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January 5, 2024

CCSQ Support Central:
HARP Self-Service Enhancements

Affected Customers: CCSQ Support Central Customers

On Friday, January 5, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement rotating carousel banners on the CCSQ Support Central home page. Click the arrow on either side to rotate between the banners.

The new Self-Service Account Recovery banner will include a new HARP Account Recovery link. The HARP Account Recovery link will make it easier for customers to handle HARP account-related issues like password resets, account unlocks, and other account help.

The link appears in multiple locations, on the new Self-Service Account Recovery banner, as well as below the banner, and on the Request Support page.
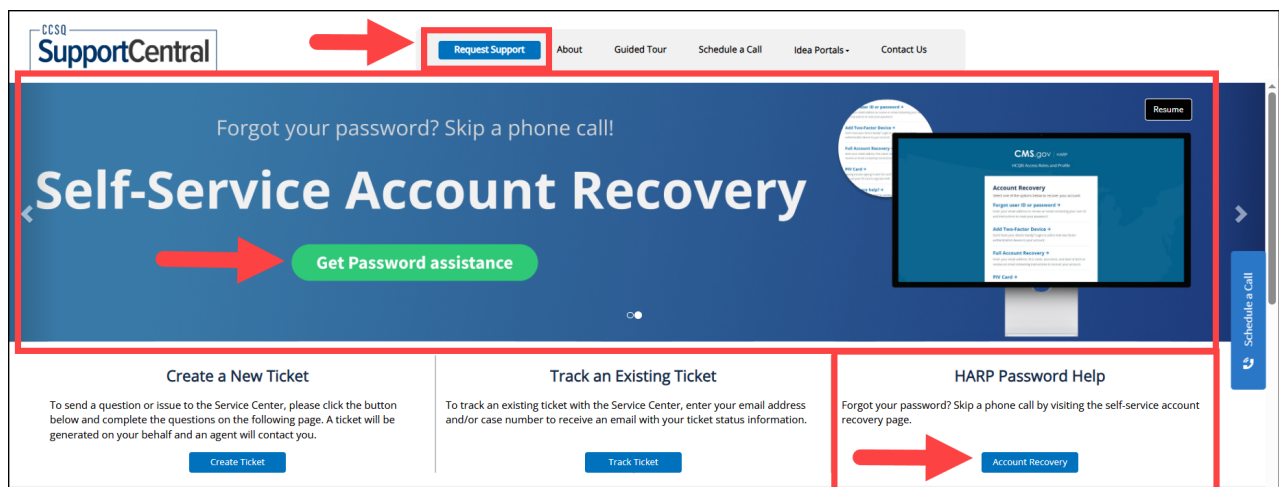
The link accesses the Account Recovery page listing the following options for customers to recover their HARP account:

- **Forgot user ID or password:** Enter your email address to receive an email containing your user ID and instructions to reset your password.
- **Add Two-Factor Device:** Login to add a new two-factor authentication device to your account.
- **Full Account Recovery:** Enter your email address, first name, last name, and date of birth to receive an email containing instructions to recover your account.
- **PIV Card:** Learn more about how you can use your PIV card to log into HARP.
- **Need more help?:** Please contact the help desk for additional assistance.

These enhancements will improve customer service by providing a link to assess HARP self-service for faster resolution to HARP account issues.