



Moderators SOP

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Introduction

- *These SOPs are meant as a guideline for all moderators, and not hard and fast rules. They are the result of input from HT council and clan members as well as server moderators. Circumstances in-game will dictate how exactly the rules are enforced, including actions taken by moderators. All moderators should bear in mind that they should be able to account for their actions, if called upon to do so by the council.*
- *Above all else, always remember this is just a game, and that moderators have accepted the responsibility of trying to make the games in the HazTeam server as fun and fair as possible. Moderators are all volunteers, and are all individuals with their quirks and mannerisms. Age, Nationality and life experiences all play a part in making them who they are.*

Attitude:

- Attitude is everything. Members & moderators are held to a higher standard than most other clans. We are to show respect, courtesy, honor, and skill at all times. We are not here to cheat, cuss, harass or degrade other people.
- There are going to be times when you get angry with another member, mod, or fellow teammate. How you handle yourself in these situations will be a direct reflection of HT, and your future with HT. *We will NOT tolerate any disrespect to any fellow members, mods, or teammates.*
- If you are having a problem with a fellow member or mod, please DO NOT get into an altercation with them. Simply leave and cool down. Once you cool down, try to handle the situation with maturity and respect. If you are still having problems, please come to the council for help. (This is one reason we have a council).
- DO NOT ever call out or disrespect someone via the forums, in the public or private section. If you have a complaint about how someone handled a situation, you may submit a post with feedback, but DO NOT include any names. The forum is a place for communication and correspondence, not a place to air out your dirty laundry. In most of these cases, it's simply a misunderstanding that can be worked out with a simple PM or email." (Sometimes a simple "I am sorry" can also do the trick)

Chain of Command:

- We believe that all teammates are equal; therefore, we do not have the traditional ranking system. However, we do have a council that consists of the clan leaders and veteran members, who have the ability to recruit new members and remove current members for disciplinary problems, etc. We also have a designation for sysops (also known as mods). Clan members will be granted the "sysop" designation to allow them access to administrate the HazTeam online servers. These sysops will have certain access that can include ban, kick, send admin messages, etc on the online servers. They will NOT have supervisor ranking over fellow teammates.

Moderator (sysop) Designation:

- The council will grant moderator designation based on the following items: Attendance, Attitude, Contribution, and Tenure. There are times when the council or leader can grant temp mod access to any player. This is certainly an exception and only made in a few circumstances.

Current Moderator Access Levels:

- Level 5 - Regular player
- Level 4 - Temp / Probation Moderator
- Level 3 - Senior Moderator
- Level 2 – HazTeam Member
- Level 1 - Senior HazTeam Member
- Level 0 – HazTeam Council member

Team Speak

- Looking for the HazTeam chat software? Download Team Speak here: [Team Speak](#) Please note that although it is primarily intended for ONLY HT Members and moderators, other players are welcome to use TS. The council members are allowed to grant temp (guest) access to other players in the community as they see fit.
- All users should take time to setup TS properly. Very important – if you use the voice activation microphone option, be sure to set it correctly. Hearing heavy breathing and muttering really doesn't aid communication!
- As far as possible, TS users should use the same name as they are playing with. As far as possible avoid using "Guest" names. For most registered players this won't be a problem.
- TS is intended to enhance communication during game play. It's not a place to hang out and chat, play music, do impersonations etc. if there is a game being played. During Clan matches or practices, guest access may be restricted to ensure no interruptions. Also, if there is one, please keep an ear open for the designated leaders instructions – and avoid interrupting them.
- Opposing teams should use different TS channels. Be fair – if this is unfairly abused then access rights to TS will be rescinded.

SysOp command definitions

Level	Command	Definition
5	!website	Displays a public chat message with website information
5	!join	Displays a public chat message with HT joining information
5	!maps	Displays server map rotation
5	!nextmap	Displays a public chat message showing next map in rotation
5	!rules	Displays a public chat message with the current server rules
5	!showmods	Displays a public chat message showing moderators present
5	!mods	Displays a public chat message showing moderators present
4	!teams	Displays a public chat message asking players to even teams
4	!nosnipers	Displays a public chat message "NO Snipers"
4	!kick [name]	Kicks a player from the current game – they can rejoin
?	!yo	Displays a public chat message not to SPAM
?	!flooding	Displays a public chat message about FLOODING
?	!noextras	Displays a public chat message about NOT using extras
3	!snipers	Interrupts gameplay with an admin message to stop sniping
3	!kick [name]	Kicks [name] and they can't return for X hours
3	!allow [name]	Removes !kick ban from [name] and allows them to rejoin
3	!eventteams	Interrupts gameplay with an admin message to even the teams
3	!switch	Displays an admin message not to switch teams during play
?	!htmods	Displays a public chat message that it's MODS vs. ALL
2	!amsg [msg]	Interrupts gameplay with a custom admin message [msg]
1	!b***hslap [name]	Kicks [name] from the current game with the slap message
1	!slap [name]	Kicks [name] from the current game with the slap message
1	!ban [name]	Permanently bans [name] based on their IP
0	!setnightmaps	Sets map rotation to standard maps
0	!setmaprotationX	Sets map rotation to preset sequence X
0	!setmapXXXX (*)	Sets the next map to preset XXXX (irrespective of rotation)
0	!movenextmap	Ends current map and begins the next one in rotation
0	!adjustmaxplayers	Changes the maximum No. of players in the server
0	!settime	Changes the game time
0	!keywordkick	Turns on kicking of players when they use key words
0	!keywordwarn	Turns on warning of players when they use key words
0	!votekick	NOT functioning at present
0	!votenextmap	NOT functioning at present
0	!vehiclekick	Toggle kicking of players if they purchase a vehicle
0	!vehiclewarn	Toggle warning of players if they purchase a vehicle

* For !setmapXXXX recognised map names are as follows :

bunkers	C&C_BunkersTS
walls	C&C_Walls
canyon	C&C_Canyon.mix
mesa	C&C_Mesa.mix
tropics	C&C_Tropics.mix
metro	C&C_Metro.mix
islands	C&C_Islands.mix
hourglass	C&C_Hourglass.mix
gf	C&C_Glacier_Flying
fortress	C&C_Fortress.mix
complex	C&C_Complex.mix
field	C&C_Field.mix
techcity	C&C_Tech_City
under	C&C_Under.mix
cityflying	C&C_City_Flying.mix
oasis	C&C_Oasis_Flying.mix
cliffs	C&C_Cliffs.mix
cityse	C&C_City_Flying_SE

Actions & reactions

- *No warnings are required at any time before kicking an offender. However, depending on the state of the game and how busy the server is, a warning (via F2, F3 or PM) to the player breaking the rules is fine. If that doesn't work, then a !kick or !qkick is fair.*

Rule breaking SOP

Offense	Situation(s)	Action
1. Base-to-base (B2B)	<ul style="list-style-type: none"> • Islands.mix : If the GDI vehicle is outside the base i.e. just over the water, then it's fine. Firing from within the base is not allowed. • Field.mix : B2B can only occur from within the GDI base, so there's no differentiation. 	<p>!qkick – 1st incidence !kick – subsequent incidences</p> <p>!qkick – 1st incidence !kick – subsequent incidences</p>
2. Using "extras"	<ul style="list-style-type: none"> • Not allowed at any time 	<p>!qkick – 1st incidence !kick – subsequent incidences</p>
3. Sniping Deadeye/ Havoc Black hand/ Sakura	<p>**** NO SNIPING **** is part of the server name, so there really is no excuse for "not knowing".</p> <ul style="list-style-type: none"> • A sniper character in your base or leaving for the battle, ask them to change. If they don't head back to change or ignore you, then act. • Spotting a sniper in the fight tell them to change. If they don't, then act. • If you are in the middle of the game, someone yells "sniper", then <i>confirm it</i> and !qkick. This is because maybe they were returning to change but you couldn't follow them to verify. That should get the message through. • Repeat offenders (names you'll notice) 	<p>!kick</p> <p>!kick</p> <p>!qkick</p> <p>!ban</p>
4. Bad language	<ul style="list-style-type: none"> • Subjective, but obvious ;-) Action to take depends on context and severity. • Server will automatically warn if a word in the predefined filter is used. 	!qkick or !kick
5. Switching teams	<ul style="list-style-type: none"> • Unless asked to switch (for team evening), it's a no-no. • If it has an unfair impact on the game (e.g. a Technician changes and all building mines disappear just before a GDI assault.) 	<p>!qkick</p> <p>!kick</p>
6. Tunnel beacons	<ul style="list-style-type: none"> • Field.mix : Either side can destroy the other's refinery with 3 or more well-placed beacons in the tunnels. This is not allowed at any time. • Canyon.mix : GDI can place a beacon <i>under</i> the Nod airstrip. This is not allowed at any time. 	<p>!kick</p> <p>!kick</p>

Miscellaneous SOP

Situation	Guideline(s)
1. Booting players to make room	<ul style="list-style-type: none"> Only acceptable if a council member, clan member or moderator PMs to ask. Don't keep slots open unnecessarily.
2. Evening teams <i>(N.B. Moderators should be the first to change teams if it doesn't put their team at a disadvantage.)</i>	<ul style="list-style-type: none"> Use !teams at least once, preferably twice. If that doesn't work, use !eventteams. Finally, start kicking. Try and find idle players who haven't stated "AFK" or "BRB" Select players with as low a score as possible, but bear in mind they might have just joined and didn't know. Remember, mines laid by booted players will disappear!
3. Admin messages !amsg [x] !snipers !eventteams	<ul style="list-style-type: none"> These should be used as a last resort, since they stop play and are intentionally annoying.
4. Informative commands !join !nextmap !rules !showmods !website	<ul style="list-style-type: none"> Server cycles through most of these on a timed basis, but use them as a quick response to "what are the rules" etc. Can be a useful enforcement tool e.g. follow up any issue of !teams with !showmods to let people know you can and will take action.