Registering for a New HARP Account


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 qnetsupport-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


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


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


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.