

## QualityNet | CCSQ ServiceNow



March 28, 2024

## CCSQ Support Central - Virtual Agent: HARP Redirect Update

Affected Customers: CCSQ Support Central Customers

On March 28, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the Virtual Agent on CCSQ Support Central. There will be a new prompt to the customer providing a link redirecting them to the HARP Self-Service Portal to resolve basic HARP account requests.



## HARP Self-Service Portal

Accoun	t Recovery
	the options below to recover your account. Seer ID or password →
Enter your ema to reset your pa	il address to receive an email containing your user ID and instructions ssword.
Add Two-	Factor Device →
Don't have your your account.	device handy? Login to add a new two-factor authentication device to
Full Acco	unt Recovery →
-	il address, first name, last name, and date of birth to receive an email uctions to recover your account.
PIV Card	<b>→</b>
Having trouble card to log into	signing in with PIV card? Learn more about how you can use your PIV HARP.
Need mo	re help? →

For more information, review the Knowledge Article titled <u>Virtual Agent and Connecting with Live</u> <u>Agent</u> for CCSQ Support Central. *Note: To view Knowledge Articles, you will need to sign into your* CCSQ ServiceNow account.

