



QualityNet | CCSQ ServiceNow



February 25, 2022

Group Record Access Update

Affected Customers: Service Center Managers, SOS Team, and ServiceNow System Administrators

Starting Friday February 25, at 8:30PM, ServiceNow will update Group Record access controls.

- *Only* ServiceNow System Administrators will be able to create new groups, edit group names, and set the **Active** field.
- Service Center managers and the SOS team will still be able to edit group membership, view inactive groups, and update group manager.

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

To unsubscribe send an email with a subject of "Unsubscribe" to harp-intdev-leave@mailers.qualitynet.org

Center for Clinical Standards and Quality (CCSQ)