Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Clinical Laboratory Improvement Amendments (CLIA) Onboarding Process Job Aid:

CLIA Billing Lead Admin

CLIA Billing Admin

CLIA Billing Contractor

CLIA Billing User

State Agency – CLIA Billing User

Job Aid

Version 1.1

January 7, 2026

1. Introduction

This job aid outlines the steps the CLIA Billing Lead Admin, CLIA Billing Admin, CLIA Billing Contractor, CLIA Billing User, and State Agency – CLIA Billing User roles need to access iQIES.

- For detailed information about user roles, refer to the **User Roles Matrix** on the iQIES Help page or on the QIES Technical Support Website (QTSO).
- Contact the iQIES Service Center at 888-477-7876 or iQIES@cms.hhs.gov for technical support.
- HARP is the Health Care Quality Information Systems (HCQIS) Access Roles and Profile.
- A HARP ID is required to log into iQIES.

2. Create an Account in HARP

Notes:

- Users who already have a HARP ID can skip this step and go directly to https://training-iqies.cms.gov to request the desired user role.
- There is also a video available: HARP Registration.
- Go to https://harp.cms.gov/help for additional questions about HARP.

2.1 Go to the HARP Registration Page. See *Figure 1, Create an Account*.

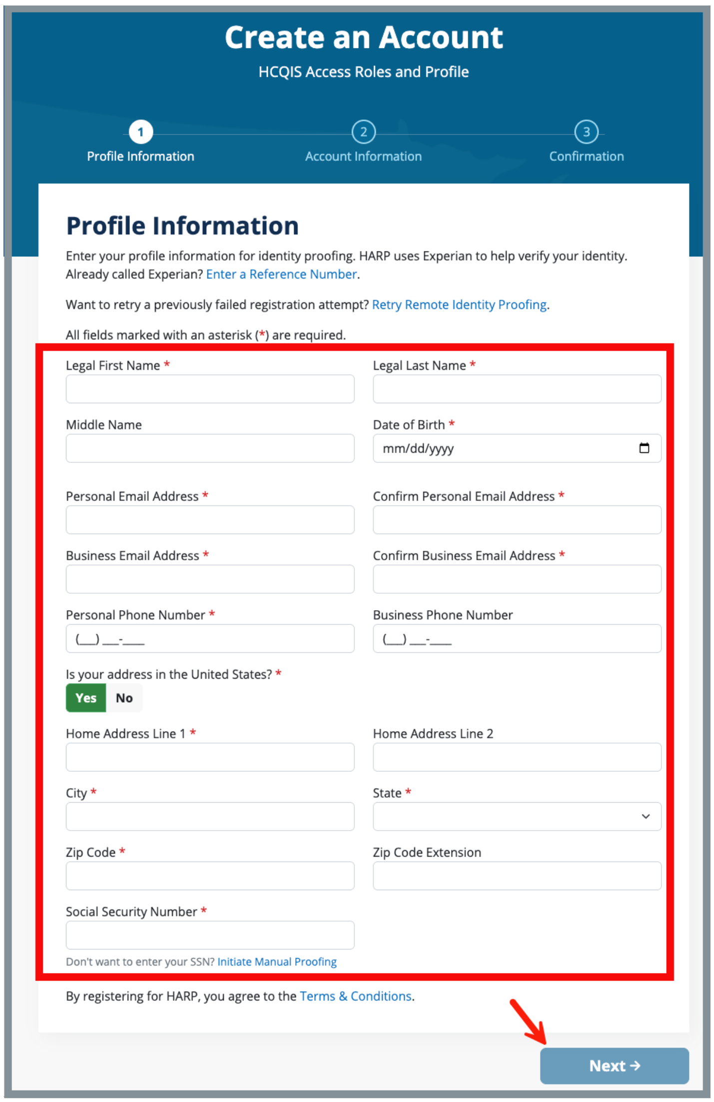

Figure 1: Create an Account

2.2 Fill out the form.

Note: A red asterisk (*) indicates a required field.

2.3 Click **Next**. The **Account Information** page opens. See *Figure 2, Account Information.*

Note: **Next** is disabled until all the information is completed.

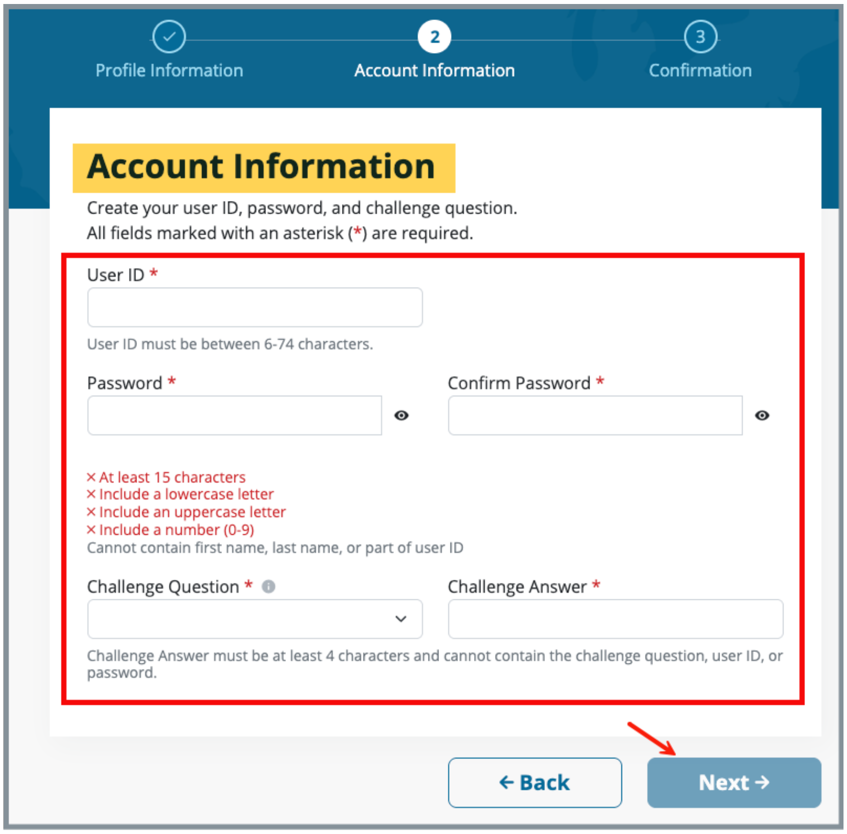

Figure 2: Account Information

2.4 Fill out account information.

2.5 Click **Next**. The **Remote Proofing** page opens. See *Figure 3, Remote Proofing.*

Note: Remote proofing is a list of questions to verify the user's identity.

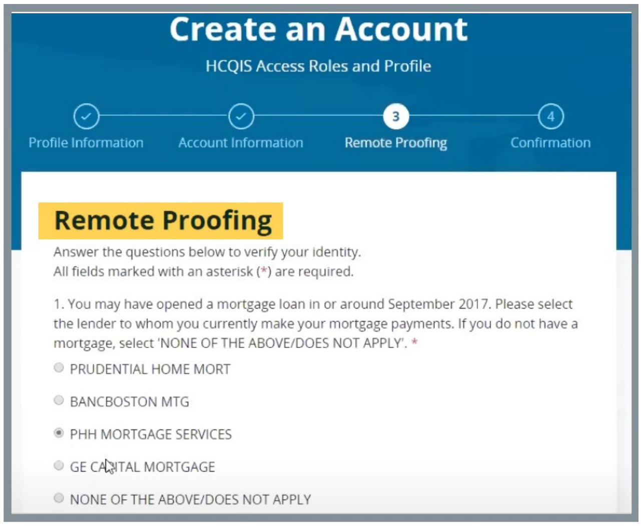

Figure 3: Remote Proofing

2.6 Respond to all the questions.

2.7 Check **I am not a Robot** checkbox.

2.8 Click **Next**. The **Confirmation** page opens and says the account has been successfully created. See *Figure 4, Confirmation.*

Note: An automated email is sent confirming user ID and account creation.

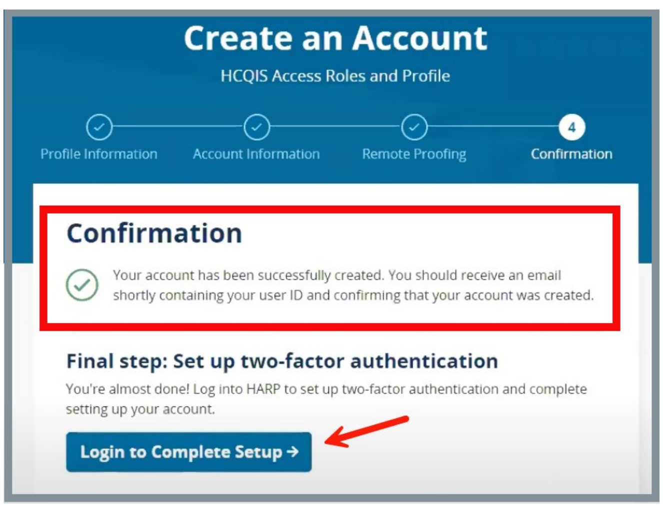

Figure 4: Confirmation

2.9 Enter your HARP login information a click **Login to Complete Setup**. The HARP **Login** page opens. See *Figure 5, HARP Login Page.*

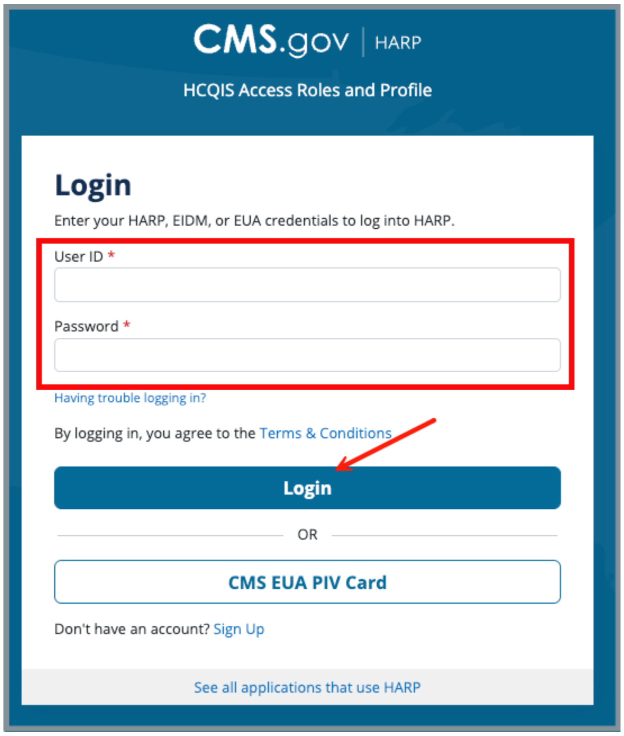

Figure 5: HARP Login Page

2.10 Set up two-factor authentication. See *Figure 6, Set Up Two-Factor Authentication.*

Figure 6: Set Up Two-Factor Authentication

a. **Select Device Type:** Choose preferred device type from the drop-down menu – **Text Message**, **Email**, **Voice**, **Google Authenticator**, **Okta Verify**, or **Okta Verify Push**.

b. **Enter Phone Number or Email:** Type phone number or email address.

c. Click **Send Code** to receive a security code.

d. Type the security code. See *Figure 7, Security Code.*

Figure 7: Security Code

e. Click **Submit**.

f. Click **Add Device** and select a device from the drop-down menu to add an additional device, if desired. See *Figure 8, Additional Devices.*

Figure 8: Additional Devices

g. Click **Complete Setup** to finish setting up two-factor authentication. The **Account Setup Complete** window opens. See *Figure 9, Account Setup Complete.*

Figure 9: Account Setup Complete

Note: Do not click **Sign in to iQIES** to sign into iQIES. That link goes to production iQIES, not the test environment. Follow the steps below for details on the test environment.

h. Click the user role below to review steps to create that user role in iQIES.

- CLIA Billing Lead Admin
- CLIA Billing Admin
- CLIA Billing Contractor
- CLIA Billing User
- State Agency – CLIA Billing User

3. CLIA Billing Lead Admin

3.1 Log in to iQIES at https://iqies.cms.gov/ with HARP login credentials. Refer to Create an Account in HARP for further information, if necessary. The Welcome to iQIES page opens. See *Figure 10, Welcome to iQIES.*

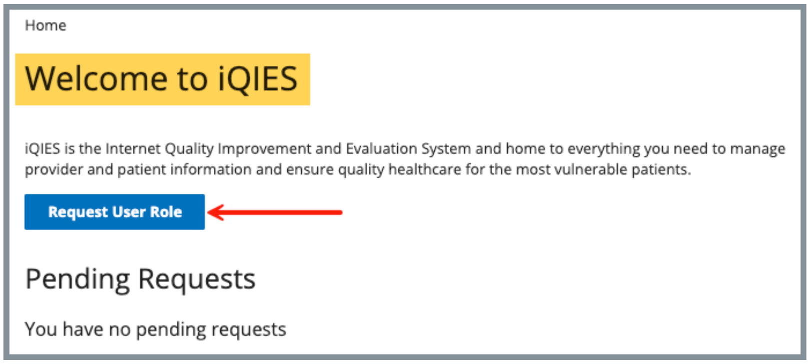

Figure 10: Welcome to iQIES

Note: Existing iQIES users can request a user role after logging in to iQIES. Click profile name and select **Request User Role** from the drop-down menu and then continue following steps below.

3.2 Click **Request User Role**. The **Select a User Category** page opens. See *Figure 11, Select a User Category*.

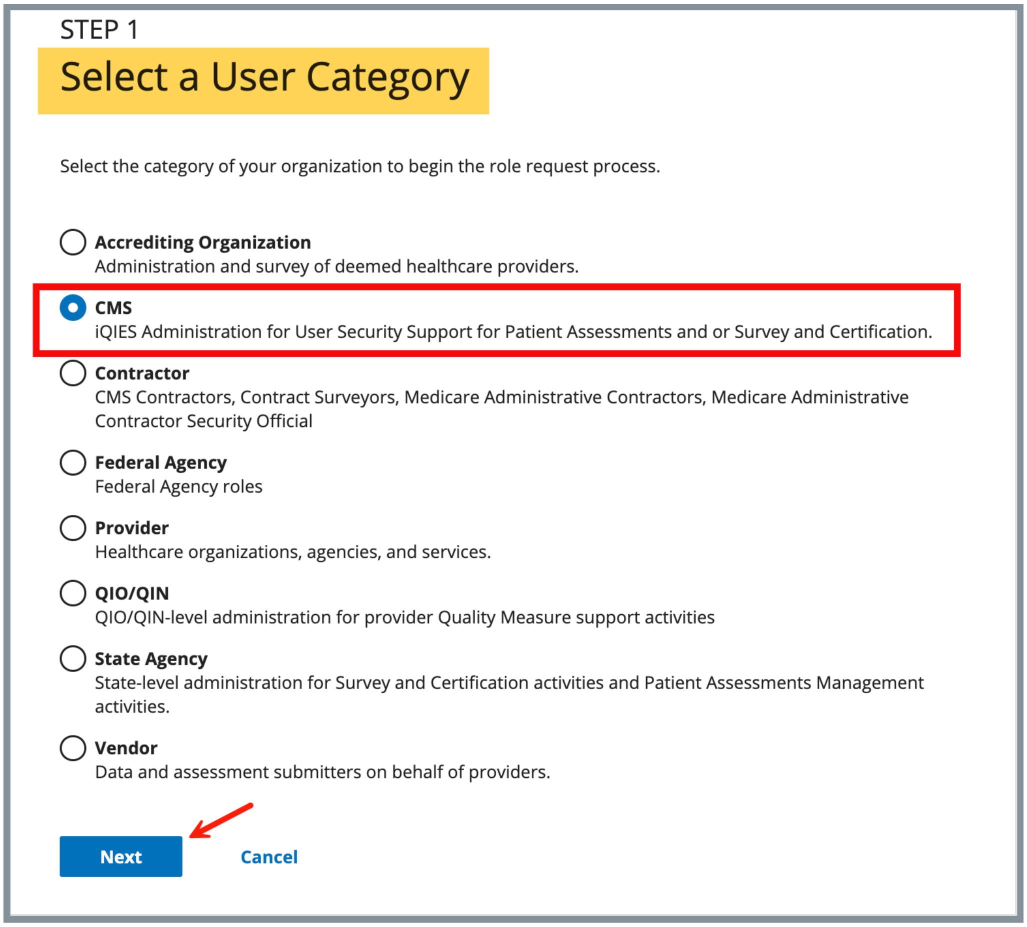

Figure 11: Select a User Category

3.3 Select **CMS**. Click **Next**. The **Select a User Role** page opens. See *Figure 12, Select a User Role*.

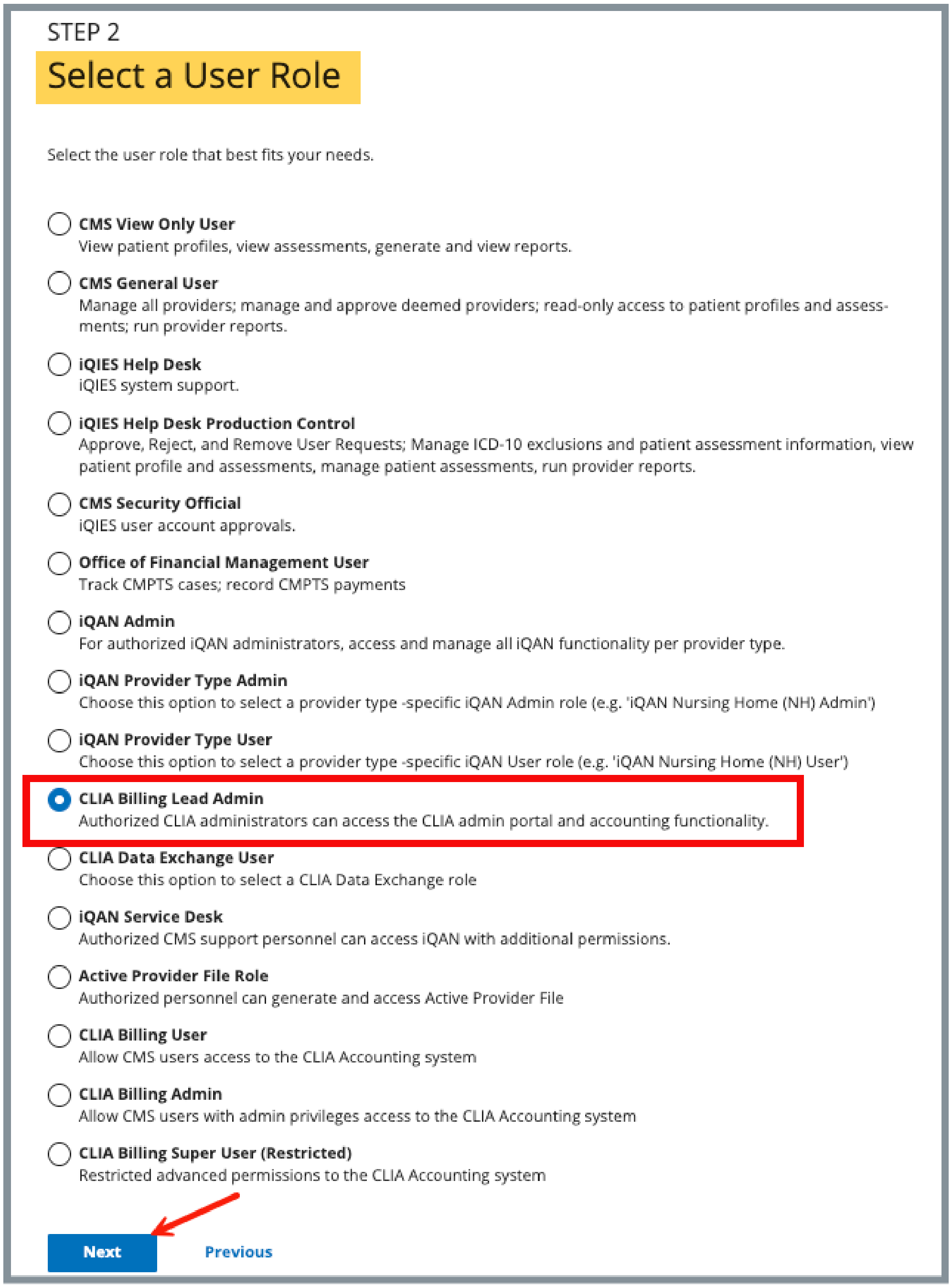

Figure 12: Select a User Role

3.4 Select **CLIA Billing Lead Admin**.

3.5 Click **Next**. The **Add Organizations** window opens. See *Figure 13, Add Organizations*.

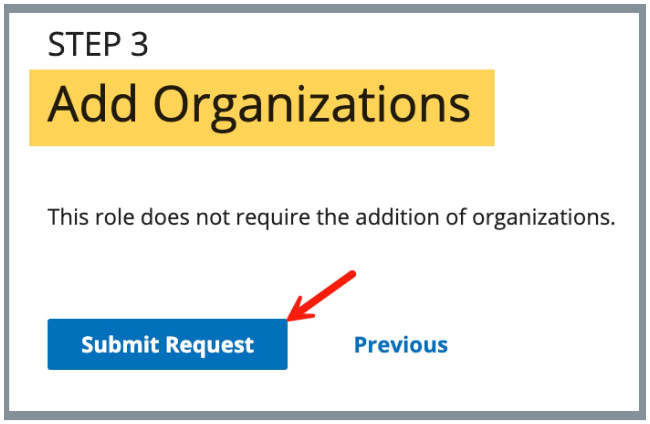

Figure 13: Add Organizations

3.6 Click **Submit Request**. The **User Information/Pending Requests** page opens. The **Role Request Submitted** green notification banner shows on the top of the page and the pending request is shown under **Pending Requests**. See *Figure 14, Request Submitted Notification*.

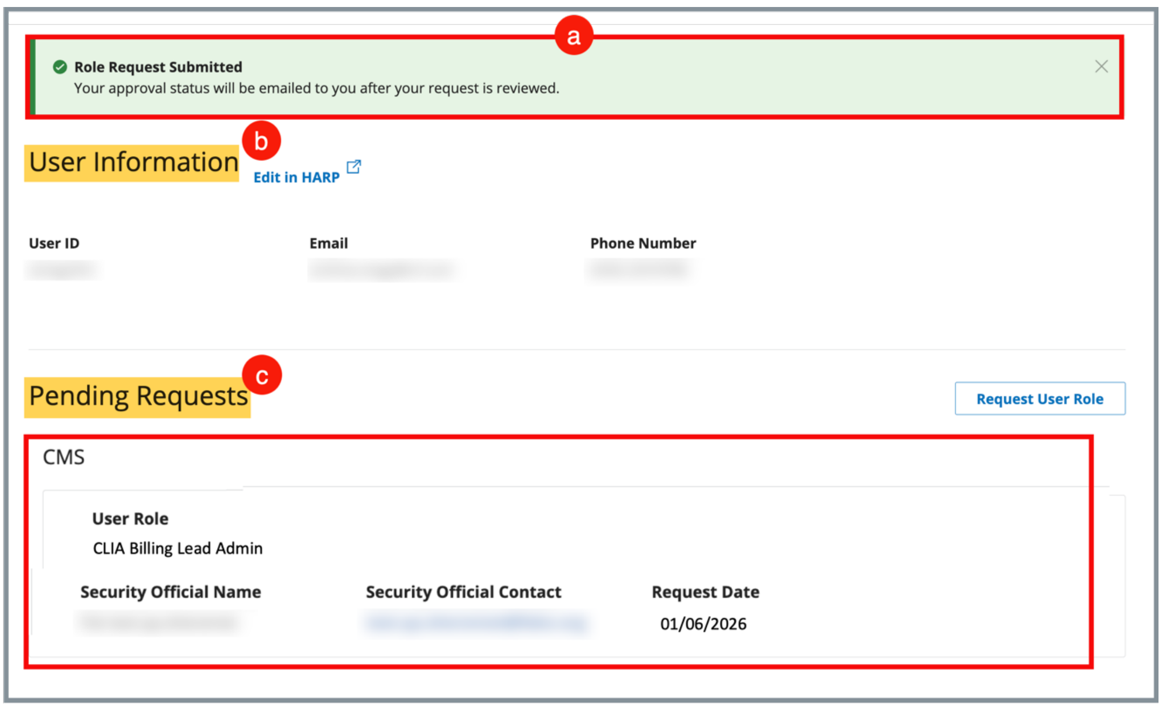

Figure 14: Role Request Submitted Notification

a. Green successful submission notification banner.

b. **User Information** section. This section can be edited in HARP. Click **Edit in HARP** and a new tab opens in HARP.

c. **Pending Requests** section, which notes the user role requested, the Security Official (SO) name and contact information, along with the user role request date.

Notes:

- The role must be approved by the designated SO. Approval can take up to several days.
- Additional permissions must be granted by the SO. Refer to the **User Roles Matrix** on the iQIES Help page or on the QIES Technical Support Website (QTSO) for additional information on user role permissions.
- An email will arrive from http://donotreply.HARP@hcqis.org noting whether the role was approved or rejected. Contact the iQIES Service Center if no email is received within several days.

4. CLIA Billing Admin

4.1 Log in to iQIES at https://iqies.cms.gov/ with HARP login credentials. Refer to [Create an Account in HARP](#) for further information, if necessary.

4.2 Log in to the iQIES training environment at https://training-iqies.cms.gov/. The **Welcome to iQIES** page opens. See *Figure 15, Request a State User Role.*

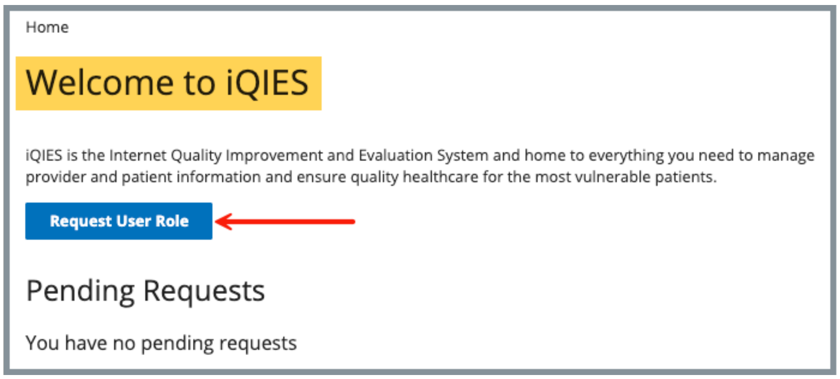

Figure 15: Request a User Role

4.3 Click **Request User Role**. The **Select a User Category** page opens. See *Figure 16, Select a User Category.*

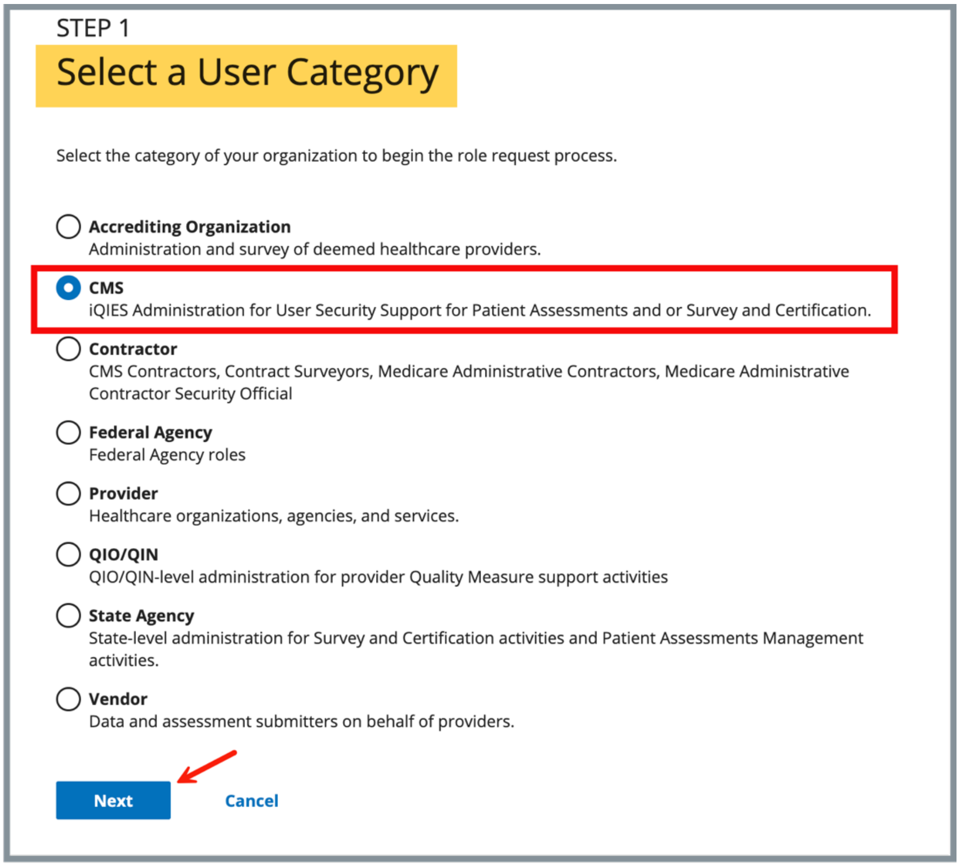

Figure 16: Select a User Category

4.4 Select **CMS**. Click **Next**. The **Select a User Role** page opens. See *Figure 17, Select a User Role.*

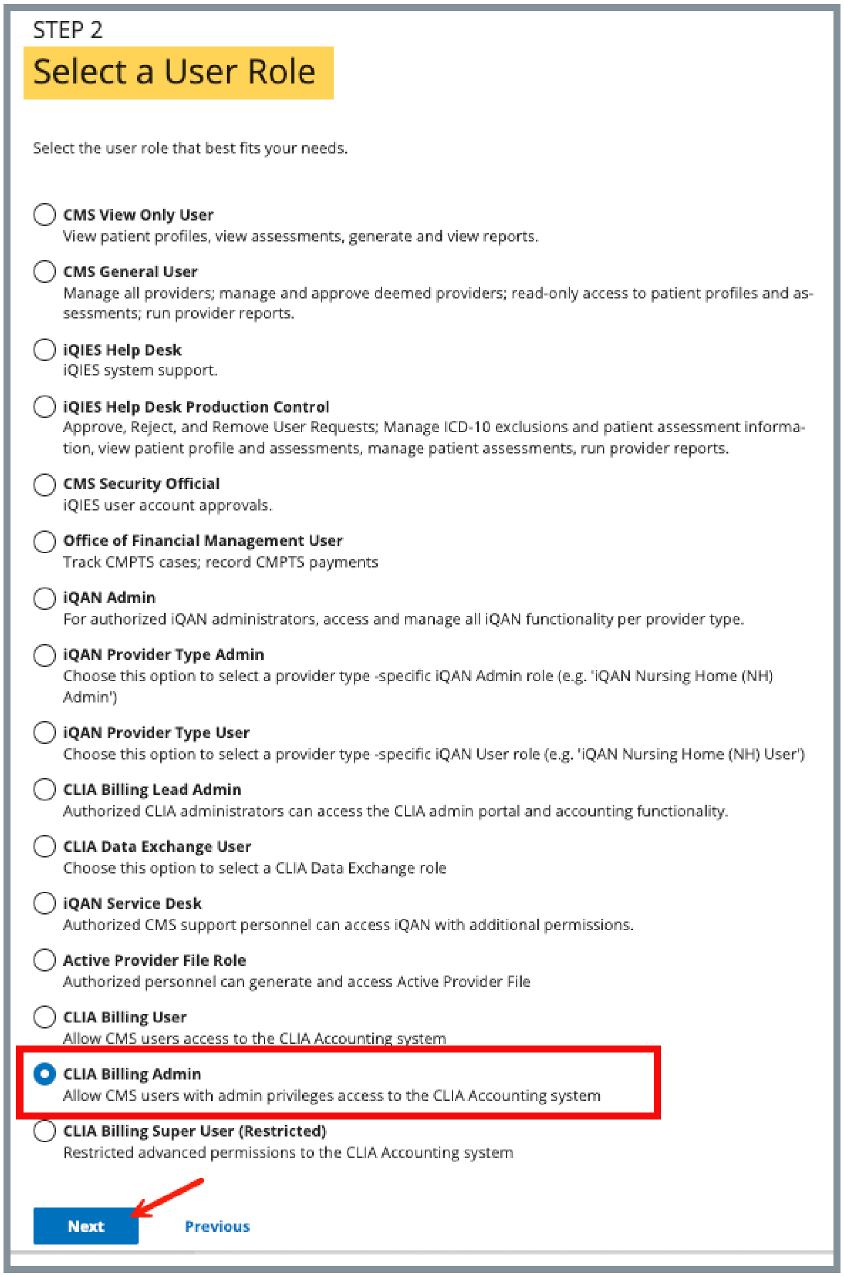

Figure 17: Select a User Role

4.5 Select **CLIA Billing Admin**.

4.6 Click **Next**. The **Add Organizations** window opens. See *Figure 18, Add Organizations*.

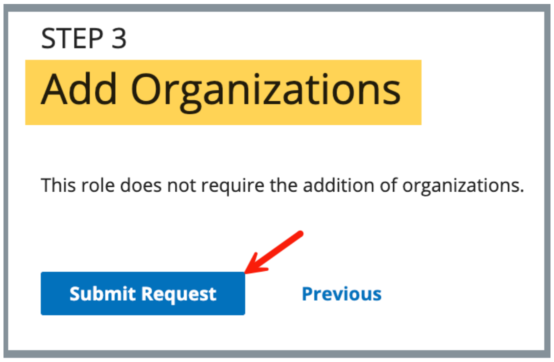

Figure 18: Add Organizations

4.7 Click **Submit Request**. The **My Profile** page opens. The Ro**le Request Submitted** green notification banner shows on the top of the page. See *Figure 19, Role Request Submitted Notification Banner.*

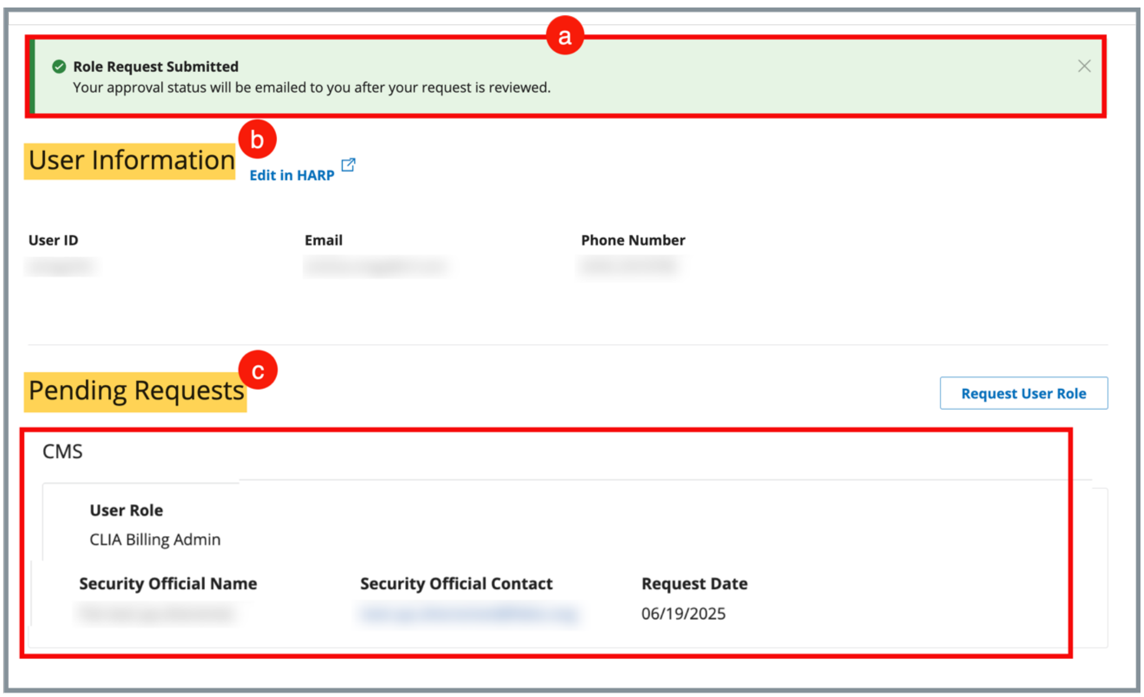

Figure 19: Role Request Submitted Notification

a. Green successful submission notification banner.

b. **User Information** section. This section can be edited in HARP. Click **Edit in HARP** and a new tab opens in HARP.

c. **Pending Requests** section, which notes the user role requested, the Security Official (SO) name and contact information, along with the user role request date.

Notes:

- The role must be approved by the designated SO. Approval can take up to several days.
- An email will arrive from http://donotreply.HARP@hcqis.org noting whether the role was approved or rejected. Contact the iQIES Service Center if no email is received within several days.

5. CLIA Billing Contractor

5.1 Log in to iQIES at https://iqies.cms.gov/ with HARP login credentials. Refer to Create an Account in HARP for further information, if necessary.

5.2 Log in to the iQIES training environment at https://training-iqies.cms.gov/. The **Welcome to iQIES** page opens. See *Figure 20, Request a User Role.*

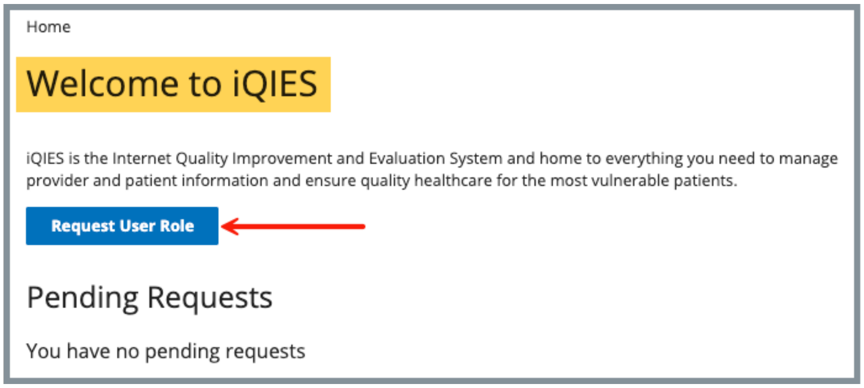

Figure 20: Request a User Role

5.3 Click **Request User Role**. The **Select a User Category** page opens. See *Figure 21, Select a User Category*.

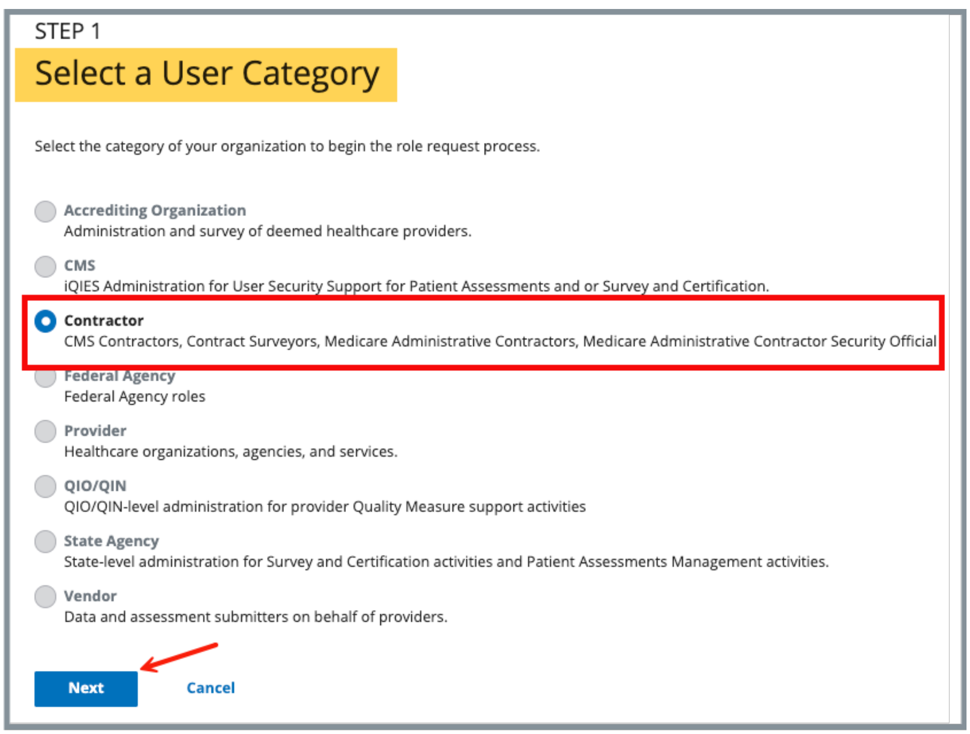

Figure 21: Select a User Category

5.4 Select **Contractor**. Click **Next**. The **Select a User Role** page opens. See *Figure 22, Select a User Role.*

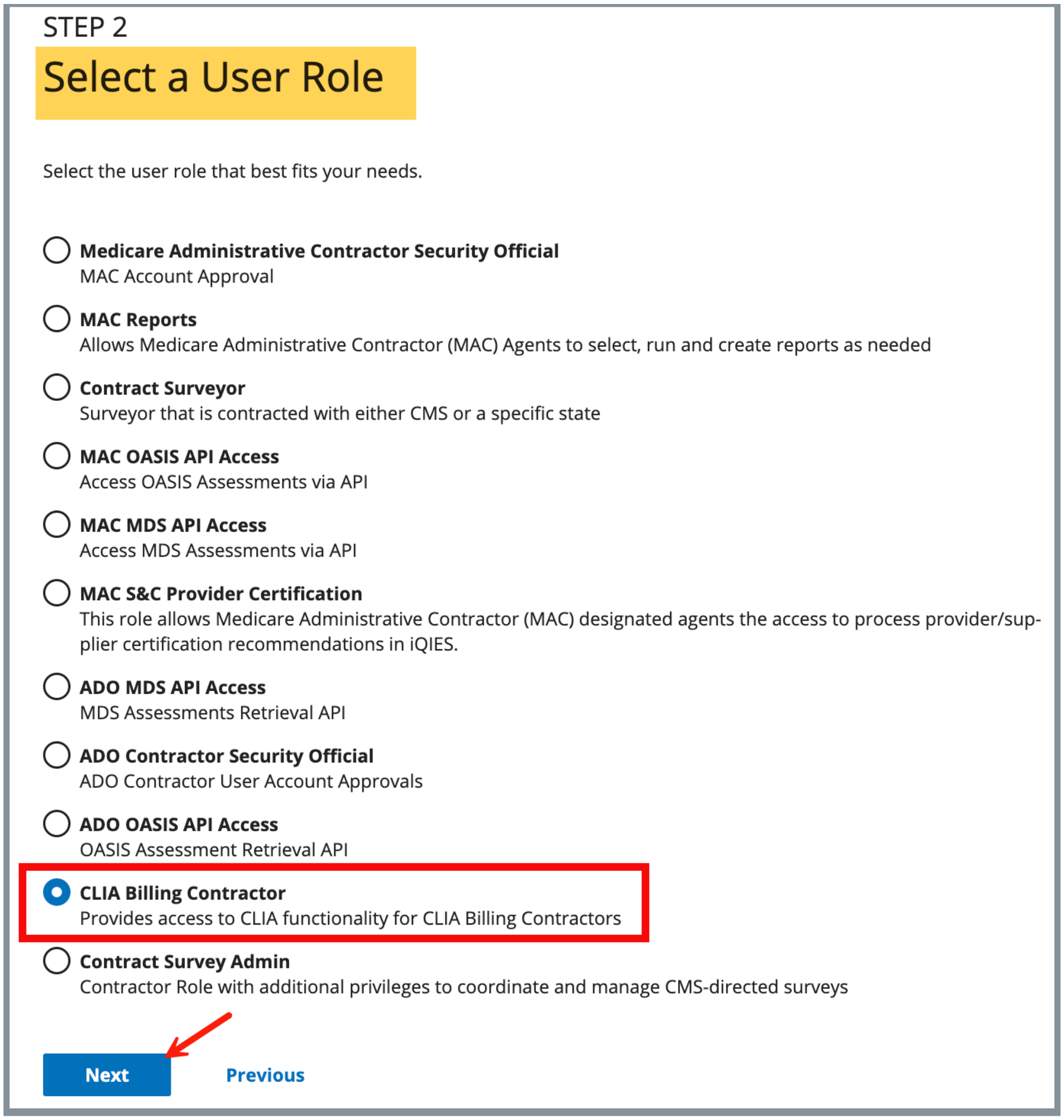

Figure 22: Select a User Role

5.5 Select **CLIA Billing Contractor**.

5.6 Click **Next**. The **Add Organizations** window opens. See *Figure 23, Add Organizations.*

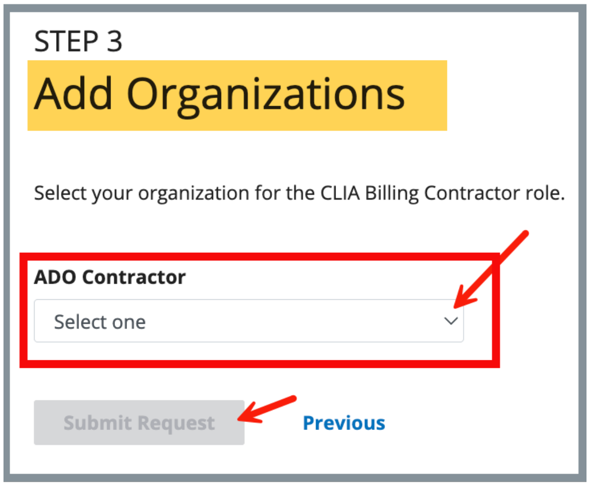

Figure 23: Add Organizations

5.7 Select a contractor from the **ADO Contractor** drop-down menu.

Note: **Submit Request** is disabled until a contractor is selected.

5.8 Click **Submit Request**. The **My Profile** page opens. The **Role Request Submitted** green notification banner shows on the top of the page. See *Figure 24, Role Request Submitted Notification.*

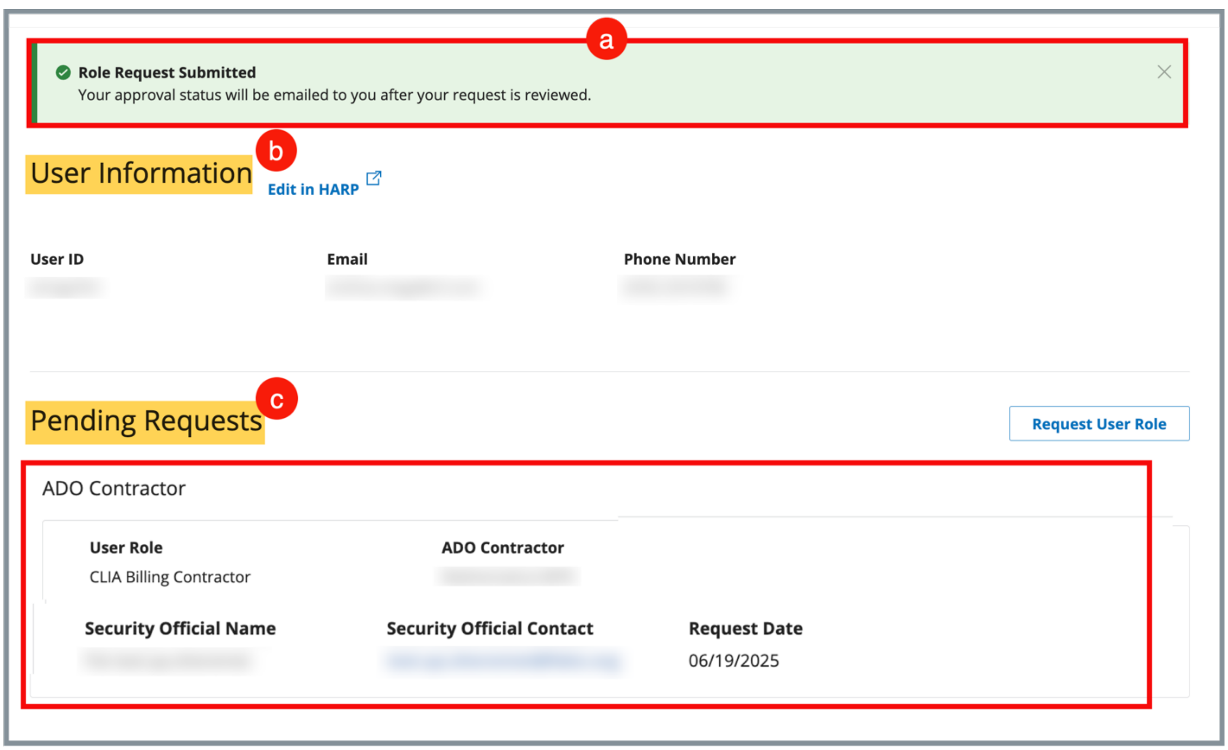

Figure 24: Role Request Submitted Notification

a. Green successful submission notification banner.
b. **User Information** section. This section can be edited in HARP. Click **Edit in HARP** and a new tab opens in HARP.
c. **Pending Requests** section, which notes the user role requested, the ADO Contractor, the Security Official (SO) name and contact information, along with the user role request date.

Notes:

- The role must be approved by the designated SO. Approval can take up to several days.
- An email will arrive from http://donotreply.HARP@hcqis.org noting whether the role was approved or rejected. Contact the iQIES Service Center if no email is received within several days.

6. CLIA Billing User

6.1 Log in to iQIES at https://iqies.cms.gov/ with HARP login credentials. Refer to Create an Account in HARP for further information, if necessary.

6.2 Log in to the iQIES training environment at https://training-iqies.cms.gov/ The **Welcome to iQIES** page opens. See *Figure 25, Request a User Role*.

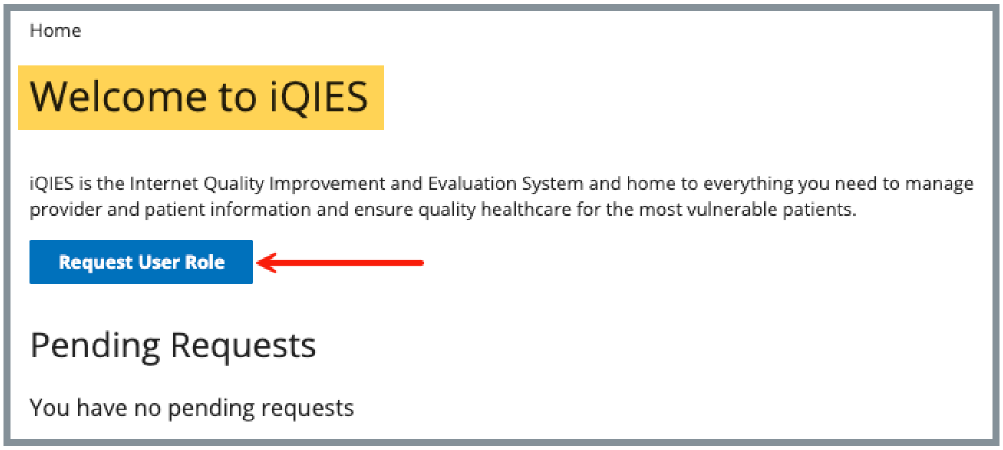

Figure 25: Request a User Role

6.3 Click **Request User Role**. The **Select a User Category** page opens. See *Figure 26, Select a User Category*.

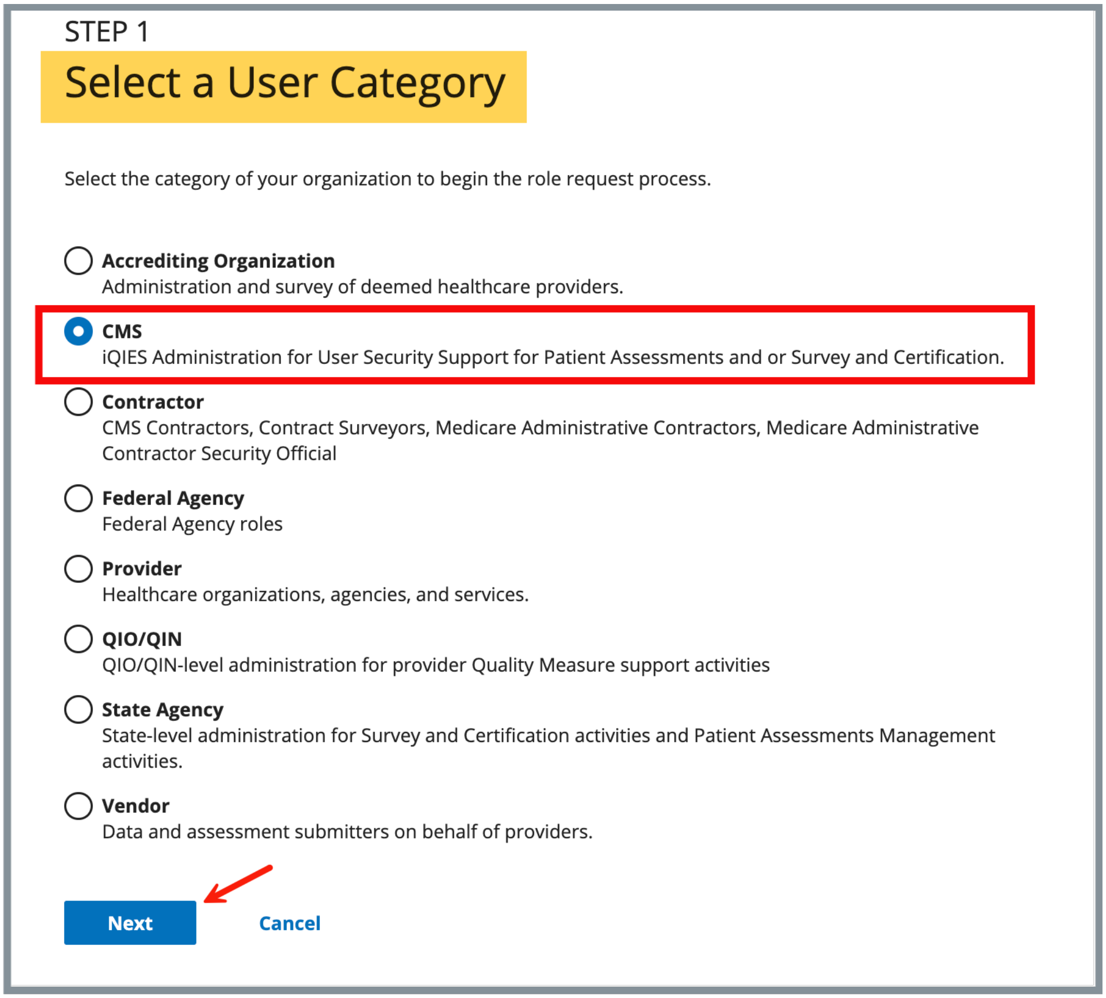

Figure 26: Select a User Category

6.4 Select **CMS**. Click **Next**. The **Select a User Role** page opens. See *Figure 27, Select a User Role*.

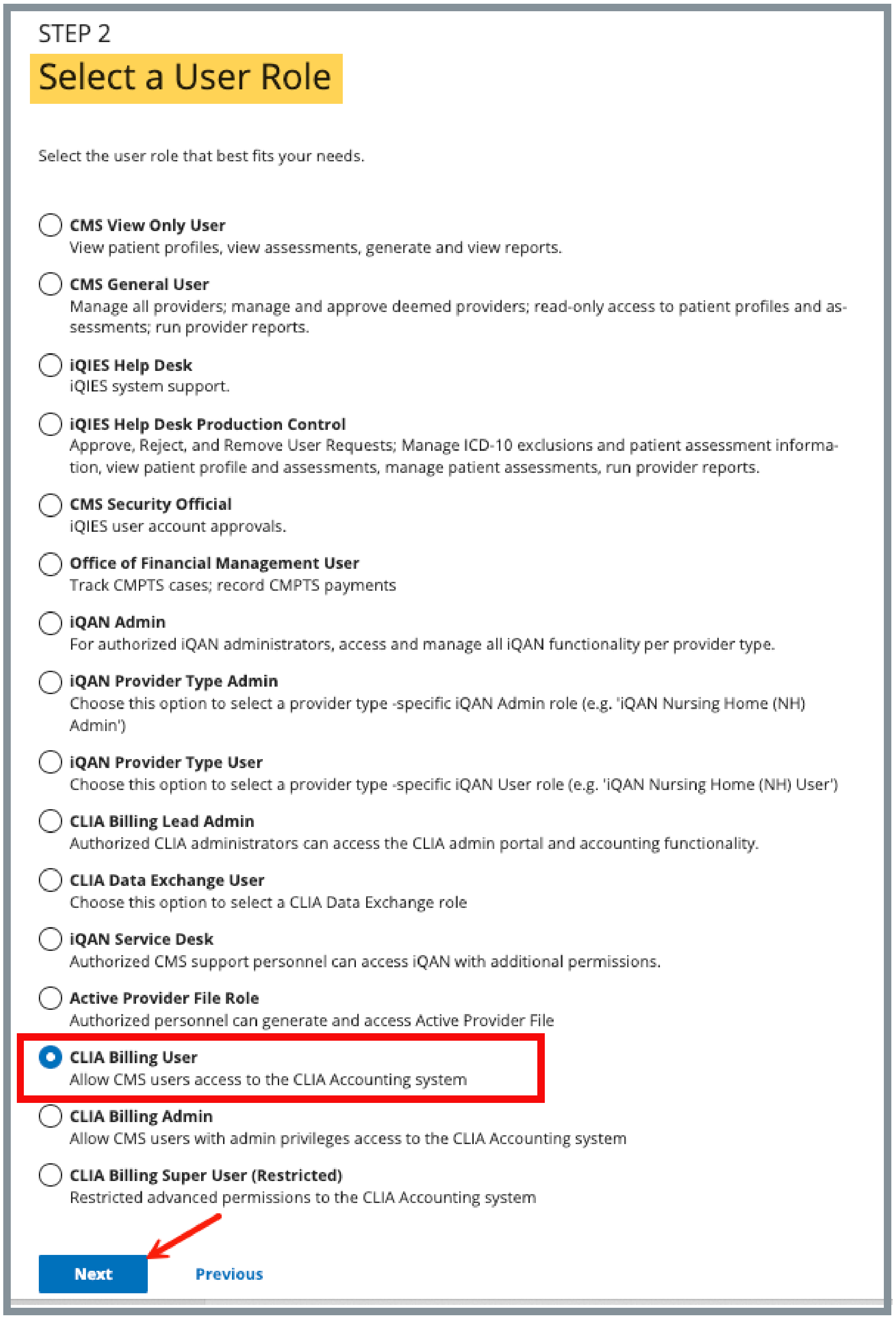

Figure 27: Select a User Role

6.5 Select **CLIA Billing User**.

6.6 Click **Next**. The **Add Organizations** window opens. See *Figure 28, Add Organizations*.

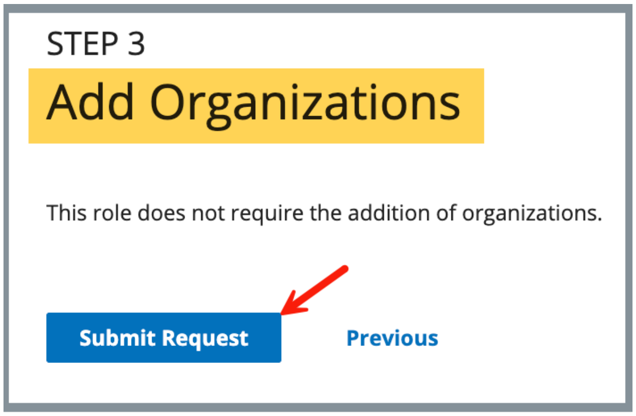

Figure 28: Add Organizations

6.7 Click **Submit Request**. The **My Profile** page opens. The **Role Request Submitted** green notification banner shows on the top of the page. See *Figure 29, Role Request Submitted Notification*.

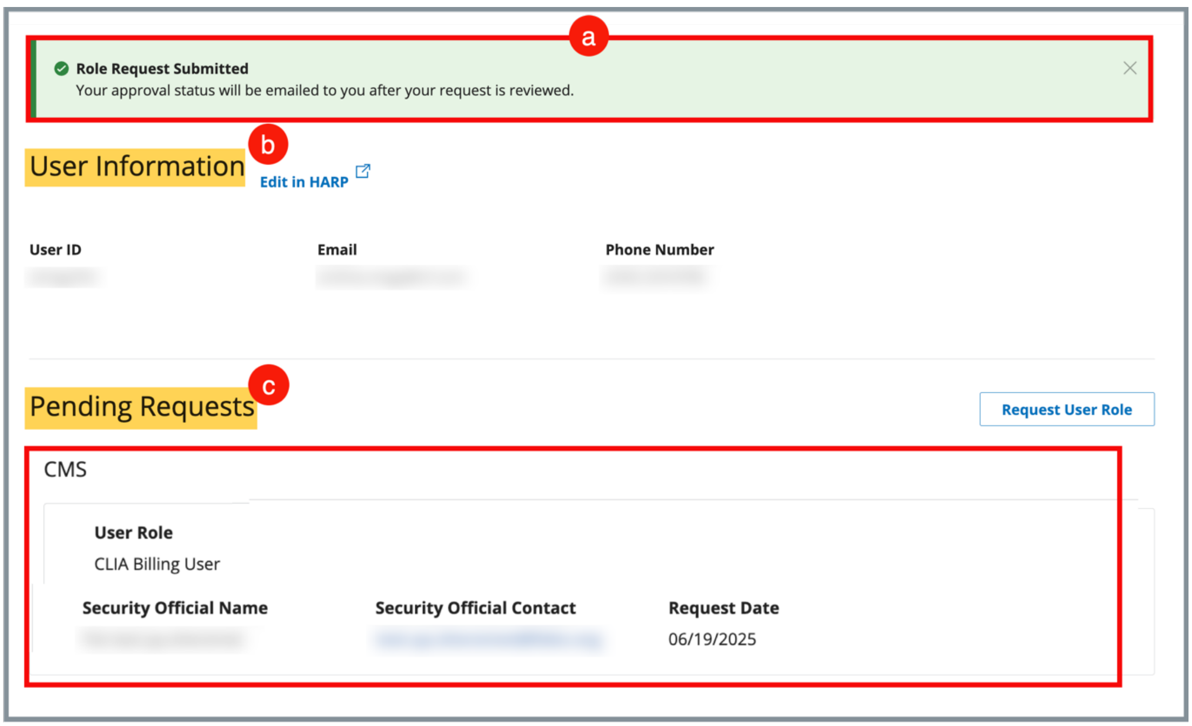

Figure 29: Role Request Submitted Notification

a. Green successful submission notification banner.

b. **User Information** section. This section can be edited in HARP. Click **Edit in HARP** and a new tab opens in HARP.

c. **Pending Requests** section, which notes the user role requested, the Security Official (SO) name and contact information, along with the user role request date.

Notes:

- The role must be approved by the designated SO. Approval can take up to several days.
- An email will arrive from http://donotreply.HARP@hcqis.org noting whether the role was approved or rejected. Contact the iQIES Service Center if no email is received within several days.

7. State Agency - CLIA Billing User

7.1 Log in to iQIES at https://iqies.cms.gov/ with HARP login credentials. Refer to Create an Account in HARP for further information, if necessary.

7.2 Log in to the iQIES training environment at https://training-iqies.cms.gov/. The **Welcome to iQIES** page opens. See *Figure 30, Request a User Role.*

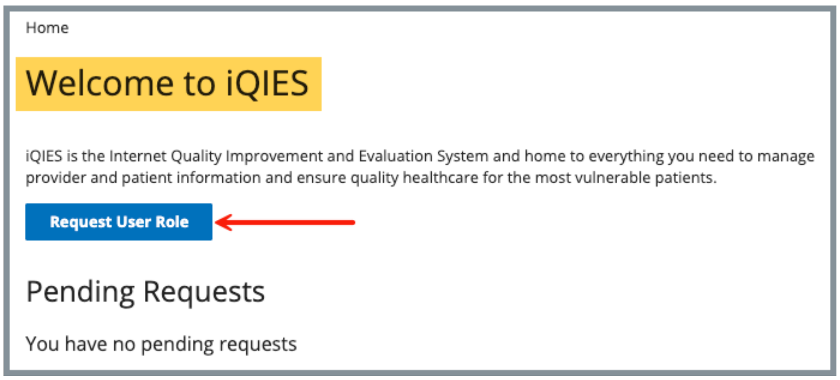

Figure 30: Request a User Role

7.3 Click **Request User Role**. The **Select a User Category** page opens. See *Figure 31, Select a User Category*.

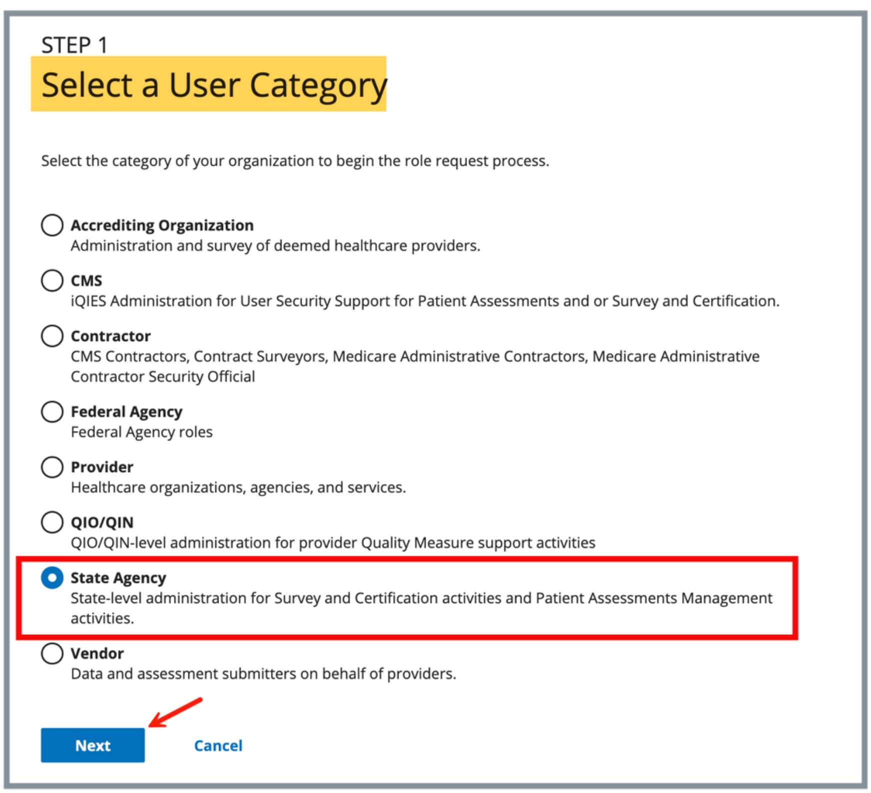

Figure 31: Select a User Category

7.4 Select **State Agency**. Click **Next**. The **Select a User Role** page opens. See *Figure 32, Select a User Role*.

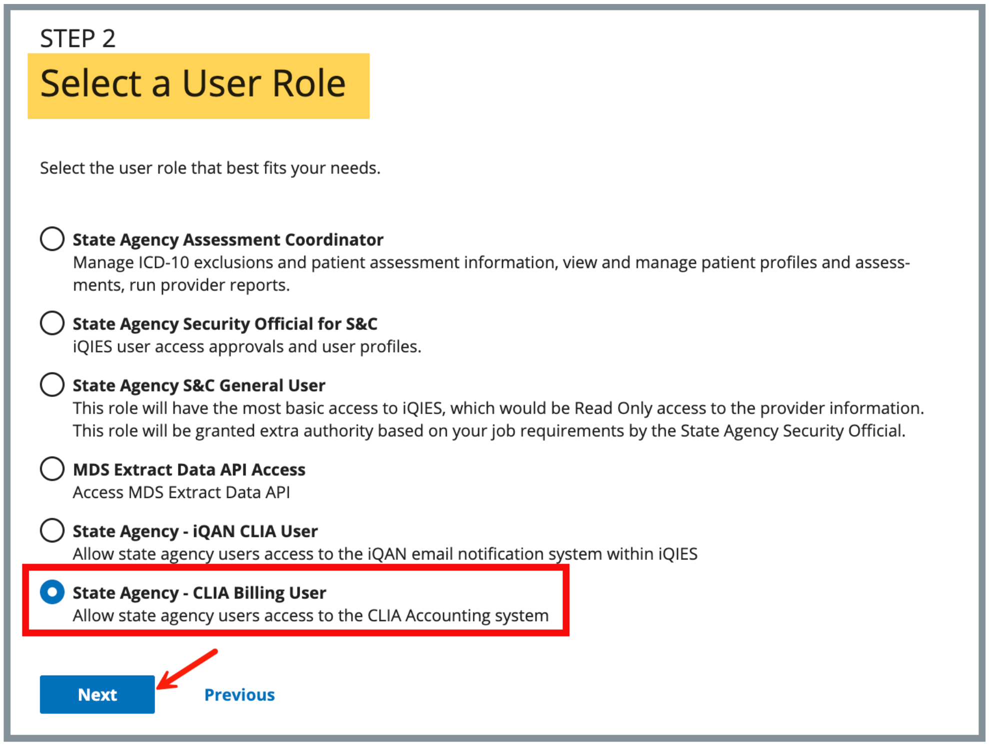

Figure 32: Select a User Role

7.5 Select **State Agency – CLIA Billing User**.

7.6 Click **Next**. The **Add Organizations** window opens. See *Figure 33, Add Organizations*.

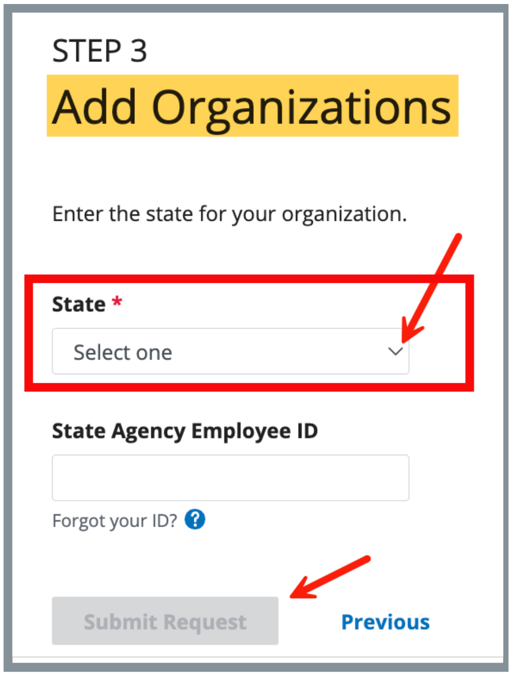

Figure 33: Add Organizations

7.7 Select a state from the **State** drop-down menu.

Note: **Submit Request** is disabled until a state is selected.

7.8 Click **Submit Request**. The **My Profile** page opens. The **Role Request Submitted** green notification banner shows on the top of the page. See *Figure 34, Role Request Submitted Notification.*

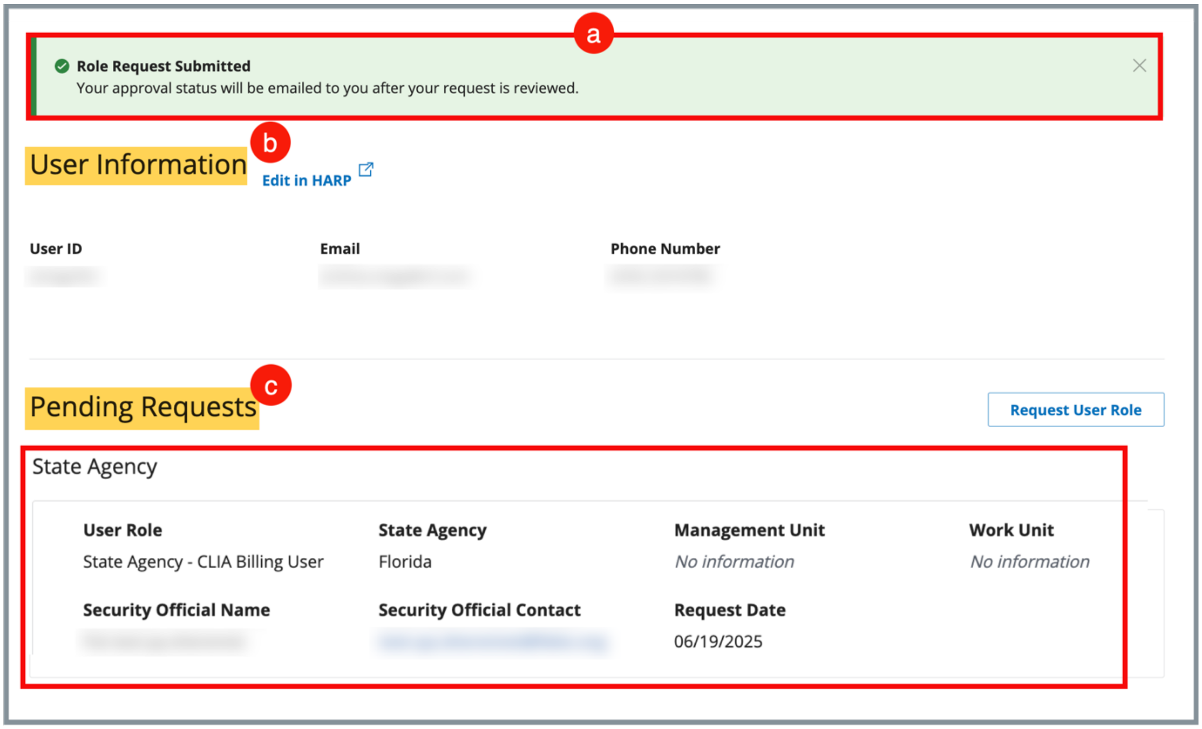

Figure 34: Role Request Submitted Notification

a. Green successful submission notification banner.

b. **User Information** section. This section can be edited in HARP. Click **Edit in HARP** and a new tab opens in HARP.

c. **Pending Requests** section, which notes the user role requested, the State Agency, Management and Work Units, the Security Official (SO) name and contact information, along with the user role request date.

Notes:

- The role must be approved by the designated SO. Approval can take up to several days.
- An email will arrive from http://donotreply.HARP@hcqis.org noting whether the role was approved or rejected. Contact the iQIES Service Center if no email is received within several days.