Can't add people to Slack channel (Create private, multi-workspace channel or Invite Guest)

Depending on workspace membership, you might not be able to add or find specific people when attempting to add them to a channel.

Step-by-step guide

1. If you're unable to add someone to a Slack channel, instead start a group direct message, where you can converse with all Yale SOM members.
   a. On the left side of your Slack window, locate "Direct Messages" and click the + button.
   b. Search for and select up to 8 people to add to the group direct message, then click Go. Don't worry you can add more after step 2.

2. If the number of participants is too many for a group direct message, convert it to a private, multi-workspace channel and add additional members.
   a. From your desktop, open a group direct message.
   b. Click More in the top right, then click More.
c. From the menu, select **Convert to private channel**.

![Menu options with Convert to private channel highlighted]

d. To confirm, click **Yes**, continue.
e. Enter a name for the new channel.
f. Click **Convert to a private channel**.
g. You'll now be able to invite anyone in the Yale SOM Slack organization. If you still cannot find the person to add, they likely are not SOM Faculty, SOM Staff, or SOM Students. In this case you can request invitation to the channel as a Single-channel guest.

3. **Invite people to Yale SOM IT**

- **Members**
  - Members can access messages and files in any public channel and access the full directory.

- **Multi-Channel Guests**
  - Multi-Channel Guests see a partial directory and can only access messages and files from selected channels.

- **Single-Channel Guests**
  - Single-Channel Guests can only access messages and files in a single channel. This account type is free.

c. Enter the **non-Yale** email addresses of people you want to invite.
d. Choose the channel that your invitee will be added and an account expiration date

e. Click **Send Request**.
f. You'll receive a message from Slackbot when an admin has approved or denied your request.
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