

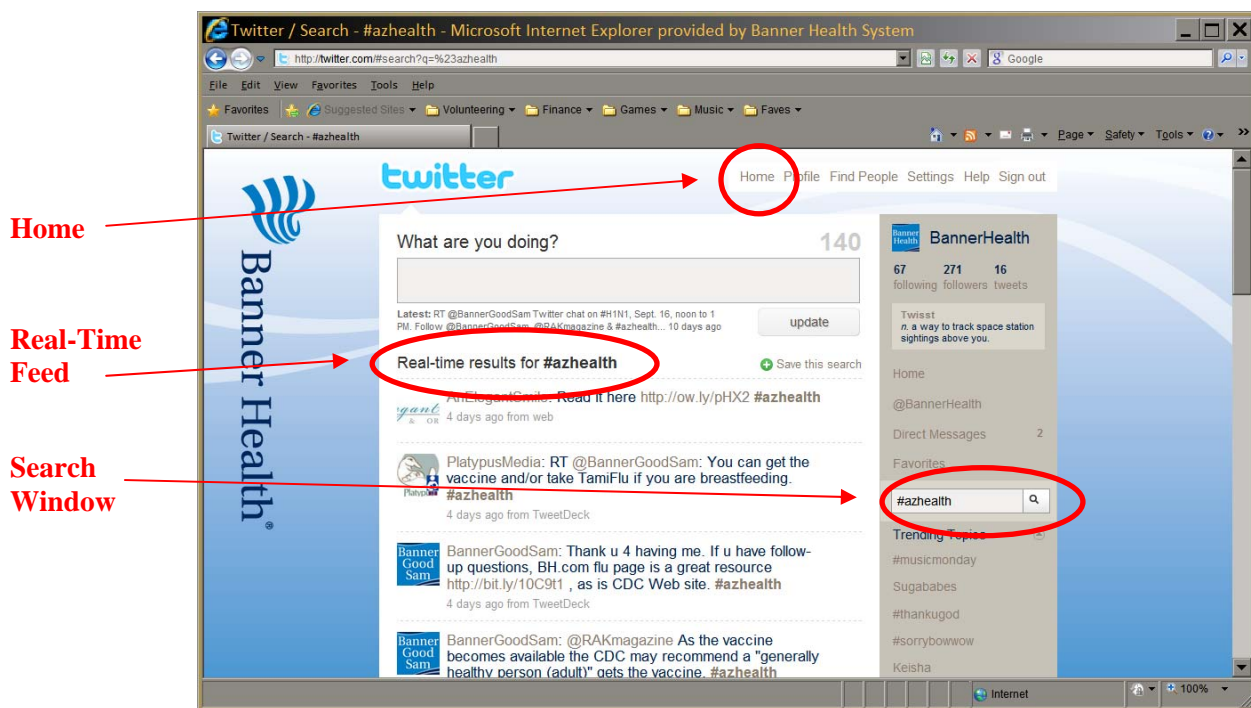
Twitter Chat & Tour Q&A



Q? How do I get started?

A: First of all you must have a Twitter account, (go to twitter.com).

When a chat/tour is set up a hash tag (#) is assigned. To follow the chat/tour go to your Twitter home page and search the hash tag by typing the hash tag name, including the # sign, into the search window and hitting enter. The real-time feed will then appear on your page.



Q? Do I have to type anything during the chat or tour? Can I just watch?

A: Yes. You can just watch the chat or the tour but we welcome your questions or comments along the way.

Q? How do I ask a question or add a comment during the chat or tour?

A: Type your question or comment in the “What are you doing” box. You must include the hash tag at the end of your comment in order for it to be seen, (example: #azhealth). Remember, you are limited to only 140 characters on Twitter.

Q? Can I follow a Twitter chat/tour from TweetDeck?

A: Yes. In fact TweetDeck is a more enhanced way to follow chats, tours and hash tags. To download TweetDeck go to tweetdeck.com. It is a free download.

Q? Once I get TweetDeck downloaded, what is the next step?

A: Besides your Twitter friends, other columns can be added to your TweetDeck. Search for whatever you'd like to track simply by clicking on the search icon (magnifying glass). To follow the chat/tour just search the hash tag and a column will be added for that particular hash tag.



Q? I can't watch the Twitter event at its scheduled time; will I be able to watch it at a later time or date?

A: You can view the chat or tour later on. A link will be provided during the chat. Additionally, following the tour/chat we will provide a link to the full transcript on www.BannerHealth.com.