



USING THE DASHBOARD

In this document you will find a quick guide to using the FloodTags software. It contains text and videos on how to operate the software. It concludes with a guidance to its terms of use (as Annex).

LOGGING IN AND OPENING THE DASHBOARD

When you received your credentials, please go to <http://dashboard.floodtags.com> and select "forgot your password". Please change your password here. After doing this, you can login with your new password via <http://dashboard.floodtags.com>.

After logging in, you will see a map and four interaction areas: On the left you can change your selection, on the right you can see tags and events, below you find a graph and on top there's a small menu. In the next sections we explain each of their functions.

SELECTING AND VIEWING DATA

In the left menu, you can select the data that you would like to see. There are four main areas of selection:

- Data sources: You can choose which source data would you like to see
- Since and until: You can choose for which period would you like to see the data
- Keywords: You can search for individual terms, within the source data
- Standard filters: You can filter the data with preset, standard filters created by FloodTags
- Custom filters: You can create and apply new custom filters
- User labels: Label that can be created by the user and added to a tag

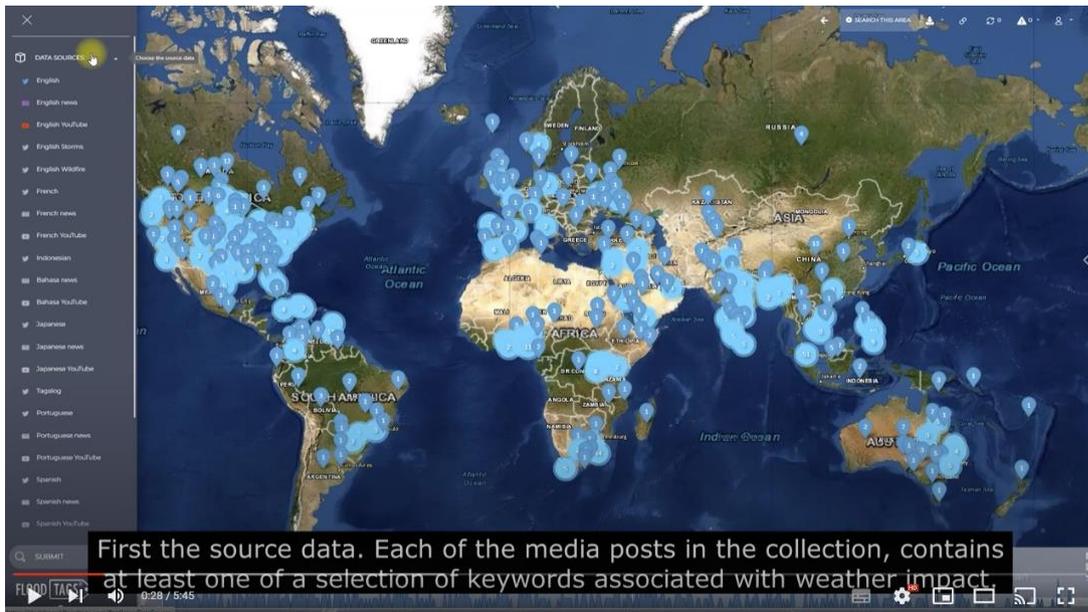
In the right menu, you can see the data itself. It is divided into:

- Events: Showing events that have been detected
- Tags: Showing the tags within the selection
- Word clouds: Showing which locations, word and hashtags are used in the selection.

In the middle section, you can see the tags placed on the map:

- The tags are placed on the map using the locations that are mentioned in the text of the posts.
- One very useful function to browse data, is the "Search this area" button.

The below video shows you how to select and view data (click and "watch on YouTube" for screen-wide view):



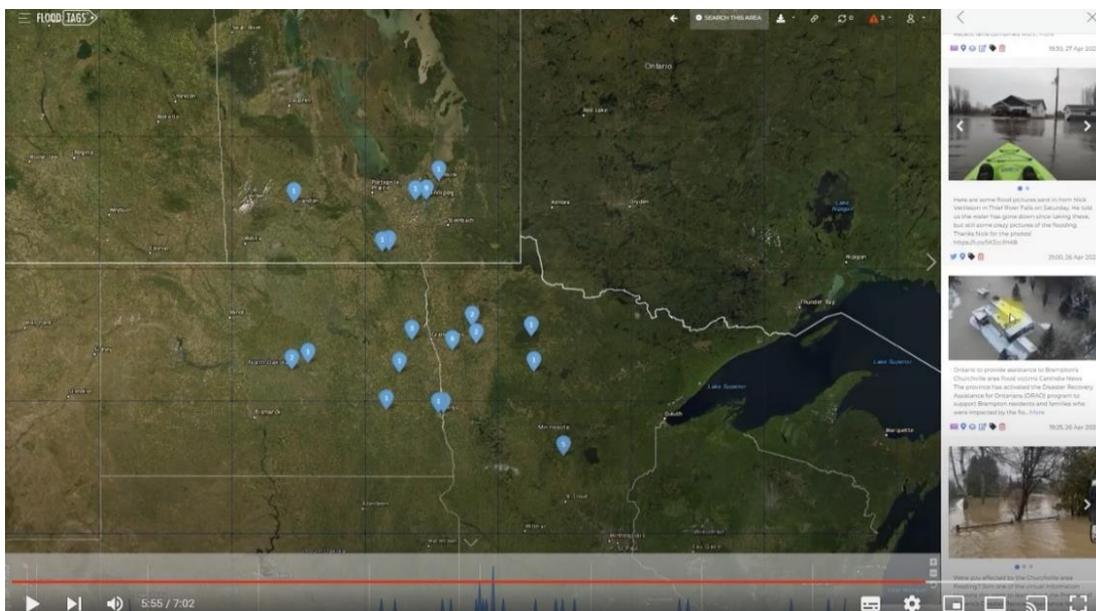
FINDING RELEVANT DATA

The challenge is how to combine and use the functions of the dashboard, to find your most relevant data. As a user we want to know that something is going on and to collect as much information about it

There are two ways to learn that a new event going on. One is by setting up event notifications. A second option is to monitor locations mentions or by applying different sets of filters.

When browsing, a good strategy normally is, to first apply some strict filters to get an idea of the ongoing event. There will not be many tags that are unrelated. Then you zoom in to the area of interest, and release some filters. If there is indeed an event ongoing, there will be a lot of tags, with relatively few unrelated ones. You will see more unrelated tags, when applying less filters and when there are no events going on.

In the below video we provide some examples of how relevant data can be found.

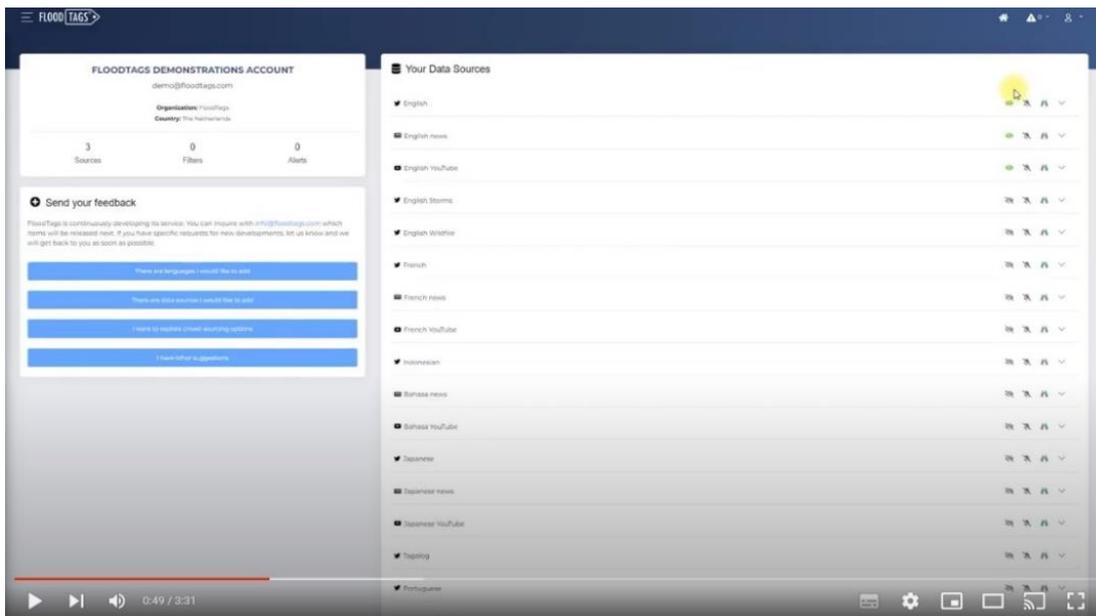


SETTINGS AND OPTIONS

FloodTags has a few settings and options. In the Settings you can choose which source data to include in the dashboard and what you see at start-up. The top bar has a number of different functions. They are:

- Undo button: Bringing you back to your last query.
- Search this area: Reloads the source data for your current window only
- Download data: Allows you to download content up to a maximum of 50.000 posts per day. The format we support are CSV and GeoJSON.
- Copy link: Copies the link to the current selection to the clipboard. You can use it to send colleagues a selection that you are viewing.
- Reload: Loads any new tags, without having to hit the submit button again.
- Event alert: Shows whether there are any events ongoing currently.

In the below video we explain how to use the settings and the options you see in the top bar.



INTERPRETING THE LOCATIONS ASSIGNED TO THE TAGS

We place tags on the map, on the most appropriate location (the most probable location of the event).

First some background. There are three possible location identifiers to a tag. They are: Georeference of the device, textual information and visual information.

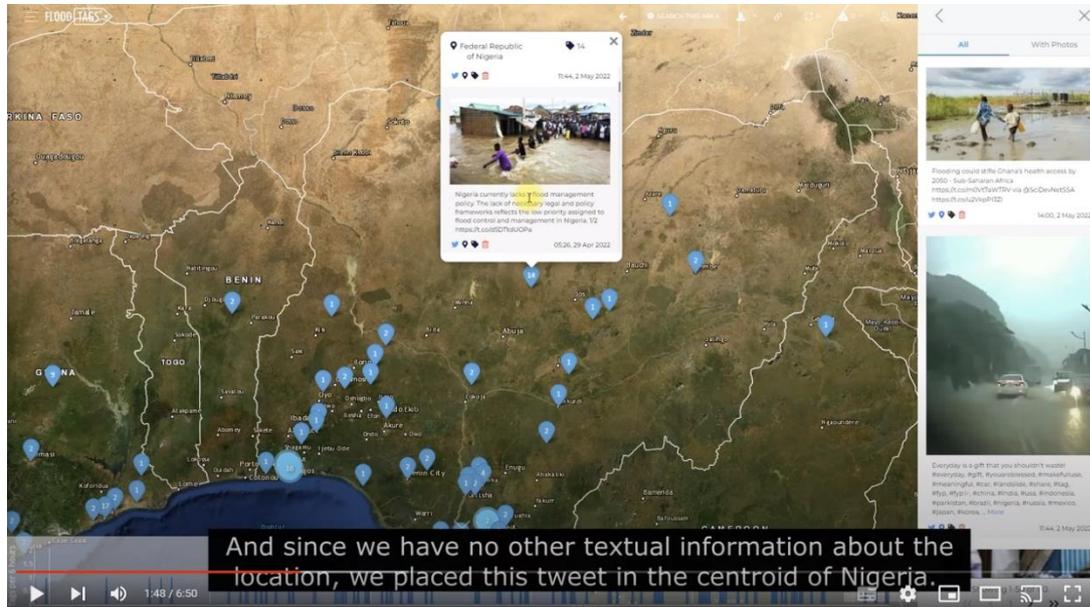
- Georeference of the device: Most importantly, this georeference says something about the location of the user when he sends out the post. We have found that this is often a different location than the event itself, because they moved away from the event before posting, or have heard about the event via other means (e.g. a Whatsapp group they are in). Suppose a user tweets, while in New York: "My brother's house in Houston is flooded". We want to place the tag in Houston, and not Jakarta. In addition, only 2% of users on Twitter have their georeference on when posting, so the overall content is limited.
- This brings us to the second source of location information: Text. We developed algorithms to determine the most likely location of an event, by analyzing the text and combining the information contained in it to the appropriate location. This is the location identifier that we have been using until today.
- Finally, there's information contained in the photos. However, there is currently no software around that automatically detects locations from photos (apart from whether such would be desired, bearing in mind the privacy risks). What is possible though, is that a human uses the text localization, and manually adds a location. FloodTags provides flood event reports where we

localize floods to the highest detail, by using a number of manual steps. This is not (yet) visible in the dashboard though.

A few aspects are important when interpreting the data:

- Coping with different administration levels
- Coping with multiple location mentions in one tag
- Coping with ambiguity

In the below video we explain how we treat locations in FloodTags



LIMITATIONS

Using the software and data, please note that:

- Although we improve the algorithms on a daily basis, the data that we provide is never wholly free from errors. There can and probably will be falses in the enrichments. For instance, a tweet that we marked as "relevant" is actually not about floods, or our geoparsing algorithm placed a YouTube video at the wrong location. FloodTags cannot be held liable for the incorrect interpretation of media content by FloodTags, nor for any decision or action that was taken as a result of it.
- The media data that we send you is provided "as is". FloodTags cannot be held liable in any way for untruthful, unlawful, defamatory, obscene, threatening, offensive, harmful or otherwise objectionable content held in the media data that we deliver.
- The data that we collect is not an exhaustive inventory and we cannot guarantee that we collect all the relevant media data that there is. There can be media data out there that we might miss.

ANNEX I: GUIDANCE TO TERMS-OF-USE

Please take note that terms-of-use are applicable. The full terms are explained in the Service Subscription Agreement. The most relevant ones for you as a user, are the following:

User restrictions

As ordered by the third-party suppliers, you may not, and will not permit or authorize third parties to use, knowingly display, distribute, or otherwise make content or information derived from the Services available to any entity for the purpose of:

- conducting or providing surveillance or gathering intelligence, including but not limited to investigating or tracking individual social media users or their content;
- tracking, alerting, or other monitoring of sensitive events (including but not limited to protests, rallies, or community organizing meetings);
- conducting or providing surveillance, analyses or research that isolates a group of individuals or any single individual for any unlawful or discriminatory purpose or in a manner that would be inconsistent with the individual social media users' reasonable expectations of privacy; or
- targeting, segmenting, or profiling individuals based on sensitive personal information, including health (e.g., pregnancy), negative financial status or condition, political affiliation or beliefs, racial or ethnic origin, religious or philosophical affiliation or beliefs, sex life or sexual orientation, trade union membership, data relating to any alleged or actual commission of a crime, or any other sensitive categories of personal information prohibited by law.

User restrictions when using external sites

The Services may contain links to, or otherwise may allow Subscriber to connect to and use, certain Third-Party products, service or software under separate terms and conditions (collectively, "Third-party Service"). If you decide to access and use any Third-party Service, you acknowledge that its use of such Third-party Service is governed solely by the terms and conditions, acceptable use policy, privacy policy or any other similar policy or terms of such Third-party Service (including, but not limited to:

- The Twitter Terms of Service located at [Twitter Terms of Service](#)
- The YouTube Terms of Service located at [YouTube Terms of Service](#)
- EventRegistry Terms of Service, located at [Event Registry Terms of Service](#)

Downloading content and using the FloodTags API

If you download content or acquire content from the API, there are additional terms to take into account:

- For Twitter, you must adhere to additional Twitter regulations, being the [Privacy Policy](#), [Developer Agreement](#) and [Developer Policy](#). Among others it requires that, if you store hydrated tweets (full tweets with text and user information) on your own servers, you must have a procedure in place to delete those tweets when they are no longer available on Twitter. Therefore, FloodTags only sends out tweet IDs and enrichments, instead of the tweet objects. *FYI: A tweet ID is a link to a tweet that you use to recollect the tweet straight from Twitter. A tweet object has all the properties, including the text.*
- For YouTube: Users of YouTube are not allowed to download videos from the platform (without permission of the individual authors). For this reason, we only share a link to the video via the API. As receiver of the YouTube links, please be aware that you adhere to the YouTube regulations when using YouTube, as described in their [Terms of Service](#).
- For news articles: Please note that most of the articles on news websites are copyrighted, which means that the information cannot be redistributed outside the boundaries of fair use, without prior permission of the copyright holder. In case you would like to redistribute news media content that you obtained via FloodTags, please be aware of any applying copyright regulations.

The terms of service for YouTube, Twitter and Google plus our own privacy statement, are also placed on our website under <https://www.floodtags.com/termservice>.