CREATING AN ACCOUNT
Username
Suggestion: Pick something without your real name in it, and a name you didn't use before. The players will Google your username to learn more about you. You may also want to grab your Roblox username on Twitter, to prevent a user from impersonating Roblox staff there. Please email your Roblox username to cs_leads@roblox.com.

BUILDERS CLUB & BADGES
All employee accounts start with:
1. 6 Months Outrageous BC
2. Administrator Badge
3. 3,000 Robux
4. 5,000 Tix

Take some time to go shopping in the Catalog and dress up your avatar. It makes the players excited to see Admins participating in the game. When your BC expires ask a senior staff member to help you.

VIRTUAL ECONOMY
Robux and Tix may seem like play money, however, they are the core of ROBLOX's virtual economy and represent actual value. For example, we sell 2,000 Robux for $24.95.
DO NOT:
1. Do not give yourself Robux or Tix, if you have that power. If you need currency or an item for testing ask a senior staff member to help you get it.
2. Do not give BC to your friends, family or players.
3. Do not buy expensive items from other ROBLOX users. It devalues the economy and is not fair to all players.
4. Do not buy any Unique items from the Catalog or Unique/Limited items directly form a User, as these should be saved for other users.
5. Do not grant Unique items EVER using the Admin panel, or the site will break.

DEVELOPER EXCHANGE
The Developer Exchange ("DevEx") program is where ROBLOX developers are allowed to exchange Robux for US$. The program is meant as an incentive for our external developer community to create great, fun to play, monetizing games. The program is not available to ROBLOX employees, and we need to avoid any perception of a conflict of interest between ROBLOX employees and our external developers. Employees are allowed and encouraged to create games, and even to monetize their games, however employees are not allowed to cash out using the DevEx program. Some specifics/details:
1. Temporary employees are allowed to start and/or continue with the DevEx program. So that means interns, part-timers, consultants on time-specific assignments, they are all OK.
2. People working full time permanent (with no specific end date), whether employee, Independent Contractor, TargetCW, or any other permanent arrangement, are NOT allowed to cash out through DevEx.
3. People who are currently using the DevEx program, and want to JOIN as permanent employees, will not be able to cash out while they are employed by ROBLOX. Unfortunately they are forced to make a cash flow decision, between ROBLOX salary and DevEx payments. They can continue to develop their games and gather Robux, but they will be unable to cash them out for at least 6 months after they terminate employment with ROBLOX.
4. When an employee leaves the company, they will not be eligible for the DevEx program for 6 months after their final day.

DATABASE ACCESS

The production databases are only to be accessed in the capacity required to perform regular job duties. It is not allowed to query user data or anything else unless it directly relates to a production issue, bug resolution or feature rollout. Likewise, it is not permitted to make any changes to the database outside of these cases. For example, you may not modify user accounts (yours or regular users'), assets, settings, metrics, transactions, etc.

USER DATA

It is not permitted to access private user data in any way unless it directly relates to your regular job duties. This includes looking at user data via CS/Moderation tools, querying the database, browsing the website mimicking a user, etc.

INTERACTING WITH PLAYERS

Talking to Players

1. Players will start messaging your account and sending friend requests. There is no requirement for employees to reply to these messages. It's at your discretion how involved to be. If you are replying:
   a. Requests for billing, technical or account help should be directed to the help pages: https://en.help.roblox.com/hc/en-us. There's lots of helpful articles to answer, resolve or direct them for further assistance on the majority of questions and issues regarding accounts or billing, as well as links to the wiki for questions on how to build or play.
   b. Complaints that other players were behaving badly should be directed to use the "Report Abuse" system.
1. When posting on the forum or other public area, be positive and professional. Do not be sarcastic or inflammatory to the players.
2. If you ever see a player talking about being threatened in real life, being cyber stalked or bullied, being sexually harassed, or talking about suicide – please send screen shots to csmod-leads@roblox.com. Include the context, username, time and date. If there is a serious safety concern or imminent threat, still send an email, but if you do not receive a response within 15 mins, please email report-threat@roblox.com, which will automatically notify customer service and moderation.

Moderating the Players

If you find yourself in a position of moderating a player in the Admin panel, put very specific notes in the "Internal Note" field. The customer service staff members rely on the notes when fielding customer complaints.