

Welcome to Slack
aka what does 🐬 mean?



@tuxudo
@Alexander Smith
@MacLemur



John: Lead Desktop Engineer and Mac Admin



@tuxudo



@tuxudo



github.com/tuxudo

Alex: Senior Helpdesk Analyst



@Alexander Smith

Louise: Manager of Client Services



@MacLemur



@VazhaLemur



What is Slack?

What is the Mac Admins Slack?



- Basically a giant chat room
- With over 27,000 users across the global
- Everything Apple, iPad, Mac administrator related

Sign Up @ <http://macadmins.org/>



+



Join **MacAdmins** on Slack.

239 users online now of **26436** registered.

I agree to the [Code of Conduct](#).

GET MY INVITE

or [sign in](#).

Login @ <https://macadmins.slack.com>

Sign in to MacAdmins

macadmins.slack.com

Enter your **email address** and **password**.



Sign in

Remember me

[Forgot password?](#) · [Forgot which email you used?](#)



How do I access Slack?

Accessing Slack



Web app



Native App

macOS

Windows



Mobile App

iOS

Android



Who owns this Slack?

Who owns this Slack?

- John Kitzmiller - @kitzy
- Caleb Coy - @ccoy
- Dana Campbell - @dana





Who are the admins?

Who are the admins?



A.L. - @dials_mavis

Adam Codega - @adamcodega

Ben Toms - @macmule

Carrie Irvine - @carrienz

Emily KW - @emily

Graham Gilbert - @grahamgilbert

Jennifer - @quovadimus

Marcus Ransom - @marcusransom

Marcus Rowell - @mrowell

Neil Martin - @neilmartin83

Rich Trouton - @rtrouton

<https://github.com/macadminsdotorg/slack-assets/blob/master/Admins.md>



How can I contact an admin?

How can I contact an admin?

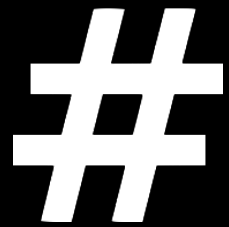


- @admins
- #ask-about-this-slack
- Direct message



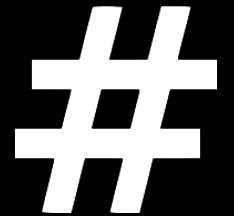
How much does this Slack cost?

Nothing



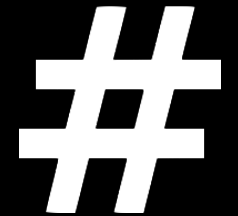
What are channels?

What are channels?



- Different "rooms" within the Slack
 - Including CBS, Showtime & those other ones
- Over 700 channels!
- Channels start with #

Default channels



#announcements

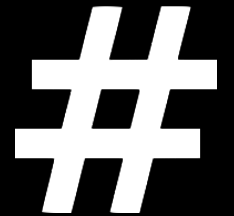
#ask-about-this-slack

#backroom

#general

#gettingstarted

Some specialty channels



#ask-about-this-slack

#jobs-board / #jobs-chat

#announcements

#psu-* channels

#backroom / #general

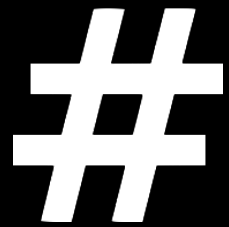
#protips

#blog-feed / #blog-chat

#macwomen

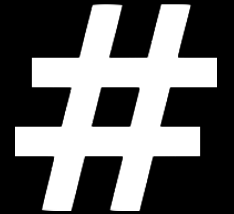
#forsale / #freestuff

#lgbtq

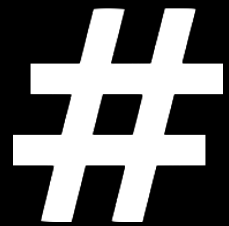


How do I find channels?

Finding a channel

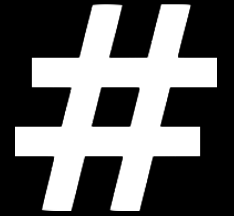


- Browse
- Search
- Make channel if it doesn't exist



How do I make a channel?

Making a channel



- Check if it already exists
- Relevant name
- Public or private?



What's a private channel?

What's a private channel?



- Does not show up in public lists or searches
- Must be invited to them
- Admins cannot see or access them, unless invited

#



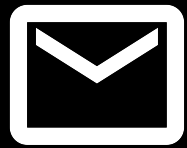
#

Demo!



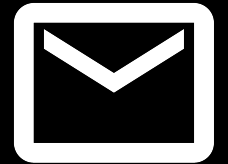
#



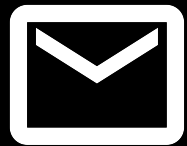


Is it time to talk about
messages?

Yes! Messages time!

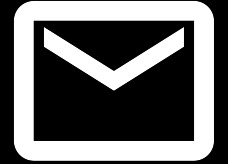


- Communications between two or more people
- Can be in public or private channels
- Direct messages or threads
- Pictures and attachments too! :D



Can I edit my message?

Editing messages



- Can edit messages up to 5 minutes of posting
- Cannot delete messages
- Contact an admin to edit or delete message if longer than 5 minutes

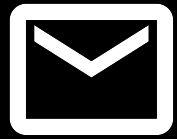


What's a thread?

Threads

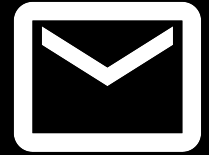


- Breakoff conversations of a message
- Appear at top of channel list
- Not Singer sewing machine compatible
- Thread replies can also be sent to channel



How can I format my
messages?

Formatting



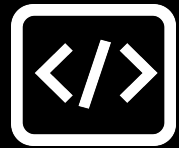
` – Inline code

_ – Italic

* – Bold

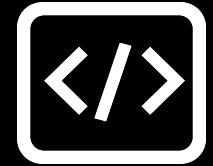
~ – Strikethrough

> – Quote

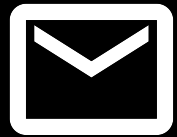


What's the deal with snippets?

Snippets

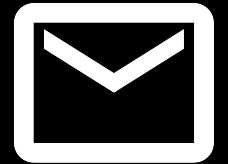


- Collapsible blocks of text
- Used for sharing code or scripts
- Designed for walls of text

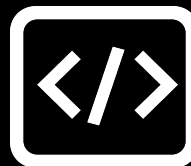
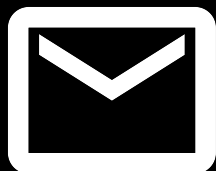


How can I find a message?

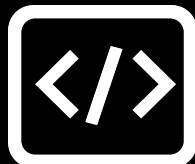
Finding a message



- Search bar in upper right
- Can search by date, user, or channel
- Command + F also works! :D



Demo!



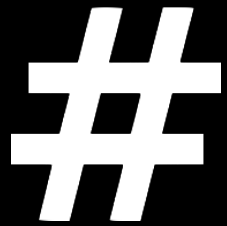


How can I get someone's
attention?

Mentions

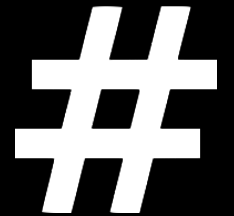


- Mention user by username or name
- Sends notification to device/app
- Cannot mention to channel or everyone
- Mention to admins with @admins

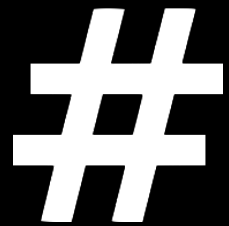


Can channels have topics?

Channel topics



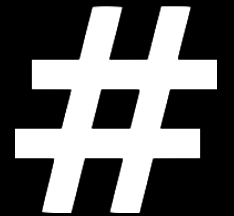
- Easy to see at channel header
- Short description of channel
- Maximum of 250 characters
- Similar to channel purpose



What's a channel purpose?

Channel purpose

- Longer description of channel
- Seen in channel info pane



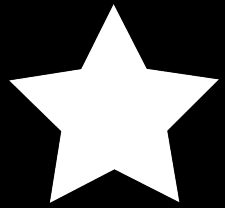


What are pinned messages?

Pinned messages

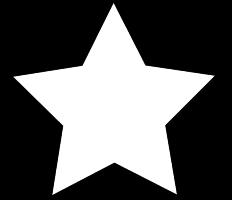


- Useful messages to reference to
- Answers to commonly asked questions
- Can be found in channel info pane



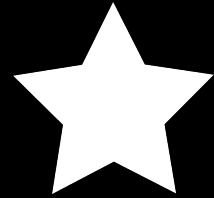
Can I favorite a message?

Starred messages

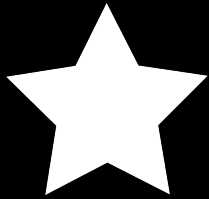


- Messages to save for later
- Only visible to you
- Great for referencing messages

@



Demo!



@





Does Slack support emoji?

Yes!! Over 2,000 emoji!



- Slack has comprehensive support for emoji
- New, custom, emoji can be made by anyone
- React to messages
- Animated emoji



I can make my own emoji???

Making your own emoji



- Does it already exist?
- Upload image right from Slack app
- Name emoji
- 128 x 128 pixels and 128 KB





How to the emoji work?

Makeup of emoji



- Little inline pictures
- Unicode emoji translated to inline emoji
- Added by using :
 - :psumac:



Can I react to a message?

Reacting to messages



- Called Reacji
- Same properties as regular emoji
- Can send messages to purpose channels



Are there special emoji?

Special emoji



– Off topic



– Friendly goodbye



– Sends to ProTip channel



– Admin presence





What are slash commands?

Slash commands



- Run command from message composition field
- Trigger Slack apps or processes
- Powerful substitution for GUI commands

Some slash commands



`/giphy` – Insert GIF into channel

`/mute` – Mutes all messages in channel

`/dnd` – Enable/disable do not disturb

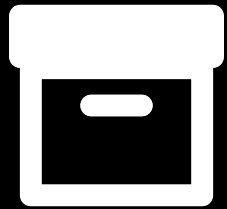
`/active` – Sets status to active

`/topic` – Sets channel topic



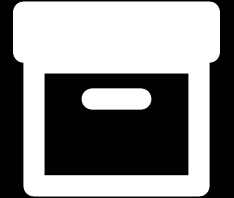
Demo!





Can I get delete a channel?

Archiving channels

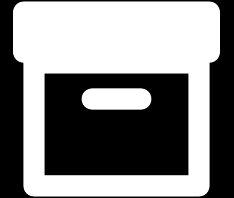


- Hides channel from listings
- Removes all users from channel
- Makes channel read only
- Only admins can archive a channel

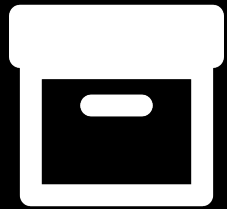


What about private channels?

Archiving private channels

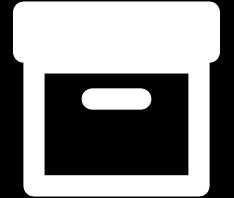


- Must invite an admin to private channel
- Same process for public channels

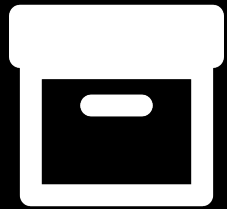


What's auto archiving?

Auto archiving

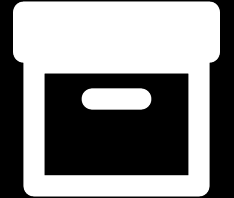


- Idle channels automatically archived after 90 days
- Prevent archiving by adding `%noarchive` in channel purpose

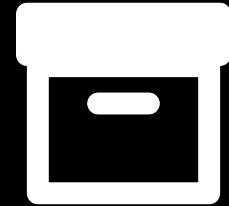
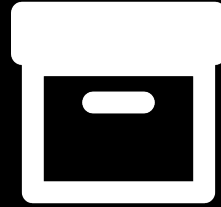
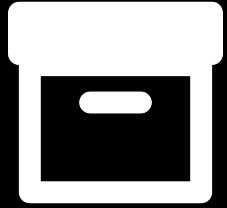


Can I unarchive a channel?

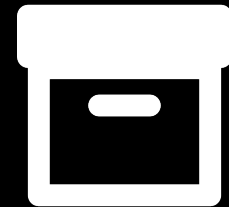
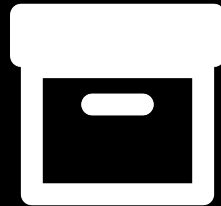
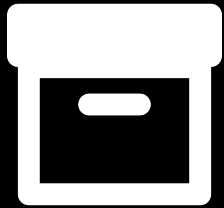
Unarchiving channel



- Only admins can unarchive a channel
- Previous channel users sometimes added back



Demo!





Who's Slackbot?

Slackbot



- Built in bot
- Used to send messages from the Slack system to users
- Simple AI to help with using Slack by searching the Help Center



Why does it respond to me?

Slackbot's auto responses



- Custom auto responses
- Warns of inappropriate language
- Used to remind user when reminder is set



Demo!





Good Slack practices



Don't! 😞

Do! 😊

Large wall of text

Use a Snippet

Post unformatted code

Enclose with ` or ```

Vendor self promoting

Only in approved channels

Be a bully

Be nice and work appropriate

Read Code of Conduct



How social is Slack?

Social Slacking



- Get to know Mac admins from across the globe
- Find, create, promote regional channels
- In person meetups
- Troubleshooting and common venting



What is a direct message?

Direct messages

- From one user to up to 7 other users
- Notified unless do not disturb is on
- Private with no admin access





Can I make a call with Slack?

Slack calls



- Able to do VoIP calls over HTTPS on all platforms
- Can do screen sharing
- Only desktop apps can do screen sharing



Demo!





How can I expand Slack?

Expanding Slack



- Slack API and webhooks
- Plugins and Apps
- Usually requires admin approval and/or assistance

Questions?

So long and thanks for all the fish 🐟

Feedback: <https://bit.ly/psumac2019-388>



2019
MACADMIN'S
CONFERENCE