

November 8, 2021



## Planned Activity

**Planned Actions:** On November 16, 2021 from 8:30 – 10:30 PM EST, maintenance will be performed to reset the Experian password in all HARP environments (SBX, TEST, PROD).

**Impacted Application Development Organizations (ADOs):** Only user's attempting to proof in PROD during the maintenance window.

**Planned Downtime:** 8:30 to 10:30 PM ET [for 2 hours]

**What To Expect:** HARP proofing be unavailable during the maintenance window.  
No ADO actions are required.

---

*If you need additional information, please contact us by phone at 1-866-288-8914, Slack at #help-service-center-sos, or by email at [ServiceCenterSOS@cms.hhs.gov](mailto:ServiceCenterSOS@cms.hhs.gov).*

*To unsubscribe send an email with a subject of "Unsubscribe" to [harp-intdev-leave@mailers.qualitynet.org](mailto:harp-intdev-leave@mailers.qualitynet.org)*