

Social VR Apps and How They Currently Deal with Abuse Prevention

Common Strategies

- Prevention
- Defining Community Guidelines
- Having to rely on live players to expose various scenarios
 - This is heavily based on smaller developers not having resources to do UR.

Common Solutions

- The Bubble, to help preserve personal space
- Mute, Block, and Report

Common Struggles for developers

- Dealing with children
- Dealing with targeted harassment of women
- Dealing with apathic user base
- Moderation/Abuse Prevention Resources
- UI/UX in regard to abuse controls within VR
- Ability to enforce punishments
- Ability to communicate behavior standards
- Ability to communicate prevention tools within VR

Common Learnings

- To be successful in prevention, anticipation is key.
 - Allowing users to set options BEFORE entering experiences
- Teaching users thru Realtime feedback
 - Positive feedback for good interactions
 - Negative feedback for poor interactions
- Abuse Prevention Tools must be easily accessible and provide comfort quickly in VR
 - Consider gestures
 - Beware of complex menus, ensure they cannot be blocked by others
- New Users may need introduction to abuse prevention tools
 - Users should be taught during training
 - Help should assist within VR to remind users how to access tools
 - [hand off scenario]
- Giving users something to do tends to reduce harassment

Common Hurdles for Users

- Community Guidelines vary wildly per app
- Abuse Prevention Tools vary wildly per app
 - How to interface
 - What the outcome will be
- No clarity or feedback once a report is filed

Various Apps

VTime

<https://vtime.net/support>

What if there's a user that I don't like or that makes me feel uncomfortable?

We do our best to ensure vTime is a great place to be. If someone bothers you, block them. Open the menu, look at their avatar bubble, and select 'Block'. If you think their conduct was unacceptable, then report them too. After you've blocked, you'll receive an email which will ask if you want to report the user too. Reports are completely anonymous.

VRChat

<https://www.vrchat.net/faq>

<https://www.vrchat.net/community>

SOMEBODY IS BOTHERING ME. WHAT SHOULD I DO?

Open your Quick Menu, then open the Social menu, select the person that's bothering you, then select "Block".

SOMEBODY IS RUNNING AROUND SCREAMING OR HARASSING PEOPLE. WHAT SHOULD I DO?

Please open your Quick Menu and click "request host". A host will be by shortly to address your concerns. Please keep in mind that "request host" is reserved for serious offenses. Use your best judgement and try the block feature, instead, if you're not sure.

Youtube VR

<https://www.polygon.com/2017/5/19/15659514/youtube-comments-section-vr>

Shared Viewing Experiences w/ voice chat, friends only.

AltSpace VR

<https://altvr.com/>

How Do I file an Abuse Report

When you bring up a user's Name Tag by interacting with their avatar you will see several buttons. One of these tools will allow you to mute the user, and another will allow you to block them. You will no longer hear the audio for any user you mute. Blocked users will no longer be seen or heard, and they will no longer be able to see or hear you. Additionally, if you are experiencing issues with other users invading your personal space, you can activate your Personal Space Bubble, which causes others to become invisible if they get too close to you.

<https://altvr.com/report-abuse/>

<https://help.altvr.com/hc/en-us/articles/206527326-AltSpaceVR-Community-Standards>

Wave VR

TheWaveVR is a platform for people who love music, enabling them to view, host, and socialize in shows world wide, anytime, anywhere.

Interactions with other Users. You are solely responsible for your interactions with other users of the Service. Please note that there are risks that may arise when dealing with strangers, including persons who may be acting under false pretenses. Please choose carefully the information you provided through the Service and that you give to other users of the Service. Information provided through the Service by other users of the Service may be offensive, harmful or inaccurate, and in some cases may be mislabeled or deceptively labeled. You assume all risks associated with dealing with other users with whom you come in contact through the Service.

Reporting Abuse. We want use of the Service to be a positive experience for our users, and we expect that our users will treat each other with dignity and respect. However, we cannot control the actions of users of the Service. If you are the subject of abuse by other users, or you witness abuse by a user, please contact us at travis@thewavevr.com.

<http://thewavevr.com/terms-of-service/>

Interesting Tidbits:

Rec Room Social Abuse Prevention Learnings:

https://docs.google.com/presentation/d/16xjvP3nbqcyGwHpXhACX-L5C8YHftW27it_LU2jlgF0/edit#slide=id.g1d256cf8ac_0_25

Note: Approx. 10% of development time on prevention, moderation.

Preventing Abuse in VR – AlterConf

https://docs.google.com/presentation/d/1KKCZOxHHE5NOH3vIASRln-IGzrlkA5iLYae8Cwoz_w/edit#slide=id.g1c65c61390_0_7

Google Daydream Labs: positive social experiences in VR

<https://developers.googleblog.com/2016/08/daydream-labs-positive-social.html>

In *Werewolves Within*, for instance, developers added a mute function that not only silences the voice of an offending player, it also mutes their animations as well. They're stopped from berating the other player verbally, and they can't use their presence in VR to pantomime offensively either.

"...other social VR apps I visited, all have various tools devoted to reporting bad behavior, removing disruptive people and discouraging harassment. Although the tools all vary, a common function is the ability to point at a user or look a user up (user names were displayed at all times in each app) and enable a blocking or reporting action."

<http://mashable.com/2017/01/12/virtual-reality-social-networks-vr/#pRRMPaWZEOqg>

"We pioneered the concept of a 'personal space bubble,' which prevents people from sticking virtual objects into your virtual body, or 'groping' you," says Darshan Shankar, the CEO and founder of Berkeley, CA-based [Bigscreen](#). "

Giving users something to do tends to minimize harassment.

Anticipate User Actions

Reward Positive Behavior, Discourage Negative Behavior in real time.

Don't bury controls too deep in custom menus without alternate ways to access controls

"Rec Room developer Against Gravity, though, has included a "Talk To The Hand" gesture to block someone."