

# New Support Central Feature – SMS Texts for Tracking an Existing Ticket Coming Soon!

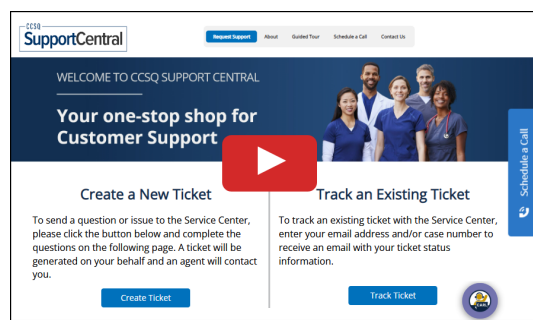
## Affected Customers: CCSQ Support Central Customers

Starting Monday, January 23, 2023, CCSQ Support Central customers will be able to use SMS messaging when requesting to track existing ticket(s).

This new feature provides the following benefits to CCSQ Support Central Customers:

- An additional convenient, customer-friendly authentication method via text message
- Eliminates the need to navigate between the CCSQ Support Central website and email to get the one-time password (OTP) for identification

To see the SMS messaging feature, click the image below to view the [CCSQ Support Central Guided Tour](#).



For more information, access the [Master Article for CCSQ Support Central](#) in CCSQ ServiceNow and review the following Knowledge Articles:

- CCSQ Support Central Track an Existing Ticket
- How to use the Mobile Device Option for Tracking an Existing Ticket in CCSQ Support Central

*Note: To view Knowledge Articles you will need to sign into your CCSQ ServiceNow account.*

*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:  
[ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov)