

Space Sciences Lab Slack Deployment Guide

Slack is a channel-based messaging platform. With Slack, people can work together more effectively, connect all their software tools and services, and find the information they need to do their best work — all within a secure, enterprise-grade environment.

SSL has subscribed to its own Slack workspace for use by any SSL person or project. In addition to SSL people, authorized outside (non-SSL) personnel (e.g. LASP, APL, NASA, etc.) can be invited to participate in your individual Slack channels (not the whole workspace).¹

Workspace Name: UCB-SSL

Workspace URL: <https://ucbssl.slack.com/>

Workspace subscription: Standard Plan (<https://slack.com/pricing/standard>)

To join our workspace, follow the instructions at this URL:

<https://ucbssl.slack.com/join/signup#/>

While you can subscribe with any email address, we *strongly* recommend using your **@berkeley.edu** address. The same is true for people you invite into a channel - please try to use their **@berkeley.edu** address, unless you know their already using a different email address.

In Slack, teamwork and communication happen in channels. A channel is a single place for a team to share messages, tools, and files. Channels can be organized around anything, and a workspace can have as many as needed. There are 2 types of channels:

1. **Public channels** - They're open for all members to join, and anything posted is searchable by others. You should use these as much as possible to promote the free transfer of knowledge throughout SSL (see link on Slack Etiquette further below).
2. **Private channels** - They're for discussions that shouldn't be open (e.g., competition sensitive discussion, Executive Cte discussion, etc.) to all members, so you must be invited to join one to view it in Slack. Private channels have a lock icon to the left of their name in the channel list.

In addition to channels there are **Direct Messages** (DMs). DMs are like text messages and they are private. You could have 2,4,10, etc. people on a running DM and that conversation will remain private. *DMs do not show up in the Channel Browser unless you are a member of the DM.*

¹ Outside of SSL personnel are considered Slack guests; they cannot create channels, but they can participate in select ones.

For more information about channels, see:

<https://slack.com/help/articles/360017938993-What-is-a-channel>

ITAR discussions or files are not allowed in any channel or DM.

There are 2 UCB-SSL public channels to which all users are automatically joined:

1. #0-allssl: This is for allssl-like announcements, including the Director's weekly missives;
2. #general: This is for general Lab discussion. You can also ask Slack usage questions here.

Every Slack member (except Guests) is allowed to create their own channels. If you are unsure about how to name your channel, feel free to ask SSL-IT (contact info below) or ask in the #general channel.

In order to keep the UCB-SSL Slack workspace organized, please use the following naming convention for all other channels (public and private). If you think of missing prefixes, please let us know:

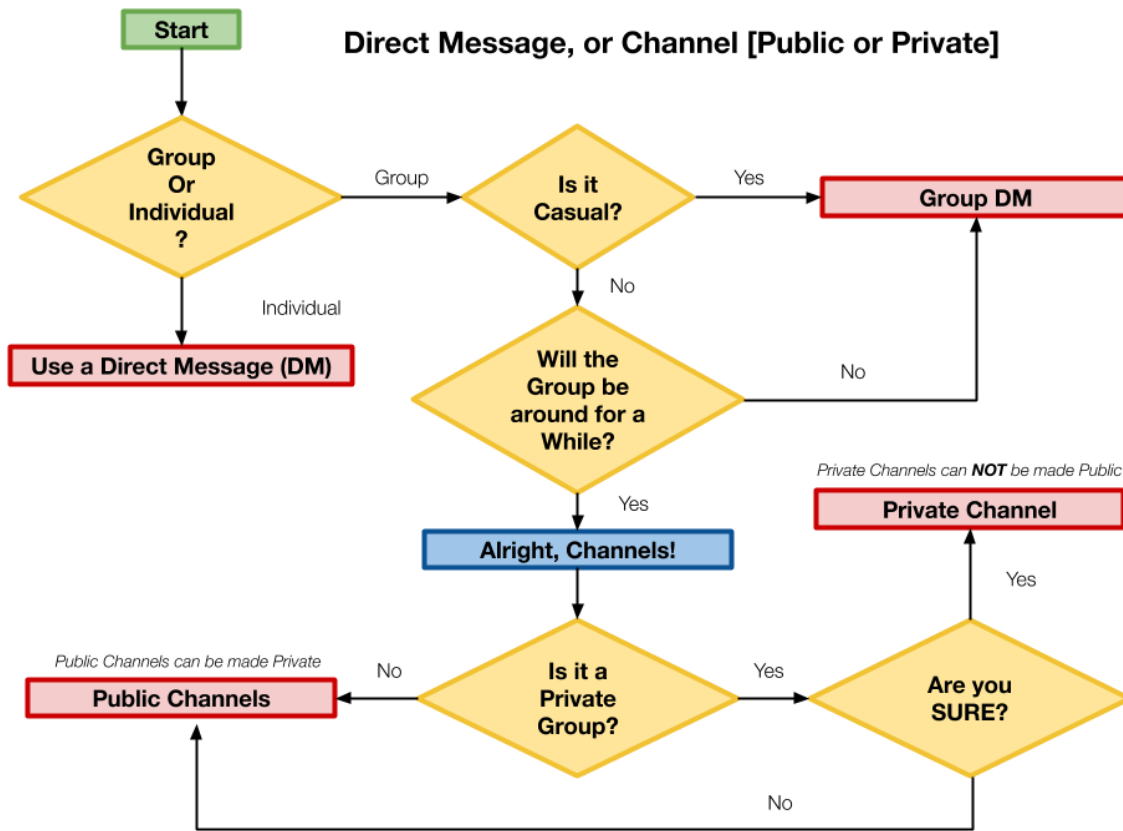
Channel-prefix	Channel-suffix	Example
admin-	hr, mgmt, c&g, acct, purchasing	#admin-hr
it-	discuss, help, web, web-help	#it-web-help
moc-	flightops, flight dynamics, SDC, scheduling	#moc-flightops, #moc-cosi
shop-	<project name>	#shop-glide
eng-	me, ee, me-schedule	#eng-me-schedule
software-	software-tools	#software-cosi
interests-	music, SCUBA, knitting	#interests-music
<project name>	financial, schedule, risks, meetings	#nustar-financial, #cosi-risks

Note: lower case names are preferred to save horizontal space.

Channels with non-SSL users and Guests should add “-ext” to the ends of the names (e.g. shop-discuss-ext). This will remind people to keep non-SSL or sensitive (i.e. privileged) information from these channels.

For projects, you should have at least one public channel; we suggest the top-level channel (e.g. #nustar, #escapade, #cosi). This channel can be used to disseminate general project information, as well as host project discussion with non-project SSL staff. Project Managers for these missions are encouraged to use the SSL-wide Slack Project to the maximum extent possible vs. inviting lab members to many other Slack workspaces. This is especially true for lab resources and personnel used between multiple projects.

Follow this flowchart to determine if you need at Public Channel, Private Channel or simply a Direct Message.



We know there are several Slack workspaces already in use at SSL. We encourage you to migrate these channels to the UCB-SSL channel (especially if you are on the free plan). Please contact SSL-IT to assist in your migration. Going forward, new projects are encouraged to use the UCB-SSL workspace rather than subscribing to a separate project-only workspace. Please contact IT to discuss if you have any questions or concerns.

For those unfamiliar with Slack (and even those that think they are familiar), here's some useful URLs to read and review before diving in:

What is Slack?

<https://slack.com/help/articles/115004071768-What-is-Slack->

How to use channels to organize your work

<https://slack.com/blog/collaboration/how-to-use-slack-channels-to-organize-your-work>

Invite new members to your workspace

<https://slack.com/help/articles/201330256-Invite-new-members-to-your-workspace>

Getting started for guests

<https://slack.com/help/articles/360002034727-Getting-started-for-guests>

How to add people to a channel

<https://slack.com/help/articles/201980108-Add-people-to-a-channel>

How to update your user profile and picture:

<https://slack.com/help/articles/204092246-Edit-your-profile>

Etiquette/Best practices guide:

<https://slack.com/blog/collaboration/etiquette-tips-in-slack>

How to manage notifications so they don't distract you:

<https://slack.com/blog/productivity/how-to-customize-notifications-in-slack>

How to mute channels and direct messages:

<https://slack.com/help/articles/204411433-Mute-channels-and-direct-messages>

How to make channel groups in the sidebar:

<https://slack.com/help/articles/360043207674-Organize-your-sidebar-with-custom-sections>

How to make user groups:

<https://slack.com/help/articles/212906697-Create-a-user-group>

If you need assistance, please send questions and problems to the SSL-IT team at:

helpdesk@ssl.berkeley.edu

You can also contact us through the Slack: channel *#it-slack-talk* or user group *@it-team*.

More Slack information is available on the SSL Computing website:

<https://computing.ssl.berkeley.edu/services/slack>