

Sales / Event Staff

How do I setup SLACK communications system?

SLACK COMMUNICATION SYSTEM FOR STAFF INTERNALLY:

All Communication between Staff is to be done through **SLACK COMMUNICATIONS**.
To access the **Slack Communications** you will be required to download the program on your computer. This would have been provided to you on your registration.

SLACK Communications is a program that helps all staff talk quickly and instantly without cost of phone call or cost of text message. All staff must use this to communicate on Iconic Server and Staff. Staff should not hold a phone line up by calling another staff member. Use slack to speak with staff internally.

Staff will not respond to emails sent to staff who are working with Iconic. USE SLACK to communicate with all staff of Iconic if you are an employee or contractor to the company.

To access the **Slack Communications** your details would have been provided to you through the initial email registration.

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SLACK COMMUNICATIONS ON YOUR SMARTPHONE.

You are able to access SLACK on your mobile phone through the download of the Slack Communications Software. (This is a free download - do not buy it, Iconic Productions has the License, you just download free download).

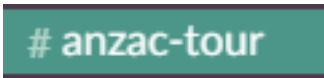
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HOW TO USE SLACK to communicate with Iconic Staff.

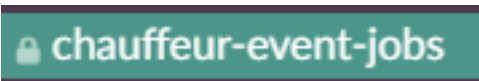
SLACK CHANNELS AND WHAT THEY SHOULD BE USED FOR

There are multiple channels in Iconic Productions Communication Slack Server. Here are some of the channels. If you would like more information on a channel press the 

Â button located at the top near the right. Here are a few channels described.

Channel  = is to be used for cast/crew to discuss issues or points of reference about the ANZAC shows when on tour.

Channel  = is to be used for all questions or queries relating to customer accounts or questions a customer may have about their account. DO NOT USE THIS ACCOUNT to discuss your questions about payroll, superannuation or if a contractor your invoice. This should be done as a Direct Message to the related person involved.

Channel  = is to be used for all enquires, enquiries, issues relating to movie premiers or chauffeuring issues. This is channel is mainly used by the chauffeurs and event management team.

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Sales / Event Staff

Channel

event_management

= is to be used for the following:

1. All issues from a customer or cast or crew relating to all events, shows, performances etc.
2. Feedback provided to a cast/crew about an event.
3. Changes to details or times of an event.
4. Changes or requests of changes to an event by a cast/crew.
5. Feedback from cast/crew about an event, show, performance etc.
6. All staff and contractor unavailability (still needs to be provided within one month notice in advance).
7. All other matters relating to the management of the event.
8. Company Vehicle Problems

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Channel Â

film_theatre

Â = is to be used for all conversations relating to film and Theatre projects.Â This channel will mostly be used by Iconic writers, directors, producers.Â It should not be used to discuss an actual event, show or performance being performed at.

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ChannelÂ

general

Â = is to be used for anything that is general about anything.

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Channel Â

props_costumes

Â = is to be used for the following:

1. Request by cast/crew for new props/wardrobe/containers etc.
2. Damages to props or wardrobe.Â A photo needs to be taken and uploaded with a description of how it happened and by who?
3. All questions, issues or feedback relating to all props and costumes related to an event, show or performance.

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Channel Â

random

Â = is to be used for anything that is of random of nature and there is no other channel that relates to the matter.Â This channel should not be used for issues or problems.

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Channel Â

🔒 sales_team_globally

Â = is to be used for all customer related enquiries or sales by a customer.Â In the event a a customer speaks with a cast/crew about a show, cast/crew are required to communicate with the Sales team to ensure the correct information is given to the customer.Â

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Channel Â

support

Â = is to be used for any problems with Slack, website, communication that staff require support on.

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DO NOT USE ANY OF THE CHANNELS to grieve your concerns about another staff member, manager.Â The communication device is not to be used for personal related concerns.Â In the event that something of this nature is required, that should be done through Direct Messaging to the team leader or Supervisor or the Executive Producer.Â Refer to the Direct Messaging to learn how to use the feature.

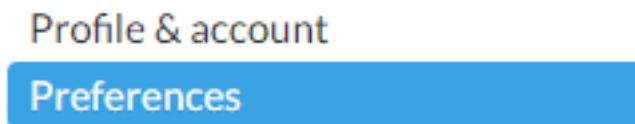
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SETUP YOUR SLACK COMMUNICATION DEVICE to ensure you receive all notifications.

All staff and contractors should login and set up their settings to the following recommended features to ensure that all communication is received promptly by all staff.

1. Log into your Slack Device either on the mobile phone or on the desktop.
2. We recommend setting up Slack first on your PC or Laptop on the Desktop. All changes made on your PC or Laptop will be forwarded and used on your mobile app as well. To setup your setting do the following:

1. On the top left corner next to your name click on the  button.
2. Select **Preference**



3. Select Notifications and ensure that you have selected

i. ☐ Send notifications for: All activity

ii. Display: Show Text

- ### 1. Select **Messages & Media**.

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Display Options

- ☒ Display information about who is currently typing a message
- ☐ Display real names instead of usernames (team default)
- ☒ Show times with 24-hour clock (16:00 rather than 4:00 PM)
- ☐ Use font with [extended latin character set](#)
If you use a language with accented characters, this will improve font appearance.
Requires reload to take effect.

Sales / Event Staff

ii. In Inline Media & Links select the following.

Inline Media & Links

- ☒ Expand images and files uploaded to Slack
- ☒ Expand links to images, video and audio from external sources
 - ☐ Even if it is an image larger than 2MB
- ☒ Expand website links to show a preview of the content, when available

1. For **Sidebar Theme**, as this is a personal preference, feel free to select your own options.
2. For **Search**, leave this empty.
3. Select **Mark as Read**

i. In Mark as read select the following.

Mark as Read

Slack marks a channel read as soon as you view it. You can change this if you'd like.

When I view a channel:

- ☐ Start me where I left off, and mark the channel read
- ☐ Start me at the newest message, and mark the channel read
- ☒ Start me at the newest message, but leave older messages unread

1. Select **Advanced Options**

i. In Input Options select only the following

Input Options

- ☒ Enable spellcheck on your messages
- ☐ Only show autocomplete for people when the '@' character is used
- ☐ When typing code with ```, Enter should not send the message
 - With this checked use *Shift+Enter* to send
- ☐ Use ⬆ and ⬆ to cycle through your typed history
 - With this checked, use *Ctrl + ⬆* to edit your last message

ii. In Channel List, select the following.

Channel List

In the sidebar, show:

- ☒ All my channels and DMs
- ☐ Just my unread channels and DMs
- ☐ My unreads, along with everything I've starred
- ☐ List private channels separately

iii. In Other Options only select the items shown below.

Other Options

- ☒ *Page up, Page down, Home, and End keys always scroll messages*
- ☐ **Ctrl + F starts a Slack search**
Overrides normal browser search behavior
- ☒ **Ctrl + K starts the quick switcher**
Overrides normal behavior in some browsers
- ☐ Hide the quick switcher in the channel list
- ☒ Ask if I want to toggle my away status when I log in after having set myself away
- ☒ Send me occasional channel suggestions via Slackbot
- ☐ Surprise me!

iv. **DO NOT MAKE ANY CHANGES TO DEBUGGING OPTIONS AND LEAVE AS SHOWN**

Debugging Options

Changing these preferences will reload Slack.

- ☐ **Disable Local Storage**
This will disable Slack from storing data on your computer, and can be used to debug laggiess in the Slack UI.
- ☐ **Disable Emoji Spritesheets**
This will make loading emoji slower, but it might help if you are experiencing slowness in the Slack UI.
- ☐ **Enable Performance Logging**
This will help our engineers track down performance issues with Slack.

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SETTING UP PROFILE & ACCOUNT

It is important to set up your profile and account.Â While most things have been setup for you by default there are a few things that you are required to setup.

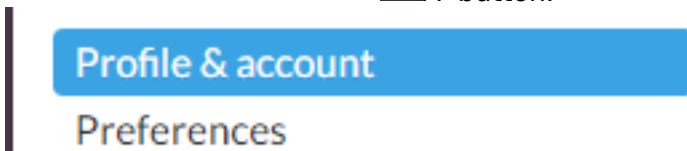
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To begin setting up your Profile on the Iconic Slack Communication Servers, do the following:

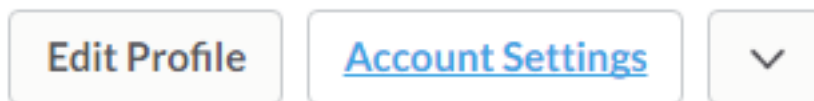
1. We recommend setting up Slack first on your PC or Laptop on the Desktop.Â All changes made on your PC or Laptop will be forwarded and used on your mobile app as well.Â To setup your setting do the following:

1. On the top left corner next to your name click on the  button.

2. Select **Profile & account**

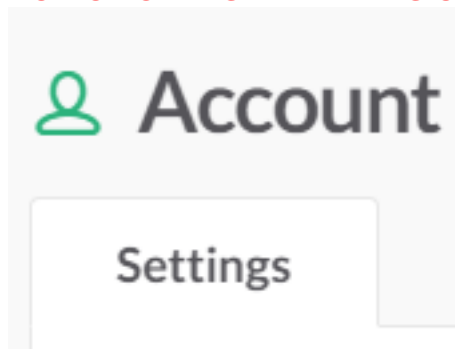


3. On the right side of your screen, a window will open.Â Select **Account Settings**



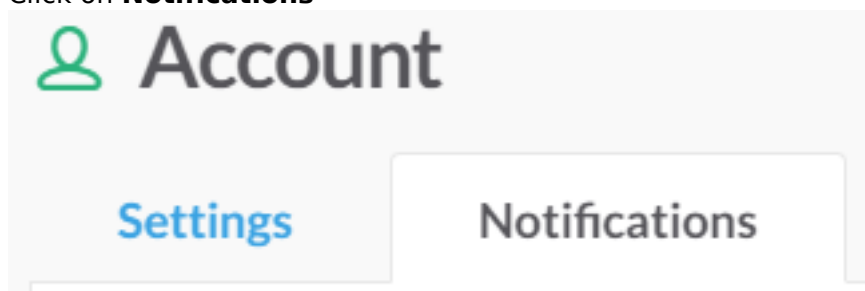
4. A new page will open with a few options.

5. DO NOT CHANGE ANYTHING UNDER



Making changes to any item here can deactivate or disable your account.

6. Click on **Notifications**



7. Click on "customize your notifications settings"

customize your notification settings.

8. For **Desktop Notifications** we recommend you select [Only Direct Messages & Highlight Words](#). All of communication traffic occurs and if you select Activity of any kind you may be overwhelmed by the communication notifications.

Desktop Notifications

Send me desktop notifications for:

Activity of any kind

Activity of any kind

Only Direct Messages & Highlight Words

Nothing (desktop notifications off)

9. For **Mobile Notifications** we recommend you select [Only Direct Messages & Highlight Words](#). All of communication traffic occurs and if you select Activity of any kind you may be overwhelmed by the communication notifications.
10. You can choose your preferred sound notification.
11. For **Mobile Push Timing** we strongly recommend that you select the first option of "Send push notifications as quickly as possible, when I'm not active on the desktop."

Mobile Push Timing

We can send push notifications as quickly as possible (a short delay is built in). Or we can hold on to them when you have an active connection to Slack so that you have a chance to read them on your computer before your phone starts buzzing. We'll try to avoid sending you notifications for messages you've already

- ☒ Send push notifications as quickly as possible when I'm not active on the desktop
- ☐ After I've been idle on the desktop for:

2 Minutes

12. **DO NOT CHANGE** any settings in

Channel Specific Settings

13. For **Additional Settings** make the following changes

i. Click on **Email Preferences** and select either once every 15 minutes or once an hour at most.

Do not select Never. This option ensures that if you are not able to communicate with on Slack that an email will be sent to you as a reminder to your private, personal email on file.

ii. **DO NOT MAKE ANY CHANGES** to Email News & Updates

iii. **DO NOT MAKE ANY CHANGES** to Highlight Words

iv. **DO NOT MAKE ANY CHANGES** to Email News & Updates

Sales / Event Staff

1. You do not need to do anything on Access Logs or Team Settings.

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When you completed all the related Slack Communication Server Settings, press the



Â button found on the top right corner of your desktop and it will take you to the communication channel.

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Happy communicating.

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HOW TO COMMUNICATE AND USE SLACK COMMUNICATIONS.

To communicate and use SLACK Communications, click here "[How to communicate with and use SLACK Communications.](#)"

Attached files:

Unique solution ID: #1260

Author: n/a

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