

Slack

☰ About Slack

☰ Slack Basics

☰ Slack Best Practices

☰ Tips & Tricks

☰ FAQs

🔍 Slack Review

☰ The End!

About Slack

What is Slack?

Slack is an online messaging platform that helps make work more fun and efficient. As you will see throughout this course, Slack borrows elements from email and text messaging. It allows you to easily message your colleagues, view important updates, integrate apps, and more.

If you're completely new to the Slack workspace, we'll first be covering the basics of Slack. Then, even if you consider yourself a seasoned pro, we'll be reviewing some best practice for using Slack at Shopmonkey!

Ready to learn Slack?

You will be able to practice directly in your Slack account. To get started, click the purple button on the right to open Slack.

[GO TO SLACK](#)

[CONTINUE](#)

Slack Basics

How do I use Slack? The basics.

In this lesson, we will be reviewing how to send messages, manage DMs and channels, set notifications and preferences, and use apps. Throughout the lesson, you will see important Slack features highlighted by orange boxes.

Also, make sure to complete the practice activities! If you feel confident with a certain feature in this section, you can either complete the activity as a refresher or skip it.

Start and send a new message

Click on the buttons below to learn more about how to start and send a message.

Shopmonkey

Search Shopmonkey

Makenna Connolly

All DMs

Mentions & reactions

Drafts 1

Slack Connect

More

Channels

Direct messages

Slackbot

Makenna Connolly you

Anya Iskandarian

Ashley Wright

Ashley Wright, Joe Aizawa

Cade Vanneman, doliveri, d...

Joe Aizawa

Max

Zack Buffum

Add teammates

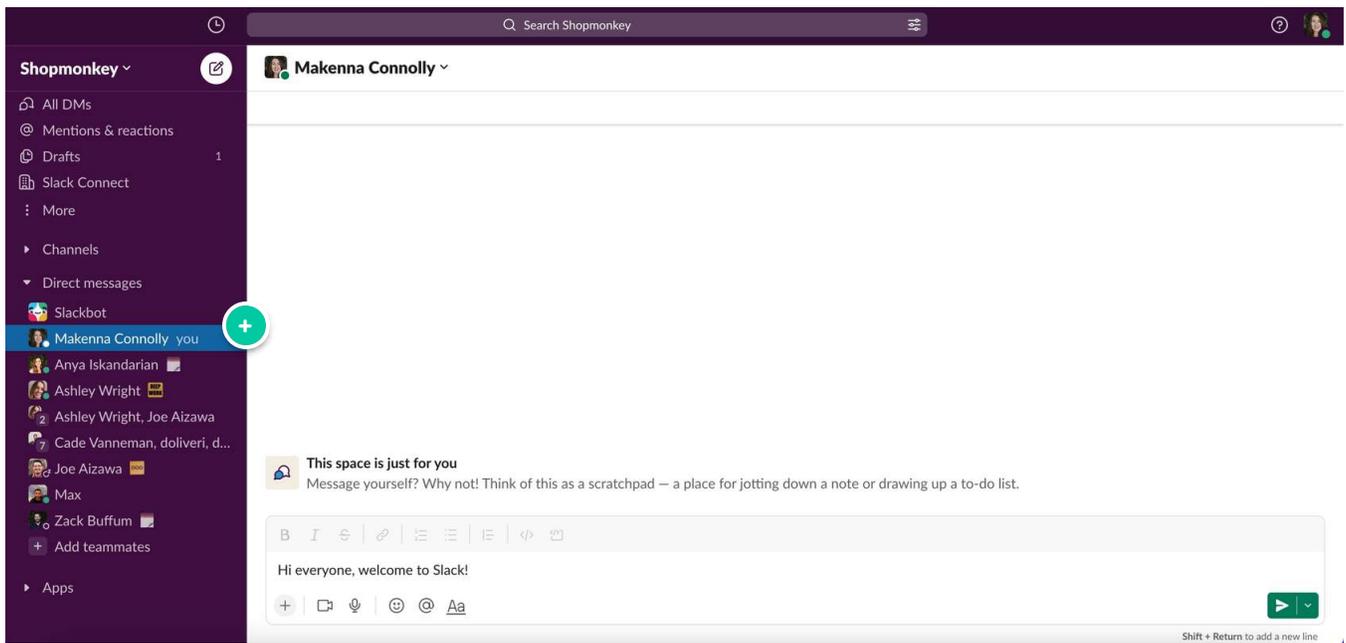
Apps

This space is just for you
Message yourself? Why not! Think of this as a scratchpad – a place for jotting down a note or drawing up a to-do list.

B I

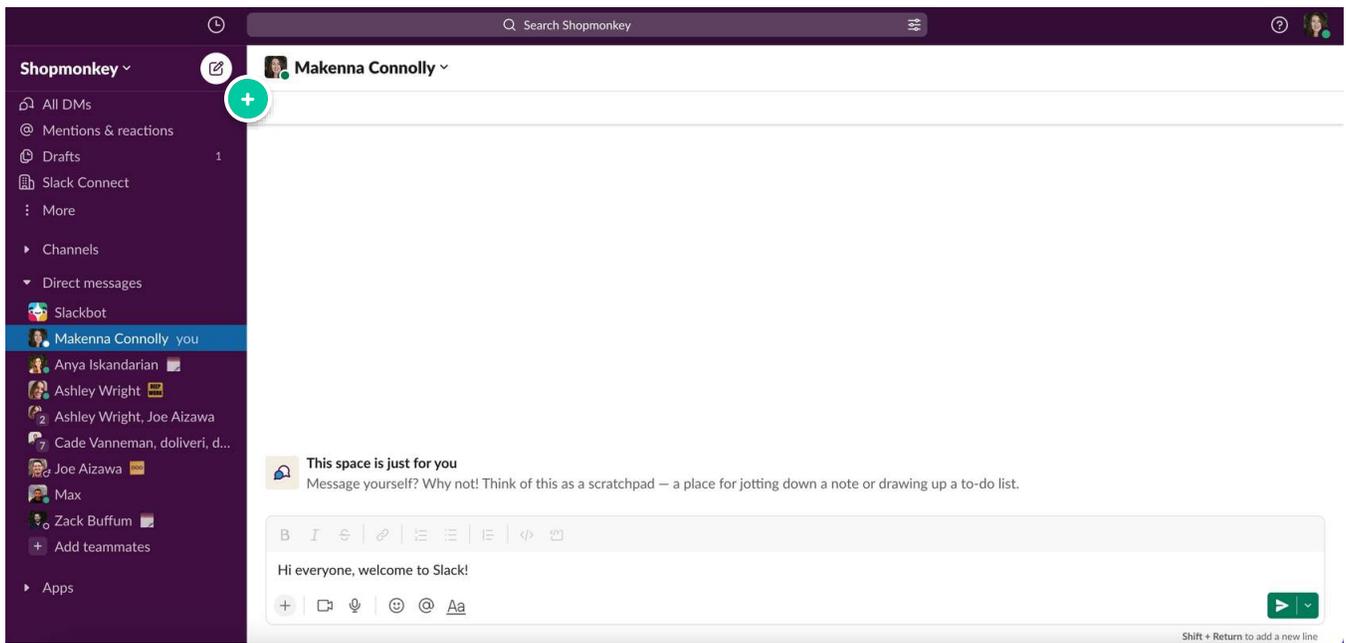
Hi everyone, welcome to Slack!

Shift + Return to add a new line



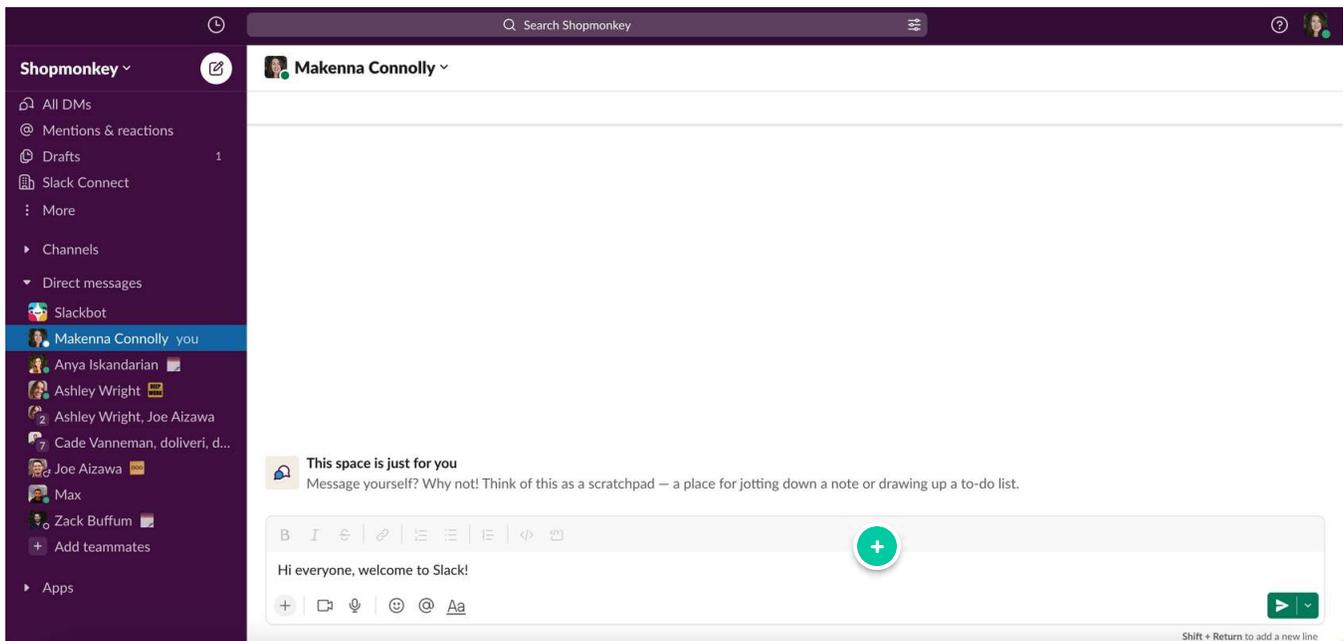
Access your space

Click on your name on the left sidebar to access your personal Slack space.



Start a new message

Click the button with the pencil icon to start a new message. A search bar will appear, and you can use it to search for a person, group, or channel.



Send a message

This is the new message field where you can write your message. Writing a message in Slack is like a combination of email and text messaging. You can add emojis, bold text, and attach files with the plus button to the lower left. When you are ready to send, click the green icon to the right.

Note: Depending on your default settings, pressing enter on your keyboard may send the message instead of creating a second line. Lesson 4 will review how to adjust this setting if desired.

Practice Activity



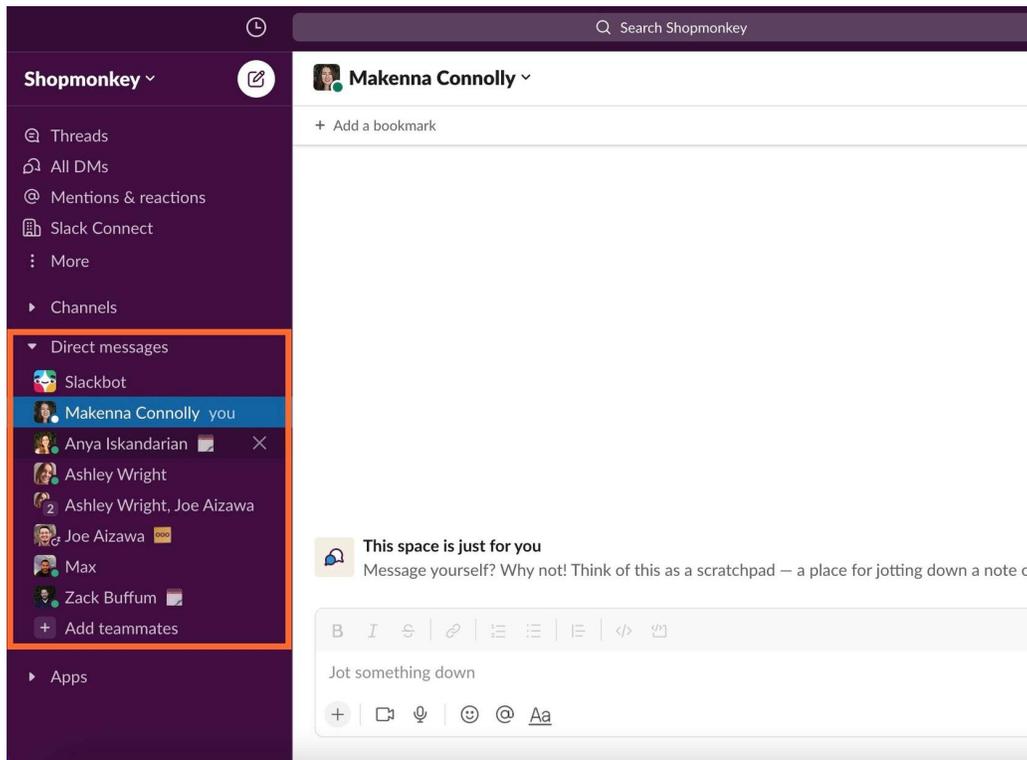
Send yourself a test message. Click on the new message icon, search for your name, and send yourself a message with bolded text, an attached file, and an emoji. Only you can see messages in your personal Slack space!

Need some extra help completing this practice activity? Then watch the video below!

Manage your DMs and channels

DIRECT MESSAGES	GROUP DMS	PUBLIC CHANNELS	PRIVATE CHANNELS
------------------------	------------------	------------------------	-------------------------

Direct messages (DMs) are conversations between you and one other person. DMs appear on the left sidebar under the **Direct messages** tab. When you click on someone's name, you will see your previous messages with them. When you hover your cursor over someone's name, an **x** will appear. Clicking the **x** will remove the DM from your sidebar, but it will not delete the conversation. To reopen a DM, use the **Search Shopmonkey** bar at the top of the screen and search for your recipient. Click the image below for a closer look at DMs.



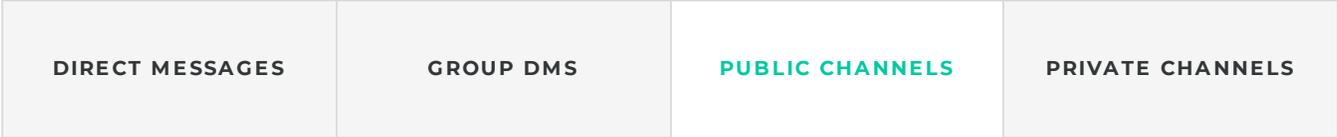
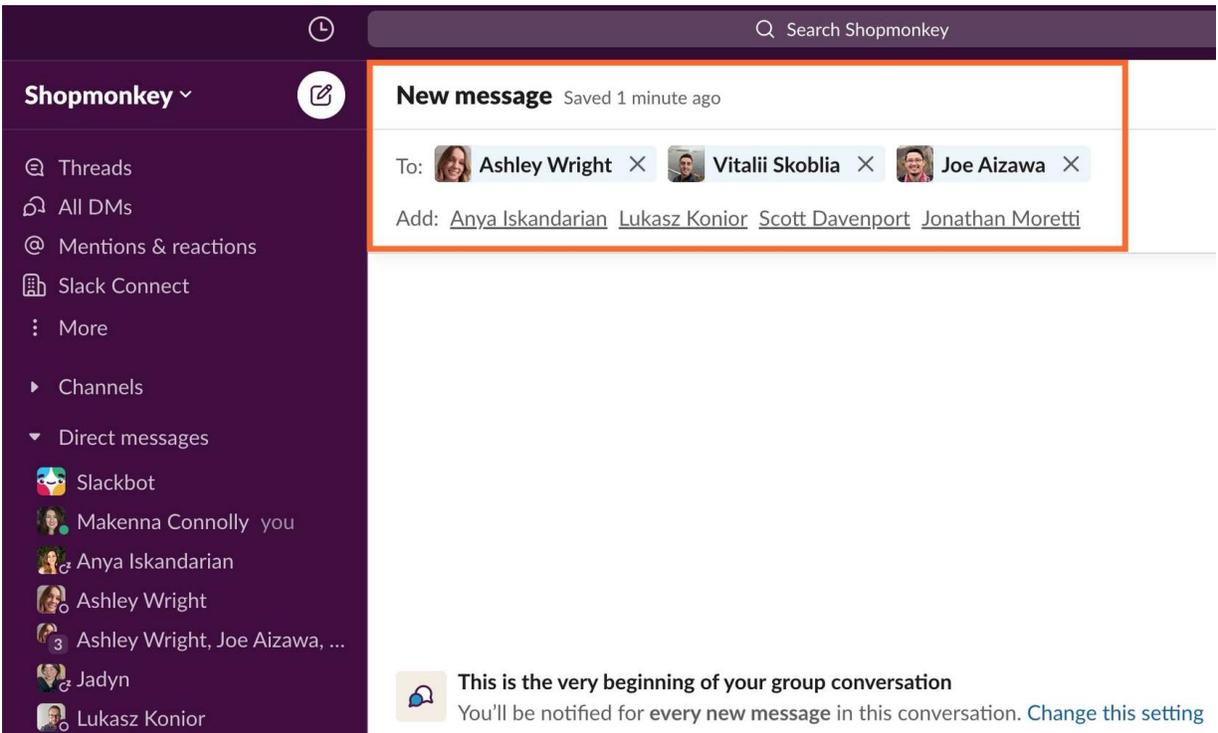
DIRECT MESSAGES

GROUP DMS

PUBLIC CHANNELS

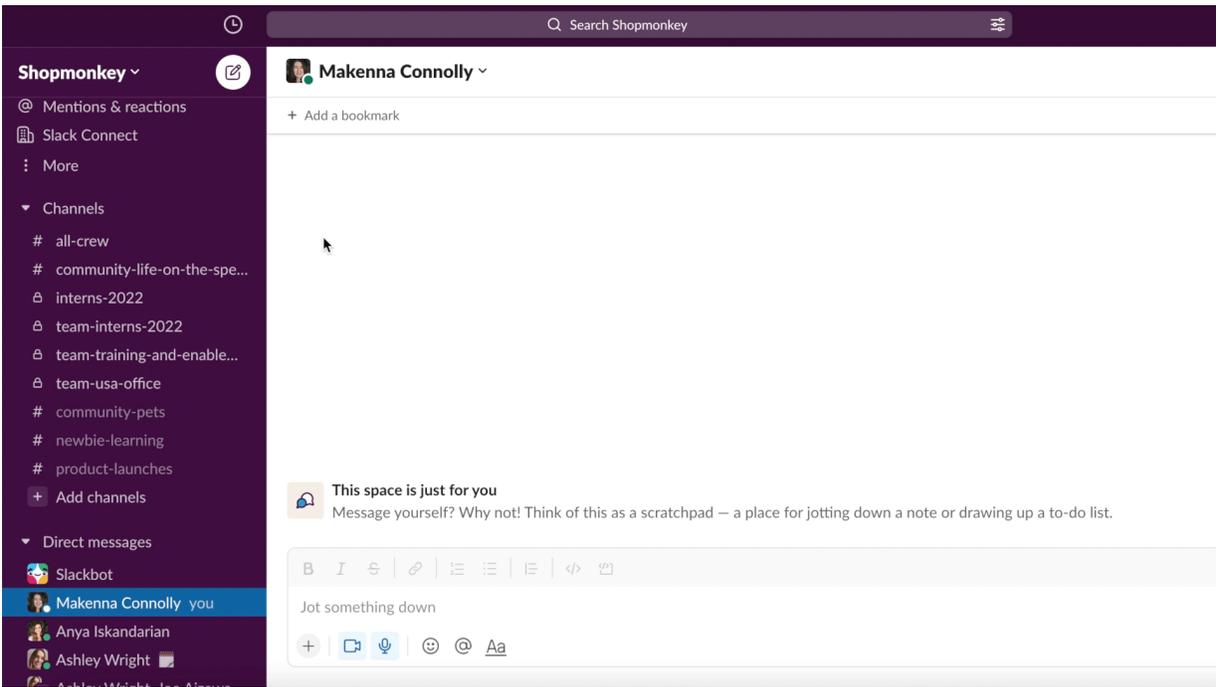
PRIVATE CHANNELS

Group direct messages also appear under the **Direct messages** tab. You can also remove a group DM from your sidebar and add it back later. To create a group DM, follow the same steps for starting a new DM and add more than one person. Click the image below for a closer look at how to create a group DM.



Channels are similar to group DMs, but channels are meant for a specific topic. They are also designated with a hashtag (#). The **Channels** tab appears on the left sidebar above your DMs. Channels are a great way to stay informed (like with #all-crew), ask questions (such as with #ask-product), report software bugs (#bug-bash), and have some fun (including #community-pets)!

To find and join a public channel, hover your cursor next to the top of the **Channels** tab and press the + button. Click **Browse channels** to open the **Channel browser**. Here, you can view and join any of the public channels at Shopmonkey. Click the GIF below for a closer look at how to browse channels.



DIRECT MESSAGES

GROUP DMS

PUBLIC CHANNELS

PRIVATE CHANNELS

Private channels also appear under the **Channels** tab. However, they are designated with a lock symbol because you can't join a private channel yourself. Someone already in the private channel must add you to that channel. To create a private channel, click the same **+** button for browsing channels. Click **Create a channel** and select the **Make private** toggle.

Note: When you create a private channel, you will not have the ability to make it public later.

Create a channel ×

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

Name

Description (optional)

What's this channel about?

Make private
When a channel is set to private, it can only be viewed or joined by invitation.

Share outside Shopmonkey ⓘ Create

Note: The "Add teammates" button at the end of the Direct messages tab will not create a new DM. Rather, this button invites someone to join your company's Slack workspace.

Practice Activities

If there's someone you want to say hello to, send them a DM.

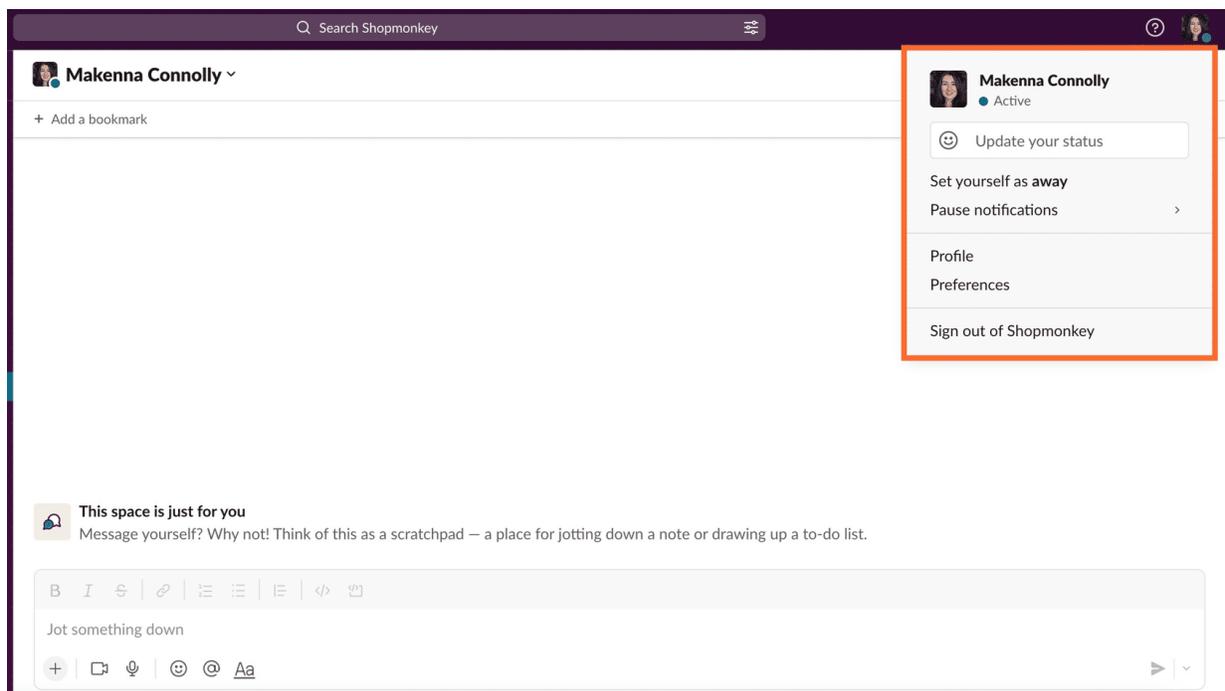
On the sidebar, hover over your name and click the **x**. Then, use the **Search Shopmonkey** bar to add yourself back to the sidebar.



Look through the **Channel browser**. Hover your cursor over a channel and click **View** to see a channel before joining it. Join some channels to learn more about Shopmonkey and connect with your colleagues.

Customize your status, notifications, and preferences

To customize Slack to fit your needs, click your profile icon at the top right corner. A drop-down settings menu will appear. Continue scrolling to see what these settings are and how to adjust them.

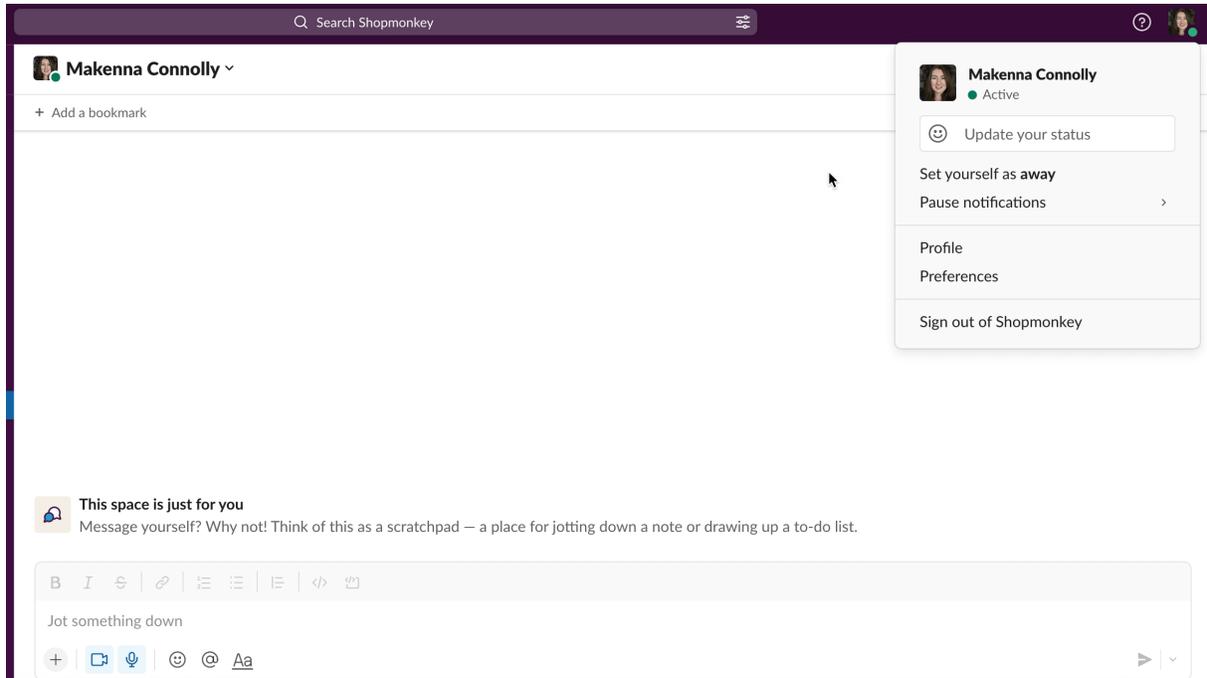


Update your status —

Let others know when you are available on Slack. Clicking **Update your status** on the settings menu will take you to the **Set a status** menu. This menu allows you to let others

know when you are in a meeting, on a call, and more. An emoji represents each status (such as a calendar for **In a meeting**). This emoji appears next to your name on the sidebar. There are preset options, but you can also create a custom status, as seen in the GIF below.

Tip: If you see a colleague with the status "OOO," it means they are Out Of Office!



Set yourself as away/active —

Another way to let others know when you're available is through setting yourself as away or active. Clicking **Set yourself as active** will activate a green circle, as seen in the GIF below. When you are done for the day, you can then click **Set yourself as away** to remove the green circle. This green circle also appears next to your name on the left sidebar, which makes it easy for colleagues to check if you are active.



Makenna Connolly

○ Away



Update your status

Set yourself as **active**

Pause notifications >

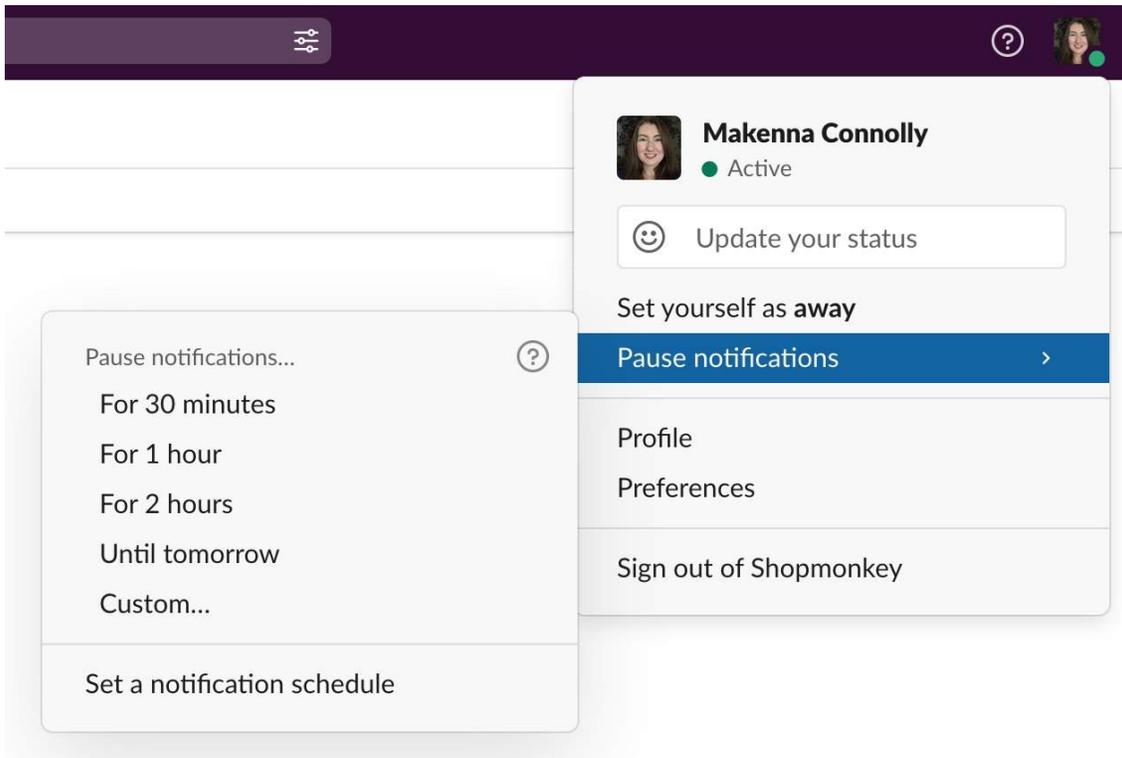
Profile

Preferences

Sign out of Shopmonkey

Pause notifications —

Manage your notifications to reduce distractions. Clicking **Pause notifications** will allow you to not see any new message notifications for a certain time period, such as one hour. You can also select **Set a notification schedule** to create a custom time period to receive notifications. It's like setting your office hours!



Profile —

Update important personal information. Clicking **Profile** will take you to your profile settings, such as email address and location. It's also where you can add your profile picture, pronouns, and name pronunciation.

Preferences —

Customize Slack for increased comfort and productivity. Clicking **Preferences** will take you to a variety of personalization options. Here, you can manage advanced notification settings, change your color scheme, set your preferred language, and more.

 **Note: Accessibility settings, including for screen readers and GIF animations, are available under Preferences > Accessibility.**

Practice Activities

Update your status and then clear your status. To clear your status, click your profile icon and click the **Clear status** button.

Set yourself as active (or inactive, if you are already active).

Pause your notifications.

Access **Profile** and upload your profile photo.

Access **Preferences**. Look through the settings to become more familiar with them. Tips for specific preference settings will appear later in this article.

Manage and use your apps

The **Apps** tab appears on the left sidebar below the **Direct messages** tab. This tab allows you to integrate Slack with a variety of external apps for easy access and use. Some recommended apps are Assist, Guru Wiki, Google Calendar, ClickUp, Lattice, Zoom, and Assist.

To browse and add apps, click the **Add apps** button that appears under the **Apps** tab. Just like with DMs and group DMs, clicking the **x** next to an app will remove it from your sidebar without deleting it. To add an app back to your sidebar, simply use the **Add apps** button again.

 **Note: Integrating with the Google Calendar app will automatically update your status to "In a meeting."**

Practice Activity

Click **Add apps** and browse through the apps.

CONTINUE

Slack Best Practices

What are some best practices? The specifics.

Congrats! You know your way around Slack. Now, it's time to optimize that knowledge through learning some ways to communicate thoughtfully at Shopmonkey.

EMOJI
REACTIONS

THREADS

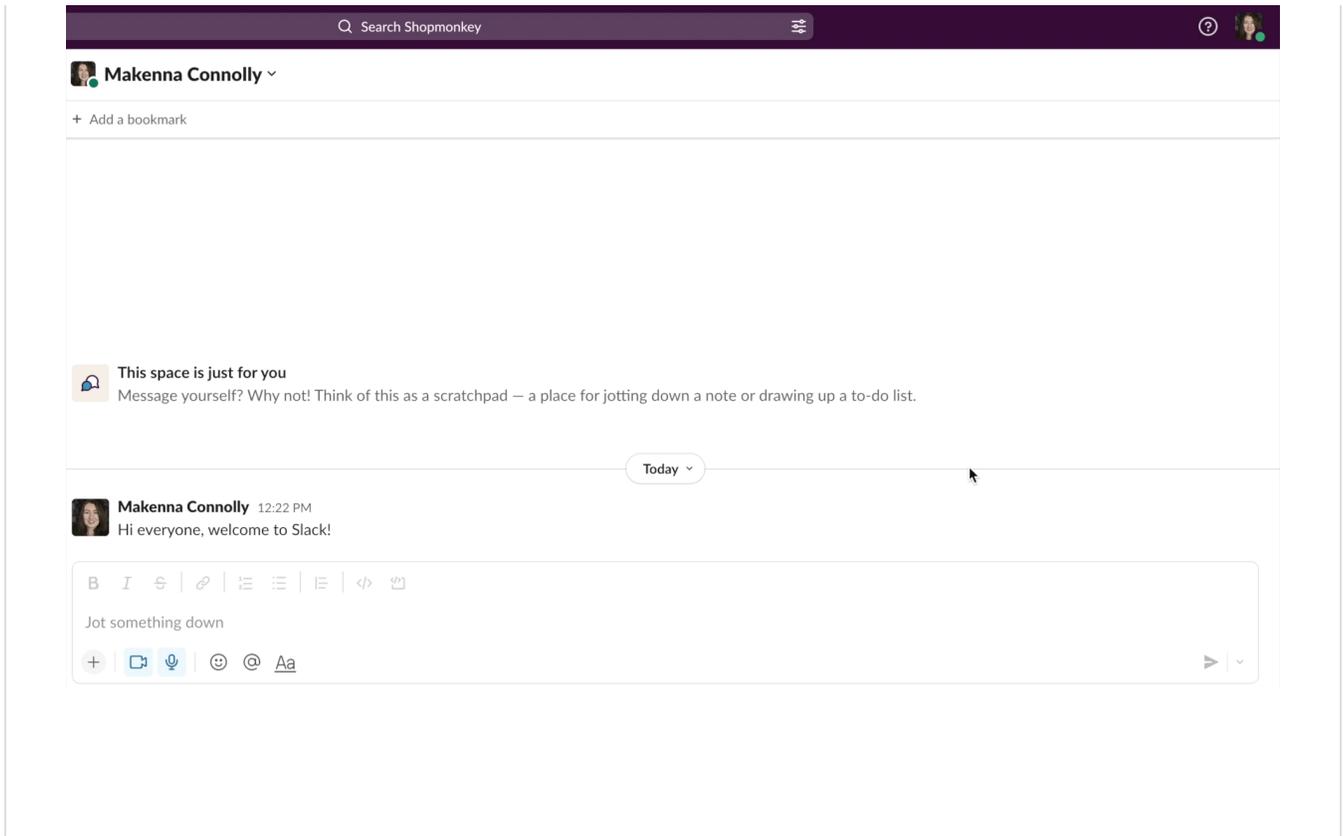
GIFS

SCHEDULE
MESSAGES

M

Emojis are a helpful communication tool! You can use emojis to quickly respond to someone without having to type out a message. For example, you can use the thumbs up emoji to confirm that you received a message. To react to a message, hover your cursor over a message to open a small bar, as seen in the GIF below.

Click the **Find another reaction** button with a smiley face to access all available emojis. Simply select an emoji to react to a message. To the left of the **Find another reaction** button, you can also select from the three saved emojis. To customize which three emojis appear, such as those you use the most often, go to **Preferences > Messages & media > Emojis**.



Use a thread to keep replies all in one place and prevent channels from getting cluttered. For messages that already have a thread, the thread is available through clicking **1 reply, 2 replies**, etc., under the message.

For messages that don't have a thread yet, you can easily start one. Hover your cursor over the message and select the **Reply in thread** button with the speech bubble.

or drawing up a to-do list.

Reply in thread



EMOJI
REACTIONS

THREADS

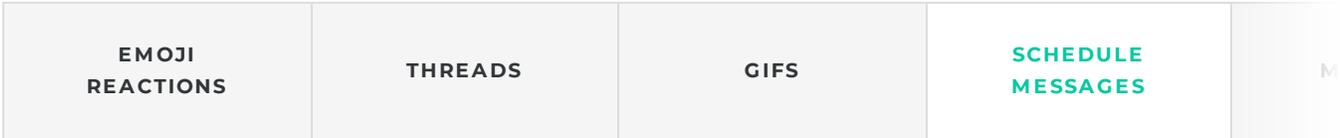
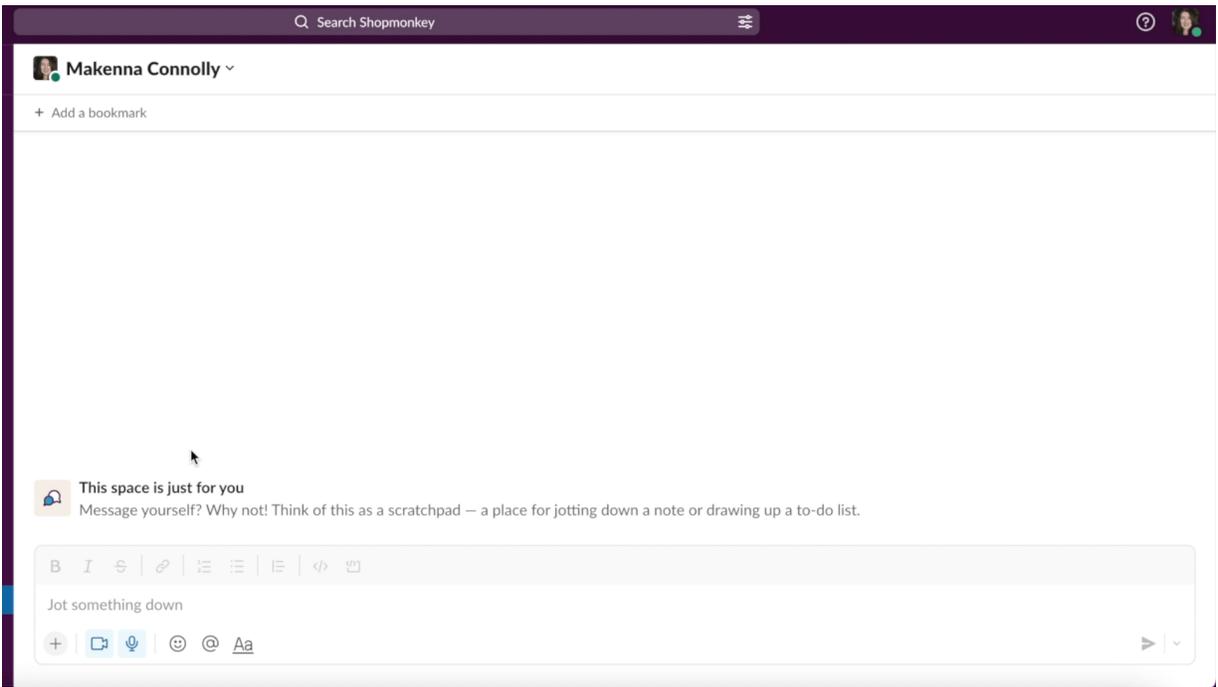
GIFS

SCHEDULE
MESSAGES

M

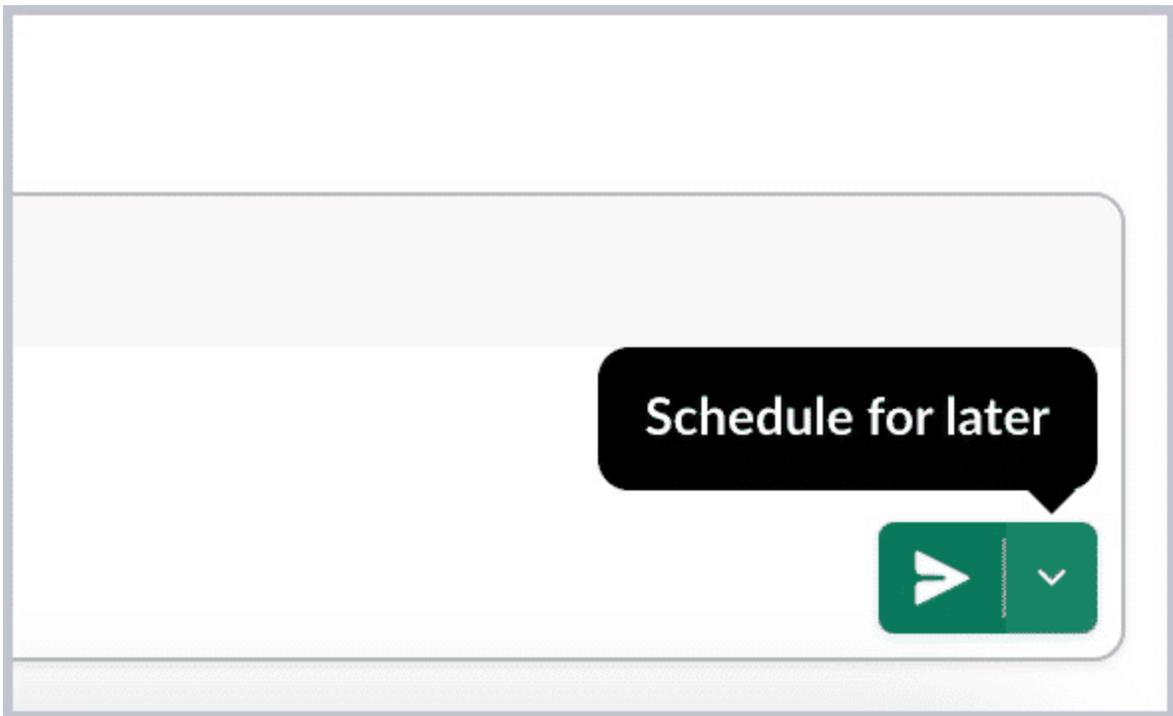
GIFs are another helpful communication tool! To send a GIF, click the **+** button (the same button for uploading files to a message). Click **Browse all shortcuts**, as seen in the GIF below. Scroll down and select the **Giphy** app. Click **Find and share a gif**.

A screen with a search bar will pop up. Enter a keyword or phrase (such as congrats, happy, good morning, etc.) to find GIFs related to that word or phrase. Click the **Shuffle** button to shuffle through the available GIFs. Once you find a GIF you like, click the **Share** button to send your GIF!



Scheduling a message is one way to be considerate of colleagues in a different time zone. To schedule a message, click on the **Schedule for later** button, as seen in the image below. You can then click **Custom time** to schedule what time you want your colleague to receive the message.

Note: The **Schedule for later** button appears on your message draft. It is only clickable after you have started typing your message.

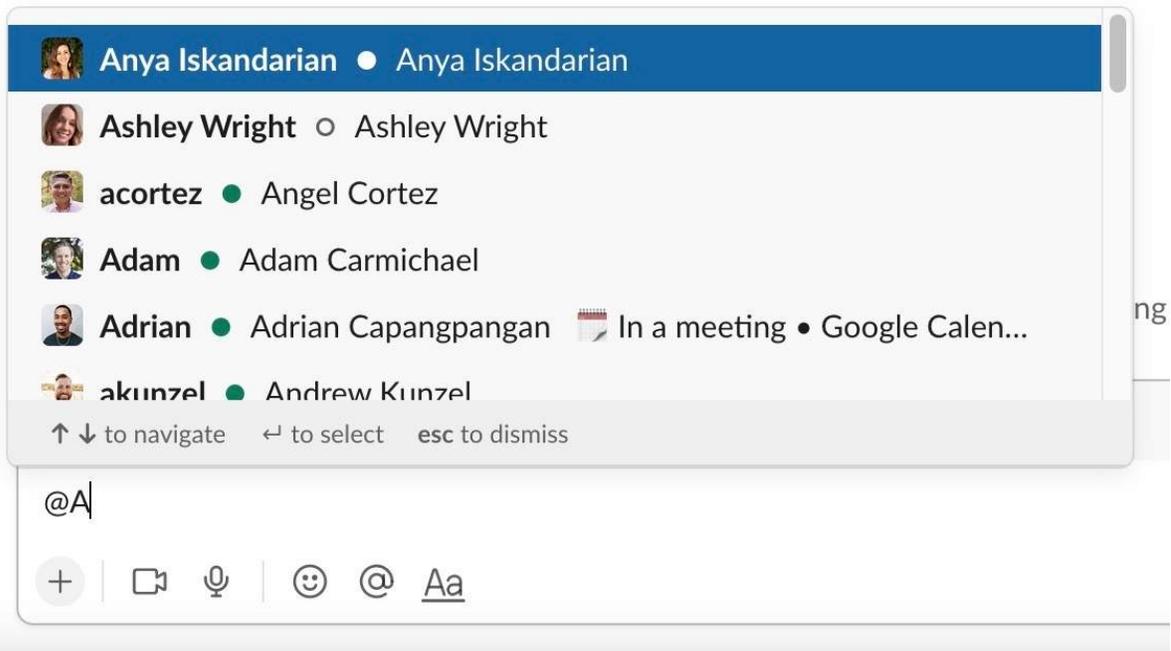


EMOJI REACTIONS	THREADS	GIFS	SCHEDULE MESSAGES
------------------------	----------------	-------------	--------------------------

M

Be considerate about using mentions (@)! You can mention someone directly with the @ symbol followed by their name. This type of mention is commonly used when introducing a new employee to the rest of the company and to highlight birthdays and work anniversaries.

You can also use @here and @channel, but do so sparingly. @here will notify everyone who is currently active on Slack, and @channel will notify everyone in a channel, regardless of whether they are active or not. These types of mentions are helpful for company-wide announcements, updates, and event reminders, such as for Tuesday Training at Ten.



i Note: You and your colleagues can pin messages in a channel to highlight important information. Lesson 5 will explain how to pin messages and where to find them.

Practice Activities

- React to a message with an emoji! You can use one of your test messages or a message from someone else.
- Start a thread and reply to one of your test messages.
- Send yourself or someone else a GIF.

Schedule a message to yourself or someone else.

CONTINUE

Tips & Tricks

Tips and tricks

You're becoming a pro with Slack! Here are some extra tips and tricks to help you maximize the benefits of Slack.

1

Keyboard shortcuts are available for many Slack features! To access the full list of shortcuts, press "Command" and "/" on your keyboard.

2

Slackbot commands are similar to shortcuts since they can help you be more efficient. However, commands are typed into a message field. For example, typing /remind into a message and pressing enter will open the **Create a reminder** menu. After providing the date, time, and reminder information, Slackbot will send you that reminder at your selected time.

3

/giphy is another command to quickly find GIFs. Simply type /giphy in the message box followed by the key word or phrase. Follow the same steps for shuffling and sending a GIF.

4

The default skin tone for emojis is yellow. To customize your default skin tone, go to **Preferences > Messages & media > Emoji**.

5

To pick whether pressing enter on your keyboard will send a message or create a new line, go to **Preferences > Advanced > When writing a message, press Enter to...**

CONTINUE

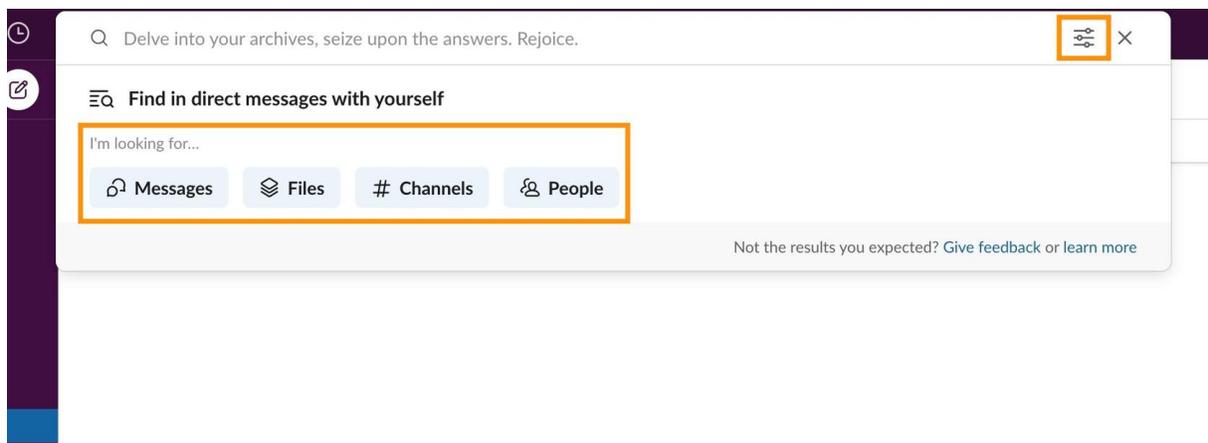
FAQs

Frequently asked questions

We're almost at the end of the course! Look through some commonly asked questions and answers before moving onto your final review.

How do I use filters for the search bar? —

At the top of any page, click the **Search Shopmonkey** search bar. This will open a dropdown menu, as seen in the image below. You will be able to filter what you search for by selecting **Messages**, **Files**, **Channels**, or **People**. You can also click the symbol on the right side of the bar to open a menu with additional search filters, such as **Date**.



How can I use Slack to get IT help? —

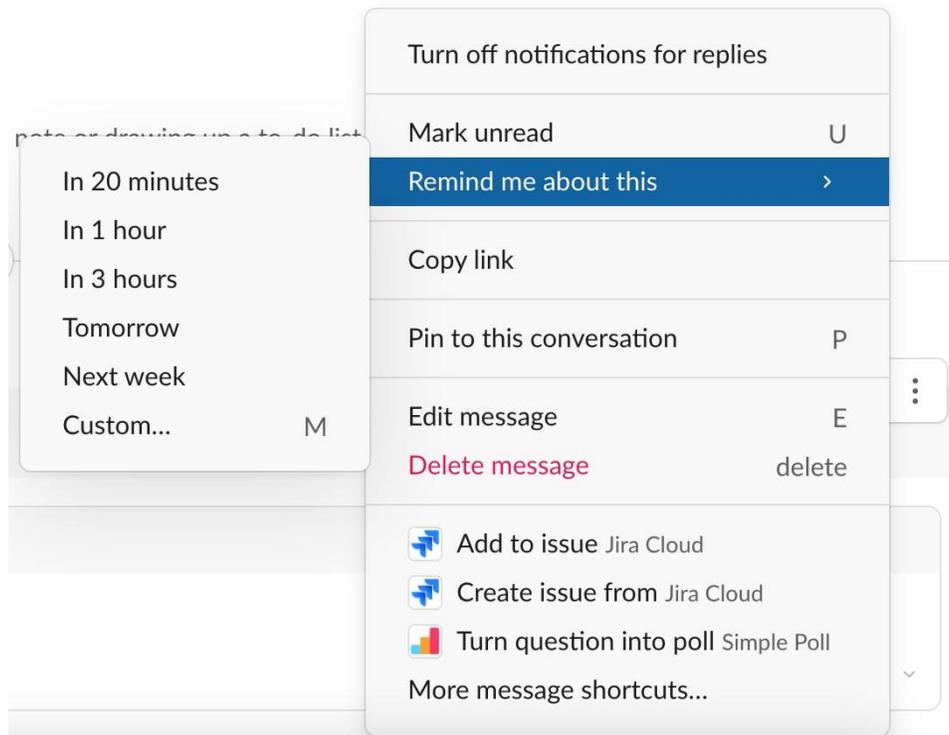
You can use the Assist app to create a ticket. You can also use the #ask-it channel (as in "Ask IT") to get IT help.

What do I do when I have a question for a team (Success, Implementation, etc.)?

Use a channel! You can ask that team a question in their specific channel. In the **Channel browser**, search #ask to see all of the available team channels.

How can I stop forgetting about my read messages?

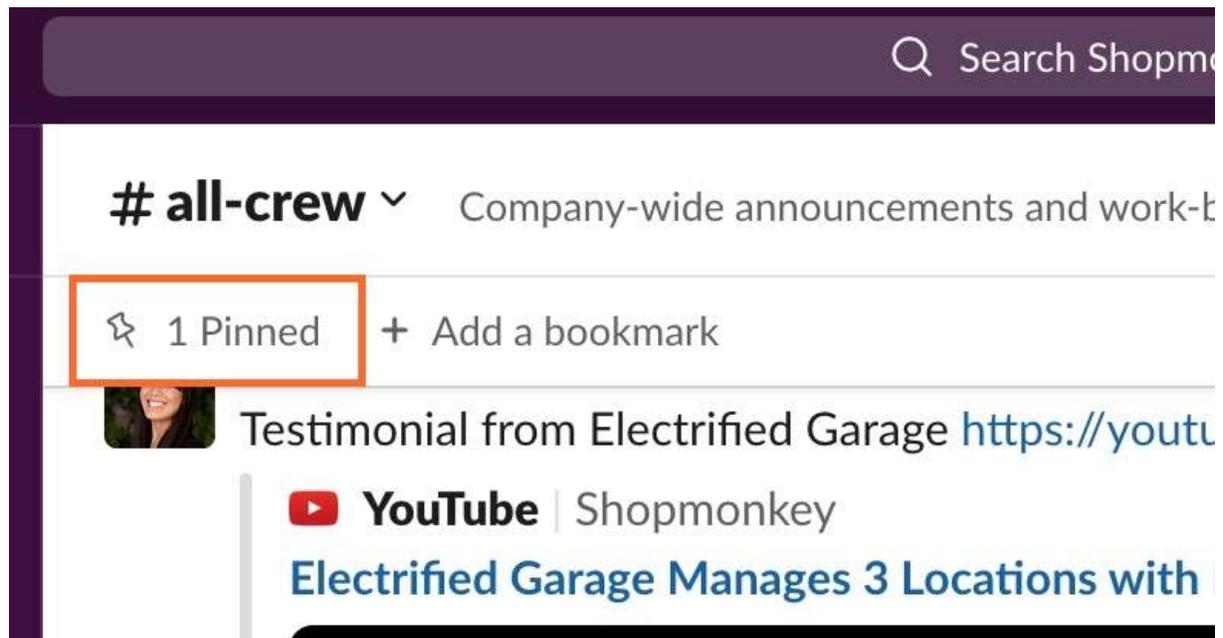
You can set a reminder for read messages! This is done using the same bar for starting a thread and reacting with emojis. Click on the button with three circles on the right side of the bar. A small menu will pop up, as seen in the image below. Click **Remind me about this** and select when you want to receive a reminder about that message.



Where can I find pinned messages in channels? —

At the top of the channel! If there are any pinned messages in a channel, they will appear below the name of the channel, as seen in the image below.

To pin a message in a channel, access the same menu for reminding yourself about messages. To learn how to access this menu, read the above answer from the "How can I stop forgetting about my read messages?" question. Once you access this menu, click the **Pin to this conversation** button to pin a message to the channel.



How can I stop channel notifications from distracting me? —

Mute the channel! Select the channel you want to mute from your sidebar. From within the channel, click on the name of the channel at the upper left corner. This will open a menu, as seen in the image below. Right below the name of the channel, select the button with a bell. Select **Mute channel** to not see notifications. Click the GIF below for a closer look at how to mute a channel.

Shopmonkey ▾

More

Channels

- # all-crew
- # community-life-on-the-spe...
- interns-2022
- # newbie-learning
- team-interns-2022
- team-training-and-enable...
- team-usa-office
- # community-pets
- # product-launches
- + Add channels

Direct messages

- Slackbot
- Makenna Connolly you
- Anya Iskandarian
- Ashley Wright
- Ashley Wright, Joe Aizawa, ...

Makenna Connolly ▾

+ Add a bookmark

This space is just for you
Message yourself? Why not! Think of this as a scratchpad — a place for jotting down a note or drawing up a to-do list

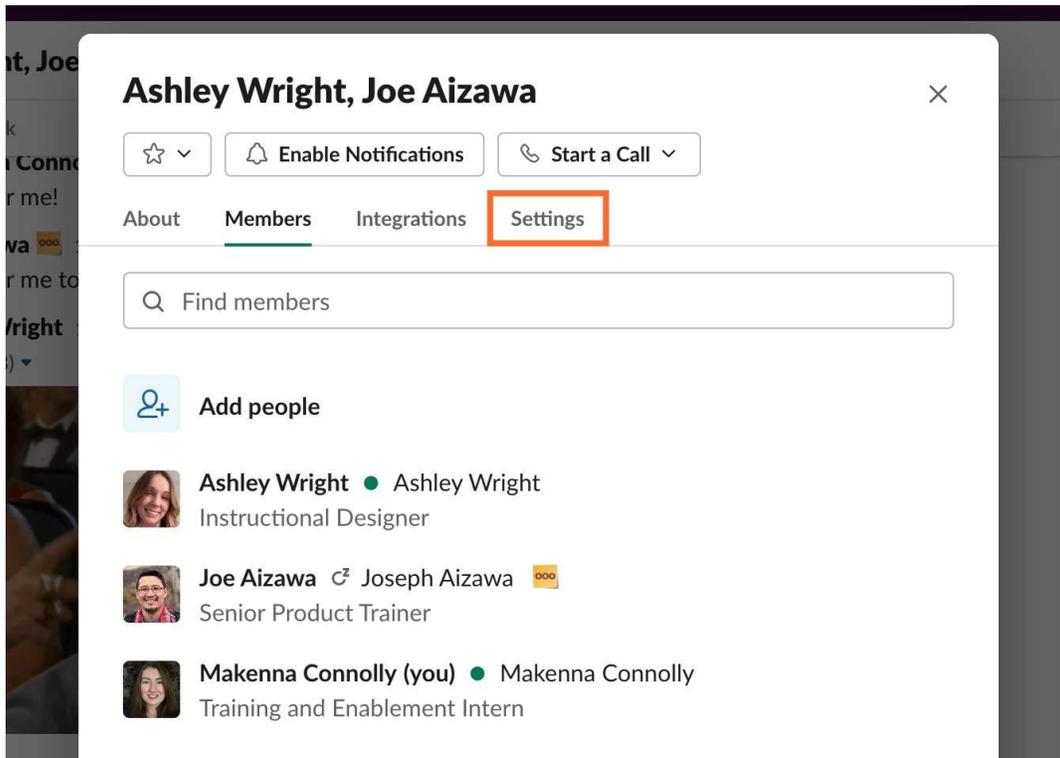
B I

jot something down

+ Aa

What do I do if I need a group DM with more than nine people? —

Create a private channel! Group DMs can only have up to nine people. To work around this limit, you can turn your group DM into a private channel. Start by selecting the group DM on the sidebar. Click on the list of people's names at the upper left corner. This will take you to the same menu for muting a channel. Select **Settings** and then **Change to a private channel**.



Ashley Wright, Joe Aizawa ✕

☆ ▾ Enable Notifications Start a Call ▾

About **Members** Integrations **Settings**

🔍 Find members

 Add people

 **Ashley Wright** ● Ashley Wright
Instructional Designer

 **Joe Aizawa** ⚡ Joseph Aizawa 
Senior Product Trainer

 **Makenna Connolly (you)** ● Makenna Connolly
Training and Enablement Intern

 **Note:** You can click the question mark button at the upper right side of your screen for any additional questions you may have about Slack.

CONTINUE

Slack Review

Question

01/04

When should you start a thread?

- When creating a public channel
- When replying in a large channel
- When starting a direct message
- When creating a private channel

Question

02/04

Using GIFs and emojis is too casual at Shopmonkey and should not be used.

True

False

Question

03/04

Which of the following are ways to let others know your availability? Select all that apply.

Click **Update your status**

Let everyone know with @here

Set yourself as active or away

Question

04/04

Why would you schedule a message?

- To remind yourself about a read message
- To create a ticket for IT
- To be considerate of colleagues in different time zones

The End!

That's Slack at Shopmonkey!

Thank you for completing this course! You covered the basics, learned how to use Slack at Shopmonkey, and explored some tips to make your work easier. You can always come back to this course and use it as a guide. Welcome to Slack at Shopmonkey!