



Discord User Guide

(Caregivers – Care Recipients – Common Channel)

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1. What is Discord?

Discord is a free communication platform designed for groups, communities, and teams.

It allows:

- text chat,
- voice calls, video calls, and file sharing,
- event sharing and invitations,
- creating separate channels based on topics or groups.

In our case, the purpose of Discord is:

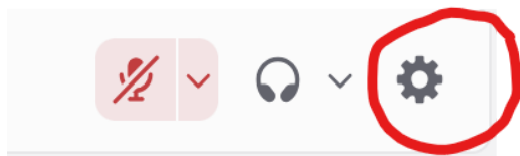
a safe, well-structured, and easy-to-use online space for international communication among FairCare target groups.

2. The basics of using Discord

2.1 Registration and Login

Basically, the target group can learn about the Discord channel on the FairCare website. However, access does not happen from there; it works as follows:

1. Open: <https://discord.com>
2. Click: **Sign Up**
3. Enter your **email address**, choose a password.
Make sure you click “**save**” when registering. If you save your email and password, you will have an easier time logging in in the future.
4. Download the Discord application (PC, mobile), or use it from the browser.
5. You need to request an **invitation link** to the server. If someone invited you to the FairCare Discord, in that case you will automatically receive the invitation link.
The invitation you receive does not have an expiring time.
6. Click the link → **Join**.
7. At the bottom of the channel, next to your name/profile, click the small gear to **edit user settings**. Here you can upload a photo of yourself (recommended!), change your password, set up your camera, sound, language, and appearance – feel free to explore.



(In the image, we see a screenshot used as an explanation. The icons from left to right are: a crossed-out microphone, headphones, and a gear. The gear icon is circled in red.)

2.2. Using Discord on a mobile phone

- **Free download**
 - iOS (iPhone, iPad):** from the App Store
 - Android:** from the Google Play Store
- You do not need to register again if you already registered on a laptop, you can join the FairCare Discord channel using your existing email and password.
- All basic functions are available:
 - Reading and writing in text channels
 - Starting voice and video calls
 - Private conversations (DM)
 - Viewing and joining events
 - Notifications so you don't miss anything
- **Advantages on mobile phone:**
 - You can join the server anywhere, even on the go.
 - Notifications immediately show important events or messages.
 - Convenient for quick communication when you are not near a computer.

3. Server structure

Server name: **FairCare Discord**

The channels are organized into **4 groups**:

3.1 Caregivers channel (formal and informal)

- Only caregivers have access.
- Formal: institutional staff.
- Informal: family members, friends, assistants.
- Sharing experiences and support among each other.
- Professional topics, coordination information, and document exchange.
- Language: **English**

3.2 Care recipients channel

- For participants receiving long-term care (people with disabilities, older adults, any group receiving care).
- Easier-to-understand language can be used.
- Peer support, staying in touch, questions, experience sharing.
- Language: **English**

3.3 Common channel (General)

- Available for everyone and can see the conversations taking place here.
- **Meeting point of the three groups.**
- General information, common conversations, exchange of experiences, events, learning about each other's fields, sharing best practices from every country.
- Language: **English.**

3.4. Help channel

- The Help channel on the server is **for reaching the moderators or admins.**
- The moderators receive a notification when someone writes, so they can respond quickly.
- Its use helps maintain the order of the server and the quick solution of community questions.

The common language on every channel is **English**. This helps ensure that no one feels excluded from the conversations. **People who do not speak English** can also take part fully in discussions. Several easy-to-use, free online translators and built-in translation tools can help – for example [Google Translate](#), [DeepL](#) or [ChatGPT](#). Perfect English is not necessary, the important thing is that we understand each other. A simple **automatic translation mode** can be read about in section 4.3.

4. How to communicate on the channels?

4.1 Sending a message

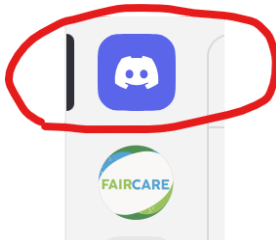
- Type your message **in the text box at the bottom.**
- Press **Enter** to send. You can add emojis, gifs, anything to make it friendly.

- **For a private conversation**, click the “person” icon at the top right of the channel to see the list of members. Click on the member you want to chat with privately. Send a message to them, only you two will see it. You will receive a notification by email and on Discord when the message arrives. You can use any language that you both speak.



(Screenshot from Discord showing icons from left to right: reel, bell, pin, two people. The two-person icon is circled in red.)

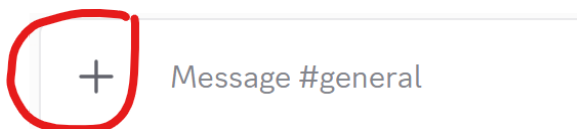
If you add your **private chat partners as a friend**, you will then see them by clicking the main Discord logo, and you can also see whether they are currently online.



(Screenshot from Discord. The smiling person icon from Discord is at the top, and the FairCare logo is below it. The top Discord icon is circled in red.)

4.2 Sending files

- Drag the file into the window, or click the + icon on the left side of the message box.



(Screenshot from Discord. On the left side, a plus sign is circled in red. Next to it, “Message #general” is visible.)

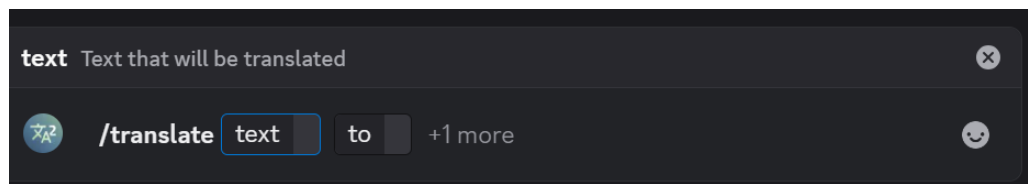
4.3 Language use

- **English is used on all channels**, except:
 - if someone asks the moderator for help in another language
 - if you are chatting in a private message
 - if you are using the translator mod included in Discord
- **How to use the Translator mode:**
 We’ve set up a Translator mode in the FairCare Discord that removes language barriers and automatically translates messages into the selected

language. This allows people from different countries to communicate easily with each other. Here's how to set it up:

- Type **/translate** in the text box at the bottom.
- Type what you would like to say after **“text:”**
- Type in what language you would like to translate it to after **“to”**
- Press **enter/small arrow** when ready and it will be automatically translated.

To copy a text into the Translator use the key combinations of ctrl and c. To paste it use ctrl and v or click the right button on your mouse or touchpad and choose copy or paste.



(Screenshot from Discord showing the text “Text that will be translated”, with a Translator icon below labeled “/translate text, to”.)

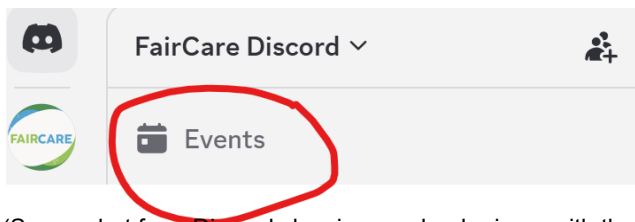
5. Voice and video calls

Perfect for group meetings:

1. A moderator or a group member creates a **Voice Channel** or starts a call.
2. Click on the channel name → you join automatically.
It is important that you click on the Voice channel instead of the text channels.
3. Turn your microphone and camera on or off using the icons at the bottom of the screen.

6. Creating events

An event can be created in the server's left-hand menu, under the **“Events”** heading at the top, using the **“Create Event”** button.



(Screenshot from Discord showing a calendar icon, with the label “Events” next to it.)

There are two types:

- Voice Channel
- Somewhere else Channel

Voice Channel

- Members can talk to each other in real time using voice, video, and images.
- When creating an event, **choose the channel** where the conversation will take place. Specify the topic, date, frequency, description, and optionally add a cover image. Click the “Create Event” button to finalize the event.
- The event is visible to members who have access to the selected channel. Example: #general → everyone sees it. #care-recipients → only participants in that channel see it.
- Members who see the event **receive a notification** if they mark themselves as “interested”.
- **Joining:** members can join the event from the Events list in the left-hand menu or from the notification.

Somewhere else Channel

- This type of event takes place **on an external online platform**, for example Zoom, Google Meet, YouTube live stream, or any other online meeting link. **It can also be an in-person meeting at a physical location.** Participants can see the event link on Discord and join the external platform.
- By clicking the event in the Events list or from the notification, members are taken to the provided external link to join the event.
- When creating the event, you can specify the channel or the location. Enter the topic, date, frequency, description, and optionally add a cover image. The event becomes final when you click the “Create Event” button.

Benefits of organizing events

- **Easier communication:** Events help members meet and talk in real time, either online or in person.
- **Everyone knows about it:** Events are visible in the Events list, so members don’t miss any programs.
- **Notifications:** Participants receive automatic notifications, ensuring everyone can join on time.
- **Attendance prediction:** Members can indicate if they are interested or attending, which helps with planning and preparation.
- **Building the server community:** Events strengthen community connections, engage members, and provide opportunities for shared experiences.

- **Flexible format:** Events can take place on a voice channel, via an external link, or at a physical location, so everyone can find the format that suits them best.

7. Safety and privacy

Basic rules:

- **Do not share sensitive personal information!** (e.g., medical or financial data).
- Contact the moderators if any problems arise.
- You can connect with each other on any topic, but this channel **primarily focuses on FairCare-related topics. Personal connections** or friendships are welcome and even encouraged – for this, feel free to use private messages so that all conversations stay in the appropriate place.

8. Moderation

The moderators' role is to:

1. **Ensure a safe, friendly, and supportive environment.**
2. **Ensure that the rules are followed**, such as:
 - a. polite communication,
 - b. using English for mutual understanding,
 - c. banning offensive speech,
 - d. filtering misleading or private information.
3. Help members navigate between channels.
4. Provide technical assistance, for example:
 - a. how to join a call,
 - b. how to send a document.
5. If necessary:
 - a. delete offensive or dangerous messages,
 - b. issue warnings,
 - c. temporarily ban users,
 - d. assign permissions to channels.

How is moderation carried out?

- You can see the moderators at the top of the server in the member list (by clicking the “person” icon). Their **country short code and the “mod.” label appear next to their name.**
- If someone experiences a problem, they can write:
 - a private message to a moderator, or
 - in the #help channel.
- The moderator will contact them, ask what happened, and help resolve the issue.

9. Accessibility

Discord continuously develops the accessibility of the application, especially regarding screen readers, keyboard navigation, and visual settings. According to current official information and user experiences:

- **Screen Reader Support**
Multiple UI elements are properly read with NVDA, JAWS, VoiceOver, or TalkBack. Navigation of menus and panels has become simpler.
- **Keyboard Navigation**
Under development to make all menus, buttons, and settings accessible via Tab or arrow keys, allowing full desktop version usage with a keyboard.
- **Visual Accessibility**
Improved contrasts, ARIA labels, and tags assist users with visual impairments or low vision.
- **Ongoing Improvements**
Discord’s update announcements regularly include minor bug fixes that improve accessibility. These can be read here:
<https://discord.com/tags/changelog>

Discord consciously improves accessibility features:

Drag & Drop with keyboard, Text-to-Speech speed control, Reduced Motion and visual settings, increased WCAG compliance.

Limitations: There is no built-in caption (CC) system for videos or streams, which can be a problem in educational environments.

10. Basic behavior rules

1. **Everyone comes from different places and cultural backgrounds** – let's be patient.
2. **If something is not clear in English:**
 - ask for help from each other or a moderator, or use simple, quick translators (DeepL, Copilot, ChatGPT).
 - feedback is a great tool: ask the person who wrote the message, e.g., “Did I understand correctly...?” or “Do you mean that...?” This also helps others understand the message.
3. Do not use offensive, discriminatory, or aggressive language.
4. **Use channels according to their purpose, do not mix roles within them.**
5. Keep this a friendly environment where **the main goal is to learn about each other's fields.**
6. Ask questions, **be open and active.** Aim to gain new, useful information rather than participating passively!

11. FAQ

I can't find the channel meant for me.

The moderator sets your user permissions. Write a message in the **#help** channel.

The voice or video is not working.

- Check the microphone/camera permissions on your device.
- Leave the channel and join again.
- Contact a moderator if it still doesn't work.

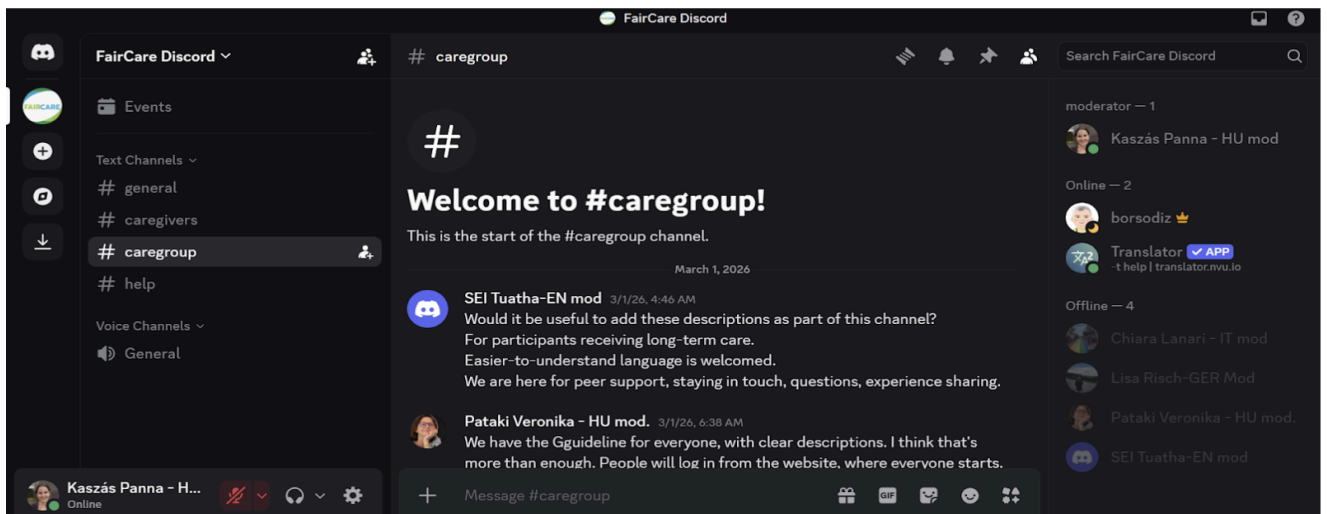
Who can see what I write?

- In group channels and common channel **only the FairCare members can see** messages.
- Only the recipient can see a **private message**.

12. Summary:

1. Log in → select the **FairCare Discord** server.
2. **Go to your group channel** (caregivers / care recipients).
3. Write in **English**, briefly and clearly. **Use translation tools if needed.**
4. If you want to share general information → write in the **common channel**.

5. If there is a problem → contact a moderator.
6. **Be** patient, helpful, open, and most importantly: **active**.



(Screenshot of the full Discord welcome interface. In the top left is the Discord logo, with the FairCare logo below it, which links to the FairCare interface. In the next column to the right, the items are listed from top to bottom: Events, followed by the channels – Text channels: #general, #caregivers, #caregroup, #help. Below these are the voice channels. In the next column to the right, the welcome message is displayed. In the far-right column, member availability is shown.)