

# Intro to Technical and Data Services

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# Start Here

## Support available on the **Tech and Data** shelf

You can get **direct support via email and Mattermost** from the Digital Team.

This team also provides **advice and consultancy** on bigger projects.

[Short presentation on how to get technical and data support.](#)

Data Protection is very important to take time to learn about. If you're collecting or using personal data, there are **resources about GDPR to help you** to understand what you need to do.

## The Hub, Mattermost, Cloud and Forums

This book contains everything you need to know about these services, from what they are, to getting an account, using them effectively and more technical guidance for people who become 'group admins' or 'hub admins'

- **The Hub** : holds information on XRUK groups, their purpose, members, roles and contacts.
- **Mattermost** : Messaging platform connecting you to other rebels in XRUK and worldwide
- **The Cloud** : secure document creation and storage
- **Forums** : long-term, in-depth discussions

## Action Network for XR

- XRUK mailing system containing separate 'email lists' for Nations & Regions, Local Groups, Campaigns, Volunteers, Talks and Training. All connected in one big 'network'.

## Online tech tools

- This provides guidance for other tech tools not covered in the two books listed above.

## How to contribute to the Rebel Toolkit

- How any individual or team can contribute content to the toolkit
- Guidance for editors of the toolkit

# Getting Tech Support

## What can I ask and where?

All of us have difficulties in remembering exactly how to do things and sometimes it's quicker to ask a question than to search through help guides.

Join a **Zoom drop-in** for questions and support

- **Hub specific:** Mondays 16:00-17:00 [Zoom link](#) | Passcode 854386
- **General Tech** [quick questions]: Tuesdays 18:00-18:30 [Zoom link](#)
- **General Tech** [deeper dive]: Thursdays 18:30-19:30 [Zoom link](#)  
For Tues and Thurs: Meeting ID: 895 2855 8324 Passcode: 278766

If you are a Mattermost user you can message and post your questions in the channels listed below, **otherwise** email [tech@rebellion.earth](mailto:tech@rebellion.earth) and your query will be relayed to the appropriate team.

- For help with **The Hub**, **UK Cloud** or **UK Forums** go to the [Hub Help Desk](#) channel.
- If your query relates to **Action Network** contact the [Action Network Data Team Reception](#).
- For **other technical enquiries** go to [Tech Reception](#)

The XRUK Digital team provide maintenance and tech support for:

- The Hub
- UK Cloud
- UK Forums
- Mattermost
- Action Network
- GDPR & Security
- Volunteer Website
- CRM [Customer Relationship Management]
- extinctionrebellion.uk email accounts
- UK Vault [Bitwarden password manager]
- Events / Movement calendar
- Events / Actions map
- Local Group map

# GDPR and Personal Data

## What is GDPR?

GDPR stands for General Data Protection Regulation.

It's the UK version of EU data protection legislation. If we break this law, we risk consequences to the whole organisation and our ability to communicate.

Plus, we want to take care of each other, and that includes being careful with information about each other, so complying with GDPR rules is totally in accordance with our XR Principles and Values.

Following GDPR is about showing respect to rebels. We want to ensure that all rebels' personal data is treated with respect and protected from misuse. GDPR provides a sensible set of principles that can help us to do that. If you're collecting or using personal data, the resources here will help you to understand what you need to do.

- Watch the short 6-minute [video explainer](#) of why GDPR is important to you and XR.
- Check your understanding using our [GDPR training deck](#). Quick and easy exercises to help you remember the core concepts!
- Or you can visit the [interactive GDPR training at Rebellion Academy](#).
- Then read and sign the [Volunteer Agreement](#).

## What to do next

Once you know what "personal data" is, check out the **Data Plan below** if you:

- Plan to get personal data - so you need to make a Data Plan.
- Already have personal data and you haven't created a Data Plan yet.
- You are changing how you use personal data - so your Data Plan needs updating.

The Data Plan should to prompt questions about new data collection. It's also a good starting point if you have data and have got to catch up on the planning part.

**Here's the link to the detailed [Data Plan](#) - please read through this, then contact the GDPR team who will help you from then on.**

You can contact us via our [GDPR & Security Reception channel](#) on Mattermost or by email at [dataprotection@rebellion.earth](mailto:dataprotection@rebellion.earth).

# Consultancy

The Digital Team can help with creating, changing or reconfiguring a Digital service.

We have experts in analysis, design, software development, GDPR, non Digital software and project management of Digital systems. We can discuss your requirement and help you to avoid developing something that we could have done for you, is not GDPR compliant or already exists.

Contact us on Mattermost at Tech Reception

If you don't use Mattermost, email [tech@rebellion.earth](mailto:tech@rebellion.earth)

# Known Issues with Tech and Digital Tools

If your issue isn't here - [this is how to contact Digital](#).

## Big Blue Button

### 1. Automatic closed caption creation not available on mobile

If you are presenting using Big Blue Button, and you want your words automatically transcribed to help your audience understand you then you have the option of [enabling Automatic Transcription when you join the meeting](#). But this only works if you join from a PC Browser such as Chrome or Edge. It is not an option when you join from a mobile device using Android or Apple IOS.

## Mattermost

### 1. Boards not working on Desktop App on Mac OSX

02 October 2024. A work around is being tried but has not been completed yet.  
Alternatively Mattermost boards can be viewed in a browser such as Safari or Chrome.

## UK Cloud

### 1. Renaming files and folders

04 September 2024. There is an issue when trying to rename a file or folder using XRUK Cloud in a web browser. After clicking on the rename option the cursor is NOT in the filename and when clicking on the filename to rename it, the file just opens.

Workaround is to make sure the mouse does not move after clicking rename. The left/right arrow keys can then be used to get the cursor to appear in the rename box. Rename the file and then you MUST press ENTER.

## 2. Documents jump around when two users are editing the same document

21 July 2024. Work around is to use the arrow keys or page up/page down rather than the scroll bars to scroll, or click somewhere once you've scrolled. As long as the "cursor" remains visible, it should not jump around.

## 3. Internal file shares don't open the file

02 October 2024. If an internal link to a file has been sent to you, and when the link is clicked you see a folder instead of the file, then this could be due to your browsers pop-up blocker. The solution is to disable the pop-up blocker for <https://cloud.extinctionrebellion.uk/>

See information here on how to allow pop-ups for a specific site in different browsers:

[Chrome](#)

[Edge](#)

[Firefox](#)

## 4. Problems with files versions when copying files

06 November 2024. Changes to a document do not always get saved immediately. That is, even if other people can see the changes in the document editor (OnlyOffice), copying or downloading the file may still show an old version.

Workaroud is to use the save option on the file menu before copying files.

## 5. Sharing a Group folder

06 November 2024. Sometimes the browser will crash or there will be gaps in file lists, or the XRUK Cloud menu will stop working. Often this is caused by sharing a group folder with somebody who is already in the group. If you then favourite it, there are two copies of the folder in the favourites list. Workaroud is to not share a group folder with somebody who is already in the group.

# Action Network

[The main Action Network Known Issues page can be found here.](#)