Start Here

This document is a quick guide to get you started with using XRUK's online communication tools for the first time.

In this guide, you will learn:

1. How to set up an account on the Hub.
2. How to log in to Mattermost and send a message to your XR group in the UK.
3. Find out where to find more information.

Note: This guide assumes that you will be using a desktop computer, although if you are using a smartphone the steps will be the same. You can use either your smartphone's browser app (e.g. Chrome or Safari), or you can download the Mattermost app. For a guide on using the online tools with a smartphone, please read this page.

Note: If you have any trouble with this guide, please contact your XR group's Hub Group Admin. If you don't know who this is or if your group doesn't have one, then please email tech@rebellion.earth.

If you need specific support with:

- Getting onto Mattermost
- How to use Mattermost
- Using the Hub (and XRUK's other services including the UK Cloud, UK Forums)

Please go here on the Rebel Toolkit or post questions or issues in the Hub Help Desk channel on Mattermost.

1. Joining the Hub 

What is the Hub?

The Hub is the key to accessing all of XR's UK online tools. It does two main things:

1. When you join the Hub you will automatically have accounts created for you (with the same username and password) on all of the main tools that we use (including Mattermost).

2. The Hub acts as a **phone directory** – you can use the Hub to find and contact other rebels and / or other groups.

For more information on the Hub, please read this guide.

How do I join the Hub?

1. Ask the Hub Group Admin of your XR group to send you an email invite to the Hub. If you don't know who this is, please email tech@rebellion.uk with the name of your group and the name of someone in XR who can vouche for you.
2. Open the invite and click on the link (you may need to check your spam folder). This will open a webpage containing a form that looks like this:

THE HUB

▶ HELP

CREATE ACCOUNT

You have been invited to join Digital Discussions Applications Team

▶ If you already have a Mattermost account click here

Your Hub Email Address

wibble@wobbly.com

Login name you will use for logging in here ?

Your full name or nickname (visible to other users)

Phone Number ?

Password ?

Repeat Password

You have been invited to the following Hub Group(s). If you do not want to accept one or more of the invites, then untick it in the list below.

Hub Group	Group Admin	Accept This Invite	Show My Email ?	Show My Phone Number ?
Digital Discussions Applications Team	Nikki Locke	☑	☐	☐

☐ I agree to Terms of Service, Privacy Policy and our Culture and Expectations.

Confirm

3. Fill in the form with your name (this is visible to other users, so you can use a nickname if you like), phone number (optional) and password. You are encouraged to create a username that is recognisably related to you - some rebels are happy to use their Local Group as part of their username – like `tom-bangor` – while others may align with their Working Group – like `rose-creatives`. However, should you wish to remain anonymous, you are free to choose a username that totally conceals your identity.
4. There is a list of groups you have been invited to. You can choose whether or not to reveal your phone number and/or email address to members of each group.
5. When you are done, click **Confirm**.

If you don't know where your local group is, there is a map. If your local group doesn't use the Hub, perhaps you could encourage them to do so - the Local Group Support team would be happy to help. Contact by email LGsupport@extinctionrebellion.uk.

Video

This video takes you through the steps outlined above. Or if you **already have a Mattermost account** but not a Hub account, watch this video instead.

Any problems?

If you are encountering any issues, read this page for information on how to fix the most common problems, as well as where to go to ask for help.

2. First steps on Mattermost 

What is Mattermost?

Mattermost is a secure chat application that your group can use to communicate instead of using a program like WhatsApp, Signal or Telegram. It can be used both on a desktop computer and a smartphone.

The main advantage Mattermost has over other chat tools is that **it is MUCH easier to get in contact with other rebels**. Most groups in XR, both in the UK and globally, are already signed up to Mattermost and it is simple to find and message them. Because Mattermost is used by XR Global, you can even get in touch with rebels across the world!

Please watch this video for a general introduction to Mattermost and its benefits.

Getting access

1. Navigate to Mattermost in your browser. You can do this by either clicking on the **Mattermost** button from the Hub home page or by going to https://organise.earth. **Searching for Mattermost in your search engine will not work** - you will just find Mattermost Inc. in the USA!
2. Enter your username and password you created when signing up to the Hub.
3. Go to your email inbox, open the email you just received from XR Global (you may need to check your spam folder) and click **Verify Email**.
4. Go back to Mattermost (a new window should have been opened), re-enter your password, and click **Sign in**.
5. Bookmark this page. This will make it much easier to find in the future.

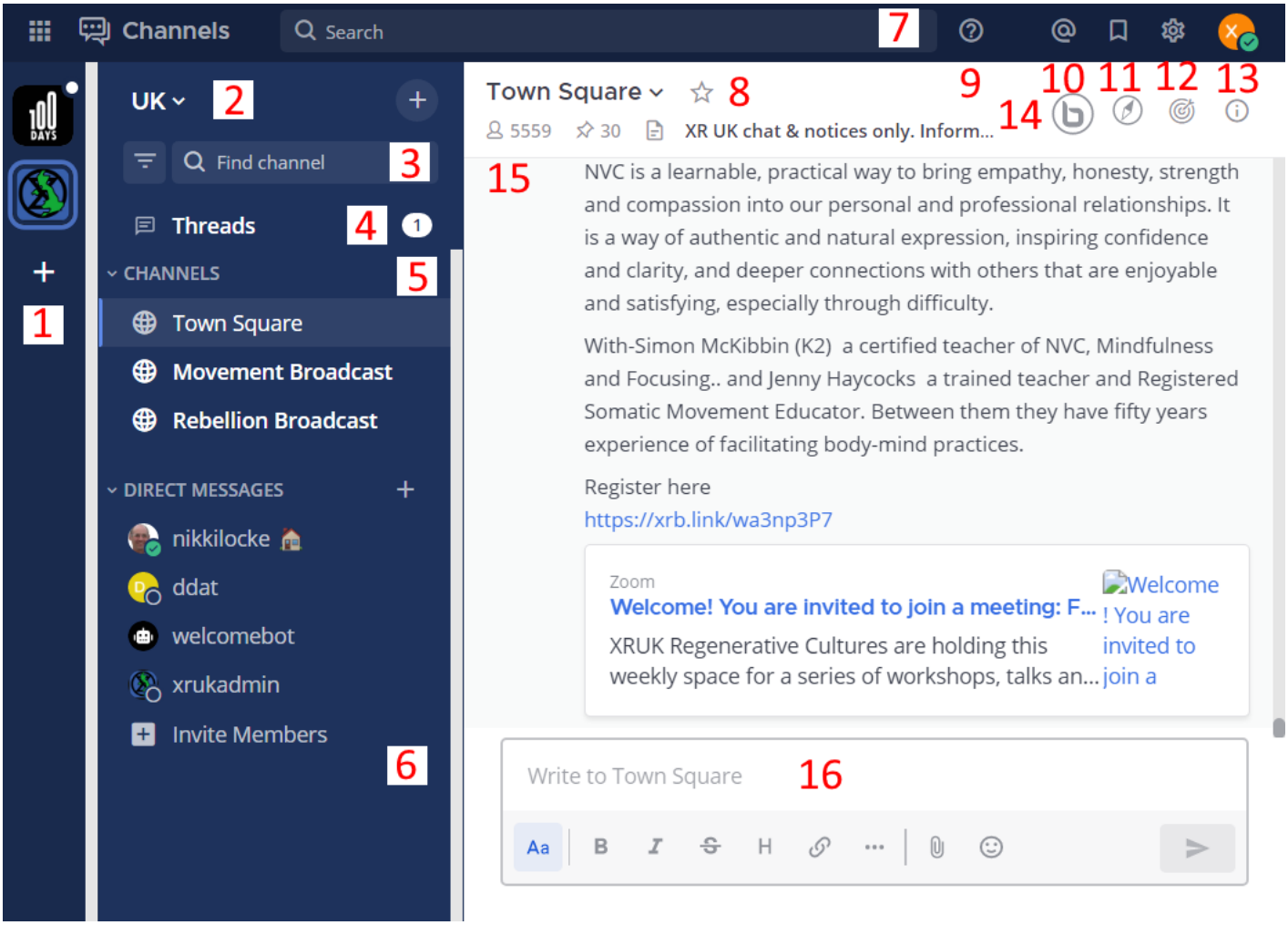
Video

For a video guide through these steps, see here.

Mattermost basics

Once you have successfully logged in to Mattermost, you should see a screen that looks like this:

[



On the left-hand side (**5**) are the **public and private Channels** that you are in. When clicking on the Channels, note that the messages shown on the right (**15**) will change.

Below the Channels are your **Direct Messages** (**6**). These are private conversations that you can have with individuals or small groups of up to 6 people.

If someone replies to a message you posted, or are following, the **Threads** (**4**) will light up - click here to see the replies.

At the far-left of the screen (**1**), you may see two or more blocks. These are Mattermost **Teams** and can be used to group Channels together. If you navigate between the different Teams, notice how the Channels shown change.

For a more detailed guide to using Mattermost, see this page on the Rebel Toolkit.

Sending your first message

To message your group for the first time:

1. Find the correct Channel to post a message in. To do this, click through your Channels and Teams until you find a Channel with the same (or similar) name as your group.
2. Write a hello message in the box at the bottom of the screen (**16**).
3. Hit **Enter** to send the message.

3. Next steps

If you are interested in learning more, there are more advanced guides on the Hub, Mattermost, UK Forums and UK Cloud as well as XR's other UK tools.

We also **strongly encourage** you to read our Online Behaviour Guide and the information about your responsibilites around GDPR.

Lastly, if you have any trouble at all with these tools, please contact your group admin. They are there to help!

Extinction Rebellion UK Privacy Policy

Extinction Rebellion UK Terms of Service
