EMORY UNIVERSITY | Research Administration Services

RAS Central / Operations Slack Orientation and Guide

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SLACK: A WORKPLACE COMMUNICATION TOOL FOR RAS

RAS SLACK GOAL

RAS is committed to transparency and communication. *Slack is a collaboration hub, where the right people and the right information come together, helping everyone get work done.*

RAS-wide communication and collaboration will be facilitated in Slack. RAS Central / Operations will use this platform to share information and support the exchange of ideas and best practices across RAS units.

All RAS staff are encouraged to use Slack to

- Share information,
- Exchange ideas and best practices,
- Provide input on RAS initiatives, and
- Access RAS knowledge and expertise.

OVERVIEW OF SLACK FEATURES

- Conversations happen in channels—organized by topic, RAS unit, or whatever makes sense
- Integrates with services we already use (Outlook, for example)
- Find what you need quickly—everything in public channels (messages, files, and integrations) are searchable in Slack
- Frees up your email for priority communication

ACCESSING SLACK

Follow the instructions in the invitation link. You can access Slack from the web or a local device. The Slack app can be downloaded to multiple devices (PC, laptop, mobile phone, tablet, etc.) for seamless integration and access.

RAS Team Slack URL: emory-ras-team.Slack.com

Local (instructions to download)

- Desktop version: Download to your PC (https://Slack.com/downloads/windows).
- Mobile version: Download the app to your phone (Google Play or Apple's app store).

Log In Credentials

Your Slack log in consists of your full email address (e.g., john.doe@emory.edu) and a password you create. It is not connected to your Emory NetID and password, nor will your password change when your network password changes.

LEFT NAVIGATION

This is a summary of key features only. Visit the Slack Help Center: https://get.Slack.help/hc/en-us for a complete listing.

Workspace Administration

This is where you manage your account, set preferences, and get help. Click the Workspace name in the top left to open the menu.

To turn on desktop notifications:

- From your desktop, click your workspace name in the top left.
- Choose *Preferences* from the menu.
- Click *Notifications*.
- Under *Notify me about*…choose the type of activity Slack notifies you of.

Note: *Your desktop preferences apply to your mobile by default. To change your mobile preferences, check the box next to Use different settings for my mobile devices.*
You can set your preferences to email you notifications when you are not active on your desktop.

- From your desktop, click your workspace name in the top left.
- Choose *Preferences* from the menu.
- Click *Notifications*.
- Under *When I'm not active on my desktop*, check or uncheck *Send me email notifications*.
- Select how notifications are delivered.

It is important to receive notifications from Slack so that you don't miss important information and reminders.

Channels

Channels represent different topics of communication. Channels are created for specific projects, subjects, or purposes to keep information and conversations organized. Click on a channel name to view the messages and documents being housed in the channel.

Tip: If a channel name is bolded, this means there's unread activity.

Direct Messages

Direct messages (DMs) are one-to-one conversations between you and another workspace member. Group direct messages (group DMs) are smaller discussions, outside of channels, between you and up to eight other members. DMs work well for one-off conversations that don't require an entire channel to weigh in.

TOP NAVIGATION

This is a summary of key features only. Visit the Slack Help Center: https://get.Slack.help/hc/en-us for a complete listing.

Channel Details ⓘ
- View channel highlights, pinned items, shared files, modify preferences, and more.

Channel Settings ⚙
- Jump to a date, mute or leave the channel, modify preferences, and more.

Show Activity @
- Displays your mentions and keywords across the Slack workspace.

Starred Items ☆
- Displays all messages you have starred.

More Items ⋮
- View files, downloads, workspace directory, and more.

IN THE CHANNEL (CENTER)

This is a summary of key features only. Visit the Slack Help Center: https://get.Slack.help/hc/en-us for a complete listing.

Write a Message

Slack makes it easy to send and read messages so you can quickly share information in your workspace. To send a message:

- Type your message in the message field at the bottom of the screen.
- Press *Enter* to send.

Tip: You can quickly edit your last message by pressing the *up arrow key* in the empty message field. You also have the option to add a Send button to Slack, allowing you to use the Enter key to add a new line to your text. Alternatively, you can add a hard return or a new line by pressing *Alt + Enter = New Line.*

Add a File

To help you collaborate, add files to Slack and share them with your teammates. Uploaded files are stored, searchable, and shareable across your workspace. To add a file:

- Drag and drop up to 10 files in Slack or click the *paper clip* icon next to the message field.
- Add a message about the file if you'd like.
- To change a file's name, select it and click the *More Actions* icon in the top right.

Bring Emails into Slack

You can upload any important email to Slack by forwarding it to a unique email address. Slackbot (the Slack virtual assistant) will deliver the email. You can keep it private it or share it with your team. To enable this feature, navigate to *Preferences* in the left navigation. Select *Messages & Media.* Scroll to *Bring Emails into Slack*. Activate this feature. You can now copy the email address and create an Outlook Contact for future use.

Mention a Teammate

Sometimes you'll need to call the attention of another member when having a conversation in Slack. When you send a message and include the @mention, the person you mention will be notified.

Emojis

Use emojis to convey emotion or provide information. For example, in RAS Central we use 👀 to indicate a message/request has been received and is under review. We use a ✔ is to indicate a request has been completed.

Reply to a Message

There are many options for replying to a message. Hover over the message to reveal the action menu.

- Add Reaction 😃⁺
  o Emoji reactions are a quick way to respond to any message in Slack. They can often replace the need for follow-up messages or replies in a thread.
- Start a Thread 💬
  o Threads keep discussions in Slack organized. They let you ask questions, add context, or give feedback on a specific message, all without disrupting a conversation's flow. A thread will remain connected to its original message, and only those that have contributed to it or are following it will be notified of new replies.
- Share Message ⇨
  o By sharing a message, you can quickly forward it to another channel or direct message in a few simple steps. You'll have the option to add more context to a shared message with an optional quote. You can also choose exactly where the message is shared – whether that be in another channel or a direct message. To share a message:
    ▪ Click the share message arrow.
    ▪ Use the drop-down menu to choose where you'd like to share the message and add a note if you'd like.
    ▪ Click *Share* to send the message.
- Star an Item ☆
  o Use stars to bookmark items in your workspace and easily reference them again later.

- More Actions • • •

  - Follow a message so that you'll be notified of any replies, copy the link, mark unread, set a reminder, pin to channel, delete the message, and more.

Edit a Message

Select *More Actions* • • • . Choose *Edit message*. You can now edit and save/post the changes to the message. You can only edit messages you authored.

Delete a Message

Select *More Actions* • • • . Choose *Delete message*. You can delete the message. You can only delete messages you authored.

Set a Reminder

Select *More Actions* • • • . Hover over *Remind me about this*. Choose reminder option (20 minutes, 1 hour, 3 hours, tomorrow, or next week). Reminders for tomorrow will be delivered to/in Slackbot at 9:00 am. Reminders for next week will be delivered to/in Slackbot at 9:00 am on Monday. You can take the following actions in response to reminders: *Mark as Complete, Delete*, or *Snooze* (for 20 minutes, 1 hour, 3 hours, tomorrow, or next week). Selecting *Snooze* resets/reschedules the reminder.

RESOURCES

Add Files to Slack: https://get.Slack.help/hc/en-us/articles/201330736-Upload-and-share-files

Add Send Button to Message Field: https://get.Slack.help/hc/en-us/articles/115005523006

Desktop Notifications: https://get.Slack.help/hc/en-us/articles/201355156-Guide-to-Slack-notifications-#channel-specific-notifications

Direct Messages: https://get.Slack.help/hc/en-us/articles/212281468-Direct-messages-and-group-DMs

Emoji and Emoticons: https://get.Slack.help/hc/en-us/articles/202931348-Emoji-and-emoticons

Mention a Member: https://get.Slack.help/hc/en-us/articles/205240127-Mention-a-member

More tips: https://fieldguide.gizmodo.com/10-tips-to-make-you-a-Slack-wizard-1764647658

Pin Messages or Files: https://get.Slack.help/hc/en-us/articles/205239997-Pin-messages-or-files

Set a Reminder: https://get.Slack.help/hc/en-us/articles/208423427-Set-a-reminder

Share Messages: https://get.Slack.help/hc/en-us/articles/203274767-Share-messages-in-Slack

Slack Glossary: https://get.Slack.help/hc/en-us/articles/213817348-Slack-glossary

Slack Help Center: https://get.Slack.help/hc/en-us

Threads: https://get.Slack.help/hc/en-us/articles/115000769927

View Unread Messages: https://get.Slack.help/hc/en-us/articles/226410907-View-all-your-unread-messages

QUESTIONS

If you have questions about Slack please contact Amanda Riley (amanda.riley@emory.edu).