

New Partners Onboarding

Last Updated 12/13/21

Goal

Our goal is to welcome New Partners and to personally offer them introductory information that will help them acclimate to the Discord Partner Program and the Discord Partner Server. Joining as a newbie can be overwhelming, so we want to offer an opportunity for you to meet Discord Staff, other Partners, and each other. This document should contain all the information you need to get started, whether or not you were able to attend one of our Stage Channel Onboarding sessions.

Welcome to the Partner Program!

What is the Partner Program?

The Discord Partner Program spotlights the most welcoming, engaged, and unique servers on our platform. You, as a server owner, have shown us that you have invested time and energy into creating a great experience for members of your server. We hope that by showcasing your exemplary community, we can inspire others to make their community the best that it can be. As a “thank you” for all your hard work, and as a celebratory “welcome”, we have a variety of perks, resources, goodies, and more to offer you as a Partner. Let’s dive in!

What do I get?

Server Perks

- Vanity URL
- Server Invite Splash Images
- Server Banners
- Animated Server Icon
- Up to 384kbps voice bitrate
- A fancy Partner server badge
- A fancy Partner profile badge for the owner
- Free Discord Nitro for the server owner

Merch Perks

As part of being a Discord Partner, we offer opportunities to get exclusive merchandise, including:

- Discord Partner Hoodie
- Discord Partner Sticker Pack

- Discord Partner Enamel Pin

Soon, we will send you an email with a unique URL that will take you to our Partner Merch redemption page via Printfection. Fill out your shipping information and we will get your merchandise out to you as soon as possible!

In the future, you may even get special opportunities to get custom Partner merchandise, so make sure to always keep an eye on the server and your email!

Opportunities

We often offer various collaboration opportunities to our Partners, including:

- Beta testing new features
- Participating in research groups
- Being featured on
 - Our blog
 - Our social media channels
 - Other promotional materials

The Discord Partner Server

Some Basic Code of Conduct

Breaking any of the rules may result in removal from the server or the program. Discord reserves the right to act on misbehavior/violations not explicitly listed.

- Keep It Clean - NSFW content, spamming, and discrimination of any kind are prohibited.
- Be Cool - Always treat your fellow Partners and Discord staff with respect.
- Not A Reporting Server - This server is not a place to report issues—check resources for details on how to report to Discord.*
- No Leaks - Do not discuss new features outside of this server without permission. Sharing leaked or dataminced content is also prohibited.
- Conduct Matters - All Partners must adhere to Discord's Terms of Service, Community Guidelines, and Partner Code of Conduct.
- Support is English-Only - For support, this server is English-only. If you need help with another language, please write to Community Programs so we can assist you.

*Report any problems to <https://support.discord.com/hc/en-us/requests/new>.

Your Fellow Partners

Like you, many of our Partners applied to the Partner Program since the very beginning of Discord! Each one has proven in their own way that they have created a welcoming, unique, and engaged community. You'll encounter content creators, community leaders, musicians, developers, and more. Some of these people have millions of followers, subscribers and fans. Others have been with us from the very beginning. Similarly, some of our Partners have niche

servers that very few have heard of - some of them may even not have social media accounts beyond Discord. Regardless of who they are or where they're from, we are all Discord Partners. You 100% belong here, so don't feel intimidated. We're all on the same mission to make great communities on Discord.

Like the world itself, the Partner Program contains folks from all walks of life who are quite friendly once you get to know them. This is why we schedule server events and activities - we want to provide opportunities to connect with other Partners in this server. If you ever have a bad experience with a Partner in the Partner server, please notify Discord Staff and we will do our best to help. Our goal is to ultimately make sure everyone feels safe and supported in the server,

Events & Activities

The Discord Partner Server is a happening place! We host activities, games, AMA panels, and more. If you are interested in getting notifications on our Weekly Activities, make sure you opt-in to the @Weekly Activities role in #assign-a-role. Here's a sample of the kinds of events we've held in the past:

- Server Engagement Workshops
- Discord Staff AMA Panels
- Activities (Drawing, Writing, Brainstorming)
- Networking Mixers
- Games (Drawasaurus, Gartic Phone, Fishington, Jackbox Games, etc)
- Open Mic Night

We are always looking for new ideas for activities, so if you have something you would like to try out in the Partner server, let us know. We are happy to collaborate with you.

Office Hours

Having trouble in your server? Trying to increase your retention? Brainstorming for your next server event? The Discord Community Team is here to help! You can schedule 1:1 Office Hours with Mychael, Emily, or Connor to troubleshoot issues within your Partnered community.

- Mychael <https://meetings.hubspot.com/mychael>
- Emily <https://meetings.hubspot.com/emily-hayes1>
- Connor <https://meetings.hubspot.com/connor-miller>

Requirements for Staying in the Program

In order to stay in the Discord Partner Program, your server has to continuously meet the following requirements:

- Have at least 500 members on your server.
- Have at least 50 communicators (people who actively talk) per week.
- Have at least 100 visitors (people who at least visit/view your server) per week. This includes actions such as viewing, reading, posting messages and reacting to posts.
- Having at least a 20% Week 1 Retention over an 8 week period.

- Have "2FA Requirement for Server Moderation" enabled. This can only be enabled by the server owner. You'll find this in Server Settings > Moderation.

Want to read more? Check out the full list of requirements [here](#).

Breaks

We are very aware that the Partner Program requirements require time and energy to maintain. Therefore, we encourage Partners to let us know if they intend to take a break via our Community Programs (<https://dis.gd/cprog>) ticket system. We are more than happy to help you to take a leave of absence that fits your situation and needs, so please inform us before you take your break.

Conclusion

That's the basic rundown! If you have any questions, please feel free to ping me (@ConnorDonut#0351) in the Discord Partner server, or swing by #general-questions where Discord Staff and fellow Partners can help you out. We are so happy to have you here in the Partner Program, and I look forward to helping you get the most out of your experience on Discord.

