



QualityNet | CCSQ ServiceNow



July 3, 2024

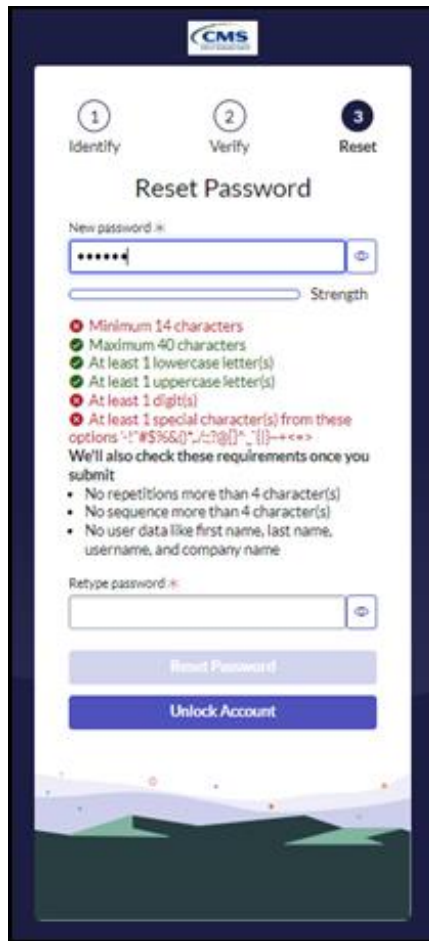
# CCSQ ServiceNow Employee Self-Service Portal (ESS): Password Reset Update

**Affected Customers:** CCSQ ServiceNow Employee Self-Service Tool (ESS) Customers

On July 3, 2024, at 8:30 PM ET, CCSQ ServiceNow will update the password reset process for the ESS Portal. The new password reset process will improve the Customer experience when resetting their password and seeing the error handling messages.

The improvements include:

- The Customer will see all password requirements when entering their new password and immediately knows when each criteria item (green text) is fulfilled by the new password.
  - Passwords must have a minimum length of fourteen (14) characters and include all of the following four types of characters:
    - Uppercase letters
    - Lowercase letters
    - Numbers
    - Symbols



- Email verification will be added as part of the password reset workflow.
- A note will be added to the Password Reset tool to inform the Customer that they cannot change their password within 24 hours of the last password change.

For more information, review the Knowledge Article titled, [AD Password Reset](#), after the update is completed on July 3, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

*If you need additional information, contact us:*

Phone: 1-866-288-8914

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Save time. Submit and Track your ticket!

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