

CCSQ QualityNet Slack Job Aid



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 | |



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>

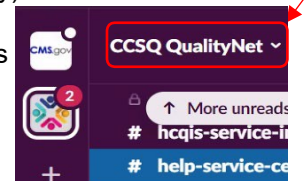
Once access is granted, open your CMS-installed Slack desktop app or log into Slack at: <https://hcqis.slack.com> using your HARP credentials.



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 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.



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
- <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 eight people

Shortcuts
Use keyboard shortcuts to get around quickly

Messages
Write and send messages

Send
Click to send your message

Mentions
Find 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

Workspace Name
CCSQ Qualit...

Search Bar
Search CCSQ QualityNet

Channel Name
help-slack

Profile
Lindsay Townsend

Members
1.8

Video Call
Video call icon

Messages
Good Morning. We have a new Shared S... Monday, July 19th... ns 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
CC: @Lindsay Townsend @Dustin Eash
21 replies Last reply 1 day ago

Messages
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.
4 replies Last reply 2 days ago

Messages
Tuesday, July 20th

Messages
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,
(edited)
2 replies Last reply 2 days ago

Messages
Matthew Canada 10:34 AM
gm, received this email and after looking in HARP I have a Slack entry... is this in error?

Message Input
Message #help-slack

Message Input
B I $\lt;/ \gt$ @ 🗑️ 📎