Onboarding

Welcome! Please follow the documentation to make sure we can manage your systems efficiently.

- Onboarding Effectively - Questions Needed To Help Us Help You
- Adding Domain Onto CloudFlare From Namecheap
- Inviting Management To CloudFlare
- HetrixTools Setup
- Hosting Provider Access
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    - Subuser Account Invitation For Bloom.Host
    - Subuser Account Invitation For Hosturly
    - Subuser Account Invitation For PebbleHost
    - Subuser Account Invitation For SparkedHost

Onboarding Effectively - Questions Needed To Help Us Help You

Whether you're starting a Minecraft Commmunity, Network or launching a Hosting Company, the more we know upfront, the faster and better we can help. Here’s what we need to know from you to begin!

General

Your Skill Level:

- Are you technical or more on the creative/managerial side?
- Comfortable with Linux and networking, or need us to manage it all?

Your Team:

- Are you working solo or do you have owners/managers/devs/mods/helpers already?

Budget & Timeline:

- What’s your monthly budget or upfront investment range?
- Is this a hobby project or a long-term business plan?
- Are you trying to launch by a certain date?

Your Expectations:

- What kind of help are you looking for from us?
- Do you want advice, full setup, ongoing management?

Minecraft Community/Network

Core Info:

- What's the goal of your network? *(Minigames? SMP? Modded? Economy?)*
- Are you aiming for a casual community server or a professional network?
- How many servers do you want to run? *(e.g. lobby, survival, skyblock)*
- Do you already have a player base, or are you starting fresh?

Technical Info:

- Do you have a dedicated machine currently or are you renting Minecraft servers from a hosting provider like PebbleHost or Shockbyte?
  IF the answer is no to a dedicated system, **are you** looking for one at the moment?
- Any infrastrcture already in place? (e.g. Proxmox node w/ VMs for Pterodactyl, SQL, Docker, etc.)
- Planning BungeeCord / Velocity? (If so, give full setup layout. Proxy, Hub, Survival, Dev)

Branding / Design / The Team:

- Do you already have a name, logo, domain?
- Do you already have staff or are you recruiting?

> Do not follow this next section if you are **NOT** becoming a hosting company. This is where you send over what information you've compiled!

Hosting Company

Infrastructure Info:

- What do you have right now? Any dedicated systems? Any infrastrcture already in place? *(e.g. Proxmox node w/ VMs for Pterodactyl, SQL, Docker, etc.)*
  Do not ignore this step if you already have systems. Make a diagram of *what* is *where*.
- Locations and specs of machines *(CPU, RAM, storage, network uplink?)*
- Is this going to be rented or owned hardware, or a mix?

- How are you planning to scale? *(e.g. Buying more dedicated systems at the beginning or later)*

Services You're Offering:

- Shared Game Hosting? *(Pterodactyl panel servers - Minecraft/Rust, etc.)*
- VPS Hosting? *(Done on top of the dedicated systems ordered/separately.)*
- Dedicated Servers? *(Owned hardware or renting out using a platform?)*
- Website Hosting? *(Domains, Storage, Websites)*

Software & Stack:

- **Panels:** Pterodactylm Multicraft, VirtFusion, Proxmox, ESXi, TenantOS, Synergy CP?
- **Billing System:** WHMCS, Blesta, WemX?

Networking & Security:

- **Shared Services:** Multiple Shared/Dedicated IP's?
- **DDoS Protection:** Arbor, TCPShield, NeoProtect, Infinity Filter, Cosmic Guard?

Support & Automation:

- Are you doing support through Discord or another platform? Live Chat? WHMCS Support Tickets?

Brand & Legal:

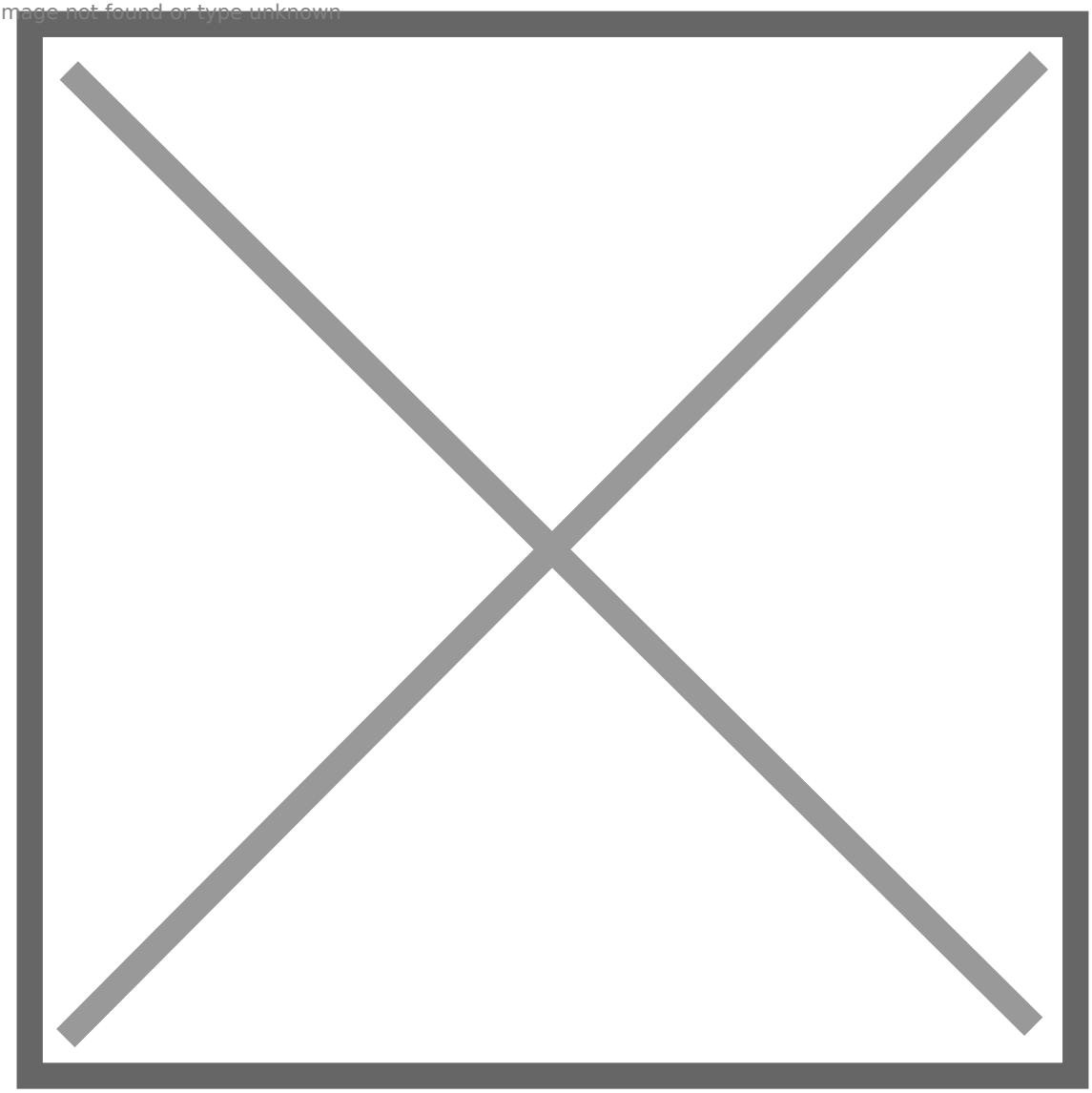
- Company name, branding, domains bought?
- Terms of Service, Privacy Policy, GDPR compliance completed?

Adding Domain Onto CloudFlare From Namecheap

Login to Namecheap in the top right corner. If you have two factor, put it in.

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Find the domain you wish to add and press the "Manage" button on the right.

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Currently, the nameservers are pointing to Namecheap, meaning that all the DNS records for the domain have to be managed on their dashboard, meaning no

protection is in place such as A records not being proxied, so we want to change them to CloudFlare's nameservers.

Under the "Domain" tab along the top, locate the "Nameservers" dropdown box and click on "Custom DNS". In each box, put the two nameservers provided to you in **either** your □□-**comms-chat** or **from CloudFlare** itself, as you may of done the domain configuration yourself after going through the steps.

> Each account in CloudFlare has two separate nameservers provided to you when you add your first domain and will always be the same on each domain you add, so noting them down is a good idea but not really needed, just helpful if you are adding loads of domains at once.
>
> As an example, our account uses Earl and Samara. This isn't a security issue whatsoever as nameservers are searchable the same as any other DNS record, and don't tie to a single "account". If you lookup Earl for example, you will see 1000's of domains using that nameserver.

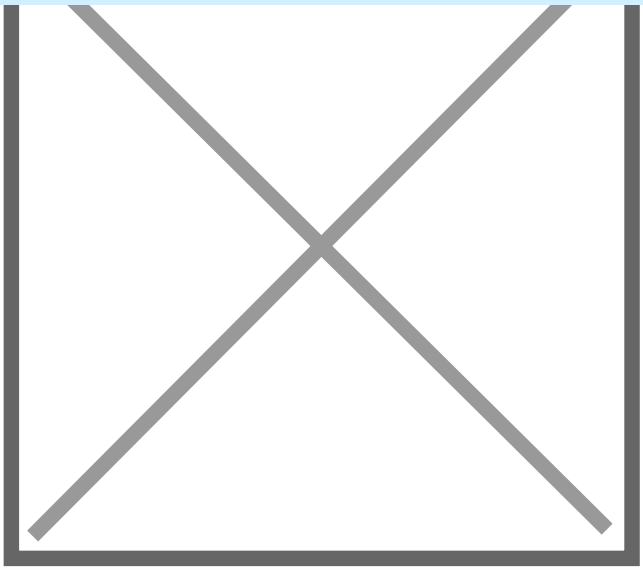


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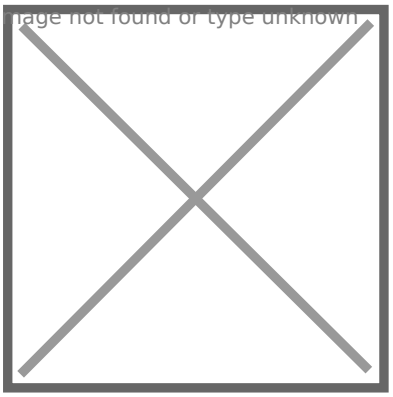
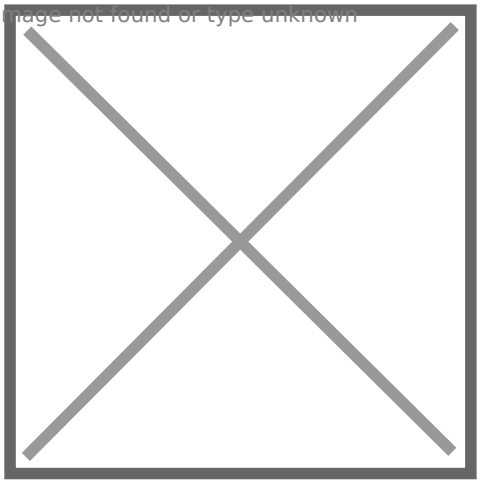
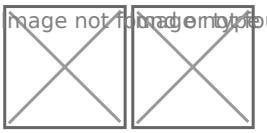


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Once put in, click the green tick top right. You'll get a success banner at the top stating it's been changed.

> Even though it states 48 hours, NS changes normally take 1-2 hours. These records are always persistent and more important than MX or A records for example so it **can** take up to 48 hours to change, unlike warnings on other registrar sites that state A records take 48 hours, they take less than 10 minutes normally.



We will do the rest in terms of adding it to your account. If you haven't already, please make an account on CloudFlare and then add us as normal following the management guide. Once that's done, we will move your domain over.

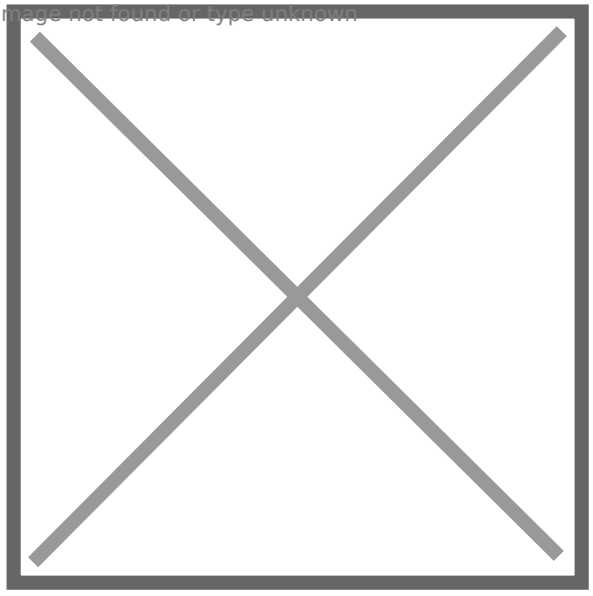
> We are not "migrating" the domain to CloudFlare. That's not how nameservers work. This costs money, moving a domain from registrar to registrar, like GoDaddy to Namecheap.
>
> Think of nameservers as the phone book. When you lookup "google.com" in your browser, you go from your PC to the nameservers of the domain, which then "rings" up the registrar hosting your DNS, and they return your domain records. Using a A record, they provide your PC with an IP address which takes you to their site.

Inviting Management To CloudFlare

You will need to add us to your CloudFlare account so we can manage your DNS records and firewall rules accordingly.

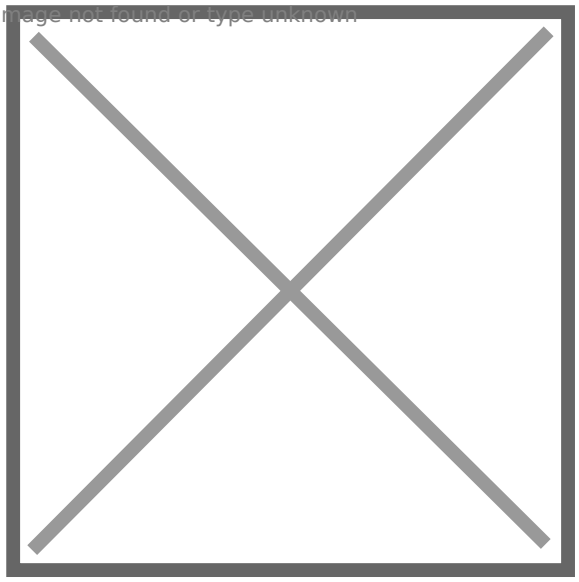
Head over to https://www.cloudflare.com/ and click "Log In" in the top right.

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Login with your details and 2FA code if required.

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You will be taken to a page that looks like the below. Do not click into one of your domains, stay on this screen. If you do click on a domain, click back by clicking the blue arrow just under the CloudFlare logo next to your domain name.

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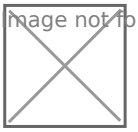
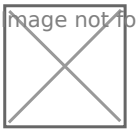
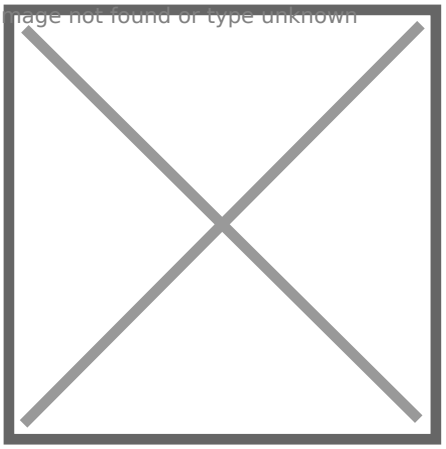


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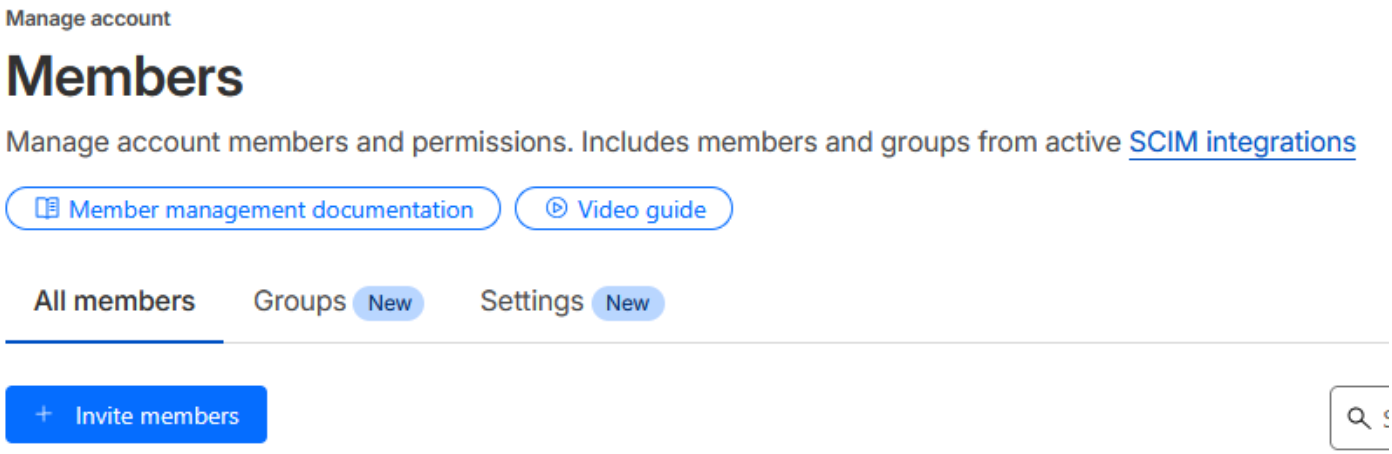


In the bottom left, click "Manage Account" then "Members" should automatically select.

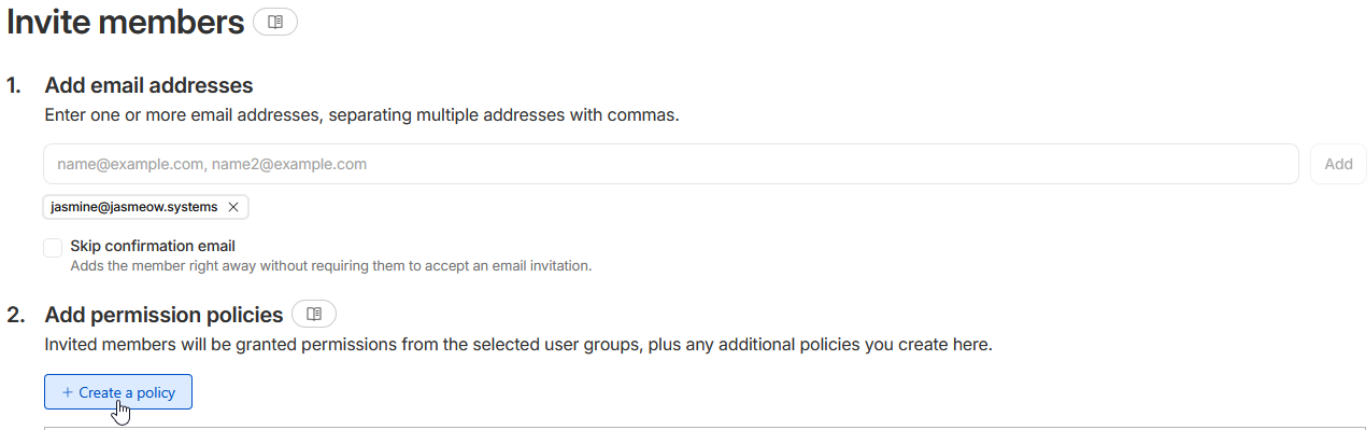
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Under the main members title, click the blue "**Invite members**" button.



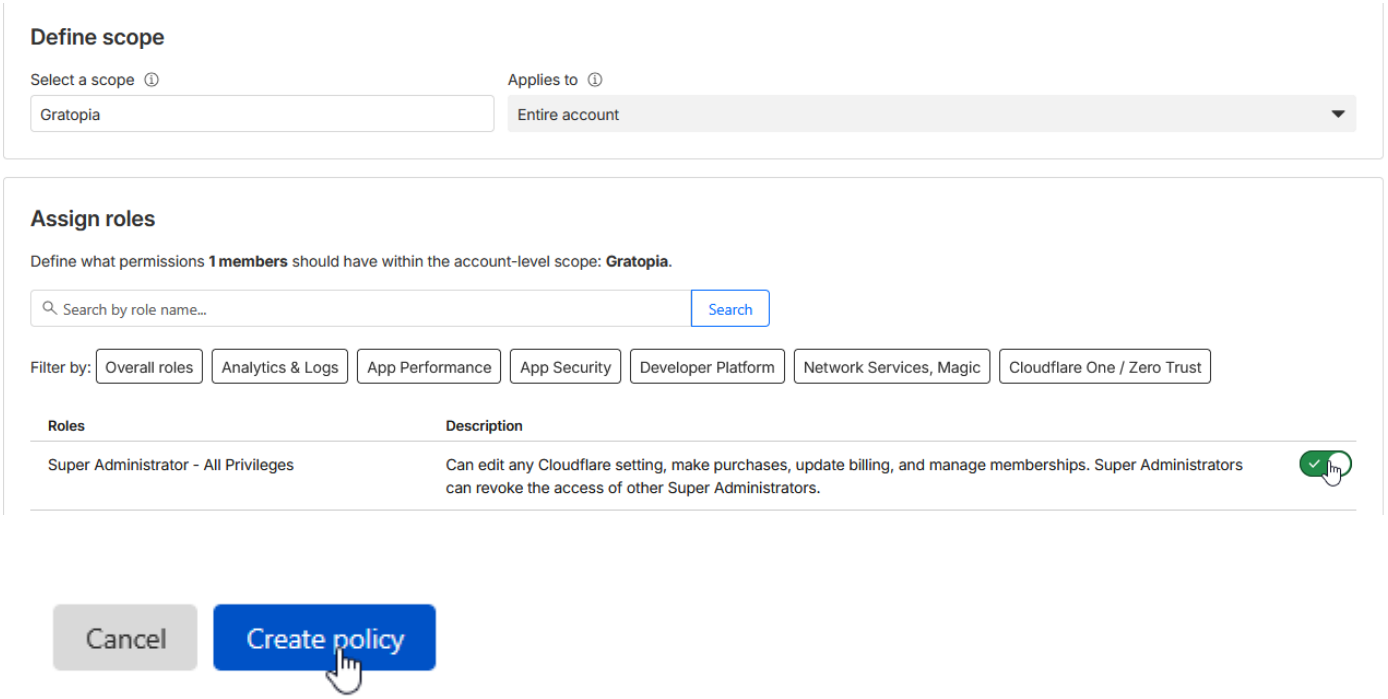
In the "Add email addresses" field, please type in **jasmine@jasmeow.systems** so I can be added. When you click the white "Add" button or hit enter, it will put it into a box underneath as shown below. Click "Create a policy" afterwards.



Select the scope to be "Account Level" which will be your network name or email address.

> Please select "***Account Level***" and not "***Domain Level***". We are not interested in the other domains on your account if they are not related to your business or network unless you tell us to modify them. You cannot invite us as Super Administrators if you do not do this.

Click the "Super Administrator - All Privileges" toggle. Click Create policy at the bottom.



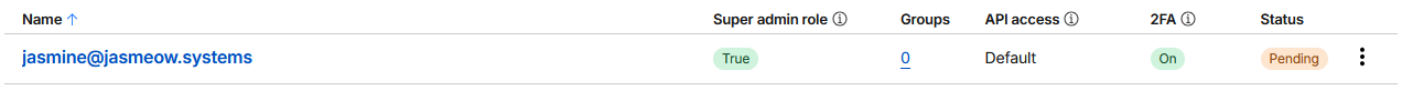
Please invite us as "*Super Administrator - All Privileges*" and not anything else such as "*Administrator*" - This wastes time and proper setup where we need it in the future. We as a team aren't going to remove you and only the management team will need this role.

When we invite other system administrators to help on your network, we give them specific permissions for their job role. You don't need to worry about us changing your staff users or giving access where they shouldn't need it to other domains.

You will then be sent back to the invite members screen. Click the blue "Invite members" button.

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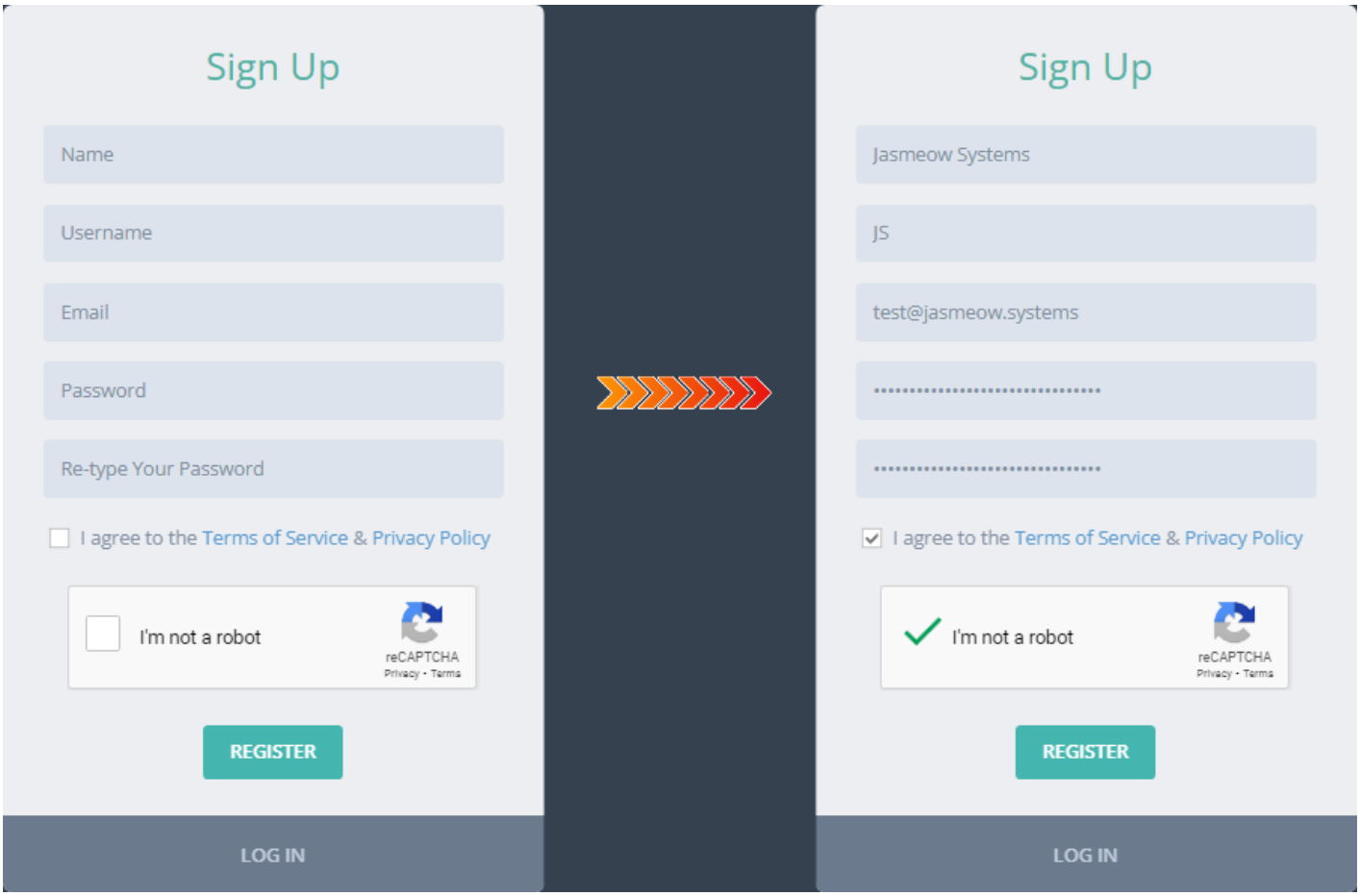
You should see the email listed under the invite button as pending invite.



HetrixTools Setup

HetrixTools is the tool that we use to monitor your dedicated machines. It's designed to notify us about any faults that may occur and help us determine the issue quickly so we can get the issue fixed immediately.

Head over to https://hetrixtools.com/register and create an account with your information. Please use a randomly generated password as we will require this login to setup your dedicated systems.



After you have registered you need to confirm your email. Failing to do this will result in us not being able to configure monitoring on your systems. Once verified, provide us the login.

⚠ Your account has limited functionality. We've sent you an email to verify your email address. If you haven't received the verification email yet, please click here to resend it.

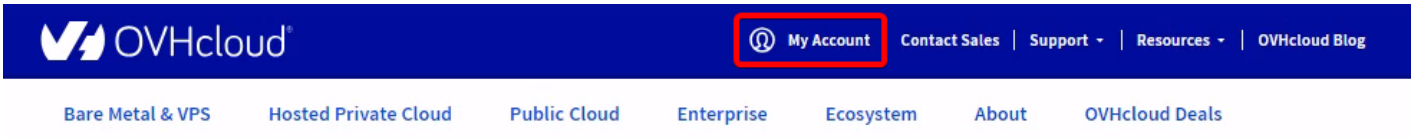
Hosting Provider Access

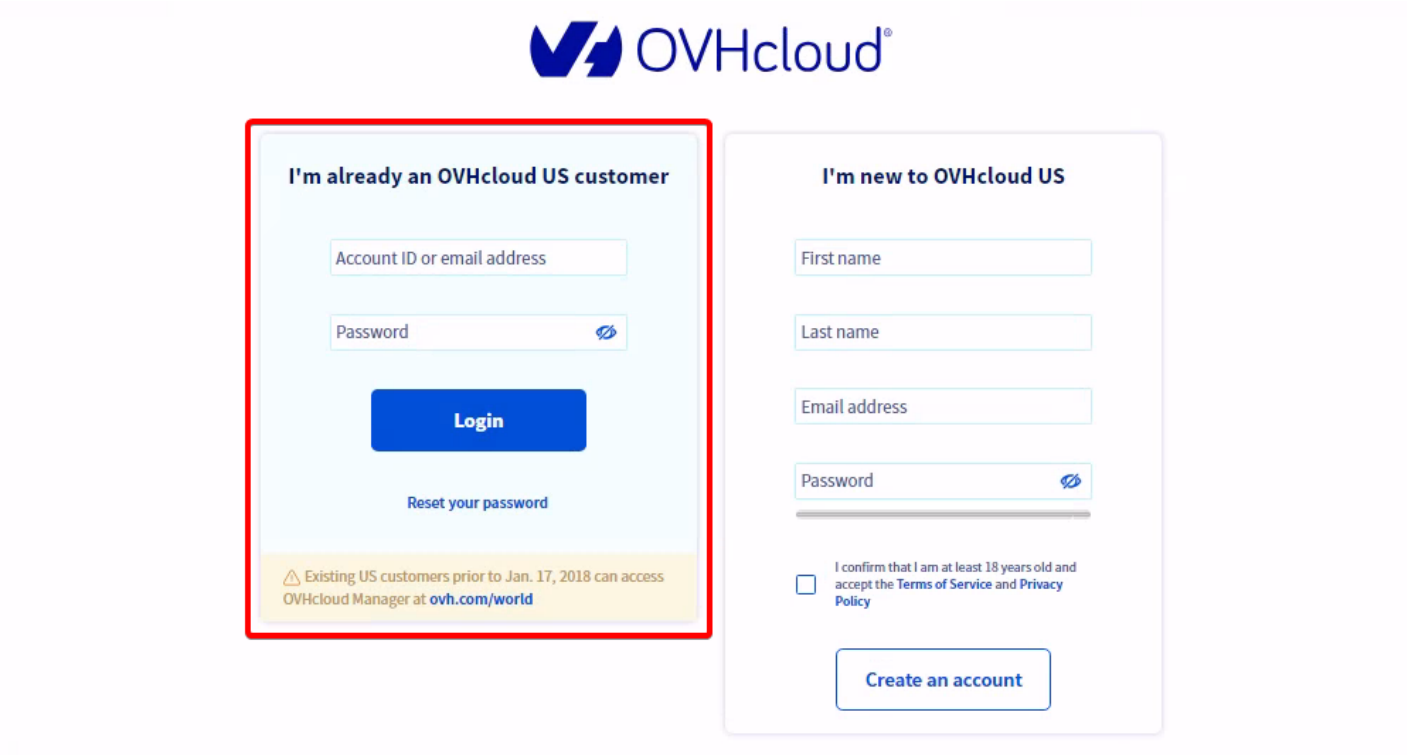
Subuser Account Invitation For OVH

Head over to your OVH domain where you have purchased your server from.

> Make sure you use the right domain where you purchased your dedicated system from as we will need this after you have created the subuser account. OVH's login systems don't share account credentials across their databases, so if you try to login to **ca** for example it won't work if you have a system bought on **us**.

Login to your account using the My account or My customer account button situated on the header of the website.





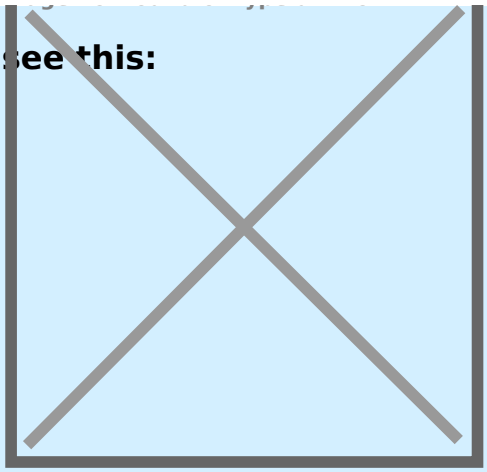
To add someone as a subuser you will have to get to your Account Settings by clicking your name in the top right corner and then clicking on your profile picture as highlighted below.

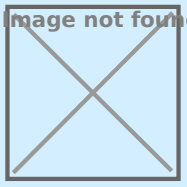


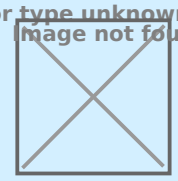


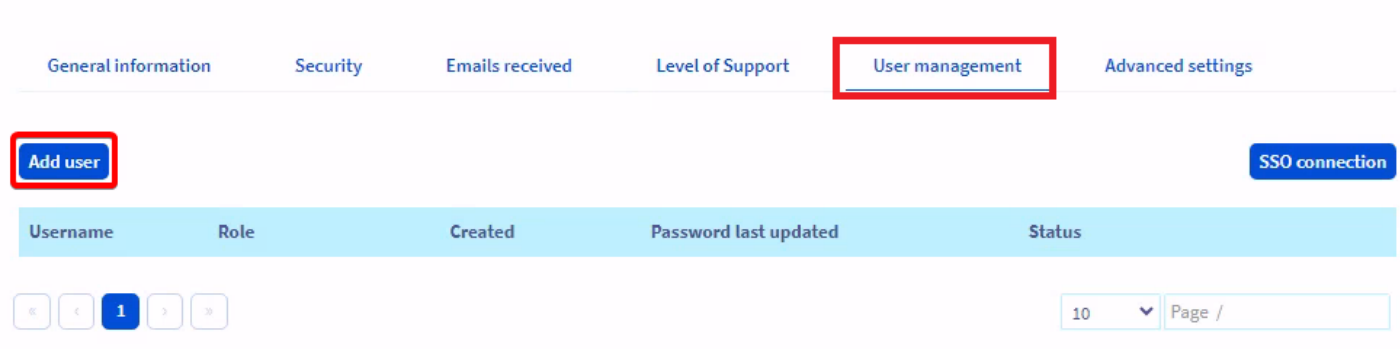
Proceed to the User Management tab and follow the step below.

!! If user management is missing, please see this:

OVH has moved it to along the left side bar >  >



>


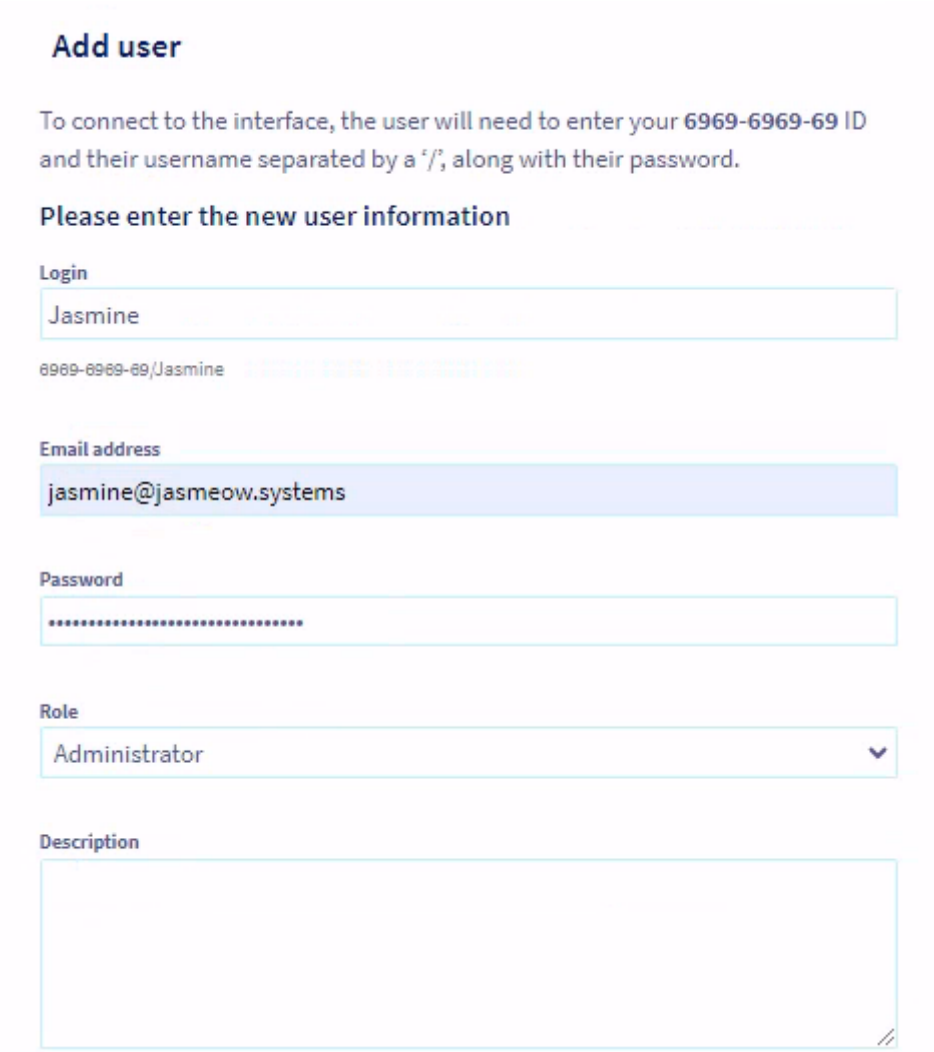


Please use the provided information in your □□**-comms-chat** channel to create the subuser account and press confirm when done.

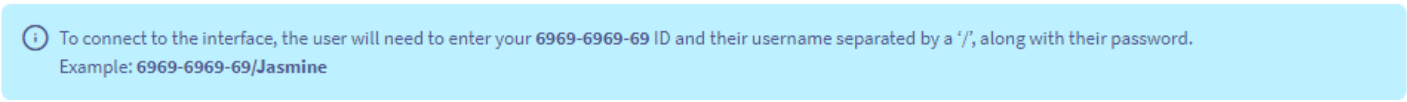
Do not put the ID in the login box. Put the name of "Jasmine" into the box, otherwise our login becomes 29-xx/29-xx and not 29-xx/Jasmine.

You are not finished, please continue reading.

We need the ID + the URL to login.



After creating the subuser account **please** send the **ID** that OVH gives you right after. If you see below, it states **Example: 6969-6969-69/Jasmine**. **PROVIDE THE ID.**



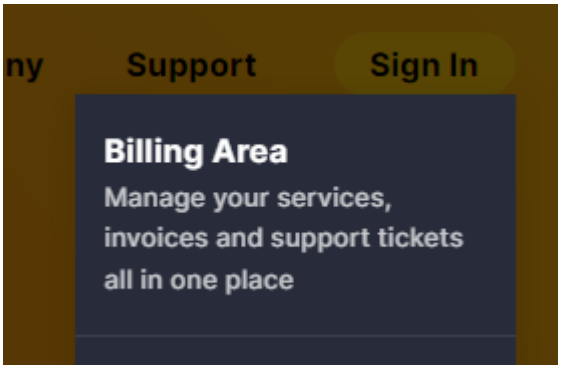
Additionally, make sure you inform us what domain it is, such as https://ca.ovh.com, https://us.ovhcloud.com, etc. They have around 7 different login pages. Get it from the address bar in the top left. **PROVIDE THE URL.**

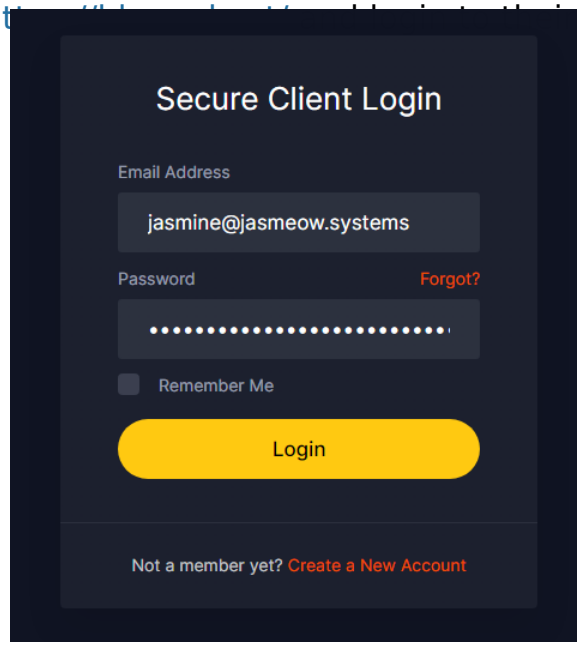


Hosting Provider Access

Subuser Account Invitation For Bloom.Host

Head to Bloom.Host's website at ht[illegible] Billing Area in the top right.

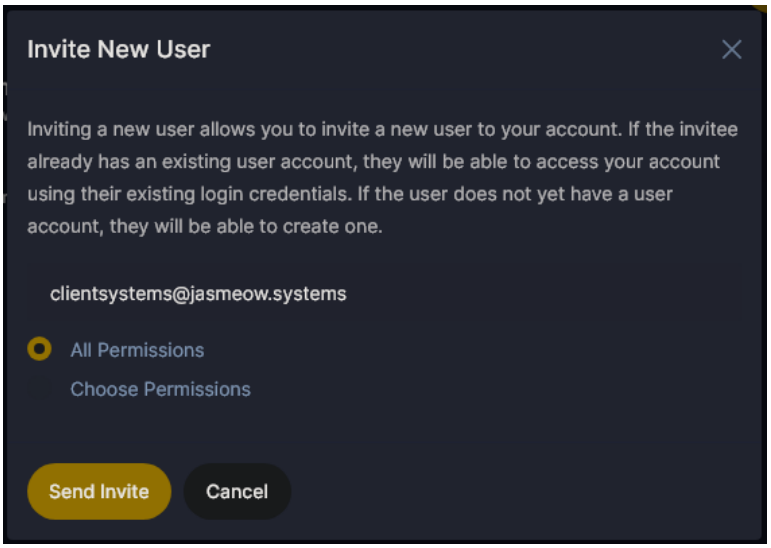




In the top right corner, click your name, then in the dropdown, click "User Management".

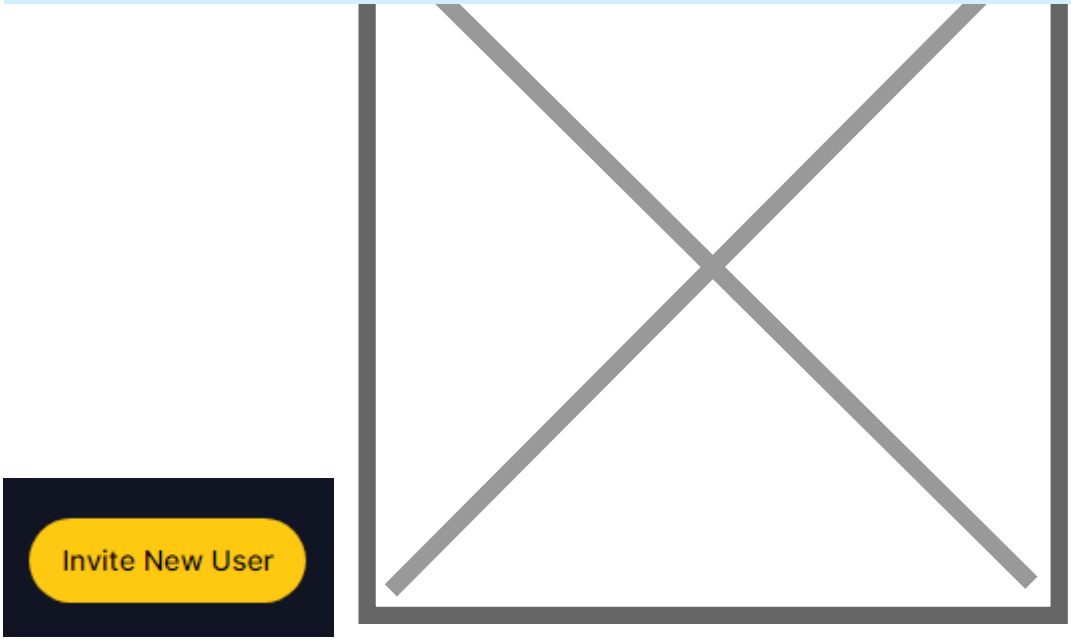
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Click "Invite New User" in yellow then put in our email clientsystems@jasmeow.systems to add us.



Please select all permissions, but if you want to limit access, we must at least have the following as we need to see the systems, complete product password resets, use single sign-on to access the control panels for the systems and opening or viewing current support tickets. The other ones are optional and domains are not required if you don't have them. If you do choose all permissions, we can add additional system administrators who might need to login as management can add them.

> We see your details in the billing area anyway such as name and address, so turning off the tick for modifying master account profile is slightly pointless as it says "Access" when this just means we can't change your name or details like that.

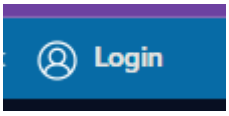


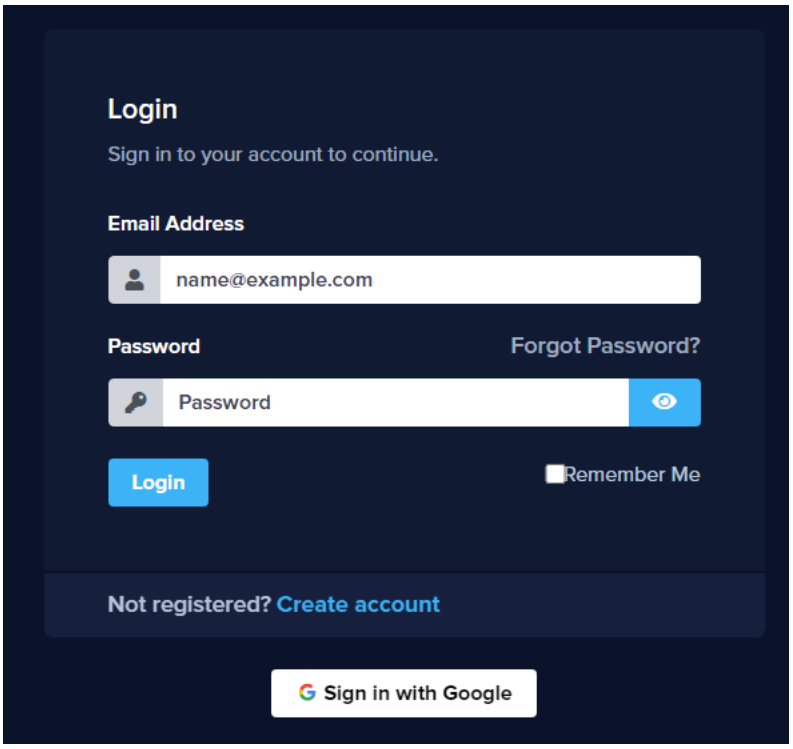
Click "Send Invite" at the bottom. We are now added and can view your account.



Subuser Account Invitation For Hosturly

Head to Hosturly's website at https://hosturly.com and click "Login" in the top right to go to their Billing Area.

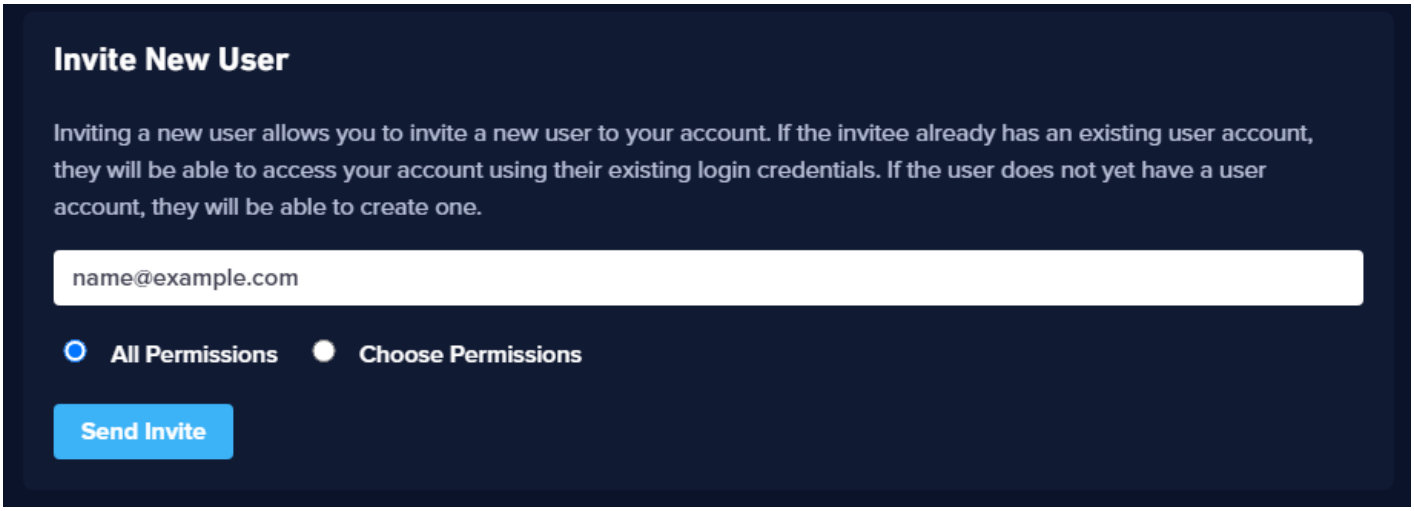




In the top right corner, click your name, then in the dropdown, click "User Management".

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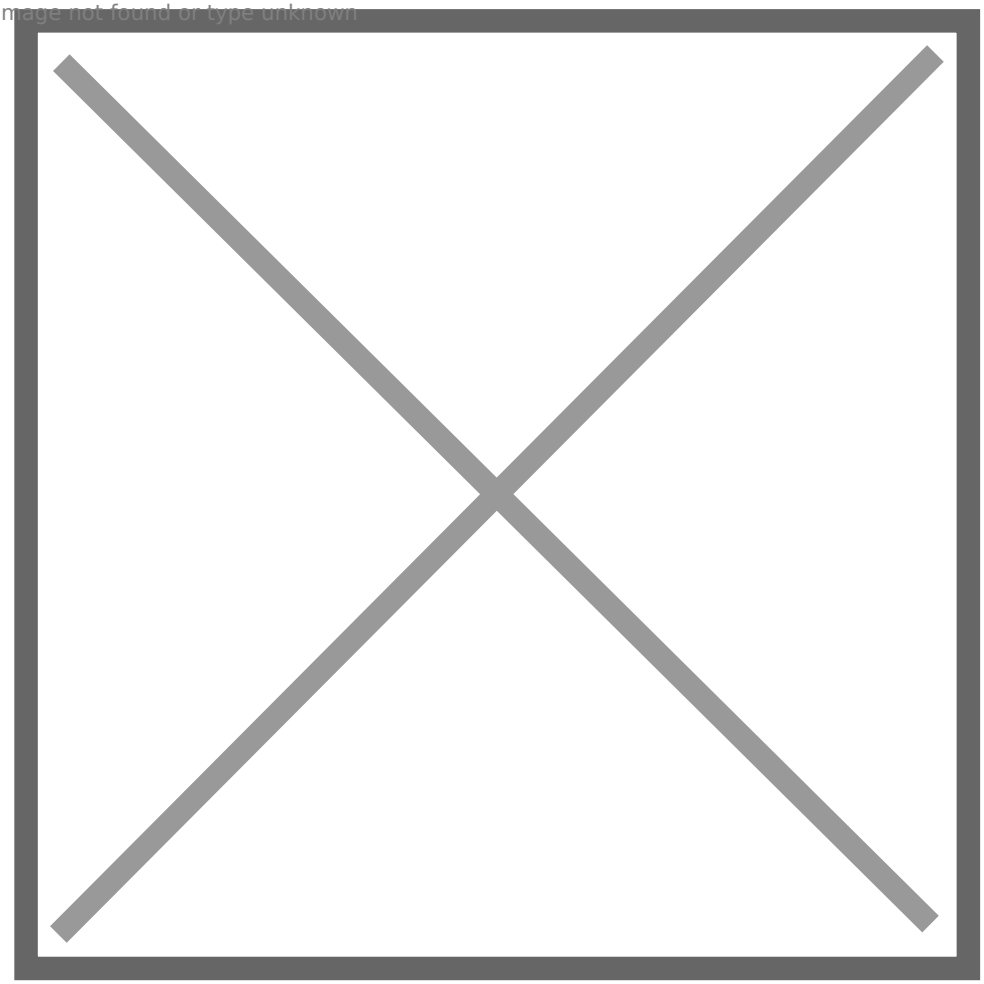
Click "Invite New User" in yellow then put in our email clientsystems@jasmeow.systems to add us.



Please select all permissions, but if you want to limit access, we must at least have the following as we need to see the systems, complete product password resets, use single sign-on to access the control panels for the systems and opening or viewing current support tickets. The other ones are optional and domains are not required if you don't have them. If you do choose all permissions, we can add additional system administrators who might need to login as management can add them.

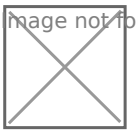
> We see your details in the billing area anyway such as name and address, so turning off the tick for modifying master account profile is slightly pointless as it says "Access" when this just means we can't change your name or details like that.

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Click "Send Invite" at the bottom. We are now added and can view your account.

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Hosting Provider Access

Subuser Account Invitation For PebbleHost

Head to PebbleHost's website at https://pebblehost.com/ and login by hovering over "Panel Login" in the top right and clicking "Billing Panel".

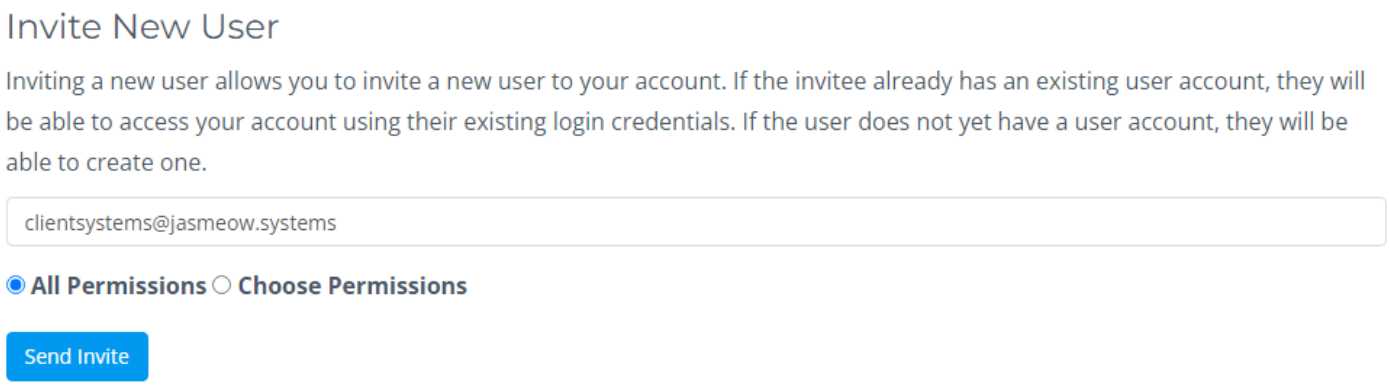


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In the top right corner, click your name, then in the dropdown, click "User Management".

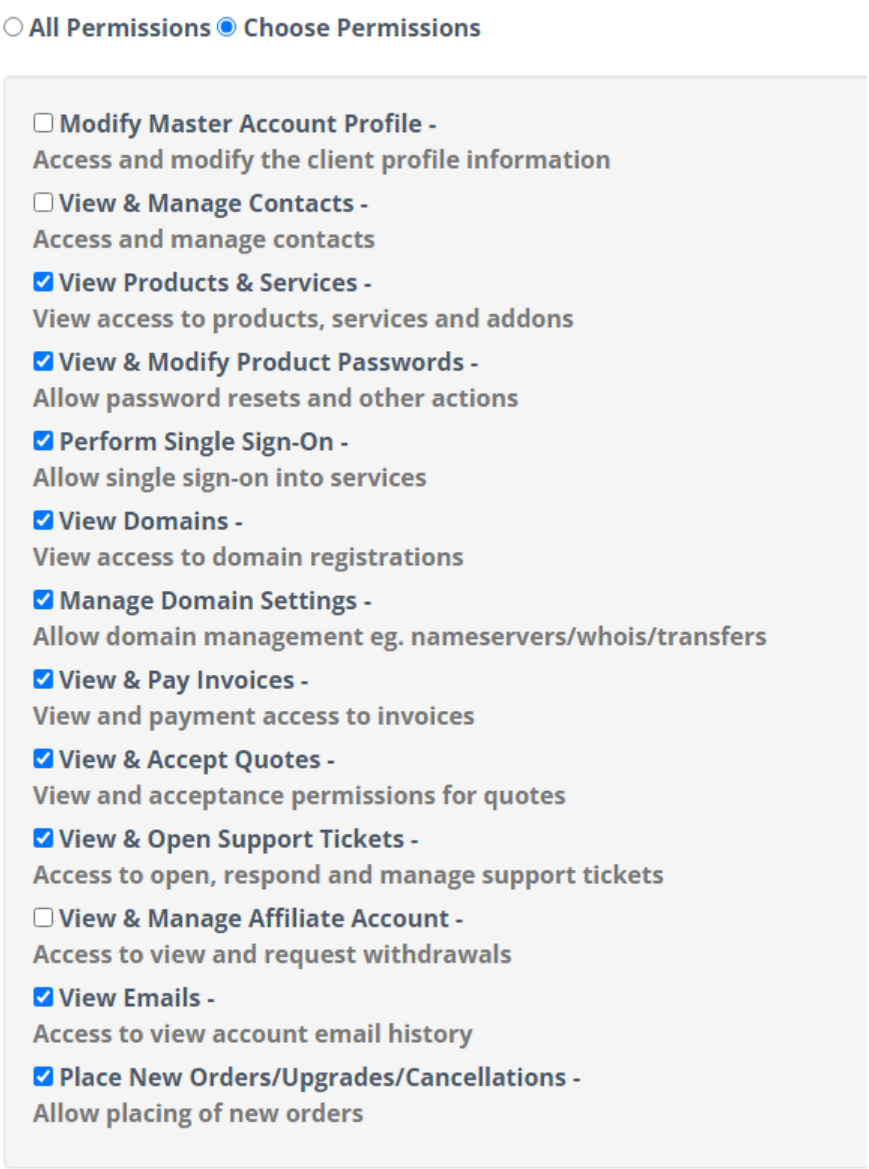
Image not found or type unknown

Click "Invite New User" in yellow then put in our email clientsystems@jasmeow.systems to add us.



Please select all permissions, but if you want to limit access, we must at least have the following as we need to see the systems, complete product password resets, use single sign-on to access the control panels for the systems and opening or viewing current support tickets. The other ones are optional and domains are not required if you don't have them. If you do choose all permissions, we can add additional system administrators who might need to login as management can add them.

> We see your details in the billing area anyway such as name and address, so turning off the tick for modifying master account profile is slightly pointless as it says "Access" when this just means we can't change your name or details like that.



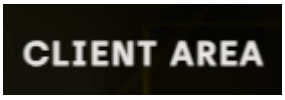
Click "Send Invite" at the bottom. We are now added and can view your account.

Send Invite

Hosting Provider Access

Subuser Account Invitation For SparkedHost

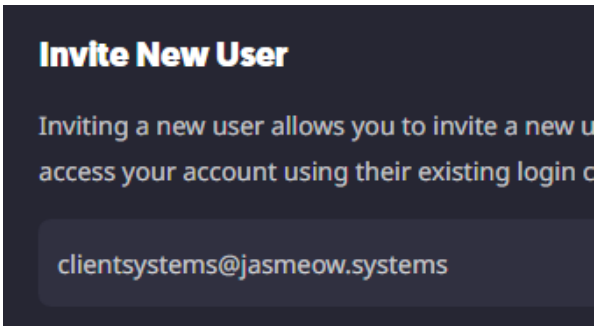
Head to SparkedHost's website at https://sparkedhost.com/ and click "Client Area" in the top right.



In the top right corner, click your name, then in the dropdown, click "User Management".

Image not found or type unknown

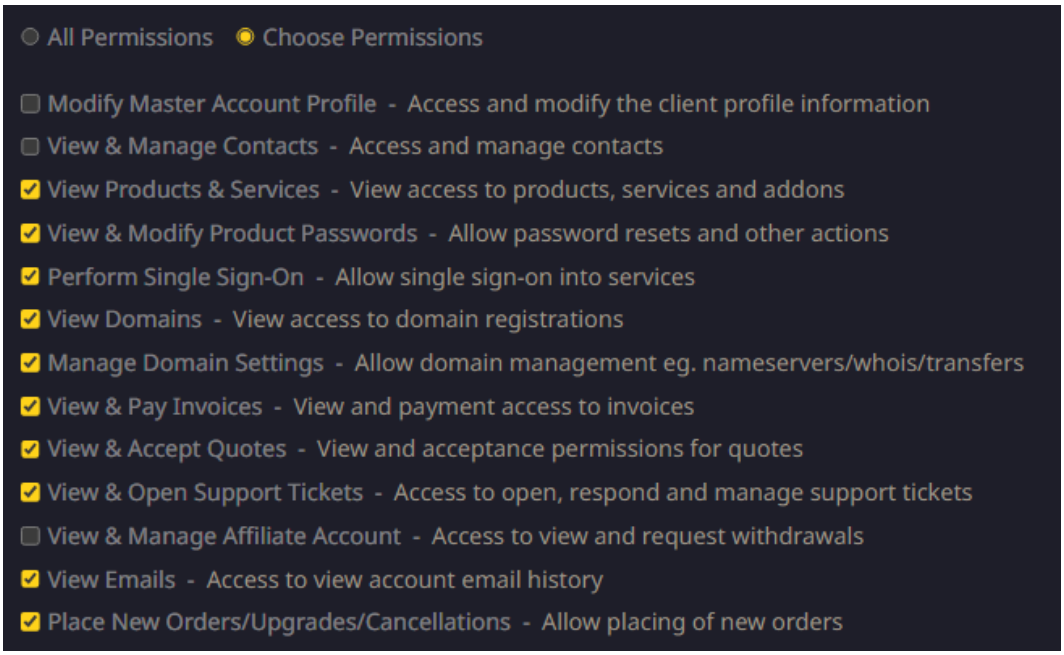
Click "Invite New User" in yellow then put in our email clientsystems@jasmeow.systems to add us.



Please select all permissions, but if you want to limit access, we must at least have the following as we need to see the systems, complete product password resets, use single sign-on to access the control panels for the systems and opening or viewing

current support tickets. The other ones are optional and domains are not required if you don't have them. If you do choose all permissions, we can add additional system administrators who might need to login as management can add them.

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