Healthcare Quality Information System (HCQIS) Access Roles and Profile (HARP) Training

With End-Stage Renal Disease (ESRD) Outreach, Communication, and Training (EOCT) Team
HARP Overview
HARP is a secure identity management portal provided by the Centers for Medicare and Medicaid Services (CMS). Creating an account via HARP provides users with a user ID and password that can be used to access many CMS applications.
HARP Overview and Benefits

• HARP provides a single location for users to:
  – Modify their user profile.
  – Change their password.
  – Update their Challenge Question.
  – Add or remove two-factor authentication devices.

• All ESRD Quality Reporting System (EQRS) users must complete a HARP account setup.

• Users can manage their profile information via HARP and manage roles via EQRS.

• When registering for a HARP account, users complete identify proofing via Remote Identity Proofing (RIDP) or manual proofing.
What is RIDP?

- Anyone requesting electronic access to protected CMS information or systems must be identity proofed to gain access.
- RIDP is the process of validating sufficient information that uniquely identifies you (e.g., credit history, personal demographic information, and other indicators).
- This method is used for verifying the identity of a user as opposed to manual or in-person proofing.
- CMS uses the Experian identity verification system to identity proof remotely.
- HARP does NOT store your personal information.
- RIDP does NOT affect your credit.
What is Manual Proofing?

Users who are unable to be proofed remotely, or do not wish to enter their social security number, may initiate manual proofing.

Initiate Manual Proofing

Please enter all required fields to submit Profile Information for manual proofing.

It is not recommended to initiate manual proofing if you are able to complete remote proofing, as manual proofing takes longer to complete.

To initiate manual proofing, you will need to complete the following steps:

1. Submit your Profile Information and Account Information via HARP (SSN field is optional)
2. Send the following documents to the Identity Access Management (IAM) team via email, fax, or mail
   - One of three approved forms of Government Photo IDs:
     - Current driver’s license issued by state or territory; OR
     - Federal or State government issued photo identification card; OR
     - U.S. Passport
   - Two copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.
   - If you choose not to fill out the HARP SSN field, you will need to provide only the last four digits of your SSN to the IAM team.

The IAM team will contact you via email if they need to request additional information.

For any questions related to manual proofing, contact the Identity Access Management (IAM) team, Monday - Friday 7AM - 7PM CST by phone 1-888-599-0426 or email identityproofing@hqiis.org.

Note: Do not initiate manual proofing if you are a CMS employee. CMS employees may bypass HARP registration and use their EUA credentials to log into HARP.
HARP Roles
## HARP Roles

<table>
<thead>
<tr>
<th>User Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Official (SO)</td>
<td>• Can serve as the SO over multiple organizations.</td>
</tr>
<tr>
<td></td>
<td>• Approves or denies additional SO and End User role requests for a specific organization.</td>
</tr>
<tr>
<td></td>
<td>• Must have an End User role to perform tasks in the EQRS application.</td>
</tr>
<tr>
<td></td>
<td>• Cannot approve their own End User role request.</td>
</tr>
<tr>
<td>End User</td>
<td>• Performs tasks within CMS applications, such as EQRS.</td>
</tr>
<tr>
<td></td>
<td>• May have a user role and scope over multiple organizations.</td>
</tr>
</tbody>
</table>
Registering for a New HARP Account
New HARP Account Registration

• New users can create a HARP account by going to https://harp.cms.gov/register/profile-info.

• When creating a HARP account, users must:
  – Enter profile information, which includes: name, date of birth, social security number, and home address.
  – Create a user ID, password, and Challenge Question.
  – Complete RIDP or manual proofing.
  – Register additional two-factor authentication devices, if desired.
2. Enter your Profile Information to begin the account creation process. The following fields are required:
   a. First Name
   b. Last Name
   c. Date of Birth
   d. Email Address
   e. Home Address
   f. City
   g. State
   h. ZIP Code
   i. Social Security Number (SSN)
3. By registering for HARP, you agree to the Terms & Conditions
4. Enter a valid User ID, Password, and complete the Challenge Question fields.
5. Click “Next.”
6. Answer the Remote Proofing questions.
7. Click “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 Center via email at qnetsupport-esrd@cms.hhs.gov or via phone at (866) 288-8912.
8. Your account is created. Click “Log into HARP” to access HARP and register additional two-factor authentication devices, if desired.
Log in to HARP

2. Enter your HARP Username and Password.
3. By logging in, you agree to the Terms & Conditions.
Two-Factor Authentication Drop-Down

5. “Email” displays as the only two-factor authentication device option. Select “email.”

**NOTE:** HARP automatically sets the email address used to establish the account as the initial two-factor authentication device. Users must select email during the initial HARP login attempt. The email address may be changed after the initial log in.
6. Click “Send Code.” A one-time verification code is sent to the email address associated with the account. The Enter Code screen displays.

7. Enter the one-time verification code. Click “Submit.” The User Profile screen displays.
8. Review the profile information for accuracy. Click “Challenge Question.”
9. Enter Password.
10. Click the Challenge Question drop-down arrow.
11. Select the desired Challenge Question.
12. Enter the Challenge Question Answer.
13. Click “Save.”
Successfully Saved Challenge Question

14. HARP refreshes with “Challenge Question updated” message.
1. Click “Two-Factor Device.” A list of current two-factor authentication devices displays.
2. Click the Device Type drop-down arrow.
3. Select the desired additional two-factor authentication device.

Set Up Two-Factor Authentication

You are required to set up two-factor authentication. Enter the fields below to add one or more two-factor authentication devices to your account. Learn More

All fields marked with an asterisk (*) are required.

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Contact</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>email</td>
<td></td>
<td>ACTIVE</td>
</tr>
</tbody>
</table>

Add Device

Device Type *

- SMS
- Voice
- Google Authenticator
- Okta Verify
- Okta Verify Push
## Two-Factor Authentication Device Type

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>Default two-factor authentication device. Cannot be removed. You can edit this to another email address.</td>
</tr>
<tr>
<td>SMS</td>
<td>Enter your mobile phone number to receive a text with a security code.</td>
</tr>
<tr>
<td>Voice</td>
<td>Enter your phone number to receive a call with a security code.</td>
</tr>
<tr>
<td>Google Authenticator</td>
<td>The Google Authenticator application generates two-factor authentication codes on your mobile device.</td>
</tr>
<tr>
<td>Okta Verify</td>
<td>The Okta Verify application generates two-factor authentication codes on your mobile device.</td>
</tr>
<tr>
<td>Okta Verify Push</td>
<td>The Okta Verify Push application generates two-factor authentication codes on your mobile device.</td>
</tr>
</tbody>
</table>
4. Follow the configuration requirements for the selected two-factor authentication device. The Status indicates “ACTIVE” once successfully configured.
5. Click “Complete Setup.”
Account Setup Complete

You have successfully created your account and can log in to your desired CMS application.
Requesting Roles in EQRS
How to Access EQRS

- Direct Link: https://eqrs.cms.gov/globalapp
- Users are currently redirected to https://eqrs.cms.gov/globalapp from QualityNet.cms.gov.
2. Click “Request Access.”
3. Select the organization category for which you are requesting a role.
4. Select the application to which you are requesting access and click “Continue.”
5. Search for your organization.
6. Select desired role.

Please note: Transplant Viewer is not shown above as it was still in development at the time of these screen captures.
7. Click “Add.”
8. Review the selected role and click “Submit Request.”
9. Click “Yes, continue” to continue.

10. Request another role, if needed.
Approving or Rejecting Requests as a Security Official in EQRS
1. Log in to EQRS. The Manage Access page displays.
2. Click “Pending Approvals.”
3. Review approval requests.
4. Click the “Approve” or “Reject” option in the Actions column.
5. The user is notified via email regarding if the request was approved or rejected.
HARP Resources
<table>
<thead>
<tr>
<th>Rank</th>
<th>Title</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HARP Registration</td>
<td>4:36</td>
</tr>
<tr>
<td>2</td>
<td>HARP User Profile</td>
<td>3:17</td>
</tr>
<tr>
<td>3</td>
<td>HARP Password Reset</td>
<td>1:22</td>
</tr>
<tr>
<td>4</td>
<td>HARP Manual Proofing</td>
<td>2:16</td>
</tr>
<tr>
<td>5</td>
<td>HARP Security Official</td>
<td>2:48</td>
</tr>
<tr>
<td>6</td>
<td>HARP User Roles (HERA)</td>
<td>1:45</td>
</tr>
</tbody>
</table>

https://www.youtube.com/playlist?list=PLaV7m2-zFKphoCXj7sIx2G1fwMZQQ0EJP
https://harp.cms.gov/login/help
For Further Information…

- **Website:** [http://www.MyCROWNWeb.org](http://www.MyCROWNWeb.org)
- **Center for Clinical Standards and Quality (CCSQ) Service Center:**
  - Phone: 1-866-288-8912
  - Email: qnetsupport-esrd@cms.hhs.gov
  - CCSQ Support Central: [https://cmsqualitysupport.servicenowservices.com/ccsq_support_central](https://cmsqualitysupport.servicenowservices.com/ccsq_support_central)
- **General EQRS/ESRD QIP Questions:** [ESRD QIP Q&A Tool](https://esrdquickreference.com)