MindBuzz MODERATOR COURSE

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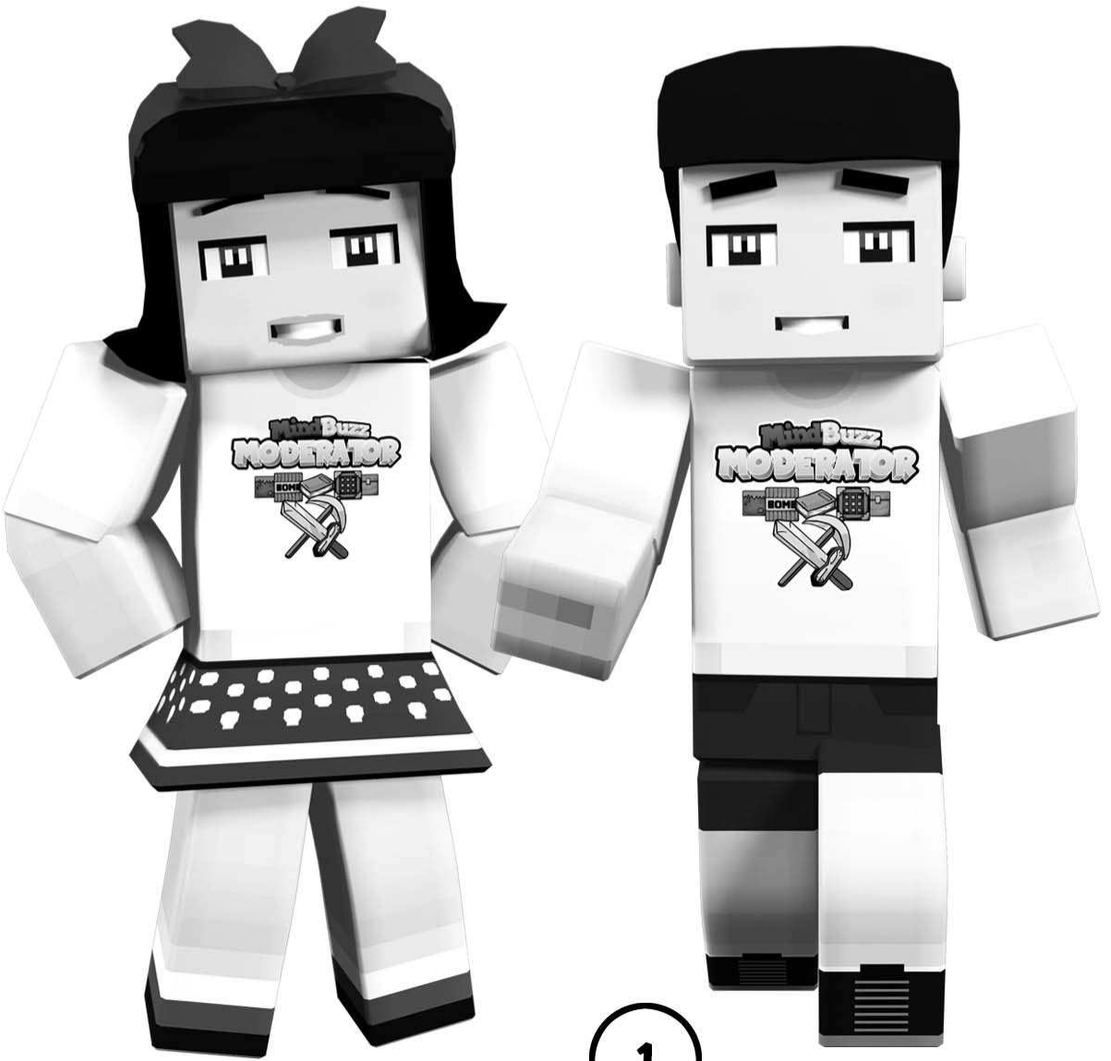
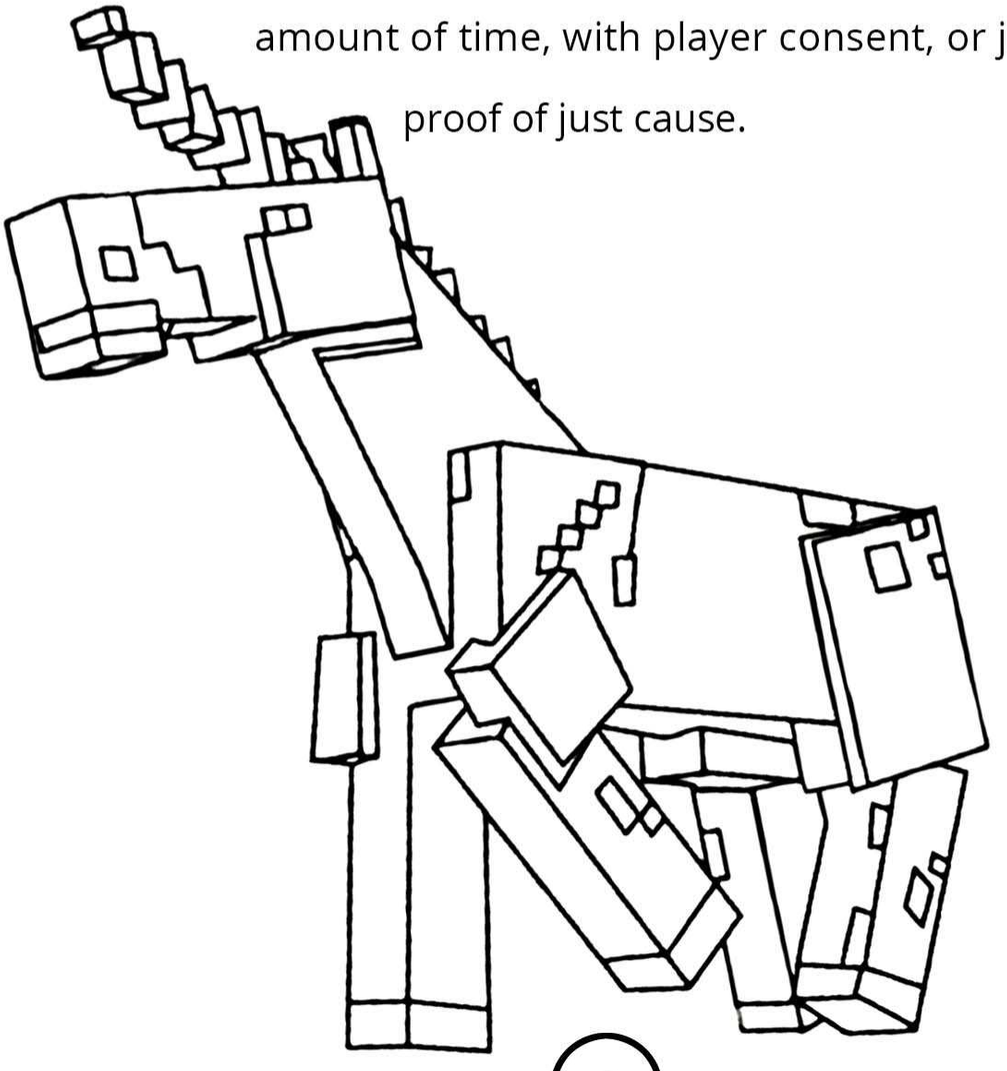
What does a mod do?

A moderators job is to support the coaches in helping out players and to maintain the peace on the server. A moderator makes sure that people are following the rules of the server and not abusing glitches and other exploitations. If players have gotten items from anything other than effort then a moderator should remove them and warn the players not to cheat. Moderators should refer to the rules of the server a lot. If someone is doing the wrong thing then remind them of the rule they are not following and give them a warning. Do it gently and respectfully.



Here are some more points:

- Be active and help the coaches out with their roles of helping all players with their daily problems and needs. Support the coaches!
- Put misbehaving players in Naughty mode, or mute after giving chances for them to make a better choice.
- Reports/ Tickets of rule violations shall be dealt with by you immediately and swiftly. We trust your decision, and your word is final unless an Admin says otherwise.
- Be supportive of new players. Welcome them to the server.
- Take any action necessary to promote the peace of the server.
- Encourage players to use the / ticket system.
- Inspect any location, build, chest, inventory, and furnace for any amount of time, with player consent, or just cause and proof of just cause.



Remember that although you have a higher rank, it doesn't mean that you are superior to the other players. Don't show off your powers, threaten to ban people, play around with the mod/admin commands. Just think that you're all the same, but you just have the ability to investigate things.

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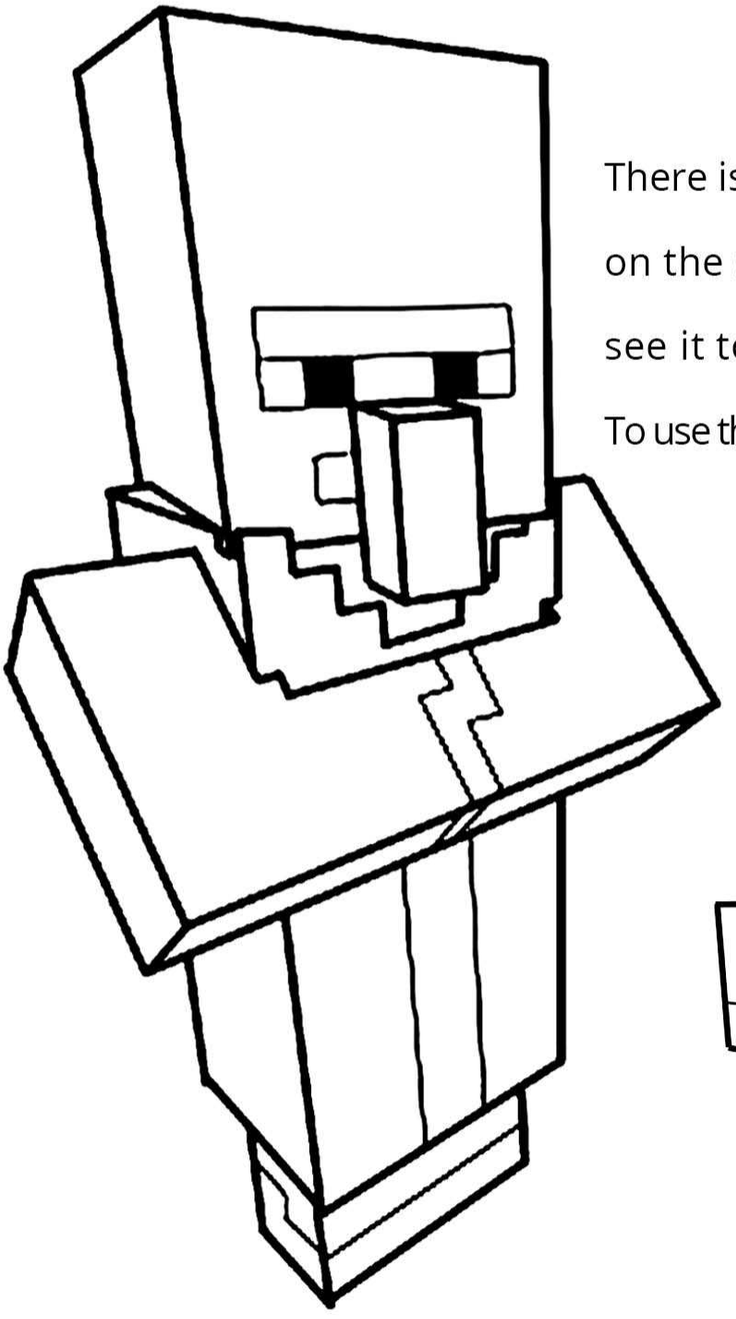
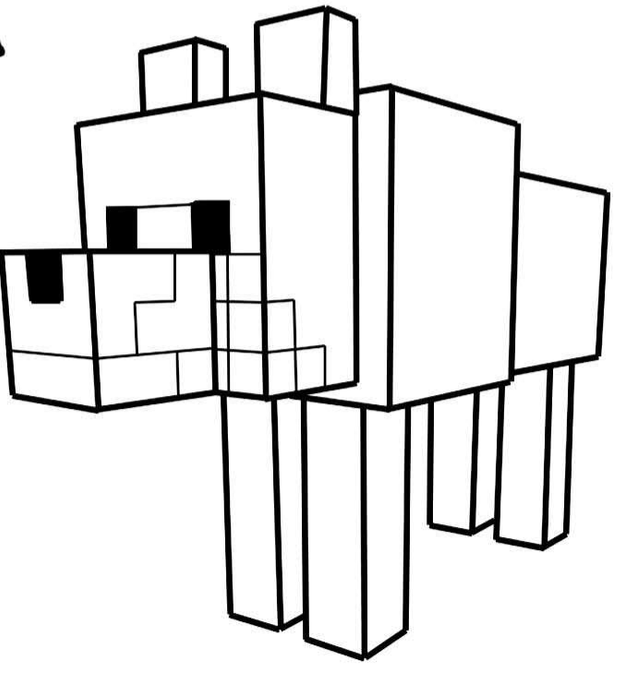


MOD chat

There is a special moderator chat channel on the server just for Mods (Admins can see it too). Admins have their own chat.

To use the moderator chat do **/mc <message>**



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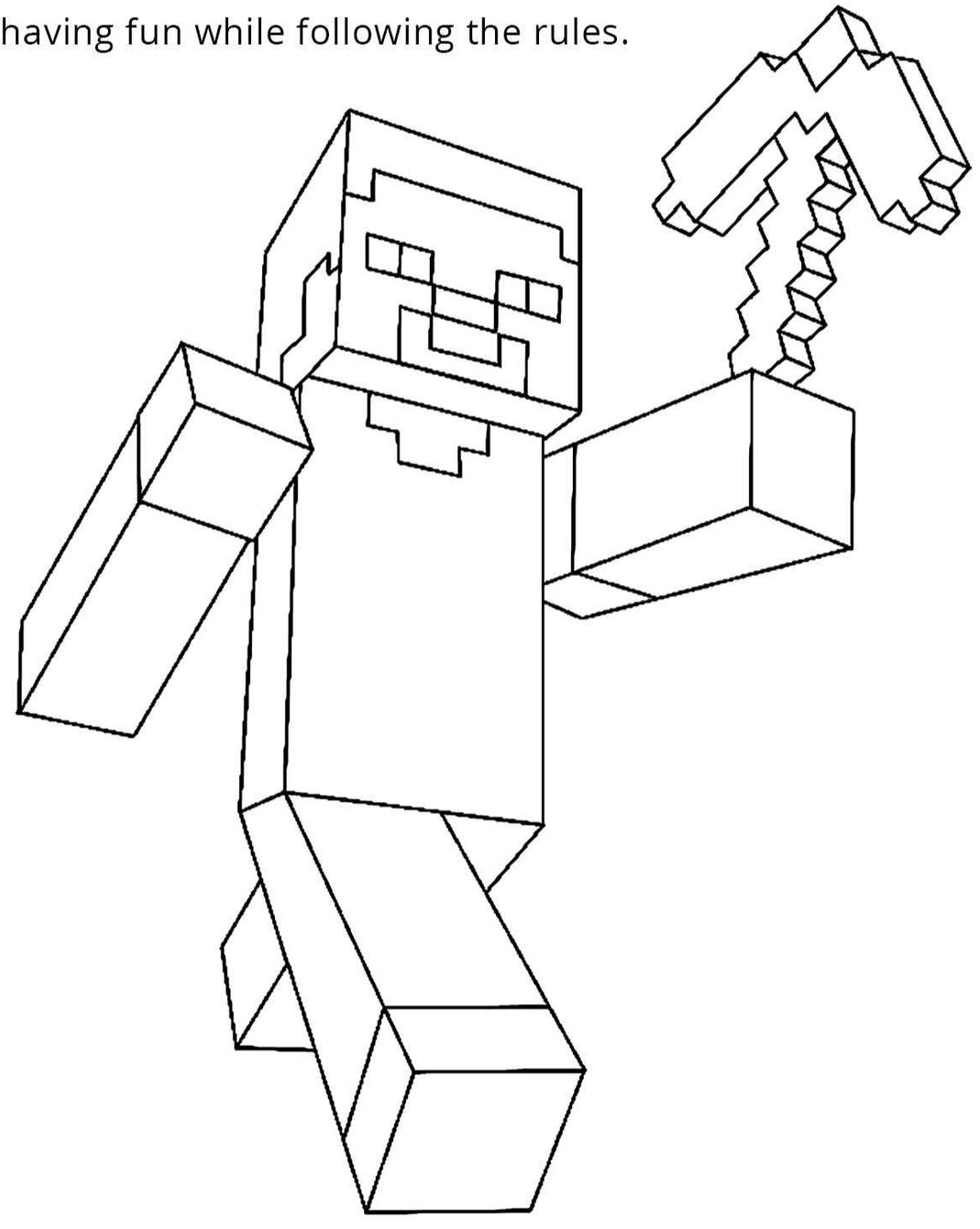
Will people respect me?

They might, or they might not. It all depends how you go about your role. If you are harsh and overly rough with people then **NO** you will not get respect. If however you treat everybody fairly and are firm with a calm and respectful manner then they will respect you. Being a moderator is not about being all powerful and having access to exclusive commands. It's about making sure that the server is running well and that people are having fun while following the rules.



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What special commands do I get to use?

As a moderator you get access to the naughty mode commands and all these other cool ones below. Check out the naughty mode video for more info on that. Its very cool! Tickets is another thing that you will be using a lot of and the commands for that are in another video also. If you want access to any more then leave a comment below.

Trial-Mod

/kit mod

/clear (will clear your inventory of all items)

/mute <player> <time> <reason>

The format for time:

1s = 1 second

1m = 1 minute

1h = 1 Hour

1d = 1 Day

/unmute <player>

Moderator

/kit mod

/speed

/tp

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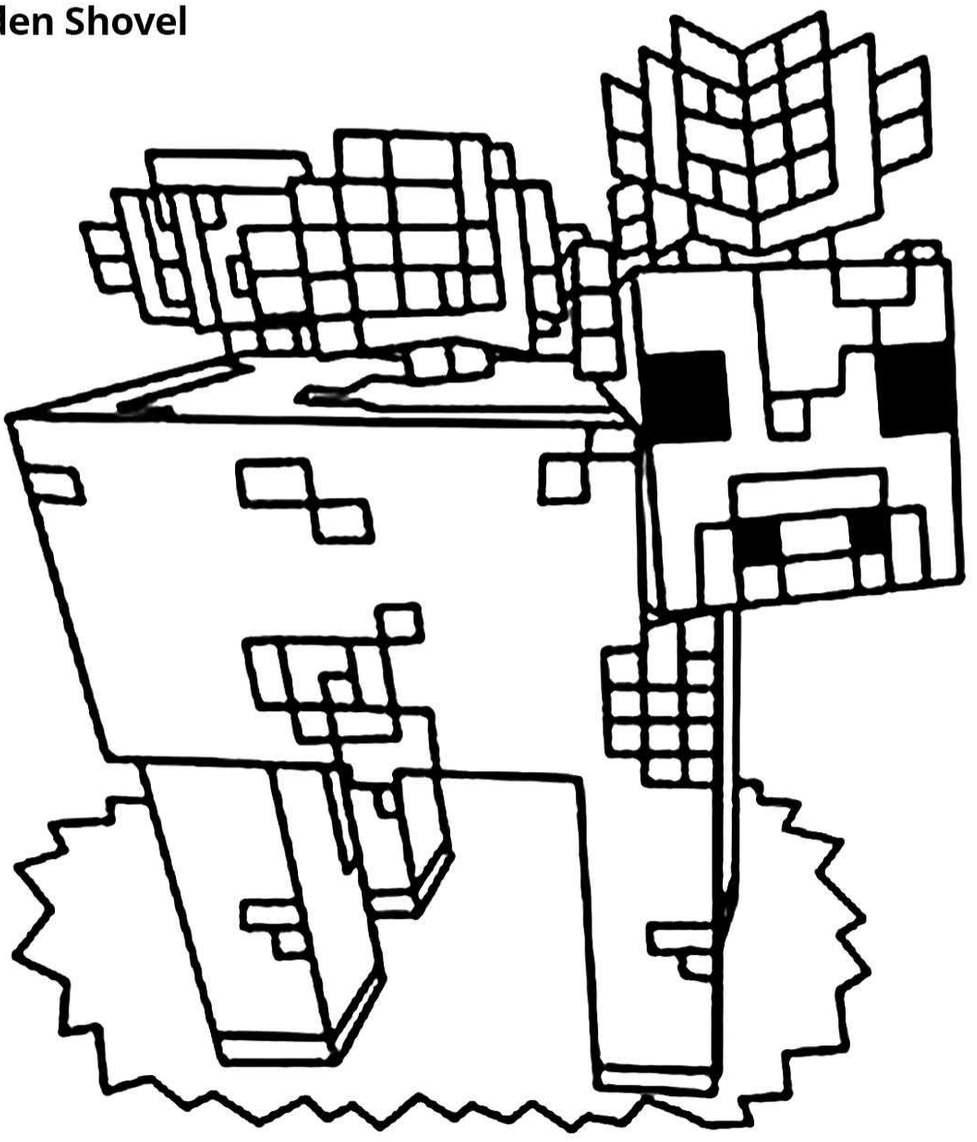
Kit for Moderators

The **/kit mod** has a cool down period of 7 real life days.

The mod kit contains:

- **1 Sword smite:** 5 sharpness, 4 named Mod_Knife
- **99 Arrows**
- **1 Bow power:** 5 unbreaking, 3 named Mod_Bow
- **Green Helm unbreaking:** 3 respiration, 3 named Mod_Hat
- **Lime Green Chestplate unbreaking:** 3 protection, 4 named Mod_ChestPlate
- **Green Leggings unbreaking:** 3 fireprotection, 4 named Mod_Leggings
- **Lime Green Boots unbreaking:** 3 featherfalling, 4 named Mod_Boots
- **1 Golden Shovel**



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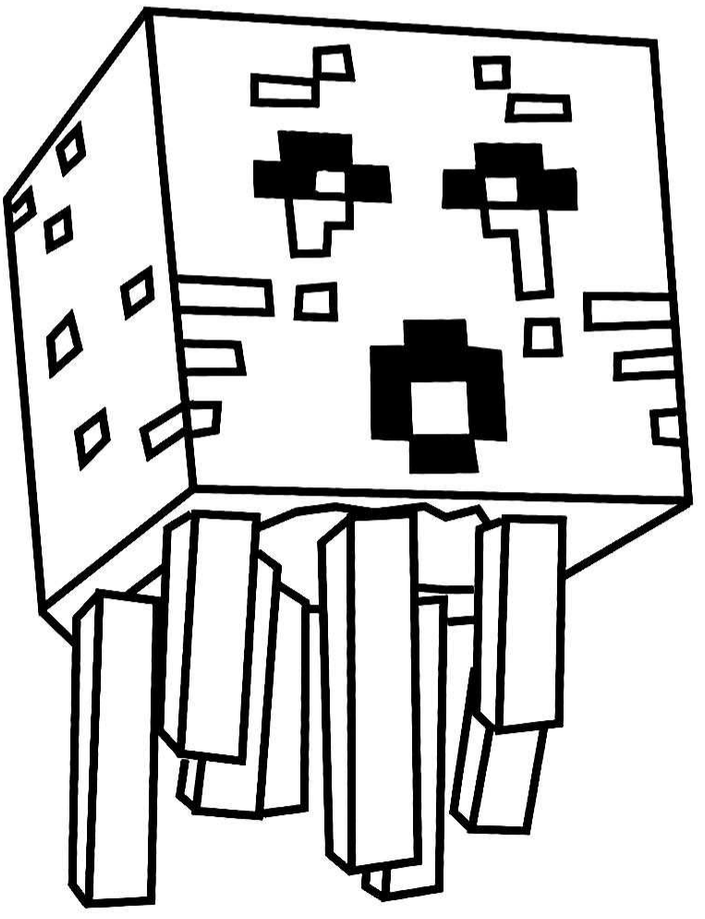
Tickets

Our ticket plugin designed to reward Staff members who deal with more tickets. This unique plugin helps staff track player submitted issues and lets us get to players in a timely fashion to address their issues. Usage of the plugin goes like this:

1. Player files a help ticket.
2. Staff Member picks the ticket.
3. Staff Member helps Player.
4. Staff Member or Player marks the ticket as done.
5. Staff Member gets a point in the weekly high score.
6. Staff Member gets weekly achievements.

You have to sign in as working to see the tickets: **/t w** (for working) then you can see the tickets to help out.



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Ticket commands for mods:

/ticket l,list [page=1] list the tickets

/ticket s,show [player=you] show a ticket

/ticket c,create <message> create a new ticket

/ticket d,done [player=you] mark a ticket as done

/ticket p,pick <player> pick a ticket

/ticket y,yield <player> yield a ticket

/ticket hs,highscore [week=now] [year=now] show highscore

/ticket m,modlist list working moderators

/ticket w,working set if you are working

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Investigations

Moderators can inspect any location, build, chest, inventory, and furnace looking for evidence of server abuse. use **/invsee <player name>** to see what is in someone's inventory. If you find that someone has something in their inventory that they shouldn't you can do **/clear <player>** and that will completely clear their inventory. Please document when you do that so complaints from the player can be responded too because you have recorded what you did. In the POV of the player, there's nothing more annoying than having someone suddenly appear in their face. However, it's fine if someone asked you to go so always ask before you tp to someone. Moderators can Visibly, invisibly, or using any disguises, follow any online player for any amount of time, with just cause if investigating an issue. You are not to troll or stalk players.

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Documenting Things

Mods need to document everything you do so we know what's going on. Please post ban reports, demotion reports, or long-term mute reports in the appropriate place on the **forum/website**.

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Controlling your Anger

It's important as a moderator and mentor that you learn to control your anger. Have a look at this great video that explains one technique very well.

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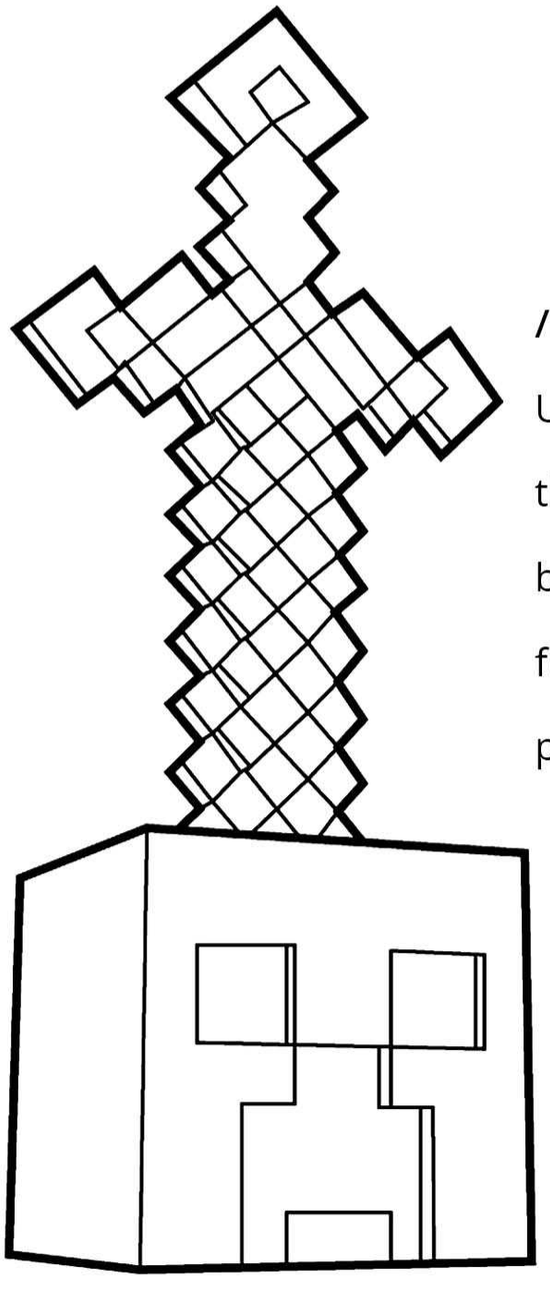

Muting people

/mute <player> <duration> will mute a player. Use mute after giving several warnings or if the language is particularly bad. Don't mute because they are annoying you. First give a few (more than one!) warnings to give the player a chance to make a better choice.

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Managing Impulsivity

Slow down and stop and think about what you are going to say before you say it.

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Naughty mode

Once a player is put in the naughty game mode, he **CANNOT**:

- chat (including /msg, /r, /yell, etc)
- break blocks,
- place blocks,
- write a book
- write a sign

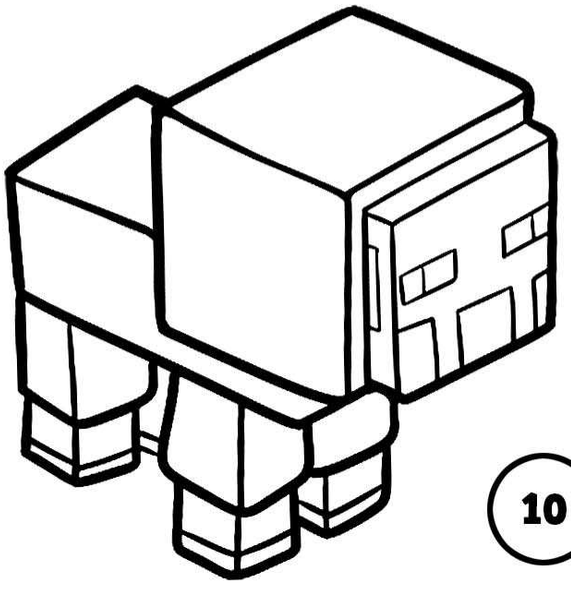
In naughty mode, players just quietly roam around in a kind of spectator mode so that she/he won't bother other players. The naughty mode is time-based gamemode. It will automatically expire.

This is the preferred punishment on the server. Its better than kicking or banning as its less traumatic for the player. It gives them a chance to reflect on their behaviour because they cannot do anything.

/naughty list : lists the name of players who are currently in the naughty gamemode.

/naughty add <player> [seconds] : puts <player> in the naughty gamemode for [seconds], If [seconds] is not specified, the default duration will be used.

/naughty remove <player> : removes <player> from the naughty list.



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Use of chat in game

/mc <message> will give access to the moderator chat on the server. Use that with the other moderators to discuss things that promote peace on the server. No gossipping about other players please and be aware that admins can see your chat too.

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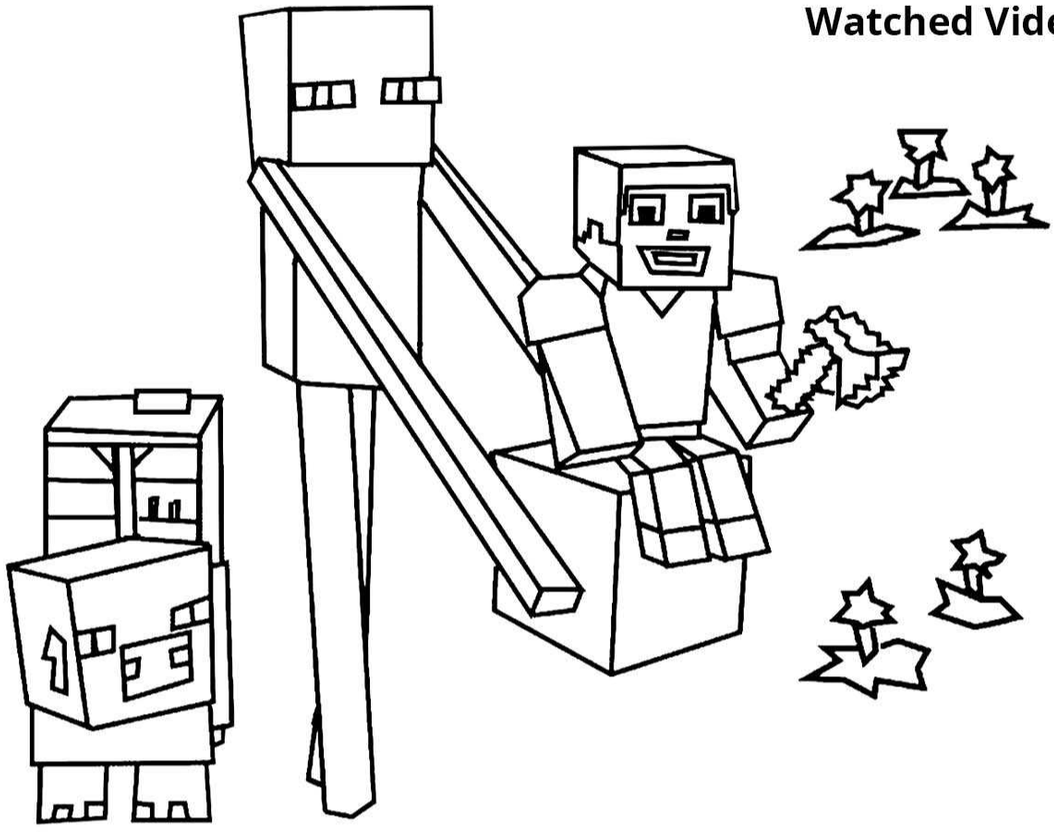

Skype group protocols

We have a private skype group that you will be invited to join once you become a trial mod. We ask that you do not have side conversations with others. That means that you are not to chat with other players in your own private chats. That's because parents have requested you do that and it's also to stop gossiping. Admins are also in the Moderator chat so a lot of general chat happens in this skype group. We ask that you only say relevant and to the point things. Do not say yes, no, how was your day? etc. It clogs up the chat unnecessarily. There is a general skype channel just for chatting in.

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Gossip and Rumours

Gossiping or talking about people behind their backs is a really horrible thing to do. We do not want it happening on the server or skype. You should only ever talk about people if it's related to server management and for the greater good of the server.

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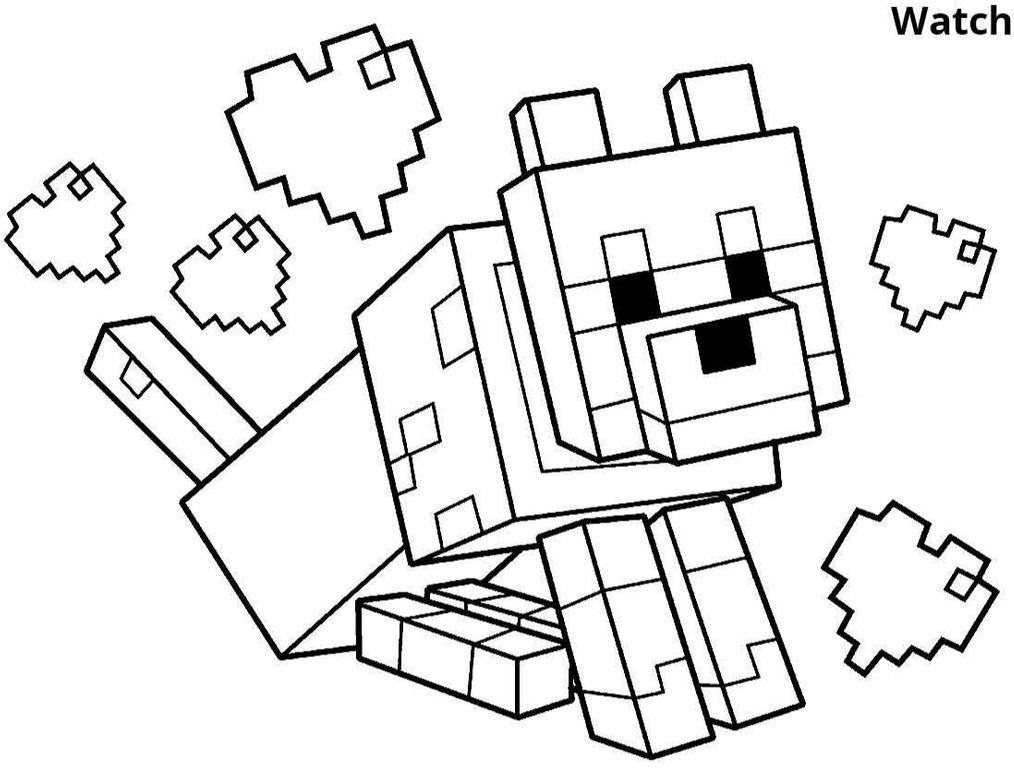

Banning people

Banning and temp banning people is only to be done by admins. Mods should be using mute and Naughty Mode. Please give admins as much info as possible regarding bans so they can make an informed decision. You can record it in the skype chat so that all Mods and Admins can see the reasons or evidence. The more we know the better as Sean/MrBuzzzz gets phone calls from confused parents after most bans and has to explain what happened and why they were banned so he will need to quickly look at the skype chat or the forum to read your reasons and history so he knows what he is talking about.

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Reasons

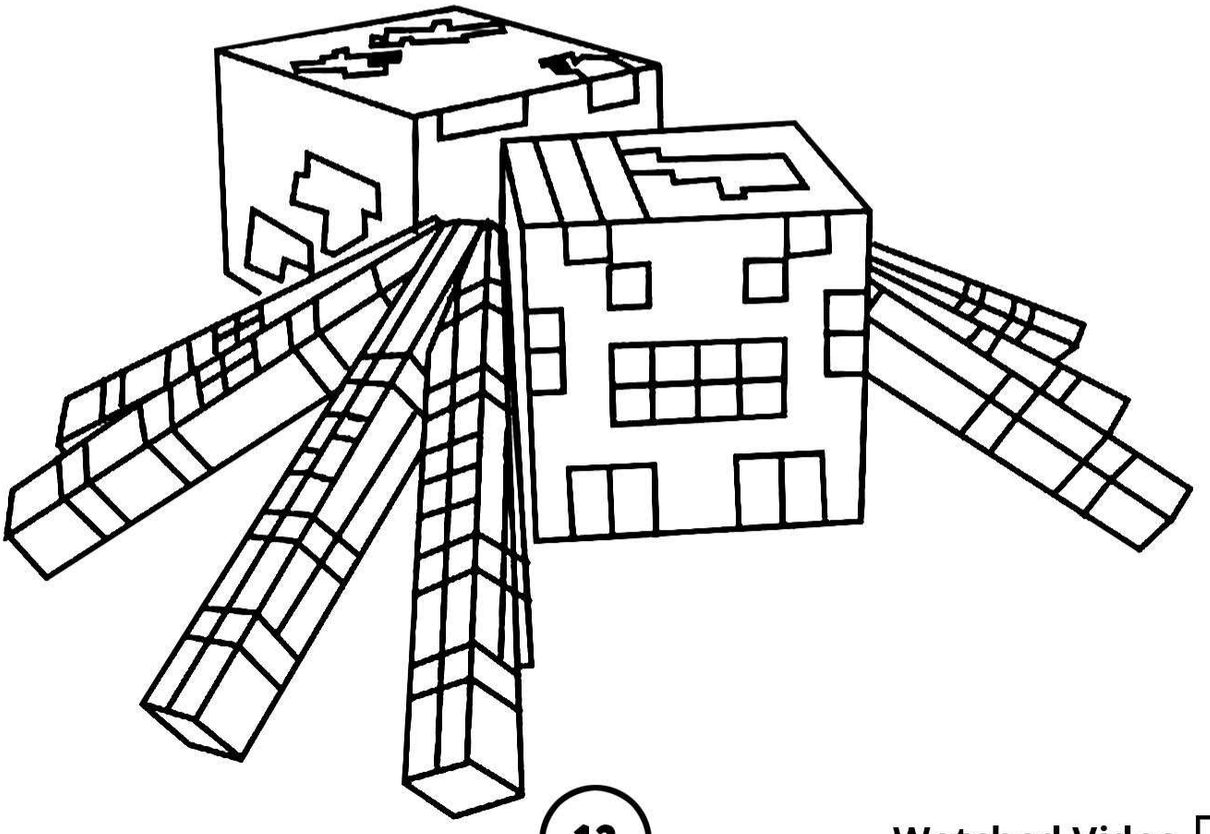
You must give reasons when giving punishments. A lot of players do not understand or know they have done something wrong so they need a reason so that they will learn not to do it again. It also helps if a parent wants an explanation as we can tell them the **"reason"** their kid got a certain punishment.

Good reason for muting: Swearing rudely on 3 occasions is a ban
You will now be muted to help you make a better choice

Good reason for muting: "Spamming is using the same letter/phrase over and over again - you are now being muted"

Good reason for naughty mode Constantly annoying an admin:
When they ask you to move, do it immediately

Good reason for naughty mode: You have had 3 clear warnings not to **<behaviour>**. You can now have timeout in naughty mode.



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Punishment Guidelines

You have the right to be more lenient or strict than these guidelines based upon your judgment of the situation and the input of other staff

Grief

- **Small grief:** 1-5 blocks
- **Large grief:** >5 blocks

Grief of Blocks (wood, stone, ores etc.)

- **Small grief:** Naughty mode 1hr

  Second offense: Refer to admin for a full day ban
- **Large grief:** Refer to admin for a 3 day ban

Theft

- **Petty theft:** Less than a stack.
- **Misdemeanor theft:** 1 - 3 stacks
- **Grand theft:** 4+ stacks

Normal blocks

- **Petty theft:** Naughtymode 1hr

  Second offense: Refer to admin for a full day ban
- **Misdemeanor theft:** Refer to admin for a full day ban

  Second offense: Refer to admin for a 5 day ban
- **Grand theft:** Refer to admin for a one week ban

Valuable Items

- **ANY theft of valuable items:** Refer to admin for a 5 day ban

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Punishment Hierarchy

Raging / Flaming in chat		
1. Warning	**2.** Mute	**3.** Naughty Mode
Grief		
1. Naughty Mode	**2.** Refer to admin for a ban	
Theft		
1. Naughty Mode	**2.** Refer to admin for a ban	

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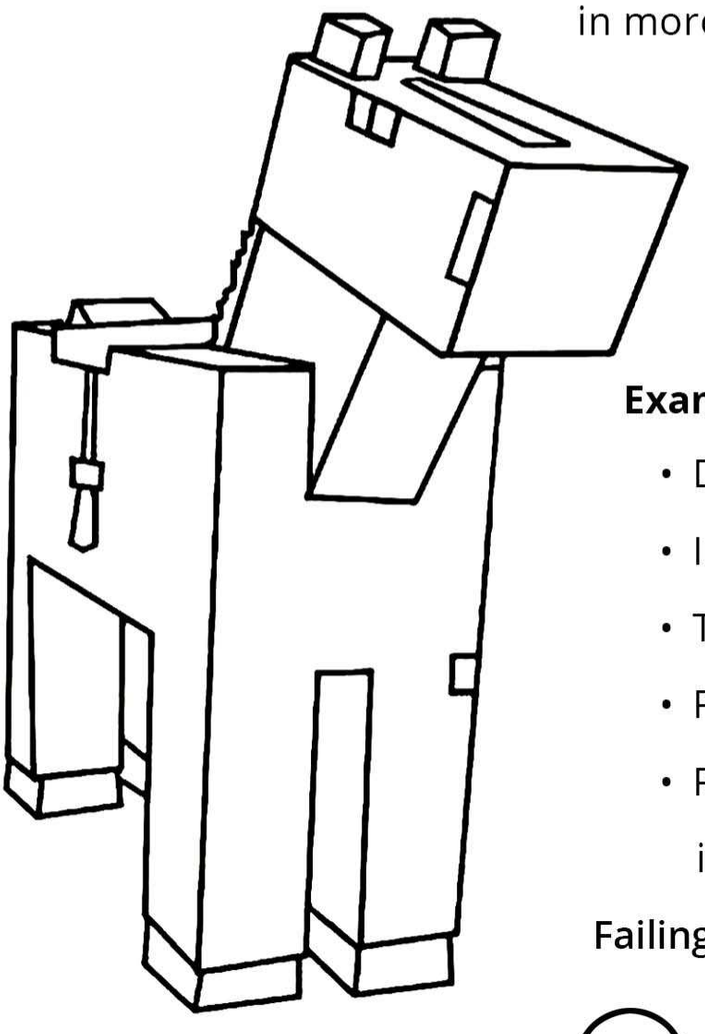
Punishment Notifications

Within two hours a punishment announcement must be made on the forums explaining to the punished person and other staff the punishment in more detail.



Example Ban Notification

- Date Submitted:
- In-Game Name:
- Time:
- Player Punished:
- Reason (include screenshots if you can):

Failing to do so will see you demoted.

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Using Forums

Forums - Please be responsible in the forums, do not flame, insult, or be little users on the forums. Do not delete threads, lock them. Only delete posts if they're inciting flame wars or are completely irrelevant in an important thread, do not delete them permanently.

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Can I give people things?

Basically **NO**. If someone has an item stolen then maybe you would give them another one but remember this server is about effort. Do not use your powers for personal gain or the gain of your close friends and or family.

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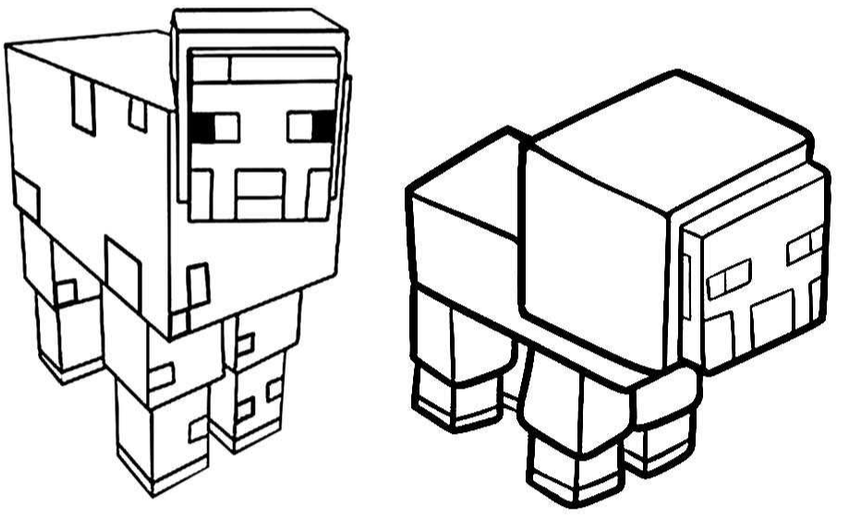

How do I move from trial to full Mod?

A trial is your chance to show that you can be trusted with the responsibility of a moderator and to prove that you will do the right thing with your new powers and not abuse them for personal gain. It can take a few weeks or a few months. It just depends on how the rest of the mods and admins feel about your abilities, your trustworthiness and your integrity.

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Why can't I use game mode?

Game mode is reserved for the Admins. We have found that it requires great self control to use it only for selfless purposes so now only admins can access it. We had a lot of trouble in the past with players abusing gamemode so now we are very strict about it. It's your job as a moderator to make sure people do not cheat with game-mode or any similar hack.

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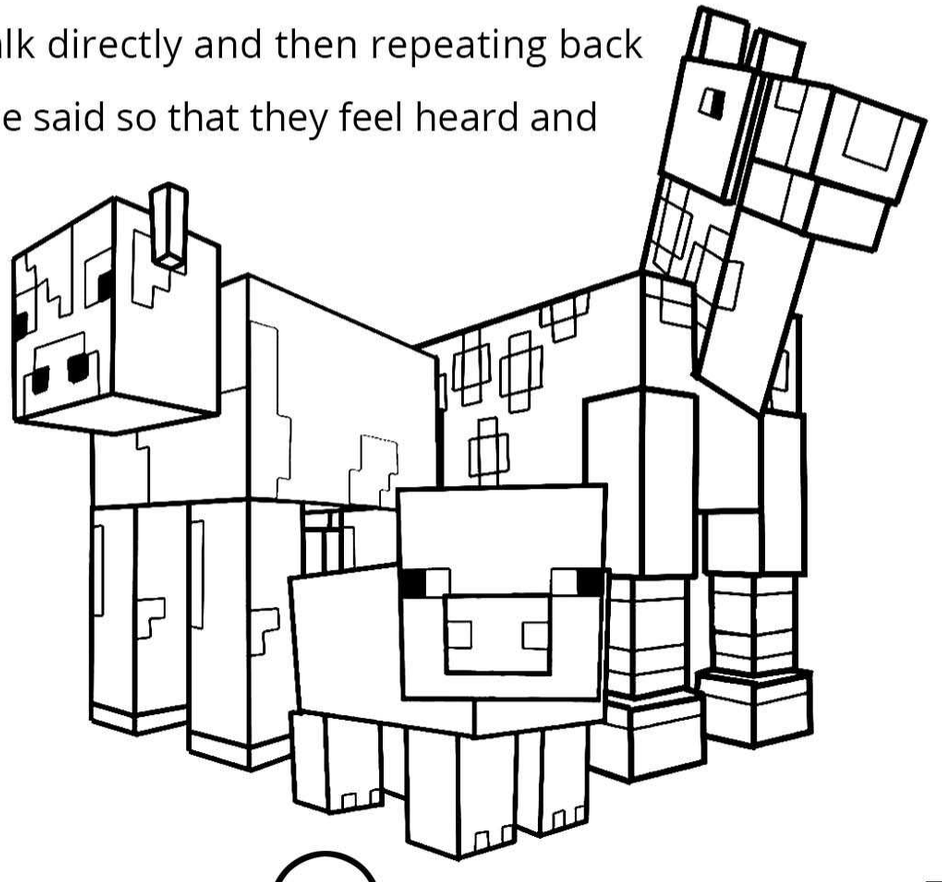
Disagreements between players

Listen to both sides of the story - When two people are having a skirmish, be sure to listen to both of them. Put yourself in each of their shoes. Just by listening and repeating things back it helps solve the issue. Arguments are mostly because one person or often both do not feel heard or understood by the other person. These fights can often be diffused by a mod stepping in and listening to both sides of the story using /msg to talk directly and then repeating back what both people said so that they feel heard and validated.



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Disagreements with other mods

You should avoid disagreements at all costs because that will get you both demoted if it becomes immature. Use respect and restraint in your chat. Always put yourself in the other person's position to see things from their POV. Be slow to judge and quick to forgive.

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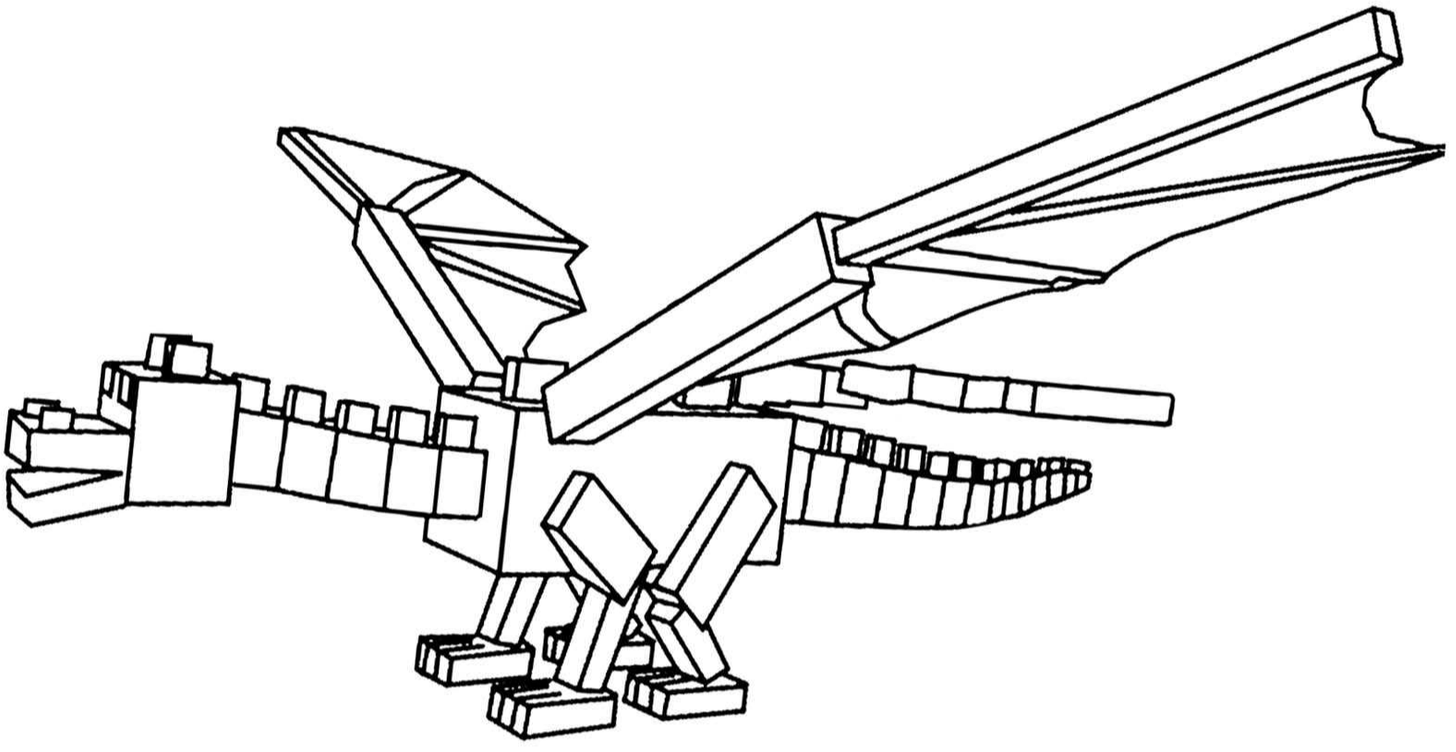

Disagreements with Admin

If you have a disagreement with an admin then you should talk to a different admin about it and get their opinion on it. If it needs to go to MrBuzzzz then that admin you talked to and yourself can talk to the owner about the problem. We always get all sides of the story first and try and understand as much as possible about the problem before taking any action. If you have any evidence of bullying such as screenshots of chats then that would be really helpful.

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Can I lose my rank?

Yes you can and if you break any rules you will. You probably will not even get a warning because as a moderator it's your job to enforce the rules so you are expected to be following them perfectly.

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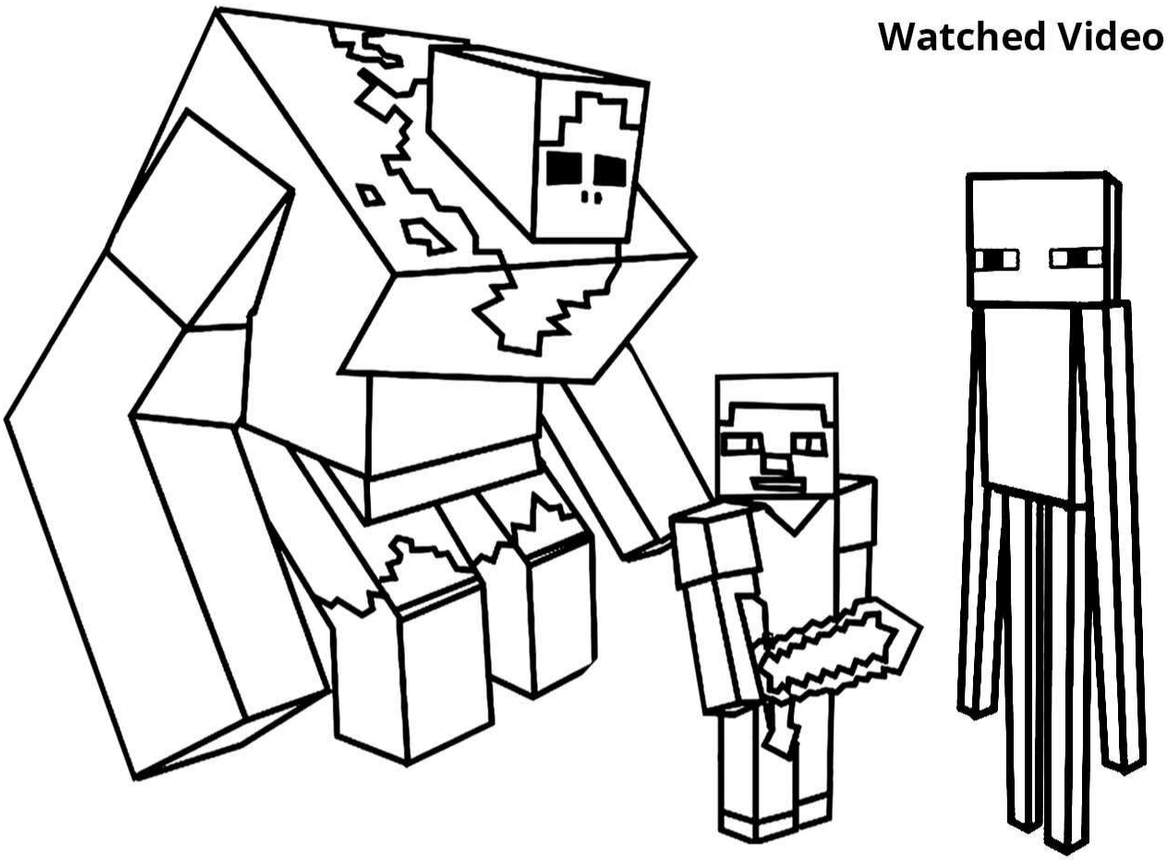

How do I become an admin?

Becoming an admin is a community based decision that has to be made by a group of admins. A single admin is not allowed to rank others up to Admin. They must have agreement with the group. Do not ask or pester to be admin. that will just make it take longer. Admins give up the rights to have shops and to participate in the economy so only go for admin if you are prepared to delete all your shops and keep your **$** balance very low. I recommend you do the Admin course on the website so you learn more about it and then it just takes time for the admins to witness you doing a great job as moderator.

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How long do I have to wait to be an admin?

It can take weeks, months or years. its really down to how active you are that will be evidenced by the number of tickets you solve/answer but that is definitely not the only way we see you working. Once an admin has recommended you and the others are in agreement you will get ranked up to trial-admin.

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