How to use Mattermost for XR

Mattermost is used as our chat application. Like WhatsApp or Facebook Messenger, it is for real time conversations and is task focused (each channel has a specific purpose).

Remember: sensitive topics are to be discussed in person, not on Mattermost.

Upon joining, you will automatically be added to 2 public channels :

- **Town Square**: the central channel, for XR Aotearoa related short discussion

- **Off-Topic**: for any random conversations around XR in general

Channels beginning three capital letters are branch channels (eg.AKL-…)
The others are national channels, for communication between branches.

Make sure you turn OFF notifications
1. At the top of the screen, Click on "xrNewZealand @your name"
2. Click "notifications"
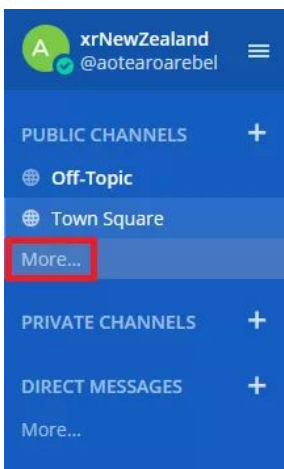3. Turn off all notifications
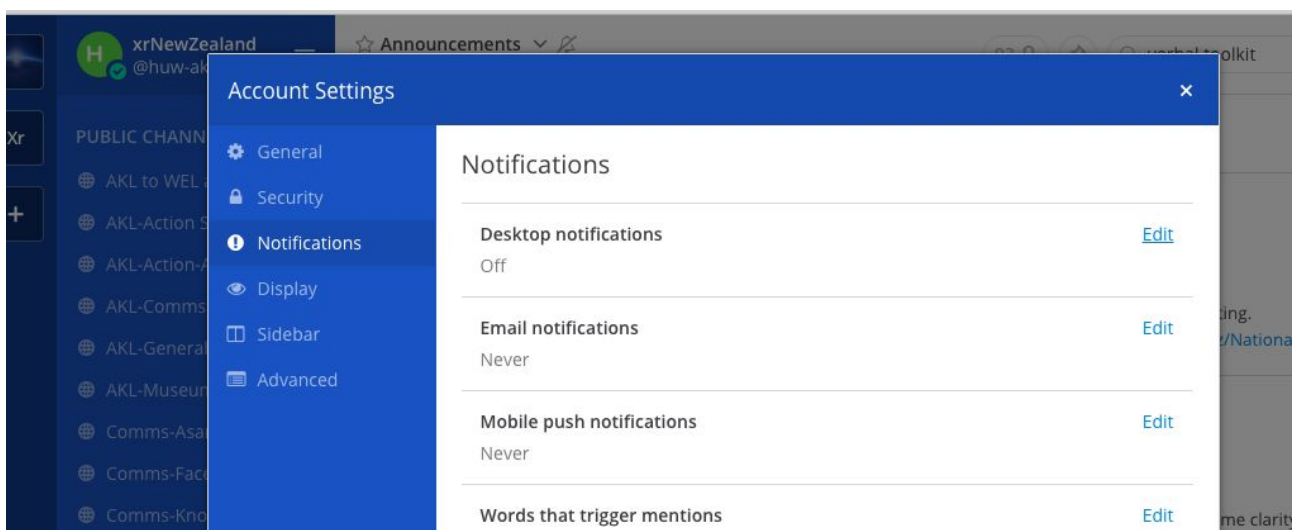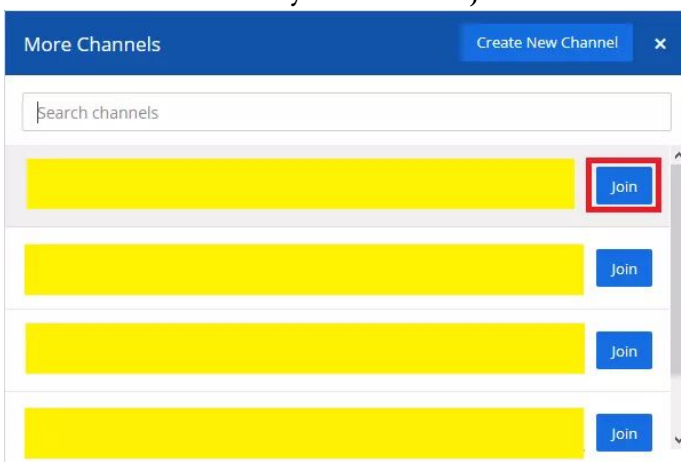
1. How to Join Channels

a) Public channels

Public channels are visible to everyone

1. Click on More...
at the bottom of Public channels.

2. Click on Join
besides the channel you want to join.

 Start by joining only the channels you need to be in until you get comfortable with the platform.
If you have a problem with Mattermost, join the "Mattermost help" channel.

When joining a new channel, click the channel header and "view info"
You will find:
- the purpose of the channel
- important information the channel

b) **Private Channels**

You can only be added to a private channel by someone who is already a member. They are for more discrete conversations

c) **Direct Message**

If you need to send a message in private to a specific person, you can send them a direct message.

2. How Use Mattermost

It is important that before posting, you think about what's the best channel for what you want to say. <u>Stay on topic in each channel</u>

a) **Posting messages on MM**

If you are **starting a conversation**, just use the message field at the bottom of the window.

If you are **answering to someone**, click on the arrow that appears on the right when you hover on their message. This is important to keep one discussion in one thread.
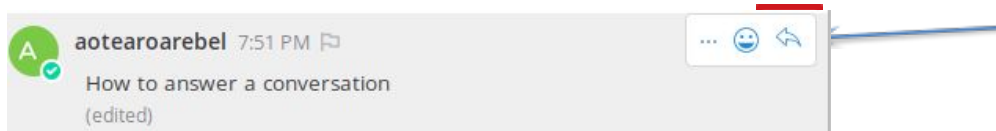
b) **Avoiding being overwhelmed**

Mattermost can be really busy sometimes, especially if you are on a lot of national channels.
First, don't try to read everything, focus on what you are interested in

3. More Tips and Tricks

Once you become a regular user of Mattermost, this advice will help you make the most of it and help keep it an organised platform for XR.

a) Pinned posts

Pinned posts are those that have important information relevant to the channel:
    eg. In a channel for a specific action, The plan as agreed will be a pinned post

Click the pin at the top of the channel to display the pinned post of the channel you are currently in.
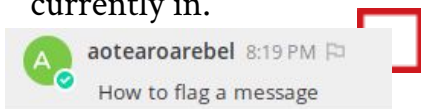
b) Saving a post for later

Click on the little flag that appears after the poster's name when you hover on a message. In the future, you'll just need to click on the flag button at the top of the page to retrieve all the messages you saved.
You can untick the flag and it will be removed from your list.
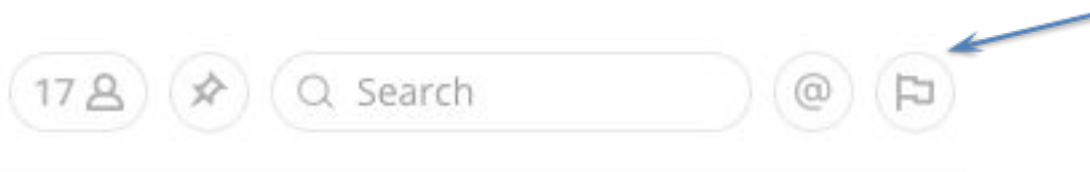

c) Searching content

If you want to find something, use the search tool; it is pretty simple and knowing it changes everything. The search box is at the upper right of the screen.

- "I read a message from Sue the other day - now I can't find it?"
    Type **from:@sue** (a dropdown list of members appears after you hit the ':'). This will bring a list of all of @sue's posts in chronological order. Click on the 'jump' next to the message and you will go to the conversation where it came up.

- To check if you have been mentioned, click on the @ symbol at the top right, to the right of the search bar. It will list the places you were mentioned recently
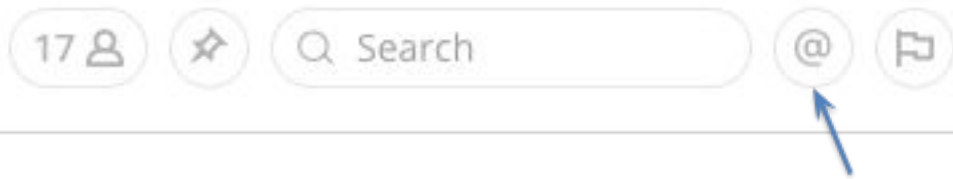

d) Favorite channels

There's a star (upper left - next to the name of the channel) - when you click on it the channel will appear at the top of your channel list (in the blue sidebar).
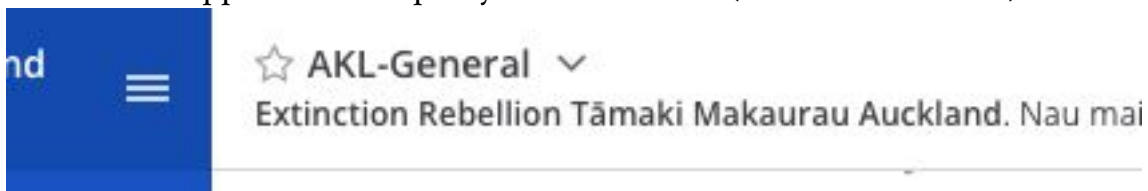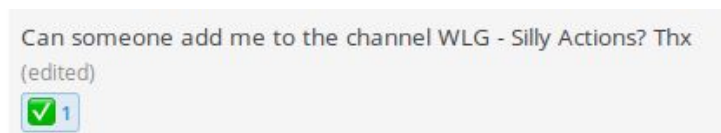

4. More detailed Tips

a) Using reactions to organise a simple poll

If you are doing a poll with limited number of choices and expect strait forward answers, setup a poll with reactions, to avoid cluttering a channel.
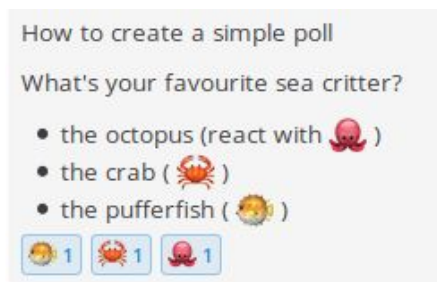
b) Tick off tasks with a "green tick" reaction

If someone asks for help, or to do a specific task, if you are taking care of it, react with a "green tick" so everyone knows that it's being taken care of.

c) Making the most of the hashtag

If it's important - hashtag it. If you think something in your message needs to be searchable create a hashtag for it - e.g. #gumboots. Mattermost will index the hashtags it sees and bring them up when you search on them.

d) Format your messages

You can use a few tricks to make your messages easier to read or stand out. On the left column is what you type, on the right is what will show once your post:

bold	**bold**
italic	*italic*
~~strike~~	~~strike~~

[hyperlink](https://www.extinctionrebellion.nz)   hyperlink (click on it and it goes to the website)

More can be found here: https://organise.earth/help/formatting

e) Various

Remember to check the list of public channels from time to time to see if new discussions you are interested in have been started.