

How to get Tech Help!

This document is a quick guide to finding Tech Help. All of us find difficulties in remembering exactly how to do things and, often, it's quicker to ask a question than plough through interminable documentation. So, what can you ask and who is best placed to answer? Read on ...

What can I ask and where?

If you have a problem with **Posting on Mattermost**, then **Start a Post** in the [Tech Reception](#) channel in the **UK Team**. Outline the issue and add any specific detail that explains your difficulty.

If your problem is with **Mattermost Itself**, then you might raise the issue with the [IT Help](#) team at **XRGlobal**. If you're not already a member of the **XRGlobal Team**, the link will automatically join you.

For queries relating to **The Hub, UK Forums** or **UK Cloud**, then place a post on the [Hub Help Desk](#) channel. Again, describe the issue as best you can to get help. Often a **Screen Shot** will help the support team identify and resolve the issue.

Sometimes, the question is more general than "simply" technical. In this case try the [Any Question Answered](#) channel.

And, if you are **Group Admin** and you have a specific **Hub Group/Circle** question, then go to the [Hub Group Admins](#) channel. Here your post will be answered by other Group Admins, who have most likely encountered the problem before and can offer advice.

If your query relates to **Action Network**, then raise the issue with the [Action Network Data Team Reception](#).

For those of you who are **Action Network Admins**, post on the [Action Network Admins](#) channel.

If you want to create a website for your group, contact [The Web Team](#) - [more info](#)

Lastly, please note that posting a request in any of the above channels may not result in a satisfactory resolution of the issue. In this case please email tech@rebellion.earth and raise a ticket on the **XR FreshDesk** system. Your query will be relayed to the appropriate team.
