Using the Moderator Interface

Click on the "Moderator" link in the top navigation bar to access the interface (only visible after login).

Click on the Proposal you are moderating (left hand side). The interface allows users to display all comments from all proposals or to select one proposal to view.

Click on "All Topics." Moderators can then view the "status" of all comments and the number of comments by status.

Click on "Unread." Or, if you are moderating only one or a set of posts rather than the whole site, click on the title of the post you are moderating and then select "unread."

Do a <u>quick scan</u> of new comments that you need to moderate.

- If you see comments that need redaction/quarantine or are about site issues, respond to those first.

Click the "in progress" button at the bottom of the comment. This signals to other moderators that you are working on a comment

Read the comment and, using the moderator protocol, determine the appropriate response.

- Understand what the commenter is saying. Mentally, work through the following steps:
    - Paraphrase what you believe the commenter is saying
    - Determine whether you need to ask for clarification
    - Identify the reasons and substantiation for any claims
    - Determine if additional reasons or substantiation is needed, and if so, what would be the most useful to ask the commenter for.
- Is the comment is in the right place (i.e. correct topic post)?
- Is the comment is on-topic?
- View all the comments from that user (click on all "X" comments). You can also sort the unread comments by user.
    - Is this the user's first comment?
    - Are they responding to a moderator's question or another user?
    - Is this a duplicative post?

Once you've worked through these steps, you can **choose the most appropriate response** among these choices:

- Redact - can still reply to comment after it is redacted
- Reply

- Quarantine
- No Reply
- Recommend – can also reply to a recommended comment

Choosing to reply will send you to the comment stream, where you will have to click on reply again.

- All moderator functions also work from the comment stream**.**
- We suggest you draft your response elsewhere and paste it into the comment box**.**
- **<u>Make sure you proof your comment</u>** before hitting the "reply" button and posting it.

No comments should be left as in progress without a note explaining why.

To **add a link to a comment in another comment**, you must view that users profile and comments of the user you wish to link to. Find the comment you wish to link to and click on the permalink button at the bottom of the comment. This will allow you to view and copy the link (or you can right click and select copy link location).