



iQIES S&C Onboard Process

Job Aid

State Agency General User (SAGU) Role

Overview

This new user onboarding job aid addresses how to request a SAGU role in iQIES.

For detailed information on how to use iQIES, refer to [Reference & Manuals](#) on QTSO (QIES Technical Support Office).

There are separate onboarding guides for Security Officials and State Agency Assessment Coordinators. Refer to [Reference & Manuals](#) on QTSO.

Roles and Permissions

iQIES roles allow users to access information pertinent to their area of work.

Permissions are ultimately governed by HARP (Health Care Quality Information Systems (HCQIS) Access Roles and Profile) access privileges. Contact the SO for your organization or the iQIES Service Center for issues relating to access and permissions. Refer to the [iQIES User Roles Matrix](#) for detailed information on specific State Agency user roles.

For additional help, see [iQIES Service Center information](#) below or click the help icon in the top right corner of the screen, see *Figure 1, Help Icon*, for further information.



Figure 1: Help Icon

iQIES Service Center

The iQIES Service Center supports users working within the various iQIES components: S&C, Patient Assessment, and Reporting.

Assistance Accessing iQIES:	Contact the iQIES SO for your organization
Technical Support:	Contact the iQIES Service Center: Phone: 888-477-7876 (select Option 1) Email: iQIES@cms.hhs.gov
CCSQ Support Central:	Create a new ticket or track an existing ticket: https://cmsqualitysupport.servicenowservices.com/ccsq_support_central
Idea Portal:	Submit, comment, vote, and follow ideas on how to improve or enhance iQIES. Go to CCSQ Support Central and click on Idea Portals to log into the Idea Portal. Refer to the iQIES Idea Portal Manual for further information.
More information on iQIES:	Refer to QTSO and the Quality, Safety, & Education Portal (QSEP). Logging in to HARP may be required before accessing some documentation in QTSO and QSEP. iQIES reference materials include: <ul style="list-style-type: none">• Links to Training Videos for providers• Assessment Management User Manual• Quick Reference Guides• Manage User Information• Other helpful iQIES material iQIES training materials on QSEP include S&C Foundation Series Videos