

Moderator guidelines

Read the full article [here](#)

If you want to use these in your server, feel free to make a copy via File -> Make a Copy and edit as needed

Old version [here](#)

This document is authored by @naviking . Join the Discord Networking server to connect with him and other community builders on Discord <https://discord.gg/8QEdtxqTJQ>

Welcome to the server moderation team! Before reading this channel, be sure to read the [#mod-code-of-conduct](#) . Once you understand the general principles under which the mod team operates, you can read through this channel for more specifics about how to use the server bot, when to apply certain types of punishments, and other server-specific procedures.

While this channel will not cover every possible incident you may have to handle as a moderator, it should give you a good enough starting point of the tools available to you that, combined with the [#mod-code-of-conduct](#) , will enable you to handle most situations on the server.

If you are unsure of how to handle a specific situation, feel free to ask in [#mod-chat](#) and tag the mod role to get input from other moderators.

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What to do if you make a mistake

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Note: modify this if using a ticket system rather than modmail. Replace the modmail steps with “Otherwise, after undoing the mistaken action, you should open a ticket with the user to explain the mistake via [\[bot command syntax\]](#) in [#staff-bot-commands](#)”

We are all human, and in some cases you may make a mistake when moderating. Sometimes this will come up after discussion with the rest of the mod team or via additional guidance from a server admin. Some examples of mistakes include

:small_blue_diamond: Accidentally sending a direct message via the bot when logging an informational warning

:small_blue_diamond: Misapplying server rules when warning someone

Mistakes that can be solved simply by editing the case can be handled accordingly. Otherwise, after undoing the mistaken action, you should take the following steps

:one: Open up a new modmail thread with each affected user using `/newthread userid`` (you cannot open multiple modmail threads with one command).

:two: Go to the thread and use ``m/reply`` to explain what mistake was made and how the mod team will rectify it

:three: Wait up to 24 hours for the user to acknowledge the modmail message and then close the modmail

For example, if you misapply the rules when warning someone, you might say something like
> Hello, after further review by the mod team we have decided that the warning you received is not necessary because [reason]. This case has been removed from your warning history and will not count against you in the future.

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Public vs. Private Warnings

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In most cases, mod actions taken with the bot should be done privately, with only the verbal component occurring in public channels. However, there may be cases where you need to take decisive action publicly to show that certain behavior is punished with a mute or ban. This is usually most applicable when extenuating circumstances apply.

In the case that you end up warning multiple people for a related incident, the same warning visibility should be given for all involved parties. For example, if two people are toxic to each other and you decide to mute one of them and warn the other, if you mute the first person publicly as an extenuating circumstance, the second person should also be officially warned publicly even though it is only a warning.

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When to Skip to Mutes and Bans aka Extenuating Circumstances

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In line with the #mod-code-of-conduct, mutes and bans should not be a moderator's go to punishment except in extenuating circumstances as noted below:

:one: A user is participating in a raid on the server, in which case they can be banned under the Toxic Attitudes rule with the reason "participating in a server raid." Attachments can be obtained from the deleted message log if possible.

:two: A user is deliberately or maliciously flouting the rules in the server (e.g., deliberately trolling, posting malicious links or inappropriate server invites), especially if they lack any normal/productive message history. Members with some previous productive message history should not be banned without consulting the rest of the mod team.

:three: A moderator has asked a user multiple times to cease some sort of rulebreaking behavior and the user continues regardless. It is recommended to give one polite warning, one firm warning, and one ultimatum prior to muting a user in this fashion. For example

:small_blue_diamond: Hey @user , it seems like that conversation topic is making people uncomfortable. Let's talk about something else now.

:small_blue_diamond: As I said before @user, that's not an appropriate topic for the server as it violates the [rule name] rule.

:small_blue_diamond: This is your last warning. If you say one more message after this about that topic, you will be muted for 24 hours.

:four: A user has broken a rule that merits an instant ban or mute as outlined in the server rules.

___If a user is banned for punishment evasion, do not include the full explanation of how we discovered their behavior in the initial warning and instead edit it in after they've been removed.___

In line with this guidance, if you believe a user should be muted, banned, channel banned, etc. early based on an extenuating circumstance not listed in this procedure, please consult with your fellow moderators.

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Evaluating NSFW Content

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NSFW content, or Not Safe For Work content, refers generally to sexually suggestive or pornographic images, but may also refer to images with excessive gore or violence. While moderating the latter is not usually an issue (due to gory images being easier to judge and less frequent in nature), what constitutes "too sexual" is a line that is drawn differently for different people.

While some things, such as full frontal nudity, exposed breasts, and other definitively pornographic materials are easier to classify into NSFW, many cases will be in a gray area. When considering if something in this gray area is too sexual to be considered SFW (safe for work), ask yourself if the answer to any of the following is yes

:small_blue_diamond: Is the art more sexually suggestive than the content of the server topic itself?

:small_blue_diamond: Is the attire of the character something that would not be acceptable in public (e.g., a swimsuit would be publicly acceptable while lingerie would not be)

:small_blue_diamond: Is there undue emphasis on sexual characteristics of the character's body

:small_blue_diamond: Is any underwear inappropriately visible (e.g., a sports bra in an exercising outfit could be fine, but a panty shot under a skirt would not be)

:whitespace:

If the answer to **two** or more of these questions is yes and the content is not directly from the game the server is about, then it is likely the image is too NSFW for the server. However, you can always ask another moderator for second opinions.

Text based messages should be judged based on how explicitly sexual they are. Sexual innuendo might be appropriate depending on context (e.g., eggplant emojis), but a statement like "I would fuck her in the ass" would definitely not be appropriate for the server. The text based justification also applies to "pictures of text" such as memes or pictures of conversations.

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User Profile Criteria Violations

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When dealing with a user profile criteria warning, **generally speaking** you can log this as an informational warning every time. However, the user should receive an official warning if any of the following criteria are met.

:one: The user has already been warned for **any** user profile criteria related infraction

:two: The user is receiving a warning based on a **nickname** that they set (not their default discord username). Since they took the time to set a nickname, they should also take the time to read the rules about nicknames.

:three: The violation qualifies as an extenuating circumstance (e.g., a bad racial slur, straight up porn as a profile picture, etc.)

Users do not need to be retroactively warned for having non-compliant user profile information unless it is being reported by someone in the server that is made uncomfortable by it (e.g., someone changing their profile picture to porn and back to troll people isn't ok; someone setting a goofy untaggable name for 15 seconds as part of a joke in chat is ok).

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Securing Your Account

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Scams are common on Discord. Please close your DMs for this server and direct anyone with moderation concerns to **[create a ticket/contact modmail]**. Please also read the following articles to better understand how to protect yourself on Discord

:small_blue_diamond: <<https://discord.com/blog/protecting-users-from-scams-on-discord>>

:small_blue_diamond: <<https://discord.com/blog/keeping-discord-safe-and-sound>>
:small_blue_diamond: <<https://discord.com/blog/common-scams-what-to-look-out-for>>
:small_blue_diamond: <<https://dat.place/scams/>>
:small_blue_diamond: <<https://discord.com/moderation/241-securing-your-discord-account>>

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Establishing a backup account

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To establish a backup account, please send me an email address at which you can be contacted. I will add this email to our server's Google Drive folder, and in the event that you lose access to your moderator account, you can send me an email at `[redacted]@gmail.com` **from the email address you are using for Google Drive** with the full username and Discord ID of the new Discord account you want added to the mod team. After sending me this email, send me a DM through that same account on Discord and confirm the email address from which you sent me the email.

__UNDER NO CIRCUMSTANCES SHOULD ANYONE ON THE MODERATOR TEAM GIVE ANY ROLES TO PEOPLE CLAIMING TO BE MODERATORS LOCKED OUT OF THEIR ACCOUNT__. This is a huge security risk. Please direct messages you get to this effect to me.