



Discord

Our guide to making the most of
Discord for your Society



What this guide will cover:

- | | |
|---|---------|
| 1. An introduction to Discord | Page 2 |
| 2. New Server set up | Page 3 |
| a. Setting up administrator roles | Page 4 |
| b. The benefit of using Communities | Page 7 |
| c. Rules for Societies using Discord | Page 20 |
| d. Wellbeing channels: Signposting to appropriate support | Page 21 |
| 3. Dealing with issues in the server | Page 22 |
| 4. Do's and Don'ts of running successful servers | Page 23 |

“Imagine a place where you can belong to a school club, a gaming group, or a worldwide art community. Where just you and a handful of friends can spend time together. A place that makes it easy to talk every day and hang out more often.” - Discord

An introduction to Discord

Discord is a great way to keep your members in touch outside of your in person events and activities. With a wide variety of functionality to improve the user experience, Discord has grown in popularity among Student led Societies.

Discord utilises a function called ‘Servers’ which are groupings of specific people within the platform. You can be a member of multiple servers on Discord and engage with multiple groups this way.

Each Server has the option to create ‘channels’ where groups of people can discuss and share their passions and interests on more specific topics.

Due to this, Discord is a very popular platform among the gaming community.

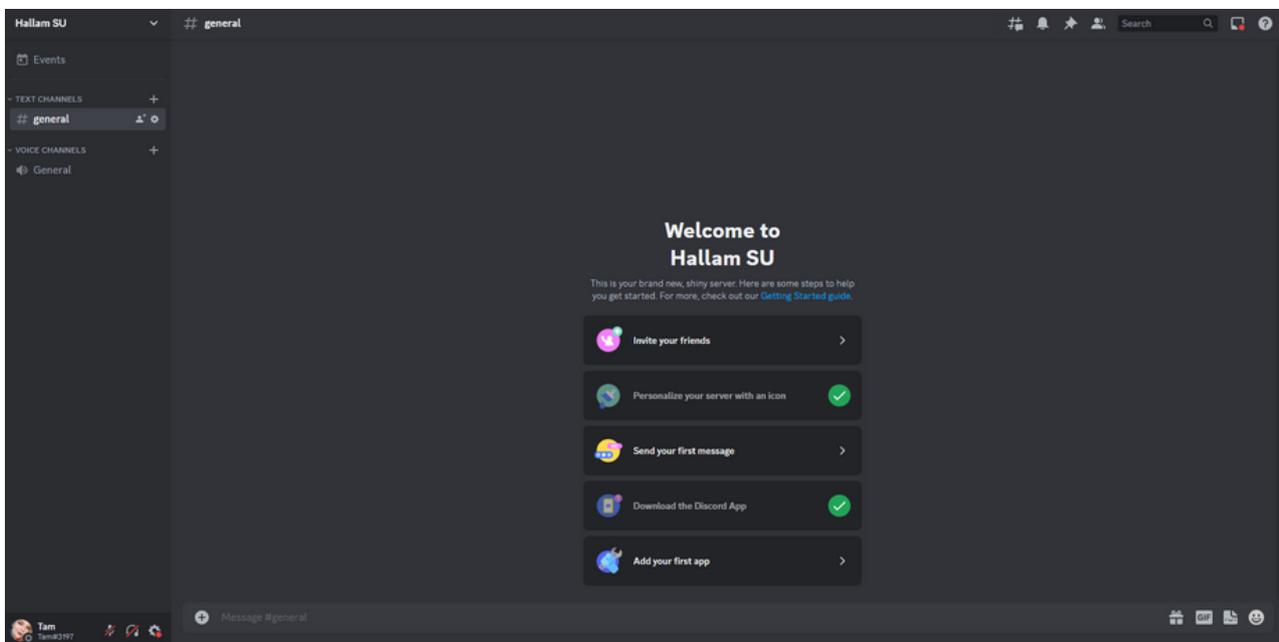
New server set up

Whether you want to set up a brand new Server or update an existing one, this section of the guide focuses on the key things to consider when setting up your Server.

To use Discord, you will require an account with the Discord platform. You can use Discord through PC or Mobile depending on your preference.

To set up a new Server, it will be easier to do via a PC or Laptop. You can access Discord through a desktop app or through a web browser at discord.com.

On the left of your screen there is a bar with a + sign, this will give you the option to create a server. There are also helpful videos on YouTube to walk you through this process.

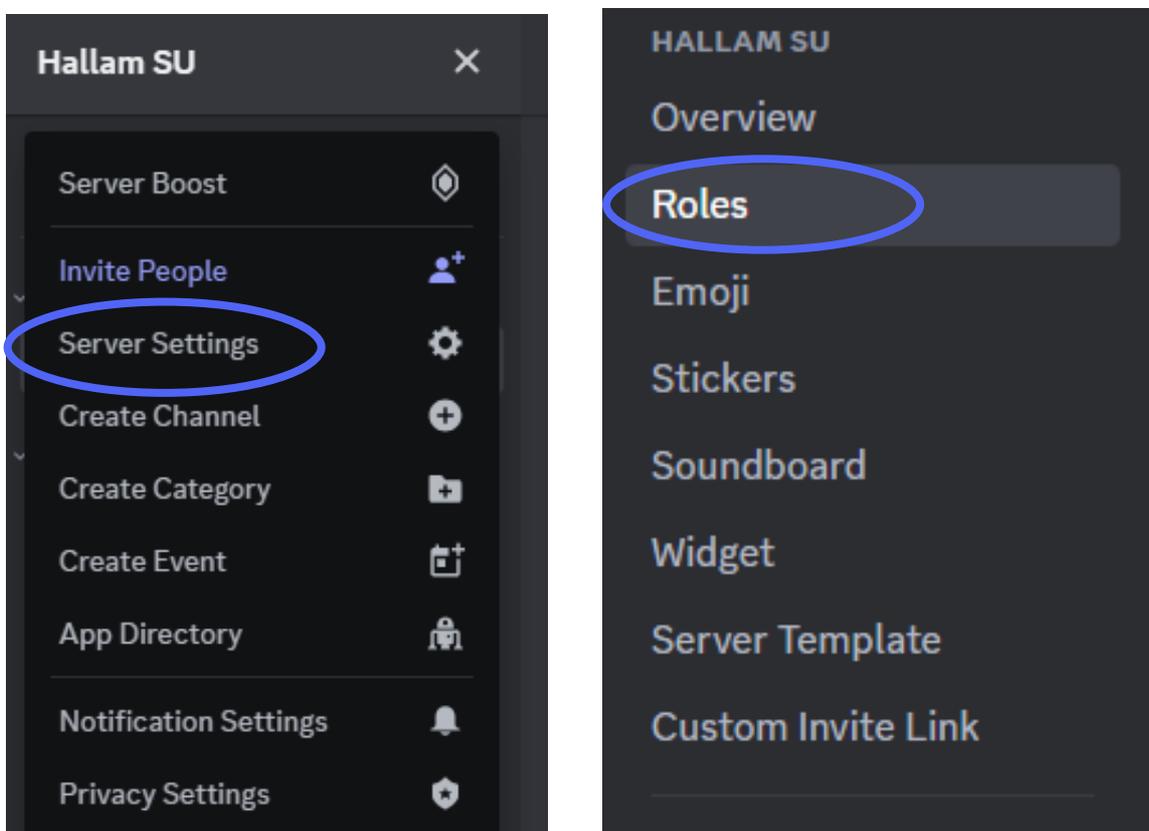


Once you have created a server, what's next?

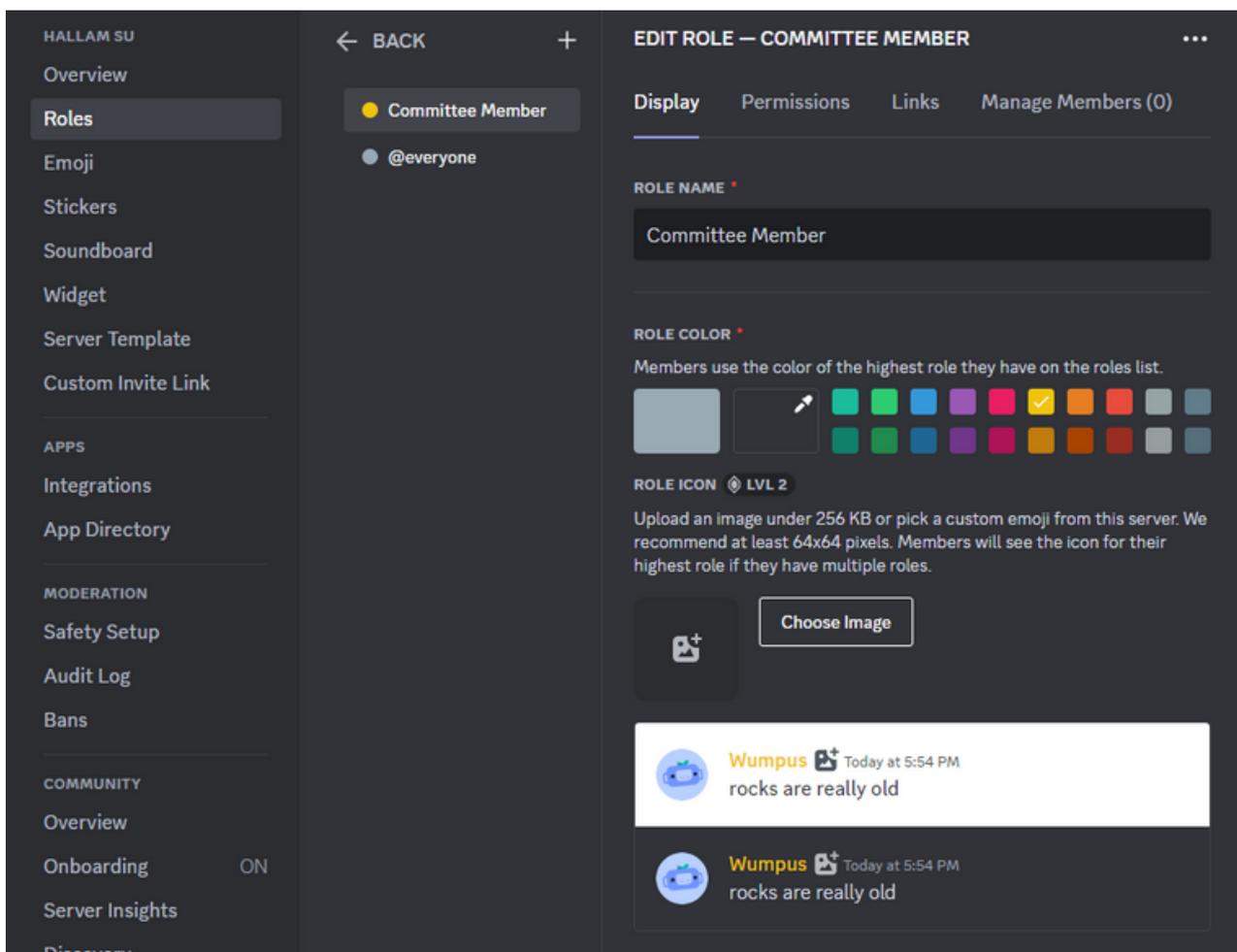
Setting up Administrator Roles

The first thing we suggest that you do is set up an **administrator role** for your Committee Members. This will enable your Committee to have increased permissions to monitor and maintain the Server.

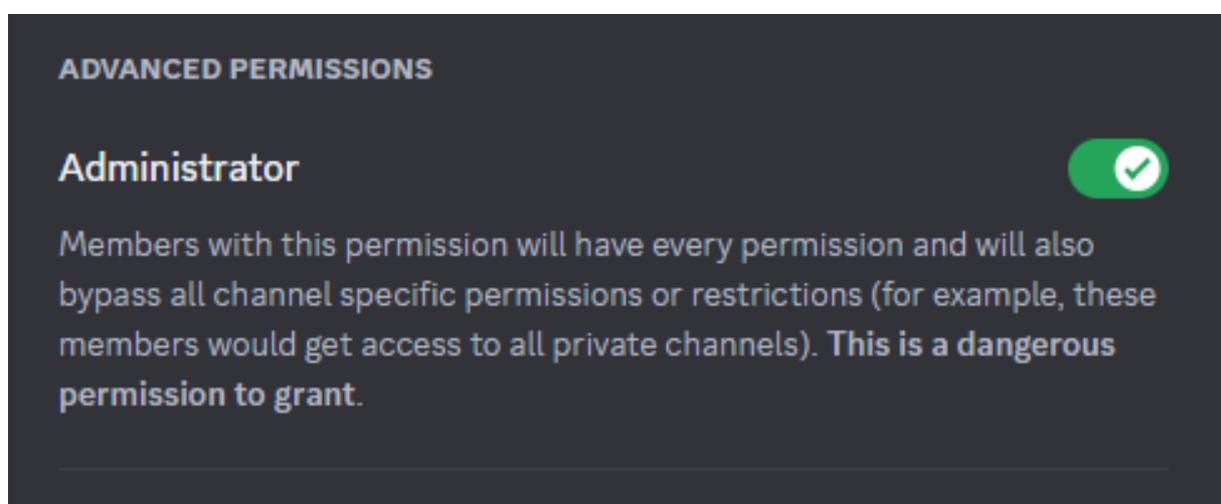
To set up a role, you will need to navigate to the drop down menu from your **Server Name** and go to **Server Settings** this will bring up a number of options including **Roles**.



This will bring up your role creation screen. From here, you can rename the role. We suggest naming the role Committee Member so it's really clear to your membership who is on your Committee while in the Server. You can also customise the colour their name appears in chat to support with this. For this example, we chose gold:

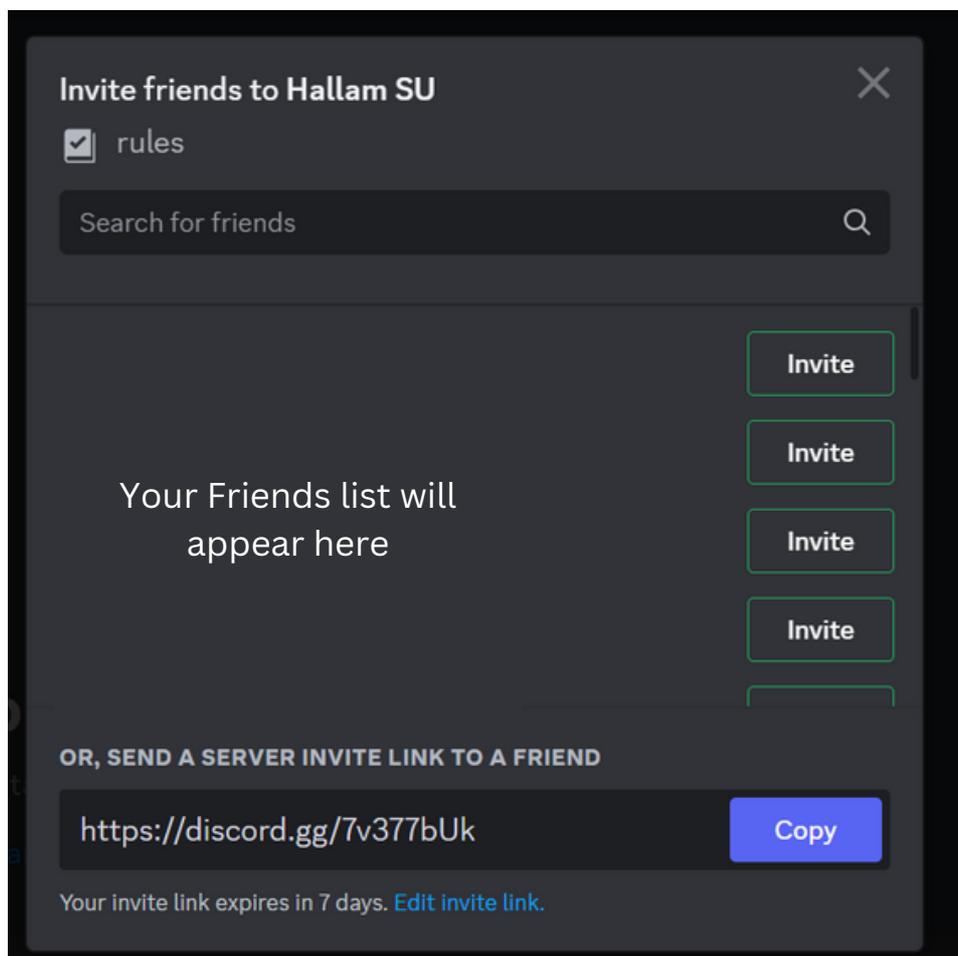


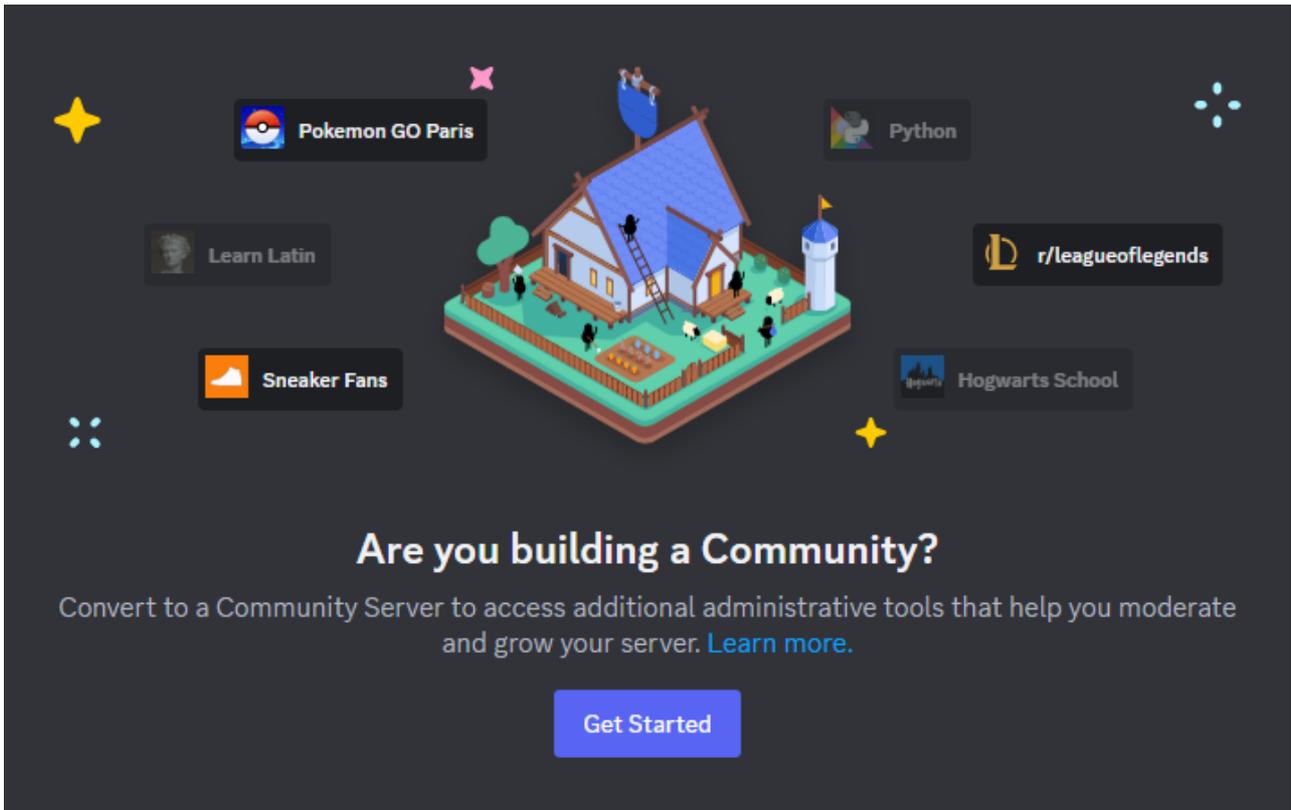
By using the section options on the top right of the customisation screen, you can also allocate permissions to your Committee Member role. For this role, you want your Committee Members to act as administrators for this Server so scroll to the bottom of the Permissions tab and **enable** Administrator:



Once your role is set up, you will need to add your Committee members to this role to grant their permissions. You can do this via the **Manage Members** tab in the top right tabs and search your Committee by name.

If your server is new, you will need to send them an invite link before you are able to do this. You can generate an invite link from the drop down menu under your Server Name and either invite your friends or copy the link to send to your groups chats:



An advertisement for Discord Communities. At the top center is an illustration of a house with a blue roof, a ladder leaning against it, and a lighthouse on the right. Surrounding the house are several community icons: 'Pokemon GO Paris' (top left), 'Python' (top right), 'Learn Latin' (middle left), 'r/leagueoflegends' (middle right), 'Sneaker Fans' (bottom left), and 'Hogwarts School' (bottom right). The background is dark grey with yellow stars and light blue starburst icons. Below the illustration, the text reads: 'Are you building a Community?' followed by 'Convert to a Community Server to access additional administrative tools that help you moderate and grow your server. [Learn more.](#)' and a blue 'Get Started' button.

Are you building a Community?

Convert to a Community Server to access additional administrative tools that help you moderate and grow your server. [Learn more.](#)

[Get Started](#)

The benefits of using Communities

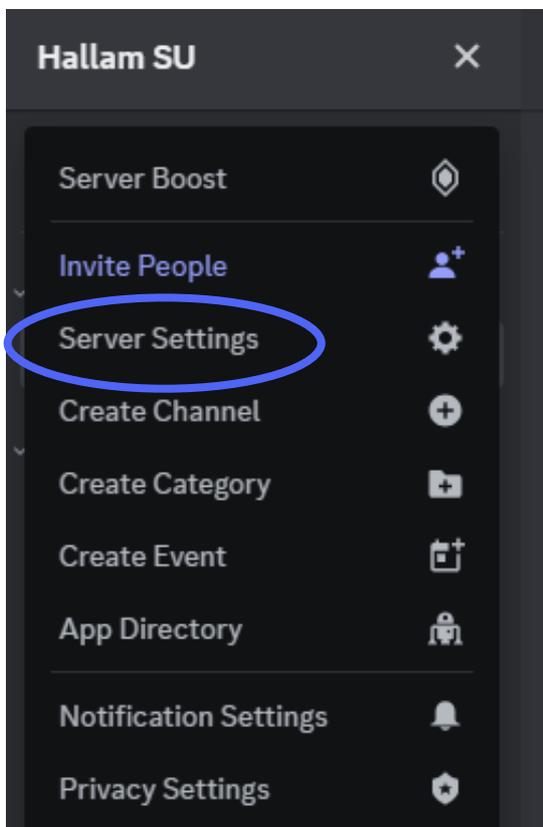
Communities is an option offered by the Discord platform that provides your administrators with additional functionality to improve the experience of your members.

Benefits of using Communities include:

- Specific channels for rules and guidelines within the Society's server
- A dedicated Welcome dashboard that guides new members through your channels to help them familiarise themselves with your Server
- Additional security and safeguarding measures built into the Server

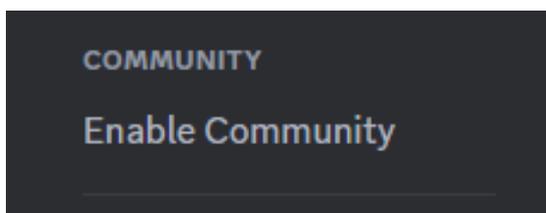
Once you **create** a server, you can enable this feature by following some quick steps. We have pulled together an example for you to walk you through the set up:

Setting up a Community

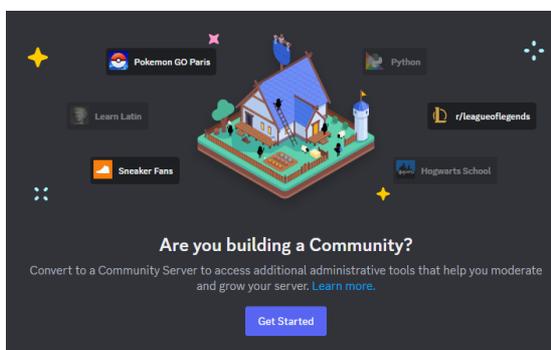


Once your server has been created, you can access a number of settings by clicking a drop down from your Server name.

For the purpose of this Communities walkthrough, you will need to navigate to the **Server Settings** option.



From here, you will need to navigate to the **Community < Enable Community** button in the left hand navigation panel.



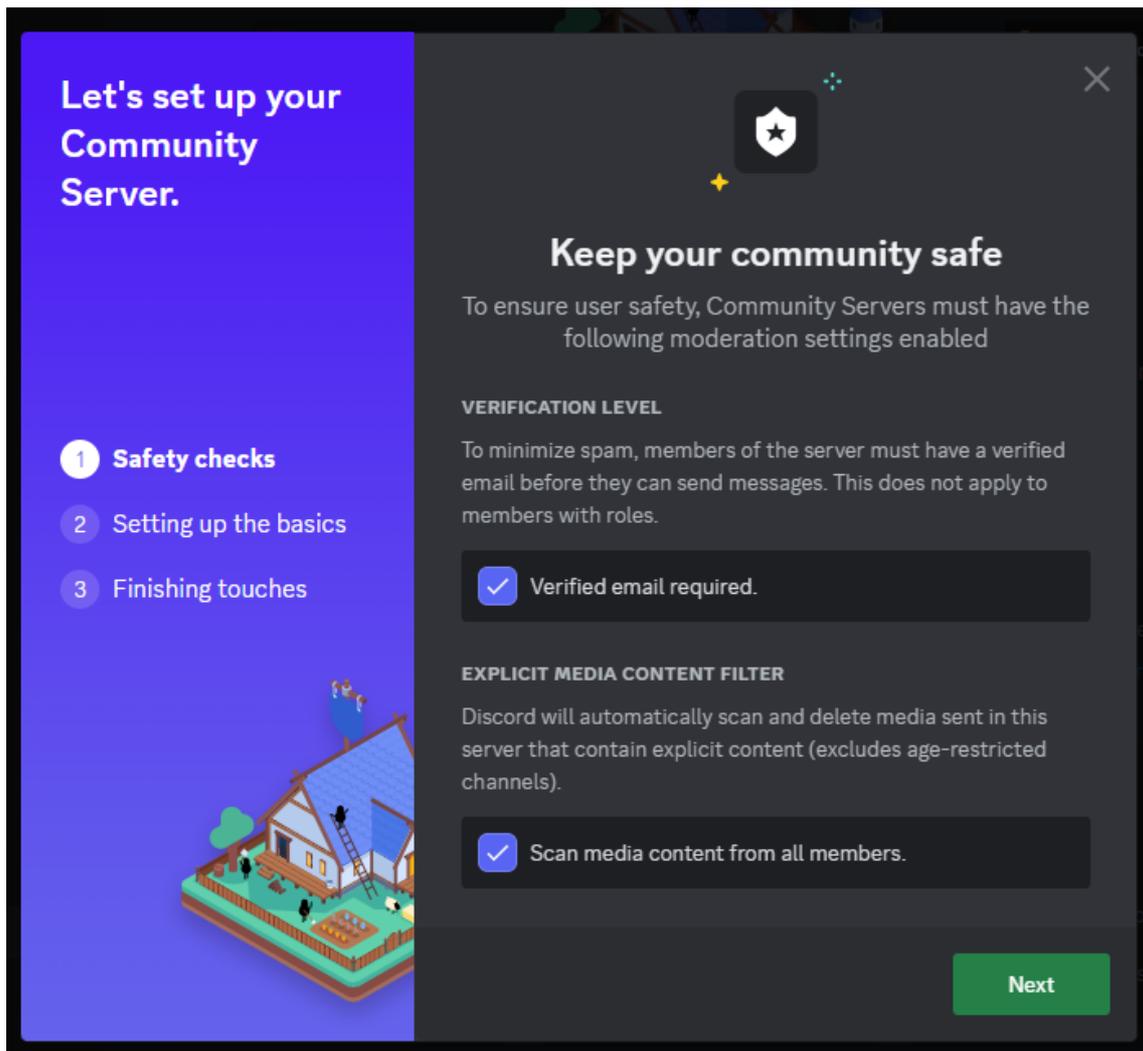
There are 3 steps to turn your Server into a Community Server:

1. Security Checks
2. Setting up the basics
3. Finishing touches

Step 1: Security Checks

This step will offer two options:

1. Verifies email required - This will help minimize spam accounts from joining your server if they happen to find the link.
2. Explicit media content filter - this will automatically scan and delete inappropriate media from your server

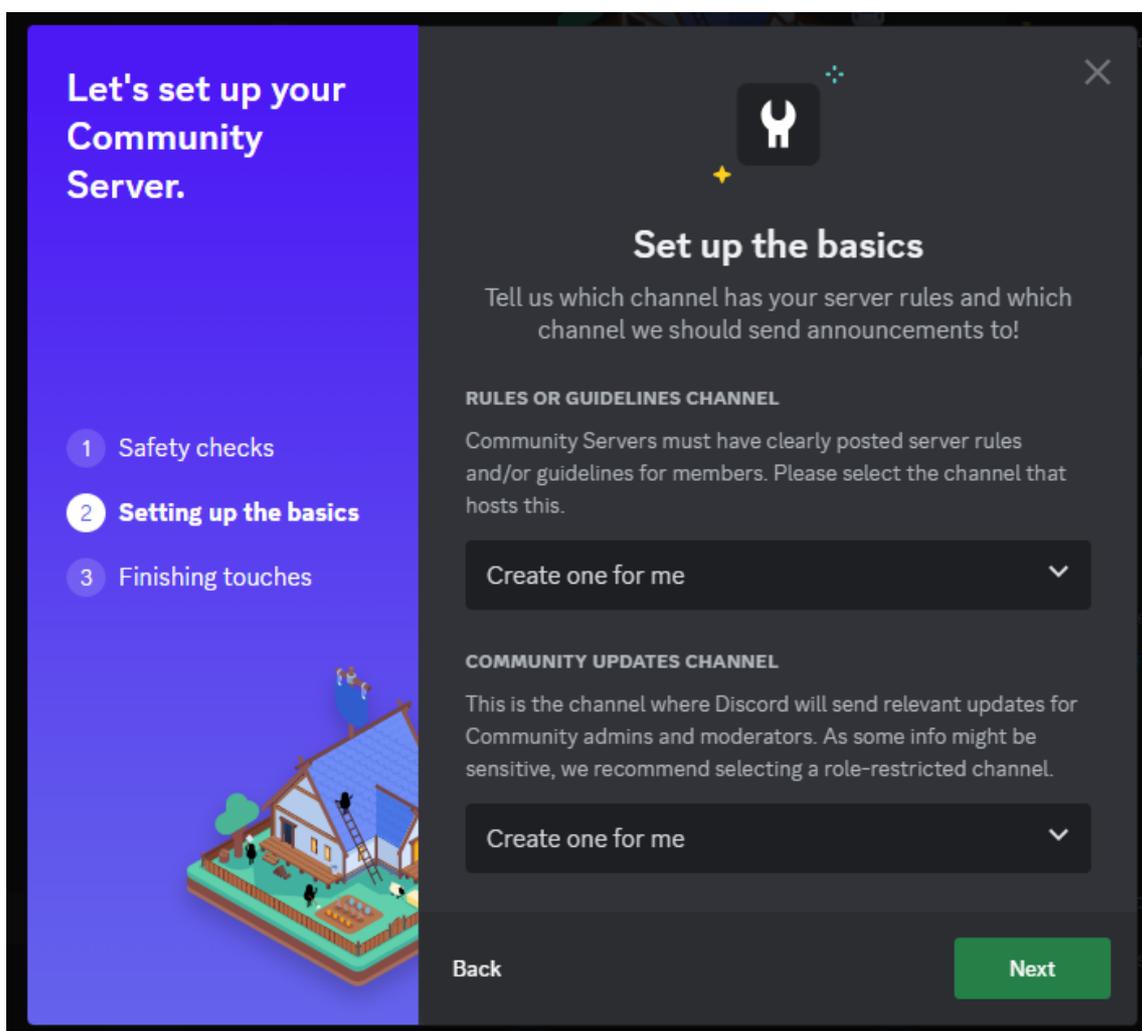


When setting up a Community, we recommend enabling both of these features to keep your Community safe and welcoming for all members.

Step 2: Setting up the basics

This step will offer multiple options:

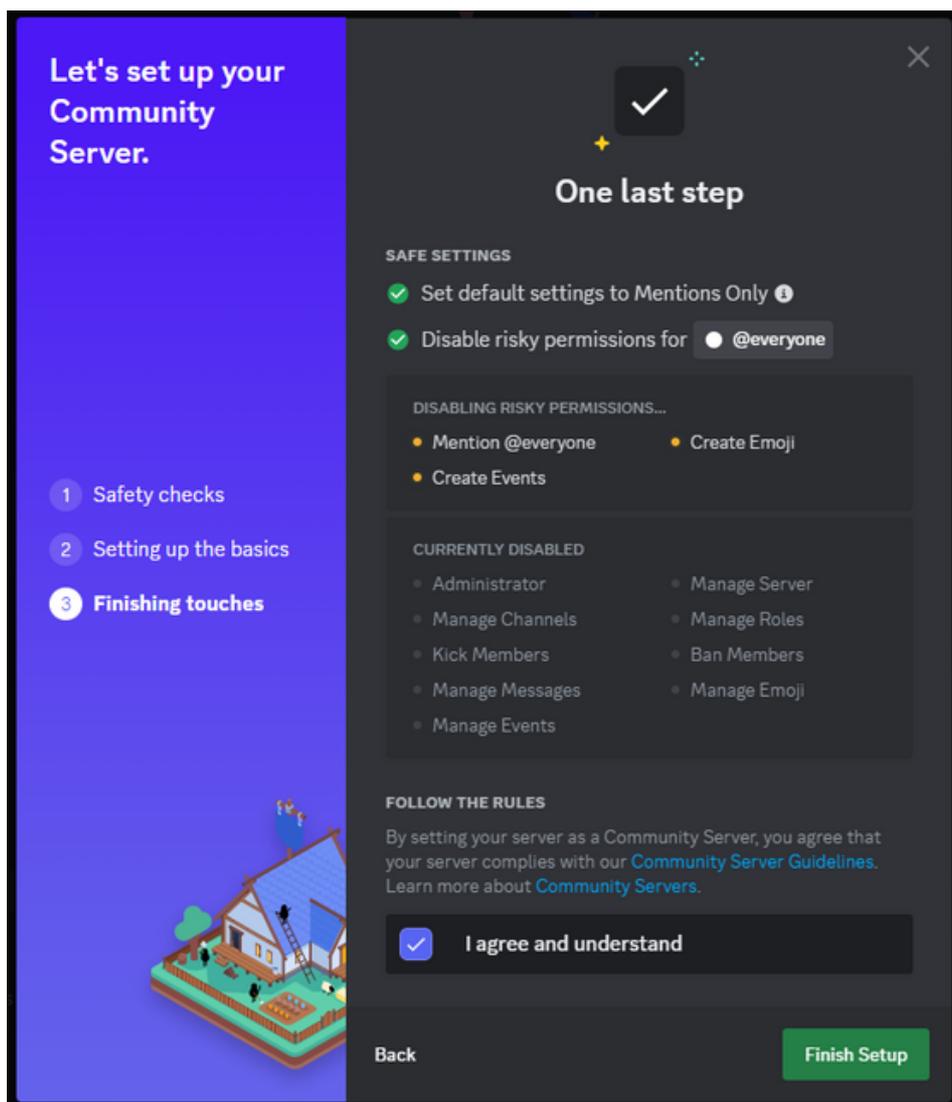
1. Rules or Guidelines channel - This channel will allow you to prominently display the expectations for members behaviour while a member of your Server
2. Community updates channel - this option will create a dedicated channel specifically for your administrators which can be hidden from the wider server membership.



When setting up a Community, we recommend enabling both of these features through **“Create one for me”** to minimise the amount of manual set up you need to do as part of the Servers creation.

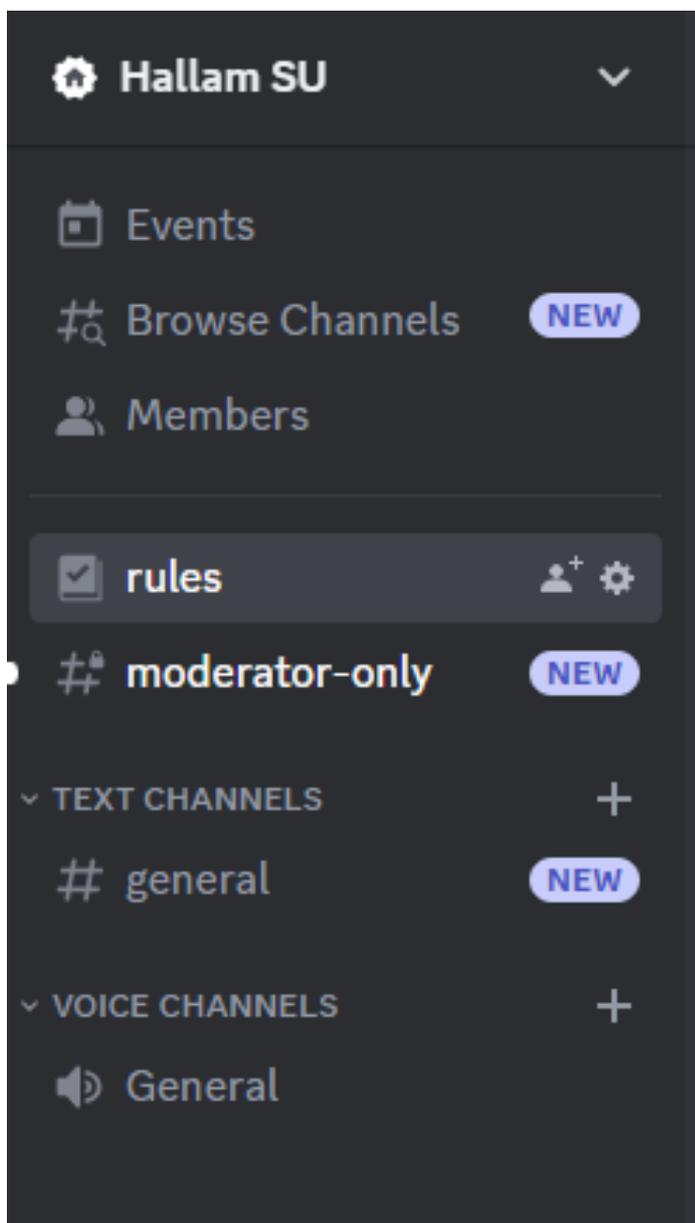
Step 3: Finishing touches

This step will require you to read the relevant guidelines provided by the Discord platform and select **I agree and understand**.



What's next?..

Once Community is enabled for your server, you will see your brand new rules channel and moderator channel available in the left hand navigation panel.



From here, you can now create additional channels if you haven't done so already.

To add a new channel, click the + icon next to the Text or Voice categories.

Each category will create a specific type of channel.

The text channels function like a group chat where members can send messages to the wider group.

Voice channels create a voice call group that members can drop in and out of as needed.

You can add as many channels as you like, but be specific in why you are creating them and name them something descriptive and appropriate. Refer to the **Do's and Dont's** section of this handbook for specific guidance on what you cannot create channels for.

Once you have set up your initial channels, you will need to check the channels permissions by clicking on the small gear icon next to your channels name and navigating to **Permissions**.

To get you started, we suggest you **enable** the following permissions for @everyone:

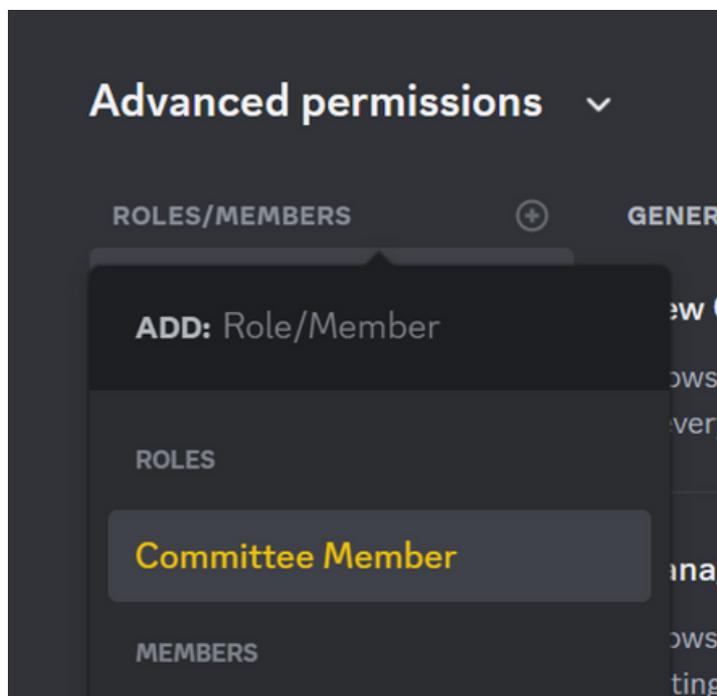
General Channel Permissions:

- View channel

Membership Permissions:

- Send Messages
- Send Messages in Threads
- Create Public Threads

You will need to add your Committee Member role into each channel and enable all permissions to ensure your Committee can moderate the channels effectively.

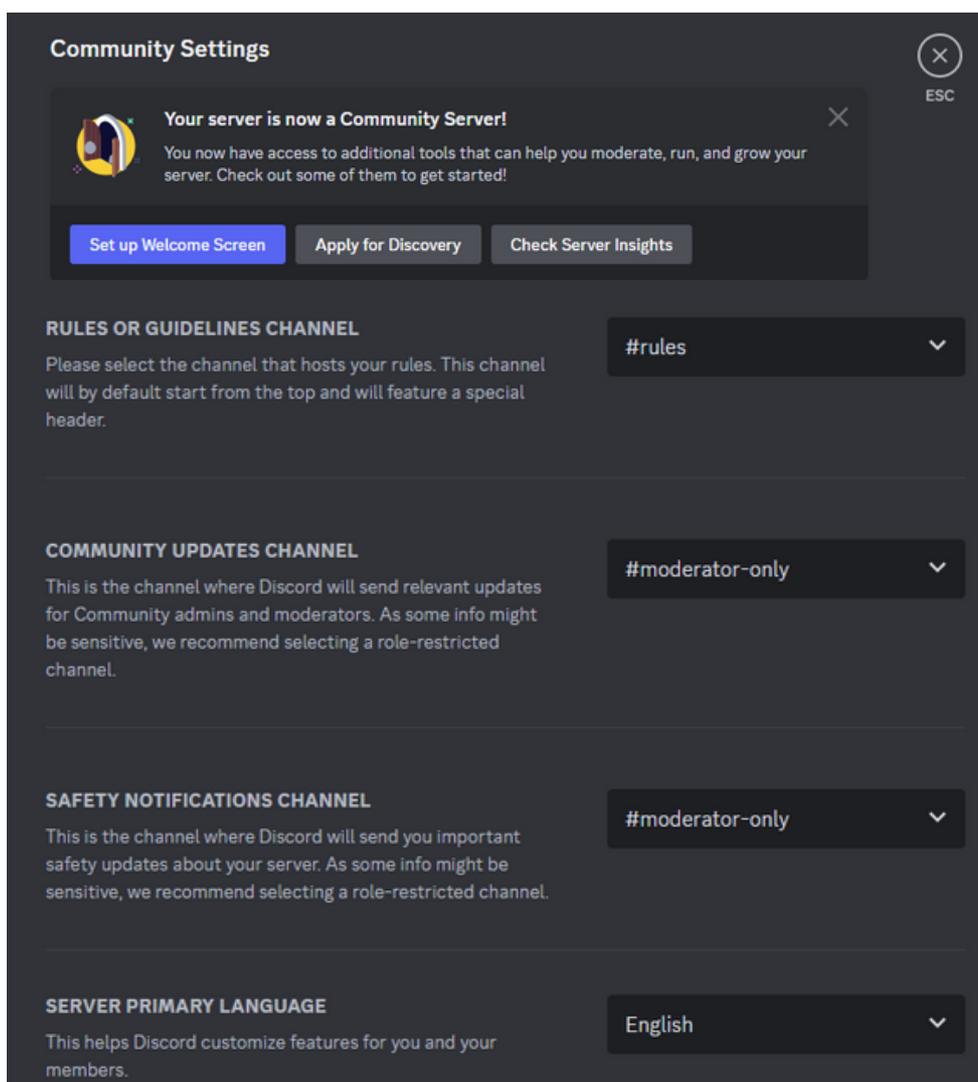


You can do this by clicking the + icon next to Roles/Members and selecting your Committee Member role from the drop down menu.

This will automatically allocate anyone with that role assigned the relevant permissions within that channel.

Community Overview

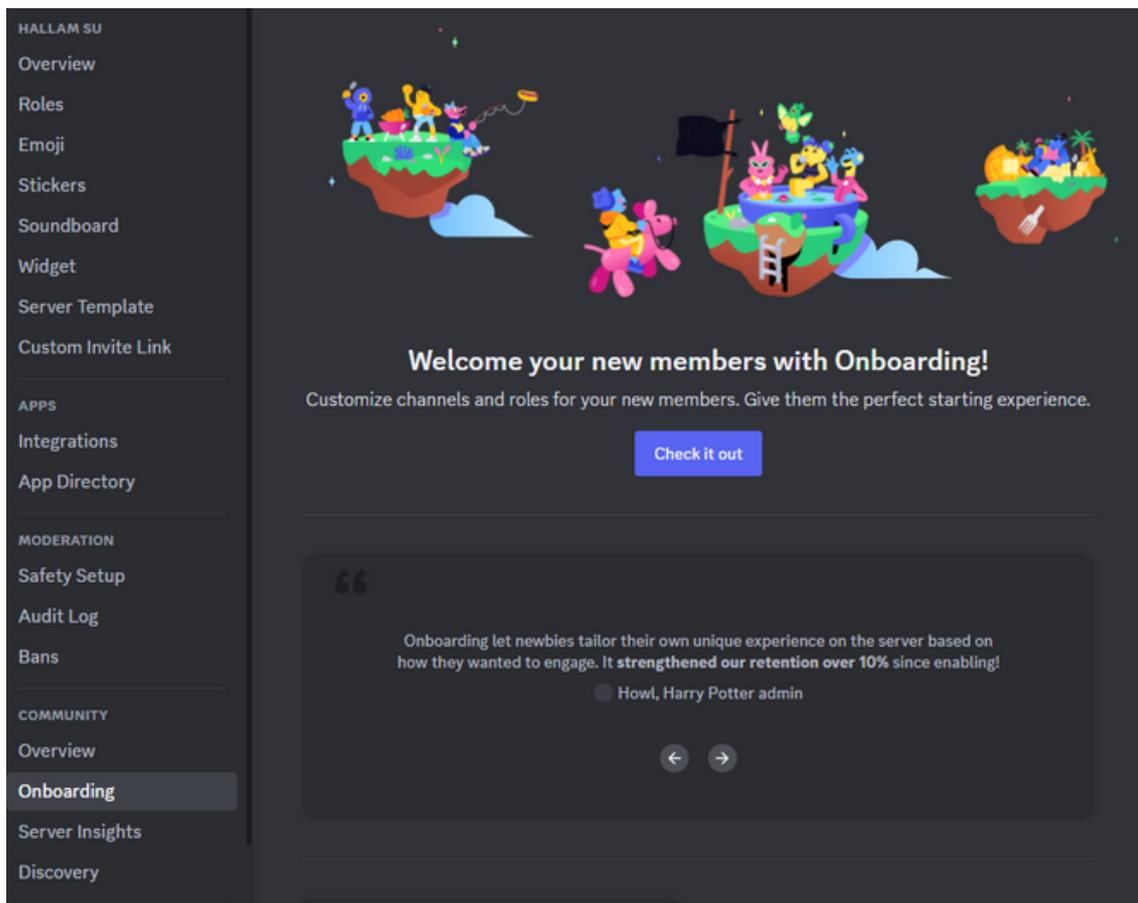
Once your Community is set up, you can now view an **Overview** of the settings you have enabled via the **Server Settings < Community < Overview** option in the left hand navigation panel.



We suggest ensuring that Safety notifications are set to a moderator only channel as this will prevent any sensitive information being sent to your members as a whole. We also encourage you to put a short description to appear alongside any invite links you generate. Now your Community is set up, you can explore onboarding your members via the **Welcome Screen**

Now your Server is set up as a Community, what is your members 'onboarding' experience?

To set up your members onboarding experience, you will need to navigate to **Server Settings < Community < Onboarding**.

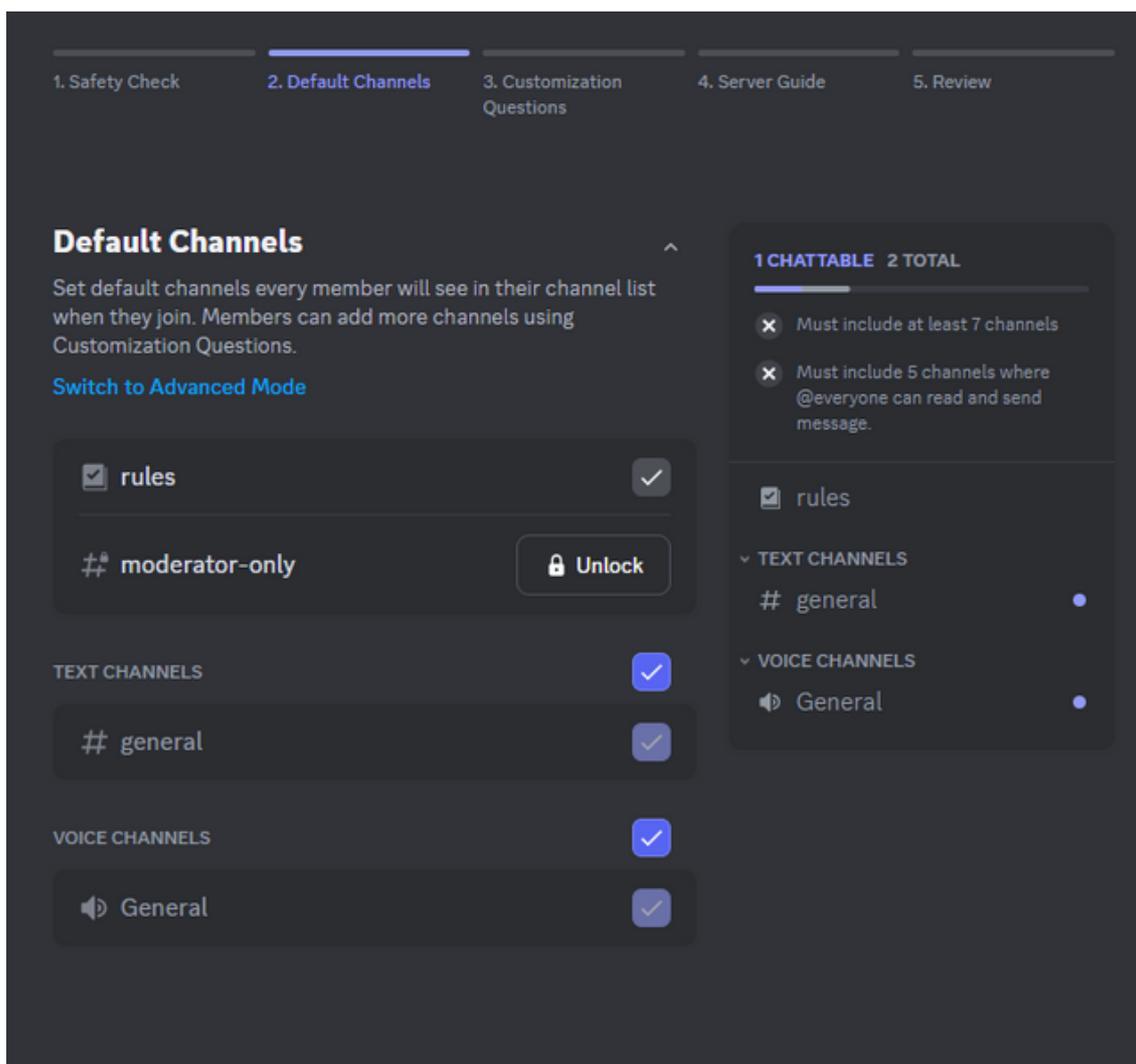


Onboarding refers to what a member of your server will see the first time they join your Server. This includes a number of features we will walk you through. These features can help make your Server more welcoming to new members and help them to familiarise themselves with the different channels in your server.

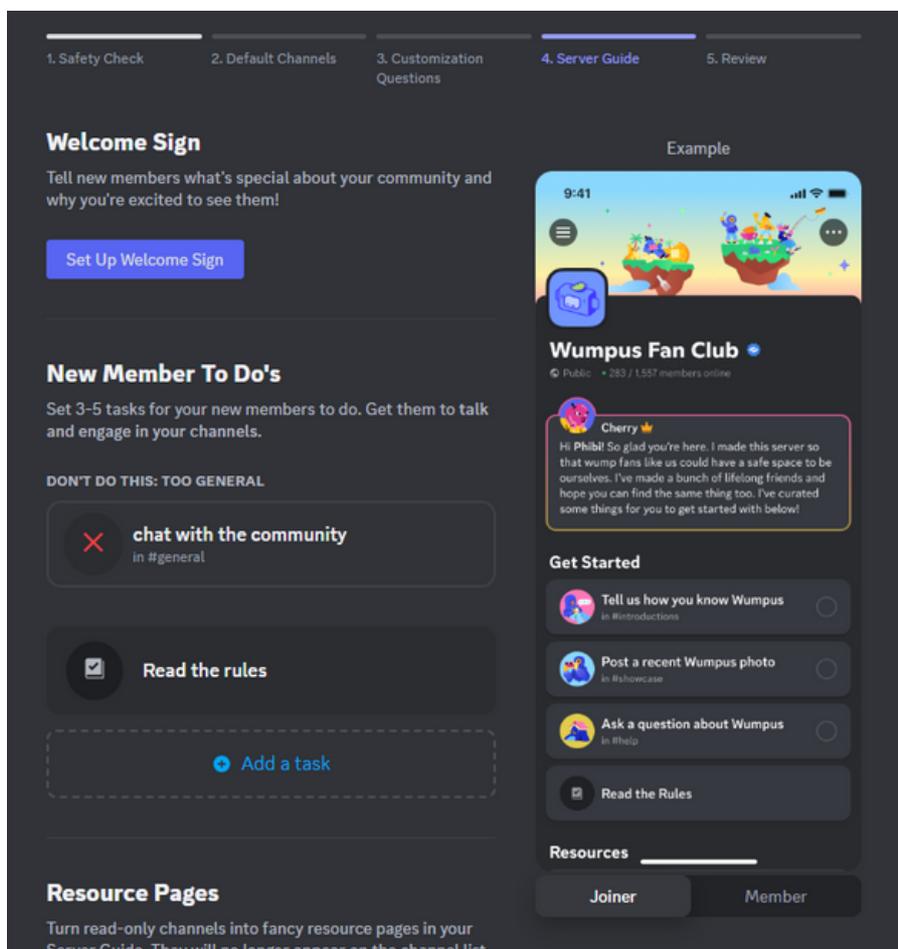
Setting up onboarding

There are 5 stages to setting up onboarding for your new members:

- Security Checks - This section enables you to add in additional security add ons in addition to the ones enabled automatically through your Community set up.
- Default Channels - this refers to the channels a new member will be able to see immediately on joining the server. Onboarding requires a minimum of 7 channels that @everyone are able to view. This does not include moderator or private channels. It is important that you set up your channels before trying to set up onboarding.

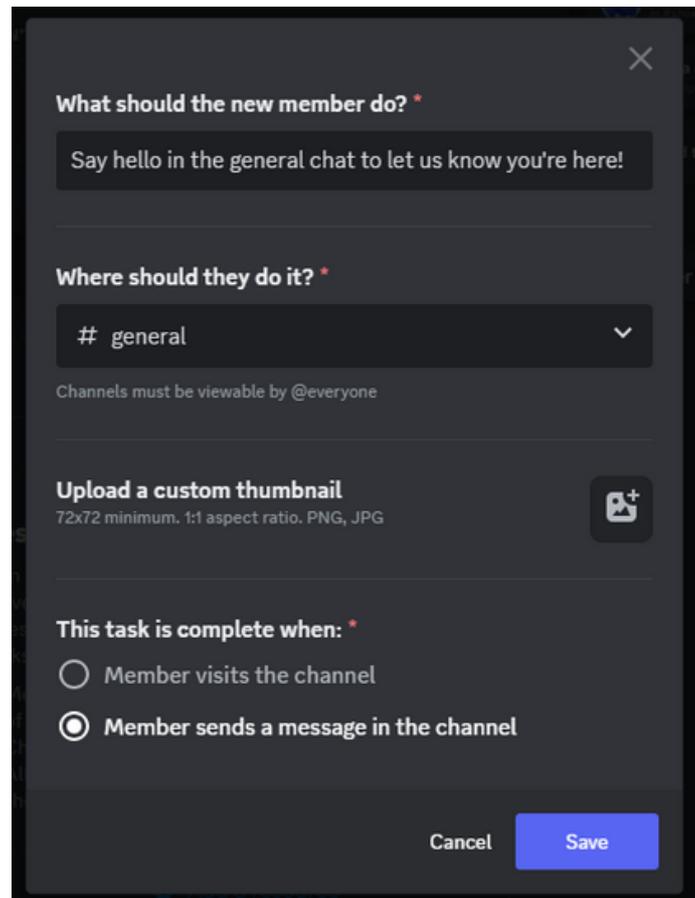


- Customisation Questions - This allows you to find out more information about those joining your Server including their specific interests in your Society. These questions must have a set of pre set answers to choose from but this is not a requirement to set up onboarding.



- Server Guide - This is your opportunity to give your Server a bit of individuality. You can add in a Welcome message through the 'Set up a Welcome Sign' option, add To Do's that include visiting certain channels and reading the rules of the Server. The rules option is added in automatically by the options selected when setting up the Community.

- When setting up your Server Guide, you will be presented with a pop out menu which asks you what the new member should see or do, this includes visiting a specific channel. You can allocate **where** this task takes place out of your channels and allocate what counts to complete the task i.e. visit the page or engage in it.



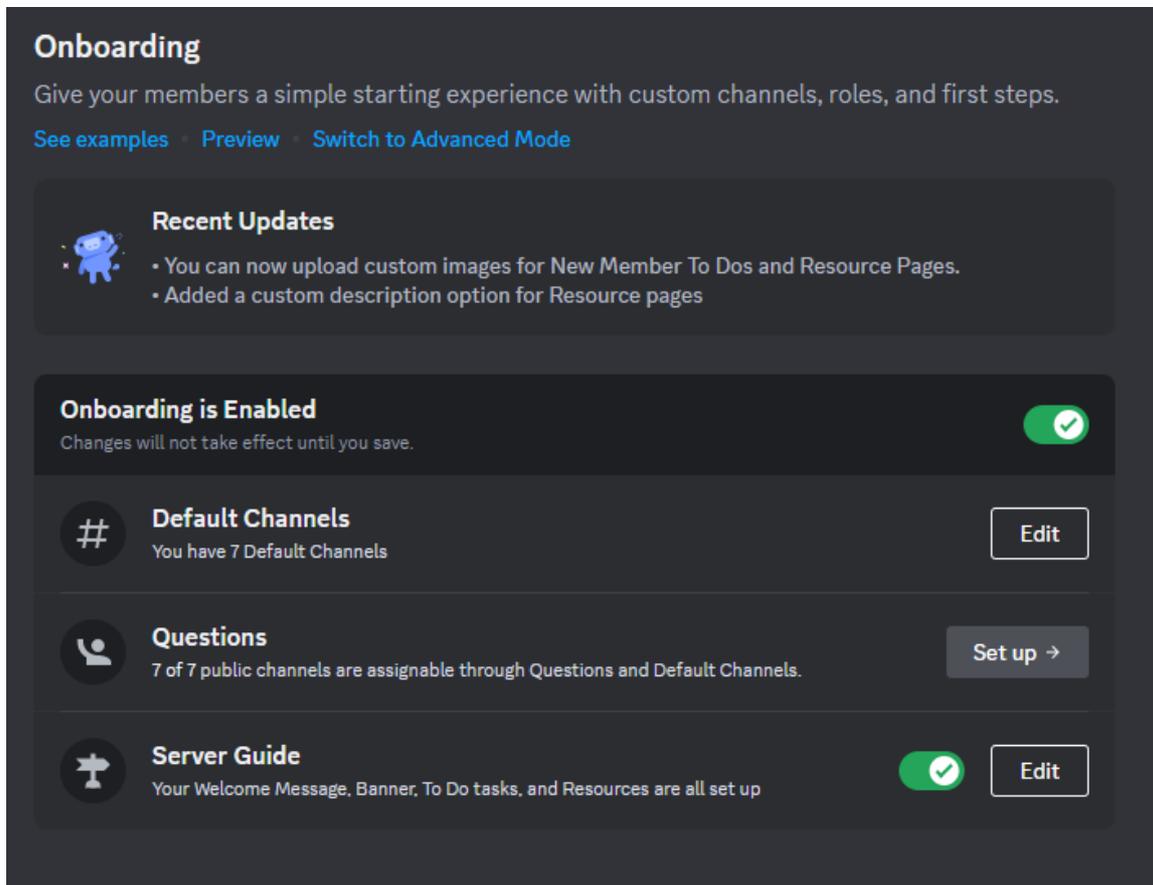
The image shows a dark-themed modal window for configuring a server guide. It has a close button (X) in the top right corner. The modal is divided into several sections:

- What should the new member do? ***: A text input field containing the text "Say hello in the general chat to let us know you're here!".
- Where should they do it? ***: A dropdown menu showing "# general". Below it, a note states "Channels must be viewable by @everyone".
- Upload a custom thumbnail**: A section with a plus icon and a camera icon. Below it, the text reads "72x72 minimum. 1:1 aspect ratio. PNG, JPG".
- This task is complete when: ***: A radio button selection area with two options:
 - Member visits the channel
 - Member sends a message in the channel

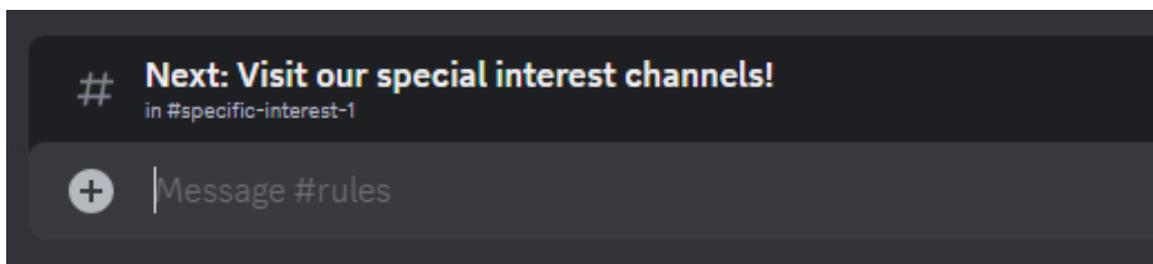
At the bottom of the modal, there are two buttons: "Cancel" and "Save".

- Review - This page will give you an opportunity to check you have everything set up as you wanted it and how the system requires it.

Your onboarding set up is now complete! You can view the options you selected at any time by going to **Server Settings < Community < Overview**



You can also preview what this will look like for your new members and take a tour of your Server!



So now you have a Server set up and your Committee Member administrator role has been created... What's next?

Rules and Regulations

All Society Discord Servers should have a list of rules and expectations for your members clearly displayed. All Society members are bound by the Society Code of Conduct that they agree to when purchasing a membership to your Society. Hallam University Students are also bound by the Student Code of Conduct they agree to by becoming a Student at Hallam University.

Below, we have included a template for the rules you should be including in your server to keep it a friendly, welcoming Community. The Committee must not add additional rules to those provided below without speaking with the Student Groups Team.

Server Rules:

- Members will treat one another with respect and understanding
- Members will not behave in a way that will offend others including the use of foul and abusive language
- Members will positively represent the Students' Union while a member of this Server
- Committee members will not use admin privileges to reprimand members nor have the right to revoke membership via social media
- All members are subject to a three strike process for breaching any of the rules laid out above
 - Strike 1 - A direct warning from a member of the Committee via direct message
 - Strike 2 - time out in which the member cannot post messages lasting 24 hours
 - Strike 3 - time out with the behaviour reported to the Student Groups Team. The time out will remain in effect until the SU approves its removal. This could result in removal from the Server at the SU's discretion.
- Members who receive a strike reserve the right to raise this with the SU if they believe they have been treated unfairly.
- If a members behaviour is serious, the member can be granted Strike 3 immediately for the SU to investigate the issue.

Wellbeing resources: Signposting to appropriate support services

Society Committee members are not qualified to provide ongoing support to other students. Your server should include a wellbeing channel that features direct links to appropriate wellbeing resources.

In the event a member of the server expresses a desire for support or you believe they require it, you should signpost them to the resources included within this channel.

We have included relevant resources below:

The Student Advice Centre:

<https://www.hallamstudentsunion.com/advice>

Email: advicecentre@shu.ac.uk

Phone: 0114 225 4148

University Wellbeing Services:

<https://www.shu.ac.uk/wellbeing>

Urgent help:

<https://www.shu.ac.uk/wellbeing/urgent-help>

External Support Services:

<https://www.hallamstudentsunion.com/support/advice/external-support/>

Wellbeing activities:

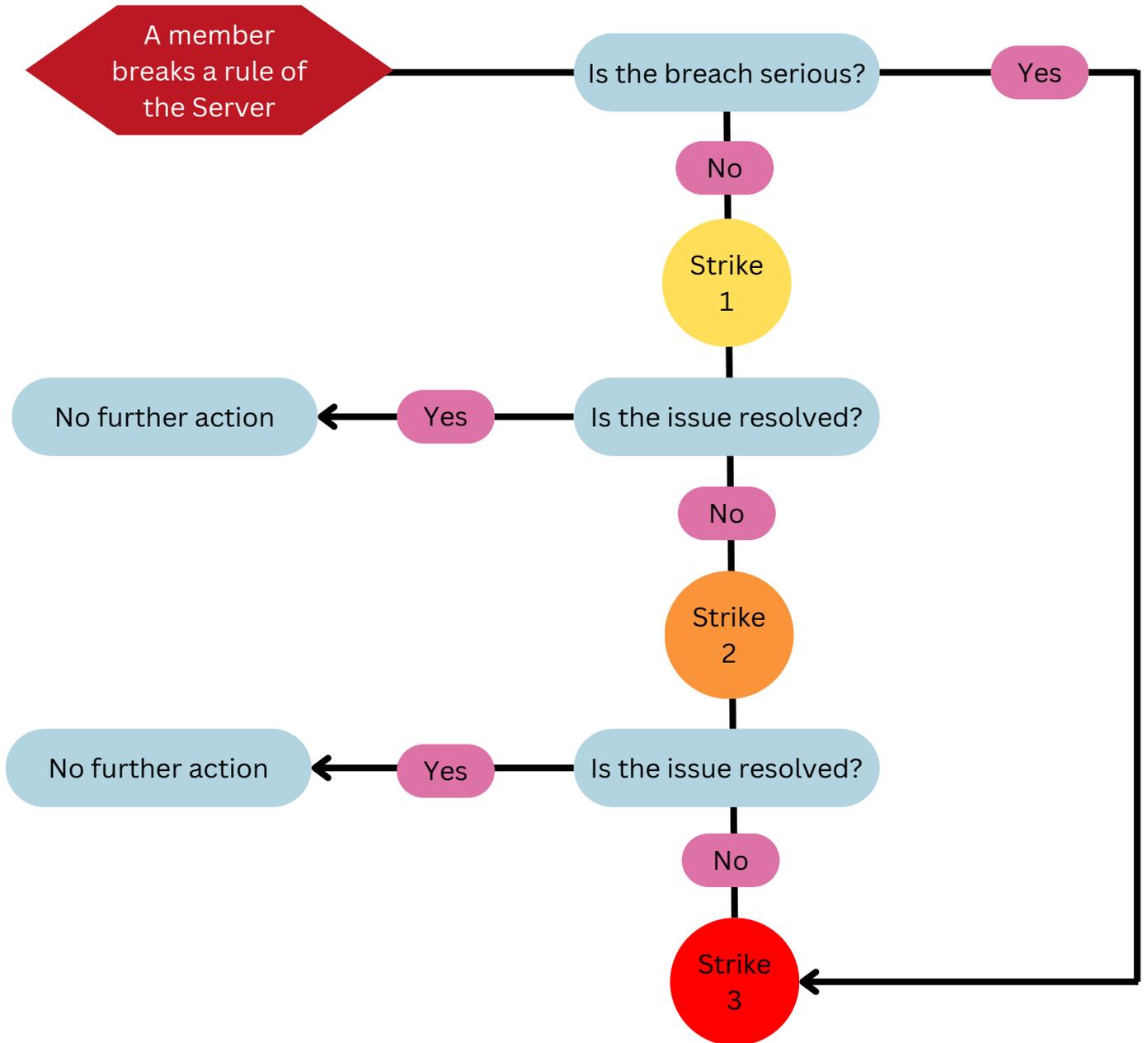
<https://events.hallamstudentsunion.com/>

Report and Support:

<https://reportandsupport.shu.ac.uk/>

Dealing with issues

In an ideal world, you will not encounter any issues while being part of a Society. That said, we have included a flow chart for you to follow in the event issues do arise in your Server:



Strike 1: Member receives a warning from a Committee Member via direct message

Strike 2: The member is put on a timeout for 24 hours to prevent posting messages

Strike 3: The member is put on a timeout and the behaviour is reported to the Student Groups Team. The timeout remains in place until the SU approves its removal.

Do's and Don'ts of running a successful server

Now you have your server set up, your rules in place and your additional resources included. How do you keep your Server running well?

We have pulled together a list of Do's and Dont's to keep you on track:

Do:

- Add in new Committee Members to the Administrator roles
- Remove old Committee Members from the Administrator roles
- Listen to members to ensure you have appropriate channels for their interests
- Signpost members to support resources as required

Don't:

- Give admin permissions to standard members, non students or anyone outside of the Society Committee
- Include a channel for venting or sharing personal issues
- Add additional rules to the server without speaking to the Student Groups Team
- Open your Server up to the general public

Remember, these rules are in place to keep your Server (and your Society!) a safe and welcoming space. If you have any concerns about your Society and it's use of social platforms like Discord, get in touch with the Student Groups Team at activitiesadmin@shu.ac.uk.

