MIT Slack Enterprise Grid Landing Page

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Overview

Slack is a messaging and collaboration tool for teams, groups and individuals. Members of a workspace in Slack can direct message individuals or create conversation channels for topics, projects and groups. Conversation channels can be visible to the whole workspace or be set up as private channels accessible by invitation only. There you can share files and connect slack to Dropbox, Google Drive, Zoom, Github, Webex and many more applications and services. You also have your own Slackbot that allows you to store notes, set reminders and get answers to your questions about using Slack.

All MIT faculty, staff and students are eligible to request a workspace. Affiliates are eligible to participate in workspaces. **Non-MIT members can be invited as a Guest. (**Invite New Members**)**

MIT's Slack Enterprise Grid

MIT's Slack Enterprise grid, or Organization (Org for short) is comprised of multiple interconnected workspaces across MIT. Departments, labs, centers, and groups can each have their own dedicated workspaces with customized channels, permissions and access controls. All the workspaces in the MIT Slack Org use the same single sign-on Touchstone Authentication system, search, direct messaging, and directory. You only need to login once to access all your MIT Slack Org workspaces.

- What is Slack Enterprise Grid?

Workspaces

Workspaces are made up of channels where team members can communicate and work together. Each workspace has its own administrators who can control access and settings for the workspace. All the workspaces in MIT's org share directory service, search and direct messaging functionality.

Access MIT's Slack Enterprise Grid at https://mit.slack.com, where you can learn about getting started with MIT's Slack Enterprise Grid.

- Search and direct messaging works across all workspaces you can access in the MIT Enterprise Grid.
- Creating, Managing, and Using Multi-Workspace Channels with MIT Enterprise Slack - connect two or many workspaces within the org, making cross-functional communication easy.
- Join or Leave Workspaces
- Navigate Using the Quick Switcher - Switch between workspaces

Request a Workspace

MIT faculty, staff, affiliates and students are eligible to request a workspace by emailing the following to slack-workspaces@mit.edu:

- Workspace name
- URL must start with “mit-“ and not exceed 21 characters, e.g., “mit-example-workspace”
- Short workspace description
- List of workspace owners (kerberos usernames)

The Service Desk will notify you when it has been created. Then you can begin customizing your workspace settings and inviting users. For details, see Administer Your Workspace.

Please be aware that while guests are welcome on MIT Slack, it's a tool intended to be used primarily by the MIT community. Thus, if the number of guests exceeds 40% of the total membership, users should not request a workspace.

An alternative solution is Slack Connect; which allows members of the MIT community to invite guests to channels on their workspace without adding them to workspace membership.

Users can also utilize free Slack workspaces not associated with the MIT Slack Grid.

If you have questions about this guidance, please contact the Service Desk.

How to Access

Web Interface

1. For the web interface, go to: https://mit.slack.com or your_workspacename_.slack.com and click **Continue**.
2. Click "Sign in with MIT Touchstone" and authenticate via MIT Touchstone.
   Result: The Slack workspace you specified will open.
3. You can add yourself to public channels by clicking on **Channels** in the left-hand column. See **Channels** below for more details.

Desktop and Mobile Applications

Download:

- Download Slack for Mac
- Download Slack for Windows
- Download Slack for Android
- Download Slack for iOS
- Download Slack for Linux (beta)

Configure:

1. Download the appropriate app for your device and install it. Note: You will need admin privileges.
2. Open the app.
3. Enter the Slack URL of your workspace in the form: *workspacename*.slack.com
4. Click "Sign in with MIT Touchstone" and authenticate via MIT Touchstone.
   Result: The Slack workspace you specified will open.
5. You can add yourself to public channels by clicking on "Channels" in the left-hand column. See **Channels** below for more details.

Getting Started

If you're new to Slack or want to learn more about how to use it to communicate and collaborate with groups and individuals, here are a few starting points:

- What is Slack?
- Intro to Slack
- Your Guide to Working Remotely with Slack
- LinkedIn Learning's Learning Slack (video)

Using

Channels

Channels are group conversations inside workspaces that can be for teams, projects, specific topics or even just for fun. They can be accessible

to anybody in the workspace or by invitation only.

- Add People to a Channel

Subscribe to a Public Channel

1. Click **Channels** in the left-hand column
   Result: A window opens to browse all channels.
2. Use the **Search Channels** field to look for a channel by name, or scroll through the list to find a channel you want to join.
3. Click a channel name to preview it.
4. To join a channel you are previewing, click the green **Join** button at the bottom of the page.

Create a Channel

1. Click the + button to the right of **Channels** in the left-hand column.
   Result: A window opens to "Create a new public channel"
2. To create a private channel, move the green slider to orange **Private**. (On mobile click the + button to the right of **Private Channels**.)
3. Type a name for the channel, no more than 21 characters, in lowercase, with no spaces or periods
4. If you wish, invite others by adding their name(s) into the **Invite others to join** field (optional)
5. If you wish, describe the **Purpose** of the channel in that field (optional)
6. When you have finished entering your desired information for the channel, click the green **Create Channel** button.

 You can also create multi-workspace channels to collaborate across more than one workspace.

Custom Emoji

Workspace Owners and Admins can create and add custom emojis to the Enterprise Slack instance. If you notice an objectionable custom emoji, please email servicedesk@mit.edu to have it reviewed for possible removal.

Direct Messages

Direct messages are one-on-one or group private conversations between Slack team members. Even if you're on multiple workspaces, your DMs are consolidated into a single view.

1. Send a direct message to someone by clicking on their name in the **Direct Messages** section of the left-hand column.
   a. If the person you wish to direct message is not listed, click the + button to search for them by name. This is where you can also select multiple people to create a group direct message.
2. Enter a message to the person in the field at the bottom of the screen, and press **Enter** to send it.
3. Return to a channel by selecting it from the **Channels** list in the left-hand column.

For more, see:

- What is a Direct Message?
- Move group direct messages to a private channel

Do not Disturb (snooze)

MIT-IST Slack goes into "Do Not Disturb" by default from 10PM to 8AM. When "Do Not Disturb" is in effect, Slack will not send you desktop, mobile, or email notifications. Team members who try to send you messages during your "Do Not Disturb" hours will be warned you won't be notified unless they take a further step to click on a link indicating that it is urgent. For information on how to disable "Do Not Disturb" or customize your hours, see:

- https://get.slack.help/hc/en-us/articles/214908388-Using-Do-Not-Disturb-in-Slack

Frequently Asked Questions

- How do I set my Slack status? - online, away
- How do I format messages? - Bold, italics, etc.
- How do I use emoji and emoticons?
- How do I search in Slack
- How can I set reminders? - Alarm clock functionality.
- How do I upload and Share files?
- How can I pin messages and files to a channel? - Pin key messages to the info pane of channels.
- How do I update my profile? - upload an icon, select how your name is displayed and more.
- How do I configure Slack notifications? - set up alerts for when you're mentioned in channels, sent direct messages and more.
- How can I find members in the directory?
- How do I find out who the administrators and owners are of a Slack Workspace?

- How do I limit a colleague's access to specific channels on my workspace, without being able to invite them to my workspace as a Guest?
- Will IS&T access the content of my workspace? No. IS&T will not be accessing the contents of Slack workspaces. IS&T will follow the Institute's policy on Privacy.
    - Privacy and Disclosure of Personal Information
    - Privacy of Electronic Communications

Administer Your Workspace

Administrators can control how users join workspaces, message rentention times, customize emojis, add integrations, designate additional administrators and much more. By default several collaboration integrations are included with your MIT Org Enterprise Workspace. These include Dropbox, Zoom, OneDrive, Google Drive, Google Calendar, and Webex. Administrators can add additional integrations to their workspace.

- Manage a Workspace on Enterprise Grid
- Permissions on an Enterprise Grid Organization
- Invite New Members
- Manage Workspace Invitation Permissions and Requests
- Understanding Slack membership roles on the MIT Slack Enterprise Grid
- Manage Workspace Access on EnterpriseGrid - Control how users can join your workspace.
- Customize Message and File Retention Policies - Control how long messages and files stay in your workspace
- Manage Permissions for Message Editing and Deletion - Control who can edit and delete messages
- Creating, Managing, and Using Multi-Workspace Channels with MIT Enterprise Slack
- Find apps to integrate with Slack - Slack's app directory
- Workplace Administration Help Center (Documentation) - In depth documentation of administrative settings and features for workspaces

Outlook Calendar app for Slack only supports Office 365 accounts. If you're not sure what mail system you use, see [How do I tell if my email and calendaring data is on Exchange 2013 Server or using Office 365?]

Legally Protected Data

MIT's Slack Enterprise Grid has been configured to support HIPAA-compliant message and file collaboration.

Slack is not appropriate for all kinds of data.

The following categories of legally-protected data are inappropriate for sharing on Slack:

- Data subject to United States export control or trade embargo regulations
- Social Security numbers, driver's license or other state ID card numbers, and financial account, credit card, or debit card numbers

If you are unsure if you are handling legally-protected data, please contact IS&T at infoprotect@mit.edu for assistance.

For more information, see: Security at Slack

See also

- Understanding Channels, Private Channels
- Understanding Slack Notifications
- MIT Slack Message and File Expiration Settings and Quotas
- Get Started with Canvas Slack Integration (Beta)

Have Questions or Still Need Help?

- Slack Help Center
- IS&T Service Desk

Additional escalation information for Help Staff can be found here:

- [hd:Draft Slack Recon]