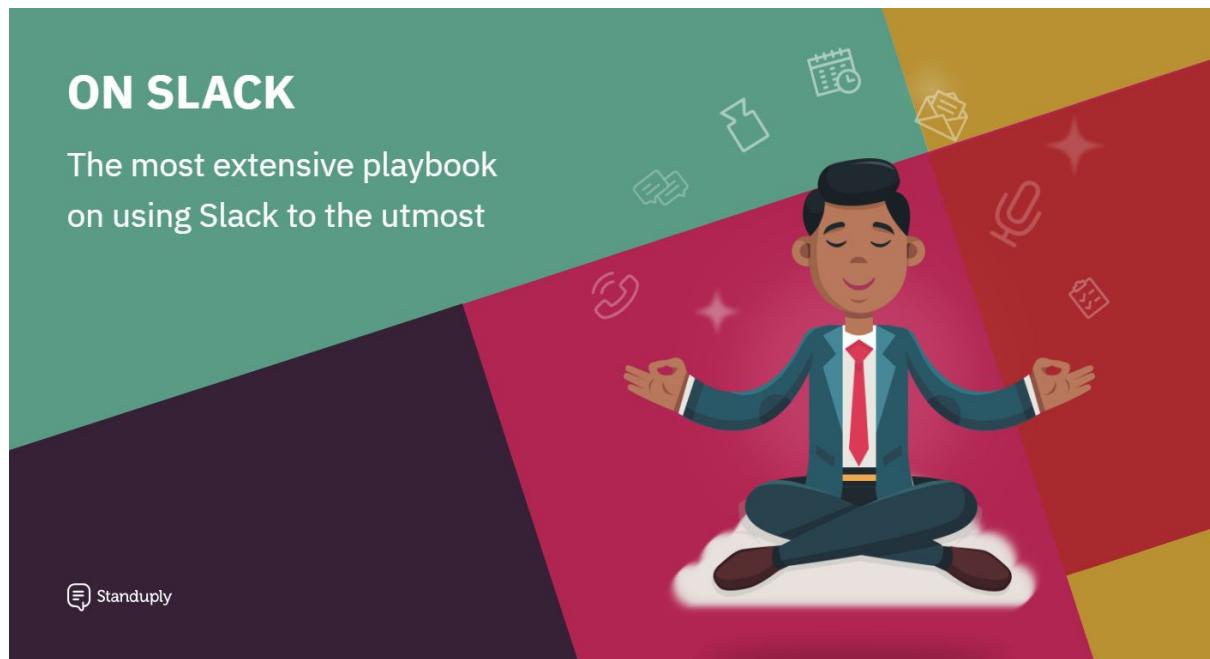


# How to Use Slack Effectively in 2019

The Only Slack Guide and FAQ You May Need



## ON SLACK

The most extensive playbook  
on using Slack to the utmost

 Standuply

Learn How To Use Slack Effectively In 2019



We spent **500 hours** to make a fantastic and super useful Slack Guide. Hopefully, this is the only guide on how to use Slack and FAQ you will need to supercharge your work.

**And let us be clear about something:** this is NOT a post with a long description of all the features, see [Slack Help Center](#) for that.

**Instead,** we share all of our experience and best practices on how to improve the way you work in Slack.



This guide was made by the team who built [Standuply](#), the #1 **Project Management App** for Slack.



**If you're just getting started,** you'll find everything to quickly learn how to use Slack in Chapters 1 - 3.

**Since there is no official Slack FAQ,** we answered 40 most burning questions in Chapter 4.

**For advanced Slack users,** we uncover best practices on how to use Slack to maximum efficiency in Chapters 5 and 6.

*So if you're looking to kick off 2019 year strong, you'll love this guide.*

*Let's dive right in.*



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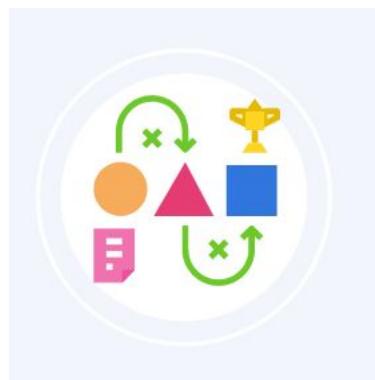
Chapter 3

[Mastering Apps, Voice, and Video on Slack](#)



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## GETTING TO KNOW SLACK IN 15 MINUTES



### Why Use Slack?

What is so unique and special about Slack? Why do people use it for team communication and collaboration? Well, Quora has it covered: [#1](#), [#2](#), [#3](#). Thousands of people have also left their 5-star reviews at [Capterra](#).

With more and more distributed teams, it is becoming important to ensure that there is clear communication between everyone in the team. This is where Slack comes to the rescue. It is an awesome collaboration tool that enables teams to do literally anything in one place.

Slack facilitates clear and open communication, promoting Agile development. No wonder even [picky developers love Slack](#), and not only them.

Slack too loves its users building all the features a team of any size might need for productive collaboration:

1. A single workspace for the whole team.
2. Channels for topic-centered discussions.
3. Audio and video calls.
4. File sharing and search.
5. Apps and integrations.

Speaking of Apps and Integrations, Slack nailed it. It's like an operating system with thousands of apps to streamline work processes and save our precious time (i.e., [Standuply](#) for better standup meetings in Slack).

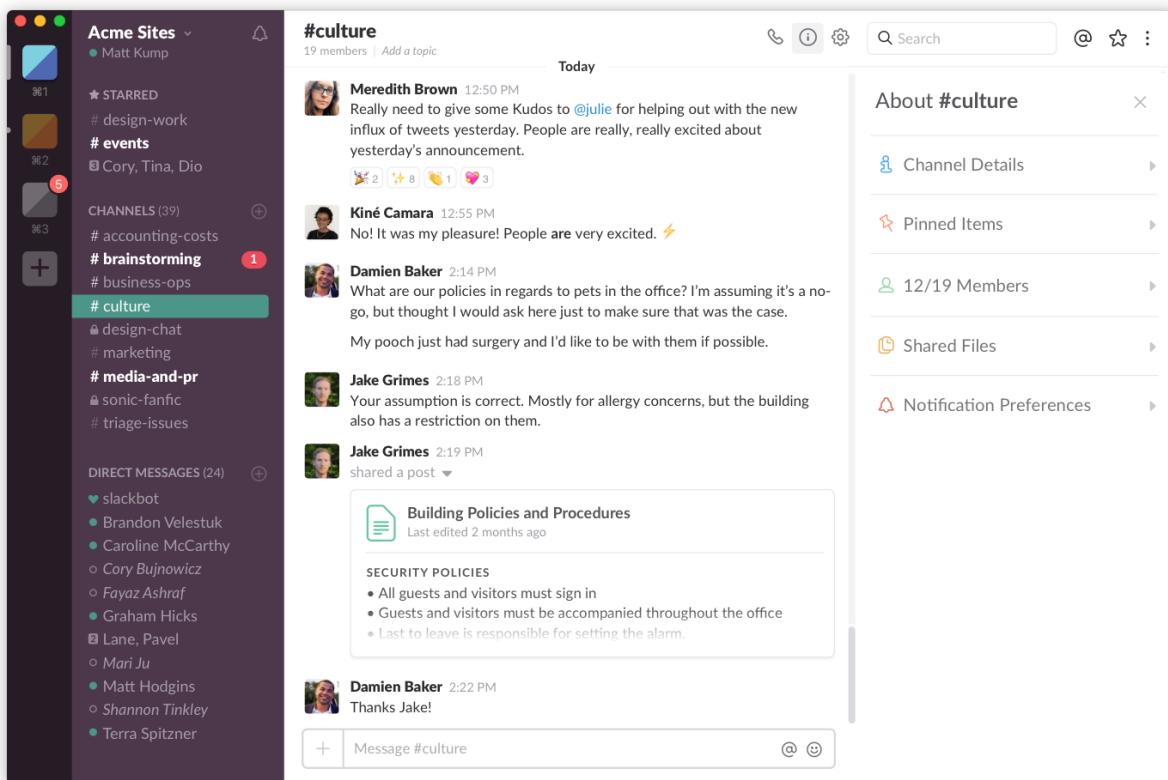
With Slack, a team [reduces internal email, increases transparency](#), and everyone is on the same page. Slack is compatible with various platforms, and it has seamless synchronization to ensure you don't miss anything.

Seems like Slack is [really worth trying out](#).

# Slack Workspace

Every Slack team has its own workspace. A Slack workspace is a space that brings together all the channels and chats of a company, where all communication, file sharing, and conference calls take place.

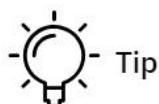
Each workspace is a closed space for a group of people, usually employees of one company.



Source: Slack Technologies Inc., [Official website](#).

However, Slack is often used as a forum for folks from different companies. We've been collecting all kinds of Slack forums since 2016. [See our latest list of 2000 Slack groups](#).

You can join several workspaces and switch between them if necessary. Each workspace has its own channels, chats, and rules set by the particular team in that space.



*If you don't know your workspace URL, Slack can help you find workspaces you're eligible to join based on the work email address you specified while registering.*

To join a Slack workspace, you need an email invitation or you can create an account on the workspace by yourself. There are several ways to do this:

1. Receive and accept an email invitation from a member of the workspace and sign up by clicking the link contained in the email invitation.
2. Join a workspace using your work email address. Slack is often tied to a company domain, which means that any new person in an organization can join on their own. You can do it [here](#).



For Admin

*Do you want to create your own workspace and invite a team there? It's as easy as pie:*

1. Create a workspace by following this link - <https://slack.com/creat>
2. Then invite members from the [invitations page](#). Click your Team Name within Slack to open your Team Menu. From there, select the option to Invite people.

## Download Slack

Slack is available on different platforms as a native app. It can also be used as a website, which is quite convenient. However, the app comes with more settings and it is faster to switch between different workspaces in the app.

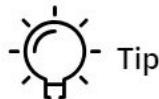
You can download Slack apps via the links below:

### Mobile:

- [iOS](#)
- [Android](#)
- [Windows Phone](#)

### Desktop:

- [Mac OS X](#)
- [Windows](#)
- [Linux](#)



Tip

*Even if you have multiple devices, Slack will synchronize them in real time.*

## Slack Guest Access

Slack Guest Access is one of the remarkable features in Slack. It's convenient when inviting a temporary consultant or freelancer to the team. Guests have limited access to the entire workspace or to one channel.

If you are invited as a guest, you only need to join via the invitation link in order to gain access to the particular Slack workspace.

Guests are divided into two types: **Single-Channel Guests** (have access to one channel) and **Multi-Channel Guests** (have access to multiple channels at once).



For Admin

*Multi-Channel or Single-Channel Guests can be invited to your workspace just like regular members via the [Invitations page](#). For step-by-step instructions, [see the link](#).*

## Main Actions in Slack

Slack comes with [so many useful features](#). But first, let's go through the basic actions and commands for communicating in channels and in direct messages. Details on how to use Slack to send messages and communicate in channels are described in the [Slack Help Center](#).

The popular Slack commands are **@channel** (notifies all members of a channel), **@here** (notifies only the active members of a channel) and **@username** (notifies the person mentioned). Below is how it all works.

Your action	What will happen
You write a message in a public channel.	All members of that channel will see it, including those who will join the channel later on.
You post a message to a private channel.	Only members of that channel will see it and no one else.
You post a message to someone in direct messages ('DM').	Only that person will see it.
You post a message to a user group.	Only members of that group will see it.

You mention someone in a channel with the @ symbol, but the person isn't in that channel.	That person will NOT receive a notification but Slackbot will ask you if you want to invite the person to join the channel.
You mention someone in a private channel but the person isn't in that channel.	That person will NOT receive a notification, but Slackbot will ask you if you want to invite the person to join the channel.
You mention someone in a direct message or in a user group.	That person will NOT receive a notification, and you will NOT be able to invite him to DM or group.
You pin a message in a channel.	Every member of that channel will see it.
You star a message or channel.	Only you can see it.
You post a message with a hashtag and the name of a channel (for example #general)	The name of that channel will be highlighted in blue. When you click on it, you can join the channel.
You send a message with a hashtag and the name of a private channel (for example #privatechannel)	The name of that channel will NOT be highlighted in blue. When you click on it, you will NOT be able to join the channel.

These are the basic actions in Slack. However, there are many more of them. If you want to explore them all, here are additional reads:

- Using Slack at the [Slack Help Center](#);
- [What is and how to use Slack: the ultimate guide to doing anything](#) at TheNextWeb;
- [30 Incredibly Useful Things You Didn't Know Slack Could Do](#) at Fast Company;

If you still have any questions on actions in Slack, don't hesitate to go back to this page and check the table above.

## MAKE AN AWESOME SLACK PROFILE

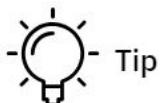


Slack offers a number of simple settings that would enable you to explore a team's list of members with information who does what. You can create your virtual business card on Slack and even set your availability work schedule.

### Setting up Your Slack Profile

You can set the following parameters in your profile:

- Name
- Display Name
- Position
- Personal contacts
- Time zone
- Photo
- Status
- Availability



*Whether you're OOO on vacation or out on maternity or paternity leave, you can signal this to your co-workers by adjusting your last name on Slack (i.e. Jane Smith OOO where Jane is the first name and Smith OOO is the last name).*

## Edit your profile

### Full name

Alex Kistenev

### Display name (optional)

alex

This could be your first name, or a nickname – however you'd like people to refer to you in Slack.

### Profile photo



### What I do

CEO of Standuply

Let people know what you do at iwexperiments.

### Phone number

(123) 555-5555

Enter a phone number.

### Time Zone

(UTC+07:00) Novosibirsk ▾

Your current time zone. Used to send summary and notification emails, for times in your activity feeds, and for reminders.

### Skype

alexxtomsk

This will be displayed on your profile.

Below, we will describe how some of these options are configured. In general, almost all of this can be done in one place. To cut the long story short, it is done as follows:

- Click on your name in the top left corner of your screen
- Select **Profile & account**
- Click **Edit Profile**

Fill in all the required fields and click **Save Changes**.



For Admin

*Admins can customize the required fields for a user profile.*

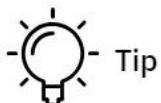
## Choosing Display Name

The Display name is the name that your workspace members will use to mention you in channels. It can be short or long, real or a nickname.

You can change your display name in your Profile settings as follows:

- Click on your name in the top left corner of your screen
- Select **Profile & account**
- Click **Edit Profile**

Change the Display Name and click **Save Changes**



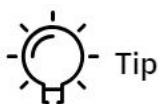
*Use names that resemble your real name, else your teammates might find it difficult remembering who "@fluffykitten" or "@bigboss" is.*

## Slack Profile Picture

This is also done in your profile settings:

- Click on your name in the top left corner of your screen
- Select **Profile & account**
- Under **Profile photo**, click the image to change your profile photo
- Choose an image to upload
- Adjust the crop for your photo (cut/edit)
- Click **Save Changes**

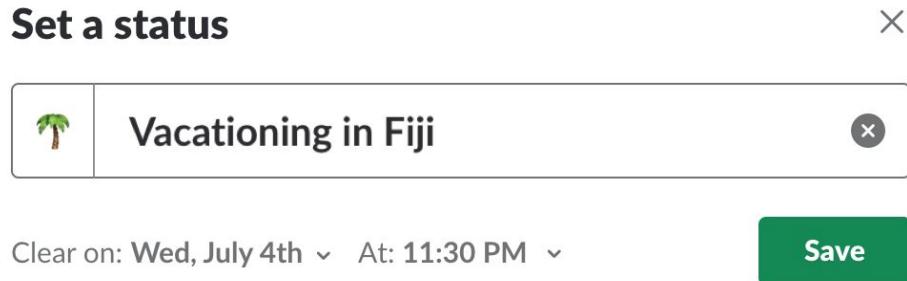
Remember that your Slack profile picture should be a minimum of **512x512** pixels and a maximum of **1024x1024**.



*You can use any image as your profile picture if you want to have some fun. However, for your daily work, it's better to use real pictures for your teammates to easily identify you in channels and online meetings.*

## What's your status?

[With your status](#), you can always tell your teammates what you are doing at the moment and how quickly you can reply to messages. Slack offers you several ways to do it: through your Slack status or through the availability feature (see below).

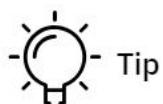


Source: Slack Technologies Inc., [Help Center](#).

To set a status, you can choose one of the five suggested options or enter your own. In addition, you can add an emoji to it, which will show next to your display name in chat rooms.

- Click on your name in the top left corner.
- Click **Set a status**
- Click the smiley face icon to select an emoji, or select from one of the suggested statuses.

Or enter your own status, then click **Clear after** and select a time period after which the status will disappear.



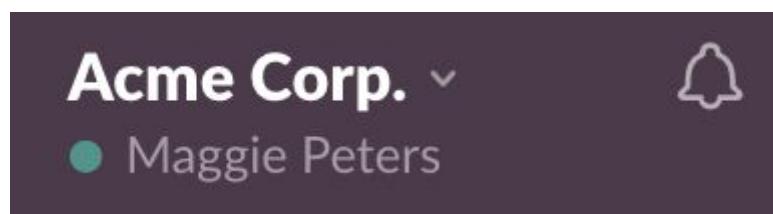
*You can still automatically set your Slack status if you want. All you need to do is connect your calendar, to-do list, and other tools to Slack with Zapier. [Read more here.](#)*

## Setting up Availability

The colored dot next to your display name indicates if you're available in Slack. The possible modes are:

- Active
- Away
- Connecting
- Do Not Disturb

Away status can be set by Slack automatically or you can set it manually. There is a chance you might want to set yourself Away so that you could avoid unnecessary distractions.



Source: Slack Technologies Inc., [Help Center](#).

To set your availability to Away:

- Click on your name in the top left corner.
- Click **Set yourself to away**

When you set Do not Disturb status, all notifications and @mentions will be paused. See how to do it in the guide below.



For Admin

*The Admin can [set the default status suggestions](#).*

## Choosing Your Time Zone

Nowadays, many teams are distributed. That is why collaboration inside Slack needs to be properly synchronized. This applies to [reminders](#) and Slack bots.

For example, when [Standuply](#) runs a standup meeting by reaching out to team members by their time zone it's essential that everyone set their time zone right. Otherwise, people would get a message from the bot at a wrong time.

To do this, you need to set your time zone as follows:

- Click on your name in the top left corner of your screen
- Select Preferences
- Select the Language & Region tab
- Choose your time zone

The screenshot shows the 'Language & Region' settings page in Slack. On the left, there is a sidebar with links: Notifications, Language & Region (which is highlighted in blue), Messages & Media, Sidebar, Search, Mark as Read, Accessibility, and Advanced. The main area has three sections: 'Language', 'Time zone', and 'Keyboard layout'. Under 'Language', a dropdown menu is set to 'English (US)' with the placeholder 'Choose the language you'd like to use with Slack.' Under 'Time zone', a dropdown menu is set to '(UTC+07:00) Novosibirsk' with the placeholder 'Choose the time zone you'd like to use with Slack.' Under 'Keyboard layout', a dropdown menu is set to 'English (US)' with the placeholder 'Change this to match your keyboard's layout.'

## MASTERING APPS, VOICE AND VIDEO ON SLACK



### Improving Productivity with Slack Apps

Slack apps are like the apps in your smartphone. There is even an app store where you can find and install a Slack app in your workspace.

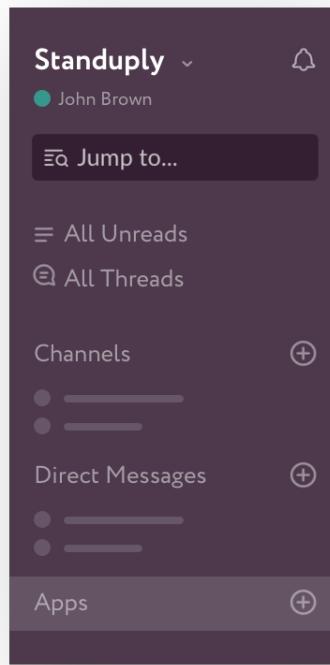
All of **2,000 Slack apps** that are publicly available are widely different. You have tiny fun apps ([Giphy](#), [Lunch Train](#)), advanced project management apps ([Standuply](#), [Kyber](#)) and 3rd party integrations ([Google Drive](#), [Dropbox](#)).

When adding apps to Slack, you can transfer all your work to Slack and stop juggling all those open windows on your computer screen.

### Slack App Directory

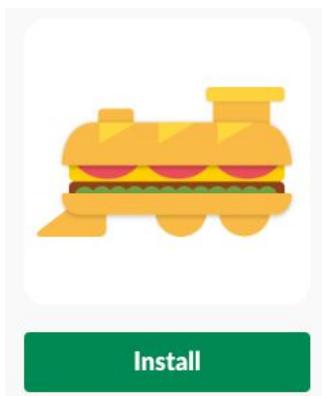
[Slack App Directory](#) is an app store for Slack, where you can see apps approved by Slack and choose an app by category (for example, [Analytics](#), [Project Management](#), [Productivity](#), etc.).

In addition, you can explore apps right in Slack: click on (+) sign in the left corner of your screen near the Apps section. From there you'll be able to search and browse apps without leaving Slack.



To explore installed apps, click on your workspace name in the top left corner, and select Administration -> Manage apps. If you want to create a list of approved apps for your workplace, [here's a guide](#) on how to do that.

## How do I install an app from App Directory?



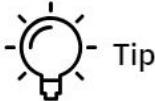
When you have found an app you would like to add to Slack, just click **Install**



If the app installation isn't available directly from the Slack App store there will be **Visit**

button under the app's icon in the **App Directory**. Then follow the instructions to launch the app.

**Site to Install** button. Click it and then install the app from its website.



*Sometimes admins can limit the list of apps available to members for installation. If the app you want is not listed in the approved list for your workspace, you may send a request to the Admin to install it: click the **Request** button below the app's icon and then click **Submit request**.*

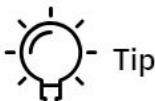
## What are the best Slack apps and how do I choose an app?

We strive for [Standuply](#) to be among the best apps for Slack. And we have the proof: Slack Corp. itself uses Standuply for their standup meetings. [Watch this video](#) about Standuply.

As we've already mentioned, the [Slack App Directory](#) features almost any app you need for your work. Apps there are ranked by popularity, so the higher the app the more users it has.

In general, if an app is listed on the first page of any category in the Slack App Store it's worth checking out.

You can also look at the [Brilliant Bots](#) category. There, you'll find handpicked apps by Slack Corp that are most popular and useful.



*Looking for Slack Apps for Product Management? See our other post: [100+ Slack Apps and Integrations for a Product Manager](#).*

## What is custom integration?

Custom Slack integrations are similar to the other apps. However, custom integrations are created inside your team using a special protocol from Slack (API).

Usually, these are the integrations that simplify your internal work processes. And you can create something just for fun. For example:

1. A bot that answers your specific questions. Some of the questions could be: who is in the office today? what's the password for the office Wi-Fi?
2. A bot that shows sales statistics (leads, calls, etc).
3. You can even make a bot that can open or close doors, or turn on a coffee machine via a slash command.



For Admin

*For more instructions on how to create custom integrations, check out the [developer section](#) on the Slack website.*

## How do I remove an app from Slack?

The process of removing apps and custom integrations is a bit different. So how can one remove an app?

- Visit [Slack App Directory](#) homepage.
- Select **Manage** in the top right.
- Select **app** from the list
- If this is a third-party app (not created by your team), scroll down to the **Remove Application** section and select **Remove App**.
- If some of your services are connected to this app (for example, BitBucket or Jira), click on the pencil icon and then on **Remove** in the top-right corner. If there is only one integration, you won't see the pencil icon – just click on **Remove**.

How do I remove an integration?

- Visit [Slack App Directory](#) homepage.
- In the top-right corner, select **Manage**.
- Select Custom Integrations in the list on the left.
- Click on the integration you would like to remove.
- Click the pencil icon next to this integration.
- Click **Remove** in the top-right corner to remove the integration or click **Disable** to temporarily disable it.

## 3 Ways of Using Voice and Video on Slack

Without voice and video communication, you can't work effectively, especially if your team is distributed. Slack offers you many voice and video opportunities.

### Voice and video messages on Slack

Do you know that there is a simple way to send voice and video messages on Slack?

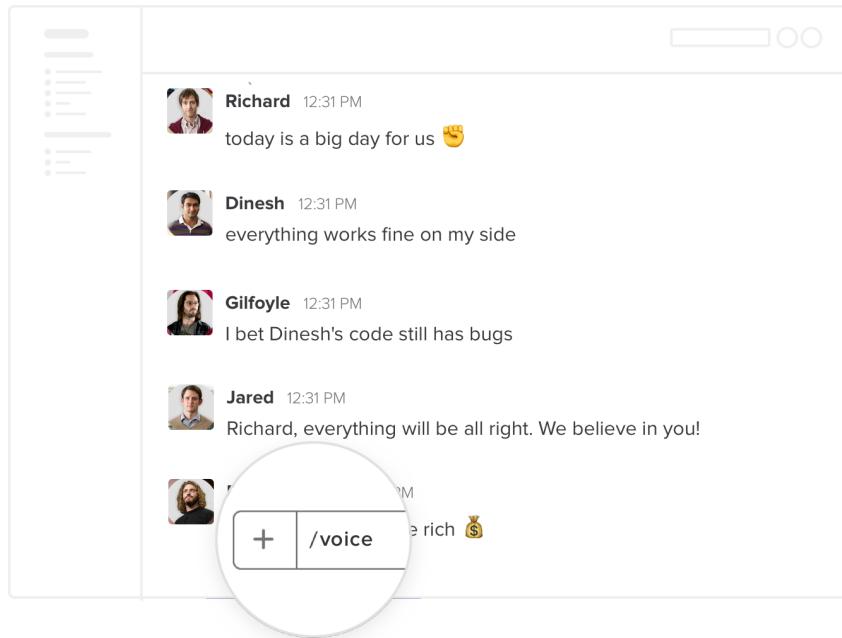
Standuply bot enables you to [send voice and video messages right inside Slack](#). It connects to YouTube via your Gmail account, creates a private channel and stores your messages there.

You have full control over your messages. In addition, with your messages in a private video channel, it means nobody will see them unless you share the link.

Then the bot shares a link on Slack which happens almost instantly. Here's how it works (once you [add Standuply](#) to your Slack team).

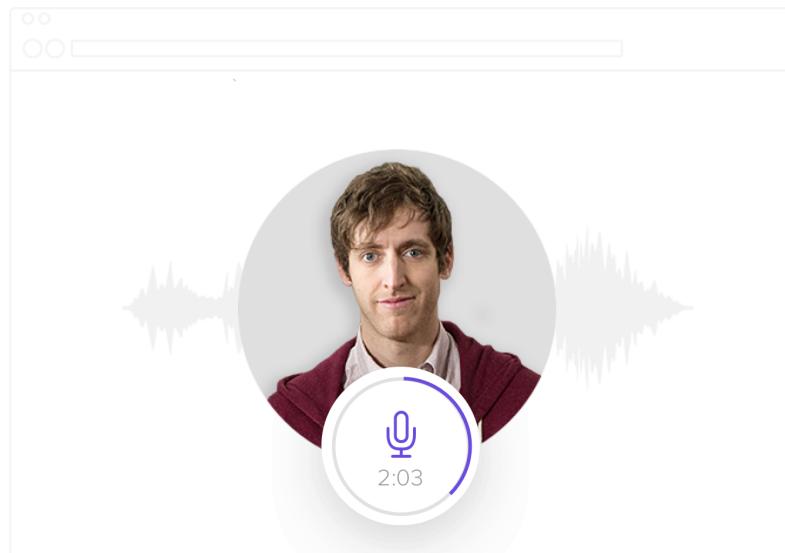
### Step #1. Run /voice or /video command in Slack

Use corresponding slash commands in a channel or in DM where you want to post voice or video message.



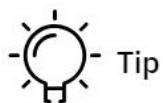
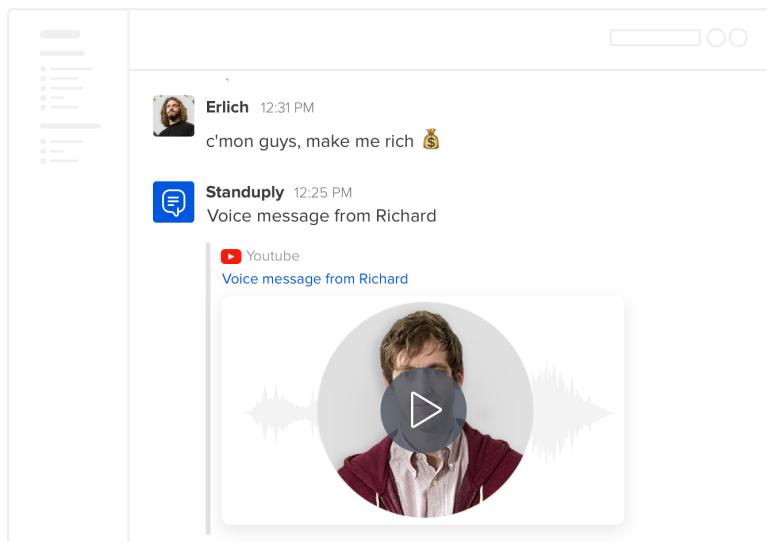
### Step #2. Record a message in a browser

Record a 5-minute voice or video message in a browser via a private link from Standuply.



### Step #3. The message is sent to Slack

The recorded message is uploaded to YouTube, labeled as private, and the link is shared in Slack.



Here's a [step-by-step explainer video](#) of how this feature works.

## Built-in video and audio calls on Slack

Slack also comes with built-in native video and audio calls. Slack calls are known for their uninterrupted high-quality sound and video connection.

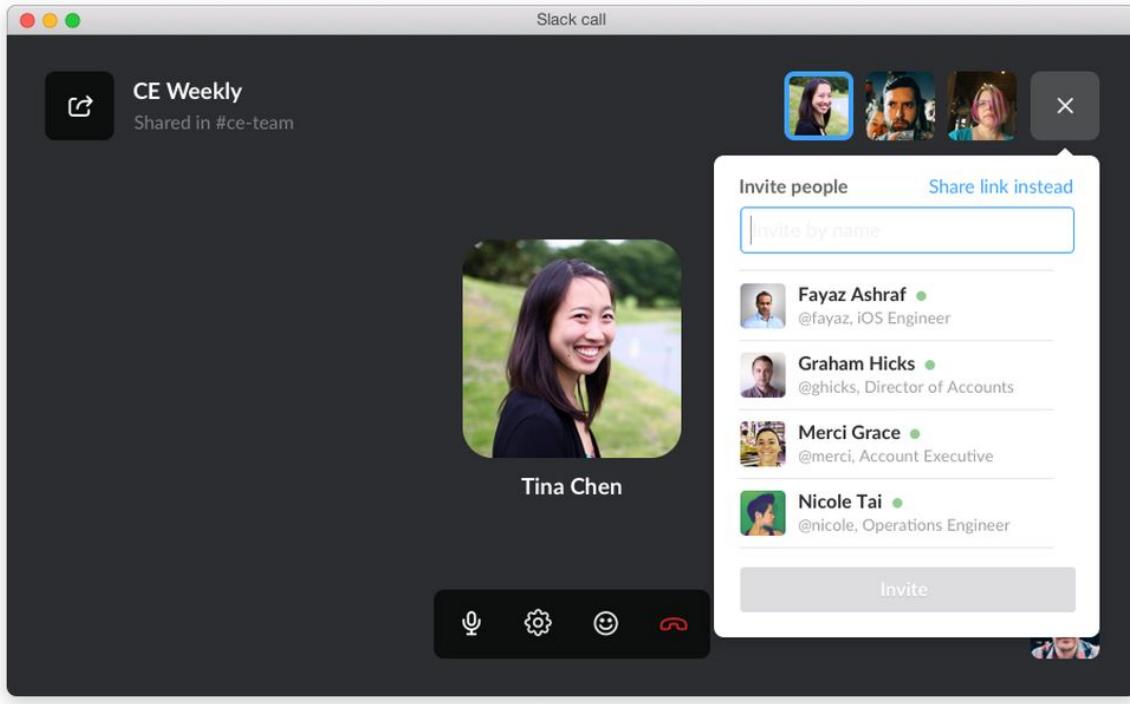
To call a particular person, you need to do the following:

- Open a direct message with that person and click the phone icon at the top-right corner
- Your call will start immediately and the person you're calling will receive a pop-up notification
- You can also click the camera icon to start a video call



If your workspace is on a paid plan, you can **call several members at once**:

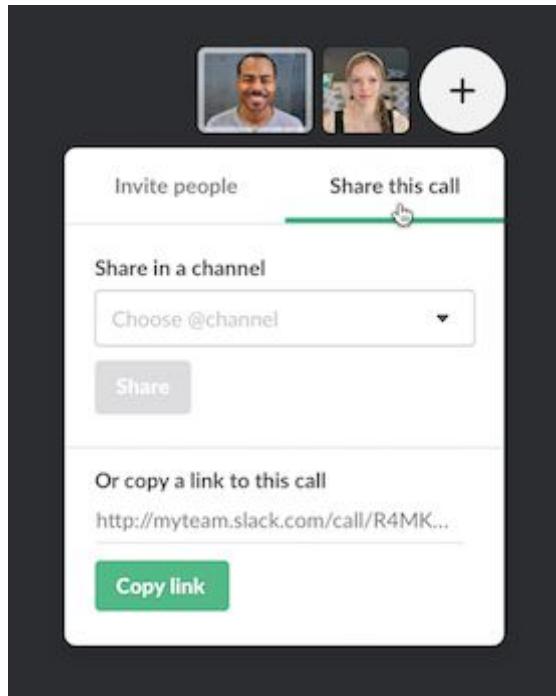
- Click the **plus icon** in the top-right corner of your call window.
- Start typing a member's name and select from the suggested options.
- Invite a person to your call.



Source: Slack Technologies Inc., [Help Center](#).

**Want to share a call? No sweat:**

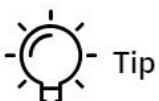
- Click the **Plus icon** in the top-right corner of your call window
- Click **Share this call**
- Select a channel from the drop-down menu and click **Share**. Or, you can simply copy a call link by clicking on **Copy link** and post to the desired channel.



Source: Slack Technologies Inc., [Help Center](#).

If you need to call from a channel, then (available for paid plans):

- Open the channel and click the **phone icon** in the top-right corner
- Confirm you would like to start a call and click **Start new call**
- If you like, you can give the call a name so that members in the channel can immediately understand what is being discussed
- A call notification will appear in the channel and any member (up to 15 people) can join by simply clicking **Join this call**.
- You can also click on the **camera icon** to start a video call



If your Slack workspace is on the Free plan, you can call only one member of your workspace. With a paid subscription, you can call several members, a group or even an entire channel at once.

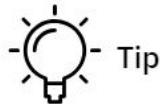
*If the member you're calling is on DND status, she will receive a missed call notification once she enables notification.*

## Q: How do I share my screen during a Slack call?

Displaying one's screen during a call is a handy way to show a presentation, graphics, or discuss a project design. To do this, simply start the call and then click on the Share your screen icon. Besides, you can allow other members to draw on your screen by simply clicking the pencil icon. Then they will be able to more clearly share their ideas, highlight the main point in their presentation or draw attention to some flaws.



Source: Slack Technologies Inc., [Help Center](#).

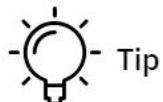


*During a call, only one member can share her screen at a time. When the person is done presenting, the next person can start showing his own screen.*

## Q: How do I make Clipboard Sharing during a Slack call?

If a member is sharing their screen with you during a call, any text you copy to clipboard will be sent back over to that person's shared screen. This facilitates collaboration, but there are a number of security and privacy issues involved here:

1. Anything you copy will be sent to the other person's clipboard, even if you did not paste the copied content on the shared screen.
2. If the teammate sharing her screen has a clipboard management tool installed, the content you copy will be saved for later access.



*If you have problems setting up screen sharing or calls, check out the [Slack Help Center](#), for assistance.*

## Slack Apps for calls

Despite the fact that you can make calls using Slack's native feature, there are many apps and integrations that allow making calls from Slack as well.

Some of these apps include Appear.in, Daily.co, Join.me, and others. You can find them in the [Voice & Video](#) category in the Slack App Directory.

Also, the Slack Help Center [describes](#) how to use the best (in Slack's opinion) apps for video and audio calls in Slack. This can also be useful when choosing a suitable app.

# THE ULTIMATE SLACK FAQ



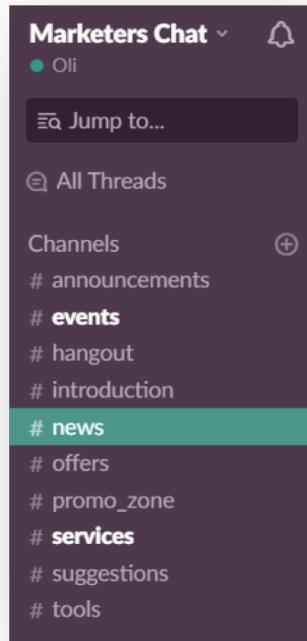
## Channel, Thread, Group: what's the difference

Slack Channels, Threads, and Groups are forms of group chats with various options. Let's explore them in more detail.

### Q: What is a Slack Channel?

Slack Channel is the place for topic-centered discussions. Channels are somewhat similar to groups and communities in social networks: a Slack channel has a creator, purpose, rules, and members (including apps).

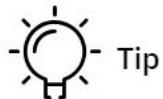
Channels are built in Slack to unite team members around their goals and projects or departments. All Channels are displayed on the left of your screen.



There are three types of channels:

- Public Channels - channels open for everyone in the company
- Private Channels - channels with limited access, not for everyone in the company
- Shared Channels - channels connecting your Slack with another company's Slack.

The most important channel and the first one you see after registration is #general. By default, this is the company's primary channel for a team-wide communication.



*Unfortunately, you can convert a public channel to private, but not vice versa.*



*Learn [How to Create a Shared Channel](#) and [Channel Name Guidelines](#).  
Admins can limit the number of members with the right to write in a channel.*

## Q: How to make a Slack channel private?

*To make a Slack channel private, open the channel you want to convert and make sure you are a member of this channel:*

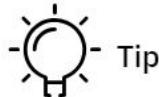
- Click on the gear icon in the top right and select **Additional options**
- Choose **Change to a private channel**
- Click **Convert to private** to confirm

*Then slackbot will send a message to the channel to let the channel members know it has become private.*

## Q: How to join a Slack Channel?

*To join a new Slack channel, click **Channels** on the left:*

- Browse or search channels
- Click the channel you'd like to join, choose either to **Join Channel** or to **See more details**
- The **See more details** section contains a list of members and the purpose of a channel
- To join this channel click **Join Channel** or just press Enter.

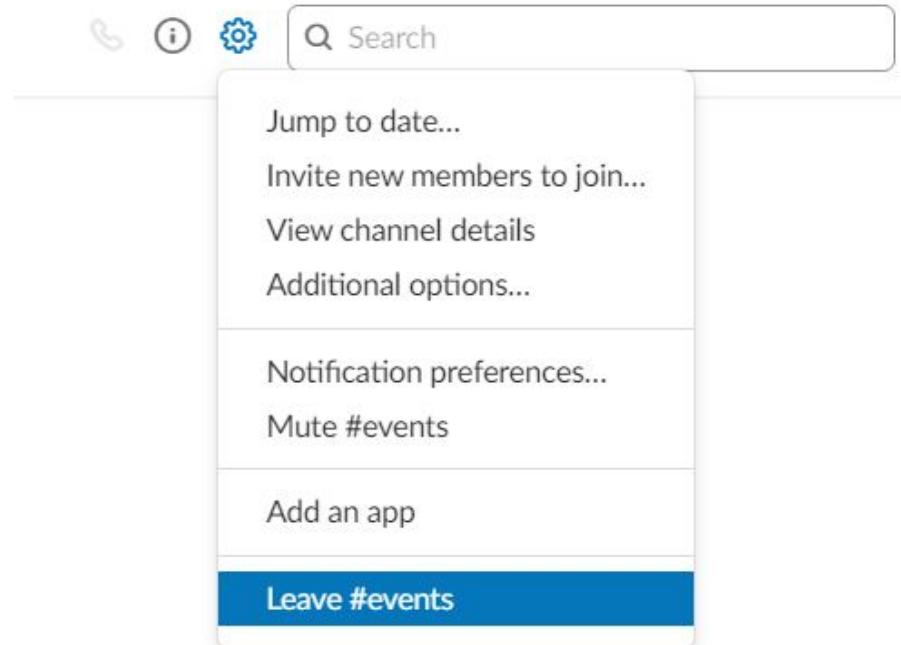


*If you are a Guest, you can join a channel by invitation only, and in the channel list, you will only see those which you've been invited to.*

## Q: How to leave a Slack Channel?

If you don't want to be a part of a channel, you can leave it. In this case, this channel will disappear from your Channels list.

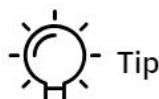
To leave a channel, open it, select the gear icon and click Leave #channel name. Another way is to type the slash command /leave in the channel you want to leave.



A few more key insights:

1. You can leave any channel except #general.
2. Single-Channel Guests can't leave the only channel they were invited to.
3. Multi-Channel Guests can leave private channels, but they cannot leave public ones until the Admin removes them.

By the way, instead of leaving a channel, you can simply mute it (see below).



*If you leave a private channel, its messages and files will no longer appear in the search results.*

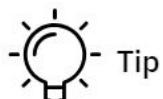
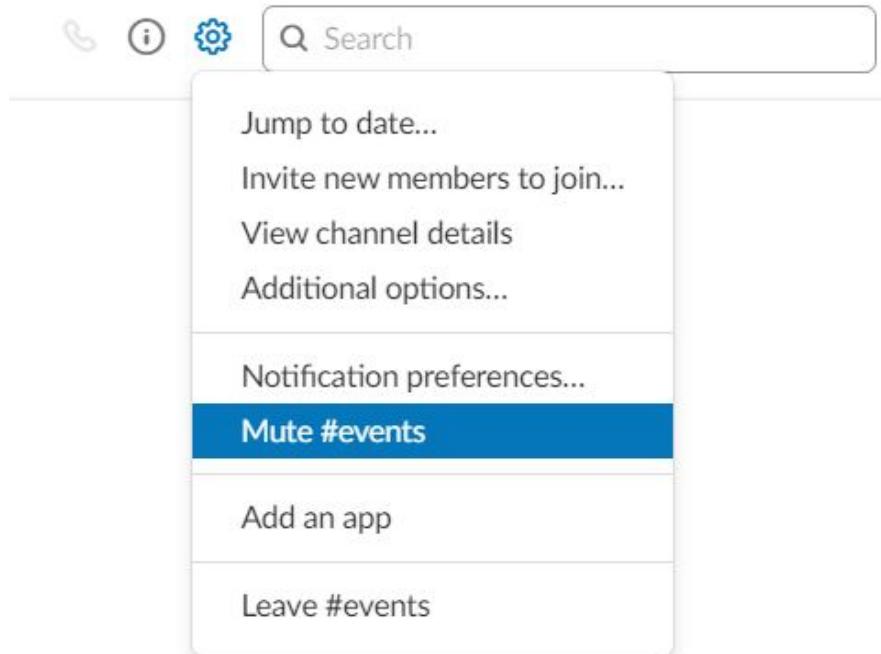
## Q: How to mute a Slack Channel?

If you're a member of a channel, but don't want to receive notifications, you can mute it. In this case, disabled channels will never appear as unread (in bold) in the channel list, and you will no longer receive notifications, including @mentions in this channel.

There are two ways to do this:

1. Open a channel and click the gear icon to open the channel menu and then select **Mute**.
2. Type the slash command **/mute** in the channel.

After that, the channel will appear in gray in the channel list.



To unmute a channel, type the exact same command again or simply click the crossed out bell icon next to the channel name.

## Q: How to add or delete a person from a Slack Channel?

There are several ways to add a member to a Slack channel:

1. Type the **/invite @name** command in the channel message box. No worries, no one will see it.
2. Or you can send a #channel name to a person as a part of a direct message, and they can join the channel by clicking on it.
3. The third way to join a channel is to click the gear icon, select **Invite members to join** and type the name of a person. Then click **Invite** or **Enter**.

A person can be removed in much the same way, but it can be done by Admins only.

1. Type the **/remove @member name** command in a channel.
2. Or enter the channel, click **Show Channel Details**. In the Member list find the person you want to remove, click **Remove from #channel** and then **Yes, remove them**. Slackbot will inform the person that they have been removed from the channel.

## Q: How to create a channel?

Usually, all members of the team, except Guests, can create channels, unless this action is restricted by the Admin.

To create a Slack channel, click the plus icon next to **Channels** above the channel list on the left. Then:

- Use the toggle to decide whether your channel will be public or private.

### Create a channel

Channels are where your team communicates. They're best when organized around a topic — #leads, for example.

Public Anyone on your team can view and join this channel.

Name

# finance

Names must be lowercase, with no spaces, and unique.

Purpose (optional)

What's this channel about?

Send invites to: (optional)

 trex   dino

[Cancel](#)

[Create Channel](#)

Source: Slack Technologies Inc., [Help Center](#).

- Enter a channel name (up to 21 characters).
- Add a brief description or purpose of the channel so your teammates could see what the channel is about.
- You can invite members to your channel immediately or skip this step. To do this, click **Select members to invite** and either select from the drop-down list or start typing the names of your teammates and choose from the suggested options.

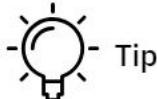
When everything is ready, click **Create channel**. It's done.

## Q: How to rename a channel?

*To rename a Slack channel name, open the channel you want to rename.*

- Click the gear icon to open the channel settings
- Select **Additional options**
- Then **Rename this channel**

- Enter a new name and click **Rename Channel**.



*Remember that channels can't have the same names.*

## Q: What to do with a channel that you no longer need?

Slack lets you delete or archive channels. If you delete it, the entire message history will be lost with no chance to be restored.

If a channel is archived, it won't be shown on the channel list but can be restored. Moreover, data from an archived channel will appear in the search results.

Keep in mind that only Admins can delete channels, but any member of a team can archive it.

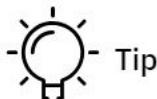
## Q: How do I delete a channel in Slack?

*To delete a Slack channel, open it and then:*

- Click the gear icon to open the channel settings
- Select **Additional options**
- Then **Delete this channel**
- Click **Yes** and then **Delete Channel**.

*If you want to delete an archived channel (with an archive icon next to its name), then:*

- Click **Channels** (above the channel list) on the left
- Then **Show: All channels** and select **Archived channels**
- Choose the channel to delete
- Click the gear icon and click **Delete**
- Once again **Yes, permanently delete this channel**, and finally **Delete Channel**.



*Remember that only Admins and Workspace Owners can delete channels.*



For Admin

*By the way, files from a deleted channel never disappear and can be found here – [my.slack.com/files](https://my.slack.com/files). However, if Admins want to get rid of the files from a deleted channel, they can delete them in the general directory using the link above.*

## Q: How to archive a Slack channel?

To archive a Slack channel, click the gear icon to open the channel settings.

- Select **Additional options**
- Click **Archive this channel**.

### Additional options for #standuply-talking

---

#### Archive this channel

If you don't think it will be used anymore and you want to clean up, archive it. The channel can be unarchived later (but everyone will have been removed).

#### Change to a private channel

Private channels can only be joined if you are added by a current member — they won't show up in your channel browser. This change can't be undone.

#### Rename this channel

You can rename a channel at any time. But, use it sparingly: it might confuse or disorient your colleagues!

#### Set the channel purpose

Channel purposes are especially useful to new members choosing which conversations to join.

Slackbot will notify all channel members that the channel has been archived. Archived channel members will still be able to search messages and shared files and view message history.

However, apps set for this channel will be deactivated.

## Q: How to unarchive a Slack channel?

To unarchive a channel, click Channels (above the channel list) on the left.

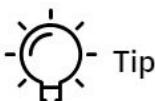
- Click Show: **All channels** and then click **Archived channels** in the drop-down menu.
- Select a channel and then click the gear icon.
- Next, select **un-archive #channel name**.

## Q: How to create an announcement-only or read-only channel?

Admins can create read-only channels. If you are the Admin, then this tip could be useful. A read-only channel or announcement-only channel is where only Admins have permission to post messages, and other participants can only read them.

Slack allows you to do this only with the #general channel if you're on Free, Standard or Plus plan.

- In the upper left click on the workspace name
- Select **Administration**, then **Workspace settings**
- Click the **Permissions**
- Next to **Messaging**, click **Expand**
- Under **People who can post to #general** make your selection
- Click **Save**.



*This option could be very useful for team-wide announcements. Only Admins and Workspace Owners can delete announcement-only channels.*

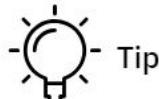
## Group communication

### Q: What is a User Group?

A user group is an easy way to get the attention of several team members at once. When you mention a group of users in a chat, for example, @marketing, all marketers of this group will receive a notification.

Based on a user group you can form a channel with the same members.

Overall, user groups is a paid feature. If you're on the Free plan, then, unfortunately, you can't use this feature.



*Here* is how to create or edit a user group.

## Q: What is a Slack Group DM?

It's like a direct message, but for several people. This is what you do if you want to chat with more than one person in a DM. This feature is available on the Free plan.

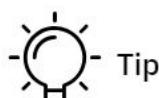
You can be part of such a group if you are invited to it, or you can create it yourself, here's how:

- Click the plus icon next to Direct Messages on the left
- Type names of one or more people you want to text and click on them to select
- Press **Enter** to create a group.

## Direct Messages

The screenshot shows the Direct Messages interface in Slack. At the top, there's a search bar with 'Artem Borodin' and a blue 'X' button. To the right of the search bar is a green 'Go' button and a 'Return ←' button. Below the search bar, a message says 'You can add 7 more people'. The main area lists three recent conversations: 'Artem Borodin ● aktonium', 'Daria Tuzova ● Daria Tuzova Support manager', and 'Artemka ○ artemka'. Each conversation has a small profile picture on the left.

All your recent direct messages and groups will be displayed on the left under **Channels**.



*You can send a DM to one person, or a group DM to up to 8 other people (that will be 9 in total, including you).*



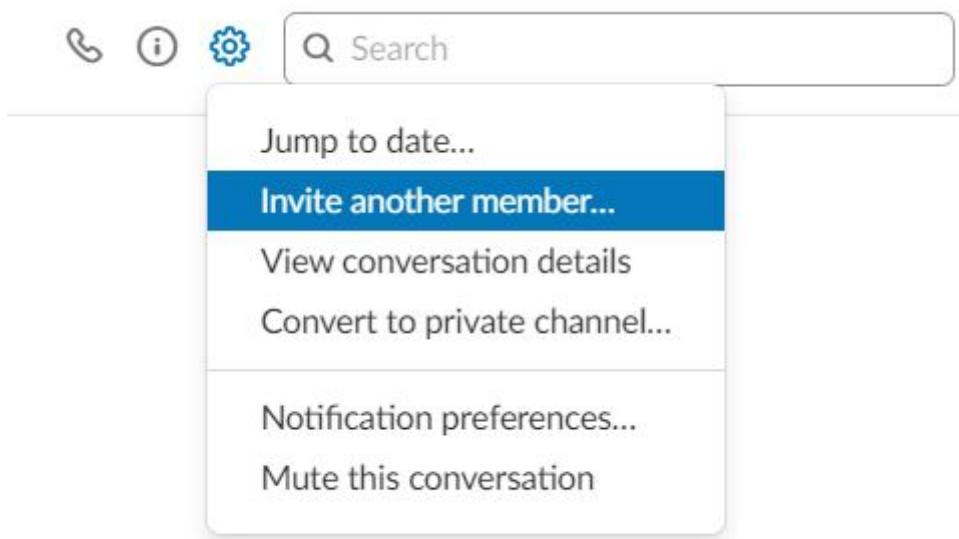
For Admin

*To turn your Group to a Channel, [tap this link](#).*

## Q: How to add a person to a Group DM?

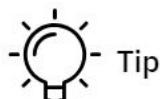
To add a person to a Group DM, open the Group page and click on the 'i' icon at the very top and then:

- Click the arrow to open the menu
- Select **Invite more people**
- Select manually or via search who you would like to add
- Press **Enter** or **Go**.



## Q: How to remove someone from a Group DM on Slack?

Unfortunately, this is not possible. You'll have to create a new group if you don't want a certain person to be there.



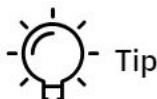
*Remember that one group's message history can't be transferred to another one, and you can't delete anyone's messages in the group except your own.*

## Q: How to move group DM to a private channel?

You can move Group DM to a private channel. It can be handy if you want to invite more than 9 people into the conversation. It can be done by users with permission to create private channels.

- Open the group and click the gear icon at the top
- Select **Convert to private channel**
- Then **Yes, continue**
- Next, enter a channel name
- Click **Convert to a private channel**

Slackbot will notify all group members that their group chat has been transformed into a channel.



*If you invite someone to a private channel, they will see the entire message history. Thus, the newcomer will be able to read what had been discussed before they entered the chat.*

## Q: How to start a thread in Slack?

A Slack thread is pretty much the same as threads in the comments on forums. If you want to respond to someone else's message in a channel, but don't want to interfere with the current discussion, use this feature.

At heart, a thread is a channel in a channel. That is, you can write, attach files, basically do anything you would do in a channel, but your messages won't appear directly in a channel, but will remain inside the thread.

Messages in threads remain tied to a channel and are part of it. Notifications about new messages in a thread will be sent only to the thread participants and to a person whose message triggered the discussion.

The screenshot shows the Slack interface. On the left, there's a list of channels under '# slack-guide'. One channel, '#slack-guide', is highlighted. A red arrow points from this channel to the main content area. In the main area, there's a 'Thread' section for '#slack-guide'. It shows a message from 'Alex Kistenev' at 7:55 PM: 'Hi everyone, let's talk about what should be done to finish the guide'. Below it, a reply from 'Artem Borodin' at 7:57 PM says: 'We need to design the webpage and check the text for errors'. There's a reply input field with '+ Reply...' and a 'Send' button. A red arrow also points from the message input field back towards the channel list.

A couple of tips:

- **How to start a thread?** Just click the Start a thread icon or mouse over someone else's answer and click **View thread**
- **How to make a reply in a thread visible to the entire channel?** Before sending a message to a thread, tick **Also send to #channel name**
- **How to keep track of a thread if you didn't write anything there and aren't going to?** Mouse over a message or file and click **More actions** and then **Follow thread**
- **How to unfollow a thread?** Same as above but opt to **Unfollow**.

Folks, use threads more actively. Your teammates will appreciate it.

## A quick guide to Slack Messaging

### Q: How to change or delete Slack messages?

If you made a mistake, don't worry – there are two easy ways to edit messages in Slack:

- Mouse over the message you want to edit and select **More actions**, then **Edit message**.
- Or press the Up Arrow key on your keyboard and your last message will become editable.

If you want to delete a message, the algorithm is quite similar:

- Mouse over the message you want to edit and click **More actions – Delete message**.
- Or, press the Up Arrow key on your keyboard, delete the text, press **Enter**, then **Delete**.

Q: Can teammates see the message that I deleted?

No, they won't see it directly in Slack, but if you mention a person or use group mentions, then your teammates can get a notification by mail, and this is the only place where they can see it. The same holds true for mobile notifications.

## Q: Someone has deleted a message in Slack. Being the Admin, can I find out who did it?

In Slack, a message can be deleted either by a person who wrote it or by Admins. Workspace owners and Admins can disable the message deletion feature altogether. Thus, no one else would be able to delete messages.



For Admin

*Admins can remove any message from public or private channels and threads they are members of.*

## Q: How to make a message unread?

If you have already read an important message in a channel, but want to return to it later, you can mark it as Unread and here's how:

- Mouse over the message you want to mark as unread
- Click **More actions**
- Then **Mark unread**.

Now this message and others below will be marked as unread. In this case, you will see a marker for unread messages next to the channel name on the left and you can return to it later.

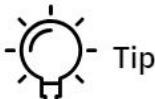
## Q: What are the Slack message formatting options?

Slack message formatting helps you highlight the most important ideas and make them more noticeable and understandable. Here's what you can do:

**Bold** use \*your text\* or Ctrl + B on Windows and Linux or Cmd + B on Mac

**Italics** use the underscore \_your text\_ or Ctrl + I on Windows and Linux or Cmd + I on Mac

Strikethrough	use ~your text~ tildes or Ctrl + Shift + X on Windows and Linux or Cmd + Shift + X on Mac
Quotes	copy the intended text and paste it into the message box, but put > in front of it if you want to quote only one sentence and >>> if you want to quote several at once.
Lists	<p>to create a list, type a number or bullet (*), then type something and press Shift + Enter to form a list.</p> <ul style="list-style-type: none"> <li>• Numbered list: Ctrl + Shift + 7 on Windows and Linux or Cmd + Shift + 7 on Mac</li> <li>• Bullet list: Ctrl + Shift + 8 on Windows and Linux or Cmd + Shift + 8 on Mac</li> </ul>



*You can select several options for one sentence. For example, if you type \*I will come back \_at 6 pm\*, it will be displayed as I will come back at 6 pm.*

## Q: Emoji and reactions, what's the difference?

Not a single messenger today can do without Emoji, and Slack is no exception. You can find emoji by clicking on the smiley face in the message box. If you remember their code name, you can type it and they will automatically appear in the message. For example: :taco:, :tada:, :pizza:, etc. - quite handy!

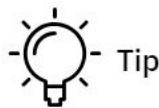
If you feel like using a popular shrug emoji type the /shrug [your message] command and `\\_(\_\)/` will appear at the end of your message.

Reactions are just like emoji in shape, but they are used as a way to respond to a message without words. That is, they get attached to the message and the number of reactions is counted - this is what makes them different from ordinary emoji.

How to add a reaction?

- Mouse over a message and click the **Add a reaction** icon
- Choose an Emoji
- Done! Now your reaction will appear under another person's message.

To see who has responded, mouse over a particular reaction. Removing the reaction is also easy - just click on it again and it will disappear.



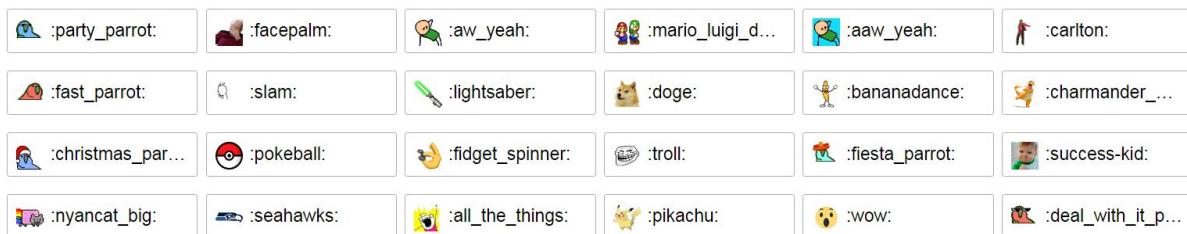
You can use up to 23 reactions per message and up to 50 unique emoji from the whole team at a time.

## Q: How to add custom emoji to Slack?

On top of the standard Emoji set, Slack allows you to add your own ones. It's so much fun to create them. Especially when those are animated emoji. Feel intrigued? As always, everything is as easy as pie:

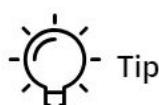
- Click on your name in the top left
- Select **Customize Slack**
- Next, **Add Custom Emoji**, and upload the picture
- Choose its code name (Emoji have names for faster input, see above)
- And click **Save**.

Almost any format – JPG, PNG or GIF – will do. Be aware, they should be small and square, otherwise Slack will resize them.



This is how you remove custom emoji:

- Click on your name in the top left
- Select **Customize Slack**
- Find the emoji you want to remove and click on the icon next to it
- Select **Delete** to confirm.



You can find custom emoji in Google, for example, if you type 'custom emoji pack for Slack' or on websites like [Slackmojis.com](http://Slackmojis.com) or [Emojipacks.com](http://Emojipacks.com).

Here's an example of how to use Slack emoji. Developers use their own multi-colored, numbered emoji to prioritize tasks.

## Q: Slack mentions: how do they work?

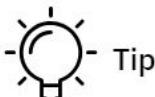
To attract a person's attention, you can mention them in a group or in a channel. In this case, they will receive a notification and will be there to help you out =)

Type @ and start typing a person's name, then choose from a list of suggested names. Choose the person you would like to mention and continue typing the message.

If you don't know a person's display name, click the @ icon in the message box (on the right) to choose from the full list of team members. By the way, that's why we recommend using real photos and clear display names.

Slack also features general mentions. Depending on how many people you want to notify, you can use different @mentions.

@channel	Notifies all members of a channel
@everyone	Notifies all members of the #general channel
@here	Notifies only active members of a channel



If you sent a message, forgot to mention the person, and then added the necessary @ mention editing the message, the person won't be notified.

You can also use mentions like @managers or @designers if [User Groups are available](#) on your Slack plan.



For Admin

*Admins can limit the number of people who can use mentions.*

## **Q: How to mute or block a Slack user?**

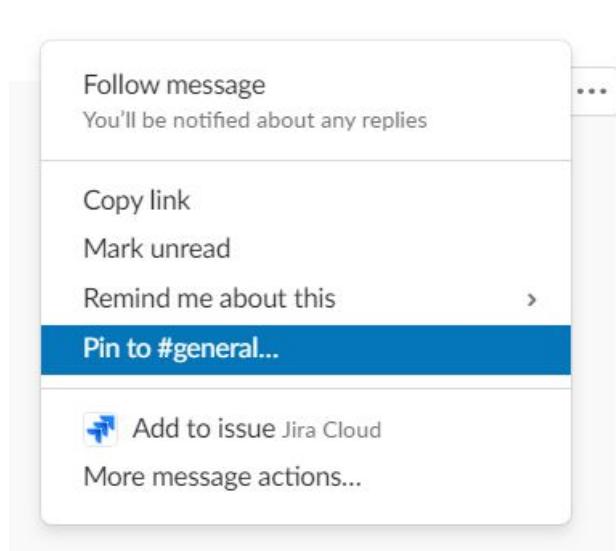
Unfortunately, it is impossible to mute or block an individual or notifications from any bot in the channel you are a member of. Slack has been designed to be a collaborative tool and involves collective notification and cooperation. Alternatively, you may opt to remove a person or an app from a channel.

## Q: How to pin your message or file in Slack?

Important files, messages or instructions can be pinned to a Channel, Group or even in Direct Messages. You can find them at the top panel and access by clicking the pin icon.

In Slack, you can pin up to 100 items per channel or group. Here's how to do it:

- Mouse over the message or a message with a file that you'd like to pin
- Click the **More actions** icon
- Choose **Pin to # channel name or to this conversation**
- Then **Yes, pin this message or file.**



You can remove both your own and your teammates' pinned messages, (the person who pinned it will receive a notification). This is done as follows:

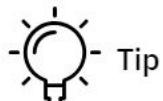
- Click the pin icon
- Mouse over the item and select the close button icon to confirm
- Click Yes, remove this pinned item to confirm.

## Q: Slack Stars: what is it for?

Using stars you can bookmark items of personal interest (as opposed to pinned item): messages, files, and even entire channels.

- Mouse over a message or file
- Click the grey star icon if you'd like to bookmark a message. For a file, click More actions and select Star file
- To unstar a message or file, click the star icon again or select Unstar file.

It's even easier with channels and direct messages – just click on the star icon below a channel name.



*To view all your starred items, click the star icon in the top right corner of the screen. All starred items are sorted according to the time when they were bookmarked.*

## Managing notification preferences

Wisely set notifications could significantly improve your work performance in Slack. Therefore, we considered this aspect in more detail in Chapter 5.

In the same chapter, we advise on the best ways to organize your workflow in Slack to get rid of the noise and stay productive.

## Slack File sharing

Slack allows you to share files with your teammates. All uploaded files are available for sharing, you can search and even comment on them.

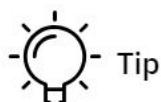
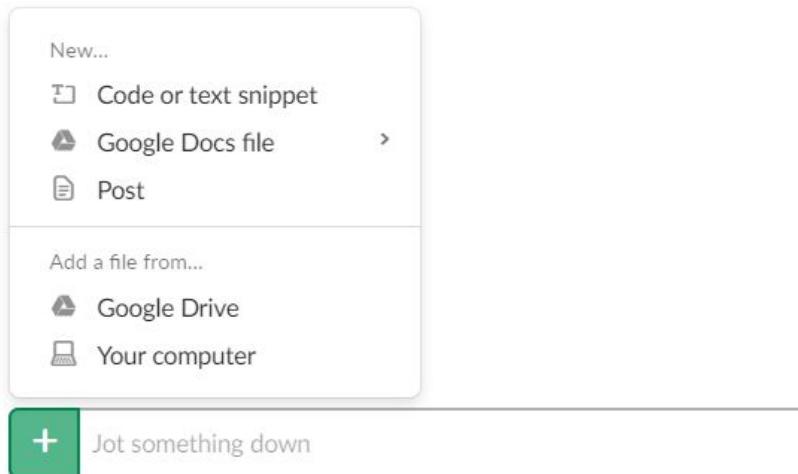
You can:

- Add files to channels and direct messages
- Sharing files not only within your workspace but also with those who are not in it
- Leave comments on files in threads
- Preview shared files
- Star or pin files
- Open video and audio files directly in the messenger without redirection to third-party sites
- Copy and share file links
- Share files from popular cloud storage services like Box, Dropbox, Google Drive, and OneDrive thanks to built-in integrations.

## Q: How to upload a file in Slack?

To upload a file to Slack simply follow these steps:

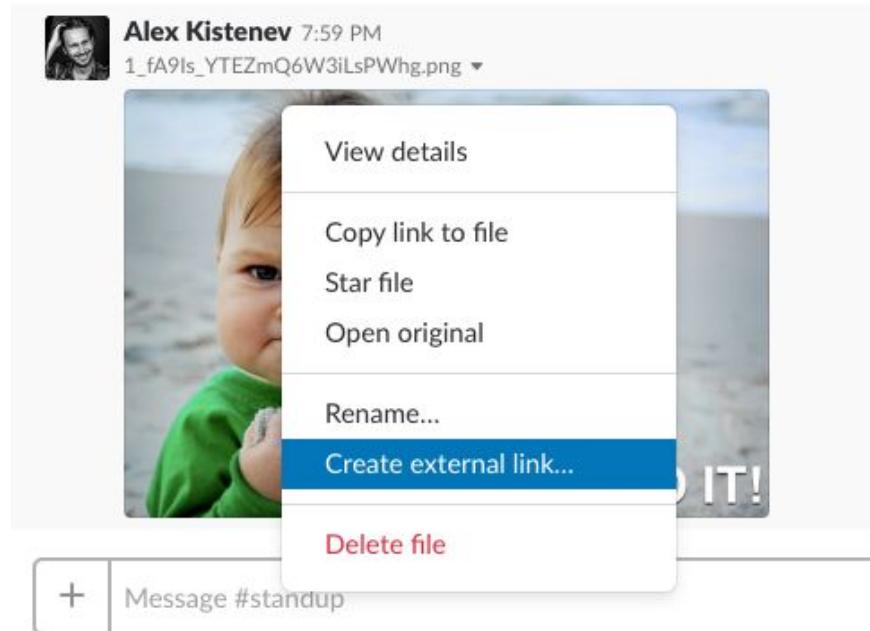
- Drag and drop a file into Slack or click the plus icon on the left in the message box
- Add a message to the file if you'd like to
- To change the file name, click **Edit** next to the current name
- Below the Share with option choose where you want to share this file. To send the file later or save it as a private one, uncheck the Share with option
- Click **Upload**.



*There is an even faster way to upload files – hold Shift while dropping the file into a channel or group. When it comes to pictures, drag them directly into Slack to upload.*

## Q: How to share a file outside your Slack workspace?

- Mouse over the file in Slack that you want to share.
- Click the **More actions** icon
- Select **Create external link**
- Copy the link and click **Done**.



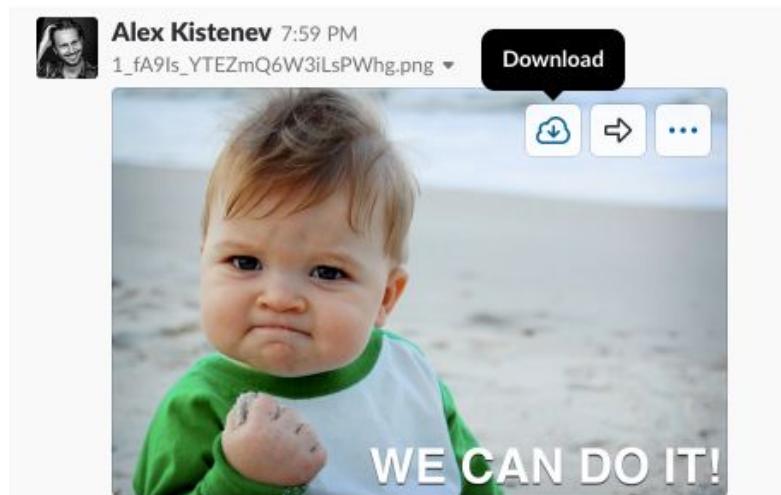
## Q: How to revoke an external link?

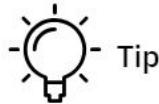
To do so mouse over the file you want to revoke a link for and then:

- Click the **More actions** icon
- Select **View external link**
- Then click **Revoke**, and once again **Revoke It.**

## Q: How to download a shared file?

To download a shared file, mouse over the file you want to download and click the Download icon.



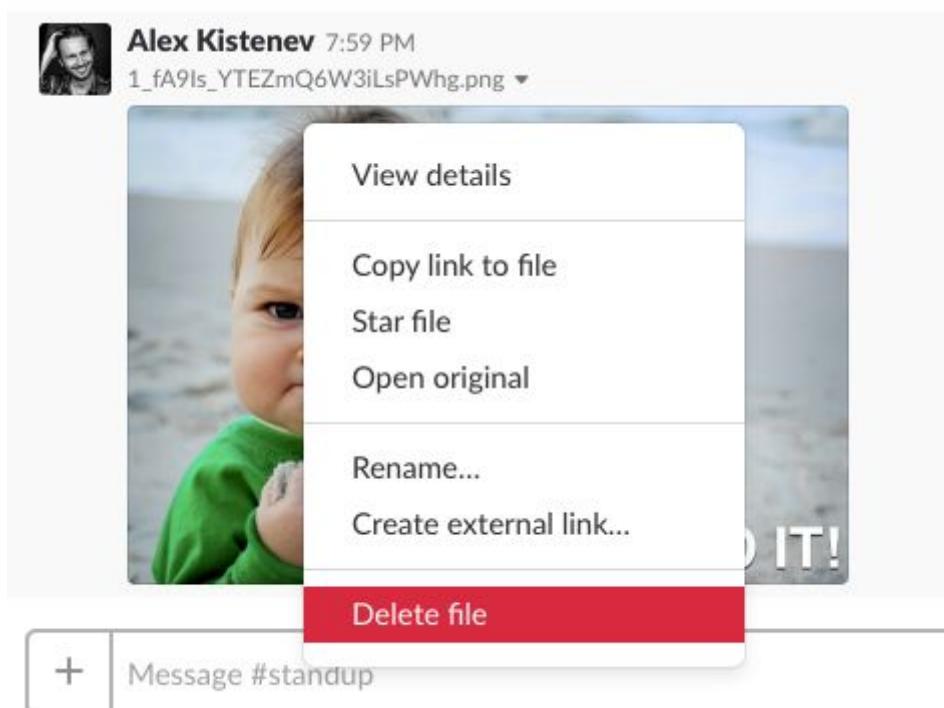


You can change the download location at your PC/Mac. Click on your name in the top left, select **Preferences** and proceed to **Advanced**.

## Q: How to delete files from Slack?

You can delete a file from Slack if you no longer need it: members and guests can delete files they have uploaded; admins can delete files from public channels and private channels they are members of. The bad news is that you can't delete a bunch of files at once – this feature hasn't been implemented yet.

- Click the More Items icon in the top right
- Select **Your Files**
- Choose the file you want to delete and click the icon with three dots
- Select **Delete File from Slack**
- Click **Yes, delete this file** to confirm.

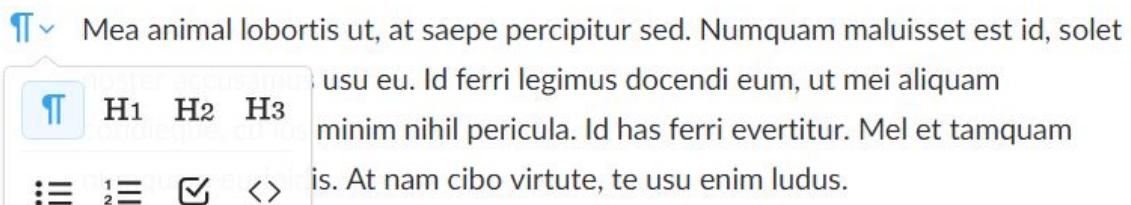


If you need to delete someone else's file, the approach will be about the same:

- Click the More Items icon in the top right
- Select **All Files**
- Choose the file you want to delete and click the icon with three dots
- Select **Delete File from Slack**
- Click **Yes, delete this file** to confirm.

# Slack Posts: How to make one and what are they for?

When the message format is not enough for content to be shared with the team, they come to the rescue. Slack Posts. A Slack post is an advanced message format with more editing options.

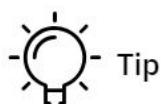


Mea animal lobortis ut, at saepe percipitur sed. Numquam maluisset est id, solet usu eu. Id ferri legimus docendi eum, ut mei aliquam minim nihil pericula. Id has ferri evertitur. Mel et tamquam is. At nam cibo virtute, te usu enim ludus.

To create and share your post take next steps:

- Click the plus icon to the left of the message box, and select **Post**
- Then enter a title and start creating your post
- To share it, click on the Share button in the upper right and select the channel or person to whom you want to send your post
- If you want to allow others edit your post, tick the Let others edit this post option before clicking the Share button.

Moreover, team members can leave comments in the thread under your Slack post.



*All your drafts are saved automatically, just like in Google Docs.*

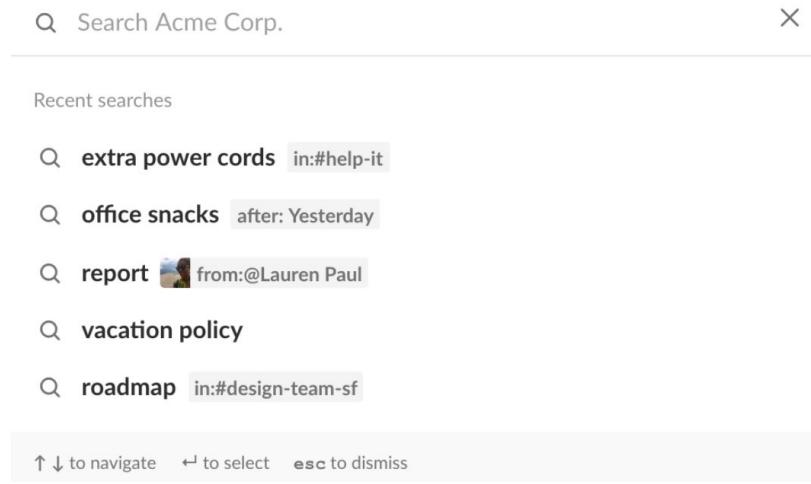
*You can use posts as to-do lists for yourself or teammates, pinning them in channels or direct messages.*

## Exploring Slack search functionality

Slack is has been constantly working to improve the search through direct messages, channels, and files. There are several features to improve your search experience that we'd like to talk about:

- When you enter a search word or phrase you will see suggestions below the search box.
- Use interactive filters when searching for something from a certain person or group and even when you filter the search results by date.

- There are also search modifiers for more accurate search results (see below).
- And of course, use keyboard shortcuts for advanced users. To start a search, simply click the search field in the upper right or use the /s command.



Source: Slack Technologies Inc., [Help Center](#).

## Q: How to deal with Slack search results?

Search results in Slack fall into two groups: Messages and Files. By default, results are sorted by relevance.

You can sort the messages by the date they were sent:

- Click the downward caret next to **Most relevant**
- Select **Most Recent** from the menu.

When it comes to files:

- To open a file just click on it
- To share it, mouse over a file, then on the arrow icon and select the person or channel where you want to send the file + you can also attach a message to it
- If you click the More actions icon, you can copy the link to the file, star it, or open the original file.

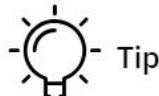
## Q: What are Slack search modifiers?

They are also called search operators – intermediate tags that help to fine tune search results. Basically, they are similar to Google search modifiers.

from:@[display name]

Search through messages from a certain person

from:me	Search through all posts sent by you
in:[channel]	Search through a certain channel
in:@[display name]	Search through direct messages from a certain person
to:me	Search through all direct messages sent to you
before:[date]	Search through messages and files before a certain date
after:[date]	Search through messages and files after a certain date
on:[date], [month], or [year]	Search through messages and files sent exactly on a certain date
during:[date]	Search through messages and files for a certain month or year
has:star	Search through starred messages and files
has:pin	Search through pinned messages and files in channels and your direct messages
has:link	Search through messages containing a link
has[:emoji_code:]	Search through messages and files containing a specific emoji reaction.



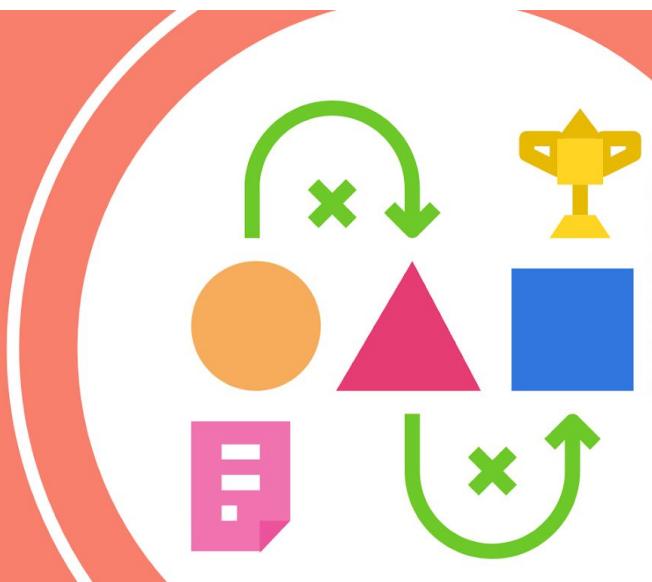
*Modifiers can be combined for searching through different places. For example, you can combine them the following way: from:@jane in:marketing*

## Q: How to search for a separate word or file?

Slack has it covered, too.

“sales report”	Limiting quotes help find messages or files containing exactly this exact phrase
sales -report	The minus before the word excludes the given word from the search. Thus, you will see search results only for the word sales
repo*	If you enter a part of a word (at least 3 letters) and then enter an asterisk (*), then you will see all the words containing this part of the word

## HOW TO USE SLACK LIKE A PRO

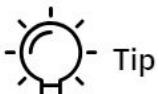


## Customize your Slack

Slack offers a bunch of opportunities to customize it in a way that meets your needs and tasks. You probably don't know some of them, so we decided to show you the ways to how use Slack like a pro.

### Customizing Slack theme

You can customize Slack Theme (color scheme) based on your preference. Moreover, you can choose from a variety of ready-made themes, as well as create your own.



*If you choose a different Slack theme for each of your workspaces, you can easily recognize them and never mix up what and where to write.*

*Your theme is visible only to you, other teammates won't see it: they have their own themes.*



● Aubergine



● Hoth



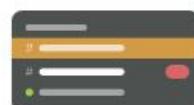
● Monument



● Choco Mint



● Ochin



● Work Hard

### Accessible Themes



● Protanopia &  
Deuteranopia



● Tritanopia

Log into your workspace and click on its name. Then:

- Select **Preferences**
- Click **Sidebar** and select one of the themes below. The chosen theme will be applied and saved automatically.
- To play with colors, enter their codes (6-digit HTML color value) in the box below.
- You can send a copy of your Slack theme to your teammates in a channel or via direct message.

Column BG



#25292E

Menu BG Hover



#2C3849

Active Item



#6698C8

Active Item Text



#FFFFFF

Hover Item



#4A5664

Text Color



#FFFFFF

Active Presence



#94E864

Mention Badge



#78AF8F

Copy and paste these values to share your custom theme with others:

```
#25292e,#2C3849,#6698C8,#FFFFFF,#4A5664,#FFFFFF,#94E864,
```

## Customize message font size

There are two ways to increase font size in Slack. For desktop or browser client use well-known shortcuts:

- For Windows: Ctrl + [+] or [-]
- For Mac: Cmd + [+] or [-]

The second way is through Slack settings:

- Click on the workspace name
- Select **Preferences**
- Click **Accessibility**
- And then **Select your zoom level.**

## How to add a send button

If you don't like the default way to send messages (by clicking Enter button), you can add the Send button next to the message box (there's no send button initially).

- Click on the workspace name
- Select **Preferences**
- Next, **Advanced** and tick the **Show send button** box.

The screenshot shows the 'Input Options' section of the Slack Preferences. On the left, there is a sidebar with links: Notifications, Language & Region, Messages & Media, Sidebar, Search, Mark as Read, Accessibility, and a blue-highlighted 'Advanced' button. The main area has a heading 'Input Options' with a 'Saved!' status indicator. It contains several configuration options with checkboxes:

- Enable spellcheck on your messages
- When typing code with ` ``, **Enter** should not send the message  
With this checked use **Shift** **Enter** to send
- Use **↑** and **↓** to cycle through your typed history  
With this checked, use **Ctrl** **↑** to edit your last message
- Show send button  
Press **Enter** to add a new line

Once the button is there, you can start a new line in the message field by pressing the Enter key. No need to worry that your message will flee to the chat. And when you're ready with your message, click the Send button or Ctrl + Enter or Cmd + Enter to send it.



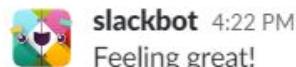
## Switch to a compact Slack theme

By default, you enjoy Slack's sophisticated theme with lots of whitespace and user profile pictures. A compact theme creates less noise and present information in a compact format.

Besides, you can opt to display names instead of full names.

### Theme

- **Clean:** Clear, friendly, and focused.
- **Compact:** The most messages you can fit on screen at once.



### Theme

- **Clean:** Clear, friendly, and focused.
- **Compact:** The most messages you can fit on screen at once.

4:22 PM slackbot Feeling great!

To configure:

- Click **Preferences** and choose **Messages & Media**
- Select **Theme, Names**.

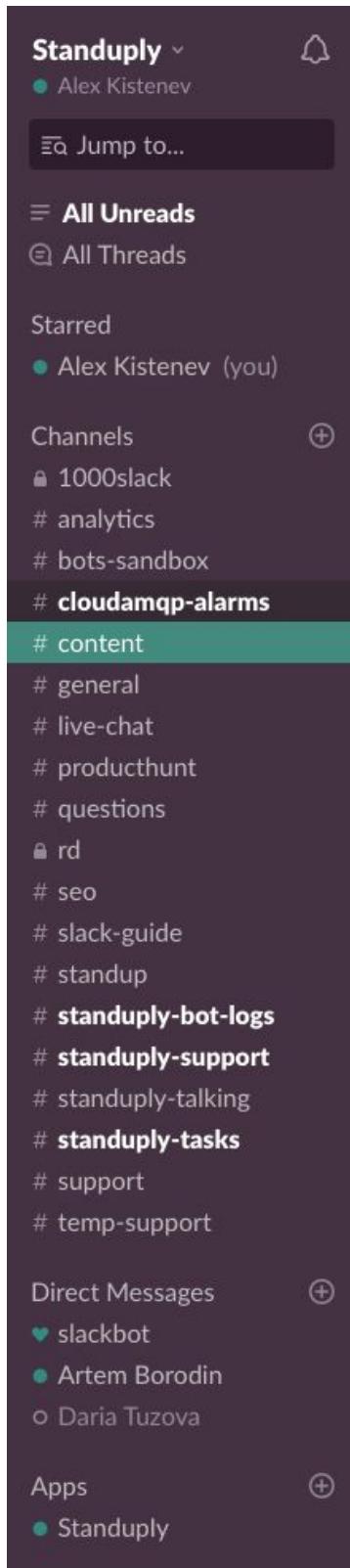
## Sidebar settings: is it possible to see only starred channels and unread messages?

It is, indeed. Once you've starred your most important channels, you can remove all other conversations from your sidebar as follows:

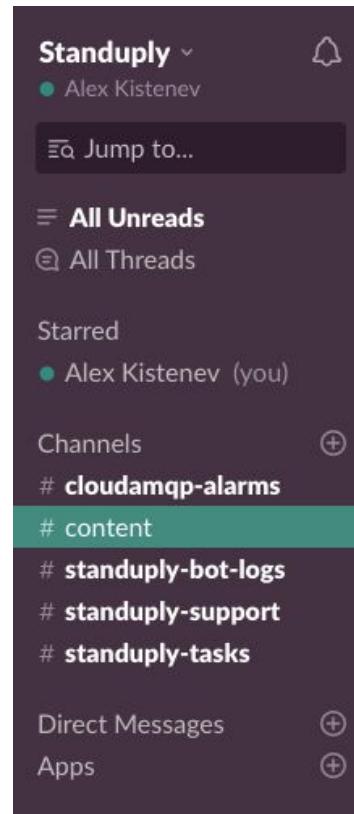
- Click **Preferences**
- Select **Sidebar** and set preferences for **Unreads and starred conversations**.

This feature hides all idle channels. When someone DMs you or mentions you in a channel you're part of, you'll see it in Channels on the left. If you need to text someone outside your starred list, click **Channels** or **Direct messages** to choose from the full list.

## Before



## After



# Slack notifications: how to start enjoying your life?

Slack may shower you with loads of notifications if you didn't manage to configure them right. What can we do to prevent it?

## Set different notification settings for different channels

For each channel, depending on its importance and urgency, you can set different notification preferences. Open a channel and click the gear icon at the top right and select **Notification preferences**.

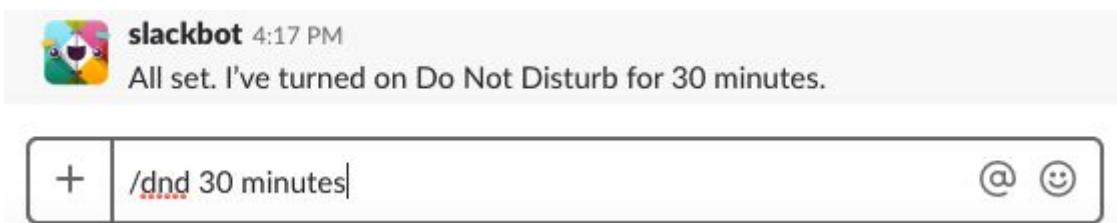
You can then select how often you'd like to receive notifications. You can even set different preferences for mobile and desktop apps.

## How to disable Slack notifications?

Slack has a great Do Not Disturb (DND) feature. You will not receive messages notifications, but messages will be there for you to read them later.

To turn this feature on:

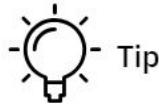
- Click the bell icon next to your name in the top left and select the period you won't receive notifications
- Using the **/dnd X minutes** command, where X is the time period in minutes to disable notifications for.



Here's how to enable notifications again:

- Click the bell next to your name in the top left
- Select **Resume notifications now** or change the time period by clicking **Adjust time**.

You can also just type **/dnd off** or click the bell icon again.



You can set up a schedule for DND to turn on automatically, this can be done with the help of commands and shortcuts too. [Check it here](#).



For Admin

Admins can set a schedule [to enable DND](#) for team members.

## Setting up Slack keyword alerts

Slack allows you to set up keyword alerts. This works as follows: choose which words should trigger notifications and the name of the channel, where this word is mentioned, will turn bold, and the keyword will be highlighted in yellow.

To set the key word alert:

- Click on the workspace name
- Select **Preferences** and choose **Notifications**
- In the My keywords field, enter keywords and separate them with commas
- Settings will be saved automatically.

My keywords Saved!

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

coffee, sales, promotion, CRM|

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

## How to disable Slack notifications on your phone

- Click **Preferences** and select **Notifications**
- Tick **Use different settings for my mobile device**
- Choose your notification preference.

If you don't want to receive Slack notifications on your phone, here's the way to mute them:

## Enable desktop Slack notifications only for keywords, mentions and direct messages

- Click on the workspace name in the top left
- Click **Preferences** and click **Notifications**
- Tick **Direct messages, mentions & keywords.**

You might find it unnecessary to keep up with every conversation in Slack. However, you do have to make sure important stuff doesn't slip through the cracks. By correctly setting your notification preferences, you'll only get notifications about mentions, direct messages and messages with keywords.

Notify me about...

About notifications 

All new messages

You'll be notified for every new message.



Standuply

Good morning everyone!

Direct messages, mentions & keywords

You'll be notified when a teammate mentions you, sends you a direct message, or uses [one of your keywords](#).



Standuply

Hi @Alex Kistenev

Nothing

You won't receive notifications from Slack. Note: you will still see badges () within Slack.

Notify me about replies to threads I'm following

Use different settings for my mobile devices

## Making your way through (tons of) unread messages

All your unread messages can be found in "All undreads". It's at the top of your channel list, and literally displays all unread messages from all channels you're a member of, in one place. In auto-refresh mode.

Below we'll share advanced strategies how to deal with lots of unread messages.

In addition to sorting the unread alphabetically or by publication time, Slack has a so-called scientific order: Slack tries to predict which messages are more important for you and your work, and shows them at the top.

## Sorting the Unreads

### Sorting and grouping

Choose how conversations in your sidebar are sorted.

Sort channels alphabetically (default) ▾

Sort channels alphabetically (default)▼

Sort channels scientifically (based on how you use Slack)▼

### Additional Options

#### Show All Unreads

This collects all the messages you've missed in one handy place.

#### Show the Quick Switcher

This lets you jump to conversations in a snap.

(You can also use **Ctrl** **k**)

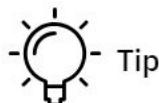
## Select your Mark as Read preferences

Here's how to change it:

- Click **Preferences** and **Mark as Read** section
- Select **Start me at the newest message and mark the channel read**.

When you log in to Slack or open a channel with unread messages, Slack will automatically scroll up to your last read message. This prompts you to read outdated discussions you might have missed that could be not so relevant to you.

With the proper notification setup, you'll never miss out on important stuff with no need to scan through old messages.



*Here's a couple of shortcuts to get rid of unread messages:*

1. In any channel, press **[Esc]** to mark all messages read.
2. Press **[Shift] + [Esc]** to mark every message read across the entire team.

## Go straight to the last unread message

This shortcut will save you the headache of searching. Instead, you'll automatically jump right down to the latest message.

- **Mac:** Option + Shift + ↓
- **Windows:** Alt + Shift + ↓

Finding a thread after you left the conversation can be truly annoying. Is there any volunteer to scroll all the way down multiple channels?

## Use the Slack Activity feed to see what's happening now

This tool can be found at the top right of your desktop Slack by clicking the @ symbol, or on mobile at the top right in any channel by clicking **@ Activity**. Click **Jump on an item** to go directly to that channel.

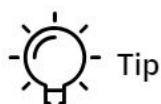
If you follow lots of channels and want to have all your notifications in one place, the Activity feed is what you're looking for.



## Productivity tips to improve the way you work on Slack

### Slack Hotkeys

Make shortcuts your routine – this will make your life easier and speed up your workflow. For a list of all shortcut keys type **Cmd + /** or **Ctrl + /** or check [the table below](#).



*The **Cmd + K** on Mac (**Ctrl + K** on Windows) is your best friend for finding anything in Slack. Details will follow shortly.*

## Sending direct messages via text box

Would you like an idea of sending a quick message to your teammate without having to find their name in your DM list? It's a handy alternative for those whose team as well as DM list grow bigger and bigger.

Instead of searching, try texting anyone from any channel. All you need to type is the `/msg @user [your message]` command in any channel or direct message, and it'll be sent right to your teammate.

## Quick edit tip for your last message

You can edit or delete your last message by pressing the Up arrow key. Alternatively you can do that through the menu appearing when you mouse over your message.

To delete it, just erase everything and click **Enter**.

## Using your personal space as storage

Use chat with yourself as a repository for files, lists and messages. No one except you will have access to it. It's like your personal wiki. Here you can write drafts or create your own to-do lists.

It is very convenient to create to-do lists using posts - there are interactive flags.

If a colleague shares a file or message that may come in handy in the future, you can save it by forwarding it to yourself. Just hover your mouse over the message, click "Share" and select yourself.

## Creating To-Do lists in Slack

### Pinning messages in a Slack channel

You can pin to-do lists in the channel and any member of the channel will see them and can add their comments.

If you want to make a to-do list for yourself or for teammates, consider the following options and choose which one suits you best.

## Stars

As mentioned above, you can star any message or file. Thus, you can create your own to-do list visible only to you.

Starred messages are in **Starred Items** at the top right of your Slack. Now you have quick access to:

- Relevant texts from other people
- Links or resources you often need
- Passwords or other information which might be of help

Star critical messages or files within a channel, group or direct messages to create your to-do list. Once a task is complete, just unstar it and it will disappear from the to-do list.



## #to-do channel

You can create a separate channel where you can publish to-do lists. Once the task is complete, a person can mark it with emoji. In addition, you can start threads under each item or task, which is convenient for discussion.

You can do the same for yourself too, posting tasks as separate messages in your own personal chat.

## To-do list in a Slack post

If you need a more traditional to-do list with interactive checkbox items, formatting options allow you to make such a list in a post. Share this post with your teammates or keep it private.



Alex Kistenev - draft saved in [Your Files](#)

## My tasks for this week

- Finish the pitch deck
- Find a designer for a Slack Guide post
- Test new features of Standuply bot
- Prepare for the team meeting

## To-do apps

Slack App Directory offers a bunch of to-do list apps (see Project Management, Productivity). You can find these apps searching for 'todo' or 'tasks' in the Slack App Directory.

If you need to collect data on completed tasks and post it in Slack, [Standuply](#) is the app for you.

## Slack Quick Switcher: fast switching across Channels and Workspaces

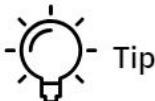
Slack features a handy Quick Switcher tool. That is, you can switch between channels, groups and personal messages, and even workspaces in split second.



How to use it?

- For a desktop version, press **Cmd + K** or **Cmd + T** for Mac and **Ctrl + K** for Windows and Linux to open Quick Switcher.
- To find a channel, start typing its name. To show public channels only, enter **#** before the search query.

- To open a direct or group message, start typing your teammate's name. Start with @ sign to search for direct messages only.
- To switch to another workspace start typing the workspace name.
- Use the Up and Down arrows or the Tab key to navigate search suggestions drop-down and press Enter to select.



*If you want Quick Switcher to always be at hand, you can pin it in the sidebar on the left. Click on your workspace name, then select Preferences, then Sidebar and click Additional options to select Show the Quick Switcher.*

## Using Slack only at set times

You've probably heard about checking your emails only at set times as a way to boost your productivity, right? You can adopt the same strategy for Slack.

You can customize the Do Not Disturb mode to focus on tasks during work hours. DND can be customized by clicking the bell icon next to your name. All notifications will be silenced when the DND mode is on.

### Do Not Disturb

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

Automatically disable notifications from:

10:00 PM ▾

to

8:00 AM ▾

Fiji Summer Time ([change time zone](#))

## Use Slack in your browser

You get annoyed by the red notification badge on the desktop Slack icon? Noah Kagan was annoyed of it too: whenever he had his desktop Slack running, he would always get distracted by the badge so he switched to using Slack via browser as a way not to be tempted to check Slack.

Watch other awesome tips by Noah Kagan [in this video](#).

## Terminate All Slack Sessions

This is a truly extreme if you want to focus and even the DND option is not enough. The ultimate way to free yourself from endless conversations is to sign out of all sessions, desktop, and mobile.

- Click **Account & Profile**, select **Settings**
- Click **Sign out all other sessions**.

#### Sign out all other sessions

Lost your phone? Left yourself logged in on a public computer? Need a way to sign out everywhere except your current browser? This is for you.

[Sign out all other sessions](#)

## Automatically collapse gifs and videos in channels

Gifs and videos can be fun as well as annoying for some people at times. To automatically collapse all of them type **/collapse**.

This won't affect messages. Feel like bringing the fun back? Type **/expand**.

## Leave irrelevant channels

Mute or leave channels irrelevant to you is the best thing you can do to avoid unnecessary noise on the topics that you no longer interested in.

Want to stay in? Just mute this channel. You can always rejoin a channel you left.

## Using Slackbot reminders

Set automatic reminders via @slackbot when you're doing focused work. This boosts your time management skills. You can use this as a personal reminder, or to remind a teammate about something.

Here is how to use the command: **/remind [me / @someone / #channel] [what] [when]**

Click **Enter**, Slackbot will take care of the rest.

The screenshot shows a Slack message from 'slackbot' at 11:50 AM. The message says: "I will remind you to "update the team meeting agenda" at 9AM every Monday." Below the message are two buttons: 'Delete' and 'View Reminders'. At the bottom of the screen, there is a text input field with a plus icon on the left, containing the text '/remind me to update the team meeting agenda on Mondays'.

# Slack Commands and Shortcuts

## Slack commands

Slack Commands allow you to use special functions by typing right in the message field in a channel.

Check the most popular slash commands and their descriptions below.

Slash commands	Action
/remind [@someone or #channel] to [What] [When]**	Set a reminder for a member or a channel
/join [#channel]	Open a channel and become a member
/open [#channel]	Open a channel
/who	List members in the current channel
/prefs*	Open your preferences
/collapse	Collapse all inline images and video in the current channel (opposite of /expand)
/away*	Toggle your "away" status
/leave (or /close or /part)	Leave a channel
/status	Set or clear your status
/topic [text]	Set the channel topic
/mute	Mute a channel (or unmute a channel that is muted)
/archive	Archive the current channel
/msg (or /dm) @someone [your message]	Send a private direct message to another member
/remind help**	Learn more about how to set reminders
/shortcuts*	Open the keyboard shortcuts menu
/apps*	Search for Slack apps in the App Directory
/invite @someone [#channel]	Invite a member to a channel
/dnd [some description of time]	Start or end a Do Not Disturb session
/remove (or /kick) @someone	Remove a member from the current channel. This action may be restricted to Workspace Owners or Admins
/remind list**	Get a list of reminders you have set
/search [your text]*	Search Slack messages and files

\*Not available on all mobile apps.

\*\*Not available on the Windows Phone app.



For Admin

*Most commands are pre-defined, but you can create your own. Check [Internal Integrations](#) to learn more.*

## Slack Shortcuts

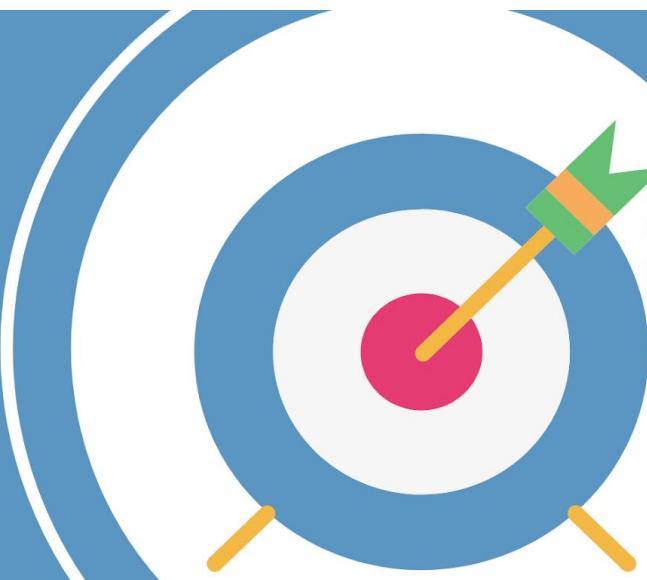
Just like slash commands, Slack shortcuts help you to navigate through channels and groups, as well as assist with your day-to-day operations.

Here are the most popular ones.

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

Check [Slack Help Center](#) for a complete list of hotkeys.

# STRATEGIES FOR EFFECTIVE COMMUNICATION ON SLACK



Establishing effective communication in a team requires a great deal of effort. Slack is a powerful tool, but it should be used properly, and your team members should stick to the rules of communication you define together.

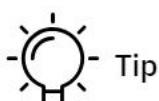
In this chapter, you will learn how to use Slack to ensure effective communication inside your team.

## One company – one Slack workspace

Optimally, there is only one Slack workspace for the whole company. It creates a single source of truth and encourages all your teammates to share their ideas and communicate with anyone in the company.

All company's employees, including those who belong to separate teams, should be empowered to join or leave channels at any time. When creating a Slack workspace, make sure you invite there all coworkers and employees.

It will serve as a knowledge base for the whole company, which is searchable and shareable across all Slack channels.



*It is crucial that every member of your team, including senior managers, uses Slack. If leaders are calling or emailing more than they're using Slack, it could create gaps in communication.*

# Setting up Channels Structure

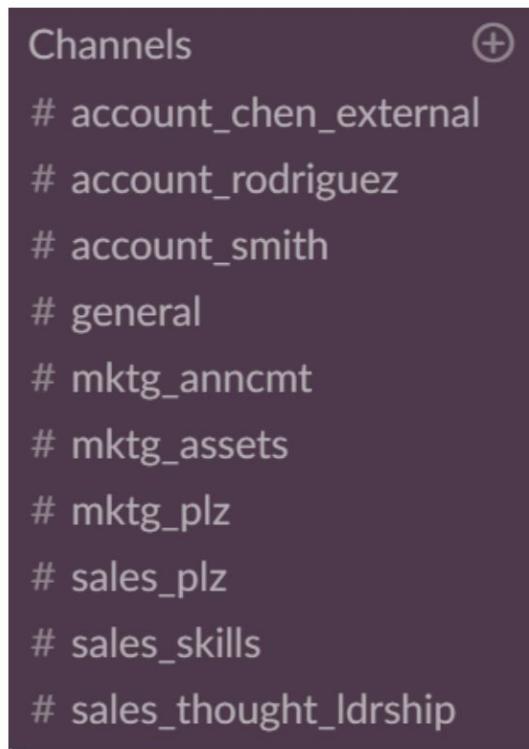
## Channels for topic-centered discussions

If there are tons of channels, people won't actively chat in all of them, but if there are not enough channels, those will be overloaded. When creating a channel, stick to the following logic: **one channel – one area** (theme, project, department, etc).

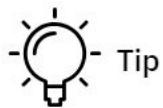
We recommend unifying channel names so that the name already makes it clear what's going on in this channel. In Slack channels are listed in the alphabetical order, so including abbreviations at the front of a channel name will cluster relevant channels together.

Here are several examples of how other teams name their Slack channels.

- Channels are named as follows: **team name-purpose**-(third descriptor only if needed). Since there is a limit in characters, some team names are shortened (for example, eng-scrum or ops-sales).
- Add **external** to the name of any channel with access for guests. It lets team members know that they are not supposed to share any confidential information there.
- Use **plz** for request channels. It will ensure cross-functional teams have a designated channel for other teams to come in and ask questions.



Source: Troops Inc., [Blog](#).



*Indicate **topic** of a channel when creating one.*



*Instead of forcing new teammates jump in at the deep end, just think how you want them to use the app and set default channel settings accordingly.*

- Head to **Preferences** to select **Administration**
- Click **Workplace Settings** and then select **Expand Default Channels**.

*Now you can add a set of channels a newcomer will be automatically added to as soon as they join your company's Slack.*

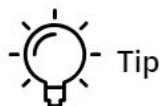
## Announcement-only channels for company-wide news

It's a perfect alternative to the company-wide all staff emails, which often remain neglected or buried merely in inboxes. So, it makes sense to set up a specific announcement-only channel.

In an announcement-only channel, team members don't respond to comments, so let them know where they can ask follow-up questions.

## Informative channels with data feed

You can set up informative channels, where you share important metrics with a team. Among their possible uses are Twitter feed, sales reports, OKRs, team shout-outs, etc. Name them this way: **feed-(purpose)**, for instance, feed-twitter or feed-OKRs.



*Make it clear which announcement and feed channels are a must-read and which can be ignored.*

## Informal channels for non-work discussions

Apart from being a virtual office, Slack also serves as a company watercooler chat. Put that idea into practice by creating specific channels for non-work discussions.

It can be **watercooler-(category)**, e.g., watercooler-soccer or watercooler-general, or watercooler-(city). Another option goes like this: **events-(category)**, e.g., events-festival, events-tutors or events-classes.

Try to minimize the use of #general across large teams. It's no big issue for small teams, but within larger teams, it immediately starts getting under everyone's skin.

## Public channels and private channels

Get the right balance of public and private channels. Public channels are useful for spreading information across the whole organization, thus making Slack effective. However, when there are too many people participating in a conversation, anyone trying to read or type could feel overwhelmed.

When you feel like limiting the number of channel participants, you can create private channels, which will reduce the noise. **Use the toggle** to decide whether your channel will be public or private.

### Create a channel

Channels are where your members communicate. They're best when organized around a topic — #leads, for example.

Public

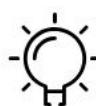
Anyone in your workspace can view and join this channel.

### Create a private channel

Channels are where your members communicate. They're best when organized around a topic — #leads, for example.

Private

This channel can only be joined or viewed by invite.



Tip

*Just switch to change the channel from Public to Private.*

## Archiving a channel

Be very strict about archiving channels. If a team member sets up a channel to serve a short-term purpose, do monitor that they remove it as soon as there is no need for it anymore.



For Admin

Keep track by getting insights on trending channels/topics. [Read how you can use Slack Analytics](#) to analyze your team's activity.

## Communication etiquette and best practices

Understanding the Slack communication etiquette is what distinguishes a pro from a newcomer. Thus, the efficiency of a team depends not only on learning how to use Slack features but also on mastering communications.

### Notifications

We recommend bringing consistent standards for notifications, like **@channel**, **@here** and **@usergroups**. Don't be too generous with them, otherwise, it can get too noisy.

To observe basic etiquette, be clear about when your teammates can use these commands. Even though this useful feature helps to notify the team, everyone must keep in mind to use it only when it's needed.

### Communication tips

These are some tips on how to use Slack to make communication organized, straightforward, and, at the same time, emotional.

### Use Threads

Threaded replies make a positive visual impact in the noise/clutter in your Slack channels. It groups discussions making communication organized.

### Use emoji as code words

Emoji help you to keep the noise down and highlight message priorities. In a split second, you pin an emoji to a message, thus showing your reaction without writing a word.

For example, a completed request gets marked with a checkmark. The requester can check the status just by looking back at the message.

## #to-do

☆ | 2 3 | 1 | Plans are nothing; planning is everything.

August 26th, 2016



Pinned by Oscar Greene

Oscar Greene 4:02 PM

- Finalize our plans for the team offsite by Friday.



- Confirm dinner reservations and set menu for group of 20.

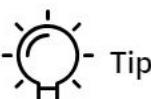


Oscar Greene 4:34 PM

- Book transportation to event space. [@dino](#) can you handle this one?



Source: Slack Technologies Inc., [Help Center](#).

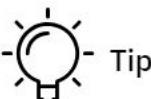


*In order to make the process even more efficient, you can also automatically copy a message with a specific emoji to a specific channel. [Check it here](#).*

## Pin essential items

Pin the essential items in a conversation, especially those ones which could be relevant in the long run. A pinned item will appear in **Channel details**, even if the message itself has vanished further up the feed.

It could be handy when someone requests for information which has already been pinned. You just refer them to that channel's pinned items. Team members will start also pinning items and checking a channel for pinned items first before asking.



*To pin an item on mobile, press and hold on a message, and select **Pin to conversation**. On a desktop, click the message, then click the three dots for **More actions**, and select **Pin to this conversation**.*

## Make active use of statuses

Setting a status will let your colleagues know what you are up to so that they don't disturb you for no good reason. Remind the team about this feature occasionally by asking to set a status regarding something. It is especially useful for distributed teams, whose members don't work together in one single room.

## Delete link previews

Make it a rule of thumb: whenever you share a link, remove a link preview to prevent flooding the channel. With loads of link previews, we waste too much time on scrolling channels' messages.

## Set channel rules

Remind a team to choose transparent channel names and keep discussions straight to the point. This way you make it easy for others to know where to look for the information and keep communication organized.

Besides, convey a fundamental rule across the company: if there is no need for you to participate in a channel, you either leave it or don't join it at all.

*Hint: Want to keep conversations relevant? Instead of trying to stop irrelevant chats and having other participants watch it, just use [Polite Raccoon emoji](#). It's a gentle way to signal the author (and anyone else) that they'd better continue the off-topic conversation elsewhere.*



Source: [QZ](#).

## Create a channel for daily check-ins

Slack allows quick daily check-ins that [reduce the need for team meetings](#). Use Slackbot reminder to ask colleagues to post their updates.

Or you can choose [Standuply](#) which has flexible scheduling options, configurable questions. Standuply also integrates with JIRA, Trello and other tools you might use.

A screenshot of a Slack channel interface. On the left, there's a sidebar with several small, grayed-out messages. The main area shows a channel named '@standuply'. A message from a bot named 'Standuply' at 12:25 PM says "Hey there, here are the results of 'Standup report':". Below this, a user named '@gilfoyle' has replied with their daily report: "What did you do yesterday? I was fighting with the bloody server that was about ready to burnout from an overload". They also asked "What do you plan on doing today?" (response: "Grab a beer") and "Okay, any obstacles?" (response: "Fridge is empty").

## Slack Loading Messages

Slack Loading Message is the message with the avatar of a person who set it, which you see while Slack is loading.

Slack has designed several messages, but feel free to customize them to your taste. You can use Loading Messages to remind the team of corporate values or send birthday greetings this way.



**The mystery of life isn't a problem to solve,  
but a reality to experience.**

– Frank Herbert



This is how you create it:

- Click on the workspace name
- Select **Customize Slack** from the menu
- Click **Loading Messages**
- Enter your message under **Add a custom loading message**
- Click **Add Message**.

**Custom Messages from Standuply**  
Create up to 150 custom messages. Keep in mind that everyone in your workspace will see these, so keep it clean! Also, note that messages you add will be attributed to you.

Add a custom loading message

Type your message... 80/140

**Add Message**

Messages	Added By
If you're not making mistakes, then you're not making decisions - Catherine Cook	Alex Kistenev <span style="float: right;">(x)</span>

### How to remove a Loading Message?

- Click on your workspace name
- Select **Customize Slack** from the menu
- Click **Loading Messages**
- Click the **Delete icon** next to the message you want to remove
- Click **Delete** to confirm.

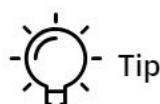


For Admin

*Admins are authorized to limit customization of loading messages*

## Basic safety guidelines for Slack

Slack has always paid a lot of attention to the safety of its users and their workspaces. Below we provide a short overview how to use Slack to prevent security incidents.



*Here's another great article which also covers security aspects of using Slack:  
[Blind Spots in Slack: 5 Things You Didn't Know Your End Users & Admins Could Do.](#)*

## Links to external files

Your teammates can share files outside their workspace on the Internet by creating an external link for any file. At the same time, admins can't control this process in any way, which means attackers can get access to your sensitive documents.

To avoid the outsider threat, limit the ability to create external links through [the Admin panel](#).

## Limit the number of admins

In Slack, it's a typical scenario to assign the admin role to a group of members. Then they can share the same rights with more people and so on. It can cause security risks.

Consider minimizing the number of admins. At the very least, you should know who has the admin rights and check this list regularly. Do all your admins have really to be in that role?

## Restrict access

Admins have the rights to restrict access to your Slack and restrict access to channels for some users. Make use of it when necessary.

1. By default, only Admins can invite new people to your Slack. You may leave it as-is so that your colleagues don't invite someone from the outside.
2. Use **Guests accounts** to restrict access to channels with sensitive data for freelancers and part-time workers.
3. Deactivate Slack accounts of those who are no longer working in your company.

## Monitor Slack apps in your workspace

1. Usually, all your teammates can install any third-party app from the Slack App Directory. If you deem necessary, limit the number of persons who have the right to add new apps.
2. Internal integrations you build use the Slack API secret token of your workspace. Don't share this token with anyone to avoid possible safety hazards.

## Enable two-factor authentication (2FA) for all users

This authorization method uses a person's second device (usually a cell phone), where they get a unique confirmation code. It's used in a combination with user's password to access Slack.

Users can enable this feature on their own, but Admins can require all users to follow this rule.



For Admin

A link to enable 2FA can be found [here](#).

## Be cautious about third-party links

Admins can't keep track of all the links in channels, so part of the responsibility is on other team members. We recommend that you convey to the team that they should avoid clicking on suspicious links. Moreover, Slack provides link previews to let people know in advance what a link is about.

## Additional restrictions to be aware of

1. Admins can limit the number of people who can use mass @mentions.
2. Admins can hide user emails from their profiles through workspace settings. This feature is most needed for a Slack community rather than for a company's workspace.

## What to do when Slack is down?

It's a very rare scenario. If, after all, Slack is down, use any backup communication way and follow Slack updates on their [status page](#) or [Twitter](#).

Do you know any other strategies or tips how to improve the way we work on Slack? Please add them in **comments section below or send us a tip via [hello@standuply.com](mailto:hello@standuply.com).**



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