

# Mattermost User Guide

## Introduction:

Used for team communication and enterprise messaging, Mattermost is an intuitive platform that's quite user-friendly. Advantages to this open-source, self-hostable online chat service include instantly searchable shared files which can be accessed from anywhere. For users who wish to host confidential or private chats & info-sharing sessions, this can also be hosted through a QNAP NAS (i.e. Quality Network Appliance Provider Network Attached Storage) for 24/7 accessibility to the content.

By organizing all teams communications in one place, the Mattermost application simplifies organization-wide discussions into grouped or privatized chats. A convenient way to take advantage of this by using the private vs. public channel features in Mattermost, which will be covered later on in this document step-by-step. Users will also learn how to install & get started with the application.

## Set-up:

Please see the below system compatibility details to help get started with MatterMost:

### **Software Requirements:**

<b>Operating System</b>	<b>Self-Hosted Technical Requirement</b>	<b>Cloud Technical Requirement</b>
Windows	Windows 8.1+	Windows 8.1+
Mac	macOS 11+	macOS 11+
Linux	Ubuntu LTS releases 18.04 or later	Ubuntu LTS releases 18.04 or later

- ✓ Integrated Windows Authentication\* is not supported by Mattermost desktop apps.
- ✓ Supported languages include: English, Spanish, French, Italian, Dutch, Polish, Portuguese, Turkish, Russian, Korean, Simplified Chinese, Traditional Chinese, Japanese.

### PC Web Browser Requirements:

Browser	Self-Hosted Technical Requirement	Cloud Technical Requirement
Chrome	v106+	v106+
Firefox	v91+	v91+
Safari	v14.1+	v14.1+
Edge	v106+	v106+

### Mobile Apps:

Operating System	Technical Requirement
iOS	iPhone 5s devices and later with iOS 12.1+
Android	Android devices with Android 7+

- ✓ Integrated Windows Authentication is not supported by Mattermost mobile apps.

### Mobile Web:

Browser	Technical Requirement
iOS	iOS 12.1+ with Safari 14.1+ or Chrome 106+
Android	Android 7+ with Chrome 106+

### Email Client:

- ✓ *Desktop clients:* Outlook 2010+, Apple Mail version 7+, Thunderbird 38.2+
- ✓ *Web based clients:* Office 365, Outlook, Gmail, Yahoo, AOL
- ✓ *Mobile clients:* iOS Mail App (iOS 7+), Gmail Mobile App (Android, iOS)

## Mattermost Server Operating System:

- ✓ Ubuntu 18.04, Debian Buster, CentOS 6+, CentOS 7+, RedHat Enterprise Linux 7+, Oracle Linux 6+, Oracle Linux 7+.
- ✓ Using the Mattermost Docker deployment on a Docker-compatible operating system (Linux-based OS) is still recommended.

## Installation guide (desktop app):

- 1) Go to the Mattermost [Desktop App install guides](#) page, then select the appropriate operating system and version you wish to download:

Windows

macOS

Ubuntu/Debian

CentOS/RHEL

Generic Linux

Windows 8.1+ is required. Automatic app updates are supported and enabled. When a new version of the desktop app is released, your app updates automatically.

### Install the Mattermost Desktop App

1. Download the latest version of the Mattermost desktop app: [32/64-bit version of Windows](#)
2. From the **Downloads** folder, right-click on the file `mattermost-desktop-setup-5.2.2-win.exe`, then select **Open** to start an installer for the app. Once finished, the Mattermost desktop app opens automatically.

### MSI Installer and group policies (beta)

You can download the latest version of the Mattermost desktop app MSI installer (Beta):

- MSI for [64-bit version of Windows](#)
- MSI for [32-bit version of Windows](#)

- 2) After the installation is complete, open the Mattermost application. This window will pop up:

Mattermost

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## Mattermost

All team communication in one place,  
searchable and accessible anywhere

Let's create your account

Already have an account? [Click here to sign in.](#)

What's your email address?

Valid email required for sign-up

Choose your username

Username must begin with a letter, and contain between 3 to 22 lowercase characters made up of numbers, letters, and the symbols '.', '-' and '\_'

Choose your password

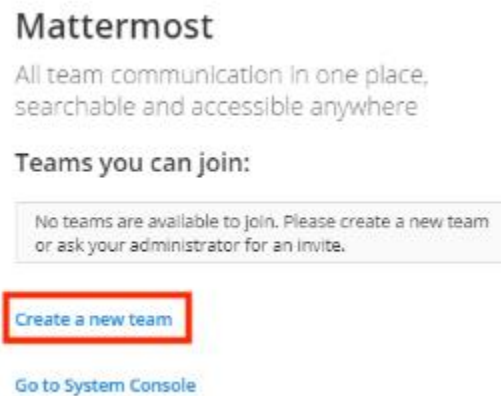
[Create Account](#)

By proceeding to create your account and use Mattermost, you agree to our [Terms of Service](#) and [Privacy Policy](#). If you do not agree, you cannot use Mattermost.

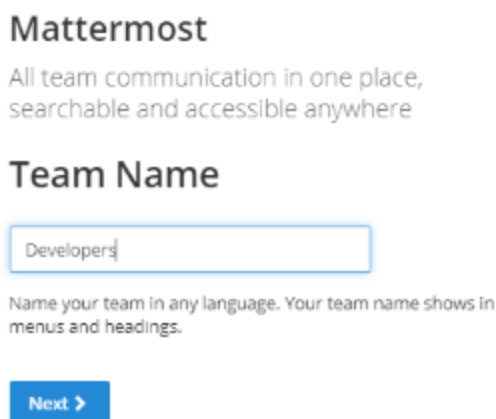
From here, fill out each prompt that is given:

- a) Enter a valid email address in the field.
- b) Enter a username of your choice – remember that it will be displayed to other users who are also on Mattermost.
- c) Choose a new password and click on the Create Account button.

3) Once an account is created, select the option to “create a new team”:



There will now be a prompt to enter a team name – click “next” once you’ve completed entering a newly created name. If a user wishes to join an existing team, they must use a team URL which would have been given by an admin:



If no URL was given/there is no team to join, your screen should look like this:

## Mattermost

All team communication in one place,  
searchable and accessible anywhere

### Teams you can join:

No teams are available to join. Please create a new team or ask your administrator for an invite.

### Inviting other members to join a chat:

1) Since each team chat has a URL that is generated along with it, simply share it with any member of a team in order to invite them into the team you've created or are a part of. After receiving the URL, a similar sign-up process will be prompted before the invitee is able to join your team:

Team Invite Link

×

Send teammates the link below for them to sign-up to this team site. The Team Invite Link can be shared with multiple teammates as it does not change unless it's regenerated in Team Settings by a Team Admin.

`https://chat.opened.ca/signup_user_complete/?id=xmscmup9tfg73e6uepcm9y8uyy`

Copy Link

Close

Note: Web addresses may be edited according to the sender's choice or personal requirements, before sharing it with other users.

## Mattermost

All team communication in one place,  
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### Team URL

`http://172.17.20.53:80...`

`developers`

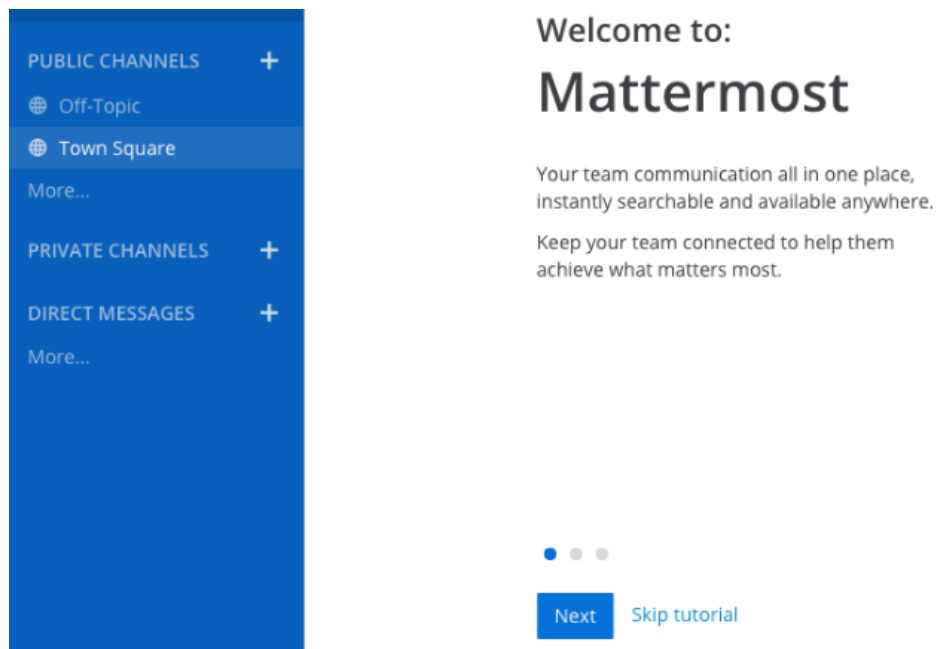
Choose the web address of your new team:

- Short and memorable is best
- Use lowercase letters, numbers and dashes
- Must start with a letter and can't end in a dash

Finish

[Back to previous step](#)

Once this step is completed, you will automatically be guided to the messaging interface. From here, channels can be accessed or created. This is when a channel's "public" vs. "private" accessibility status can be set:



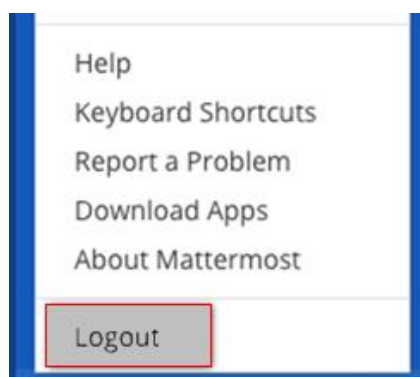
#### Setting the user status:

Simply show your status by clicking on your profile avatar (at the top of the channel menu). There are four options available to choose from:

- Online
- Away
- Do Not Disturb  
Disables Desktop and Push Notificati
- Offline

#### How to log out:

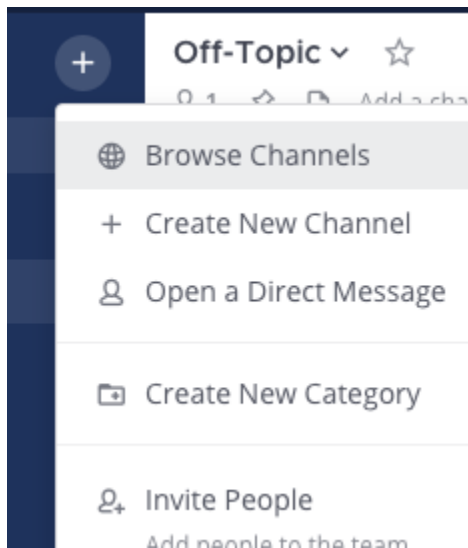
Use the "main menu" to log out, by clicking your profile photo and selecting the "log out" option:



### Mattermost Channels:

To recap, channels are used for keeping track of ongoing conversations and chats. Each channel's contents are seen by members on that team. Use the direct message option to share private communications with another user, or the Private Channel feature to share with multiple persons:

Note: New channels can also be created by clicking the "+" icon next to the public/private channel header.



### Different channel types:

Channels are broken down into three types: Public, Private, and Direct Messages.

#### 1) Public Channels

Contents posted here are available for viewing to everyone who is on the same team. Note that new team members get added automatically to two Public Channels when they sign up, called the "Town Square" and "Off-Topic".

#### 2) Private Channels

Contents here are for topics which are limited to select team members. It's important to keep in mind that any member within a Private Channel has the ability to invite and add new members. Participants can exit the chat at any time, and members can only be removed by the channel owner or Team Admin.

#### 3) Direct and Group Messages

Direct Messages are conversations between two people. Group Messages are Direct Messages involving conversations between three or more people. These are both only visible to the chat members involved.

### Managing Channels [continue reading]: