Ascension Official Rules

Thanks for taking part in Project Ascension's classless realm beta. Before you start your experience here at Project Ascension, we recommend taking a look at our server rules.

On Bug Testing

- Once a bug is discovered and reported players are discouraged from repeatedly using that bug to damage ingame balance.
- **Discovering a bug and reporting it will not result in any form of punishment**, but using that bug and not reporting it, or using it after a report repeatedly both can damage gameplay and can be punishable. (Using bugs to kill bosses or players)
- Hacking to test a hacked client is strictly forbidden, any use of hacks in game will result in a ban.
- Abuse of bugs in pvp is considered unacceptable, and can result in severe penalties.

Community Moderation

1. Ascension provides the right of an open and free chat.
    a. Players are able to moderate the community themselves.
    b. We have no restrictions on ingame chat mediums such as say, guild, or party chat.
    c. Our Forums are moderated.
    d. Offensive player names can still be flagged for rename.
    e. World Chat utilizes chat filters to prohibit offensive language, but is left to the community to moderate.
2. Players have the responsibility to report hackers, exploiters and multiboxers.
3. Ninja looting (Taking of loot unfairly by a Master Looter) is frowned upon, but is left to the player base to prevent.
4. Names of staff members may be reserved or blacklisted from use by the community

Server Rules (each of these can be enlarged to their own section)

1. Ascension does not tolerate player harassment. Repeated attempts to harm or hurt players in and out of the game can lead to mutes or account suspension.
2. Impersonating staff members is not tolerated, players caught impersonating staff will be subject to penalty.
3. **Real World** Currency **Trading is strictly prohibited.**
   This includes:
    a. Gold Selling
    b. Character Boosting (Power Leveling)
    c. Account-Trading

d. Virtual Good Sales

3. Advertising on any official Ascension channel will lead to a mute and other possible punishments for accounts involved in Advertising other servers or services.

4. Multiboxing on Ascension is strongly discouraged, any use of multiboxing in pvp where loot drops on death can result in account bans for the accounts used in the multibox.

5.Lying to staff members can result in an account ban.

6. In global chat channels english is the server language, using other languages can result in mutes if used in global channels. Other languages are completely acceptable in private channels.

Staff Harassment

- Staff Harassment is a long term abuse of the ticket system on trivial or non support related matters. It also can be constant requests for staff intervention in global chat, or referencing interactions with staff that never occurred.

Ascension Ticketmaster Guide

A Brief Guide on Becoming a Badass

Welcome to the Project Ascension Staff! This is a very exciting time for many new Ticketmasters, and we are very excited to share this opportunity with you.

At Ascension, we believe in a hands-off approach. Our Ticketmaster position grants access to exclusively ticket management systems, while you are active on your player character. You are a player, trusted with the responsibility of speaking on behalf of the team while you play. *Most questions, problems, or concerns are handled without any Gamemaster Intervention **AT ALL**.*

Our Approach to support can be summarized with these steps:
1. Addressing the Problem
2. Report the Issue
3. Informing the Player

1. **Addressing the Problem, fast!**
   Promptly address concerns or questions players may have, to the best of your knowledge.
   a. This means answering tickets immediately. Most players are looking for a reassurance, attention, and just a kind response.
   b. Be ready to answer player questions about the server, bugs, and development
   c. If you cannot solve the problem, action can be taken later by those best equipped to handle the issue.
2. **Report the Issue!**
   Report issues observed in the game or system to appropriate developers or support members.

a. It is then your responsibility to deliver the bug or problem to the staff member (SUPPORT OR DEVELOPMENT) who can deal with the issue.
b. Report the bug on our bugtracker at http://project-ascension.com/bugtracker
c. Use Discord to IM or tag the appropriate Ascension Staff Member
   i. For a bug report providing a link to the bug report or a playername/Ticket ID for developers
   ii. For issues requiring manual fixes, for quests/characters etc, you will need to contact upper support staff (Indirial/Heathcliff)

3. Informing the Player!

Assure the player action will be taken in regards to overarching problems.

a. This part is absolutely critical, players need to be aware their reports are making a difference for the project. If they receive no response they could assume that their efforts in reporting were wasted.
b. **Answer Questions and concerns, but avoid giving incorrect answers** (It's okay if you don't know the answer to a question, just don't answer unless you know the right answer, the rest of the team can help you with anything you don't know.)

As a Ticketmaster, you will have access to unique staff exclusive mediums of communication. (In-game and in Discord) You are expected to be the staff members working on the front line with players. You have a few major responsibilities that will be your priority as you play the game as a ticketmaster, these include

1. **Answering Tickets professionally and respectfully**
2. **Helping players troubleshoot issues with the game**
3. **To identify bugs and exploits in the system for fixing, through player interactions.**
4. **Communicating any major bugs to Developers and Higher Level Staff**
5. **Be the online face of the staff team.**
6. **Be online for at least 10 hours a week.**

This is a very simple position, one you can do while enjoying the server as a regular player.

A custom addon is provided along with this guide to make these commands easier to use.

1. *Click the download link to get the addon.*
2. *Extract the zip file*
3. *Place the contents into the "Interface" folder in your wow directory.*

4. *Load Out-of-Date Addons on your addons panel.*

For now, here are the commands you will have access to as a ticket master.

.ticket list (will outline the list of tickets available)
.ticket view (id) is how you look at tickets
.ticket complete will close the ticket and send a player a response
.ticket close will close a ticket with no response
.ticket response append (id) (response) This will send a response to player tickets
^ Easier to send mail then use this, because as soon as you enter something in a response it's saved until it's either deleted or sent
.ticket comment (id) (Comment Goes here) This will allow you to put a comment on the ticket that other GMs will be able to see, but not the players. **WARNING ABOUT COMMENTS:** If there is already a comment on a ticket, and you wish to add to it, YOU MUST TYPE WHAT THE OTHER COMMENT SAID IF YOU WANT IT TO CARRY OVER

.gm chat on/off this will turn on and off your blizz tag in the chat.
(Using this tag when you are not officially representing the server as a ticketmaster, in pvp or in pve, can result in termination of your Ticketmaster status. For example, dont use your tag to lure players out of safezones to kill them, you will be demoted and possibly banned for this.)

.gmn (Your Message goes here) If you need to contact other staff, use this command, the message you enter will only appear to other staff members, no players can see this.

As a Ticketmaster you will have access to the bugtracker, this will be located on our main website, any tickets related to bugs should be copied over to the bugtracker, It's often recommended to interact with the player making the bug report to get as much information as possible on the bug.

Note From Indirial:

Everyone starts out as a ticketmaster, and doing well in this position can lead to promotion to Full GM and other positions within the server staff. Heathcliff and I both started right where you are. After doing our best as ticketmasters, we were able to move up to positions with more responsibility. Do your best and good things will come.

On Behalf of the Ascension Support Staff team, we wish you good luck

-Indirial   -Heathcliff

Support-Admin of Ascension   Head GM of Ascension

Knowledge Base on Specific Issues

This section contains important information related to tickets and individual issues, we recommend being familiar with these issues, as you will encounter them often

Specific Beta Rules
1. Abuse of the Inn bug **repeatedly** is grounds for punishment, (Only substantiated cases will have staff intervention, screenshots etc), if players are unable to provide evidence of bug abuse, there is little we can do. If Evidence is provided, refer the issue to higher staff.
2. Hacking currently in the beta is a warning for first offense and a ban for the second one, if you spot a hacker or if the anticheat goes off with a non-staff name, contact higher staff.

Staff Enforcement Policy
1. **Anyone caught lying to staff members can receive heavy penalties.**
2. A player refusing to disclose bug information knowingly can receive severe penalties for that player (Refer them to a higher Staff Member)
3. Continuous unnecessary and unsubstantiated reports or constant attempts to contact the staff on trivial issues can constitute Staff Harassment
4. Gold Sellers are not Tolerated, refer them to higher staff.
5. If a major bug is encountered with a player, for example, abilities eating extra ability essence. If we are unable to fix it at the time, It is imperative that you contact the player and assure them the issue is being looked at, and we are working to fix the source of the problem. ← Will remove once the three steps are finished.

Frequently Opened Tickets:

Q: I have a ticket that is a bug report, what do I do?
A: These tickets are often considered one of the easiest tickets a ticketmaster will face, all you need to do is post the report in its entirely in the bugtracker (Post onto trello if the bugtracker is down.)

Q: Can I have a free ability reset?

A: Every player starts with 3 of each reset token (Ability and Talent). We do not give extras to players unless it is an extreme circumstance which would be determined by usually Indirial or Heath

Q: Why can't I unlearn my Professions?
A: Players are unable to unlearn professions (Wait… Isn't there an NPC in Stormwind who can do it?) so please have them tell you which ones they wish to unlearn and put them in the ticket comment of their ticket.

Q: Why can't I change my option in the main menu?
A: The menu in the main menu is currently bugged when trying to change windowed mode. In order to bypass this issue, You have to log in a character when changing options

Q: Why am I only able to log into the Hardcore Realm?
A: The Softcore/Medium-Core Realms are not currently available to play on at this moment. Please connect to Sargeras. They will be opened with the main server release.

Q: I get the "You have been disconnected from the Server" error right after selecting a realm.
A1: Did you Select "Sargeras - HIGH RISK - Beta Test" (Whatever the name actually is)?
A2: You have to edit "Config.wtf" inside the "WTF" folder. Once you open that file, Edit the "realmName" section to say: {SET realmName "Sargeras - High-Risk - Closed Be"} (Edit realmName to be name after Beta ends)

Q: What is this I hear about Test Characters?/How do I become a Test Character?
A: Select Players are chosen by the Developer team to have test characters on the Development Realm. There is not an application to become one, We have a specific criteria we look for when choosing people, which will not be disclosed to prevent people trying to take advantage of the system.

Contact Information

All of these team members can be contacted on discord via private message, if you need to find their discord account use the server discord and find them on the right side column.

Support Team:
Indirial - Support Admin
Heathcliff - Head Gamemaster

Father - Gamemaster
Chloe - Community Manager

Development Team:
Sheldon - UI and Systems Developer
Morrigan - Dungeon and AI developer
Zugg - Dungeon and AI developer
Harambe - Dungeon and AI developer
Targetdummy - Lead Developer and Player Balance Lead
Shifteh - Balance Developer
Yolo - Balance Developer
Shader - Balance Developer
R00tz - Core and System Administrator