

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!



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Management -

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.

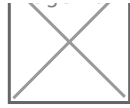


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System Admins -

They are system administrators. They do the same backend work as me and Abyss. 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 for the 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.
- **Michele** - The maker of the main bot in the Discord which pings on due dates of reminders, sends backup logs to the relevant channels and much more. Fantastic developer!
- **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.



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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 HetrixTools.
- **#-ddos-reports** This channel only applies to MC networks using the TCP Shield service. This pings when an attack is occurring and any updates we need to be aware about.


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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.

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.

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.

Revision #38

Created 20 June 2023 10:07:55 by JasmeowTheCat

Updated 9 September 2024 01:17:36 by JasmeowTheCat