**Funeral Consumers Alliance Slack Primer**

Affiliates have asked for a private place to connect and share resources. We have brainstormed and researched, and finally found a free and functional resource in Slack. We invite you to choose two members of your organization to have slack access (they can be any level - if you have a rockstar volunteer they are welcome. We ask that you only choose two for now, to maintain order and security while we roll out this program.) While each affiliate will be given two log in credentials, you are welcome to assign these to a shared email that more than one of your members access. We will leave it to your affiliate leadership to manage slack access through that means, as we will assume the person/people communicating in the slack have been approved by your organization.

# **Getting started for new members**

As a member of our Slack workspace, you'll be able to send messages and files to your affiliates to get work done in Slack. The [What is Slack?](https://slack.com/help/articles/115004071768-What-is-Slack-) article and [Slack demo](https://slackdemo.com/) will help you learn everything you need to know. Once you’ve checked those out, read on to learn more about downloading the Slack apps, joining our workspace, and setting up your profile.

# **Download Slack's desktop and mobile apps (not required, but helpful)**

When you download the Slack desktop and mobile apps, you can receive notifications on all your devices and stay in sync when you’re on the move. Whatever you do on one device is reflected everywhere — Slack apps keep your place, letting you pick up conversations wherever you left off.

Go to [slack.com/downloads](https://slack.com/downloads) to download Slack’s desktop and mobile apps.

**Tip:** Slack offers how-to guides to help you download the app on your computer or mobile device. View guides for [Mac](https://slack.com/help/articles/207677868-Download-Slack-for-Mac), [Windows](https://slack.com/help/articles/209038037-Download-Slack-for-Windows), [Linux](https://slack.com/help/articles/212924728-Download-Slack-for-Linux--beta-), [iOS](https://slack.com/help/articles/208401947-Download-Slack-for-iOS), or [Android](https://slack.com/help/articles/207691318-Download-Slack-for-Android).

# **Join our Slack workspace**

A workspace is a shared hub, where team members communicate and work together in channels. ***Once you have decided which two members of your affiliate will have slack access, use the following steps:***

* Email the name, affiliate name, title (ex: President, Volunteer), email address and phone number of the two representatives to nastassia@funerals.org
* Both inboxes should then receive an email invitation, [accept the invitation](https://slack.com/help/articles/212675257-Join-a-Slack-workspace-Join-a-Slack-workspace-Join-a-Slack-workspace).

When you join the workspace, slack will guide you through the process of setting up your account. *Please use your full name and affiliate name in your chosen display name*, and a password so you can sign in and out with ease.

**It may take a few days for us to verify you and send your email.**

# **Set up your profile**

Please make sure your profile name clearly states your affiliate (and your name if an individual is using that log in). Building out your Slack profile with fun facts and a clear [profile photo](https://slack.com/help/articles/115005506003-Upload-a-profile-photo) will help other people in your workspace learn more about you. You can use profiles to share office locations, managers, even projects you're working on. Read the [Edit your profile](https://slack.com/help/articles/204092246-Edit-your-profile) article in the Help Center for detailed instructions on how to set yours up.

# **File sharing**

You can share files with each other on Slack from your computer, phone, or whatever device you may be using. Common questions about how to do it are answered by Slack here

<https://slack.com/document-sharing>

FCA national has also set up a folder on Google Drive that affiliates can use to store, share, and edit common documents with each other. When your two representatives sign up for our Slack, we’ll give them access to this folder. The Google Drive folder is found here:

https://drive.google.com/drive/folders/1Cg9fsFeD8Ec2EDo-wzbvuEp760uUxGfh?usp=sharing

# **What's next?**

* In Slack, work happens in channels. [Find and join relevant channels](https://slack.com/help/articles/205239967-Join-a-channel) in your workspace to make sure you’re getting all the info you need.
* Once you know how to find your channels, learn how to [send and read messages](https://slack.com/help/articles/201457107-Send-and-read-messages).
* Sometimes, direct messages are necessary to carry on a conversation outside of a channel. Learn how to [access and start direct messages](https://slack.com/help/articles/212281468-What-is-a-direct-message) in your workspace.

**Keep learning:** Find detailed how-to articles in Slack’s [Help Center](https://slack.com/help) or dig in to their [Slack 101](https://slack.com/resources/slack-101) lessons.

# **I’m in, now what?**

* Check out the open channels available to view in your sidebar
* Check out the FAQ posts at the top of channels that explain how to post, thread etiquette, etc
* Make a “hello” post in the Watercooler thread to introduce yourself and try out posting a thread in a channel.

Think of a channel as a room, and each thread in that channel is a different conversation taking place in that room. ***Try to reply in-thread to a conversation,*** otherwise your reply is just a new conversation and won’t be attached to the original thread when someone searches for it in the future.

**Important:** The Code of Conduct for our Slack should reflect the Codes our Affiliates hold themselves to. Keep conversations civil and workplace appropriate. Understand that any abusive or inappropriate posting will forfeit your access. Our Slack is presented as a free service designed to increase community and bolster our organizations together. The Board and Executive Director reserve the right to remove access for any reason.

After you've read this document and corresponding tutorial links, if you still have questions you can direct message Sarah Jane or Josh Slocum in the Slack.

Thank you for all of your efforts and dedication to assisting funeral consumers!

We’ll see you in the slack :)

-FCA National Board and Staff