

OpHelpers Rules

Contributed by libra

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Rules for OpHelpers

- OpHelpers should use only one nick for helping and do not link your helper nick to any other person, if you want to change the nick you are using you should speak to an ircop to get access added on the new nick.
- Bad idents should not be used, people see helpers as part of the ops team so its not good for them to have idents that are bad.
- Chatting in #ophelp is permitted as long as when someone comes for help the chattering stops till people get help. All to often chatters join and are totally ignored while people in ophelp chatter on.
- We expect ophelpers to be there regularly not just turn up once in a blue moon and use their + so they wont get banned, you have it to help you dont help, it gets removed, plenty others are waiting in line to have it .
- OpHelpers are expected to behave in the main channels, other chatters see you as being associated with the ops team, if you are being an ass in the channels it falls back to us. Even if you are not using your "helper" nickname, if your behaviour is inappropriate, you will be found out whether it be through other chatters reporting you and or a Chanop/Botop/Ircop/Admin witnessing it themselves.
- Helpers are not there to issue warnings to users, "No warning popups to be used. You cant ban them so there is really no point in warning. Some users may respond favourably to being asked nicely." Some do join channels and try and calm the situation and this is fine, but there is a diffrence between calming the situation and warning them. If an op is present in the channel ophelpers should not feel the need to intervene with situations, this is the job of the op and helpers would be better to find channels with problems where there is no op present
- Do not go into channels and start arguing with already disruptive chatters, it serves no purpose other than making the situation worse.
- Being an OpHelper does NOT mean you are next in line to get chanops, nor does it let you jump the queue. So anyone asking for ophelper with the illusion that its a quick way to get ops forget it .
- When a helper has started to help someone others should not jump in with diffirent suggestions, it only confuses the user and they end up leaving ,or their time is up in ophelp and they have still not been helped. If you have started helping someone and they get kicked by the bot you should private them to finish helping them.
- Do not openly correct another helper if they have given a wrong answer politely notice them with the correct answer. bringing other helpers down to look foolish in front of chatters is not professional or smart.
- OpHelpers should be polite to chatters do not argue harrass humiliate or laugh at any questions they ask however simple the question is. There is no such thing as a stupid question.
- Do not answer on behalf of anyone from the chanops team if the chatters wants an IRCop direct them to one or show them how to memo or leave a private message for one . If they need a particular op show them how to contact that op.
- No Idling in #OpHelp at any time, Idle helpers are of no help to anyone if you are going to be away part the channel. The MAXIMUM allowed idle time for helpers in #ophelp is FIFTEEN (15) minutes. The ONLY exemption from this rule are the IRCops for obvious reasons.
- Ophelpers should not be running around all channels looking for all sorts of problems its never what ophelp was/is about its about people coming there to get help on commands etc. If theydo come in and say there is a problem on a specific channel then by all means go and have a look but dont go around looking for bad nicks,people swearing,general disturbances.If it is that bad most chatters know where to come for help. We are finding that helpers are running around reporting even little lines of text that are something and nothing and requesting ops for those channels which we dont always have or have time to go and fix. So please only join if someone requests help from that channel or an op asks you to go to a channel and check it out.
- Ophelpers must specify a reason for asking for an op + ideally, provide a copy paste of the violation to the room, stating a reason such as " needs an op " is not acceptable
- If you wish to ask for an op and the text you have is not in english, it would be much apperated if you can also provide a translation as well as we dont always have the ops of that lanuage in chanops to translate for us.
- When a user comes to ophelp to enquire about a zline please DO NOT ask them to give you their ip address in the main channel, ask them to private an ircop with the ip. By asking for the ip you are putting this user at risk if their ip gets into the wrong hands.
- Please do not ask people to leave #ophelp they may have come there just to look for a specific op or ircop and are in private with them just because they have not asked for help this is perfectly ok the bot will kick them when its time to go it does not need people to tell them to leave.