Location via **YouHide.com:** http://www.xoops.org/modules/newbb/viewtopic.php?topic_id=55283&f(Go) **[UP]**

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XOOPS
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✉ **Official XOOPS Website Forum Index**
✉ **Moderator Team Discussion**
   📄 **Procedures?**

[POLL] [REPLY] [TOPIC]

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⬇ **Topic options**	⬇ **Rate Thread**	⬇ **Search Forum**	⬇ **View mode**

Poster   **Thread**

⬇ **davidl2**   **Re: Procedures?**   **# 8**

Home away from home
★★★★☆

Seconded
_____

Contributing at: **www.xoopswiki.org** & **www.xoopsinfo.com**

XOOPSiquette

Joined: **2003/5/26**

From

Posts: **5169**

Posted on: *2006/12/5 12:27*   ⬆

[EDIT] [DELETE] [REPLY] [QUOTE]

⬇ **jensclas**   **Re: Procedures?**   **# 7**

Forum Moderator
★★★★★

Joined: **2004/10/31**

From **Australia**

Posts: **2102**

Quote:

```
e.g.
- more topics / list of topics
with no answer ...
- more comments (not only
latest 10)
```

I use 'more topics' in forums from the front page all the time - Thats how i get through

Search

[   ]
[Search]

Advanced Search

Make a donation

If you like the XOOPS system, and want to give something in return, you can make a donation to The XOOPS Foundation!

Amount : €15 ▼

_____

Do you want your username revealed with your donation?

⦿ Yes - List me as a Generous Donor

◯ No - List my donation as from an Anonymous Donor

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Thanks for the Friends of XOOPS for their donations and continued support!

XOOPS Book

them each day. I would love the more comments!

_____

Xoops documentation website: **Xoopsdocs.net**

Please read this before you post.

Posted on: *2006/12/5 12:06*

EDIT   DELETE   REPLY   QUOTE

Bender   **Re: Procedures?**   **#6**

Forum Moderator
★★★★★

Joined: **2003/3/11**

From **n/a**

Posts: **1860**

I agree so i changed the original post a bit.

On the new site at least the comments for the repository are no longer an issue.
For the rest: yes it will be difficult to keep track of them.

Since your post just reminded me: There is a thought (unfinished yet) running through my mind to create a page on the new (community) with some special blocks (customized/modified or even default ones) for the moderator team.

e.g.
- more topics / list of topics with no answer ...
- more comments (not only latest 10)
- module status for some modules that fall into the work area of moderators

Thoughts?

_____
Sorry, this signature is experiencing technical difficulties. We will return you to the sheduled signature as soon as possible ...

Posted on: *2006/12/5 0:49*

EDIT   DELETE   REPLY   QUOTE

---

jensclas   **Re: Procedures?**   **#5**

Forum Moderator
★★★★★

Joined: **2004/10/31**

From **Australia**

Posts: **2102**

An add to the list:

Moderate comments:
keep comments to comments and remind users to use the forums for help and trouble shooting.

(I'll get on my soap box for a bit
- we need to put this community into a bit of training - comments are comments - positive feeback, constructive criticism or words of encouragement. Many memebers are using the comment system inappropriately.
-Comments should not be used for troubleshooting and pleas for help - these should be done in the forums.
-Our automatic approval of comments is IMHO a

bit of a problem right now. I'd love to put them through approval but know the community would not like that so we have to check them and remind users of what the comments area is about.

-Unfortunately 'recent comments' only shows the last 10 -and no link to 'more' so they are more difficult to track than forum posts when I come on once a day during the week - makes it more important for all of us to read and check comments on the home page - unless I am missing something and you can tell me an easier way 😵

-ok..off my soap box now)

What do you all think - is this part of our job too? (I think it is)

_____
Xoops documentation website: **Xoopsdocs.net**

Please read this before you post.

Posted on: *2006/12/4 22:29*

EDIT   DELETE   REPLY   QUOTE

🟢 **jensclas**   **Re: Procedures?**   **# 4**

Forum Moderator
⭐⭐⭐⭐⭐

Joined: **2004/10/31**

From **Australia**

Posts: **2102**

Quote:

> but instead answer at the very
> least with a starting point.
> The reason for this is as
> simple as logical: if we only
> point to the search then after
> a while a lot of search results
> will be threads ending with
> "use the search function".

A tip for you - I use goodlenotebook on fiorefox and have common useful answers in there - saves me typing them all the time. I just open it up and copy and paste some of those really common ones - sometimes with a few minor edits. This is especially useful when there is a sudden influx of same issue quesrions like that time we had to add another file to a core download etc. So - i watch for the answers to things I don't know and keep a copy of them.

Thanks Bender - looks good at this point!

_____
Xoops documentation website: **Xoopsdocs.net**

Please read this before you post.

Posted on: *2006/11/26 22:46*

EDIT | DELETE | REPLY | QUOTE

🟢 Bender

Re: Procedures?

 # 3

Forum Moderator
⭐⭐⭐⭐⭐

Joined: **2003/3/11**

From **n/a**

Posts: **1860**

Thanks, well its only a quick rundown ... so anything you wanna add. Feel free to edit it in.

_____
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Posted on: *2006/11/26 20:01*

EDIT | DELETE | REPLY | QUOTE

🟢 JMorris

Re: Procedures?

 # 2

Home away from home
⭐⭐⭐⭐⭐

Joined: **2004/4/11**

From **Making Coffee**

Posts: **2370**

Excellent writeup Bender!

Just FYI, I still have the ability to modify user accounts.

Thanks again!

James

_____
XOOPS.org Emergency Contact | **XOOPSinfo** | **MyWebResource** | **Muscle Car Scene**

Posted on: *2006/11/26 19:04*

EDIT | DELETE | REPLY | QUOTE

🟢 Bender

Procedures?

 # 1

Forum Moderator
⭐⭐⭐⭐⭐

Joined: **2003/3/11**

From **n/a**

Posts: **1860**

Here is a short list of what we do and how we do that. Things that have developed just over time and were for a good part never written in stone. Neither should this be seen as a fixed set of rules.

The most basic requirement is to trust your judgement. Your will - not only to keep this place friendly and constructive - but also to help others.

Helping users:

We still answer questions like everyone else or even more. One thing we decided some time

ago is even when its the most common question to not only say *"this is a regular question use the search"* but instead answer at the very least with a starting point. The reason for this is as simple as logical: if we only point to the search then after a while a lot of search results will be threads ending with *"use the search function"*. 🙂

Also when user have any special requests (e.g. account changes) we should be able to find out who is able to help out there.

Moderating the forums / comments:

- Basic set of rules is of course defined by **Xoopsiquette**
- watch out for language, abusive comments, users going at each others throat ... the usual. Edit out bad language a put a note asking to stop this kind of missbehavior into the posting
- move spam to the "Holding area" if it is a complete thread and edit the first posting setting it to unsolved. Or edit it if its a reply within an existing thread. Usually spam would come from first time posters so when moved as unsolved to the holding area one with permissions to do so will ban the user. If its from a regular user then send a warning to the user by pm.
- in case you expect further trouble or are not absolutely sure its spam open a thread in the moderators forum or contact a fellow moderator. Also keep a screenshot or fullquote of the users text you edited out
- trying to keep comments being used for comments and not personal support issues

What we have:

- a moderator team. So if you are in doubt about anything just ask one of your fellow moderators.
- the holding area to move spam threads and threads that require discussion (threads turning into flamewars ...)
- the moderators forum for anything else
- please note that currently due to caching the subjects of threads in the moderators forum might be seen on the frontpage. So be carefull in the use of subjects (for example don´t put usernames in them even if its about a specific user)
- a **sticky thread** for users with images in their signatures (how to use see there)

- Ressources:

... Xoops documentation website:
Xoopsdocs.net
... **Read this before you post (Instructions for users to check before opening a problem thread)**
... Link to the **Xoopsiquette**

- People with access to edit user accounts (banning, change of email adress):
... bluenova
... davidl2
... jmorris

_____
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Posted on: _2006/11/26 13:59_

[EDIT] [DELETE] [REPLY] [QUOTE]

⬆ **Top** ⬅ **Previous Topic** ➡ **Next Topic**

[NEW POLL] [REPLY] [NEW TOPIC]

[FAST REPLY]

✔ You **can** start a new topic.
✔ You **can** view topic.
✔ You **can** reply to posts.
✔ You **can** edit your posts.
✔ You **can** delete your posts.
✔ You **can** add new polls.
✔ You **can** vote in polls.
✔ You **can** attach files to posts.
✔ You **can** post without approval.

-- Select a Forum --   ▼

Go!

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