CCSQ QualityNet Slack Beginners Guide

What is it?

QualityNet Slack is a collaboration platform where you connect with individuals and groups within the CCSQ community using a variety of methods to enhance real-time communication including:

- Channels (like topic-based chat rooms)
- Direct messages (private messages)
- Video calls
- Screen share
- File share

How to access

Slack is HARP integrated. Once you have a HARP account, log into HARP and request a QualityNet Slack user role. Detailed instructions for registering for HARP and requesting a Slack User Role can be found on:

- Slack Getting Started Confluence page: https://qnetconfluence.cms.gov/display/HS/QualityNet+Slack
- Or 'Register for Slack' video: https://youtu.be/8i0QzzkBoII

Once access is granted, open your CMS-installed Slack desktop app or log into Slack at: https://hcqis.slack.com using your HARP credentials.

Navigating Slack

Here are some steps to get started.

- Identify if you are in the CMS Slack workspace (for entire CMS Employee community) or the CCSQ QualityNet Slack workspace (CCSQ Community, *including* contractors):
  - Go to the upper left-hand corner of the Slack screen. You'll see either the words CMS or CCSQ QualityNet which indicate the workspace you are in.
  - To switch between workspaces, click the icon of the workspace you are currently in. You'll see the other workspace icon to then click and toggle between them.
- Channels are signified with # and are all on the left-hand navigation panel.
  - Channels signified with a lock 🔒 icon are private to only the members in that channel.
- Customize your profile:
  1. Click the profile icon on the bottom left of the Slack screen.
  2. Click Edit profile, upload a profile picture, and click Save changes.
- A Direct Message (DM) is:
  1. A message addressed to a specific person or mentioned in a message with the @name reference.
  2. When preferences are set to specifically notify about messages in a channel.
- Customize the messages you receive:
  1. Click Preferences.
  2. Select which channels and keywords from which you'd like to receive Direct Messages (DMs), customize Slack email notifications, customize your Slack DM notification sound.
- Three ways to compose a message:
  1. Click the Create button's plus icon, ➕ and select Message.
  2. Click the compose icon ✎ in the upper left-hand corner next to the words "CCSQ QualityNet".
  3. Click the channel name and start composing in the white message box at the bottom of the channel messages stream.

Resources

The QualityNet Slack Confluence space, https://qnetconfluence.cms.gov/display/HS/QualityNet+Slack, provides videos, documents and more on Slack etiquette, navigation, and troubleshooting. Additional support can be found by joining the following Slack channels and viewing the video:

- #help-slack channel – support and questions
- #announcements-slack channel – news and useful information
- Slack Quick Reference Guide – detailed navigation tips

Slack Navigation Map

Workspace menu
Find your profile, account settings, and more.

Workspace name
Identify if you are in CCSQ QualityNet workspace (CCSQ community *and contractors*).

Filter
Narrow down what activity you'd like to view.

Compose icon
Compose a message specifically addressed to person/channel.

Search bar
Search for any topic or conversation in Slack.

Workspace icon
Identify if you are in CCSQ QualityNet workspace. Click and toggle to switch to another workspace to which you belong.

Canvas
Use like a bulletin or announcement board.

Channel name

Home
See all your conversations in both channels and DMs.

Threads
Read side conversations and replies in conversations you follow.

DMs
A list of all DMs that can be searched and filtered.

Starred
Star channels or DMs to bring them to the top your list.

Activity
View all your mentions, reactions, threads, and app notifications.

Later
View your reminders and saved messages in one place. The folder is divided into In progress, Archived, and Completed tabs.

Direct messages
Talk 1:1 or in groups up to 9 people.

More
View canvases, files, workflows (located in Automations), people and user groups, and more.

Formatting toolbar
Appears after Formatting icon is clicked.

Create button
Kick off a new huddle, canvas, message or channel.

Message composition box
Write and send.

Attachments
Click to add attachments up to 1GB in size.

Shortcuts
Click for shortcuts like GIFs.

Profile
Your profile information and Preferences settings.

Formatting
Click to open text formatting toolbar.

Emoji
Add an emoji (or two) to your message.

Mentions
Find people you want to mention in messages.

Video clips
Record a video message.

Audio clips
Record an audio message.