

# Contact Information

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It is important to know where you can obtain help or provide feedback before you begin. Grouper is community driven product. When contacting through any of the methods below, please include as much information as possible such as version and patches you are running, any relevant logs, any relevant configuration, what you were doing at the time, and what you are trying to accomplish.

Currently the Grouper Project mainly uses a community Slack channel for discussion.

## Ask the community

The community slack channel is full of very responsive and experienced users including the Grouper developers. If you are unsure if you have encountered a bug or are just having issues, you can send a message to the [#incommon-grouper](#) slack channel. Make a request to subscribe the to the Grouper Slack channel [here](#).

## Bugs & Feature Requests

Feedback on Grouper, such as bugs, suggestions, or feature requests can be put straight into the [Grouper JIRA](#).

## Grouper Security Issues

Slack Chris Hyzer directly or email [mchzyer@yahoo.com](mailto:mchzyer@yahoo.com) about security incidents.  
To be notified of security impacts to grouper subscribe to the **Grouper-Announce** mailing list.

## Grouper Mailing Lists

- **Grouper-Announce** email list, a low-traffic list to receive news and important announcements around security and releases.  
<https://lists.internet2.edu/sympa/arc/grouper-announce>
- **Grouper-Developers** email list, for those interested in discussion of Grouper development plans and issues  
<https://lists.internet2.edu/sympa/arc/grouper-dev>
- **Grouper-Users** email list, a former option for **community responses** to deployment issues.  
As of 2022, please use InCommon-Grouper Slack instead of the Grouper-Users email list for any support issues.  
Slack is a better forum in many ways, and the development team needs to focus their efforts there.  
Issues posted to Grouper-Users mailing list will not receive a response from the Grouper development team.