

Mattermost Usage Guide

Generated from Mattermost Documentation

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AI Agents

Note

Mattermost Agents is formally known as Mattermost Copilot.

This guide explains how to use the AI features available through the Mattermost Agents plugin. This plugin transforms Mattermost into an AI-enhanced collaboration platform to improve team productivity and communication.

With Mattermost Agents, you can summarize call and meeting recordings, turn long threads and unread channel messages into concise summaries, stay on top of your messages by identifying next steps and decisions, extract learnings and transform content into charts and documentation, dig further into any

topic by asking for insights, and leverage voice dictation tools for hands-free communication.

Access AI features

You can access AI features in Mattermost in the following ways:

Web and desktop

Access AI features through the right pane in one of the following ways:

- Select the **Agents** icon in the apps sidebar.
- @mention an AI bot in any channel where you have access (such as `@copilot`).
- Use the **AI Actions** menu by hovering over the first message in any conversation thread
- Use the **Ask AI** option in channels with unread messages.

Mobile

Start or open a direct message with the Agent bot. If your system admin has configured multiple bots, switch between them by starting or opening each bot by name.

Conversational AI features

Chat with agents

You can have conversations with Agents in several ways:

Agents pane: Use the Agents right-hand pane for a streamlined experience. Begin with suggested prompts, or engage in a private thread with an Agent for a tailored experience. If you have follow-up questions or need further insights, simply ask. You can also attach files for AI analysis or reference.

Direct messages: Start a direct message with an Agent bot to have a private conversation. Chat privately with an Agent in direct message threads like you would any other Mattermost user.

Channel mentions: [@mention](https://docs.mattermost.com/collaborate/mention-people.html) (<https://docs.mattermost.com/collaborate/mention-people.html>) Agent bots by their username, such as `@copilot`, in any thread to bring Agents capabilities to your conversation. The bot responds in a thread to keep channels organized, and other team members can view and contribute to the conversation. An Agent can help extract information quickly or transform discussions into charts, resources, documentation, and more, and can find action items and open questions in new messages.

Select a bot

If multiple Agent bots are configured for your Mattermost workspace, select your preferred bot in the Agents pane or @mention specific bots by name in channels.

Approve tools

When Agents use external tools or integrations, you may be prompted to approve tool usage for security. When a tool is called, you'll see a card showing the tool name and description, arguments being passed to the tool, and **Approve/Reject** options.

For security, tool calls are only available in direct messages and each tool call requires explicit approval before execution. You can review tool arguments before approving, and tool results are shown after successful execution.

Available tools in direct messages include:

- Server search (semantic search across your Mattermost instance)
- User lookup (find information about Mattermost users)
- GitHub integration (the ability to fetch GitHub issues and pull requests requires the [GitHub plugin](https://docs.mattermost.com/integrate/github.html) (<https://docs.mattermost.com/integrate/github.html>))
- [Jira integration](https://docs.mattermost.com/integrate/jira.html) (<https://docs.mattermost.com/integrate/jira.html>) (retrieve Jira issues from public instances)

- MCP tools (external tools provided by configured MCP servers if enabled). Tool availability depends on your user permissions and system configuration.

Analyze threads and channels

Summarize discussion threads

To summarize a discussion thread:

1. Hover over the first message in any [conversation thread \(https://docs.mattermost.com/collaborate/organize-conversations.html\)](https://docs.mattermost.com/collaborate/organize-conversations.html).
2. Select the **AI Actions** icon.
3. Select **Summarize Thread**.

The thread summary is generated in the Agents pane, and only you can view the summary.

This is particularly useful for catching up on long discussions, creating meeting notes, and sharing outcomes with team members. You can also extract action items or find open questions in the same menu.

Summarize unread channels

To summarize unread Mattermost channels:

1. Scroll to the **New Messages** cutoff line in a channel with unread messages.
2. Select **Ask AI**.
3. Select **Summarize new messages**.

The channel summary is generated in the Agents pane, and only you can view the summary.

Search with AI

Enterprise customers can enhance Mattermost [search](https://docs.mattermost.com/collaborate/search-for-messages.html) (<https://docs.mattermost.com/collaborate/search-for-messages.html>) with AI capabilities. Semantic AI search requires a Mattermost Enterprise license, and AI search is an [experimental](https://docs.mattermost.com/manage/feature-labels.html#experimental) (<https://docs.mattermost.com/manage/feature-labels.html#experimental>) feature.

Open the Agents pane from the right sidebar and use natural language to search for content (such as “find discussions about the new product launch”). The AI will find semantically relevant results, even if they don’t contain the exact keywords, and results respect your permissions so you’ll only see content you have access to.

This feature accelerates decision-making and improves information flows by making it easier to find relevant content across threads, channels, and teams.

Contact your system admin if this feature isn’t available for your Mattermost instance.

Analyze images

For AI models with vision capabilities, attach an image file to your message when chatting with an Agent to ask questions about the image or request analysis. The Agent responds based on the visual content.

Image analysis is a [Beta](https://docs.mattermost.com/manage/feature-labels.html#beta) (<https://docs.mattermost.com/manage/feature-labels.html#beta>) feature. Your system admin must enable vision capabilities for your bot, and the underlying AI model must support vision features.

Record calls to summarize meetings

Mattermost Enterprise customers can leverage Mattermost Calls to turn meeting recordings into actionable summaries with a single action. Ensure key points of your calls and meetings are captured and shared easily, and share meeting insights with your team and the broader organization.

To summarize a Mattermost call recording:

1. [Start a call](https://docs.mattermost.com/collaborate/make-calls.html#start-a-call) (<https://docs.mattermost.com/collaborate/make-calls.html#start-a-call>) in Mattermost and [record the call](https://docs.mattermost.com/collaborate/make-calls.html#record-a-call) (<https://docs.mattermost.com/collaborate/make-calls.html#record-a-call>) during the meeting.
2. Once the call ends and the call recording and transcription is ready, select the **Create meeting summary** option located directly above the call recording.

The meeting summary is generated and shared as a direct message with the person who requested the meeting summary.

Both call recordings and recorded meeting summarization requires a Mattermost Enterprise license. Contact your system admin if these features aren't available for your Mattermost instance.

On this page

- AI Agents
 - Access AI features
 - Web and desktop
 - Mobile
 - Conversational AI features
 - Chat with agents
 - Select a bot
 - Approve tools
 - Analyze threads and channels
 - Summarize discussion threads
 - Summarize unread channels
 - Search with AI
 - Analyze images
 - Record calls to summarize meetings

Access your workspace

Access your Mattermost instance with your credentials using a web browser, the desktop app, or the mobile app for iOS or Android. Depending on how Mattermost is configured, you'll log in using your email address, username, or single sign-on (SSO) username, and your password.

Tip

Can't find your Mattermost link? Ask your company's IT department or your Mattermost system admin for your organization's **Mattermost Site URL**. It'll look something like <https://example.com/company/mattermost>, mattermost.yourcompanydomain.com, or chat.yourcompanydomain.com. These URLs could also end in [.net](https://example.com/company/mattermost.net).

Web/Desktop

1. Open a supported web browser.
2. Copy and paste the Mattermost server link into the browser's address field.
3. Enter your user credentials to log into Mattermost.
4. Bookmark the Mattermost URL in your web browser of choice so logging into Mattermost is easy in the future.

Desktop app

1. Download and install the Mattermost desktop app from the App Store (macOS), Microsoft Store (Windows), or by using a package manager (Linux).

2. When prompted, enter the Mattermost server link and a display name for the Mattermost instance. The display name is helpful in cases where you connect to multiple Mattermost instances. See the server connections documentation for details.
3. Enter your user credentials to log into Mattermost.
4. The team that displays first in the team sidebar opens. If you're not a member of a team yet, you're prompted to select a team to join.

Note

When you log into Mattermost using external user credentials, such as Google or Entra ID, you'll temporarily leave the desktop app during login while authenticating your credentials. Once you're successfully logged in to Mattermost, you'll be returned to the desktop app. See the Single Sign-On (SSO) section below for details on the external providers that Mattermosts supports.

Mobile

1. Download and install the Mattermost mobile app from the [Apple App Store \(iOS\)](https://www.apple.com/app-store/) (<https://www.apple.com/app-store/>) or [Google Play Store \(Android\)](https://play.google.com/store/games?hl=en) (<https://play.google.com/store/games?hl=en>).
2. When prompted, enter the Mattermost server link and a display name for the Mattermost instance. Server URLs must begin with either `http://` or `https://`. The display name is helpful in cases where you connect to multiple Mattermost instances. See the server connections documentation for details.
3. Enter your user credentials to log into Mattermost.
4. The team that displays first in the team sidebar opens. If you're not a member of a team yet, you're prompted to select a team to join.

Reset your password

If you've forgotten your password, you can reset it on the login screen by selecting **Forgot your password?**, or by contacting your system admin for assistance.

Email address or username

When account creation with email is enabled by your system admin, you can log in with the username or email address used to create a Mattermost account.

Log in

The screenshot shows the Mattermost login page. It features two input fields: one for 'Email, Username' and another for 'Password' which includes a visibility toggle icon. Below these fields is a blue link labeled 'Forgot your password?'. At the bottom is a large blue button with the text 'Log in' in white.

Single Sign-On (SSO)

When enabled by your system admin, you may log in using your GitLab, Google, Entra ID, AD/LDAP, or SAML credentials.

GitLab

When enabled by your system admin, you can log in with your GitLab account using a one-click login option.

Log in

Email, Username or LDAP Test

Password

[Forgot your password?](#)

[Log in](#)

or log in with



 With ADFS

Google

When enabled by your system admin, you can log in with your Google account using a one-click login option.

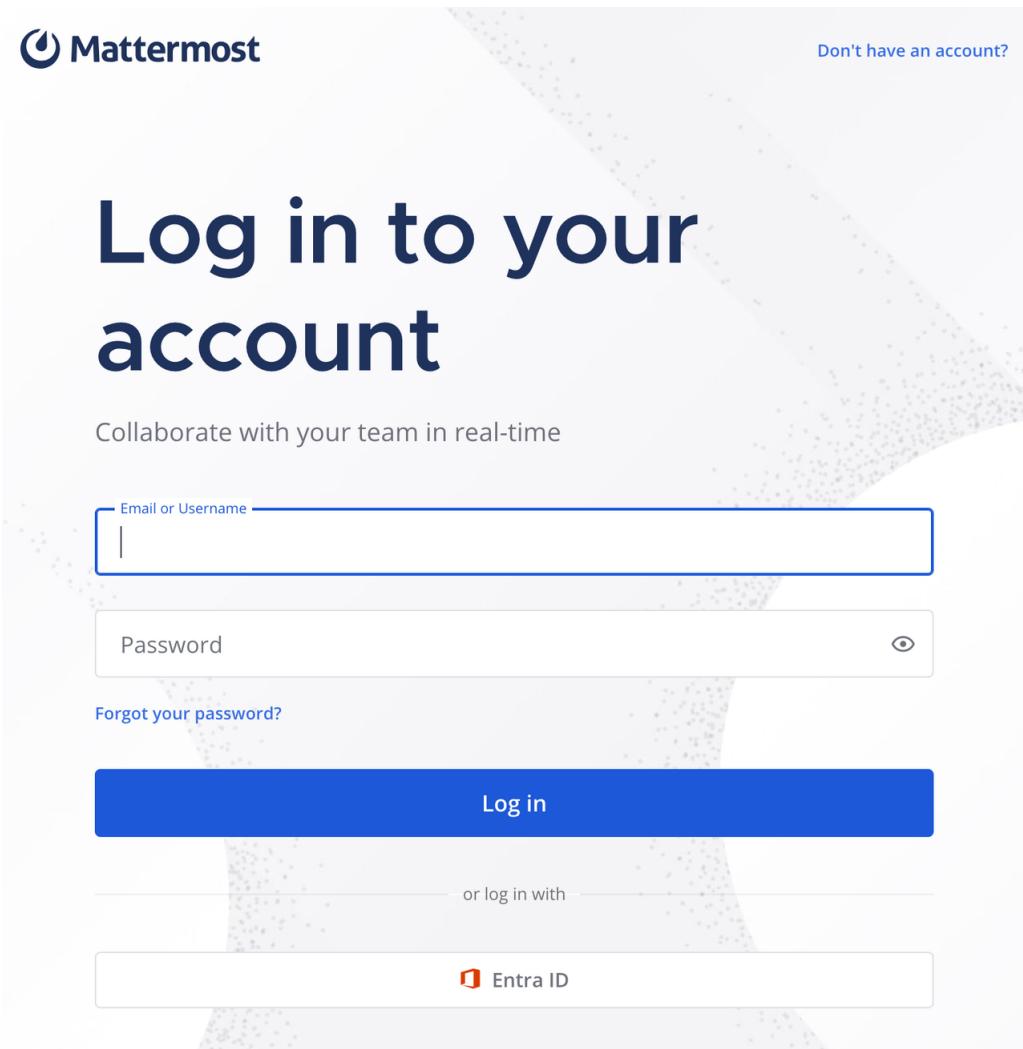
Log in

The screenshot shows a login form with the following elements:

- A text input field labeled "Email, Username or LDAP Test" with a placeholder icon.
- A password input field labeled "Password" with an "eye" icon for password visibility.
- A link labeled "Forgot your password?"
- A large blue "Log in" button.
- A horizontal line with the text "or log in with" followed by two buttons:
 - "Google" with a G logo.
 - "With ADFS" with a lock icon.

Entra ID

When enabled by your system admin, you can log in with your Entra ID account using a one-click login option.



AD/LDAP

When enabled by your system admin, you can log in with your AD/LDAP credentials. This lets you use the same username and password for Mattermost that you use for various other company services.

Log in

The image shows the Mattermost login interface. It features two input fields: 'Email or Username' and 'Password'. Below the password field is a link 'Forgot your password?'. A large blue 'Log in' button is centered below the fields. Below the button is a horizontal line with the text 'or log in with' in the center. Two options are shown: 'Office 365' with its logo and 'With ADFS' with a lock icon.

Email or Username

Password

[Forgot your password?](#)

Log in

or log in with

Office 365

With ADFS

SAML

When enabled by your system admin, you can log in with your SAML credentials. This lets you use the same username and password for Mattermost that you use for various other company services.

Mattermost officially supports Okta, OneLogin, and Microsoft ADFS as an identity provider (IDP) for SAML, but you may use other SAML IDPs as well. See our SAML Single Sign-On documentation to learn more about configuring SAML for Mattermost.

Log in

The screenshot shows the Mattermost login page. At the top is a blue header bar with the Mattermost logo. Below it is a white form area. The first field is a blue-bordered input box labeled "Email, Username or LDAP Test". Below it is a password input box with the placeholder "Password" and a visibility icon. To the right of the password field is a "Forgot your password?" link. A large blue button with the text "Log in" is centered below the password field. Below the login form is a horizontal line with the text "or log in with" in the center. To the left is a white button with the Office 365 logo and the text "Office 365". To the right is a light blue button with a lock icon and the text "OneLogin".

Multi-factor authentication

If your system admin enables multi-factor authentication for your Mattermost instance, you can optionally set up multi-factor authentication for your Mattermost user account by selecting your profile picture located in the top-right corner of Mattermost, and going to **Security > Multi-Factor Authentication**.

If your system admin enforces multi-factor authentication, you are required to set up multi-factor authentication for your Mattermost account. When you attempt to log in to Mattermost, you're directed to the multi-factor authentication setup page. You won't be able to access Mattermost until multi-factor setup is complete. If you encounter issues setting up multi-factor authentication, contact your Mattermost system admin for assistance.

On this page

- Access your workspace

- Access your workspace
 - Web/Desktop
 - Web browser
 - Desktop app
 - Mobile
 - Reset your password
 - Email address or username
 - Single Sign-On (SSO)
 - GitLab
 - Google
 - Entra ID
 - AD/LDAP
 - SAML
 - Multi-factor authentication
 - Reset your password
 - Email address or username
 - Single Sign-On (SSO)
 - Multi-factor authentication

Agents context management

Mattermost Agents are designed to handle context efficiently, ensuring that only necessary information is sent to the Large Language Model (LLM) for generating accurate responses. This document outlines how Agents process and include relevant context. The company name, the server name, and the time are always passed to the LLM to ensure accurate and contextually relevant responses.

Note

Ensure data privacy

We recommend that customers with strict privacy requirements run the LLM locally to prevent sensitive data, including personally identifiable information (PII) and message content, from being shared with an external LLM hosting vendor. This ensures data privacy while enabling Agent functionality.

Direct messages to Agent bots

When you send a direct message to an Agent bot, the context sent to the LLM includes:

- The profile information of the user sending the prompt.
- Chat messages exchanged between the user and the bot.

Additional context in direct messages

By default, some tool use is enabled to allow for features such as integrations with JIRA, and additional context may be sent to the LLM, depending on the prompt that includes:

- Jira tickets (public tickets)
 - Example: Summarize the Jira ticket: <LINK TO TICKET>

- GitHub issues
 - Example: Summarize the GitHub issue: <LINK TO ISSUE>
- User data
 - Example: What is @Bob's position?

@-Mentions in channels

When you `@mention` Agents in a channel, the context sent to the LLM includes:

Standalone messages (@-mentions in a channel)

- The message containing the @-mention, including any attachments.
- The channel name and display name.
- The team name and display name.
- The profile information of the user sending the prompt.

Threaded messages (@-mentions in a thread)

- Everything sent when used in a standalone message.
- Messages within the thread, including the usernames of the users involved, as well as any attachments and their filenames.

Context differences between standalone and threaded messages:

- For @-mentions in standalone messages, the context includes only the mentioned message.
- For @-mentions in threads, the entire thread's messages are included, along with usernames of the authors of the messages.

Built-in ways to trigger Agents

In addition to regular chat interactions, Agents provide specialized features where extra context is sent to the LLM. Each feature provides specialized

context tailored to the task being performed. Below are the scenarios where extra context is sent to the LLM:

- **Thread summarization:** Includes thread messages and the usernames of the authors
- **Meeting summary:** Incorporates transcriptions from calls
- **Channel summary since last visit:** Uses channel posts along with their authors to create summaries.
- **Finding action items & open questions:** Analyzes thread and channel messages to identify action items or open questions.

On this page

- Agents context management
 - Direct messages to Agent bots
 - @-Mentions in channels
 - Built-in ways to trigger Agents

Archive and unarchive channels

Archive a channel

Delete public channels and private channels when they're no longer needed by archiving them. Archiving channels removes them from the channel sidebar and marks them as read-only. Anyone can archive a public or private channel they're a member of, unless your system admin has disabled your ability to do so.

Tip

You can continue to access archived channels, unless your system admin has disabled your ability to do so.

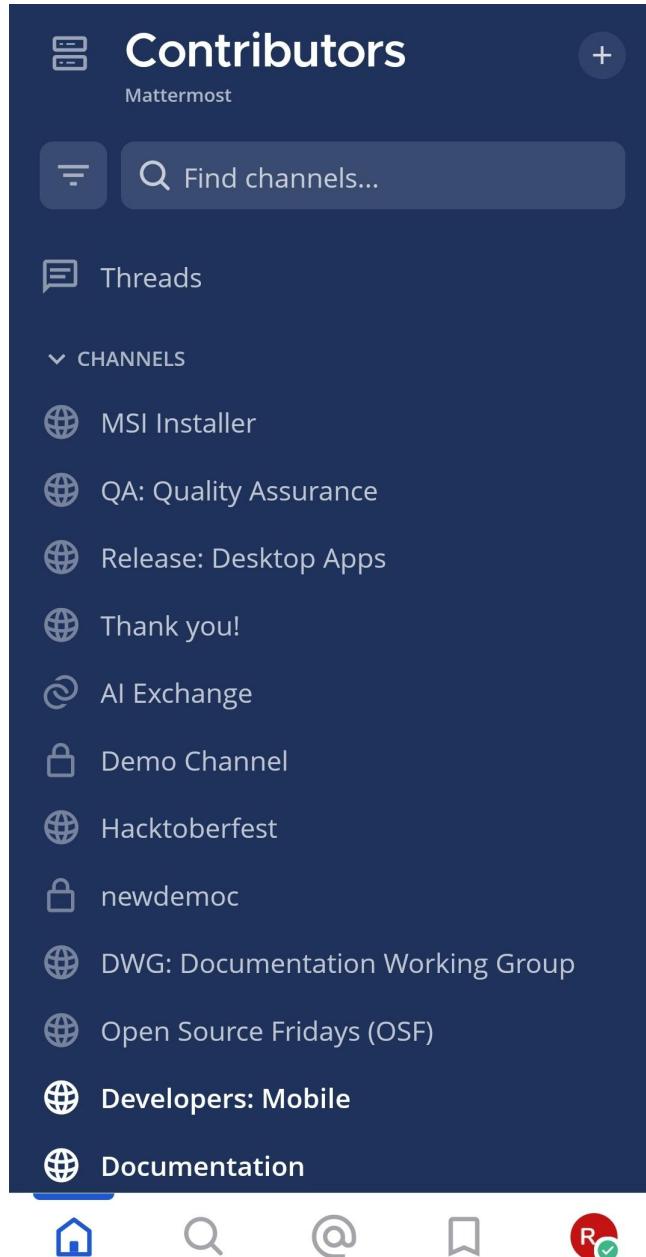
Web/Desktop

To archive a channel, select the channel name at the top of the center pane to access the drop-down menu, then select **Archive Channel**.

Mobile

To archive a channel:

1. Tap the channel you want to delete.



2. Tap the **More**



icon located in the top right corner of the app.

The screenshot shows the Mattermost mobile application interface. At the top, a dark blue header bar displays the channel name "Demo Channel" and "3 members". Below the header, a timestamp "Oct 17, 2023" is visible. The main content area contains two messages: one from "System" at 2:16 PM (@Daniel Espino Garcia added to the channel by you) and one from "Daniel Espin..." at 2:17 PM (a long block of placeholder text). A blue button labeled "New messages" with a downward arrow is positioned below the messages. At the bottom, there is a message input field with the placeholder "Write to Demo Channel" and a row of icons for @mention, checkmark, file, image, camera, and a blue send button.

Demo Channel
3 members > :::

Oct 17, 2023

 System 2:16 PM
@Daniel Espino Garcia added to the channel by you.

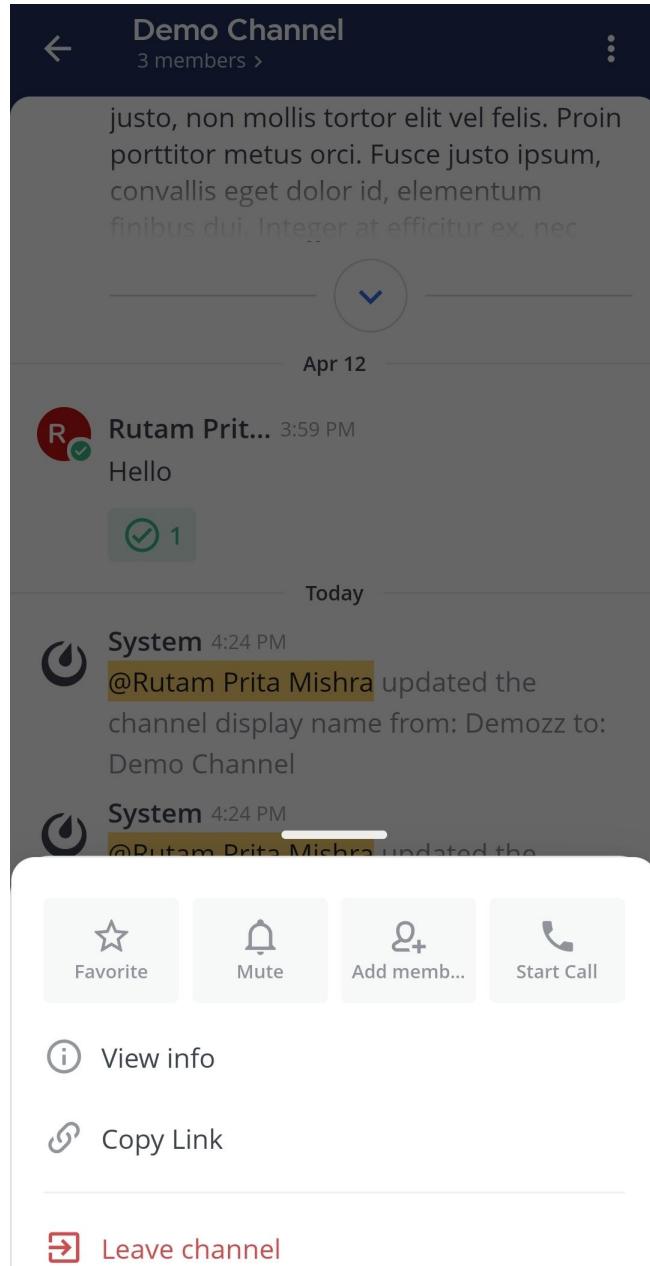
 Daniel Espin... 2:17 PM
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec

↓ New messages

Write to Demo Channel

@      >

3. Tap **View info**.



4. Tap **Archive Channel.**

X Channel Info

Demo Channel

This channel is for demo purposes.

+ Add a bookmark

Favorite Mute Add memb... Copy Link

Created by rutamhere on Jul 12, 2024

Follow all threads in this c...

Ignore @channel, @here, ...

Mobile Notifications

Pinned Messages 1

Files 0

Members 7

Add members

Edit Channel

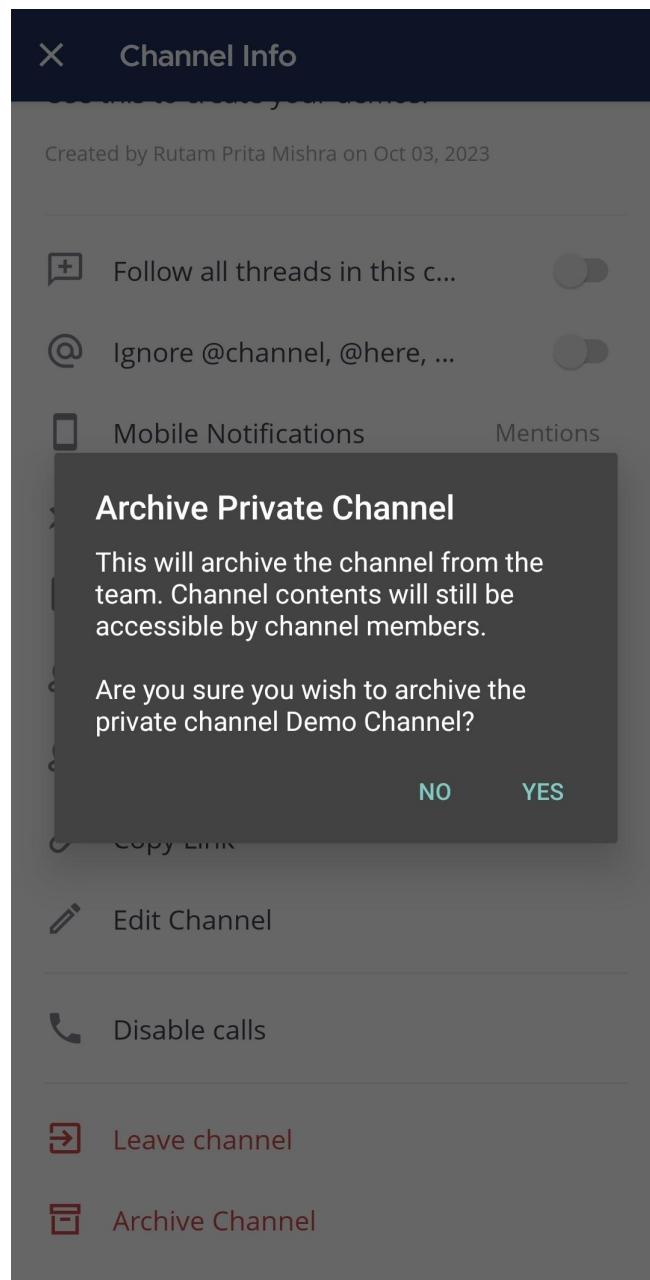
Disable calls

Convert to private channel

Leave channel

Archive Channel

5. Tap **Yes** to confirm.



Note

- When a Mattermost user is deactivated in the system, your direct message channel with that user are archived and marked as read-only. An **Archived** icon



displays next to archived channels.

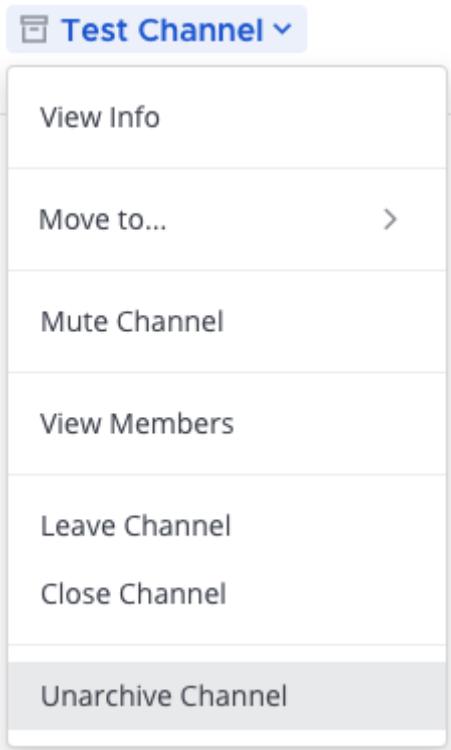
- Group message channels can't be archived, but they can be closed to hide them from the channel sidebar.
- The default **Town Square** channel can't be archived.
- System admins can archive channels without needing to be a channel member by using the System Console.
- Because a copy of the channel exists on the server, you can't reuse the URL of an archived channel when creating a new channel.

Unarchive a channel

System admins and Team admins can restore archived channels. When a channel is unarchived, channel membership and all its content is restored, unless messages and files have been deleted based on a data retention policy.

Web/Desktop

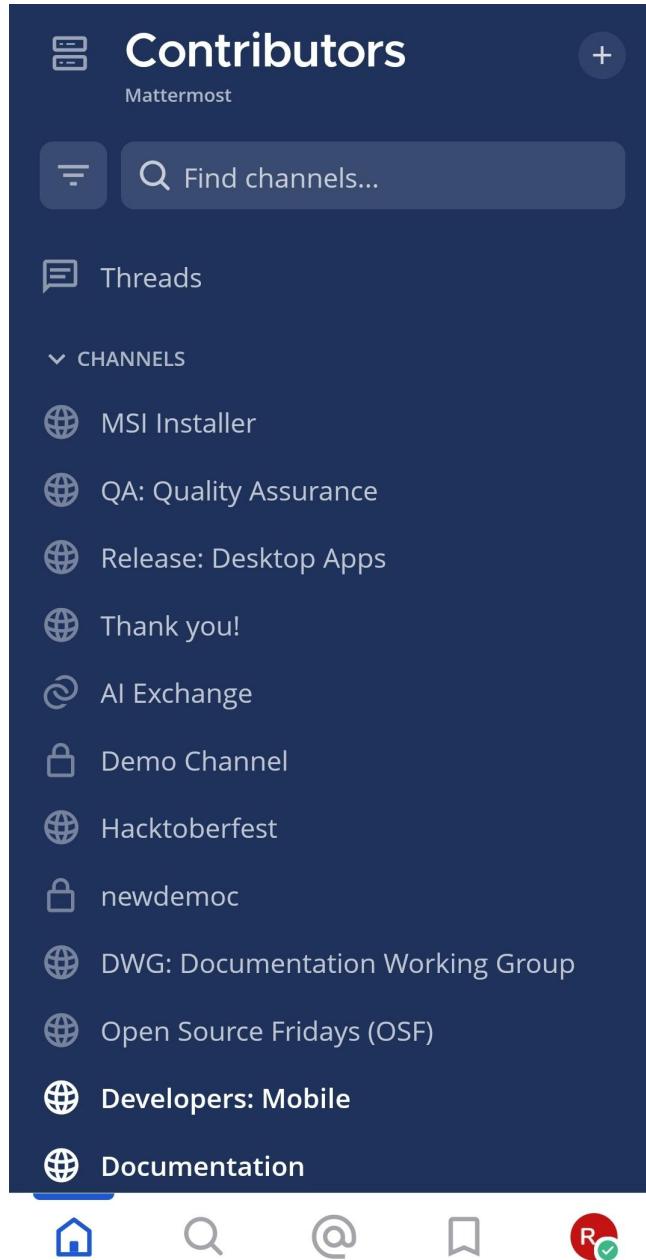
Search for the channel if required. Then, open the channel, select the channel name at the top of the center pane to access the drop-down menu and select **Unarchive Channel**.



Mobile

To unarchive a channel:

1. Tap the channel you want to unarchive.



2. Tap the **More**



icon located in the top right corner of the app.

The screenshot shows the Mattermost mobile application interface. At the top, a dark blue header bar displays the channel name "Demo Channel" and the number "3 members". Below the header, a timestamp "Oct 17, 2023" is visible. The main content area contains two messages: one from "System" at 2:16 PM (@Daniel Espino Garcia added to the channel by you) and one from "Daniel Espin..." at 2:17 PM (a long block of placeholder text). A blue button labeled "New messages" with a downward arrow is positioned below the messages. At the bottom, there is a message input field with the placeholder "Write to Demo Channel" and a row of icons for @mentions, attachments, and media.

Demo Channel
3 members

Oct 17, 2023

System 2:16 PM
@Daniel Espino Garcia added to the channel by you.

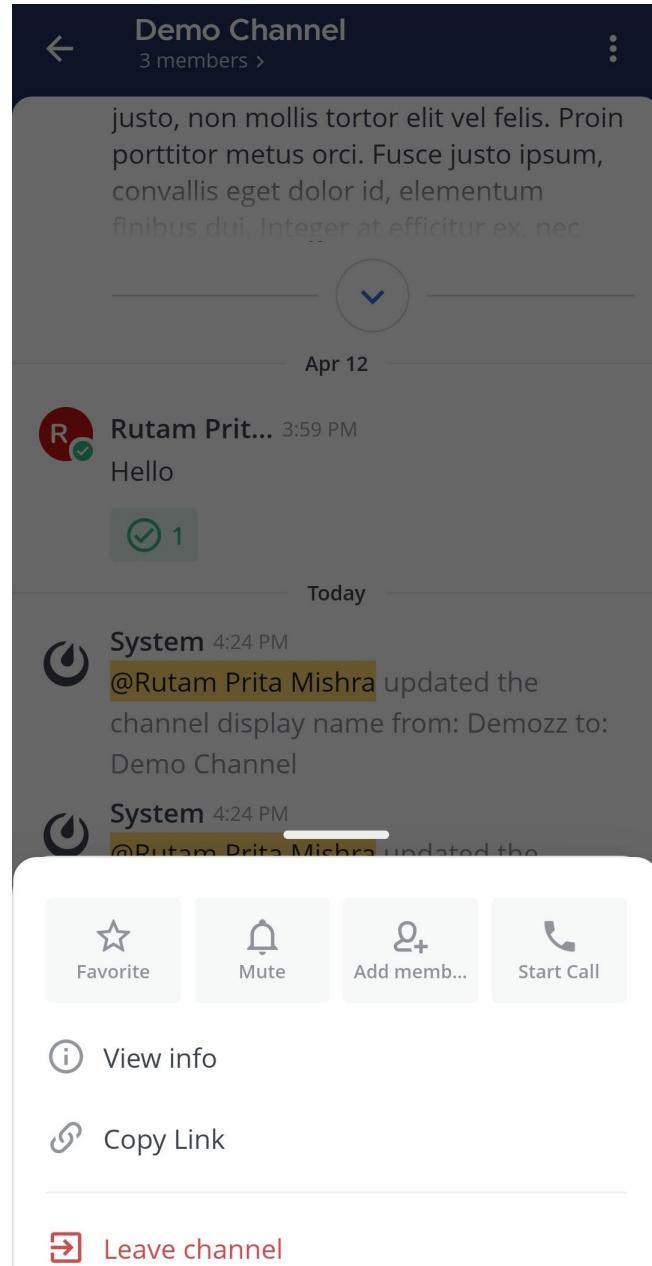
Daniel Espin... 2:17 PM
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec

↓ New messages

Write to Demo Channel

@ >

3. Tap **View info**.



4. Tap **Unarchive Channel.**

X Channel Info

Demo Channel

This channel is for demo purposes.

 Favorite  Mute  Copy Link

Created by rutamhere on Jul 12, 2024

| | | |
|--|-----------------------------|---|
|  @ | Ignore @channel, @here, ... |  |
|  Mobile Notifications | | Mentions |
|  Pinned Messages | | 0 |
|  Files | | 0 |
|  Members | | 7 |

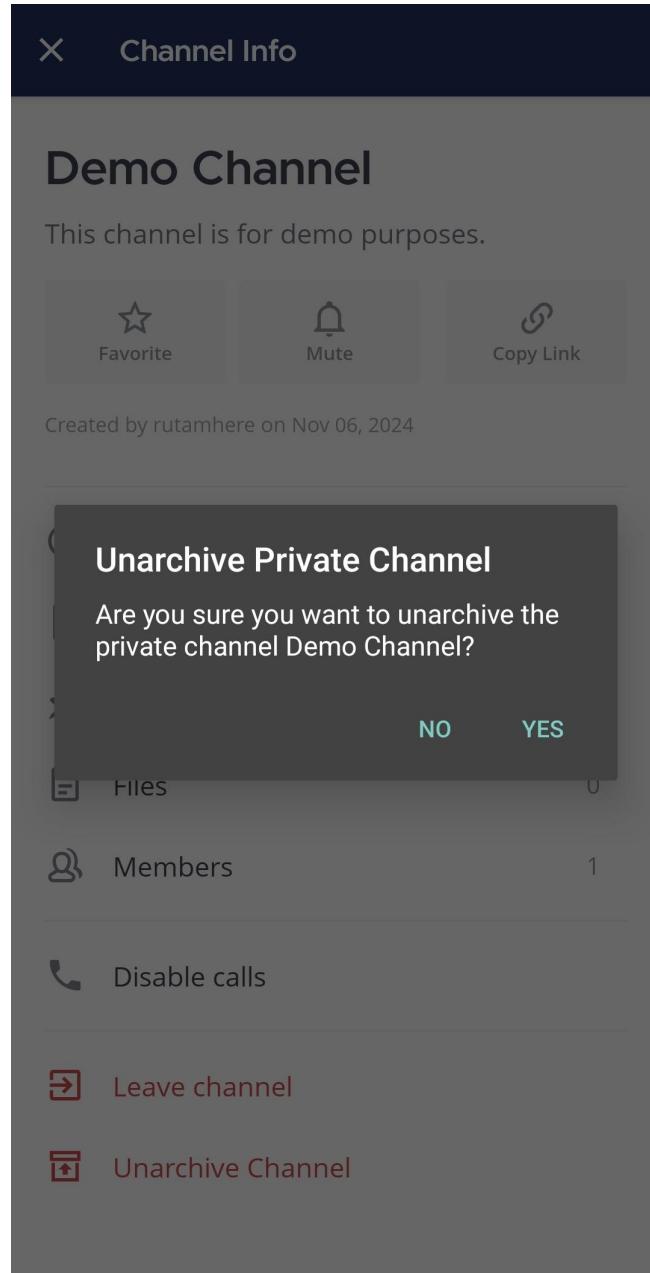
 Disable calls

 Convert to private channel

 Leave channel

 Unarchive Channel

5. Tap **Yes** to confirm.



Tip

Alternatively, system admins can unarchive channels via the `mmctl`, and Team admins can unarchive channels [via the API \(`https://api.mattermost.com/#operation/RestoreChannel`\)](https://api.mattermost.com/#operation/RestoreChannel).

On this page

- Archive and unarchive channels
- Archive and unarchive channels
 - Archive a channel
 - Web/Desktop
 - Mobile
 - Unarchive a channel
 - Web/Desktop
 - Mobile
 - Archive a channel
 - Unarchive a channel

Audio and Screensharing

Mattermost Calls offers native real-time chat, self-hosted audio calls, and screen sharing within your own network, enabling secure, effective team communication and collaboration. Learn more about deploying Mattermost Calls in a self-hosted environment and making calls with Mattermost.

With calls and screen sharing, Mattermost ensures that communications remain uninterrupted, even during maintenance or outages, and scales effortlessly to meet your team's growing needs, safeguarding the integrity of mission-critical operations.

Functionality includes:

- **1:1 Audio Calls:** Initiate direct, real-time voice communication between two participants for quick resolution and sensitive discussions.
- **Audio Conference Calls:** Host multi-party voice calls to coordinate teams and resolve issues faster across distributed environments.
- **Screen Share:** Share your screen during calls to collaborate visually on tasks, review documents, or troubleshoot live issues.
- **Chat/Messaging During Calls:** Exchange messages alongside audio communication to enhance clarity, drop links, and provide visual context.
- **Search Chat History Post-Call:** Access in-call messages later to retain decision trails, links, and key points discussed.
- **Host Controls:** Manage participants, mute/unmute, and control the flow of conversations during conferences for structured engagements. (*Professional, Enterprise*)
- **Call Recording:** Record voice sessions for review, compliance, or sharing with unavailable team members. (*Enterprise*)
- **Call Transcription:** Convert spoken content into text to support documentation, compliance, and improved accessibility. (*Enterprise*)
- **Live Captioning:** Provide real-time subtitles for inclusivity, accessibility, and support in noisy or multilingual environments. (*Enterprise*)

- **AI Call Summarization:** Automatically generate concise summaries of calls to save time and preserve key outcomes. (*Enterprise*)
- **Advanced Security Controls:** Enforce stricter encryption, access policies, and controls for high-assurance environments. (*Enterprise*)
- **High Availability:** Maintain service continuity through system failover and backup call paths. (*Enterprise*)

Video conferencing integrations

For video conferencing, Mattermost integrates seamlessly with leading self-hosted and cloud providers, giving users the flexibility to easily transition from chat to video:

- [Pexip](https://mattermost.com/marketplace/pexip-video-connect/) (<https://mattermost.com/marketplace/pexip-video-connect/>): An enterprise-grade video conferencing solution with advanced security features, tailored for secure and scalable video collaboration.
- Zoom: A widely used, cloud-based video conferencing platform known for its ease of use and wide range of collaboration tools, including screen sharing and breakout rooms.
- [Webex](https://mattermost.com/marketplace/webex-cloud/) (<https://mattermost.com/marketplace/webex-cloud/>): A comprehensive video conferencing solution designed for enterprise-grade security, offering features like file sharing, virtual backgrounds, and meeting recordings.
- Microsoft Teams: A cloud-based collaboration platform that integrates with Microsoft 365, with text, voice, video, and file-sharing features.

Note

- Webex is community supported and not maintained by Mattermost. Please see the [GitHub repository \(<https://github.com/mattermost-community/mattermost-plugin-webex#readme>\)](https://github.com/mattermost-community/mattermost-plugin-webex#readme) for the latest releases and documentation.
- Community supported integrations are not available to Cloud deployments of Mattermost.
- Looking for a [Skype for Business replacement \(<https://mattermost.com/skype-for-business-datasheet/>\)?](https://mattermost.com/skype-for-business-datasheet/) Learn why Mattermost is the best solution to upgrade your collaboration strategy.

On this page

- Audio and Screensharing
 - Video conferencing integrations

Browse channels

Web/Desktop

1. Select the **Plus**



icon at the top of the channel sidebar to see all available public channels you can join that you're not already a member of.

2. Select **Browse Channels**.

3. Search for channels by name or scroll through the list.

4. Select **Join** next to any channel to become a member of that channel.

Tip

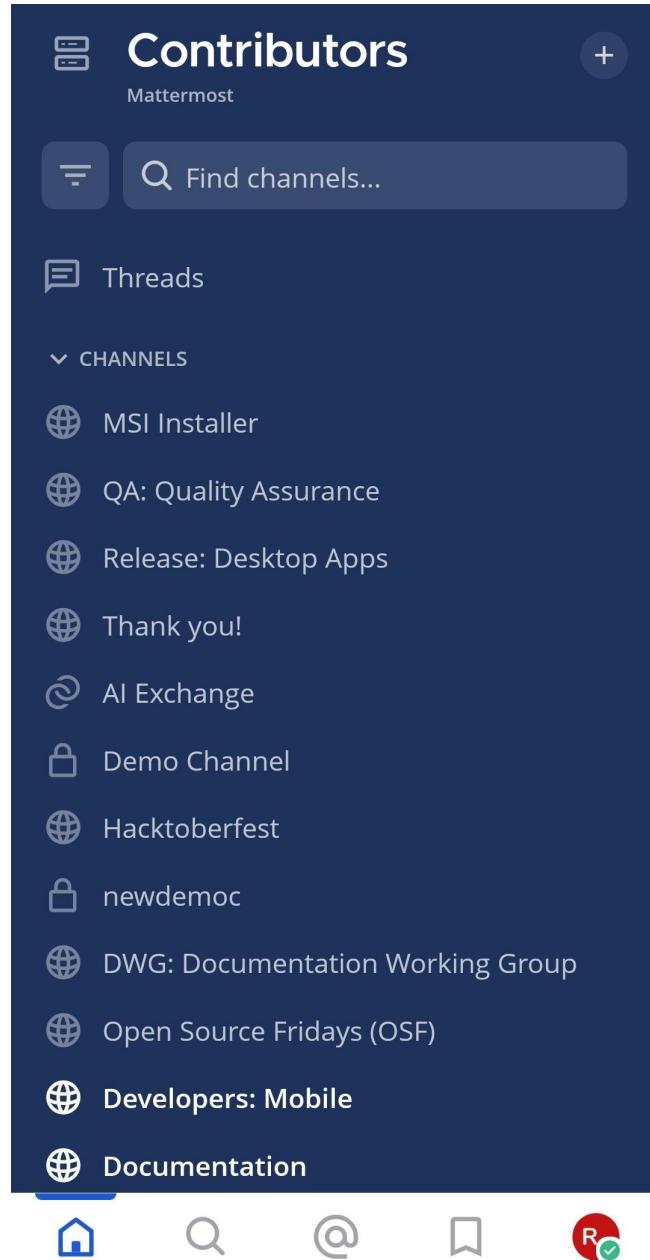
From Mattermost v9.1, you can filter the list of channels by public, private, or archived channels, and you can hide all channels you're already a member of.

Mobile

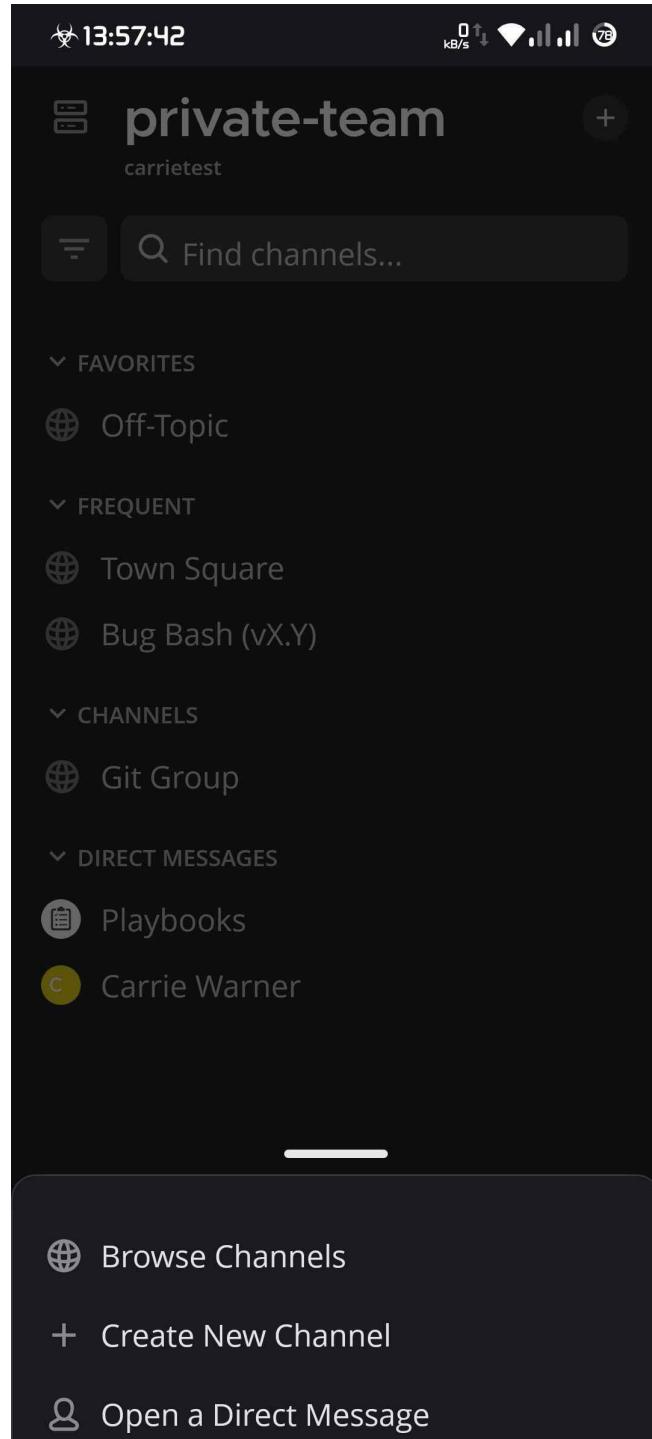
1. Tap the **Plus**



icon located in the top right corner of the app.



2. Tap **Browse Channels**.



3. Search for channels by name or filter the list of channels to show only public, archived or shared channels.

X Browse channels

← cloud-| X

Show: Public Channels ▾

- cloud-notifications**
- Developers: Cloud**
Discussion around the development of MatterCloud
- Developers: Cloud Native Bootstrapper**
- Mattermost Apps**
The App Marketplace and Cloud Apps projects (ak...)
- Plugin: Cloud**
Questions/discussions about the Mattermost Privat...
- QA: Release Approvals**
QA release approval playbook runs and discussion...
- Release Announcements**
Mostly "read-only" for announcements about upcomin...

The screenshot shows the 'Browse channels' screen in Mattermost. At the top, there's a search bar with the placeholder 'Search'. Below it, a dropdown menu is open, showing the option 'Show: Public Channels' with a downward arrow. The main list contains several channels, each with a globe icon and a name: '529', 'Accessibility' (with a description 'Discussion on accessibility improvements'), 'APIv4' (with a description 'Discussion related to moving towards APIv4.'), 'App: Google Drive', 'Apps and Integrations: Documentation', 'Apps Bar Plugin Release Tracking', 'Apps: Demos and Examples' (with a description 'Let's find some common examples of Apps that peopl...'), and 'App: ServiceNow' (with a description 'A channel to discuss a plugin for ServiceNow. [Pa...]'). A modal window titled 'Show' is overlaid at the bottom, containing three options: 'Public Channels' (which has a blue checkmark to its right), 'Archived Channels', and 'Shared Channels'.

X Browse channels

Search

Show: Public Channels ▾

529

Accessibility
Discussion on accessibility improvements

APIv4
Discussion related to moving towards APIv4.

App: Google Drive

Apps and Integrations: Documentation

Apps Bar Plugin Release Tracking

Apps: Demos and Examples
Let's find some common examples of Apps that peopl...

App: ServiceNow
A channel to discuss a plugin for ServiceNow. [Pa...

Show

Public Channels ✓

Archived Channels

Shared Channels

4. Tap a channel to become a member of that channel.

X Browse channels CREATE

Search

Show: Public Channels ▾

- BB JPR
- Demo Channel
This channel is set up to test various new and existin...
- hjj
- Incident Resolution
- RI JPR
- Test123
- test4
- testboard
- teste
- TestingToolTip
- testint

Tip

You can filter the list of channels by public, archived, or shared channels.

Tip

Want to see all of the channels you're already a member of, or can't find a specific private channel? Using a browser or the desktop app, select **Find Channel** in the channel sidebar to see all of the channels you're currently a member of across all of your teams, including public and private channels, direct and group messages, channels with unread messages, and threads. Channels you have muted aren't included in results.

Revisit recent channels

Using a browser or the desktop app, use the **History** arrows at the top of the sidebar to move back and forth through your channel history.

- Select the left arrow to go back one page.
- Select the right arrow to go forward one page.

On this page

- Browse channels
 - Browse channels
 - Web/Desktop
 - Mobile
 - Revisit recent channels
 - Revisit recent channels

Use built-in slash commands

You can interact with Mattermost users, channels, conversations, and more using built-in slash commands, or interact with the data model programmatically using [API endpoints \(https://api.mattermost.com/\)](https://api.mattermost.com/).

Slash commands

The following built-in slash commands are available in your Mattermost workspace.

Tip

Looking for more slash commands? See the [custom slash commands \(https://developers.mattermost.com/integrate/slash-commands/custom/\)](https://developers.mattermost.com/integrate/slash-commands/custom/) developer documentation for details on creating custom commands.

Invite people

- Invite one person using `/invite user1` or `/invite @user1`.
- Invite a custom user group using `/invite @usergroup`.
- Invite multiple people using `/invite @user1 @user2`.
- Invite one person to a specific channel using `/invite @user1 ~channel1`, or `/invite @user1 channel1`.
- Invite multiple people to multiple channels using `/invite @user1 @user2 ~channel1 ~channel2`.
- Invite people by email using `/invite_people {name@domain.com, ...}`.

Join, leave, or mute channels

- Join a specific channel using `/join {channel-name}` or `/open {channel-name}`.

- Leave a channel using `/leave`.
- Mute a channel using `/mute` or `/mute {channel-name}` to turn off desktop, email, and push notifications for the current or specified channel.
- Remove someone from a channel using `/kick {@username}` or `/remove {@username}`.

Start or join a call

- Start a call in a channel or thread using `/call start`
- Join a call in a channel or thread using `/call join`

Manage conversations

- Send a direct message to someone using `/msg {@username} {message}`, or send a group message to multiple people using `/groupmsg {@username1, @username2, @username3,...} {message}`.
- Display text as a code block using `/code {text}`.
- Automatically collapse image previews using `/collapse`, and automatically expand them using `/expand`.
- Echo text back to yourself using `/echo {message} {delay in seconds}` or `/me {message}`.
- Respond with a shrug using `/shrug {message}`.
- Search message text using `search {text}`.

Set your availability and status

- Set your availability using `/away`, `/offline`, `/online`, or `/dnd`
- Set a custom status using `/status {emoji_name} {descriptive_status_message}`, such as `/status sick Feeling unwell and taking time off to recover`. Clear your current status using `/status clear`.

Manage channels

- Edit the channel header using `/header {text}` or the channel purpose using `/purpose {text}`.
- Rename a channel using `/rename {text}`.

More useful slash commands

- Open the Mattermost product documentation using `/help`.
- Open the in-product Marketplace using `/marketplace`.
- Display a list of keyboard shortcuts using `/shortcuts`.
- Open the **Settings** screen using `/settings`.
- Log out of Mattermost using `/logout`.

On this page

- Use built-in slash commands
 - Slash commands
 - Invite people
 - Join, leave, or mute channels
 - Start or join a call
 - Manage conversations
 - Set your availability and status
 - Manage channels
 - More useful slash commands

Communicate a channel's focus and scope

Every channel in Mattermost serves a purpose and exists for a reason. You can communicate a channel's focus and scope in 3 ways:

- a descriptive channel name
- a channel purpose description
- channel header details

Channel name

You're prompted to provide a channel name when creating a new channel in Mattermost. Channel names must be at least 2 characters, and can be up to 64 characters in length. See the channel naming conventions documentation for additional details and guidance on why channel naming is important.

Note

[Some unicode characters \(<https://www.w3.org/TR/unicode-xml/#Charlist>\)](https://www.w3.org/TR/unicode-xml/#Charlist) aren't supported in channel names.

Looking to rename an existing channel? See the rename channels documentation for details.

Channel purpose

You're prompted to provide an optional channel purpose description when creating a channel or renaming a channel. A channel purpose can be up to 250 characters in length, and is often used to help users decide whether to join that channel.

A channel's purpose is visible in the right pane when you select the **View Info**



icon for the channel. Any member of a channel can change a channel's purpose description, unless the system admin has disabled the ability to do so.

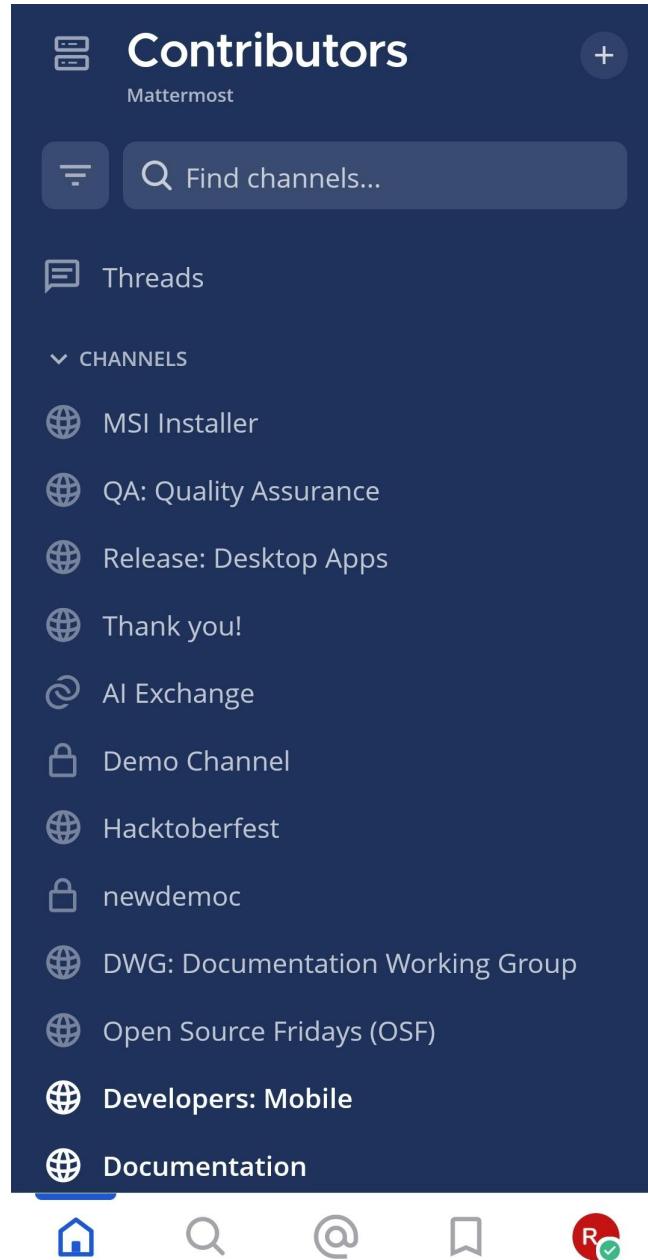
Web/Desktop

The screenshot shows the 'Info' pane for the 'Bug Bash (vX.Y)' channel. At the top, there are four buttons: 'Favorite' (star icon), 'Mute' (bell icon), 'Add People' (two people icon), and 'Copy Link' (link icon). Below these are two main sections: 'CHANNEL PURPOSE' with the placeholder 'Add a channel purpose' and 'CHANNEL HEADER' with the descriptive text: 'This channel was created as part of the Mattermost Bug Bash Playbook playbook. Visit the overview page for more information.' Further down, it shows the channel ID 'ID: 59ububeph784ienaqe37ohfk1c'. At the bottom, there are links for 'Notification Preferences', 'Members' (with a count of 3), 'Pinned messages' (with a count of 0), and 'Files' (with a count of 0).

1. Select the channel name at the top of the center pane to access the drop-down menu, then select **Channel Settings**.
2. Enter or update the channel purpose.
3. Select **Save**.

Mobile

1. Tap the channel you want to edit.



2. Tap the **More**



icon located in the top right corner of the app.

Demo Channel

3 members >

Oct 17, 2023

 **System** 2:16 PM
@Daniel Espino Garcia added to the channel by you.

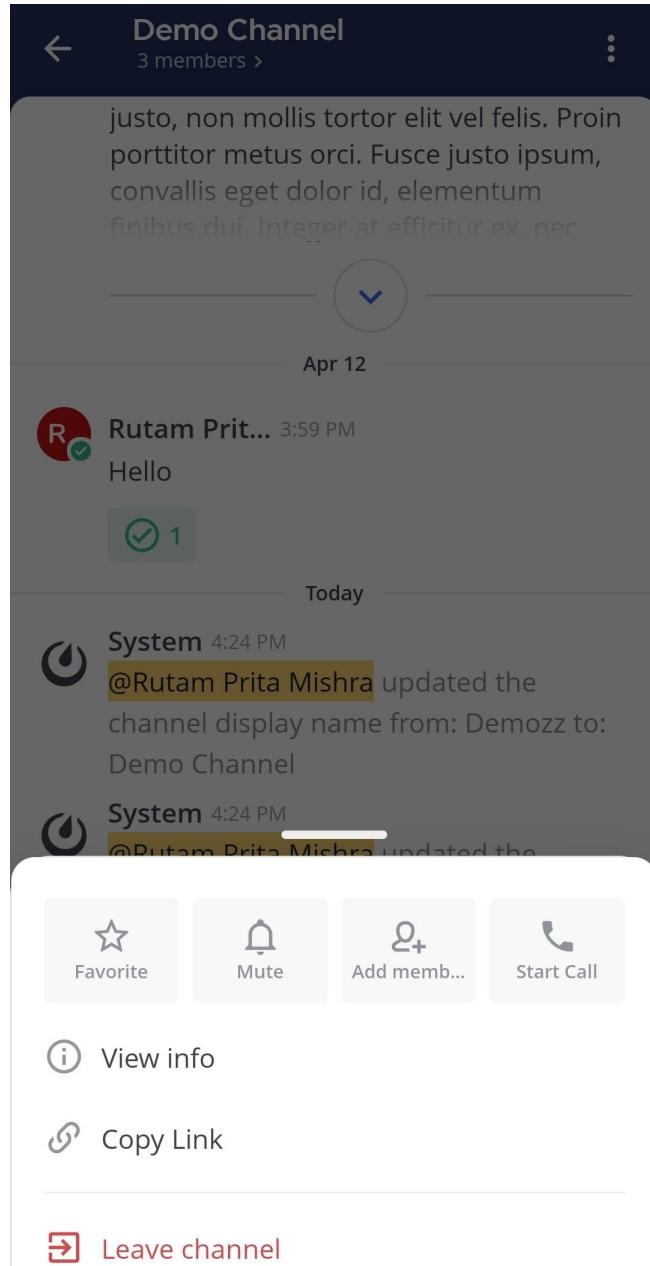
 **Daniel Espin...** 2:17 PM
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec

↓ New messages

Write to Demo Channel

@      

3. Tap **View info.**



4. Tap **Edit Channel.**

X Channel Info

Demo Channel

This channel is for demo purposes.

+ Add a bookmark

Favorite Mute Add memb... Copy Link

Created by rutamhere on Jul 12, 2024

+ Follow all threads in this c... toggle

@ Ignore @channel, @here, ... toggle

□ Mobile Notifications Mentions

☆ Pinned Messages 1

📄 Files 0

👤 Members 7

👤+ Add members

📝 Edit Channel

📞 Disable calls

🔒 Convert to private channel

🚪 Leave channel

📁 Archive Channel

5. Type the new purpose of the channel and tap on **Save** to update the purpose.

The screenshot shows the 'Edit Channel' interface. At the top, there is a back arrow, the title 'Edit Channel', and a 'SAVE' button. Below the title, there is a 'Name' field containing 'Demo Channel'. Underneath it is a 'Purpose (optional)' field with the placeholder text 'This is the new purpose of the channel.' Below that is a 'Header (optional)' field with the placeholder text 'Use this to create your demos.' A note at the bottom explains what a channel header is: 'Specify text to appear in the channel header beside the channel name. For example, include frequently used links by typing link text [Link Title](http://example.com).'

Channel header

A channel header is text that displays directly under a channel name at the top of the channel. Any channel member can change a channel header, unless the system admin has disabled the ability to do so.

A channel header can be up to 1024 characters in length, include Markdown formatting, and is often used to summarize the channel's focus or to provide links to frequently accessed documents, tools, or websites.

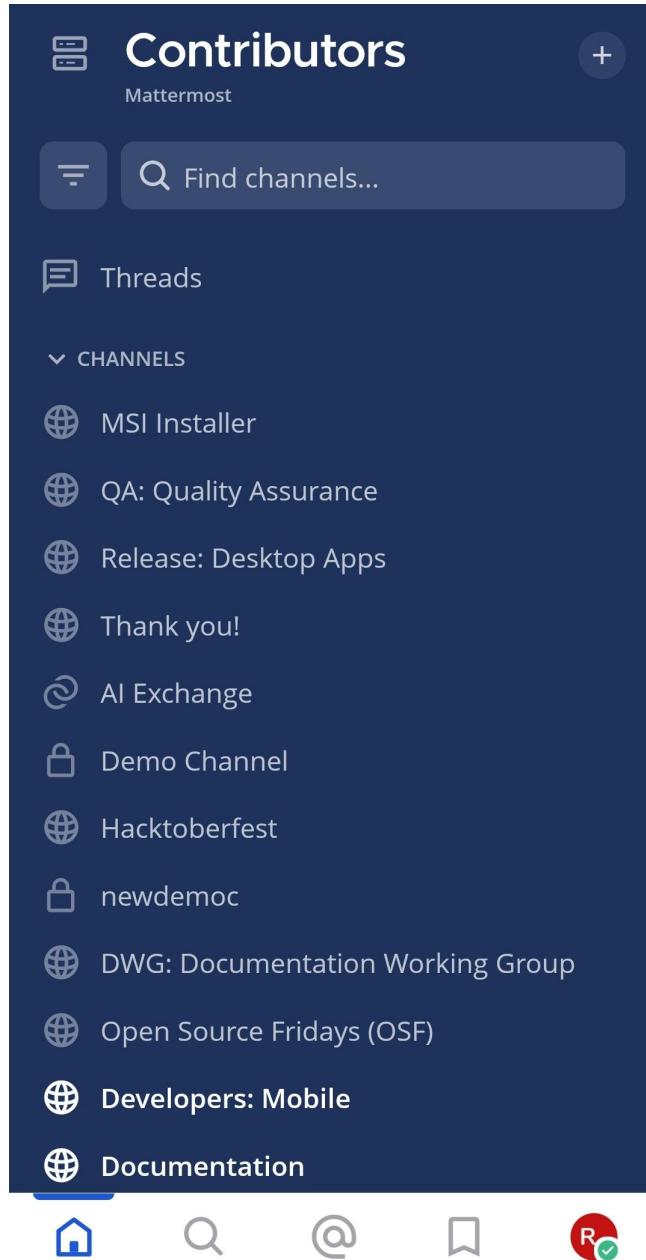
Web/Desktop

1. Select the channel name at the top of the center pane to access the drop-down menu, then select **Channel Settings**.
2. Enter or change channel header details. You can use the same Markdown formatting in the channel header as you would when composing a message.

☆ Bug Bash (vX.Y) ▾ 3 ⓘ This channel was created as part of the Mattermost Bug Bash Playbook playbook. Visit the [overview page](#) for more information. [Start call](#) ⓘ

Mobile

1. Tap the channel you want to edit.



2. Tap the **More**



icon located in the top right corner of the app.

Demo Channel

3 members >

Oct 17, 2023

 **System** 2:16 PM
@Daniel Espino Garcia added to the channel by you.

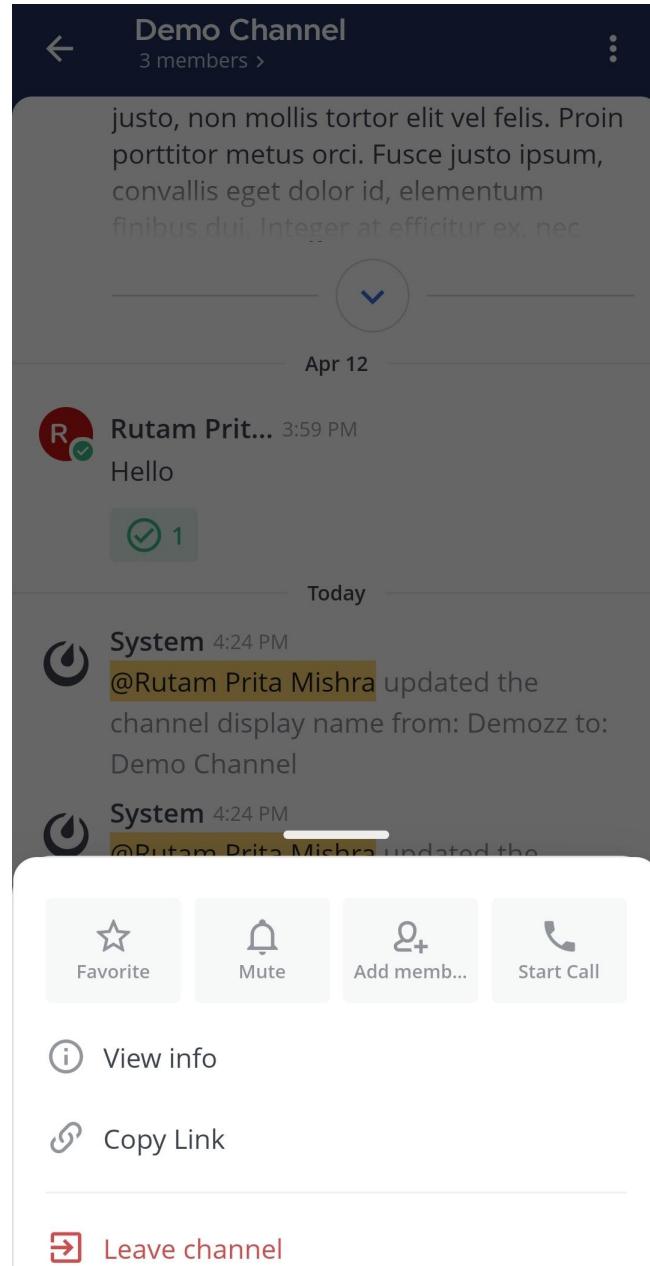
 **Daniel Espin...** 2:17 PM
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec

↓ New messages

Write to Demo Channel

@      

3. Tap **View info.**



4. Tap **Edit Channel.**

X Channel Info

Demo Channel

This channel is for demo purposes.

+ Add a bookmark

Favorite Mute Add memb... Copy Link

Created by rutamhere on Jul 12, 2024

Follow all threads in this c...

Ignore @channel, @here, ...

Mobile Notifications Mentions

Pinned Messages 1

Files 0

Members 7

Add members

Edit Channel

Disable calls

Convert to private channel

Leave channel

Archive Channel

5. Type the new header of the channel and tap on **Save** to update the header.

The screenshot shows the 'Edit Channel' screen. At the top, there is a back arrow, the title 'Edit Channel', and a 'SAVE' button. Below the title, there are three input fields:

- Name:** A text input field containing 'Demo Channel'.
- Purpose (optional):** A text input field containing 'This channel is for demo purposes.' Below this field is a descriptive note: 'Describe how this channel should be used.'
- Header (optional):** A text input field containing 'This is the new header of the channel.' Below this field is a descriptive note: 'Specify text to appear in the channel header beside the channel name. For example, include frequently used links by typing link text [Link Title](http://example.com).'

On this page

- Communicate a channel's focus and scope
 - Communicate a channel's focus and scope
 - Channel name
 - Channel purpose
 - Web/Desktop
 - Mobile
 - Channel header
 - Web/Desktop

- **Mobile**
 - Channel name
 - Channel purpose
 - Channel header

Channel naming conventions

All organizations are different and have different communication needs. The importance of organizing your conversations increases as your user base grows. The following are ideas for how you might want to name, group, and structure your channels. If you change your mind about a channel's name, you can rename it.

Basic structure

- Channel names appear in menus where users select which conversations to join.
- Channel names are unique.
- Channel names have a 64-character limit to ensure readability on both desktop and mobile devices.
- An additional 1024 characters are available for describing the channel's focus in the channel header and channel information pane.
- An additional 128 characters are available for a **Channel Purpose** that's visible in the channel header and the channel information pane.
- Channel names can include standard Unicode emojis that are universally supported emojis that look the same (or similar) across platforms. Specify a Unicode emoji by positioning your cursor in the channel **Display Name** field and accessing the Unicode emoji picker for your operating system, as follows:
 - *On Windows press Windows + . or ; to open the Unicode emoji picker.*
 - *On macOS, press Ctrl + ⌘ + Space to open the Unicode emoji picker.*

We recommend prefixing channel names with emojis for the following reasons:

- *Emojis can make it easier for users to quickly identify and manage channels, particularly in large workspaces with many channels.*

- *Sharing the same emoji across channels related to a specific category or function helps maintain organization and consistency across the workspace.*
- *Making channels more visually distinct with emojis helps users find the channels they need more quickly and easily at a glance, reducing the time spent searching for the right channel.*
- *New users can quickly understand the purpose of various channels based on their emoji prefixes without needing extensive explanations.*
- *As users grasp channel structure through emojis, the time and effort needed to train new members on navigating the workspace is reduced.*
- *A well-organized and visually appealing workspace can encourage users to participate more actively, which can lead to more effective communication and collaboration.*

Scope channel names

It's natural to start with broadly defined channels and let them divide into narrower topics as discussions progress.

For example, you might begin with a general "Marketing" channel. As conversations progress, you might divide that channel into: "Marketing: Website", "Marketing: Social Media", "Marketing: General".

Tip

Use colons to separate sections of channel names, rather than `` - `` or `` > `` which require more spaces to display.

As the organization grows, disciplines might split across business units, products and geographies, with channel names like "US: Marketing" and "UK: Marketing".

Tip

If you need to shorten country names, use standard [2-letter country codes](https://www.nationsonline.org/oneworld/country_code_list.htm) (https://www.nationsonline.org/oneworld/country_code_list.htm).

You can combine the hierarchies, with formats like [SUB-TEAM]: [TOPIC]: [SUB-TOPIC]. For example: **US: Mrkt: Website** and **UK: Mrkt: Social Media**.

Tip

Shorten words, particularly categories, by removing vowels, endings, and redundant letter sounds. Example: Turn “Marketing” into “Mrkt”, and “Project” into “Prjt”.

Good naming can take a team up to several thousand channels without significant confusion. Eventually every organization hits a limit and an additional team might need to be created on the server to accommodate the large number of channels. Keeping names clear and short lets users navigate large collections of channels quickly.

Here are different navigation options and types of channels to consider.

Navigate channels using the keyboard

Keyboard shortcuts allow users to jump between channels. See the keyboard shortcuts documentation for all available keyboard shortcuts.

Topic channels

Topics are broad categories for organizing discussions. Topics are similar to how a user might create a folder for organizing emails or documents. Examples: Recruiting, Interviews, Legal Reviews, Documentation.

Users can join and leave topic-based channels, as well as add colleagues to have topic-based discussions.

As teams get larger and the number of channels increase, you may start naming topics in a hierarchy to make them easier to find. Examples: Legal: Trademarks, Legal: Contracts, Legal: Licensing.

Meeting channels

Meeting channels are often used to organize regular meetings. Members can add topics as messages to be discussed during the regular meeting time. Examples: Monday Sales Update, All Hands Meeting.

There are three built-in features to make meetings easier:

1. Numbered agenda items in title text

You can number and format messages as agenda items to discuss for the next meeting.

Tip

Try pasting the following as an example in a channel designated for meetings:

```
#### 1) Agenda item example #### Commentary about agenda item to be discussed.
```

2. Threaded messaging

On an agenda item message, you can select [...] > **Reply** to leave comments about an agenda item before or after a meeting to extended discussion.

3. Header links

When meeting remotely, add persistent links to your video or audio conferencing solution, like Zoom, Google Hangouts, or BlueJeans in the channel header. See our documentation to learn more about working with channel headers.

When it's time to meet, your team can select the conference link to connect.

Sub-team channels

Sub-teams can include people from the same discipline, project teams, people with the same manager or other groups brought together for a shared purpose. Examples: Developers, Marketers, Offsite Organizing Committee, SusanK's Directs

As sub-teams grow beyond a manageable size for one channel, they can subdivide. Examples: US: Developers, UK: Developers, SusanK's Directs, SusanK's Extended Directs.

Project channels

Project channels discuss how groups of people come together to achieve specific outcomes. Examples: Logo Design, Localization, Product Launch.

Projects are often private channels rather than public channels and are used to organize a small team around a project brought up in a larger channel. The Project Channel is used to do detailed work, and updates are typically communicated back to larger channels.

Location channels

If your teams are in different buildings, cities or regions, you can create Location channels to help people coordinate meetings and get-togethers. Examples: Building 10, Palo Alto, Toronto, Delaware.

This helps share announcements and discussions relevant to only those locations.

Data channels

Data channels allow automatic integration. Information like new or updated support tickets or bug reports, Twitter updates or mentions of your company name in the news can all be made available in channels your team chooses to monitor. There is a wide array of options. Examples: Bugs, Support Tickets, Twitter, News Mentions.

People might use these channels like a daily newspaper, reading about everything that's happened in the last day, while other configurations allow

notifications to alert only when their username or certain key words are mentioned.

Channel naming examples

Here is an example of what a marketer's channels might look like in a small team:

CHANNELS

- Recruiting
- Interviews
- Marketing
- Sales
- All Hands Meeting
- Town Square
- Off-Topic

PRIVATE CHANNELS

- Website
- Twitter Marketing
- Logo Design

DIRECT MESSAGES

- [Sales People]
- [Marketers]
- [Recruiter]
- [Manager]

Here's an example of what a marketer's channels might look like if she was working in the Palo Alto, California office of a large enterprise, working on a product called "Pontoon":

CHANNELS

- Geo: PA: Recruiting
- Geo: PA: Interviews
- US: Mrkt: General
- US: Sales: West Coast
- US: All Hands
- Town Square
- Off-Topic

PRIVATE CHANNELS

- Pontoon: Mkrt: Website
- Pontoon: Mkrt: Twitter
- Pontoon: Mkrt: Logo Design

DIRECT MESSAGES

- [West Coast Sales People]
- [Marketing Peers]
- [Recruiter for PA office]
- [Manager]

On this page

- Channel naming conventions
 - Basic structure
 - Scope channel names
 - Navigate channels using the keyboard
 - Topic channels
 - Meeting channels
 - Sub-team channels
 - Project channels
 - Location channels

- Data channels
 - Channel naming examples

Channel types

Channels are used to organize conversations across different topics. The channels you're a member of display in the left pane. Learn how to create channels by visiting the [create channels documentation](#).

There are 5 types of channels in Mattermost:

- Public channels
- Private channels
- Direct message channels
- Group message channels
- Archived channels

Tip

Enterprise customers can additionally configure read-only broadcast channels.

Public channels

Public channels are open to everyone on a team and are identified with a **Globe**



icon. New team members are automatically added to the **Town Square** channel.

See the [Join and leave channels documentation](#) for details on discovering, joining, and leaving other channels.

Private channels

Private channels are channels for sensitive topics and are only visible to selected team members. Private channels are identified with a **Lock**



icon. Channel members can choose to leave private channels at any time.

Note

- Mattermost Enterprise and Professional customers can restrict channel management to system and channel admins.
- In a Mattermost Team Edition instance, any member of a private channel can add or remove other members from private channels.

Direct message channels

Direct message channels are for conversations between 2 people. Only members of the conversation can see direct messages and channel heading information, including the last active status of the other user.

You can start a direct message with people on other teams unless the system admin has disabled your ability to do so.

Direct messages update the numbered badge count and trigger a notification unless the direct message is muted, or your notifications are disabled. See the notification documentation for details on customizing notifications based on your preferences.

Note

- From Mattermost v10, when sending a direct message, Mattermost warns you that the recipient's availability is set to Do Not Disturb, and when the recipient's local time is outside of regular business hours (between 10PM and 6AM). This warning displays directly above the message text field.
- When a Mattermost user is deactivated in the system, your direct message channel with that user are archived and marked as read-only. An **Archived** icon



displays next to archived channels.

Group message channels

Group message channels are for conversations between 3 to 7 people. Only members of the conversation can see group messages. Group messages always display a new message badge.

Want to have a group conversation with more than 7 people? Create a private channel. Alternatively, from Mattermost v9.1, you can convert group messages to a private channel.

Note

- You can start a group message with people on other teams when unless the system admin has disabled your ability to do so.
- From Mattermost v9.1, group messages increase the numbered badge count and trigger a notification unless the direct message is muted, or your notifications are disabled. Control how you're notified about group message conversations by going to **Settings > Notifications**. See the notification documentation to learn more.
- Any group message history you have with a deactivated user remains available unless your system admin disables your ability to do so.

Archived channels

Archived channels are deactivated public, private, direct message, or group message channels that are no longer used. Archived channels are identified with a **File Box**



icon.

Archiving a channel marks it read-only to prevent new messages from being sent and preserve channel history. You can continue to access archived channels, unless your system admin has disabled your ability to do so.

On this page

- Channel types
 - Public channels
 - Private channels
 - Direct message channels
 - Group message channels
 - Archived channels

Collaborate within channels

Channels are where you connect, collaborate, and communicate with your team about various topics or projects. Use channels to organize conversations across different topics, as you're sending messages, replying to messages, and participating in conversation threads.

You're added to default channels automatically

Everyone who joins a Mattermost workspace is automatically added to the **Town Square** channel. See our Channel Types documentation for details.

Note

The Town Square channel can't be archived or converted to a private channel, and users can't leave this default channel. However, guests who are manually invited to **Town Square** can leave the channel.

Channel sidebar

In the channel sidebar on the left, you'll find all of the channels you're a member of as well as useful channel management tools. See the channel types to learn about the types of channels available, how they work, and how to identify them in the channel sidebar. Learn how to create channels by visiting the create channels documentation.

As your channel sidebar fills up with channels you've joined, you can organize your channels into categories based on how you work. See the customize your channel sidebar documentation for details.

Learn more

Learn more about collaborating within Mattermost channels:

- Channel naming conventions - Learn why channel names are important.
- Communicate a channel's focus and scope - Learn how to communicate a channel's scope and focus.
- Browse channels - Browse all available public channels you can join, and all channels you're a member of.
- Join and leave channels - Learn how to start or stop being a channel member.
- Make calls in Mattermost - Learn how to start, join, and attend calls in Mattermost, as well as screen share.
- Navigate between channels - Learn how to navigate between channels.
- Create channels - Create channels to organize discussion by topic, project, or focus.
- Rename a channel - Rename channels to make them more discoverable.
- Display channel banners - Display a fixed banner at the top of channels to warn users about the presence of classified or sensitive information.
- Convert public channels to private channels - Learn how to convert channel access and visibility.
- Convert group messages to private channels - Learn how to convert group messages to private channels.
- Manage channel members - Add and remove users from channels.
- Mark channels as favorites - Mark commonly visited channels as favorites.
- Manage channel bookmarks - Manage quick access links or files pinned to the top of channels.
- Mark channels as unread - Mark channels unread to return to messages later.

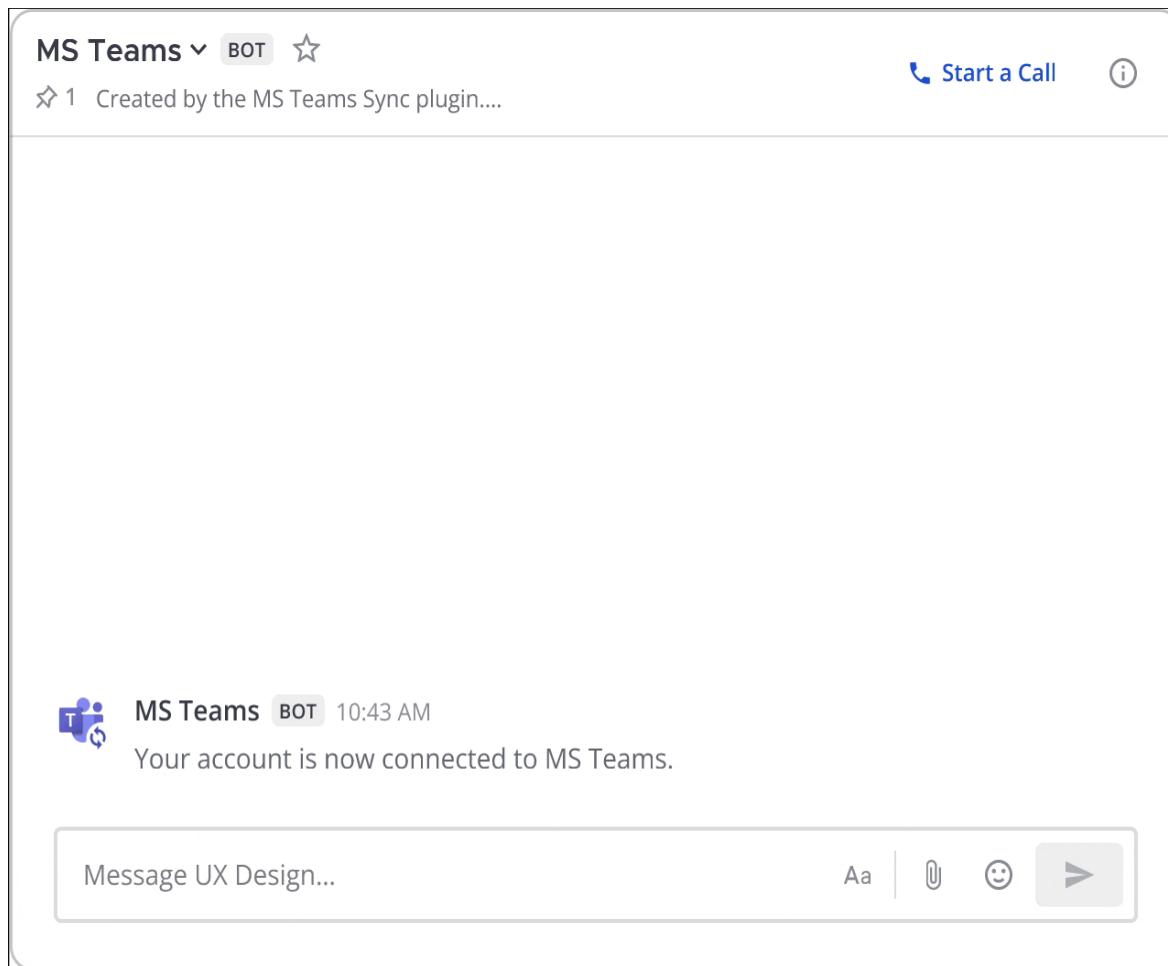
- Archive and unarchive channels - Keep the number of available channels manageable.

On this page

- Collaborate within channels
 - You're added to default channels automatically
 - Channel sidebar
 - Learn more

Collaborate within Microsoft Teams

The Mattermost for Microsoft Teams integration enables you to break through siloes in a mixed Mattermost and Teams environment by forwarding real-time chat notifications from Teams to Mattermost.



[Mattermost Academy Learn about integrating with Microsoft Teams \(<https://academy.mattermost.com/p/new-mattermost-for-microsoft-teams-integration>\)](https://academy.mattermost.com/p/new-mattermost-for-microsoft-teams-integration)

Connect your Mattermost account to your Microsoft Teams account

Note

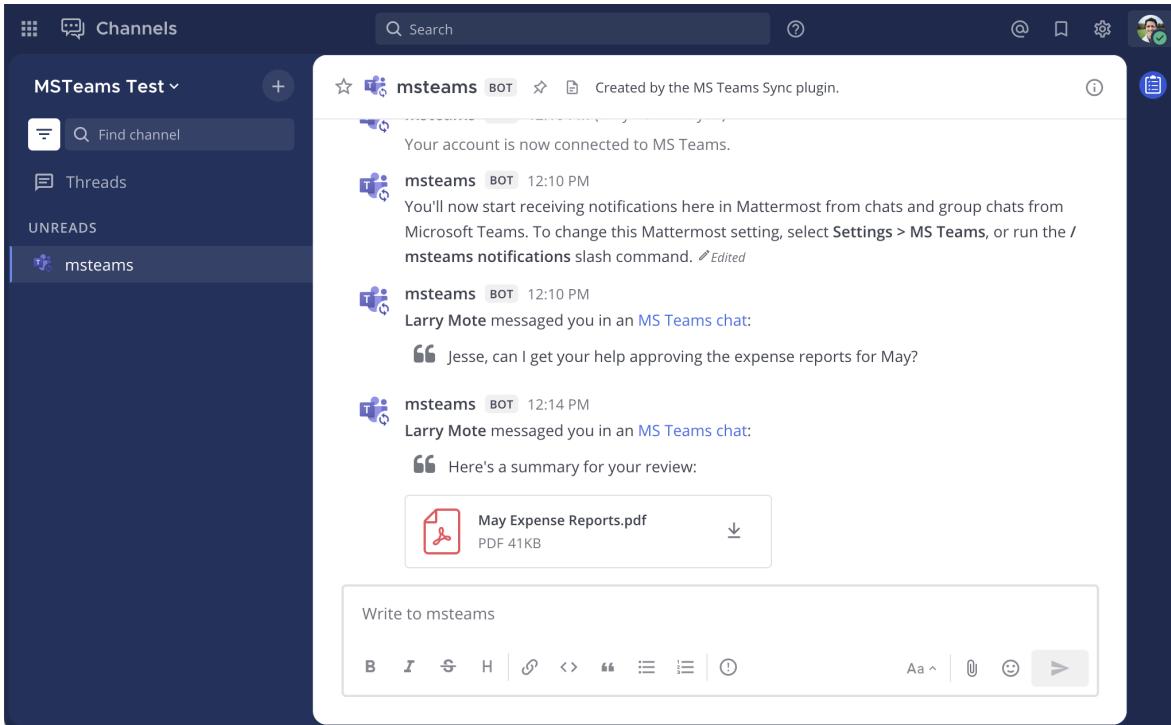
Your System Administrator must install and enable the Mattermost for Microsoft Teams integration and ensure support for notifications is enabled in order for you to connect your account and receive chat notifications.

Once the integration is installed and configured by a System Administrator, you can connect your Mattermost user account to your Microsoft Teams account. You only need to complete this step once.

1. Log into Mattermost using your credentials.
2. In any channel, run the `/msteams connect` slash command, and select the resulting link.
3. Authenticate with Microsoft Teams using the email address matching your account in Mattermost.

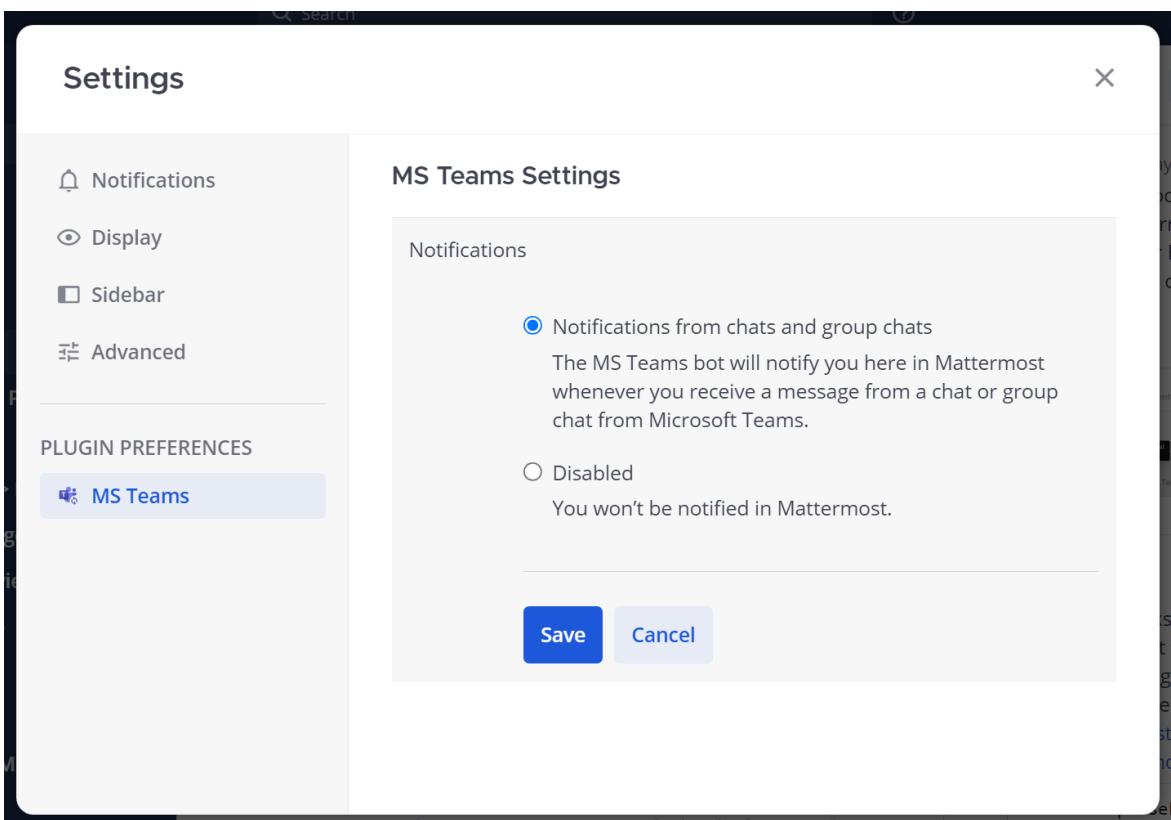
Mattermost will confirm when your account is connected.

Once you've connected your Mattermost account to your Microsoft Teams account, when you're offline or away from Microsoft Teams, any messages you receive in a chat or group chat in Microsoft Teams will display in Mattermost as a notification and include a link to open the chat in Microsoft Teams to continue the conversation. These notifications won't appear if you've been recently active in Teams.



Manage notification settings

Manage your Mattermost notification settings for the Microsoft Teams integration at any time in **Settings > Plugin Preferences**



Tip

You can run the following slash commands to manage your integration settings by typing the commands into the Mattermost message text box, and selecting **Send**:

- `/msteams connect`: Connect your Mattermost account to Microsoft Teams account.
- `/msteams disconnect`: Disconnect your Mattermost account from Microsoft Teams account.
- `/msteams status`: Show your current connection status.
- `/msteams notifications on/off`: Change your current notifications settings.

Frequently asked questions

How does the integration determine when to send chat notifications?

Chat notifications are sent in real-time whenever you're not active in Microsoft Teams and receive a chat or group chat. Mattermost uses your online status in Teams to determine if a chat notification should be delivered. Mattermost delivers notifications if you appear **Away** or **Offline** in Microsoft Teams, so the default behavior for when notifications will be delivered depends on the client you typically use to access Microsoft Teams:

- Web browser: Mattermost delivers notifications when you've not had activity in your Microsoft Teams browser tab for 5 minutes or more, when the browser tab is closed, or when you mark yourself as **Offline** in Microsoft Teams.
- Desktop app: Mattermost delivers notifications when you've not had activity at your computer for 5 minutes or more, when the Microsoft Teams desktop app is closed, or when you mark yourself as **Offline** in Microsoft Teams.

In order to avoid double notifications, Mattermost won't deliver chat notifications when your availability is set to **Available**, **Busy**, **Do not disturb**, or **Be right back** in Microsoft Teams.

On this page

- Collaborate within Microsoft Teams
 - Connect your Mattermost account to your Microsoft Teams account
 - Manage notification settings
 - Frequently asked questions
 - How does the integration determine when to send chat notifications?

Communicate with messages and threads

Sending messages, replying to messages, and participating in discussion threads are important ways to keep conversations active with your team.

Work with messages and threads

Learn more about messages and threads:

- Send messages - Send messages to other Mattermost users.
- Reply to messages - Communicate with your team in Mattermost.
- React with emojis and GIFs - Use emojis and GIFs to react to messages and to express concepts, humor, emotions, and physical gestures in your own messages.
- Organize conversations with threaded discussions - An enhanced communication thread experience is available in Mattermost.
- Mark messages as unread - Change messages to an unread state for easy follow-up.
- Forward messages - Quickly and easily forward messages with previews.
- Share links to messages - Share links to messages across channels.
- Save and pin messages - Mark useful messages for easy retrieval in the future.
- Set message reminders - Set reminders to follow up on messages.
- Search for messages - Use search to find messages, replies, and file contents across Mattermost channels.
- Schedule messages - Schedule messages to be sent in the future.

Make your messages stand out

Learn more about making your messages stand out:

- Format messages - Use markdown to format message content.
- Set message priority - Ensure important and urgent messages stand out clearly by adding priority labels, and requesting message acknowledgements.
- Mention people - Get the attention of specific people.
- Share files in messages - Share videos, voice recordings, and images in your Mattermost messages.

On this page

- Communicate with messages and threads
 - Work with messages and threads
 - Make your messages stand out

Convert group messages to private channels

From Mattermost v9.1, you can change the members of your group conversation by converting the group message to a private channel. When a group message is converted to private, its history and membership are preserved. Membership in a private channel remains as invitation only.

Note

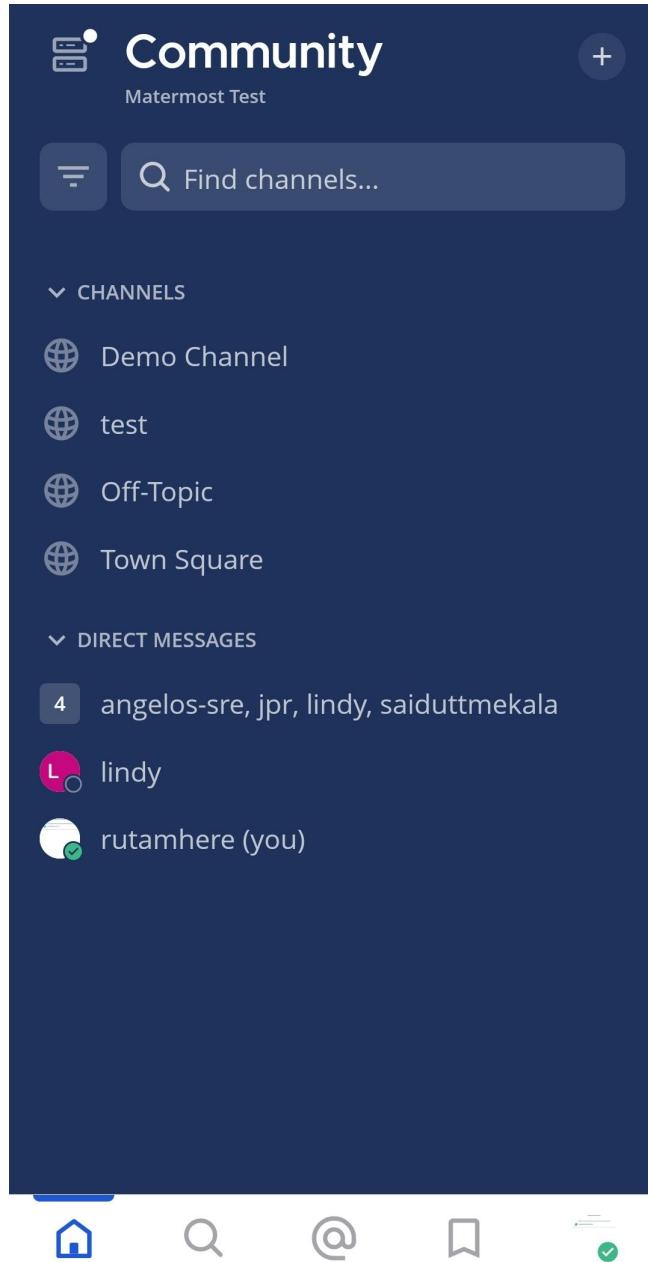
- Any member of an existing group message, except guests, can convert that group message to a private channel.
- Conversation history will be visible to all channel members.
- All group message participants must share at least one team membership.

Web/Desktop

1. Select the group message name at the top of the center pane to access the drop-down menu, then select **Convert to Private Channel**.
2. Specify the team where the new private channel will be created. You're prompted to specify a team when all group message members share more than one team membership.
3. Enter a channel name.
4. Select **Convert to private channel**.

Mobile

1. Tap the group message you want to convert to a private channel.



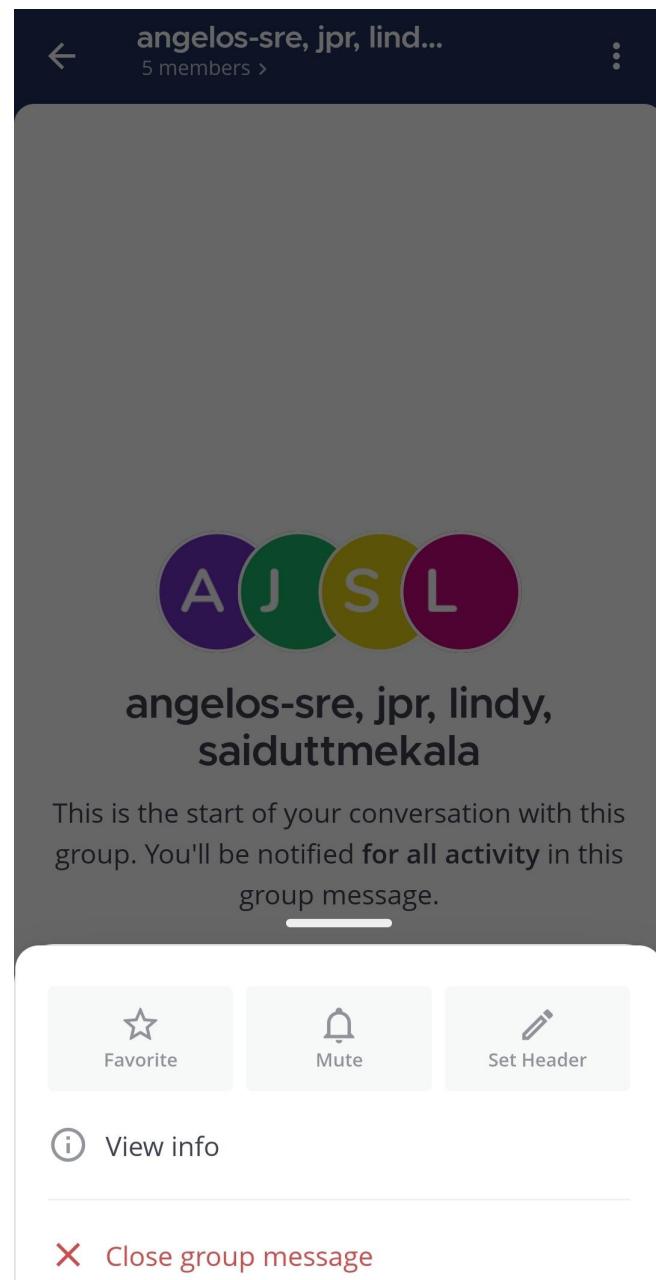
2. Tap the **More**



icon located in the top right corner of the app.

The screenshot shows a Mattermost group channel interface. At the top, a dark blue header bar displays the channel name "angelos-sre, jpr, lind..." and "5 members >". To the left is a back arrow icon, and to the right is a three-dot menu icon. Below the header is a large, colorful circular logo composed of four segments, each containing a letter: A (purple), J (green), S (yellow), and L (pink). Underneath the logo, the channel name is displayed again in a bold, dark font: "angelos-sre, jpr, lindy, saiduttmekala". A descriptive text below the name reads: "This is the start of your conversation with this group. You'll be notified for all activity in this group message." At the bottom of the screen is a light gray message input field. Inside the field, the placeholder text "Write to angelos-sre, jpr, lindy, saiduttmekala" is visible. To the left of the placeholder are several small icons: an '@' symbol, a checkmark, a document, a camera, and an exclamation point. To the right of the input field is a large blue send button featuring a white right-pointing arrow. Above the message input field, there are three small, light-gray rectangular buttons with rounded corners: "Set Header" (with a pencil icon), "Favorite" (with a star icon), and "Info" (with an info icon).

3. Tap **View info**.



4. Tap **Convert to a Private Channel**.

X Channel Info



angelos-sre, jpr, lindy,
saiduttmekala

+ Add a bookmark

 Favorite

 Mute

 Set Header

Created on Nov 06, 2024

 Ignore @channel, @here, ...

 Mobile Notifications All

 Pinned Messages 0

 Files 0

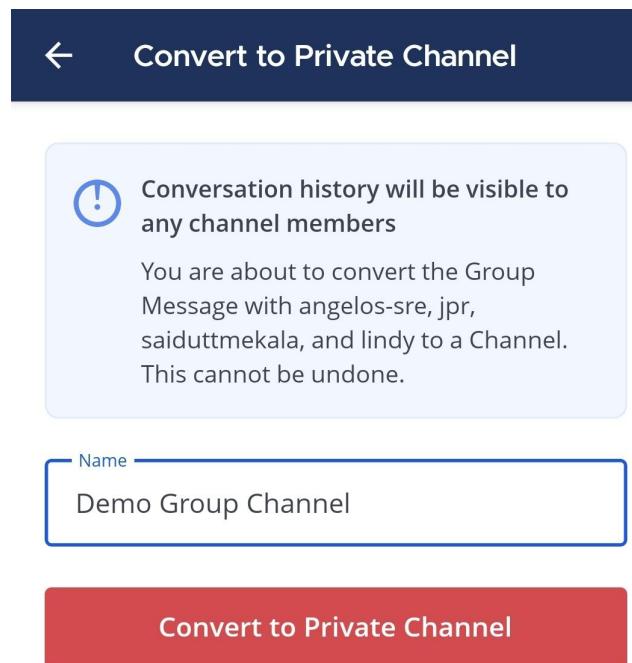
 Members 5

 Convert to a Private Channel

 Disable calls

 Close group message

5. Enter the private channel name.



6. Tap **Convert to Private Channel** to confirm.

On this page

- Convert group messages to private channels
- Convert group messages to private channels
 - Web/Desktop
 - Mobile

Convert public channels to private channels

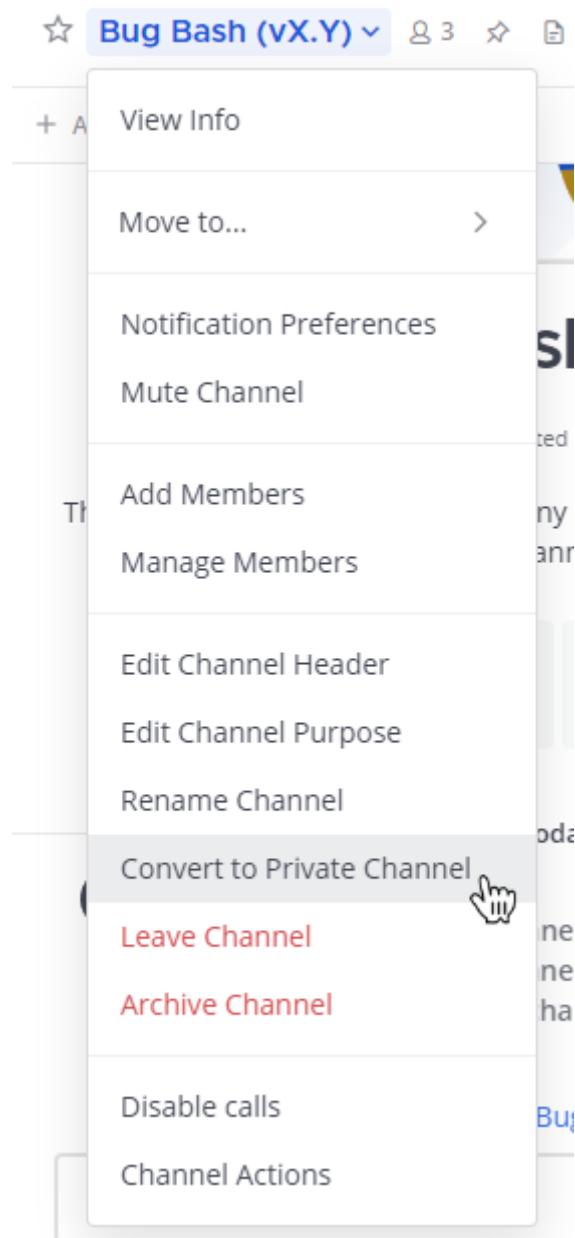
You must be a system admin or team admin to convert public channels to private channels. When a channel is converted from public to private, its history and membership are preserved. Membership in a private channel remains as invitation only. Publicly-shared files remain accessible to anyone with the link.

Note

The default channel **Town Square** can't be converted to a private channel.

Web/Desktop

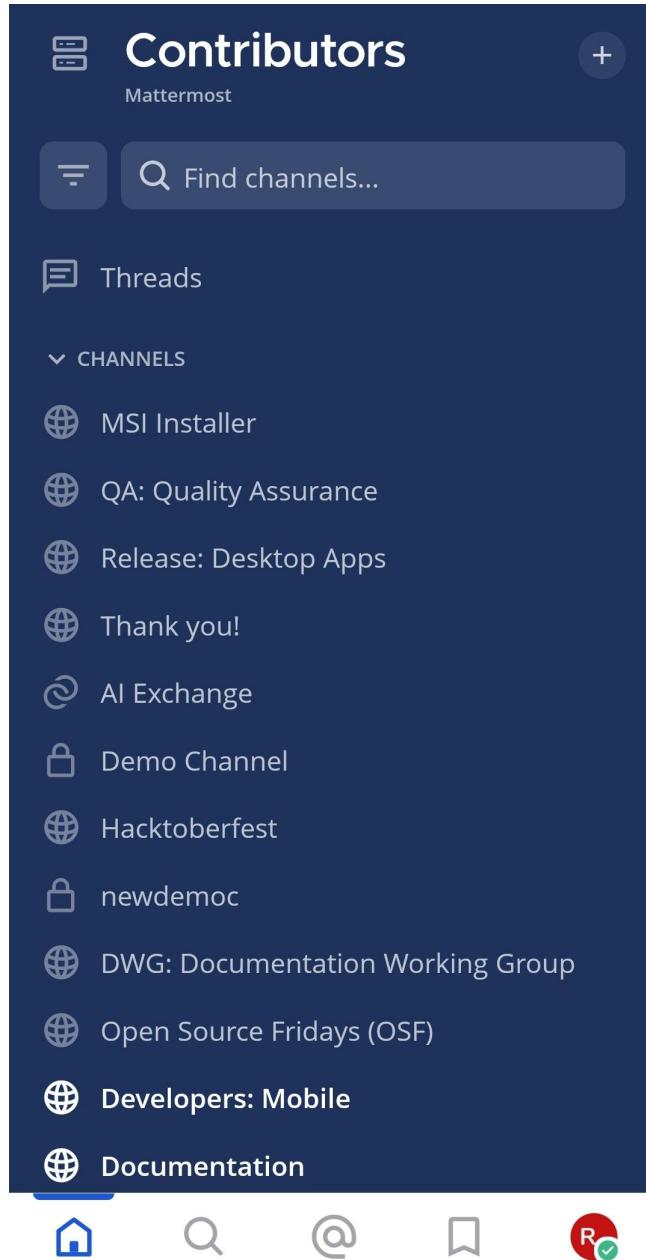
To convert a public channel to a private channel, select the public channel name at the top of the center pane to access the drop-down menu, then select **Convert to Private Channel**.



Mobile

To convert a public channel to a private channel:

1. Tap the channel you want to convert.



2. Tap the **More**



icon located in the top right corner of the app.

Demo Channel

3 members >

Oct 17, 2023

 **System** 2:16 PM
@Daniel Espino Garcia added to the channel by you.

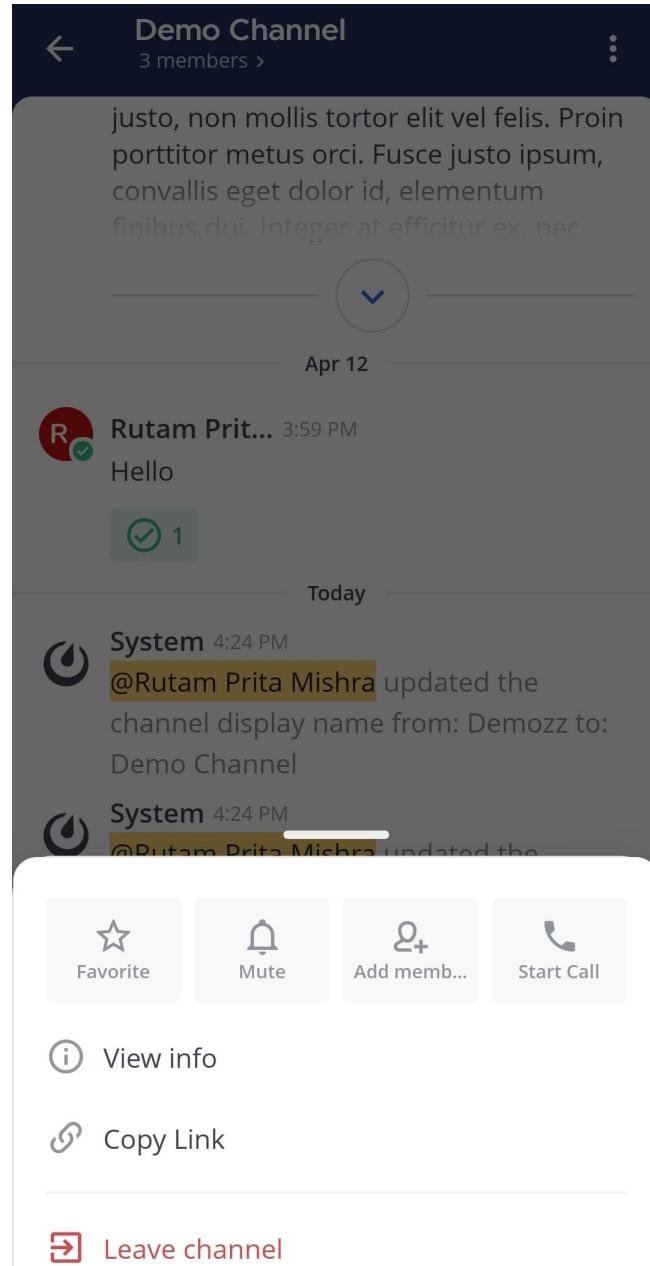
 **Daniel Espin...** 2:17 PM
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec

↓ New messages

Write to Demo Channel

@      

3. Tap **View info.**



4. Tap **Convert to private channel**.

X Channel Info

Demo Channel

This channel is set up to test various new and existing functionality changes.

+ Add a bookmark

FavoriteMuteAdd memb...Copy Link

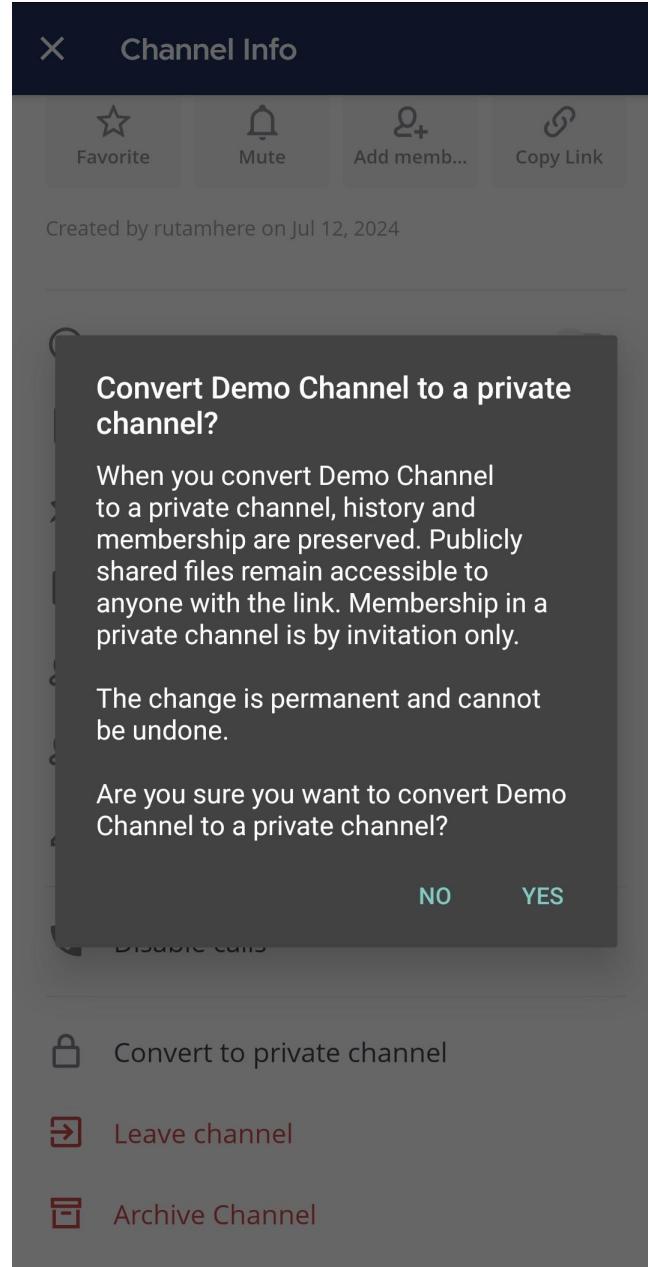
Created by rutamhere on Jul 12, 2024

- @ Ignore @channel, @here, ...
- 📱 Mobile Notifications Mentions
- ⭐ Pinned Messages 0
- 📄 Files 0
- 👤 Members 7
- 👤+ Add members
- 📝 Edit Channel

- 📞 Disable calls

- 🔒 Convert to private channel
- ➡️ Leave channel
- 📁 Archive Channel

5. Tap **Yes** to confirm.



Convert private channels to public channels

Due to potential security concerns with sharing private channel history, only system admins can convert private channels to public channels using the System Console.

Note

- The ability to convert private channels to public channels using the [API \(<https://api.mattermost.com/#tag/channels/operation/UpdateChannelPrivacy>\)](https://api.mattermost.com/#tag/channels/operation/UpdateChannelPrivacy) or mmctl channel modify command is limited to system admins, team admins, and users with specific granular admin roles. Team admins have this permission by default, but system admins can restrict it or assign it to other roles.
- Granular roles require permissions for managing User Management Channels and Groups, including `sysconsole_write_user_management_channels` and `sysconsole_write_user_management_groups`. Manage permissions through the permission scheme.
- If Sync Group channel management is enabled, private channels can't be converted to public channels.

1. Go to **System Console > Channels**.
2. Select **Edit** for an existing private channel. You can also filter the list of channels to private channels only.
3. Under **Channel Management > Public channel or private channel**, select **Private**.
4. Select **Save**.

On this page

- Convert public channels to private channels
 - Convert public channels to private channels
 - Web/Desktop
 - Mobile
 - Convert private channels to public channels
 - Convert private channels to public channels

Create channels

Anyone can create public channels, private channels, direct messages, and group messages unless the system admin has restricted permissions to do so using advanced permissions. Enterprise system administrators can also configure channels as read-only.

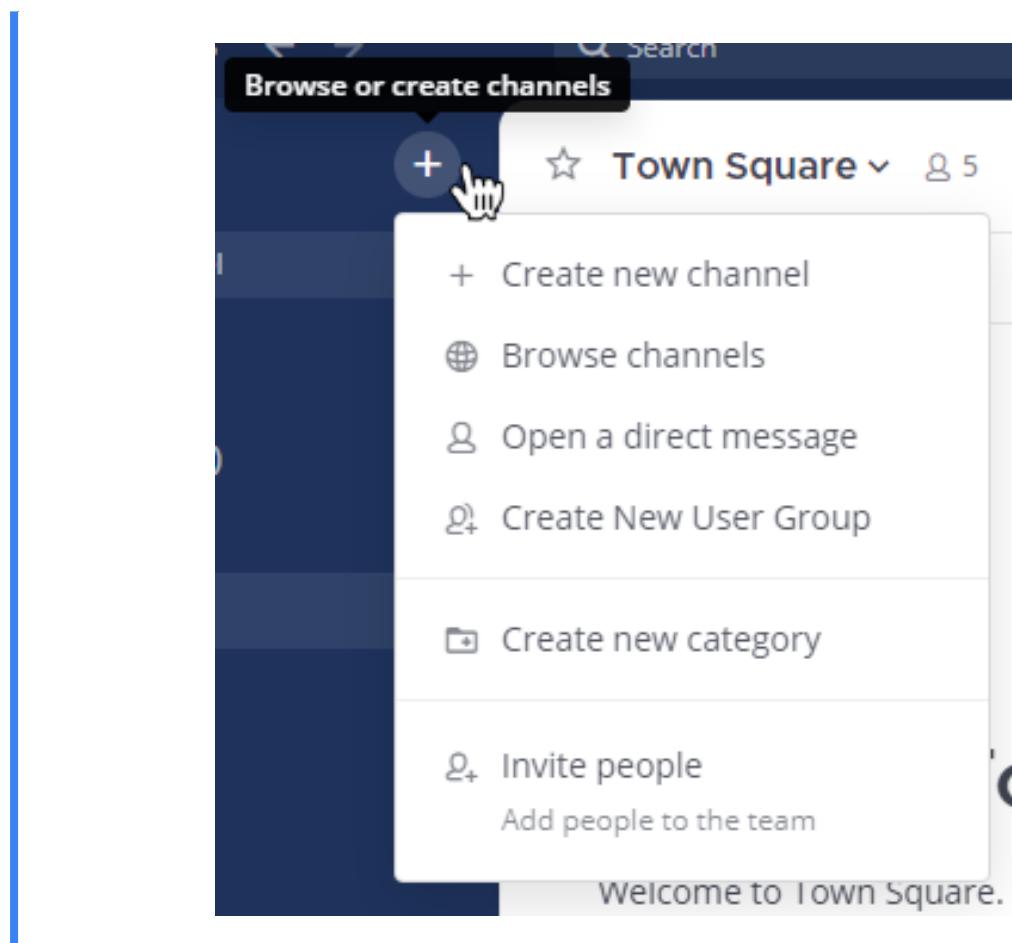
Web/Desktop

Create a public or private channel

1. Select the **Add channels** button in the channel sidebar, then select **Create New Channel**. Alternatively, you can select



at the top of the channel sidebar, then select **Create New Channel**.



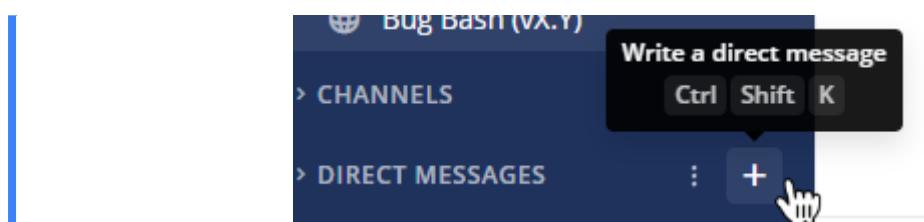
2. Enter a channel name.
3. Choose whether this is a public or private channel. See the [channel types documentation](#) to learn more about public and private channels.
4. (Optional) Describe the channel's focus or purpose. This text is visible to all channel members in the channel header.
5. (Optional) Assign the channel to a category. If your system admin has enabled channel category sorting, you can assign the new channel to a new or existing channel category. If this option isn't available, you can [customize your channel sidebar](#) </end-user-guide/preferences/customize-your-channel-sidebar>.

Start a direct or group message

1. Select the

+

next to the **Direct Messages** category in the channel sidebar.



2. Select up to seven users by searching or browsing. If your organization uses connected workspaces, you can also select remote users from shared channels for direct and group messages.

Tip

- Alternatively, select



at the top of the channel sidebar, then select **Open a Direct Message**. In the **Direct Messages** list, you'll see your most recent conversations.

- To add more people to the conversation select the channel name, then select **Add Members**. Adding members to a group message creates a new channel and starts a new conversation.
- You can't remove members of a group message; however, you can start a new group channel and conversation with different members.
- If you want to add more than 7 users to a group message, create a private channel instead.

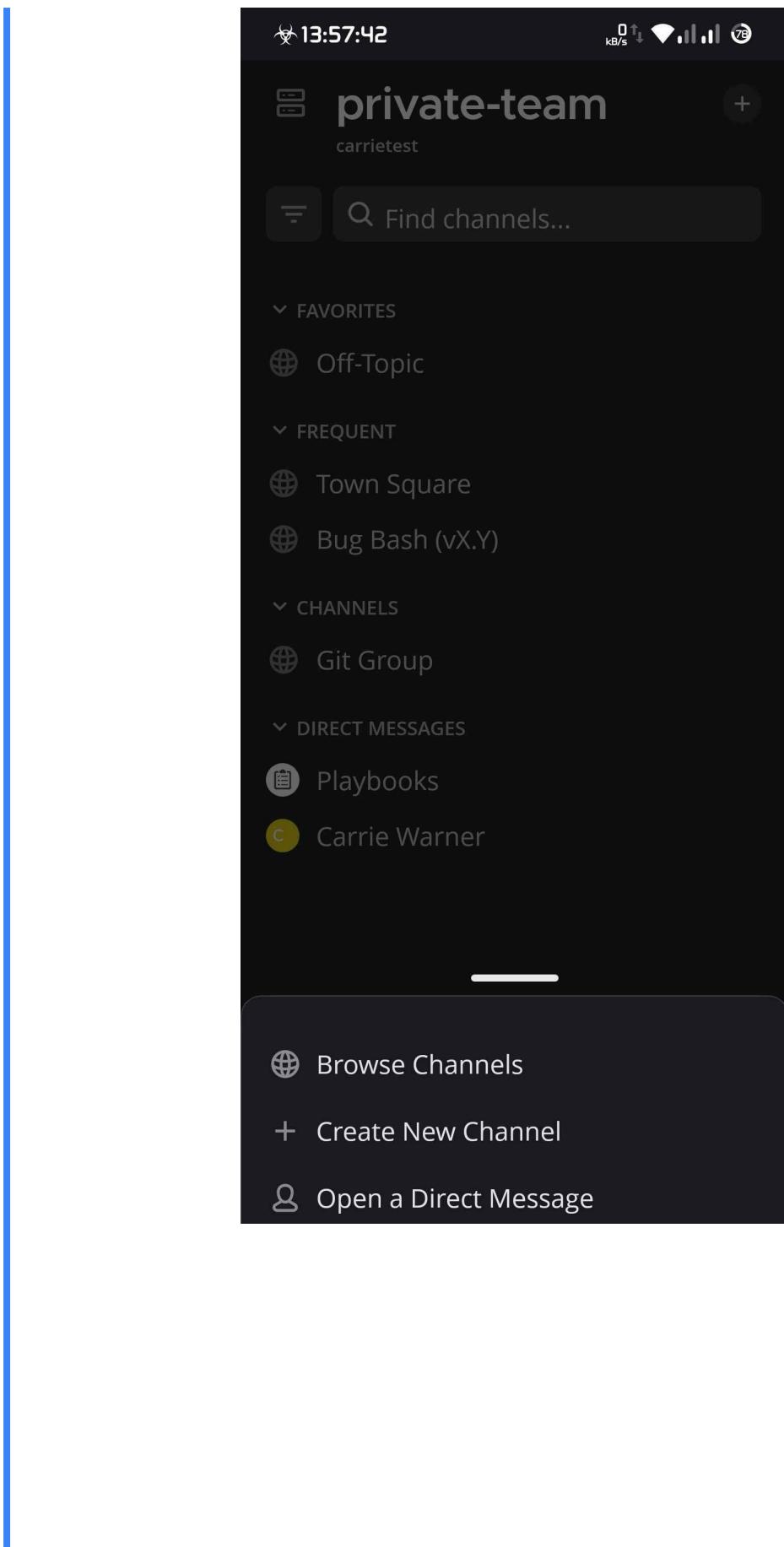
Mobile

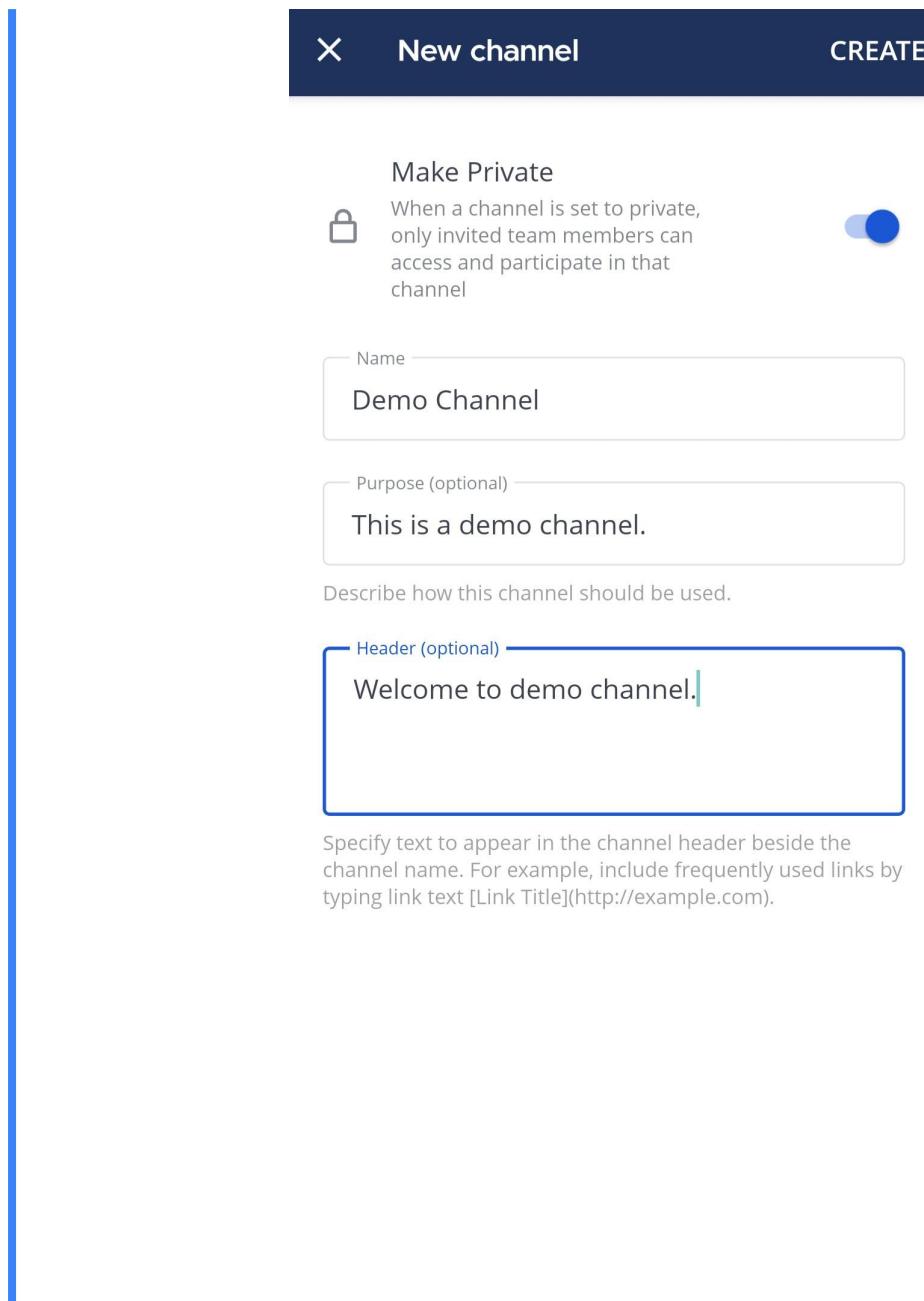
Create a public or private channel

Tap



in the top right corner of the app, then select **Create New Channel**. Channels are created as public by default. If you want to create a private channel, tap the **Make Private** option.





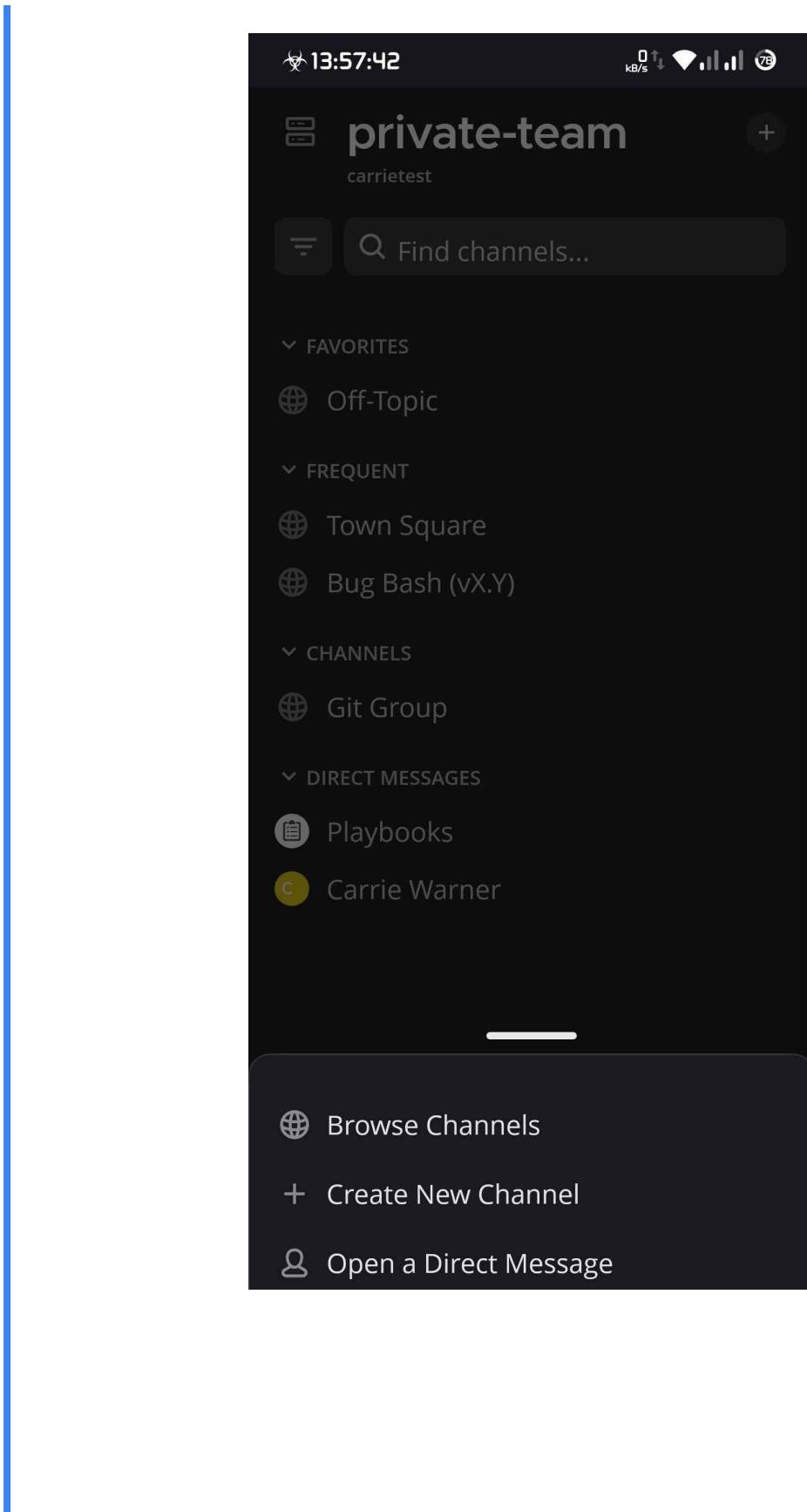
Start a direct or group message

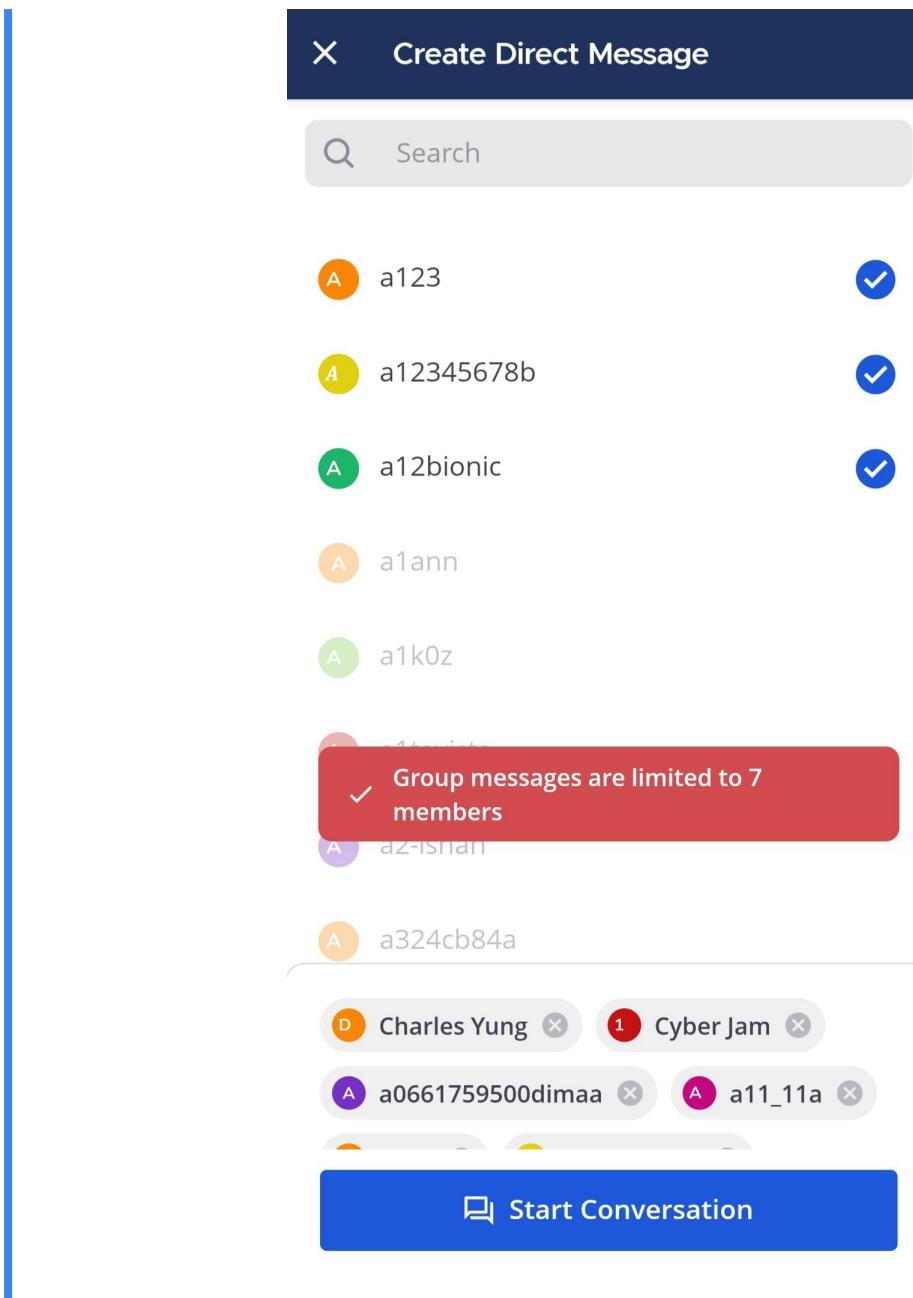
Tap



in the top right corner of the app, then select **Open a Direct Message**. You can select one person for a direct message or up to seven people for a group message. If your organization uses connected workspaces, remote users from

shared channels are also available to select. Tap **Start** to start the conversation.





Automate with channel actions

The person who creates a channel automatically becomes the channel admin. Channel admins using Mattermost in a web browser or the desktop app can access **Channel Actions** from the channel name drop-down menu in the center pane to set up automatic actions when users join the channel or post a message to the channel.

Automatic actions include:

- Displaying a temporary welcome message for new channel members.
- Automatically adding the channel to a category in the user's channel sidebar.
- Prompting to run a playbook based on the contents of a message.

The collaborative playbooks must be enabled for channel admins to use channel actions.

On this page

- Create channels
- Create channels
 - Web/Desktop
 - Create a public or private channel
 - Start a direct or group message
 - Mobile
 - Create a public or private channel
 - Start a direct or group message
 - Automate with channel actions
 - Automate with channel actions

Display channel banners

From Mattermost v10.9, users with admin permissions can enable channel banners to remind channel members about being diligent to avoid data spillage in channels that aren't intended for classified or sensitive information. These non-dismissible banners can be styled using Markdown and are visible across all Mattermost clients, including web browsers, the desktop app, and the mobile app.

Channel banner use cases include the following:

- Security classifications, such as **SENSITIVE INFORMATION: IMPACT LEVEL 5** with a distinctive color to alert members of the required security level.
- Important notices, such as **Reminder: Code complete deadlines are Fridays at 3 PM**, for recurring reminders.
- Policy or terms, such as **All discussion in this channel is private and restricted** with a red color to signal caution.

Mattermost channel admins, team admins, and system admins can enable a banner with custom text at the top of Mattermost public or private channels.

Create a channel banner:

1. Open a channel where you have administrative permissions.
2. Select the channel name at the top of the center pane to access the drop-down menu, then select **Channel Settings**.
3. Select **Configuration** and enable the **Channel Banner** option.
4. Specify the banner text you want to display at the top of the channel. You can style the text using Markdown, if desired.
5. Select the banner color.
6. Select **Save** to apply the changes. The banner displays immediately.

Change a channel banner

You can change the banner text or color at any time by following the same steps above. The new banner text or color displays immediately.

Remove a channel banner

Disable the **Channel Banner** option in the channel settings to remove the banner from the channel.

Tip

System admins can grant any user the ability to create and manage channel banners by assigning the **Manage Channel Banners** permission in the System Console. See the advanced permissions documentation for details.

On this page

- Display channel banners
 - Change a channel banner
 - Remove a channel banner

Extend Mattermost with integrations

Ensure your teams are always informed about important events, status changes, deadlines, or priorities with Mattermost operational and DevOps integrations. Enhance communication, streamline Mattermost with external workflows, ensure security and compliance, and foster a more efficient and collaborative work environment with major communication tools and services featuring real-time alerts, updates, and notifications directly within channels.

Interoperability with pre-built integrations

Your system admin can install the following pre-packaged integrations through the Mattermost Marketplace, and enable and configure them in the Mattermost System Console.

Mattermost features

- AI Agents
- Export Mattermost channel data
- Monitor performance metrics
- Perform legal holds

Mattermost interoperability

- GitHub
- GitLab
- Jira
- Microsoft Teams
- ServiceNow

- Zoom

Tip

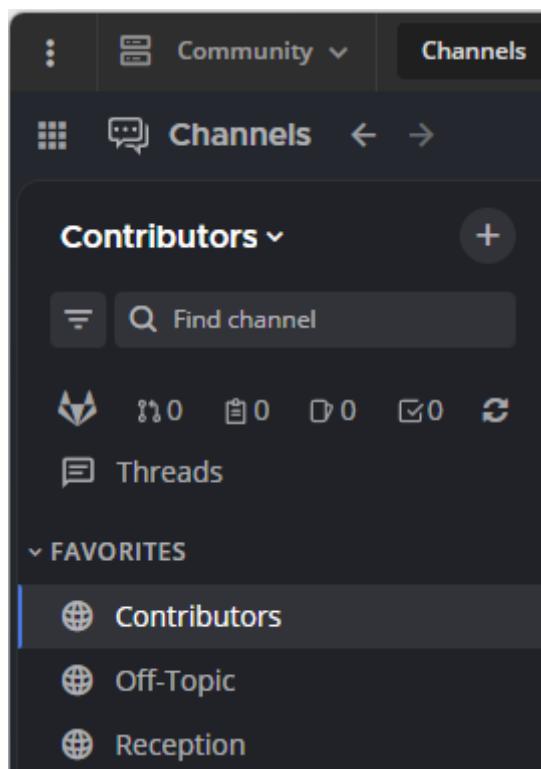
- Visit the Mattermost Marketplace (<https://mattermost.com/marketplace/>) to find open source, community-supported integrations to common developer tools like [CircleCI](https://mattermost.com/marketplace/circleci/) (<https://mattermost.com/marketplace/circleci/>), [Opsgenie](https://mattermost.com/marketplace/opsgenie/) (<https://mattermost.com/marketplace/opsgenie/>), [PagerDuty Notifier](https://mattermost.com/marketplace/pagerduty/) (<https://mattermost.com/marketplace/pagerduty/>); productivity tools like [Autolink](https://mattermost.com/marketplace/autolink-plugin/) (<https://mattermost.com/marketplace/autolink-plugin/>), [ToDo](https://mattermost.com/marketplace/todo/) (<https://mattermost.com/marketplace/todo/>), and [WelcomeBot](https://mattermost.com/marketplace/welcomebot-plugin/) (<https://mattermost.com/marketplace/welcomebot-plugin/>); as well as social tools like [Memes](https://mattermost.com/marketplace/memes-plugin/) (<https://mattermost.com/marketplace/memes-plugin/>) and [GIFs](https://mattermost.com/marketplace/giphy-plugin/) (<https://mattermost.com/marketplace/giphy-plugin/>) that are freely available for use and customization.
- Looking for a way to get notifications of new Mattermost Marketplace integrations in your Mattermost channels? See the integrations FAQ documentation for details.

On this page

- Extend Mattermost with integrations
 - Interoperability with pre-built integrations
 - Mattermost features
 - Mattermost interoperability

Mark channels as favorites

You can mark public and private channels, as well as direct and group messages as favorites so they're easy to access later. Favorite channels display in the **Favorites** category in the channel sidebar.



To mark a channel as a **Favorite**:

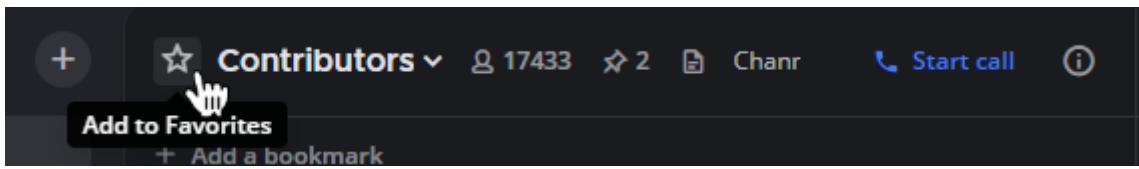
Web/Desktop

1. Open a channel.
2. Select on the star icon next to the channel name.

At the top of the page, select the



icon next to the channel name.



To remove a channel from your **Favorites** list, select the



icon again.

Tip

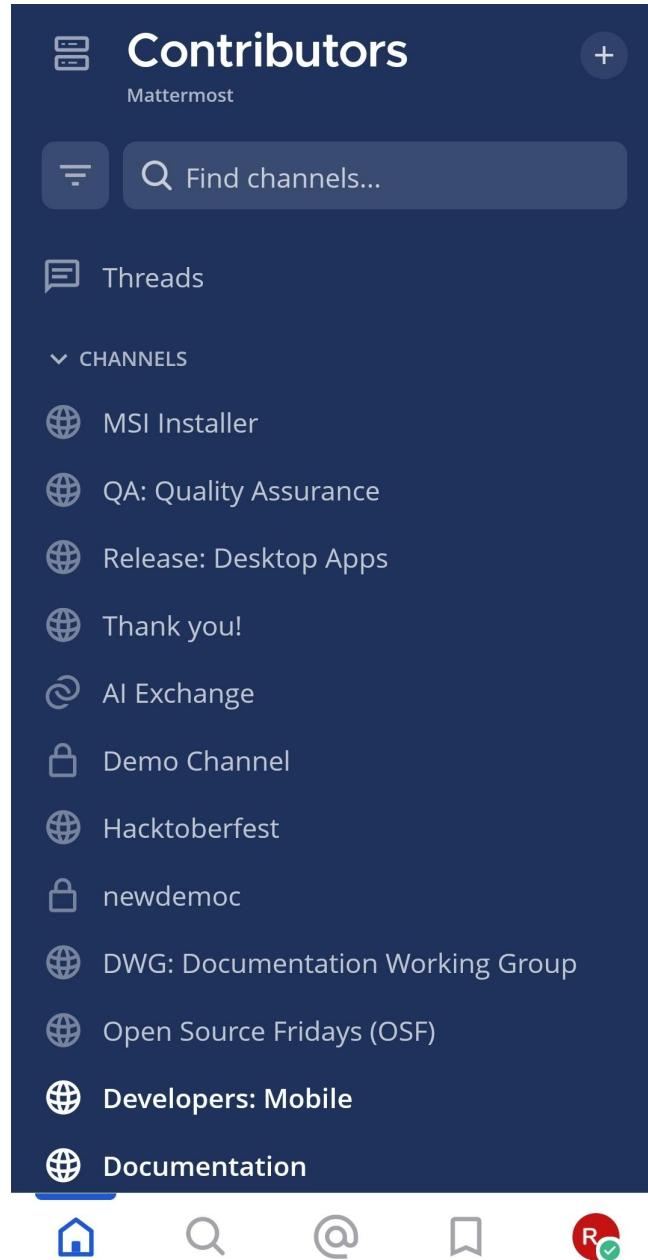
- Alternatively to mark channels as favorites, select the channel name, select the **View Info**



icon, then select **Favorite** in the right pane. Select **Favorited** to remove the channel from your list of favorites.

Mobile

1. Tap the channel you want to mark as a favorite.



2. Tap the



icon located in the top right corner of the app.

Demo Channel

3 members >

Oct 17, 2023

 **System** 2:16 PM
@Daniel Espino Garcia added to the channel by you.

 **Daniel Espin...** 2:17 PM
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec

↓ New messages

3. Tap **Favorite**.

The screenshot shows the Mattermost mobile application interface for the "Demo Channel". The channel has 3 members. A message from "Rutam Prit..." at 3:59 PM says "Hello", which has been acknowledged with a checkmark and the number "1". A system message at 4:24 PM indicates that the channel display name was updated from "Demozz" to "Demo Channel". Below the message list are several action buttons: Favorite (star icon), Mute (bell icon), Add member... (person plus icon), and Start Call (phone icon). At the bottom of the screen, there is a red "Leave channel" button.

justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus dui. Integer at efficitur ex, nec

Apr 12

Rutam Prit... 3:59 PM

Hello

1

System 4:24 PM

@Rutam Prita Mishra updated the channel display name from: Demozz to: Demo Channel

System 4:24 PM

@Rutam Prita Mishra updated the

Favorite Mute Add memb... Start Call

View info

Copy Link

Leave channel

Tip

Alternatively, you can mark a favorite channel as follows:

1. In a channel, tap the channel name at the top of the screen.



2. Tap on **Favorite**

X Channel Info

Demo Channel

This channel is for demo purposes.

+ Add a bookmark

★ Favorite🔔 Mute👤 Add memb...📞 Start Call

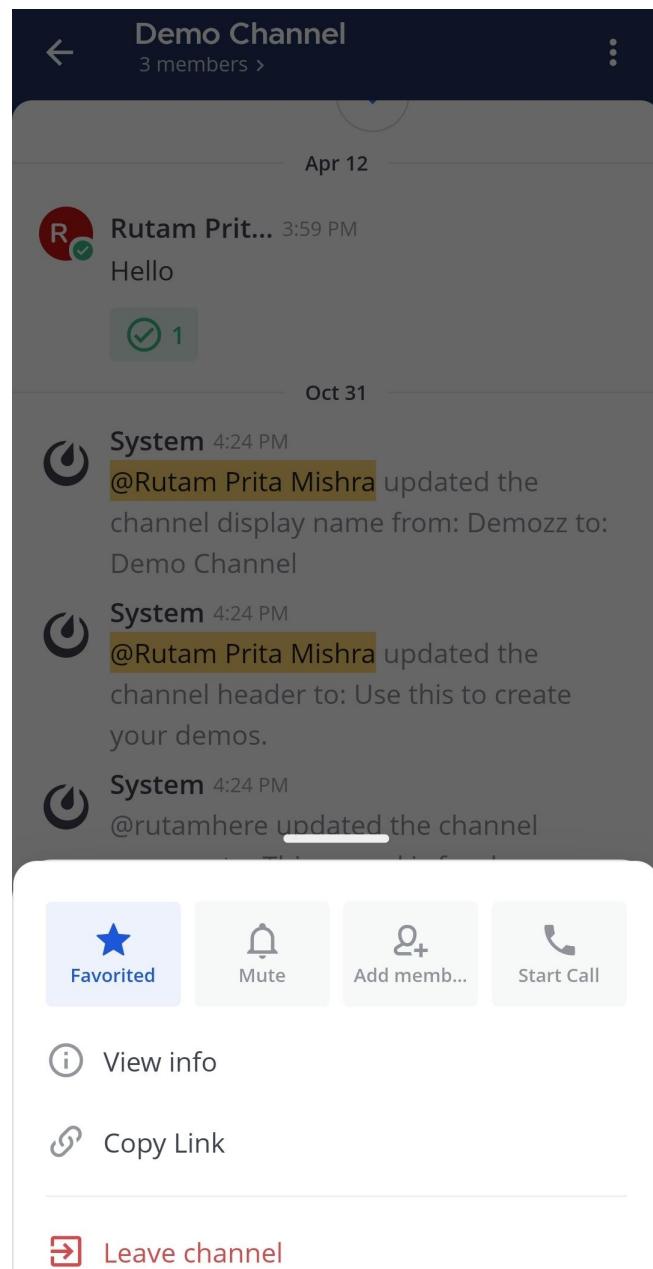
Header:

Use this to create your demos.

Created by Rutam Prita Mishra on Oct 03, 2023

- Follow all threads in this c...
- Ignore @channel, @here, ...
- Mobile Notifications Mentions
- Pinned Messages 0
- Files 0
- Members 3
- Add members

To remove a channel from the **Favorites** list, tap the **Favorited** option.



X Channel Info

Demo Channel

This channel is for demo purposes.

+ Add a bookmark



Header:

Use this to create your demos.

Created by Rutam Prita Mishra on Oct 03, 2023

-
- Follow all threads in this c...
 - Ignore @channel, @here, ...
 - Mobile Notifications Mentions
 - Pinned Messages 0
 - Files 0
 - Members 3
 - Add members

On this page

- Mark channels as favorites
- Mark channels as favorites
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Format messages

[Mattermost Academy Learn about message formatting \(https://mattermost.com/pl/mattermost-academy-format-messages-training\)](https://mattermost.com/pl/mattermost-academy-format-messages-training)

Use the messaging formatting toolbar

From Mattermost v7.0, you can format your messages in Mattermost using the message formatting toolbar without having to specify any Markdown syntax.

The message formatting toolbar offers the following formatting options:

| Formatting option | Icon |
|---|---|
| Bold, italicize, or strike out text | B <i>I</i> S |
| Add headings, links, or attachments | # 🔗 📎 |
| Format a numbered list, a bulleted list, quoted text, or text as code | 1 2 3 ⋮ ⋮ “ ” <> |
| Add emojis or GIFs | 😊 |
| Set message priority | ❗ |

Review how your message formatting will look when the message is sent by selecting the **Show/Hide Preview**



icon. Return to your draft message by selecting the icon again.

Tip

- Hide the formatting options by selecting the **Show/Hide Formatting**

Aa

icon. Select the icon again to show the formatting options.

- You can control whether post formatting is rendered within the message formatting editor. When disabled, raw text is shown. See the Channels customization documentation for details.

Use Markdown

You can also format your messages in Mattermost using Markdown to control text styling, links, headings, lists, code blocks, in-line code, in-line images, horizontal lines, block quotes, tables, and math formulas. Markdown makes it easy to format messages: type a message as you normally would, then use formatting syntax to render the message a specific way. For a guide to using Markdown in Mattermost, [see this blog post \(https://mattermost.com/blog/laymans-guide-to-markdown-on-mattermost/\)](https://mattermost.com/blog/laymans-guide-to-markdown-on-mattermost/).

| Text Entered | How It Appears |
|---|---|
| <code>_italics_</code> | <i>italics</i> |
| <code>**bold**</code> | bold |
| <code>~~strikethrough~~</code> | strikethrough |
| <code>`In-line code`</code> | In-line code |
| <code>[hyperlink](http://mattermost.org)</code> | hyperlink |
| <code>![embedded image](https://travis-ci.org/mattermost/platform.svg)</code> | build  |
| <code>:smile: :sheep: :alien:</code> |    |

Text style

You can use either `_` or `*` around a word or phrase to make it italic, or `__` or `**` around a word or phrase to make it bold.

Tip

Common formatting keyboard shortcuts are supported. Bold text by pressing **Ctrl B** on Windows and Linux, or **⌘ B** on Mac. Italicize text by pressing **Ctrl I** on Windows or Linux, or **⌘ I** on Mac.

- `*italics*` (or `_italics_`) renders as *italics*
- `**bold**` renders as **bold**
- `***bold-italic***` renders as

bold-italics

- `~~strikethrough~~` renders as

strikethrough

Links

Tip

Format selected message text as a link by pressing **Ctrl K** on Windows and Linux, or by pressing **⌘ K** on Mac.

Channel links

Create a link to a public channel in a message by typing `~` followed by the channel name (e.g. `~roadmap`). Channel members see private channel names returned.

Labeled links

Create labeled links by putting the desired text in square brackets `[]` and the associated link in round brackets `()`.

[Check out Mattermost!](<https://mattermost.com/>)

Renders as: [Check out Mattermost! \(https://mattermost.com/\)](https://mattermost.com/)

Headings

Make a heading by typing `#` and a space before your title. For smaller headings, use more `#`'s.

```
## Large Heading ### Smaller Heading ##### Even Smaller Heading
```

Renders as:

Large Heading
Smaller Heading
Even Smaller Heading

Alternatively, you can underline the text using equal signs `==` or hyphens `---` to create headings.

```
Large Heading -----
```

Renders as:

Large Heading

Lists

Create a list by using asterisks `*`, hyphens `-`, and/or plus signs `+` interchangeably as bullets. Indent bullet points by adding two spaces in front each one.

```
* item one - item two + item two sub-point
```

Renders as:

- item one
- item two
 - item two sub-point

Make an ordered list by using numbers instead:

1. Item one
1. Item two
1. item three

Renders as:

1. Item one
2. Item two
3. Item three

You can also start a list at any number:

4. The first list number is 4.
1. The second list number is 5.
1. The third list number is 6.

Renders as:

4. The first list number is 4.
5. The second list number is 5.
6. The third list number is 6.

Make a task list by including square brackets []. Mark a task as complete by adding an x .

- [] Item one
- [] Item two
- [x] Completed item

Renders as:

- Item one
- Item two
- Completed item

Code blocks

Creating a fixed-width code block is recommended for pasting multi-line blocks of code or other text output because it's easier to read with fixed-width font alignment. Examples include block text snippets, ASCII tables, and log files. Rendered code blocks include a **Copy** option to copy the contents of the code block.

This can be accomplished by placing three backticks ````` on the line directly above and directly below your code:

```
``` this is my code block ```
```

### Tip

Type three backticks `````, press Shift Enter on Windows or Linux, or ↑ ↵ on Mac, `<type_your_code>`, press Shift Enter on Windows or Linux, or ↑ ↵ again on Mac, then type three more backticks `````.

Or by indenting each line by four spaces:

```
this is my code block ^^^^ 4x spaces
```

## Syntax highlighting

To add syntax highlighting, type the language to be highlighted after the ````` at the beginning of the code block. Mattermost also offers four different code themes (GitHub, Solarized Dark, Solarized Light, and Monokai) that can be changed in **Settings > Display > Theme > Custom Theme > Center Channel Styles**.

Supported languages and their aliases include:

| <b>Language</b> | <b>Aliases</b>                      |
|-----------------|-------------------------------------|
| ActionScript    | actionscript, as, as3               |
| AppleScript     | applescript                         |
| Bash            | bash, sh                            |
| Clojure         | closure                             |
| CoffeeScript    | coffeescript, coffee, coffee-script |
| C/C++           | cpp, c++, c                         |
| C#              | cs, c#, csharp                      |
| CSS             | css                                 |
| D               | d, dlang                            |
| Dart            | dart                                |
| Delphi          | delphi                              |
| Diff            | diff, patch, udiff                  |
| Django          | django                              |
| Dockerfile      | dockerfile, docker                  |
| Elixir          | elixir, ex, exs                     |
| Erlang          | erlang, erl                         |
| Fortran         | fortran                             |
| F#              | fsharp                              |
| G-Code          | gcode                               |
| Go              | go, golang                          |
| Groovy          | groovy                              |
| Handlebars      | handlebars, hbs, mustache           |
| Haskell         | haskell, hs                         |

|             |                                      |
|-------------|--------------------------------------|
| Haxe        | haxe                                 |
| Java        | java                                 |
| JavaScript  | javascript, js                       |
| JSON        | json                                 |
| Julia       | julia, jl                            |
| Kotlin      | kotlin                               |
| LaTeX       | latex, tex                           |
| Less        | less                                 |
| Lisp        | lisp                                 |
| Lua         | lua                                  |
| Makefile    | makefile, make, mf, gnumake, bsdmake |
| Markdown    | markdown, md, mkd                    |
| Matlab      | matlab, m                            |
| Objective C | objectivec, objective_c, objc        |
| OCaml       | ocaml                                |
| Perl        | perl, pl                             |
| Pascal      | pascal, pas                          |
| PostgreSQL  | pgsql, postgres, postgresql          |
| PHP         | php, php3, php4, php5                |
| PowerShell  | powershell, posh                     |
| Puppet      | puppet, pp                           |
| Python      | python, py                           |
| R           | r, s                                 |
| Ruby        | ruby, rb                             |

|            |                        |
|------------|------------------------|
| Rust       | rust, rs               |
| Scala      | scala                  |
| Scheme     | scheme                 |
| SCSS       | scss                   |
| Smalltalk  | smalltalk, st, squeak  |
| SQL        | sql                    |
| Stylus     | stylus, styl           |
| Swift      | swift                  |
| Text       | text                   |
| TypeScript | typescript, ts, tsx    |
| VB.Net     | vbnet, vb, visualbasic |
| VBScript   | vbscript               |
| Verilog    | verilog                |
| VHDL       | vhdl                   |
| HTML, XML  | html, xml              |
| YAML       | yaml, yml              |

Example:

```
``` go package main import "fmt" func main() { fmt.Println("Hello, 世界") }
```
```

Renders as:

**GitHub Theme**

```
1 package main
2 import "fmt"
3 func main() {
4 fmt.Println("Hello, 世界")
5 }
```

Go

## Solarized Dark Theme

```
1 package main
2 import "fmt"
3 func main() {
4 fmt.Println("Hello, 世界")
5 }
```

Go

## Solarized Light Theme

```
1 package main
2 import "fmt"
3 func main() {
4 fmt.Println("Hello, 世界")
5 }
```

Go

## Monokai Theme

```
1 package main
2 import "fmt"
3 func main() {
4 fmt.Println("Hello, 世界")
5 }
```

Go

## In-line code

Create in-line monospaced code text by surrounding it with backticks ```. Don't use single quotes `'`.

```
`monospace`
```

Renders as: `monospace`.

## In-line images

In-line images are images added within lines of text. You can control whether all in-line images over 100px in height are automatically collapsed or expanded in messages by setting a user preference, or by using the `/collapse` and `/expand` slash commands.

To add in-line images to text, use an exclamation mark `!` followed by the `alt` `text` in square brackets `[ ]`, then the `image URL` in round brackets `( )`. You can add hover text after the link by placing the text in quotes `" "`.

Example:

```
![alt text](URL of image "Hover text")
```

If the height of the original image is more than 500 pixels, Mattermost sets the image height at 500 pixels and adjusts the width to maintain the original aspect ratio.

You can set the width and height of the displayed image after the URL of the image by using an equals sign `=` followed by values for both width and height `##x##`. If you set only the width, Mattermost adjusts the height to maintain the original aspect ratio.

### Warning

The native apps do not support fixed width and height and will display the full-size image.

Examples:

```
.. !mattermost-icon-76x76! image:: ../images/icon-76x76.png .. !mattermost-icon-50x76! image:: ../images/icon-50x76.png
```

## In-line image with hover text

```
![Mattermost](../images/icon-76x76.png "Mattermost Icon")
```

Renders as:



### In-line image with link

Note

An extra set of square brackets `[ ]` is required around the alt text, and round brackets `( )` are required around the image link.

```
[! [Mattermost](../images/icon-76x76.png)](https://github.com/mattermost/mattermost)
```

Renders as:

<https://github.com/mattermost/mattermost>

### In-line image displayed with fixed width and height

Example: An in-line image that's 50 pixels wide and 76 pixels high.

```
![Mattermost](../images/icon-76x76.png =50x76 "Mattermost Icon")
```

Renders as:



### In-line image displayed with fixed width

Example: An in-line image that's 50 pixels wide where the system adjusts the height to maintain the original aspect ratio.

```
![Mattermost](../images/icon-76x76.png =50 "Mattermost Icon")
```

Renders as:



## Horizontal lines

Create a line by using three `*`, `_`, or `-`.

```

```

Renders as:

## Block quotes

Create block quotes using `>`.

`> block quotes` renders as:

A grey box containing a black double-quote symbol followed by the text "block quotes".

## Tables

Create a table by placing a dashed line `---` under the header row, then separating each column with using pipes `|`. The columns don't need to line up exactly. Choose how to align table columns by including colons `:` within the header row.

```
| Left-Aligned | Center Aligned | Right Aligned | | :-----
|:-----:| -----:| | Left column 1 | this text | $100 | | Left
column 2 | is | $10 | | Left column 3 | centered | $1 |
```

Renders as:

| Left-Aligned  | Center Aligned | Right Aligned |
|---------------|----------------|---------------|
| Left column 1 | this text      | \$100         |
| Left column 2 | is             | \$10          |
| Left column 3 | centered       | \$1           |

**Note**

Multi-line text in a table cell isn't supported using HTML tags such as `<br>` or `<br/>`.

## Math Formulas

### Using Inline LaTeX

You can create formulas that display inline using LaTeX. Use the dollar sign (\$) symbol at the beginning and end of each formula.

**Note**

This feature is disabled by default. Contact your system admin to enable this setting in **System Console > Site Configuration > Posts** to use this feature.

```
$X_k = \sum_{n=0}^{2N-1} x_n \cos \left[\frac{\pi}{N} \left(n + \frac{1}{2} \right) \left(k + \frac{1}{2} \right) \right]
```

Renders as:

$$X_k = \sum_{n=0}^{2N-1} x_n \cos \left[ \frac{\pi}{N} \left( n + \frac{1}{2} + \frac{N}{2} \right) \left( k + \frac{1}{2} \right) \right]$$

### Using LaTeX in Code Blocks

Create formulas as code blocks by using LaTeX in a `! latex` code blocks.

### Note

This feature is disabled by default. Contact your system admin to enable this setting in **System Console > Site Configuration > Posts** to use this feature.

```
```latex X_k = \sum_{n=0}^{2N-1} x_n \cos \left[ \frac{\pi}{N} \left( n + \frac{1}{2} \right) \left( k + \frac{1}{2} \right) \right]```
```
X_k = \sum_{n=0}^{2N-1} x_n \cos \left[\frac{\pi}{N} \left(n + \frac{1}{2} + \frac{N}{2} \right) \left(k + \frac{1}{2} \right) \right]
```

Renders as:

$$X_k = \sum_{n=0}^{2N-1} x_n \cos \left[ \frac{\pi}{N} \left( n + \frac{1}{2} + \frac{N}{2} \right) \left( k + \frac{1}{2} \right) \right]$$

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# Forward messages

---

From Mattermost v7.2, using a web browser or the desktop app, you can forward messages in public channels to other public channels. From Mattermost v7.5, you can also forward messages from bots and webhooks.

## Note

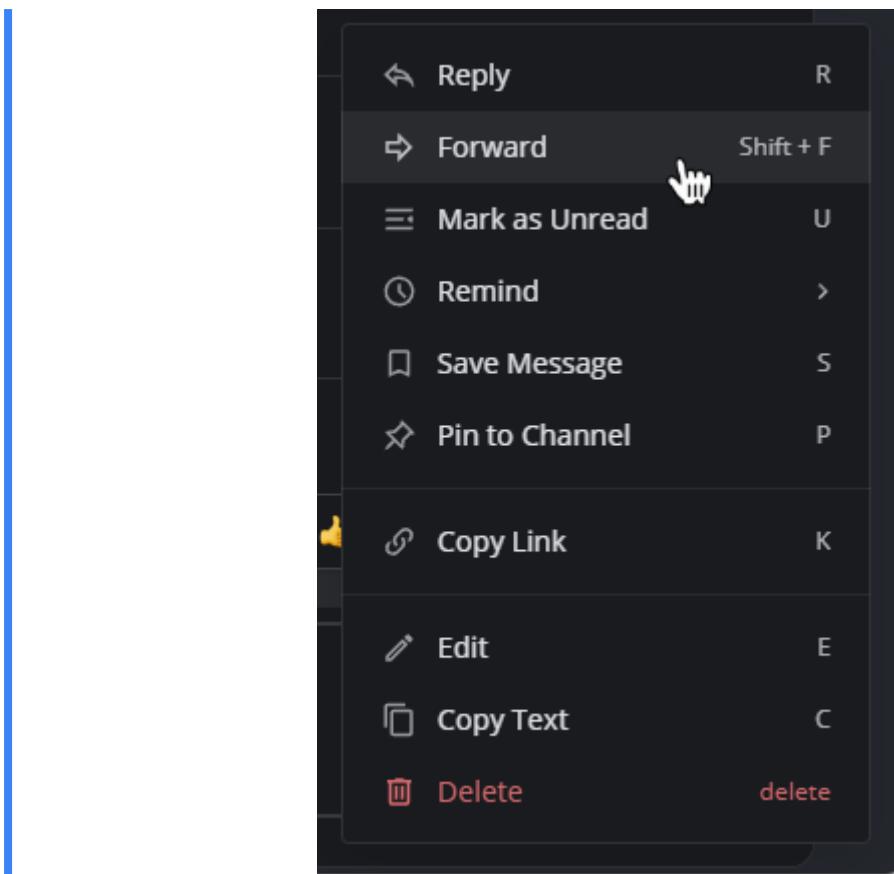
Private channels, direct messages, and group messages intended for specific people can't be forwarded.

To forward a message:

1. Select the **More**

...

icon next to a message, then select **Forward**.



2. Specify where you want to forward the message, and include an optional comment.

Forwarding a message also generates a preview of the message.

 Matthew Birch 10:43 AM  
<https://community-daily.mattermost.com/private-core/pl/7wdapedzmjfjzjobb8mwruk85e>

 Andrew Brown May 23, 2020  
 Hey @uxteam I've been posting videos about various Laws of UX that I want us to consider when creating designs.  
 Go through the videos if you have a chance so we can get some familiarity on these concepts and make design decisions based on them.  
[Show more](#)

**A Guide to Creating Design Systems In Framer X | Framer**  
 Find out why the Framer X Team Store is now perfect for your design system.

Originally posted in ~Desktop App

 Kristin Oliver 9:45 AM  
 "Fitts' law states that the amount of time required for a person to move a pointer (e.g., mouse cursor) to a target area is a function of the distance to the target divided by the size of the target. Thus, the longer the distance and the smaller the target's size, the longer it takes."  
1

**Note**

Previews respect channel membership permissions, so they're only visible to users who have access to the original message. If the link is to a message in a public channel, any member of the team can see the message preview. If the link is to a message in a private channel or direct message, only members in that channel can see the message preview.

# Install the Mattermost Android mobile app

---

Take Mattermost wherever you go by [installing the Mattermost mobile app \(\)](https://play.google.com/store/apps/details?id=com.mattermost.rn) on your Android mobile device running Android 7.0 or later.

1. On your device, visit the Play Store.
2. Search for "Mattermost" and select **INSTALL** to download the app.
3. Open Mattermost from your homescreen and enter your team and account information to login:
  1. **Enter Server URL:** This is the web address you go to when you want to access Mattermost. See the access your workspace documentation for additional details.
  2. Enter your credentials as specified by your Mattermost system admin. Select **Log in.**

Tip

You can set up multi-factor authentication for Mattermost if your system admin has enabled your ability to do so. See the manage security preferences documentation for details.

# Install the Mattermost desktop app

Download and install the Mattermost desktop app [for macOS from the App Store](https://apps.apple.com/us/app/mattermost-desktop/id1614666244?mt=12) (<https://apps.apple.com/us/app/mattermost-desktop/id1614666244?mt=12>), [for Windows from the Microsoft Store](https://apps.microsoft.com/detail/xp8br8mh3lpkl?hl=en-US&gl=US) (<https://apps.microsoft.com/detail/xp8br8mh3lpkl?hl=en-US&gl=US>), or by using a package manager (Linux). When new desktop app releases become available, your desktop app is automatically updated.

We strongly recommend installing the desktop app on a local drive. Network shares aren't supported.

1. When prompted, enter the Mattermost server link and a display name for the Mattermost instance. The display name is helpful in cases where you connect to multiple Mattermost instances. See the server connections documentation for details.
2. Enter your user credentials to log into Mattermost.
3. The team that displays first in the team sidebar opens. If you're not a member of a team yet, you're prompted to select a team to join.

## Note

When you log into Mattermost using external user credentials, such as Google or Entra ID, you'll temporarily leave the desktop app during login while authenticating your credentials. Once you're successfully logged in to Mattermost, you'll be returned to the desktop app. See the Single Sign-On (SSO) section below for details on the external providers that Mattermosts supports.

# Install the Mattermost iOS mobile app

---

Take Mattermost wherever you go by [installing the Mattermost mobile app \(\)](https://apps.apple.com/us/app/mattermost/id1257222717) on your iOS mobile device running iOS 12.1 or later.

1. On your device, visit the App Store.
2. Search for "Mattermost" and select **GET** to download the app.
3. Enter your Apple ID Password or use Face or Touch ID to proceed with the installation. You may also be asked to provide an Apple Verification Code received through text/phone call, login notification, or **Settings** on your trusted device.
4. Open the Mattermost app and tap **Sign in** below the **Next** button.
5. On the next screen, tap **Allow** when prompted to approve notifications for the Mattermost app.
6. Now follow the steps below to log in:
  1. **Enter Server URL:** This is the web address you go to when you want to access Mattermost.
  2. **Display Name:** This is a name for your server so that you can identify it in case you have multiple servers set up in your app. Tap **Connect** to continue.
  3. Enter your credentials as specified by your Mattermost system admin in the next screen. Tap **Log in**.

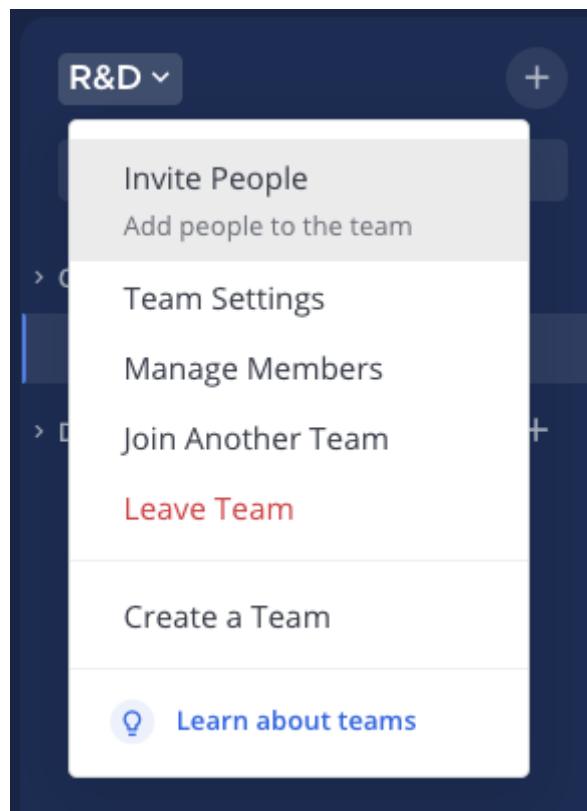
Tip

- See the access your workspace documentation for additional details.
- You can set up multi-factor authentication for Mattermost if your system admin has enabled your ability to do so. See the manage security preferences documentation for details.

# Invite people to your workspace

Anyone can invite people to Mattermost teams and channels, unless your system admin has disabled your ability to do so.

1. Select the team name at the top of the channel sidebar, and then select **Invite People**.



2. Select **Copy invite link** to share the invitation link with others.

## Invite people to R&D

X

To:



janet X



jane.smith@email.com X

Invite as

- Member  
 Guest - limited to select channels and teams

Copy invite link

Invite

### Web/Desktop

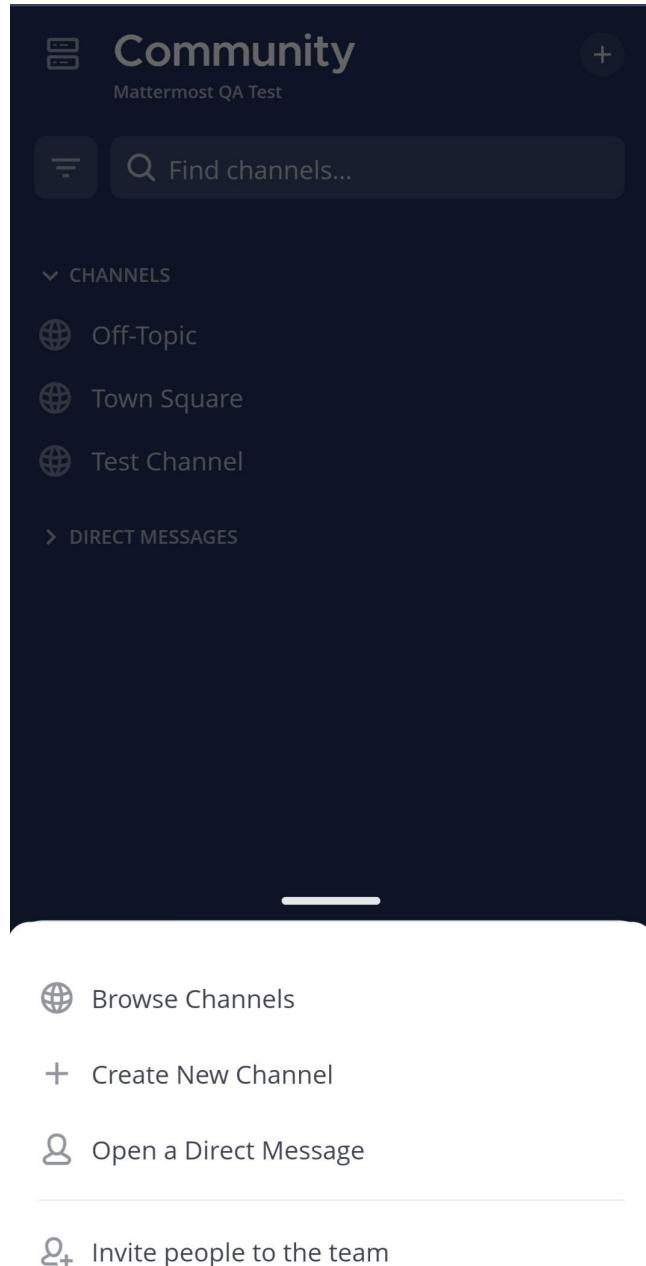
- Send an email-based member invitation to people who don't have an account on your Mattermost server by specifying email addresses and selecting **Invite**.
- Add existing workspace users as members of the current team by specifying users by usernames and selecting **Invite**.
- Invite someone temporarily as a guest instead of as a member with limited workspace access. See the guest accounts documentation to learn more about guest accounts.

### Mobile

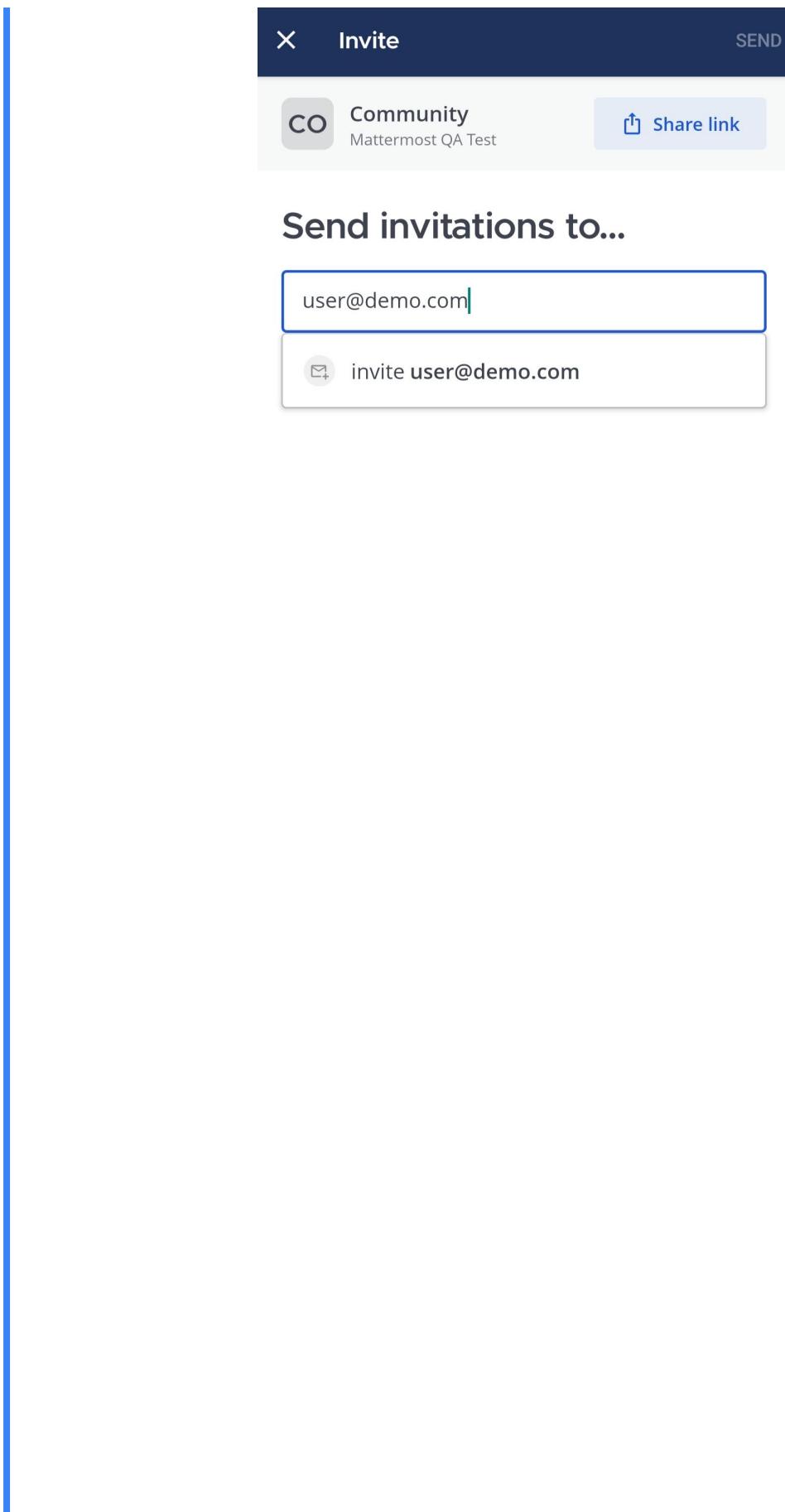
1. Tap the

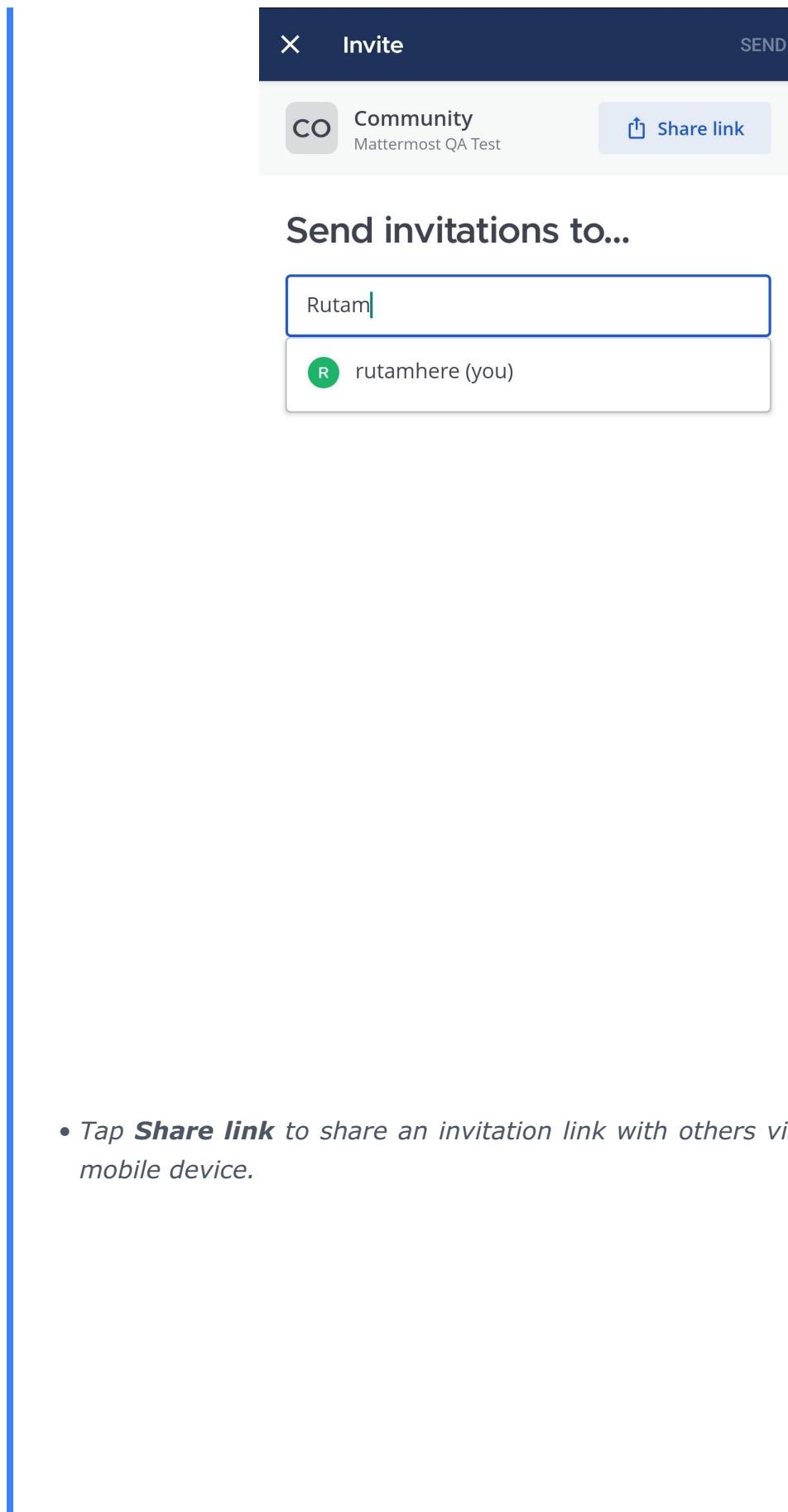


icon in the top right corner of the screen and tap **Invite people to the team**.

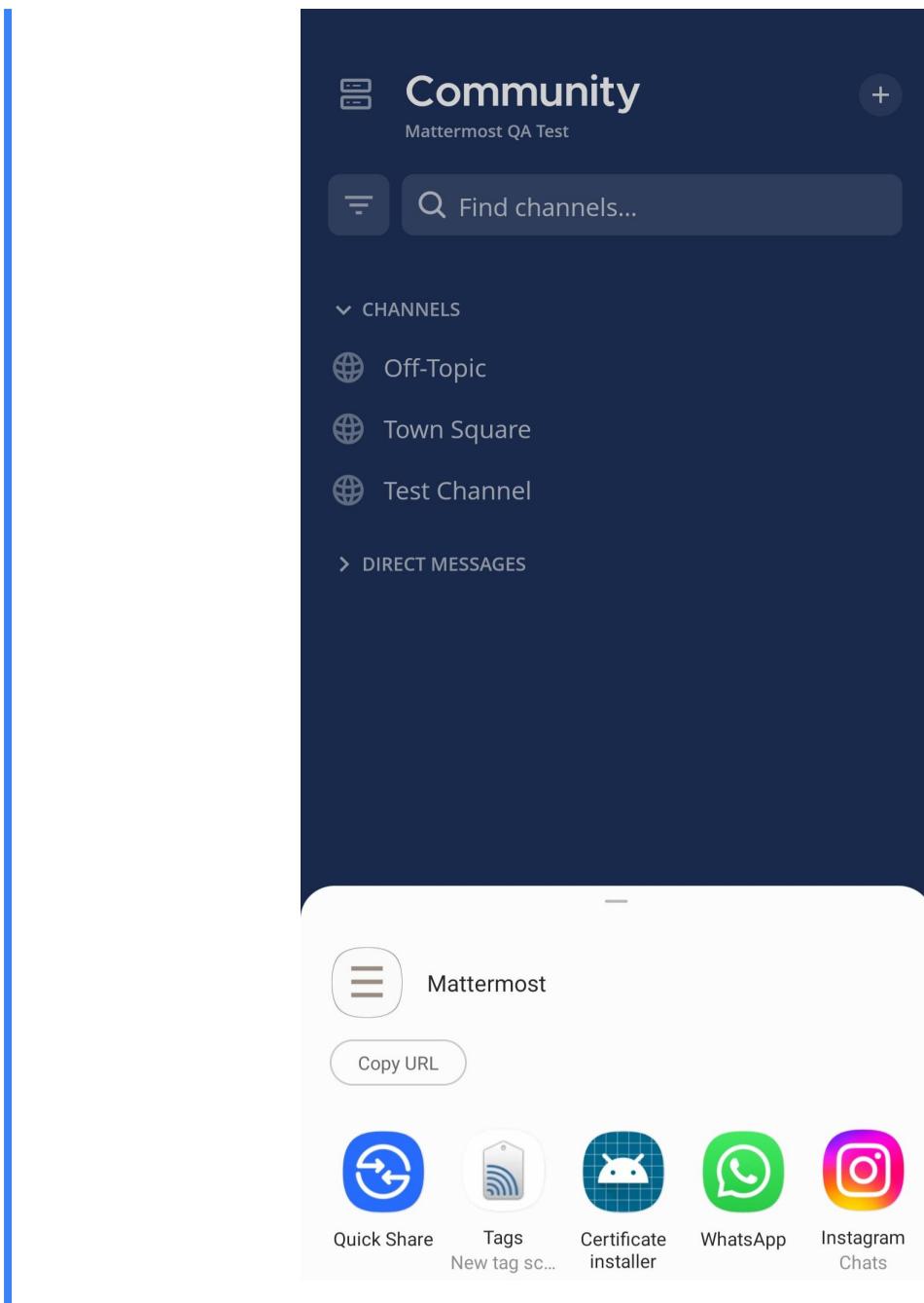


- *Send an email-based member invitation to people who don't have an account on your Mattermost server by specifying email addresses and tap **Send**.*
- *Add existing workspace users as members of the current team by specifying users by usernames and tap **Send**.*





- Tap **Share link** to share an invitation link with others via apps on your mobile device.



### Note

- Can't share invitation links? Contact your Mattermost system admin for assistance. An SSL certificate (or a self-signed certificate) may be required for link-based invitations to work.
- An invite link can be used by anyone and doesn't change unless it's regenerated by a system admin or team admin via **Team Settings > Access > Invite Code**.
- Your system admin must enable email invitations and configure email for Mattermost to send email-based invitations. - Invitation links sent by email expire after 48 hours and can only be used once.
- Your system admin can cancel all email invitations that haven't yet been accepted within the System Console.

### On this page

- [Invite people to your workspace](#)
- [Invite people to your workspace](#)
  - [Web/Desktop](#)
  - [Mobile](#)

# Join and leave channels

---

## Join a channel

Channels are either **public** or **private**.

- **Public** channels are identified with a **Globe**



icon. Anyone on the team can join a public channel.

- **Private** channels are typically used for sensitive topics, and are identified with a **Lock**



icon. You must be invited to private channels by another channel member.

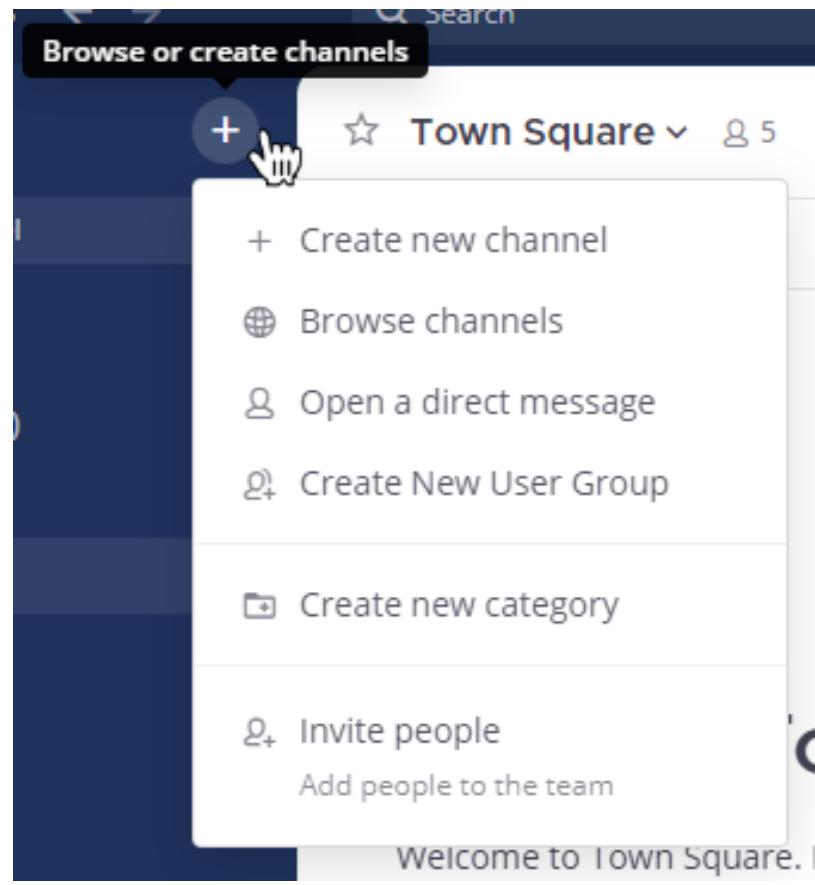
### Note

To join a private channel, you need to be added to the channel by a member of that channel.

To join a public channel:

Web/Desktop

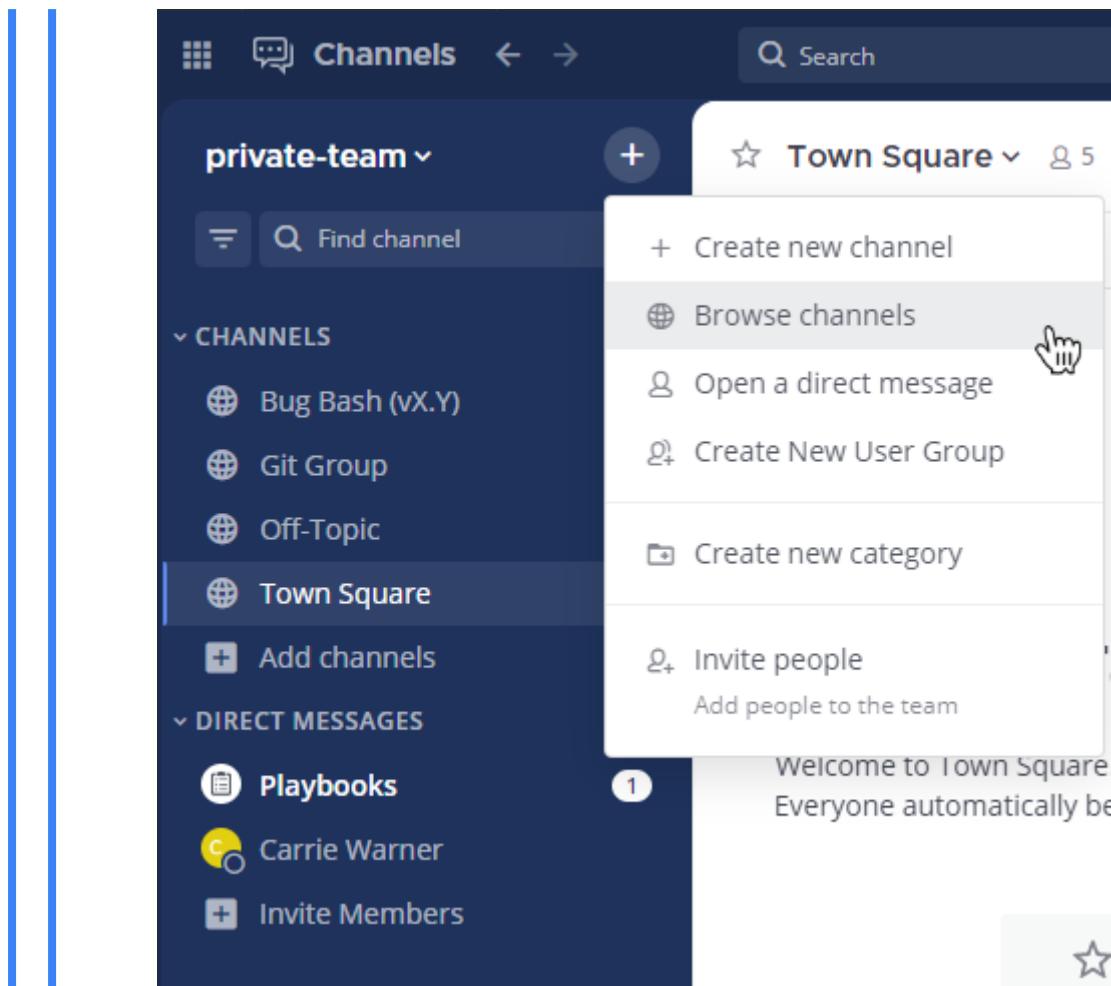
1. Select the **Add channels** button in the channel sidebar, then select **Browse Channels**.



Alternatively, you can select



at the top of the channel sidebar, then select **Browse Channels**.



2. Select **Join** next to the public channel you want to join.

## Browse Channels

[Create New Channel](#) Search channels

4 Results

Channel Type: Public  Hide Joined

Bug Bash (vX.Y)

Joined • 3

Git Group

Joined • 1

Off-Topic

Joined • 5

Town Square

Joined • 5

All channel types

 Public channels 

Private channels

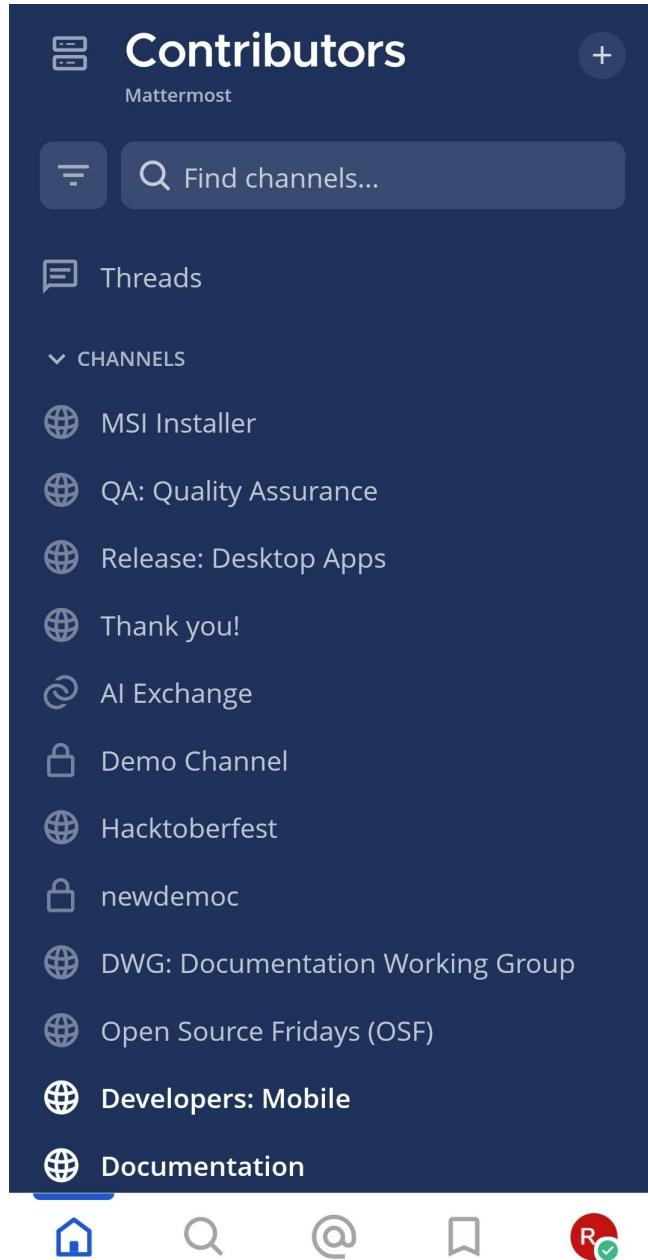
Archived channels

Mobile

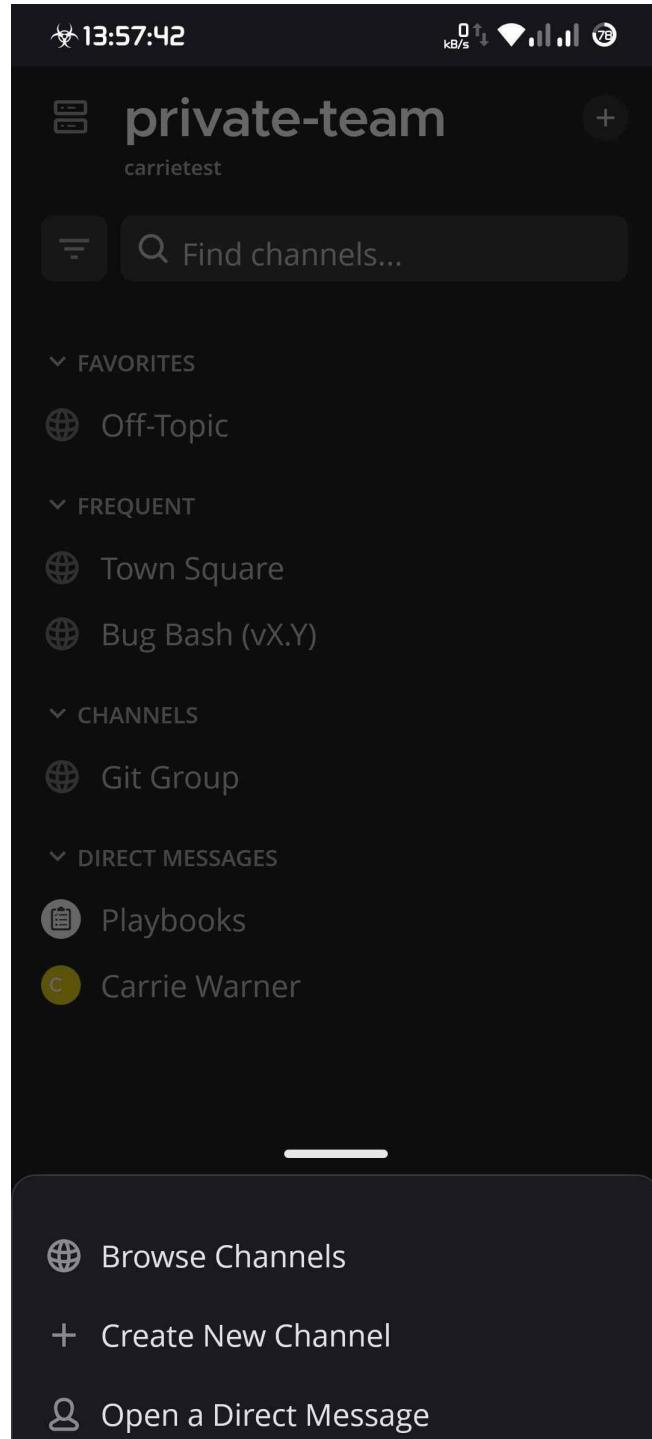
1. Tap



located in the top right corner the app.



2. Tap **Browse Channels**.



3. Tap the public channel you want to join.

The screenshot shows the 'Browse channels' interface in Mattermost. At the top, there is a dark blue header bar with a close button ('X'), the title 'Browse channels', and a 'CREATE' button. Below the header is a search bar with a magnifying glass icon and the placeholder text 'Search'. Underneath the search bar is a dropdown menu labeled 'Show: Public Channels ▾'. The main content area displays a list of public channels, each represented by a small globe icon and the channel name. The channels listed are: BB JPR, Demo Channel (with a note: 'This channel is set up to test various new and existin...'), hijj, Incident Resolution, RI JPR, Test123, test4, testboard, teste, TestingToolTip, and testint.

### Tip

When you join channels, depending on the channel actions configured, you may see a welcome message, and channels may be added to a category in your channel sidebar automatically. Using Mattermost in a web browser or the desktop app, access **Channel Actions** from the channel name drop-down menu in the center pane to see what automatic actions have been configured.

See the following documentation to learn more about working with channels:

- Create channels
- Browse channels
- Customize your channel sidebar

## Leave a channel

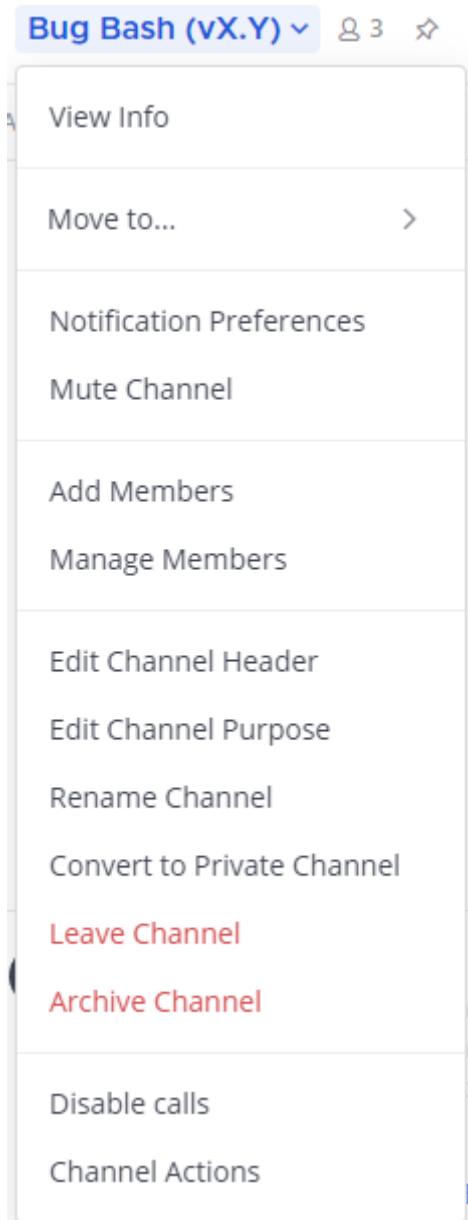
When you leave a private channel, you must be re-added by another channel member to rejoin. You won't receive mention notifications from a channel if you're not a member of that channel.

### Note

All users are added to the **Town Square** channel automatically. This means that users can't archive, unarchive, or leave the **Town Square** channel. However, guests who are manually invited to **Town Square** can leave the channel.

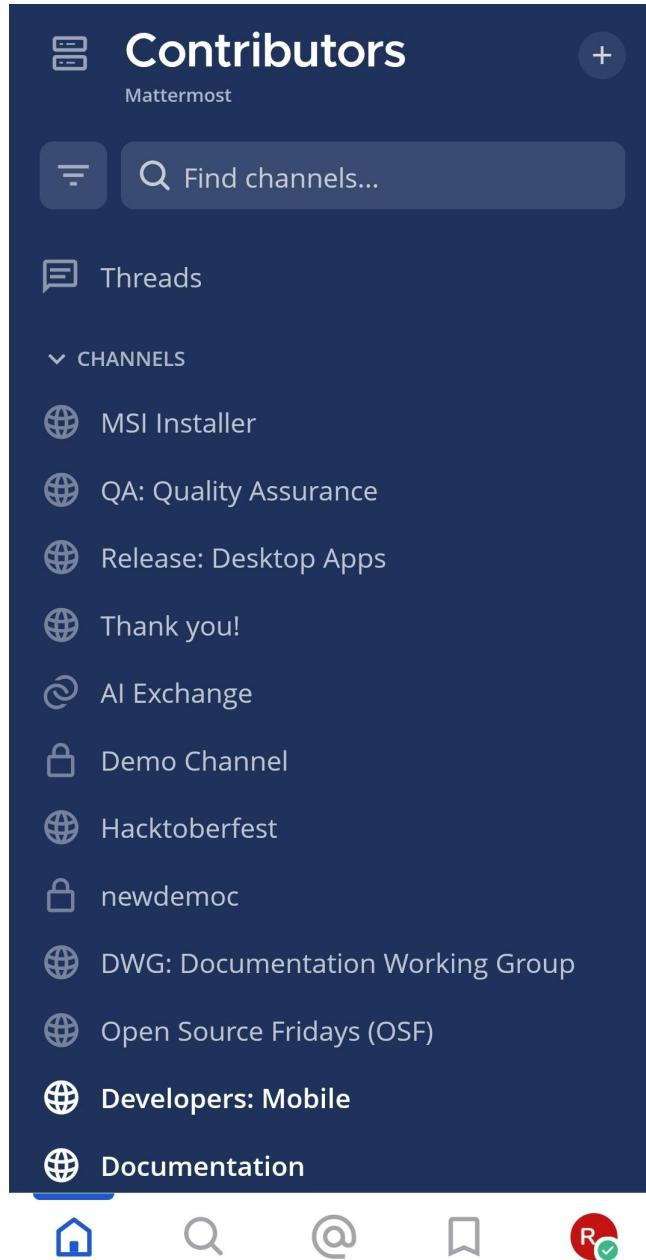
### Web/Desktop

Select the channel name at the top of the center pane to access the drop-down menu, then select **Leave Channel**.



## Mobile

1. Tap the channel you want to leave.



2. Tap the **More**



icon located in the top right corner of the app.

The screenshot shows the Mattermost mobile application interface. At the top, a dark blue header bar displays the channel name "Demo Channel" and "3 members". Below the header, the date "Oct 17, 2023" is shown. The main content area contains two messages: one from "System" at 2:16 PM (@Daniel Espino Garcia added to the channel by you) and one from "Daniel Espin..." at 2:17 PM (a long block of placeholder text). A blue button labeled "New messages" with a downward arrow is visible. At the bottom, there is a text input field with the placeholder "Write to Demo Channel" and a row of message composition icons.

Demo Channel  
3 members

Oct 17, 2023

System 2:16 PM  
@Daniel Espino Garcia added to the channel by you.

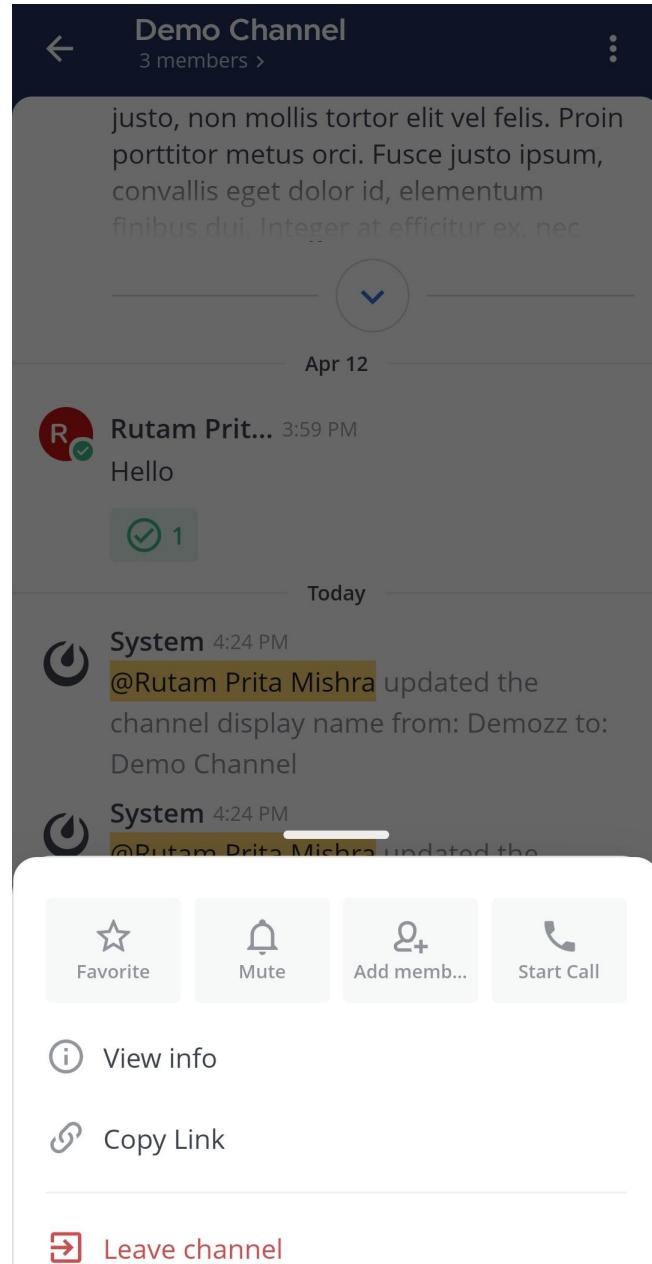
Daniel Espin... 2:17 PM  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec

↓ New messages

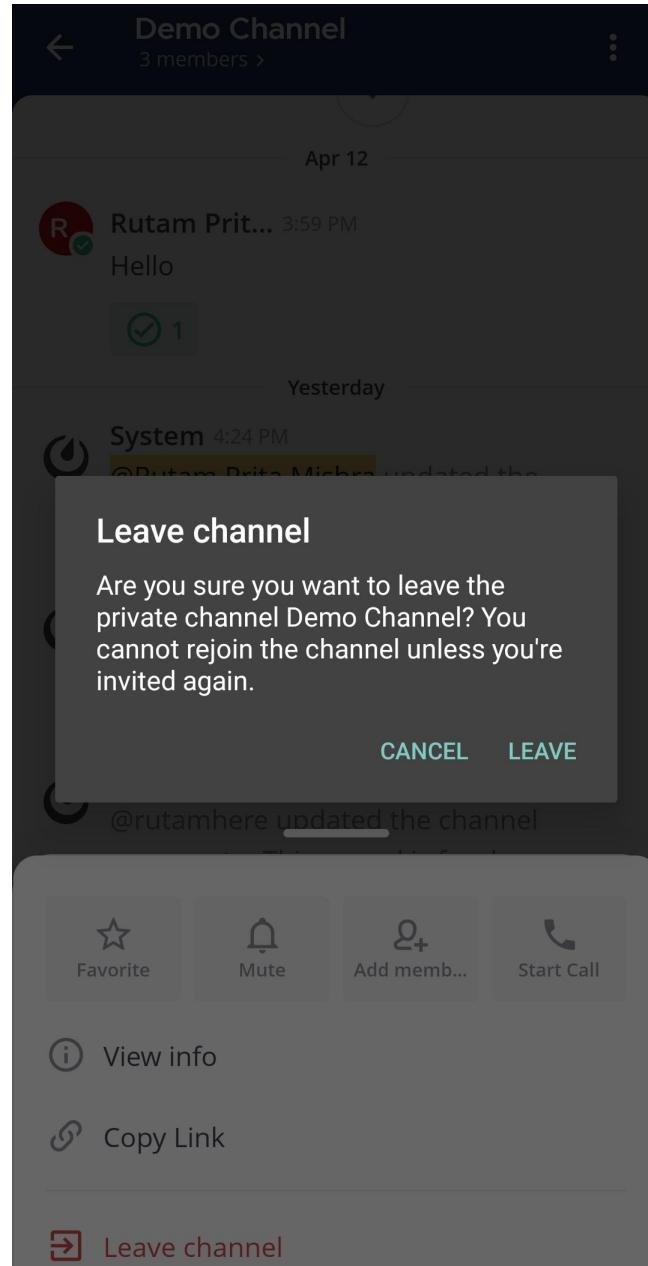
Write to Demo Channel

@        >

3. Tap **Leave channel**.



4. Tap on **Leave** to confirm your choice.



## On this page

- Join and leave channels
  - Join and leave channels
    - Join a channel
      - Web/Desktop
      - Mobile
    - Leave a channel
      - Web/Desktop
      - Mobile

- Join a channel
- Leave a channel

# Keyboard accessibility

Navigational keyboard shortcuts help you use Mattermost in a web browser or the desktop app without needing a mouse. Below is a list of supported accessibility shortcuts.

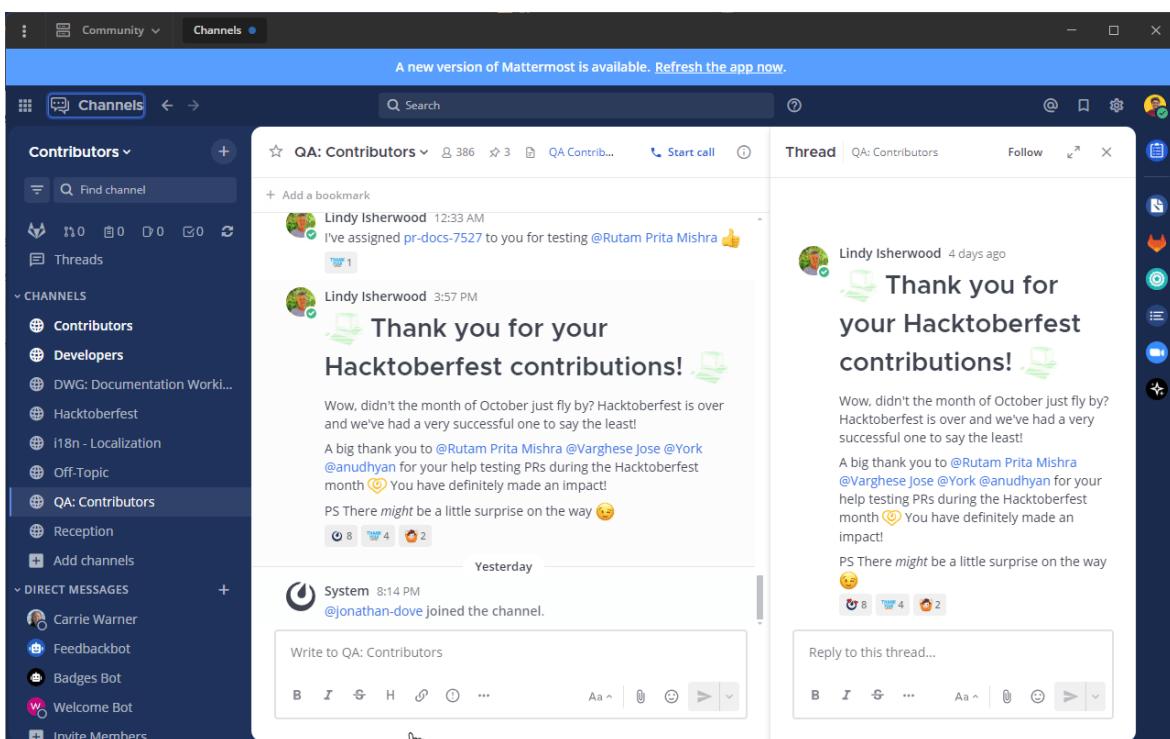
| Keyboard shortcut                               | Description                                                                     |
|-------------------------------------------------|---------------------------------------------------------------------------------|
| Desktop App: F6<br>Browser: Ctrl F6             | Move focus to the next section                                                  |
| Desktop App: Shift F6<br>Browser: Ctrl Shift F6 | Move focus to the previous section                                              |
| Tab                                             | Move focus to the next element                                                  |
| Shift Tab                                       | Move focus to the previous element                                              |
| ↑ or ↓                                          | Move focus between messages in the post list or sections in the channel sidebar |
| Enter                                           | Take action on the focused element                                              |

## Region navigation

Mattermost has eight regions that can be focused for navigation. Use F6 in the desktop app, or use Ctrl F6 in a browser repeatedly to move focus and loop through the regions in this order:

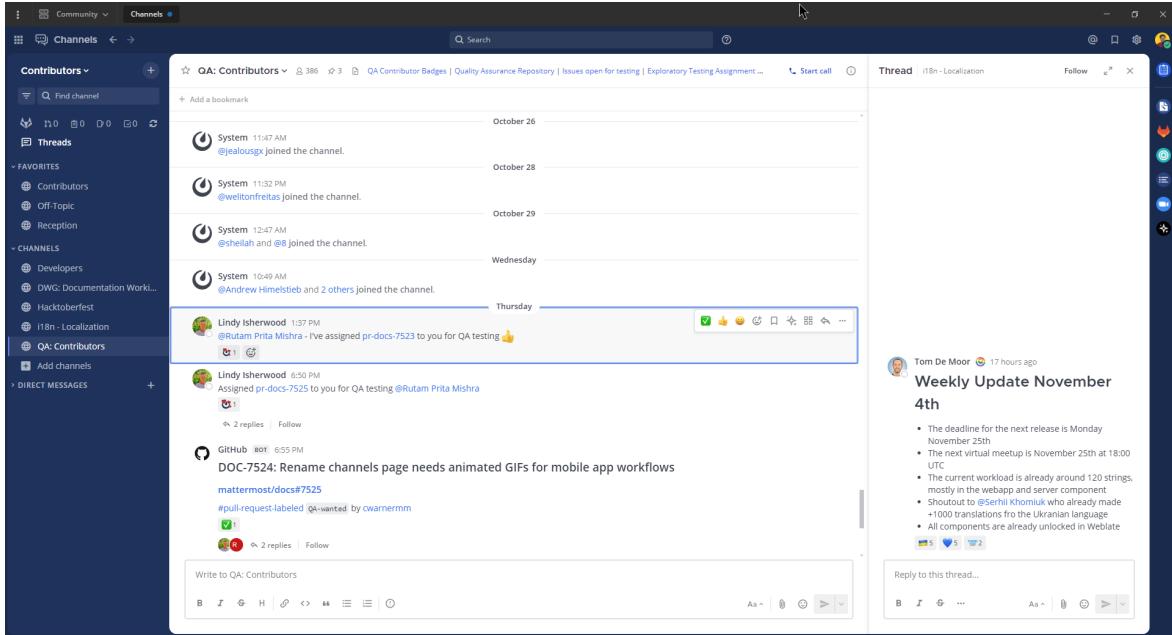
1. Message list region

2. Message input region
3. Right-hand side message list region
4. Right-hand side message input region
5. Team menu region
6. Channel sidebar region
7. Channel header region
8. Search



## Message navigation

When the message list region is focused, use the  $\uparrow$  or  $\downarrow$  arrow keys to navigate through messages and reply threads. Press Tab to navigate through message actions.



## Message composition

Mattermost is compatible with most popular screen readers, such as [Apple VoiceOver](https://www.apple.com/ca/accessibility/vision/) (<https://www.apple.com/ca/accessibility/vision/>) or [JAWS for Windows](https://www.freedomscientific.com/products/software/jaws/) (<https://www.freedomscientific.com/products/software/jaws/>). A custom readout is composed for each message by combining the message elements and reading them together in full sentences. Message elements will read in the following order:

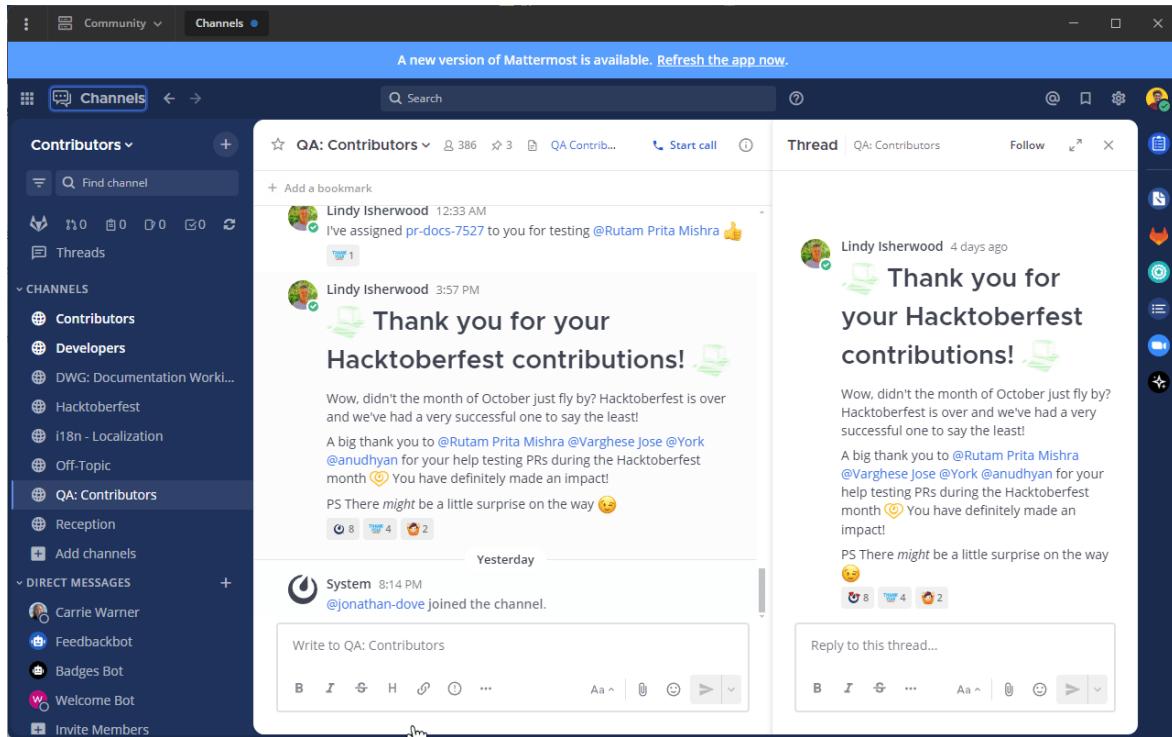
1. Header: Author, timestamp, message type (i.e. parent post or reply)
2. Main Content: The message content typed by the author
3. Attachments: The number of attachments (if applicable)
4. Emoji Reactions: The number of unique emoji reactions (if applicable)
5. Saves/Pins: If a message is saved or pinned (if applicable)

For example, a message read by a screen reader may sound like the following:

Eric Sethna at 12:57pm Thursday June 13th wrote a reply "Thanks for the review", 3 attachments, 2 reactions, message is saved and pinned.

## Channel sidebar navigation

When the channel sidebar region is focused, use the  $\uparrow$  or  $\downarrow$  arrow keys to focus individual sidebar sections, such as Insights, Threads, Favorites, custom categories, public channels, private channels, and direct messages. Press Tab to navigate through channels or other buttons within a sidebar section.



### On this page

- Keyboard accessibility
  - Region navigation
  - Message navigation
    - Message composition
  - Channel sidebar navigation

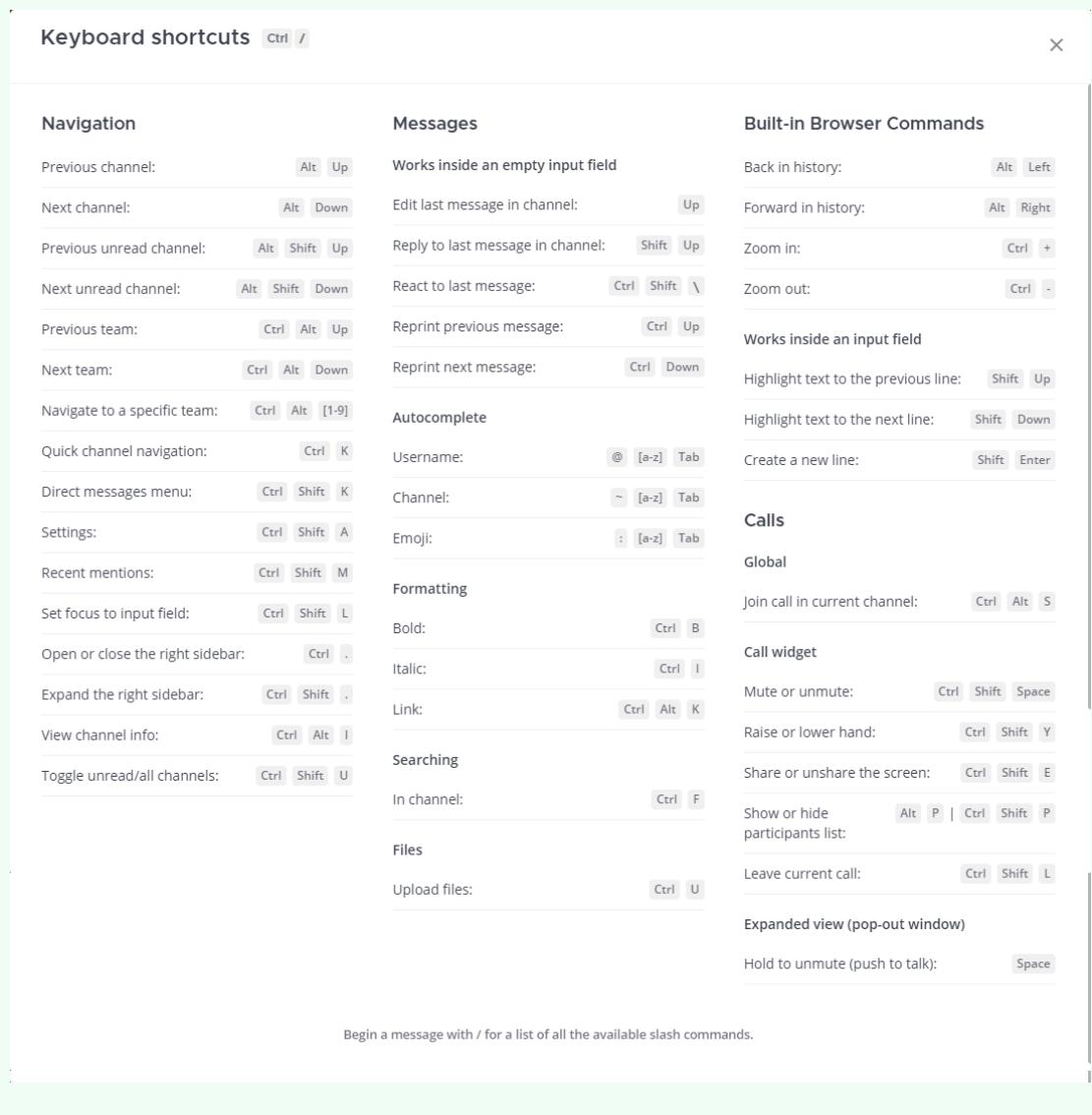
# Mattermost keyboard shortcuts

---

Mattermost keyboard shortcuts help you make a more efficient use of your keyboard when using Mattermost in a web browser or the desktop app.

## Tip

- More keyboard shortcuts are available. See the team keyboard shortcuts and text style documentation for details.
- In Mattermost, display a list of available keyboard shortcuts by pressing `Ctrl /` on Windows or Linux, pressing `⌘ /` on macOS, or using the `/shortcuts` slash command.



## Channel navigation

The following keyboard shortcuts for channels are supported in all supported browsers and in the Mattermost desktop app.

| <b>On Windows &amp; Linux</b> | <b>On Mac</b>      | <b>Description</b>                                                                                                                                                                                               |
|-------------------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Alt ↑                         | ⌥ ↑                | Previous channel or direct message in the channel sidebar.                                                                                                                                                       |
| Alt ↓                         | ⌥ ↓                | Next channel or direct message in the channel sidebar.                                                                                                                                                           |
| Alt Shift ↑                   | ⌥ ⌘ ↑              | Previous channel or direct message in the channel sidebar with unread messages.                                                                                                                                  |
| Alt Shift ↓                   | ⌥ ⌘ ↓              | Next channel or direct message in the channel sidebar with unread messages.                                                                                                                                      |
| Alt + select channel          | ⌥ + select channel | Mark the last post in the channel as unread.                                                                                                                                                                     |
| Ctrl K                        | ⌘ K                | <ul style="list-style-type: none"> <li>• If text isn't selected: Open the <b>Find Channels</b> dialog.</li> <li>• If text is selected: Create a hyperlink in the format <code>[linktext](URL)</code>.</li> </ul> |
| Ctrl Shift K                  | ⌘ ⌘ K              | Open the <b>Direct Messages</b> dialog.                                                                                                                                                                          |
| Ctrl Shift A                  | ⌘ ⌘ A              | Open the <b>Settings</b> dialog.                                                                                                                                                                                 |
| Ctrl Shift M                  | ⌘ ⌘ M              | Open recent mentions.                                                                                                                                                                                            |
| Ctrl Shift L                  | ⌘ ⌘ L              | Set focus to center channel input field.                                                                                                                                                                         |

| <b>On Windows &amp; Linux</b> | <b>On Mac</b> | <b>Description</b>                                                    |
|-------------------------------|---------------|-----------------------------------------------------------------------|
| Ctrl .                        | ⌘ .           | Open or close the right-hand sidebar.                                 |
| Ctrl Shift .                  | ⌘ ↑ .         | Expand or shrink the width of the open right-hand sidebar.            |
| Ctrl Shift F                  | ⌘ ↑ F         | Move focus to the <b>Search</b> field and search the current channel. |
| Ctrl Shift U                  | ⌘ ↑ U         | Find unread channels or search through all channels.                  |
| Ctrl Shift I                  | ⌘ ↑ I         | Open or close <b>Channel Info</b> details in the right-hand sidebar.  |

## File uploads

The following keyboard shortcuts are supported in all supported browsers and in the Mattermost desktop app.

| <b>On Windows &amp; Linux</b> | <b>On Mac</b> | <b>Description</b> |
|-------------------------------|---------------|--------------------|
| Ctrl U                        | ⌘ U           | Upload a file.     |

## Messages

The following keyboard shortcuts are supported in all supported browsers and in the Mattermost desktop app.

| <b>On Windows &amp; Linux</b>  | <b>On Mac</b>              | <b>Description</b>                                       |
|--------------------------------|----------------------------|----------------------------------------------------------|
| Ctrl ↑ (in empty input field)  | ⌘ ↑ (in empty input field) | Reprint previous message or slash command you entered.   |
| Ctrl ↓ (in empty input field)  | ⌘ ↓ (in empty input field) | Reprint next message or slash command you entered.       |
| Shift ↑ (in empty input field) | ⇧ ↑ (in empty input field) | Reply to the most recent message in the current channel. |
| ↑ (in empty input field)       | ↑ (in empty input field)   | Edit your last message in the current channel.           |
| @[character] Tab               | @[character] Tab           | Autocomplete @username beginning with [character].       |
| ~[character] Tab               | ~[character] Tab           | Autocomplete channel beginning with [character].         |
| :[character] Tab               | :[character] Tab           | Autocomplete emoji beginning with [character].           |
| Ctrl Shift \                   | ⌘ ⇧ \                      | React to last message in channel or thread.              |

## Message formatting

The following keyboard shortcuts are supported in all supported browsers and in the Mattermost desktop app.

| <b>On Windows &amp; Linux</b> | <b>On Mac</b> | <b>Description</b>     |
|-------------------------------|---------------|------------------------|
| Ctrl B                        | ⌘ B           | Bold text.             |
| Ctrl I                        | ⌘ I           | Italicize text.        |
| Ctrl Alt K                    | ⌘ ⌂ K         | Format text as a link. |

## Accessibility navigation

The following keyboard shortcuts work in all supported browsers and in the Mattermost desktop app.

| <b>On Windows &amp; Linux</b> | <b>On Mac</b>            | <b>Description</b>                          |
|-------------------------------|--------------------------|---------------------------------------------|
| Alt ←                         | ⌘ [                      | Go to the previous channel in your history. |
| Alt →                         | ⌘ ]                      | Go to the next channel in your history.     |
| Shift ↑ (in input field)      | ↑ ↑ (in input field)     | Highlight text to the previous line.        |
| Shift ↓ (in input field)      | ↑ ↓ (in input field)     | Highlight text to the next line.            |
| Shift Enter (in input field)  | ↑ Enter (in input field) | Create a new line.                          |

**Note**

Though Mattermost keyboard shortcuts support standard languages and keyboard layouts, they may not work if you use keymapping that overwrites default browser shortcuts.

## Calls

The following keyboard shortcuts are supported in all supported browsers and in the Mattermost desktop app when calls are enabled.

| <b>On Windows &amp; Linux</b> | <b>On Mac</b> | <b>Description</b>                                                                         |
|-------------------------------|---------------|--------------------------------------------------------------------------------------------|
| Ctrl Alt S                    | ⌘ ⌘ S         | Start or join call in current channel.                                                     |
| Ctrl Shift Space              | ⌘ ↑ Space     | Mute or unmute.                                                                            |
| Ctrl Shift Y                  | ⌘ ↑ Y         | Raise or lower hand.                                                                       |
| Ctrl Shift E                  | ⌘ ↑ E         | Share or unshare screen.                                                                   |
| Alt P or Ctrl Shift P         | ⌥ P or ⌘ ↑ P  | Show or hide participants list.                                                            |
| Ctrl Shift L                  | ⌘ ↑ L         | Leave current call.                                                                        |
| Space                         | Space         | Hold to unmute (push to talk) <b>Note</b> : works in the expanded view/popout window only. |

## **Navigation in the desktop app**

The following navigation keyboard shortcuts are supported only in the Mattermost desktop app.

### Desktop app v5.0 onwards

Mattermost desktop app v5.0 introduces additional ways to navigate your Mattermost interface, including server selections, as well as tabs for channels, collaborative playbooks, and boards.

| <b>On Windows &amp; Linux</b> | <b>On macOS</b> | <b>Description</b>                                                                                                                                   |
|-------------------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ctrl F                        | ⌘ F             | Move focus to the <b>Search</b> field and search the current channel.                                                                                |
| Ctrl Shift S                  | ⌘ ⌘ S           | Open the <b>Servers</b> selector, press ↑ or ↓ to navigate between servers, then press Enter on Windows or Linux, or ↩ on macOS, to select a server. |
| Ctrl Shift 1                  | ⌘ ⌘ 1           | Navigate to the first server in the <b>Servers</b> list.                                                                                             |
| Ctrl Shift 2                  | ⌘ ⌘ 2           | Replace the number with the server's position within the server in the list.                                                                         |
| Ctrl Tab                      | ⌘ Tab           | Navigate to the next product tab based on the current product selected.                                                                              |
| Ctrl Shift Tab                | ⌘ ⌈ Tab         | Navigate to the previous product tab based on the current product selected.                                                                          |
| Ctrl 1                        | ⌘ 1             | Navigate to the <b>Channels</b> tab.                                                                                                                 |
| Ctrl 2                        | ⌘ 2             | Navigate to the <b>Boards</b> tab.                                                                                                                   |
| Ctrl 3                        | ⌘ 3             | Navigate to the <b>Playbooks</b> tab.                                                                                                                |
| Ctrl Tab                      | ⌘ Tab           | Navigate to the next product tab based on your current position.                                                                                     |

## Desktop app v4.7 and earlier

Mattermost desktop app v4.7 and earlier releases support the following navigation keyboard shortcuts:

| On Windows & Linux         | On macOS          | Description                                                                                                    |
|----------------------------|-------------------|----------------------------------------------------------------------------------------------------------------|
| Ctrl F                     | ⌘ F               | Move focus to the <b>Search</b> field and search the current channel.                                          |
| Ctrl 1<br>Ctrl 2<br>Ctrl 3 | ⌘ 1<br>⌘ 2<br>⌘ 3 | Navigate to the first server in the <b>Servers</b> list.<br>Replace the number with the server's tab position. |
| Ctrl Tab                   | ⌘ Tab             | Navigate to the next server tab based on the current server selected.                                          |
| Ctrl Shift Tab             | ⌘ ⌄ Tab           | Navigate to the previous server tab based on the current server selected.                                      |
| Alt ↓                      | ⌥ ↓               | Next channel or direct message in the channel sidebar.                                                         |

## Zoom in & zoom out display

The following display keyboard shortcuts work in all supported browsers and in the Mattermost desktop app.

| On Windows & Linux | On macOS | Description                    |
|--------------------|----------|--------------------------------|
| Ctrl Shift +       | ⌘ ⌄ +    | Increase font size (zoom in).  |
| Ctrl Shift -       | ⌘ ⌄ -    | Decrease font size (zoom out). |

Note

Though Mattermost keyboard shortcuts support standard languages and keyboard layouts, they may not work if you use keymapping that overwrites default browser shortcuts.

On this page

- Mattermost keyboard shortcuts
  - Mattermost keyboard shortcuts
    - Channel navigation
    - File uploads
    - Messages
    - Message formatting
    - Accessibility navigation
    - Calls
    - Navigation in the desktop app
      - Desktop app v5.0 onwards
      - Desktop app v4.7 and earlier
    - Zoom in & zoom out display
    - Channel navigation
    - File uploads
    - Messages
    - Message formatting
    - Accessibility navigation
    - Calls
    - Navigation in the desktop app
    - Zoom in & zoom out display

# Learn about Mattermost roles

There are 6 types of user roles with different permission levels in Mattermost: system admin, team admin, channel admin, member, guest, and deactivated.

## Tip

To view a list of users on the team and what their roles are, you need to be A team admin using Mattermost in a web browser or the desktop app. Open the Team menu and select **Manage Members**.

## System admin

The first user added to a newly-installed Mattermost system is assigned the system admin role. System admins are allowed to perform any actions on the system, and only a system admin can make changes to another system admin user account in Mattermost.

The system admin is typically a member of the IT staff and has all the privileges of a team admin, along with the following additional privileges:

- Access to the System Console in any team site.
- Ability to change any setting on the Mattermost server available in the System Console.
- Ability to promote and demote other users from Member role to system admin role (and vice versa).
- Ability to promote and demote other users to and from Guest role.
- Ability to deactivate user accounts and to reactivate them.
- Access to private channels, but only if given the link to the private channel.

A system admin can view and manage users in **System Console > User Management > Users**. They can search users by name, filter users by

teams, and filter to view other system admins, guests, as well as activated and deactivated users.

## Grant personal access tokens

System admin also can enable [personal access tokens \(<https://developers.mattermost.com/integrate/admin-guide/admin-personal-access-token/>\)](https://developers.mattermost.com/integrate/admin-guide/admin-personal-access-token/) for user accounts. This gives specific users permissions to create personal access tokens via **System Console > Users**.

In addition, a system admin can optionally set the following permissions for the account, which are useful for integrations and bot accounts:

- **post:all**: Allows the account to post to all Mattermost channels including direct messages.
- **post:channels**: Allows the account to post to all Mattermost public channels.

## Team admin

When a team is first created, the person who set it up is made a team admin. It is a team-specific role, meaning that someone can be a team admin for one team but only a member on another team. Team admins have the following privileges:

- Access to the **Team Settings** menu.
- Ability to change the team name and import data from Slack export files.
- Access to the **Manage Members** menu, where they can control whether team members are a **Member** or a **Team Admin**.
- Ability to manage all aspects of a team, such as joining and managing private channels they're not a member of.

## Channel admin

The person who creates a channel is assigned the channel admin role for that channel. People with the channel admin role have the following privileges:

- Ability to assign the channel admin role to other members of the channel.
- Ability to remove the channel admin role from other holders of the channel admin role.
- Ability to remove members from the channel.
- Ability to configure channel actions that automate tasks based on trigger conditions, such as joining a channel or sending a message in a channel.

Depending on your system configuration, channel admins can be granted special permissions by the system admin to rename and delete channels.

## Member

This is the default role given to users when they join a team. Members have basic permissions on a Mattermost team. See the advanced permissions backend infrastructure documentation for details.

## Guest

A guest is a role with restricted permissions. Guests enable organizations to collaborate with users outside of their organization, and control what channels they are in and who they can collaborate with. See the guest accounts documentation for details on working with guest accounts.

## Deactivated

A system admin can deactivate user accounts via **System Console > Users**. A list of all users on the server can be searched and filtered to make finding users easier. Select the user's role and in the menu that opens, then select **Deactivate**. See the deactivate user accounts admin documentation for details.

When **Deactivate** is selected, the user is logged out of the system, and receives an error message if they try to log back in. The user no longer appears in channel member lists, and they are removed from the team members list. A deactivated account can also be reactivated from the System Console, in which case the user rejoins channels and teams that they previously belonged to.

Direct message channels with deactivated users are hidden in users' sidebars, but can be reopened using the **More...** button or by pressing **Ctrl K** on Windows or Linux, or **⌘ K** on Mac.

Mattermost is designed as a system-of-record, so there isn't an option to delete users from the Mattermost system, as such an operation could compromise the integrity of message archives.

#### Note

AD/LDAP user accounts can't be deactivated from Mattermost; they must be deactivated from your Active Directory.

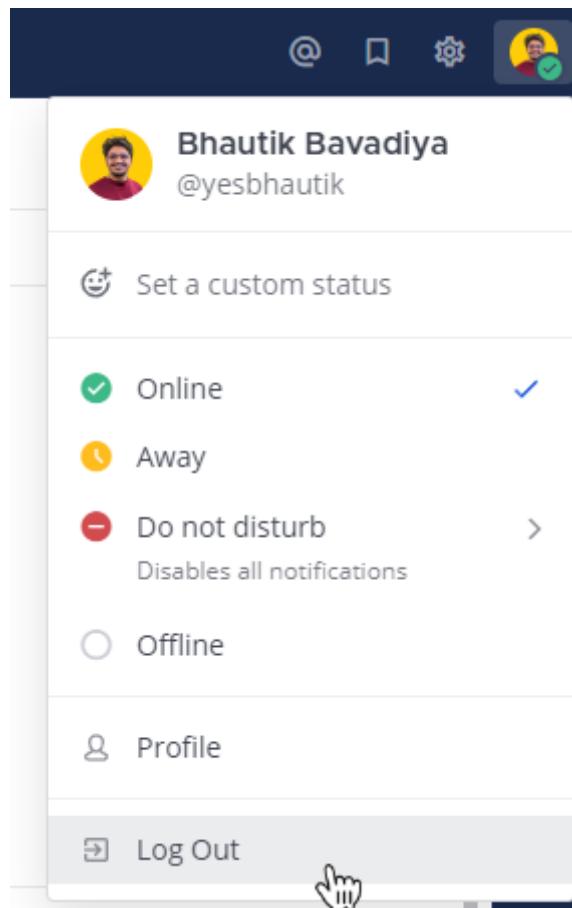
#### On this page

- Learn about Mattermost roles
  - System admin
    - Grant personal access tokens
  - Team admin
  - Channel admin
  - Member
  - Guest
  - Deactivated

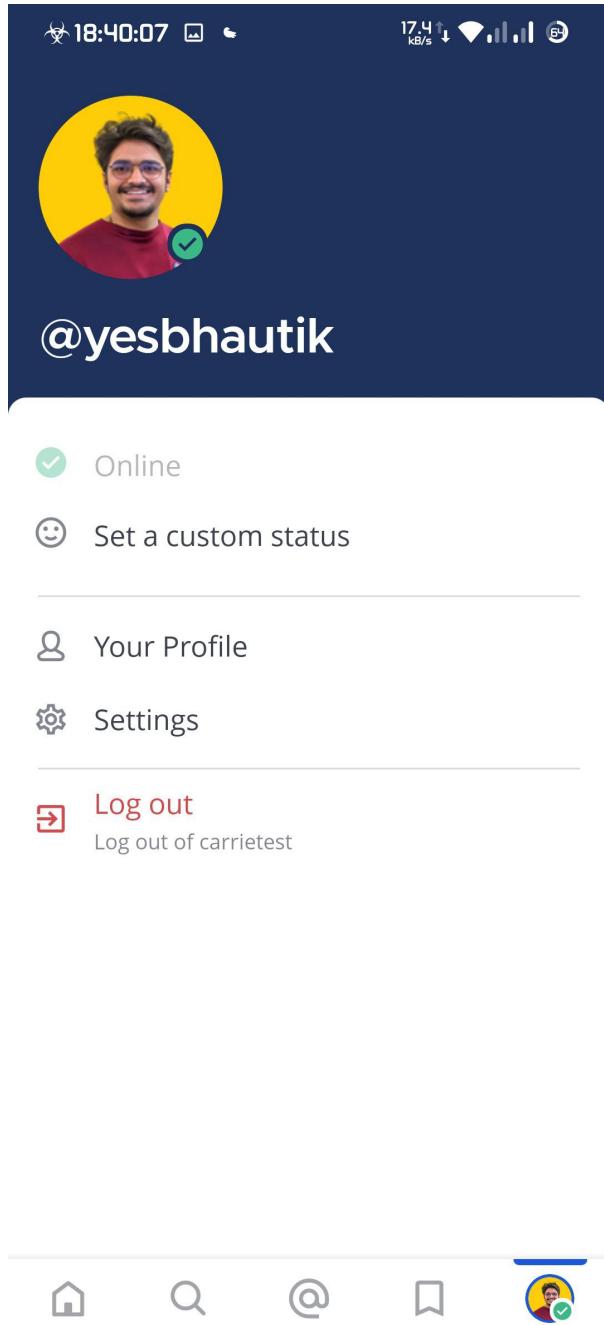
# Log out of Mattermost

You can log out of Mattermost from your profile picture. Select **Log Out** to log out of all teams on the server.

Web/Desktop



Mobile



## Frequently asked questions

### What happens when I log out of Mattermost?

When you log out of Mattermost, all data related to your session is removed except a record in the app database of the server you accessed and general activity state information, such as the onboarding checklist. Your user data stored within the server database is deleted when you log out. If you were to

delete the Mattermost desktop and the mobile app, the most recent server URL and state data would also be deleted.

When you log out, the following additional data is also deleted:

- All push notifications from that server.
- The websocket, network, and analytics clients stored locally in memory.
- All cookies for the server URL.
- The image cache for all servers (not just the server you've logged out of).
- All files saved in the cache directory for that server.
- All thumbnails and data saved to the clipboard for all servers (not just the server you've logged out of).
- The `image_cache` cache directory (Android mobile app)

On this page

- Log out of Mattermost
  - Log out of Mattermost
    - Web/Desktop
    - Mobile
    - Frequently asked questions
      - What happens when I log out of Mattermost?
    - Frequently asked questions
      - What happens when I log out of Mattermost?

# Make calls

Using a web browser, the desktop app, or the mobile app, you can join a call or start a call, share your screen, raise your hand, react using emojis during a call, chat in a thread, and continue working in Mattermost during a call.

## Note

- All Mattermost customers can start, join, and participate in 1:1 audio calls with optional screen sharing.
- For group calls up to 50 concurrent users, Mattermost Enterprise, Professional, or Mattermost Cloud is required.
- Enterprise customers can also record calls, enable live text captions during calls, and transcribe recorded calls. We recommend that Enterprise self-hosted customers looking for group calls beyond 50 concurrent users consider using the dedicated rtcd service.
- Mattermost Cloud users can start calling right out of the box. For Mattermost self-hosted deployments, System admins need to enable and configure the plugin using the System Console.

[Mattermost Academy Learn about Mattermost Calls \(<https://academy.mattermost.com/p/new-mattermost-copilot-multi-llm-setup-usage>\)](https://academy.mattermost.com/p/new-mattermost-copilot-multi-llm-setup-usage)

## Join a call

To join a call, select **Join call** in a channel, group message, or direct message. Any active team member in a channel or message can join a call, whether it's a public or private channel, or a group or direct message.

**Tip**

- You can share a call's link to use in a meeting request or share with other people. The link is unique to each channel, and contains the channel's ID, so it doesn't change between calls. Use the `/call link` slash command to generate a shareable link. The call link is valid for long as the channel is active. When a channel is archived or deleted, the share link becomes invalid.
- If someone from outside of the organization wants to join a call, you need to provide them with a guest account, and add them to the channel. Users who are archived or not registered can't join a call.

From Mattermost v9.4:

- You can join the same call using a web browser, the desktop app, and the mobile app. You can mute, unmute, react, share your screen, and configure voice settings independently for each Mattermost client you're using. You'll appear multiple times as a call participant in the call widget when you join one call on multiple clients.
- You'll see incoming call notifications for direct and group messages when a new call is started. Multiple calls will result in multiple incoming call notifications. If you're already in a call, and you receive a new incoming call notification, Mattermost prompts you to **Join** the incoming call, or dismiss the notification.

## Start a call

Web/Desktop

To start a call, select **Start call** in the channel header. When you start a call, you become the call host by default. See the host controls section below for details on host controls available to ensure calls run smoothly.

Tip

- When you start a call in a channel, you're muted by default. In a direct or group message you're unmuted by default.
- You can move the call widget to a different area of your screen.
- Alternatively, you can start a call using the `/call start` slash command.

Mobile

To start a call, go the channel info menu. Then tap **Start Call**.

The screenshot shows a Mattermost mobile application interface. At the top, there's a dark blue header bar with the title "Documentation" and a subtitle "346 members". Below the header, a URL "https://docs.mattermost.com/" is displayed next to a magnifying glass icon. To the right of the URL is a plus sign (+) button. The main content area shows a pull request from "cwarnermm" titled "#new-pull-request". The pull request has two labels: "2. SME Review". A descriptive message states: "Documentation updates based on customer onboarding learnings." It was posted by "GitHub BOT" at 1:58 AM. The pull request details mention "Added EnableAPIPostDeletion config setting & mmctl command" and a link to "mattermost/docs#7563". It also credits "cwarnermm" and provides a GitHub link: "Documentation for: https://github.com/mattermost/mattermost/pull/27539". A detailed summary of the pull request is shown in a box, mentioning "[MM-56073] MMCTL delete post command by BenCookie95 · Pull Request #27539 · mattermost/mattermost". The summary notes that the delete post endpoint was updated to take a new url parameter called "permanent" that allows for a post and its attachments to be hard deleted from the db, file store and search indexer. At the bottom of the screen, there's a "Write to Documentation" input field and a row of icons for @, checkmark, attachment, image, camera, exclamation mark, and a large blue send arrow.

After starting the call, audio will come through the device's speaker or a Bluetooth device, if connected. On Android, audio output will automatically switch to a Bluetooth device if one is connected during a call. You can tap the **Speaker** icon to manually select the output device.

On iOS, audio will automatically come through a connected device. You can override this behavior by tapping the **Speaker** button. Audio will then come through the speaker. However, you cannot manually select an output device on iOS at this time.

## Host controls

### Note

From Mattermost v9.9, and Mattermost mobile v2.17, call host controls are available and include the ability to transfer host duties, remove call participants, stop a screen share, mute or unmute participants, lower raised hands, and end the call for everyone.

Host controls are available to call hosts and admins in both the call widget by selecting the **More**

...

icon next to a participant's name, and in the expanded the call window as hosts hover over a call participant in the list.

### Transfer host duties

Transfer host duties to another call participant by accessing the host controls and selecting **Make host**. Once host duties are transferred to someone else, you can't access host controls unless they're transferred back to you. System admins can change the host at any time.

### Remove call participants

Remove a call participant from an active call by accessing the host controls and selecting **Remove from call**, then confirm by selecting **Yes, remove**. The call participant is notified that they've been removed from the call by the host.

### Stop a screen share

Stop a call participant's screen share by accessing the host controls and selecting **Stop screen share**.

### Mute participants

Invite muted participants to unmute their microphone by accessing the host controls and selecting **Ask to unmute**. The call participant is prompted to decide whether unmute or stay muted.

You can mute the microphone of specific participants by accessing the host controls and toggling the participant's mute icon. Mute all call participants by selecting **Mute all**.

## Lower raised hands

Lower a raised hand by accessing the host controls and selecting **Lower hand**. The participant is notified that their hand was lowered by the host.

## End the call for everyone

From Mattermost v10.2 and mobile v2.19, call hosts who choose to leave a call are prompted to confirm whether they want to leave or end the call for all participants.

## Share your screen

During a call, call participants can share their screen with other call participants, unless your system admin has disabled your ability to do so.

### Note

Screensharing is available in the Mattermost desktop app or a web browser. The ability to screenshare using the mobile app isn't supported.

To share your screen:

1. In the call widget, select **Start presenting**.
2. Select the screen you want to share.
3. To stop sharing, select the **Stop presenting** icon or the **Stop sharing** option.

## Share audio during screen sharing

From Mattermost Calls plugin v1.9.0, you can share audio along with your screen during screen sharing. To enable this feature, you must first turn on the **Share sound with screen** preference in your Calls settings by going to

**Settings > Plugin Preferences > Calls.** This setting is stored locally on each client and is not synchronized across devices.

**Note**

Audio sharing support varies by platform and browser:

**Web browsers:**

- **Chrome-based browsers only** (Google Chrome, Chromium, Microsoft Edge): When sharing a browser tab, you'll have the option to include audio from that tab. On Windows only, you can also share system sounds when sharing the entire screen.
- **Other browsers:** Audio sharing is not supported.

**Desktop app:**

- **Windows and Linux:** System audio is shared when sharing the entire screen.
- **macOS:** Audio sharing is not supported due to system limitations.

## React using emojis

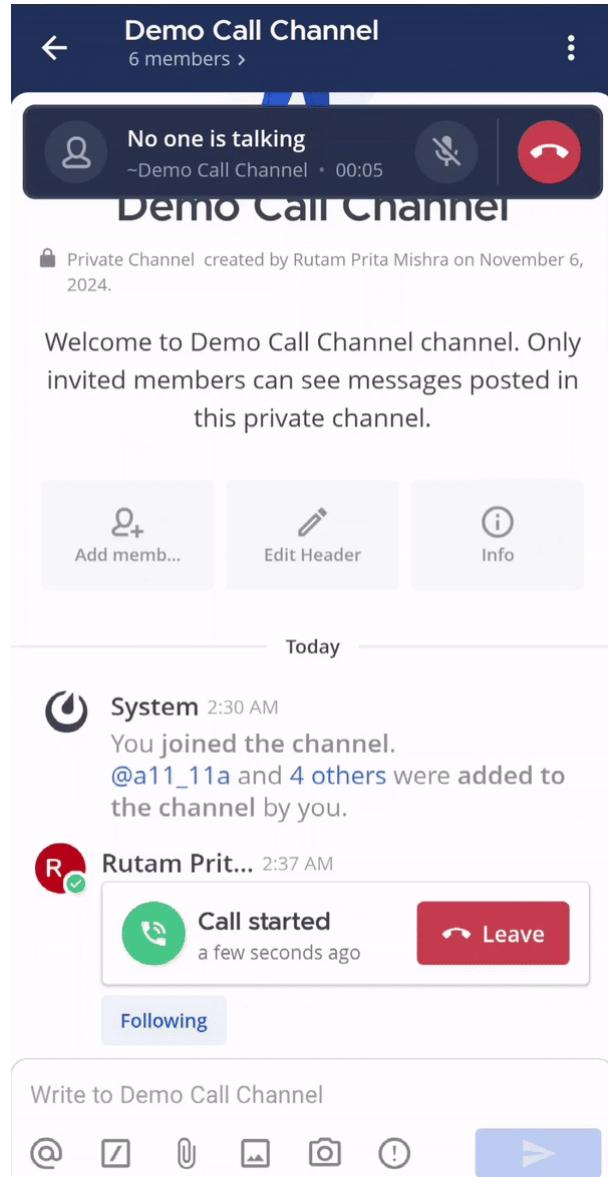
All call participants can use emojis to react during a call.

### Web/Desktop

Expand the call window using the arrows in the top-right of the call widget. From there, select the emoji icon to access frequently-used emojis or select additional emojis from the emoji picker.

### Mobile

Expand the call window using the arrows in the top-right of the active call banner. From there, select **React**.



## Chat in a call

A chat thread is created automatically for every new call.

Web/Desktop

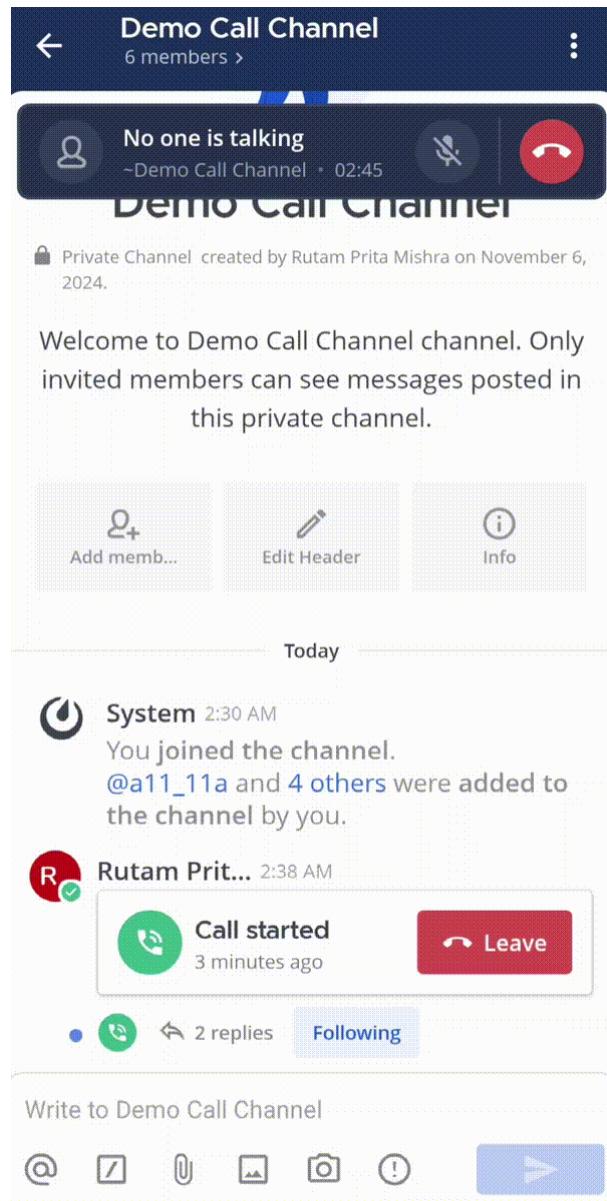
Open the chat thread in the widget by selecting the **Gear**



icon, then select **Show chat thread**. Alternatively, expand the call window using the arrows in the top-right of the call widget. From there, select the chat icon to access the chat thread.

## Mobile

Expand the call window using the arrows in the top-right of the active call banner. Then select **More > Call Thread**.



## Record a call

### Note

Available only on [Enterprise \(<https://mattermost.com/pricing/>\)](https://mattermost.com/pricing/) plans

From Mattermost v7.7, if you're the host of a meeting, you can record the call, unless your system admin has disabled the host's ability to do so.

Call recordings include audio, any screen sharing during the call, and text transcriptions, when enabled.

The default setting for a recording is 60 minutes, but your system admin may change the recording duration as needed. You'll receive a reminder 10 minutes before the recording limit is reached. If your call is going to continue beyond the recording limit, allow the first recording to complete, then start a new recording immediately after.

When you stop recording, the recording file is posted in the call thread as an MP4 file attachment. It's available to all users in the channel both during the call, and after the call has ended.

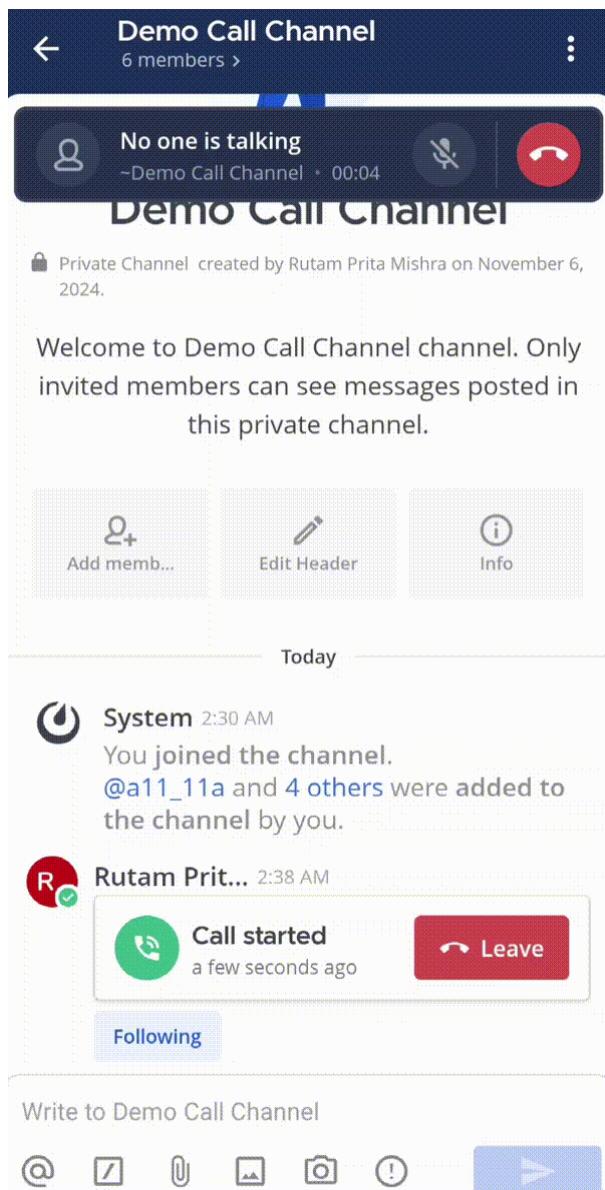
To record a call:

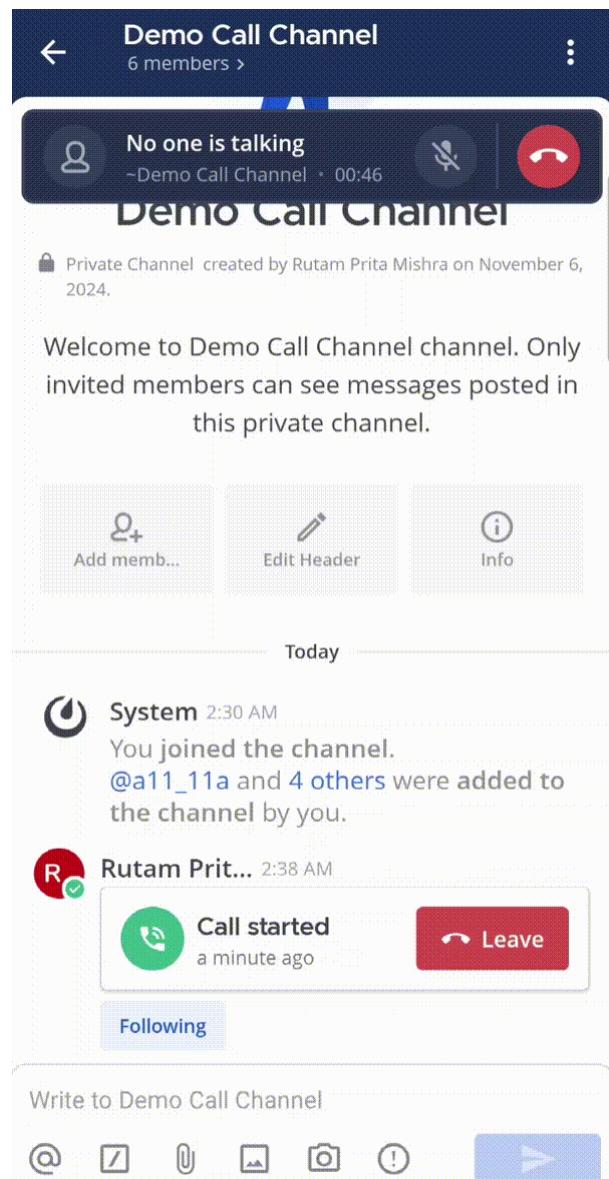
Web/Desktop

1. Select **Start call** in the header of the channel, group message, or direct message.
2. Select the pop-out icon.
3. In the call widget, select the **Record** button.
4. To stop recording, select the **Record** button again.

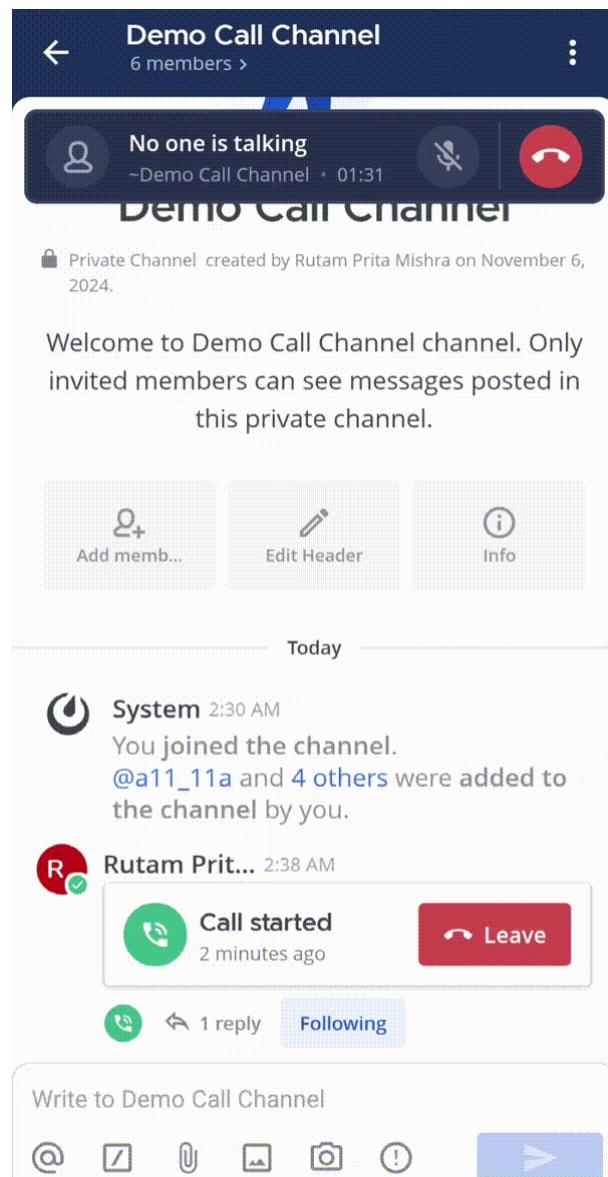
Mobile

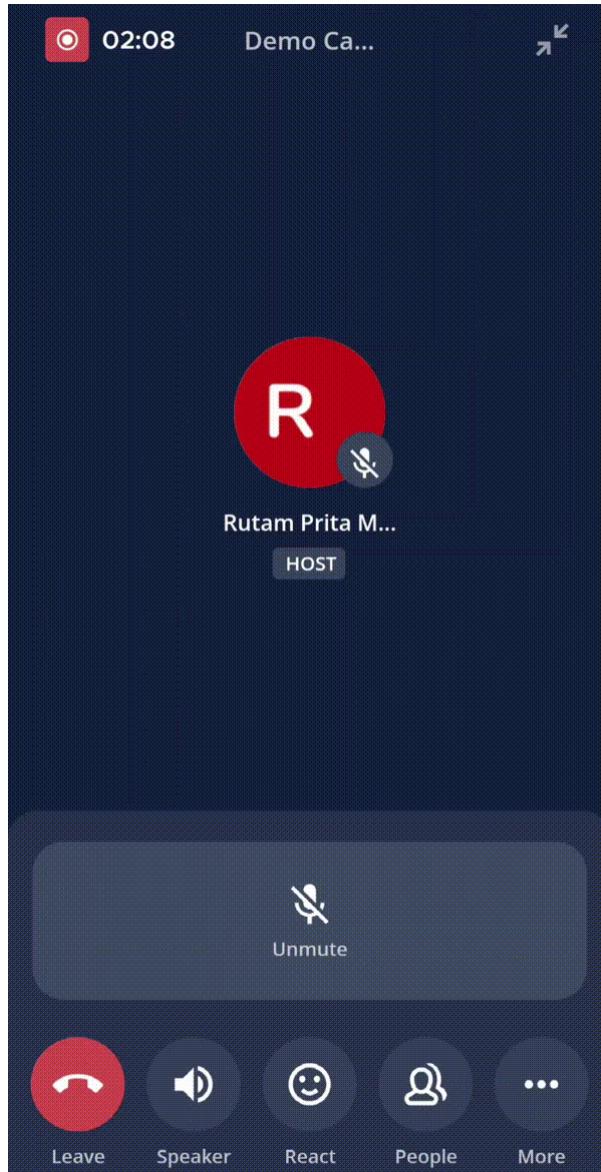
To start recording, use the `/call recording start` slash command. When you're finished recording, use the `/call recording stop` slash command.





Alternatively, expand the call window using the arrows in the top-right of the active call banner. Then select the **Record** button. To finish, tap on **Stop Recording** button.





## Live captions during calls

Note

Available only on [Enterprise \(<https://mattermost.com/pricing/>\)](https://mattermost.com/pricing/) plans

From Mattermost v9.7, and Mattermost mobile app v.2.16, all call participants can display real-time text captions by selecting the **More**

...

icon and **Show live captions** when the call is being recorded, and when live captions are enabled. Live captions can be helpful in cases where noise is preventing you from hearing the audio of participants clearly.

By default, live captions display in English. Your Mattermost system admin can specify a different language for live captions in the System Console.

#### Note

- The ability to enable live captions during Mattermost calls is currently in Beta.
- Your system admin must enable call recordings to enable live captions.

## Transcribe recorded calls

#### Note

Available only on [Enterprise \(<https://mattermost.com/pricing/>\)](https://mattermost.com/pricing/) plans

From Mattermost v9.4, and Mattermost mobile app v.2.13, call recordings can include text captions, and a transcription text file can be generated, unless your system admin has disabled the ability to transcribe call recordings.

When call recording stops, the transcription file is posted in the call thread as a TXT file attachment. It's available to all users in the channel both during the call, and after the call has ended. Additionally, users viewing the call recording can show or hide text captions using the Closed Captioning option in the video player.

#### Note

- The ability to enable recorded call transcriptions is currently in Beta.
- Your system admin must enable call recordings to enable recorded call transcriptions.

## Frequently asked questions

### Can I set a ring tone for incoming calls?

Yes! From Mattermost v8.0 and Calls v0.17.0, desktop app and web users can go to **Settings > Notifications > Desktop Notifications** to enable Mattermost to alert you to incoming calls through direct or group messages with a specific ring tone and a desktop notification, unless the system admin has disabled your ability to do so.

### Is video supported?

The integration currently supports only voice calling and screen sharing. We're considering video support in the future.

### Can I password-protect a call?

No. Any member with sufficient permission to access the channel can join the call.

### Is there encryption?

Media (audio/video) is encrypted using security standards as part of WebRTC. It's mainly a combination of DTLS and SRTP. It's not e2e encrypted in the sense that in the current design all media needs to go through Mattermost which acts as a media router and has complete access to it. Media is then encrypted back to the clients so it's secured during transit. In short: only the participant clients and the Mattermost server have access to unencrypted call data.

### Are there any third-party services involved?

The only external service used is Mattermost official STUN server ([stun.global.calls.mattermost.com](https://stun.global.calls.mattermost.com)) which is configured as default. This is primarily used to find the public address of the Mattermost server. The only information sent to this service is the IP addresses of clients connecting as no other traffic goes through it. It can be removed in the System Console if you want to provide an [ICE Host Override](#) setting instead.

## Troubleshooting

### My audio doesn't work when I join a call

If you can hear the other participants in the call but they can't hear you, select the Gear icon



next to the call end button in the widget. From there, you can check and change your audio output and microphone settings. Select



again to close the menu. Alternatively, you can manage your audio and microphone preferences in **Settings**.

### My call is disconnected after a few seconds

This is usually a sign that the underlying UDP channel has not been established and the connection times out after ~10 seconds. When the connection has been established correctly an `rtc connected` line should appear in the client-side logs (JS console). There isn't a single solution as it depends on your infrastructure/deployment specifics. However, if you're a system or network admin, you may need to open up the UDP port or configure the network accordingly.

### I can't screen share using Mattermost desktop on macOS

There's a known bug on macOS with some versions of Chrome (which is used by Mattermost desktop). If you've given screen sharing permissions to Mattermost desktop, and are still unable to screen share, do the following:

1. Quit Mattermost.
2. Open Terminal.
3. In the terminal, run: `tccutil reset ScreenCapture Mattermost.Desktop`
4. Restart Mattermost and start a call.

5. Select **Screen share** and give it permissions again.

6. Restart Mattermost again.

If the issue persists please post on the Mattermost Community Server in the [Developer: Calls \(<https://community.mattermost.com/core/channels/developers-channel-call>\)](https://community.mattermost.com/core/channels/developers-channel-call) channel to troubleshoot further.

## Debugging

If you experience issues with calls, collecting information is helpful as you can share it with us for debugging purposes.

As with any other issue, but more importantly with calls, it's very useful to let us know the date and time that the problem occurred, with as much detail as possible so that information can be cross-checked with server logs. Also please include any reproduction steps if applicable. Other important information includes:

- Browser/app version
- Operating system type and version

## JS console logs

### Web app

| Browser | Action                                                                                                                                                                                                                                        |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Chrome  | CMD+OPTION+J (macOS) CTRL+SHIFT+J (Windows, Linux, ChromeOS)                                                                                                                                                                                  |
| Firefox | CMD+SHIFT+J (macOS)/CTRL+SHIFT+J (Windows, Linux, ChromeOS)                                                                                                                                                                                   |
| Safari  | Enable Developer Menu in <b>Safari &gt; Preferences &gt; Advanced &gt; Show Develop Menu in Menu Bar</b> . Then <b>Develop &gt; Show Javascript Console</b> . Right-click on the console and select <b>Save to file</b> to download the logs. |

## Desktop app

In the top menu bar of the app, select **View > Developer Tools > Developer Tools for Current Tab**. In the logs that are generated, right-click and select **Save as** to download the logs.

## Mobile app

You can access and share debug logs from **Account screen > Settings > Report a problem**.

## Call stats dump

In cases where there are audio/video issues, difficulty in hearing other participants, and/or stuttering video and/or choppy audio, run the `/call stats` slash command in the channel where the call is currently active. This returns a JSON object via an ephemeral message. Additionally, run the `/call logs` command to review the client logs for the last call session.

You can run this command in an active call or after leaving the call in question. However, we will only save data for the last joined call so joining again will delete the previous call's feedback.

## WebRTC internals (Chrome and Firefox only)

This is an additional method for Chrome and Firefox users in cases where there are audio/video issues, difficulty in hearing other participants, and/or stuttering video and/or choppy audio.

### Chrome browser (recommended)

Open `chrome://webrtc-internals/` in the browser that you're using for the active call.

### Firefox browser

Open `about://webrtc` in the browser that you're using for the active call.

## Share information

Debug information is helpful to our community as there may be other community members having the same issue as you. We recommend that debug information be shared in either of the two options below:

- Post in [Developers: Calls](https://community.mattermost.com/core/channels/developers-channel-call) (<https://community.mattermost.com/core/channels/developers-channel-call>) channel: prefer this method when possible but keep in mind the channel is public.
- Post in [Team: Calls](https://community.mattermost.com/private-core/channels/calls-team) (<https://community.mattermost.com/private-core/channels/calls-team>) channel: use this channel if posting sensitive information.

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# Manage channel bookmarks

From Mattermost v10.1, you can bookmark up to 50 links or files to the top of channels for quick and easy access, unless your system admin has disabled your ability to do so. Bookmarks display directly under channel headers.

## Tip

Any file added as a channel bookmark is also searchable in Mattermost.

## Open a bookmark

Opening a channel bookmark works the same way as selecting a file link or attachment in a message. Select or tap a bookmark to view the file or link.

## Add a bookmark

### Web/Desktop

1. From Mattermost v10.5, select the channel name at the top of the center pane to access the drop-down menu, and select **Bookmarks Bar** to add a link or attach a file. In Mattermost versions prior to v10.5, select **Add a bookmark** in the bookmarks bar instead.

- Select **Add a link** to specify the link URL, specify bookmark text, and an optional bookmark icon.
- Select **Attach a file** to select a file, specify bookmark text, and an optional bookmark icon.

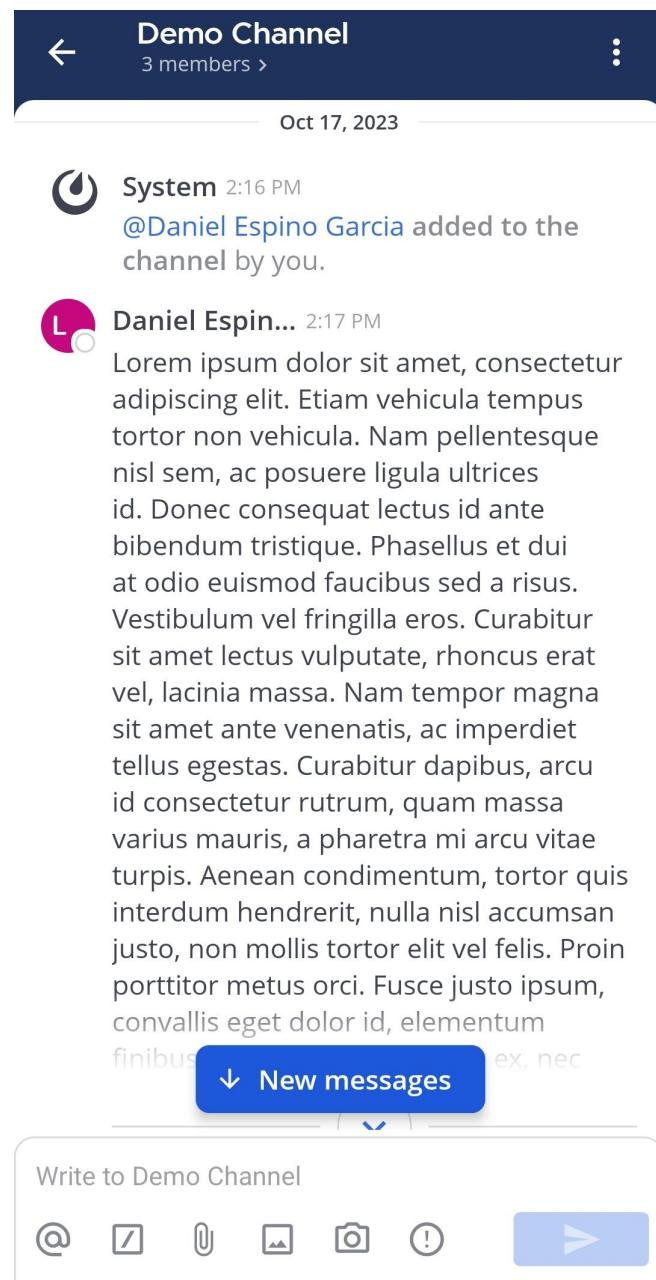
### Mobile

The bookmarks bar is hidden when a channel has no bookmarks.

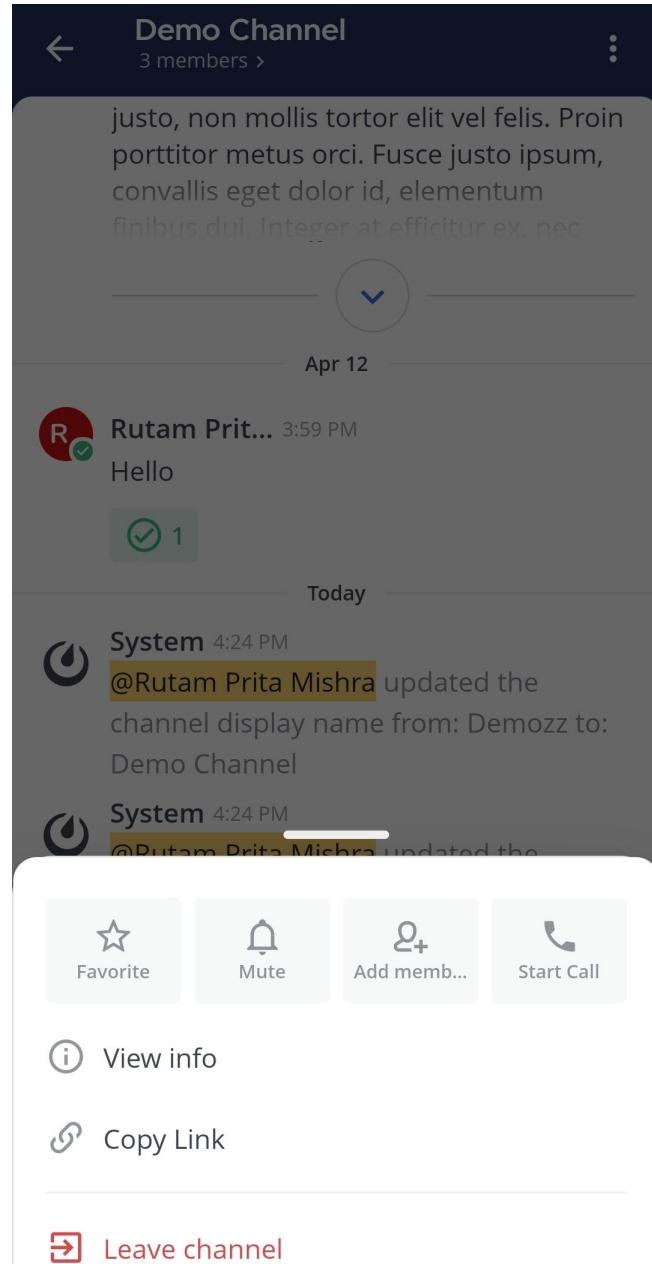
1. In a channel, select the **More**

:

icon.



## 2. Select **View info**.



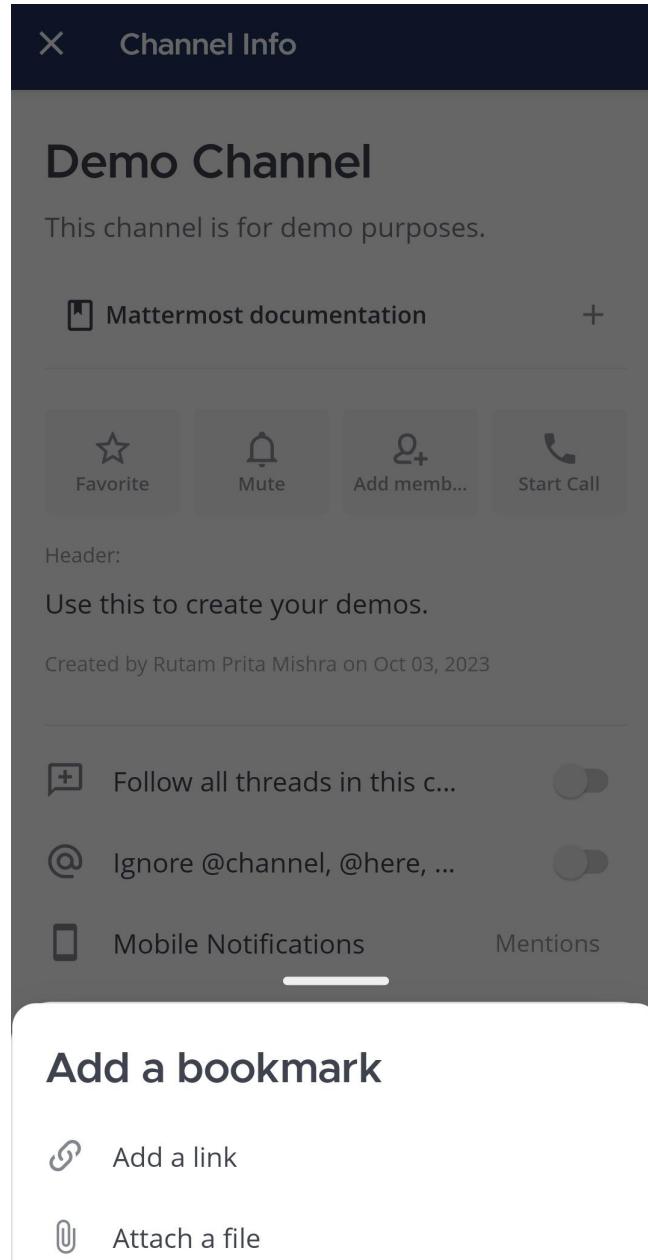
3. Tap on **Add a bookmark** to add the first bookmark.

The screenshot shows the 'Channel Info' screen for the 'Demo Channel'. At the top, there's a header with the channel name and a close button ('X'). Below the header, the channel name 'Demo Channel' is displayed in large bold letters, followed by the subtext 'This channel is for demo purposes.' A button labeled '+ Add a bookmark' is visible. Below this, there are four action buttons: 'Favorite' (star icon), 'Mute' (bell icon), 'Add memb...' (person icon), and 'Start Call' (phone icon). A 'Header:' section contains the message 'Use this to create your demos.' Below this, it says 'Created by Rutam Prita Mishra on Oct 03, 2023'. A list of settings follows, each with a toggle switch: 'Follow all threads in this c...', 'Ignore @channel, @here, ...', 'Mobile Notifications' (with 'Mentions' next to it), and 'Pinned Messages' (with a value of '0'). At the bottom, a modal window titled 'Add a bookmark' is open, containing two options: 'Add a link' (link icon) and 'Attach a file' (file icon).

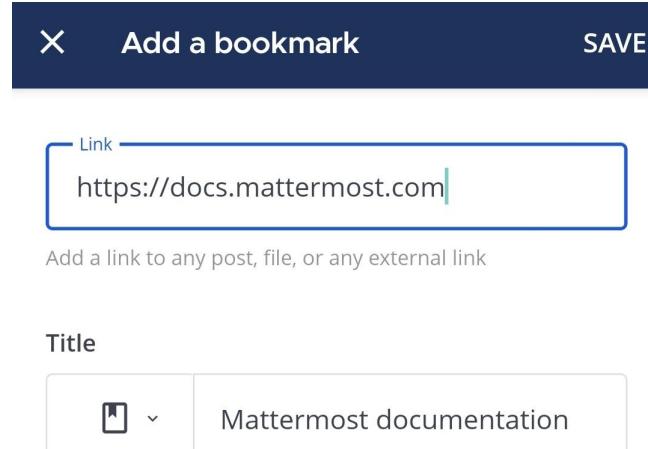
For subsequent bookmarks, select the **Plus**



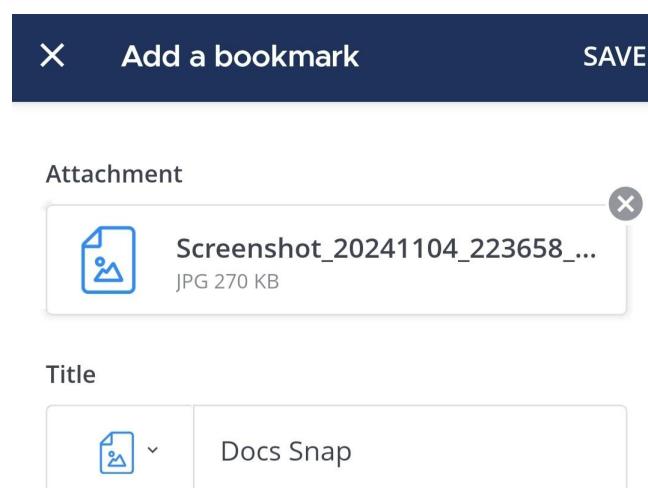
icon in the bookmarks bar.



4. You can either select **Add a link** to specify the link URL, specify bookmark text, and an optional bookmark icon.



Or you can select **Add a file** to select a file, specify bookmark text, and an optional bookmark icon.



5. Tap on **Save**.

## Manage bookmarks

You can edit and delete bookmarks, as well as copy bookmark links. Additionally, web and desktop users can reorder bookmarks, and mobile users can share bookmarks. Changes to bookmarks are visible to all channel members.

## Reorder bookmarks

Using Mattermost in a web browser or the desktop app, drag bookmarks to reorder them in the bookmarks bar. Reordering channel bookmarks changes the display order for all channel members.

### Note

You can't reorder channel bookmarks using the mobile app.

## Edit bookmarks

You can make changes to the bookmark link or file, the bookmark title, or the optional bookmark icon. Editing a bookmark changes the bookmark for all channel members.

Web/Desktop

Select the **More**

...

icon next to a bookmark and select **Edit**.

Mobile

Long-press on a bookmark and select **Edit**.

The screenshot shows the Mattermost mobile application's Channel Info screen for a channel named "Demo Channel".

**Header:** "Channel Info" (with an "X" icon) and "Demo Channel".

**Header Text:** "This channel is for demo purposes."

**Message List:** A single message from "Mattermost documentation" with a timestamp of "Oct 03, 2023".

**Control Buttons:** "Favorite" (star icon), "Mute" (bell icon), "Add memb..." (person icon with plus), and "Start Call" (phone icon).

**Header:** "Header: Use this to create your demos."

**Text:** "Created by Rutam Prita Mishra on Oct 03, 2023"

**Settings:**

- Follow all threads in this c... (switch off)
- Ignore @channel, @here, ... (switch off)
- Mobile Notifications (switch on)
- Pinned Messages (0)
- Files (0)
- Members (3)
- Add members

## Share bookmarks

Using the mobile app, long-press on a bookmark and select **Share**.

## Copy bookmark links

You can copy bookmark links when your system admin has enabled your ability to do so.

Web/Desktop

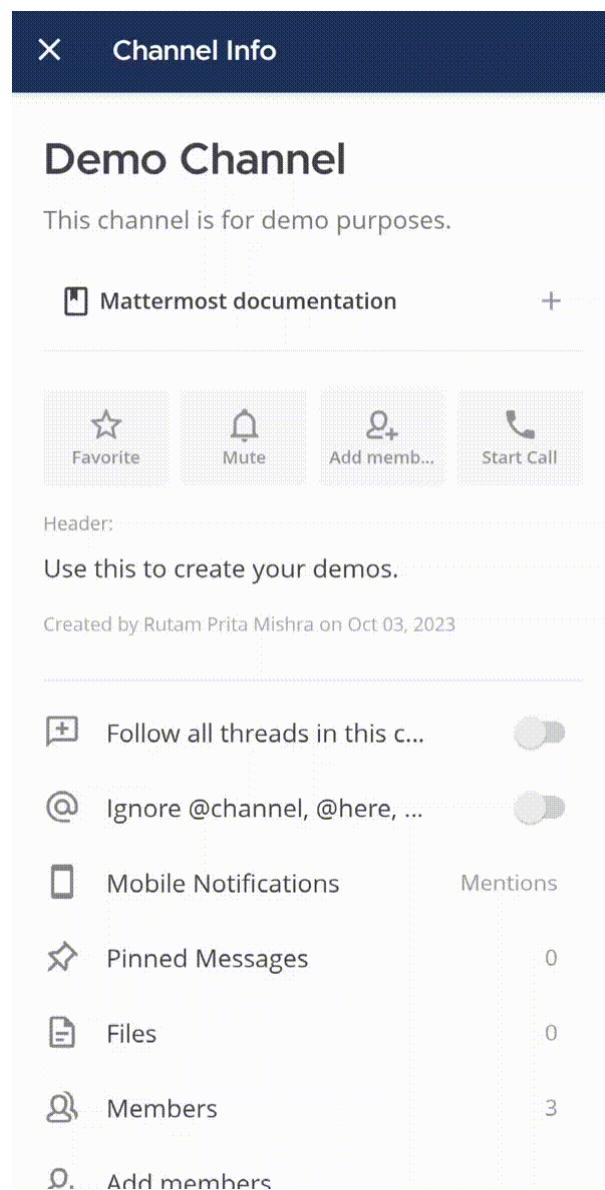
Select the **More**

...

icon next to a bookmark and select **Copy link**.

Mobile

Long-press on a bookmark and select **Copy link**.



## Delete bookmarks

Deleting a channel bookmark deletes it for all channel members.

Web/Mobile

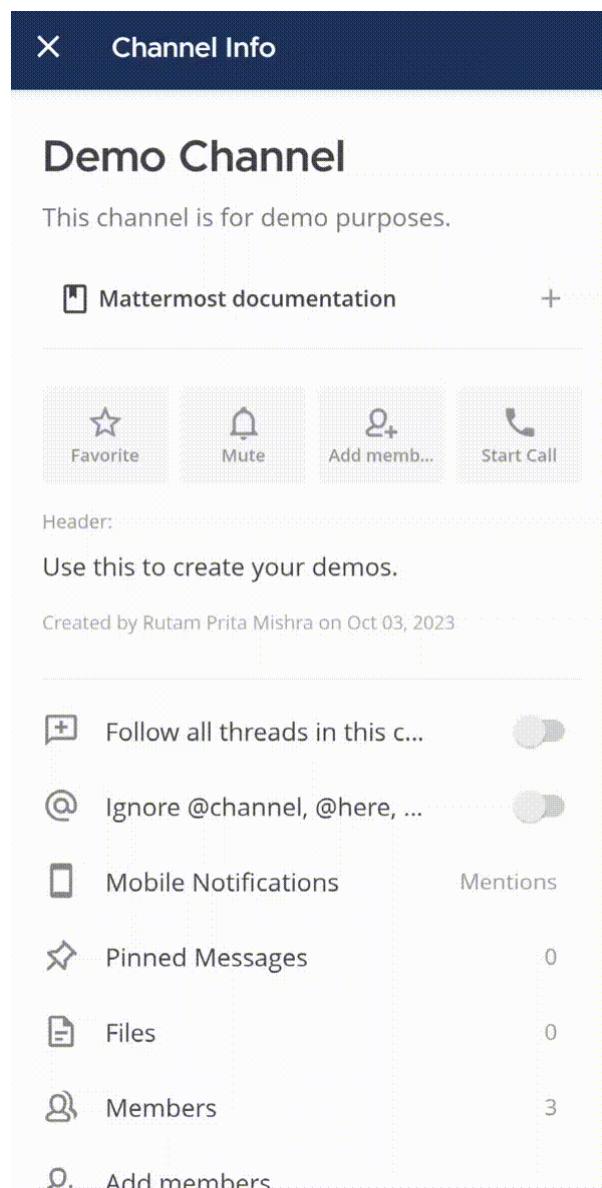
## Select the **More**

...

icon next to a bookmark and select **Delete**.

Mobile

Long-press on a bookmark and select **Delete**.



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# Manage channel members

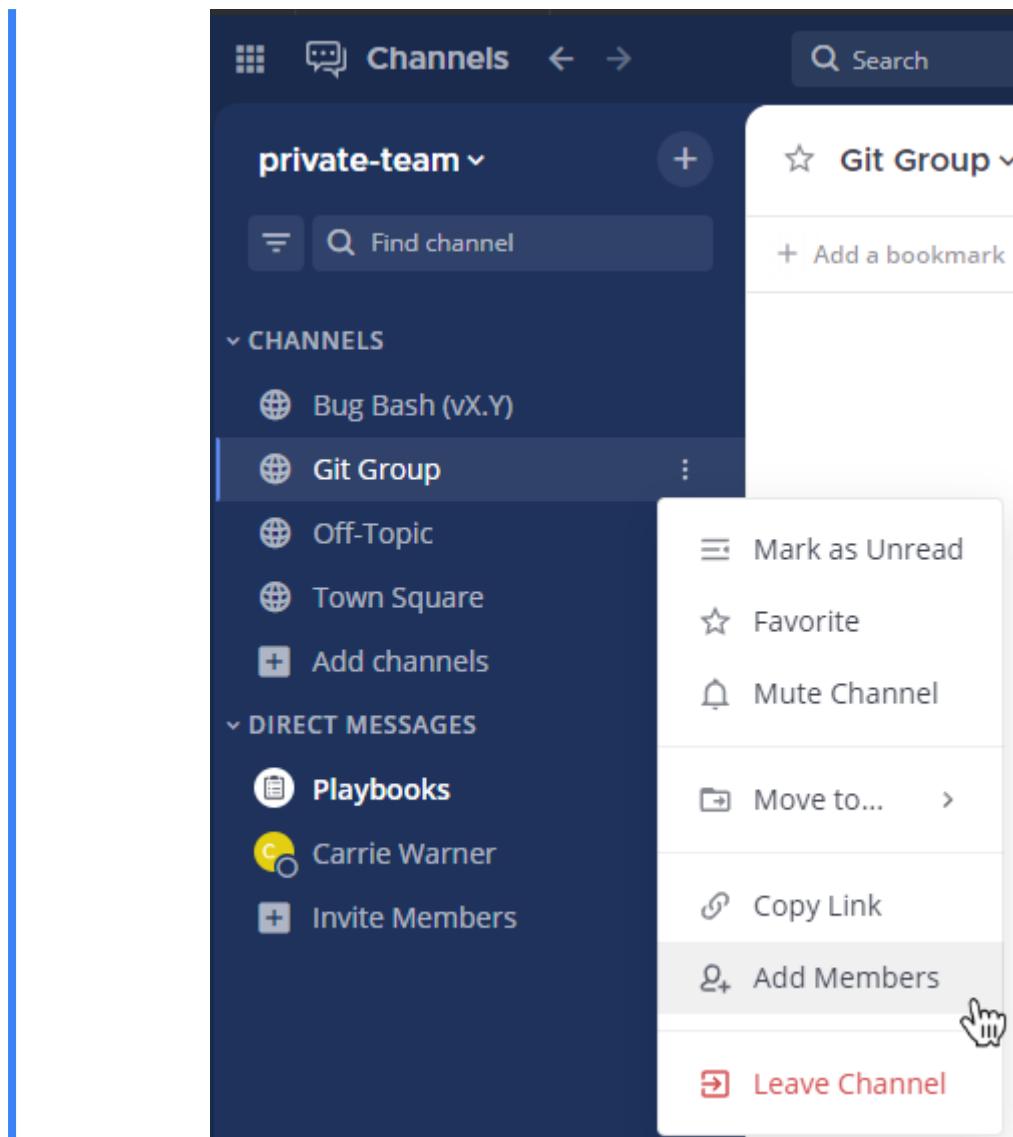
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## Add members to a channel

Using Mattermost in a web browser or the desktop app, any member of a channel can add other members to public or private channels, unless your system admin has restricted access to do so.

Web/Desktop

1. Select the channel name at the top of the center pane to access the drop-down menu, then select **Add Members**.



2. Search for users, select users, then select **Add** to add users to the current channel. Mattermost notifies you when a user is already a member of the channel.

Tip

- From Mattermost v7.8, people you've messaged directly are listed first, followed by all users in alphabetical order.
- Alternatively, to add members to a channel, select the channel name, select the **View Info**



icon, select **Members** in the right pane, and then select **Add**.

Mobile

1. Tap the channel name at the top of the screen.

The screenshot shows the Mattermost mobile application interface. At the top, there's a dark header bar with the title "Demo Channel" and a subtitle "7 members >". To the right of the title is a vertical three-dot menu icon. Below the header, a welcome message reads: "Welcome to Demo Channel channel. Add some more team members to the channel or start a conversation below." Three action buttons are displayed horizontally: "Add memb..." (with a user icon), "Set Header" (with a pencil icon), and "Info" (with an info icon). A horizontal timeline separator with the date "Jul 12" is shown. The first message is from "System" at 2:01 AM, stating "You joined the channel." Another timeline separator with the date "Oct 21" follows. The second message is from "System" at 2:10 AM, stating "@theinvincible and 5 others were added to the channel by you." A third timeline separator with the date "Today" follows. The third message is from "System" at 3:28 AM, stating "@rutamhere updated the channel display name from: Test Channel to: Demo Channel". The fourth message is from "System" at 5:14 AM, stating "You joined the channel." and "You left the channel." At the bottom, there's a text input field with placeholder text "Write to Demo Channel" and a row of message composition icons: @, ↗, 📝, 🎙, 📸, 🎞, and a blue send button with a white arrow.

**Demo Channel**  
7 members >

Welcome to Demo Channel channel. Add some more team members to the channel or start a conversation below.

Add memb... Set Header Info

Jul 12

System 2:01 AM  
You joined the channel.

Oct 21

System 2:10 AM  
@theinvincible and 5 others were added to the channel by you.

Today

System 3:28 AM  
@rutamhere updated the channel display name from: Test Channel to: Demo Channel

System 5:14 AM  
You joined the channel.  
You left the channel.

Write to Demo Channel

@ ↗ 📝 🎙 📸 🎞

2. Tap **Add members**.

X Channel Info

## Demo Channel

This channel is for demo purposes.

+ Add a bookmark

Favorite Mute Add memb... Copy Link

Created by rutamhere on Jul 12, 2024

---

Follow all threads in this c...

Ignore @channel, @here, ...

Mobile Notifications

Pinned Messages 1

Files 0

Members 7

Add members

Edit Channel

---

Disable calls

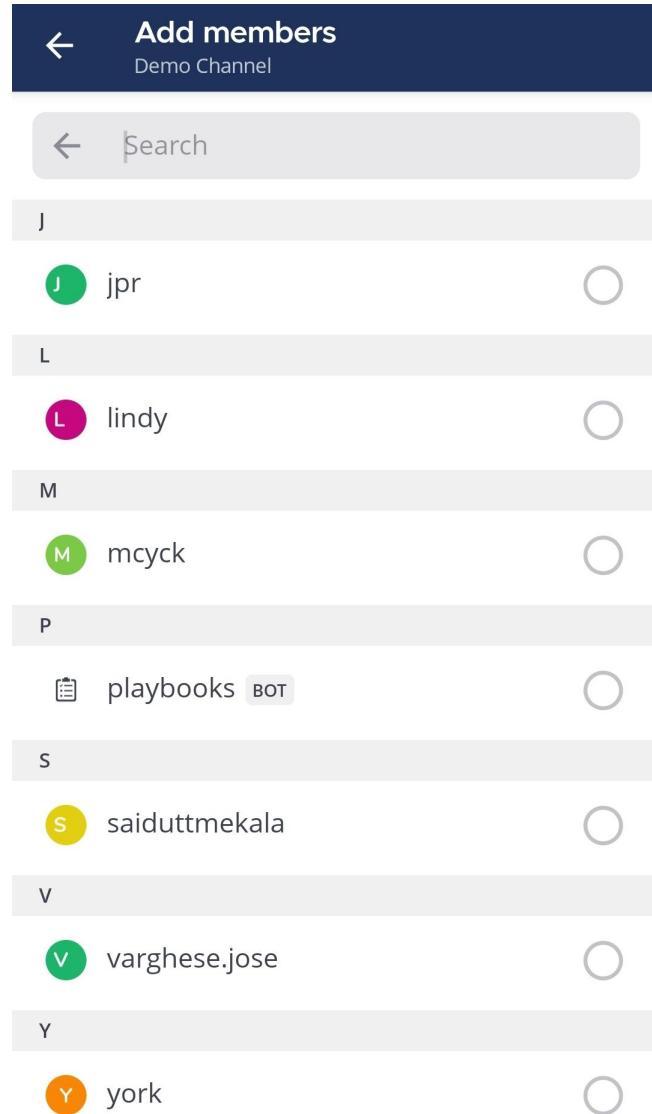
---

Convert to private channel

Leave channel

Archive Channel

3. Select members to add to the channel. You can scroll through the alphabetical list of members, or search for members in the Search field.



4. Tap **Add Members**.

**Add members**

Demo Channel

Search

J

jpr

L

lindy

M

mcyck

P

playbooks BOT

S

saiduttmekala

V

varghese.jose

Y

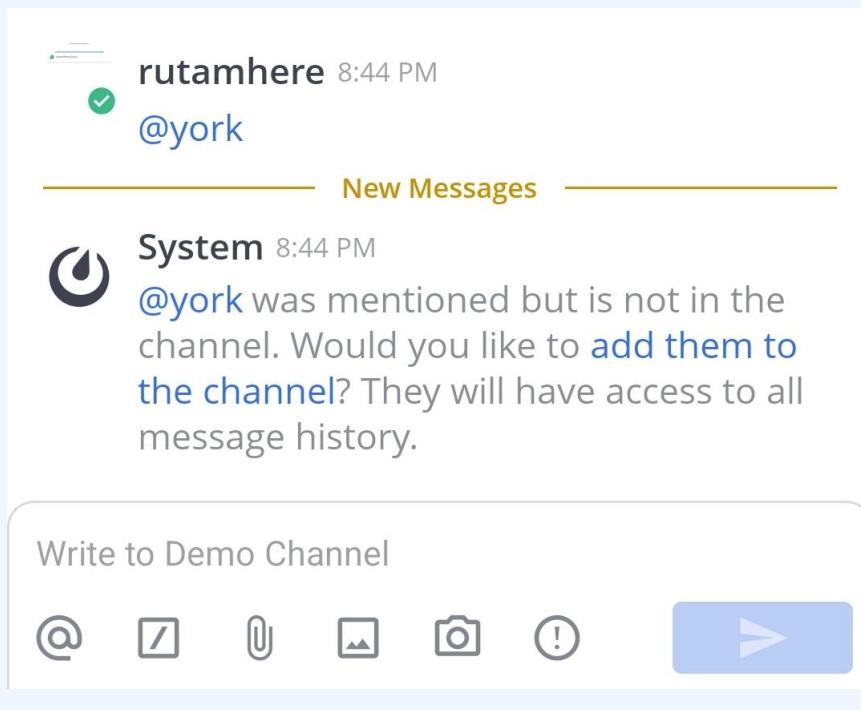
lindy

Add Members

This screenshot shows the 'Add members' interface in Mattermost. At the top, it says 'Add members' and 'Demo Channel'. Below that is a search bar with 'J' typed in. The results are listed in sections by letter: 'J' has 'jpr', 'L' has 'lindy' (which is checked with a blue checkmark), 'M' has 'mcyck', 'P' has 'playbooks BOT', 'S' has 'saiduttmekala', 'V' has 'varghese.jose', and 'Y' has 'lindy' again. At the bottom right is a large blue button with the text 'Add Members'.

### Note

You can also @mention users to add them to a channel. If they're not a channel member, Mattermost prompts you to add them.



## Add users from their profile

Using a web browser or the desktop app, you can also add users to channels within their profile pop-over.

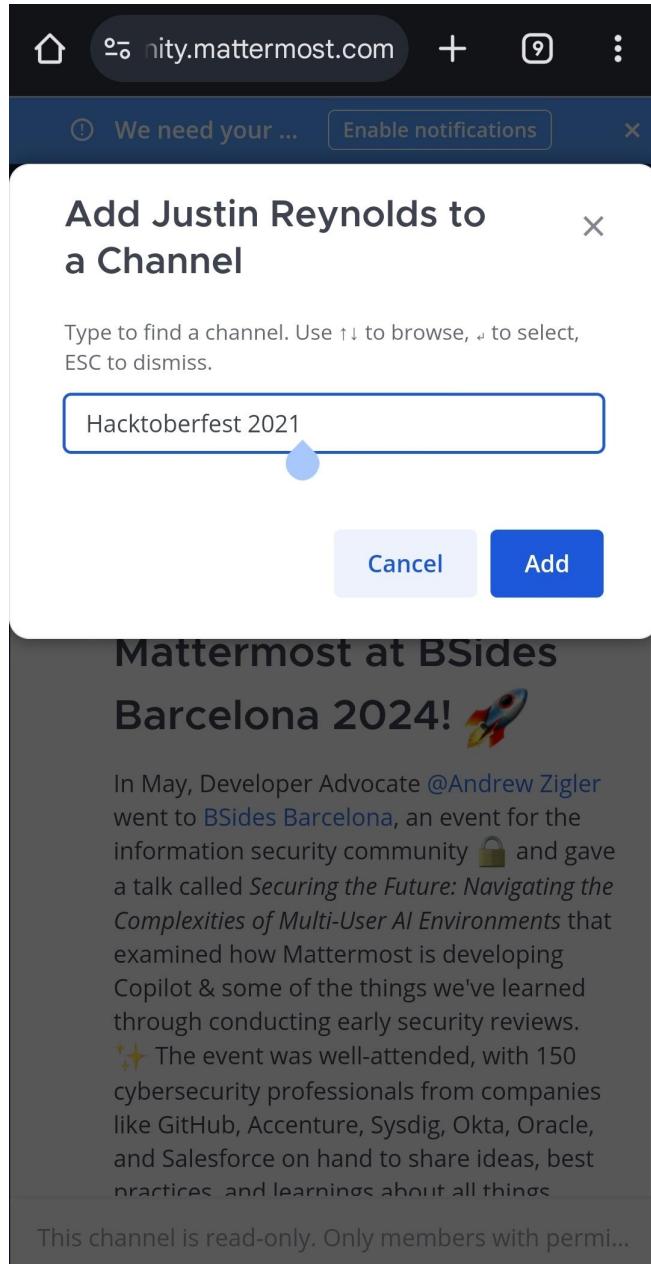
1. Select a user's profile image.
2. Tap on



icon.

The screenshot shows a user profile page for Justin Reynolds on the Mattermost platform. At the top, there's a navigation bar with a home icon, a search bar containing 'nity.mattermost.com', a plus sign for creating new channels, a notifications icon with '8' notifications, and a three-dot menu. Below the navigation is a sidebar with a red dot icon, a search icon, and a three-line menu icon. The main content area starts with a 'CHANNEL ADMIN' section featuring a circular profile picture of Justin Reynolds, a 'Last online October 25' status message, and his name 'Justin Reynolds' in bold. Below this, his handle '@justin.reynolds' and title 'Copywriter' are listed. A 'Badges' section follows, showing a yellow badge icon and a '+ Grant badge' button. To the right of the profile, there's a vertical sidebar with a search bar, a downward arrow, and a three-dot menu. The main content area continues with 'Local Time (EDT)' showing '11:34 AM (9.5 hr behind)' and a blue 'Message' button. On the right, there's a snippet of a message about AI defense. At the bottom, a note states 'This channel is read-only. Only members with perm...'.

3. Type to find a channel name, then select a channel and choose **Add**.



## Leave a channel

You can leave public or private channels any time.

Web/Desktop

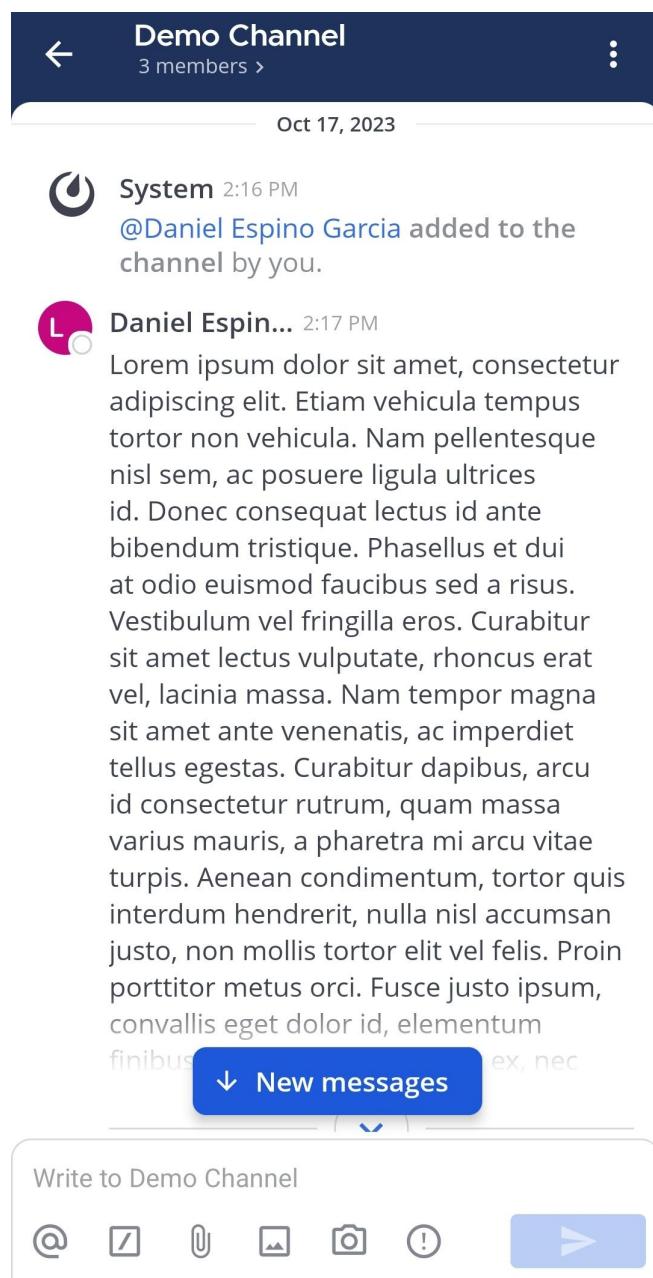
Select the channel name at the top of the center pane to access the drop-down menu, then select **Leave Channel**.

## Mobile

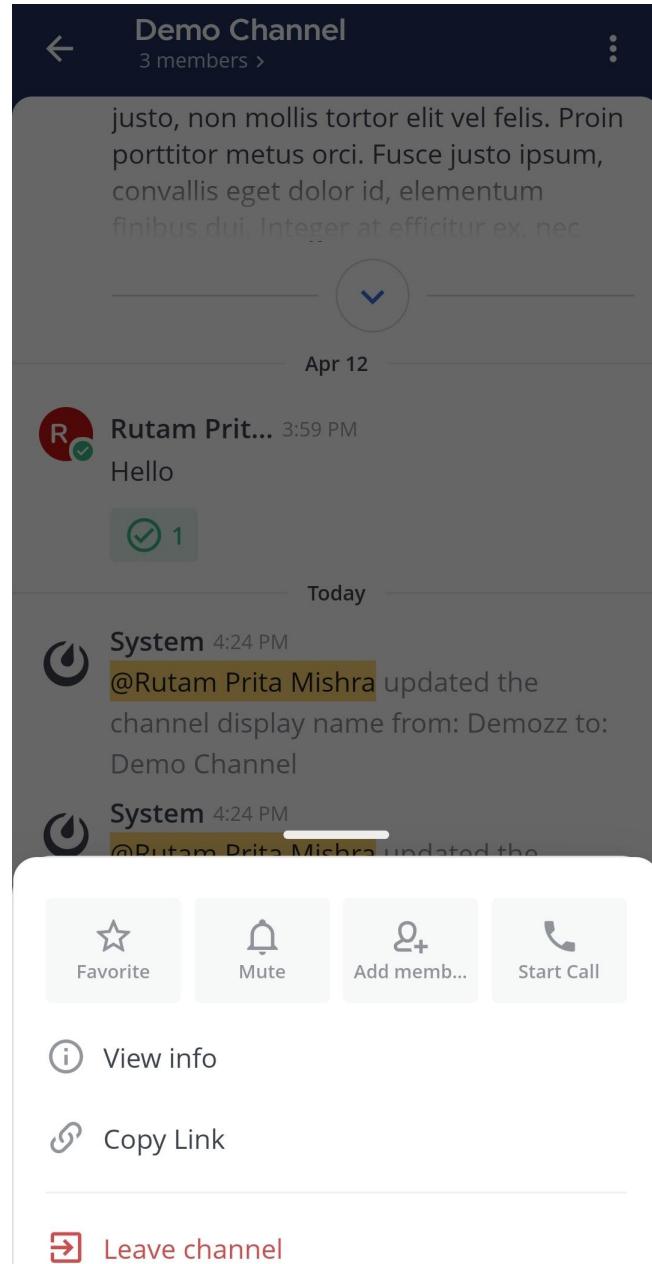
1. In a channel, tap



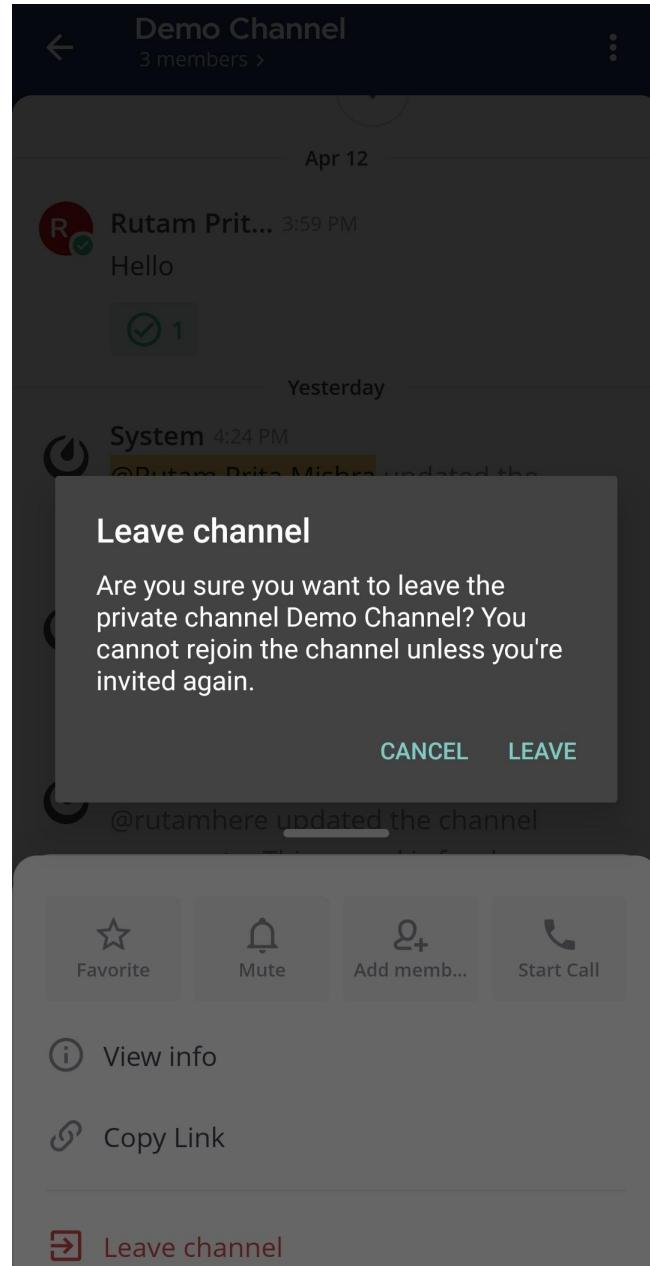
in the top right corner.



2. Tap **Leave channel**.



3. Tap on **Leave** to confirm your choice.



## Remove other members from a channel

Any member of a channel can remove other members from a channel.

Web/Desktop

You have two ways to remove members from a channel:

- Select the channel name at the top of the center pane to access the drop-down menu, then select **Manage Members**. Select the member's user role, then select **Remove from Channel**.

- Select the channel's **View Info**



icon, and select **Members** in the right pane. From there, select **Manage**, select a user's role, then select **Remove from Channel**.

Members Bug Bash (vX.Y)

Managing Members Done

CHANNEL ADMINS

Bhautik Bavadiya @yesbhautik Admin

MEMBERS

aaron.thompson

Carrie Warner @carrie.warner

maria.nunez Remove from Channel

Playbooks @playbooks Member

Mobile

1. In a channel, tap



in the top right corner.

**Demo Channel**

3 members >

Oct 17, 2023

 **System** 2:16 PM  
@Daniel Espino Garcia added to the channel by you.

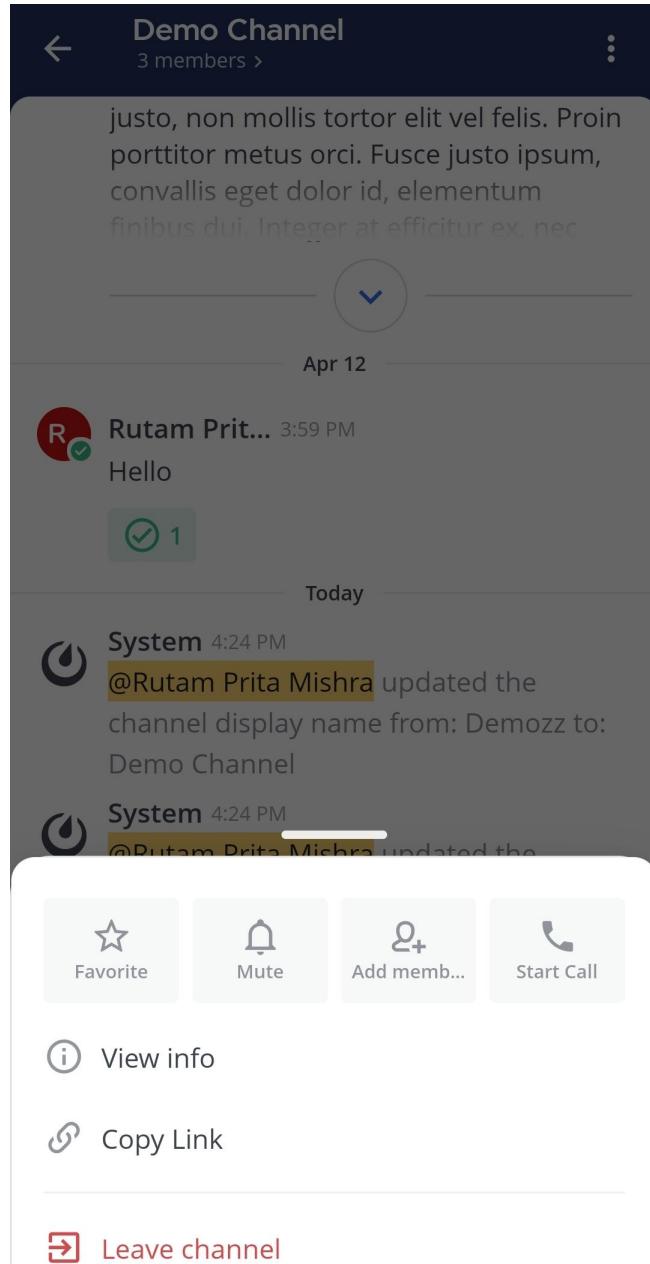
 **Daniel Espin...** 2:17 PM  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec

**↓ New messages**

Write to Demo Channel

@      

## 2. Tap **View Info.**



**3. Tap **Members**.**

X Channel Info

## Demo Channel

This channel is for demo purposes.

+ Add a bookmark

Favorite Mute Add memb... Copy Link

Created by rutamhere on Jul 12, 2024

---

Follow all threads in this c...

Ignore @channel, @here, ...

Mobile Notifications

Pinned Messages 1

Files 0

Members 7

Edit Channel

---

Disable calls

---

Convert to private channel

Leave channel

Archive Channel

4. Tap **Manage** in the top right corner of the screen.

The screenshot shows the 'Members' screen of the Mattermost mobile application. At the top, there is a dark blue header with the word 'Members' in white, a back arrow, and a 'MANAGE' button. Below the header is a search bar with a magnifying glass icon and the placeholder text 'Search'. A light gray bar labeled 'MEMBERS' is positioned above the list of users. The user list consists of nine entries, each with a colored circular icon containing a letter (A through I) and the user's name. The names listed are: angelos-sre, developbit1, jsbounty, kulsum, lindy, mr.test123, rutamhere (you), theinvincible, and york.

| User Role | User Name       |
|-----------|-----------------|
| A         | angelos-sre     |
| D         | developbit1     |
|           | jsbounty        |
| K         | kulsum          |
| L         | lindy           |
| M         | mr.test123      |
|           | rutamhere (you) |
| T         | theinvincible   |
| Y         | york            |

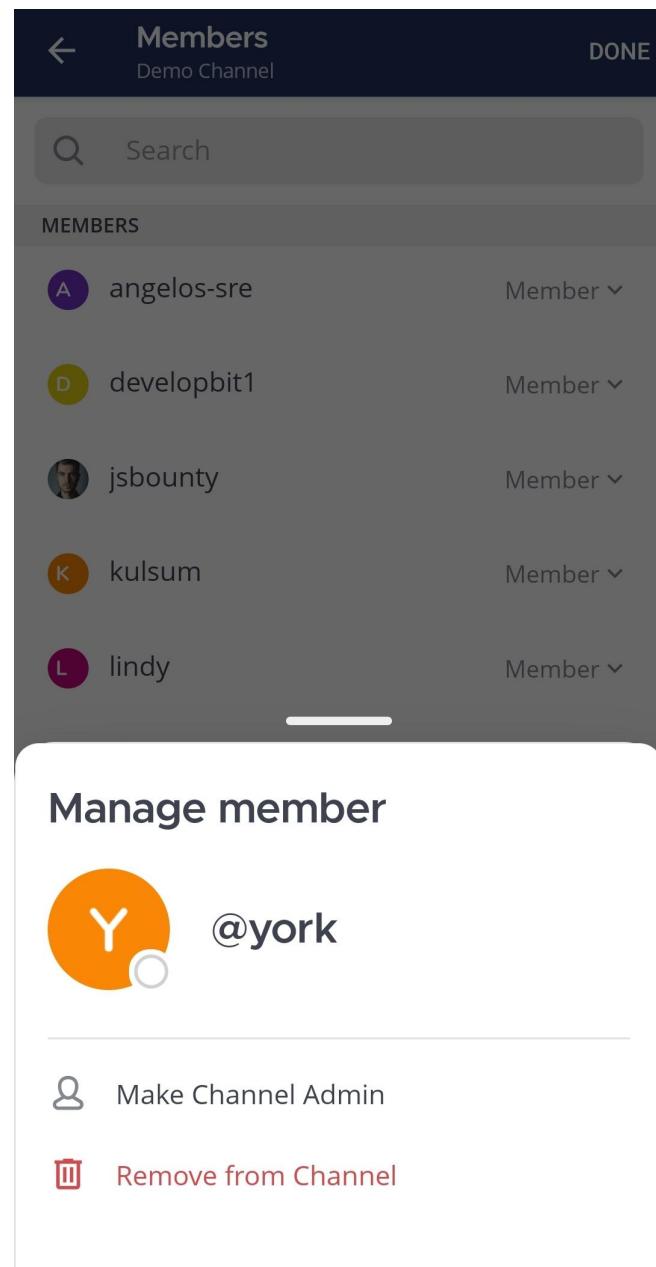
5. Tap a user role to change it, and tap **Remove from Channel**.

**Members**  
Demo Channel

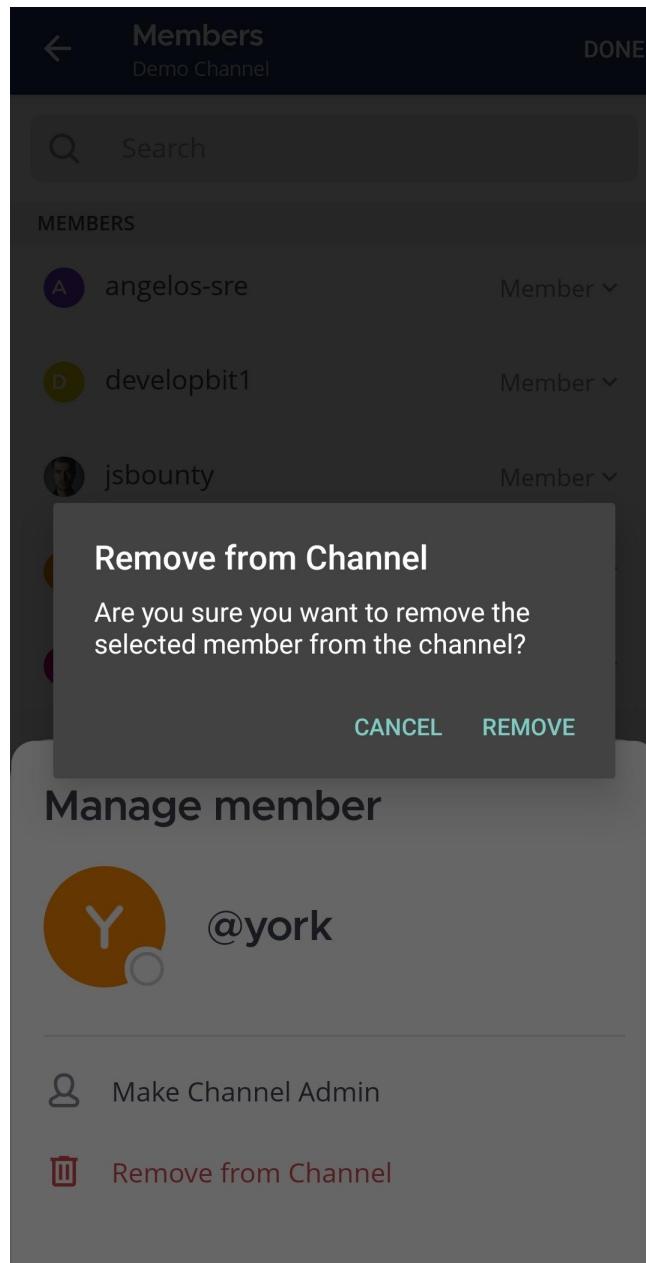
Search

MEMBERS

|   | User            | Status   |
|---|-----------------|----------|
| A | angelos-sre     | Member ▾ |
| D | developbit1     | Member ▾ |
|   | jsbounty        | Member ▾ |
| K | kulsum          | Member ▾ |
| L | lindy           | Member ▾ |
| M | mr.test123      | Member ▾ |
|   | rutamhere (you) |          |
| T | theinvincible   | Member ▾ |
| Y | york            | Member ▾ |



6. Tap **Remove**.



7. Tap **Done**.

The screenshot shows the 'Members' screen of the Mattermost mobile application. At the top, there is a dark blue header bar with a back arrow, the word 'Members', and a 'DONE' button. Below the header is a search bar with a magnifying glass icon and the placeholder text 'Search'. The main area is titled 'MEMBERS' and contains a list of users:

| User Icon | User Name       | Status   |
|-----------|-----------------|----------|
| A         | angelos-sre     | Member ▾ |
| D         | developbit1     | Member ▾ |
| Avatar    | jsbounty        | Member ▾ |
| K         | kulsum          | Member ▾ |
| M         | mr.test123      | Member ▾ |
| Profile   | rutamhere (you) |          |
| T         | theinvincible   | Member ▾ |

At the bottom of the list, there is a dark grey callout box containing a checkmark and the text '1 member was removed from the channel'.

## On this page

- Manage channel members
  - Manage channel members
    - Add members to a channel
      - Web/Desktop
      - Mobile
      - Add users from their profile
    - Leave a channel
      - Web/Desktop

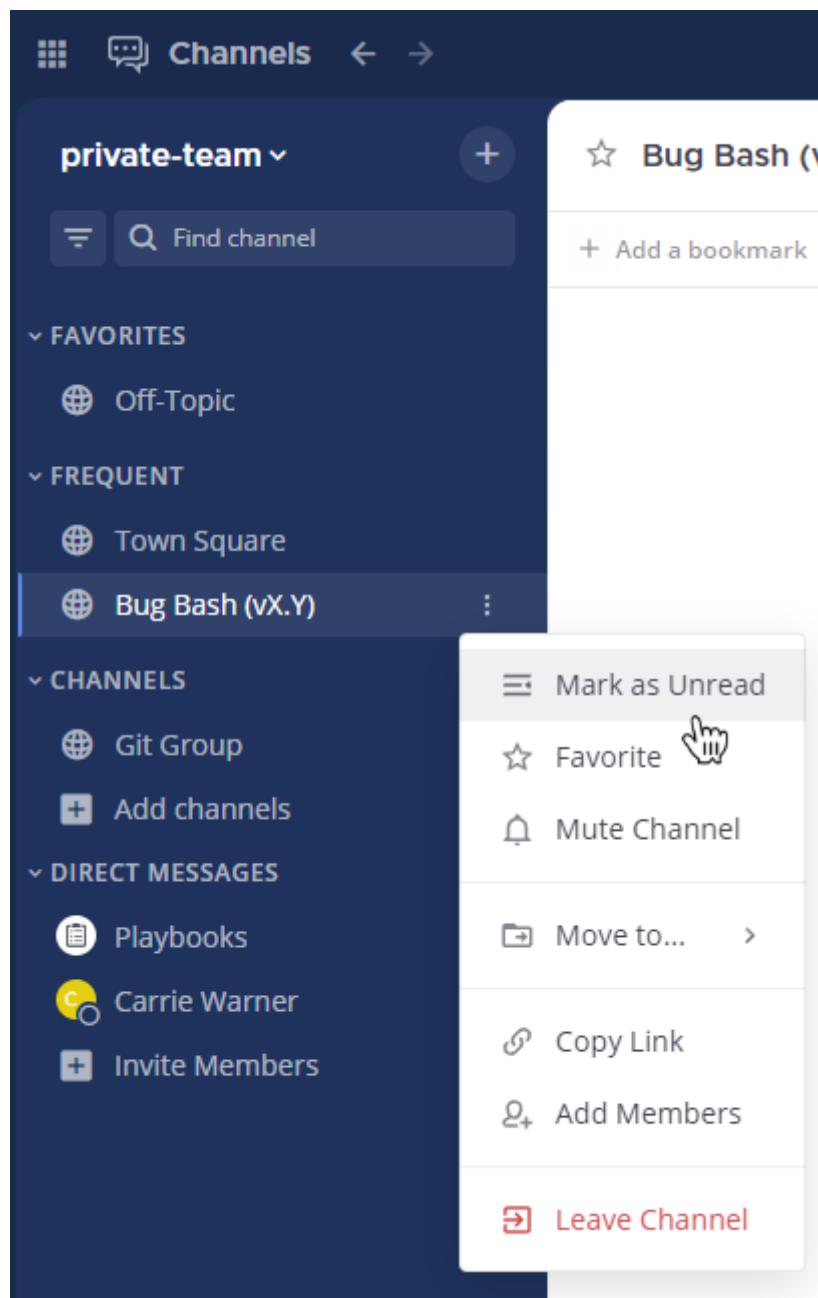
- Mobile
  - Remove other members from a channel
    - Web/Desktop
    - Mobile
  - Add members to a channel
    - Add users from their profile
  - Leave a channel
  - Remove other members from a channel

# Mark messages as unread

If you read messages in a channel, but don't have time to address them right away, you can mark that channel as unread. Hover over the channel name in the channel sidebar, select the **More**



option, then select **Mark as Unread**.



Tip

Marking messages as unread displays those channels as bold in the channel sidebar.

# Mark messages as unread

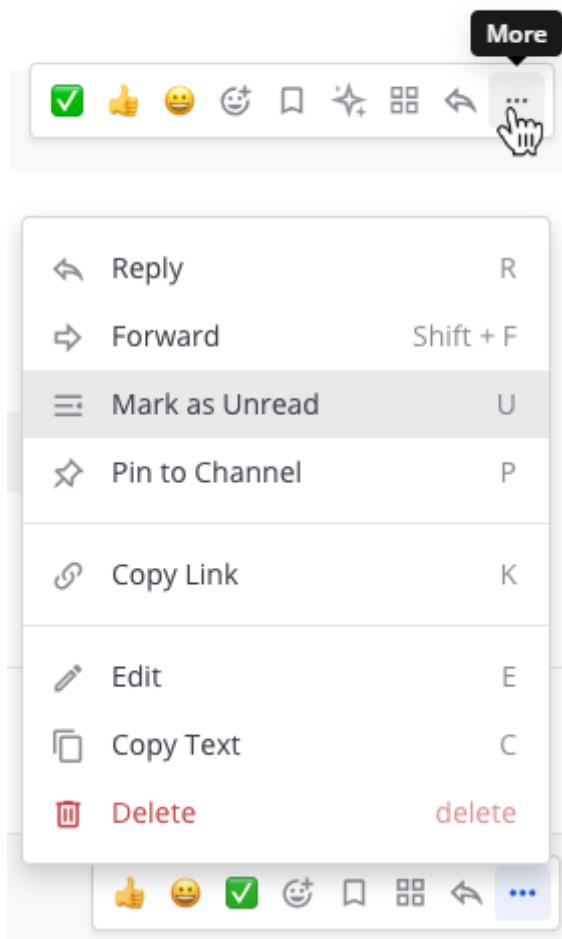
If you read a message, but don't have time to address it right away, you can mark that message as unread. Marking a message as unread displays the channel as bold in the channel sidebar, and groups the message with all other unread messages.

Web/Desktop

Hover over the message, select the **More**

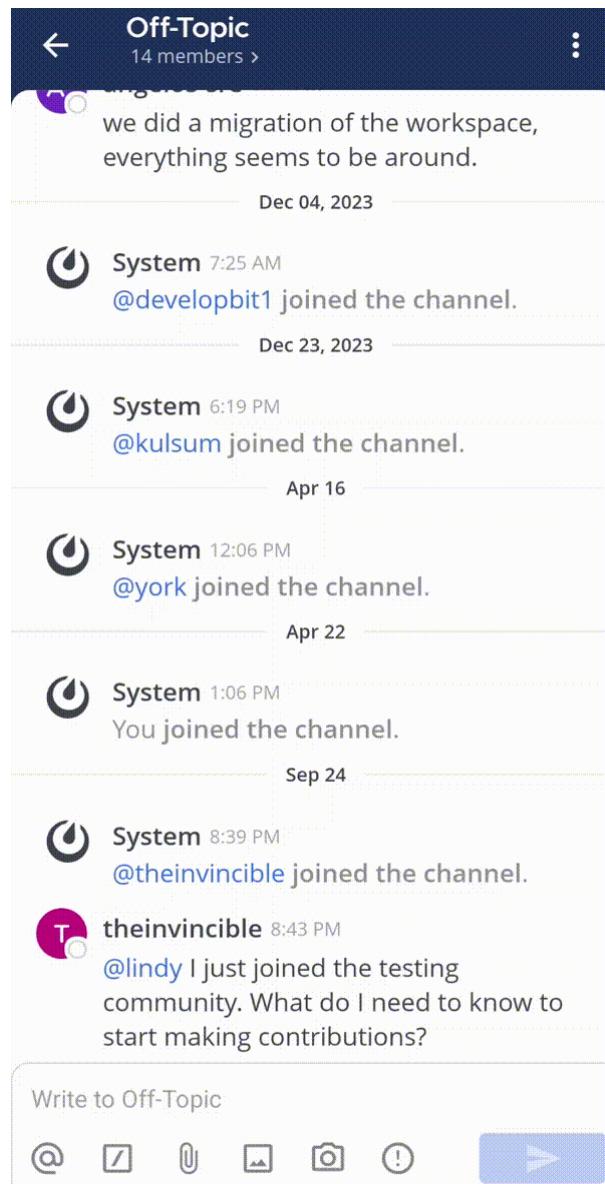
...

option, then select **Mark as Unread**.



Mobile

Long press a message, and then tap **Mark as Unread**.



## On this page

- Mark messages as unread
  - Mark messages as unread
    - Web/Desktop
    - Mobile

# Mention people in messages

When you want to get the attention of specific Mattermost users, you can use @mentions. Mattermost supports the following types of @mentions:

- @username
- @channel
- @all
- @here
- @groupname
- @customusergroupname

## Note

- If you forget to mention someone in a message, editing the existing message to add an @mention won't trigger new @mention notifications, desktop notifications, or notification sounds.
- Mattermost supports mentions for names that include accents (also known as diacritics). Names like Zoë, Jesús, Sørina, François, André, Jokūbas, Siân, KŠthe, or Fañch are returned in autocomplete results.

## @username

You can mention a teammate by using the @ symbol plus their username to send them a mention notification.

Type @ to bring up a list of team members who can be mentioned. To filter the list, type the first few letters of any username, first name, last name, or nickname.

### Tip

Using Mattermost in a web browser or the desktop app, you can also press the ↑ and ↓ arrow keys to scroll through entries in the list, and press ENTER on Windows or Linux, or ↲ on Mac, to select the person to mention. When selected, the username replaces the full name or nickname.

The following example sends a special mention notification to Alice, whose username is **alice**. The notification alerts her of the channel and message where she was mentioned. If Alice is away from Mattermost and has email notifications turned on, she'll receive an email alert of her mention along with the message text.

```
@alice how did your interview go with the new candidate?
```

If the person you mentioned doesn't belong to the channel or the team, a system message is posted to let you know, and you're given the option to add the person to the channel. You are the only one who can see this message.

## @channel and @all

You can mention an entire channel by typing **@channel** or **@all**. All members of the channel receive a mention notification that behaves the same way as if the members had been mentioned personally. If used in Town Square, it notifies all members of your team.

You can ignore channel-wide mentions in specific channels in the **Channel Menu > Notification Preferences > Ignore mentions for @channel, @here and @all**.

```
@channel great work on interviews this week. I think we found some excellent potential candidates!
```

If a channel has five or more members, you may be prompted to confirm that you want notifications sent to everyone in the channel.

## @here

You can mention everyone who is online in a channel by typing `@here`. This sends a desktop notification and push notification to members of the channel who are online. It's counted as a mention in the sidebar. Members who are offline don't receive a notification. When they return to Mattermost they won't see a mention counted in the channel sidebar. Members who are away receive a desktop notification only if they have notifications set to **For all activity**, and they won't see a mention counted in the sidebar.

`@here` can someone complete a quick review of this?

If a channel has five or more members, you may be prompted to confirm that you want notifications sent to everyone in the channel.

You can ignore channel-wide mentions in specific channels by enabling the **Channel Menu > Notification Preferences > Ignore mentions for @channel, @here, and @all** option.

## @groupname

### Note

This feature enables system admins to configure custom mentions for LDAP synced groups via the Group Configuration page. This functionality is also supported on the mobile app (from v1.34) if the AD/LDAP groups feature is enabled. The mobile app supports auto-suggesting groups, highlights group member mentions, and also provides a warning dialog when a mention will notify more than five users.

Once enabled for a specific group, users can mention and notify the entire group in a channel (similar to `@channel` or `@all`). Members of the group in that channel will receive a notification. If members of the group mentioned aren't members of the channel, the user who posted the mention is prompted to invite them.

Group mention identifiers (slugs) use the LDAP group name by default. To customize/rename the slug:

1. Open **System Console > User Management > Groups**.

2. Select **Edit** next to the group you want to edit.
3. In **Group Profile > Group Mention** enter the new slug.
4. Select **Save**.

As with `@username` mentions, use `@` to bring up a list of groups that can be mentioned. To filter the list, type the first few letters of any group. Press the `↑` and `↓` arrow keys to scroll through entries in the list, and then press Enter on Windows or Linux, or pressing `↵` on Mac to select the group you want to mention.

```
@dev-managers great work hitting all of our code coverage goals this quarter!
```

## **@customusergroupname**

### Note

You can add groups of users to a channel or team by creating a custom group and @mentioning that custom group in a channel.

- Mattermost prompts to you to add any users who aren't already members of that channel to the channel.
- From Mattermost v9.1, you're given the option to add any users who aren't already members of that team to the team, if you have the permissions to do so.

## **Words that trigger mentions**

You can customize words that trigger mention notifications in **Settings > Notifications > Words That Trigger Mentions**. By default, you receive mention notifications for your username and for `@channel`, `@all` and `@here`. You can choose to have your first name be a word that triggers mentions.

You can add a list of customized words to get mention notifications for by typing them into the input box, separated by commas. This is useful if you want to be notified of all posts on certain topics, such as "interviewing" or "marketing".

## See all recent mentions

Select @ to the right of the **Search** box to query for your most recent @mentions and words that trigger mentions (excluding LDAP group mentions).



Your recent mentions are shown for all of your teams.

Select **Jump** next to a search result in the right-hand sidebar to jump the center pane to the channel and location of the message with the mention.

## Confirmation dialog warnings

When your system admin has configured Mattermost to require confirmations for @mentions, you must confirm any mention that will trigger notifications for more than five users before sending the notification.

This confirmation dialog only appears when your system admin has configured this setting in the System Console. See our configuration settings product documentation for details. This configuration setting is supported on the Mattermost Mobile App (from v1.34) if the AD/LDAP groups feature is enabled.

## Mention highlights

Valid mentions will have highlighted font text with some exceptions, for example if mentions are disabled at the channel level. The highlighted text becomes a hyperlink when a username is displayed. When the username is selected, the profile popover is displayed.

When mentions trigger a notification, the user being notified will see highlighted font text and highlighted font background. This functions as an identifier of which mentions in the post triggered a notification for the user.

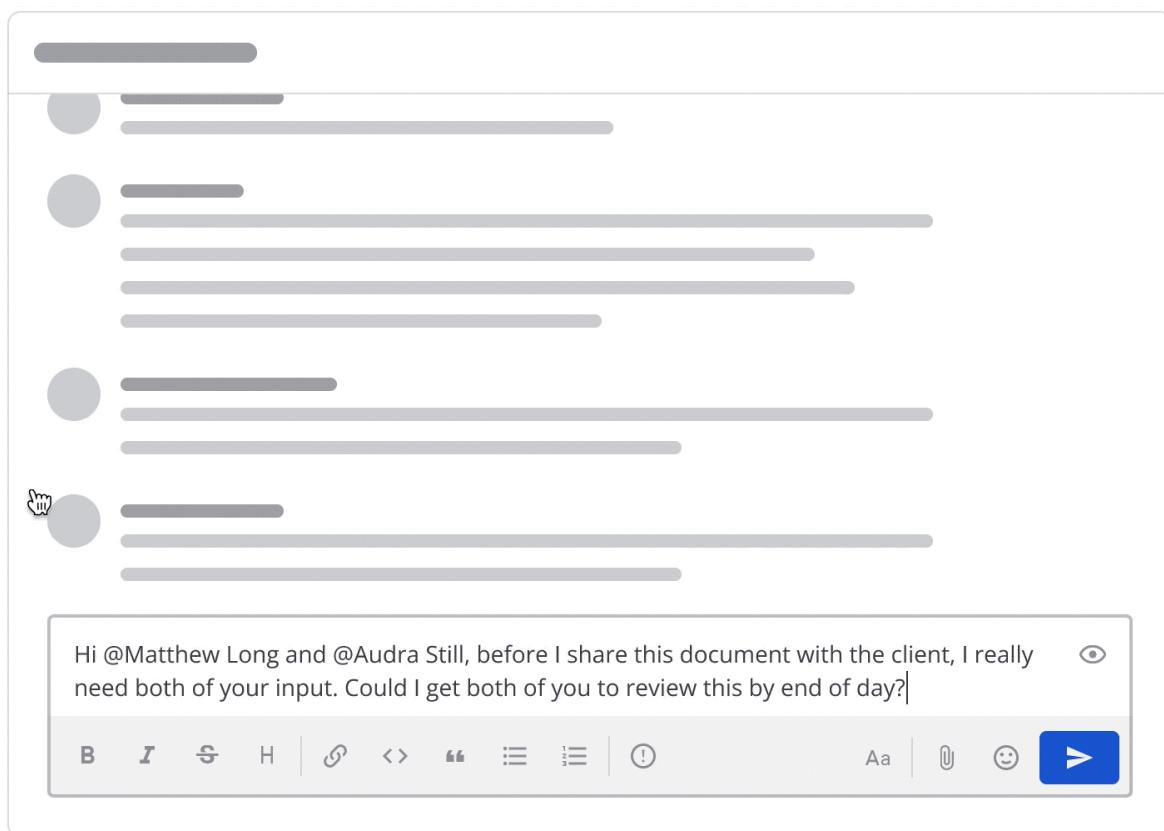
### On this page

- Mention people in messages
  - @username

- @channel and @all
- @here
- @groupname
- @customusergroupname
- Words that trigger mentions
- See all recent mentions
- Confirmation dialog warnings
- Mention highlights

# Set message priority

From Mattermost v7.7 and mobile v2.4, you can add a message priority label to root messages to make important messages requiring timely action or response more visible and less likely to be overlooked.



To set the priority of a new root message:

1. Select the **Message Priority**



icon in the message formatting toolbar. Select from Standard, Important, or Urgent.

2. Select the priority for the message. Messages have a standard priority by default.

3. Select **Apply**

When you send a priority message, the priority label displays next to your name in the channel, as well as the **Threads** view when others reply to the thread.

## Send persistent notifications

### Note

From Mattermost v8.0, when you add an urgent priority label, and your message @mentions at least one other user, [Mattermost Enterprise or Professional \(https://mattermost.com/pricing\)](https://mattermost.com/pricing) customers can enable persistent notifications which notify recipients at regular intervals and for a set amount of time until the recipient acknowledges, reacts, or replies to the message.

To enable persistent notifications for a message:

1. Compose a root message with at least one @mention.
2. Select the **Message Priority**



icon in the message formatting toolbar.

3. Select **Urgent**.
4. Select **Send persistent notifications**.
5. Select **Apply**.

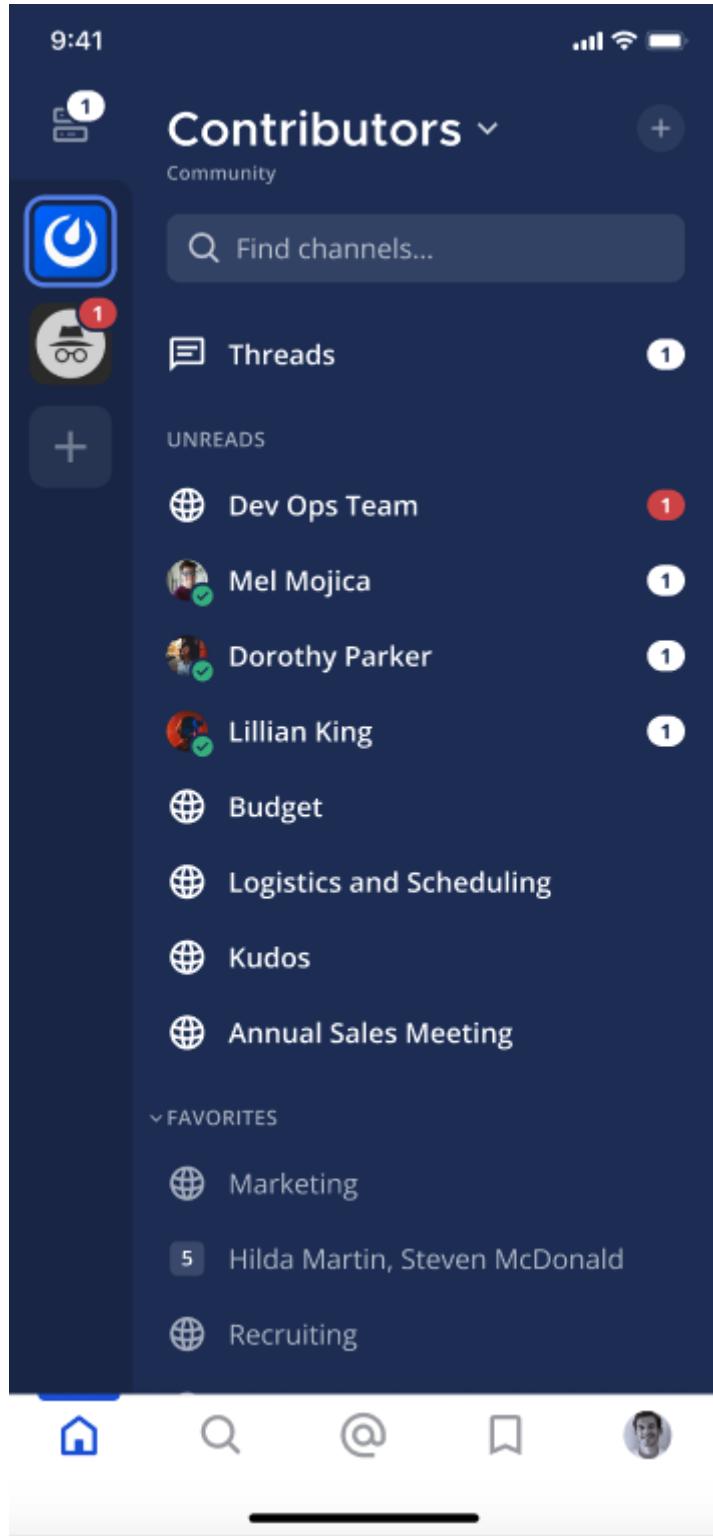
### Note

- @channel, @all and @here mentions don't send persistent notifications.
- System admins can customize the maximum number of @mentions permitted, how frequently and how many persistent notifications are sent, as well as disable persistent notifications for all users, if preferred. By default, users are notified every 5 minutes for a total of 30 minutes. See the configuration documentation for details.

## Receive persistent notifications

You must have desktop and/or mobile push notifications enabled to receive persistent notifications. How you're notified depends on your notifications preferences for desktop and mobile push notifications. You won't be notified when your availability is set to **Do Not Disturb**, or if you're Out of Office. Learn more about managing and customizing how you receive Mattermost notifications.

Urgent messages show a red mention badge which remains visible until you view the message. Selecting the **Acknowledge** icon (when present) won't impact the urgent red mention badge.



To stop receiving persistent notifications, you can reply to the thread, select the **Acknowledge** icon (when present), or react to the thread with an emoji. Persistent notifications also stop if the original message is deleted, or if the maximum number of persistent notifications are sent.

# Request acknowledgements

## Note

Mattermost Enterprise or Professional (<https://mattermost.com/pricing>) customers can additionally request that recipients actively acknowledge the message to track that messages have been seen and actioned. By default, marking a message as Urgent priority automatically requests an acknowledgement.

When you request acknowledgement of a message, an **Acknowledge**



button is added below the sent message. You can mark message as acknowledged by selecting the button, and you can hover over the **Acknowledged**



icon to review who has acknowledged the message.

## Tip

- When you have push notifications enabled on mobile, you'll be notified every five minutes until you acknowledge or reply to the message.
- After acknowledging a message, you have up to five minutes to change your mind. Select the **Acknowledged**



button again to remove your name from the list of acknowledged users.

## On this page

- Set message priority
  - Send persistent notifications
  - Receive persistent notifications
  - Request acknowledgements

# Set a reminder

---

From Mattermost v7.10, using Mattermost in a web browser or the desktop app, you can set 1 timed reminder on a post made in a channel, direct message, and group message. The ability to set up recurring reminders isn't supported.

Hover over the message you want to remember, select the **More**

...

option, then select **Remind**. Select a time period or enter a custom date and time. You'll receive a direct message at the time you've chosen, with the body of the message you wanted to be reminded about.

Once you've been reminded about a message, you won't receive another reminder unless you set one.

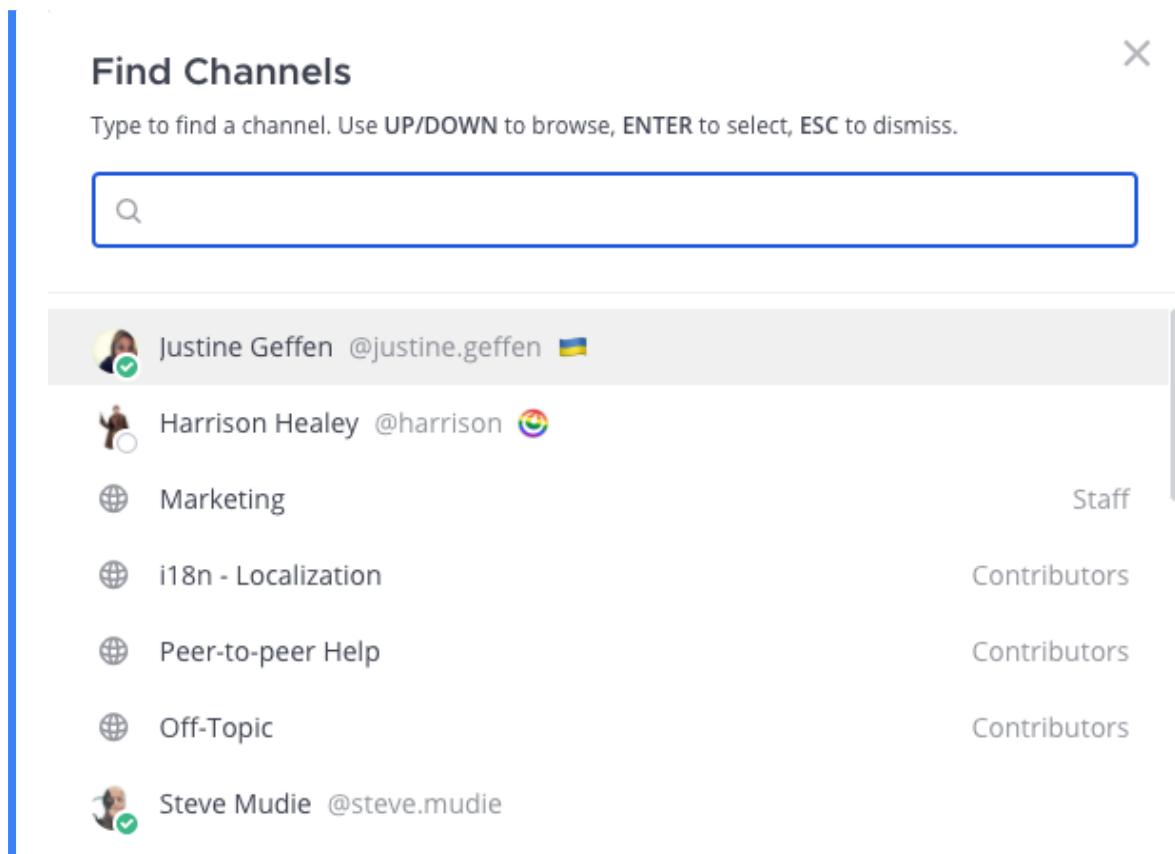
## Tip

From Mattermost v10.3, you can also schedule reminder messages to be sent in the future. See the schedule messages documentation for details.

# Navigate channels

## Navigate between channels

Using Mattermost in a web browser or the desktop app, you can navigate between channels by selecting the **Find channel** option in the channel sidebar, or by pressing **Ctrl K** on Windows or Linux, or **⌘ K** on Mac. The Find channels screen also displays member availability at a glance.



The screenshot shows a search interface titled "Find Channels" with a search bar containing a magnifying glass icon. Below the search bar is a list of channels and users. The list includes:

- Justine Geffen @justine.geffen 🇺🇦
- Harrison Healey @harrison 🌈
- Marketing Staff
- i18n - Localization Contributors
- Peer-to-peer Help Contributors
- Off-Topic Contributors
- Steve Mudie @steve.mudie

## Return to recently viewed channels

Using a web browser or the desktop app, use the **History** arrows at the top of the sidebar to move back and forth through your channel history.

- Select the left arrow to go back one page.
- Select the right arrow to go forward one page.

## On this page

- Navigate channels
  - Navigate between channels
  - Return to recently viewed channels

# Organize conversations using threaded discussions

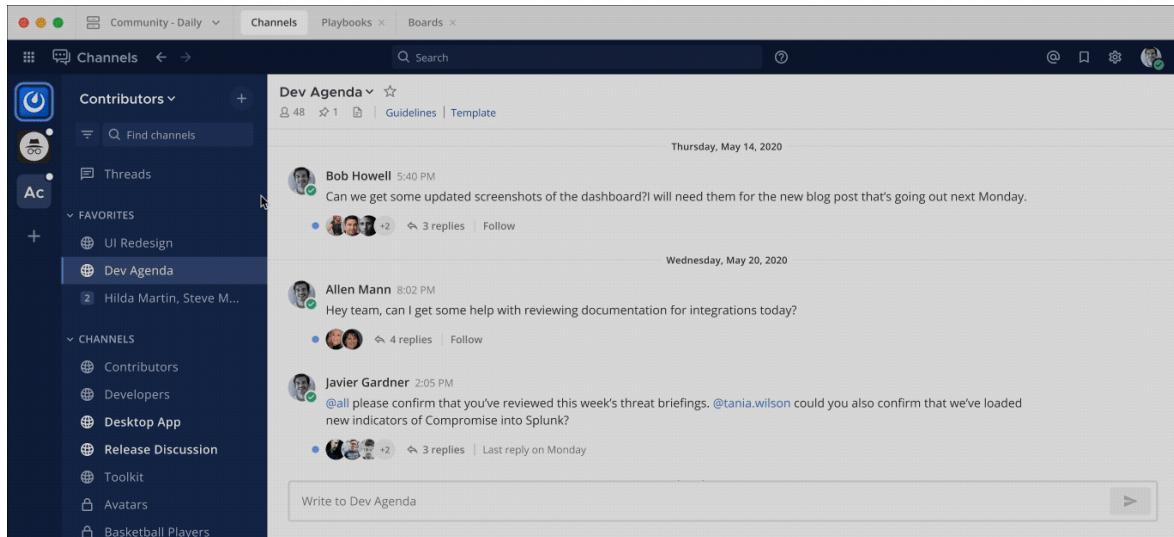
Threads are a key part of the messaging experience in Mattermost. They're used to organize conversations and enable users to discuss topics without adding noise to channels or direct messages.

Threaded discussions offers an enhanced experience for users communicating in threads and replying to messages that includes a unified threads inbox to read all conversations in one view. Threads improve the ability to process channel content, find, follow, and resume conversations more easily, and keep threaded conversations focused.

From Mattermost v7.0, threaded discussions are enabled by default for all new Mattermost deployments. All Mattermost users can create new threads, unless the system admin has disabled the ability to do so.

## Note

System admins can configure default availability and user opt-in of threaded discussions.

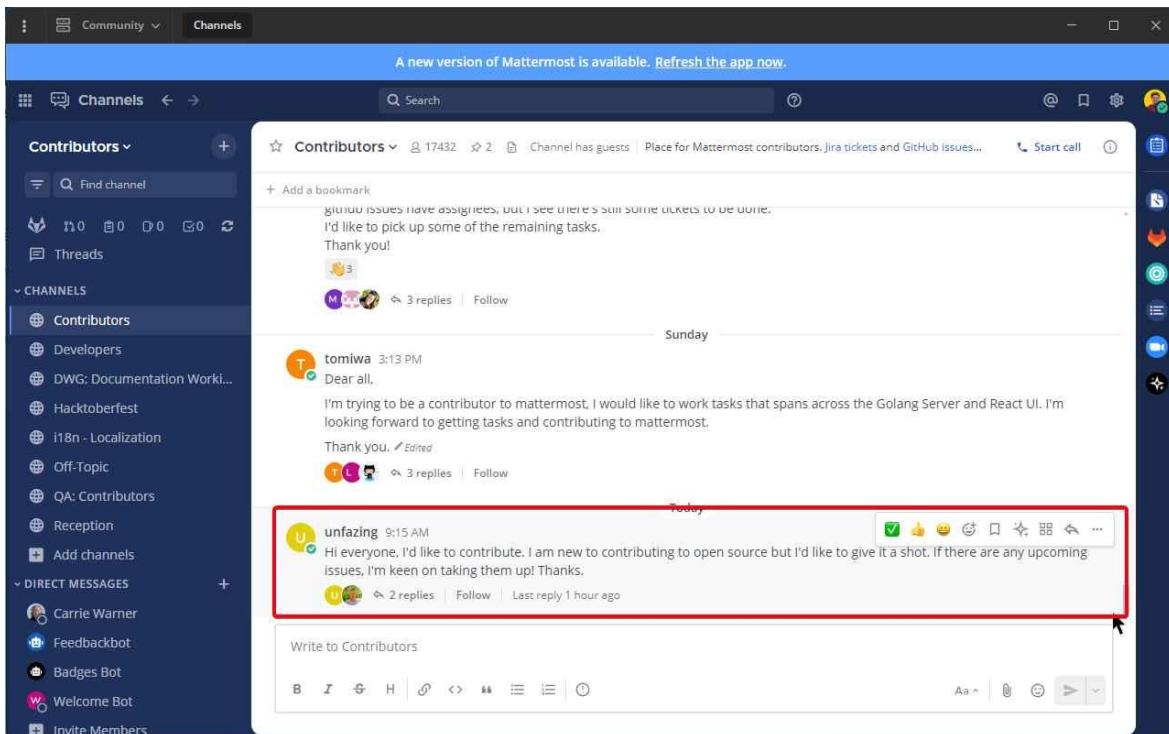


## Start or reply to threads

Replies to messages are collapsed under the first message of a thread.

### Tip

- When replying to a thread in a web browser or the desktop app, you can also select the reply count if a thread already exists, and you can select anywhere on a message in a channel in the center pane to view it or reply to it.
- In channels, a dot next to the thread participants indicates there are unread replies. You'll only see unreads for threads you're following.



## Follow threads and messages

You'll automatically follow every thread you participate or are mentioned in. You can manually follow particular messages and threads so that any reply activity triggers notifications. Follow or unfollow any thread, at any time.

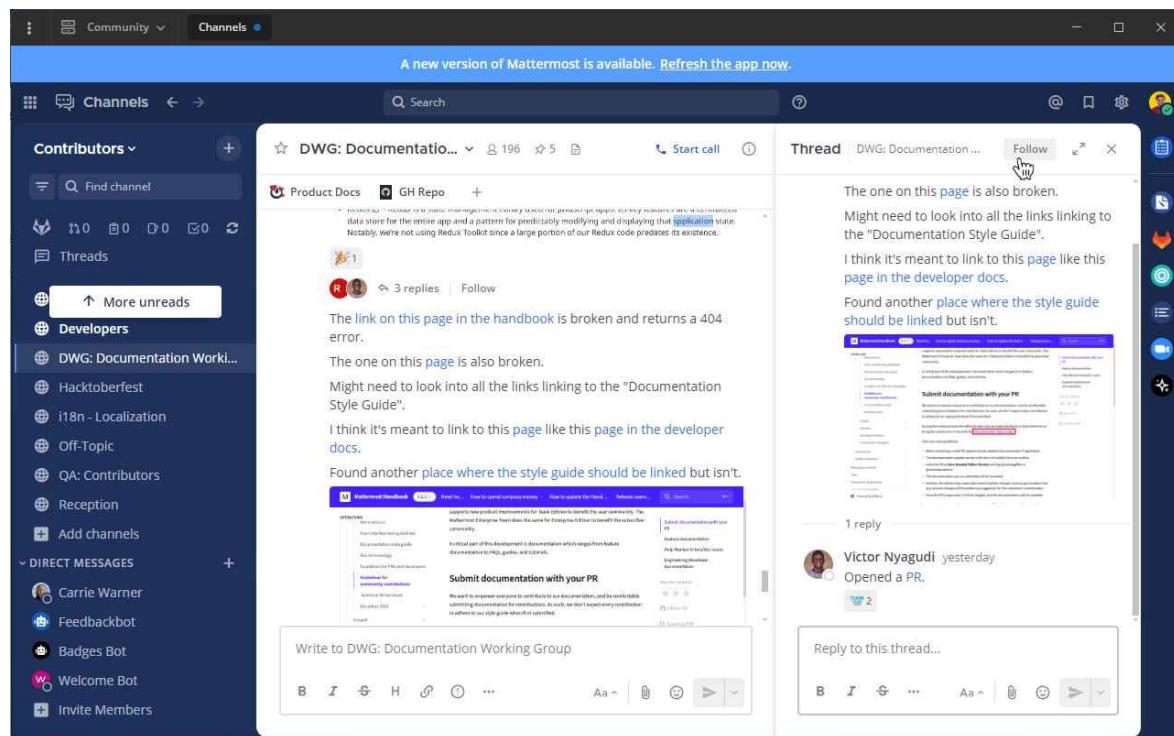


Web/Desktop

Toggle the thread's **Follow** indicator, or select **Follow thread** from the **More Actions**

...

icon.



### Tip

- Follow messages with no replies from the **More Actions**

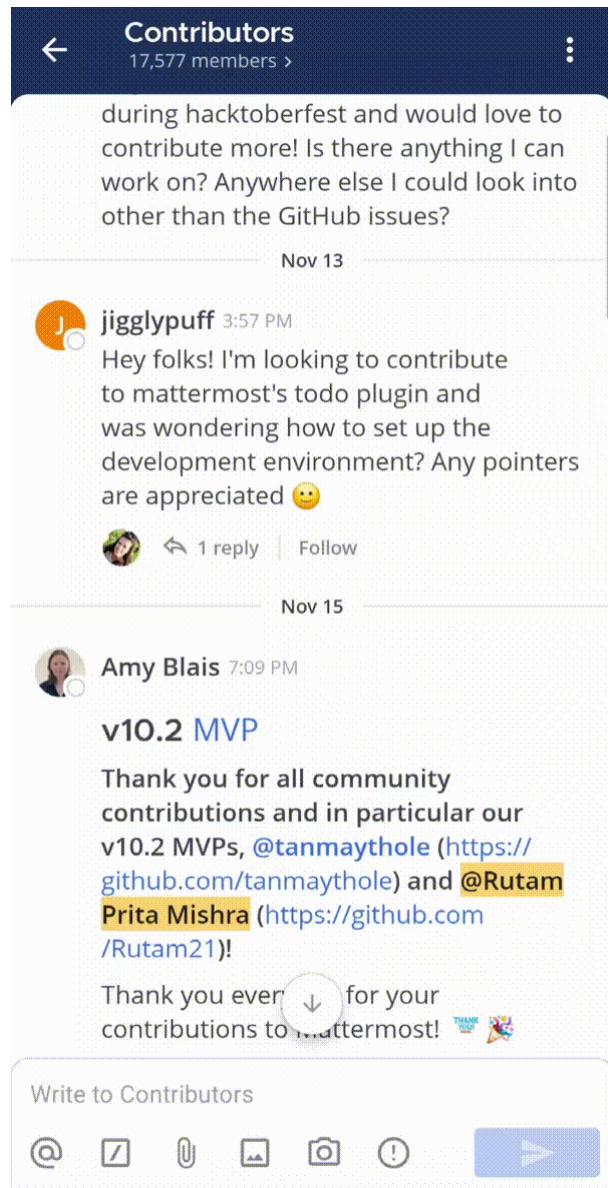
...

icon to be notified if someone replies to the message later based on your notification preferences.

- You can also use keyboard arrow keys to navigate threads in the **Threads** view.

## Mobile

Long-press on a message to access message options, then tap **Follow Thread**.



Alternatively, you can also tap on the **Follow** indicator below a message thread to follow it.

**Contributors**  
17,577 members > 

during hacktoberfest and would love to contribute more! Is there anything I can work on? Anywhere else I could look into other than the GitHub issues?

Nov 13

 **jigglypuff** 3:57 PM  
Hey folks! I'm looking to contribute to mattermost's todo plugin and was wondering how to set up the development environment? Any pointers are appreciated 😊

 **Amy Blais** 7:09 PM

**v10.2 MVP**

Thank you for all community contributions and in particular our v10.2 MVPs, [@tanmaythole](#) (<https://github.com/tanmaythole>) and [@Rutam Prita Mishra](#) (<https://github.com/Rutam21>)!

Thank you ever  for your contributions to mattermost! 

Write to Contributors

@       

**Tip**

Follow messages with no replies from the **More Actions**



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Contributors  
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Thank you everyone for your contributions to Mattermost!

GitHub

Write to Contributors

@

## Unfollow threads

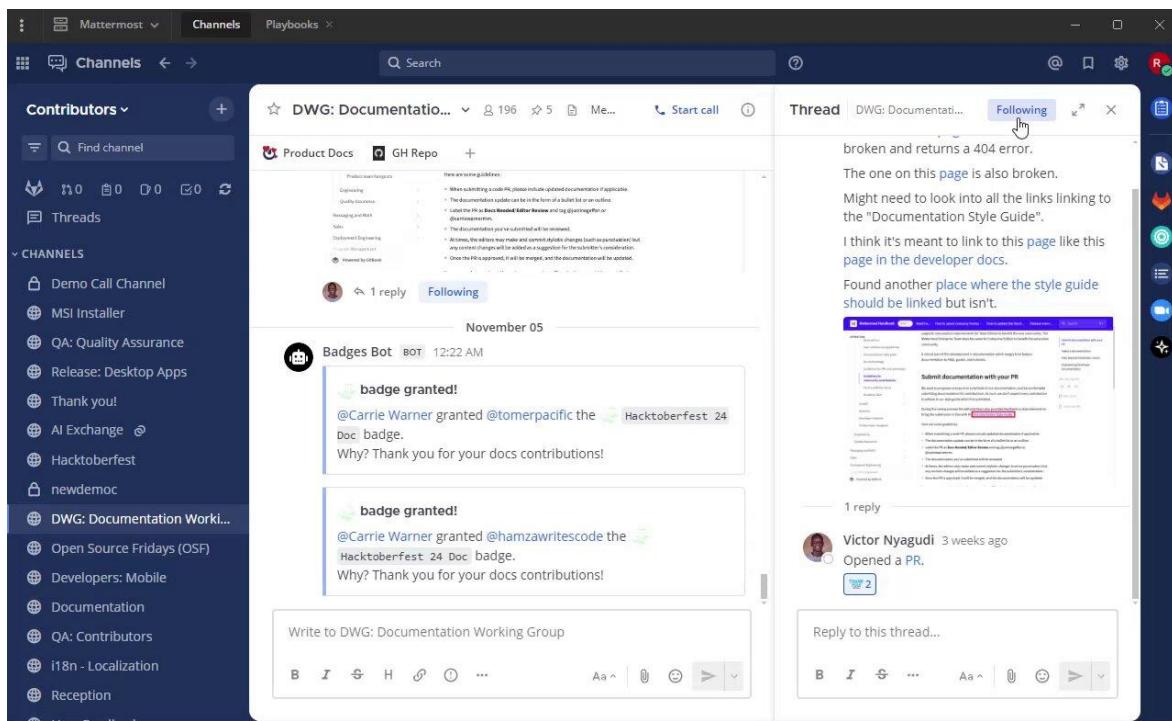
If you're no longer interested in a channel or message thread, unfollow it to stop receiving notifications. Viewing a thread without responding to it doesn't automatically follow that thread.

### Web/Desktop

Toggle the thread's **Following** indicator, or select **Unfollow thread** from the **More Actions**

•••

icon to unfollow it.



### Mobile

Long-press on a message to access message options, then tap **Unfollow Thread**.

The screenshot shows a mobile application interface for Mattermost. At the top, it says "Contributors" with "17,577 members >" and a back arrow icon. Below that is a message from a user named "jigglypuff" at 3:57 PM on Nov 13, asking about contributing to GitHub issues during hacktoberfest. A reply from "jigglypuff" at 3:57 PM on Nov 15, asking for pointers on setting up a development environment for the todo plugin, is shown below. A message from "Amy Blais" at 7:09 PM on Nov 15, congratulating v10.2 MVPs and mentioning @tanmaythole and @RutamPrita Mishra, is also visible. At the bottom, there's a "Write to Contributors" input field with various icons for messaging, attachments, and media.

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1 reply Following

Nov 15

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Thank you ever ↓ for your contributions to mattermost! THANKS!

Write to Contributors

Alternatively, you can tap on the **Following** indicator below the message thread to unfollow it.

**Contributors**  
17,577 members > 

during hacktoberfest and would love to contribute more! Is there anything I can work on? Anywhere else I could look into other than the GitHub issues?

Nov 13

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Nov 15

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Thank you ever  for your contributions to mattermost! 

Write to Contributors

## View all threads

Select **Threads** at the top of the channel sidebar to see all your followed threads on the currently selected team. Threads with the most recent replies display at the top of the list.

Select **Unreads** to filter your followed threads by only those with unread replies.

## Mattermost Usage Guide

The screenshot shows the Mattermost application interface. On the left, there's a sidebar with sections for 'Contributors' (Threads), 'CHANNELS' (Contributors, Developers, DWG: Documentation Work..., Hacktoberfest, i18n - Localization, Off-Topic, QA: Contributors, Reception, Add channels), and 'DIRECT MESSAGES' (Carrie Warner, Feedbackbot, Badges Bot, Welcome Bot, Invite Members). The main area has a 'Followed threads' tab selected, showing a list of recent posts:

- Victor Nyagudi (DWG: Documentation Working...) - yesterday: The link on this page in the handbook is broken and returns a 404 error. The one on this page is also... 1 reply
- GitHub (QA: Contributors) - [MM-60857] Replace 3 replies
- Bhautik Bavadiya (Feedbackbot) - October 16, 2023: It is great 1 reply
- Bhautik Bavadiya (Hacktoberfest) - October 4, 2023: If I contribute at https://translate.mattermost.com/translate/ then ... 1 reply
- Bhautik Bavadiya (i18n - Localization) - October 4, 2023: If I contribute at https://translate.mattermost.com/translate/ then ... 1 reply

A detailed view of the GitHub thread is shown on the right, titled '[MM-60857] Replace'. It includes posts from GitHub, Lindy Isherwood, and Rutam Prita Mishra, along with a reply input field and rich text editor controls.

## Tutorial video

## Known issues

Threaded discussions were released as generally available in Mattermost v7.0, including significant server performance improvements and more flexible configuration options for system admins to enable the feature by default. We highly recommended upgrading Mattermost to take advantage of configuration and performance enhancements.

On this page

- Organize conversations using threaded discussions
  - Organize conversations using threaded discussions
    - Start or reply to threads
    - Follow threads and messages
      - Web/Desktop
      - Mobile
    - Unfollow threads
      - Web/Desktop
      - Mobile
    - View all threads
    - Tutorial video
    - Known issues
    - Start or reply to threads
    - Follow threads and messages
    - Unfollow threads
    - View all threads
    - Tutorial video
    - Known issues

# Manage custom groups

Custom groups reduce noise and improve focus by notifying the right people in a channel at the right time, while maintaining transparency for all members in that channel. Custom user groups let you notify up to 256 users at a time rather than notifying users individually.

For example, perhaps you want to @mention a cross-functional team about a bug fixes needed for an upcoming feature release, without notifying everyone else in the channel. Using a custom group notifies the cross-functional team immediately, while keeping important stakeholders in the loop on the status of the feature release.

Or perhaps you want to add a group of users to a team and a channel. When you @mention a custom group in a channel, Mattermost prompts you to add anyone from that custom group who isn't already a channel and team member. See the invite people to your workspace documentation for details.

Once a custom user group has been created, you can mention that group the same way you @mention another Mattermost member. See the mention people in messages documentation for details.

## Note

- System admins need to enable this feature. See our Mattermost Configuration Settings documentation for details.
- From Mattermost v7.2, system admins can limit who can manage custom user groups through the Custom Group Manager system admin role. See the delegated granular administration documentation for details.
- The ability to create custom user groups on mobile will be available in a future release. @mentions for custom user groups on mobile work the same as LDAP-synced groups.

## Create a custom group

1. Using Mattermost in a web browser or the desktop app, select

+

at the top of the channel sidebar, then select **Create New User Group**.

2. Specify a name and mention. The mention is the handle you use to @mention a notification to the group. Group names must be unique across the Mattermost workspace. If a name is in use as a channel name, display name, or another custom group's name, it won't be available.
3. Search for and select members to add to the custom user group, then select **Create Group**.

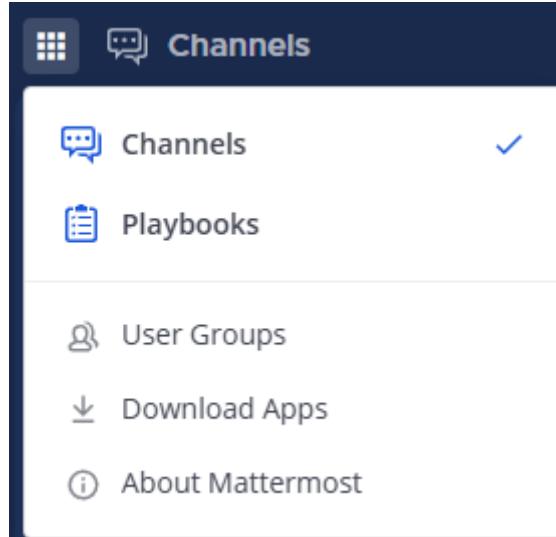
## Review group members

From Mattermost v7.8, using Mattermost in a web browser or the desktop app, select a group mention in a thread to display a list of group members.

## Manage custom user groups

You can review and filter the list of custom groups, add people to an existing group, edit the group name or mention, leave the group, or archive the group.

To manage a custom user group in a web browser or the desktop app, select **User Groups** from the Products menu, then select the group you want to modify.



## Review available groups

Review a list of all available custom user groups, search for specific groups by name.

### Tip

You can filter the list of groups to display only groups you're a member of, or only archived groups.

## Change name or mention

### 1. From the **More Actions**

:

icon to the right of any custom group, select **View Group**.

## User Groups

[Create Group](#) Search Groups[Show: All Groups ▾](#)

sresupport @sresupport 1 member ⋮

sreteam @sre 4 members ⋮

Suite Users Team @suiteusersteam 8 members ⋮

SuiteUserstest @suiteuserstest 2 members ⋮

Support Team @supportteam ⋮

Sustained Engineering Team @set 5 members ⋮

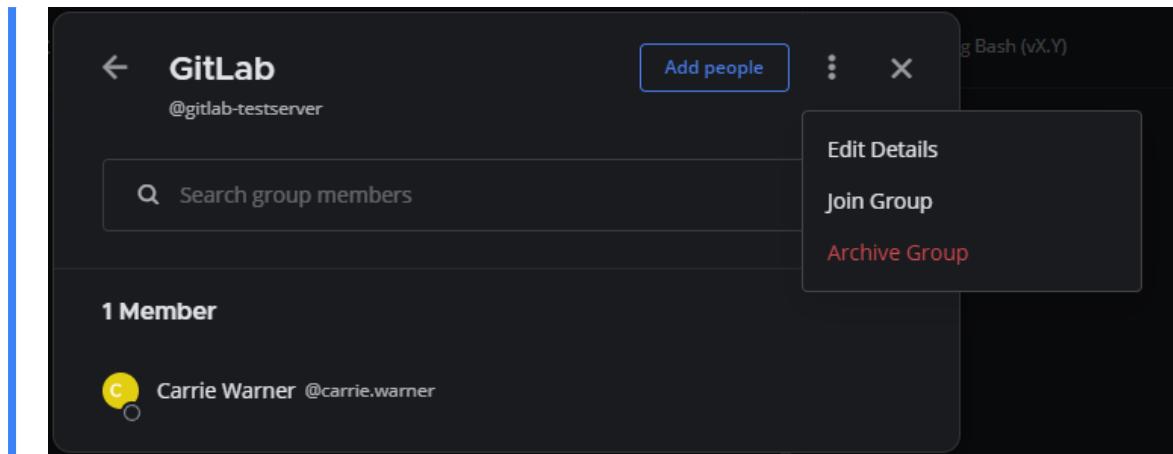
UX Team @uxteam 7 members ⋮

[View Group](#)[Archive Group](#)

### 2. From the **More Actions**

⋮

icon, select **Edit Details**.



3. Update the **Name** or **Mention**, then select **Save Details**.

## Add people

1. Select **Add People**.
2. Search for and select people to add to the group, then select **Add People**.

## Remove people

Hover over a member, then select the **Trash** icon to remove them from the group.

## Join a group

While viewing the members of a group, from the **More Actions**

⋮

icon, select **Join Group**.

## Leave a group

From the **More Actions**

⋮

icon, select **Leave Group**.

## Archive group

From the **More Actions**

:

icon, select **Archive Group**. When you archive a custom user group, you won't be able to mention the group's handle or view its members. However, the group isn't deleted from the list, and all members remain in the group unless they're manually removed.

## Unarchive group

From Mattermost v9.1, you can restore an archived group. From the **More Actions**

:

icon, filter the list of groups to show only archived groups. Select an archived group view details about the group, if preferred, and then select **Restore Group**.

On this page

- Manage custom groups
  - Create a custom group
  - Review group members
  - Manage custom user groups
    - Review available groups
    - Change name or mention
    - Add people
    - Remove people
    - Join a group
    - Leave a group
    - Archive group
    - Unarchive group

# Organize using teams

---

A team is a digital workspace where you and your teammates can collaborate in Mattermost. Depending on how Mattermost is set up in your organization, you can belong to one team or multiple teams, and access to the team can be open or restricted.

Users with the **Create Teams** permission can create new teams and manage team settings for existing teams. System admins can grant the **Create Team** permission to roles via the System scheme or the Team override scheme.

[Mattermost Academy Learn about teams \(<https://academy.mattermost.com/p/new-mattermost-for-microsoft-teams-integration>\)](https://academy.mattermost.com/p/new-mattermost-for-microsoft-teams-integration)

## Single team versus multiple teams

Mattermost can be deployed both to a single team and to multiple teams. Currently, we recommend deploying to a single team for the following reasons:

- Single team deployments promote communication across the organization. When you add multiple teams, groups can become isolated.
- We don't yet support search or channels across teams, which can impact the cross-team user experience. This includes general searches, saved posts, and recent mentions.
- Integrations (e.g., webhooks and slash commands) are only persistent across single team deployments.

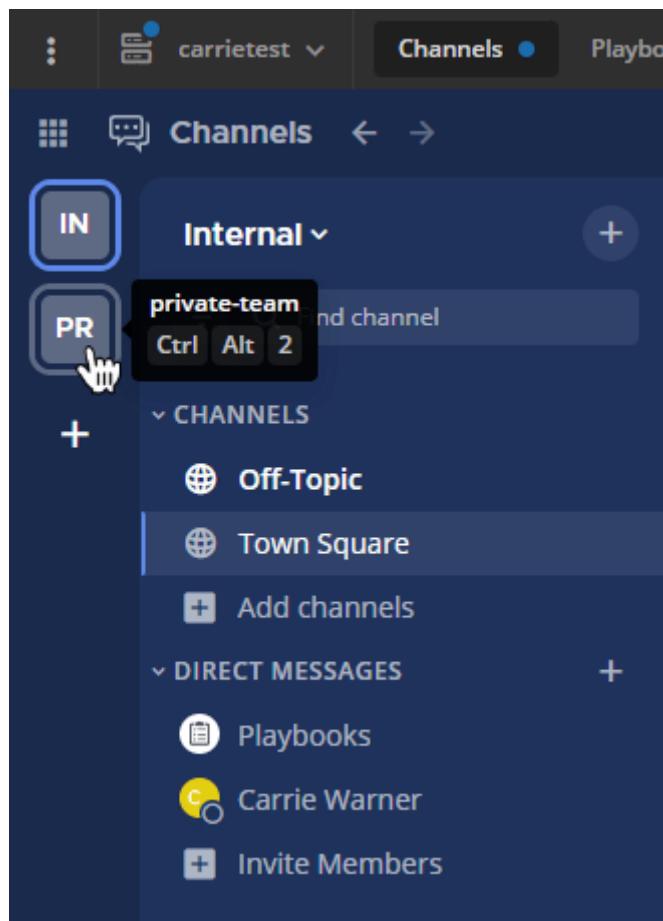
However, some Mattermost customers prefer multiple team deployments for the following reasons:

- Teams are useful when there is a purpose for each of them. For example, one team is used for staff members and another team for external users.
- Performance is better when users are scattered across multiple teams instead of all in the same one. With multiple teams, there is less content to load per team or channel switch and database queries are faster.

- Creating a shared team for all users, and using advanced permissions to control who can create channels and add members to the shared team, improves cross-team collaboration when using multiple teams. Additionally, an announcement banner can be used to provide system-wide announcements.

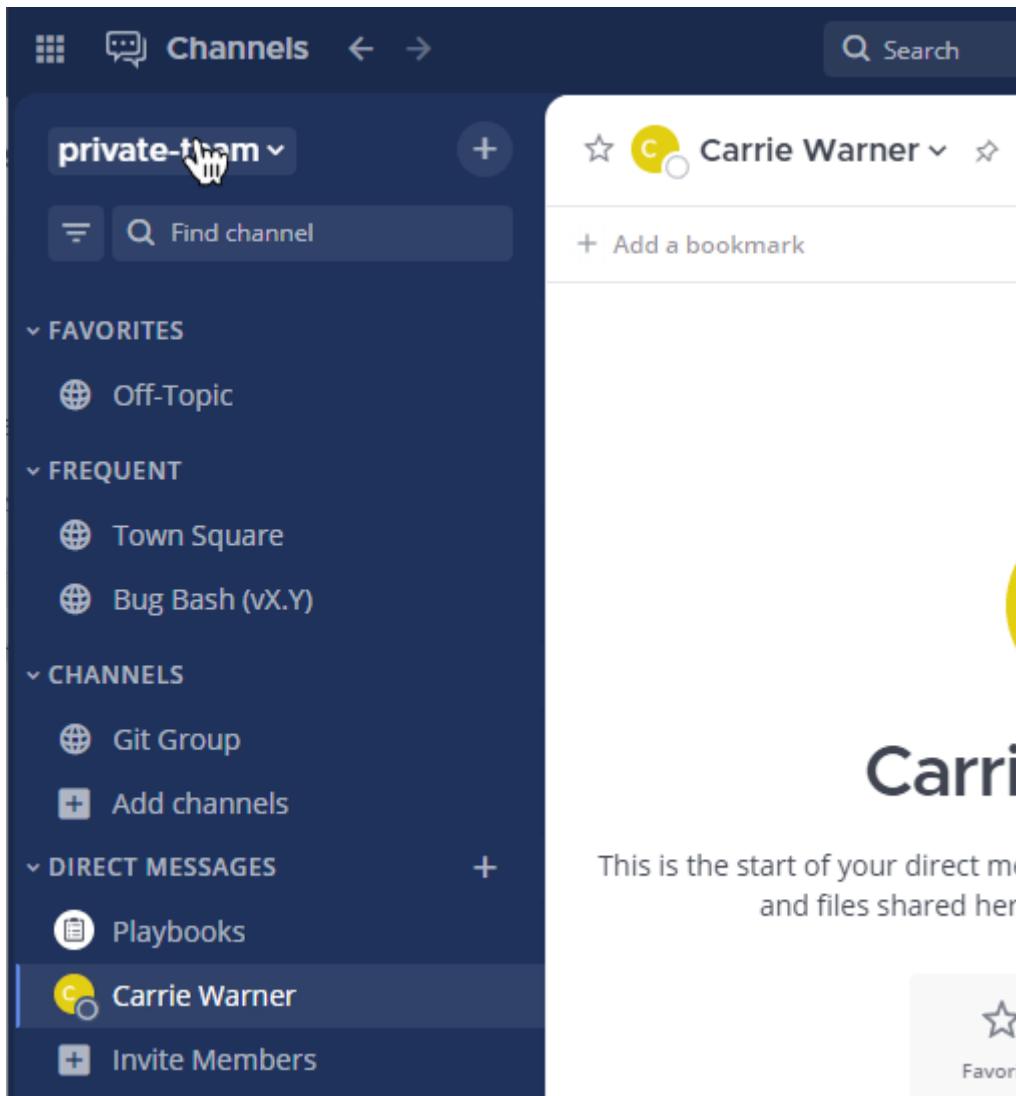
## Team sidebar

If you belong to more than one team, a team sidebar displays to the left of the channel sidebar. Drag teams to reorder them in the sidebar. You can also use keyboard shortcuts to navigate between teams.



## Create a team

You can create a team using a web browser or the desktop app by selecting a team name, and then selecting **Create a Team**, unless your system admin has disabled your ability to do so.



## Team name and URL selection

There are a few details and restrictions to consider when selecting a team name and team URL.

### Team name

This is the display name of your team that appears in menus and headings.

- Team names can contain any letters, numbers, or symbols.
- Team names are case sensitive.
- Team names must be 2 - 64 characters in length.

## Team URL

The team URL is part of the web address that navigates to your team on the system domain, `https://domain.com/teamurl/`.

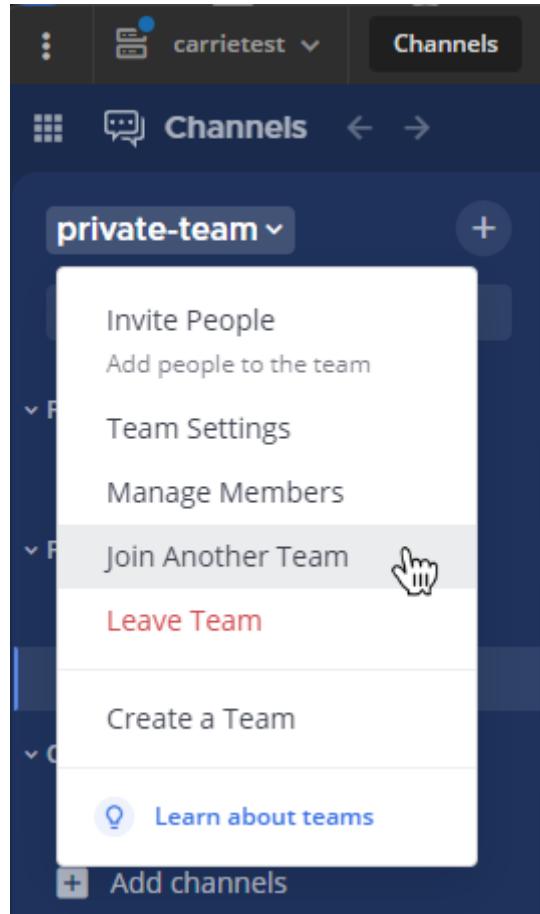
- Teams may contain only lowercase letters, numbers, and dashes.
- Teams must start with a letter and cannot end in a dash.
- Teams must be 2 - 64 characters in length.
- Team names cannot start with the following restricted words: `admin`, `api`, `channel`, `claim`, `error`, `files`, `help`, `landing`, `login`, `mfa`, `oauth`, `plug`, `plugins`, `post`, `signup`, or `playbooks`.

## Join a team

You can join any open teams, or join any team you receive an invitation to join.

If you haven't yet joined any teams in Mattermost, you're prompted to join available teams when you log in to Mattermost.

You can be a member of multiple teams at the same time. To join additional teams, select the current team name, choose **Join Another Team**, and select the name of the team you want to join.



## Leave a team

Users can also choose to remove themselves from a team, from **Team menu > Leave Team**. This will remove the user from the team, and from all public channels and private channels on the team.

They will only be able to rejoin the team if it's open, or if they receive a new invitation. If they do rejoin, they will no longer be a part of their old channels.

## Remove people from teams

Team admins can remove users from a team via **Team menu > Manage Members > Remove From Team** in the dropdown menu beside a user entry.

When a user is removed from a team, the team will no longer be visible or accessible in their team sidebar. If they currently have the team open, they are redirected to the first team that appears in their team sidebar. If they didn't belong to any other teams, the user is sent to the team selection page.

Removing a user from the team does not deactivate the account. The user will still be able to log in to the site, and join other teams. They will also be able to rejoin the team they were removed from if they receive another invite, or if the team is set to “Allow anyone with an account on this server to join this team”. If the user does rejoin the team, they will no longer belong to the channels they were previously a part of, and they will lose all Admin privileges if they had them previously.

A system admin can also remove users from teams via **System Console > Users**, and selecting the dropdown beside a user entry and selecting **Manage Teams**. The list of teams an individual user belongs to can be viewed on the user’s profile page via **System Console > Users** and selecting the member’s name from the list provided in the **User Configuration** screen.

## Archive a team

A Mattermost system admin can archive teams they no longer need by going to **System Console > Teams**, selecting a team, and selecting **Archive Team**. Archived teams can be unarchived if needed.

When a team is archived, the team will no longer be visible or accessible in the team sidebar for any user. If users currently have the team open when it’s being archived, users are redirected to the first time that appears in their team sidebar. If users didn’t belong to any other teams, users are sent to the team selection page.

### Note

Archiving a team doesn’t remove the team data from the Mattermost database. Teams may still be accessible by using the Mattermost API.

### On this page

- Organize using teams
  - Single team versus multiple teams
  - Team sidebar

- Create a team
  - Team name and URL selection
    - Team name
    - Team URL
- Join a team
- Leave a team
- Remove people from teams
- Archive a team

# React with emojis and GIFs

Emojis and GIFs are small, digital images, animated images, or icons you can use to communicate or express concepts such as emotions, humor, and physical gestures in your messages.

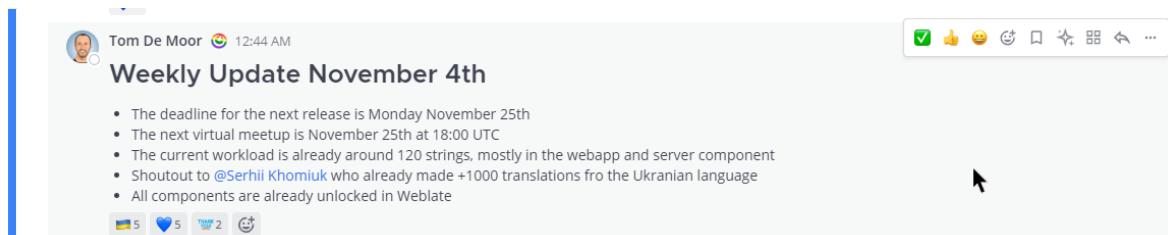
From Mattermost v10.10, text emoticons (such as `:)` or `:D`) are automatically converted to emoji characters in your messages by default. You can disable this auto-rendering if you prefer to keep emoticons as text.

## Quick emoji reactions

You can react with up to 50 emojis per message. Recently used emojis are sorted based on how often you've used them. Don't see your most recently used emojis? Enable quick reactions by going to **Settings > Display** and enabling **Quick reactions on messages**.

Web/Desktop

Hover over a message to select a recently used emoji.



Mobile

Long press on a message, and then select a recently used emoji.

## Include emojis and GIFs in messages

Tip

Can't find the perfect emoji? Upload your own custom emoji.

## Web/Desktop

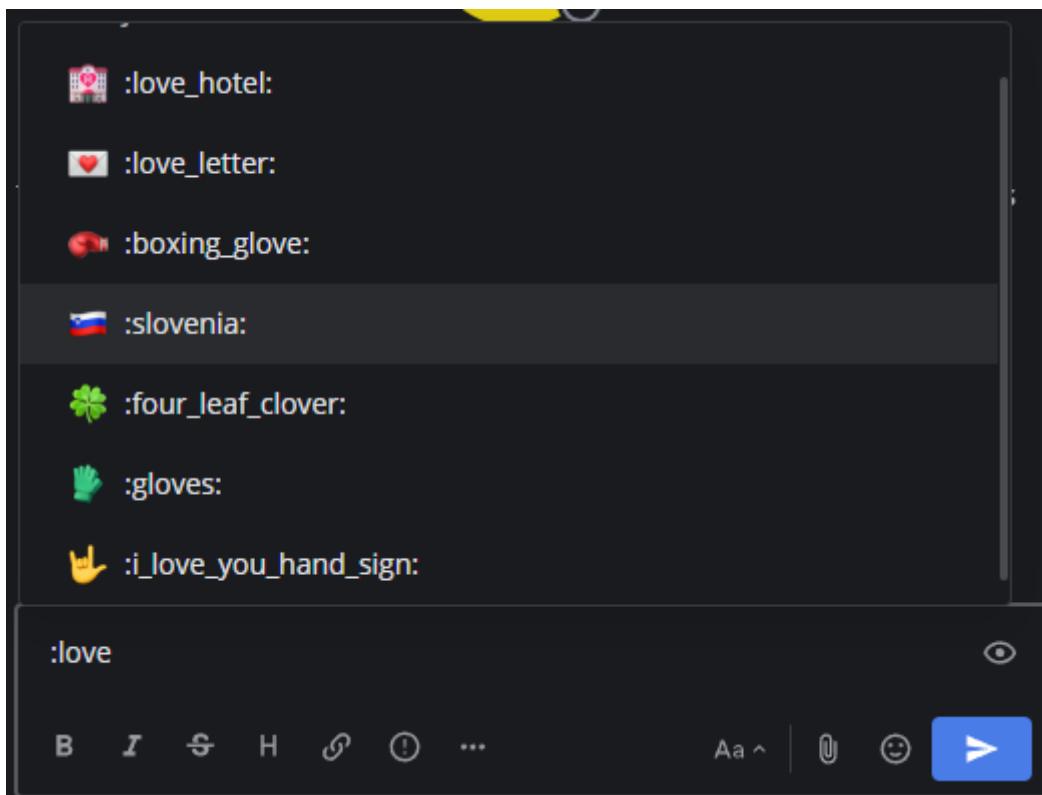
Select the **Smile** icon



inside the Mattermost message input box to open the emoji and GIF picker.

Select an emoji from the **Emojis** tab, or switch to the **GIFs** tab to search for a GIF.

You can also specify emojis based on their name. Type `:` followed by at least two characters of the word describing the emoji. This opens an emoji autocomplete. Descriptions include skin tone details for people-based emojis, where supported.



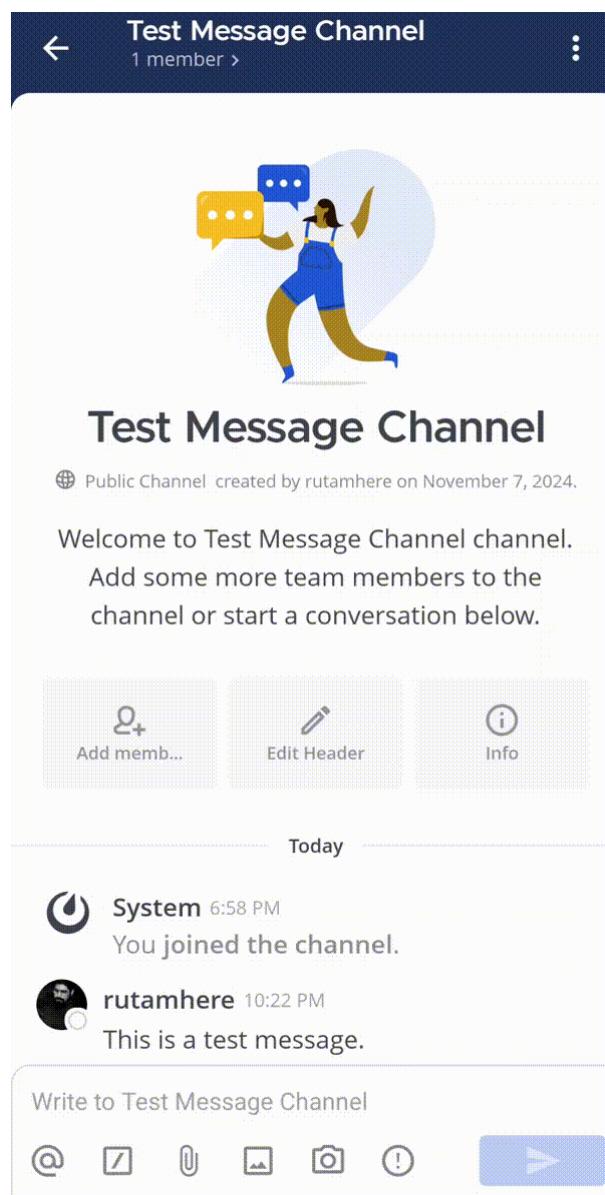
## Mobile

Select the



to add an emoji. Mattermost accesses the emojis and GIFs available on your mobile device. You can also specify emojis based on their name. Type at least

two characters of the word describing the emoji. This opens an emoji autocomplete.

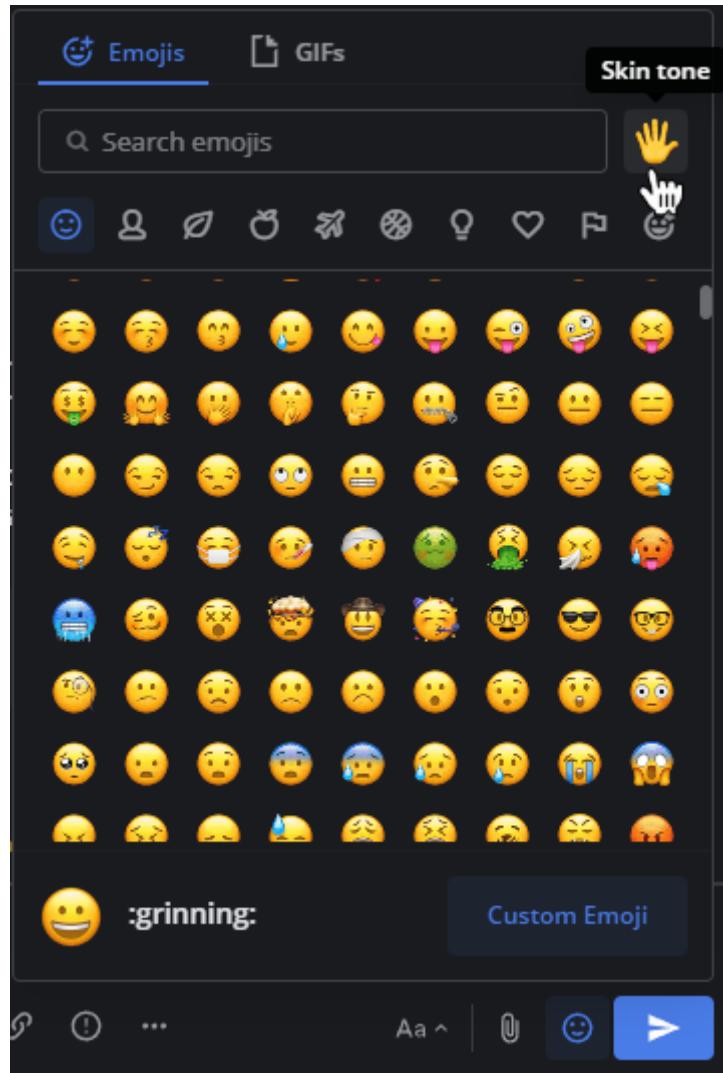


## Manage emojis

Using Mattermost in a web browser or the desktop app, you can select recently used emojis, select a default skin tone for people-based emojis, as well as manage custom emojis.

## Select default skin tone

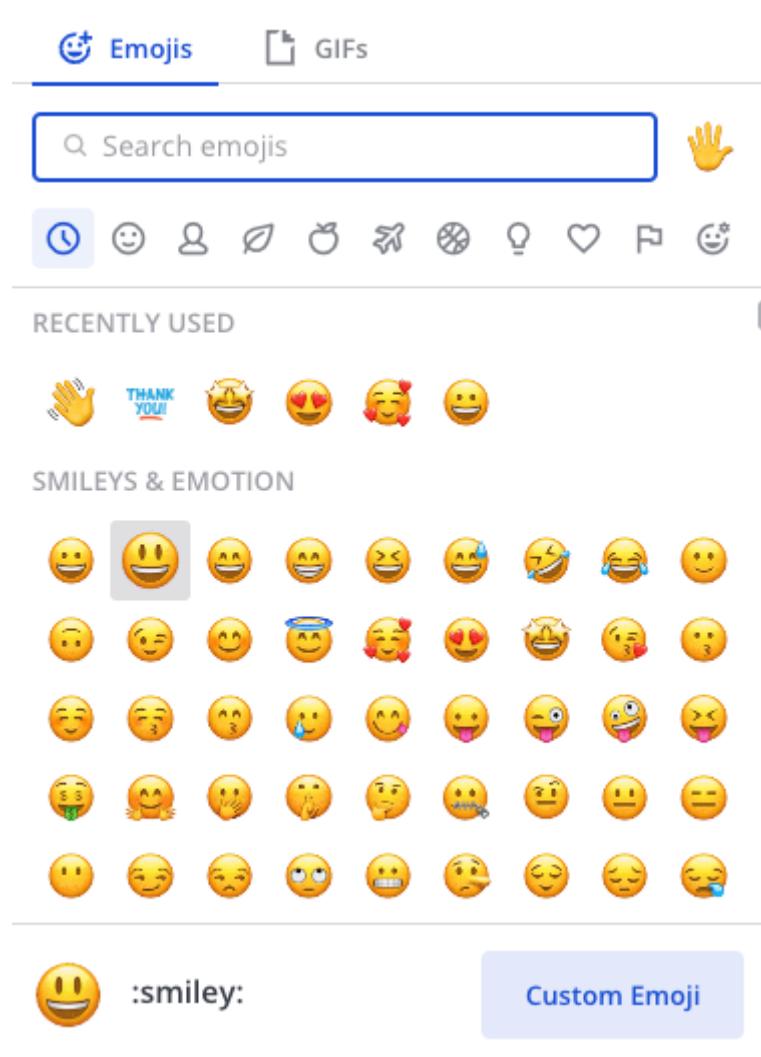
Select the **Skin tone** icon in the top right corner of the emoji picker to specify the skin tone you prefer to use for people-based emojis by default. You can select an alternate skin tone at any time.



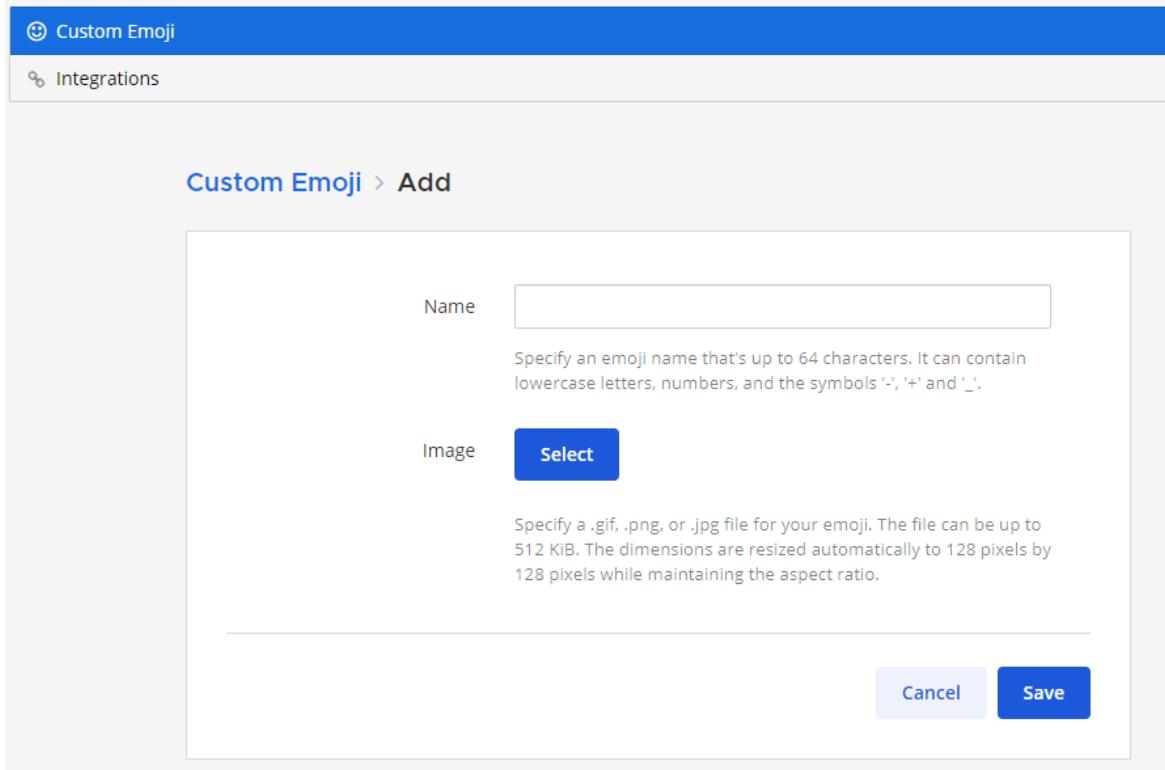
## Upload custom emojis

Using Mattermost in a web browser or the desktop app, you can upload new emojis that everyone in your Mattermost workspace can access to react to messages, unless your system admin has disabled your ability to do so.

1. From the emoji picker, select **Custom Emoji**.



2. Enter a name for your custom emoji. This is the name that shows up in the emoji autocomplete.
3. Choose **Select**, then select the image to use for the emoji. Small, square pictures work best when selecting an image to upload. The file can be any JPG, GIF, or PNG that's up to 512 KiB in size.
4. Select **Save**. Once saved, your emoji is added to the list of custom emoji.

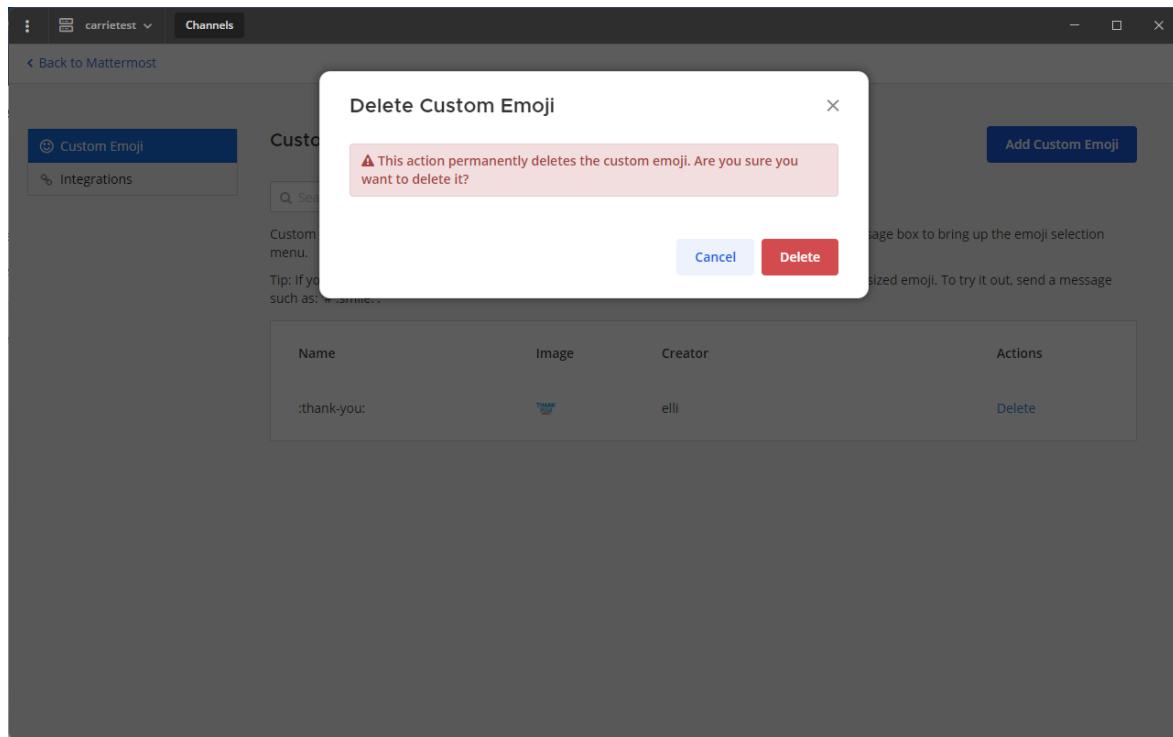


4. To use your custom emoji in a message, select it from the emoji picker, or type `:` followed by your emoji name to bring it up in the emoji autocomplete.

## Remove custom emojis

Using Mattermost in a web browser or the desktop app, you can remove custom emojis that you uploaded to Mattermost.

1. Open the emoji picker.
2. Select **Custom Emoji**.
3. If required, use the Search bar to find your custom emoji in the list.
4. Under **Actions** select **Delete**.
5. Choose **Delete** to confirm.



## On this page

- React with emojis and GIFs
- React with emojis and GIFs
  - Quick emoji reactions
    - Web/Desktop
    - Mobile
  - Include emojis and GIFs in messages
    - Web/Desktop
    - Mobile
  - Manage emojis
    - Select default skin tone
  - Upload custom emojis
    - Remove custom emojis
  - Quick emoji reactions
  - Include emojis and GIFs in messages
  - Manage emojis
    - Select default skin tone

- Upload custom emojis
  - Remove custom emojis

# Rename channels

---

Anyone can rename the channels they belong to, unless the system admin has restricted the permissions to do so using advanced permissions.

## Web/Desktop

Select the channel name at the top of the center pane to access the drop-down menu, then select **Channel Settings**. You'll be prompted to provide two pieces of information:

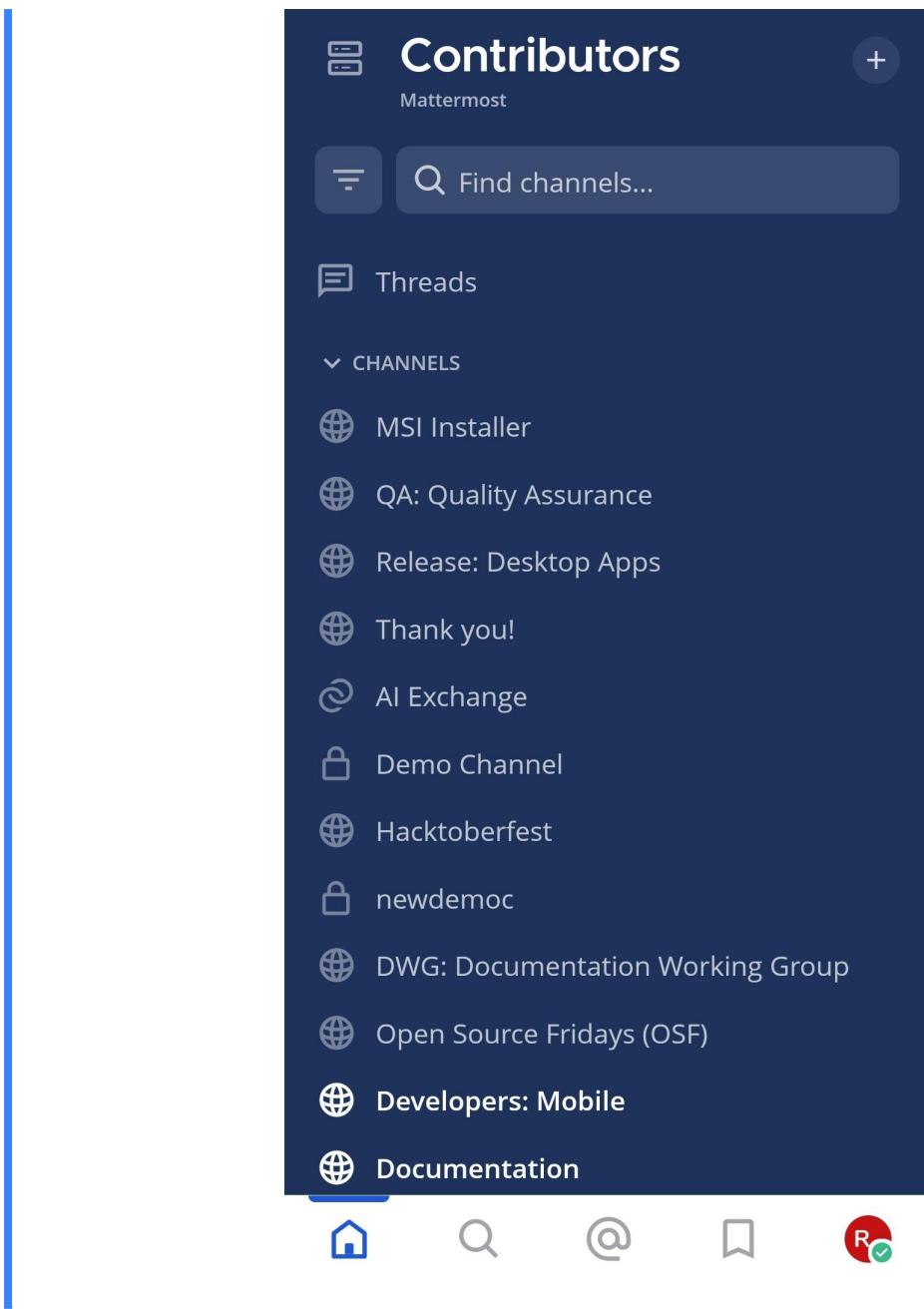
- **Channel name:** The channel name that displays in the Mattermost user interface for all users. Enter a different channel name if needed or preferred.
- **Channel URL:** The web URL used to access the channel in a web browser. Select **Edit** to change the URL, and select **Done** to save your changes.

If your system admin has enabled channel category sorting, you can assign the renamed channel to a new or existing channel category.

For example, a channel could be named `UX Design` and have a URL of `https://community.mattermost.com/core/channels/ux-design`.

## Mobile

1. Tap the channel you want to rename.



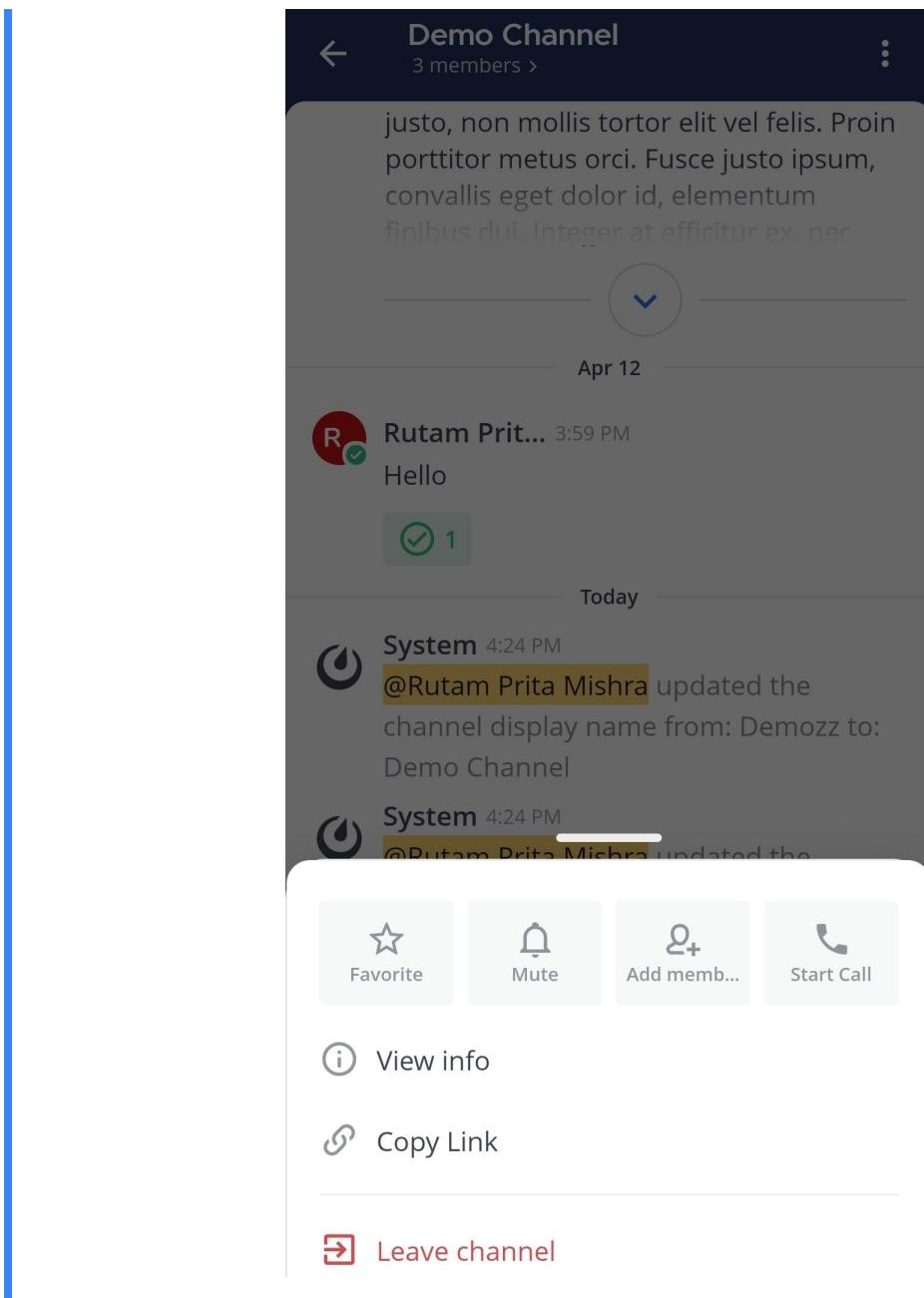
2. Tap the **More**



icon located in the top right corner of the app.

The screenshot shows the Mattermost mobile application interface. At the top, a dark blue header bar displays the channel name "Demo Channel" and the number "3 members". Below the header, a timestamp "Oct 17, 2023" is visible. The main content area contains two messages: one from "System" at 2:16 PM (@Daniel Espino Garcia added to the channel by you) and one from "Daniel Espin..." at 2:17 PM (a longLorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec ex, nec). A blue button labeled "↓ New messages" is positioned below these messages. At the bottom, there is a message input field with the placeholder "Write to Demo Channel" and various media icons (mention, link, file, image, camera, info) followed by a blue send arrow icon.

3. Tap **View info**.



4. Tap **Edit Channel**.

The screenshot shows the 'Channel Info' page for a channel named 'Demo Channel'. The top bar has a close button ('X') and the title 'Channel Info'. Below the title, the channel name 'Demo Channel' is displayed in large bold letters, followed by the subtitle 'This channel is for demo purposes.' A button '+ Add a bookmark' is visible. Below the subtitle are four action buttons: 'Favorite' (star icon), 'Mute' (bell icon), 'Add memb...' (person icon), and 'Copy Link' (link icon). A note 'Created by rutamhere on Jul 12, 2024' is shown. A horizontal line separates this from the main settings area. The settings are listed in pairs: 'Follow all threads in this c...' (switch off), 'Ignore @channel, @here, ...' (switch off), 'Mobile Notifications' (switch on) and 'Mentions' (switch off), 'Pinned Messages' (1 pinned message), 'Files' (0 files), 'Members' (7 members), 'Add members' (button), 'Edit Channel' (button), 'Disable calls' (button), 'Convert to private channel' (button), 'Leave channel' (button in red), and 'Archive Channel' (button in red).

5. You're prompted to provide three pieces of information:

- **Name:** This appears in the Mattermost user interface.
- **Purpose:** (Optional) Used to describe the channel's function or goal.
- **Header:** (Optional) Used to include information relevant to the channel, such as key contacts or document links.

Tap on **Save** to save the new channel name.

The screenshot shows the 'Edit Channel' screen in Mattermost. At the top, there is a back arrow, the title 'Edit Channel', and a 'SAVE' button. Below the title, there is a 'Name' field containing 'Demo Channel'. Underneath the name field is a 'Purpose (optional)' field containing the text 'This channel is for demo purposes.' Below the purpose field is a 'Header (optional)' field containing the text 'Use this to create your demos.' A note below the header field explains: 'Specify text to appear in the channel header beside the channel name. For example, include frequently used links by typing link text [Link Title](http://example.com).'

## On this page

- Rename channels
  - Rename channels
    - Web/Desktop
    - Mobile

# Reply to messages

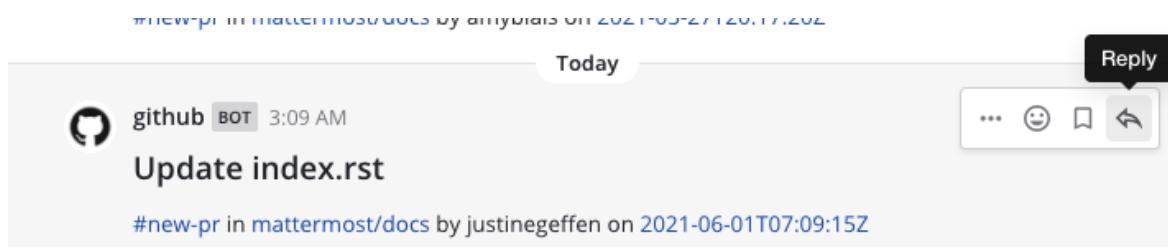
---

## Web/Desktop

Reply to messages by selecting the **Reply**



icon next to the message text.



## Mobile

Long press on a message and select **Reply** or simply tap on it to reply.

← Test Message Channel 1 member → :



## Test Message Channel

Public Channel created by rutamhere on November 7, 2024.

Welcome to Test Message Channel channel.  
Add some more team members to the channel or start a conversation below.

Add memb... Edit Header Info

Today

System 6:58 PM You joined the channel.

rutamhere 10:22 PM This is a test message.

Write to Test Message Channel

@ / U A C ! >

The screenshot shows the Mattermost interface for the 'Test Message Channel'. At the top, it displays 'Test Message Channel' with '1 member'. Below the header is a decorative illustration of a person dancing with speech bubbles. The main title 'Test Message Channel' is centered. A message from 'System' at 6:58 PM says 'You joined the channel.' A message from 'rutamhere' at 10:22 PM says 'This is a test message.' There are three buttons at the top: 'Add memb...', 'Edit Header', and 'Info'. Below the messages is a 'Today' section separator. A message input field at the bottom left contains placeholder text 'Write to Test Message Channel' and a set of message composition icons (at, link, attachment, image, camera, exclamation). A blue 'Following' button is highlighted.

Depending on how your system admin has configured Mattermost, you may be able to edit, restore, and delete messages after you've sent them.

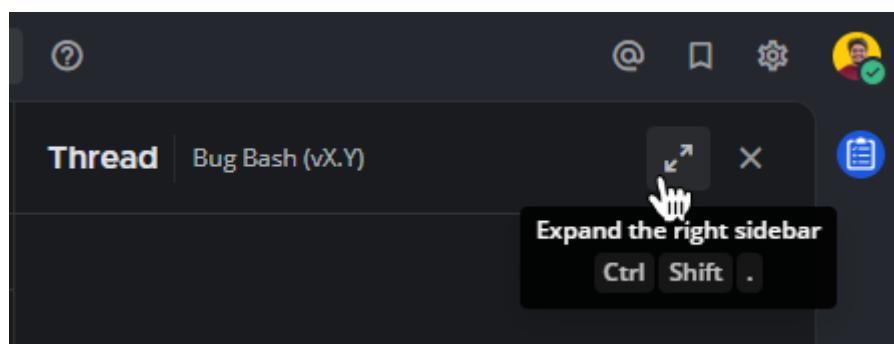
### Tip

It's easy to return to a message in progress with global message drafts. Find all of your draft messages in the **Drafts** view available at the top of the channel sidebar. See the draft messages documentation for details.

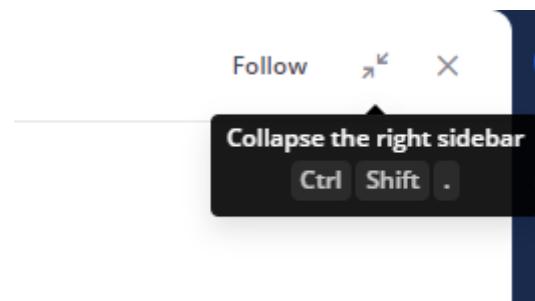
## Organize discussions into threads

When you reply to messages, those replies are organized into a discussion thread. Threaded discussions are easy to follow and allow multiple parallel conversations to occur at the same time without confusion.

Using Mattermost in a web browser or the desktop app, replies appear indented slightly in the center pane to indicate that they are child messages of a parent message. Selecting the reply link opens a sidebar in the right-hand sidebar in a web browser and the desktop app. To expand the right-hand sidebar to its full width, select the **Expand** icon with two arrows at the top of the sidebar.



To shrink the right-hand sidebar to its original width, select the same **Collapse** icon.



### On this page

- Reply to messages
  - Reply to messages
    - Web/Desktop
    - Mobile
  - Organize discussions into threads
  - Organize discussions into threads

# Run slash commands

---

Mattermost slash commands offer an alternate way to perform tasks and actions in Mattermost. Slash commands are often preferred by developers and technical audiences because of how fast they are to use, and how similar they are to a developer's daily coding tools.

Mattermost comes with many built-in slash commands you can start using right away.

Using a slash command is as easy as composing a message; however, instead of message text, you start slash commands with a slash character: `/`. For example, if you want to log out of Mattermost using only your keyboard, you can enter `/logout` in the message text box and select **Send**. Because your message starts with a slash `/`, Mattermost knows it's a slash command, and performs the action defined for that command.

## Create custom slash commands

Interested in creating new custom slash commands for your Mattermost instance? Visit our developer documentation to learn more about creating custom slash commands for your work processes.

On this page

- Run slash commands
  - Create custom slash commands

# Save and pin messages

You have two ways to mark a post to make it easy to find later:

- Saving a message saves it for only you.
- Pinning a message marks it for an entire channel.

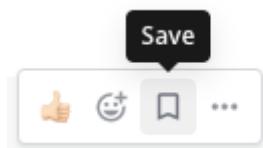
## Save messages

Web/Desktop

Save messages for later follow up by selecting the **Save**

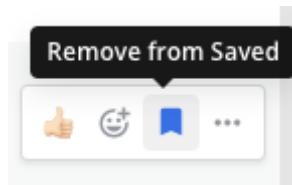


icon next to a message.



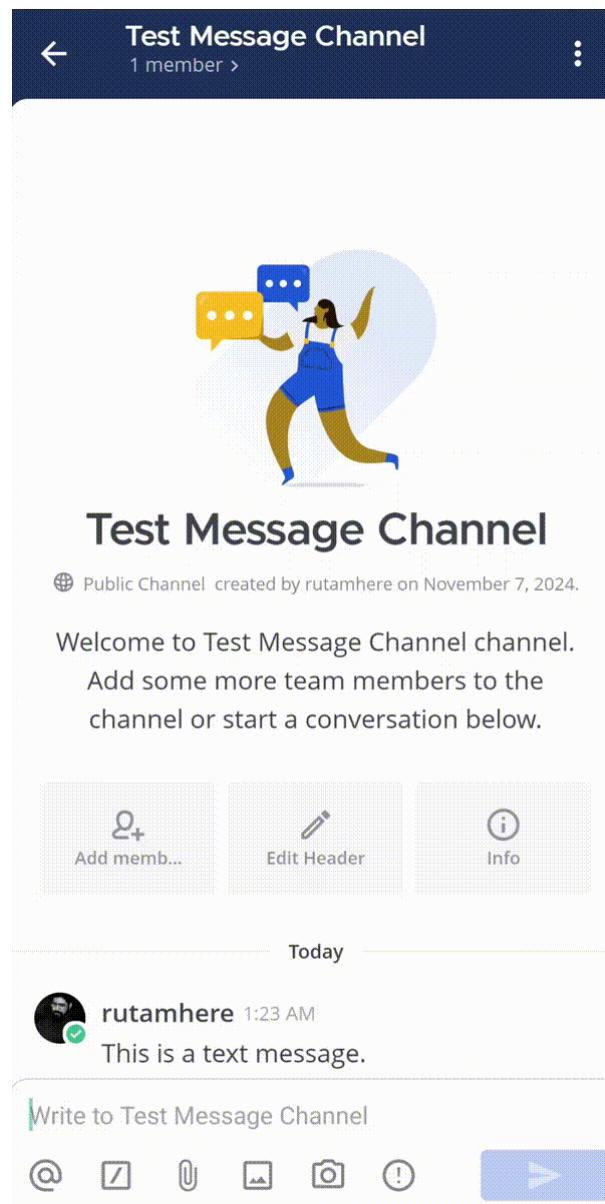
To see all of your saved messages, select the **Bookmark** icon to the left of your profile picture. The right-hand sidebar opens to show the list of saved messages.

Remove an item from your **Saved Posts** list by selecting the **Save** icon next to message to clear it.



Mobile

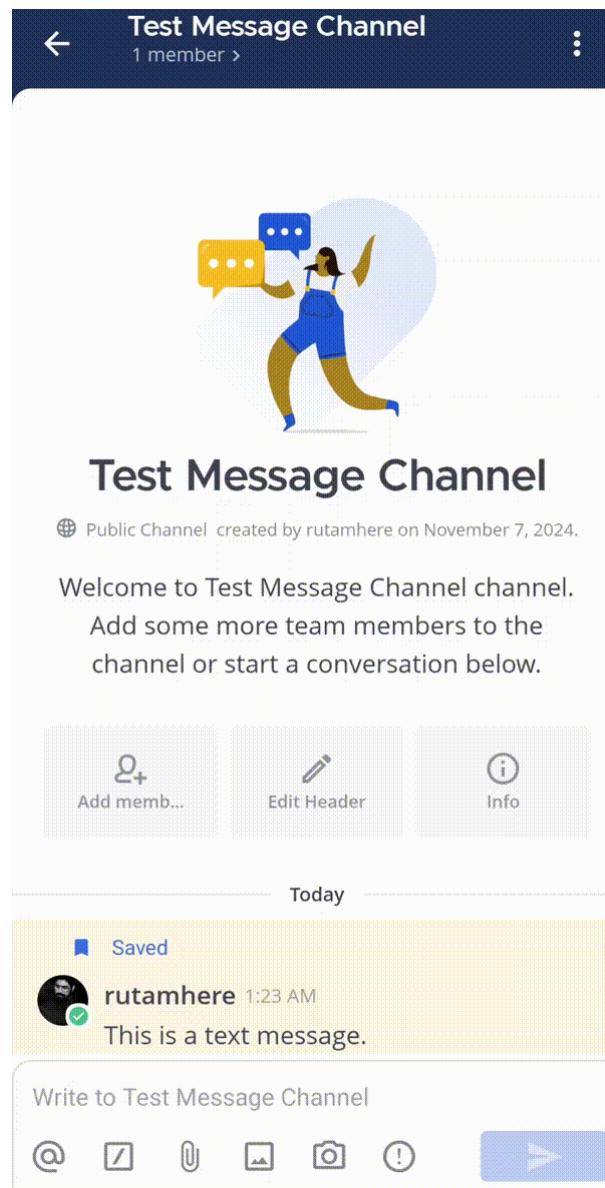
Long press a message, and then select **Save**.



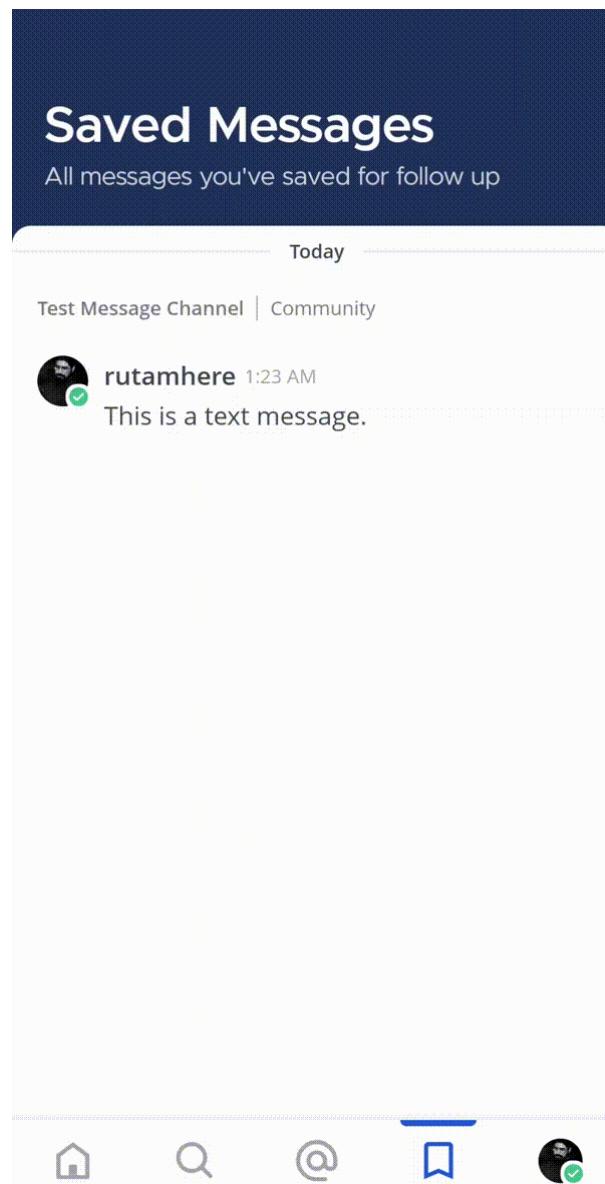
To see all of your saved messages, tap the **Save**



icon at the bottom of the app.



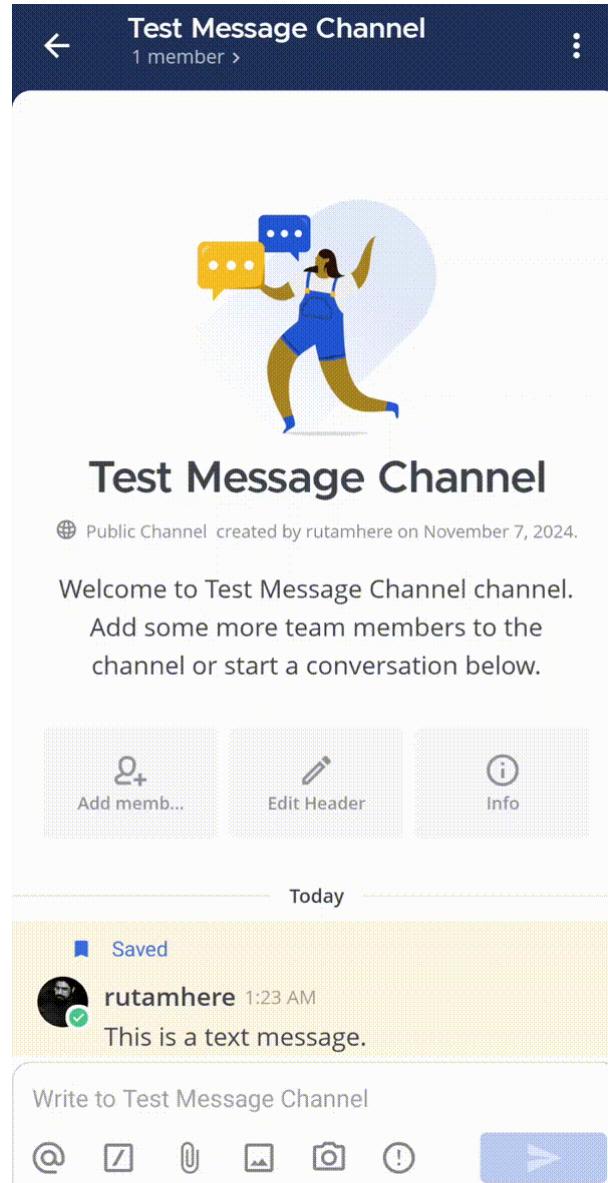
Remove an item from your **Saved Messages** list by long pressing a message and selecting **Unsave**.



Alternatively, you can also tap on the saved message in a channel and then tap the



icon below it to unsave.



## Pin messages

All members of a channel can pin important or useful messages to that channel. The list of pinned messages is visible to all channel members. There is no limit to the number of pinned posts in a channel. From Mattermost v10.2, the **Pinned**



icon is hidden when no messages are pinned.

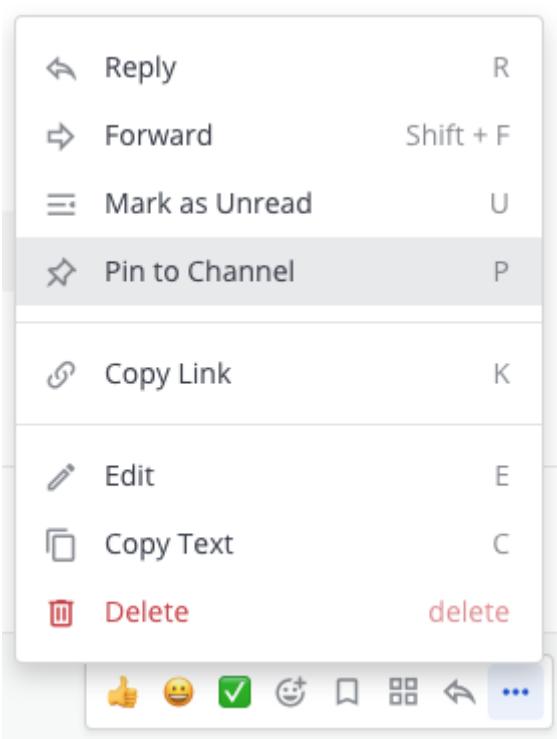
## Web/Desktop

1. Hover over the message that you want to pin. The **More**

...

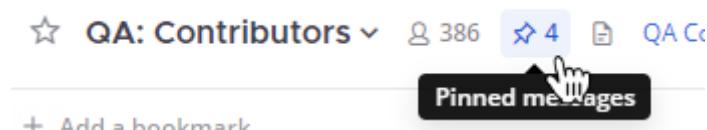
icon link appears.

2. Select the **More** option, then select **Pin to channel**.



Pinned messages are marked with the pinned icon. For example:

To see all pinned messages in a channel, select the **Pinned posts** icon in the channel header.



The right-hand sidebar opens to show the list of pinned messages. For example:

Pinned messages | QA: Contributors ↶ ↻ ×

Friday

Lindy Isherwood 3:57 PM Jump

 **Thank you for your Hacktoberfest contributions!** 

Wow, didn't the month of October just fly by? Hacktoberfest is over and we've had a very successful one to say the least!

A big thank you to @Rutam Prita Mishra @Varghese Jose @York @anudhyan for your help testing PRs during the Hacktoberfest month 🎉 You have definitely made an impact!

PS There *might* be a little surprise on the way 😊

 8  4  2  1

October 01

Lindy Isherwood 11:54 AM Jump

 **Hacktoberfest is here!** 

**Hop on over to [Mattermost's Hacktoberfest page](#) to read more about it**

Specifically for community QA contributors, here's how contributing will work:

- PRs that are open for community QA review will be tagged with `QA-wanted`

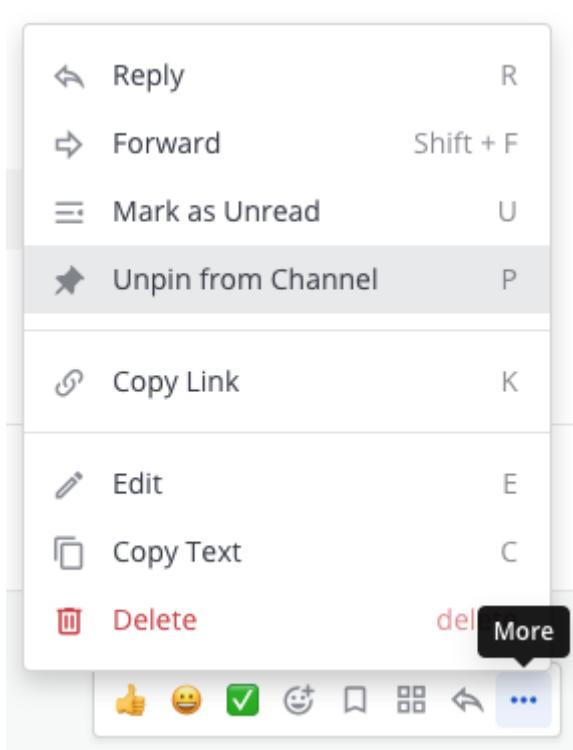
To unpin a message:

1. Mouse over the message that you want to unpin. The **More**

...

icon link appears.

2. Select the **More** icon, then select **Unpin from channel**



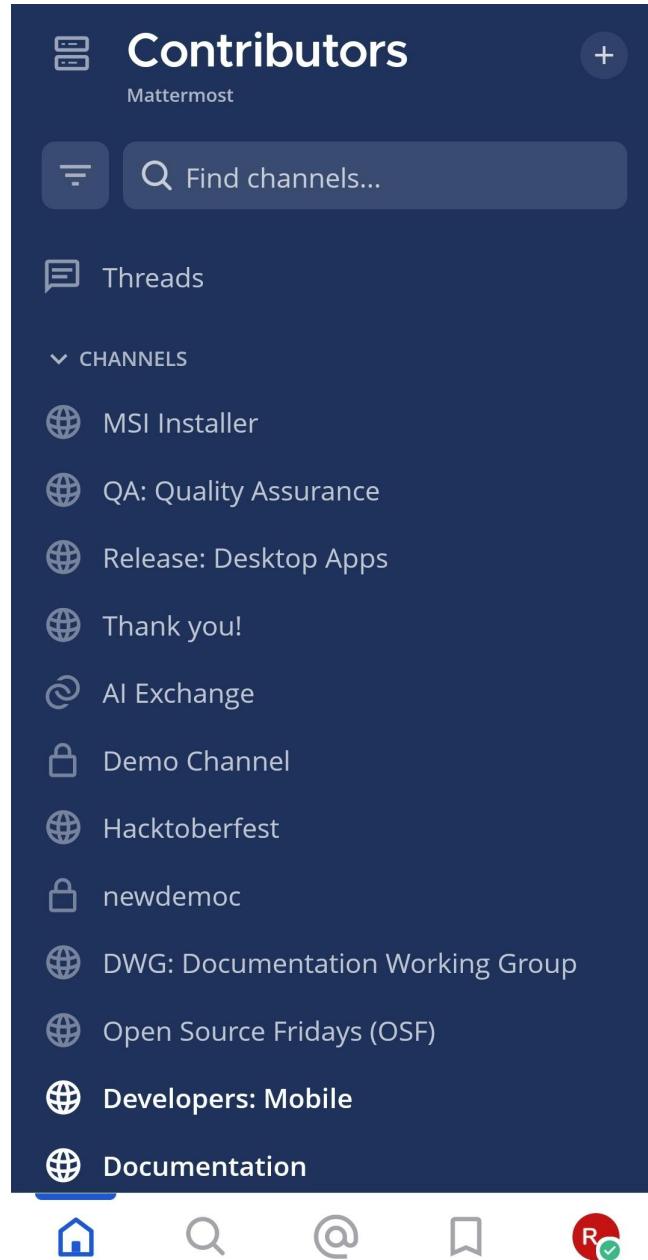
Mobile

Long press a message, and then select **Pin to Channel**.

The screenshot shows the Mattermost mobile application interface for the 'Test Message Channel'. At the top, there's a dark header bar with the channel name 'Test Message Channel' and '1 member'. Below the header is a large, friendly cartoon illustration of a person running towards the right, carrying three speech bubbles (yellow, blue, and white) on their back. The main title 'Test Message Channel' is centered below the illustration. To the left of the title is a small globe icon followed by the text 'Public Channel created by rutamhere on November 7, 2024.' Below the title, a welcome message reads: 'Welcome to Test Message Channel channel. Add some more team members to the channel or start a conversation below.' Three buttons are visible: 'Add memb...', 'Edit Header', and 'Info'. A horizontal timeline bar shows the date 'Today'. A message from 'rutamhere' at 1:23 AM reads 'This is a text message.' Below the message is a text input field with placeholder text 'Write to Test Message Channel' and a row of message composition icons: '@', a square, a circle, a camera, an exclamation mark, and a blue send arrow.

To see all of your pinned messages in a channel:

1. Tap the channel whose pinned messages you want to review.



2. Tap the **More**



icon located in the top right corner of the app.

**Demo Channel**

3 members >

Oct 17, 2023

 **System** 2:16 PM  
@Daniel Espino Garcia added to the channel by you.

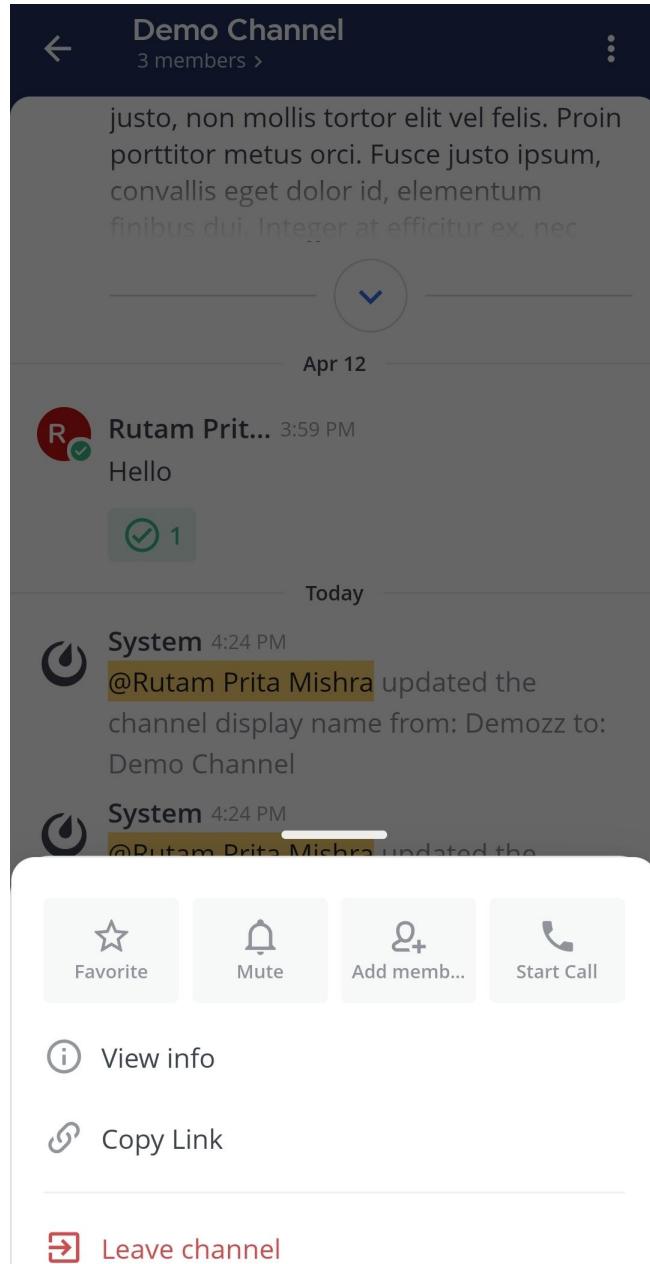
 **Daniel Espin...** 2:17 PM  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Etiam vehicula tempus tortor non vehicula. Nam pellentesque nisl sem, ac posuere ligula ultrices id. Donec consequat lectus id ante bibendum tristique. Phasellus et dui at odio euismod faucibus sed a risus. Vestibulum vel fringilla eros. Curabitur sit amet lectus vulputate, rhoncus erat vel, lacinia massa. Nam tempor magna sit amet ante venenatis, ac imperdiet tellus egestas. Curabitur dapibus, arcu id consectetur rutrum, quam massa varius mauris, a pharetra mi arcu vitae turpis. Aenean condimentum, tortor quis interdum hendrerit, nulla nisl accumsan justo, non mollis tortor elit vel felis. Proin porttitor metus orci. Fusce justo ipsum, convallis eget dolor id, elementum finibus ex, nec

**↓ New messages**

Write to Demo Channel

@      

### 3. Tap **View Info.**



**4. Tap **Pinned Messages**.**

X Channel Info

## Demo Channel

This channel is for demo purposes.

+ Add a bookmark



Favorite



Mute



Add memb...



Copy Link

Created by rutamhere on Jul 12, 2024

Follow all threads in this c...

Ignore @channel, @here, ...

Mobile Notifications Mentions

Pinned Messages 1

Files 0

Members 7

Add members

Edit Channel

Disable calls

Convert to private channel

Leave channel

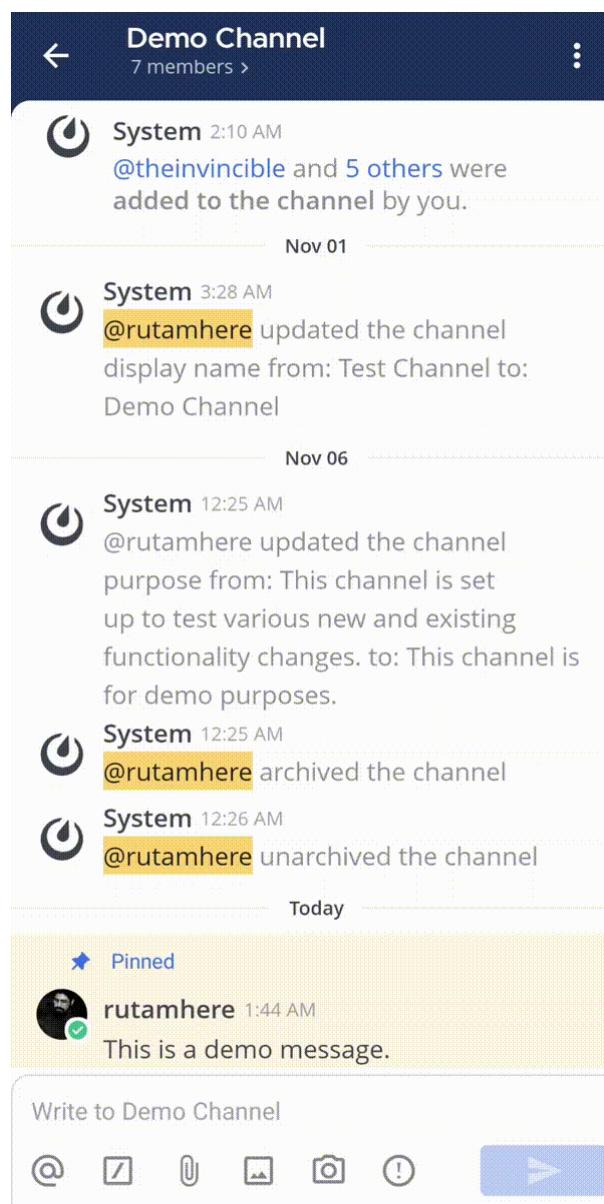
Archive Channel



Remove an item from your **Pinned Messages** list by long pressing a message and selecting **Unpin from Channel**.



Alternatively, you can long press on a pinned message in the channel and then tap on **Unpin from Channel** to unpin it.



## On this page

- Save and pin messages
- Save and pin messages
  - Save messages
    - Web/Desktop
    - Mobile
  - Pin messages
    - Web/Desktop

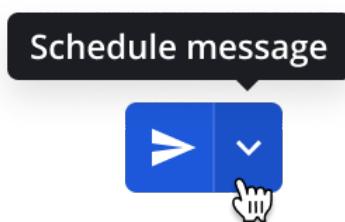
- **Mobile**
  - Save messages
  - Pin messages

# Schedule messages

There are times when you want to send a message, but you don't want it sent immediately. For example, it may be after working hours for the recipient. Scheduled messages can include a priority, request acknowledgements, include file attachments, and include anything that a non-scheduled message can contain.

## Web/Desktop

From Mattermost v10.3, you can schedule messages to send in the future. Compose a message, then select the right side of **Send** to schedule when the message will be sent. You can choose from a fixed time or set a custom time, and Mattermost displays both your local time and the recipient's local time.



## Mobile

From Mattermost mobile v2.28, you can schedule messages to send in the future. Compose a message, then long press on **Send** to schedule when the message will be sent. You can choose from a fixed time or set a custom time, and Mattermost displays both your local time and the recipient's local time.

## Manage scheduled messages

Once you schedule a message to send in the future, that message is available within the Drafts view, under the **Scheduled** tab.

You can manage scheduled messages with the following actions:

- **Delete scheduled post:** Confirm that you want to delete the message.
- **Edit scheduled post:** Make changes to the draft inline before its sent.

- **Copy text:** Copy the draft text.
- **Reschedule message:** Change when the message should be sent.
- **Send now:** Confirm that you want to send the message immediately.

The screenshot shows the Mattermost mobile application interface. At the top, there's a header bar with the text "Drafts" and "Any messages you've started will show here". Below this, there are two tabs: "Drafts" (with 1 notification) and "Scheduled" (with 1 notification). The "Scheduled" tab is currently selected and underlined in blue. In the main content area, there is a message card. The recipient is "Alice" (indicated by a yellow profile picture with a red dot). The message was sent by "Leonard Riley" (indicated by a grey profile picture with a green checkmark). The message text is "Can I get your help finalizing the presentation this week @alice?". To the right of the message card are several small icons: a red square, a white square with a black border, a pencil, a magnifying glass, and a right-pointing arrow. A cursor icon is visible above the message card.

#### Note

Once you schedule a message, file attachments are read-only and can't be changed.

## Troubleshoot scheduled messages

Scheduled messages may fail for the following reasons:

- You're no longer a member of the channel.
- The channel is archived.
- The channel is read-only.
- The Mattermost server was down for more than 24 hours. Mattermost processes scheduled posts up to 24 hours old, so in cases where the server is down for short time, scheduled messages will be processed. Scheduled messages older than 24 hours may fail to send.

If a scheduled message fails to send, you'll be alerted 2 ways:

- A red badge displays a total scheduled post count in the left pane next to **Drafts**.



- An alert banner displays on the **Scheduled** tab

**Drafts** Any messages you've started will show here

Drafts 1    **Scheduled** 1

**!** One of your scheduled drafts cannot be sent. X

To: Town Square Send on Oct 5th at 3:00 PM ⚠ CHANNEL IS READ-ONLY

Leonard Riley  
@all what's the date for the offsite again?

#### Note

You can't reschedule a failed message, but you can schedule a new replacement message.

#### On this page

- Schedule messages
  - Schedule messages
    - Web/Desktop
    - Mobile
  - Manage scheduled messages
  - Troubleshoot scheduled messages

- Manage scheduled messages
- Troubleshoot scheduled messages

# Search for messages

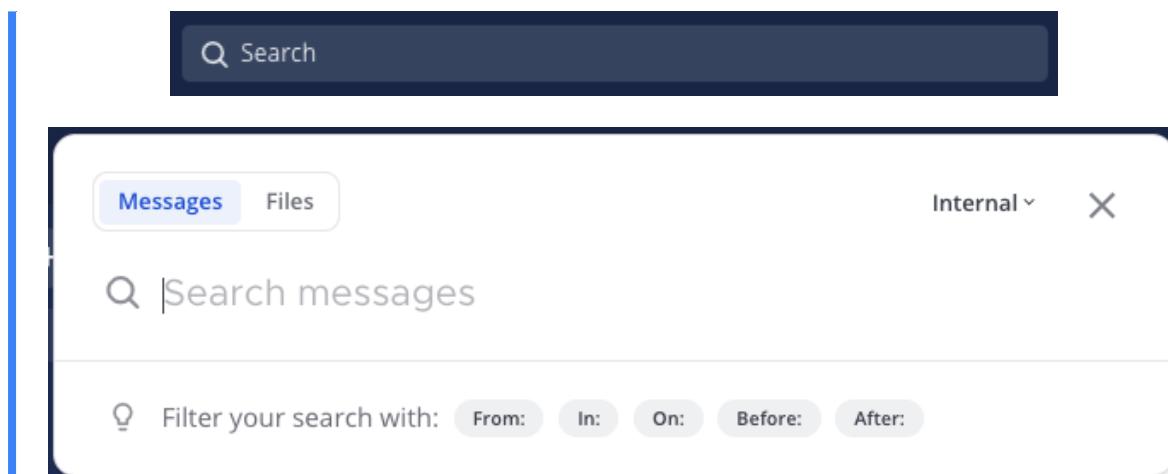
Use Mattermost search to find messages, replies, and the contents of files. You can also search by hashtags and perform more advanced searches using search modifiers.

[Mattermost Academy Learn about search \(https://mattermost.com/pl/mattermost-academy-search-training\)](https://mattermost.com/pl/mattermost-academy-search-training)

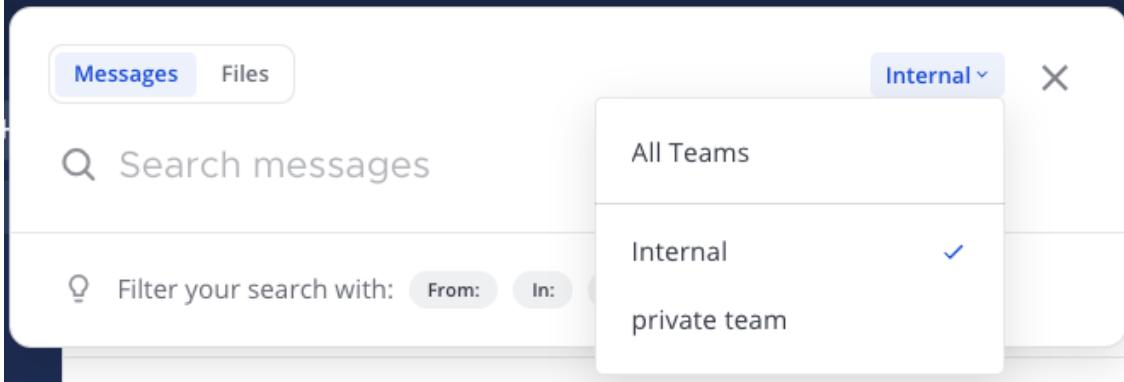
## Search for message

Web/Desktop

1. Select the Search field, select **Messages**, enter your search criteria.



2. By default, your search results include messages from all channels within your current team. From Mattermost v10.8, you can select **All Teams** to search all channels across all teams, select a specific team instead, or continue searching within the current team.



The screenshot shows the Mattermost search interface. At the top, there are tabs for "Messages" and "Files". Below them is a search bar with the placeholder "Search messages". Under the search bar, there is a section labeled "Filter your search with:" followed by "From:" and "In:". To the right of the search bar, a dropdown menu is open, titled "Internal". The menu contains three options: "All Teams", "Internal", and "private team". The "Internal" option is selected, indicated by a checkmark next to it.

*Tip*

*From Mattermost v10.10, the `from:` search modifier is available for cross-team searches. When searching all teams, you must manually add the `from:` modifier as part of your search criteria to search by specific users across teams.*

3. When message results display in the Search Results pane, select **Jump** to view a full message in context.

The screenshot shows the Mattermost search interface with the title "Search Results". It displays two messages from "Carrie Warner". The first message is dated "Yesterday" and reads: "You should now have admin access and be able to access admin-level functionality on that Mattermost test environment server." The second message is also dated "Yesterday" and reads: "Hello! You're welcome to use my Mattermost test environment to access the System Console and to capture product screenshots for the documentation. Please follow [this link](#) to create an account. Once you do, I can make you an admin on that server. Thanks!" Both messages have a "Jump" button with a hand cursor icon pointing at it.

### Tip

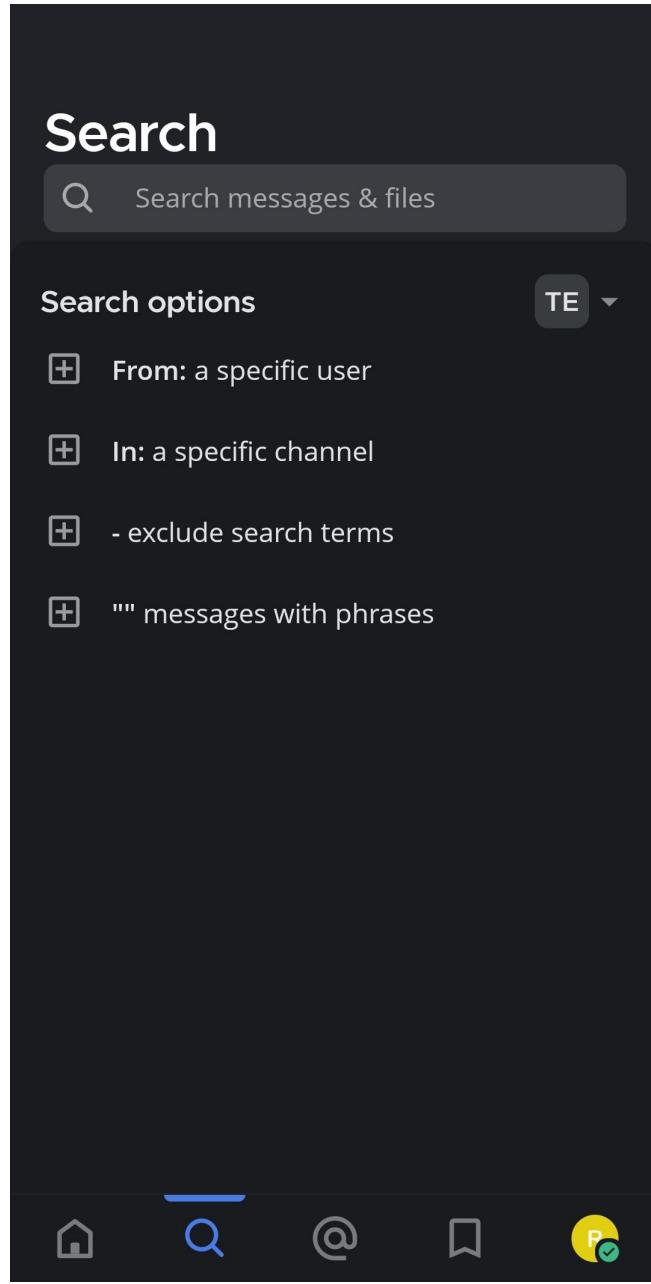
From Mattermost v10.8, you can also adjust your search results to show messages from the current team, a specific team, or all teams.

### Mobile

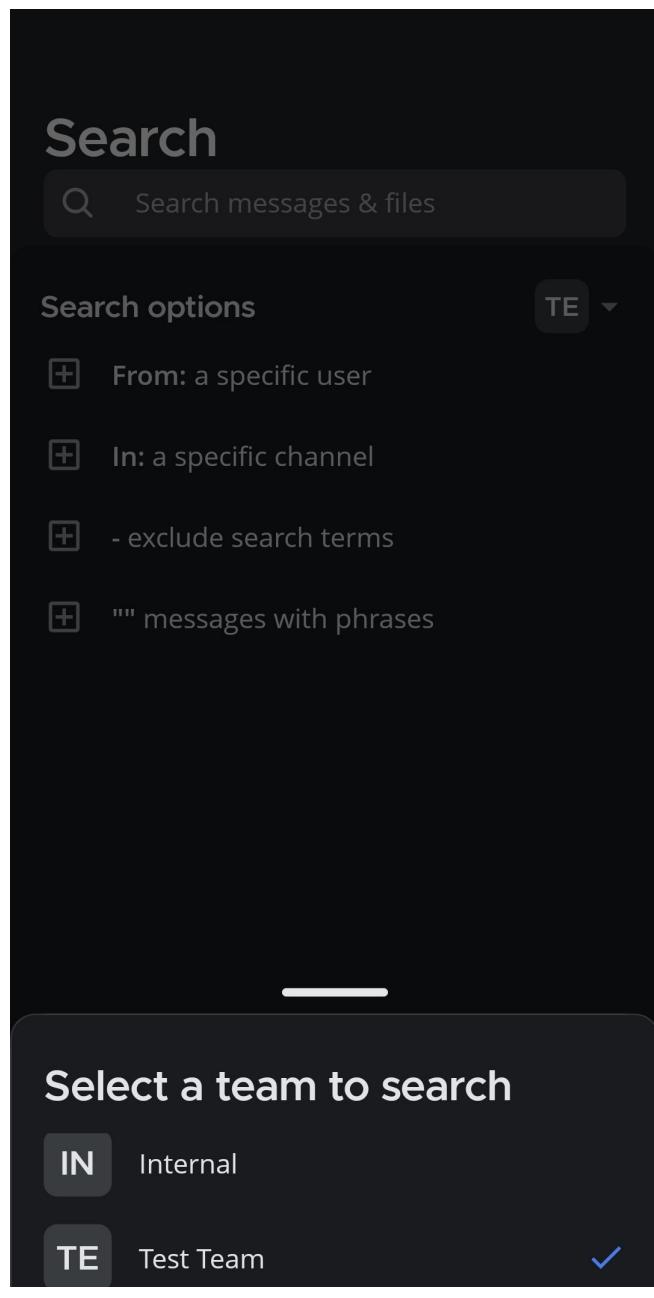
#### 1. Tap the **Search**



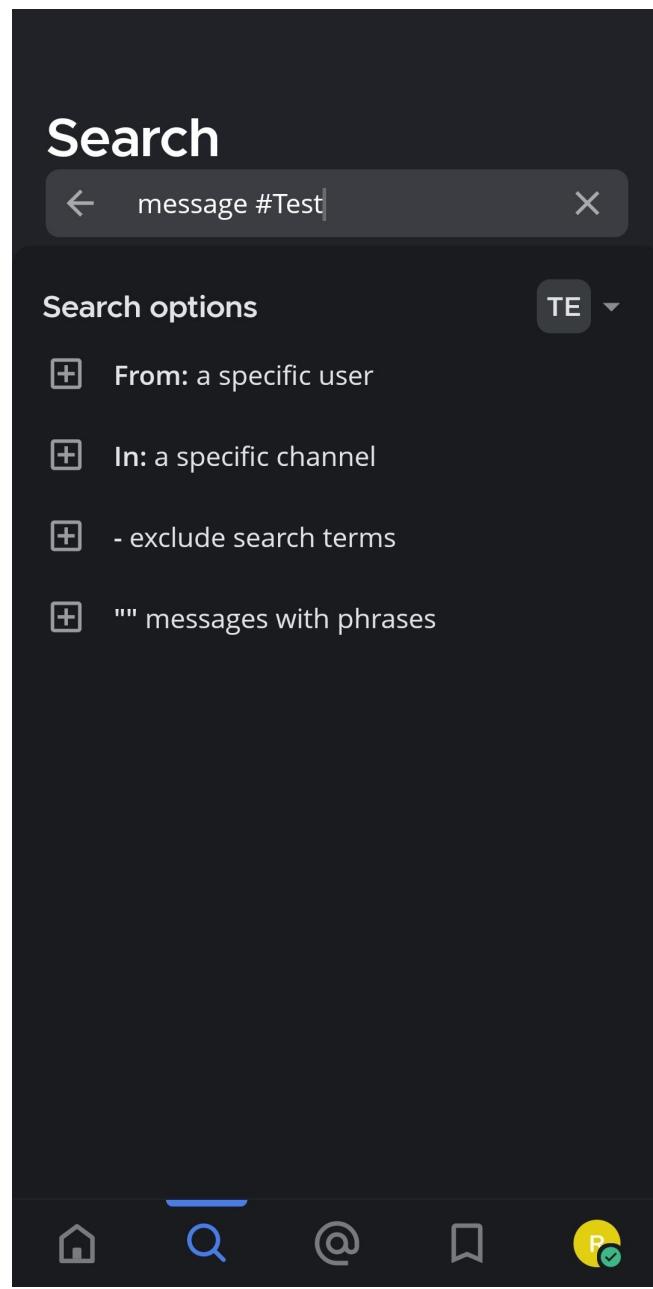
icon at the bottom of the app to search for messages or files attached to messages.



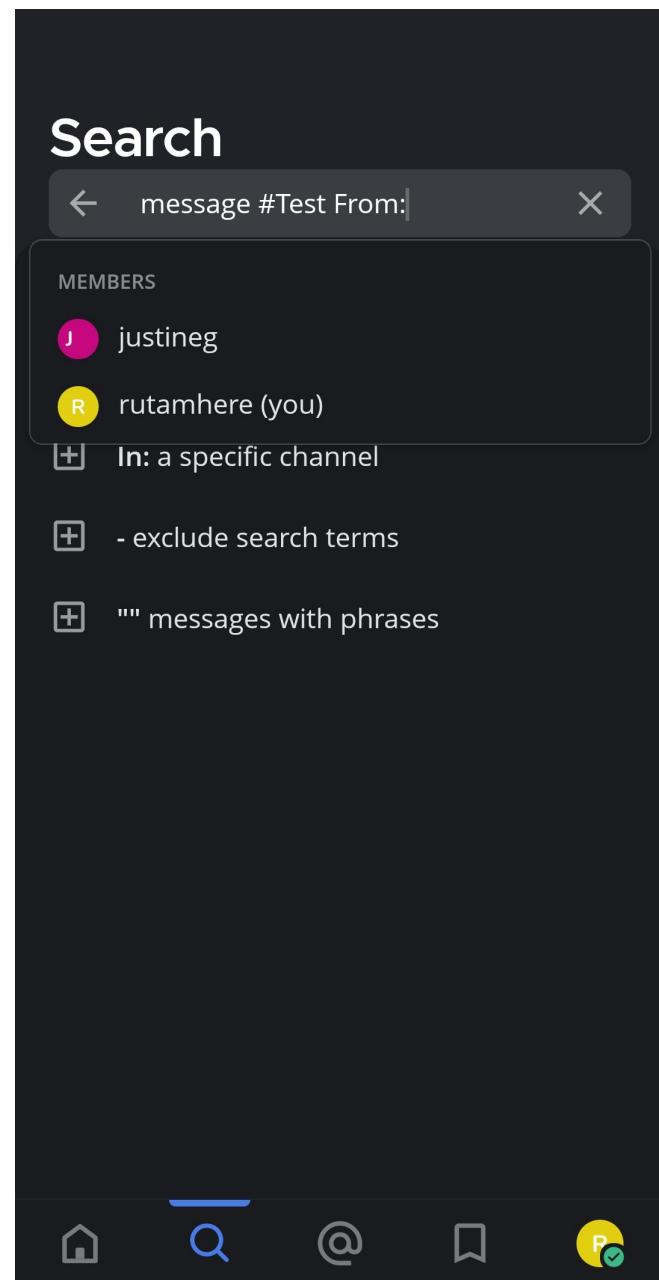
2. By default, your search results include messages from all channels within your current team. From mobile v2.28, tap **All Teams** to search all channels across all teams, or select a specific team instead.

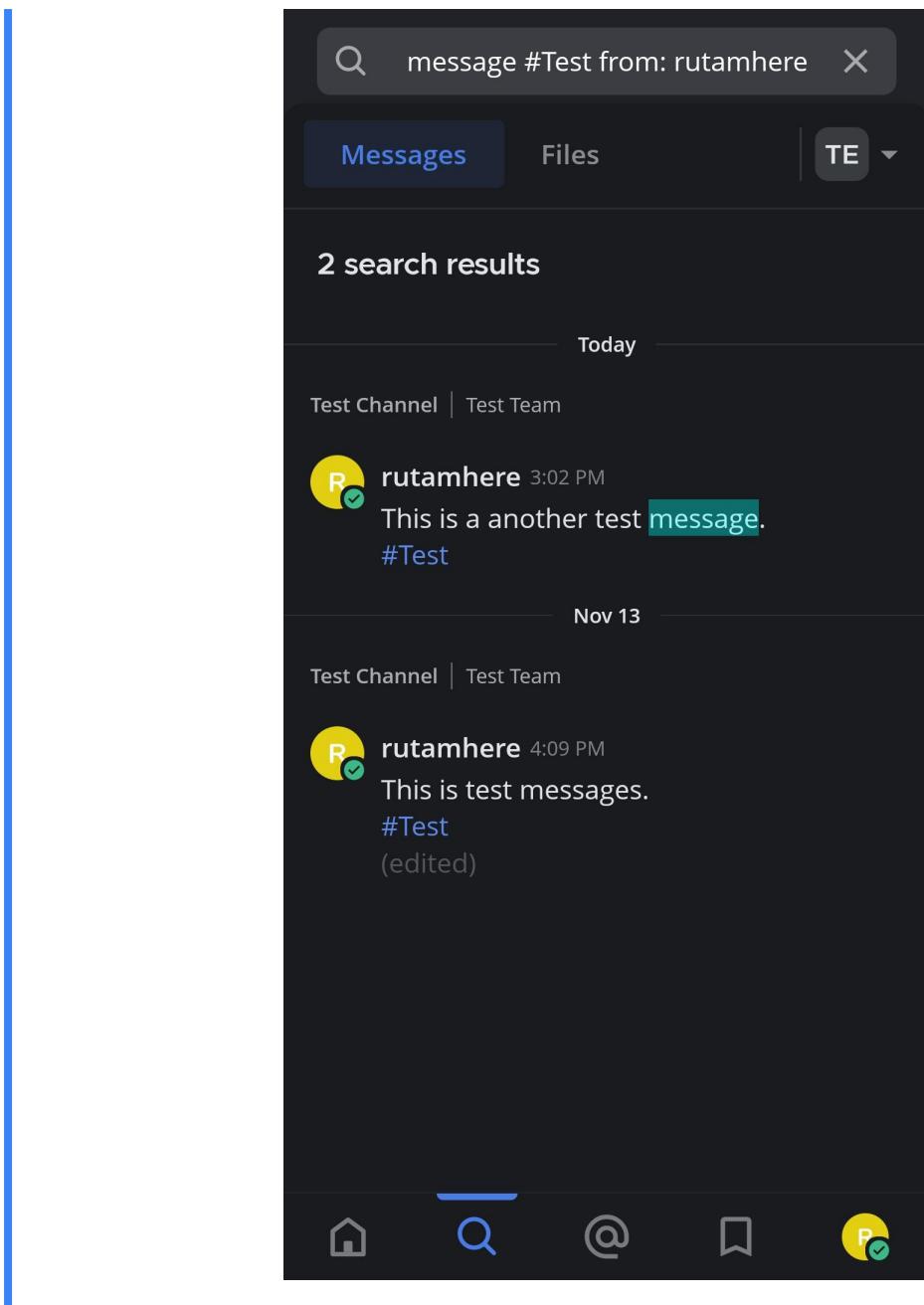


3. Enter your search criteria.



4. Tap to apply search modifiers to your search.



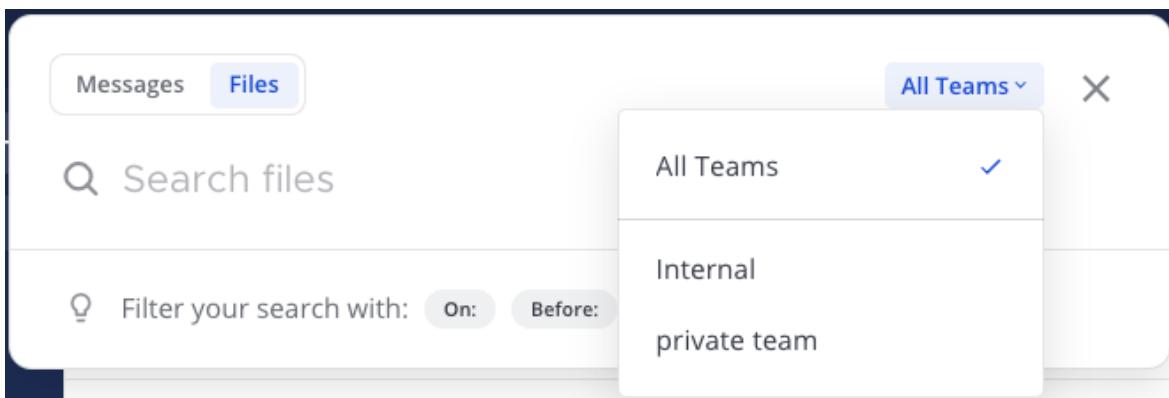


Tip

You can adjust search results to show messages from the current team, a specific team, or all teams.

## Search for files

From the **Search** field, select **Files** to search for files attached to messages. From Mattermost v10.8 and mobile v2.28, you can specify whether you want to search all channels you're a member of in the current team, a specific team, or all channels across all teams.



File contents that match on file name, or contain matching text content within supported document types, are returned in the Search Results pane. Each search result includes file name, extension, and size details, as well as details about when and where the file was originally shared. You can adjust search results to show messages from the current team, a specific team, or all teams.

- For Mattermost Cloud workspaces, supported document file formats include PDF, PPTX, DOCX, ODT, HTML, and plain text documents. DOC and RTF file formats, as well as the contents of ZIP files, are not supported.
- For Mattermost self-hosted deployments, supported document file formats include PDF, PPTX, DOCX, ODT, HTML, and plain text documents.

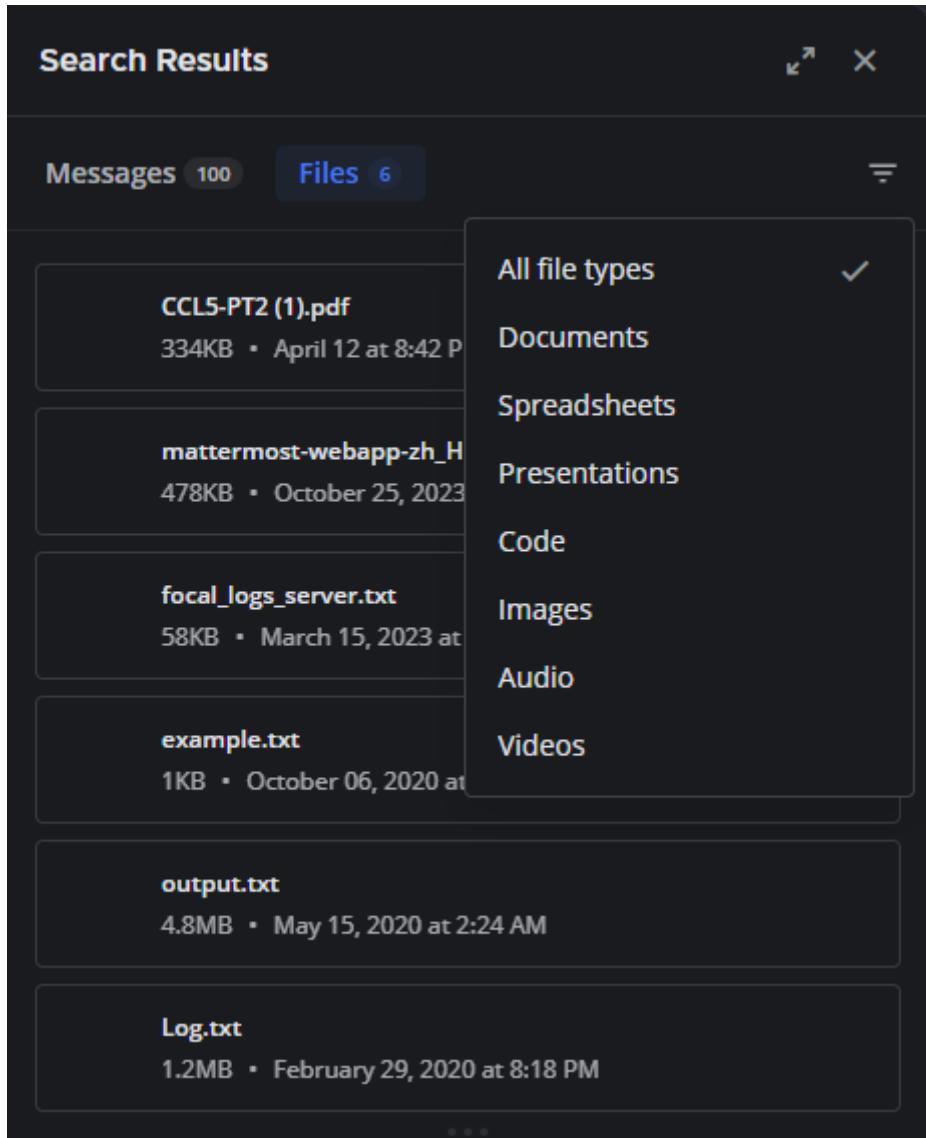
### Note

System admins can extend file content search support for self-hosted deployments to include:

- files shared before upgrading to Mattermost Server v5.35.
- DOC and RTF file formats.
- documents within ZIP files.

## Filter results by file type

Using Mattermost in a web browser or the desktop app, you can narrow search results further by selecting the **File Type Filter** option, then selecting specific file types, such as documents, spreadsheets, or images.



## Access recently shared files

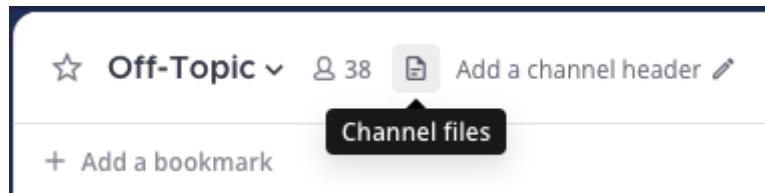
You can access files recently shared in a channel:

Web/Desktop

Select the



icon to the right of the channel name to access files recently shared in that channel.



Alternatively, you can select the channel name, select the **View Info**



icon, then select **Files** in the right pane.

Mobile

Tap the channel name to view channel options, then tap **Files**.

## Search modifiers

You can apply search modifiers to any search to reduce the number of results returned. Select a search modifier to add it to the Search field. Supported modifiers are described below. Your search results include messages from all of your teams.

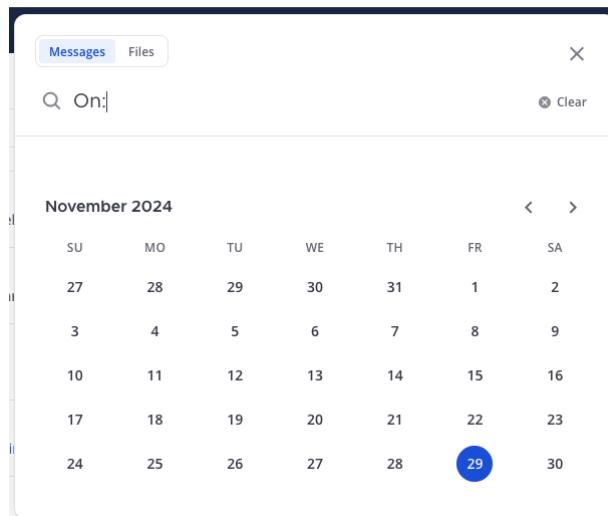
`from:` **and** `in:`

- Use `from:` to find messages or files from specific users.
  - For example, searching `from:john.smith` only returns content from your direct message history with John Smith.
  - From Mattermost v10.10, you can use `from:` in cross-team searches to find messages from specific users across all teams you're a member of.
- Use `in:` to find messages or files posted in specific public channels, private channels, direct messages, or group messages. You can specify channels by display name or channel ID.
  - For example, searching `Mattermost in:town-square` only returns results in the Town Square public channel that contains the term `Mattermost`,

while searching `Mattermost in:john.doe` only returns results that contains the term `Mattermost` in your direct message history with John Smith.

### `before:`, `after:`, and `on:`

- Use `before:` to find messages or files posted before a specified date.
  - For example, searching `website before: 2018-09-01` returns messages or files containing the term `website` posted prior to September 1, 2018.
- Use `after:` to find messages or files posted after a specified date.
  - For example, searching `website after: 2018-08-01` returns messages or files containing the term `website` posted after August 1, 2018.
- Use both `before:` and `after:` together to search in a specified date range.
  - For example, searching `website before: 2018-09-01 after: 2018-08-01` returns all messages or files containing the term `website` posted between August 1, 2018 and September 1, 2018.
- Use `on:` to find messages or files posted on a specific date. Use the date picker to select a date, or type it in YYYY-MM-DD format.
  - For example, searching `website on: 2018-09-01` returns messages or files containing the term `website` posted on September 1, 2018.



## Exclusions

Use the hyphen `-` symbol to exclude terms from your search results. For example, searching `test -release` only returns results that include the term `test` and exclude the term `release`.

This exclusion modifier can be used in combination with other modifiers to further refine search results. For example, searching `test -release -in:release-discussion -from:eric` returns all results with the term `test`, excludes posts with the term `release`, excludes posts made in the `release-discussion` channel, and excludes messages sent in direct messages by `eric`.

## Quotation marks

Use quotation marks `" "` to return search results for exact terms. For example, searching `"Mattermost website"` returns messages containing the exact phrase `Mattermost website`, but doesn't return results containing `Mattermost` and `website` as separate terms.

## Wildcards

Use the asterisk `*` symbol at the end of the word to perform a wildcard search. The wildcard search returns all words that begin with the specified letters. The wildcard in search cannot be used at the beginning or in the middle of a word. For example, searching `rea*` returns messages or files containing words like `reach`, `reason`, `reality`, `real`, and other words starting with `rea`. However, searches like `*each` and `re*ch` are invalid wildcard searches.

## Hashtags

Hashtags are searchable labels for messages. Anyone can create a hashtag in a message by using the pound sign `#` followed by alphanumeric or other unicode characters. Hashtag examples include: `#bug`, `#marketing`, `#user_testing`, `#period`, `#check-in`, `#마케팅`.

Valid hashtags:

- Don't start with a number.
- Are at least three characters long, excluding the `#`.

- Are made up of alphanumeric or other unicode characters.
- May contain dots, dashes, or underscores.

To search for messages containing hashtags, select a hashtag in an existing post, or type the hashtag (including the pound `#` symbol) into the search bar.

#### Note

Hashtags don't link to channels. If you have a channel named "Marketing", selecting a `#marketing` hashtag does not take you to the Marketing channel. To link to public channels, use the tilde `~` symbol followed by the channel name. For example `~marketing`.

## Notes about performing Mattermost searches

- Multiple-word searches return results that contain *all* of your search criteria.
- Search modifiers can help narrow down searches. See the search modifiers section for details.
- You can search Archived channels as long as you're a member of that channel.
  - If you're unable to see messages or files in archived channels in your search results, ask your system admin if **Allow users to view archived channels** has been disabled via **System Console > Site Configuration > Users and Teams**.
  - To remove archived channels from your search results, you can leave the Archived channels.
- Like many search engines, common words such as `the`, `which`, and `are` (known as "stop words"), as well as two-letter and one-letter search terms, are not shown in search results because they typically return too many results. See the Technical notes about searching section below for details.
- IP addresses (e.g. `10.100.200.101`) don't return results.

## Technical notes about searching

By default, Mattermost uses full text search support included in PostgreSQL.

Select the **product menu**



then select **About Mattermost** to see which database you're using.

- Stop words are filtered out of search results. See [PostgreSQL \(https://www.postgresql.org/docs/10/textsearch-dictionaries.html#TEXTSEARCH-STOPWORDS\)](https://www.postgresql.org/docs/10/textsearch-dictionaries.html#TEXTSEARCH-STOPWORDS) database documentation for a full list of applicable stop words.
- URLs don't return results.
- Hashtags or recent mentions of usernames containing a dash don't return results.
- Terms containing a dash return incorrect results since dashes are ignored in the search engine.
- From Mattermost v7.1, search results respect the `default_text_search_config` value instead of being hardcoded to English. We recommend that Mattermost system admins review this value to ensure it's set correctly.

On this page

- Search for messages
- Search for messages
  - Search for message
    - Web/Desktop
    - Mobile
  - Search for files
    - Filter results by file type
    - Access recently shared files
      - Web/Desktop
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  - Search modifiers
    - from: and in:

- before:, after:, and on:
- Exclusions
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  - Hashtags
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- Technical notes about searching

# Send messages

You can send messages in public and private channels as well as to other users in Mattermost.

## Tip

- When you send messages in a channel, depending on the channel actions configured, specific words in the post can trigger a prompt to run a playbook. Access **Channel Actions** from the channel name drop-down menu in the center pane to see what automatic actions have been configured for the current channel.
- If you're sending a direct message to another user, Mattermost warns you when the recipient's availability is set to Do Not Disturb, and when the recipient's local time is outside of regular business hours (between 10PM and 6AM). This warning displays directly above the message text field.

## Web/Desktop

Enter a message in the text field, then select **Send**



to send the message.

Tip

You can also use a keyboard to send messages:

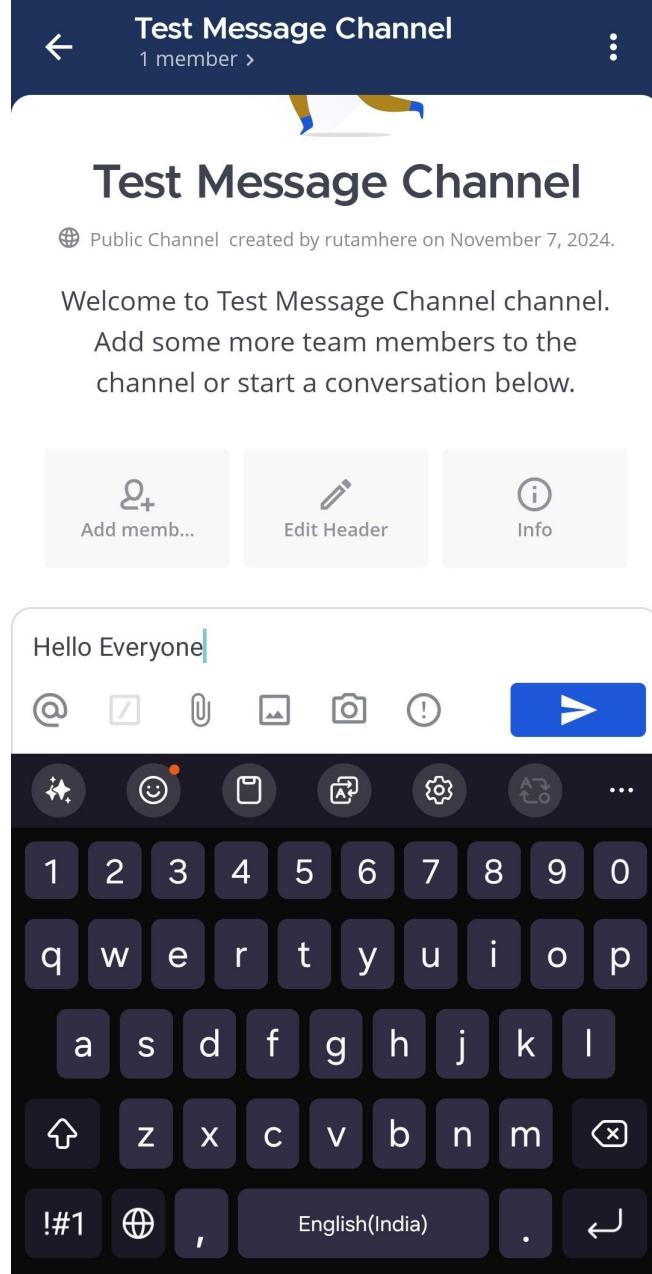
- Press Enter on Windows or Linux, or ↵ on Mac.
- You can configure Mattermost to require Shift Enter on Windows or Linux, or ↑ ↵ on Mac to send multi-line messages. Select the **gear**



icon to go to **Settings**, then select **Advanced > Send messages on CTRL+ENTER**.

Mobile

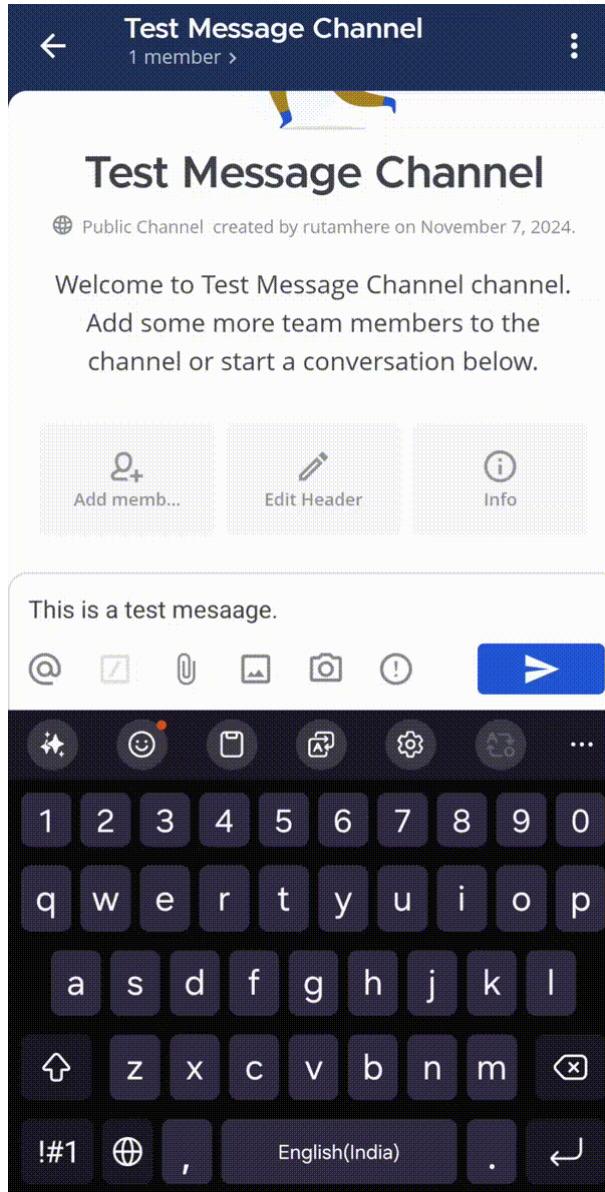
1. Tap the text field at the bottom of the Mattermost app to type a message.



## 2. Tap **Send**



icon to send it in the channel.



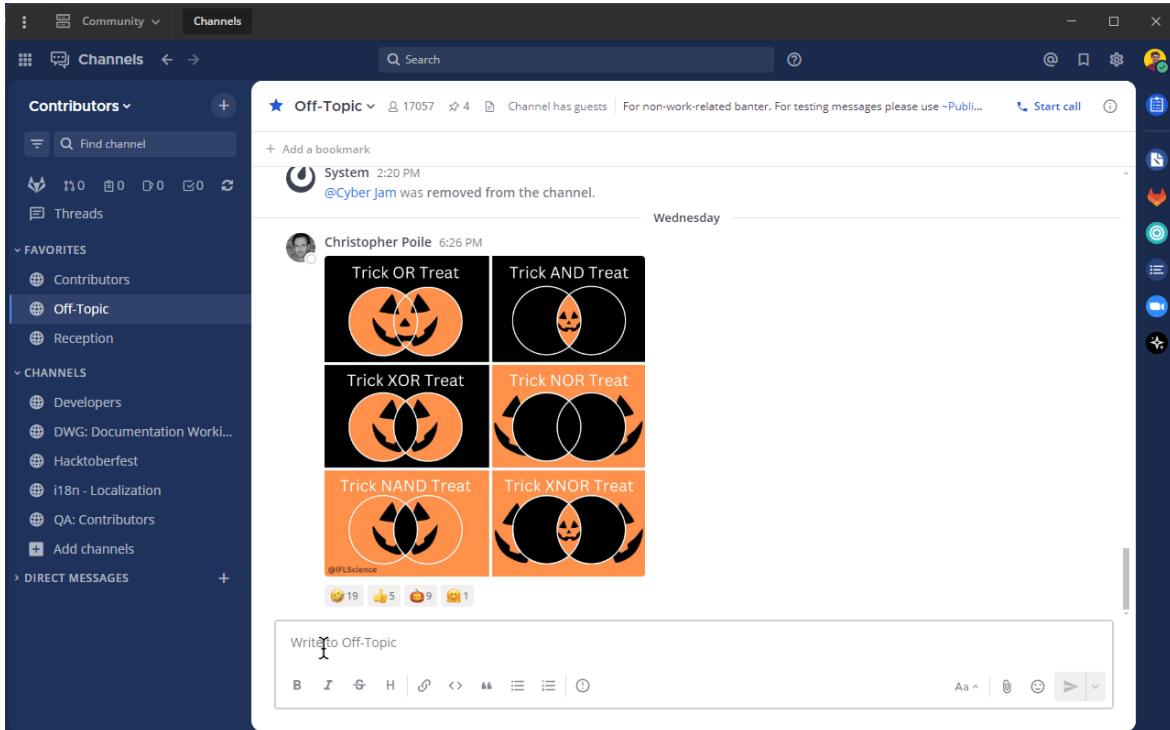
## Draft messages

From Mattermost v7.7, when composing new messages, it's easy to return to a message in progress later, unless your system admin has disabled global drafts in the System Console.

By default, message drafts are synchronized on the Mattermost server and are accessible everywhere you access Mattermost, including a web browser or the desktop app. Limit drafts to your current Mattermost client only by going to **Settings > Advanced > Allow message drafts to sync with the server** to disable draft synchronization.

## Web/Desktop

Draft messages are added to a **Drafts** view available at the top of the channel sidebar.



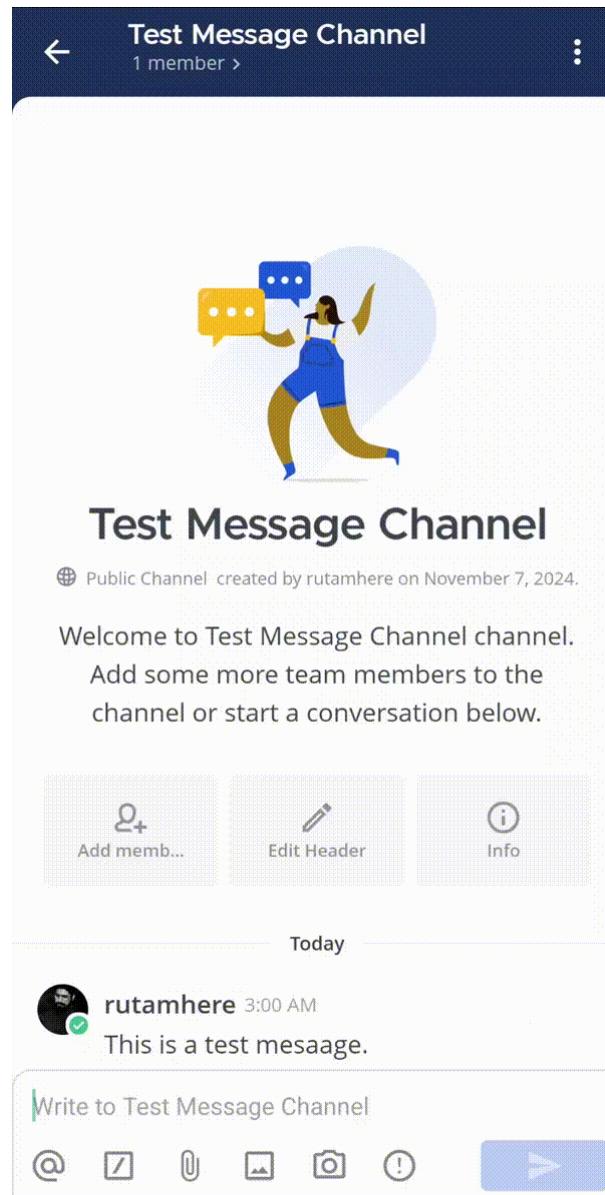
## Mobile

When composing a message, you can simply choose to complete it later. The partially composed message is kept in the text field and an **Edit** option



displays next to the channel name.

From Mattermost v10.5, you'll find local draft messages under **Drafts**. Drafts synchronized to the Mattermost server will be listed under **Drafts** in a future mobile app release.



## Edit messages

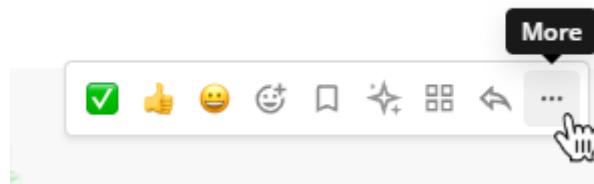
All users can edit their own sent messages, unless the system admin has restricted the ability to do so.

Web/Desktop

1. Using Mattermost in a web browser or the desktop app, select the **More**

...

icon next to a message that you've sent.



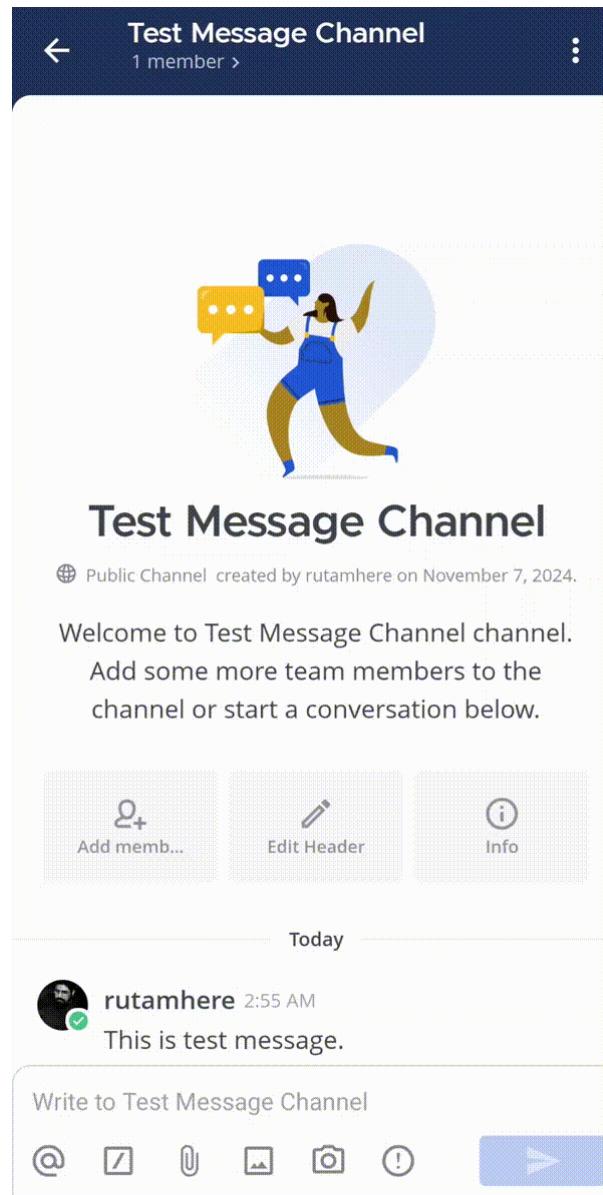
2. Select **Edit** to edit your own messages. Editing a message won't trigger new @mention notifications, or desktop notifications.

Tip

From Mattermost v10.5, using a web browser or the Mattermost Desktop app, you can also change or remove message attachments when editing your sent messages.

Mobile

1. Long press on the message that you want to edit and tap on **Edit**.



2. Type the updated message and tap on **Save**.



## Delete messages

Web/Desktop

All users can delete their own sent messages, unless the system admin has restricted the ability to do so.

1. Using Mattermost in a web browser or the desktop app, select the **More**

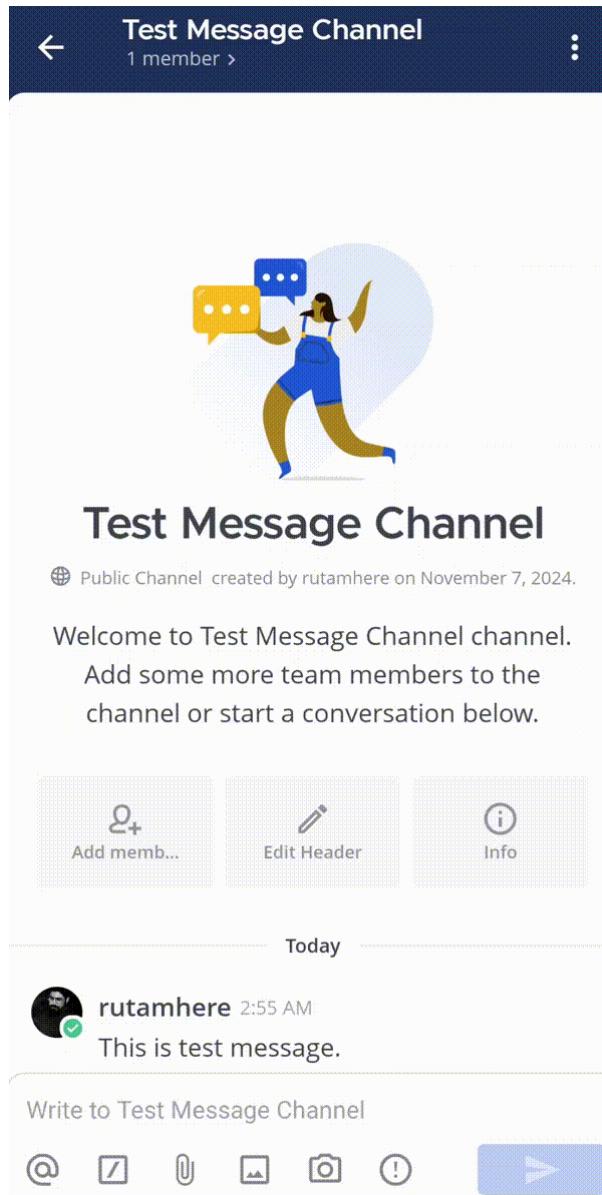
...

icon next to a message that you want to delete.

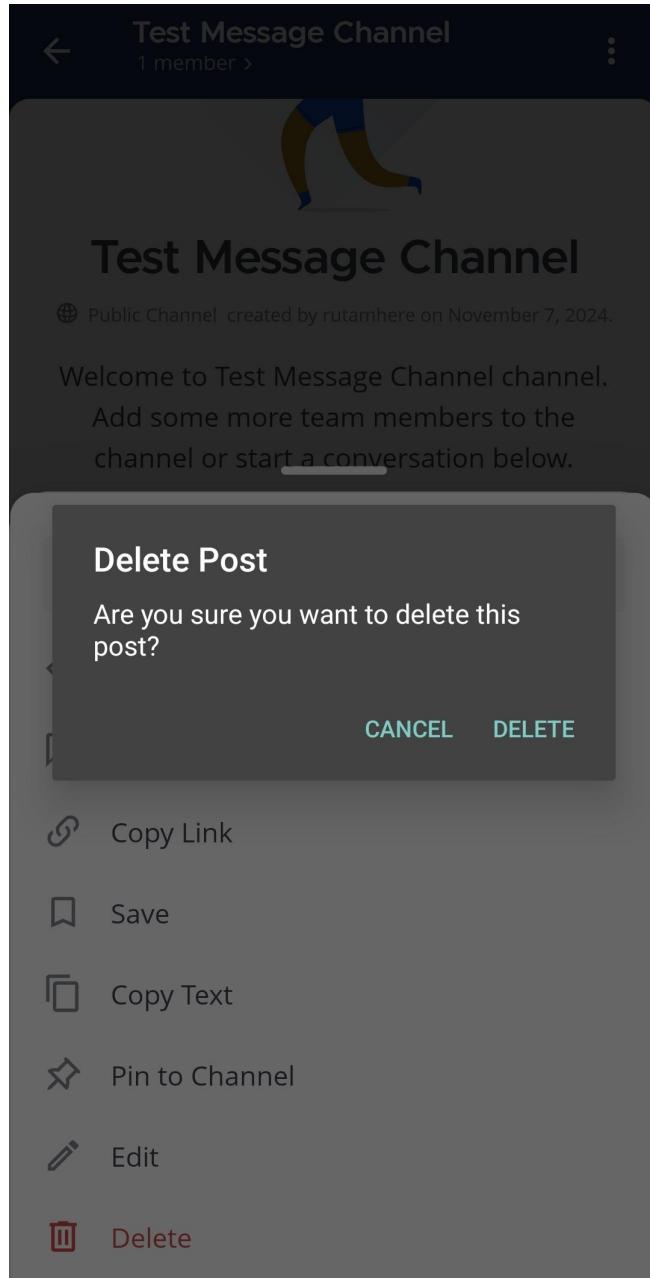
2. Select **Delete** to delete your own messages. Select **Delete** again to confirm.

Mobile

1. Long Press on the message you want to delete and tap on **Delete**.



2. Tap on **Delete** again to confirm your choice.



## Restore a previous version of an edited message

From Mattermost v7.9, [Mattermost Enterprise or Professional \(<https://mattermost.com/pricing>\)](https://mattermost.com/pricing) customers can edit or delete messages after sending them if your system admin hasn't restricted the ability to do so using advanced permissions.

Message recipients can't see your message edit history, and restoring a previous message version won't trigger new @mention notifications.

## Note

Restoring a previous version of the message is available in the Mattermost desktop app or a web browser. The ability to restore using the mobile app isn't supported.

1. Select the word **Edited** next to your message.
2. In the right pane, review all previous versions of the message.
3. Select the **Restore**



icon next to the version you want to restore.

4. Select **Confirm**.

A screenshot of the Mattermost desktop application window. The left sidebar shows a team named "private-team" with channels like "Off-Topic", "FREQUENT", "Town Square", and "Bug Bash (N.Y.)". The main pane displays the "Town Square" channel. At the top, there's a search bar and a "Start call" button. Below the search bar is a placeholder "Add a bookmark". The channel header features a cartoon character icon and the name "Town Square". A welcome message states: "Welcome to Town Square. Post messages here that you want everyone to see. Everyone automatically becomes a member of this channel when they join the team." Below the header are three buttons: "Favorites", "Set header", and "Notifications". The message list shows several entries:

- October 15: System 9:52 PM - "@Carrie Warner joined the team."
- October 16: System 7:21 PM - "@maria.munoz and @aaron.thompson added to the team by @Carrie Warner."
- Yesterday: System 7:52 PM - "You joined the team."
- Today: System 12:01 AM - "@Playbooks joined the team."
- 2:14 PM: Bhautik Bavdiya - "Time is 19:50" (with a small edit icon).

At the bottom of the message list is a toolbar with icons for thumbs up, thumbs down, reply, and other communication options. The bottom of the window has a text input field "Write to Town Square" and a toolbar with various text and media editing icons.

## Do more with your messages

### Tip

Using a RTL plugin, Mattermost can automatically detect and display messages written using right-to-left scripts, such as Arabic, Hebrew, or Persian. Your system admin must install the [RTL Plugin \(<https://github.com/QueraTeam/mattermost-rtl>\)](https://github.com/QueraTeam/mattermost-rtl) to enable this functionality.

Express yourself in Mattermost messages using the following features:

- Schedule messages
- Set message priority
- Format messages
- Mention people
- Share files
- Share links to channels and messages

On this page

- Send messages
  - Send messages
    - Web/Desktop
    - Mobile
  - Draft messages
    - Web/Desktop
    - Mobile
  - Edit messages
    - Web/Desktop
    - Mobile
  - Delete messages
    - Web/Desktop
    - Mobile

- Restore a previous version of an edited message
- Do more with your messages
- Draft messages
- Edit messages
- Delete messages
- Restore a previous version of an edited message
- Do more with your messages

# Share files in messages

With file attachments, you can share additional information that helps your team to visually understand your ideas. Sharing videos, voice recordings, screenshots, and photos can make your messages more effective and clear.

## Web/Desktop

You can share files with other Mattermost users or entire channels by:

- Dragging and dropping files into channels.
- Selecting the **Attachment**



icon in the message input box.

- Pasting from the clipboard.

## Share public links

Public links allow you to share message attachments with anyone outside your Mattermost workspace. To share an attachment, select the thumbnail of an attachment, then select **Get Public Link**.

### Tip

If **Get Public Link** is not visible in the file previewer, ask your system admin to enable the feature from the System Console under **Site Configuration > Public Links**.

## Download files

You can download an attached file by selecting the **Download**



icon next to the file thumbnail.

#### Tip

From Mattermost desktop app v5.2, you can review download status, access downloads, and clear the list of downloads from a new **Downloads**



option located in the top-right corner of the desktop app window.

## Access files

Access all files shared in a channel by selecting the **Channel files**



icon in the channel header.

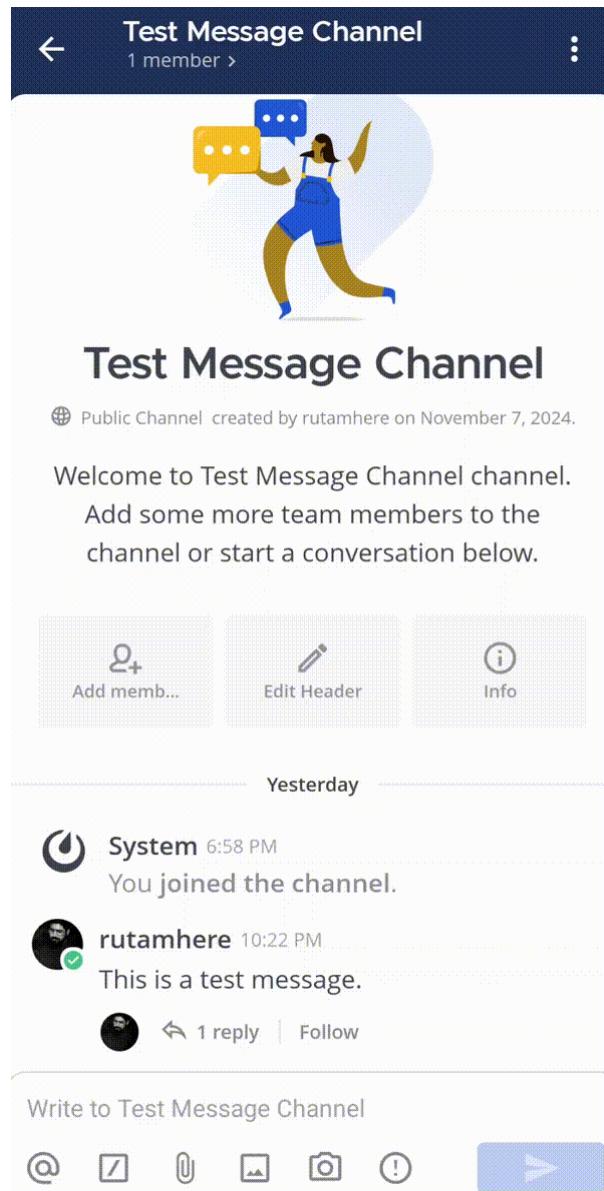
#### Mobile

You can share files with other Mattermost users or entire channels by tapping the **Attachment**



icon under the message input box when composing a message.

From Mattermost v10.7 and mobile v2.27, you can play and download audio files directly from the message thread.



## Access files on mobile

1. Tap the channel name at the top of the screen.

The screenshot shows the Mattermost mobile application interface. At the top, there's a dark header bar with the title "Demo Channel" and a subtitle "7 members". To the left is a back arrow icon, and to the right is a three-dot menu icon. Below the header, a welcome message reads: "Welcome to Demo Channel channel. Add some more team members to the channel or start a conversation below." Three buttons are displayed horizontally: "Add memb..." with a user icon, "Set Header" with a pencil icon, and "Info" with an info icon. A date indicator "Jul 12" is positioned between the first two buttons. The main content area contains several system messages from "System":

- 2:01 AM You joined the channel.
- Oct 21 @theinvincible and 5 others were added to the channel by you.
- Today @rutamhere updated the channel display name from: Test Channel to: Demo Channel
- 5:14 AM You joined the channel.  
You left the channel.

A large input field at the bottom is labeled "Write to Demo Channel" and contains a placeholder "Write to Demo Channel". To the right of the input field are several icons: an '@' symbol, a document icon, a file icon, a camera icon, a circular icon with an exclamation mark, and a blue send button with a white right-pointing arrow.

2. Tap **Files**.

X Channel Info

## Demo Channel

This channel is for demo purposes.

+ Add a bookmark

 Favorite  Mute  Add memb...  Copy Link

Created by rutamhere on Jul 12, 2024

---

 Follow all threads in this c... 

 Ignore @channel, @here, ... 

 Mobile Notifications 

 Pinned Messages 1

 Files 0

 Members 7

 Add members

 Edit Channel

---

 Disable calls

---

 Convert to private channel

 Leave channel

 Archive Channel

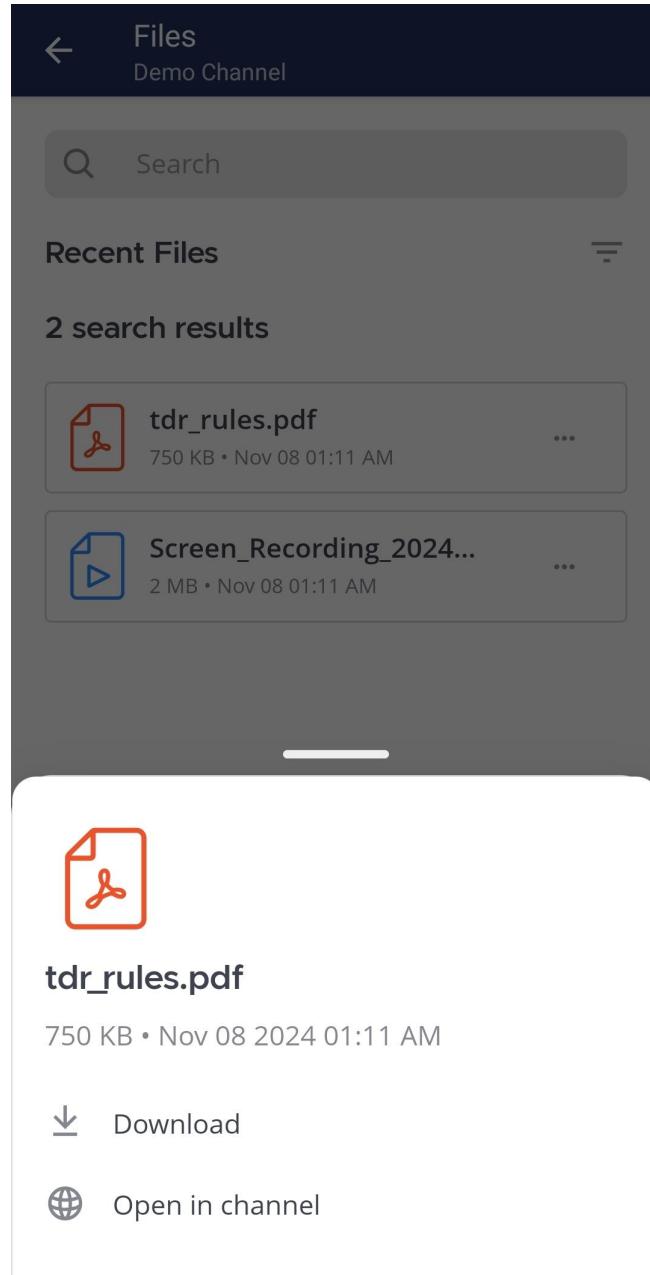
3. Tap a file to download it, open it, or copy a public link to the file.

The screenshot shows the Mattermost 'Files' interface within a 'Demo Channel'. At the top, there's a dark blue header bar with a back arrow, the word 'Files', and the channel name 'Demo Channel'. Below this is a light gray search bar with a magnifying glass icon and the word 'Search'. The main area is titled 'Recent Files' and shows '2 search results'. Each result is contained within a white card-like box. The first result is 'tdr\_rules.pdf' (750 KB, Nov 08 01:11 AM), and the second is 'Screen\_Recording\_2024...' (2 MB, Nov 08 01:11 AM). Both cards have three dots on the right side, indicating more options.

Or you can also click on

...

to download the file or open it in the channel.



## Attachment limits and sizes

Up to 10 files can be attached per post. The default maximum file size is 100 MB, but this can be changed by the system admin. See our Configuration Settings product documentation for details.

Image files can be a maximum size of 7680 pixels x 4320 pixels, with a maximum image resolution of 33 MP (mega pixels) or 8K resolution, and a maximum raw image file size of approximately 253 MB. System admins can

customize the maximum image resolution size within the `config.json` file. See our Configuration Settings product documentation for details.

## Preview file attachments

Mattermost has a built-in file previewer that you can use to:

- Download files
- Share public links
- View media

Select the thumbnail of an attached file to open it in the file previewer.

## View media

The following media formats are supported on most browsers:

- Images: BMP, GIF, JPG, JPEG, PNG, SVG, WEBP
- Video: browser supported video formats, including but not limited to MP4 and MOV
- Audio: MP3, M4A
- Files: PDF, TXT

Other document previews (such as Word, Excel, or PPT) are not yet supported.

On this page

- Share files in messages
- Share files in messages
  - Web/Desktop
    - Share public links
    - Download files
    - Access files
  - Mobile
    - Access files on mobile
  - Attachment limits and sizes

- Preview file attachments
  - View media
- Attachment limits and sizes
- Preview file attachments
  - View media

# Share links to channels and messages

---

You can share links to Mattermost channels and messages with other Mattermost users.

## Share channel links

Sharing channel links makes it easy for others to find and join channels. To share a link to a channel, type ~ into the message text box, then select the channel you want to link to. If you're a member of multiple teams, only channels for the current team are listed.

Tip

Alternatively, you can select the **View info**



icon in the top right corner of the screen to access additional channel management options, including a **Copy Link** option you can share with others.

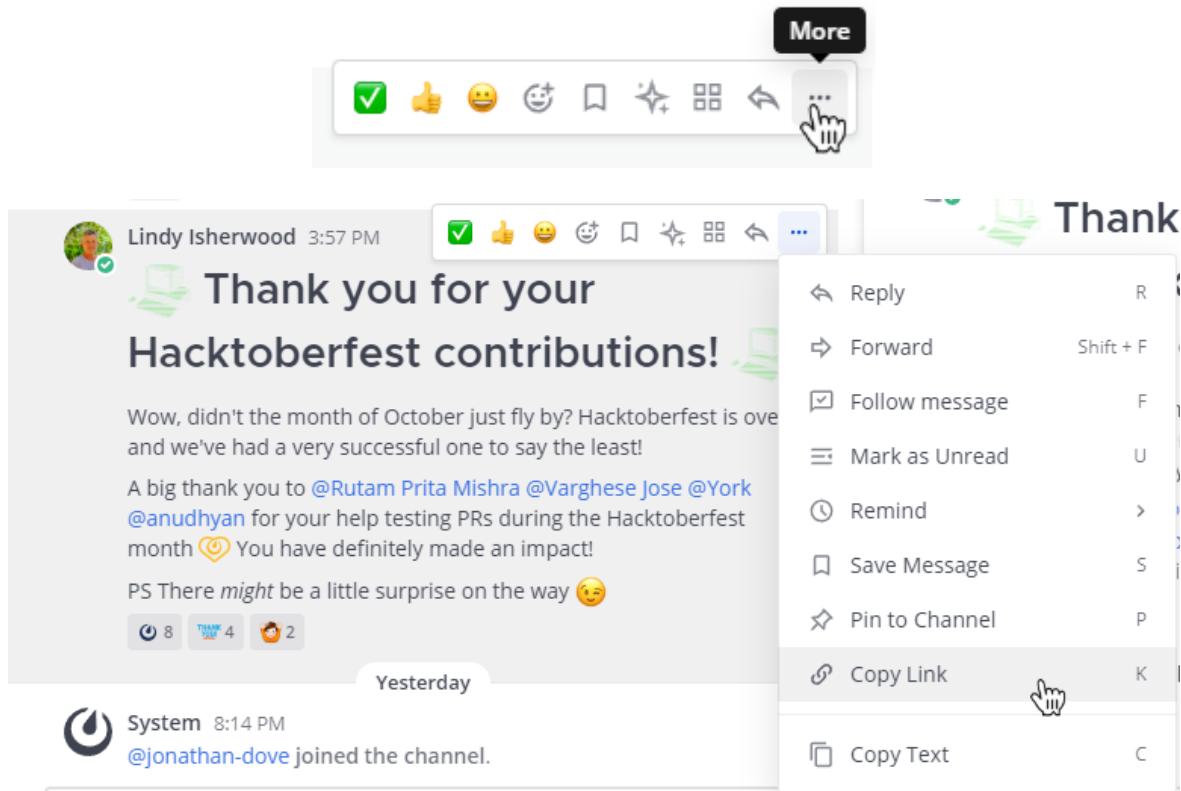
## Share message links

### Web/Desktop

Sharing message links displays a preview of the message in the post. To share links to messages in Mattermost, select the **More**

...

icon next to a message, then select **Copy Link**.



Paste the link into a message to share the image link with others. Sharing links to messages generates a preview of the message.

Matthew Birtch 10:43 AM  
<https://community-daily.mattermost.com/private-core/pl/7wdapedzmjfjzjobb8mwrak85e>

Andrew Brown May 23, 2020  
 Hey @uxteam I've been posting videos about various Laws of UX that I want us to consider when creating designs.  
 Go through the videos if you have a chance so we can get some familiarity on these concepts and make design decisions based on them.  
 Show more

[A Guide to Creating Design Systems In Framer X | Framer](#)  
 Find out why the Framer X Team Store is now perfect for your design system.

Originally posted in ~Desktop App

Kristin Oliver 9:45 AM  
 "Fitts' law states that the amount of time required for a person to move a pointer (e.g., mouse cursor) to a target area is a function of the distance to the target divided by the size of the target. Thus, the longer the distance and the smaller the target's size, the longer it takes."  
 1

Tip

- You can also hover over an image and select the



icon in the top right corner.

- The timestamp next to the username of any message is also a permanent link to that conversation.

Mobile

Long press a message, and then tap **Copy Link** to copy the link to the clipboard. Long press to paste the link as a message or reply. Sharing links to messages generates a preview of the message.

Test Message Channel  
1 member > ⋮



## Test Message Channel

Public Channel created by rutamhere on November 7, 2024.

Welcome to Test Message Channel channel.  
Add some more team members to the channel or start a conversation below.

Add memb... Edit Header Info

Yesterday

System 6:58 PM  
You joined the channel.

rutamhere 10:22 PM  
This is a test message.

1 reply | Follow

Write to Test Message Channel

@ ✓ U Image Camera ! Send

### Note

- Message previews respect channel membership permissions, so they're only visible to users who have access to the original message. If the link is to a message in a public channel, any member of the team can see the message preview. If the link is to a message in a private channel or direct message, only members in that channel can see the message preview.
- If you're unable to share links, contact your Mattermost system admin for assistance. An SSL certificate (or a self-signed certificate) may be required for this functionality to work.

## Deep links

A Mattermost deep link is a URL that directs users to a specific location within Mattermost. Typically, these links are used to go to specific teams, channels, messages, or threads.

### Tip

Deep links can also be used, in combination with bots, scripts, and integrations, to trigger specific actions within Mattermost.

## Format deep links

Deep links must be formatted in Mattermost as follows:

- Deep link to a team: `mattermost://<your-Mattermost-server-URL>/<team-name>`
- Deep link to a channel: `mattermost://<your-Mattermost-server-URL>/<team-name>/channels/<channel-name>`
- Deep link to a message or thread: `mattermost://<your-Mattermost-server-URL>/<team-name>/pl/<post-id>`

## On this page

- Share links to channels and messages
- Share links to channels and messages
  - Share channel links
  - Share message links
    - Web/Desktop
    - Mobile
  - Deep links
    - Format deep links
  - Share channel links
  - Share message links
  - Deep links
    - Format deep links

# Team keyboard shortcuts

Keyboard shortcuts help you make a more efficient use of your keyboard when navigating Mattermost teams in a web browser or the desktop app.

## Tip

See a list of available keyboard shortcuts any time by pressing `Ctrl /` on Windows or Linux, pressing `⌘ /` on Mac, or using the `/shortcuts` slash command.

## Team navigation

The following keyboard shortcuts are supported in all supported browsers and in the Mattermost Desktop App.

| On Windows & Linux        | On Mac               | Description                    |
|---------------------------|----------------------|--------------------------------|
| <code>Ctrl Alt ↑</code>   | <code>⌘ ⌂ ↑</code>   | Navigate to the previous team. |
| <code>Ctrl Alt ↓</code>   | <code>⌘ ⌂ ↓</code>   | Navigate to the next team.     |
| <code>Ctrl Alt 1-9</code> | <code>⌘ ⌂ 1-9</code> | Navigate to a specific team.   |

## Note

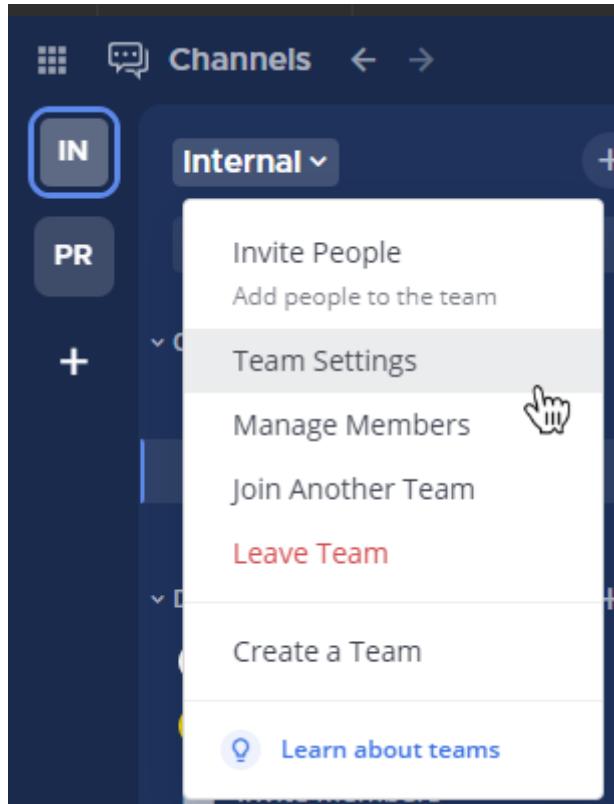
Though Mattermost keyboard shortcuts support standard languages and keyboard layouts, they may not work if you use keymapping that overwrites default browser shortcuts.

## On this page

- Team keyboard shortcuts
  - Team navigation

# Team settings

Team settings enable system and team administrators to adjust settings applied to a specific team. Using Mattermost in a web browser or the desktop app, select the team name to access **Team Settings**.



## Info settings

Info settings provide configuration options for how teams are displayed to users.

### Team name

Your **Team Name** is displayed on the login screen, and in the top of the channel sidebar for your team.

Team names can contain any letters, numbers, or symbols, must be 2 - 64 characters in length, and are case-sensitive.

#### Note

Team names don't support [some unicode characters](https://www.w3.org/TR/unicode-xml/#Charlist) (<https://www.w3.org/TR/unicode-xml/#Charlist>).

## Team description

Your **Team Description** is displayed when viewing the list of teams available to join and in the tooltip when hovering over the team name in the team sidebar.

You can enter a description up to 50 characters in length.

#### Note

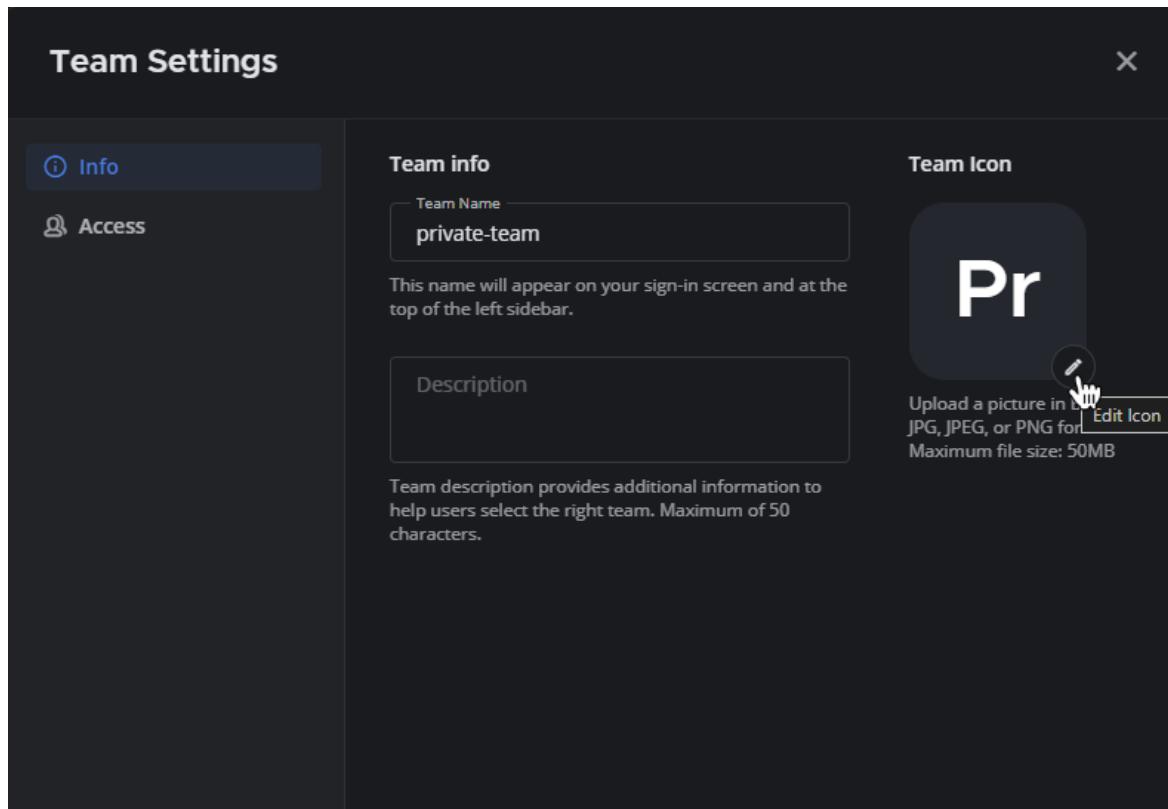
Team descriptions don't support [some unicode characters](https://www.w3.org/TR/unicode-xml/#Charlist) (<https://www.w3.org/TR/unicode-xml/#Charlist>).

## Team icon

A **Team Icon** displays in the team sidebar. By default, the team icon contains the first two letters of the team name.

To customize the team icon:

1. Select **Team Settings**.
2. Select the Team Icon **Edit** option.



3. Select an icon image in BMP, JPG, or PNG format. We recommend using square images with a solid background color since transparency in PNG icons fills with a white background in the team sidebar.
4. Select **Save**.

#### Tip

When a team icon is configured, select **Remove image** to reset the team icon to the default icon containing the first two letters of the team name.

## Access settings

Access settings enable the ability to control who can join the team.

### Users with a specific email domain

System and team administrators can limit who can join the team based on their email domain. Enable this option to specify approved email domains.

Separate multiple email domains using spaces, commas, pressing Tab, or pressing Enter.

When enabled, only users that have an email domain from the approved domain list is able to join the team. The setting's intent is solely to gate joining a team. Once joined, team members will be able to update their email to a non-approved domain without any restrictions. Additionally, team members who joined prior to approved domains being specified won't be removed from the team once approved email domains are configured and enforced.

#### Important

Mattermost deployments using email authentication must also enable the require email verification configuration setting for domain restrictions to be effective.

## Users on this server

System and team administrators can include the team in a list of teams to join for new Mattermost users who aren't yet members of a team. Enable this option to allow any user with a Mattermost account on this instance to join this team from the **Teams you can join** page.

#### Tip

When you enable this option, users looking for more teams to join will also see this team in the list when they select the



icon in the team sidebar.

## Invite code

The **Invite Code** is used as part of the URL in team invitation links. Select **Regenerate** to create a new invitation link and invalidate any previous link.

## On this page

- Team settings
  - Info settings
    - Team name
    - Team description
    - Team icon
  - Access settings
    - Users with a specific email domain
    - Users on this server
    - Invite code

# View system information

---

You can view technical details about your Mattermost server, including version information and system metrics. This information is useful when working with Mattermost support or troubleshooting issues.

Web/Desktop

1. Select your profile picture in the top-right corner of Mattermost.
2. Select **About Mattermost** from the dropdown menu.

Mobile

1. Tap your profile picture.
2. Tap **About** to view system information.

## About dialog information

The About dialog displays key information about your Mattermost instance, including:

- **Mattermost Version:** The current version of the Mattermost server
- **Database Schema Version:** The version of the database schema in use
- **License:** Information about your Mattermost license (if applicable)
- **Build Information:** Details about the server build
- **Load Metric:** Monthly active users relative to licensed users (learn more)

On this page

- View system information
  - View system information
    - Web/Desktop
    - Mobile
    - About dialog information
    - About dialog information

# End User Guide

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If you're using Mattermost to connect and collaborate, build repeatable, automated processes, and making Mattermost match your work preferences, this Mattermost end user product documentation is for you.

In this documentation, you'll learn about using Mattermost. Your Mattermost system admin has deployed Mattermost for your organization. A live Mattermost instance is ready for you to log into using your user credentials. Your Mattermost workspace is where you'll send and receive messages, see activity notifications, create, run, and participate in playbook runs, and where you'll customize look and feel through workspace preferences.

- **Messaging Collaboration** - Learn how to use Mattermost to connect and collaborate with your teammates.
- **Workflow Automation** - Learn how to use Mattermost Playbooks to build repeatable processes, move faster, and make fewer mistakes with checklist-based automations.
- **Audio and Screensharing** - Learn about Mattermost's self-hosted audio calls plugin with screen sharing and the many video conferencing integrations Mattermost supports.
- **Project and Task Management** - Learn how to use Mattermost Boards to coordinate operational work with Kanban-style planning.
- **AI Agents** - Learn how to use AI agents to help you make decisions, find information, and automate repetitive tasks.
- **Customize Your Preferences** - Learn how to make Mattermost match the way you prefer to work.

[Mattermost Academy Learn about Mattermost \(<https://mattermost.com/pl/mattermost-academy-intro-training>\)](https://mattermost.com/pl/mattermost-academy-intro-training)

## Mattermost Usage Guide

The screenshot shows the Mattermost desktop application interface. On the left is a dark sidebar with a tree view of channels categorized by department: R&D Org, Favorites, Company, Mobile, and Cloud. The 'Mobile DevOps' channel is selected and expanded, showing threads and messages. One thread discusses logging points for in-app purchases, with a PDF file attached. Another thread is about a mobile user analytics report. A third thread is a Zoom meeting invite. The right side of the window shows a 'Threads' list with messages from various users like Amara Nuñez, John Vu, and Matt Morrison, along with a 'Following' section and a 'New Messages' indicator.

### Tip

From Mattermost v9.1, when using Mattermost in a browser or the desktop app, you can resize both the channel sidebar and right-hand sidebar panes!

# Messaging Collaboration

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Mattermost provides 1:1 and group messaging that features integrated voice/video conferencing, file, image, and link sharing, rich markdown formatting, and a fully searchable message history. With Mattermost, you can keep all of your team's communications in one place and remove information and organizational silos.

This Mattermost end user documentation is designed for anyone who wants guidance on using Mattermost to collaborate.

[Mattermost Academy Learn about Mattermost channels \(https://mattermost.com/pl/mattermost-academy-channels-training\)](https://mattermost.com/pl/mattermost-academy-channels-training)

- Access your Mattermost workspace - Log in to a Mattermost workspace to connect with your teammates.
- Organize using teams - Learn about team-based organization in Mattermost.
- Organize using custom user groups - Learn about creating and managing custom user groups in Mattermost.
- Invite people to your workspace - Learn how to add new users to Mattermost and add users to existing teams and channels.
- Learn about Mattermost user roles - Learn about the 6 user roles in Mattermost and what they can do.
- View system information - View technical details about your Mattermost server, including version information and system metrics.
- Collaborate within channels - Learn how to get started collaborating within Mattermost channels.
- Communicate with messages and threads Learn how to get started collaborating within Mattermost channels.
- Collaborate within Microsoft Teams - Learn how to get started collaborating within Microsoft Teams.

- Keyboard shortcuts - Make a more efficient use of your keyboard with keyboard shortcuts.
- Extend Mattermost with integrations - Find open source integrations to common tools in the Mattermost Marketplace.

# Connect to multiple Mattermost workspaces

Using the Mattermost desktop or mobile app, you can connect to multiple Mattermost servers from a single interface, and manage system permissions.

## Note

You can't create and manage multiple server connections when using Mattermost in a web browser.

## Add a server

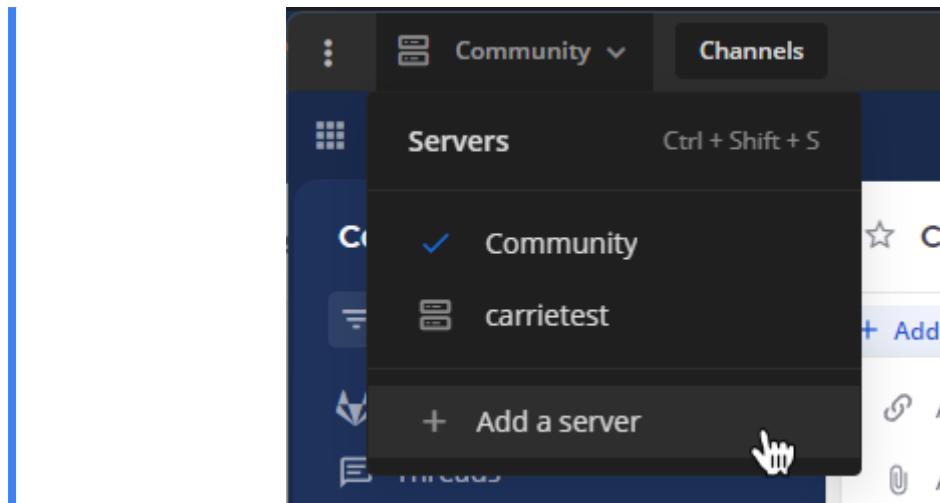
### Web/Desktop

The **Server** list is located in the top left corner of the window and displays all servers available. Drag to reorder the servers in the list. You can also navigate the server options using keyboard shortcuts.

## Note

If you're using the desktop app prior to release v5.0, individual servers display as separate tabs at the top of the window instead of the top left corner of the window as a list, and servers are managed by going to ... > **File > Settings** on Windows and **Mattermost > Preferences** on Mac.

1. Select **Add a server**.



2. Enter the server URL. Server URLs must begin with either `http://` or `https://`.
3. Enter the server's Display Name.

*Tip*

*Can't find your Mattermost server URL? Ask your company's IT department or your Mattermost system admin for your organization's **Mattermost Site URL**. It'll look something like `https://example.com/company/mattermost`, `mattermost.yourcompanydomain.com`, or `chat.yourcompanydomain.com`. These URLs could also end in `.net`.*

4. Select **Add**.

Mobile

Tap the **Servers**



icon located in the top left corner of the window to access all available servers and to add new servers.

1. Tap **Add a server**.
2. Enter the server URL. Server URLs must begin with either `http://` or `https://`.

3. Enter the server's Display Name.

4. Tap **Done**.

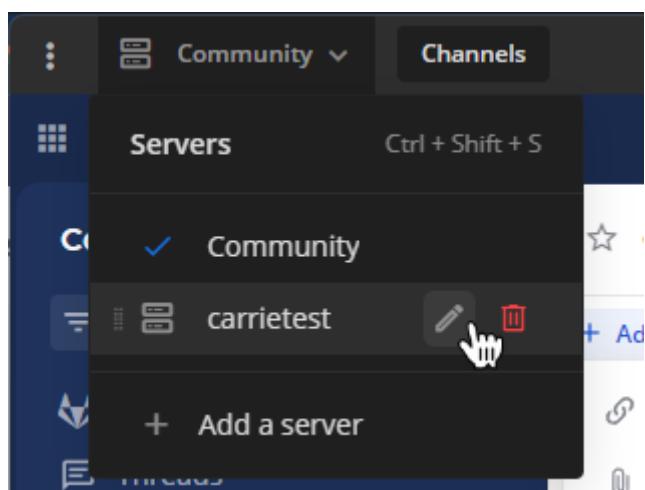
#### Tip

Can't find your Mattermost server URL? Ask your company's IT department or your Mattermost system admin for your organization's **Mattermost Site URL**. It'll look something like <https://example.com/company/mattermost>, [mattermost.yourcompanydomain.com](https://mattermost.yourcompanydomain.com), or [chat.yourcompanydomain.com](https://chat.yourcompanydomain.com). These URLs could also end in [.net](#).

## Edit a server

Web/Desktop

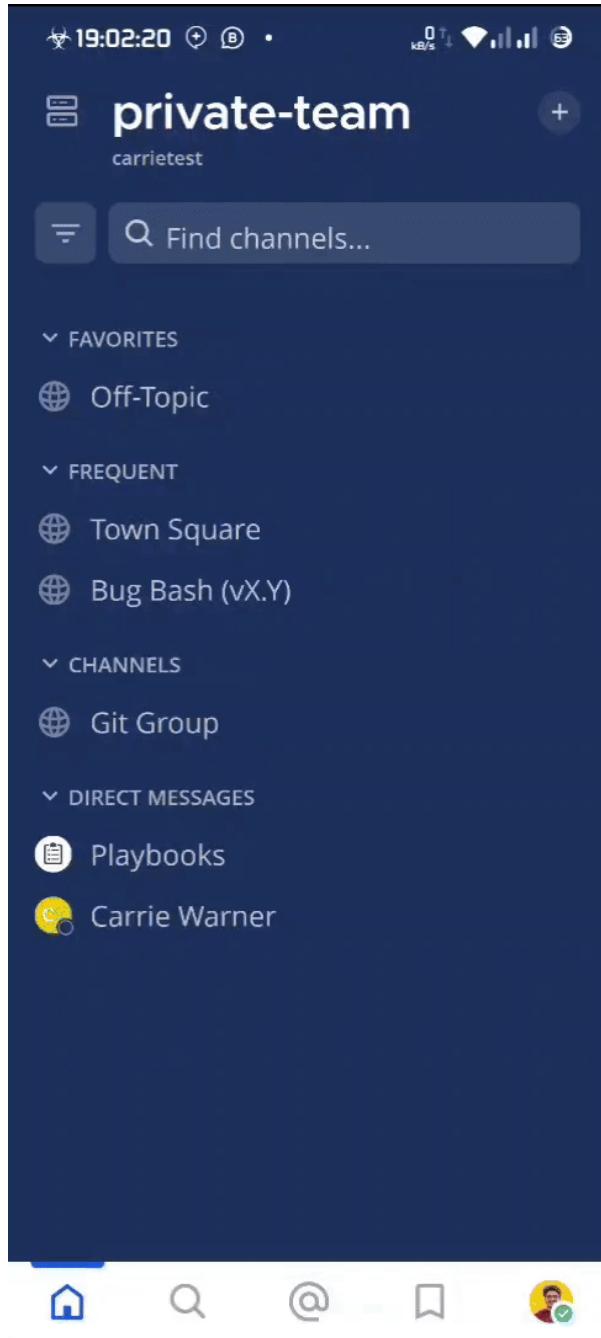
1. Hover over a server and select the **Edit** icon.



2. Modify the server's display name or URL, then select **Save**.

Mobile

Swipe left on an existing server entry to reveal additional options. Tap **Edit**.

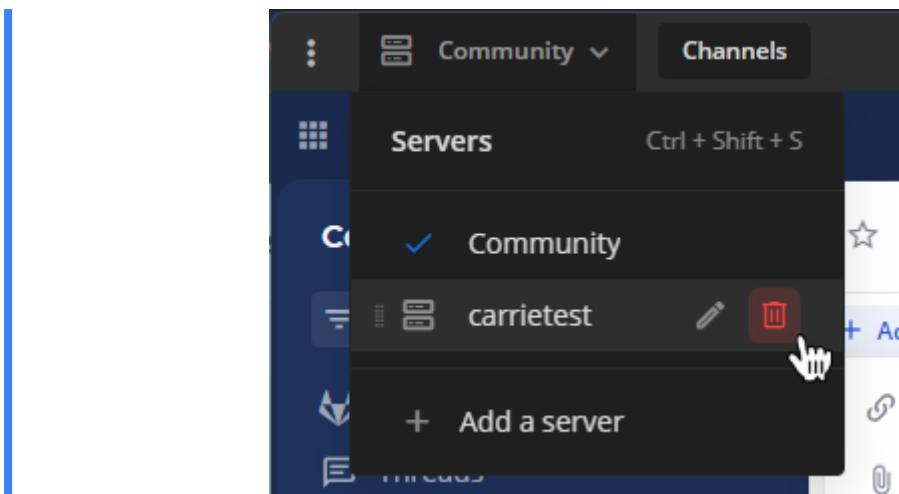


## Remove a server

Removing a server from your desktop app doesn't delete its data. You can add the server back any time.

Web/Desktop

1. Hover over a server and select **Remove**.



2. Select **Remove** when prompted to confirm.

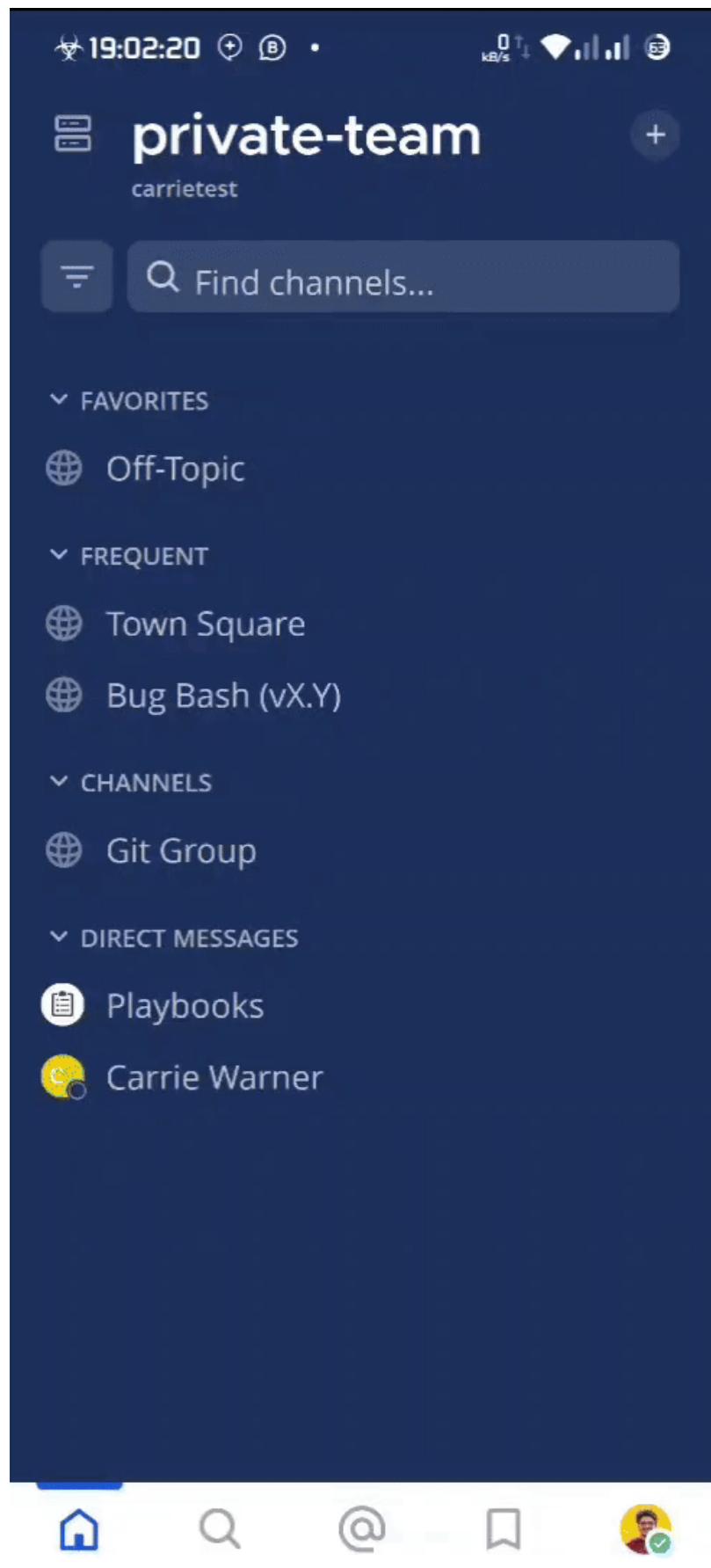
Mobile

Tap the **Servers**



icon located in the top left corner of the window to access all available servers and to add new servers.

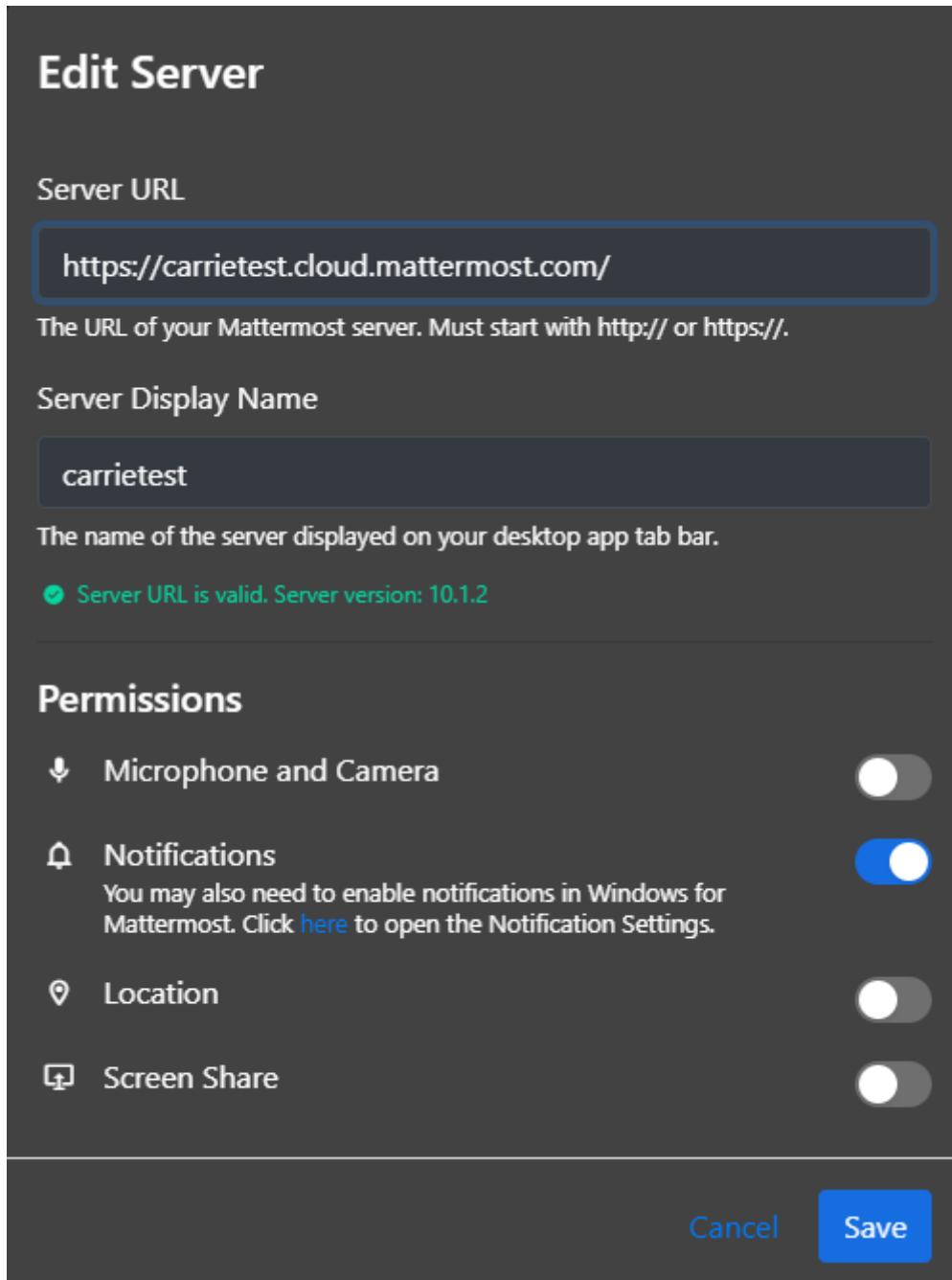
Swipe left on an existing server entry to reveal additional options. Tap **Remove**.



## Manage system permissions

From Mattermost desktop v5.9, you can manage system permissions when creating or managing existing Mattermost server connections, including: microphone access, camera access, notifications, and location.

Granting a system permission sets it to **Accept**, and revoking it sets it to **Always Deny**.



### Note

- You can't manage system permissions when using the Mattermost mobile app.
- You'll be prompted to accept or deny notifications after adding a new server connection, and any time you open the desktop app if you haven't explicitly accepted or denied system permissions.
- You may also need to enable notifications for Mattermost within your operating system preferences.

### On this page

- Connect to multiple Mattermost workspaces
  - Connect to multiple Mattermost workspaces
    - Add a server
      - Web/Desktop
      - Mobile
    - Edit a server
      - Web/Desktop
      - Mobile
    - Remove a server
      - Web/Desktop
      - Mobile
    - Manage system permissions
      - Add a server
      - Edit a server
      - Remove a server
      - Manage system permissions

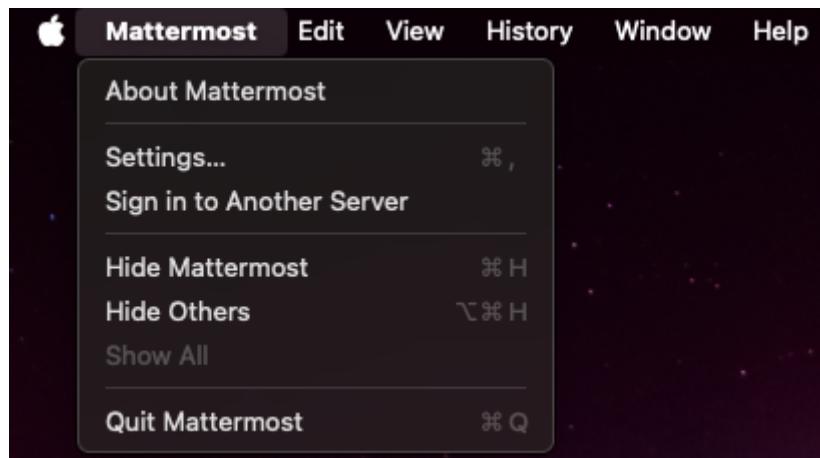
# Customize your Desktop App experience

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You can customize your desktop app further with additional settings. Select the tab below that matches your operating system to learn more about what's available.

macOS

With the Mattermost desktop app in focus, select **Mattermost > Settings...**



## General

- **Download Location:** Specify where on your machine you want files to be downloaded from the desktop app.
- **Show icon in the notification area:** The Mattermost icon displays in the notification area. You can hide this icon if preferred. Restart the desktop app to apply changes to this setting.
- **Open app in full screen:** Configure the desktop app to open in fullscreen. You can also toggle this setting using the following CLI command:  
`open release/mac/Mattermost.app --args --fullscreen true or open release/mac/Mattermost.app --args -f true`

## Notifications

- **Show red badge on Dock icon to indicate unread messages:** A red badge on the Dock icon displays a count of unread messages and mentions. You can configure the desktop app to display a count of mentions only, if preferred.
- **Bounce the Dock icon:** When a new message is received on any of your active teams and servers, the Dock icon bounces once or bounces until you open the desktop app. You can configure the Mattermost Desktop App Dock icon to bounce more, less, or not at all.

## Language

- **App Language:** Specify your preferred language for the desktop app.
- **Check spelling:** Misspelled words detected in your messages are highlighted based on your app language preference. You can disable spell check if preferred.
- **Spell Checker Languages:** Specify additional spell check languages if needed. Restart the desktop app to change this setting. When multiple languages are configured:
  - All selected languages show as spelled correctly when a word matches at least one selected language
  - All selected languages show as spelled incorrectly when a word matches none of the selected languages.
- **Use an alternative dictionary URL:** Specify an alternate dictionary for spell check as a site URL.

## Servers

- **Add and manage server connections:** Learn more about connecting your desktop app to multiple Mattermost workspaces.

## Advanced

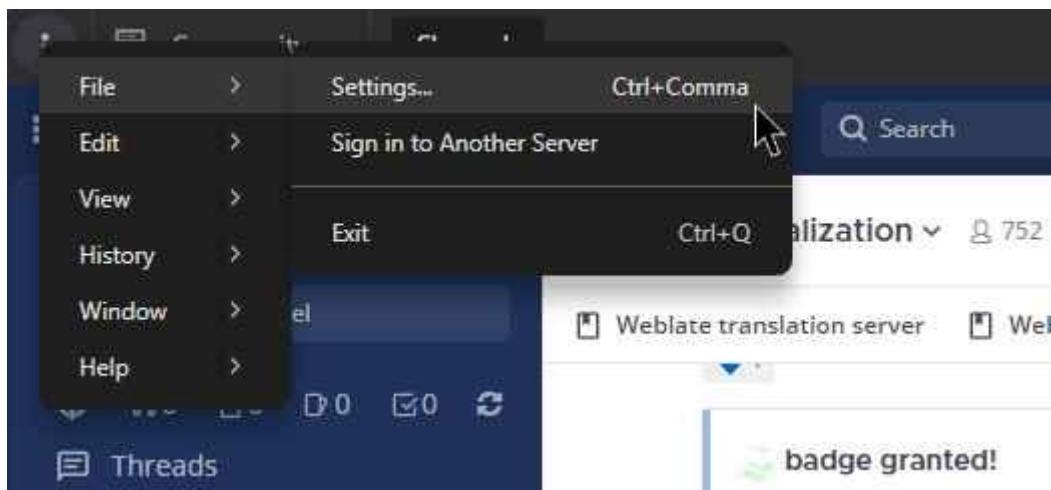
- **Logging level:** Adjust logging levels to isolate and troubleshoot issues. Increasing the log level increases disk space usage and can impact performance.
- **Send anonymous usage data to your configured servers:** Send desktop app usage and performance data to your configured Mattermost servers set up to accept it.
- **Use GPU hardware acceleration:** GPU hardware acceleration renders the desktop app interface more efficiently. If you encounter decreased stability, disable GPU hardware acceleration. Restart the desktop app to apply changes to this setting.

Windows/Linux

With the Mattermost desktop app in focus, select the **More**



icon in the top left of the menu bar and select **File > Settings...**



## General

- **Download Location:** Specify where on your machine you want files to be downloaded from the desktop app.
- **Start app on login:** The desktop app starts up automatically when you log in to your machine. You can disable this if preferred.

- **Launch app minimized:** Configure the desktop app to launch minimized in the system tray.
- **Icon color:** Display a light, dark, or system default-driven Mattermost icon.
- **Leave app running in notification area when application window is closed:** When closing the desktop app, you're prompted to confirm whether you want to permanently close the app. Disable this confirmation by selecting **Don't ask again**. Silence these notifications by selecting **Don't show again**. Restart the desktop app to apply changes to this setting.
- **Open app in full screen:**

## Notifications

- **Show red badge on taskbar icon to indicate unread messages:**
- **Flash taskbar icon when a new message is received:** Your desktop app taskbar icon flashes when a new message is received on any of your active teams and servers. You can disable the flashing taskbar icon if preferred.

## Language

- **App Language:** Specify your preferred language for the desktop app.
- **Check spelling:** Misspelled words detected in your messages are highlighted based on your app language preference. You can disable spell check if preferred.
- **Spell Checker Languages:** Specify additional spell check languages if needed. Restart the desktop app to apply changes to this setting. When multiple languages are configured:
  - All selected languages show as spelled correctly when a word matches at least one selected language
  - All selected languages show as spelled incorrectly when a word matches none of the selected languages.

- **Use an alternative dictionary URL:** Specify an alternate dictionary for spell check as a site URL.

## Servers

- **Add and manage server connections:** Learn more about connecting your desktop app to multiple Mattermost workspaces.

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### On this page

- Customize your Desktop App experience
  - macOS
    - General
    - Notifications
    - Language
    - Servers
    - Advanced
  - Windows/Linux
    - General
    - Notifications
    - Language

- **Servers**
- **Advanced**

# Customize your channel sidebar

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Conversations in Mattermost are crucial to company productivity and success. Keeping conversations organized in the sidebar creates an efficient workplace. Using a web browser or the desktop app, you can customize your own channel sidebar based on how you prefer to use Mattermost. Customizations you make are only visible to you, are visible when using the mobile app, and won't affect what your teammates see in their sidebars.

Here's how your sidebar is set up by default:

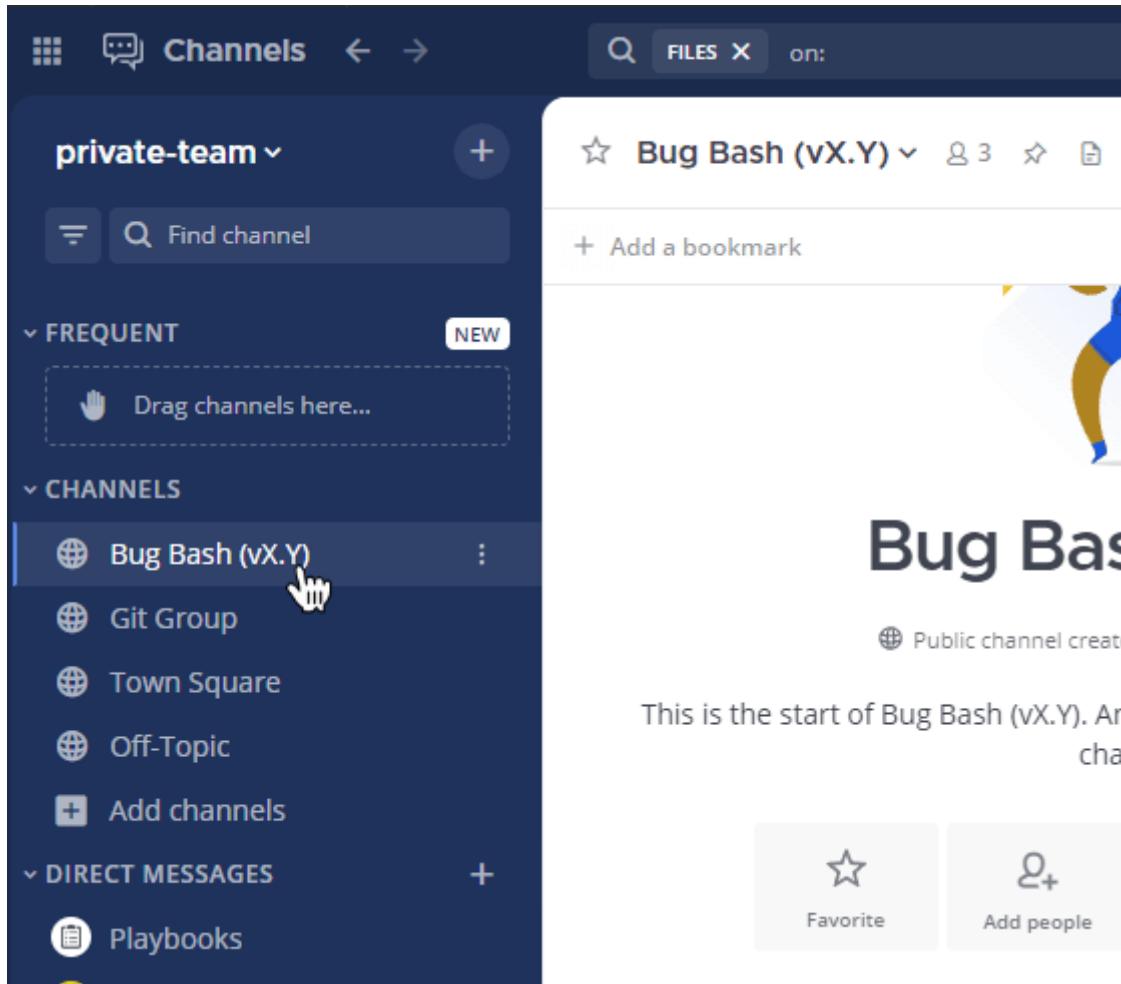
- All public and private channels you've joined are listed in the **Channels** category, sorted alphabetically.
- All your direct messages and group messages are listed in the **Direct Messages** category, sorted by recent activity.

## What can you customize?

Using Mattermost in a web browser or the desktop app, you can customize your sidebar in the following ways:

- Create custom categories
- Group and order channels into your categories
- Mute and unmute entire categories
- Mark entire categories as read
- Sort channels in each category manually, alphabetically, or by recent activity
- Filter your sidebar to view unread channels only, or choose to group unread messages into an **Unreads** category
- Manage your direct messages by sorting them alphabetically or by recent activity, and by setting how many to display in your sidebar

- Make channel categories work for you by prefixing category names with emojis, by collapsing and expanding categories, by reordering categories, and by adding direct message conversations to categories.



## Create custom categories

Create custom categories to group channels together for quicker and easier navigation. For example, you can create a category called "Design" or "Marketing".

To create categories, select the **+** symbol at the top of the sidebar. Or, select the **More options**

...

icon in the sidebar on any category header, then select **Create New Category**.

### Note

If your system admin has enabled channel category sorting, you can assign channels to new or existing channel categories when creating channels and renaming channels.

Next, type a category name, select **Create**, then drag any channels or direct messages into this new category. You can also multi-select channels and direct messages to drag them together as a group by pressing Ctrl or Shift and selecting on Windows or Linux, or ⌘ or ↑ and selecting on Mac. See the section drag and drop selections below for details.

Your custom categories can't be shared with other Mattermost users.

## Rename categories

1. Select the **Category options** icon in the sidebar, then select **Rename Category**.
2. Type a new category name, then select **Rename**.

## Delete categories

1. Select the **Category options** icon in the sidebar, then select **Delete Category**.
2. Select **Delete** to confirm or select **X** to cancel.

All channels and direct message conversations in the deleted category move back to their default **Channels** and **Direct Messages** categories. Deleting a category never removes you from channels you have joined.

## Organize channels in categories

Once you've created categories, you can move channels around to organize your sidebar by dragging and dropping, or by moving.

## Drag and drop selections

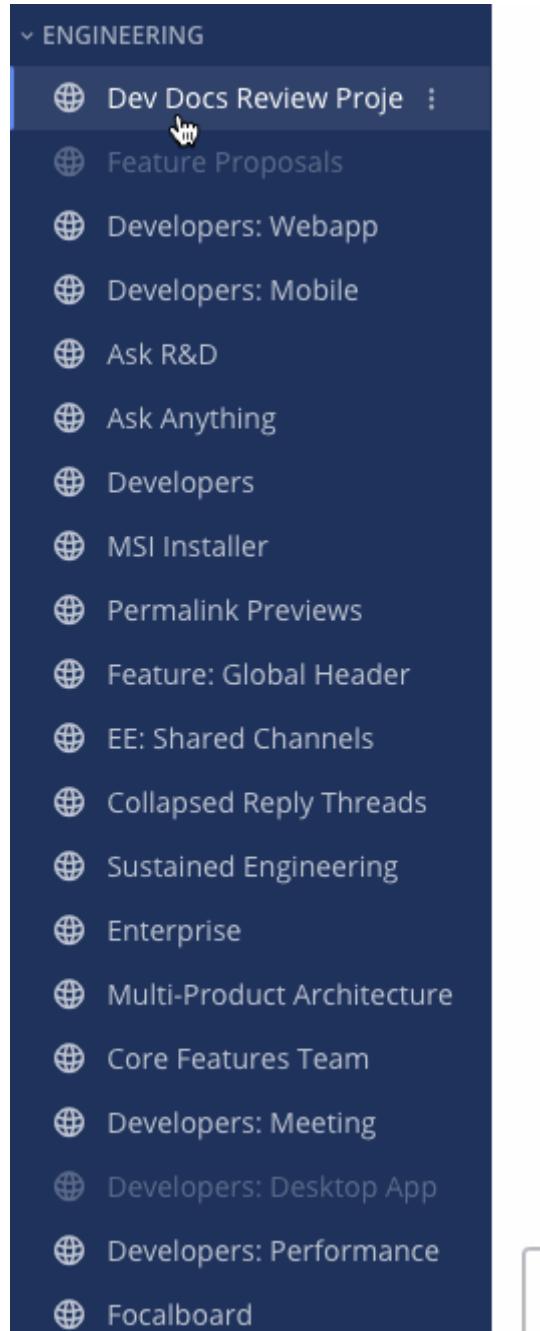
To select multiple channels:

- Select sequential channels and/or direct messages by pressing Shift while selecting on Windows or Linux, or ⇧ while selecting on Mac.
- Select non-sequential channels and/or direct messages by pressing Ctrl while selecting on Windows or Linux, or ⌘ while selecting on Mac
- Press ESC to clear channel or direct message selections.

Using the Mattermost web or desktop app, drag selected channels and/or direct messages between or within categories.

Tip

Multi-selected channels and direct messages move together as a group in the order they originally appeared.



## Move selections

In addition to selecting and dragging, you can specify a category destination for selected channels and/or direct messages. To do this, select the **Channel options** icon in the sidebar and then select **Move to**.

▼ ENGINEERING

- MSI Installer
- Permalink Previews
- Feature: Global Header (selected)
- Core Features Team
- Developers: Desktop App
- Developers: Performance
- EE: Shared Channels
- Collapsed Reply Threads
- Sustained Engineering
- Enterprise
- Multi-Product Architecture
- Dev Docs Review Project
- Feature Proposals
- Developers: Webapp
- Developers: Mobile
- Ask R&D
- Ask Anything
- Developers
- Developers: Meeting
- Focalboard

I'm monitoring closely the final rel  
If I cannot find the sleep in the day  
<https://www.firegiant.com/blog/2017/01/13/>

2 001

Saved



Mark Piermarini 1:53 PM

Couple of questions and a doc note

1. Is there a complete list of Wind
  2. How can the installation of the
  3. The reference to `src/common/`
- <https://github.com/mattermost/mattermost-server/blob/master/doc/installation.md>

29 replies [Follow](#)



System 4:39 AM

You were added to the channel by



ryantm 3:55 PM

Are there instructions somewhere  
installation and it didn't seem to d

2 replies | Follow

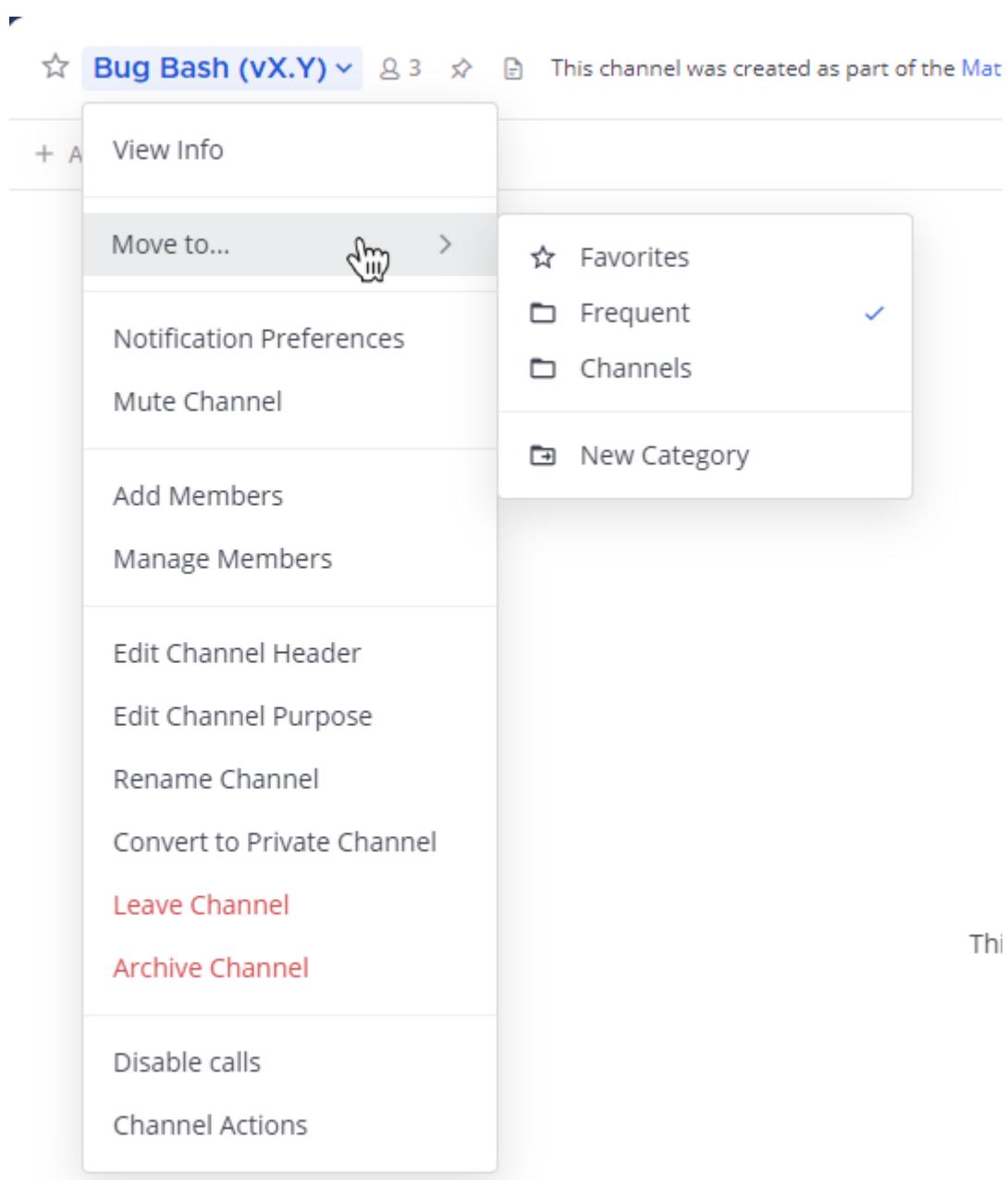


ryantm 5:39 PM

Thanks. Okay, it does work. I had i

Write to MSI Installer

You can also specify a category destination for the current channel or conversation using the **Move to** option directly from the channel header. Channels that have been moved to a category will display a checkmark next to the category name.



## Mute and unmute categories

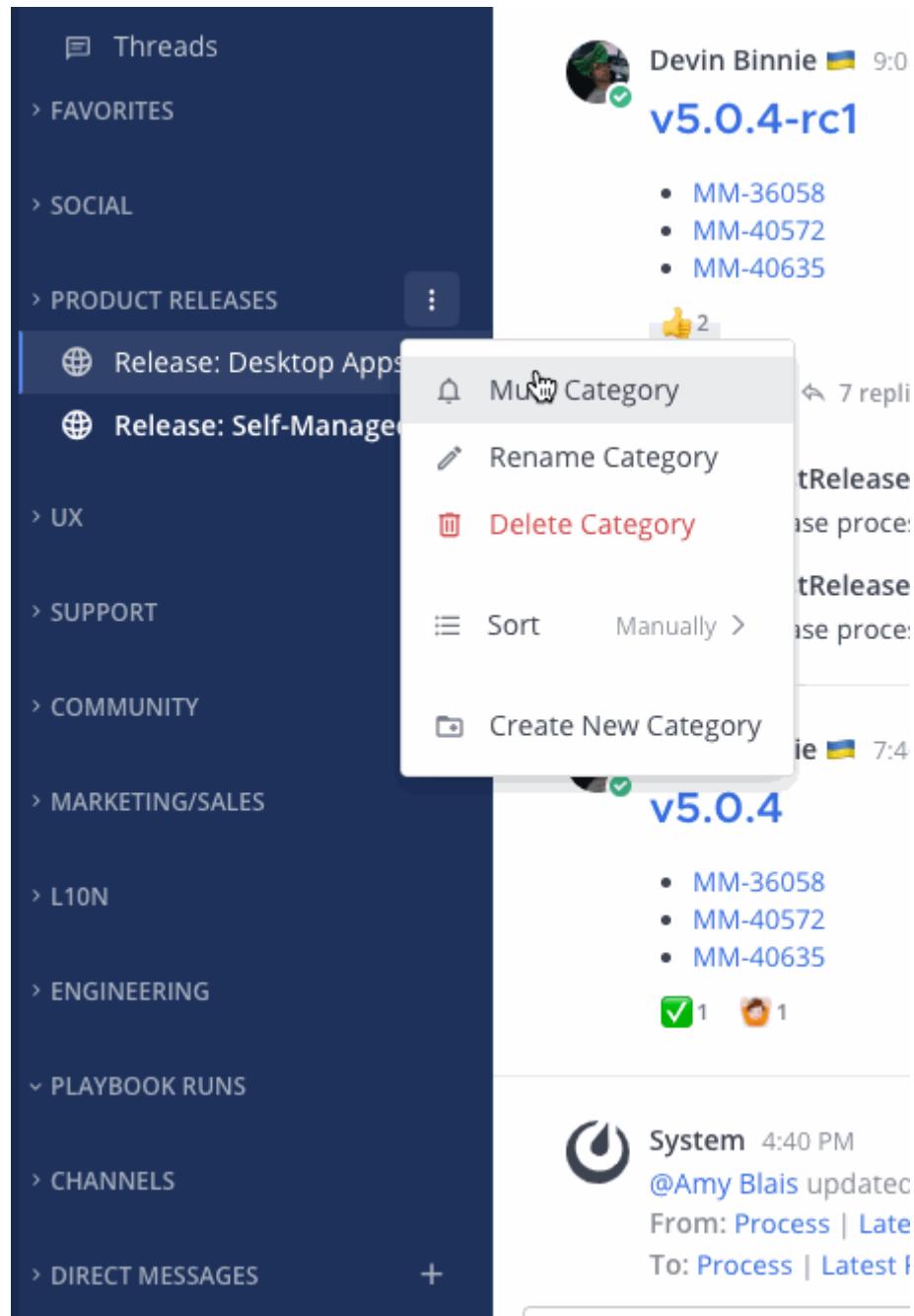
When you mute or unmute a category, all channels within that category are also muted or unmuted. You can selectively unmute specific channels within a muted category.

Select the **Category options** icon in the sidebar, then select **Mute Category**.

Once a category is muted:

- Email, desktop, and push notifications are disabled for all channels in the category.
- A mute icon displays next to each channel name in the category.
- The category and all of its channels appear at reduced opacity in the left-hand sidebar. Channels in the category aren't marked as unread unless you're mentioned directly.

To unmute the category, select the **Category options** icon in the sidebar, then select **Unmute Category**.



## Mark channel categories as read

When you mark a channel category as read, all channels within that category are marked as read. You can selectively mark specific channels as unread where preferred.

Select the **Category options** icon in the sidebar, then select **Mark category as read**.

## Sort channels in categories

Select the **Category options** icon in the sidebar, then select **Sort** and choose from **Alphabetically**, **Recent Activity**, or **Manually**.

The screenshot shows the Mattermost application interface. On the left, the 'Channels' sidebar is open, displaying various categories and channels. A hand cursor is hovering over the 'Contributors' category. The main area shows the 'i18n - Localization' channel, which has been sorted manually. It contains several messages from users like Carrie Warner, Konstantin Talalov, Kaya Zeren, Serhii Khomiuk, and Arsenii Potapov, each accompanied by a 'badge granted!' icon and a blue heart icon indicating one like. At the bottom right of the message list, there is a timestamp '12:44 AM'.

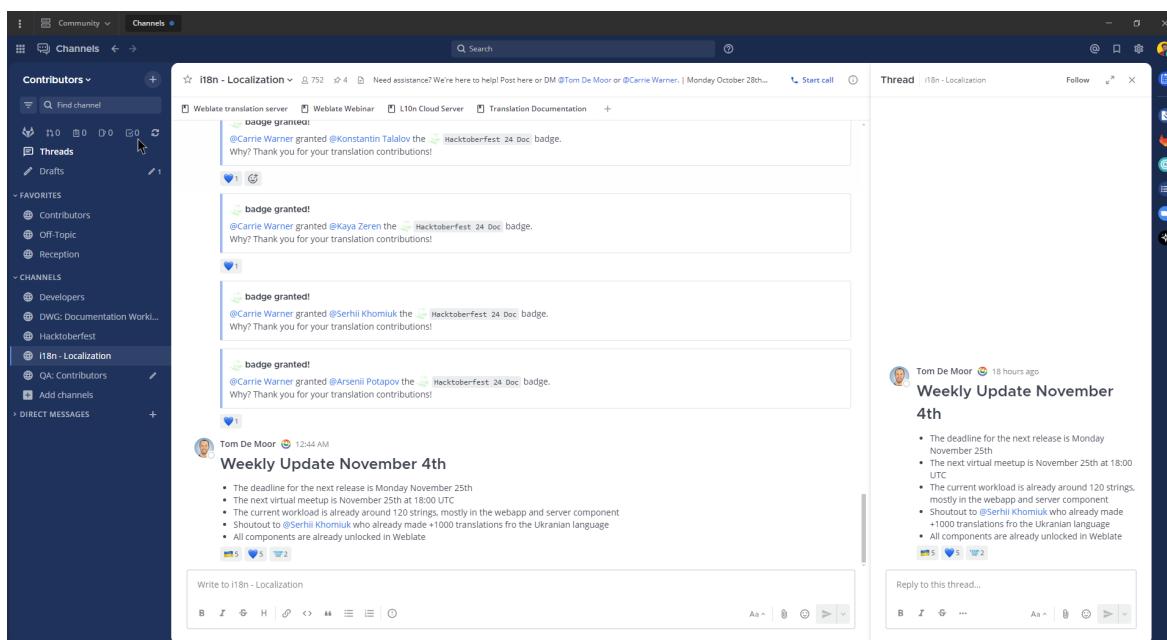
## Group unread channels separately

By default, Mattermost provides a one-click **Unreads** filter to only show channels with unread activity. Alternatively, you may choose to automatically group unread channels in their own category at the top of your sidebar.

Go to **Settings > Sidebar**, set **Group unread channels separately** to **On**, then select **Save**.

- When this setting is enabled, all unread messages appear only in the **Unreads** category, sorted with mentions first.
- When this setting is disabled, all unread messages appear within their respective categories and channels. You can use the **Unread filter** to focus on only unread channels in the sidebar.

When enabled, unread channels with mentions will sort to the top of the category.



### Tip

If you prefer to see only unread channels in their respective categories, we recommend collapsing your custom categories and disabling **Group unread channels separately** under **Settings > Sidebar**.

## Manage direct messages

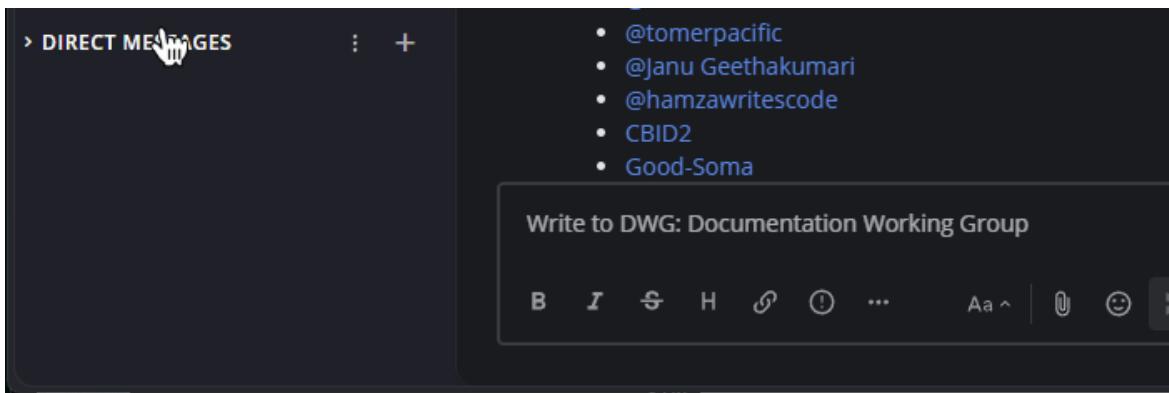
To sort your direct messages, select the **Channel options** icon in the sidebar, then select **Sort** and choose from **Alphabetically** or **Recent Activity**.

## How many direct messages to display?

Control how many direct message conversations display in the **Direct Messages** category to keep your conversations manageable. You can choose to show all messages or a fixed number of messages.

To configure the number of direct messages to display, go to **Settings > Sidebar**, then set **Number of direct messages to show**. Or select the **Channel options** icon in the sidebar, then select **Show**.

Choose to show **10, 15, 20, or 40** messages. Once you exceed the number of direct messages configured, older messages are hidden from the **Direct Messages** category. You can always increase the number of conversations displayed to see older direct messages.



### Note

Direct message conversations that you add to custom categories don't count against the maximum number of conversations shown in the **Direct Messages** category.

## Make categories work for you

### Prefix channel category names with emojis

Channel category names can include emojis. Specify the emoji by its name in the format `:smile:`. We recommend prefixing channel category names with emojis for the following reasons:

- Emojis can make it easier for users to quickly identify and manage channels and channel categories, particularly in large workspaces with many channels.
- Sharing the same emoji across channels and categories related to a specific category or function helps maintain organization and consistency across the workspace.
- Making channel categories more visually distinct with emojis helps users find what they need more quickly and easily at a glance, reducing the time spent searching for the right place to take action.
- New users can quickly understand the purpose of various channels and channel categories based on their emoji prefixes without needing extensive explanations.
- As users grasp channel structure through emojis, the time and effort needed to train new members on navigating the workspace is reduced.
- A well-organized and visually appealing workspace can encourage users to participate more actively, which can lead to more effective communication and collaboration.

### Categories are collapsible

When you collapse a channel category, only unread channels display to reduce unnecessary scrolling. When you expand a channel category, all channels in the category display, including channels with unread messages.

### Reorder categories

Drag to reorder entire categories to prioritize important conversations.

## Categories can contain direct message conversations

Select and drag direct messages into any category. You can also multi-select direct messages to drag them together as a group.

On this page

- Customize your channel sidebar
  - What can you customize?
  - Create custom categories
  - Rename categories
  - Delete categories
  - Organize channels in categories
    - Drag and drop selections
    - Move selections
  - Mute and unmute categories
  - Mark channel categories as read
  - Sort channels in categories
  - Group unread channels separately
  - Manage direct messages
    - How many direct messages to display?
  - Make categories work for you
    - Prefix channel category names with emojis
    - Categories are collapsible
    - Reorder categories
    - Categories can contain direct message conversations

# Customize your Mattermost theme

The colors of the Mattermost user interface are customizable. You can choose from five standard themes designed by Mattermost, or design your own custom theme. Your theme changes apply to all teams you're a member of, and are visible across all Mattermost clients. Mattermost Enterprise customers can configure a different theme for every team they're a member of.

Web/desktop

Select the **Settings**



icon, then go to **Display > Theme**. Select **Theme Colors** to choose from five standard themes designed by the Mattermost team.

You can customize a standard theme further to truly make it your own. After selecting a standard theme, select **Custom Theme** and modify your color choices based on your preferences. See the custom themes documentation to learn what's configurable, and see the custom theme examples documentation for inspiration.

Mobile

Tap **Theme** to select one of 5 standard Mattermost themes.

#### Note

You can define a custom theme using Mattermost in a web browser or the desktop app.

## Custom themes

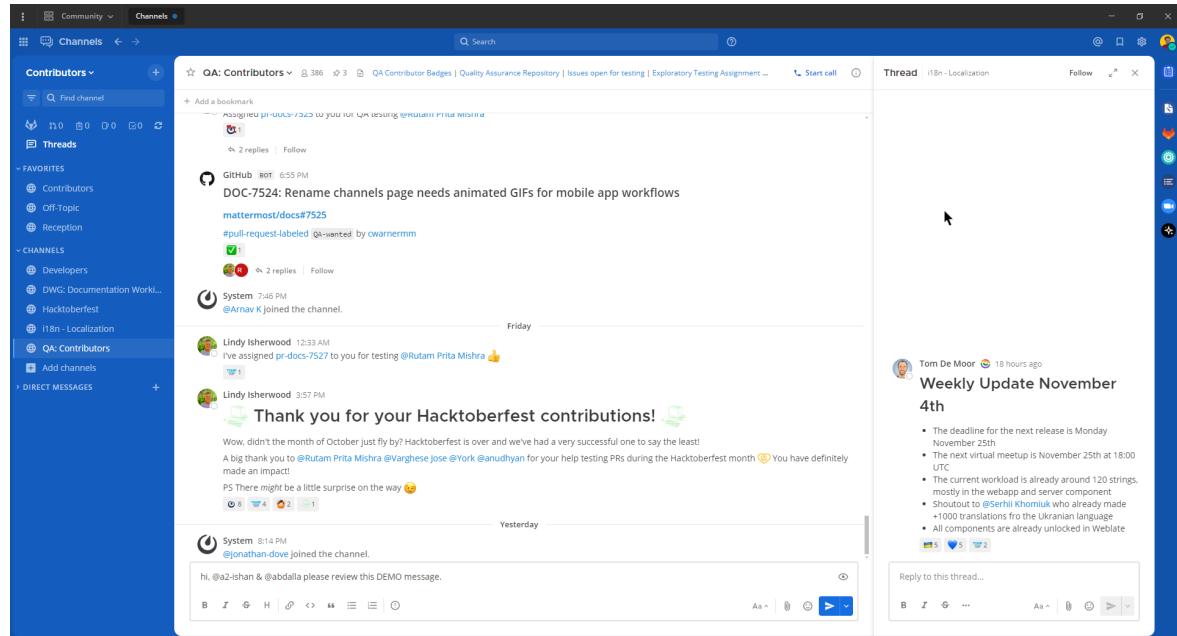
Select **Custom Theme**, then expand the Sidebar Styles, Center Channel Styles, and Link and Button Styles options to customize individual interface colors, such as backgrounds, links, text, and borders.

Your custom theme changes are applied in Mattermost as you make them. Select **Save** to confirm your theme changes. Discard your changes by exiting the **Display Settings** window and selecting **Yes, Discard**.

## Custom theme examples

Customize your theme colors and share them with others by copying and pasting theme values into the input box. Below are some example themes with their corresponding theme values.

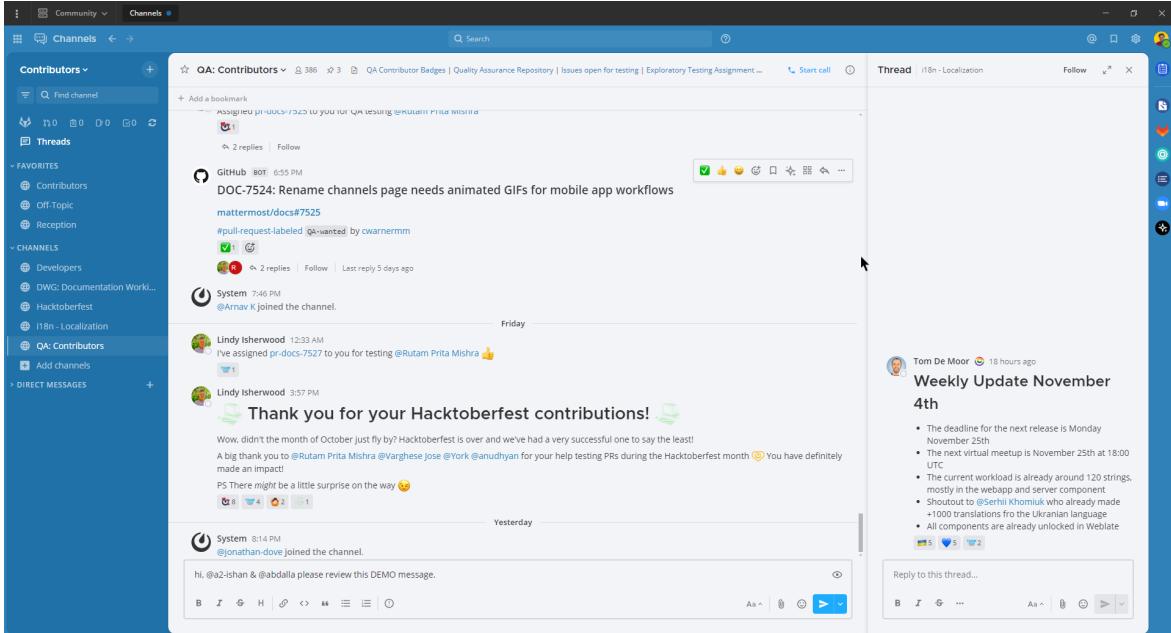
# Mattermost



Want this theme? Copy and paste the following code into Mattermost:

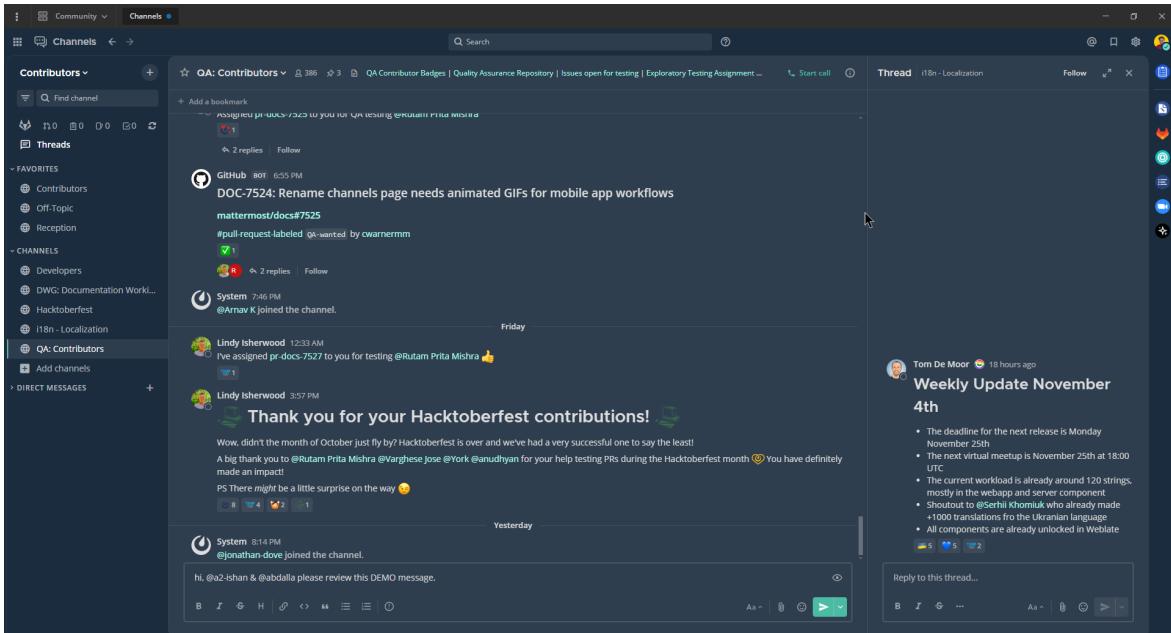
## Mattermost Usage Guide

# Organization



Want this theme? Copy and paste the following code into Mattermost:

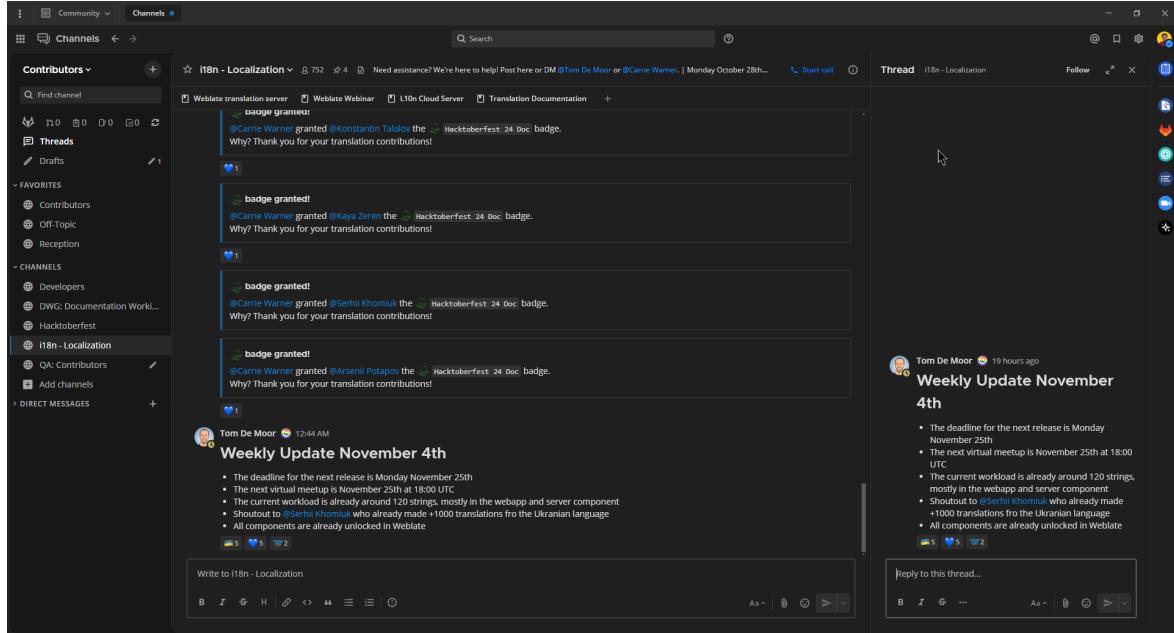
# Mattermost Dark



Want this theme? Copy and paste the following code into Mattermost:

```
{"sidebarBg": "#1b2c3e", "sidebarText": "#ffffff", "sidebarUnreadText": "#ffffff", "sidebarTextHover": "#d9e1f2", "dark": true}
```

## Windows Dark

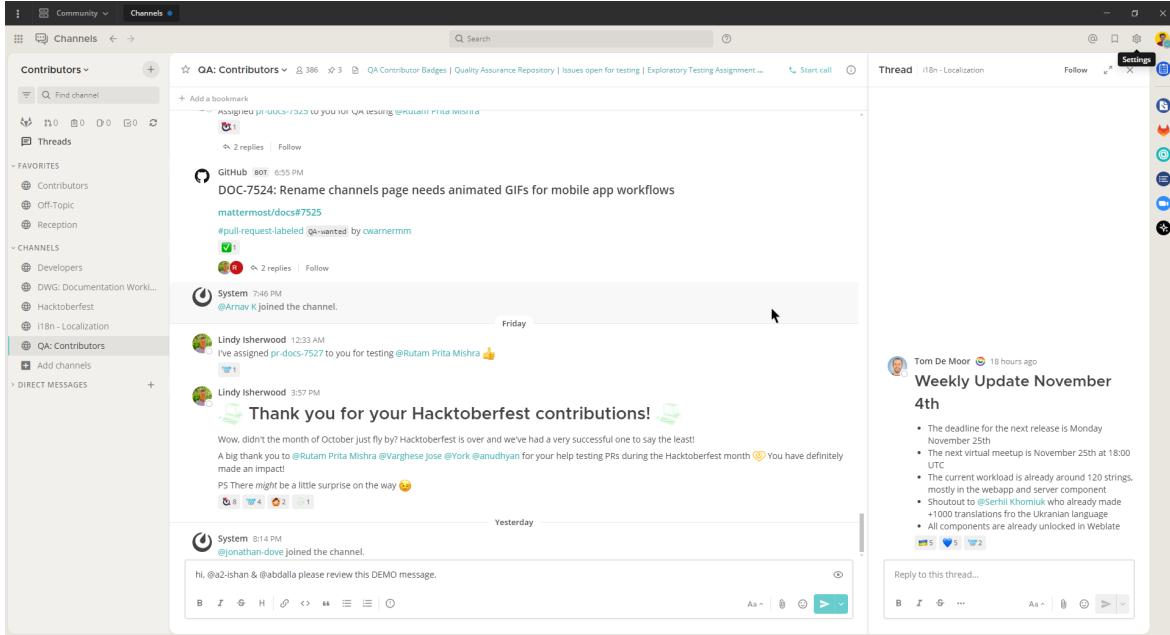


Want this theme? Copy and paste the following code into Mattermost:

```
{"sidebarBg": "#1b2c3e", "sidebarText": "#ffffff", "sidebarUnreadText": "#ffffff", "sidebarTextHover": "#d9e1f2", "dark": true}
```

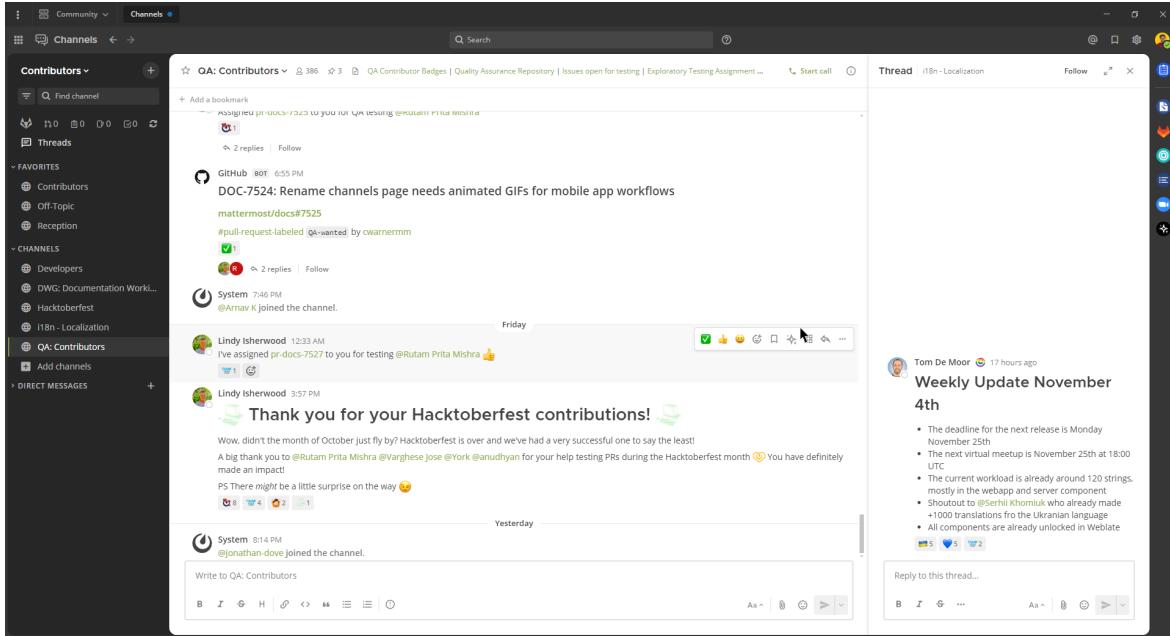
## Mattermost Usage Guide

# GitHub Theme



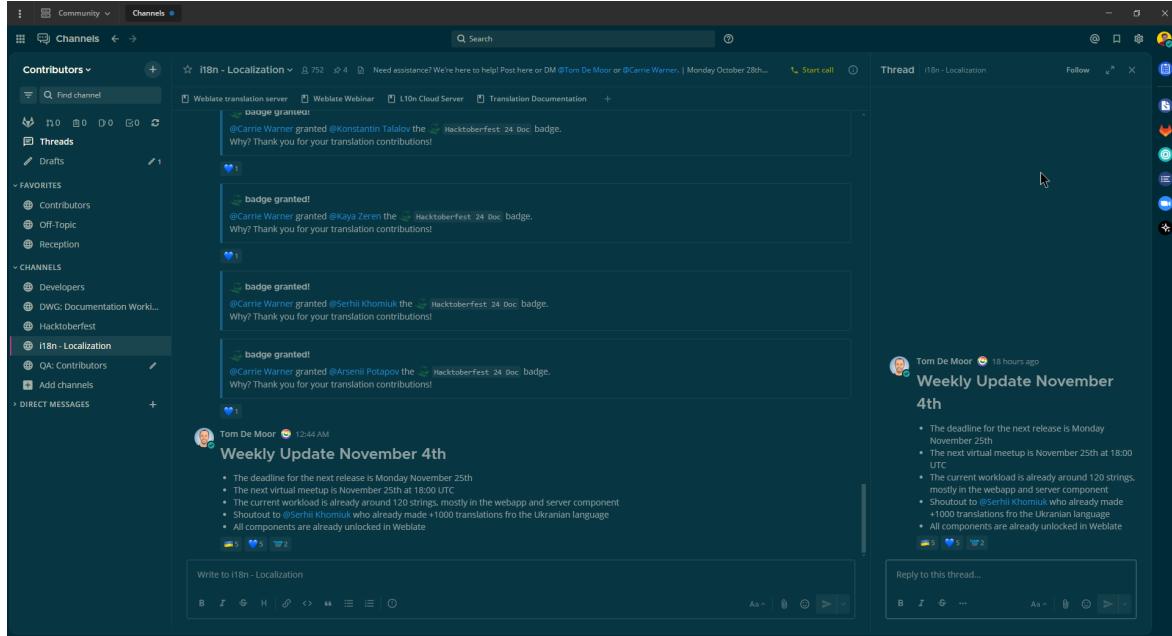
Want this theme? Copy and paste the following code into Mattermost:

## Monokai Theme



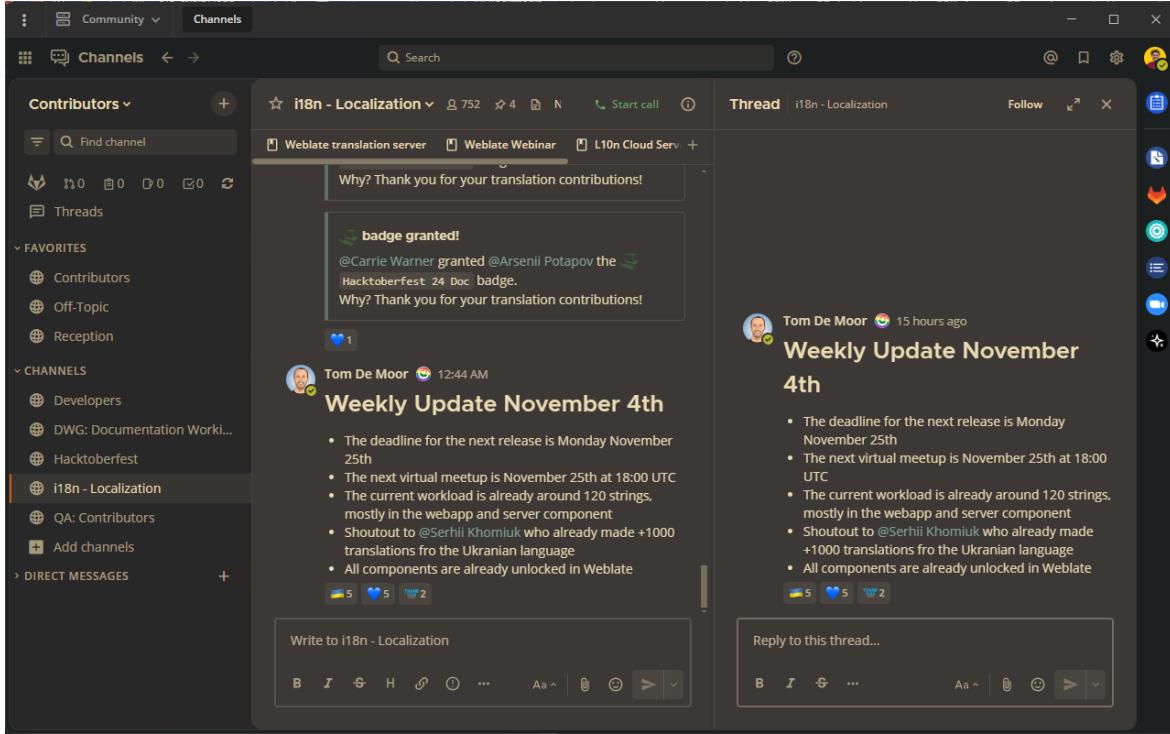
Want this theme? Copy and paste the following code into Mattermost:

# Solarized Dark Theme



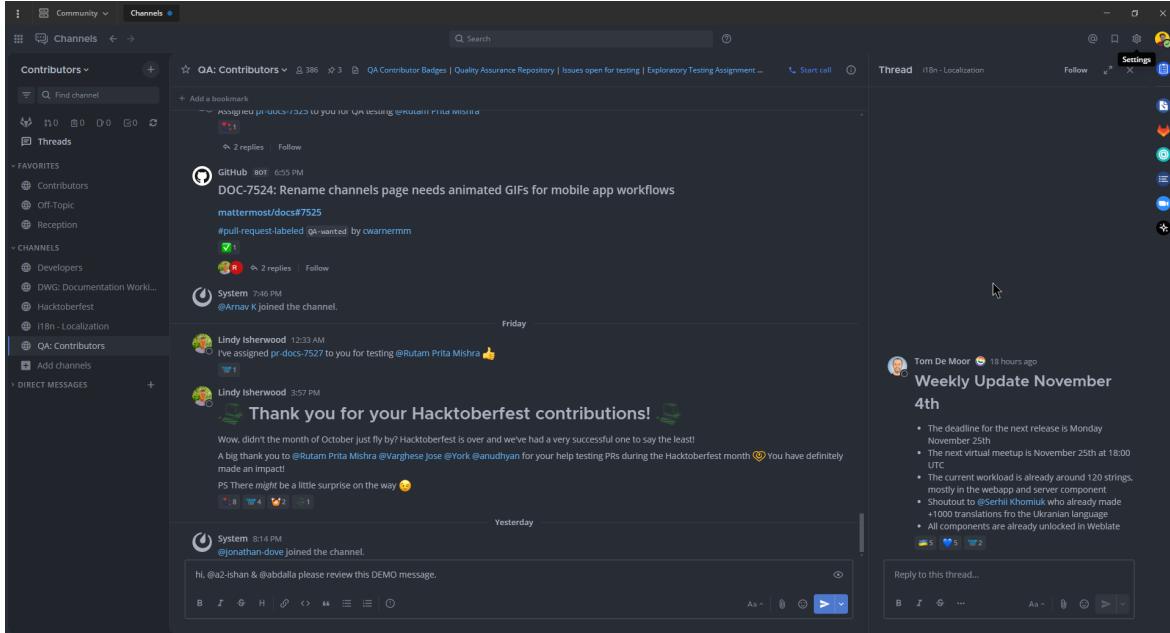
Want this theme? Copy and paste the following code into Mattermost:

# Gruvbox Dark Theme



Want this theme? Copy and paste the following code into Mattermost:

## One Dark Theme

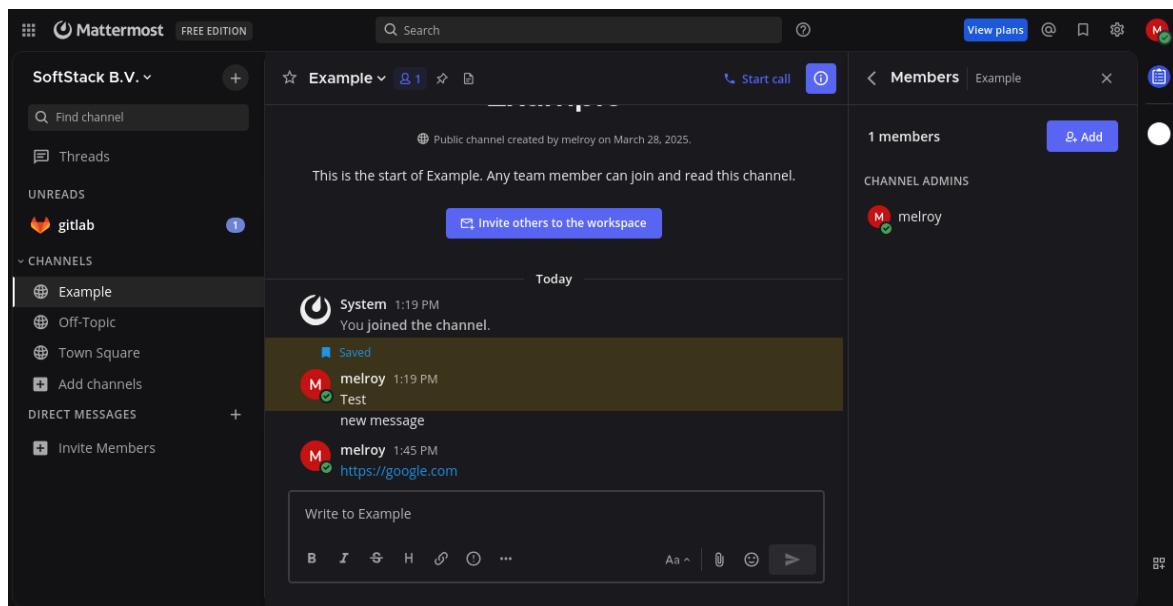


[Visit the one-dark-mattermost GitHub repository online: \(<https://github.com/georgewitteman/one-dark-mattermost>\).](https://github.com/georgewitteman/one-dark-mattermost)

Want this theme? Copy and paste the following code into Mattermost:

```
{"sidebarBg": "#21252b", "sidebarText": "#abb2bf", "sidebarUnreadText": "#abb2bf", "sidebarTextHover": "#abb2bf", "buttonColor": "#abb2bf", "buttonBg": "#21252b", "buttonTextColor": "#fff", "mentionBg": "#21252b", "mentionBj": "#21252b", "mentionColor": "#abb2bf", "centerChannelBg": "#21252b", "centerChannelColor": "#e0e0e0", "linkColor": "#abb2bf", "errorTextColor": "#abb2bf", "mentionHighlightBg": "#a4850f", "mentionHighlightLink": "#a4850f", "codeTheme": "monokai"}
```

## Discord Dark Theme (New)

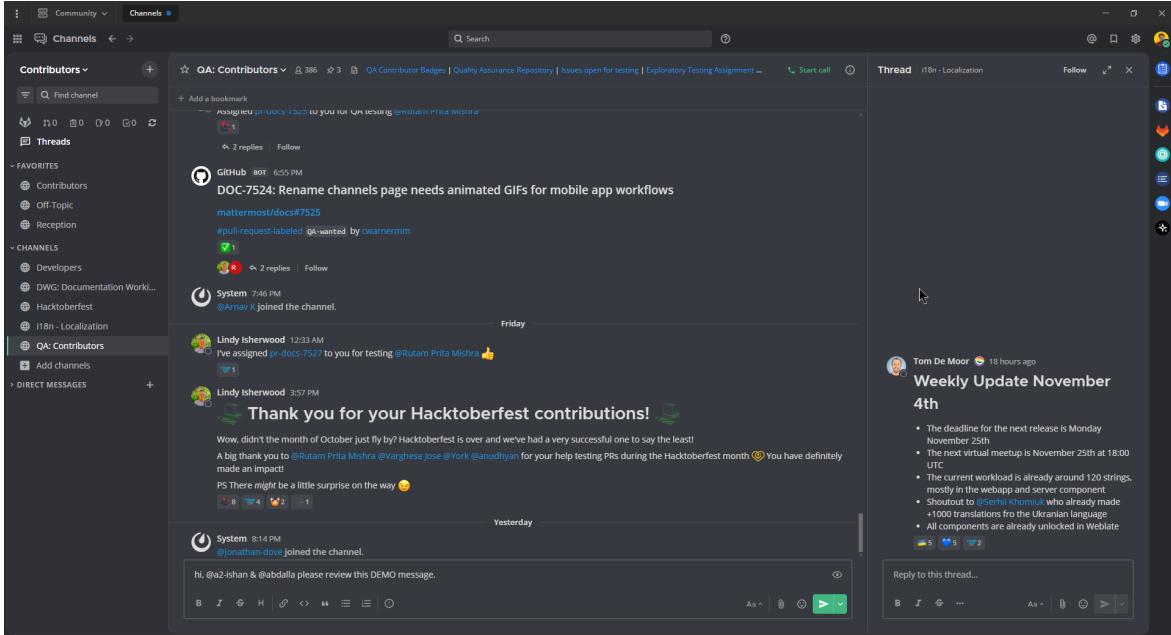


[Visit the mattermost-discord-dark GitHub repository online: \(<https://github.com/melroy89/mattermost-discord-dark>\).](https://github.com/melroy89/mattermost-discord-dark)

Want this theme? Copy and paste the following code into Mattermost:

```
{"sidebarBg": "#121214", "sidebarText": "#ffffff", "sidebarUnreadText": "#ffffff", "sidebarTextHoverBg": "#1d1d1e", "sidebarTextActiveBorder": "#ffffff", "sidebarTextActiveColor": "#ffffff", "sidebarHeaderBg": "#121214", "sidebarHeaderTextColor": "#ffffff", "sidebarTeamBarBg": "#121214", "onlineIndicator": "#43a25a", "awayIndicator": "#ca9654", "dndIndicator": "#d83a42", "mentionBg": "#6e84d2", "mentionBj": "#6e84d2", "mentionColor": "#ffffff", "centerChannelBg": "#1a1a1e", "centerChannelColor": "#e0e0e0", "newMessageSeparator": "#ff4d4d", "linkColor": "#2095e8", "buttonBg": "#5865f2", "buttonColor": "#ffffff", "errorTextColor": "#ff6461", "mentionHighlightBg": "#a4850f", "mentionHighlightLink": "#a4850f", "codeTheme": "monokai"}
```

## Discord Dark Theme (Old)

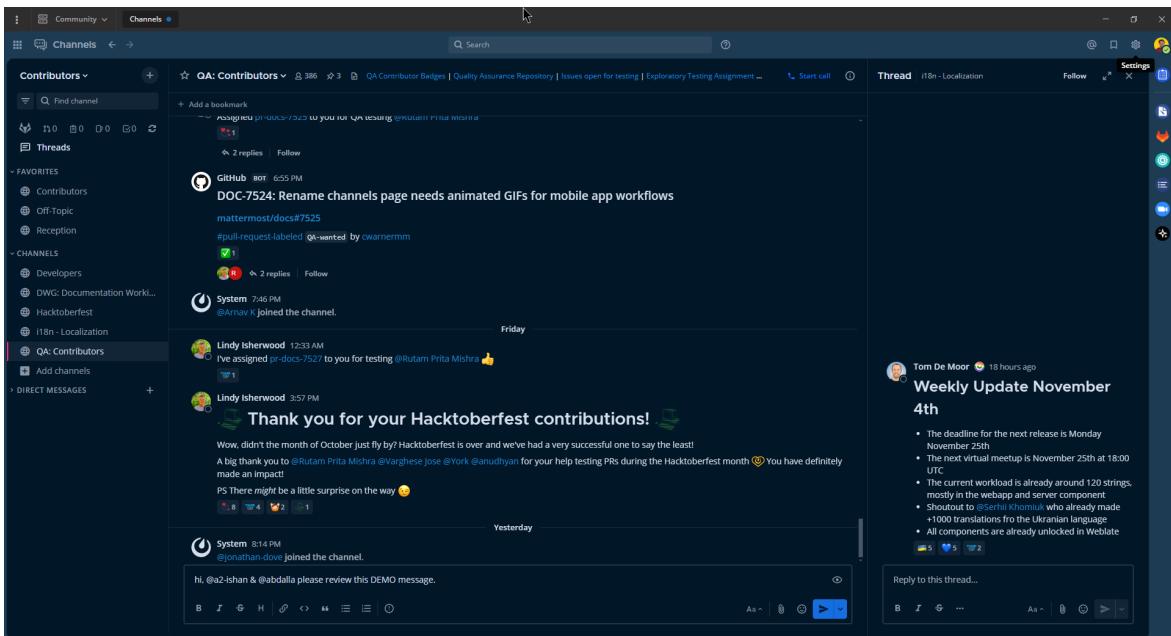


Visit the [mattermost-discord-dark GitHub repository online: \(<https://github.com/melroy89/mattermost-discord-dark>\)](https://github.com/melroy89/mattermost-discord-dark)

Want this theme? Copy and paste the following code into Mattermost:

```
{"sidebarBg": "#2f3136", "sidebarText": "#ffffff", "sidebarUnreadText": "#ffffff", "sidebarTextHover": "#ffccbc"}
```

## Night Owl Dark Theme

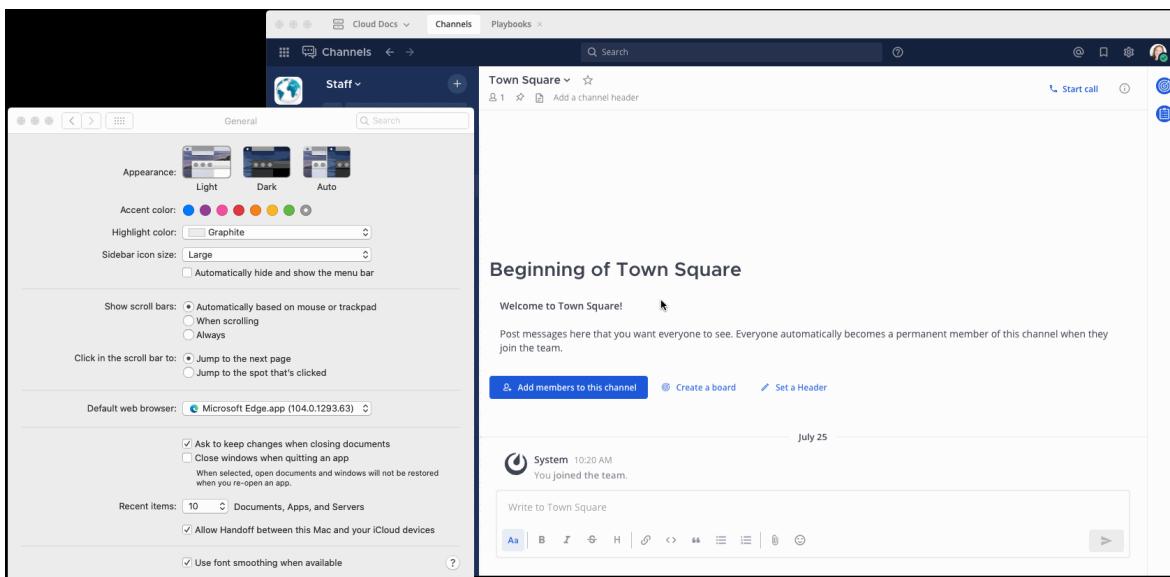


Want this theme? Copy and paste the following code into Mattermost:

```
{"sidebarBg": "#011627", "sidebarText": "#d6deeb", "sidebarUnreadText": "#d6deeb", "sidebarTextHover": "#d6deeb", "dark": true}
```

## Dark Theme (desktop app only)

On Windows and macOS, the system display preference that you set on your computer (e.g., Light Mode or Dark Mode) is also applied to the Mattermost desktop app. On Linux, manage this manually via the **View** menu.



## Export your custom theme

Export a theme from Mattermost by copying the theme values from the Custom Theme menu.

## Import a custom theme

Import a theme into Mattermost by pasting the theme values into the Custom Theme menu. Copy existing theme values, then paste the theme values into the **Copy and paste to share theme colors** field. Select **Save** to confirm your theme changes.

## Sidebar styles

You can customize every aspect of your Mattermost theme, as described below:

### Sidebar BG

Background color of the Channels pane, and Account and Team settings navigation sidebars.

### Sidebar Text

Text color of read channels in the Channels pane, and tabs in the Account and Team settings navigation sidebar.

### Sidebar Header BG

Background color of the header above the Channels pane and all dialog window headers.

### Team Sidebar BG

Background color of the Global Header.

### Sidebar Header Text

Text color of the header above the Channels pane and all dialog window headers.

### Sidebar Unread Text

Text color of unread channels in the Channels pane.

### Sidebar Text Hover BG

Background color behind channel names and settings tabs as you hover over them.

### Sidebar Text Active Border

Color of the rectangular marker on the left side of the Channels pane or Settings sidebar indicating the active channel or tab.

### Sidebar Text Active Color

Text color of the active channel or tab in the Channels pane or Settings sidebar.

## Online Indicator

Color of the online indicator appearing next to team members names in the direct messages list.

## Away Indicator

Color of the away indicator appearing next to team members names in the direct messages list when they have had no browser activity for 5 minutes.

## Do Not Disturb Indicator

Color of the do not disturb indicator appearing next to team members names in the direct messages list.

## Mention Jewel BG

Background color of the jewel indicating unread mentions that appears to the right of the channel name. This is also the background color of the "Unread Posts Below/Above" indicator appearing at the top or bottom of the Channels pane on shorter browser windows.

## Mention Jewel Text

Text color on the mention jewel indicating the number of unread mentions. This is also the text color on the "Unread Posts Below/Above" indicator.

## **Center channel styles**

You can customize every aspect of your Mattermost theme, as described below:

### Center Channel BG

Color of the center pane, right-hand sidebar and all dialog window backgrounds.

### Center Channel Text

Color of all the text - with the exception of mentions, links, hashtags and code blocks - in the center pane, right-hand sidebar, and dialogs.

### New Message Separator

The new message separator appears below the last read message when you navigate to a channel with unread messages.

#### Error Text Color

Color of all error text.

#### Mention Highlight BG

Highlight color behind your words that trigger mentions in the center pane and right-hand sidebar.

#### Mention Highlight Link

Text color of your words that trigger mentions in the center pane and right-hand sidebar.

#### Code Theme

Background and syntax colors for all code blocks.

## Link and button styles

You can customize every aspect of your Mattermost theme, as described below:

#### Link Color

Text color of all links, hashtags, teammate mentions, and low priority UI buttons.

#### Button BG

Color of the rectangular background behind all high priority UI buttons.

#### Button Text

Text color appearing on the rectangular background for all high priority UI buttons.

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    - Monokai Theme
    - Solarized Dark Theme
    - Gruvbox Dark Theme
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# Manage advanced options

---

Using Mattermost in a web browser or the desktop app, you can customize advanced Mattermost options based on your preferences. Select the gear icon



next to your profile picture, then select **Advanced**.

## Send messages on CTRL/⌘+ENTER

By default, you send messages in Mattermost by composing a message in the message text box at the bottom of the Mattermost screen and selecting the **Send**



icon or by pressing Enter on Windows or Linux, or ↵ on Mac.

And you enter new text lines by pressing Shift Enter on Windows or Linux, or ↑ ↵ on Mac before sending the message.

You can change this message send behavior.

### Web/Desktop

If you find you're accidentally sending messages too soon, you can configure Mattermost to require an extra keystroke to send all messages, or for code blocks.

Select **Send Messages on CTRL/⌘ + ENTER > Edit** to configure how messages are sent in Mattermost.

You can configure Mattermost to send messages by pressing Ctrl Enter on Windows or Linux, or ⌘ ↵ on Mac for all messages or only for code blocks that start with `````.

### Mobile

This option isn't something you can set using the mobile app.

## Enable post formatting

By default, Mattermost formats your messages with Markdown to show links, emojis, text styles, and line breaks. You can control whether your messages show the formatting or show text only.

Web/Desktop

Select **Enable Post Formatting** to show your messages as raw text only that includes Markdown syntax.

Mobile

This option isn't something you can set using the mobile app.

## Enable join/leave messages

By default, Mattermost shows you system messages when users join or leave channels you're a member of. You can hide these messages if preferred.

Web/Desktop

Select **Enable Join/Leave Messages** to hide the system messages when users join or leave channels you're a member of. When users are added to or removed from a channel, a system message displays even when you've disabled this feature.

Mobile

This option isn't something you can set using the mobile app.

## Deactivate account

You can deactivate your account if you access Mattermost using an email address and password, and when your system admin has enabled your ability to do so. Deactivating your account removes your ability to access Mattermost, and disables all email and mobile notifications.

Important

- If you deactivate your account, you must contact your system admin to have it reactivated.

- If you access Mattermost using another authentication method, such as AD/LDAP or SAML, or use accounts that don't have this setting available, contact your system admin to deactivate your account in the System Console.

Web/Desktop

Select **Deactivate Account** to deactivate your Mattermost user account.

Mobile

This option isn't applicable to the mobile app.

## Performance debugging

You can disable key Mattermost features temporarily to help isolate issues while debugging Mattermost, if your system admin enables your ability to do so. We don't recommend leaving these settings enabled for an extended period of time as they can negatively impact your user experience.

Web/Desktop

Select **Performance Debugging** to disable one or more of the following Mattermost features:

- Client-side plugins
- telemetry events sent from the client
- "User is typing..." messages

You may need to refresh Mattermost to see these settings take effect.

Mobile

This option isn't something you can set using the mobile app.

## Scroll position when viewing unread channels

You can choose where to start viewing unread messages in all channels you're a member of.

Web/Desktop

Select **Scroll position when viewing an unread channel** to choose your scroll position starting point as where you left off or at the newest message.

#### Mobile

This option isn't something you can set using the mobile app.

## Allow message drafts to sync with the server

By default, message drafts are synchronized on the Mattermost server and accessible everywhere you access Mattermost using a web browser or the desktop app. You can disable server-synchronized drafts and limit drafts to your current Mattermost client, if preferred.

#### Web/Desktop

Select **Allow message drafts to sync with the server** to disable server-synchronized drafts.

#### Mobile

This option isn't applicable to the mobile app.

## Delete local files

You can delete local Mattermost files from your mobile device using the mobile app.

#### Web/Desktop

This option isn't applicable to the web or desktop app instance of Mattermost.

#### Mobile

Access **Settings** by tapping on your profile picture. Then, tap **Advanced Settings** and **Delete local files**.

Only data specific to the current Mattermost server is removed from your device. You'll need to repeat this process for each Mattermost workspace you're connected to on the mobile app.

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  - Enable post formatting
  - Enable join/leave messages
  - Deactivate account
  - Performance debugging
  - Scroll position when viewing unread channels
  - Allow message drafts to sync with the server
  - Delete local files

# Manage your channel-specific notifications

---

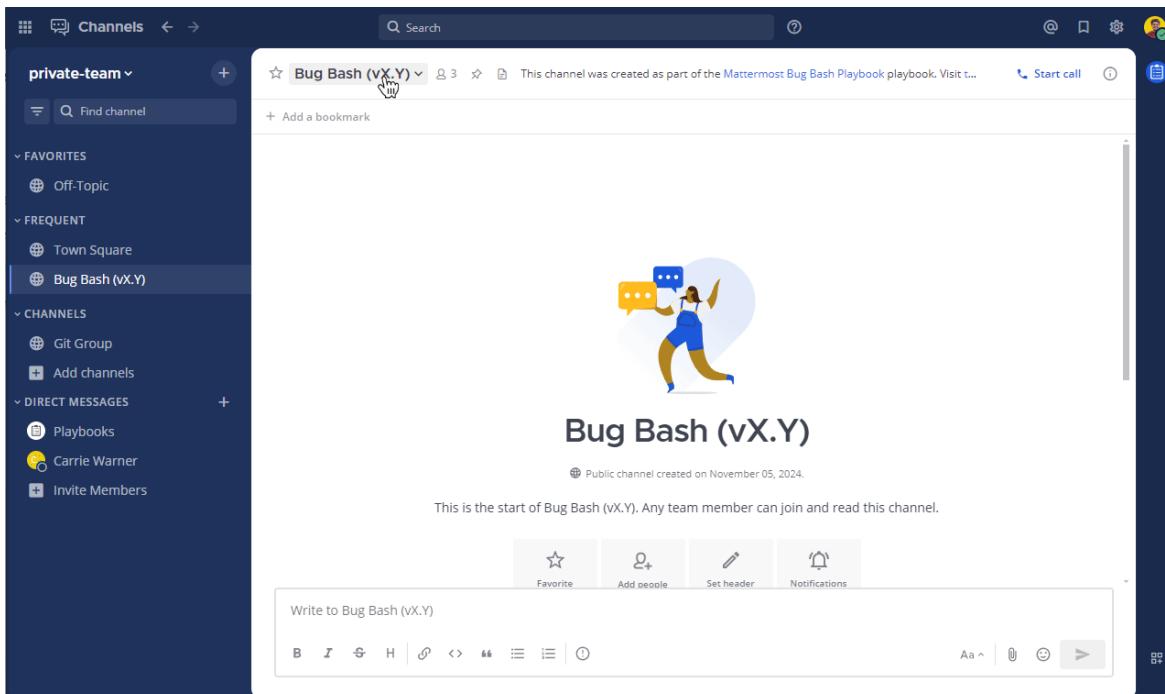
By default, your web and desktop notification preferences apply to all channels you're a member of. You can customize your per-channel notification preferences for any channel you're a member of for the following actions:

- Mute channels
- Ignore channel-wide @mentions
- Message notification sounds
- Auto-follow all new threads

## Web/Desktop

You have 2 ways to manage notification preferences per channel:

1. Select the channel name, then select **Notification Preferences** from the drop-down list.



2. Alternatively, select the channel's **View Info**



icon, and then select **Notification Preferences** in the right pane.

## Mobile

Tap the channel name, and then tap **Mobile Notifications**.

## Mute channels

All channels are unmuted by default, including direct and group messages, as well as private and public channels.

You can choose to mute or unmute a channel at any time as follows:

- Select **Mute Conversation** or **Unmute Conversation** for direct and group messages.
- Select **Mute Channel** or **Unmute Channel** for private and public channels.

Once a channel is muted:

- All notifications for that channel are disabled, including email, desktop, incoming call ring tones, and push notifications.
- The muted channel displays a mute icon next to the channel name.
- The channel is greyed out in the channel sidebar, and doesn't appear bold to indicate unread messages unless you're @mentioned in that channel directly.

## Ignore channel-wide @mentions

By default, you're notified every time someone uses channel-wide @mentions including @channel and @all, as well as @here.

When you choose to ignore channel-wide @mentions in channels, the channel name is bolded in the channel sidebar for new unreads unless it's muted.

## Message notification sounds

From Mattermost v10.1, when you configure Mattermost to notify you about all new messages, or mentions, direct messages, and keywords only, on a per-channel basis, you can also specify an audible message notification sound to play for those notifications.

## Follow all new channel threads

By default, you don't automatically follow new conversation threads in any channel unless you start a thread or reply to a thread, follow a thread, or are @mentioned in a thread.

When using Mattermost on your mobile device, you can configure Mattermost to automatically follow every thread in a channel.

1. In a channel, tap the **More** icon

...

to the right of the channel name.

2. Tap **View info**.
3. Tap **Follow all threads**.

Tap **Threads** in the channel list to access all threads you're following, and to unfollow threads you no longer want to follow.

On this page

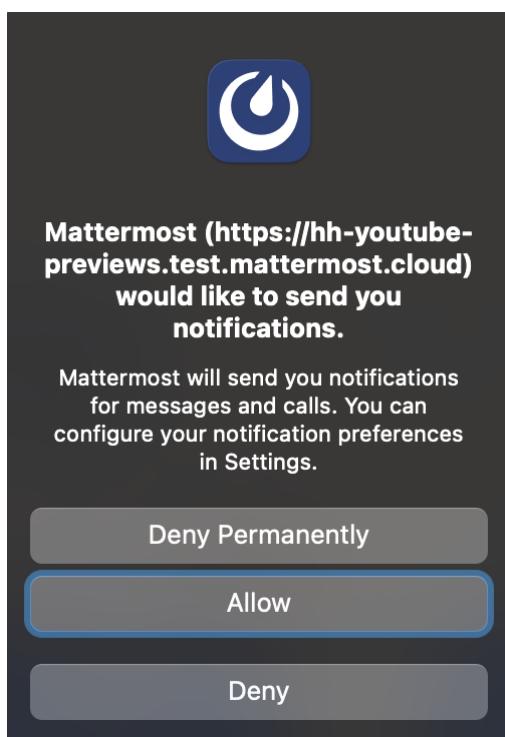
- Manage your channel-specific notifications
  - Manage your channel-specific notifications
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    - Mute channels
    - Ignore channel-wide @mentions
    - Message notification sounds
    - Follow all new channel threads
    - Mute channels
    - Ignore channel-wide @mentions

- Message notification sounds
- Follow all new channel threads

# Manage your desktop notifications

## Enable notifications

From Mattermost v9.9 and desktop app v5.5, Mattermost prompts you to enable notifications in the desktop app the first time you connect to a Mattermost server.



- When you select **Allow**, you won't be asked again. You'll start receiving notifications in the desktop app for all Mattermost activity with badges, banner alerts and sounds. See the section below on customizing your notifications based on how you prefer to be notified about Mattermost activity in the desktop app.
- If you dismiss this prompt, you won't receive Mattermost notifications in the desktop app, and you'll be prompted again the next time you open Mattermost in the desktop app, or go to **Settings > Notifications > Desktop and mobile notifications**.

- If you select **Deny** or **Deny Permanently**, you won't be asked again. You won't receive Mattermost notifications in the desktop app. You can change this preference by editing the server connection to manage your notification permissions.

#### Note

You may also need to enable notifications in Windows, macOS, or Linux for Mattermost by changing your System Preferences.

## Badge-based notifications

Mattermost desktop app icons display the following types of badges:

- A numbered badge for unread direct group messages, @mentions, and keywords you're actively watching.



- A dot badge for unread activity.



## Banner alerts

Banner alerts in the desktop app are popup windows that display for a limited time in the top right corner of your screen that summarizes the new activity.

## Notification sounds

By default, desktop app notifications include audible sounds.

## Customize your notifications

By default, you are notified when you're @mentioned, when you receive a direct or group message, or for matches to keywords you're following.

Want to receive notifications about replies to threads you're following? Select **Notify me about replies to threads I'm following**.

Want notifications for all new messages? Select **Desktop and mobile notifications > All new messages**

Desktop app users can also customize their desktop app experience further based on their platform operating system.

## Change or disable sounds

You can change or disable notification sounds by going to **Desktop notification sounds > Message notification sound**.

## Incoming Call notifications

Want to hear a sound when a Mattermost call starts? If your Mattermost admin enables this Beta feature, you can choose the sound that plays when a call is started within a direct or group message by going to **Desktop notification sounds > Incoming call sound**.

## Disable all desktop notifications

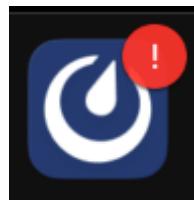
Select **Desktop and mobile notifications > Nothing** to disable all desktop and web notifications.

Clear the **Use different settings for my mobile devices** to additionally disable all Mattermost mobile notifications everywhere you use Mattermost.

Additionally, macOS users can disable notifications for all unread activity in the desktop app by customizing your desktop app experience to disable the **Show red badge on Dock icon to indicate unread messages** option.

## Frequently asked questions

### What does a Mattermost icon with an exclamation point mean?



A Mattermost icon with an exclamation point means that you're logged out of at least 1 Mattermost server you connect to using the desktop app. Log back in to any servers as needed. See the [Connect to multiple workspaces](#) documentation for details.

If the icon continues to display, refresh the **Playbooks** and/or **Boards** tabs located at the top of the desktop app window.

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# Manage your display options

You can customize Mattermost display options based on your preferences.

- Using Mattermost in a web browser or the desktop app, select the gear icon



next to your profile picture, then go to **Display**.

- On the Mattermost mobile app, tap your profile picture, and then tap **Settings > Display**.

## Theme

### Web/Desktop

Select **Theme** to apply a different look and feel to Mattermost.

Select **Theme Colors** to select one of 5 standard themes designed by the Mattermost team. Or, select **Custom Theme** to customize a standard theme even further.

See the [customize your theme documentation](#) for more information.

### Mobile

Tap **Theme** to select one of 5 standard Mattermost themes.

#### Note

You can define a custom theme using Mattermost in a web browser or the desktop app. See the [customize your theme documentation](#) for more information.

## Threaded discussions

Threaded discussions offers an enhanced experience for users communicating in threads and replying to messages. Threaded discussions are generally available in Mattermost Cloud and from self-hosted Mattermost v7.0, and are enabled by default for all new Mattermost deployments.

Depending on how your system admin has configured threaded discussions for your workspace, it may already be enabled for you, or you may be able to enable this feature for your account. See our organize conversations using threaded discussions documentation to learn more about working with threaded discussions.

Web/Desktop

Select **Threaded discussions > Edit** to manage this option.

Mobile

Tap **Threaded discussions** to manage this option.

## Clock display

You can customize how time is displayed in Mattermost.

Web/Desktop

Select **Clock Display > Edit** to display time in Mattermost using a 12-hour or 24-hour convention.

Mobile

Tap **Clock Display** to display time in Mattermost using a 12-hour or 24-hour convention.

## Teammate name display

You can customize how names are displayed in Mattermost unless your system admin has disabled your ability to do so.

Web/Desktop

Select **Teammate Name Display > Edit** to control how names are displayed in Mattermost. Options include: username, nickname (if it exists), or first and last name.

#### Mobile

This option isn't something you can set using the mobile app.

## Show online availability on profile images

You can show or hide availability on profile pictures in Mattermost.

#### Web/Desktop

Select **Show online availability on profile images > Edit** to show or hide availability in Mattermost.

#### Mobile

This option isn't something you can set using the mobile app.

## Share last active time

By default, Mattermost shows when you were last online in your profile and in direct message channel headers, unless your system admin has disabled this option.

#### Web/Desktop

Select **Share last active time > Edit** to show or hide when you were last online in Mattermost.

#### Mobile

This option isn't something you can set using the mobile app.

## Timezone

You can customize the timezone used for timestamps in Mattermost and in email notifications.

#### Web/Desktop

Select **Timezone > Edit** to select your timezone.

Mobile

Tap **Timezone** to set your timezone automatically based on your mobile device preference.

## Website link previews

You can control whether website link previews in Mattermost show a preview of the website content directly below the message.

Note

Your system admin must enable this feature. It's disabled by default. Once enabled, only the first web link in a message creates a preview of the website.

Web/Desktop

Select **Website Link Previews > Edit** to show or hide website previews in messages.

Mobile

This option isn't something you can set using the mobile app.

## Default appearance of image previews

When messages in Mattermost include images, you can control whether an image preview displays directly below the message for image attachments, image link previews, and in-line images over 100px in height.

Web/Desktop

Select **Default Appearance of Image Previews > Edit** to expand or collapse all image links and image attachments.

**Tip**

This setting can also be controlled using the slash commands `/expand` and `/collapse`.

**Mobile**

This option isn't something you can set using the mobile app.

## Message display

You can control how messages in a channel are displayed.

**Web/Desktop**

Select **Message Display > Edit** to display standard or compact messages.

**Tip**

**Compact** mode fits more messages on the screen by decreasing the spacing around posts, collapsing link previews, and hiding thumbnails so that only file names are shown. Some formatting types, such as block quotes and headings, are also reduced in size.

When you select **Compact**, usernames are colorized by default, and username colors are consistent for all users. Disable the **Colorize usernames** option to display all usernames in a single color instead.

**Mobile**

This option isn't something you can set using the mobile app.

## Click to open threads

By default, Mattermost opens reply threads in the right pane when you select any part of a message. You can change this default behavior.

## Web/Desktop

Select **Click to open threads > Edit** to disable the default behavior of opening reply threads in the right pane automatically. You'll need to select the replies count to open a reply thread.

## Mobile

This option isn't something you can set using the mobile app.

## Channel display

You can control the width of the center channel area in Mattermost.

## Web/Desktop

Select **Channel Display > Edit** to specify the center channel as fixed width and centered, or full width.

## Mobile

This option isn't something you can set using the mobile app.

## Quick reactions on messages

By default, you can hover over messages to react using recently-used emojis. You can hide your recently-used emojis instead if preferred.

## Web/Desktop

Select **Quick reactions on messages > Edit** to hide your recently-used emojis.

## Mobile

This option isn't something you can set using the mobile app.

## Render emoticons as emojis

From Mattermost v10.10, you can choose whether to automatically convert text emoticons to emoji characters in your messages. This feature is enabled by default, so that text-based emoticons like `:)` or `:D` are displayed as their

corresponding emoji images. Disable this auto-rendering if you prefer to keep emoticons as text.

#### Web/Desktop

Select **Render emoticons as emojis > Edit** to disable automatic conversion of emoticons to emojis in your messages.

#### Mobile

This option isn't available in the mobile app.

## Language

You can control what language Mattermost displays in. Options include:

- Deutsch - German
- English (U.S.)
- English Australian
- Español - Spanish
- Français - French
- Italiano - Italian
- Magyar - Hungarian
- Nederlands - Dutch
- Polski - Polish
- Português (Brasil) - Portuguese
- Română - Romanian
- Svenska - Swedish
- Tiếng Việt - Vietnamese
- Türkçe - Turkish
- български - Bulgarian

- Русский - Russian
- Українська - Ukrainian
- فارسی - Persian
- 한국어 - Korean
- 中文 (简体) - Simplified Chinese
- 中文 (繁體) - Traditional Chinese
- 日本語 - Japanese

## Web/Desktop

Select **Language > Edit** to set the display language in Mattermost.

## Mobile

This option isn't something you can set using the mobile app. However, when you change the display language using a web browser or the desktop app, that language selection is also applied to the mobile app.

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      - Mobile

- Show online availability on profile images
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  - Render emoticons as emojis
  - Language

# Manage your @mention and keyword notifications

---

You're notified in a web browser, the desktop app, and on your mobile device, when you're @mentioned by your username or first name, @mentioned as part of a user group, and for matches to keywords you're following.

You're also notified when someone uses channel-wide @mentions including @channel and @all, as well as @here.

For all other messages, channels appear bolded to indicate unread activity.

## Customize notification keywords

Using a web browser or the desktop app, you can customize keywords to trigger notifications. Keywords aren't case-sensitive.

For example, you can receive notifications for all messages and threads related to a specific topic, project name, or customer.

The screenshot shows the Mattermost Settings interface. On the left, a sidebar lists 'Notifications' (selected), 'Display', 'Sidebar', and 'Advanced'. The main content area is titled 'Notifications' and includes sections for 'Desktop Notifications', 'Email Notifications', 'Mobile Push Notifications', 'Keywords That Trigger Notifications', 'Keywords That Get Highlighted (Without Notifications)', and 'Automatic Direct Message Replies'. Each section has a description and an 'Edit' button. A note at the bottom of the list says: '#new-pull-request by @carrie.warner [mattermost/docs] Pull request #6817 Added missing redirect: File Sharing & Downloads was merged by @carrie.warner.' Another note below it says: 'github BOT 01:10 [mattermost/mattermost-developer-documentation] Pull request #1316 Fix indentation for correct building of tips section'. At the bottom, there's a 'Write to Documentation' input field and a toolbar with icons for bold, italic, code, heading, quote, link, image, and table.

### Tip

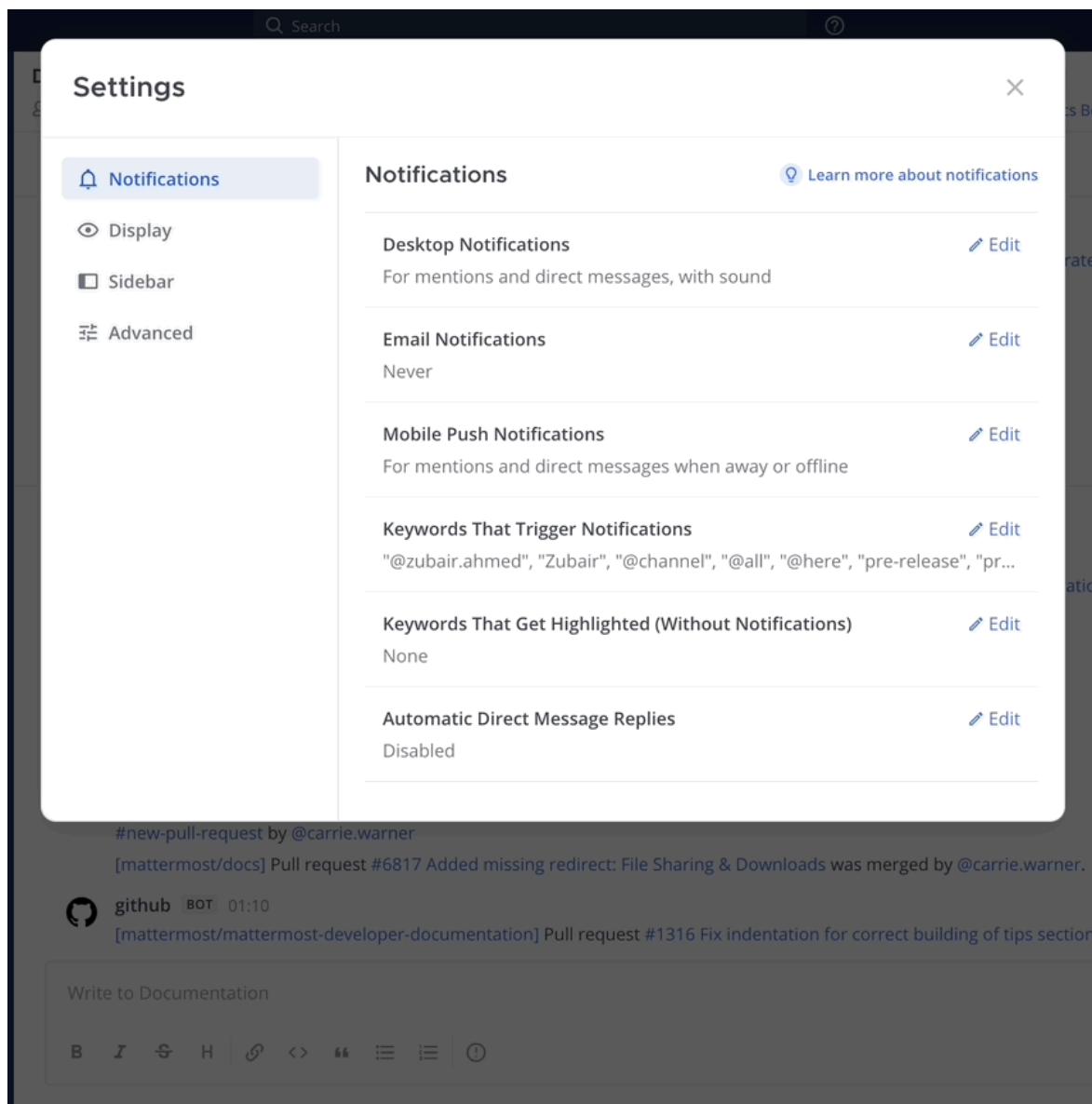
Separate multiple keywords using commas or by pressing Tab, and use Backspace to manage keywords.

## Passively track keywords (no notification)

### Note

From Mattermost v9.3, Mattermost Enterprise and Professional customers interested calling attention to specific topics of interest across channels can do so without sending notifications to a Mattermost client.

Using a web browser or the desktop app, you can passively track key terms by specifying single or multiple words to be highlighted in all channels you're a member of. Keywords and phrases are automatically highlighted using a color based on your Mattermost theme.



The screenshot shows the Mattermost Settings interface. On the left, there's a sidebar with tabs: Notifications (selected), Display, Sidebar, and Advanced. The main content area is titled "Notifications". It contains several sections with edit links:

- Desktop Notifications**: For mentions and direct messages, with sound. Edit link.
- Email Notifications**: Never. Edit link.
- Mobile Push Notifications**: For mentions and direct messages when away or offline. Edit link.
- Keywords That Trigger Notifications**: "@zubair.ahmed", "Zubair", "@channel", "@all", "@here", "pre-release", "pr...". Edit link.
- Keywords That Get Highlighted (Without Notifications)**: None. Edit link.
- Automatic Direct Message Replies**: Disabled. Edit link.

Below the settings, there are two notifications from GitHub:

- #new-pull-request by @carrie.warner
- [mattermost/docs] Pull request #6817 Added missing redirect: File Sharing & Downloads was merged by @carrie.warner.

At the bottom, there's a "Write to Documentation" section with a rich text editor toolbar.

## On this page

- Manage your @mention and keyword notifications
  - Customize notification keywords
  - Passively track keywords (no notification)

# Manage your mobile notifications

## Enable notifications

From Mattermost v9.9, Mattermost prompts you to enable notifications in the mobile app the first time you open the app.

When you enable notifications, you'll start receiving notifications for all Mattermost activity with badges, and push notifications. See the section below on customizing your notifications based on how you prefer to be notified about Mattermost activity on your mobile device.

### Note

You may also need to enable notifications in iOS or Android for Mattermost by changing your device preferences.

## Badge-based notifications

Mattermost mobile app icons display numbered badges for unread direct and group messages, and @mentions, keywords you're actively watching.



### Note

- The Mattermost mobile app doesn't display dot badges indicating other unread activity by design. The activity you're directly involved in is prioritized over other activity.
- Android users may see Mattermost notifications in the Android Notification Shade while the Mattermost icon shows no badge. This is because the Android notification system may also display badges for unread activity.

## Push notifications

You'll see mobile push notification messages on your device as follows:

- **iOS:** On the Lock Screen, Notification Center, and as Banners/Alerts based on your iOS settings.
- **Android:** On the Lock Screen, Notification Shade, and as Banners/Heads-Up Notifications based on your Android settings.

## Customize your notifications

You can manage your mobile notifications in both the desktop app and the mobile app.

### Desktop app

In the desktop app, manage your mobile notification preferences by selecting the **Settings**



icon located in the top right corner of the screen, and select **Notifications > Desktop and mobile notifications**.

By default, you receive mobile notifications for @mentions, direct messages, and group messages when your Mattermost availability is Online, Away, or

Offline. You won't receive Mattermost notifications on your device if you're actively using Mattermost in a web browser.

- Want to receive fewer mobile notifications? Under **Trigger mobile notifications when I am**, select **Away or Offline** or **Offline**.
- Want different desktop and mobile notifications? Select **Use different settings for my mobile devices**, and then select **All new messages**, or **Mentions, direct messages and group messages**.

#### Mobile app

In the mobile app, tap your profile picture, then tap **Settings > Notifications**.

- Tap **Mentions** to disable notifications based on keywords that trigger mentions, including first name, username, channel-wide @mentions, and keywords you've specified.
- Tap **Push Notifications** to choose what to be notified about.

You can also manage email notifications and send automatic replies to direct messages directly from your device.

## Incoming Call notifications

Want to hear a sound on your mobile device when a Mattermost call starts? If your Mattermost admin enables this Beta feature, select **Call Notifications** to choose the sound that plays when a call is started within a direct or group message you're participating in.

### Tip

- From Mattermost mobile app v2.19, incoming call sounds also include device vibration, as well as vibration-only when your device is in silent mode.
- If you prefer a separate call sound on mobile, your mobile change applies only to your mobile device.

## Disable all mobile notifications

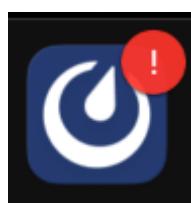
To disable all Mattermost mobile notifications, tap **Push Notifications > Nothing**.

## Frequently asked questions

### Are mobile notification counts the same as other Mattermost clients?

No. You're only notified of unread threads with @mentions on your mobile device. You're not notified of general unread activity on mobile.

### What does a Mattermost icon with an exclamation point mean?



A Mattermost icon with an exclamation point means that you're logged out of at least 1 Mattermost server you connect to using the mobile app. Log back in to any servers as needed. See the Connect to multiple workspaces documentation for details.

On this page

- Manage your mobile notifications
  - Manage your mobile notifications
    - Enable notifications
    - Badge-based notifications
    - Push notifications
    - Customize your notifications
      - Desktop app
      - Mobile app
      - Incoming Call notifications
  - Disable all mobile notifications

- Frequently asked questions
  - Are mobile notification counts the same as other Mattermost clients?
  - What does a Mattermost icon with an exclamation point mean?
- Enable notifications
- Badge-based notifications
- Push notifications
- Customize your notifications
  - Incoming Call notifications
  - Disable all mobile notifications
- Frequently asked questions
  - Are mobile notification counts the same as other Mattermost clients?
  - What does a Mattermost icon with an exclamation point mean?

# Manage your notifications

Mattermost notifies you of new activity you're directly involved in. How you're notified depends on what Mattermost client you're using, the type of Mattermost activity you're being notified about, and how you prefer to be notified.

[Mattermost Academy Learn about notifications \(https://mattermost.com/pl/mattermost-academy-notifications-training\)](https://mattermost.com/pl/mattermost-academy-notifications-training)

Tip

## Missing notifications?

- You may need to grant permissions in the Mattermost client to show notifications. Learn how to grant permissions within the web browser, desktop app, or mobile app based on your preferred Mattermost client.
- In addition, visit our troubleshoot notifications documentation for guidance on ensuring you receive Mattermost notifications.

## You're in control

You are in control of how, when, and where you're notified of activity that matters to you based on how you prefer to work and collaborate. To access notification preferences:

- In a web browser or the desktop app, select the **Settings**



icon located in the top right corner of the screen to manage your notification preferences.

- On mobile, tap your profile picture, then tap **Settings > Notifications**.

See the Default notifications table below for details on customizing your notification experience based on your preferred Mattermost client.

### Tip

From Mattermost v9.8, your desktop and mobile notification preferences have been combined together under **Notifications**. If you're using an older Mattermost release and older Mattermost clients, you'll find separate preferences for desktop and mobile.

## Default notifications

Mattermost notifies you of new activity, including unread activity, direct and group messages, and @mentions, keywords you're actively watching, thread replies, and unread activity in specific channels.

The table below lists the types of notifications you can expect to see and hear in Mattermost. Select your preferred Mattermost clients to learn more about notifications for that client.

| <b>Notification Type</b>                                                                                      | <b>What it Means</b>                                                                                                               | <b>Which Mattermost Clients?</b> |
|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| Icon badge (dot)<br><br>     | You have unread activity in at least 1 channel you're a member of                                                                  | Web, Desktop                     |
| Icon badge (number)<br><br> | You have at least 1 unread message with an @mention, or a match to a keyword you're watching                                       | Web & Desktop & Mobile           |
| Banner alert popups                                                                                           |                                                                                                                                    | Web & Desktop                    |
| Push notifications                                                                                            |                                                                                                                                    | Mobile                           |
| Alert sounds                                                                                                  | You have at least 1 unread message with an @mention, a match to a keyword you're watching, or replies to a thread you're following | Web, Desktop, & Mobile           |

## Email notifications

When your admin enables email notifications, Mattermost notifications are sent to you via email for @mentions and direct messages as soon as you're away from Mattermost for 5 minutes.

You can also opt in to be notified by email about thread replies you're following.

Additionally, if your admin enables email batching, email-based notifications are batched, and you can customize how frequently you receive batched notifications by going to **Settings > Notifications > Email notifications**. The default frequency is 15 minutes. Choosing every 15 minutes or every hour will reduce the number of emails you receive.

Disable email notifications by going to **Settings > Notifications > Email notifications** and changing **On** to **Off**.

## Missing notifications?

Visit the Mattermost [notifications Knowledge Base article](https://support.mattermost.com/hc/en-us/articles/19161390661780-Troubleshooting-Mattermost-Notifications) (<https://support.mattermost.com/hc/en-us/articles/19161390661780-Troubleshooting-Mattermost-Notifications>) for additional troubleshooting tips and tricks.

On this page

- Manage your notifications
  - You're in control
  - Default notifications
    - Email notifications
  - Missing notifications?

# Manage your plugin preferences

Using Mattermost in a web browser or the desktop app, you can customize Mattermost plugin preferences for Microsoft Teams and Calls by selecting **Settings**



next to your profile picture.

## Microsoft Teams plugin preferences

Select **MS Teams** to connect your Mattermost and Microsoft Teams accounts, and manage notification preferences for Microsoft Teams chats and group chats. See the [connect your account](#).

### Tip

Download our [Mattermost for Microsoft Teams datasheet \(\)](#) to learn how Mattermost helps your organization get more from your Microsoft tools.

## Calls plugin preferences

Select **Calls** to specify the audio devices, including microphone and speaker, used for Mattermost calls.

### Tip

Download our [Mattermost Calls datasheet \(\)](#) to learn how Calls make it easy for teams to adapt their communication to a wider variety of situations.

## On this page

- Manage your plugin preferences
  - Microsoft Teams plugin preferences
  - Calls plugin preferences

## Manage your Mattermost profile

---

Select your profile picture and select **Profile** to manage the details of your Mattermost profile, including your name, username, nickname, email, and profile picture.

Your Mattermost system admin may define custom user profile fields that you can personalize. Additionally, some of your profile information may be pulled from another source, which means you won't be able to modify it in Mattermost. Contact your Mattermost system admin for assistance.

| <b>Profile setting</b>     | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Full, first, and last name | Your name appears in the direct messages member list and team management modal. By default, you'll receive mention notifications when someone types your first name in a message.                                                                                                                                                                                                                                                                                                             |
| Username                   | <p>Usernames are unique identifiers appearing next to all posts. Usernames must begin with a letter, and contain between 3 to 22 lowercase characters made up of numbers, letters, and the symbols <code>.</code>, <code>-</code>, and <code>_</code>.</p> <p>Pick something easy for teammates to recognize and recall. By default, you'll receive mention notifications when someone types your username. Changing your username won't change your existing @mentions in sent messages.</p> |
| Nickname                   | <p>(Optional) Nicknames appear in the direct messages member list and team management modal. Your nickname can be up to 64 characters long.</p> <p>You won't be notified when someone types your nickname unless you add your nickname to the list of <b>Keywords that Trigger Notifications</b> as a notification preference.</p> <p>From Mattermost v10.8, nicknames display in threaded discussions when available.</p>                                                                    |
| Position                   | (Optional) Position can be used to describe your role or job title. Your position appears in the profile popup that displays when you select a user's name in the center channel or right-hand sidebar.                                                                                                                                                                                                                                                                                       |
| Email                      | Email is used for signing in, notifications, and password reset.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Profile picture            | Profile pictures appear next to all posts, and you can select your profile picture to access your profile settings. To change your profile picture:                                                                                                                                                                                                                                                                                                                                           |

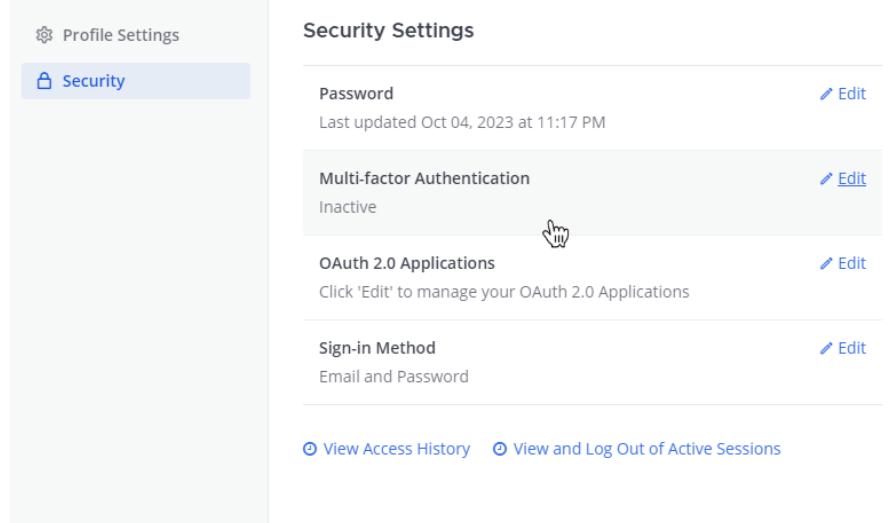
| <b>Profile setting</b> | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                        | <p><b>Using the web or the desktop app</b></p> <ol style="list-style-type: none"><li>1. Select <b>Edit</b> next to the <b>Profile Picture</b> option.</li><li>2. Choose <b>Select</b>, pick the profile image you want to use, and select <b>Save</b>.</li></ol> <p><b>Using the mobile app</b></p> <ol style="list-style-type: none"><li>1. Tap your current profile picture.</li><li>2. Take a photo using your device, or select an image to use.</li></ol> <div data-bbox="441 855 1362 1170" style="background-color: #e0f2e0; padding: 10px;"><p><b>Tip</b></p><p>For best results, choose an image that's at least 128 x 128 pixels in size. Supported image formats include: BMP, JPG, JPEG, and PNG. GIF isn't supported.</p></div> |

## Manage your security preferences

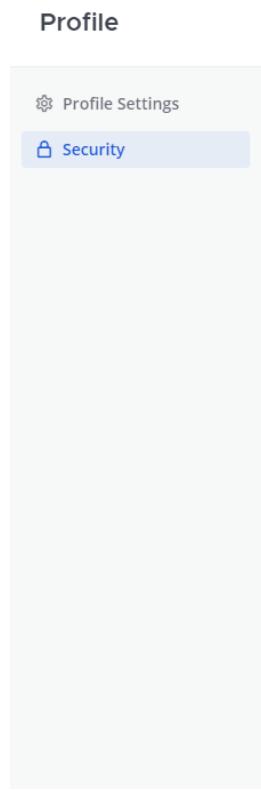
---

Select your profile picture, select **Profile**, and then select **Security** to configure your password, view access history, and to view or logout of active sessions.

| <b>Security setting</b>           | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Password                          | <p>You may change your password if you've logged in by email using Mattermost in a web browser or using the desktop app.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p><b>Note</b></p> <p>If you sign in to Mattermost using a single sign-on service, you must update your password through your SSO service account.</p> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Multi-factor authentication (MFA) | <p>If your system admin has enabled multi-factor authentication (MFA), you can require a passcode in addition to your password to log-in to your Mattermost account.</p> <p>You'll need to download a MFA passcode generation app, such as Google Authenticator or a similar app, and then set-up MFA in your Mattermost account.</p> <p><b>Download a passcode generation app</b></p> <ul style="list-style-type: none"> <li>• Download Google Authenticator for an Apple device from <a href="https://apps.apple.com/us/app/google-authenticator/id388497605">iTunes</a> (<a href="https://apps.apple.com/us/app/google-authenticator/id388497605">https://apps.apple.com/us/app/google-authenticator/id388497605</a>)</li> <li>• Download Google Authenticator for an Android device from <a href="https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;hl=en">Google Play</a> (<a href="https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;hl=en">https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&amp;hl=en</a>)</li> </ul> <p><b>Enable MFA in Mattermost</b></p> <ol style="list-style-type: none"> <li>1. Open Mattermost in a web browser or the desktop app.</li> <li>2. In Mattermost, from your profile picture, select <b>Profile &gt; Security</b>.</li> <li>3. Under <b>Multi-factor Authentication</b>, select <b>Edit</b>.</li> </ol> |

| <b>Security setting</b> | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         |  <p>Profile</p> <p>Profile Settings</p> <p>Security</p> <h3>Security Settings</h3> <ul style="list-style-type: none"> <li>&gt;Password <a href="#">Edit</a><br/>Last updated Oct 04, 2023 at 11:17 PM</li> <li>Multi-factor Authentication <a href="#">Edit</a><br/>Inactive</li> <li>OAuth 2.0 Applications <a href="#">Edit</a><br/>Click 'Edit' to manage your OAuth 2.0 Applications</li> <li>Sign-in Method <a href="#">Edit</a><br/>Email and Password</li> </ul> <p><a href="#">View Access History</a> <a href="#">View and Log Out of Active Sessions</a></p> |

#### 4. Select **Add MFA to Account**.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Profile</p> <p>Profile Settings</p> <p>Security</p> <h3>Security Settings</h3> <ul style="list-style-type: none"> <li>Password <a href="#">Edit</a><br/>Last updated Nov 04, 2024 at 07:52 PM</li> <li>Multi-factor Authentication</li> </ul> <p><b>Add MFA to Account</b></p> <p>Adding multi-factor authentication will make your account more secure by requiring a code from your mobile phone each time you sign in.</p> <p><a href="#">Cancel</a></p> | <p>OAuth 2.0 Applications <a href="#">Edit</a><br/>Click 'Edit' to manage your OAuth 2.0 Applications</p> <p>Personal Access Tokens <a href="#">Edit</a><br/>Click 'Edit' to manage your personal access tokens</p> <p><a href="#">View Access History</a> <a href="#">View and Log Out of Active Sessions</a></p> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>5. Scan the QR code or enter the <b>Secret</b> provided by Mattermost into the authenticator app.</p>                                                                                                                                                                                                           |

| <b>Security setting</b>             | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                     | <p>6. In Mattermost, enter the <b>MFA Code</b> generated by the authenticator app.</p> <p>7. Select <b>Save</b>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Sign-in method                      | <p>This option allows you to switch your login method between using email/username and password and single sign-on credentials.</p> <p>You can configure this setting using Mattermost in a web browser or using the desktop app.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p><b>Note</b></p> <p>While you can choose to log in with either set of credentials, you can only enable one login method at a time. For example, if AD/LDAP single sign-on is enabled, you can select <b>Switch to using AD/LDAP</b>, and enter your AD/LDAP credentials to switch login over to AD/LDAP. You'll need to enter the password for your email account to verify your existing credentials. Following the change, you'll receive an email to confirm the action.</p> </div> |
| View access history                 | <p>The details of the Session ID, which is a unique identifier for each Mattermost browser session, and IP Address of the action is recorded for audit log purposes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| View and log out of active sessions | <p>Sessions are created when you log in with your credentials a new browser on a device. Sessions let you use Mattermost for up to 30 days without having to log in again.</p> <p>Using Mattermost in a browser or using the desktop app:</p> <ul style="list-style-type: none"> <li>• Select <b>Logout</b> during an active session if you want to revoke automatic login privileges for a specific browser or device.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                    |

| <b>Security setting</b> | <b>Description</b>                                                                                            |
|-------------------------|---------------------------------------------------------------------------------------------------------------|
|                         | <ul style="list-style-type: none"><li>• Select <b>More Info</b> to view browser and system details.</li></ul> |

# Manage your sidebar options

Using Mattermost in a web browser or the desktop app, you can customize your Mattermost sidebar based on your preferences. Select the gear icon



next to your profile picture, then select **Sidebar**.

Your channel sidebar includes enhanced sidebar features, including custom, collapsible channel categories, drag and drop, unread filtering, channel sorting options, and more.

## Note

- The following sidebar settings apply to your current sidebar only.
- You must manage sidebar settings individually for every team you're a member of.
- You can manage these settings in a web browser or the desktop app. You can't manage these channel sidebar settings using the Mattermost mobile app.

## Group unread channels separately

You can control whether unread channels are grouped together separately in the channel sidebar, unless your system admin has disabled your ability to do so.

Select **Sidebar Settings > Group unread channels separately > Edit** to group unread channels at the top of the channel sidebar in an **Unreads** category.

## Number of direct messages to show

You can set the default number of direct messages to show in the channel sidebar.

Select **Sidebar Settings > Number of direct messages to show > Edit** to define a default number of direct messages.

You can update the number of direct messages displayed in the channel sidebar at any time, regardless of the default you set. See the manage direct messages documentation for details.

On this page

- Manage your sidebar options
  - Group unread channels separately
  - Number of direct messages to show

# Manage your thread reply notifications

You're notified in a web browser, the desktop app, and on your mobile device, for threads you're following when you're @mentioned or the messages contain a keyword you're tracking.

## Tip

- Mattermost auto-follows you on all direct and group messages, any thread you start, as well as any thread where you've been @mentioned directly.
- You can choose to follow or unfollow any thread at any time.

You won't receive notifications for threads you're not following, or thread replies when they don't @mention you directly. However, blue message indicators show you unread thread replies you're not following in a given public or private channel.

For all other messages, a channel appears bolded to indicate unread messages.

## Customize your notifications

### Follow all threads in channels automatically

You can follow all threads in a channel automatically by going to **Channel Settings > Notification Preferences > Follow all threads in this channel** and enable the **Automatically follow threads in this channel**.

## Get notified when threaded discussions are disabled

If your organization doesn't use threaded discussions, or you have opted out of threaded discussions, you can configure Mattermost to notify you when someone replies to a thread you started, or have participated in. Go to **Settings > Notifications > Reply notifications** to choose one of 3 options:

- Receive notifications for messages in reply threads that you either start or participate in.
- Receive notifications on messages, but only in threads that you start.
- Don't receive notifications on messages in reply threads unless you're directly @mentioned.

## Send automatic replies to direct messages

Want to automatically reply to direct messages when you're out of office? When your system admin enables the ability for you to do so, you can configure Mattermost to send custom replies to direct messages by going to **Settings > Notifications > Automatic Direct Message Replies**, selecting **Enable**, and composing your automatic reply message.

## Frequently asked questions

### Are thread notification counts the same across all Mattermost clients?

No. Mobile app notifications only indicate unread threads with @mentions, and not general unread activity.

Using Mattermost in a web browser or the desktop app, the **Threads** list bolds unread threads that don't contain @mentions.

On this page

- Manage your thread reply notifications
  - Customize your notifications
    - Follow all threads in channels automatically
    - Get notified when threaded discussions are disabled

- Send automatic replies to direct messages
- Frequently asked questions
  - Are thread notification counts the same across all Mattermost clients?

# Manage your web notifications

## Enable notifications

From Mattermost v9.10, Mattermost prompts you to grant permission to your web browser to show notifications.

ⓘ We need your permission to show desktop notifications. [Enable notifications](#)

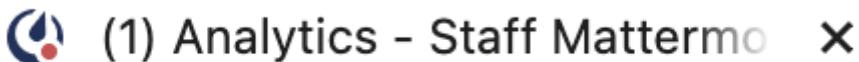
- When you select **Enable notifications**, you won't be asked again. You'll start receiving notifications in your web browser for all Mattermost activity with badges and sounds. See the section below on customizing your notifications based on how you prefer to be notified about Mattermost activity in a web browser.
- If you dismiss this prompt, you won't receive Mattermost notifications in the web browser, and you'll be prompted again the next time you open Mattermost in a web browser, or go to **Settings > Notifications > Desktop and mobile notifications**.
- If you select **Deny** or **Deny Permanently**, you won't be asked again. You won't receive Mattermost notifications in the web browser. You can change this preference by granting notification permissions for Mattermost in the web browser.

## Badge-based notifications

In a web browser, Mattermost icons display the following types of badges:

- Numbered badges for unread direct group messages, @mentions, and keywords you're actively watching.

A red dot badge means you have unread @mentions, keywords, direct messages, and group messages.



A black dot badge means you have unread activity in channels you're a member of.



QA: Test Automation Reports X

## Notification sounds

By default, web-based notifications include audible sounds.

## Customize your notifications

### Tip

Mattermost notification settings labeled as Desktop also configure your web-based notifications when using Mattermost in a web browser.

## Reduce web notifications

To reduce the number of notifications you receive, select **Desktop and mobile notifications > Mentions, direct messages, and group messages**, and save your changes. You can set this preference across all channels or for specific channels.

With limited notifications enabled, you can also choose to receive notifications about replies to threads you're following by selecting **Notify me about replies to threads I'm following**.

## Change or disable sounds

You can change or disable notification sounds by going to **Desktop notification sounds > Message notification sound**.

## Incoming Call notifications

Want to hear a sound when a Mattermost call starts? If your Mattermost admin enables this Beta feature, you can choose the sound that plays when a call is started within a direct or group message by going to **Desktop notification sounds > Incoming call sound**.

## Disable all web notifications

Select **Desktop and mobile notifications > Nothing** to disable all web and desktop notifications.

Clear the **Use different settings for my mobile devices** to additionally disable all Mattermost mobile notifications everywhere you use Mattermost.

## Frequently asked questions

### Why am I prompted repeatedly enable notifications I don't want?

Mattermost will continue to prompt you to grant permission to the browser to show notifications until you respond to the prompt. If you want to disable all Mattermost notifications, select **Enable notifications** when prompted, and then disable all Mattermost web notifications.

On this page

- Manage your web notifications
  - Enable notifications
  - Badge-based notifications
  - Notification sounds
  - Customize your notifications
    - Reduce web notifications
    - Change or disable sounds
    - Incoming Call notifications
    - Disable all web notifications
  - Frequently asked questions
    - Why am I prompted repeatedly enable notifications I don't want?

# Set your status and availability

---

Let your team know whether you're available by setting a custom status and your availability in Mattermost.

## Set a custom status

Set a custom status to display a descriptive status message and optional emoji next to your name in Mattermost. Other members can see your status anywhere they can see your name, such as the channel sidebar and in conversations. To set a custom status in Mattermost:

### Web/Desktop

1. Select your profile picture, then select **Set a custom status**.
2. Choose from a list of suggested statuses, or enter a new emoji and status. The Speech bubble emoji  is used by default if you don't specify an emoji. A custom status can be a maximum of 100 characters in length.
3. Specify when to clear your custom status.
4. Select **Set Status**.

### Mobile

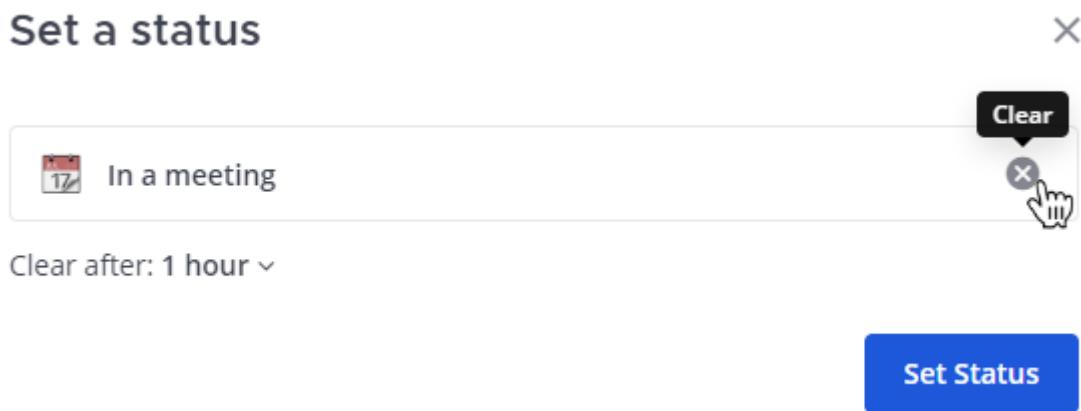
1. Select your profile picture, then selecting **Set a status**.
2. Choose from a list of suggested statuses, reuse a recent status, or tap to enter a status and select an emoji. The Speech bubble emoji  is used by default if you don't specify an emoji. A custom status can be a maximum of 100 characters in length.
3. Specify when to clear your custom status.
4. Tap **Done**.

**Tip**

- Custom statuses are enabled by default in Mattermost. System admins can disable this feature by going to **System Console > Site Configuration > Users and Teams > Enable Custom Statuses**. Disabling this feature also removes the `Update your status` prompts in Mattermost.

## Clear a custom status

To clear a custom status, select your profile picture, then select **Clear Status**, or select the **Clear** option next to your current status.



## Set your availability

To set your availability, select your profile picture, then specify your availability as **Online**, **Away**, **Do Not Disturb**, or **Offline**.

| <b>Availability</b>                                                                                | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Online           | <p>Online:</p> <ul style="list-style-type: none"> <li>• Set automatically for you when you're active on Mattermost using a browser, the desktop app, or the mobile app.</li> <li>• When using the desktop app, any mouse or keyboard activity keeps your availability set to <b>Online</b>.</li> <li>• By default, notifications are sent to the browser, the desktop app, and the mobile app.</li> </ul>                                                                                                                                                                                                                   |
|  Away             | <p>Away:</p> <ul style="list-style-type: none"> <li>• Set automatically for you when you've been inactive for more than 5 minutes. System admins can change this value using an experimental configuration setting called user status away timeout.</li> <li>• You're inactive in Mattermost when you're not: typing in or navigating between channels, switching to another browser tab, or when you've minimized or moved the browser window to the background.</li> <li>• You can manually set yourself as <b>Away</b> any time.</li> <li>• By default, notifications are sent to your Mattermost mobile app.</li> </ul> |
|  Do Not Disturb | <p>Do Not Disturb:</p> <ul style="list-style-type: none"> <li>• Set your availability as <b>Do Not Disturb</b> any time you don't want notifications for a period of time.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  Offline        | <p>Offline:</p> <ul style="list-style-type: none"> <li>• Set automatically for you when you exit the Mattermost desktop app or close the browser window, sleep or lock your computer, or on mobile when you change apps, close</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                   |

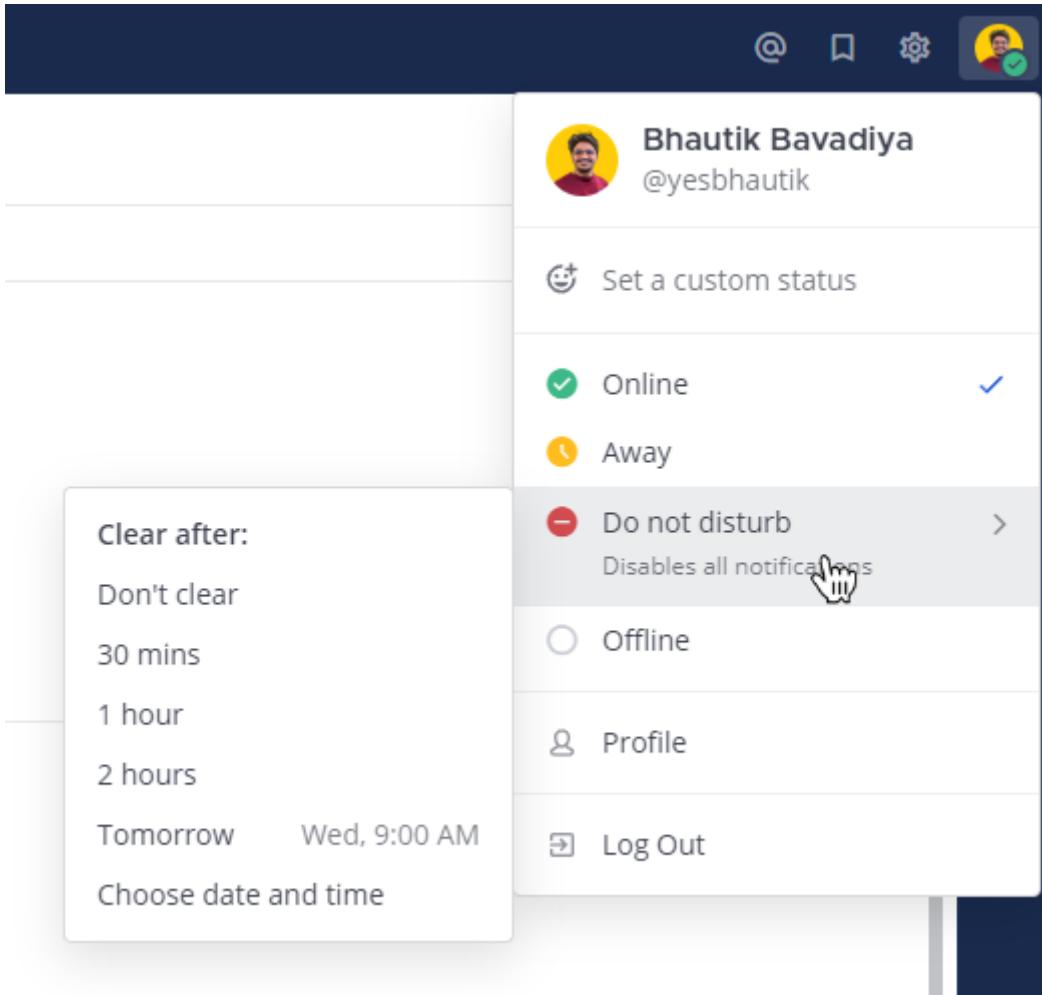
| <b>Availability</b> | <b>Description</b>                                                                                                                                                                                                                                           |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     | <p>the Mattermost mobile app, or lock your mobile device screen.</p> <ul style="list-style-type: none"><li>• You can manually set yourself as <b>Offline</b> any time.</li><li>• By default, notifications are sent to your Mattermost mobile app.</li></ul> |

Other members can see your availability anywhere they can see your name, such as the channel sidebar, within conversations, and within direct messages.

## Set your availability as Do Not Disturb

Set your availability to **Do Not Disturb** to disable all desktop, email, and push notifications when you are unavailable or need to concentrate.

You can specify how long to disable notifications by selecting a preset expiration, by setting a custom expiration, or by setting your status as **Don't clear**. Your availability automatically reverts to its previous setting once the expiration is reached (this may take up to five minutes).



## On this page

- Set your status and availability
  - Set your status and availability
    - Set a custom status
      - Web/Desktop
      - Mobile
      - Clear a custom status
    - Set your availability
      - Set your availability as Do Not Disturb
    - Set a custom status
      - Clear a custom status
    - Set your availability
      - Set your availability as Do Not Disturb

# Troubleshoot notifications

---

The Mattermost notifications you receive depend on your Mattermost preferences, the Mattermost client you're using, and the operating system (OS) you're running Mattermost on.

## Send yourself a test notification

From Mattermost v10.3, you can send yourself a test notification by selecting **Settings**



, and going to the **Notifications** options.

Under **Troubleshooting notifications** select the **Send a test notification** option. If notifications are working, you'll receive a system-bot direct message in Mattermost confirming that notifications are working.

If you don't receive a system-bot direct message, see the following sections for troubleshooting steps you can follow to ensure you're receiving the notifications you want.

## Check your Mattermost preferences

Start by ensuring that your Mattermost preferences have notifications enabled.

Desktop

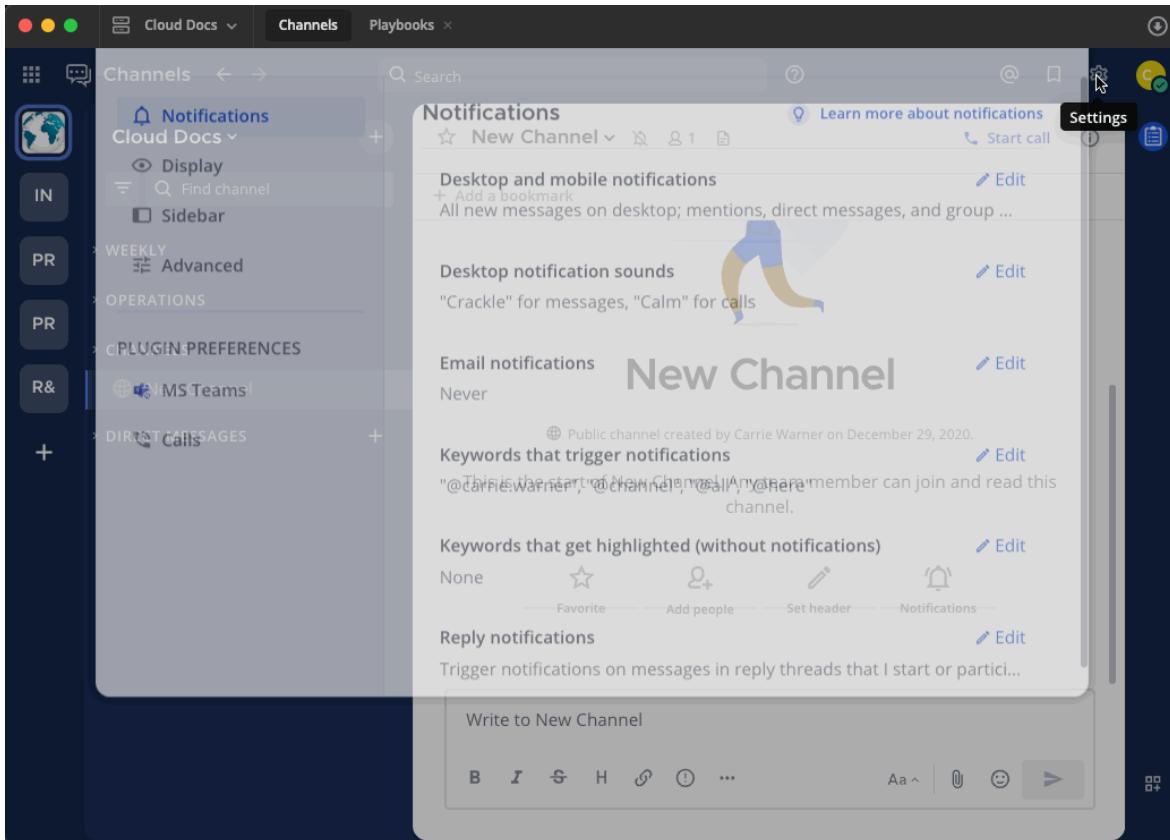
1. Select **Settings**



in the top right corner of Mattermost.

2. Select **Desktop and mobile notifications**.

If **Send notifications for** is set to **Nothing**, then Mattermost notifications are currently disabled. Select either the **All new messages** or **Mentions, direct messages, and group messages** option instead, and save your changes.



## Web

### 1. Select **Settings**



in the top right corner of Mattermost.

### 2. Select **Desktop and mobile notifications**.

If **Send notifications for** is set to **Nothing**, then Mattermost notifications are currently disabled. Select either the **All new messages** or **Mentions, direct messages, and group messages** option instead.

## Mobile

### 1. Tap on your profile picture in the bottom right corner of Mattermost.

### 2. Tap **Settings**



3. Tap **Notifications**.
4. Tap **Push Notifications**.
5. Ensure that **All new messages** or **Mentions, direct messages, and group messages** option is selected.
6. Under **Trigger push notifications when...**, select **Online, away or offline** to always receive notifications.

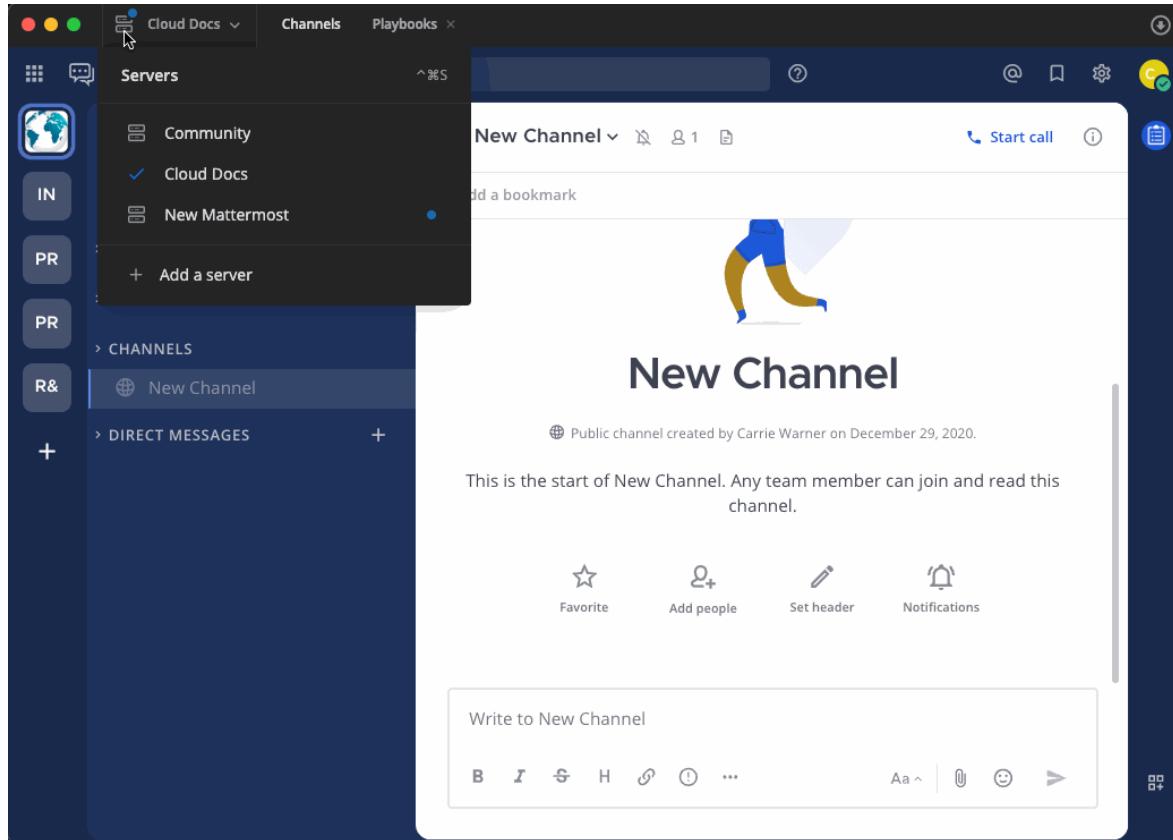
We recommend checking your Mattermost client settings next.

## Check your Mattermost client settings

### Desktop

Ensure notifications are enabled in your Mattermost server connection.

1. Select the Mattermost Server option in the top left of the desktop app, then edit the server details.
2. Under **Permissions**, enable **Notifications** and save your changes.



## Web

If you prefer to use Mattermost in a web browser, you must grant notification permissions for Mattermost in the web browser. If you don't, the web browser can block you from receiving Mattermost notifications.

Select the **Chrome**, **Edge**, **Firefox**, or **Safari** tab below based on your preferred web browser:

### Chrome

Grant notification permissions for Mattermost in your Chrome web browser.

1. From the Chrome menu, select **Settings**.
2. Select **Privacy and Security** in the left pane.
3. Expand **Site settings**.
4. Under **Permissions**, expand **Notifications**.
5. Enable the **Sites can ask to send notifications** option, and add your Mattermost workspace URL to the **Allowed to send notifications** list.

## Edge

Grant notification permissions for Mattermost in your Edge web browser.

1. From the Edge menu, select the **Settings and more (...)** option.
2. Select **Cookies and Site Permissions** in the left pane.
3. Under **All Permissions**, select **Notifications**.
4. Add your Mattermost workspace URL to the **Allow** section.

## Firefox

Grant notification permissions for Mattermost in your Firefox web browser.

1. From the Firefox menu, select **Settings**.
2. Select **Privacy and Security** in the left pane.
3. Under **Permissions**, select the **Settings** option for **Notifications**.
4. Enable notifications for your Mattermost workspace URL in the **Permissions** list.

## Safari

Grant notification permissions for Mattermost in your Safari web browser.

1. From the Safari menu, select **Preferences**.
2. Select **Websites** and select **Notifications** in the left pane.
3. Enable notifications for your Mattermost site.

## Mobile

Ensure that your mobile device isn't blocking device settings. Visit the **Android** or **iOS** tab below based on your mobile device type.

### Android

Ensure that your Android device isn't blocking Mattermost notifications by granting notification permission for Mattermost in device settings.

1. Open the Android **Settings app**, and tap **Application Manager**.
2. Locate **Google Play Services** and enable notifications for it.

### 3. Locate **Mattermost** and enable notifications for it.

Also ensure that your Android device isn't set to **Do Not Disturb** mode which is designed to block notifications. See the [Android help \(<https://support.google.com/android/answer/9069335#zippy=%2Cturn-interruptions-back-on>\)](https://support.google.com/android/answer/9069335#zippy=%2Cturn-interruptions-back-on) documentation to learn more.

#### iOS

Ensure that your iOS device isn't blocking Mattermost notifications by granting notification permission for Mattermost in device settings.

1. Open the iOS **Settings app** and tap **Notifications**.
2. In the list of apps, tap **Mattermost**.
3. Enable the **Allow notifications** toggle and set **Notification Delivery** to **Immediate Delivery**.

Also ensure that your iOS device isn't set to **Do Not Disturb** mode or a **Focus mode** designed to block notifications. See the [iOS support \(<https://support.apple.com/en-ca/105112>\)](https://support.apple.com/en-ca/105112) documentation to learn more.

We recommend checking your operating system settings next.

## Check your Operating System settings

The operating system you're running Mattermost on can also block Mattermost notifications. Select the **Linux**, **macOS**, or **Windows** tab based on your operating system:

#### Windows

If you're using Mattermost on a Windows machine, you must enable notifications from Mattermost and turn off both Do Not Disturb mode and Focus Assist. If you don't, Windows can block you from receiving Mattermost notifications.

1. Open **Windows Settings** and go to **System > Notifications & actions**.
2. Ensure that **Get notifications from apps and other senders**, is enabled.
3. Find Mattermost in the list and enable notifications.

Also ensure that Windows' **Do Not Disturb** mode and **Focus Assist** is turned off. See the Windows support documentation on [Do Not Disturb mode \(<https://support.microsoft.com/en-us/windows/turn-off-notifications-in-windows-during-certain-times-81ed1b25-809b-741d-549c-7696474d15d3>\)](https://support.microsoft.com/en-us/windows/turn-off-notifications-in-windows-during-certain-times-81ed1b25-809b-741d-549c-7696474d15d3) and [Focus Assist \(<https://support.microsoft.com/en-us/windows/make-it-easier-to-focus-on-tasks-0d259fd9-e9d0-702c-c027-007f0e78eaf2>\)](https://support.microsoft.com/en-us/windows/make-it-easier-to-focus-on-tasks-0d259fd9-e9d0-702c-c027-007f0e78eaf2) to learn more.

## Linux

If you're using Mattermost on a Linux machine, you must enable pop-up notifications from Mattermost and turn off Do Not Disturb mode. If you don't, Linux can block you from receiving Mattermost notifications.

1. Open **Settings**, then go to **Notifications**.
2. Enable the **Show Pop-up Notifications** option.
3. Enable the **Show Notification Center** to review and manage your Mattermost notifications.

Also ensure that **Do Not Disturb** mode is turned off.

## macOS

If you're using Mattermost on a macOS machine, you must enable application notifications for Mattermost and turn off focus mode. If you don't, macOS can block you from receiving Mattermost notifications.

1. Open **System Settings** and go to **Notifications**.
2. Under **Application Notifications**, ensure notifications are enabled.

Also ensure that macOS' **Focus mode** is turned off. See the Apple Support [Focus mode \(<https://support.apple.com/en-ca/guide/mac-help/mchl999b7c1a/mac>\)](https://support.apple.com/en-ca/guide/mac-help/mchl999b7c1a/mac) documentation to learn more.

## On this page

- Troubleshoot notifications
  - Troubleshoot notifications
    - Send yourself a test notification
    - Check your Mattermost preferences
      - Desktop
      - Web

- Mobile
  - Check your Mattermost client settings
    - Desktop
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      - Chrome
      - Edge
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    - Mobile
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  - Check your Operating System settings
    - Windows
    - Linux
    - macOS
  - Send yourself a test notification
  - Check your Mattermost preferences
  - Check your Mattermost client settings
  - Check your Operating System settings

# Customize your preferences

You can customize many aspects of your Mattermost experience based on your preferences, including notifications for Mattermost activity, how unread channels are organized, the number of direct messages displayed, your Mattermost look and feel, and more!

[Mattermost Academy Learn what you can customize \(https://mattermost.com/pl/mattermost-academy-customization-training\)](https://mattermost.com/pl/mattermost-academy-customization-training)

## Tip

Download [this guide to customizing Mattermost for technical teams \(https://mattermost.com/customizing-mattermost-for-technical-teams-guide/\)](https://mattermost.com/customizing-mattermost-for-technical-teams-guide/) to learn how to get more from the platform.

## Learn more

- Manage your notifications - Learn how Mattermost notifications work by default and how to customize notifications based on how you prefer to work.
- Customize your Mattermost theme - Learn how to change the look and feel of Mattermost based on your preferences.
- Customize your channel sidebar - Organize conversations in the sidebar to keep your workspace efficient.
- Manage your profile - Configure your Mattermost profile.
- Manage your security preferences - Configure your Mattermost security preferences.
- Set your status and availability - Let your team know whether you're available.

- **Customize your display options** - Customize your Mattermost display to suit your preferences.
- **Manage your sidebar options** - Customize your Mattermost channel sidebar to suit your preferences.
- **Manage advanced options** - Customize advanced Mattermost user options to suit your preferences.
- **Manage your plugin preferences** - Customize Mattermost plugin preferences for Microsoft Teams and Calls.
- **Customize your desktop app experience** - Learn about additional preferences available only in the desktop app.
- **Connect to multiple Mattermost workspaces** - Learn how to connect to multiple Mattermost workspaces using the Mattermost desktop or mobile app.

## On this page

- **Customize your preferences**
  - [Learn more](#)

# Settings

---

## Set language

In a board, set your preferred language by selecting the gear icon



next to your profile picture, then go to **Set language** to apply your language settings. Language settings in Boards are independent from language settings in Channels.

## Random emoji icons

To enable or disable random emoji icons for your board and cards, select the gear icon



next to your profile picture, then toggle **Random icons on or off**.

## Product tour

If you skipped the product tour or want a refresher on Boards, you can restart the product tour by going to the gear icon



next to your profile picture and selecting **Product tour**. This will add a new **Welcome to Boards** template to your sidebar and kick-off the guided onboarding tour.

On this page

- Settings
  - Set language
  - Random emoji icons
  - Product tour

# Work with calculations

---

When you view a board in table or board view, you can use calculations to answer basic metric questions without needing to create complex reports. Hover over the bottom of a column to display the **Calculate** feature, then select the arrow to open the menu options.

You can use calculations to quickly see:

- How many story points are planned for a release.
- How many tasks have been assigned or not assigned.
- How long has the oldest bug been sitting in the backlog.
- The count of cards where particular properties are empty (useful to make sure important info isn't missing).
- The sum of estimated developer days for features (to make sure your team isn't overloaded).
- The range of estimated dates (to make sure your milestones all line up).

## Calculation options

Calculation options include the following:

- **Count:** Counts the total number of rows in table view or total number of cards in a column in Board view. Applies to any property type.
- **Count Empty:** Applies to any property type.
  - Table View: Counts the total number of empty rows per column selected.
  - Board View: Counts the total number of empty values per property specified within the same column.

- **Count Not Empty:** Applies to any property type.

- Table View: Counts the total number of rows with non-empty cells per column selected.
- Board View: Counts the total number of non-empty values per property specified within the same column.

- **Percent Empty:** Applies to any property type.

- Table View: Percentage of empty rows per column selected.
- Board View: Percentage of empty values per property specified within the same column.

- **Percent Not Empty:** Applies to any property type.

- Table View: Percentage of rows with non-empty cells per column selected.
- Board View: Percentage of non-empty values per property specified within the same column.

- **Count Value:** Applies to any property type.

- Table View: Counts the total number of values within the column (helpful for multi-select properties).
- Board View: Counts the total number of values per property specified within the same column.

- **Count Unique Values:** Applies to any property type.

- Table View: Counts the total number of rows with unique values within the column, omitting any duplicates from the count.
- Board View: Counts the total number of unique values per property specified within the same column, omitting any duplicates from the count.

- **Sum:** The sum of any specified number property within the same column.

- **Average:** The average of any specified number property within the same column.

- **Median:** The median of any specified number property within the same column.
- **Min:** The lowest number of any specified number property within the same column.
- **Max:** The highest number of any specified number property within the same column.
- **Range:** Displays the lowest and highest number. Requires a number property.
- **Earliest Date:** Displays the oldest date. Requires any custom date property or the included “Created time” or “Last updated time”.
- **Latest Date:** Displays the most recent date. Requires any custom date property or the included “Created time” or “Last updated time”.
- **Date Range:** The difference between the most recent date and oldest date within the same column. In Table View, it’s labeled simply as “Range” for any date property/column. Requires any custom date property or the included “Created time” or “Last updated time”.

## On this page

- Work with calculations
  - Calculation options

# Work with groups, filter, and sort

---

Your board can be grouped, filtered, and sorted into different views using a range of properties. This gives you a powerful way to track work from various perspectives. When used in conjunction with saved views, you can create multiple views with different groupings and filters for quick access without having to reapply the groupings and filters every time.

For example, easily find tasks assigned to you or a team member using the person or multi-person filters, and keep track of upcoming tasks with date filters.

## Group cards

You can group cards on your board if they utilize the **Select** or **Person** property. Card grouping is only available in board and table views and you must have at least one **Select** or **Person** property on your board for grouping to work.

## Apply a group

To apply a group, select the **Group by** option at the top of the board, then select any available **Select** or **Person** property to group your cards by.

- In the boards view, cards are automatically grouped into columns by the values from the specified property.
- In the *table view* `<end-user-guide/project-management/work-with-views:board view>`, grouped cards will appear in individual sections based on the values from the specified property. Select the arrow to the left of the group name to expand or collapse cards in the group.

## Hide and unhide groups

- To hide a group, select the options menu (...) to the right of any group name, then select **Hide**. Additionally, in table view only, you can hide empty groups by selecting the **Group by** option at the top of the board, then selecting **Hide empty groups**.

- To unhide a group, go to the hidden column section towards the right of a board view, select the group you want to unhide, then select **Show**. On table view, select the **Group by** option at the top of the board, then select **Show hidden groups**.

## Ungroup cards

To ungroup cards on table view, select the **Group by** option at the top of the board, then select **Ungroup** from the top of the menu. This will return your table to its default state. Cards can be ungrouped in table view only. Ungrouping is not possible on board view since groups are used to determine what to display.

## Filters

You can filter cards on your board if they utilize any of the following property types:

- Select
- Text
- Email
- Phone
- URL
- Date
- Person
- Multi-person
- Created time
- Created by
- Last updated time
- Last updated by

To use filters, you must have the above property types already added to your board. Go to **Filter > Add filter**, and select the property you wish to filter by. You can use the modifiers to get even more granular results.

## Add filters

To add a filter, select the **Filter** option at the top of the board, then select **+ Add filter**. To change the property to filter by, select the name of the first property, then select another property (if available) from the menu.

### Specify the filtering criteria

- **Includes:** Display cards with any of the specified values.
- **Doesn't include:** Display all cards without any of the specified values.
- **Is empty:** Display cards with no values assigned to a property.
- **Is not empty:** Display cards with any value assigned to a property.

To add another filtering layer, repeat the steps above with another property to refine your filtering results. Adding another layer will display cards that only match the criteria from the first layer and the second layer.

## Delete filters

To delete a filter, select the **Filter** option at the top of the board, then select **Delete** to the right of each filtering layer. Delete all filtering layers to completely remove filters from the board.

## Sorting cards

Cards can be sorted by the card name or by any property available on the card.

### Note

Sorting is only available in boards, table, and gallery views.

## Apply sorting

To apply a sort, select the **Sort** option at the top of the board, then select an option from the menu. The cards will be sorted in ascending order by default based on the selected option and the **Sort** menu will display an upward pointing arrow next to the selected option.

To change the sort order to descending order, select the same option again from the **Sort** menu. The cards will now be sorted in descending order and the menu will display a downward pointing arrow next to the selected option.

## Clear sorting

To clear a sort, select the **Sort** option at the top of the board, then select the **Manual** option from the top of the menu.

### On this page

- Work with groups, filter, and sort
  - Group cards
    - Apply a group
    - Hide and unhide groups
    - Ungroup cards
  - Filters
    - Add filters
    - Delete filters
  - Sorting cards
    - Apply sorting
    - Clear sorting

# Import, export, and migrate

---

## Import and export a board archive

If you'd like to back up your board or re-use it on another team or channel workspace, you can export it as an archive file, and then import the archive file in the team or channel workspace of your choosing. Exported and imported board archives include all card content such as properties, comments, descriptions, and image attachments.

To do this, select the options menu

...

to the left of the **New** button at the top of the board. Then select **Export board archive**. Download the archive file. Navigate to the team or channel workspace where you'd like to add the exported board. Select the Gear icon next to your profile picture, then choose **Import archive**. The board you exported will be added to this team or channel workspace.

The **Import archive** option will import the board to your current team. Use board permissions to control access to your imported board. The previous `.focalboard` format will be deprecated in a future release, but will support importing until then. Currently, the import dialog looks for `.boardarchive`. Use **Select all files** to select `.focalboard` files to import.

## Export to CSV

To export a board into a CSV file, select the options menu

...

to the left of the **New** button at the top of the board. Then select **Export to CSV**.

## Import and export from other applications

You can import data from other tools to use with Boards.

### Import from Asana

This node app converts an Asana JSON archive into a `.boardarchive` file.

1. Log into your Asana account.
2. Select the drop-down menu next to the Asana board's name. Then select **Export/Print > JSON**. This will create an archive file which you'll use in Boards.
3. Save the file locally, e.g. to `asana.json`.
4. Open a terminal window on your local machine and clone the focalboard repository to a local directory, e.g. to `focalboard`:

```
git clone https://github.com/mattermost/focalboard focalboard
```

5. Navigate to `focalboard/webapp`.
6. Run `npm install`.
7. Change directory to `focalboard/import/asana`.
8. Run `npm install`.
9. From within the same folder, run `npx ts-node importAsana.ts -i <asana.json> -o archive.boardarchive`. This generates the following data:

```
asana macbook$ npx ts-node importAsana.ts -i ~/Downloads/asana.json -o archive.boardarchive Board: 1:1 Meeting Agenda Test Card: [READ ME] Instructions for using this project Card: [EXAMPLE TASK] Feedback on design team presentation Card: [EXAMPLE TASK] Finalize monthly staffing plan Card: [EXAMPLE TASK] Review Q2 launch video outline Card: [EXAMPLE TASK] Mentor a peer Found 5 card(s). Exported to archive.boardarchive
```

10. In Boards, open the board you want to use for the export.
11. Select **Settings > Import archive** and select `archive.boardarchive`.

12. Select **Upload**.

13. Return to your board and confirm that your Asana data is now displaying.

If you don't see your Asana data, an error should be displayed. You can also check log files for errors.

## Import scope

Currently, the script imports all cards from a single board, including their section (column) membership, names, and notes.

## Import from Notion

This node app converts a Notion CSV and markdown export into a `.boardarchive` file.

1. From a Notion Board, open the ... menu at the top right corner of the board.
2. Select *Export* and pick *Markdown & CSV* as the export format.
3. Save the generated file locally, and unzip the folder.
4. Open a terminal window on your local machine and clone the focalboard repository to a local directory, e.g. to `focalboard` :

```
git clone https://github.com/mattermost/focalboard focalboard
```

5. Navigate to `focalboard/webapp` .
6. Run `npm install` .
7. Change directory to `focalboard/import/notion` .
8. Run `npm install` .
9. From within the same folder, run `npx ts-node importNotion.ts -i <path to the notion-export folder> -o archive.boardarchive` .
10. In Boards, open the board you want to use for the export.
11. Select **Settings > Import archive** and select `archive.boardarchive` .

12. Select **Upload**.

13. Return to your board and confirm that your Notion data is now displaying.

## Import scope

Currently, the script imports all cards from a single board, including their properties and markdown content.

The Notion export format does not preserve property types, so the script currently imports all card properties as a Select type. You can change the type after importing into Focalboard.

## Import from Jira

This node app converts a Jira `.XML` export into a `.boardarchive` file.

1. Open Jira advanced search, and search for all the items to export.

2. Select **Export > Export XML**.

3. Save the generated file locally, e.g. to `jira_export.xml`.

4. Open a terminal window on your local machine and clone the focalboard repository to a local directory, e.g. to `focalboard`:

```
git clone https://github.com/mattermost/focalboard focalboard
```

5. Navigate to `focalboard/webapp`.

6. Run `npm install`.

7. Change directory to `focalboard/import/jira`.

8. Run `npm install`.

9. From within the same folder, run `npx ts-node importJira.ts -i <path-to-jira.xml> -o archive.boardarchive`.

10. In Boards, open the board you want to use for the export.

11. Select **Settings > Import archive** and select `archive.boardarchive`.

12. Select **Upload**.

13. Return to your board and confirm that your Jira data is now displaying.

## Import scope and known limitations

Currently, the script imports each item as a card into a single board. Note that Jira `.XML` export is limited to 1000 issues at a time.

Users are imported as Select properties, with the name of the user.

The following aren't currently imported:

- Custom properties
- Comments
- Embedded files

## Import from Trello

This node app converts a Trello `.json` archive into a `.boardarchive` file.

1. From the Trello Board Menu, select **...Show Menu**.

2. Select **More > Print and Export > Export to JSON**.

3. Save the generated file locally, e.g. to `trello.json`.

4. Open a terminal window on your local machine and clone the focalboard repository to a local directory, e.g. to `focalboard`:

```
git clone https://github.com/mattermost/focalboard focalboard
```

5. Navigate to `focalboard/webapp`.

6. Run `npm install`.

7. Change directory to `focalboard/import/trello`.

8. Run `npm install`.

9. From within the same folder, run `npx ts-node importTrello.ts -i <path-to-trello.json> -o archive.boardarchive`.

10. In Boards, open the board you want to use for the export.
11. Select **Settings > Import archive** and select `archive.boardarchive`.
12. Select **Upload**.
13. Return to your board and confirm that your Trello data is now displaying.

## Import scope

Currently, the script imports all cards from a single board, including their list (column) membership, names, and descriptions.

## Import from Todoist

This node app converts a Todoist `.json` archive into a `.boardarchive` file.

1. Visit the open source Todoist data export service at <https://darekkay.com/todoist-export/>.
2. From the **Options** menu, select **Export As > JSON (all data)**.
3. Uncheck the **Archived** option if checked.
4. Select **Authorize and Backup**. This will take you to your Todoist account. Follow the instructions on screen.
5. Note the name and location of the downloaded `.json` file.
6. Open a terminal window on your local machine and clone the focalboard repository to a local directory, e.g. to `focalboard`:

```
git clone https://github.com/mattermost/focalboard focalboard
```

7. Navigate to `focalboard/webapp`.
8. Run `npm install`.
9. Change directory to `focalboard/import/todoist`.
10. Run `npm install`.

11. From within the same folder, run `npx ts-node importTodoist.ts -i <path-to-todoist.json> -o archive.boardarchive`.
12. In Boards, open the board you want to use for the export.
13. Select **Settings > Import archive** and select `archive.boardarchive`.
14. Select **Upload**.
15. Return to your board and confirm that your Todoist data is now displaying.

## On this page

- Import, export, and migrate
  - Import and export a board archive
  - Export to CSV
  - Import and export from other applications
  - Import from Asana
    - Import scope
  - Import from Notion
    - Import scope
  - Import from Jira
    - Import scope and known limitations
  - Import from Trello
    - Import scope
  - Import from Todoist

# Navigate boards

## Access boards

To access Mattermost Boards, select the **Product**



menu in the top left corner of Mattermost, and then select **Boards** to view all the boards for your team.

To access boards linked to a channel, select the **Toggle Linked Boards** icon to the far right.

## Link a board to a channel

Boards can be linked to channels and accessed from the channel Apps Bar. Select the **Boards** icon from the Apps Bar in a channel to open a right-hand sidebar (RHS) where channel members can search for and link boards to the channel. To link a board to the channel, select **Add** button to open the link boards dialog and search for a board to link. Channel members can only search and link boards within the team where they are also board admins.

### Note

A channel can be linked to multiple boards, but each individual board can only be linked to one channel at a time. Linking the same board to another channel will automatically remove the link from the previous channel.

Open the Boards Apps Bar icon, and select **Create a Board** to create a new board linked to the current channel. Once a board is linked to a channel, it's listed in the right-hand side of the Boards Apps Bar. Linking a board to a channel automatically grants all channel members access to the board, with

the exception of guest accounts. Select a linked board to navigate directly to the board.

#### Note

All the boards previously associated with the workspace will automatically appear on the right-hand side panel post-migration as you upgrade to newer Boards versions.

## Unlink a board from a channel

If you're a board admin and want to unlink a board from a channel you're in, open the Boards Apps Bar, select the options

...

menu and select **Unlink**. Alternatively, you can open the **Share** dialog on the board, open the **Role** drop-down menu next to the channel's name and select **Unlink**.

## Sidebar categories

You can organize your boards in the left-hand sidebar using custom categories. By default, all boards will appear under the **Boards** category. To manage your categories, open the

...

menu next to the category to create, delete, or rename a category. With the exception to the default **Boards** category, all other categories can be renamed or deleted.

After creating categories, you can move your boards to those categories by opening the more

...

menu next to the board and selecting **Move To...** to select the category where you want the board to be moved.

If you delete a category with boards in it, then those boards will return to the default **Boards** category.

Categories are organized per-user, so you can arrange your boards under categories that make sense to you without impacting boards or categories for other users. If a board is moved to a custom category, then the board will appear under that category for you only. Other users who are members of the board will continue to see the board in their own categories.

#### Note

If you belonged to a workspace prior to v7.2, you'll see that the workspaces have been migrated to custom categories in the sidebar. All boards from a workspace are listed under a category of the same name. Boards from direct messages and group messages appear under the default **Boards** category.

Categories are per-user, and can be renamed or deleted by each user after migration. New users won't have default categories, and boards they join will appear under the default **Boards** category.

Boards that you create after the migration won't be linked to a workspace and will always appear under the default **Boards** category unless you move or hide the boards.

## Drag and drop

You can move both sidebar categories and boards and change the order of both to suit your preference. You can:

- Set the position of a board within a category.
- Drag a board out of one category and drop it into another category.

To do this, select and hold the cursor over the category or board name. Then move the category or board around as needed. Boards moved into a category are sorted to the top of the category by default unless you specifically position the board before releasing the cursor.

## Manage boards on the sidebar

In addition to moving boards to other categories, from the

...

menu next to each board name you can perform the following actions:

- **Delete board:** If you're an admin of the board, you will see an option to delete the board. Deleting the board permanently removes the board from the sidebar of all board members.
- **Duplicate board:** Creates a copy of the board and all the cards on the board. The duplicated board will appear under the same category as the original board. Board members and comments from the original board aren't migrated to the new board.
- **New template from board:** Creates a custom board template of the board and all the cards on the board.
- **Hide board:** Hides the board from your sidebar only. The board will still remain visible on the sidebar for other board members. You can add the board back to your sidebar using the search box (CMD+K/CTRL+K).

## Find a board

From the top of the boards left hand sidebar, select the **Find Boards** field (CMD+K/CTRL+K) to open the board switcher, and start typing the name of the board you're looking for.

## Team sidebar

If you're a member of multiple teams, the team sidebar will appear on the left hand side of Boards. To switch teams, select any of the team icons from the team sidebar.

On this page

- Navigate boards
  - Access boards
  - Link a board to a channel

- Unlink a board from a channel
- Sidebar categories
- Drag and drop
- Manage boards on the sidebar
- Find a board
- Team sidebar

# Share and collaborate

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## Board permissions

Boards belong to teams and any member of that team can be granted access to a board.

If your boards workspace looks different, you may be on an earlier version of boards. In earlier versions, boards are tied to channel workspaces and board membership is determined by channel membership. In this case, roles and permissions won't be applicable to you.

## Roles

| Board permissions           | Admin | Editor | Commenter | Viewer |
|-----------------------------|-------|--------|-----------|--------|
| Modify permissions          | ✓     |        |           |        |
| Share a public board        | ✓     |        |           |        |
| Delete board                | ✓     |        |           |        |
| Rename board                | ✓     | ✓      |           |        |
| Add, edit, and delete views | ✓     | ✓      |           |        |
| Add, edit, and delete cards | ✓     | ✓      |           |        |
| Comment, delete my comments | ✓     | ✓      | ✓         |        |
| Delete any comment          | ✓     |        |           |        |
| View                        | ✓     | ✓      | ✓         | ✓      |

The level of access to a board is determined by a user's assigned board role. Individual board membership always gets precedence, followed by highest (most permissive) group role.

- **Admin:** Can modify the board, its contents, and its permissions. By default, board creators are also admins of the board.

- **Editor:** Can modify the board and its contents.
- **Commenter:** Can add comments to cards.
- **Viewer:** Can view the board and its contents but can't comment or edit the board.

## System admin access

System admins can access any board across the server provided they have the board's URL without having to request permission or be manually added. When a system admin joins a board, their default role is admin. System admins will have an **Admin** label assigned to their name on the participants list.

## Team admin access

Team admins can access any board within their team provided they have the board's URL without having to request permission or be manually added. When a system admin joins a board, their default role is admin. Team admins will have a **Team admin** label assigned to their name on the participants list.

## Manage team access

Board admins can manage team access to their board by selecting **Share** in the top-right corner of the board. On the dropdown next to **Everyone at...** **Team** option, select a minimum board role for everyone on the team. You can also easily assign the new roles to the entire team and/or to individual team members.

Minimum default board roles reduce permission ambiguity and prevent security loopholes. The minimum default role means that board admins can't assign individual board members a role lower than the team role. If the team role is set to **Editor** then the board admin will only be able to assign the **Editor** or **Admin** role to individual team members. Lower roles will not be available for selection unless the admin changes the minimum board role.

Depending on the role selected, everyone on the team will have access to the board with a minimum of the permissions from the role selected. Users can get elevated permissions based on their individual board membership. The

default team access for a newly created board is **None**, which means nobody on the team has access to the board.

## Manage individual board membership

Only board admins can manage user permissions on a board, including adding, changing, and removing members.

To add individual users from the team as explicit members of the board, open the **Share** dialog on the board, search for individual team members, then assign a role to set their permissions for the board. The role for individual board members overrides any role specified for team access.

- To change a board member's role, open the **Share** dialog, select the role dropdown next to the user's name, then select another role from the list.
- To remove a member from a board, open the **Share** dialog, select the role dropdown next to the user's name, then select **Remove member**.

Board admins can also add individual members using the autocomplete list from @mentions and the person properties. To add an individual from the autocomplete list, type their username in an @mention or in the **Person** or **Multi-person** properties, then assign a role to the user from the confirmation dialog, and select **Add to board**.

On boards with team access, board members with **Editor** or **Commenter** roles can also add individuals to the board from the autocomplete list. Board members added in this manner will be assigned the default minimum board role.

## Channel role groups

Board admins can add a channel to a board to grant all its members Editor access. To do this, select **Share** in the top-right corner of the board, search for the channel name, and add it to the board as a user. The default role is Editor. Doing so also links the board back to the channel, where the board will appear on the channel RHS.

To unlink the channel from the board, open the **Share** dialog, select the role dropdown next to the channel's name, then select **Unlink**.

### Note

A board can only be linked to one channel at a time. Linking another channel to the same board will automatically remove the link from the previous channel.

## Guest accounts

From Mattermost Boards v7.4, guest accounts are supported in Boards. Guests can:

- Access boards where they're added as an explicit member of the board. Team access and channel role groups don't apply to guest accounts.
- Access existing boards, but not create new boards. Guests don't have access to the template picker and can't duplicate an existing board.
- Search for boards where they're currently an explicit member.
- Be assigned the Viewer, Commenter, or Editor roles, but not the board Admin.
- Only @mention current members on the board.

If you're not able to access this functionality, you may be on an earlier version of Boards.

## Share a board

Boards can be shared internally with your team or published externally with limited accessibility.

### Share a board internally

To share a board with team members internally, select **Share** in the top-right corner of the board, then select **Copy link** from the **Share** tab below. Paste the copied link in a channel or direct message to share the board with other

team members. Only team members who have permissions to the board will be able to open the board from the shared link.

## Share a board publicly

Sharing boards publicly is disabled by default. This means that the **Publish** tab is not available from the **Share** dialog. To enable public board sharing:

1. Go to **Product menu > System Console > Products > Boards**.
2. Set **Enable Publicly-Shared Boards** to **true**.
3. Select **Save**.

Once enabled, board admins can share a read-only link online with anyone:

1. Select **Share** in the top-right corner of the board.
2. Toggle to the **Publish** tab.
3. Switch to the **Publish to the web** option.
4. Select **Copy link**.

Paste the link anywhere you want to share the board. Anyone with the link will be able to view the board, but they won't be able to edit the board.

Select the **Regenerate Token** icon in the URL box if you want to invalidate all the previously shared links. Confirm the action to regenerate the token.

## Share cards on Channels

Cards can be linked and shared with team members directly on Mattermost Channels. When you share a link to a card within Channels, the card details are automatically displayed in a preview. This preview highlights what the card is about at a glance without having to navigate to it.

To share a card, you'll need to copy the card link first:

- Open a card and select the options menu (...) at the top right of the card, then select **Copy link**.

- Alternatively, you can open the board view and hover your mouse over any card to access the options menu (...) for the card and select **Copy link** from there.

After you've copied the link, paste it into any channel or direct message to share the card. A preview of the card will display within the channel with a link back to the card on Boards.

## On this page

- Share and collaborate
  - Board permissions
  - Roles
    - System admin access
    - Team admin access
    - Manage team access
    - Manage individual board membership
    - Channel role groups
  - Guest accounts
  - Share a board
    - Share a board internally
    - Share a board publicly
  - Share cards on Channels

# Work with boards

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Start by selecting the type of board you want to use. A board contains cards, which typically track tasks or topics, and views, which define how to display the cards, or a subset of them. Views can display cards in a board, table, calendar, or gallery layout, optionally filtered and grouped by a property (e.g., priority, status, etc).

## Add new boards

To add a new board, select the plus icon



at the top of the sidebar, then select **Create New Board** to open the template picker and select a template or blank board.

## Board details

To name or rename a board, select the title area to edit it.

To display board description, hover above the board's title and select **Show description** to activate the show/hide toggle. Once the description field is displayed, select **Add a description** right below the board title to add or edit the description.

Boards and cards are created with random icons by default. To change or remove icons, select the icon then choose the appropriate action.

All changes you make to boards and cards are saved immediately.

## Choose a board template

Templates provide you with a predefined structure so that you can get started quickly. Each template has a different function, but can be customized to suit your use case. When you create a new board from the template picker, select each template's name to preview it and make sure it suits your requirements. Alternatively, you can create your own board templates.

## Board templates

Standard board templates include:

- **Content Calendar:** Plan and organize your content creation and publication schedule.
- **Company Goals & OKRs:** Plan your company goals and objectives more efficiently.
- **Competitive Analysis:** Track and stay ahead of the competition.
- **Meeting Agenda:** Use this template for recurring meetings. Queue up items, organize discussions, and plan what to revisit later.
- **Personal Goals:** Categorize and plan your personal goals.
- **Personal Tasks:** Organize your life and track your personal tasks.
- **Project Tasks:** Stay on top of your project tasks, track progress, and set priorities.
- **Roadmap:** Plan your roadmap and manage your releases more efficiently.
- **Sprint Planner:** Plan your sprints and releases more efficiently.
- **Team Retrospective:** Identify what worked well and what can be improved for the future.
- **User Research Sessions:** Manage and keep track of all your user research sessions.
- **Welcome to Boards!**: Onboarding template with guided tour points to help you quickly ramp up on Boards.

## Create a blank board

If none of the available templates suit your requirements, you can create a blank board using the **Create empty board** option from the template picker.

## Create a new template

To create a new board template select the plus icon



at the top of the sidebar to open the template picker, select **Create New Board** and then select **+ New template**.

To turn an existing board into a template, hover over the board title in the sidebar. Select the options menu

...

, then select **New template from board**.

## Share a custom board template

From Boards v7.2 or later

Custom templates support permissions control, and are restricted to only the template creator by default. The template creator is an admin of the template. To make the template accessible to everyone on the team, select **Share** on the template editor, and then set the team role as **Viewer**. All members of the team will now be able to see and select the template from the template picker.

The admin of the template can also grant specific team members elevated permissions to the template and/or limit access to selected team members by setting the team role as **None** and adding individual members to the template. Individual team members can be assigned the following roles on a template:

- **Admin**: Can modify the template and its permissions, and delete the template.
- **Editor**: Can modify but not delete the template, nor change permissions.
- **Viewer**: Can view and select the template.

Prior to Boards v7.2

Boards and templates are channel-specific so whichever channel you create your board or template in, is where you'll find it. If you'd like to re-use a board as a template on another channel workspace, you can export it and then import the archive file in the channel of your choosing.

To do this, select the options menu

...

in the toolbar at the top of the board. Then select **Export** board archive. Download the archive file. Navigate to the channel where you'd like to add the exported board. Select the gear icon



next to your profile picture, then choose **Import archive**. The board you created will be added to this channel.

## Edit board templates

Custom templates are fully editable, but standard templates cannot be edited or deleted. To open the template editor for a specific template, go to the template picker then hover over the custom template and select the pencil icon. Any changes made on the template editor will be automatically saved and visible to team members who have access to the template.

From Boards v7.2 or later

Only admins and editors of a custom template can edit the template. If you don't see the pencil icon when hovering over the template, then you don't have the appropriate permissions to edit the template.

Prior to Boards v7.2

Any member of the channel workspace can edit a custom template in the channel. To limit access to the template, create or export the template to a private channel.

On this page

- Work with boards
  - Work with boards
    - Add new boards
      - Board details
    - Choose a board template
      - Board templates
      - Create a blank board
      - Create a new template

- Share a custom board template
  - From Boards v7.2 or later
  - Prior to Boards v7.2
- Edit board templates
  - From Boards v7.2 or later
  - Prior to Boards v7.2
- Add new boards
  - Board details
- Choose a board template
  - Board templates
  - Create a blank board
  - Create a new template
  - Share a custom board template
- Edit board templates

# Work with cards

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A card consists of:

- **A set of properties:** Properties are common to all cards in a board. Board views can group cards by “Select” type properties into different columns.
- **A list of comments:** Comments are useful for noting important changes or milestones.
- **A set of content:** The content of a card can consist of Markdown text, checkboxes, and images. Use this to record detailed specs or design decisions for an item for example.

Drag cards from one column to another to change their group-by property. For example, if cards are grouped by “Status” on board view, drag a card to the **Completed** column to mark it as completed. When a board is unsorted, you can drag a card up and down within a column to custom sort your cards.

For sorted boards, dragging a card to a column will auto-sort it using the specified sort settings. The ability to move cards between boards isn’t supported.

Our standard board templates provide some default card properties that can be customized or removed. In the Roadmap template, we include **Type** property, whereas in the Project Tasks template, we include an **Estimated Hours** property. These properties are not exclusive to any template and can be easily re-created in any of the templates provided.

## Card descriptions

Card descriptions can include text with Markdown formatting, checkboxes, and visual elements such as images or GIFs, and can be separated into blocks of content. To add a description, open a card, select **Add a description** below the **Comments** section, and start typing in your content.

To add a new content block in the description section, hover over the section and select **Add content**. Then choose from any of the following options:

- **Text**: Adds a new text block that can be formatted with Markdown.
- **Image**: Select and embed an image file into the content block. The following image formats are currently supported: GIF, JPEG, and PNG.
- **Divider**: Adds a divider content block below the previous block.
- **Checkbox**: Adds a checkbox content block. Press Enter/Return after typing in content for your checkbox to add another checkbox within the same block. Please note, Markdown formatting isn't supported within the **Checkbox** content block.

To manage the description content blocks on a card, hover over any existing block and select the options menu

...

to move the block up or down, insert a new block above, or delete the current block. Alternatively, you can hover over any existing block, then select and hold the grid button to drag and drop it to a new position within the description section.

## Card properties

Cards can contain different data fields depending on the purpose of the board. Using card properties, you can customize these data fields to fit your needs and track the information most important to you. For example, in a **Roadmap** board, cards include a **Type** field where you can add categories such as **Bug**, **Epic**, etc. In a **Project Task** board, cards include the **Estimated Hours** field instead.

## Add properties

To create a new property field open a card and select **Add a property**. Then select the type of property from the drop-down menu. The property type specifies the type of data you plan to capture within that field. When you create new card properties, they're added to all new and all existing cards on the current board.

Properties are automatically added to the board filter list at the top of the page, so ensure you customize all property names to make it easy to filter your board by specific properties later.

## Work with property types

Boards supports a wide range of fully customizable property types:

- **Text** can be used to add short notes to a card. An advantage of the text property over card descriptions is that it can be shown on the board without needing to open the card.
- **Numbers** are useful to capture metrics such as task sizing or effort estimates. Use in conjunction with calculations to get the most out of the number property type.
- **Email** and **Phone** can be used to record contact information.
- **URL** can be used to provide a link to a pull request or relevant website. Clicking on the box of a URL property will automatically open the link in a new tab on your browser. Hover over the box to surface options to copy or edit the URL.
- **Select** and **Multi-select** allows you to create a predefined list of options that can be color-coded and displayed as badges on the card to indicate things like status and priority.
- **Dates** are useful to set and track due dates or milestones. Use the date property to make a card appear on the Calendar view. Set a single date or toggle on the **End date** to set a date range.
- **Person** and **Multi-person** provides a quick way to capture user assignments.
- **Checkbox** is a toggle property that can be used for assigning simple binary options on a card such as True/False or Yes/No.
- **Created time/Created by/Last updated time/Last updated by** are predefined system properties to help you audit changes on a card. The names of these properties are customizable, but the values are not.

## Rename a property

The default name for a new property is the name of the property type (e.g. **Date**, **URL**). To rename a property field, open up a card and select the property name to open an editable field. Enter the new name in the field provided. The change is saved immediately and applied across all cards on the current board.

## Change a property type

To change a property type, select the property then open the **Type** menu and choose a new property type. You'll be asked to confirm the change from every card on the current board. Changing the type for an existing property will affect values across all cards on the board and may result in data loss.

## Delete a property

To delete properties you no longer need, select the property, then choose **Delete**. You'll be asked to confirm that you want to remove that property from every card on the current board. Properties are displayed in the order they were created and cannot be re-ordered at this time.

## Define a “Select” or “Multi-select” property

The options on a **Select** and **Multi-select** property type appear as color-coded tags on a card. To add and configure the options on these types:

1. Select a card to open the card view.
2. Add a new property, give it a name, and set its type to **Select** (or **Multi-select**).
3. Select the field box for the property, and start typing the name of a new option. Press Enter to accept. Repeat this step to add additional options.
  - To assign a color to or delete an option, select the value and select the options menu (...) next to each option name.
  - To select an option on the property, select the box and choose one of the values from the menu.

- To remove an option on the property, select the box and choose the *X* next to the option name you want to remove.

Alternatively, you can also add new options directly from a board:

1. Open a board view.
2. Group by a **Select** property.
3. Scroll to the right of the board and select **+ Add a group**.

This will add a new column, which corresponds to a new value option for the Select property. Options in a **Select** or **Multi-Select** property list are sorted in the order they were created and cannot be re-ordered or renamed at this time.

## Toggle properties shown on a board

Once you have card properties defined, you have full control over which properties are shown on the board as a preview without having to open the card. Select **Properties** at the top of the board, then enable all properties you want to see at a glance, and hide all properties you don't want to see.

## Attach files

You can attach files to your cards that other board members can download. There are no limitations to the file types that you can upload.

To upload a file to a card, select **Attach** in the top-right corner of the card. Then select the file you'd like to upload. When your file has been uploaded, you can find it in the **Attachments** section of the card. Select the **+** sign to add additional files to your card.

To delete a file, hover over it and select the

:

menu. Then select **Delete**. To download the file, select the download icon.

## Card badges

Card badges are a quick way to view card details without opening up a card. To add them, select **Properties > Comments and Description**. Icons related to the card description, comments, and checkboxes will be displayed on cards with the respective content. Open the card to view the details.

- The description icon indicates that a card has a text description.
- The comment icon displays a number indicating how many comments have been added to a card. When a new comment is added, that number is updated.
- The checkbox icon displays the number of items checked off relative to the total number of checkboxes within the card. When an item is checked off, the icon is automatically updated.

## Comment on a card

Comments allow you to provide feedback and ask questions relevant to the specific work item on the card.

To add a comment, select a card to open the card view, then click on **Add a comment...** to type in your comment, and press **Send** to save the comment to the card. All team members who are following the card will receive a notification with a preview of your comment in Mattermost Channels.

Only board members with the *Commenter* role or higher can comment on a card. Board members assigned the *Viewer* role can view, but not comment on, a card.

## Mention people

You can include a team member on a card by mentioning them on a card the same way you would in Channels. Mentions are supported in the Comments and Description sections within a card. The team member you mention will receive a direct message notification from the boards bot with a link to the card you mentioned them on. To mention multiple team members, separate each name with a comma.

## Receive updates

When you create a card, you automatically follow it. You can @mention someone on a card to add them as a follower. This can be a card you've created or someone else's card. Lastly, you can also follow cards manually using the **Follow** option on the top-right corner of a card. To unfollow a card, select **Following**.

When updates are made to a card you're following, you'll receive a direct message from the boards bot with a summary of the change (e.g. Bob changed status from **In progress** to **Done**) and a link to the card for more detailed information. You won't get a notification of your own changes made to a card, even if you're following that card.

## Search cards

You can search through all the cards on a board to find what you're looking for. Open the board you want to search, then select the **Search cards** field in the top-right of the board.

## Card templates

Card templates can help reduce repetitive manual input for similar types of work items. Each board can have any number of card templates. To create a new card template:

1. Open the board where you want to add the card template.
2. Select the drop-down arrow next to **New**, then select **New template**.
3. Add a title to the card template.
4. Then assign values to any properties and add a description you wish to have pre-populated when a card is created from the template.
5. Close the card using the **X** in the top left corner.
6. Select the drop-down arrow next to **New**, then select the template you just created.

Alternatively, you can turn any existing card into a template:

1. Open the card you want to use as a template.
2. Select the options menu

...

in the top-right corner of the card.

3. Select **New template from card**.
4. Edit the card as needed, including a helpful name.
5. Close the card using the **X** in the top left corner.
6. Select the drop-down arrow next to **New**, then select the template you just created.

To set a default card template for all new cards created on the board:

1. Select the drop-down arrow next to **New**.
2. Open the options menu

...

next to the card template of your choosing.

3. Select **Set as default**.

#### Note

The card template is applicable only to the board in which it's created and isn't available in other boards in your team workspace. Comments on a template don't get populated on to new cards. Additionally, properties can't be hidden from a card template at this time. All cards on a board share the same properties, so adding or deleting a property on a template will also apply to all cards on a board.

## On this page

- Work with cards
  - Card descriptions
  - Card properties
  - Add properties
    - Work with property types
  - Rename a property
  - Change a property type
  - Delete a property
  - Define a “Select” or “Multi-select” property
  - Toggle properties shown on a board
  - Attach files
  - Card badges
  - Comment on a card
  - Mention people
  - Receive updates
  - Search cards
  - Card templates

# Work with saved views

---

You can change board views to adjust how your cards are represented. To add a new view to a board, from the board header, select the menu next to the current view name. Scroll down and select **+ Add view**, then select the new visualization you'd like to use.

## Board view

This is a kanban view where cards are grouped into columns. Column groups only work with the **Select** or **Person** properties and display all cards that share the same value from the specified property. The column names are editable, and any changes to the column names are also applied to the value from the property. Cards can be dragged between columns, which will automatically update the property's assigned value on the card.

## Table view

Displays cards in a table format with rows and columns. Use this view to get an overview of all your project tasks. Easily view and compare the state of all properties across all cards without needing to open individual cards. Each column corresponds to a card property. You can edit cells directly or you can select **Open** to open the card view for that row.

## Gallery view

Displays cards in a gallery format, so you can manage and organize cards with image attachments. Gallery view displays a preview of the first image attached on the card. For cards with no image attachments, a preview of the first description block will be displayed instead.

## Calendar view

To use this view, cards need to have the **Date** property added.

If cards don't have a custom **Date** property, they'll be sorted and displayed by the card creation date (default). These cards can't be moved around the board until a custom **Date** property is added. If your cards do have a **Date** property and you're not able to move them around, you may be displaying them by **Created Time** or **Last Updated Time**.

- To add a new card, select the **+** option in the top-left corner of the relevant date.
- To create a date range event, select a start date and then drag to the end date to create a card for that date range event.
- To add a date range to an existing card, hover over the side of the card to display the arrow and drag to the left or right to create a date range.

## On this page

- Work with saved views
  - Board view
  - Table view
  - Gallery view
  - Calendar view

# Project and Task Management

---

Mattermost Boards provides tight integration between project management and Mattermost to align, define, organize, track, and manage work across teams.

With Boards you can:

- **Manage projects and organize tasks:** A familiar kanban board structure integrated with channel-based communication.
- **Manage and collaborate on various projects:** Software releases, product launches, meetings, personal to-do's, events, etc.
- **Stay on schedule:** Clearly-defined tasks, owners, checklists, deadlines, and calendars.
- **Increase transparency and keep everybody in the loop:** Everything your team needs in one place, including documents, images, and links that are visible to every stakeholder.

## Install Boards

Your system admin may need to install and enable Mattermost Boards before you can use it. See the install Mattermost Boards documentation to learn how to install and configure the Boards plugin for your Mattermost instance.

## What's a board?

A board is a collection of cards to help you manage your projects, organize tasks, and collaborate with your team all in one place.

Boards can be displayed and filtered in different views such as kanban, table, calendar, and gallery views to help you visualize work items in the format that makes most sense to you. Learn about working with boards.

## What's a card?

Cards are used on a board to track individual work items. Cards are customizable and can have a number of properties added to them, which are then used as a way to tag, sort, and filter the cards.

When working with cards, you can manage properties, add descriptions, attach images, assign them to team members, mention team members, add comments, and so on. Learn more about working with cards.

Learn more about working with boards by visiting the following documentation pages:

- Work with boards - [Work with boards](#).
- Work with cards - [Work with cards](#).
- Work with views - [Work with views](#).
- Work with groups, filter, and sort - [Work with groups, filter, and sort](#).
- Work with calculations - [Work with calculations](#).
- Share and collaborate - [Share and collaborate](#)
- Import, export, and migrate - [Migrate your data from other tools into Mattermost Boards](#).
- Navigate boards - [Navigate boards](#).
- Boards settings - Adjust language and emoji settings, and restart the product tour.

On this page

- Project and Task Management
  - [Install Boards](#)
  - [What's a board?](#)
  - [What's a card?](#)

# Interact with playbooks

---

## Slash commands

Slash commands are available for collaborative playbooks. The `/playbook` slash command allows interaction with incidents via the post textbox on desktop, browser, and mobile. To run a playbook use the `/playbook run` slash command from any channel.

Available slash commands include:

- `/playbook run` - Run a playbook.
- `/playbook finish` - Finish the playbook run in this channel.
- `/playbook update` - Provide a status update.
- `/playbook check [checklist #] [item #]` - Check/uncheck the checklist item.
- `/playbook checkadd [checklist #] [item text]` - Add a checklist item.
- `/playbook checkremove [checklist #] [item #]` - Remove a checklist item.
- `/playbook owner [@username]` - Show or change the current owner.
- `/playbook info` - Show a summary of the current playbook run.
- `/playbook timeline` - Show the timeline for the current playbook run.
- `/playbook todo` - Get a list of your assigned tasks.
- `/playbook settings digest [on/off]` - Turn daily digest on/off.
- `/playbook settings weekly-digest [on/off]` - Turn weekly digest on/off.

## API documentation

To interact with the data model programmatically, consult the [REST API specification](https://github.com/mattermost/mattermost-plugin-incident-collaboration/blob/master/server/api/api.yaml) (<https://github.com/mattermost/mattermost-plugin-incident-collaboration/blob/master/server/api/api.yaml>).

Playbooks help streamline and manage complex processes while decreasing the risk of forgotten steps or tasks. They also support tool integration, status updates in a dedicated channel, and can be edited on the fly. When a playbook run is finished, you can review the entire run to assess any areas of improvement for the next run.

## On this page

- Interact with playbooks
  - Slash commands
  - API documentation

# Learn about collaborative playbooks

A collaborative playbook is a repeatable process that is measured and refined over time. For example, the steps you follow when dealing with an outage, a software release, or welcoming a new member of your team can all be made into a playbook.

## Tip

Looking to optimize team productivity? Learn how to automate repeatable workflows with [this on-demand webinar](https://mattermost.com/webinar/4-strategies-to-improve-technical-teams-productivity/) (<https://mattermost.com/webinar/4-strategies-to-improve-technical-teams-productivity/>), then download our [Mattermost Playbooks datasheet](https://mattermost.com/mattermost-playbooks-datasheet/) (<https://mattermost.com/mattermost-playbooks-datasheet/>).

Using collaborative playbooks, development teams can orchestrate prescribed workflows and define, streamline, and document complex, recurring operations.

Each playbook represents a recurring outcome or specific goal that your teams collaborate on to achieve, such as service outage recovery or customer onboarding. Collaborative playbooks are made up of:

- Checklists: The list of tasks to be completed for the run. Can be edited ad-hoc during a run.
- Templates: Used for frequently-used actions such as updates and reminders. You can create your own templates or use default ones.
- Automation actions: Used for inviting members, creating webhooks, editing welcome messages, and more.
- Permissions: Manage permissions at the channel and at the playbook level.

Teams run a playbook every time they want to orchestrate people, tools, and data to achieve that outcome as quickly as possible while providing visibility to stakeholders.

- For participants, playbooks prescribe processes and actions such as task checklists, status updates, and retrospective reports.
- For your integrated tools, playbooks configure the triggers that execute automated actions.
- For stakeholders, playbooks provide a single pane of glass for visibility into each run as well as aggregate insights over time.

## What's a run?

A run is the execution of the steps in a playbook. When a playbook is run, the process begins in a channel. Members of a playbook can view the run's progress in the run details page or they can participate in the run channel.

To find all playbook runs, open **Product menu > Playbooks**, and then select any playbook name. Next, select **Runs** from the navigation bar, then choose a run to view its overview. Select **Go to channel** to open the run's channel.

When the process is completed, the run is ended. A retrospective can be run and the channel can be archived.

## Keywords

It's important to make it easy to start a run. One way to do this is by setting up keywords. These keywords prompt a user to start the run when they're used. In the incident response playbook, the keywords are specific to critical incidents, for example `sev-1` and `#incident`. It's unlikely that someone would use those terms in general conversation and, even if they do, they can elect not to start the playbook run when prompted.

## Welcome message

Create a welcome message so that when members join your run, it's easy for them to see where they're needed and where to find the relevant information.

This is especially important during a time-sensitive incident to eliminate confusion and help members ramp up quickly.

## Tasks and checklists

Tasks and checklists are the foundation of a template and a workflow. In an incident, it's critical to get stakeholders together as soon as possible, so one of the first tasks is to add the on-call engineer to the channel, followed by starting a bridge call. When you're setting up these tasks, you can add slash commands, @mentions, and integrations with tools such as Zoom to make the initiation as seamless as possible.

## Status updates

Regular updates are important communication tools, especially in the middle of an incident like an outage. Channels can get very busy and overwhelming, and if you have more than one incident at a time, it's often too noisy for stakeholders to keep track of everything.

Use the **Broadcast update to other channels** option to cut through the noise and share critical information with both channel members and other users in a dedicated channel.

Additionally, set a timer that issues a reminder for updates to be shared.

## Retrospective

When an incident is over, create a retrospective that captures the impact of the event. You can also add metrics, such as how long it took to resolve the incident, which you can apply to other, similar incidents to see where you can improve and refine your workflows.

On this page

- Learn about collaborative playbooks
  - What's a run?
  - Keywords
  - Welcome message
  - Tasks and checklists

- Status updates
- Retrospective

# Metrics and goals

---

Workflow dashboards unlock insights about the performance of workflows across organizations. They compare the output metrics from different runs of collaborative playbooks, against targets and historical performance. Each time a collaborative playbook is run, you can update the workflow dashboard for the team and stakeholders to review, where dashboard components are customized per playbook.

Examples of metrics-based workflow dashboards that can be set up to monitor and inform performance include: time to detect, time to resolve in incident response workflows, work plan completion percentage for monthly software releases management workflows, and launch success rate for logistical workflows involving launch operations.

## Configure retrospectives before a run

Access the **Playbooks** tab in Mattermost. Locate the playbook you want to modify, select the ... icon under **Actions** and then select **Edit**. In the next screen, select **Retrospective**. Move the toggle to **Enable Retrospective**.

You can set a reminder to fill out the retrospective after a run is finished. The configured template is pre-populated in the run's retrospective.

Use the run timeline to help write an accurate retrospective. Events such as owner changes, status updates, and task assignments appear automatically. Selected posts may also be added to the timeline by using the post context menu.

The screenshot shows the Mattermost interface with a navigation bar at the top. The main content area displays a playbook titled 'Release (v1.11)'. The 'Overview' tab is selected. On the left, there's a 'Description' section with a note about the Workflows team using it for plugin releases. Below that is an 'Updates' section showing two entries from Shota Gvinepadze indicating successful deployment. To the right, there's an 'About' section showing the commander is Shota Gvinepadze and the duration is 14d 7h 35m. Further down is a 'Participants (10)' section listing the commander, reporter, and channel members, each with their profile picture and name.

## Metrics

Use metrics to identify key areas where you want to extract valuable insights by measuring performance and improvement. Metrics are enabled when you enable retrospectives. Calibrate the type of metric you want to measure, and once a run is finished you can view the output in the retrospective. You can have multiple metrics configured per playbook and you can edit them at any time. Metrics can be configured based on numeric, time, or value input.

These metrics can be anything that's of interest to you and your team. For example, for a software release playbook you might want to have a metric tracking how many bugs were detected during a run. The output of the metrics you've added is provided in the retrospective. Over time, you can use metrics across retrospectives to examine anomalies and refine goals.

Another example is a support incident playbook. The time to resolution metric can be applied and used to identify areas that need more refinement, such as tasks that might work better if they're split up so goals are reached faster.

When you delete configured metrics from a playbook, the data isn't deleted, but you no longer see those metrics in the dashboard. In addition, the

corresponding metric field is removed from the retrospective form and from published retrospectives.

## Metrics dashboard

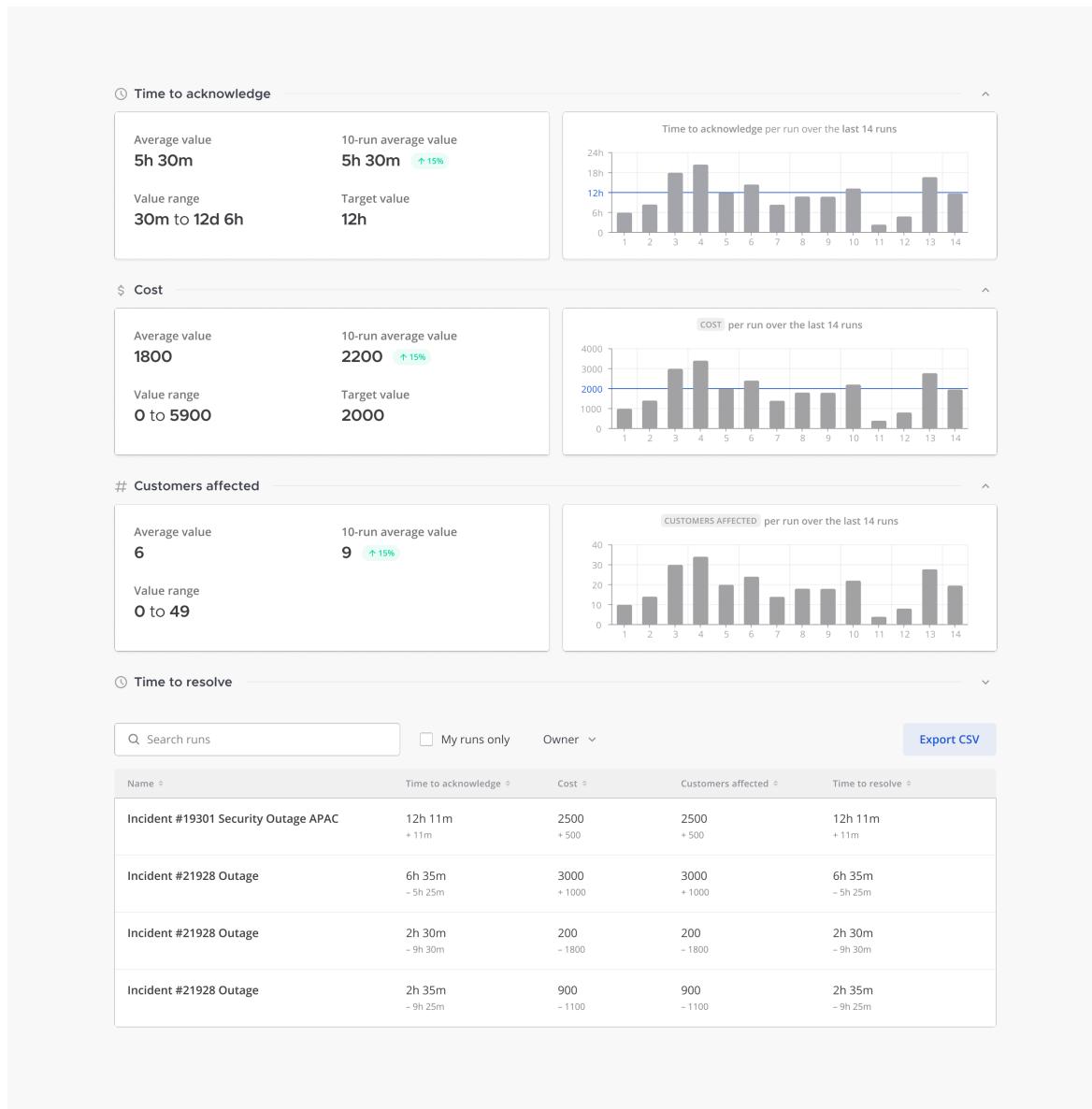
For each run, you can enter a value per metric under the retrospective section. This value can be based on whatever you are measuring, such as number of bugs found per run.

You can edit this value as many times as you'd like - for example to ensure you have the correct parameters for your metric - until you've published the retrospective at which point both the metrics and report are no longer editable. The final value only shows up in the playbook dashboard once the retrospective has been published.

The playbook dashboard reports on each metric for all runs by showing:

- Average value for all runs
- The last 10-run average value and difference with prev 10-run average
- The value range for all runs
- The target value
- The actual values chart for last 10-runs

The lower half of the page shows a list of finished runs with metrics values. You can filter or sort a list by metrics values.



## Export channel data

### Note

See the export channel data documentation for details on working with channel export functionality.

### On this page

- Metrics and goals
  - Configure retrospectives before a run
- Metrics
  - Metrics dashboard

- Export channel data

# Notifications and updates

---

There are multiple ways to receive collaborative playbook updates and notifications.

## Status updates

Status updates ensure that stakeholders remain informed about the playbook run's progress.

You can post a status update from the run channel and you can also configure the playbook to send a reminder to post a status update.

To post a status update, access the **Playbooks** tab in Mattermost. Select the run you want to post the update for. In the run details page, select **Post update**.

- *If this is the first status update and the playbook has a defined template, that template will be pre-populated here.*
- *If this is a subsequent status update, the message from the last status update will be pre-populated here.*

3. Optionally set a reminder to prompt for the next status update.

- If this is the first status update and the playbook has a defined default reminder timer, that timer will be pre-selected here.
- If this is a subsequent status update, the last reminder timer will be pre-populated here.

4. Select **Post update** to post your status update.

If the playbook has a defined broadcast channel, status updates are copied to the broadcast channel as a message from the Playbooks bot.

The most recent status post will also appear in the right-hand sidebar of the run channel and in the timeline. To correct or remove a status post, edit or delete the post as needed. Note that status updates that are broadcast to

another channel won't be updated or removed if the original post is edited or deleted.

## Request an update

To request a status update, access the **Playbooks** tab in Mattermost. Select the run you want an update for. In the run details page, select the



menu next to **Post update** and select **Request update**.

## Follow runs and playbooks

Follow specific playbooks to receive updates on important events such as when a run is started and finished, as well as status and retrospective updates every time that playbook is run. This is a good option if you're interested in all instances of a specific workflow, such as an outage resolution playbook.

As a stakeholder, you can also choose to follow only a specific run. This means that while you don't have to participate in the run, you'll receive updates and can decide what, if any, actions to take. This is a good option if you're only interested in a single instance of a procedure. For example, you may want to only follow customer onboarding for one specific customer instead of all onboarding runs.

## Daily digest

To help you keep track of your runs, tasks, and statuses, a daily digest is sent via direct message in Mattermost.

Running playbooks in multiple channels can be overwhelming. The daily digest is sent once a day, in the morning. It lists the actionable items for each run, as well as any outstanding tasks or status updates required. Select the run name to move to that channel.

The digest is on by default. To turn it off, use the slash command `/playbook settings digest off`.

## Playbook to do

As you complete tasks and finish runs, you can update the details in the digest using the slash command `/playbook todo`. This slash command can be run in any channel, direct message, or group message. Once run, it delivers an updated digest which includes a list of active runs you belong to.

On this page

- Notifications and updates
  - Status updates
  - Request an update
  - Follow runs and playbooks
  - Daily digest
  - Playbook to do

# Share and collaborate

There are different ways for teams to access and interact with collaborative playbooks. This is managed in the System Console using permissions. Permissions can be granted in a variety of ways, to allow for different combinations of access and visibility.

Permissions are provided using:

- **System Scheme:** Applies permissions universally across all teams, channels, and playbooks.
- **Team Override Schemes:** Allow admins to customize permissions for each team.

For more information about System and Team Override Schemes, refer to the Advanced Permissions documentation.

## Note

Some permissions functionality is only available to Mattermost Enterprise customers. For more information, visit <https://mattermost.com/pricing>.

In the context of collaborative playbooks, members are assigned a role and based on the selected permissions, this determines how they interact with playbooks. A member can be a member of one playbook, and an admin of another. This allows for granular permissions across teams and departments. For example, setting playbook visibility so only certain teams can view it, or setting permissions to allow an organization to view a playbook but only designated team members can make edits.

Permissions are applied only to playbooks - there are no permissions that are specific to runs.

## Playbook roles

### Member

In the context of collaborative playbooks, members are users of Mattermost who are added to a playbook.

## Playbook Admin

Playbook Admins are also members, and may have elevated permissions to change playbook and run visibility as well as functional settings. They do not have access to the System Console and their privileges are managed by the system admin. Members need to be promoted to the role from within playbooks. The Playbook Admin role is applied per playbook.

### Note

Before you make system or team changes to permissions, ensure that you don't lose access to your existing playbooks. Navigate to the playbook you're a member of. Select the **Manage Access** icon and change your role from **Member** to **Admin**.

## Playbooks permissions

Default playbooks settings are completely open which enable all members to participate in runs, edit playbooks, view runs and playbooks, remove other members from runs, edit actions, and make other changes. Permissions provide better control over confidential runs and playbooks, as well as member management. Note that even with the default settings, private playbooks restrict these actions to members of the playbook.

## Create read-only playbooks

In the following example, only playbook admins can edit playbooks. Other users can view public playbooks and private playbooks of which they are a member, but can't edit any playbook or change playbook memberships.

1. Go to **System Console > User Management > Permissions**.
2. In the **All Members** section, uncheck **Manage Public Playbooks** and uncheck **Manage Private Playbooks**.

3. Scroll down to the **Playbook Admin** section and confirm that **Manage Public Playbooks** and **Manage Private Playbooks** are checked.
4. Select **Save**.

## Restrict who can create playbooks

You can also set permissions for read-only playbooks that do allow members to create new public or private playbooks.

1. Go to **System Console > User Management > Permissions**.
2. In the **All Members** section, uncheck **Manage Public Playbooks** and uncheck **Manage Private Playbooks**.
3. Then, check **Create Public Playbook** and **Create Private Playbook**.
4. Select **Save**.

## I want to restrict who can convert playbooks from public to private

You can control whether Members can convert playbooks from public to private.

1. Go to **System Console > User Management > Permissions**.
2. In the **All Members** section, check **Convert Playbooks**.
3. Select **Save**.

Alternatively, to restrict this action so only Playbook Admins can convert playbooks from public to private, uncheck the setting above and:

1. Go to **System Console > User Management > Permissions**.
2. Scroll down to **Playbook Admin**.
3. Check **Convert Playbooks**.
4. Select **Save**.

## I want to control who starts a run

By default, all Members can start a run using a playbook. You can restrict this so that only Playbook Admins can start a run. Note that with this configuration, Members are not able to start runs or edit playbooks.

1. Go to **System Console > User Management > Permissions**.
2. In the **All Members** section, uncheck **Manage Runs**. This also unchecks **Create Runs**.
3. Scroll down to **Playbook Admin** and ensure that **Manage Runs** is checked.
4. Select **Save**.

If you want to continue to allow Members to edit playbooks, an alternative to this configuration is to make the playbook private.

## Duplicate a playbook

Playbooks are repeatable workflows and sometimes it's easier to copy and improve rather than start from scratch.

You can do this by duplicating a playbook in the Playbooks screen. Select the ... under **Actions** and then select **Duplicate**. The copied playbook will have **Copy of** appended to its original name which you can edit.

To import a playbook, go to the Playbooks screen, and select **Import**. Choose the team you're importing to, then select the JSON file. You can also export any playbook to JSON to easily share with other Mattermost servers.

## Export channel data

### Note

See the export channel data documentation for details on working with channel export functionality.

## On this page

- Share and collaborate
  - Playbook roles
  - Playbooks permissions
    - Create read-only playbooks
  - Restrict who can create playbooks
    - I want to restrict who can convert playbooks from public to private
    - I want to control who starts a run
  - Duplicate a playbook
  - Export channel data

# Work with collaborative playbooks

A collaborative playbook is a checklist of the tasks that make up your processes. Collaborative playbooks allow you to take codified knowledge and processes and make them accessible and editable by your organization and team. When you're setting up your playbook, you'll be able to break tasks down, and assign actions to them - such as using a slash command to start a Zoom call. You can also decide whether to use the same channel every time your playbook is run, or a new one.

## Tip

Watch this [on-demand webinar on securing your mission-critical work \(<https://mattermost.com/webinar/cybersecurity-incident-response/>\)](https://mattermost.com/webinar/cybersecurity-incident-response/) to learn about the key features and functionality to look for in your incident response tooling.

There are other parts of a playbook, such as automation settings, and metrics. Playbook configuration applies both to the execution of the playbook as well as to its management and improvement.

But the very first thing you'll want to set up is a checklist.

Each time you use the process you've documented, such as onboarding a new customer, the playbook is used to start a run - a discrete single use of the process - and that run is captured in a channel (either a dedicated one or a new one every time you run the playbook).

Setting up a playbook includes configuring how the playbook manages the creation of its channel as well as how stakeholders are notified.

To open a playbook and view its statistics, select the playbook name. To begin a run using a specific playbook, select **Run** beside that playbook's name.

## Templates

Creating a playbook from scratch can be daunting, even if you have the process mapped out. One way to get started quickly is to use one of the pre-configured templates available. These templates are populated with content and settings to provide guidance and are customizable.

Playbook templates are basic workflows that you can use to get started quickly. As you learn more about your workflows, you can customize them into specific playbooks.

### Choose a template

The first step is to choose the right template for your use case. There are pre-configured templates for specific scenarios. The checklists, actions, status updates, and retrospective settings for these templates may already be filled in and, where appropriate, enabled. You can always edit and adjust these settings - they're there to guide you - removing them doesn't negatively affect the playbook run.

#### Tip

Take a look at the **Learn how to use playbooks** template. This template breaks down the components of a playbook and you can also start a test run to see how everything fits together. If you're taking this option, you can stop reading here and enjoy the test run. You can also choose a blank template and start from scratch - this is a good option if your use case is unique.

In the incident response template, the template contains items that are relevant to incident resolution. These are general items to help you get started.

## Edit a playbook

You can change a playbook's configuration at any time, but changes will only be applied to future incidents. Ongoing or ended incidents previously started from that playbook remain unchanged.

1. Go to **product menu > Playbooks**.
2. Find the playbook you want to edit.
  - Only public playbooks and private playbooks that you're a member of are listed. System admins have unrestricted access to all playbooks on the team.
3. Select the name of the playbook.
  - To edit the playbook directly select the actions menu next to the playbook name, then select **Edit**.
  - To access the playbook dashboard, select the hyperlinked playbook name.
4. Select the **Outline** tab.
5. Edit the text portions of the playbook inline. Use the left-hand menu to navigate to other parts of the playbook that you may want to edit.

## Make checklists

1. In channels, select **Toggle Playbook List** from the Apps Bar.
2. Select **Blank Playbook**, or use the built-in template.
3. Name your playbook and provide a description.
4. Select the **Checklists** tab.

*You can start with the default checklist and edit it, or you can delete it and select **+ New checklist**.*

- *Within each checklist, select **+ New task** to add tasks that are meant to be completed together.*
  - *Drag and drop to reorganize checklists and tasks.*

- Add task descriptions to give additional context to members of the playbook. Descriptions support a limited form of Markdown, including text styling and hyperlinks.

## 5. Choose **Save**.

### Note

Tasks in a playbook consists of text rendered in Markdown (when present). You can't run commands directly from a task in a playbook, but you can trigger built-in slash commands and [custom slash commands](https://developers.mattermost.com/integrate/slash-commands/custom/) ([https://developers.mattermost.com/integrate/slash-commands/  
custom/](https://developers.mattermost.com/integrate/slash-commands/custom/)), or outgoing webhooks, to run as part of the task action by starting the task with / .

## Multiple runs in a channel

From Mattermost v7.7, you can choose to start each run in a new channel or re-use an already existing channel.

Here are some scenarios why you might want to start each run in the same channel:

- Short, frequently-used processes benefit from being in the same channel - it keeps the process streamlined.
- Teams with multiple independent workflows, such as release teams, benefit from having them in one place.
- Cutting down on the number of new channels created makes it easier to find run channels again.
- The run name isn't linked to the channel's name so you can tell multiple workflows apart.

When you're configuring your playbook:

- You can link it to an existing channel so that each run starts in that channel.

- You can choose that each time the playbook is run, it creates a new channel.

To access this setting, open the **Playbooks** tab. Select the playbook you want to edit, then select the **Outline** tab. Select **Actions** in the left-hand menu and make your selection under the **When a run starts** heading.

When you start a run, your selection is the default but can be changed for each run. Additionally, it's also possible to move a started run to another channel, so you're not locked into whichever option you select.

## Status updates

There may be multiple active runs on any given day.

Configuring an update cadence is an easy way to centralize status updates, decrease noise, and remember where everything is. You can do this when you're setting up your playbook. Navigate to the **Usage** section and set the parameters based on expected update cycles and where the updates should be published.

## Keywords

You can use keywords to trigger a playbook. Keywords are set in the **Channel Actions** menu and are applicable to a specific channel. When you use the Keywords action any channel member who has access to the playbook and who uses one of the listed keywords will be prompted to run the associated playbook.

If you find your keywords result in too many false positives, consider refining your list and also consider that URLs used by run members may also contain monitored keywords.

## Actions

You can customize actions associated with your playbook to ensure a smooth start when starting a run. Select the **Actions** tab to view the automation options available.

Options include:

- Create a channel when a run is started
- Invite members to the run
- Send outgoing webhooks
- Automatically add the run channel to a sidebar category

Actions such as channel creation and adding the channel to a sidebar category are set per-playbook and applied to each run that uses that playbook.

If you're a system admin or channel admin of the run channel you can also edit these settings in the run channel, via the channel menu, in **Channel Actions**. Editing the settings in the run channel will only affect that channel and the changes aren't applied to the playbook. Only channel admins can edit the **Channel Actions** items (such as the welcome message) but members who have access to the playbook can edit the welcome message and run behavior settings. Editing these won't change the welcome message of a run that's in progress - it only applies going forward.

If you want to change the behavior of all future runs associated with the playbook, edit the playbook directly in the **Actions** menu.

## Run metrics

The **Usage** tab in the workflow dashboard provides run metrics for that playbook. These metrics are available to all viewers. It's not possible to edit or add to these metrics.

## Webhooks

- For information about the webhook payload for `run start`, see the [PlaybookRunWebhookPayload \(`https://github.com/mattermost/mattermost-plugin-playbooks/blob/b4c8058d8660efe35050bc7eb080e3819c7ab09c/server/app/playbook\_run\_service.go#L176-L185`\)](https://github.com/mattermost/mattermost-plugin-playbooks/blob/b4c8058d8660efe35050bc7eb080e3819c7ab09c/server/app/playbook_run_service.go#L176-L185) struct. An example of the JSON payload for a run start [is available \(`https://gist.github.com/icelander/b68f2bf2b4ffefec93400cb050211cf1`\)](https://gist.github.com/icelander/b68f2bf2b4ffefec93400cb050211cf1).

- For information about the webhook payload for `status update`, see the [PlaybookRunWebhookPayload \(`https://github.com/mattermost/mattermost-plugin-playbooks/blob/b4c8058d8660efe35050bc7eb080e3819c7ab09c/server/app/playbook\_run\_service.go#L176-L185`\)](https://github.com/mattermost/mattermost-plugin-playbooks/blob/b4c8058d8660efe35050bc7eb080e3819c7ab09c/server/app/playbook_run_service.go#L176-L185) struct. An example JSON payload for a status update [is available \(`https://gist.github.com/icelander/2f9938ad68d1e0aa656f97969895d080`\)](https://gist.github.com/icelander/2f9938ad68d1e0aa656f97969895d080).

## On this page

- Work with collaborative playbooks
  - Templates
    - Choose a template
  - Edit a playbook
  - Make checklists
  - Multiple runs in a channel
  - Status updates
  - Keywords
  - Actions
  - Run metrics
  - Webhooks

# Work with runs

---

A run is the execution of a collaborative playbook. You can start each run in a new channel or you can elect to use the same channel for multiple runs.

To access runs, select the product menu in the top-left corner of Mattermost, then select **Playbooks**. In the runs list, you can select a run to view more details, such as the overview and retrospective. This is an easy way to assess all the active runs to which you have access.

## Follow and participate

You don't have to be in a run's channel to follow the run. You can:

- **Follow:** If you're following a playbook, you won't necessarily be added to each of the playbook's runs but you will be added as a follower. To join a run channel, select **Participate** in the header of that run.
- **Participate:** If you're participating in a run it's likely because you're in a team or group of people who've been added to it. In this case, you'll be able to follow the run in the run channel and also view the details in the list of runs in the **Playbooks** tab.

## View run details

When you're in a channel with an active run, select the **Toggle Run Details** icon in the channel header to open the right-hand pane to view the run details. Information such as run name and description can be edited in-line, and the checklists can be collapsed and filtered based on their status.

Some run actions can be edited while the run is in progress. This increases visibility into the run's progress and can improve accountability.

## Runs and channel behavior

When you configure your playbook, you can decide whether each run of that playbook starts in a new channel or uses the same channel. You can run

multiple playbooks in the same channel, simultaneously. Each playbook in use is listed in the RHS of the run channel.

If you decide to run a playbook in a new channel, you can do this when you start the run. In the channel RHS, select **Start run**. Then select how you'd like it to be executed.

#### Tip

- When deciding whether to reuse a channel for multiple runs, or create new channels for each playbook run, multiple runs in a single channel can help avoid too many channels being created, which can lead to channel overload.
- Playbook run channels aren't automatically archived when runs are marked as complete; however, you can archive channels you no longer need, and system admins can allow user access to archived channels if needed. See the multiple runs in a channel documentation for additional considerations.
- In contrast, using a dedicated channel for each playbook run can be helpful particularly in cases where strict compliance and channel data export is required.

## Send outgoing webhooks

1. In your run, select **Toggle Run Details** to open the right-hand sidebar.
2. Select **Run details**.
3. In the **Run details** page, scroll down to **Actions**.
4. Add your webhook URLs in the field provided. You can turn off this option using the toggle.
5. Select **Save**.

## On this page

- Work with runs
  - Follow and participate
  - View run details
  - Runs and channel behavior
  - Send outgoing webhooks

# Work with tasks

---

## Tasks and due dates

In some workflows, there are time constraints on tasks and others may have more flexible timeframes. Associating tasks with deliverable dates provides visibility into workloads and helps everyone stay accountable during the run.

To assign a due date to a task, select the **Toggle Run Details** icon to open the **Run Details** screen. Hover over the task you'd like to edit and select the calendar icon to assign a due date. Due dates can be used to sort tasks in the run overview.

When a due date is assigned to a task, and the task is overdue or due today, a reminder is added to the playbook's daily digest along with tasks that don't have an assigned due date. As tasks are completed, they're removed from the daily digest reminders. You can refresh the list of assigned tasks at any time using the `/playbook todo` slash command.

Due dates can be entered in text (e.g., "two minutes ago") or numerically (e.g., "15 March 2023").

## Task actions

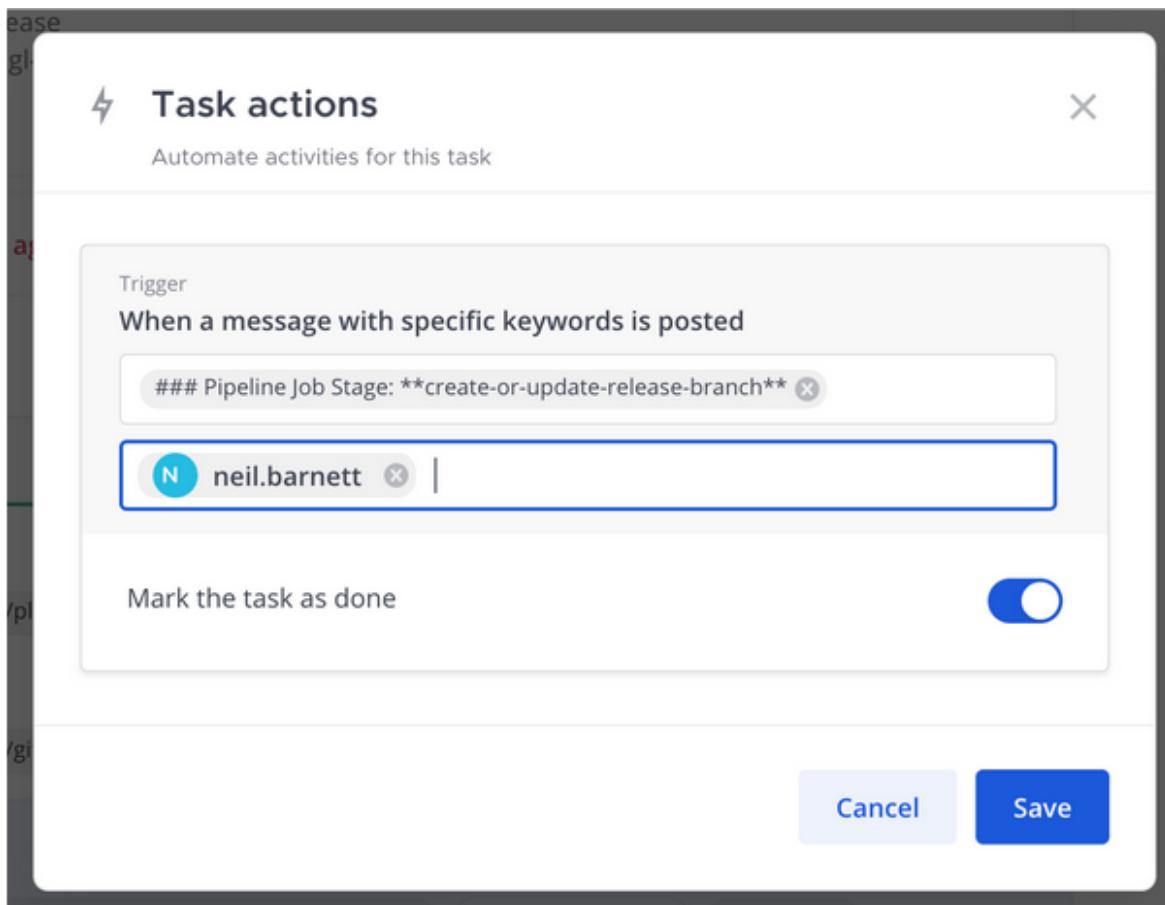
You can automatically complete tasks in a playbook run using keyword triggers. When the keywords you've entered are mentioned in the run, the task is marked as completed.

For this feature, you should use a string of text rather than individual words. The search is an `ANY` search, meaning that if you used the individual words "target" and "completed", either of those words will trigger the action to be marked as complete. If you're using phrases that have formatting, make sure you use the Markdown formatting in the text field.

When you edit a task, you'll see the following:

- The text to search for in the messages

- Ability to limit this for posts from a specific user (or bot)
- Option to mark the task as done (or not).



## Task inbox

In addition to the daily digest, you also have access to a task inbox. The task inbox provides you with a cross-run overview of the tasks you're accountable for, sorted by due date.

You can:

- Access each task directly, without having to visit the individual runs.
- Mark tasks as complete or skip them.
- Change the task assignee from yourself to another team member. The task will then be removed from your inbox.
- You can change the due date of tasks to manage priorities and urgency.

To view your task inbox, access the **Playbooks** tab in Mattermost. In the header, next to your profile image, select the tasks list icon. A list of every task assigned to you from every run that's in progress is displayed.

## On this page

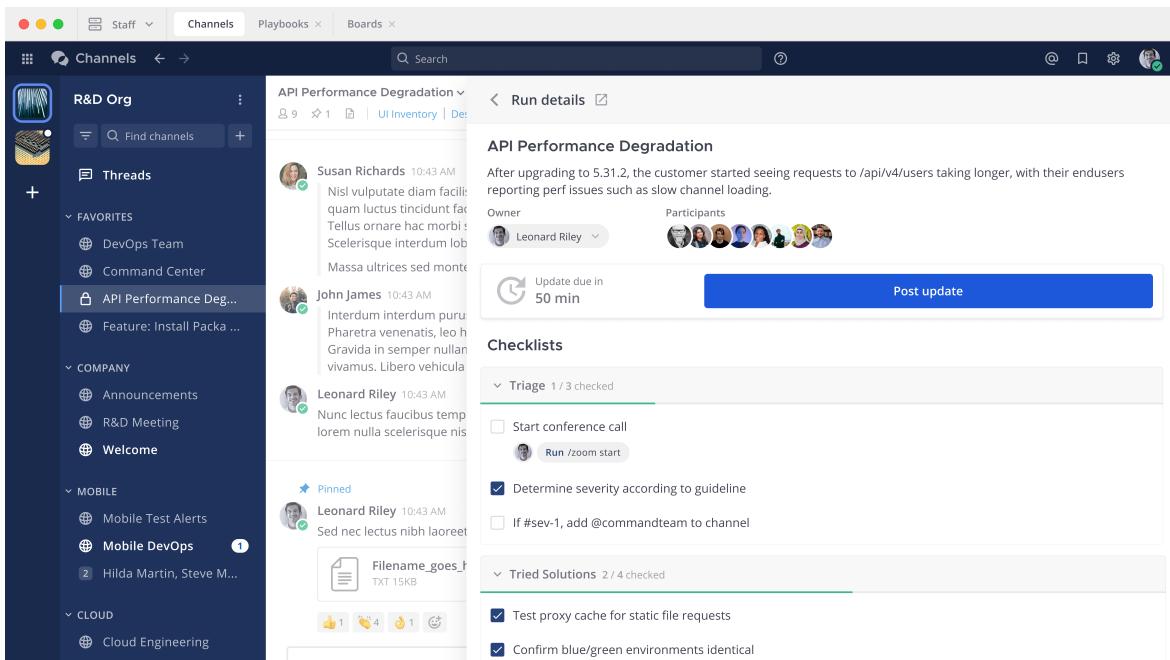
- Work with tasks
  - Tasks and due dates
  - Task actions
  - Task inbox

# Workflow Automation

Mattermost Playbooks provides structure, monitoring and automation for repeatable, team-based processes integrated with the Mattermost platform. Playbooks are configurable checklists for teams to achieve specific and predictable outcomes, such as incident response, software release management, and logistical operations.

Playbooks monitor channels for keywords or user actions to trigger a structured process, which brings up a set of individual or shared tasks, each associated with manual or automated actions. As playbooks are executed, some may have requirements for broadcasting status updates to stakeholders at regular intervals, to populate workflow dashboards by conducting retrospectives after the core process is complete, or other customer requirements as exit criteria for a playbook “run”.

Advanced permissions are also available to delegate and manage playbook controls in larger organizations.



The screenshot shows the Mattermost web interface with the 'Playbooks' tab selected in the top navigation bar. On the left, the sidebar displays various organizational structures like 'R&D Org', 'FAVORITES', 'COMPANY', 'MOBILE', and 'CLOUD'. The main content area is titled 'API Performance Degradation' and shows a 'Run details' card. The card includes a summary of the issue ('After upgrading to 5.31.2, the customer started seeing requests to /api/v4/users taking longer, with their endusers reporting perf issues such as slow channel loading.'), the owner ('Leonard Riley'), participants, and an 'Update due in 50 min' button. Below the card is a 'Checklists' section with two expandable sections: 'Triage' (1/3 checked) and 'Tried Solutions' (2/4 checked). The 'Triage' section contains tasks like 'Start conference call' (disabled), 'Determine severity according to guideline' (checked), and 'If #sev-1, add @commandteam to channel' (disabled). The 'Tried Solutions' section contains tasks like 'Test proxy cache for static file requests' (checked) and 'Confirm blue/green environments identical' (checked).

## Configuration

Playbooks comes pre-packaged, installed, and enabled with Mattermost server. Access playbooks by selecting the product menu located in the top-left corner of the Mattermost interface.

## Usage

Use collaborative playbooks to orchestrate prescribed workflows and define, streamline, and document complex, recurring operations, and help your organization stay in command with integrated communication, collaboration, and status dashboards managing your workflow life cycles.

[Mattermost Academy Learn about Mattermost Playbooks \(<https://academy.mattermost.com/p/mattermost-playbooks-onboarding-training>\)](https://academy.mattermost.com/p/mattermost-playbooks-onboarding-training)

## Try it yourself!

Walk through our [Incident Response playbook demonstration \(<https://mattermost.com/demo/playbooks-incident-response/>\)](https://mattermost.com/demo/playbooks-incident-response/) to see what you can do with playbooks.

## Learn more

This end user documentation is for anyone who wants guidance on building repeatable processes in Mattermost.

- Overview - Learn what collaborative playbooks are and how they're used.
- Work with collaborative playbooks - Customize a playbook for successful runs.
- Work with runs - Edit triggers and actions in an active run.
- Work with tasks - Work with tasks and the task inbox.
- Work with notifications and updates - Keep track of all your active runs and tasks.
- Work with metrics and goals - Unlock insights about the performance of collaborative workflows across organizations with workflow dashboards.

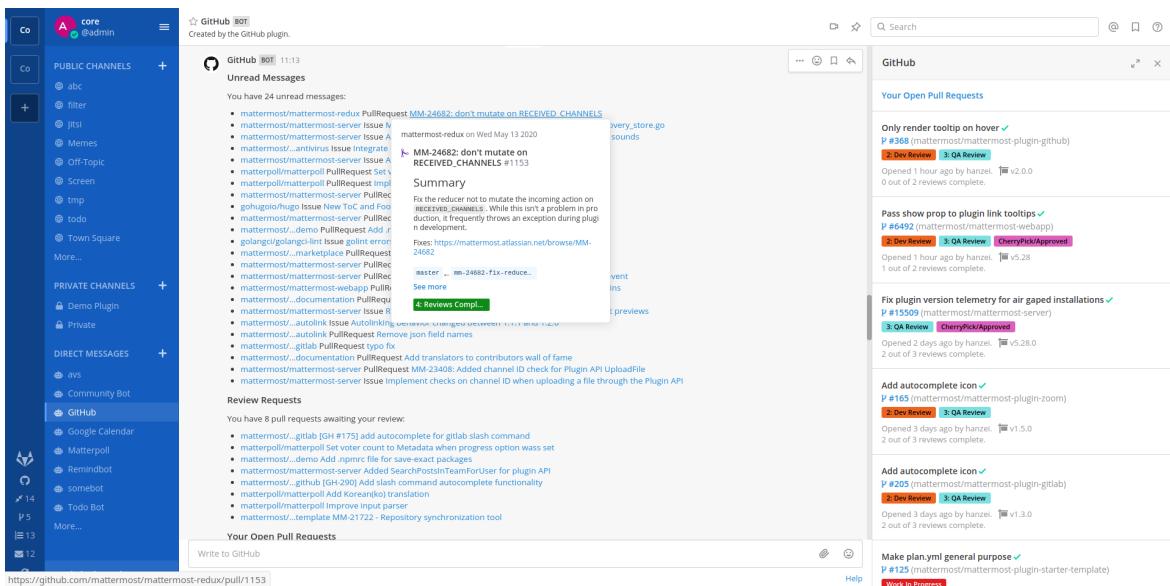
- Share and collaborate - Reuse and share collaborative playbooks with your organization.
- Interact with collaborative playbooks - Interact with collaborative playbooks using slash commands and the REST API.

## On this page

- Workflow Automation
  - Configuration
  - Usage
    - Try it yourself!
  - Learn more

# Connect GitHub to Mattermost

Minimize distractions and reduce context switching between your GitHub code repositories and your communication platform by integrating GitHub with Mattermost. Help your teams stay focused and productive with real-time updates on commits, pull requests, issues, and more directly from Mattermost channels.



## Deploy

Setup starts in GitHub and configuration ends in Mattermost.

### Register an OAuth app in GitHub

A Mattermost system admin must perform the following steps in GitHub.

1. Go to <https://github.com/settings/applications/new> to register an OAuth app with GitHub.
2. Set the following values:

- **Application name:** `Mattermost GitHub Plugin - <YOUR COMPANY NAME>`
- **Homepage URL:** `https://github.com/mattermost/mattermost-plugin-github`

- **Authorization callback URL:** `https://YOUR-MATTERMOST-URL.COM/plugins/github/oauth/complete`, replacing `https://YOUR-MATTERMOST-URL.COM` with your Mattermost URL. This value must match the Mattermost server URL you use to log in.

3. Save your changes.
4. Select **Generate a new client secret**, and enter your GitHub password to continue.
5. Copy the **Client ID** and **Client Secret** in the resulting screen.
6. In Mattermost, go to **System Console > Plugins > GitHub**, and regenerate both a **Webhook Secret** and **At Rest Encryption Key** by selecting **Regenerate** next to each field. You'll need a copy of the **Webhook Secret** value to create a webhook in GitHub.

#### Note

We recommend making a copy of your webhook secret and encryption key, as it will only be visible to you once.

## Create a webhook in GitHub

A Mattermost system admin must perform the following steps in GitHub. Create a webhook in GitHub for each GitHub organization you want to set up.

1. In GitHub, go to the **Settings** page where you want to send notifications from, then select **Webhooks** in the sidebar.
2. Select **Add Webhook**.
3. Set the following values:

- **Payload URL:** `https://YOUR-MATTERMOST-URL.COM/plugins/github/webhook`. Replace `https://YOUR-MATTERMOST-URL.COM` with your Mattermost URL.
- **Content Type:** `application/json`

- **Secret:** The **Webhook Secret** value you copied earlier.

4. Under **Which events would you like to trigger this webhook?**, select **Let me select individual events**.
5. Select the following events:

- *Branch or Tag creation*
- *Branch or Tag deletion*
- *Discussions*
- *Discussion comments*
- *Issue comments*
- *Issues*
- *Pull requests*
- *Pull request review*
- *Pull request review comments*
- *Pushes*
- *Releases*
- *Stars*
- *Workflows*

6. Select **Add Webhook** to save your changes.

## Mattermost configuration

A Mattermost system admin must perform the following steps in Mattermost.

1. Confirm whether your Mattermost deployment has a `github` user account. If it exists, that account posts GitHub messages in channels by default, and the messages won't include a BOT tag. You can change this account behavior to include a BOT tag by using one of the following methods:
  - Convert the user account to a bot using `mmctl user convert`.

- Change the existing `github` username to something else. A new bot account called `github` is created the Mattermost server is restarted when the enable bot account creation configuration setting is enabled.

2. Install the GitHub integration from the in-product App Marketplace:

1. In Mattermost, from the Product menu



, select **App Marketplace**.

2. Search for or scroll to GitHub, and select **Install**.

3. Once installed, select **Configure**. You're taken to the System Console.

4. On the GitHub configuration page, enable and configure GitHub interoperability as follows, and then select **Save**:

- Enter the **GitHub OAuth Client ID** and **GitHub OAuth Client Secret** obtained during registration.
- (Optional) **GitHub Organization**: Lock the integration to GitHub organizations by specifying a comma separated list of your GitHub organizations.
- (GitHub Enterprise Only): Set **Enterprise Base URL** and **Enterprise Upload URL** values to your GitHub Enterprise URLs, e.g. <https://github.example.com>. These values are often the same.
- (Mattermost desktop app only) **Display Notification Counters in Left Sidebar**: Display or hide GitHub notification counters in the Mattermost sidebar.
- (Optional) **Enable Private Repositories**: Enable the ability to work with private repositories. Affected users are notified once private repositories are enabled, and must reconnect their GitHub accounts to gain access to private repositories.
- (Optional) **Connect to private Repositories by default**: Connect to private GitHub repositories by default, when private repositories are enabled.

- *(Optional) **Enable Code Previews:** Expand permalinks to GitHub files with previews. You can enable public repositories, public and private repositories, or disable this option.*
- *(Optional) **Enable Webhook Event Logging:** Log webhook events when log level set to DEBUG by enabling the option.*
- *(Optional) **Show Author in commit notification:** Show commit author instead of committer in GitHub push event notifications.*

## Enable

Notify your teams that they can connect their GitHub accounts to Mattermost.

## Upgrade

We recommend updating this integration as new versions are released. Generally, updates are seamless and don't interrupt the user experience in Mattermost. Visit the [Releases page \(<https://github.com/mattermost/mattermost-plugin-github/releases>\)](https://github.com/mattermost/mattermost-plugin-github/releases) for the latest release, available releases, and compatibility considerations.

## Use

Users who want to use GitHub interconnectivity must register an OAuth app in GitHub for Mattermost, and then connect a GitHub account to Mattermost.

Once connected, you'll receive direct messages from the GitHub bot in Mattermost when someone mentions you, requests a review, comments on, modifies one of your pull requests/issues (includes adding labels or reopening the issue), or assigns you to an issue on GitHub.

## Register an OAuth app in GitHub for Mattermost

1. Go to <https://github.com/settings/applications/new> to register an OAuth app.
2. In GitHub, set the following values:

- **Application name:** `Mattermost GitHub Plugin - <YOUR COMPANY NAME>`

- **Homepage URL:** `https://github.com/mattermost/mattermost-plugin-github`
- **Authorization callback URL:** `https://YOUR-MATTERMOST-URL.COM/plugins/github/oauth/complete`, replacing `https://YOUR-MATTERMOST-URL.COM` with your Mattermost URL. This value must match the Mattermost server URL you use to log in.

3. Submit your changes in GitHub.

## Connect a GitHub account to Mattermost

1. In Mattermost, run the `/github connect` slash command in any Mattermost channel to link your Mattermost account with your GitHub account.
2. Once connected, run the `/github help` slash command to see what you can do.

## Get started

Here are some common slash commands you can get started with:

Run the `/github subscriptions add` slash command to subscribe a Mattermost channel to receive notifications for new pull requests, issues, branch creation, and more in a GitHub repository.

For example, to post notifications for issues, issue comments, and pull requests matching the label **Help Wanted** from the `mattermost/mattermost-server` GitHub repository, use: `/github subscriptions add mattermost/mattermost-server --features issues,pulls,issue_comments,label:"Help Wanted"`. The following flags are supported:

- `--features`: A comma-delimited list of one or more of: issues, pulls, pulls\_merged, pulls\_created, pushes, creates, deletes, issue\_creations, issue\_comments, pull\_reviews, releases, workflow\_success, workflow\_failure, discussions, discussion\_comments, label:"labelname". Defaults to `pulls,issues,creates,deletes`.
- `--exclude-org-member`: The events triggered by organization members that won't be delivered. It will be locked to the organization configured and only works for users whose membership is public. Organization members and collaborators are not the same.

- `--include-only-org-members`: events triggered only by organization members will be delivered. It will be locked to the organization provided in the plugin configuration and it will only work for users whose membership is public. Note that organization members and collaborators are not the same.
- `--render-style`: Notifications are delivered in the specified style (for example, the body of a pull request will not be displayed). Supported values are `collapsed`, `skip-body`, or `default` (which is the same as omitting the flag).
- `--exclude`: A comma-separated list of the repositories to exclude from getting the subscription notifications like `mattermost/mattermost-server`. Only supported for subscriptions to an organization.

Run the `/github todo` slash command to get a message with items to do in GitHub, including a list of unread messages and pull requests awaiting your review.

Run the `/github settings` slash command to update your settings for notifications and daily reminders.

Run the `/github setup` slash command to configure the integration between GitHub and Mattermost. You can run this command to run the entire setup process, or run one of the following subcommands to revisit a particular setup step:

- `/github setup oauth`: Sets up the OAuth2 application in GitHub, establishing the necessary authorization connection between GitHub and Mattermost.
- `/github setup webhook`: Creates a webhook from GitHub to Mattermost, allowing real-time notifications and updates from GitHub to be sent to Mattermost channels.
- `/github setup announce`: Sends a message to designated channels in Mattermost, announcing the availability of the GitHub integration for team members to use.
- `/github default-repo`: Sets a default repository for user per channel to be auto-filled in the Create GitHub Issue modal for convenience.

## Frequently asked questions

### How do I connect a repository instead of an organization?

Set up your GitHub webhook from the repository instead of the organization. Notifications and subscriptions will then be sent only for repositories you create webhooks for. The reminder and `/github todo` searches the whole organization, but only show items assigned to you.

### How do I send notifications when a certain label is applied?

If you want to send notifications to a Mattermost channel when **Severity/Critical** label is applied to any issue in the `mattermost/mattermost-plugin-github` repository, run the following slash command to subscribe to these notifications: `/github subscriptions add mattermost/mattermost-plugin-github issues,label:"Severity/Critical"`

### How does the integration save user data for each connected GitHub user?

GitHub user tokens are AES-encrypted with an **At Rest Encryption Key** generated in Mattermost. Once encrypted, the tokens are saved in the `PluginKeyValueStore` table in your Mattermost database.

## Customize

This integration contains both a server and web app portion. Visit the [Mattermost Developer Workflow](https://developers.mattermost.com/extend/plugins/developer-workflow/) (<https://developers.mattermost.com/extend/plugins/developer-workflow/>) and [Mattermost Developer environment setup](https://developers.mattermost.com/extend/plugins/developer-setup/) (<https://developers.mattermost.com/extend/plugins/developer-setup/>) for information about developing, customizing, and extending Mattermost functionality.

In order to get your environment set up to run Playwright tests, please see the setup guide at [e2e/playwright](https://github.com/mattermost/mattermost-plugin-github/blob/master/e2e/playwright#readme) (<https://github.com/mattermost/mattermost-plugin-github/blob/master/e2e/playwright#readme>).

## Get help

Mattermost customers can open a [Mattermost support case](https://support.mattermost.com/hc/en-us/requests/new) (<https://support.mattermost.com/hc/en-us/requests/new>). To report a bug, please open a GitHub issue against the [Mattermost GitHub plugin repository](https://github.com/mattermost/mattermost-plugin-github) (<https://github.com/mattermost/mattermost-plugin-github>).

For questions, feedback, and assistance, join our public [Integrations and Apps channel](https://community.mattermost.com/core/channels/integrations) (<https://community.mattermost.com/core/channels/integrations>) on the [Mattermost Community Server](https://community.mattermost.com/) (<https://community.mattermost.com/>) for assistance.

Mattermost Team Edition and Free customers can visit the Mattermost [peer-to-peer troubleshooting forum](https://forum.mattermost.com/c/troubleshoot/16) (<https://forum.mattermost.com/c/troubleshoot/16>) to access the global Mattermost Community for assistance.

### On this page

- Connect GitHub to Mattermost
  - Deploy
    - Register an OAuth app in GitHub
    - Create a webhook in GitHub
    - Mattermost configuration
  - Enable
  - Upgrade
  - Use
    - Register an OAuth app in GitHub for Mattermost
    - Connect a GitHub account to Mattermost
    - Get started
  - Frequently asked questions
    - How do I connect a repository instead of an organization?
    - How do I send notifications when a certain label is applied?
    - How does the integration save user data for each connected GitHub user?
  - Customize
  - Get help

# Connect GitLab to Mattermost

Minimize distractions and reduce context switching between your GitLab code repositories and your communication platform by integrating GitLab with Mattermost. You control which events trigger notifications beyond default events, including merges, issue comments, merge request comments, pipelines, pull reviews, and many more. Help your teams stay focused and productive with daily task summaries, real-time updates and notifications on new and closed merge requests, new and closed issues, and tag creation events, directly from Mattermost channel subscriptions.

Mattermost supports both Software-as-a-Service (SaaS) and on-premises versions of GitLab.

The screenshot shows the Mattermost desktop application interface. On the left, there's a sidebar with a user profile for 'DevOps @jason.blais', a notification count of 2, and sections for 'FAVORITE CHANNELS' and 'PUBLIC CHANNELS'. The 'GitLab Plugin' channel is selected and highlighted in blue. The main pane shows a conversation with the 'GitLab Plugin' bot. The bot has sent a message stating 'You have 20 unread messages:' followed by a list of 20 items, each with a link. At the bottom of the main pane is a text input field with placeholder text 'Write to GitLab Plugin' and a 'Help' button.

- build\_failed : Add documentation for how to install Mattermost Team Edition Helm Chart in GitLab Helm Chart deployment
- mentioned : Cross-promote GitLab Mattermost plugin
- directly\_addressed : Update Mattermost to 5.14.2
- mentioned : Support the GitLab plugin for mattermost
- directly\_addressed : Update Mattermost to 5.14
- mentioned : Follow-up from "Update Mattermost System Console settings page URL for webhooks"
- mentioned : Update Mattermost System Console settings page URL for webhooks
- directly\_addressed : Update Mattermost to 5.10.2 (GitLab 11.11)
- mentioned : Reference matching GitLab and Mattermost versions after 11.10
- mentioned : Q2'2019 Hackathon prize winners
- directly\_addressed : Enable Mattermost email on install
- directly\_addressed : Mattermost - Token Request Failed when using Gitlab SSO
- mentioned : Note that scopes don't need to be selected for Mattermost-GitLab SSO setup
- directly\_addressed : Mattermost auth failure - Bad response from token request
- mentioned : Update email batching docs for Mattermost
- directly\_addressed : Minor updates for README.md
- directly\_addressed : Update Mattermost to 5.8.2 (GitLab 11.9)

## Deploy

Setup starts in GitLab and configuration ends in Mattermost.

## Register an OAuth app in GitLab

A Mattermost system admin must perform the following steps in GitLab.

1. Go to <https://gitlab.com/-/profile/applications> or <https://gitlab.YOURDOMAIN.com/-/profile/applications>, replacing `YOURDOMAIN.COM` with your GitHub URL, to register an OAuth app with GitLab.
2. Set the following values:
  - **Name:** `Mattermost GitLab Plugin - <YOUR COMPANY NAME>`
  - **Redirect URI:** <https://YOUR-MATTERMOST-URL.COM/plugins/com.github.manland.mattermost-plugin-gitlab/oauth/complete>, replacing `YOUR-MATTERMOST-URL.COM` with your Mattermost URL. This value must match the Mattermost server URL you use to log in.
3. Select `api` and `read_user` in **Scopes**.
4. Save your changes. Copy the **Application ID** and **Secret** fields in the resulting screen.

## Mattermost configuration

A Mattermost system admin must perform the following steps in Mattermost.

Install the GitLab integration from the in-product App Marketplace:

### Note

We recommend making a copy of your webhook secret and encryption key, as it will only be visible to you once.

1. In Mattermost, from the Product menu



, select **App Marketplace**.

2. Search for or scroll to GitLab, and select **Install**.
3. Once installed, select **Configure**. You're taken to the System Console.

4. On the GitLab configuration page, enable and configure GitLab interoperability as follows, and then select **Save**:

- Enter the **GitLab URL**, **GitLab OAuth Client ID**, and **GitLab OAuth Client Secret** you obtained when registering the OAuth app in GitLab.
- Generate a **Webhook Secret** and **At Rest Encryption Key** by selecting **Generate**.
- (Optional) **GitLab Group**: Lock the integration to a single GitLab group.
- (Optional) **Enable Private Repositories**: Enable the ability to work with private repositories. Affected users are notified once private repositories are enabled, and must reconnect their GitLab accounts to gain access to private repositories.

## Enable

Notify your teams that they can connect their GitLab accounts to Mattermost.

## Upgrade

We recommend updating this integration as new versions are released. Generally, updates are seamless and don't interrupt the user experience in Mattermost. Visit the [Releases page \(<https://github.com/mattermost/mattermost-plugin-gitlab/releases>\)](https://github.com/mattermost/mattermost-plugin-gitlab/releases) for the latest release, available releases, and compatibility considerations.

## Use

Users who want to use GitLab interconnectivity must register an OAuth app in GitLab for Mattermost, and then connect a GitLab account to Mattermost.

Once connected, you'll receive direct messages from the GitLab bot in Mattermost when someone mentions you, requests a review, comments on, or modifies one of your merge requests/issues, or assigns you to an issue on GitLab.

## Connect a GitLab account to Mattermost

Run the `/gitlab connect` slash account in any Mattermost channel to link your Mattermost account with your GitLab account.

Disconnect a GitLab account by running the `/gitlab disconnect` slash command. Run the `/gitlab me` slash command to review which account is connected to GitLab.

Once connected, run the `/gitlab help` slash command to see what you can do.

## Get started

Run the `/gitlab todo` slash command to get a list of to-do's, assigned issues, assigned merge requests and merge requests awaiting your review. Alternatively, use the options located in the left sidebar.

Run the `/gitlab webhook` slash command to have GitLab send events to Mattermost. For example: `/gitlab webhook add group[/project]`

## Channel subscriptions

Run the `/gitlab subscriptions list` to review all of your subscriptions.

Run the `/gitlab subscriptions add group[/project] [features]` slash command to subscribe a Mattermost channel and receive posts for new merge requests, issues, or other features, from a GitLab project. To unsubscribe and stop receiving posts, run the `/gitlab subscriptions delete group[/project]` slash command.

The following features are supported for channel subscriptions:

- `merges` - Get notified when merge requests are merged
- `issues` - Get notified when issues are created
- `pushes` - Get notified when commits are pushed to a branch
- `issue_comments` - Get notified when comments are made on issues
- `merge_request_comments` - Get notified when comments are made on merge requests
- `tag` - Get notified when tags are created

- `pipeline` - Get notified about pipeline events
- `wiki` - Get notified about wiki page events
- `releases` - Get notified when releases are created
- `deployments` - Get notified about deployment events

For example, to subscribe to release and deployment events: `/gitlab subscriptions add group[/project] releases,deployments`

For each project you want to receive notifications for or subscribe to, create a webhook in a channel where you want to watch events sent from GitLab by running the `/gitlab webhook` slash command. For example: `/gitlab webhook add group[/project]`

#### Note

For GitLab versions prior to 1.2:

1. In GitLab, go to the project you want to subscribe to, and select **Settings > Integrations** in the sidebar.
2. Set the following values:
  - **URL:** `https://YOUR-MATTERMOST-URL.COM/plugins/com.github.manland.mattermost-plugin-gitlab/webhook`, replacing `https://YOUR-MATTERMOST-URL.COM` with your Mattermost URL. Ensure that you add `/plugins/com.github.manland.mattermost-plugin-gitlab/webhook` to the URL, or the webhook won't work.
  - **Secret Token:** Copy the webhook secret you generated earlier.
  - Select all the events in **Triggers**.
  - Add the webhook.

## Create issues and manage comments

You can create GitLab issues and manage issue comments directly from Mattermost using slash commands and interactive modals.

## Create a GitLab issue

Run the `/gitlab issue create` slash command to open an interactive modal where you can create a new GitLab issue. The modal allows you to perform the following actions:

- Set the issue title and description
- Assign labels
- Set the assignee
- Choose the milestone
- Select the target project

## Attach comments to existing issues

Run the `/gitlab issue comment [issue-number]` slash command to attach a comment to an existing GitLab issue. This opens an interactive modal where you can compose and submit your comment directly from Mattermost.

## Update settings

Run the `/gitlab settings [setting] [value]` slash command to update your preferences for the integration:

- Turn personal notifications on or off.
- Turn reminders on or off when you connect initially each day.

## Customize

This integration contains both a server and web app portion. Visit the [Mattermost Developer Workflow](https://developers.mattermost.com/extend/plugins/developer-workflow/) (<https://developers.mattermost.com/extend/plugins/developer-workflow/>) and [Mattermost Developer environment setup](https://developers.mattermost.com/extend/plugins/developer-setup/) (<https://developers.mattermost.com/extend/plugins/developer-setup/>) for information about developing, customizing, and extending Mattermost functionality.

## Get help

Mattermost customers can open a [Mattermost support case](https://support.mattermost.com/hc/en-us/requests/new) (<https://support.mattermost.com/hc/en-us/requests/new>). To report a bug, please open a GitHub issue against the [Mattermost GitLab plugin repository](https://github.com/mattermost/mattermost-plugin-gitlab) (<https://github.com/mattermost/mattermost-plugin-gitlab>).

For questions, feedback, and assistance, join our public [Integrations and Apps channel](https://community.mattermost.com/core/channels/integrations) (<https://community.mattermost.com/core/channels/integrations>) on the [Mattermost Community Server](https://community.mattermost.com/) (<https://community.mattermost.com/>) for assistance.

Mattermost Team Edition and Free customers can visit the Mattermost [peer-to-peer troubleshooting forum](https://forum.mattermost.com/c/troubleshoot/16) (<https://forum.mattermost.com/c/troubleshoot/16>) to access the global Mattermost Community for assistance.

### Tip

Watch [this on-demand webinar on release management with Mattermost and GitLab](https://mattermost.com/webinar/release-management-with-gitlab/) (<https://mattermost.com/webinar/release-management-with-gitlab/>) to learn how to streamline and standardize your release processes, while reducing the amount of effort required to ship your latest releases.

### On this page

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# Integrations Guide

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Mattermost provides a variety of methods to add functionality and customize the end-user experience to suit your organization's needs, whether you want to add new user capabilities with slash commands, build an advanced chatbot, or completely change the functionality of your server.

Learn about the pre-built integrations that come with your Mattermost deployment and integrations specific to the Microsoft ecosystem.

In addition, a wide array of open source integrations are available and ready to use from Mattermost and our community. To see a list of open source integrations available, please see the [Mattermost Marketplace \(<https://mattermost.com/marketplace/>\)](https://mattermost.com/marketplace/).

For self-hosted deployments in small setups, you might host integrations on the same server on which Mattermost is installed. For larger deployments, you can set up a separate server for integrations, or add them to the server on which the external application is hosted. For example, if you're self-hosting a Jira server, you could deploy a Jira integration on the Jira server itself. When self-hosting restrictions are less strict, AWS, Heroku, and other public cloud options can also be used.

You can customize Mattermost with the following capabilities and frameworks.

## Webhooks

A webhook is a way for one app to send real-time data to another app. In Mattermost, [incoming webhooks \(<https://developers.mattermost.com/integrate/webhooks/incoming/>\)](https://developers.mattermost.com/integrate/webhooks/incoming/) receive data from external applications and make a post in a specified channel. They're great for setting up notifications when something happens in an external application.

[Outgoing webhooks \(<https://developers.mattermost.com/integrate/webhooks/outgoing/>\)](https://developers.mattermost.com/integrate/webhooks/outgoing/) take data from Mattermost, and send it to an external application. Then the outgoing webhook can post a response back in Mattermost. They're great for listening in on channels, and then notifying external applications when a trigger word is used.

**Tip**

Mattermost webhooks are “Slack-compatible”. This means that Mattermost accepts integrations that have a payload in the same format as Slack. In an application that already supports Slack webhooks, you can replace the Slack webhook URL with a Mattermost webhook URL and the integration will “just work”.

If you have an integration that outputs a payload in a different format, you need to write an intermediate application to act as a translation layer to change it to the format Mattermost uses. Since there’s currently no general standard for webhook formatting, this is unavoidable and just a part of how webhooks work.

## Custom slash commands

A slash command is similar to an [outgoing webhooks](https://developers.mattermost.com/integrate/webhooks/outgoing/) (<https://developers.mattermost.com/integrate/webhooks/outgoing/>), but instead of listening to a channel, it’s used as a command tool in a channel.

Slash commands enable users to trigger custom actions, such as creating Jira tickets or GitHub pull requests within Mattermost channels. See the built-in slash commands product documentation and the [custom slash command](https://developers.mattermost.com/integrate/slash-commands/custom/) (<https://developers.mattermost.com/integrate/slash-commands/custom/>) developer documentation to learn more.

**Tip**

The Mattermost slash command format is compatible with Slack’s format, so you can easily port commands from Slack.

## Bots

You can deploy interactive bots to help users with processes and tasks with Mattermost by issuing messages to users they can respond to using buttons

and dropdown menus. Bots can be used together with apps and plugins. The Hubot open source project, created by GitHub, Inc., is among the most popular of the bot options.

Pre-built bots are available on the [Mattermost Marketplace](https://mattermost.com/marketplace/) (<https://mattermost.com/marketplace/>), or you can [configure your own bots](https://developers.mattermost.com/integrate/reference/bot-accounts/) (<https://developers.mattermost.com/integrate/reference/bot-accounts/>).

Learn about [Mattermost Hubot integration \(hubot-matteruser on npm\)](https://www.npmjs.com/package/hubot-matteruser) (<https://www.npmjs.com/package/hubot-matteruser>) and [other open source community bots available](https://mattermost.com/marketplace/) (<https://mattermost.com/marketplace/>) or you can [build your own](https://developers.mattermost.com/integrate/reference/bot-accounts/) (<https://developers.mattermost.com/integrate/reference/bot-accounts/>).

## API

Mattermost provides complete access to [server APIs via the Mattermost API Reference](https://api.mattermost.com/) (<https://api.mattermost.com/>), along with language-specific drivers to integrate into your own applications. Interact with users, channels, and everything else that happens on your Mattermost server via a REST API that meets the OpenAPI specification. The API is for developers who want to build bots and other interactions that don't rely on customizing the Mattermost user experience.

## Plugins

Plugins are the most comprehensive way to add new features and customization to self-hosted Mattermost deployments. These powerful integrations are written in Go and React and they're ideal for customers wanting to change the behavior of the Mattermost server, desktop, and web apps without forking the core codebase to suit their organization's needs.

Pre-built plugins are available on the [Mattermost Marketplace](https://mattermost.com/marketplace/) (<https://mattermost.com/marketplace/>), or you can [build your own plugin](https://developers.mattermost.com/integrate/plugins/) (<https://developers.mattermost.com/integrate/plugins/>).

**Note**

- Mattermost Cloud Dedicated customers supports custom Mattermost plugin uploads.
- Custom Mattermost plugins aren't available in Mattermost Cloud Shared deployments. You're limited to the plugins available in the Cloud Marketplace, including:
  - Mattermost Calls
  - Mattermost Agents
  - Mattermost for Microsoft Teams
  - Mattermost Playbooks
  - Microsoft Calendar Integration
  - Microsoft Teams Meetings
  - GitHub
  - GitLab
  - Jira
  - ServiceNow
  - User Survey
  - User satisfaction surveys
  - Zoom

## Source code customizations

As an open source project, we support your ability to modify the source code for the server or web app to make changes and customizations to meet your specific needs.

Learn about [forking our open source repositories](https://developers.mattermost.com/integrate/other-integrations/customization/) (<https://developers.mattermost.com/integrate/other-integrations/customization/>) and [customizing the Mattermost source code](https://developers.mattermost.com/integrate/customization/customization/) (<https://developers.mattermost.com/integrate/customization/customization/>) for your specific operational needs.

## On this page

- Integrations Guide
  - Webhooks
  - Custom slash commands
  - Bots
  - API
  - Plugins
  - Source code customizations

# Connect Jira to Mattermost

Minimize distractions, reduce context switching between your project management tool and your communication platform by integrating Jira with Mattermost. You control which events trigger notifications including issue creation, field-specific issue updates, reopened, resolved, or deleted issues, as well as new, updated, or deleted issue comments. Create Jira issues directly from Mattermost conversations, attach messages to Jira issues, transition and assign Jira issues, and follow up on action items in real-time, directly from Mattermost channel subscriptions.

Mattermost supports versions 7 and 8 of Jira Core and Jira Software products, for Server, Data Center, and Cloud platforms. From v3.0 of this integration, a commercial Mattermost license is required for multiple Jira instances with Mattermost configured using Administrator Slash Commands.

Jira Service Management (formally known as Jira Service Desk) isn't supported.

## Deploy

Setup starts in Mattermost, moves to Jira, and finishes in Mattermost.

### Note

- Jira Core and Jira Software products, for Server, Data Center, and Cloud platforms are supported, and tested with versions 7 and 8.
- Jira Service Management (formally known as Jira Service Desk) isn't supported.
- From v3.0 of this integration, support for multiple Jira instances is supported with Mattermost Enterprise and Professional plans, configured using Administrator Slash Commands.

## Mattermost configuration

A Mattermost system admin must perform the following steps in Mattermost.

1. Install the Jira integration from the in-product App Marketplace:

*1. In Mattermost, from the Product menu*



*, select **App Marketplace**.*

*2. Search for or scroll to Jira, and select **Install**.*

*3. Once installed, select **Configure**. You're taken to the System Console.*

*4. On the Jira configuration page, enable and configure Jira interoperability as follows, and then select **Save**:*

- Generate a **Webhook Secret** by selecting **Regenerate**.*

### Note

We recommend making a copy of your webhook secret, as it will only be visible to you once.

- **Allow users to attach and create Jira issues in Mattermost:** Enable or disable the user's ability to attach and create Jira issues in Mattermost. When enabled, you must also install this Jira integration in your Jira instance.
- **Mattermost Roles Allowed to Edit Jira Subscriptions:** Specify the Mattermost roles that can edit Jira subscriptions to control which Mattermost users can subscribe channels to Jira tickets.
- **Jira Groups Allowed to Edit Jira Subscriptions:** (Applies to older Jira v2.4 or earlier deployments only) Specify the Jira groups allowed to edit Jira subscriptions as a comma-separated list of user group names. Leave blank to allow any Jira user the ability to create subscriptions. The user editing a subscription only needs to be a member of one of the listed groups.
- **Default Subscription Security Level to Empty:** Enable or disable default subscription security level. When enabled, subscriptions only include issues that have a security level assigned when a security level has been included as a filter.
- **Additional Help Text to be shown with Jira Help:** Define any additional help text to display when users run the `/jira help` slash command.
- **Hide issue descriptions and comments:** Show or hide issue descriptions and comments from subscription and webhook messages.
- **Enable slash command:** Enable or disable slash command autocompletion to guide users through available `/jira` slash commands.
- **Display Subscription name in notifications:** Show or hide subscription name in notification messages posted to a channel.

- **Admin API Token:** Set an [API token](https://support.atlassian.com/atlassian-account/docs/manage-api-tokens-for-your-atlassian-account/) (<https://support.atlassian.com/atlassian-account/docs/manage-api-tokens-for-your-atlassian-account/>) to get notified for comments and issue creation events, even when the user triggering the event isn't connected to Jira, and set up Autolink. API tokens must be created using an admin Jira account; otherwise, notifications won't be delivered for projects the user can't access, and Autolink won't work.
- **Admin Email:** Set Admin email to get notified for comment and issue created events even if the user triggering the event is not connected to Jira and setup Autolink for Jira plugin.

2. Run `/jira setup` to start the wizard to configure the plugin. If you wish to set up the plugin manually, then please follow the steps below.

## Install Jira integration in your Jira instance

To enable your users to create and manage Jira issues across Mattermost channels, you must install this Jira integration, as an application, in your Jira instance.

- For Jira Server or Data Center instances, run the `/jira instance install server <YOUR-JIRA-URL>` slash command in a Mattermost channel as a Mattermost system admin, then follow the steps posted to the channel, replacing `<YOUR-JIRA-URL>` with your Jira URL. This value must match the Jira server URL you use to log in. Run the `/jira instance uninstall server <YOUR-JIRA-URL>` slash command to uninstall your Jira Server or Data Center instance from your Mattermost instance.
- For Jira Cloud, run the `/jira instance install cloud-oauth <YOUR-JIRA-URL>` slash command in a Mattermost channel as a Mattermost system admin, then follow the wizard to complete the setup. Run the `/jira instance uninstall cloud-oauth <YOUR-JIRA-URL>` slash command to uninstall your Jira Cloud instance from your Mattermost.

## Configure webhooks in Jira

A Mattermost system admin and a Jira system admin must perform the following steps to configure a single webhook for all possible event triggers,

called a firehose, that you would like to be pushed into Mattermost. Mattermost receives a stream of events from the Jira server via a configured webhook, and routes the events to specific channels. A channel subscription processes the firehose of data, and routes the events to channels based on your subscriptions.

1. In Mattermost, run the `/jira webhook <YOUR-JIRA-URL>` slash command in a Mattermost channel to get the appropriate webhook URL, replacing `<YOUR-JIRA-URL>` with your Jira URL.
2. In Jira, go to **Jira Settings > System > WebHooks**. (For older versions of Jira, select the gear icon in bottom left corner, then go to **Advanced > WebHooks**.)
3. Select **Create a WebHook**.
4. Enter a **Name** for the webhook and add the Jira webhook URL you retrieved above in Mattermost as the URL.
5. Specify the issue events that will be sent to Mattermost channels by selecting all of the following:
  - *Comments: created, updated, and deleted.*
  - *Issues: created, updated, and deleted.*
6. Select **Save**.

## Manage channel subscriptions in Mattermost

Mattermost channel admins can set up notifications they want to receive per channel as subscription rules based on the Jira project, event type, issue type. You can also filter out issues based on its value.

To modify subscription, users must meet the criteria of both the Mattermost user settings and Jira group settings. If you can subscribe channels to Jira events, you can also set up rules; however, you'll only see the projects and issue types you have access to within Jira. If you can't see a project in Jira, it won't be available as an option.

If your organization's infrastructure is set up such that your Mattermost instance can't connect to your Jira instance, channel subscriptions won't be

available. Instead, use legacy Webhooks instead to allow a Jira webhook to post to a specific channel.

In any channel, run the `/jira subscribe` slash command to configure the following options:

- Configure what Jira notifications are sent to the current channel.
- Specify filters including: affects versions, epic link, fix versions, labels, and priority.
- Specify custom fields including: checkboxes, labels, radio buttons, and select list (single or multiple choice).
- Review the approximate JQL output generated. This is not guaranteed to be valid JQL and is only shown as a reference to what the query may look like if converted to JQL.

Run the `/jira subscribe list` slash command to display all subscription rules set up across all channels and teams on your Mattermost instance.

## Legacy Jira webhooks

If your Mattermost instance can't connect to your Jira instance, you won't be able to subscribe Mattermost channels. You'll need to use legacy webhooks instead.

1. To generate the webhook URL for a specific channel, run the `/jira webhook` slash command, and use the URL output in the **Legacy Webhooks** section of the output.
2. As a Jira system admin, go to **Jira Settings > System > WebHooks**. (For older versions of Jira, select the gear icon in bottom left corner, then go to **Advanced > WebHooks**.)
3. Select **Create a WebHook** to create a new webhook. Enter a **Name** for the webhook, and add the Jira webhook URL `https://MATTERMOST-SITE-URL/plugins/jira/webhook?secret=MATTERMOST-WEBHOOK-SECRET&team=MATTERMOST-TEAM-URL&channel=MATTERMOST-CHANNEL-URL` (for Jira 2.1) as the URL.
  - Replace `MATTERMOST-TEAM-URL` and `MATTERMOST-CHANNEL-URL` with the Mattermost team URL and channel URL you want the Jira events to post to, using lowercase characters.

- Replace `MATTERMOST-SITE-URL` with the site URL of your Mattermost instance.
- Replace `MATTERMOST-WEBHOOK-SECRET` with the secret generated in Mattermost by going to **System Console > Plugins > Jira**.

For example, if the team URL is `contributors`, channel URL is `town-square`, site URL is `https://community.mattermost.com`, and the generated webhook secret is `MYSECRET`, the final webhook URL would be: `https://community.mattermost.com/plugins/jira/webhook?secret=MYSECRET&team=contributors&channel=town-square`.

4. (Optional) Set a description and a custom JQL query to determine which tickets trigger events. For information on JQL queries, see the Atlassian help documentation.
5. Set which issue events send messages to Mattermost channels, then select **Save**. The following issue events are supported: issues created, issues deleted, and issues updated (including reopened or resolved when the assignee changes).

By default, the legacy webhook integration publishes notifications for issue created, resolve, unresolve, reopen, and assign events. To post more events, use the following extra &-separated parameters:

- `updated_all=1` : all events
- `updated_comments=1` : all comment events
- `updated_description=1` : updated issue description
- `updated_labels=1` : updated issue labels
- `updated_priority=1` : updated issue priority
- `updated_rank=1` : ranked issue higher or lower
- `updated_sprint=1` : assigned issue to a different sprint
- `updated_status=1` : transitioned issed to a different status, such as Done or In Progress
- `updated_summary=1` : renamed issue

Here's an example of a webhook configured to create a post for comment events:

```
https://community.mattermost.com/plugins/jira/webhook?secret=MYSECRET&team=contributors&channel=town-square&updated_comments=1
```

Any previously configured webhooks set up in Jira that point to specific channels are supported and will continue to work.

## Manage notifications

Jira notifications are messages sent to a Mattermost channel when a particular event occurs in Jira. They can be managed as channel subscriptions in Mattermost, or managed as webhooks in Jira. Notifications and metadata shown in a channel aren't protected by Jira permissions. Anyone in the channel can see what's posted to the channel. However, if users don't have the appropriate permission, they won't be able to see further details of the issue if they try to access it in Jira.

When any webhook event is received from Jira, and it matches a notification rule, it posts a notification to the channel. If there are no subscription matches, the webhook event is discarded.

## Enable

Notify your teams that they can connect their Jira accounts to Mattermost.

Do more with Jira interoperability as a Mattermost system admin by using the following slash commands:

- `/jira instance alias [URL] [ALIAS-NAME]` - Assign an alias to an instance.
- `/jira instance unalias [ALIAS-NAME]` - Remove an alias from an instance.
- `/jira instance list` - List all installed Jira instances.
- `/jira instance v2 <YOUR-JIRA-URL>` - Set the Jira instance to process legacy "v2" webhooks and subscriptions (which aren't prefixed with the instance ID).
- `/jira stats` - Display usage statistics.
- `/jira webhook [--instance=<YOUR-JIRA-URL>]` - Display the Mattermost webhook that receive JQL queries.

- `/jira v2revert` - Revert to the legacy V2 jira integration data model.

## Use

Users who want to use Jira interconnectivity must connect a Jira account to Mattermost.

Once connected, you'll receive direct messages from the Jira bot in Mattermost for Jira activity.

## Connect a Jira account to Mattermost

1. In Mattermost, run the `/jira connect` slash command in any Mattermost channel to link your Mattermost account with your Jira account. Follow the link into your Jira instance, and select **Allow**.

If you have multiple Jira instances, run the `/jira instance connect <YOUR-JIRA-URL>` slash command instead to connect to a specific Jira instance.

2. Once connected, run the `/jira help` slash command to see what you can do.
3. To disconnect a Jira account from Mattermost, run the `/jira disconnect` slash command in any Mattermost channel.

## Get started

Here are some common slash commands you can get started with:

- `/jira info` - Display information about the current user and the Jira integration
- `/jira connect [jiraURL]` - Connect your Mattermost account to your Jira account
- `/jira disconnect [jiraURL]` - Disconnect your Mattermost account from your Jira account
- `/jira issue assign [issue-key] [assignee]` - Change the assignee of a Jira issue

- `/jira issue create [text]` - Create a new Issue with 'text' inserted into the description field
- `/jira issue transition [issue-key] [state]` - Change the state of a Jira issue
- `/jira issue unassign [issue-key]` - Unassign the Jira issue
- `/jira issue view [issue-key]` - View the details of a specific Jira issue
- `/jira instance settings` - View your user settings
- `/jira instance settings [setting] [value]` - Update your user settings. `[setting]` can be notifications and `[value]` can be `on` or `off`

## Create a Jira issue

Use the `/jira issue create` slash command to create a Jira issue without leaving Mattermost. You can prepopulate the issue's summary by running `/jira issue create This is my issue's summary`. You're prompted to fill out the issue details.

**Create Jira Issue**

**Project \***  
 Mattermost

**Issue Type \***  
 Bug

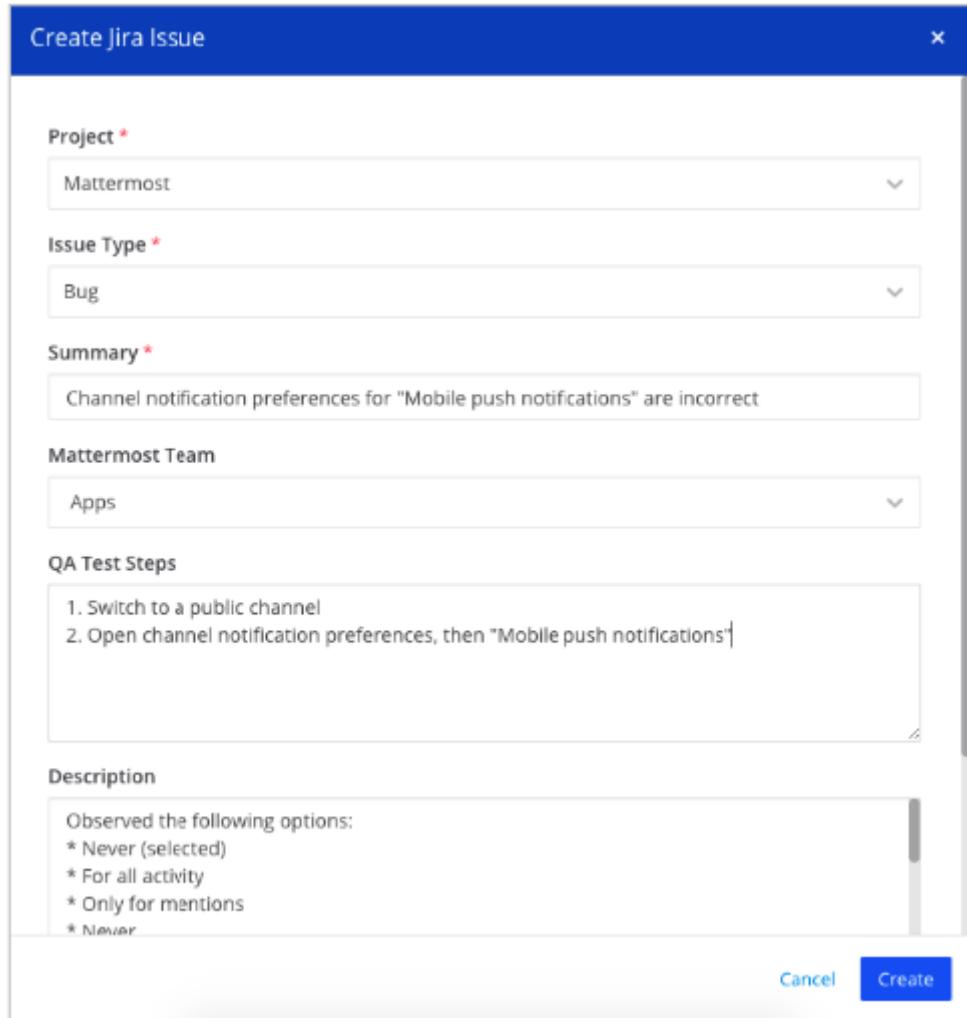
**Summary \***  
 Channel notification preferences for "Mobile push notifications" are incorrect

**Mattermost Team**  
 Apps

**QA Test Steps**  
 1. Switch to a public channel  
 2. Open channel notification preferences, then "Mobile push notifications"

**Description**  
 Observed the following options:  
 \* Never (selected)  
 \* For all activity  
 \* Only for mentions  
 \* Never

**Create**



## Transition Jira issues

You can transition issues without leaving Mattermost by using the `/jira transition <issue-key> <state>` slash command. States and issue transitions are based on your Jira project workflow configuration. For example, `/jira transition EXT-20 done` transitions the issue key EXT-20 to a `done` state. Partial matches are supported. For example, running the `/jira transition EXT-20 in` slash command transitions the issue to an `in progress` state. However, if your Jira instance includes states of both `in review` and `in progress`, the Jira integration bot will prompt you to clarify which state you want.

## Assign Jira issues

Assign issues to other Jira users without leaving Mattermost using the `/jira assign` command. Partial matches on usernames, firstnames, and lastnames

are supported. For example, running the slash command `/jira assign EXT-20 john` transitions the issue EXT-20 to John.

## Upgrade

We recommend updating this integration as new versions are released. Generally, updates are seamless and don't interrupt the user experience in Mattermost. Visit the [Releases page \(https://github.com/mattermost/mattermost-plugin-jira/releases\)](https://github.com/mattermost/mattermost-plugin-jira/releases) for the latest release, available releases, and compatibility considerations.

## Frequently asked questions

### How do I disable Jira interoperability?

You can disable the Jira integration at any time from Mattermost by going to **System Console > Plugins > Jira**. Once disabled, any webhook requests coming from Jira are ignored, and users can't create Jira issues from Mattermost.

### Why isn't the Jira integration posting messages to Mattermost?

Try the following troubleshooting steps:

1. Confirm that your Mattermost Site URL is configured, and that the webhook created in Jira is pointing to this URL. To ensure the URL is correct, run the `/jira webhook` slash command, then copy the output and paste it into Jira's webhook setup page.
2. If you specified a JQL query in your Jira webhook setup, paste the JQL to Jira issue search and make sure it returns results. If it doesn't, the query may be incorrect. Refer to the Atlassian documentation for help. A JQL query isn't required when setting up the webhook.

If you're using legacy webhooks:

- Confirm the team URL and channel URL you specified in the Jira webhook URL match up with the path shown in your browser when visiting the channel.
- Only events described in the Legacy Webhook documentation are supported.
- Use a curl command to make a POST request to the webhook URL. If curl command completes with a `200 OK` response, the integration is configured correctly. For instance, you can run the following command:

```
curl -X POST -v "https://<YOUR-MATTERMOST-URL>/plugins/jira/webhook?
secret=<YOUR-SECRET>&team=<YOUR-TEAM>&channel=<YOUR-
CHANNEL>&user_id=admin&user_key=admin" --data '{"event": "some_jira_event"}'
```

Replace `<YOUR-MATTERMOST-URL>`, `<YOUR-SECRET>`, `<YOUR-TEAM>`, and `<YOUR-SECRET>` with your setup when configuring the Jira integration. The curl command won't post a message in your Mattermost channel.

## Can admins restrict who can create or attach Mattermost messages to Jira issues?

Yes, Mattermost system admins can disable this functionality by going to **System Console > Plugins > Jira** to disable the **Allow users to attach and create Jira issues in Mattermost** option.

## How does Mattermost know which Jira issues users can access?

Mattermost only displays static messages in the channel, and doesn't enforce Jira permissions on viewers in a channel.

Any messages in a channel can be seen by all users of that channel. Subscriptions to Jira issues should be made carefully to avoid unwittingly exposing sensitive Jira issues in a public channel for example. Exposure is limited to the information posted to the channel. To transition an issue, or re-assign it the user needs to have the appropriate permissions in Jira.

## Why must every user authenticate with Jira?

The authentication with Jira lets the JiraBot provide personal notifications for each Mattermost/Jira user whenever they are mentioned on an issue, comment on an issue, or have an issue assigned to them. Additionally, the integration uses their authentication information to perform actions on their behalf. Tasks such as searching, viewing, creating, assigning, and transitioning issues all abide by the permissions granted to the user within Jira.

Users will need to temporarily enable third-party cookies in their browser during the Jira authentication process.

## What does the error message `'/(name)' not found` mean?

If you see the error `'/(name)' not found` in Mattermost, disable the Jira integration, check the log file looking for messages that refer to plugins and health check fail, such as `ExecuteCommand`, etc. And consider enabling debug logging to log more verbose error events in the Mattermost system log. Then try re-enabling Jira interoperability and review the log file for clues.

Debug logging can cause log files to expand substantially, and may adversely impact the server performance. Keep an eye on your server logs, or only enable it temporarily or in development environments, and not production environments.

## Why do I get a webhooks error?

If you see a `WebHooks can only use standard http and https ports (80 or 443)` error, it indicates that you're using a non-standard port. Jira only allows webhooks to connect to the standard ports 80 and 443. You need to set up a proxy between Jira and your Mattermost instance to let Jira communicate over port 443.

## How do I handle credential rotation for the Jira webhook?

Generate a new secret by going to **System Console > Plugins > Jira**. Paste the new webhook URL in your Jira webhook configuration.

## Customize

This integration contains both a server and web app portion. Visit the [Mattermost Developer Workflow](https://developers.mattermost.com/extend/plugins/developer-workflow/) (<https://developers.mattermost.com/extend/plugins/developer-workflow/>) and [Mattermost Developer environment setup](https://developers.mattermost.com/extend/plugins/developer-setup/) (<https://developers.mattermost.com/extend/plugins/developer-setup/>) for information about developing, customizing, and extending Mattermost functionality.

## Get help

Mattermost commercial customers can open a [Mattermost support case](https://support.mattermost.com/hc/en-us/requests/new) (<https://support.mattermost.com/hc/en-us/requests/new>). To report a bug, please open a GitHub issue against the [Mattermost Jira plugin repository](https://github.com/mattermost/mattermost-plugin-jira) (<https://github.com/mattermost/mattermost-plugin-jira>).

For questions, feedback, and assistance, join our public [Integrations and Apps channel](https://community.mattermost.com/core/channels/integrations) (<https://community.mattermost.com/core/channels/integrations>) on the [Mattermost Community Server](https://community.mattermost.com/) (<https://community.mattermost.com/>) for assistance.

Mattermost Team Edition and Free customers can visit the Mattermost [peer-to-peer troubleshooting forum](https://forum.mattermost.com/c/troubleshoot/16) (<https://forum.mattermost.com/c/troubleshoot/16>) to access the global Mattermost Community for assistance.

### Tip

Download [this Jira workflows datasheet](https://mattermost.com/mattermost-jira-datasheet/) (<https://mattermost.com/mattermost-jira-datasheet/>) to learn more about using Mattermost and Jira, including:

- Key benefits to integrating Jira and Mattermost
- Common Jira Workflows on Mattermost
- How to get started with the Jira plugin for Mattermost

## On this page

- Connect Jira to Mattermost
  - Deploy
    - Mattermost configuration
    - Install Jira integration in your Jira instance
    - Configure webhooks in Jira
    - Manage channel subscriptions in Mattermost
      - Legacy Jira webhooks
    - Manage notifications
  - Enable
  - Use
    - Connect a Jira account to Mattermost
    - Get started
      - Create a Jira issue
      - Transition Jira issues
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    - How do I disable Jira interoperability?
    - Why isn't the Jira integration posting messages to Mattermost?
    - Can admins restrict who can create or attach Mattermost messages to Jira issues?
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    - Why must every user authenticate with Jira?
    - What does the error message '/(name)' not found mean?
    - Why do I get a webhooks error?
    - How do I handle credential rotation for the Jira webhook?
  - Customize
  - Get help

# Connect Microsoft 365, Teams, and Outlook with Mattermost

---

Mattermost Mission Collaboration for Microsoft extends Microsoft for mission-critical coordination, command and control, incident response, and DevSecOps workflows in demanding environments, including air-gapped and classified networks. Use data-sovereign tools like secure chat, Playbooks, and Calls directly within M365, Teams, and Outlook.

This app is designed to work with Microsoft 365, Teams, and Outlook and is currently in Beta. From Mattermost v10.9, this integration supports third-party Single Sign-On (SSO). See the user provisioning product documentation for details on setting up SSO.

## Deploy

Before starting the setup, review this section to familiarize yourself with the 3 components needed to integrate Mattermost with M365, including Azure App registration, Microsoft Teams App installation, and Mattermost plugin configuration. Each component plays a crucial role in ensuring seamless communication and collaboration between Mattermost and Microsoft 365 services. Then complete the following integration setup steps in the order listed below.

### Register an MS Teams app in Azure

An application must be registered in Microsoft Azure to enable secure authentication and authorization between Mattermost and M365 services. This app registration acts as the bridge for permissions and connectivity. The **Azure App** is responsible for authentication and managing permissions.

1. Sign in to the [Azure portal \(<https://portal.azure.com/>\)](https://portal.azure.com/) using an admin Azure account.
2. Go to your **Azure Portal > Microsoft Entra ID**.
3. Go to **App registrations**.

#### 4. Create a new app registration by selecting **Add > App registration**:

- Give it a name
- Accounts in this organizational directory only (single tenant)
- No redirect URIs

#### 5. Go to your newly created application and copy the **Application (client) ID** and **Directory (tenant) ID** values. You'll need those later to configure the plugin.

The screenshot shows the Microsoft Entra admin center interface. On the left, there's a navigation sidebar with options like Home, What's new, Diagnose & solve problems, Favorites, Identity, Overview, Users, Groups, Devices, Applications, Enterprise applications, App registrations, Protection, Identity Governance, and External identities. The main content area is titled "Mattermost DevSecOps (docs)" and shows the "Overview" tab selected. Under the "Essentials" section, several fields are listed: Display name (Mattermost DevSecOps (docs)), Application (client) ID (a3627a07-a189-430a-8767-9cd3e604baef), Object ID (b67b177-1453-4161-8b96-a3319cfe772e), and Directory (tenant) ID (30203787-4088-4a76-af50-3ddcc056ddc66). To the right, there are sections for Client credentials, Redirect URI, Application ID URI, and Managed application in L...

#### 6. Go to **Certificates and secrets** to generate a new client secret. Make a copy of the secret value, as it will only be shown once. You'll need this value to configure the plugin.

The screenshot shows the Microsoft Entra admin center interface, similar to the previous one but with a different focus. The left sidebar includes the same navigation items. The main content area is titled "Mattermost DevSecOps (docs) | Certificates & secrets". Under the "Certificates & secrets" tab, there's a table with one row. The columns are Description, Expires, and Value. The "Value" column contains a long string of characters: mvo8Q-yNvij1Zsaf04-OgaOGKwCruk7... . This value is highlighted with a yellow box. There are also "Secret ID" and "Copy" buttons next to the Value field.

#### 7. Go to **API Permissions** to complete the following steps:

- Ensure the `User.Read` **delegated** permission is added. See the Microsoft SSO documentation for details.
- Add the `TeamsActivity.Send` **application** permission for notifications. See the Microsoft notifications documentation for details.
- Add the `AppCatalog.Read.All` **application** permission for notifications. See the Microsoft List teamsApp documentation for details.

- Grant admin consent for the default directory to prevent users from seeing the consent prompt.

8. Go to **Expose an API** to complete the following steps:

- Edit the `_Application ID URI_` to `api://{{Mattermost Site URL Hostname}}/{{Application (client) ID}}`.
- Add the `access_as_user` scope by selecting **Add a scope** and setting the following values:
  - **Scope name:** `access_as_user`.
  - **Who can consent?** Admins and users
  - Provide a display name and description, as well as a user consent display name and description. These will be shown to end users on the consent screen. For example:
    - **Display name:** Log in to Mattermost
    - **Description:** Used to allow O365 users to log in to the Mattermost application
    - **User consent display name:** Log in to Mattermost
    - **User consent description:** This permission is required to automatically log you in into Mattermost from Microsoft applications.

See the Microsoft API scope documentation for details.

- Add authorised client applications for the scope. See the Microsoft authorized client documentation for details.
  - Select `_Add a client application_`. **You must add a client application for each target Microsoft application:**
    - **Authorised scopes:** The one we just created
    - **Client ID:**
      - **Teams web:** 5e3ce6c0-2b1f-4285-8d4b-75ee78787346
      - **Teams app:** 1fec8e78-bce4-4aaf-ab1b-5451cc387264

• **Outlook desktop** : d3590ed6-52b3-4102-aeff-aad2292ab01c

• **Outlook web** : bc59ab01-8403-45c6-8796-ac3ef710b3e3

- If you want to make your application available in more Microsoft applications, keep adding client applications from [the following table](https://learn.microsoft.com/en-us/microsoftteams/platform/tabs/how-to/authentication/tab-sso-register-aad#to-configure-authorized-client-application) (<https://learn.microsoft.com/en-us/microsoftteams/platform/tabs/how-to/authentication/tab-sso-register-aad#to-configure-authorized-client-application>):

[Select one of the following client IDs](#)

## Configure the Mattermost plugin

A Microsoft Teams app is installed into Microsoft Teams. This app facilitates collaboration between Mattermost and Teams, providing a tab containing Mattermost within the Teams client. The **Teams App** is installed within Microsoft Teams to enable collaboration via a tab.

1. Download the [latest release of the plugin](https://github.com/mattermost/mattermost-plugin-msteams-devsecops/releases) (<https://github.com/mattermost/mattermost-plugin-msteams-devsecops/releases>).
2. Go to **System Console > Plugins > Plugin Management > Upload Plugin**, and upload the plugin binary you downloaded in the previous step.
3. Go to **System Console > Plugins > Plugin Management**. In the **Installed Plugins** section, scroll to **MSTeams DevSecOps**.
4. Enter an **Application Version**. You can start with **1.0.0**.
5. Generate an Application ID in [version 4 UUID format](https://www.uuidgenerator.net/) (<https://www.uuidgenerator.net/>) and enter it in the **Application ID** field.
6. Enter the values you noted earlier in the appropriate fields, including **Directory (tenant) ID**, **Application (client) ID**, and **Client Secret**.

Enable Plugin:  True  False  
When true, this plugin is enabled.

Application version: 1.0.0  
Increment this for each release to your organization's app store.

Application ID: [ ]  
A unique identifier for the application generated by you in Version 4 UUID format. This is used to identify the application in Microsoft 365.

Tenant ID: [ ] Microsoft Teams Tenant ID

Application Client ID: [ ]  
The client ID of the application registered in Azure Portal. This is used to authenticate the application with Microsoft 365.

Client Secret: [ ]  
The client secret of the application registered in Azure Portal.

Application Display Name: MM DevSecOps  
The name of the application as it will be displayed in your organization's app store.

Disable User Activity Notifications:  True  False  
Disables notifications from Mattermost as activities in Microsoft Teams.

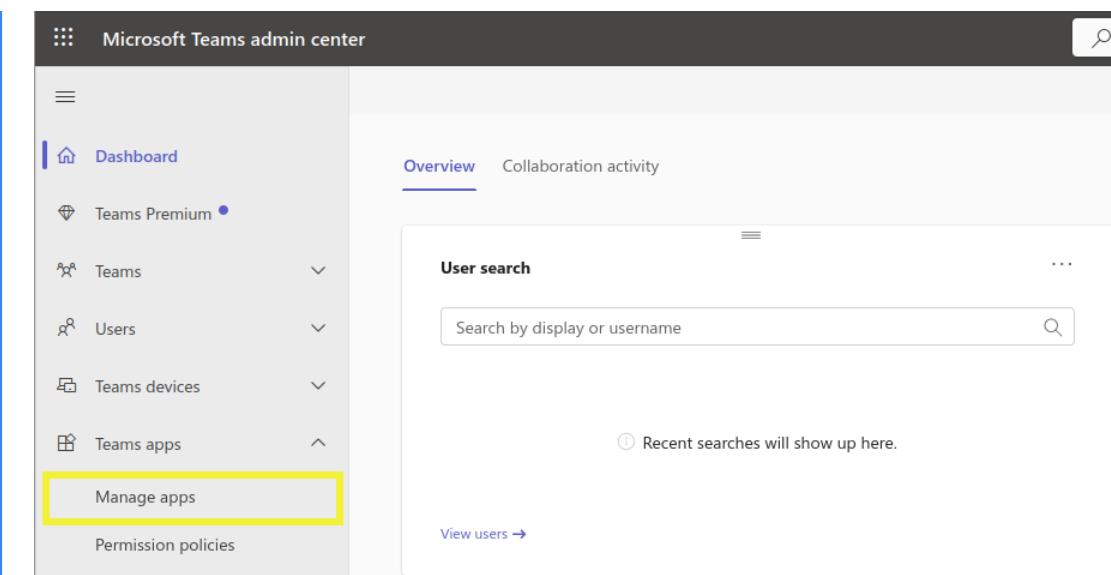
7. Enter an **Application Display Name** to define how your application is named in the MS Teams App Store.
8. Save the changes and enable the plugin.
9. Select the **Download Manifest** button to generate the MS Teams application as a ZIP file, containing the app manifest. Save this file as it will be used in the next steps.

## Install Mattermost in Microsoft Teams

Within Mattermost, the Mattermost Mission Collaboration for Microsoft plugin needs to be installed and configured. This plugin acts as the integration hub on the Mattermost side, connecting to both the Azure App and the Teams App. The **Mattermost Plugin** is the configuration point within Mattermost that unifies the integration.

1. Go to the [Microsoft Teams admin center](https://admin.teams.microsoft.com/dashboard) (<https://admin.teams.microsoft.com/dashboard>).

## 2. Go to **Teams apps > Manage apps**.



3. Go to **Actions > Upload new app** located in the upper-right corner of the Manage apps page.
4. Select **Upload** and select the ZIP file saved previously.
5. Done! Your application is now available to users.

## Use

This plugin supports automatic authentication when logged into Microsoft Teams. Teams authentication automatically logs users into Mattermost if the email addresses in both platforms match exactly. Regular authentication methods (LDAP, SAML, email/password, OpenID) can additionally be used for Mattermost.

In air-gapped environments or during business continuity disruptions, users who can't join Microsoft Teams, can continue to access Mattermost using their Mattermost credentials by opening Mattermost in a separate app (e.g., in a new browser window). Alternatively, a Mattermost admin can pre-distribute the Mattermost desktop app using Windows MSI or the mobile app via EMM.

# FAQ

## Get help

Mattermost commercial customers can open a [Mattermost support case](https://support.mattermost.com/hc/en-us/requests/new) (<https://support.mattermost.com/hc/en-us/requests/new>).

For questions, feedback, and assistance, join our public [Integrations and Apps channel](https://community.mattermost.com/core/channels/integrations) (<https://community.mattermost.com/core/channels/integrations>) on the [Mattermost Community Server](https://community.mattermost.com/) (<https://community.mattermost.com/>) for assistance.

On this page

- Connect Microsoft 365, Teams, and Outlook with Mattermost
  - Deploy
    - Register an MS Teams app in Azure
    - Configure the Mattermost plugin
    - Install Mattermost in Microsoft Teams
  - Use
  - FAQ
    - Get help

# Connect Microsoft Calendar to Mattermost

---

Connect your Microsoft M365 Calendar to your Mattermost instance to receive daily summaries of calendar events, synchronize your M365 status in Mattermost, and accept or decline calendar invites from Mattermost.

## Deploy

Setup starts in Microsoft Azure and ends in Mattermost.

### Create a Mattermost App in Azure

1. Sign in to [portal.azure.com](https://portal.azure.com) (<https://portal.azure.com>) using an admin Azure account.
2. Navigate to [App Registrations](https://portal.azure.com/#blade/Microsoft_AAD_IAM/ActiveDirectoryMenuBlade/RegisteredApps) ([https://portal.azure.com/#blade/Microsoft\\_AAD\\_IAM/ActiveDirectoryMenuBlade/RegisteredApps](https://portal.azure.com/#blade/Microsoft_AAD_IAM/ActiveDirectoryMenuBlade/RegisteredApps))
3. Select **New registration** at the top of the page.

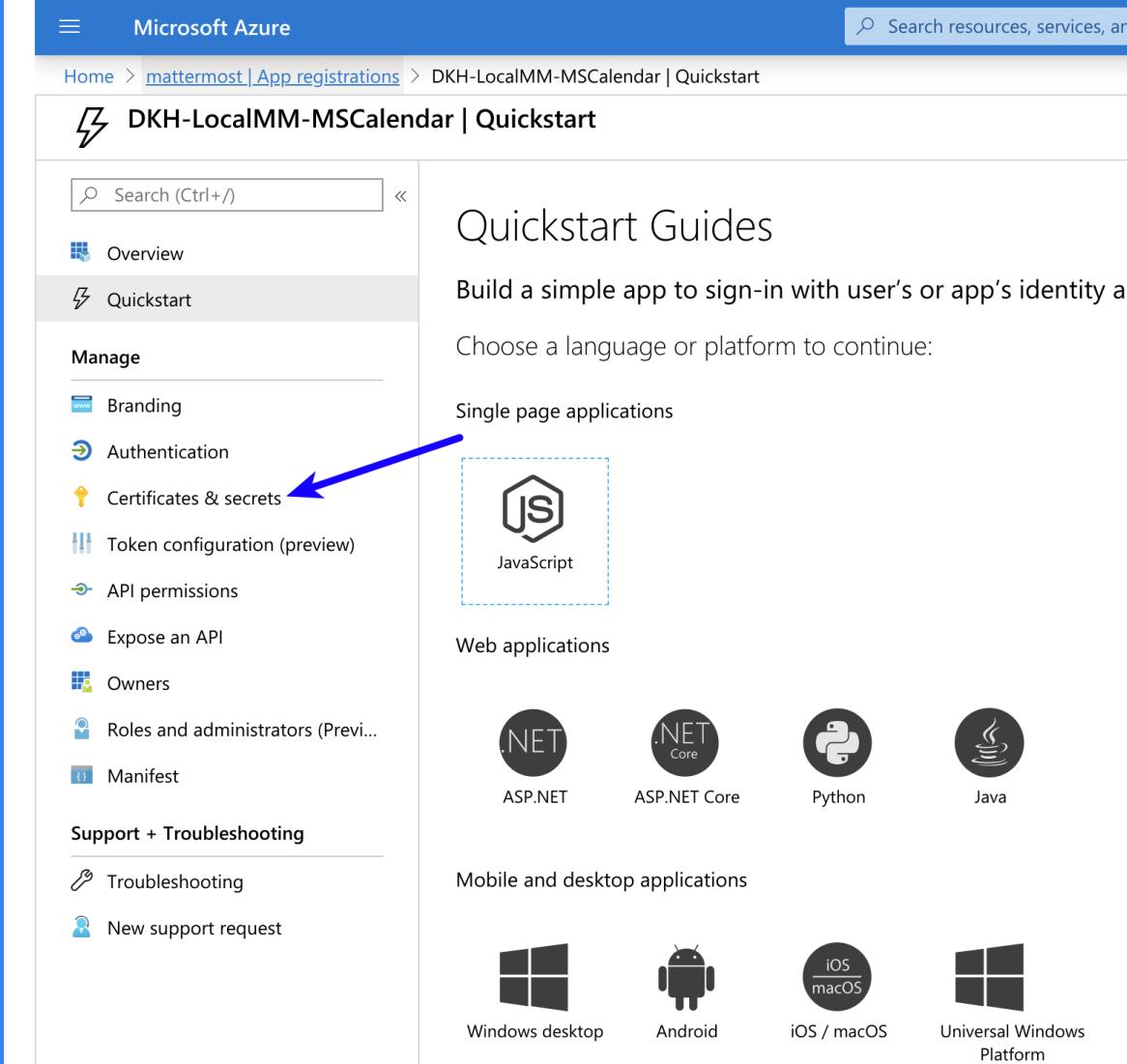
The screenshot shows the Microsoft Azure portal interface. At the top, there is a navigation bar with the 'Microsoft Azure' logo, a search bar, and a 'Search resources, services, and docs (G)' button. Below the navigation bar, the URL 'Home > mattermost | App registrations' is visible. The main title is 'mattermost | App registrations' under 'Azure Active Directory'. On the left, a sidebar titled 'Manage' lists options: Overview, Getting started, Diagnose and solve problems, Users, Groups, Organizational relationships, Roles and administrators, Enterprise applications, Devices, and App registrations. The 'App registrations' option is highlighted. The main content area shows a welcome message: 'Welcome to the new and improved App registrations (now Generally Available). See what's new'. Below this, there are two tabs: 'All applications' and 'Owned applications', with 'Owned applications' selected. A search bar says 'Start typing a name or Application ID to filter these results'. Two application entries are listed: 'DKH - Mattermost MS Calendar Plugin' (display name) and 'DKH-LocalMM-MSCalendar' (display name). The 'DKH - Mattermost MS Calendar Plugin' entry has a dark grey background, while the other has a red background.

- Fill out the form with the following values. Select **Register** to submit the form.

- Name:** Mattermost MS Calendar Plugin
- Supported account types:** Default value (Single tenant)
- Redirect URI:** `https://<MM_SITE_URL>/plugins/com.mattermost.mscalendar/oauth2/complete` Replace `<MM_SITE_URL>` with your Mattermost server's Site URL. Select **Register** to submit the form.

The screenshot shows the Microsoft Azure portal interface for registering a new application. The top navigation bar includes the Microsoft Azure logo, a search bar, and a link to the Mattermost App registration page. The main content area is titled 'Register an application'. A required field 'Name' is filled with 'Mattermost MS Calendar Plugin'. Under 'Supported account types', the 'Accounts in this organizational directory only (mattermost only - Single tenant)' option is selected. A 'Help me choose...' link is available. In the 'Redirect URI (optional)' section, 'Web' is chosen as the type, and the URL 'https://mattermost-instance.com/plugins/com.mattermost.mscaLEN...✓' is entered. At the bottom, there is a link to 'By proceeding, you agree to the Microsoft Platform Policies' and a blue 'Register' button.

5. Go to **Certificates & secrets** in the left pane.



The screenshot shows the Microsoft Azure portal's 'App registrations' section for a specific application named 'DKH-LocalMM-MSCalendar'. The 'Quickstart' tab is selected. On the left, a sidebar lists various configuration options. A blue arrow points to the 'Certificates & secrets' link under the 'Manage' section. The main content area is titled 'Quickstart Guides' and provides links to build simple apps using user identity and choose a language or platform. It includes sections for 'Single page applications' (JavaScript), 'Web applications' (ASP.NET, ASP.NET Core, Python, Java), and 'Mobile and desktop applications' (Windows desktop, Android, iOS / macOS, Universal Windows Platform).

6. Select **New client secret > Add**, and copy the new secret in the bottom right corner of the screen. We'll use this value later in the Mattermost System Console.

The screenshot shows the Microsoft Azure portal interface. At the top, there's a blue header bar with the Microsoft Azure logo and a search bar labeled "Search resources, services". Below the header, the URL "Home > mattermost | App registrations > DKH-LocalMM-MSCalendar | Certificates & secrets" is visible. The main content area has a title "DKH-LocalMM-MSCalendar | Certificates & secrets" with a key icon. On the left, a sidebar menu lists several options: Overview, Quickstart, Manage (with sub-options Branding, Authentication, Certificates & secrets, Token configuration (preview), API permissions, Expose an API, Owners, Roles and administrators (Preview), Manifest), Support + Troubleshooting (with sub-option Troubleshooting), and a general Troubleshooting option. The "Certificates & secrets" option is highlighted with a grey background. The right pane displays information about certificates, including a note about using certificates for higher assurance, a "Upload certificate" button, and a message stating "No certificates have been added for this application". It also shows sections for "Thumbprint" and "Client secrets". Under "Client secrets", there's a "New client secret" button with a green plus sign, which is highlighted with a blue arrow pointing to it. Below it, there are two entries: "Description" with the value "DKH-Local" and "Value" with the value "DKH-Local-2".

7. Go to **API permissions** in the left pane.

The screenshot shows the Microsoft Azure Quickstart Guides page for the app 'DKH-LocalMM-MSCalendar | Quickstart'. The left sidebar has a 'Manage' section with 'API permissions' highlighted, indicated by a blue arrow pointing to it. The main content area shows 'Quickstart Guides' and 'Build a simple app to sign-in with user's or app's identity and call'. It lists 'Choose a language or platform to continue:' under 'Single page applications' (JavaScript) and 'Web applications' (ASP.NET, .NET Core, Python, Java). Below that is a section for 'Mobile and desktop applications'.

8. Select **Add a permission**, then **Microsoft Graph** in the right pane.

**Configured permissions**

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions is displayed below.

| API / Permissions name     | Type        | Description                              | Admin Consent Required |
|----------------------------|-------------|------------------------------------------|------------------------|
| Microsoft Graph (5)        |             |                                          |                        |
| Calendars.Read             | Application | Read calendars in all mailboxes          | Yes                    |
| Calendars.Read.Shared      | Delegated   | Read user and shared calendars           | -                      |
| Calendars.ReadWrite        | Delegated   | Have full access to user calendars       | -                      |
| Calendars.ReadWrite.Shared | Delegated   | Read and write user and shared calendars | -                      |
| User.Read                  | Delegated   | Sign in and read user profile            | -                      |

**Select an API**

**Microsoft APIs** APIs my organization uses My APIs

**Commonly used Microsoft APIs**

- Microsoft Graph** Take advantage of the tremendous amount of functionality available through a single endpoint.
- Azure Rights Management Services** Allow validated users to read and write protected content.
- Dynamics 365 Business Central** Programmatic access to data and functionality in Dynamics 365 Business Central.
- Intune** Programmatic access to Intune data.
- Power BI Service**
- Azure** Programmatic functionality for the Azure portal.
- Dyn** Access the Dynamics 365 software application.
- Office** Retrieve information from Office system, such as OneDrive.
- SharePoint**

**9. Select **Delegated permissions**, and scroll down to select the following permissions. Select **Add permissions** to submit the form:**

- **Calendars.ReadWrite**
- **Calendars.ReadWrite.Shared**
- **MailboxSettings.Read**

The screenshot shows two side-by-side sections. On the left, under 'Admin Consent Request', there is a table with the following data:

|                  | Admin Consent Required |
|------------------|------------------------|
| Mailboxes        | Yes                    |
| Calendars        | -                      |
| Calendars        | -                      |
| Shared Calendars | -                      |
| Profile          | -                      |

On the right, under 'AppCatalog', the following permissions are listed:

- > Analytics
- > AppCatalog
- AppCatalog.ReadWrite.All  
Read and write to all app catalogs ⓘ
- > Application
- > AppRoleAssignment
- > ApprovalRequest
- > AuditLog
- > BitlockerKey
- > BookingsAppointment
- > Bookings
- > Calendars (2)
- Calendars.Read  
Read user calendars ⓘ
- Calendars.Read.Shared  
Read user and shared calendars ⓘ
- Calendars.ReadWrite  
Have full access to user calendars ⓘ
- Calendars.ReadWrite.Shared  
Read and write user and shared calendars ⓘ
- > ChannelMessage
- > Chat
- > Contacts
- > DelegatedPermissionGrant

10. Add application permissions by going to **Add a permission > Microsoft Graph > Application permissions**, and select **Add permissions** to submit the form.

11. Select the following permissions, and then select **Grant admin consent for mattermost** to grant the permissions for the application.

- `Calendars.Read`
- `MailboxSettings.Read`
- `User.Read.All`

## Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the all the permissions the application needs. [Learn more about permissions and consent](#)

| <a href="#">+ Add a permission</a>   | <a href="#">Grant admin consent for mattermost</a> |             |                                 |
|--------------------------------------|----------------------------------------------------|-------------|---------------------------------|
| <b>API / Permissions name</b>        |                                                    | <b>Type</b> | <b>Description</b>              |
| <a href="#">Microsoft Graph (10)</a> |                                                    |             |                                 |
| <a href="#">Calendars.Read</a>       |                                                    | Application | Read calendars in all mailboxes |

| Configured permissions                                                                                                                                                                                                                                                           |                                                        |                                          |                              |               |                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|------------------------------------------|------------------------------|---------------|--------------------------------|
| Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. <a href="#">Learn more about permissions and consent</a> |                                                        |                                          |                              |               |                                |
| <a href="#">+ Add a permission</a>                                                                                                                                                                                                                                               | <a href="#">Grant admin consent for brightscoutdev</a> |                                          |                              |               |                                |
| <b>API / Permissions name</b>                                                                                                                                                                                                                                                    | <b>Type</b>                                            | <b>Description</b>                       | <b>Admin consent requ...</b> | <b>Status</b> | ...                            |
| <a href="#">Microsoft Graph (7)</a>                                                                                                                                                                                                                                              |                                                        |                                          |                              |               |                                |
| <a href="#">Calendars.Read</a>                                                                                                                                                                                                                                                   | Application                                            | Read calendars in all mailboxes          | Yes                          |               | Granted for <application name> |
| <a href="#">Calendars.ReadWrite</a>                                                                                                                                                                                                                                              | Delegated                                              | Have full access to user calendars       | No                           |               | Granted for <application name> |
| <a href="#">Calendars.ReadWrite.Shared</a>                                                                                                                                                                                                                                       | Delegated                                              | Read and write user and shared calendars | No                           |               | Granted for <application name> |
| <a href="#">MailboxSettings.Read</a>                                                                                                                                                                                                                                             | Delegated                                              | Read user mailbox settings               | No                           |               | Granted for <application name> |
| <a href="#">MailboxSettings.Read</a>                                                                                                                                                                                                                                             | Application                                            | Read all user mailbox settings           | Yes                          |               | Granted for <application name> |
| <a href="#">User.Read</a>                                                                                                                                                                                                                                                        | Delegated                                              | Sign in and read user profile            | No                           |               | Granted for <application name> |
| <a href="#">User.Read.All</a>                                                                                                                                                                                                                                                    | Application                                            | Read all users' full profiles            | Yes                          |               | Granted for <application name> |

You're all set for configuration in the Azure portal.

## Install the Microsoft Calendar Integration

1. Log in to your Mattermost workspace as a system admin.
2. In Mattermost, from the Product menu , select **App Marketplace**.
3. Search for or scroll to Microsoft Calendar, and select **Install**.
4. Once installed, select **Configure**. You're taken to the System Console, directly to the **Microsoft Calendar** integration page, under **Plugins**.

### Note

From Mattermost v9.11.2 (ESR) and Mattermost Cloud v10, this plugin is pre-packaged with the Mattermost Server. If your Mattermost deployment is on a release prior to v9.11.2, download the [latest plugin binary release](https://github.com/mattermost/mattermost-plugin-mscalendar/releases) (<https://github.com/mattermost/mattermost-plugin-mscalendar/releases>), and upload it to your server via **System Console > Plugin Management**.

## Enable and configure the Microsoft Calendar Integration in Mattermost

1. In Azure, copy the **Application (client) ID** and **Directory (tenant) ID** from the Azure portal.

The screenshot shows the Microsoft Azure portal's App registrations page. The URL is [Home > App registrations > DKH - Mattermost MS Calendar Plugin](#). The left sidebar has 'Overview' selected under 'Manage'. The main content area shows the app's details: Display name (redacted), Application (client) ID (redacted), Directory (tenant) ID (redacted), and Object ID (redacted). Below this is a 'Call APIs' section with icons for various Microsoft services like SharePoint, OneDrive, and Power BI. A blue double-headed arrow points to both the Application (client) ID and the Directory (tenant) ID fields.

2. In Mattermost, go to **System Console > Plugins > Microsoft Calendar** to enable this integration.
3. Copy the **Application (client) ID** and **Directory (tenant) ID** from the Azure portal.

4. In Mattermost, enter the following values in the fields provided. Select **Save** to apply the configuration:

- **Admin User IDs** - A comma-separated list of user IDs for authorized users who can manage this integration.
- **Copy plugin logs to admins, as bot messages** - Select the log level for logs.
- **Display full context for each admin log message** - Show or hide full context for all log entries.
- **Azure - Directory (tenant) ID** - Paste the **Directory (tenant) ID** from the Azure portal.
- **Azure - Application (client) ID** - Paste the **Application (client) ID** from the Azure portal.
- **Microsoft Office Client Secret** - Copy from the Azure portal (generated in **Certificates & secrets** earlier in these instructions).

Notify your teams that they can connect their Microsoft Office accounts to Mattermost.

## Use

Users who want to use Microsoft Calendar interconnectivity must connect a Microsoft Office account to Mattermost.

Once connected, you'll receive direct messages from the Microsoft Calendar bot in Mattermost for Microsoft Calendar activity.

## Upgrade

We recommend updating this integration as new versions are released. Generally, updates are seamless and don't interrupt the user experience in Mattermost. Visit the [Releases page \(<https://github.com/mattermost/mattermost-plugin-mscalendar/releases>\)](https://github.com/mattermost/mattermost-plugin-mscalendar/releases) for the latest release, available releases, and compatibility considerations.

## Get help

Mattermost commercial customers can open a [Mattermost support case](https://support.mattermost.com/hc/en-us/requests/new) (<https://support.mattermost.com/hc/en-us/requests/new>). To report a bug, please open a GitHub issue against the [Mattermost Microsoft Calendar plugin repository](https://github.com/mattermost/mattermost-plugin-mscalendar) (<https://github.com/mattermost/mattermost-plugin-mscalendar>).

For questions, feedback, and assistance, join our public [Integrations and Apps channel](https://community.mattermost.com/core/channels/integrations) (<https://community.mattermost.com/core/channels/integrations>) on the [Mattermost Community Server](https://community.mattermost.com/) (<https://community.mattermost.com/>) for assistance.

Mattermost Team Edition and Free customers can visit the Mattermost [peer-to-peer troubleshooting forum](https://forum.mattermost.com/c/troubleshoot/16) (<https://forum.mattermost.com/c/troubleshoot/16>) to access the global Mattermost Community for assistance.

On this page

- Connect Microsoft Calendar to Mattermost
  - Deploy
    - Create a Mattermost App in Azure
    - Install the Microsoft Calendar Integration
    - Enable and configure the Microsoft Calendar Integration in Mattermost
  - Use
  - Upgrade
  - Get help

# Microsoft integrations

---

Enhance collaboration and secure your team's workflows by integrating Mattermost with Microsoft's powerful suite of tools.

Mattermost provides a self-hosted, secure collaboration solution that allows organizations to maintain full control of their data. This robust capability becomes critical in situations where Microsoft services are compromised. By leveraging Mattermost as a secure fallback, your team can ensure uninterrupted communication and data accessibility even during unforeseen Microsoft service challenges.

With seamless integrations, your team can centralize communication, securely share files, and enhance workflows—all without switching between tools. This partnership is especially valuable for industries with strict security requirements, enabling hybrid teams to work smarter without compromising safety or compliance.

Discover how Mattermost and Microsoft empower your team to stay productive —no matter the circumstances.

- Mattermost for M365, Teams, and Outlook - Access Mattermost directly from a tab in Microsoft Teams, and receive Teams notifications for Mattermost direct messages and mentions.
- Calendar Integration - Receive daily summaries of calendar events, synchronize Microsoft status in Mattermost, and accept or decline calendar invites without leaving Mattermost.
- Teams Notifications - Synchronize real-time chat notifications from Teams to Mattermost.
- Teams Meetings - Start and join Teams voice calls, video calls, and use screen sharing without leaving Mattermost.

# Connect Microsoft Teams Meetings to Mattermost

---

Start and join voice calls, video calls, and use screen sharing with your team members in Microsoft Teams without leaving Mattermost.

## Deploy

Setup starts in Microsoft Azure and ends in Mattermost.

### Create a Mattermost App in Azure

1. Sign in to the [Azure portal \(<https://portal.azure.com>\)](https://portal.azure.com) using an admin Azure account.
2. Navigate to [App Registrations \(\[https://portal.azure.com/#blade/Microsoft\\\_AAD\\\_IAM/ActiveDirectoryMenuBlade/RegisteredApps\]\(https://portal.azure.com/#blade/Microsoft\_AAD\_IAM/ActiveDirectoryMenuBlade/RegisteredApps\)\)](https://portal.azure.com/#blade/Microsoft_AAD_IAM/ActiveDirectoryMenuBlade/RegisteredApps).
3. Select **New registration** at the top of the page.

The screenshot shows the Microsoft Azure portal interface. At the top, there's a navigation bar with the Microsoft Azure logo and a search bar labeled 'Search resources, services, and docs (G)'. Below the navigation bar, the URL 'Home > mattermost | App registrations' is visible. The main title is 'mattermost | App registrations' under 'Azure Active Directory'. On the left, a sidebar titled 'Manage' lists options like 'Users', 'Groups', 'Organizational relationships', 'Roles and administrators', 'Enterprise applications', 'Devices', and 'App registrations'. The 'App registrations' option is highlighted. The main content area has tabs 'All applications' and 'Owned applications' (which is selected). Below these tabs is a search bar with the placeholder 'Start typing a name or Application ID to filter these results'. Two application entries are listed under 'Display name': 'DKH - Mattermost MS Calendar Plugin' (status 'D-') and 'DKH-LocalMM-MSCalendar' (status 'DK').

- Fill out the form with the following values, then select **Register** to submit the form:

- Name:** Mattermost Microsoft Teams Meetings Plugin
- Supported account types:** Default value (Single tenant)
- Redirect URI:** [https://<MM\\_SITE\\_URL>/plugins/com.mattermost.msteamsmeetings/oauth2/complete](https://<MM_SITE_URL>/plugins/com.mattermost.msteamsmeetings/oauth2/complete). Replace <MM\_SITE\_URL> with your Mattermost server's Site URL.

The screenshot shows the Microsoft Azure portal interface for registering a new application. The top navigation bar includes the Microsoft Azure logo, a search bar, and a link to the documentation.

The main content area is titled "Register an application". A required field "Name" is filled with "Mattermost MS Calendar Plugin".

"Supported account types" section: "Accounts in this organizational directory only (mattermost only - Single tenant)" is selected.

"Redirect URI (optional)": "Web" dropdown is set to "https://mattermost-instance.com/plugins/com.mattermost.mscaLEN...".

At the bottom, there is a link to "By proceeding, you agree to the Microsoft Platform Policies" and a blue "Register" button.

5. Go to **Certificates & secrets** in the left pane.

**Microsoft Azure**

Home > [mattermost | App registrations](#) > DKH-LocalMM-MSCalendar | Quickstart

## DKH-LocalMM-MSCalendar | Quickstart

Search (Ctrl+ /) <

- Overview
- Quickstart**
- Manage
  - Branding
  - Authentication
  - Certificates & secrets** (highlighted with a blue arrow)
  - Token configuration (preview)
  - API permissions
  - Expose an API
  - Owners
  - Roles and administrators (Previous)
  - Manifest
- Support + Troubleshooting
  - Troubleshooting
  - New support request

## Quickstart Guides

Build a simple app to sign-in with user's or app's identity and more.

Choose a language or platform to continue:

Single page applications

- JavaScript

Web applications

- ASP.NET
- ASP.NET Core
- Python
- Java

Mobile and desktop applications

- Windows desktop
- Android
- iOS / macOS
- Universal Windows Platform

- Select **New client secret > Add**, then copy the new secret in the bottom right corner of the screen. We'll use this value later in the Mattermost System Console.

The screenshot shows the Microsoft Azure portal interface. At the top, there's a blue header bar with the Microsoft Azure logo and a search bar labeled "Search resources, services". Below the header, the URL "Home > mattermost | App registrations > DKH-LocalMM-MSCalendar | Certificates & secrets" is visible. The main content area has a title "DKH-LocalMM-MSCalendar | Certificates & secrets" with a key icon. On the left, a sidebar menu lists several options: Overview, Quickstart, Manage (with sub-options Branding, Authentication, Certificates & secrets, Token configuration (preview), API permissions, Expose an API, Owners, Roles and administrators (Preview), Manifest), Support + Troubleshooting, and Troubleshooting. The "Certificates & secrets" option is currently selected and highlighted in grey. The main pane on the right contains sections for "Certificates" (with a "Upload certificate" button) and "Client secrets". The "Client secrets" section includes a table with two rows: one for "DKH-Local" (Description: DKH-Local, Value: DKH-Local-2) and another for "DKH-Local-2". A blue arrow points from the text "7. Go to API permissions in the left pane." to the "New client secret" button in the "Client secrets" section.

7. Go to **API permissions** in the left pane.

**Quickstart Guides**

Build a simple app to sign-in with user's or app's identity and call

Choose a language or platform to continue:

Single page applications

|            |
|------------|
| JavaScript |
|------------|

Web applications

|         |           |        |      |
|---------|-----------|--------|------|
| ASP.NET | .NET Core | Python | Java |
|---------|-----------|--------|------|

Mobile and desktop applications

## 8. Select **Add a permission** and select **Microsoft Graph** in the right pane.

**Configured permissions**

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of all the permissions the application needs. [Learn more about permissions and consent](#)

| API / Permissions name     | Type        | Description                              | Admin Consent Required |
|----------------------------|-------------|------------------------------------------|------------------------|
| Calendars.Read             | Application | Read calendars in all mailboxes          | Yes                    |
| Calendars.Read.Shared      | Delegated   | Read user and shared calendars           | -                      |
| Calendars.ReadWrite        | Delegated   | Have full access to user calendars       | -                      |
| Calendars.ReadWrite.Shared | Delegated   | Read and write user and shared calendars | -                      |
| User.Read                  | Delegated   | Sign in and read user profile            | -                      |

**Select an API**

**Microsoft APIs** APIs my organization uses My APIs

Commonly used Microsoft APIs

|                                         |                                                                                                                           |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>Microsoft Graph</b>                  | Take advantage of the tremendous amount of data available across Azure AD, Excel, Intune, Outlook/Exchange, and Power BI. |
| <b>Azure Rights Management Services</b> | Allow validated users to read and write protected content.                                                                |
| <b>Dynamics 365 Business Central</b>    | Programmatic access to data and functionality in Dynamics 365 Business Central.                                           |
| <b>Intune</b>                           | Programmatic access to Intune data.                                                                                       |
| <b>Power BI Service</b>                 | Retrieve information from Power BI.                                                                                       |
| <b>SharePoint</b>                       | Access the SharePoint software as a service.                                                                              |

## 9. Select **Delegated permissions**, and scroll down to select the **OnlineMeetings.ReadWrite** permissions. Select **Add permissions** to submit the form.

The screenshot shows the Azure portal's 'App registrations' screen. On the left, there's a table titled 'Admin Consent Required' with columns 'Resource' and 'Status'. It lists several services: Mailboxes (Yes), Calendars (No), Shared Calendars (No), and Profile (No). On the right, under the 'Calendars' group, there are two permissions listed: 'Calendars.Read' (unchecked) and 'Calendars.ReadWrite' (checked). Both have descriptions indicating they allow access to user and shared calendars.

**10. Select **Grant admin consent for mattermost** to grant the permissions for the application.**

### Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the all the permissions the application needs. [Learn more about permissions and consent](#)

[+ Add a permission](#)

[Grant admin consent for mattermost](#)

| API / Permissions name                 | Type        | Description                     |
|----------------------------------------|-------------|---------------------------------|
| <a href="#">▼ Microsoft Graph (10)</a> |             |                                 |
| <a href="#">Calendars.Read</a>         | Application | Read calendars in all mailboxes |

You're all set for configuration inside of the Azure portal.

## Install the Microsoft Teams Meetings integration

1. Log in to your Mattermost workspace as a system admin.
2. In Mattermost, from the Product menu



, select **App Marketplace**.

3. Search for or scroll to MS Teams Meetings, and select **Install**.
4. Once installed, select **Configure**. You're taken to the System Console, directly to the **MS Teams Meetings** integration page, under **Plugins**.

#### Note

From Mattermost v9.11.2 (ESR) and Mattermost Cloud v10, this plugin is pre-packaged with the Mattermost Server. If your Mattermost deployment is on a release prior to v9.11.2, download the [latest plugin binary release \(`https://github.com/mattermost/mattermost-plugin-msteams-meetings/releases`\)](https://github.com/mattermost/mattermost-plugin-msteams-meetings/releases), and upload it to your server via **System Console > Plugin Management**.

## Enable and configure the Microsoft Teams Meetings integration in Mattermost

1. In Azure, copy the **Application (client) ID** and **Directory (tenant) ID** from the Azure portal.

The screenshot shows the Microsoft Azure portal's App registrations section. A specific application named "DKH - Mattermost MS Calendar Plugin" is selected. On the right, there are several configuration fields:

- Display name: [REDACTED]
- Application (client) ID: [REDACTED]
- Directory (tenant) ID: [REDACTED]
- Object ID: [REDACTED]

Blue arrows from the text above point to the "Object ID" field, indicating that the values for "Display name", "Application (client) ID", and "Directory (tenant) ID" should be copied from the Azure portal into these fields.

2. In Mattermost, go to **System Console > Plugins > MS Teams Meetings** to enable this integration.
3. In Mattermost, enter the following values in the fields provided. Select **Save** to apply the configuration:
  - **Azure - Directory (tenant) ID** - Paste the **Directory (tenant) ID** from the Azure portal.
  - **Azure - Application (client) ID** - Paste the **Application (client) ID** from the Azure portal.
  - **Azure - Application (client) Secret** - Copy from the Azure portal (generated in **Certificates & secrets** earlier in these instructions).

Notify your teams that they can connect their Microsoft Teams Meetings accounts to Mattermost.

## Use

Users who want to use MS Teams Meetings interconnectivity must connect a Microsoft Teams Meetings account to Mattermost.

Once connected, you'll receive direct messages from the Microsoft Teams Meetings bot in Mattermost for Microsoft Teams Meetings activity.

## Connect a Microsoft Teams account to Mattermost

Use the `/mstmeetings connect` slash command to connect an MS Teams account to Mattermost.

### Start a call

Start a call either by selecting the video icon in a Mattermost channel or by running the `/mstmeetings start` slash command. Every meeting you start creates a new meeting room in Microsoft Teams.

#### Note

If you start two meetings less than 30 seconds apart you'll be prompted to confirm that you want to create the meeting.

## Disconnect a Microsoft Teams account from Mattermost

Run the `/mstmeetings disconnect` slash command to disconnect a Microsoft Teams account from Mattermost.

## Upgrade

We recommend updating this integration as new versions are released. Generally, updates are seamless and don't interrupt the user experience in Mattermost. Visit the [Releases page \(https://github.com/mattermost/mattermost-plugin-mscalendar\)](https://github.com/mattermost/mattermost-plugin-mscalendar) for the latest release, available releases, and compatibility considerations.

## Get help

Mattermost commercial customers can open a [Mattermost support case \(https://support.mattermost.com/hc/en-us/requests/new\)](https://support.mattermost.com/hc/en-us/requests/new). To report a bug, please open a GitHub issue against the [Microsoft Teams Notifications plugin \(https://github.com/mattermost/mattermost-plugin-msteams-meetings\)](https://github.com/mattermost/mattermost-plugin-msteams-meetings).

For questions, feedback, and assistance, join our public [Integrations and Apps channel](https://community.mattermost.com/core/channels/integrations) (<https://community.mattermost.com/core/channels/integrations>) on the [Mattermost Community Server](https://community.mattermost.com/) (<https://community.mattermost.com/>) for assistance.

Mattermost Team Edition and Free customers can visit the Mattermost [peer-to-peer troubleshooting forum](https://forum.mattermost.com/c/troubleshoot/16) (<https://forum.mattermost.com/c/troubleshoot/16>) to access the global Mattermost Community for assistance.

## On this page

- Connect Microsoft Teams Meetings to Mattermost
  - Deploy
    - Create a Mattermost App in Azure
    - Install the Microsoft Teams Meetings integration
    - Enable and configure the Microsoft Teams Meetings integration in Mattermost
  - Use
    - Connect a Microsoft Teams account to Mattermost
    - Start a call
    - Disconnect a Microsoft Teams account from Mattermost
  - Upgrade
  - Get help

# Connect Microsoft Teams to Mattermost

---

Break through siloes in a mixed Mattermost and Microsoft Teams environment by forwarding real-time chat notifications from Microsoft Teams to Mattermost.

[Mattermost Academy Learn about integrating with Microsoft Teams \(<https://academy.mattermost.com/p/new-mattermost-for-microsoft-teams-integration>\)](https://academy.mattermost.com/p/new-mattermost-for-microsoft-teams-integration)

## Deploy

Setup starts in Microsoft Teams and ends in Mattermost.

### Set up an OAuth application in Azure

1. Sign into [portal.azure.com](https://portal.azure.com) (<https://portal.azure.com>) using an admin Azure account.
2. Navigate to [App Registrations](https://portal.azure.com/#blade/Microsoft_AAD_IAM/ActiveDirectoryMenuBlade/RegisteredApps) ([https://portal.azure.com/#blade/Microsoft\\_AAD\\_IAM/ActiveDirectoryMenuBlade/RegisteredApps](https://portal.azure.com/#blade/Microsoft_AAD_IAM/ActiveDirectoryMenuBlade/RegisteredApps)).
3. Select **New registration** at the top of the page.

The screenshot shows the Microsoft Azure portal interface. At the top, there's a blue header bar with the 'Microsoft Azure' logo and a search bar that says 'Search resources, services, and docs (G)'. Below the header, the URL 'Home > mattermost | App registrations' is visible. The main title is 'mattermost | App registrations' under 'Azure Active Directory'. On the left, there's a sidebar with sections like 'Overview', 'Getting started', 'Diagnose and solve problems', 'Manage' (with options for 'Users', 'Groups', 'Organizational relationships', 'Roles and administrators', 'Enterprise applications', 'Devices', and 'App registrations'), and a search bar at the bottom of the sidebar.

The main content area has a heading 'Welcome to the new and improved App registrations (now Generally Available). See what's new'. Below it, there are two tabs: 'All applications' and 'Owned applications', with 'Owned applications' being the active tab. A search bar says 'Start typing a name or Application ID to filter these results'. Under 'Display name', there are two entries:

- D- DKH - Mattermost MS Calendar Plugin
- DK DH-LocalMM-MSCalendar

#### 4. Fill out the form with the following values:

- **Name:** `Mattermost MS Teams`
- **Supported account types:** `Default value (Single tenant)`
- **Platform:** `Web`
- **Redirect URI:** `https://\(MM\_SITE\_URL\)/plugins/com.mattermost.msteams-sync/oauth-redirect`

Replace `(MM_SITE_URL)` with your Mattermost server's Site URL. Select **Register** to submit the form.

Home > App registrations >  
**Register an application** ...

**\* Name**

The user-facing display name for this application (this can be changed later).

Mattermost MS Teams Sync ✓

**Supported account types**

Who can use this application or access this API?

- Accounts in this organizational directory only (brightscoutdev only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

[Help me choose...](#)

**Redirect URI (optional)**

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Web ▾ https://mattermost-instance.com/plugins/com.mattermost.msteam... ✓

Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from [Enterprise applications](#).

By proceeding, you agree to the Microsoft Platform Policies ↗

**Register**

- From this screen, make note of the **Application (client) ID** and **Directory (tenant) ID**, needed later to configure the plugin in Mattermost.

Home > App registrations >  
**Mattermost MS Teams Sync** ✖ ...

Search

Overview

Quickstart

Integration assistant

Diagnose and solve problems

Manage

Branding & properties

Authentication

Delete Endpoints Preview features

Essentials

|                         |                            |
|-------------------------|----------------------------|
| Display name            | : Mattermost MS Teams Sync |
| Application (client) ID | : [REDACTED]               |
| Object ID               | : [REDACTED]               |
| Directory (tenant) ID   | : [REDACTED]               |
| Supported account types | : My organization only     |

- Navigate to **Certificates & secrets** in the left pane.

7. Select **New client secret**. Enter the description and select **Add**. After the creation of the client secret, copy the new secret value, not the secret ID. We'll use this value later in the Mattermost System Console.

The screenshot shows the Azure portal's 'App registrations' section for 'MM Plugin MS Teams'. On the left, under 'Manage', 'Certificates & secrets' is selected. In the center, the 'Client secrets' tab shows one entry: 'Client secret for Graph API' with an expiration date of 7/18/2023 and a value starting with 'WDK\*\*\*\*\*'. On the right, a modal window titled 'Add a client secret' is open, prompting for a 'Description' (left empty) and an 'Expires' date ('Recommended: 180 days (6 months)'). At the bottom of the modal are 'Add' and 'Cancel' buttons.

8. Navigate to **API permissions** in the left pane.

9. Select **Add a permission**, then **Microsoft Graph** in the right pane.

The screenshot shows the 'API permissions' page for the 'MM Plugin MS Teams' app. Under 'Configured permissions', there is a table listing several Microsoft Graph permissions, each with a 'Grant admin consent for mattermost' button. A blue arrow points to the '+ Add a permission' button. To the right, a sidebar titled 'Select an API' shows a grid of Microsoft services. The 'Microsoft Graph' card is highlighted with a blue arrow, showing its description: 'Take advantage of the tremendous amount of APIs my organization uses' and 'single endpoint'. Other cards include 'Azure Rights Management Services', 'Dynamics 365 Business Central', 'Intune', 'Power BI Service', 'Office 365', and 'SharePoint'.

10. Select **Delegated permissions**, and scroll down to select the following permissions:

- Chat.Read
- ChatMessage.Read
- Files.Read.All

- `offline_access`
- `User.Read`

11. Select **Add permissions** to submit the form.
12. Next, add application permissions via **Add a permission > Microsoft Graph > Application permissions**.
13. Select the following permissions:
  - `Chat.Read.All`
  - `Presence.Read.All`
14. Select **Add permissions** to submit the form.
15. Select **Grant admin consent for...** to grant the permissions for the application.

## Ensure you have the metered APIs enabled (and the pay subscription associated to it)

Subscribing to chat notifications requires associating the OAuth App with a paid Azure subscription. To complete this setup, follow the instructions at <https://learn.microsoft.com/en-us/graph/metered-api-setup>.

### Important

If you don't configure the metered APIs, you must use the **Evaluation model** (configurable in Mattermost) that is limited to a low rate of changes per month. We strongly recommend that you avoid using the Evaluation model configuration in live production environments because you can stop receiving messages due to the rate limit. See this Microsoft documentation for more details.

You're all set for configuration inside Azure.

## Install and configure the Microsoft Teams integration in Mattermost

### Important

These installation instructions assume you already have a Mattermost instance running v9.8.0 (or later) and configured to use PostgreSQL. This Mattermost integration doesn't support MySQL databases.

1. Log in to your Mattermost workspace as a system admin.
2. In Mattermost, from the Product menu  , select **App Marketplace**.
3. Search for or scroll to MS Teams, and select **Install**.
4. Once installed, select **Configure**. You're taken to the System Console.
5. Configure the **Tenant ID**, **Client ID**, and **Client Secret** with the values obtained from setting up the OAuth App in Azure above.

See the Microsoft Teams plugin configuration settings documentation for additional configuration options.

#### Note

- From Mattermost v9.11.2 (ESR) and Mattermost Cloud v10, v2.0 of this plugin is pre-packaged with the Mattermost Server. If your Mattermost deployment is on a release prior to v9.11.2, download the [latest plugin binary release](https://github.com/mattermost/mattermost-plugin-msteams) (<https://github.com/mattermost/mattermost-plugin-msteams>), and upload it to your server via **System Console > Plugin Management**.
- We recommend making a copy of your webhook secret and encryption key, as it will only be visible to you once.

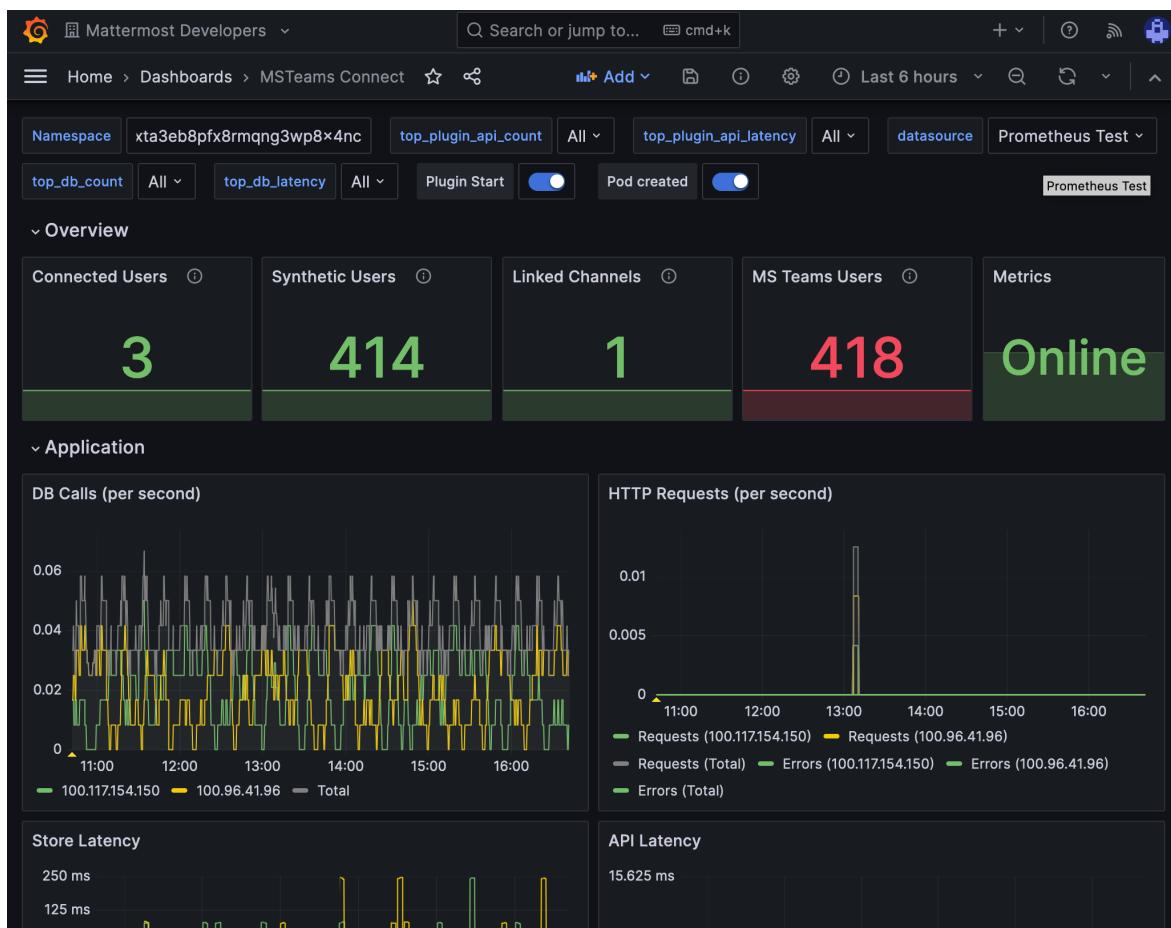
## Monitor performance

You can set up performance monitoring and performance alerting for this plugin using Prometheus and Grafana.

- Monitoring enables you to proactively review the overall health of the plugin, including database calls, HTTP requests, and API latency.

- Alerting enables you to detect and take action as issues come up, such as the integration being offline.

Grafana dashboards [are available on GitHub \(https://github.com/mattermost/mattermost-plugin-msteams/tree/main/server/metrics/dashboards\)](https://github.com/mattermost/mattermost-plugin-msteams/tree/main/server/metrics/dashboards) for Mattermost Cloud deployments as a useful starting point. These dashboards are designed for use in Mattermost Cloud, and filter to a given `namespace`.



### Note

Modifications will be necessary for self-hosted Mattermost deployments. See the Get help section below for details on how to contact us for assistance.

## Use

See the collaborate within connected microsoft teams product documentation to start receiving Microsoft Teams notifications.

## Upgrade

We recommend updating this integration as new versions are released. Generally, updates are seamless and don't interrupt the user experience in Mattermost. Visit the [Releases page \(<https://github.com/mattermost/mattermost-plugin-msteams>\)](https://github.com/mattermost/mattermost-plugin-msteams) for the latest release, available releases, and compatibility considerations.

## Frequently asked questions

### **My email address in Mattermost doesn't match my email address in Microsoft Teams: can I still connect?**

No. Currently, only accounts with the same email addresses are allowed to be connected. Specify the email address that matches your Mattermost account.

If connecting a Mattermost account to a Microsoft Teams account with a different email address is something your workspace requires, there is an open [GitHub issue \(<https://github.com/mattermost/mattermost-plugin-msteams/issues/519>\)](https://github.com/mattermost/mattermost-plugin-msteams/issues/519) for you to share your feedback.

### **How is encryption handled at rest and in motion?**

The configured client secret, stored in the Mattermost configuration, is used for app-only access to the Microsoft Graph API. As users connect to Microsoft Teams using the integration, the resulting access tokens are encrypted and stored in the Mattermost database to be used for access on behalf of the connected user. All communication between the integration and the Microsoft Graph API is conducted via TLS.

When notifications are enabled, chats and file attachments received by connected users will be stored as posts in the direct message channel between that user and the bot account created by the integration.

## Are there any database or network security considerations?

There is nothing specific to the integration that is beyond what would apply to a Mattermost instance.

## Are there any compliance considerations (ie. GDPR, PCI)?

There is nothing specific to the integration that is beyond what would apply to a Mattermost instance.

## How is this integration architected?

The integration subscribes to change notifications from the Microsoft Graph API. These change notifications inform Mattermost about new or updated chats within Microsoft Teams. Upon receipt of the change notification, the integration uses a combination of its app-only access (via the client secret) and delegated access (via connected users) to fetch the contents of these chats and represent them appropriately within Mattermost.

## Get help

Mattermost customers can open a [Mattermost support case](https://support.mattermost.com/hc/en-us/requests/new) (<https://support.mattermost.com/hc/en-us/requests/new>). To report a bug, please open a GitHub issue against the [Mattermost for Microsoft Teams Notifications plugin repository](https://github.com/mattermost/mattermost-plugin-msteams) (<https://github.com/mattermost/mattermost-plugin-msteams>).

For questions, feedback, and assistance, join our public [Integrations and Apps channel](https://community.mattermost.com/core/channels/integrations) (<https://community.mattermost.com/core/channels/integrations>) on the [Mattermost Community Server](https://community.mattermost.com/) (<https://community.mattermost.com/>) for assistance.

On this page

- Connect Microsoft Teams to Mattermost
  - Deploy
    - Set up an OAuth application in Azure

- Ensure you have the metered APIs enabled (and the pay subscription associated to it)
- Install and configure the Microsoft Teams integration in Mattermost
  - Monitor performance
  - Use
  - Upgrade
  - Frequently asked questions
    - My email address in Mattermost doesn't match my email address in Microsoft Teams: can I still connect?
    - How is encryption handled at rest and in motion?
    - Are there any database or network security considerations?
    - Are there any compliance considerations (ie. GDPR, PCI)?
    - How is this integration architected?
  - Get help

# Pre-built integrations

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Accelerate operational and technical workflows by connecting Mattermost operational and DevOps integrations to your mission-critical tools.

Your Mattermost deployment comes with the following plugins pre-packaged that you can configure and enable. Pre-packaged plugins can be enabled with just a few clicks from the System Console without requiring manual plugin upload, though they are not enabled by default.

- GitHub - Connect GitHub to Mattermost to subscribe to repositories, stay current with reviews, assignments, and more.
- GitLab - Connect GitLab to Mattermost to subscribe to repositories, use GitLab events as Mattermost action triggers, and more.
- Jira - Connect Jira to Mattermost to create Jira tickets from messages in Mattermost, and get Mattermost notifications for Jira updates.
- Mattermost Agents - Deploy and manage AI agents for workflow automation and task completion within Mattermost.
- Mattermost Boards - Create and manage project boards, tasks, and collaborative workflows directly in Mattermost.
- Mattermost Calls - Enable voice and video calls with screen sharing capabilities within Mattermost channels and direct messages.
- Mattermost Channel Export - Export channel history and data for compliance and archival purposes.
- Mattermost Metrics - Collect and analyze performance metrics and usage statistics for your Mattermost deployment.
- Mattermost Playbooks - Create and run structured workflows for incident response, project management, and other repeatable processes.
- Mattermost User Survey - Collect user feedback and satisfaction data to improve your Mattermost deployment.

- Microsoft Calendar - Sync Microsoft Calendar events and receive meeting reminders directly in Mattermost.
- Microsoft Teams - Synchronize users and data between Microsoft Teams and Mattermost.
- Microsoft Teams Meetings - Start and join Microsoft Teams meetings directly from Mattermost.
- [Pexip \\*](https://mattermost.com/marketplace/pexip-video-connect/) (<https://mattermost.com/marketplace/pexip-video-connect/>) - Connect Pexip to Mattermost to start video conferencing calls in Mattermost with a single click.
- ServiceNow - Connect ServiceNow to Mattermost to subscribe to record changes in ServiceNow and manage them in Mattermost.
- [Splunk \\*](https://mattermost.com/marketplace/splunk-2/) (<https://mattermost.com/marketplace/splunk-2/>) - Connect Splunk to Mattermost to receive alerts and notifications from Splunk directly in Mattermost channels.
- Zoom - Connect Zoom to Mattermost to start audio and video conferencing calls in Mattermost with a single click.

Integrations marked with an asterisk (\*) are available for download via the Mattermost Marketplace. The binary file you download can then be uploaded to your Mattermost Server using the System Console.

## Mattermost Marketplace integrations

Additional integrations are available on the [Mattermost Marketplace \(<https://mattermost.com/marketplace/>\)](https://mattermost.com/marketplace/). You can install these integrations directly from the Marketplace, by uploading them in the System Console, or by using the REST API.

### Important

Installed plugins are persisted to the configured file store and unpacked on server startup. It's imperative that your file store be accessible to the server immediately on startup. If using a shared filesystem, ensure the mount completes successfully before starting the server. We also strongly recommend testing integration updates in a staging environment before deploying to production, and regularly backing up integrations.

## On this page

- Pre-built integrations
  - Mattermost Marketplace integrations

# Connect ServiceNow to Mattermost

Minimize distractions and reduce context switching by bridging the gap between IT service management (ITSM) and team communication. Create and manage incident reports, change requests, and service tickets, as well as manage event-driven notification subscriptions for ServiceNow record changes, in real-time, and automate routine tasks to decrease response times without leaving Mattermost.

## Deploy

Setup starts in ServiceNow and finishes in Mattermost.

### Create an OAuth app in ServiceNow

1. Go to your ServiceNow instance and then to **All > System OAuth > Application Registry**.
2. Select New in the top right corner, and then select **Create an OAuth API endpoint for external clients**.
3. Enter the name for your app and set the redirect URL to: `https://<YOUR-MATTERMOST-URL>/plugins/mattermost-plugin-servicenow/api/v1/oauth2/complete`, replacing `<YOUR-MATTERMOST-URL>` with the Mattermost URL you want the ServiceNow events to post to, using lowercase characters.

#### Note

A client secret is generated automatically. Copy the secret and the Client ID. You'll need these values for the Mattermost configuration.

### Upload the update set in ServiceNow

Changing your ServiceNow instance to support subscriptions, record changes, and send change notifications to Mattermost is done by a Mattermost and

ServiceNow system admin using an [update set \(<https://docs.servicenow.com/bundle/washingtondc-application-development/page/build/system-update-sets/concept/system-update-sets.html>\)](https://docs.servicenow.com/bundle/washingtondc-application-development/page/build/system-update-sets/concept/system-update-sets.html). Once created, you can download the update set from Mattermost and upload it into ServiceNow.

1. In the Mattermost System Console, download the update set XML file.
2. In your ServiceNow instance, go to **All > System Update Sets > Retrieved Update Sets**.
3. Select the **Import Update Set from XML** link at the bottom of the page.
4. Select the downloaded XML update set file and upload it. You'll see an update set named **ServiceNow for Mattermost Notifications**.
5. Select that update set, and then select **Preview Update Set**.
6. Select **Commit Update Set**.
7. Confirm the data loss notification, and select **Proceed with Commit**. Your update set is uploaded and committed to ServiceNow.

## Set up user permissions in ServiceNow

Once the update set is uploaded, it creates a new role called `x_830655_mm_std.user`. Users must have this role in ServiceNow to add or manage Mattermost subscriptions. You need to be a ServiceNow system admin to add the `x_830655_mm_std.user` role to all users who should have the ability to add or manage subscriptions through Mattermost.

1. In your ServiceNow instance, go to **All > User Administration > Users**.
2. On the Users page, open a user's profile where you want the role added.
3. Select the **Roles** tab in the table, and select **Edit**.
4. Search for the `x_830655_mm_std.user` role, and add that role to the user's **Roles** list, and select **Save**. That user can now add or manage Mattermost subscriptions.

## Update the API secret on the change of ServiceNow Webhook Secret

1. In Mattermost, copy the **Webhook Secret** from your Mattermost instance by going to **System Console > Plugins > ServiceNow**.
2. In your ServiceNow instance, go to **All > x\_830655\_mm\_std\_servicenow\_for\_mattermost\_notifications\_auth.list**. (**Note:** You must enter the complete name and search.)
3. On the page, select the row containing your Mattermost Server URL. If that row doesn't exist, create it manually by selecting **New** located in the top-right corner, and adding your Mattermost Server URL.
4. Update the **API Secret** in the ServiceNow instance with the **Webhook Secret** from Mattermost, and select **Update**.

### What changes are made to ServiceNow instance?

- **GetStates scripted REST API:** Returns different states available for the records. Records supported: incident, task, change\_task, and cert\_follow\_on\_task
- An application with the name **ServiceNow for Mattermost Notifications**.
  - **ServiceNow for Mattermost Notifications** application handles the storing of subscription details and sending notifications on the subscribed events.
  - **ServiceNow for Mattermost Notifications** **Auth** table to store different Mattermost server URLs with their webhook secrets.
  - **ServiceNow for Mattermost Subscriptions** table to store the subscription details.
  - **Business rules** to handle different events (example: new record created, comment added on record, record state updated, etc.)
  - **Script actions** to send notifications based on the subscription events.
  - **Events registration** to register different record-type events.

## ServiceNow tables accessible in Mattermost

- `incident`
- `problem`
- `change_request`
- `kb_knowledge`
- `task`
- `change_task`
- `cert_follow_on_task`
- `x_830655_mm_std_servicenow_for_mattermost_notifications_auth`
- `x_830655_mm_std_servicenow_for_mattermost_subscriptions`
- All the tables extending these tables above

## Mattermost configuration

A Mattermost system admin must perform the following steps in Mattermost.

Install the ServiceNow integration from the in-product App Marketplace:

### Note

We recommend making a copy of your webhook and encryption secret, as it will only be visible to you once.

1. In Mattermost, from the Product menu



, select **App Marketplace**.

2. Search for or scroll to ServiceNow, and select **Install**.
3. Once installed, select **Configure**. You're taken to the System Console.

4. On the ServiceNow configuration page, enable and configure ServiceNow interoperability as follows, and then select **Save**:

- **ServiceNow Server Base URL:** Enter the base URL of your ServiceNow instance.
- **ServiceNow Webhook Secret:** Regenerate the webhook secret for ServiceNow. Regenerating this key will stop the subscription notifications. See the documentation on creating an OAuth app in ServiceNow for details on updating the secret in the ServiceNow instance and start receiving notifications again.
- **ServiceNow OAuth Client ID:** The clientID of your registered OAuth app in ServiceNow.
- **ServiceNow OAuth Client Secret:** The client secret of your registered OAuth app in ServiceNow.
- **Encryption Secret:** Select **Regenerate** to generate a new encryption secret. This encryption secret is used to encrypt and decrypt the OAuth token.
- **Download ServiceNow Update Set:** Download the update set XML file to upload to ServiceNow.

## Enable

Notify your teams that they can connect their ServiceNow accounts to Mattermost.

## Upgrade

We recommend updating this integration as new versions are released. Generally, updates are seamless and don't interrupt the user experience in Mattermost. Visit the [Releases page \(<https://github.com/mattermost/mattermost-plugin-servicenow/releases>\)](https://github.com/mattermost/mattermost-plugin-servicenow/releases) for the latest release, available releases, and compatibility considerations.

## Use

Users who want to use ServiceNow interconnectivity must connect a ServiceNow account to Mattermost.

Once connected, you'll receive direct messages from the ServiceNow bot in Mattermost for ServiceNow activity.

### Connect a ServiceNow account to Mattermost

1. In Mattermost, run the `/servicenow connect` slash command in any Mattermost channel to link your Mattermost account with your ServiceNow account. Follow the link into your ServiceNow instance, and select **Allow**. You can disconnect your accounts by running the `/servicenow disconnect` slash command. Alternatively, select the **ServiceNow** icon in the apps bar on the right to connect your ServiceNow account.
2. Once connected, run the `/servicenow help` slash command to see what you can do.

## Customize

This integration contains both a server and web app portion.

ServiceNow itself provides developer instances to anyone who wishes to develop on ServiceNow. Developers can get a ServiceNow developer instance by logging in to their ServiceNow developer account, and selecting **Request Instance** in the top right corner. Once the instance is created, open the menu from the top right corner, go to **Manage Instance Password**, and log in to the developer instance in a new tab.

See the [Development \(\[https://github.com/mattermost/mattermost-plugin-servicenow/blob/master/docs/developer\\\_docs.md#development\]\(https://github.com/mattermost/mattermost-plugin-servicenow/blob/master/docs/developer\_docs.md#development\)\)](https://github.com/mattermost/mattermost-plugin-servicenow/blob/master/docs/developer_docs.md#development) section of the Mattermost ServiceNow Plugin GitHub repository for details on customizing this integration.

Visit the [Mattermost Developer Workflow \(<https://developers.mattermost.com/extend/plugins/developer-workflow/>\)](https://developers.mattermost.com/extend/plugins/developer-workflow/) and [Mattermost Developer environment setup \(<https://developers.mattermost.com/extend/plugins/developer-setup/>\)](https://developers.mattermost.com/extend/plugins/developer-setup/) for information about developing, customizing, and extending Mattermost functionality.

## Get help

Mattermost customers can open a [Mattermost support case](https://support.mattermost.com/hc/en-us/requests/new) (<https://support.mattermost.com/hc/en-us/requests/new>). To report a bug, please open a GitHub issue against the [Mattermost ServiceNow plugin repository](https://github.com/mattermost/mattermost-plugin-servicenow) (<https://github.com/mattermost/mattermost-plugin-servicenow>).

For questions, feedback, and assistance, join our public [Integrations and Apps channel](https://community.mattermost.com/core/channels/integrations) (<https://community.mattermost.com/core/channels/integrations>) on the [Mattermost Community Server](https://community.mattermost.com/) (<https://community.mattermost.com/>) for assistance.

Mattermost Team Edition and Free customers can visit the Mattermost [peer-to-peer troubleshooting forum](https://forum.mattermost.com/c/troubleshoot/16) (<https://forum.mattermost.com/c/troubleshoot/16>) to access the global Mattermost Community for assistance.

### Tip

Watch [this on-demand webinar on incident response with Mattermost and ServiceNow](https://mattermost.com/video/streamline-incident-response-with-mattermost-and-servicenow/) (<https://mattermost.com/video/streamline-incident-response-with-mattermost-and-servicenow/>) to learn how to streamline incident response.

### On this page

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    - Upload the update set in ServiceNow
    - Set up user permissions in ServiceNow
    - Update the API secret on the change of ServiceNow Webhook Secret
      - What changes are made to ServiceNow instance?
      - ServiceNow tables accessible in Mattermost
  - Mattermost configuration
- Enable
- Upgrade

- Use
  - Connect a ServiceNow account to Mattermost
- Customize
- Get help

# Connect Zoom to Mattermost

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Reduce friction and time lost to coordinating meetings and switching between apps by integrating Zoom with Mattermost. Make it easy for your teams to start both spontaneous video calls directly from Mattermost channels.

## Deploy

Setup starts in Zoom and configuration ends in Mattermost.

### Register an OAuth app in Zoom

A Zoom system admin must perform the following steps in Zoom.

Zoom supports OAuth authentication, and there are 2 types of OAuth Zoom Apps you can register: **Account-Level** and **User-Level**. You can use either type based on your organization's security and preferences.

- **Account-Level:** Individual users in Mattermost are verified by checking their Mattermost email and requesting their Personal Meeting ID via the Zoom API. The user's email address in both Mattermost and Zoom must match. Create a User Level Zoom app instead if you prefer that each user to authorize individually.
- **User-Managed:** Individual users in Mattermost are required to authorize the Mattermost App to access their Zoom account. Create an Account-Level app instead if you prefer that an admin authorizes access on behalf of the whole Zoom organization.

#### Account-Level

Complete the following steps to create an account-level Zoom app for Mattermost.

1. Go to <https://marketplace.zoom.us/> and log in as an admin.
2. In the top right, select **Develop** and then select **Build App**.

3. On top, select **Development**. We would choose **Production** if we were publishing to marketplace, but we won't be doing that here.
4. You can edit the name of your app from top left side by clicking on edit icon.
5. Choose **Admin-managed app** as the app type.
6. Next you'll find your **Client ID** and **Client Secret**. Please copy this as these will be needed when you set up Mattermost to use the plugin.
7. Enter a valid **Redirect URL for OAuth** (<https://SITEURL/plugins/zoom/oauth2/complete>) and add the same URL under **Add Allow List**. Note that **SITEURL** should be your Mattermost server URL.
8. To add user scopes to the app, select **Scopes**, and add the following scopes: `meeting:read:meeting:admin`, `meeting:write:meeting:admin`, and `user:read:user:admin`.

### User-Managed

Complete the following steps to create a user-managed Zoom app for Mattermost.

1. Go to <https://marketplace.zoom.us/> and log in as an admin.
2. In the top right select **Develop** and then **Build App**.
3. On top, select **Development**. We would choose **Production** if we were publishing to marketplace, but we won't be doing that here.
4. You can edit the name of your app from top left side by clicking on edit icon.
5. Choose **User-managed app** as the app type.
6. Next you'll find your **Client ID** and **Client Secret**. Please copy this as these will be needed when you set up Mattermost to use the plugin.
7. Enter a valid **Redirect URL for OAuth** (<https://SITEURL/plugins/zoom/oauth2/complete>) and add the same URL under **Add Allow List**. Note that **SITEURL** should be your Mattermost server URL.
8. To add user scopes to the app, select **Scopes**, and add the following scopes: `meeting:read:meeting`, `meeting:write:meeting`, and `user:read:user`.

## Configure webhook events

When a Zoom meeting ends, the original post shared in the channel can be automatically changed to indicate the meeting has ended and how long it lasted. To enable this functionality, create a webhook subscription in Zoom that tells the Mattermost server every time a meeting ends. The Mattermost server then updates the original Zoom message.

1. While editing the app in Zoom, select **Access** under the **Features** tab on the left.
2. Select **Add New Event Subscription**, and give it a name, such as `Meeting Ended`.
3. Enter a valid **Event notification endpoint URL** `https://SITEURL/plugins/zoom/webhook?secret=WEBHOOKSECRET`, replacing `SITEURL` with your Mattermost URL. `WEBHOOKSECRET` is generated during Mattermost configuration.
4. Select **Save** to save the webhook configuration.
5. Copy the **Secret Token** value at the top of the page for use in the next section.

## Mattermost configuration

A Mattermost system admin must perform the following steps in Mattermost.

Install the Zoom integration from the in-product App Marketplace:

### Note

We recommend making a copy of your webhook secret and encryption key, as it will only be visible to you once.

1. In Mattermost, from the Product menu



, select **App Marketplace**.

2. Search for or scroll to Zoom, and select **Install**.

3. Once installed, select **Configure**. You'll be taken to the System Console.
4. On the Zoom configuration page, enable and configure Zoom interoperability as follows, and then select **Save**.
5. For self-hosted Zoom deployments, enter the **Zoom URL** and **Zoom API URL** for the Zoom server when you're using a self-hosted private cloud or on-premises Zoom server, such as `https://YOUR-ZOOM.com` and `https://api.YOUR-ZOOM.com/v2` respectively, replacing `YOUR-ZOOM` with your Zoom server URL. Leave this field blank if you're using Zoom's vendor-hosted SaaS service.
6. If you've created an account level Zoom app for Mattermost, set **OAuth by Account Level App** to **true**. Leave this value as **false** if you've created a user level Zoom app for Mattermost.
7. Connect your users to Zoom using OAuth. Enter the **Client ID** and **Client Secret** generated when registering the oauth app in Zoom.
8. Select **Regenerate** next to the **At Rest Token Encryption Key** field to generate an AES encryption key. You just need to generate this value, and won't use it anywhere else.
9. If you're configuring webhook events, select **Regenerate** next to the **Webhook Secret** field. This is the `WEBHOOKSECRET` value to use in your webhook URL pointing to Mattermost.
10. Paste the **Secret Token** from the Zoom webhook configuration page into the plugin setting **Zoom Webhook Secret**.
11. Select **Save** to save your changes.

## Enable

Notify your teams that they can connect their Zoom accounts to Mattermost.

## Use

You need a paid Zoom account to start a Zoom call within Mattermost. The first time you create a Zoom meeting, you may be prompted to connect your

account. Follow the instructions to connect your Zoom account using your credentials.

Start a call by selecting the Zoom icon in the right pane, or by running the `/zoom start` slash command in any channel or thread. All channel members can then join the meeting. The meeting host is the person who started the call.

Join the meeting by selecting the call invitation in the channel.

Run the `/zoom settings` slash command to set your preference for using your Zoom personal meeting ID as a meeting host. You can choose to always use your personal meeting ID, always use a new unique meeting id, or set Mattermost to prompt you for your preference each time you start a call.

## Customize

This [integration](https://github.com/mattermost/mattermost-plugin-zoom) (<https://github.com/mattermost/mattermost-plugin-zoom>) contains both a server and web app portion.

- Server: Inside the `/server` directory, you'll find the Go files that make up the server-side of the integration. Within there, build the plugin like you would any other Go application.
- Web App: Inside the `/webapp` directory, you will find the JS and React files that make up the client-side of the plugin. Within there, modify files and components as necessary. Test your syntax by running `npm run build`.

Visit the [Mattermost Developer Workflow](https://developers.mattermost.com/extend/plugins/developer-workflow/) (<https://developers.mattermost.com/extend/plugins/developer-workflow/>) and [Mattermost Developer environment setup](https://developers.mattermost.com/extend/plugins/developer-setup/) (<https://developers.mattermost.com/extend/plugins/developer-setup/>) for information about developing, customizing, and extending Mattermost functionality.

## Upgrade

We recommend updating this integration when new versions are released. Generally, updates are seamless and don't interrupt the user experience in Mattermost. Visit the [Releases page](https://github.com/mattermost/mattermost-plugin-zoom/releases) (<https://github.com/mattermost/mattermost-plugin-zoom/releases>) for information on the latest release, previous releases, and compatibility considerations.

## Get help

Mattermost customers can open a [Mattermost support case](https://support.mattermost.com/hc/en-us/requests/new) (<https://support.mattermost.com/hc/en-us/requests/new>). To report a bug, please open a GitHub issue against the [Mattermost Zoom plugin repository](https://github.com/mattermost/mattermost-plugin-zoom) (<https://github.com/mattermost/mattermost-plugin-zoom>).

For questions, feedback, and assistance, join our public [Integrations and Apps channel](https://community.mattermost.com/core/channels/integrations) (<https://community.mattermost.com/core/channels/integrations>) on the [Mattermost Community Server](https://community.mattermost.com/) (<https://community.mattermost.com/>) for assistance.

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- **Customize**
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- **Get help**

# Real-Time DevSecOps Collaboration

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Modern mission-driven software teams—ranging from critical infrastructure operators to government software factories—face the challenge of delivering and defending complex systems at speed. From CI/CD pipelines to incident response, secure collaboration is essential to ensure resilience, compliance, and operational success in environments where failure is not an option.

Traditional messaging platforms, designed for commercial office settings, often introduce friction, fragmentation, and risk into DevSecOps workflows. These multi-purpose tools are optimized for generic team chat or water-cooler conversation—not for secure, structured collaboration in high-stakes delivery environments. As a result, critical signals get lost in noisy channels, response times slow down, and sensitive workflows are exposed to tools that lack operational control.

Mattermost provides a secure, real-time ChatOps platform designed for DevSecOps collaboration in high-assurance environments. Whether supporting sovereign software supply chains, regulated platforms, or air-gapped operational environments, Mattermost unifies delivery, security, and platform teams into a single, extensible system built for mission velocity and compliance.

The following mission-ready DevSecOps capabilities are available:

## Continuous Integration & Delivery (CI/CD) Coordination

Coordinating secure software delivery requires tight integration between code commits, testing pipelines, release workflows, and stakeholder approval.

### Benefits

- **Automate pipeline visibility and alerting** by integrating with CI/CD tools like GitLab, Jenkins, and GitHub Actions using the Mattermost integrations platform.

- **Coordinate secure releases and hotfixes** using Collaborative Playbooks to manage rollout steps, validation gates, and team notifications.
- **Enable traceable delivery communications** through channel-based collaboration, ensuring build logs, changelogs, and approvals remain accessible and audit-ready.
- **Support deployments in regulated and sovereign environments** using self-hosted Kubernetes deployment models for full control over CI/CD communications.

## Platform Engineering & Internal Developer Platforms (IDPs)

Platform teams need streamlined, secure ways to deliver services and enable developers while maintaining governance and uptime.

### Benefits

- **Centralize platform requests and updates** in dedicated channels that organize provisioning, support, and environment status discussions.
- **Automate ticket triage and escalation workflows** using Playbooks to track response SLAs and ownership across platform operations.
- **Monitor infrastructure health and changes** with integrated feeds from Prometheus, Grafana, or custom observability tools—supporting faster feedback loops.
- **Support hybrid cloud and edge operations** through deployment flexibility across public, private, and disconnected environments.

## Secure Incident Response for Production Systems

Real-time visibility and structured collaboration are critical during service degradations, outages, or suspected intrusions.

## Benefits

- **Automate incident handling** with Playbooks to track diagnostics, assign tasks, and issue updates—supporting NOC, SRE, and AppSec workflows.
- **Accelerate containment and recovery** by integrating alerting tools like PagerDuty, Opsgenie, and custom webhooks into secure Mattermost channels.
- **Ensure communication continuity** during outages using high availability architecture and support for disconnected environments.
- **Enable forensic review and audit** with logging and export capabilities that preserve all incident-related communications.

## Policy-Driven Collaboration in Regulated Environments

Critical infrastructure DevSecOps must align with strict security, audit, and compliance requirements—including supply chain controls and Zero Trust architecture.

## Benefits

- **Apply granular role-based access controls** using advanced permissions and channel-specific configurations to protect sensitive workflows.
- **Support supply chain security coordination** by using Playbooks to manage SBOM reviews, vendor risk analysis, and software intake workflows across internal and external teams.
- **Enforce secure collaboration behavior** through custom Terms of Service, data retention policies, and user authentication tied to SSO and Entra ID.
- **Deploy in line** with Zero Trust principles with self-managed, segmented deployments that enforce identity, access, and policy boundaries—suitable for classified or sovereign cloud environments.

## Get Started

[Talk to an Expert \(<https://mattermost.com/contact-sales/>\)](https://mattermost.com/contact-sales/) to modernize your DevSecOps collaboration stack. Whether you're building secure CI/CD pipelines, enabling platform self-service, or responding to production incidents under regulatory pressure, Mattermost keeps your teams connected, compliant, and mission-ready.

On this page

- Real-Time DevSecOps Collaboration
  - Continuous Integration & Delivery (CI/CD) Coordination
  - Platform Engineering & Internal Developer Platforms (IDPs)
  - Secure Incident Response for Production Systems
  - Policy-Driven Collaboration in Regulated Environments
  - Get Started

# Integrated Security Operations

**Fragmented security operations create the blind spots attackers exploit. Deploy unified collaboration that coordinates your entire security ecosystem in real-time.**

In today's evolving threat landscape, fragmented workflows, isolated teams, and disjointed tools create delays and blind spots in organizational defense. As threats scale across geopolitical, cyber, and supply chain domains, security operations must become more integrated, unifying monitoring, simulation, response, and intelligence into a continuous, coordinated system.

Mattermost provides a secure, extensible platform for integrated security operations, built to support real-time coordination, mission-specific tooling, and sensitive communications. Whether deployed as a self-hosted Kubernetes instance, Linux server in your local data center, or in sovereign hosting environments, Mattermost empowers security teams to accelerate detection, decision-making, and coordinated response while maintaining full operational control. Built for security-conscious teams across commercial, government, and regulated industries, Mattermost supports integrated incident workflows and enterprise-level access control.

To protect security data during breaches, SIEM and SOAR platforms avoid direct Microsoft 365 integration.

Mattermost bridges the gap, with an isolated platform for security operations data and workflow integration, ChatOps, and AI-acceleration.

#### Workflow Examples:

- ➊ Incident created in [Microsoft Defender XDR](#)
- ➋ Data from [Microsoft EntraiD](#) integrates with Mattermost slash commands to assess risk, with options to lock the suspect immediately
- ➌ After collaborating in real-time, incident can be resolved in [Microsoft Sentinel](#)

The image contains two side-by-side screenshots of the Mattermost application interface.

**Screenshot 1 (Left): Microsoft Defender XDR Integration**

- Header:** Security Alerts - 8:6
- Card:** sentinel-bot ⚡️ 4:56 PM  
Incident 'Execution incident on one endpoint' (INC#4)
- Details:**
  - A suspicious PowerShell commandline was found on the machine. This command was used during installation, exploration, or in some cases with lateral movement attacks to invoke modules, download external payloads, and get more info
  - Status: Active
  - Severity: Medium
  - Service Source: Microsoft Defender for Endpoint
  - Category: Execution
  - Rule Name: Suspicious PowerShell commandline
  - First Activity: 2025-03-26 15:09:41
  - Last Activity: 2025-03-26 15:09:46
  - Tags: None
  - References: View Defender XDR Incident | View Alerts
  - Evidence:
    - Type: Device Evidence | Data: bobwork / Windows11 (Build 26100)
    - User Evidence: bob@tsomrettam.com
    - URL Evidence: http://10.5.3.8/1.exe
    - IP Evidence: 10.5.3.8
    - Process Evidence: powershell.exe (PID: 11220)
- Buttons:** Escalate Incident | Resolve Incident | Show Evidence Details

**Screenshot 2 (Right): Microsoft EntraiD and Microsoft Sentinel Integration**

- Header:** sentinel-bot ⚡️ 9:37 AM
- Card:** Evidence Details (INC#4)  
Below is the detailed evidence collected for this incident:
- Device Evidence:**
  - Name: bobwork
  - Azure AD Device ID: 44bc0c55-45e9-4de7-9f65-466184431168
  - MDE Device ID: 278a489d1015ce1566f849b17bd7d17a3a78
  - OS: Windows11 (Build 26100)
  - First Seen: 2025-03-24 10:56:42
- User Evidence:**
  - UPN: bob@tsomrettam.com
  - Domain: AzureAD
- URL Evidence:**
  - URL: http://10.5.3.8/1.exe
  - Verdict: suspicious
  - First Seen: 2025-03-26 15:10:32
- IP Evidence:**
  - Address: 10.5.3.8

**Card:** entrail-bot ⚡️ 9:38 AM

- User Logins:** Recent logins for user bob@tsomrettam.com:

| Time                | IP             | Location           | Device  | App  |
|---------------------|----------------|--------------------|---------|------|
| 2025-03-26 15:08:36 | 184.223.323.63 | Palo Alto, CA, USA | BOBWORK | Bing |
- User Devices:** Devices for user bob@tsomrettam.com:

| Device Name | OS | OS Version | Manufacturer | Model |
|-------------|----|------------|--------------|-------|
|             |    |            |              |       |

Mattermost supports security workflows across:

## Security Operations Centers (SOCs)

SOCs are the front lines of real-time monitoring, triage, and escalation. Coordinating across analysts, tools, and environments requires fast, structured communication and secure data handling.

### Benefits

- **Accelerate triage and response workflows** with Collaborative Playbooks that automate escalations, task assignment, and ticket updates for consistent response execution.
- **Integrate detection pipelines and observability tools** using the Mattermost integrations platform to surface alerts from SIEM, SOAR, and log analysis systems into dedicated response channels.
- **Maintain operational security and compliance** through role-based permissions and audit logging to safeguard sensitive incident data.
- **Operate in secure, classified, or hybrid environments** using Kubernetes or Linux on the infrastructure of your choice: Public cloud, organization data center, or fully air-gapped. Explore deployment options.
- **Meet regulatory compliance requirements** with a solution that adapts to your organization's security posture and regulatory requirements, incl. GDPR, FedRAMP, ISO 27001, and more.

## Computer Emergency Response Teams (CERTs)

CERTs serve as rapid-response teams during high-risk events, requiring tight coordination, reliable workflows, and cross-unit information flow.

### Benefits

- **Orchestrate high-stakes incident response** through Collaborative Playbooks tailored for malware outbreaks, data exfiltration events, and zero-day exploits.
- **Centralize and structure communication** with channel-based collaboration, including file sharing, threaded updates, and task-tracking across affected teams.

- **Enable coordination across geographies** using multi-device access and mobile EMM support for secure participation across locations and devices.
- **Preserve evidentiary and compliance data** through audit logs and configurable exports for legal review or forensic handoff.
- **Ensure data sovereignty** with flexible hosting options including EU-resident infrastructure, on-premises deployments, and air-gapped environments that maintain full control over sensitive communications.

## Federated Threat Intelligence & Information Sharing

Cross-organizational threat intelligence teams, spanning sectors, regions, and public-private partnerships, require secure, policy-driven platforms for sharing indicators, coordinating alerts, and supporting collective defense efforts.

### Benefits

- **Collaborate securely across agencies or organizations** using Connected Workspaces to synchronize alerts, discussions, and file sharing with trusted external partners.
- **Support multinational and sectoral collaboration** with custom terms of service enforcement and localized UI settings for global partner access.
- **Preserve operational trust and compliance** through role-based access controls and channel-specific permissions that enforce jurisdictional and information-sharing agreements.
- **Operationalize shared threat intelligence** by integrating IOCs, threat actor profiles, and shared playbooks into your Mattermost instance via the integrations platform.
- **Scale communication globally** with Mattermost's high availability and horizontal scalability architecture, supporting tens of thousands of users across enterprise, field, government, or classified environments.

## Get Started

Whether you're coordinating a global SOC, simulating threats, responding to incidents, or exchanging intelligence across borders, Mattermost ensures your teams are secure, synchronized, and mission-ready. Experience integrated security operations with pre-configured alerts, channels, and playbooks [in a live sandbox environment](https://mattermost.com/sign-up/?usecase=integrated-sec-ops) (<https://mattermost.com/sign-up/?usecase=integrated-sec-ops>) or [talk to an expert](https://mattermost.com/contact-sales/) (<https://mattermost.com/contact-sales/>) to unify your security operations.

On this page

- Integrated Security Operations
  - Security Operations Centers (SOCs)
  - Computer Emergency Response Teams (CERTs)
  - Federated Threat Intelligence & Information Sharing
  - Get Started

# Maximize Your Microsoft Investments

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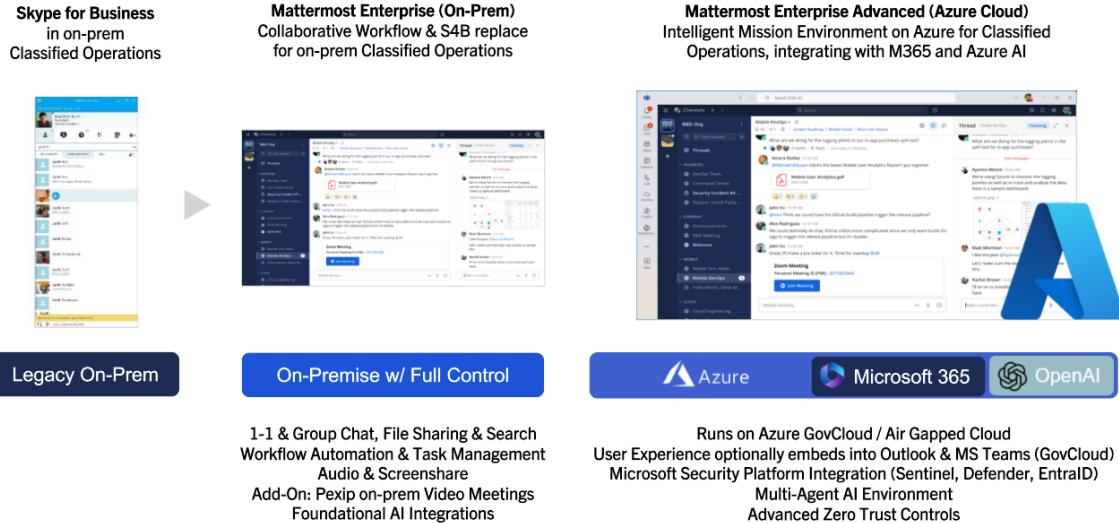
Unlock the full potential of your Microsoft Teams, M365, and Entra ID investment with Mattermost. Designed for operational teams that require advanced customization, secure workflows, and seamless deployment on segregated networks, Mattermost enhances your existing Microsoft solutions for critical mission success.

Mattermost complements Microsoft solutions with tailored capabilities designed to meet the unique needs of high-security environments, inter-agency collaboration, and external workflows, enabling teams to maximize their Microsoft investment.

The following mission-ready collaboration capabilities are available:

## On-Premises Skype for Business Replacement

As Skype for Business reaches end-of-life, secure organizations require an alternative that preserves on-premises control, integrates into Microsoft workflows, and meets the security standards of air-gapped and classified environments. Cloud-first replacements like Microsoft Teams are not always viable due to network segmentation, compliance restrictions, or data sovereignty mandates.

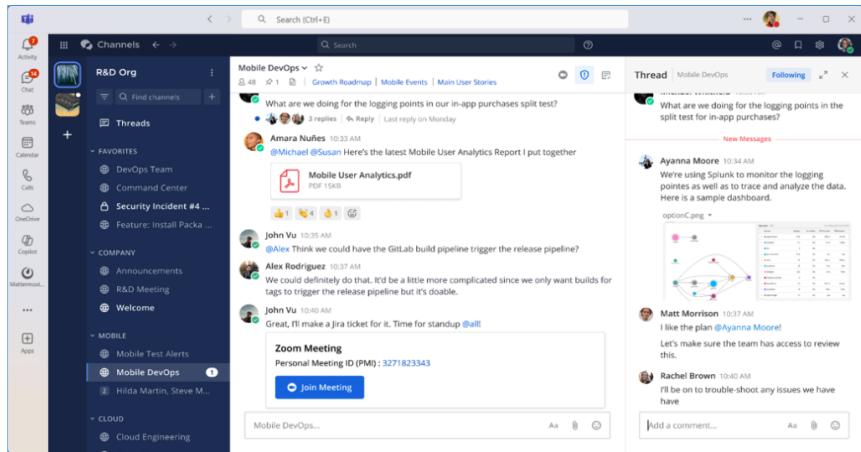


- **Preserve mission-critical communication workflows** with a self-hosted Mattermost deployment that supports 1:1 calls, screen sharing, and threaded messaging within secure environments.
- **Integrate Mattermost with Microsoft tools** such as Outlook, Teams, and Entra ID Single Sign-On to retain user workflows while centralizing identity and access control. See Mattermost for M365, Teams, and Outlook.
- **Deploy in sovereign, air-gapped, or private cloud environments** such as [Azure Deployment](https://azuremarketplace.microsoft.com/en-us/marketplace/apps/mattermost.mattermost-operator?tab=overview) (<https://azuremarketplace.microsoft.com/en-us/marketplace/apps/mattermost.mattermost-operator?tab=overview>) while maintaining compliance with STIG, FedRAMP, and NIST 800-53 standards.

Learn more about replacing Skype for Business with Mattermost.

## Out-of-Band Incident Response for Microsoft-Centric Environments

During high-stakes incidents, Microsoft 365 tools can be limited or unavailable, slowing down response times and jeopardizing mission continuity.



### Challenge:

Some governmental organizations ban specific types of sensitive data from use within cloud-based systems, such as Microsoft Teams.

### Solution:

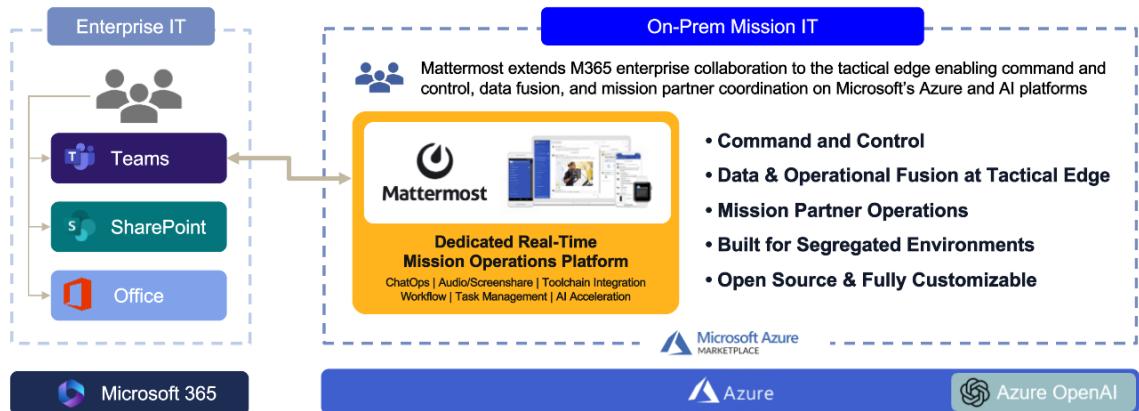
A fully self-hosted Mattermost communications platform can embed inside MS Teams to enable collaboration on those sensitive data types, while keeping the user experience inside of the Microsoft Teams experience.

## Benefits

- **Maintain operational continuity during M365 outages** with a dedicated, out-of-band Mattermost instance for secure incident response, communication, and collaboration. See Mattermost Mission Collaboration for Microsoft
- **Accelerate responses** with AI-powered workflows, enabling structured playbooks for triage, escalation, and resolution even when primary systems are compromised.
- **Integrate with Microsoft Security Suite** and Entra ID to preserve centralized identity management while keeping sensitive data in a secure secondary system. Learn more about Mattermost's integration capabilities.
- **Protect breach-sensitive notifications** using ID-only push alerts and enhanced mobile security, enabling secure communication without cloud exposure.

## Enterprise to Tactical Edge

Operational teams need to extend Microsoft capabilities to mission environments where bandwidth is limited, systems are segregated, and speed is critical.



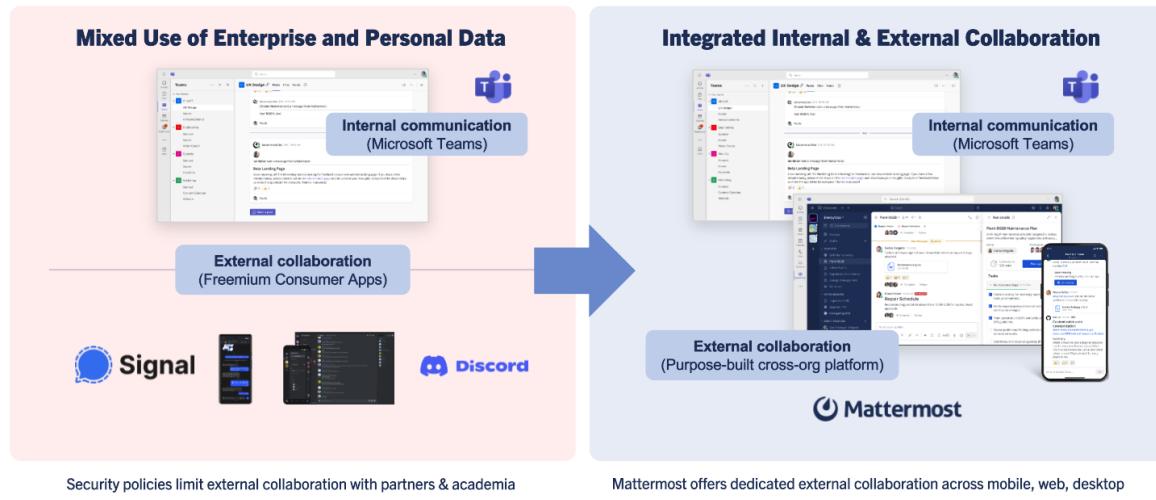
- **Complementary Collaboration for Decision Advantage** – Extends Microsoft to the tactical edge with Mattermost's secure, mission-focused real-time coordination, automation, Kanban and workflows, powered by Azure, Azure AI, and Mattermost-MS Teams Apps.
- **Interoperability for Joint & Coalition Operations** – Mattermost's open source, fully extensible platform enables flexible, secure collaboration across mission networks to support evolving DoD frameworks for JADC2 and MPE.
- **Zero Trust Security at Mission Speed** – Enhance operational effectiveness with built-in security controls aligned with DoD's Zero Trust Strategy, while leveraging Azure's cloud and AI capabilities to mitigate risk in dynamic, mission-critical environments.

## Benefits

- **Enable mission-critical coordination at the edge** by deploying Mattermost in secure, on-prem or air-gapped environments integrated with Microsoft Teams and Outlook.
- **Fuse data and decision-making across platforms** with support for toolchain integration, audio/screen share, and workflow automation embedded into a dedicated Mission Operations Platform.
- **Maintain coalition and partner alignment** through interoperable Connected Workspaces supporting collaboration across mission partner networks.
- **Accelerate action with mission-tuned AI** using secure Azure AI and Mattermost Copilot to summarize context, guide decisions, and automate operational tasks.
- **Secure every communication path** with built-in Zero Trust controls and deploy on Azure or sovereign environments for maximum flexibility and compliance.

## External Collaboration with Full Control

Managing external collaboration within Microsoft Teams can be complex, often requiring numerous configurations and administration that lead to security risks like usage of consumer-grade chat tools.



## Benefits

- **Integrate Mattermost with Microsoft Teams and Outlook** to enable secure external collaboration with encryption, audit trails, and role-based permissions—without compromising compliance. (See Mattermost for M365, Teams, and Outlook).
- **Eliminate shadow IT** by providing Connected Workspaces for sanctioned, policy-enforced engagement with external partners—reducing reliance on consumer-grade tools.
- **Apply granular policy enforcement for external users**, including granular user permissions, legal hold, retention policies, and custom Terms of Service.
- **Synchronize user identity** using Entra ID to maintain scalable, centralized access control across both internal and external collaborators.

## Sovereign Communication in Microsoft Teams

Agencies and critical infrastructure organizations must often comply with strict data sovereignty rules that restrict cloud usage for sensitive collaboration.

## Benefits

- **Deploy Mattermost on-premise or in sovereign clouds**, fully integrated with Microsoft Teams and Outlook (See Mattermost for M365,

Teams, and Outlook) to maintain workflow continuity and secure data storage.

- **Store messages, recordings, and transcriptions in compliance-approved systems**, with data-at-rest encryption ensuring no leakage of sensitive data to third-party platforms.
- **Enable secure Microsoft Teams interactions via embedded Mattermost collaboration**, supporting operations within familiar interfaces while enforcing regulatory compliance. See Mattermost for M365, Teams, and Outlook.
- **Enforce agency-specific policies** with legal hold, retention policies, and user access controls that align with national or sectoral mandates.

## Cross-Instance Collaboration Hub

Multi-agency, multi-tenant Microsoft 365 environments often hinder seamless collaboration and increase complexity for inter-organization workflows.

### Benefits

- **Centralize communication across M365 instances** using Mattermost as a neutral, embedded hub for messaging, file sharing, and playbook coordination (See Mattermost for M365, Teams, and Outlook).
- **Bridge segmented Teams deployments** with Connected Workspaces and Microsoft presence integration to ensure continuity without duplicative configuration.
- **Deploy flexibly across hybrid, private, or air-gapped environments** such as Mattermost for M365, Teams, and Outlook to ensure operational consistency no matter the deployment complexity.
- **Secure external communications and maintain control** with segmentation, data governance, and compliance automation across Teams ecosystems.

## Get Started

[Talk to an Expert \(<https://mattermost.com/contact-sales/>\)](https://mattermost.com/contact-sales/) to discover how your organization can enhance Microsoft-based workflows with secure, extensible collaboration tailored for operational and compliance-sensitive environments. Maximize your Microsoft investment while extending its capabilities into the most demanding mission contexts.

On this page

- Maximize Your Microsoft Investments
  - On-Premises Skype for Business Replacement
  - Out-of-Band Incident Response for Microsoft-Centric Environments
  - Enterprise to Tactical Edge
  - External Collaboration with Full Control
  - Sovereign Communication in Microsoft Teams
  - Cross-Instance Collaboration Hub
  - Get Started

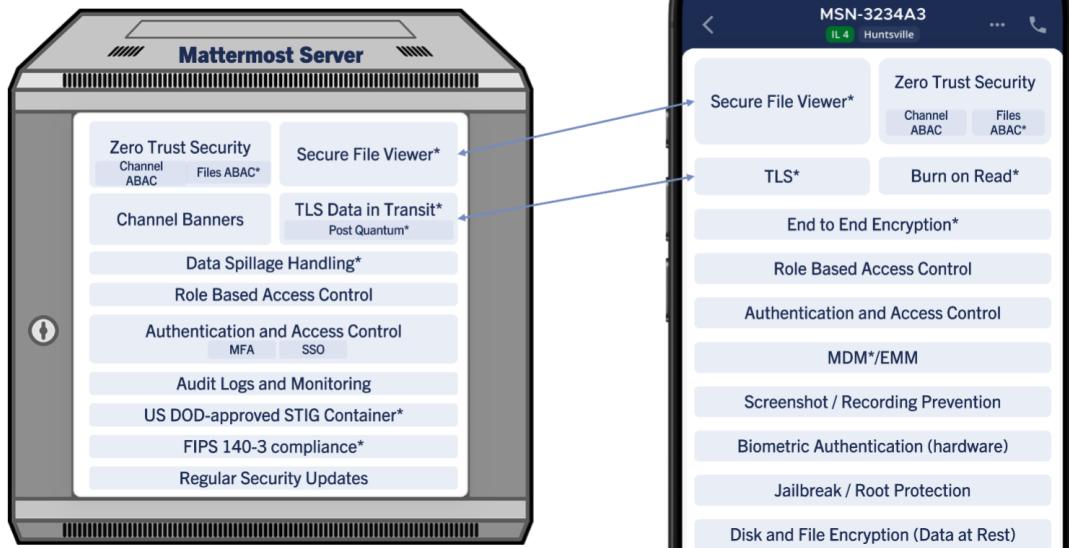
# Mission-Ready Mobile

Mission environments demand secure, reliable mobile collaboration, from intelligence briefings and operational coordination to incident response in disconnected regions. Traditional mobile communication tools fail to meet the demands of field-forward operations, exposing sensitive data to third-party systems, and increasing the risk of data leakage, non-compliance, and operational compromise.

Mattermost provides a secure, mission-ready mobile platform built for defense, law enforcement, and public sector operations. Optimized for low-bandwidth and disconnected conditions, Mattermost ensures secure communication on government-issued devices while enabling compliant collaboration on personal phones—without reliance on consumer apps or invasive controls.

With protections including ID-only push notifications, biometric authentication, jailbreak detection, and full MDM/EMM support, Mattermost delivers control, compliance, and usability across a range of challenging field conditions.

## Security-Optimized Mobility



The following mobile-first operational capabilities are available.

## Secure Mobile Access on Government Devices

Mission teams require trusted mobile access to secure collaboration, ensuring operational integrity during deployments, transit, and high-tempo operations. Government-issued or EMM-enrolled devices offer a fully controlled, secure mobile environment.

### Benefits

- **Deploy securely with enterprise mobility management (EMM)** using AppConfig integrations to manage application policies, access controls, and encrypted communication channels.
- **Maintain control over mission-critical data:** Enable safe delivery of notifications via ID-only push notifications that prevent exposure of sensitive content to third-party systems like Apple or Google.
- **Mitigate data compromise risk in personnel transitions:** Protect data with remote wipe and deactivation capabilities in the event of device loss, theft, or personnel separation.
- **Enforce strong identity assurance** through native biometric authentication and multi-factor authentication (MFA) tied to SSO or AD/LDAP provisioning .
- **Comply with classified mobility mandates** by using secure data storage, sandboxing, and FIPS 140-3-validated TLS in transit\* to meet defense-grade standards.

## Secure Government Communications on Personal Devices

When personal devices are the only available channel—whether in partner nations, rural patrol units, or disconnected deployments—Mattermost provides a secure alternative to consumer messaging apps like Signal or WhatsApp, enabling policy-compliant collaboration without compromising field effectiveness.

## Benefits

- **Enable trusted communications on BYOD** using lightweight AppConfig policies with EMM optionality that avoids intrusive control while ensuring essential security baselines.
- **Prevent unauthorized data sharing:** Mitigate leakage with screenshot and screen recording prevention and jailbreak/root detection that block high-risk mobile behaviors.
- **Secure access without cloud dependency** via self-hosted deployments or air-gapped infrastructures that prevent sensitive data from touching public networks.
- **Deliver rapid alerts with low bandwidth impact** using ID-only push notifications, ideal for DDIL (disconnected, intermittent, low-bandwidth) conditions.
- **Support interagency or coalition workflows** in mission-partner environments through Connected Workspaces with role-based and attribute-based access controls (ABAC).

## Built for Field-Forward Security

Mattermost on mobile is hardened to operate under mission-grade security expectations, whether it's used by intelligence teams in transit, patrol officers in the field, or coalition operators in disconnected regions.

## Features

- **Zero Trust security architecture** with channel- and file-level attribute-based access control (ABAC).
- **TLS with post-quantum readiness** and end-to-end\* encryption options for high-assurance deployments.
- **Burn-on-read messaging:** Use secure file viewers\*, burn on read messaging\*, and advanced data spillage controls\* to protect sensitive information and minimize persistent data exposure.
- **DoD STIG container support** with FIPS 140-3 validation\*, and audit logging to ensure deployment compliance in regulated missions.

- **Isolated mobile sessions** from host operating systems by partnering with platforms like Hypori in high-assurance BYOD scenarios.

Features marked with an asterisk above  will be available in a future 2025 release.

## Get Started

[Talk to an Expert \(https://mattermost.com/contact-sales/\)](https://mattermost.com/contact-sales/) to explore how Mattermost can support mission-ready mobile collaboration. Whether you're securing communications on government-issued devices or enabling compliant collaboration on personal phones, Mattermost provides the control, trust, and extensibility needed to stay connected—without compromise.

On this page

- Mission-Ready Mobile
  - Secure Mobile Access on Government Devices
  - Secure Government Communications on Personal Devices
  - Built for Field-Forward Security
  - Get Started

# On-Premises Skype for Business Replacement

With Skype for Business reaching end-of-life, security-conscious organizations face a critical inflection point. Many operate in air-gapped or classified environments where cloud-based alternatives are not viable due to compliance restrictions, risk exposure, or data sovereignty mandates. Without a secure, modern, on-premises collaboration platform, these organizations risk operational disruption, mission misalignment, and non-compliance with stringent regulatory frameworks.

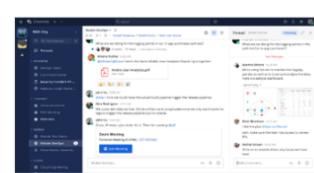
Mattermost provides a secure, self-hosted communication and collaboration platform purpose-built for air-gapped environments, classified networks, and regulated industries. Designed to meet NIST 800-53, FedRAMP, and DISA STIG compliance requirements, Mattermost replaces legacy tools with modern capabilities—secure messaging, file sharing, workflow automation, and integrated video collaboration—while maintaining full enterprise control. Organizations can operate at scale, enable external collaboration without policy violations, and modernize their digital workflows without compromising security.

**Skype for Business  
in on-prem  
Classified Operations**



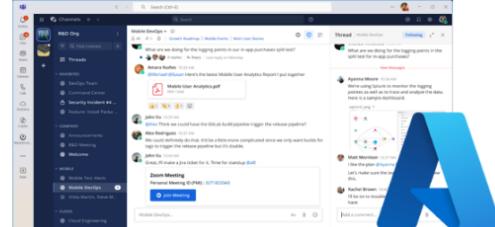
**Legacy On-Prem**

**Mattermost Enterprise (On-Prem)  
Collaborative Workflow & S4B replace  
for on-prem Classified Operations**



**On-Premise w/ Full Control**

**Mattermost Enterprise Advanced (Azure Cloud)  
Intelligent Mission Environment on Azure for Classified  
Operations, integrating with M365 and Azure AI**



**Azure Microsoft 365 OpenAI**

1-1 & Group Chat, File Sharing & Search  
Workflow Automation & Task Management  
Audio & Screenshare  
Add-On: Pexip on-prem Video Meetings  
Foundational AI Integrations

Runs on Azure GovCloud / Air Gapped Cloud  
User Experience optionally embeds into Outlook & MS Teams (GovCloud)  
Microsoft Security Platform Integration (Sentinel, Defender, EntralID)  
Multi-Agent AI Environment  
Advanced Zero Trust Controls

The following mission-ready collaboration capabilities are available:

## Air-Gapped and Classified Operations

Organizations operating in fully disconnected or classified environments require secure communication platforms that function entirely within their own infrastructure.

### Benefits

- **Ensure secure communication in fully disconnected networks** using Mattermost's support for private on-premise deployments, including FIPS 140-3 validated and DISA STIG-hardened container images. Learn more about Mattermost's architecture, components, and backend infrastructure.
- **Maintain operational continuity** with enterprise-grade channel-based collaboration—including 1:1 audio calls, screen sharing, threaded messaging, and file sharing—entirely within air-gapped systems.
- **Scale to mission requirements** with a high-availability, horizontally scalable architecture that supports tens of thousands of users in secure on-prem environments.
- **Preserve data sovereignty and eliminate external dependencies** with a self-hosted Kubernetes deployment model that integrates into classified networks or sovereign data centers.

## Modernize Secure Collaboration Workflows

Legacy communication tools lack the flexibility, automation, and usability demanded by modern operational teams. Mattermost introduces modern collaboration workflows without compromising compliance or deployment control.

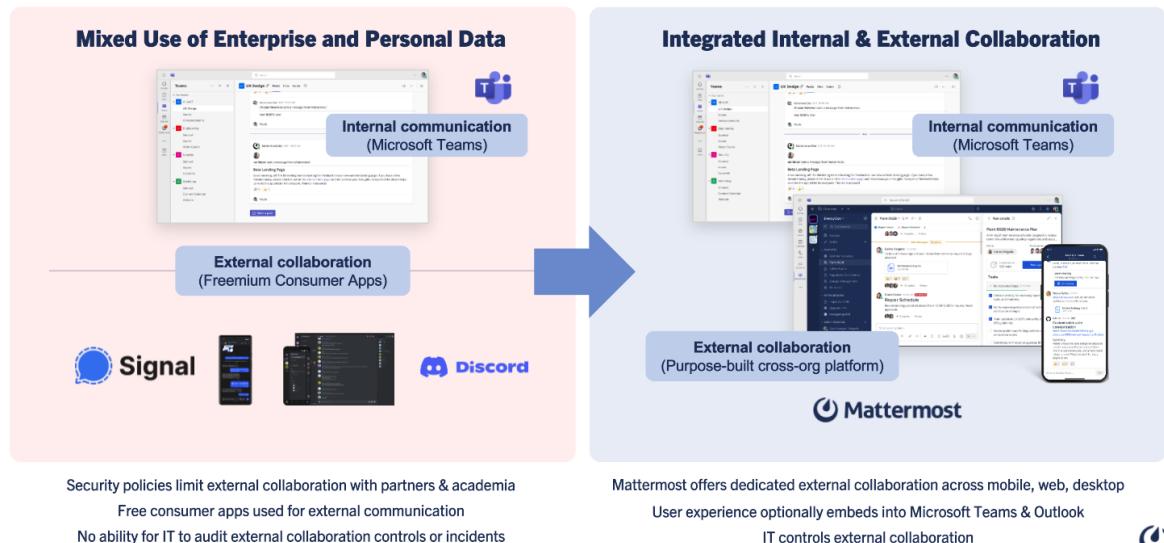
### Benefits

- **Enable dynamic, cross-platform messaging and coordination** with a unified interface across web, desktop, and mobile—featuring threaded discussions, file previews, and screen sharing.
- **Streamline mission-critical processes** with Collaborative Playbooks that automate and track workflows like incident response, shift turnover, and logistics planning.

- **Embed secure video conferencing into daily operations** using the [Pexip integration](https://mattermost.com/marketplace/pexip-video-connect/) (<https://mattermost.com/marketplace/pexip-video-connect/>), allowing real-time video engagement from within your air-gapped or secure infrastructure.
- **Support operational task management** through optional Kanban-style [Boards](https://github.com/mattermost/mattermost-plugin-boards) (<https://github.com/mattermost/mattermost-plugin-boards>) for structured, accountable planning—hosted securely within your own network.
- **Align the user experience with your operational identity** using custom branding, theming, and product localization across more than 20 languages to support multinational teams.

## Enterprise-Controlled External Collaboration

Collaborating across organizational boundaries must not compromise compliance or IT governance. Mattermost enables secure external engagement while keeping control centralized within the enterprise.



## Benefits

- **Collaborate securely with third parties** via Connected Workspaces that allow messaging, file sharing, and thread-based discussions with external teams—without exposing internal systems.

- **Apply fine-grained access controls and retention policies** to external users through enterprise-managed permissions, audit logging, and channel-specific configurations.
- **Integrate with Microsoft Teams, Exchange, and M365** to maintain centralized workflows and extend secure communication to external stakeholders without leaving policy-aligned platforms. See Mattermost for M365, Teams, and Outlook.
- **Manage user identity and access** across internal and external roles using Microsoft Entra ID (Azure AD) synchronization for scalable and compliant provisioning.

## Get Started

[Talk to an Expert \(https://mattermost.com/contact-sales/\)](https://mattermost.com/contact-sales/) to learn more about transitioning from Skype for Business to a secure, modern collaboration platform built for mission-critical environments. With Mattermost, your organization gains a self-hosted, scalable, and compliant solution tailored for classified operations, secure external engagement, and operational modernization.

### On this page

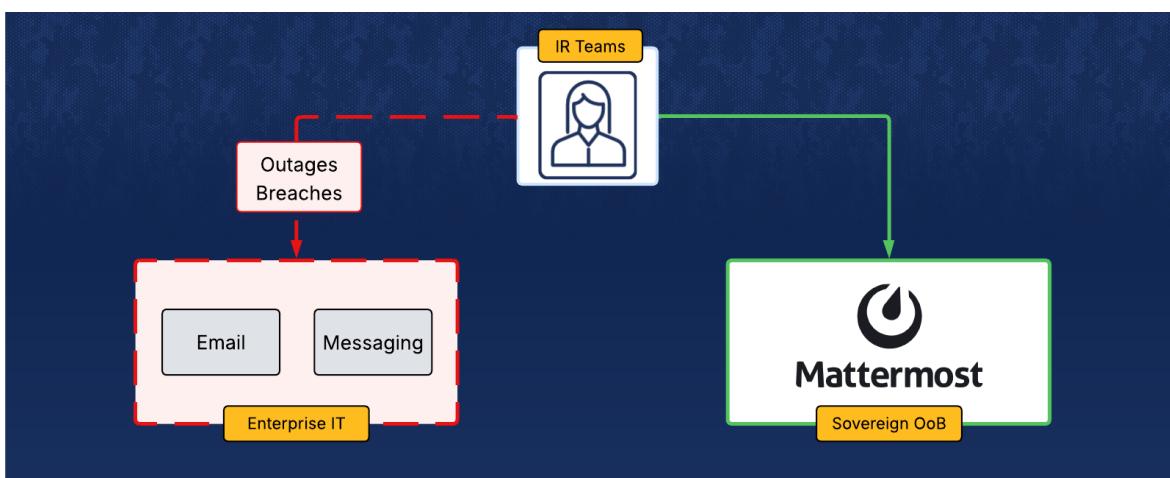
- On-Premises Skype for Business Replacement
  - Air-Gapped and Classified Operations
  - Modernize Secure Collaboration Workflows
  - Enterprise-Controlled External Collaboration
  - Get Started

# Out-of-Band Incident Response

**Don't let attackers silence your incident response team. Deploy sovereign, encrypted collaboration that operates completely outside your compromised infrastructure.**

When cyberattacks, infrastructure failures, or security breaches disrupt primary systems, organizations must maintain the ability to coordinate securely and act decisively. Traditional communication tools often become liabilities under these conditions, prone to compromise, unavailable during outages, or unable to support secure workflows. The operational and financial consequences of downtime can be catastrophic, underscoring the need for an independent collaboration environment.

Mattermost provides a secure, mission-resilient out-of-band (OOB) collaboration platform that operates outside your primary infrastructure. Whether deployed as a self-hosted Kubernetes instance, Linux server in your local data center, or in sovereign hosting environments, the platform ensures real-time coordination remains available during network outages, security incidents, or critical decision windows. Built for security-conscious teams across commercial, government, and regulated industries, Mattermost supports integrated incident workflows and enterprise-level access control to enable business continuity, even under duress.



Mattermost supports the following mission-critical OOB collaboration requirements:

## Always-Available Backup Communications

Out-of-band collaboration provides a persistent, independent channel for coordinating during crises, separate from compromised or degraded primary systems.

### Benefits

- **Preserve communication during infrastructure failures** with secure, dedicated OOB deployments using Kubernetes Or Linux on the infrastructure of your choice: Public cloud, organization data center, or fully air-gapped. Explore deployment options.
- **Meet regulatory compliance requirements** with a solution that adapts to your organization's security posture and regulatory requirements, incl. GDPR, FedRAMP, ISO 27001, and more.
- **Ensure data sovereignty** with flexible hosting options including EU-resident infrastructure, on-premises deployments, and air-gapped environments that maintain full control over sensitive communications.
- **Maintain continuity across platforms** with multi-device access, including web, desktop, and mobile experiences, even when primary tools are offline.
- **Enforce strict access controls** using role-based permissions and audit logging to limit risk exposure during high-stakes operations.

## Business Continuity at Scale

Outages and downtime threaten both productivity and revenue. In large enterprises, the cost of outages can be measured in hundreds of thousands of dollars per minute, while government operations face national security implications.

### Benefits

- **Scale communication globally** with Mattermost's high availability and horizontal scalability architecture, supporting tens of thousands of users across enterprise, field, government, or classified environments.

- **Accelerate outage recovery** using Collaborative Playbooks that automate response steps and ensure team accountability during time-critical events, reducing mean time to recovery (MTTR) by up to 50%.
- **Demonstrate ROI through measurable outcomes** with built-in metrics tracking incident response times, team coordination efficiency, and compliance audit trails.

## Incident Response in Crisis Conditions

Cyber breaches demand swift, coordinated action across affected teams. Every delay in communication heightens risk and potential regulatory penalties.

### Benefits

- **Ensure secure response coordination** through private 1:1 calling and screen sharing for uninterrupted incident discussions within an isolated Mattermost environment.
- **Integrate with your existing security stack** including ServiceNow, Grafana, Splunk, and other SOC tools via the Mattermost integrations platform.
- **Reduce mean time to resolution (MTTR)** by executing structured incident playbooks that handle triage, task assignment, and escalation with full visibility and auditability.
- **Support compliance reporting** with automated documentation and audit trails helping organizations to meet NIS2, HIPAA, PCI DSS, GDPR, and government security requirements.

## Get Started

Whether protecting national security, managing global infrastructure, ensuring regulatory compliance, or recovering from outages, Mattermost ensures your teams remain connected, coordinated, and compliant, no matter the crisis. Experience out-of-band incident response with pre-configured alerts, channels, and playbooks in a [live sandbox environment \(<https://mattermost.com/signup/?usecase=out-of-band>\)](https://mattermost.com/signup/?usecase=out-of-band) or [talk to an expert \(<https://mattermost.com/contact-sales/>\)](https://mattermost.com/contact-sales/) to build your out-of-band incident response environment.

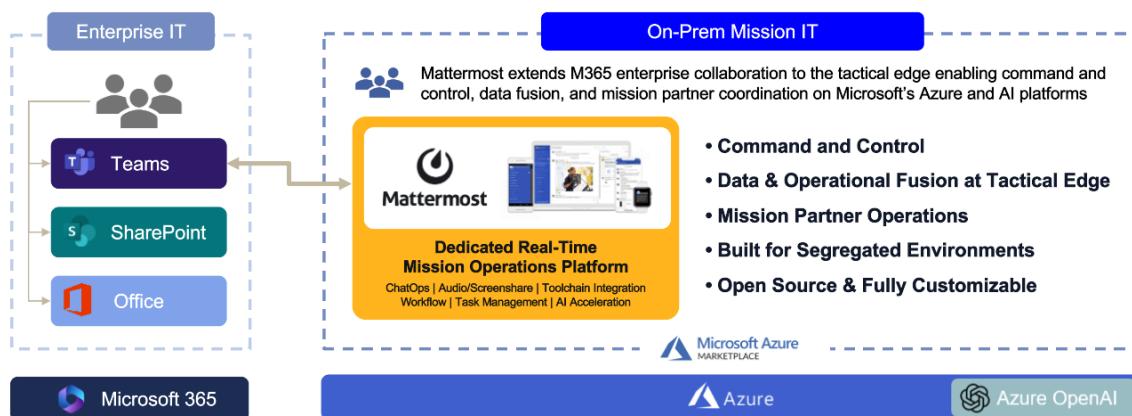
## On this page

- Out-of-Band Incident Response
  - Always-Available Backup Communications
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# Purpose-Built Collaboration

From large-scale logistics operations to critical infrastructure defense, organizations are under pressure to act faster, with fewer resources and greater operational complexity. But legacy chat platforms and multi-purpose messaging tools can't keep pace with dynamic, high-stakes workflows. They lack the integration depth, security controls, and mission-specific configurability needed for real-time operational success.

Mattermost provides a purpose-built collaboration platform designed for technical, operational, and industrial teams. It brings people, tools, and workflows together in a secure, extensible environment—streamlining coordination, improving decision velocity, and increasing resilience. Whether coordinating a global logistics chain, managing operational technology (OT) in the field, or running a security operations center, Mattermost adapts to your environment—not the other way around.



- **Complementary Collaboration for Decision Advantage** – Extends Microsoft to the tactical edge with Mattermost's secure, mission-focused real-time coordination, automation, Kanban and workflows, powered by Azure, Azure AI, and Mattermost-MS Teams Apps.
- **Interoperability for Joint & Coalition Operations** – Mattermost's open source, fully extensible platform enables flexible, secure collaboration across mission networks to support evolving DoD frameworks for JADC2 and MPE.
- **Zero Trust Security at Mission Speed** – Enhance operational effectiveness with built-in security controls aligned with DoD's Zero Trust Strategy, while leveraging Azure's cloud and AI capabilities to mitigate risk in dynamic, mission-critical environments.

The following mission-ready collaboration capabilities are available:

## Global Logistics Coordination

Coordinating logistics across continents, agencies, and time zones requires a secure, unified platform that centralizes communications and aligns stakeholders.

## Benefits

- **Enable real-time coordination** across supply chains, procurement, and field units with channel-based messaging and playbook-driven workflows that standardize communication and reduce friction.
- **Connect systems across logistics networks** by integrating ERP, fleet tracking, maintenance management, and transportation tools via webhooks, APIs, and plugins.
- **Preserve operational continuity** during outages or disruptions using self-hosted deployments and high availability architecture that eliminate reliance on third-party cloud services.
- **Support multilingual coordination** with localized UI options in 20+ languages to ensure inclusive collaboration across global teams.

## Operational Technology and ICS Collaboration

OT and field operations in energy, utilities, manufacturing, and transportation sectors demand secure, real-time communication across widely distributed assets and personnel. From remote substations and industrial facilities to on-site emergency repair teams, teams must coordinate without exposing sensitive control systems or violating compliance standards.

Mattermost enables secure collaboration across OT environments and field operations, even under disconnected, air-gapped, or constrained network conditions.

## Benefits

- **Enable compliant, real-time OT communications** across operational zones and facilities using secure, on-prem collaboration that keeps data within your control perimeter.
- **Support field teams with hardened mobile access** using EMM-based app provisioning, biometric authentication, jailbreak detection, and ID-only push notifications—ensuring that only authorized, uncompromised devices can access operational data.
- **Integrate with industrial monitoring systems** like SCADA, PI historians, and plant analytics using alert-driven webhook and plugin

integrations that push system events to relevant mobile or desktop channels.

- **Ensure system and network isolation** with air-gapped deployment support that allows full collaboration within OT enclaves and disconnected environments.
- **Prevent mobile data leakage** via remote wipe capabilities and screenshot/screen recording prevention for mobile devices used in the field.

## Technical Operational Command Centers

Engineering, infrastructure, and security teams manage increasingly complex environments. Whether responding to incidents, deploying software, or monitoring infrastructure, they need customizable workspaces that reduce cognitive load and integrate the tools they trust.

### Benefits

- **Accelerate decision-making and incident response** using Collaborative Playbooks to automate workflows for triage, patching, code releases, and security alerts.
- **Customize your collaboration environment** with theming, custom branding, and channel templates to mirror internal teams and operational domains.
- **Extend platform capabilities** with slash commands, bots, and custom plugins that connect Mattermost to CI/CD systems, alerting frameworks, ticketing platforms, and internal tools.
- **Increase usability and team cohesion** with custom emojis, shared terminology, and real-time messaging optimized for platform engineers, DevSecOps teams, and field service managers.

## Get Started

[Talk to an Expert \(https://mattermost.com/contact-sales/\)](https://mattermost.com/contact-sales/) to create a secure, purpose-built collaboration environment aligned with your mission. Whether supporting distributed logistics, managing ICS environments, or running an

operational command center, Mattermost adapts to your workflows—so your teams can move faster, respond smarter, and deliver with confidence.

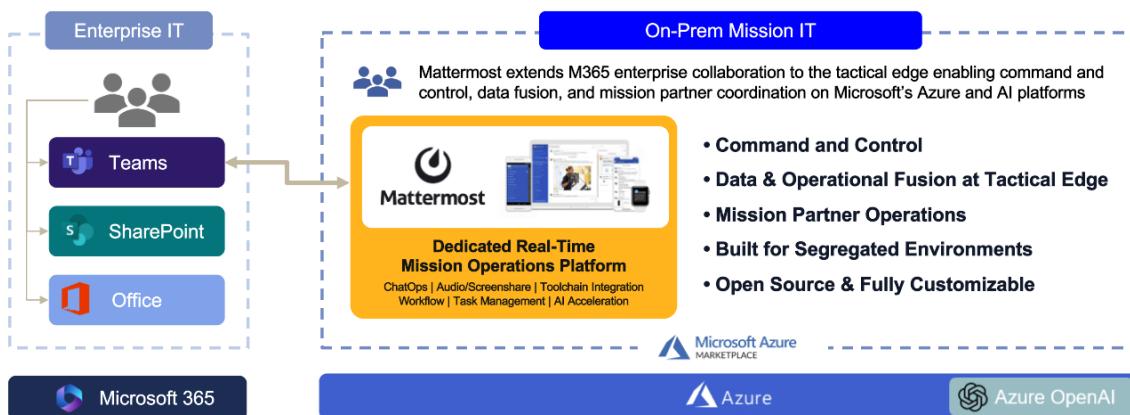
## On this page

- Purpose-Built Collaboration
  - Global Logistics Coordination
  - Operational Technology and ICS Collaboration
  - Technical Operational Command Centers
  - Get Started

# Secure Command and Control

Expanding adversarial risk across cyber and kinetic domains requires faster, more secure, and better-informed coordination across mission environments. Traditional communication systems often fall short in high-stakes operational contexts—where minutes matter, information must remain contained, and decision advantage is critical to mission success. In an age of contested networks, personal device sprawl, and fragmented toolsets, organizations need a unified, secure platform to bridge communication and coordination gaps.

Mattermost provides a secure, extensible Command & Control platform that accelerates decision advantage through real-time collaboration and mission-aligned workflows. It enables operational units, contractors, and mission partners to work together in tightly controlled environments—whether connected, disconnected, or degraded. With support for secure mobility, ChatOps, classified deployment models, and sovereign AI integrations, Mattermost empowers organizations to act faster, coordinate securely, and maintain operational resilience across the full mission lifecycle.



- **Complementary Collaboration for Decision Advantage** – Extends Microsoft to the tactical edge with Mattermost's secure, mission-focused real-time coordination, automation, Kanban and workflows, powered by Azure, Azure AI, and Mattermost-MS Teams Apps.
- **Interoperability for Joint & Coalition Operations** – Mattermost's open source, fully extensible platform enables flexible, secure collaboration across mission networks to support evolving DoD frameworks for JADC2 and MPE.
- **Zero Trust Security at Mission Speed** – Enhance operational effectiveness with built-in security controls aligned with DoD's Zero Trust Strategy, while leveraging Azure's cloud and AI capabilities to mitigate risk in dynamic, mission-critical environments.

The following mission-ready coordination capabilities are available:

## Mission-Critical ChatOps

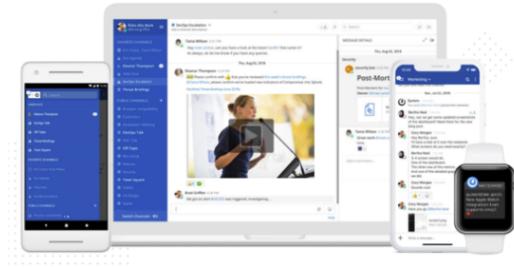
In high-stakes missions—including classified operations—real-time collaboration and secure workflows are essential for operational success. Mattermost unifies teams, toolchains, and decision-makers into a single secure environment.

### Benefits

- **Surface essential context faster for decisive action** using threaded messaging, file previews, and channel-based discussion to consolidate signals and reduce noise.
- **Integrate mission tooling and automation** via the Mattermost integrations platform—connecting alerting, workflow engines, and tactical systems directly into operational channels.
- **Strengthen mobile communication channels** through enterprise mobility security that reduce reliance on personal messaging apps, control data exposure, and ensure secure, compliant access.
- **Coordinate operations with structured workflows** using Collaborative Playbooks that standardize task execution, streamline decision-making, and maintain continuity across teams and mission roles.
- **Deploy sovereign AI for operational intelligence** using air-gapped and private AI operations to power decision support and automation in disconnected or classified settings.

## Disconnected, Intermittent, and Low-Bandwidth (DDIL) Collaboration

Disconnected environments demand resilient tools that work without cloud access, persistent connectivity, or conventional device infrastructure.



- Mobile, Desktop & Web Interfaces
- 1-1 & Group Chat, File Sharing & Search
- Workflow Automation & Task Management
- Audio, Screenshare & Integrations
- Multi-AI Agent Environment (requires on-prem LLMs)



## Benefits

- **Operate in air-gapped and disconnected networks** using self-hosted Kubernetes deployments and STIG-hardened container images for secure offline operations.
- **Ensure secure mobile access on managed or BYOD devices** with mobile security features, Zero Trust enforcement, and ID-only push notifications for sensitive alerts.
- **Integrate with legacy and mission-specific systems** to maintain decision advantage in disconnected environments through custom-built, self-hosted integrations tailored to your operational infrastructure.
- **Maintain command resilience** using high availability cluster-based deployment and horizontal scalability to support operational continuity at scale.
- **Automate field workflows** with Collaborative Playbooks that track tasks, manage field updates, and orchestrate responses under DDIL constraints.
- **Enable secure real-time collaboration with headquarters** using Connected Workspaces to synchronize discussions, files, and reactions if connectivity is restored.

# Bring Your Own Device (BYOD) with Sensitive Information Protections

Modern operations often require users—such as field personnel, mission partners, or remote contractors—to access critical communication tools from personal or unmanaged mobile devices. However, this flexibility introduces new risks when sensitive information or other protected data is involved. Without strong protections, mobile access becomes a liability in contested or regulated environments.

Mattermost provides enterprise-grade mobile protections to enable secure BYOD access without compromising security or compliance. From mobile application management and encryption enforcement to biometric authentication and jailbreak detection, Mattermost ensures that data remains protected, access is governed, and sensitive information stays within authorized boundaries.

## Benefits

- **Mitigate unauthorized access** with biometric authentication and jailbreak/root detection, ensuring only secure and uncompromised devices can access mission data.
- **Control information sharing** with screenshot and screen recording prevention, blocking unauthorized capture of sensitive content during classified or time-sensitive discussions.
- **Protect data at rest and in motion** using encrypted mobile storage, secure sandboxing, and ID-only push notifications that never expose message content to third-party cloud services.
- **Segment mission access by role or project** with attribute-based access controls (ABAC) and scoped channel access, ensuring users only see data aligned with their permissions and operational role.
- **Ensure continuous mobile compliance** with secure SDLC practices and proactive vulnerability management baked into the Mattermost mobile application lifecycle.

## Mission-Partner Environments

Coordinating across departments, agencies, and external stakeholders—especially in multinational or coalition contexts—requires secure boundaries, role separation, and deployment flexibility.

### Benefits

- **Unify mission stakeholders on a common-use platform** that supports hybrid deployments across private cloud, edge environments, and air-gapped infrastructure.
- **Maintain data sovereignty and mission alignment** with deployments that avoid consumer infrastructure and retain control over all communications and file transfers—even in classified operations.
- **Apply role-based separation of access** through advanced permissions and channel-level controls to protect mission integrity across organizational boundaries.
- **Enable secure real-time collaboration across entities** using Connected Workspaces to synchronize discussions, files, and reactions between teams without compromising internal governance.
- **Reduce personal device risk** by offering secure enterprise communication options that eliminate the need for unauthorized messaging apps.

## Get Started

[Talk to an Expert \(https://mattermost.com/contact-sales/\)](https://mattermost.com/contact-sales/) to explore how Mattermost supports secure, real-time Command and Control collaboration. Whether you're coordinating joint operations, managing disconnected mission environments, or securing tactical communications in classified settings, Mattermost provides the control, scalability, and resilience your teams need to operate with speed, confidence, and compliance.

On this page

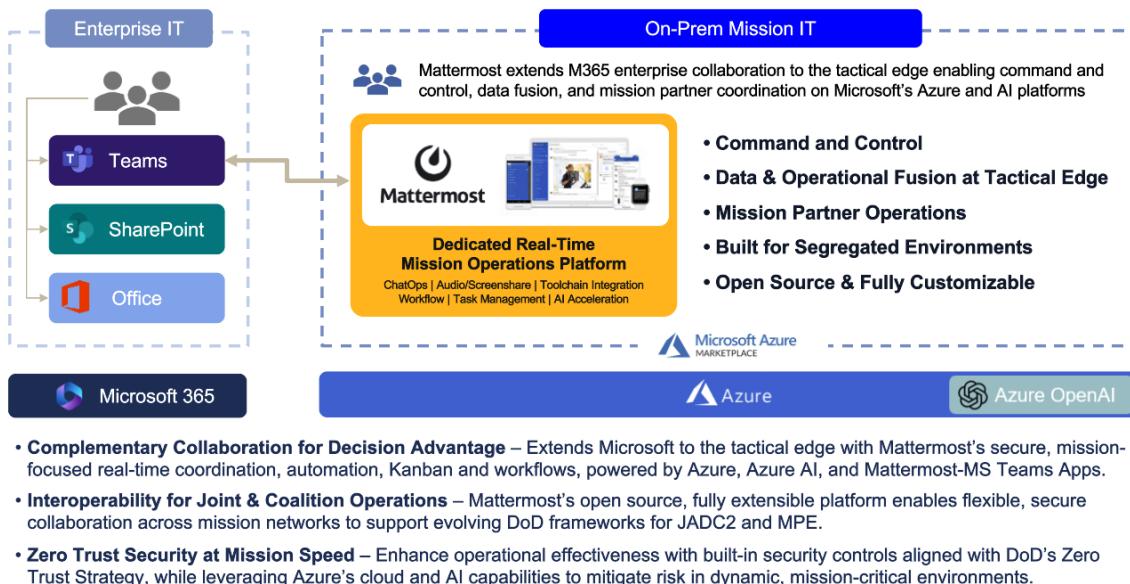
- Secure Command and Control
  - Mission-Critical ChatOps
  - Disconnected, Intermittent, and Low-Bandwidth (DDIL) Collaboration

- Bring Your Own Device (BYOD) with Sensitive Information Protections
- Mission-Partner Environments
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# Self-Sovereign Collaboration

As data privacy laws tighten and geopolitical risk escalates, organizations must rethink how they control and protect communications. Cloud-centric collaboration platforms often introduce legal exposure, third-party monitoring, and cross-border compliance conflicts—putting operations and data at risk. Whether driven by internal policy, regulatory mandates, or national data sovereignty requirements, more organizations are moving toward self-sovereign collaboration models.

Mattermost provides a secure, extensible collaboration platform that delivers full control over data, infrastructure, and compliance posture. Built on a self-hosted, open core foundation, Mattermost supports localized deployments across air-gapped, private cloud, and sovereign environments—ensuring organizations can future-proof operations, meet global compliance demands, and maintain continuous operational continuity without third-party dependencies.



The following mission-ready sovereign collaboration capabilities are available:

## Localized Compliance and Data Control

Managing global operations means adhering to regional regulations—without compromising productivity or communication security.

## Benefits

- **Meet global compliance mandates** like GDPR and data localization laws by deploying Mattermost in public, private, or sovereign cloud environments tailored to national regulatory frameworks.
- **Ensure full data control and transparency** with self-hosted deployment options that eliminate exposure to vendor-controlled infrastructure or telemetry.
- **Audit and enforce compliance behavior** with role-based access controls, custom Terms of Service, and audit logging to align with internal and regulatory standards.
- **Protect identity and access** using SSO integrations, AD/LDAP synchronization, and MFA enforcement for secure authentication across geographies and operational roles.

## Secure, Sovereign Deployment at Any Scale

From national critical infrastructure to defense-grade networks, Mattermost offers flexible deployment models that preserve sovereignty and continuity.

## Benefits

- **Deploy in classified, air-gapped, or disconnected environments** using Kubernetes-based deployments and STIG-hardened container images to support classified operations and sensitive data workflows.
- **Eliminate third-party monitoring** with full control over infrastructure, encryption keys, access policies, and system-level logging.
- **Scale to meet operational growth** with horizontal scalability architecture that supports tens of thousands of users in sovereign environments without degrading performance or control.
- **Maintain operational continuity under cyber or supply chain disruption** using fully self-managed infrastructure that ensures collaboration continues even during cloud outages or external service failures.

## Interoperable Mission-Partner Collaboration

Cross-agency, multinational, or coalition collaboration requires sovereignty without isolation—supporting joint operations while preserving organizational boundaries.

### Benefits

- **Create secure shared workspaces** with Connected Workspaces Channels that synchronize discussions, reactions, and file sharing across trusted organizations—without exposing internal systems.
- **Control access across organizations** with attribute-based permissions and scoped identity policies to ensure mission alignment and sensitive information segmentation.
- **Deploy sovereign AI and workflow automation** in isolated environments using air-gapped AI operations and Collaborative Playbooks—enabling intelligence and speed without compromising data control.
- **Upgrade legacy platforms** like Skype for Business with modern, compliant tools for secure messaging, screen sharing, and team coordination. See Skype for Business replacement options.

## Unified Collaboration for Secure Workflows

Legacy collaboration tools—such as Skype for Business and other end-of-life platforms—can no longer meet the demands of modern, high-assurance environments. These tools often lack support for mobile security, extensibility, and integration with mission-critical workflows, creating gaps in continuity, control, and user experience.

Mattermost replaces legacy, on-premises communication systems with a modern, sovereign collaboration platform built to support today's security, compliance, and operational agility requirements.

### Benefits

- **Modernize secure messaging and team coordination** with channel-based collaboration, threaded discussions, and file sharing that work across web, desktop, and mobile.

- **Replace outdated platforms** like Skype for Business with a scalable, self-hosted architecture that delivers enhanced user experience, compliance, and cross-organizational flexibility.
- **Protect sensitive information on mobile** using enterprise-grade mobile security including biometric access, jailbreak detection, screenshot prevention, and remote wipe—ensuring secure access from personal or field-issued devices.
- **Extend collaboration capabilities** using integrated workflows and automations to replace manual coordination with policy-driven processes.
- **Unify teams around a secure, customizable platform** that evolves with your mission and integrates with internal systems via webhooks, plugins, and APIs.

## Get Started

[Talk to an Expert \(<https://mattermost.com/contact-sales/>\)](https://mattermost.com/contact-sales/) to deploy a sovereign collaboration platform that gives you full control over your data, infrastructure, and compliance. Whether operating in a national defense context, regulated enterprise, or multinational coalition, Mattermost provides the control, transparency, and resilience required to stay mission-ready.

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- Self-Sovereign Collaboration
  - Localized Compliance and Data Control
  - Secure, Sovereign Deployment at Any Scale
  - Interoperable Mission-Partner Collaboration
  - Unified Collaboration for Secure Workflows
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# Use Case Guide

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Learn how operational teams use Mattermost to accelerate mission-critical work across a wide variety of disciplines.

- Integrated Security Operations - Accelerate detection, decision-making, and coordinated response while maintaining full operational control in Security Operations Centers (SOCs), red team engagements, CERT responses, and cross-organizational intelligence hubs.
- Maximize your Microsoft investments - Speed mission-critical outcomes by supplementing existing investments in Microsoft Teams, M365, and Entra ID for everyday collaboration with Mattermost's specialized workflow platform for technical and operational teams needing advanced customization, toolchain integration, and deployment to segregated networks.
- Mission-Ready Mobile - Secure mobile collaboration for defense, law enforcement, and public sector operations optimized for low-bandwidth and disconnected conditions with protections including ID-only push notifications, biometric authentication, jailbreak detection, and full MDM/EMM support.
- On-Premises Skype for Business replacement - Replace Skype for Business with Mattermost in classified operations.
- Out-of-Band Incident Response - Ensure real-time coordination remains available during network outages, security incidents, or critical decision windows when primary communication channels are unavailable.
- Purpose-Built Collaboration - Streamline coordination, improve decision velocity, and increase resilience across mission-critical workflows.
- Real-Time DevSecOps collaboration - Support sovereign software supply chains, regulated platforms, or air-gapped operational environments to accelerate software development and deployment processes and reduce costs.
- Secure Command and Control - Accelerate decision advantage through real-time collaboration and mission-aligned workflows to enable operational

units, contractors, and mission partners to work together in tightly controlled environments whether connected, disconnected, or degraded.

- **Self-Sovereign Collaboration** - Maintain control over your data and communications with Mattermost's self-hosted, on-premises deployment options that ensure compliance, security, and operational continuity across all mission environments.