



Centers for Medicare & Medicaid Services

Internet Quality Improvement Evaluation System (iQIES)

**Manage User Information
and
Quick Start Checklist
Job Aid**

Version 2.1

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1. Introduction

This job aid answers questions on how to manage your HARP ID and iQIES user role.

- You must have a HARP ID to access iQIES.
- All users must have a role in iQIES.

2. Quick Start Checklist

- Watch the [New User Orientation](#) video
- Create a [HARP Account](#)
- Review [iQIES Roles Matrix Job Aid](#) for detailed information on iQIES roles and privileges
- Log into iQIES and request a role.
- Watch training videos. Go to the [iQIES Video Catalog Job Aid](#) for a complete list of videos for both Survey and Certification (S&C) and Patient Assessment, and where to view them.
- Read the detailed manual or view quick reference guides and job aids. Go to <https://qtso.cms.gov/software/iqies/reference-manuals> to discover documentation to help you.

3. Manage HARP ID

3.1. Get a HARP ID

3.1.1 Register for a HARP ID at <https://harp.cms.gov/register>. Registration may take from 5 to 15 minutes. This is dependent on how quickly your information can be verified.

Note: HARP verifies your identity with your date of birth and Social Security number and generates a list of questions to verify your identity.

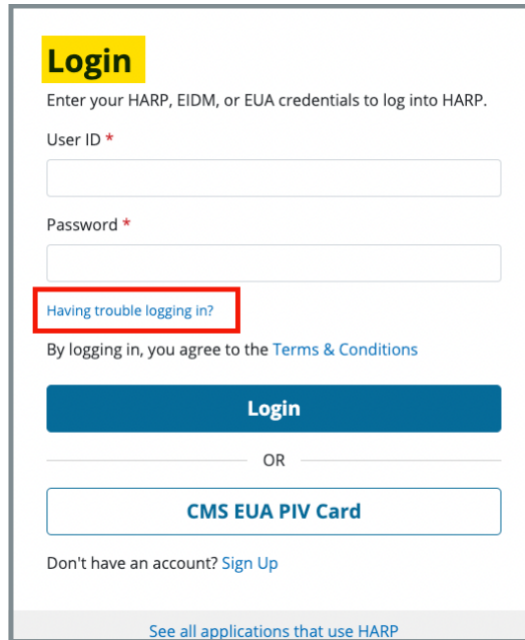
3.1.2 Once approved, you will need to go back to HARP and complete HARP registration. You'll need a cell phone to create a two-factor authentication device. Once that is complete, you can log in.

3.2. I received an error message when trying to register in HARP

You may already have completed some level of identity proofing with CMS in the past. An EIDM (Enterprise Identity Management) account may exist. If you recall that login information, use that. If not, contact gnetssupport@cms.hhs.gov or 866-288-8912.

3.3. I forgot my HARP user ID or password

3.3.1 Click **Have trouble logging in?** and a new window opens. See *Figure 1, Having Trouble Logging In?*



Login

Enter your HARP, EIDM, or EUA credentials to log into HARP.

User ID *

Password *

Having trouble logging in?

By logging in, you agree to the [Terms & Conditions](#)

Login

OR

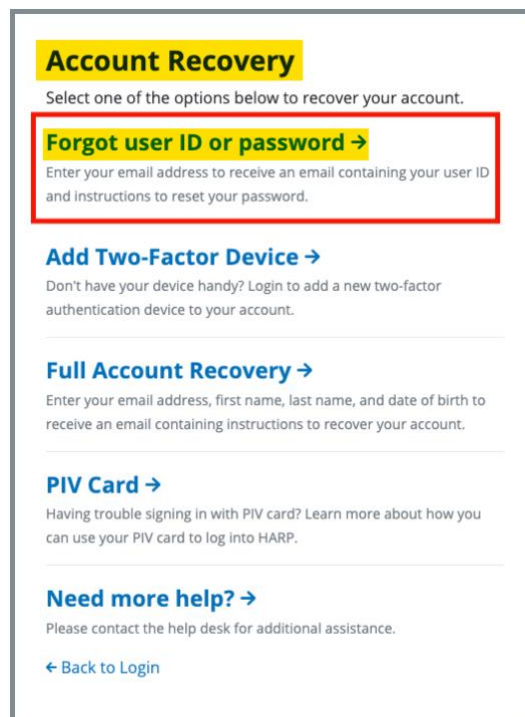
CMS EUA PIV Card

Don't have an account? [Sign Up](#)

[See all applications that use HARP](#)

Figure 1: Having Trouble Logging In

3.3.2 Click **Forgot User ID or Password**. See Figure 2, *Forgot User ID or Password* and a new window opens.



Account Recovery

Select one of the options below to recover your account.

Forgot user ID or password →

Enter your email address to receive an email containing your user ID and instructions to reset your password.

Add Two-Factor Device →

Don't have your device handy? Login to add a new two-factor authentication device to your account.

Full Account Recovery →

Enter your email address, first name, last name, and date of birth to receive an email containing instructions to recover your account.

PIV Card →

Having trouble signing in with PIV card? Learn more about how you can use your PIV card to log into HARP.

Need more help? →

Please contact the help desk for additional assistance.

[← Back to Login](#)

Figure 2: *Forgot User ID or Password*

3.3.3 Type your email address.

3.3.4 Click **Send Email**.

3.3.5 An email with your user ID and a link to reset your password will then be sent to you.

3.3.6 Answer the challenge question.

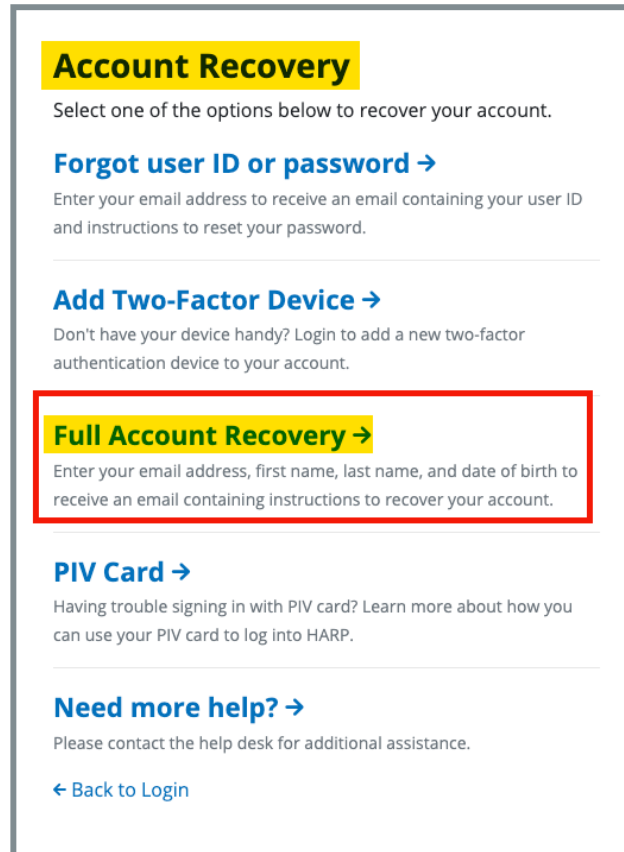
3.3.7 Enter a new password, then confirm it.

3.3.8 Click **Reset Password**.

3.4. I forgot my challenge question

3.4.1 Click **Have trouble logging in?** and a new window opens.

3.4.2 Click **Full Account Recovery**. The **Full Account Recovery** window opens. See *Figure 3, Full Account Recovery*.



Account Recovery

Select one of the options below to recover your account.

Forgot user ID or password →
Enter your email address to receive an email containing your user ID and instructions to reset your password.

Add Two-Factor Device →
Don't have your device handy? Login to add a new two-factor authentication device to your account.

Full Account Recovery →
Enter your email address, first name, last name, and date of birth to receive an email containing instructions to recover your account.

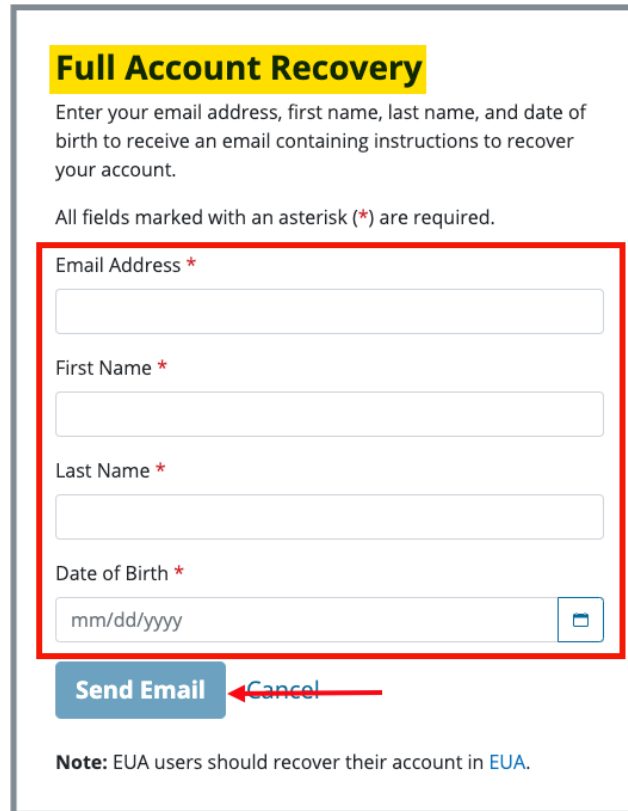
PIV Card →
Having trouble signing in with PIV card? Learn more about how you can use your PIV card to log into HARP.

Need more help? →
Please contact the help desk for additional assistance.

[← Back to Login](#)

Figure 3: Full Account Recovery

3.4.3 Fill out the form. See *Figure 4, Full Account Recovery Form*. **Click Send Email.**



Full Account Recovery

Enter your email address, first name, last name, and date of birth to receive an email containing instructions to recover your account.

All fields marked with an asterisk (*) are required.

Email Address *

First Name *

Last Name *

Date of Birth *

mm/dd/yyyy

Send Email **Cancel**

Note: EUA users should recover their account in [EUA](#).

Figure 4: Full Account Recovery Form

- 3.4.4 An email with your user ID and a link to recover your account will then be sent to you.
- 3.4.5 Click **Recover Account**.
- 3.4.6 Answer one of the challenge questions.
- 3.4.7 Click **Reset Challenge Question**.
- 3.4.8 Enter a new password, then confirm it.
- 3.4.9 Click **Reset Password**.

3.5. My account is locked

The account unlocks automatically after one hour. If that is too long to wait, click **Have trouble logging in?** in the log in window and the **Account Recovery** window opens. **Click need more help?**, enter your email, and wait for the instructions email.

3.6. More HARP FAQs

Additional FAQs for HARP can be found here:

<https://harp.cms.gov/login/help>

4. Manage HARP ID/Password and iQIES User Role

4.1 Get an iQIES ID

Log in to iQIES at <https://iqies.cms.gov/> with HARP login credentials.

Refer to the [iQIES Onboarding Guide](#) for further information on iQIES, if necessary.

Note: You cannot change your HARP User ID by yourself. Contact the Service Center.

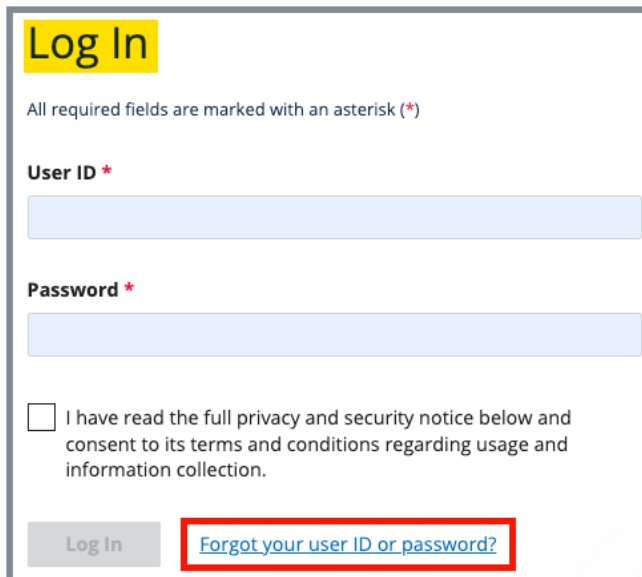
4.2 How do I contact the iQIES Service Center?

Phone: 800-339-9313

Email: iQIES@cms.hhs.gov

4.3 I forgot either my HARP ID or my password

Don't worry. Just click **Forgot your user ID or password?** See *Figure 5, Forgot My User ID or Password*. A window opens and XX



Log In

All required fields are marked with an asterisk (*)

User ID *

Password *

I have read the full privacy and security notice below and consent to its terms and conditions regarding usage and information collection.

Figure 5: Forgot My User ID or Password

4.4 How do I choose a role in iQIES?

Refer to the [iQIES User Roles Matrix](#) for detailed information on choosing an iQIES user role. User roles determine what kind of access to the system you will have.

4.5 How do I know what role I have in iQIES? Can I change it?

4.5.1 Yes. Go to **My Profile** in iQIES.

Click the caret next to your name in the top right corner of the screen. Click **My Profile**. See *Figure 6, My Profile*.

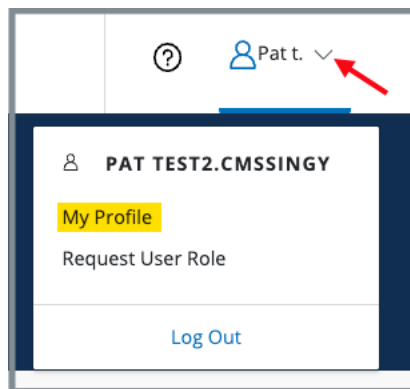


Figure 6: My Profile

4.5.2 You can review your pending requests, view the user roles you have, and request a different user role. See *Figure 7, iQIES User Roles*.

Notes:

- You can have more than one role in iQIES.
- A Security Official must approve any outstanding role requests.
- Log in to HARP to delete a pending request or remove a user role. See *Figure 8, View User Roles in HARP*.

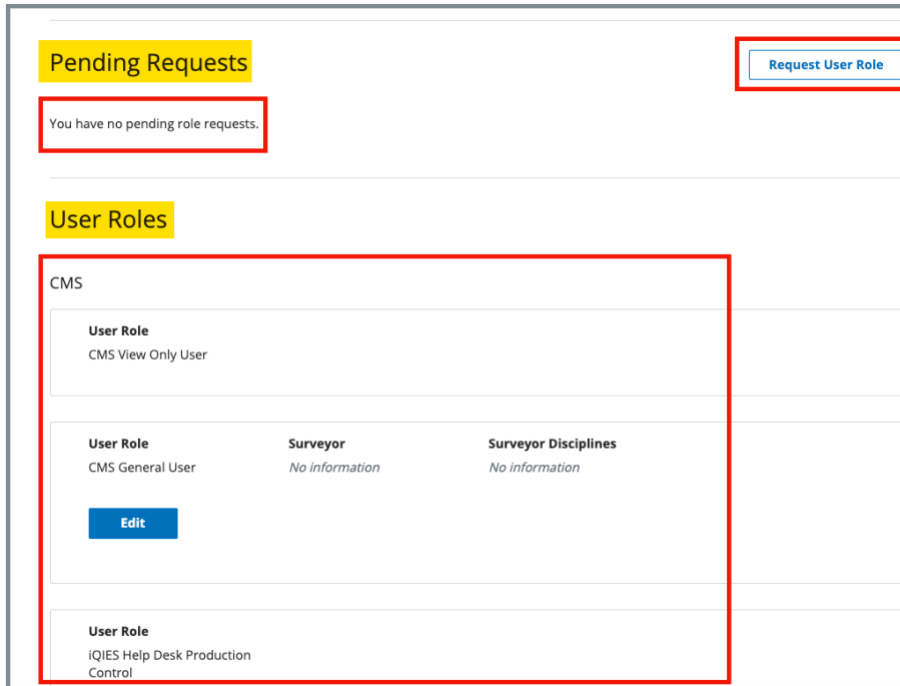


Figure 7: iQIES User Roles

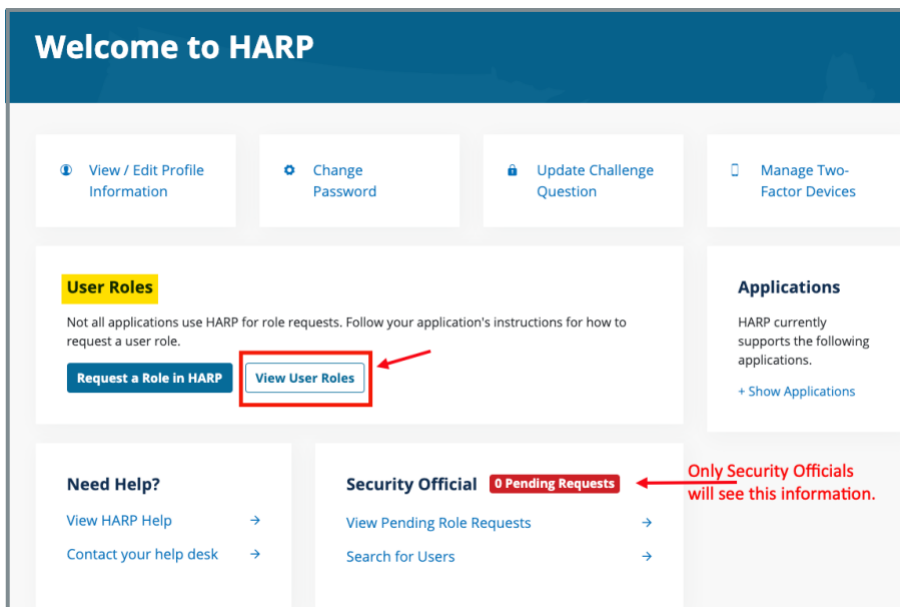


Figure 8: View User Roles in HARP

4.6 Can I practice in a test environment in iQIES?

Yes. Select the [iQIES S&C Training Environment Access Job Aid](#) for more help in knowing how to access the training environment.