

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 | |



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 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,  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.



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, questions, useful announcements
- [Slack Quick Reference Guide](#) – detailed navigation tips

Slack Navigation Map

