

# **Draavo's Hangout**

## Moderator's Handbook

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Last revised: 15th May 2020

## Congratulations, and Welcome!

Congratulations on passing your Trial Moderator programme, it's great to have you as a fully-fledged Moderator. You've clearly shown your dedication and commitment to the Discord server and we're proud to be able to promote you. There'll be a multitude of new commands at your disposal and some new tasks that you'll be taking on as a part of the role. Thank you so much for volunteering your time to help maintain Draavo's Hangout.

In this role, you will be:

- Warning, muting, and kicking rule-breakers
- Answering members' questions in tickets and in #support
- Assisting with Tier Up requests
- Suggesting further moderative aspects

Please do not hesitate to ask us if you have any questions,

Many thanks,

- Supervising Team @ *Draavo's Hangout*

## Role Aspects

The following explains how to go about each aspect of your role:

### Taking moderative action against rule-breaking members

#### Warning

If you see someone breaking the server rules, give them a verbal warning (you only need to give one). If they persist, you can warn them using the following command:

```
?warn <username#tags> [reason]
```

Where <> is required and [] is optional  
(don't type these when using the command)

Carl-bot's automoderation functions should handle further punishments, meaning you will only likely need to ?warn someone. However, if you believe that additional action should be taken you can use additional commands to do so at your discretion.

#### Mute

Mutes can also be issued, and this can prove especially helpful when dealing with spammers. Provided you've already given a verbal warning before using ?warn, you don't need to give a second verbal warning. You can issue mutes using the following command:

```
?mute <username#tags> [time] [reason]
```

Where <> is required and [] is optional  
(don't type these when using the command)

#### Purge & Kick

In extreme cases where rule-breakers continue to persist, you may kick them from the server. This should be done by right clicking their username and selecting 'Kick <username>' from the list. However, you should purge their messages before doing so if they were spamming. This deletes all of their messages and saves you from having to do so manually. You can purge a user's messages by using the following command:

```
?purge user <username#tags> [count]
```

Where <> is required and [] is optional

(don't type these when using the command)

Having purged the messages, you may now kick them. Kicking the user beforehand will prevent you from being able to purge their messages.

### **Suggesting further moderative actions**

As a security measure, temporarily and permanently banning is reserved for admins. However, if you believe a user should have such actions taken against them, you can suggest it to the supervisors. You'll still be logged as the responsible moderator if your suggested actions are approved.

### **Answering members' questions**

If anyone has any questions, please try to help them out. You should answer them to the best of your ability, but don't give any definitive answers if you do not know the answer. Instead, prefix your answer with "I'm not sure but..." and other similar phrases to prevent the spread of misinformation.

Example 1: If someone asked how to check their level, you can redirect them to #bot-fun and tell them to run !levels.

Example 2: If someone asked when the next video would come out, you could suggest to them that there would likely be one by the end of the day/tomorrow, citing the daily upload schedule as the basis for your response.

### **Assisting with Tier Up requests**

A Tier Up ticket's ID will start with a 1. It will also be listed at the top of the ticket. You should first check their eligibility by running !rank @<username>.

If they're eligible, add the respective Tier role to their account. If not, kindly let them to know to come back in # levels time, replacing # with the amount of levels needed to get to the next Tier.

Let the user know to close the ticket themselves by reacting to the first message after they acknowledge your response.

## **Points System**

It is important to see how warnings factor into the bigger picture. At Draavo's Hangout, a points-based system is applied for moderative activities, and while you won't need it for the majority of your programme, it is useful to know and have on hand.

Any user can receive up to 16 moderation points and they are issued as follows:

Warnings - 1 point  
Kick/mute - 2 points  
Temp ban - 4 points

When a user receives 16 points in the Discord server, they are permanently banned.

## **Progressing from Moderator**

There is no set progression pathway from Moderator. However, when we open applications for positions higher than Moderator, you will be given the opportunity first before it is passed onto other users.

## **Questions?**

Do not hesitate to direct them to a Supervisor, whether that be through #staff-chat or DMs.