



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Offline Frequently Asked Questions (FAQs)

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Table of Contents

1.	Technical Help Questions _____	3
1.1	How do I register for iQIES? _____	3
1.2	Whom can I reach out to if I have questions related to iQIES? _____	3
2.	General Offline Questions _____	4
2.1	How do I log into iQIES when I'm Offline? _____	4
2.2	Does iQIES still time out after 15-minutes when I'm Offline? _____	4
2.3	Is there a two-factor authentication for when I am Offline? _____	4
2.4	Is there an Offline user manual? _____	4
2.5	Are there how-to videos? _____	4
2.6	Are forms available Offline? _____	4
2.7	What functionality is available for Offline? _____	4
2.8	Do I need to do anything when I get back online? _____	4
2.9	What happens when there is more than one surveyor who documents at the same time? _____	4

1. Technical Help Questions

1.1 How do I register for iQIES?

- Create an account in the [HCQIS Access Roles and Profile Management \(HARP\)](#) system.
- Verify your identity.
- Log in to [iQIES](#) with your HARP credentials.
- [Request a user role.](#)

For a complete list of registration steps and details on how to onboard, refer to the [iQIES Onboarding Guide](#). Find this manual in the drop-down menu under **iQIES Onboarding Guide**.

1.2 Whom can I reach out to if I have questions related to iQIES?

For assistance accessing iQIES:	Contact the iQIES Security Officer (SO) for your organization
For 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.servicenow.com/ccsq_support_central
Idea Portal:	Feedback for future iQIES software development: CCSQ Support Central . Click Idea Portals .
More information on iQIES:	Refer to the QIES Technical Support Office (QTSO) and the Quality, Safety, & Education Portal (QSEP) . Logging in to HARP may be required before accessing some documentation in QTSO and QSEP.

2. General Offline Questions

2.1 How do I log into iQIES when I'm Offline?

You can simply launch the browser you use iQIES in and sign in as you normally would online.

2.2 Does iQIES still time out after 15-minutes when I'm Offline?

Yes. The timeout is a requirement for iQIES Offline.

2.3 Is there a two-factor authentication for when I am Offline?

No.

2.4 Is there an Offline user manual?

Yes. You can find it here: [S&C User Manual: Offline](#).

2.5 Are there how-to videos?

No.

2.6 Are forms available Offline?

All forms are available for Offline use.

2.7 What functionality is available for Offline?

Please refer to the [S&C User Manual: Offline](#) for the latest Offline functionality, but the goal of Offline functionality is to allow surveyors to complete surveys while their computers are offline.

2.8 Do I need to do anything when I get back online?

The system automatically synchronizes any changes as soon as you get back online.

2.9 What happens when there is more than one surveyor who documents at the same time?

Saving documents offline works exactly as saving documents online. The data is saved for the last person in an area. Citation findings and Notes remain user specific and they can be merged when you are back online.