Cerberus Stomping Grounds  
 Staff Standard Operating Procedures

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**All staff roles below your position should be carried out when appropriate.**

# Chain of command

All roles in **bold** have database access

1. Moderators - The front line.
2. Admins - Perform in-game support *E.g. rule enforcement, compensation* and forum support. Perform tasks handed down to them by Senior Admins.
3. Senior Admins - Responsible for reviewing and following up on **all** bans & unban appeals. Manages and assists the admins & moderators to ensure SOP’s are followed on a daily basis.
4. **Head Admins** -Manage staff of their assigned time zones, has the final word on any administrative decisions. *E.g. player reports, compensation requests.*
5. **Community Manager(s)** - Provides the overall structure to the community, posts social updates/content, leads community meetings, has a major say in new rule and server implementations, is the face of the community.
6. **Developers** *(Teamspeak, Game, Forums, Database, Map, Server Ops)* - Has their own specialized field that they are responsible for.
7. **Owner** - Co-owns the community and servers, responsible for paying the bills.

# Moderators

## Ingame

* Ensure that chat is kept clean at all times.
  + **Issue a warning** to any users not following chat rules using BattleMetrics.
  + **Kick player** upon repeat offences or ignoring warnings.
  + **Seek admin assistance** upon repeat offences **after kick.**

## Teamspeak

* Make sure that all users have the **correct** Teamspeak tags.
* Answer all general questions about the server and gameplay.
* Ensure that chat is kept clean at all times.
  + **Issue a warning** to any users to any members not following chat rules.
  + **Kick player** upon repeat offences or ignoring warnings.
  + **Seek admin assistance** upon repeat offences **after kick.**
* Assist all staff with completing their duties, *E.g. gather evidence.*
* Do **not join private channels without permission** from someone within the channel. Unless resolving an admin issue.
* Do not poke/disturb Staff or users in DND rooms **unless urgen**t *E.g. Server Issues.*
* Do not drag/move other members without asking first.

## Forums

* Ensure that all posts are in the correct category, move them otherwise to the correct location.
* Reports/compensation requests should be locked after the matter has been dealt with.
* Do not delete forum threads, unless advised by a Senior Admin or above.
* Hiding a topic can be used if there was something posted in violation of the forum rules, or private information was disclosed.
* Locking a topic is used if it is getting off-topic or nothing more can be added to the subject. Once a topic is locked, members cannot post on said topic unless unlocked. Put a reason before locking.

## Discord

* Our private platform for staff talk, server emergencies, donations, general talk and respawn glitches.
* Post in the correct category.
* @ People where appropriate.
* Use the memes accordingly.

# Admins

## Ingame

### Compensation Requests

* Users must have a justified reason for compensation:
  + All compensation should be documented in the Staff Logs.
  + All compensation should have sufficient video and/or photo evidence.
  + If there is any doubt that the claim is legitimate, contact a higher up.
* Compensation requests are to be posted on the forums by the user, if there are no admins available to deal with it realtime.
* When issuing compensation, ensure you check the log to verify that it has not already been issued.

### Admin Loadouts

* Only use gear that is available in traders.  
  Forbidden Items:
  + Launchers
  + Knives
  + Explosives
  + Base Laptops
  + Building Items
  + Black Market items
* Staff uniform is required to be worn while on-duty at all times! (VR suit your choice of color and accessories, range finders and NVGs are useful.)

### Illegal Bases

* All bases must (measured from the object to the flag):
  + Not over roads
  + Not within 200m from a military building
  + Not within 1000m from a trader
  + Not within 1000m from a spawn
  + 30m or lower height, from the highest point that you can stand on
  + All flags must be accessible, by a player, and have a entrance to it
  + All bases must have a ground entrance, no sky bases
* If a base violates these rules, attempt to make contact with the owner, if they are minor infringements then leave it until the owner is next on, (admin discretion of time.)
* If contact cannot be made, remove parts from the base until it is legal or in severe cases delete the entire base with the infistar base delete tool.
* Fill out the logbook correctly for each instance of base/part deletion with sufficient evidence.

### Banning/Kicking

Use BattleMetrics for kicking or banning a player, see the BattleMetrics information below.

#### Level 1 (Warning/Kick)

* **Excessive** arguing with players or staff
* Spamming in chat
* Camping/stalking trade zones
* Offensive language: (Including chat, VON, Names, Group Names)
  + Racist
  + Homophobic
  + Religious
  + Or any other remarks
* **Discretionary** trolling

#### Level 2 (Kick/24 or 48 hour ban)

* **Repeated** violations of Level 1
* Glitching
* Ramming in trade zones
* Stream sniping
* Modifying base while in combat

#### Level 3 (Permanent Ban)

* **Constant repeated** violations of Level 1
* **Repeated** violations of Level 2
* Hacking
* Advertising other communities

# BattleMetrics Information

Make sure that your name is the same as your admin name and there is the [CSG] tag at the end of it *E.g. Danny Dorito [CSG]*

When kicking a player:

* Make sure that the kick reason is clear
* It is the correct person

When banning a player:

* Fill in as much information in the notes tab as possible *E.g. Written evidence, screenshots, videos, other details that may be helpful.*
* Select the ban identifiers:
  + IP Address
  + Battleye GUID
  + Steam ID
* Ensure the preset is correct and the banning reason is appropriate “*{{uid}} - Duration: {{duration}} - Expires: {{expires}} - {{admin}}” is the default.*

# Infistar Information

* All aspects of Infistar should have been explained to you in your training, **if you are unsure** about an option or how to do anything contact a fellow staff member and ask for assistance.
* All actions that you do with Infistar is logged, so **do not abuse** your power in any way or swift action will occur.
* Do not use the debug console, it may result in you or players getting kicked or banned.
* Do not spawn items that are not in the playable server, Battleye and Infistar has been setup in such a way that it may **kick or ban** you or players if said person has come in contact with any illegal item. This includes *but not limited to:*
  + Tanks
  + Jets
  + Some helicopters
  + Items with thermal imaging