

### QualityNet | CCSQ ServiceNow

servicenow

November 21, 2022

# **ACTION REQUIRED**

## **CCSQ ServiceNow Internal User Access**

Affected Customers: CCSQ ServiceNow Internal Customers (without a HARP User role)

CCSQ ServiceNow recently completed an internal User access role audit. It is a CCSQ ServiceNow requirement that all internal ServiceNow customers have the required HARP account role for their ServiceNow User access.

**IMPORTANT:** You do not have the required HARP account role for your ServiceNow User access.

#### You must complete the following actions:

To retain your current User functionality in CCSQ ServiceNow, you need to access HARP and request the Standard ServiceNow User role.

Failure to register for the appropriate User role in HARP before December 6, 2022, will result in your profile being converted to a Contact record. If your access is downgraded to an external Contact, you will lose your current ServiceNow User access and have Portal view only.

For access to HARP and information on how to request the Standard ServiceNow User role, review the <u>Quick Start Guide</u> on the QualityNet/CCSQ ServiceNow page.

Follow these steps to request your Standard ServiceNow User role in HARP:

- 1. Log in to HARP.
- 2. Click the **Request a Role in HARP** button.

Welcome to H	IARP		
View / Edit Profile     Information	Change Password	Update Challenge Question	Manage Two- Factor Devices
User Roles Not all applications use HARP request a user role. Request a Role in HARP	for role requests. Follow your appli	cation's instructions for how to	Applications HARP currently supports the following applications. + Show Applications

3. On the Select a Program page, select **ServiceNow Quality System**, and then click the **Next** button.



4. On the Select an Organization page, select the Organization name you would like to access in ServiceNow, and then click the **Next** button. <u>Don't see your organization listed?</u>

CMS.gov   HARP	Help User Roles User Profile Logout
User Role	s
	Ø3
	Select an Organization Select the opprinten you would like access to for ServiceNew Quality System.
	O I don't see my organization     O ADD ACOMS-Softrams
	ADO-ASPEN-Alpine Technology Group
	VMQR-Outpatient Q5-Health Services Advisory Group
	O VIQRC-VS-Mathematica
с	ancel Back Next
	Want to participate in HARP user feedback sessions? <u>Contact us to sign up</u>

5. On the Select Roles page, select **Standard ServiceNow User**, and then click the **Submit** button.

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User Role	s					
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	Select Roles Select one or many roles for the ASPEN-Alpine Technology Gro		d for ADC			
	Search	Search		- 1		
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c	Cancel	Be	ick	Submit		
	Want to participate in HARP user	feedback sessions? Cor	tact us to	sign up		

- 6. You will be notified by your organization's Security Official via email when your role has been approved.
- 7. Log into CCSQ ServiceNow at <a href="https://cmsqualitysupport.servicenowservices.com/">https://cmsqualitysupport.servicenowservices.com/</a> using your HARP credentials.

#### What's next?

You must request the Standard ServiceNow User role in HARP and notify your organization's Security Official via email prior to December 6, 2022, or your ServiceNow access will be downgraded to a Contact, and you will have Service Portal view only.

If you have any questions, contact ServiceCenterSOS@cms.hhs.gov.

#### If you need additional information, contact us:

Phone: 1-866-288-8914 Slack: <u>#help-service-center-sos</u> Save time. Submit and Track your ticket!
VISIT CCSQ Support Central

Email: <u>ServiceCenterSOS@cms.hhs.gov</u>

Center for Clinical Standards and Quality (CCSQ)