

Mod Certification 201

Course Short Description

A course designed to help moderators sharpen their soft skills while gaining deeper Reddit mod tooling knowledge.

Course Long Description

Mod Certification 201 is part of a learning path for newer Reddit moderators who have completed [Mod Certification 101](#) or mods who have some basic mod knowledge but need to expand their skills and understanding of their tools and best moderation practices.

In this course, you will learn about:

- Mod mode
- Modmail
- Mod queues
- Removal reasons
- Admin removals
- Best practices around fostering a healthy culture in your community
- Content controls
- User flair
- Community awards
- Setting up community rules
- Crowd control
- Banning, muting, and best practices when using these tools
- Mod permissions
- How to recruit and train new moderators
- Mod distinguishing
- Native flair
- Post flair
- Collections
- Events
- Scheduled posts
- Automoderator
- Dealing with crisis, trolls, and ban evasion

You will be prompted to take actions to help you get familiar with more of your moderation tools. We recommend you do this after setting up a test account and a test community and taking the actions within that test community unless you're working in an existing community where the mod team has first signed off on any actions that you will be taking.

There are several self assessments you'll need to take as you work through the course, followed by a final test you'll need to pass before you can complete the course. Upon completion of this course, if you have chosen to provide your username, upon sign up or within the final, you will be granted a trophy on your Reddit user profile and may want to move on to [Mod Skill Training](#) courses to develop further moderation skills as your community grows. The Mod Skill Training courses are more focused on specific tools or soft skills that are often more relevant to established communities and their moderators.

Along with the course content, we recommend that you use [Reddit's Mod Help Center](#) as a resource for more in-depth moderation tooling documentation.

Introduction to Mod Certification 201

Welcome to Mod Certification 201!

Welcome to Mod Certification 201, our second installment of the Mod Certification program!

In [Mod Certification 101](#), we covered the foundational knowledge of moderation. Topics covered included your responsibilities as a moderator, accessing the communities you moderate, community set-up and styling, seeding content, content management, and best practices for moderation - in short, everything you need to know to get your new community off the ground.

This course is a natural progression for those of you who passed Mod Certification 101 and are looking to learn more. It's aimed at less experienced moderators joining existing mod teams, and moderators who have started a community that is gaining traction and activity, requiring more hands on moderation and tooling knowledge.

In Mod Certification 201, we'll continue working toward the goal of giving you the knowledge required to successfully manage a community while learning how to foster a safe, healthy, and inviting culture within it.

In this course, you'll be learning more details about topics covered in 101, as well as being introduced to new tools and topics, such as:

- How to use modmail.

- How to review the mod queue.
- How to configure community features such as user flair and a welcome message.
- How to grow your mod team.
- Managing community crises.
- Best moderation practices.
- And more!

If you included your username upon registration or share your username in the field provided in the final, successfully completing the program will grant you a trophy on your profile. The course is self guided and you can take breaks as you need to. When applying for moderator positions, you may find it beneficial to mention your successful completion of the Mod Certification 201 program and receipt of the trophy, which demonstrates your knowledge of many native moderator tools and best practices.



Isn't it beautiful?

Please note, if you choose not to complete the program, it will not negatively impact you in any way - except that it may be harder for you to learn the ropes while moderating!

Summary: No summary

Participating in Mod Certification 201

If you participated in 101 recently, some of this is going to feel all too familiar. But not all! So please, read on.

Below, we've included some important information you'll need to know before diving into Mod Certification 201.

Platform Requirements

Mod Certification 201 focuses on tools and actions you'll be taking on Reddit's desktop site. Specifically, Reddit's newer desktop site. If you do not know the difference between old and new Reddit, then don't worry - you're already using the newer site.

Reddit's mod tools and settings on the official Reddit mobile apps are different than on desktop. As such, you should review tool specific documentation on the [Mod Help Center](#) if you need further information on mobile moderation tools.

Mod Help Center

You'll notice throughout the course that we link out to articles on the Mod Help Center often. In this 201 course, we want to be able to grow your knowledge base without throwing every detail at you. Visit the links provided in lessons for more detailed information or additional visual guides.

Registration and Completion Requirements

All of the Mod Education courses and training programs are voluntary, self guided, and have no *strict* time limits for completion. Registration is always open and ongoing, and there is no specific start or end date for courses. You can dive right in, take breaks as needed, and track your progress in your profile.

Participation in the program is voluntary, but we have a few expectations for you if you wish to participate.

- Be ready to learn.
- Be respectful at all times.
- Do not distribute any content from this program; this means you should not duplicate questions or share answers for the final with other participants.

You will be asked to practice using mod tools and taking moderation actions during this program. Please consider using a test community for all exercises in this course. If you choose not to use a test community, you must first make sure to get prior agreement from your mod team and follow any guidelines your team has to avoid potential disruption to your community.

Materials

Alt Account

As this installment involves more hands-on learning, we're recommending you create an alternate Reddit account separate from your moderation account for learning purposes so that you can practice moderator actions on Reddit without impacting another user. To create an alt account, you can register for a new account on Reddit.com under the same email (if you so choose), but with a different username and password.

You may find it helpful to use an incognito window in your browser of choice so that you can be logged in to both your moderator account and your alt account at the same time.

Test Community

To become more comfortable with mod tools and get more practice with them, we recommend that you create a new "test" community on Reddit where you can practice and complete the tasks in this program. You should create this with your main account that you moderate with. It's common for moderators to have private or test communities with the same name as their username, but you can name your test community whatever you want!

You may want to repurpose it later or keep it private for testing down the road. To create your test community, click "Create Community" from the homepage of Reddit and follow the steps. You can also check with your mod team if there's a test community or training community that you're expected to use. [See our article](#) for more help with creating communities.

Uh Oh, I Need Help!

If you run into issues with this course or the site, reach out to us by [writing in to Modmail](#), including the name of the lesson and details around which concept you're having trouble with.

A quick note on third party tooling: Depending on the subreddit, your mod team may have asked you to download third party tools such as Toolbox, Snoonotes, or Reddit Enhancement Suite (RES), or may use moderator bots. These tools were made by moderators for moderators to create even more functionality than Reddit's current mod tooling. You can see an overview of the most popular bots and third party tools [here](#), and we'll include notes in subsequent lessons where relevant when things might look different if you have one of these tools installed.

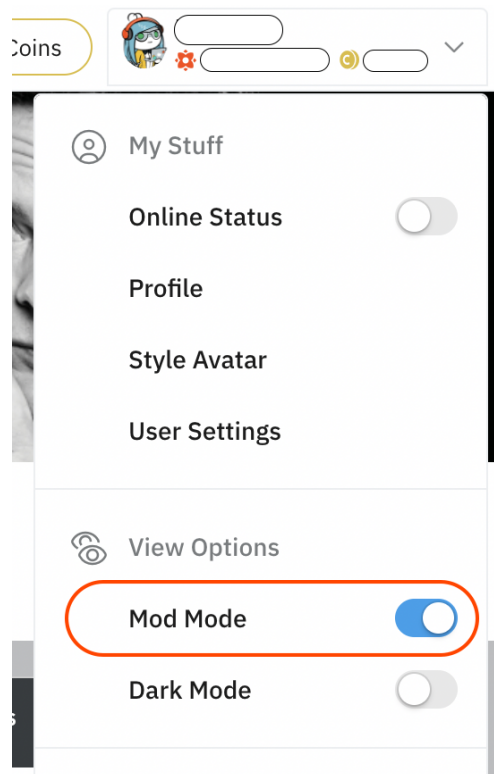
Now, on to your first real 201 lesson!

Summary: No summary

Mod Mode

Mod Mode

We all have our own preferences on how we like to view Reddit, and as a mod you have an extra option! [Mod mode](#) is a display setting you can toggle (switch) on and off. It reveals or hides some moderation tools so you can browse Reddit and view it as a non-mod Redditor or view Reddit with your mod tools at hand when it is on.



On desktop, you can access Mod Mode in your profile drop down menu under View Options.

On mobile, the Mod Mode toggle is a small shield icon at the top of the listing page on communities your moderate.

It's up to you whether you prefer to browse with mod mode on or off. Choose whichever works best for you. You can quickly alternate between modes at any time.

The tools you'll have available when mod mode is on will depend on which [mod permissions](#) you have.

Next, let's try using mod mode.

Summary: Mod mode is a toggle that allows you to choose whether you want to browse Reddit with mod tools displayed or hidden.

Exercise: Using Mod Mode

Throughout this course, you'll often see a call to action after learning about a tool. While we do not track actions that you take, we recommend following along to heighten your familiarity with the tools in the future.

As mentioned in Intro to Mod Cert 201, before attempting to take any actions, you must be a moderator of a community with the Reddit account you are using in order to see moderation tools. If you are taking this course and are not yet a moderator, please make a test community to use for practice if you have not done so already. A community that either matches your username or that you actively have plans to build and grow usually makes the most sense.

Mod Mode Action

View your community on Reddit and follow the steps below.

Try this:

On Desktop

1. Note which moderation tools, if any, you can see on posts and comments.
2. Find the toggle and change the setting - if it was off, turn it on, and vice versa.
3. Now have a look at the moderation tools showing on posts and comments and note the differences from before.

On Mobile

1. Find a post in your community and look at which tools you can see.
2. Locate the toggle (shield icon) above the post listings (or above the comments, if you're looking at comments on a post) and change its setting. Note the differences you can see.
3. Remember to toggle back to your preference.

Now you can find your mod tools when you need them! Next, we'll dive into modmail.

Summary: You should now be able to toggle mod mode on desktop and mobile.

Modmail

Understanding and Accessing Modmail

As a moderator, your community members will need to get in touch with you about community matters, concerns, or general questions on occasion. Sometimes, other communities and site-wide administrators will also need to get in touch with you regarding your community. These messages will generally be sent to you via modmail.

What is modmail and who can use it?

Modmail is a messaging system for moderators. These messages live separately from your personal messages. All mods on your team who have the **'Manage Modmail' permission** can access modmail for your community. They can participate in moderator discussions in modmail, as well as send and respond to messages on behalf of the mod team. If you are the creator of the community, you have these permissions by default.

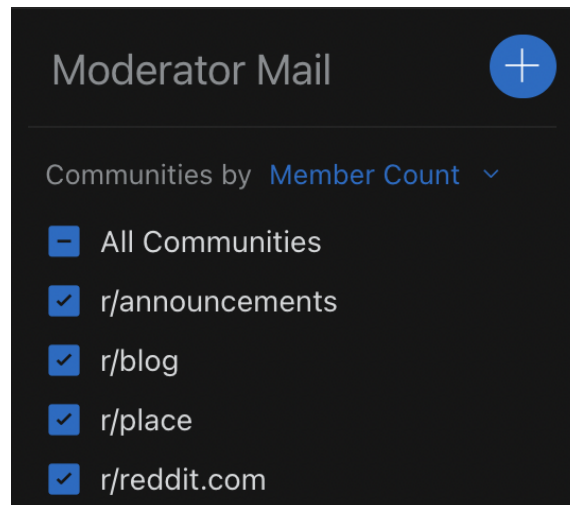
What will I find in modmail?

Incoming messages from members and communities, ban appeals, join requests (for private communities), mod discussions, and notifications, including those from AutoMod, all go into modmail folders. It's like having a few separate inboxes on your desk instead of a huge pile of unsorted mail, so you can work on each type of mail in turn. Or, if this system works better for you, you can see it as each member of your team having a mail folder assigned to them; it's up to your team to determine how you share the modmail tasks for your community.

How do I access my community's modmail?

You can check modmail by using the shield button in the notification bar at the top right of your screen if you're on desktop. You can also navigate there through your [mod tool hub](#) or by going directly to mod.reddit.com. On mobile apps, click on 'Mod Tools' from a community you moderate and then select the 'Modmail' option from the list of tools.

If you moderate more than one community, you can view modmail from multiple communities at once or use the filters provided on the left of the modmail screen (upper left hamburger menu on mobile) to narrow down what you're seeing.



Now that you can confidently access your community's modmail, let's talk best practices.

Summary: Modmail is a messaging system for moderators where you'll find a number of folders for different types of messages. You can access this several ways, including through your mod tool hub. You can also review modmail for multiple communities at once, if you moderate more than one community.

Modmail Best Practices

It's good practice to encourage community members to modmail your mod team if they have any questions related to your community, or want to appeal a decision (for example, when you've removed a post). They can do this using the "message the moderators" button in the moderators widget at the bottom of your community's sidebar or via the envelope icon under your community's "About" tab on mobile. You can advise them on this in your [welcome message](#), in [removal reasons](#), and in other surface areas in your community.

On the right-hand side of an open message (click directly on the message content in your modmail feed to open it), modmail provides information on the redditor who sent the message **including their recent history within your community and your team's [Mod Notes](#) about them.** It also allows you to mute and approve users from within modmail.

It's important to check modmail regularly, respond calmly, and keep the [Moderator Guidelines](#) in mind when composing your response. If you're finding this difficult, it can help to take a break and come back to the task when you've had a chance to cool down. You can also send a message using the moderator discussion option to ask for help from your fellow moderators. We'll discuss more about how to deal with tricky situations regarding community members later on in this course.

Moderator discussions are a little different than other modmails. They are only visible to moderators of your community, they do not appear in the 'all' folder and remain in 'moderator discussions', and they cannot be archived. To let your team members know you have acknowledged a moderator discussion you need to respond - marking it as read does not notify your co-mods.

Tip: If you are using Toolbox (a 3rd party extension for desktop browsers created by moderators to extend the functionality of our current moderator tools), you can set up pre-prepared replies (also known as canned responses or macros) to save time if you find yourself answering the same questions often. The button for this is next to the 'Reply' button. For more info on Toolbox, head over to [r/Toolbox](#).

Summary: No summary

Ban Appeals

When a redditor receives a ban, the ban message contains this note:

"If you have a question regarding your ban, you can contact the moderator team for r/subreddit by replying to this message."

All messages from a currently banned redditor in your community will appear in the ban appeals folder in modmail. For each appeal received, you will need to decide if you

need to take action, and which action you should take using the panel on the right to view their recent history and [Mod Notes](#) for context.

If your mod team has documented guidance on how you should handle ban appeals, make sure you follow the outlined procedures, and don't hesitate to check with your team if you're unsure of how to proceed. If you don't have any documented guidance to follow, a general practice in many communities is the reduction or removal of a ban if a redditor genuinely acknowledges their mistake and demonstrates intent to not commit the same infraction.

Banned redditors may sometimes respond to their ban with hostility and while it may be hard to not respond defensively, not allowing yourself to get drawn in will save you a lot of time and frustration. Remain as civil as possible. If you find you cannot do this, don't hesitate to ask for support from your mod team or ask if another moderator would consider handling the particular appeal. You might also benefit from our [Mod Mentor program](#) if you're having trouble with curbing negative trends in your community.

When handling ban appeals, it's best to try and assume good faith. This can be challenging, especially if you've had poor experiences in the past, but ban appeals are your opportunity to turn the situation around. Responding calmly to a banned redditor and providing them with clarity regarding their ban may turn a confused or angry person into a valued community member. In some circumstances, it may help to imagine yourself in their place and give them the benefit of the doubt, especially if they are new to Reddit or your community.

If they remain hostile and unapologetic, you may decide to leave the ban in place, extend it, or make the ban permanent. If the same person continues to send modmails, and you have asked them to stop, you can use the 'Mute' option to provide the user with a cooling-off period. Should the Redditor break any of Reddit's rules, you should report them using the report button at the top of the modmail message.

Once the appeal has been dealt with, you can archive it, following any guidelines your mod team has in place.

Next up, we'll try an exercise to get you familiar with using modmail.

Summary: Messages from redditors banned in your community go into the Ban Appeals folder. Try to assume good faith and genuinely consider

the appeal while offering education to a redditor when responding to appeals. If someone's appeal is hostile and you're having a difficult time keeping your cool, step away or ask another mod on your team for help. Use your best judgement on whether or not their appeal warrants keeping the ban in place or potentially extending the ban.

Exercise: Using Modmail

Now that you're up to speed on modmail, let's have a go at sending and replying to some!

Important note: You will be asked to practice using mod tools and moderation actions during this program. If you are not using a test community, please make sure to do this with agreement from your mod team and follow any guidelines your team has in place.

Navigate to reddit.com and try out the steps below.

Sending a modmail message on Desktop:

1. Open modmail on your desktop by clicking on the shield in the notification bar. Select "Modmail" from the dropdown that appears.
2. Click on the plus button ('+') in the top right corner to start a new message.
3. **To start a ["moderator discussion"](#)** in modmail, select that option and set the intended community's name at the top. The "moderator discussion" is a message only viewable by mods on that community's mod team.
4. Add a subject title and text into the body of the message. If you're on a team, let your co-mods know you're learning how modmail works and ask them to reply to your test message. Hit "send".
5. **To send a message to a redditor**, click on the plus icon again, and select "to user" instead of "moderator discussion" and select the community again, this time from the community that you wish to send from. We recommend sending the message to your alt account from your test community.
6. Type in a subject line and fill out the body of the message.
7. Before you hit "send", note that next to the send button, there is an option to hide your username. This will send the message as the community and hide your username. This can take some of the stress out of communicating about difficult issues or messaging more hostile community members.
8. Send the message once you have selected if you'd like to respond as your username or the subreddit.

9. Your message will appear in the **inbox** as it is an active mail thread. Hit the **“archive”** button if you wish to archive it from the active threads. Any new replies to your message will move it back to the active inbox. Mod discussions will stay in the discussions folder.

Replying to a modmail message on Desktop:

1. Send a modmail message to your test community from your alt account.
 2. Go to your main account and open your test community’s modmail on your desktop by clicking on the shield in your notification bar. Click on “Modmail” from the dropdown that appears.
 3. Click on the message you sent from your alt.
 4. Type in a response into the text box.
 5. Select from the dropdown beside “send” if you’d like to reply as the subreddit, your username, or if you’d like to create a private moderator note.
 6. Once you’ve made your selection, hit “reply”.
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On the Mobile App

Sending a modmail message in the mobile app:

1. Navigate to your test community.
2. Click on the “Mod Tools”.
3. Under the “General” header, click on “Modmail”.
4. Select the three lines to the left of the “search Modmail” bar.
5. Click on the plus icon.
6. Choose between “Moderator Discussion” and “To User”.
7. If you have chosen not to use your test community, in the subject and body of your message, let your mod team or alternate account know you’re testing out a mod discussion modmail and ask them to reply.

Replying to a modmail message in the mobile app:

1. Send a modmail message to your test community from your alt account.
2. Switch to your main account and navigate to your test community.
3. Click on the “Mod Tools”.
4. Under the “General” header, click on “Modmail”.
5. Click on the message that you previously sent from your alt.
6. Scroll down to the bottom where a text box appears, and type in your message.

7. Before hitting “reply”, click on the blue “reply as the subreddit” dropdown box to decide between replying as yourself or the subreddit. Alternatively, within that same dropdown, you can “create a private moderator note”, which will not be sent in the response to the user. Your private note will stay in the modmail for only the other mods to view.
8. Once you’ve typed in your reply and have selected how you wish for your reply to be sent, hit “reply” to send the message.

If you don’t feel comfortable with modmail yet, that’s okay. Try this exercise again until you feel confident. Once you do, move forward to learn about moderation queues and removals.

Summary: You should now be comfortable sending and replying to modmail messages on both desktop and in Reddit's mobile app.

Mod Queues and Removals

Mod Queue Basics

As a mod, you’ll need to review some of the content submitted to your community. The primary way of doing this is to use the mod queues.

The queues are feeds that allow you to manage content in your community if you have the ‘Manage Posts and Comments’ mod [permission](#).

Each queue shows you pieces of content submitted to your community that may require mod action for different reasons; they surface the bits you most need to see to make sure your community stays healthy.

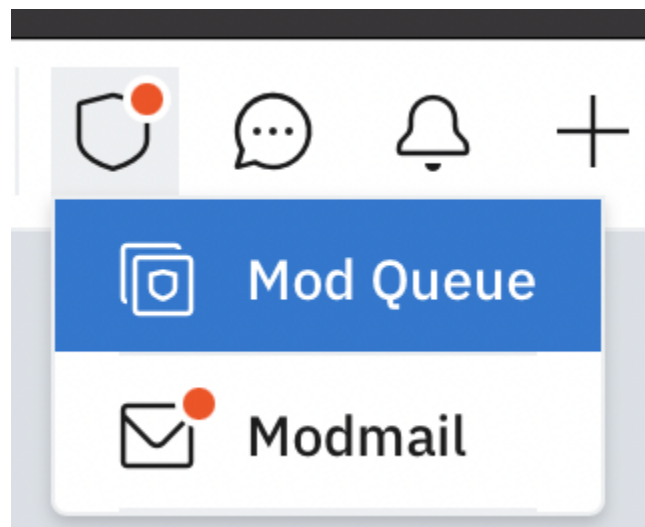
The basics of mod queues are:

- **The main mod queue presents you with any reported or AutoMod filtered content for checking.** (Filtering is an automatic process that detects posts or comments by criteria set for AutoMod. When a post is filtered, it is automatically removed and sent to the mod queue to be manually reviewed by a moderator. We’ll discuss more on filtering in our AutoMod section.)
- The reports queue shows only reported content.

- The spam queue contains everything that has been spammed or removed (if you accidentally spam or remove something you can find it here, or check the mod log).
- The edited queue lists any content that has been edited.
- The unmoderated queue lists content that has not been acted on (an action would be an approval, removal, or marking content as spam).

Each queue can be viewed for an individual community, or you can view combined queues that show content from all the communities for which you have the 'Manage Posts and Comments' permission.

The quickest access point on desktop is the combined queue, which you can find in the drop down menu via the mod shield on your notification bar. You can then use the drop down menu at the top to view single subreddit queues. You can also access the mod queue via your community's mod tools menu.



On your mobile device, the single community mod queue will be visible when you tap on 'Mod Tools' and look under the 'Content & Regulation' heading. It can also be accessed via your profile side drawer by selecting the upper left avatar for your profile. This will take you to a combined community queue, which you can filter into a single community queue, as needed.

Please reference the [Mod Help Center article](#) to learn more about each queue, how to view the queues, filter the queues, and take mod action (approve, remove, spam, ignore reports) on posts and comments within the queues.

Next, we'll learn about reviewing your mod queues.

Summary: Your main moderation queue is where mods commonly review and action reported and filtered content. There are a number of different moderation queues that house different types of content. You can choose to view combined mod queues, which contain content from multiple communities that you moderate, or single community queues.

Reviewing Your Mod Queues

When checking your mod queue, review each piece of content to determine if it breaks your community's rules or Reddit's rules. When assessing content it may be helpful to view it in context - what was the comment a reply to for example. You may also find viewing the redditor's profile to see their history on Reddit helpful in determining further context.

Actioning Content in the Queue

If a piece of content breaks your community's rules, go ahead and hit **remove**, as shown in the content management tools below, and leave a [removal reason](#) (we'll cover these next!) to let the person know why it breaks the rules. If it breaks Reddit's rules, you can also report it to the Reddit admins using the report button and following the workflow provided.



On desktop, with mod mode on, you'll find the report button by selecting the menu highlighted above. On mobile, click the three vertical dots button on the top right of the post and select **report**.

If you identify the content as spam, hit the **spam** button to remove it - this helps the spam filter better predict what is spam in the future.

If the content you are reviewing does not break your community's rules or Reddit's content policy, you can **approve** it to remove it from your queue. Note that in this context, "approve" does not imply personal approval of a piece of content but simply

confirms that the content does not break any rules. There may be times when you click “Approve” on content you don’t particularly like or approve of. In those instances, consider leaving a [mod note](#) to give your team insights into why the item was approved.

You may also find reported content that isn’t a fit for the community but that isn’t covered by a rule yet. This is a great opportunity to talk with your mod team about evolving your rules, as it’s important that you’re able to be transparent with your community members when actioning content. Although ‘remove’ is not a disagree button, there may be times like this where you have to make a judgement call and remove something. Remember, you can always restore via approval if necessary. Be sure to leave a note for the team when removing this kind of content.

Ignore Reports and Snoozyports

Sometimes popular posts receive a lot of false-positive (incorrect) reports, in which case, you click “**Ignore Reports**” to stop that piece of content from appearing in the queue again, as long as it is not edited before another report is made. If you change your mind or make a mistake you can “Restore Reports” in the same way.

On desktop, when dealing with custom reports (reports where the reporter writes in the reason for the report), you can stop seeing reports from a user for 7 days by using the [Snoozyports](#) tool. This can be especially handy if you have someone abusing the custom report feature to harass your mod team. You can access Snoozyports by clicking on the custom report and clicking “Snooze reports from this user for 7 days.” You can unsnooze the reporter through the same workflow.

If harassing user reports are making it difficult for you to moderate effectively, you can also [reach out to Reddit admins](#) for assistance.

Mobile Access

On mobile, to view reports in your mod queue, tap the menu button on the bottom right of the post and select view reports from the menu. Then you can choose to ignore the reports or moderate the content.

Actioning a User in the Queue

If you have content in your queue that warrants a ban from your community, you can ban the submitter from directly within the mod queue by hovering over their username. This will bring up their profile hovercard. If you are using the mobile app, simply tap on their username and select the ban option.

When viewing a redditor's profile hovercard, you can also enter [mod notes](#) and view the user mod log (the history of Mod Notes for that particular person), if you have ['Manage User' mod permissions](#).

As mentioned previously in this lesson, mod notes are a tool that allows you to add further context for actions taken in regard to a Redditor's behavior and make notes on their participation within your community. Content removals are also listed in the user mod log for each redditor.

Toolbox Tips:

If you use [Toolbox](#), you may see a few extra tools.

- There is a Syntax highlighter setting on Toolbox that allows you to quickly check a comment for reported terms; it works with AutoModerator's action reason and the `{{match}}` placeholder (add the square brackets in AutoMod's config to enable this). If you're joining an existing team, they might already have this set up - so if you see a word brightly highlighted, that's why! You will see the "action reason" provided by AutoMod at the bottom of the item. This context will only be shown to you and your fellow mods
- You may see the "action reason" provided by AutoMod. The context will only be shown to you and your fellow mods, not the user who had their content reported.
- You may see a box that shows you a list of all mod actions taken on each piece of content by yourself and other moderators, including AutoModerator.

Bot Tip:

There are a number of bots created by moderators you can use to reduce spam and unwanted content in your community, you can find some of these listed [here](#). We advise taking reasonable caution when choosing which bots to add as moderators and only providing the fewest permissions required for the functions you need.

Next up, we'll try taking some actions in the mod queue.

Summary: When reviewing options in your moderation queues, you can choose from several options, using your best judgement and depending

on whether or not the content breaks community or site-wide rules. You can also action redditors in your mod queue, if necessary.

Exercise: Actioning Reports

Now you've read all about the queues, let's try using them! It's important to check your reports on a regular basis as a best moderation practice, so we'll practice doing that here.

Reminder: You will be asked to practice using mod tools and moderation actions during this program. If you have joined an existing mod team, do this only with agreement from them and follow any guidelines your team has. Consider using a test subreddit as needed to avoid any potential disruption to your community.

Follow these steps to try it out:

1. Navigate to your community's mod queue or your combined mod queue. If there is already reported content listed, please skip to 5.
2. If there isn't any reported content in your queues, then pick a post on your community from desktop or mobile to try this out with. It must be one posted by someone other than yourself or it can be a post made by your non-mod alt account.
3. Find the [report](#) button. On desktop this button will be located under the post, or if you're in mod mode it'll be within a menu - click the button with three dots under the post and then report. On mobile, use the button with three dots top right of the post and then report.
4. Follow the report workflow, selecting community rules as the reason, and if your community doesn't have rules yet, use the custom response option and type something in the box*. The poster will not see the report.
5. Now a post has been reported, it should show up in your mod queue and report queue. Navigate to those queues on desktop and in-app to see what this looks like.
6. Notice the tools you have available and note how you can act on the content.
7. If the post does not break any rules or it's the report you just made, try ignoring the report by clicking 'Ignore Report'. By ignoring a report, you're keeping further reports on that post from being sent to your modqueue unless the content is edited by the submitter and reported again afterward. On desktop, the ignore reports action shows to the right, and on mobile it's under a menu at the bottom

of the post. Now click 'Approve' to approve the post unless it is in genuine need of removal for being rule-breaking. If it is rule-breaking, click 'Remove'.

Excellent work! Now you can regularly check your report queue and the other queues.

How did that go? If you don't feel confident, try going back over this section. If you feel good about it, let's move on to removal reasons.

*Troubleshooting

If you are unable to see 'breaks subreddit rules' as a report reason or use a freeform report, check your community's settings via <https://old.reddit.com/r/SUBREDDITNAME/about/edit/> and check "allow free-form reports by users", you can uncheck it once you've finished practicing. (If a community doesn't have rules, or this option checked, there is no report reason for community rules).

Summary: After completing this exercise, you should understand how to action content in your moderation queues.

Removal Reasons

Now that you've learned about the mod queues, it's time to learn more about what to do when you remove content.

On your desktop, when you click the 'Remove' button to remove content, you will see the option to add a removal reason appear in red. If you don't have any removal reasons set up, don't worry. If you click to add a removal reason without any prepared, the dialogue box that pops up will provide you with a link directly to the removal reasons page so you can set some up. We'll discuss how you can set them up in the next lesson.

On mobile, clicking 'Remove' will bring up a menu with any removal reasons you've previously set up. If you do not have any, it will give you the options of 'Spam' or 'No Reason', which will not be visible to the submitter.

It is a best practice to send removal reasons when removing content to educate the author and let them know which rule they have broken. Sending removal reasons also helps community members feel valued and can prevent frustration from not knowing why their content was removed.

Once you have selected a reason for the removal, you will be able to select how you'd like the removal reason to be sent. You have **four** options, each of which have their own advantages:

- **A modmail from you** - the user will know you are the mod who initiated the removal.
- **A modmail from your community's mod team** - the user will not know which mod initiated the removal.
- **A public sticky comment from you** - other community members can learn from this message as well as the original poster.
- **A public sticky comment from your mod team** - allows you to provide education and transparency without having the action tied to a single member of the mod team.

Private communication may help the OP (original poster) feel less embarrassed about their mistake and help them feel encouraged to talk to you about the removal. Leaving public removal reason comments has the advantage of educating the community and aids in moderation transparency, which is especially useful when removing a comment.

You can also add a note at the bottom to briefly explain the removal to your mod team if necessary.

Next, we'll cover how to set up removal reasons.

Summary: No Summary.

Setting Up Removal Reasons

Before you can use [removal reasons](#), you will need to set them up within your community's mod tools, found in the 'Rules and Regulations' section.

Removal reasons can be set up in a variety of ways. Moderators commonly set them up using community rules as a guide, but it is up to you and your mod team as to what other reasons you may want to include. The mods of your community with 'Manage

settings' mod permissions can edit and add new removal reasons from this page as required at any time.

When writing a removal reason, think about what information you would find helpful as a redditor who has had their content removed. Providing a link to your community's rules so they can take a look at them and understand what they need to avoid doing in the future is good practice. You can also invite the redditor to modmail your team for further clarification as needed.

Removal reasons can be formatted with [markdown](#) for clarity, links, or to highlight important information, just like posts and comments when in markdown mode.

You can also view sent removal reason messages in the archived folder within modmail, where they are filed automatically. If OP (original poster) responds to the message, the message will be moved to the inbox and in progress folders within modmail.

As we mentioned in our lessons on mod queues, you can use [mod notes](#) to add additional context for actions taken for a particular redditor as required, and you can view previous removals in the user mod log.

It's important to remember that mod notes are not a replacement for removal reasons as they are for your mod team only whereas removal reasons are an important tool for educating community members on your community's rules and culture.

Next, let's try setting up and using a removal reason.

Summary: No Summary.

Exercise: Adding and Sending a Removal Reason

Let's try creating and sending a [removal reason](#). Head over to your community on Reddit and follow the steps listed below.

Reminder: Use a test community and an alt account for practice actions unless you've cleared these actions with your mod team beforehand.

Adding a Removal Reason

1. On desktop, navigate to the removal reason page in mod tools, located in the 'Rules and Regulations' section.
2. Click the 'Add removal reason' button located near the top right of the page.

3. Add your removal reason title and message using the tips you have learned. Proofread your message for clarity or errors.
4. Click on 'Add new removal reason' to add the reason. You should see your new removal reason listed on the page.

Sending a Removal Reason

1. If you have set up a removal reason in an active community, locate a post in the mod queue that genuinely requires removal for the reason you have set up. If you are using a test community, use your alt account to create a new post and locate it within your unmoderated queue.
2. Click 'Remove' to remove the post, and then click on 'Add a removal reason'.
3. Select the reason you have created and choose a sending method.
4. Edit the removal reason message if you need to. This won't affect the saved removal reason in mod tools, but it will change the message sent to the person you are sending it to. You can do this to add context specific to the post you are removing.
5. Add a mod note if appropriate and click 'Submit' when you are done.
6. Optional: Check your archived folder in modmail to review the removal message.
7. Optional: Check your messages/notifications on your alt account to see the removal reason from the redditor perspective.

To remove or edit a removal reason, navigate to the removal reasons page in your mod tools, click the 'Edit' button to the right of the correct reason, and then make your changes and click 'Save' or select 'Delete'.

Great job! Now you can create and send removal reasons to educate community members who have shared rule-breaking content. Next up, we'll dive deeper into removals in your community.

Summary: No Summary.

Understanding Removals

In the last few lessons, we've covered a lot about removing content in your community and the tools related to that but there are other types of removals as well. In this lesson, we'll discuss the different kinds of removals you may encounter.

Moderating a community to keep it healthy is a team effort, not only between the moderators on your mod team, but sometimes bots, and occasionally, Reddit employees (admins) too.

Who or what can remove content from your community:

- Moderators on your team.
- AutoModerator.
- Other bots on your mod list with 'Manage posts and comments' moderator permissions.
- The Reddit spam filter.
- A small subset of Reddit admins.

Removals by Reddit

Removals by Reddit admins are something you may see from time to time in your Mod Log, where you can investigate by reviewing the removed content. Admins act as necessary, such as for reported content policy breaches and DMCA takedowns, and will reach out to offer guidance if required.

If you're noticing an uptick in admin removals for a certain type of content, you might consider setting up an [AutoMod filter](#) to help reduce this type of content making it into your community and requiring admin intervention.

If you need further information about a removal by Reddit you can modmail [r/ModSupport](#).

How to tell why something was removed

Mod queues

In your mod queue (for filtered content) or your spam queue (removed content) on desktop, you can hover over the removal indicator to see who removed the content.

For removed and filtered content you will see a red circle with a line through it, hovering over this reveals which moderator or mod bot removed or filtered the item. If the moderator has provided a removal reason or mod note this will also be shown.

If no information is provided, the content or submitting redditor was probably caught by the spam filter.

If the item was spammed by a mod or mod bot (including Automod), you can hover over the spam icon to see who took the action.

Certain domains may be banned on Reddit in order to reduce spam and bad faith uses of the platform. Content containing these domains will be removed and *sometimes* won't be approvable.

If AutoModerator has filtered the content you will also see this highlighted on the item, and if you have set up an action reason for the AutoMod rule this will be shown too, on desktop and in app. We'll cover AutoMod later in this course.

Mod log

You can also keep an eye on and locate removals in your moderation log. This is filterable by each moderator, and you can filter to see any removals by Reddit admins. You can also filter by the removal action taken, such as 'remove link' (post) or 'spam comment'.

Spam filter

If you find many posts are being filtered by the spam filter, you can adjust the strength of the filter in your mod tools. Under community settings, find the [post and comment settings](#), and adjust as required. Make sure your team is only spamming posts that really are spam, and are approving incorrect removals to help train the filter for your community.

If you come across a redditor who is [caught in the spam filter](#) (all their content is automatically spammed, and their profile says "no one goes by that name" or "page not found") but seems genuine, you can refer them to [the appeals page](#).

Summary: No Summary.

Basic Culture Building Tools

Exercise: Welcome Message

It's always nice to receive a welcome, and whenever you enter a new space it can help to have someone greet you and point you in the right direction. You can do that for your new members with a [welcome message](#).

A welcome message is a custom message you can create that is sent to redditors who join your community about an hour after they press the join button (unless they leave within that time).

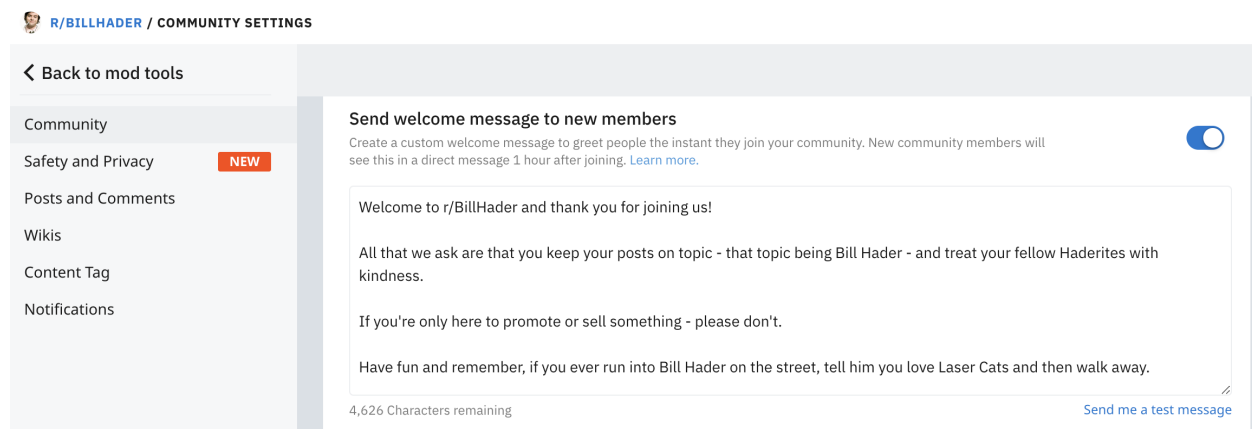
This message is a good opportunity to share important information the new member needs to know to effectively engage with your community and understand the culture, such as your rules and what your community is all about. Try to keep it brief and friendly by using links to your advantage.

Here are a few examples to give you an idea of what you might like to include:

- [r/InterstellarArt welcome message](#)
- [r/Superman welcome message](#)
- [r/TadWilliams welcome message](#)

Accessing the welcome message field

The welcome message tool can be found in your [mod tools](#) on desktop*. Select community settings, then make sure community is selected in the menu on the left. Once you're on the community page, find the toggle button to turn the welcome message on and type your message into the text box.



You can format your message using [markdown](#) just as you can with your posts and comments, wiki pages, or text widgets. If you're concerned about content or formatting, you can also send yourself a test message to preview what new members will see by selecting the 'Send me a test message' button located below the right of the text box.

Exercise: Setting the welcome message

Now that you know all about the welcome message, let's set one up, making sure to use a test community or getting sign off from your mod team first. You'll need the 'Manage Settings' [permission](#) to do so.

All set? Follow the steps below to complete the lesson.

1. On desktop, navigate to the community page and toggle the welcome message setting on.
2. Type your welcome message into the box.
3. Proofread your message for typos and clarity. Does it sound welcoming?
4. Send a test message using the button to the bottom right of the box, and review your message in your DMs.
5. Make any changes needed to the message and remember to save the message using the button at the top right of the page.

Great work! Now your members will receive a nice welcome when they join, giving them some warm and fuzzies while also helping them understand your community and be better prepared to dive in and participate.

If you ever need to stop the welcome message from sending for any reason, you can come back to the community settings page and toggle it off. You can also edit and test your message whenever you need to.

Still have questions? Read more about this subject in our [article on welcoming new members](#).

If you've set up the welcome message and feel confident, let's move on to our next lesson, where we'll be covering content controls.

**This tool is not currently available to configure in the app, but the welcome message will be sent to community members who are using the app.*

Summary: No Summary.

Content Controls

[Content controls](#) include several important tools to help build and define culture in your community because they allow you to set requirements and restrictions on how people

post and comment there. This is also where you can set posting guidelines that people will see when making a post submission to your community. If you have the 'Manage Settings' [permission](#), you'll be able to add and edit these controls at any time via your mod tools hub under the rules and regulations section.

Posting Guidelines

This is the first tool you'll see in the post requirements section of your content controls. These guidelines act as a note to the redditor creating a post. They are visible to a submitter above the post title and text box on the post submission page on desktop. Because this information is front and center at the time a submission is being made, it's common for communities to set guidelines that remind redditors of any requirements or rules that are commonly overlooked, helping to set expectations and lessen the moderation load around new submitters. Note that you will not be able to format this content using markdown, as you can in some other surface areas.

Tip: To make sure all redditors submitting to your community from desktop see your posting guidelines, go to old.reddit.com/r/YourSubredditName/about/edit/ and put the guideline text in the "submission text" field, hitting "save options" at the bottom of the page when done.

Post Requirements

Post requirements aren't always needed, depending on your community type and structure, but they can be very helpful when requiring or disallowing certain words from post titles. This can be especially handy if your rules require post titles to include certain information. For example, r/explainlikeimfive requires post titles to start with "ELI5."

If you attempt to post without including the defined requirement, the post button is not enabled and a tip appears on the screen to inform you of the requirement. This allows submitters to fix their post on the spot, reducing the need for your team to take mod actions on the post after submission.

You may also opt to ban certain words from post titles or the post bodies, depending on the unique needs and culture of your community. It's good to note that these restrictions will only apply to the areas you've set them up for. They will not apply to comments. To granularly filter out unwelcome content in comments, you'll want to set up AutoModerator, which we will touch on further later in the course.

If you begin to have issues with certain domains being linked inappropriately within your community, you can create a blacklist of domains disallowed from link submissions in your community.

Granular content controls via setting combinations

Content controls can also be combined with other settings to give you more granular control over the content that is posted to your community. For example, if you'd like to allow only images uploaded directly to Reddit, you could set your post types to 'Links only' in [community settings](#) (and turn off any other post type toggle as required), and then use the content control domain requirement to require 'redd.it' as the domain, and then uncheck "allow video uploads" in the old.reddit.com settings. Yes, that's a bit advanced for now but don't worry, *this section of the lesson won't be on the final!* If you're interested in learning more, dive deeper into different ways to granularly control content types via the [wonderful mod created guide here](#).

Advanced post requirements

There are a few more advanced settings under content controls that you may eventually find useful. We will not be covering these in the final for this course but wanted to touch on them quickly.

Here, you can require [post flair](#) if you have post flair enabled for your community, and if flairs are available for redditors to choose themselves. This requirement is useful if you use post flairs to categorize posts or use AutoMod rules that rely on them.

Other advanced post requirements require knowledge of RegEx (Regular Expressions). If you aren't familiar with RegEx, there are a number of dedicated sites you can use to learn more via a quick browser search. If you do attempt to use the advanced RegEx content control tools and run into issues, you may also find help in [r/modhelp](#) and sometimes [r/AutoModerator](#). We recommend searching for previous related submissions in those communities before posting, in case someone else has already had the same question.

Next up, let's learn about user flair and how you might use it in your community.

Summary: No Summary.

User Flair

Want members of your community to stand out when posting and commenting? [User flair](#) is a tagging system that provides you with a way to attach a color and text based

element next to a member's username within your community. Depending on how you choose to set user flair up, they may also be able to apply flair to themselves. Over the years, moderators have found a variety of informative and fun ways to use the user flair system for their communities. Although user flair is not required, you and your mod team may want to find a unique way to use flair that can help build the kind of culture you'd like to see in your community. Some examples of common usage include:

- To show status or achievement: You can grant flair to community members as a reward, or to highlight moderators, helpers, or those with expert knowledge.
- To inform: Technical or academia related subreddits may ask community members to add their specialty or area of study to their flair. A computer science based help community may ask community members to set their operating system version as their flair.
- To encourage engagement and a sense of belonging: On a TV show community, you could encourage members to tag themselves with their favorite episode or have character name flair that you grant to especially active members.

Below is an example of how user flair displays on a comment. This is how you might reward community members for being helpful and encourage other members to earn flair by also helping others.



You'll need the 'Manage Flair' [permission](#) to set up or edit flair but even if you have these permissions, make sure to discuss with the rest of your mod team before making this change, as it can highly impact the culture of the subreddit.

Before any flair can be created, you'll need to enable flair under [mod tools](#) > Flair and Emojis section > User Flair - you'll find the settings in the upper right on desktop. If you're on mobile, you'll find the user flair tool under your user management section of your mod tools. You don't have to dive in yet - we'll set up flair in our next exercise.

As mentioned earlier in the lesson, you can allow community members to set their own flair. Whether or not you allow this, you also always have the option as a moderator to [grant user flair](#). Granting flair puts you in control of what the flair says and who gets the flair. Community members have the option to disable flair from showing up when they

comment or post in your community but granted flair is often welcome and is generally most useful when it serves as a reward or to highlight verified experts relevant to your community's topic. On desktop, you'll find this functionality under the 'Flair and Emojis' section of your mod tools and on mobile, you can tap a username in your community and select the 'Change User Flair' option.

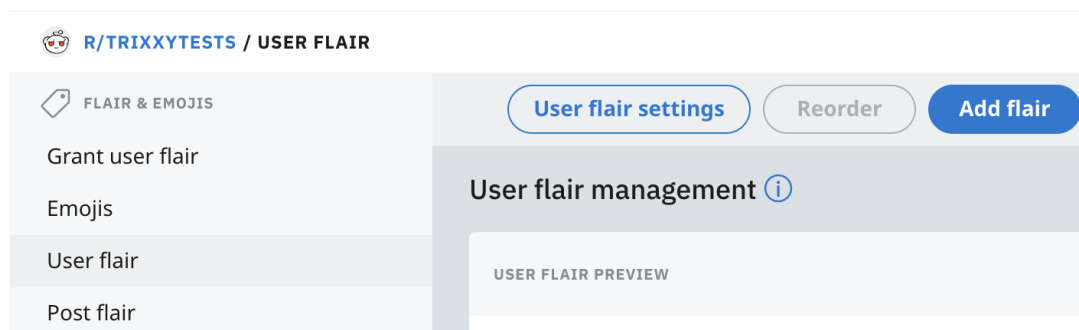
Now that you have an idea of why you might want to set up flair in your community, let's give it a try.

Summary: No Summary.

Exercise: Setting and Removing User Flair

Now that you've seen flair in action and know where to create and grant flair for users in your own community, it's time to give it a try! Taking a test run on using flair will help you feel more comfortable with the process. Ultimately, this should have little or no effect on your community, as you can remove the flairs you make when you're done if you don't wish to keep them.

Navigate to your community, or test community on Reddit, and follow the steps below to get started. And remember to use a test community and an alt if you haven't already gotten sign off from your mod team to make any changes to an existing community.



Enabling and granting flair:

1. Enable user flair by clicking the "User flair settings" button in your user flair management tool, shown in the screenshot above, and adjust the enable toggle in the pop up as needed. Be sure to save.
2. Next, click "Add flair" and create a user flair template, (feel free to play around with the settings to see their effect) using the [Mod Help Center article](#) as a guide if needed.
3. [Assign](#) the template to yourself or another community member (it saves automatically) via the grant user flair tool.
4. If you assigned it to yourself, find one of your recent comments or posts on the community to check if the flair applied and see how it looks.

Want to remove your test flair? No problem.

Removing user flair:

1. On the '[Grant User Flair](#)' page, locate the community member (using the search bar if needed) and use the bin icon on the far right to remove the flair.
2. Alternatively, you can hover over their username in your community, choose the 'Edit User Flair' option, and select 'Clear Flair'.
3. On mobile, tap on their username, select 'Change User Flair', tap 'Edit', select 'None', and tap 'Done'.

Removing user flair template:

1. Go back to your user flair page in mod tools and use the bin icon to the right of the flair you wish to remove.
2. On mobile, go back to the user flair option in mod tools, tap on the arrow next to the flair you wish to remove, and then tap on the bin icon.
3. There will be a check before the flair is deleted to ensure you want to remove it.

That's it. You should now be able to easily enable, grant, and remove flair as needed. Next up, we'll go over community awards.

Summary: No Summary.

Community Awards

The info listed here is generalized; each community has a different culture, so please consider the topic of your community and consider asking your members for input before implementing any suggestions.

[Awards](#) are a fun, visual way for redditors to show appreciation for, or react to great content on Reddit. Awards show a little badge on the awarded content and may also provide Reddit Coins or Reddit Premium to the recipient or add coins to the community pot. All awards, except the occasional free award, cost coins, which users can purchase.

The custom [community awards](#) that you can set up via your mod tool hub on desktop are similar to the rest of the awards on Reddit, and all but the mod-only awards are given out in exactly the same way.

The main difference is that you can choose what these awards look like and alter their coin value from the options provided. You can get creative and come up with some awesome designs that reflect your community, its culture, and inside jokes. Getting your community involved in their design by asking for suggestions or running a competition may help your community feel engaged and involved too.

Please note that only SFW and public communities can use these mod-created community awards.

Here are a couple of examples of community awards from established Reddit communities:

×

Awards

42,200

+

All

Community

Reactions

Medals

Pr

>>

300

400

400

500

500

500

500

500

500

500

500

1,000

1,000

1,000

1,000

2,000

40,000

Gold Award

Gives 100 Reddit Coins and a week of r/lounge access and ad-free browsing.

500

☒ Make my gift anonymous

Optional private message

2048

Give

r/CasualConversation Community Awards

×

Awards

42,200

+

All

Community

Reactions

Medals

Pr

>>

500

500

500

500

1,000

Gold Award

Gives 100 Reddit Coins and a week of r/lounge access and ad-free browsing.

500

☒ Make my gift anonymous

Optional private message

2048

Give

r/Aww Community Awards

Mod-only awards can also be created. These are handy for competitions and rewarding valued members, and can only be awarded by moderators when the community has accrued enough coins from community awards in the community pot.

If you have the 'Everything' mod [permission](#), you can upload your awards in [mod tools](#), under 'Awards', and by using the create buttons on desktop. Mobile award creation is not available at this time. The award images you use should be perfectly square, and at least 512 x 512 px. It's worth bearing in mind that awards appear very small on awarded content, so images with less fine detail may read better.

Next, let's try setting up a community award.

Summary: No Summary.

Exercise: Setting Up a Community Award

You should be up to speed on awards now, so let's have a go at setting one up. Navigate to your test community (making sure it isn't set to private) on Reddit or an existing community you moderate, if you have sign off from the mod team.

Setting up a Community Award:

1. There are some [pre-made awards you can use](#). Choose one and save the image to your device; alternatively, use an image of your choosing and make sure it's the right size (square and $\geq 512\text{px} \times 512\text{px}$).
2. Navigate to the awards page in mod tools and click 'Create'.
3. Name your award and upload the image.
4. Make sure it's set to your choice of coin value (toggle 'Exclusive For Mods' if making a mod-only award) and click 'Save'.
5. If you'd like to see how it looks in the awarding workflow, pick a post in your community and click the award button. Then find your recently created award in the community section and click on it to see the description. Stop there unless you'd like to actually give the award out.
6. If you don't wish to keep the award you just added, use the bin icon on the right of it on the awards tool page to remove it.

You should now have set up an award and you should see it listed on the awards page, unless you chose to delete it. Now that you are familiar with the process, you can add more award options to your community whenever you're ready.

Let's move on to Safety and User Management.

Summary: No Summary.

Safety and User Management

Introduction to Safety and User Management

Welcome to our section on safety and user management and congrats on making it this far! Unfortunately, community safety is a subject that will be of value for many moderators joining an established community, or creators of newer communities that suddenly get a bit of attention. Even meticulously run, healthy communities, find themselves dealing with bad actors and trolls - some more than others. And while it's impossible to completely rid online spaces of people with ill intent, there are tools available to help mitigate the impact of their actions.

We've touched on the subject of bad actors before, when discussing ban appeals, as well as mod queues and removals. In this section, we'll be covering crowd control, banning, and muting. This is not an exhaustive list of the tools you might use to handle rule breakers in your community. However, understanding these tools and the best practices around how and when to use them is a good start.

First up, let's learn about crowd control.

Summary: No Summary.

Crowd Control

You hop online to check your community's mod queue and realize there are tons of new reports. You've never seen things quite this busy and at a glance, the reports seem to be valid. What is going on?

Perhaps a post submitted to your community went viral, or your community's topic is being featured in the news because of a current event. If something like this happens, your community could see a large influx of traffic coming from people who are unfamiliar with your community's rules and culture. They may even be unfamiliar with Reddit as a whole.

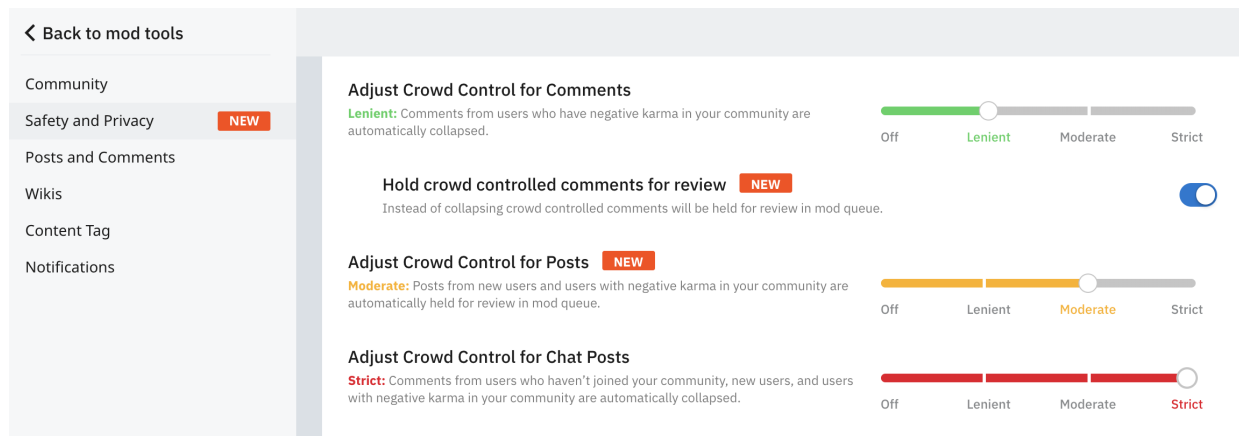
This can be good news for community growth, but it can also be daunting. Even with posting guidelines set, welcome messages, rules prominently highlighted, and other educational efforts in place to minimize issues for new visitors, this kind of traffic influx is likely to be felt in your community, as a subset of people will overlook what is right in front of them, some may be accessing your community in a way that doesn't display all of your efforts, and a few simply may not act in good faith.

If you find that things are getting overwhelming and your mod team can't keep up with the demands of the traffic, [crowd control](#) is a tool found in your community settings that may help to mitigate the impact on your community and its members.

This tool allows you to filter posts from groups of redditors into the mod queue for review before being seen by your community. It will also collapse (or filter into the mod queue) comments from redditors that don't have a relationship with your community yet. Collapsed comments are viewed less, which decreases the attention any trolls may get and reduces the chance of things getting worse before a moderator can take action.

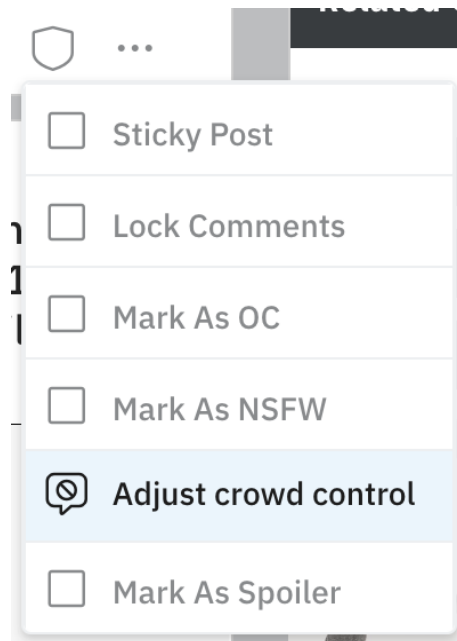
You have three options to determine how heavy handed the tool is: **Lenient**, **Moderate**, and **Strict**. Posts impacted by these settings will be filtered into your mod queue. Comments will either be collapsed or filtered into your mod queue, depending on what settings you choose.

Generally, when you're setting up crowd control for all posts and comments submitted in your community, you'll want to avoid comment filtering and going beyond lenient. This helps to minimize the amount of content you have to review as a moderator and ensure new redditors can engage, learn, and become a part of your community. Even moving up to the moderate setting will negatively impact new redditors attempting to participate in good faith in your community. Knowing this, always be sure to use the tool wisely, adjusting it based on your community's current needs.



Here, you can see the various global settings, set to different levels of strictness.

The good news is that crowd control can be adjusted for individual posts, allowing you the option to use it more like a surgical instrument than a hammer. Say you have a single viral post or some other content that has an exceptionally unruly comment section - you can use the mod tools directly on that post to adjust to stricter crowd control settings without negatively impacting new redditors engaging with other posts and comments across your community.



Here you can see the adjust crowd control setting in the mod shield drop down menu underneath an individual post.

You'll need the 'Manage Settings' [permission](#) to adjust global crowd control settings on desktop. These settings are not yet adjustable in the Reddit apps, but changes to them will apply to both desktop and mobile. You'll also need the 'Manage Posts and

Comments' mod permissions to adjust Crowd Control on individual posts and comment threads.

Pro tip: If you have joined an established community's mod team and suddenly experience an abnormal traffic surge that requires immediate assistance beyond what existing tooling can help with, please be sure to look into our [Mod Reserves](#) program.

Next up, let's try making some crowd control adjustments.

Summary: No Summary.

Exercise: Adjusting Crowd Control Settings

Now that you're familiar with crowd control, let's try using it. Start by navigating to your test community on desktop and following the steps below.

1. Navigate to your Mod Tools > Community Settings on desktop (or desktop mode in your mobile browser).
2. Select 'Safety and Privacy' from the menu in the left-hand sidebar.
3. Move the crowd control sliders to see the different settings and how they will impact your community (you'll only see the crowd control for chat if you have chat posts enabled).
4. If you'd like to turn crowd control on, make sure the sliders and comment filtering toggle are set to your liking. Likewise, if you'd like to keep it turned off, make sure the sliders are in the off position.
5. When you're happy with the settings, save your changes using the button on the top right of the page. You can come back and change the settings at any time.

Now that you know how to use crowd control, you'll be prepared if a situation arises in the future where you need to adjust it.

Still want to know more? Read about crowd control in the [Mod Help Center article](#).

There is a good explanation of the feature in the announcement post [here](#) you might like to have a look at as well (note that this is an old announcement and crowd control is now rolled out to all communities).

Next up, Banning and Muting.

Summary: No Summary.

Banning and Muting

As a moderator, you will sometimes encounter redditors who break community and [site-wide rules](#) while engaging within your community. In some instances, the behavior may be caused by ignorance of rules and policy, but that won't always be the case. To maintain a healthy and welcoming environment, you'll use education to help bring folks in line with your community's culture and expectations. However, in instances where malicious intent is clear or education isn't turning things around, you will need to take more restrictive actions. This is when banning and muting will come into play.

Educating Community Members

If someone has broken a community rule but their intent isn't clearly malicious, try to assume good faith. Rule violations can be honest mistakes and politely educating someone on which community or site-wide rule they violated can lead to positive outcomes for them and your community as a whole. As a best practice, we recommend letting them know what rule they broke and how they broke that rule, followed by a couple of subsequent warnings if they commit the same offense. This gives them a chance to learn and change their behavior. Consider attaching a [mod note](#) to a member when you've attempted to lead them down a better path. This can help track your efforts and inform your mod team's future decisions around them if they continue to break rules.

Making sure your community rules and guidelines are clear and easily found by new visitors will help to reduce confusion and lessen accidental policy infractions. It's also good practice to have a page in your [wiki](#) or details in your sidebar detailing how you handle rule violations. This provides your community and visitors with a level of transparency that is generally appreciated and gives you another surface area to point to in your education efforts.

Here are a couple of examples of wiki pages used to explain to community members how the community is moderated:

- https://www.reddit.com/r/cars/wiki/chain_of_action
- <https://www.reddit.com/r/AskScience/wiki/quickstart/moderationpolicies>

Banning

That said, if the person is clearly acting in bad faith or the offense was severe in nature, or if an educational approach hasn't worked, it's probably time to bring the hammer down - the ban hammer, that is.

First, know that only moderators with the 'Manage Users' [permission](#) will be able to use the ban tool. Permanent bans should be used sparingly, where possible. Temporary bans are a useful tool for educating repeat offenders about your community rules and giving them a cooling off period. These temporary bans can easily be made permanent where necessary.

If you're banning someone from your community for breaking site-wide rules, be sure to also report them to the Reddit admins by using [one of the report links here](#).

A banned redditor will still be able to view your community, but the mod list in the community sidebar is hidden from them and they are unable to interact with the community aside from messaging the moderators via modmail.

When dealing with bans, keep the [Moderator Guidelines](#) in mind and allow ban appeals whenever it is reasonable to do so. As covered in this course in our section on modmail, these will appear in your 'Ban Appeals' folder (for moderators with 'Manage Mod Mail' [permission](#)).

You may want to use your community [wiki](#) pages to document your ban appeal process.

Muting

If you end up dealing with a bad actor who turns to harassing you or your mod team, you can mute them in modmail. Have a look at the [Mod Help Center](#) article to learn how to ban and mute on desktop and mobile by using mod tools, pop-ups, and modmail. You can choose to mute a redditor from modmail for 3, 7, or 28 days at a time and you'll need the 'Manage Modmail' permission.

Bans and mutes will be logged in the [user mod log](#) for each individual.

Let's go ahead and test out the ban tool!

Summary: No Summary.

Exercise: Banning and Muting

Now that you've spent some time learning about banning and muting, let's try it out. Navigate to your test community (or an existing community you moderate, after clearing it with the mod team) on Reddit.

Try this:

1. We're going to ban your test account from your community. First, navigate to your mod tools 'User Management' section on desktop or mobile. Click on the 'Banned' or 'Banned users' option.
2. Now click or tap on the plus icon (+), or ban user button.
3. Fill out the information required to ban your test account. Remember to check the spelling of the username!
4. Add a mod note and ban duration of your choice. If practicing in an existing community, we recommend writing in your note that you're practicing using the banning feature so your mod team knows what's going on.
 1. Pro tip: If your mod team uses usernotes through a third party like Toolbox* or Snoonotes**, be sure to check with your team to see when and how you should leave those notes.
 2. Pro tip: When using this tool in a real scenario, remember to ban the redditor proportionally to their offense. For example, if you've warned the redditor once not to post something self-promotional more than three times a week and this is their second offense, you may want to issue a temporary ban as a warning from an amount of 1 to 7 days. Permanent bans should be reserved for extreme offenses or high-level repeated offenses.
5. Add a note to include in the ban message-- share which rule they have broken.
 1. Pro Tip: In a real ban scenario, always read back over what you have written to make sure it's clear and professional. If you are upset with the redditor, it can help to step back for some time before composing your message or ask another mod to ban the redditor.
6. Click 'ban user' or tap 'Add' to add the banned redditor.
7. You should be able to see the ban message that was sent when you check modmail in the archived folder.

Nice! Now you know how to ban bad actors from your community when necessary. The banned redditor (your test account) should now be on your community's 'Banned' list. You can use this page to edit the ban if you need to. You can also practice unbanning

your test account and then try banning it again on a platform you haven't tested this feature on yet.

Next, we'll have a self assessment to review what you've learned in the course so far.

*Toolbox is a 3rd party extension for desktop browsers created by moderators to extend the functionality of our current moderator tools. You can learn more about Toolbox in the [r/toolbox](#) community.

**Snoones is a 3rd party browser extension for adding user notes. You can learn more about Snoones on the website <https://snoones.com>

Summary: No Summary.

Mod Certification 201 Self Assessment 1

Mid Course Review

Time to take a breath and look over what you've learned and done so far in Mod Certification 201.

At this point in the course you should be able to:

- Turn mod mode on and off, while also understanding what it does.
- Check modmail, review ban appeals, and have discussions with your mod team within modmail.
- Review your mod queues, understanding whether or not to approve, remove, or spam items, as well as when to ignore reports.
- Understand how to reverse a mod action that has been taken on content.
- Apply removal reasons when removing posts or comments and understand the purpose of them.
- Understand how to review removals from site-wide administrators.
- Set up a welcome message that is warm and informative.
- Set up posting guidelines that will be visible to all people submitting content into your community.
- Adjust what types of posts are allowed in your community.

- Set up user flair and understand a variety of ways it may be used.
- Set up community awards and mod-only awards.
- Enable and adjust crowd control for your community as needed, including on individual posts.
- Understand best practices around educating and actioning redditors that break your community's rules and Reddit's content policy, as well as how to ban and mute.

If you're confident about what you've learned thus far, go ahead and move on to the mid-course self assessment that's up next. It is designed to help you determine if you're ready to move forward in the course. There is no time limit and you can take it as many times as needed.

Summary: No Summary.

[Assessment 1](#)

Growing Your Mod Team

Introduction to Growing Your Mod Team

The makeup of your community's moderation team will naturally change over time, and as your community becomes more active, you'll need to recruit more mods to help moderate your community.

In addition to natural community growth, you might need to grow your team for a few other reasons, such as:

- To cover more time zones - having mods across various time zones can prevent a backlog of reports and ensure things aren't missed for long periods of time.

- For specific tasks - some moderators specialize in certain tasks, such as setting up and maintaining AutoModerator.
- Extra mods to cover any absences or sudden spikes in activity.
- To replenish when mods decide to discontinue moderation.

If your community is very active, you might even consider keeping mod applications open 24/7 so you have a trickle of fresh mods joining as you need them.

Understanding your team's needs

We encourage adding new moderators to your team *before* mods report feeling overwhelmed. Recruiting can be a lengthy process as things in your community become busier and doing so sooner than later will help your team avoid burnout.

Still, it's a good idea to check in with your mod team both formally and informally on a regular basis. To ensure their needs and your community's needs are being met, your team should feel empowered to speak up honestly with one another. Establishing healthy, ongoing communication and a supportive environment within your team early will help flag workload issues before things reach a breaking point.

For more tips and strategies on how to be prepared for increased activity, take a look at our [Future-Proofing](#) article and our [Dealing with Rapid Growth](#) article.

Before we get further into the topic of growing your team, let's go over the mod permissions you'll be granting when you add new moderators.

Summary: No Summary.

Mod Permissions

Before you begin to grow your mod team, you'll need to understand what duties you need fulfilled within your community, which has an impact on which permissions you'll need to grant each new mod so they have the right tools that they need.

When you add new moderators to your mod team, you'll have the choice of which permissions to grant each new moderator. Each permission allows your new moderator(s) access to certain tools within your community. For example, some of the most commonly granted permissions are:

Manage Posts & Comments	Allows the moderator to take action on posts & comments, and distinguish and sticky posts & comments
Manage Modmail	Allows the mod to access the community Modmail
Manage Settings	Allows access to the community settings including set-up and design
Manage Users	Allows the mod to ban and add Redditors to the Approved User list
Everything	Grants the mod all of the permissions including permission to add or remove moderators below them in the moderator list in mod tools and to create & award community awards.

If you're adding a new moderator that you already know and trust, you could consider granting them 'Everything' permissions. But more often it's wise to grant only the required permissions for the tasks the moderator will be focused on, and then adding more permissions as they learn the ropes and prove themselves.

Mod permissions get much more granular than what is listed above, so be sure to review the [Mod Help Center article](#) on the subject when you need more details.

Summary: No Summary.

Exercise: Granting Mod Permissions

Now that you know what the moderator permissions are, let's have a go at using them. Navigate to your test community to practice with the steps below.

Adding (and removing) a mod on desktop:

1. Go to your mod tool hub.
2. Under "User Management", select "Moderators".
3. Click the "Invite User as Mod" button in the top right corner.
4. Enter your test account into the username field and check or uncheck which permissions you'd like to assign it. Remember to check your spelling when entering the username!
5. Click "Invite". Invited moderators will show up in a separate list below the existing mod list until they accept the invite.
6. Log-in to your test account to accept the moderator invitation.
7. To remove the test account from your community using your original mod account, go to the same tool page where you added them as a moderator and click on the pencil icon beside the username, under the "You can edit these moderators section".
8. Click on "remove" beside the "cancel" and "save" buttons.

Adding (and removing) a mod on Reddit's apps:

1. Navigate to the community you moderate and tap on the mod tools button.
2. Under "User Management", select "Moderators".
3. Tap on the plus icon (+) to invite a moderator. Type in your test account's username and select which permissions you'd like to give it by checking or unchecking the boxes beside each permission. Remember to check your spelling when entering the username!
4. Tap "invite".
5. Log-in to your test account to accept the moderation invitation.
6. Returning to your original moderation account, you can remove the test account from the community by returning to "Moderators" under "User Management" and clicking on the "Editable" tab.
7. Tap on the three dots beside the test account's username, and click "Remove".

Awesome - you're now able to add and edit moderators while understanding which permissions you're granting them.

Now let's learn about recruiting new moderators!

Summary: No Summary.

Recruiting Moderators

Alright, you're on top of the whole mod permissions thing and are ready to grow your team. What now?

When it's time to grow your mod team, there are a number of ways you can look for candidates, and you can try more than one method at a time to increase your chances of finding good candidates.

A Typical Recruitment Process:

1. Put out a Mod Call (explained below)
2. Collect applications
3. Review applicants
4. Reach out and ask final questions
5. Add your new mod/mods to the team and begin their training! (Training is covered next in the program)

Here's how you can put out a Mod Call:

- Draft a post you will [sticky](#) to the top of your community stating you're looking to recruit new moderators.
- Outline your application instructions within your Mod Call post-- you may want to create a Google Forms application for interested members to fill out, or have the members modmail your team directly stating their interest and qualifications.
 - You can alternatively ask the interested members to comment describing their interest and qualifications and perform direct outreach to candidates you're interested in by modmailing the ones you think would be a good fit.
- Include any requirements you have for interested candidates.
 - Common requirements are account age, a certain amount of community participation, prior experience in moderation, etc.
- Include any qualifications or traits you're seeking -- such as mods who can moderate from a specific time zone or who are calm and polite.
 - Consider asking them to describe why they're interested in moderating your particular community.

Please note that the above is just an example -- it is entirely up to your mod team as to what your mod application process will look like. As mentioned, an online form like

Google Forms is often used, but regardless of which tool you choose, there are some best practices to keep in mind.

Application process best practices:

- Make sure your expectations about what you require from your moderators are clear and reasonable.
- Have the applicant(s) state their time zone or preferred moderation hours.
- Ask your applicant to describe any prior experience they have, including if they've completed educational training such as Mod Certification or further courses.
- Ask the applicant about their interest in moderating your community's topic.
- Ask the applicant to list any relevant skills they possess for moderation.

Regarding reviewing applications:

- Check their profile to see how they moderate other communities or engage with members of other communities.
- Consider if the applicant seems familiar with your community's culture.
- Consider how the applicant has expressed themselves on the application-- look at their written communication skills.
- Consider having a trial period.

Considering recruiting from within your community? Start keeping track of good contributors early. Your team can utilize the [mod notes](#) tool to highlight community members who are especially helpful and engage positively. You will need to keep a separate list of their usernames somewhere safe if you're going to reach out to them individually, but mod notes and their user mod log details will give you insights into their participation history if they apply to be a moderator.

Another tool for recruitment is the [u/ModSupportBot](#), an official Reddit bot that is able to use a number metrics to help surface potential moderators from within your community. Using this service will enable you to reach out to community members who may make good moderators. You can read more in [this post](#).

Please have a look over our [Mod Help Center article on recruiting](#) to learn more about where to look for moderators and to read recruiting process ideas from experienced moderators.

Important Note:

The above steps are most useful when adding new moderators is not time sensitive. Sometimes the unexpected happens, and your community's traffic can dramatically

increase. Since new moderators will need training, if you are suddenly feeling overwhelmed and need help urgently, look through the tips in the [Mod Help Center Article on crisis management](#) to learn how to take advantage of the [Moderator Reserve program](#) or ask the Reddit admins for help.

Even if your community is doing fine, we recommend reading over the articles now. There's no harm in being prepared, and many of the tips can also help you maintain a healthy mod team and community.

In our next lesson, we'll go over mod training.

Summary: No Summary.

Training Moderators

Once you've successfully recruited moderators for your mod team (congrats!), they'll need some guidance to get started moderating your community.

It's good practice to welcome them to the team and provide a point of contact - someone who acts as their mentor and that they can go to with any questions they might have.

Even if you've recruited experienced moderators, keep in mind that they haven't moderated *your* community before and may benefit from an introductory document or Wiki page on your community's moderation style and practices. Be sure to incorporate information about your community's culture into the documentation as well.

Exercise patience with them as they navigate this learning curve and welcome them to ask your team as many questions as they have-- having a private Slack or Discord channel for your team can aid in providing this friendly environment.

Here are a couple of examples of wiki pages for onboarding moderators new to a community:

- <https://www.reddit.com/r/majorparadox/wiki/mod101>
- <https://www.reddit.com/r/creesch/wiki/historymod101>

Those brand new to the role of a moderator might also require coaching on responding to redditors calmly and professionally, and how to use some of the mod tools - you can even direct them to the Mod Education program so they can take this crash course!

It's good practice to use a trial period, to set clear expectations, and to maintain frequent communication with your new moderators. This enables you to:

- Identify moderators that may need more help so you can provide further guidance.
- Identify those that under-estimated or aren't suited to the role of being a moderator, which will enable you to have a discussion about reducing their responsibilities, provide further help, or ask them to step down as a moderator as a last resort.
- Identify, praise, and retain the moderators who perform well.

Tip: Consider asking all moderators on your team to enable [two factor authentication](#) on their mod accounts. It's an extra layer of protection on an account, making it so no one can access the account without a verification code, even if they get access to the username and password. This helps to prevent accounts and communities from being compromised. For more information on security, please follow [r/RedditSecurity](#).

Looking for more information on this topic? Our [Training New Moderators article](#) also provides some tips to get your new moderators up to speed quickly.

Next, we'll have a quick self assessment to test what you've learned about growing your mod team.

Summary: No Summary.

[Assessment 2](#)

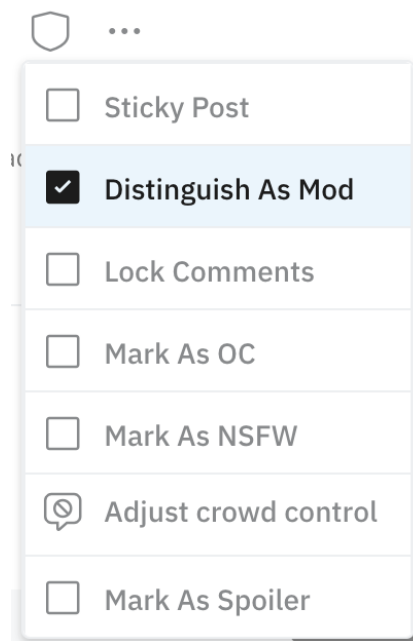
Flair, Distinguishing, and Sticky Posts

Distinguishing

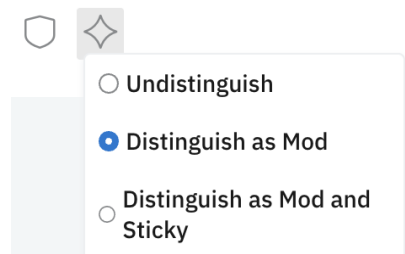
In this section of the course, we'll be covering a variety of tools that allow you to tag or granularly control posts and comments for different scenarios. In this lesson, we'll be covering how to set a visual flag that lets your community members know you're speaking officially for your mod team when posting or commenting. You'll do this via the [distinguish](#) tool, as long as you have the 'Manage Posts and Comments' mod [permission](#).

Finding the distinguishing tool

Your distinguishing tools live within menus under posts and comments, as seen below:




The mod distinguishing tool on desktop, found under posts



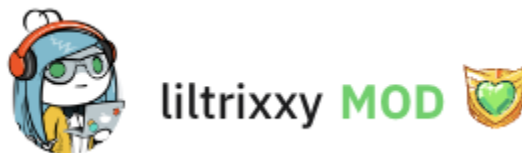
The mod distinguishing tool on desktop, found under comments

What distinguishing as a moderator looks like

When you mod distinguish a post, a snazzy green shield appears on the post. For a comment, the word 'MOD' will appear in green next to your username with a shiny mod shield:

Posted by u/liltrixxy 25 days ago 

Example of a mod distinguished post



Example of a mod distinguished comment

What a Reddit admin distinguish looks like

Reddit administrators have a red 'Admin' note next to admin distinguished comments or a red Snoo icon next to their username on posts that they've distinguished:

Chtorrr **ADMIN**

Admin distinguish on comment

 **r/ModSupport** · Posted by u/Chtorrr 

Admin distinguish on post

Using mod distinguishing

It's best practice not to overuse distinguishing; only use it when you are speaking officially as a mod on behalf of your mod team. Don't distinguish when you're participating as a regular user in your community. Over use of the distinguish tool will lessen the impact and attention distinguished posts and comments receive, making the tool less useful when you really need to share important information with your community.

Most moderators distinguish posts and comments to provide clarity on rules, give warnings, leave removal reasons, and make announcements to the community.

When you do choose to distinguish, make sure you keep the Mod Guidelines in mind and consider if your mod team would support what you are saying, since what you say in a distinguished post or comment will reflect upon them as well.

Quick tip: If you're distinguishing in Reddit's app, make sure you are in [mod mode](#), then use the 4 pointed star button at the bottom of the post or comment.

Next up, we'll try out the distinguishing tool.

Summary: No Summary.

Exercise: Mod Distinguishing a Post and a Comment

Let's practice distinguishing.

Navigate to your test community on Reddit and follow the steps below.

1. Make a post in your test community with your mod account.
2. Distinguish the post and check for the appearance of the green shield icon as a sign of a successful mod distinguish.
3. Comment on the post you just made and distinguish the comment - if you can't find the button, make sure mod mode, which we covered in our first lesson of the course, is toggled on.

4. Now try distinguishing on the platform you haven't used yet (desktop or mobile).

If you need undistinguish a post or comment, you'll use the same workflow that you used for distinguishing, only you'll now be choosing the option that allows you to remove or undistinguish the post or comment.

Excellent. Now you'll be able to use this feature as needed.

Let's move on to a tool that is often used alongside distinguishing - stickying!

Summary: No Summary.

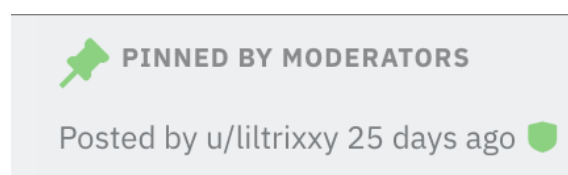
Exercise: Stickyng a Post

[Sticky posts](#), also called announcements or pinned posts, are posts that you have 'pinned' to the top of the main page of your subreddit (when sorted by 'hot'). You can only have two sticky posts at a time and you'll need the 'Manage Posts and Comments' mod [permission](#).

Sticky comments are similar to sticky posts, in that they pin a comment to the top of the comment section, heightening its visibility. However, you can only have one stickied comment in a comment thread.

What Sticked posts and comments look like

When stickied, posts display a green pin icon and comments have green text confirming the comment is stickied, as seen below:



A stickied and mod distinguished post on desktop



liltrixxy

MOD



· 3 days ago ·

Stickied comment

A stickied and mod distinguished comment on desktop

Using Sticky posts and comments

One use for sticky posts is a welcome message; similar to the [welcome message tool](#), you can use a sticky post to welcome members, and provide a short introduction to your community and its rules.

Other common uses include highlighting regular chat threads, community announcements, competitions, or highlighting quality content. They can also be used for mega-threads - posts typically created to contain discussion of a particular topic so that the topic isn't posted about too much in the community.

Note: With posts, you can sticky anything submitted to your community but with comments, you'll only be able to sticky your own comment and it must be a top level comment. Stickied comments will also be mod distinguished.

Exercise: Stickyng a Post

In our last lesson, you created a post in your test community to test distinguishing. Let's go back to that post now and follow the steps below.

1. Use the mod shield button at the bottom of the post on desktop or in app and select 'Sticky Post'.
 - Pro Tip: If this were a real mod scenario and you were speaking on behalf of your community, you would also want to distinguish the post if it was not already distinguished.
2. Check to ensure the green pin icon has appeared as a sign of a successful sticky; you may need to refresh the page before it appears.
3. If you tried it on desktop, have a go on mobile too, and vice versa.

If you don't wish to keep the post stickied, you can unsticky it in the same way you stickied it.

Great. You've now distinguished *and* stickied a post in your test community. Next, we'll cover the various types of native flair you have available in your mod arsenal.

Summary: No Summary.

Native Flair

Native flairs are handy little tags you can add to posts in your community. These tags are built into the native Reddit mod tool ecosystem, meaning you don't have to take any special steps (beyond enabling some) to set them up as you do with user flair and custom post flair. They each have a specific use and you'll need the 'Manage Posts and Comments' mod [permission](#) to use them.

NSFW

If your community is age gated as 18+ (also known as NSFW/Not Safe For Work) in your community settings, each post submitted to your community will automatically be marked with this flair.

If your community is SFW (Safe For Work - by default, your community will be set as 'safe for work' and open for all unless you or Reddit have changed it), but may occasionally have a NSFW post, you should mark those as NSFW using the native flair if the OP (Original Poster) did not do so at the time of submission or if the automated NSFW tagging system didn't catch it. Use your best judgement when marking things as NSFW but err on the side of caution. Graphic, shocking, or potentially disturbing content should *a/ways* be marked as NSFW. Adding the NSFW flair to a post blurs the images and text for redditors with safe browsing turned on in their user settings, so marking the content as such allows your community members to choose whether or not they want to view the content.

Remember! Ignoring or willfully refusing to mark NSFW content as such will put your community in violation of Reddit's content policy and will put you at odds with the Moderator Guidelines.

Spoilers

The spoiler flair allows you to mark any post in your community, and redditors to mark their posts, as spoilers (aka content that will give away the content of a

book/television show/movie/etc for community members who have not seen/read the content yet). This is very handy if your sub focuses on TV shows, books, or other current media. If you're looking forward to watching the next episode of your favorite show, you probably don't want to stumble upon juicy details before you get the chance to enjoy it!

It can be a matter of opinion as to what spoilers are considered to be, so use your best judgment and consider consulting with your community to define a time frame for how long something is considered a spoiler. Be sure to document this clearly in your rules and utilize your community wiki pages and sidebar widgets to help disseminate your policy on spoilers.

Different communities do this differently, here are a few current examples at the time this lesson is being written:

- r/rupaulsdragrace considers anything about past episodes fair game, but only if the episode has been out for 24 hours, and spoilers for future episodes are forbidden. There are also rules for leaked content. [Their Spoiler Wiki Page](#) is viewable here.
- r/gameofthrones has a very detailed spoiler guide which includes requesting community members add their own tags to titles using square brackets (Such as [SPOILERS] or [LEAKS].) [Here's their wiki page.](#)
- r/dresdenfiles uses post flair in addition to native flair to include which book the spoilers are for. Spoilers up to and including the flaired book are then allowed, but none for any books that come after the flaired book. [Here's their rule page.](#)
- r/batman rules clearly list how long something is considered a spoiler for each media type and [request comment spoilers be hidden.](#)

Please note that the titles of posts marked as spoilers will still be visible. Because of this, it's common for communities to include a rule to forbid spoilers in post titles as well.

To enable this flair, toggle the feature on in your community's [post and comment settings](#).

This flair can only be enabled on desktop at the moment, but once enabled, can be applied to posts on desktop and on Reddit's apps.

Advanced spoiler tips:

- Spoilers can also be hidden in text using [markdown](#) and you may wish to include a rule on this type of usage as well.
- AutoModerator can be used to spot and mark spoilers using keywords.

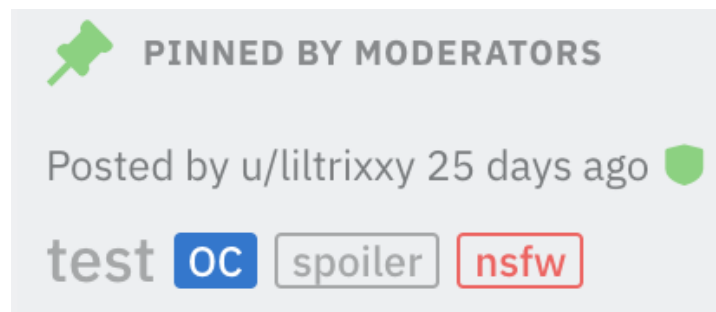
OC (Original Content)

The OC flair allows mods and OPs (original posters) to mark posts as original content. This signifies that the original poster has created the content they are sharing and it is not a link to an existing article or a reposted meme or someone else's content that they are sharing. Any community can use this, but you'll probably see it used most often in communities based around creation, design, and art.

At the moment this flair is in beta meaning that it's currently being tested and isn't a feature available for all to use yet. It only works in the newer design of Reddit. To enable it, you'll need to visit your [community settings](#) in legacy or old Reddit.

When visiting our Help Center article, be sure to click on the 'Old Reddit' tab to view instructions. You can also visit the old Reddit subreddit settings by replacing 'SUBNAMEHERE' with your community's name in this link: <https://old.reddit.com/r/SUBNAMEHERE/about/edit/> Once there, scroll down to find the check box for the OC tag and then save the settings before closing the page.

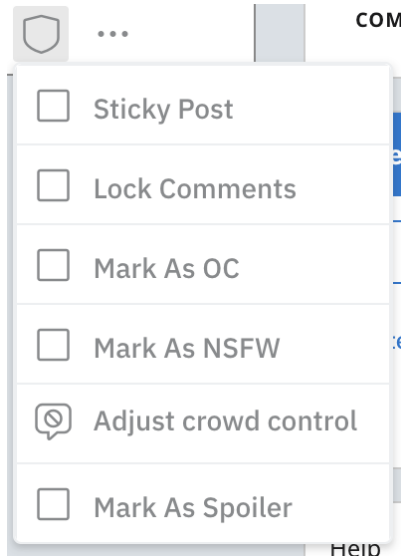
What flair looks like when applied on desktop



A stickied, mod distinguished post that has been tagged with all three native flairs.

Accessing native flair

On desktop and mobile, you'll find the option to apply flair via the mod shield icon drop down menu. If you've enabled OC and are applying flair to a post that you did not make, the menu will look something like this on desktop:



Now that you know about native flair, let's try applying some.

Summary: No Summary.

Exercise: Applying Native Flair to a Post

Let's go ahead and go back to that post we've been using in your test community for testing out distinguishing and stickies. Once you're there, follow the steps below.

1. Decide which native flair you want to test, ensuring that it is enabled, as covered on the last page of this section.
2. Click on the mod shield button to select the flair you chose.
3. Check that the flair has appeared on the post.
4. Now give it a try on the platform you haven't yet used (desktop or mobile).
5. If you need to remove the flair you just tested, use the mod shield again to deselect it.

That's it. You've mastered setting native flair. Time to move on to Locking Posts and Comments.

Summary: No Summary.

Exercise: Locking Posts and Comments

Accessed similarly to the native flair from the previous lesson, you can [lock posts](#) and individual comment threads if you have the 'Manage Posts and Comments' mod [permission](#).

Locking posts and comment threads marks them with a yellow lock symbol and prevents any further replies to either the whole post or the specific comment you have locked, unless the replies are from mods of your community or Reddit admins.

 **r/TrixyTests** · Posted by u/liltrixxy 25 days ago 

test

Here you can see the locked icon next to the post, just like the mod shield on a distinguished post.

Locking is useful when a comment section is getting out of control and you are seeing many rule violations, and can be used together with warnings, removals, and removal reasons. That said, you should try to use locking sparingly so you don't end up stifling conversations.

Leaving a sticky, distinguished comment on locked post threads noting why it was locked can add an appreciated level of transparency for your community.

Some mod teams lock a post when removing it to prevent any further comments from anyone who has a direct link to the post.

Locking posts works on desktop and Reddit's apps. However, individual comment locking may not yet be available on Android at the time you're taking this course.

Let's go ahead and try using what we've learned in this lesson.

Exercise - Locking a Post and Comment Thread:

On Reddit's mobile app, go back to the post in your test community that we've been using to test stickies, distinguishing, and native flairs. Once there, follow the steps outlined below to test out locking.

1. Click the mod shield button and select 'Lock comments' to lock the post.
2. Check to see if the yellow lock icon is visible on the post (you may need to refresh).
3. Now try locking a comment thread on desktop by going to the comment you previously posted in reply to the test post. Select the mod shield icon and select lock comment from the drop down menu.
 - You can unlock this on desktop using the same workflow.
4. Now try visiting your test community via Reddit's mobile app and unlocking the post you locked in step 1 via the same work flow.

That's it! You can now lock posts from receiving new comments, as well as lock individual comment threads from receiving replies from non moderators.

For our last lesson in this section of the course, we'll be learning about custom post flair.

Summary: No Summary.

Post Flair

[Post flair](#) is a tagging system you can use in your community to tag posts. Community members and visitors can use those tags to find more posts tagged with the same post flair.

Uses for post flair

Some common uses include:

- Categorizing posts by subject.
- Differentiating between post types (questions, photos, discussions, etc).
- Indicating tone or content warnings (such as which book a spoiler warning relates to).
- Highlighting posts that require attention.
- Signaling that the mod team has approved the post, for surveys or any posts that may require permission prior to being posted as per the community's rules.

You can also see examples of post flair being used in many established communities:

- [r/askscience](#) uses post flair to categorize their questions by topic.
- [r/icandrawthat](#) uses post flair to indicate open or closed requests and offers.
- [r/ModSupport](#) uses flair to indicate when a question has received a mod answer or an admin answer.
- [r/Askreddit](#) uses post flair to indicate when the submitter would like to receive only serious (non-joking) replies to their question.

Using post flair

It's up to you, your mod team, and your community if you choose to use post flair and how using it will make the most sense for your community. You and your team can also decide whether you want to allow community members to assign their own post flair, similar to the options with user flair, or if you'd rather stick to a mod-assigned flair approach, or combine both. Remember to first discuss any potential changes with the rest of your mod team beforehand, as doing so can highly impact the culture of the subreddit.

As long as you have the 'Manage Flair' mod [permission](#), you will have the ability to create post flair templates for your community. But before creating post flair, you'll need to enable it. On desktop, you'll find this setting in the 'Flair and Emojis' section of your [mod tool hub](#), under 'Post Flair'. The settings button is in the upper right of the post flair page. We'll walk you through enabling and creating post flair in the upcoming exercise.

Post flair settings

×

Enable post flair in this community

☒

Allow users to assign their own

☒

This will let users select, edit, and clear post flair for their posts in this community. This does not allow users to select or edit mod-only post flair.

Cancel

Save

Post flair can be enabled and created on desktop and in the Reddit app, but it is currently best customized on desktop. On the post flair tool page, when you select the 'Add Flair' button in the upper right, you'll find tools for adjusting the appearance of the flair you are adding, as well as the option to edit a post's appearance when the post flair template is applied. Editing the appearance of a post is useful if there are specific

categories of posts you'd like to highlight beyond simply having flair applied to them. Using it on multiple types of post flair however, may get a little visually noisy.

Even with post flair enabled and set up, you'll still want to decide whether or not to require submitters to set a post flair when they post to your community. If you decide to make post flair mandatory, you can toggle 'Require post flair' on in the content controls section of your community's mod tools if you have the 'Manage Settings' mod permission.

Pro Tip: In your community appearance tools, you can manage a [special widget](#) to display post flair in your sidebar on new Reddit. This will auto display if you're already using post flair and you can use the tool to edit which post flair is displayed in the widget. Community members can then click directly on flair in the widget to filter posts by that flair. They can also filter content this way by clicking the flair directly on a post.

Now that you've learned some post flair basics, let's try testing it out.

Summary: No Summary.

Exercise: Enabling, Applying, and Clearing Post Flair

Let's try creating some Post Flair!

Head over to your test community on desktop. Once there:

1. Make sure post flair is enabled in mod tools. If it isn't, toggle it on using the 'Post Flair Settings' button on the post flair page.
 - In the app, it's located under 'Post Flair'.
2. Click 'Add flair' or the plus symbol in the app to add a post flair template.
3. Add your template text and customize the look of the template to your liking.
4. 'Save' the template.
5. Use your existing test post we've been practicing with from the last few lessons and apply the flair. With mod mode on, you'll do this via the tag icon under the post, next to the mod shield icon.
6. Try clearing the flair from the post using the same workflow and selecting 'Clear Flair' and apply.
7. Now give it a try on Reddit's app.

8. If you need to completely remove the flair template you made, go back into post flair in mod tools and use the bin icon on the right of the post flair to remove it. When using the mobile app, click the arrow next to the flair and then click on the bin icon.

Great work - you've made it all the way to the end of this section. Next up, we'll test what you've learned.

Summary: No Summary.

[Assessment 3](#)

Advanced Culture Building

Introduction to Advanced Culture Building

As a moderator and community leader, fostering an active, positive, and healthy culture is incredibly important if you want to ensure the longevity of your community and the happiness of your community members. In this section, we'll go over some of the tools and actions that can help you do this, as well as the best practices associated with healthy community building.

Collections, events, and scheduled posts

Collections, events, and scheduled posts are all tools available to you in your mod arsenal. Utilizing them appropriately can increase positive community engagement for your members. We'll specifically cover how to use each of these features in the next few lessons, followed by information on some best practices around using these tools to help create the culture you want to see in your community.

First up, we'll learn about collections.

Summary: No Summary.

Collections

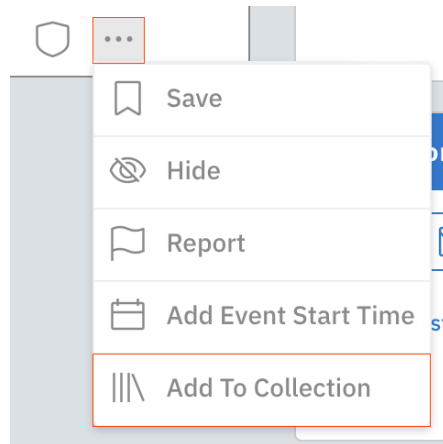
Once your community is growing and great content is being shared, it can be very useful to organize some of the best, most helpful, or most sought after content and make sure it's easy to find. One way to do this is via [collections](#)-- curated groups of posts that mods with the 'Manage Posts' mod [permission](#) are able to create.

Uses for collections

Collections can be used to group posts in whatever way makes sense for your community. Some examples of how collections might be used are:

- TV show communities using collections to group episode discussion posts into seasons
- A gardening community grouping related tips together
- Grouping competition entry posts together for easier viewing
- A writing community grouping chapters of the same story together
- An educational resource housing lessons together in a logical order

Adding posts to a collection



This can be done during post creation, via the collection icon to the left of 'Save Draft'. If you don't have any collections yet, it will prompt you to create one. You can also add a post to a collection via the ellipsis menu at the bottom of an existing post.

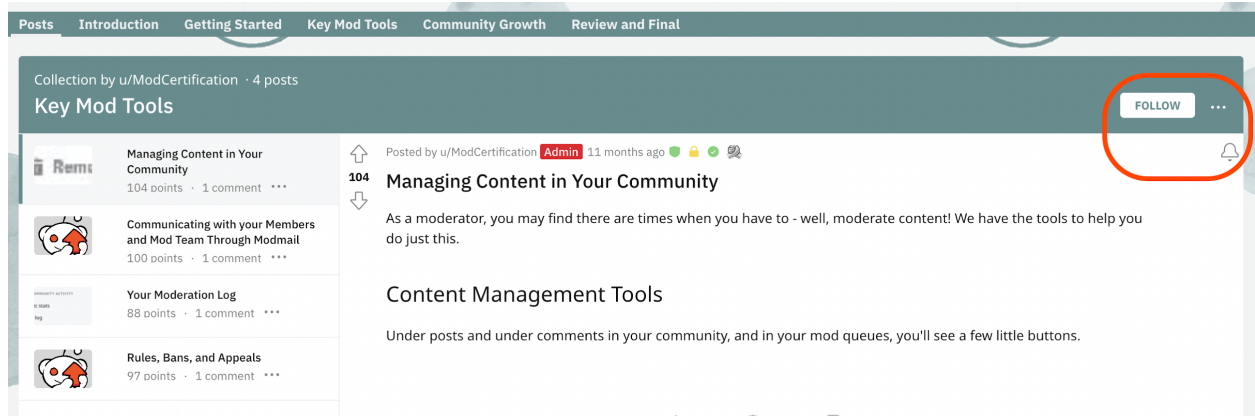
Check our [Mod Help Center article](#) for more detail on this, as needed.

Surfacing collections

To ensure your community members can find your collections, make sure to copy the link to each one. You can use [menu links](#), a [button widget in the sidebar](#), the [wiki](#), or a sticky post to list your collections.

Example of a collection

Here, we've provided an example of what you would see if you clicked into a post that was in a collection, while browsing new Reddit on desktop. Next to the follow collection/event button and above the post notification icon, the highlighted ellipsis menu is where you can copy the collection link, create a post to add to the collection, edit the collection, or delete the collection.



Note: Collections are only viewable on new Reddit, so you may also want to house certain link collections within a community [wiki](#) page. However, one nice feature with collections is that a redditor can follow them to be notified when a new post is added to it.

Now that you know a bit about collections, let's try setting one up.

Summary: No Summary.

Exercise: Setting Up a Collection

We're going to walk you through setting up a collection in your test community. Go ahead and navigate there on desktop and follow the steps below.

Setting up a collection

1. Create a couple more posts in your test community if you don't already have a few available to add to a collection.
2. Select a post to add to a collection, and click the ellipsis (...) button
3. Choose 'Add to a collection'. Click 'Create a collection' at the bottom
 - Any collections already created would also be shown when you select 'Add to a collection'.
4. Enter a title for your collection and click 'Create'.
5. Repeat steps 2 and 3 with the other posts you submitted in step 1, adding them to your newly created collection.

6. Create another new post, and before you hit 'Post', use the 'Add to Collection' button at the bottom to add the post to the new collection. Submit the post.
7. Now view the collection by selecting a post that is within the collection.
8. Try out reordering the posts using the ellipsis button at the top and click Save when you're happy.
9. If you don't want to keep the collection you created, use the ellipsis button and select 'Delete'.
 - This is also where you can copy a link to the collection, if you'd like to test sharing a collection in a [menu link](#).

Great! You can now create a collection, add posts to the collection, and reorder items within the collection as needed. Go ahead and delete any extra posts now, if you'd like to.

Next, we'll learn about the events tool.

Summary: No Summary.

Events

Quick reminder for those moderating established communities: The info listed here is generalized; each community has a different culture, so please consider the topic of your community and consider asking your members for input before implementing any suggestions.

Creating and hosting events can foster a strong community culture between your members and the mod team, which can cultivate higher rates of engagement and a shared feeling of belonging. Examples of events communities often host are [AMAs](#), [community milestone threads](#), and [contests](#).

Event post tool

If you have the 'Manage Posts and Comments' mod [permission](#), you can use the [event](#) post feature on desktop. You'll create the event by toggling the "event" button when creating a post. This will allow you to set up the event's time and date before posting. In addition to adding a start and end date to your event, redditors can "follow" the event to receive a notification when it starts.

You can combine tools here too! You could add event announcements to a collection so members can follow the collection and get notifications of new events, or use a collection to group posts around a single event.

If you prefer not to use the event post feature for your community's events, you can also make a regular post and distinguish & [sticky](#) it so it is pinned to the top of the community. Choose what works best for your community.

Event best practices

There are a few things to keep in mind when you decide your community is ready to host events.

- First consult with your community through a stickied post or poll to see what events they're interested in.
- Clearly define the purpose of any event before putting in a lot of work.
- Be ready to share the load by using teamwork to advertise and execute the event.
- If you are hosting an event involving another person, such as an [AMA](#) guest, be ready and willing to guide them through the process and ensure they feel comfortable with the platform.
- Consider letting your community know they are welcome to host their own events after gaining mod-approval, along with sharing any process you have for member led events.

If you're interested in hosting an event in your community, we highly recommend that you first read the advice from experienced Reddit moderators in our article on [hosting events, large and small](#).

Let's try creating an event post.

Summary: No Summary.

Exercise: Creating an Event Post

Now that we've covered a few best practices for events, let's try creating one. We're going to combine the event feature and the scheduled posts feature to celebrate the one-year anniversary of your community! Go ahead and navigate to your test community on desktop and follow the steps below.

Creating an Event Post

1. Click on the "Create Post" button located in your community sidebar.
2. Type in a subject and post body describing the celebration of your community's anniversary.
 - Remember, if this were a real celebratory event, you'd want to clearly define the event's purpose and welcome members to discuss their favorite things about the community, or ask them to share their favorite posts from the past year.
 - Note that you can not schedule an event that is more than 365 days in the future.
3. Click on the "event" button and set the date, and start time for the event, making sure to select the time zone you need. As this is an anniversary event, set the date to your community's anniversary (or pick any future date for this practice).
4. In the same box, select when you'd like the event post to be posted; for an anniversary post you'd probably want it to post at the time of the event, rather than immediately. Click 'Apply'.
 - During a real event, you'd want to select a starting time that is good for your members' schedules to ensure more eyes are on the post when it submits.
 - Alternatively, you can schedule a post without using the "event" button by clicking on the calendar button beside "post".
5. Click "post".
 - Note that if you scheduled your post, it will only post during that scheduled time. You can still edit the scheduled post before the date and time it goes live. We'll discuss more about scheduled posts in our next lesson.
6. Go back and delete the post if you do not wish to keep it.

Do note that you can also toggle the "live chat" button to create a live stream of comments rather than the regular comment chain. This option is often best for events requiring interactive participation.

On to Scheduled and Recurring Posts!

Summary: No Summary.

Scheduled and Recurring Posts

[Scheduled posts](#) are super handy! You can schedule posts to automatically post at a future time so you don't have to remember or rush to do it at the right time.

Recurring posts are similar-- they're scheduled posts, but they repeat in a pattern. These are great for any repeating posts you'd like to set up for your community and you can set these up if you have the 'Manage Posts and Comments' moderator [permissions](#).

Examples of Recurring Post Topics

- Daily discussion topics
- Weekly chat threads
- Welcome threads to welcome new members
- Episode discussions for TV show communities

Scheduled and recurring posts can be edited by other mods with the right mod permission until they've reached their post date, and posts can also be configured to be posted by u/AutoModerator instead of by one of your mod team. You can configure them to post as sticky posts too! These can only be set up on a desktop at the moment, but you can view and edit them in the app.

If you set up a scheduled or recurring post to be posted by AutoMod, u/AutoModerator will automatically be added as a moderator of your community with the mod permissions it requires to work, so you don't need to do anything more than schedule the posts.

Let's try setting one up now.

Summary: No Summary.

Exercise: Scheduling a Post

Time to set up your first scheduled or recurring post! First, you'll need to navigate to your test community on desktop. We don't recommend setting this up in an established community. Once you're in your test community, follow the steps below.

Setting Up a Scheduled or Recurring Post

1. In your test community on desktop, either by creating a post as usual or via the 'Scheduled Post' section in your mod tool hub, begin a new post.
 - Note: Doing this via your mod tools will simply take you to the post creation page.
2. Add a title and, if necessary, add some body text and flair.
3. Click the calendar icon at the bottom right of the post, next to the 'Post' button - this will bring up settings for scheduling your post.
4. Adjust the 'Repeat Options' to the desired frequency or leave as 'Does not repeat' for a one time scheduled post.
5. Choose the settings you prefer and click 'Apply'.
6. Hit 'Schedule' - and now you're done!
7. Open your community on mobile and navigate to mod tools, and then find 'Scheduled Posts'. As on desktop, you can view and edit scheduled posts from here. Have a look around the settings to familiarize yourself with them.

Editing or Removing Scheduled and Recurring Posts

1. If you'd like to edit the post after submission but before it is live, (sticky, distinguish, native flair, etc) you can do this on desktop by going to the 'Scheduled Posts' section in your mod tool hub via the ellipsis (...) button on the post that requires changes.
2. If you don't wish to keep the post you made, you can delete it within the 'Scheduled Posts' section.
 - To remove recurring posts, you'll need to click the 'Edit' button, and then the 'Delete' button.

Great work! Now that you're familiar with these tools, let's go over some culture building tips that will help you utilize your newly acquired skills.

Summary: No Summary.

Culture Building Tips

There are a number of ways you can use the tools we've covered in the past few lessons to help build a welcoming culture in your community. In this lesson, we'll be covering a few common tactics that you and your team can try.

Welcome new members with a recurring introduction post

The best place to start when trying to foster a positive culture in your community is to consider how a new member in your community would feel. Would they feel welcomed upon their arrival, or do you think it would be hard for them to immediately feel integrated?

You can help new members feel welcome by setting up a **recurring introduction post** where these members can introduce themselves and meet other new or experienced community members. How often you'll post a new introduction post will depend on your community's activity and growth rate, so use your discretion to figure out what works best and if it's not working, try a different cadence to see if that improves engagement.

To help these threads be successful, make sure that you encourage experienced members of your community, including the mod team, to reply to new members in these introduction posts so they feel welcomed. You can also distinguish and sticky the post for a certain duration of time so that it's easily seen and found by visitors.

Welcome new members with a collection

Another way to introduce new members is to create a collection of posts containing helpful information for new members. As you grow and change, you'll likely have occasional meta posts where you address the community in posts pointing to resources. You'll also likely have posts where you share information, updates, or changes to the community.

Meta posts such as these can be added to collections, which you can then put in a [menu link](#) or other surface area, and reference as needed for new members.

When targeting new members, make sure the collection first includes information on community rules, relevant links to your wiki page, an FAQ if needed, and a general introduction explaining the purpose of your community.

As you put together the welcome collection, consider adding and including a "Meet the Mod Team" page to your wiki, where you introduce the usernames of the mods and include a blurb from each mod explaining what they enjoy most about the community, what their areas of focus in the community are, and why they enjoy moderating the

community. This can humanize your mod team, helping to build connections while lessening any feelings of intimidation between members and moderators.

- *Do note that while your mod list will be hidden from a banned user, if you make a wiki page in your public community introducing the mods, a banned user will still be able to view this wiki page and other parts of your wiki, and thus see who is on the mod team without viewing the mod list in the sidebar.*

Host events

Hosting events is a fantastic way to delight the community and get people engaging with one another. A successful event will often foster a sense of connection and belonging. Examples of commonly used events include:

- [AMAs](#)
- Community anniversary celebrations
- Poll contests (you can allow polls in your [community settings](#))
- Contests and competitions (writing, art, photoshop, etc)
- Extra Life participation
- [Annual 'Best of'](#) participation
- And more!

Be sure to follow [r/Reddit](#) and [r/modnews](#) to be alerted when Extra Life and annual 'Best of' events are taking place across Reddit.

More about competitions and contests

Note that you can use [contest mode](#) when running a competition or another event that benefits from it. Contest mode will randomize the order of the comments and hide the vote scores of the comments for your members-- as a mod, you will still be able to see the scores and correct order, which is by number of votes.

One great way to incentivize a contest is with coins. You can request coins directly from the Reddit administrators by modmailing [r/ModSupport](#). First, be sure to design your event idea. In your request, clearly communicate what the contest will be about and which community it is for, how many coins you will need, and how winners will be determined and awards distributed. If granted, they'll be deposited into your community's community pot, allowing your mod team to distribute mod-only community awards.

Community Funds

Alternatively, if your mod team and community have a great idea for an event or project that you believe helps make Reddit a better community for everyone, take a moment to read up on [Community Funds](#), a program designed to provide communities with the funds necessary to help make great community ideas come to life.

Lead by example

Even if you have welcome resources sprinkled all over the place and are hosting tons of fun community events, none of that is going to matter much if you or your mod team are behaving in ways that undermine the kind of culture you're attempting to build. Try to always remember to set a great example for your community by being engaged and welcoming as moderators. If the community sees you being helpful, they are likely to step up and do the same when they can. Some things you can do to lead by example are:

- Help new members when they seem confused
- Answer a member's question if you notice them comment on a post asking for help
- Politely cite a removal reason when you have to remove a comment or post.
 - This educates not just the submitter, but anyone who sees the removal reason if it is made publicly.
 - It provides community members with information they can disseminate to others, as well as transparency into why content was removed, helping the submitter avoid making the same mistake in the future.
- Invite new members to modmail the mod team for assistance, when appropriate.

Empower community members

- Use [mod notes](#) to help your team keep track of good contributors to your community (only mods can see mod notes).
- Reward good contributors by granting special [user flair](#), signaling to the community that the individual has earned their flair.
- If community awards have been popular in your community, you can use the resulting coins in your community pot to give out mod-only (meaning, only mods can grant them) awards.
- Allow positive contributors a chance to assist with community events, or helping new members, if they show interest.
- Encourage community members to report rule breaking content while discouraging any bullying or negative behavior toward new members.
 - One way to do this is in places such as your wiki, sidebar, or other surface areas where you share rules and set expectations for your members.

- You can also step in when you see possible negative behavior around a new member's ignorance by publicly requesting civility, encouraging the use of the report button, and kindly educating the new community member by directing them to your existing resources.
-

Exercise: Plan an event (Optional)

Hopefully, you're feeling inspired by this lesson. If so, take a moment to think of an event you'd like to create that would reflect the type of culture you want to see in your community. Sketch out an idea of what this event would look like and share it with your team.

If they're on board, make a plan. Running a contest? Plan a date, get the community excited with an announcement, and reach out to Reddit if you'll be needing coins to award winners. Have a community mascot and need a name? Gather suggestions from your community and then have them vote on a winner via a poll post.

Whatever you're planning, get the community involved and excited once you're ready to share. And if you're not ready to host an event or kick off a community project, that's ok too. Just keep what you've learned here in mind once you are, and in the meantime, maybe try setting up a welcome post and collection for your new members.

Next up, we'll test what we've learned about these culture building tools and best practices.

Summary: No Summary.

[Assessment 4](#)

Your New Best Friend: AutoModerator

AutoModerator

AutoModerator is a tool you can use to automate some of your moderation tasks. You may see it referred to as AutoMod or a 'mod bot'.

AutoMod may seem intimidating at first but [getting started](#) is surprisingly easy and out of the many mod tools at your fingertips, this is one you'll definitely want to know how to use as your community's traffic begins to grow. Investing a little time into learning how to use it now can save your mod team a lot of time on moderation further down the road. It's great at reducing the amount of spam or rule-violating content being publicly posted to your community and has tons of other uses as well.

Some common uses are:

- Removing or filtering posts from redditors with negative karma to reduce trolling.
- Automatically removing content that receives a certain threshold of reports.
- Automating messages or comments in response to posts containing a certain flair or keyword.
- Filtering post based on keywords it contains so that they can easily be reviewed by a mod.
- Automating comment removal if a comment contains a certain keyword.

To set up AutoMod, you'll need to have the 'Manage Settings' and 'Manage Wiki Pages' mod [permissions](#). There is a wiki page you'll need to create; this is where you'll add instructions for AutoMod to follow. Once correctly formatted instructions (also called 'rules') are added and saved, AutoMod will start moderating based on the rules you've set up.

AutoModerator rules are best edited on a desktop computer. A mobile browser in desktop mode can be used as well, but is not an ideal editing experience and so we don't recommend it.

To learn about setting up AutoMod and some of the other things AutoMod can do, have a look at the [Mod Help Center article](#). The article links out to more resources that you'll find handy on your AutoMod journey. There's a lot to learn, so take your time.

You don't need to know it all at once. Start with the first few sections up to and including adding rules, which covers setting up the wiki page and using a prewritten rule or snippet. Remember to take breaks and come back to it as needed. Don't forget to visit [r/AutoModerator](#) if you need help.

Next, let's go ahead and try setting AutoMod up (if you haven't already) and adding a rule.

Summary: No Summary.

Exercise: Setting Up AutoModerator and Adding a Rule

Before we get started setting up AutoMod, a reminder. When doing exercises for this course, always be sure to use your test community unless you have sign off from the mod team in an existing community.

Now, go ahead and navigate to your test community on desktop and let's try setting up an AutoModerator rule. Open up the [Help Center article](#) now to help guide you.

1. Navigate to your AutoModerator page in mod tools (AutoMod has its own section in mod tools separate from your other wiki pages) and create it if it hasn't been created yet.
2. Choose a rule to add from those provided in the article, the snippet pages linked within it, or use the rule sectioned off below.
3. Copy the rule and paste it into the AutoMod page.
4. Make sure there is a '---' between each rule on the page if there are other rules present.
5. Save the page.

Remove reported posts

reports: 2

action: remove

modmail: |

{{permalink}}

The above {{kind}} by /u/{{author}} was removed because it received 2 reports. Please investigate and ensure that this action was correct.

If your page did not save, there is an error in one of the rules. Try to identify and fix it or discard the changes and try again. Make sure you've taken step 4 into consideration if there are any other existing rules.

If it is working, feel free to try adding another rule and test it out by using alt accounts or a friend to make posts/reports and see AutoMod in action.

If you don't wish to keep the rule you just added, simply delete it from the AutoMod page. You may need to add a # to the page so it saves (once created, wiki pages don't like to be empty).

Great! Now that you can assign jobs to AutoModerator, let's try a mini self assessment to test what you've learned.

Summary: No Summary.

[Assessment 5](#)

Handling Bad Actors

Crisis, Trolls, and Evasion

First of all, congratulations on making it to the final section of Mod Certification 201! Before you move on to the review and final test, we'd like to take a moment to revisit

some of the most difficult aspects of moderating, as touched on in the 'Safety and User Management' section of this course.

When moderating a community, you may encounter a situation where you are dealing with trolls or [ban evaders](#) or extremely high volumes of redditors new to the community and who may not be familiar with the rules. Dealing with a community crisis can be very difficult, so it's important to remember that there is help. [r/ModSupport](#), [r/ModHelp](#), and [r/NeedAMod](#) are all resources available to you. These communities are filled with redditors who have been through similar situations and may be able to offer you advice. You can also lean on the rest of your mod team for support; clearly communicate any issues you're noticing and ask them for their advice. Additionally, if you need temporary assistance quickly due to an abnormal spike in traffic causing issues in your community, our [Mod Reserves](#) program may be able to help.

There are a number of things to know about and to do to ensure you're in the best position possible if your community finds itself in a crisis that involves bad actors.

Internal Communication

Having strong internal communication with your fellow moderators is one of the best ways to manage crises. Some common ways moderator teams communicate are:

- Moderator discussions in modmail
- A private subreddit just for mods
- Group chat on Reddit
- Setting up a Slack or private Discord channel*

Any way to discuss community issues on the fly can help your mod team communicate quickly and effectively and it's best to have communication channels in use before a crisis takes place.

Be sure to consult each other before speaking as mods on behalf of your community; presenting a unified front will go a long way towards calming your user base. You may consider asking if one team member would like to have the role of making announcement posts when speaking with the community to keep a consistent voice.

**Please note that because third party sites such as Slack and Discord are outside of Reddit, we are unable to assist with any issues you may experience on them. They can still be extremely useful tools, but please keep this in mind when choosing where to host your mod discussions.*

Use Sticky Posts and Be Transparent

If a lot of new members are suddenly coming into your community, it's good practice to sticky an introductory post communicating your community's purpose, rules, and expectations. If the spike in activity is related to an event, launch, or news story, it may benefit your community if you create and sticky a vent or meta discussion thread where people can blow off steam, making sure to mention that members still need to follow the regular community rules when discussing things.

When appropriate, it may also be helpful to sticky a post where you request the community's input on a certain crisis. If the community's feedback is helpful, don't hesitate to let them know and incorporate their ideas. Approaching things as a community can ensure all parties are as informed and happy with the resolution as possible. Keep in mind though, that the loudest voice might not be representative of your community, so use your best judgement.

Future-Proofing to Prevent Crisis Escalation

[Future-proofing](#) is a great way to prevent crises from escalating. Some communities find it prudent to recruit new moderators periodically so their mod team is always robust. As discussed in the section on growing your mod team, recruiting mods from different time zones is important as well. You'll also want to ensure your community is up to date with AutoMod techniques and that you have a list of resources handy for dealing with crises, such as the [Mod Reserves](#) program.

Finally, be sure you're regularly reviewing and updating your rules. Rules should naturally evolve as your community grows and should be crafted to meet your community's unique needs. Ensure your rules communicate clear expectations; ambiguity can lead to more potential for rule violations. As long as your adjustments still follow [Reddit's content policy](#), you can adjust these using your discretion. If you adjust or change rules, whether it be temporarily or permanently, be sure to clearly communicate those changes to your community.

You can read more about future-proofing in the [Mod Help Center](#).

Ban Evasion

Sometimes, when you ban a user, they may create a new account to join your community and begin commenting and/or posting again. This is called ban evasion and is against Reddit's site-wide rules. Ban evasion can be tricky to spot, but many mods are able to spot ban evaders by taking note of similar usernames paired with similar rule-breaking offenses. Ban evaders may use similar patterns of speech or attempt to

repost the content that caused their ban. If you suspect someone is ban evading in your community, it is best to ban them again and [report their ban evasion to the admins](#). In your report, document any other offenses the redditor has committed.

Tip: When reporting someone who has broken multiple rules to the Reddit admins, be sure to report the most egregious violation, and write in details about the other rule violations. For example, if someone is evading a ban to harass the mod team; [report that person for harassment](#), and in your report document that the person evaded the ban to harass you.

Leveraging Tools and AutoMod

Dealing with trolls and bad actors is undeniably frustrating. Trolls are members who intentionally attempt to break your community's rules or post inflammatory content that borders on breaking the rules. These people are often looking for attention and to instigate arguments with community members or moderators. Therefore, it's best not to feed into the behavior of trolls-- remove their comments and posts and advise them to discuss the removal in modmail if they attempt to dispute the removal in the comments.

To prevent trolls from posting and commenting, you can use AutoModerator to configure the automatic removal of comments and posts containing certain words. AutoMod can also be used to filter a specific thread or content from redditors with negative karma.

As discussed in a previous lesson, crowd control can be used to collapse or filter comments from groups of redditors either globally or on individual posts, and you can use your spam filter settings in 'Community Settings', under 'Posts and Comments' to filter every post, comment, or link by setting the filter for each content type to 'all'.

Two other tools you can use to deal with crises are locking threads and switching the community type to restricted or private. These should be used sparingly. It's best to lock a thread only when you cannot keep up with moderating the number of comments coming into a post. Even then, you could choose not to lock the thread and instead set your spam filter to 'all' so all comments are automatically filtered, requiring manual approval before appearing publicly.

If you choose to take strong actions, be sure to publicly inform your community of the actions you're taking and why. This will help lessen the number of modmails from community members wondering where their submissions are while they're awaiting review. You can do this with sticky posts, stickied and distinguished comments, and/or by setting up an AutoMod rule that has AutoModerator comment on each post with information on the mitigating actions your team is currently taking.

Contact Reddit

If you find yourself in need of help, don't hesitate to contact Reddit or one of the many helpful communities on Reddit. [This link](#) contains all of the report links you should need to directly get in touch with Reddit. Remember, you can also drop by r/ModSupport, r/ModHelp, and r/NeedAMod for peer support. Additionally, you can request help from our [Mod Reserves](#) program.

Take Care of Yourself

Crisis can be overwhelming to deal with, so don't hesitate to take a break from moderating. Be sure to lean on your mod team for support. Be kind to each other as you learn to navigate complicated and difficult community issues, such as crises.

Onward!

Next up, we'll have a quick self assessment about what you've learned in this lesson. Once you have finished the quiz, it'll be time to review everything you've learned in Mod Certification 201. Again, congratulations and thank you for sticking with us throughout this program - you're almost at the end!

Summary: No Summary.

[Assessment 6](#)

Mod Certification 201 Review and Final

201 Review

Congratulations on reaching the end of Mod Certification 201!

At this point, you should have gone through a number of exercises to help you use your mod tools, as well as successfully completed six self assessment quizzes.

Before moving on to the final, review the list below to ensure you feel confident in your knowledge of each topic:

- How to enable and disable mod mode, and what this feature does.
- How to use modmail and best practices for ban appeals.
- How to use your mod queues to review and action content.
- How to set up removal reasons and best practices around using them.
- What types of removals you may see in your community and where to review them.
- Content controls available to you and how to adjust those, as well as why you might want to.
- How to set up custom user flair and the different ways it can be used.
- How to create and use community awards.
- How to set and adjust crowd control, along with best practices around using it.
- How to ban and mute bad actors, and best practices around educating community members.
- What mod permissions are and how they impact moderators and mod teams.
- Tools, resources, and best practices around recruiting and training new moderators for your community.
- How and when to sticky and mod distinguish in your community.
- How to set up post flair and common ways to use flair.
- How to set up collections, events, and scheduled posts.
- Common tactics for engagement and culture building in your community.
- How to set up AutoModerator and where to access resources for learning more.
- Best practices around handling a crisis that involves trolls and bad actors.
- Where to get help if you need it.

If you're feeling confident, please move on to your final test now. The test is not timed and you can try again if you do not succeed. When taking the final, please be sure to

share your Reddit username when prompted if you would like to receive a Reddit profile trophy upon course completion.

Ready? Go, go, go!

[The 201 Final](#)

Assessments and Final

Mid Course Assessment

Congratulations on making it this far - we know we've thrown a lot of content at you, but hopefully you're learning a lot and enjoying your Mod Certification 201 experience so far.

This is the first self assessment of 6 total in the course. You will need to pass all assessments, along with the final, to complete the course. This assessment is designed to test your knowledge on the topics you've learned about in the previous 5 sections of the course and is the longest test you'll encounter until you reach the final. The assessment is not timed and can be taken as many times as needed to move forward but we recommend reviewing your answers and the past lessons if you find yourself struggling through the questions. Click 'Begin Test' below when you're ready to start.

1. Why is it important to add a removal reason when removing content?
 - a. To publicly shame the redditor into changing their behavior
 - b. Removal reasons are required when removing content
 - c. To educate the redditor on why their content violated the rules and was removed
 - d. This is a trick question - mods should not use removal reasons
 - i. Correct Answer Feedback:

1. Great job. You should always be attempting to educate your community members who may mis-step. This provides transparency around your actions and can help them become better community members in the future.
 - ii. Incorrect Answer Feedback:
 1. In addition to being transparent about your actions, one of the main goals of removal reasons should be to lessen future rule infractions and build a healthier community through education.
2. Mod mode is a setting that allows you to view Reddit with your mod tools on or with them off
 - a. True
 - b. False
 - i. Correct Answer Feedback:
 1. That's right! With mod mode, you can choose what kind of browsing experience you'd like to have in your community.
 - ii. Incorrect Answer Feedback:
 1. Sorry, that's incorrect. Try reviewing the mod mode section before moving forward in the course.
3. Where are ban appeals located?
 - a. In the mod queue
 - b. In a modmail folder
 - c. Within your ban tools
 - d. All of the above
 - i. Correct Answer Feedback:
 1. That's right! You can find modmails from redditors who have been banned from your community within the ban appeals modmail folder.
 - ii. Incorrect Answer Feedback:
 1. Sorry, that's not right. ban appeals from redditors can be found in their designated modmail folder. You can review this information in the ban appeals lesson in the modmail section.
4. Which of the following determines which mod tools you have available to you?
 - a. What mod permissions you have
 - b. What permissions your community members have assigned to you
 - c. Whether or not you have completed Mod Certification 101

- d. How many trophies you have earned
 - i. Correct Answer Feedback:
 - 1. Correct! Your mod permissions always determine which mod tools you'll have access to.
 - ii. Incorrect Answer Feedback:
 - 1. Sorry, but that's not the right answer. Only your designated mod permissions determine which mod tools you will be able to use. This is referenced in the section on mod mode.
- 5. What type of content does the spam queue contain?
 - a. Logs of actions taken by other moderators
 - b. Content that has been filtered as spam
 - c. All content reported by community members
 - d. All content that has been approved
 - i. Correct Answer Feedback:
 - 1. Great job! Your spam queue has content that has been filtered as spam, in addition to all other removals. Understanding what is in your queues makes it easier to use them effectively.
 - ii. Incorrect Answer Feedback:
 - 1. Unfortunately, that's not correct. Your spam queue is for content that has been filtered as spam, as well as all other types of removals.
- 6. If you accidentally take an action, how can you revert or change the action you took?
 - a. By going to your mod log and filtering by your username to see the action you recently took and then selecting the correct option
 - b. By going to modmail and checking your "Recent Actions" folder; there is a "revert action" button there
 - c. By giving AutoModerator a command to "revert action"
 - d. All of the above
 - i. Correct Answer Feedback:
 - 1. That's right. You can find and filter actions taken within the mod log, allowing you to access the content and make adjustments to your actions as needed.
 - ii. Incorrect Answer Feedback:
 - 1. Sorry, that's not right. The mod log is where you'll want to go if you've taken an action in error. There, you can use

filters to quickly find the actioned content and make changes as needed.

7. What does clicking the 'Ignore Reports' button on a piece of reported content do?

- a. It prevents unedited content from being sent to one of your mod queues if it is reported again.
- b. It approves all previously reported content across your entire community.
- c. It immediately ignores the reports on multiple pieces of reported content posted or commented on by a redditor.
- d. It prevents only the specific redditor who reported the content from reporting the content again
 - i. Correct Answer Feedback:
 - 1. You got it! Ignoring reports can be very useful if content is getting a lot of attention but isn't actually breaking any rules.
 - ii. Incorrect Answer Feedback:
 - 1. That's not right. By choosing the ignore reports option on a piece of content, unless the item is edited, you are confirming that no further reports on the item should trigger the content to go into your mod queue for manual mod review. Ignoring reports is useful when content is repeatedly being reported erroneously.

8. Which of the following is a best practice to implement when banning someone?

- a. Banning the offender permanently; doing so will keep your community free of rule violations
- b. Including a note in the ban message so the user is informed of which rule they broke and how they can appeal their ban, if they wish to
- c. Banning the user temporarily regardless of the severity of the offense; everyone deserves a second chance
- d. Muting the user as soon as you ban them
 - i. Correct Answer Feedback:
 - 1. Correct! Practicing transparency and education are important parts of building a healthy community.
 - ii. Incorrect Answer Feedback:
 - 1. Sorry, no. That's not the correct answer. While there will be times when you need to temporarily or permanently ban someone from your community, as well as mute them from sending you modmails, which actions you choose to take

and the severity of those actions should be determined on a case by case basis.

9. You should moderate your community's content in accordance with Reddit's content policy as well as your own rules.

a. True

b. False

i. Correct Answer Feedback:

1. Correct! You'll want to enforce your own rules, as well as Reddit's content policy.

ii. Incorrect Answer Feedback:

1. That's not correct. Try reviewing this section again. Willfully ignoring content that violates Reddit's content policy can put your community in jeopardy. Be sure to always keep your community's rules as well as the site-wide rules in mind when actioning content.

10. The crowd control tool allows you to do what? **Select all that apply.**

a. Filter all posts

b. Collapse comments from redditors with negative karma

c. Collapse comments from redditors with old accounts

d. Filter (hold for review) comments from redditors who haven't joined your community
Filter comments from redditors who are new and have negative karma

e. Ban redditors who haven't joined your community from participating

f. Filter posts from groups of redditors

i. Correct Answer Feedback

1. Excellent. You have a good understanding of what crowd control can do.

ii. Incorrect Answer Feedback

1. Sorry, that's not quite right. Crowd control can collapse comments, as well as filter posts and comments from groups of users, depending on what settings you have chosen. If you're still not sure about this one, try reviewing the section on crowd control again.

11. Of the following, who can not remove content from your community?

a. The Reddit spam filter

b. A small subset of Reddit admins

c. Bots on your team with 'Manage Posts & Comments' permissions

d. Moderators on your team with 'Manage Users' permissions

i. Correct Answer Feedback

1. That's right. The 'Manage Users' mod permission is not enough. They'll need the 'Manage Posts & Comments' permission as well.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not right. Try reviewing the lesson on understanding removals if you're still unsure of the answer.
12. Which tool found in your community settings allows you to send a custom message to someone who has recently joined your community?
 - a. Custom wiki messenger
 - b. Scheduled messages
 - c. Mod note messages
 - d. Welcome message
 - i. Correct Answer Feedback
 1. You got it. You'll want to go to your community settings to set up a welcome message for new members. There, you can share important information about your community and to help them feel welcome.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not correct. You can welcome new members and share important information about your community with them via a custom welcome message.
13. Which option listed below allows you to set posting guidelines, require post flair, and ban certain words from post titles?
 - a. Community settings
 - b. Content controls
 - c. Crowd control
 - d. Community appearance
 - i. Correct Answer Feedback
 1. Correct! Content controls allow you to set requirements and restrictions on how people post and comment within your community.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's wrong. Try reviewing the lesson on content controls to better understand what this tool does.
14. What are common uses for user flair?
 - a. Custom flair granted as a reward
 - b. To highlight a members expert knowledge or area of study

c. To demonstrate which members are known to be helpful

d. All of the above

i. Correct Answer Feedback

1. Yep! User flair is commonly used for all of the options above and more! It's a great tool for encouraging engagement and creating a sense of belonging.

ii. Incorrect Answer Feedback

1. Sorry, that's not correct. User flair is a great tool for encouraging engagement and creating a sense of belonging and is commonly used in a myriad of different ways to do so.

15. Which option is not true of community awards?

a. Your community must be public to use community awards

b. It costs coins to grant a community award

c. Mod-only community awards can be granted once there are enough coins in the community pot

d. You need the 'Manage Post & Comments' mod permissions to upload community awards.

i. Correct Answer Feedback

1. That's right. You'll need 'Everything' mod permissions to upload community awards.

ii. Incorrect Answer Feedback

1. Sorry, no. Uploading community awards required the 'Everything' mod permissions. If you're still unsure of how community awards work, be sure to review the associated lesson.

Growing Your Mod Team Assessment

This will be a quick test covering what you just learned in the Growing Your Mod Team section of the course. It isn't timed and you can retake it as many times as you would like. If you have trouble passing the assessment, we recommend reviewing the answers at the end and the lessons in this section before retaking the test.

1. Why should you consider growing your mod team on a regular basis?
 - a. So you have more moderation availability across different time zones
 - b. So you can recruit moderators of different strength areas
 - c. So you are always covered in case of unusual spikes of community activity
 - d. All of the above
 - i. Correct Answer Feedback
 1. That's right. As you've learned, growing your moderation team benefits your community and your team in a variety of ways.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not right. While that is one of the benefits of growing your mod team, it isn't the only benefit.
2. When should you begin to recruit new moderators?
 - a. As soon as you begin to experience drama in your community
 - b. As soon as possible; preemptive growth will prevent your team from experiencing strain and will ensure you have a robust team in case any need arises
 - c. As soon as you see an uptick in reports or rule violations in your community
 - d. As soon as you cannot handle the workload on your own
 - i. Correct Answer Feedback
 1. Great job. Recruiting new mods to your team is best done before they are needed.
 - ii. Incorrect Answer Feedback
 1. Unfortunately, that's not the correct answer. Recruiting new moderators can take longer than you may expect and the excessive tasks in the meantime can lead to mod burn out and a struggling, under-moderated community. Grow your mod team early to avoid these issues.
3. Which statement below is true regarding new moderator onboarding?
 - a. If adding a new moderator, you will select which mod permissions they receive
 - b. It is vital each moderator is given the "Everything" permission
 - c. A new moderator can select some of their own permissions
 - d. None of the above
 - i. Correct Answer Feedback

1. You got it! You and your team will use your best judgement to decide what permissions a moderator gets if you're inviting them to join your team.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not right. You may want to revisit the lesson on Mod Permissions to make sure you understand them a little better.
4. Which of the following is a good question to ask on a new moderator recruitment/application form?
 - a. What is your social security number?
 - b. What is your full legal name?
 - c. What is your time zone and what are your preferred moderation hours?
 - d. What is the airspeed velocity of an unladen swallow?
 - i. Correct Answer Feedback
 1. Excellent. You understand that having moderators who are available at different times is important for having better coverage in your community.
 - ii. Incorrect Answer Feedback
 1. Sorry, you missed this one. Personally identifying information is not something you'd request from a potential moderator and whether or not they know that the airspeed velocity of an unladen swallow is approximately 20.1 miles per hour probably won't make them a better moderator - unless you're running a very specific kind of community. What will matter is whether or not they will be able to cover gaps where other moderators may be unavailable.
5. What is a mod call?
 - a. A phone call for Reddit moderators to discuss moderation challenges and topics
 - b. A Skype call for Reddit administrators who want to talk to mods about their experiences
 - c. A stickied post where you state your mod team is calling for interested candidates to apply to become a mod in your community
 - d. A phone call between two moderators, set up by Reddit, if a mod needs help
 - i. Correct Answer Feedback

1. Yes! You're just letting your community know you need moderators so they can apply to join the team.
 - ii. Incorrect Answer Feedback
 1. Try again! In this context, a mod call involves no phones. It's simply a notice to the community, letting people know you're recruiting/taking applications for new mods. You can read about this again in the section on growing your mod team.
6. New moderators should be publicly reprimanded if they make a mistake in the interest of transparency.
- a. True
 - b. False
- i. Correct Answer Feedback
 1. Right. You wouldn't want to publicly shame your new moderator when they're trying to learn. Instead, offer them support and help them as needed.
 - ii. Incorrect Answer Feedback
 1. Sorry but that's not correct. Publicly shaming a new moderator is a poor incentive for staying on the team. Instead, use non public communication channels to offer them support and help them learn.
7. If a new moderator is not performing well on the team, which of the following should be your first course of action?
- a. Remove some of their permissions and reduce their duties so they have less chance of making an error
 - b. Reach out to them and ask if they're facing any challenges with moderation; offer your support and provide feedback
 - c. Reach out to them and let them know they need to perform better so they will not be removed from the team
 - d. Remove them from the team; an underperforming moderator is a liability
- i. Correct Answer Feedback
 1. Yes, of course! Being an informative and supportive team member or mentor is the best thing you can do to help a new moderator learn and improve.
 - ii. Incorrect Answer Feedback
 1. Sorry but that's not the correct answer. New moderators will sometimes make mistakes but a healthy mod team will

make efforts to support and guide them, not punish or shame them.

8. Why should you check in with your mod team on a regular basis? Select all of the answers that apply.

- a. To offer your support, words of encouragement, or advice
- b. To get caught up on the latest mod drama
- c. To ask each mod who they dislike moderating with the most
- d. To ensure anyone feeling burned out is heard, supported, and offered options
- e. To check in on how the team feels about their workload and duties, and see if anyone is feeling overwhelmed or like they'd like to do more
- f. To reprimand mods who aren't doing well and tell them they need to be more like the better mods on your team
- g. To ask if everyone is doing well and see if anyone has any concerns they would like to discuss
- h. You should not check in with your team on a regular basis; it is invasive and impolite to do so
 - i. Correct Answer Feedback
 - 1. Amazing! You understand the importance of a team supporting and listening to one another.
 - ii. Incorrect Answer Feedback
 - 1. You didn't quite get this one. Checking in with the mod team is all about supporting one another and making sure everyone's needs and the community's needs are being met. Encouraging drama, talking behind other mod's backs, and shaming one another? These are toxic communication traits you should try to avoid.

9. Your wiki is a great place to document training materials for new moderators

- a. True
- b. False
 - i. Correct Answer Feedback
 - 1. Yes! Having ready documentation in an easily accessible format for new mods is super helpful.
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. A wiki page for your community can be a great and easily accessible resource for documenting training materials for new moderators.

10. Which of the following is a best practice for onboarding new moderators?
- a. Making sure they have 'Everything' mod permissions
 - b. Frequently checking-in on them
 - c. Getting their phone number so you can call them in the event of an emergency
 - d. Give them the space to figure out difficult moderation issues on their own
 - i. Correct Answer Feedback
 - 1. Great job. Checking in regularly with a new mod gives them opportunities to ask questions, flag issues, and it helps them feel more confident and supported in their new role.
 - ii. Incorrect Answer Feedback
 - 1. Unfortunately, you didn't get this one right. You should always support your team's new moderators by giving them plenty of guidance and regularly checking in on how they're doing. You may want to review this section of the course again.

Flair, Distinguishing, and Sticking Assessment

This will be a quick test covering what you just learned about distinguishing, sticky posts, flair, and locking. This test is not timed and you can retake it as many times as you would like. If you have trouble passing the assessment, we recommend reviewing the answers at the end and the lessons in this section before retaking the test.

1. When should you distinguish your comments?
- a. When you are speaking officially as a moderator in your community
 - b. You should always distinguish in order to maintain your status as a moderator within your community
 - c. Only when you are reprimanding a community member for a rule infraction
 - d. Never, distinguishing should only be done by admins
 - i. Correct Answer Feedback
 - 1. Correct! mod distinguishing a post or comment lets your community know that you're speaking officially as a mod.
 - ii. Incorrect Answer Feedback

1. Sorry, that's not the right answer. You should use mod distinguishing any time you're speaking officially as a representative of your community. Be sure to review this section again if you're still not sure how and when to use mod distinguishing.
2. Once you have distinguished a comment, you cannot un-distinguish it.
 - a. True
 - b. False
 - i. Correct Answer Feedback
 1. That's right. You can always undo a distinguish if you've made a mistake.
 - ii. Incorrect Answer Feedback
 1. Unfortunately, that's not the right answer. You can undo a distinguish if necessary.
3. Where do you enable the OC (Original Content) native flair?
 - a. On your community's subreddit settings page on old Reddit
 - b. OC flair doesn't require enablement
 - c. On the post flair tool page in your mod tool hub
 - d. In your community's content controls page in the mod tool hub
 - i. Correct Answer Feedback
 1. Correct! You'll have to go to settings on old.reddit.com to enable OC native flair.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not the right answer. Unlike the NSFW and spoiler native flairs, the OC flair enablement setting is not built into the New Reddit ecosystem. If you'd like to have this flair available in your community, you'll need to first visit your community's settings on old Reddit to enable it.
4. What does NSFW stand for?
 - a. Not Suitable For Watching
 - b. Not Safe For Work
 - c. Non Substantiated Fact Warning
 - d. No Submitting Fake Websites
 - i. Correct Answer Feedback
 1. Great! NSFW tagging is for any content that would be considered 18+ and means Not Safe For Work.
 - ii. Incorrect Answer Feedback

1. Unfortunately, you didn't get this one correct. NSFW tagging is something you'll see on all content in 18+ communities, and is what you'll use to mark a piece of content in your community that is 18+ aka Not Safe For Work.

5. What does flairing a post 'NSFW' do?

- a. It removes the post from the community because it was deemed to be inappropriate
- b. It flags the content for review by Reddit admins
- c. It blurs the post for redditors who have 'Safe Browsing' turned on so they can choose whether or not to view the content
- d. It ignores reports on the post so you don't have to moderate inappropriate content
 - i. Correct Answer Feedback
 1. Excellent. You understand that NSFW flair behavior is based on whether or not a redditor has chosen to see the content with or without restrictions in their account settings.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not right. NSFW flaired content will be blurred or not blurred for redditors, depending on their personal browsing settings that they choose for their account.

6. When are 'Spoiler' flairs commonly used across communities?

- a. When a community member needs to place the 'Spoiler' flair on someone else's post containing spoilers
- b. When members want to flair their posts about a new TV episode as 'Spoiler' to warn other redditors there may be content containing spoilers within the post
- c. When members want to hide their username from a post so they can post anonymously
- d. When removing a post to show the submitter why it was removed
 - i. Correct Answer Feedback
 1. That's right! Spoiler flair is commonly used in entertainment communities to allow discussion around content members may not have seen yet.
 - ii. Incorrect Answer Feedback
 1. Sorry, you missed this one. Spoiler flair gives the submitter or a mod team a way to let others know a post may give

away information that other members may not be aware of yet and may not want to know, such as the plot of a recent movie.

7. What does applying 'Post Flair' do?

- a. It puts flair on a comment, allowing you to filter and find certain comment topics
- b. It puts flair on a redditor's profile page, allowing you to find redditors that belong to certain groups
- c. It creates a short animation above a post listing
- d. It puts flair on a post, allowing you to filter and find certain post topics
 - i. Correct Answer Feedback
 - 1. Great job. You understand that post flair can be used to help find content on specific topics in your community.
 - ii. Incorrect Answer Feedback
 - 1. That answer is not correct. Post flair is a tagging system that can only be used on posts and that makes it easier to find other posts within your community that are on the same topic, as long as they have the same flair applied.

8. Which mod permission do you need to create flair and manage flair templates within your community?

- a. Manage chats
- b. Manage flair
- c. Manage wiki pages
- d. Monitor posts and comments
 - i. Correct Answer Feedback
 - 1. Yep! The manage flair permission is for, well, managing flair.
 - ii. Incorrect Answer Feedback
 - 1. Sorry. You missed this one. It's not trick question. Manage flair is the name of the permission you'll need to create and manage flair templates.

9. It is best practice to use the comment and post locking feature...

- a. Often
- b. Sparingly
 - i. Correct Answer Feedback
 - 1. That's right. You don't want to overuse comment and post locking, as this can stifle discussion within your community.
 - ii. Incorrect Answer Feedback

1. Sorry, that's wrong. You don't want to overuse comment and post locking, as this can stifle discussion within your community.
10. How many posts can you have stickied in your community at once?
- a. Four
 - b. One
 - c. There is no limit to the amount of posts you can sticky in your own community
 - d. Two
- i. Correct Answer Feedback
 1. That's right! You can only have two posts stickied at once in a community.
 - ii. Incorrect Answer Feedback
 1. Sorry, you can only have two posts stickied at once in a community.

Advanced Culture Building Assessment

In this test, we'll be going over what you've learned about culture building in your community and the tools covered in this section of the course. This test is not timed and you can retake it as many times as you would like. If you have trouble passing the assessment, try reviewing the answers at the end and the lessons in this section before retaking the test.

1. Which of the following are methods you can use to create a positive and welcoming community culture? **Check the four options that apply.**
 - a. Scheduled welcome posts for new members to introduce themselves
 - b. Collections containing important information about your community
 - c. Not answering modmail so you don't hurt any rule violator's feelings
 - d. Hosting fun and engaging events
 - e. Banning rule violators on sight regardless of the severity of the offense to keep your members safe
 - f. Leaving a new user's rule-violating post up so they remain a loyal member
 - g. Asking new users to share their other social media accounts in a welcome thread so everyone can connect with them

- h. Providing ways for new members to ask the mod team questions they have regarding the community or its rules
 - i. Crossposting all of a new community member's submissions into larger communities
 - i. Correct Answer Feedback
 - 1. Great! You understand how to create a welcoming and engaging community!
 - ii. Incorrect Answer Feedback
 - 1. Sorry, but that's not quite right. A positive and welcoming culture is built with intention, through a variety of positive efforts. We recommend reviewing the previous lessons to ensure you understand this topic more before moving on in the course.
2. Which of the following statements is true?
- a. Only specially designated communities are allowed to host AMA events
 - b. Celebrating community milestones is a generally frowned upon
 - c. You can request coins directly from the Reddit administrators to award your community members during contest events
 - d. Collections are available on old and new Reddit
 - i. Correct Answer Feedback
 - 1. Yes! Requesting coins from Reddit's admins can help incentivize participation in fun community contests.
 - ii. Incorrect Answer Feedback
 - 1. Sorry, but that is not correct. Try reviewing the previous lessons to make sure you understand why before moving forward.
3. You can edit a scheduled post before it goes live
- a. True
 - b. False
 - i. Correct Answer Feedback
 - 1. That's right. In fact, all mods with 'Manage Posts and Comments permissions' can edit a scheduled post in their community before it is published.
 - ii. Incorrect Answer Feedback
 - 1. Unfortunately, you didn't get this one correct. In fact, all mods with 'Manage Posts and Comments' permissions can

edit a scheduled post in their community before it is published.

4. Why can it be important to host events within your community?
 - a. Hosting events can create engagement and aid in forming a positive culture in your community
 - b. Hosting quarterly community events is required, as mentioned in the Mod Guidelines
 - c. Reddit provides funds for all community events, so it's important to take advantage of that for your community
 - d. Hosting events is unimportant and should never be done
 - i. Correct Answer Feedback
 1. Excellent job. You clearly understand that hosting events can be a great tactic for creating an engaging and positive culture in your community.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's incorrect. The reason your community can benefit from your hosting an event is because of the positive effects it can have on community engagement and culture.
5. Which option is not a recommended way to help surface collections to your community?
 - a. In menu links
 - b. Via the sidebar button widget
 - c. Via mass messaging redditors
 - d. In your community's wiki
 - i. Correct Answer Feedback
 1. That's right. Mass messaging redditors with links to a collection in your community would be considered very spammy behavior.
 - ii. Incorrect Answer Feedback
 1. Unfortunately, you didn't get this one right. Menu links, sidebar widgets, and wiki pages are all great places to share a collection. Sending messages with a collection link to a bunch of redditors would be seen as message spam and should always be avoided.
6. Which permission do you need to set and edit scheduled and recurring posts?
 - a. Manage flair
 - b. Manage modmail

- c. Manage posts and comments
 - d. Manage settings
 - i. Correct Answer Feedback
 - 1. Yes! You'll need the 'Manage Posts and Comments' permissions to set and edit scheduled posts.
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not the correct answer. You'll need the 'Manage Posts and Comments' permissions to set and edit scheduled posts.
7. Where do you go to create a scheduled post?
- a. You do this via the normal post creation flow
 - b. You do this via the scheduled posts tool in the mod tool hub
 - c. You can access this using either option, as scheduling a post in the Mod Tool Hub will take you to the post creation flow
 - i. Correct Answer Feedback
 - 1. Correct. Both options will take you to the normal post creation flow, where you can then set up the scheduled post details.
 - ii. Incorrect Answer Feedback
 - 1. That's only partially correct. You can access the post creation flow, where you'll set up your scheduled post details, through both options.
8. Which option would not be considered positively leading by example?
- a. Inviting new members to modmail the mod team for assistance, when appropriate.
 - b. Answering a member's question if you notice them comment on a post asking for help
 - c. Politely citing a removal reason when you have to remove a comment or post
 - d. Flairing an unpopular post with custom, mod-only "trash" flair
 - i. Correct Answer Feedback
 - 1. That's right. Unless your community has a very specific culture where members would consider "trash" a positive thing, this would generally be considered toxic behavior. If your community is for cute raccoon memes, apologies on behalf of Reddit.
 - ii. Incorrect Answer Feedback

1. Sorry, that's not right. Leading by communicating with transparency and education sets a great example for your members. Unless your community has a very specific culture where members would consider "trash" a positive thing, this would generally be considered toxic behavior. If your community is for cute raccoon memes, apologies on behalf of Reddit.
9. Automoderator can post scheduled posts
 - a. True
 - b. False
 - i. Correct Answer Feedback
 1. Correct. You can set a scheduled post to be posted by Automoderator. Once posted, your mod team will no longer be able to edit the post.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not the right answer. You can set a scheduled post to be posted by Automoderator. Once posted, your mod team will no longer be able to edit the post.
10. Where can you copy the link to a collection?
 - a. In the collection tool in the mod tool hub
 - b. In the ellipsis (...) menu in the upper right of a collection post
 - c. Directly on a collection post on old Reddit
 - d. In the sidebar collections widget
 - i. Correct Answer Feedback
 1. Great job. Collection tools are found within the collection post on new Reddit.
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not the right answer. Collection tools are found in a menu on a collection post on new Reddit.

Automoderator Assessment

Just as with the previous self assessments throughout this course, there is no time limit and you can take this quiz as many times as needed. If you do find yourself struggling, please revisit the Automoderator lesson and exercise in this section of the course before retaking the test.

1. You can configure AutoModerator to remove posts that contain certain words.
 - a. True
 - b. False
 - i. Correct Answer Feedback
 1. Excellent. Removing posts based on specific content is one of the many functionalities of Automoderator.
 - ii. Incorrect Answer Feedback
 1. Unfortunately, that's incorrect. Removing posts based on specific content is one of the many functionalities of Automoderator.
2. Where can you set up and configure Automoderator?
 - a. In the Community Setting titled 'Automoderator'
 - b. On your community's wiki page for Automoderator
 - c. In the Post and Comments section of your Mod Tool Hub
 - d. In the Automoderator sidebar widget
 - i. Correct Answer Feedback
 1. That's right. Hopefully, you went through the related exercise and experienced this first hand!
 - ii. Incorrect Answer Feedback
 1. No, sorry. That's not correct. Try reviewing the exercise listed before this assessment and the lesson on Automoderator before moving forward in this course.
3. Once a rule has been added to Automoderator, you can remove it.
 - a. True
 - b. False
 - i. Correct Answer Feedback
 1. Yes, you can always remove an Automoderator rule if it's no longer useful in your community.
 - ii. Incorrect Answer Feedback
 1. You missed this one. You can always remove an Automoderator rule if it's no longer useful in your community.
4. Which of the following is a capability of Automoderator?
 - a. Automoderator can review ban appeals and approve or deny the Redditor's request
 - b. Automoderator can answer complex modmail questions so you don't have to

- c. Automoderator can filter or remove posts based on certain criteria
 - d. All of the above
 - i. Correct Answer Feedback
 - 1. Correct. Moderators commonly set up Automod rules to filter and remove posts based on certain criteria.
 - ii. Incorrect Answer Feedback
 - 1. That's not correct. Automod can be set up with many rules for different functionalities but it can't replace the nuance a moderator provides for more complex tasks. However, if you need a bot to filter and remove posts based on criteria you've specified, Automod has you covered.
5. Which characters below should you use to section off a rule in Automoderator?
- a.
 - b. <p>
 - c. ---
 - d.

- i. Correct Answer Feedback
 - 1. That's right. You'll want to make sure to put --- between all Automod rules.
 - ii. Incorrect Answer Feedback
 - 1. Sorry, no. While all of the options above have their usefulness outside of Automod, only '---' is going to be useful in this scenario.

Crisis, Trolls, and Evasion Assessment

In this short assessment, we'll test you on some things you should now know regarding crises, trolls, and ban evaders. This test is not timed and you can retake it as many times as you would like. If you have trouble passing the assessment, try reviewing the answers at the end and the lessons in this section before retaking the test.

- 1. During a crisis, when speaking to your community publicly and officially as a mod, you should:
 - a. Consult with your mod team first, whenever possible
 - b. Never allow community input

- c. Berate the community for getting out of control
 - d. Avoid addressing the ongoing issues, to minimize possible backlash from the community
 - i. Correct Answer Feedback
 - 1. Great. You understand that communication is an important part of being on a team, and that only through communication can you come to a unified approach during difficult situations.
 - ii. Incorrect Answer Feedback
 - 1. Sorry, but no. Transparency and communication are important parts of handling a crisis, and that includes communication within your moderation team.
2. If you find yourself having to take strong actions on incoming content during a crisis, which tools can help you communicate transparently about those actions with your members?
- a. Sticky posts
 - b. Mod distinguishing
 - c. Automoderator
 - d. All of the above
- i. Correct Answer Feedback
 - 1. That's right. There are a variety of approaches you can take to ensure you're being as transparent as possible with your community.
 - ii. Incorrect Answer Feedback
 - 1. Sorry, you missed this one. All of the options presented can be great tools for providing transparency around your mod teams decisions and actions.
3. What are some actions you can take to help future-proof you community?
- Select the three answers that apply.**
- a. Create fun user flair for your members
 - b. Keep your Automod rules up to date
 - c. Regularly review and update your rules to meet your community's unique needs
 - d. Make sure you're immediately banning all rule breakers so they aren't able to create a toxic environment
 - e. Periodically recruit new moderators, to keep your team robust

- f. Regularly update your community's banner so that it looks as modern as possible
 - i. Correct Answer Feedback
 - 1. Great job. You understand what actions to take now to make running your community easier down the road.
 - ii. Incorrect Answer Feedback
 - 1. That isn't quite right. Future-proofing is about evolving and keeping things up to date, as well as making sure you and your team have the resources needed as you grow. If you're still not sure which answers you should have chosen, try reviewing the preceding lesson's section on future-proofing again.
- 4. Mod teams are not allowed to coordinate with one another and share community information with each other outside of Reddit.com's native communication tools
 - a. True
 - b. False
 - i. Correct Answer Feedback
 - 1. That's right. While Reddit is unable to access or intervene if there are issues with a third party communication platform, it's up to moderators to decide where and how they can best communicate and collaborate.
 - ii. Incorrect Answer Feedback
 - 1. Incorrect. While Reddit is unable to access or intervene if there are issues with a third party communication platform, it's up to moderators to decide where and how they can best communicate and collaborate.
- 5. You should always switch your community to private during a crisis
 - a. True
 - b. False
 - i. Correct Answer Feedback
 - 1. Correct. Switching a community to private would be considered a drastic measure.
 - ii. Incorrect Answer Feedback
 - 1. That is incorrect. Switching a community to private would be considered a drastic measure. There are usually many

mitigating options you can put in place without setting your community to private.

The 201 Final

Thank you so much for sticking with it all the way to the end of Mod Certification 201. We sincerely hope that what you've learned helps you to feel more confident about moderating in the future. Now, it's time to demonstrate your newly earned community leadership skills by taking the course's final test.

In order to receive a Reddit profile trophy for passing the final exam, please include your Reddit username when prompted to do so. Do not include the u/ at the beginning and double check your spelling. Please note, the trophy is not granted immediately but is granted to passing students in biweekly batches.

As with the previous assessments, you will not be timed. So take a moment to think before answering and good luck! Click 'Begin Test' when you're ready to start.

1. Which of the following areas determines which mod tools you have available to you?
 - a. Whether or not you've passed Mod Certification 101
 - b. How many trophies you have earned
 - c. Your mod permissions
 - d. How long you've been a redditor
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not right. Try reviewing the section on this topic again.
2. AutoModerator can filter a post based on certain words it contains.
 - a. True
 - b. False
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 1. Sorry, that's not right. Try reviewing the section on this topic again.
3. When you click on 'Remove' to remove a piece of rule-breaking content from a Redditor, what does the 'Remove' action do?

- a. When you hit the 'Remove' button, you have banned the Redditor from your community and removed the offensive content.
 - b. When you hit the 'Remove' button, you have removed all of the Redditor's content from your community.
 - c. When you hit the 'Remove' button, the post is forwarded to the Reddit administrators so they can decide what needs to be done.
 - d. When you hit the 'Remove' button, the specific piece of rule breaking content is removed, and you are given the ability to add a 'Removal Reason'.
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.
4. When we say that a piece of content has been "filtered", what does that mean?
- a. It means that the content has been automatically removed from the community so it can undergo a review and a manual action from a moderator.
 - b. It means that the content is spam; only content determined to be spam is eligible to be filtered.
 - c. It means that the content was automatically approved after being filtered through machine learning approval tools
 - d. It means that the content has been automatically removed due to it being offensive, and you and your mod team cannot view the content or take an action on it.
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.
5. When is it appropriate to use the crowd control feature? **Check all that apply.**
- a. When your community is experiencing more attention than usual from new redditors
 - b. When your community rarely encounters large amounts of rule violations
 - c. When you do not wish to moderate your community any longer
 - d. When you wish to teach your members a lesson about respect
 - e. When people seem to be commenting in bad-faith or are intentionally breaking rules
 - f. When you want to exclude new redditors from participating

- i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.
- 6. What's the one thing you shouldn't do when dealing with a troll?
 - a. Remove their comments and posts
 - b. Advise them to discuss content removals in modmail, if necessary
 - c. Give them a lot of attention
 - d. Configure AutoModerator to remove comments and posts containing known troll content
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.
- 7. Which of the following is NOT an action you can take when reviewing reported content?
 - a. Approve
 - b. Remove all content from user
 - c. Spam
 - d. Ignore reports
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.
- 8. You cannot remove or modify a Redditor's ban once you have applied it.
 - a. True
 - b. False
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.
- 9. If you accidentally take an action, how can you revert or change the action you took?
 - a. By going to modmail and checking your "Recent Actions" folder; there is a "revert action" button there
 - b. By going to your Mod log and filtering by your username to see the action you recently took and then selecting the correct option

- c. By giving AutoModerator a command to “revert action”
- d. All of the Above
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that’s not right. Try reviewing the section on this topic again.

10. Which mod permission do you need to create and manage flairs within your community?

- a. Monitor posts and comments
- b. Manage chats
- c. Manage wiki pages
- d. Manage flair
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that’s not right. Try reviewing the section on this topic again.

11. Which of the following is a best practice when banning someone?

- a. Banning the user permanently regardless of the offense; doing so will keep your community free of rule violations
- b. Banning the user temporarily regardless of the severity of the offense; everyone deserves a second chance
- c. Including a note in the ban message so the user is informed you will be ignoring any ban appeal(s) they may send to modmail
- d. Including a note in the ban message so the user is informed of which rule they broke and how they can appeal their ban if they wish to
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that’s not right. Try reviewing the section on this topic again.

12. What are some reasons you should learn how to use Automoderator in your community? **Select all that apply.**

- a. Automod can handle responses to complex modmail conversations for you.
- b. Automod is a good replacement for human moderators.
- c. With the right rules set up, Automod can save you a lot of time.
- d. Automod can reduce the amount of spam or rule-violating content being publicly posted to your community.

- e. Automod can be configured to comment on posts, sharing useful information and resources with your community.
- f. Automod can be configured to work with voice commands on your devices.
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.

13. When should you distinguish your comments?

- a. Only when you are reprimanding a user
- b. You should always mod distinguish when commenting or posting in a community you moderate
- c. Only when you are speaking officially as a moderator in your community
- d. Never, distinguishing should only be done by admins
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.

14. What does flaring a post 'NSFW' do?

- a. It blurs the post for Redditors who have 'Safe Browsing' turned on so they can choose whether or not to view the content
- b. It removes the offensive post from the community
- c. It sets your community to 18+
- d. It flags the post with a Non Substantiated Fact Warning so your members can avoid it if they choose to
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.

15. It is best practice to use the comment and post locking feature...

- a. Often
- b. Sparingly
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.

16. Which purposes *might* the user flair feature serve?

- a. Highlighting moderators
- b. Labeling community members who have agreed to be helpers in the community
- c. Something for fun, set to whatever a community member wants it to be
- d. All of the above

- i. Correct Answer Feedback
- ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

17. You can edit a scheduled post before it goes live.

- a. True
- b. False

- i. Correct Answer Feedback
- ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

18. Which statement below is true regarding new moderator onboarding?

- a. You can select which mod permissions a new mod will receive
- b. A new moderator can select some of their own permissions
- c. It is vital each moderator is given the "Everything" permission
- d. None of the above

- i. Correct Answer Feedback
- ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

19. What is a mod call?

- a. A phone call for Reddit moderators to discuss moderation challenges and topics
- b. A stickied post where you state your mod team is calling for interested candidates to apply to become a mod in your community
- c. A Skype call for Reddit administrators who want to talk to mods about their experiences
- d. A phone call for Reddit moderators to discuss moderation challenges and topics

- i. Correct Answer Feedback
- ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

20. What are Community Funds?

- a. A shared bitcoin wallet
- b. An official Reddit program designed to help fund great community ideas
- c. Where Reddit admin granted coins are deposited for distributing to community members in contests
- d. Reddit's native tool for fundraising for Extra Life events
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

21. Which of the following is not a suggested resource to put in a collection for new community members?

- a. Information on your community's rules
- b. A sign up form requesting links to their social media accounts
- c. Relevant links to your wiki pages
- d. An introduction post explaining the purpose of your community
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

22. Which option is untrue regarding locking posts or comment threads?

- a. Locking can be useful when a comment section is getting out of control and you are seeing many rule violations
- b. Locking is a tool you should be using often
- c. Locked posts and comment threads are marked with a yellow lock symbol
- d. It's a good practice to leave a sticky, distinguished comment on locked post threads noting why it was locked
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

23. Which option is not one of the recommended ways to use sticky posts?

- a. Sticky-ing a post from a member as an example of what not to post
- b. Sticky-ing a welcoming introductory thread for new community members

- c. Sticky a post to share a community announcement
- d. Sticky a post for a community event or contest
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.

24. Which options should you use when your mod team needs more moderators?

Select all that apply.

- a. Use u/ModSupportBot to get a list of possible candidates from your community
- b. Post a mod call to your community letting them know you're taking mod applications
- c. Lock all posts to cut down on moderation needs
- d. Set up Automoderator to approve all reported posts and comments
- e. Request help from Mod Reserves if traffic has spiked and you need temporary help quickly
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.

25. The crowd control tool allows you to do what? **Select all that apply.**

- a. Filter all posts
- b. Collapse comments from redditors with negative karma
- c. Collapse comments from redditors with old accounts
- d. Filter (hold for review) comments from redditors who haven't joined your communityFilter comments from redditors who are new and have negative karma
- e. Ban redditors who haven't joined your community from participating
- f. Filter posts from groups of redditors
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback
 - 1. Sorry, that's not right. Try reviewing the section on this topic again.

26. Of the options given, which tool allows you to set posting guidelines, ban domains in link posts, and require specific words in posts?

- a. Crowd control
- b. Content controls

c. Removal reasons

d. Community settings

i. Correct Answer Feedback

ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

27. Which of these would be considered best practices when dealing with a community crisis? **Select all that apply.**

a. Discussing the situation with your team

b. Locking everything

c. Using AutoMod to insult everyone

d. Reaching out for help, such as to Mod Reserves, if required

e. Using tools like sticky posts to be transparent with your community

f. Making the community private immediately

g. Using AutoMod and crowd control to take some of the pressure off

i. Correct Answer Feedback

ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

28. Once set up, where will post guidelines appear in your community?

a. Above the post title and body boxes on the post creation page on desktop

b. In the post guidelines sidebar widget on desktop

c. In the community rules

d. In the notification bar above your community's main listing page

i. Correct Answer Feedback

ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

29. Which combination includes the most important things to regularly check when moderating your community?

a. Scheduled posts and events

b. Member count and top communities list

c. Approved user list and ban list

d. Modmail and mod queue

i. Correct Answer Feedback

ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

30. What is Snoozyports?

- a. A way to privately connect to Reddit's servers
- b. A way to quietly remove old content from your community
- c. A way to stop seeing custom reports from a user for 7 days
- d. A way to ignore reports from all users for 24 hours
 - i. Correct Answer Feedback
 - ii. Incorrect Answer Feedback

1. Sorry, that's not right. Try reviewing the section on this topic again.

31. If you would like a Reddit profile trophy upon passing this final, please provide your username. Do not include the characters "u/" before your username.

If you do not want a trophy, please put "no trophy" in the field.