



CCSQ ServiceNow: QSEP Portal Enhancements

Affected Customers: QSEP Portal Customers

On May 23, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement the following enhancements to the QSEP Portal:

The QSEP Portal 'Topic Fields' will be updated with the following subcategories:

- Account Management:
 - Identity Proofing
 - Password Reset/Unlock
 - Profile Information
 - Provider Account
 - Role Removal
 - Role Request
- Programmatic:
 - Certificate
 - Reports
 - Site Navigation
 - Test/Evaluation
 - Training Content
 - Training Plan
 - Transcript
- Technical Support:
 - Audio/Visual
 - Browser Plugins
 - Page Errors
 - Other

This The QSEP Catalog Items will be updated with the following:

- The QSEP Catalog Item banner will alert customers that the 'New Category Field' has been added. This will appear when 'Issue Type' is selected:

The screenshot shows a banner with a blue header and a white body. The header contains a notification: "New field category added" with a sub-message "A new category dropdown has been added: Topic". The body is split into two columns. The left column is titled "Contact QSEP Help Desk" and provides contact information: "Phone 855-791-8900" and "Email: helpdesk@qsep.org". The right column is titled "CMS QSEP Help Center" and "Submit QSEP Support Ticket", with instructions on how to submit a ticket and a note about including a phone number for return calls.

- The following 'Watchlist' functionality will be implemented:

The screenshot shows the "CMS QSEP Help Center" page with the "Submit QSEP Support Ticket" form. Below the form, there is a "Watchlist" section. A red arrow points to the "Watchlist" heading. The section asks "Is there anyone else that should have access to the status of this ticket?" and provides instructions: "Up to 10 email addresses can be added. If adding multiple email addresses, separate the addresses with a comma. Recipients will not be able to add any information to your ticket or email the QSEP Help Desk on your behalf." Below the instructions is a text input field with the placeholder "Please enter email addresses here".

- Customers will not be able to enter duplicate email address or exceed ten email addresses in the field:

The screenshot shows the "Watchlist" section with the text input field highlighted in red. Below the field, a red error message reads: "Cannot enter duplicate email addresses. You have already added to the watchlist: asmith@gmail.com". Below the error message, there are several input fields, each with a red 'X' icon, indicating that the system has detected and prevented the entry of duplicate email addresses.

Watchlist

Is there anyone else that should have access to the status of this ticket? [?](#)

Up to 10 email addresses can be added. If adding multiple email addresses, separate the addresses with a comma. Recipients will not be able to add any information to your ticket or call the QSEP Help Desk on your behalf.

Please enter email addresses here

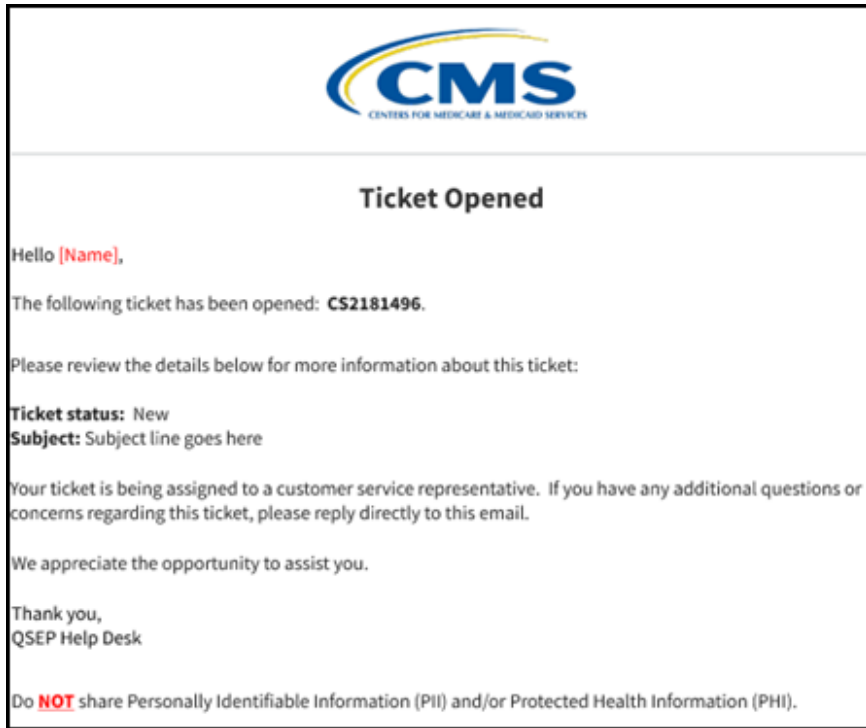
Cannot exceed 10 email addresses. If you need to add additional email addresses please contact the [QSEP Help Desk](#) for assistance.

QSEP Catalog Item: Phone Number Extension, Issue Type, Topic field updates:

- 'Phone Number Extension' field
- 'Issue Type' field dropdown:
 - Account Management
 - Programmatic
 - Technical Support
- The dropdown values for 'Issue Type' and 'Category' are in alphabetical order

The following 'Watchlist Notifications' will be updated to include:

- Customers will receive email notifications when added to the watchlist to a QSEP case and continue to receive notifications throughout the life cycle of the QSEP case. They also have the option to remove their email from the watchlist via email notification.
- 'Ticket Opened'



- 'Ticket Reopened'



Ticket Reopened

Hello [Name],

The following ticket has been reopened: **CS2181496**.

Please review the details below for more information about this ticket:

Ticket status: New

Subject: Subject line goes here

Your ticket has been assigned to a customer service representative. If you have any additional questions or concerns regarding this ticket, please reply directly to this email.

We appreciate the opportunity to assist you.

Thank you,
QSEP Help Desk

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

- 'Additional Information Requested'



Additional Information Requested

Hello [Name],

Additional information has been requested on your ticket: **CS2181496**.

Ticket status: New

Subject: Subject line goes here

Agent Response: Need additional info on this ticket

Please reply directly to this email to provide the requested information.

Thank you,
QSEP Help Desk

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

- 'Added as a Watchlist Recipient'



Added as a Watchlist Recipient

Hello [Name],

You have been added to the watchlist of: CSXXXXXXXX.

Please review the details below for more information about this ticket:

Ticket status: [status]

Subject: [subject content]

Reason for Contacting Us: [reason for contact content]

Once this ticket is resolved, you will receive an additional notification notifying you of the status change.

If you feel you received this message in error or no longer wish to receive updates, [click here to be removed from the watchlist.](#)

We appreciate the opportunity to assist you.

Thank you,
QSEP Help Desk

Note: This is an auto-generated email. Please do not reply to this message.

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

- 'Case Resolved – Watchlist Recipient'



Case Resolved - Watchlist Recipient

Hello [Name],

You are a watchlist member of CSXXXXXXXX. You are receiving this update due to the change in ticket status.

CSXXXXXXXX has been marked as resolved on 03/27/2024 10:45:27 AM EDT.

Please review the details below for more information about this case:

Case status: [status]

Short description: [short descript content]

Close notes: [notes content]

We appreciate the opportunity to assist you.

Thank you,
QSEP Help Desk

Note: This is an auto-generated email. Please do not reply to this message.

Do **NOT** share Personally Identifiable Information (PII) and/or Protected Health Information (PHI).

These enhancements aim to improve the QSEP Customer Portal and Agent Platform experiences for the QSEP case lifecycle including transparency of QSEP cases to watchlist recipients.

For more information, review the Knowledge Article titled, [Create a New QSEP - Quality, Safety and Education Portal Case Form - Service Portal](#) and [Submit QSEP Help Center Portal Support Ticket](#)

[from Portal to Catalog Item](#) after the update is completed on May 23, 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

Slack: [#help-service-center-sos](#)

Save time. Submit and Track your ticket!

VISIT CCSQ Support Central 

Email:

ServiceCenterSOS@cms.hhs.gov

Center for Clinical Standards and Quality (CCSQ)