

QualityNet Atlassian

QualityNet | Atlassian

QualityNet Atlassian is a collection of collaboration and planning services available to CMS, CMS contractors, and CMS stakeholders. The Atlassian Suite includes the following tools:

- **Jira:** A work management system designed around the way software development and Agile teams do work, which provides the ability for individuals and teams to create, manage, and track tasks.
- **Confluence:** A group collaboration and content management tool that provides content spaces with blog and repository functionality.

QualityNet Jira and Confluence are accessed with a user's HARP credentials.

Requesting a QualityNet Atlassian Entitlement

Step 1: If you do not yet have a HARP account or an EIDM or EUA account, register for a HARP ID. For instructions on the HARP registration process, refer to the [HARP page](#).

Step 2: Once the HARP account has been created, log into [HARP](#) and request a QualityNet Atlassian entitlement via a HARP User Role.

- Select **User Roles** from the top of the page, and select **Request a Role**.
- Select **QualityNet Atlassian**.
- Select your **Organization**.
 - [Don't see your organization listed?](#)
- Select a QualityNet Atlassian user role (*choose one*)
 - Standard Atlassian User
 - Security Official (SO)

Step 3: The organization's Security Official reviews and approves/denies the user role request. You will be notified via email that your request has been submitted, and again when your role has been approved or denied.

Step 4: Log into Jira at <https://qnetjira.cms.gov> and Confluence at <https://qnetconfluence.cms.gov> using your HARP credentials.

After your first login to QualityNet Confluence or Jira, you may need to wait for up to 24 hours to have full access to view your content.

Accessing Jira and Confluence

Jira and Confluence can be accessed by visiting their direct URLs as listed above, or by navigating to the Okta portal at <https://idm.cms.gov>.

Step 1: Navigate to <https://idm.cms.gov>.

Step 2: Log in with your HARP credentials.

Step 3: You will see a page with various tiles for each of the applications you have access to through the Okta portal. Click on the Jira or Confluence tiles to get started.

Note: The Okta portal will log you out after 30 minutes of inactivity. Jira and Confluence both have timeout periods of two hours. If you are logged out of Okta after a 30 minute period of inactivity, you will not be logged out of Jira and Confluence until you have been inactive for two hours in either application. See below for more details.

Accessing Jira and Confluence on an iPad, Tablet, or Mobile Device

You can access QualityNet Atlassian from a mobile device as well as from a desktop or laptop computer. To access Jira and Confluence from a smartphone, iPad, or tablet (**GFE and CFE Devices ONLY**), open the Google Chrome browser on your device and follow the **Accessing Jira and Confluence** steps listed above. Google Chrome is the recommended browser for QualityNet Atlassian use. We recommend downloading it from the App Store if you do not currently have it on your device.

ATLASSIAN TRAINING CLASSES

Register for interactive QualityNet Atlassian training sessions at [ESS Tools University](#).



Note: Access to CMS systems or data on personal devices is prohibited by HHS and [HCQIS CFE Data Management Policy](#). When accessing QualityNet applications, CMS users and Contractors must always leverage Government Furnished Equipment (GFE) or Contractor Furnished Equipment (CFE). Please work with your organization to ensure you only access the CMS environment with a compliant GFE or CFE device.

Getting Started with CCSQ QualityNet Atlassian

Confluence and Jira are the two applications in the QualityNet Atlassian tool suite. In order to gain access to Confluence and Jira you must request for QualityNet Atlassian. To gain access, please follow the steps below:

Step 1: Log into HARP. Go to <https://harp.cms.gov/>, and log in using your Enterprise User Administration (EUA) User ID and Password. Do not use your PIV when logging in for the first time.

Note: After initial login to HARP, EUA users may sign in with PIV in the future. You must sign in with EUA credentials to be able to use PIV.

Step 2: Request Atlassian access. Once logged into HARP, you can then request access to the Atlassian Suite.

- Select the "Request a Role in HARP" blue button from the middle of the screen.
- Select Program: QualityNet Atlassian
- Select Organization: CMS-Federal
- Select User Role: Standard User
- Click the "Submit" button to submit your request.

Step 3: Atlassian access. Once you submit your request, it will need to be approved by CCSQ's Security Official. Once the CCSQ Security Official approves your request, you will receive a confirmation email. When this email is received, navigate to Confluence at <https://qnetconfluence.cms.gov> or Jira at <https://qnetjira.cms.gov/> and log in using your EUA User ID and Password.

Note: After initial login to CCSQ QualityNet Confluence or Jira, you may need to wait up to 24 hours to have full access to view your content.

Need Help?

If you have any issues logging in, please contact the Service Center at 1-866-288-8914 (TTY: 711), via email at ServiceCenterSOS@cms.hhs.gov or via CCSQ QualityNet Slack at [#help-service-center-sos](#).

User Resources

- [ESS Tools University](#) - Your one-stop-shop for all ESS (Enterprise Shared Services) Tools training opportunities and materials.
- [Confluence Tip Sheet](#) - A quick reference guide for Confluence basics.
- [Jira Tip Sheet](#) - A quick reference guide for Jira basics.
- [QNASK Space](#) - Your one-stop-shop for the most current news and reference material on the QualityNet Atlassian tool suite.
- [QNASK Blog](#) - A stream of blog posts about features of the QualityNet Atlassian tool suite and upcoming updates.
- [QualityNet Atlassian Overview Training](#) - A high-level overview of QualityNet Confluence and Jira and how to access the QualityNet Atlassian tool suite.

Security Guidelines

Sensitive information stored in Confluence should be protected and accessible only to credentialed, authenticated users.

Types of sensitive content:

- Security findings and documentation
- Vulnerability scans
- System IP addresses and host names
- Any other information you believe should only be accessible to certain Atlassian users

Personal Health Information (PHI) and Personal Identification Information (PII) **should not be published anywhere on Confluence, even on restricted pages.**

FAQs

[GENERAL](#) | [ACCESS](#) | [ADD-ONS](#)

Need Help ?

- **CCSQ Support Central:** Provides you with multi-program support to submit a new ticket, and track the status of an existing case, incident, or request. No login required. https://cmsqualitysupport.servicenowservices.com/ccsq_support_central
- **ServiceNow Service Portal:** Intended only for CMS employees and contractors. The portal provides self-service options for internal customers to report **Security Incidents**, submit **Service Requests** for tools or services offered to the internal QualityNet community, report an **Incident**, provide **Approvals**, or access internal **Knowledge Base** articles. The portal enables internal customers to track the status of tickets and requires a login. https://cmsqualitysupport.servicenowservices.com/sp_ess
- **QualityNet Jira & Confluence Access** questions should be directed to the [#help-Atlassian](#) Slack channel or HCQIS Services and Operations Support at:

Phone: (866) 288-8914 (TRS:711)

Slack: [#help-service-center-sos](#)

Email: ServiceCenterSOS@cms.hhs.gov

Hours of Operation: 24/7
- For assistance with **HARP**, please contact HCQIS Services and Operations Support at:

Phone: (866) 288-8914 (TRS:711)

Slack: [#help-service-center-sos](#)

Email: ServiceCenterSOS@cms.hhs.gov

Hours of Operation: 24/7
- Find us on **SLACK** [#help-atlassian](#)

General

QualityNet Atlassian is collaboration and planning software available to CMS, CMS contractors, and CMS stakeholders. The Atlassian Suite includes the following tools:

- **Jira:** An Agile and software development work management system which provides the ability for individuals and teams to create and manage tasks.
- **Confluence:** A group collaboration and content management tool that provides content spaces with blog and repository functionality.

Currently, all CMS staff, and pre-authorized CMS contractors are approved for access by the CMS QualityNet Atlassian Product Manager, Erin.Wolfe@cms.hhs.gov. To request new contracts to access QualityNet Atlassian your CMS representative should contact the Product Owner by email. The default page settings have no restrictions. To change a page's permissions, click the **Restrictions blocked URL icon** at the top of the page. Review the page's restrictions options and choose which one is appropriate based on content.

blocked URL	Anyone can view this page. Anyone could be able to edit, but not necessarily.
blocked URL	Only specific people can view or edit this page.
blocked URL	This page is set so anyone can view it, but it has inherited restrictions from another page.

If you would like to remove someone from the page, locate the name and click [Remove](#)

 Kenneth Howard Can view and edit [Remove](#)

Edit in Office functionality allows users to edit Word, Excel, and PowerPoint documents uploaded to QualityNet Confluence within Office, and automatically saves their edits back to the uploaded file. View the [Edit in Office Functionality in Confluence](#) blog post for more information.

Access

For instructions on how to register for a HARP account, visit the [HARP page](#). Register for a HARP ID. Once the HARP account has been created, log into HARP and submit a user role request.

1. Log into your HARP account at <https://harp.qualitynet.org>.
2. Click on **User Roles** in the upper right hand corner of the page, and select **Request Role**.
3. In step 1 (Select a Program), select **QualityNet Atlassian**. Click Next.
4. In step 2 (Select an Organization), select your organization. Click Next.
5. In step 3 (Select Roles), select the **Standard Atlassian User** role. (If you are your organization's designated security official, select the **Account Administrator SO** role.) Click Submit.

You will receive an email that your request has been submitted. Once your organization's security official has approved the request, you will receive an approval email. After you have been approved, visit [Confluence](#) or [Jira](#), enter your HARP credentials, and click Login with HARP.

There are two QualityNet Atlassian User Roles. The majority of users will request the Standard Atlassian User role, but a description of all roles is below:

- Account Administrator SO: This is the role for designated Security Officials for each organization, who are responsible for approving Standard Atlassian User role requests. Request this role *only* if you have been designated as a Security Official.
- Standard Atlassian User: This is the role for general QualityNet Atlassian users. This role will allow you to access QualityNet Jira and Confluence.

Log into Jira at <https://qnetjira.cms.gov> using your HARP credentials.

Log into Confluence at <https://qnetconfluence.cms.gov> using your HARP credentials.

-OR-

Log into your Okta portal at <http://idm.cms.gov> and click on the Jira or Confluence tiles.

You will be automatically logged out of Jira and Confluence after a two hour period of inactivity. Your activity in Jira and Confluence is logged separately. For example, you log into the Okta portal (<http://idm.cms.gov/>) and click the Jira tile to start working in Jira, You then hop over to Confluence to read a notification, and then return to continue working in Jira for over two hours, during which time you have not been active in Confluence. Since you have not been active in Confluence during this time, despite being active in Jira, you will be required to re-authenticate if you want to continue work in Confluence. The same is true for the opposite - if you log into both Confluence and Jira, but are only active in Confluence for two hours, you will need to re-authenticate to access Jira.

If your account has been deactivated and you would like to resume using it, please navigate to <https://harp.qualitynet.org/> to re-request the QualityNet Atlassian Entitlement.

Instructions for re-requesting: <https://qnetconfluence.cms.gov/display/HS/QualityNet+Atlassian#GettingStarted>

Any accounts that have not logged into either QualityNet Jira or Confluence in the last 60 or more consecutive days will have their QualityNet Atlassian Entitlement revoked. Please remember to log in on a regular basis if you would like to retain access to your Atlassian account.

Add-Ons

Confluence add-ons can be found by selecting the "Insert more content" icon in the toolbar when editing a Confluence page. Select a macro from the list of suggestions, or select "Other macros" at the bottom to view a list of all available macros and add-ons.

Note: The Page Views add-on listed below is not visible in the macro list. Once Page Views has been requested and enabled for your Atlassian account, you will automatically have access to its functionality.

Content Formatting Macros: This suite of over 30 easy-to-use Confluence macros gives you the ability to create better, more engaging content.

Elements Spreadsheet: With Elements Spreadsheet, you can create dynamic tables in Confluence pages with formulas, filters, and drop-down lists for your data.

Page Views: The Page Views add-on provides additional options to analyze who is visiting your spaces and pages. Using this add-on, you can see a list of what users visited your space pages and when, as well as any attachments they viewed, and if they made any contributions such as updating or commenting on a page. Page Views also creates a simple graph of visits and changes so you can view this information at a glance.

Scroll ImageMap: Scroll ImageMap makes static Confluence images interactive by letting users add multiple clickable regions within them. These regions support mouseover tooltips and can connect readers to Confluence content or external URLs.

Smart Questions & Answers: Smart Questions and Answers (Q&A) is a Confluence add-on that brings questions and answers functionality to Confluence. This discussion forum capability enhances options for collaboration across the HCQIS Community by allowing users to post questions on specific topics and then providing anyone with access to that page ability to contribute an answer. The add-on is based on existing Confluence features: child-pages under a "topic" page serve as questions, and comments are "upgraded" to answers.

Advanced Roadmaps: Advanced Roadmaps for Jira (formerly Portfolio for Jira) helps you build a plan, see the big picture, track progress, and easily share with stakeholders. The QualityNet Atlassian Support Team built the plans currently displayed in Advanced Roadmaps.

Easy Agile Programs: Remote or distributed teams can effectively manage programs with streamlined visibility to deliver alignment at scale.

eazyBI Reports and Charts: eazyBI is an application that takes data from Jira and can be used to display, create reports, model data, etc. beyond the normal capabilities of Jira. eazyBI also introduces two new macros to Confluence - eazyBI dashboard and eazyBI report. These macros will allow you to integrate dashboards and reports in Confluence that you have created in eazyBI using data from Jira.

TestRail: The TestRail add-on for Test Rail integration has been installed in Production. This add-on allows testers to manage their test results and scenarios within Jira tickets. TestRail is maintained by the HCQIS Supplemental Testing contractor. If you have any questions related to TestRail please reach out to the [#help-testrail](#) Slack channel.