



Modmail – User Manual

Error Codes

It is possible for Modmail to face errors, either due to user preferences, or invalid arguments. Generally, error messages come with a message detailing the error, however, known error codes are listed below. More may be added as they are found.

- Error Code 50007 – User has their DMs Closed.

Setup

This version of Modmail comes with a simple setup, utilizing 0 web databases. The ticket information, made up of user IDs and channel IDs, is stored in individual JSON files.

This setup guide was taken from the README.
<https://github.com/Ridhwaan001/modmail#setup>

- Open your terminal in the location you want to install Modmail. Type and run
git clone <https://github.com/Ridhwaan001/modmail.git>

Setup

- Next, CD into the directory, and create `config.json` in the same directory as `index.js`. Modify the following items:

presence - Rich Presence of the bot

presencetype - Type of the presence (Can be PLAYING, WATCHING or LISTENING)

token - Your discord bot token.

guild - Your Discord [Server's ID](#).

category - ID of the category new tickets are placed in. Permissions of tickets are synced with permissions of the parent category.

Example JSON:

- {
- "token": "token",
- "presence": "your DMs",
- "presencetype": "WATCHING",
- "guild": "0123456789",
- "category": "0123456789"
- }
- Finally, in the directory of the files, run `npm i` to install the required dependencies. Due to the only dependency being `Discord.js`, it is also possible to run `npm i discord.js`.

To start the bot, either type `node .` or use the provided `npm start` command.

An `npm test` command is available for development, using a Node module called [Nodemon](#) which automatically restarts the process when it detects a file change.

- Messages sent with `-` at the start are ignored.
- `-close` is used to close a ticket.
- Use `-new <user ID / mention>` to create a ticket manually

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