# Slack Tips and Troubleshooting

Comment Threads vs. New Messages

Slack channels are basically message boards. You can enter new messages into the desired channel at the bottom of the screen. However, if many people are sending messages in a channel, or there are different conversations going on, it can get confusing. Also, unless a person had turned on notifications for the channel, they will not know that you have responded to their message.

Threads keep discussions in Slack organized. They let you ask questions, add context, or give feedback on a specific message, all without disrupting a conversation's flow. A thread will remain connected to its original message, and only those that have contributed to it or who are following it will be notified of new replies.

To start a thread:

1. Hover over the message or file you'd like to reply to.
2. Click the **Start a thread icon** (or hover over the replies and click **View thread**).
3. Write your message.
4. Click **Send**.
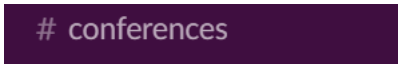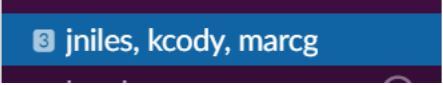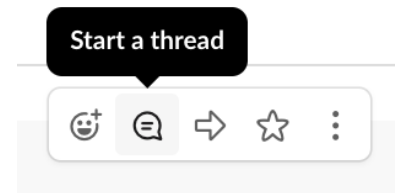
Profile Information

Filling out your Slack profile makes it easier for your colleagues to see who they are messaging. We recommend you add your full name, a job description, and a profile picture. To update your profile:

1. From your desktop, click your workspace name in the top left.
2. Select **Profile & account** to open your profile.
3. Click **Edit Profile**.
4. Edit your profile, then click **Save Changes**.
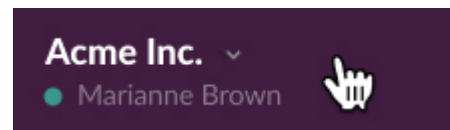
Privacy

The different parts of Slack have their varying ranges of privacy. Only Getty staff and specially invited guests can see what you post in Slack. Note that, while messages in private channels and direct messages cannot generally be seen by people outside the group, Getty can, if needed, monitor, access and review all information stored in its digital resources. Below are the different ways to use Slack in order of most public to least:

1. **Public Channels** – Public channels are open to anyone in Getty Slack. A public channel will appear in your channel list with a hashtag at the front. New members to the channel will be able to see all of the previous content. You can have an unlimited number of people in a public channel. You can make a public channel private if you would like, but cannot change it back to public if you do so.
2. **Private Channels** – Private channels are by invitation only. A private channel will appear in your channel list with a lock at the front. When you add new members to a private channel, you are given to option to allow them to see previous messages, or only the ones moving forward. You can have an unlimited number of people in a private channel. Private channels cannot be made public.
3. **Group Direct Message (DM)** – Group messages are by invitation only. A group DM will appear under your direct messages list with a number indicating the number of people in the group and a few of the names listed. You may have up to 8 people in a group DM, and cannot add new members. Instead, a new group DM will

be created if you try to add more people. You also cannot reference people outside of the group DM in the group DM, as they cannot see anything posted in there.

4. **Individual Direct Message (DM)** – Individual DMs are by invitation only. An individual DM will appear in your direct message list with the name of the person listed. Only the two people in the direct message can see the content. Attempting to add another person will result in a new group DM being created. You also cannot reference people outside of the individual DM, as they cannot see anything posted in there.

Channels vs. Direct Messages

Channels are great places to have a conversation, or to work on a project with a range of people. You can have multiple channels with the same people to divide content into specific projects or topics. They are also ideal if you envision needing to add new people to the project at some point, and would like them to be able to review the previous conversations for context.

Direct Messages are great for quick check-ins or questions. You may only have one DM or group DM with the same set of people. These are not ideal if you need to later loop others into the conversation, as they will not have a way to see what was already posted.

Slack with Zoom Integration

Zoom's **Slack App** lets you start an instant meeting or join a scheduled meeting by using the **/zoom command** directly in a Slack channel, private group, or direct message.

To use, simply enter a Zoom command in your text box and then click the link that appears to authorize Slack to access your Zoom information.
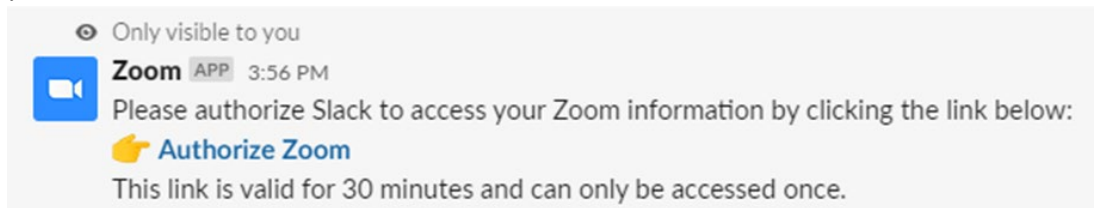
Once authorized, you will be prompted to enter your Zoom credentials. Enter them, and you will now be able to start meetings right from Slack.

Here are some additional Zoom commands you can use in Slack:
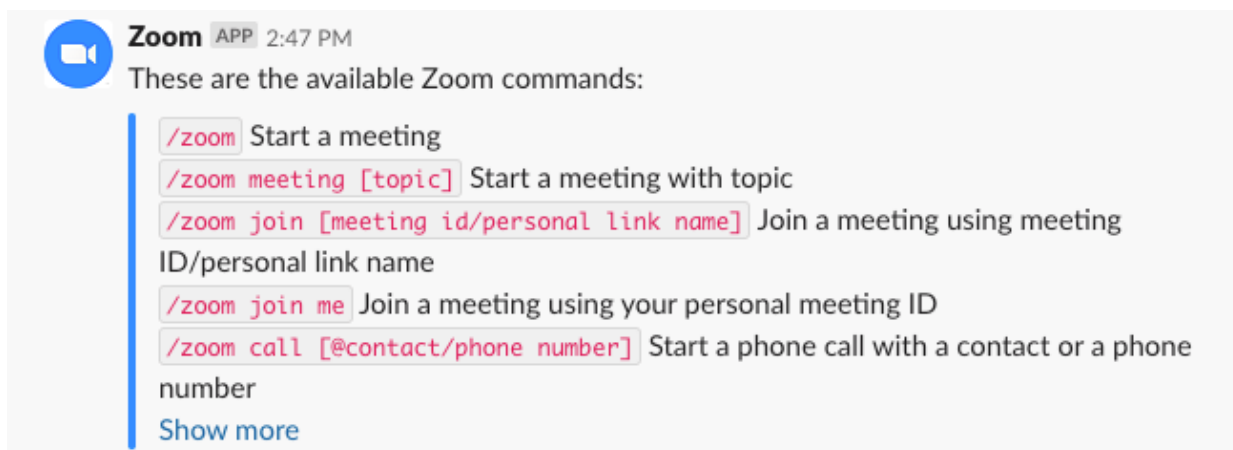
Questions?

Slack has great in-app help. Simply click on the three little dots in the upper-right corner of the screen, then click **Help**. For more in-depth questions, visit the Slack Help Center.