This guide is intended for participants of the NASA International Space Apps Challenge 2021. The instructions contained in this document require users to be signed up and registered for this specific event at spaceappschallenge.org.

Please note that some of the images used in this guide may not be exact replicas of the platform that will be used for Space Apps 2021.

FOR MORE INFORMATION:

If you have questions that are not addressed in this guide or in the other guides located on the Resources page (spaceappschallenge.org/resources), contact the Global Organizing (GO) Team at info@spaceappschallenge.org.

For technical assistance with any of the content in this document, email web@spaceappschallenge.org with a specific description of your problem.

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THE PURPOSE OF CHAT

Space Apps 2021 participants will have access to our custom chat platform through the spaceappschallenge.org website. The purpose of chat is to provide a place for you to connect with other hackathon participants as well as with volunteers (Local Leads, Ambassadors, Subject-Matter Experts) and the Space Apps Global Organizing (GO) Team. Find teammates, ask your questions about the challenges and data, and enjoy learning from the Space Apps community!

This guide contains information about the different chat channels that are available to you. It also contains step-by-step instructions for how to access and navigate the chat platform, how to send messages, and who you can expect to find in the chat!

CHAT CODE OF CONDUCT

Space Apps is committed to providing a professional and productive forum for all participants to engage in a robust exchange of ideas regarding the challenges. At all times in the chat, participants are responsible for maintaining professional decorum and treating each other with respect and dignity. Bullying, discrimination, or harassment on any basis will not be tolerated. We strive to ensure that Space Apps is a place where every person feels they belong, where they are comfortable being authentic, and where they are empowered to contribute to their fullest.

If you experience or witness discrimination, harassment, or any form of bullying during the Space Apps Challenge, or have any other concerns, please contact your Local Lead and/or the Space Apps Global Organizing (GO) Team at conduct@spaceappschallenge.org. The Space Apps Global Organizing (GO) Team will take appropriate action, which may include warning or expelling the offending participant from the event.

Please read more about our values at Space Apps here.
LAUNCHING CHAT

In order to login to chat, you must first sign up for a Space Apps account and register for a location on spaceappschallenge.org.

Once logged in, there are three ways to launch the chat platform.

1. From the “My Account” section of the website, select “Communications” on the sidebar and then “Launch Chat.” This will launch the chat platform and prompt for a login.

2. From the Welcome tab on your location page (2021.spaceappschallenge.org/locations/), select “Launch Chat.” This will launch the chat platform and prompt for a login.
Hello, Space Apps community!

Space Apps 2020 will be coming to you on October 2-4. In light of the COVID-19 pandemic and in the interest of our global community’s health and safety, this year’s hackathon will be an all-virtual event. In other words, all local events will be moved online. Our theme for this year's event — “Take Action” — is a critical reminder that you can make a difference, even from the comfort and safety of home.

For this year’s hackathon, we’d like to welcome our space agency partners: CSA, CNES, JAXA, and ESA. Like NASA, they will be providing data and resources, subject-matter experts, and more!

IMPORTANT INFORMATION FOR PARTICIPANTS

As you begin your Space Apps journey, we encourage you to keep the following information in mind. For comprehensive guides, please consult the Space Apps Challenge 2020 Participant FAQ (Frequently Asked Questions). Other guides (on the chat platform, on team formation, on project submission, and on judging and awards) will be posted as the hackathon draws closer. All guides can be found on the Space Apps resources page and on your user dashboard under “Materials”.

3. From any of the challenge pages (2021.spaceappschallenge/challenges), select “Launch Chat.” This will launch the chat platform and prompt for a login. Please note: this option will not appear until the challenge channels open on October 1 (see details below).
ADDING CHAT ON YOUR PHONE

The name of the chat platform is Rocket Chat. You can download the Rocket.Chat app in your app store.

Type “chat.spaceappschallenge.org” in the field where it asks you to “Enter your workspace.” This is a great way to stay connected while you're on-the-go!

SIGNING INTO CHAT

After selecting “Launch Chat,” you will see a login screen for the chat platform.

1. Select the “Login via Space Apps” button.

2. Login using your Space Apps account credentials.
   ○ If you have any problems signing in, try to remove punctuation characters from your username. To do this, navigate to the “My Account” section on
spaceappschallenge.org and select “Account Settings.” Change your username there. If problems subsist, e-mail web@spaceappschallenge.org with your username and email address, so we can contact you directly.

3. After logging in, you will be added to the Space Apps 2021 chat platform (sample screenshot below).

4. Once logged in, you may already see some channels in your left-hand sidebar (such as your location channel, see sample above).

5. To join other channels, you will need to navigate to the “Directory” in chat (the globe icon located in the upper left corner of the screen).
6. Select any of the channels in the “Directory” to be taken to that channel. Then select “Join.” We recommend that you join only the channels relevant to you and your team.

**THE CHAT CHANNELS**

*Public Channels*

The following chat channels will be available to all registered participants. While most channels open on September 22, some channels, including the challenge channels, will open later. So pay attention to the details for each channel! We recommend that you join only the channels relevant to you and your team. Various “Moderators” will be available in different channels to provide support. This includes the Local Leads, Ambassadors, Subject-Matter Experts (SMEs), and the Space Apps Global Organizing (GO) Team. All of these groups will have a “Moderator” tag by their names.

**“Welcome” channel:**
- All participants are automatically added to this channel. To add this channel to your chat sidebar, open it from the “Directory” in chat by clicking the globe icon located in the upper left corner of the screen, shown above.
- Participants may use this channel to extend greetings, ask general questions, etc.
“Announcements” channel:
- All participants are automatically added to this channel. To add this channel to your chat sidebar, open it from the “Directory” in chat by clicking the globe icon located in the upper left corner of the screen, shown above.
- This channel is controlled by the Space Apps Global Organizing (GO) Team. It will be used to provide participants with updates. Participants will not be able to post in it.

Location channels (including the Universal Event):
- There will be a private channel for each location participating in Space Apps 2021.
- Once you are registered for a location (2021.spaceappschallenge.org/locations/), you will be automatically added to the chat channel for that location and see it upon logging into chat. Only those who are registered for that location may access the channel.
- The “Local Lead” (the Space Apps volunteer who is organizing your local virtual event) and local volunteers will be available in your location channels to answer your questions and give advice for finding teammates, creating a project, etc.
- Some Local Leads may be using additional communication tools to share information with their registrants. Please defer to the Local Lead on best communication tools for your local event. You can contact your Local Lead through your Location Page under “Meet the Leads”. Regardless, please join us back in the chat rooms from October 1-3, 2021, to chat with SMEs in the challenge channels!

“Find a Team” channel:
- Although there are multiple ways to find teams (see the Space Apps Team Formation Guide), this channel is dedicated to helping participants find teammates outside of their local events. Tell other participants what challenge you’re working on and what your skills are. Let participants know if you're looking for additional team members.
- You can join this channel from the “Directory” in chat by clicking the globe icon located in the upper left corner of the screen, shown above.

Language channels:
- There will be a dedicated chat channel for each of the following languages: French; Japanese; Portuguese; Spanish; Arabic; Hindi; Italian.
You can join any language channel from the “Directory” in chat by clicking the globe icon located in the upper left corner of the screen, shown above.

**Challenge channels:**
- **Open:** October 1, 2021.
- The challenge channels can be accessed from the challenge pages on the website or from the “Directory” by clicking the globe icon located in the upper left corner of the screen, shown above.
- “SMEs” (Subject-Matter Experts from NASA and from our space agency partners) and “Ambassadors” (Space Apps volunteers who have experience with various forms of data and technology) will be available to assist you in the challenge channels. These volunteers are there to answer your questions about the challenges and the data resources provided with them.
- Each challenge has a dedicated chat channel. The full challenge name will be abbreviated in the chat. These channels will correspond to the challenges [here](#).

**“Project Submission Help” channel:**
- **Opens:** October 1, 2021.
- If you have additional questions about project submission after reading the [Space Apps 2021 Project Submission Guide](#) and the [Space Apps 2021 Demo Guide](#), ask them in this channel.
- You can join this channel from the “Directory” in chat by clicking the globe icon located in the upper left corner of the screen, shown above.

**“Global Collaborator Offers” channel:**
- **Opens:** October 2, 2021.
- For Space Apps 2021, we are collaborating with certain companies to provide participants with additional tools and resources. When logged into your account on the Space Apps website, select “My Account” from the menu bar. Then select “Offers.” This will take you to a page with all of the information you need to use these tools and resources.
- Representatives from some of the companies offering resources will be available on hackathon weekend to answer your questions. They will be marked with the tag “Global Collaborator.”
SENDING PRIVATE GROUP AND DIRECT MESSAGES

In addition to the public channels, you will be able to create private groups and send direct messages. For more information on these channels, please see the Rocket.Chat user guide.

To Compose Messages:

- To compose a message in Rocket.Chat, go to the channel or user you want to send a message to. Join the channel if you are not already in it. Type in the message box and press Enter or the Send Button.
- If you want to add new lines of text, press Shift + Enter to add a new line.

To Notify other Team Members:

- To get the attention of a specific team member in a channel, type @ followed by their username, for example, @username. The mentioned user sees a red badge on the channel or is notified via email or their mobile device if they’re not online.

To Send Attachments:

- You can send a variety of attachments with your messages, such as files, audio, links, videos, and many more.
- To access the attachment menu, click on the plus (+) icon on the message input.

To Select Files:

- You can select files using three methods:
  - By choosing the Select Files from Computer option from the attachment menu
  - By dragging and dropping the file on the chat window
  - By pasting an image from the clipboard
- After selecting the file, add a name and a description of the file and press Send.
- Remember that the server administrator can block certain file types from being uploaded.

To Pin Messages:
Pin a message to a channel to make that message easily accessible to all users on the channel. To pin a message, select the Pin Message option in the message actions menu. Remove already pinned messages by selecting “Remove Pin”.

By default, only administrators, moderators, and owners of the channel can pin messages.

To Insert Emojis:

- To insert an emoji, click the smiley face icon in the message box. Browse through emojis using the icon categories or through the search box.
- You can also insert emojis by inputting an emoji code.

To Search:

- Rocket.Chat search supports basic search commands, which work just like the search function in Gmail.
- Rocket.Chat also supports the use of “regular expressions.” Regular expressions provide flexibility and the ability to search chat entries in any language.

Happy Hacking!