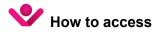


CCSQ QualityNet Slack Beginners Guide

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



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: <u>https://qnetconfluence.cms.gov/display/HS/QualityNet+Slack</u>
- Or 'Register for Slack' video: <u>https://youtu.be/8i0QzzkBoll</u>

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

Vavigating 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 icon of the workspace you are currently in. You'll see the other workspace icon to then click and toggle between them.
- 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 bottom left of the Slack screen.
 - 2. Click Edit profile, upload a profile picture, and click Save changes.
- A Direct Message (DM) is:
 - 1. A message addressed to a specific person or mentioned in a message with the @name reference.
 - 2. 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.
- Three ways to compose a message:
 - 1. Click the Create button's plus icon, 王 and select Message.
 - 2. Click the compose icon in the upper left-hand corner next to the words "CCSQ QualityNet".
 - 3. Click the channel name and start composing in the white message box at the bottom of the channel messages stream.

VResources

The QualityNet Slack Confluence space, <u>https://qnetconfluence.cms.gov/display/HS/QualityNet+Slack</u>, 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:

- <u>#help-slack</u> channel support, questions, useful announcements
- <u>Slack Quick Reference Guide</u> detailed navigation tips

Slack Navigation Map

