



HARP User Guide for QMARS

Quality Management and Review System (QMARS)

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3701 Pender Drive, Suite 200, Fairfax VA 22030 • Phone: 703-345-9100 • Fax: 703-991-5639

www.cvpcorp.com

Client Sensitive Information

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1 HARP INTRODUCTION

HCQIS Access Roles and Profile (HARP) is a secure identity management portal provided by the Centers for Medicare & Medicaid Services (CMS). Creating an account via **HARP** provides users with a user ID and password that can be used to sign into many CMS applications. It also provides a single location for users to modify their user profile, change their password, update their challenge question, and add and remove two-factor authentication devices.

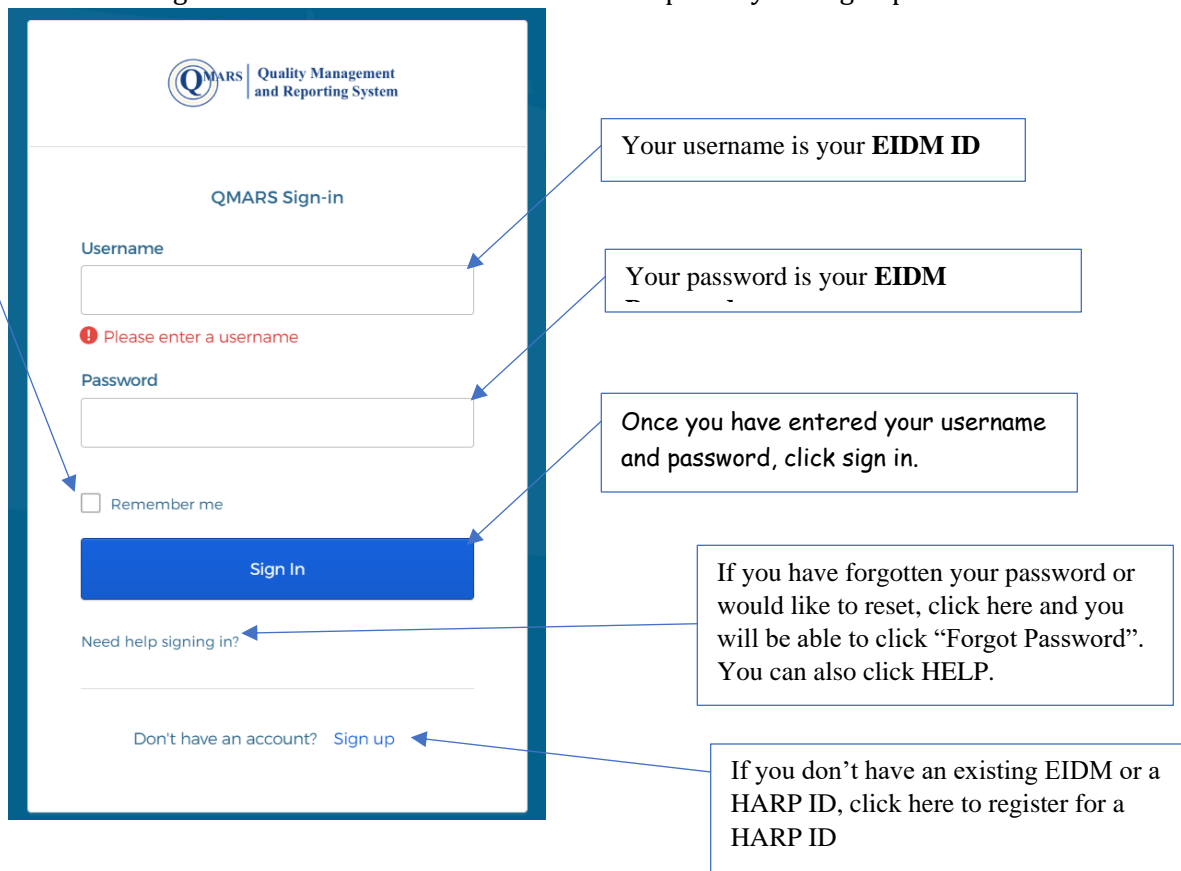
2 USERS WITH EIDM ACCOUNTS

Users who have existing EIDM (Enterprise Identity Management System) accounts have had their EIDM accounts migrated to HARP. Follow this process to access QMARS:

2.1.1 The QMARS Log in Screen

- 1) Navigate to <https://QMARS.HCQIS.org>

The HARP Log in screen has several features that help with your log in process



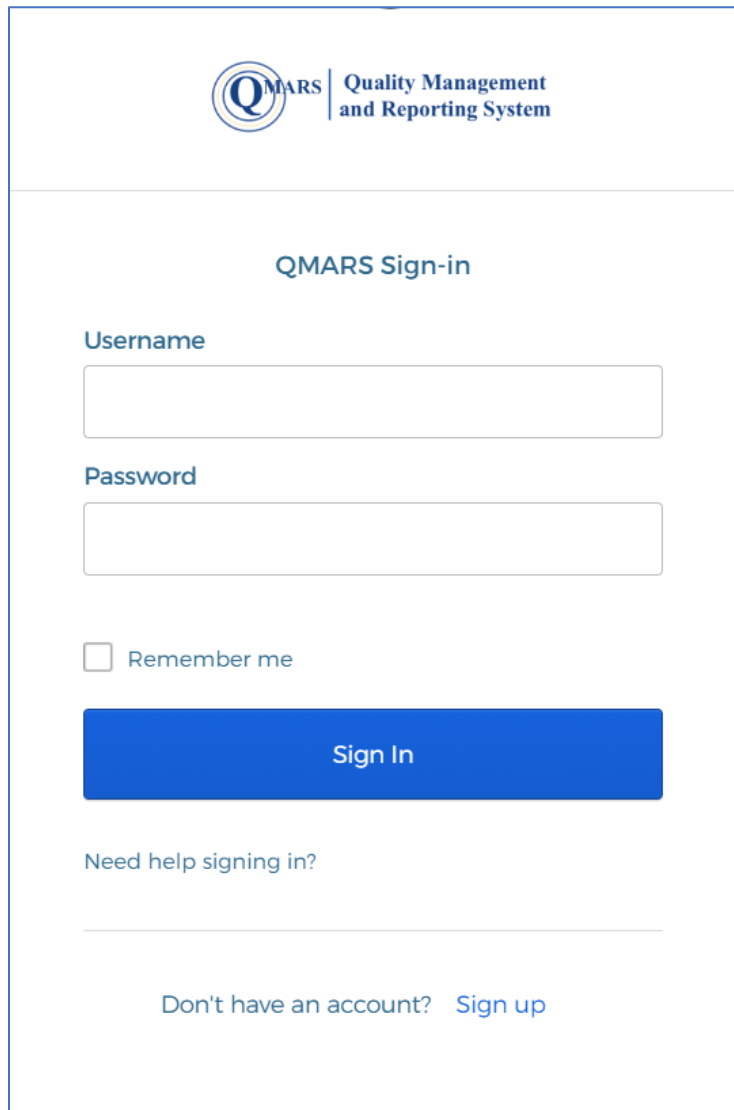
The screenshot shows the QMARS Sign-in page. At the top, it says "QMARS Quality Management and Reporting System". Below that is "QMARS Sign-in". There are two input fields: "Username" and "Password". The Username field has a red error message: "Please enter a username". Below the Password field is a "Remember me" checkbox. At the bottom of the form is a blue "Sign In" button. Below the button are two links: "Need help signing in?" and "Don't have an account? Sign up".

Callouts from the image:

- Clicking **REMEMBER ME** will save your Username
- Your username is your **EIDM ID**
- Your password is your **EIDM**
- Once you have entered your username and password, click sign in.
- If you have forgotten your password or would like to reset, click here and you will be able to click "Forgot Password". You can also click **HELP**.
- If you don't have an existing EIDM or a HARP ID, click here to register for a HARP ID

2.1.2 Logging into QMARS

- 1) Navigate to <https://QMARS.HCQIS.org>

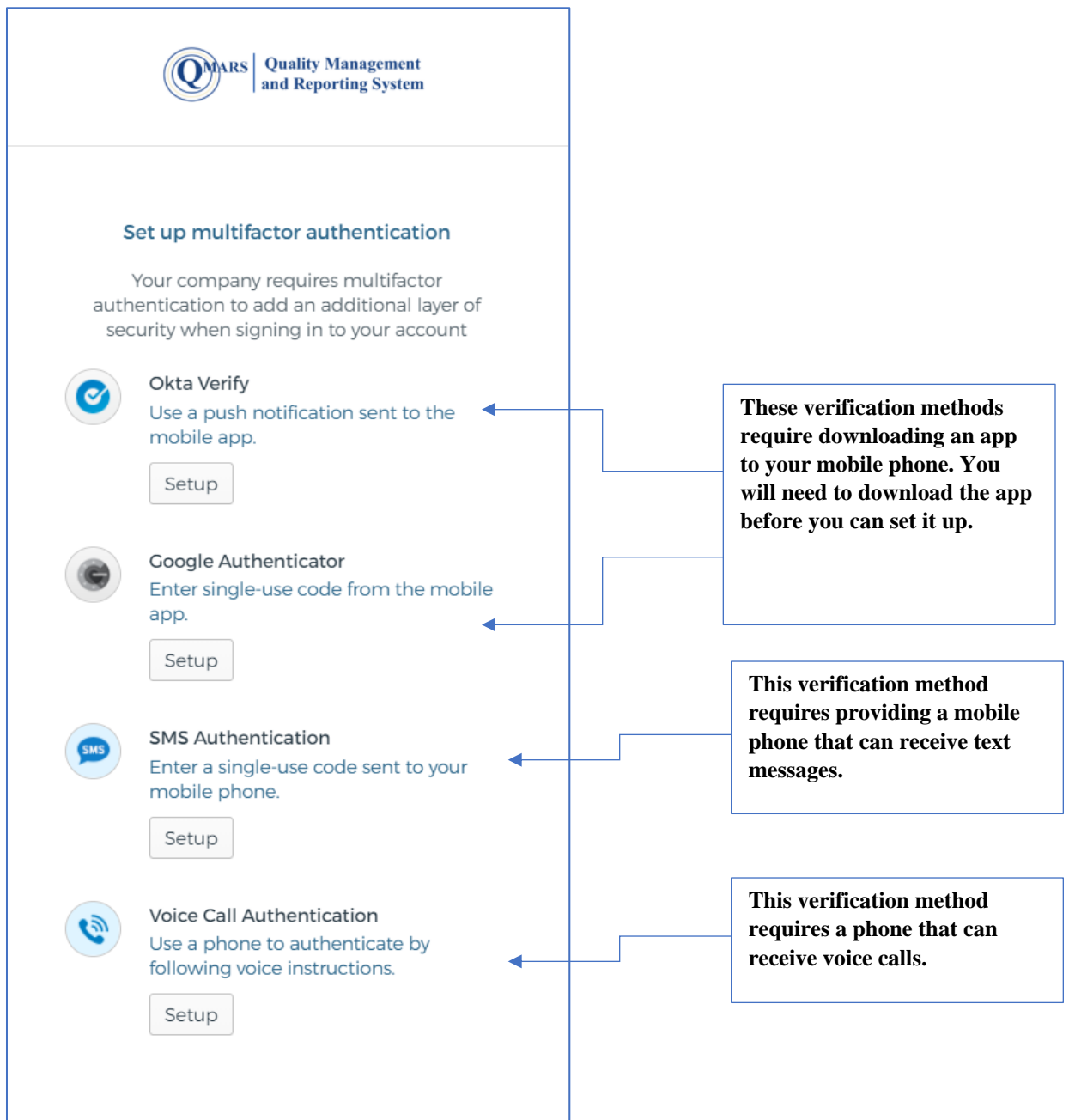


The image shows a screenshot of the QMARS Sign-in page. At the top left is the QMARS logo, which consists of a blue circle with a white 'Q' inside, followed by the text 'QMARS | Quality Management and Reporting System'. Below the logo, the text 'QMARS Sign-in' is centered. There are two input fields: 'Username' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me'. A blue button with the text 'Sign In' is positioned below the checkbox. At the bottom of the form, there is a link that says 'Need help signing in?' followed by a horizontal line and the text 'Don't have an account? Sign up'.

- 2) Use your EIDM Username in the Username box
- 3) Use your EIDM Password in the Password box
- 4) Click Sign In

2.1.3 Setting up Multifactor Authentication

Once you complete logging in, you will be taken to the multifactor authentication set up screen



The screenshot shows the 'Set up multifactor authentication' screen in the QMARS system. The header includes the QMARS logo and the text 'Quality Management and Reporting System'. Below the header, the title 'Set up multifactor authentication' is followed by the instruction: 'Your company requires multifactor authentication to add an additional layer of security when signing in to your account'. There are four authentication methods listed, each with a 'Setup' button:

- Okta Verify:** Use a push notification sent to the mobile app.
- Google Authenticator:** Enter single-use code from the mobile app.
- SMS Authentication:** Enter a single-use code sent to your mobile phone.
- Voice Call Authentication:** Use a phone to authenticate by following voice instructions.

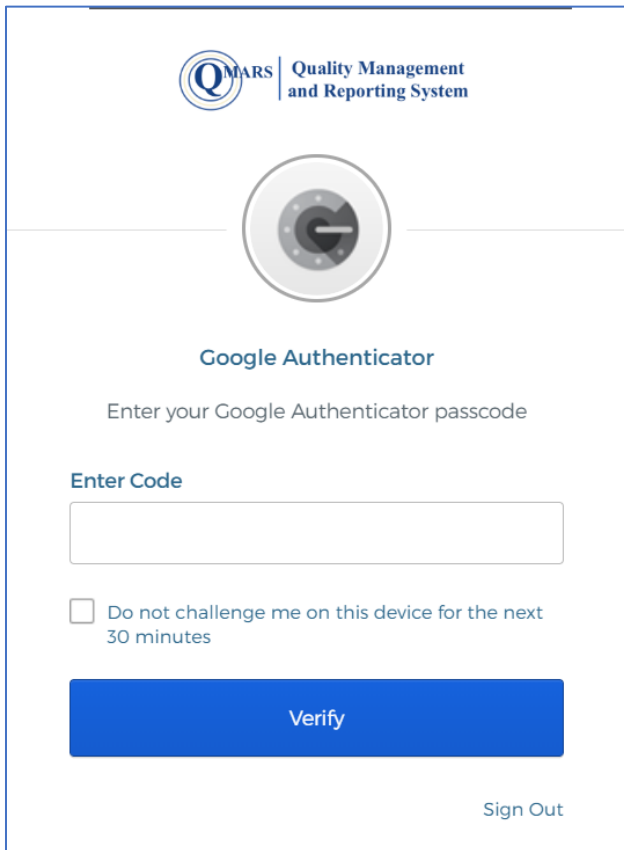
Callout boxes provide additional information:

- A box pointing to the Okta Verify and Google Authenticator methods states: 'These verification methods require downloading an app to your mobile phone. You will need to download the app before you can set it up.'
- A box pointing to the SMS Authentication method states: 'This verification method requires providing a mobile phone that can receive text messages.'
- A box pointing to the Voice Call Authentication method states: 'This verification method requires a phone that can receive voice calls.'

- With each verification method, you will be asked to set up the method and enter the code for the first time to initiate the connection method.
- You can set up multiple verification methods.

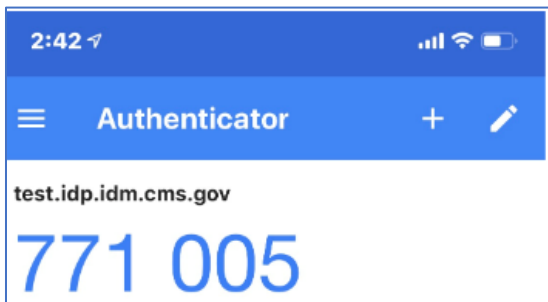
Once you have set up your Multifactor Authentication method, you are ready to log into QMARS.

- 1) Enter your username
- 2) Enter your password.
- 3) Click Sign in
- 4) Your MFA method will appear. In this example, Google Authenticator is requesting the code.

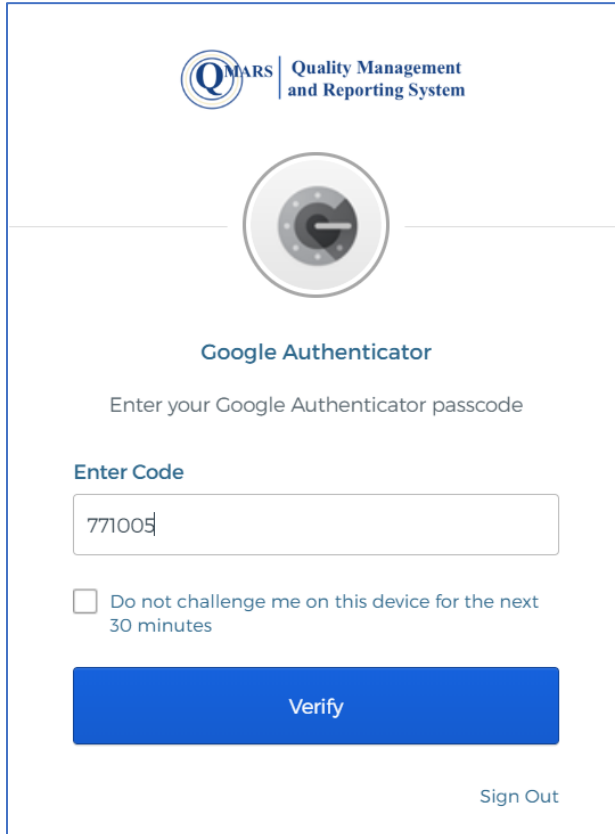


The screenshot shows the QMARS login interface. At the top left is the QMARS logo with the text "Quality Management and Reporting System". Below the logo is a circular icon representing Google Authenticator. The text "Google Authenticator" is centered below the icon. Underneath, it says "Enter your Google Authenticator passcode". There is a text input field labeled "Enter Code". Below the input field is a checkbox with the text "Do not challenge me on this device for the next 30 minutes". At the bottom of the form is a large blue button labeled "Verify". In the bottom right corner, there is a "Sign Out" link.

- 5) Open the app to retrieve the code



6) Enter the code in the available box and click verify



QMARS | Quality Management and Reporting System

Google Authenticator

Enter your Google Authenticator passcode

Enter Code

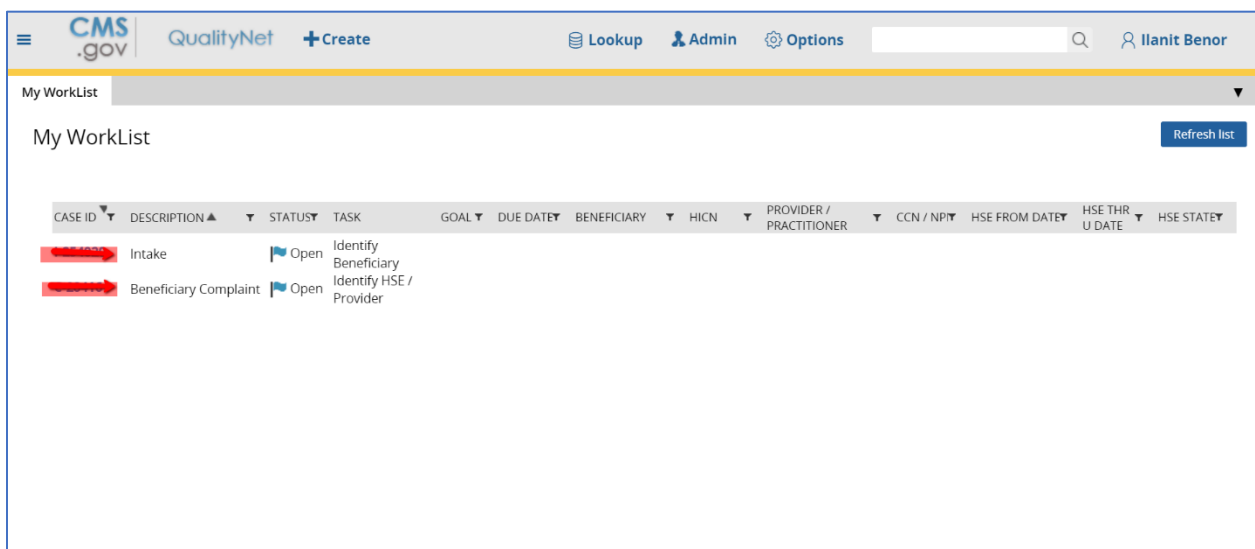
771005

Do not challenge me on this device for the next 30 minutes

Verify

[Sign Out](#)

Once you have completed the MFA process, you will be successfully logged into QMARS.



My WorkList [Refresh list](#)

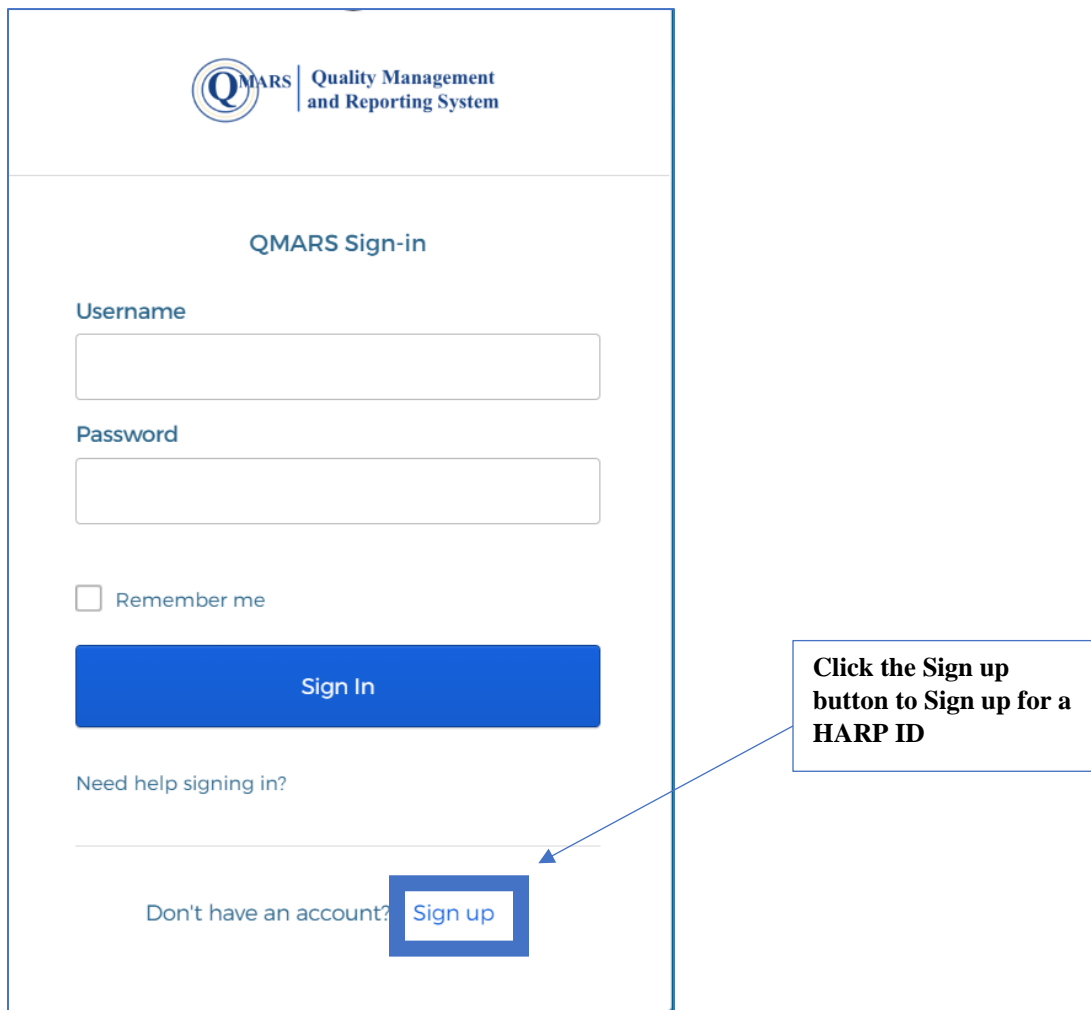
CASE ID	DESCRIPTION	STATUS	TASK	GOAL	DUE DATE	BENEFICIARY	HICN	PROVIDER / PRACTITIONER	CCN / NPI	HSE FROM DATE	HSE THRU DATE	HSE STATE
	Intake	Open	Identify Beneficiary									
	Beneficiary Complaint	Open	Identify HSE / Provider									

3 NEW USERS WITH NO PREVIOUS EIDM OR HARP IDS

If you are a new user who has never accessed QMARS and don't have an EIDM ID or a HARP ID, you will need to register for a HARP ID and get a QMARS Role.

3.1 REGISTERING FOR A HARP ACCOUNT

- 1) Navigate to [HTTPS://QMARS.HCQIS.org](https://QMARS.HCQIS.org)
- 2) When you get to the *Login* screen, select **Sign Up**.



The screenshot shows the QMARS Sign-in page. At the top left is the QMARS logo with the text "Quality Management and Reporting System". Below the logo is the heading "QMARS Sign-in". There are two input fields: "Username" and "Password". Below these is a checkbox labeled "Remember me". A large blue button labeled "Sign In" is positioned below the checkbox. At the bottom of the page, there is a link "Don't have an account? Sign up". A callout box with a blue border and arrow points to the "Sign up" link, containing the text: "Click the Sign up button to Sign up for a HARP ID".

3) Fill out the information on the *Profile Information* screen.

1 Profile Information
2 Account Information
3 Remote Proofing
4 Confirmation

Profile Information

Enter your profile information for identity proofing. HARP uses Experian to help verify your identity. Already called Experian? [Enter Reference Number](#)

Want to retry a previously failed registration attempt? [Retry Remote Proofing](#)

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

<p>Legal First Name * </p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Legal Last Name *</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>Middle Initial</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Date of Birth * </p> <input style="width: 95%; height: 25px;" type="text" value="mm/dd/yyyy"/>
<p>Email Address *</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Confirm Email Address *</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>Phone Number</p> <input style="width: 95%; height: 25px;" type="text" value="() - -"/>	<p>Is your address in the United States? *</p> <div style="display: flex; gap: 10px;"> Yes No </div>
<p>Home Address Line 1 *</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>Home Address Line 2</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>City *</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>State *</p> <input style="width: 95%; height: 25px;" type="text" value="▼"/>
<p>ZIP Code *</p> <input style="width: 95%; height: 25px;" type="text"/>	<p>ZIP Code Extension</p> <input style="width: 95%; height: 25px;" type="text"/>
<p>Social Security Number * </p> <input style="width: 95%; height: 25px;" type="text"/>	

Don't want to enter your SSN?
[Initiate Manual Proofing](#)

I agree to the [Terms & Conditions](#) *

Next →

3.2 IDENTITY PROOFING

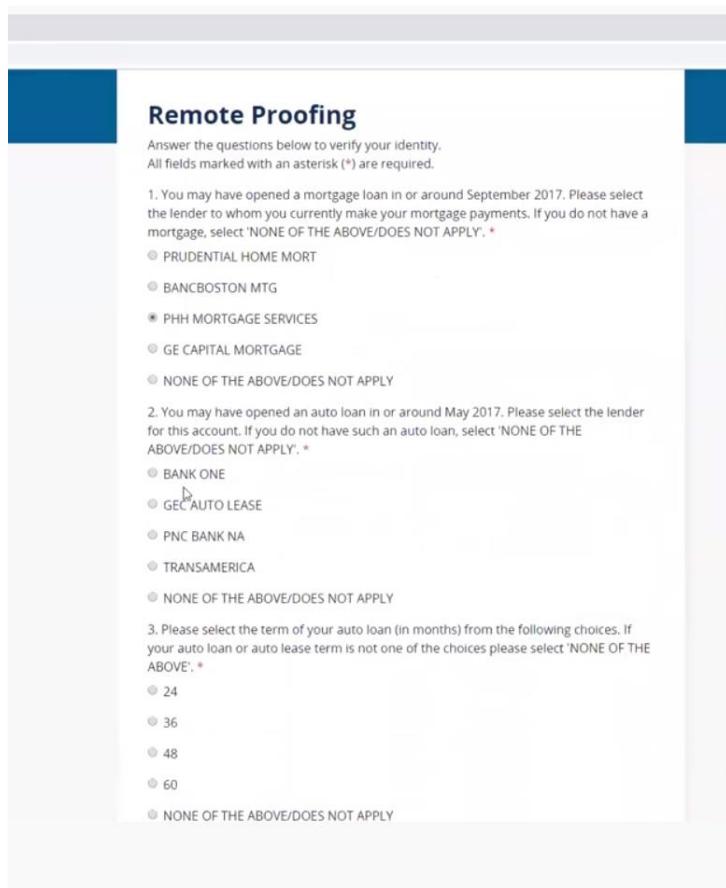
HARP uses Identity Proofing through Experian. There are two ways to complete Identity Proofing: Remote and Manual Proofing.

3.2.1 Remote Proofing

You can complete Remote Proofing by answering a series of questions based on your name and social security number. Your answers are evaluated based on the completed Profile Registration Form (completed as part of the HARP registration).

1) Remote Proofing*

*The remote identity proofing questions are asked after the account creation



The screenshot shows a web form titled "Remote Proofing". The instructions state: "Answer the questions below to verify your identity. All fields marked with an asterisk (*) are required." There are three numbered questions, each with a list of radio button options. Question 1 asks about mortgage lenders, with "PHH MORTGAGE SERVICES" selected. Question 2 asks about auto loan lenders, with "GEC AUTO LEASE" selected. Question 3 asks about auto loan terms, with "24" selected.

Remote Proofing

Answer the questions below to verify your identity.
All fields marked with an asterisk (*) are required.

1. You may have opened a mortgage loan in or around September 2017. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'. *

- PRUDENTIAL HOME MORT
- BANCOSTON MTG
- PHH MORTGAGE SERVICES
- GE CAPITAL MORTGAGE
- NONE OF THE ABOVE/DOES NOT APPLY

2. You may have opened an auto loan in or around May 2017. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'. *

- BANK ONE
- GEC AUTO LEASE
- PNC BANK NA
- TRANSAMERICA
- NONE OF THE ABOVE/DOES NOT APPLY

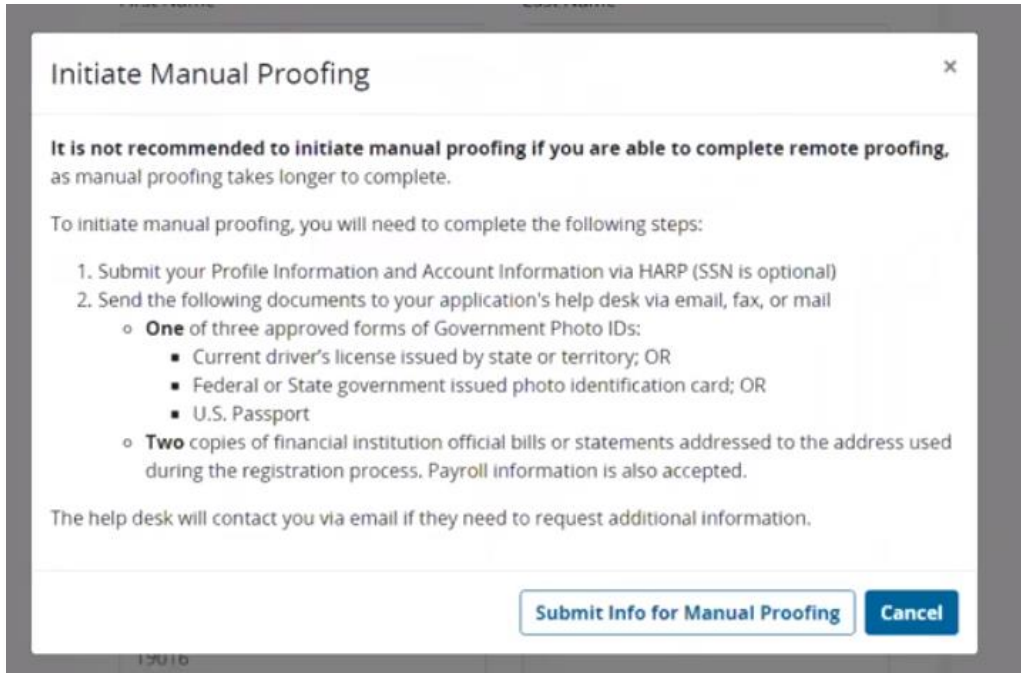
3. Please select the term of your auto loan (in months) from the following choices. If your auto loan or auto lease term is not one of the choices please select 'NONE OF THE ABOVE'. *

- 24
- 36
- 48
- 60
- NONE OF THE ABOVE/DOES NOT APPLY

3.2.2 Manual Proofing

Manual Proofing is generally not recommended if you can complete Remote Proofing because it does take much longer to complete than Remote Proofing.

1) To initiate Manual Proofing follow the directions below:



Initiate 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 is optional)
2. Send the following documents to your application's help desk via email, fax, or mail
 - o **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
 - o **Two** copies of financial institution official bills or statements addressed to the address used during the registration process. Payroll information is also accepted.

The help desk will contact you via email if they need to request additional information.

2) After completing the Manual Proofing information, agree to Terms and Conditions and click **Next**.

3.3 ACCOUNT CREATION

After you have completed the profile registration and Identity Proofing, you will create your username and password.

- 1) Enter your information to complete the Account Creation Process.
 - a. Create a User ID that is **AT LEAST 5 characters** and **DOES NOT contain ANY special characters**
 - i. **DO NOT** use your email address as your user name
 - b. Your password must be **AT LEAST 12 characters** and must contain:
 - Lower case letter
 - Upper case letter
 - Special character (!@#\$\$%^&*)
 - Cannot contain First name, Last name or any part of the User ID
 - c. Select a challenge question from the list and enter the answer in the space provided
 - d. Click **Next**

Create an Account

HCQIS Access Roles and Profile

1 Profile Information 2 Account Information 3 Remote Proofing 4 Confirmation

Account Information


Create your user ID, password, and challenge question.
All fields marked with an asterisk (*) are required.

User ID *

User ID must be between 5-100 characters.

Password * Confirm Password *

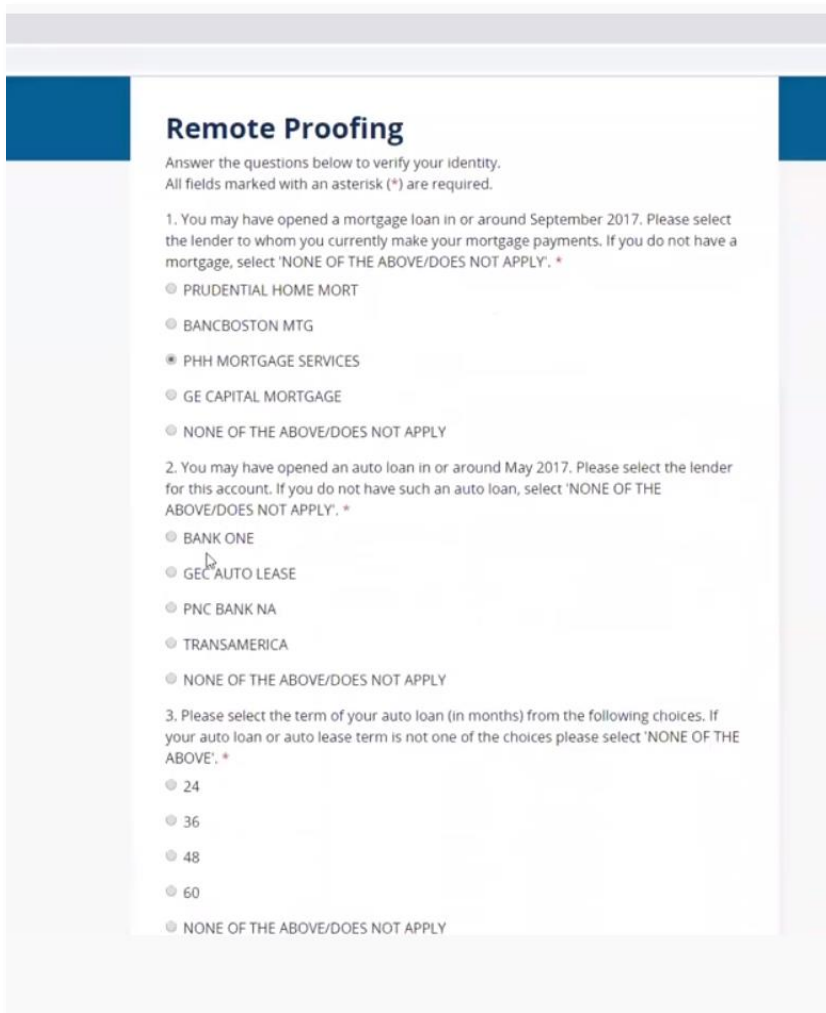
Password must be at least 12 characters and include a lowercase letter, uppercase letter, number (0-9), and symbol (!@#%&^&*). Cannot contain first name, last name, or part of user ID.

Challenge Question *  Challenge Question Answer *

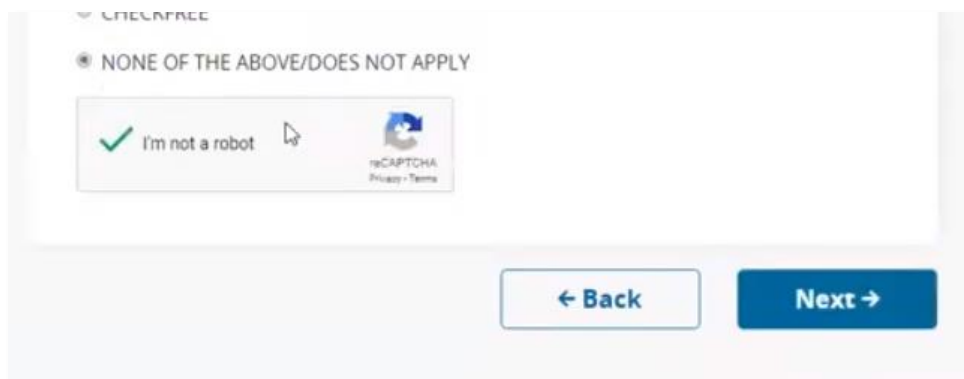
Challenge Question Answer must be at least 4 characters and cannot contain the challenge question, user ID, or password.

[< Back](#) [Next >](#)

2) Answer the Remote Proofing Questions.



3) After completing the Remote Proofing information, Select the **I am not a Robot** box and click **Next**.



- 4) After you have completed Remote Proofing and clicked **Next**, an “Account created” message should display. If this message does not display, you have not completed the process. You will also receive an email when your account has been successfully created.

3.4 CREATING YOUR QMARS ROLE

When you receive the email that your HARP ID has been successfully created, provide your HARP ID to the ADMIN for your organization and the Admin will create and provision your role in QMARS. **The process for creating and provisioning roles in QMARS has not changed.**

4 IMPORTANT INFORMATION TO IMPROVE YOUR HARP EXPERIENCE

- 1) Your HARP ID works with all APPS that use HARP
- 2) Your username is case sensitive. You will get a username error if you use the wrong case.
- 3) You can have no special characters in your username
- 4) You cannot use your email address as your username
- 5) The browser Firefox does not work well for registration for HARP
- 6) You can use the Forgot Password (Need Help Signing In?) for password reset or unlocking your password
- 7) You can go to <https://harp.qualitynet.org> to manage your profile, update your password and contact information. Many of us have our HCQIS emails as our contact emails for our EIDM IDs. You will need to update those email addresses.