Slack FAQs

Visit www.thevinemadison.org/slack to download our Slack 101 document that includes initial setup instructions, tips on how to use Slack and screenshots.

+how often should I check Slack?

First, if you have a smartphone, install the Slack app! You can minimize your notifications but putting it on your phone will help you to stay connected without needing to login. If you don't have a smartphone, install the desktop app (Mac, PC, Linux).

If you're not getting notifications on your phone, we recommend checking at least your CityGroup channel about once a day.

+how do I set my default/global notification level?

Great question! Unless you really want to be "in-the-know" for every channel, you'll probably want to set your global (or default) notification preferences first. On mobile, go to Settings/Push Notifications. We recommend the "Only Direct Message/Highlight Words." (This means that you'll get notified only if someone directly mentions your name or uses the @channel command.)

+how do I adjust my notification level on a channel?

Click on the drop-down arrow by the channel name and then select "notifications." Unless you have a very active CityGroup, you might want to get all notifications for your CityGroup. Other groups, you'll probably like a lower level. You can also mute channels, which means you're in the channel, so you can read everything, but you won't get notified about posts.

+how do i join a channel?

Look for the "+" icon in the left sidebar. Select that, then choose your channels. On desktop, you'll have the option to preview a channel first before joining. On mobile, as soon as you select the channel, you've joined it--but you can always leave the channel too.

+what's the difference between a public & private channel

Anyone on the Vine's Slack team can see and join a public channel. You will not be able to see the private channels and will need invites for them.

Right now, CityGroups and men's and women's groups within CityGroups will be private as well as a few serving channels, but in general, we would like to keep as many channels public as possible.

+what's the difference between a post & direct message

A post is typically the entry in a channel or in a direct message (think of it mostly like a text message or instant message--which typically doesn't have a paragraph break). You can, however, on the desktop app, use an additional amplified feature called "Create a Post," which will allow you to use paragraph breaks (unlike a text or instant message).

A direct message is basically an email you send directly to one person or multiple people. Direct messages are always private.

+why do people use the @username or @channel commands?

Using the "@" symbol plus someone's username will typically notify them--this is a good way to call someone out in case. The @channel command should be reserved for really important all channel announcements since it'll override several notification settings.

+what does "starring" do?

You can star any channel or direct message (person). If you do this, then those items will float to the top of your left sidebar and be more accessible.

+what are "pinned items"?

You can pin any document, image or post to a channel. This is really useful for calendars or documents that people in that channel need frequently. There are different ways to access and pin on mobile vs desktop, but the pinned items can normally be found in the channel settings or properties area.

+can I create a channel?

Sure! Anyone can create a public channel. We just ask you to
- Try not to duplicate (or overlap too closely with) an existing channel
- Have at least four people interested in joining
- Use the naming schema to help keep channels organized

+what can I upload?

You can upload any document (PDF, etc.), including images. (For power-users, you can also use Markup and add code snippets.) Select the + icon by the message bar at the bottom of channel. You'll have more options on desktop than mobile, but you'll find what you need.

About Google Apps: If you allow Slack to recognize your Google Apps account, if you share a Google doc, the link will convert to a better-looking link.

+how do add a custom emjoi?

Nice question. Gold star for you if you figure it out!