

## 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:

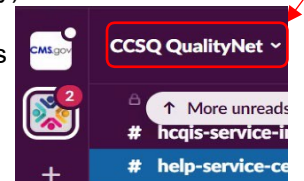
- Slack Getting Started Confluence page: <https://qnetconfluence.cms.gov/display/HS/QualityNet+Slack>
- Or 'Register for Slack' video: <https://youtu.be/8i0QzzkBoII>

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 workspace (CCSQ community and 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 topic or conversation in Slack

**Profile**  
Edit your profile and other personal information

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

**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 9 people

**Attachments & Shortcuts**  
Click for shortcuts or to add attachments up to 1 GB in size

**Video Clips**  
Record a video message

**Audio Clips**  
Record an audio message

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

**Mentions**  
Find people to mention in messages

**Formatting Toolbar**  
Appears after Formatting icon is clicked

**Messages**  
Write and send messages

**Send**  
Click to send your message

**Video Call**  
Click to make a call that allows video conferencing. Only visible in direct message channels