

Standardized Phone Number Extension and Email Confirmation Fields

Affected Customers: All CCSQ ServiceNow Platform and Portal Customers

On May 9, 2024, at 8:30 PM ET, CCSQ ServiceNow will add phone number extension and email confirmation fields throughout the platform and portals. The update will provide conformity that will enhance the customer experience, minimize confusion, and lead to more intuitive and user-friendly interfaces.

- An email confirmation field will be added to validate that the email address is entered correctly. Corrections made to the email field will auto-delete all content in the email confirmation field.
- A phone number extension field will be added.
- The following portals will be updated with the new fields:
 - Agent Workspace
 - CCSQ Support Central: Create a Ticket
 - CCSQ Support Central: Track A Ticket
 - ESS Portal and catalog items
 - iQIES HCD Research Form (Does not have a telephone number field. Added the 'Confirm Submitter email' field only.)
 - Q&A Portal
 - 1135 Portal

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