

# Shared Services Collaboration Tools Team **WELCOMES YOU!**

GET TO KNOW QUALITYNET SLACK

# Welcome!

Welcome to the Shared Services Collaboration Tools Team! We are happy to inform you about our Shared Services tool, QualityNet Slack, that will help you succeed in your daily work.



QualityNet Slack



# ESS TOOLS UNIVERSITY

Visit QualityNet University and register for a variety of interactive training classes for each of the Shared Services Collaboration Tools.

The University is located on Confluence at:

<https://qnetconfluence.cms.gov/display/QU/QualityNet+University>.

Here's the catalog of trainings offered.

# How does QualityNet Slack benefit you?

QualityNet  
Slack



Real-time  
collaborative group  
and individual  
communication  
including file sharing,  
calls, and messages

# How to Access

## How to Access

QualityNet Slack is HARP (HCQIS Access Roles and Profile) integrated. HARP is CCSQ's (Center for Clinical Standards & Quality's) secure identity management portal. You will need to create a HARP account in order to request.

Once you have a HARP account, log into HARP at <https://harp.cms.gov/> and request a user role for QualityNet Slack.

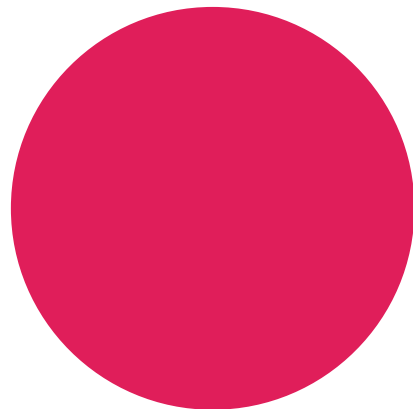
Access detailed instructions for HARP registration and requesting your user roles at: <https://qnetconfluence.cms.gov/display/HS/HARP#GettingStarted>

# QualityNet Slack

## 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)
- Screen share
- File share
- Huddles & Video Calls

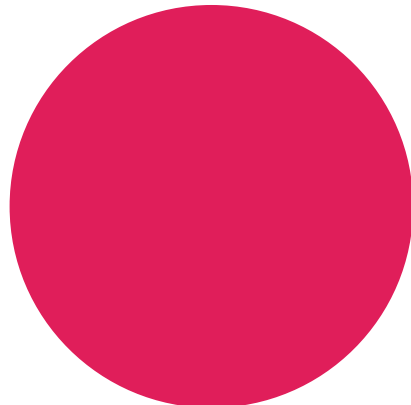


# QualityNet Slack

## How to access

Detailed instructions for requesting a QualityNet Slack User Role, and accessing QualityNet Slack can be found on:

- Slack Getting Started Confluence page: <https://qnetconfluence.cms.gov/display/HS/QualityNet+Slack>
- Watch an instructional Slack Getting Started video: <https://youtu.be/8i0QzzkBoll>



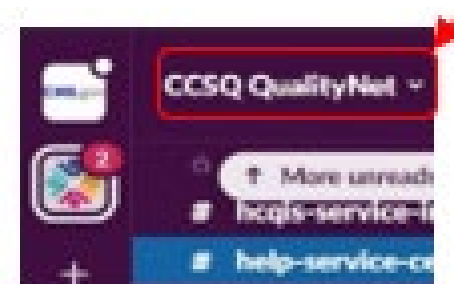
# QualityNet Slack

## Navigating Slack

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 visible icon to the right of the workspace name. A dropdown box opens giving the option to switch.

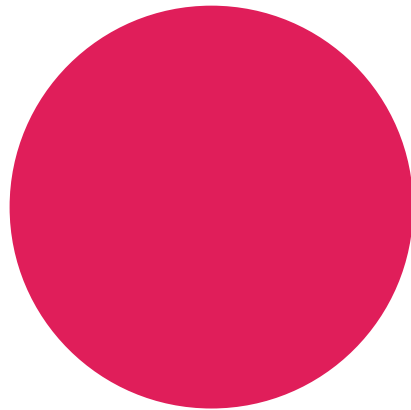




# QualityNet Slack

## Navigating Slack

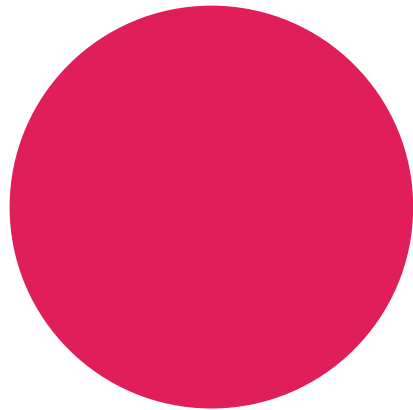
- Channels are signified with # and are all on the left-hand navigation panel.
  - Channels signified with a lock  icon are private to only the members in that channel.
- Customize your profile:
  - a. Click the profile icon on the bottom left of the Slack screen.
  - b. Click **Edit profile**, upload 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. Include multiple people on a DM by addressing it to all desired for inclusion.
  - Preference set to specifically notify about messages in a channel



# QualityNet Slack

## Navigating Slack

- Customize the notification messages you receive:
  - a. Click **Preferences** in the Profile dropdown box.
  - b. Select the channels and keywords from which you'd like to receive Direct Messages (DMs), customize Slack email notifications, and 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".
- Fill in names of channels or users in the To field. Or click the channel name and start composing in the white message box at the bottom of the channel messages stream.



# QualityNet Slack

**Workspace menu**  
Find your profile, account settings, and more.

**Workspace icon**  
Identify if you are in CCSQ QualityNet workspace. Click and toggle to switch to another workspace to which you belong.

**Home**  
See all your conversations in both channels and DMs.

**DMs**  
A list of all DMs that can be searched and filtered.

**Activity**  
View all your mentions, reactions, threads, and app notifications.

**Later**  
View your reminders and saved messages in one place. The folder is divided into In progress, Archived, and Completed tabs.

**More**  
View canvases, files, workflows (located in Automations), people and user groups, and more.

**Create button**  
Kick off a new huddle, canvas, message or channel.

**Profile**  
Your profile information and Preferences settings.

**Workspace name**  
Identify if you are in CCSQ QualityNet workspace (CCSQ community and contractors).

**Filter**  
Narrow down what activity you'd like to view.

**Compose icon**  
Compose a message specifically addressed to person/channel.

**Search bar**  
Search for any topic or conversation in Slack.

**Channel name**  
Test Goldband

**Canvas**  
Use like a bulletin or announcement board.

**Threads**  
Read side conversations and replies in conversations you follow.

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

**Direct messages**  
Talk 1:1 or in groups up to 9 people.

**Attachments**  
Click to add attachments up to 1GB in size.

**Formatting**  
Click to open text formatting toolbar.

**Emojis & GIFs**  
Add an emoji (or two) to your message.

**Mentions**  
Find people you want to mention in messages.

**Video clips**  
Record a video message.

**Audio clips**  
Record an audio message.

**Shortcuts**  
Click for shortcuts.

**Formatting toolbar**  
Appears after Formatting icon is clicked.

**Message composition box**  
Write and send.

# QualityNet Slack

## 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. Helpful information and support can be found at:

- [Training](#) – Live, recorded, & resource materials
- [Slack Quick Reference Guide](#) – detailed navigation tips
- [Important Slack Concepts](#)
- [#help-slack](#) channel – support and questions
- [#announcements-slack](#) channel – news and useful information
- <https://youtu.be/uk6bNH4Kcq4> – helpful instructional navigation video
- [Slack YouTube playlist](#)



# QualityNet Slack

## Slack Catalog of Trainings



**Slack 101 Essentials** (Prerequisite: You must have your QualityNet Slack User Role approved. AND you must have QualityNet Slack downloaded, available on your computer, and be logged in! *Please refer to the [QualityNet Slack Confluence Getting Started](#) page for instructions.*)

If you're new to Slack or just feeling like you could use a little more instruction on how to navigate easily and knowledgeably, then Slack 101 Essentials Training is for you! Some of the many topics covered:

- Setting up your profile and Slack notifications
- Composing and reading in Slack
- Threads
- Using emojis, gifs
- Huddles
- Organizing your space
- Channel creation

# QualityNet Slack

## Slack Catalog of Trainings



- **Slack Workflows**

Learn what Slack Workflows are, how they can help make your work more efficient, and how to use them. This is a hands-on, interactive Slack Essentials Training session for more advanced QualityNet Slack users. Learn how to build and maintain workflows using:

- Triggers
- Adding Steps
- Buttons & Variables
- Custom Icons

- **Slack Huddles**

Learn the nuances of using Huddles! Huddles have tons of features. Learn them in this hands-on, interactive Slack Training session for QualityNet users. Some of the many topics covered include:

- Ways to begin a Huddle
- Inviting participants
- Navigating between three views
- Backgrounds and themes
- Huddle threads and topics
- Screen sharing nuances
- Captions

Take this Slack 202 Huddles training session and your teammates will look to you with gratitude as you lead the way in your next Huddle.

# QualityNet Slack

## Slack Catalog of Trainings



- **Accessibility in Slack**

Learn how to make your conversations and your QualityNet Slack app screen accessible in this interactive, hands-on training. You'll come away knowing how to:

- Adjust text
- Adjust message display
- Change display colors and themes
- Use live captions in Huddles
- Alt text
- Control blinking emojis and gifs
- Use meaningful hyperlink text