

Welcome,

On behalf of IGEL Technology and the members of the IGEL Community, I welcome you as a new community member! You have joined one of the most active professional technical communities filled with passionate IGEL customers, partners, and EUC experts. To help you get started, we have put together the following welcome kit listing common community activities, benefits, rules, and regulations.

If you like what you find, please [Invite a friend!](#)

Get Started

- Get to know your community members! Visit the [#community-chitchat](#) channel and leave a message introducing yourself. In this channel members share chit-chat and friendly conversation relating to nothing in particular. Just good clean fun!
- Take a look at the “[Rules and Regulations](#)” section below to familiarize yourself with how the community functions.
- Browse the community “[Benefits](#)” section below.

Get Connected

- Download the Slack Client for [Windows](#) | [Mac](#) | [Linux](#) | [iPhone](#) | [Android](#) | [Windows Phone](#).
- Although the home of the IGEL Community is on [Slack](#), you will also find us on [Twitter](#), [LinkedIn](#), [GitHub](#), and [YouTube](#). Please connect with us there too!

Get Informed

- Watch the [#announcements](#) channel for the latest important IGEL and community-related information.
- Keep an eye on the [#igel-os](#), [#igel-ums](#), [#igel-cloud-gateway](#), [#igel-win10](#) and [#igel-hardware](#) channels for the newest product-specific news and support resources.
- Get access to educational and industry-specific webinars. Visit the [#events](#) channel.

Get Active

- Exchange ideas and insights with members. You are bright, unique and have different experiences, please share them and share them often. After all, we are community.

Once again, we welcome you to membership in IGEL Community. You are a valued member, and we are dedicated to providing you with information, strategies, networking, and the support necessary to succeed and excel in supporting IGEL technologies and solutions.

Sincerely,

Douglas A. Brown
Global Technology Evangelist
IGEL Technology

Rules & Regulations

We do have a few rules. Nothing too serious or hard to follow, but they are essential to help make sure the community stays polite and well organized.

1. We love active participation and lively discussions, but always remember to be kind.
2. Be mindful of where you post messages. Verify you are posting to the most relevant channel. If in question, please post to #community-chitchat.
3. Do not post messages to the #announcements channel. You do have the option to “reply” to a message. If you have a comment about an announcement, please leave it. Just make sure it is a “reply” and not a new message. All messages posted as non-replies will be shared with the proper channel and deleted from announcements.
4. The IGEL Community has standardized on English as our common language.
5. To allow users to understand more about you, where you are from and to connect with you on other networks (LinkedIn/Twitter) please update your profile once joining. Please click on the **IGEL Community** link of the top left of the Slack interface > click **Profile & account** > click the **Edit Profile** button and enter your City/State, Country, LinkedIn, and Twitter information.
6. I would be remiss in my duties if I did not mention the official IGEL Privacy Policy for Social Media. This is for legal purposes and can be viewed here: <https://www.igel.com/privacy-policy-social-media/>.
7. We love questions, but the IGEL Community is not a replacement for the official IGEL support channels. We do not offer any level of Service Level Agreement or support ticket creation.

Slack Channel Descriptions

The IGEL Community Slack group is organized into channels (rooms) based on topic or product / technology. To keep a clean and easy to use environment, please post your messages into the most appropriate channel.

The following is the current list of auto-assigned Slack Channels, along with their desired purpose:

- [#announcements](#) – Important IGEL Community news! Keep a close eye to this channel as it contains pressing news and support information you want to know!
- [#community-chitchat](#) - Fun chat and catch all channel.
- [#community-code](#) – Scripts and miscellaneous coding related resources. Plus, you will be informed on the latest IGEL Community GitHub responsory activity.
- [#community-nfr](#) – FREE NFR software from IGEL and 3rd party ISVs.
- [#competitive-chitchat](#) – Discussion on how IGEL compares, contrasts and competes with other thin client solutions.
- [#events](#) – List of upcoming webinars, conferences, etc.
- [#feature-requests](#) - IGEL loves feedback, use this channel to post your wishes, desires, dreams, and recommendations. We sincerely appreciate your feedback.
- [#hw-compatibility](#) – Discussion on hardware compatibility for IGEL products.
- [#ice-certification](#) – Latest updates to the IGEL ICE certification program.
- [#igel-cloud-gateway](#) - ICG discussion, information and support resources.
- [#igel-hardware](#) - IGEL thin client hardware discussion, information and support resources.
- [#igel-licensing](#) – Discussion and information on IGEL product licensing.
- [#igel-mdm](#) – IGEL UMS’ MDM feature discussion, information and support resources.
- [#igel-os](#) - IGEL OS discussion, information and support resources.
- [#igel-ums](#) - IGEL UMS discussion, information and support resources.
- [#igel-win10](#) - IGEL Windows OS discussion, information and support resources.
- [#new-product-releases](#) - New products, updates, patches, and fixes.

- [#official-igel-news](#) – Latest IGEL Technology news and blog articles from igel.com.
- [#os-customization](#) - Tips and tricks on how to customize the IGEL software platform.
- [#remote-vr](#) – News, info, tips and tricks on remotng virtual reality on IGEL.

In the future, we will be adding channels on the IGEL Software/Hardware Partner ecosystem and local user groups. This will allow you to learn, discuss, and ask questions about IGEL partners and how they can help you with your IGEL environments.

Click the **Channels** link located in the left menu to browse available channels.

| | |
|------------------------------|--|
| <p>Click Channels</p> | <p>Browse the list of available channels to add desired channels to your Slack workspace.</p> |
| | |

Note: Currently we have one user group added, [#igel-scug](#) – IGEL South Central User Group (US). If you are located in this area, please join.

Membership Benefits

We hope you find the IGEL Community will give you the tools to better work with IGEL solutions via a lively technical community of IT professionals. You can start discussions, meet experts, IGEL customers, IGEL partners, IGEL engineers, and find information, tips, and tricks regarding IGEL products and solutions. To sweeten the pot, we offer a few additional items.

How to Install: Step by Step Guide

For those new to IGEL Software, we recommend you download and follow the 'IGEL Software Platform: Getting Started Guide' for step-by-step, screenshot-by-screenshot instructions on how to install and configure the IGEL OS, ICG, and UMS. In under an hour you can have the IGEL platform up and running. Learn more and download here <https://www.igelcommunity.com/igel-getting-started-guide>

FREE IGEL OS Creator (IGEL OS 11) NFR License

The IGEL OS Creator is essentially the IGEL OS and delivered via an ISO image. It works great for testing the IGEL OS in a virtual lab environment. Download a free IGEL OS Creator NFR (for virtual machines only) here <http://files.igelcommunity.com/igel/IGEL-OS-NFR.zip>.

IGEL UD Pocket

The UD Pocket is a game changer! If you do not already have your very own, please email us at igelcommunity@igel.com, and we will get one sent right over!

Community NFRs

We are working with the IGEL Partner ecosystem to provide you with NFR versions of their software for your testing purposes. Of course, we are always better together, and IGEL has great partners. Please view the [#community-nfr](#) channel for the list of NFRs.