Our Structure & Channels

The following articles explain how operate, the channels in Discord and common procedures.

- How Our Roles & Categories Are Laid Out - Discord
- Our Discounts From Partners - Grab A Deal!
- The Task System - The Complete Guide For Support Queries

How Our Roles & Categories Are Laid Out - Discord

You see many roles or channels in our Discord but not sure what they all mean? Find out more below!

Management - Image not found or type unknown

Me (Jasmine) & Management. We run the the entire team and have access to all systems. If you have an issue with one of the members in our systems team or an issue that needs to be solved urgently, contact one of us. We:

- Can see all channels and all clients.
- Have full control of all resources and all management material.
- Have the authoritative power to add and remove access from system admins.
- Have the final word in all discussions.

System Admins - Image not found or type unknown

They are system administrators. They do the same backend work as Management but not the same level of access. They will be assigned to a client after NDA's or agreements are made and completed, or just to work directly with management only. We will not force upon different staff you haven't met before, but we can guarantee the System Admins team have been trialed, tested and their history investigated to prove their legitimacy and worthiness of supporting the client base. It will be the customers discretion if they want another system admin.

Service Providers -



These people are mutual partners of Jasmeow.Systems, providing their services forthe clients, including some having major discounts! Our current partners are:

- **TCP Shield** - TCPS is a Minecraft Java & Bedrock DDoS Protection Provider which is $40 per month additional to the monthly fee of our services. We configure your protection so you have peace of mind.
- **RootBeer** - Root is a optimisation specialist in the Minecraft scene and has agreed to an exclusive discount of $80 lifetime services instead of $100 for all clients in JS.
- **Techno** - The main guy for Pterodactyl themes such as Monterno and Stellar. He's from BuiltByBit and one of the largest resource owners on the platform.
- **Golfing8** - Developer of WineSpigot to get a discount of 10% off ($150 to $135) for the jar.



Emoji's + The Role Names -

That's you, the client. They are grouped into categories with their own access to their own channels. You can ask for additional owners/admins who manage your community to be added, but remember that they will see all the channels below and any passwords/login information you share with us before it goes into the BitWarden Vault. In each category, each channel has a different purpose as explained below:

- **□□-alt-staff** - Want other staff added to your category but don't need to see the other channels like the ones below? In some exceptions on large network teams, ask us to make this channel for you so we can add them into the Discord such as developers or managers. ***(Optional, ask for this if required)***
- **#□□-comms-chat** - This is for communicating with the management and system admins of your network or business. Here you can inform us of issues or changes needed and share important logins.
- **#□□-ssh-logins** - When either any member of our team or you SSH into your dedicated system(s), this will ping you to notify of that users IP address who logged in and the time.
- **#□□-backup-logs** - Using our custom coded Discord bot, rclone logs are uploaded to the channel at the defined time and checked by management to ensure no data loss or errors.

- **#□□-systems-status** - You will be alerted to issues with the hardware/software running on the machines you own such as a disk failure, CPU/RAM utilization being high and more using our custom solution from Grafana.

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JS Client -

All clients get this role to enable them to see the public channels and remove them from the introductory and questions channels. Also used for pinging all the clients when required.

□□-additional-roles
Additionally to your normal **@□□ JS Client** role and your **category role**, we've included additional opt in roles to participate in if you are wanting to join events or classes, get announced for giveaways and discounts, notify others about your support request or find out optional announcement pings to be notified about.

□□-js-announce
This is the announcement channel for all clients to pay attention to and read as this may contain very important public service announcements, planned holidays, public voting and more.

□□-service-providers
Our main partners such as TCP Shield are followed here from their own announcement channels so you don't need to join their Discord to get updated on outages or maintenance periods.

□□-docs-updates
This channel is the webhook that links you to new articles once they are created and updated on this documentation site! Feel free to check back often to be updated on the latest support articles.

□□-via-version

This channel is for the plugin ViaVersion and ViaBackwards when it receives updates for your MC network so players can join on the latest version. We do this to notify you of new releases, saving the hunt for the new jar files in Discord announcements or websites.

□□-netbird

Clients who have access to this channel will be notified when their servers Netbird gets updated which prevents SFTP access and such else like SSH. This is a custom solution for access to your dedicated system and not everyone requires it until such a problem arises that needs it.

□□-client-discussions
This area is for everyone to chat with one another so feel free to speak to other networks or businesses! Find out their business models, their communities and their successful projects.

□□-service-prov-chat

This channel is shown only to members with the service provider role. This is for communication between partners for notifications of customer issues, hardware stock, changes to JS or such else.

□□-community-support
Finally, community support is a forum based channel where you can request/provide help to other networks such as being stuck on a particular issue that needs public support, posting a plugin/addon that would help others in the future and other gatherings.

Our Discounts From Partners - Grab A Deal!

Jasmeow.Systems has partnered with many established businesses and good friends who offer fantastic discounts for their products and services. You can find them below.

Remember, these are **additional** to our normal $40 a month and some of them aren't billed through us. If we bill you directly, it's the purple title. This is added onto your monthly invoicing.

If not, it's the blue title of the partnership. For these types of deals, we would let them know that you are coming from us as a client and say "Hey, such and such has brought Jasmeow.Systems, allow them the discount code", etc.

TCP Shield - https://tcpshield.com/plans

TCPS is a Minecraft Java & Bedrock DDoS Protection Provider which is **$40** per month for the enterprise plan. We partner with them to offer this under our account which you can be invited to as a subuser if you wish. We configure your protection so you have peace of mind and don't need to do this yourself.

The fantastic reason why you would want to purchase this is because Bedrock support, Geyser as it's called, costs **$100** a month on TCP's site, which is absolutely crazy! With us, we make it **$40**, so you **save $60** immediately. Because we are an enterprise customer, you get the additional features free, so basically you save **over $150**!

Reach out to Management to be put onto this plan.

RootBeer - https://discord.gg/beer

Root is a optimisation specialist in the Minecraft scene and has agreed to an exclusive discount of **$80** for his lifetime services instead of **$100** for all clients.

Techno1Monkey - PepijnWeijers On BuiltByBit

Techno offers a **50% discount** on his two main themes, **Stellar** and **Monterno** with a good discount also applied onto his hosting orientated theme **Arix**, which can be found on the link above.

Reach out to Management to get the claim code as we don't publish it here.

Coldfire - https://builtbybit.com/creators/coldfire.156079

Coldfire design team make **fantastic themes** for **Tebex**, **Minestore**, **CraftingStore**, **LeaderOS** and **NamelessMC**! We've partnered with them to offer **15% off** your purchase!

Reach out to Management to get the claim code as we don't publish it here.

Golfing8 - https://discord.gg/gVMzcV8pfX

Golfing has created WineSpigot for 1.8 Factions networks. His normal cost is **$150** but with us you get it for **$135** which is highly optimised and coded for cannons, PvP and other game mechanics.

Reach out to Management so they can contact Golfing8 that you are a client.

Hosturly - https://hosturly.com

Hosturly are a hosting provider based in Chicago using **owned hardware** in their datacenters. Use our discount code **js-jasmeowsystems** for 20% off all their services!

The Task System - The Complete Guide For Support Queries

In JS, our support system includes a full task management feature, allowing you to assign tasks to the team, set priorities if needed, and specify deadlines for completion. This ensures that less urgent tasks - those that don’t require an immediate ping - aren’t forgotten and are completed by the chosen deadline.

The Commands

First off, you can list the task commands by doing **/task**.
Note: *Any tasks with the word management in them you can ignore, you aren't able to use these.*



Let's start with **/task create**. Here, you can set a **name**, **description**, the **priority**, and the **deadline**.
Note: *Priority and Deadline are optional. These don't need to be added if you don't need to.*

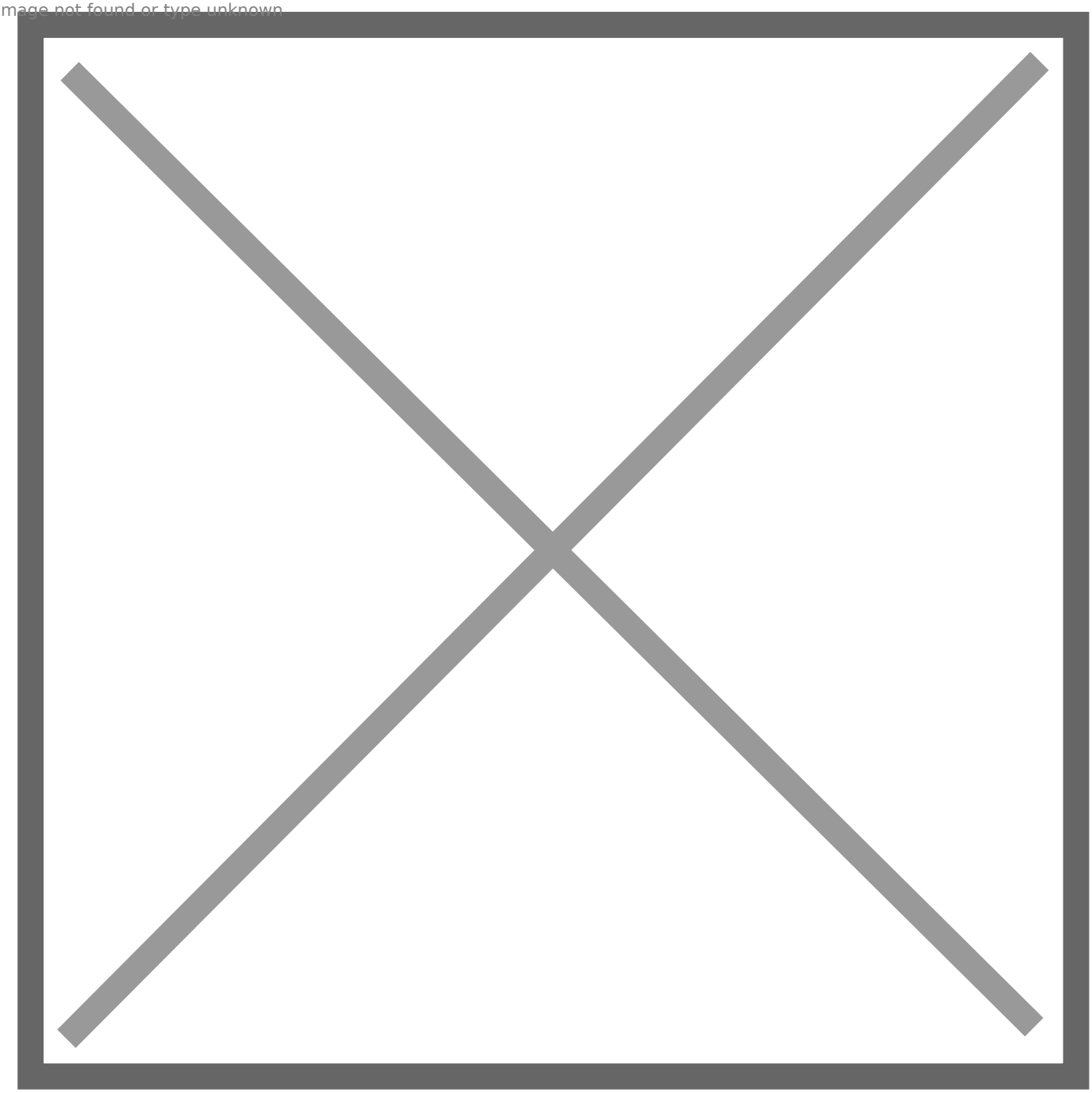
- With the priority, choosing **High** will ping all members in the System Admins role, whereas choosing **Urgent** will ping all members with the Management role.
- With the deadline, you can pre-select Today, Tomorrow, Next Week or Next Month, but you can also put in a ISO formatted date, which means you enter it like this: **YYYY-MM-DD HH:MM**. So for example, the **5th January 2025 at 22:00** would be **2025-01-05 22:00**.

Please remember that all deadline dates are in **UTC timezone, GMT, Zulu time**. Doing conversions for all clients based on their timezone is practically impossible due to many edge cases! Sorry! □□



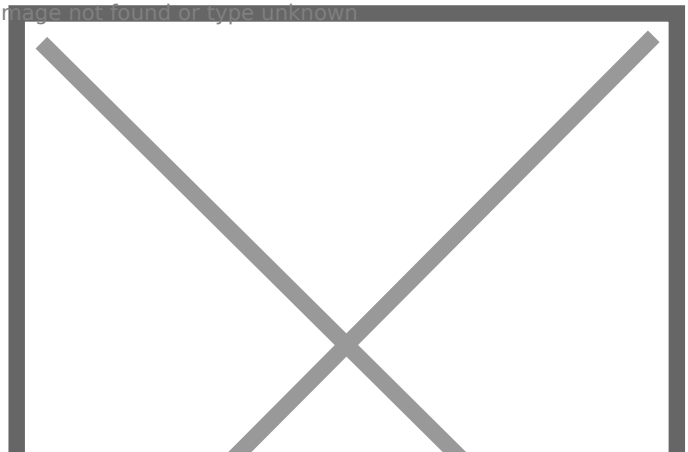
Many error checks have been implemented to prevent issues. For example, if you put in Tomorrow by clicking the text or tabbing it into the autofill, then editing the text to "Today", this unfortunately will not work. Press the up arrow key and fix the issue, as shown below:

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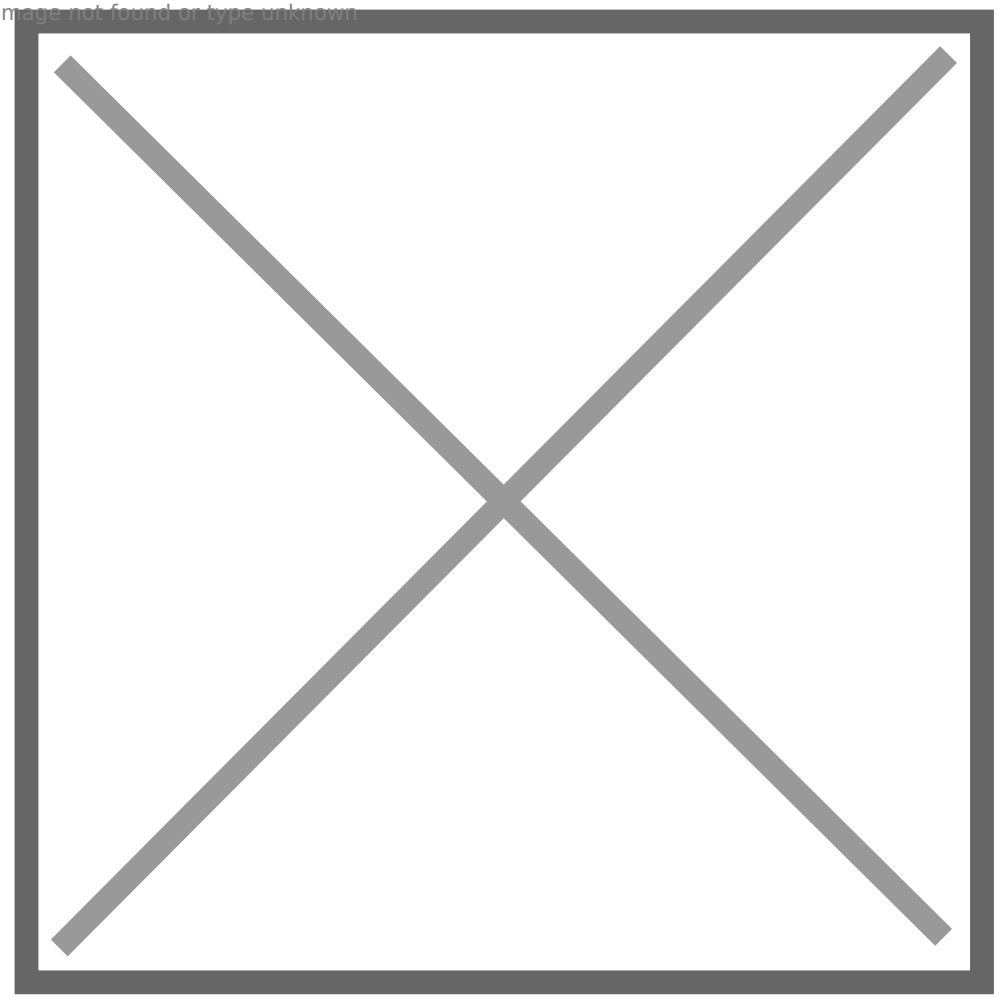
Once a task has been made, you will see an ephemeral (hidden) message appear showing it has been created. Here, you can update the details you just provided just in case you made a mistake.
Note: *You can ignore the three buttons along the bottom, these are for staff!*

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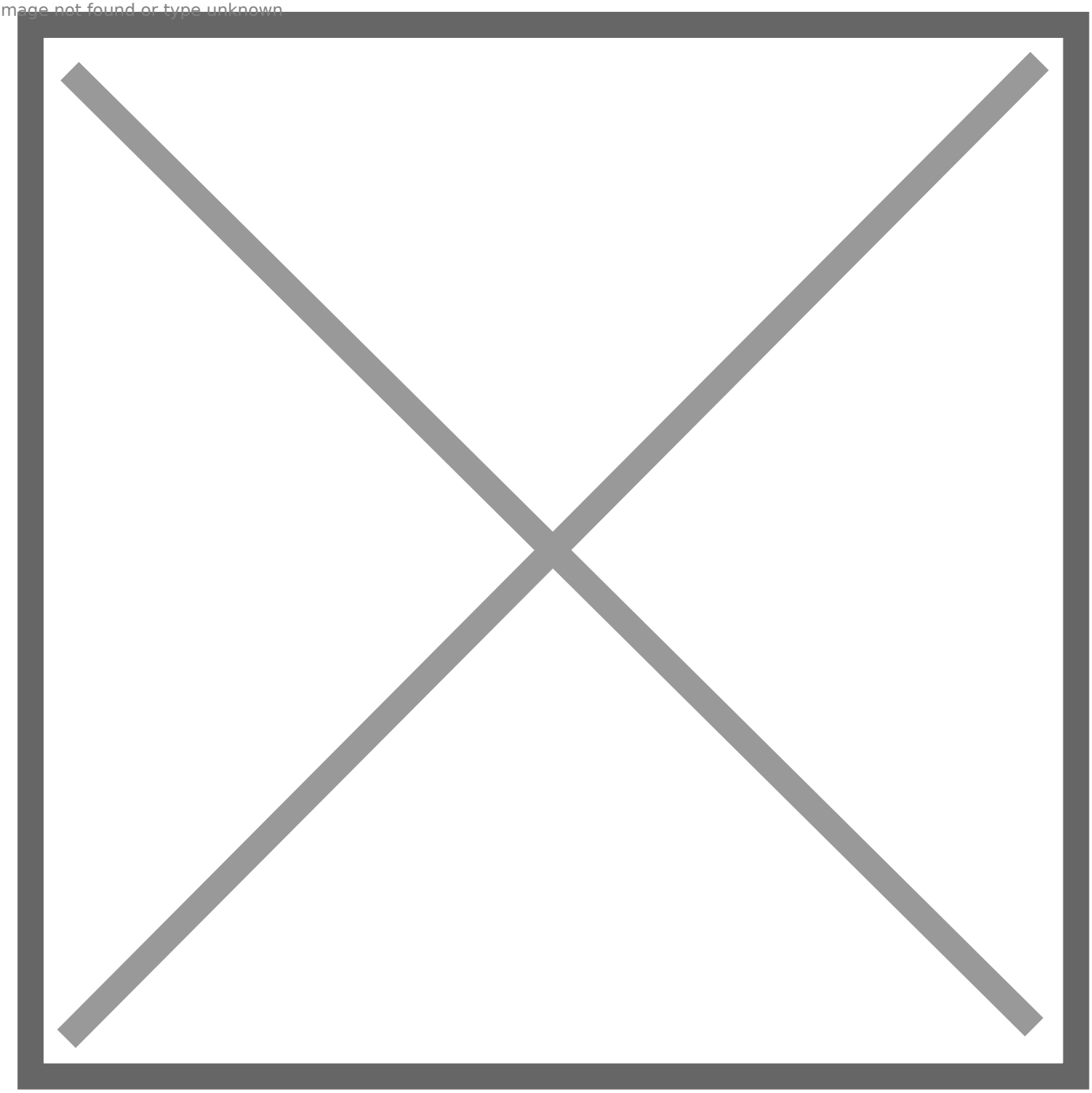
The next command you'll probably want to use is **/task list**. This will show you all open tasks and print them into a large ephemeral embed. This also has next and previous buttons if you have more than one page of tasks.
Note: *The commands **/task assigned** and **/task listglobal** are for staff!*

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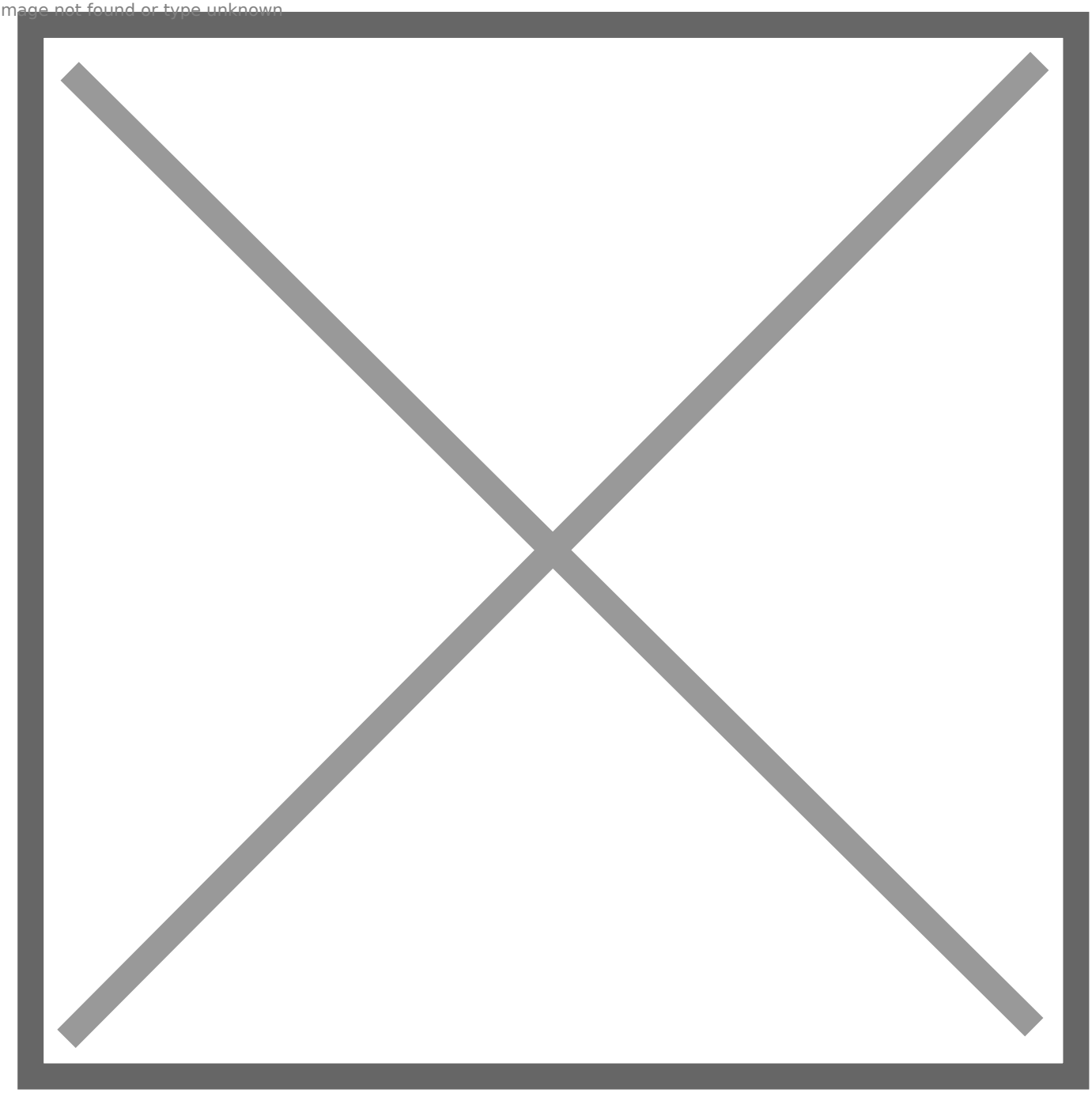
Want to view more information about a task if the description is too long to see in **/task list**? Do **/task info** then the task name, like shown below. It will take a moment to show your tasks, then chose which one you want to view.
Note: *Here, you can update the relevant details like you did when you first made the task.*

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Finally, the last command you'll want to know is **/task delete**, which is pretty much self explanatory... deleting a task you've made!

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The Notifications

When one of the team is **assigned** to a task, changes the **status** of a task, the **priority** of a task, **requires your attention** or updates the **due date**, this will be posted in your □□**-comms-chat** as an embed, such as one of the following:

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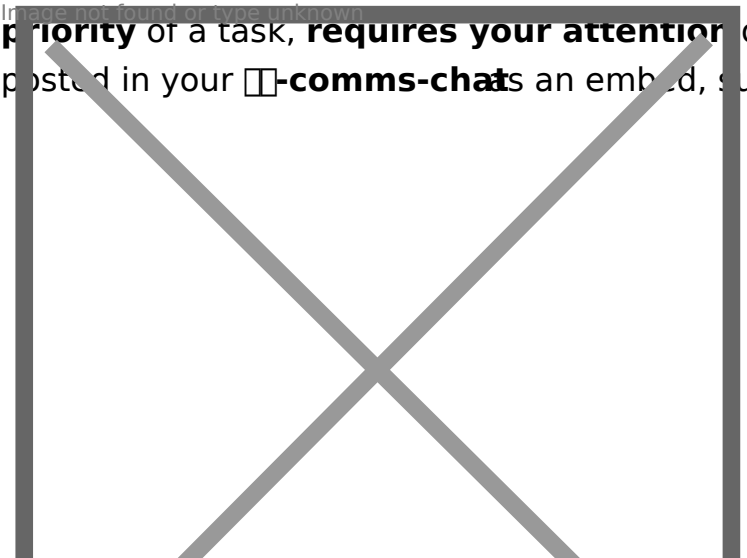


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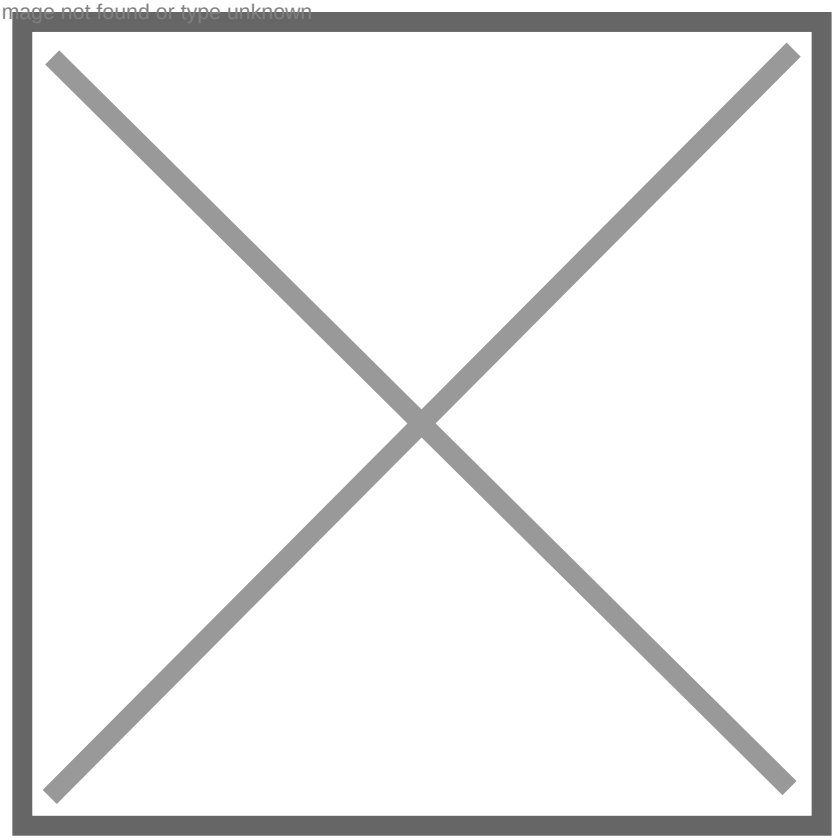


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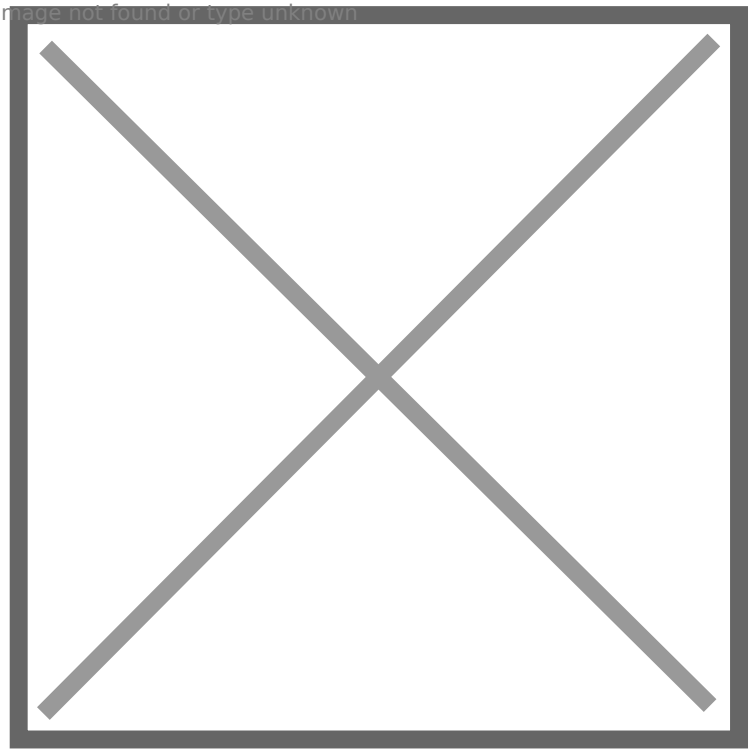


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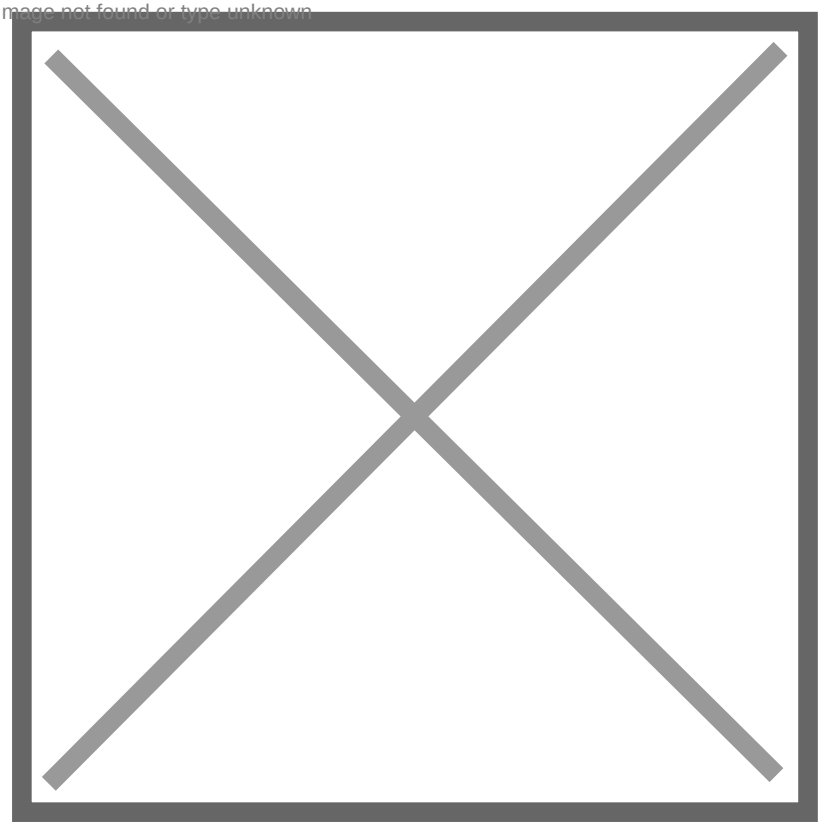


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