

Getting Started with Arwen

A guide for ISU athletes

Set up in under 5 minutes

What is Arwen?

The ISU has partnered with Arwen to help protect its athletes from harmful social media comments — at no cost to you.

Arwen uses AI to automatically hide toxic, threatening, and spam comments on your social media profiles. The person who posted the comment is never notified — it simply disappears for them, so there's no escalation.

This service is fully funded by the ISU. There is nothing to pay and no subscription required.

You're protected from:

- Abuse and harassment
- Threats and violence
- Spam and bot accounts

You're in safe hands

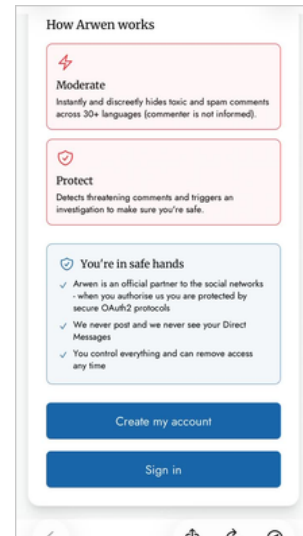
- Arwen is an official partner to the social networks — your account is protected by secure OAuth2 protocols
- Arwen never posts on your behalf and never sees your Direct Messages
- You stay in full control and can remove access at any time

How to Set Up Your Account

Follow the four steps below. The whole process takes less than five minutes.

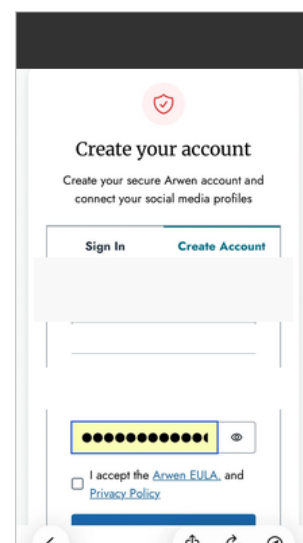
Step 1 Open the ISU sign-up page

1. Open this link on your phone or computer:
2. app.arwen.ai/#/?referrer=2f78b362-22cd-4361-9273-f44e5a61f120
3. Scroll down to read what Arwen does, then tap Create my account.



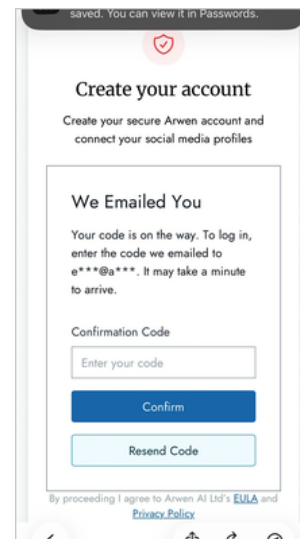
Step 2 Create your account

1. Tap the Create Account tab.
2. Enter your email address.
3. Choose a password and enter it twice to confirm.
4. Tick the box to accept the Arwen EULA and Privacy Policy.
5. Tap Create Account.



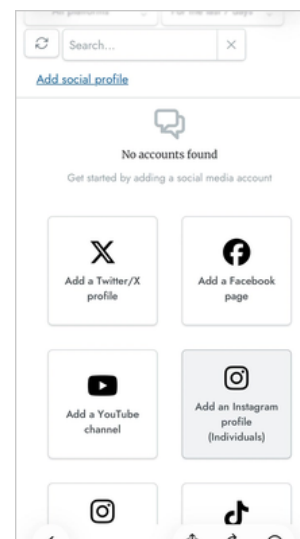
Step 3 Verify your email

1. Check your inbox for an email from Arwen — it may take a minute to arrive.
2. Copy the 6-digit confirmation code from the email.
3. Enter the code into the Confirmation Code field on screen.
4. Tap Confirm. If the code doesn't arrive, tap Resend Code.



Step 4 Connect your social media profiles

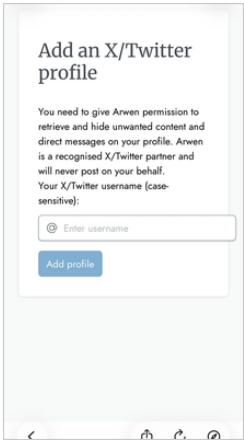
1. You'll land on your Arwen dashboard. Tap Add social profile.
2. Select the platform you want to protect (see the table on the next page).
3. Follow the connection steps for each platform.
4. Repeat for every social media account you want to protect.



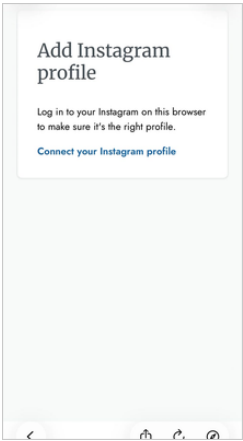
Connecting Each Platform

After logging in, tap Add social profile from your dashboard and select a platform. Here's what to expect for each one:

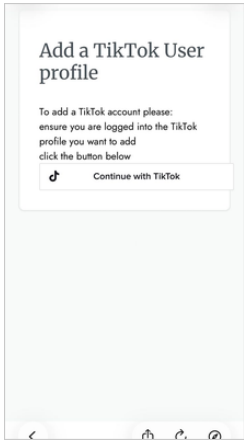
Platform	How to connect
X / Twitter	Enter your X username exactly as it appears on your profile (case-sensitive). Tap Add profile.
Instagram	Make sure you're already logged into Instagram in your browser, then tap Connect your Instagram profile. Please note: Your profile must be a business profile.
Facebook	Tap Add a Facebook page and follow the on-screen authorisation steps.
YouTube	Tap Add a YouTube channel and follow the on-screen authorisation steps.
TikTok	Make sure you're logged into TikTok in your browser first, then tap Continue with TikTok.



X / Twitter



Instagram



TikTok

You can connect as many platforms as you like. Each one you add is protected automatically once connected.

Your Sign-Up Link

Always use the ISU-specific link below to create your account. This ensures you're connected to the ISU programme and your service is fully funded.

app.arwen.ai/#/?referrer=2f78b362-22cd-4361-9273-f44e5a61f120

Need help?

If you have any problems setting up your account, please get in touch with the ISU or contact Arwen support at support@arwen.ai.

Once you're set up, Arwen works silently in the background — you don't need to do anything else.

arwen.ai

Comment Performance for the world's elite athletes