

Introduction:

Welcome to the Modmail support team! Obviously it can be a little confusing at first so this document is to help explain the intricacies of the bot, the support channels, staff hierarchy, and how to work through tickets!

We are gonna focus on the following topics as a way of getting you acquainted with the server!

The Bot

The Channels

The Staff

The Support team

Patron and Patreon

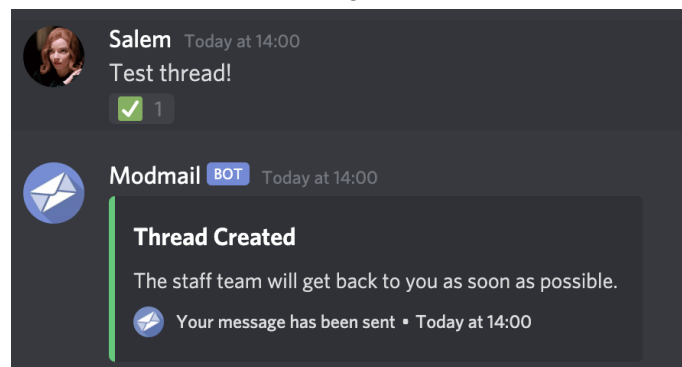
Tags

The Bot: (About 5-10 Minutes)

Modmail is the main bot and focus of the server! This bot is the bot that most users use and the support team, admins, and devs help users create, host, and setup. Although you have completed the required entrance form to get the support position. We are still going to point out key features of the bot!

→ Threads:

- ◆ Threads are the main contact method of the bot! Each thread will be created when a user DMs the bot. The sent message will look like this:



- ◆ The thread will be created and a message will be sent to the staff team. The user will get a response with the following in their DMs.

- ◆ Threads in the server will create a new discord channel in your main category ID. It will look like this:

salem-4874

And

#SALEM-4874
User ID: 345321888806862858
Bot ID: 388218663326449665

This will be located in the channel description. After the thread is created a main message will be sent at the top of the channel outlining the user, their roles, their join date, and account creation date. Along with the ping message sent at the beginning of the thread!

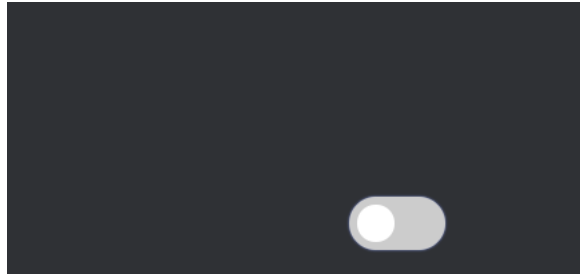


→ Logs:

- ◆ Logs are a great way for us as support members to be able to see messages after the thread has been closed. This information is sent and stored in a database and will be viewed through the logviewer at a later date!
- ◆ Log messages are sent in the #Modmail-logs channel. Each thread closed will look like the following:

Salem#4874 (345321888806862858)
391cd36aa3ffed : Test thread!
Thread Closed by the Recipient • Today at 14:10

- ◆ The blue (or white if on mobile) link on the left is clickable to show the logs for that thread. Inside the logs you can see messages sent by both the recipient and staff member, as well as any messages not sent to the user (messages sent without using a command) by clicking the switch on the top right of the log page.



→ Commands, Aliases, and Snippets:

- ◆ Aliases: (These are the most frequently used aliases) Chart 1
- ◆ Snippets: (These are the most frequently used snippets) Chart 2

<u><i>Alias</i></u>	<u><i>Description</i></u>	<u><i>Alias</i></u>	<u><i>Description</i></u>
?r	Can be used in replacement of ?reply	?sub	Sets it so the person who runs the command or is pinged gets notified upon every message sent
?ar or ?a	Can be used in replacement of ?anonreply	?not	The person who runs the command or is pinged in the command will get notified of the next message sent
?anythingelse	Sends the user a message asking if they require any other assistance, sets the thread as inactive, and notifies the user upon the next message sent	?questions	Asks the user if they have any further questions, and sets the thread as inactive.
?solved	Asks the user if the problem they had required assistance with earlier had been solved	?impatient	Send the user a message outlining that we are a voluntary support team (usually sent to users who spam send messages or yell at support members in the

			thread.
?unable	Sends the user a message stating that no support members are currently available	?hi	Sends a message stating that if the user requires assistance to ask their question
?inactive	Sets the thread as inactive with a 24h time limit on responses	?del	Deletes the most recent thread message sent by the STAFF , can also be used with a message id to delete a message.
?patron	Moves the thread to the patron section (We now ask if the user is in the patron server, if so DM that bot, if not run this alias)	?awesome	Replies to the user with a message that states we were glad to help and asks if they need any other assistance
?regular	Returns the inactive thread to the main Modmail category	?left	Used if the recipient has left the server.

<u><i>Snippet</i></u>	<u><i>Description</i></u>	<u><i>Snippet</i></u>	<u><i>Description</i></u>
?heroku	Sends the links to the heroku bot templates	?elaborate	Asks the user to elaborate on their questions
?patreon	Sends a message about the patreon and the subscriptions therein	?forkandupdate	Sends a short response on updating the bot
?tutorial	Sends a link about the tutorial and links the github wiki	?hlogs	Asks the user to send their heroku logs
?143	Sends the error report and fix for "Crashed due to error 143"	?mongouri	Explains how to create the mongouri and gives an example.

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?clarify	Asks the user to clarify their response	?mongofails	Shows a list of reasons why the MongoURI may be wrong
?configvars	Sends the user an image showing how to find their config vars	?sepserver	Shows how to setup the separate staff server for the Modmail bot
?nosync	Explains the issue with the perms not syncing to new threads	?patient	Asks the user to be patient as the support team is voluntary! (Similar to the ?impatient alias.)
?restart	Asks the user to restart their dynos and shows an image on how	?worker	Sends a message and image asking the user to be sure they turned their worker on.

All of these are to be used in the thread and will be sent to the recipient.

→ Easy Solutions for threads:

- You can use this link [here](#) to see a list of very common errors and the solutions that come with them.

Channels:

All servers have a LOT of channels and sometimes it can be confusing what some of them are for. As always we suggest you look through channel pins and channel descriptions. But if you're still confused Most of the channels will be outlined here

Main Chat Channels:

General: A place for all users to chat and send messages NOT related to Modmail. If users are requesting help in this channel we try to direct them to the Modmail-Support channel

Coding: A place for users to get help with coding and other things related to coding. Also not specifically Modmail related but can be.

Bot-Commands: Where users can run bot commands

Memes: post memes

Resources: A place for useful links and resources

We-love-animals: Where animal images can be posted

Support Channels:

Modmail Support: A place for users to ask help for support, without DMing the bot.

Dhooks Support: Get support with the Dhooks addition of modmail.

Plugin Creation: A channel to discuss the creation and work of plugins **Plugin**

Support: Ask for specific support or help with a plugin.

Plugin Requests: Ask for a plugin to be created

Plugin testimonials: Share your experiences with a plugin

Support VC: Join to help users over VC rather than through text.

Support Team Channels:

These channels are only accessible by members on the support team and higher.

Modmail logs: Where all Modmail close logs are sent

Support Announcements: Any new information regarding the support team will be posted here.

Supporters Chat: Where you may talk to other support members and staff.

Support Playground: Run support commands and get information here.

Admin Channels:

Dev Chat: New features and development of the bot are here. Oftentimes dev branches of the bot will be released here for testing!

Staff:

The following is a list of staff members.

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Developers:

- Primary Developer: Kyb3r#0886
- Lead Dev: 4JR#4895
- Lead Dev: Taku#3343

Admins:

- Stephen#2806
- DAzVise#1666
- ¥¥lorenzo¥¥#0001

Mod/Sr. Support:

- Salem#4874
- elfe#1353

Support:

- lidistat67#1234
- RealCyGuy#0873
- The Discord Historian#7349
- Franck Castle#0001
- chase#6733
- andyy#1337
- A Real Username#8028

Jr. Support

The Support Team:

Junior Support:

Junior Support is the lowest position on the team. You gain this position by completing the application form. In this position you may be promoted/demoted anytime without prior warning.

The responsibilities of this position are as follows:

- Help users in threads who may require assistance.
- Help users in the Modmail support channel
- Ask frequent questions when confused
- Maintain activity

Support Team

In this position you have been promoted from your previous junior support position to this one for consistent activity, helping users in the best way possible, professionalism, and integrity when it comes to being support here. Please note you may be demoted/promoted at any time with no prior warning.

The responsibilities for this position are as follows:

- Help users in threads who may require assistance.
- Help users in the Modmail support channel
- Ask frequent questions when confused
- Maintain activity
- Help keep the server clean and safe
- Report any behavior of JS to admins if admins are not present.

Senior Support:

These users have been on the support team and have worked well as such for a long period of time. These users show exemplary conduct in threads and all channels. Please note you may be promoted/demoted from this position at any time without prior warning.

The responsibilities of this position are as follows:

- Help users in threads who may require assistance.
- Help users in the Modmail support channel
- Ask frequent questions when confused
- Maintain activity
- Help keep the server clean and safe
- Report any behavior of JS to admins.
- Report support members and below to the admins for review.
- Help Support and Junior Support when needed.

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Admins:

These users have been hand picked by the Devs and have shown exemplary conduct in the server. They work behind the scenes mostly to provide a very sound support system for the bot. They do the promoting/demoting, work with the mods and devs, and help keep the server in line. This position is promotion only, you may be demoted from this position but this is extremely rare.

The responsibilities for this position are as follows:

- Help users in threads who may require assistance.
- Help users in the Modmail support channel
- Maintain activity
- Help keep the server clean and safe.
- Kick any users who do not comply with staff requests
- Report support members and below to the admins for review.
- Help Support and Junior Support when needed.
- Review and accept/deny staff apps
- Promote/Demote/terminate users
- Work with the devs and mods to maintain server integrity
- Contribute to server parts to keep the server working smoothly.

Developers

This position is held by the people who code and work on the bot. They are the head honchos of the server and control pretty much all aspects. They will be on periodically, ping them as little as possible and only if absolutely necessary. It is suggested that you reach out to an Admin or mod **PRIOR** to messaging a developer. These users are frequently working on the bot and help release the new versions and dev branches of the bot!

Patreon and Patrons:

Some users may wish to pay a monthly fee for a wide variety of benefits. This is all thanks to the patreon service. Each section below will outline what patreon is and what patreons are.

Patreon:

- Patreon is a service used to help developers and content creators share work for a fee each month. Kyb3r's Modmail uses this as a way to support hosting and other features of the bot. Users can sign up for multiple tiers and will be able to gain the benefits of that tier for as long as they pay the fee.
The link for patreon can be found [here](#).

Patrons:

- Users who subscribe to the patreon AND link their Discord will be given the patron role as well as access to the Patron server. Here is where all of the patron things happen, from hosting to obtaining different aspects for the Modmail bot (Changes depending on purchase). It is asked that support members direct users around the patreon subscription and have them try setting the bot themselves first. However, if users are struggling you may say that they could pay the small fee to get it hosted by the developers.

Tags:

Like snippets and aliases, we have tags which can be used as a way of sending a "snippet" in a regular text channel. These can be viewed by doing **.tag all** and you will get a list of available tags. *A chart of tags may be added in the future. However, the names and uses are very similar to that of the SNIPPETS section.*
