

Slack User Guide

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Chapter 1. Introduction to Slack

Slack is a digital communication and collaboration platform designed to bring teams together, streamline conversations, and improve workplace productivity.



Slack is a cloud-based messaging platform that enables teams to communicate in real time through organized channels, direct messages, and integrated tools. It helps replace scattered emails with structured, searchable conversations, allowing teams to stay connected and aligned.

With Slack, you can:

- **Collaborate in Channels:** Create topic-based channels for projects, departments, or teams to keep discussions organized.
- **Use Direct Messages (DMs):** Send private messages to individuals or small groups for quick, focused conversations.
- **Integrate with Apps and Tools:** Connect Slack with commonly used applications such as Google Drive, Jira, Asana, and Zoom to streamline workflows.
- **Search and Retrieve Information:** Use powerful search features to find past messages, files, and decisions.
- **Communicate Across Devices:** Access Slack from desktop, web, or mobile apps to stay in sync wherever you are.

Slack fosters transparency and collaboration by ensuring that information is shared in the right place and accessible to everyone. Teams use Slack to reduce email clutter, enhance real-time communication, and build an inclusive, efficient digital workspace.

Related information

[Overview of Slack \(on page 7\)](#)

[Benefits of Using Slack \(on page 7\)](#)

[Overview of Slack Interface \(on page 8\)](#)

[Supported Platforms and System Requirements \(on page 10\)](#)

Overview of Slack

Slack is a cloud-based messaging and collaboration platform designed to help teams communicate efficiently and stay organized in one place.

Slack brings people, conversations, and tools together to simplify teamwork. It provides a centralized workspace where team members can send messages, share files, and integrate with other mobile or web applications.

Slack is organized into [workspaces \(on page 111\)](#), each representing an organization or team. Within a workspace, communication happens in [channels \(on page 109\)](#), which are dedicated spaces for specific topics, projects, or teams. Users can also send [direct messages \(on page 109\)](#) for private, one-on-one or small group conversations.

Slack supports a wide range of **features** that enhance productivity:

- **Real-time messaging:** Communicate instantly through text, voice, or video.
- **File sharing:** Upload and share files directly within conversations.
- **App integrations:** Connect with tools such as Google Drive, Jira, or Zoom to streamline workflows.
- **Search and history:** Easily find past conversations, files, and decisions.
- **Notifications:** Stay updated with customizable alerts.

Slack is accessible on desktop and mobile devices, ensuring teams can collaborate from anywhere. Whether for remote teams, hybrid work environments, or in-office communication, Slack serves as a single hub for all workplace communication needs.

Related information

[Getting Started with Slack \(on page 12\)](#)

[User Profile and Account Management \(on page 20\)](#)

[Notifications and Preferences \(on page 35\)](#)

[Messaging and Communication \(on page 43\)](#)

[Search and Discovery \(on page 70\)](#)

Benefits of Using Slack

Slack improves team communication, collaboration, and productivity by providing a unified platform for messaging, file sharing, and tool integration.

Slack offers several benefits that make team collaboration efficient and organized. By combining messaging, file sharing, and app integrations in one workspace, Slack reduces the need for scattered communication and enhances team connectivity.

Streamlined Communication

Slack centralizes all conversations, ensuring that messages are easy to find and follow. Channels organize discussions by topic, project, or team. Direct messages support private communication. This structure reduces email clutter and ensures transparency across the organization.

Improved Collaboration

Team members can collaborate in real time through messages, voice calls, and video meetings. Shared channels enable cross-department or external collaboration, making it easier to coordinate tasks and share updates.

Integration with Tools and Services

Slack integrates with a wide range of productivity tools such as Google Drive, Microsoft 365, Trello, and Zoom. These integrations allow users to perform tasks, share updates, and manage workflows without switching between applications.

Enhanced Accessibility

Slack is available on desktop, mobile, and web platforms, enabling team members to stay connected from anywhere. Push notifications ensure important messages and updates are not missed.

Efficient Search and Organization

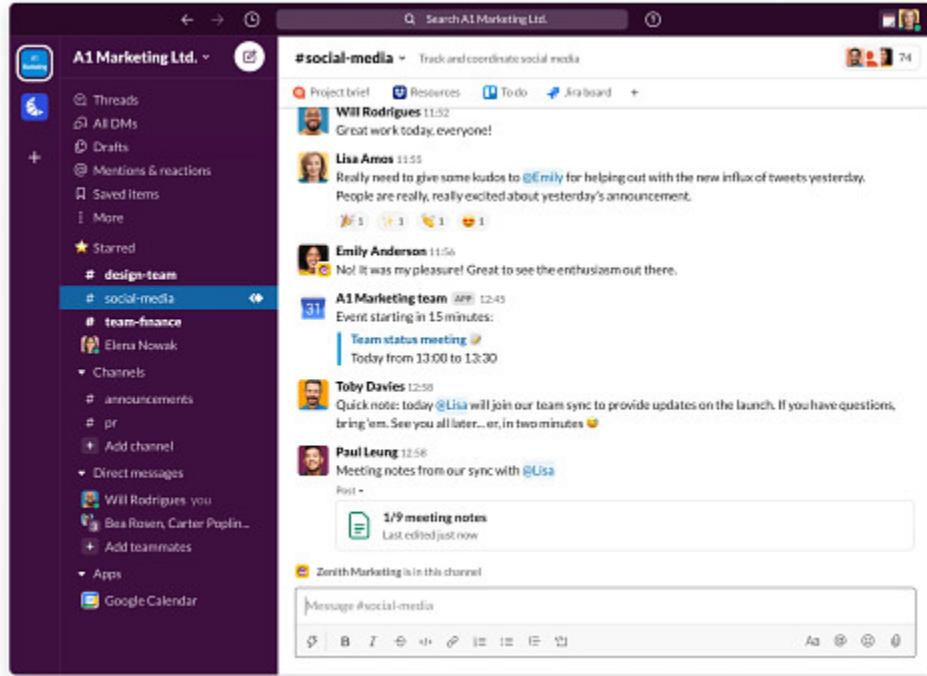
Slack's powerful search feature helps users find past messages, files, and decisions. Channels, threads, and bookmarks help keep important information organized and easy to access.

Increased Productivity

By reducing time spent on emails and meetings, Slack allows teams to focus more on their core work. Automations, reminders, and integrations further optimize daily workflows.

Overview of Slack Interface

The Slack interface is an organized layout that helps users easily navigate conversations, channels, and tools within a workspace.



Whether on desktop or mobile, the interface follows a consistent layout that makes communication and collaboration seamless.

The main components of the Slack interface include:

Sidebar

The sidebar displays navigation options for accessing different parts of Slack. It includes:

- **Workspace name:** Shows the name of the current workspace and allows users to switch between workspaces.
- **Channels:** Lists all public and private channels a user is part of.
- **Direct messages:** Displays recent one-on-one and group conversations.
- **Shortcuts and apps:** Provides quick access to tools, integrations, and workflow shortcuts.

Channel List

The channel list helps organize communication by topic or project. Users can join or leave channels, mark favorites, and browse additional channels within the workspace.

Message Pane

The message pane is the central area where conversations take place. Users can send text messages, share files, add emojis, and start threads to keep discussions focused. Reactions, mentions, and formatting tools help make communication clear and engaging.

Message Input Field

Located at the bottom of the message pane, the message input field allows users to compose and send messages, attach files, or record voice clips.

Top Bar

The top bar contains search and workspace tools. Users can search for messages, files, or people across channels, view notifications, and access settings or profile preferences.

Details and Information Panel

The information panel (opened from the channel or user name) provides details such as channel members, pinned items, and shared files.

Supported Platforms and System Requirements

Here is a list of the operating systems, app versions, and web browsers supported by Slack. You can use these requirements to ensure your device meets the minimum standards for running Slack reliably and accessing all available features.

Overview

Slack publishes minimum supported operating systems (OS), app versions, and web browsers to ensure performance, compatibility, and security. When your system falls below the supported thresholds, you may still access Slack, but features may be limited and updates may stop.

Desktop (Windows, macOS, Linux)

Platform	Minimum OS Version	Minimum Slack App Version
macOS	macOS 12 (Monterey) or above	4.41 or above
Windows	Windows 11 version 21H2 or above	4.41 or above
Windows Server	Windows Server 2016	4.41 or above

Platform	Minimum OS Version	Minimum Slack App Version
Linux	Ubuntu LTS 20.04+ OR Red Hat Enterprise Linux 9.0+	4.41 or above

Web Browser Access

Browser	Minimum Version
Google Chrome	130 or above
Mozilla Firefox	131 or above
Safari	18 or above
Microsoft Edge	129 or above



Remember:

1. Keep your device's OS updated to the latest stable release.
2. Update the Slack desktop or mobile app regularly.
3. Use Chrome or Firefox for full browser-based functionality.
4. IT teams should monitor Slack's lifecycle updates for upgrade planning.

Chapter 2. Getting Started with Slack

Getting started with Slack introduces the core concepts you need to understand before you begin using Slack. It explains how Slack is organized, how workspaces function, and what you need to start collaborating. Understanding these fundamentals helps you smoothly navigate Slack.

What Is Slack?

Slack is a digital collaboration platform designed to help teams communicate, share information, and work together efficiently. It replaces email threads with organized, real-time conversations and integrates with your tools, files, and workflows. The key components of the app are explained below.

Workspaces

A workspace is the home for your organization's conversations, tools, and members. To use Slack, you should sign in to an existing workspace or join one using an invite.

Channels

Channels are structured conversation spaces where team members collaborate. Channels help keep discussions organized by topic, project, or team.

- **Public channels** are open to everyone in the workspace.
- **Private channels** are for selected members only.

Direct Messages

Direct messages (DMs) allow private conversations between two or more people. Use DMs for quick, focused communication that doesn't need a full channel.

Slack App Versions

Slack is available on multiple platforms:

- Desktop app (Windows, macOS, Linux)
- Mobile app (iOS, Android)
- Web browser (Chrome, Firefox, Safari, Edge)

Notifications

Slack offers customizable notifications to help you stay updated without interruptions. You can adjust alerts per device, channel, or time of day.

Profile

Your profile contains your name, role, contact details, and working hours. A complete profile helps teammates identify and connect with you easily.

Related information

[Downloading the Slack Desktop App \(on page 13\)](#)

[Installing Slack \(on page 14\)](#)

[Signing In to Slack \(on page 15\)](#)

[Joining a Slack Workspace \(on page 17\)](#)

[Creating a Workspace \(on page 18\)](#)

Downloading the Slack Desktop App

The Slack desktop app provides a dedicated workspace experience on Windows, macOS, and Linux. Downloading the app ensures faster navigation, improved performance, and access to features like desktop notifications, automatic updates, and enhanced accessibility settings.

Before you begin, ensure that you have

- a stable internet connection.
- a device that meets Slack's system requirements.

Learn to download the appropriate Slack desktop installer. Once downloaded, you can install and launch Slack on your desktop machine.

1. Open your web browser (such as Chrome, Firefox, Edge, or Safari).
2. Navigate to the Slack [Downloads](#) page.
3. On the downloads page, choose the version appropriate for your platform.
 - **Windows:** Click **Download** under "Slack for Windows".
 - **macOS:** Click **Download** under "Slack for Mac".
 - **Linux:** Choose the package format for your distribution (e.g., .deb for Ubuntu/Debian, .rpm for Fedora, or use Snap) and click the corresponding **Download** link.
4. Wait for the download to complete. The installer file (e.g., SlackSetup.exe, Slack.dmg, or slack-<version>.deb/.rpm) will appear in your Downloads folder or the chosen download location.

The Slack application is downloaded on your device.



Troubleshooting:

- **The download does not start:** Ensure that your internet connection is active and stable. Try refreshing the Slack download page or using a different browser.
- **The download is blocked by the browser:** Some browsers may block downloads from unfamiliar sources. Confirm that the file is being downloaded from Slack's official website and choose **Allow** or **Keep** when prompted.
- **Insufficient permissions to download the installer:** If you are using a work-managed computer, administrator permissions may be required. Contact your IT administrator to complete the download.
- **Installer file is corrupted or will not open:** Delete the file and download it again. If the problem persists, try downloading from another network.
- **Unsupported operating system:** Verify that your device meets Slack's system requirements. Older OS versions may not be supported.

Related information

[Installing Slack \(on page 14\)](#)

[Signing In to Slack \(on page 15\)](#)

Installing Slack

After downloading, you can install the Slack application on Windows, macOS, or Linux devices. You can launch Slack and sign in to your workspace.

Before you begin, ensure that

- you have already downloaded the Slack installer or app on your device.
- you have sufficient storage space on your device.

Learn to install the Slack application on desktop devices after downloading it.

1. Open the downloaded file from your downloads folder. The files based on the devices are as follows.
 - Windows - SlackSetup.exe
 - macOS - Slack.dmg

- Linux
 - Debian or Ubuntu - .deb file
 - Fedora - .rpm
2. Install Slack by following the procedures specific for the device.
- On Windows, click **Install**.
 - On macOS, drag the **Slack** app icon into the Applications folder, open it and double-click **Slack** to launch it.
3. Wait for the installation to complete.

Slack is successfully installed on your device.



Troubleshooting:

- **Installer not opening:** Ensure that the installer file is fully downloaded. If the file appears corrupted or is not launching, delete it and download a fresh copy from Slack's official website.
- **Insufficient permissions to install:** Some computers, especially work-managed devices, require administrator rights to install applications. Contact your IT administrator if you cannot proceed.
- **Installation freezes or fails midway:** Restart your device and try installing again. Temporarily disable antivirus software if it is blocking the installation, then re-enable it once installation is complete.

Related information

[Downloading the Slack Desktop App \(on page 13\)](#)

[Signing In to Slack \(on page 15\)](#)

Signing In to Slack

You can access your Slack workspace from the desktop app and sign in using your email, workspace URL, or single sign-on (SSO), depending on your organization's setup.

Before you begin, ensure that you have

- the Slack desktop app installed on your computer.
- a Slack account.
- your email address or workspace URL.

Learn to sign in to Slack using the Slack desktop app on Windows, macOS, or Linux.

1. Open the **Slack** desktop application on your computer.
2. On the welcome screen, click **Sign in to Slack**.
3. Choose one of the available sign-in options:
 - **Sign in with email:**
 - Enter your email address.
 - Click **Continue**.
 - Open the email sent by Slack and click the **magic sign-in link**.
 - **Sign in with workspace URL:**
 - Enter your workspace URL (for example, *yourteam.slack.com*).
 - Click **Continue**.
 - Enter your email and password, or complete SSO if required.
 - **Sign in with Google or Apple** (if enabled):
 - Select the third-party sign-in option.
 - Authenticate using your Google or Apple account credentials.
4. If you are part of multiple workspaces, select the workspace you want to open.

You are successfully signed in to Slack on your desktop device and can start using your workspace.



Troubleshooting:

- **Incorrect email or password:** Verify that you are entering the correct email address and password for your Slack account. If you're unsure, follow the **Forgot your password?** link to reset it.
- **Slack workspace not found:** Make sure you are signing in to the correct workspace. Use your email to search for all workspaces associated with your account. If you still cannot find it, ask your workspace admin to confirm your workspace URL.
- **Sign-in link not working:** Sign-in emails may expire or be blocked by your email provider. Request a new sign-in link and check your spam or junk folder.
- **Blocked by network or firewall:** Some corporate networks restrict access to Slack. Try connecting from another network or check with your IT team to whitelist Slack.
- **Account deactivated:** If you receive a message that your account has been deactivated, contact a workspace owner or admin to regain access.
- **Using an outdated Slack app:** Update Slack to the latest version. Older app versions may prevent successful sign-in.

Related information

[Downloading the Slack Desktop App \(on page 13\)](#)

[Installing Slack \(on page 14\)](#)

Joining a Slack Workspace

You can join a Slack [workspace \(on page 111\)](#) from the Slack desktop app or a web browser. To join, you need either an invitation sent to your email or the workspace's unique URL.

Before you begin, ensure that you have

- Slack desktop app installed or access to a web browser.
- a valid email invitation **or** the workspace URL.

Learn to join a Slack workspace using a workspace URL or an email invitation.

1. Open the Slack desktop app on your computer or open Slack on the web browser.
2. Select **Sign in to Slack**.
3. If you have an email invitation:
 - Open the email from Slack.
 - Click **Join Workspace**.
 - Follow the on-screen instructions to sign in or create an account.
- If you have the workspace URL:
 - Enter the URL in the field provided.
 - Select **Continue**.
 - Sign in with your email and password.
4. Verify your email, if prompted, by entering the confirmation code sent to your inbox.
5. After signing in, the workspace loads automatically in the app or browser.

You have successfully joined your Slack workspace and can start using channels, messages, and tools within it.



Troubleshooting:

- **Invalid or expired invite link:** Workspace invitations expire after a certain period or can be revoked by an admin. Request a new invitation from a workspace owner or admin.
- **Email address not allowed:** Some workspaces restrict sign-ups to specific company domains. Make sure you are using the correct email (e.g., your company email). If you need access with a different email, ask an admin to manually invite you.
- **Already a member but can't join:** If Slack says you are already a member, try signing in using your existing Slack account.
- **Two-factor authentication (2FA) required:** Some workspaces enforce 2FA. If prompted, set up two-factor authentication or contact an admin if you cannot complete the setup.

Related information

[Creating a Workspace \(on page 18\)](#)

Creating a Workspace

You can create a Slack workspace from the Slack website using any desktop browser. A [workspace \(on page 111\)](#) helps you organize communication for a team, group, or project.

Before you begin, ensure that you have

- A desktop computer with internet access.
- A valid email address.

Learn to create a new Slack workspace using a desktop device.

1. Open a web browser on your desktop.
2. Go to slack.com/get-started.
3. Select **Create a new workspace**.
4. Enter your email address in the field provided.
5. Select **Continue**.
6. Check your email inbox and open the message from Slack.
7. Copy the confirmation code sent to you.
8. Return to Slack and enter the code to verify your email.
9. Type a name for your workspace.
10. Select **Next**.

11. Enter the name of your first channel.
12. Select **Create Workspace**.

Your new Slack workspace is created. You can now invite members, set up channels, and start collaborating.



Troubleshooting:

- **Email verification link not received:** Check your spam or junk folder. If you still cannot find the email, request another verification link or try using a different email address. Make sure your email provider is not blocking Slack messages.
- **Email domain not permitted:** Some organizational email domains may restrict account creation on external platforms. If this occurs, contact your IT administrator to enable Slack access or use an alternate email address.
- **Workspace creation page not loading:** Ensure you have a stable internet connection. Try opening the page in a different browser or private/incognito window.
- **“A workspace already exists for this email domain” error:** Slack may automatically group users from the same domain. Instead of creating a new workspace, join the existing one or contact a workspace admin to request access.
- **Account already exists but cannot proceed:** If Slack says your account already exists, sign in first and then follow the prompts to create a new workspace.

Related information

- [Joining a Slack Workspace \(on page 17\)](#)
[Switching Between Workspaces \(on page 29\)](#)

Chapter 3. User Profile and Account Management

Overview

User Profile and Account Management in Slack allows each user to control how they appear to others, customize their workspace presence, and manage settings related to identity, security, and preferences. A well-maintained profile helps team members recognize each other easily, while proper account management ensures a secure and personalized Slack environment.

User Profile

Your Slack profile contains details that help team members know who you are and how to contact you. A profile typically includes:

- **Display name**
- **Full name**
- **Profile photo**
- **Job title or role**
- **Phone number**
- **Status and availability**
- **Pronouns (optional)**
- **Time zone**

Users can update their profile at any time to reflect changes in their role or contact information. Profile updates are visible to other members across channels, direct messages, and the workspace directory.

Account Settings

Account settings help you control aspects of your Slack account that are specific to your identity and login method. These settings may include:

- **Email address updates**
- **Password changes**
- **Two-factor authentication (2FA)**
- **Language and region settings**
- **Login sessions and device management**
- **Notification preferences**

Slack provides a central account management page where you can review login activity, enhance security features, or update contact information.

By keeping profile details and account settings current, users can ensure they have a secure, productive, and personalized experience across all Slack workspaces.



Important:

Effective profile and account management helps users:

- improve team visibility and communication.
- maintain accurate and up-to-date personal information.
- enhance account security through authentication and login management.
- customize Slack to match personal and work habits and preferences.

Creating Your Profile

Your Slack profile contains key information such as your name, photo, job title, and contact details. Creating your profile helps other workspace members recognize you, understand your role, and reach you when needed.

Before you begin,

- you must be signed in to your Slack workspace.
- you must be using the Slack desktop app or a web browser.

Learn to create and set up your Slack profile so your team can easily identify and contact you.

1. Open the Slack desktop app or visit Slack.com in a web browser and sign in.
2. Select your **profile picture** or initials in the top-right corner of the window.
3. Select **View profile**.
4. Select **Edit profile**.
5. Enter or update your profile details, such as:
 - **Full name**
 - **Display name**
 - **Pronouns** (optional)
 - **Job title**
 - **Phone number**
 - **Time zone**
6. To add or change your profile photo:

- a. Select **Upload an image**.
 - b. Choose a photo from your computer.
 - c. Adjust the crop if needed, and select **Save**.
7. Review your details.
8. Select **Save Changes** to apply your profile information.

Your Slack profile is created and updated. Workspace members can now view your information when interacting with you in channels, direct messages, or the workspace directory.



Troubleshooting:

- **Profile changes not saving:** Make sure you have filled in all required fields. Refresh Slack and try again, or sign out and sign back in.
- **Unable to upload a profile photo:** Check that the image meets Slack's supported file formats (JPEG, PNG) and size limits. If the upload fails, try using a different image or a smaller file size.
- **Incorrect name or information displayed:** Your workspace may have rules that restrict editing certain profile fields. Contact a workspace admin if you are unable to update your name or other mandatory fields.
- **Profile editor not loading:** Ensure you have a stable internet connection. Reload the app or try accessing Slack from a different device or browser.
- **Email cannot be updated:** Some workspaces prevent users from changing their email address. A workspace owner or admin may need to update this for you.
- **Changes syncing slowly across devices:** It may take a moment for updates to appear on mobile and desktop. Restart the Slack app to refresh your profile across all platforms.

Related information

[Editing Your Profile Information \(on page 22\)](#)

[Deleting Profile Information \(on page 31\)](#)

Editing Your Profile Information

Editing your profile helps keep your contact details, role, and personal information up to date. Updated profiles make it easier for teammates to identify you and understand your responsibilities in the workspace.

Before you begin,

- you must be signed in to your Slack workspace.
- you must be using the Slack desktop app or a web browser.

Learn to update or change your profile information in Slack.

1. Open the Slack desktop app or go to Slack.com in a web browser and sign in.
2. Select your **profile picture** or **initials** in the upper-right corner of the window.
3. Select **View profile**.
4. Select **Edit profile**.
5. Update the following fields as needed:
 - **Full name**
 - **Display name**
 - **Pronouns** (optional)
 - **Job title**
 - **Phone number**
 - **Time zone**
6. To change your profile photo:
 - a. Select **Upload an image**.
 - b. Choose a photo from your computer.
 - c. Adjust the crop, if prompted. Select **Save**.
7. Review all changes.
8. Select **Save Changes** to update your profile.

Your Slack profile information is successfully updated. The new details are visible to other workspace members across channels, direct messages, and your profile view.



Troubleshooting:

- **Profile changes not saving:** Make sure you have filled in all required fields. Refresh Slack and try again, or sign out and sign back in.
- **Unable to upload a profile photo:** Check that the image meets Slack's supported file formats (JPEG, PNG) and size limits. If the upload fails, try using a different image or a smaller file size.
- **Incorrect name or information displayed:** Your workspace may have rules that restrict editing certain profile fields. Contact a workspace admin if you are unable to update your name or other mandatory fields.



- **Profile editor not loading:** Ensure you have a stable internet connection. Reload the app or try accessing Slack from a different device or browser.
- **Email cannot be updated:** Some workspaces prevent users from changing their email address. A workspace owner or admin may need to update this for you.
- **Changes syncing slowly across devices:** It may take a moment for updates to appear on mobile and desktop. Restart the Slack app to refresh your profile across all platforms.

Related information

[Creating Your Profile \(on page 21\)](#)

[Editing Your Profile Information \(on page 22\)](#)

Uploading Profile Photo

Uploading a profile photo personalizes your Slack identity and makes it easier for teammates to identify you in messages, channels, and DMs. You can upload or change your profile photo from your account settings.

Before you begin,

- you must be signed in to your Slack workspace.
- you need a profile image saved on your device.

Learn to upload a profile photo in Slack to help teammates recognize you across channels and conversations.

1. Open Slack on your desktop or web browser.
2. Click your **profile picture** or **name** in the top-right corner.
3. Select **Profile** from the menu.
4. In the profile panel, click **Edit profile**.
5. Under Profile Photo, click **Upload an Image**.
6. Browse and select a photo from your device.
7. Adjust the image, if needed, then click **Save**.
8. Close the profile window to return to Slack.

Your new profile photo appears across Slack in channels, messages, mentions, and member directories.



Troubleshooting:

- **Image upload fails or freezes:** Check your internet connection and try uploading again. If the problem continues, switch to a different browser or upload from the Slack desktop app.
- **Unsupported file format:** Slack supports common image types such as JPG, JPEG, and PNG. Convert your image to a supported format before uploading.
- **File size too large:** Slack may reject very large images. Reduce the file size or resolution and try again.
- **Photo appears rotated or cropped incorrectly:** Edit the image in an external editor before uploading to ensure correct orientation and framing.
- **Upload button not responding:** Reload Slack or restart the desktop/mobile app. If you're using the browser version, clear your cache or try a different browser.

Related information

[Creating Your Profile \(on page 21\)](#)

[Editing Your Profile Information \(on page 22\)](#)

[Deleting Profile Information \(on page 31\)](#)

Setting Status and Availability

Slack allows you to set a custom status and control your availability to indicate what you're doing or whether you can respond to messages. Status indicators help teams coordinate better and avoid interruptions during focused work or meetings.

Before you begin,

- you must be signed in to your Slack workspace.
- ensure you have permission to update your own profile and availability settings.

Learn to set your status and update your availability in Slack so your teammates know when you are active, away, or busy.

1. Open Slack on your desktop or web browser.
2. Click your **Profile Picture** in the top-right corner.

3. Select **Set a status**.
4. Choose a suggested status or click **Create your own**.
5. Enter your status text and select an emoji.
6. Choose when the status should automatically clear (for example, 1 hour, Today, or Don't clear).
7. Click **Save**.
8. To set availability, click your **Profile Picture** and select **Availability**.
9. Choose one of the following:
 - **Active** – You're available and online.
 - **Away** – You're not active, busy, or stepping away.

Your updated status and availability appear to all workspace members, helping them know when you can respond or when you're busy.



Troubleshooting:

1. **Status not saving or disappearing:** Refresh Slack and try setting your status again. If the issue persists, sign out and sign back in to sync your account settings.
2. **Unable to clear or change your status:** Some workspaces may restrict custom statuses or enforce organization-wide defaults. Contact your workspace admin if you cannot update or clear your status.
3. **Status emoji not updating:** Make sure Slack is fully updated on your device. If emojis fail to load, check your internet connection or reload Slack.
4. **"Active" or "Away" availability not changing:** Your availability might be controlled automatically based on activity. Disable **Set yourself as away** manually if it is stuck, or restart Slack to refresh your presence.
5. **Custom status not appearing to others:** Visibility may be affected if Slack is not syncing across devices. Try restarting the app on all devices to ensure your status propagates correctly.
6. **Do Not Disturb (DND) cannot be turned off:** Check if a workspace-level schedule is overriding your DND settings. Adjust your personal notification schedule under **Preferences → Notifications**.
7. **Status options missing or disabled:** Admins can limit custom statuses or availability settings in some organizations. If options are missing, contact a workspace owner or admin.

Configuring Two Factor Authentication

Two-factor authentication adds an additional verification step when signing in to Slack. After entering your password, you will confirm your identity using a code sent to your mobile device. This improves account security and helps prevent unauthorized access.

Before you begin,

- you must be signed in to your Slack account on a desktop browser.
- you need access to a mobile device that can receive SMS codes or run an authenticator app.

Learn to enable and configure two-factor authentication (2FA) in Slack to add an extra layer of security to your account.

1. Open Slack in your web browser.
2. Click your **Profile Picture** in the top-right corner.
3. Select **Account settings**. This opens your account page in a new browser tab.
4. Scroll to the **Two-Factor Authentication** section.
5. Click **Expand**.
6. Select **Set up two-factor authentication**.
7. Choose your verification method:
 - **SMS Text Message**
 - **Authenticator App** (such as Google Authenticator, Duo, or Authy)
8. Follow the on-screen instructions:
 - If using **SMS**, enter your phone number and verify with the code sent to you.
 - If using an **authenticator app**, scan the QR code and enter the generated verification code.
9. Save your changes to complete the setup.
10. Download and store the **backup codes** provided by Slack in a secure location.

Two-factor authentication is enabled for your account. You will now be required to enter a verification code each time you sign in to Slack.



Troubleshooting:

- **Verification code not accepted:** Ensure the time on your mobile device is set to automatic. Time drift can cause authenticator apps to generate incorrect codes.
- **Cannot scan the QR code:** Clean your camera lens and ensure the QR code is clearly visible. If scanning still fails, use the manual code entry option provided by Slack.
- **Authenticator app not generating codes:** Confirm that the correct account has been added in your authenticator app. Remove and re-add the Slack entry using the setup key if needed.
- **Backup codes unavailable or not displayed:** Refresh the page or complete the setup again. Save your backup codes immediately—Slack only shows them once.
- **Slack says 2FA is required but setup won't complete:** Some organizations enforce 2FA policies. Contact the workspace admin if you are blocked or unable to proceed.
- **SMS codes not received (if using SMS 2FA):** Check your network signal and ensure your phone number is correct. If SMS delivery delays persist, switch to an authenticator app for more reliable access.
- **Lost access to authentication method:** Use your backup codes to sign in. If you do not have them, ask a workspace owner or admin to reset your 2FA settings.
- **Setup page not loading:** Try a different browser or clear your cache. Ensure your internet connection is stable and that Slack is up to date.

Resetting Password

Slack allows you to reset password securely through a verification link sent to their registered email. This helps you regain access to your account or update your credentials when needed.

Before you begin,

- you must know the email address associated with your Slack account.
- you must have access to that email inbox to receive the reset link.

Learn to reset your Slack password if you forgot it or want to create a new one for security reasons.

1. Open your web browser and go to the Slack sign-in page.
2. Click **Forgot password?** below the password field.

3. Enter the email address associated with your Slack account.
4. Click **Confirm or Reset password**.
5. Check your email inbox for a message from Slack.
6. Open the email and click **Reset your password**.
7. Enter a new password that meets Slack's security requirements.
8. Confirm the password and click **Save or Reset Password**.

Your Slack password is successfully reset. You can now sign in to Slack using your new credentials.



Troubleshooting:

- **Password reset email not received:** Check your spam or junk folder. Make sure you are entering the correct email address associated with your Slack account. If you still do not receive the email, request another reset link or try using a different browser.
- **Reset link expired:** Go back to the sign-in page and request a new reset link.
- **"Email not found" error:** You may be using a different email address for the workspace. Use Slack's **Find your workspaces** tool by entering your email addresses to locate all associated workspaces.
- **Cannot change password because SSO is enabled:** If your workspace uses SSO, you cannot reset your password through Slack. Reset your password through your identity provider (such as Google, Okta, or Microsoft).
- **New password not accepted:** Ensure the new password meets Slack's security requirements (minimum length, complexity, etc.). Try using a different browser or incognito mode if the form does not accept your input.
- **Reset page not loading:** Clear your browser cache or try another device. Check your internet connection and make sure Slack's website is not blocked by a firewall.

Switching Between Workspaces

If you are a member of multiple Slack workspaces, you can switch between them without signing out.

Learn to switch between multiple Slack workspaces on your desktop or browser.

1. Open Slack on your desktop or in a web browser.
2. Look at the left sidebar where your workspace icons appear.

3. Click the **icon** of the workspace you want to switch to.

- On desktop, you can also press **Ctrl + Shift + Tab** (Windows) or **Cmd + Shift +]** (Mac) to move between workspaces.

Slack displays the selected workspace, allowing you to continue your work in that workspace.



Troubleshooting:

- **Workspace is not listed in the switcher:** You may not be signed in to that workspace. Select **Add workspaces** and enter the workspace URL or sign-in email.
- **Cannot switch—button not responding:** Restart the Slack desktop app. Temporary glitches can prevent workspace switching. Update Slack to the latest version, as older versions may cause UI issues.
- **Error message while switching:** Check your internet connection. Try signing out and signing back in to refresh workspace authentication.

Related information

[Creating a Workspace \(on page 18\)](#)

[Joining a Slack Workspace \(on page 17\)](#)

Viewing Access Logs

Access logs help you review information about recent sign-ins, including device type, browser, IP address, and login location.

Learn to view your access logs to monitor sign-in activity within your Slack account.

1. Open Slack in your web browser.
2. Click your **Profile Picture** in the top-right corner and select **Account Settings**.
3. In the left menu, click **Access Logs**.
4. Review the listed log entries, which include:
 - Date and time of access
 - IP address
 - Device and browser information
 - Location (approximate)

You can view your recent sign-in activity and identify any unusual access attempts.

**Important:**

If you notice unfamiliar activity, consider resetting your password and enabling two-factor authentication.

**Troubleshooting:**

- **Access Logs option not visible:** Only **Workspace Owners** and **Workspace Admins** can view access logs. If you are a member, request the required permissions from your workspace admin.
- **Unable to open the Access Logs page:** Try accessing the logs from a web browser instead of the desktop app. Clear your browser cache and cookies, then refresh the page.

Deleting Profile Information

Deleting your profile information removes personally identifiable data from Slack but does not erase your messages, files, or other content. Only the Workspace [Primary \(on page 111\)](#) Owner (or the Org Primary Owner in Enterprise) can perform the deletion. Once deleted, profile data cannot be recovered.

Before you begin,

- your Slack account must be deactivated.
- you need to know which workspace you want your profile removed from.
- you may want the workspace Primary Owner's contact or Slack workspace URL or email.

Request the deletion of your profile information from a Slack workspace by contacting the workspace owner or Slack support. Understand what data gets deleted and what does not.

1. Deactivate your Slack account.
 - a. Go to your **Profile & Account** settings.
 - b. Find and click **Deactivate your account**.
 - c. Confirm deactivation by entering your password.
2. Submit a deletion request.
 - a. **Option A: Contact the Workspace Primary Owner**
 - i. Find out who the Primary Owner of your workspace is (check workspace settings).
 - ii. Ask them to delete your profile information.
 - b. **Option B: Contact Slack**

- i. Send an email to feedback@Slack.com with:
 - Your workspace URL
 - The email address linked to your Slack account
 - ii. Slack will forward your deletion request to the Primary Owner.
3. Delete a deactivated member's profile.
- If you are the workspace Primary Owner (or Org Primary Owner):
- a. Open Slack on desktop.
 - b. Click your workspace name on **Tools & settings > Manage members**.
 - c. Locate the deactivated member whose profile you want to delete.
 - d. Click the **three-dot menu > Delete profile**.
 - e. Confirm deletion by ticking the checkbox **Delete profile**.

Your personal profile information is permanently removed from the Slack workspace. Your account remains deactivated and cannot be recovered. Your past content (messages, files) stays in the workspace (unless otherwise deleted).



Note:

When a profile is deleted, the following fields are removed:

- Display name
- Full name
- Profile picture
- Email address
- Phone numbers
- Job title
- Custom profile fields
- Pronouns

What is not deleted:

- Your messages in channels or direct messages.
- Any files or canvases you created.

Related information

[Editing Your Profile Information \(on page 22\)](#)

Deactivating or Reactivating Your Account

Deactivating your account removes your access to the workspace but does not delete your messages or files. Your profile becomes inactive and you will no longer receive notifications. If you return to the workspace later, an owner or admin can reactivate your account.

Before you begin,

- you must be signed in to Slack.
- you must know your workspace password.

Learn to deactivate your Slack account when you no longer need access to a workspace, and how to reactivate it if you return.

1. To deactivate your account

- a. Open Slack on your desktop or web browser.
- b. Click your **Profile Picture** in the top-right corner.
- c. Select **Profile**.
- d. Click **More > Account settings**.
- e. Scroll to the bottom of the **Account** section.
- f. Click **Deactivate your account**.
- g. Enter your password when prompted.
- h. Click **Deactivate Account** to confirm.

2. To reactivate your account,

- a. Contact your **Workspace Owner** or **Admin** and request reactivation.
 - Reactivation cannot be done by the member themselves.
- b. After your admin reactivates the account, sign back into Slack using your email and password.

- **If deactivated:** You are signed out and cannot access the workspace.
- **If reactivated:** You can sign back into Slack and use the workspace normally.

Signing Out of Slack

Signing out of Slack removes your active session from the desktop app or browser. This is useful when switching accounts, securing your device, or troubleshooting issues.

Before you begin,

- you must be logged in to Slack on your desktop app or browser.
- Ensure you know your login credentials if you plan to sign back in.

Learn to sign out of Slack to prevent unauthorized access to your workspace.

1. Open Slack on your computer.
2. Click your **profile picture** in the top-right corner.
3. Select **Sign out of <Workspace Name>**.
4. Confirm the action if prompted.

You are signed out of your Slack workspace. You must enter your Slack credentials again if you want to sign back in.

Chapter 4. Notifications and Preferences

Get an overview of Slack's notification system and user preferences, explaining how they help you stay informed while minimizing distractions.

Overview

Slack's notifications and preferences allow users to control how and when they receive alerts about new messages, mentions, activity, and updates within their workspace. These settings help you balance responsiveness with focus by providing flexible options that can be tailored to your work style.

Purpose

Notifications ensure that important messages reach you promptly, while preference settings allow you to customize your Slack experience, including themes, language, accessibility, audio options, and message display formats.

1. Notification Types

Slack supports several types of notifications to help users stay updated:

- **Desktop notifications** for real-time alerts.
- **Mobile notifications** to stay connected on the go.
- **Email notifications** when you're away from Slack.
- **Badge notifications** showing unread activity.

2. Notification Triggers

Notifications can be triggered by:

- Direct messages (DMs)
- Mentions (@you or @channel)
- Threads you follow
- Activity in starred or important channels
- Keywords you specify

3. Do Not Disturb (DND)

DND allows you to mute notifications during quiet hours or focus time. Messages still appear in Slack, but alerts are paused until DND ends.

4. Channel-Level Controls

Users can set different notification rules for specific channels, such as receiving alerts for:

- All new messages
- Only mentions
- No notifications at all

5. Device-Level Preferences

Slack provides separate notification settings for desktop and mobile devices so you can choose how you want to be alerted on each platform.

6. General Preferences

In addition to notifications, Slack's Preferences section includes:

- **Themes** and appearance settings
- **Sidebar organization**
- **Sound and audio settings**
- **Language and region**
- **Accessibility options**
- **Message display format**

These settings help personalize your workspace experience.

Benefits

- Reduces unnecessary interruptions
- Ensures you don't miss important updates
- Helps maintain focus during work
- Provides flexibility and customization
- Enhances accessibility and usability

Related information

- [Configuring Notifications \(on page 37\)](#)
[Adjusting Notification Triggers \(on page 38\)](#)
[Setting Keyword Notifications \(on page 39\)](#)
[Scheduling Notifications \(on page 40\)](#)

Configuring Notifications

Slack notifications help you stay informed about messages, mentions, and channel activity. You can choose the type of alerts you receive, when you receive them, and on which devices. Adjusting these settings helps you maintain focus while staying connected to your team.

Before you begin,

- you must be signed in to Slack.
- ensure you are using the Slack desktop app or Slack in a web browser.

Learn to customize your notification settings in Slack so you receive alerts that match your work preferences.

1. To configure general notification settings,
 - a. Open Slack on your desktop.
 - b. Click your **profile picture** in the top-right corner.
 - c. Select **Preferences**.
 - d. Click **Notifications** in the left sidebar.
 - e. Choose one of the following notification levels:
 - **All new messages**
 - **Direct messages, mentions & keywords**
 - **Nothing**
2. To set keywords,
 - a. Scroll to **My keywords**.
 - b. Enter words or phrases you want Slack to notify you about.
 - c. Press **Enter** to save each keyword.
3. To customize channel notifications,
 - a. Open any channel.
 - b. Click the **channel name**.
 - c. Select **Notifications**.
 - d. Choose between:
 - **Use my notification settings**
 - **All new messages**
 - **Direct messages & mentions**
 - **Nothing**
4. To set Do not Disturb,

- a. Go to **Preferences > Notifications > Do Not Disturb**.
 - b. Set a schedule (e.g., 10 PM–8 AM).
 - c. You will not receive alerts during these hours.
5. To configure steps and notifications,
- a. Go to **Notifications > Sound & appearance**.
 - b. Choose whether Slack plays notification sounds.
 - c. Enable or disable **Show message previews**.

Your Slack notification preferences are updated. You will now receive alerts based on your chosen settings, helping you stay informed without unwanted interruptions.

Related information

[Setting Keyword Notifications \(on page 39\)](#)

[Scheduling Notifications \(on page 40\)](#)

Adjusting Notification Triggers

Slack allows you to customize when notifications should be triggered—for example, only for direct messages, mentions, keywords, or all activity. Adjusting these triggers helps control interruptions and ensures you don't miss important updates.

Before you begin,

- You must be signed in to Slack on the desktop app or web version.
- You should have basic knowledge of channels and mentions.

Learn to adjust notification triggers in Slack so you receive alerts only for the messages and activities that matter to you.

1. Open the **Slack desktop app** or go to Slack in your web browser.
2. Click your **profile picture** in the top-right corner.
3. Select **Preferences**.
4. Click **Notifications** in the left sidebar.
5. Under **Notify me about...**, choose one of the following notification triggers:
 - a. **All new messages**
 - b. **Direct messages, mentions & keywords**
 - c. **Nothing**
6. Close Preferences when you are finished.

Your Slack notifications are now triggered based on your selected settings, helping you stay informed without unnecessary interruptions.

**Note:**

Other common notification triggers include

1. **Thread replies** (notify for threads you follow)
2. **Mobile notifications** (set triggers for mobile devices)
3. **Keyword alerts** (add specific words that trigger notifications)
4. **Do Not Disturb** (pause notifications for a set time)

Related information

[Configuring Notifications \(on page 37\)](#)

[Setting Keyword Notifications \(on page 39\)](#)

Setting Keyword Notifications

Keyword notifications help you stay informed about messages that matter to you. When someone uses a word or phrase you add as a keyword, Slack sends you a notification even if you've muted the channel. This is useful for tracking project names, customer mentions, or urgent topics.

Before you begin,

- you must be signed in to Slack.
- keywords should be relevant to the conversations you want to track.

Learn to set up keyword notifications in Slack so you receive alerts whenever specific words or phrases are mentioned in your workspace.

1. Open Slack on your desktop or in a web browser.
2. Click your **profile picture** in the top-right corner.
3. Select **Preferences** from the menu.
4. Click **Notifications** in the left panel.
5. Scroll down to **My keywords**.
6. Click the text box and enter the words or phrases you want to monitor.
 - Press **Enter** after each keyword.
7. Close the Preferences window.

Slack will notify you whenever your chosen keywords appear in messages across your workspace.

Related information

[Scheduling Notifications \(on page 40\)](#)

Scheduling Notifications

Scheduled notifications allow you to specify quiet hours so Slack does not send alerts outside selected times.

Before you begin, ensure that

- you are signed in to Slack.
- you have desktop or mobile access.

Learn to schedule when Slack can send notifications, helping you maintain focus or manage work-life balance.

1. Open Slack on desktop.
2. Click your **Profile Picture > Preferences**.
3. Choose **Notifications**.
4. Scroll to **Notification Schedule**.
5. Click **Customize Schedule**.
6. Choose the days (e.g., Monday–Friday).
7. Set the Start and End time for when you want to receive notifications.
8. Close Preferences.

Slack delivers notifications only during your chosen schedule and pauses them outside your defined hours.

Related information

[Configuring Notifications \(on page 37\)](#)

[Setting Keyword Notifications \(on page 39\)](#)

Managing Sidebar Preferences

Slack allows you to personalize your sidebar to reduce clutter and make frequently used conversations easier to access. You can choose how channels are grouped, adjust visibility, change sorting options, and control which items appear in the sidebar.

Learn to customize your Slack sidebar to organize channels, direct messages, and apps in a way that suits your workflow.

1. Open Sidebar Preferences

- a. Open Slack on your desktop or browser.
- b. Click your **profile picture** in the top-right corner.
- c. Select **Preferences**.
- d. In the left pane, choose **Sidebar**.

2. Choose Sidebar Theme

- a. Scroll to the **Theme** section.
- b. Select a preset theme or create a **custom theme**.
- c. The sidebar updates instantly with your selected colors.

3. Customize Channel Organization

- a. Under **Organize your sidebar**, choose how channels and DMs should be displayed, such as:
 - **Unreads and starred**
 - **Custom sections**
 - **Alphabetical**

b. Drag and drop channels into custom sections to keep things organized.

4. Adjust Channel Visibility

- a. Find **Show** options under Sidebar.
- b. Select when channels appear, such as:
 - **All channels**
 - **Unread only**
 - **Just starred**
 - **Custom visibility rules**

5. Manage App and Tool Visibility

- a. Scroll down to the **Apps & tools** section.
- b. Choose which apps should appear in your sidebar.
- c. Toggle visibility on or off for apps you use less frequently.

6. Show or Hide Additional Items

- a. Locate the **Additional options** section.
- b. Choose whether to show items such as:
 - **Drafts**
 - **Canvases**
 - **Channels browser**
 - **People & user groups**

Your sidebar is updated according to your preferences, making it easier to navigate conversations, apps, and tools in Slack.

Changing Slack Theme

Slack allows you to switch between light and dark themes or apply custom color combinations for your sidebar. Changing your theme helps improve visibility, accessibility, and personal comfort while working.

Learn to change your Slack theme to personalize the appearance of your sidebar and overall workspace.

1. Switching Between Light and Dark Mode

- a. Open Slack on your **desktop** or browser.
- b. Click your **profile picture** in the top-right corner.
- c. Select **Preferences**.
- d. Click **Themes** in the left sidebar.
- e. Choose **Light** or **Dark** under *Appearance*.
- f. Your theme updates immediately.

2. Choosing a Prebuilt Sidebar Theme

- a. In **Preferences > Themes**, scroll to **Colors**.
- b. Select any prebuilt theme from the suggested palette.
- c. The sidebar color updates instantly.

3. Using a Custom Theme

- a. In **Preferences > Themes**, go to **Colors**.
- b. Click **Create a custom theme**.
- c. Enter the color codes manually or paste a theme code.
- d. Click **Save**.

Your Slack theme is updated and applied across the desktop and web versions of the workspace.

Chapter 5. Messaging and Communication

Slack is built around messaging, making it easy for teams to communicate quickly and efficiently. Messages can be sent in channels, direct messages (DMs), group conversations, and threads. Slack also supports rich formatting, file sharing, mentions, emojis, and integrations that enhance communication. Together, these features help teams stay organized, reduce email usage, and communicate in a transparent and searchable way.

1. Channels

Channels are organized spaces where teams discuss specific topics, projects, or departments. Messages posted in channels are visible to all members of that channel, promoting open and transparent communication.

2. Direct Messages (DMs)

Direct messages allow private, one-on-one or small-group conversations. DMs are best for quick, personal, or confidential communication.

3. Threads

Threads keep discussions organized by grouping replies under a specific message. This helps reduce clutter in channels and ensures important details stay connected to the original topic.

4. Mentions and Notifications

You can mention teammates using `@username`, notify everyone in a channel with `@channel`, or alert active members using `@here`. Mentions help direct attention to important messages.

5. Message Formatting

Slack supports formatting tools—such as bold, italics, lists, code blocks, and block quotes—to make messages clearer and easier to read.

6. File and Media Sharing

You can upload files, images, documents, videos, and links directly into Slack conversations. Files can also be commented on or shared across channels.

7. Emojis and Reactions

Emoji reactions give teams a quick, lightweight way to acknowledge messages, show approval, or add personality. Custom emojis can also be added for fun or team-specific uses.

8. Integration-Based Messages

Apps like Google Drive, Jira, Zoom, or GitHub can send automated messages or alerts into Slack channels. This keeps communication and workflows in one place.

Benefits

- Faster and clearer team communication
- Centralized and searchable conversations
- Reduced email back-and-forth
- Better organization through threads and channels
- Seamless collaboration with integrated tools

Related information

[Sending and Reading Messages \(on page 44\)](#)

[Editing or Deleting Messages \(on page 45\)](#)

[Forwarding Messages \(on page 54\)](#)

Sending and Reading Messages

Messaging is the core way people communicate in Slack. You can send messages in channels for team discussions or use direct messages (DMs) for private conversations. Slack also lets you edit messages, react with emojis, and thread replies to keep discussions organized.

Before you begin,

- you must be signed in to your Slack workspace.
- you must have access to the channel or conversation where you want to send a message.

Learn to send, view, and interact with messages in Slack channels and direct messages.

1. Sending a Message

- a. Open Slack on your desktop or web browser.
- b. Select a **channel** or **direct message** from the sidebar.
- c. Click inside the **message field** at the bottom.
- d. Type your message.

- e. Format your message using **bold**, **lists**, or **code** using the formatting toolbar.
 - f. Press **Enter** to send the message.
2. Replying in a Thread
 - a. Hover over the message you want to reply to.
 - b. Click the **Reply in thread** icon.
 - c. Type your response in the thread view.
 - d. Press **Enter** to send.
 3. Editing or Deleting Your Message
 - a. Hover over your message.
 - b. Click the **More actions** icon.
 - c. Select **Edit message** or **Delete message**.
 - d. Save changes or confirm deletion.
 4. Reacting to a Message
 - a. Hover over a message.
 - b. Click the **Add reaction** emoji icon.
 - c. Select an emoji to react.
 5. Reading Messages
 - a. Open any channel or DM.
 - b. Scroll through the conversation to read previous messages.
 - c. Look for **unread markers** or **new message indicators** to find new content.
 - d. Click **Jump to present** if you scroll far up.

You can now send, read, and interact with messages in Slack, helping you stay connected with your team.

Related information

- [Editing or Deleting Messages \(on page 45\)](#)
- [Formatting and Styling Messages \(on page 46\)](#)
- [Forwarding Messages \(on page 54\)](#)

Editing or Deleting Messages

Slack allows you to edit or delete messages to keep conversations accurate and up to date. Editing is useful for fixing typos or adding details, while deleting removes the entire message from the conversation.

Before you begin,

- you must be signed in to your Slack workspace.
- you should have sent a message.
- you should have workspace admin's permission to delete messages.

Learn to edit or delete messages you have sent in Slack to correct mistakes, update information, or remove content.

1. Editing a Message

- a. Hover over the message you want to edit.
- b. Click the **More actions** icon.
- c. Select **Edit message**.
- d. Make your changes in the message field.
- e. Press **Enter** or click **Save**.

Your message is updated and marked as **Edited**.

2. Deleting a Message

- a. Hover over the message you want to delete.
- b. Click the **More actions** icon (three dots).
- c. Select **Delete message**.
- d. Click **Delete** again to confirm.

Your message is permanently removed from the conversation. It cannot be recovered once deleted.

Related information

[Messaging and Communication \(on page 43\)](#)

[Sending and Reading Messages \(on page 44\)](#)

[Forwarding Messages \(on page 54\)](#)

Formatting and Styling Messages

Slack supports basic Markdown-like formatting and a formatting toolbar. Use these tools to add emphasis, code, lists, links, and block quotes so your messages are easier to scan and understand.

Before you begin, ensure that

- you are signed in to Slack on desktop or mobile.
- you have permission to send messages in the target channel or DM.

Learn to format and style messages in Slack so your posts are clear, readable, and visually structured.

1. Open the message field
 - Click the message box at the bottom of a channel or direct message.
2. Use the formatting toolbar
 - Click the **A** (formatting) icon under the message box to open the formatting toolbar and see formatting options (Bold, Italic, Lists, Quote, Code, etc.).
3. Bold text
 - Type *bold text* or select text and click **B** in the toolbar. Example: *Important* → **Important**
4. Italic text
 - Type _italic text_ or select text and click **I** in the toolbar. Example: _note_ → *note*
5. Strikethrough
 - Type ~strikethrough~. Example: ~old~ → old
6. Inline code and code blocks
 - Inline code: wrap with backticks: `code`.
 - Code block: wrap with triple backticks: ```code``` or click the { } code button in the toolbar.
7. Blockquote
 - Start a line with > to create a blockquote. Example: > Important note.
8. Lists
 - Bulleted list: start lines with • (use the toolbar) or -/*.
 - Numbered list: start lines with 1.2. etc.



Note:

Use the toolbar to indent or outdent list items.

9. Links
 - Paste a link directly, or format it with <<https://example.com>|Link text> to show custom text.
10. Emoji and mentions
 - Add emoji by typing : then the emoji name (e.g., :thumbsup:) or by opening the emoji picker.
 - Mention people with @username or channels with #channel-name.
11. Attachments, snippets, and files
 - Click the paperclip or + button to attach files or create a snippet for longer code samples.
12. Line breaks vs send
 - Press **Shift + Enter** to insert a new line.
 - Press **Enter** to send the message (or click the paper plane icon).

13. Preview and edit before sending

- Use the formatting preview in the toolbar. After sending, hover a message and click the **More actions > Edit message** to correct formatting.

Your message will display with the chosen styles (bold, italics, lists, code, etc.), making it easier for others to read and act on.



Tip:

- Keep messages short and scannable – use headings, lists, and bold for key points.
- Use code blocks for any code or terminal output to preserve formatting.
- Preview complex formatting using the toolbar before sending.
- Edit messages quickly if formatting looks off – Slack preserves edit history.

Related information

[Sending and Reading Messages \(on page 44\)](#)

[Editing or Deleting Messages \(on page 45\)](#)

[Forwarding Messages \(on page 54\)](#)

Adding GIFs and Emojis

Slack allows you to insert emojis, custom emojis, and GIFs into messages. You can use built-in emoji options, add custom emojis, or send GIFs using slash commands or integrated apps.

Before you begin,

- you must be signed in to Slack.
- GIF apps (like **Giphy**) must be installed if you want to send GIFs using slash commands.

Learn to add GIFs and emojis to your Slack messages to make conversations more expressive and engaging.

1. Adding Emojis to Messages

- a. Open Slack on your desktop or web browser.
- b. Go to the message field in any channel or direct message.
- c. Click the **smiley face icon** at the right side of the message field.
- d. Browse or search for an emoji.

- e. Click an emoji to add it to your message.
 - f. Press **Enter** to send the message.
2. Using Emoji Shortcodes
- a. In the message field, type a colon :.
 - b. Start typing the name of an emoji (for example, :thumbsup:).
 - c. Select the emoji from the list.
 - d. Press **Enter** to send the message.
3. Adding Custom Emojis
- a. Click your **workspace name** in the top-left corner.
 - b. Select **Settings & administration**.
 - c. Click **Customize workspace**.
 - d. Select **Add Custom Emoji**.
 - e. Upload an image from your device.
 - f. Give your emoji a name.
 - g. Click **Save**.
4. Sending GIFs Using Slash Commands (e.g., Giphy)
- a. Place your cursor in the message field.
 - b. Type a GIF command such as:
 - /giphy happy
 - /giphy celebration
 - c. Slack displays a preview of the GIF.
 - d. Click **Send** to post the GIF (or choose **Shuffle** to see another option).
5. Reacting with Emojis (Emoji Reactions)
- a. Hover over any message.
 - b. Click the **Add reaction** (smiley) icon.
 - c. Select an emoji.
 - d. The emoji reaction appears below the message.

You have added emojis or GIFs to your Slack messages, making your conversations more expressive and fun.

Mentioning Someone in a Message

Mentioning someone highlights their name in your message and sends them a direct notification. This helps draw attention to important updates, questions, or tasks. You can mention individuals, user groups, or everyone in a channel.

Before you begin,

- you must be signed in to your Slack workspace.
- you must have permission to send messages in the channel or conversation.

Learn to mention teammates in Slack messages so they receive a notification and can quickly follow the conversation.

1. Mentioning an Individual

- a. Open Slack on your desktop or web browser.
- b. Go to the channel or direct message where you want to send your message.
- c. Type the **@ symbol** in the message field.
- d. Begin typing the person's name (for example, @Maria).
- e. Select the correct name from the suggestions list.
- f. Type the rest of your message.
- g. Press **Enter** to send it.

2. Mentioning a User Group

- a. In the message field, type @ followed by the user group name (for example, @editors).
- b. Choose the group from the list.
- c. Send your message to notify all members of the group.

3. Mentioning Everyone in a Channel

- a. Use **@here** to notify only active members.
- b. Use **@channel** to notify all members of the channel.
- c. Use **@everyone** to notify the entire workspace (available only in specific channels and permission levels).

The mentioned users or groups receive a notification, and their name appears highlighted in the message, ensuring they see the information promptly.

Related information

- [Forwarding Messages \(on page 54\)](#)
[Sending and Reading Messages \(on page 44\)](#)
[Adding GIFs and Emojis \(on page 48\)](#)

Notifying a Channel or Workspace

Slack allows you to notify channels or groups of users with special mentions. This ensures that important updates, announcements, or alerts reach all relevant members. Use these mentions responsibly to avoid unnecessary notifications.

Before you begin,

- you must be signed in to your Slack workspace.
- you need permission to post messages in the channel.

Learn to notify an entire channel or multiple people in Slack using mentions, so your message reaches everyone who needs to see it.

1. Notifying Everyone in a Channel
 - a. Open Slack on your desktop or web browser.
 - b. Go to the channel where you want to send a notification.
 - c. Type **@channel** in the message field.
 - d. Write your message.
 - e. Press **Enter** to send.
2. Notifying All Members, Active or Away
 - a. Open the desired channel.
 - b. Type **@here** to notify only members who are currently active.
 - c. Type **@everyone** to notify all workspace members (available only in specific roles or settings).
 - d. Enter your message.
 - e. Press **Enter** to send.
3. Notifying a User Group
 - a. In the channel, type @ followed by the user group name (for example, @marketing-team).
 - b. Write your message.
 - c. Press **Enter**.

The channel, active members, or user group receives a notification based on the mention you used, ensuring your message gets timely attention.

Related information

[Messaging and Communication \(on page 43\)](#)

Using Threads for Discussions

Threads help you reply to a specific message without interrupting the main flow of conversation in a channel. They keep discussions organized by grouping related replies in one place.

Before you begin,

- you must be signed in to your Slack workspace.
- you should have permission to post messages in the channel or direct message.

Learn to create and participate in message threads in Slack to keep conversations organized and reduce channel clutter.

1. Starting a Thread

- a. Open Slack on your desktop or web browser.
- b. Hover over the message you want to reply to.
- c. Click the **Reply in thread** icon (speech bubble).
- d. Type your message in the thread reply field on the right side.
- e. Click **Send** to post your threaded reply.
- f. Check **Also send to channel** if you want your reply visible in the main channel conversation.

2. Replying to an Existing Thread

- a. Select the message that has thread replies.
- b. Click the **number of replies** link beneath the message.
- c. The thread panel opens on the right.
- d. Type your reply in the thread message field.
- e. Click **Send**.

3. Following a Thread

- a. Open the thread from the message.
- b. Click the **More actions** (three dots) icon at the top of the thread.
- c. Select **Follow thread** to receive notifications for new replies.

4. Unfollowing a Thread

- a. Open the thread you are following.
- b. Click the **More actions** (three dots) icon.
- c. Select **Unfollow thread** to stop notifications.

5. Viewing All Threads

- a. In the sidebar, click **Threads**.
- b. Browse through conversations you are part of or following.
- c. Click any thread to open and continue the discussion.

You can now organize conversations using threads, keep discussions focused, and follow updates without cluttering main channels.

Starring Channels and Direct Messages

Starring channels or direct messages allows you to mark important conversations and move them to the Starred section at the top of your sidebar. This helps you stay organized and easily find frequently used channels or contacts.

Learn to star channels and direct messages in Slack so you can quickly access important conversations.

1. Starring a Channel or Direct Message

- a. Open Slack on your desktop or in a web browser.
- b. In the sidebar, locate the **channel** or **direct message** you want to star.
- c. Hover over the name of the channel or DM.
- d. Click the **star icon** that appears next to the name.
- e. The channel or DM will move to the **Starred** section at the top of your sidebar.

2. Unstarring a Channel or Direct Message

- a. Go to your **Starred** section in the sidebar.
- b. Hover over the starred channel or DM.
- c. Click the **star icon** again to remove it.
- d. The item will return to its original location in the sidebar.

You have successfully starred or unstarred a channel or direct message. Starred items now appear in a dedicated section at the top of your sidebar for quick access.

Saving Messages and Files

Saving messages and files helps you keep track of important information, documents, and reminders. Saved items are stored in a dedicated **Saved** section, making them easy to access anytime.

Learn to save important messages and files in Slack so you can quickly find and reference them later.

1. Saving a Message

- a. Open Slack on your desktop or browser.
- b. Go to the message you want to save.
- c. Hover over the message to display the action icons.
- d. Click the **Save** icon.
- e. The message is added to your **Saved** list.

2. Saving a File

- a. Navigate to the channel or direct message containing the file.
- b. Hover over the file preview.
- c. Click the **More actions** (three dots) icon.

- d. Select **Save**.
 - e. The file appears in your **Saved** items.
3. Viewing Saved Items
 - a. In the left sidebar, click **Saved**.
 - b. Browse the list of saved messages and files.
 - c. Click any item to open it in the original conversation.
 4. Removing Saved Items
 - a. Open your **Saved** list.
 - b. Select the message or file you want to remove.
 - c. Click the **Unsave** (filled bookmark) icon.
 - d. The item is removed from your saved list.

Your selected messages and files are saved in the **Saved** section, allowing you to quickly access important information when needed.

Forwarding Messages

Slack allows you to forward messages by sharing them to another channel or direct message. This helps you quickly pass along important information without copying and pasting text.

Before you begin,

- you must be signed in to your Slack workspace.
- you need permission to post in the channel or DM where you want to forward the message.

Learn to forward a message to another person, channel, or conversation in Slack.

1. Point your mouse over the message you want to forward.
2. Click the **Share** icon (arrow symbol) that appears on the right.
3. In the **Share message** window, select where you want to send the message:
 - a. A **channel**
 - b. A **direct message**
 - c. A **group DM**
4. Add a note or comment to give context.
5. Click **Share** to forward the message.

The message is forwarded to the selected channel or direct message, along with your optional note.

Viewing All Unread Messages

Slack provides an **All Unreads** view that gathers unread messages from all channels and direct messages into one place, helping you stay organized and avoid missing important updates.

Learn to view all unread messages in Slack so you can quickly catch up on conversations you may have missed.

1. Using the All Unreads View

- a. Open Slack on your desktop or web browser.
- b. In the sidebar, look for **All Unreads**.
 - If you don't see it, click **More** to expand the menu.
- c. Click **All Unreads** to open the view.
- d. Scroll through your unread messages grouped by channel or conversation.
- e. To mark everything as read, click **Mark All Messages as Read** at the top (optional).

2. Enabling or Disabling All Unreads

If **All Unreads** is hidden, you can enable it:

- a. Click your **profile picture** and select **Preferences**.
- b. Go to **Sidebar**.
- c. Scroll down and find **Show All Unreads**.
- d. Turn the toggle **on** to enable or **off** to disable.

You can now view all unread messages in one place, helping you catch up quickly and stay organized across channels and conversations.

Chapter 6. Channels and Direct Messages

Slack uses **channels** and **direct messages (DMs)** as the core spaces where conversations happen.

Each space serves a different purpose and helps teams organize discussions, share updates, and collaborate without losing context. Understanding the difference between channels and DMs allows users to communicate effectively and keep information structured.

Channels

Channels are shared spaces where groups of people collaborate. They make communication transparent, searchable, and easy to follow. **Key Characteristics**

- **Topic-based communication:** Channels are usually created around teams, projects, or subjects.
- **Shared visibility:** Members of a channel can view message history, files, and discussions.
- **Types of channels:**
 - **Public Channels:** Open to everyone in the workspace.
 - **Private Channels:** Accessible only to invited members.
- **Searchable Messages:** All messages and files in channels are searchable, making it easier to revisit information.
- **Structured Collaboration:** Channels support threads, mentions, polls, and integrations with apps.

Direct Messages

Direct messages allow private, one-on-one or small-group conversations.

Key Characteristics

- **Private communication:** Only included members can see and participate in the DM.
- **Small group discussions:** DMs can include up to 9 people.
- **Quick conversations:** Ideal for short questions, personal chats, or sensitive topics.
- **Less structured:** DMs do not use topics or descriptions and are not intended for long-term project communication.

How Channels and DMs Work Together

Slack encourages using channels for most work-related discussions to keep information accessible and searchable. Direct messages complement channels by providing private and focused communication when needed.

Related information

- [Joining a Channel \(on page 57\)](#)
- [Creating a Channel \(on page 58\)](#)
- [Managing Channel Templates \(on page 60\)](#)
- [Renaming or Archiving Channels \(on page 59\)](#)

Joining a Channel

Joining a channel in Slack allows you to become part of conversations and access messages, files, and updates shared within that space. Channels help you stay connected with teams, projects, or topics, and you can join public channels anytime to collaborate more effectively.

Overview

Channels are where communication happens in Slack. Each channel focuses on a specific topic, team, or project, making it easy for members to collaborate and share information. Joining a channel allows you to participate in its discussions, view past messages, and stay updated on ongoing work.

Slack workspaces may include **public channels**, which are open for anyone in the workspace to join, and **private channels**, which require an invitation from a member. By joining relevant channels, you keep your workspace organized, reduce information overload, and ensure you receive the updates that matter to you.

Key Points

- **Public channels** are visible and open to all members of the workspace.
- **Private channels** can only be joined by invitation.
- Joining a channel gives you access to past and future conversations.
- You can browse available channels or search for a specific one.
- Channel membership helps teams collaborate more efficiently by grouping related discussions.

Why It Matters

Joining the right channels helps you:

- Stay aligned with team goals and discussions
- Access important updates and shared files
- Reduce scattered communication
- Collaborate more effectively with your team

Creating a Channel

Channels help keep conversations organized by topic, team, or project. You can create public channels for open collaboration or private channels for confidential discussions.

Learn to create a new channel in Slack to organize conversations and collaborate with your team.

1. Open Slack on your desktop or browser.
2. In the sidebar, click **Channels**.
3. Click **Create a channel**.
4. Enter a channel name.
5. Add a **description** to explain the channel's purpose.
6. Choose the **channel type**:
 - a. **Public** – anyone in the workspace can join.
 - b. **Private** – only invited members can join.
7. Click **Next**.
8. Add members to the channel.
9. Click **Create**.

Your channel appears in the sidebar, and members can start posting messages and sharing files.

Related information

[Joining a Channel \(on page 57\)](#)

[Renaming or Archiving Channels \(on page 59\)](#)

Adding or Removing Members

Managing channel membership ensures that the right people stay informed and reduces noise for users who no longer need access. You can add or remove members from both public and private channels using the Slack desktop app or browser.

Before you begin,

You must have permission to manage members in the channel.

- **Public channels:** Any member can add others.
- **Private channels:** Only channel members can add others.
- **Removing members:** Channel owners or admins may have additional controls depending on workspace settings.

Learn to add members to a Slack channel or remove members when they no longer need access.

1. Adding Members

- a. Open Slack on your desktop.
- b. Go to the channel where you want to add members.
- c. Click the **channel name** at the top to open the channel details.
- d. Select **Add people**.
- e. Enter the name or email of the person you want to add.
- f. Choose the appropriate user from the list.
- g. Click **Add** to complete the process.

2. Removing Members

- a. Open Slack and navigate to the channel.
 - b. Click the **channel name** to open channel details.
 - c. Select **Members** to view the member list.
 - d. Find the member you want to remove.
 - e. Click the **three-dot menu** next to their name.
 - f. Select **Remove from channel**.
 - g. Confirm the removal when prompted.
- The selected members are added to or removed from the channel.
 - New members can immediately view future messages and any past message history

Renaming or Archiving Channels

Renaming a channel helps reflect updated project titles, team names, or purposes. Archiving a channel removes it from active use while preserving its message history for reference.

Before you begin,

1. you must be a **Workspace Owner, Admin**, or the **channel creator**.
2. you must be signed in to Slack on the **desktop app** or **web browser**.

Learn to rename a channel or archive it when it's no longer active in your Slack workspace.

1. Renaming a Channel

- a. Open Slack on your desktop.
- b. In the sidebar, select the channel you want to rename.
- c. Click the **channel name** at the top of the conversation.
- d. Select **Settings**.

- e. Click **Edit** next to **Channel name**.
 - f. Enter the new name following your workspace's naming rules.
 - g. Click **Save Changes**.
2. Archiving a Channel
- a. Open the channel you want to archive.
 - b. Click the **channel name** at the top.
 - c. Select **Settings**.
 - d. Scroll down and click **Archive this channel**.
 - e. Confirm by clicking **Yes, archive channel**.
- The channel will appear with its **new name** everywhere in Slack.
 - The **archived channel** will be removed from the active channel list but can still be viewed and searched by members unless deleted permanently.

Managing Channel Templates

Channel templates help workspace owners and admins create standardized channels with predefined names, descriptions, and default settings to support consistent team workflows.

Overview

Channel templates allow organizations to streamline how new channels are created. By defining a template, admins can ensure channels follow naming conventions, include necessary details, and maintain workspace structure. These templates are especially useful for teams that frequently create project-based or department-specific channels.

Template Components

1. **Channel Name Pattern:** A structure that guides how channel names should be created. Example: proj-[project-name] or team-[department].
2. **Description & Purpose:** Pre-filled text explaining the channel's goals.
3. **Recommended or Required Settings:** Templates may include settings such as:
 - Channel type (public or private)
 - Who can create channels from the template

Permissions

- Only **Workspace Owners**, **Admins**, or designated **Channel Managers** can create or manage templates.
- Regular members can create channels *from* templates if allowed.

Key Functions

- **Create a Template:** Admins can define the channel name pattern, description, and settings to help users create consistent channels.
- **Edit a Template:** Update existing templates to reflect new policies or naming conventions.
- **Disable or Delete Templates:** Templates that are no longer needed can be turned off or removed.
- **Apply a Template:** When creating a new channel, users select a template to automatically apply predefined details and settings.

Use Cases

1. **Project Management:** Standardized channels for new projects.
2. **Onboarding:** Channels for new hires with consistent formats.
3. **Department Structure:** Consistent naming and setup for team channels.



Remember:

- Use clear naming conventions to improve searchability.
- Keep descriptions specific and helpful.
- Regularly review templates to ensure they align with current workflows.

Related information

[Creating a Channel from a Template \(on page 61\)](#)
[Adding a Template to an Existing Channel \(on page 62\)](#)

Creating a Channel from a Template

Creating a channel from a template allows you to quickly set up a new channel with predefined structure, default messages, guidelines, or workflows. Templates help maintain consistency across teams and ensure that new channels follow your organization's communication standards.

Learn how to create a new channel using an existing template to streamline setup and maintain consistency.

1. Open **Slack** on your desktop or browser.
2. In the sidebar, click the + next to **Channels**.
3. Select **Create a channel**.

4. Choose **Use a template** when prompted.
5. Browse the available templates and select the one that fits your purpose.
6. Review the template details to ensure it includes the sections and guidelines you need.
7. Enter a **channel name** and optionally add a **description**.
8. Set the **privacy level** (public or private).
9. Click **Create** to build the channel using the chosen template.
10. Slack will automatically add any preset messages, sections, or workflows included in the template.

After completing this task:

- A new channel is created using the predefined structure of the selected template.
- Default messages, tools, or workflows included in the template are automatically added.
- Members can begin using the channel with clear guidelines and organization already in place.



Troubleshooting:

- **Cannot find the template option**
 - Ensure your workspace has channel templates enabled.
 - Only Workspace Owners and Admins may have access to certain templates.
- **Template does not appear**The template may be restricted based on workspace permissions.
 - Contact a Workspace Admin to check template availability.
- **Channel creation fails**
 - Refresh Slack and try again.
 - Verify you have permission to create channels.
 - If the issue persists, contact Slack Support.

Related information

[Managing Channel Templates \(on page 60\)](#)

[Adding a Template to an Existing Channel \(on page 62\)](#)

Adding a Template to an Existing Channel

Adding a template to an existing channel helps standardize the channel's structure, ensuring all team members have access to consistent information and resources. It also streamlines workflows by introducing predefined sections, messages, or guidelines that improve communication and organization.

Before you begin,

- you must have permission to manage channels.
- your workspace must have channel templates available.

Learn to apply a channel template to an existing Slack channel to standardize structure, content, and setup.

1. Open Slack on your desktop or browser.
2. Navigate to the workspace where the channel exists.
3. Go to the channel you want to update.
4. Click the channel name in the sidebar to open it.
5. Open the channel details panel.
6. Select the channel name at the top, then click **Settings** or **Manage**.
7. Select **Add template** or **Apply template** under channel configuration or setup tools..
8. Choose a template from the available list.
9. Review the template description to ensure it fits your channel's purpose.
10. Click **Apply Template**.
11. Confirm when prompted.
12. Review and customize the channel.
13. Edit or rearrange template elements to match your team's workflow.

The selected template is added to the existing channel, helping standardize communication and ensuring the channel includes recommended resources and settings.

Chapter 7. Files and Lists

Here is an overview of how Slack supports sharing files and creating lists to help teams organize information and collaborate efficiently.

Slack enables users to share, store, and manage files directly within channels and direct messages, making it easy for teams to access important documents in one place. Users can upload files, preview them, add comments, and share them across conversations without switching tools. Slack also supports creating **lists**, a structured way to organize tasks, ideas, or resources directly inside messages.

Files and lists work together to enhance team productivity. Files provide centralized access to documents, while lists offer a lightweight method for tracking items or organizing details. Both features help maintain clarity, reduce information silos, and support faster decision-making within workflows.

Related information

[Uploading Files \(on page 64\)](#)

[Sharing and Downloading Files \(on page 65\)](#)

[Deleting Files \(on page 66\)](#)

[Creating and Managing Lists \(on page 67\)](#)

Uploading Files

Uploading files in Slack allows users to share documents, images, and other resources directly within channels and direct messages. It helps keep important information organized and easily accessible to everyone involved in a conversation. This feature supports smooth collaboration by letting team members preview, comment on, and discuss shared files without leaving Slack.

Before you begin,

- you must have permission to upload files in the selected channel or direct message.
- ensure your file does not exceed Slack's upload size limit.

Learn to upload files to Slack from your device or connected storage services.

1. Open Slack on your desktop or browser.
2. Go to the channel or direct message where you want to share the file.
3. Click the **Attach** icon (paperclip) in the message field.
4. Choose your file source:
 - a. Select Your Computer or Device to upload a file stored locally.
 - b. Choose a connected app (Google Drive, OneDrive, Dropbox) if the file is stored in the cloud.

5. Select the file you want to upload.
6. Add a message or description to provide context for the file.
7. Click **Upload or Send**.

The file is successfully uploaded and visible to all members of the channel or conversation.

Related information

[Deleting Files \(on page 66\)](#)

[Sharing and Downloading Files \(on page 65\)](#)

Sharing and Downloading Files

Slack makes it easy for users to share files directly within channels, threads, and direct messages, ensuring that documents, images, and other resources stay connected to the conversations they belong to. Files can be uploaded from a device, shared from integrated cloud services, or forwarded from other Slack messages. Once shared, files can be downloaded by anyone with access to the conversation, enabling team members to save documents for offline use, review content, or integrate them into their workflows.

Before you begin,

- you must have permission to share or download files in the channel or direct message.
- ensure the file you want to upload meets Slack's size and format limits.

Learn to share files with others in Slack and how to download files shared in conversations.

1. To share a file,
 - a. Open Slack on your desktop or browser.
 - b. Go to the **channel** or **direct message** where you want to share the file.
 - c. Click the **Attach** icon (paperclip) next to the message field.
 - d. Choose your source:
 - Select Your Computer or Device to upload a local file.
 - Choose a cloud service (Google Drive, OneDrive, Dropbox) to share a linked file.
 - e. Select the file you want to share.
 - f. Add an optional message or description, then click **Upload or Send**.

The file will appear in the conversation for others to view and download.

2. To download a file,

- a. Locate the shared file in the channel or direct message.
- b. Click **file** to open its preview window.
- c. Select **Download**.
- d. Choose a location on your device to save the file.

The file is successfully shared with your team or saved to your device for offline access.

Related information

[Uploading Files \(on page 64\)](#)

[Deleting Files \(on page 66\)](#)

Deleting Files

Deleting files in Slack helps keep channels organized and ensures outdated or unnecessary documents do not clutter conversations or consume workspace storage. Users can remove files they have uploaded, while admins may delete files across the workspace based on policies. This helps maintain a clean, efficient workspace and supports data management best practices.

Before you begin,

- You must be the owner or uploader of the file to delete it.
- Workspace Admins and Owners may have additional permissions to remove files.
- File deletion may be affected by workspace retention policies.

Learn to delete files you have uploaded or shared in Slack.

1. Open Slack on your desktop or in a browser.
2. Go to the channel or direct message where the file was shared.
3. Locate the file you want to delete.
4. Click the file to open its preview.
5. Select **More actions** (three dots).
6. Click **Delete file**.
7. Confirm the deletion when prompted.

The file is permanently deleted from Slack and is no longer accessible in the channel, direct message, or file browser.

Creating and Managing Lists

Creating and managing lists in Slack helps teams organize tasks, ideas, and important details directly within conversations, keeping information clear and accessible. Lists streamline collaboration by allowing users to add, edit, reorder, and check off items as work progresses. This ensures teams stay aligned and maintain a structured view of ongoing activities.

Before you begin,

- ensure you are using a version of Slack that supports lists.
- you must have permission to post messages in the channel or direct message.

Learn to create, edit, and manage lists in Slack to organize tasks, ideas, and information within conversations.

1. To create a list

- a. Open Slack on your desktop or browser.
- b. Go to the channel or direct message where you want to create a list.
- c. Click inside the message field.
- d. Select **Create > List**.
- e. Add items to your list by typing them into the provided fields.
- f. Click **Send** to post the list in the conversation.

2. To edit a list,

- a. Locate the list you want to update.
- b. Click **More actions** on the list message.
- c. Select **Edit list**.
- d. Add, remove, or reorder items as needed.
- e. Click **Save** to update the list.

3. To manage a list of items

- a. **Check off items:** Click the checkbox next to a completed item.
- b. **Reorder items:** Drag items up or down to change their position.
- c. **Delete an item:** Click the delete (trash) icon next to the item.

Your list is created and managed effectively, helping teams stay organized and track tasks or information directly within Slack conversations.

Related information

- [Adding and Sharing Items \(on page 68\)](#)
[Archiving or Deleting Lists \(on page 69\)](#)

Adding and Sharing Items

Adding and sharing items in Slack allows teams to distribute information quickly and keep relevant details connected to ongoing conversations. Users can add items such as list entries, documents, images, and web links directly within channels or direct messages, ensuring that important content is available where discussions are happening. Sharing items helps team members stay aligned by making resources easily accessible and visible to everyone who needs them. Whether posting a new list item, forwarding a message, or sharing a file, Slack ensures each contribution remains part of the collaborative workspace, improving communication and maintaining clarity across the team.

Before you begin,

- You must have permission to post messages in the selected channel or direct message.
- Ensure any files you share meet Slack's upload and size requirements.

Learn how users can add items—such as list entries, files, links, and messages—and share them with others in Slack to support organized and effective collaboration.

1. To add a list item,
 - a. Open Slack and navigate to the channel or direct message.
 - b. Click inside the message field.
 - c. Select **Create** → **List** or choose the **List** icon.
 - d. Enter your list items and click **Send**.
2. To add a file,
 - a. Click the **Attach** icon (paperclip).
 - b. Select a file from your device or a connected cloud storage service.
 - c. Add an optional message, then click **Upload**.
3. To add a link,
 - a. Paste the link directly into the message field.
 - b. Add context if needed, then click **Send**.
4. To share a message or list,
 - a. Hover over the message or list you want to share.
 - b. Click **Share message** (arrow icon).
 - c. Choose a destination channel or direct message.
 - d. Add an optional note and click **Share**.
5. To share a file,
 - a. Open the file preview.
 - b. Click **Share**.

- c. Select the channel or direct message to forward the file.
- d. Click **Send**.

Items are successfully added or shared in Slack, making them available to team members for collaboration, review, or further action.

Archiving or Deleting Lists

Archiving or deleting lists in Slack helps maintain clean and organized channels by removing outdated or irrelevant information. Archiving preserves the list for reference while keeping it out of active discussions, whereas deleting permanently removes it when it is no longer needed. These options help teams stay focused and ensure conversations remain clear and streamlined.

Before you begin,

- You must be the creator of the list or have permission to modify messages in the channel or direct message.
- Archiving options may vary depending on your Slack version.

Learn to archive or delete lists in Slack to keep conversations organized and remove outdated information.

1. To archive a list,
 - a. Open Slack and go to the channel or direct message where the list is posted.
 - b. Locate the list you want to archive.
 - c. Click **More actions** on the list message.
 - d. Select **Archive list**.
 - e. Confirm the action to move the list to an archived state, removing it from active view.
2. To delete a list,
 - a. Find the list you want to remove.
 - b. Click **More actions** (three dots).
 - c. Select **Delete list** or **Delete message**.
 - d. Confirm deletion when prompted.

The list is archived or deleted, helping reduce clutter and keeping conversations focused on current tasks and information.

Chapter 8. Search and Discovery

Search and Discovery feature in Slack helps users quickly locate messages, files, channels, and other content within a workspace or application. As the amount of shared information grows, effective search tools become essential for maintaining productivity and staying organized.

This feature typically includes a search bar, filters, and sorting options that allow users to refine results based on keywords, file types, shared users, dates, or content sources. Discovery tools also highlight relevant suggestions—such as recommended channels, frequently accessed items, or trending content—helping users navigate large workspaces more efficiently.

By using Search and Discovery features, users can reduce time spent manually browsing through conversations or directories and ensure they can retrieve important information when needed.

Related information

[Searching Messages and Files \(on page 70\)](#)

[Searching People and User Groups \(on page 71\)](#)

[Using Enterprise Search \(on page 72\)](#)

Searching Messages and Files

Searching messages and files in Slack helps you quickly locate important conversations, shared documents, and other content across your workspace. By using keywords and filters, you can efficiently narrow down results and find exactly what you need without scrolling through long message histories. This ensures faster access to information, better organization, and more productive collaboration.

Before you begin, ensure that

- you are signed in to the application.
- you have access to the conversations or channels you want to search.

Learn to quickly find specific messages, files, or content within your workspace.

1. Open the Search Bar.
2. Click the **Search** field at the top of the workspace.
3. Enter a keyword: Type a word, phrase, or file name related to what you want to find.
4. Review the Suggestions
 - As you type, suggested messages, files, and channels may appear.
 - Select a suggestion if it matches what you’re looking for.
5. Press **Enter** to view full results.

6. Apply filters

Narrow results using filters such as:

- **From:** Filter by sender
- **In:** Filter by channel or conversation
- **Date:** Choose a specific date or range
- **File Type:** Limit results to images, documents, links, etc.

7. Open an Item: Click the message or file from the results to view it in context

8. Clear or refine your search: Use the search bar to adjust your query or clear the search when finished.

After completing the search, you will be able to:

- Quickly locate messages, files, and other content in your workspace.
- Access relevant information directly without manually browsing channels or conversations.
- Apply filters to narrow results for more precise discovery.
- Open and interact with the located items in context, enabling faster collaboration and decision-making.

Related information

[Searching People and User Groups \(on page 71\)](#)

Searching People and User Groups

Searching for people and user groups in Slack allows you to quickly locate team members or predefined groups within your workspace. This feature helps you connect with the right individuals, mention them in conversations, or view their shared channels and files. It improves communication efficiency and ensures that messages reach the appropriate audience.

Before you begin, ensure that

- you are signed in to Slack.
- you have permission to view members and user groups in the workspace.

Learn to find specific people or user groups within your Slack workspace to communicate or collaborate efficiently.

1. Open the search bar by clicking the **Search** field at the top of Slack.
2. Enter the person's name, username, or the name of a user group you want to find.
3. Select a person or group from the suggestions to view their profile or membership details.

4. Use filters such as **People**, **Groups**, or **Channels** to refine the search.
5. Click on a person or user group to send a direct message, mention them in a message, or view shared files and channels.

You can quickly locate and interact with specific people or user groups, making collaboration more efficient and ensuring you can reach the right members in your workspace.

Related information

[Searching Messages and Files \(on page 70\)](#)

Using Enterprise Search

Enterprise Search in Slack enables large organizations to find messages, files, channels, and people across all workspaces within their Enterprise Grid. It provides a centralized search experience that saves time and improves information accessibility for teams spread across multiple workspaces.

Overview

Enterprise Search feature includes advanced search capabilities such as keyword searches, filtering by workspace, channel, date, file type, and user, as well as sorting results by relevance or date. Enterprise Search ensures that users can quickly locate critical information without switching between workspaces, supporting collaboration at scale.

Key Features

- **Cross-Workspace Search:** Search messages, files, and channels across all Enterprise Grid workspaces.
- **Advanced Filters:** Narrow results by workspace, channel, date range, file type, or sender.
- **People and Groups:** Find specific users, user groups, or workspace administrators.
- **Preview and Access:** View message snippets, file previews, and navigate directly to the source.
- **Security and Permissions:** Results are limited to content the user has access to based on workspace permissions.

When to Use Enterprise Search

- Locating messages or files shared across multiple workspaces.
- Finding user information or groups across the enterprise.
- Accessing historical data from archived or inactive workspaces.
- Improving collaboration by quickly connecting team members to relevant content.

Related information

[Search and Discovery \(on page 70\)](#)

Chapter 9. Huddles and Collaboration Tools

Here is an overview of Slack's Huddles and collaboration tools, which enable real-time communication and teamwork within channels and direct messages.

Overview

Slack offers a range of collaboration tools designed to streamline communication and support team productivity. Among these, **Huddles** provide lightweight, audio-first conversations that allow team members to connect instantly without scheduling formal meetings. Users can start a Huddle in any channel or direct message, invite participants, and share their screens for real-time collaboration.

In addition to Huddles, Slack includes [tools \(on page 74\)](#) such as **threads**, **shared channels**, **file sharing**, **screen sharing**, and **integrations with third-party apps** to enhance collaboration. These features help teams discuss ideas, provide feedback, and make decisions efficiently, all within the context of the workspace. By using Slack's collaboration tools, teams can reduce email clutter, speed up communication, and maintain a continuous workflow.

Collaboration Tools in Slack

Slack offers a suite of collaboration tools that enable teams to stay connected, share information, and coordinate work in real time. These tools include Huddles, threads, file sharing, screen sharing, integrations, and more, all designed to streamline communication and reduce reliance on email or external platforms.

Key Collaboration Tools	Description
Huddles	<ul style="list-style-type: none">Lightweight, audio-first conversations that allow instant communication.Can be started in any channel or direct message.Supports screen sharing for real-time collaboration.

Key Collaboration Tools	Description
Threads	<ul style="list-style-type: none"> Organize discussions around specific messages. Keep conversations focused without cluttering the main channel. Participants can reply and stay updated on threaded discussions.
File Sharing	<ul style="list-style-type: none"> Upload and share documents, images, videos, and other resources. Files can be previewed, commented on, and shared across channels and direct messages. Supports integration with cloud storage apps like Google Drive, OneDrive, and Dropbox.
Screen Sharing	<ul style="list-style-type: none"> Available within Huddles or calls to collaborate visually. Helps teams review documents, demonstrate workflows, or troubleshoot issues in real time.
Message Reactions and Emojis	<ul style="list-style-type: none"> React to messages with emojis for quick feedback. Reduce unnecessary messages while keeping engagement visible.

Key Collaboration Tools	Description
App Integrations	<ul style="list-style-type: none"> Integrate third-party apps to bring tasks, notifications, and workflows into Slack. Examples: Trello, Asana, GitHub, Zoom, and project management or productivity tools
Shared Channels	<ul style="list-style-type: none"> Collaborate with external organizations securely. Maintain communication across partner teams without leaving Slack.

Benefits of Collaboration Tools

- Centralized communication reduces email clutter.
- Real-time interactions improve decision-making and problem-solving.
- Keeps files, messages, and workflows in one accessible location.
- Enhances team productivity and transparency across projects.

Related information

[Huddles and Collaboration Tools \(on page 74\)](#)

Starting or Joining a Huddle

Huddles are lightweight, audio-first conversations that allow team members to communicate instantly without scheduling formal meetings. Users can start a Huddle in any channel or direct message and invite participants to collaborate in real time. Huddles support audio communication, screen sharing, and quick discussions, helping teams stay connected and make decisions efficiently.

Before you begin,

- you must be signed in to Slack.
- audio devices (microphone and speakers/headphones) should be connected and working.

Learn how to start a new Huddle or join an existing one in Slack to collaborate with team members in real time.

1. To start a huddle,
 - a. Open Slack and navigate to the channel or direct message where you want to start a Huddle.
 - b. Click the **Huddle** icon (headset) at the bottom-left corner of the conversation.
 - c. Wait for participants to join. You can see who is currently in the Huddle.
 - d. Share your screen by clicking the **screen sharing** icon.
 - e. Speak with participants using audio. You can also mute or unmute yourself as needed.
2. To join a huddle,
 - a. Open Slack and go to the channel or direct message where the Huddle is active.
 - b. Click the **Join Huddle** button that appears near the bottom of the conversation.
 - c. Ensure your audio devices are working and adjust your settings if necessary.
 - d. Participate in the Huddle and use available options such as muting/unmuting or screen sharing.

After completing the task, you will be able to:

- Start a Huddle in any channel or direct message.
- Join ongoing Huddles to collaborate with team members instantly.
- Use audio communication and screen sharing for effective real-time collaboration.
- Quickly leave the Huddle when the discussion is complete.



Troubleshooting:

- **Cannot start a Huddle**
 - Ensure you have permission to start Huddles in the channel or direct message.
 - Check your internet connection and reload Slack.
- **Audio not working**
 - Confirm your microphone and speakers/headphones are connected and selected in Slack's audio settings.
 - Restart Slack or your device if audio devices are not detected.
- **Cannot join a Huddle**
 - Ensure the Huddle is active and not ended by the initiator.
 - Update Slack to the latest version if the "Join Huddle" button is missing.
- **Screen sharing issues**
 - Verify that your device and browser/app version support screen sharing.
 - Close other apps that may block screen sharing or use multiple monitors.

Related information

[Leaving a Huddle \(on page 78\)](#)

Leaving a Huddle

Huddles in Slack allow quick, audio-first collaboration within channels or direct messages. Leaving a Huddle is simple and ensures you exit the conversation when your participation is complete, without disrupting the ongoing discussion for other participants.

Learn to leave a Huddle in Slack after participating in a conversation or collaboration session.

1. Locate the Huddle Controls at the bottom of the channel or direct message.
2. Click the **Leave** button.
3. Confirm if prompted.

You successfully exit the Huddle without affecting other participants.



Troubleshooting:

- **Cannot see the Leave button**
 - Ensure the Huddle is active and that you are currently connected.
 - Refresh Slack or restart the app to display the Huddle controls.
- **Audio continues after leaving**
 - Check that you muted or ended screen sharing before leaving.
 - Restart Slack if audio persists unexpectedly.
- **Huddle still shows you as present**
 - Log out and log back into Slack to update participant status.
 - Verify you are using the latest version of the Slack app.

Related information

[Starting or Joining a Huddle \(on page 76\)](#)

Chapter 10. Workspace Management

Here is an overview of Slack workspace management, including tools and practices for configuring, maintaining, and administering a workspace for effective team collaboration.

Overview

A Slack workspace is a centralized hub where teams communicate, share files, and collaborate on projects. Workspace management involves organizing channels, managing members, configuring settings, and monitoring activity to ensure smooth operations. Effective workspace management helps maintain order, security, and productivity by giving administrators the ability to control access, enforce policies, and customize the workspace environment.

Key aspects of workspace management include:

- **User Management:** Adding, removing, and assigning roles to members, guests, and admins.
- **Channel Management:** Creating, archiving, and organizing public and private channels.
- **Security and Permissions:** Setting authentication policies, workspace access, and data protection measures.
- **Integrations and Apps:** Connecting third-party apps and workflows to enhance collaboration.
- **Workspace Settings:** Customizing workspace preferences, notifications, and branding.

By using these management tools effectively, workspace administrators can maintain an organized, secure, and collaborative environment, supporting team efficiency and clear communication.

Related information

[Customizing Workspace Settings \(on page 79\)](#)

[Managing Members \(on page 87\)](#)

Customizing Workspace Settings

An overview of customizing Slack workspace settings to tailor workspace behavior, manage permissions, and maintain organized communication.

Overview

Slack workspace administrators can customize workspace settings to improve usability, enforce policies, and ensure smooth collaboration. By adjusting settings, admins can control how members interact, how

messages are managed, and how channels operate. Customization enhances productivity, maintains consistency, and protects workspace security.

1. Changing Workspace Name and URL

- Administrators can customize the workspace name and URL to reflect the organization's identity.
- This helps team members easily recognize and access the workspace.
- Changes should follow organization branding policies and be communicated to all members.

Managing Join and Leave Messages

- Slack can display messages when members join or leave channels or the workspace.
- Administrators can enable or disable these notifications to reduce clutter in active channels.
- Custom messages can be used to welcome new members or provide guidance.

Setting Permissions for Message Editing/Deleting

- Admins control who can edit or delete messages in channels and direct messages.
- Restrictions can prevent accidental data loss and maintain message integrity.
- Policies can be applied differently for public channels, private channels, and direct messages.

Controlling Who Can Post or Notify a Channel

1. Workspace admins can restrict who can post messages or send notifications in specific channels.
2. This is useful for announcement channels or channels requiring focused discussion.
3. Restrictions help prevent spam and maintain relevant communication.

Managing Channel Posting Permissions

- Channel-specific settings allow admins to define posting permissions for all members.
- Options include limiting posting to channel owners, moderators, or all members.
- Helps maintain order in high-traffic channels and ensures important updates are visible.

Benefits of Customizing Workspace Settings

- Provides a tailored, branded workspace experience.
- Enhances communication clarity and reduces unwanted notifications.
- Improves security and accountability through controlled permissions.
- Helps maintain organized channels and structured workflows.
- Supports efficient collaboration by aligning workspace behavior with team needs.

Related information

- [Changing Workspace Name and URL \(on page 81\)](#)
- [Managing Join and Leave Messages \(on page 82\)](#)
- [Setting Permissions for Message Editing or Deleting \(on page 83\)](#)
- [Managing Channel Posting Permissions \(on page 86\)](#)
- [Controlling Who Can Post or Notify a Channel \(on page 85\)](#)

Changing Workspace Name and URL

The workspace name and URL help users identify and access your Slack workspace. Customizing these settings ensures your workspace reflects your organization's branding and provides a clear, memorable link for members.

Before you begin,

- you must be a **Workspace Owner** to change the workspace name or URL.
- ensure no other workspace is using the desired URL.

Learn how to change the name and URL of your Slack workspace to better represent your organization.

1. Sign in to Slack on your desktop or browser.
2. Click your workspace name in the top-left corner and select **Settings & administration > Workspace settings**.
3. In the Workspace Name & URL section, click **Expand** or **Edit**.
4. Change the workspace name to the desired name.
5. Change the workspace URL to a unique, easy-to-remember link.
6. Click **Save Changes**.
7. Notify workspace members if the URL has changed, as they will need to use the new link to access Slack.

After completing this task:

- The workspace name is updated across Slack.
- The workspace URL is updated and accessible via the new link.
- Members can recognize and join the workspace using the updated branding and URL.



Troubleshooting:

- **Cannot edit workspace name or URL**
 - Verify that you are a Workspace Owner.
 - Some URLs may be unavailable if already in use by another workspace.
- **Members cannot access the new URL**
 - Ensure the URL was saved correctly.
 - Communicate the new link to all members and update bookmarks.
- **Changes not reflecting immediately**
 - Refresh Slack in your browser or desktop app.
 - Log out and back in if necessary.

Related information

- [Managing Join and Leave Messages \(on page 82\)](#)
- [Setting Permissions for Message Editing or Deleting \(on page 83\)](#)
- [Controlling Who Can Post or Notify a Channel \(on page 85\)](#)
- [Managing Channel Posting Permissions \(on page 86\)](#)

Managing Join and Leave Messages

Slack can automatically display messages when members join or leave a channel, helping teams stay informed about member activity. Managing these messages allows workspace administrators to control notifications, reduce clutter, and maintain a clean communication flow.

Before you begin,

- you must be a **Workspace Owner** or **Admin**.
- you must have permission to manage the specific channel settings.

Learn how to enable, disable, or customize join and leave messages in Slack channels.

1. Open Slack and navigate to the channel where you want to manage join/leave messages.
2. Click the **channel name** at the top of the conversation to open the channel details panel.
3. Select **Settings** or **More options > Channel settings**.
4. Locate the **Join and Leave Messages** option.
5. Enable or disable join or leave messages as needed.

6. If available, customize the messages to reflect your workspace style or announcements.
7. Click **Save Changes** to apply the new settings.

After completing this task:

- Join and leave notifications in the channel are controlled according to your settings.
- Members receive only the intended notifications, reducing unnecessary clutter.
- The channel maintains a clear and organized message flow.



Troubleshooting:

- **Cannot find join/leave settings**
 - Ensure you have admin or owner permissions for the workspace or channel.
 - Some settings may not be available in private channels depending on member roles.
- **Changes not applied**
 - Refresh Slack or reopen the channel to see updated settings.
 - Confirm you clicked **Save Changes** after modifying the option.
- **Messages still appear despite disabling**
 - Verify that the correct channel is being managed.
 - Some integrations or bots may still post join/leave messages.

Related information

- [Changing Workspace Name and URL \(on page 81\)](#)
- [Setting Permissions for Message Editing or Deleting \(on page 83\)](#)
- [Controlling Who Can Post or Notify a Channel \(on page 85\)](#)
- [Managing Channel Posting Permissions \(on page 86\)](#)

Setting Permissions for Message Editing or Deleting

Slack allows workspace administrators to control whether members can edit or delete their own messages and files. Setting these permissions helps maintain message integrity, accountability, and consistent communication across channels while allowing flexibility for team workflows.

Before you begin,

- you must be a **Workspace Owner** or **Admin**.
- you must have access to the **Workspace Settings** page.

Learn how to configure permissions for editing or deleting messages in a Slack workspace.

1. Open Slack on your desktop or browser.
2. Click your **workspace name** in the top-left corner and select **Settings and administration > Workspace settings**.
3. Scroll to the **Permissions** section and select **Message Editing & Deleting**.
4. Choose the desired settings for members:
 - a. **Allow editing messages**: Enable or disable editing.
 - b. **Allow deleting messages**: Enable or disable deleting.
5. Click **Save Changes** to apply the settings.

After completing this task:

- Members' ability to edit or delete messages is controlled according to your configured permissions.
- Workspaces maintain message integrity while allowing flexibility for corrections when appropriate.
- Teams have a clear understanding of what actions are allowed within channels.



Troubleshooting:

- **Cannot find message editing/deleting settings**
 - Verify you are a Workspace Owner or Admin.
 - Ensure you are accessing the latest Slack interface on desktop or browser.
- **Changes not applied**
 - Refresh Slack or log out and back in to see updated permissions.
 - Confirm you clicked **Save Changes** after modifying the settings.
- **Members can still edit/delete messages unexpectedly**
 - Check if specific channel-level overrides or app integrations allow message edits or deletions.
 - Review workspace-wide permission settings to ensure they are applied consistently.

Related information

[Changing Workspace Name and URL \(on page 81\)](#)

[Managing Join and Leave Messages \(on page 82\)](#)

[Controlling Who Can Post or Notify a Channel \(on page 85\)](#)

[Managing Channel Posting Permissions \(on page 86\)](#)

Controlling Who Can Post or Notify a Channel

Slack allows workspace administrators and channel owners to control who can post messages or send notifications in a channel. Managing these permissions helps maintain focus, reduce unnecessary alerts, and ensure that only relevant updates are shared with members.

Before you begin,

- you must be a **Workspace Owner, Admin, or Channel Owner**.
- you must have access to the channel whose permissions you want to manage.

Learn how to manage posting and notification permissions for a channel in Slack to maintain organized and effective communication.

1. Open Slack and navigate to the channel you want to manage.
2. Click the **channel name** at the top of the conversation to open the **channel details panel**.
3. Select **Settings** or **Manage channel > Permissions**.
4. Locate the **Posting & Notifications** section.
5. Configure the settings:
 - a. **Who can post messages**: Select members, roles, or restricted groups who can send messages.
 - b. **Who can send notifications (@channel, @here, @everyone)**: Limit which roles or members can trigger channel-wide notifications.
6. Click **Save Changes** to apply the updated permissions.

After completing this task:

- Only designated members or roles can post messages in the channel.
- Channel-wide notifications are limited to selected users, reducing unnecessary alerts.
- The channel remains organized and communication is focused on relevant updates.



Troubleshooting:

- **Cannot access posting/notification settings**
 - Ensure you are a Workspace Owner, Admin, or Channel Owner.
 - Some settings may not be available for default or private channels.



- **Changes not taking effect**

- Refresh Slack or reopen the channel to see updated permissions.
- Verify that you clicked **Save Changes** after modifying settings.

- **Unauthorized members still posting or notifying**

- Check for app integrations or bots that may bypass posting restrictions.
- Review channel-specific overrides to ensure permissions are applied correctly.

Related information

[Changing Workspace Name and URL \(on page 81\)](#)

[Managing Join and Leave Messages \(on page 82\)](#)

[Setting Permissions for Message Editing or Deleting \(on page 83\)](#)

[Managing Channel Posting Permissions \(on page 86\)](#)

Managing Channel Posting Permissions

Slack allows workspace and channel administrators to manage who can post messages or upload files in specific channels. Configuring channel posting permissions helps maintain order, prevent clutter, and ensure that only authorized members contribute to discussions, particularly in announcement or project-focused channels.

Before you begin,

- you must be a **Workspace Owner, Admin, or Channel Owner**.
- you must have access to the specific channel whose permissions you want to manage.

Learn how to configure posting permissions for a Slack channel to control who can send messages or share files.

1. Open Slack and navigate to the channel you want to manage.
2. Click the **channel name** at the top of the conversation to open the **channel details panel**.
3. Select **Settings** or **Manage channel > Permissions**.
4. Locate the Channel Posting Permissions section.
5. Configure the settings:
 - a. **Who can post messages**: Restrict to specific members, roles, or all members.
 - b. **Who can upload files**: Specify which members can share documents or media.
 - c. **Thread creation permissions**: Allow or restrict starting threads.
6. Click **Save Changes** to apply the updated permissions.

After completing this task:

- Only authorized members can post messages or upload files in the channel.
- Channel discussions remain organized and relevant.
- Teams can maintain focused communication, especially in announcement or project-specific channels.



Troubleshooting:

- **Cannot access posting permissions**
 - Ensure you are a Workspace Owner, Admin, or Channel Owner.
 - Some settings may not be available for default or private channels.
- **Changes not applied**
 - Refresh Slack or reopen the channel to see updated permissions.
 - Confirm that you clicked **Save Changes** after making adjustments.
- **Unauthorized members still posting**
 - Check for app integrations or bots that may bypass channel posting restrictions.
 - Review channel-specific overrides to ensure permissions are applied correctly.

Related information

[Changing Workspace Name and URL \(on page 81\)](#)

[Managing Join and Leave Messages \(on page 82\)](#)

[Setting Permissions for Message Editing or Deleting \(on page 83\)](#)

[Controlling Who Can Post or Notify a Channel \(on page 85\)](#)

Managing Members

Here is an overview of managing members in a Slack workspace, including adding, removing, and assigning roles to ensure organized collaboration and secure access.

Overview

Managing members is a key aspect of workspace administration in Slack. Workspace Owners and Admins are responsible for controlling who can access the workspace, what roles they have, and how they participate in channels. Effective member management helps maintain security, ensures the right people have the appropriate permissions, and supports a productive and organized workspace environment.

Adding Members

- Invite new members to the workspace via email or invitation link.
- Assign appropriate roles (Member, Guest, Admin) during onboarding.
- Adding members ensures teams can collaborate efficiently from the start.

Removing Members

- Remove inactive or unauthorized members to maintain workspace security.
- Removed members lose access to workspace channels, messages, and files.
- This helps prevent data leaks and keeps collaboration restricted to active participants.

Assigning Roles and Permissions

- Workspace Owners can assign roles such as Admin, Member, or Guest.
- Roles determine access levels, such as channel management, message editing, and app installation.
- Proper role assignment ensures accountability and structured workflows.

Managing Guests

- Guests can be single-channel or multi-channel depending on their role.
- Administrators control their access to maintain confidentiality while allowing collaboration where needed.

Monitoring Member Activity

- Track member participation, workspace access, and activity logs.
- Helps maintain engagement and ensures compliance with workspace policies.

Benefits of Managing Members

- Ensures only authorized users have access to sensitive information.
- Supports smooth onboarding and offboarding of team members.
- Enables structured collaboration through role-based permissions.
- Helps maintain security, organization, and accountability across the workspace.

Related information

[Inviting Members \(on page 89\)](#)

[Editing or Deactivating Member Accounts \(on page 90\)](#)

[Changing Member Roles \(on page 92\)](#)

[Viewing Member Profiles \(on page 93\)](#)

Inviting Members

Inviting members to your Slack workspace allows you to bring new teammates, partners, or guests into your collaboration environment. Once invited, members can join channels, participate in conversations, and access the resources needed for work.

Learn how to invite new members to your Slack workspace so they can start collaborating with your team.

1. Open Slack on your desktop or browser.
2. Click your **workspace name** in the top-left corner.
3. Select **Invite people to [workspace name]**.
4. Enter the email addresses of the people you want to invite.
5. Choose their role (Member or Guest), if applicable.
6. Add an optional message to introduce them to the workspace.
7. Click **Send** to deliver the invitations.
8. The invited users will receive an email with instructions to join your workspace.

After completing this task:

- Invitations are sent to the selected individuals.
- New members can join the workspace through the email link.
- Members gain access to channels, messages, and workspace tools based on the permissions assigned.



Troubleshooting:

- **Invitation email not received**

- Ask the invitee to check their spam or junk folder. Verify that the email address was entered correctly.

- Resend the invitation if necessary.

- **Unable to invite new members**



- Ensure you have permission to invite members—some workspaces restrict this to Admins.
- Check if the workspace has invitation restrictions or domain limitations.
- **Guests cannot join**
 - Confirm that Guest accounts are allowed in your workspace.
 - Ensure the correct channels were assigned to the Guest user.

Related information

[Editing or Deactivating Member Accounts \(on page 90\)](#)

[Changing Member Roles \(on page 92\)](#)

[Viewing Member Profiles \(on page 93\)](#)

Editing or Deactivating Member Accounts

Editing or deactivating member accounts helps Workspace Owners and Admins manage user information, roles, and access within Slack. Editing allows updates to profiles, roles, or channel permissions, while deactivating an account removes a member's access without deleting their message history. This ensures workspace security and proper user management.

Before you begin,

- you must be a **Workspace Owner** or **Workspace Admin** to edit or deactivate member accounts.
- confirm that your workspace's admin settings allow member edits or deactivation, as some organizations may restrict these actions.

Learn how to edit user account details or deactivate members who no longer need access to the workspace.

1. To edit a member account,
 - a. Open **Slack** on your desktop or browser.
 - b. Click your **workspace name** in the top-left corner.
 - c. Select **Settings & administration > Manage members**.
 - d. Browse the list and locate the member you want to edit.
 - e. Click the **three-dot menu** next to their name.
 - f. Select **Edit account** or **Modify role** depending on what you need to update.
 - g. Save your changes.
2. To deactivate member account,

- a. Open **Slack** and go to **Settings and administration > Manage members**.
- b. Search for the member you want to deactivate.
- c. Click the **three-dot menu** next to their name.
- d. Select **Deactivate account**.
- e. Confirm the action when prompted.
 - The member will lose access immediately but their messages and files remain in the workspace.

After completing this task:

- The selected member's profile or permissions are updated (if edited).
- If deactivated, the member can no longer sign in or access workspace content.
- Workspace security and access control are properly maintained.



Troubleshooting:

- **Cannot edit or deactivate a member**
 - Verify that you are a **Workspace Admin** or **Owner**.
 - Some changes may require Owner-level permission.
- **Changes not saving**
 - Refresh Slack and try again.
 - Ensure no conflicting admin actions are occurring simultaneously.
- **Accidentally deactivated a member**
 - Reactivate them from the same **Manage members** page if allowed by workspace policy.
- **Guest account issues**
 - Confirm channel access limits before editing.
 - Some guest permissions differ from full members.

Related information

[Inviting Members \(on page 89\)](#)

[Changing Member Roles \(on page 92\)](#)

[Viewing Member Profiles \(on page 93\)](#)

Changing Member Roles

Changing member roles in Slack allows Workspace Owners and Admins to assign the appropriate level of access and responsibilities to each user. Roles such as Member, Admin, Owner, or Guest determine what actions users can perform, from managing channels to modifying workspace settings.

Before you begin,

- you must be a **Workspace Owner** or **Admin** to change member roles.
- understand the permissions associated with each role.
- ensure role changes follow your organization's access and security policies.

Learn how to adjust member roles to ensure proper access, responsibility, and workspace security.

1. Open **Slack** on your desktop or browser
2. Click your **workspace name** in the top-left corner.
3. Select **Settings & administration > Manage members**.
4. Find the member whose role you want to change.
5. Click the **three-dot menu** next to their name.
6. Select **Change role** or **Modify role**.
7. Choose the new role (e.g., Member, Admin, Guest).
8. Click **Save** to apply the changes.

After completing this task:

- The selected member's role is updated successfully.
- The member now has access levels and permissions based on their new role.
- Workspace responsibilities and administrative controls are appropriately reassigned.



Troubleshooting:

- **Cannot change a member's role**
 - Verify you have Owner or Admin permissions.
 - Some roles, such as Workspace Owner, cannot be modified—ownership must be transferred.
- **Role options are restricted**
 - Your workspace may limit who can be assigned Admin or Guest roles.
 - Check organizational policies or contact a Workspace Owner.
- **Changes not reflected immediately**



- Refresh Slack or log out and back in.
- Confirm no other admin is modifying the same account simultaneously.

- **Accidentally assigned the wrong role**

- Repeat the steps to update the role again.
- If ownership was transferred incorrectly, transfer it back following the workspace ownership transfer process.

Related information

[Inviting Members \(on page 89\)](#)

[Editing or Deactivating Member Accounts \(on page 90\)](#)

[Viewing Member Profiles \(on page 93\)](#)

Viewing Member Profiles

Viewing member profiles in Slack helps you learn more about the people in your workspace, including their role, contact details, availability, and the channels you share. Member profiles provide quick access to communication options, making collaboration easier and more efficient.

Before you begin,

- you must be a member of the Slack workspace.
- ensure your Slack app is updated for the best experience.

Learn to view member profiles to access details about teammates and improve communication.

1. Open **Slack** on your desktop or browser.
2. Navigate to any channel or direct message.
3. Click on a member's **name** or **profile picture**.
4. A **profile panel** opens on the right side of the screen.
5. View information such as:
 - a. Display name and username
 - b. Job title and department
 - c. Contact details
 - d. Custom fields (if configured)

- e. Status and availability
 - f. Shared channels
6. Use the profile panel to start a direct message, schedule a huddle, or view files shared with that member.

After completing this task:

- You can easily view profile information for any member in your workspace.
- You can start conversations, huddles, or find shared content directly from the profile panel.
- You gain better insight into member roles and contact details for smoother collaboration.



Troubleshooting:

- **Cannot open a member's profile**
 - Refresh Slack or restart the app.
 - Ensure the member has not been deactivated.
- **Missing profile details**
 - The member may not have completed their profile.
 - Some information may be restricted by admin settings.
- **Profile panel not loading**
 - Check your internet connection.
 - Try reopening Slack in a different browser or updating the desktop app.

Related information

[Inviting Members \(on page 89\)](#)

[Editing or Deactivating Member Accounts \(on page 90\)](#)

[Changing Member Roles \(on page 92\)](#)

Transferring Workspace Ownership

Transferring workspace ownership in Slack ensures continuity in administrative responsibilities when the current Workspace Owner is leaving the organization, changing roles, or delegating control. The new owner gains full administrative privileges, including managing members, channels, permissions, apps, and workspace settings.

Before you begin,

- you must be the **current Workspace Owner**.
- the recipient must be an **active member** of the workspace.

Learn how to transfer ownership of a Slack workspace to another member securely and efficiently.

1. Open Slack on your desktop or browser.
2. Click your **workspace name** in the top-left corner.
3. Select **Settings & administration > Workspace settings**.
4. In the **Workspace Administration** section, click **Transfer Ownership**.
5. Select the member you want to transfer ownership to from the list of eligible members.
6. Click **Transfer Ownership** and confirm the action.
7. Notify the new owner and relevant team members of the change.

After completing this task:

- Workspace ownership is successfully transferred to the selected member.
- The new owner gains full administrative control over the workspace.
- The previous owner may retain Admin privileges if configured, but ownership responsibilities are now with the new owner.



Troubleshooting:

- **Cannot see Transfer Ownership option**
 - Ensure you are the Workspace Owner.
 - Only active workspace members can be selected as the new owner.
- **Selected member is not eligible**
 - Confirm that the recipient is an active member of the workspace.
 - Invite them to the workspace if necessary before transferring ownership.
- **Transfer fails or is not applied**
 - Refresh Slack and try again.
 - Log out and log back in if the option is still unavailable.
 - Contact Slack Support if the issue persists.

Deleting a Workspace

Deleting a Slack workspace permanently removes all messages, files, channels, and member access. This action is irreversible, so it should be performed only when the workspace is no longer needed.

Workspace deletion ensures that outdated or unused workspaces do not clutter your organization's Slack environment.

Before you begin,

- you must be the **Workspace Owner**.
- ensure all important data is backed up or exported, as deletion is irreversible.

Learn how to permanently delete a Slack workspace safely and securely.

1. Open Slack on your desktop or browser.
2. Click your workspace name in the top-left corner.
3. Select **Settings and administration > Workspace settings**.
4. Scroll to the **Delete Workspace** section.
5. Click **Delete Workspace**.
6. Review the warning and confirm by typing the workspace name or following the on-screen instructions.
7. Click **Delete Workspace** to permanently remove it.

After completing this task:

- The workspace is permanently deleted.
- All messages, files, channels, and member access are removed.
- Members can no longer access the workspace or its content.



Troubleshooting:

- **Cannot see Delete Workspace option**
 - Verify that you are the Workspace Owner.
 - Some workspaces may require verification via email before deletion.
- **Unsure about irreversible deletion**
 - Export any necessary data before proceeding.
 - Confirm that no active projects or essential content will be lost.
- **Deletion fails or is delayed**
 - Refresh Slack and try again.
 - Log out and log back in.
 - Contact Slack Support if the workspace cannot be deleted.

Related information

- [Creating a Workspace \(on page 18\)](#)
- [Workspace Management \(on page 79\)](#)

Chapter 11. Help and Troubleshooting

Get quick access to resources and solutions for resolving issues in Slack.

Overview

Slack includes built-in help tools and external support resources to assist users in diagnosing issues, learning features, and contacting support when needed. This topic summarizes key troubleshooting areas and available help channels.

Help Resources

Resources	Description
Slack Help Center	Offers articles, guides, and FAQs covering setup, notifications, workspace management, integrations, and more
In-App Help	Accessed by clicking the Help icon in Slack. Allows users to search for help articles, view updates, and access quick tutorials.
Slackbot Assistance	Provides automated answers to common questions and step-by-step troubleshooting prompts directly in Slack.
Community Forums	Contains user discussions, shared tips, and best practices contributed by the Slack community.
Contacting Support	Workspace Owners can contact Slack Support directly. All users may report issues through Help > Report a problem .

Common Troubleshooting Areas

Issue Area	Examples
Sign-in Problems	Incorrect credentials, workspace URL issues, or authentication errors.
Connection & Performance Issues	Slow loading, network errors, app freezing, or sync delays.

Issue Area	Examples
Notification Problems	Missing alerts, delayed notifications, or incorrect notification settings.
Message Delivery Delays	Messages sending slowly or failing temporarily
App Installation or Permission Issues	Errors due to restricted apps, missing permissions, or admin-blocked installations.
File Upload Failures	Upload errors due to size limits, network issues, or workspace storage limits.

Diagnostics Tools

Tools	Purpose
Connection Test	Checks your internet connection quality and verifies Slack's ability to connect to required servers.
Troubleshooting Mode (Desktop)	Helps diagnose performance issues by running Slack without add-ons or interfering components.
Activity Log	Displays app events, errors, and logs that can assist in diagnosing specific issues.

Related information

- [Common Sign-in Issues \(on page 99\)](#)
- [Notification Issues \(on page 102\)](#)
- [File Upload or Sync Issues \(on page 104\)](#)
- [Contacting Slack Support \(on page 108\)](#)

Common Sign-in Issues

You may encounter several issues while signing in to Slack across desktop and mobile devices. These issues typically relate to incorrect credentials, workspace URL problems, authentication failures, or network restrictions.

Issues	Description
Incorrect Email or Password	<ul style="list-style-type: none"> The email address entered does not match the account registered with the workspace. The password is incorrect or has been reset recently. Caps Lock may be turned on, resulting in invalid credentials.
Forgotten Password	<ul style="list-style-type: none"> Users who cannot recall their password may not be able to sign in until they complete the password reset process. Password reset emails may be delayed or land in spam folders.
Invalid or Unknown Workspace URL	<ul style="list-style-type: none"> The workspace URL is misspelled or entered incorrectly. The user is trying to sign in to a workspace they are not a member of. The workspace may have been deactivated or restricted.
Two-Factor Authentication (2FA) Issues	<ul style="list-style-type: none"> Missing or incorrect 2FA codes. Time-based one-time password (TOTP) apps are not synced correctly. Recovery codes are unavailable when required.
Single Sign-On (SSO) Errors	<ul style="list-style-type: none"> The identity provider (IdP) is temporarily unavailable. The user is not assigned to the application in the organization's IdP.

Issues	Description
	<ul style="list-style-type: none"> Outdated or invalid SSO configuration settings. SSO sign-in is restricted by admin policies.
Device or App Issues	<ul style="list-style-type: none"> Using an outdated version of the Slack desktop or mobile app. Cache or stored login information causing authentication conflicts. App data corrupted due to incomplete updates.
Network or Firewall Restrictions	<ul style="list-style-type: none"> Restricted networks block Slack services or authentication endpoints. VPN or proxy settings interfere with login attempts. Network time and security certificates are out of sync.
Account Deactivated or Suspended	<ul style="list-style-type: none"> The user's account has been deactivated by a Workspace Owner or Admin. Temporary access restrictions may apply depending on organizational policy.

When to Contact Support

Contact your Workspace Admin or Slack Support if

- you cannot retrieve your Workspace URL.
- you continue experiencing 2FA or SSO errors after troubleshooting.
- your account appears to be deactivated unexpectedly.
- Sign-in issues persist even after trying basic fixes, such as resetting the password, clearing app data, or updating the app.

Notification Issues

Slack notifications help users stay updated on conversations, mentions, and activity across workspaces. When notifications do not appear as expected, the issue is often related to device settings, workspace preferences, or network restrictions.

Common Issues	Description
Muted Channels or Conversations	<ul style="list-style-type: none"> Notifications are disabled for specific channels or direct messages. The user has muted a channel or set it to “Do Not Disturb.”
Incorrect Notification Preferences	<ul style="list-style-type: none"> Global notification preferences are set to “Only @mentions” or “Nothing.” Channel-specific notification overrides conflict with workspace-level settings. Keywords or thread activity notifications are not configured properly.
Do Not Disturb (DND) Mode	<ul style="list-style-type: none"> DND is enabled manually or scheduled automatically. Users may not receive alerts during quiet hours.
Device Notification Settings Restricted	<ul style="list-style-type: none"> System-level notifications are turned off for Slack on desktop or mobile. Banner alerts, sounds, or badges are disabled in device settings. Focus Mode or Battery Saver mode blocks notifications.

Common Issues	Description
Multiple Devices Causing Sync Conflicts	<ul style="list-style-type: none"> Notifications may appear only on the most recently active device. Desktop or mobile app activity may suppress alerts on other devices.
Network or Connectivity Problems	<ul style="list-style-type: none"> Poor or intermittent network connection delays notifications. Restricted networks block real-time alerts or background refresh. VPN or firewall settings disrupt Slack's notification service.
Outdated App Version	<ul style="list-style-type: none"> Using an older version of Slack may cause inconsistent or missing notifications. Updates not applied on desktop or mobile devices.
Disabled Thread or Reply Alerts	<ul style="list-style-type: none"> Notifications for thread replies are disabled globally or in specific threads. Users may be following fewer threads than expected.
Workspace or Admin Restrictions	<ul style="list-style-type: none"> Admin-configured settings prevent notification changes. Organization-wide policies override personal notification preferences.

Common Issues	Description
Unread Message Sync Issues	<ul style="list-style-type: none"> Messages may show as “read” on another device, preventing notifications. App cache may cause delays in updating unread status.

When to Contact Support

Contact **Workspace Admins** or **Slack Support** if

- Notifications do not arrive despite correct settings and stable connectivity.
- The app repeatedly fails to register device notification tokens.
- Organization-wide notification policies appear misconfigured.
- Notification bugs persist after reinstalling or updating Slack.

File Upload or Sync Issues

Slack allows users to upload, share, and sync files across channels and direct messages. However, file uploads may occasionally fail due to file size limits, network restrictions, permission settings, or storage limitations.

Common Issues	Description
File Size Exceeds Limits	<ul style="list-style-type: none"> Files are larger than Slack’s maximum upload size (currently 1 GB per file). Compression is needed before uploading large media or archive files.
Insufficient Workspace Storage	<ul style="list-style-type: none"> The workspace has reached its storage limit, preventing new uploads. Free workspaces have limited storage compared to paid plans. Old files may need to be deleted or archived to free space.

Common Issues	Description
Unsupported File Types	<ul style="list-style-type: none"> Certain file formats or extensions may not be supported for previewing or uploading. Security policies may block specific file types.
Slow or Unstable Network Connection	<ul style="list-style-type: none"> Uploads time out due to weak connectivity. Large file uploads fail on restricted or low-bandwidth networks. VPN or proxy servers interfere with file upload traffic.
Insufficient Permissions	<ul style="list-style-type: none"> The user does not have permission to upload files in certain channels. Admin or organizational settings restrict file sharing. Guest accounts may have limited upload capabilities.
Sync Issues with Third-Party Storage Services	<ul style="list-style-type: none"> Slack cannot sync files from connected apps like Google Drive, OneDrive, or Dropbox. Authorization tokens have expired and require re-authentication. Permissions on the external file are insufficient for sharing via Slack.

Common Issues	Description
File Preview or Download Errors	<ul style="list-style-type: none"> Files upload successfully but fail to preview due to unsupported format or damaged content. Cached previews may be outdated or corrupted. Download restrictions set by admins block access.
Outdated App or Browser	<ul style="list-style-type: none"> Older versions of the Slack desktop, mobile app, or browser may cause upload failures. Browser extensions or ad blockers can interfere with file uploads.

When to Contact Support

Contact **Workspace Admins** or **Slack Support** if

- File uploads continue to fail despite correct permissions and stable connectivity.
- Workspace storage shows inconsistencies or errors.
- Third-party storage integrations repeatedly fail to sync.
- File corruption or preview issues persist across multiple devices or browsers.

Recovering Deleted Channels or Files

Recovering deleted channels or files in Slack is important to restore access to critical conversations, shared documents, and project history that teams rely on for ongoing work. It helps prevent data loss caused by accidental deletion or mismanagement. Restoring these items ensures continuity, preserves context, and supports effective collaboration.

Learn to recover deleted channels or files in Slack, depending on workspace permissions and available recovery options.

- To recover a deleted channel,
 - Open Slack in a browser. Sign in with an account that has admin privileges.
 - Go to **Settings & administration**. Select **Workspace settings**.

- c. Open the **Channels management** page. Under **Manage**, choose **Channels**.
- d. Locate the deleted channel. Filter or search for channels marked as *Deleted* or *Archived*.

**Note:**

Slack treats some deletions as archived channels, which can be restored.

- e. Select the channel you want to recover. Click the channel name to view details.
 - f. Click **Restore Channel..**
 - g. Confirm the action when prompted.
 - h. Verify restored channel access. The channel becomes active again, and members can rejoin.
2. To recover deleted files,
 - a. Open Slack in a browser or desktop app.
 - b. Go to the **workspace** menu.
 - c. Click your workspace name and select **Tools > File Browser** or use [https://\[workspace\].Slack.com/files](https://[workspace].Slack.com/files) in a browser.
 - d. Search for the file. Look for the file name or filter by *Deleted* or *Removed*.
 - e. Check if the file is recoverable.

**Note:**

Recoverability depends on your workspace's retention policy:

- Files deleted by users may be permanently removed.
- Files removed by retention policy **cannot** be restored.

- f. If available, click **Restore**. The file will return to its original location.
- g. If the file cannot be recovered, you may need to reupload it from your device or backup.

The deleted channel or file will be recovered.

**Tip:**

When recovery is not possible,



1. Contact your **Workspace Owner** or **Admin** for further options.
2. Check if retention policies or app integrations (Google Drive, OneDrive, Dropbox) have backup copies.
3. Reach out to **Slack Support** if workspace-level data anomalies are suspected.

Contacting Slack Support

Slack provides multiple support options to help you troubleshoot issues. Depending on your role and plan, you can access in-app help tools, submit support requests, or reach out to your Workspace Admins for assistance. Paid plans may offer faster response times and additional support channels.

Ways to Contact Slack Support	Description
Using the Help Center	The Slack Help Center has articles and guides to help you in troubleshooting.
Submitting a Support Request	The Slack Support helps resolve your issues through a support request.
In-App Support	You can get support from the Help > Troubleshooting or contact Slack Support.
Admin Support Options	Workspace Owners and Admins on paid plans and Enterprise Grid organizations can access priority support.
Community Forum	You can ask questions and share solutions in the Slack Community Forum

Chapter 12. Slack Terminology

Access logs

A security feature available to owners and admins of a workspace or org that lists account access details for all members. Individual members can view access logs for their own account.

Channel

Channels are spaces for all the people, tools and files that you need to get work done in Slack. You can create channels for different teams, topics and projects to bring order and clarity to work.

Direct message (DM)

Direct messages are one-to-one conversations between you and another member. View all your **DMs** in one place in the DMs view.

Emoji

Emoji are a handy way to add additional depth and meaning to your messages. The emoji that you see in Slack will reflect the device that you're using to access the app. In other words, Slack will display emoji in Apple's style on iOS and Mac devices, while Windows, Linux and Android users will see Google's style.

Group direct message (Group DM)

Group direct messages are smaller discussions, outside of channels, between you and up to eight other members.

Huddles

A voice conversation in a Slack channel or direct message that can include video and screen sharing.

List

A lightweight and collaborative tool for managing projects and tasks. Use lists in Slack to track a project from start to finish without needing to switch between tools.

Mention (@mention)

When you send a message and include an @mention, the person you mention will be notified. Type the @ sign followed by a member's full name or display name.

More actions

Hover over any message and the More actions menu will appear on the right. From there, follow or copy a link to the message, mark it unread, set a reminder, pin it to the channel and more!

Notification

Slack notifications keep you informed about things that need your attention.

Posting Permissions

A set of permissions that determine who can send messages in specific channels.

Profile

Your profile helps colleagues to learn more about who you are. By default, everyone can add the following to their profile: a name, job description or title, phone number and time zone.

Screen sharing

During a huddle, present your screen or allow others to draw on it.

Single sign-on (SSO)

SSO is a process that permits someone to enter their name and password from one system (like Google or Okta) to access their account in a Slack workspace, without needing credentials for Slack.

Transfer ownership

A primary owner has the highest level of permissions in Slack – you become one by creating a new Slack workspace or Enterprise organisation. If needed, primary ownership can be transferred to another member.

Two-factor authentication (2FA, multi-factor authentication)

A preference that requires you to use two-factor authentication for signing in to your account.

Workspace

Slack is a channel-based messaging platform. In a Slack workspace, people can work together more effectively, connect all their software tools and services and find the information that they need to do their best work.

Workspace administrator

Workspace administrator is a role in Slack. Workspace admins can manage members, channels and other administrative functions in your workspace.

Workspace owner

Workspace owner is a type of role in Slack. They can do everything workspace admins can do, but they also control the highest-level security and administrative settings: payments, authentication methods, security policies, etc.

Workspace primary owner

Workspace primary owner is a type of role in Slack. They can do everything that workspace owners can do, but they also have the ability to delete the workspace.

Workspace URL

Your workspace URL is the web address that your members will use to access Slack. The format for your workspace URL is typically [companynname].slack.com

Chapter 13. Keyboard Shortcuts

Here are the commonly used keyboard shortcuts in Slack to help you work faster on the desktop app.

Action	Windows or Linux	Mac
Open Quick Switcher	Ctrl + K or Ctrl + T	Cmd + K or Cmd + T
Toggle Sidebar	Ctrl + Shift + D	Cmd + Shift + D
Open All Unreads	Ctrl + Shift + A	Cmd + Shift + A
Search	Ctrl + F	Cmd + F
Start a New Message	Ctrl + N	Cmd + N
Edit Last Message	Ctrl + Up Arrow	Cmd + Up Arrow
Mark All Messages as Read	Shift + Esc	Shift + Esc
Mark Channel as Read	Esc	Esc
Jump to Next Channel/DM	Alt + Down Arrow	Option + Down Arrow
Jump to Previous Channel/DM	Alt + Up Arrow	Option + Up Arrow
Open Preferences	Ctrl + ,	Cmd + ,
Open Help Menu	F1	Cmd + Shift + /
Mute/Unmute Notifications	Ctrl + Shift + M	Cmd + Shift + M
Navigate Back	Alt + Left Arrow	Cmd + [
Navigate Forward	Alt + Right Arrow	Cmd +]
Upload a File	Ctrl + U	Cmd + U
Start a Call (Huddle)	Ctrl + Shift + H	Cmd + Shift + H
Emoji Picker	Ctrl + Shift + \	Cmd + Shift + \

Chapter 14. App Integrations Overview

Slack allows users and teams to connect external tools directly to their workspace through app integrations. These integrations help centralize information, automate repetitive tasks, and reduce the need to switch between multiple applications. Apps can be installed from the Slack App Directory or created internally using Slack's developer tools.

Key Features

Features	Description
Slack App Directory	A library of thousands of pre-built apps for productivity, communication, project management, development, and more.
Notifications & Alerts	Sends real-time updates from connected tools directly into channels or DMs.
Slash Commands	Quick text commands (e.g.,/zoom, /jira) to perform actions without leaving Slack.
Message Actions	Allows users to convert Slack messages into tasks, tickets, or notes using integrated apps.
Workflow Automation	Supports automating routine tasks using apps or Workflow Builder.
Bot Users	Apps may provide bots that guide workflows, answer commands, or collect data.
Custom/Internal Apps	Organizations can build their own apps using Slack's API and frameworks.
Permissions & Security	App access is controlled through permission scopes, ensuring secure and limited access to workspace data.

Supported App Types

- Productivity tools (Google Drive, Trello)
- Communication tools (Zoom, Webex)
- Development tools (GitHub, Bitbucket)

- Automation platforms (Zapier, Workato)
- Enterprise platforms (Salesforce, ServiceNow)

Installation & Management

- Apps can be installed by users or restricted by Workspace Owners/Admins.
- Enterprise Grid provides org-level controls for managing app installations.
- Admins can review app permissions, usage, and audit logs through the Admin Dashboard.

Common Use Cases

- Receiving automatic alerts for tasks, issues, and updates
- Launching meetings directly from Slack
- Syncing calendars, tasks, and project boards
- Creating tickets or requests from Slack messages
- Integrating build, deployment, or monitoring notifications for developers

Chapter 15. Security and Privacy Overview

Here is an overview of how Slack safeguards user data through strong security controls, privacy practices, and compliance standards.

Overview

Slack is designed with enterprise-grade security and privacy features to protect messages, files, and user identities. Slack uses a combination of technical controls, compliance frameworks, and administrative tools to ensure that workspace data remains safe, private, and accessible only to authorized users. These measures help organizations maintain trust while enabling secure collaboration.

Data Protection

Slack protects customer data through multiple layers of security:

- **Encryption in transit and at rest** to safeguard messages and files from unauthorized access.
- **Secure infrastructure** hosted in data centers compliant with industry-recognized security standards.
- **Network protections** such as firewalls, intrusion detection, and continuous monitoring.

These controls help ensure data confidentiality and resilience against unauthorized access or attacks.

User Authentication and Access Control

Slack provides robust authentication and access features, including:

- **Single sign-on (SSO) integrations**
- **Two-factor authentication (2FA)** for additional login security
- **Granular role-based permissions** for managing user access
- **Session and device management** to monitor active sign-ins

These features allow organizations to control who can join workspaces and what information they can access.

Privacy and Data Ownership

Slack maintains privacy by:

- Providing transparency about how data is stored and processed.
- Allowing organizations to control message retention settings.

- Giving users clear visibility into their profile information and login activity.
- Allowing admins to manage data exports based on workspace plan and compliance needs.

Organizations retain ownership of their workspace data and can set their own policies on data retention and visibility.

Compliance and Certifications

Slack adheres to well-recognized compliance standards to meet global security and privacy requirements. Slack's certifications may include:

- SOC 2
- SOC 3
- ISO/IEC 27001
- GDPR compliance controls
- Additional industry-specific certifications depending on the workspace plan

These certifications demonstrate Slack's commitment to strong security and privacy practices.



Important:

A strong security and privacy framework ensures:

- Protection of sensitive organizational data
- Safe communication across teams
- Compliance with legal and regulatory requirements
- Trust between users, administrators, and the organization