Better Communication, Better Support, Better Results

All Airstream Club webmasters have been invited to join the "Slack" communication vehicle to improve support capabilities.

Why and how can Airstream Club webmasters use Slack?

Slack is a much more effective method for facilitating teamwork than regular email, Facebook or chats, because

- not all webmasters are on Facebook, but everyone can participate in a Slack discussion.

- everyone in the 'channel' (the discussion topic) can read all the messages at any time, respond to just one person or to everyone in the channel.

- all messages are archived and searchable, so it's easy to review what everyone has said on a specific topic since the channel was opened. The search function will find topics, content, names, etc.

- messages pertinent to a specific topic can be filed in a 'thread' so topics don't get intermingled (i.e. Jotform, club events, microsite management.)

- Slack participants have access to the expertise of all 100+ webmasters as well as the Information Technology Committee.

How do I use Slack?

All Airstream Club webmasters have already been invited to join Slack. You need only accept the invitation and select the **WBAC Workspace.**

Follow the link below for a beginners' video tutorial on using Slack. It is highly recommended that you view at least the first portion of this video before using Slack. It flattens the learning curve.   The tutorial link will also be posted in the #general channel for your reference at any time.

The first three minutes of the video explain the history of Slack. You may want to skip ahead to 3:00.   There are a couple references to coding, which you can ignore. Coding is not necessary to use Slack. The video is 20 minutes long but can be viewed in sections a you become more familiar with how Slack functions.

https://www.youtube.com/watch?v=RRxQQxiM7AA

You can set your preferences to use any functions you desire, though the default preferences are just fine. There is one setting we typically use that allows you create paragraph breaks in your message by using the "return/enter" key and the "arrow" key to send the message.   This makes your message more readable. See below.
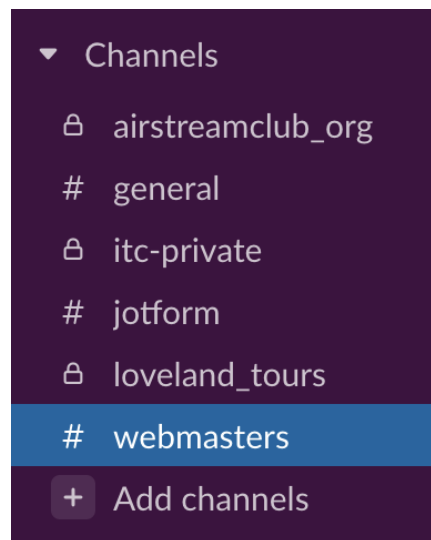
Preferences

🔔 Notifications

🗔 Sidebar

◎ Themes

🗨 Messages & media

🌐 Language & region

🖳 Accessibility

☑ Mark as read

🎥 Audio & video

⚙ Advanced

☐ When typing code with ```, Enter should not send the
    With this checked use Shift Enter to send.

☐ Format messages with markup
    The text formatting toolbar won't show in the composer

When writing a message, press Enter **to…**

○ Send the message

● Start a new line (use ⌘ Enter to send)

Search options

Exclude these channels from search results:

Once you've entered Slack, you'll be in the "General" channel. From there you can choose other channels to enter. Any channel preceded with a hashtag # is public. Those showing a padlock are private.

▼ Channels

🔒 airstreamclub_org

\# general

🔒 itc-private

\# jotform

🔒 loveland_tours

\# webmasters

\+ Add channels

Go head. Ask questions, respond to the questions of others, share your expertise. You can't go wrong and your knowledge of the new website management and Jotforms (if you use Jotform) will expand immensely. Remember, no questions are too basic and everyone was a beginner once.

 If you have questions about Slack, email itc@airstreamclub.net. We'll be waiting for your questions.