When you need to talk to someone in IVCRC, Slack should always, always, always be your first choice. If you're familiar with Discord, Slack is basically Discord, but better. **[cut, put on sunglasses]** Shots fired. **[flip down, cut, remove sunglasses]**

🤔 Why we use Slack

Now, I know what some of you are thinking: *Another* messaging platform? Really? Do I really have to juggle Slack alongside Discord and texting and WhatsApp and Signal and email and Messenger and Instagram and GroupMe and Nectir and one of the million other platforms I'm already on?

…

Yes. You do. But unlike Discord and texting and WhatsApp and Signal and email and Messenger and Instagram and GroupMe and Nectir, *you can put Slack on your résumé*. Slack and its primary competitor, Microsoft Teams, have become staples of the workplace across countless industries around the world.

Especially in this pandemic and post-pandemic era of hybrid work, employers really want to see employees know how to use professional messaging platforms like Slack. Learning and actually using Slack *now* will give you a huge leg up in the job market, especially when you're fresh outta college.

So what makes Slack so… "professional"? Well, a number of things:

1. First, Slack organizes conversations into what are called "channels." Channels are basically group chats centered around a specific topic, like finances or graphic design. Organizing our communications like this focuses our attention on one thing at a time, and allows multiple conversations to run in parallel without getting in the way of each other. It's more organized than texting, and quicker than email.
2. Second, besides channels, Slack offers powerful tools to tame the black hole that messages can become. There's threads, searching, files, reactions, bookmarks, pinned messages, sections, audio channels, saved items, app integrations, and so much more. And rest assured that we will cover all of that.
3. Third—and perhaps most important—Slack's channel structure helps transform IVCRC from a group into a team. Channels, by default and unlike emails and private messages, are viewable and joinable by anyone in the team, which means transparency and collaboration are not exceptions … but expectations. Not only that, everyone else in AS uses Slack, so not only do we get to talk to

each *other* in IVCRC, we can talk to everyone else in AS, which blows open the door for collaboration across the entire association.

So, to summarize, we use Slack for organization, productivity, and transparency. But this only works… if we *all*… use Slack. So as we mentioned in the second video on honoraria, please respond to Slack messages within a *day*… at most. Exceptions include weekends, holidays, and vacations, in which case we encourage you not to respond at all, and dead week and finals week, in which case delays of 2–3 days in responses are fine.

🛠️ Setup

🔑 Access

Okay, so that all sounds well and good, but we haven't even gotten you signed in yet, so let's fix that.

If you already have access to your IVCRC Google account from the sixth onboarding video, you can just reset your Slack password. Head over to asucsb.slack.com, click on "Get help signing in," then "Reset your password," then your IVCRC email.

Note that the email you use to sign into your Slack account is slightly different from the one you use to sign into Google. So, for me, for example, my Google email is as-ivcrc.internalchair@ucsb.edu. But my Slack email is ivcrc.internalchair@as.ucsb.edu. The only difference is that the "AS" part goes after the "at" sign.

Pause the video here, and come back after you've signed in.

🔒 Security

As with any new account, it's usually a good idea to slow down and tinker with the settings first.

To do that, click on this drop-down menu in the upper-left corner here, go to "Administration," and click on "Customize Associated Students UCSB." You should be taken to this page. Now go to the left sidebar here and click on "Account & profile." We highly recommend, again, that you turn on two-factor authentication. Come on; it's a bit of extra work for a lot of extra security. It's just good practice. So pause the video and get that taken care of.

💻 Downloading Slack

Before I continue, let's talk about… *downloading* Slack. I'm currently using the browser version, but that means I'm missing a few features and I have to keep it open in order to get notifications. So we highly recommend downloading Slack on your computer and your phone.

To do that, go to slack.com, go to "Product" at the top of the page, and click on "Download Slack" at the bottom. There should be download links for a bunch of platforms here.

Pause the video and get your downloads taken care of. When you come back, I'll switch over to the desktop version of Slack.

🙂 Profile

Let's do something a bit more fun. At least… *I* find this fun, I dunno about you.

Customize your Slack profile so that people in IVCRC and AS have a better idea of who you are. Click on your account picture in the upper-right corner, click on "Profile," and click on "Edit" next to your name. A window like this should open.

Fill out your full name, your display name, your title (or position in IVCRC), name recording and pronunciation if you want, and time zone.

For photo, it should preferably be your actual face, but if you're not comfortable showing everyone what you look like, just… upload something. If you have a cat, you can upload a photo of your cat, for example. Anything other than the default Slack image makes you look a lot more professional.

Once you're done with all that, click on "Save Changes."

Let's keep scrolling down your profile.

1. Make sure your contact info is in order. Your email should already be fine, but double check that your phone number is on there.
2. Next, click on "Edit" next to the "About me" section, and fill all this out.

Once you're done, click on "Save Changes" again. And now you're done with your profile!

🧋 Preferences

We're almost done with the setup, so just hang in there. The last step is to adjust your preferences. Click on your account picture again, and click on, well, "Preferences."

- First thing: Decide what you want to be notified about. Here, I've set it to "Direct messages, mentions & keywords" only, because I usually check Slack multiple times a day and I can afford to get by with fewer notifications. But you should be honest with yourself here—if you're gonna forget to check Slack if you don't get a notification, you should really set notifications to "All new messages."
- Next thing, I recommend checking these two: "Notify me when a huddle starts in one of my channels" and "Notify me about replies to threads I'm following."
- I'll skip keywords. Notification schedule: Basically, when do you want notifications? Here I've set my notification window to between 7am and 7:30pm, because I'm not really sure I want to look at messages at 3 in the morning. Like, set some boundaries—you're a human being with your own things to do.
- Flash window when a notification is received. Usually I change this to never, because the default setting here is a bit annoying.
- Deliver notifications via… I use Windows, so I prefer Windows' built-in notification system.
- Send notifications to my mobile devices… immediately, even if I'm active. I just like having that redundancy.
- Send me email notifications for mentions and direct messages. You can turn this on or off depending on your preferences. I keep it off because I keep Slack running in the background, so there's not much point in notifying me via email.

Alright, those are all the preferences I'm going to cover specifically. Obviously, there's a lot more here. For example, you can customize how Slack looks by choosing what you want to have on the sidebar, and even down to the color scheme.

I mean, you're probably gonna be using this for at least a year, so you might as well put in a bit of time now to make Slack work best for you. So please pause the video and review the rest of your preferences.

📖 How to use Slack

🚪 Leaving and joining channels

Now we finally get into the meat of Slack: channels. Channels, as I mentioned at the beginning of this video, are group chats centered around a specific topic, and the channels that you're a part of are located on the left sidebar. To access a channel, just click on its name—#ivcrc-general, for example—and post a message. You can format it, add files—even add a video or audio clip if you're not a fan of typing.

You can also press Ctrl+K on Windows (or Command+K if you're on Mac) to bring up this "Jump to" menu, and just type in the name of the channel you'd like to go to. For example, #ivcrc-external.

Now, we have a lot of channels, and you don't have to be in all of them. The only channels we require you to be in are

- #ivcrc-funding-requests,
- #ivcrc-general,
- #ivcrc-liaisons (if you're a liaison to another organization),
- and your department channels.
    - If you're in the admin department, those would be "admin" and "history."
    - If you're in projects, you would have to join "pardall carnival" and "projects."
    - If you're in publicity, you'd have to be in "graphics" and "publicity."

Everything else you're welcome to leave, if you don't find them useful. To do that, hover over a channel, right click on Windows or control click on Mac, and click on "Leave channel."

If, on the other hand, you want to join a channel that you're currently not a part of, use the "Jump to" menu to go to "All channels," type in "ivcrc," and you should see a list of every IVCRC channel. You can even join channels in departments other than your own, if you'd like to get involved with work in more than one department.

While you're here, you can also browse all the channels that AS as a whole has to offer. *My* favorites are #events, #freefood, and #wellness.

So, pause the video and take a few moments to get all that taken care of.

📦 Using sections

So now you're in a bunch of channels, and your sidebar is probably looking a bit cluttered. At this point, I'd recommend sorting them into sections, like "main" and "admin."

To create a new section, go to "Channels" on the sidebar, click on the three-dot icon, and click on "Create a section." Give it a name and an emoji if you prefer, and click "Create."

Once you have a section, you can drag both channels and direct messages into it. For example, I can drag "ivcrc-liaisons" and "Allina" into the Admin section. If you want to move multiple conversations at the same time, you can click on the three-dot icon next to a section, go to "Edit," and click on "Edit all sections." You can then select conversations in bulk and drag them at the same time, or use the "Move to" button if you're not a fan of dragging.

Other cool things you can do with sections include collapsing and expanding them, and sorting them by different metrics, like by recent activity, alphabetically, or priority.

Pause the video here and take some time to, well, get all that sorted.

👂 Direct messages

So, those are channels and sections. As you've probably noticed by now, Slack also lets you directly message someone. To do that, pull up the "Jump to" menu and type in someone's name. You can even have private conversations with multiple people in the same group.

But a word of warning about DMs: Please only DM someone if you really don't want anyone else listening in, or absolutely no one else will benefit from your message. The default method for communicating should always be public channels, like #ivcrc-general or your department channels, because DMing people all the time utterly defeats the purpose of being on Slack and being transparent.

✨ More tips

Okay, we've covered channels, sections, and DMs so far. Here are some more features that Slack offers that you might find helpful.

- First, you can start a thread from any message by hovering over it and clicking on "Reply in thread." And what this does is it further organizes messages by topic. For example, if you want to reply to a message, doing so in a thread puts it directly under the original message, allowing the conversation in the rest of the channel to continue uninterrupted. And to view all of your threads, go to "Threads" on the sidebar.
- Let's go back to #ivcrc-general. You can pin a message to a channel for future reference by hovering over a message, clicking on the three-dot icon, and clicking on "Pin to channel." You can see all pinned messages in a channel by going to the top and clicking on "Pinned."
- Relatedly, see this bar here? You can also add bookmarks to any website, just like you would in your browser. To do that, click on the plus icon here, and from there you can add a new bookmark or organize them using folders.
- Okay, let's go back to messages. If you want to save a message for later reference (just for yourself), hover over it and click on this banner icon here. That'll add the message to your "Saved items," which you can access from your sidebar here.
- Next is audio channels, for when it's easier and quicker to hash things out with your voice. In Slack, every channel has an audio variant called a "huddle." To join one, click on this toggle in the lower-left corner, and you're in. As you can see, huddles are much more convenient to set up than Zoom, since they're built directly into Slack. They also have screen sharing and closed captions, just like Zoom. The only downside (or upside, depending on how you look at it) is that huddles are audio-only—there's no video option.
- Lastly, I want to talk about app integrations. Pull up the "Jump to" menu and type in "apps." And here, you can find a wealth of apps you can plug into Slack, like Google Drive, Google Calendar, ClickUp (which we'll talk about in the next video), Zoom, and so much more.

📱 Texting

Okay, and we are done going over Slack! Pat yourself on the back.

But before we go, I'd like to speak briefly about texting and its role in IVCRC. 9 times out of 10, we don't use text messages to communicate for a few reasons:

1. Firstly, texts encourage a one-on-one exchange of information, which silos the different parts and people of IVCRC.

2. Secondly, if you need to add a new person into a group chat, you have to create a new group chat, which makes previously sent messages inaccessible to the new person.
3. Thirdly, texts are only accessible on phones unless you have an iPhone or go out of your way to use a special application or software.
4. Fourthly, once someone leaves IVCRC, the messages they've sent disappear forever, unlike in Slack where messages stay viewable to future IVCRC members.

But we still text occasionally. Sparingly. Text someone if there's an emergency and you need someone's response ASAP, or if someone isn't responding to you on Slack. (Once you do get in touch with them though, make sure to push them back to Slack).

💭 Closing thoughts

Alright, good job making it through, because we covered *a lot*. So we've included a document with this video going over the essentials of IVCRC communication in case you ever need a refresher down the line. And lastly, remember to put Slack on your résumé, because that's what employers like to see.

Okay, that's all. In the next video, we'll talk about keeping track of your tasks on ClickUp, which is yet another thing you should probably put on your résumé. Thank you for your attention, and have a nice day. Bye-bye.

📎 Attachments

- 📄 Communication guidelines