

Marketing : Global Live Help Guide for Community Staff

This page last changed on Jan 14, 2008 by mikkel.

This document sets out the procedures and policies for Sulake Customer Service & Moderation of Habbo.

Contents

- [Contents](#)
- [Introduction](#)
 - [Who is your Supervisor?](#)
 - [Who's Who in Community and HQ?](#)
- [Roles and responsibilities](#)
 - [The Safety Moderator Role \(formerly 'Unseen Mod' or 'George Mod'\)](#)
 - [Task prioritisation: Safety Moderators:](#)
 - [Community Assistant Role \(formerly 'In-game Mod' and 'User Support'\)](#)
 - [Task prioritisation: Community Assistants](#)
 - [Expected Behaviour](#)
- [Tools at your disposal](#)
 - [Moderation and Service commands](#)
 - [:chooser](#)
 - [:alert x <message>](#)
 - [:roomalert <message>](#)
 - [:ban x <time> <message>](#)
 - [:kick x](#)
 - [:roomkick <message>](#)
 - [:roomshutup](#)
 - [:eventmute <time> <message>](#)
 - [:eventunmute](#)
 - [:shutup x](#)
 - [:unmute x](#)
 - [:startlog](#)
 - [The M Tool](#)
 - [Kick User](#)
 - [Alert User](#)
 - [Ban User](#)
 - [Room Alert](#)
 - [Room Kick](#)
- [Housekeeping \(HK\)](#)
 - [Logging in to Housekeeping](#)
 - [Using Housekeeping](#)
 - [Before You Ban...](#)
 - [Housekeeping Community Assistant and Moderation Tools](#)
 - [Mass ban](#)
 - [Scam Detection and Customer Service Tools](#)
 - [Pseudo Tools](#)
- [Specific Situations Requiring Intervention](#)
 - [Machine Bans and IP Bans](#)
 - [When to use a Machine Ban](#)
 - [Standardised Bans](#)
 - [Standard Ban Messages](#)

- ['Hacking' Habbo accounts](#)
 - [What to do](#)
 - [Advertising a scam site \(do not ban unless you are sure it's a scamsite\)](#)
 - [Asking for another user's password](#)
 - [Telling a user to change their password to something specific in order to steal the account](#)
 - [Telling a user to change their email address to something specific in order to steal the account](#)
- [Tracking Lost or Stolen Furni](#)
- [Scamming and Furni problems](#)
 - [What to do](#)
- [Sexual Harassment](#)
 - [Escalation Process for Sexual Harassment Bans](#)
- [Cyber sex](#)
 - [What to do](#)
 - [Unacceptable room names/descriptions](#)
 - [Users asking for cyber sex or offering it or indulging in it](#)
 - [Users asking for sexually explicit webcam sex or offering it](#)
 - [Users with unacceptable names](#)
 - [Users with unacceptable missions](#)
- [Harassment](#)
 - [What to do](#)
- [Landline scams](#)
 - [What to do](#)
 - [User advertising landline scam verbally](#)
 - [Landline scam on Stickie note](#)
- [Scam sites](#)
 - [What to do \(this procedure is likely to change with improved tools\)](#)
 - [Scam sites on Stickie notes](#)
 - [User advertising scam site \(in mission, by shouting\)](#)
- [Impromptu Events or General Site Chaos](#)
- [What to do in novel situations](#)
 - [Checking That Payment Systems Are Working](#)
- [A typical community staff shift](#)
- [Keeping in contact](#)
 - [Sulake Email](#)
 - [Community Forum](#)
 - [Using AIM](#)
 - [Picking Up Calls For Help](#)
 - [Predatory and Paedophilic Behaviour and How We Deal With It](#)
 - [Language filtering](#)
 - [Habbo Console](#)
 - [Call for Help](#)
 - [In-game player assistance](#)
 - [Email address and phone number filtering](#)
 - [Monitoring of two-user rooms](#)
 - [George: covert monitoring](#)
 - [Staffing levels](#)
 - [Spectator Mode](#)
- [APPENDICES](#)
 - [Policies and Procedures Handbook](#)
 - [Moderation Action Chart](#)
 - [Staff Security Handbook](#)
 - [Bobbie Filter On/Off](#)

Introduction

Habbo is unlike other chat sites and because of this, many of the situations and issues arising within the community are unique to Habbo. Specific policies and procedures have been set up for dealing with each situation, and as new behaviours emerge, new policies are drawn up and implemented.

Please note that your main priority is helping Habbos with the problems they may have mainly revolving around how to use our product and payment.

It is the goal of Sulake to provide a speedy, courteous and professional customer service at all times while at the same time keeping Habbo the safest online place for teens to hang out. This means that during all hours of operation, a staff member, a Community Assistant or a Safety Moderator is online to provide advice and help to the Habbo players. Community employees are contracted by Sulake and are fully trained and police checked. During some office hours, on-site Sulake staff may also perform customer service duties.

Who is your Supervisor?

Your direct Supervisor is the Community Manager employed by your local Sulake site. If either is not present, you can take direction from a member of the Community Management (listed below).

At all times, including after business hours, you may take direction from Mikkel, Emma or Johno if there are urgent matters at hand. And of course, you should always take direction from your Country Manager or General Manager whose names your Community Manager will supply you with.

Who's Who in Community and HQ?

Real Name	AIM name	Region	Role
Mikkel Nielsen	DKHelmer	Global (lives in DK)	Director of Community
Emma Monks	emmamonksUK	Global (lives in the UK)	Safety & Education Officer; reports to Mikkel
Barbara Anne Steinberg	Haircombdiva	Global (lives in the US)	Deals with all illegal site information; reports to Emma
Johno Crawford	Crawfordius	Global (lives in AU)	Technical Support; reports to Ribs

Roles and responsibilities

We prefer community staff to use the Mozilla Firefox browser as the tabbing facility makes it easier to handle multiple tasks in Housekeeping. In addition, Firefox has a number of useful security add-ons which

Internet Explorer does not and you'll find Housekeeping displays better in Firefox. If you do not already use Mozilla Firefox as your preferred browser for Moderating you should start by installing it. Firefox can be downloaded from <http://www.mozilla.com>

The Safety Moderator Role (formerly 'Unseen Mod' or 'George Mod')

The primary role of the Safety Moderator is to deal with the safety and enjoyment of Habbo Players. Situations involving possible child luring or predatory behaviour, the dangerous exchange of personal information, sexual harassment and bullying are a Safety Moderator's highest priority and should always be addressed before all other reports.

Task prioritisation: Safety Moderators:

1. Auto alerts via the George tool (red font in George)
2. Sexually explicit reports
3. Harassment reports
4. Violence and personal threats reported
5. Personal safety alerts or reports
6. Illegal activity reports
7. Swearing and Vulgarity reports (these are the lowest priority unless it is extreme and personal harassment)

Community Assistant Role (formerly 'In-game Mod' and 'User Support')

As the Safety Moderator focuses upon safety issues, Habbo players with account and or problems such as how do I use feature X or with credit issues should be directed to the Community Assistants (formerly 'Player Support' and 'In-game Moderators') via Live Help or the Habbo Help Tool if directed to do so by a Community Assistant. Habbos should also be directed to Community Assistants if their account has been compromised (aka stolen). Some Community Assistants will also be designated by their Community Manager to work on CSS issues sent via the HELP TOOL, and Content Moderation in HK, as they have time.

Task prioritisation: Community Assistants

Community Assistants should respond to requests for help in this order:

1. Credit or Coin problem reports
2. "How Do I..." problem reports
3. Lost or stolen accounts or passwords
4. Technical or bug reports
5. Scamming reports
6. Flooding and spamming reports

Expected Behaviour

You were chosen to join the Sulake team of professional community staff because you have experience and skills which fit well with Habbo. Please remember to remain professional at all times and keep in mind that most of our customers are teens and not adults. Community Assistants and Safety Moderators are not juvenile prison wardens or the online teen police. We are community builders, caretakers, and representatives of the Sulake business. Remember that these are our CUSTOMERS and at the end of the day, they pay our salary.

Tools at your disposal

Sulake provides variety of tools and methods for managing the Habbo community:

Moderation and Service commands

Most in-house staff, Safety Moderators and Community Assistants have access to a number of in-game commands which can be used in the chat text boxes. These commands are typed into the text input field and entered the same way normal chat speech is used. Remember, these commands are confidential and should not be discussed with players. The commands include:

Most commands follow this syntax:

:command x <time> <message>

:chooser

This command will trigger a pop-up window containing a list of all the users in the room. Clicking on a user's name in the list will highlight them and display their mission in the bottom right corner of your hotel screen.

Chooser Screen Example

:alert x <message>

With this command you can send an anonymous message to a specific user, which will appear as a pop-up window in the hotel. Select the target user from the list in your [:chooser](#) window and enter the [:alert](#) command followed by an 'x' to represent the targeted user and then a short message. Your message must fit on the same line as the [:alert](#) command or it will be treated as normal speech and displayed to all the users in the room.

:roomalert <message>

This command enables you to send an anonymous message to all the users in the room, which will appear as a pop-up on their screen. No users need to be selected, just enter the command and the

message on the same line in the text input box.

:ban x <time> <message>

This command will remove the target user from the hotel for the amount of time specified. If no time is specified, the user will be removed for a default time of 2 hours. Select the target user from the [:chooser](#) list or click on the user in the room and be sure the arrow is pointing over their head and that they appear in the bottom right corner of your screen. Then type the [:ban](#) command followed by an 'x' to represent the targeted user and then the ban length in hours (2, 24, 168 or 100000 for a permanent ban) and an appropriate ban message. The entire command, including the ban message, must fit on the same line in the text input box of the client. A chat log will be appended automatically to your ban for viewing in Housekeeping. Please refer to the ban chart for a list of offences and associated ban lengths.

:kick x

This command will remove the target user from the room temporarily and return them to the Hotel View. Select the target user from the list in your [:chooser](#) window and enter the [:kick](#) followed by an 'x' to represent the targeted user into the text input field. A chat log will be appended automatically to your kick for viewing in Housekeeping.

:roomkick <message>

This command will remove all the users in the room temporarily and return them to Hotel View. A chat log will be appended automatically to your [:roomkick](#) for viewing in Housekeeping.

:roomshutup

This command will silence the chat of all the users in the room for a period of 2 minutes when entered into the text input box.

:eventmute <time> <message>

This command will silence the chat of all the users in public rooms for a specified period of time. To use, type the [:eventmute](#) command followed by a period of time in minutes and then a short message for users. Ensure that the command fits on one line of the text input box.

:eventunmute

This command allows all the users in a room to talk again after the [:eventmute](#) command has been used. Use this if you wish the room to be unmuted before the time stated in the [:eventmute](#) command has elapsed.

:shutup x

This command will silence the target user for a period of 2 minutes and is useful in situations where a user is flooding. Select the target user from the list in your :chooser window and enter the :shutup command into the text input field.

:unmute x

This command will allow a user you have previously used the :shutup command on to talk again before the 2 minute period expires. To use, select the muted user with your :chooser command and type the :unmute command followed by an 'x' to denote the targeted user.

:startlog

This command will initiate the logging of all chat occurring within the room from the time the command is entered until the moment you leave the room. Once you leave the room, the chat log is emailed to your staff name registered email address. **This command can only be performed whilst in Whisper.**

The M Tool

When a Habbo staff member with proper rights enters a Public or Guest room within the hotel, an 'M' icon will appear in the top left corner of the Hotel client. Clicking on this icon gives you access to a range of tools which can be used within the room and which replace many of the typed commands listed above.

The M tool example (Kick function)

Kick User

This button triggers a pop-up tool which will remove the Habbo from the room temporarily and return them to Hotel View. Select the target Habbo from the :chooser list and their name will be auto-filled in the name field of the kick tool. The kick message (e.g. "You have been removed for blocking doorways") can be entered in the box below - the Extra Info Box is where you should enter any supporting information (e.g. "Habbo has refused to move after a warning alert"). A chat log will be appended automatically to your kick for viewing in Housekeeping.

Alert User

This button triggers a pop-up tool which will send an anonymous message to the Habbo. Select the target Habbo from the :chooser list and their name will be auto-filled in the name field of the alert tool. The alert message (e.g. "Please do not block the doorway") can be entered in the box below and the Extra Info Box can be used to enter any supporting information you wish (e.g. "Several calls about this Habbo deliberately blocking").

Ban User

This button triggers a pop-up tool which will remove the Habbo from the Hotel for the selected length of

time. Select the target Habbo from the :chooser list (or by clicking on their Habbo) and their name will be auto-filled in the name field of the ban tool. The ban message (e.g. "Disruption - 2hr Ban") can be entered in the box below and the Extra Info Box is where you can enter any supporting information. The ban length is selected from the drop-down list and you should consult the ban chart to find the appropriate ban for the offence. A chat log will be appended automatically to your ban for viewing in Housekeeping.

Room Alert

This button triggers a pop-up tool which will send an anonymous message to all Habbos in the room. Enter the message (e.g. "This room has been locked, please leave immediately") in the top box and the Extra Info box is for supporting information (e.g. "Inappropriate room name. Alerting Habbos to leave so it can be changed").

Room Kick

This button triggers a pop-up tool which will remove all Habbos in the room temporarily and return them to Hotel View. The kick message (e.g. "This room is now closing and you'll be removed temporarily") can be entered in the top box and the Extra Info Box can be used to enter in any supporting information (e.g. "Kicked Habbos who wouldn't leave from room with inappropriate name"). A chat log will be appended automatically to your kick for viewing in Housekeeping.

Housekeeping (HK)

Housekeeping allows you to use your moderator tools remotely (i.e. when you are not in the same room as the Habbo), change room names and descriptions, deal with Console Reports and other web page moderation, and it allows you to look up account information and activity logs on Habbos.

Logging in to Housekeeping

Your Community Assistant/Safety Moderator name and password, plus a downloaded Sulake security certificate (specific to your computer) with a password, will gain you access to the Housekeeping area for your hotel. You should change your staff account password monthly to increase the security of your account. Always ensure that your password is not based on a dictionary word and that it contains a



Log in

Log in

Habbo UK Housekeeping

[HABBOHOTEL.UK] This service is meant for people responsible for running Habbo Hotel as well as registered Hobbas. The service is monitored closely and we will pursue and charge any unauthorised users.

Your username and password to the tool are personal. **Never** give them to anyone under any situation.

Housekeeping Login Page

Habbo Housekeeping (UK) - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

Go

http://[REDACTED]

Hobba tools

Hobba discussion board

Forums

Hobba tools

Remote alerting

Remote banning and kicking

Supervisor Hobba tools

Mass ban

Mass alert

Scam detection

Habbo search & information tool

Current furniture

Customer service

Habbo problem reports

Calls for help

Reported messages

Private rooms

Room admin

Room action log

Sticker viewer

Status

Payment status

Staff moderator tools

Mass unban

Habbo restore tool

List of current bannings

Hobba activity log

Check Hobba applicant

Pets

Find pets by user

2006/02/28 16:56
9.0 build 18

Local time: habbo_uk
April 17, 2006
20:30:45 GMT+0100 (BST)
Server time: www.habbohotel.co.uk
April 17, 2006
21:30:45 GMT+0200 (CEST)

Hobba Housekeeping

Welcome to the Hobba section of Habbo Housekeeping.

Example Housekeeping Tool Page for Community Assistants & Safety Moderators

Please note: We frequently update our tools and software and as such, the above example may not be

relevant in your country.

Using Housekeeping

Housekeeping is made up of several sections; the viewing of which is dependant upon the rights of the Habbo staff member. Safety Moderators have access to remote moderation tools, basic Habbo account information including ban activity, room administration tools, console reports, stickie viewer, content moderation tools, the George client and payment status pages.

For security purposes, Instructions on how to use the tools are included in each section of Housekeeping. The remaining instructions will be sent to you via email or communicated to you during training.

Before You Ban...

Put yourself in the shoes of the player. Are they hurting or harming anyone or themselves? Are they harming the site? Can the other players around them block the chat with the IGNORE button? If so, please use an alert to educate the player rather than rushing to ban the player.

Banning is always a last resort. We use the ban tool when all else fails. You are expected to educate players FIRST with alerts or attempt to reason with the Habbo player.

If your shift is slow (50 calls per hour or less) you may check ban history on players before determining the severity of the action taken by using the Habbo Search & Information tool to bring up the player's account details and scrolling down to Moderator activity where a breakdown of action taken against the account is found:

Moderator activity

Moderator activity targetted at t

Action	Count
ALERT	94
BAN	1
KICK	11
REPLY	1
SUPERBAN	6
UNBAN_IP	1
UNBAN_MACHINEID	1
UNBAN_USER	2

[View all activity for this user](#)

Housekeeping Login Page

During busy shift it may not be possible to investigate each player's account history and, in those cases, you should simply apply the action recommended for the situation in the Moderation Action Chart.

It's common for Community staff to become jaded and assume that reported Habbos are lying or pulling a prank or cheating another player. Often we don't have the entire story and young people can be quite passionate and convincing ("I'm crying in RL!!!"). 2 seconds after we leave, we often find them laughing

at us for falling for their sob story. Regardless of what we may assume, there are situations where a player is new to the online world or to Habbo, and may truly not understand our rules and they may sincerely be sorry for their behaviour.

The Community staff members' job is to always give each Habbo player the benefit of the doubt. We do not hunt down players or follow them around trying to catch them misbehaving. Their behaviour will make itself known if it's unacceptable. The Habbo community members will show players what's acceptable and what's not acceptable. We should concentrate on giving good feedback to the players who are creative and set good examples.

And, always, we should be paying attention to ensure both the safety and satisfactory of our Habbos.

Housekeeping Community Assistant and Moderation Tools

Using Housekeeping you can alert, kick and ban a Habbo without being in the same room (or even in the hotel). Using HK or the 'M' tool in-game is the preferred way to carry out moderation on a busy site as it will enable you to take action on more calls than if you visit each Habbo who sends in a 'Call for Help' (CFH). Also, there is some evidence that visiting each Habbo who calls for help perpetuates non-emergency calls just to get attention or have someone to talk to, for some players.

One important point to note - when issuing remote commands from HK, no chat log is recorded, so it is very important to cut and paste the relevant piece of chat log from the 'Call for Help' chat log AND copy and paste the URL to the chat log in the case of actions where a longer log would need to be shown as evidence. In most cases, a reason is suggested in the Action Chart Appendix following this handbook. Please never ban a Habbo without proof provided (chat logs in the 'Extra Info' box or 'Habbo Problem Report') - doing so will result in the ban being removed by a staff member. **If you are not sure if you should ban the Habbo, then don't.**

Mass ban

Mass ban - this should be used sparingly as many players share computers in the home, school or public places such as Internet Cafes, libraries etc. If you MASS BAN a list of names on an account (characters with same ID), you will very likely ban innocent Habbos in the player's home (siblings, etc.) or school or town. You may use MASS BAN for obvious clone names (a pesky player who keeps coming back to harass staff or Habbos with the same Habbo name and added numbers such as: Joe1234, Joe 1235, Joe 1345, Joe5678, etc.).

If you have the time to crosscheck email addresses of the names listed on a stolen or scammed account, you may mass perm ban any names where the email details are identical and current. We would prefer that Safety Moderators don't spend time on these issues since players will return with new Habbo names. If you think an account should be Mass Perm Banned, we prefer you to send the request to the Community Manager or include it in your Shift Report. A designated staff member will follow up on your request.

If you DO Mass perm ban (clones, etc.) please use the following format:

Reason field: mass perm ban for stealing Habbo name of the stolen account.

Or

Reason field: mass perm ban for continual harassment/scamming/ on scammer's Habbo name account.

Scam Detection and Customer Service Tools

The Scam Detection tools allow you to look up a specific Habbo and see when their account was created, their Date of Birth, email address and such information as the rooms they've created, their Motto, other accounts they may have on the same machine ID or email address, and who is on their buddy list. There is an option to list what furniture a Habbo currently owns but this is only useful in cases of compromised (stolen) accounts and missing furniture and therefore best left for Community Assistants to investigate.

The Customer Service Tools allow you to input problem reports as needed in the Habbo Problem Report. You can cut and paste chat log clips associated with any bans or unbans. Also, any problems you think are noteworthy should be input in the problem report tool. If the chat log you paste in to the 'Extra Info Box' when banning does not adequately explain the situation, you must submit a 'Habbo problem report' in the case of permanent bans.

Pseudo Tools

Not really bona fide tools, pseudo tools are alternative ways in which you can get Habbos to modify their behaviour. A good example of this is to tell a Habbo that you have 'tagged' them or their room and that you will be monitoring it for an unspecified length of time. At present we use a private moderating tool to do this, but most Habbos do not know this and are sufficiently awed to modify their behaviour without the need for further intervention. You can, however, place a "TAGGED" problem report on a Habbo account to inform other staff about a specific problem Habbo.

Of course, Safety Moderators can tag users but we don't discuss George or unseen moderation with Habbos. You should ask the Safety Moderator during your shift to tag a player and keep an eye on them, if you suspect them to be a behaviour-problem player.

Specific Situations Requiring Intervention

Machine Bans and IP Bans

We try not to use Machine bans because many Habbos use a public or shared computer (for instance, at school). Placing a Machine ban on a perm-banned Habbo bans all users associated with that machine ID from that particular computer. However, there are times when we do use Machine bans.

When to use a Machine Ban

When a Habbo keeps returning and causing trouble or when you have 4Chan raiders or automated bots, it's best to use a Machine ban. Using this feature will ban the computer for more than one hour. Other

than extreme problem cases, please do NOT use machine bans.

Standardised Bans

Below is the text we display to Habbo Players in the FAQs on our site. This text assists the players in learning why, how, and for how long, we ban players. The text below is also for your reference. **You are required to use the drop down menu in Housekeeping and may edit the ban time only. For in-game bans, Community Assistants must use macros as outlined below**, which should be located in your HK drop down box if you're using HK to ban. Otherwise, please create and use macros as follows:

Standard Ban Messages

- Disruption - 2 hour ban
- Fraud - Perm ban
- Harassment - 2 hour ban
- Hate Speech - 2 hour ban
- T&C Violation - 2 hour ban
- Personal Identifying Information - 2 hour ban
- Scamming - 30 day ban
- Sexually Explicit Behaviour - 2 hour ban
- Vulgarity - 2 hour ban

Be sure to use the 'Habbo Problem Report' tool for detailed information in special cases and the Extra Info Box for chat clips.



Why am I banned? (FAQ for our users)

Habbo uses standardised bans to be fair to all users. Please read the Help FAQs to learn more about the ban categories.

Below are the general categories for all bans, with examples to illustrate each category:

Vulgarity: unacceptable rooms or behavior in rooms, unacceptable Habbo names, unacceptable discussion or unacceptable ascii art. Usually these bans are 2 hours. If it's a repeated ban or if a Habbo uses extreme vulgarity, the ban can be up to 7 days or more. In some extreme instances, Habbos will be permanently banned.

Sexually Explicit: cybersex, advertising prostitution, soliciting or participating in cybersex or lapdances, furni for cybersex, discussion about sexual acts, giving out porn urls, etc. This ban is usually 2 hours in length. If there is repeated behavior, the bans will increase incrementally.

Harassment: bullying, sexual harassment, multiple rooms created to harass another member, cloning a member name to harass, yelling out loud about another user in a room, spreading rumours about a user, creating any Habbo name to harass another user, and the like. Usually a 2 hour ban, unless the behaviour is repeated or extreme.

Disruption: flooding, attempting to disconnect another user, blocking doors or teleporters,

repeated attempts to trade against another user's will, guest room game disruption, abusing the Call for Help tool, etc. Usually a 2 hour ban.

Hate Speech: racial slurs, gender slander, etc. Not usually less than a 24 hour ban. We do not tolerate hate speech and consider it unacceptable behavior.

T&C violation: promoting the use of illegal drugs, password phishing, keylogging, owning, running or selling retro servers, using third party software to disrupt the programming of the hotel, discussion about illegal activities, violent role playing, role playing cyber-rape, making death threats, making bomb threats, disclosing or sharing or posting confidential Sulake information on the web or via email or any electronic or printed form, as per your Terms and Conditions agreement, underage Habbo users, etc. These bans are often permanent bans.

Personally Identifying Information: asking for, receiving, or giving out any personally identifying information of a user, including yourself, or any staff member or family member of theirs or another user or personal information about any Sulake staff member. Examples include: web cam offers or requests; selling, trading or lending Habbo accounts, school names, paypal account names, streets addresses, locations, meeting places, phone numbers, mobile numbers, photos, etc. These infractions are usually 24 hour bans.

Scamming: offering free credits in exchange for: furni or Habbo accounts, or information, or Instant Messenger passwords, or email address passwords and the like. Promoting scamsites via URLs or links. Stealing furni by tricking Habbo users into playing games and then kicking them or by disappearing after they've paid to stay (P2S). Scamming is stealing and is usually a permanent ban.

Fraud: Credit Card Fraud, SMS text fraud, landline fraud, any credits fraud. This category usually results in a permanent ban.

'Hacking' Habbo accounts

'I've been hacked' is a familiar cry heard across many community sites. Within Habbo, it is often uttered by Habbos, but it is safe to say that their accounts have not been hacked in the true sense of the word (Habbo goes to great lengths to ensure this can't happen).

More often than not, the Habbo in question has given another Habbo access to their account, either unwittingly or because they have been duped into doing so by a dishonest Habbo. The most common ways in which this occurs is:

- The user told another Habbo their password
- The user's password is so obvious, another user has guessed it
- Another user has told them to change their password to something they specified
- Another user has told them to change their email address to something they specified (then the 'hacker' uses the 'forgotten your password?' link to get the user's password)
- The user has entered their Habbo name and password on a 'scam' site (see 'Scam sites' below)
- The user has been tricked into downloading a keylogger or Trojan virus

Why do Habbos do this? Nine times out of ten, they have been told that if they change their password or

tell it to someone etc, they will then get free Habbo Credits. Habbo spends a lot of time and energy educating Habbos about this, but kids build up trust quickly and are easily misled. And what sort of Habbo wouldn't want Habbo Credits for free?

What to do

First and foremost, read about scams at the Help section within the Habbo site.

You should only take action against 'hackers' if you have proof - or, you've seen the Habbo advertising a scam site or asking for passwords, etc. **If you are confident** that the Habbo is indeed trying to get into other Habbos' accounts, follow the procedures laid out below. **Remember** it's often the case that the Habbo advertising scamsites is actually a stolen account so always check for sudden changes of IP address or Machine ID in the access logs or any signs of large amounts of furni being taken away from the account in the last few days *before* you place a permanent ban for illegal activity. If it appears that the account has been stolen itself, place a ban for illegal activity for 30 days which gives the victim a chance to regain the account themselves or contact Player Support to verify ownership and have it reset. Always make a problem report on the account if you believe it was compromised.

If a Habbo claims that they have been 'hacked', ask them to use the password reset tool on the site. If someone has stolen their email account as well, be sure to contact a Community Assistant who can help them. Community Assistants use the information that a Habbo provides to ascertain whether they are who they say they are - i.e. the legitimate owner of the Habbo name in question. If the Community Assistant can verify their identity, they will give them their Habbo account back and restore the account to the rightful owner. There is a series of questions they must ask to retrieve the account.

If a Habbo is telling you about a scammer, please thank them and let them know you'll keep an eye out for reports.

Advertising a scam site (do not ban unless you are sure it's a scamsite)

1. Ban the Habbo for 30 days if you believe the account is stolen or permanently ban if you believe the account has *not* been stolen
2. Reason "Scamming - 30 days" or "Scamming - 100000 hours"

Asking for another user's password

1. Ban the user permanently (apply an account ban, but not an IP or machine ban)
2. Reason "Scamming - 100000 hours"

Telling a user to change their password to something specific in order to steal the account

1. Ban the user permanently (apply an account ban, but not an IP or machine ban)
2. Reason "Scamming - 100000 hours"

Telling a user to change their email address to something specific in order to steal the account

1. Ban the user permanently (apply an account ban, but not an IP or machine ban)
2. Reason "Scamming - 100000 hours"

Tracking Lost or Stolen Furni

Please do not spend your time tracking down stolen or lost furni. This is costly, time-consuming, and often the rares or furni can not be tracked in a timely manner. In fact, it's difficult to accurately track down any large amounts of furni because Habbos trade often and give away their furni when they're upset with Habbo. Then they return and claim they've been hacked. How will we know what really happened? We could spend and have spent hours chasing down furni and find out it was all for naught. Habbos will not learn to keep their details safe if we are forever returning their furni to them. If the Habbo has spent a fair amount of money and it's the first time they've given out their password or downloaded a keylogger, then Community Assistants should ask their Community Manager if a small goodwill gesture of credits may be given. Credits or furni should *never* be donated without the prior permission of your Community Manager. **Please remember to direct all Habbos in this situation to a Community Assistant or the Habbo Help Tool.**

Community Assistants can trace IPs to determine which player may have compromised an account and can take appropriate action. The primary concern of a Safety Moderator is to keep Habbos safe via *education* and to address sexual harassment, predatory behavior and other serious safety issues within the Hotel.

Scamming and Furni problems

Habbos can enter any room in the hotel for free and even set up their own guest room. However, if they wish to furnish their room, they have to buy Habbo Credits to buy items from the Catalogue, found in all private rooms. As in the offline world, there is a subset of individuals who either cannot or do not want to pay for their own items and prefer to resort to illegal means of acquisition.

The most common ways in which dishonest Habbos acquire Catalogue items without paying for them are:

- Scamming other users' accounts and passwords (see above).
- Persuading other users to 'buy' a job from them, promising to pay them with further items if they carry out set duties (usually things like being a doctor in a medical centre, or a beautician in a beauty salon). They never do pay and can collect a lot of items in this way.
- Making friends with another user and giving them rights to their room. Then the user is persuaded to place items in the room. The next time they return, the dishonest user removes their rights and thus they lose the items they had placed in the room. Note: users do see a warning when placing items in a room they do not own.
- 'Selling' rights to a desirable room by asking for an item, but then not giving rights in return.

What to do

The only type of scamming we can easily and effectively prove are password scams (phishing, scamsites etc). The following scams are very difficult to prove and you should simply educate the player on how to avoid being scammed again in a similar way and not spend time trying to investigate what happened:

1. Charging for jobs, but then not 'paying' their staff as promised
2. Giving rights to another Habbo and then stealing the furni he/she puts in the room
3. Selling rights but not giving them on receipt of furni

Sexual Harassment

Safety Moderators *must* make harassment or sexual harassment 'Calls for Help' (CFH) a **priority**. If there is a chat log with evidence, please cut and paste the relevant log to the 'Extra Info' box when banning. If there is no chat log evidence, please reassure the Habbo that we will keep an eye on the Habbo reported and encourage them to use the 'Call for Help' system if it happens again. Also, remind the Habbo that they can and should leave the room after using the 'Call for Help' feature and that they have an IGNORE button at their disposal. Most Habbos are not helpless and have many tools available to them for assistance.

If a Habbo makes a false report of sexual harassment, please ban them for 2 hours for "'Harassment - 2 hours" and cut and paste the relevant chat log into the 'Extra Info' box for our records. We do not allow false reports - it constitutes harassment.

Important Note: Please send all suspicious logs or Habbo names (if you don't have a log available) to your Community Manager and use the **Habbo Problem Report** link in Housekeeping to note important information regarding possible predators, violent cyber rape, death threats, or the like.

Escalation Process for Sexual Harassment Bans

Sulake takes **Sexual Harassment** very seriously - we follow up on all claims of child luring, and sexual harassment. We file every report as well. In some cases, we work with the local or national authorities to pursue suspicious or illegal behaviour. We fully cooperate with authorities when called upon to do so. The Safety & Education Officer is responsible for all safety-related problems for all hotels. Your Community Manager will determine which Habbos and logs are escalated to the Safety & Education Officer. Please send EVERYTHING you suspect and let your Community Manager determine what needs to be escalated. Again, every report is filed in our files.

Note that Sexual Predators and/or Paedophiles usually do not announce themselves as such. Many teen Habbos pretend to be Predators or Paedophiles by using names such as Pedo4life and shouting to the room "I'm a 49 year old pedo. Who wants to have sex with me?" This is most likely TEEN behaviour and Habbos who do this should be permanently banned for inappropriate Habbo names and sexual harassment immediately using the "Illegal Activity/T&C Violation - 100000 hours" category. As a safety precaution, please include the Habbo's name in your Shift Report.

Predators pretend to be teens to get close to a teen. Then they attempt to gain the teen's details via instant messenger. This is why we encourage players not to give out their instant messenger or email details. Banning Habbos for giving out personal details which locate them in real life teaches them a good lesson. Please ban Habbos for 2 hours if they give out their real name or school name on Habbo. If they give out information which could lead to them being located (telephone numbers, postal address) please ban them for 30 days, but if you encounter a player giving out another player's telephone number or postal address, please permanently ban them.

Safety Moderators who witness personally identifying information (real names, real addresses, phone numbers, ...) with sexual discussion should use a 'Perm Ban' on both parties involved and report the

incident, including the chat log, to your Community Manager. Please remember to create a 'Habbo Problem Report' on both users as well.

For details about grooming, spotting potential predators, and dealing with problems of this nature, refer to Section 10 of this Handbook. All Sulake Safety Moderators are properly trained in spotting and dealing with potential or suspected predators. If you need additional training, please contact your Community Manager.

Cyber sex

It is quite natural for teenagers to want to talk about sex and even experiment with virtual sex, where individuals talk through a sexual experience. Habbo recognises this, but because of the nature of the Internet and the hotel in particular we have to err on the side of caution when dealing with this behaviour.

Why? Because Habbos don't really know who they are talking to or who is 'listening'. They may think they are having cyber sex with a 16 year old, but in reality that Habbo may be a vulnerable pre-teen. And any Habbos within earshot may be too young to witness this. Habbo caters to 13-18 year olds, but some Habbos are as young as 11 years old in some countries and it is inappropriate for them to be exposed to conversations of a sexual nature. This type of behaviour is inappropriate in Habbo.

There are five main areas that need policing with respect to cyber sex:

1. Private rooms purposely set up for cyber sex, with names like 'horny ladies for you' etc
2. Users hassling others for cyber sex
3. Users asking for furni in return for cyber sex
4. Users indulging in cyber sex
5. Users with mission statements or even Habbo names that suggest they are interested in cyber sex - such as 'To bobba hot babes' and 'Ilovetobescrewed'

What to do

In the case of private room names and descriptions, both can be changed via the **Room admin** section of Housekeeping. We ask that you explain to room owners why they should change the name and description (if they are online), but you will have to amend the name if the room owner is uncooperative or not on the Hotel. You should periodically check for inappropriate room names and descriptions in the Room Admin tool by searching on words or phrases which are likely to have been used (e.g. 'free c', 's.ex', 'strip', 'cam' etc).

If a room not only has an unacceptable name, but has Habbos inside it who are engaging in cyber sex, you will need to clear the room so that it drops off the rooms list on the Hotel Navigator. You should announce to the room that you are closing the room and all Habbos must leave. If they do not leave, they will be kicked from the room. When you lock and then clear room (in that order), you should type the command **':roomkick closing unacceptable room'** in the chat text field in the room.

Unacceptable room names/descriptions

1. Change the room name to 'Unacceptable to Management:'
2. Change description to 'please change immediately.'
3. If the room name is changed back by the owner, ban the owner for two hours
4. Reason: "Vulgarity - 2 hours"

Users asking for cyber sex or offering it or indulging in it

1. Send them an alert saying "Please do not engage in sexual roleplay on Habbo, it can endanger yourself and others!"
2. Ban them for two hours (but do not ban their computer) if they continue after warning
3. Reason: "Sexually Explicit - 2 hours"

Users asking for sexually explicit webcam sex or offering it

1. Perm ban 100,000 hours and report the chat log to your Community Manager
2. Include the chat log or console message in a 'Habbo Problem Report'

Users with unacceptable names

1. Ban them for 100,000 hours i.e. perm ban (do not ban their computer)
2. Reason: "Vulgarity - 100000 hours."
3. Note name and email to your Community Manager, for possible inclusion in the Bobba Filter.

Users with unacceptable missions

1. Speak to the user directly and ask them to change it.
2. If this is not possible, or if they ignore your request, ban them for 2 hours (but do not ban their computer or IP)
3. Reason: "Vulgarity (or other appropriate category) - X hours".
4. If the mission compromises the Habbo's safety (real name, phone numbers etc), please send the Habbo name and mission to your Community Manager, who can change the mission and perm ban the account. The Community Manager can change missions and will return the account after the mission is changed.

Harassment

Harassment can take several forms in Habbo, ranging from simple name-calling, being followed around the Hotel to being spammed via the Habbo Console with instant messages, emails or SMS. Habbos may also write unpleasant things about other Habbos on stickie notes, Habbo Home guestbooks or Group discussion boards.

What to do

In the case of a Habbo who is being harassed via the Habbo Console the solution is simple - tell them to report the console message via the '!' icon on the bottom of the message which will remove the offender from their Friends List. Once they have done this there is no way the offender can continue to harass

them.

If the Habbo is being harassed in the hotel, they should use the IGNORE tool. It is more effective than our banning the person. If the person continues to silently stalk the Habbo, you can ban them for harassment. We want to teach the Habbos to deal with harassment themselves whenever possible. If the harassment continues over a sustained period and there are either 5+ bans for harassment on the bully's account in the past 30 days or the past 30 days of the victim's Call for Help logs point to continued harassment by a player or group of players, a 30 day ban may be issued.

If a Habbo has been naive and given out their email address or phone number, there is not much Sulake can do other than advise the Habbo to change their email address and/or set up a filter to delete emails from the individual concerned. Teens will be reluctant to do the former, since their email address is often an extension of themselves and thus very important. Teens will certainly not want to change their phone number, so all they can do is ignore any SMS they receive or telephone their network provider to enable their abuse department to investigate and taken appropriate action.

It is a good idea at this juncture to remind the Habbo why it is so important that they do not divulge their personal details

Offensive stickie notes can be detected by Habbo staff members and Community Assistants, as well as Safety Moderators using the Stickie Viewer tool in Housekeeping and then going to the appropriate room to edit or delete the stickie. Reports of offensive Guestbook entries, Group discussion messages or group names can be handled by going to the Content Moderation Tools in Housekeeping.

If a Habbo or group of Habbos is publicly harassing a player by shouting out rude comments or the Habbo's name over and over, please ban the problem Habbos for harassment.

Landline scams

One of the methods by which Habbos can buy Habbo Credits is to phone special landline numbers (there is a different number for each country) and enter their unique Habbo Credits Code. This code is actually their registration number and they can only see it when they open their Habbo Purse and go to the relevant page.

A scam arose shortly after the introduction of this payment method, whereby a Habbo would tell another Habbo that if they run this number and entered a code they specified that they would get so many free Habbo Credits. The code they gave was of course their own Habbo Credits Code, so all that would happen would be that the duped Habbo would buy Habbo Credits for the scammer.

What to do

User advertising landline scam verbally

1. Ban for 100,000 hours i.e perm ban (ban computer too)
2. Reason: "Fraud - 100000 hours"

Landline scam on Stickie note

1. Note the code number and use the Habbo Information Tool (in Scam Detection) to look up the Habbo's name.
2. Ban for 100,000 hours i.e. perm ban (ban computer too)
3. Reason: "Fraud, 100000 hours"
4. Delete the Stickie

Be sure the stickie isn't a trick a user is playing on another user, trying to get them perm banned! Check the account history to help you determine if someone is being framed. Ask your Community Manager for assistance if you need help.

Scam sites

Scam sites are websites that have been set up by Habbos in order to harvest other Habbos' usernames and passwords. They usually claim to have found a way to give out free Habbo Credits and often use Habbo graphics to fool others into thinking that they are authorised by Habbo. Some even go as far to say that they are official Habbo sites.

The scam site owners use the information they harvest to log in as other Habbos (see 'Scamming' Habbo accounts above) and steal any items that they have bought from the Catalogue, or even just pretend to be that Habbo and upset the Habbo's friends etc.

Scam sites are usually advertised in the following ways:

- Word of mouth - Habbos go into different rooms in the hotel and shout out the URL to their scam site. Also, gullible Habbos who believe the scam tell their friends and word gets about that way.
- URL in missions
- Stickie notes - URLs are posted up on Stickie notes in private rooms
- Mass console messages

What to do (this procedure is likely to change with improved tools)

Scam sites on Stickie notes

1. Write down URL and include in your Shift Report
2. Delete Stickie note

User advertising scam site (in mission, by shouting)

1. Ban Habbo for 30 days if you believe the account is compromised or 100000 hours if you believe the account advertising is NOT stolen.
2. Reason: "Scamming - 30 days" or "Scamming - 100000 hours"

Impromptu Events or General Site Chaos

Part of what makes a community fun, and therefore successful, is the ability to do things on the fly. We like to hold unplanned events now and then and the players like it as well. This can create minor havoc for us as players send in 'Calls for Help' or Community Assistants see tons of what appears to be flooding or spamming in rooms. So how do we tell the difference between raiders and spontaneous events?

We may not be able to, in fact, but here are some pointers for the next time we face the unknown:

1. Ask someone on AIM first (preferably an on-site staff person from the office).
2. Consider the content before taking action. What is everyone saying? Is it harming anyone? If NOT, see below.
 1. Click PICK UP but do not bother with the flooding. Send room alerts to use the IGNORE button, which is much more effective than our bans. We are on a mission to get players to use IGNORE. IF they're new, show them how to use the IGNORE button.
 2. Stay loose and have fun with the flooding. Show them how to turn it off ("What flooding? I don't see any flooding") or if it looks like a spontaneous event, join in! Spam them back! Then wave goodbye and leave them to figure it out for themselves.

Habbos should learn to deal with whatever comes their way. Who would stand in a room and allow someone to yell obscenities at them? Nobody in their right mind...they'd likely leave. In real life, when someone insults you, you don't go around punching people, or asking others to punch them, you leave the room. You drop the offender from your social circle. Habbo is the same way. Please use IGNORE or leave the room, and remove the person from your friends list.

ALWAYS tell them to use the IGNORE button or leave and always thank them for the call.

What to do in novel situations

In novel cases use common sense and ask yourself - is this Habbo acting against the Habbo Way and are his/her actions likely to severely offend or upset anyone else? If the answer is yes to either question, then you need to take some form of action. We prefer you educate players FIRST. Education is much more effective than banning and the Ignore tool is effective in filtering out low-level annoyances. This means that you, as a Community Assistant or Safety Moderator, need to use IGNORE as well.

First, talk to the Habbo and explain why they can't do what they are doing and that they will be removed from the hotel if they continue. In serious situations - and this is where common sense comes in - you may need to ban them, either for a short time, an intermediate time or permanently, if his/her behaviour is likely to spoil the enjoyment of the hotel for others.

If you are repeatedly encountering a situation not included in this document, please make your Community Manager aware of it, so that he/she can set a policy for dealing with it in future.

If at any time you are unsure as to what action you should take in a novel situation please contact your Community Manager, either by email (or phone in emergency situations only). For more information about calling internationally please visit <http://www.countrycallingcodes.com>.

You will be reimbursed for any calls to your Community Manager or your local office.

Checking That Payment Systems Are Working

Each country has its own payment systems and therefore its own procedures for checking those systems. Your Community Manager will supply you with details of the payment systems and checking procedures for your Hotel.

A typical community staff shift

You should perform these tasks at the beginning of every shift:

1. Check your email (name@sulake.com) to see if there are any issues outstanding from the previous shift or important announcements.
2. Make contact with the Safety Moderator or Community Assistant you are relieving via AIM
3. Check into the hotel, George and/or CSS with your staff name.
4. Go into your Habbo Purse and check that all the payment pages are loading up correctly.

During a shift you should:

1. Safety Moderators: Answer 'Calls for Help,' giving priority to sexual harassment and safety-related issues.
2. Community Assistants: Answer 'Calls for Help', giving priority to credit problems, lost/stolen passwords, technical problems and general 'how do I?' questions
3. Check and deal with Console Reports and other Content Moderation if you are on an off-peak shift.
4. Report any minor bugs to your Community Manager.
5. Report any major problems using the procedures outlined in 6.1.
6. If you find yourself without anything to do, take a tour of the public rooms. Be visible in the community, go to your Habbo home and reply to some guestbook entries.

At the end of your shift you should:

1. Send any unacceptable Habbo/room names that you think should be included in the Bobba Filter to your Community Manager.
2. Send a BRIEF Shift Report to your Community Manager (and fellow Moderators in some countries) to report back on any issues that arose throughout your shift. This should include any outstanding issues that perhaps you were unable to resolve yourself, new bugs that you encountered on the site, scam sites, and anything else that you feel relevant.

Example Shift Report (SR) Template:

Tech Issues:

User Issues:

Scam Sites:

Kudos/Concerns/questions:

Your signature

Keeping in contact

Sulake Email

Your Sulake email address is used to keep everyone up to date with any changes and for handing over shifts from one person to another. For help on how to set up this account, please ask your Community Manager, who will supply the password and settings.

Community Forum

All community staff have access to the staff Community Forum where you can catch up on Sulake announcements and communicate with fellow moderators from your own country's Hotel, as well as other country's Hotels, on an informal basis.

If you need access, please contact your Community Manager.

Using AIM

During any shift, you are required to be online on your AIM name. You should not create accounts on MSN, Yahoo etc for work communication.

Picking Up Calls For Help

During your shifts while picking up calls, there are a percentage of calls that cannot be acted upon. These could be:

- Bogus or silly calls (eg "The hotel is on fire")
- Duplicate calls (many users in the same room calling about the same person; one impatient Habbo calling every minute, etc)
- Inactionable calls - calls that require no action. For example, "I hate you", "You stink." These calls need to be picked up so we know that they have been read and handled - such as banning a user for abusing the call for help, or sending an alert to answer a simple question.

Please click downgrade on all bogus calls, even on the duplicate calls if they are a repeat of a situation already handled. Downgrading bogus calls moves them to the back of the queue. If there's time later, you can read them and click 'PICK UP' and move on. This system allows Community Assistants to work efficiently instead of wasting time. Clicking downgrade on the above types of calls is an efficient system

of communicating to the team.

Safety Moderators receive Calls for Help called 'Automatic Warnings' which are sent by the system if an activity like persistent profanity or flooding is registered. Community Assistants should leave these 'Auto Calls for Help' to be picked up by the Safety Moderators, who see the calls in their George tool as italicised calls.

All other types of calls should be acted upon after clicking the pick up button. We recommend picking up a call (clicking PICK UP) before taking action so that staff member's efforts are not duplicated and therefore more calls can be answered quickly and efficiently.

Should Moderators be picking up every call?

Yes and No. You should be picking up every call that you can handle, yes. This does not mean that if community staff does not pick up all calls during their shift that they are seen as ineffective. In fact, real 'Calls for Help' not answered by staff during their shift will help us determine if extra support during those hours is needed. It's in the best interest of the team and the community staff member on duty to be honest about the number of calls he/she can handle, and NOT scroll way back to pick up calls that they do not act upon. Otherwise, we won't know when the load is too heavy for one person (or two persons or however many community staff you have per shift).

Predatory and Paedophilic Behaviour and How We Deal With It

The purpose of this section is to explain the work that's going on behind the scenes of each and every hotel to identify and prosecute possible predators or paedophiles. It also outlines the procedures that should be followed should staff suspect criminal sexual behaviour. It goes without saying that this document is extremely sensitive and must be kept entirely confidential.

How can I spot predatory or paedophilic behaviour?

A predatory or paedophilic conversation can have some or all of the following characteristics:

- When someone controls a conversation,
- Pretends to be in a role of authority such as a teacher or parent,
- Asks the teen to role-play as a much younger child,
- Asks if that teen "loves" them or is loyal to them,
- Asks personal questions about their relationships with their family or friends
- Then asks for personal information such as email address, msn, full name, or age.

Why might Habbo attract people with the wrong intentions?

Like any other place where children or teenagers meet, Habbo also attracts potential paedophiles. For teenagers in Habbo anonymity and role-playing are very important features, but unfortunately these features can also be used by people with the wrong intentions. Potential paedophiles can befriend teenagers easily, either by pretending to be younger or more worryingly, being perfectly honest about everything except their intentions.

In addition, teenagers are at a stage in their lives where they want to try out new things. In real life, they'll be kissing behind the bike sheds and it's no different in Habbo. However, the very real danger is that the person they are 'kissing' in Habbo is someone with the wrong intentions. And despite our efforts to filter out sexual language, it is not only kissing the teenagers try to get involved with. The actions they

try to describe in Habbo can be very explicit.



What do we do to guard against this?

You all know the measures we employ to make Habbo as safe as possible, but let's revisit them once again:

Language filtering

Each hotel has three filters covering: Habbo names and missions; chat, Stickie notes, gift tags and Console messages; and room names and descriptions. The Site Producers and/or Community Managers should be updating these daily to keep abreast of the new ways our players have devised of saying inappropriate words and phrases. When players say words or phrases on the filter lists they instead say 'bobba' (or the equivalent local term). However, community staff can see what the player is actually saying by switching off the filter in their account settings. In addition, the Safety Moderators receive an alert if a player says three filtered words or phrases in a row.

The George alert filter has common phrases taken from a two-year collection of logs, where management deemed the conversations to be dangerous. This is why looking at all the auto-alert logs in George is especially important. If someone is engaging in predatory behaviour, the George alert filter will catch it. In addition to trolling rooms with 2 users, the auto filter is a Safety Moderator's most important task.

Habbo Console

This was originally developed to give our players a way to communicate in and outside Habbo without sharing any personal details. Habbos have to accept a Friend Request before they can talk over the Console.

Call for Help

Players can report inappropriate behaviour very easily, by sending a Call for Help. Players now use this system as a way of asking for help about all subjects. Safety Moderators should handle calls which impact on safety and Community Assistants should answer calls which are credit problems, password problems and general customer service queries. Players are only able to send one Call for Help at a time. They are not able to send a new one until an Community Assistant picks up the first call, or the player elects to delete their first call and replace with an updated one.

In-game player assistance

Each hotel has a character called Mod-XXX, a Community Assistant (or local equivalent). The role of the Community Assistant is to pick up general customer service related Calls for Help. Safety Moderators pick up Calls for Help on safety issues and monitor player behavior. Community staff are trained professionals usually working four-hour shifts. During office hours, Assistant Community Managers and Community Managers also help manage the site, but outside these times it will be paid part time professional community staff.

Email address and phone number filtering

If a player attempts to say their email address or phone number out loud, it is replaced with the term 'bobba'. Safety Moderators using George also receive an automatic alert.

Monitoring of two-user rooms

As most of the inappropriate behaviour that occurs in Habbo happens in locked guest rooms, we decided that we needed to be able to monitor these rooms. George allows us to do this, without the players' knowledge.

If George has crashed and you missed an 'Auto alert' call, always keep the 'Calls for Help' page in Housekeeping open. The Search feature in your browser will enable you to find the call you missed and see the log that triggered the alert filter.

Also, you can open any room with 2 users and let it sit in the background while you deal with other issues. We'd rather catch problem behaviour BEFORE it gets out of control so we prefer to stop any such behaviour rather than try to get evidence and allow it to continue.

George: covert monitoring

The greatest addition to our arsenal is the George moderation system. This allows safety moderators to watch two-player rooms, to tag users and to view rooms where players are giving out their personal details or filtered phrases.

We do not advertise the existence of George to our players for several reasons. Firstly, if they know we are monitoring two-player rooms they'll just exchange MSN addresses and go onto MSN Messenger instead. And while we're not in the business of catching predators or paedophiles, we don't want our players putting themselves at risk in an entirely un-moderated environment. Second, teenagers don't want to be monitored; they accept moderation, but they want some freedom too.

The Safety Moderators who use George are specially trained. Safety Moderators see a lot of explicit descriptions of sexual acts (because filtered words appear in the George interface as they were typed, rather than as 'bobba'), which can be quite disturbing. They also see players talking about other players and sometimes staff. These conversations can be derogatory, but it's our view that if they're in a closed guest room it's no business of ours.

The role of a Safety Moderator is to:

1. Investigate all 'automatic alerts' sent when players breach the Bobba Filter
2. Investigate all instances of players giving out their personal details
3. Investigate all reports of harassment, bullying, threats, and the like
4. Monitor all two player rooms, as time permits.

In the course of their job, Safety moderators can warn and temporarily ban players engaging in cybersex or giving out their personally identifying information as described earlier in this document. Any investigations that reveal any suspected predatory or paedophile behaviour are reported to your Community Manager for further investigation.

IMPORTANT: we are tightly controlling the staff members who have access to George. We will review and

remove rights from any staff member who has not been approved by the Community Team to use George.

Staffing levels

All hotels are required to provide assistance to players and to moderate the site during opening hours. This is a compulsory requirement. The numbers of concurrent Community staff is partially dependent on your hotel's peak simultaneous user figures and your Community Manager will monitor the levels of safety related calls and customer service related calls and assign appropriate numbers of Community Assistants or Safety Moderators to each task.

If you feel that you cannot cope with the volume of calls for an extended period, you should talk to your Community Manager about it.



We've seen some explicit sexual behaviour - what should we do?

You, Sulake community staff, and even Habbo players will see explicit sexual conversations within Habbo on a daily basis. Most of this will be teenagers experimenting with other teenagers. It is always best to discuss such logs with your Community Manager who has seen more of these chat logs. Sexual behaviour of any kind is discouraged on Habbo. All staff are instructed to send educational warnings or ban players immediately if they see any Habbo engaging in sexual behaviour.

If a Safety Moderator (or other member of staff) is concerned that the users involved were attempting to 1) meet in real life in order to continue the sexual activity or 2) that one of the users was underage (you can check the age of consent in your country here <http://www.avert.org/aofconsent.htm>), they have been instructed to report this to the Community Manager.

Please note: if *both* players are clearly underage, it is enough to ban them - generally speaking it is not a crime for two underage individuals to have sexual contact. As long as you can determine they are both underage.

Your Community Manager should immediately permanently ban the adult player if this has not already been done. The ban should include the player's Machine ID to ensure he/she cannot come back in under another name. As a reason for the ban it is good to put 'inappropriate behaviour' or something equivalent, since they themselves see what you have written. Do not be tempted to allow them to stay in the hotel with the idea of getting 'evidence' - that's not our job. It is also not necessary. Because the 'Auto alert' will catch predators, a log has already been generated in Housekeeping. A Safety Moderator should have the 'Calls for Help' page in Housekeeping open at all times to check the log that triggered the filter. This log should then be sent to the Community Manager. The Community Management will check if the Habbo player is using any of our other hotels and ban him/her where necessary. Also please be sure to ban the underage player.

Then your Community Manager will email the Safety and Education Officer so she can review the case. We will request all chat logs and IP accesses from Tech Ops. Should we (Community Management) and you feel that the individual is indeed a true danger we will pass the case over to the local police. We are building relationships with the police in all countries, but we may need your assistance in this area for language reasons.

If it is a player or their parent who has sent in the report, you should explain that we take these issues very seriously. It's best if we can review the situation before the police are contacted and that we are the

ones who contact the police.

If the banned player contacts you, just reiterate the reason for their ban (inappropriate behaviour) and tell them that we are looking into it. If the police are involved we have to take their advice on whether we can disclose their involvement.

To summarise:

1. You (or a player) sees a sexual conversation.
2. If you can, educate or ban the players.
3. If players are attempting to meet up IRL or one of them is underage, report them to your Community Manager. Include the auto-generated log from Housekeeping if you found the activity from an auto call.
4. Community Manager reviews the logs and decides to escalate or not.
If escalating, Community Manager contacts Safety & Education Officer who will obtain all chat logs and IP accesses from Tech Ops and thoroughly review the case
Community Management escalates to local police if necessary. Your help may be needed at this point.

Spectator Mode

Site Producers have the ability to set an option called Spectator Mode on public rooms where events are being held. When joining a room with Spectator Mode enabled, the player has the choice to either enter the room proper or watch the events taking place inside via Spectator Mode. If they choose to enter Spectator Mode they cannot interact with anyone in the room. If the room is full they can elect to wait in a queue to enter or can switch to Spectator Mode. Staff have the ability to over-ride room limits so will never be 'thrown' into Spectator Mode, but may get queries from players who suddenly find the room overlaid with a red television.

APPENDICES

Polices and Procedures Handbook

Please see here for the [Polices and Procedures Handbook 2008](#)

Moderation Action Chart

Please see here for the [Moderation Action Chart](#)

Staff Security Handbook

Please see here for the [Community Staff Security Handbook 2007](#)

Bobba Filter On/Off

Please see here for the [Bobba Filter On/Off](#)