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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