# iQIES Survey & Certification

# Job Aid

## Security Official (SO)

## Manage Access and

## Frequently Asked Questions (FAQs)

## Overview

This job aid outlines the steps an SO needs to approve or reject requests for access to iQIES as well as update Federal Survey IDs (FSID).

For this job aid, **Security Official** covers all Security Official roles, including Provider Security Official, State Security Official, and CMS Security Official.

The SO is responsible for granting user roles in iQIES.

The FSID processes in this section apply only to State Agency SOs and CMS SOs.

Log in to iQIES at https://iqies.cms.gov/ with HARP login credentials. Refer to iQIES Onboarding Guide for further information, if necessary.

# FAQs

## How many SOs should each provider or state have?

CMS recommends that every provider and state has at least two designated SOs:

- The first SO can only be approved by CMS
- Subsequent SOs are approved by an existing SO

## Is there a limit to how many SOs a provider or state can have?

No.

## How does the SO know when a user has submitted a role request?

The SO receives an email when a user submits a role request.

## What if the only SO has left the provider?

- No new user roles can be approved until a new SO is approved.
- Contact the iQIES Service Center at 888-477-7876 or iQIES@cms.hhs.gov and request the removal of the previous SO prior to requesting the new SO role.

## What can the SO do?

Click any of the following links to find the process:

- Approve or Reject a Role Request
- Remove a User
- Request History
- FSID

# Approve or Reject a Role Request

**Notes:**

- This process is completed in HARP.
- The SO receives an email when a user submits a role request from donotreply.HARP@hcqis.org. The subject is: **Role Request from [name]**. See *Figure 1, Role Request Email.*

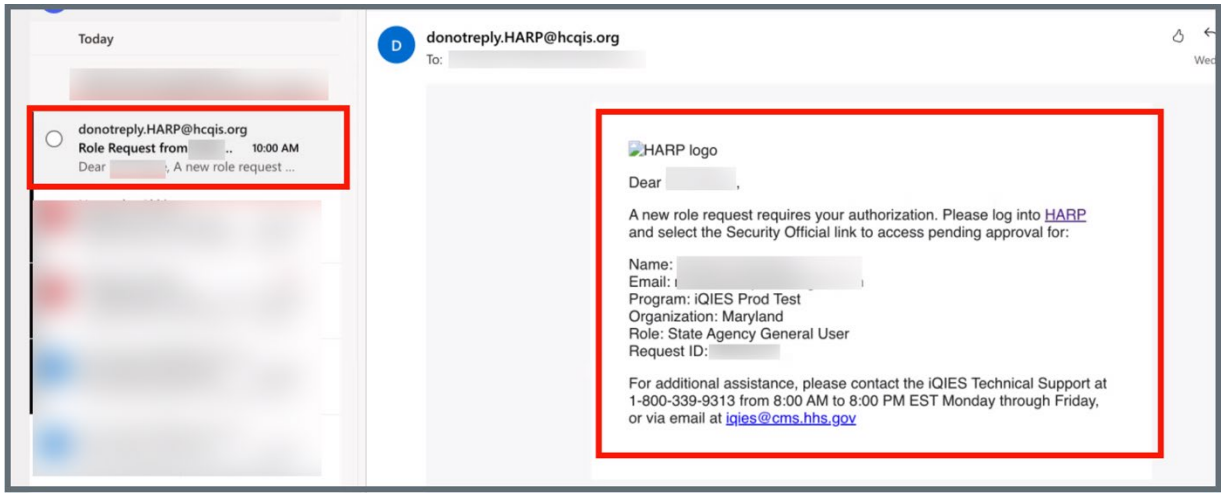


***Figure 1: Role Request Email***

1. Click either **View Pending Role Requests** or **Security Official** on the top menu on the **HARP** home page. See *Figure 2, Security Official Welcome Page.* The **User Lookup** page opens**.**

   **Note:** The pending role requests can also be seen on the **HARP** home page. The **Security Official** widget shows how many pending requests there are in red highlight.

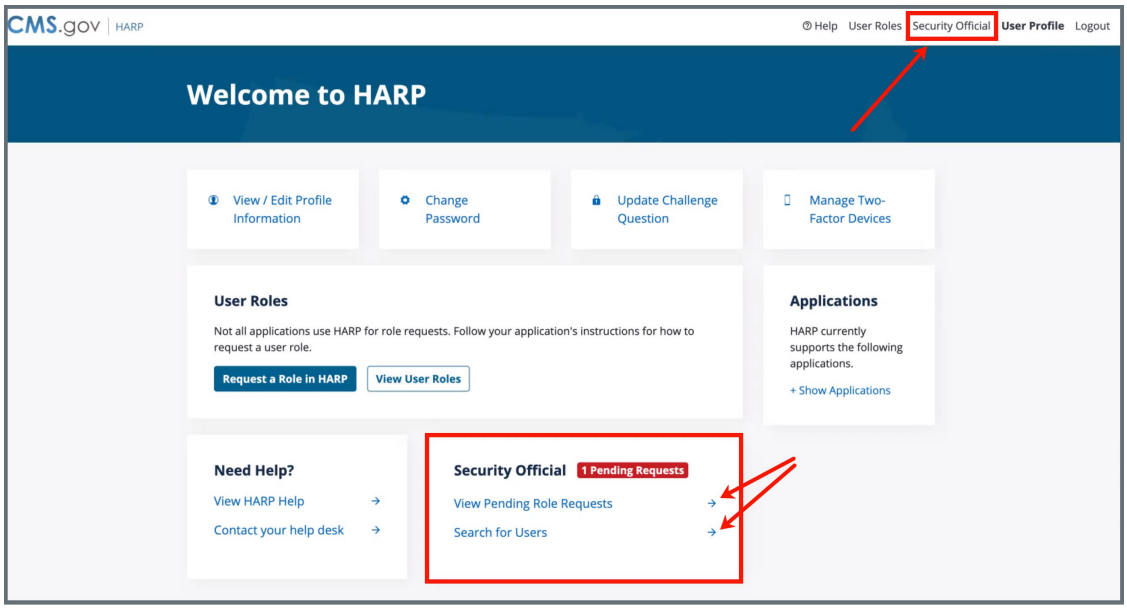


*Figure 2: Security Official Welcome Page*

2. Click **Role Requests** on the left menu. See *Figure 3, Role Requests.*

   **Note**: The **Role Request** page shows pending requests from users.

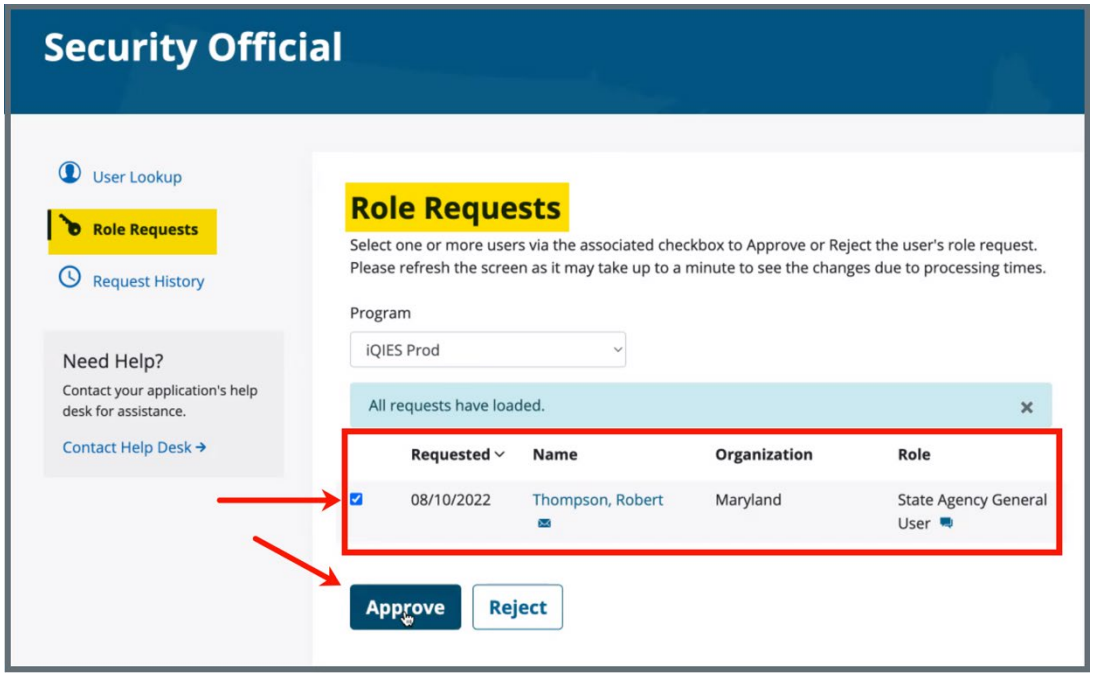


*Figure 3: Role Requests*

3. Review the role request.

## Approve Role Request:

1. Click **Approve** to approve the request. An **Approve Request** pop-up window opens. See *Figure 4, Approve Request Pop-up Window.*

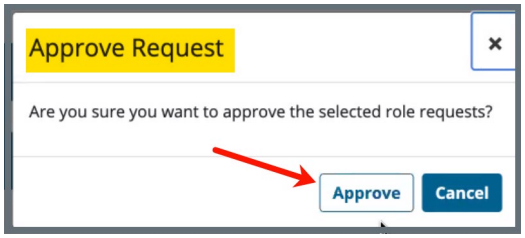


*Figure 4: Approve Request Pop-up Window*

2. Click **Approve**. The green approval notification is shown. See *Figure 5, Approval Notification.*

*Figure 5: Approval Notification*

## Reject Role Request:

1. Click **Reject** to reject the request. A **Reject Request** pop-up window opens.
2. Type a rejection reason.
3. Click **Reject**. The green rejection notification is shown.

# Remove a User

1. Go to the **User Lookup** page.
   - From the **HARP** home page: Click **Search for Users** or **Security Official**.
   - From the **Security Official** page: click **User Lookup** on the left menu.
2. Select the name of the organization or state from the drop-down **Organization** menu or type the name, email, or user ID of the user in the **Search** field. See *Figure 6, User Lookup.*

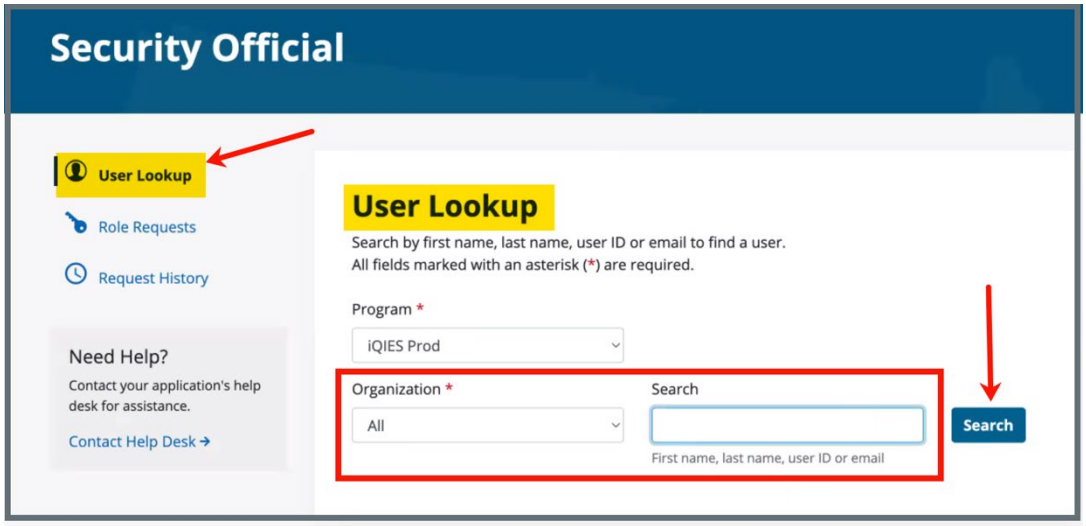


***Figure 6: User Lookup***

3. Click **Search**. The user appears below. See *Figure 7, User Lookup Results.*

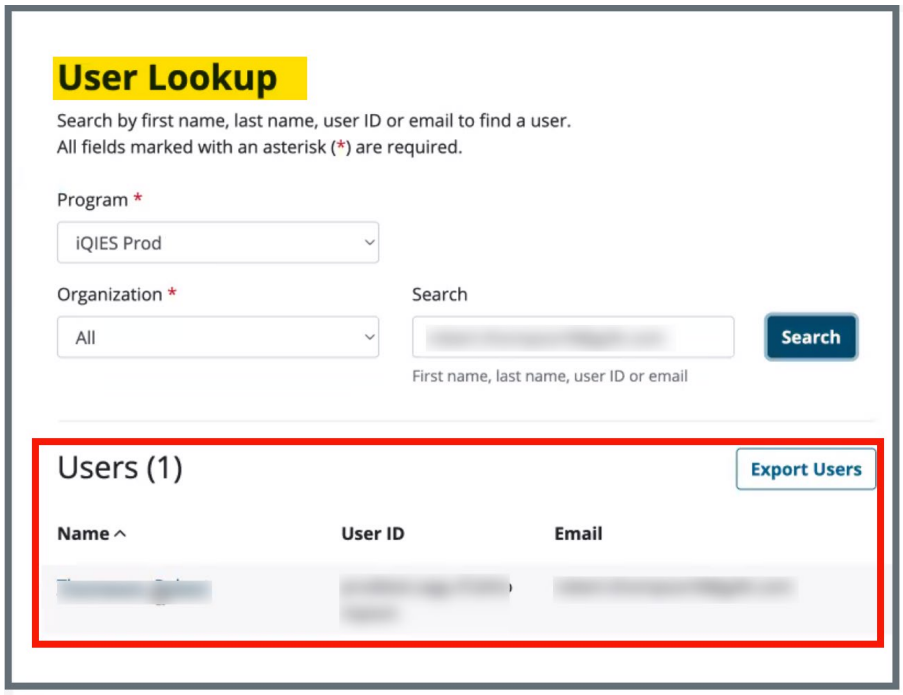


*Figure 7: User Lookup Results*

4. Click the name of the user to be removed. The user's profile information, including roles, opens. See *Figure 8, User Profile Information.*

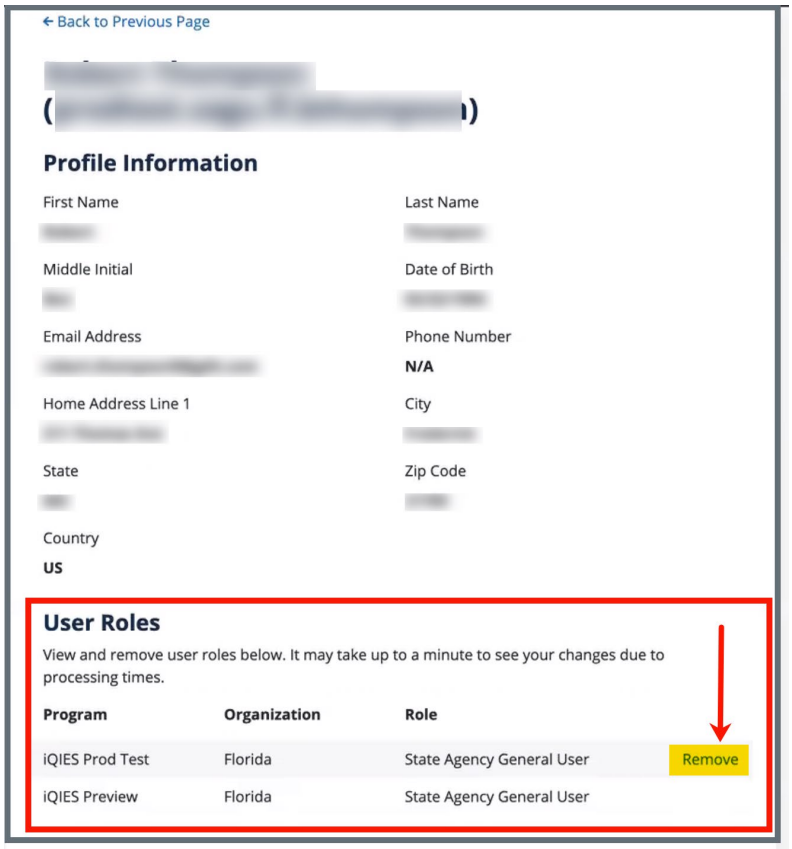


*Figure 8: User Profile Information*

5. Verify this is the correct user to remove.
6. Click **Remove**. The **Remove Role** pop-up window opens. See *Figure 9, Remove Role Pop-up Window.*

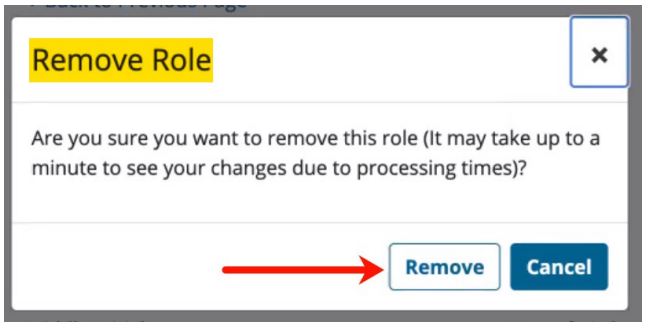


*Figure 9: Remove Role Pop-up Window*

7. Click **Remove**. The user role is removed.

# Request History

1. Go to the **Request History** page. See *Figure 10, Request History*.
   - From the **HARP** home page: Click **Security Official**, then click **Request History** on the left menu.
   - From the **Security Official** page: click **Request History** on the left menu.

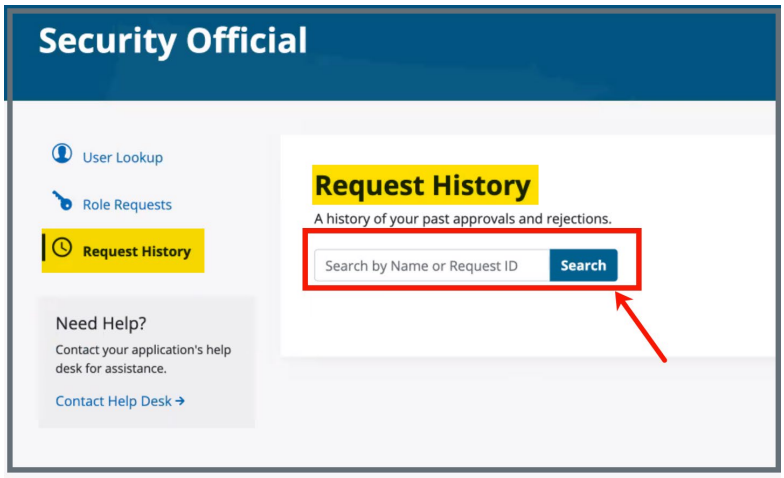


*Figure 10: Request History*

2. Type the **Name** or **Request ID** in the field next to **Search**.

   **Note**: It is not necessary to put any information in the **Search** field. The search will bring back all approvals and rejections the SO has made. This search may take a few minutes to load.

3. Click **Search**. The search results appear. See *Figure 11, Search Results.*

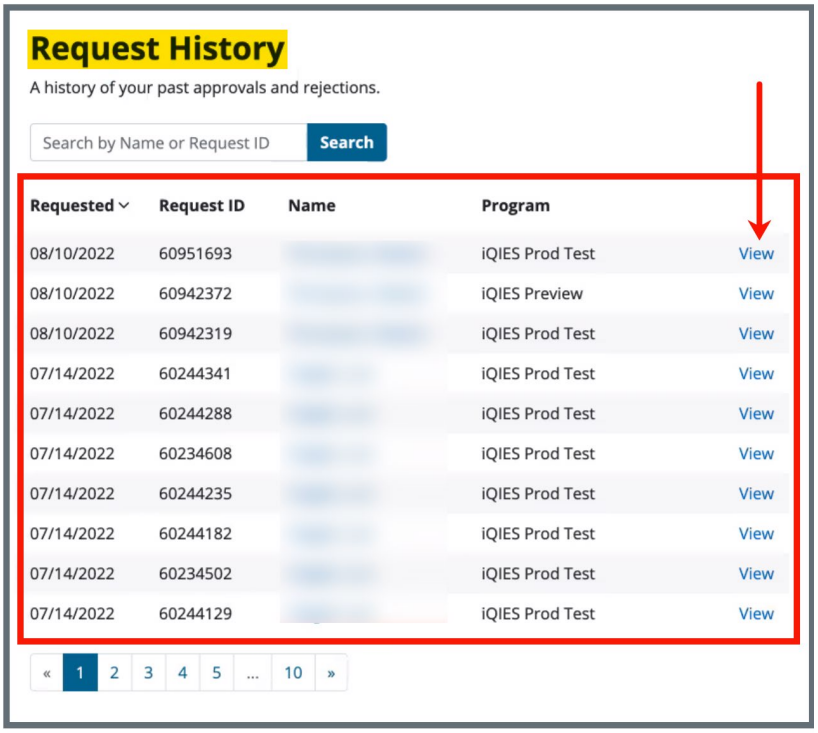


*Figure 11: Search Results*

4. Click **View** next to any person to review the history. The **Request ID** pop-up window opens with information about the actions taken by the SO. See *Figure 12, Request ID Pop-up Window.*

*Figure 12: Request ID Pop-up Window*

5. Click **Close** to return to the **Request History** page.

# FSID

**Notes:**

- CMS SOs can search nationwide for existing surveyors by first name, last name, or FSID
- iQIES allows each user to have only one FSID, even if they move between state agencies, federal roles, or contractor positions
- Surveyors who request iQIES access can enter their FSID, if known. If not, the SASO/CMS SO can look it up and add it through User Management.
- SASOs and CMS SOs can:
  - Assign an existing FSID to a user
  - Generate a new FSID if no existing record is found
- New surveyors can indicate that they are not existing surveyors. The SASO or CMS SO can then generate an FSID during the access approval process.
- An email is sent to the SO from donotreply.HARP@hcqis.org requesting the addition or verification of an FSID

## Search for an iQIES or ASPEN User

1. Click **Search** from the **User Management** drop-down menu on the top of the screen. See *Figure 13, Search for User* and *Table 1, Search for User Detailed Callout.*

   **Note**: The search defaults to the **iQIES Users** tab. Click **ASPEN User Lookup** to go to the **ASPEN** tab.

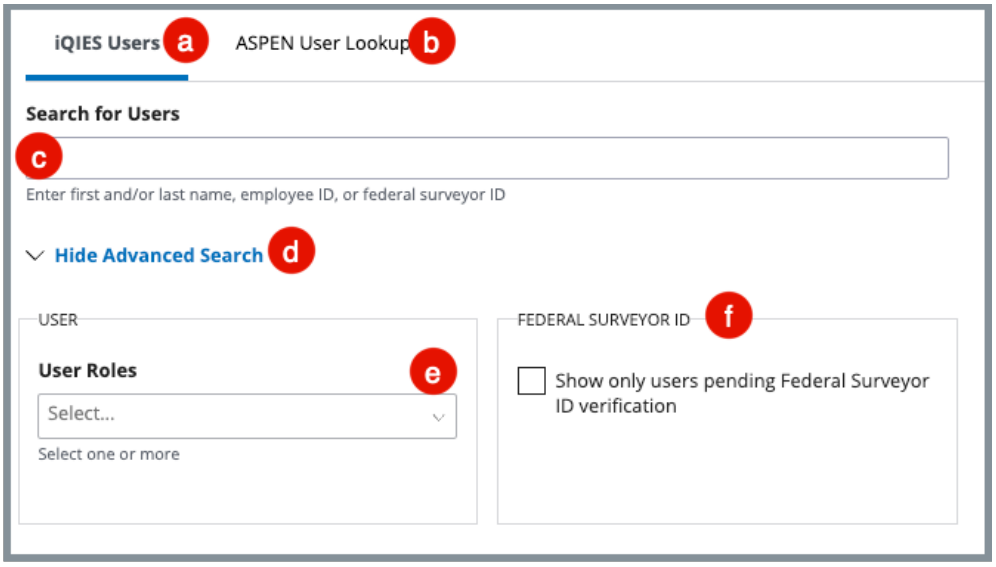


*Figure 13: Search for User*

*Table 1: Search for User Detailed Callout*

| No. | Section Name | Description |
|---|---|---|
| **a** | **iQIES Users** tab | Tab shown above |
| **b** | **ASPEN User Lookup** tab | See *Figure 14, ASPEN User Lookup Tab.* Search by first or last name or FSID. |
| **c** | **Search for Users** | Search for users by name, employee ID, or FSID |
| **d** | **Show/Hide Advanced Search** | Click caret to show **Advanced Search** to select by User Role or by pending FSID verification. Click caret again to close. |
| **e** | **User Roles** | Select a user role from the drop-down menu |

| No. | Section Name | Description |
|---|---|---|
| f | **FEDERAL SURVEYOR ID** | Click checkbox to show users who have a pending FSID verification. |

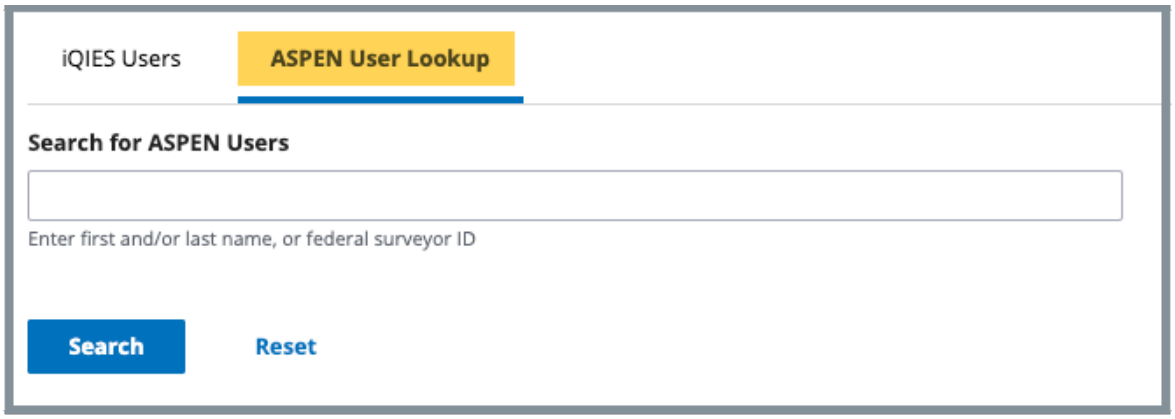


*Figure 14: ASPEN User Lookup Tab*

2. Search for an iQIES user by name, employee ID, or FSID.

   **Notes**:

   - Click **Advanced Search** to find users by role or pending FSID status. See Search for Pending FSID step below.
   - Click **ASPEN User Lookup** tab to search for an ASPEN user by first or last name, or FSID.

3. Click **Search**. The search results appear below the **Search** field. See *Figure 15, Search Results.*

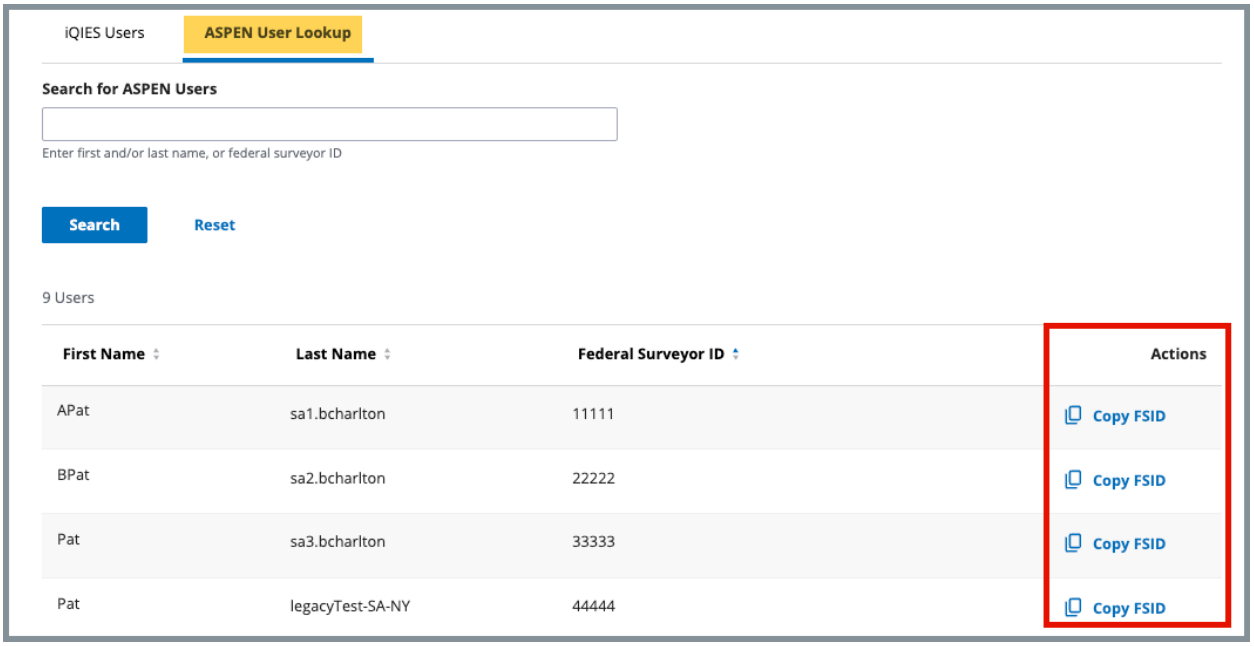


***Figure 15: Search Results***

4. Click **Copy FSID** to copy the FSID to iQIES.

## Search for Pending FSID

1. Click **Search** from the **User Management** drop-down menu on the top of the screen.
2. Click **Show Advanced Search**. See *Figure 16, Search for Pending FSID.*

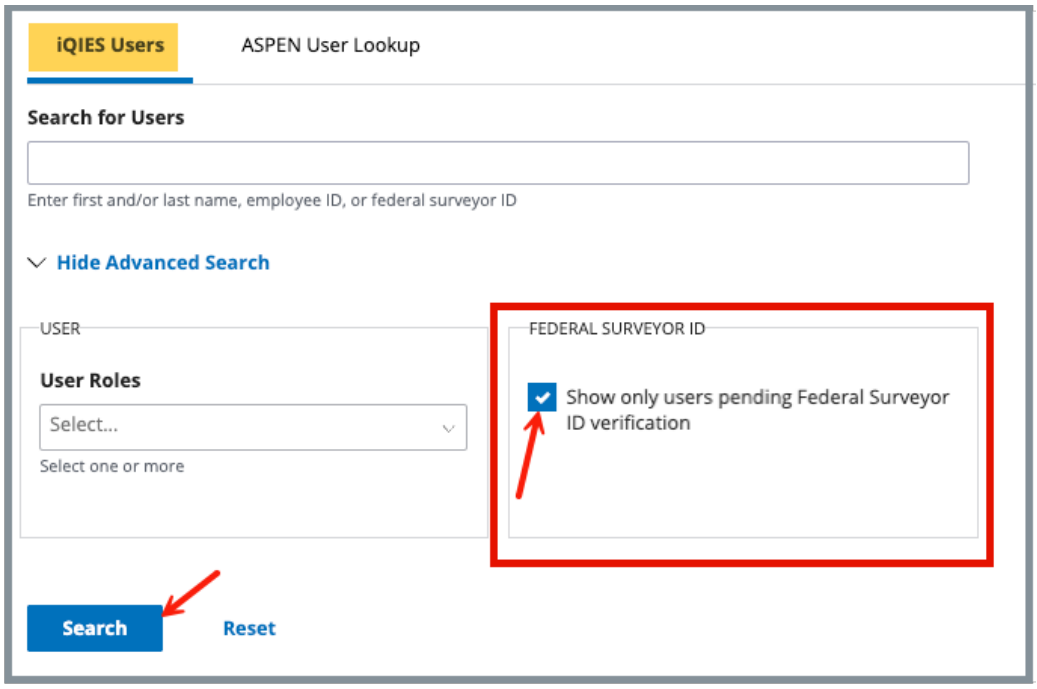


*Figure 16: Search for Pending FSID*

3. Click the checkbox next to **Show only users pending Federal Surveyor ID verification** under **FEDERAL SURVEYOR ID**.
4. Click **Search**. A list of all users with a missing or pending FSID appears.

# Generate or Update an FSID

**Note**: The search results show the **FSID** and **FSID Status**. See *Figure 17, FSID and FSID Status.*

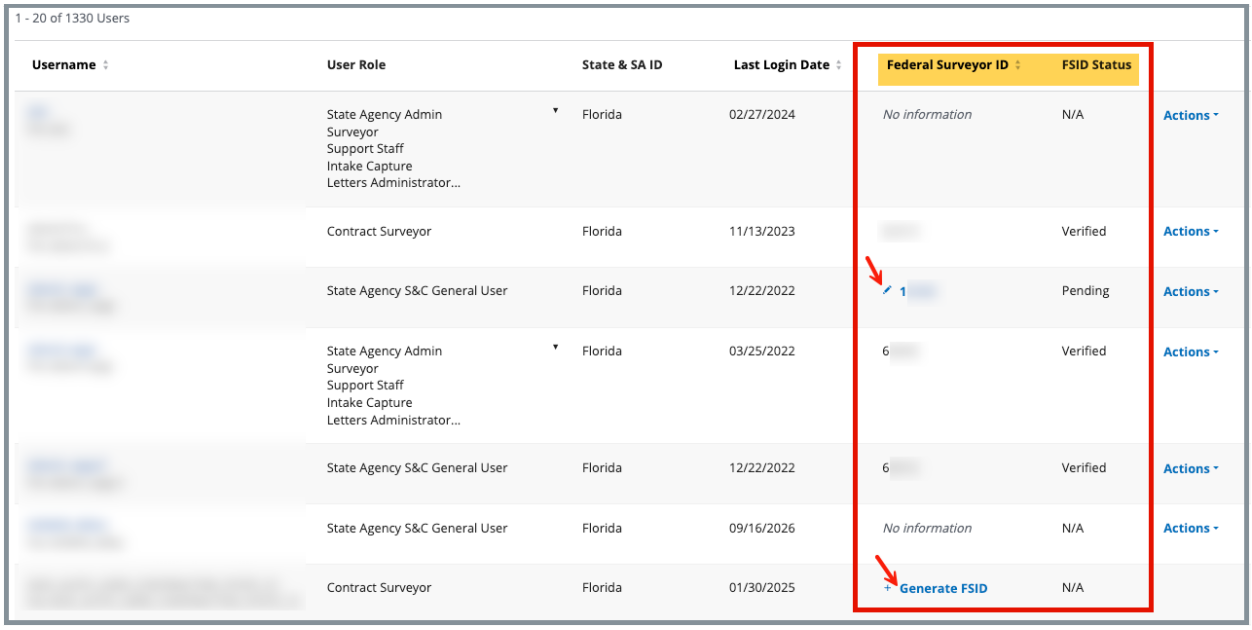


***Figure 17: FSID and FSID Status***

1. Review the **Federal Survey ID** column. If an FSID must be entered or generated, a pop-up window opens. See *Figure 18, Add FSID and Add FSID Detailed Callout.*

   - **Existing Surveyor - FSID Unknown**

     **Enter FSID** is shown under **Federal Surveyor ID** column

   - **Existing Surveyor - FSID Known**

     FSID is shown under **Federal Surveyor ID** column

   - **New Surveyor - Needs FSID**

     **Generate FSID** is shown under **Federal Surveyor ID** column

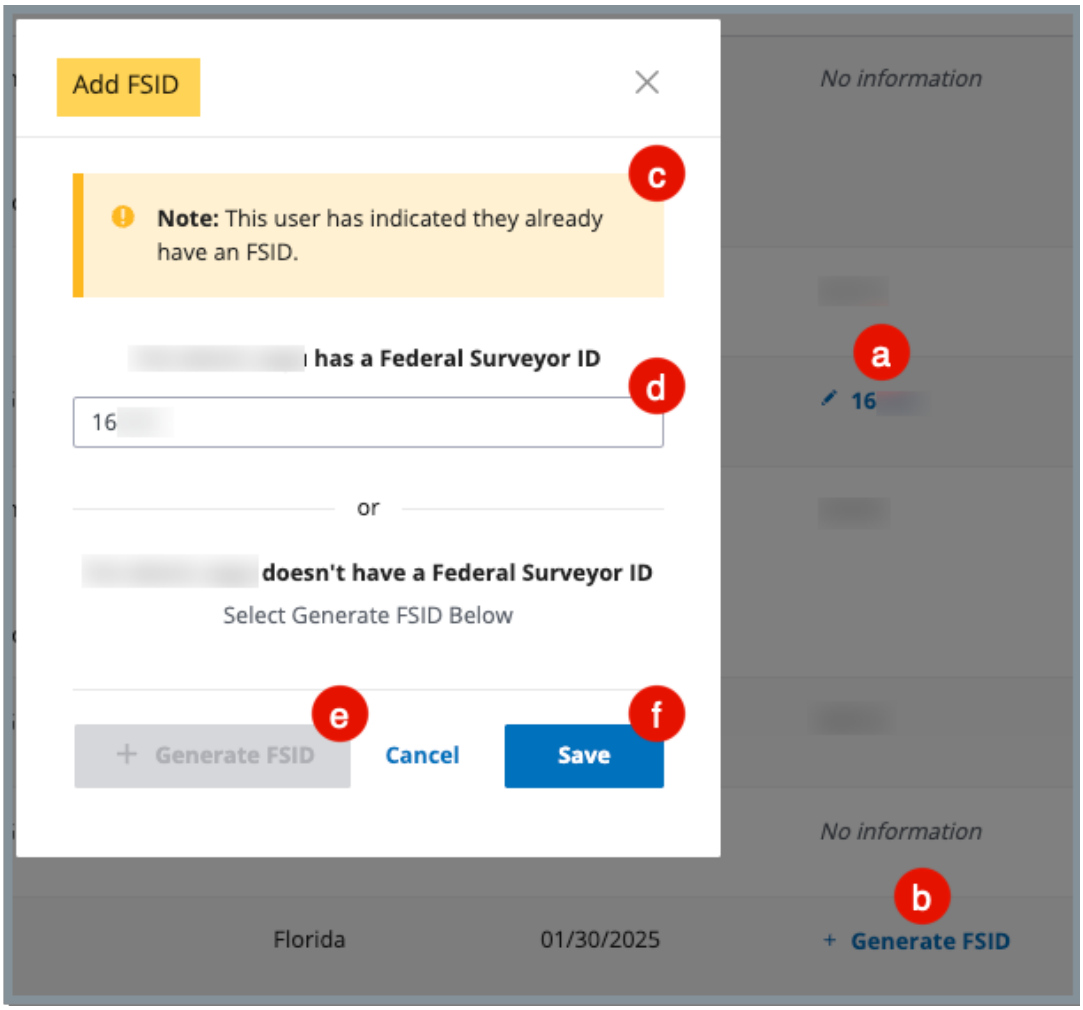


*Figure 18: Add FSID*

*Table 2: Add FSID Detailed Callout*

| No. | Section Name | Description |
|---|---|---|
| **a** | **+ Generate FSID** | Click to open pop-up window to generate a new FSID |
| **b** | Pencil icon with existing FSID | Click to open pop-up window to update FSID |
| **c** | Note | This note helps the SO determine how the user entered their request, but the SO can always generate a new FSID or enter a different FSID. |
| **d** | FSID | Existing FSID (for updates) is noted in this field. Clear the existing FSID to update FSID and click **+ Generate FSID** to generate a new FSID. |
| **e** | **+ Generate FSID** | Click to generate FSID. New FSID populates in FSID (d). |
| **f** | **Save** | Click to save FSID |

2. Clear the existing FSID, when updating FSID. Otherwise, to generate a new FSID, continue directly to the next step.
3. Click **+ Generate FSID**. A new FSID number updates in the **FSID** field.
4. Click **Save**.