



# Overview guide for ICOY’s Virtual Community in Slack

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## What is ICOY's Virtual Community in Slack?

The virtual community will be a cross-cutting communication and information sharing tool used as both a benefit to member organizations and DHS service providers supported by ICOY's technical assistance. Members will be entitled to access content-specific channels for topics related to executive leadership, human resources, financial management, member benefits, and others as determined by ICOY staff. DHS service providers, who are not ICOY members, will only be permitted to join the channels associated with the programs for which they are funded.

## Explanation of Terms

- **Virtual Community** – refers to the workspace within Slack where communication will take place between ICOY members and staff.
- **Workspace** – refers to the collection of channels where ICOY members and staff can collaborate within Slack. For our purposes in this overview, Workspace and Overview may be used interchangeably.
- **Channel** – refers to content/topic specific spaces for virtual community members to share information and have conversations.

## Conditions for joining ICOY's Virtual Community

- Work for an ICOY member organization or known DHS service provider
- Sign up using an official workplace email address
- Provide full contact information details including: name, email address, employer, work phone number, and title.

## Process for joining ICOY's Virtual Community

In order to join the Virtual Community, complete the [ICOY member sign-up](#). Based on the submissions, individuals will be added to the appropriate channels weekly by ICOY's Community Relations & Marketing Manager [Conor Van Santen](#).

## Index of Virtual Community Channels

- ICOY Members
  - ICOY members general
  - Member benefits



- Policy Advisory Committee
  - Policy & Advocacy Updates
  - CEOs & Executive Directors
  - Finance Professionals
  - Human Resource Professionals
  - Development & Fundraising Professionals
  - Child Welfare Providers
  - Youth Service Providers
  - Juvenile Justice Service Providers
- DHS Service Providers
    - CCBYS Providers
    - Homeless Youth Providers
    - IYIP Providers
    - CYS Providers
    - RDI Providers
    - IJJC Providers

## Getting started and using the Virtual Community

Prior to signing in for the first time, you will be invited to join via the email address provided in your sign-up submission. Once you receive the invitation, you will select **Join Now** and then be prompted to enter your full name and create a password. Once you've completed those steps you can select **Create Account**.

Once your account has been created, you'll want to download Slack's application to your device. Slack is available as a desktop, browser, iOS (iPhone), and android application. Downloading the application to your device will be the most effective way to engage others in the Virtual Community, however, if you are unable to download the application you may also sign in through [Slack's browser-based web application](#).

- [Download Slack for Windows computers](#)
- [Download Slack for Apple computers](#)
- [Download Slack for iPhones](#)
- [Download Slack for android phones](#)
- [Sign in to Slack through your internet browser](#)



## Learn the basics of Slack's platform

Once you've downloaded the application and signed in, you'll have access to the virtual community workspace across your devices. To help get you started here are some resources some of the core basics of the platform:

- [Getting started: How to sign in to Slack](#)
- [Getting started: Using Slack for new users](#)
- [Quick start guide to Slack \(Video\)](#)
- [Conversations in Slack: Channels vs. Direct Messages \(Video\)](#)
- [Managing your Slack notifications \(Video\)](#)
- [Utilize the search bar in Slack \(Video\)](#)

## Tips and resources for using channels

The following are some tips you can rely on to help facilitate conversation, keep things organized, and work efficiently in the channel(s) you moderate

- **Notify an entire channel, workspace, or a single person at once**
  - While in a specific channel, start your message with *@channel* to send a notification to every member that you've posted a message
  - Using *@everyone* will notify everyone in the entire workspace about your message. This feature should be used sparingly.
  - You can contact an individual person in a specific channel using *@SlackName* to tag them in a message and indicate that you're looking for a response.

[Read more about channel message notifications here](#)

- **Schedule a message to be sent later**
  - When you have an important message to share in Slack but it's not the best time to send it quite yet, you can schedule it. Select a date and time in the future and rest assured your message will be sent whether you're at your desk or on the go.



- Pin messages and bookmark links
  - You can pin messages and bookmark links in any channel or direct message (DM) for easy reference. Pinned messages are a great way to highlight existing messages in a conversation, while bookmarks make it easy to keep track of links. All members of a conversation can access pinned messages and bookmarks in the conversation header.

### Pin a message

- 1 From your desktop, hover over the message you'd like to pin.
- 2 Click the **⋮ three dots icon**.
- 3 Select **Pin to channel**, or **Pin to this conversation** in a DM.

### Remove a pinned message

- 1 From your desktop, open a channel or DM, then click **Pinned messages** in the conversation header.
- 2 Hover over the message you'd like to un-pin and click the **✕ close icon**.
- 3 Click **Remove pinned item** to confirm. If you remove items that were pinned by other members, they'll receive a Slackbot message letting them know.



### Add a bookmark

- 1 From your desktop, open a channel or DM.
- 2 Click **+** **Add a bookmark** in the conversation header and select **Add a bookmark to this channel**.
- 3 Paste a link, then add a name and emoji to display.
- 4 Click **Add**.

### Create a bookmark folder

- 1 From your desktop, open a channel or DM.
- 2 Right-click the bookmarks bar and select **Create Folder**.
- 3 Enter a name for your folder and click **Create**.
- 4 Drag and drop bookmarks into a folder to add them.

### Edit or delete bookmark or folder

- 1 From your desktop, open a channel or DM.
- 2 Right-click the bookmark or folder and select **Edit** or **Delete**.
- 3 Make your changes and click **Save**, or click **Delete** to confirm.

- Using slash commands in Slack
  - To use slash commands, type a forward slash ( / ) in the message field or click the **lightning bolt icon** to the left of the message field to open the shortcuts menu. Search for the slash command you'd like to use, then send the message.

[Review a complete list of Slack's built-in slash commands on this list](#)