Migrating to Yale SOM Enterprise Slack

Existing Slack workspaces can be migrated to Yale SOM's Enterprise Slack.

Step-by-step guide

1. E-mail somit@yale.edu with the following information:
   - The URL of your Slack Workspace
   - Indicate if this is a free or paid workspace
   - Who is the current workspace owner?
2. Review VERY important pre-migration actions
   - Users MUST have their Yale email address entered in their Slack workspace account.

   - If a user is using an alias or non-default email address when migrated, the account created on Yale SOM's Enterprise Slack will not be attached to their history in the workspace. It is recommended that you communicate this need ahead of time to your team and/or audit your user accounts prior to migration.

   - Review your workspace's Single-channel guests for Yale members.

   Many workspaces use Single-Channel Guests to have members from other workgroups participate in their workspaces. In Yale SOM's Enterprise Slack a user can only have one role across all workspaces. They are either a full member or a single channel guest.

   If you currently have Single-Channel Guests in your workspace and they have Yale email addresses, they will be automatically deactivated from your workspace after migration.

   - Review your workspace for shared channels

   If your workspace is currently using the Shared Channel feature for paid workspaces, those channels need to be broken by you before migration. If the workspace you are sharing channels with will be moving to Yale SOM Enterprise Slack as well, you can re-share the channel after both workspaces are migrated.

   If the other workspace is not part of Yale SOM Enterprise Slack you will not be able to re-share with that workspace.

What to expect

1. Pre-migration
   Your workspace is submitted to Slack and moved to Yale SOM Enterprise Slack billing. After submission, your billing will cease. We will discuss with you potential migration problems.

2. Migration
   Your Slack workspace will be unavailable for 30 minutes to an hour. Slack determines migration schedules and this will be communicated to you. Your users will be logged out of your workspace during the migration. An email announcing when the migration is complete will be sent.

3. Post-migration cleanup
   This includes tasks such as fixing user e-mails if they were not set properly before migration and re-sharing channels if desired/possible.