



# Discord

By Discord, Inc.

User's Guide

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# **Discord User's Guide**

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## **Technical Support**

For technical support see "Troubleshooting" on page 21 or visit [support.discord.com](https://support.discord.com)

# Table of Contents

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<b>Getting Started with Discord</b> .....	<b>5</b>
<b>Installing Discord</b> .....	<b>7</b>
Section 1.1: Installing Discord .....	7
Section 1.2: Creating a Discord account .....	7
<b>Creating a Discord Server</b> .....	<b>11</b>
Section 2.1: Navigating Discord's Interface .....	11
Section 2.2: Creating a Discord Server .....	11
<b>Modifying a Discord Server</b> .....	<b>17</b>
Section 3.1: Setting up Channels .....	17
Section 3.2: Making Private Channels .....	18
<b>Troubleshooting</b> .....	<b>21</b>
Section 4.1: Finding Additional Support .....	21
Section 4.2: Finding Developer Support .....	21
Section 4.3: Submitting a Request .....	21
<b>Glossary</b> .....	<b>23</b>
<b>Index</b> .....	<b>25</b>



# Getting Started with Discord

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Released in 2015<sup>1</sup>, Discord began as a place for gamers to chat and share content. It has since developed into an instant-messaging platform that lets users communicate through voice calls, video calls and text messaging. Users can also share video, audio and text files through private messages or through servers on Discord. Users can also react to text messages through emojis and other reactions.

While Discord allows you to directly message specific people or groups, a majority of the communities on Discord have been organized into servers. **Servers**<sup>2</sup> are a combination of voice, video and persistent text **channels**<sup>3</sup> that can be created for free. Creators of a server can do things like manage the server's public visibility, create new channels to organize topics of discussion and split off tangents, apply permissions to users who have joined a server, and otherwise customize and control communication channels in a large group to a much greater degree than direct messaging.

This user's guide will cover (1) installing and opening Discord, (2) creating a server on Discord, (3) customizing server features on Discord, (4) troubleshooting. Third-party extensions and features for Discord and **Discord Nitro**<sup>4</sup> are not covered by this guide.

**Note:** To use this guide, users will need a valid email account.

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<sup>1</sup>The concept of Discord came from Jason Citron and Stanislave Vishnevsky, both of whom had founded social gaming platforms for gamers previously.

<sup>2</sup>How the majority of the communities on Discord have been organized. Servers are a combination of voice, video and persistent text channels that can be created for free.

<sup>3</sup>Seperate places within a Discord server to communicate. What Discord servers are comprised of.

<sup>4</sup>The premium subscription tier of Discord, that offers users additional perks for a monthly subscription.



# Installing Discord

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Discord can be used via your browser or via Discord's installable desktop app. This app works for Mac, Windows, and Linux, and there are many benefits to running Discord's desktop app. Discord's desktop app tends to have better performance than the browser version, it tends to run previews of new features coming to Discord before the browser version does, and it tends to be less buggy and problematic than the browser version of Discord.<sup>1</sup>

This chapter provides information on setting up Discord's desktop app on your PC. This process includes:

- Downloading and installing Discord
- Creating and verifying a Discord account

**Note:** Examples within this guide were provided using Discord's desktop app. The instructions this guide provides should still apply for the browser version of Discord, but for the best possible experience it's strongly advised for users to use Discord's desktop app.

## Section 1.1: Installing Discord

1. Go to Discord's website, <https://discord.com/>
2. Click the "Download" button to navigate to the download page.
3. Click the "Download Now" button to download the version of Discord appropriate for the Operating System your PC runs on.
4. Open DiscordSetup.exe to install Discord onto your computer.

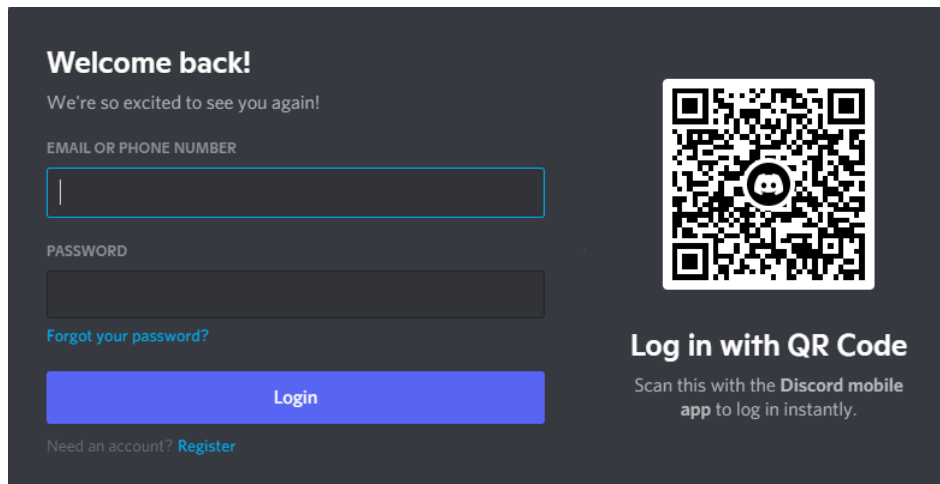
## Section 1.2: Creating a Discord account

Before you can use Discord, you must first create a Discord account. Accounts can be created in the browser by going to Discord's [registration page](#). They can also be created within the app itself.

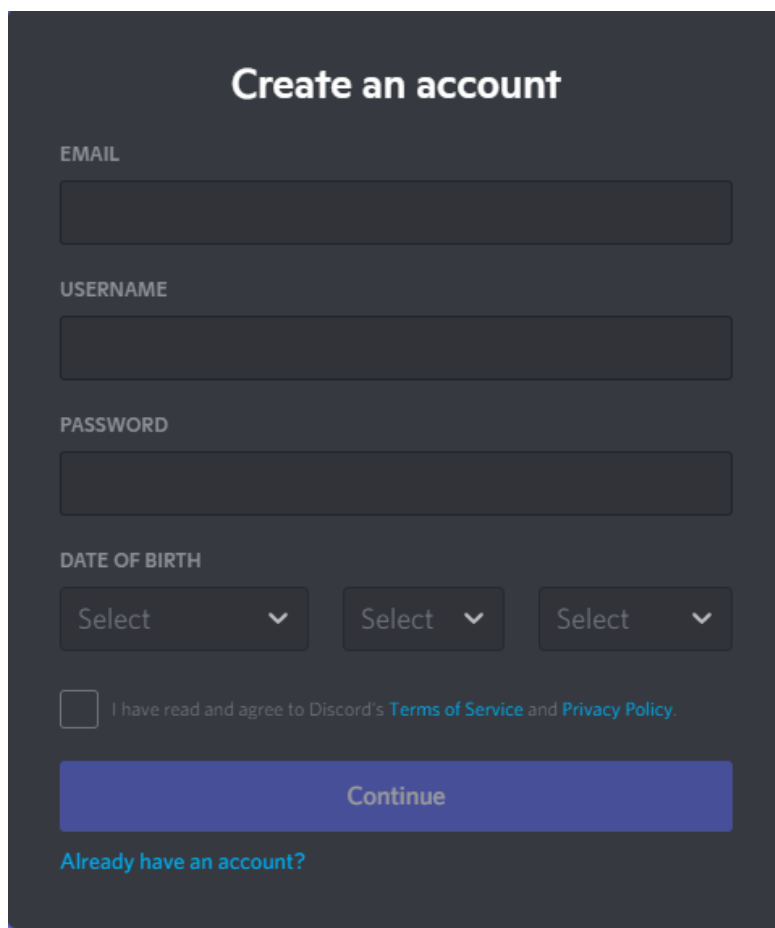
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<sup>1</sup>Discord's desktop app may offer more new features than the website, but it also takes more CPU usage and may contain security bugs that have been fixed in Discord's browser version.





**Fig. 1.** This is what the login screen looks like. The register button is located beneath the login button.



**Fig. 2.** This is what the account registration screen looks like.

1. Within the login screen, click the register button.
2. Within the "create an account screen", fill in your email, username, password, and date of birth.

3. Once you have completed step 2, read the Terms of Service and Privacy policy provided. Check that you have read these articles and press the "continue" button to create your account.
4. Once your account has been created, it must be claimed through email verification. To claim your account, check the email you used to create your account. Click Verify Email in the delivered email to verify your email and claim your account.

**Note:** If you do not see a verification email in your inbox, there is a button to resend a verification email in an orange banner at the top of the app.

**Note:** Some of Discord's functionality is locked behind email verification. For instance, it's impossible to join certain Discord servers with an account that does not have a verified email address.

**Note:** If you encounter technical difficulties during installation please view "Troubleshooting" on page 21 for additional resources.



# Creating a Discord Server

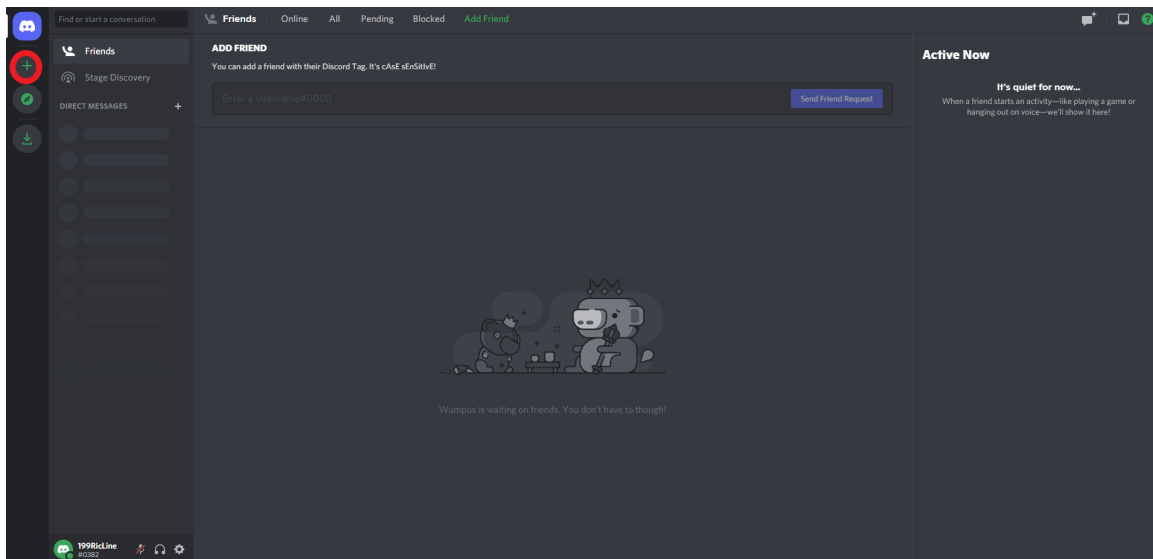
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Discord's interface is simple and intuitive. It was built to make the process of setting up, joining, and modifying servers easy; moreover, Discord's interface was built to provide users with a wide range of options to let them customize servers to their liking.

This section of the guide covers:

- Navigating Discord's Interface
- Creating a Discord Server

## Section 2.1: Navigating Discord's Interface



**Fig. 3.** This is what Discord looks like when it's opened for the first time. The add server button has been circled in red.

Figure 3 shows what Discord looks like when it is opened for the first time. There are several elements displayed immediately. The Discord icon at the top of the left panel gives you access to direct messages. The right panel denotes users present within the Discord server you're active within. The toolbar at the bottom of the screen contains a list of user settings.

## Section 2.2: Creating a Discord Server

Creating a Discord server is a simple, intuitive process.

1. Click on the "add server" button circled in figure 3.
2. Discord has several commonly-used server templates to assist users in setting up their servers. For the purposes of this guide, click "Create My Own" to create a Discord server not based on any template. (Figure 4)

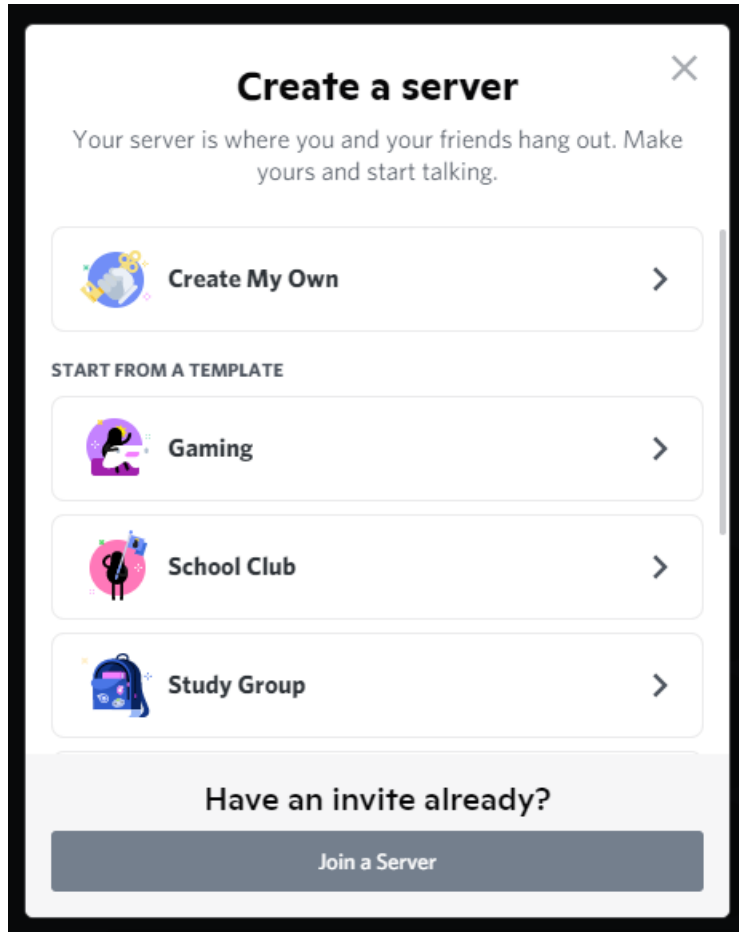
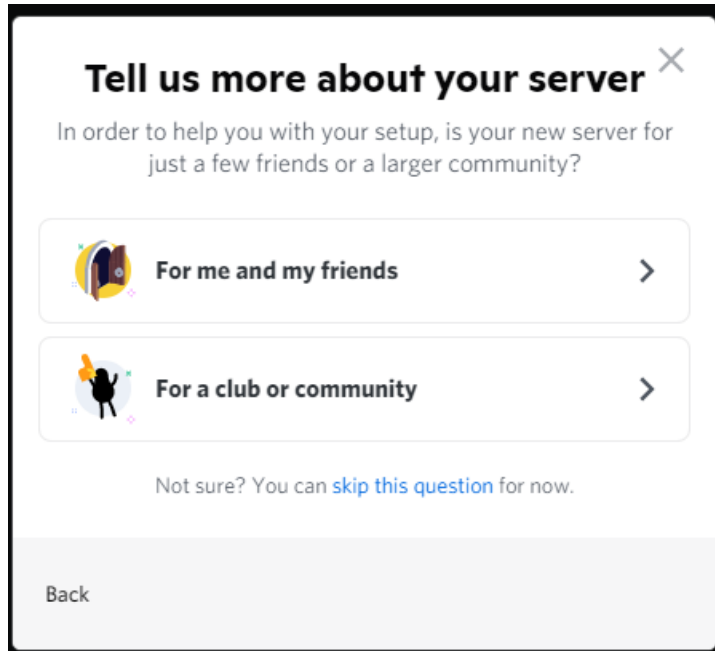


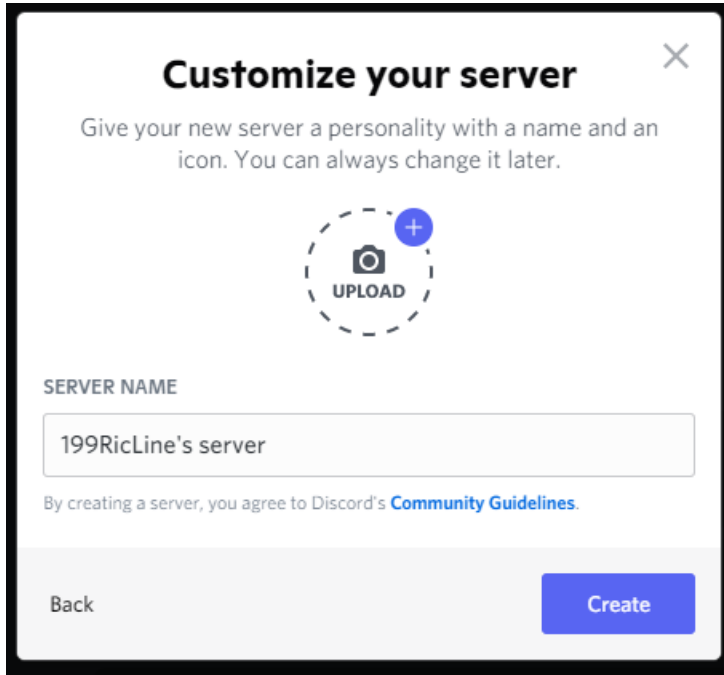
Fig. 4. This is the first screen displayed for server creation.

3. Click the "skip this question for now" link at the bottom of the screen to continue with server creation. (Figure 5)



**Fig. 5.** This is the second step of Discord's server creation process.

4. Enter your server's name and press the create button to finish creating your server. (Figure 6)



**Fig. 6.** This is the third and final screen displayed for Discord's server creation process.

**Note:** If you encounter technical difficulties during server creation please view "Troubleshooting" on page 21 for additional resources.

5. At this point, Discord's **home screen**<sup>1</sup> should have changed. **User**<sup>2</sup> icons will have appeared in the right pane, and the server icon will have appeared in the left pane. Text and voice channels will have also appeared in the left pane. (Figure 7)

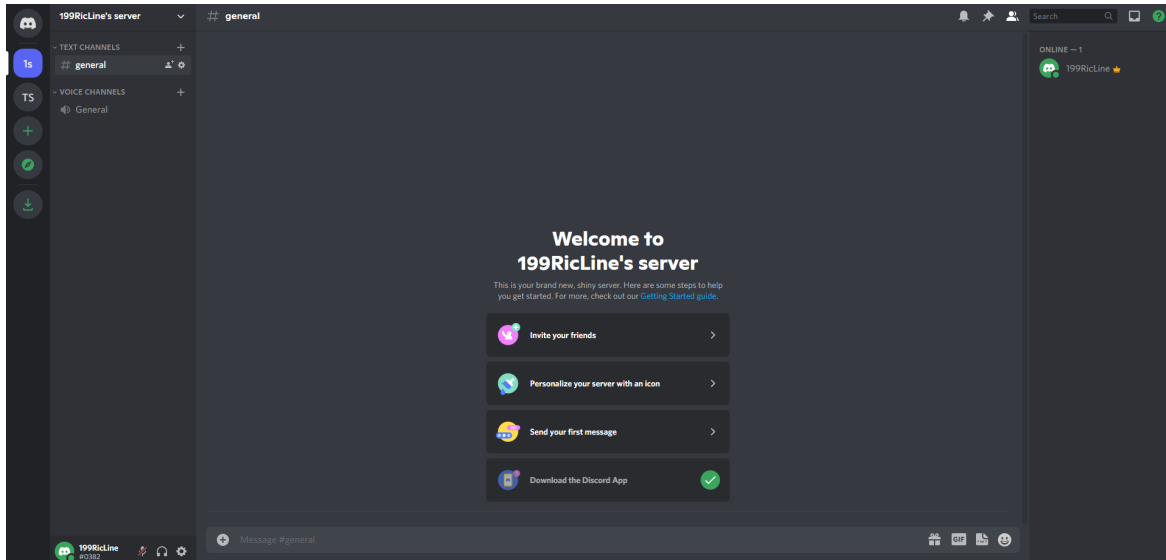


Fig. 7. Discord home screen after server creation.

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<sup>1</sup>The default page that appears after a user finishes loading Discord.

<sup>2</sup>The base entity in Discord. Users can participate in chat, be members of servers, and much more.





# Modifying a Discord Server

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Discord servers can be modified in order to meet a community's needs in a variety of ways. This chapter covers two of those ways:

- Setting up Channels
- Making Channels Private

## Section 3.1: Setting up Channels

Discord servers are comprised of channels. **Channels**<sup>1</sup> are separate places within a Discord server to communicate. They let server creators keep conversations organized into disparate topics that a group might talk about often. Server owners should create separate channels for all the topics their group might like to talk about, from news to work-place notifications to cooking instructions.

Channels can be set up for text and voice. Text channels let users communicate via text. Messages in text channels are persistent, which means that new users who join the server will be able to view old messages. Photos, links and other files can be appended to messages sent through text channels.<sup>2</sup>

Voice channels let users communicate via audio, but they can also be set up to let users communicate through video as well.

Like creating a server, creating channels on Discord is a relatively simple process.

1. Select your server on Discord. You do this by clicking your server's icon in Discord's left-most pane.
2. Click the "+" button to the right of "Text Channels" on Discord's home page
3. Discord will prompt you to select a channel type. Discord will also prompt you to enter a name for your new channel. (Figure 8)

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<sup>1</sup>Separate places within a Discord server to communicate. What Discord servers are comprised of.

<sup>2</sup>Discord will automatically scan images and files sent through Discord to prevent users from accidentally downloading malware or viruses. This feature can be turned off in the Privacy and Safety settings.

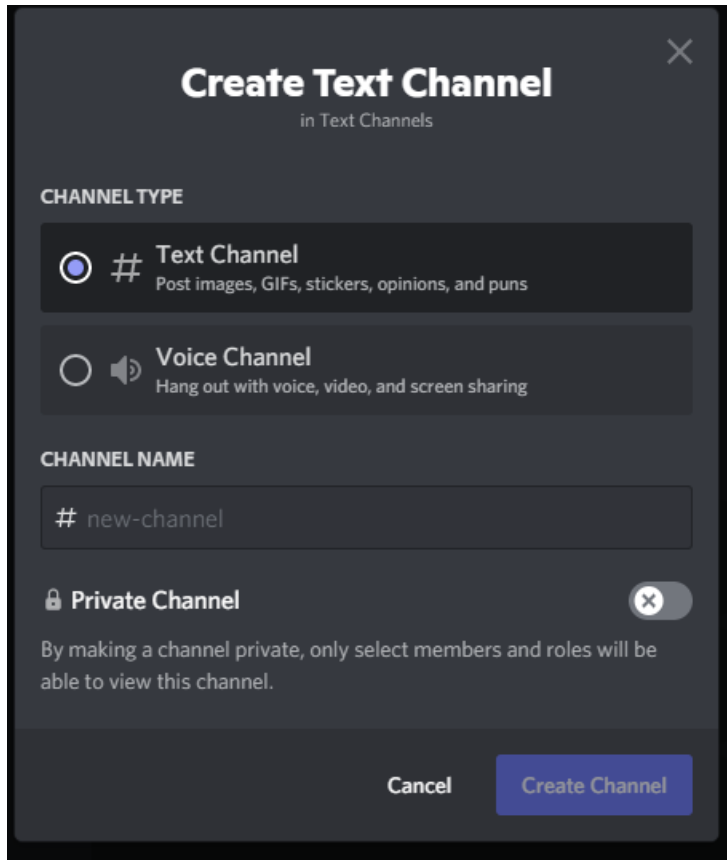


Fig. 8. The prompt that appears when you're trying to create a channel.

4. Once you have filled these items out, select "Create Channel" to finish creating your Discord Channel. (Figure 8)

## Section 3.2: Making Private Channels

Channels can be made public or private. **Public channels**<sup>1</sup> allow every member of a Discord server to view and use the channel. **Private channels**<sup>2</sup> only allow select members and roles to be able to view and use the channel.

1. To create a private channel, simply follow the steps listed in section 3.1.
2. When you've reached step 4, switch the 'private channel' switch on before selecting "Create Channel" to finish creating a private Discord channel.

**Note:** If you encounter technical difficulties during channel creation please view "Troubleshooting" on page 21 for additional resources.

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<sup>1</sup>Discord channels that allow all users to join and communicate through them.

<sup>2</sup>The premium subscription tier of Discord, that offers users additional perks for a monthly subscription.





# Troubleshooting

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For technical support, extensive documentation is available on Discord's official F.A.Q./Troubleshooting pages. Requests for billing, bug reports and community support can also be submitted on Discord's official support pages. Developer support is also available on Discord's website.

Further questions and concerns can be asked on Twitter at <https://twitter.com/discord>, or emailed to [support@discordapp.com](mailto:support@discordapp.com)

## Section 4.1: Finding Additional Support

To access Discord's official F.A.Q and troubleshooting pages:

1. Visit <https://discord.com/>
2. Click the "support" button at the top of the screen, next to the "Safety" button
3. Support resources will be made available to you by category

## Section 4.2: Finding Developer Support

To access developer support for Discord:

1. Visit <https://discord.com/>
2. Click the "support" button at the top of the screen, next to the "Safety" button
3. Scroll down to the bottom of the page and select "Developer Support"

## Section 4.3: Submitting a Request

To open a support ticket on Discord to get further assistance:

1. Visit <https://discord.com/>
2. Click the "support" button at the top of the screen, next to the "Safety" button
3. Click the "Submit a request" button at the top of the screen



# Glossary

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## C

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### Channels

Seperate places within a Discord server to communicate. What Discord servers are comprised of.

## D

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### Discord Nitro

The premium subscription tier of Discord, that offers users additional perks for a monthly subscription.

## H

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### Home Screen

The default page that appears after a user finishes loading Discord.

## P

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### Private Channels

Private Discord channels only allow select members and roles to be able to view and use the channel.

### Public Channels

Discord channels that allow all users to join and communicate through them.

## S

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### Server

How the majority of the communities on Discord have been organized. Servers are a

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combination of voice, video and persistent text channels that can be created for free.

## U

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### User

The base entity in Discord. Users can participate in chat, be members of servers, and much more.





# Index

---

## A

appeared in the left pane 15

## B

bottom of the screen 11  
browser 7

## C

claim your account 9  
click 7-9, 12-13, 21  
communicate 5, 17  
create new channels 5  
creating 7, 11, 14  
customizing 5

## D

desktop app 7  
directly message 5

## F

fill in 8

## I

installing 5

## M

making 17

## N

navigating 11

## S

select 17-18  
selecting 18  
server icon 15  
set up 17  
setting up 17

---

## T

top of the left panel 11

## V

visit 21

# Discord

by Discord, Inc.

444 De Haro Street, Suite 200, San Francisco, CA 94107

[support@discordapp.com](mailto:support@discordapp.com)