

# Get your questions answered in the forums - @7CupsCommunity Acct

**@Laura**

*on April 30th*

Get your questions answered in the forums - @7CupsCommunity Acct!

Hello one & All! Exciting announcement today!

In our effort to improve communication with users, we are launching a new listener acct that you can tag in the forums to get a reply from admin. On the other side of the account will be rotating members of the community management team.

The community management staff gets so many messages and tags. We want to do an even better job trying to communicate and get in touch with you. The goal is to try and streamline communication. This is not for PMS, just forum So we will try this idea out for 2-4 weeks and see how it goes. Your feedback during the trial is welcome.

Please tag @7Cupscommunity for the following reasons:

- You have a question about the site or you are unclear on a guideline
- You are curious about a site update
- Someone did something awesome and you think they deserve a high five
- You'd like to share an idea
- You'd like to report a bug

Please DO NOT tag @7Cupscommunity for the following reasons:

- You want to report someone specific
- You want to share confidential information
- You need personal support
- 7cupscommunity is unable to respond to pms at this time

To get started, please tag @7Cupscommunity and we'll see how this goes!!!

**@Lifer**

*on April 30th*

@Laura I sadly don't know what you mean by tagging so I don't know how to begin.

**@Rose**

*on April 30th*

@Lifer To tag someone you just write the @ symbol and their username, just like what is done with your username at the beginning of this reply! ^-^ They then get a notification to say that someone has tagged them. Hope that helps!

**@MistyMagic**

*on April 30th*

@Laura What a brilliant idea! Thanks!

Listening .... One Step At A Time

**@SoulfullyAButterfly**

*on April 30th*

@Laura exciting!

**@Blaze**

*on April 30th*

@Laura this is a great idea!

**@Hopefulpower99**

*on April 30th*

@7cups community @Laura there has been some issues with the filter on here I think it should be addressed. Also I don't think it's fair to just suspend an account without investigation first. There should be a faster response time for people who message community also.

**@ItsDev**

*on April 30th*

@Hopefulpower99 I believe the whole purpose of a suspension is so that they can investigate safely. Just picture this, hypothetically

:

There is a person who is purposefully causing trouble and they have been doing it for a few days now. Admins receive reports about them. Should they be allowed to continue causing trouble until the Admins ban/suspend them? I feel it is much safer to suspend during an investigation so that they cannot cause any trouble in the meanwhile.

**@jennysunrise8**

on April 30th

@ItsDev that would make sense if the suspension was followed by an investigation but the concern is that there is no investigation after the suspension or before what exists is just suspension or banning based on accusations alone with no investigation before or after and i agree that might save time just going by reports but its very unfair and only empowers trolls and false accusations it doesnt take into account at all people making false reports so a person can be suspended or banned based on reports alone with no investigation i agree completely it is a problem and focus should be directed at investigating accusations against people

**@Hopefulpower99**

on April 30th

@7cupscommunity Exactly My friend who is a listener or should I say was A listener got her account suspended based on bad reviews it's isnt even taken in account that she had many great reviews yet her account is suspended. She was given no chance to explain herself. Account was just suspended just like that.i don't believe it's fair it just means you and a member didn't click which I've seen many times on here in listener forums and which even mentors telling me that you can't help everyone. Some members came here with the intent of just sex chatting and it's not fair to the listeners who want to follow guidelines to have to deal with the consequences because you said no and a member got upset. INVESTIGATE The issues then suspend @jennysunrise8 @itsdev I also want to add that. The community says 3-5 business days but people have to wait a whole month and some change for a reply. When they did nothing wrong. If the community needs helps please hire more people to help with responses it becomes very discouraging when responses aren't being answered in a timely manner. And especially for people who did nothing wrong.

**@7CupsCommunity**

on April 30th

@Hopefulpower99

Your friend will need to email [community@7cups.com](mailto:community@7cups.com) for issues surrounding a suspension.

Suspensions based on reviews do take into account all previous reviews, including positive reviews. The team that processes reviews has guidelines in place to prevent false reviews. We thank you for your patience as we process your requests.

cc @EvelyneRose

**@Hopefulpower99**

on April 30th

She did I told her that to email the community But what will be done to improve response time? And it doesn't seem like the responses are being taken in account because whenever an email is said to explain a negative review we are not shown the review. Do not put the members name for confidentiality reasons I agree with but we should be able to see the review like none other that's how we improve. You don't just suspend talk with us communicate with us. We are here to help members and the community should be here for both listeners and members. We should be helping each other not going against one another. @7CupsCommunity that really discourages people who I try to refer to 7 cups. They no longer think it's an effective place to help them.

**@7CupsCommunity**

on April 30th

@Hopefulpower99

Thank you for your feedback!

One of the measures we are taking to improve response time is this account. Many of the emails that come through are simple questions that can be answered here. We hope this account will enable the community management staff to focus on the issues that only they can address.

**@Hopefulpower99**

on April 30th

Is it just you guys not having enough support because just how there's are interns we can Volunteer to help. I would love to be on the team. Because I can see the frustration in my other listeners and members. I just want 7 cups to be more effective so that I can refer people here. I'm not trying to say that you guys aren't capable. But it's a matter to be discussed because it has truly become a problem @7CupsCommunity

**@7CupsCommunity**

on April 30th

@Hopefulpower99

Volunteers are unable to address reports and accounts due to confidentiality reasons. We are working toward becoming more effective for our users each and every day! To help the site be more effective please continue to do your best as a listener.

**@Hopefulpower99**

on April 30th

How can I? It's nerveracking. Knowing that as soon as one bad review comes you're suspended and not even a chance ?

@7CupsCommunity

**@7CupsCommunity**

on April 30th

@Hopefulpower99

You can reach out to a quality mentor to address your concerns about listening and taking chats

[here](#)

**@jennysunrise8**

*on April 30th*

@Hopefulpower99 eventually whats its going to lead to is a culture of listeners who are afraid to talk to people they dont know well listeners will stick with members they only know and trust - long term members and will learn to stop risking their accounts talking to new people and stop taking general requests that doesnt lead to a good future for 7cups but its where its headed and what already exists if you notice how few experienced listeners take general requests i never take general requests for this reason and only someone who doesnt know yet or doesnt care and is willing to risk their account would take general requests or talk to any new person that they havent previously talked to and trust not at all good for the future of 7cups or its reputation so i hope it changes

**@Hopefulpower99**

*on April 30th*

I'm a new listener here if I don't take general requests how else do I grow on 7 cups and being a verified listener? Because you're absolutely right I'm very scared to take requests now? Are there other ways to get points ? @jennysunrise8

**@jennysunrise8**

*on April 30th*

@Hopefulpower99 instead of taking general requests you can just build up your profile and turn your green light on set your status to available and wait for people to message you

also people post in the classifieds looking for long term listeners and listeners looking for members describing themselves in several different threads search for members or make your own post/thread here >

[https://www.7cups.com/forum/GeneralSupport\\_28/LongTermSupportBoundaries\\_1613/](https://www.7cups.com/forum/GeneralSupport_28/LongTermSupportBoundaries_1613/)

Jenny

**@Hopefulpower99**

*on May 1st*

I would like to thank you for your understanding. Thank you for the tip I will be doing just that and hopefully if my friend gets back her account I will be telling her to do that also. Can't trust members to act appropriately so I will not longer take any requests I will just wait for someone who actually wants help and that's it. It's getting out of control here at 7cups and I don't want to get caught up in it. Hopefully some changes can be done to make 7 cups a better site for all. @jennysunrise8

**@jennysunrise8**

*on April 30th*

@7CupsCommunity that would be great if the team that processes reviews or someone from management was transparent about what these mysterious guidelines are that supposedly prevent false/malicious reviews so that they know that the review can only be genuine so the community can critique this supposed great system of filtering true reports from false reports if only one side of the story is taken into account and that story has absolutely no evidence to back it up like screenshots exc. the most that should be done to any account is a warning given to the accused along with an invitation to explain their side of the story before its counted against them in any way and trolls can and do (in fact are known for) making multiple accounts and bullying people so basing suspension on multiple unfounded accusations is just as bad

**@7CupsCommunity**

*on April 30th*

@jennysunrise8

Thank you for your feedback! I am unable to address concerns about account suspensions. Please email [community@7cups.com](mailto:community@7cups.com) for questions about accounts or reports.

**@EvelyneRose**

*on April 30th*

@jennysunrise8

Depends on what you mean. Do you mean any review that could result in suspension or just any negative review? Feelings are subjective after all. For example, I may think someone is not empathetic while they think they are. Does that make me wrong? Should my review be considered fake just because we don't agree? Just things to think about.

**@jennysunrise8**

*on April 30th*

@EvelyneRose

with any reviews that count towards an account suspension or ban i think both sides should be heard and considered before making a decision to count it let the other person defend themselves at least before doing it if its a report that doesnt count towards a suspension reports about how a member is feeling during the chat if they felt the listener wasnt being empathetic or they felt some other way about the chat right its subjective unless you have the person give screenshots and you could see how the person wasnt being empathetic exc. these reports that are subjective why not just email the listener and say someone feels this

way about a chat ways they can improve and not put it on their record i dont think every report needs to count towards a suspension but if subjective reports are going to count both sides should be heard before a judgement is made and its counted on the persons record and decide based at least on which side makes the most sense and is more convincing there is always two sides to a story

even with subjective reports you can do that ask why the person felt that way not every person that comes here is going to be stable and reasonable in their thoughts and emotions getting more details about what happened and why they felt that way and get the other persons side you might find their feelings are related to someone or something else or their thinking isnt reasonable upon closer investigation that doesnt mean that their feelings are not valid it just means the other person didnt do anything wrong and isnt responsible for their feelings and if the other person didnt do anything wrong they really shouldnt be punished right? if a reasonable person investigates and the person reporting does sound logical and reasonable i think still get the side of the accused before making a judgement

**@Hopefulpower99**

*on May 1st*

Not everyone is a liar I agree but take into account that I am not going against members. We are here for them. But it's unfair when they lie only when they lie about a listener. When they tell the truth it's valid but everyone is innocent until proven guilty. Just like there are bad listeners there are bad members as well. Our goal is for the good not to suffer for the bad that's why I'm asking for more investigations to occur so that the good doesn't suffer for the bad. I want bad members and listeners off this site. But if a member lies on a listener or if a listener lies on a member both parties should have a chance to explain their side they shouldn't just get suspended. And I understand wanting to stop a bad listener to investigate but the time consumption of the investigation is ridiculous and also unfair to the person being investigated especially if they are in the right. @EvelyneRose

**@warmheartedTurtle6662**

*on April 30th*

@Hopefulpower99

i just read your post. I don't know what happened to your friend and I'm sorry she got hurt here.

I just want to point out as a female member I have had numerous listeners messaging me for sex chats. It happens to members as well as listeners. We are here and vulnerable.

**@Hopefulpower99**

*on May 1st*

I'm happy that someone else knows how I feel . And it's really sad that you have to go through that as well . They know the rules and they still break them and you who are trying to follow the rules are getting suspended and dealt with. It's annoying. I don't know what to tell you. Because right now I don't know how to handle that situation. Join a mentor ship for help apart from that I don't know what to tell you. @warmheartedTurtle6662

**@enigmaticJet79**

*on May 1st*

@warmheartedTurtle6662

Hello, I have been reading through all of this and I am sorry to hear that you have been treated this way!!! If a Listener does this please report them describing what is going on! For all I know you have been doing this already, I don't know, but one thing I have noticed is that a lot of members don't report it because they feel like nothing happens when they do, but I as both a listener and a member would really appreciate if you reported them because that way the listener can be taken care of, so they don't do this to other members.

**@mija123**

*on May 1st*

@warmheartedTurtle6662 I am really sorry that you have to put up with that!! Can we have a system where Listeners can highlight to admin so the people are removed from the site? I know this will not be a total solution, but at least it is a start. People can just sign in again with new details but with isp monitoring, it can be done. One small problem - the cost!!

**@MidnightRaven999**

*on May 1st*

@mija123 admins are able to ip ban people, the issue is that a lot of people (a good majority of them in fact) have vpns so they can access this site (if they didnt, they wouldnt be able to get on this site in their country). so the person can just come back with a new ip address, and unless they're caught by admins or someone realizes its them, they'll not be noticed.

**@Hopefulpower99**

*on April 30th*

Okay also picture this scenario a member wants to participate in an inappropriate chat ☹ listener refused and re-evaluated 7 cups guidelines with member. Listener also reported member to 7 cups without members knowledge member retaliated because listener refused to attempt sex chat saying I'm gonna give you a bad review and report you. Next day your account is suspended but listener did nothing wrong they did not even attempt the sex chat why is the listeners account suspended is that fair ? @ItsDev

**@ItsDev**

*on April 30th*

Yes, @Hopefulpower99

One rule goes for all and it is always better to be safe than sorry. I still stand by my initial comment and say that it is better so that, even just if,

hypothetically

, the Listener was the one breaking guidelines and causing trouble, it is better to suspend them whilst the investigation happens so that they couldn't continue to cause trouble during the process.

I do get what you mean, please believe me, I do, but one rule goes for all and if the Listener didn't do anything wrong, they will be unsuspended, it won't go on their record and everything will be fine shortly.

**@Hopefulpower99**

*on May 1st*

You have a good point. Unfortunately we are not all perfect. And there are some bad listeners. And I agree that they should be suspended. But it SHOULDN'T BE THE FIRST ACTION TAKEN. But I want you to know that there are always 2 sides to every story

@ItsDev

**@MidnightRaven999**

*on April 30th*

@Hopefulpower99 the member can say anything in that bad review, so for the listener (who is innocent, of course) the review could say "this listener was really mean about my situation and didnt show me empathy". a legitimate seeming bad review, and the review team would probably process it that way. but in the email where it says "you've been suspended" it also allows you to get your account back with the account review form, and you can also email [community@7cups.com](mailto:community@7cups.com) to state your case and what actually happened (screenshots being included can help with this, so if i have a member tell me that they're going to give me a bad review, or i suspect that that will happen because im not doing what the member wants, i screenshot whats been said in the chat so i can argue my case).

if the listener is truly innocent, and only got suspended because of bad reviews, then it will be fairly easy for them to get their account back. it might take a few weeks depending on how fast admins are able to process it, read the email, etc, but it will happen eventually

**@Hopefulpower99**

*on April 30th*

It's taking my friend months and she couldn't get the screenshot because she reported the member thinking something would be done but because it's her first time ever having an situation with 7 cups. And also she's suspended from her account so it's not like she can go in and screenshot it now you know. Even before fighting a case she shouldn't have to fight. I believe Thorough investigations should be done to allow for more accuracy when suspending an account. Investigate and then suspend if the person actually did something wrong but don't suspend them if they did the right thing it's unfair to the listener. @MidnightRaven999 it's sad that it came to this so unfair.

**@7CupsCommunity**

*on April 30th*

@Hopefulpower99

Hi there! Can you clarify what you mean by filter and suspension?

**@Hopefulpower99**

*on April 30th*

Yes I can. You guys have filters on here that can kinda flag inappropriate chats. But that's not always the case. I'll give you an example the word "hard" I used it last night and it was flagged and even though I messaged 7 cups community quickly I don't know if you guys will removed my account because it was flagged my sentence was "it would be so hard to get married young?"

@7cupscommunity what is wrong with that sentence for it to be flagged. Just like my friend who is/was a listener on here.

Someone threatened to report her because she didn't want to engage in a sex chat she also reported the individual and her account was banned and the member is still on here causing trouble. Is that fair? That the listener has to suffer and not the member

**@7CupsCommunity**

*on April 30th*

@Hopefulpower99

Thank you for your feedback! You may submit feedback regarding the censor list

[here](#)

.

I am unable to address concerns about account suspensions. Please email [community@7cups.com](mailto:community@7cups.com) for questions about accounts or reports.

**@Anomalia**

*on April 30th*

This is great! Really excited to see this as I think it will really help ensure faster and more consistent admin responses to things in the forums. Woohoo!

**@Jackie**

*on April 30th*

what a solution we have here! yay!

@

on April 30th

@7CupsCommunityAcct if you went around your school to spread kindness, what would you do?

**@7CupsCommunity**

on April 30th

@CheyenneTribe

I would smile and give genuine compliments to classmates

@

on April 30th

@7CupsCommunity what i decided to do was take post-it notes and write little messages and put them on their lockers

**@7CupsCommunity**

on April 30th

@CheyenneTribe

Wonderful!

@

on April 30th

@7CupsCommunity thank you

**@MidnightRaven999**

on April 30th

@Laura @7cupscommunity im a little confused on the guideline we have for crimes. i know that we cant help people who are currently or are planning to harm themselves or others. however with other crimes that dont involve hurting anyone, whats the policy on crimes such as that? i've heard mentors/ambassadors say different things about it, some say we can only support them if they've done time for the crime they commit, others say that we have to turn them away unless its been a few months since they committed the crime, while even others say as long as the person doesnt plan on committing the crime again we can support. can you guys clarify what the actual policy- according to admins- is?

**@7CupsCommunity**

on April 30th

@MidnightRaven999

Thank you for your question! We will look into it and get back to you.

**@7CupsCommunity**

on May 1st

@MidnightRaven999

For users planning to or committing crimes, we must refer the user to emergency services and professionally end the chat. We have been collecting feedback on this policy and hope to reveal more information soon, including your specific query about previous crimes committed.

**@jennysunrise8**

on May 1st

@7CupsCommunity the problem with crimes and laws is that what the listener might consider a crime and is illegal in their country might be perfectly legal where the member is located since this is a website for people all over the world is the listener supposed to look up the laws in the country where the member is from or not talk to them if they are committing a crime according to the laws where the listener is located ? a member in california who smokes marajuana is not breaking the law in their state but in the listeners state it might be a crime if laws were univeral this would make sense but they are not of course  
jenny

**@7CupsCommunity**

on May 1st

@jennysunrise8

Thank you for your feedback! We have been collecting feedback on the crime policy and hope to reveal more information soon.

**@AffyAvo**

on May 1st

@7CupsCommunity Members do not agree to that rule anywhere before chatting with a listener, chatting in group chats, etc. unless the crime is related to being homicidal, suicidal or abusing another.

**@7CupsCommunity**

on May 1st

@AffyAvo

Thank you for your feedback! We have been collecting feedback on the crime policy and hope to reveal more information soon.

**@peppermintlove**

on April 30th

@7CupsCommunity

Hello there! I want to address the issue of people not getting any notifications, apart from community-wide alerts. This has been happening since the 7 Cups update (around 2 months ago) and I've heard that it is not just myself who isn't receiving notifications. I understand that you are working on many projects across the site, I'd just like to be updated about when this will be fixed. It is really annoying missing out on meetings and certain posts that I've been tagged in because I'm not getting alerts about them. Many thanks, peppermintlove :)

**@7CupsCommunity**

on April 30th

@peppermintlove

Hi there!

Users have reported that clearing the cache and cookies and refreshing, followed by signing out and signing in restores most notification issues. If that does not work for you, please email support@7cups.com or [submit a bug report](#)

.

**@MidnightRaven999**

on April 30th

@7CupsCommunity what about for the app? the same issue is happening (for me, and i know others) on the app where its not sending push notifications. i personally have tried logging out, deleting/redownloading the app, and reloading the app, to try and fix the issue, but unfortunately it hasnt been fixed for me yet.

**@7CupsCommunity**

on April 30th

@MidnightRaven999

Please email support@7cups.com or

[submit a bug report](#)

. We are sorry for the inconvenience!

**@warmheartedTurtle6662**

on April 30th

@7CupsCommunity

that's happened to me. I'm having trouble with the app. I emailed twice and filled in 2 support tickets. I've heard nothing. It's about a month now. Just a reply saying they are trying but will take time would be great. I don't know if they even read my email or tickets without getting replies

**@7CupsCommunity**

on May 3rd

@warmheartedTurtle6662

This bug was recently fixed and should be working now. If it is not please email support@7cups.com or

[submit a bug report](#)

. We are sorry for the inconvenience!

**@7CupsCommunity**

on May 3rd

@MidnightRaven999

This bug was recently fixed and should be working now. If it is not please email support@7cups.com or

[submit a bug report](#)

. We are sorry for the inconvenience!

**@MidnightRaven999**

on May 4th

@7CupsCommunity yay, thank you, its started working again after one finally uninstall/reinstallation of the app!

**@7CupsCommunity**

on May 4th

@MidnightRaven999

Wonderful!

**@peppermintlove**

on April 30th

@7CupsCommunity

Thank you for your response, I regularly clear my cache and cookies and I've followed the steps you've suggested, but this does not resolve the issue. I've tried accessing 7 Cups from different devices yet this makes no difference. This is on the 7 Cups site. I've submitted bug reports and presented the issue in forums over the past two months.

I guess I'll keep on complaining haha ;))

**@7CupsCommunity**

on April 30th

@peppermintlove

Please email support@7cups.com or

[submit a bug report](#)

. We are sorry for the inconvenience!

**@7CupsCommunity**

on May 3rd

@peppermintlove

This bug was recently fixed and should be working now. If it is not please email support@7cups.com or

[submit a bug report](#)

. We are sorry for the inconvenience!

**@peppermintlove**

on May 23rd

@7CupsCommunity

I'm so happy!! My notifications are working again, as of yesterday the 22nd. Many thanks :)

**@7CupsCommunity**

on May 23rd

@peppermintlove

Hooray!

**@warmheartedTurtle6662**

on April 30th

@Laura

when i was trying to report a bug on the app i searched the whole site on the app and the only email I could find was for community. So i still wouldn't know how else to report specific problems or something. Maybe have a list somewhere?

Also I wouldn't know how to report specific listeners

Its not clear what to do or who to message for different things here

**@7CupsCommunity**

on April 30th

@warmheartedTurtle6662

For bug reports you can email support@7cups.com or submit a

[bug report](#).

More information can be found at our

[Support Desk & FAQ](#)

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There are a variety of ways to report listeners:

In a one-on-one you can report listeners through the review pop up, or, if you need to block them you can report them through the block report pop up.

If the listener has blocked you and you are unable to use the review or block report pop ups, you can email community@7cups.com

Be sure to include the listener name and any relevant information, including screenshots if you have them.

To report a listener or group moderator that you encountered in a group support setting, please use our

[listener & moderator review form](#)

. Be sure to include the listener name and any relevant information, including screenshots if you have them.

To report a user with multiple accounts, please use

[this form](#)

.

**@AffyAvo**

on April 30th

@7Cupscommunity I like this option!

**@7CupsCommunity**

on April 30th

@AffyAvo

Thank you for your feedback!

**@Kayla2006**

on April 30th

@7CupsCommunity What is the best thing about 7Cups in your opinion?

**@7CupsCommunity**

on April 30th



@Kayla2006

The ability to give support to almost anyone, anywhere.

**@AffyAvo**

*on April 30th*

@7CupsCommunity The report a user with multiple accounts form was disabled a long time ago. It's still linked in the chat rules even though the link just states it's not being used. You've also linked to it in your profile.

Are there plans to get a working form again? If not, why bother cluttering up the chatroom rules with it (as well as your profile)?

**@7CupsCommunity**

*on April 30th*

@AffyAvo

Thank you for your question! We will look into it and get back to you.

**@7CupsCommunity**

*on May 9th*

@AffyAvo

We are still looking into your query. Thank you for your patience!

**@7CupsCommunity**

*on May 23rd*

@AffyAvo

We are still looking into your query. Thank you for your patience!

**@Jill7Cups**

*on May 24th*

@AffyAvo working on it

**@7CupsCommunity**

*on August 1st*

@AffyAvo

We are still working on this fix! In the meantime, multiple users should be reported to the Community Mod on duty.

**@AffyAvo**

*on August 21st*

@7CupsCommunity A community mod has informed me this isn't the proper procedure. Can you please all get on the same page with a procedure and make this information available to us?

**@7CupsCommunity**

*on August 21st*

@AffyAvo

This is the proper procedure. Community Mods are to remove users in the group support rooms with multiple accounts. Users with multiple accounts in other areas of the site (pms or forums) should be reported to [community@7cups.com](mailto:community@7cups.com)

**@AffyAvo**

*on August 21st*

@7CupsCommunity Thanks!

**@Havingfuninthesnow**

*on April 30th*

@7CupsCommunity

Can you please explain why some folks are continually being told no about their ideas that they have for sub-communities when the teams think things are good ideas? Why is 7cups changing things so much lately to give the ambassadors so much work and then them say sorry things aren't a priority when they are for the rooms/forums and they are telling us they are overloaded or not even responding to those sending them things? If the sub-communities think something is important for them to grow and to keep the room safe then that should be important especially since some teams are trying to have an interaction with the rooms/forums and bring some things to both and not limit to one or the other. When we ask the communities what they would like to see in the room/forum we should be able to grow when we ask them and not be held back with waiting for approvals. Leaders are saying sorry that isn't approved yet so still waiting and this is frustrating to a lot of folks.

**@7CupsCommunity**

*on May 1st*

@Havingfuninthesnow

Thank you for your feedback! Can you give examples of ideas that people have been told no?

**@Havingfuninthesnow**

*on May 1st*

@7CupsCommunity

Badges being planned for communities

Discussions not approved to lead

Mod form we can't use anymore to know when the room is not safe and that we get a ding from our phone/computer to go in and help them which the room was told to use over and over again. The paid mods are coming in late for the issue and not knowing the communities like the trained room specific mods they don't know what they are arguing about sometimes and some things go for days. Members are now starting to not use the mod form knowing what is happening and that they are not modding the correct folks. Sometimes the paid mods are there for 1 minute and then things start up again since they know they are then gone.

Some teams can't recruit for some roles - folks should be able to join teams if they would like to and the leaders are saying sorry that they were told by upper folks that they can't at this time.

ambassadors and admin aren't responding to things in forums/1;1 messages. Yes, the new 1 contact will help however past things need to be dealt with also.

Yesterday we were told that they are thinking about limiting discussions that teams can write. If the members are in a room asking for a discussion on a topic then that should be allowed we shouldn't be limiting growth in communities. We have teams that are working hard trying to help their communities and folks are being shut down and feeling like why even try anymore if all we are going to be told is no and you all make decisions to frustrate the growth and teamwork that the teams are trying to build and the trust within the communities within the community leaders and the members in that community. I thought we are suppose to be improving things to the good not going in a backwards direction on this site which a lot of folks are feeling currently and have been with a lot of the changes.

### **@7CupsCommunity**

*on May 1st*

@Havingfuninthesnow

Thank you for your feedback!

Badges being planned for communities

We have received a variety of feedback regarding badges. At this time we will be focusing developer time on items other than badges.

Discussions not approved to lead

We are in the process of recruiting a new staff member to assist with group support. We appreciate your patience as we work to improve the group support program.

Mod form we can't use anymore to know when the room is not safe and that we get a ding from our phone/computer to go in and help them which the room was told to use over and over again. The paid mods are coming in late for the issue and not knowing the communities like the trained room specific mods they don't know what they are arguing about sometimes and some things go for days. Members are now starting to not use the mod form knowing what is happening and that they are not modding the correct folks. Sometimes the paid mods are there for 1 minute and then things start up again since they know they are then gone.

We are in the process of recruiting a new staff member to assist with group support. We appreciate your patience as we work to improve the group support program. Please contact @Lorraine234 for issues regarding the paid moderation program.

Some teams can't recruit for some roles - folks should be able to join teams if they would like to and the leaders are saying sorry that they were told by upper folks that they can't at this time.

Can you please clarify which roles teams are not able to recruit?

ambassadors and admin aren't responding to things in forums/1;1 messages. Yes, the new 1 contact will help however past things need to be dealt with also.

Can you please clarify which past things need to be dealt with?

Yesterday we were told that they are thinking about limiting discussions that teams can write. If the members are in a room asking for a discussion on a topic then that should be allowed we shouldn't be limiting growth in communities. We have teams that are working hard trying to help their communities and folks are being shut down and feeling like why even try anymore if all we are going to be told is no and you all make decisions to frustrate the growth and teamwork that the teams are trying to build and the trust within the communities within the community leaders and the members in that community. I thought we are suppose to be improving things to the good not going in a backwards direction on this site which a lot of folks are feeling currently and have been with a lot of the changes.

We are in the process of recruiting a new staff member to assist with group support. We appreciate your patience as we work to improve the group support program.

### **@DanaMH**

*on May 1st*

@7CupsCommunity

I will help answer some of these questions since I and others have been talking and are feeling the same things. Please see comments in blue.

Badges being planned for communities

We have received a variety of feedback regarding badges. At this time we will be focusing developer time on items other than badges.

Some communities would like to plan badges/events to help with forum engagement or some badges are also a combination of forum/room engagement to help improve communication and help our communities and being told no that we can't do the current badges that are already made. Yes, it would also be nice for new ones to be created which I understand that IT needs to focus on things that are broken but we also need to think of improving engagement in the communities also. Currently it has to be approved

which I know I like to do badges when I have time and try not to depend on others to help out with responses and the way it is currently set up planning way out in advance I can't predict things like that and would probably need more leader team engagement to help with badges/events.

Discussions not approved to lead

We are in the process of recruiting a new staff member to assist with group support. We appreciate your patience as we work to improve the group support program.

We have some discussions that are written that are trying to help calm the room down and would like a timeframe on when do you think we can get discussions approved?

Some teams can't recruit for some roles - folks should be able to join teams if they would like to and the leaders are saying sorry that they were told by upper folks that they can't at this time.

Can you please clarify which roles teams are not able to recruit?

I was told the team I lead can't recruit any new Room Supporters and the mods had to be already Room Supporters on the team. ambassadors and admin aren't responding to things in forums/1;1 messages. Yes, the new 1 contact will help however past things need to be dealt with also.

Can you please clarify which past things need to be dealt with?

Is Aly email different or does she have the same email? I sent Aly, Jill and Laura things with no responses. I have seen forum postings also with no responses to my stuff and others also and feel the same way the member is of no response which those forum things and I don't remember what they all are.

Can you please clarify which past things need to be dealt with?

Yesterday we were told that they are thinking about limiting discussions that teams can write. If the members are in a room asking for a discussion on a topic then that should be allowed we shouldn't be limiting growth in communities. We have teams that are working hard trying to help their communities and folks are being shut down and feeling like why even try anymore if all we are going to be told is no and you all make decisions to frustrate the growth and teamwork that the teams are trying to build and the trust within the communities within the community leaders and the members in that community. I thought we are suppose to be improving things to the good not going in a backwards direction on this site which a lot of folks are feeling currently and have been with a lot of the changes.

We are in the process of recruiting a new staff member to assist with group support. We appreciate your patience as we work to improve the group support program.

I feel like this is broken right now. With no warning things just broke down. I am hoping this new support program isn't in the backwards direction like a lot of other forum posting that we have been seeing lately.

ccing @Havingfuninthesnow

## **@7CupsCommunity**

*on May 2nd*

@DanaMH

Badges being planned for communities

We have received a variety of feedback regarding badges. At this time we will be focusing developer time on items other than badges.

Some communities would like to plan badges/events to help with forum engagement or some badges are also a combination of forum/room engagement to help improve communication and help our communities and being told no that we can't do the current badges that are already made. Yes, it would also be nice for new ones to be created which I understand that IT needs to focus on things that are broken but we also need to think of improving engagement in the communities also. Currently it has to be approved which I know I like to do badges when I have time and try not to depend on others to help out with responses and the way it is currently set up planning way out in advance I can't predict things like that and would probably need more leader team engagement to help with badges/events.

Thank you for your feedback! For more information regarding badge protocol for special events, please refer to [this thread](#).

Discussions not approved to lead

We are in the process of recruiting a new staff member to assist with group support. We appreciate your patience as we work to improve the group support program.

We have some discussions that are written that are trying to help calm the room down and would like a timeframe on when do you think we can get discussions approved?

Thank you for your feedback! We will look into this and get back to you.

Some teams can't recruit for some roles - folks should be able to join teams if they would like to and the leaders are saying sorry that they were told by upper folks that they can't at this time.

Can you please clarify which roles teams are not able to recruit?

I was told the team I lead can't recruit any new Room Supporters and the mods had to be already Room Supporters on the team.

Thank you for your feedback! We will look into this and get back to you.

ambassadors and admin aren't responding to things in forums/1;1 messages. Yes, the new 1 contact will help however past things need to be dealt with also.

Can you please clarify which past things need to be dealt with?

Is Aly email different or does she have the same email? I sent Aly, Jill and Laura things with no responses. I have seen forum postings also with no responses to my stuff and others also and feel the same way the member is of no response which those forum things and I don't remember what they all are.

Thank you for your feedback! One of the measures we are taking to improve response time is this account. Many of the emails that come through are simple questions that can be answered here. We hope this account will enable the community management staff to focus on the issues that only they can address.

Can you please clarify which past things need to be dealt with?

Yesterday we were told that they are thinking about limiting discussions that teams can write. If the members are in a room asking for a discussion on a topic then that should be allowed we shouldn't be limiting growth in communities. We have teams that are working hard trying to help their communities and folks are being shut down and feeling like why even try anymore if all we are going to be told is no and you all make decisions to frustrate the growth and teamwork that the teams are trying to build and the trust within the communities within the community leaders and the members in that community. I thought we are suppose to be improving things to the good not going in a backwards direction on this site which a lot of folks are feeling currently and have been with a lot of the changes.

We are in the process of recruiting a new staff member to assist with group support. We appreciate your patience as we work to improve the group support program.

I feel like this is broken right now. With no warning things just broke down. I am hoping this new support program isn't in the backwards direction like a lot of other forum posting that we have been seeing lately.

Thank you for your feedback! We are in the process of recruiting a new staff member to assist with group support. We appreciate your patience as we work to improve the group support program.

**@7CupsCommunity**

*on May 2nd*

@7CupsCommunity

Discussions not approved to lead

Discussions should be relevant to the subcommunity at hand. Discussions regarding domestic abuse or other non 35+ related topics will not be approved for the 35+ subcommunity.

Some teams can't recruit for some roles - folks should be able to join teams if they would like to and the leaders are saying sorry that they were told by upper folks that they can't at this time.

Potential recruits should help improve the quality of the subcommunity. Please build up the current 35+ team before recruiting new users.

Yesterday we were told that they are thinking about limiting discussions that teams can write. If the members are in a room asking for a discussion on a topic then that should be allowed we shouldn't be limiting growth in communities. We have teams that are working hard trying to help their communities and folks are being shut down and feeling like why even try anymore if all we are going to be told is no and you all make decisions to frustrate the growth and teamwork that the teams are trying to build and the trust within the communities within the community leaders and the members in that community. I thought we are suppose to be improving things to the good not going in a backwards direction on this site which a lot of folks are feeling currently and have been with a lot of the changes.

Discussions should be relevant to the subcommunity at hand. Discussions regarding domestic abuse or other non 35+ related topics will not be approved for the 35+ subcommunity.

cc @Havingfuninthesnow @DanaMH

**@DanaMH**

*on May 3rd*

@7CupsCommunity

We can't do new trivia types of stuff anymore? If the room has things on the list they wanted as trivia I just need to delete the whole entire list?

**@7CupsCommunity**

*on May 3rd*

@DanaMH

Thank you for your question! We will look into it and get back to you.

**@7CupsCommunity**

*on May 3rd*

@DanaMH

Quizzes and trivia discussions are allowed given that they are approved. However, please refrain from excessive submissions for discussion approvals. We are working on guidelines for creating a discussion and hope to reveal more information soon.

**@7CupsCommunity**

*on May 2nd*

@7CupsCommunity

Q: When are we getting a new group support person?

We are hoping to onboard a new community manager for group support in the next couple of weeks. We do not yet have anyone identified for this role.

cc @Havingfuninthesnow @DanaMH

**@Jenna**

*on May 1st*

@Laura

Wow, I love this idea! What an awesome way to bring forth more communication and to help on more clarity for those who need answers!

**@cloudySummer**

on May 1st

@7Cupscommunity Does capitalization in the tag matter? In the title the name is 7CupsCommunity, and below in @Laura 's text, it's 7Cupscommunity. Which one will work?

**@MonBon**

on May 1st

@cloudySummer

Both should work.

**@cloudySummer**

on May 1st

@MonBon Thank you! I didn't know that (generally, for 7cups).

**@enigmaticJet79**

on May 1st

@7Cupscommunity I was wondering a lot about different possibilities for 7 Cups because I see a magnificent place, but things that could maybe be changed, one this I have really been wondering is a set guideline for handling crisis chats, like how to get a member the correct contacts/resources and how to nicely end the chat without making them feel like they have been abandoned.

**@7CupsCommunity**

on May 1st

@enigmaticJet79

Thank you for your feedback! We have been collecting feedback on the crisis policy and hope to reveal more information soon. In the meantime, here is a post on how to end a crisis chat:

[On Suicidal Guests & Members: A Complete Guide](#)

**@jennysunrise8**

on May 1st

@7CupsCommunity

this written

on September 5th

is actually perfect although it should be added under " what if they refuse to contact a hotline " the active listening concept of checking with the person and making sure they actually are suicidal and that we are not misinterpreting or misunderstanding what theyre trying to communicate and the fact that listeners should be open to the idea of being corrected in their assumption by the member just like any other topic thats talked about making sure its true and listening to the person and being open to correction by the member and keep in mind that only they know how they feel not the listener .... but other than that its quite perfect its not saying to ignore the person when they try to come back when they feel better it just leaves them with an invitation to reconnect when theyre in a better more stable place (it could be added that the listener could give the person their personal link to reconnect considering the person might be new)

jenny

**@7CupsCommunity**

on May 1st

@jennysunrise8

Thank you for your feedback! We have been collecting feedback on the crisis policy and hope to reveal more information soon.

**@enigmaticJet79**

on May 1st

@7CupsCommunity

**@enigmaticJet79**

on May 1st

@enigmaticJet79 @7Cupscommunity @jennysunrise8

oops!!! I am soo sorry the app was glitching!!! Ok so basically I was talking about crises other than suicide. Because I have had all sorts of other crises, lots of abuse, almost kidnapping, all sorts of things.

**@7CupsCommunity**

on May 1st

@enigmaticJet79

A similar phrasing may be adapted:

I'm really glad you came for help today. I understand you're experiencing a stressful situation. I am unable to give you the help you need and deserve right now as I am untrained in crisis situations. I'd like to help you get in touch with a professional who is more suited to your situation, if that's okay?

Depending on the issue, you may be able to provide them a link to an appropriate hotline as found

[here](#)

, or you will need to refer them to contact their local emergency services. Is there anything else we can help you answer?

**@enigmaticJet79**

*on May 1st*

@7CupsCommunity

I would really like to devote most of my listening to people like that, like when they are not in an active crisis because I connect with them so much, is there a group for this?

**@7CupsCommunity**

*on May 1st*

@enigmaticJet79

You can find a full list of group topics supported on 7 cups by browsing our

[forums](#)

or

[group support rooms](#)

. Is there a topic in particular you are interested in?

**@enigmaticJet79**

*on May 1st*

@7CupsCommunity

Yes people dealing with crises, not in them but around them if that makes sense?? I don't think any of the groups are specifically for that.

**@7CupsCommunity**

*on May 1st*

@enigmaticJet79

Can you give a more specific example?

**@enigmaticJet79**

*on May 1st*

@7CupsCommunity

Like I had a member that was going to leave with a person that they met online, or members in abusive situations, being there for them and giving them someone that they can trust to listen to them without ending their chats. About 9 out of every 10 chats is a person who is in some sort of situation like that. Where they have no one else to listen to them. So I guess a team devoted to helping kind of trauma crisis while they are not actively unsafe. If that makes sense?

**@7CupsCommunity**

*on May 1st*

@enigmaticJet79

You can find our trauma support subcommunity

[here](#)

.

**@enigmaticJet79**

*on May 1st*

@7CupsCommunity

Unfortunately they don't have any places I am quite comfortable, like as the trauma support room isn't always available I wouldn't be able to help much, I don't know maybe I am just confused. Forums aren't really my thing.

**@jennysunrise8**

*on May 2nd*

@enigmaticJet79 you could find a listener or a few listeners who you can refer people to who are in situations like that it might take a while to meet other listeners or you could start a thread maybe in listener or trauma subcommunity (or general support?) asking if any listeners would be willing to cooperate with you in helping people and willing to take referrals in certain topics and you can always go to the listener support room also and describe whats going on in a few words and a listener will take the chat just be careful not to describe details of any chat you have with anyone but trying to network and find more experienced listeners you can refer people to in certain situations thats a really good idea

**@enigmaticJet79**

*on May 2nd*

@jennysunrise8

Hehe good idea though I am not wanting to refer them, I want more of them to be accepted by not just me but others as well, several of them only talk to me about it, at least in detail, it is very sad. Maybe I could start a sub community for this?

**@jennysunrise8**

*on May 2nd*

@enigmaticJet79 actually listeners coming across people who are in desperate situations like what you described is sort of normal here i think most listeners can relate to what your saying talking to people who are in chaotic/abusive situations most people coming here are having problems and looking for support because theyre going through a lot but if your coming across a lot of teens who are telling you that theyre being blocked or turned away and noone will talk to them thats a problem maybe there is a problem on the teen side maybe start a thread about it in teen zone or ask a forum supporter in teen zone to start a discussion about it and it could turn into some kind of teen subcommunity maybe if admins see that enough people are interested in it im not an expert at the evolution of subcommunities so ill let someone else explain that lol ;)

**@enigmaticJet79**

*on May 2nd*

@jennysunrise8

Maybe that is something I will try to start, maybe that is the problem.

**@7CupsCommunity**

*on May 2nd*

@enigmaticJet79

We are sorry we are unable to address your query. Thank you for your feedback!

**@enigmaticJet79**

*on May 2nd*

@7CupsCommunity

What do you mean?

**@cyanPlatypus6370**

*on May 2nd*

@enigmaticJet79 - yes, Jet, that makes lots of sense to me. sort of like (perhaps) (M) yeah so i was high again last night. (L) again? does this happen very often? (M) yeah like 6 times a week. (L) are you looking for assistance to stop or lessen the frequency? ..... etc etc

As such, the (M) is not in crisis at that specific moment, but it could be a couple of days or even a couple of weeks or months afterward. And the (M) is thinking of that time - and needing to talk about it.

Am I understanding you correctly, @Jet79 ? (I just picked a random and serious topic/problem.) ~ Platy

**@enigmaticJet79**

*on May 2nd*

@cyanPlatypus6370

Maybe? More like when a member starts to talk about being abused listeners automatically make them end the chat without finding out weither they are actively in danger or not, like most of the time I get them while parents arent around or when they are at school. They know when to get off for safety they arent dumb. But many listeners just reject them as soon as they hear anything realated to abuse.

**@cyanPlatypus6370**

*on May 3rd*

@enigmaticJet79 - I hear you there, Jet. Unfortunate. I am so glad you are writing out your desire to help in these situations. I believe, somehow we will get it figured, and we will help each one!

If you are one of the ones Jet is talking about, thank you.

I am grateful

you are searching for help

and I am thankful

you have found us here at 7cups.

Keep fighting, dear one!

There IS hope and there can be a wonderful future! I'd encourage you to check out some of the posts in our forum here. Perhaps ones like: PTSD/Trauma, Grief and Loss, ... I'm not sure if the Teen Side has some threads on Divorce or dealing with your parents getting a divorce.

Keep coming back

- as you have time, freedom, and safety to do so.

We care about you!

Signed, Platy (and for many others here at 7cups.com too, I'd wager)

**@enigmaticJet79**

*on May 3rd*

@cyanPlatypus6370

Thank you Platy!!



**@jennysunrise8**

*on May 1st*

@enigmaticJet79

when it comes to abuse or any other crisis as long as the persons life is not in danger its not a good idea to give advice on what they should do accept that they know the situation better than you do or anyone know they people theyre around better than you or a mentor or any other listener maybe its dangerous for them to try to call or get help in their situation its a fact that the most dangerous time is when a person in an abusive relationship is when the person who is being abused tries to leave or get help so its a really a delicate situation and noone knows it better than that person so to demand that the person do one thing or another and refusing to talk to them until they do it isnt really a great idea just give them resources and let them decide for themselves (and thats sort of what im saying about people who are suicidal also they know the situation and whats going on best)

jenny

**@enigmaticJet79**

*on May 1st*

@jennysunrise8

I completely agree they know best and it isn't a good idea to push them, I get that. I guess what I am trying to say is that they need support, and lots of it, and if there is no access to resources for me to give it isn't helpful, like resources such as informational sites are much more helpful than hotlines, if that makes sense? Like I am comforting them because everyone else cuts them off or makes fun of them when they try to tell people they can't get any help if everyone rejects them even if they are not currently in danger

**@jennysunrise8**

*on May 1st*

@enigmaticJet79 i have on my profile some domestic abuse crisis links just for people in domestic abuse situations some really good ones you can put on your profile you can say on your profile also that your not comfortable talking to people in any situation the good thing about putting crisis resources on your profile is that you can easily go there and copy and paste into the chat or tell the person resources are on your profile and they can go there and choose for themselves from a list of resources that works best for them so you can do that but theres nothing wrong with being honest with the person and saying your not comfortable with something and offering to refer them to another listener or saying that on your profile

jenny

**@enigmaticJet79**

*on May 1st*

@jennysunrise8

I have your profile always open in a tab so I always have access to all the great things you have on there! XD. But you see the thing is I want to help these people the most, that sounds bad because I shouldn't want to help some members more than others but, I really connect with these people, but as I am still learning, it makes it really hard sometimes to know what to do, because like no one does this, at least that I know of, and so there is nothing for me to go off of, and I hear soo many times that members have been rejected because the listener thought that they were actively in a crisis or what not. Also I did check some of those links for domestic abuse and they are more for relationships and not child abuse.

**@enigmaticJet79**

*on May 1st*

@enigmaticJet79 @7Cupscommunity @Jennysunrise8

I guess the biggest problem I have had is that child abuse members want information and I don't have any information to give them. That is the biggest problem I have come across is that they want information and no one has any. I have even checked myself for resources, the closest thing I have found is a place called 211 but it isn't a global place.

**@AffyAvo**

*on May 1st*

@enigmaticJet79 I sounds like you want some resources to give to people that you can also chat with? I doubt there is a global resource that exists. There are just so many different issues and services do tend to be location dependent. Some on the wiki team were gathering resources, and some are on the wiki, I'm not sure if that's currently being added to or not.

<https://www.7cups.com/wiki/crisis-lines-nonsuicide-related/>

**@jennysunrise8**

*on May 1st*

@enigmaticJet79 childline is a good one for those under 18 i have childline listed under online chat its for those under 18 who are dealing with child abuse they have online chat or call or text im going to add the link under domestic abuse also thanks for pointing out that the links i have under domestic abuse are only for adults i didnt realize that

😊 <https://www.childline.ie/>

jenny



**@enigmaticJet79**

on May 1st

@jennysunrise8

No problem!!! Thank you!!!

**@cyanPlatypus6370**

on May 2nd

@enigmaticJet79 - Hi again, Jet. Sorry, I didn't realize you had already answered 7cupsCommunity 's question with your own example. I am also a (L) - adult side - but I didn't mean to barge in your conversation. I'm sorry.

It's almost Thursday! Have a super Thursday and Happy MAY!



~Platy

**@enigmaticJet79**

on May 2nd

@cyanPlatypus6370

Haha it's alright! ❤️❤️❤️

**@7CupsCommunity**

on May 2nd

@enigmaticJet79

You can find a list of resources and hotlines for child abuse

[here](#)

.

**@enigmaticJet79**

on May 2nd

@7CupsCommunity

Ummmm I appreciate that but um that wasn't the problem..... XD

@

on May 1st

@Laura how do you join the welcoming team ?

**@Wiedergeburt**

on May 1st

Can you answer me, why do we ever knowingly do mistakes? And regret for the entirety of our remaining life? If we already this would have brought us to such a situation where recovery is not an option anymore, why do we still do them?

**@YogiBear10**

on May 1st

@7CupsCommunity

I've been filling forms on 7cups since a month.. waiting for 5 business days to pass each time n receive a revert, but so far received none, even after 2 applications requesting to check why my perfectly well rated n reviewed verified listener account suddenly disappeared!!?? Kindly help.

**@7CupsCommunity**

on May 1st

@YogiBear10

I am unable to address concerns about account suspensions. Please email [community@7cups.com](mailto:community@7cups.com) for questions about accounts or reports.

**@YogiBear10**

on May 1st

@7CupsCommunity

Ok thanks. At least you gave me a direct mail address to write a mail to! Thanks.

@

on May 2nd

@7Cupscommunity

what is 7cups official reporting policy regarding ATLS and sexual inappropriate interactions with teens?

What is the procedure to report? Are all reports taken seriously and investigated? What steps does 7cups do to protect teens? Are there negative repercussions for those who report second hand information?

**@MonBon**

on May 2nd

@FuglyPugly

I can answer this one. Please send screenshots of the behavior to [community@7cups.com](mailto:community@7cups.com). Listeners may also use the [listener-listener report form](#)

. All reports are taken seriously and ATLS found being inappropriate with teens will be permanently removed from the teen community. There are no repercussions for good faith reports.

@

on May 2nd

@MonBon

thanks for taking the time to respond but I want an official reply from admin on the community team account or an official admin response

**@MonBon**

on May 2nd

@FuglyPugly

Sure thing! I hope they are able to assist you <3

@

on May 2nd

@MonBon

theres also no such thing as permanent removal because bans are easily bypassed by new accounts. I would like to also ask what's 7cups official policy on protecting teens who are messaged by banned mentors who continue to make teen accounts to contact teen members and teen listeners and effectively bypass heir ban? What steps does 7cups take to stop this behavior from occurring and what rules are in place to keep teens safe from these predators?

**@7CupsCommunity**

on May 2nd

@FuglyPugly

The response by MonBon is correct.

theres also no such thing as permanent removal because bans are easily bypassed by new accounts. I would like to also ask what's 7cups official policy on protecting teens who are messaged by banned mentors who continue to make teen accounts to contact teen members and teen listeners and effectively bypass heir ban? What steps does 7cups take to stop this behavior from occurring and what rules are in place to keep teens safe from these predators?

Please send screenshots of the behavior to [community@7cups.com](mailto:community@7cups.com). Listeners may also use the

[listener-listener report form](#)

. All reports are taken seriously and ATLS found being inappropriate with teens will be permanently removed from the teen community. Users found circumventing a mute will be removed from the community.

@

on May 2nd

@7CupsCommunity

I haven't had that experience when reporting serious site safety issues and have even been immediately suspended after reporting a second hand report just for reporting so there is inconsistency in what admin says is the procedure and what really happens. This is also different than the email I received from admin that said standard practice among internet communities is to not except second hand reports therefore 7cups does not investigate it so which is the real policy?

![<http://i.imgur.com/EN7NntX.jpg>]

I feel like 7cups has not clearly expressed the official policy especially how they protect teens from allegations against atl listeners who have special access to work with the teen population. According to this email, 7cups would not accept a second hand report and wait for a teen victim to come forward before investigating any report

@

on May 2nd

@FuglyPugly

I would like to know how these inconsistencies will be addressed in the future so that people aren't shamed for reporting serious site safety issues especially those reports protecting teen users

**@7CupsCommunity**

on May 2nd

@FuglyPugly

Thank you for your feedback! I am unable to address concerns about account suspensions. Please email [community@7cups.com](mailto:community@7cups.com) for questions about accounts or reports.

@

on May 2nd

@7CupsCommunity

I wasn't seeking a comment about my personal situation but I would like to know how future reporters will not be retaliated against simply for reporting. Also, there is still inconsistencies from the official email I received that I shared in my above post and with what comment I received to my reply about whether second hand reports about teen abuse allegations are investigated and accepted

**@7CupsCommunity**

on May 2nd

@FuglyPugly

Thank you for your feedback!

We will look into it and get back to you.

I am unable to address concerns about account suspensions. Please email [community@7cups.com](mailto:community@7cups.com) for questions about accounts or reports.

@

on May 2nd

I would also like to know cups official policy on user personal information data breaches for instance would the entire community be notified that their information was compromised? Because when this happened to my account the hacker had access to my data through a whole site coding glitch. The glitch which left members and listeners vulnerable to information theft of their age and email they used to register with 7cups, however there was no community notification and I was never updated except to change my password and email on file. I was also 17 at the time when this occurred. I would like to know what site safety steps have been put in place since then and what is the official procedure for this as a community and in the future , especially for protecting teen accounts?

@

on May 2nd

@FuglyPugly

i would also like to know what data breach policy was in place 4 months ago when my pms were hacked and a pop up alert enabled the hacker control over my safari tabs? I would like the policy clearly explained and outlined so members and listeners know what to expect about how 7cups keeps their personal info safe and is it the same policy for teen and adult accounts? For example, I was 17 when my email and age were compromised. I wouldn't have even known this occurred but the hacker decided to show off and take control of my tabs. All I did was accept a pm from a random member after I hosted a member group discussion. Once in my pms the member input code into the pm box and was able to see my age and email in addition to gaining control over all my internet tabs. I was told 7cups was informed about this pm coding glitch prior to my personal data being violated and that the glitch was left open despite knowing the security concerns

@

on May 2nd

@7cupscommunity

sorry for the multiple messages but the more I think about it the more my thoughts are organized. I feel like there is a lack of transparency in the community. I do not understand why users both members and Listeners wouldn't have been informed that a pm glitch left their data at risk? By seeing my email I could have easily been targeted for 7cups scams or worse targeted by a 7cups predator . Considering the number of banned mentors who have made teen accounts to talk to me prior to me aging up, it's extremely concerning it could have been one of them trying to find more personal information about me. I feel transparency and community notifications about data breaches would be a more appropriate response in the future

**@7CupsCommunity**

on May 2nd

@FuglyPugly

Thank you for the feedback! We will look into it and get back to you.

**@7CupsCommunity**

on May 9th

@FuglyPugly

We are still looking into your query. Thank you for your patience!

**@7CupsCommunity**

on May 13th

@FuglyPugly

There was not a data breach. Please email [support@7cups.com](mailto:support@7cups.com) if you would like to speak about it more.

@

on May 13th

@7CupsCommunity

I do not feel safe taking this discussion out of public forums because the community account is not being honest in your reply The screenshot proof my account was hacked and my information exposed as stated by a 7cups admin <http://imgur.com/a/ruPEUcO> I have been 1000% honest and it's sad that 7cups will not have honest discussions about real safety issues

**@RarelyCharlie**

on May 14th

@7CupsCommunity Around the time of this incident I was able to verify independently that there was a problem, so to read now that there was not a data breach is very puzzling. I think details of what happened should be clarified here for the community.  
Charlie

**@RarelyCharlie**

on May 4th

@FuglyPugly I understand that you are awaiting an official reply from @7cupsCommunity but I happen to have some information about this issue that I thought it might be useful to share.

7 Cups transmits our personal data (e-mail and age in years) in the controlled environment of secure webpages, where the data is only available to the user themselves, to 7 Cups, and to certain business partners. I have never been told the reason for transmitting personal data in this way, but I assume it must have something to do with 7 Cups' contracts with its business partners. When I checked just now before writing this, the data is still being transmitted. This is not a glitch.

At one time a coding error made it possible for hackers to access the controlled environment and read the personal data that 7 Cups transmits. To do this the hacker would have to send you a message. You would not necessarily be aware that a hacker had read your e-mail address and age, unless the hacker decided to show off and tell you. The coding error was human error, not a glitch in any computer system. At present I am not able to check whether the coding error has been fixed, but I can check in a couple of weeks when I'm back at my desk.

Safari tabs are independent from the controlled environment that hackers could access through 7 Cups. If Safari tabs were affected, then that was a very serious Safari bug that I feel sure Apple would have moved quickly to fix. I have not checked to see whether any Safari bug like that was reported and fixed.

Like you, I'm disappointed that 7 Cups has not been transparent about these issues. (There was a related issue that seems to have been fixed very recently, and I have not seen any announcement about that one either.)

Charlie

**@Nhisgrace**

on May 2nd

@7cupscommunity

**@cyanPlatypus6370**

on May 2nd

@7cupsCommunity - Hi all yours! This is a wonderful idea.



I hope it will work well for you (and for us too LOL).

I just realized that my question isn't really a forum question exactly... my question is about our profiles. If I as (M) or anyone find a profile with the dp (display picture) sideways,



Are there directions to suggest to that (M) or (L) of how to straighten his/her dp?

I am so thankful that I did not have that problem very first with my (M) or later my (L) account - for I would have had no idea how to fix it! I'm just wondering if someone has written out (typed) directions of how to correct your own pic. Anyone know?

Happy trails, Platy

**@7CupsCommunity**

on May 2nd

@cyanPlatypus6370

Thank you for your question! We will look into this and get back to you.

**@cloudySummer**

on May 2nd

@cyanPlatypus6370 I think I would just tag the user in a feed post or on the forum somewhere. Who knows, maybe it's intentional.

**@cyanPlatypus6370**

on May 4th

@cloudySummer - That is my question! Does there currently exist at 7cups.com somewhere (in the forum?) a set of directions for how to 'right' your DP?

As far as wanting it to be sideways or upside down .... ????. Is that like flying your flag upside down on purpose, as a signal of distress? I'm trying to think of why someone would WANT his/her dp to be sideways....

on top of which, I was asking the @7cupsCommunity persons on purpose. Thank you? for your input, Summer. ~ Platy

**@RarelyCharlie**

on May 4th

@cyanPlatypus6370 I understand that you are waiting for an official reply from @7cupsCommunity but I thought I would mention that I cannot recall ever seeing instructions for rotating an image anywhere at 7 Cups. This is probably because 7 Cups does not provide any image editing tools.

To rotate a profile image, open a local copy of the image in an image editor, rotate it, and save the rotated image. Upload the rotated image as your new profile image.

Charlie

**@7CupsCommunity**

on May 4th

@cyanPlatypus6370

I was unable to find an answer for your query in the forums. As @RarelyCharlie mentioned, 7 Cups does not provide image editing tools on the site itself. We are sorry we are unable to address your query.

**@cyanPlatypus6370**

on May 5th

@7CupsCommunity and @RarelyCharlie ... No, 7CC, that IS helpful. I am glad to know (sort of) that this direction or how to does not yet exist. Because then if I type something up (thank you Charlie) I could be mostly assured that it would not be a double post (or in this case duplicate thread). and @Summer below, I am not talking about the (M) or (L) who turn their dp on purpose like "for fun". I am questioning this for the new users (especially) who have their dp flipped sideways and they need /want assistance to set it right-side up. @7CC thank you. That's all for now, @all-of-you! Good night, time for supper! ~ Platy

**@7CupsCommunity**

on May 5th

@cyanPlatypus6370

Feel free to tag this account when if you end up posting and we will add it to our list of resources.

**@cloudySummer**

on May 5th

@7CupsCommunity Maybe not removing the orientation info in photos will help - it seems what Platy is hinting at is that this is a real bug.

**@cloudySummer**

on May 5th

(or, taking it into account when creating thumbnails - it's a setting in the call to the software that converts the image)

**@7CupsCommunity**

on May 6th

@cloudySummer

Thank you for your feedback!

**@cloudySummer**

on May 5th

@cyanPlatypus6370 I think some might want to turn around their profile images just for fun, or because they hope to confuse image recognition software.

**@abhineetarora**

on May 2nd

is it okay to share contact details in the chat?

**@MidnightRaven999**

on May 2nd

@abhineetarora i can answer this - no, any off-site contact details are not to be shared in chat, or at all on the site, since the site is anonymous. its in the rules pf the site that off-site contact isnt allowed as well.

<https://www.7cups.com/about/communityGuidelines.php>

here are the community guidelines, it says it in rule 8

**@abhineetarora**

on May 2nd

@MidnightRaven999 there is a listener whom I was chatting with. That listener asking my n my gf no... I gave my no today but didn't give my gf no. After giving the no, I saw the prompt on the top of the chat of not sharing contact details.

**@MidnightRaven999**

on May 2nd

@abhineetarora i would recommend to block them if they contact you off site, and from now on dont share personal details

**@abhineetarora**

on May 2nd

@MidnightRaven999 blocked the listener and will be careful in the future

**@MidnightRaven999**

on May 2nd

@abhineetarora ok, hopefully they wont contact you off-site, but if they do i would suggest also blocking them off-site as well

**@Jill7Cups**

on May 2nd

@abhineetarora in the future, if you are in a chat with a Listener who is being inappropriate you can click the block button and it will give you some options to report the Listener. These block reports really help us to keep Members safe.

**@JessJohnson1999**

on May 2nd

When people are gossiping about something so sensitive how do you cope and try not to become angry

**@Lifer**

on May 4th

Where do I find the community members that I've selected to follow? They gave me strength and that's why I wanted to follow them, but now I can't find them. :(

**@7CupsCommunity**

on May 4th

@Lifer

If you go to

[your profile](#)

and click "following" you can see the list of people you have followed and visit their profiles. If you go to

[your feed](#)

, you will be able to see posts from all of the people you have followed.

**@cloudySummer**

on May 4th

@7CupsCommunity Well, there's a bug. When I click on the numbers, in my own profile, it tells me the info is private.

But there's another way (with broken styling, though): On the 'My feed' page, click on 'Support Network'. There's a complete list, but it looks really horrible since the website was restyled.

**@7CupsCommunity**

on May 4th

@cloudySummer

Thank you for the information! Have you submitted a bug report?

**@cloudySummer**

on May 4th

@7CupsCommunity Nah, I thought that after so much time, these must be certainly be known... Maybe not?

**@cloudySummer**

on May 4th

Done.

**@7CupsCommunity**

on May 6th

@cloudySummer

Thank you! It is best to submit a bug report when you come across a bug as it gives us the ability to narrow down the factors that may be causing the bug.

**@cloudySummer**

on May 9th

@7CupsCommunity Yes, I know. Although it's hard to understand for me why the two unrelated bug reports have been merged into one... From a software development point of view, that doesn't make sense at all, just leads to part of the issue being forgotten and not fixed.

**@7CupsCommunity**

on May 9th

@cloudySummer

Can you please clarify what you mean? I am having a hard time understanding.

**@cloudySummer**

on May 9th

@7CupsCommunity I reported the two bugs I explained about above, and someone turned them into a single report, which from a software development point of view makes little sense (I am developing software and handling bug reports myself, even sometimes do web development).

One of the two is a super quick fix, done by someone who does the programming (just add a check for the owner), while the other only requires a web designer to have a look. So they are bugs that will even be handled by different persons - at least, if your team has that separation between designer and developer.

Not your fault, just an observation, and something that does not increase my confidence into 7Cups' bug handling capacities.

**@7CupsCommunity**

on May 9th

@cloudySummer

Oh I see. I am not sure, but thank you for your feedback!

**@Lifer**

on May 5th

@7Cupscommunity - question about my feed and following others. What does this mean:

" Click "+ Follow" to receive new posts in your feed once the user starts posting." ? I can't find +follow.

**@7CupsCommunity**

on May 6th

@Lifer

When you visit someone's profile, underneath their name and picture, there is a blue button labeled "Follow". Press this button to follow that person and see their posts in

[your feed](#)

**@bubblyFaith17**

on May 6th

@7cupscommunity

example: you receive an email saying that " recently you received a review which suggests that you need to." that's exactly what it said....there was nothing after the word "to". so how do you know what you are needing to work on if nothing is there? is that a bug? is it a true report and the content concerning what you need to work on has been omitted by accident somehow?

when you go to block people for completely inappropriate chat and overstepping boundaries, they immediately have the ability to ruin my reputation even though THEY were the ones who broke the TOS for members/guests and were upset because there were strict boundaries in place. i personally feel that if we are accused, we should be able to know exactly what the review says, but of course still keep the member anonymous. you should be afforded the opportunity to defend yourself before an action is taken against you unless there is clear evidence to back up the accusation such as copying and pasting the chat into the report. i don't know what it looks like from the member or guest side so i don't know if there is a field where you could even do that...but still it's like "hey, you're guilty and we'll investigate eventually, but in the meantime, you're going to be punished". as listeners, we volunteer our time and work on our steps and courses and do this because we have a heart for it, but we are presumed guilty until proven innocent...honestly, you're going to lose some really great listeners that way. it just seems pretty steep as an initial punishment for like what someone else said is clearly a troll or someone who got mad because you closed the chat for continued inappropriate behavior.

i'll be completely honest, i have referred a LOT of people to 7 cups.i'm always sharing the posts from the 7 cups page. the one thing i've heard over and over is how they would never recommend 7 cups to anyone because of how they had been treated in the past. of course i can't give information to them or violate their privacy or even give them my username but all i can do is tell them that i apologize on behalf of the person who did not treat them right and let them know that there are some wonderful listeners at 7 cups and if they don't click with someone it's ok to ask for another listener. some of the things they said really hurt because i know for some people it is so hard to reach out and then you do and the listener treats you with complete disrespect. what a terrible feeling! . it's difficult for people like myself who truly DO care and try our best and communicate with our mentors on how to become better listeners and yet we could be suspended at the drop of a hat and basically thrown out with the trash. imagine how hurt and devastated a listener would feel being treated that way after all the time they invested in 7 cups.... just to be cut loose and be like "see ya", we'll have more volunteers so you're just a number. just doesn't seem like good business practice to me. if you were at your job and it was presumed you made a mistake and you were fired before it was investigated or you had a chance to defend yourself, how would you feel? you would feel terrible. there goes your money and all the time you put into your work and how are you going to pay your bills and how soon can you get a job? it's like a kneejerk reaction. but....it's just my opinion and it doesn't mean much...and i'll probably get an email over expressing my opinion, but that's ok. i'm willing to take that chance if it means helping someone else in the future and bring about a positive resolution in favor of listeners.

**@peacefulBubbles40**

on May 6th

@bubblyFaith17

That's an amazing post. I agree to you so much ! And Hey we met in the verified Listener Mock chat, right?

**@bubblyFaith17**

on May 6th

@peacefulBubbles40

thank you. yes, i do believe we did.

**@jennysunrise8**

*on May 6th*

@bubblyFaith17

exactly ! 7 cups didnt invent anonymous reporting its used by many different social welfare organizations but every anonymous report is followed up by an investigation the individuals name just isnt revealed make the details vague enough so noone can be identified but give the person a chance to explain and defend themselves against the accusation there have been times in human history when accusations alone were treated as fact with no investigation at all or fair judgement the salem witch trials come to mind as well as different dictatorships and or banana republics so its not new what 7cups is doing to people and not new that people justify injustice thats actually as old as humanity but injustice will always eventually catch up to the unjust if you notice it always does our decisions come back to us all in this life ;)

**@7CupsCommunity**

*on May 6th*

@bubblyFaith17

example: you receive an email saying that " recently you received a review which suggests that you need to." thats exactly what it said....there was nothing after the word "to". so how do you know what you are needing to work on if nothing is there? is that a bug? is it a true report and the content concerning what you need to work on has been omitted by accident somehow?

Thank you for your feedback! We will look into it and get back to you. We recently adjusted the email text resulting from reviews. when you go to block people for completely inappropriate chat and overstepping boundaries, they immediately have the ability to ruin my reputation even though THEY were the ones who broke the TOS for members/guests and were upset because there were strict boundaries in place. i personally feel that if we are accused, we should be able to know exactly what the review says, but of course still keep the member anonymous. you should be afforded the opportunity to defend yourself before an action is taken against you unless there is clear evidence to back up the accusation such as copying and pasting the chat into the report. i don't know what it looks like from the member or guest side so i don't know if there is a field where you could even do that...but still it's like "hey, you're guilty and we'll investigate eventually, but in the meantime, you're going to be punished". as listeners, we volunteer our time and work on our steps and courses and do this because we have a heart for it, but we are presumed guilty until proven innocent...honestly, you're going to lose some really great listeners that way. it just seems pretty steep as an initial punishment for like what someone else said is clearly a troll or someone who got mad because you closed the chat for continued inappropriate behavior.

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i'll be completely honest, i have referred a LOT of people to 7 cups.i'm always sharing the posts from the 7 cups page. the one thing i've heard over and over is how they would never recommend 7 cups to anyone because of how they had been treated in the past. of course i can't give information to them or violate their privacy or even give them my username but all i can do is tell them that i apologize on behalf of the person who did not treat them right and let them know that there are some wonderful listeners at 7 cups and if they don't click with someone it's ok to ask for another listener. some of the things they said really hurt because i know for some people it is so hard to reach out and then you do and the listener treats you with complete disrespect. what a terrible feeling! . it's difficult for people like myself who truly DO care and try our best and communicate with our mentors on how to become better listeners and yet we could be suspended at the drop of a hat and basically thrown out with the trash. imagine how hurt and devastated a listener would feel being treated that way after all the time they invested in 7 cups.... just to be cut loose and be like "see ya", we'll have more volunteers so you're just a number. just doesn't seem like good business practice to me. if you were at your job and it was presumed you made a mistake and you were fired before it was investigated or you had a chance to defend yourself, how would you feel? you would feel terrible. there goes your money and all the time you put into your work and how are you going to pay your bills and how soon can you get a job? it's like a kneejerk reaction. but....it's just my opinion and it doesn't mean much...and i'll probably get an email over expressing my opinion, but that's ok. i'm willing to take that chance if it means helping someone else in the future and bring about a positive resolution in favor of listeners.

Thank you for your feedback!

**@MidnightRaven999**

*on May 6th*

@bubblyFaith17 if you get a review that you know is false, you can take screenshots of what actually happened in the chat, send them to [community@7cups.com](mailto:community@7cups.com) and fight for your side of the story, you can always do this with any review that you know is false.

**@RarelyCharlie**

*on May 6th*

@MidnightRaven999 Unfortunately this is not true in many cases. The e-mail does not tell you who sent the review, so you do not know which chat to screenshot. Also, you can no longer see the chat to get a screenshot after a member has blocked you.

Charlie

**@cloudySummer**

*on May 6th*

And here I was thinking they collect our data anyway to feed the bot. At least if the option is checked in the profile, which it is by default. But maybe they really anonymize it?

**@RarelyCharlie**



on May 7th

@cloudySummer Oh, yes, you're right, I was forgetting that. They don't really need screenshots at all because the chat is stored on the server. Older messages might really be anonymized, but recent messages obviously aren't.

**@stressBear**

on August 9th

@RarelyCharlie The problem is that 7cups doesn't have chat logs.

**@jennysunrise8**

on May 7th

@MidnightRaven999

i never thought id have to try so hard to think of different ways to explain and convince so many different people (still unconvinced) that the concept of innocent until proven guilty instead of guilty until the person can somehow prove that theyre innocent is a good and fair policy as @RarelyCharlie says there is no way for a listener to go back into the chat to take screenshots of the conversation after being blocked but even if we could go back to the conversation or somehow find a way to hack into 7cups server to get to the evidence to prove were not guilty of doing something which i guess were expected to do ? how would the listener know what conversation to screenshot if we have no idea who is accusing us are those who are accused supposed to do not one but 2 investigations first to find out who the accuser is and then try to find out how to somehow get evidence to prove their inoinot guilty of doing something when admins can easily and anonymously do investigations to make sure its true?

**@EvelyneRose**

on May 7th

@jennysunrise8

What kind of investigations are you thinking of? I don't think people are fully disagreeing with you. I think the counterpoint being made is how exactly should those investigations go? Do they just ask a listener if they did this? Generally as seen by human nature, if someone did something terrible, they aren't going to admit that they did due to shame, worry about consequences, etc. I think it might be helpful to explain more about what method of investigation you think would work best. Basically I think the idea is to figure out the best way to do this.

The whole point of anonymous reviews I think, not just here but anywhere, is to mitigate any potential retaliation. Say I submit a review I felt was fair, and the person knew I did it, they could come back and get my member account banned if they felt so inclined. That's not fair on me if I submitted a fair review. And whether someone is "bad" is also, again as I have said, very subjective except for when someone clearly violates the rules of the site.

**@RarelyCharlie**

on May 7th

@EvelyneRose I know this is addressed to @jennysunrise8 but I have to say that I don't understand it. The information is stored on 7 Cups' server. It makes no sense to "just ask a listener if they did this". It makes sense to look at the messages stored on the server and read exactly what was said.

Doing this would be no less confidential than sending the same messages in a screenshot by e-mail. In fact, it would be more secure because listeners would not have to store many screenshots on their personal devices "just in case".

Another thing that would help is if a blocked conversation is frozen but can still be read by both parties, so they can go back the next day and think again about what they said to each other.

Charlie

**@EvelyneRose**

on May 7th

@RarelyCharlie

Sorry I didn't mean to be unclear. What I mean is I'm just asking jenny what kind of investigation did she want. I didn't know if she wanted to just ask listeners, look at records, etc.

I like your blocked convo idea!

**@jennysunrise8**

on May 7th

@EvelyneRose freezing a blocked chat is a really good idea or having someone look at exactly what was said anytime a recording of any type can be seen theres no better evidence than a recording of what actually happened and judge from that if you have that theres no need to ask if they agree or disagree if thats not possible email the person and say a review/report was recieved and ask if its true and accept that they did something wrong or if they disagree with it if they disagree then it becomes a dispute and just try to get as much information as you can to reach a fair decision maybe before you even ask the person if its true or not or their side of the story get more details and ask some questions from the person making the complaint to see if their reasoning is logical but that would be great if theres some recording of what actually happened and it can be judged on that it would be really helpful and save time if some kind of automated screenshot could be added into the chat but freezing the conversation is probabally even better than that you could see more than just the current chat window if you need to to get a better understanding of the situation and what happened but you can pm me anyone or we can start a thread somewhere ping me in

**@MonBon**

on May 7th

@RarelyCharlie

Frozen blocked conversations would be very useful! Something else I'd love to see but am unsure if it will ever happen is the ability to send the exact message(s) with the report, especially since there is not really the ability to send a screenshot with a review or block report without first uploading it to another site, which is not very confidential!

**@jennysunrise8**

on May 7th

@EvelyneRose

true the person whos being accused of something could lie and say they didnt do anything wrong when they in fact did its then up to the person making the accusation to back their story up and convince the person thats investigating that the other person is the one lying and theyre telling the truth the presumption for anyone who claims to be innocent of doing something and claims to be telling the truth is that they are innocent and telling the truth unless there is evidence proving otherwise such as witnesses who can back the story up or screenstots theyve taken exc. when it comes to subjective feelings the convincing evidence could be just talking to the person and asking more questions about what happened and why exactly they think the person did something wrong to make sure the persons thinking inreasonable and logical at least it does involve someone making a judgement call but get enough information that one is able to make a judgement call and make a decision about it the burden of proof should be on the one making the claim or accusation

**@EvelyneRose**

on May 9th

@jennysunrise8

But we come back to the problem that @Rarelycharlie stated. There is no way to screenshot once someone is blocked. they'd have to unblock in order to provide burden of proof and then reblock I guess, so really I still think the idea Charlie had of a button on each sentence written so that you can only report exactly what happened would be helpful. Even if the feeling is subjective, they can say "heres the sentence- I feel this is X because..."

**@jennysunrise8**

on May 9th

@EvelyneRose

right they could also unblock the person to get a screenshot of exactly what they think the listener said wrong thats a good idea too with some of the people reporting maybe they cant explain exactly what it was they just feel like the listener was being rude or unprofessional or harassing unempathetic exc. maybe the member genuinely does feel that way and is a so called " good faith report " the standard that should be met before a listener is given a mark on their record that could lead to something happening to their account what should be shown is not that its a good faith report or that the person genuinely feels that way but that the other person actually did something wrong and caused the person to feel that way good faith reports by someone who is in psychosis or they were emotional during the chat the person reminded them of someone else in their life and theyre projecting just a lot of different things could be happening mentally with the person to cloud their judgement including just misunderstanding someone investigating what happened might look at the conversation and see the person whos been accused really did nothing wrong and its an obvious misunderstanding or the persons perception isnt really logical even though the person genuinely believes it and is reporting their true opinion and true feelings in good faith so just check to make sure they did actually do something wrong but it should be based on the judgement of a 3rd person who is known to be reasonable and logical and then of course there are the false reports

i think for some reason it was decided at some point that every report should be considered coming from a completely trustworthy source and questioning it was unnecessary but it really is necessary there are a lot of people here not everyone has good intentions who come here and not everyone who comes here is always thinking clearly and percieves reality correctly so its a good idea to question the person whos reporting or just look at what happen which i think would be less time consuming and would give a lmore accurate picture of what whats really happened is to actually look at what was said that would be great and really convenient if every report could be trusted completely and all that needs done is to simply process these reports from well meaning and emotionally and mentally stable people but thats not the case really anywhere online or offline people have all sorts of problems that can affect their perception of reality including people who are not being honest and want to hurt that person for some reason and all this might result in the need for more people doing the extra work thats needed to investigate so that processing reports isnt slowed down too much obviously questioning reports and investigating to make sure the report is valid and should be counted is more time consuming than just accepting every single report as automatically true and completely accurate but like i said anytime you can see an actual record of what happened that should be done not only would that be the least time consuming it would also be the most objective noone is relying on one version vs another version of events

**@Heather225**

on May 7th

@bubblyFaith17

Hi, there! I'm so sorry you received an email with what seems to be an incomplete review. Would you mind PMing me and we can work out you forwarding the email to me? I can take a look and also follow up to see if there's a glitch in our system that's caused it to generate this message without context.

Thank you!

**@bubblyFaith17**

on May 7th

@Heather225  
sure thing. thank you.

**@peacefulBubbles40**

on May 6th

@7CupsCommunity

Hello. Thank you for being here to listen to us. It is really so kind of you !

I want to talk about the changes that i feel is needed in Review system.

Every member is asked to send review for listeners as they talk with them on the very first time. The review box just pops after 4-5 lines of initial messages. Some members really leave wrong reports just because they come here to mess things up. I want the "REVIEW SYSTEM / FEEDBACK" window to open automatically after a certain level is met like "200 messages shared" , " is a member of site (atleast) " and others. This will help us to maintain our stars because many a times I have got email notifications regarding the feedback which was really not meant to be given because how can a member know our intention in just initial part of talk?

**@7CupsCommunity**

on May 6th

@peacefulBubbles40

Thank you for your feedback!

**@cloudySummer**

on May 6th

@peacefulBubbles40 Agree, that box pops up much too soon. Why can't it just open at the logical time, when you end the chat?

**@peacefulBubbles40**

on May 6th

@cloudySummer

Yes, I have reached to community several times and that is why I made it a point to make it a note here. Its very important that we look at it s it affects several things. While taking help is most prior thing rfather than leaving a review and that too just at the beginning.

**@Lifer**

on May 8th

Hi. How do I earn badges?

**@7CupsCommunity**

on May 8th

@Lifer

You can learn more about badges and growth points

[here](#)

. For example, the Bubbly badge is earned by participating in 10 group chats.

**@Lifer**

on May 10th

Why can't I acces 35+ chatroom?

**@7CupsCommunity**

on May 10th

@Lifer

Listeners will need the Open Door badge, which is earned by completing 5 member chats. Members will need the Helping Hand badge, which is earned by completing 200 group support chats and earning 600 compassion hearts. Learn more about how members can earn compassion hearts

[here](#)

.

You can read more on this change

[here](#)

.

**@cloudySummer**

on May 22nd

@7CupsCommunity What's wrong with all those notifications currently? Do you have any insight on why I'm getting hundreds of them currently, everytime I reload the page the number increases and I get older ones in the list that I have acknowledged long ago? Is everyone else experiencing this, too? (on the website)

**@7CupsCommunity**

on May 22nd

@cloudySummer

We are actively working on the notification problem. It is affecting most if not all users. Hang in there and stay tuned

**@cloudySummer**

on May 22nd

@7CupsCommunity Thanks! I hope they can squash this bug soon.

Can you give them some food for their minds 🍷🍕



from me?

**@7CupsCommunity**

on May 22nd

@cloudySummer

I will pass it on



**@Jill7Cups**

on May 22nd

@cloudySummer they thank you for the noms and have

[this news](#)

for you

**@cloudySummer**

on May 22nd

@Jill7cups Thanks <3

**@ThankYouForLettingMeTryingToHelp**

on August 5th

1) Active Listening: The Basics Active Listening: Questions Active Listening: In-Depth Active Listening: Refresh & Self-Care I took them all, when will I get the badges?

2) What does it mean the different colour in the badges?

@7CupsCommunity

**@7CupsCommunity**

on August 5th

@ThankYouForLettingMeTryingToHelp

1) The active listening tests are manually graded by our volunteers. The update threads for each test can be found below:

[Click here for AL1 Updates](#) [Click here for AL2 Updates](#) [Click here for AL3 Updates](#) [Click here for AL4 Updates](#)

2) The different colored badges correspond to how many cheers that badge is worth. A bronze badge (brown circle) is worth 10, silver (gray circle) is worth 20, gold (yellow circle) is worth 30, diamond (white diamond) is worth 40, and platinum (gray square) is worth 60. You can learn more

[here.](#)

**@ThankYouForLettingMeTryingToHelp**

on August 5th

@7CupsCommunity

Thank you! :)

**@ThankYouForLettingMeTryingToHelp**

on August 5th

I think I am set-up as an Adult Listener. Where do I check if I am set-up as an Adult-Teen Listener as well? Thank you.

@7CupsCommunity

**@EvelyneRose**

on August 5th

@ThankYouForLettingMeTryingToHelp

Are you trying to become an Adult Teen Listener or were you already made one?

**@RarelyCharlie**

on August 5th

@ThankYouForLettingMeTryingToHelp Yes, I can see from your profile that you are an adult listener. To answer your question, check your profile to see whether you have the Teen badge. (I checked, and you don't.) Alternatively you can search for yourself in the list here:

[Teen Badge](#)

Charlie

**@7CupsCommunity**

on August 5th

@ThankYouForLettingMeTryingToHelp

You can see what age group you are eligible to listen to by checking your profile next to "Listens to." You are currently eligible to listen to Over 18 only. If you are wanting to listen to teens as well, you can learn about becoming an adult-teen listener [here](#).

**@ThankYouForLettingMeTryingToHelp**

on August 5th

@7CupsCommunity

Thank you!!

**@ThankYouForLettingMeTryingToHelp**

on August 7th

I have 15 Reviews under My impact but 11 in My Profile. Why?

@7CupsCommunity

**@7CupsCommunity**

on August 7th

@ThankYouForLettingMeTryingToHelp

I see 15 when I visit your profile. Are you using the app, mobile browser, or a computer browser?

**@ThankYouForLettingMeTryingToHelp**

on August 7th

@7CupsCommunity

Computer browser.

**@7CupsCommunity**

on August 7th

@ThankYouForLettingMeTryingToHelp

Hmm, I am not sure then :( You might try submitting a support ticket

**@ThankYouForLettingMeTryingToHelp**

on August 7th

@7CupsCommunity

It is updated now.

How do I submit a support ticket, though?

**@7CupsCommunity**

on August 7th

@ThankYouForLettingMeTryingToHelp

If you click your picture in the top right, there should be an option labeled "Support & Feedback." Selecting that should lead you to our FAQ where you can

[submit a request](#)

**@ThankYouForLettingMeTryingToHelp**

on August 7th

@7CupsCommunity

Thanks!!

**@ThankYouForLettingMeTryingToHelp**

on August 8th

Why the Progress Path works better in the App than in the browser?

@7CupsCommunity

**@7CupsCommunity**

on August 9th

@ThankYouForLettingMeTryingToHelp

The app and the website are not identical and have their own strengths and weaknesses. We appreciate your feedback on the progress path!

**@ThankYouForLettingMeTryingToHelp**

on August 8th

I would like to receive a different tip each on how to avoid Procastination.

Ideas?

@7CupsCommunity

**@Jill7Cups**

on August 9th

@ThankYouForLettingMeTryingToHelp have you ever heard the expression "eat the frog"? I don't know why it is called that, but it means that every morning you look at your list of things you need to do and you do the worst thing/the thing you don't want to do first and get it over with.

So if I wake up and I need to do laundry, work, and run an errand and I really don't want to do laundry because I hate it, I make myself "eat the frog" and do laundry first. It sounds strange but it works for me.

**@ThankYouForLettingMeTryingToHelp**

on August 9th

@Jill7cups

Cool :)

Do you have info on WebSites, WhatsApp groups or something here on 7Cups to receive a daily tip on Procastination?

**@RarelyCharlie**

on August 9th

@Jill7cups According to

[Quote Investigator](#)

it was thought up by

[Nicolas Chamfort](#)

, a French writer of the 18th Century who died in 1794 some months after a suicide attempt that went badly wrong:

[I]l faudrait avaler un crapaud tous les matins, pour ne trouver plus rien de dégoûtant le reste de la journée, quand on devait la passer dans le monde.

In English:

You would have to swallow a toad every morning, in order to find nothing disgusting the rest of the day, if you had to spend it in the world.

Meaning that the world is full of disgusting things.

As the meme evolved, the toad turned into a frog, the author turned into Mark Twain (usually), and the disgusting things turned into necessary tasks, changing the meaning completely.

In 2001 the Canadian-American motivational speaker and self-made guru

[Brian Tracy](#)

adapted the meme as the title of a book about procrastination,

[Eat That Frog!](#)

(I notice there's an intriguing warning on his

[Wikipedia page](#)

.) In the book he doesn't credit anyone with the original saying, as far as I can see. He only writes that, "It has been said for many years".

Charlie

**@ThankYouForLettingMeTryingToHelp**

on August 9th

@RarelyCharlie

Such wonderful information!!

Do you have something on sites or groups providing daily tips to avoid it?

**@RarelyCharlie**

on August 9th

@ThankYouForLettingMeTryingToHelp I don't know anything for daily tips on procrastination, and a quick Google search didn't reveal any. Do you think maybe one of the many to-do list websites or apps would do the job?

Charlie

**@ThankYouForLettingMeTryingToHelp**

on August 9th

@RarelyCharlie

Like which ones?

**@Jill7Cups**

on August 9th

@RarelyCharlie ha ha intriguing indeed! Thanks for finding the origin story, interesting and still unappetizing.

**@ThankYouForLettingMeTryingToHelp**

on August 9th

I have an Excel sheet I got somewhere in 7Cups with list of resources and Hot Lines. Where can such Excel file be downloaded from?

@fruityEndfoftherainbow76

@7CupsCommunity

**@7CupsCommunity**

on August 9th

@ThankYouForLettingMeTryingToHelp

You can find a list of resources and hotlines for various topics

[here](#)

.

**@stressBear**

on August 9th

I write -- songs, poems, essays -- and some of them are very relevant to things I want to say in the forums here. Problem is, I don't think I can link to them because they're all published under my own name, on a website with a URL that has my name as part of it. Even copying them into a forum post is problematic, since it's very easy to search on a line or two and find them on the web.

Specific questions:

1:

Is

it okay to include a link to things on a personal website in a forum post?

2: What about things like poems that, even if they're copied into the post without a link, might be possible to search on?

3. Even if these links aren't permitted in forums or chats with a listener, is it okay to include them in a chat with my therapist?

**@7CupsCommunity**

on August 9th

@stressBear

1:

Is

it okay to include a link to things on a personal website in a forum post?

No, per forum guideline 4.

"

Personal Contact Information, such as Social Media Handles, Email Accounts, Phone Numbers, or other 7 cups accounts (e.g. posting your listener account name from your member account or vice versa) is not allowed. This includes links to surveys or pages that contain either personal contact information or a private messaging system."

you may not link to personal websites on 7 cups.

2: What about things like poems that, even if they're copied into the post without a link, might be possible to search on?

We do not prohibit this specifically, but we encourage you to protect your identity and information as offsite contact with individuals you met on 7 cups is prohibited. We do have areas of the forum available to share your writing if you desire.

3. Even if these links aren't permitted in forums or chats with a listener, is it okay to include them in a chat with my therapist?

In a private conversation with a therapist, this is allowed at your disclosure.

**@ThankYouForLettingMeTryingToHelp**

on August 9th

@7CupsCommunity

Which are the areas of the forum available to share our writing if we desire?

**@7CupsCommunity**

on August 9th

@ThankYouForLettingMeTryingToHelp

They can be found in our

[Hobby Zone](#)

:

[Writing Hobbies](#) [Poetry Literature Club](#) [Teen Literature Club](#)

**@ThankYouForLettingMeTryingToHelp**

on August 9th

@7CupsCommunity

Thanks!! :)

**@RarelyCharlie**

on August 10th

@ThankYouForLettingMeTryingToHelp Note that

[7 Cups' Terms of Service](#)

say:

7 Cups shall retain all ownership rights in and to all content displayed on the Sites, including copies of data transferred or received by Member through the Sites. This section shall survive expiration or termination of this Agreement.

This means that if you post original work directly on 7 Cups, you might run into difficulties if you ever decide to publish your work somewhere else later, even long after you have left 7 Cups. A link would not have this risk.

A solution might be to publish your work on your own website first, with a copyright notice attached to it. Then screenshot the work, put the image somewhere anonymous like Imgur, and publish the image on 7 Cups. I think this will mean that 7 Cups owns the image but not the original work, but I am not a lawyer and I can't be sure of this.

Of course, there is still the problem that someone could search for the text and discover your website.

Charlie

**@ThankYouForLettingMeTryingToHelp**

on August 10th

@RarelyCharlie

I understand :)

Thank you :)

**@stressBear**

on August 12th

@RarelyCharlie Good point.

**@stressBear**

on August 9th

@7CupsCommunity Thanks. I must have missed the last part of guideline 4.

I will refrain from posting songs or poetry, since it's too easy to search for.

**@ThankYouForLettingMeTryingToHelp**

on August 9th

How do I search a specific subject in the huge ammount of posts in 7Cups?

For example, if I wanted to find posts about "twin listeners", how should I make my search?

@7CupsCommunity

**@7CupsCommunity**

on August 19th

@ThankYouForLettingMeTryingToHelp

There is not really a good way to search as our search function is a bit limited. I would recommend following the organizational structure of the forums to find the post of interest.

Ex: The

[Listener Community Center](#)

is for listener projects and community building, so that is a good place to start. Within that community is the

[Listener Twin & Accountability Partners](#)

subforum, which appears to be what you are looking for.

If you are still struggling to find something, you can also tag this account.

**@ThankYouForLettingMeTryingToHelp**

on August 11th

What are the required steps to obtain the following badges?

MedX - for feeling proud and spreading the news that 7 Cups won the Stanford MedX Prize for Health Care Systems Design

PH Upvote - for supporting the community by upvoting 7 Cups on Product Hunt

**@ThankYouForLettingMeTryingToHelp**

on August 11th

@ThankYouForLettingMeTryingToHelp

Tagging @7CupsCommunity

**@7CupsCommunity**

on August 19th

@ThankYouForLettingMeTryingToHelp

These were promotional badges and are no longer available.

**@ThankYouForLettingMeTryingToHelp**

on August 11th

"When I have to do something that I need to fullfil but that is somehow uncomfortable to me, I feel better when I can I do it mixing it with oher things that I like. I think that is a way of "multitasking. And is not multitasking bad?"

I am looking for opinions on my question above.

Where or on which 7 Cups Community/SubCommunity should I post it?

@7CupsCommunity

**@7CupsCommunity**

on August 19th

@ThankYouForLettingMeTryingToHelp

Have you considered submitting to the

[Q&A team](#)

?

**@ThankYouForLettingMeTryingToHelp**



on August 20th

I need information about the Long Term (LT) Listening program. I think I have read it provides for a kind of guide for both the member and the LT Listener to work.

Please assist, thank you.

Cc: @admaiorasemper @7CupsCommunity

**@7CupsCommunity**

on August 20th

@ThankYouForLettingMeTryingToHelp

The sponsor program is no longer supported by the community management team. However, listeners can still choose to offer long term support in their settings, and members can search for listeners offering long term support in

[browse listeners](#)

.

**@RarelyCharlie**

on August 21st

@7CupsCommunity The information links in the Browse Listeners page and in listeners' Settings pages point to posts that suggest there is still a program, and there are still sponsors and sponsees. And the Long Term Support & Boundaries forum doesn't seem to make it obvious that the program is no longer supported. Are there plans to update all the information?

Also, if there is no longer a supported program, what criteria should a listener use for deciding whether to check the Accepting Long Term Members box in Settings. I have always been willing to support long term members, but not as part of any program. Now that the program is no longer supported, can I check this box?

Charlie

**@7CupsCommunity**

on August 21st

@RarelyCharlie

There are not plans to remove these threads as members and listeners can still engage in long term support. The only thing that has changed is there is not community management support for it such as the subforum activities. Listeners can still choose to offer long term support (as opposed to one off chats) and members can still browse for listeners offering long term support.

**@RarelyCharlie**

on August 21st

@7CupsCommunity OK, thank you



I will not check the box.

Charlie

**@ThankYouForLettingMeTryingToHelp**

on August 20th

I would need an approved picture profile to use in my Soldier account:

<https://twitter.com/help7cups>

@7CupsCommunity

**@7CupsCommunity**

on August 20th

@ThankYouForLettingMeTryingToHelp

Please reach out to @ArwaS, @Yendi, or @Erato for questions regarding the social soldiers

**@ThankYouForLettingMeTryingToHelp**

on August 20th

@7CupsCommunity

Thank you!!

**@ThankYouForLettingMeTryingToHelp**

on August 21st

@7CupsCommunity

We, as listeners, can somehow grade to members/guests? I have come into some of them that are really impolite and would like to never have a conversation again with them in my whole life!!

**@RarelyCharlie**

on August 21st

@ThankYouForLettingMeTryingToHelp We cannot grade members or guests (although I think it's a good idea). To never have a conversation with someone again in your whole life, block them by using the Block this Connection button in the chat.

Charlie

**@7CupsCommunity**

on August 21st

@ThankYouForLettingMeTryingToHelp

You may use the block tool to report members.

**@MonBon**

on August 21st

@ThankYouForLettingMeTryingToHelp

Hey there! I just wanted to give a reminder to please be mindful with how you discuss members. This site exists solely to support them and it can come across as unwelcoming to see posts like this. As @7cupscommunity stated you can block members if they are not acting within the site guidelines, but at all times we should be treating them with compassion <3

**@ThankYouForLettingMeTryingToHelp**

on August 21st

@MonBon

Sure. It was not my intention to be rude with my post. However, if you feel I was, you have my agreement to delete it.

**@ThankYouForLettingMeTryingToHelp**

on August 21st

What is the forum to express how we feel as listeners?

@7CupsCommunity

**@RarelyCharlie**

on August 21st

@ThankYouForLettingMeTryingToHelp

[Listener Self-Care](#)

, or

[Listener Check-Ins](#)

perhaps?

Charlie

**@7CupsCommunity**

on August 21st

@ThankYouForLettingMeTryingToHelp

Can you please clarify your question? I am unsure what you are looking for at this time.

**@ThankYouForLettingMeTryingToHelp**

on August 21st

I read somewhere there is a training so you can evaluate listeners who want to be verified.

Who should I contact to for that?

@7CupsCommunity

**@EvelyneRose**

on August 21st

@ThankYouForLettingMeTryingToHelp

Sorry to interrupt, this came up on my notifications, but the Verified Listener Team might be what you are referring to.

**@ThankYouForLettingMeTryingToHelp**

on August 21st

@EvelyneRose

Yep, I am referring to them.

Anyone in the team that I can contact?

**@EvelyneRose**

on August 21st

@ThankYouForLettingMeTryingToHelp

@ASilentObserver leads that team

**@ThankYouForLettingMeTryingToHelp**

on August 21st

@EvelyneRose

Thank you!!

**@7CupsCommunity**

on August 21st

@ThankYouForLettingMeTryingToHelp

@PolarCat and @ASilentObserver lead the Verifiers Team. You can learn more about it

[here](#)

**@ThankYouForLettingMeTryingToHelp**

*on August 21st*

@7CupsCommunity

Thank you!!

**@enigmaticJet79**

*on August 21st*

@ThankYouForLettingMeTryingToHelp

Hey, I just noticed you seem to asking a lot of questions here, have you considered getting a mentor here on 7 Cups? They can help you find your way around 7 Cups, and also help you with other problems and concerns you may have. I just figured that maybe that would be easier for you to be able to simply as a mentor rather than posting here to find all of your answers.

![[http://127.0.0.1:52432/src/dist/js/ckeditor/plugins/smiley/images/heart.png]]

**@ThankYouForLettingMeTryingToHelp**

*on August 21st*

@enigmaticJet79

Sure!! Both would work.

Would you offer to be my mentor? If so, please PM me.

**@enigmaticJet79**

*on August 21st*

@ThankYouForLettingMeTryingToHelp

Oh, I would accept but I am not a mentor, give me just a little bit and I will get the link for you to find a mentor.

**@enigmaticJet79**

*on August 21st*

@ThankYouForLettingMeTryingToHelp

Here is the link:

<https://www.7cups.com/listener/listenerMentors.php>

**@ThankYouForLettingMeTryingToHelp**

*on August 21st*

@enigmaticJet79

Thanks :)

Anyhow, you can still PM me :)

**@enigmaticJet79**

*on August 21st*

@ThankYouForLettingMeTryingToHelp

Unfortunately I can not as I am still on the teen side.

**@ThankYouForLettingMeTryingToHelp**

*on August 21st*

@enigmaticJet79

OK :)

**@ThankYouForLettingMeTryingToHelp**

*on August 22nd*

I read somewhere there is a forum where you can write like a kind of your personal diary... where would that be?

@7CupsCommunity

**@7CupsCommunity**

*on August 22nd*

@ThankYouForLettingMeTryingToHelp

We have a

[diary entries and connections](#)

subforum. However, personal support should be sought from a member account.

**@RarelyCharlie**

*on August 22nd*

@7CupsCommunity Oh, I was going to ask about that. Other listeners sometimes message me wanting to chat about their personal issues. Am I right in thinking they should be using a member account to do that? If so, where is this written?

Charlie

**@MistyMagic**

*on August 22nd*

@RarelyCharlie

It's Rule 5 of the Listener Chatrooms -

5.

Please note that this chat room is designed to help build our community, support you after a difficult chat, answer questions, and help you develop your active listening skills. If you are struggling with a personal matter, please log in as a member and request a chat with a listener.

Rule 12 of the Group Support Chatrooms -

12.

If you are a listener, please behave professionally at all times. Use your member account if you wish to seek support. Learn more about the role of a listener in

[group support](#)

or

[listener rooms](#)

.

Rule 7 of the Forum Guidelines

7.

Users are expected to maintain a listener role if on a listener account. This includes not seeking emotional or personal support and following the expectations of a listener outlined in active listening. Discussion of alcohol and sobriety is allowed in the context of sharing their story and seeking support, however, listeners must be sober while using a listener account. Please switch to a member account if necessary.

Listening .... One Step At A Time

**@RarelyCharlie**

*on August 22nd*

@MistyMagic Thank you, Misty! That's what I was thinking, too. I haven't been able to find any clear indication that it applies in 1-to-1 chats between listeners.

The only hint I can find is in the Active Listening training where it says, "What should I do if I get triggered? ... Chat as a member to help you think through the triggering experience". But that "as a member" only seems to hint at a rule I can't actually find.

Charlie

**@MistyMagic**

*on August 22nd*

@RarelyCharlie hahahaha! I knew you would point that out lol but I still went ahead and posted



My answer is well yes, and no lol. You are right it is indicated in the training, and we also have Peer Support to help us after a difficult or stressful chat. We have Mentors and now Coaches (

[see here](#))

to help support us as Listeners, and we are trained to say 'please swap to your member account if you are seeking personal support'.

I couldn't find a typed rule Rule for 1-1 but then isn't that exactly contained in the role? Why else have Members and Listeners?

Like you I am getting more and more Listeners that want to talk to me about their personal issues! A real increase! Also I have noticed that most are new Listeners with very few chats. I have a theory about this but I won't post it here.

Perhaps @7CupsCommunity will add to this please?

Listening .... One Step At A Time

**@7CupsCommunity**

*on August 22nd*

@MistyMagic

It is covered in the active listening training by the following question:

"A listener messages you and is looking for support. Is this appropriate?"

Yes, listeners can listen to each other anytime

No, listeners need to use a member account for support"

Choosing yes tells you it is incorrect and choosing no tells you it is correct. However, we are continually working to make our rules more clear. Thank you for the feedback!

cc @RarelyCharlie

**@RarelyCharlie**

*on August 22nd*

@7CupsCommunity Aha! It seems the questions are no longer visible when reviewing the training. Anyway, thank you for locating the information. I hope it can be made more clear soon.

Charlie

**@MistyMagic**

*on August 22nd*

@7CupsCommunity

Thank-you for answering so swiftly.

Listening .... One Step At A Time

**@NoneTheWiser**

*on August 22nd*

@7CupsCommunity @MistyMagic @RarelyCharlie

I'm not sure how would be best to address this, but perhaps there could be some kind of general reminder/post/announcement to remind people of these rules. Even just for regular members to be informed of, since they don't take a training and probably in general don't always read the site guidelines and know what their "rights" are so to speak.

I think sometimes listeners also contact members to chat or for support. I know sometimes this happens during new chats and is a clear violation, but I think sometimes it also happens after people get to know each other for a while here and lines get blurred. I think most people are well-meaning and not always aware of boundaries. They might think that if they've been friendly for a while on the forums, then they can just talk as friends on chat. And I don't know, maybe sometimes that's ok if they've known each other a long time here and both are adults or reciprocate support, but I think sometimes the listener just assumes and is the one to initiate it and take the majority of the support. Personally, I have been in this situation a number of times on my member account here. I don't know if I am an exception because I also hold volunteer leader roles here on my member account as well, so that further blurs the lines? But I have to say I haven't always felt ok with it and have had to try very hard to maintain my own personal boundaries. It makes me think of other members who are not as aware of boundaries or how to be assertive. I suppose this is a very broad discussion that is multi-layered and not as clear-cut as it seems sometimes.

**@RarelyCharlie**

*on August 22nd*

@NoneTheWiser I agree with you that it could be a very broad discussion.

It seems to me that this particular rule should be in the community guidelines. Perhaps the existing Rule 7 in the forum guidelines only needs to be moved to the general section.

It would also be helpful if members and listeners could see each others' versions of that page, because at present what you see depends on how you are currently logged in. This makes it difficult for members to know what guidelines listeners should be following, and difficult for listeners to discuss the guidelines with members.

There are a few other things that could be fixed at the same time. For example, there is a rule that says  
Never create second accounts on the site  
and then the very next sentence contradicts it!

Unfortunately there seems to have been historic resistance to fixing things in the guidelines. I have often wondered whether this is perhaps because the developers and not the community managers "own" the text and are the only people who can change it.  
Charlie

**@NoneTheWiser**

*on August 22nd*

@RarelyCharlie

Oh how interesting! I didn't know the guidelines appear differently depending how you are logged in! The hidden secrets of 7 Cups.

**@Jill7Cups**

*on August 22nd*

@RarelyCharlie @nonethewiser

we are working on clarifying it, thanks for all the feedback

**@7CupsCommunity**

*on August 23rd*

@NoneTheWiser

We are currently updating the community guidelines. We will also ask one of our ambassadors to draft a reminder post on listener boundaries. Thank you for the feedback!

**@enigmaticJet79**

*on August 22nd*

Is there a possibility that a group could be formed consisting of people who have really good listening/calming skills who could teach other listeners so that they could learn advanced techniques and other things of the sort? Like maybe some therapists/counselors could have little discussions like in a chat room where questions could be asked and answered along the lines, of how to help members with certain types of things. I know it might be hard to find counselors/therapists/psychologists who would be willing to do this, but I feel like this would be a very good way to learn some new skills to better our quality as listeners.

**@enigmaticJet79**

*on August 22nd*

Oops forgot to tag y'all.

@7CupsCommunity

**@7CupsCommunity**

*on August 23rd*

@enigmaticJet79

We have quality mentors who are able to assist you with developing your skills through mock chats or other resources. Several resources can be found in the

### [listener learning & journey subcommunity](#)

. The chatroom mentor track also hosts listener learning discussions. For example, in

[July](#)

the following listener learning discussions were held:

- How to handle chats with Autism
- Empathy & Compassion
- How to handle chats with Anxiety

### **@RarelyCharlie**

*on August 22nd*

@enigmaticJet79 I kind of liked this idea until I saw, "how to help members with certain types of things", because that made me think it could turn out to be about listeners giving advice, or even worse, about listeners playing at being therapists. But there might be therapists who are experienced specialists in person centered counselling and who could usefully discuss advanced listening skills.

Personally, I feel that discussions in a chatroom would limit the audience and that the forums would be better for this kind of thing. I agree, it might be hard to find a professional who would be willing.

Charlie

### **@enigmaticJet79**

*on August 22nd*

@RarelyCharlie

It is more geared towards what we could do as a listener to better provide emotional support of like calming someone down who is freaking out, or maybe extremely sad to the point where they can't think about anything, ways to help them feel cared about and heard more than what the basic trainings here provide. That was all I meant, but yes I can understand what you mean so I guess the topics would have to be limited. I was kind of also thinking about ways for listeners to be able to attach themselves enough to support the member without becoming emotionally distraught.

### **@stressBear**

*on August 22nd*

@RarelyCharlie Forums would definitely be better, because there's no permanent log from a chatroom so anything said there is lost. I think some listening skills would be useful for members as well -- not so much here on 7cups as elsewhere (like at home with my wife, who is not a member, and on other online venues where active listening could be of value).

### **@MistyMagic**

*on August 22nd*

@enigmaticJet79

What a great question!

There is just such a group of mentors. The Listener Coaching Team! Learn all about them

[Here](#)

We also have Listener Discussions where different topics are explored and the Mentor leading the discussion offers information, resources and answers too. These get listed in the Calendar.

Then we have the

[Chat Resources](#)

in the Listener Learning & Journey forum.

You can also make a request for Listener Coaching

[Here](#)

or choose a long term mentor under the My Path tab then Mentors

[Here](#)

There is also the extra Listener trainings that are offered under My Path then Trainings & Certification

[Here](#)

I really recommend finding a mentor as we can provide you with more personalised information depending on the topics and situations you would like more training in.

Listening .... One Step At A Time

### **@ThankYouForLettingMeTryingToHelp**

*on August 23rd*

"Training to become a Verifier happening now!

If you are interested in becoming a Verifier who conducts mock chat and helps listeners to get verified, join us in the Listener Discussion Room! Hope to see ya there!!"

I want to be a Verifier. But I could not exist to that training. Can I still join the program? If yes, then how?

@7CupsCommunity

### **@7CupsCommunity**

*on August 23rd*

@ThankYouForLettingMeTryingToHelp

@PolarCat and @ASilentObserver lead the Verifiers Team. You can learn more about it

[here](#)

**@ThankYouForLettingMeTryingToHelp**

on September 16th

Hello there!

I noticed you joined 7 Cups today and I wanted to send you a big welcome! Reaching out to seek help needs a lot of courage and I applaud you for taking a big step.

I am a part of the welcome team and I wanted to make sure you know that you can select a listener for yourself here:

[www.7cups.com/BrowseListeners/](http://www.7cups.com/BrowseListeners/)

I also wanted to point you to a great way for self help. You can do some easy steps on the growth path any time yourself:

[www.7cups.com/member/](http://www.7cups.com/member/)

Let me know if you have any questions, I would love to help!

Sat Sep 14, 2019 9:36 PM

How can I get people to stop messaging me like this? I spent an hour typing up my issue only to have it deleted. If my messages aren't worth replying to then i don't want to be bothered by the B S I'm hear for you crap I'm getting buried in.

+1

Sun Sep 15, 2019 9:51 AM

@7CupsCommunity

**@7CupsCommunity**

on September 16th

@ThankYouForLettingMeTryingToHelp

Unfortunately there is not a way to opt-out of the auto-welcomes. Will you please ask that member to pm @Jill7Cups so we can figure out who the first listener was?

**@ThankYouForLettingMeTryingToHelp**

on October 1st

@7CupsCommunity

In-Person Outreach/Partnership/Article -> What does it mean?

**@7CupsCommunity**

on October 2nd

@ThankYouForLettingMeTryingToHelp

I am fairly certain that we do not have these anymore since we have an official partnership program now, but we will look into this and get back to you

**@ThankYouForLettingMeTryingToHelp**

on October 2nd

@7CupsCommunity

"

[It's time for a self-evaluation.](#)

Retake the Emotional Wellness Test to understand your progress.

"

I completed it 5 minutes ago and I still cannot eliminate that message... why?

**@7CupsCommunity**

on October 2nd

@ThankYouForLettingMeTryingToHelp

You should be able to select the "Try Something Else" option in the bottom right corner. If this does not work, please submit a [bug report](#)

**@ThankYouForLettingMeTryingToHelp**

on October 3rd

@7CupsCommunity

"Appreciate fellow listeners in the forum by posting a Shout-Out."

I do not want to see that anymore in my Growth Path. What can I do?

**@7CupsCommunity**

on October 3rd

@ThankYouForLettingMeTryingToHelp

You should be able to select the "Try Something Else" option in the bottom right corner. If this does not work, please submit a [bug report](#)

**@ThankYouForLettingMeTryingToHelp**

on October 3rd

@7CupsCommunity

"Connecting with others with shared experiences is considered very therapeutic. Join a new sub community to connect with and learn from others sailing in the same boat as you."

I do not want that in my Growth path because there are no more communities I can join.

What can I do?

**@7CupsCommunity**

on October 3rd

@ThankYouForLettingMeTryingToHelp

You should be able to select the "Try Something Else" option in the bottom right corner. If this does not work, please submit a [bug report](#)

**@ThankYouForLettingMeTryingToHelp**

on October 3rd

@7CupsCommunity

Why you have so nice colours on the web-site but so ugly colours on the app?

**@7CupsCommunity**

on October 3rd

@ThankYouForLettingMeTryingToHelp

The app and the website are not identical and have their own strengths and weaknesses. We appreciate your feedback on the appearance!

**@ThankYouForLettingMeTryingToHelp**

on October 3rd

@7CupsCommunity

What do you think if I use my own picture (a picture showing myself) as my profile picture?

Wouldn't that way affecting my confidentiality?

I am asking that because you advise against sharing personal details but a profile picture can be easily searched on the net and then lead to our social media info. However, I have seen many listeners using profile pictures of themselves.

**@7CupsCommunity**

on October 3rd

@ThankYouForLettingMeTryingToHelp

We do not recommend using a photo that has been posted on another website to prevent reverse image look up.

**@MistyMagic**

on October 8th

@ThankYouForLettingMeTryingToHelp I wrote a post about this very thing here in the Safety Sub-Community.

[https://www.7cups.com/forum/SafetyKnowledgeat7Cups\\_181/GeneralConversations\\_1625/ProfilePicson7CupsStayingSafeOnline\\_192636/](https://www.7cups.com/forum/SafetyKnowledgeat7Cups_181/GeneralConversations_1625/ProfilePicson7CupsStayingSafeOnline_192636/)

Listening .... One Step At A Time

**@ThankYouForLettingMeTryingToHelp**

on October 8th

@MistyMagic

Going there right now :)

**@ThankYouForLettingMeTryingToHelp**

on October 7th

@7CupsCommunity

I am very annoyed about some issues with my account I have been recently experiencing.

I do not want to make them public but I need to at least vent them out with some authority here in 7Cups.

I do not want to cancel my account because I love this site, but -same as in real life- there are times when we are incompatible with our loved ones.

Suggestions?

**@7CupsCommunity**

on October 7th

@ThankYouForLettingMeTryingToHelp

Please pm @Jill7Cups with the issues you are experiencing and we will try to work through them. We are sorry to hear you are experiencing issues with your account.

**@ThankYouForLettingMeTryingToHelp**

on October 7th

@7CupsCommunity

Thank you. I am PMing @Jill7Cups right now.

**@ThankYouForLettingMeTryingToHelp**



on October 9th

@7CupsCommunity

My profile states I listen to Members/Guests Over 18 years old.

Without my knowledge, I was talking with a member who at a point in the conversation mentioned he is 15 years old.

I told him politely that so far I am only allowed to listen to Members/Guests Over 18 years old, as stated in my profile. So we would need to end the chat.

But I have some questions now:

1) Do I have to begin every conversation asking for the age of the member/guest? Isn't it truth that 7Cups does automatically make the match with regards to the age?

2) Was it OK to end the chat as I did?

Thank you,

Leo

**@AffyAvo**

on October 10th

@ThankYouForLettingMeTryingToHelp This is on the support and feedback page:

<https://help.7cups.com/hc/en-us/articles/360026081134-I-entered-the-wrong-birthday-so-my-age-group-is-incorrect-what-do-I-do->

So you could either link the member to this directly (I know if being told something like this I want an 'official' source) or you can provide them the same instructions as what's in the link - to email [community@7cups.com](mailto:community@7cups.com) with their username and birthdate and request to be moved into the correct age category.

**@ThankYouForLettingMeTryingToHelp**

on October 10th

@AffyAvo

Thank you!

**@7CupsCommunity**

on October 10th

@ThankYouForLettingMeTryingToHelp

Some users, whether accidentally or intentionally, input the incorrect birthday when creating their account. You are not expected to interrogate users to figure this out, but if you become aware of this and they are a member or listener, you can take a screenshot of them admitting their age and send it to [community@7cups.com](mailto:community@7cups.com). As @AffyAvo mentioned, we like the users themselves to email as well, if you are able to encourage them to do so.

If they are a guest, they need only clear their cache or start a new in private browsing session and input the correct age range at that time.

**@ThankYouForLettingMeTryingToHelp**

on October 10th

@7CupsCommunity

Is there any volunteer project to work on broken links inside 7Cups website?

**@7CupsCommunity**

on October 10th

@ThankYouForLettingMeTryingToHelp

Can you clarify what you mean?

Are you talking about on Listener Resource posts or official links on the site itself (ex: About 7 Cups on the bottom of the page)?

**@ThankYouForLettingMeTryingToHelp**

on October 10th

@7CupsCommunity

Here is an example of what I mean:

[https://www.7cups.com/forum/7CupsInternship\\_167/CheckInThreads\\_1307/InternshipSubCommunityCheckinMondayJuly22SundayJuly29\\_205763/](https://www.7cups.com/forum/7CupsInternship_167/CheckInThreads_1307/InternshipSubCommunityCheckinMondayJuly22SundayJuly29_205763/)

**@ThankYouForLettingMeTryingToHelp**

on October 10th

@

[7CupsCommunity](#).

Another example is that of the Shout-Outs that appears on the Growth Path.

**@7CupsCommunity**

on October 10th

@ThankYouForLettingMeTryingToHelp

Please submit a

[request to the help desk](#)

for growth path links

**@ThankYouForLettingMeTryingToHelp**

on October 10th

@7CupsCommunity

Done :)

**@7CupsCommunity**

on October 10th

@ThankYouForLettingMeTryingToHelp

All of the links on that check-in work for me. Can you clarify the issue?

**@ThankYouForLettingMeTryingToHelp**

on October 10th

@7CupsCommunity

This is what I get on the link I provided:

![[https://d37v7cqg82mgxu.cloudfront.net/img/7cupslogo.svg]<>

Item Removed

The content you're attempting to access has been removed.

[Home](#)

**@7CupsCommunity**

on October 10th

@ThankYouForLettingMeTryingToHelp

Are you logged in as a listener in the browser you are trying to access that link? Sometimes when we click a link it pops out to a different browser we are not logged into. Since the internship is accessible only by listeners, that may be the culprit. If you able to access other listener only links such as

[this](#)

, then I recommend submitting a bug report.

**@ThankYouForLettingMeTryingToHelp**

on October 10th

@7CupsCommunity

Submitting now a

[request to the help desk](#)

:)

**@AffyAvo**

on October 11th

@7cupsCommunity - is now maybe a good time to change or at least review the videos in the growth path? There were some comments about them quite a while ago and some were removed but not all.

I thought all the Dove ads were at least taken out, but I see that there is still one that is an option.

Another example, does 7cups have some type of association with Křižovatka Olomouc ? If not, why keep their video in the growth path? Why have a video with a bible verse without at least clueing people in beforehand there is religious content?

With the growth that 7cups has had since the videos were selected, and partnerships with other groups I think those who make these decisions can be much more discriminating in their selection of what to include and what to take out.

**@ThankYouForLettingMeTryingToHelp**

on October 11th

@7CupsCommunity

Usually, in the page that shows my growth path, appear some questions that listener have the option to answer and maybe get some points.

I want to ask one of those questions myself. What is the link to post them?

I think one time I read it was something like Q&A Forum, but I do not know how to reach it...

**@Rose**

on October 11th

@ThankYouForLettingMeTryingToHelp You can ask questions from the

[Q&A page](#)

found by going to Community -> Q&A. You can then select the topic which your question falls under and type the question in the search bar. You'll be shown search results which may relate to your question but if none are similar enough to your question you also have the option to ask the question yourself, the option should appear directly under the search bar!

**@ThankYouForLettingMeTryingToHelp**

on October 11th

@Rose

That is what I was looking for :)

Thanks so much :)

**@ThankYouForLettingMeTryingToHelp**

on October 12th

@7CupsCommunity

Mentors are a great help to us listeners.

However, same as everybody else, have also their life outside 7Cups.

In some cases, I have obtained from them immediate responses to my questions. In other cases, I have had to wait weeks or even months. And in others, their responses never arrived.

May 7Cups implement some way/method for us listeners so that we can choose among "most active"/"most frequently available" Mentors?

It is just an idea and a proposal. But I have no idea at all how this "classification" could be implemented.

Thank you,

Leo

**@MonBon**

on October 12th

@ThankYouForLettingMeTryingToHelp

When you choose your mentors, are you making sure to choose ones that are actively accepting mentees? This may account for the variation you see in response times.

**@ThankYouForLettingMeTryingToHelp**

on October 12th

@MonBon

Yes, I am making sure to choose ones that are actively accepting mentees when I choose my mentors.

**@RarelyCharlie**

on October 12th

@ThankYouForLettingMeTryingToHelp There seems to be some confusion between choosing a mentor in order to become their mentee in an ongoing relationship, and asking a one-off question.

For one-off questions, perhaps some kind of arrangement like the 7CupsCommunity account might work well, so that any mentor could answer any question. I imagine this would prevent long delays and unanswered questions.

Charlie

**@ThankYouForLettingMeTryingToHelp**

on October 12th

@RarelyCharlie

Yes. This is what has been working great for me.

I am thinking now that I can maybe choose my mentors for their responses here... fast response times here would maybe equal similar response times on a 1-1 chat with a mentee...

**@MistyMagic**

on Saturday

@ThankYouForLettingMeTryingToHelp I am accepting mentees, and I do find that sometimes there are quite a few that have messaged me overnight looking for a mentor, some even seem to scroll off the list. Don't be afraid to send a reminder message. Any good mentor will reply.

Just for good measure I will shamelessly promote the

Listener Coaching Team

! Learn all about us

[Here!](#)

We are all Quality Mentors that have extra training in order to be able to help Listeners and promote quality listening, the application form is

[Here https://docs.google.com/forms/d/e/1FAIpQLSd7iMwmOfMPM1KTSjFz3OTPFDOF30agKeBeahUl5cj5f8ahKQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSd7iMwmOfMPM1KTSjFz3OTPFDOF30agKeBeahUl5cj5f8ahKQ/viewform)

Listening .... One Step At A Time

**@ThankYouForLettingMeTryingToHelp**

on Saturday

@MistyMagic

I am PMing you right now.

**@7CupsCommunity**

on Monday

@ThankYouForLettingMeTryingToHelp

We recommend listener try out a few mentors and choose one or that work for them.

One way to do this is on the

[browse mentors page](#)

where you can browse by track. For example, if you have many questions about the forum, choosing a forum mentor may yield better results. Be sure to only select mentors who are currently accepting mentees. You may find it helpful to send a short introduction explaining what kind of response time you are looking for and what types of questions you have to see if you are a compatible match.

If you are wanting practice on active listening skills and 1-on-1 chats, we have the listener coaching team. Simply fill out [this form](#)

and a mentor will reach out to you.

Finally, if you are needing immediate help in a 1-on-1 chat, please visit our listener support room to ask for a chat support.

**@ThankYouForLettingMeTryingToHelp**

*on October 12th*

@7CupsCommunity

Are there any special activities/exercises on 7Cups that Long Term Listeners can use to work with their Long Term Members?

I think I understood that from what I read on a related topic once (I do not remember now exactly what forum it was), but I may be confused.

Would you please clarify?

Thank you,

Leo

**@7CupsCommunity**

*on Monday*

@ThankYouForLettingMeTryingToHelp

The sponsor program is no longer supported by the community management team. However, listeners can still choose to offer long term support in their settings, and members can search for listeners offering long term support in

[browse listeners](#)

.

**@ThankYouForLettingMeTryingToHelp**

*on October 12th*

@7CupsCommunity

I want to ask for advices/suggestions from other 7Cups Listeners and Members on what App (if any) do they use on their Android phones to set their reminders.

Is there any forum on 7Cups where I could post a question like that?

Thank you,

Leo

**@7CupsCommunity**

*on Monday*

@ThankYouForLettingMeTryingToHelp

Many people use this subforum to ask the community various questions:

[https://www.7cups.com/forum/SafetyKnowledgeat7Cups\\_181/QuestionsfromthecommunityAnsweredDiscussedhere\\_36/](https://www.7cups.com/forum/SafetyKnowledgeat7Cups_181/QuestionsfromthecommunityAnsweredDiscussedhere_36/)

**@RarelyCharlie**

*on Monday*

@ThankYouForLettingMeTryingToHelp An appropriate forum for a question like that might be the

[Nerd Zone](#)

.

There's a list of all the forums here:

[Find a Forum](#)

. I searched for

tech

.

Charlie

**@ThankYouForLettingMeTryingToHelp**

*on Monday*

@7CupsCommunity

I am using an animated gif as a profile picture (an animated coffee image).

The image is animated when I open it on my computer but it is not animated on 7Cups.

Why?

**@RarelyCharlie**

*on Monday*

@ThankYouForLettingMeTryingToHelp I downloaded the image from your profile, and it is not animated on my computer.

I notice some other people who have animated GIFs in their profiles renamed the file .jpg before uploading it, even though the file is still in GIF format internally. I wonder if that trick allows the animation to run.

Charlie

**@ThankYouForLettingMeTryingToHelp**

on Monday

@RarelyCharlie

I am going to try the trick you suggest right now.

**@ThankYouForLettingMeTryingToHelp**

on Monday

@RarelyCharlie @7CupsCommunity

The trick didn't work for me... the image still does not look animated when uploaded, although it remains animated on my computer...

Perhaps I did it wrong?

Do you have anything like a standard procedure for that?

**@ThankYouForLettingMeTryingToHelp**

on Monday

cc @SmileyPower

**@SmileyPower**

on Monday

@ThankYouForLettingMeTryingToHelp

Not all gifs work even when you save them as .jpg

**@ThankYouForLettingMeTryingToHelp**

on Monday

@SmileyPower @RarelyCharlie @7CupsCommunity

So I have to go with trial-error with the gifs for my profile picture, to find out which ones will be animated?

**@SmileyPower**

on Monday

@ThankYouForLettingMeTryingToHelp

It's not about animation, it's about the dp moving and that's something I can't know whether it's gonna move or not. Some move some don't, testing it would be a good idea

**@ThankYouForLettingMeTryingToHelp**

on Monday

@SmileyPower @RarelyCharlie @7CupsCommunity

What does "DP moving" mean?

**@SmileyPower**

on Monday

@ThankYouForLettingMeTryingToHelp

It means it's a gif and it's moving like mine. You see mine? It's jumping in order for it to jump I saved it as .jpg and uploaded in here

**@RarelyCharlie**

on Monday

@ThankYouForLettingMeTryingToHelp I set the profile image in my member account using a copy of the image below, which I downloaded and renamed as a .jpg first, and it animates in 7 Cups. This file is different internally from the one you were using. I don't know why.

Note that it is important to simply rename the file. Do not use any software to convert the image, because doing that will remove the animation. I don't know what a DP is either. This is an animation.

![[https://thumbs.gfycat.com/GreedyGloriousDuck-max-1mb.gif]]

Charlie

**@7CupsCommunity**

on Monday

@ThankYouForLettingMeTryingToHelp

We have a guide for setting a gif as your display picture

[here](#)

**@ThankYouForLettingMeTryingToHelp**

on Tuesday

@SmileyPower @RarelyCharlie @7CupsCommunity @JovialOne

It worked!! :)

I also had to use this: <https://es.ccm.net/faq/9300-como-mostrar-las-extensiones-de-los-archivos-en-windows-8>

I love my current profile picture, btw :)

**@7CupsCommunity**

on Tuesday

@ThankYouForLettingMeTryingToHelp

Great! I am glad you like your picture. If you would like to keep using an animated picture, I suggest you do not change it. As of today, new display pictures cannot have gifs. Learn more [here](#)

**@ThankYouForLettingMeTryingToHelp**

on Tuesday

@7CupsCommunity

Thank you for the info :)

"It can become quite difficult to recognise the signs that we may be burning out."

**@Inthemeadow**

on Monday

What do I say on here?

**@ThankYouForLettingMeTryingToHelp**

on Monday

@7CupsCommunity @crystalclearnow

If I choose a Long Term Mentor, the only

work my Long Term Mentor will be doing with me is answering my questions and providing me links to read upon my requests, correct?

**@crystalclearnow**

on Monday

@ThankYouForLettingMeTryingToHelp

It also creates a partnership/rapport of mentor - mentee that carries on for years; covers support and tutorship over the whole breadth of the amazing 7Cups Listener experience.

**@7CupsCommunity**

on Monday

@ThankYouForLettingMeTryingToHelp

The type of relationship you have with your mentor depends on what you agree to do. Some mentor / mentee relationships are more hands on with the mentor proactively giving goals and trackings tasks, whereas others are more hands off with the mentee being the one to initiate all or most conversations via questions or requests.

**@ThankYouForLettingMeTryingToHelp**

on Monday

@7CupsCommunity

I want to be engaged in a Long Term Mentorship.

The type of relationship

I want to have

with my Long Term Mentor is:

Hands on with the mentor proactively giving goals and trackings tasks.

The type of relationship

I

do not

want to have

with my Long Term mentor is:

Hands off with the mentee being the one to initiate all or most conversations via questions or requests.

I have already filled the required form to be contacted by a Mentor.

If any Mentor agrees to be my Long Term Mentor and accepts to have with me the type of relationship I specified above, then please PM.

If no Mentor is reading this, or it is reading this but does not accept to have with me the type of relationship I specified above but

knows a Mentor who may accept that type of relationship with me, then please also let me know.

Tagging some Mentors from <https://www.7cups.com/listener/listenerMentors.php> , who are currently Accepting New Mentees:

@MidnightRaven999

@asthebeesays

@Ayla

@vivelespatates

@ahealingEndoftherainbow22

@MistyMagic

@crystalclearnow

@MonicaQu  
@ambercares  
@soulsings  
@Nenz  
@BeyondTheInvisible  
@Gyda  
@LavenderFlower  
@RideaRainbow  
@delightfulUnicorn38  
@allnaturalComfort82  
@Power14  
Thank you  
😊

**@ThankYouForLettingMeTryingToHelp**

on October 19th

@7CupsCommunity

I have a trivia of some Spanish words: A Spanish word is given and then 4 possible words to choose the one that best fits the meaning of the given word. The trivia is taken from Reader's Digest magazine Selecciones

I do not think I would infringe any copywrite if I use such trivia on a community forum, correct?  
On what community forum could I use such trivia?  
Thank you, Leo.

**@7CupsCommunity**

on October 19th

@ThankYouForLettingMeTryingToHelp

As long as you cite your source(s), that should be fine. We recommend posting your Spanish Trivia in the [icebreakers and forum games](#) subforum of the around the world community.

**@ThankYouForLettingMeTryingToHelp**

on October 19th

@7CupsCommunity

Done :)

[https://www.7cups.com/forum/CulturalConnection\\_87/IceBreakersandForumGames\\_1583/SpanishTrivia\\_210555/](https://www.7cups.com/forum/CulturalConnection_87/IceBreakersandForumGames_1583/SpanishTrivia_210555/)

**@ThankYouForLettingMeTryingToHelp**

on October 19th

<https://thankyouforlettingmetryingtohelp.youcanbook.me/>

The above is a link to my calendar.

Members have reported it works fine for them when accessing through 7Cups on a computer but not when accessing to it through 7Cups on a phone.

Why?

Is it a problem with that site or with 7Cups?

**@7CupsCommunity**

on October 19th

@ThankYouForLettingMeTryingToHelp

youcanbook.me is not affiliated with 7 cups. If there is a problem loading that site you will need to report it to them.

**@ThankYouForLettingMeTryingToHelp**

on October 19th

@7CupsCommunity

OK, thank you



"Eating a balanced diet to ensure proper nutrition."

**@RarelyCharlie**

on October 19th

@ThankYouForLettingMeTryingToHelp It seems OK in Safari on my iPad, and also in the phone simulator in Chrome on my laptop. I know that doesn't help you much



Do you know exactly what it is that goes wrong?

Charlie

**@ThankYouForLettingMeTryingToHelp**

on October 19th

@RarelyCharlie

Some members say they can see the site but not my calendar...

" 'Termination' means that your former problem no longer presents a temptation or threat. "

**@ThankYouForLettingMeTryingToHelp**

on October 19th

@7CupsCommunity @Tazzie @feelitinyourbones

Some time ago I created a thread about short youtube vids; can you please provide me the link?

I am asking because I cannot remember where it is...

"If your emotion is anger, gently avoid the person you are angry with rather than attacking, and avoid dwelling on thoughts about that person."

**@7CupsCommunity**

on October 19th

@ThankYouForLettingMeTryingToHelp

If you select your picture in the top right corner, a menu will pop up. "My profile, my forum threads, my feed" etc. Select My Forum Threads and you will be able to browse all of your threads. We cannot pull up a specific thread for you unless we have more information, such as when it was posted and what subcommunity (and preferably subforum).

**@ThankYouForLettingMeTryingToHelp**

on October 19th

@7CupsCommunity

Got it :) Thanks so much for the indications :) This is what I was looking for:

[https://www.7cups.com/forum/NewbieHub\\_27/WelcomeIntroductionsto7CupsGeneralConversations\\_1163/Mostbeautifulyoutubevideos\\_209047/](https://www.7cups.com/forum/NewbieHub_27/WelcomeIntroductionsto7CupsGeneralConversations_1163/Mostbeautifulyoutubevideos_209047/)

@feelitinyourbones

"Get sufficient sleep, rest, and relaxation to reduce stress and help increase your energy."

**@ThankYouForLettingMeTryingToHelp**

on October 19th

@7CupsCommunity

I have learned some key combinations for emoticons here on 7Cups: :) :D 8) <3

Which is the key combination for "kisses"? What other key combinations can you name for emoticons?

@AnOtherwiseCharmedLife

"Stay Motivated."

**@RarelyCharlie**

on October 19th

@ThankYouForLettingMeTryingToHelp Kiss is : \* (without the space). There's a list here:

[Type smileys in chats](#)

Charlie

**@ThankYouForLettingMeTryingToHelp**

on October 19th

Thanks A Lot, @RarelyCharlie

Your help is Always something really Wonderful :)



Best,

Leo



**@ThankYouForLettingMeTryingToHelp**

on October 19th

@7CupsCommunity

I would like to start a thread titled

"Listeners feedback"

, which would contain the following two questions:

What would prevent you from leaving a review about a listener after a chat with him/her?

How do you think you may feel more comfortable about providing listeners feedback?

What community and subcommunity should I choose for my thread?

Thank you,

Leo

"Set goals and work toward them."



**@ThankYouForLettingMeTryingToHelp**

on October 20th

@7CupsCommunity

I want to start a thread with the following title:

50 Things You Can Control Right Now

This would be its content:

Recently I found the following article on a Listener's feed:

<https://tinybuddha.com/blog/50-things-you-can-control-right-now/>

"When I start fixating on something I can't control, I pick just one of these to think about instead. Minor changes in thinking, I've found, lead to major changes in my reality. Do you have any to add to the list?", the autor asks at the end of her article.

Let's help the author with your replies to this post :)

What would be the Community/Subcommunity to publish my thread?

Thank you, Leo.

**@7CupsCommunity**

on October 21st

@ThankYouForLettingMeTryingToHelp

There are several communities that have "discussion" or "inspiring quotes" type subforums. If you are wanting it to be more generally applied, I would recommend the

[positivity & gratitude](#)

community or the

[general support](#)

community

**@ThankYouForLettingMeTryingToHelp**

on October 21st

@7CupsCommunity

Great :) I'm taking the suggestion for next time :)

As of today, it is published here:

[https://www.7cups.com/forum/ThinkingSpace\\_130/TriviaBraingamesMore\\_738/50ThingsYouCanControlRightNow\\_210788/1/#2102038](https://www.7cups.com/forum/ThinkingSpace_130/TriviaBraingamesMore_738/50ThingsYouCanControlRightNow_210788/1/#2102038)

**@AffyAvo**

on October 21st

@7CupsCommunity why is the advice heading gone at the top as a member? If I switch accounts I can see it.

How am I supposed to access the articles as a member?

**@7CupsCommunity**

on October 21st

@AffyAvo

I am not sure. I am able to see it as both a member and a guest. The link for the advice tab is

<https://www.7cups.com/experts/>

I recommend submitting a bug report. I apologize for the inconvenience!

**@RarelyCharlie**

on October 21st

@7CupsCommunity I suspect it has been hidden in mobile browsers. It's still there on my laptop. And the link in the footer is still there in both.

Charlie

**@7CupsCommunity**

on October 21st

@RarelyCharlie

Possibly! We will look into it.

**@Jill7Cups**

on October 22nd

@AffyAvo are you on app or browser?

**@Jill7Cups**

on October 22nd

@AffyAvo @rarelycharlie

Here is what I found out: the nav bar adapts based on screen size & the options for members/listeners are different. So if you are using a smaller device like a phone and on your member account that would be why it wouldn't show up. If you would like to use the smaller screen on your member then I'd recommend you favorite/bookmark the advice page in your mobile browser for easy access.

**@AffyAvo**

on October 22nd

@Jill7Cups I've tried it on 2 different laptops, one has a fairly large screen. On both, it happens using firefox. It doesn't occur in Chrome (only on 1 laptop). The other laptop has internet explorer, and it also occurs with that browser.

**@AffyAvo**

on October 22nd

@7CupsCommunity

There is a glitch that I haven't experienced, but others have. The language in settings was changed seemingly randomly. Would be good if others can help out if they see someone asking about this, it was a listener (I think a mod) who at one point told the person it must be their browser, they didn't realize there were language settings on 7 Cups.

**@7CupsCommunity**

on October 23rd

@AffyAvo

Thank you for the feedback! We will look into it and get back to you.

**@7CupsCommunity**

on October 24th

@AffyAvo

We have not been able to find anything in the system that suggests this is happening. Can you encourage others to report it when it is happening?

**@ThankYouForLettingMeTryingToHelp**

on October 25th

@7CupsCommunity

I want to create a thread titled "

List of Brave Acts

"

Its content would be the following:

"

This exercise was taken from the book "Things you think when you bite your nails", by Amalia Andrade.

The author proposes:

"Instead of focusing on what we do wrong, or the things we stop doing out of fear, the task is to write at least three brave acts we have done on the day."

What three brave acts have you done today? Would you write them in response to this post?

Hugs!!

"

Which would be the most appropriate Community/SubCommunity to publish my thread?

Thank you, Leo.

**@7CupsCommunity**

on October 25th

@ThankYouForLettingMeTryingToHelp

Our

[Inspirational Quotes, Images, and Videos](#)

subforum in Positivity & Gratitude may be an appropriate place.

**@ThankYouForLettingMeTryingToHelp**

on October 25th

@7CupsCommunity

Thank you



Published!!

[https://www.7cups.com/forum/AppreciationGratitude\\_170/UpliftingQuotesImagesandVideos\\_1167/ListofBraveActs\\_211047/](https://www.7cups.com/forum/AppreciationGratitude_170/UpliftingQuotesImagesandVideos_1167/ListofBraveActs_211047/)



"Pain creates suffering only when you refuse to accept the pain. Deciding to tolerate (endure) the moment is acceptance."

**@ThankYouForLettingMeTryingToHelp**

on October 25th

@7CupsCommunity

I want to create a thread titled: "

My Country Flag

"

Its content would be:

"

Today, in Mexico, UN Day was celebrated. As part of a school event, I had to witness each child carrying a different flag. And it occurred to me to ask myself the story behind the flag of each country.

On Wikipedia, I found this about the Flag of my country, Argentina:

The flag of Argentina is a triband, composed of three equally wide horizontal bands colored light blue and white. There are multiple interpretations on the reasons for those colors. The flag was created by Manuel Belgrano, in line with the creation of the Cockade of Argentina, and was first raised at the city of Rosario on February 27, 1812, during the Argentine War of Independence.

( [https://en.wikipedia.org/wiki/Flag\\_of\\_Argentina](https://en.wikipedia.org/wiki/Flag_of_Argentina) )

What do you know about the flag of your countries? I invite you to share it here (you can use Wikipedia or other Internet sources).

Hugs!!

"

Which would be the most appropriate Community/SubCommunity to publish my thread?

Thank you, Leo.

**@7CupsCommunity**

*on October 25th*

@ThankYouForLettingMeTryingToHelp

The

[North & South America](#)

subforum of our Around the World community

**@ThankYouForLettingMeTryingToHelp**

*on October 25th*

@7CupsCommunity

No.

A child was holding the Italian flag in the school presentation, so I guess not only America countries are part of the UN. Am I wrong?

What other Community/SubCommunity would be the most appropriate?

**@ThankYouForLettingMeTryingToHelp**

*on October 25th*

@7CupsCommunity

[https://en.wikipedia.org/wiki/Member\\_states\\_of\\_the\\_United\\_Nations](https://en.wikipedia.org/wiki/Member_states_of_the_United_Nations)

What other Community/SubCommunity would be the most appropriate?

**@MonBon**

*on October 25th*

@ThankYouForLettingMeTryingToHelp

Apologies for stepping in, but I am a bit confused? I thought you were asking about where to post about the flag of Argentina. Is that incorrect?

**@ThankYouForLettingMeTryingToHelp**

*on October 25th*

@MonBon

Yes, that is incorrect.

I was inviting Members/Listeners to share facts about the flag of their countries.

As an example, I shared some info about the flag of Argentina.

Perhaps I should re-write my post? If yes, then what would you suggest to make it clearer?

**@MonBon**

*on October 25th*

@ThankYouForLettingMeTryingToHelp

I recommend changing the title, as "My Country Flag" implies it is about the author's country flag. "Tell Us About Your Country Flag" is clearer. In terms of where to post, the around the world subcommunity is the correct place. If you're displeased with the subforum that community suggested, you are more than welcome to browse the remaining subforums to pick one you like better. Obviously if you're still at a loss, you can ask for help, but I really think you can figure it out given you could tell that the subforum wasn't the right place and you have already found the correct subcommunity.

**@ThankYouForLettingMeTryingToHelp**

*on October 25th*

@MonBon

Going to check right now



**@ThankYouForLettingMeTryingToHelp**

*on October 25th*

@MonBon @7CupsCommunity

I ended up choosing the "Welcomes and Introductions" section of the "Around the World" Community. Thanks a lot for your suggestions about the title of my thread and the Community.

[https://www.7cups.com/forum/CulturalConnection\\_87/WelcomesandIntroductions\\_1880/TellUsAboutYourCountryFlag\\_211075/](https://www.7cups.com/forum/CulturalConnection_87/WelcomesandIntroductions_1880/TellUsAboutYourCountryFlag_211075/)

Question:

Is it

correct

when I say that "Welcomes and Introductions" is a

Sub

Community

of the "Around the World"

Community

?

(the response may seem obvious, but I want to have it 100% clear



)

**@MonBon**

*on October 25th*

@ThankYouForLettingMeTryingToHelp

Not quite! Around the World is the subcommunity / forum category, and Welcomes & Introductions is a subforum.

**@RarelyCharlie**

*on October 25th*

@ThankYouForLettingMeTryingToHelp Good question!

Logically, everyone at 7 Cups is a community.

[Around the World](#)

is a subcommunity and also a forum category.

[Welcomes and Introductions](#)

is a forum. There is no such thing as a subforum—a forum only contains threads.

But 7 Cups is not always logical, and many people use these terms in a confusing way. Sometimes

Around the World

is called a community (not a subcommunity of 7 Cups), and sometimes

Welcomes and Introductions

is called a subforum (not a forum). Confusing terminology has been a feature of 7 Cups ever since it began, as far as I can tell.

Charlie

**@MonBon**

*on October 25th*

@RarelyCharlie

Hi Charlie! The forum team officially uses the term subforum for the collections of subtopics within a forum category or subcommunity. We use the following terminologies: subcommunity / forum category -> subforum -> thread -> post

Edit: I respectfully disagree with your claim there is "no such thing as subforums." Here is the wikipedia definition of the structure of an

[internet forum](#)

: "A forum consists of a tree-like directory structure. The top end is "Categories". A forum can be divided into categories for the relevant discussions. Under the categories are sub-forums and these sub-forums can further have more sub-forums."

Our forum is set up so there's only one set of subforums.

I would also counter that it is somewhat irrelevant how other forums are set up, as terminology can take on different uses when used within one group. An example of this is how reddit has "subreddits." That's not an actual thing, but that is the terminology they have used to define that structure within their community and it works for them. Telling someone that there is no such thing as what we are using is frankly unhelpful in this situation.

**@RarelyCharlie**

*on October 25th*

@MonBon Ah, thank you for this information! So you do not use the term forum, even though a collection of threads is normally called a forum elsewhere on the Internet (and also internally in 7 Cups).

And I note that you've introduced the term subtopic, which I guess is an alternative term for a thread?

And I note that

Around the World

calls itself a community, even though you call it a subcommunity.

I am not complaining, by the way, only remarking



I must update my

[7 Cups Glossary](#)

some time because I suspect these terms are not all correctly described there.

Charlie

**@MonBon**

on October 25th

@RarelyCharlie

We do use forum for the collection of categories (ex: [www.7cups.com/forum](http://www.7cups.com/forum)).

Honestly I agree with you on the inconsistency of some areas being called community / support / support community. The forum categories weren't all created by the same person or with the same naming convention, and this was exacerbated when they became subcommunities as more often than not, the subcommunity name was different from the forum category it housed. Sometime last year we had support manually update some category names to match the subcommunity names, but over time this has fallen out of sync and the names are still not in perfect harmony.

**@RarelyCharlie**

on October 25th

@MonBon Oh, I see, that makes sense. Yes, I noticed some of the names don't match.  
Charlie

**@ThankYouForLettingMeTryingToHelp**

on October 25th

@MonBon @7CupsCommunity @RarelyCharlie

Thanks a lot for the many definitions



Unfortunately, I do not think I will be able to remember them



I have personally decided to use only three terms from in the future, on this regard: "Community", "Section" and "post". A section

will be everything inside a

Community

, a

community

will be what is listed everywhere in 7Cups as... a

Community

. And the smallest part of a Community

section

, will be a

post

.

So, for example, in my case, I published my

post

in th "Welcome..."

section

of the "Around the World"

Community

.

Time will say if my adopted terms will create confusion to others...

**@7CupsCommunity**

on October 25th

@ThankYouForLettingMeTryingToHelp

Our deepest apologies, we did not originally understand your intent. The subforum you ended up choosing works, the

[Cultural Exchange](#)

subforum looks as though it would be appropriate too.

**@ThankYouForLettingMeTryingToHelp**

on October 26th

@7CupsCommunity

I have posted some questions on: <https://www.7cups.com/qa/>

Some of them have already got admin approval for publishment on the site.

I did not post them anonymously.

Question: Will I receive any kind of notification when such questions get a response?

Thank you, Leo.

**@7CupsCommunity**

on October 28th

@ThankYouForLettingMeTryingToHelp

My understanding is that you should receive a notification when someone answers your question.

**@ThankYouForLettingMeTryingToHelp**

on October 28th

@7CupsCommunity

But you are not sure?

**@7CupsCommunity**

on October 28th

@ThankYouForLettingMeTryingToHelp

We just tested this and it doesn't appear you do. We're having the support team look into it.

**@ThankYouForLettingMeTryingToHelp**

on October 28th

@7CupsCommunity

Please send me the link for the

Twin Listeners

thread.

Thank you



**@7CupsCommunity**

on October 28th

@ThankYouForLettingMeTryingToHelp

It is less of a thread and more of a subforum. You can find it

[here](#)

**@ThankYouForLettingMeTryingToHelp**

on October 28th

@7CupsCommunity

Thank you



**@ThankYouForLettingMeTryingToHelp**

on October 30th

@7CupsCommunity @rarelycharlie

I want to start a thread with the following title:

Visual exercises to practice reflexes

Its content would be the following:

I'm looking for visual exercises to practice reflexes. I don't know, I can think of, for example, a little ball that appears and disappears on the screen and the observer has to click on it with the mouse. Do you know of any website? I did a Google search but all I found were physical exercises applied to athletes. Could you help me?

What would be the Community/SubCommunity to post this thread?

Thank you, Leo

**@RarelyCharlie**

on October 30th

@ThankYouForLettingMeTryingToHelp I found 24 subforums whose descriptions mention fun. Maybe some subcommunities don't want to have fun with other subcommunities



I think I'd post that kind of question in the Hobby Zone's

[Fun and relaxation](#)

subforum.

Charlie

**@ThankYouForLettingMeTryingToHelp**

on October 30th

@RarelyCharlie



[https://www.7cups.com/forum/HobbyZone\\_125/Funandrelaxation\\_91/Visualexercisestopracticereflexes\\_211310/](https://www.7cups.com/forum/HobbyZone_125/Funandrelaxation_91/Visualexercisestopracticereflexes_211310/)

**@7CupsCommunity**

on October 30th

@ThankYouForLettingMeTryingToHelp

I believe the subforum that @RarelyCharlie suggested works perfectly well, especially if the intent is more fun or light-hearted. Your specific query makes me wonder if it could perhaps fit into a resources subforum as well. Ex: Those with disabilities trying to improve their reflex time might have looked into it, so I think the

[Disability Resources](#)

subforum might be a good fit as well. Outside of disability, improving reflex time is something that seems up the alley of those practicing healthy living, so the

[Healthy Living Q&A](#)

subforum might be appropriate, too.

**@ThankYouForLettingMeTryingToHelp**

on October 30th

@7CupsCommunity

Can I post the exact same thread on different subforums? I would like to post it on all those that you suggested.

Please confirm.

Thank you, Leo.

**@7CupsCommunity**

on October 30th

@ThankYouForLettingMeTryingToHelp

No, 7 cups does not support cross posting.

[Duplicate posts are prohibited](#)

. If you would like to move the thread we can, but as I've said before, the subforum Charlie recommended works perfectly fine.

**@ThankYouForLettingMeTryingToHelp**

on October 30th

@7CupsCommunity

I understand. Thank you



**@ThankYouForLettingMeTryingToHelp**

on November 1st

@7CupsCommunity

Hi :) I need to know if it is OK to post the following thread. If it is, where should it be posted? Feel free to suggest corrections.

Title:

Questions about age recommendation

Content:

Last day I read a thread here about a young mom, saying she would somehow fight against stigma and take care of her baby. I showed her my support: I am against discrimination and social stigma in any way, and I strongly believe in support in all ways.

Now, I do not want this thread to be misleading and misunderstood.

My wife was a young mom before I met her and later married her.

My question is: It is OK to be a young mother... but, is it something that should be, somehow, "prevented"? When is it "too" young to become a mother (leaving aside the physical conditions, of course)?

Is there a recommended age before which it is not recommended to become a mother?

What is 7Cups position with regards to this and where can the info on the posture be found in the site?

Thank you, Leo

PS: Similar question would go about a "maximum" age... but that would probably go to another thread :)

**@7CupsCommunity**

on November 2nd

@ThankYouForLettingMeTryingToHelp

Hi Leo! Thank you for your thoughts, but unfortunately it may be best to not post. We are unable to give advice or opinions on a member's circumstance, including what age they should become a parent or how to prevent someone from becoming a parent.

**@RarelyCharlie**

on November 2nd

@ThankYouForLettingMeTryingToHelp There are some related threads in the somewhat inactive

[Teen Pregnancy and Parenting](#)

subforum, so that seems like a reasonable place. However, it seems to me that people who in their teenage years made the decision not to become mothers are very unlikely to visit that subforum. So I don't think you will get unbiased feedback there.

Another related subforum is

[Miscarriages, Stillbirths and Other Losses](#)

where 7 Cups evades the word abortion but people discuss it anyway. Of course, you are not allowed to post the same thing in two places, but maybe you can ask different questions appropriate to these different contexts.

Charlie

**@MonBon**

on November 3rd

@RarelyCharlie

We actually have a

[terminations](#)

subforum. It used to be in Parenting & Pregnancy and then at some point during reorganization it made its way into Grief & Loss.

**@ThankYouForLettingMeTryingToHelp**

on November 2nd

@7CupsCommunity @RarelyCharlie

Thanks a lot for your opinions. My post aimed to somehow plan events and look for ways to prevent them. Of course, only directed to those circumstances that can be prevented, and I positively know many circumstances cannot.

Besides, I now realize it may be a triggering post in some circumstances, and subjects like abortion may be mentioned as well, which was not in my mind when I wrote my thread. So, yes, better not to initiate something that I may later not be able to handle.

Thanks so much, again.

**@ThankYouForLettingMeTryingToHelp**

on Wednesday

@7CupsCommunity

Hi,

I would like to check with you on the status on my Feedback badge. I was told earlier on this forum it would be given to me.

Thank you!!

Listeners Feedback ->

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/) 😊

**@7CupsCommunity**

on Wednesday

@ThankYouForLettingMeTryingToHelp

Let me check.

**@7CupsCommunity**

on Wednesday

@ThankYouForLettingMeTryingToHelp

You should have it now!

**@ThankYouForLettingMeTryingToHelp**

on Wednesday

@7CupsCommunity

Yep



Thank you!



Listeners Feedback ->

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/) 😊

**@ThankYouForLettingMeTryingToHelp**

on Wednesday

@7CupsCommunity

Hi,

I would like to know how the "My Schedule" utility works on 7Cups. Who fills it, is it only filled by myself or it takes inputs from somewhere else? Does it have reminders?

Thank you,

Leo

Listeners Feedback ->

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/) 😊

**@7CupsCommunity**

on Wednesday

@ThankYouForLettingMeTryingToHelp

It is just a reference for yourself, similar to the notes feature

**@ThankYouForLettingMeTryingToHelp**

on Wednesday

@7CupsCommunity

So it is only filled by myself and does not take inputs from anywhere else, correct?

Listeners Feedback ->

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/) 😊

**@7CupsCommunity**

on Wednesday

@ThankYouForLettingMeTryingToHelp

Correct



**@ThankYouForLettingMeTryingToHelp**

on Wednesday

@7CupsCommunity

Understood! Thank you



Listeners Feedback ->

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/) 😊

**@ThankYouForLettingMeTryingToHelp**

on Wednesday

@7CupsCommunity @monbon @LexIris

How do you nominate a listener for a badge from the app?

Listeners Feedback ->

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/) 😊

**@7CupsCommunity**

on Wednesday

@ThankYouForLettingMeTryingToHelp

I am not sure that you can. We do not process these nominations anymore, so it might be deactivated on the app but hasn't made its way over to the browser version yet.

**@ThankYouForLettingMeTryingToHelp**

on Wednesday

@7CupsCommunity

Understood! Thank you



Listeners Feedback ->

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/) 😊

**@NoneTheWiser**

on Thursday

@7CupsCommunity or anyone who knows the answer:

Could someone tell me exactly what happens when you check the box in your profile that says, "Do not allow Listeners to initiate chats".

Does this prevent any listener from contacting you, period? Does this only prevent listeners you've never chatted with before from contacting you? If you have already been chatting with someone (and want to continue doing so), can that listener continue to initiate chats with you if you check that box? If a listener has contacted you, but you don't want them to anymore (without having to block them), would closing out or deleting the chat and checking that box prevent them from being able to contact you again - while still allowing other ongoing chats?

Thanks so much! :)

**@RarelyCharlie**

on Thursday

@NoneTheWiser At present if I look at the popup over your profile picture here in the forum, there's a Message button that I can use to send you a message, which starts a chat with you. There's another Message button in your profile.

If you check that box, those Message buttons disappear and I cannot contact you. But any existing chats are not affected, because a listener you have chatted to any time in the last year can go to the existing chat and continue it, without needing to use a Message button.

If a listener has chatted to you in the past but you don't want them to contact you again, that's what blocking is for. Blocking is not a harmful or hostile thing to do, it just prevents further messages from being exchanged. You can optionally use a block to report a listener who has behaved badly, but reporting is an additional option that you do not have to use.

Charlie

**@NoneTheWiser**

on Thursday

@RarelyCharlie

Thank you, Charlie! This makes sense.

I didn't realize you could block a listener without also reporting them.

**@ThankYouForLettingMeTryingToHelp**

on Friday

@7CupsCommunity

Chat Session Reflection

That is in the Growth Path for Listeners. It gives you a box to "list one thing you did well".

In the past, it would give you the option to automatically include what you wrote in your feed.

Obviously, that is not an option anymore.

What about adding the option to automatically include what you wrote in a forum ?

Other steps in the Growth Path automatically do that. The only difference is that they don't ask you permission to do so.

Thank you,  
Leo

What would prevent you from leaving a review about a listener after a chat with him/her? How do you think you may feel more comfortable about providing listeners feedback?

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/)

**@ThankYouForLettingMeTryingToHelp**

*on Saturday*

@7CupsCommunity @vivelespatates

There is a form we can fill after leading discussions.

It was in a forum. You get a badge for one discussion, another badge after other amount of discussions and so on. But a form needs to be filled.

Aristotle for participating in a discussion, Guest Host for leading a first one, then Conversationalist after 4, Oprah after 12, Community Builder after 24.

Yes, but there is a forum that says that. And that forum mentions a form to fill.

Please send me the link. Thank you.

What would prevent you from leaving a review about a listener after a chat with him/her? How do you think you may feel more comfortable about providing listeners feedback?

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/)

**@vivelespatates**

*on Saturday*

@ThankYouForLettingMeTryingToHelp there is no "form" for it, you go in your impact page, scroll down and apply for those badges.

**@ThankYouForLettingMeTryingToHelp**

*on Saturday*

@vivelespatates

I am 100% sure that I read about a form in a forum.

The timeframe mentioned in the post was about 5 months or so.

I would like the link to that forum/post/thread.

Thank you.

Cc: @7CupsCommunity

What would prevent you from leaving a review about a listener after a chat with him/her? How do you think you may feel more comfortable about providing listeners feedback?

[https://www.7cups.com/forum/SiteUpdates\\_100/Feedback\\_37/Listenersfeedback\\_210710/](https://www.7cups.com/forum/SiteUpdates_100/Feedback_37/Listenersfeedback_210710/)

**@vivelespatates**

*on November 19th*

@ThankYouForLettingMeTryingToHelp the post was here :

[https://www.7cups.com/forum/ListenersOnlyForums\\_38/LaurasOffice\\_169/LeadingDiscussionsEarningBadgesOhYeah\\_32052/](https://www.7cups.com/forum/ListenersOnlyForums_38/LaurasOffice_169/LeadingDiscussionsEarningBadgesOhYeah_32052/)

and said how apply for them, its on your impact page.

the exact same infos on an other post here:

[https://www.7cups.com/forum/ListenerProjectsampTeams\\_148/GroupModZone\\_196/PopupDiscussionsGuideWhatyoushouldknow\\_53645/](https://www.7cups.com/forum/ListenerProjectsampTeams_148/GroupModZone_196/PopupDiscussionsGuideWhatyoushouldknow_53645/)

**@ThankYouForLettingMeTryingToHelp**

*on November 19th*

@vivelespatates

No, this is not what I am looking for



The post I am looking for was published this year, I think the author is a Community Manager from South Africa who just resigned such role on 7Cups.

Cc: @7CupsCommunity

**@RarelyCharlie**

*on November 19th*

@

ThankYouForLettingMeTryingToHelp Do you mean

[Discussion Challenge! - Earn Badges](#)

?

Charlie