Voodoo Community

User Guide & Setup Guide

From signing up on voodoocommunity.com, to your domain and server, to every feature in your community and how to use it.

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Welcome

Voodoo Community lets you run your own private community app on your own domain and your own server. Members chat, open tickets, message your team, read your FAQ, play games, shop and more, and they can install it on their phone like an app. This guide takes you from nothing to a live community, then walks through every feature.

How it fits together

- **voodoocommunity.com** is the main site. You sign up there, create a community, and it gives you a one-line install command. It also delivers signed updates and the Community Store.
- **Your server (VPS)** is a small rented computer. The community app runs on it, at an address you choose. Your members, messages and files live on your server.
- **Your domain** is the web address people type, for example chat.yourbrand.com.
- **Your community** is what you and your members use day to day. You (the owner) and your staff run it from the Dashboard.

Who this guide is for

- **Part 1 - Setup**: for the owner, once. About 20 to 30 minutes the first time.
- **Part 2 - Running your community**: for the owner and staff. Every Dashboard tab explained.
- **Part 3 - Using the community**: for members. You can share this part with them.
- **Part 4 - Extras and help**: Store features, updates, backups, security and troubleshooting.

> **Note:** Words used in this guide: **owner** is the person who created the community. **Staff** are team members you give a staff role. **Members** are everyone else. A **role** decides what a person can see and do.

Part 1 - Setup

What you need before you start

- An email address you can read (for your voodoocommunity.com account).
- A **domain** or a subdomain you control (you can buy one for a few pounds a year).
- A small **VPS** running Ubuntu or Debian (Ubuntu 24.04 is recommended). The cheapest plan is fine to start; you can resize later.
- An app to type commands into the server from your phone or computer. This guide uses **Termius** (free).
- About 20 to 30 minutes.

Step 1 - Create your account on voodoocommunity.com

1. Open **voodoocommunity.com** and tap **Create your community** (or go to /signup).
2. Enter your email, choose a password of at least 10 characters, and repeat it.
3. Tick the box to agree to the Terms and confirm you have read the Privacy Policy, then tap **Create account**.
4. You land on your dashboard. If email confirmation is on, we send you a link: open it to confirm your email. You must confirm before you can create a community.

> **Note:** Strongly recommended: turn on two-step login for your account (Account page > Two-step login). Install an authenticator app (Google Authenticator, Microsoft Authenticator or 1Password), scan the QR code, type the 6-digit code, and save your recovery codes somewhere safe.

Step 2 - Create your community

1. On your dashboard, find **Create a community**.
2. Type a **community name** (3 to 40 characters).
3. Type your **domain** if you know it, for example chat.yourbrand.com. Do not include https://. You can leave it blank and add it later.
4. Tap **Create community**. You can have up to 5 communities per account.

The community page shows its status, version, integrity check and last check-in, plus a built-in setup guide with the same steps as below.

Step 3 - Get a domain

1. Go to a domain provider such as **cloudflare.com**. Create a free account.
2. Buy a domain, or use a subdomain of one you already own (for example chat.yoursite.com).
3. Open the domain and go to **DNS**. Do not add records yet. You need your server's IP address first.

Step 4 - Get a small server (VPS)

1. Go to a VPS provider such as **digitalocean.com**, create an account and choose **Create > Droplet** (other providers use different names for the same thing).
2. Choose the **Ubuntu 24.04** image. The cheapest plan is fine to start.
3. Set a **root password** (or an SSH key if you know how) and create the server.

4. When it is ready, copy its **IP address** from the server's page.

Step 5 - Point your domain at the server

1. In your domain's DNS settings add an **A record**. Name: @ for the main domain, or the subdomain part such as **chat**. Value: your server's IP address.
2. If you use Cloudflare, click the orange cloud so it turns **grey** ("DNS only"). This matters: the installer cannot get its security certificate through Cloudflare's proxy.
3. Wait a couple of minutes for it to take effect.

Step 6 - Connect to your server with Termius

1. Install **Termius** (App Store, Google Play, or termius.com for computers).
2. Tap **New Host**. Address: your server's IP address. Username: **root**. Password: the one you set in step 4.
3. Save it and tap it to connect. You get a black screen with a command prompt. That is a terminal on your server.

Step 7 - Create the install command and run it

1. On voodoocommunity.com open your community page. Make sure the domain is set.
2. Tap **Create install command**. It shows a command for you to copy. It is made just for you and works for 24 hours.
3. Paste it into the Termius terminal and press Enter. It installs everything by itself and takes a few minutes. It looks like this (your token will be different):

```
curl -fsSL https://voodoocommunity.com/api/v1/install.sh | sudo bash -s -- YOUR-TOKEN
```

When it finishes, it prints the address of your community and a **setup code** (8 characters). Keep that screen open.

> **Important:** Keep the setup code private. It is used once, to create your owner account. Only use the command you copied from your own community page; never share it.

Lost the setup code?

Connect with Termius again and run this. It prints a line like SETUP_CODE=a1b2c3d4:

```
grep SETUP_CODE /opt/voodoo-community/.env
```

Step 8 - Create your owner account

1. Open your domain in a browser. The first visit can take about a minute while the secure certificate is issued.
2. On the **Set up your community** page enter the **setup code**, your community name, your email and a password. Tap **Create owner account**.
3. You are shown your **recovery key**. Copy it and save it in a password manager. It unlocks your community's stored messages, tickets, member messages, FAQ pages and attachments. Backups do not contain it, so to restore you need both.

4. Turn on two-step sign-in for yourself (Profile > Two-step sign-in) and save the recovery codes.

> **Important:** Never post the recovery key in a chat and do not share it with staff. Anyone with the key and a backup can read everything. If you lose it, Voodoo Community cannot recover it for you.

First things to do in your new community

1. **Dashboard > General**: set the community name and a welcome message.
2. **Dashboard > Branding**: pick a style and layout, upload your logo, choose the home card and opening screen, and fine-tune the look.
3. **Dashboard > Channels**: check the starter chats and who can see them.
4. **Dashboard > Roles**: decide what each role can use.
5. **Dashboard > Invites**: copy your join link and share it.
6. Install the app on your own phone (Profile > Add to home screen) and send yourself a test notification.

Part 2 - Running your community

The Dashboard is where the owner and staff run everything. Open it from the Dashboard button in the bottom menu. The owner sees every tab; staff see only the tabs their role allows. Tabs with a number on them have something waiting for you.

Tab	What it is for
Dashboard	Overview, quick announcement, scrolling notices, staff room, update button
General	Name, welcome message, reactions, expiry dates, service passwords, rules, join questions
Branding	Style, layout, home card, opening screen, fine-tune, tile order, colours, fonts, logo, banner
Roles	Create roles, set permissions and what each role can use
Members	Approve people, edit, message, block, expiry
Invites	Your join link and special invite links
Channels	Chats, announcements, games, staff channels and who sees them
FAQ & Info	Help pages and PDFs in folders
Tickets / Reports / Requests	Forms members fill in, and the team's inbox for them
Messages	Private messages between the team and members
Team	Staff to-do list, weekly and monthly rota, response times
Memberships	Paid memberships: plans, the paid and cancelled logs, gifting
App	Notifications and the Android app
Opening hours	Store feature: when your team is open
Shop	Connect VoodooPay Bots and sell inside your community
Prize Room	Store feature: giveaways, raffles and auctions in rooms for your roles
Email	Send resets, account emails and notifications from your own domain (owner only)
Store	Buy premium features (owner only)
Insights	Charts for the last 30 days
Security	Two-step sign-in for the team, warning rules and the team activity log (owner only)

> **Note:** The **Guide** button at the top of every Dashboard tab opens this guide, so it's always one tap away for you and your team.

Dashboard (overview)

- **Counters**: people waiting to join, orders waiting, unread tickets, members, who is online now and who joined this week. Tap one to jump to it.
- **Staff room**: a private chat for your team.
- **Quick announcement**: pick an announcement channel, write a message, add up to 4 photos or videos, and post. It goes live to everyone who can read that channel.

- **Scrolling notices**: short messages that scroll across the top of everyone's home screen. Tick roles to show a notice only to them, or tick none to show it to everyone.
- **Updates**: when a new version is available, tap **Update now**. The owner can also switch on automatic updates so new versions install by themselves within a couple of minutes.

General

- **Community name and welcome message**: the welcome message is shown to members on their home screen.
- **Reactions**: up to 10 emoji, separated by spaces, used for reacting in chats, announcements, tickets and messages.
- **Membership expiry dates**: switch on to give members an end date. Members get a phone notification 7 days and 3 days before it ends, and an email too once your community's email is set up (they can switch these off in their notification settings). When it passes they move to the Expired role and you can renew them. Expired members see a locked home screen, their profile, alerts, tickets, messages from the team and the renew page. Nothing else opens for them, even by typing the address, unless you choose to let them in: tick **Expired** for a section in Roles, **What each role can use**, in a chat's **Who can see and post**, or on a FAQ folder or page. Tick Expired on ticket types too (Dashboard, Tickets) to choose which types they can open; until you do, they get every open type. Those then show on their home screen under the locked card. Ticking Expired never hides anything from your other members. They can always open a ticket to renew.
- **Service passwords**: store a separate password per member, for example for a service you provide. Members see theirs on their profile with a copy button.
- **Join questions**: questions new people answer after creating an account (short answer, long answer or multiple choice). You see their answers when you approve them.
- **Community rules**: write your rules (bold, lists and links work) and tick **Members must agree to the rules**. Every member then sees them and ticks **I agree** before they can use the community; the team doesn't need to. The card shows how many members have agreed, and **Who agreed** keeps a record of each person, which version and when. After an important change, tick **Ask everyone to agree again**.

Branding

- **Style**: 101 complete looks, including 26 themes (Voodoo Pay, Gamer, Esports Arena, Arcade, Binge Night, Broadcast, Cinema, Matchday, Silicon, Crypto, Black Card and more), holiday styles and dozens with moving backgrounds. A style sets everything: colours, fonts, background, cards, the pictures on every tile and the edges of every card. Tap **Browse all 101 styles** and use the Themes filter to find them. Picking a new style resets your fine-tune changes unless you keep them.
- **Home layout**: how the home tiles are arranged. 50 layouts, from Orbit, List and Bento to Hex, Timeline, Playlist, Boarding pass, Comic and Metro, and every one works with every style. Tap **Browse all 50 layouts** to see each one with real tiles, and Preview to try it.
- **Home card**: the card at the top of everyone's home screen. 101 designs, 70 of them moving (Game HUD, Marquee lights, Retro TV, Luxe foil and more). The member's username shows on it.
- **App opening screen**: your logo and community name show for about two seconds when someone opens your app. 76 designs, including Voodoo Pay, Press start, Countdown, Curtain up and Fireworks. Tap it to skip. You can switch it off, and preview it.
- **Fine-tune your look**: change any part of your style. Each setting is folded away; tap it to open. Tile pictures (Glow, Neon, Pixel, Cinema, Circuit, Comic, Geometric, Nature, Luxe or Minimal), card edges (Hairline, None, Bold, Gradient, Neon, Pulse, Frame, Double, Dashed, Pixel or Raised), cards (glass,

solid, outline, neon or soft), corners (square to bubbly), the background effect, and fonts for headings and text. **Announcements** picks how the latest announcement looks. By default it matches your tiles: your normal card with a megaphone picture drawn like your tile pictures. Calm options (Picture banner, Accent edge, Soft) and bolder ones (Broadcast, Neon sign, Marquee, Newspaper, Sticky note, Ticket and more) are there too, and new announcements still glow until they are read. **Tile animation** picks how the tile pictures move (Float, Pulse, Sway, Sheen, Sparkle, Scan, Drift, None, or the pictures' own). Tick **Keep everything still** to stop all movement. **Reset to the style** undoes your changes.

- **Preview before you save**: styles, layouts, home cards, fine-tune and colours all have a **Preview** button. You see your community with the change (only you do) and can keep exploring it. Several previews add up. Tap **Save it** in the bar at the top to make it live for everyone, or **Discard** to go back.
- **Voodoo Pay set**: the Voodoo Pay style matches voodoopay.online: deep ink, violet and magenta glow, lime buttons, Unbounded and Manrope fonts, drifting colour and pulse rings. Picking it also turns on its own home card and app opening screen; you can still change them afterwards.
- **Edit home screen**: arrange everyone's home screen on a simple drawing of it (plain tiles with their names and icons, at their real sizes and in their real order; your colours and animations are left out so it stays smooth). Tap **Preview** to see the real look before you save. **Tap** any tile to give it your own name (leave the box empty for the usual one) or pick its size from little pictures (usual, long, side by side, **small, 3 across**, swipe row, or **a big square with two long ones stacked beside it**, on the left or the right; small tiles next to each other sit three to a row in any section), move it up or down, or hide it. **Hold** a tile, heading or section for a moment, then **drag** it where you want it; a coloured line shows where it will land. Tap **Heading** to add your own heading, type its name and pick how the tiles under it are laid out (grid 2 across, big one with two stacked, list, compact 3 across or a swipe row). Features that aren't switched on show faded with **Off in Store**, so you can place them ready. Hidden things wait under the drawing: tap one to bring it back. Prefer a list? Tap **As a list**. Nothing changes for members until you tap **Save**. Write {name} in a heading for your community's name. **Reset to the start** puts it back.
- **Menus**: in Edit home screen tap **Menu** to add a menu tile, then give it a name and an icon and place and size it like any tile. Tap the menu and use the **+** buttons to add tiles, the arrows to put them in order and **Take out** to remove one. A tile you add stays on the home screen too; to show it only in menus, tap the tile and untick **Home screen** under Shows (a tile can be on the home screen and in several menus at once). Holding a tile and dragging it onto a menu moves it into the menu. Members tap the menu tile and a panel opens listing what's inside, one long row each; they only see tiles they're allowed to use, and a menu with nothing they can use stays hidden.
- **Top card menu**: tap your top card in Edit home screen and add tiles with the **+** buttons (or pick **Top card menu** under Shows on any tile). A menu button then appears next to the bell on the top card, opening a side menu. It only shows once something is in it.
- **Quick widgets size**: tap the Quick widgets section in Edit home screen and choose **Usual**, **Small, 3 across** (just the name and the main number) or **Slim row** (a row of small pills).
- **Stickers & emoji**: make your own packs, like your logo or inside jokes. **Stickers** are sent big, on their own; **emoji** sit inside the text. Tap **Add pictures** and pick several at once (PNG, JPG, WEBP or GIF; animated GIFs keep moving). The file name becomes the name, which you can change. A pack can be limited to certain roles. Members find them under **+ > Stickers** in chats, messages and tickets. Deleting a sticker leaves a small "sticker removed" note in old messages.
- **Colours, fonts, logo, banner and sign-in background**: your accent colour (with an Intensity slider from bright to dulled down, a matching shade or your own second colour for gradients, and an option to put black in the middle), the font for names on the home screen (69 fonts, including the Voodoo Pay fonts), your logo, home banner and sign-in background.

> **Note:** If you also use the Android app, build it again after changing your name, logo or style so the app matches.

Roles

Every member has one **main role** and can have **extra roles** on top. They get everything all of their roles allow. Staff roles unlock the Dashboard, but only the areas you tick.

Built-in role	Meaning
Owner	Everything. Cannot be removed.
Staff	Team member. Starts with members, tickets, reports, requests, member messages and chat moderation.
Member	A normal approved member.
Expired	Their date has passed. They can still open a ticket to renew, and see anything you tick Expired for.
Pending	Waiting for approval.
Shop only	Can use only the shop until the team gives them a real role (see Shop).

- **New role**: create your own roles (for example VIP or Moderators). After creating it, tick its permissions.
- **Staff permissions you can tick**: community settings, branding, roles, members, invites, channels, moderate chats, announcements, FAQ and Info, tickets, reports, requests, member messages, sport, shop, process orders.
- **What each role can use**: hide whole sections (tickets, report it, request it, FAQ, messages, sport, lifestyle, shop, GIFs, images) from chosen roles. Nothing ticked means everyone.
- **Username rule**: each non-staff role can be set to let people choose their own username, or not. If a role cannot choose, the team sets the username.
- **Role order**: roles are listed from the top down. **Owner** is always first and **Order processor** second; the owner moves the rest with the arrows on each role. Staff only see, change, give out and preview roles below their own highest staff role (member roles are always below staff).
- **View as a role** (owner, and staff who manage roles for roles below them): at the top of the Roles tab, pick a role and tap **Preview**. You see the community exactly as people with that role do: their chats, menus, home screen and Shop products. It's read only, so nothing you tap changes anything. A bar at the top says who you're previewing as; tap **Exit preview** to go back.

Members

Switch between views at the top: **Waiting**, **Members**, **Inactive**, **By role**, **Expired** and **Blocked**.

- **Approving a new person**: open them under Waiting. You see their email, where they came from, their sign-up IP and their answers to your join questions. You can chat with them first (they see it on their waiting screen). Choose their main role and extra roles, set a username (if their role cannot pick its own), an expiry date and a service password, then tap **Approve**. Or **Decline**, or **Decline & block**.
- **Editing a member**: change roles, username, service password, expiry date, or remove them.
- **Quick edit anywhere**: owner and staff can tap a person's name in a chat, ticket or message to change their username, service password and expiry date without leaving the page. If their role chooses its own username, that box is locked.

- **Inactive**: people who have not opened the community for a number of days. You can message them all, change their roles or remove them.
- **Still signing up**: people who made an account but have not yet answered your questions.
- **Blocking**: only the owner can block people (Decline & block, Remove & block, or Block on the Blocked list). Staff can decline and remove, but not block. The Blocked list shows who blocked each one, and the owner can unblock one or **Unblock all**. People who don't finish signing up within 2 hours are removed but never blocked, so they can try again.

Member profiles and moderation

Tap anyone's name or picture to open their profile. Everyone can see a member's photo, bio, socials, level, roles and gamer tags. There are no followers or friend requests. The owner and staff also see a **Team only** section that members never see.

- **Message**: start a private message with them.
- **Staff notes**: private notes about the member, with who wrote them and when. Only the team sees them.
- **Customer history**: their shop orders, Prize Room wins and payments, tickets and memberships in one place.
- **Verified tick**: give a member a verified tick with an optional label (for example "Verified seller"). It shows beside their name in chats and on their profile.
- **Warn**: send a warning with a reason. The member is told and sees their warnings on their profile. After a set number of warnings they are muted automatically (set this in **Security > Warnings**; 3 warnings and 24 hours to start with).
- **Mute or time out**: stop them posting in chats, tickets and messages for a set time (or until you unmute them). They can still read. **Unmute** lifts it early.
- **Kick**: removes them from the community and signs them out. Their messages stay. They can come back later with a new invite.
- **Delete account**: wipes their account and everything they wrote for good. Type DELETE to confirm. This can't be undone.
- Every action is kept in the member's moderation log and in the team activity log.

Invites

- **Your join link**: anyone can use it to ask to join. You approve them and pick their roles. Tap Copy to share it.
- **New invite link**: give it a label (just for you), pick roles that will be ready-ticked when you approve (people get exactly the roles you tick; the first is their main role), set max uses (empty for unlimited) and an expiry (never, 1 day, 7 days or 30 days).
- **Approve straight in**: people using that link skip the waiting list and get the roles at once. It needs at least one role, and staff roles cannot be given this way.
- Invite links can be edited without changing the link, and the list shows which are working and which are used up or expired.
- **QR posters**: tap **Make a QR poster** (or **QR poster** on any invite link). Pick the link, a headline and a small line, and you get three designs in your community's colours with your logo: an A4 poster, a square for social media and a small card. **Save picture** downloads it as an image; **Print** prints just that design. People scan the QR code with their phone camera to join.

Channels

Channels are grouped by where members find them. Members only ever see channels their roles allow. Tap a channel to edit it; use the arrows to change the order.

Group	What it is
Support chats	Live help. Members find them under Support.
Announcements	News from the team. Everyone who can see it gets a notification. Only staff roles can post.
Chats	General chats, shown under Chat & Games, above the game channels.
Games	Game channels (Word of the Day, 2048, Four in a Row). The Post switch decides who can play.
Staff only	Private channels for your team.

- **Who can see and post**: for each role tick View and Post. The owner always has both.
- **Order**: use the arrows to change the order of channels in each group. FAQ folders and pages, ticket, report and request types, roles and join questions can be reordered the same way, and the home tiles in Branding.
- **Auto-delete messages** (Store feature): messages are deleted automatically after the time you pick, from 1 hour to 90 days, or you can clear a chat in one tap.
- **Follow opening hours** (Store feature): shows your closed message and pauses member posts while closed.
- Create new channels with the New button in each group, give them a name and description, then Create.

FAQ & Info

Put help pages and PDFs in folders and choose which roles can open each folder. A page outside any folder has its own role list. The team always sees everything. Members read them under FAQ & Info and can search them.

1. Tap **New page** (write text, or upload a PDF).
2. Choose a folder (or none) and which roles can see it.
3. Save. Tap **View as members see it** to check.

Tickets, Reports and Requests

These are forms members fill in. Each has its own **types** with their own questions, and its own inbox for the team.

- **Tickets** (owner and staff): Tickets sits in your bottom bar with a count of tickets that have new messages. The inbox shows what the member last said, how many new messages there are, how long they've waited, the priority and who it's assigned to. Lists: **Needs reply** (urgent first, then whoever has waited longest), **Unread**, **Mine**, **All open**, **Watching** and **Closed**. **Ticket types:** a card for each type at the top shows how many need a reply and how many are open. **All types** shows a panel for each type; tap a type card to see just that type (the lists and search then stay on that type). The owner can hide **All types** in Dashboard, Tickets, Ticket inbox: the inbox then opens on the first type. Search by name, #number or what they said. **Mark all read** clears your Unread list. Closed tickets are deleted automatically after 14 days. Use **Contact** to open a ticket to a member yourself. **Reply to a message:** in a ticket or a private message, tap a message and then the reply arrow, just like in chats. Your answer

shows a quote of the message you replied to; tap the quote to jump to it.

- **Inside a ticket**: it opens at the first message you haven't read. Tap **Assign to me**, or **Close & next** to close it and go straight to the next ticket waiting. **Next waiting** under the messages takes you to the next one without closing this one.
- **Ticket alerts**: new tickets go to everyone who answers tickets. When a member replies, the whole team is told (or, if you switch that off in Dashboard → Tickets → Ticket alerts, only whoever it's assigned to or is watching it). If nobody has replied after 30 minutes, and again after 2 hours, the team gets a reminder. Team ticket emails are on by default once your community's email is set up. Dashboard → Tickets also shows whose phone alerts are switched on; anyone can switch theirs on from the Tickets page.
- **Assign and prioritise**: in a ticket, open **Assign** to give it to someone on the team (they get a notification) and set the priority: Normal, High or Urgent. **Assigned to me** lists the tickets that are yours.
- **Tag someone**: type @ in a ticket or a member conversation to tag the member or someone on the team who can see it. Whoever you tag always gets a notification, even if they've turned mention alerts off (their phone alerts still follow their settings).
- **Waiting timers**: each ticket shows how long the member has been waiting for a reply. The clock starts when they write and stops when someone on the team replies. The top of the list shows the average response time for the team and for you.
- **Saved replies**: answers you use a lot. In a ticket or a member chat, tap Saved replies to drop one in. Use {name} for the member's name and {me} for yours.
- **Reports** ("Report it"): members report a problem. Set up report types and questions.
- **Requests** ("Request it"): members ask for something, such as a film or series. They can search The Movie Database and pick the exact title, so there are no questions to set. You can add a note shown on the request page.
- **Types**: each type has a name, short description, questions (short answer, long answer, pick one, number), whether images are allowed, whether it only works while open, and which roles can use it. Tick none and everyone can.
- Each inbox has To do, Done and All views, and new items appear in your notifications.

Messages

Private messages between the team and one member. Use **Message all** (for example on the Inactive view) to send each person a private message they can reply to. Members find them under Messages.

Read receipts (free): the team's messages in private messages and tickets show one tick when sent and two when the member has seen them. On announcements the team can tap **Seen by** to see who has and hasn't read it.

Team (to-do, rota and response times)

A private space for the owner and staff. The Team tab shows a number when you have tasks waiting.

- **To-do**: add a task, pick who's doing it (or Anyone) and an optional due date and notes. Tap **I'll do it**, **Start** and **Done** as you go. Switch between Everyone's and Mine. Overdue tasks are marked, and finished ones are kept under Done lately where they can be reopened. The person you give a task to gets a notification.
- **Rota**: add shifts with who, the day, start and end times and a note. Repeat a shift on the same day every week for 2, 4, 8 or 12 weeks. View it by week or month, and see each person's hours. Times are UTC.

- **Response times**: the team's average ticket response time over 30 and 7 days, each person's average, and who has been waiting longest.

Memberships (free)

Sell memberships that give a role for as long as someone has paid, for example a VIP Lounge. It's included for everyone; it isn't a Store feature. Payments go through Voodoo Pay (card and crypto) straight to your wallets, and Stripe or PayPal too if you have them.

1. Make the role first on the Roles tab (for example VIP), and choose what it can see.
2. **Memberships > Payments** (owner): set up your Voodoo Pay wallets. They're shared with the Prize Room, so you only do this once. Test mode lets you try it without real money.
3. **Memberships > Plans** (owner): add a plan with a name, description, the role it gives, and a price for 1, 3, 6 and 12 months. Leave a price empty to not offer that length.
4. Members buy from the **Memberships** tile on the home screen. The role is given straight away and taken away automatically when their time runs out. Renewing adds time to the end.

- **Reminders**: members get a reminder 7 days, 3 days and 1 day before it ends, each with a button to renew, by phone notification and by email once your community's email is set up. They can cancel to stop reminders and keep it until the end date.
- **Paid** log: new, renewed and gifted memberships show **Awaiting fulfilment**. Tap one, add an optional message (sent as a notification) and tap Mark fulfilled. It then shows **Fulfilled**.
- **Cancelled & ended** log: members who cancelled or didn't renew show **Awaiting action**. Tap one, add an optional message and mark it **Actioned**.
- **Gift**: give a member a plan for free, for 1 to 12 months. If they already have it, the time is added on.
- **Members**: everyone with an active membership and when it ends. **End now** ends it and removes the role.
- The team gets a notification for each new, renewed, cancelled and ended membership.

Email (owner only, free)

Connect your own email so emails come from your own address, like hello@yourdomain.com.

> **Note: Cloudflare Email is the recommended way**, and it's what Voodoo Community uses itself. Many hosts block the normal email ports (DigitalOcean does on new accounts), so SMTP can't connect. Cloudflare Email sends over HTTPS, so it works on every server.

1. In the Cloudflare dashboard open **Email > Email Sending** and add your domain. Cloudflare adds the DNS records that keep your emails out of spam.
2. Copy your **Account ID** (your domain's Overview page, bottom right, under API).
3. Go to **My Profile > API Tokens > Create Token > Custom token**, give it **Account · Email Sending · Edit**, and copy the token.
4. Open **Dashboard > Email**, keep **Cloudflare Email** picked, paste the account ID and token, and set the address and name emails come from (the address must be on your domain).
5. Tick what to send: **password reset links**, **account emails** (approved, new sign-in alerts) and **notification emails**.
6. Tap **Save and send me a test** and check your inbox and spam folder.

- With resets on, the sign-in page gets **Forgot your password?**. The emailed link works once, for one hour, and signs the person out everywhere else.

- Members choose which notification emails they get in their profile. Ticket replies, team messages and prize news start switched on.
- Prefer another provider? Pick **Another provider (SMTP)**: Google Workspace, Microsoft 365, Zoho, Brevo, Mailgun or Amazon SES all work, and quick settings fill in the server. Google and Microsoft usually need an **app password**. Add the SPF, DKIM and DMARC records your provider gives you at your domain's DNS. This won't work on hosting that blocks email ports.
- The password is stored encrypted and never shown again.

App

- **Notifications** (free): members add the community to their home screen from their profile and get notifications for replies, private messages, tickets, mentions and announcements. The page shows how many people have notifications on and how many devices are connected. Test it yourself: open your profile, turn on notifications and tap Send me a test.
- **Android app** (Store feature): your own app with your name and logo. After buying it, tap **Build**. It takes about 5 to 10 minutes. Then members download the APK from their profile. Android asks them to allow installs from their browser the first time. iPhones use the home-screen app instead.

Opening hours (Store feature)

- Each role has its own weekly hours. People with a role that has hours follow them; with several roles they are open if any of them is open. Roles without hours are never closed.
- Tick the days you are open and set from and to times. A closing time earlier than the opening time runs past midnight; the same time for both means open all day.
- Outside your hours, chosen chats, tickets and forms show when you are back and can pause new posts. Turn this on per chat with Follow opening hours.
- **Holiday closures**: add dates with their own custom message. Holiday mode is the only place that has a custom closed message.

Shop

Connect your VoodooPay Bots store so members can browse and buy inside the community. Payments, stock, delivery, points and coupons stay in VoodooPay Bots.

1. In your VoodooPay Bots panel (voodoopaybots.online) open **Connections**, choose **Voodoo Community** and copy the store API key.
2. In the Shop tab paste the key and connect. Use **Test again** to check the connection.
3. Switch on **Show it to members**, choose the name in the menu, and save. Limit it to certain roles on the Roles tab.

- **Checkout**: members can use coupons, points, tips and a referral code, where your store has them switched on.
- **Order log**: your team gets each order in a private order log channel, and members see their orders under My orders. Each order shows how it was paid (Voodoo Pay card, Voodoo Pay crypto, Stripe or PayPal), and its link opens the order on the team's order page so you can fulfil it.
- **Shop order**: in Dashboard > Shop > Shop order, use the arrows to set the order of your categories, the products in each one and each product's price options (options start cheapest first). Tap Save; Reset goes back to your store's own order.

- **Product drops**: in Shop > Product drops, pick a product (they're listed under their category) and set when it goes on sale. Until then members see it as **Coming soon** with a live countdown (on the product and on their home screen) and can't buy it. You can also choose which roles can see it at all. Tick **Tell them when it goes on sale** and everyone who can see it gets a notification the moment it goes live.
- **Mark an order paid**: if a customer paid you another way (cash, bank transfer…), open the unpaid order from Shop > Recent orders and tap **Mark as paid**, optionally saying how they paid. They're told it's paid, it shows in Orders waiting, and you fulfil it as normal. Only the owner and staff who can manage the shop can do this, and it's written in the team activity log.
- **Orders bar**: when paid orders are waiting to be fulfilled, the owner and staff who process orders see an orange bar at the top of every page with how many. Tap it to open Orders to fulfil. It updates by itself and goes away when they are all done.
- **Fulfilling an order**: open the paid order. **Order details** shows the customer, product, quantity, the price breakdown and every checkout question with their answer (each with a Copy button). Type the delivery message, and optionally give the buyer a role and a username. Only member roles can be given (not staff roles). If their role chooses its own username, the team cannot set one.
- **Shop only role**: people with this role can only use the shop, My orders, Alerts and Profile. They see: "Once you've paid and your order has been fulfilled, you'll get access to our community." When you fulfil their order and give them a real role, they are let in and told. It can be given in invite links and when approving.

Prize Room (Store feature)

Hold **giveaways**, **raffles** and **auctions**. The Prize Room tile sits just above Shop on the home screen. Ticket sales and auction wins are paid through Voodoo Pay straight to your own wallets. The owner and any role with the **Prize Room** permission can run it.

1. **Payments** (owner): in Dashboard > Prize Room > Payments, add your card payout wallet (USDC on Polygon, starts 0x) and, if you want crypto, a wallet for each coin. Pick the currency. Use **Test mode** to try everything without real money.
2. **Rooms**: add rooms and tick which roles can see each one, for example Auction House 1 for VIPs and Auction House 2 for everyone. None ticked means everyone. Reorder them with the arrows.
3. **New item**: pick giveaway, raffle or auction, the room, a title, picture and when it ends (a preset or your own date and time). Tick **Tell members** to notify everyone who can see the room.

Kind	How it works
Giveaway	Free, one entry each. Optional question to answer. Winners are picked at random when it ends.
Raffle	Tickets at your price (or free), with limits per person and in total, and an optional free entry. Winners are drawn at random, weighted by tickets.
Auction	Members bid in your steps, with an optional secret reserve. A bid in the last 2 minutes adds 2 minutes. The winner has the hours you set (24 by default) to pay; if they don't, it goes to the next highest bidder.

- Items end by themselves. You can also **End now** (draws the winners) or **Cancel** (no winners; paid tickets are flagged for a refund).
- **To fulfil** (at the top of the Prize Room tab, with a count on the tab) lists every winner waiting for their prize. The team gets a notification when there's a winner and when an auction win is paid. Open one to see who won and how they paid, **message the winner** (it goes to their Messages and they can reply), then add an optional note (what you sent, a code or tracking number) and tap **Mark as fulfilled**. The winner is told, with your note. Fulfilled prizes are kept below with who did it, and can be undone.

- **Payments received** shows every payment. Refunds are made from your own wallet.
- Deleting a room or an item only takes it out of the Prize Room. Anything live in a deleted room is cancelled, but winners, payments and fulfilment details are always kept, and winners can still see their prize and your note.
- Card payment links open in the phone's own browser (not inside the app), so Apple Pay, Google Pay and card pages work properly. The pay page tells people it can take up to 30 minutes to show as paid, and not to pay again.

> **Important:** Selling raffle tickets can count as running a lottery. In the UK and many other places that needs a licence or registration; a free way to enter or a real skill question can change that. Check the rules where you and your members are. This isn't legal advice.

Home widgets (Branding)

A swipeable row of small live cards at the top of everyone's home screen. In **Branding > Home widgets** choose which widgets your community offers and the order members start with, switch the whole row off, and set the **Countdown** widget (a title, a date and time, and an optional page it opens). Members can hide widgets and reorder their own. New messages and prize wins always jump to the front. Widgets only show when they mean something for that person, for example My plan only for members with an expiry date.

Events & Meet-ups (free)

Switch it on in **Store > Free features**. Events appear on the home screen and at Events.

- **Create an event** (owner and staff): a title, what it's about, start and end time (in your own time), where (or tick It's online), a limit on places, an age note and which roles can see it. Tick **Tell everyone** to send a notification.
- **Paid tickets** (owner): set a ticket price. Members pay through your Voodoo Pay wallets (the same ones as the Prize Room and Memberships), or Stripe and PayPal if you have them. Paying makes them Going, they get a confirmation, and the team gets a Ticket sold notification. The event page lists tickets sold.
- Members answer **Going**, **Maybe** or **Can't go**. When the places run out it shows Full. Everyone going gets a reminder a day before and an hour before.
- Each event has **Add to calendar**, a list of who's coming, and its own chat. Cancelling an event tells everyone who was going.
- Views: Upcoming, I'm going, a month Calendar and Past.

Music Hub (Store feature)

- **Radio**: thousands of live stations by genre, or UK only, with a player at the bottom of the page.
- **New music and charts**: new releases and the top of the charts, with 30-second previews.
- **Keep listening**: once a radio station or chart preview starts, a player bar stays at the bottom of the screen while you use the rest of the app. Pause or play from the bar; tap ✕ to stop and close it.
- **Music news**: the News tab shows the latest headlines from NME, Billboard and Rolling Stone (the top three are on the Music Hub home too). It looks like Sport news: a big lead story, picture cards, then a list. Tap a story to read it in the app; Read the full story opens the original.
- **Listening parties**: schedule an album or playlist with a link and a time. Members tap I'm in and get a reminder an hour before and when it starts, then listen together and chat live.

- **Our music**: members share their own music with links to Spotify, Apple Music, YouTube, SoundCloud, Bandcamp, TIDAL, Deezer, Mixcloud and more. Others can like it.
- **Gigs**: **Find gigs** lists real upcoming gigs (from Ticketmaster): search by artist or band and by town or city, see the date, venue and ticket prices, and tap **I'm going**. Gigs people are going to show in **Members' gigs** with who's going, so members can go together. Hosts can also add a gig by hand (date, venue and a ticket link). Pick the country for the listings in Who hosts.
- **Weekly music quiz** from the charts, with XP for each right answer and a leaderboard.
- **Who hosts** (owner): pick the roles that can schedule listening parties, add their own music and add gigs. You and your team always can. Who sees the Music Hub at all is set on the Roles tab.

Crypto & Markets (free)

- Live prices in pounds, dollars or euros, a watchlist each member makes their own, today's top movers, price charts (24h, 7 days, 1 month, 1 year) and crypto news.
- **Price alerts**: members pick a coin and a price above or below; they get a notification the moment it crosses.
- Prices are for information only, not financial advice. Prices come from CoinGecko.

Food & Drink (free)

- A recipe of the day, recipes by country and a search. Each recipe has ingredients to tick off, servings that scale the amounts, a shopping list to copy and the method step by step.
- A cocktail of the week and an alcohol-free one, new every Monday.
- **Our kitchen**: members share photos of what they cooked, and others like them. The owner and chat moderators can remove photos.

Store (owner only)

Store features you haven't switched on yet (Sport, Lifestyle, Gamers Hub, TV & Cinema and Prize Room) don't show on the home screen for anyone, you included. Switch them on in the Store: the gold **Store** button at the top of every Dashboard tab takes you there. Once a feature is on, its tile appears for everyone it's allowed for. To hide a feature from a role once it's on, use Roles > What each role can use.

Premium features, paid for through Voodoo Pay (card, Apple Pay, Google Pay or Voodoo Crypto). Choose how many months (most features offer 1, 3, 6 or 12; the Prize Room offers 1, 6 or 12). Buying again adds time on to the end. Prices are shown on the Store page.

Feature	What you get
Sport	Today's TV guide, live scores and results, BBC Sport news, video highlights, score predictions. Times in each member's own time zone.
Android app	Your own APK with your name and logo.
Opening hours	Weekly hours per role, holiday closures, closed messages.
Auto-delete chats	Messages delete themselves after the time you choose.
Lifestyle	Headlines, a Tech tab (tech news, gadgets and gaming), showbiz, jokes, horoscopes, on this day, daily quiz, what's on at the cinema and TV.
Prize Room	Giveaways, raffles and auctions in rooms for your roles, paid through Voodoo Pay to your own wallets. £10 for 1 month, £30 for 6 months, £50 for 12 months.

Feature	What you get
Gamers Hub	Gaming news by platform, streams and videos to watch together with a live chat, cups with brackets, clips with upvotes, a game release calendar, gamer profiles with gamertags and badges, looking-for-group posts, and Realm Quest, a fantasy role play game.
Music Hub	Live radio, new music and charts, listening parties, members' own music, gigs and a weekly music quiz.
TV & Cinema	TV, film and cinema news, the top 20 series and films, fresh picks every day, what's in UK and US cinemas, air dates, where to stream each title, trailers, a watchlist with reminders, spoiler-safe chats for every title and a weekly quiz.
All Features plan	Every premium feature above in one plan, including ones added later (when it's on sale).

Free features in the Store

Events & Meet-ups, Crypto & Markets and Food & Drink are free. They're listed in the Store under **Free features**: tap **Switch on, free** and their tiles appear on everyone's home screen. Until then they don't show on the home screen at all. Switch one off any time; nothing is deleted.

Stripe and PayPal checkout (Store, payment providers)

Voodoo Pay is on for everyone by default and is managed at voodoopaybots.online. If you'd also like members to pay with your own **Stripe** or **PayPal** account, buy a sales package for that provider in **Store > Payment providers**. These are not part of the All Features plan.

1. Buy a package, for example £1,000 of sales. Each sale paid through Stripe or PayPal is taken off your allowance (sales in other currencies are converted to pounds). When it runs out, buy another to keep taking those payments.
2. Paste your own Stripe secret key or PayPal client ID and secret, and test it. Money goes straight to your own account.
3. Choose which roles see the Stripe or PayPal option. It's offered in the Shop, the Prize Room and Memberships.

> **Note:** A paid sale is always counted, even if the order is deleted later, so the allowance can't be reset by deleting orders.

After buying, switch the feature on from its tab or from the Store page. Voodoo Community must be able to check in with the main site for the Store to work.

Insights

The last 30 days: members and weekly growth, active today and this week, messages per day with change on last week, people waiting to join, and your busiest times (a good time for announcements).

Security

- **Two-step sign-in for the team**: switch on to require everyone on your team to set up an authenticator app. Turn it on for yourself first, in Profile.
- **Warnings**: how many warnings a member can get before they're muted automatically, and for how many hours.
- **Team activity**: everything your team changes (approvals, removals, roles, settings, deleted messages, tickets and orders). Kept for a year. Only the owner can see it. Filter by person or event.

Part 3 - Using the community (for members)

This part is written for your members. Print it, share it, or copy what you need into your FAQ.

Joining

1. Open the join link you were sent and create an account (email and password).
2. Answer the team's quick questions, if there are any.
3. Wait for approval. You see a waiting screen and can chat with the team there. When you are approved you get a notification.
4. If your community has rules, read them and tick **I agree**. You may be asked again if the rules change.

Add it to your phone

- **iPhone**: open the community in Safari, tap Share, then Add to Home Screen.
- **Android**: open it in Chrome and tap Add to Home screen (or use the community's own Android app if your team offers one, from your profile).
- Then open **Profile**, turn on notifications and choose which ones you want (replies, private messages, tickets, mentions, announcements).

Home screen and menu

The home screen shows your community card with your username, scrolling notices, and tiles for what you can use. The bottom menu has Messages (or Alerts), Support, the community logo (home), Tickets, Chat & Games or Dashboard (for staff), and Profile.

Chats

- **Open where you left off**: chats, tickets and messages open at the last message you saw. Tap the arrow at the bottom to jump to the newest.
- **The + button** beside the message box: add photos or videos, a GIF, an emoji, an animated emoji, your community's own stickers and emoji, or make a poll or schedule a message.
- **Stickers**: under + > Stickers. Tap a sticker to send it; tap one of your community's emoji to add it to what you're typing.
- **Emoji**: a full emoji picker with well over a thousand emoji, plus animated emoji.
- **Reply, react and mention**: use a message's options to reply or react with the team's reaction emoji. Type @ and a name to mention someone.
- **Polls**: vote once per poll. Voting earns XP.
- **Scheduled posts**: choose a time and your message sends itself. Your scheduled messages are listed so you can check them.
- **Pins and search**: tap the pin icon to see pinned messages. Use search to find messages, FAQ pages and more you are allowed to see.
- **Staff** with the moderate chats permission can delete other people's messages in chats they can see.

Announcements

News from the team. You can read them and react. You get a notification for new ones.

Support tickets

1. Open **Tickets** and tap to start one.
2. Pick a type, answer its questions, add images if allowed, and send.
3. The team replies in the ticket and you get a notification. Closed tickets are removed after 14 days.

If your membership has expired you can always open a ticket to renew.

Report it and Request it

Report it lets you tell the team about a problem. **Request it** lets you ask for something, such as a film or series: search The Movie Database and pick the exact title.

Messages

Private messages with the team. Reply any time. The team can also message everyone at once.

FAQ & Info

Help pages and PDFs from the team, grouped in folders. Search them with the search box.

Games, levels and the leaderboard

- **Word of the Day**: guess a five-letter word in six tries. Everyone gets the same word and a new one arrives at midnight (UTC).
- **2048**: slide and join tiles. Chase the top score.
- **Four in a Row**: challenge another member, or the computer.
- **XP and levels**: you earn XP for chatting (2 XP per message, up to 40 a day), poll votes (2), Word of the Day (10), a game of 2048 (5), beating someone at Four in a Row (10), and score predictions (2, or 5 for a right result). You level up and earn badges.
- **Leaderboard**: see the top people this month and all time, plus your own level and badges. Your team can switch levels off.

Suggestion box

- Tap **Suggestion box** on the home screen to share an idea. Others can vote for it with the arrow, and the most popular ideas rise to the top.
- You see ideas from people who share a role with you. The owner and team see them all.
- The team can reply and mark ideas Planned, Done or Not now; you get a notification when they do. The owner can delete any idea and switch the box off. Give staff the Suggestion box permission so they can help.

Reviews

- At the very bottom of the home screen, tap the stars and write a few words to leave a review. You get one review: posting again changes it, and the bin button deletes it.
- You see reviews from people who share a role with you. The owner and team see them all.

- The owner can delete any review, and can switch reviews off on the Reviews page (See all). The owner gets a notification for each new review.

Profiles

- Tap anyone's name or picture to see their profile: photo, bio, socials, level, roles and gamer tags. There's nothing to follow and no friend requests.
- Add your own **About me** and socials in **Profile**, then tap **See my profile** to check how it looks.
- A tick beside a name means the team has verified that person.
- If the team warns you, you'll get a notification and can see your warnings on your own profile. If you're muted or timed out you can still read, but can't post until it ends.

Memberships (if your team has them)

- Open **Memberships** on the home screen, pick a plan and how long (1, 3, 6 or 12 months), then pay by card, crypto, or Stripe or PayPal if offered.
- You get the plan's role straight away. Renew any time to add more time on.
- You get a reminder 7 days, 3 days and 1 day before it ends. Tap **Cancel** to stop the reminders; you keep it until the end date.

Sport and Lifestyle (if your team has them)

- **Sport**: TV guide, live scores and results, predictions, and highlights, in your own time zone.
- **Lifestyle**: headlines, a Tech tab (tech news, gadgets and gaming), showbiz, jokes, horoscopes, on this day, a daily quiz, and what is on at the cinema and TV.
- **Gamers Hub**: gaming news, streams and videos to watch together, cups, clips, the release calendar, your gamer profile and gamertags, looking-for-group posts and Realm Quest.
- **TV & Cinema**: news, the top 20 series and films, daily picks, what's on in cinemas, where to stream, trailers, your watchlist with reminders, spoiler-safe chats and a weekly quiz.
- **Music Hub**: live radio, new music, listening parties you can join, Our music from members, gigs and a weekly quiz.
- **Events**: say if you're going, get reminders, add it to your calendar, buy a ticket if it's a paid event, and chat about it.
- **Crypto & Markets**: prices, your own watchlist, charts, news and price alerts.
- **Food & Drink**: recipes, the cocktail of the week, saved recipes and Our kitchen photos.

Shop (if your team has it)

1. Open **Shop**, pick a category and tap a product to see its details. If it has price options (for example 1 month or 3 months), choose one, then enter your email.
2. Add a coupon, tip, points or a referral code if offered, then buy and pay.
3. Follow your order under **My orders**. When it is fulfilled you get your delivery message and a notification.

Some products show **Coming soon** with a countdown. You can buy them when the countdown ends, and you'll get a notification when they go on sale (turn these off under Profile > Notifications > Product drops).

If you have the **Shop only** role you can use the shop, your orders, alerts and your profile. Once you have paid and your order has been fulfilled you get access to the rest of the community.

Prize Room (if your team has it)

- Open **Prize Room** on the home screen. You only see the rooms your role is allowed into.
- **Giveaways**: tap Enter (answer the question if there is one).
- **Raffles**: buy tickets by card or crypto through Voodoo Pay. More tickets, more chances. Some raffles also have a free entry. Card payments open in your phone's browser. It can take up to 30 minutes for a payment to show as paid, so please don't pay twice.
- **Auctions**: bidding is free; you only pay if you win. You get a notification if you're outbid. If you win, pay within the time shown or it goes to the next bidder.
- **My entries & wins** shows everything you've entered, your wins and your payments.

Your quick widgets

A row of small live cards at the top of your home screen. Swipe it sideways to see them all. Tap one to go straight there.

- **New**: new messages, ticket replies and alerts together. **Your wins**: a prize you've won and paying for it. Both jump to the front by themselves when there's something new.
- Others: **My plan** (days left), **Prize Room** (next to end), **Latest announcement**, **Next match**, **My level**, **Opening hours** and a **Countdown** your team sets.
- Tap **Edit** to hide widgets or change their order. **Reset** puts them back to how your community set them up.

Your profile

- Change or remove your photo.
- See your level, XP, badges and (if your team uses them) your expiry date and service password with a copy button.
- Set your username if your role allows it. If it does not, the team sets it for you.
- **Change your email**: type your new address and your password. If your community sends email, we send a link to the new address and it changes once you open it; otherwise it changes straight away.
- **About me**: a short bio and your socials, shown on your profile.
- Turn on notifications, install the app, and turn on **two-step sign-in** for extra protection. If your team requires it, you must set it up before using the community.
- Choose which notifications you get in the app, as phone alerts and (if your community sends email) by email.
- Forgot your password? If your community has email set up, tap **Forgot your password?** on the sign-in page.
- Sign out when using a shared device.

Part 4 - Extras and help

Updates

- New versions are published to every community. Updates are **signed**: your server checks them before installing, and tampered files lock the community.
- Your community checks in with voodoocommunity.com about every 15 minutes. When a version is ready, the owner sees **Update now** on the Dashboard tab, or it installs by itself if automatic updates are on.
- If an update does not finish, the Dashboard says so. Tap Update now to try again, or contact Voodoo Community support.

Backups and your recovery key

- Your server makes a backup every night and keeps the last 5 (the oldest is deleted when a new one is made). Messages, tickets, member messages, FAQ pages, attachments, shop order answers and delivery details, and service passwords are stored encrypted on your server. Backups do not contain your recovery key, so a stolen backup cannot be read without it.
- To restore on a new server, you need both a backup and your recovery key. Keep the key in a password manager, separate from your backups.
- Download a backup now and then (Dashboard > Overview > Backups) and keep it off the server.

Rolling back to a backup

1. Open Dashboard > Overview > Backups > **Roll back to a backup**. Each backup has its own command with a Copy button.
2. Log in to your server and paste the command, for example `sudo voodoo-community-restore community-20261004-0300.tar.gz` (or `sudo voodoo-community-restore latest` for the newest).
3. It checks the backup first. Type **RESTORE** when asked. Your community is offline for about a minute while it swaps everything over.
4. Before changing anything it makes a fresh backup of how things are now, and at the end it prints an **undo** command. Run that if you change your mind.

To see every backup on the server, run `sudo voodoo-community-restore --list`. If anything goes wrong while restoring, it puts everything back as it was automatically.

> **Note:** Voodoo Community stores your content encrypted on your own server. It is not end-to-end encrypted: your server and the owner's recovery key can read it. Do not describe it to members as end-to-end encrypted.

Staying secure

- Turn on two-step sign-in for yourself and require it for your team (Dashboard > Security).
- Use a strong, unique password. Never share the setup code, install command, recovery key or your VoodooPay Bots API key.
- Give staff only the permissions they need.
- Review Team activity now and then.

Moving to a new server

On your community page tap **Create new install command** and run it on the new server. The old server will stop working, so download a backup from it first.

To bring your messages and members across, upload that backup to the new server (for example to /root) and run `sudo voodoo-community-restore /root/your-backup-file.tar.gz`. It asks for your recovery key, because the new server has a different one.

Deleting a community

On the community page, under **Delete this community**, type the community's name and your password. At the server's next check-in (within about 15 minutes) it permanently deletes every account, message, file, upload and backup and removes Voodoo Community from the server. This cannot be undone.

Troubleshooting

Problem	What to try
Install says the token is not valid	Tokens last 24 hours. Create a new install command on your community page.
Site will not open after install	Check the A record points at your server's IP. On Cloudflare make sure the orange cloud is grey (DNS only). Wait a few minutes, then reload; the first visit can take about a minute.
Lost the setup code	On the server run: grep SETUP_CODE /opt/voodoo-community/.env
Installer says unsupported server	Use a fresh Ubuntu or Debian server and run the command as root.
No install command can be made	No release has been published yet. Try again soon.
Member cannot see a chat or feature	Check their roles on Channels (View / Post) and Roles (What each role can use).
No notifications on a phone	Open Profile, turn notifications on, and tap Send me a test. On iPhone the app must be added to the home screen first.
Stuck on an old version	Dashboard tab, tap Update now. Wait a couple of minutes.
Locked out of your account	Use one of your recovery codes, or ask your owner. For the main site, use Forgot password on the login page.

Credits

Movie and series data comes from The Movie Database (TMDB). Quiz questions come from Open Trivia DB. Some reference text comes from Wikipedia. Animated emoji are Noto Emoji Animation by Google, licensed CC BY 4.0. News headlines carry their source credit.

Voodoo Community has no AI controlling, moderating, reading or searching your community.