Our Communication Tools

As a decentralised network, there is no one communication tool that everybody uses. That can sometimes make it tricky to connect with people. Don't worry, you're not alone!

We run our own dedicated communication tool, called **Mattermost**. If you're famililar with Slack or Microsoft Teams, it's a bit like those - but Mattermost is open source and we host it on our own servers. The UK-wide teams and some of the nations and regions use this and it's a great way to reach out to any group or team: look for the dozens of "reception" channels, where anybody can pop in to ask questions.

But you'll also find many teams using other chat tools. Very often Signal (a more secure version of WhatsApp), Telegram (another WhatsApp-like app), or WhatsApp itself.

All three of these apps are available on any phone, and on your computer (via your browser or dedicated apps). They are all pretty easy to use.

Mattermost is a bit trickier to get used to, especially if you haven't used something like Slack or Teams in your work before. There is really detailed, comprehensive support here. You can get in touch with our IT support team, who can help you further.

It can feel overwhelming at first. Ask for help, take your time, and you will get used to it!