

Start Here

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

If you need support with:

- Getting onto the Hub/Accepting your Hub invite
- How to use Mattermost
- Getting onto Mattermost
- Using the Hub (and XR's other services including the UK Cloud, UK Forums), please join one of the weekly sessions:

Mondays 17:30–18:00 (quick questions)

Thursdays 18:30–19:30 (longer training)

Join Zoom Meeting [Hub and Mattermost Support sessions](#)

Meeting ID: 895 2855 8324 | Passcode: 278766

In this guide, you will:

1. Set up an account on the Hub.
2. Log in to Mattermost and send a message to your XR group.
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 should 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 group admin. If you don't know who this is or if your group doesn't have one, then please email tech@rebellion.earth.

1. Joining the Hub

What is the Hub?

The [Hub](#) is the key to accessing the other 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. 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.
3. The Hub acts as a **phone directory** - you can use the Hub to find and contact other groups.

For more information on the Hub, please read [this guide](#). If you already have a Mattermost account but haven't yet accepted a Hub invite, watch [this video](#).

How do I join the Hub?

To sign up to the Hub:

1. Ask the group admin of your XR group to send you an email invite to the Hub.
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:
<https://rebeltoolkit.extinctionrebellion.uk/uploads/images/gallery/2023-04/image-1681>
3. Fill in the form with your name (this is visible to other users, so you can use a nickname if you like) and password and then click **Confirm**.

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

Mattermost-icon-small.png

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 UK are already signed up to Mattermost and it is simple to find and message them. Also, Mattermost is used by XR Global so 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 clicking on [this link](#).
2. Enter your username and password set up 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:

[New_mm.png](#)

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 up to six other 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 both [the Hub](#) and [Mattermost](#) as well as XR UK's [other tools](#). In particular, you might want to look at the guides for [UK Forums](#) and [UK Cloud](#).

We also strongly encourage you to read our [Online Behaviour Guide](#).

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

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Or post queries or problems in the [Hub Help Desk](#) channel on Mattermost.

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