

Getting Started

First time here?

Welcome to the RuneScape Player Moderator Centre!

Being one of the largest online games in the world, the coverage our Player Moderators can provide is essential to the smooth running of the game. The Player Moderator Centre is in place to support you in every aspect of your role. From guidelines to the P-Mod only forums, you'll find a number of tools at your disposal which will help you with your day to day life as a Player Moderator.

Below you'll find a list of the tools available within the P-Mod Centre, along with a brief explanation of their use.

Guidelines

Not sure whether you should mute a password scammer? Unsure whether filtered language should be reported? Then you're in need of the P-Mod Guidelines! In this section of the P-Mod Centre, you'll find a wealth of information which will provide you with all the knowledge you'll need to carry out your role with confidence. If you're a new P-Mod, it's essential that you get to know our guidelines before doing anything else.

Don't forget to check out the P-Mod Oracle (which can be found within the P-Mod Procedures Forum) for a more in-depth rundown of our guidelines.



Code of Conduct

Treat others how you yourself would like to be treated. As an ambassador of Jagex, being polite and civil to players will make your life much easier. You'll find helpful tips and information with regards to P-Mod conduct within this section of the P-Mod Centre. If you're a new P-Mod, this is another must-read!

Forums

The forums are the hub of the Player Moderator community. Here you can chat directly with your fellow P-Mods about any aspect of P-Mod life, from procedure discussions to the latest P-Mod news articles, you'll find it all there! We strongly recommend visiting the forums as frequently as possible as they're the best way to stay in touch with the rest of the community and keep informed as to the latest Player Moderator updates.

If you're a new P-Mod, why not see where it all started by reading the History of the Player Moderator Team thread (Quick Find: 11-12-903-40959468). You'll find it in the Useful and Topical QFCs thread found at the top of each Player Moderator forum. There you'll also find essential reading such as the Guide to Modly Behaviour (Quick Find: 8-9-96-40011657) and the Player Moderator Oracle (Quick Find: 8-9-23-25562643).



Report Feedback

With so many rules to remember, reporting players accurately can be difficult! Therefore, whenever we receive incorrect reports from you, we'll let you know why they were incorrect in the form of Report Feedback. To view your most recent reports, and to see whether you were sent any feedback about them, simply click the Report Status section of the P-Mod Centre. If you are not given any feedback about a report, that means we were able to take action and you reported the situation correctly.

F.A.Q.

If you've got a question about any aspect of your P-Mod role, why not check out the F.A.Q first? Chances are you're not the first P-Mod to ask!

Messages

If you can't find the answer to your P-Mod related questions anywhere else, or you need to contact us directly about a P-Mod related issue, you can send us a message by clicking the Messages button. Please remember that this tool should only be used for P-Mod related queries. You're still able to use the regular messaging system for any non P-Mod questions you may have!

Now you're more familiar with the P-Mod Centre, why not have a look around and investigate each section. We wish you lots of luck with your new role.

- RuneScape Community Management

Guidelines

How and what to report.

Introduction

Player Moderators are very important to Jagex and to the RuneScape community as a whole. Not only can they send priority reports to the specialised Player Moderator Curator team here at Jagex, but they also act as ambassadors for the game. This role is taken on voluntarily and, therefore, we don't expect any Player Moderators to go out 'hunting' for rule breakers. Nor will we impose any quotas for reporting or expect them to take time out from playing the game. Player Moderators are players first and foremost, and should play the game as normal and report rule breakers only when they come across them.

If you are reading this guide, then you are currently within the ranks of the Player Moderator team for one of the largest online role-playing games in the world.

You have obviously proven yourself to be an impressive and valued player in order to be chosen, but we understand that in order to carry out your role efficiently you require the correct resources.

Within this, your Player Moderator guide, you will find guidelines on security and confidentiality, and information about your reporting powers. For extensive reporting guidelines, please visit the Player Moderator Procedures forum and read '**The Oracle**' (quick find code 8-9-589-61136889, or [click here](#)).

For any further information or to discuss these topics with your fellow moderators, be sure to join us in the [Player Moderator Forums](#).

****Note: this guide is confidential and should only be read by Player Moderators.****

Security

Keep your account safe!

Please remember that, as a Player Moderator, your account security is vital. Account security is one of the first basic requirements of being a Player Moderator. As such, should a Player Moderator account be found to have any security breaches - whether the Player Moderator's fault or not - then that account will be regretfully de-modded.

Please, therefore, take care to safeguard your account. Your moderator status does depend on this.

For helpful links, please visit our [Security Tips](#).

Reporting Powers

A summary of P-Mod reporting tools

When using the Player Moderator powers that you have, you must use them in conjunction with these guidelines and the Player Moderator [Code of Conduct](#).

What reporting powers do Player Moderators have?

Abuse reports

- When you see someone breaking the game rules you can submit a Player Moderator abuse report. These reports act in the same way as a standard abuse report. However as a Player Moderator, the abuse reports that you send will be handled exclusively by the specialised Player Moderator Curator team. It's also important to note that as a Player Moderator you are able to report players by right-clicking them in the game window and selecting the 'Report abuse [player name]' option.

Abuse reports with mutes

- When submitting reports you can also optionally mute players. The mute will last for 48 hours, so it is critical that you only use the mute facility where it is absolutely justified in accordance with these guidelines and the Code of Conduct. We do not want to see innocent players muted, nor mutes placed where a simple report would have been sufficient.

The mute is a very powerful tool for combating rule breakers and can really help us to impact on this element within the game, making RuneScape a better environment for all. However, it must be seen as a tool to aid Jagex and not as a punishment in itself. The Player Moderator mute must only be applied in a situation where it will actively stop rule breaking from continuing. There are several cases where a mute will never be required so be sure to make yourself aware of the difference.

How to use your mute

- To mute a player, firstly either right-click the player's name in the chat window or the actual player in the game window and select 'Report abuse [player's name]'. The report window should now appear with the player's name already entered. Next, click the box next to 'Mute player for 48 hours' - a tick will appear in the box when it has been activated. Finally, select the rule that they have broken from the list of offences.

The P-Mod Oracle

- The P-Mod Oracle is a document that can be found in the Player Moderator Procedures forum (quick find code 8-9-23-25562643). This document contains all the information that you should ever need to know when reporting a player. The P-Mod Oracle is constantly updated and revised so it's a good idea to check it regularly to see if anything has changed.

Accessing the Player Moderator Forums

- To access the Player Moderator Forums you should follow the 'Forums' link which can be found on the left side of our main page, at www.runescape.com, or follow this [link](#). Once you have accessed the forums you need to log in using the link at the top right of the page that says 'Log In'. Do not worry if you are not a member as you will still be able to gain access. If you are a F2P player you are still allowed to post in the Player Moderator Forums. However, you should not post on the public forums as this is a breach of the P-Mod Code of Conduct.

Confidentiality

What is for P-Mod eyes only?

As a Player Moderator, you will often find yourself privy to certain information that other players are not. We expect you to, at all times, remain discreet about the content of the Player Moderator Centre - this extends from the guidelines all the way down to topics discussed in the Player Moderator Forum lounge.

Other players will be aware of the existence of the Player Moderator Centre - there is a link to the area on the main site - but they will not, however, be able to gain access to it.

You are entitled to inform them that this area provides reference and guidance material to help you with your role. You can even mention that there is a Player Moderator Forum where you can discuss your role with other Player Moderators. However, they must **never** know of the content discussed within.

Failure to keep this content secret will result in your de-modding.

Reporting Guide

Reporting rule breaking in RuneScape.

The Rules of RuneScape are split into three categories, to make it easier to decide which offence has been committed when reporting. **To find out more about how and what to report, [click here](#) to visit the PMod Oracle on the forums.**

Honour

- Macroing/use of bots/third-party software
- Real-world trading/buying power-levelling
- Buying/selling/sharing an account
- Exploiting a bug
- Jagex staff impersonation
- Password/account/bank PIN/item scamming
- Advert blocking
- Encouraging rule-breaking

Respect

- Seriously offensive language
- Solicitation
- Disruptive behaviour
- Offensive account name
- Real-life threats
- Misuse of official forums

Security

- Asking for, or providing, contact information
- Advertising websites
- Breaking real-world laws

Messages

Write to J-Mods and check your messages

Top of Form

Write your message in the box below:

Please **do not** provide us with any of the following personal information: your full name, home address, email address or telephone number.

You have 1500 characters remaining for your message.

Bottom of Form

[Read your messages from Jagex](#)

Moderator Registration

Register your contact details with us.

Welcome to the RuneScape Moderator Registration page!

By completing the registration process, you'll become a fully-certified RuneScape Player Moderator. All that is necessary to begin the registration process is to let us know your contact details by clicking on the link below and filling in the form.

Once you've filled in all of the required fields and submitted it to us, we'll send you out an Unique Reference Number (URN) to verify your details.

When you receive your URN, click the relevant link, enter your URN and the process will be complete.

If you'd like more information on Moderator Registration, please check your inbox.

Enter Contact Details

If you have been sent a message asking you to enter your contact details, please fill in this form.

Enter Unique Reference Number

If you have already entered your contact details, and have received a letter with your URN, please fill in this form.

Code of Conduct

The P-Mods code of conduct

Our Player Moderators are extremely important to us here at Jagex. You are a vital link in our continuing efforts to make sure that all players can enjoy a fun and safe environment whilst playing RuneScape.

You hold a privileged voluntary position, and as such we do ask that you read and abide by a Code of Conduct, so we can be sure that all our Player Moderators are just what they should be; trustworthy and honest players who are committed to doing the best job they can.

Jagex asks Player Moderators to use their judgement, in accordance with the Player Moderator Guidelines to take action on rule breaking players. It is therefore important that we can trust they will do their best to represent Jagex in a way that is reasonable and consistent.

It is also true that, from time to time, you become aware of information that we do not necessarily want exposed to the entire RuneScape community. We need to be able to guarantee that you will not abuse that trust.

The Code of Conduct allows us to be sure you understand what it is we expect of you as Player Moderators.

Remember, by accepting the offer to become a Player Moderator, you also implicitly agree to abide by the Code of Conduct. If we find that you are breaking this code of conduct we will very quickly remove your Player Moderator privileges. We may possibly take action against your game account if you have also broken the in-game Rules of Conduct.

Confidentiality

All information shared between Jagex and the Player Moderators is confidential unless otherwise stated. Please be aware, if we find you deliberately or maliciously divulging confidential information, either in-game or on external websites or forums we reserve the right to take action against your game account.

This confidential information includes but is not limited to;

The Player Moderator Guidelines - Do not disclose the exact guidelines to which we report. This may allow players to learn how to avoid being reported for their rule-breaking activities.



The Player Moderator Forums - Whilst it is fine to disclose the existence of the Player Moderator Forums do not share any information or discuss any content that may from time to time be available there.

Current Player Moderators list - Please do not disclose the names of other Player Moderators. They are entitled to their privacy and lists of known Player Moderators could circulate to players who wish to break rules and help them to avoid being caught.

Content of Any Messages Sent or Received - No information should be disclosed that either forms the content or conveys the meaning of any messages between Jagex and Player Moderators.

As a general guide, if the information is not available to players via the Knowledge Base and Frequently Asked Questions sections of the RuneScape website it is considered to be confidential and should not be disclosed to any other person or company.

Account Security

It is important that as a Player Moderator you are extremely security conscious.

A hi-jacked Player Moderator account would allow confidential information to be accessed, not to mention the damage that can be done in-game to the Player Moderator team's reputation if the hi-jacker were to indulge in a muting spree!

You must never:

- Share your account with anyone else.
- Allow anyone else to 'try out' the Moderator controls.
- Use any form of modified client to play RuneScape.
- Visit any RuneScape cheat or hack sites. These are an enormous security risk as they often contain viruses and keyloggers designed to steal your account details and password etc.

For more information about how to keep your account safe and free from hi-jacks please read our security tips.



Using Player Moderator Powers

Player Moderators must only use the moderator powers they have been entrusted with in accordance with the latest Player Moderator Guidelines. An up-to-the-minute version of these can always be found in the Player Moderator Forums.

As a Player Moderator you have the ability to mute a player for 48 hours. It is particularly important that the mute facility is only used in accordance with the current Player Moderator guidelines, an up-to-the-minute version of which can be found within the Player Moderator Forums. Every wrong mute that is given represents a player who has been dealt with unfairly. This does not reflect well on either the Player Moderator team or Jagex.

It is a joint responsibility of the Moderators and Jagex to ensure the Moderator Team is educated regarding any changes to these Guidelines as the game evolves.

By accepting our invitation to become a Player Moderator you are agreeing to use your powers

only in accordance with current Jagex policy at any time.

If we should discover that you are abusing these powers to mute players for your own amusement or personal gain we reserve the right to remove your Player Moderator powers at any time.

In-game Behaviour

Remember, you are ambassadors for the game as well as trusted reporters.

When in-game, always abide by the rules yourself, players will look to you to lead by example. Setting a standard will help other players to follow your example.

Always treat other players with respect, courtesy and honesty, this is the key to being a good Player Moderator.

Answer questions when you can, and be courteous if you're too busy or need to move on.

Do not ever threaten players with action, or gloat after you have reported. Report quietly and move on. Players often find public warnings to be humiliating and therefore we ask you to bear that in mind when dealing with any incidents you come across during your game play.

If players inform you of rule-breaks you have not seen, offer advice and remind them they can report players too. You are under no obligation to follow up on their story but always be polite when dealing with these situations. Remember they are trying to help after all! Do not be tempted to report what you have not witnessed yourself.

Use of Forums



All information relating to being a Player Moderator should be kept in the Player Moderator section of the Forums.

Do not reveal you are a Player Moderator in the open section of the Forums.

Non-member Player Moderators may post in the Player Moderator Forums, but not in the open section, (as is the case with all Free to Play players.)

Wider Community

As is already covered above, all information related to being a Player Moderator is confidential. This also applies to all other websites and forums, including any and all well known fansites and their associated forums.

Please do not answer questions, discuss, or otherwise reveal confidential information on any other sites.

F.A.Q.s

Your frequently asked questions answered

J-Mods / Account Security

- Can J-Mods talk to us when we have our Private Chat set to 'off'?
- Yes, your J-Mods are able to speak to all players at any time!
- I think my account may be hacked, or someone may know some of my security details. What should I do?
- Firstly, this is a rare occurrence and it only happens if the player is careless with their security. If this should ever happen to you, you should immediately send us a query, stating you feel that someone has accessed your account. You should also look at securing your account using our [Safety & Security Guidelines](#).
- Can I change my silver crown to a gold crown?
- Silver crowns and gold crowns are quite different. Player Moderators have silver crowns and are players, just like you. Gold crowns are Jagex staff and cannot trade, PK or assist players with quests.
- Now I'm a Player Moderator, do I work for Jagex?
- Player Moderators don't work directly for Jagex - they volunteer their time and efforts to help Jagex maintain the RuneScape Community.

Player Moderator Conduct

Can I recommend other players for P-Mod status?

Yes you can! However, if you do want to recommend a player for P-Mod status please remember the following:

- Never tell regular players that you are able to recommend them for P-Mod status.
- Never tell a player that you've recommended them.
- Think about what we're looking for when choosing a P-Mod and don't just recommend your friends!
- You must have had your P-Mod status for at least 1 month in order to recommend a Player Moderator.

When should I use the P-Mod query system?

If this FAQ or your fellow P-Mods in the P-Mod forums cannot help, please feel free to send a message to your J-Mod curators. You can do this any time you feel there is some information we need to know, or if you have any questions about anything to do with being a P-Mod.

There are lots of P-Mods out there and so to make sure that we can respond to your P-Mod queries as quickly as possible, please do not use the query system for:

- Telling us about a report you've just made (unless the Oracle says otherwise).
- Telling us about another player who has been banned/hacked.
- Telling us about a bug you think you've found. (Please use the link found on the main RuneScape page for this).
- Asking us about general in-game queries like quests, updates or skills. We have a separate team of J-Mods dedicated to answering such questions who will be very happy to help!

My friend has been hacked, can I help him?

If a player asks you to help them because they have been hacked, the best thing you can do is to direct them to the Password Support link found on the main RuneScape page. Sending a hacked player to Password Support is the fastest and only way to help them retrieve a stolen account.

How can I quit if being a P-Mod isn't for me?

Please make sure you think your decision through with great care. Many players decide that they want to come back after a brief spell of non-Moderatorship and in many cases removing your Player Moderator status is final. If you do decide to leave, please let us know in a query and we will remove your P-Mod status as requested. Please do not announce on the forums that you are leaving.

How can I contact a Jagex staff Moderator to discuss the feedback I received in My Recent Reports?

You can send in a query to us once you have received feedback on your report. Please make sure that you **do not** send in a query immediately after your report, as there is a chance that the report will not have been actioned yet by a Jagex staff curator. Please make sure that all questions about feedback are asked in a calm and respectful way.

How do I send in a query?

Firstly, log in to the P-Mod Centre from the main RuneScape page. Once in the P-Mod Centre, click on the "Messages" button to send a message or read messages we may have sent to you. When you are finished, simply click the "Send query" button below your message. Please remember to only send in queries related to being a P-Mod, as we won't answer any game related queries, suggestions or requests sent in via the P-Mod Centre.

I've told a player that P-Mods don't get free items but they still don't believe me! What can I do?

Some players are convinced that P-Mods get paid or receive free items no matter what you say. The safest way to let players know the truth is to direct them to the P-Mod section of the Knowledge Base where players can find out all about P-Mods, what they get and if they're really interested, even tips on how to become one!

A player is asking me questions about being a P-Mod that are not included in the Knowledge Base, what can I tell them?

If you're not sure what you can (or cannot) say about being a P-Mod, then it's a good idea to have a read of the P-Mod Code of Conduct. There you'll find out exactly what you can say about being a P-Mod and what is strictly out of bounds. We take confidentiality very seriously so if you're not sure, please do check. Remember that it's absolutely fine to say to a player that you don't know the answer to a question and simply direct them to the Knowledge Base. A good way to judge whether information is confidential or not is to read the Knowledge Base. If the player's question is not answered in the Knowledge Base then the chances are, it's confidential!

Do I have to reply to everyones' private messages?

No. You are a player first, and as such you can talk to whoever you choose.

Do I have to go around being nice and talking to everyone all the time now?

We would ask you to be polite, stick to the rules and of course to continue as you have been. We picked you for a good reason!

Can I still play the game as I did before, as a P-Mod?

Absolutely! Always remember that ultimately, you are a player first and a Player Moderator second. You can do everything you could do as a regular player. As long as you do it by following the rules and respecting others, you are free to do as you please! One of the reasons we chose you in the first place is that you like to play the game in a respectful and responsible way for others as well for yourself.

I've seen a fellow P-Mod acting in a way which breaks our Code of Conduct / RuneScape rules. What should I do?

If you see a fellow Player Moderator doing something they should not, please report them without a mute under Offensive Language. Obviously, if the P-Mod is breaking the RuneScape rules in a manner that requires a mute, please apply that mute but take a moment to make sure that you are not mistaken. Reporting a fellow P-Mod is one of the few times you should then send us a P-Mod query explaining the situation.

If a P-Mod breaks the rules, can they still be a P-Mod?

If a P-Mod breaks the rules it's not guaranteed that they will lose their P-Mod status although it is very likely.

How do I find out more about P-Mod in game conduct?

P-Mod Mentor Deshale has written an excellent guide called The Guide to Modly Behaviour. Your curators strongly recommend that you read this valuable guide which you'll find in the P-Mod forums.

Benefits and Membership

What do I get for being a P-Mod?

P-Mods help Jagex on a strictly voluntary basis. We don't pay our P-Mods or give them free items.

P-Mod's get:

- Access to the P-Mod forums (including free-to-play P-Mods)
- All abuse reports looked at and actioned as a priority over other reports from other players.
- The ability to mute players for up to 48 hours (please see the Oracle for information on when to use the mute function as repeated failure to use the mute function correctly will result in the removal of your P-Mod status).
- The ability to report players using the 'right click' option. This is to help you report players quickly and efficiently without the need to remember the player's name first. To use it, simply right-click on the player's name in the chat window or right-click the actual player in the game window, and from there you will have the option to report the player.

I became a Moderator as a member. What happens if I stop being a member? Will I lose my Moderator status?

We have both free-to-play and pay-to-play Player Moderators. We will not remove your Moderator status if you stop paying for Membership.

I owe Jagex Membership. Will this affect my Moderator status?

If you cannot make your membership payments, your Moderator status may be suspended until

you settle your account.

A low-down on the P-Mod forums

Can I say I'm a P-Mod in the non P-Mod forums?

No, we ask that P-Mods don't mention that they are P-Mods in the non P-Mod forums because:

- There is no way to prove that you are a P-Mod in the forums, therefore non P-Mods could easily pretend to be a P-Mod.
- P-Mods help Jagex moderate RuneScape in-game only
- Advertising that you are a P-Mod can make you the target of unscrupulous players!
- We have Forum Mods to moderate the forums.

I'm a Free to Play P-Mod. Am I allowed to use the non-P-Mod forums?

As a Free to Play P-Mod, you have access to P-Mod forums and are more than welcome to post as much as you like there.

However, you must NOT post in the regular forums if you are a Free to Play P-Mod.

Can I say that I'm a P-Mod on non-RuneScape forums/fansites?

Although we do not have the authority to take action against P-Mods who state their P-Mod status on other websites, we strongly advise that you do not post such information as experience has taught us that doing so can make your account the target of unscrupulous players.

How do the P-Mod forums work?

The P-Mod forums work in principle just like the regular forums and are generally considered to be the main meeting point for the P-Mod community.

They are very helpful for finding out just about anything with regards to being a P-Mod, and are an incredibly useful resource for finding helpful advice from other P-Mods.

When looking for advice or information on a particular subject, you are more than welcome to post a thread asking for help from a fellow P-Mod. Before doing so though, it's always best to perform a search on the subject first to see another P-Mod has had the same question as you.

Before posting on any of the P-Mod forums, please remember to read the Forum Specific rules found at the top of each forum.

Are P-Mod forums confidential?

Yes, all information found in the P-Mod Centre including the P-Mod forums is highly confidential. P-Mod confidentiality is of the utmost importance and any information that a P-Mod leaks to non-P-Mods will more than likely incur the instant removal of P-Mod status. For more information on this, please see the P-Mod Code of Conduct.

What happens when my three months in the Mentor Forum are over?

The P-Mod Mentor forum is a forum dedicated to Player Moderators who are in their first three months of P-Mod-ship. The Mentor Forum is there to offer newer P-Mods extra assistance and instant support from our hardworking P-Mod Mentors.

Once your three months are over and you have graduated from the P-Mod Mentor Forum, you are still welcome to read the threads and posts found in the Mentor Forum, but we ask that you no longer post there. This is to make space for other P-Mods still in their first three months.

You will no doubt still have many questions after this time so please feel free to use the main P-

Mod Procedures Forum if you cannot find an answer elsewhere.

Can I ask for free items in the Moderator Forums?

No. Although begging is allowed in game, we do not want it in the Moderator Forums. We will simply lock your thread and give you an explanation.

Can I become a Forum Moderator as well as a Player Moderator? Like a dual Moderator?

You cannot be both a Forum Moderator and Player Moderator. A long time ago we did have dual moderators and so you may see one or two around the P-Mod forums but this is no longer an option and we do not accept requests.

Feedback questions and answers.

Is getting feedback on reports a bad thing? Will I lose my Moderator status?

Feedback is both beneficial and necessary! The feedback you receive tells you why we couldn't action the report in question, not why you got it wrong.

You will only lose your Moderator status if there is evidence to show that you are ignoring the feedback given on a regular basis. This is usually a worst case scenario and doesn't happen often.

There's no feedback next to my recent report, why?

If you've reported a player correctly, there is no need for us to send you feedback. You can't improve upon perfection!

My report says "pending", what does that mean?

We often have a large number of reports to close every day, so if your report is "pending", it means the report is awaiting a curator's response. Don't worry though, we will get to it as soon as we can and usually answer reports within 24 hours.

My report says "closed", what does that mean then?

This means that the report in question has been dealt with by a J-Mod and the necessary action has been taken.

Why do some reports not show up in my recent reports list? Did I do something wrong?

Not at all! If you report someone under Macroing or Bug Abuse, no text report is sent to us. Instead, your report notifies our systems to monitor the offending players account activity closely.

Will I be de-modded if I make a mistake?

Certainly not. We understand that everyone will make the odd mistake now and again, whether it be by reporting an offence incorrectly or simply clicking the wrong category by accident. We send you feedback to help you get it right in future. You will only lose your Moderator status if there is evidence to show that you are ignoring the feedback given on a regular basis.

I reported a person five times, it only shows once. Why is this?

Our system takes all the reports against a player that contain very similar evidence and merges them into one single report with all of the necessary evidence for us to review.

Player Moderator QA

What is QA?

QA stands for Quality Assurance and is the system that the P-Mod Curator team use to maintain high quality reporting from the P-Mod team. QA is split between a number of J-Mod run teams. Each team has its own forum, its own J-Mod and even its own parties!

What are QA Teams?

A QA team is a group of players who together work to achieve the best reporting quality score they can. Each team has its own J-Mod who will assist its team members to report accurately and will send feedback based on reporting quality as necessary.

Which QA team am I in?

When a P-Mod joins the P-Mod community, they automatically join the Lumbridge Academy. After a month's probationary period, new P-Mods then move at random into one of the QA teams. To find out which QA team a P-Mod is in there is a thread in the Community forum, titled "Which team am I in?", in which all P-Mods and their teams are listed. Alternatively you can view team listings using the form at the bottom of this page. Simply select the J-Mod whose team you wish to view and click the "View team" button for a list of who is in their team.

When will I receive a message from my QA J-Mod?

If your QA J-Mod feels that you could use a nudge for any reason then they will be in touch via your inbox. You may also receive a message from your QA J-Mod if you have performed exceptionally well or if there is a party that you need to be made aware of!

Reporting

I'm being harassed by another player because I'm a P-Mod, what can I do?

It's unfortunate, but being a P-Mod will sometimes bring unwanted attention to you which can take the form of harassment.

The first thing to remember when dealing with harassment is that players are almost always reacting to your shiny silver crown and not to you personally.

It's therefore advisable to rise above it and not react in an offended way.

Often, injecting a bit of humour into a situation will do wonders and stop the harassment. Also, when most players realise that you're a player just like anyone else with no added benefits, the harassment will generally stop.

To avoid harassment in the first place, we've found that the following really helps:

- Never gloat or boast about being a P-Mod.
- If you're going to report a player, do so silently and don't say things like "you're reported scammer!"
- Be polite to players around you.
- Only report a player if you think it's in RuneScape's best interest.
- Smile while you're playing!

For more information on how to deal with harassment, check out the Useful and Topical QFCs thread in the QA Forum (Quick find code: 58-59-12-39757235).

How do I apply a mute?

Muting a player is very similar to reporting a player without a mute.

To mute a player, click the 'Report Abuse' button and enter the name of the player you wish to mute (you can alternatively right-click the player's name in the chat window or right-click the player in the game window). Under the player's name you'll see "Moderator option: Mute player for 48 hours <OFF>". Click on the word "<OFF>", and when this changes to "<ON>", click the rule under which you'd like to report the player.

When is a mute lifted?

Players can be muted for a maximum of 48 hours. This gives plenty of time for us to check your report and take the necessary action.

Usually though, we'll deal with your report far quicker and remove the mute as soon as the report has been dealt with.

Do I have to report a player if I don't want to?

We will look at all reports that you send us and we are very grateful for any help that you give us. However, you will always be a player first and a P-Mod second. Therefore, if you come across a situation that you don't feel comfortable reporting, you are under no obligation to do so.

Why didn't my mute 'work'?

There is usually a simple explanation for why a mute doesn't work.

There are certain rules under which you cannot mute a player. The most important are: Rule 7 - Macroing, and Rule 4 - Bug Abuse.

If you type in a player's name incorrectly, your mute will have no effect.

For more information on this, we suggest checking out the forum thread "Why didn't my mute stick" which you'll find on QFC 11-12-874-22339018.

What happens if I report a player for Macroing?

When you report a player under Rule 7 - Macroing, you trigger our automatic macro detection system. This system gathers information to decide whether or not a player is using a macro program. Because there is no chat evidence collected in the report, you will see no record of macro reports in your 'recent reports' list.

It's also worth noting that if you report a player for macroing and the player is in fact innocent, the player will not even be aware that they had been reported as we only take action against players who are guilty of using macro programs. Therefore, it's not a problem if you accidentally report a player for macroing as no harm is done to the player in question.

When I report a player, what can Jagex see?

If you report a player, we receive a record of the text spoken by the reporting player and the reported player leading up to the report being made.

We ask that you report players within 60 seconds of an offence being committed but in reality, we can often see a bit more!

It's also worth noting that we cannot see incomplete trades or the conversation of other players in the area.

A player is asking me to mute them, what should I do?

You can politely tell them that it is not nice to be muted. If they ask you three times after your response, you may mute the player under Rule 1: Offensive Language.

Should I actively look for scammers?

We do not encourage or discourage you from going 'scam hunting'. So long as you play within the rules, it is up to you how you spend your time in RuneScape. However, simply looking for rule-breaking is very different from trying to get players to admit they have broken a rule. We ask that you do not try to get confessions from players as you are not in the position to do this.

I can't remember what category I should use to report a situation, how do I find which category I should use?

There are several different ways to find out which category you should report an offence under. You could check the main guidelines found here in the P-Mod Centre, or you could go to P-Mod Oracle (the most up-to-date forum version of the guidelines) which you'll find at Quick Find Code 8-9-23-25562643. Alternatively, you could ask a knowledgeable fellow P-Mod for help, post your question in the Procedures area of the P-Mod forums or send a query in to the P-Mod curator team.

Is price manipulation in-game reportable?

Price manipulation is not reportable in game as there isn't enough evidence for us to act upon. We ask that if players feel a player is over-charging, they should add that player to their ignore list.

I muted / reported the wrong person. What can I do?

Unfortunately there is nothing you can do except wait for us to supply you with feedback. We understand that everyone makes mistakes and providing you follow the advice given to you by your J-Mods, nothing will happen to your Player Moderator status.

Do I report auto-typers?

We ask that you do not report auto-typers unless they are being used to create reportable spam. The only spam we ask you to mute is text that we deem to be nonsense or gibberish. Please remember that if someone is trading, or offering a service then you should not report them. The only thing that you can report is if the player admits to using an auto-typer, but this should be reported under "Encouraging Others to Break Rules" without a mute. For more information and examples of reportable spamming, please check the P-Mod Oracle or Guidelines.

Is spamming reportable?

Spamming is reportable, but you need to be aware of what we consider to be spam.

Unless the text is unnecessary or gibberish, please do not report players for posting lots of text in the chat screen.

The only form of spamming that can be reported, and also muted, are as in the following examples:

```
player: afdhatjwsrktarejwrjqa  
player: oarishgoaire[gobna[oijrbeogb  
player: "$%&*(£"%&  
player: [aodhgapoihdg]paihrgpihanerphng  
player: adsfjbgieurgv  
player: erghqerg  
player: 98794681465465767
```

player: erhgrwthrtjwtrjtwrjr
player: erwhtwsrdfhhh
player: arfhdsfhsf
player: sdthsrthssrthsrtj
player: "\$%&\$^)&_f&%"\$^!&^
player: £%^&%!"^£)((_P)
player: 9549546546546465468

or

player: @@@@@@@@@@@@@@@@@@
player: @@@@@@@@@@@@@@@@@@
player: @@@@@@
player: @@@@@@@@@@@@@@
player: @@@@@@@@@@
player: @@@@@@@@@@@@@@
player: @@@@@@@@@@@@@@
player: @@@@@@@@@@@@@@
player: @@@@@@@@@@@@@@
player: @@@@@@@@@@@@@@
player: @@@@@@@@@@@@@@
player: @@@@@@@@@@@@@@

or

player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!
player: my dog's got no nose, how does he smell? Terrible!

or (spamming the window with the space bar)

player:
player:
player:
player:
player:
player:

player:
player:

The following is an example of what should not be reported, neither with nor without mute:

player: Selling fishing potions 2k each ~-player~
player: Selling fishing potions 2k each ~-player~
player: Selling fishing potions 2k each ~-player~
player: Selling fishing potions 2k each ~-player~
player: Selling fishing potions 2k each ~-player~
player: Selling fishing potions 2k each ~-player~
player: Selling fishing potions 2k each ~-player~
player: Selling fishing potions 2k each ~-player~

If a player is spamming the chat screen and you wish to report the player please state: "Please stop spamming" in public chat.

If after you say the words, "Please stop spamming" the player spams 9 lines of gibberish or more, you may mute the player under Rule 1: Offensive Language.

If you do not wish to speak up in public chat like this, then you must wait for 15 lines of meaningless/gibberish text to be spammed before applying a mute under Rule 1: Offensive Language.

To help us deal with your reports quickly and effectively, please do not deviate from our spamming guidelines.

Is there a limit to the number of reports I can send?

There is no overall limit to the number of reports you can send in. However, if you report 25 players with a mute in an hour, your P-Mod status will automatically be suspended until we can make sure your account is secure and has not been hijacked. If we discover all is well, your P-Mod status will be reinstated.

Should I report someone for every rule break they make?

If someone does break multiple rules, then please feel free to report them under the correct category for each rule break. If the evidence is there, we will then take action against an offending player for each rule broken. However, there are some situations in which you'll only need to make a single report against a player. Examples of this can be found by reading the Guidelines or the P-Mod Oracle.

When do I mute?

Your mute is a damage control tool, **not** a punishment. If other players are at risk, you should apply a mute. For a more detailed description, please check the Oracle which can be found in the P-Mod Procedures forum.

Should I report players for admitting to having drop traded between accounts they own, or for breaking "Rule 8: Multiple Logging-in?"

No, as this is automatically detected and doesn't require reporting.

Should I report players who encourage others to break "Rule 8: Multiple Logging-in?"

No, Multiple Logging-in is detected automatically and as such, no instance of Multiple Logging-

in needs to be reported.

If we come across a team scam, can we report them?

It is not possible for us to take action against team scammers based on report evidence. Instead, we ask you to tell us the names of the suspect players via a P-Mod query so that we can investigate the accounts further.

A player has been scammed, can I help him?

If a player asks you to help them because they have been scammed, the only thing you can do is to advise them to report the player in question so that Jagex can deal with the culprit. Of course you should also be sympathetic! There are usually two sides to every story and it's often impossible to know which side is correct while you are in-game. For this reason, you should never 'go after' a scammer. If you can politely advise a player to report in future, you'll be helping them much more than by chasing after a player you suspect of being a scammer.

I found an unsafe website or hacksite, how should I let Jagex know about it?

Please submit the complete website link to Jagex in a Player Moderator query. We strongly advise against visiting the sites in question as they almost always contain keyloggers and malware designed to steal your account. For more information on keyloggers and malware please check out the security page found on the main page of the RuneScape website.

Rules

How can a player appeal an offence/ban?

As a P-Mod it's more than likely that you've never had to appeal an offence, and so wouldn't know what to do in such a situation.

A player can appeal an offence by clicking on the "Appeal an Offence/Ban" link found on the main page.

The player will then be presented with the evidence against them, and they will have 3 options. The first is to admit their mistake, and to apologise to Jagex. The second is to say that a mistake has been made by Jagex themselves, and the third is to say that their account was hijacked at the time of the offence.

Our Offence Appeal Team will then look at the evidence and the comments from the player, and then decide whether to grant the appeal or not.

That way, we're confident that action is only taken against players who deserve it.

I've seen a fellow P-Mod acting in a way which breaks our Code of Conduct / RuneScape rules. What should I do?

If you see a fellow Player Moderator doing something they should not, please report them without a mute under Offensive Language. Obviously, if the P-Mod is breaking the RuneScape rules in a manner that requires a mute, please apply that mute but take a moment to make sure that you are not mistaken. Reporting a fellow P-Mod is one of the few times you should then send us a P-Mod query explaining the situation.

Can I ever remind players of the rules, even after I have reported them?

You may quote the rules from the Knowledge Base if you feel it will stop a rule being broken, but it is much easier to ask users to read the rules themselves. It is in their interest to know what

the rules are, after all! You should not need to let a player know that you have reported them - this usually only causes resentment. By the far the best policy is to simply report rule-breaking as you see it - silently!

What do I do if I see a player breaking the rules in another language?

We can spot rule-breaks in several languages, but not all of them. If you witness (and understand) a rule being broken in a foreign language, please report them without a mute under the appropriate category.

The languages we can action reports in are:

English
French
German
Spanish
Italian
Russian
Portuguese
Dutch

For any other language, please simply send us in a query explaining the situation, and do not file an Abuse Report at all. We will investigate the matter from there.

Can I use third party tools?

As a Player Moderator, you are not allowed to play the game using anything except official browsers, or the RuneScape client. This is because the use of third party software could pose an unnecessary risk to P-Mod account security.

If a P-Mod breaks the rules, can they still be a P-Mod?

If a P-Mod breaks the rules it's not guaranteed that they will lose their P-Mod status although it is very likely.

Report Status

See if your reports have been actioned

You have not submitted any abuse reports in the past 14 days.

P-Mod Random Tips

- To avoid reporting the wrong player, add an offender to your Friends List, switch your Public Chat to 'friends' and then use your right-click report from there - easy!
- Feeling harassed? Don't forget that your Ignore List can be especially useful if a player seems to be picking on you!
- Notice a player trying to buy something common for an extremely high price? Look about and see if there's someone else selling the same item for a much lower price. Chances are they're team scamming. If so, write their names down and send your J-Mod curators a query!

- Your J-Mods are there to help you. If you ever need their advice, send them a query, as they are always very happy to help. Don't be afraid to use them!
- It's always better to report in secret. It can often lead to a player being offensive to you!
- The Forums are the best place to keep abreast of procedure changes that might not yet be included in the P-Mod guidelines.
- Make sure you log out of the game and the Forums whenever you leave your computer. Don't allow others to see confidential info!
- Have you checked your inbox today?
- Remember - if offensive language has been completely filtered out then there's no need to report or mute it!
- Don't forget to add the mute if needed, before selecting the report category. That way you can help us cut down on duplicate reports.
- If you see a player abusing a bug in game, there's no need to report the player. Let your J-Mods know about the bug in a query and they'll take care of the situation for you.
- Have the P-Mod Oracle open in a separate window when playing RuneScape - that way you'll always have the rules to hand!
- You'll be amazed how often a bit of humour can diffuse a potentially unpleasant situation before it becomes too serious.
- New mod? Don't forget to read the guidelines before you log into the game! If you've been a P-Mod for a while, why not have another read of them to refresh your memory and get up-to-date with any changes you may have missed!