Guidelines for Slack Workspace Administration

Use these guidelines to administer a Slack workspace.

Settings

- Set default channels so all new members will have immediate access to needed channels without having to search.

Permissions

- Do not promote every member to an admin. There should be no more than 3 departmental workspace admins.

Membership Management

- As new staff join your department, you should invite them.
- As staff leave your department, you should remove them from your workspace.
- Generally, you should invite only members of your department to your departmental workspace. Use shared channels, group direct messages, or request a new workspace for other scenarios.
- Guests can be invited only by SOM IT and select members.
  - Guests are anyone without a Yale e-mail address.
  - Multi-channel guests are billed as full members, as such please limit use of multi-channel guests.
  - Single-channel guests are preferred as they are not billed.
- If you are leaving a department, select a new admin if you are the only admin.
- Only promote other members as admins who will adhere to these guidelines.

Shared Channels

- Channels can be shared between workspaces. Being a workspace admin does not allow this by default, but members can be given this permission.
- Always check with an authority for the other workspace(s) before creating a shared channel.

Acceptable use policy

- Keep in mind that use of Slack must adhere to the Information Technology Appropriate Use Policy and Yale SOM Honor Code

Best Practice

- Inform your team in the #general channel that they can mention the admin team with "@admin" to admin-only tasks.
- Organizing Slack Channels
- Guidelines for Channel Names
- Workspace Administration
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