

Projectathon Communication and Support Channels

To ensure that you get the support you need when you need it, and to create a space for conversation, we have created the following communication and support channels:



Via Rocket.Chat at pat-chat.pancanadianio.ca

Rocket.Chat Channel	Purpose
Coffee-room	To discuss non-work related topics
Monitors-pool	For Participants to request assistance of a Monitor
Projectathon-announcement	For Test Session Managers to broadcast information (read only)
Projectathon-managers-staff	For Participants to request support from the Testing Session Managers or Staff team (e.g. about test cases or a profile, etc.)
Tools-gazelle	For Participants to request support about Gazelle tools



This all-day Zoom session will be used as a secondary support tool. A message will be broadcasted via the Projectathon-Announcement channel in Rocket.Chat should there be a need for all participants to log in to the Zoom.