

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



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.

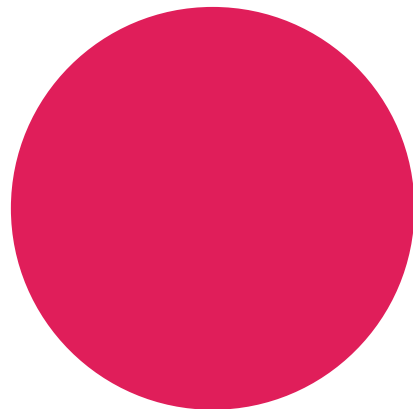
Access detailed instructions for HARP registration and requesting your user roles at: <https://qnetconfluence.cms.gov/display/HS/HARP#GettingStarted>

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

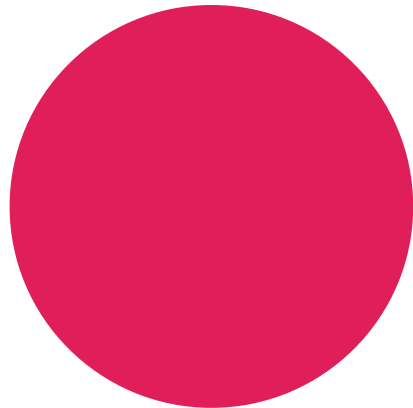


QualityNet Slack

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):

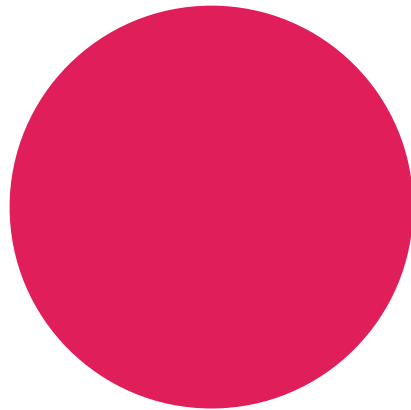
- Go to the upper left-hand corner of the Slack screen. You'll see either the words CMS or CCSQ QualityNet which indicate the workspace you are in.
- To switch between workspaces, click the visible icon to the right of the workspace name. A dropdown box opens giving the option to switch.



QualityNet Slack

Navigating Slack

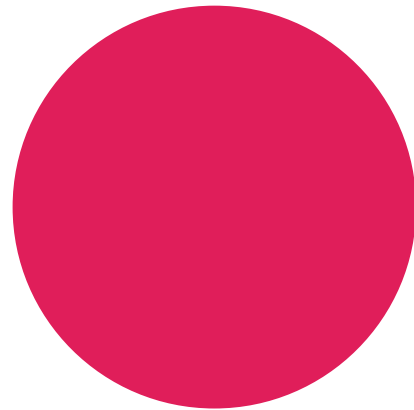
- Channels are signified with # and are all on the left-hand navigation panel.
 - Channels signified with a lock  icon are private to only the members in that channel.
- Customize your profile:
 - a. Click the profile icon on the bottom left of the Slack screen.
 - b. Click **Edit profile**, upload a 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 of channels or users 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

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

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

Home
See all your conversations in both channels and DMs.

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

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.

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

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

Profile
Your profile information and Preferences settings.

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.

Channel name
Identify the current channel.

Canvas
Use like a bulletin or announcement board.

Threads
Read side conversations and replies in conversations you follow.

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

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

Formatting toolbar
Appears after Formatting icon is clicked.

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

Shortcuts
Click for shortcuts.

Audio clips
Record an audio message.

Formatting
Click to open text formatting toolbar.

Emojis & GIFs
Add an emoji (or two) to your message.

Mentions
Find people you want to mention in messages.

Video clips
Record a video message.

Message composition box
Write and send.

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](#)

