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 weekly **Tech Support drop-in** for questions and support. We always try to match your pace and if we can't answer a question at the drop-in, we'll find the answer and get back to you.

Support with all tools and platforms including Jitsi, Mattermost, the Hub, UK Cloud, Telegram, Signal, WhatsApp, Action Network, Volunteer Website, the CRM, UK Vault, etc etc - you get the picture! If we can help, we will.

- Tuesdays 18:00-18:30
- Thursdays 18:30-19:30

  Zoom link
  Meeting ID: 895 2855 8324
  Passcode: 278766

Hub specific questions:

Mondays 16:00-17.00 using the Big Blue Button. If you haven't used the Big Blue Button before, read the Big Blue Button Basics

If you are a Mattermost user you can post your questions in the channels listed below, **otherwise** email tech@rebellion.earth and your query will be passed onto the appropriate team.

- For help with **The Hub**, **UK Cloud**, **UK Forums** or **Mattermost** go to the Hub Help Desk channel.
- For all **general technical enquiries** go to the Tech Reception.
- For questions on **Action Network** go to the Action Network Data Team Reception.
- Guidance and Support for the **Volunteer Website.**
- For the **Events Map and Calendar**, find guidance here or ask a question here.

- Guidance and Support for the **Local Group map**.
- Guidance and Support on **GDPR**
- Guidance and Support on applying for an **extinctionrebellion.uk** email address
- Use the Tech Reception for questions about the **CRM (customer relationship management)** database.
- Guidance and Support for the **UK Vault** (Bitwarden password manager)
