IMMEDIATE 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. Your ServiceNow User access will be revoked if immediate action is not taken now.

**You must complete the following actions now:**

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 6th 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 Quick Start Guide on the QualityNet/CCSQ ServiceNow page.

Follow these steps to request your Standard ServiceNow User role in HARP and have your Security Official (SO) approve your request before December 6, 2022:
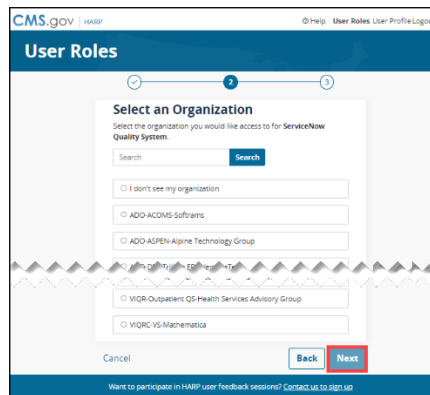
1. [Log in to HARP](#).

2. Click the **Request a Role in HARP** button.
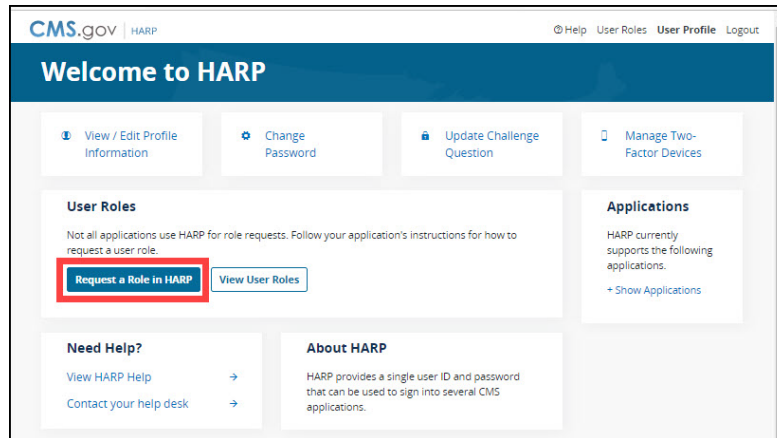
3. On the Select a Program page, select **ServiceNow Quality System,** and then click the **Next** button.
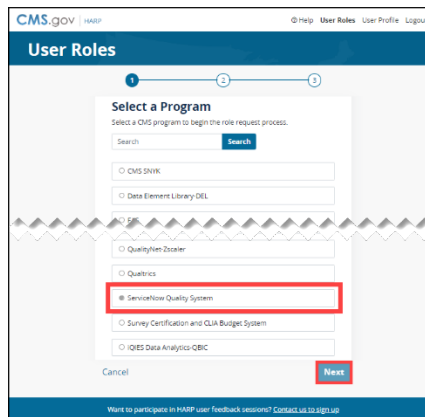
4. On the Select an Organization page, select the Organization name you would like to access in ServiceNow, and then click the **Next** button. [Don't see your organization listed?](#)

5. On the Select Roles page, select **Standard ServiceNow User**, and then click the **Submit** button.
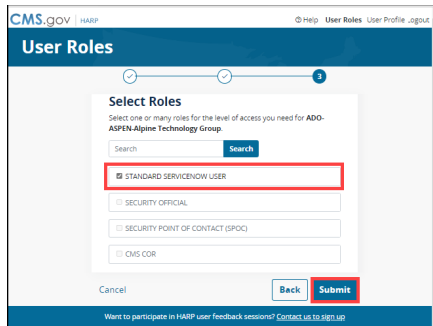
6. You **must** notify your organization's SO via email so your role will be approved by December 6, 2022.

7. Log into CCSQ ServiceNow at https://cmsqualitysupport.servicenowservices.com/ 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 **now** 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.