Centers for Medicare & Medicaid Services

Internet Quality Improvement Evaluation System (iQIES)

iQIES Announcement and Notification System

(iQAN)

Frequently Asked Questions

Version 1.0

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1. Launch/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 Who can use iQAN?

Only CMS General Users can access iQAN.

1.3 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: **Email**:	800-339-9313 iQIES@cms.hhs.gov
CCSQ Support Central:	Create a new ticket or track an existing ticket: [https://cmsqualitysupport.servicenowservices.com/ccsq_support_central](#)
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.   iQAN User Role Questions

2.1   Can anyone have an iQAN user role?

iQAN is only for CMS use. You must have a CMSGU provider role prior to requesting an iQAN role.

2.2   What are the user roles I can have in iQAN?

Currently, there are three user roles and two of them are associated with the CLIA provider type. Please contact iQIES@cms.hhs.gov with the subject **iQAN New User Roles**, to request additional provider user roles.

Provider User Role	Permissions
iQAN CLIA User	Access iQAN bulk messaging functionality
iQAN CLIA Admin	Access and manage iQAN bulk messaging functionality and reporting
iQAN Admin	Access and manage all iQAN functionality per provider type

2.3   Can I have more than one user role?

Yes.

You can request multiple roles within the same **User Category**. For detailed information on all user roles and permissions available, refer to the User Roles Matrix. Find this user guide in the drop-down menu under **User Roles Matrix**.

3.   iQAN Questions

3.1   What is iQAN?

iQAN is the iQIES Announcement and Notification System. It is a content delivery service and a way to send individual and bulk emails to CMS users. It is also a way to send system generated emails on behalf of CMS.

3.2   Is there an iQAN user manual?

Yes. You can find the [iQIES iQAN User Manual here](#).

3.3   Where can I find iQAN?

Once you have the iQAN User Role, you can find **iQAN** under **Administration** in the top menu of iQIES.

3.4   What do you mean by a template?

All emails sent in iQAN must use a template to create their email.

Templates may be:

- **Provider type specific**, which means only someone with that provider type role can access that template or

- **General**, which means all users can access that template.

3.5   Who can create a template?

Only users with an Admin role can create a template. Templates are approved by CMS.

3.6   Are there formatting options in my email?

Yes. The editing options are limited, but you can copy/paste, bold, italicize, underline, and add bullets/numbers to your text.

3.7   Can I include links in my email?

Yes.

3.8   Can I include attachments in my email?

No.

3.9   Can I preview my email before I send it?

Yes. For more information, review the [iQAN user manual](#).

3.10 Can I view my sent email?

Only users with an Admin role can see sent emails.

3.11 Can I resend a sent email?

Yes. For more information, review the [iQAN user manual](#).

3.12 What email address is used to send the emails?

The emails are sent from the following address: Center for Clinical Standards and Quality <noreply-cms-ccsq@ccsq.cms.hhs.gov>.

3.13 Is there a mailbox I need to check?

No. The email delivery information is found within the email information section of iQAN.

3.14 Can I create a mailing list?

Only users with an admin role can create a mailing list. iQAN calls them **Recipient Lists**. For more information, review the [iQAN user manual](#).

3.15 What do I do if an email has failed?

Please contact the iQIES Service Center to determine the appropriate course of action.

Phone: 888-477-7876 (select Option 1)
Email: iQIES@cms.hhs.gov

3.16 What do the statistics mean?

iQAN tracks system statistics based on the following categories:

- Number of emails delivered

- Number of inconclusive emails (emails that do not receive a Sent or Failed confirmation)

- Number of email addresses on the exclusion list

- Number of failed emails

3.17 Can I search statistics?

Yes. You can search for statistics that fall within a specified period.

4.   General iQIES Functionality Questions

4.1   How long does it take for the system to time out or go idle after there's been no activity?

The time-out duration is 15 minutes.

Your session remains active while you are actively working (i.e., typing, clicking, etc.). When you stop working, the 15-minute timer starts. If you do not resume working in iQIES within that 15-minute window, you'll be logged out and any unsaved information will be lost. Currently, there is no autosave feature.

4.2   Does iQIES require VPN or other secured connection?

No.

iQIES does not require a VPN or secured connection because of the two-factor authentication and built-in security for PII/PHI.

A HARP ID is required to access iQIES. Refer to the iQIES Onboarding Guide for further information, if necessary. Find this manual in the drop-down menu under **iQIES Onboarding Guide**.