twitch.json

misinformation

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['trust']

Many choose to deny the harasser any attention and quickly timeout or ban them, while others choose to handle it differently.

If your go-to approach is not effective for a given harasser, you may experiment with another one.

Ultimately, your reaction is up to you.

The most important thing to remember is that you are in control.

You have the power to take any of the actions described in this article, and to appoint moderators and empower them to take action; the right combination is whatever makes you feel safe and positive.

If you are a streamer, you may want to find a trusted person to give moderator status if you haven't already.

Your moderators can help manage your chat , leaving you to focus on your broadcast!

Use The Ignore Feature What if you are being harassed in somebody else’s channel where you are not the moderator, or through Whispers?

With a click of a button or a single chat command, any user can be ignored, which means that their messages will no longer appear on your screen.

You can use this command in any chat room on Twitch, and can ignore any user.

The feature ties chat and whispers, meaning that if you ignore somebody through one of them, they are ignored in both.

To use this feature in chat, click the ignore button on their user card that appears when you click their username, or type: /ignore username To unignore someone, click on the unignore button which replaces the ignore button, or type: /unignore username To use this feature in a whisper, click on the Cog icon at the top of the whisper window, and then on Block username .

['spam']

Prevent them from subscribing to your channel.

Prevent them from purchasing gift subs for other users in your channel.

Filter their messages out of the chats you don’t moderate.

You can always see which users you currently have blocked by going to the Privacy section of your Security Settings page.

Blocking Strangers A “stranger” is anyone who does not have a relationship with you or with Twitch: you have not followed them; they are not an editor or mod in your channel; you have not whispered them previously; and they are not a partner, Twitch staff member, or Safety Ops specialist.

The Block Whispers from Strangers setting will prevent strangers from initiating Whisper conversations with you, and is effective in preventing spam messages as well as any harassing messages.

The setting will be enabled by default and you can manage it from your Security & Privacy Settings.

Turn on Chat Filters Hide unwanted messages in any Chat across Twitch with Chat Filters, your personal AutoMod.

You can set your global Chat Filters preferences directly from your Chat settings on any channel.

There are settings for Discrimination, Sexually Explicit Langauge, Hostility, and Profanity.

File a User Report Twitch is committed to fighting harassment along with you.

If you believe a user is breaking Twitch’s Terms of Service or Community Guidelines , you can file a user report.

['false']

This means you do not need to input every variable of a word you wish to remove, just the core of the word and the ban filter will censor all variations of that word.

Just add wildcard, "\*", at the start or end of a word and it will match any characters there.

For example, adding the word "shoot\*" would also filter "shooting" "shoots" and other variations.

It is recommended that aside from any words you find offensive or wish to protect your viewers from, that you add any words which might be rare and tied to your personal information.

However, while adding such words to your filter is a good way to hide sensitive personal information, it can also confirm whether or not that information belongs to you which is why it is best to only filter out words that are not commonly used (for example, do not add your house number to the filter, but perhaps add your street name or last name).

Another good strategy to protect your personal information is to add several false-positives so no one can try to figure out your information through trial by error.

There is also a globally banned words filter which is enabled by default.

These are words that Twitch has removed because they are the most commonly banned.

Disable Links in Chat Clicking the Block Hyperlinks toggle on the Moderation Settings page will block all hyperlinks from appearing in your channel.

Your channels chat will automatically delete posted URLs, showing them as <link removed> , except for the ones posted by you, your moderators, admins or VIPs.

Enable Uniquechat Mode Uniquechat is designed to block repeated messages.

This is a great tool to use if multiple users repeatedly send the exact same message in chat.

['spam']

The user may have deactivated their account or it may have been suspended.

You will see this explained in a banner over the viewer card.

You can still ban the user, which will prevent them from being able to chat even if their account is reinstated.

The user’s account may have been deleted or you may have attempted to open user details for an account that does not exist.

In this case, you will not be able to take any action from the viewer card, and a banner will tell you that we could not fetch details for the user.

Activate Shield Mode Shield Mode is a tool to customize and pre-set powerful safety settings that can be quickly activated to stop hateful messages from being spammed in your channel and instantly ban harassers.

You can use this feature to protect against sudden chat abuse.

We recommend that you customize Shield Mode’s settings prior to activation so that you’re ready to go whenever you anticipate needing stronger protection, but the settings can also be updated while Shield Mode is active.

Shield Mode’s settings include channel modes (such as Followers or Sub-Only chat, as well as a new mode exclusive to Shield Mode: No First-Time Chatters), chat verification options (Phone or Email), and AutoMod levels.

The settings you choose will be turned on when Shield Mode is active, and when Shield Mode is deactivated, your settings will go back to how they were before Shield Mode was activated.

Shield Mode can be activated using the following chat command: /shield and turned off using the following chat command: /shieldoff

There will also be a Shield Mode shortcut enabled by default on your channel page and in Mod View, as well as a Quick Action that you can add to your Stream Manager.

['authentic']

You can also keep an eye on your chat from directly within the Shield Mode modal.

Once chatters are banned due to using your added terms or phrases, you can review them in the “Banned Chatters” tab to determine if you want to unban them, keep them banned, or report them to Twitch.

Banned terms and phrases will reset after every Shield Mode session.

Both streamers and their moderators will have full access to activate Shield Mode and manage its settings.

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