Internet Quality Improvement and Evaluation System (iQIES)

Managing User Information

06/25/2020
1. Managing HARP User ID and Password

Log into HARP at https://harp.qualitynet.org/ to update your password, profile information, challenge question, and to manage two-factor authentication devices. It is not possible to change your User ID.

Figure 1 - HARP Profile Information Page

1.1 Forgot your User ID?

To recover your User ID, log into HARP and select Having trouble logging in? Select Forgot User ID or Password.
Enter your email address and select **Send Email**.
You will receive an email that contains your User ID. You can ignore the **Reset Password** button if you do not need to reset your password.

1.2 **Forgot your Password?**
To recover your password, log into HARP and select **Having trouble logging in?**
Select **Forgot User ID or Password**.
Enter your email address and select **Send Email**.
You will receive an email that contains your User ID and a button to **Reset Password**.
Select **Reset Password** and you will be prompted to answer your **Challenge question**.
If you forget the answer to your *Challenge question*, follow the instructions in [Section 1.3](#). Enter and confirm your new *password* and select *Reset Password*. You will now be able to log in with your *User ID* and new *password*.

### 1.3 Forgot your Password and Challenge Question?

If you have forgotten your *Challenge question*, you will be unable to reset your *password* and will need to initiate a full account recovery.

To recover your account, log into HARP and select *Having trouble logging in?*

Select *Full Account Recovery*.

![HARP Account Recovery Form](#)

*Figure 4 - HARP Account Recovery Form*
Enter your email address, first name, last name, and date of birth, and select **Send Email**.

![Full Account Recovery Form](image)

**Figure 5 - HARP Full Account Recovery Form**

You will receive an email that contains your User ID and a button to **Recover Account**. Select **Recover Account** and you will be prompted to select and answer one of your challenge questions. Answer the selected question and select **Reset Challenge Question**.

Enter and confirm your new password and select **Reset Password**.

You will now be able to log in with your User ID and new password.
2. Managing My Profile in iQIES

Once your role has been approved by a security official in your organization, your HARP ID and email associated with your account can be found in My Profile’s User Information section. The My Profile page contains your User Information, Pending Requests, and User Roles.

2.1 User Information

Information is pulled from HARP and includes your User ID, email address, and phone number.

Updates to your user information will need to be made in HARP. It is not possible to change your User ID, and you will need to contact the Help Desk to update your first name or last name. If you are updating your email address, you will be prompted to enter a code sent to your email to verify your address before your changes will be saved. Your information will be reflected in iQIES shortly, if successfully updated.

2.2 Pending Requests

The Pending Requests section lists your pending role requests. To request additional roles, select Request User Role and you will be taken back to the Access Request Form. Users are limited to adding additional roles only within their User Category. For example, you cannot be a State Agency user and a Regional Office user.

Once your role has been approved, it will move to the User Roles section and additional profile information can be added.

2.3 User Roles

The User Roles section lists your approved iQIES user roles which determine your access and permissions within the application. Some user roles will have an Edit button that allows the user to modify role-related information, such as Surveyor ID, Management Unit, and Work Unit.
Figure 6 - iQIES My Profile Page

User Information

<table>
<thead>
<tr>
<th>User ID</th>
<th>Email</th>
<th>Phone Number</th>
</tr>
</thead>
</table>

Pending Requests

You have no pending role requests.

User Roles

State Agency

<table>
<thead>
<tr>
<th>User Role</th>
<th>State Agency</th>
<th>Management Unit</th>
<th>Work Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Agency General User</td>
<td>Wyoming</td>
<td>No information provided</td>
<td>No information provided</td>
</tr>
<tr>
<td>Surveyor</td>
<td>Federal Surveyor ID</td>
<td>No information provided</td>
<td>No information provided</td>
</tr>
</tbody>
</table>

Edit
Appendix A: Record of Changes

Table 1 - Record of Changes

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Date</th>
<th>Author/Owner</th>
<th>Description of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>06/25/2020</td>
<td>CMS</td>
<td>Baseline document</td>
</tr>
</tbody>
</table>