

Basic SOP

Hull Seals Basic SOP, Guidance and Procedures



Revision 9
V6.1

What is this Document?

The Standard Operating Procedures are designed to be the guide of how to be the basic unit of the Hull Seals - the Seal. This document is designed to be your guide to how to carry out a standard repair - but no document is perfect.

The SOPs are the sanctioned and encouraged way of doing things that we have found to be the best way for what we do. However, it is not inflexible. If something is not covered by the SOPs, Seals are encouraged to improvise. However, if something is covered in the SOP, we do ask people to follow that process. In this way, this is one of the places where we are rather strict. Not following the SOPs can cost the life of a client.

General Guidance

Do not engage in PVP while on a call. PERIOD. [For the full set of rules on PVP click here.](#)

Do not report self-repairs... though you can share the story with us in regular chat and not the requests chat.

Repair requests will generally come in through the IRC repair form portal, found on our website, and in the #Repair-Requests channel in IRC. If you see a request elsewhere, direct them to the proper location. In the event that they are unable to access or connect to the IRC, alternative methods may be used such as in-game chat. This is expected to primarily console players.

Let the Dispatcher do their job, as they are there to communicate with the client, gather the information, and assign Seals to calls. Don't try to do their job for them, and don't distract them by requesting information directly from the client. Always listen to the dispatchers. If you have an issue with a dispatcher, contact the Hull Seals leadership. Offer advice constructively in the Hull Seals chat or in direct messages after the case is finished if the dispatcher had made any mistakes.

Do not post unnecessary chatter in the active repair channels. Anything that is not critical to repairs can go into the general chat channels. Please don't tell people off if someone else posts in the channel - the Dispatchers can manage that!

Always remember the golden rule - we are here to have fun and enjoy Elite too. If you are unwilling or unavailable to go on a repair operation for any reason, simply do not call jumps to target and the dispatcher will not assign you. If you have to leave or abandon the repair for any reason, just let the dispatcher know and you can be un-assigned from the operation.

Do not report yourself as "Online" or "Offline". Simply call jumps if you are able to go on the repairs. In general, most Dispatchers are lenient on putting useful information such as nearby starports or general system locations, but listen to Dispatchers if they ask you not to do this for them.

Do NOT send out mass highlights, such as NEWCASE, with requests that can be made specifically to a few people. Many Seals have their client set up to alert them to a variety of key words, and abuse of these common words is a violation of our Terms of Service. These are intended for necessary announcements and key information only.

Guidance for Seals

In general, your name on any chat client should match your in-game name. You may wish to append [PC] or other tags to your name, like status or fun comments. This is acceptable, so long as the meaning and distinction is clear. If your name does NOT match your In-Game-Name, you should put in your In-Game-Name when calling your jumps.

Ensure that all nicknames you use are registered in the IRC system, or you may not be assigned cases as you will not be Voiced by IRC.

Assist the Dispatcher! If there are multiple cases ongoing, mention which case you are on. For example, if you are reporting wing/team received, say something such as: "wing/team received for Client123". **Clear communication and confirming key events are essential.**

Do not post jumps that are significantly higher than everyone else. If your jumps are significant then wait a few seconds to see if there is someone much closer. For example, if 4 people post jump ranges in the sub-20j category then your 85j is an unnecessary addition (an exception being Code Black events, see Code Black SOP for full details).

Communicate with your dispatcher on various events that could change what happens next. Events like the hull of the client being reported differently, Client in a different game mode, or instancing issues.

Keep other communications (e.g. in-game) between yourself and the client to a minimum until you are in the instance with the client. Otherwise, the client may start to ignore the Dispatch chat, and you'll end up dispatching in-game whilst trying to fly.

If carrying weapons, it is highly advised to check your fire groups and aim away from the client when firing the repair limpet to reduce the risk of incidents. Enabling analysis mode is also an option. In addition, you may wish to go into your in-game settings and set "Firing deploys hardpoints" to OFF. This means you can launch limpets without the risk of weapons fire.

On a similar note, when dropping out of supercruise on a client's beacon, it is highly advised to zero throttle. At the same time, you should deploy landing gear or cargo scoop and point your ship at an angle to the client to avoid boosting into them by accident. Putting 4 pips to shields is also recommended.

Remember to report your repairs via the paperwork. This form will be provided by Dispatch at the end of the case. If the damage has been done deliberately (e.g. Testing) this should be logged clearly in the notes.

NOTE: Do not report repairs of less than 5% hull. Do not report repairs done as part of a "bundle" with other rescue organizations unless prior approval has been obtained.

Seal Equipment

There are several modules that all Seals will use that should be standard on all Hull Seal builds. Without these modules, the Seal may be unable to repair their client. The average at minimum will require the following equipment:

- Fuel Scoop
- Cargo Bay (To house limpets)
- Limpets (Standard Hull Seal Equipment)
- Repair Limpet Controller (Standard Hull Seal Equipment)

You're going out into the black to rescue a CMDR... so no station will be nearby. Without one you would get stranded fast, and be making work for the Fuel Rats!

Repair Limpet Controllers are recommended to be at least a size 3. A larger size increases its ability to repair per limpet. Rating only effects the distance the limpet can travel and the amount of time it can stay alive for. So most opt for a 5D repair controller.

Due to the disproportionate amount of hull repair per limpet when compared to controller mass, the Rescue Limpet controllers are highly inefficient for repairing clients. It is highly advised that any seal looking to repair a client to use a regular hull repair controller instead of the Rescue controller

Other recommended modules

- 2D fixed mining laser(s) - Good for mining mats from rings, and necessary for code black cases.
- An A rated Prospector Limpet Controller - for finding high yield mat rocks.

The high/med/low does not apply to the refinable contents of the rock, but instead to the amount of raw material chunks the rock will produce. *ALSO* the A-rated prospector gives a 3.5x multiplier to the number of pieces that come off a rock, vs. not using a prospector limpet. Most seals that carry one have a 1A controller.

- SRV or two. (for material gathering on a planets surface)

There are other specialized modules that are for the different specializations. See those sections for more info on them.

Unusual Events

No Dispatcher

If there is no Dispatcher available, you may self-dispatch, asking the client for the next step of the process. This scenario is a last-resort event. If 2 mechanics are available one should pick up the dispatcher role with the other on the repair case. Always put all conversation in the main channel, and not in-game, to allow for a dispatcher to pick up should one arrive and allow for fellow mechanics to help if they can. If you see this occur as a mechanic when you are not on a case offer to dispatch. A novice dispatcher is better than no dispatcher!

Inside Asteroid Ring Repair

When dropping on the wing/team beacon, approach the ring so you are coming in at as close to 90 degrees as possible. Do not skim the surface as this has been known to cause issues with nav lock drop.

Planetside Repairs

If the client is planetside, request they carefully climb to 500m to receive repairs. Being too close to the surface prevents repair limpets from engaging properly.

Close to Star/Planet/Object Navlock Repairs

When a client is close to a stellar object, navlock will be unsuccessful and will often drop you several light seconds away from your target. Inform Dispatch, who will then take appropriate steps to have the client to move away from the object before commencing repairs.

If this scenario is not possible, engage in a Tactical Face Plant if you have been trained in it, and feel comfortable performing the maneuver.

Busy Times

There may be times where the repair channel is too busy, often during major events like Code Blacks or when 3+ rescues are already ongoing. The Dispatcher may in these occasions choose to redirect cases over into an alternate channel. The Dispatcher will make this very clear with a statement requesting the channel chatter cease. Please cut all non-repair chatter until the Dispatcher gives the all-clear, in these events, there will be a high level of stress so anything we can do to help (including keeping quiet) should be done!

NOTE: An experienced seal that is capable of self dispatching and that has been assigned to the case, may be asked by the dispatcher to self dispatch in game with the client, so as to lighten the load on the requests channel. *You will not have the bot available in game*, so you will need to copy and paste the info into your game chat. The seal can still report into the requests channel to update the main dispatch as appropriate. The seal can also ask a dispatcher for assistance if issues are encountered.

Open Mode Cases

If you are hesitant about the case being done in Open mode, speak up. Let dispatch know! A Seal's personal PG can be used to complete the case in most cases if needed. The Dispatcher will determine if a private group is needed or will be used. By default, all cases will be handled in Open Mode unless Dispatch indicates otherwise.

Code Blues in Odyssey & Live

Code Blues are cases where a client is inside of the jetcone of a Neutron Star or White Dwarf Star. In general, the Seals advise against the usage of White Dwarf stars for rescues. For Odyssey cases and Live Horizons cases, CMDRs should be instructed to use the "Stuck Recovery" option in lieu of the more traditional attempts to escape. This will reset their spawn location to outside of the jetcone. From the Main Menu, select "Help and Info". From there, instruct the client to select "Stuck Recovery" to set their recovery point.

For instructions as to how to use "Stuck Recovery" mode for clients, run the !recovery command in IRC with HalpyBOT.

Walkthrough

1. Repair assignments will be broadcasted in #Seal-Bob, #Repair-Requests, and in the Discord. When you receive the call, go to #Repair-Requests. It's encouraged that you already be in this room just in case.
2. As soon as a client comes in, and details about the case are known, feel free to get the client ready for the arrival of the dispatchers via something like the !welcome command, adding their name to the end of the command (Ex, !welcome Halpy).
3. You can call your jumps as soon as you know them, specifying the case you are calling for. You do not need to wait for Dispatch to ask for jumps.
4. Wait for Dispatch to assign Seals to the case. Once assigned, start your jumps!
5. Accept the Friend Request from the Client needing assistance and report confirmation to Dispatch.
6. [Optional but strongly advised] You may wish to check your communications panel and confirm the client's game mode. When in the correct game-mode you may wish to confirm the client's system within the galaxy map to see if their friend icon aligns with your route. Both of these, if done, should be reported to the dispatcher.
7. Accept the wing/team Invite from Client needing assistance and report confirmation to Dispatch.
8. Enable wingman nav-lock on the client via the comms panel.
9. Report confirmation of Beacon Contact to Dispatch e.g. "BC+", if the distance from your location to the beacon is low, the distance need not be reported.
10. Drop into clients instance, target client and launch a repair limpet. Once the limpet engages successfully, report confirmation of repair success to Dispatch.
11. Keep repairing the client until they reach 100%. Provide other assistance as required!
12. After repairs are complete, report to Dispatch and fill out your paperwork, as assigned by Dispatch.

The Codes

The Hull Seals classify repairs on a 5-color scale. These codes signify the severity of the repair and dictate how to approach every repair.

Emer. Rating	Damage Sustained	
Green	50% - 95% Hull Intact	
Amber	11% - 49% Hull Severely Damaged	Avoid High-Risk Activities. Do Not Leave System
Red	0 % - 10% Hull Integrity Critical	Hold Position. Do Not Land. Do Not Leave System.
Black	Canopy Failure Emergency O ₂ In Use	Emergency Logout. Await Further Instruction.
Blue	Client is Stuck in Neutron Cone	Emergency Logout. Await Further Instruction.

While we do not currently call cases based off of their color, the scale is still useful when determining how to approach a specific case, and for general referral in chat.

Points of Emphasis

If remaining Fuel reserves are low (A Fuel Rat code Red), and the case is a Seal Code Red, the Client will be instructed to log out.

If the Client's Fuel emergency is more critical than their Hull Emergency (All cases except Codes Black and Blue), put the case on hold and instruct the client to contact the Fuel Rats, unless an Otter responds. Otters are Seals who are also trained and capable of Rat repairs.

Additional Resources

Common Terms

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