



Slack Quick Start Guide

Getting the most from the CSCCE Slack group
– in 3 key ways

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Center for Scientific Collaboration and Community
Engagement (CSCCE)



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About the guide

Welcome to the CSCCE Slack group – a place for scientific community managers and those interested in scientific community engagement to ask questions, share resources, job opportunities, and more.

If you're new to Slack or simply overwhelmed by the prospect of yet another Slack group, here are some quick tips to help you to configure and use the tool in a way that works best for you. They are organized into 3 key areas:

1. Configuring your account
2. Notification settings
3. Communicating with others

Any questions? Email: info@cscce.org

Note: *these instructions are created for the browser version of Slack. There are also desktop and mobile apps that may have minor differences.*

Acknowledgements

CSCCE uses the CREDiT contributor roles taxonomy to show how the authors listed contributed to the creation of this guide:

LOU WOODLEY - Conceptualization, Supervision, Writing - Reviewing and Editing

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Citing and reusing this guide

CITATION AND REUSE

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1. Configuring your account

A. PROFILE

When you set up your profile there are several things to bear in mind:

- **Your username** – please use a name by which others will be able to identify you. Your email address will *not* be visible to others.
- **Pronouns** – if you would like to, you can add your pronouns to display under your contact card.
- **Name pronunciation** – you may choose to add a phonetic spelling of your name or an audio clip with the correct pronunciation to help others call you by the right name.
- **Your avatar** – please add a profile picture or other identifier that you’re comfortable with so that others can associate your posts with you more easily.
- **Your bio** – please add your role and the community that you’re working with to help others get to know you. This is visible whenever anyone in the Slack group clicks on your name.
- **Your time zone** – this determines when Slack will notify you and can also help others know whether it’s a reasonable time of day to get in touch.

To adjust your time zone, go to The CSCCE → Preferences → Language and Region → Time zone.

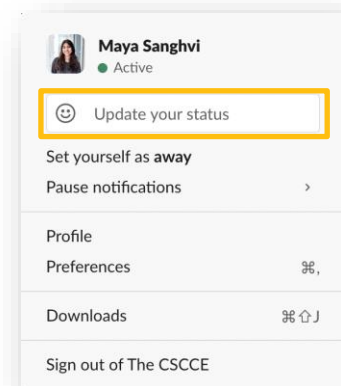
B. STATUS UPDATES

Status updates can be a useful way to let others know your availability. For example, if you’re away at a conference, you may want to let others know that you’ll be slower to respond or entirely absent from the group.

Remember that your status will be visible to everyone in the Slack group.

To update your status, click your avatar in the bottom left of the screen and type your status. You can select when you want your status update to be removed by stipulating a timeframe from the “clear after” dropdown.

You can clear a status update at any time by clicking on your status and then choosing “clear status.”



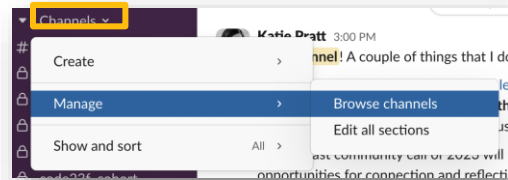
2. Adjusting the volume – channels and notification settings

A. HOW TO FIND AND JOIN CHANNELS

By default, you're automatically added to the **#community** channel which is the shared community of practice that everyone belongs to. You're also added to **#welcome** – and encouraged to say hello there and greet other members. And, you're added to **#cop_admin_updates** where CSCCE staff will post resources from community calls and other programming.

There are additional channels that you may be interested in. To find them:

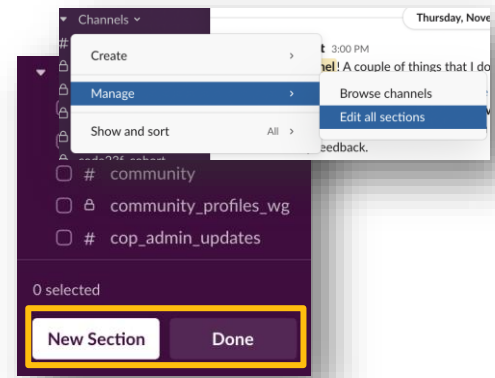
- Click the down arrow next to Channels, then select “Manage” and “Browse channels” (note: our settings do not allow you to create new channels, but you are always welcome to suggest new channels to Lou or Katie).
- Want to join in? Click the “Join” button that appears when you hover over a channel’s name. The channel will now be listed in your left-hand side bar.
- Current optional channels include: **#jobs**, **#work_out_loud**, **#coworking**, **#pets**, **#random**, **#shared_joy**, **#webinars-and-events**, **#jobs**, **#measuring_impact**, and **#books**.
- You can also join our special interest group channels: **#open_research_sig**, **#data_science_sig**, **#champions_program_sig**, **#open_source_sig**, and **#diveristy_equity_inclusion_sig**.
- If you're interested in meeting other members of the community, you can join **#coffee_and_donuts**, which sets up bi-monthly chats with you and another person. This is a great way to connect with other community managers!
- Click a channel name in the sidebar to load the channel in the center pane.



You're welcome to join any public channel within the CSCCE workspace.

B. ORGANIZING YOUR CHANNELS

- Once you've joined all the channels you're interested in, you can organize them to make it easy to prioritize where you put your attention.
- The **simplest option is to star channels you use the most** (within the channel click the drop down next to the channel heading at the top of the central pane to reveal this option). This will group them at the top of your list of channels.
- You can also **sort your channels alphabetically, by recent activity, or by priority**. Do this by clicking the down arrow to the right of the Channels title in the side bar, which brings you to a dropdown where you can click "show and sort."
- You can also **use the "Edit all sections" option, accessed via the same arrow, to organize your channels into related groups**. Once you've clicked the arrow, select "Manage" from the dropdown and then "Edit all sections" you will be able to add section headings and select and move channels into different sections. Click "Done" to see the changes reflected in your sidebar. You can add emojis to visually differentiate your section headings.



C. CONFIGURING YOUR NOTIFICATIONS

Slack has lots of options for you to determine how and when you want to be informed about content – and at what level of granularity.

i) For the overall group

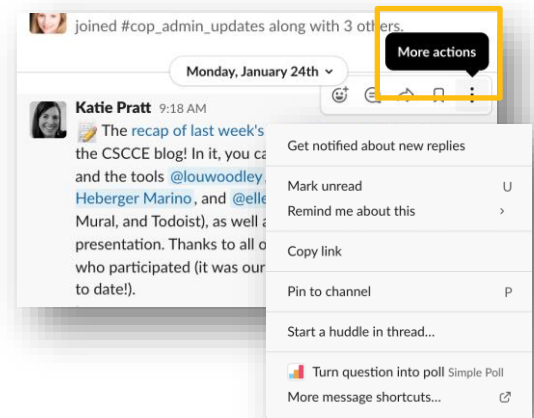
- Click on your avatar at the bottom right of the page and select "preferences" from the dropdown
- In the Notifications section you have options which include:
 - Set times when you do not want to be disturbed by notifications
 - Enable desktop notifications
 - Choose to be alerted when certain keywords are mentioned

ii) Channel by channel

- When you're in a channel, open the drop-down menu by clicking on the channel name at the top of the pane. Then, click the notifications dropdown to set your preferences.
- Here you have the option to ignore any @channel messages, or mute the channel entirely.

iii) Following a specific thread

- If another group member posts something of particular interest, you can choose to be notified if anyone else responds to the thread.
- Click the ellipsis to the right of the original post and select “get notified about new replies” from the dropdown.



iv) Getting a reminder about a specific thread

- You additionally have the option to be reminded about a thread at a more convenient time. From the ellipsis to the right of the original post select “remind me about this” from the dropdown and choose a timeframe.

D. MUTING OR LEAVING CHANNELS

- If a channel has become too noisy, you can additionally:
 - **Mute it:** When you’re in the channel open the drop-down menu by clicking on the channel name at the top of the pane and select “Mute channel” from the notifications dropdown.
 - **Leave it:** When you’re in the channel open the drop-down menu by clicking on the channel name at the top of the pane and select the red option, “leave channel” from the main menu.

3. Communicating with others

A. A FEW POINTS OF ETIQUETTE

- **Use threads to continue conversations**
 - When someone starts a new conversation in a channel anyone in the channel can reply directly to it, creating a thread. Threads allow separate conversations to take place in the group without confusion – and for members to choose which of those conversations to follow more closely.
 - To add a comment to a thread, click the speech bubble icon to the right of an existing post.
- **Use @channel sparingly**
 - If you type @channel in a post or comment that will send a notification to everyone in that channel. Please use this only for items that really do need everyone’s attention.
- **Respect the context of this shared space**
 - While this group is open for anyone interested in scientific community engagement, we want it to be somewhere where learning can happen in a supportive, safe environment.
 - Please **DO NOT** take conversations out of context and copy/paste them elsewhere without the permission of all the individuals who posted.
- **Not all communications will be synchronous**
 - While IM-based conversations can feel very immediate, please don’t feel that you have to respond to messages immediately, nor expect others to respond immediately. We’re all busy!

B. SENDING PRIVATE MESSAGES

It can be helpful to others when you’re sharing resources and brainstorming solutions to “work out loud” in a specific thread because then your learning becomes a future resource for others too.

However, sometimes you want to start a private conversation. To do this, go to the direct messages section on the bottom left of the left-hand side bar. Click the + icon to start a new message. You can add more than one recipient to create a group message.

That’s it – you’re good to go!