



iQIES Survey & Certification Job Aid iQIES User Role Reinstatement Process

Overview

User roles in iQIES are automatically revoked when users are inactive (not logged into iQIES) for sixty (60) days.

Notes

- The system automatically sends an email notification at 30 days and every 5 days thereafter until day 60, when the user role is revoked.
- New users receive a 30-day grace period before the 60-day countdown begins.
- Log in to iQIES to stop automatic revocation. As long as the user continues to log in, the system sends no notifications for 30 days.
- The user must [submit a request](#) to have their user role reinstated.
- Only the Security Official (SO) can [reinstate a user role](#).

User Process to Reinstate User Roles

Before starting this process:

The user has received an automatic email indicating that their user role has been revoked.

1. [Log in to iQIES](#) with HARP credentials. The **Welcome to iQIES** page opens. See *Figure 1, Welcome to iQIES* and *Table 1, Welcome to iQIES Detailed Callout*.

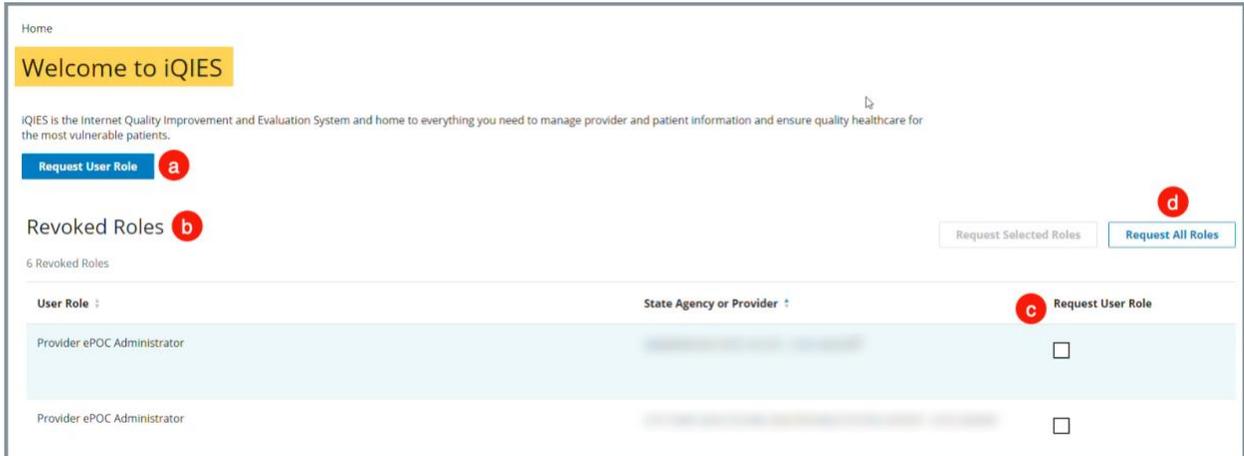


Figure 1: Welcome to iQIES

Table 1: Welcome to iQIES Detailed Callout

No.	Name	Description
a	Request User Role	Click this button to request a different user role than the one that was revoked.
b	Revoked Roles	All revoked user roles are listed here. Some users may have only one role, but other users may have a base role, such as State Agency General User, and have several additional roles.
c	Request User Role	Use the checkboxes to select fewer than all the available roles. Click Request Selected Roles ([number]) to request the selected roles. The number updates with each box selected. Note: The Request Selected Roles button remains grayed out until at least one box is checked.
d	Request All Roles	Click Request All Roles to request the return of all revoked user roles. Note: No checkmarks appear in the checkboxes when Request All Roles is selected.

2. Verify the **Role Request Submitted** green notification banner appears. See *Figure 2, Role Request Submitted Green Notification Banner*.

Notes:

- An email is automatically sent to the SO to reinstate the user roles.
- It may take several days for the SO to approve the user roles.
- User roles are noted under **Pending Requests**.
- The SO name and email are noted under **Pending Requests**.

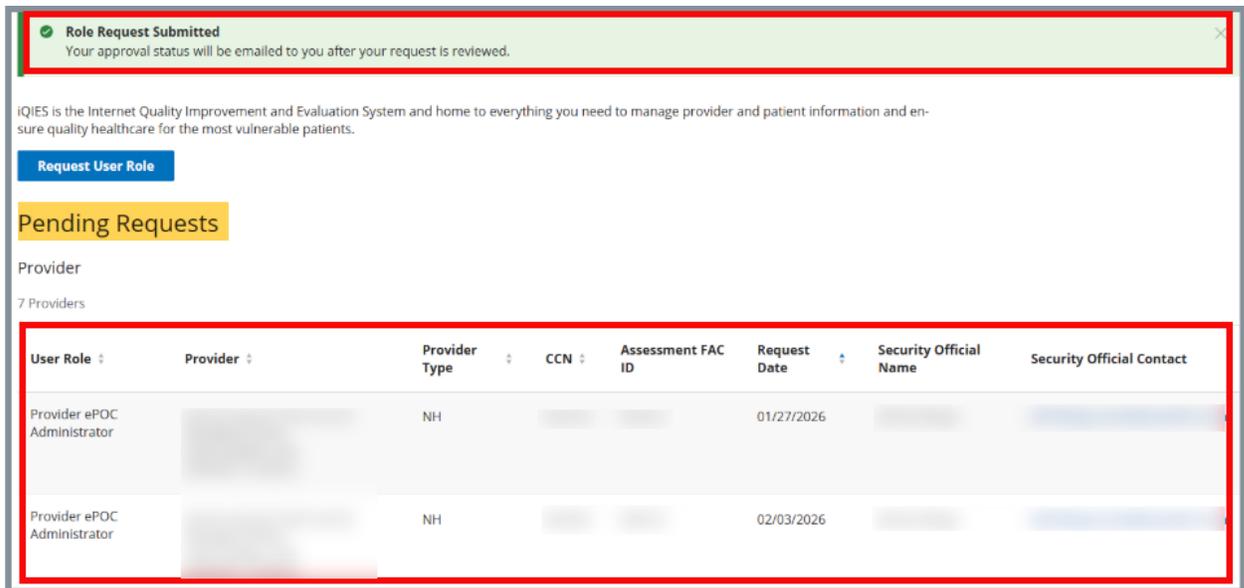


Figure 2: Role Request Submitted Green Notification Banner

SO Process to Reinstatement User Roles

Before starting this process:

The SO has received an email indicating that a user role was revoked due to more than 60 days of inactivity and the user has requested re-approval of the role(s).

1. Log in to HARP. The **Welcome to HARP** page opens. See *Figure 3, Pending Role Requests*.

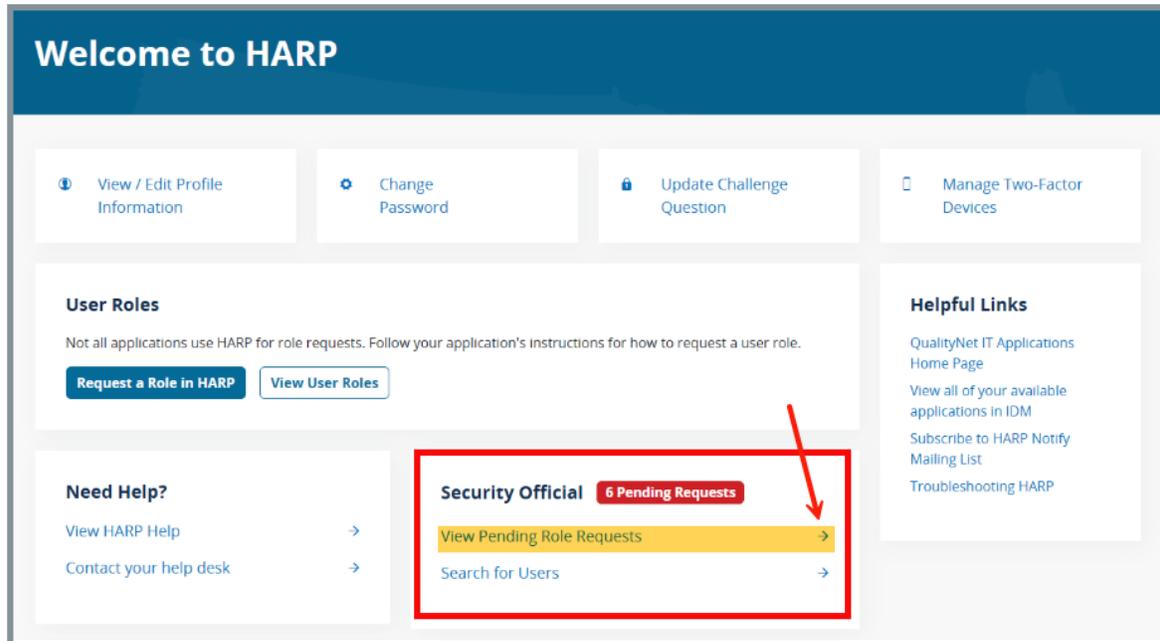


Figure 3: Pending Role Requests

2. Click the arrow next to **View Pending Role Requests** under **Security Official**.
3. Approve roles.

Note: An automatic email is sent to the user informing them their user roles have been reactivated.