

Messaging Basics

Channels and DMs, composing, replies, mentions, files.

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Channels and DMs

Room types

- Public channels: discoverable and joinable by anyone in the workspace; great for cross-team topics.
- Private groups: invite-only rooms for sensitive or focused work.
- Direct messages (DMs): 1:1 or small ad-hoc group chats.

Create or join

- Click + in the sidebar → New Channel or New Group → name it and set privacy.
- Join public channels from the channel browser; request an invite for private groups.

Room housekeeping

- Topic & description: set context so newcomers understand the purpose.
- Archive vs. delete: archive to keep history read-only; delete only when certain.
- Member roles: assign moderators for triage and topic curation.

Composing & Formatting

Compose efficiently

- Shift+Enter inserts a new line without sending.
- Press Up Arrow to edit your last message quickly.
- Use `Ctrl/Cmd + K` to navigate without leaving the keyboard.

Formatting (Markdown)

- Headings: `# Title`, `## Section`
- Bold/Italic: `**bold**`, `*italic*`
- Code: backticks for inline, triple backticks for blocks
- Lists: `- item` or `1. item`
- Links: `[text](https://example.com)`

Useful message tools

- Quote: select text → “Reply in thread” or `>` in composer for blockquote.
- Emoji/reactions: add signal without noise; great for quick polls.
- Edit/delete: hover a message to reveal actions (permissions apply).

Files & Pins

Share files

- Drag & drop into the composer or click the paperclip to attach files.
- Add a caption for context; large files may upload in the background.

Find files later

- Open the room header → Files to see recent uploads.
- Use search filters (type:file, by:user, in:room) to narrow results.

Pins and stars

- Pin key messages/files to the room so everyone sees them.
- Star messages to bookmark them for yourself (see your Starred).

Mentions & Reactions

Mentions

- `@username` notifies a person; `@all` and `@here` are powerful—use sparingly.
- Mention a role (if enabled) to notify a group of people.

Reactions

- Add emoji reactions to acknowledge or vote without new messages.
- Filter for reacted messages via the room's search filters.

Status & availability

- Respect DND and away statuses; use threads instead of broad pings.

Threads & Replies

Why threads

- Keep channels tidy by moving side conversations into threads.
- Threads reduce notification noise for people not following the topic.

Start and follow a thread

- Hover a message → Reply in thread.
- The composer switches to the thread; send your reply.
- Click “Follow” to receive thread-only notifications without muting the room.

Best practices

- Use threads for questions, decisions, and sub-topics.
- Summarize outcomes back in the main channel to close the loop.