

FARMGOD

Hoster's Quickstart Guide

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INTRODUCTION

FARMGOD as a Hosting Platform

This guide is for hosters — accounts that mine on behalf of other people or businesses, rather than only for themselves. It assumes you've already read the main guide's basics (DeviceSets, Locations, the ASIC and DeviceSet lists) and goes deep on exactly the parts of FARMGOD that make hosting work: who can see what, who owns what, how a customer gets billed, and how physical hardware stays correctly attributed to the right customer even as it moves around your site.

NOT AVAILABLE ON FARMGOD CLOUD

Everything in this guide — managed user accounts, DeviceSet ownership, billing — only exists on self-hosted FARMGOD (FARMGOD.VPS). The public FARMGOD Cloud platform has no hosting layer; every account there is its own independent, single-tenant installation.

• The Three-Layer Model

Everything in FARMGOD sits under a **Location** — a physical site, with its own electricity context, network range and curtailment policy. Every Location belongs to your own account; as a hoster, you own the site itself, not your customers. Inside a Location, hardware is grouped into **DeviceSets** — a rack, a row, a customer's portion of a shared site, whatever grouping matches how you manage the floor. **Managed Users** — your customers — never own a Location. They own DeviceSets, and only the ones you've assigned to them.

THE ONE THING TO INTERNALIZE

A customer's entire world is the set of DeviceSets they own. Ownership — not physical location or network range — is what decides what a customer can see and touch, which is why the chapters ahead spend time on how ownership is assigned, transferred, and preserved as miners move around.

• What This Guide Covers

1

Chapter One

Setting up customer accounts, and deciding precisely what each one is allowed to do inside your installation.

2

Chapter Two

DeviceSet ownership — assigning it, transferring it between customers, and what does (and doesn't) change hands.

3

Chapter Three

Moving physical miners between DeviceSets — what follows a miner automatically, and what you still do by hand.

4

Chapter Four

MAC whitelisting — keeping a shared site's network scans from ever crossing a customer boundary.

5

Chapter Five

Billing — how a DeviceSet's rate and your markup become the customer's invoice, including prepaid traditional hosting.

6

Chapter Six

The accountability and safety mechanisms already quietly running underneath everything above.

ATTENTION

"Manager/Staff" in this guide means your own trusted operators, with unrestricted access to everything. "Managed user" and "customer" both mean an account you scope down to its own DeviceSets.

CHAPTER ONE

Managed User Accounts & Access Levels

Every new customer starts as a managed user account, created view-only from Users (main guide, Chapter Four). What it can do afterward comes down to two independent switches — whether it's Manager/Staff, and if not, a fine-grained permission list — plus a few smaller settings this chapter covers in full.

Creating a Customer Account

Email TEXT

The customer's login email — this is also the identity FARMGOD uses everywhere else in this guide: in ownership pickers, in stats, on invoices.

Manage Set Ownership (at creation) BUTTON

Optionally hand the new account one already-unowned DeviceSet at creation, so it's scoped correctly from the start. An owned DeviceSet is rejected outright — move ownership via Chapter Two instead.

Create User & Send Invite / Create User BUTTON

Use "Create User" alone to pre-provision an account silently, with no email sent — ready for setup before the customer needs to log in. Send credentials later via "Reset & Send Email".

EVERY NEW ACCOUNT STARTS VIEW-ONLY

A freshly created (or reactivated) managed user has no action permissions checked, regardless of what it had before — check the Permissions editor before handing back access.

Manager/Staff vs. Scoped Customer Access

Manager/Staff CHECKBOX

Grants unrestricted access to every DeviceSet, action, and setting, plus full API access — the switch for your own operators, not customers. It bypasses ownership scoping entirely.

MANAGER IS NOT A CUSTOMER ROLE

Turning this on for a customer gives them full run of your entire installation, every other customer's DeviceSets included. For a real customer, use DeviceSet ownership and the permission editor instead.

The Permission Catalog, in Full

Manage Permissions BUTTON (PER ROW)

Opens the fine-grained editor for a non-Manager account. Leaving everything unchecked — the default — means view-only: the customer can see their own DeviceSets and miners but can't act on anything. Every checkbox below is independent; grant only what a given customer actually needs.

Group	Grants
Log & Notes	Get Log, Add Custom Note
Management	Delete, Network Config, Set Admin Pass
Mining Pools	Edit Pool Config
Power Controls	Reboot, Power Mode, Power Limit, Sleep, Wake
Antminer	Blink LEDs (Vnish firmware)
Sealminer	Preheat
Whatsminer	Write API Toggle, FW Upgrade, Set Fast Hash, Power Target, LED controls

The manufacturer-specific groups (Antminer, Sealminer, Whatsminer) only appear at all if the customer's fleet actually includes hardware that supports them — there's no point offering a Whatsminer-only action to a customer who exclusively owns Antminers.

Direct API Access Per Customer

Enable API Access CHECKBOX

Independent of Manager status — lets this customer authenticate directly against the FARMGOD API with their own credentials (see the API guide), useful for pulling their own stats or automating against their scoped fleet. Turning this off only blocks direct API calls, not dashboard login.

Resetting Credentials & Pre-Provisioning

Reset & Send Email BUTTON (PER ROW)

Generates a brand-new password and emails it immediately — the credential-delivery half of the "Create User" (no invite) flow above, and also the right tool if a customer simply loses access.

Deleting a Managed User

Delete BUTTON (PER ROW)

Deactivates the account, revokes its login, clears every permission it held, and releases every DeviceSet it owned — check what came back unowned before you reuse or reassign it. You can't delete your own account through this action.

DELETION IS NOT DESTRUCTION

Nothing about the customer's hardware, historical stats, or past invoices disappears along with the account — only their login and ownership. If they come back later, their DeviceSets (if you haven't reassigned them) can simply be re-attached to a new or reactivated account.

CHAPTER TWO

DeviceSet Ownership & Transfers

ASIC MANAGEMENT													
Select Action (0)		Q Search...								Worker Name		25 / page	
☐	POOL	IP	SET	MODEL	HASHRATE	TEMP	FANS	POWER	EFF	MODE	FW	VER	LOG AI
☐	•	192.168.0.101	BTC_FLEET_A	NerdQAx++ Hydro	4.59 TH/s	57 °C	99 %	77 W	16.8	Normal	NerdOS	V1.0.37.2-LTS	
☐	•/c	192.168.0.102	Gamma	Gamma	1.16 TH/s	58 °C	70 %	22 W	18.9	High	AxeOS	v2.14.2	
☐	•/c	192.168.0.103	BTC_FLEET_A	NerdQAx++ Air	5.47 TH/s	64 °C	95 %	96 W	17.6	High	NerdOS	V1.0.37.2-LTS	
☒	•/c	192.168.0.104	BTC_FLEET_A	BMM101	0.00 TH/s	35 °C	0 %	2 W	n/a	Sleep	BrainsOS	26.08.1-plus	
☐	•	192.168.0.105	Gamma	Gamma	1.27 TH/s	61 °C	66 %	25 W	19.7	High	AxeOS	v2.14.2	
☐	•	192.168.0.106	Gamma	Gamma	1.17 TH/s	66 °C	69 %	26 W	22.3	High	AxeOS	v2.14.2	
☒	x	192.168.0.110	BTC_FLEET_A	nano3	n/a	n/a	n/a	n/a	n/a	Normal	Stock	24071801_42c...	
AI AUDIT FIRST PREV SHOWING PAGE 1 / 1 NEXT LAST CSV PDF													

DEVICE-SET MANAGEMENT				
Select Action				
☐	NAME	ASICS	HR / LIVE	PERF
☐	ALT_FLEET	0 / 0	n/a	n/a
☐	BTC_FLEET_A	3 / 4	10.1 TH/s	95%
☐	BTC_FLEET_B	0 / 0	n/a	n/a
☐	Gamma	3 / 3	3.60 TH/s	100%
PREV SHOWING PAGE 1 / 1 NEXT				

Ownership is the single mechanism that decides what a customer can see. This chapter covers assigning it, transferring it safely between customers, and the handful of related settings — co-ownership, remote support, and Price/kWh — that live on the same DeviceSet.

Assigning Ownership

The reliable way to manage a customer's holdings is the ownership picker opened from their row in Users: a checklist of every DeviceSet on the account, showing which ones this customer already owns, which are unowned and available, and which belong to someone else. Check the ones you want this customer to own and save — the customer's ownership is replaced to match exactly what's checked, not just added to.

Quick single-set assignment

A DeviceSet's own Edit Set screen also has a direct owner picker, useful as a shortcut for a brand-new or currently unowned set. It only works one DeviceSet at a time and has no transfer step — if the set already has an owner, use the picker above instead.

Transferring Ownership Between Customers

Check a DeviceSet that's currently owned by a different customer in the ownership picker, and FARMGOD stops and asks you to confirm the transfer by name — "Transfer <set name> from <current owner> to <new owner>?" — before anything changes. Nothing moves until you explicitly confirm each transfer; simply checking the box isn't enough on its own.

REPORTS STAY HONEST ACROSS A TRANSFER

If you transfer a DeviceSet partway through a billing period, each customer's usage report and invoice for that period reflects only the time they actually owned it — the old owner isn't billed for the days after the handoff, and the new owner isn't billed for the days before it.

What a Customer's Scoped View Shows

A managed user's entire dashboard — DeviceSet list, ASIC list, Fleet Health, everything — is filtered down to only the DeviceSets they own. There's no partial visibility into a DeviceSet they don't own, and no way for them to browse the rest of your installation. The Sitemap is the exception: it maps your whole site, so it stays with the server's managers (see the *FARMGOD Sitemap Setup & Usage Guide*).

Co-Owners with Restricted Access

A DeviceSet can technically have more than one owner, but a non-Manager co-owner is deliberately limited to the one thing that doesn't affect anyone else's safety, scan behavior or bill — the miner admin credentials. Everything else — the electricity price and currency (they drive billing), the DeviceSet's name, its IP range, its MAC whitelist, which Location it belongs to, and its pool configuration — stays locked to Manager/Staff accounts only. This matters if you ever add a second owner to a set rather than doing a clean transfer: the second owner won't be able to touch anything that could break the set for its primary owner.

Price/kWh: Per DeviceSet, or One per Location

Electricity price and currency are set per DeviceSet, back in Create Set / Edit Set (main guide, Chapter Two) — not per customer. It's worth calling out specifically here because it's the number every billing calculation in Chapter Five actually starts from: the raw, unmarked-up rate FARMGOD uses to compute a DeviceSet's electricity cost before your markup is applied. A customer who owns multiple DeviceSets across different sites or contracts can have a genuinely different Price/kWh on each one — your markup policy for that customer still applies consistently on top of whichever rate each set actually has.

• One Price for a Whole Location

A location can carry its own price too (Settings > LOCATION > Economics). With **Use for all DeviceSets** ticked, it overrides the price of every DeviceSet at that location, whoever owns it, and Create Set / Edit Set show *Location price override active* under the set's own price. That own price is kept and applies again once the box is unticked.

• When to Use It

For a site where every set really pays the same rate. If customers at one site pay different rates, leave it unticked and keep each rate on its sets — or charge the difference through each customer's markup (Chapter Five).

Deleting a Location Doesn't Touch Its DeviceSets

A GOTCHA WORTH REMEMBERING

Deleting a Location does not delete, block on, or migrate the DeviceSets that were assigned to it — including ones a customer owns. They keep running exactly as before, but lose their Location tag (and with it, anything that depended on Location — like a location-scoped curtailment policy). If the location's price was used for all DeviceSets, they go back to their own prices. If you're decommissioning a site, move or reassign its DeviceSets first rather than assuming the Location delete will handle it for you.

CHAPTER THREE

Moving Miners Between DeviceSets

Both move actions live in the ASIC list's selection toolbar (main guide, Chapter Two) — select the miners you want to move, then choose one of the two actions below. Both require every selected miner to have a resolvable, unique MAC address and a valid IP, and both are Manager/Staff actions.

Create Set from Selection

Moves the selected miners straight into a brand-new DeviceSet on the same Location they're currently on. The new set's MAC whitelist must exactly match the selected miners' MACs — no more, no less — since the whole point of this action is spinning up a clean, fully-scoped set for exactly this hardware.

Move Selection to Set

Moves the selected miners into an *existing* DeviceSet on the same Location. Unlike creating a new set, this one merges: the selected miners' MACs are added to the destination's MAC whitelist alongside whatever was already reserved there, rather than replacing it.

FARMGOD shows you exactly how many miners actually moved once it's done, plus the destination's resulting MAC whitelist and IP range — so you can confirm the result instead of taking it on faith.

What Follows the Miner Automatically — and What Doesn't

Pool configuration

Follows automatically. A moved miner with no per-miner override immediately picks up whichever pool policy the destination DeviceSet has — nothing else to configure.

A per-miner pool override

Keeps working — the miner keeps mining to the override exactly as before — but stays administratively listed under the *old* DeviceSet's override list rather than moving to the new one's. If you rely on that list to audit which miners have an override, re-open and re-save the override after the move so it's filed under the right DeviceSet.

Login credentials

A moved miner picks up the destination DeviceSet's own admin username/password automatically, same as any miner freshly discovered into it — no manual re-entry or re-authentication needed on your end.

Ownership Follows the Miner, Immediately

There's no separate ownership on an individual miner — only on the DeviceSet it belongs to. Move a miner into a DeviceSet owned by a different customer, and its visibility, billing, and control transfer to that customer the moment the move completes. There's no confirmation step on the move itself for this — the confirmation flow in Chapter Two is specifically about transferring an entire DeviceSet's ownership, not an individual miner move — so double-check the destination before you confirm a cross-customer move.

EDITING A MAC WHITELIST BY HAND IS NOT THE SAME AS MOVING A MINER

Adding a MAC to a DeviceSet's whitelist from its Edit Set screen reserves that MAC for this set immediately, but it does **not** move the miner's record right away — the miner shows up under its new DeviceSet only after the next network scan picks it up. If you need a miner moved right now, use one of the two actions above instead of editing a whitelist and waiting.

CHAPTER FOUR

MAC Whitelisting for Multi-Tenant Sites

A MAC whitelist is an optional field on every DeviceSet (main guide, Chapter Two) that most single-tenant farms never need to touch. For a hoster running several customers' hardware on the same site — often on overlapping IP ranges — it's the mechanism that keeps a network scan from ever crossing a customer boundary.

What It Actually Protects Against

With a whitelist set, a DeviceSet's scan will only ever adopt a device whose MAC is on that exact list — anything else discovered in its IP range, including a physically swapped-in or unauthorized device sitting at the same IP, is skipped rather than silently absorbed. This is the real anti-swap protection for a hosted customer's hardware: plugging something unexpected into a customer's rack doesn't quietly become "their" miner just because it answered on the right IP.

One MAC, One DeviceSet

A MAC address can only ever be reserved by one active DeviceSet at a time, enforced automatically — whitelisting a MAC on one set silently removes it from whichever other set had it before. This is also what keeps two customers' overlapping IP ranges from fighting over the same device: whichever DeviceSet explicitly claims a MAC keeps it.

A DeviceSet with *no* whitelist configured can still adopt normally-discovered miners, but it can't claim a MAC that's explicitly reserved elsewhere — so a broad or unscoped scan won't accidentally steal a MAC you deliberately carved out into a specific customer's set.

Three Ways a Whitelist Gets Set

Action	Whitelist behavior
Create Set from Selection	Must exactly match the selected miners' MACs
Move Selection to Set	Selected MACs are merged into whatever's already there
Edit Set (manual entry)	Reserves the MAC only — the miner itself moves on the next scan, not immediately

Best Practices for Shared Sites

Whitelist every customer-owned DeviceSet on a shared site

If two customers' gear sits on overlapping IP ranges, a whitelist on both sets is what actually keeps a rescan from crossing between them — the IP range alone isn't enough once ranges overlap.

Set it before the first scan whenever you can

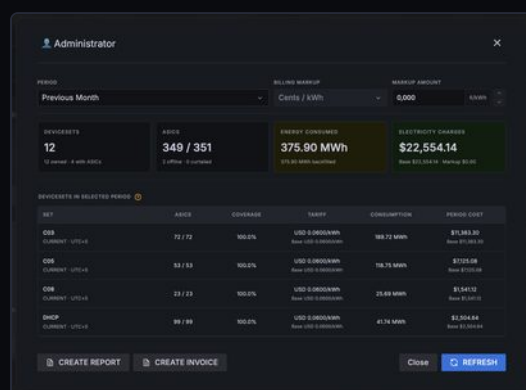
Configuring the whitelist as part of DeviceSet creation (where it can be required and pre-filled from a selection) is more reliable than adding it after the fact and waiting for a rescan to reconcile things.

IP CONFLICT RESOLUTION STILL MATTERS

The On-Site Tool setting **IP Conflict Resolution** (main guide, Chapter Three) decides what happens when two devices land on the same address — Skip leaves the conflict alone, Update lets the newer device claim it. On a shared multi-tenant site, Skip is usually the safer default alongside MAC whitelisting.

CHAPTER FIVE

Billing Your Customers



• Where the Numbers Come From

Every dollar amount a customer ever sees traces back to two settings you control: the Price/kWh in effect on each DeviceSet they own — the set's own, or its location's while that is used for all DeviceSets (Chapter Two) — and a markup you set once per customer. FARMGOD combines the two automatically — you never enter a "final rate" anywhere yourself.

• When a Rate Changes

Changing either number only affects usage calculated from that point forward. A past period, once reported or invoiced, doesn't recalculate retroactively — an old invoice always matches what it said at the time, even if the DeviceSet's rate or the customer's markup has since moved. Ticking or unticking a location's price, or changing it while ticked, is a rate change like any other: FARMGOD asks you to confirm, and it applies from that moment.

WHAT FARMGOD BILLS YOU

Your own FARMGOD bill follows the ASICs that are online: the average of each month, not the number you have onboarded. A machine a customer has taken away does not keep costing you. There is no long-term contract either: you can cancel anytime.

How a Bill Is Actually Calculated

Each DeviceSet accumulates a raw electricity cost from the Price/kWh in effect against its actual energy use. When you open a customer's usage dashboard, FARMGOD adds that customer's markup on top of the raw cost to get a billed cost — the number you'd actually charge them.

Markup mode	Formula	Cap
Flat (¢/kWh)	$\text{billed rate} = \text{base rate} + \text{markup value}$	1.00 currency unit / kWh
Percentage	$\text{billed rate} = \text{base rate} \times (1 + \text{markup \%} / 100)$	1000%

A brand-new customer defaults to flat mode at a small, non-zero markup — worth changing to whatever your actual pricing model is before you send anyone a real invoice.

Setting a Customer's Markup

Markup Mode & Value SETTINGS, PER USER

Set from the same billing profile screen as the invoice details below, reached from the magnifying-glass icon next to a customer in Users. Applies to every DeviceSet that customer owns — if they own sets with different Price/kWh values (different sites or contracts), the markup is applied consistently on top of each set's own rate, not averaged across them.

The Per-Customer Usage Dashboard

Energy consumed, uptime, and cost for whatever period you choose — broken out as raw cost, the markup amount on its own, and the resulting billed cost, so you can see your actual margin at a glance rather than just a final total. A set that currently uses its location's price shows *location price* under its tariff.

Generating a Report & an Invoice (Optional)

Both are generated from the usage dashboard as a downloadable PDF. The **Report** is an operations summary — fleet and energy activity for the period. The **Invoice** is the customer-facing bill itself, with each DeviceSet as a line item at its billed (post-markup) rate and a total at the bottom.

Bill To / Issuer / Additional Details / Logo

Up to four lines each for the Bill To and Issuer details (the customer's email is appended automatically), plus free-text payment notes and a logo — saved to the billing profile the first time you generate an invoice.

Logo: PNG or JPEG, under 1MB, landscape orientation, no larger than 400×200px.

Curtailment Transparency

A customer's usage dashboard also shows their curtailment event history — exactly when and why their DeviceSets were throttled or stopped, scoped to periods they actually owned the sets in question. Useful for heading off a "why was my hashrate down last Tuesday" conversation before it turns into a support ticket.

Curtailment Events

72 site-level curtailment events overlapped this user's accounting ownership scope.

Curtailment history is site-level. Site-wide execution totals may include ASICs outside this user portfolio when an event affected a shared site. Location scoping reflects DeviceSet/location association available at report generation time.

EVENTS

72

SHUTDOWNS / RECOVERIES

38 / 34

TIME / LOCATION	EVENT	REASON / MODE / SCOPE
Sep 01, 2026, 01:36 AM BUILDING_A	SHUTDOWN	\$0.0636 Mode: price / Scope: model fw
Sep 01, 2026, 02:01 AM BUILDING_A	RECOVERY	\$0.0543 Mode: price / Scope: model fw
Sep 01, 2026, 02:51 AM BUILDING_A	SHUTDOWN	\$0.0946 Mode: price / Scope: model fw
Sep 01, 2026, 03:01 AM BUILDING_A	RECOVERY	\$0.0590 Mode: price / Scope: model fw
Sep 01, 2026, 04:10 AM BUILDING_A	SHUTDOWN	\$0.1019 Mode: price / Scope: model fw
Sep 01, 2026, 04:26 AM BUILDING_A	RECOVERY	\$0.0778 Mode: price / Scope: model fw
Sep 01, 2026, 05:46 AM BUILDING_A	RECOVERY	\$0.0571 Mode: price / Scope: model fw
Sep 01, 2026, 06:01 AM BUILDING_A	SHUTDOWN	\$0.0655 Mode: price / Scope: model fw
Sep 01, 2026, 06:11 AM BUILDING_A	RECOVERY	\$0.0450 Mode: price / Scope: model fw
Sep 01, 2026, 09:19 PM BUILDING_A	SHUTDOWN	\$0.0546 Mode: price / Scope: model fw
Sep 01, 2026, 09:37 PM BUILDING_A	RECOVERY	\$0.0442 Mode: price / Scope: model fw
Sep 02, 2026, 01:37 AM BUILDING_A	SHUTDOWN	\$0.0638 Mode: price / Scope: model fw

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Prepayment for Traditional Hosting

For customers who pay their hosting in advance rather than after the fact. Opened with **PREPAYMENT** on the customer's usage dashboard, it works out what to bill for a month from the devices the customer has in FARMGOD right now — FARMGOD calculates the lines, your own invoicing program issues the invoice.

Prepayment - alex.taylor@demo-mail.com

MONTH: October 2026 | BILL: Whole month | BILLING TYPE: Traditional Hosting

Every device in this customer's DeviceSets, offline ones included, for the whole month. Power each device's measured average over the last 30 days, in model's spec power where not measured. Rate: DeviceSet price plus this customer's markup.

DESCRIPTION	QTY	EST. ENERGY	RATE	AMOUNT
L9 - Traditional Hosting	1	2,589.9 kWh	\$0.073/kWh	\$189.06
S21+ Hydro 319 TH/s - Traditional Hosting	2	8,923.0 kWh	\$0.073/kWh	\$629.25
TOTAL				\$818.31

3 device(s) - power measured for 3, spec for 0

Buttons: COPY LINES, LINES CSV, DEVICE CSV, Close, MARK AS INVOICED

Month & Bill

Whole month bills every device in the customer's DeviceSets — offline or under maintenance ones included — for the full month you pick (the next month is preselected). **New devices (prorated)** bills only the devices not yet billed for that month, from the day each was added to the customer's DeviceSets until the month ends — for when a customer brings more machines mid-month.

How Each Line Is Calculated

Estimated energy is each device's power × the hours in that month, counted in your site's local time, so daylight-saving months come out an hour longer or shorter. Power is the device's measured average over the last 30 days; a device that hasn't been measured yet uses its model's spec power and is marked **SPEC**. The rate is the same billed rate as everywhere else in this chapter: the DeviceSet's Price/kWh plus this customer's markup. Devices of the same model, rate and period share one line, and each line's amount is rounded down to the cent.

Example: one S21e Hydro at 5,370 W for September — $5,370 \text{ W} \times 720 \text{ h} = 3,866.4 \text{ kWh} \times \$0.065/\text{kWh} = \$251.31$.

Copy Lines / Lines CSV / Device CSV

Copy Lines puts the lines on the clipboard, tab-separated, ready to paste into your invoicing program or a spreadsheet. **Lines CSV** downloads the same lines; **Device CSV** lists every device with its power, period, energy and amount — the detail behind each line, for checking or for the customer.

Mark as Invoiced

Once the invoice is sent, record it here: FARMGOD stores what was billed and never bills the same device twice for that month, so later *New devices* runs pick up only what is actually new. Everything already invoiced for the month is listed above the lines. **Void** cancels one made by mistake: it stays on record, marked voided, and its devices can be billed again. A device removed during a prepaid month is not credited.

Invoice History

HISTORY on the customer's usage dashboard lists every invoice created there and every prepayment marked as invoiced, newest first: date and who created it, type, period, total. Open an entry to see its lines again, copy them or download them as CSV, or void it. FARMGOD keeps the figures of each invoice, not the PDF; invoices created before the history existed aren't listed.

Billing Type SETTINGS, PER USER

Records whether the customer is billed by Profit Share — the previous-month invoice above — or by Traditional Hosting, paid in advance.

CHAPTER SIX

Day-to-Day Operations & Guardrails

The mechanisms in this chapter aren't hoster-specific settings you configure — they're what's already running underneath everything above, and worth understanding so you know exactly what you're relying on.

The Automatic Note Trail

Every action taken through the dashboard — by you, your staff, or a customer with permission to act — writes a note to that miner's history automatically, recording what happened and who did it. Combined with the manual **Add Custom Note** action (main guide, Chapter Two), this is your practical audit trail across a multi-operator, multi-customer install: if a customer asks "who rebooted this and when," the answer is already on the miner's page.

Confirmation Flows Worth Trusting

A handful of hoster actions specifically stop and ask before doing anything irreversible: transferring a DeviceSet that already has an owner (Chapter Two), turning on Manager/Staff for an account (Chapter One), and deleting a managed user or a DeviceSet. Outside of these, most other changes in this guide apply immediately once confirmed — there's no separate "Save" step to forget.

What to Avoid

Don't grant Manager/Staff as a shortcut

It's tempting to flip it on for a customer who "just needs one more permission" — don't. It hands them your entire installation. Use the permission editor instead, even if it means one extra click to grant a second action.

Only move miners with the two supported actions

Create Set from Selection and Move Selection to Set are the only actions that run the MAC/IP validation and whitelist bookkeeping described in Chapters Three and Four. Don't rely on any other way of reassigning a miner's DeviceSet — it would skip those checks entirely.

Reassign DeviceSets away from a Location before deleting it

As covered in Chapter Two — Location deletion won't stop you, and won't do the reassignment for you.

APPENDIX

Common Hoster Workflows

Four worked, end-to-end scenarios pulling together the individual mechanisms from the chapters above.

Onboarding a New Customer

From signed contract to a fully scoped, billable account.

- Create the account**
Users → Create User — use "Create User" alone to hold off on sending credentials until hardware is racked.
- Rack and discover the hardware**
Create the DeviceSet with a MAC whitelist matching exactly what's being installed — essential on a shared site.
- Assign ownership**
The quick single-set picker is enough here, since the brand-new DeviceSet starts out unowned.
- Set their markup and grant permissions**
Set their billing markup, and grant whatever permission groups match what you've agreed they can do.
- Send credentials**
"Reset & Send Email" once everything above is actually ready for the customer to see.

CUSTOMER COMING FROM FOREMAN?

Once the scan has found their miners, IMPORT DATA in Network Discovery (or later in Edit Set) brings their history into the charts, with the customer's Foreman API key.

Offboarding a Churned Customer

Getting hardware and access back cleanly.

- Decide the hardware's fate first**
Removing off-site hardware keeps historical stats intact; reused hardware just needs its ownership reassigned.
- Run their final invoice first**
Simpler to close out billing before deleting the account, even though history stays reportable either way.
- Delete the managed user**
This releases every DeviceSet they owned back to unowned — note which ones came back.

Handling a Hardware Swap Request

A customer wants to replace one physical unit without opening a security gap.

- Update the DeviceSet's MAC whitelist first**
Remove the old unit's MAC and add the replacement's from Edit Set, before it's even plugged in.

2

Physically swap the hardware

The next scan picks the new unit up automatically, since its MAC is now the one reserved.

WHY THE ORDER MATTERS

Whitelisting the new MAC before the swap means the replacement is recognized the moment it's discovered. Swap first and whitelist after, and the new device simply won't be adopted into the customer's set until you catch up — exactly the protection described in Chapter Four working as intended.

Splitting a Rack Between Two Customers

One physical DeviceSet, two customers going forward.

1

Leave the miners staying with the original customer alone

Nothing to do here — they stay in the existing DeviceSet, under its existing owner.

2

Select the miners going to the new customer

Use Create Set from Selection to spin up a new DeviceSet, with its own exact-match whitelist.

3

Assign the new set to the new customer

The quick single-set picker again works here too, since it's a brand-new, unowned set.

4

Re-check any per-miner pool overrides

Re-save any moved miner's override so it's filed under the new DeviceSet, not the old one.



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