

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) | Screen share |
| Direct messages (private messages) | File share |
| Video calls | |





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:

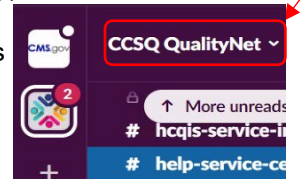
- Slack Getting Started Confluence page: <https://qnetconfluence.cms.gov/display/HS/QualityNet+Slack>
- Or 'Register for Slack' video: <https://youtu.be/8i0QzzkBoII>

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



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 down arrow to the right of the visible name. A dropdown box opens giving the option to switch.
- 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 top right of the Slack screen.
 2. 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
 - 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.
- To compose a message, click on the compose icon  in the upper left-hand corner next to the words "CCSQ QualityNet". Or click the channel name and start composing in the white message box at the bottom of the channel messages stream.



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 ()
- <https://youtu.be/uk6bNH4Kcq4> – helpful instructional navigation video
- [Slack Quick Reference Guide](#) – detailed navigation tips

Workspace Name
Identify if you are in the CCSQ QualityNet Slack workspace (CCSQ Community, including contractors)

Workspace Menu
Find your profile, account settings, and more

Compose a Direct Message
Compose a message specifically addressed to someone

Channel Menu/Name
Notification preferences, members, leave channel, and more.

Search Bar
Search for any conversation or topic in Slack

Profile
Edit your photo and other personal information

Members
See who is a member of the channel and add others

Video Call
Click to make a call that allows video conferencing. Only visible in Direct Message channels.

Threads
Read side conversations and replies in the threads you follow

Activity
View messages that mention you and emoji reactions to your messages

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

Channels
Collaboration happens in channels, open to anyone in your workspace

Private Channels
Invite others to confidential conversations in channels signified by a lock icon

Direct Messages
Talk 1:1 or in groups up to nine people

Shortcuts
Use keyboard shortcuts to get around quickly

Mentions
Tag/ping people to mention in messages

Emoji
Add an emoji (or two) to your message

Attachments
Add files up to 1 GB in size to a conversation

Video or Audio Clips
Record video or audio clips to send within your message

Send
Click to send your message

Slack Interface Content:
 - Search: CCSQ QualityNet
 - Channel: # help-slack (This channel is for Slack Support & Questions.)
 - Pinned: 9 Pinned + Add a bookmark
 - Message 1: Good Morning. We have a new Shared S... Monday, July 19th... This plan that we are rolling out and need a little support to set up the slack channels. Here are the two asks for help 1) can you make @Lindsay Townsend the owner of the slack channel "hcqis-service-interruptions"? She will be renaming this channel and adding a description. 2) Lindsay just created a channel called "qnet-planned-activities". We would like to add the existing members of the "hcqis-service-interruptions" to this channel but she was unable to copy/paste them in. can you assist with adding those members to this new channel? Thank you
 - Message 2: Stephanie Ray 5:36 PM Greetings! I'm looking for assistance. I have the video link for accessing CCSQ QualityNet Slack, but is there written documentation available as well? Some of my team members are in the process of gaining access to this Slack instance and having a document that I can share may be helpful as well.
 - Message 3: Danielle McGrath 8:46 AM Hi @Stephanie! We have information on Slack listed in Confluence here: [Slack Home & Getting Started](#) This is viewable for users even if they don't have access to Atlassian. Please let us know if you have any questions,
 - Date Separator: Tuesday, July 20th