



Mute Guidelines



Original can be found at Quick Find code: 287-288-1-63364018

This document is more organized and easier to find what is to be muted.

Contents of this document are confidential and should only be read by PMods and JMods.
If any information is leaked and traced to you, you will be demodded.

Introduction!

The purpose of this PDF is to make learning the mute guidelines easier and understand can and cannot be muted, and what report to put them under.

- + Page 3-5 contains the RuneScape 3 Mute and Report Guide
- + Page 6 contains the OldSchool RS Report Guide
- + Page 7-8 contains information about Judgment Mutes
- + Page 8 – Everything else

OldSchool uses same mute guidelines, just different reports

Before you know what you can mute for, there are things you cannot. Those are:

- + People you suspect of using a macro or bot - report under 'Macroing or Use of Bots' with no mute. In terms of our guidelines, auto typers are not considered 'bots' in the purest sense, and reports for auto typing should actually be classed as spam and muted for the rule 'Disruptive Behaviour' at about 10 lines of auto generated, repetitive and highly disruptive text. Apply leniency for game related 'spam'.
- + Any Quick Chat, regardless of chosen phrase or frequency - no mute, no report
- + Situations where people are exchanging contact details in an innocent way, for example Twitter names. If you see an exchange where one of the players says they are under 18 then feel free to advise the player to report the exchange to us so we can see the evidence.
- + Offensive Account Names not related to 'solicitation' - no mute - 'Offensive Account Name'. Solicitation names can be muted.
- + Situations where a person might be at risk ** - typically discussion of self harm, suicide, abuse, depression, addiction, - no mute - 'Real Life Threats'

**** IMPORTANT **** - There is no need to send us a query (PQ) with the information as our automatic detection system will identify and prioritize these reports immediately.

Please be aware that these people may need professional help and engaging with them, even with the best intent, can cause more harm than good. We work with a number of specialist agencies and have specially trained staff who will deal with the situation when reported to us.

We would like to be clear that we offer no leeway on the 'real life threats' guideline, if you choose to ignore this guideline and continue to interact with an 'at risk' player after you have reported them, even with the very best intent, you will be demodded.

What you can mute

+ Solicitation discussion

- Any attempt at solicitation such as mentions of 'cyber', 'adoption', or any sexual discussion text which is likely to be related to, or lead to, an act of solicitation or inappropriate sexual discussion –

- Mute under “Solicitation”

+ Solicitation Display Names

- Any account name that appears to be used solely for the purpose of solicitation, typically a low level account, usually located in 'quiet areas' or Lumbridge, with names such as 'hotgirlz69'

- Mute under “Offensive Name”

+ Website Advertising

- Naming a website related to cheating or inappropriate content, leading people to a URL that is not a Jagex site or a supported fan site or suggesting people search for a term on YouTube or similar (common sense - don't mute for known safe sites such as 'Google', or where you can see the intent is to genuinely help someone - for example 'search AVG anti virus')

- Mute under “Seriously Offensive Language” not “Website Advert”
- Only PMods report under this. Inbox will go out when fixed.

+ Gambling

- Offering to run or taking part in any game of (please note that 'doubling money' is scamming *and NOT* games of chance)

- Mute under “Games of Chance”

+ Threats to other players

- If a player is threatening to physically hurt another player in real life and there is context to suggest this may happen

- Mute under “Real Life Threats”

+ Personal Information

- If a player attempts to gather details which are likely to lead to another player being located in real life and there is evidence to show that either player is under 18

- Mute under “Asking or Providing Personal Information”

+ Illegal Drug Discussions

- situations where players might be trying to deal drugs or glorify the use of drugs, mute.
- If the discussion is more casual such as 'I'm so stoned', 'this dude in class yesterday was totally wasted' etc, don't mute.
 - o **Report under "Breaking IRL laws". Mute first, don't on second**

+ Abusing a Minor

- Admitting to abusing someone under the age of 18 (or minor elsewhere)
 - o **Mute under "Real Life Threats"**

+ Buying or Selling an Account

- Player mentions buying an account or selling one
 - o **Mute under "Buying or Selling an Account"**

+ Password Scamming

- Any attempt at getting a player to reveal his or her password, or asking for one directly.
 - o **Mute under "Buying or Selling an Account"**

+ Doubling Money

- Doubling Money, or any other item.
 - o **Mute under "Seriously Offensive Language" not "Scamming"**
 - o **Only PMods report under this. Inbox will go out when fixed.**
 - o **Asking for a double – report w/o under "Encouraging Rule Breaking"**

+ Seriously Offensive Language

- Attacks based on (not a definitive list) Racism / Sexual Preference / Beliefs / Creed / Gender / Disability or any other clear hate language targeted at an individual and designed to insult or offend and the intent to offend can still be understood even with censored words starred out.
 - o **Mute under "Seriously Offensive Language"**
 - o **General discussion not targeted at anyone or filtered report w/o**

+ Bug Abuse Discussion

- Attacks based on (not a definitive list) Racism / Sexual Preference / Beliefs / Creed / Gender / Disability or any other clear hate language targeted at an individual and designed to insult or offend and the intent to offend can still be understood even with censored words starred out.

- **Mute under “Seriously Offensive Language”**
- **General discussion not targeted at anyone or filtered report w/o**

+ Spam – not the one in a can

- Spam that appears to be either (1) auto - typed or (2) is not auto typed but is really consistent, using similar or identical phrases that spam the chat window with many lines for a long time (there is no actual number of lines to report at but think 10+ as a guide). This type of spam includes 'gambling', 'religious preaching' and 'nonsense' spam.

The key thing here is to decide if the spam is disruptive or is just 'necessary' given the context of the situation. For example, we'd expect some leniency where people are repeating phrases in order to buy and sell items, but then less lenient about 'drop parties', advertising gambling or other non essential text where the intent is to fill the chat window, regardless of topic.

- **Mute under “Disruptive Behaviour”**

+ Sexual Discussions

- Sexual discussion and extreme sexual language apart from the use of sexual swear words as a means of expression (which will be filtered to anyone offended by them)

- **Mute under “Seriously Offensive Language”**

OLD SCHOOL Reporting

1. Offensive language

-Mass spam or auto talkers/typers.
Solicitation, extreme sexual language or discussion.

-Attacks based on: Racism, Sexual Preference, Beliefs, Creed.

-Attacks based on: Gender, Disability or any other clear hate language.

-Specific drug discussion.

-Real Life Threats.

-Breaking Real-World Laws.

-Advertising Websites.

-Password scamming.

-Item scamming.

-Doubling money.

2. Item scamming

Do not use this category for now.

3. Password scamming

Do not use this category for now.

4. Bug abuse

Admitting to bug abusing

5. Jagex staff impersonation

Claiming to be a Jagex staff member.

6. Account sharing/trading

Buying, selling, trading, giving accounts.

7. Macroing

Supected use of botting or macro software.

8. Multiple logging in

No Mute, Jagex can detect

9. Encouraging others to break rules

Admitting to multi-logging in the same RuneScape game.

Discussion of serious bug abuse.

Player Run Games of Chance.

Asking for doublers.

10. Misuse of customer support

No mute – applied by CS

11. Advertising / website

Do not use this category for now.

12. Real world item trading

Attempting to trade RS items for Irl cash

13. Asking for personal details

Asking for or providing personal contact information.

Offensive Account Name

Use the sticky thread in Club Mod:

OSRS (2007) Offensive Names.

Judgment Mutes

We trust our P Mods to make sensible judgements based on situation, context and knowledge of the community. From time to time you may need to mute someone where the situation doesn't fit clearly in our guidelines and because applying the mute is simply 'the right thing to do' in an urgent situation.

If issuing a Judgement Mute please try to find the best rule that fits the situation, and if no rule is obvious use 'Seriously Offensive Language'. **Never** issue Judgement Mutes using the rule 'Macro or Use of Bots'.

P Mods are permitted to mute people in urgent situations where they believe that the mute will:

- 1. Almost certainly stop another player from being tricked, deceived or scammed**
- 2. Help protect someone from potential harm**
- 3. Greatly reduce the chance of something happening that is very likely to upset another player and detract from their enjoyment of the game**

In these situations context is very important. Judgement mutes should be rare and are not an 'open invitation' to mute based on your own principles or beliefs of how the rules should be upheld. Judgement mutes are in place so that you can react and deal with an urgent situation if you need to.

For example, we would not expect someone who is asking for help with daily challenges to be muted. However, if the person is stating they need to teleport someone somewhere or need a player to accept a trade very fast to help - this would provide sufficient context to upgrade the report to a 'Judgement Mute' as this would ***'Almost certainly stop another player from being tricked, deceived or scammed'***.

In another situation you may come across 2 players talking and you hear one of them say "I've told you I'm not into that cyber stuff please stop messaging me" - in this case you may wish to use a 'Judgement Mute' on the player that is directed at as it may ***'Help protect someone from potential harm'***.

In our final example we would not expect someone talking about making a RuneScape video to be reported. However if you can see context that the person is actually trying to lure someone to a dangerous area or is asking them to drop valuable items 'for the video' that may give you context for a 'Judgement Mute' as it may well ***'Greatly reduce the chance of something happening that is very likely to upset another player and detract from their enjoyment of the game'***.

Incidentally, the very best way to deal with someone else being scammed is to ask the scammed player to make the report - as they have interacted with the scammer and their report will provide much stronger evidence of what happened than the text 'seen' by an adjacent P Mod.

As always, if you have any doubt it's best to report without a mute - we can always apply the mute once we receive your report - the last thing we want is innocent people muted!

Let's say it one more time - Judgment mutes should be rare!

Everything Else

For all other rule breaking your reports should be without a mute and against the most appropriate category which should be self explanatory by the name of the rule.

A handy little rhyme for you to remember for all reporting situations:

IF IN DOUBT, REPORT WITHOUT, AND JUST LET JAGEX SORT IT OUT!