Uber Hotel Moderation Handbook

http://roy.mine.nu

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1 INTRODUCTION

Congratulations on becoming a Moderator!

Being a Moderator (an Uber Hotel volunteer) is fun, but it comes with responsibilities too. This handbook explains what your Moderator roles and responsibilities are*.*

There are three levels of Moderators:

TRIAL MODERATORS are new to the team and are being watched over by other staff members to make sure they understand their role and are not abusing their responsibilities.

MODERATORS are the main category of moderators at Uber Hotel; they are more experienced than Trial Moderators. They have access to the in-game moderation tool and 'Management and Moderation' area of the Uber website.

SENIOR MODERATORS are the most experienced of our moderator team, they have a slightly higher rank so they can support and manage other moderators if necessary.

NOTE: In no way is any moderator 'better' than another. Harassment of other staff members will not be tolerated and will punished.

2 ROLES AND RESPONSIBILITES

As a Moderator you should try your best to be friendly and helpful to all visitors in the hotel. You're there to EDUCATE them about hotel safety and how the hotel works, as well as to protect innocent Uber's and fight 'the bad guys'.

The Moderator Handbook: It is very important that you read and follow the guideline in this handbook, if you do not, you only have yourself to blame if you are disciplined for something set out in this booklet.

Disciplinary action: If you see an Uber acting inappropriately, you should issue a warning and explain that his/her behavior is unacceptable. You should do this politely and in a controlled, professional manner. If the behavior continues, it may be suitable to ban the user, refer to pages later on in this booklet.

Uber support: You should support ordinary Ubers as much as you can - greet new guests, show them round the hotel, answer their questions and try to mediate in any conflicts or arguments. You are there to help, not just take advantage of commands and play around.

Uber Administrator support: If you need any advice, do not hesitate to contact an administrator at any point. You can contact us in-game or via email.

Moderator alerts: When you're signed into the hotel on your Moderator name, you are expected to answer the Calls for Help and spend time in guest rooms as well as public rooms. Trial moderators do not have access to the call for help.

Moderator recruitment: Administrators are the ones who recruit, moderators do not. Please do not 'give out' jobs or bug us with suggestions.

Feedback: If you have any suggestions or feedback, please let the appropriate person know.
You are expected to read (and reply if needed) to all emails and messages from administrators to keep yourself up to date with what's happening on Uber. You are also expected to check the staff message board/forum from time to time for important updates.

Moderator disagreements: You cannot ban anyone in higher or equal rank to yourself. This does not mean you can ban other staff members that are lower than you unless you have an extremely good reason, if you have a problem with another member of staff, contact an administrator.

Security: You must not reveal any passwords or information to anyone - not even fellow staff. You must not reveal who bans an Uber. You can say "A staff member banned you for xyz reason" but you must NEVER give out account info, account names, emails etc. to ANY Uber for ANY reason.

EVERYTHING YOU READ, DISCUSS, and SEE REGARDING UBER HOTEL, it's GUESTS and STAFF IS CONFIDENTIAL. Failure to keep information confidential will result in demotion or dismissal.

3 MODERATOR GUIDELINES

3.1 ROOM GUIDELINES

If a room owner is behaving in an inappropriate manner you are allowed to exercise your commands on him/her. If the room owner is **not** present, you can still exercise commands as usual, on anyone in the room. The only people who can tell you not to use your commands are higher members of staff if they have a valid reason. In a situation where the room owner seems to be letting other guests act badly in his/her room, you should talk to the room owner first, before using your commands. The room owner has the right to decide who is allowed in the room and can kick visitors out and they may block their door, as long as they are not interfering with staff member's duties. You also have rights in all guest rooms to pick up scripted furniture and for other issues that may arise, abusing this privilege will result is IMMEDIATE action, no questions asked. In public rooms, you are effectively the owner. You should deal with all situations as you would normally.

NOTE: English must be spoken at ALL times.

3.2 IN-GAME CALL FOR HELP AND MODERATION TOOLS

The moderation tool (top left corner of the client) has many uses, and is a lot more advanced than its predecessor. It should only ever be used for serious business.

The room tool shows you information about the room you're in, or one you've click on from a support ticket/call for help. The first block shows basic information and several commands available to you. If there is an event running, there will be another block to show you information about that. The other half allows you to kick all users and stop the event, lock the room or change the room name to a standard message explaining the room in inappropriate. Tick the boxes needed, enter a message or choose a pre-defined one and send it as a message or caution to the whole room. A caution goes on their user info, and is more serious as it can affect their ban length etc in the future, a message is more friendly are should be used for more minor issues. We trust you to decide what is appropriate.

The chat log function shows you the chat log of a room. If you have chosen a specific user or support ticket, the involved user(s) will be highlighted. You can use this as proof of scamming, harassment etc.

The user info tool lets you view several statistics including the amount of cautions they have had, and the amount of bans. You can view the users chat logs here (explained above), what rooms they've been in recently etc. If you would like to ban, caution, kick or alert a single user you can use the 'Mod Action' dialogue. Just enter a message, and choose the correct action, remembering caution is more serious than sending a message.

The last tool, and possibly the most important for looking after users, is the ticket browser. When a support ticket comes through from a user, you will hear a 'bleep' sound effect, open the ticket browser and a new ticket will have appeared. To get the next priority issue, click on the button at the

bottom, priority is ranked by how long they've been waiting for a response. A window will then pop-up where you can see the issue, the reporter and the user reported and can deal with it appropriately. Once you have dealt with it, you can close it using one of the bottoms towards the top, these buttons give out an automatic response depending on the one you press so a message to the user is not always needed. If you close as abusive, it will go on the record so please use this wisely. If you need to go or can't deal with an issue, you can click the release button so another moderator can pick it up. Back in the ticket browser, you can also access your issues as well as see other issues that have already been taken by other staff. If you have any issues with this system, please contact an administrator who will happily show you how it works as it can become confusing.

3.3 HOUSEKEEPING PANEL

Moderators will have access to certain areas of this panel located on the main website; it contains a lot more features than the in-game tool, and will make Moderation a lot easier. If you have any questions about this panel, ask an administrator who will be happy to explain it to you.

3.4 SPEECH COMMANDS

As a moderator you have the actions listed below at your disposal. They will not work unless spelt correctly (case sensitive). The colon (:) is very important and you must use the same spacing as shown below.

:alert 'user' 'message' (FRIENDLY) (TM, M, SM). These are just general, friendly messages to users or staff. Use them as friendly reminders to users or to question an administrator. They do NOT count towards number of cautions.

:softkick 'user' 'message' (FRIENDLY) (TM, M, SM). This is a 'friendly' kick, it does not count towards a users number of cautions. Use this to kick a user for something novel that does not need a caution.

:kick 'user' 'message' (TM, M, SM). This kick is more serious and goes towards cautions, use this is a user is doing something unacceptable.

:ban 'user' 'seconds' 'message' (M, SM). If a guest is persistently misbehaving, you should issue a ban. Usually, you must have warned them at least once before you issue a ban. This goes towards their number of bans. Note: Bans should primarily be done through the Moderation tool for ease and clarity.

:mute 'user' (FRIENDLY) (M, SM). This command is very useful for stopping users spamming or flooding a room, most commonly to advertise their guest room. Note: Mute is permanent and will never lifted until you use the :unmute command!

:unmute 'user' (FRIENDLY) (M, SM). This command will then let the user speak again when you think they have learnt their lesson.

:roomalert 'message' (FRIENDLY) (TM, M, SM). This command is used to send an alert to the whole room at once, good if a whole room needs reminding of a rule. This does not go towards cautions.

:roomkick 'message' (FRIENDLY) (TM, M, SM). Use this command to clear a room after an event, etc.. This does not go towards cautions.

:superban 'user' 'message' (M, SM). This will ban a user permanently. Only issue a permanent ban in severe situations where it is absolutely necessary. This goes towards their number of bans. Note: Bans should primarily be done through the Moderation tool for ease and clarity.

NOTE: It is important you always send the right type of message or caution when using commands otherwise it will go towards their cautions! Commands should be used for less serious business than the moderation tool, but this does NOT mean you can abuse them.

3.5 SPECIFIC SITUATIONS

We trust your judgement on when and when not to use your commands, but there are some specific situations in which we have set procedures that you should follow. These are set out below.

'Hacking'/Scamming accounts

'I've been hacked' is often uttered by users, but it is safe to say that their accounts have not been hacked in the true sense of the word (Uber Hotel goes to great lengths to ensure this can't happen). More often than not, the guest in question has given another person access to their account, either unwittingly or because they have been duped into doing so by a dishonest user.

You should only take action against 'hackers' if you have proof - you've seen the user advertising a scam site or asking for passwords etc. If you are confident that the user is indeed trying to get into others accounts, follow those two simple steps -

-Ban user for 24 hours upwards depending on the situation

-Reason: "You have been banned for scamming or hacking"

Unacceptable names and mottos

You may come across users with unacceptable mottos or names, sometimes they think it's funny, other times they are doing it to offend other users. We trust you to make a judgement on what is 'too far'.   We cannot change usernames. If their name is unacceptable, they will have to create a new one. Follow these steps if you have found a user with an offensive name or motto –

Ubers with unacceptable names

- Ban the user immediately

-Reason: "your name is unacceptable – please register a new username''.

Ubers with unacceptable missions

-Speak to the person directly and ask them to change it.

-If this is not possible, or if they ignore your request, change their mission in the M&M panel

-If the change it back, ban them with the reason: "Your mission is unacceptable, please change it immediately".

Harassment (including blocking)

Harassment can take several forms in Uber Hotel, ranging from simple name-calling, being spammed with instant messages or door blocking. Users may also write unpleasant things about others on stickie notes. Please check it is not the ROOM OWNER or a STAFF MEMBER blocking the door. Sometimes users will harass staff for jobs, badges etc, please do not get involved in arguments where possible and stay calm.

General Harassment

-Ask the harassed user to remove them from their friend list, leave the room etc.

- If the harassment continues and you have proof, speak to the accused user or ban them depending on the severity

-Reason: "You have been banned for constantly harassing other users or staff ".

Doorblockers

-Kick the user from the room with an appropriate message

- If they continue to block, ban them

-Reason: "You have been banned for persistently blocking".

NOTE: You may permanently ban a user with the above reasons if there account name indicates it was made for harassment/blocking (e.g. ''i-will-block'' or "harrassment393")

NOTE: Accounts with names that are blatantly clones of staff should be permanently banned with the reason ''Impersonating staff is unacceptable, please register a new account''.

Scripting

At Uber Hotel, we imply a zero tolerance policy towards scripter's. Users who use (or even claim to use) text-editing programs (such as ArtMoney, MemoryHacker and WinHex) to read and alter Uber Hotel codes, should be permanently banned. There are a number of ways you might see scripting in the hotel. You may not witness scripting; however any user asking for, claiming to have or offering such software/filters to other guests should be banned.

-Ban the user immediately

-Reason: 'you have been banned for scripting, attempting to script or asking for scripting software''

Swearing

Some swearing is allowed in Uber, but not directly at users or anything that is too vulgar or offensive. If you see anything you deem as over the top, follow this procedure –

-Alert the user explaining their language is inappropriate

 -If they continue to go over the top, ban them

- Reason ''Inappropriate language is not permitted''

If you come across anything else, we expect you to use your common sense and follow a suitable route to deal with the problem.

NOTE: It may be more appropriate to ban for longer or shorter lengths depending on the amount of cautions/bans they have received in the past. This is why its important to use the right type of message/caution. Refer to normal ban times below.

4 BAN LENGTHS

4.1 LANGUAGE

Violation	Message/Caution Reminder	Ban Length
strong vulgar language	X	2 Hour Ban
inappropriate screen name		Permanent Ban
sexually inappropriate remarks & requests for sexual favors	X	2 Hour Ban
descriptions of violence	X	2 Hour Ban

4.2 IMAGES

Violation	Message/Caution Reminder	Ban Length

depiction of sex acts or pornographic images of body parts in ascii art		**24 Hour Ban**
Members offering or asking for pics (sexual/pornographic)		**Permanent Ban**

4.3 SCAMMING, SCRIPTING, IMPERSONATION

Violation	Message/Caution Reminder	Ban Length
Scamming/Hacking or Attempting to Scam/Hack		**24 hours**
Scripting, asking for scripting tools, attempting to script, etc.		**Permanent**
impersonation of a user	**X**	**7 Days** **Permanent if account name is impersonating user**
Impersonation of staff		**Permanent**

4.4 DISRUPTION

Violation	Message/Caution Reminder	Ban Length
Flooding	**X**	**2 hours**
Soliciting cybersex, cam to cam etc	**X**	**2 hours**
Participating in cybersex, cam to cam etc		**4 hours**

Commercial advertising	X	24 hours
suggestions designed to disrupt: Alt-F4, Command-Q	X	2 hours

4.5 OTHER

Violation	Message/Caution Reminder	Ban Length
Identifying information about OTHERS without their permission	X	7 days
General Misbehaviour	X	2 hours – 24 hours
Speaking other languages	X	4 hours
Links of any sort		24 hours

5 OTHER

5.1 BADGE

As an Uber Hotel volunteer moderator, you have a staff badge. You are expected to show your badge, should any user ask you to do so, so you can prove you are an official staff member.

5.2 CONDUCT

You are expected to behave in a professional manner at all times, when performing your duties. Please do not engage in public arguments, ignoring users, rude behaviour, or other unacceptable behaviour when you are moderating.

Sometimes we have to clear a room and may accidentally kick a staff member. Please do not take offence or get an attitude should you be kicked from a room. It was probably accidental and we couldn't tell you were a staff member.

Do not argue with other staff either, other moderators and administrators. You may certainly disagree as everyone has different opinions, but this does not need to cause an argument. We do have the ability to watch you and know exactly who is arguing and causing disruptions.

5.3 BENEFITS

You have full access to rares, staff trophies, etc. Take as many as you want for your own rooms, but please do not give them out to the general public unless as a competition or event prize. Anyone abusing this area of the catalogue will be dealt with. We will also hold parties and meetings were we can have a bit of a laugh and some fun, it may seem like a serious job (which it is) but we do not expect you to act like this all the time, you can develop your own personality as a moderator as long as you conduct yourself in a well behaved manner.

5.4 EVENTS

It's always helpful to administrators if you can run events, games and competitions to keep the hotel active. If you need any help (A news article posted, a hotel alert, special prize etc) feel free to contact Oscar at anytime.

5.5 CONTACTS

Hi, I'm Roy, and I'm the founder and code monkey of Uber. I am in charge of everything technical, so I therefore work primarily in the background. I leave Oscar to manage the front end of the hotel and assist him where needed. If you have a technical issue, bug or just a suggestion, don't hesitate to contact me. I welcome you to Uber and look forward to working with you!

- Roy (Roy@meth0d.org)

 "Hi, I'm Oscar and I deal with all hotel business along with my trusted colleague, Roy. We are both well experienced in different aspects of retro hotels and have moderated and managed several successful hotels together in the past. To start with, there's absolutely no point in trying to talk technical with me! I deal with staff, furniture, events, user welfare and other general hotel issues. I look forward to working with you and developing a great online community, together."

- Oscar (Oscar@meth0d.org)