



Internet Quality Improvement & Evaluation System (iQIES) Long Term Care Facilities

S&C Frequently Asked Questions (FAQs)

FAQs

Q. Where can I find the Help page?

You can find materials to help get you started in iQIES, as well as information related to creating a HARP account and iQIES roles. In addition, the Survey & Certification (S&C) User Manuals are posted [here](#).

Note: You must be logged in to see the full contents of the Help page.

Q. How do I contact the Help Desk?

You can contact the Help Desk by email or phone.

Phone: (800) 339-9313

Email: iQIES@cms.hhs.gov

Hours: Monday – Friday | 8am– 8pm ET

Q. Where can I find software documentation?

Technical documentation is located on QTSO, in the [Reference & Manuals](#) section.

Q. Where is the Q&A located?

Q&A documentation is located on QTSO, in the [Reference & Manuals](#) section.

Q. Do I need to download iQIES?

No, iQIES is a cloud-based system that is accessed over the internet instead of being installed and run from a local device.

Q. What internet browser is best to use with iQIES?

Google Chrome or Microsoft Edge are supported.

Q. How do I create a HARP ID/Account?

Review the [iQIES Manage User Information and Quick Start Checklist Job Aid](#) for steps on how to create a HARP ID/Account.

Q. How do I request an iQIES user role?

You must have a HARP ID/Account before you can request a user role in iQIES.

Review the [iQIES Manage User Information and Quick Start Checklist Job Aid](#) for steps on how to request a user role in iQIES.

Note: A Security Official must approve the role request.

Q. Where can I find information on User Roles?

Review the [User Roles Matrix Job Aid](#) for information on User Roles.

Q. Does iQIES log me out/end my session if I am not active?

iQIES times out after 30 minutes of nonuse and returns to the login page.
iQIES gives a 5-minute warning before timing out.

Q. Can I access forms on iQIES?

Yes, most forms that you need are available on iQIES, including the CMS-671, CMS-1539, CMS-2567, etc.

Q. What information is migrated from my previous software to iQIES?

All certified NH providers and their related state and federal surveys, intakes, and enforcement cases have been migrated to iQIES.

Note: Letter Templates did not transfer and will need to be recreated.

Q. What's the difference between iQIES, QSEP, and QTSO?

iQIES: iQIES is a cloud-based system that is accessed over the internet instead of being installed and run from a local device. iQIES is replacing QIES, including ASPEN.

QSEP: Quality, Safety & Education Portal is the CMS surveyor training website.

QTSO: QIES Technical Support Office is the QIES/iQIES repository for reference and supporting materials for each system.

Q. Is there an iQIES training environment?

Yes, use your HARP login credentials to access the [Training Environment](#). Review the [iQIES S&C Training Environment Access Job Aid](#) for information.

Q. Where can I find training videos?

Training videos are located on the secured login side of the QSEP website, under the **Post-Basics Training** section.

Below are links to the QSEP videos landing page, including direct links to recommended videos to get you started.

- [QSEP](#)
- [Manage a Survey Videos](#)
- [Manage a Provider Videos](#)
- [Manage an Intake Videos](#)
- [Manage an Enforcement Videos](#)

Q. Am I able to work on a survey without an internet connection?

Yes, you can continue your work on a survey without an internet connection.

Review the [Offline User Manual](#), [Offline Video](#), or [Offline FAQ](#) for more information.

Q. Where can I find information for the Offline functionality?

The available resources include the [Offline User Manual](#), [Offline Video](#), and [Offline FAQ](#).

Q. I have an idea for a software improvement; how do I share?

Go to the iQIES Idea Portal via the [Idea Portals](#) page and select iQIES.

After you sign in with your HARP credentials you can begin the process to submit your iQIES related ideas.