also, how to create the list adding the influencers we already know, which are not U.S. citizens?

And on the media outlets – I'll get the list ready and send it to you.

(b)(6) Again, thank you so much for helping us get all of this fixed/resolved/updated!

(b)(6) Best,
 [Redacted]

(b)(6) **Official**
UNCLASSIFIED

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 (b)(6)
From: [redacted]
Sent: Wednesday, May 15, 2019 3:29 PM
To: [redacted]
Cc: [redacted]
 [redacted] IIP Social Media Support <IIPSMS@state.gov>
Subject: RE: Crowdtangle Team Member access for Bosnia and Herzegovina

(b)(6) Hi [redacted],

I created the list with your Instagram account but can't seem to add it to your Live Display. That might be something you need to do on your end.

Absolutely – just let us know which media outlets you feel appropriate to add to those sections and we can update the lists to reflect that.

Also, I'd like to correct something I said previously. Turns out I was incorrect on the influencers list. You can create lists of them so long as they are not U.S. Citizens. Happy to assist with that if you need and my apologies for giving you incorrect information.

(b)(6) Best,

(b)(6) [redacted]

Digital Media Associate | EUR/PD
Keniva-Trusant Group

(b)(6) [redacted]

From: Nakas, Naida <NakasN@state.gov>
Sent: Wednesday, May 15, 2019 12:50 AM

(b)(6) **To:** [redacted]

(b)(6) **Cc:** [redacted]
 [redacted] IIP Social Media Support <IIPSMS@state.gov>

Subject: RE: Crowdtangle Team Member access for Bosnia and Herzegovina

Thank you [redacted] - it would be great if you could add our IG account. I do have one more question about Crowdtangle - going back to FB/media and Twitter/media displays. A very limited number of media outlets is included in those sections, is it possible to add more?

(b)(6) Thanks
 [redacted]