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['spam']

Combating Targeted Attacks Loading ×

Sorry to interrupt CSS Error Refresh Preferred Language English twitch.tv ↗ Home Community Guidelines Community Guidelines Content Classification Guidelines Off Service Conduct Prohibited Games Emotes Tags Guidelines Usernames Other Twitch Terms & Policies Reporting & Enforcement Filing a Report Enforcement Appeals Moderation Combating Targeted Attacks Viewer Controls Chat

Tools Managing Harassment Building a Moderation Team Guide for Moderators Account Security Preventing Account Takeover Combating Account Takeover Resources Safety at Twitch Crisis Prevention Real World Harm Prevention Media Literacy Guide for Parents & Educators Twitch Terms Safety Advisory Council Law Enforcement Response Submit Feedback H2 2022 NetzDG Transparency Report H2 2022 Transparency Report 2022 EU Terrorist Content Transparency Report News Home Overview Community Guidelines Community Guidelines Content Classification Guidelines Off Service Conduct Prohibited Games Emotes Tags Guidelines Usernames Other Twitch Terms & Policies Reporting & Enforcement Filing a Report Enforcement Appeals Moderation Combating Targeted Attacks Viewer Controls Chat Tools Managing Harassment Building a Moderation Team Guide for Moderators Account Security Preventing Account Takeover Combating Account Takeover Resources Safety at Twitch Crisis Prevention Real World Harm Prevention Media Literacy Guide for Parents & Educators Twitch Terms Safety Advisory Council Law Enforcement Response Submit Feedback H2 2022 NetzDG

Transparency Report H2 2022 Transparency Report 2022 EU Terrorist Content Transparency Report News Blog Combating Targeted Attacks Harassment of any kind, whether in the form of hate raids, malicious spam, or other targeted attacks, is against our Community Guidelines and counter to our community values.

We are continuing to build new features to prevent the harm caused by malicious spam, botting, and raiding, but in the meantime we wanted to highlight the tools that are currently available to help combat this kind of behavior.

We know many Creators are already using these strategies, and have been sharing tactics and tools with each other, and we want to ensure this information is readily available for others who may need it.

These settings are available via the Moderation Settings in Stream Manager.

Attack Prevention Strategies Appoint Moderators.

If you don’t already have a moderator, consider finding someone within your community to support your channel.

Moderators are the first line of defense against bad actors, and they play a number of other important roles such as welcoming and engaging with viewers, editing stream elements, managing Channel Points rewards, and more.

Turn on Followers-only Mode.

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When we launch a new safety tool it is essential that it work across devices at scale on Day 1, which requires thoughtful and thorough planning, testing, and deployment from a highly specialized team of experts who are working on this every day.

Even once a tool is launched, the work is never over—our team is always monitoring and performing quality checks on existing tools to ensure they’re functioning optimally, and catching abusive behaviors as intended.

Getting it right takes time.

Why don’t you enable Creators and their moderators to ban IP addresses or device IDs of known harassers?

We’ve found that IP bans are not always effective solutions to ban evasion because they’re imprecise and extremely easy for bad actors to circumvent.

It's easy for bot accounts to rotate IP addresses to evade detection, and large but legitimate organizations, like dorms for example, often share the same IP address, leading to a lot of false positive bans.

We face a similar problem with device IDs – there are ways for bad actors to circumvent them that limit their effectiveness, particularly against automated, targeted attacks.

Why don’t you limit the number of accounts users can make with one email address?

We actually do limit the number of accounts users can make through one email address to prevent mass botting or other abusive behavior.

However, we don’t limit it to just one account, as many users of our site have more than one account attached to their email for very legitimate reasons—such as developers who have made helpful chatbots for their communities.

There are still some ways for persistent bad-actors to circumvent our limits, and we’re constantly working hard to improve how we proactively detect and take action against them.

Why can’t you share more about what’s in your roadmap?