
Flux Community Moderation

Product FAQ

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Table of Contents

Table of Contents	1
Definitions	2
Overview – Flux Community Moderation	2
Tools & Features	2
Flux Moderation Tool	2
Member Profile Photo Approval	4
Flagged Content & Members	4
Banned Content Notifications	5
Community Moderation Levels	5
Hot Word Moderation Rules	6
How do I change comment security settings?	7
“Who can comment” options	7
“Comment security level” options	8
Blocking Widgets from Certain Domains	8

Definitions

- **Community Admin** – Generic term to refer to individual admins for each community.
- **Flux Admin** – Flux staff only
- **UGC** – Stands for “User Generated Content”; that is uploaded to the system by users, rather than searched and added from other services (eg YouTube, Flickr, etc)
- **Block Member** – User to user action, does not occur directly in Moderation tool
- **Ban Member** – Ban from specific community, Community Admin action
- **Delete Member**– Overall deletion of member from system; all communities – Flux Admin right only
- **Ban Content** – Action taken by Community Admin to ban content contributed to their Community. Can happen at either Flagged or Approved content screens. Does not apply to UGC, which is reviewed at the Flux Admin level only, since it is associated with a User, who may be a member of more than one community on the Flux platform. UGC that goes through the Flux content approval queue is tagged as either approved for all ages, 16+ or 18+ so is permitted to appear in a specific community only if it is in line with Moderation settings set for that community
- **Delete Content** – Content (including UGC) permanently removed from entire Flux system; action only available to Flux Admin. Content banned at this level will be banned throughout all communities

Overview – Flux Community Moderation

Flux.com offers content and membership moderation tools for Community Admins and for the overarching Flux Admin (master admin for all Flux Communities). We’ve recently added key functionality to the tool, and improved the UI of the tool where admins can moderate new and flagged content & users. This document describes the options currently available for community moderation, near term enhancements planned, and serves as a reference for publishers and partners.

Flux uses a combination of technological and human moderation practices to classify all user-uploaded content by age appropriateness (OK for all users, OK for 16+ or OK for 18+) and other community decency standards, and to help filter out content that infringes third-party legal rights.

If improper content slips through these barriers onto Flux, concerned users can “flag” it, to report to us for prompt review.

In addition, our [Copyright Compliance Policy](http://www.socialproject.com/copyright.html) (available at www.socialproject.com/copyright.html) instructs copyright owners **how** and **where** to send us notices of alleged copyright infringement, and explains the procedures that we undertake to respond to such notices and terminate the Flux accounts of repeat infringers.

Users can additionally flag other **users** who are in violation of community standards of behavior. Users who are flagged are reviewed by community and system moderators, and if appropriate, action will be taken to remove them from the system.

Tools & Features

Flux Moderation Tool

All Community Admins have access to “Approve Content” and “Flagged Content” areas of the Moderation Tool from their Community Manager.

From these tools, Admins can approve newly uploaded community content (user-generated videos & photos) or delete content (any photos, videos, discussions or comments that have been flagged by members) as well as ban members from their community. Details on specific actions and features follow.

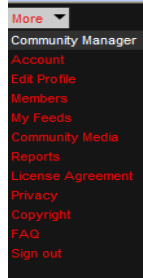
In addition to the options available from the Moderation Tool, certain actions are also available on the front end of the community, when logged into a community as the community admin. All pieces of content (photos, videos, blogs, discussions and comments) have additional delete options. To remove a photo or

video, simply select the trash can icon on the content detail page for that content item. Discussion topics can be removed by selecting the delete button from the "Discussion Categories" page. Comments can be removed with the "Delete" option that is presented to the Community Admin next to each comment. "Delete" comment options are also presented to the member who initially wrote the comment.

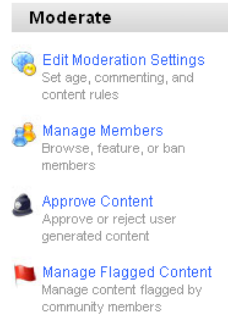
How Do I Approve Content?

All content submitted by users goes through the content approval queue before appearing in the community.

1. Click "Community Manager" from the "More" menu dropdown:



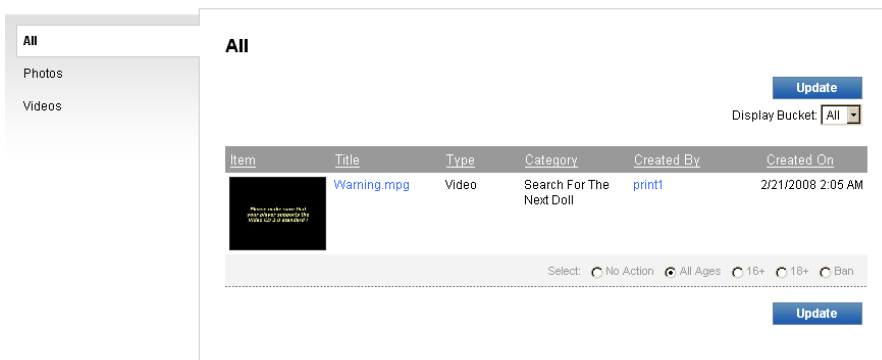
2. Click "Approve Content" under the "Moderate" section of your Community Manager.



3. Admins can take the following actions for content in the queue:

- Approve for All Ages
- Approve for 16+
- Approve for 18+
- Ban

Approve Content



Note that these approval levels correspond with Community Moderation levels as described on pg 6 of this document.

Member Profile Photo Approval

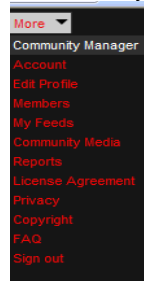
User profile photos are not approved at the Community level; rather they are approved in the Content Approval queue when logged in as the over-arching Flux Admin. Profile photos are approved at this global level because a member's profile photo travels with them throughout the Flux platform and is not unique to any specific Community. Note that profile photos that violate community standards replaced with generic thumbnail logo on that specific community, allowing members of multiple communities to occasionally have generic thumbnail image in place of their profile photo.

Flagged Content & Members

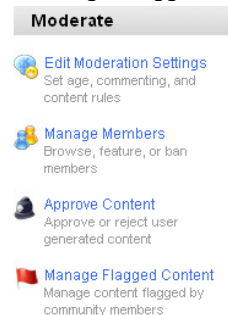
All content or members flagged by **other** community members goes through the flagged content queue. The flagged content screens are very similar to content approval screens, albeit with different options. Photos, Videos, Discussion Topics & Posts, and member comments on any content can be flagged.

How Do I Manage Flagged Content & Members?

1. Click "Community Manager" from the "More" menu dropdown:



2. Click "Manage Flagged Content" under the "Moderate" section of your Community Manager.



3. Admins will see the following data for each item in the flagged content queue:
 - Thumbnail
 - Title
 - # Flags
 - Flag Type (most recent)
 - Flagged by (most recent)
 - Flag Date (most recent)

Manage Flagged Content

Users

Flagged Profiles

Content

All

Photos

Videos

Content Comments





Discussion Topics

& Posts

[Update](#)

Bucket: All

[next](#)

Item	Title	# Flags	Flag Type	Flagged By	Flag Date
	10.12.2007 17:27:25 Creator: print1 Created: 12/10/2007 6:28 AM Content type: Video	1	Spam	RUS	2/20/2008 6:37 AM
Select One: <input type="radio"/> No Action <input type="radio"/> Remove Flag <input type="radio"/> Ban					
	Creator: Alex Mo... Created: 12/18/2007 4:08 AM Content type: Video	1	Spam	RUS	2/20/2008 6:37 AM
Select One: <input type="radio"/> No Action <input type="radio"/> Remove Flag <input type="radio"/> Ban					
	cat picture Creator: RUS Created: 2/20/2008 12:45 AM Content type: Photo	1	Hate	RUS	2/20/2008 6:35 AM
Select One: <input type="radio"/> No Action <input type="radio"/> Remove Flag <input type="radio"/> Ban					
	123 Creator: RUS Created: 2/20/2008 6:30 AM Content type: Photo	1	Spam	RUS	2/20/2008 6:35 AM

Currently flags can only be removed; in near future, removal will allow simultaneous assignment of moderation level (all ages, 16+, 18+) as the content approval queue does.

Flagged Profiles— members who have been flagged by other members appear in this queue. Admins can choose to remove flag or ban member, as with content.

Banned Content Notifications

Content banning by an admin via any route (content approval queue, flagged content queue, or content detail pages) triggers an automatic email to be sent to the Flux inbox (as opposed to external email) of the community member who had contributed that content to the community.

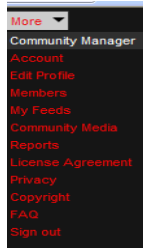
Community Moderation Levels

Currently, all Flux communities are open to members aged 13 and over, and certain types of mature content, such as pornography, full nudity, violent subject matter, etc., are never allowed.

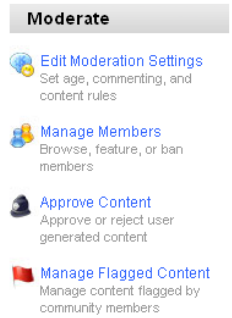
At creation, all Flux communities are set to allow only content that is safe for all ages. Some communities may have a more mature topical nature, however, and will want to allow certain types of mature content to be visible only to members of an appropriate age.

How do I change Moderation Settings?

1. Click "Community Manager" from the "More" menu dropdown:



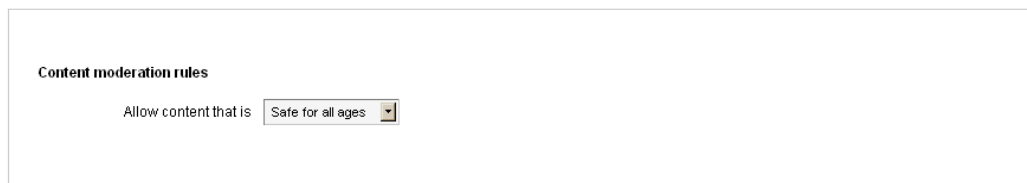
2. Click "Edit Moderation Settings" under the "Moderate" section of your Community Manager.



How do I change Content Moderation Settings?

1. Visit "Edit Moderation Settings" under the "Moderate" section of your Community Manager as described above.
2. Select the appropriate moderation setting from the "Allow Content that is" dropdown:
 - **Safe for all ages** – Only content that is appropriate for users 13 years of age is allowed to surface on the site.
 - **16+** – Content that is suitable for users 16 and over is allowed on the site. Content that is approved for "16+" will only be visible to users who are 16+, whereas content marked as "Safe for all ages" will be visible to everyone.
 - **18+–** Content that is suitable only for users 18 and over is allowed on the site, as well as content from the previous two settings. Content that is approved as "18+", will only be visible to users who are 18+, content marked as "Parental Guidance" will only be visible to users who are 16+, and content marked as "Safe for all ages" will be visible to everyone.

Edit Moderation Settings



Hot Word Moderation Rules

Flux.com lets you customize all levels of your community – including what kind of language you feel is appropriate for your visitors. "Hot Word Moderation Rules" allow you to input as many taboo words as you need to make sure your community standards are maintained.

Word Replacement

All Flux communities come with this setting automatically selected. To change, this visit "Edit Moderation Settings" under the "Moderate" section of your Community Manager as described above.

Selecting the "Custom" option will open a new field allowing you to edit the default list. Individual words should be separated by commas.

Hot Word moderation rules

Word replacement mode Off [View default list](#)
 Default
 Custom

Replacement character

Replacement Characters

Enter the character you want to replace words with in this box. By default, an asterisk (*) is selected, but you can replace this with any character you like.

Automatic Flagging

Check this box to enable automatic flagging of certain words whenever your visitors enter them in their comments. When a word set for automatic flagging is entered on your site, the comment it was included in is automatically sent to your Flagged Content page. At community creation, all Flux communities come with this setting automatically selected.

About wildcards and safe words

You can enter a word between asterisks to identify it as a **“wildcard.”** For instance, if you enter *luck*, this word will be replaced or flagged anytime it appears inside another word. So "Plucked" would show on your community as "P****ed".

You can enter a word as a **"safe"** word by adding a dash before it. For instance, if you enter "-kluck", the word "kluck" will be allowed to appear on your community even though you have entered the wildcard "luck".

How do I change comment security settings?

- Visit “Edit Moderation Settings” under the “Moderate” section of your Community Manager as described above.
- To change comment security, select a different option from the "Comment moderation rules" dropdowns.

Comment moderation rules

Who can comment
Comment security level:

- **Maximum security (allow plain text only)** – Users will only be allowed to enter plain text in comment fields. Any Rich Text or HTML will be automatically stripped out.
- **High security (allow minimum rich edit)** – Users will be allowed to enter a minimal amount of Rich Text. Advanced Rich Text or HTML will be automatically stripped out.
- **Medium security (allow full rich edit)** – Users will be allowed to enter any Rich Text. HTML will be automatically stripped out.
- **Low security (allow full HTML)** – Users will be allowed to enter any Rich Text or HTML.

“Who can comment” options

All Flux communities are set to allow only logged in members to leave comments at community creation by default, and we recommend this setting for most sites, as it guarantees the highest level of moderation control and quality of comments, while also allowing the most number of users to comment.

- **Everybody** (including guests) – Anyone can comment, whether a member of your community or not, and whether logged in or not.
- **Logged in users only** – A user must be a member of a Flux community and currently logged in before they can leave a comment on your site. They do not need to be a member of your community. Anyone who is not logged in to a Flux community will be redirected to your signup/login page when trying to leave a comment.
- **All community members** (highest security) - A user must be a member of your community and currently logged in to leave comments. Logged in members of other Flux communities will be prompted to Join your community. Users who are not currently logged in will be redirected to your signup/login page.

“Comment security level” options

When you allow your members to put HTML code in the comments they leave on content pages or member guestbooks, you might find that the HTML they include in their comments affects the HTML driving the layout of the modules and pages. At community creation, all Flux sites are set at the highest comment security level. If you need to change it, you can do so by selecting a different option from the "Comment security level" dropdown.

- **Maximum security** (allow plain text only) – Users will only be allowed to enter plain text in comment fields. Any Rich Text or HTML will be automatically stripped out.
- **High security** (allow minimum rich edit) – Users will be allowed to enter a minimal amount of Rich Text. Advanced Rich Text or HTML will be automatically stripped out.
- **Medium security** (allow full rich edit) – Users will be allowed to enter any Rich Text. HTML will be automatically stripped out.
- **Low security** (allow full HTML) – Users will be allowed to enter any Rich Text or HTML.

Blocking Widgets from Certain Domains

Flux enables community admins to block embedded content from 3rd party domains.

- Visit “Edit Moderation Settings” under the “Moderate” section of your Community Manager as described above.
- Select “Enable automatic 3rd-party widget removal” checkbox
 - Selecting this feature will strip any embedded widgets from domains submitted in the input form. Be sure to list only one domain per line, and remove the ‘www’.

3rd party widget removal

Enable automatic 3rd-party widget removal

Automatically remove 3rd-party widgets from the following domains (comma separated)

```
lastfm.com  
greatprofillemusic.com  
projectplaylist.com  
myflashfetish.com  
seeqpod.com  
finetune.com  
streampad.com
```