1. Channels vs. Direct Messages (DM)

Channels are how you organise conversations. They can be created and named according to your work's structure, such as by departments (for example, #oncology), teams (#general-medicine-A), projects, or other criteria.

Channels can be configured as:

- **Public:** Accessible to all users within Western Health Slack.
 Or
- **Private:** Restricted to invited members only. This setting is recommended for channels containing patient information.

Direct messages (DMs) can be either one-on-one or group chats, <u>accommodating up to nine people</u>.

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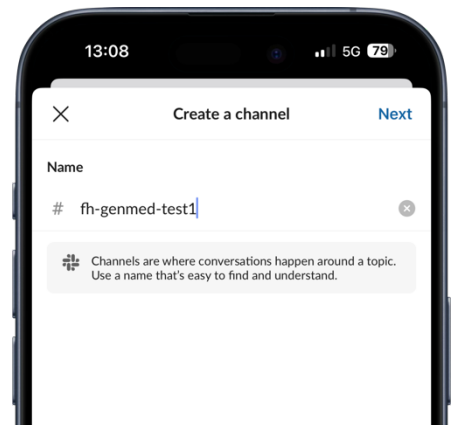
2. Creating New Channels

1. Tap **+ Add channel** in the "Channels" section.
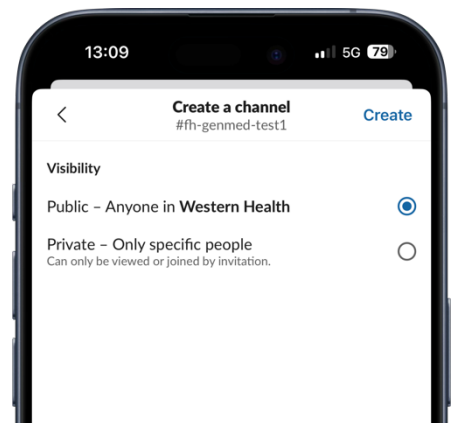2. Select **Create channel**.
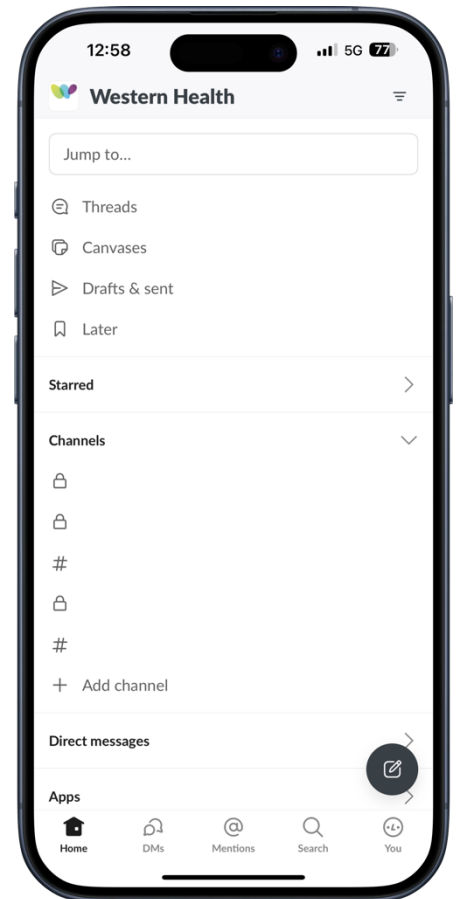
3. Name your channel.

   Note: the **channel name** <u>cannot</u> **contain special characters or upper-case letters.** Use dashes to separate words.
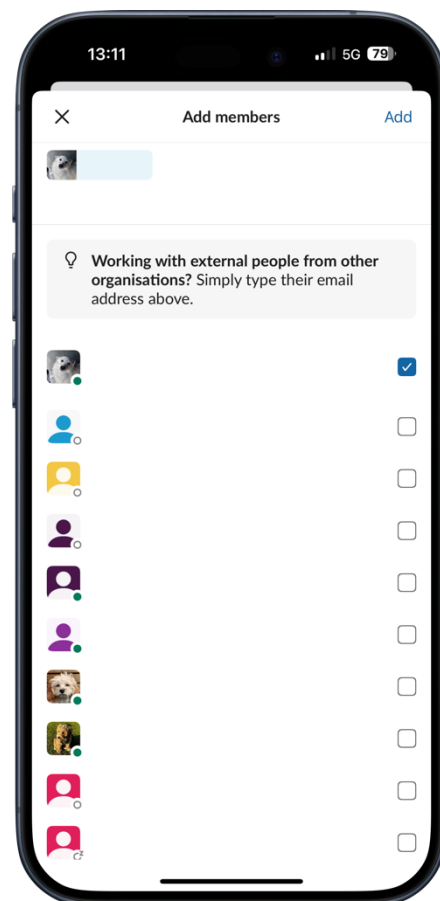
4. Press **Next**.

5. Choose between "Public" or "Private".
6. Tap **Create**.

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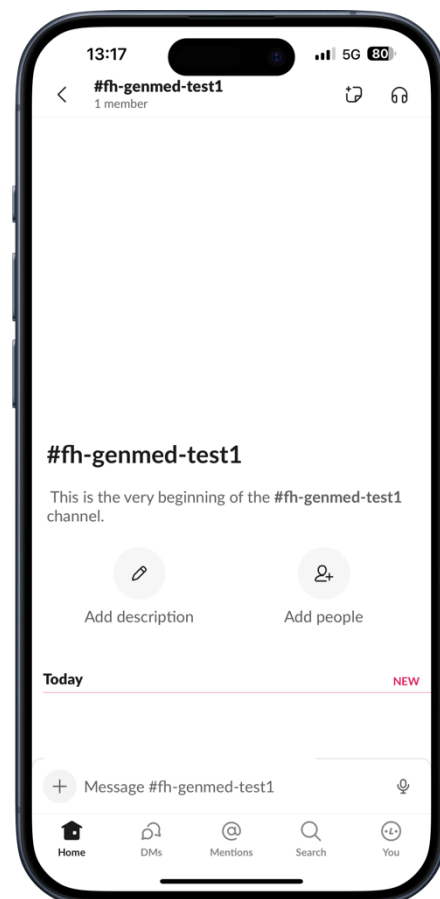CONNECTING BEST CARE

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7. You will be prompted to add members. Select the members you'd like to add, and press **Add**. You can also skip this step and add members later.

8. You have created a new channel.

3. Joining Existing Channels

To join public channels:

1. Find Channels:

   1. Use 🔍 **Search** at the bottom of your screen discover existing channels.
   2. Tap #🔍 **Browse channels**.

2. Join a Public Channel:

   1. Tap on the channel name.
   2. Tap **Join channel**.

For private channels, you must be added by a current member of that channel.
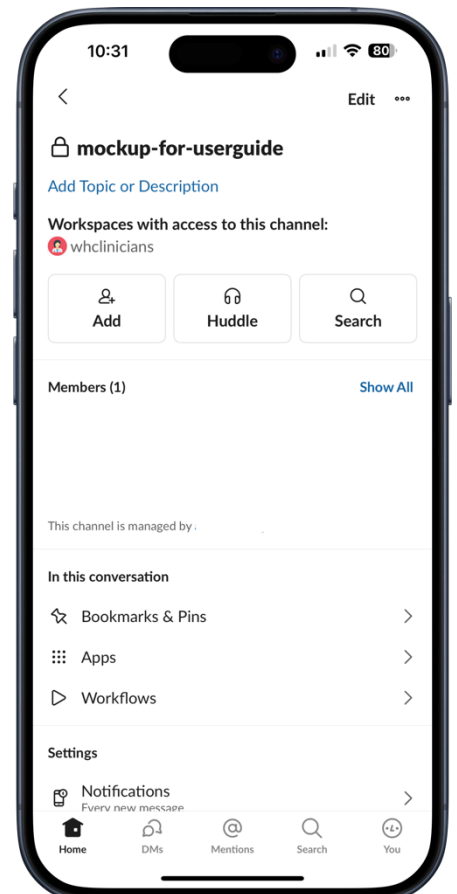
4. Managing Channels

4.1. Customise Channel:

   1. Tap the channel name to access settings.
   2. Here, you can change the channel's name, description, and add members.

   Note: Always keep the channel purpose and description updated to provide context to members.

4.2. Add People to a Channel:

Note: Any existing member of the channel may invite another member to join.

1. In the channel settings, tap 👤⁺ **Add**.
2. Enter the names or email addresses of the members you wish to invite.
3. To add a few individuals, search for their names or email addresses and select them. For larger groups, paste the list of names or email addresses into the field.
4. Once you're done, tap **Invite**.
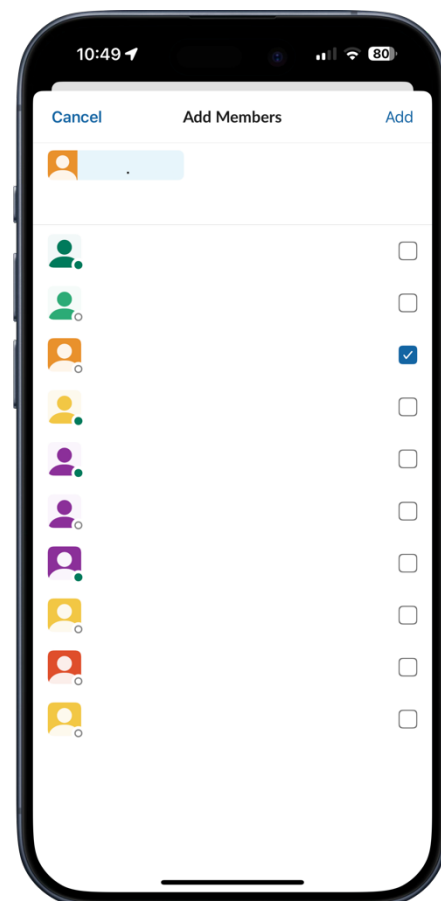
4.3. Leave Channels:

1. Open the channel that you'd like to leave.
2. Tap the channel name in the conversation header.
3. Tap **Leave channel**.

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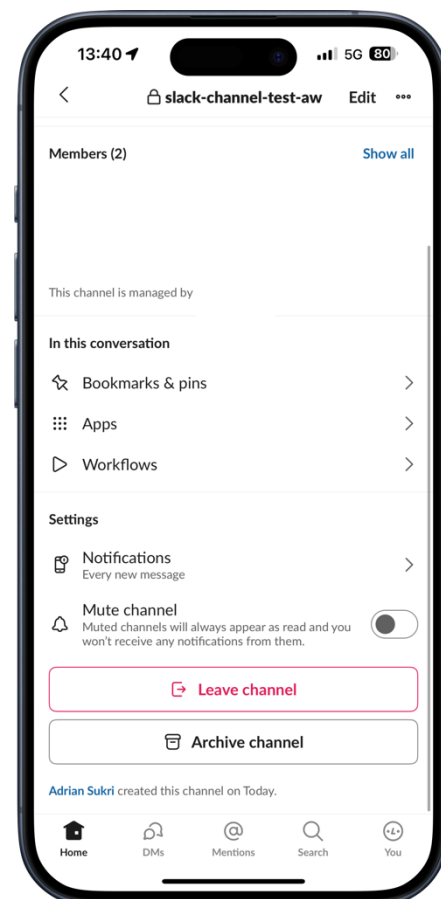
4.4. Archive or delete Channels:

As the default setting, all members (excluding guests) can archive a channel. Only workspace owners/admins can delete a channel.

Archived channels: Closed for new activity, but their message history is preserved and can be searched.

Deleted channels: Permanently removed from the workspace, along with their message history.

To Archive a channel:
1. From the channel, tap the channel name at the top.
2. Scroll down to the bottom of the page.
3. Tap **Archive channel**.
4. Tap **Archive** to confirm.

To Unarchive a channel:
You can reverse the archive. In the case of private channels, the channel members will be kept intact after unarchiving. However, for public channels, the previous members will not be reinstated.

**Unarchive can only be done on a desktop. Therefore, the steps will not be covered in this guide.**

Note: Channel names cannot be repeated. If you want to use the name of an archived channel again, you must first unarchive it and then assign that channel a different name.
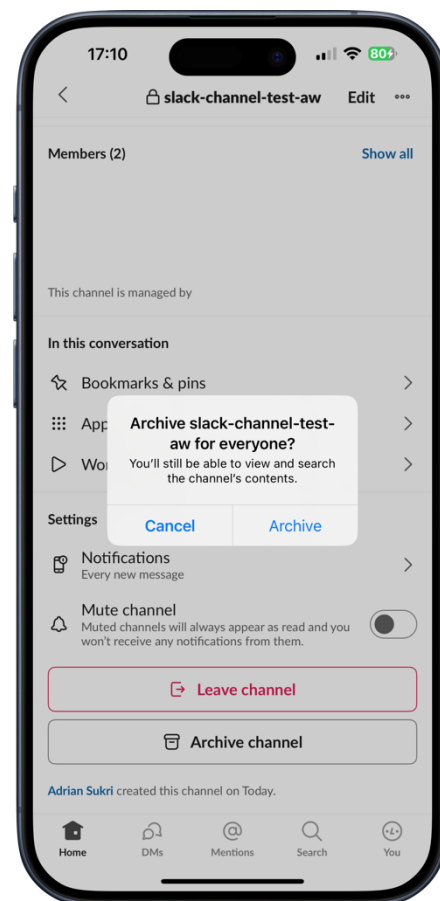
4.5 Channel Notifications:

Customise your notification preferences for each channel by tapping "Notifications" in the channel settings menu.

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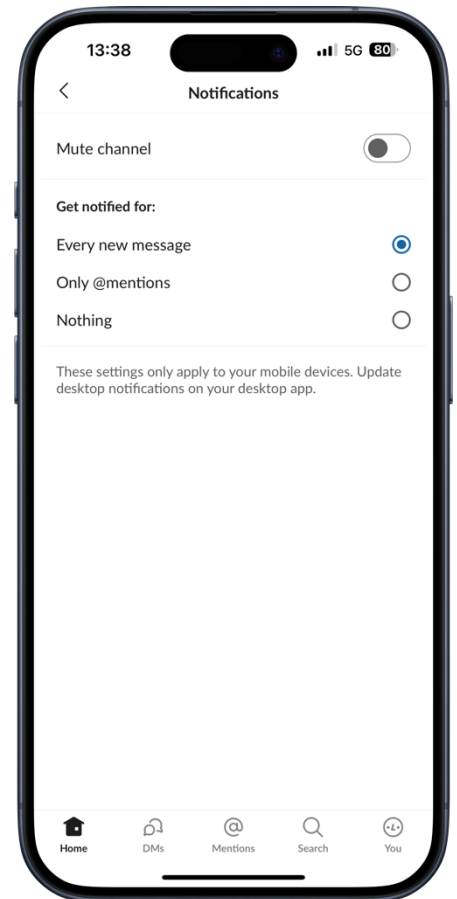
# Sending Messages and Files

1. Sending Messages

1. Tap the text field at the bottom of your active channel or DM.
2. Type your message.
3. Tap the ➤ paper plane icon to send it.

2. Formatting Messages

You can format your messages for clarity and emphasis:

1. Bold: Surround text with asterisks (*text*).
2. Italic: Surround text with underscores (_text_).
3. Monospace: Wrap text in backticks (`text`).
4. Create bulleted lists by starting lines with asterisks or hyphens.
5. Mention someone by typing "@" followed by their username or display name.
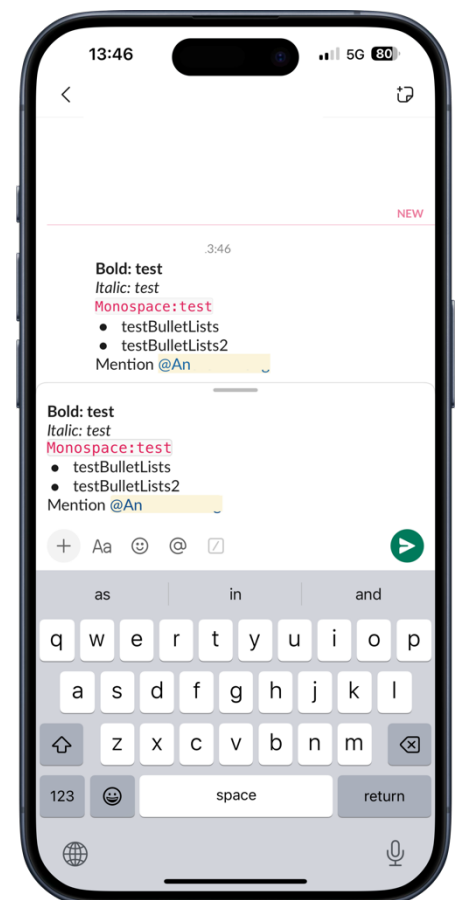
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3. Attaching Files and Images

Important

At the time of writing, Western Health does not endorse the practice of capturing and transmitting clinical photographs through Slack. Western Health is actively exploring solutions to address the challenges associated with extensive clinical data storage and privacy compliance. Western Health will promptly communicate any updates and guidelines related to clinical photography to clinicians.

Always seek patient consent before taking clinical photos. Attach the patient's minimum demographic information, including name and MRN, to all clinical photos.

To attach files and images:

1. Tap the ⊕ plus icon next to the message field.
2. To add a photo, tap a recent image or View library.
3. To add a file, tap ⩘ Recent files or ⬆Upload file.
4. Choose the file/image from your device.
5. Tap the ➤ paper plane icon to send.
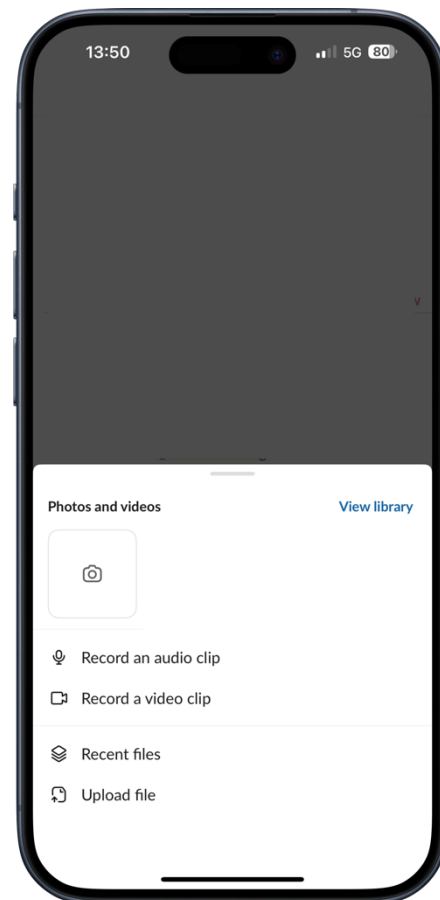
4. Using @ Mentions and Emoji Reactions

@ Mentions:

To get someone's attention in a group message, use "@" followed by their username or display name. They will receive a notification, ensuring they see your message.

React to a message with emoji:

1. Tap and hold the message that you'd like to add a reaction to.
2. Choose a frequently used reaction at the top of the menu or tap the 😊⁺ **Add reaction icon** to find another one.
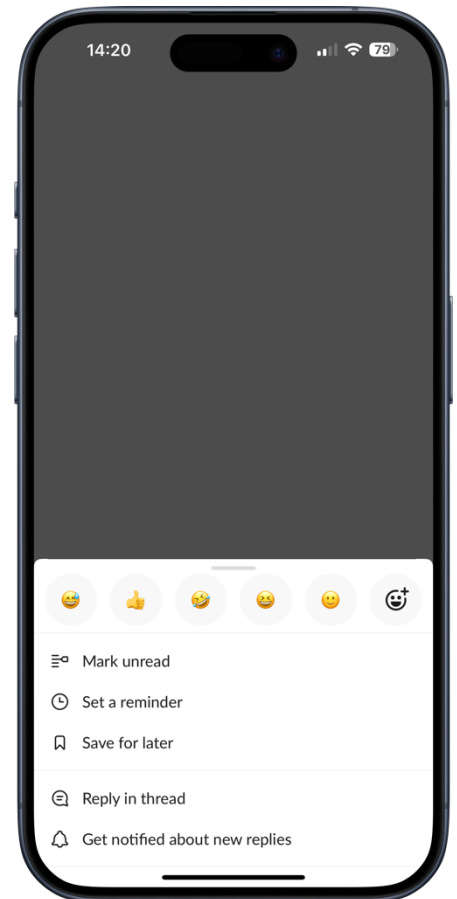
5. Forward a Message

You can also share a message with an optional note in another conversation using the 'Forward message' function:

1. Tap and hold the message that you'd like to share.
2. Select ⇨ **Forward message**.
3. Choose where you want to share the message.
4. Add an optional note if you like.
5. Tap **Send**.

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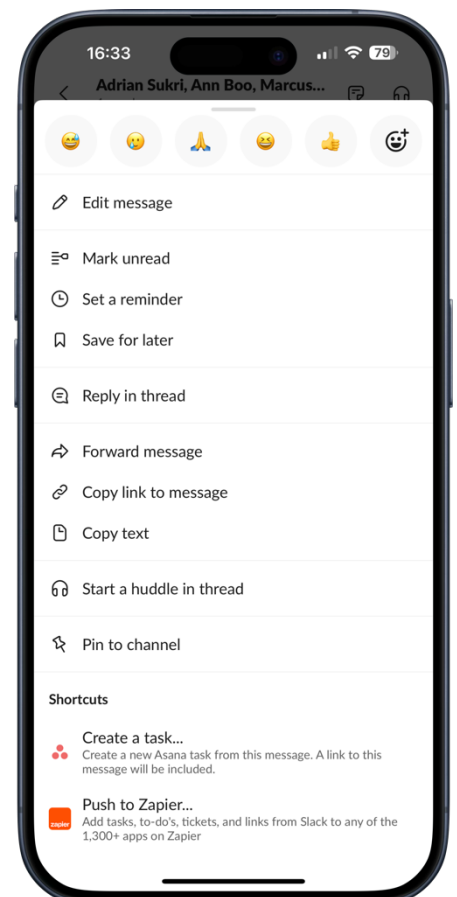
6. Reply to a Message in a Thread

You can reply to any messages in the channel or direct message (DM) using a "thread". This allows you to discuss a topic in more detail without adding clutter to the space.

1. Tap the message you want to reply to.
2. Tap **Reply in thread**, or tap the Add a reply field to add to an existing thread.
3. Type your reply.
4. If you'd like to send your reply to the channel or DM's main view, tick the box below your message.
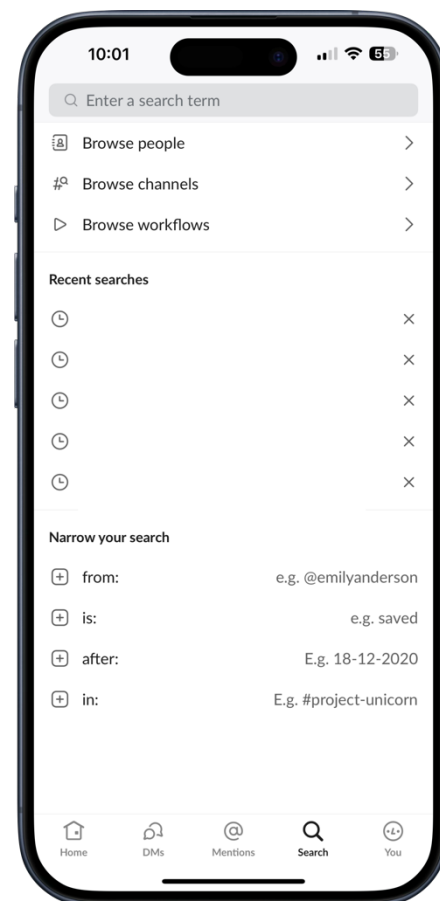5. Tap the ➤ paper plane icon to send your message.

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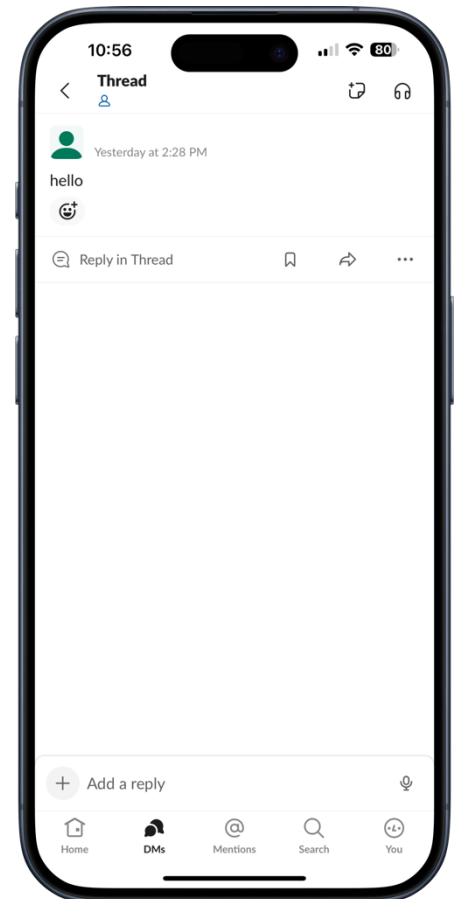
Advanced features

7. Search Messages

Locate specific messages, files, or conversations by using the search function:

1. Tap the **Search** tab.
2. Tap the search field and enter what you're looking for.
3. Tap **Search** or the 🔍 **magnifying glass icon** on your keyboard.

8. Shortcuts Commands

Slack supports slash commands that execute specific actions. Type "/" followed by the command, such as "/remind," "/poll," or "/away," and follow the prompts.

Refer to the Slack Help Centre to discover more about shortcuts in Slack: https://slack.com/intl/en-au/help/articles/360057554553-Use-shortcuts-to-take-actions-in-Slack