



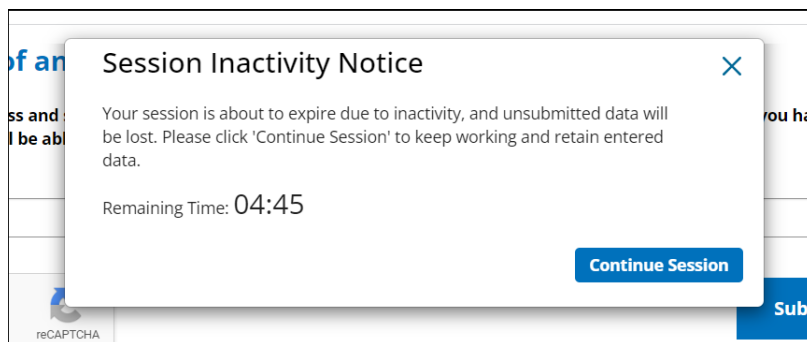
CCSQ ServiceNow Portal Updates: Session Timeout

Affected Customers: CCSQ ServiceNow Portal Customers

On May 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will provide customers a new Session Timeout warning to the following Portals:

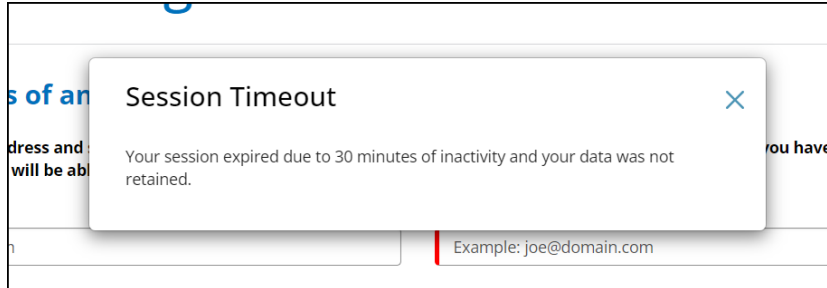
- CCSQ Support Central
- 1135 Waiver / Flexibility Request and Inquiry Form
- Hospital Hardship Application
- Q&A Portal
- iQIES HCD Research Form
- QSEP Help Center

Session Inactivity Notice



- The customer will be notified once their session has reached 25 minutes at which point they will have five minutes to extend the session or end it.
- If the customer clicks 'Continue Session' or 'X', their session will reset to 30 minutes and they will remain on the page.

Session Timeout



- If the customer allows the timer to reach zero, a Session Timeout message will display informing them that their data on the form was not retained.
- When the customer clicks the 'X', they will be redirected to the home page of the portal they are on, and their data will not be saved.

This update will improve Customer experience when using CCSQ ServiceNow Portals to provide full transparency to Customers on when their current session will time out.

If you need additional information, contact us:

Phone: 1-866-288-8914

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

VISIT CCSQ Support Central



Email:

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Center for Clinical Standards and Quality (CCSQ)