In Slack my mention name is my NetID

Problem
In Slack, when another user mentions you, it appears as ‘@NetID’ instead of ‘@firstname.lastname’
This occurs if you logged into Yale SOM’s Slack before 10/18/2018 at 5PM and haven’t logged on since.

Solution
To update your mention name:

1. Launch a browser in incognito or private mode to prevent re-activating an old session.
2. Log on to yale.enterprise.slack.com using your NetID and password.
3. Exit the desktop app and re-launch it.
4. Voila! Your mention name will be your e-mail alias.

Related articles
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