



# DBL MODERATION HANDBOOK

*"A real page turner" - A  
demoted moderator*



Discord Bot List - Changing Lives

*Last Revised - 15<sup>th</sup> of February 2018*

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# 1. Introduction

**Welcome to the Discord Bot List staff handbook.** If you are reading this, then congratulations, you have been selected as a staff member. This handbook will guide you through everything that you need to know throughout your journey as a staff member. Please read everything, and read it carefully.

If you have any questions and/or concerns please contact *Oliy#0330* or *Tonkku#0950*

## 1.a. Staff rules

Firstly, there are some rules that you and the entire moderation staff must adhere to:

- Do not break the rules that you are governing
- Do not abuse your elevated status and/or power
- Do not leak any sensitive information
- Do not cause drama
- Don't have "memey" nicknames, unless they are there for a very short time

## 1.b. Three strike system

There is a *three strike* system in progress. Each Moderator has their own strike count, by default everybody has zero. Strikes can decay over time.

At least one strike is obtained if:

- A staff rule is broken
- Inactive
- The weekly quota is not met\*

\* Only applies for Website Moderators and if they did not previously notify Admins/Managers about inactivity.

If you have obtained three strikes you will be removed from the team, and depending on the severity of the strikes there may be a chance that you receive a punishment.

## 1.c. Expectations

As a staff member we expect the following of you:

- Assist members in need
- Solve and diffuse conflicts
- Have a healthy diet
- Moderate the chat (and website for Web Mods)
- Handle the queue (for Web Mods)

- Ask other staff for assistance

## 2. Chat moderation

Chat moderation can be tricky a lot of the time. However, it is not much of an issue if you are prepared and you know what you are doing. This will hopefully guide you through everything, and teach you what you need to know.

### 2.a. Handling rule breakers

Rulebreakers should be handled with caution and appropriately. The following sections will elaborate upon how exactly they are to be handled. An important thing to note is that while moderating you should always do the following:

- Remain calm at even the most provocative situations
- Remain unbiased and as neutral as possible (Friends? Not while banning!)

### 2.b. Punishment guidelines

Before punishment, *double check the rules to see if they actually broke a rule*. Even if you think you know them, re-read them again. Obviously this isn't necessary for blatant things like server advertising, but a good idea for one of the more complex rules. In addition to this, see if you're missing some context. Perhaps somebody asked for the Welcomer support guild.

If a user breaks minor rules it may be a good idea to verbally make them aware of it first, rather than punishing straight away.

Generally, if the guideline says that you should ban the person, and they are a bot developer **permanently mute them instead!** This is to ensure that their bots will remain on the website. There are scenarios where bot developers should get banned though, including, but not limited to:

- DM advertising (see below)
- Punishment evasion

In the scenario that a developer needs to be banned, all bots where *they are the first owner* should be deleted/declined.

Also, for the love of a divinity of your choice, do not ban bot accounts!

Below you can find punishment guidelines for each rule. If you cannot find an appropriate guideline for a specific incident, please ask your fellow staff members and come up with a *reasonable* punishment.

Rule	Rule summary	Punishment
1	Being a dick	Mute
2	ToS Breakage	Permanent ban
3	Hate / Discrimination	Mute
4*	Self-promo / Ads	Permanent ban
5	Spam	Ban unless bot dev or cospypasta -> mute
6	English	Mute
7.a	Spoon-feeding / Attacking	Mute
7.b	Spoon-fed	Mute
8	Friendly	Mute
9.a	#general memes	Mute
9.b	#general neutral	Mute
10	Evading	Ban

\* Advertising only counts as DM advertising if at least three people have received a message.

## 2.c. Punishments

This section will elaborate upon how actual punishing should be done, even though this should be extremely straightforward.

### 2.c.i. Kicks

Right-click the user, press “Kick [...]” and *specify a reason* when Discord prompts you to.

### 2.c.ii. Mutes

Add the “Muted” role to the user. In the rare event that they are still causing troubles in the #shitpost and #bot-hell then add the “Shitpost mute (yes, that bad)” role to them.

### 2.c.iii. Bans

Right-click the user, press “Ban [...]” and *specify a reason* when Discord prompts you to. Please be aware of the fact that Discord treats all account bans as IP-bans.

### 2.c.iv. Temporary punishments

Temporary punishments are a bit more challenging. Simply execute the punishment, as if it was permanent. After this, use RemindMeBot#2223 to create a reminder to unpunish the user.

Execute the following channel in the **moderator chat**: `r>remindme 1 month “Revoke case #123” channel: here`

Replace “1 month” with the duration of the punishment and “#123” with the case number. Make sure to add the “channel: here”. This is important so that everyone sees the message, so they can revoke the punishment in case you are not present at that time.

Revoking the punishment is easy. For a mute remove the muted role (and shitpost mute role, if applicable). For a ban, go into Guild Settings -> Bans, find the banned member, then click “Unban”. The key you’re looking for is the 3rd thing we expect + a fruit starting with the first letter of your name.

### 2.d. Using Luca

Luca is our fabulous helper, he helps us with all sorts of punishments. When someone is punished, a log entry will be created in #mod-logs. It is important that you specify the reason if it is unknown and/or the staff member is unknown. To do this, simply execute the following command in the #mod-log channel:

`-reason 123 Spamming` where “123” is replaced with the case number, and “Spamming” is replaced with the actual reason. If applicable, please provide screenshot proof in the reason.

## 2.e Appeals

When a user is punished, they will often request to be unpunished. Appeals should not be accepted if the punishment is only temporary, and users must wait at least 1 month before being able to appeal permanent punishments. The only exception is if the user feels as if the member of staff was abusing, in which case they should seek a Website Administrator or Community Manager.

## 3. Website/bot moderation

This section is only for Website Moderators. If you are a not one, then you do not need to read this, but feel free anyways.

### 3.a. Special sites

Website Moderators have access to the following sites:

URL (after discordbots.org)	Description
/approve	The site for managing bots in the queue
/reports	Shows all reports on bots
/certifyapps	Shows all certification applications

### 3.b. Verifying bots

Verification is the process of handling bots in the queue. Throughout this phase, unusable, malicious and unwanted bots are filtered out, to ensure our users have decent bots to choose from.

#### 3.b.i. Verification Center

The verification center is a separate guild in which all bots get tested. If you are not a member of this ask someone who is for an instant invite link.

The Verification Center contains many channels in order to help verify bots. However, the two testing channels are those that are most commonly used.

### **3.b.ii. Verification Process**

First, add the bot to the Verification Center. *Use the blue invite button at the bottom of the bot listing to do this*, the bots should NOT be invited with any special permissions.

If the bot is offline at this point, simply mention it in the #offline channel in the VC. If you see a message in this channel that is older than 24 hours (or 12 hours when the queue is > 60) and the bot has not yet been declined, you may decline it for being offline too long. Please refer to the following section on how to decline bots.

Now use the prefix that is advertised to you on the bot's page or in it's status to test whether a command works. At least one command other than ping has to work for the bot to be eligible for approval.

#### **Bot we should decline**

- Exact clone of another bot
- NSFW content on bot pages
- NSFW content from bot in non NSFW channels
- Copyright / Licence infringements
- Offline too long
- API Abuse
- TOS Violations of any services that the bot is bound by.

#### **Bots we used to decline but should start accepting**

- Modified Clones
- Any bot that has a command that works (excluding ping commands)

Check if the bot follows all bot rules. For Red Bot clones, they usually have an about command that gives them away. If the bot has googling/image searching capabilities or NSFW commands make sure you cannot search for NSFW content with it. If the bot does not comply with the rules, then it must be declined.

If the bot has not been declined at this point in time, then it can be approved. Refer to the following section.

### **3.b.iii. Approving/declining bots**



If a bot needs to be declined, simply press the “decline” button in the queue. Be specific, and provide proof if possible.

If a bot needs to be approved, then follow the following procedure:

- Invite the bot to Discord Bot List, **make sure not to give it any special permissions!** Use the blue invite button at the bottom.
- Click on “approve” in the queue.

All bots get removed from the VC automatically if they have been handled.

### 3.c. Handling reports

If the user is reporting a bot that breaks the rules, then investigate this. If the user is reporting an issue with the bot (downtime [not certified], commands don’t work, etc.), then please report this to the bot developers. Otherwise, just delete the report.

## 4. Removal from the team

Nothing lasts forever, and chances are that there will be a time in which you will no longer be a staff member.

### 4.a. Demotions

You will be demoted if you receive three strikes. You have no say in this, and no right to reinstate. You may re-apply when there is another application phase.

### 4.b. Resignations

If you choose to remove your rank, that is perfectly acceptable. As anyone higher than a regular Moderator you may step down to any of the ranks below, or you may quit the team completely. If you are a Moderator, you must quit completely.

If you choose to quit completely, you may reinstate at any point in time for up to two months. After that, you will have to re-apply when there is another application phase.

## 5. Acknowledgements

