

DISCORD

(Concept and Context from a User POV)

Why?

DISCORD was made by Gamers who wanted to talk about games, develop games in groups and play games. Thus, you can text message, facetime, add videos and stream games all in DISCORD, using it's text based chat or it's video function. You can use just the audio function which saves on bandwidth 😊 Nitro is an advanced option that CoNZealand will not be using as it is more useful for gamers.

This makes DISCORD a useful bit of kit. You can lurk in the hangout rooms, go to meetings and chat with Dealers and Artists.

Start

Go to DISCORD.com. And/or install app from the Discord.com page

Click Blue Open DISCORD button

DISCORD will offer a User ID but you should tailor your User ID - *Suggest Proper Name.*

In My Account pick a User Name (Or accept default)

Add the email address you used to register for CoNZealand

Select a Password

Click Save

Once in the Server you will be directed to the Welcome Page where you will choose your Pronouns and check the box for Code of Conduct. Here you can also list your role(s). *Note: Unlike Facebook the choose icons are next to the number that indicates how many people have chosen them.*

What does DISCORD call these things?

A Server is the name DISCORD gives to the convention or developers group that you are accessing.

A Channel is what DISCORD calls the “rooms” or “areas” within the Server. There are two types. A text channel where you can hang out and text message in a group or one-to-one. Here you can add GIFs and emojis (see icons on left of Message Field) and files and pictures (see Plus sign on right of Message Field) and links.

And the Audio channel, where you can choose to have your video on to face time people or share your screen if you need to explain something.

Channels can be stacked into folders called “categories”. This means you can hide the long list and tidy up that left hand area. You will still get a white/red notification dot if there are new messages in the channel. Just click the category name to toggle the channels to hide or show.

Some channels and categories can be noisy and you might not want to get notifications. If you right-click on these channel’s names in the channel sidebar, you can silence notifications for discrete amounts of time, or indefinitely. You can also silence entire categories, and hide them from your list.

Only server owners and admins can create new channels in DISCORD. Thus members will not be able to create new channels under the CoNZealand Server. Calling someone or opening up a private text channel doesn’t count, because, while it is on Discord, it is not on the convention server.

How to get navigate DISCORD.

Please note there is a certain amount of redundancy built into DISCORD . Some Message and Search functions are able to be used from several different areas.

Server Menu.

Starting in the upper left of the channel listings, select the server name.

Server Boost

Invite People

Notification Settings - You likely want to select “only @ mentions”. That way, you only get the noise and red unread-message badge if someone types a message with your name or role (At mentions is how you can notify @mod if you need to get a moderator’s attention, etc)

Privacy Settings - if you only want people you've friended to directly message you, you can toggle this off. Server admins cannot see or moderate direct messages, as they are on discord, but not on the convention server.

Change Nickname - Please update this to what would be on your badge at a physical convention. This is a great place for pronouns and CoNZeland roles. This nickname is only for this server. If you are on other Discord servers, you can have one with a professional name, and one with a gamer handle.

Hide Muted Channels - This will declutter that channel listing sidebar even further

Leave Server - You'll need to be re-invited if you want to return.

User Settings

At the bottom of the Channel sidebar, you will see another set of icons. (Or by clicking on the profile tab on the bottom right of the mobile app.)

Your status - Online, Idle, Do Not Disturb (which we recommend while in panels), and a custom message. I like to put my timezone here for CoNZeland.

The Microphone Icon – Mute – Toggles YOUR mic off and on.

The Headphone Icon — Deafen --Toggles YOUR headphones/speakers off and on. Others will still be able to hear you.

The Gear Icon for User Settings

Most of the default settings are fine, but here are a few you may want to update.

App Settings

Voice and Video:

Where to go if you're having trouble with audio or video. Als.

Push to Talk option. You can use this if you want to make sure your environment does not cause noise for other participants but it can be a problem if you forget you have turned this option on then wonder why you can't contribute to the conversations. There is no notification to you

if you have this facility turned on. Note: it may be a requirement in some webinars or panel sessions depending on the host.

Firefox doesn't support video

Notifications

Text and Images

Appearance - Here you can change the background of YOUR DISCORD from Dark to Light. There is also a slide for Accessibility to adjust font size

Steamer Mode – likely not used during CoNZealand. It is more for gamers. There is an option to hide personal information and Hide Invite Links.

Language: CNZ is using English UK as standard but you can change your language to suit you. And a 24hr clock for the NZT of the Convention.

Note: Changing the language also changes time appearance, this is local to you and will not change your timezone.

Windows/Mac/Linux Settings- This will allow you to choose when you see DISCORD, some may find it convenient if it pops up to greet you every time you turn on the computer, others may find that annoying. You can always have it on for the duration of the WorldCon , then turn it off later.

Note: DISCORD is resource greedy. It will try to load first over your other programs on startup.

Channel etiquette

When you click on an audio channel it puts you in a room where you can speak and hear others. There is a noise suppression icon, which looks like a bunch of fence posts, this allows ambient noise like you munching on potato crisps to go relatively unnoticed while you or someone else talks.

When you leave the room be sure to **DISCONNECT** using the red telephone with a cross icon. If you do not, you are still there “on audio” in that room and people wonder where the noise is coming from as you and they hear the

zombie ghost/clone voices. This also has a consequence if you have opened a link to Zoom, as you will get an annoying echo. Again, just go back and use the icon to disconnect you from that room, it will not disconnect you from all of DISCORD. We do have an “Asleep in the Corner” audio room that idle audio users may be moved to, and their microphones muted, for their own security.

You have the option in an Audio Room to use your Video so people can see you or remain being your icon or just your name on the screen or you can share your screen using the option next to the Video option.

Top Right Hand side of DISCORD

The top right-hand side of DISCORD contains a number of icons and info:

The room name.

The room description - if there is one.

The Bell icon will let you know there are unread notifications for you. You can “mute” this option. Unlike the custom mute on the channel sidebar, this is simply a toggle that will turn off notifications for this particular channel until you turn them back on.

The Thumbtack icon allows you to see pinned messages, they will give you any guidance that may be needed for members of that channel.

The Person icon shows or hides the members list. For CoNZealand, these are the members of the convention. They will be divided by convention roles, but otherwise are listed in alphabetical order.

The inbox shows you if and where you have been mentioned on any server.

The ? mark icon is a normal Help icon that takes you to the DISCORD help page in a browser. *Note: parts of this page are out-of-date.*

Searching for people and making friends in DISCORD

On the right hand member list: you can left click on someone’s name and a box will popup. You can also access this by left clicking on their name in a text chat.

This box will give their roles if they are on staff, their pronouns if they have chosen any, and there is space for you to enter a note and space for a message.

Note - This is only visible by you. You can use this to help you remember who is who. “This is the friendly staff person” or “this was the hugo finalist”

Message – takes you to a separate channel where you can have a conversation in privacy. Do note, this will show them your discord login name, and not any set nickname, so please identify yourself when messaging someone new.

Right clicking on their name will bring up a full menu. Note: moderators will have access to additional items.

Profile

Mention – takes you to the Message Field but puts the person’s name first so the message will flag them.

Message

Call – yes, you can audio or video call someone on DISCORD, directly, without using the server audio channels.

Add note

Add Friend – this makes it easier to find people. Also, you can only create private group chats if you have friended everyone in the chat.

Block - While we’re sure all CoNZealand people will be courteous and friendly, not everyone on discord is. This blocks them from being able to direct message you, additionally, it hides your messages from them, and vice versa.

Using the Search Bar - Top Right Hand side of DISCORD

Clicking within the search Bar will bring up a menu:

From: user

Mentions: user

Has: link, embed or file

Before: specific date

During: specific date

After: specific date

In: channel

Note: Searching for a person in the Search bar is idiosyncratic at best. Much easier to use the Message bar in the text chat rooms as follows.

Text chat channels and Audio and Video Channel space.

Centre bar of DISCORD

Here is where you will conduct text chats with people in the social channels of DISCORD. You can also use the Audio and Video channels in this space.

At the bottom is the Message bar. You can just start typing to join in a conversation with people in a general social channel or you can flag someone specifically by using the @ symbol. Also @*teamname* for teams.

Using the @ symbol will bring up a list of names of people you have added as friends.

Hashtags in DISCORD are always shortcuts to take you to a text channel, they do not mean anything else.

Clicking on the Plus sign will allow you to add a file. You can add GIFs and emojis here too

You can add videos. If you click on a video, the video will play. If you double click, it will go full screen.

Spoilers: Select your text. This will bring up a menu. The “eye” or eyeball icon hides the text until the viewer clicks on it.

If you click on the **three dots** on the right hand side of the Message Bar this allows you to copy their quote into your replies.

If you want a person to read the message above your text message.

@personsname then Shift 6 will bring up an upward pointing arrow (caret) this will direct their attention to the message above. Note: in the fast paced world of text chat you would have to quickly get your message in there. Probably better to quote.

Putting in a link with <> means *no preview*.

underline

italics or italics

bold

~~strikethrough~~

White Dots and Red Dots next to your Servers and Channel white/bold indicator.

White Dots: means you have unread messages in common with everyone else on a server.

Red Dots mean YOU have unread messages tagged to you on a server.

Where the Channel is in white (on Dark DISCORD or bold in Light DISCORD) there are unread messages.

To access your unread messages directly use Ctrl K and an inbox with your messages will pop-up.

Useful tips:

If you are in an audio/video channel and conversation has lapsed due to you being quite due to you collaborating or checking in on a Zoom meeting, a bot will ask if you are done so it can close the channel. This can get annoying. Escape will take you out of most bot's clutches.

You can link your facebook page and twitter and Twitch and other accounts to DISCORD. In one case a Dealer linked to her Facebook page and was able to host a video demonstration on Facebook during Balticon.

When creating your "badge" you can have the text list your pronouns, roles etc up front.

Moderators and Admin staff will be colour coded. This relates to their positions and permissions.

Pinging

You may be driven mad by the constant pinging when someone writes a message. You can choose which roles or @everyone or @here or which channels you hear getting messages. You can turn pinging on/off/for now etc
Note This will be changed for you not everyone else.

Hot Keys

Shift / will bring up list of hot keys.

A useful hot key is Ctrl K. This brings up a search box where you can search for a mention. Of a word, link or person.

DISCORD TIER 2 and TIER 3 TRAINING NOTES

Roles/Permissions

Introduction to what roles are

Giving Roles to People

Creating and Providing Roles to Channels

Moderation

Chat and Voice

Staff Rooms

Tickets

Roles/Permissions

To get to where you assign Roles and Permissions CLICK on Server Settings which appears under the top lefthand caret next to the title of the server. These “extras” to the normal under-lefthand-caret menu will only appear if you are an Admin.

Server Boost – (Nitro which will not be used in CNZ)

Invite People - (Not an option for CNZ)

Server Settings – where you go for Roles and Permissions

Create Channel

Create Category

Notification Settings

Privacy Settings

Change Nickname

Hide Mute Channels

Leave Server

Roles

Roles are Permission based

You can assign people roles plus labels that everyone can see.

Note: In a convention setup you may not want the Mission Control titles, Admin and Owners listed as Roles as they would be deluged with IT requests. Mission Control would either answer a query on the spot through their channel (if the answer is short) or have someone open a ticket.

People can also choose some roles based on what they choose in the Orientation Area, eg Filker, Gamer. This can be made to give them permission to enter the Filking or Gaming channels. (*see hiding channels you are not interested in*).

The Roles List is Hierarchical

Permissions are either On (tick) or Inherent (slash) or Off (cross)

This means that permission start with Admin [Ghod] and devolve from there.

Chosen permissions start from what is permissible to @everyone.

@everyone is a role that you COULD send to if you want to spam literally everyone. Can't see this happening unless major crisis announcement.

Use Role setting to assign general permissions

Server owner – does not auto assign All Permissions. ie they may not want to be a moderator on their server

The Categories of Roles can be synced.

EG: Everyone can text, read/send/send text-to-speech (TTS)/manage messages (read and pin)/ embed links/attach files/read message history/switch location of server

Create (Manage)Channels:

The facility to create channels will not be available at CNZ

Manage messages: Right click to manage

Manage person: Right click to manage

Manage Channels: Sync channels in categories so you can fix permission mistakes quickly.

Choosing channels to see or hide:

You can unless you are Admins (and they have to be allseeing)

Create Categories

Not going to be used in CNZ

You can stack channels under Category names eg Bars, Filking Rooms, Gaming Rooms, Accessibility Area

Moderators

Have the permissions to:

Kick: Kick someone off a server, they can come back when invited

Ban: Takes someone off a server and they cannot come back with that id/email

Note:

Rejoining revokes former permissions

Mute and Deafen servers

Note: server mute and server deafen applies to av channels too

Move Them: applies to av channels only

(There will be CNZ documentation describing who has ability and who has authority to Kick/Ban and what for)

You can have a Role that is a Moderator for a discrete set of channels eg Dealers

Staff Rooms

Place to go to ask questions and advice. Note: there will be pinned messages that will help with FAQ's

Tickets

Everyone can open a ticket.

(Note: Instructions are in subtitle area next to CENTRAL text channel title, at top of channel "page")

Go to **tickets** and type "*dashticketpaceopen*"

Close: is "dashticketpaceclose" plus give reason.

This will open a ticket and you can state your problem in this area.

You can add people to the ticket by:

"dashticketadduser @pastediscordid"

The transcript will go to closed tickets after being resolved and only be seen by Moderators and Admins.

There is a facility for the tickets to be downloaded to the Google site by Member Services (PRK and his team).

In the event of a serious breach of conduct eg porn: You can report it to the Trust and Safety Team Discord.com via the ticket system. Do not download or print-off anything that may get you in trouble with the law for procession of illegal material.

BOTS

YAGPDB aka YAG aka Yet Another General Purpose Discord Bot

YAGPDB.xyz this is a useful DISCORD bot. See the videos on their site.

Bot Channel/Join Channel

Note: Audit Log is located here

Bot will manage you when you choose

Teacher server login

Tidying up

Clean in Yag (note: Moderators/Admins)

-clean 1-number

Dashcleanspacenumbertonumber: takes away messages from number to number

-clean 10 no pin

Dashcleanspacenumberstospacenopin: takes away messages from number up but does not take away pinned messages

Building

Unicode: You can use Unicode to add cute icons to the plain vanilla lowercaseplusspaces text channels

BUT

You have to then search on category as you can't search for channels with Unicode pics and screen readers could have a problem with accessibility. So not a good idea.

Bot Notification channel

Choose @mentions or all mentions

(See note about Pinging)

Tips

Mission Control will have a TurnOver Channel like a log/instruction book for shift changes that you would have in a in-body con.