

Banning a User on Social Media

1. For violations that have a direct threat, do not engage. Contact your manager immediately!
2. For other comment violations, direct message with this comment "Hello (username). Although we encourage dialogue on the @MaricopaVote page, visitors who violate our comment policy will be blocked. This is your warning that you have violated @MaricopaVote comment policy. If another violation occurs, you will be blocked. Please read the comment policy in our about us section: www.facebook.com/maricopavote"
3. Take a screenshot of the violation and @MaricopaVote reply
4. Copy the social media post link that had the violation
5. Create a [Social Media Tracker](#) entry with "Comment Violation @username." Remember to include both the screenshot and the link, and write a description of what happened including the date.
6. When the violator violates again, you can ban the user by hiding the violation and clicking below "ban user"
7. Update the entry "Comment Violation @username" in [Social Media Tracker](#). Include another screenshot and the link of the new violation
8. *If there's a question on how to handle a violation, fill out the [Social Media Tracker](#) and assign it to the social media manager to be addressed.

Exceptions:

A warning is not needed to hide comments, but a warning should be given to a user before banning from page, unless:

- a. The violation is abusive language
- b. The violation is a direct threat
 - i. Do not engage. Instead, contact your manager immediately!

When violators are banned without a warning, this still needs to be entered in the [Social Media Tracker](#).