SLACK TIPS AND TRICKS

A place for every conversation

Slack is a digital teaming tool that enhances visibility and efficiency across teams and cohorts.

Discussions are organized into channels so there's a place for every project, team or department.

Persistent messaging means conversations are never lost and email clutter is reduced.

Why Slack?

Alignment

Hold #daily_stand up and refine work in #working_sessions

Rapid iteration
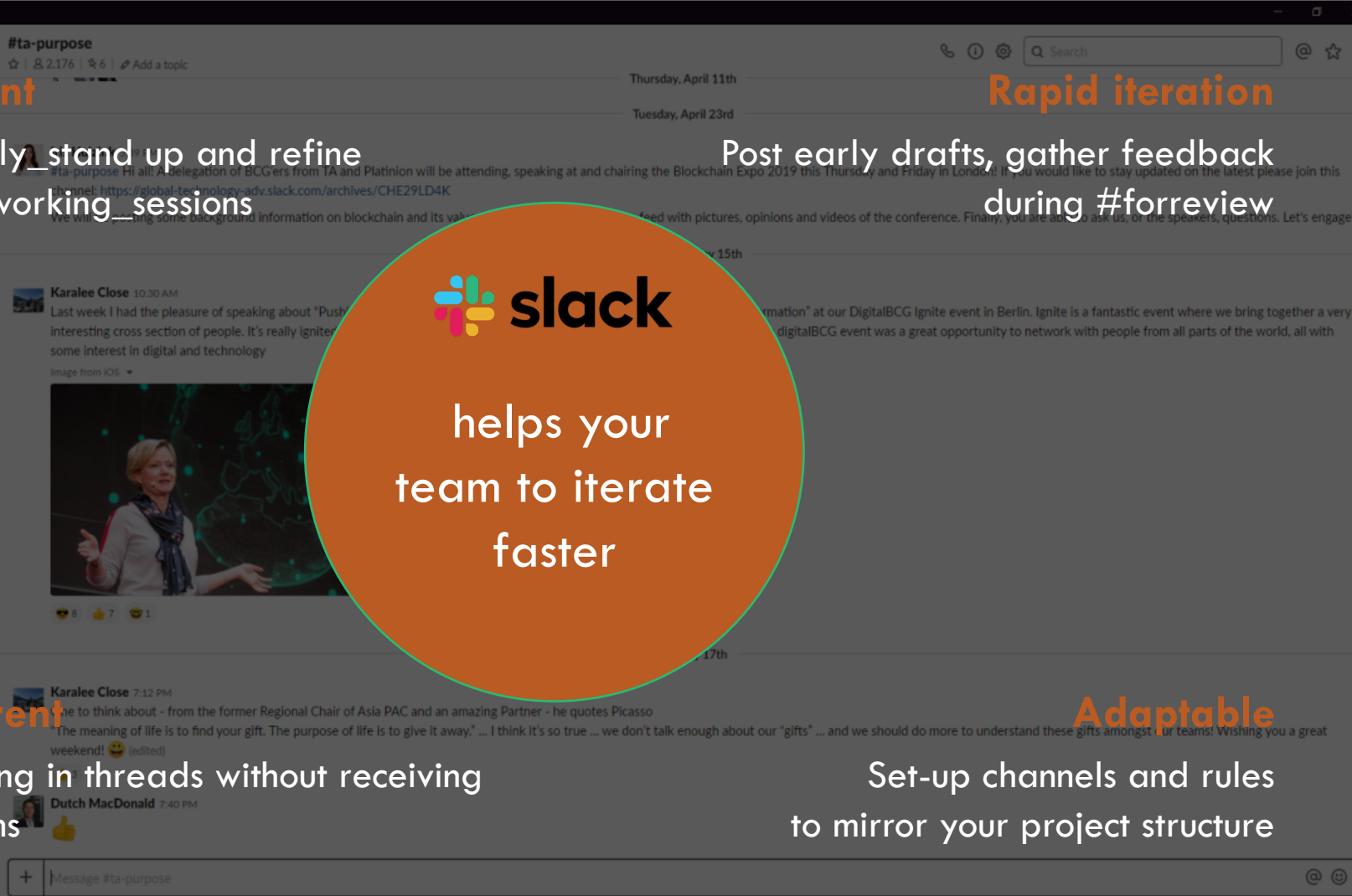
Post early drafts, gather feedback during #forreview

helps your team to iterate faster

Transparent

Follow along in threads without receiving notifications

Adaptable

Set-up channels and rules to mirror your project structure

Navigating Slack

☐ Slack offers three ways to communicate with teams and colleagues within a Workspace

Public Channels

Access open to entire workspace without needing approval

Any member of the workspace can create a channel

New members can read all prior messages

Information is valuable and non-confidential

To promote transparency, every channel should have a clear topic and purpose

Private Channels

Access limited to only those who are members of the channel

New members must be either added by an existing member or you must create the private channel

New members can read all prior messages

Information is valuable and confidential

Direct Messages

Communicate with anyone on enterprise Slack regardless of workspace

Participants cannot be added to or removed from a conversation

Adding a new member to a conversation starts a new direct message

Best used for one-off or confidential conversations

Features & Shortcuts

- Slack has a variety of features and keyboard shortcuts that make work easier
  - You can leverage slack features and keyboard shortcuts to achieve enhanced efficiency in our day-to-day workflow

Features

- Creating a topic specific channel in a workspace
- Sharing an email message
- Customizing your Slack sidebar
- Adjusting your notification settings
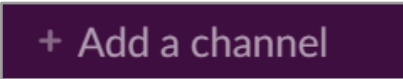- Asking built-in bots questions

Keyboard Shortcuts

- Browse all channels
- Show channel info pane
- Open direct messages menu
- Previous channel or DM
- Next channel or DM
- Read all Unread messages
- Starred Items

Create a Channel in a Workspace

☐ You can

- limit topical discussions or projects to specified channels and keep track of team work

- quickly search thru channel discussions with Slack's search feature

1 Click the **plus icon** next to **Channels** in the left sidebar

+ Add a channel

2 Enter a **channel name.** Names must be lowercase, without spaces or periods, and shorter than 80 characters

3 Add a purpose to let others know what the channel is about

4 Add others to the channel: start typing a name, then select it from the dropdown menu to add that person. You can also add members later on

5 Use the toggle to make the channel public or private

6 When you're ready, click **Create Channel**

Create a channel

Channels are where your members communicate. They're best when organized around a topic — #marketing, for example. Learn more about how to create and name channels for your team.

Public ⬤ Anyone in your workspace can view and join this channel.

Name

e.g. marketing

Names must be lowercase, without spaces or periods, and can't be longer than 80 characters.

Purpose (optional)

What's this channel about?

Send invites to: (optional)

Search by name

Select up to 1000 people to add to this channel.

Cancel | **Create Channel**

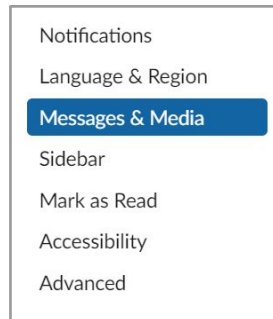# Share an email with a channel or colleague

Quickly forward an email to a channel or DM using email integration

This allows you to:
- easily share information with colleagues
- ensure information is in one central location
- continue collaborating with your team in Slack

3 Copy the custom email address and paste in the "To:" email line of any emails you would like to forward into your Slack workspace

Bring Emails into Slack

You can upload any important email to Slack by forwarding it to a unique email address. Slackbot will deliver the email, and you can keep it private or share it with your team.

Get a Forwarding Address

Bring Emails into Slack

Copy and paste this address to forward or bcc any important email to Slack. (Slackbot will upload the email for you.)
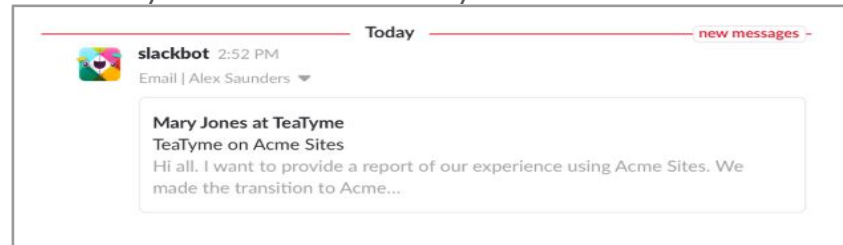
Your forwarding address

v6h2e7l7x4z2k6i3@acmesites.slack.com   Copy

Disable this address

1 Open **Preferences** and click on **Messages and Media**

2 At the bottom of the Messages and Media page, click on the button to get a forwarding address

Notifications
Language & Region
Messages & Media
Sidebar
Mark as Read
Accessibility
Advanced

4 Messages sent to that address will arrive instantly in Slackbot, from where you can share the email into any channel or send directly via DM

Today   new messages –

slackbot 2:52 PM
Email | Alex Saunders ▾

Mary Jones at TeaTyme
TeaTyme on Acme Sites
Hi all. I want to provide a report of our experience using Acme Sites. We made the transition to Acme...
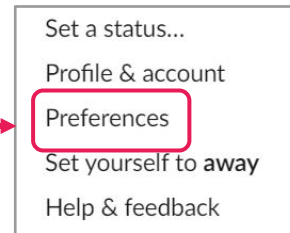
Customize your Slack sidebar
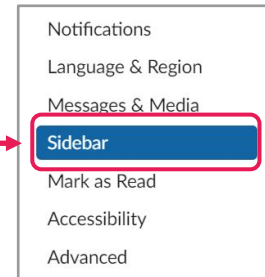
☐ ## Doing so will allow you to:

- Reduce noise and stay organized in Slack

- Bring starred channels and DMs under the *Starred* section in your sidebar (click on the **star** icon under a channel or DM)

- Group all unread messages from any channel or DM into one place

1 From your desktop, click your workspace name in the top left

2 Select **Preferences** from the menu

> Set a status...
> Profile & account
> Preferences
> Set yourself to **away**
> Help & feedback

3 Choose **Sidebar**

> Notifications
> Language & Region
> Messages & Media
> Sidebar
> Mark as Read
> Accessibility
> Advanced

4 Under **Sidebar Settings,** select the option that works for you. You may modify your appearance to show only the types of messages or adjust your message grouping settings. You can also choose to show **All Unreads** in your sidebar

Appearance
Choose what is visible in your sidebar.

- ● **Everything**
  All of your conversations.
- ○ **Unreads and starred conversations**
  Your unread conversations and conversations you've starred.
- ○ **Unreads only**
  Only your unread conversations.

Sorting and grouping
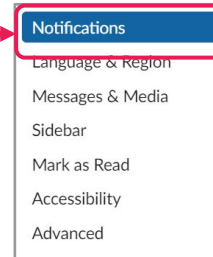Choose how channels in your sidebar are sorted.

- ● **Alphabetical**
  Sort conversations alphabetically (default)
- ○ **Priority**
  Sort conversations scientifically (based on how you use Slack)

- ☑ **List private channels separately**
- ☑ **List shared channels separately**
- ☑ **List organization channels separately**

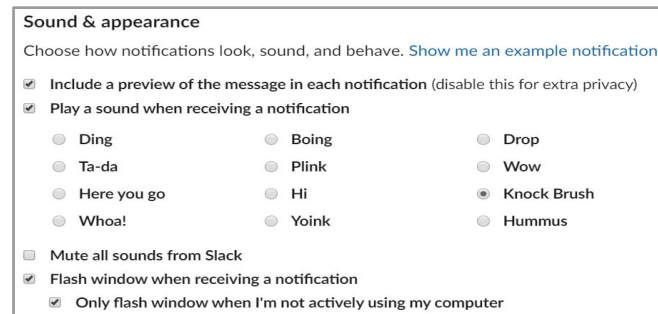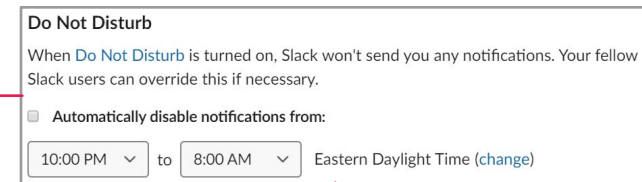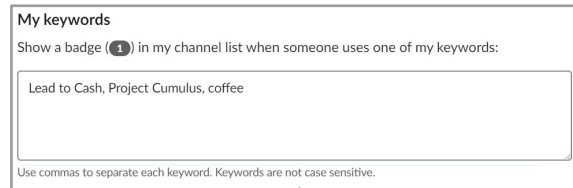# Adjust notification settings to match work priorities

☐ ## You can:

- Create custom keyword notifications for possible channel discussions you want to see

- Turn on Do Not Disturb for a specified time (esp. useful if need uninterrupted time for a deliverable or meeting)

- Choose how you want notification alerts (sound, appearance, etc.)

1 Click your workspace name in the top left, and select Notifications from the menu

Notifications
Language & Region
Messages & Media
Sidebar
Mark as Read
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Advanced

2 Adjust your desired notification settings to meet your priorities and work load

My keywords
Show a badge (**1**) in my channel list when someone uses one of my keywords:

Lead to Cash, Project Cumulus, coffee

Use commas to separate each keyword. Keywords are not case sensitive.

Do Not Disturb
When Do Not Disturb is turned on, Slack won't send you any notifications. Your fellow Slack users can override this if necessary.

☐ **Automatically disable notifications from:**

10:00 PM ⌄ to 8:00 AM ⌄ Eastern Daylight Time (change)

Sound & appearance
Choose how notifications look, sound, and behave. Show me an example notification.

☑ **Include a preview of the message in each notification** (disable this for extra privacy)
☑ **Play a sound when receiving a notification**

○ Ding	○ Boing	○ Drop
○ Ta-da	○ Plink	○ Wow
○ Here you go	○ Hi	● Knock Brush
○ Whoa!	○ Yoink	○ Hummus

☐ Mute all sounds from Slack
☑ Flash window when receiving a notification
    ☑ Only flash window when I'm not actively using my computer

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If you ever have questions…ask Slackbot!

☐ Slackbot will provide solutions to your Slack-specific questions

Open **Slackbot** under your Direct Messages in your sidebar. You can type your question in the message bar and slack will provide solutions or suggest helpful articles from the Slack Help Center

Cody Bradford 11:49 AM
What's the Wi-Fi password?

Slackbot 11:49 AM
Hello! The password is **LightningFast**! Visit #help-it if you need assistance.

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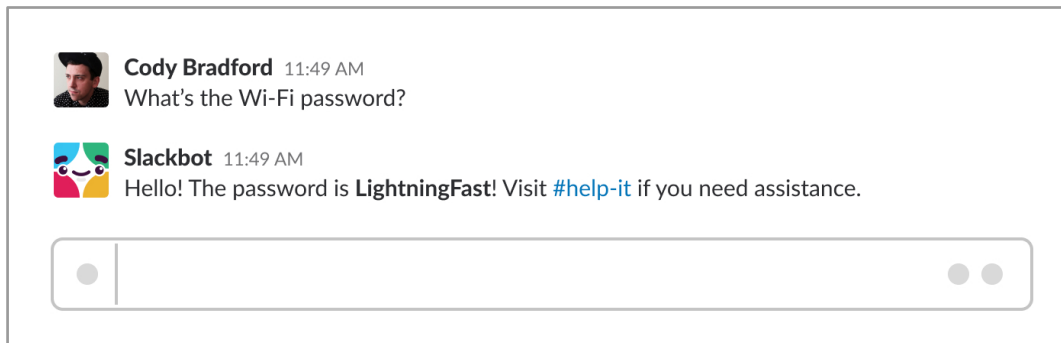
Slack Commands

- Time-savers to help you navigate Slack quickly

Slash Commands	Actions
/remind	Set reminder for member or channel
/join	Open a channel and become a member
/open	Open a channel
/who	List members in the current channel
/prefs	Open your preferences
/collapse	Collapse inline images and video
/away	Toggle your away status
/leave	Leave a channel
/status	Set or clear your status
/topic	Set the channel topic
/mute	Mute or un-mute a channel
/archive	Archive the current channel
/msg	Send a private direct message
/remind help	Learn more about setting reminders
/shortcuts	Open the keyboard shortcuts menu
/apps	Search for Slack apps in the App Directory

Slack Commands ctd.

- Time-savers to help you navigate Slack quickly

Slash Commands	Actions
/invite @someone	Invite a member to a channel
/dnd [some description of time]	Start or end a do not disturb session
/remove @someone	Remove a member from a channel
/remind list	Get a list of reminders you set
/search [your text]	Search Slack messages and files

Slack Shortcuts

- Time-savers to help you navigate Slack quickly

Keyboard Shortcuts	Mac	PC
Open direct messages menu	Cmd + Shift + K	Ctrl + Shift + K
Previous channel or DM	Option + ↑	Alt + ↑
Next channel or DM	Option + ↓	Alt + ↓
Starred items	Cmd + Shift + S	Ctrl + Shift + S
Search the current channel or conversation	Cmd + F	Ctrl + F
Open All Unreads view	Cmd + Shift + A	Ctrl + Shift + A
Switch to previous workspace	Cmd + Shift + [	Ctrl + Shift + Tab
Switch to next workspace	Cmd + Shift +]	Cmd + Tab
Edit your last message	↑ in empty message box	↑ in empty message box
Create a new line in your message	Shift + Enter	Shift + Enter
Upload a file	Cmd + U	Ctrl + U
Quick Switcher	Cmd + K	Ctrl + K

Check Slack Help Center for a complete list of hotkeys

The Slack Advantage: A Functional Comparison

Function	Outlook	WhatsApp / WeChat	slack
External Communications	🙂	🙂	😐
Internal Communications	😐	😐	🙂
Collaboration	🙁	😐	🙂
Security	🙂	🙁	🙂
Storage & Search Functions	🙁	😐	🙂
Content Organization	😐	🙁	🙂