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For HARP training, go to:

<https://mycrownweb.org/harp-training/>

For HARP FAQs, go to:

<https://harp.qualitynet.org/login/help>

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Registering for a New HARP Account

- 1 Go to the HARP *Login Page* via <https://harp.qualitynet.org/login>, click **Sign Up**. The *Create an Account* screen displays.
- 2 Enter your *Profile Information* to begin the account creation process. The following fields are required:
 - Legal First Name
 - Legal Last Name
 - Date of Birth
 - Email Address
 - Confirm Email Address
 - Is your address in the United States
 - Home Address Line 1
 - City
 - State
 - ZIP Code
 - Social Security Number
- 3 Check the *I agree to the Terms & Conditions* checkbox and click on **Next**.
- 4 Enter the *Account Information* to create your user ID. The following fields required:
 - User ID
 - Password
 - Confirm Password
 - Challenge Question
 - Challenge Question Answer

- 5 Click **Next** to answer the Remote Proofing questions.
- 6 Check *I'm not a robot and* click **Next**.

 Note: Users who receive an error message while remote proofing are directed to contact Experian to verify their information. If, after contacting Experian and verifying their information, users continue to experience issues with HARP registration, they should contact the QualityNet Service Desk via email at qnet-support-esrd@hcqis.org or via phone at (866) 288-8912.
- 7 Click **Login to Complete Setup** to designate a device for two factor authorization.

Set Up Two-Factor Authentication

- 1 Go to the HARP *Login Page* via <https://harp.qualitynet.org/login>, enter you User ID and Password. Agree to the Terms & Conditions and click **Login**. The *Set Up Two-Factor Authentication* screen displays.
- 2 Click the **Device Type** drop-down to select the desired two-factor authentication device.
- 3 Follow the steps presented based on the selected two-factor authentication device.
- 4 Enter the code you received and click **Submit**.
- 5 The Status indicates "ACTIVE" once successfully configured. Click **Complete Setup**.

Select a Challenge Question

- 1 Go to the HARP *Login Page* via <https://harp.qualitynet.org/login>, enter you User ID and Password. Agree to the Terms & Conditions and click **Login**. The *Two-Factor Authentication* screen displays.
- 2 Click the **Device Type** drop-down to select the desired two-factor authentication device.
- 3 Click **Send Code**. A CMS verification code will be sent to your selected **Device Type**.
- 4 Enter the code you received and click **Submit**. The *Profile Information* screen displays.
- 5 Review the profile information for accuracy. Click the *Challenge Question* link.
- 6 Enter your Password.
- 7 Click the *Challenge Question* drop-down and select the desired *Challenge Question*.
- 8 Enter the *Challenge Question Answer*.
- 9 Click **Save**. HARP refreshes with “Challenge Question updated” message.

Change Password

- 1 Go to the HARP *Login Page* via <https://harp.qualitynet.org/login>, enter you User ID and Password. Agree to the Terms & Conditions and click **Login**. The *Two-Factor Authentication* screen displays.
- 2 Click the **Device Type** drop-down to select the desired two-factor authentication device.
- 3 Click **Send Code**. A CMS verification code will be sent to your selected **Device Type**.
- 4 Enter the code you received and click **Submit**. The *Profile Information* screen displays.
- 5 Review the profile information for accuracy. Click the *Change Password* link.
- 6 Enter the *Old Password*, a *New Password*, and *Confirm the New Password*.
- 7 Click **Save**. HARP refreshes with “Password successfully changed” message.