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How to make someone a moderator on twitch

The following guest post was written by a StreamElements community member who organizes a team of Twitch moderators from different channels. This post is part of our ongoing Community series. Stay tuned for more!

~lcelHello, I'm Jared Korba, but you can call me Korba. I've been moderating for streamers helping to make their lives and streams better. Here's a look at some of the stuff I do:Help out with brand streams.Work with big people in the Twitch Industry.Built my reputation with Twitch Streamers.How Can You Become a Mod for a Big Streamer?"Just go out and see what you can achieve, never put yourself down, and say you can do it!"Step up to the next level!If you're looking to become a mod for a large streamer, there are a few things you need to keep in mind.Treat these streams how you would any other job. You need to act professionally in the workplace while still being fun and friendly.Don't be disrespectful to their current mods or say things like "They don't know how to mod". This streamer has chosen these mods for a reason regardless of how you feel about their style.On that note — You should watch other mods in a Twitch chat that you want to be a mod in. Learn from them as much as you can, take notes, and see how they run the chat so you can be consistent.Notice how they speak to others, and how they introduce themselves. This will give you key information on the tone of that chat.As I've said, Streamers choose their mods so make sure you're respectful to them as well. Don't call them out and make sure to always be friendly and positive while not promoting any negative behaviors from other members of the chat.If you do see legitimate problems in chat or with the stream, use the correct procedures. Bring it up with mods and server admins and always be respectful.To put it simply, making you a mod is electing you as a representative of their stream. Streamers will want to pick someone who promotes their values and behaves well — you can prove to Streamers you are capable of this with how you act during their stream.Using StreamElements Bot Tools to Support ModeratorsOnce you've become a mod, or if you're just looking for help moderating your channel, StreamElements Bot Tools can make your life a lot easier. Find out how to set it up using this video:This is very useful for new or small streamers that mod their channels since you can automate some of the tasks. It also helps channels with a large group of mods who work together.If you're a moderator on someone else's channel, ask them to make you a manager in their StreamElements account, so you can tweak some settings by yourself.After you've set-up the StreamElements bot in your channel, there are a bunch of settings to familiarize yourself with that can make your job as moderator easier.Spam FiltersThe spam filters offer several different options for the bot to delete messages that break the rules and timeout the user responsible. You can use one of the preset protection levels or tweak those options yourselves.Make your life easier with the right toolsAll the options can be limited by user levels, so rules that apply to the general population of your channel don't necessarily have to affect Subscribers or VIPs. This means you can award special privileges to some people like the permission to post a link or to write in all caps.Chat CommandsThere are a bunch of default chat commands that interact with the different bot modules, and the true power behind the system is the ability to write custom bot commands.First of all, it's very useful for preparing answers to questions that get repeated a lot, like "what game is the streamer playing", and then you can make a lgame command that will provide the information and maybe a link to buy the game — which is especially handy if you have an affiliate link. The same thing can be done with social media, websites, etc.But you can do much more than that. Chat commands can use variables to give information tailored to the specific user! Check out the #command-share channel in StreamElements' Discord for more cool options.TimersTimers are a bit like chat commands, only you don't need to type the commands for the information to appear, it happens periodically and automatically. They're useful for information that doesn't change a lot and people ask for regularly, or for important information around events you want the viewers in chat to know about.Perhaps you need to remind viewers to enter a competition, or donate to a charity — this tool allows you to set that up in a variety of ways.You can set the interval each message appears and how many chat lines to wait for before the bot will post it — this is used to prevent the bot from spamming your channel, and to avoid your chat being filled with automated messages.My Tips for ModeratingIn addition to using the StreamElements Bot tools, here are some of my other general tips for being the best mod possible.Don't care what people say about you as a mod — remember chat can be a volatile place and when people lash out, it usually says more about them than you.Use other resources Twitch has already for you like, Log Viewer, Chatty, ModCh.at and many more.Once you get a stable moderating job, use that to help you apply as a moderator elsewhere.Make a schedule that fits the streamer/s you're moderating for and your IRL life. Remember to keep a good work/life balance and to maintain your happiness and health. Make sure to take breaks; taking a 2 day break every couple of weeks is important.Work your way up the chain for positions, show interest in developing new skills or trying new things. Build yourself up from mod to a manager!Mods work as a team, with each other and the broadcasterBuilding Your CommunitySuccessful streamer will tell you everything is about having a good community, so as a mod, it's your job to help build this. This doesn't just benefit the streamer, it helps you become more recognizable as a personality.Always greet new people in chat and welcome them to the stream.If the person is new and you see them in chat again the next day, welcome them back. This makes them feel remembered and special.Keep a list of people's usernames with helpful talking points or facts. Ask them how their dog is, or if they've finished a game they were playing yet. It can be hard moderating a big chat and it's easy to get people confused or forget details.When someone says "You're doing a great job", keep it like that, don't try to impress them or try and be the cool mod — they already like you as a mod, so keep doing what you're doing.Stop by chat members streams. Introduce yourself, and explain you found them through your streamer's chat. This lets people know they're in a good community that has supportive mods and is likely to keep them coming back.Keep an eye on all methods of communication. Answer questions through Discord, Twitter, Instagram, and everywhere else your streamer is active. Everyone has a question about something and that could help you gain more experience.Keep Your Ego in CheckWe've all seen that one mod who thinks they're the best thing since sliced bread just because they work for a big streamer. It's important to stop yourself from becoming "that guy" and here are some things to keep in mind.Always have a good attitude that's true to you. Don't fake it because you won't be able to keep it up later and you'll come across as one of these ego mods. Remember, other big mods and streamers are watching and they can tell.Never, ever take your anger out on someone in chat. Use correct methods for dealing with someone abusive, toxic, or just hitting your buttons.Talk to all kinds of people in chat, not just other mods. People notice when mods don't interact with people they don't think are 'cool enough' for them. Keep in mind though, you may not be able to talk to everyone or answer every DM or Whisper and that's ok.Don't run too many private or exclusive events. Keep things open to the greater community to avoid seeming elitist or at least share these with other mods — this way you all interact with everyone and no mod is singled out.Tips for New ModsSo you've finally gotten your Streamer Senpai to notice you, that's great! However, you probably want to keep a few things in mind for your first couple of streams.Less trolling, more showing of how you mod a chat — this is your first chance and people won't know your sense of humor yet. Play it straight for your first few streams.Don't miss the first stream once you get modded. You want to make a good first impression and just like any other job you shouldn't be late on your first day.Don't respond to every message you get — you need to set your boundaries as early as possible.Learn the tools of that streamer's chat. They may use things you're unfamiliar with or use them differently. You're not there to make big sweeping changes, at least not at first, so watch and learn.Stay active and attentive to show why they picked you over others.Learn the Time Out lengths of the situation — know the consequences for misbehavior in their chat so you can enforce things correctly.ALWAYS LISTEN TO THE STREAMER! Ultimately, you're there to help this person. If they say not to ban someone, even if you feel they deserve it, it's their call.Perhaps most importantly, never forget what it's like to be a new mod. Eventually, you'll be working with other mods who'll be new and confused like you were when you first started. If you have a good list of tips for that stream, make a google doc as you learn so you can share it with others later. Never be mad at someone who's trying to learn.Streamer CommunicationOn that last note, you should always have good communication with your streamer and they should, in turn, make time to talk to their Mod Team. You should be prepared for these moments as some streamers are very busy, so here are some tips.Try to have a set regular time where you, the other mods, and the streamer can all chat.Always maintain a list of things you need to talk about or need your streamer to do. Things like keeping social media or Twitch Panels updated with correct information. Provide them with this list when appropriate.Keep a record of every notable situation that happens in the chat, Discord, and any other social media. Fill your streamer in on what they might have missed.Don't beg them to the point where you become spam — remember, they're busy too.With that being said, make sure to communicate how you feel with your streamer. If you're feeling stressed, let them know and see if they can help.However, if you feel it's getting nowhere or you're not being listened to, know when to quit or take a break.When your streamer is upset with something you've done, take responsibility and fix the mistake. Use this as an opportunity to learn and grow rather than argue.If you feel as though your streamer doesn't recognize your hard work, just do you and you will just be fine. Others see how much hard work you do for the community and this grows your brand.If your streamer is abusive towards you then consider quitting or reporting them.Communication is keyStreamers should also keep in mind that mods are there to help and learn. Make sure to make all documents available to new mods and accept that they might not know how everything works in your stream right away. Having good communication between mods and streamers is key to having the best community possible.Thank you for reading. If you have any questions or wants to talk more about stream modding, hit me up on twitter @korbagnFollow StreamElements on TwitterJoin the StreamElements Discord It is hard to imagine a successfully-run Twitch chat without a dedicated channel moderator who would be able to look after the quality of content and communication. Thus, it is important to approach the Twitch moderator selection with a proper process so as to benefit both your channel and community that is attracted to it. The essential duty of a moderator involves controlling the chat communication on your channel, enabling you to focus your efforts towards putting out an entertaining stream for the audience. While the channel moderator is a human, they get access to various digital tools, such as AutoMod, to diligently set the standard for communication rules that are acceptable and maintain a healthy community environment inside Twitch chat. Given that the Twitch moderator is not a bot but a real person who gets selected by you, their functions tend to go beyond just merely cleaning up your chat feed. A decent moderator would be expected to regularly interact with the chat, welcome new users to the channel, support you and encourage others to cheer you on while streaming, and overall have a confident personality who thrives in written communication. They would likely possess a persuasive style that would see them professionally control whatever is going on inside Twitch, while not being put off by the necessity to take initiative when the circumstances require that. An ideal mod is someone who already knows the dynamics of your Twitch community and is familiar with the kind of content you like to stream as well. It is recommended that you try and select your mod candidates from the pool of frequent viewers who could be vouched for and are recommended by someone whose opinion you trust or by other moderators on Twitch. If you are running infrequent streams, having staff and admins recommend a potential moderator is one of the safest approaches to go for in your selection process. Should you notice some viewers who are very active and seem to be helpful towards other users in the community, while also being frequent guests on your streams, you should consider talking to them regarding the possibility of becoming a channel moderator. Be straight with them, clearly explaining what the role responsibilities would entail and see if moderation is something they would be up for. Another important aspect to consider when choosing a Twitch moderator is you should have a general idea of what you deem as offensive language and what you regard as spam on your channel. For instance, it might be that you do not tolerate excessive use of capital letters and external links that viewers might post. Seeing a lot of messages containing just emoticons in the chat feed could also be uncomfortable for some. Either way, you should communicate your preferences to the moderator straightway so as to forge a healthy community vibe in Twitch chat. Moderator Tools – AutoMod One of the useful tools that a moderator could resort to improve moderation experience is AutoMod. It utilizes machine learning and natural language processing algorithms to prevent unwanted messages from getting into Twitch chat directly before being reviewed by the moderator. During the assessment process, the mod could either approve or reject any message caught by AutoMod. With the help of this tool, a true standard for acceptable content could be introduced to the chat while allowing for a more automated and smoother moderation process. As a streamer and channel owner, only you are allowed to configure one of the four levels which would determine how persistent AutoMod will be in catching and flagging messages considered inappropriate for your community. Regarding content categories that pertain to the auto-moderation levels, they are as follows: Aggressive speech – displaying animosity towards other users Identity language – messages that contain a reference to religion, race, orientation, gender, etc. This also includes hate speechSexually explicit language – words or phrases that have an association with sexual acts, sexual content, and body partsProfanity – content that features curse words and vulgarity. It is important to note that AutoMod does not have the capacity to input any chat commands nor mute, timeout or either ban your community members. After catching the inappropriate messages guided by the set level of aggressiveness and content categories that exist, it holds the messages waiting for manual approval or rejection by your moderator. Quick Guide For Twitch Moderators – Mod View Twitch has a Mod View that is a versatile and customizable feature acting as a dashboard guide for Twitch moderators for all the necessary tools required to successfully execute moderation functions. Moderators used to need to perform actions, like timing out users, using chat commands only. Now, each task features a separate widget that allows mods to take action without distracting from Twitch chat or the video. Widgets can be moved and resized to suit the moderator's preferred outlook style and meet their immediate moderation needs. Moderator dashboard also contains a separate space for mods to look for viewers in Twitch chat and identify certain relevant data about them, including their history on the channel, and perform actions, such as timeout and ban, right within the same space. Finally, a new dedicated AutoMod Queue enables moderators to approve or reject messages identified by AutoMod with ease. If you have more than one channel moderator, there is a convenient Active Mods view which displays mods that are currently present and active, and corresponding Mod Actions show all actions taken by every mod on the channel to allow for a better collaboration. How To Build Your Moderator Team Whether you need to have more than one Twitch moderator on your channel is primarily influenced by the level of chat activity. For smaller channels (less than 1 text line per second on average), the best rule of thumb is to bring in mods based on your changing needs – consider having 2-3 active moderators. Medium channels (less than 5 lines of text per second) are advised to have an active mod for approximately every 200 viewers. Regarding large channels, it is worth utilizing automated moderation, coupled with human mods that interact with Twitch chat and manage various set filters. Having one active moderator per every 600 viewers is what you should be looking for on average, if you have a channel of such a size. In general, mods are volunteers who are eager to help their favorite channel's community thrive without any monetary compensation. In case there is a big organizational Twitch channel, there might be some sort of negotiable compensation for the moderation services. Conclusion The moderator selection process is an important one that deserves some research and time investment on your part to find the best fit. If you happen to get a committed person or team of mods, their contribution will be reflective of your overall channel reputation to some extent, given the important chat functions they could execute to benefit your community. So, be sure to approach the search diligently.

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