



Reported Issue – CCSQ ServiceNow Group Management Update – Inactivity Notifications

Affected Customers: All CCSQ ServiceNow Customers

The following issue has been reported.

Issue Reported: The 30 Days of Inactivity, 30+ Days of Inactivity, and 60 Days of Inactivity Notifications that were released last Friday, September 6, have caused multiple notifications to be sent in error to group members informing them that CCSQ ServiceNow accounts may be retired due to inactivity.

What to Expect: You will no longer receive the automated inactivity email notifications from CCSQ ServiceNow. Please ignore any notifications you may have received.

Please be assured that:

- **No accounts** have been deactivated/retired.
- **No action** on your part is required.

We apologize for any inconvenience these erroneous notifications may have caused.

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