



Slack User Guide



How do I give a taco?

Tag a person you'd like to give a taco to, write a tasty message, attach a taco emoji, and voila' - your taco will be sent.



Una Japundza 10:38 AM

@Phoebe Buffay thanks for the help with financial reports! 🌮

How do I give tacos to multiple people?

Giving tacos to multiple people in one message is fun and easy. **Each person mentioned will get your message's total number of tacos.** Below is our recommended format:

Give each person 1 taco



Una Japundza 11:11 AM

@Ross Geller @Joey Tribbiani Awesome work on the sales call! 🌮

Give each person 2 tacos

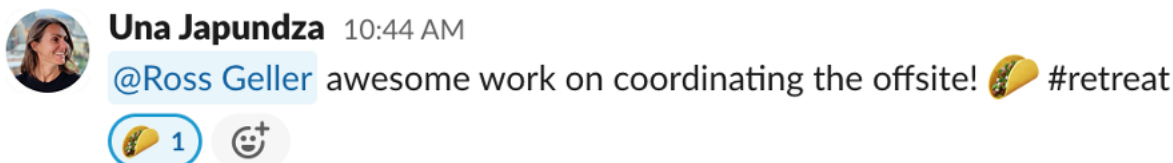


Una Japundza 11:13 AM

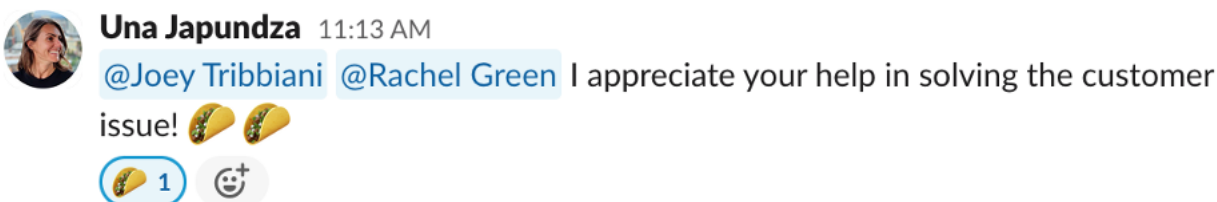
@Joey Tribbiani @Rachel Green I appreciate your help in solving the customer issue! 🌮 🌮

Giving tacos via a taco reaction

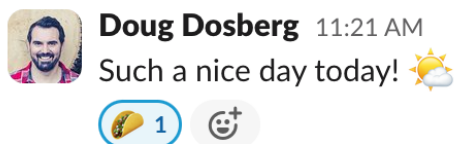
Every time you react to a message with a taco reaction, the person/people tagged in the message receive a taco. In the message below, Ross received a taco from the taco reaction.



If there were multiple people tagged, they will all receive a taco from the taco reaction, provided that the giver of the reaction has enough tacos available to give. If they don't have enough tacos, the HeyTaco bot will give a taco to each person in the order they are tagged until the giver runs out of tacos.

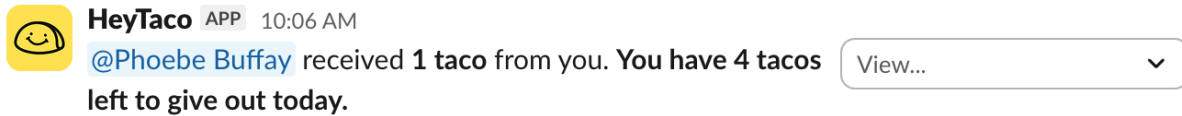


If there was no one tagged in the message, the author of the message will receive a taco reaction. The only exception is when the author of the message and the giver of the taco reaction are the same person – you can't give tacos to yourself. In the example below, Doug received the taco from the reaction someone else gave him.

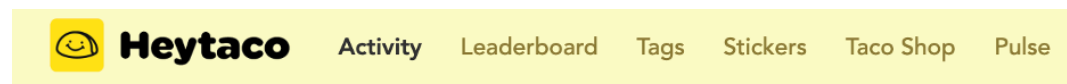


How do I know whether my tacos were ‘tracked’ by HeyTaco?

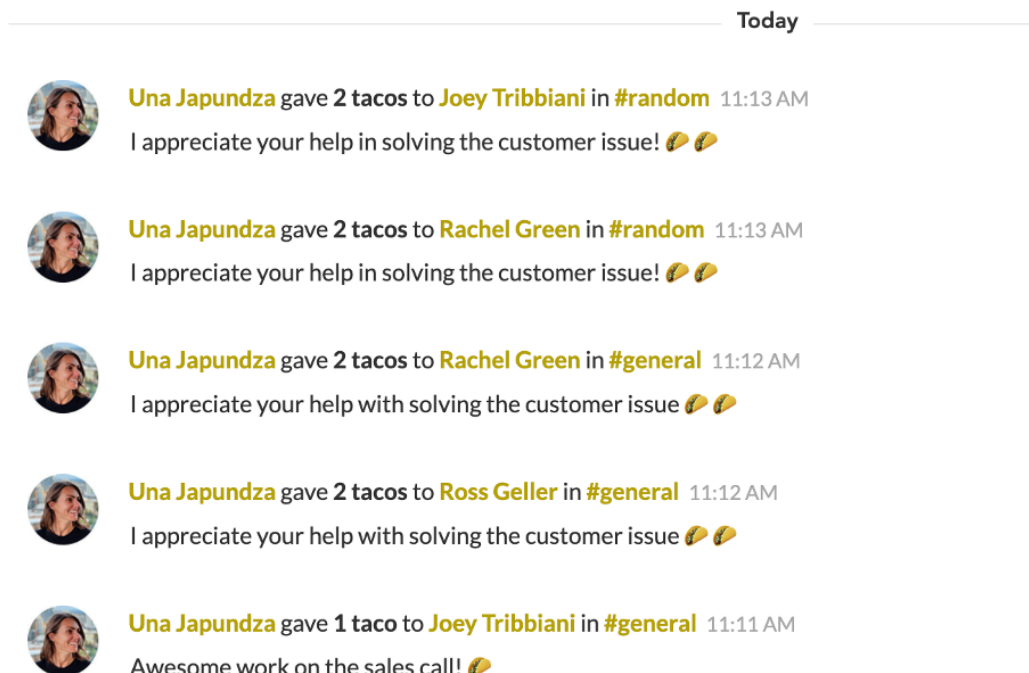
You will receive a notification from HeyTaco every time your tacos have been sent. You will also receive a notification when your tacos weren’t sent telling you the reason why.



You can always confirm whether your tacos have been sent by accessing the Activity page within the HeyTaco web application.



Activity



4 reasons HeyTaco won't track your tacos

- The message didn't mention the recipient's display name. Here's a correct example:
@George thanks for your help :taco:
- The message was edited after being sent to add the :taco: or a person's display name (@George). HeyTaco only recognizes the original message.
- Too many tacos were included in a message with multiple people mentioned. See above for how to send tacos to multiple people.
- HeyTaco wasn't in the channel the tacos were given in.

Have more questions? Check out our [Help Center](#), or [contact us directly](#).