Shared Services Collaboration Tools Team WELCOMES YOU!

GET TO KNOW QUALITYNET SLACK

Welcome!

Welcome to the Shared Services Collaboration Tools Team! We are happy to inform you about our Shared Services tool, QualityNet Slack, that will help you succeed in your daily work.

QualityNet Slack

ESS TOOLS UNIVERSITY

Visit ESS Tools University and register for a variety of interactive training classes for each of the Shared Services Collaboration Tools.

The University is located on Confluence at: https://qnetconfluence.cms.gov/display/HS/ESS+TOOLS+ UNIVERSITY.

Here's the catalog of trainings offered.

How does QualityNet Slack benefit you?

QualityNet Slack

Real-time collaborative group and individual communication including file sharing, calls, and messages

How to Access

How to Access

QualityNet Slack is HARP (HCQIS Access Roles and Profile) integrated. HARP is CCSQ's (Center for Clinical Standards & Quality's) secure identity management portal. You will need to create a HARP account in order to request.

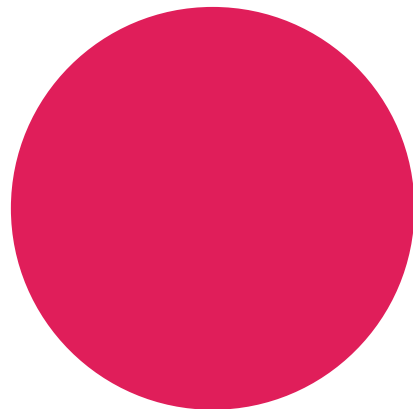Once you have a HARP account, log into HARP at https://harp.cms.gov/ and request a user role for QualityNet Slack.

Access detailed instructions for HARP registration and requesting your user roles at: https://qnetconfluence.cms.gov/display/HS/HARP#GettingStarted

QualityNet Slack

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)
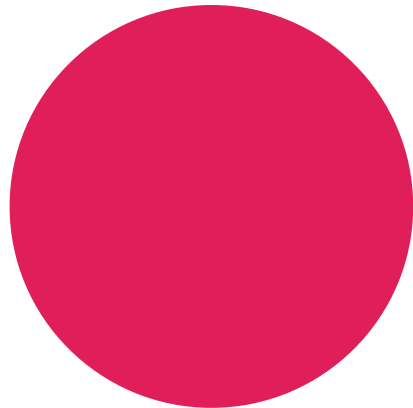- Screen share
- File share
- Huddles & Video Calls

QualityNet Slack

How to access

Detailed instructions for requesting a QualityNet Slack User Role, and accessing QualityNet Slack can be found on:

- Slack Getting Started Confluence page: https://qnetconfluence.cms.gov/display/HS/QualityNet+Slack

- Watch an instructional Slack Getting Started video: https://youtu.be/8i0QzzkBoII

QualityNet Slack

Navigating Slack

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):
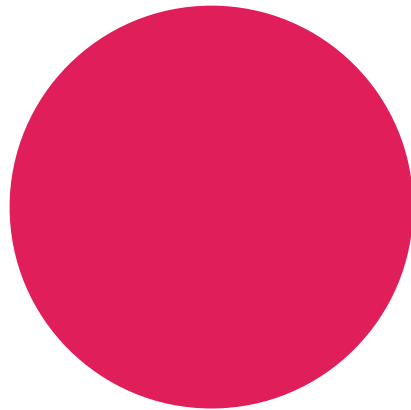
- Go to the upper left-hand corner of the Slack screen. You'll see either the words CMS or CCSQ QualityNet which indicate the workspace you are in.
- To switch between workspaces, click the visible icon to the right of the workspace name. A dropdown box opens giving the option to switch.
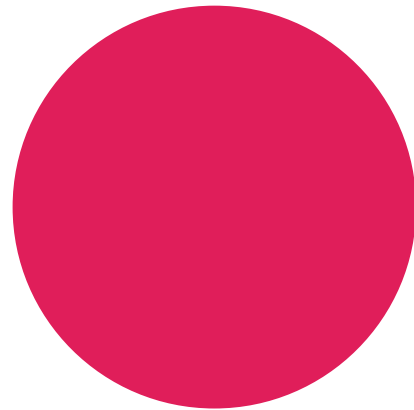
QualityNet Slack

Navigating Slack

- 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:
  a. Click the profile icon on the bottom left of the Slack screen.
  b. Click **Edit profile**, upload a profile picture, and click **Save changes**.
- A Direct Message (DM) is:
  - A message addressed to a specific person or mentioned in a message with the @name reference. Include multiple people on a DM by addressing it to all desired for inclusion.
  - Preference set to specifically notify about messages in a channel

QualityNet Slack

Navigating Slack

- Customize the notification messages you receive:
  a. Click **Preferences** in the Profile dropdown box.
  b. Select the channels and keywords from which you'd like to receive Direct Messages (DMs), customize Slack email notifications, and customize your Slack DM notification sound.
- To compose a message, click on the compose icon in the upper left-hand corner next to the words "CCSQ QualityNet".
- Fill in names o̶f̶ y̶o̶u̶r̶ ̶r̶e̶c̶i̶p̶ie̶n̶ts in the To field. Or click the channel name and start composing in the white message box at the bottom of the channel messages stream.

QualityNet Slack

QualityNet Slack

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. Helpful information and support can be found at:

- Training – Live, recorded, & resource materials
- Slack Quick Reference Guide – detailed navigation tips
- Important Slack Concepts
- #help-slack channel – support and questions
- #announcements-slack channel – news and useful information
- https://youtu.be/uk6bNH4Kcq4 – helpful instructional navigation video
- Slack YouTube playlist