Where to go for help?

In this section you will learn

- Help from the community
- Help from DSpace websites
- Help using Internet Relay Chat

Help from the community

With over 1000 instances of DSpace running worldwide, the DSpace community is vast, knowledgeable and an excellent resource for help and support. There are many ways to interact with the DSpace community.

**Mailing Lists**: The primary way DSpace users discuss issues and communicate with one another is through the various mailing lists. The DSpace community has three very active mailing lists where you can meet other DSpace users and developers, learn more about the community and the software, get answers to technical questions, and hear of upcoming events.

**Support**: Detailed list of various places to go for community support, based on the type of question you may have.

Help from DSpace websites

**DSpace Wiki** A Wiki is a dynamic Web site that can easily be edited by anyone (yes, anyone). This makes it a great collaboration tool. The DSpace Wiki contains up-to-the-minute technical information about the DSpace platform, and what people around the world are doing with DSpace. If you’re working with DSpace, please post what you’re doing to the Wiki! You can also find out if others are doing or have done similar work!

Particularly useful pages on the DSpace Wiki:

- **Home** – Most of the latest and greatest information can be found directly off the homepage. Check out the “DSpace Community” section for general information, the “Running DSpace” section for how to get started, and the “Developers” section for latest Developer news and a current roadmap.
- **Code Contribution Guidelines** – An evolving guide to developing code and documentation for contributing back to the DSpace community
- **How to Contribute to DSpace** – Find out how to contribute to and participate in DSpace
- **LessonsLearned** – Learn from other DSpace teams and share lessons you learned about building a DSpace service
- **Resources** - The definitive list of DSpace resources

**DSpace.org** provides general information including a high-level overview of what DSpace is, and some ideas and pointers for implementing DSpace in your organization.
Particularly useful pages on the DSpace.org:

- **Who is using DSpace** - Provides a registry of all known live DSpace instances
- **Getting started** - Offers a quickstart guide, current release information and FAQ’s
- **News and events** - Allows you to subscribe to the DuraSpace Blog or the monthly DuraSpace blog digest keeping you current on DSpace happenings

### Help using Internet Relay Chat

Internet Relay Chat (IRC) provides a real time messaging service for the DSpace community. This can be used to ask community members for help or find answers to general queries about all aspects of DSpace.

<table>
<thead>
<tr>
<th>Server</th>
<th>Group</th>
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<tbody>
<tr>
<td>freenode.net</td>
<td>#dspace</td>
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There are two dedicated DSpace IRC (internet relay chat) channels (i.e. "rooms") on the irc.freenode.net server:

- **#dspace** - all DSpace discussions and live Q & A
- **#duraspace** - for DSpace Committer/Developer meetings, and wider DuraSpace community discussions

If you do not have access to an IRC client, or are new to IRC, the following web interface is very easy way to get started, visit freenode IRC:

- Enter in a nickname (of your choice, e.g. firstName_lastName)
- Enter in one of the IRC channels above (e.g. ",#dspace" or ",duraspace")
- Leave the "Auth to Services" setting unchecked


Many current Instant Messaging (IM) clients also support IRC. Here’s a list of widely used software you can install that will allow you to connect to IRC:

- **Pidgin** (supports IM & IRC) - [How to Connect to IRC with Pidgin](http://en.wikipedia.org/wiki/Comparison_of_Internet_Relay_Chat_clients)
- **Adium** (Mac only, supports IM & IRC) - Note: only version 1.4 or above supports IRC
- **Trillian** (supports IM & IRC)
- **Colloquy** (Mac only, supports IRC)

Information in this section was adapted from *The DSpace Course* by Stuart Lewis and Chris Yates from the Repositories Support Project.