



Aid Outlines Official Product Support and Self-Help Resources to Help Users Avoid Imposter Activity on Twitter

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BURLINGTON, Mass., Nov. 12, 2022 (GLOBE NEWSWIRE) -- Today [Avid](#)[®] ([Nasdaq: AVID](#)) issued a reminder for all customers around the world about every means by which they may easily obtain product support and self-help 24x7 through official Avid channels. In response to the emergence of illegitimate Twitter accounts impersonating many companies and other entities, Avid has provided this information proactively in order to assist those users who may typically rely upon Twitter to engage Avid's support team.

- Join and participate in Avid's online global user communities:
 - Avid Pro Audio Community - duc.avid.com/
 - Avid Pro Video Community - community.avid.com/
 - Avid Sibelius Forum - www.sibelius.com/cgi-bin/helpcenter/chat/chat.pl?com=show&groupid=3
- Engage through the Avid Link desktop app:
 - [Avid Link](#) is automatically installed with Pro Tools[®], Sibelius[®] and Media Composer[®], and the free Avid Link mobile app can be downloaded from the Apple App Store or Google Play.
 - Once signed in with an Avid Master Account, a user can click on Avid Link's Lounges tab for answers to questions from Avid moderators and the Communities Team.
- Search the exhaustive Avid Knowledge Base:
 - Visit www.avid.com/learn-and-support/advision#Avid-Knowledge-Base.
- Follow Avid's topically focused social media accounts for replies and updates from the customer support team including:
 - Facebook – [Pro Tools](#), [Media Composer](#), [Sibelius](#), [MediaCentral](#)
 - LinkedIn – [Avid Pro Tools](#), [Avid Media Composer](#), [Avid Sibelius](#), [Avid MediaCentral](#)
 - Instagram – [avid.protools](#), [avid.mediacomposer](#), [avid.sibelius](#), [avid.mediacentral](#)
 - TikTok – [avid.protools](#), [avid.mediacomposer](#), [avid.sibelius](#), [avid.mediacentral](#)

Until Twitter can effectively limit the presence of illegitimate accounts across its platform, Avid recommends that all customers should refrain from relying upon Twitter to connect with Avid for any support needs.

Avid Powers Greater Creators

People who create media for a living become greater creators with Avid's award-winning technology solutions to make, manage and monetize today's most celebrated video and audio content—from iconic movies and binge-worthy TV series, to network news and sports, to recorded music and the live stage. What began more than 30 years ago with our invention of nonlinear digital video editing has led to individual artists, creative teams and organizations everywhere subscribing to our powerful tools and collaborating securely in the cloud. We continue to re-imagine the many ways editors, musicians, producers, journalists and other content creators will bring their stories to life. Discover the possibilities at [avid.com](https://www.avid.com) and join the conversation on social media with the multitude of brilliant creative people who choose Avid for a lifetime of success.

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