

Level Three orientation

Moderator Orientation: Level Three

Welcome to the orientation module for Level Three Moderator Privileges. This module will address privileges and what you can now do as a Level Three Moderator. Confused? Don't be. Just sit back and click through this module to learn more.

Here is a quick summary of what we will cover:

- Orientation
- Chapter Links
- Voice Reminder
- Moderator Role
- Unsilenceable
- unboot
- mute vs Boot Recap
- mute60
- kick
- boot5
- boot60

While there are several privileges available to you to use as a Moderator, they are there purely for you to enrich your experience online in the manner you see fit. Should you decide that you do not want to use them, that's fine. Likewise, if you choose to use them, that's fine too. The Moderator program is here to help you find a richer, more fulfilling experience while online.

Please keep in mind though, should you choose to use the privileges available to you as a Moderator, it is best that you adhere to the suggested uses below. Any abuse of Moderator privileges may lead to the revocation of your Moderator status.

Abuse of Moderator privileges is defined as, but not limited to, unwarranted mutes or boots, flooding of /msg's, removal of privileges that were not issued by you, or muting or booting another Moderator. muting or booting another Moderator will result in immediate termination of your Moderator Status. The frequency of the use of privileges (i.e. multiple mutes or boots in a given amount of time) may be considered an abuse of tools and can result in eventual removal from the program.

Voice Reminder

Your Voice is the most important privilege available. Your Voice can help you mediate situations, help users, and make new friends! Voice is manifested by what you type on the screen while on Voobly.com. As people cannot hear the intonations of your actual voice, what you type online is very important, for that is what users will see. For example, short, curt, one word replies are often perceived as being rude, online. Likewise, typing in all CAPITAL LETTERS is considered rude, as that is the online equivalent to shouting. When interacting with users online, it is best to avoid behaviors that are considered rude – remember that you “Catch more flies with honey” :-)

Your Voice is how you present yourself to other Voobly players. Are you the chatty/friendly type or are you terse and gruff with your responses? Do you make others relaxed when you talk with them or are other users up tight and silent when you are around? These reactions by Voobly players are totally dependent on your Voice.

Another way of thinking about Voice is that it is a way of explaining to a user why a particular behavior is objectionable in attempt to stop that particular action. Often times, if a person realizes that a certain action is “bad” they will no longer continue that behavior. One thing to remember, try and be specific as to why a particular action is objectionable. For example, when trying to use your Voice with a flooder, you could explain that flooding is bad because it prevents other users from interacting with one another and also prevents them from finding others to play against in a certain game.

Not only will use of Voice be helpful in stopping objectionable behavior, by educating users as to why their actions are contrary to the Code of Conduct, you will be helping to prevent future infractions. This serves to “save the Voobly player” and it helps to make the overall experience on Voobly.com, better for all users.

When interacting with other users on Voobly.com, it is best that you be yourself. As you already know, it is often easy to distinguish between those users who are telling the truth and those feeding you a line. People will appreciate your honesty and openness with them. Of course, you should only enmuted other users as determined by your own comfort level and your personal willingness to interact. Set your own boundaries and others will respect them.

Remember that as a Moderator, if you so choose, you can assist other Voobly players with their inquiries and questions to the best of your ability. If you are uncomfortable with a particular situation, or unsure of how to respond to a user, do not hesitate to ask other Moderatores or the Voobly administrators since they are there to assist you and all Voobly.com users.

Respect

Along the same lines as your VOICE, it is important to have respect for everyone on Voobly.com, regardless of perceived age, race, religion, Moderator status, etc. While there are certainly many differences among all the Voobly players, we are all united by the passion for gaming. If users perceive disrespect from you, your experiences online will not be very pleasant. You can be guaranteed that they will tell one of their friends, who in turn tells one of their friends, and pretty soon, you have a whole group of people making your online experience difficult. Remember that respect leads to respect, and disrespect leads to disrespect. If you are trying to make the online gaming experience better for all Voobly.com users, treat everyone with equal respect, and in turn, you will experience the same.

Rough Rooms

If you have been on Voobly.com for awhile, you are probably thinking, "Respect is all fine and good, but what about all those rough rooms where the users hate any sort of authority figure?" Indeed, that is a very good question, as there are certain groups of users who have it in for Moderators. In situations such as this, it is important that you keep a calm head, thick skin, and treat everyone with respect as you would in another room. It may also be a good idea to ask another Moderator to come in and assist you when trying to reason with a rough room. Not only can another person serve as an effective backup, just having a different approach to the room could help calm things down. Remember that VOICE and RESPECT will be the best privileges available to you. Mutes should only be utilized in extreme cases, and boots should be used rarely, if ever. Lastly, remember that the Moderator program is to allow you to have fun and try and make Voobly.com a better place. If you are uncomfortable because of a certain room, by all means go to a different room, or take a break from the computer if you need to.

Moderator Role

Moderators only exist in the Help Room and Voobly Technical Chat rooms. The role of the moderator is to ensure that user questions and concerns are addressed in an orderly and timely fashion. As a Level Three Moderator, you will be able to assume the role of a moderator in either of these rooms. There will be dedicated moderators in these rooms at all times, so while your assistance in the moderator role would be appreciated, it is by no means required of you.

As a moderator, you will be able to move users around from one position to another, thus allowing them to ask a question to the room. You will be notified when a user wishes to ask a question, and that is the moderator's cue to move the user to the asking or waiting position. To move a user from one position to another, right click on their name, and a menu will pop-up with the option to move them into another position.

Unsilenceable

This particular privilege prevents you from becoming silenced in a room that has been silenced for moderation purposes. When a room is silenced, like it is at the start of tournaments for example, you will be exempt from being silenced. You will then be able to assist the host by informing users of the particular guidelines for that tournament.

Unboot (/unboot username reason)

Booting a user can be quite useful, however, it can also be too severe if situations change and the user realizes the cause for the boot in the first place. As a result, a privilege to "unboot" a person is also provided for your use. To unboot a user, use the same command format as you would for other commands.

e.g. /unboot Bill reason

This will now unboot the user named Bill, and he will be able to access Voobly.com again. Keep in mind, you should only unboot those users that you have booted firsthand. How would you like it if you booted a troublemaker only to find out that this user sweet-talked another Moderator into unbooting them? Unbooting users not booted by you is considered to be an abuse of your Moderator status and you will be removed from the program.

mute vs boot

From time to time there will be situations that require more than use of VOICE. While these should be few and far between, as VOICE is the most effective privilege on Voobly.com, there are some "Force" tools available to make Voobly.com a better place. These privileges are commonly referred to mute and boot.

A common question that the Voobly Community team fields is, "Which is better to use: A mute or a boot?" To be perfectly frank, one is not better than the other, however, boots should not be used unless all other privileges short of a boot have been tried and exhausted. The same can be said for mutes in that a mute should not be used unless VOICE is tried and exhausted. The reasoning behind this is to ensure consistency with one of the notions of respect for all Voobly players. Respect for an individual is manifested in VOICE – in taking time to explain to a user why certain behaviors are inappropriate for Voobly.com. Furthermore, having the progression from one privilege to another helps to ensure that all users are treated the same—that they are granted the same respect as someone else on Voobly.com, regardless of behavior. The Moderator program is designed to make Voobly.com a fun place for all users, and the only way that could occur is if there is a mutual respect across the board.

mute60 (/mute60 username reason)

As a Level 2 Moderator, one of the enforcement privileges available is the /mute60 command. This command allows you to mute a particular user, Voobly-wide, for a period up to an hour. To use this command you would use it as any other force privilege.

e.g. /mute60 Bill reason

Issuing that command would prevent a user named Bill from talking in any of the lobbies of Voobly.com. Users who are muted could still Voobly Message a user, and muted users can still play games on Voobly.com.

The mute60 privilege is to be used only when all other attempts at using your Voice, or other mute commands have failed. The mute60 privilege is used for violations of Voobly.com's Code of Conduct or Terms of Service. Use of the mute60 privilege when no violation of Voobly.com's Code of Conduct or Terms of Use is present, will be considered an unwarranted use of this privilege, and thus considered to be an abuse of Moderator privileges. Any abuse of this privilege, or any others associated with the Moderator program, is grounds for the revocation of your Moderator status.

kick (/kick username reason)

The boot command can be quite useful when dealing with users who are troublesome. Sometimes situations warrant that a user should be kicked from a particular room if they are violating Voobly.com's Code of Conduct or the Terms of Service. If your Voice, repeated warnings, and all other Level Two and Level Three privileges are insufficient in handling a potential troublemaker, then you should use boot.

As expected, the format of this command is the same as all other commands. Just type the command followed by the username.

e.g. /boot Bill reason

That command will boot a user named Bill from a particular room, however Bill will still be logged into Voobly.com. While this privilege is not always effective on Voobly players who are adamant about violating the Code of Conduct or Terms of Service, it is effective on Voobly players who are not overly malicious in their actions - and it is an effective way to show abusive users that we mean business! ;)

The boot privilege is to be used only when all other attempts at using your other privileges such as Voice, mute5 and mute60 have failed. The boot privilege is used for violations of Voobly.com's Code of Conduct or Terms of Service. Use of the boot privilege when no violation of Voobly.com's Code of Conduct or Terms of Use is present, will be considered an unwarranted use of this privilege, and thus considered to be an abuse of Moderator privileges. Any abuse of this privilege, or any others associated with the Moderator program, is grounds for the revocation of your Moderator status.

Boot5 (/boot5 username reason)

Sometimes a simple boot is not all that effective. Users, even after being booted, may come back into a room and continue to violate Voobly.com's Code of Conduct or Terms of Service.

In these more extreme situations, a boot5, or a boot from Voobly.com for five minutes, may be a more appropriate disciplinary measure. As always, prior to using the boot5 command, it is strongly recommended that you first try to use the other privileges you have available. Your Voice, by far, is the most powerful privilege you have and it will help curb a great deal of anger and frustration from users who might believe they were unjustly booted from Voobly.com.

To utilize the boot5 command, keep the same format as the simple boot command. Type in the command, followed by the user name you wish to remove.

e.g. /boot5 Bill reason

This command will remove Bill from the entire Voobly.com site for a total of five minutes, after which time, Bill can again access Voobly.com. Again, abuse of this privilege will result in revocation of your Moderator status.

The boot5 privilege is to be used only when all other attempts at using your other privileges such as Voice, mute, mute5, mute60, kick and boot1 have failed. The boot5 privilege is used for violations of Voobly.com's Code of Conduct or Terms of Service. Use of the boot5 privilege when no violation of Voobly.com's Code of Conduct or Terms of Use is present, will be considered an unwarranted use of this privilege, and thus considered to be an abuse of Moderator privileges. Any abuse of this privilege, or any others associated with the Moderator program, is grounds for the revocation of your Moderator status.

Boot60 (/boot60 username reason)

Much like all of the other commands, you have to type in the command name, followed by the user name. Use of /boot60, however, also requires that you enter in a reason for booting a user from Voobly.com for a day.

e.g. /boot60 Bill reason

This will effectively remove a user named Bill from Voobly.com for a period of one hour. The reason why he was booted is because he was abusive-as you recall, abuse on Voobly.com is grounds for removal from the site.

Be sure to remember to put in a reason for booting a user for an hour. This is purely to ensure that people who are booted for an hour deserved to be and that this privilege is not abused. As you recall, any abuse of Moderator privileges will result in the revocation of your Moderator status.

Boot60 is extremely effective when handling a user who is repeatedly abusive, but the level of abuse does not warrant exclusion from Voobly.com for a day.

The boot60 privilege is to be used only when all other attempts at using your other privileges such as Voice, mute, mute5, mute60, boot, and boot5 have failed. The boot60 privilege is used for violations of Voobly.com's Code of Conduct or Terms of Service. Use of the boot60 privilege when no violation of the Voobly.com's Code of Conduct or Terms of Use is present, will be considered an unwarranted use of this privilege, and thus considered to be an abuse of Moderator privileges. Any abuse of this privilege, or any others associated with the Moderator program, is grounds for the revocation of your Moderator status.