






ANGEL GUIDE

A nearly incomplete guide for helpers at
chaos events

Version v1.0.0

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Dear reader,

Thank you for being part of the Chaos Community and taking the time to read up on how to participate!

This guide tries to convey all necessary information and quirks you might encounter while helping at a chaos event.

As with any other guide, being complete is almost impossible, so bear with our own ignorance and feel free to enlighten the **authors** with any new knowledge you might come upon.

▶▶ Quick Start

1. Create yourself an **angel system account**
2. Arrive at virtual **congress venue**
3. Log in to the platform to be automatically marked as arrived in the angel system
4. Find the heaven und go there
 - a. If you have any questions, you can always contact the shift coordinators behind the counter
5. Attend an angel meeting
 - a. Announced in the angel system news
6. Click yourself an interesting shift
 - Read shift descriptions first
7. Participate in your shift
 - Arrive a little bit early at the virtual meeting point
8. Rest for at least one hour

9. Repeat from step 6

And always, **have a lot of fun.**



What is rC3?

Corona did not spare the Chaos Computer Club's annual event, the Chaos Communication Congress, so an alternative event was planned: The remote Chaos Experience - rC3 for short.

At rC3, various communities from the fields of IT security, cryptography, data protection and free speech on the Internet meet to provide a platform for a variety of talks and workshops on political and technical topics. In addition, the digital world will be used to meet old (and new) friends. Just like the congress, the rC3 is run by volunteers like you and is thus only feasible at all with your help as an angel.



What is an angel?



Everyone who invests their free time in our events is an angel.

While the most obvious angels to most attendees are the helpers who staff the tech support, produce the streams, or keep trolls in line on the public channels, there are a multitude of tasks to be done "behind the scenes" that are barely noticeable (or only become visible when something goes wrong).

All of these people, from a new person helping out at a Chaos event for the first time, to the experienced people in the orga-team who do the demanding planning in the months and weeks leading up to the event - they are all angels.

Perks

Being an angel also comes with some perks. Though we hope participating is enough of a

reward, here is a list of things exclusive to angels.

- Hanging out at heaven, Angel Hackcenter and chill out area
- Special badges in the rC3-world
- Community acknowledgement

Rewards

If you have contributed a certain amount of time, you may receive additional goodies.



Resources Limitations

Please keep in mind that our resources are limited. Not everyone might get a goodie.

Expectations



Helping at our events also comes with some simple but important expectations of you.

- Be on time to your shift or give heaven notice

early.

- Be well-rested and sober.
- Be open-minded and friendly spirited.
- Have working equipment (Internet, headset, ...)
- Live our moral values:
 - Be friendly to each other.
 - All creatures are welcome.

Restricted Angeltypes

As you may have seen in the Angelsystem, there are a few types of Angels that you can join just like that and some types of Angels that are restricted. Normally, any task that doesn't require much introduction will have the unrestricted "Angel" angeltype. All other tasks require some form of introduction like into used hardware or other requirements, such as certain certifications. Paramedics, firefighters or persons with hygiene certificates may need to be certified as such.

Usually the requirements for joining an angeltype are included in the description of the angeltype. Typically, this is the attendance of an introduction meeting in which the necessary specialist knowledge is communicated or the requirements for the type are checked. These introduction meetings are announced in the angelsystem under the tab "Meetings". If you have successfully participated in an introduction meeting, you will be activated for the respective angeltype and can then register for suitable shifts.

If there are any further questions, the description of the angeltype usually includes contact data such as a DECT number or an e-mail address that can be used. Alternatively, you can also ask one of the persons of the respective angeltype mentioned under "Supporter".



What is the Heaven?

The heaven is the home of all the great angels.

It is the place where you will always receive help and have your questions answered as you begin your angel career for the current event.

Within heaven you will find some of the benefits of being an Angel, such as the Angel Hack Center.

But there is also work to be done in Heaven. So-called standby angels are waiting for tasks that spontaneously arise. At the heaven counter, all the thousands of man-hours needed to keep rC3 running are managed, and all questions asked by angels are answered.

Heaven is also the best place to call if you have any problems with your shift, such as another angel not showing up.

Equipment

Participating as an angel in the Chaos community works best if you have some equipment with you. This is a list of things you should consider in order to help out in the best way possible. The list is sorted by priority:

1. Device, which has enough power for your shift
2. stable internet connection
3. DECT phone or SIP client
4. Headset (depending on the shift)
5. Webcam (depending on shift)

SIP-Clients



One of the communication options on the rC3 is the DECT or SIP phone network provided by the POC.

It is used not only by participants to chat and make appointments, but also by the rC3 teams to network and coordinate with each other.

Heaven itself uses SIP clients or DECT phones to reach angels who have a phone number registered in the angel system. Registering a phone number for rC3 therefore helps Heaven to reach you during your shift. This way you allow heaven to communicate directly without having to look at a specific tab in your browser. Or, you can relay information faster during a shift than you would type it into a chat and be less dependent on the computer as your primary medium.

You can either configure the phone network in your router at home and use an existing phone, or

you can use an appropriate **software client**.

Important numbers

- 1818 CERT
- 113 Awareness Team
- 1023 Heaven
- 1111 Info Desk

Teams

The rC3 is organized in different teams, each with its own area of expertise.

All teams are self-organized and provide their own set of services to the rC3. To give you an overview, we describe the teams you are most likely to interact with here and have an extensive diagram of their interactions.



Teams spawn into existence by a need not fulfilled. They are seldom created by an authority.

Awareness Team

If you have any trouble in a non physical way while being at rC3 you can get help from the awareness team.

Things like talking about topics that won't leave your mind or trouble with your current situation in any way are their expertise.

Ticket-Team

The ticket team will distribute the tickets and collect any donations. Shortly before the event, the tickets will be exchanged for access data to the central rC3 platform.

CERT (Chaos Emergency Response Team)

The CERT takes care of the medical service and the fire protection in the Chaos Studios and provides the responsible persons of the studios with information about the setup and the equipment in advance. In addition, the CERT is available for questions during the event.

c3gelb Hygiene Team

c3gelb provides studios with information on Corona-compliant operation and advises on all hygienic issues.

Heaven

The heaven-team are the angels who work as shift coordinators in the heaven and organise all the work that has to be done and the helping angels in the Engelsystem. They are excellent problem solvers who are attending chaos events

for several years, so whenever you have a problem during your shift or have questions regarding your angel work don't hesitate to call heaven or come by and ask for help.

Infodesk

The Infodesk helps you to get answers about all the questions you have. These might be things like "Where is ..." or "How can I ...".

PL (Project Lead / Projektleitung)

The PL is the Chaos - Real World Adapter. They are responsible for the rC3 and allow us to do all the fun stuff we are happy to enjoy.

Handling real world german bureaucracy and communication between the teams is their expertise.

POC (Phone Operation Center)

If you hear a telephone ringing thank the POC for it.

They keep the phones running and the telephone time service responding the current time.

VOC (Video Operation Center)

The VOC keeps all the waving lucky cats waving on the screens.

Streaming from home and handling your post rC3 depression with viewing talks is made possible by the VOC. Video and Audio recording and mixing as well as rendering and uploading the videos are handled by them.