

Hello Waypoint Community!

While we prepare to get Hell Let Loose server events up and running on a more regular basis, we have organised two events coming up very, very soon in a few days that we hope you can all join! It's important to us to be transparent with our processes so we've detailed a lot of things below.

The events may or may NOT be passworded. The Server name starts with: [WYPT] Commander Rob's Heroes. To start off, the server will use our current password (send a DM or check on the Waypoint Community Discord for it!). If we do not get enough players into the server (we are aiming for at least 70 players) within 30 minutes, we will remove the server password and the event will proceed as a public server. Note: this will kick everyone out of the server, please rejoin.

These events will run for 4 hours. At the end of 4 hours, as a community of volunteers, it will be entirely up to the active moderators on how the event will end:

- lock the server at exact end of scheduled time period.
- lock the server after current match ends.
- continue for another match.

When the server is locked at the end of an event:

- we will use the same password.
- moderator coverage is not scheduled.
- only the Waypoint community should have the password required to join, no guarantees here.
- we will still see any !admin pings if you *really* need our attention.

Here are the event details:

Event 1:

Fri 27th August 2021

1900 PM - 2300 PM ET (US East)

1600 PM - 2000 PM PDT (US West)

2300 PM - 0300 AM UTC

Event 2:

Sat 28th August 2021

1400 PM - 1800 PM ET (US East)

1100 AM - 1500 PM PDT (US West)

1900 PM - 2300 PM UTC

Hell Let Loose is a 100 player game so we really hope as many of you as possible can attend!
:white_check_mark:

How we are moderating the server during these events, and Why we are doing it this way:

We will have two active moderators: @Padawannabe and @handpigdad. You may see other moderators in-game, as we are a community of volunteers- they are not scheduled, they are likely just playing the game and may or may not be able to provide full assistance. For example: Commander Hana will be able to relay information when necessary but she is not scheduled for active moderation. Be polite and respectful of her time.

We are hosting an advanced third party moderation tool that is built on top of the official RCON tool (which is rather limited and insecure). The ARCON tool provides our moderation team with excellent ease of use as well as better features, interface, reliability and access.

The official RCON tool does not provide a high level of moderation ability; there is still no way for us to monitor in-game voice chat without being in the associated squad. This means we will always be dependent on player reports to a significant extent. We request Squad Leaders be mindful of our in-game rules and report any squad voice chat comms that break rules. This is not a hard rule but a guideline when possible. Our scheduled moderators will not necessarily be in-game. Having moderators be in-game is important for perception: we have a workaround planned but we don't have the labour resources necessary. If you would like to help with this and moderate the server: <https://forms.gle/kQwHeWzTXJGamCdr9>.

Please use !admin <detailed message here with player name involved>. This is setup to alert our Discord server that all moderators have access to. Once an issue has been addressed, an admin will send a message in text chat. ARCON will log a great deal of server information as well as player records (player identifiable data includes Steam name and Steam64 ID, both public data), so internally, we have excellent long term information retention and audits for almost all aspects of the server.