

General Guideline

CraftersHQ Lifesteal Staff Guidelines

GENERAL RULES >

Follow these rules and regulations. If they are not followed, your rank may be removed.

- ❑ Be up to date with all of our rules and punishments in-game and Discord.
- ❑ When dealing with a hacker, before you ban the player, it is **HIGHLY RECOMMENDED** you record it, or the player will be unbanned. You may use Vulcan logs as evidence if a recording is not available. Again, recordings are not required, but **HIGHLY RECOMMENDED**. When dealing with mutes or griefs, you **MUST** have evidence as well.
- ❑ **ANY PERMANENT IP BAN OR MUTE SHOULD RESULT IN A NETWORK WIDE PUNISHMENT. If a player is perm muted on the server, they should be muted on discord. Likewise for bans.**
- ❑ You may **NOT** use your moderation commands to your advantage on any server. This includes using [/god], [/fly], [/v], etc. These should only be used to catch a hacker. This will be considered abuse.
- ❑ Use [/tpa] instead of [/tpo] or [/tp] upon teleporting to players unless you are moderating. An example when to use [/tpo] or [/tp] is when a player gets grieved. An example not to is when a player says, “tp and look at my base” because it could be used against you if you are ever reported for force teleporting to a player.
- ❑ No swearing in any of our staff chat platforms which players could see. **Even though swearing and toxicity is allowed on Lifesteal, it is recommended you maintain professionalism AT ALL TIMES.** If you are uncomfortable with some language being used, message **Graves or Vers**. If you swear in a staff chat and it goes into public chat accidentally...
- ❑ Don't try to hog tickets or /helpop requests. Allow lower level staff members to have priority when dealing with requests. If it needs to be escalated to a senior member, or needs immediate action that a Helper cannot perform, then you can step in. Allow Helpers to follow through and learn.

DISCORD RULES >

- ❑ Do **NOT** give players special treatment. If they break a rule, you punish them, don't let them off so easily.
- ❑ Be active, make sure there is no chaos in Discord. Don't escalate arguments.



Chat Offenses

Chat Offenses

Racism/Suicide Encouragement/Homophobia/etc >

Swearing is allowed on Lifesteal. However, racism and homophobia are not. This behaviour will simply not be tolerated. All offenders should be given a silent IP global mute.

First Offense | 7 day IP

Second Offense | 14 days IP

Third Offense | 30 days IP

Fourth Offense | Permanent

Notes:

- Acronyms, such as 'kys', should follow the same chat Offenses as inappropriate language.
- 'Suicide encouragment' is only for genuine, extreme cases.

Vulgar/Inappropriate Chats >

These will never be tolerated and should always immediately result in a mute.

First Offense | 7 days IP

Second Offense | 30 days IP

Third Offense | Permanent

Notes:

- Any inappropriate chats or gestures towards anyone underage will always result in a permanent ban.

Command Spam >

When a player spams a command (i.e. /msg, /tpa, etc), a silent global ban should be given, unless otherwise stated. Most command spamming will be discovered with CoreProtect, as only the admin team have active socialspy.

First Offense | Warn

Second Offense | Kick

Third Offense | 1 hours

Fourth Offense | 12 hour

Fifth Offense | 1 days

Sixth Offense | 7 days

Seventh Offense | 30 days

Eighth Offense | Permanent

Staff Disrespect >

This behaviour will simply not be tolerated. Pushback from punishments or flat out refusal to comply with stern warnings all apply. Please use good discernment. If a player is just whining, leave it at that. If they are calling you out by name and being profane, follow these guidelines. If the player is already muted, add the selected time to their punishment as a silent global IP mute.

First Offense | 3 days IP

Second Offense | 7 days IP

Third Offense | 14 days IP

Fourth Offense | 30 days IP

Fifth Offense | Permanent IP

Doxing >

Any mention of protected personal information, such as IP addresses, mailing addresses, phone numbers, private social media handles, name dropping of personal relatives, false rumors about relationships, or any other private information **SHALL NOT BE TOLERATED.**

First Offense | Permanent IP Ban





Hacking

Hacking, Blacklisted Mods, Illegitimate Kills, Autoclicking, and Glitch Abuse

Hacking >

Hacking basically means using an outside method to produce a certain outcome in the game.

- Kill Aura
- Bhop
- Reach
- Speed
- Fly
- X-Ray, including texture packs

In case of an appeal, all hacking silent bans should be recorded as evidence. You may send this to other staff members to ask their opinion **before** silently banning globally. All hacks that affect movement will trigger Vulcan. Include a screenshot of the trigger evidence in [#punishments_ev]

First Offense | 7 days

Second Offense | 14 days

Third Offense | 30 days

Fourth Offense | 60 days

Fifth Offense | Permanent

Notes:

- You don't have to specify that type of hacks, but you can if you want to.

Blacklisted Mods >

A mod is something which enhances gameplay for the player, but doesn't have a real effect on anyone else. Again, a silent global ban should be given.

First Offense | 7 days

Second Offense | 14 days

Third Offense | 30 days

Fourth Offense | 60 days

Fifth Offense | Permanent

Permitted Mods:

Essentially, you are allowed to use any mods that improve your performance client-side (BetterFPS) or aesthetically pleasing ones (OptiFine). You may also use mods that assist your gameplay (not to be confused with hacks; Badlion Client). This includes, but is not limited to:

- 5zig
- Animated Players
- Armor Status HUD
- Badlion Client
- Better FPS
- Better Sprint Mod
- CPSMod
- Custom Sky
- DamageIndicators
- Direction Hud
- Foam Fix, Forge
- Fullbright Mod
- GammaBright
- GUI Scale Mod
- Hyperium
- Keystrokes Mod
- MoreInfo Mod
- LunarClient
- Optifine
- Saturation Display
- Shaders Mod
- Shiny Pots
- Status Effect HUD
- ToggleSneak
- TooManyItems (TMI) or successors.

Illegitimate Kills/Heart Farming >

An illegitimate kill is a kill which has been received using a friend or alternate account (i.e. the other player wasn't a real player). This should result in a silent ip ban.

First Offense | Warn

Second Offense | 7 days

Third Offense | 14 days

Fourth Offense | 30 days

Fifth Offense | 60 days

Sixth Offense | Permanent

Autoclicking >

Autoclicking is not considered a hack, as it can be induced using either an external program or taping an object to a keybind. It is still not allowed, but the punishments are less severe. A silent global ban should be given.

First Offense | Kick

Second Offense | 12 hours

Third Offense | 1 day

Fourth Offense | 7 days

Fifth Offense | 14 days

Sixth Offense | 30 days

Seventh Offense | 60 days

Eighth Offense | Permanent

Glitch Abuse >

While different from hacking or having a blacklisted client, glitch abuse is still not allowed. This applies to less serious duping, gaining access to otherwise inaccessible areas, or giving an unfair advantage. A silent global ban should be given.

First Offense | 1 hour

Second Offense | 12 hours

Third Offense | 1 day

Fourth Offense | 7 days

Fifth Offense | 30 days

Sixth Offense | 60 days

Eighth Offense | Permanent

Duping >

This only applies to major duping incidents where they are duping massive amounts of items or keys.

First Offense | 30 days

Second Offense | Permanent

Notes:

- **If the player joins the server and immediately starts duping, this should always result in a permanent ban.**

Building Offenses

Building Offenses

Inappropriate Builds >

This is somewhat rare. While it's recommended to follow the punishment guideline, you can increase the ban time depending on the severity of the build. Anything homophobic or referencing war crimes should automatically result in a 30d silent ban for the first offense. Rollback the build as well.

First Offense | 7 days

Second Offense | 14 days

Third Offense | 30 days

Fifth Offense | 60 days

Sixth Offense | Permanent

Lag Machines >

Lag machines are usually redstone setups which are not turned off, and lag the server (heavily). If found, stop the redstone, and /msg the player explaining what has happened and/or leave a sign, or verbally warn if they are still online.

If done purposefully (i.e. in a malicious attempt to lag the server), a silent global ban should be given as follows.

First Offense | 30 days

Second Offense | Permanent



Other Inappropriate Offense

Other Inappropriate Offenses

Named Items >

An inappropriately named item would be anything which would not be able to be said in chat. Even though swearing and toxicity is allowed in chat, named items should still follow the chat guidelines. No cooperation results in a silent global mute.

First Offense | Warn

Second Offense | 1 hour

Third Offense | 12 hour

Fourth Offense | 7 days

Fifth Offense | 30 days

Sixth Offense | Permanent Mute

Skin/Name >

Inappropriate skins/names could be a variety of things and result in a silent global ban. Confirm with a senior staff member before punishing.

First Offense | Warn

Second Offense | Kick

Third Offense | 1 day

Fourth Offense | 7 days

Fifth Offense | 30 days

Sixth Offense | Permanent Ban

Prefixes/Nicknames >

Inappropriate prefixes and nicknames include what breaks the chat rules (swearing, racism, etc.). These will result in silent global mutes. If you're not sure if it's inappropriate or not, check in with a senior staff member. ***If they exceed the Fourth Offense, their perms to /prefix or /nick will be removed!***

First Offense | Warn

Second Offense | 12 hour

Third Offense | 1 day

Fourth Offense | 7 days

Fifth Offense | 30 days

Sixth Offense | Permanent Ban

Helpop Misuse >

Misuse does not include players saying, “hi”, unless it’s a recurring thing but rather if they are typing in random things in Helpop that don’t include reporting someone, asking an appropriate question, or thanking you for helping them, this is punishable. Keep in mind that this should be a silent global mute aside from the global kick the first Offense.

First Offense | Warn

Second Offense | Kick

Third Offense | 1 days

Fourth Offense | 7 days

Fifth Offense | 30 days

Sixth Offense | 30 day ban

Seventh Offense | Permanent Mute

Eighth Offense | Permanent Ban

Notes:

- **Do not fight over/race for Helpops. You should use one of the following to help your fellow staff members:**
 - A: Investigating it (Got it!)**
 - B: I’m a bit busy, can you get that?**
 - C: Informing them a higher member of staff is looking into it because the report is something out of their control.**

Rank and Real Money Transfers >

PM **Barely** or any of the Admins on Discord. We do not condone rank trading. If money or in-game items are traded, their items will most likely not be returned. This will be a silent global ban.

First Offense | Permanent

Encouraging Rule Breaking >

Any player that publicly or privately encourages another player to break any of our rules, shall be punished. We do not condone that behavior. It will result in a global IP mute.

First Offense | Warn

Second Offense | 1 hour

Third Offense | 12 hour

Fourth Offense | 7 days

Fifth Offense | 30 days

Sixth Offense | Permanent Mute



Ban and Mute Evading

Ban and Mute Evading

Ban Evading >

The only real way to evade a ban is through an alternative account ('alt'). If this does occur, only the alt will be affected with a silent global ban, unless otherwise stated. This should be uncommon, as rendering IP based punishments are the norm. Until VPNs are disabled, please follow this.

First Offense | Until Original Account's Ban Is Completed

Second Offense | 30d (or until the original account's ban is completed. Whichever is longer)

Third Offense | 60d (or until the original account's ban is completed. Whichever is longer)

Fourth Offense | Permanent (IP)

Notes:

- If the original account was on a permanent ban, this should be given to the alt also.
- It is hard to get evidence for an alt. If they are using the same IP address, then ban, but if an appeal comes through (from that account), and no further evidence is provided (i.e. if they don't actually admit it is them playing), the alt must be unbanned.
- This is also tricky with players claiming alt accounts are family members. If we can prove that the accounts are controlled separately, then we can unban the alt.

Mute Evading >

Mutes can be evaded using commands and an alt account. The alt account should be silently globally banned if used, and, if using commands, the player should be silently banned. This should be uncommon, as rendering IP based punishments are the norm. Until VPNs are disabled, please follow this.

First Offense | Until Original Account's Mute Is Completed

Second Offense | 30d (or until original account's mute is completed if this is longer)

Third Offense | 60d (or until original account's mute is completed if this is longer)

Fourth Offense | Permanent (if the mute is permanent).

Notes:

- Only ban the offender for use of commands if they are reported by a player
- Only IP ban if an alt is being used

Discord Punishments

Discord Punishments

These are the guidelines for Discord punishments. Please use your own discretion if there's a situation not outlined with these rules or if it is more severe. Make sure to put **ALL** punishments in the #punishments-ev channel. Please be sure to check the examples below. If you have any questions, contact **Vers**. **ALL INAPPROPRIATE CHAT MESSAGES MUST BE DELETED.**

DISCORD TOS WILL BE FOLLOWED TO THE LETTER. NO EXCEPTIONS.

Inappropriate: Games/Images/Names/Status/etc >

First Offense | Kick

Second Offense | 1d ban

Third Offense | 3d ban

Fourth Offense | 7d ban

Fifth Offense | Permanent ban

(Major) Swearing /Disrespect/Bypassing/Inappropriate Chat/Spam (inc. encouragement)/Minor Advertisement >

First Offense | 1d mute

Second Offense | 7d mute

Third Offense | Permanent Mute

Notes:

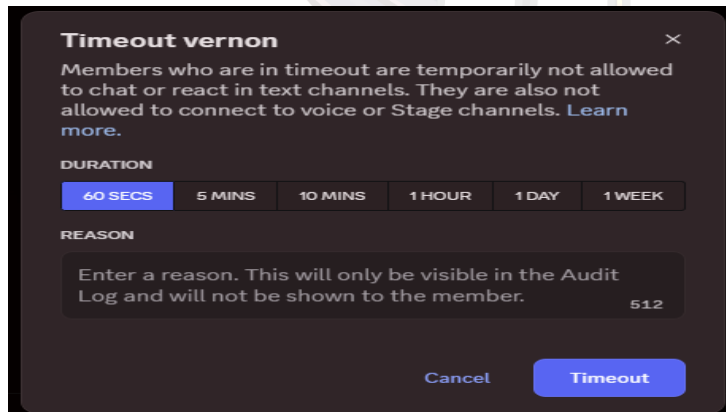
- For bypassing, only the alt account is punished

Major Spam/Racism/Porn/Disrespect >

First Offense | Permanent Ban

Examples and format

-> Right click the user profile and select "Timeout <user>"



The screenshot shows the 'Timeout' modal in Discord. At the top, it says 'Timeout verson' with a close button. Below this is a description: 'Members who are in timeout are temporarily not allowed to chat or react in text channels. They are also not allowed to connect to voice or Stage channels. Learn more.' Under the 'DURATION' section, there are buttons for '60 SECS', '5 MINS', '10 MINS', '1 HOUR', '1 DAY', and '1 WEEK'. The '60 SECS' button is selected. Under the 'REASON' section, there is a text input field with the placeholder 'Enter a reason. This will only be visible in the Audit Log and will not be shown to the member.' and a character count '512'. At the bottom, there are 'Cancel' and 'Timeout' buttons.

Useful Links

Useful Links and Information

Core Protect >

-> [CoreProtect How-To Video](#)

-> [CraftersHQ CoreProtect 101](#)

Command List>

/warn

/kick

/mute /unmute

/tempmute /unmute

/tempban /unban

/ban /unban

/tempipmute /unmuteip

/banip /unbanip

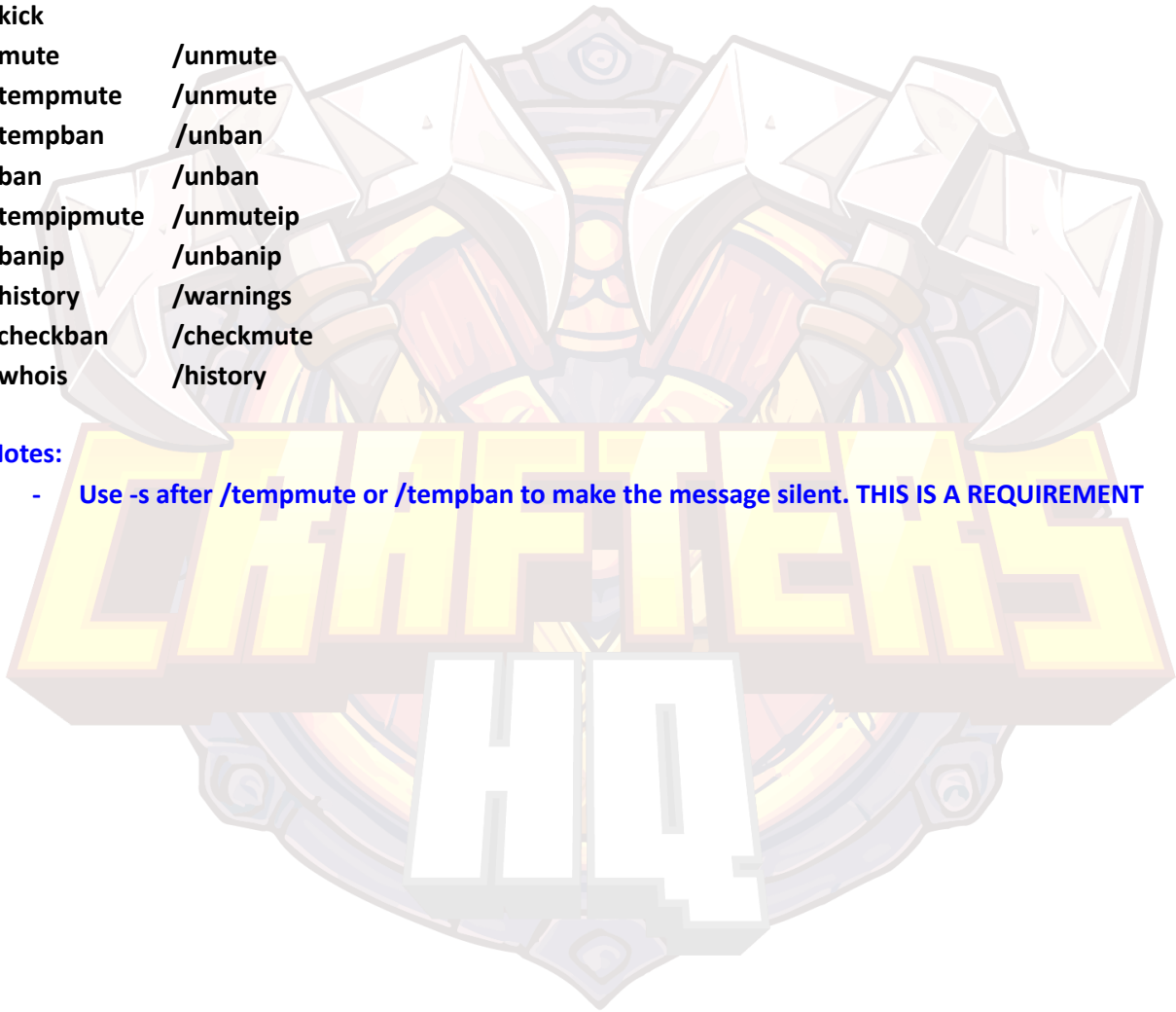
/history /warnings

/checkban /checkmute

/whois /history

Notes:

- Use -s after /tempmute or /tempban to make the message silent. THIS IS A REQUIREMENT





Command Templates

Punishment Templates

Griefing/Stealing/Scamming>

In-game>

`/tempban -s <player> <duration> Griefing/Stealing/Scamming | [Offense]`

In-game EXAMPLE>

`/tempban -s M_Graves 7d Stealing | [First Offense]`

Hacking>

In-game>

`/tempban -s <player> <duration> Cheats | [Offense]`

In-game EXAMPLE>

`/tempban -s M_Graves 30d Cheats | [First Offense]`

Swearing/Spamming/Advertisement (Chat Offenses)>

In-game>

`/tempmute -s <player> <duration> <reason> [Offense]`

In-game EXAMPLE>

`/tempmute -s M_Graves 3h Bypassing Chat Filter | [Second Offense]`

Ban Logs:

Make sure to forward the Bot Log message from [#punishments] to [#punishments-ev] with your evidence